

City Council Meeting Handouts

March 20, 2023

- I. Comprehensive Plan Update and Project Branding
- II. Police Department 2022 Annual Review
- III. Information Technology Radio and Phone Services Projects

March 20, 2023

City of Richardson, TX Comprehensive Plan Update

City Council Briefing

Kimley»»Horn

Expect More. Experience Better.





Presentation Topics

- Project Team Overview
- What is a Comprehensive Plan?
- Comprehensive Plans Today
- Comprehensive Plan Components
- Project Process / Schedule
- Project Branding
- Discussion



Project Team Overview

Project Team



PROJECT MANAGER
Mark Bowers, PLA, AICP, LEED AP



DEPUTY PROJECT MANAGER
Daniel Acevedo, AICP, CNU-A



**NEIGHBORHOOD AND STAKEHOLDER
ENGAGEMENT**
Madison Graham, AICP



MOBILITY (Transportation)
Jeff Whitacre, P.E., PTP, AICP



MOBILITY (Traffic)
Christian DeLuca, P.E., PTOE



**PARKS AND
RECREATION
(COORDINATION)**
Ignacio Mejia, LEED AP



ECONOMIC DEVELOPMENT AND MARKET ANALYSIS
Jessica Rossi, AICP



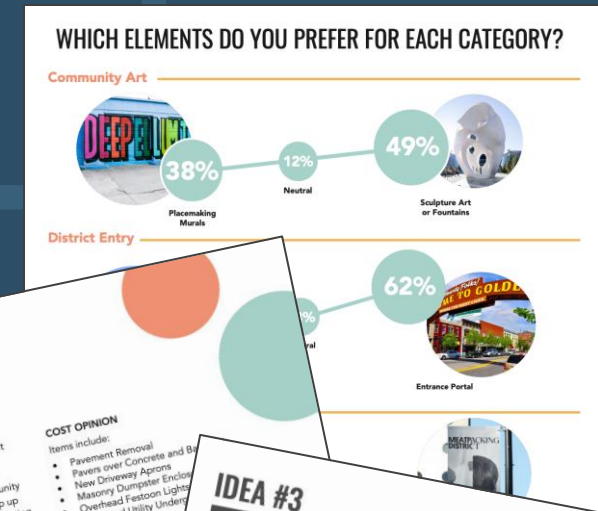
IMPLEMENTATION STRATEGY
Monica Heid
(Prologue Planning Services)



PROJECT BRANDING
Ryan Short
(Civic Brand)

Team's Richardson Experience

- **Richardson Experience**
 - West Spring Valley Corridor Reinvestment Strategy and PD Regulations
 - Main Street/Central Corridor Visioning, Rezoning Initiative, and Capital Improvements Plan
 - Collins/Arapaho TOD and Innovation District Rezoning Initiative
 - Monica Heid has 30+ years of experience working for the City of Richardson
 - CORE district placemaking strategy developed by CivicBrand
- **CivicBrand was founded in Richardson** (now 100% remote)
- **Kimley-Horn's Richardson office opened March 13**



IDEA #2

POLK ALLEY

Following our community surveys, it became apparent that outdoor environments in the downtown CORE district are among those most desired elements for brand definition. Underutilized alleys are an opportunity to extend occupancy of adjacent buildings and pop up events. Polk Alley is a great location that extends existing alley enhancements for activation south of Main St.

As envisioned in Priority Branding Idea #2, Polk Alley would become a vibrant, active alley that portrays art and branding elements similar to that of the CORE. Aesthetic branding treatments, overhead lighting, cafe tables, chairs and overhead shade structures bring architecture into the social hallways that connect these future destinations of downtown Richardson. Complemented with dynamic wall murals, small spaces become intimate and a notable feature luring drivers from their cars for dinner or weekends.

COST OPINION

Items include:

- Pavement Removal
- New Driveway Aprons
- Masonry Dumpster Enclosure
- Overhead Festoon Lighting
- Minor Utility Work
- Benches
- Table/Chair Sets
- Planters and Plants
- Entry Portals
- Wall Murals
- Wall Downlighting

Project Total (2020)
Project Total with 2025 Escalation

Note: For detailed line item cost analysis see opinion of probable costs in the Appendix.

IDEA #3

COLLINS BOULEVARD AND GREENVILLE AVENUE

A envisioned for Priority Branding Idea #3, Collins Boulevard crosses over Central Expressway as a large structure that sweeps dramatically from both sides of the freeway. The graceful bend of this IQ district thoroughfare is a prominent location to enhance the intersection of two thoroughfares as a district landmark. Adding features to the existing bridge enhances the visual cues of this location as a highly visible gateway. The highway offramp signature bridge greets drivers.

Murals highlighting the district's technology legacy can make this a dynamic, large scale canvas pop and be noticeable from the highway. The IQ districts logo color is equally appealing, lends a branding recognition to the Bridge, along with coordinated light poles and street furniture. A logo is featured prominently over Greenville Avenue, along with a metal structure tapestry that decorates the bridge's sides and softens the otherwise monotone facade. The additional lighting will provide a soft ambiance for bikers and pedestrians using the trails above and below.

COST OPINION

Items include:

- Wall Mural
- Painting of Bridge Beams
- Bridge Signs
- Banners
- Planters and Plants
- Light Columns on Sidewalk and Bridge
- Light Bollards
- Lighted Benches
- Bike Lane Painting
- Bike Lane Delineators
- 10' Wide Concrete Walk
- Landscaping
- Irrigation

Project Total (2020 Costs) \$3,559,296.67
Project Total with 2025 Escalation \$4,535,899.74

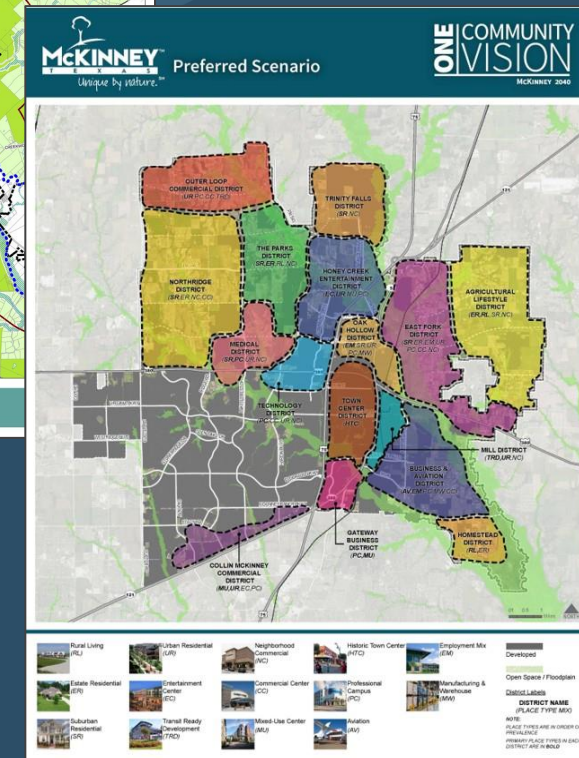
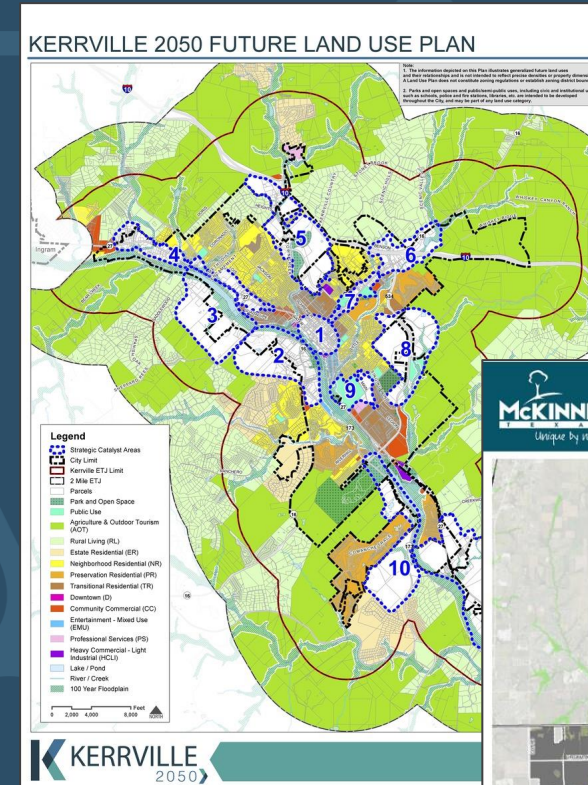
Note: For detailed line item cost analysis see opinion of probable costs in the Appendix.



What is a Comprehensive Plan?

What is a Comprehensive Plan?

- A comprehensive plan is a document that states a community's desired vision for the future.
- It consists of a single plan or coordinated set of plans organized by subject, or sometimes geographic area.
- While a comprehensive plan states the community's vision for the future, it does not constitute zoning regulations or establish zoning district boundaries.

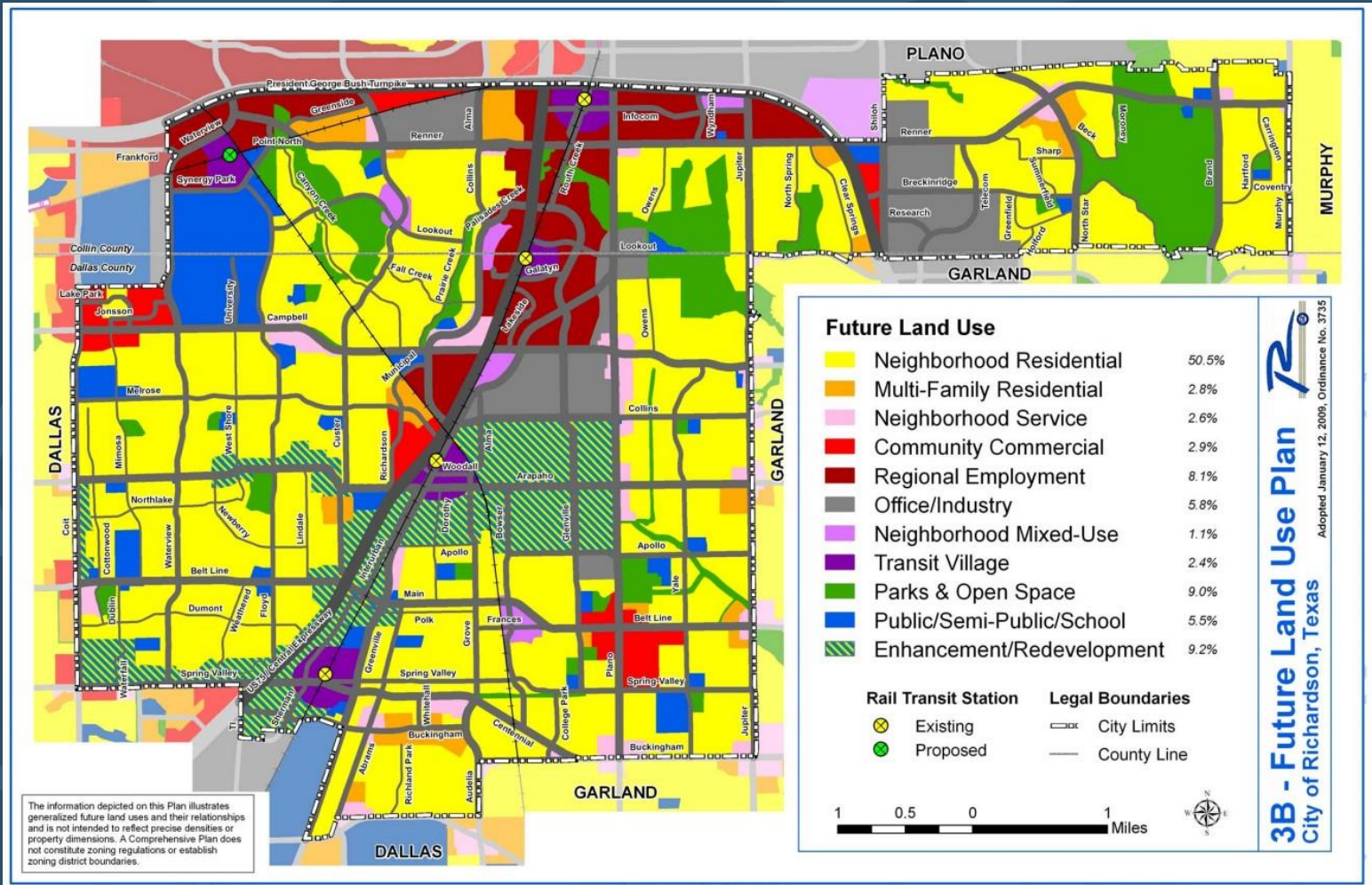


How is a Comprehensive Plan Used?

- A comprehensive plan is used to coordinate and guide the future establishment of development regulations.
- It is used to provide a basis for future zoning decisions.
- It also helps to guide public investments in transportation and other infrastructure improvements to aid in guiding future development.
- It is a policy document that includes an implementation plan for use by City staff, and this plan will also provide fiscal impact analysis

Why Prepare a Comprehensive Plan?

- Texas Local Government Code requires zoning regulations to be adopted in accordance with a comprehensive plan.
- The current plan was prepared in 2009, and there have been significant changes in Richardson since that time.



Comprehensive Plan Roles



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Comprehensive Plans Today

Changes in Comprehensive Planning Practices since 2009 Comprehensive Plan

- First ring suburbs in North Texas are focused on reinvestment and are becoming more urban
 - CityLine Development
 - Core District Development
- PlaceTypes in lieu of Land Uses
 - PlaceTypes provide staff and Council more flexibility to make good recommendations and decisions
 - Focus establishing great places rather than specific land uses

PLACETYPES FOR MCKINNEY'S FUTURE

Placetypes represent the various categories of land use permitted in the city. Placetypes are assigned to general areas of the City that are expected to exhibit characteristics similar to those outlined below and consistent with the overarching policies and land planning policies which have been developed. The Preferred Scenario builds upon 14 different placetypes which are identified and described on the following pages.

TRANSIT READY DEVELOPMENT

Transit Ready Developments (TRD) are regional-serving areas of economic, entertainment, and community activity. The size of TRD makes it an employment center and shopping destination for surrounding areas. Its focus on being a transit hub makes it a regional destination. The design and scale of the development in a TRD area encourages active living, with a comprehensive and interconnected network of walkable streets. TRD areas should feature a higher density development to utilize the limited space surrounding transit centers.

IDENTIFYING FEATURES

1. Transit-Oriented Developments (TODs)
2. Mix of Land Uses
3. High Density
4. Walkable Streets



ENTERTAINMENT CENTER

Entertainment Centers are emerging commercial centers planned or developed with large-scale master plans. These centers include a horizontal mix of uses including destination retail, restaurants, employment opportunities, and commercial uses that serve a regional scale. Residential uses support these destination developments and offer a variety of urban housing products. The master plan for a regional entertainment center reinforces the interdependence of uses to create an experience for visitors in the development. The Entertainment Center may have a shopping center, lifestyle area, or something similar as a prominent feature.

