Plano

City of Excellence

Plano Police Department

September 23, 2019

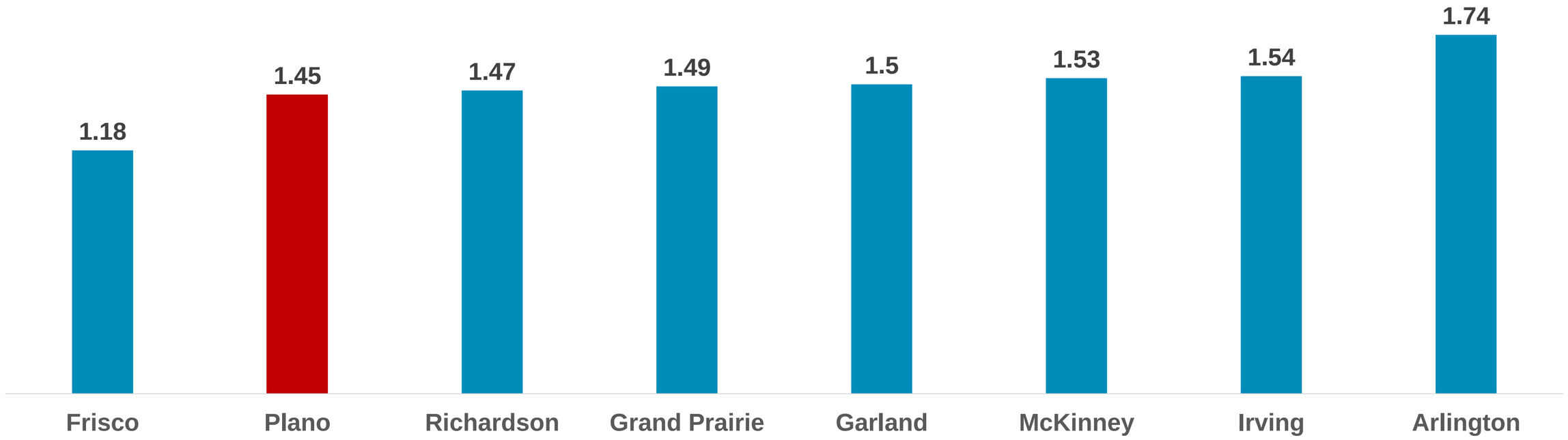
Gregory W. Rushin

Chief of Police

Plano Police Department Overview

- 412 sworn officers
- 185 full-time and 85 part-time civilian staff (includes 73 crossing guards)
- 178 Plano Citizen's Police Academy Alumni Association Volunteers (42 also participate in the CAPP program)
  - 18,829 hours of service were provided by Police Volunteers in 2018
- CALEA accredited law enforcement agency for over 20 years
  - Since 1992, re-accredited seven times, including in 2015 when the department also received the "Meritorious Service" award.

Plano Police Department
Number of Officers Per 1,000 Citizens



Benchmark City Comparison
2018

Plano Police Department
Standard Service Index (SSI)

- Predictive formula to maintain a measureable and definable index for determining future police officer staffing needs.
- The SSI formula creates a band of acceptable staffing level between “critical” staffing, 50% available and 50 obligated time (50/50) and “ideal” staffing, 60% available and 40% obligated (60/40).
- Our Goal. To maintain staffing at the “ideal,” 60% available (not on calls or traffic/citizen stops) to 40% obligated (on calls or traffic/citizen stops).
- The closer staffing gets to “critical” the more services will be delayed and diminished.
- Currently, SSI is 57% available and 43% obligated (57/43).

Our Mission



To provide outstanding Police Services, in partnership with the community, to maintain a safe environment that contributes to the quality of life.

