

**PUBLIC SAFETY COUNCIL COMMITTEE  
MINUTES**

**WEDNESDAY, APRIL 24, 2012  
12:00 PM  
MUNICIPAL PLAZA ROOM B**

**Members Present:** Councilmember David Medina, Jr., *Chair, District 5*  
Councilmember Leticia Ozuna, *District 3*  
Councilmember Elisa Chan, *District 9*  
Councilmember Carlton Soules, *District 10*

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**Members Absent:** *None*

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**Staff Present:** Erik Walsh, *Deputy City Manager*; William McManus, *Police Chief*; Charles Hood, *Fire Chief*; Hugh Miller, *Chief Technology Officer*; Carl Wedige, *Deputy Fire Chief*; Steve Gaffigan, *Police Department*; James Glass, *Police Department*; Thomas Jenkins, *Police Department*; Jim Kipp, *Assistant City Attorney*; Denise Luckey, *Office of the City Clerk*

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**Others Present:** Liz Johnson, *SA Towing Association*; Lloyd Welty, *SA Towing Association*

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**Call to Order**

Chairman D. Medina called the meeting to order.

**1. Citizens to be Heard**

There were no Citizens to Be Heard.

**2. Approval of minutes of the March 28, 2012 Public Safety Council Committee Meeting**

Councilmember Chan moved to approve the minutes of the March 28, 2012 Public Safety Council Committee Meeting. Councilmember Ozuna seconded the motion. Motion carried unanimously by those present.

**3. Briefing on Public Safety Technology: SAPD Data Flow Process & Status on SAFD Computer Aided Dispatch System**

Steve Gaffigan, San Antonio Police Department Assistant Director; Charles Hood, Fire Chief

Fire Chief Charles Hood provided the status on the new VisiCAD System. He outlined the differences compared to the previous system. Chief Hood spoke of the improvements of the new Computer Aided Dispatch (CAD) System in field input, reporting problems, response times, and maintenance.

Councilmember Ozuna asked of the outages that were experienced over the past two years and how the backup and recovery systems are designed. Vance Meade, Assistant

Fire Chief stated that the major outages in the past were related to the servers that were installed, which has been replaced by a DM System. Dispatchers now use production CAD, and have the ability to switch over to the Training or QA CAD if an outage occurs. There is also a disaster recovery system available in case of a complete failure. Councilmember Ozuna asked what is considered an outage and what the outage window is when the system is down for maintenance. Hugh Miller stated that the system has routine maintenance, so there typically is not an outage since there are two systems to switch back and forth to. Mr. Miller stated that the training system is refreshed every 60-90 days and the Disaster Recovery (DR) constantly; thus having a system that is intended to run 24/7.

Councilmember Ozuna asked how the routes determined. Mr. Miller stated that the system is a hybrid and that the call-taker has the ability to adjust the route based on what they are seeing on the system. Councilmember Ozuna asked if a responder can adjust the route. Assistant Chief Meade stated that a responder may adjust a route if they familiar with the area.

Councilmember Ozuna asked of the lag time is on the CAD System when there are street closures and construction. Assistant Chief Meade stated updates are sent to the system from the Texas Department of Transportation (TxDot), and they are researching on funding a GIS System to receive updates sooner.

Councilmember Ozuna asked for details on response time from initiation to treatment. Chief Hood stated that each call would be different dependent upon the situation. He noted that the process starts with the call taker; who sends information to the dispatcher; who in turn sends to the CAD System. The Call Taker asks question to determine the type of emergency and necessary respondents.

Councilmember Chan asked for clarification on how 9-1-1 calls are handled through the CAD System. Assistant Chief Meade stated that the Police Department receives the call and determines the type of emergency. If it is a Fire Department Issue; the call is dispatched to the Fire Department. If it is a Police Department issue, it is entered into the CAD. If the call taker determines that both Fire and Police are needed, information is simultaneously entered into the CAD for Police and dispatched to Fire Department. The call taker and dispatcher are human beings who enter information into the CAD. Councilmember Chan asked for more details on the CAD, GIS recommendations, and the ability to override the system.

Assistant Chief Meade stated that the CAD system looks for two things: 1) What type of resource is needed; and 2) What the quickest mode is. The call taker determines the nature of the call and enters the information into the CAD, which determines what type of resource is sent (pumper truck, ladder truck, ambulance). When the system is looking for closeness, the City is broken into 1.2 million road segments to help determine the quickest route.

Councilmember Chan asked how a call is dispatched. Assistant Chief Meade stated that the call taker enters information and hits a dispatch button which sends a wave file over the City's Network. Information is also sent over radio communication.

Councilmember Chan asked what happens with the system when the network is down. Assistant Chief Meade replied that there are signals that are constantly pinging to make sure all stations are connected. If a station stops pinging, an alert comes up. If the wave file fails to connect, it is automatically sent over by radio signal.

Councilmember Chan asked who shares the CAD System. Assistant Chief Meade explained that it is a regional system shared by San Antonio Police and Fire, Bexar County Police and Fire, and Schertz Public Safety. He stated that each entity shares in the financial responsibility and that if more entities were added, that would help defray the cost for each entity.

Councilmember Soules asked if all of the questions from the list of CAD Questions from the State of Department were answered. Chief Hood replied that of all of the questions were answered and available on SharePoint.