IDENTIFYING FEATURES

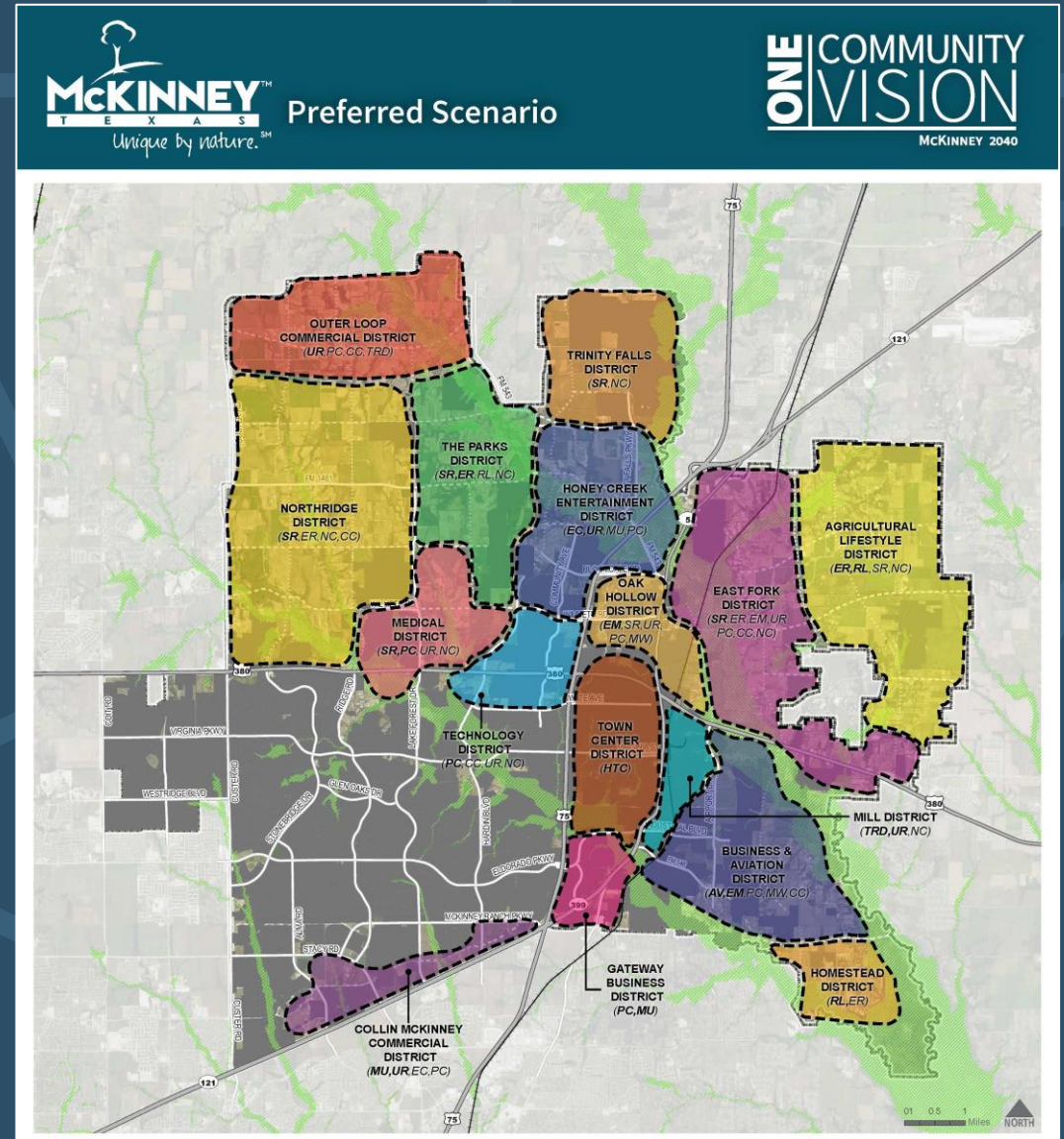
1. Independent Land Uses
2. Master Planned Areas
3. Regional Destinations
4. Cultural & Community Amenities



Changes in Comprehensive Planning Practices since 2009

Comprehensive Plan

- Strategic Assets/Districts Approach
 - Focus on creating districts around strategic assets
 - Each district has a unique market and unique housing focused on specific psychographic or workforce needs
 - Allows a variety of experiences in a community to help assure that developments are not competing against each other



Changes in Comprehensive Planning Practices since 2009

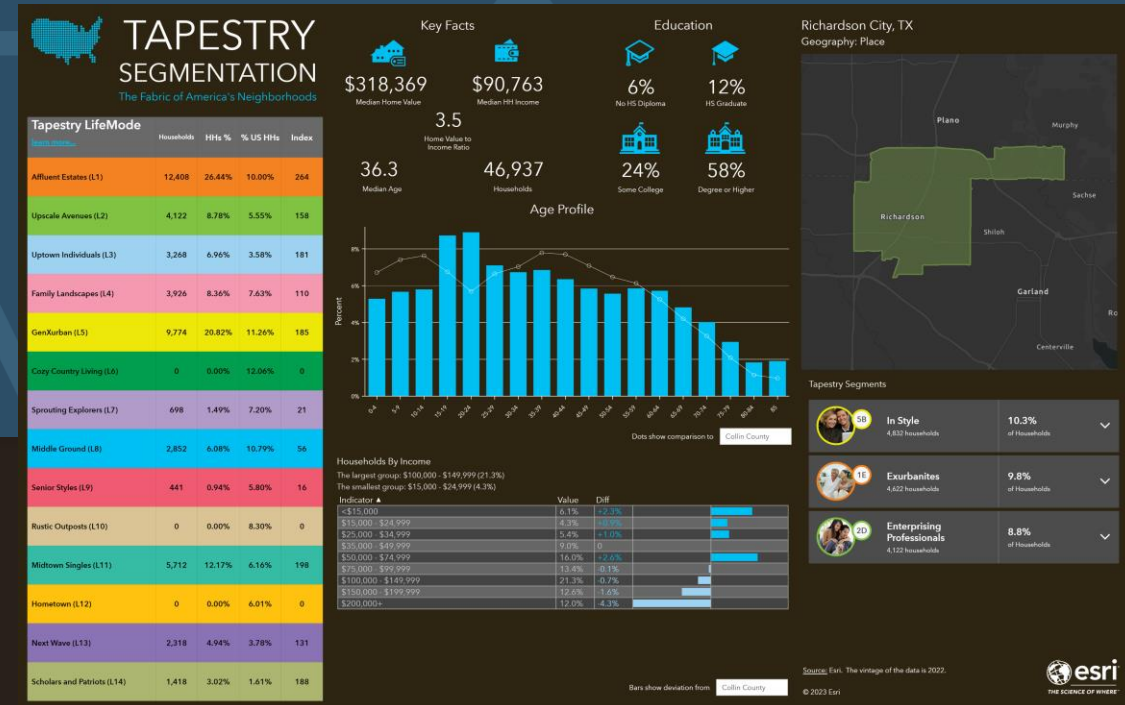
Comprehensive Plan

- Focus on Psychographics in addition to Demographics
 - Psychographics put a face to demographics
 - Identify preferences in housing, shopping and entertainment as well as cultural influences



LifeMode Group: GenXurban In Style

Households: 2,764,500
 Average Household Size: 2.35
 Median Age: 42.0
 Median Household Income: \$73,000



Changes in Comprehensive Planning Practices since 2009

Comprehensive Plan

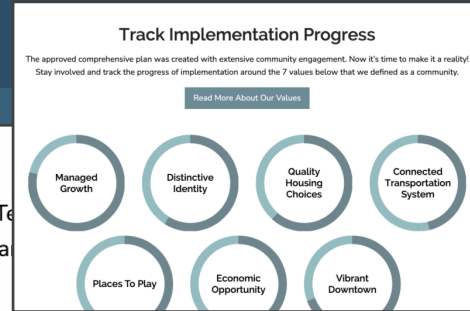
- Focus on Mobility rather than Thoroughfares
 - Thoroughfare Master Plan +
 - Active Transportation Plan
 - Transit
 - Multi Modal Street Design
 - Mobility Hubs
- Missing Middle Housing
 - Looking beyond single family detached and multi family
 - Aligning housing choices with psychographic preferences
 - Identifying attainable housing to allow workforce to live in the community in which they work



Changes in Comprehensive Planning Practices since 2009

Comprehensive Plan

- Real Estate Market / Fiscal Analysis
 - Establishing a fiscal model for future development
 - Provides understanding of fiscal implications of day-to day-zoning decisions
- Focus on Implementation and tracking
 - Align implementation plans with ongoing initiatives and processes
 - Track progress and maintain accountability
 - Review the plan periodically for potential updates



Completed
 In-Progress
 Future

S = Short-Term (1-3 years), M = Mid-Term (3-5 years), L = Long-Term
 O = Ongoing, strategies that should continue throughout the plan

Goal HC-1

Support initiatives for the preservation of neighborhood quality and longevity.

Stage	Reference Number	Strategy	Type of Strategy	Timeframe	High Priority	Implementing Agency
Future	HC-1.1	Establish a neighborhood forum with HOAs and neighborhood organizations to discuss issues and opportunities.	Operations	L		City Manager
In-Progress	HC-1.2	Continue administering the rental registration program within the city.	Operations	O		Property Standards
Future	HC-1.3	Support efficient code enforcement efforts by increasing the number of inspectors as the number of residential units increase.	Operations	M		Property Standards
In-Progress	HC-1.4	Ensure appropriate transitions or buffers between residential areas and other uses.	Policy	O		Planning & Development
In-Progress	HC-1.5	Continue coordination with the school districts to plan for new school locations where needed due to growth.	Operations	O		City Manager
In-Progress	HC-1.6	Discourage future creation of MUDs or PIDs for future single-family residential.	Policy	O	✓	Planning & Development

Changes in Comprehensive Planning Practices since 2009

Comprehensive Plan

- Digital Plans / Online Dashboards
 - Providing online plans in lieu or in addition to printed versions
 - Providing online dashboards for public to track implementation progress
- Focus on Resiliency
 - Population growth, social equity, impacts to air and water quality
 - Extreme weather events
 - Aging/deteriorating infrastructure
 - Emergency response/recovery
 - Protection of historic/cultural assets

FORWARD FATE

Home Process Our Plan Our Values Contact

Our Values

The following pages represent the action plan for the Forward Fate Comprehensive Plan. A brief discussion of each of the value statements is presented; for more discussion on each of the strategies, please refer to Volume II: Strategic Playbook. Some of the strategies are a continuation of actions already taken by the City, some are required by current state law, and others are considered best practices for community building and development.

Managed Growth

Fate will grow in a thoughtful manner that is coordinated and that considers long-term fiscal benefits and trade-offs of development.

[Learn More](#)

Track Implementation Progress

The approved comprehensive plan was created with extensive community engagement. Now it's time to make it a reality! Stay involved and track the progress of implementation around the 7 values below that we defined as a community.

[Read More About Our Values](#)

- Managed Growth
- Distinctive Identity
- Quality Housing Choices
- Connected Transportation System
- Places To Play
- Economic Opportunity
- Vibrant Downtown

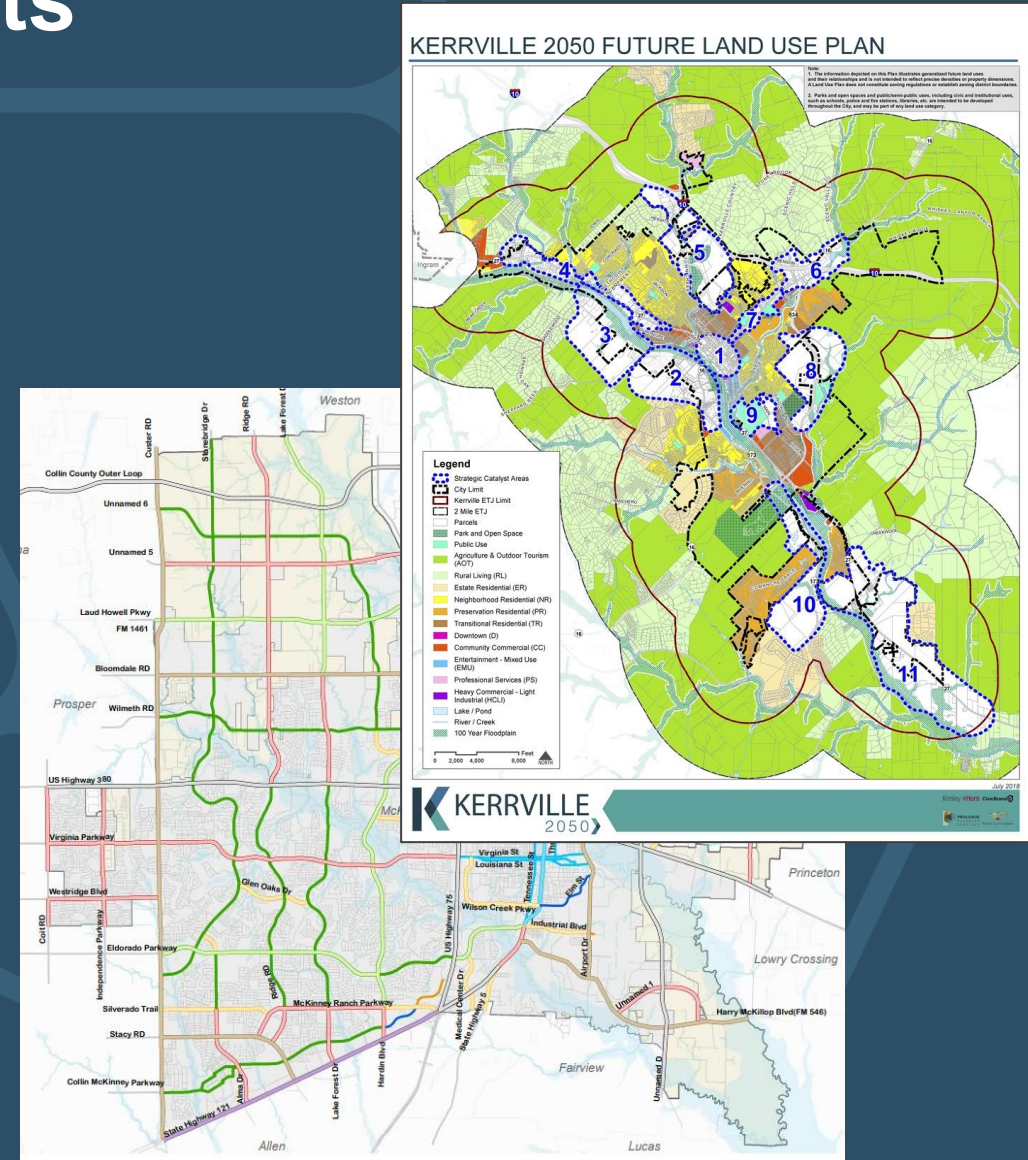
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Comprehensive Plan Components

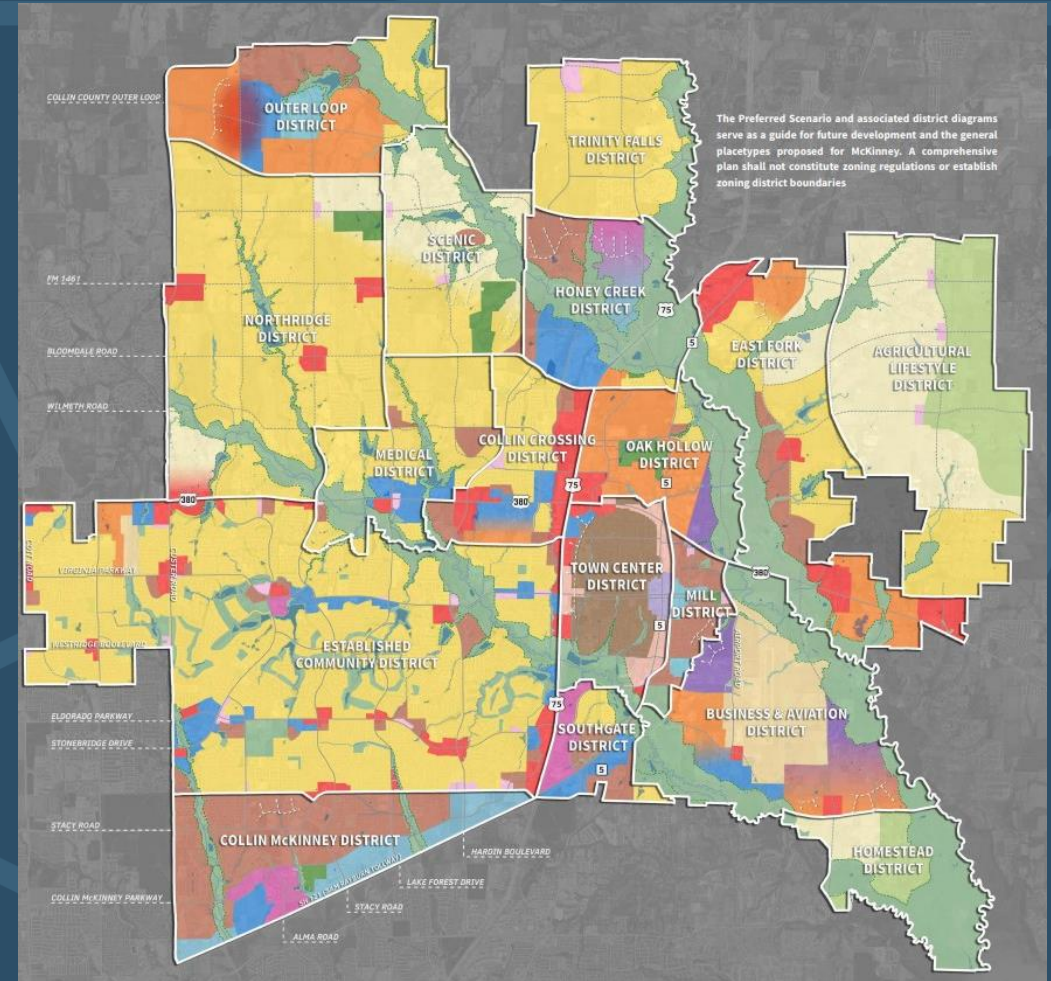
Comprehensive Plan Components

- This comprehensive plan update will include:
 - Future land use (major component)
 - Mobility / Transportation (major component)
 - Neighborhoods and Housing (major component)
 - *Community Facilities (policy direction/summary)*
 - *Parks, Trails and Open Space (coordination)*
 - *Infrastructure (policy direction/summary)*
 - *Natural Environment (policy direction/summary)*
 - Economic Development (major component)
 - Enhancement / Reinvestment areas (major component)
 - Fiscal Impact Analysis (major component)



Major Plan Components

- Future Land Use
 - Incorporation of Land Use changes since 2009
 - Updated population growth/capacity
 - Updated demographics/psychographics
 - New PlaceTypes approach
 - Updated Future Land Use Plan
- Mobility
 - Evaluation of planned mobility projects (Richardson and surrounding communities)
 - Capacity analysis and updated street cross-sections
 - Validation and mark-up of existing NCTCOG model
 - Potential changes to street cross sections based on updated TDM
 - Identification of safety concerns
 - Updated Master Thoroughfare Plan
- Neighborhoods and Housing
 - Prepare housing market assessment
 - Strategies for new residential
 - Strategies for stabilizing deteriorating housing and preserving older neighborhoods
 - Policies and guidance for infill housing



Major Plan Components

- Economic Development
 - Focused on non-residential development
 - Expand on *Richardson Economic Development Strategic Plan*
 - Prepare commercial market assessment
 - Recommendations for non-residential building typologies and uses supporting Richardson's goals
 - Focus on new development and rehabilitation/stabilization of existing non-residential space
- Fiscal Impact Analysis (major component)
 - Review Richardson Budget and Comprehensive Annual Financial Report
 - Interviews with department heads
 - Develop fiscal impact model (Excel-based) for staff use

Figure 6.2. Potential Annual Fiscal Revenues

PRODUCT TYPE	ADDED TAXABLE VALUE @ 2040	ADDED PROPERTY TAX REVENUE
Residential (Units):		
Low-Density	\$10,200,000,000	\$55,100,298
Medium-Density	\$2,910,000,000	\$15,719,791
High-Density	\$1,455,000,000	\$7,859,895
Non-Residential (Sq Ft):		
Retail/Service	\$1,330,000,000	\$7,184,647
Employment (Office/Industrial)	\$3,491,250,000	\$18,859,698
	Property Tax*	\$104,724,329
	Sales Tax**	\$16,625,000
	Total Tax Revenues	\$121,349,329
	Other Revenues***	\$14,714,648
	Total Revenues	\$136,063,977

*Based on City .540199 property tax rate.