Plano Police Department
Performance Measures

1. Crime Rate
2. Traffic Safety
3. Timely Service
4. Quality of Service

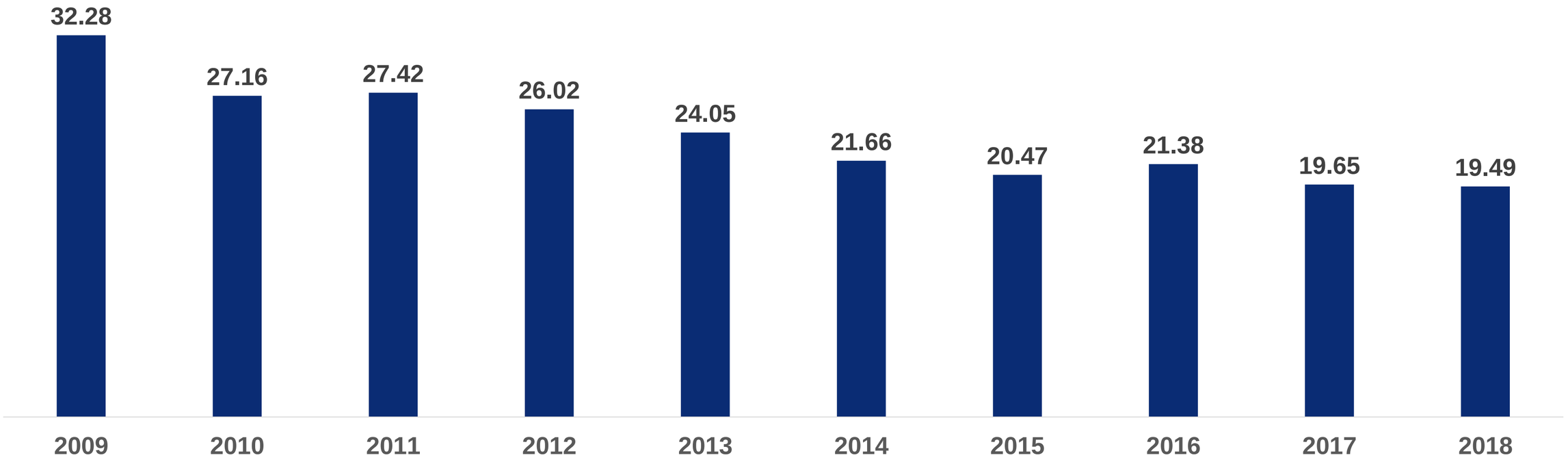
Plano Police Department
Performance Measure #1 Crime Rate

