



# Welcome to the August 26, 2025, Prosper Town Council Work Session



# Call to Order/Roll Call

## Agenda Item 1.

Receive an overview of the Fire Department's Calls for Service. (SB)

Fire  
Department  
Monthly  
Reports



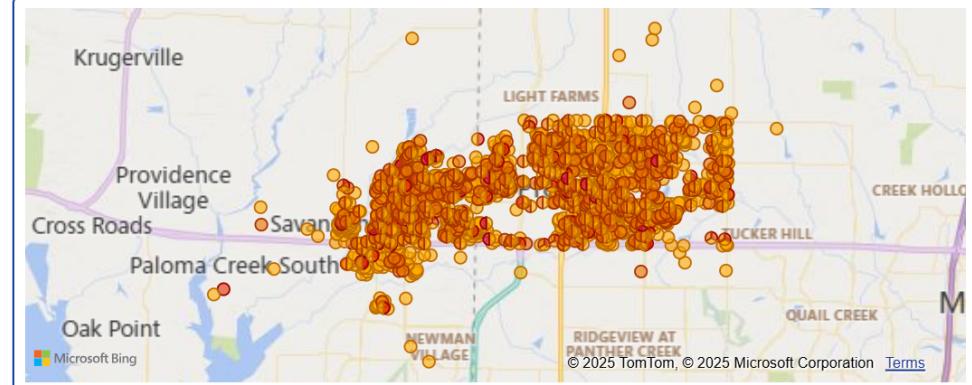

**PROSPER FIRE DEPARTMENT**  
 FIRE & RESCUE
 Clear all Selection

FY YEAR
FY MONTH
STATION
DISTRICT
UNIT
DISPATCH CODE
PRIORITY
SHIFT
INCIDENT TYPE

TOTAL INCIDENT
EMERGENT INCIDENT
CALL PROCESSING
TURNOUT TIME
TRAVEL TIME
RESPONSE TIME
TOTAL RESPONSE TIME

4,354
3,511
Average 00:00:39
90th Percentile 00:01:26
Average 00:00:43
90th Percentile 00:01:09
Average 00:04:53
90th Percentile 00:07:44
Average 00:05:35
90th Percentile 00:08:28
Average 00:06:04
90th Percentile 00:09:22

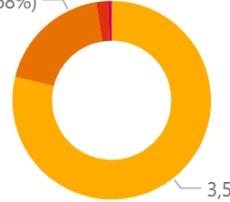
INCIDENT TYPE	MTD	PYMTD	Monthly INC/DEC	YTD	PYTD	YTD INC/DEC
EMS call, excluding vehicle accident with injury	92		100.00%	1,640		100.00%
Public service	32		100.00%	468		100.00%
Motor vehicle accident with injuries	22		100.00%	268		100.00%
Motor vehicle accident with no injuries.	20		100.00%	259		100.00%
Dispatched & canceled en route	16		100.00%	405		100.00%
Smoke scare, odor of smoke	9		100.00%	28		100.00%
No incident found on arrival at dispatch address	8		100.00%	91		100.00%
Public service assistance, other	8		100.00%	73		100.00%
<b>Total</b>	<b>273</b>		<b>100.00%</b>	<b>4,354</b>		<b>100.00%</b>



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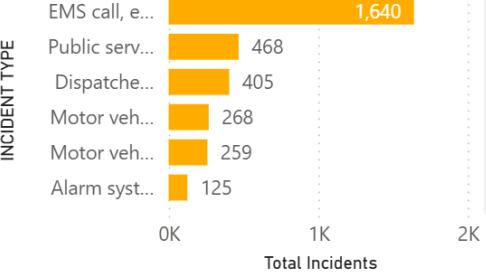
PRIORITY  
 ● Emergent  
 ● Non-Emergent  
 ● Emergent Downgraded to Non-Emergent  
 ● Non-Emergent Upgraded to Emergent

Total Incidents by PRIORITY



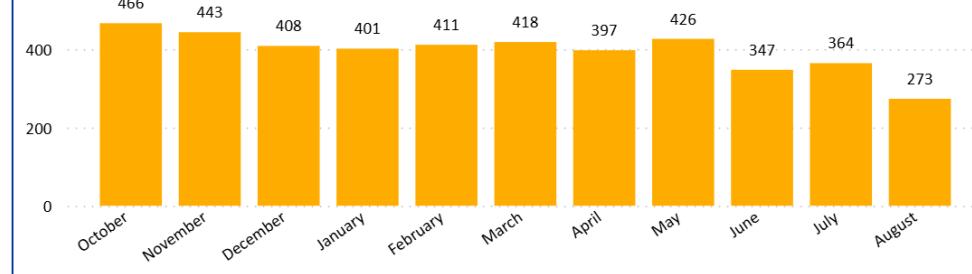
PRIORITY  
 ● Emergent  
 ● Non-Emergent  
 ● Emergent Downgr...

Total Incidents by INCIDENT TYPE

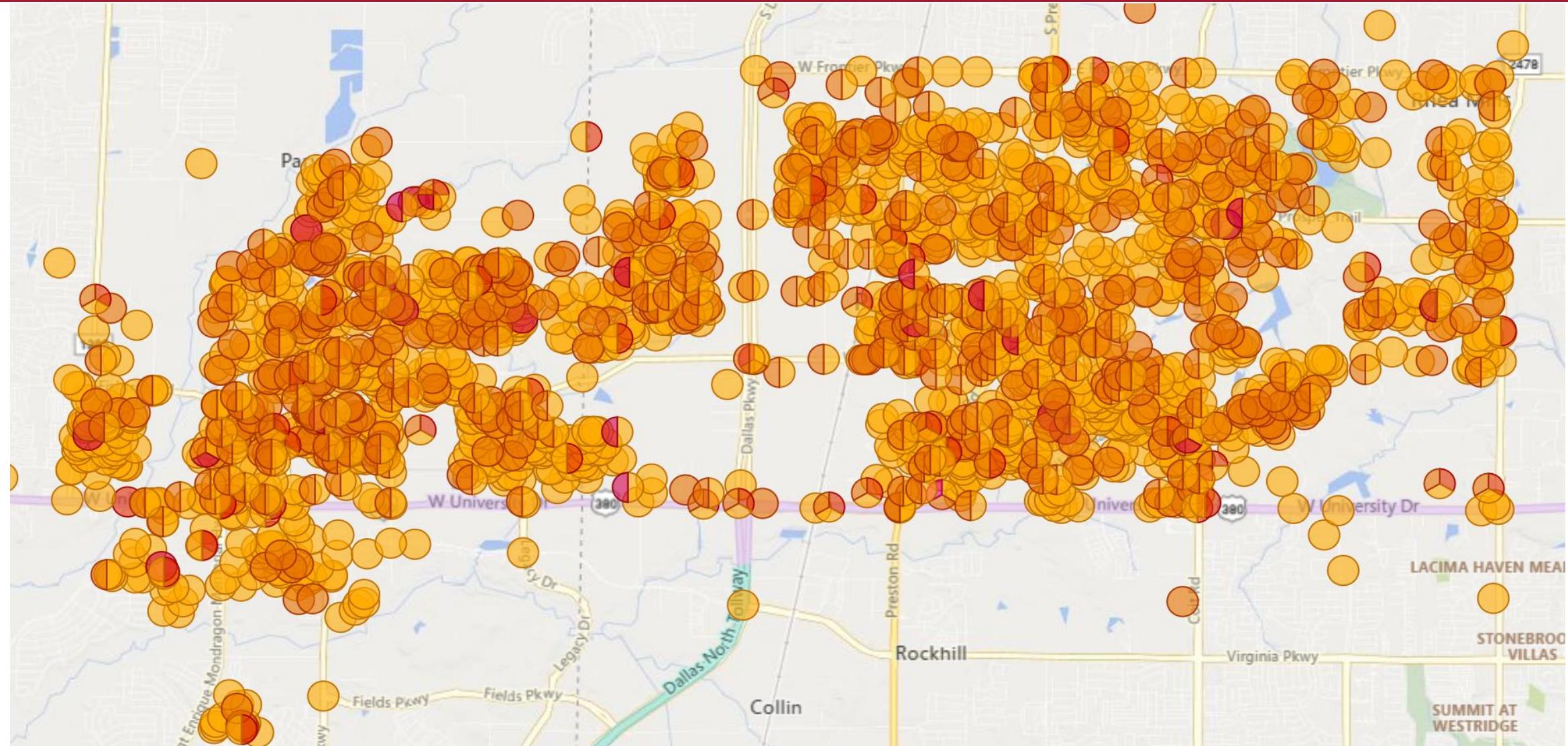


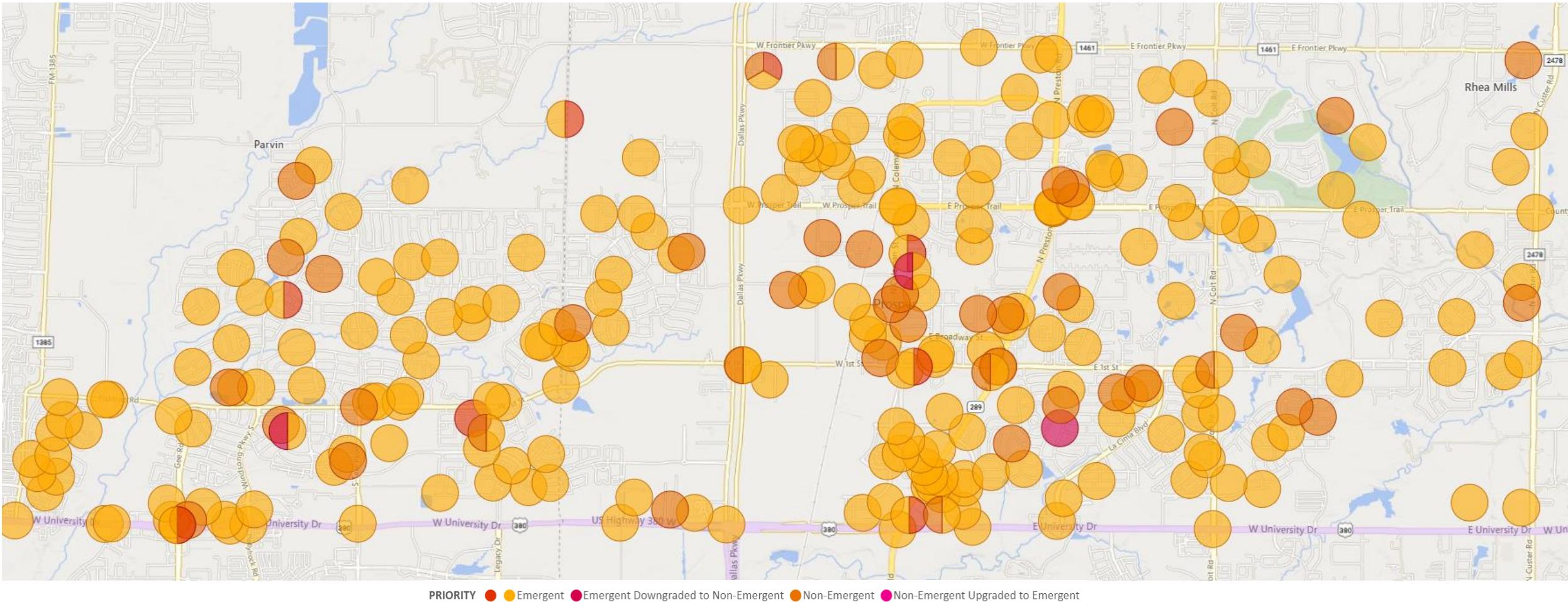
INCIDENT TYPE	Total Incidents
EMS call, e...	1,640
Public serv...	468
Dispatche...	405
Motor veh...	268
Motor veh...	259
Alarm syst...	125