**Based on estimated retail sales of \$250 per square foot and 1% sales tax rate.

***Based on 2017-2018 general fund revenues from permits, fees, licenses, fines, etc. -- per capita of \$168.

Source: Ricker|Cunningham.

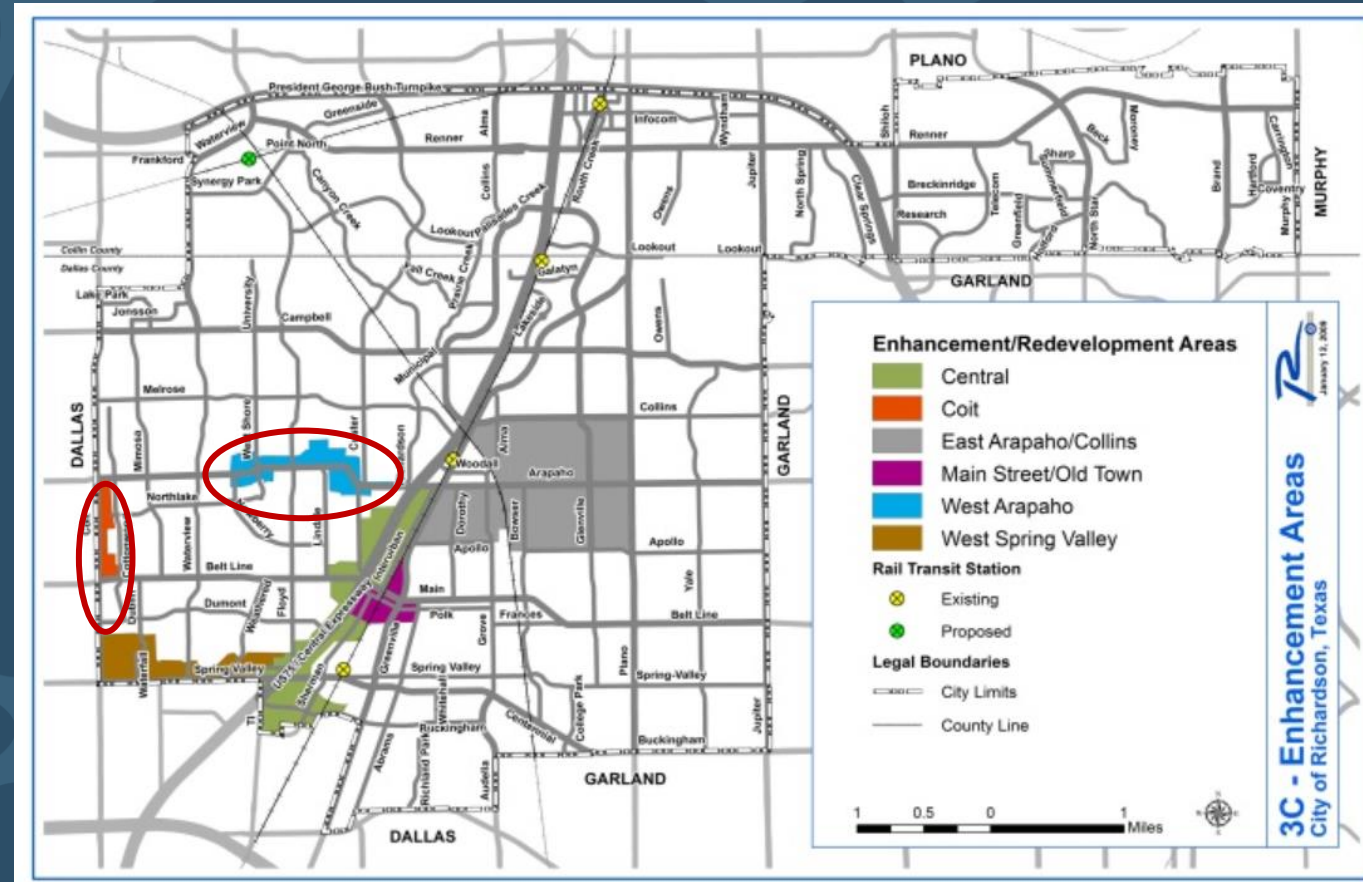
Figure 6.3 Potential Annual Fiscal Expenditures

PRODUCT TYPE	ADDED RESIDENTS /EMPLOYEES	ADDED ANNUAL SERVICE COSTS*
Residents	120,150	\$105,597,101
Retail Employees	4,117	\$3,618,045
Office/Industrial Employees	8,645	\$7,597,894
	Total Service Costs	\$116,813,039
	Total Revenues	\$136,063,944
	Total Surplus/Deficit	\$19,250,937
	% Surplus/Deficit	16%

*Based on 2017-2018 general fund expenditures per capita of \$879 (includes debt service).

Major Plan Components

- Enhancement / Reinvestment areas
 - Property analysis for 6 potential reinvestment areas (4 identified by staff and 2 identified by community)
 - Re-evaluate remaining areas from 2009 Comprehensive Plan
 - Identification of 4 preferred areas through input by staff, Council and the community
 - Preparation of land use, mobility and open space vision for each area
 - Development of implementation actions for each area

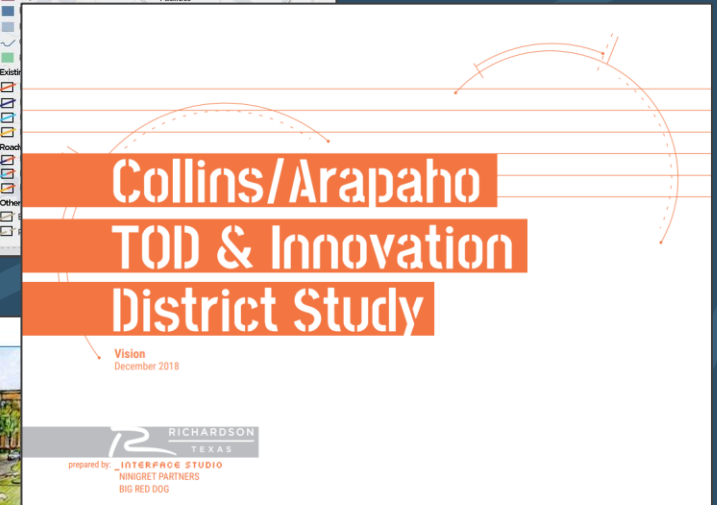
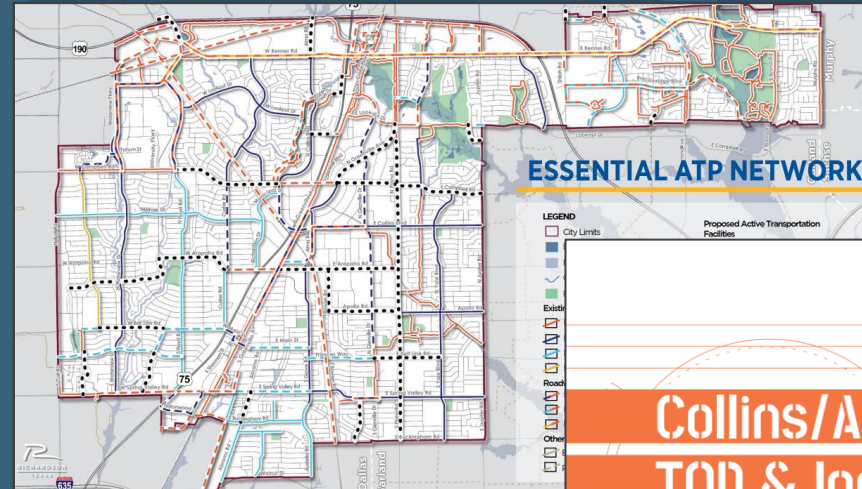


Other Plan Components (Policy Direction / Coordination)

- Community Facilities
 - Overview of existing/planned facilities
 - Guiding principles and recommended actions
- Parks, Trails and Open Space
 - Coordination with new Parks, Trails and Open Space Plan
 - Guiding principles and recommended actions
- Infrastructure
 - Overview of existing infrastructure plans/initiatives
 - Guiding principles and recommended actions
- Natural Environment
 - Overview of *Solid Waste Master Plan* and existing initiatives focused on water conservation, air quality, tree canopy expansion, and floodplain and waterway protection
 - Guiding principles and recommended actions

Incorporating Other Plans

- **Incorporate/Update Small Area Plans**
 - West Spring Valley
 - Main Street/Central
 - Collins/Arapaho
- **Recent Planning Efforts**
 - Active Transportation Plan
 - Parks, Recreation and Open Space Master Plan
 - Economic Development Strategy
- **Future Planning Efforts**
 - Fire Department Master Plan
 - Solid Waste Master Plan
 - Utility Master Plans (Water/Wastewater)



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Project Process / Schedule



* Potential engagement periods

Public hearings

Project Process and Schedule

Potential Pitfalls (and Techniques to Avoid Them)

- **Not hearing from all voices**
 - Providing numerous engagement venues (in person and virtual)
 - Going to the stakeholders where they are in the community
 - Offering engagement options in multiple languages
 - Continually monitoring and adjusting to engage underrepresented groups
- **“Louder” voices drowning out others**
 - Utilizing keypad and online polling to hear from the “silent majority”
 - Utilizing ambassadors from diverse residential, business and cultural groups and weighing input equally, including utilizing “meeting in a box”
- **Single issues taking on a life of their own**
 - Providing real numbers related to development (value per acre, housing options and value, traffic generation, fiscal implications) to avoid the spread of misinformation related to the plan as it is developed

Public Engagement Toolkit

- First step - Public Involvement Plan
- Continually throughout the process – engagement checkpoints
- Recognizable branding strategy

TARGETED
STAKEHOLDER
ENGAGEMENT

ONLINE
PRESENCE

PROMOTING
THE PLAN

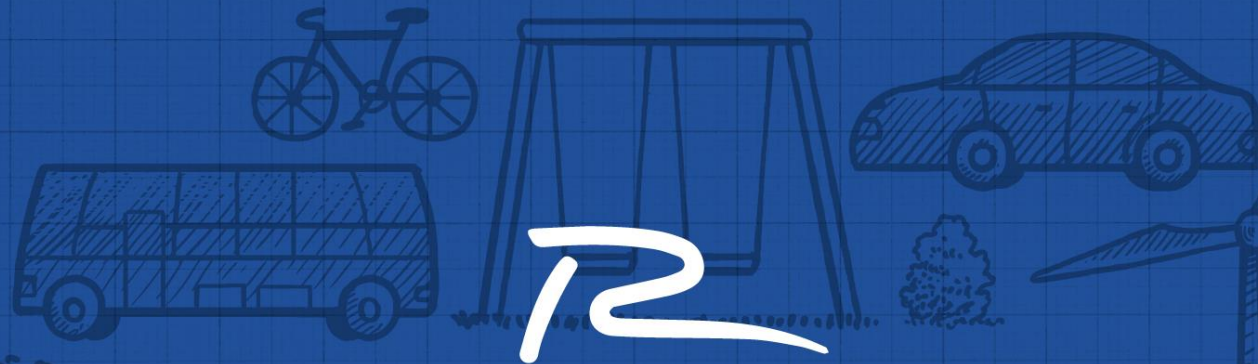
COMMUNITY
EVENTS

COM



Project Branding

**BUILDING OFF OUR PAST
FOR AN AMBITIOUS FUTURE**



ENVISION RICHARDSON

COMPREHENSIVE PLAN UPDATE



HOW DO YOU
ENVISION
THE
FUTURE OF
RICHARDSON?

ENVISION
RICHARDSON
COMPREHENSIVE PLAN UPDATE

ENVISION
A CITY BUILT
FOR MOBILITY.

ENVISION
RICHARDSON
COMPREHENSIVE PLAN UPDATE

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ENVISION
RICHARDSON

COMPREHENSIVE PLAN UPDATE

BUILDING OFF OUR PAST
FOR AN AMBITIOUS FUTURE!



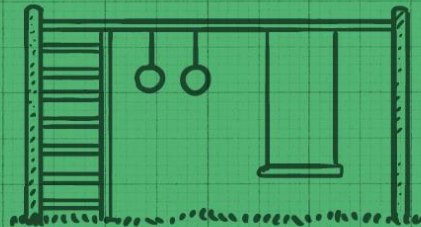
ENVISION
A CITY BUILT
FOR BOTH CYCLISTS
AND DRIVERS.

ENVISION
NEIGHBORHOODS
FILLED WITH FAMILY
GATHERINGS AND LATE
NIGHTS WITH FRIENDS.



ENVISION
STATE OF THE ART
INFASTRUCTURE.

ENVISION
PARKS SO GREEN
& FULL OF DREAMS.







EnvisionRichardson.com



**Scan the code
to visit the
project website**



Discussion

March 20, 2023

City of Richardson, TX Comprehensive Plan Update

City Council Briefing



Richardson Police Department

Annual Review

MARCH 20, 2023

CURRENT FOCUS

Organizational Structure

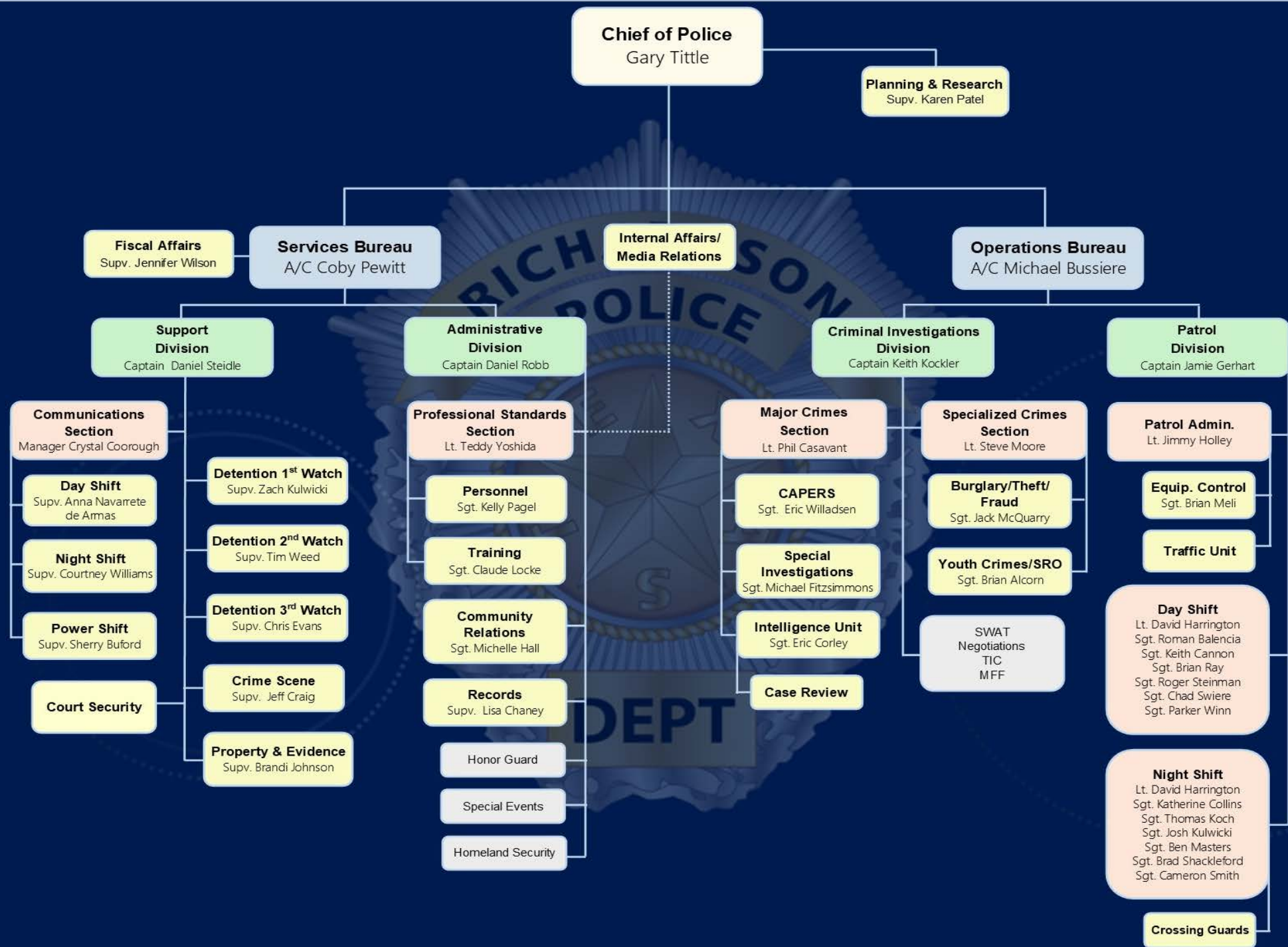
Communication and Partnerships

Management and Efficiencies

Coaching and Performance

DEPT





STAFFING: PUBLIC SAFETY

June 1, 2021

Sworn

- **Authorized: 169**
- **Actual Filled: 158**
 - Deployable: 153
 - In Training: 4
 - Senior Bailiff: 1