2018 Major Crimes per 1,000 down 0.8%

- Violent crimes per 1,000 down 2.2% 
- Property crimes per 1,000 down 0.7% 

Plano Police Department

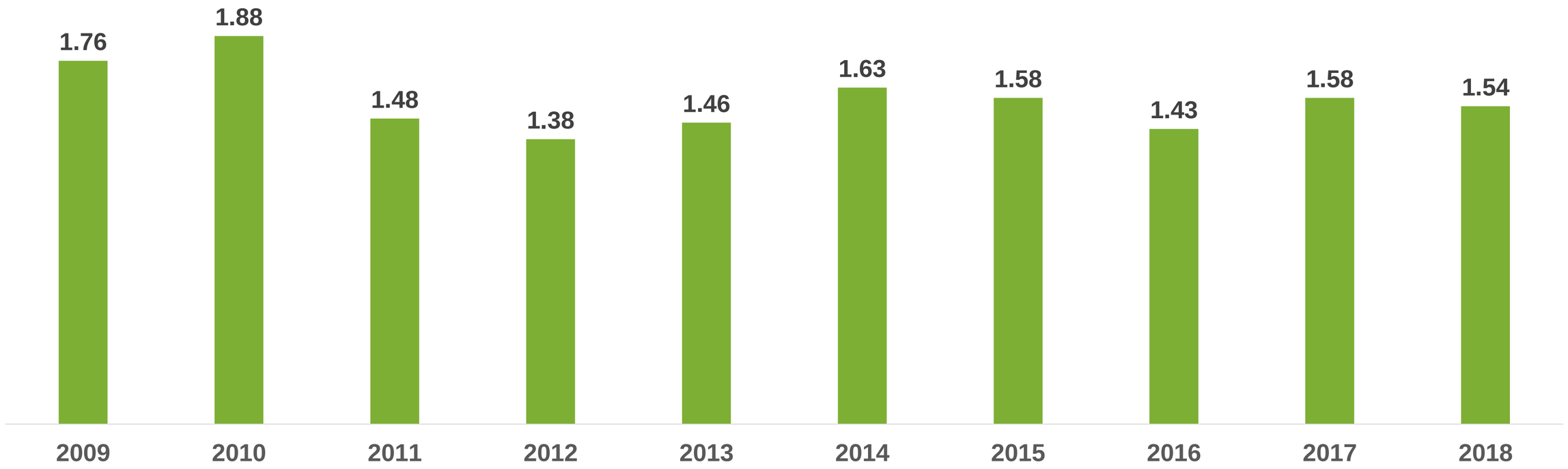
Performance Measure #1 Crime Rate



Major Crime Rate (per 1,000)
10-Year Comparison

Plano Police Department

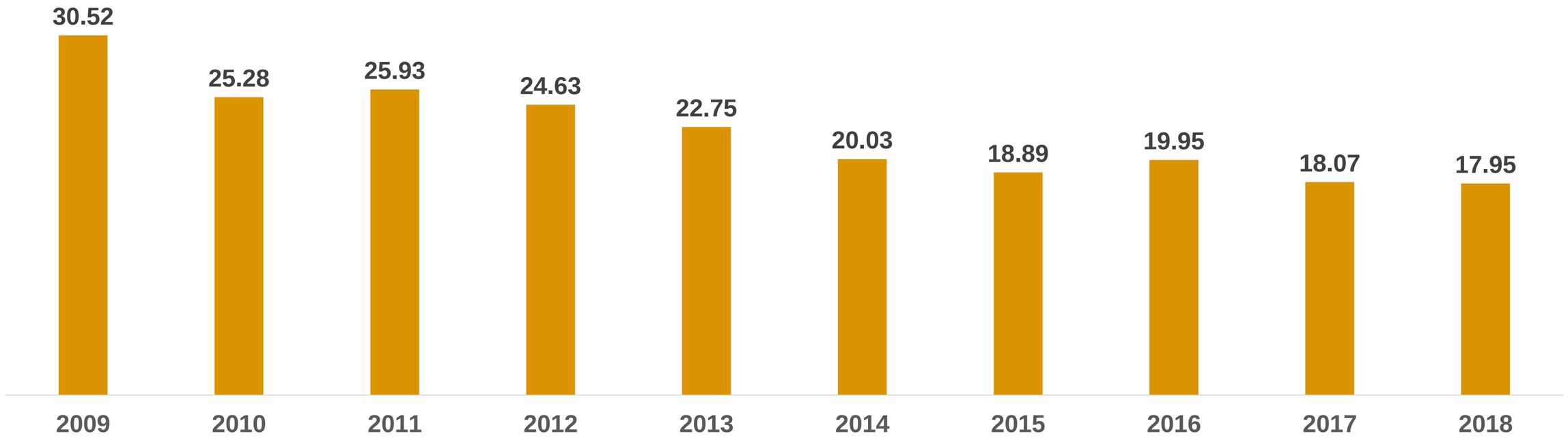
Performance Measure #1 Crime Rate



Violent Crime Rate (per 1,000)