Councilmember Soules asked what is considered response time. Chief Hood stated that it is calculated from the time a victim picks up the telephone to the time emergency personnel arrives at their front door. He added that the CAD System has brought about many positive changes. Councilmember D. Medina asked if response time was different from patient contact. Chief Hood stated patient contact will vary with each call.

Chairman D. Medina asked if there are plans in place to get into a certain buildings or any pre-planning for locations. Chief Hood stated that there are plans obtain diagrams of buildings in an effort to get to the patient more quickly.

Councilmember Chan asked of the qualifications of a call taker and dispatcher. Chief Meade stated that Fire Department call personnel are all Uniformed Firefighters and Paramedics. Steve Gaffigan noted that Police call personnel are civilians with extensive training.

Councilmember Chan asked if the size of or location of fire station was more critical to response. Chief Hood stated that stations are geographically planned and located, and that a balance of small and large stations is ideal.

A brief overview was provided of the San Antonio Police Department's component of the CAD System, which addressed the benefits, connectivity, and 4G Testing.

Chief McManus reported that the AT&T connectivity was not adequate, which prompted the changeover to Verizon. Mr. Miller indicated that ITSD is constantly receiving feedback on technology with other carriers to increase coverage.

Chairman D. Medina asked that data be provided on improvements that have been seen in non-emergency response time. Councilmember Soules asked for data on the categories of response levels.

Thom Jenkins provided an overview on past and present Data Processes and Uniform Crime Report (UCR) Quality Control. Jim Glass spoke to Data Integrity Enhancements.

Councilmember Chan asked for details on tracking the status of case by number, and how incidence code is generated.

**4. Firsts Public Hearing on the Readoption of the Youth Curfew Ordinance**  
Presented by William McManus, Chief of Police

Police Chief William McManus reported that it was time to renew the Curfew Ordinance which expires on June 4, 2012. Children ages 10-16 are affected by the ordinance, and the curfew time is from 11:00 pm to 6:00 am. Chief McManus stated that the changes proposed are changing "Child" to Minor and rearranging the number of the statute to conform to the ordinance. In the last year, nearly 250 nighttime and 77 daytime citations were issued.

Councilmember Soules asked for details on the enforcement process and ways to improve the ordinance.

Sergeant Patterson provided examples on when it is appropriate to approach a suspected curfew violator. He spoke on fine amounts, parent's responsibility, drop-off location, and holding process.

Erik Walsh stated that the ordinance will be brought before the City Council on May 17, 2012, and suggested that the Police Chief meet with Councilmembers on the issues prior to said Council meeting.

**5. Executive Session – The Public Safety Committee will in convene into Executive Session to discuss legal issues related to public safety and other matters on the agenda**  
Presented by William McManus, Chief of Police

Chairman D. Medina recessed the meeting into Executive Session at 3:00 p.m. He reconvened the meeting at 3:42 p.m. and announced that no action was taken.

Councilmember Chan exited the meeting at this time.

**6. Briefing and Possible Action on Regulating Booting on private property**  
Presented by William McManus, Chief of Police

Michael Bernard, City Attorney briefed the Committee on recommending an ordinance regulating the Booting Industry. He stated that the ordinance would set guidelines for issuing permits to booting companies and establishing fees. Mr. Bernard suggests more involvement from the Police Department on enforcing the regulations.

Attorneys Pat Maloney, Steve Lopez, Kyle Watson, and Cliff Herberg, 1<sup>st</sup> Assistant District Attorney spoke to the Committee on the suspicious booting issues that they have observed in parking lots near their offices. They all support the Council establishing an ordinance to regulate the practices of booting businesses.

Councilmember Soules asked of the number of lots that have been impacted. Mr. Bernard stated that he was aware of at least eight lots, but that the number is growing.

Councilmember Ozuna asked if the City has deceptive retail practices in place. Mr. Bernard stated that the deception in this case has more to do with improper signage and would need to be addressed in the booting ordinance.

Councilmember Soules moved to forward said item to the full Council for further discussion. Councilmember Ozuna seconded the motion. Motion carried unanimously by those present.

Chairman D. Medina thanked everyone for their input, suggestions, and sharing their personal experience with booting.

**7. Briefing on Existing Police Substation Realignment and Redistricting**  
Presented by William McManus, Chief of Police

Items 7-9 were moved to the next regularly scheduled meeting

**8. Briefing on Notification Systems**  
Presented by Charles Hood, Fire Chief

**9. Briefing on Park Police**  
Presented by William McManus, Chief of Police

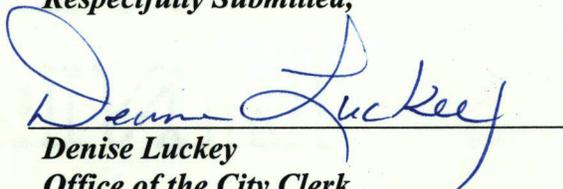
**10. Consideration of items for future meetings**

Councilmember Ozuna motioned to move Items 7-9 to the next regularly scheduled Public Safety Council Committee Meeting. Councilmember Soules seconded the motion. Motion carried unanimously by those present.

**11. Adjournment**

There being no further discussion, the meeting was adjourned at 4:14 p.m.

  
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David Medina, Jr., Chairman

*Respectfully Submitted,*  
  
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Denise Luckey  
Office of the City Clerk