911 Dispatchers

- **Authorized: 26**
- **Actual Filled: 23**

Detention

- **Authorized: 14**
- **Actual Filled: 11**

March 20, 2023

Sworn

- **Authorized: 173**
- **Actual Filled: 162**
 - Deployable: 153
 - In Training: 8
 - Senior Bailiff: 1

911 Dispatchers

- **Authorized: 26**
- **Actual Filled: 18**
- **Part-Time: 5**
 - 911 Dispatcher: 1
 - Call Taker: 4

Detention

- **Authorized: 16**
- **Actual Filled: 12**

STAFFING: HIRING INCENTIVES

❖ Police Officer Lateral (\$10,000) – 4

❖ Police Officer (\$2,500) – 5

**incentive for Police Officer increased to \$5,000 effective March 15, 2023*

❖ 911 Dispatcher Lateral/Non-Lateral (\$2,500) – 2

❖ 911 Dispatcher Lateral/Non-Lateral (\$5,000) – 1

**incentive for 911 Dispatchers increased \$5,000 effective November 2022*

❖ Detention Officer (\$2,500) - 1

STAFFING: HIRING PROCESS

Recruiting

- Full time recruiter
- With re-structure, places a working sergeant position into recruiting and backgrounds
- Conduct meet and greets plus guided tours of police headquarters
- High focus on direct interaction with lateral candidates
- Scheduled patrol ride-along for serious candidates


Testing

- Enhanced social media platforms to target specific groups (ie laterals and military personnel)
- Showcased benefits of living and working in Richardson
- Continuous Testing – unique to the metroplex
- RPD conducts ongoing testing for police officer applicants, for their convenience
- Physical Fitness Row Test
 - 2,000-meter row
 - Must achieve at least 50%, based on gender, age and weight

Lateral Entry Program

- Applicants with prior experience for 911 Dispatcher, Detention Officers, and Police Officers for lateral program
 - Lateral entry is based on comparable experience to RPD
- Police Officer laterals are eligible to enter the pay scale equivalent to their experience, up to the maximum pay for an eight-year officer

STAFFING: SWORN STATISTICS

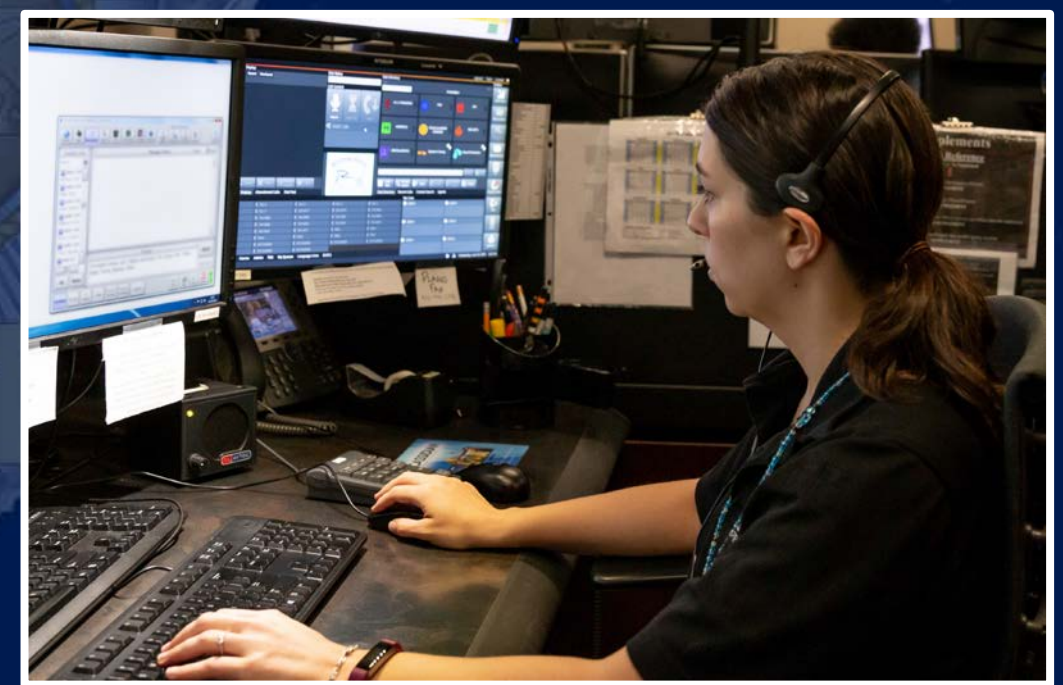


	2019	2020	2021	2022
✓ Applicants Applied:	1,112	1,250	628	635
✓ Applicants Tested:	213	161	104	117
✓ Applicants Passed Test:	84	103	70	61
✓ Applicants Passed Oral Board Interview:	23	9	15	12
✓ Applicants Passed Backgrounds:	14	7	13	9
✓ Applicants Hired:	13	6	9	12

STAFFING: 911 DISPATCHERS

	FULL-TIME 2022	PART-TIME 2022
✓ Applicants Applied:	235	70
✓ Applicants Tested:	83	29
✓ Applicants Passed Test:	34	12
✓ Applicants Passed Oral Board Interview:	8	3
✓ Applicants Passed Backgrounds:	4	3
✓ Applicants Hired:	4	3

YEAR	2020	2021	2022
EOY HIRED	9	6	4
EOY RETIRED/ RESIGNED/TERM	6	4	8



911 DISPATCHER : 12-HOUR SHIFTS

Transitioned to current 12-hour model July 2022

All dispatchers work three consecutive 12-hour shifts and one 4-hour shift. Each dispatcher has a variety of shifts to choose from with varying days off.

Day Shift (5a-5p):

- Consists of employees working Monday, Tuesday, Wednesday
- Staffed with 6 full-time dispatchers and 1 supervisor

Night Shift (5p-5a):

- Consists of employees working Monday, Tuesday, Wednesday
- Staffed with 5 full-time dispatchers and 1 supervisor

Power Shift (1p-1a):

- Consists of employees working Thursday, Friday, Saturday, Sunday
- Staffed with 6 full-time dispatchers and 1 supervisor

Comparison

- 8-hour model consisted of 15 dispatchers and 3 supervisors working in a 24-hour period
- 12-hour model consists of 10 dispatchers and 2 supervisors working in a 24-hour period
- Current minimum staffing is 5 dispatchers
- These numbers comprise 17 dispatchers of allocated 26 dispatchers

PATROL: 12-HOUR SHIFTS

Transitioned to current 12-hour model on September 4, 2022

The A side and B side of the shifts, on both Days and Nights, work opposite schedules. A short week consisting of three 12-hour shifts, followed by a long week consisting of three 12-hour shifts and one 8-hour shift. One side of the shift has Sunday, Monday, and Tuesday off and the other side of the shift has Wednesday, Thursday, and Friday off. Each side of the shift has every other Saturday off.

Days (6a-6p) (7a-7p):

- Days A is currently staffed with 15 Officers and 3 Sergeants
- Days B is currently staffed with 16 officers and 3 Sergeants

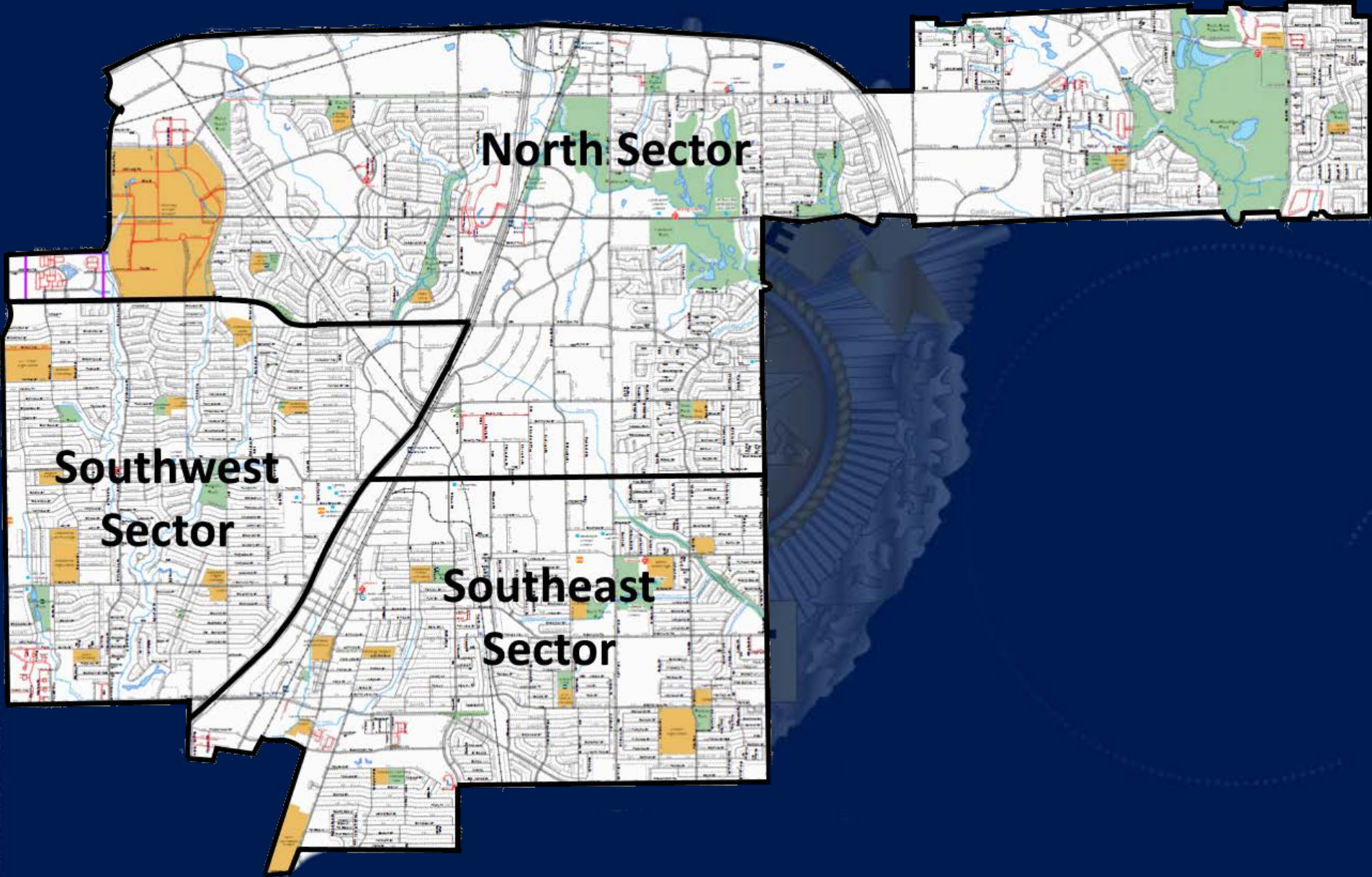
Nights (6p-6a) (7p-7a):

- Nights A is currently staffed with 17 officers and 3 Sergeants
- Nights B is currently staffed with 15 officers and 3 Sergeants

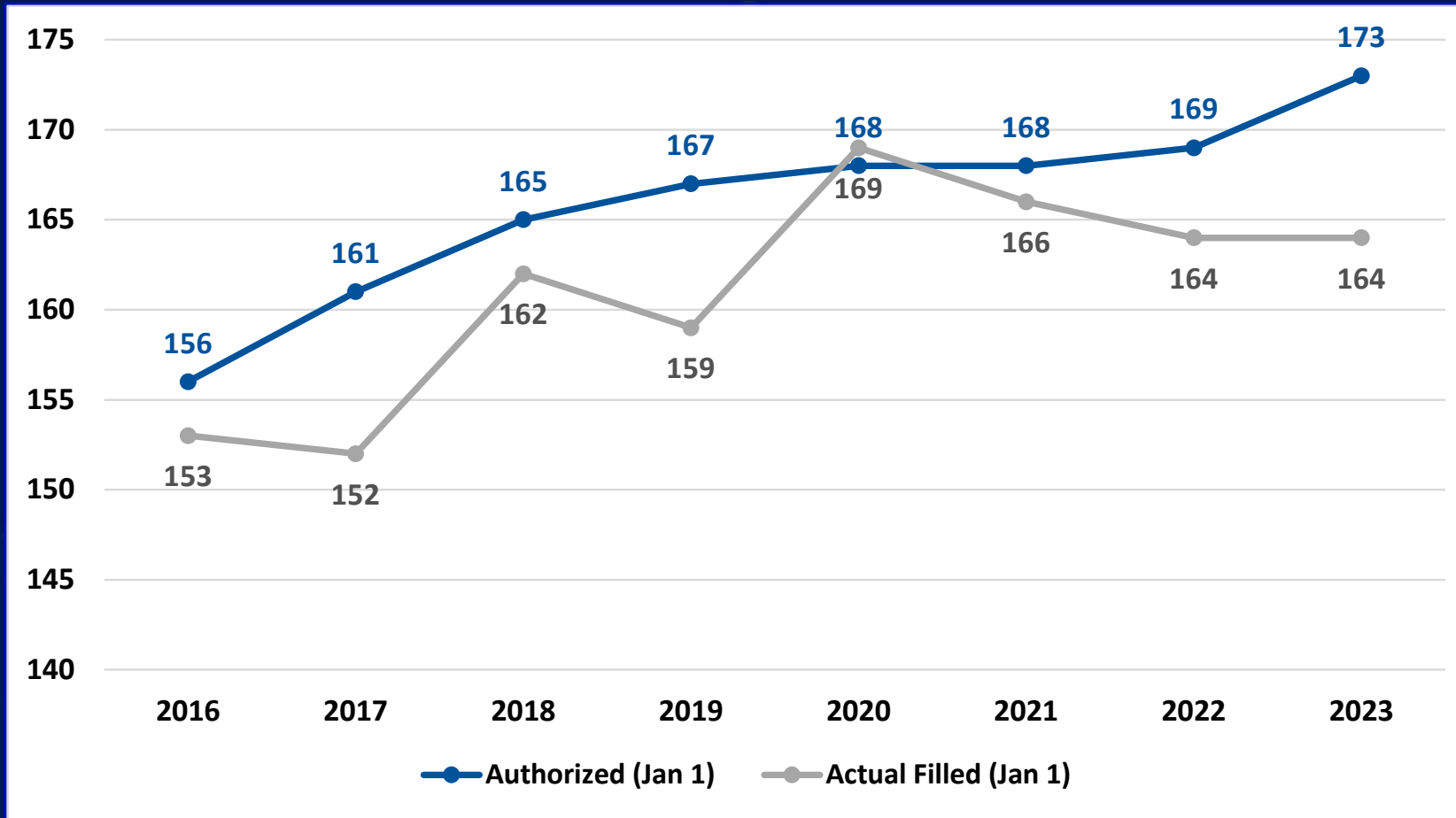
10-hour Model vs 12-Hour Comparison ((8/7/22-9/3/22) and the current 28-Day 12-Hour Model (1/22-2/18/23))

- During both time frames Actual Patrol Staffing was at 63 Officers.
- Average numbers of officers and sergeants working during a whole shift:
 - 10-Hour Model: 10.20 officers and 2.0 sergeants per Day
 - 12-Hour Model: 14.25 officers and 2.5 sergeants per Day
- Current minimum staffing numbers are 12 officers and 2 Sergeant per shift
- These numbers comprise 63 sworn officers of our allocated 86 officers