10-Year Comparison

Plano Police Department

Performance Measure #1 Crime Rate



Property Crime Rate (per 1,000)
10-Year Comparison

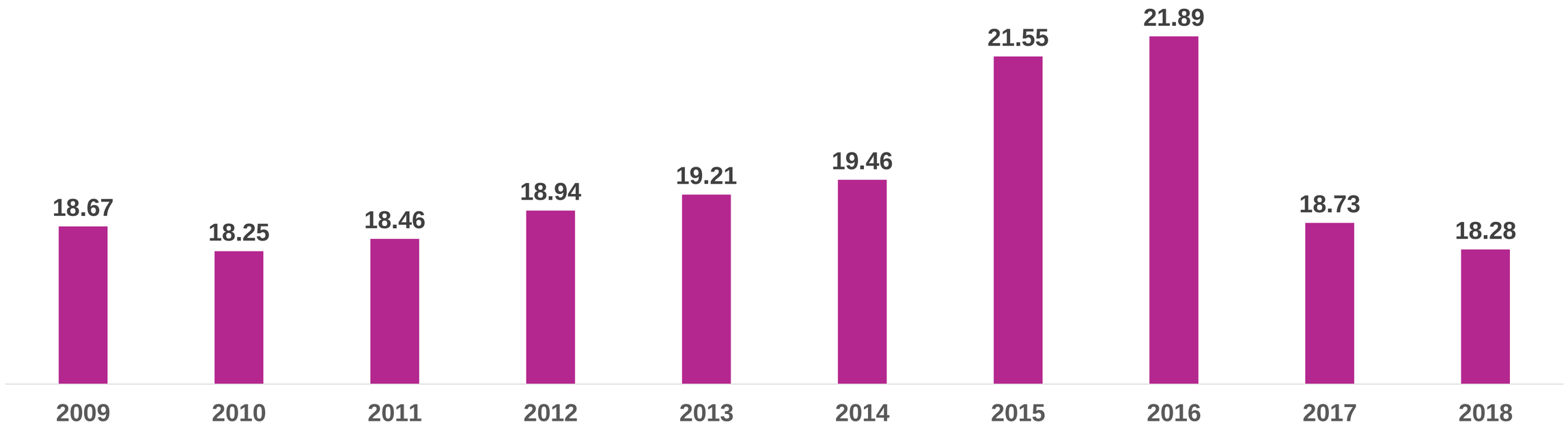
Plano Police Department
Performance Measure #2 Traffic Safety

In 2018 Total Crashes per 1,000 down 2.4%

- Crashes on US 75 are down 12%
- Crashes along the three tollways are down 11.3%
- Fatal crashes down from 16 to 7