TOTAL INCIDENTS BY MONTH



Month	Total Incidents
October	466
November	443
December	408
January	401
February	411
March	418
April	397
May	426
June	347
July	364
August	273

 TOWN OF  
PROSPER



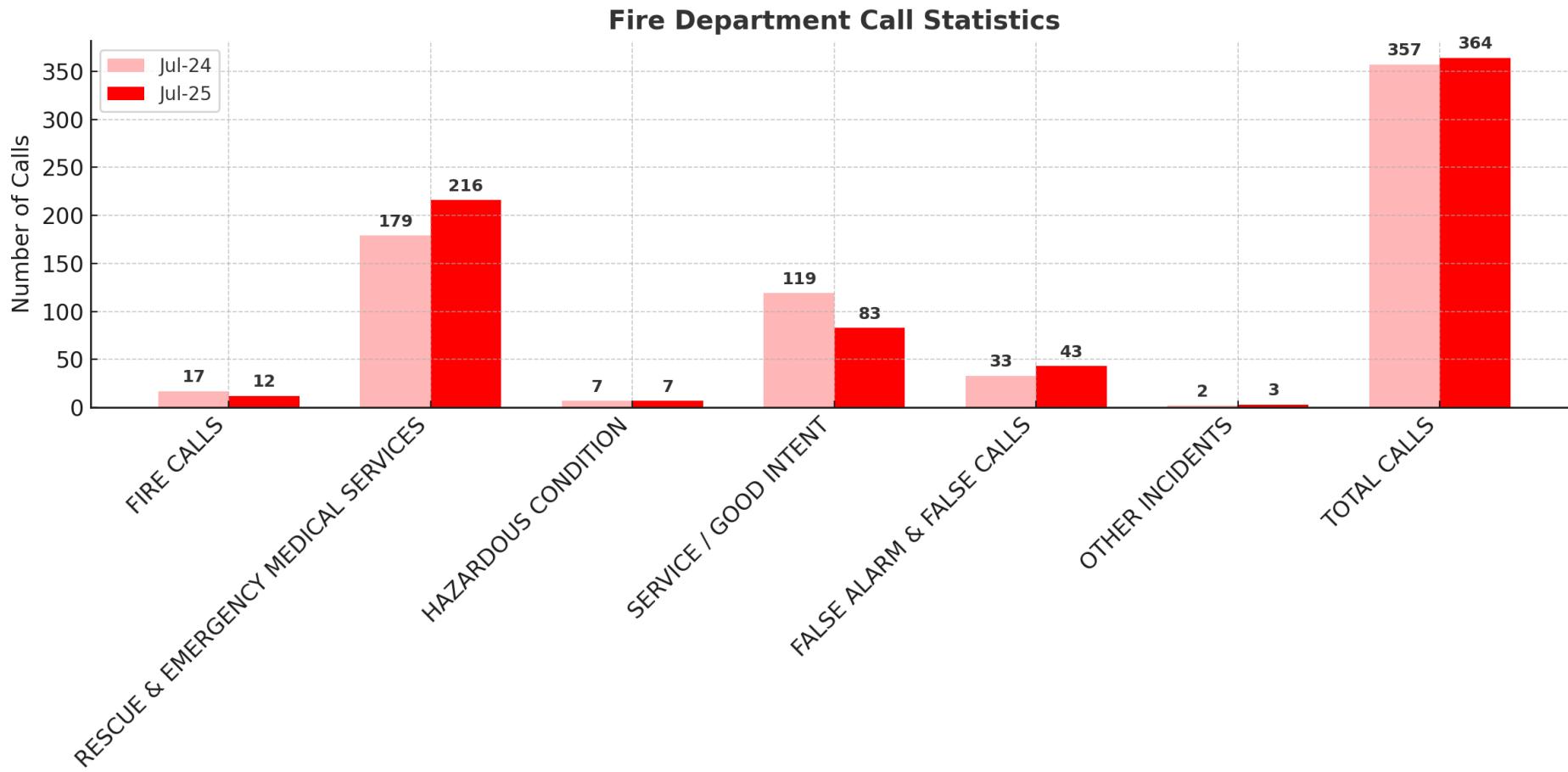
ACTIVITY	JULY 2024	JULY 2025	MONTHLY INCREASE DECREASE %	FISCAL YTD OCT 2023- JULY 2024	FISCAL YTD OCT 2024- JULY 2025	FISCAL YTD INCREASE DECREASE %
FIRE CALLS	17	12	-29%	73	80	10%
RESCUE & EMS	179	216	21%	1962	2077	6%
HAZARDOUS CONDITION	7	7	0%	117	133	14%
SERVICE/GOOD INTENT	119	83	-30%	1157	1292	12%
FALSE ALARM & FALSE CALLS	33	43	30%	357	438	23%
OTHER INCIDENTS	2	3	50%	42	61	45%
<b>TOTAL CALLS</b>	<b>357</b>	<b>364</b>	<b>2%</b>	<b>3708</b>	<b>4081</b>	<b>10%</b>