SECTOR MAP



SWORN ATTRITION

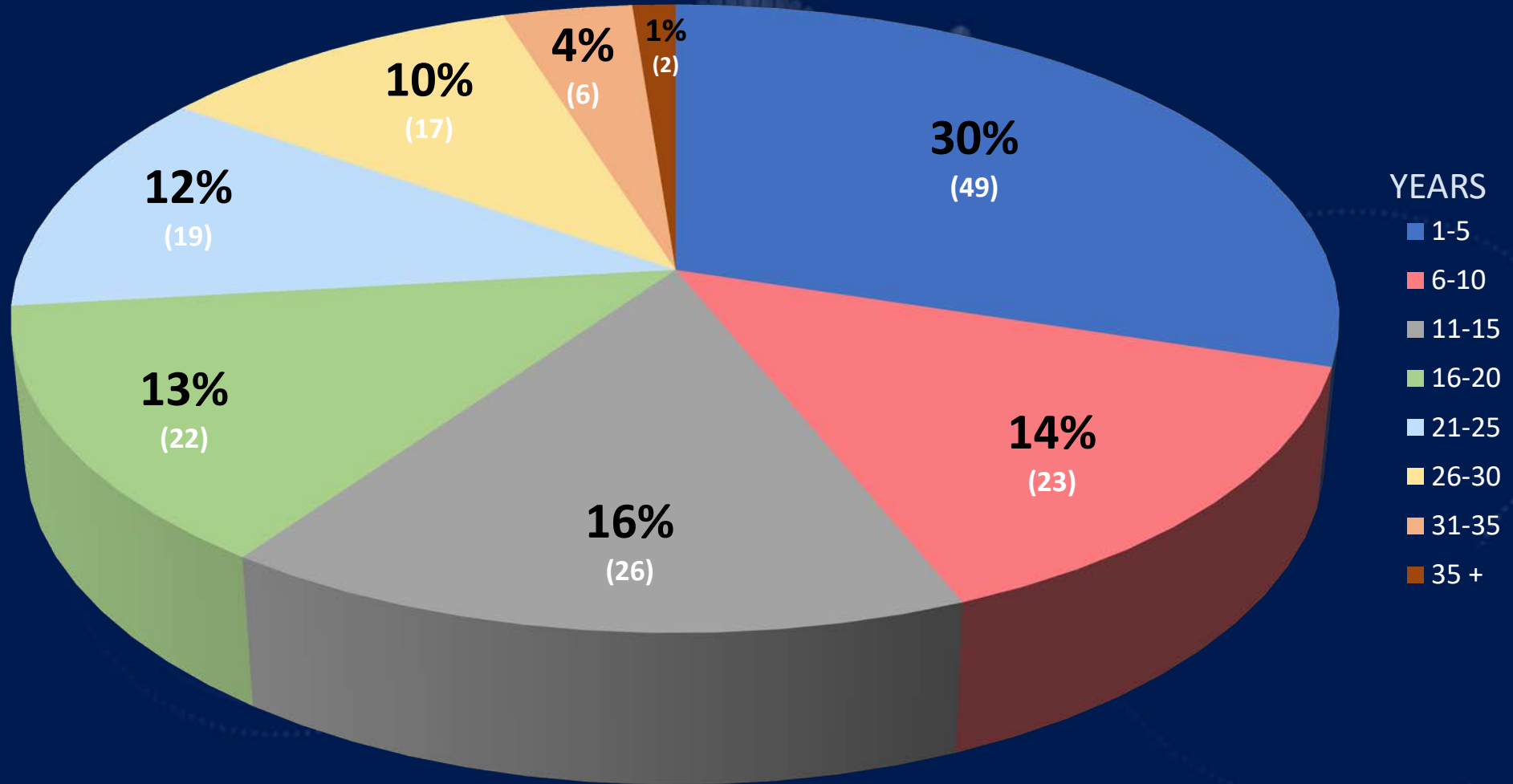


YEAR	2016	2017	2018	2019	2020	2021	2022
EOY HIRED	7	20	14	13	5	9	12
EOY RETIRED/ RESIGNED/TERM	9	10	17	5	9	12	12

RETENTION

- ✓ 45 officers with 20 or more years in service
- ✓ Allow part-time opportunities such as NPO positions
- ✓ Remain diligent to policing relevance
- ✓ Competitive compensation and benefits
- ✓ Be part of something meaningful
- ✓ Enjoy community support

YEARS OF SERVICE - SWORN



CRIME STATS 2021 vs 2022

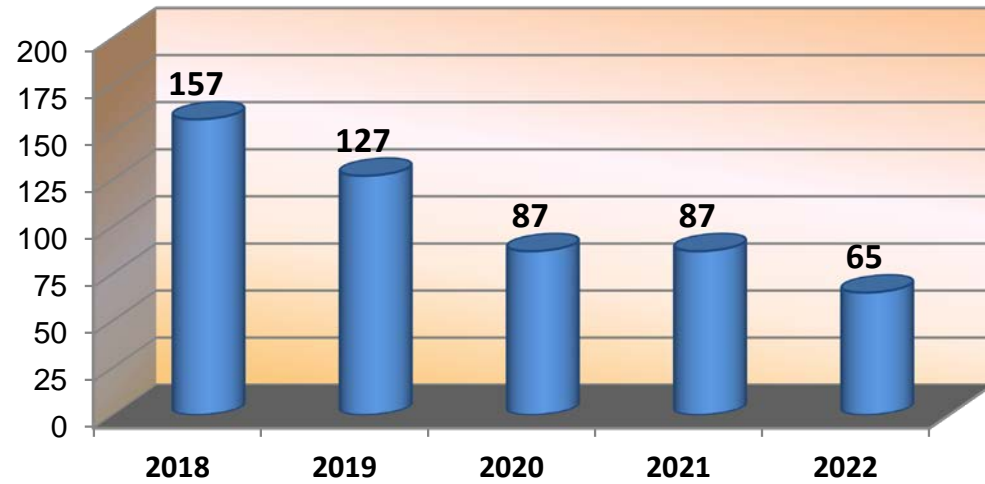
VIOLENT	2021 YTD Offenses	2022 YTD Offenses	% Change	2021 YTD Arrests	2022 YTD Arrests
Homicide	6	4	-33.3%	3	5
Sexual Assaults	19	30	57.9%	11	11
Robbery of Individual	41	45	9.8%	23	9
Robbery of Business	14	14	0.0%	15	11
Aggravated Assault	90	73	-18.9%	58	54
Total Violent	170	166	-2.4%	110	90
PROPERTY	2021 YTD Offenses	2022 YTD Offenses	% Change	2021 YTD Arrests	2022 YTD Arrests
Burglary of Habitation	86	65	-24.4%	11	13
Burglary of Building	177	171	-3.4%	14	20
Auto Theft	255	335	31.4%	18	33
Theft from Vehicle	700	614	-12.3%	39	35
Theft Vehicle Parts	464	574	23.7%	14	9
Other Theft	811	897	10.6%	20	48
Total Property	2493	2656	6.5%	116	158
Total Violent & Property	2663	2822	6.0%	226	248

CRIME STATS 2018-2022

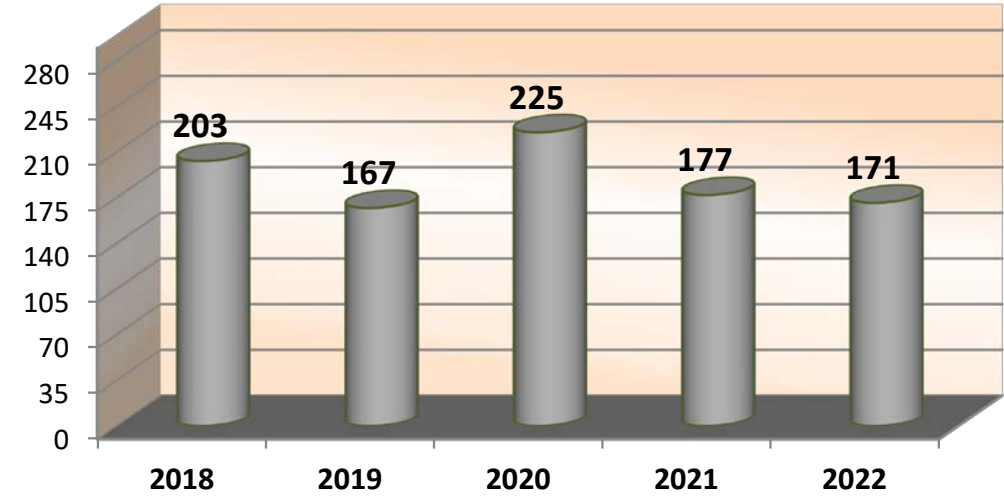
VIOLENT OFFENSES	2018	2019	2020	2021	2022	5 Year Average
Homicide	4	4	7	6	4	5
Sexual Assaults	16	41	32	19	30	28
Robbery of Individual	23	42	28	41	45	36
Robbery of Business	27	19	22	14	14	19
Aggravated Assault	65	62	71	90	73	72
Total Violent	135	168	160	170	166	160
PROPERTY	2018	2019	2020	2021	2022	5 Year Average
Burglary of Habitation	157	127	87	86	65	104
Burglary of Building	203	167	225	177	171	189
Auto Theft	213	243	287	255	335	267
Theft from Vehicle	795	683	722	700	614	703
Theft Vehicle Parts	169	188	179	464	574	315
Other Theft	982	962	897	811	897	910
Total Property	2519	2370	2397	2493	2656	2487
Total Violent & Property	2654	2538	2557	2663	2822	2582