Plano Police Department

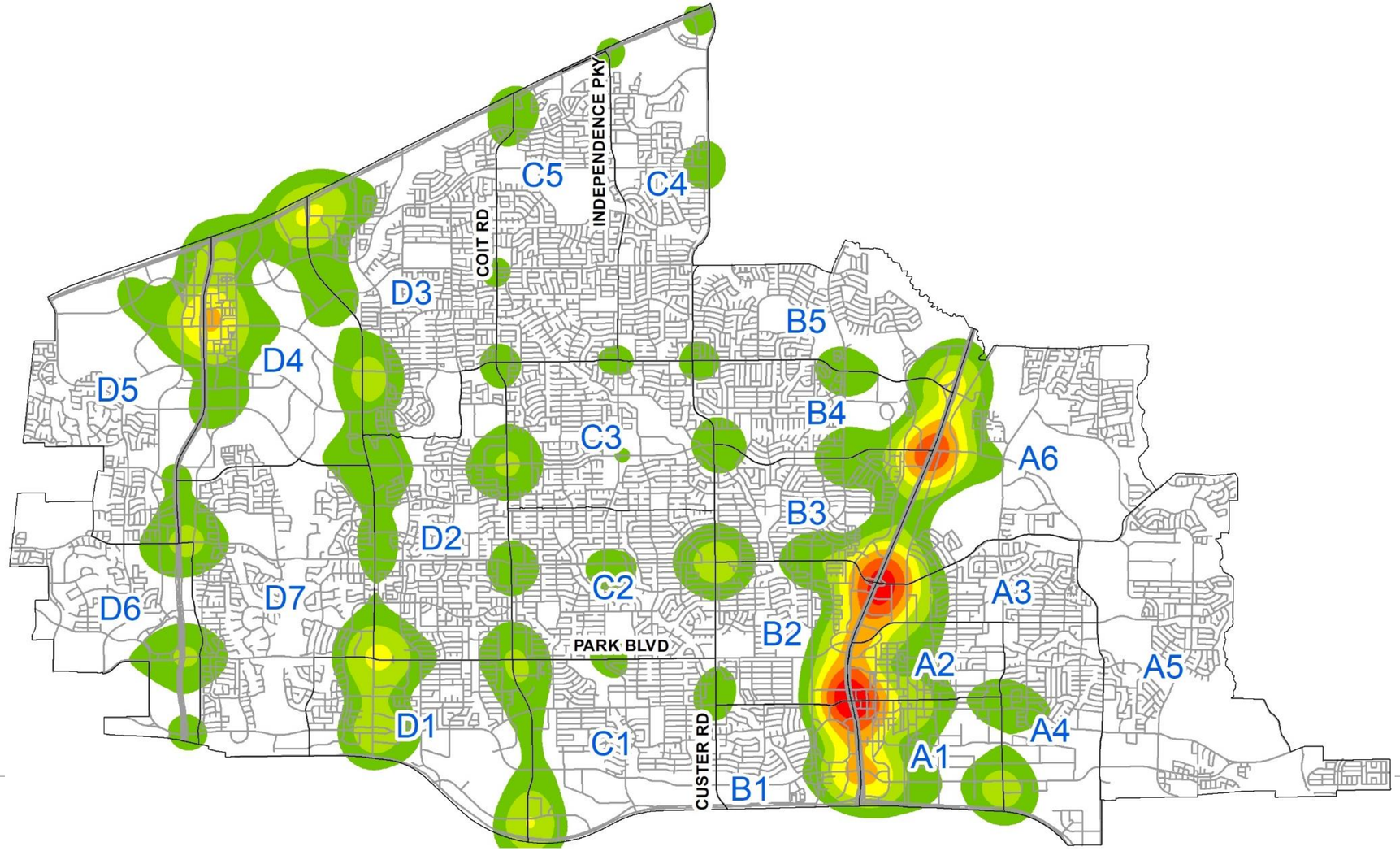
Performance Measure #2 Traffic Safety



Total Crashes (per 1,000)
10-Year Comparison

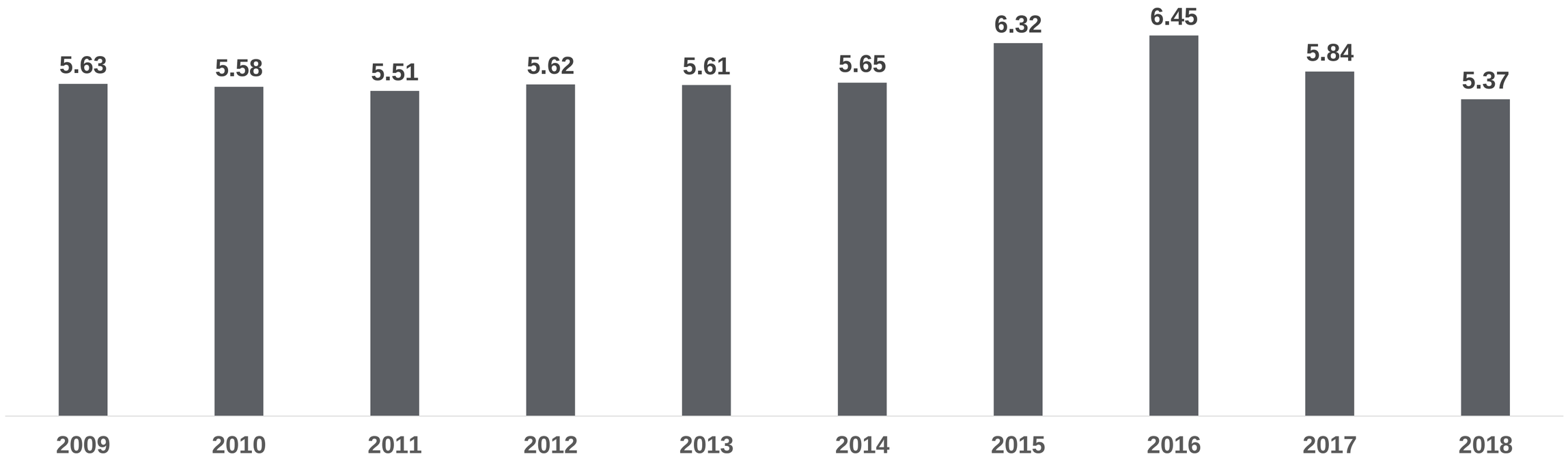
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Performance Measure #2 Traffic Safety



