

CRIMINAL JUSTICE, PUBLIC SAFETY AND SERVICES COUNCIL COMMITTEE
MEETING APRIL 6, 2016
11:00 A.M.
MUNICIPAL PLAZA BUILDING

Members Present:	Councilmember Rebecca Viagran, Chair, <i>District 3</i> Councilmember Roberto Treviño, <i>District 1</i> Councilmember Shirley Gonzales, <i>District 5</i> Councilmember Mike Gallagher, <i>District 10</i>
Members Absent:	Councilmember Ray Lopez, <i>District 6</i>
Staff Present:	Erik Walsh, <i>Deputy City Manager</i> ; Krista Cover, <i>Assistant City Attorney</i> ; Charles Hood, <i>Fire Chief</i> ; William McManus, <i>Police Chief</i> ; Carl Wedige, <i>Deputy Fire Chief, SAFD</i> ; Steven Baum, <i>Assistant Director, SAPD</i> ; Fred Garcia, <i>Municipal Court Clerk, Municipal Court</i> ; Denice F. Treviño, <i>Office of the City Clerk</i>
Others Present:	Jaie Avila, <i>Reporter, WOAI TV</i>

Call to order

Chairperson Viagran called the meeting to order.

1. Approval of the March 2, 2016 Criminal Justice, Public Safety and Services Committee Meeting Minutes

Councilmember Gallagher moved to approve the minutes of the March 2, 2016 Criminal Justice, Public Safety and Services Council Committee Meeting. Councilmember Treviño seconded the motion. Motion carried unanimously by those present.

Citizens to be Heard

There were no citizens registered to speak.

Items for Consideration:

2. Update on the Mobile Integrated Health (MIH) Program [Presented by Charles Hood, Fire Chief]

Chief Hood stated that prior to implementation of the MIH Program in 2014, there were 82,000 patients transported annually, with over 70,000 of those for medical emergencies. He noted that patients utilized Emergency Medical Services (EMS) to gain access to healthcare. He stated that EMS provided acute treatment, but lacked continuity for patients with non-emergent conditions at a higher cost than for primary care. He reported that the MIH Program provided patients with the highest quality resources through patient advocacy and education and assisted patients with unmet medical and social needs. He noted that the MIH Program assisted the community in identifying health risk, while promoting health awareness and wellness activities. He reviewed the following data on the current MIH Program:

- 115 participants since inception

- 2,072 participant contacts
- 49 current participants
- 57% reduction in calls for service by the San Antonio Fire Department (SAFD)
- 69% reduction in calls for service by the San Antonio Police Department (SAPD)
- 6,500 hours working with participants which resulted in more individualized patient care
- 6,500 hours working with participants with a high volume of use of EMS resulting in increased availability of Transport Units in San Antonio and the region

Chief Hood stated that the SAFD partnered through the MIH Consortium to apply and receive a \$392,000 grant to treat Pediatric Asthma Patients which were frequent users of the 9-1-1 System. He noted that SAFD MIH Paramedics partnered with SAPD's Mental Health Outreach (IMPACT) Team in assisting the homeless. He stated that the MIH Program assists in improving the quality of life and access to healthcare for some of the most infirmed citizens in San Antonio. He reviewed the fiscal impact of the MIH Program:

- Funding impact:

➤ MIH Program Fiscal Year (FY) 2016 Budget	\$979,651
➤ <u>Community Health First Asthma Grant</u>	<u>\$392,000</u>
Total	\$587,651

- Value impact:

- Value of full-time EMS Units due to reduced calls (\$260,000)

Chief Hood noted that the value impact was expected to increase and reviewed maps of the MIH Program and the Community First Health: Targeted Pediatric Asthma Population. He reported the following benefits of the MIH Program:

- Increased EMS (ALS) Unit availability
- Systemic decrease in response times
- Increased Emergency Department and hospital beds for emergent patients
- City of San Antonio nationally recognized program
- Better wellness and healthcare for citizens of the City of San Antonio (CoSA)

He reported on their Performance Measures:

- Primary outcomes:

- Improved patient experience
- Improved patient health

- Secondary outcomes:

- Reduction of 24-48 hour repeat 9-1-1 Calls
- Cost savings through reduction of 9-1-1 Calls and subsequent transports in progress

Chief Hood reported the following SAFD MIH Vision:

- SAFD will continue to expand the role of the MIH Consortium in the region
- SAFD MIH Program will continue to partner with Hospitals and Insurance Exchanges
- Increased immunization opportunities and Community Education Outreach

Chairperson Viagran asked of partners of the MIH Program. Chief Hood replied that partners included the Southwest Texas Regional Advisory Council (STRAC), Meals on Wheels, the City of Schertz and all Hospitals in San Antonio. Chairperson Viagran asked of the needs of the MIH Program. Chief Hood replied that additional personnel were needed for the MIH Program.

Councilmember Gonzales asked of data on patient visits to Hospital Emergency Rooms in CoSA. Chief Hood stated that only patients transported by EMS were tracked. He noted that Hospital Partners reported high utilization of Emergency Rooms for non-emergent conditions.

Councilmember Treviño asked if the CoSA Human Services Department participated in the MIH Program. Chief Hood replied that the Department of Human Services would participate in the MIH Program depending on the circumstances.

No action was required for Item 2.

