Dallas Area Rapid Transit
Police Department
Bi-Annual Report
2016 - 2017
In Memory of and Dedicated to:

Officer Brent Thompson
First DART Police Officer to Lose His Life in the Line of Duty
EOW July 7, 2016

Core Values
Integrity First
Service Before Self
Excellence In All We Do!

DART Police
Mission Statement:
The mission of the DART Police is to maintain a safe and peaceful environment for DART customers and employees and to ensure the security of property.

TABLE OF CONTENTS
Message from the DART Chief of Police 2
Noteworthy Accomplishments 3
Community Involvement/5-Star 4
Individual Awards and Honors 5
DART Jurisdictional Map 6
“On the Horizon” 7
Our Personnel 8-9
a. Command Staff 10
b. Budget/Records/Quartermaster 11
c. Professional Standards 11
d. Field Operations Bureau 12
1. Northwest Division 12
2. North Central Division 13
3. Northeast Division 13
4. Southeast/CBD Division 14
5. South Central/Southwest Division 14
6. Special Operations 15
7. Fare Enforcement Officers 15
e. Support Operations Bureau 16
1. Emergency Preparedness Division 16
2. Special Services Division 17
3. Criminal Investigations Division 17
f. Public Safety Technology Bureau 18
1. Telecommunications 18
2. Police Technology Division 18
Retirements 19
Say Something 20
Message from the Chief

On behalf of the dedicated men and women of the DART Police Department, I am proud to present to you the 2016-2017 Bi-Annual Report. In this report, we realigned our format to make it more user-friendly while still retaining information about our mission and accomplishments. We hope you like the change.

Throughout 2016 and 2017, we continued our commitment to providing the best service to our customers and fellow employees. With all the successes, we've also seen tragedy. On July 7, 2016, we lost our first officer in the line of duty. Officer Brent Thompson was mortally wounded as he was attempting to stop a suspect firing on Dallas Police Department officers and we dedicate this report to the memory of Officer Thompson.

Our department is very pleased with recent accomplishments including our specialized task force to boost officer presence within the Central Business District, our participation in the Greater Dallas Area Special Olympics “Over the Edge” event, and outfitting the entire police department with new first responder tourniquets just to name a few. This report contains more details about the above-mentioned accomplishments and other initiatives we began or completed in 2016-2017.

As we move forward to 2018, we will continue to focus on providing high levels of service and partnering with our member cities and communities to maintain a safe environment with a high quality of life. I am honored to work with the nearly 367 dedicated professionals within the DART Police Department. Thank you for your continued support of our organization, and I hope you enjoy this annual report.

James D. Spiller
Chief of Police and Emergency Management

NOTEWORTHY ACCOMPLISHMENTS

- Taught civilian active shooter procedures agency-wide to DART.
- Taught Transit-Oriented Screening of Passengers using Observational Techniques to Bus Operators.
- Conducted three regional all hazard exercises with member cities.
- Trained and outfitted our entire police force with new first responder tourniquets for emergency situations.
- Completed installation of new technology modems in our vehicles to improve connectivity and speed for mobile data computers.
- Doubled our current inventory of Taser® non-lethal devices.
- Completed another two successful years providing transit security for the Texas State Fair.
- Conducted two Transit, Terrorism, and Technology seminars for police personnel.
- Instituted a specialized task for the Central Business District to boost officer presence, increase officer contact, and improve quality of life for our customers especially within the CBD “triangle.”
- Provided security, safety and traffic control assistance to Dallas’ annual St. Patrick’s Day Parade.
- ELERTS™ Implementation - smart phone app that provides employees and customers a way to report incidents to DART Police quickly and easily while riding on our system.
- Full ReadyOp™ Implementation - an internet-based notification and communication system for DART employees as well as member agencies as needed. Allows communication by text, email, phone, and radio. Used for MegaFest, The State Fair, etc.
- Full-Scale Exercise with the City of Dallas to practice and test inter-jurisdictional procedures with multiple divisions in the City of Dallas.
- Employment of 80 body worn cameras for our police officers. Additional body cameras have been requested so we can outfit our entire police force.
Community Involvement/5 Star Activities

Customer Service Events
DART police sponsored 46 Customer Service Events in 2016. In those events, we made contact with 4,664 patrons and received 3,085 surveys. There were 29 Customer Service Events in 2017, with 2,415 patrons contacted and 1,563 surveys received. Each completed survey was followed up with either an email or phone call from our personnel.