Plano Police Department

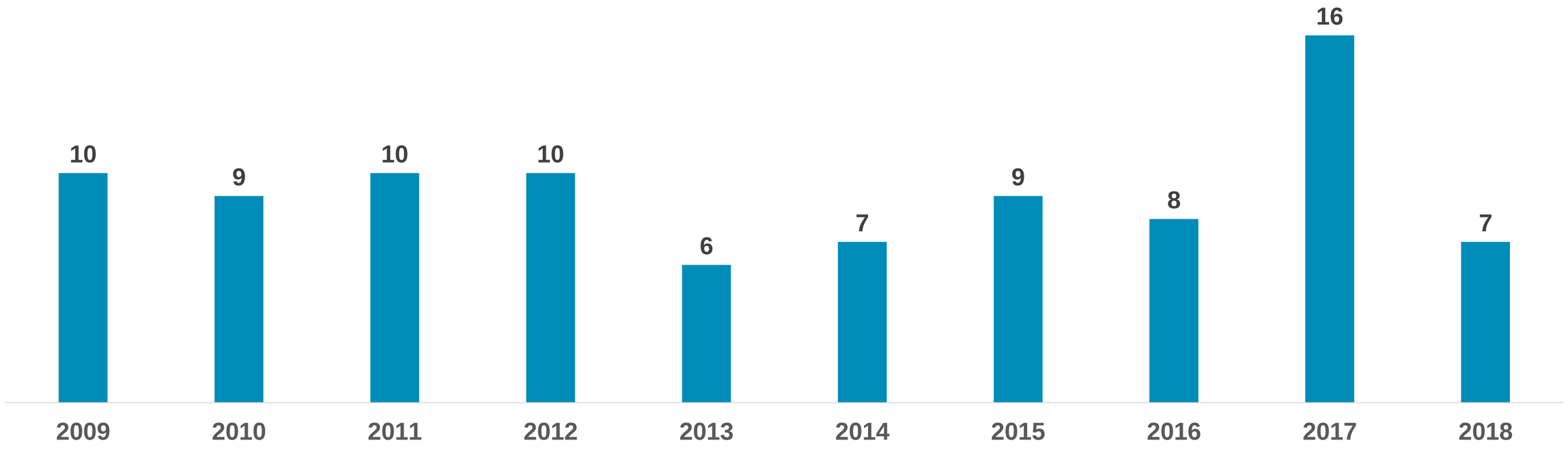
Performance Measure #2 Traffic Safety



Injury Crashes (per 1,000)
10-Year Comparison

Plano Police Department

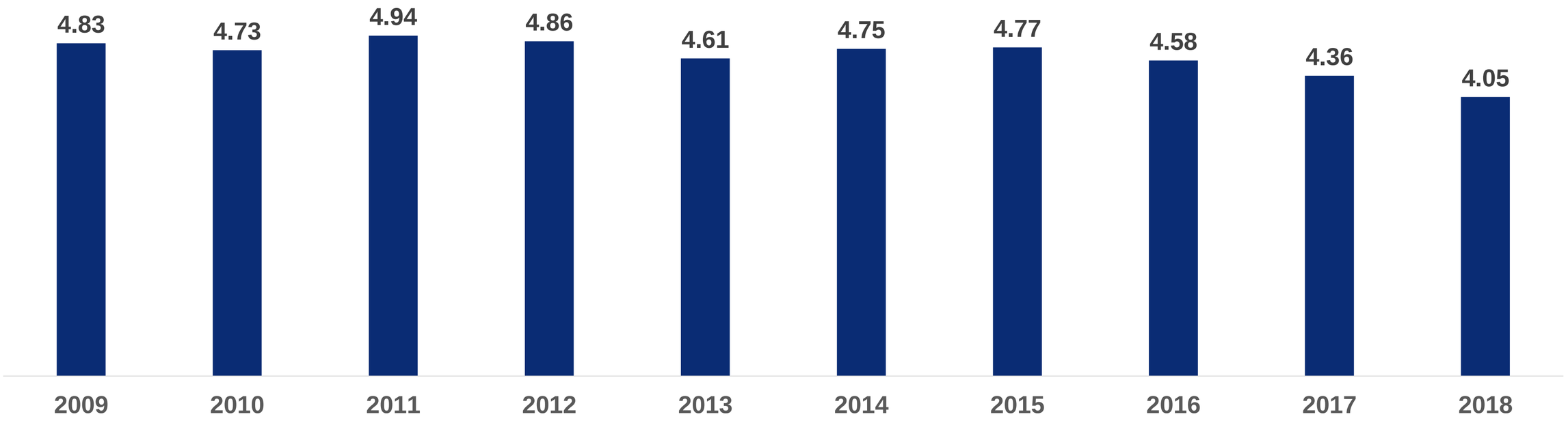