3. Briefing and Possible Action on the Reappointment of Full-Time Municipal Court Judges.
[Presented by Fred Garcia, Municipal Court Clerk]

Fred Garcia stated that there were nine current Full-Time Municipal Court Judges (Judges) which were appointed for one, two-year term and were appointed by City Council in even-numbered years. He reported that the Subcommittee of the Criminal Justice, Public Safety and Services Council Committee was comprised of Councilmembers Viagran and Gallagher and Judge Ciro Rodriguez. He noted that said Subcommittee was charged to recommend Judges for appointment or reappointment to the full City Council. He stated that said Subcommittee interviewed the current Judges for reappointment on March 31, 2016. He noted that the following individuals were interviewed:

Clarissa L. Chavarria
Linda H. Conley
Lisa Gonzales
Daniel Guerrero
James Daniel Kassahn
Christine D. Lacy
Carla D. Obledo
Margarita Pol
Peter Andrew Zamora

Chairperson Viagran stated that each candidate for Judge was interviewed by the Subcommittee.

Councilmember Gallagher stated that the Subcommittee Members asked each candidate of their current duties, problems encountered in Municipal Court and solutions for said problems. He moved to recommend and forward the candidates interviewed for reappointment as Municipal Court Judge to the full City Council for consideration. Councilmember Gonzales seconded the motion. Motion carried unanimously by those present.

No action was required for Item 3.

4. Briefing on San Antonio Police Department 9-1-1 Dispatch Center. [Presented by William McManus, Chief of Police]

Steven Baum stated that the number of SAPD Communication Center (Center) calls had increased from 1.6 million in 2010 (emergency and non-emergency) to 2.5 million in 2015 (1.6 million emergency/850,000 non-emergency). He noted that the performance of the Center was measured by:

- Grade of Service Rate (percent of calls answered in 10 seconds or less)
- Call Abandon Rate (percent of calls disconnected before they could be answered)
- Average Answer Time Rate (average length of time until 9-1-1 Call Taker could answer)

He stated that the National Emergency Number Association (NENA) set standards for the Grade of Service Rate, and the Average Answer Time Rate. He noted that a national standard was not set for the Call Abandon Rate. He reported that in 2015; 53.3% of all calls were answered in 10 seconds or less by the Center. He stated that in 2015; the Center had an Abandoned Call Rate of 22.0% and the Average Answer Time in 2015 was 19 seconds. He reported that the Center was staffed by: 1) 68 Call Takers; 2) 68 Dispatchers; and 3) 28 Expeditors. He reviewed the following interim steps to be taken for improvement of the ratings for the Center:

- 15 Temporary Call Takers authorized in September 2015
- 30 additional Temporary Positions authorized in March 2016
- Voluntary Overtime during B Shift
- Expeditors trained as Call Takers taking 9-1-1 Calls
- Evaluation of Center by an external Consultant
- Background checks performed by an external Consultant

Mr. Baum reviewed the timeline for training new Call Takers. He stated that an external Consultant was hired to evaluate the Center utilizing Quantitative Operations Research Analytic Tools. He noted that said evaluation would be completed in 60-90 days. He reported that said Consultant had prior experience evaluating the following cities:

- Colorado Springs
- Oklahoma City
- Phoenix
- Memphis
- Kansas City

He stated that SAPD has contracted an external Consultant to perform the background check process for the next class of new hires beginning on April 25, 2016.

Chairperson Viagran requested that City Councilmembers be informed of less than favorable rates and that periodic updates be provided to the City Council. She asked when the Consultant's recommendations would be made to the Committee. Erik Walsh replied that recommendations would be made to the Committee in June 2016.

Councilmember Gonzales asked of the average salary for Call Takers. Mr. Baum stated that the average salary for Call Takers would be provided to the Committee at a later date. At the request of Councilmember Gonzales, Mr. Baum outlined the steps for taking a 9-1-1 Call.

Councilmember Gallagher suggested that Fire Department Personnel be integrated into the Call-Taking Process.

Councilmember Treviño asked if the centralized approach was favored over a de-centralized approach. Mr. Baum replied that it was not.

No action was required for Item 4.

5. Briefing on the San Antonio Police Department's Fiesta 2016 Safety Plan. [Presented by William McManus, Chief of Police]

Chief McManus stated that in response to enactment of the Open Carry Law, the following Fiesta venues/events would display signage prohibiting individuals from openly carrying firearms:

- La Villita
- NIOSA
- Carnival
- Oyster Bake
- Sunken Garden

He noted that individuals would be checked upon entrance to said events/venues to ensure there were no visible firearms. He stated that if someone was seen with a firearm upon entrance or at the event/venue; they would be asked to leave. He noted that anyone refusing to leave would be removed and cited for Criminal Trespassing. He stated that openly carrying firearms would be permitted at all parades. He noted that anyone observed carrying a firearm would be assessed and monitored. He stated that a total of 3,703 Police Officers would be assigned to Fiesta throughout the 11-day schedule. He noted that personnel from the following would participate in coordinated Law Enforcement Activities during Fiesta:

- Bexar County Sherriff's Office
- FBI
- Department of Public Safety

He stated that the San Antonio Police Department (SAPD) and the San Antonio Fire Department (SAFD) would share unified command posts for all parades and other high profile events. He noted that operations would be coordinated with the Incident Management Team working from the San Antonio Regional Intelligence Center (SARIC). He stated that a briefing would be held following Fiesta.

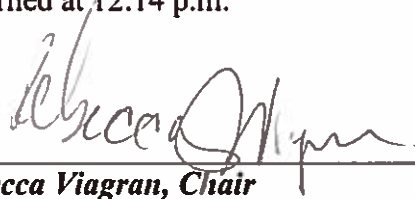
No action was required for Item 5.

Consideration of Items for Future Meetings

Chairperson Viagran stated that the DOJ Memo regarding Judicial Matters, the SAFD Facility Plan, an update by the Task Force on Hunger and Homelessness, and a suggested Professional Panhandling Ordinance would be brought before the Committee at a future meeting.

Adjourn

There being no further discussion, the meeting was adjourned at 12:14 p.m.



Rebecca Viagran, Chair

Respectfully Submitted,



Denise F. Treviño, Office of the City Clerk