Coffee With a Cop
In conjunction with the Dallas Police Department, we participated in five “coffee with a cop” events in 2016 and 38 in 2017, in an effort to reach our communities and create a dialog on how to address various issues.

Special Olympics
We participated in the Greater Dallas Area Special Olympics “Over the Edge” event in which our personnel rappelled from structures to not only create an awareness for Special Olympics, but also as a fund raiser.

Thanksgiving Meals
The DART Police Department partnered with Meals on Wheels to cook and feed approximately 300 senior citizens on Thanksgiving Day in 2016. In 2017, we partnered with Norma’s Cafe to feed 1,200 people in need on Thanksgiving Day. Not only did we provide nutritious food for them, but we also spent time with the seniors to listen to their stories and, when necessary, assist them in getting services from other governmental agencies.

DART Older Americans Information and Health Fair
During Older Americans Month, we participated in DART’s Older Americans Information and Health Fair at Fair Park where information about DART services as well as other county, state, and federal services were provided. Moreover, lunch and entertainment was provided for the participants.

National Night Out
We orchestrated our own National Night Out program for our customers and citizens of South Dallas. In this event, we had entertainment, food, face painting, and a plethora of vendors. This annual event continues to grow every year.

Santa Cops
We combined our Santa Cops initiative with area churches and was able to reach 1,000% more families in need than with our initiative alone. The event was held at Southwest Center Mall in which over 3,000 families were given holiday meals and toys for the children.

ANNUAL AWARD WINNERS

2016
Senior Leadership Award
Lieutenant Kevin Lindsey

Police Officer of the Year
Officer Theresa McClellan

Supervisor of the Year
Sergeant Tony Hinojosa

Staff Specialist of the Year
FEO Zachary Lacey

Team of the Year “National Night Out”
Officer Melanie Cade
Officer Eva Pipkin
Officer Justin Ellis
Ms. Brenda Lee
Ms. Mary DeLira

2017

Police Officer of the Year
Detective Jamie Loya

Staff Specialist of the Year
Lead FEO Sylvester Fumey-Nassah
On the Horizon....

- **Citizen Police Academy Program**
  The purpose of this program is to give DART employees and customers a better understanding about law enforcement in a transit environment and how we work with multiple jurisdictions in providing a safe and secure environment. The program is voluntary and will provide familiarization on all aspects of transit policing. Program implementation is scheduled to begin in FY 18.

- **Special Events in 2018**
  DART Police will provide transit security services for multiple events: The bi-annual MegaFest™ sponsored by The Potter's House, Fourth of July festivities around the greater Dallas area, Texas State Fair, Dallas Marathon, and Big D NYE, just to name a few.

- **CCTV on LRVs**
  2016 saw the first Light Rail Vehicles (LRV) equipped with CCTVs. By the end of 2018, we are projected to have a total of 80 LRVs with CCTV. The remaining fleet LRVs are programmed for CCTV installation in FY 19.

- **Activate CCTV on Streetcars**
  We are progressing well in the initiative to have remote access for the CCTVs on the Dallas Streetcar. Working with entities within DART, the contractor, and the City of Dallas, we are hopeful this can become a reality by the end of 2018.

- **Security Improvements**
  Improve and reduce customer vulnerability and exposure to crime through enhanced facility environmental designs, emergency preparedness and technology on DART vehicles and at DART facilities.

- **Manpower**
  A new personnel deployment will be implemented to put a police officer, fare enforcement officer or security guard on every train. DART Police will also have a staffing assessment completed to determine if current staffing levels are adequate or if additional positions are needed.

- **Emergency Preparedness**
  The Emergency Preparedness division plans to conduct full-scale, regional, and internal all hazards exercises as well as complete a new facility access system for the Agency. They will also prioritize the Crime Prevention Through Environmental Design (CPTED) surveys for funding, hiring, and deploying additional security officers on trains.
Chief James Spiller, as the top law enforcement officer, leads the police department in providing law enforcement and emergency management services for buses, bus stops, transit centers, trains, rail stations, and the various facilities owned by DART.

Deputy Chief Matt Walling leads our field operations bureau, overseeing the activities of our patrol, special operations, and fare enforcement officers.

Deputy Chief Addison leads our support operations bureau, overseeing the activities of emergency preparedness, training, hiring and recruiting, and criminal investigation division.

Manager Sonia Garcia ensures the police department operates efficiently within our budget. In addition, she oversees our Records and Quartermaster departments. The Fiscal Year (FY) 2016 Police budget was $34,744,701. This was also the first year that we were able to offer certification pay to Police Officers and Telecommunicators. The FY 2017 Police budget was $36,297,102.