BURGLARIES

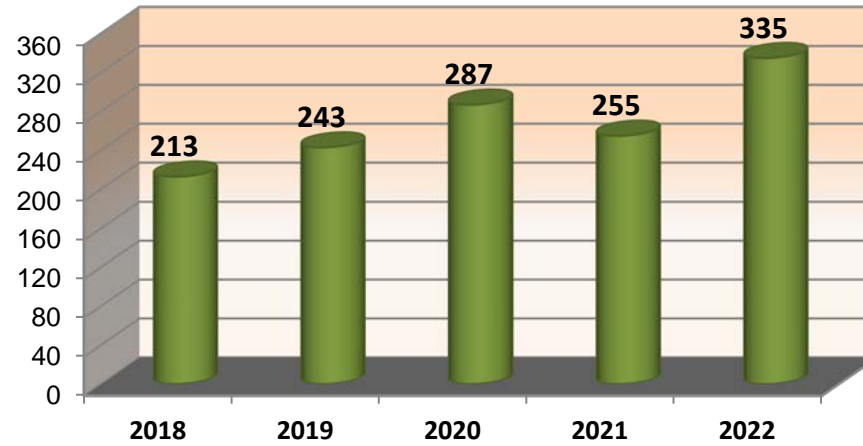
Burglary of Habitation



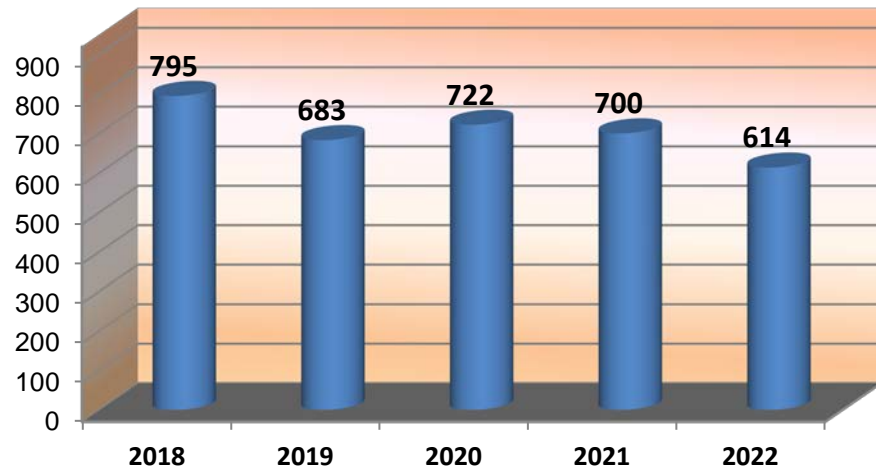
Burglary of Building



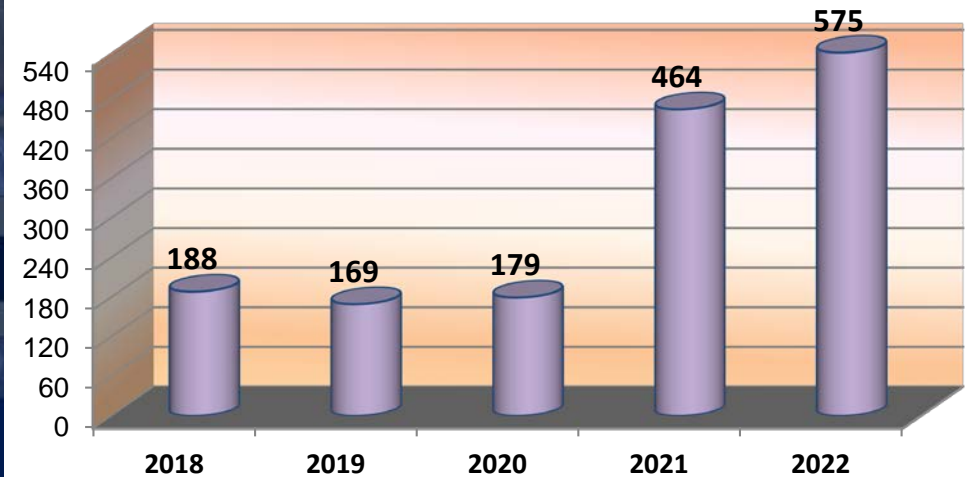
Auto Theft



Theft from Motor Vehicle

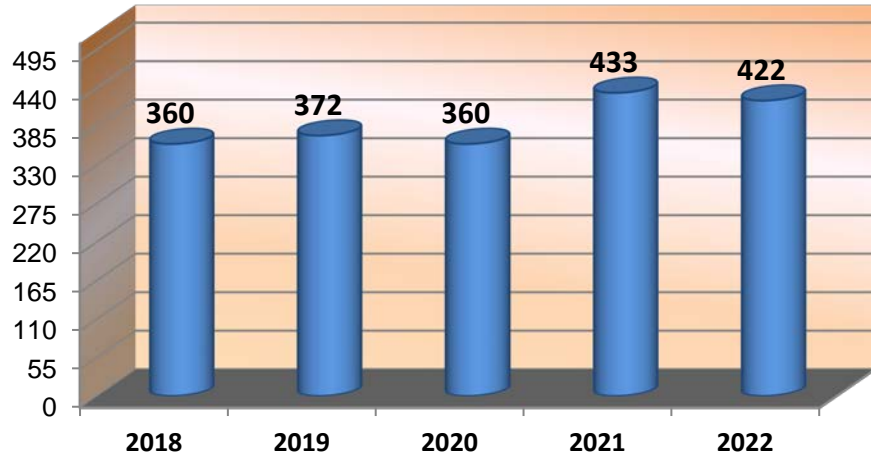


Theft of Motor Vehicle Parts

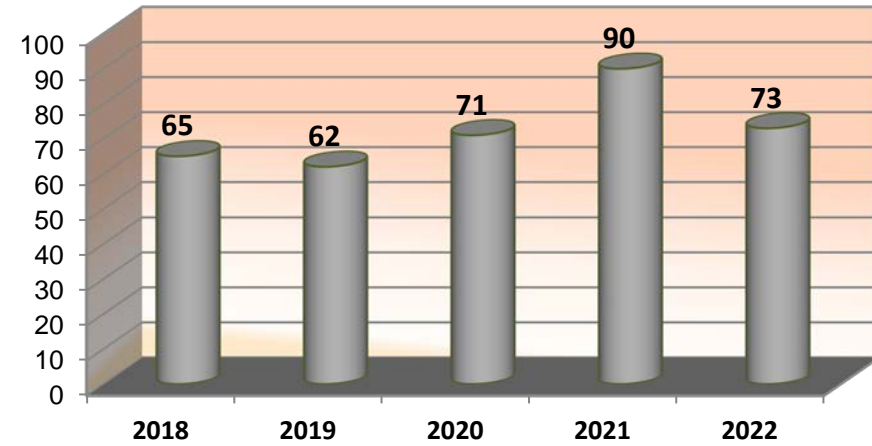




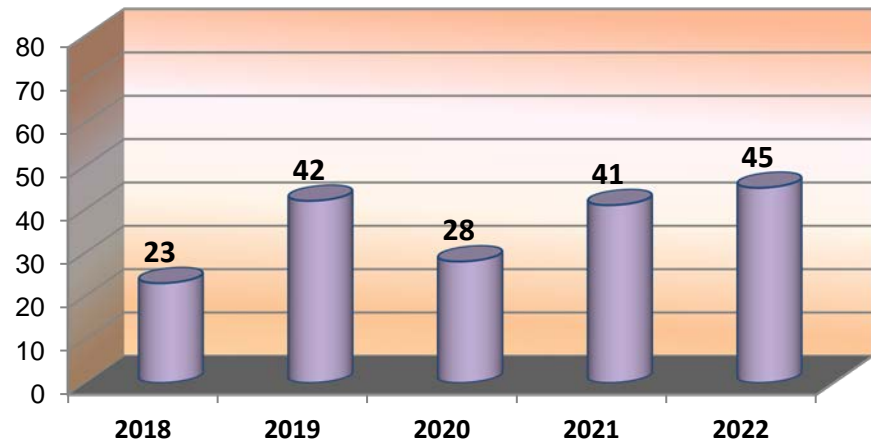
Simple Assaults



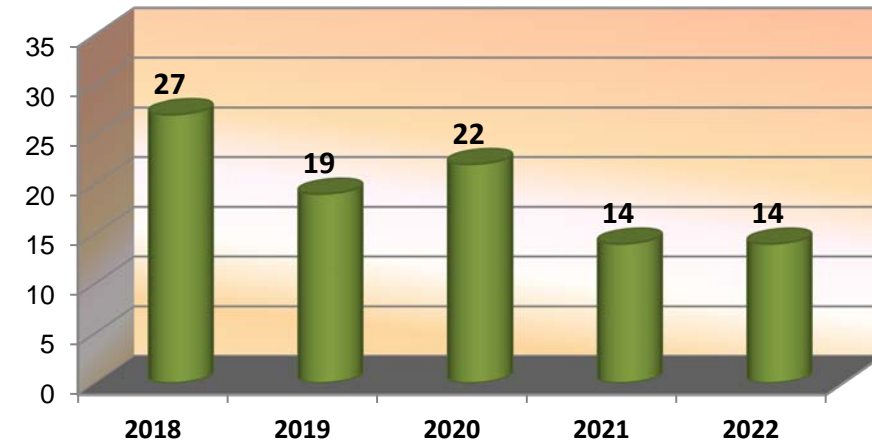
Aggravated Assaults



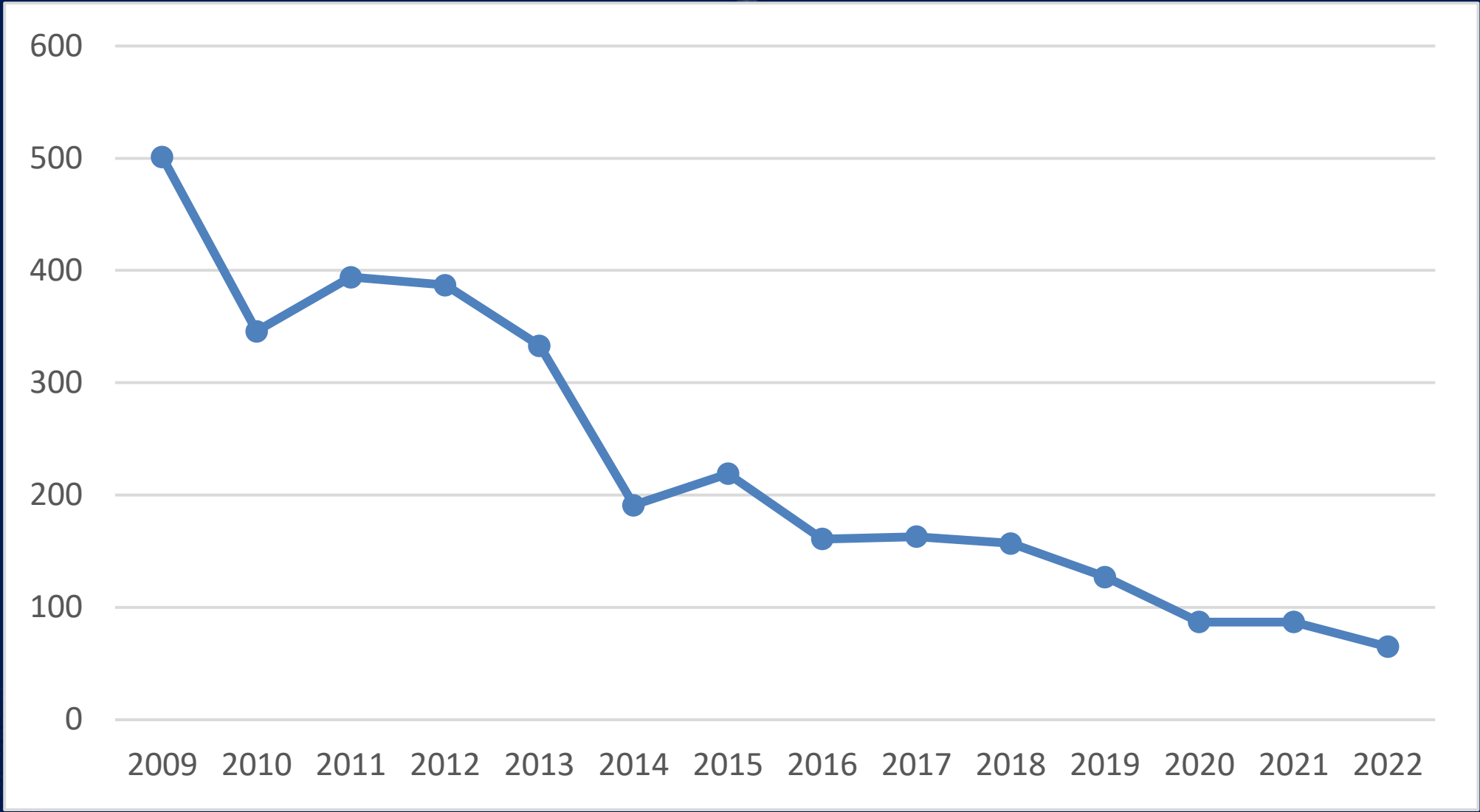
Robbery of Individual



Robbery of Business



BURGLARY OF HABITATION

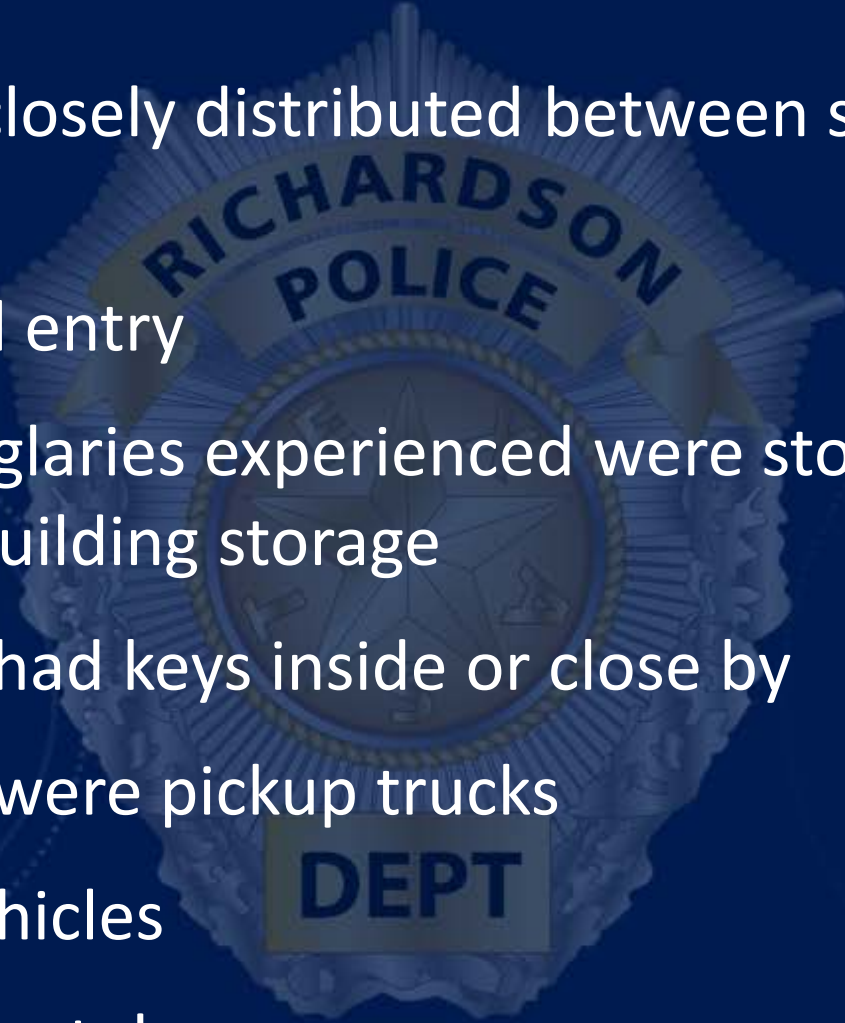


CALLS FOR SERVICE 2018-2022

YTD	Citizen Initiated	Officer Initiated	Total Calls for Service
2018	57810	8876	66686
2019	62607	8184	70791
2020	53591	8241	61832
2021	60995	8442	69437
2022	59444	8157	67601
5 Year Average	58889	8380	67269

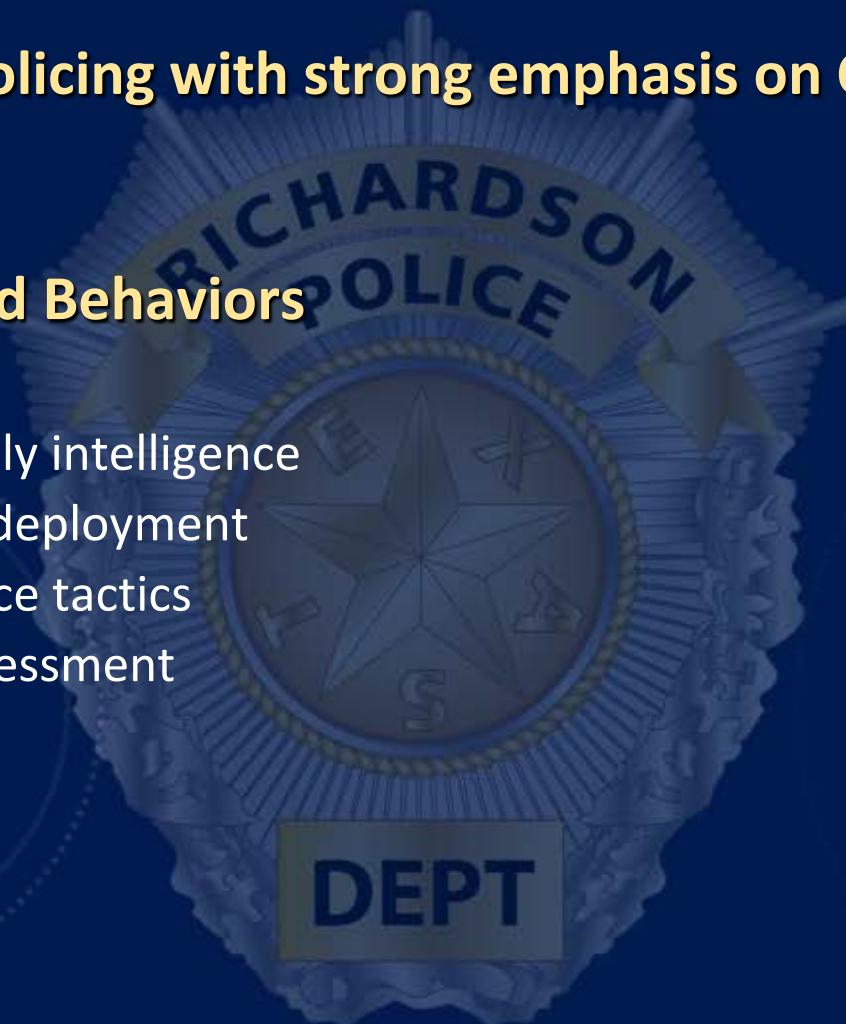
CRIME TRENDS

- Residential burglaries closely distributed between single family and multi-family
- 19 were with no forced entry
- Half of all business burglaries experienced were storage units, construction sites, or building storage
- 23% of stolen vehicles had keys inside or close by
- 18% of stolen vehicles were pickup trucks
- 29 guns stolen from vehicles
- 485 catalytic converters stolen

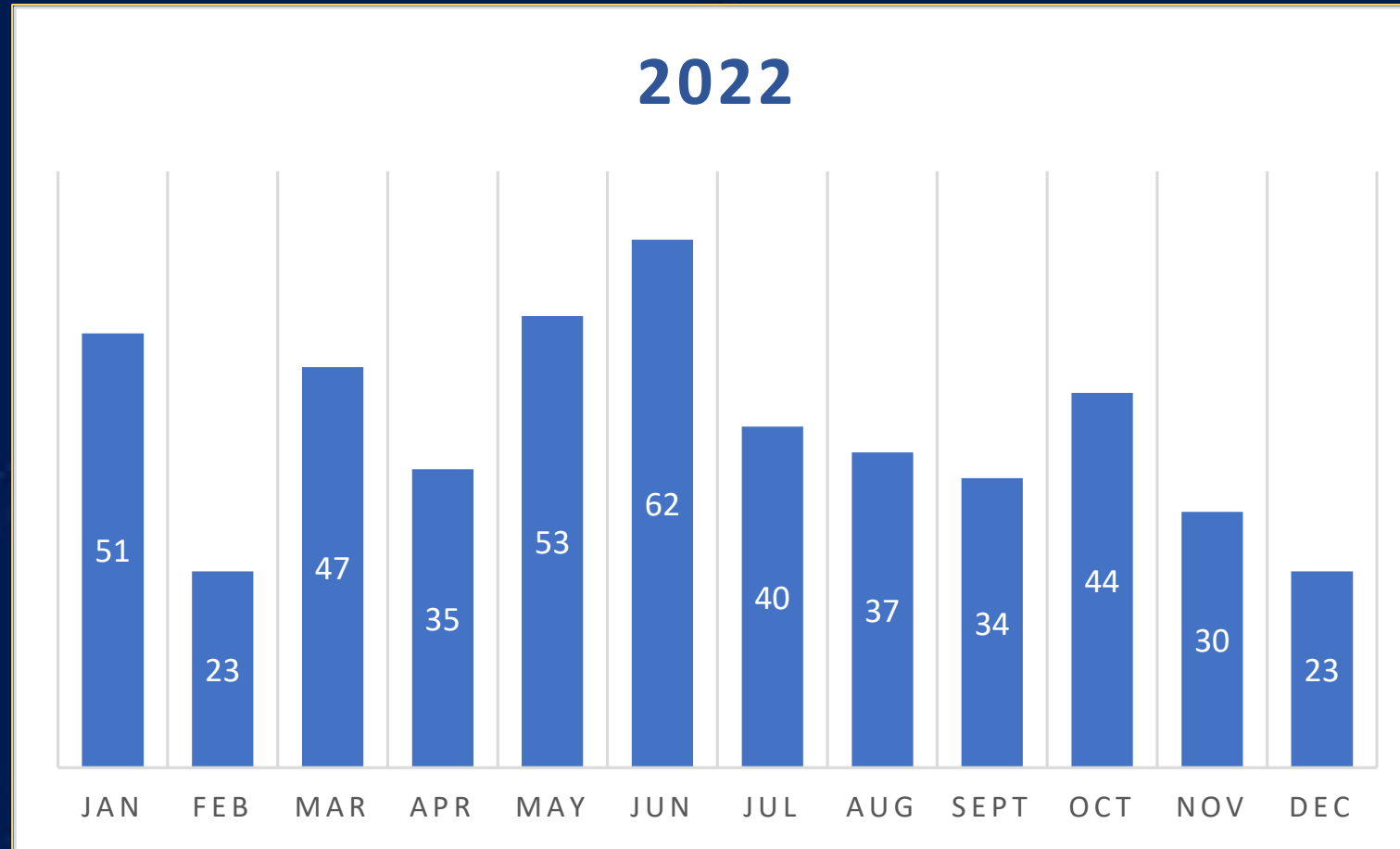


CRIME STRATEGIES

- ❖ **Intelligence Led Policing with strong emphasis on Community Policing**
 - Hybrid model
- ❖ **People, Places, and Behaviors**
 - Strategic focus
 - Accurate & timely intelligence
 - Rapid resource deployment
 - Effective resource tactics
 - Follow-up & assessment
- ❖ **Density Policing**
 - Calls for service
 - Offenses
 - Arrests



CATALYTIC CONVERTER OFFENSES



YEAR	2021	2022
CATALYTIC CONVERTER OFFENSES	331	485
ARRESTS	7	8

CATALYTIC CONVERTERS

- ✓ The RPD Intel group created a central database to help make connections between offenses in the metroplex, which includes suspect information, vehicle images, unique M.O.s, and bulletins from multi-jurisdictional email group (MqcIntel).
- ✓ Intel has been successful by making connections between offenses and notifying the affected agencies, even when there are no known ties to RPD.
- ✓ Staying up-to-date with the email group by entering bulletins into the database as we have received them.
- ✓ Hyperlinked other agencies' bulletins into the database by making information and images accessible.
- ✓ Assisted the FBI Dallas Investigation: Operation Palladium Nights (OPN).
- ✓ Gathered intel from FBI task force officers to create link analysis using the NightHawk database. The database has connected associations of suspects that are engaging in organized criminal activities.