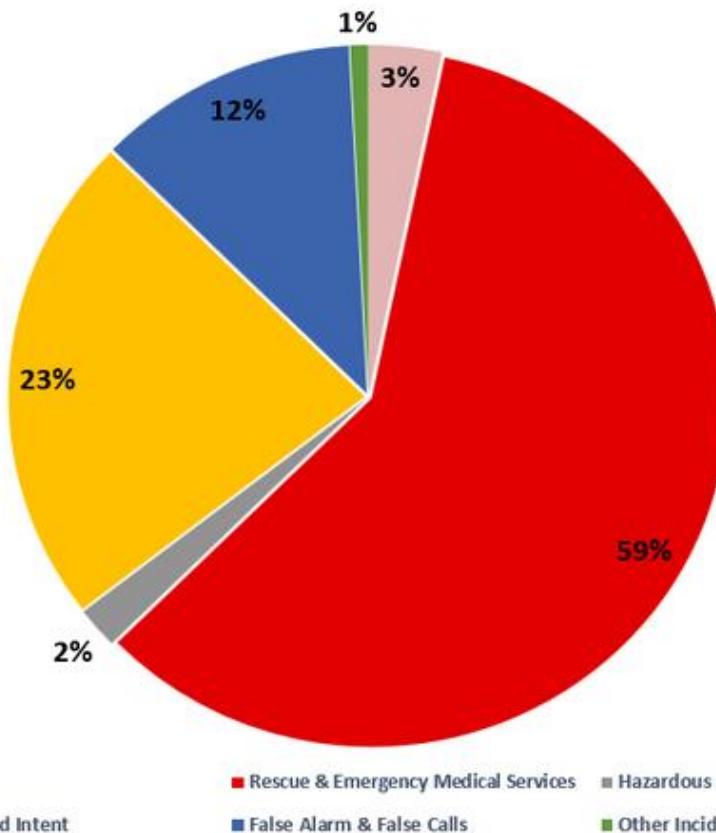
# THE TOWN OF PROSPER

FIRES		Search for Lost Person	CANCELED / GOOD INTENT	PROPERTY USE	Health Care, Detention, and Correction	639 Communications center (radio, tv, telecom)	ACTIONS TAKEN	Assistance	
Structure Fires		341 Search for person on land 342 Search for person in water 343 Search for person underground	Dispatched and Canceled En Route 611 Dispatched & canceled en route (Only Use Action Taken Code 93 Canceled En Route)	Assembly	311 Nursing homes (24-hr, 4+ residents) 321 Mental retardation/disability facility (24-hr, 4+ residents) 322 Alcohol/substance recovery center, housing (24 hr) 323 Asylum, mental institution (24hr) 331 Hospital/Infirmiry (24hr) 332 Hospices (24hr) 341 Clinic, (no overnight care) 342 Doctor, dentist/oral surgeon office 343 Hemodialysis unit-free standing	642 Electrical distribution-and components 644 Gas distribution, gas pipeline 645 Flammable liquid distribution system/pipeline 647 Water utility 648 Sanitation utility-Not dump, landfills 640 Utility or distribution system, other 655 Crops or orchard, inc. processing 659 Livestock production, inc. processing	11 Extinguishment by fire service 12 Salvage and overhaul 13 Establish fire lines around wildfire 14 Contain fire (Wildland) 15 Confine fire (Wildland) 16 Control fire (Wildland) 17 Manage prescribed fire (Wildland)	71 Assist physically disabled 72 Assist animal 73 Provide manpower 74 Provide apparatus 75 Provide equipment to another agency 76 Provide water, non-fire suppression 77 Control crowd, not vehicles 78 Control traffic 79 Assess damage of severe weather/natural disaster	
111 Building fire		112 Fires in structures other than in a building	Extrication, Rescue 351 Extrication of victim(s) from building/structure 352 Extrication of victim(s) from vehicle 353 Removal of victim(s) from stalled elevator 354 Trench/below grade rescue 355 Confined space rescue 356 High angle rescue 357 Extrication of victim(s) from machinery	Controlled Burning 621 Wrong location 622 No incident found at dispatch address	660 Vicinity Alarm 641 Vicinity alarm (incident in other location) (i.e. Smell of smoke several blocks from a 111) Steam, Other Gas Mistaken for Smoke 651 Smoke scare, odor of smoke, not steam 652 Steam, vapor, fog or dust thought to be smoke 653 Smoke from barbecue, tar kettle (not hostile fire)	661 Swimming/recreational water areas rescue 632 Ice rescue 633 Swift water rescue 634 Surf rescue 635 Watercraft rescue	Search and Rescue	Fill-in, Standby, Cancelled	
113 Cooking fire, confined to container		114 Chimney or flue fire, confined to chimney or fire	636 Water rescue	EMS Call Where Party Has Been Transported 661 EMS call, patient transported prior to arrival Hazmat Release Investigation w/ No HazMat	662 Prescribed fire (prior written, approved fire plan)	671 HazMat investigation w/o no hazmat found	21 Search for lost/missing persons, animals 22 Rescue, remove from harm-non-vehicle 23 Extrication/disenchantment of live person	91 Fill in, move up to another fire station 92 Standby 93 Canceled en route (Use w/ Incident Type 611 only)	
115 Incinerator overload/malfunction, fire confined		116 Fuel burner/bolter malfunction, fire confined	672 Biological hazard, none found	673 Convention center, exhibit hall	674 Police station	675 300 Other healthcare, detention or correction-Includes animal care	EMS and Transport	Tips	
117 Commercial compactor fire, confined to rubbish		118 Trash/rubbish fire in a structure, contained	676 Playground or outdoor area with fixed recreational equipment.	677 Amusement center Includes carnivals, circuses	678 Residential	679 807 Outside material storage area 680 Outbuilding or shed, not offices	Storage	Record any non-fire related civilian casualties in the report's narrative only.	
Fires in Mobile Property Used as a Fixed Structure		121 Fire in mobile home used as a fixed residence	678 129 Municipal alarm system, malicious false alarm	681 419 1 or 2 family dwelling	682 420 Variable-use amusement, recreation places, other.	683 421 Church	Hazardous Condition	Fire Service Casualties are recorded for firefighter injury or death including those at the station or training.	
122 Fire in motor home, camper, RV, fixed location		123 Fire in portable building, fixed location	679 712 Direct tie to FD, malicious false alarm	684 422 Funeral parlor, morgue, crematorium	685 423 Places of worship, other	686 424 Athletic or health club	41 Identification, analysis of HazMat	The Incident Type should be coded for what you encounter on scene. Not what you are dispatched for.	
Mobile Property (Vehicle) Fires		131 Passenger vehicle fire	680 713 Telephone, malicious false alarm	687 425 Clubhouse	688 426 Yacht club and facilities	689 427 Clubs, other	42 Hazardous materials detection	"Mutual Aid" is only between fire departments, not PD or private ambulance. Two FDs must be on scene together	
132 Road freight or transport vehicle fire		133 Rail vehicle fire	681 714 Central station, malicious false alarm	690 428 Library	691 429 Casino, gambling clubs-primary use	692 430 Library	43 HazMat spill control and confinement	An "Exposure Fire" means a separate property outside of the initial fire property has actually caught fire. Melted siding is not an exposure fire. A car inside of a structure is just considered its contents. Therefore, a car fire inside a building is coded as a 111: Building Fire	
134 Water vehicle fire		135 Aircraft vehicle fire	682 715 Local alarm system, malicious false alarm	693 431 Museum, galleries, aquariums	694 432 Convenience store-Excludes service stations	695 433 Memorial structure. Inc monuments and statues	44 HazMat leak control and containment		
136 Self-propelled motor home or RV fire		137 Camper or trailer fire (not self-propelled)	683 716 Bomb scare (no bomb)	695 434 Courthouse. Includes courtrooms	696 435 Food and beverage/liquor sales, store	697 436 155 Residential care, halfway houses, assisted-care	45 Remove hazard		
138 Off-road vehicle or heavy equipment fire		139 Outside rubber, trash, or waste fire	684 717 System or Detector Malfunction	697 437 Places of worship, other	698 438 156 Places of worship, other	699 439 Residential care, halfway houses, assisted-care	46 Decontaminate persons or equipment		
Natural Vegetation Fires		140 Brush or brush-grass mixture fire	685 718 157 Residential care, halfway houses, assisted-care	700 440 Clubs, other	701 441 158 Residential care, halfway houses, assisted-care	702 442 159 Residential care, halfway houses, assisted-care	47 Decontaminate area exposed to HazMat		
141 Forest, woods, or wildland fire		143 Grass fire, includes fire confined to area	686 719 159 Residential care, halfway houses, assisted-care	703 443 Library	704 444 160 Residential care, halfway houses, assisted-care	705 445 161 Residential care, halfway houses, assisted-care	48 Remove hazardous materials		
142 Brush or brush-grass mixture fire		145 Outside rubbish fires	687 720 161 Residential care, halfway houses, assisted-care	706 446 162 Residential care, halfway houses, assisted-care	707 447 163 Residential care, halfway houses, assisted-care	708 448 164 Residential care, halfway houses, assisted-care	Fires, Rescues, and Hazardous Conditions		
143 Grass fire, includes fire confined to area		146 Dumper or other outside trash receptacle fire	688 721 164 Residential care, halfway houses, assisted-care	709 449 165 Residential care, halfway houses, assisted-care	710 450 166 Residential care, halfway houses, assisted-care	711 451 167 Residential care, halfway houses, assisted-care	51 Ventilate		
Outside Rubbish Fires		147 Outside fixed compactor/compacted trash fire	689 722 167 Residential care, halfway houses, assisted-care	712 452 168 Residential care, halfway houses, assisted-care	713 453 169 Residential care, halfway houses, assisted-care	714 454 170 Residential care, halfway houses, assisted-care	52 Forcible entry by fire service		
151 Outside rubbish, trash, or waste fire		148 Special Outside Fires	690 723 170 Residential care, halfway houses, assisted-care	715 455 171 Residential care, halfway houses, assisted-care	716 456 172 Residential care, halfway houses, assisted-care	717 457 173 Residential care, halfway houses, assisted-care	53 Evacuate area		
152 Garbage dump or sanitary landfill fire		149 Special Outside Fire	691 724 173 Residential care, halfway houses, assisted-care	718 458 174 Residential care, halfway houses, assisted-care	719 459 175 Residential care, halfway houses, assisted-care	720 460 176 Residential care, halfway houses, assisted-care	54 Identify/Monitor nonhazardous product		
153 Construction or demolition landfill fire		150 Dumper or other outside trash receptacle fire	692 725 176 Residential care, halfway houses, assisted-care	721 461 177 Residential care, halfway houses, assisted-care	722 462 178 Residential care, halfway houses, assisted-care	723 463 179 Residential care, halfway houses, assisted-care	55 Establish safe area		
154 Dumper or other outside trash receptacle fire		151 Outside fixed compactor/compacted trash fire	693 726 179 Residential care, halfway houses, assisted-care	724 464 180 Residential care, halfway houses, assisted-care	725 465 181 Residential care, halfway houses, assisted-care	726 466 182 Residential care, halfway houses, assisted-care	56 Provide air supply		
155 Outside fixed compactor/compacted trash fire		152 Special Outside Fire	694 727 182 Residential care, halfway houses, assisted-care	727 467 183 Residential care, halfway houses, assisted-care	728 468 184 Residential care, halfway houses, assisted-care	729 469 185 Residential care, halfway houses, assisted-care	57 Provide light or electrical power		
156 Special Outside Fire		153 Special Outside Fire	695 728 185 Residential care, halfway houses, assisted-care	729 470 186 Residential care, halfway houses, assisted-care	730 471 187 Residential care, halfway houses, assisted-care	731 472 188 Residential care, halfway houses, assisted-care	58 Operate apparatus or vehicle		
157 Special Outside fire, other (mulch, compost)		154 Special Outside Fire	696 729 187 Residential care, halfway houses, assisted-care	732 473 189 Residential care, halfway houses, assisted-care	733 474 190 Residential care, halfway houses, assisted-care	734 475 191 Residential care, halfway houses, assisted-care	Systems and Services		
158 Outside storage fire on residential/commercial/industrial property		155 Special Outside Fire	697 730 191 Residential care, halfway houses, assisted-care	735 476 192 Residential care, halfway houses, assisted-care	736 477 193 Residential care, halfway houses, assisted-care	737 478 194 Residential care, halfway houses, assisted-care	61 Restore municipal services		