Records

The DART Police Records Division, led by Supervisor Jean Haertel, processes all Police documents. They filed over 74,000 citations, along with reports, criminal trespass warnings, and Public Information Act requests between 2016 and 2017. Collectively, they are responsible for processing and maintaining all records, reports, citations and documents issued by the DART Police Department. While processing and maintaining records are this division’s primary role, Records has many other duties including greeting all visitors, dissemination of information and gathering and reporting statistics.

Quartermaster

The Quartermaster coordinated the equipment installation and deployment of 27 replacement Police patrol vehicles, 8 Harley Davidson Police motorcycles, and additional Taser units were purchased and deployed. The Quartermaster also began the distribution of Class B uniform pants for all Fare Enforcement Officers. During FY 2017, the Quartermaster Division organized the Police bull pen by having the vehicle numbers stenciled on each parking space for designated Police vehicle parking. They procured and ordered Polo style uniform shirts for all Fare Enforcement Officers to wear as a summer shirt. Tourniquet and holders were also distributed to each employee in the department.

Our Office of Professional Standards (OPS) is headed by Sgt. Jesus Chao and two investigators. In addition to being charged with the responsibility of conducting fact finding inquires on officer performance, they are also uniquely placed to provide valuable input and effect positive change within the organization. Each investigation provides an opportunity for the police department to build trust and legitimacy with our customers and fellow employees. Moreover, OPS identifies personnel trends and collaborates with other sections to ensure our vision and mission statements are upheld and that our policies and procedures are consistent with current laws.
FIELD OPERATIONS BUREAU

The Field Operations Bureau is the “backbone” of the department. Led by Deputy Chief Matt Walling, this bureau is responsible for providing the bulk of law enforcement and fare enforcement services to the DART system. Chief Walling controls the activities of five patrol/rail divisions, a special operations division, and all fare enforcement officers.

Northwest Division
Led by Lt. Javier Rivera, this division is the largest geographical area covering Dallas, Irving, Farmers Branch, Carrollton, Plano and Addison. Both the Green and Orange rail lines flow through this division from Victory Station to both DFW Airport and North Carrollton/Frankford Train Stations. This division also has responsibility for the Trinity Railway Express (TRE) from Victory Station to CentrePort.

Initiatives/Accomplishments:
- Conducted several customer service events as well as partnered with the Salvation Army to provide assistance and education for citizens and customers.
- Maximized the use of the “Power Squad” by deploying resources to combat crime trends not only in the Northwest Division, but throughout the entire DART system.
- Responding to a safety concern adjacent to our train lines, assisted the Dallas Police Department in disbanding and relocating a homeless encampment away from the train tracks.

North Central Division
Led by Lt. James Foster, this division sees the largest concentration of ridership during rush hour covering Dallas, University Park, Highland Park, Plano and Richardson. Both the Red and Orange rail lines flow through this division from Cityplace/Uptown to Parker Road Station.

Initiatives/Accomplishments:
- Instituted an initiative to have officers report to work early to answer complaints of homeless people with no fare on the early morning trains. This initiative reduced the number of homeless persons riding without fare on the trains, and reduced complaints from customers.
- Met with stakeholders (law enforcement and social services) to orchestrate a more permanent solution to the homeless challenge.
- In partnership with our Special Operations Division, deployed plain clothed officers to address a spike in burglaries in parking lots, culminating in arrests of suspects and a reduction of burglaries.

Northeast Division/Deep Nights
Led by Lt. Roy Horner, this division is also known for a heavy concentration of ridership during rush hour covering Dallas, Garland and Rowlett. In addition, Lt. Horner provides supervision over our “deep night” personnel who respond to incidents across the entire system during the overnight hours.

Initiatives/Accomplishments:
- Analyzed crime trends that resulted in an adjustment of rail officer assignments to concentrate a more focused enforcement to improve safety and security for our customers.
- Worked with local school officials in the division to address students crossing the tracks in low visibility areas. Education of the students and monitoring of the areas of crossing reduced the potential of train/pedestrian mishaps.
- Instituted a plan to have “deep night” personnel assist train operators clear their trains at the end of the service day to remove people who failed to disembark at the last station.
Southeast Division

Led by Lt. Don Hyder III, this division covers not only the southeast portion of our system, but also has responsibility for coverage of the City of Dallas Central Business District (CBD) that includes the “transit way mall”. All rail lines flow through the CBD and the Green Line continues southeast through the rest of this division.