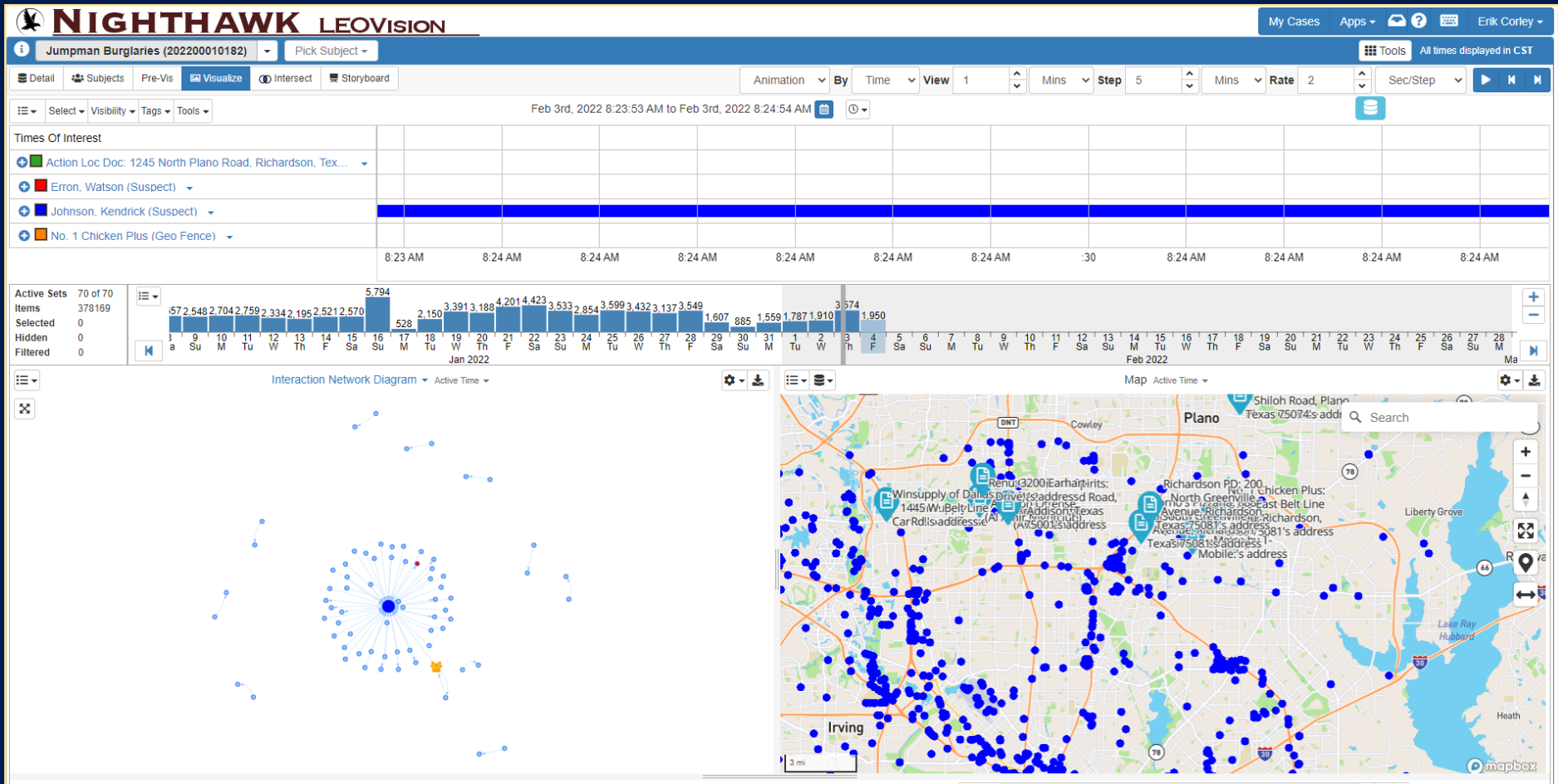
CATALYTIC CONVERTERS

FBI Dallas Investigation: Operation Palladium Nights (OPN)

- Local, State and Federal partners dismantled a nationwide network dealing in catalytic converter thefts.
- A RPD Detective, who is assigned to the Dallas FBI Violent Crime Task Force (VCTF) opened a federal investigation into catalytic converter thefts in the Dallas area. 12 were arrested in the area.
- VCTF seized 290 catalytic converters.
- The main target of this investigation is believed to have generated over 9 million dollars of stolen catalytic converters.

** RPD Intelligence is the central information source in the North Texas region for municipal police departments.*

NIGHTHAWK LEOVISION



- We are currently using data obtained from multiple catalytic converter theft suspects to determine relationships, crime patterns and destination of stolen items.
- Allows investigators to process and analyze tens of thousands of lines of data in just a few minutes, saving countless hours of manual analysis.



CRISIS INTERVENTION TEAM



Team Structure

Richardson Police Department Team

- Assignment to CIT is in addition to their regular police duties
- 2 Sergeants
- 11 Officers
 - Day Watch – 7 CIT officer, sergeant
 - Night Watch – 1 CIT officer, sergeant
 - 1 School Resource Officer
 - 2 Detectives

MRMC Team – Behavior Health & Addiction Recovery Services

- 1 Registered Nurse
- 1 Social Worker
- 24-hour phone assistance for RPD officers in the field

Statistics

2021

- 357 APOWWs
- 788 Calls for Service
- 152 CIT Cases Closed

2022

- 323 APOWWs
- 685 Calls for Service
- 96 CIT Cases Closed

- 1,435 Phone calls made by MRMC (Nurse + Social Worker)
- 67 Home Visits made by MRMC with RPD (Nurse + Social Worker attend together)
- 298 Resources provided by MRMC to Patient (Nurse + Social Worker)

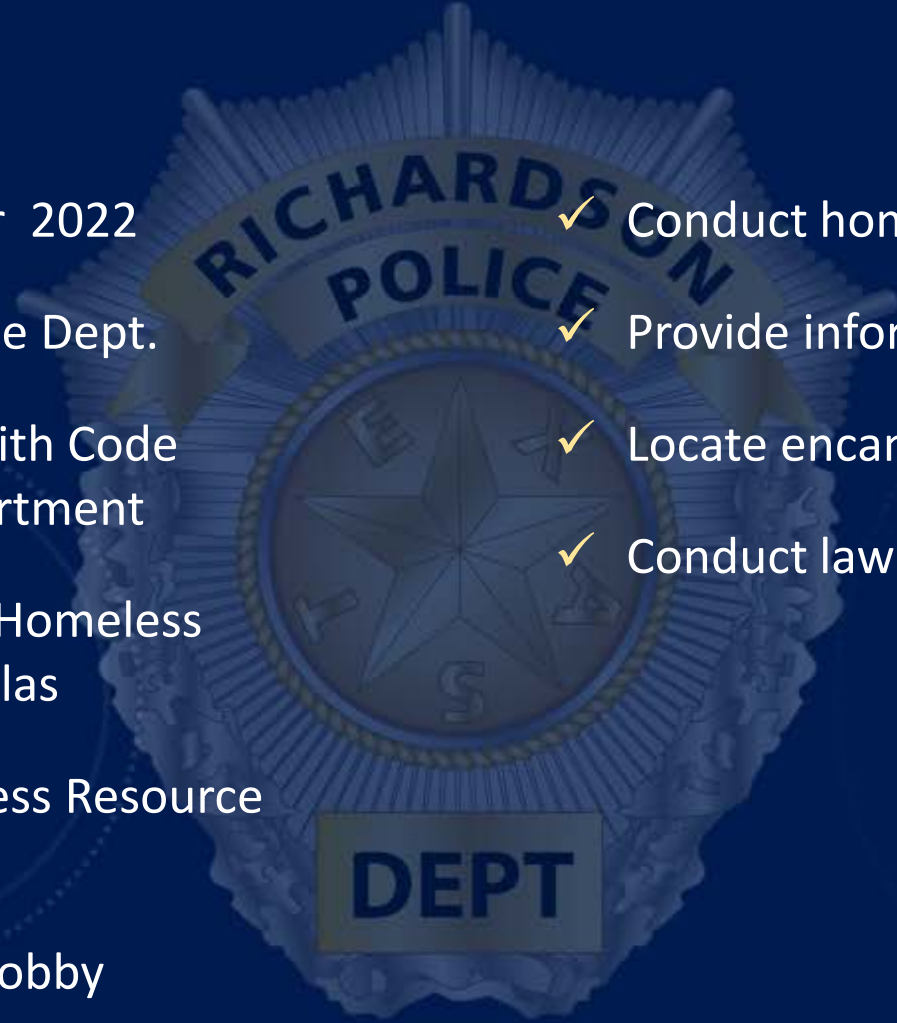
HOMELESS ENGAGEMENT & LIAISON PROGRAM (HELP)

Activities

- ✓ Initiative began in September 2022
- ✓ Collaborated with Plano Police Dept.
- ✓ Working group established with Code Enforcement and Parks Department
- ✓ Partnership with OurCalling: Homeless Ministry & Discipleship in Dallas
- ✓ Created a Richardson Homeless Resource Guide
- ✓ Warming Center in the RPD Lobby
- ✓ Participated in the Point in Time (PIT)

Tasks

- ✓ Conduct homeless outreach
- ✓ Provide information on available resources
- ✓ Locate encampments and request clean-up
- ✓ Conduct law enforcement when necessary



HELP: HOMELESS ENGAGEMENT & CLEAN-UP



Homeless Outreach with OurCalling



500 East Arapaho Road



DART – 101 West Renner Road



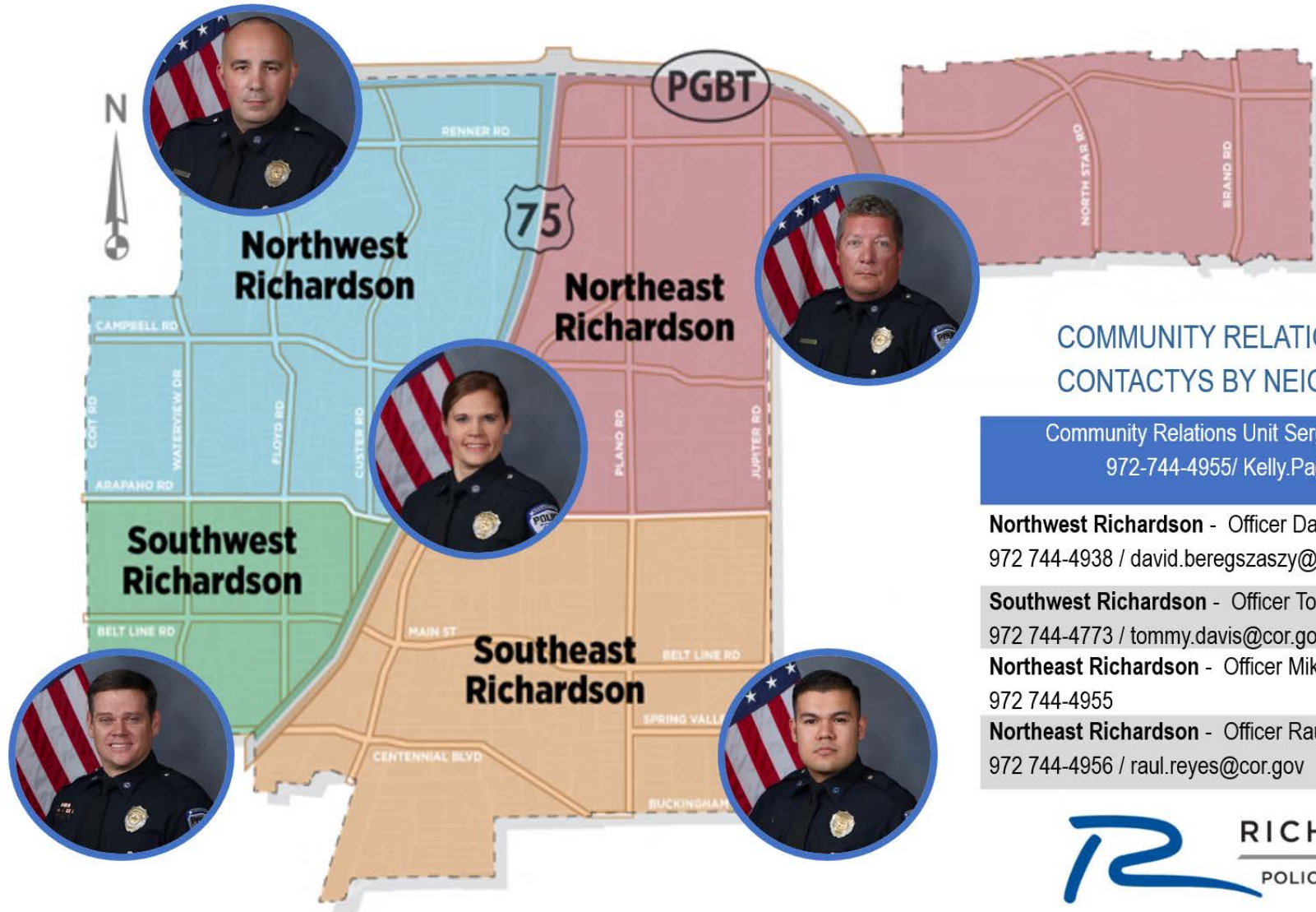
216 North Interurban Street



COMMUNITY RELATIONS



COMMUNITY RELATIONS



COMMUNITY RELATIONS OFFICER CONTACTS BY NEIGHBORHOOD

Community Relations Unit Sergeant – Kelly Pagel
972-744-4955/ Kelly.Pagel@cor.gov

Northwest Richardson - Officer David Beregszaszy
972 744-4938 / david.beregszaszy@cor.gov

Southwest Richardson - Officer Tommy Davis
972 744-4773 / tommy.davis@cor.gov

Northeast Richardson - Officer Mike Scoggins
972 744-4955

Northeast Richardson - Officer Raul Reyes
972 744-4956 / raul.reyes@cor.gov



COMMUNITY RELATIONS

- Apartment Manager Meeting
- Business & Neighborhood Crime Watch
- Citizen Police Academy
- Coffee with a Cop
- Corporate Security Director Meeting
- Dog Walker Watch
- Drug Take Back
- Explorer Post
- Personal Defense for Women
- Public Safety Expo
- Summer Safety Camp
- UNIDOS
- Video Crime Watch
- Youth Citizen Police Academy

