



News Release

CITY MANAGER'S OFFICE

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Council Receives Update on Public Safety Response Times

At the October 9 meeting, Council received an update on Public Safety response times. Highland Village Public Safety response times now exceed the industry standard 99% of the time, moving from 96% in 2015, and 97% in 2016. The industry standard sets the total response time from when dispatch receives the 911 call to the time EMS arrives at the scene at 10:30. Highland Village public safety response times for October 2017-September 2018 averaged 6:25. In 2015 the City Council set the National Fire Protection Association 1710 (NFPA 1710) standard for Highland Village public safety Emergency Medical Service response time for Advanced Life Support and the NFPA 1221 standard for Public Safety Dispatch. This standard has been used as the reference point for annual performance measures in providing EMS service to citizens of Highland Village. In the 2015-2016 Budget, Council approved public safety enhancements to include new computer aided dispatch software, a new radio system and implementation of the Emergency Care Attendant program to train all Highland Village police officers to provide Basic Life Support until emergency medical personnel arrives. These enhancements have allowed for real-time communication between dispatch and public safety personnel as well as improved gathering of data.

“The public safety enhancements and the work done by our 911 dispatch communication officers, fire personnel and police have significantly improved the emergency medical service we provide to our residents,” stated City Manager Michael Leavitt. “This was an operational change as well as a technology change.”

City Council also received presentations from area non-profit organizations explaining their service to the community of Highland Village. Each year the council allocates funds to support the non-profit organizations providing essential services to the residents of Highland Village. At the October 23 meeting Council will determine the allocation of funding for the local non-profit organizations.

In the City Manager Report, the [HVTV Update](#) informed residents of the TXFallenPD Tribute events to honor the lives of fallen Texas police officers including Blue Line Saturday at 3:00 p.m. on October 13 at The Village Church, Highland Village Restaurant Week from October 14-20, and the TXFallenPD event on October 20 at The Shops at Highland Village.

During the Mayor and Council presentations the Highland Village Parks and Recreation department was recognized for several awards. The department received the Gold Member City Award from the Texas Amateur Athletic Federation (TAAF), the Park Design Excellence Award for Doubletree Ranch Park by the Texas Recreation and Parks Society (TRAPS) and Park Operations and Project Manager Fince Espinoza was awarded the TAAF President's Excellence Award. A proclamation was given recognizing National Cyber Security Awareness month.

The City Council early work session and regular session is available on HVTV (Spectrum 15; Frontier 43) and via website streaming by searching HVTV. The meetings are also available for on-demand viewing on the city [website](#).