Initiatives/Accomplishments:
• Worked with Dallas Police Department, Downtown Dallas Incorporated’s Safety Patrol, El Centro College Police, and the Dallas Marshal’s Office to execute a coordinated approach for safety in the CBD.
• Coordinated with the Government Action Team and Dallas Police Department to address quality of life concerns in the Fair Park Corridor.
• Active participant in the various community organizations such as the Downtown Dallas Neighborhood Association (DDNA) and West End Association to facilitate communication between DART and downtown Dallas entities.

South Central/Southwest Division

Let by Lt. Kevin Lindsey, this is a combination of two divisions into one patrol zone. Both the Red and Blue lines flow through this division from Cedars Station to the new station at UNT Dallas and Westmoreland Station. Moreover, their patrol zone extends to the far south side of Dallas County to the park and ride at Glenn Heights, Texas.

Initiatives/Accomplishments:
• Re-established patrol zones to incorporate the two new Blue Line rail stations at Camp Wisdom and University of North Texas Dallas to ensure police coverage.
• Adjusted police officers’ schedule to provide an increased police presence in problem areas to address a rise in crime and the homeless riding trains without proper fare. This initiative resulted in a 1/3 reduction in Part I crimes during the early morning hours.
• In concert with Dallas Police Department and local civic organizations, led the effort to provide blankets and coats to disadvantaged adults and children during the winter months.

Special Operations

Led by Sgt. Black, this team focuses on addressing problem areas within the system using a combined approach of uniformed and plain clothes presence as well as serving warrants on at-large offenders. In addition, they operate four K-9 teams with four additional officers supporting counter-terrorism initiatives.

Initiatives/Accomplishments:
• Along with the downtown patrols and with the Dallas Police Department, conducted sweeps of the transit way mall to reduce the number of K-2 incidents in the “triangle” (West End Station, Rosa Parks, and West Transfer Station). Sweeps were also conducted at the Morrell Station.
• Served numerous outstanding warrants for offenses that occurred on our rail and bus system.
• All members of the K-9 unit successfully passed the TSA evaluation for explosive detection with near perfect scores.

Fare Enforcement Officers (FEO)

With an authorized strength of 64 personnel, our Fare Enforcement Officers provide a uniformed presence for our light rail vehicles (LRVs). Although their purpose is to check fare compliance on our trains, they also provide an invaluable sentinel service by reporting suspicious activity.

Initiatives/Accomplishments:
• Sponsored 46 Customer Service events contacting over 4,600 customers on the DART system in 2016. There were 29 Customer Service events in 2017, with more than 2,400 customers contacted. Their efforts towards 5-Star Customer Service has made a positive impact with our customers.
• In concert with local charities, served Thanksgiving dinner to homeless Dallas area citizens.
Support Operations Bureau

With a staff of 25, Deputy Chief Ed Addison leads this bureau comprised of Special Services, Criminal Investigations, and Emergency Preparedness divisions. Much of the work from this bureau consists of conducting follow up criminal investigations, hiring and recruiting and training our personnel, as well as coordinating DART’s emergency management and preparedness program.

Emergency Management Division

Led by Manager Jill Shaw, this team’s responsibility reaches all quadrants of DART. They coordinate the Agency’s emergency preparedness planning, response and training as well as regional coordination for exercises and disaster response. The division also maintain and manage our facility access system for employees, contractors and dependents through the issuance of identification media.

Initiatives/Accomplishments:

- Conducted familiarization training for four member cities’ first responders on buses and trains to ensure those agencies know the proper way to respond to emergencies on our transportation vehicles.
- Justified and received almost a half million dollars from the Transit Security Grant Program (TSGP) and the State of Texas to defray costs for security initiatives and the overtime incurred from the ambush on July 7, 2016.
- Increased awareness and safety to various DART departments by conducting 18 classes on Transit-Oriented Screening Passenger Observational Techniques (TOSPOT) and Civilian Active Shooter.
- Assisted with the coordination of evacuating Houston hurricane victims.
- Conducted four regional tabletop exercises in 2017 and one full-scale exercise with the City of Dallas in the Cityplace tunnel.

Special Services Division

Led by Manager Janie Gonzalez, her team is responsible for all phases of the hiring process for police officer, fare enforcement officer, and telecommunicator positions and work closely with Human Capital in the hiring of other civilian positions. In addition, Ms Gonzalez's team is responsible for scheduling, conducting and coordinating state-required continuing education for police officers and telecommunicators to maintain licensing as well as assisting employees in obtaining enhanced certifications.