159 Outside equipment fire		156 Special Outside Fire	698 731 194 Residential care, halfway houses, assisted-care	738 479 195 Residential care, halfway houses, assisted-care	739 480 196 Residential care, halfway houses, assisted-care	740 481 197 Residential care, halfway houses, assisted-care	62 Restore sprinkler or fire protection system		
160 Outside gas or vapor combustion explosion		157 Special Outside Fire	699 732 197 Residential care, halfway houses, assisted-care	741 482 198 Residential care, halfway houses, assisted-care	742 483 199 Residential care, halfway houses, assisted-care	743 484 200 Residential care, halfway houses, assisted-care	63 Restore fire alarm system		
161 Outside mailbox fire		158 Special Outside Fire	700 733 200 Residential care, halfway houses, assisted-care	744 485 201 Residential care, halfway houses, assisted-care	745 486 202 Residential care, halfway houses, assisted-care	746 487 203 Residential care, halfway houses, assisted-care	64 Shut down system		
Cultivated Vegetation, Crop Fire		159 Special Outside Fire	701 734 203 Residential care, halfway houses, assisted-care	747 488 204 Residential care, halfway houses, assisted-care	748 489 205 Residential care, halfway houses, assisted-care	749 490 206 Residential care, halfway houses, assisted-care	65 Secure property		
171 Cultivated grain or crop fire		160 Special Outside Fire	702 735 206 Residential care, halfway houses, assisted-care	750 491 207 Residential care, halfway houses, assisted-care	751 492 208 Residential care, halfway houses, assisted-care	752 493 209 Residential care, halfway houses, assisted-care	66 Remove water or control flooding condition		
172 Cultivated orchard or vineyard fire		161 Special Outside Fire	703 736 209 Residential care, halfway houses, assisted-care	753 494 210 Residential care, halfway houses, assisted-care	754 495 211 Residential care, halfway houses, assisted-care	755 496 212 Residential care, halfway houses, assisted-care	Information, Investigation, and Enforcement		
173 Cultivated trees or nursery stock fire		162 Special Outside Fire	704 737 212 Residential care, halfway houses, assisted-care	756 497 213 Residential care, halfway houses, assisted-care	757 498 214 Residential care, halfway houses, assisted-care	758 499 215 Residential care, halfway houses, assisted-care	Fires confined to trash cans inside a building may be coded as a 118 (Only Basic Module Required)		
<b>OVERPRESSURE RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)</b>		<b>SEVERE WEATHER &amp; NATURAL DISASTER</b>		<b>EDUCATIONAL</b>		<b>Systems and Services</b>		<b>Fires confined to cooking vessels in a building may be coded as a 113 (Only Basic Module Required)</b>	
Overpressure Rupture From Steam (No Fire)		Severe Weather & Natural Disaster		Industrial, Utility, Defense, Agriculture, and Mining		Fires in any other object inside a building including dryers, ovens, or microwaves must be coded as a 111: Building Fire		Fires in any other object inside a building including dryers, ovens, or microwaves must be coded as a 111: Building Fire	
221 Overpressure rupture of steam pipe or pipeline		811 Earthquake assessment, not rescue/other service	614 Steam or heat generating plant	614 Steam or heat generating plant	615 Electric generating plant, regardless of fuel source	616 Industrial plant yard area, not storage	81 Incident command		
222 Overpressure rupture of steam boiler		812 Flood assessment, not water rescue	615 Electric generating plant, regardless of fuel source	617 Construction or demolition site	618 Oil or gas field	619 Pipeline, power line/ other utility	82 Notify other entity		
223 Steam rupture of pressure or process vessel		813 Wind storm, tornado/hurricane assessment	616 Industrial plant yard area, not storage	619 Residential street, road, driveway	620 Laboratory or science laboratory	621 Industrial plant yard, switching station, etc.	83 Provide information to public or media		
Overpressure Rupture From Air or Gas (No Fire)		814 Lightning strike (no fire), includes investigation	617 Construction or demolition site	621 Railroad yard, switching station, etc.	622 Defense, military installation	623 Aircraft taxiway	84 Refer to proper authority		
224 Attempted Burning, Illegal Action		815 Severe weather or natural disaster standby	618 Day care in commercial property	624 Day care in residential, licensed	625 Computer center	626 Aircraft loading area	85 Enforce fire code and other codes		
481 Attempt to burn (Complete failure)		816 251 Person in Distress	619 Day care in residential, unlicensed	626 Day care in residence	627 Outside or special property	628 Aircraft taxiway	86 Investigate		
482 Threat to burn		817 252 SPECIAL INCIDENT TYPE	620 Schools, non-adult, other	627 Outside or special property	629 Construction or demolition site	630 Construction or demolition site	87 Investigate fire cut on arrival		
<b>SERVICE CALL</b>		Citizen Complaint		Public Service Assistance		Industrial, Utility, Defense, Agriculture, and Mining		No Activity Report	
Person in Distress		911 Citizen complaint, includes code violations		211 Preschool (standalone)		631 Nursing homes (24-hr, 4+ residents)		If your department does not have any incidents in a month, you must complete a	
Explosion (No Fire)		Water Problem		213 Elementary school		632 Mental retardation/disability facility (24-hr, 4+ residents)		No Activity Report	
241 Munitions or bomb explosions (no fire)		521 Remove water from area		215 High school, junior high, middle school		633 Construction or demolition site		If your department does not have any incidents in a month, you must complete a	
242 Blasting agent explosion (no fire)		522 Water or steam leak, includes open hydrants		217 Adult education center, college classroom		634 Electric generating plant, regardless of fuel source		No Activity Report	
243 Firearms explosion (no fire)		523 Smoke or odor removal		218 Day care in residential, licensed		635 Flammable liquid distribution system/pipeline		No Activity Report	
Excessive Heat, Scorch Burns With No Ignition		524 Animal Problem or Rescue		219 Day care in residential, unlicensed		636 Gas distribution, gas pipeline		No Activity Report	
251 Excessive heat, scorch burns with no ignition		525 Animal problem		220 Schools, non-adult, other		637 Oil or gas field		No Activity Report	
<b>RESCUE &amp; EMS</b>		526 Animal rescue		221 Preschool (standalone)		638 Pipeline, power line/ other utility		No Activity Report	
Medical Assist		527 Public Service Assistance		223 Elementary school		639 Utility or distribution system, other		No Activity Report	
311 Medical assist, assist EMS crew		528 Police matter		225 High school, junior high, middle school		640 Utility or distribution system, other		No Activity Report	
Emergency Medical Service (EMS) Incident		529 Public service, not governmental agencies		227 Adult education center, college classroom		641 Industrial plant yard area, not storage		No Activity Report	
321 EMS call, excluding vehicle accident with injury		530 Assist invalid		228 Day care in commercial property		642 Construction or demolition site		No Activity Report	
322 Vehicle accident with injuries		531 Defective elevator, no occupants		229 Day care in residence, licensed		643 Laboratory or science laboratory		No Activity Report	
323 Motor vehicle/pedestrian accident		532 Unauthorized burning		230 Day care in residence, unlicensed		644 Defense, military installation		No Activity Report	
324 Motor vehicle accident with no injuries		533 Cover Assignment, Standby at Fire Station		231 Schools, non-adult, other		645 Computer center		No Activity Report	
Lock-in		534 Cover assignment, standby		232 Preschool (standalone)		646 Aircraft taxiway		No Activity Report	
331 Lock-in, includes vehicles (if lock-out, use 511)		535 Day care assignment, standby		233 Elementary school		647 Aircraft loading area		No Activity Report	
Cove Assignment, Standby at Fire Station		536 Day care in commercial property		234 High school, junior high, middle school		648 Construction or demolition site		No Activity Report	
571 Cover assignment, standby		537 Day care in residence, licensed		235 Day care in residence, unlicensed		649 Oil or gas field		No Activity Report	
572 Day care assignment, standby		538 Day care assignment, standby		236 Day care assignment, standby		650 Pipeline, power line/ other utility		No Activity Report	
573 Day care assignment, standby		539 Day care assignment, standby		237 Day care assignment, standby		651 Construction or demolition site		No Activity Report	
574 Day care assignment, standby		540 Day care assignment, standby		238 Day care assignment, standby		652 Defense, military installation		No Activity Report	
575 Day care assignment, standby		541 Day care assignment, standby		239 Schools, non-adult, other		653 Computer center		No Activity Report	
576 Day care assignment, standby		542 Day care assignment, standby		240 Preschool (standalone)		654 Aircraft taxiway		No Activity Report	
577 Day care assignment, standby		543 Day care assignment, standby		241 Elementary school		655 Aircraft loading area		No Activity Report	
578 Day care assignment, standby		544 Day care assignment, standby		242 High school, junior high, middle school		656 Construction or demolition site		No Activity Report	
579 Day care assignment, standby		545 Day care assignment, standby		243 Day care in commercial property		657 Laboratory or science laboratory		No Activity Report	
580 Day care assignment, standby		546 Day care assignment, standby		244 Day care in residence, licensed		658 Defense, military installation		No Activity Report	
581 Day care assignment, standby		547 Day care assignment, standby		245 Day care in residence, unlicensed		659 Computer center		No Activity Report	
582 Day care assignment, standby		548 Day care assignment, standby		246 Day care assignment, standby		660 Aircraft taxiway		No Activity Report	
583 Day care assignment, standby		549 Day care assignment, standby		247 Day care assignment, standby		661 Aircraft loading area		No Activity Report	
584 Day care assignment, standby		550 Day care assignment, standby		248 Day care assignment, standby		662 Construction or demolition site		No Activity Report	
585 Day care assignment, standby		551 Day care assignment, standby		249 Day care assignment, standby		663 Laboratory or science laboratory		No Activity Report	
586 Day care assignment, standby		552 Day care assignment, standby		250 Day care assignment, standby		664 Defense, military installation		No Activity Report	
587 Day care assignment, standby		553 Day care assignment, standby		251 Schools, non-adult, other					