Performance Measure #2 Traffic Safety



Fatal Crashes
10-Year Comparison

Plano Police Department

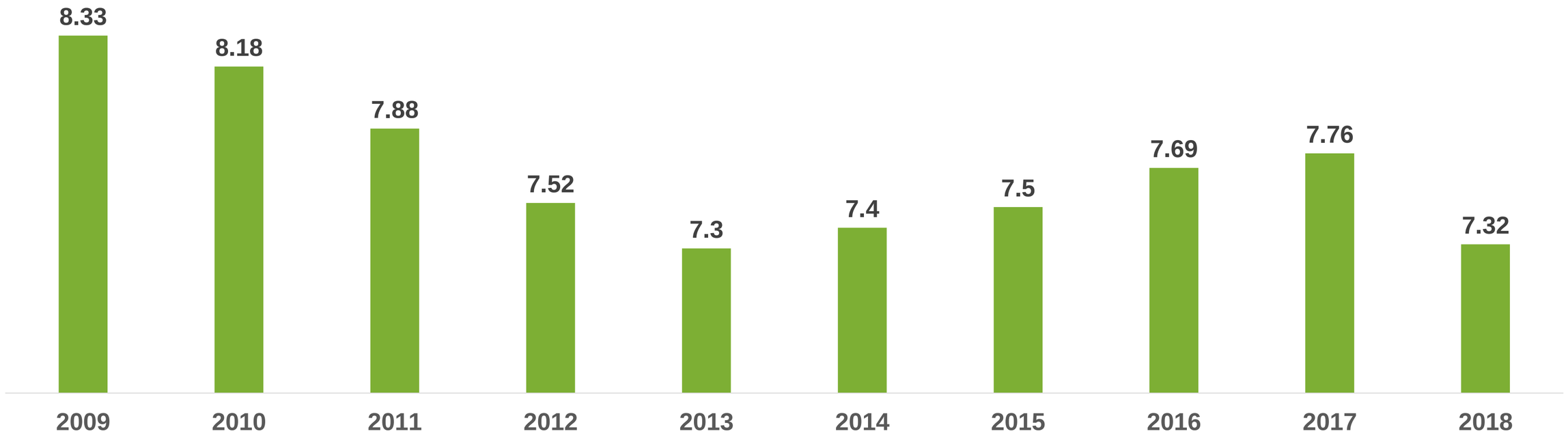
Performance Measure #3 Timely Service



Priority One Response Times
10-Year Comparison (Minutes)