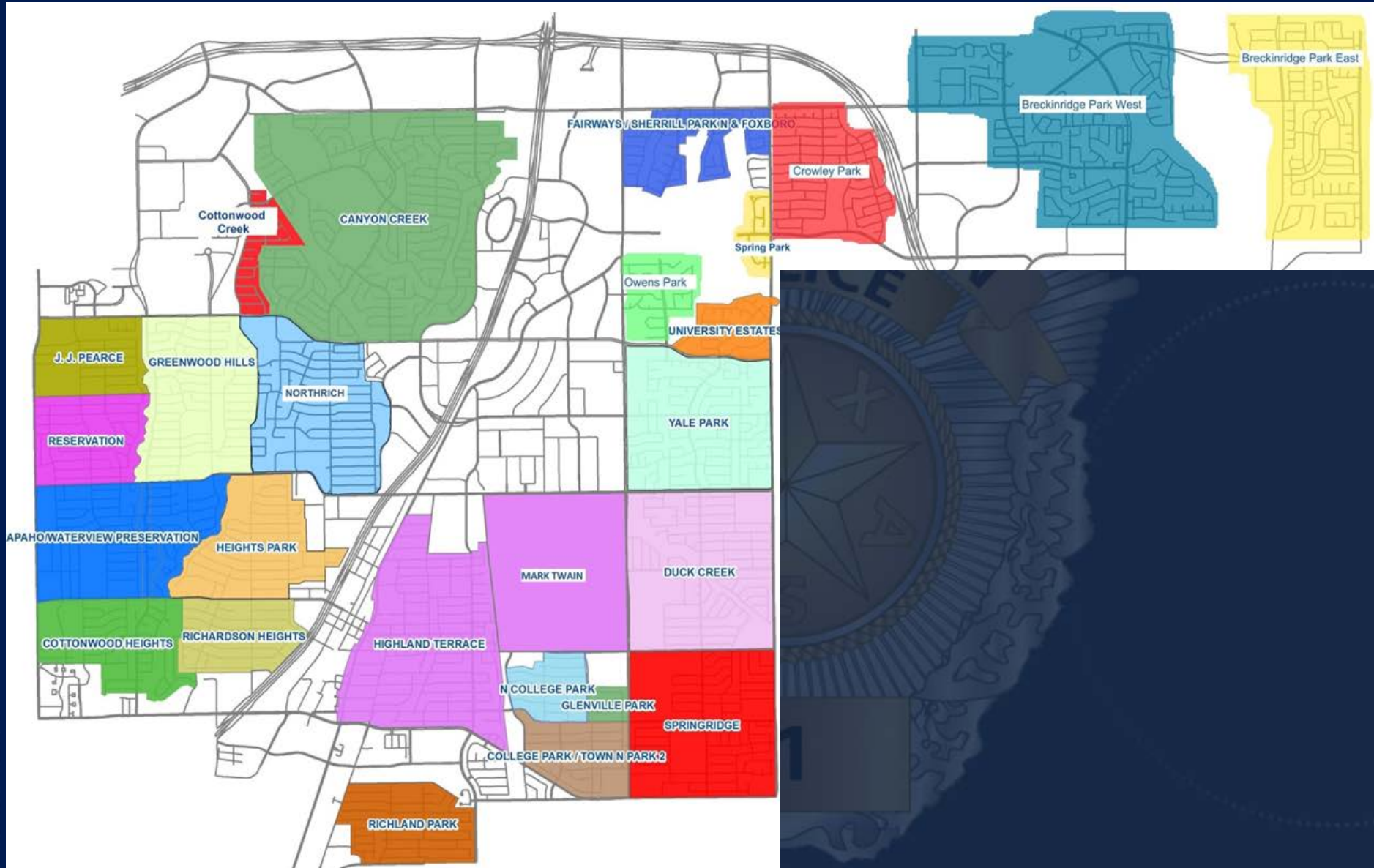


CRIME WATCH PATROL

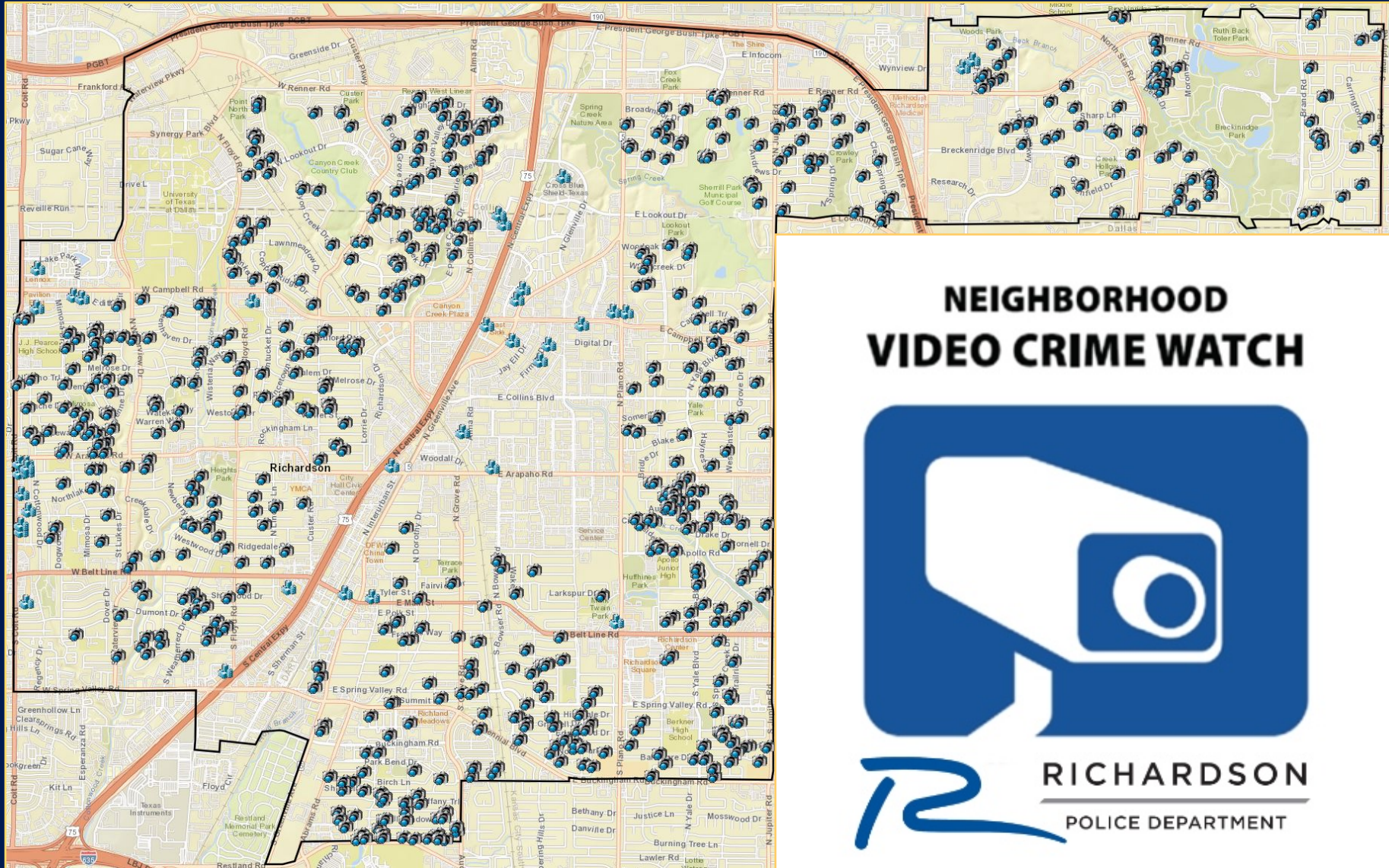
Crime Watch Patrol Area	Active Members	Homes Covered in Crime Watch Area
Arapaho/Waterview Preservation	2	1154
Breckenridge Park East	20	1313
Breckenridge Park West	19	2239
Canyon Creek / Cottonwood Creek	25	3182
College Park/Town North Park II	23	623
Cottonwood Heights	9	888
Crowley Park	5	1165
Duck Creek	14	1447
Glenville Park	11	127
Greenwood Hills	12	1514
Heights Park	18	1045
Highland Terrace / Mark Twain	16	2669
J.J. Pearce	8	464
North College Park	18	389
Northrich	1	1465
Owens Park	1	407
Reservation	16	766
Richardson Heights	14	772
Richland Park	26	966
Sherrill Park / Foxboro / Fairways*	19	763
Springridge / Berkner Park / Marlboro	15	1301
University Estates North	5	318
Yale Park	10	1526
23	307	26,503

* Sherrill Park North, Foxboro Addition and Fairways of Sherrill Park

CRIME WATCH PATROL MAP



NEIGHBORHOOD VIDEO CRIME WATCH PROGRAM



715 registered video cameras

BUSINESS CRIME WATCHES

- ❖ 951 Current Participation
- ❖ 39 registered for Business Video Crime Watch
- ❖ RCC Partnership
- ❖ Free Prevention Training
- ❖ Tactical Crime Alerts
- ❖ Aimed at Both Business Owners and Property Owners
 - ❑ Theft and Robbery
 - ❑ Workplace Violence
 - ❑ Personal Safety
- ❖ Free CPTED Analysis
- ❖ Crime Updates





VOLUNTEERS IN POLICING

2021

- 64 active Volunteers

**39 Volunteers have asked to stay on list and will return when they feel more comfortable*

- 4,962 hours donated of service to RPD
- 24 Field Operation Volunteers assisted Patrol Officers with 3,480 hours

**FOVs returned June 2021*

2022

- 110 active Volunteers
- 8,069 hours donated of service to RPD
- 27 Field Operation Volunteers assisted Patrol Officers with 5,403 hours

NATIONAL NIGHT OUT 2022



East Richardson:

Richland Park

Yale Park

Creek Hollow Park



POLICE ~ COMMUNITY
PARTNERSHIPS

West Richardson:

Durham Park

Heights Park

Mimosa Park

NATIONAL NIGHT OUT 2022

1 Richardson, TX

2 The Woodlands Township, TX

3 Hanover County, VA

4 Grand Prairie, TX

5 Topeka, KS

6 Modesto, CA

7 West Valley City, UT

8 Kent, WA

9 Aurora, IL

10 Shreveport, LA



YOUTH CITIZEN'S POLICE ACADEMY



Nearly doubled the number in 2022 with 37 kids in attendance.

YEAR	2017	2018	2019	2020	2021	2022
YOUTH	20	20	26	canceled	15	37

**Canceled due to COVID*

2022 DEPARTMENTAL ACCOMPLISHMENTS

- ✓ Placed 1st place in National Night Out for cities of 100,000-300,000 of population.
- ✓ Collaborated with CITV to produce quality recruitment videos for Police Officer and 911 Dispatcher positions to expand and professionalize our digital recruitment efforts.
- ✓ Obtained Texas Police Chief's Association (TPCA) Re-Accreditation for statewide best practices.
- ✓ Improved intelligence-led policing through the hiring of two Crime Analysts, acquisition of new software, and training of new members of the Executive Staff.
- ✓ Approved NARCAN for officers to carry in effort to combat opioid doses. (6)
- ✓ Recruited and hired a 4th Captain who oversees the Support Division, after a nationwide search.
- ✓ Explored and implemented an alternative 911 Dispatch and Patrol personnel work schedule to better address staffing challenges and manage overtime expenditures.
- ✓ Amended the Vehicle Pursuit policy to provide further guidance to patrol officers and supervisors that increased safety to both officers and the motoring public.
- ✓ Graduated Citizens Police Academy Class 44 and Youth Citizens Police Academy 8, returning to a fully in-person experience while also doubling the size of our participation in the Youth Citizens Police Academy.

2023 DEPARTMENTAL TACTICS

- Improve tactical capability of procuring an armored rescue vehicle and equipping tactical and medical equipment into the schools.
- Establish an efficient curriculum for lateral police officers through the use of a Supplemental Police Officer Course (SPOC).
- Integrate location-based crime and traffic data to provide effective and efficient deployment strategies.
- Utilize a new prisoner transport vehicle and part-time employees to reduce the burden on existing full-time sworn positions.
- Implement NG911 ESInet technology which enhances communication between the public and 911 dispatchers.
- Complete and transition to plain language communication to promote radio interoperability and prevent miscommunication.
- Enhance the safety of prisoners and employees and facilitate de-escalation within a safe environment by converting an existing temporary holding cell to a padded cell in the Detention Facility.
- Adjust Civil Service rules to better enhance promotional process and identify the best possible candidate for the position.
- Partnering with the Fire Department and Information Technology on a new radio system.

SWAT BEARCAT



SAFETY CELL IN DETENTION

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX



RPD BALLCAPS

- Policy
- Purpose



UPCOMING BUDGET DISCUSSIONS

- OFFICER WELLNESS PROGRAM
- ENHANCE PEER SUPPORT
- FLOCK CAMERAS
- BLOCKER VEHICLE

DEPT

OFFICER WELLNESS PROGRAM

- ✓ Full body ultrasound screening, comprehensive labs
- ✓ Maximal 12-lead EKG treadmill stress test
- ✓ Vision and audiometry testing
- ✓ Muscular strength and endurance testing
- ✓ In-depth behavioral health assessments
- ✓ Return-to-duty assessments

FLOCK CAMERAS

- ❑ Flock Cameras are fixed, pole-mounted automatic license plate recognition (ALPR) systems that capture images of vehicle license plates as vehicle enter and exit the city.
- ❑ Flock cameras are strategically placed at busy intersections and city limits to capture vehicular activity and add a layer of crime fighting ability and community safety, which acts as a force multiplier for the Police Department.
- ❑ Flock cameras provide instant results, yielding actionable, accurate evidence of a vehicle's presence in a particular area. Flock cameras also search NCIC for stolen vehicles as well as national alerts such as Amber Alerts, Blue Alerts and Gray Alerts.
- ❑ Detectives can search Flock system for vehicles by entering vehicle type, make, color, vehicle bumper stickers, or other unique factors.
- ❑ The Flock camera system allows detectives to collaborate with adjacent agencies, or agencies nationwide, and nearby privately-owned cameras owned by entities such as HOAs or businesses.
- ❑ Detectives can create 'hot lists' in the Flock system, which results in Flock providing an alert when stolen vehicles, known wanted persons, vehicles connected to serious crimes, etc. pass in or out of the city.
- ❑ The RPD Intelligence Unit has identified ten strategic locations for Flock camera placement based on hot spot crime locations.

BLOCKER VEHICLE

As a result of public safety injuries, deaths, and near misses in the DFW Metroplex, the Police and Fire Departments have collaborated on ways to mitigate some of the dangers our combined Departments face when working dangerous incidents on major roadways. As a result of these discussions, RFD is now deploying a fire engine as a blocker vehicle when it is determined there is a significant safety risk to first responders and/or the motoring public.

Officers consider a variety of factors when determining whether to request a blocker vehicle, such as, but not limited to:

- Type of roadway (i.e., highway, major arterial)
- Current roadway conditions
- Weather conditions and visibility
- Speed of traffic
- Location of hazard (i.e., blocking roadway vs on the shoulder)



STAYING FOCUSED AND MOVING FORWARD

Organizational Structure

Communication and Partnerships

Management and Efficiencies

Coaching and Performance

DEPT



Information Technology
Radio & Phone Services Projects
City Council Briefing
March 20, 2023

City of Richardson
Information Technology



Council Goal, Strategy, and IT Aligned Tactics

- Goal: To effectively and efficiently manage City resources while maintaining and enhancing City services
- Strategy: Ensure systems are safe and secure
- IT Aligned Tactics:
 - Evaluate replacement of citywide radio system
 - Conduct continuous Information Technology infrastructure upgrades, patching, and technology refresh (network, server, storage, desktop...) ensuring continued vendor support and security updates
 - Phone services technology refresh

Agenda

- Radio Project
 - Historical Key Points
 - Profile
 - Efforts to Date
 - Estimated Costs
 - Implementation Plan / Next Steps
- Phone Services Project
 - Key Points
 - New Architecture
 - Next Steps
- Questions



Radio Project

Historical Key Points

- Current Radio System is provided by Cassidian / Motorola
- Went into production in January 2012
- Reaching End of Support and End of Life
- Motorola Solutions, Inc. (MSI)
 - Undisputed Market Leader in Land Mobile Radio (LMR) Systems
 - Seamless integration with surrounding city agencies
 - Plano, Allen, Wylie, and Murphy (PAWM) includes Collin County Sheriffs Office
 - Garland, Mesquite, Rowlett, and Sachse (GMRS) now includes Park Cities
 - Addison, Farmers Branch, Carrollton, and Coppell (Metrocrest)
 - Dallas Sheriff

Profile

- P25 Standard Compliant
 - Standards for interoperable Land Mobile Radio (LMR) systems so emergency responders can exchange critical communications across agencies and jurisdictions
- 4 Radio Sites (Tower and Buildings): Centennial, Holly, Palisades, and Shiloh
- Number of Radios – 885

Department:	Radios:
Police	344
Fire	210
Public Services	165
Parks	86
Traffic	30
Fleet	17
Various Other Departments	33



Efforts to Date

- Radio Site Surveys completed with Motorola Engineers
- Meetings held with internal departments (Fire, PD...) to gather their requirements
 - Fire Station Alerting (FSA)
 - Automated Dispatch (Tone Alerts, Call Display, Opens Bay Doors, Starts Timer)
 - Allows for expedite incident response times
 - Enhanced reporting



Efforts to Date

- Engaged 3rd Party Expertise via Trott Communications
 - Assisting with Requirements, Design, and Contract Negotiations
- Completed audit on existing internal mobile and portable radio devices
- Conducted coverage testing in select areas
 - Formal coverage heatmap to be completed
- Initial Architectural Design and Layout
- Contract Negotiations

Estimated Costs

Item	Cost
System Infrastructure	\$10,000,000
Radios	\$7,000,000
Fire Station Alerting	\$1,000,000
Building Site Refresh	\$250,000
Contingency and Future Growth (Radios & Equip)	\$2,350,000
Subtotal	\$20,600,000
Less Discounts	(\$3,600,000)
Total	\$17,000,000

Implementation Plan / Next Steps

Task Name:

Current Efforts:

City Staff Discussions

Contract Negotiation

Next Steps:

City Council Consideration (April / May)

Final Architecture Design

Site Development / Refresh

Order and Stage Equipment

Installation (Site Equipment, Consoles, and Radios)

Training

Production Cutover (Cutover Date: April 2024)

Estimated Project Duration: 279 Business Days





Phone Services Project

Key Points

- Project Replaces Legacy Phone Services Provided by AT&T
 - Addresses external calls versus internal calls
 - Replaces analog circuits that are approaching End of Life
 - AT&T costs increasing due to the legacy architecture
 - This effort does not impact 911 services
- City Hall fire damaged equipment used to provide the services
 - Current external phone and Internet services are at diminished capacity and lack redundancy
 - Phone: 48 call paths via 2 locations reduced to 24 call paths at 1 location
 - Internet: 2 Internet connections reduced to 1 (1Gbs) Internet connection
- Partnering with Granite (AT&T Reseller)
 - Able to get better pricing via AT&T than the City
 - Potential Future Annualized Cost Savings of Approximately \$250,000
 - Provides management and monitoring
 - Provides consolidated billing

New Architecture

- This architecture addresses external dialing (calls)
 - We already use IP (Internet Protocol) for internal calls
- Session Initiation Protocol (SIP) is an architectural change that is part of the IT Telecommunications Strategy
 - This architecture will move external dialing to the IP platform
- Provides redundancy, failover, and significantly higher capacity at reduced costs
 - Both Phone and Internet will have redundant locations
 - Phone Capacity increases from 48 concurrent external calls to 698
 - Internet Capacity increases by a factor of 5 (from 1 Gbs to 5 Gbs)
 - Long Distance increases from 25,000 minutes per month to 40,000
- Option for Potential Future Expansion into New City Hall
 - As a third location providing additional redundancy and capacity if desired

Next Steps

- Finalize Architectural Design
- Lock In Pricing
- Complete Contract Negotiations and Legal Review
- Bring to City Council for Consideration
 - April 2023



Questions