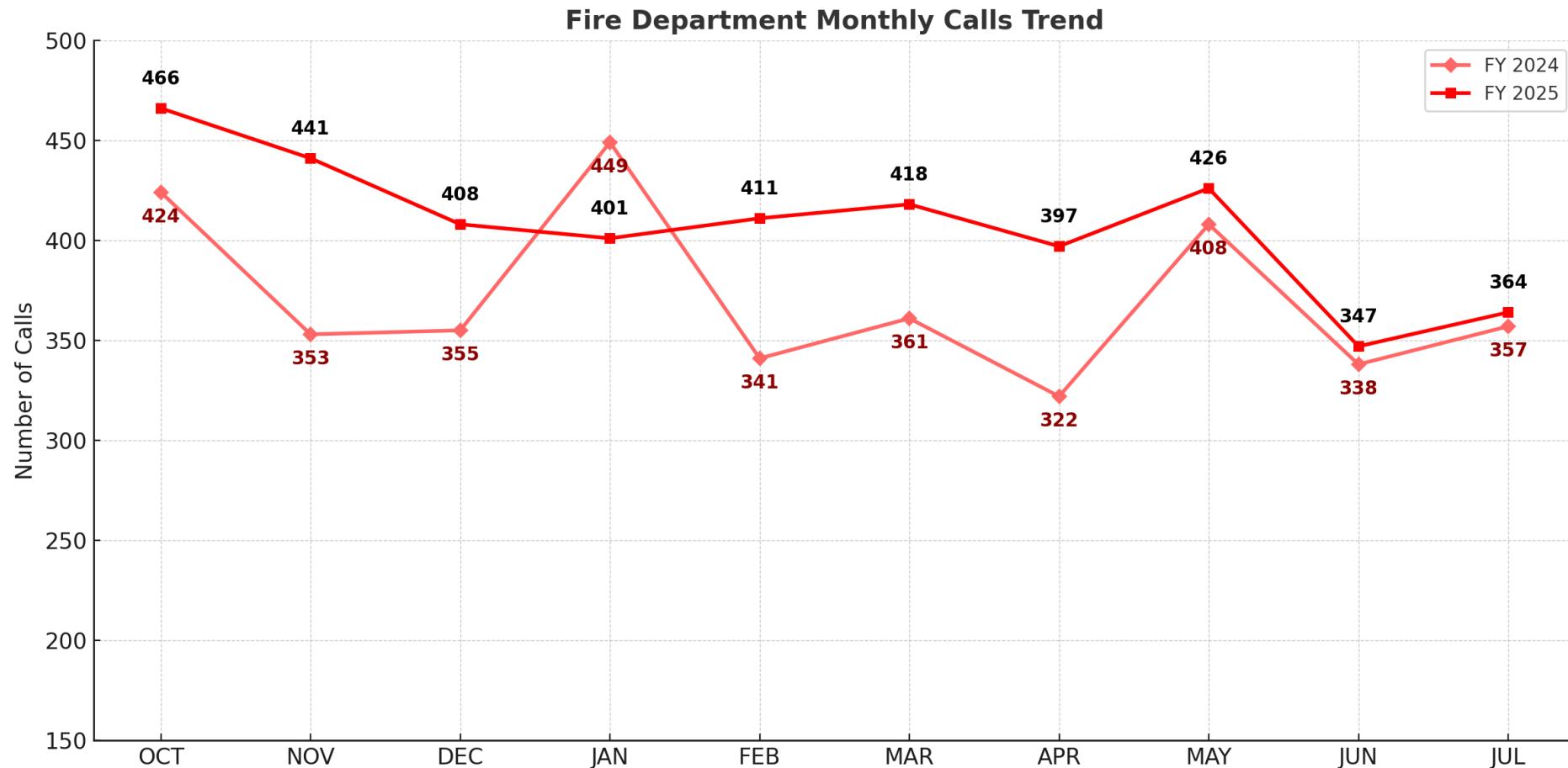
# Monthly Calls for Service



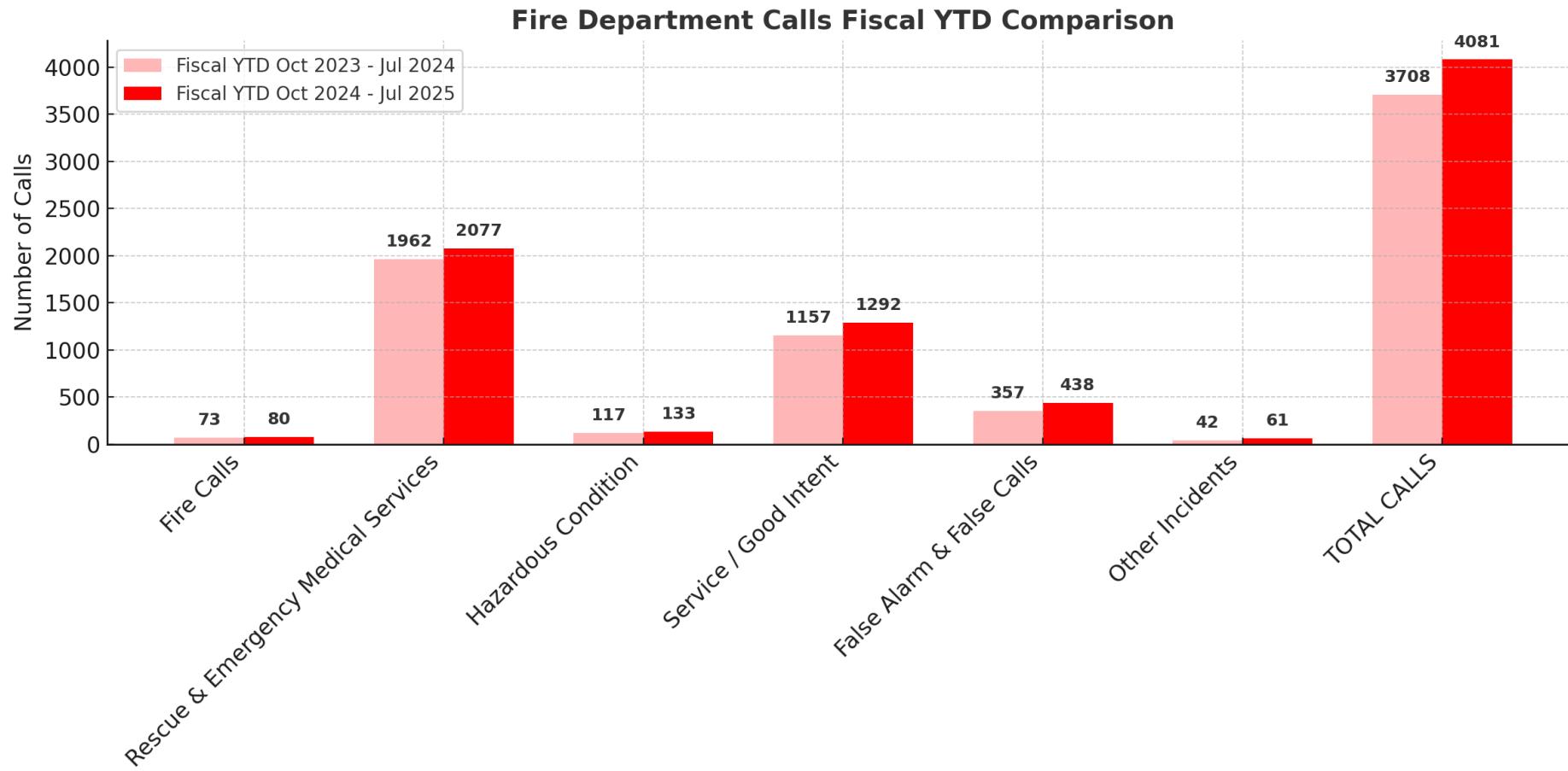
# Monthly Calls for Service Breakdown



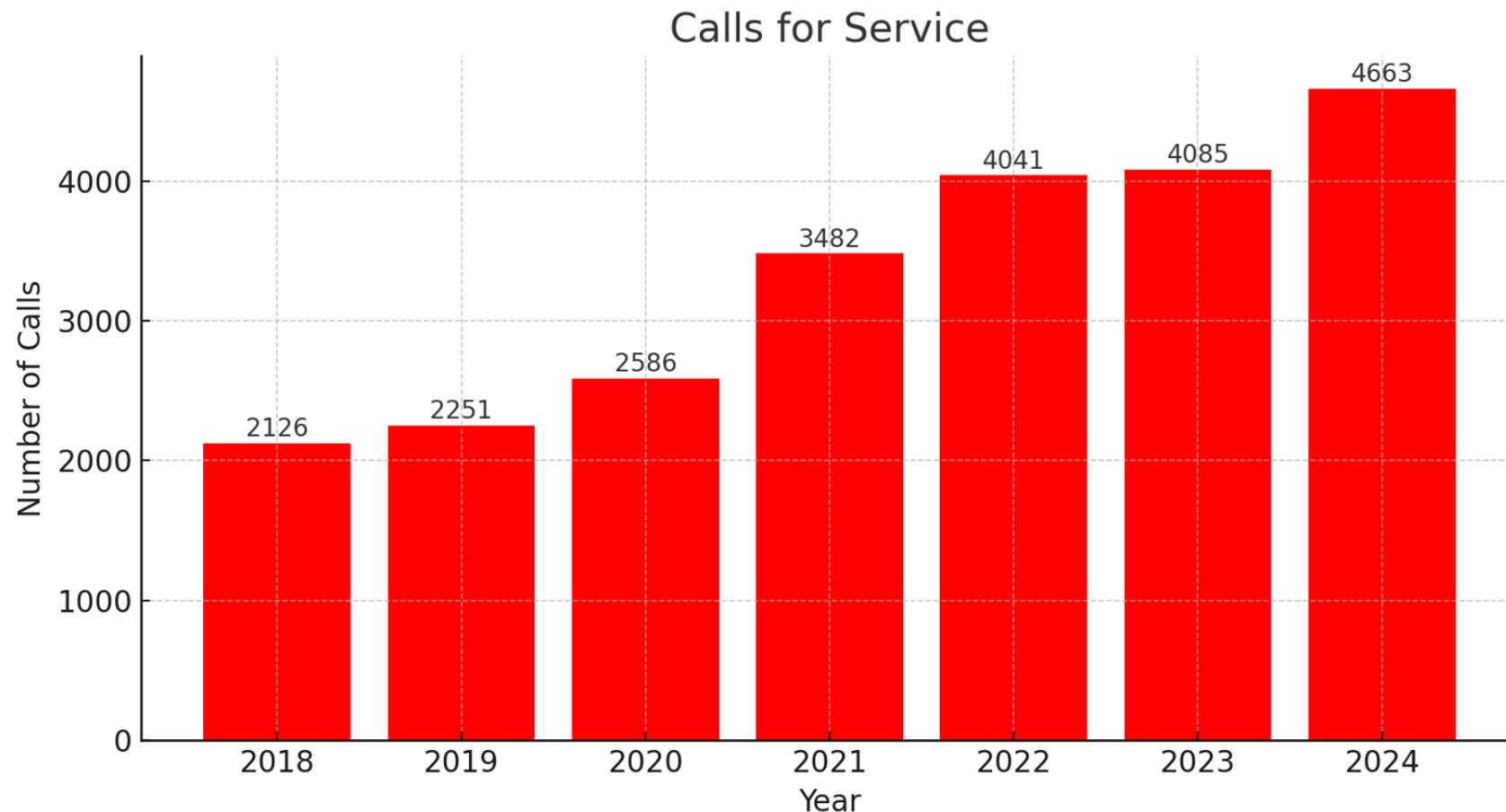
# Total Calls for Month



# Fiscal Year Calls for Service



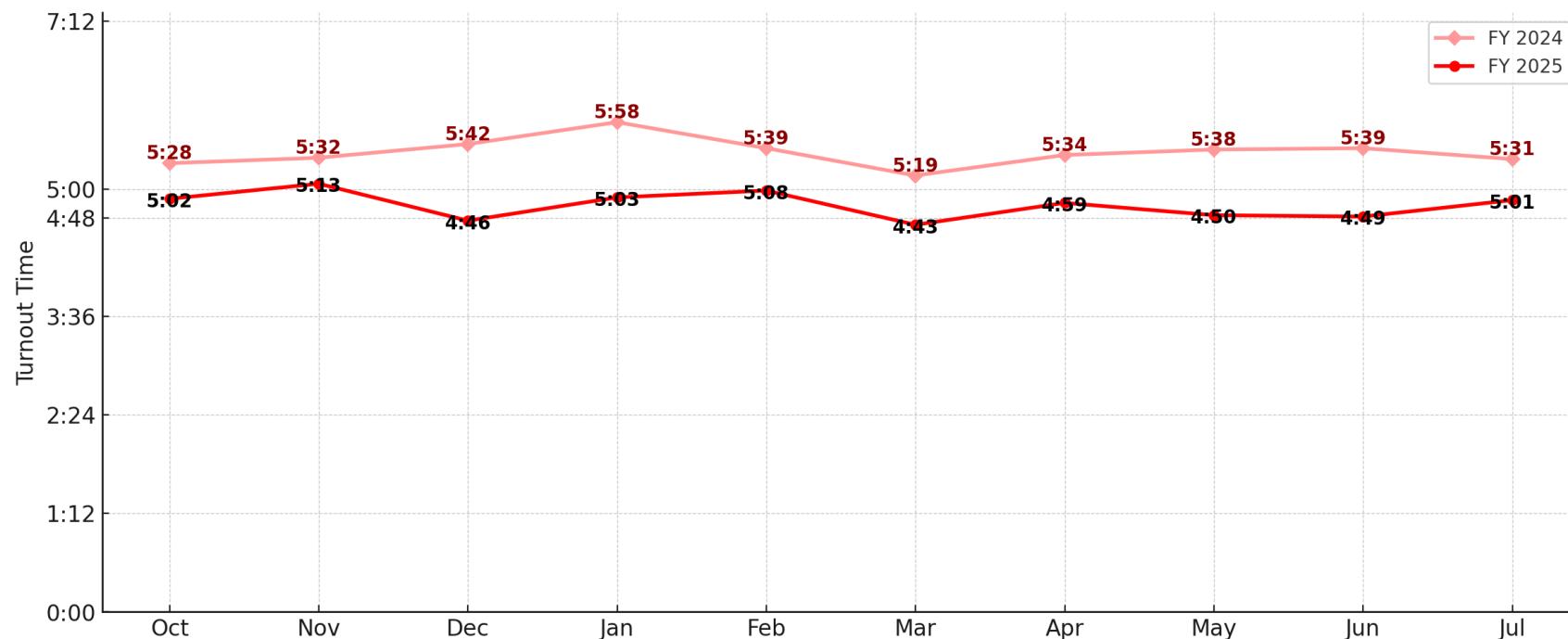
# Calls for Service Calendar Year 2018-2024