Initiatives/Accomplishments:

- Hiring & Recruiting personnel received and processed 8,940 applicants in 2016, and 9,645 applicants in 2017, for positions within the Police Department.
- Conducted over 27,000 hours of training in 2016 and over 30,000 hours of training in 2017, consisting of continuing education for officers and telecommunicators, as well as familiarization training for DART employees in human trafficking, servant leadership, and civilian active shooter response.
- In 2016, the recruiting team attended 23 job fairs and made presentations to 21 criminal justice university classes. In 2017, the Recruiting team attended 18 job fairs and made presentations to 52 police academy and criminal justice university classes.

Criminal Investigations Division

Led by Lt. Sherri Plunk, this division investigates all types of crimes committed at our facilities, transportation platforms, transit centers, and bus stops. After the conclusion of their investigation and, if warranted, they coordinate with the various District Attorney offices for prosecution. Moreover, Lt. Plunk supervises all property and evidence received for use in future court proceedings.

Initiatives/Accomplishments:

- Brought 538 cases in Dallas County to trial in 2016 with 535 of those cases resulting in guilty verdicts.
- Brought 855 cases to trial in 2017, with 718 of those cases resulting in a guilty verdict.
- Worked in concert with member city police departments helping them solve high profile crimes such as sexual assault, aggravated assault, capital murder, intoxication manslaughter, and criminally negligent homicide.
- Worked tirelessly with Dallas Police Department Homicide during the investigation of the shooting of five officers on July 7, 2016.
- Prepared for and hosted the Texas Best Practices Audit.
Public Safety Technology

Senior Manager Charles Byrd leads this 40-member bureau responsible for all police technology initiatives as well as providing a nerve center for police calls for service. His team plans and executes all security camera functions for DART as well as providing expertise for mobile data computers, audio recorders, and the now emerging body worn camera usage.

Telecommunications

Led by Telecommunications Supervisor Angie Masterson, her telecommunicators are responsible for the day-to-day operations of providing intake calls for service for the police department as well as providing information to member city dispatchers as warranted. She also supervises the operation of a 24/7 monitoring of 6,588 cameras throughout the system.

Initiatives/Accomplishments:

- Telecommunicators have logged more than 47,000 calls for service from quality of life concerns to criminal activity.
- Camera monitors have reviewed and saved more than 2,000 hours of CCTV footage for use in criminal and administrative proceedings for both DART and outside law enforcement agencies.
- Telecommunicator and camera monitor training was streamlined 62% and 57% respectively enabling a faster certification time without sacrificing knowledge necessary to perform their functions.

Police Technology

Manager Sylvester Cyriac and his technology team handle all technological assets at DART Police to include mobile data computers, CCTV on trains, train platforms, transit centers, buses, and facilities. His team also identify and test emerging police technology for possible incorporation into our existing systems.

Initiatives/Accomplishments:

- Optimized the first five train station CCTVs improving the video coverage and updating older camera systems to more robust systems.
- Upgraded all mobile data computers in police vehicles with new routers that greatly increases coverage and significantly reduces “dead spots”. This new router will pave the way for a “smart city” environment towards better communication between police dispatch and officers in the field.
- Tested and introduced body worn cameras for officers, new mobile data computers for our police vehicles, procured ELERTS™ to replace our antiquated texting system, completed design of CCTVs for our LRVs, and updated our video management system to allow greater capacity and functionality.

Retirements

Captain Clarence Brathwaite
Officer Winfred Jefferson
Officer Carl Davis
Officer Richard Hill
Officer Terri Davis-Cole
Officer Philip Wong
FEO Hosea Pelham
FEO (Sue) Karen Howard

For all your hard work, for all the support and help you have given others, may all your years ahead be filled with the rich rewards of joy and fulfillment you so greatly deserve and have so fully earned.
DART Say Something App

- **Report an Issue**: Allows you to report problems directly to DART Police. Can attach a photo of incident/person.

- **Check-In**: Allows you to send your location to a loved one.

- **Website**: Where’s My “Bus” or “Train” mobile web pages

- **More**: Connects to other Web Links or DART.org

- **Call Police**: Dials DART Police 214-928-6300

---

**Text a Tip**
In the event you are unable to use the See Something Say Something app, you can text your tip to DART Police at 214-256-1819