Plano Police Department

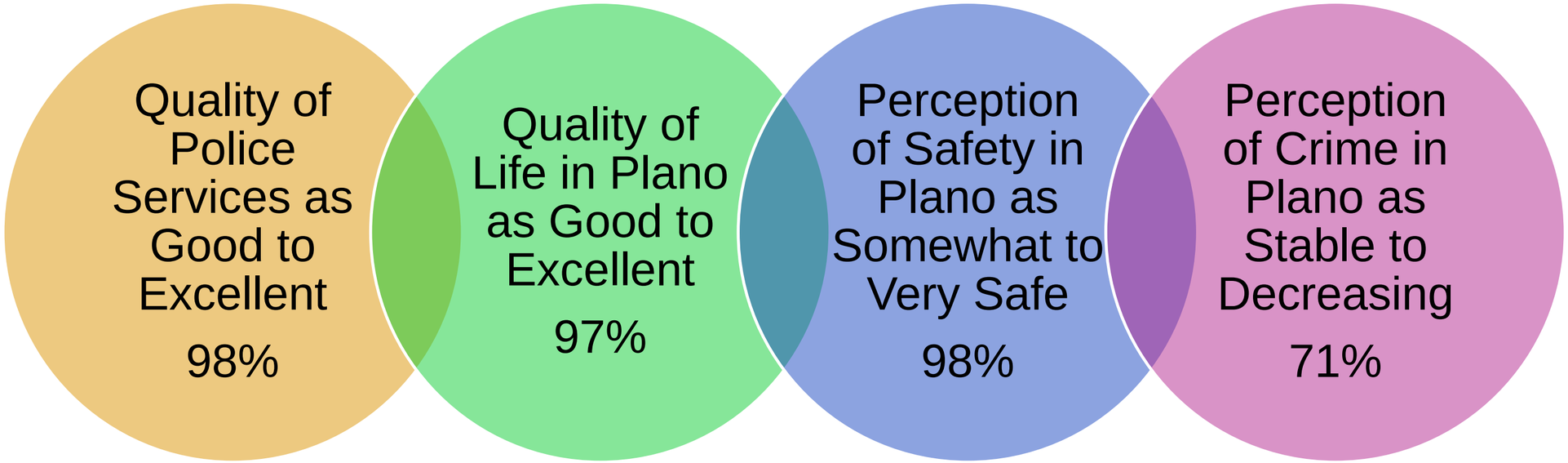
Performance Measure #3 Timely Service



All Other Priorities Response Times
10-Year Comparison (Minutes)

Plano Police Department

Performance Measure #4 Quality of Service



Annual Citizen Survey
2018

Plano Police Department
Performance Measures Summary

1. Crime Rate – 2018 Lowest Recorded / Down Further in 2019
2. Traffic Safety - Crashes and resulting injuries, and deaths have decreased over the past two years, However, Crashes and resulting injuries and deaths have increased in 2019
3. Timely Service - Response times remains at the lowest levels and exceed our goals
4. Quality of Service- Ratings have increased and consistently remain outstanding

Plano Police Department
Programs and Services – Partnership with Community

- Social Media (Nextdoor, Facebook, Twitter, Ring)
- National Night Out (October 1, 2019)
- Crime Watch Programs
- Take Me Home Program
- Citizen and Youth Police Academies
- Community Camera Program

Plano Police Department
Programs and Services – Partnership with Community

- Community Crime Map
- Community Protection (business and residential security surveys, active shooter training, Operation ID, Lock Take Hide)
- UNIDOS
- Faith Based Meetings
- Corporate Security Meetings
- Asian Community Liaison

Plano Police Department
Current and Future Challenges

- Urban Growth / Population Density / Mass Transit
- Homelessness / Mental Health
- Technology
- Hiring and Retention (Recruitment / Retirements)
- Loss of Red Light Camera Program
- Active Shooters / Terrorism

Plano Police Department
Accomplishments

- Officer Taylor Rust - Texas Medal of Valor, the Congressional Badge of Bravery, and IACP Officer of the Year Finalist
- Sergeant Renee Glasser - Texas Medal of Valor
- Jeff Rich - Eastern District of Texas State and Local Officer of the Year
- Officer Mark Dawson – Texas Citizens Police Academy Alumni Association Officer of the Year
- Recently completed 8th CALEA reaccreditation process
- Ranked 3rd Safest City in America by Haven Life Insurance
- Solved multiple homicides targeting elderly persons

Our Mission



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