# First Arriving Travel Time Average

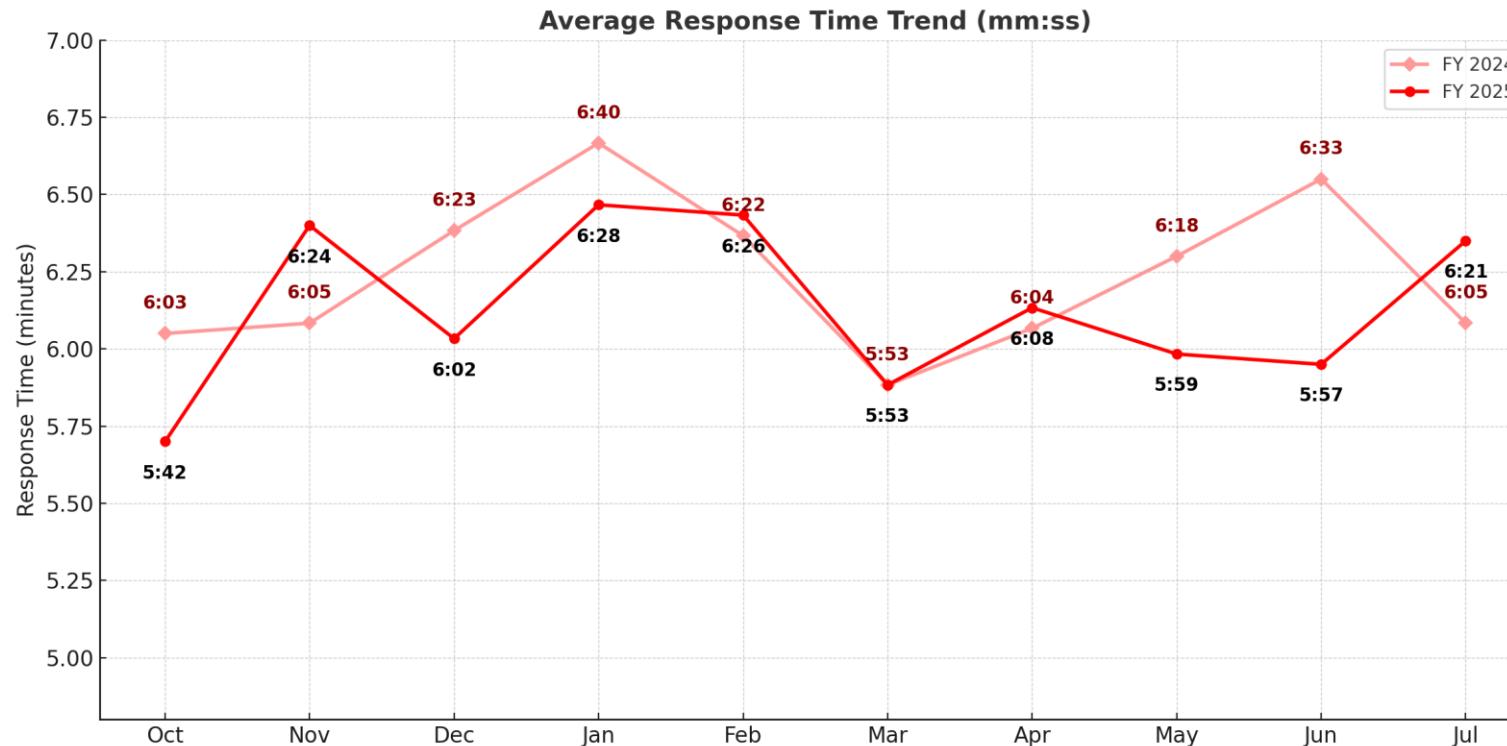
**Response times are calculated using emergent calls inside Town Limits.**

**FD Response Time** - Response time that is Dispatch to Arrival. This includes FD turnout time and travel time to the scene.



# Total Response Time Average

**Total Response Time** - Response time that is Alarm to Arrival. This included when the call was answered by dispatch to arrival on scene.



## National Standard: What ISO and NFPA Measure

**NFPA (National Fire Protection Association) standards and ISO (Insurance Services Office) evaluations both emphasize the 90th percentile response time as the national standard.**

This means: *“For 90% of calls, the fire department must respond within the target time window.”*

It's not about the *average* (which can hide outliers) but about ensuring that nearly all residents receive timely emergency service.

# Why the 90<sup>th</sup> Percentile Matters

## 1. Public Safety & Risk Reduction

- Seconds matter in fires, cardiac arrests, and serious accidents.
- Averages can be misleading — if half the calls are very fast but a few are extremely slow, the *average looks good*, but the people waiting those extra minutes are at greatest risk.
- The 90th percentile ensures that *almost everyone* gets a timely response, not just most people.

## 2. Fairness Across the Community

- Prosper is growing, and not every neighborhood is right next to a fire station.
- The 90th percentile approach holds the department accountable for serving *all areas equitably*, not just those near existing stations.

## Why the 90<sup>th</sup> Percentile Matters Cont.

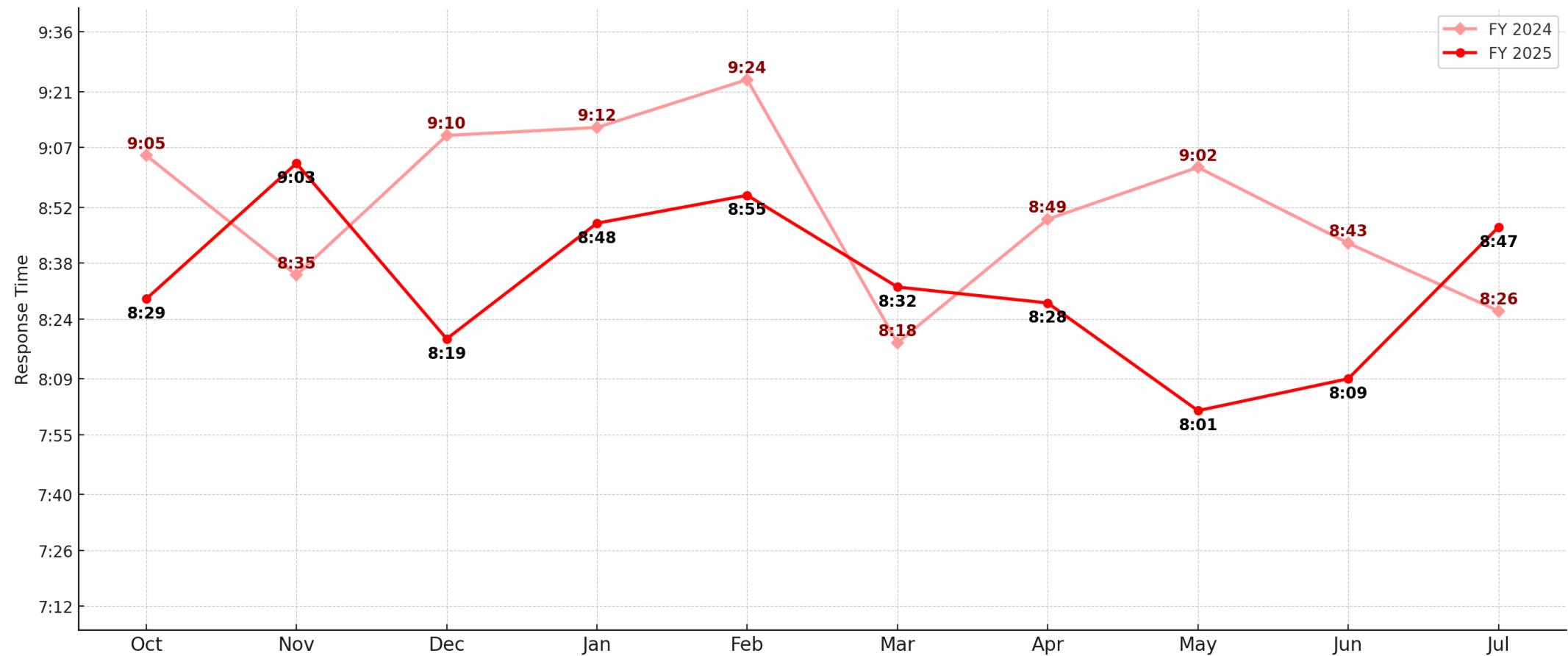
### 3. Insurance & Financial Impact

- ISO ratings are used by insurance companies to set premiums for homeowners and businesses.
- Faster, more reliable response times = better ISO rating = lower insurance costs for the community.
- Poor percentile performance can cost residents and businesses money every year in higher premiums.

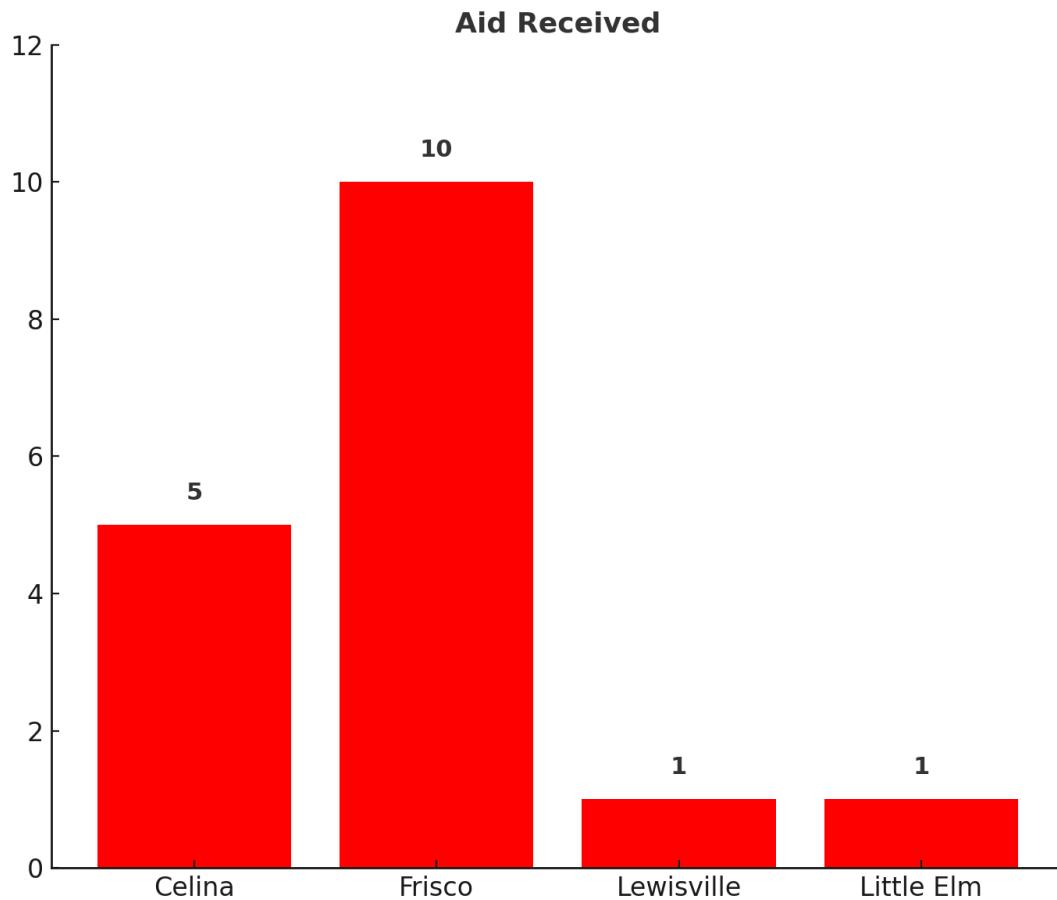
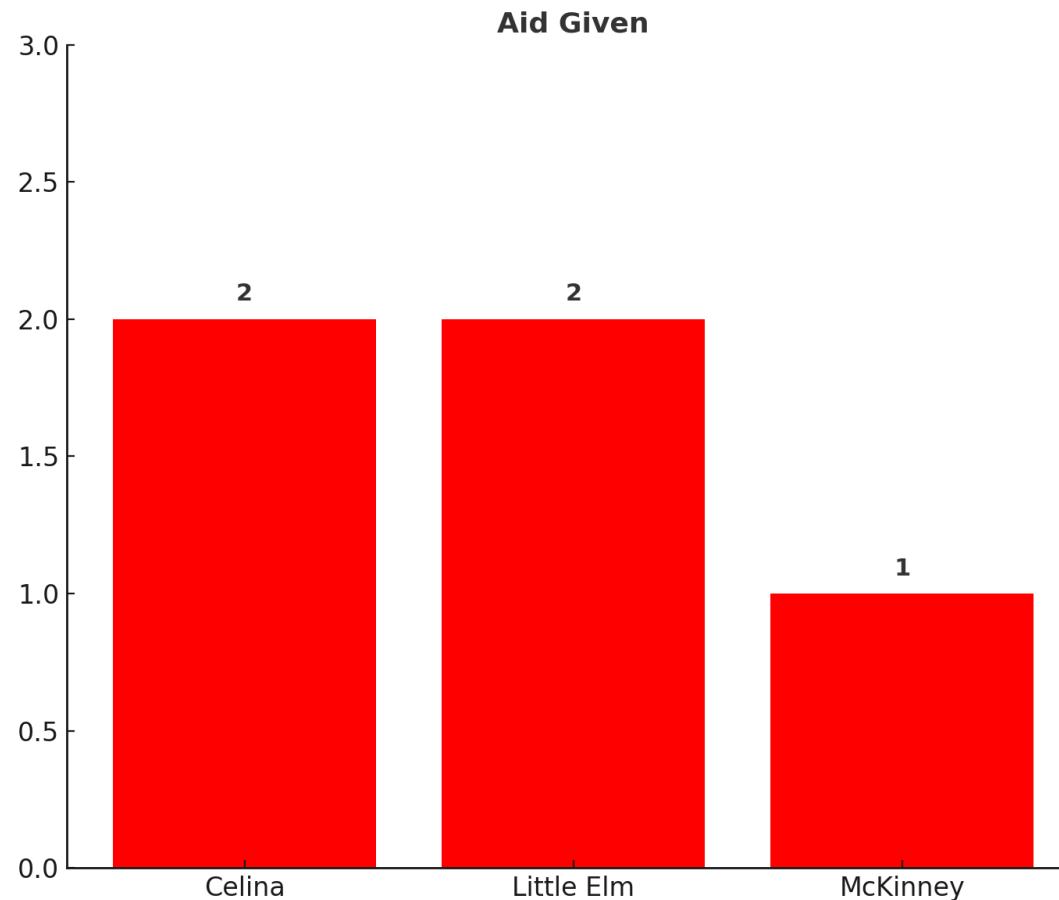
### 4. Operational Accountability

- The 90th percentile metric forces continuous improvement.
- It highlights “worst-case” delays and helps identify *where to place new stations, staffing, or equipment* as Prosper grows.
- It provides a clear, defensible standard to evaluate fire department response time.

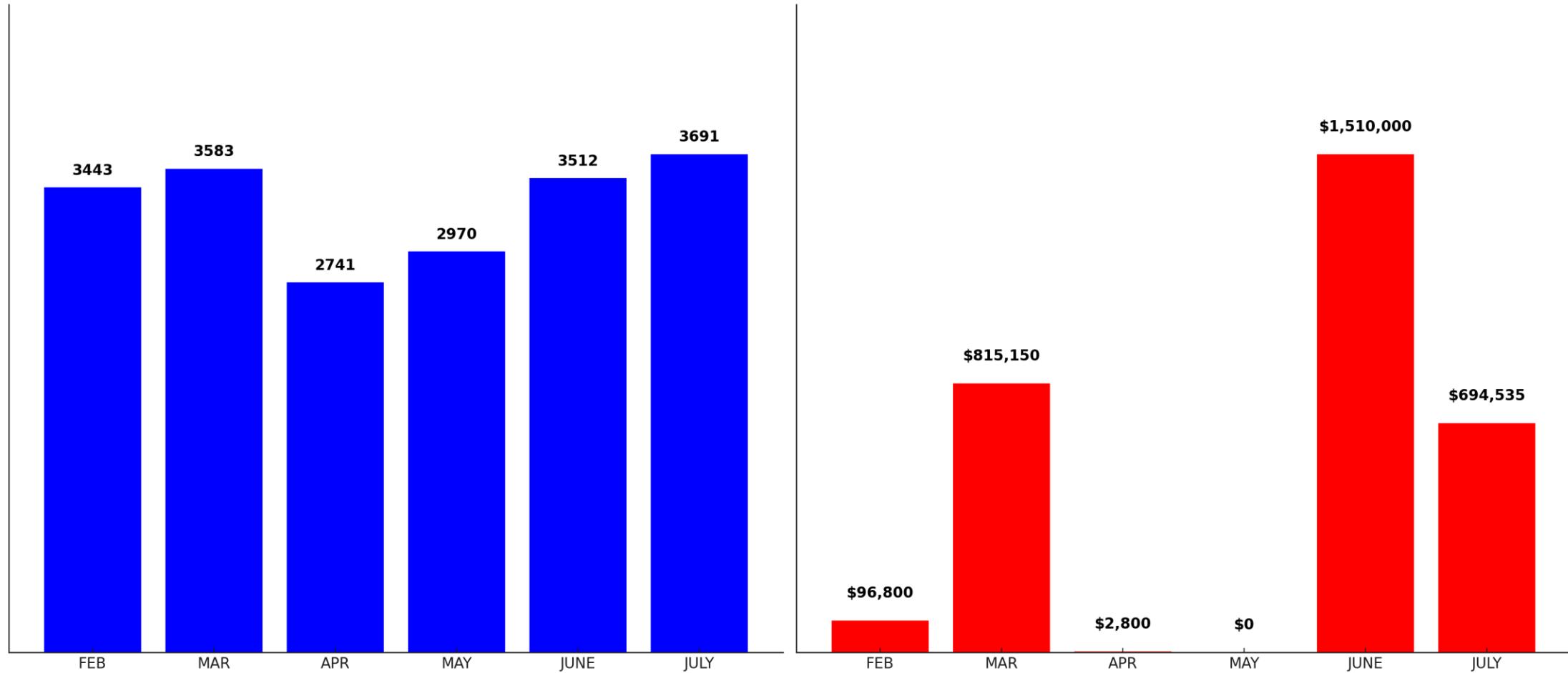
# Total Response Time 90<sup>th</sup> Percentile



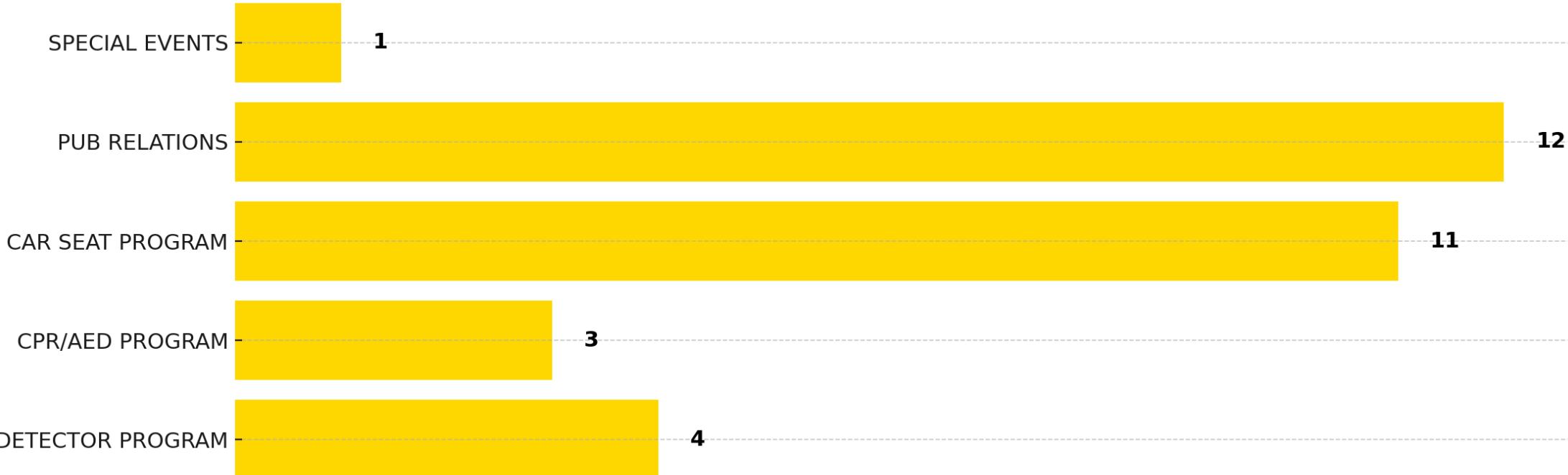
# Current Month Aid Responses By Department



# Monthly Training Hours / Monthly Property Loss



# Community Outreach



# Mutual Aid

## **Statewide Mutual Aid System (Government Code Section 418.111)**

- Under **Texas Government Code §418.111**, the state has established a **Statewide Mutual Aid System** that applies to local government entities (including fire departments) **even in the absence of a formal written agreement**
- This means that if a fire department needs assistance and does not already have a local agreement in place, the request is automatically considered under this statewide system

# Mutual Aid

## **Texas Intrastate Fire Mutual Aid System (TIFMAS)**

- TIFMAS is specifically designed to support fire departments by enabling statewide mutual aid when local or regional resources are overwhelmed
- Managed by the Texas A&M Forest Service (in coordination with the Texas Division of Emergency Management), TIFMAS provides mechanisms for training, qualification, mobilization, and reimbursement for deployments
- It functions as a backstop for local mutual aid — used when local/regional resources have been exhausted or in large-scale incidents
- Created by state law in 2007, first deployed in 2008, and has been activated dozens of times for events like hurricanes, floods, and wildfires

## Mutual Aid

- The goal of mutual aid is always the same: to provide the best possible outcome for our residents.
- This system of cooperation is standard practice for our surrounding agencies and has proven essential in ensuring effective and timely emergency response
- Mutual Aid for Structure Fires (sent and received)
- Mutual Aid Fill-In's (prolonged incidents)
- Con: Not always available (inclement weather, call volume, etc.) and response times

# Questions



## Agenda Item 2.

Receive an overview of the Police Department's Calls for Service.  
(DK)



# Proposed New PD Monthly Report

# Summary Report



PROSPER POLICE DEPARTMENT  
SUMMARY AND CRIME COMPARISON  
Year-to-Date through July 2025



CATEGORY	JUNE 2025	JULY 2025	YEAR TO DATE 2023	YEAR TO DATE 2024	YEAR TO DATE 2025	2024 CRIME RATE PER 1000	2025 CRIME RATE PER 1000
<b>PART 1 PROPERTY CRIMES</b>							
THEFT	17	30	199	230	172	5.40	3.73
SHOPLIFTING *INCLUDED IN THEFT TOTAL*	14	10	82	120	113	2.82	2.45
THEFT FROM VEHICLE (BMV)	5	5	24	12	28	0.28	0.61
THEFT OF VEHICLE	1	2	22	11	11	0.26	0.24
BURGLARY - RESIDENTIAL	2	1	2	5	4	0.12	0.09
BURGLARY - BUILDING	0	1	33	31	11	0.73	0.24
<b>PART 1 VIOLENT CRIMES</b>							
ASSAULT	8	19	75	80	88	1.88	1.91
ASSAULT - FAMILY VIOLENCE *INCLUDED IN ASSAULT TOTAL*	4	15	59	61	57	1.43	1.24
SEXUAL ASSAULT	1	1	1	10	13	0.23	0.28
MURDER/MANSLAUGHTER	0	0	0	0	1	0.00	0.02
ROBBERY	0	0	1	0	1	0.00	0.02
<b>TOTAL PART 1 CRIMES</b>	<b>52</b>	<b>84</b>	<b>498</b>	<b>560</b>	<b>499</b>	<b>13.15</b>	<b>10.83</b>
<b>PART 2 CRIMES</b>							
FRAUD	9	13	66	82	72	1.92	1.56
CRIMINAL MISCHIEF/VANDALISM	3	5	38	23	31	0.54	0.67
DRUG VIOLATIONS	24	21	132	156	123	3.66	2.67
DRIVING UNDER THE INFLUENCE	3	7	47	43	30	1.01	0.65
WEAPONS LAW VIOLATIONS	0	2	13	24	10	0.56	0.22
ALL OTHER CRIMES	17	26	145	152	144	3.57	3.12
<b>TOTAL PART 2 CRIMES</b>	<b>44</b>	<b>56</b>	<b>337</b>	<b>375</b>	<b>410</b>	<b>8.80</b>	<b>8.90</b>

Data is preliminary and subject to change.



CATEGORY	JUNE 2025	JULY 2025	YEAR TO DATE 2023	YEAR TO DATE 2024	YEAR TO DATE 2025	% CHANGE FROM 2024 TO 2025
<b>CRIMINAL INVESTIGATIONS DIVISION</b>						
NEWLY ASSIGNED CASES	167	208	998	1,091	1,188	9%
ALL OPEN CASES (FROM NEWLY ASSIGNED CASES)	95	92	596	498	556	12%
CASES FILED WITH DISTRICT ATTORNEY OFFICE (DENTON & COLLIN)	68	24	277	506	367	-27%
CASES FILED WITH MUNICIPAL COURT	1	9	102	75	29	-61%
ARREST WARRANTS	18	11	68	136	122	-10%
SEARCH WARRANTS	10	12	7	16	39	144%
CLOSED CASES (CHARGES DROPPED, INACTIVE, UNFOUNDED, INFO ONLY, REFERRED TO OTHER AGENCY	69	101	523	496	569	15%
<b>NUMBER OF CHARGES INVOLVED IN ARRESTS/DETENTIONS</b>						
ADULT FELONIES	18	10	127	148	107	-28%
ADULT MISDEMEANORS	14	33	198	240	175	-27%
JUVENILES	3	1	7	15	15	0%
OTHER AGENCY WARRANTS	21	53	112	102	151	48%
<b>OTHER POLICE DEPARTMENT ACTIVITIES</b>						
SPECIAL EVENT HOURS WORKED	18	338	283	412	476	16%
PUBLIC INFORMATION REQUESTS	113	161	929	1,016	976	-4%

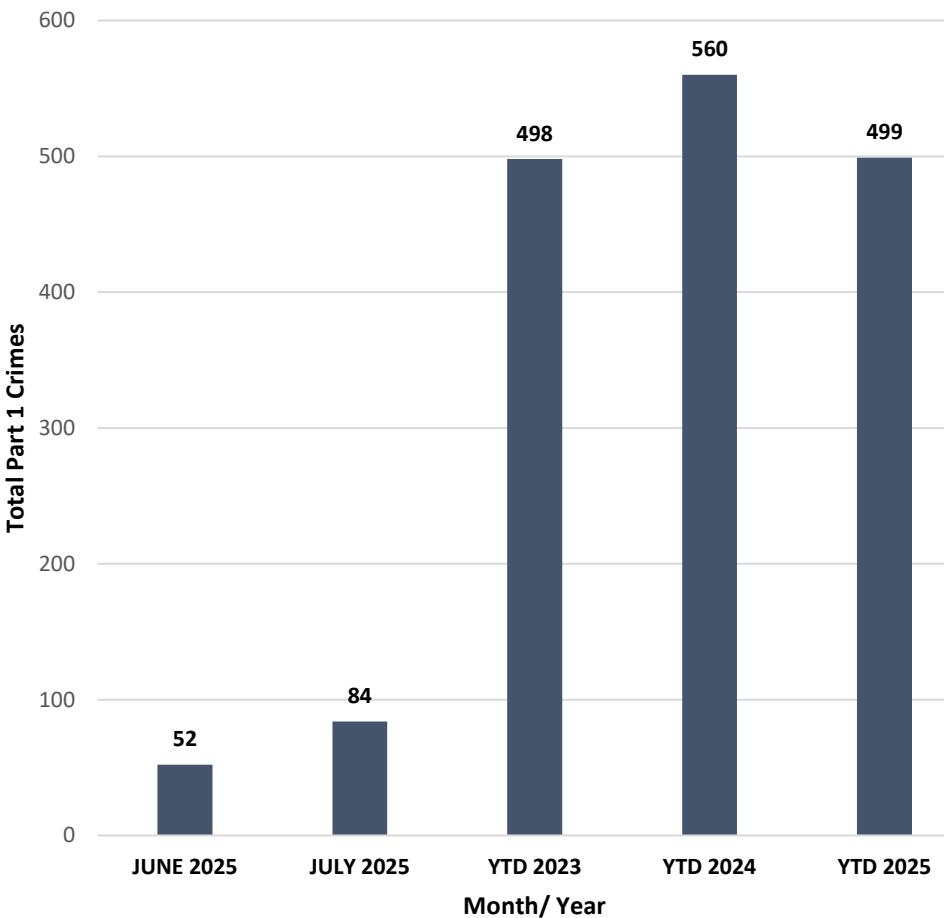
Data is preliminary and subject to change.

Legend

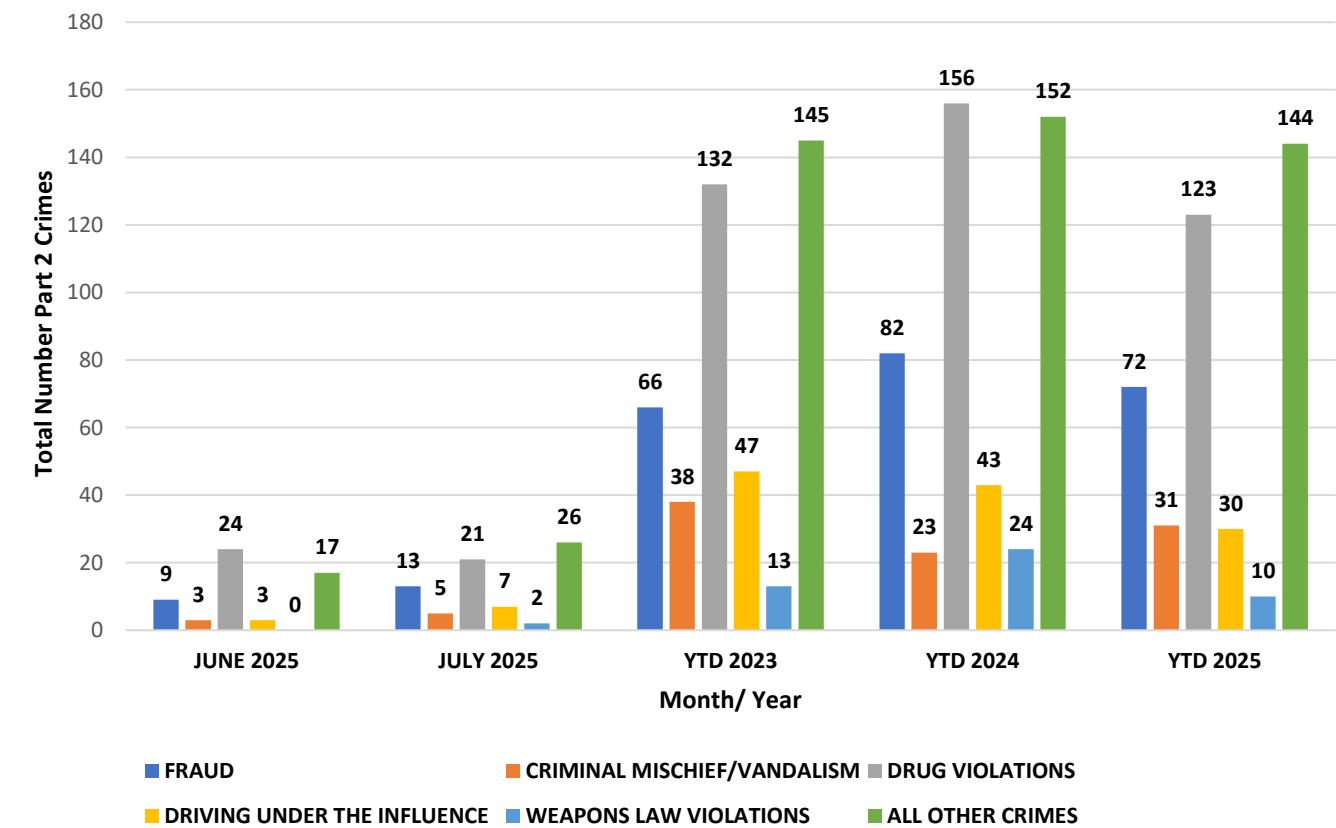
Historical Data

# New Graphs

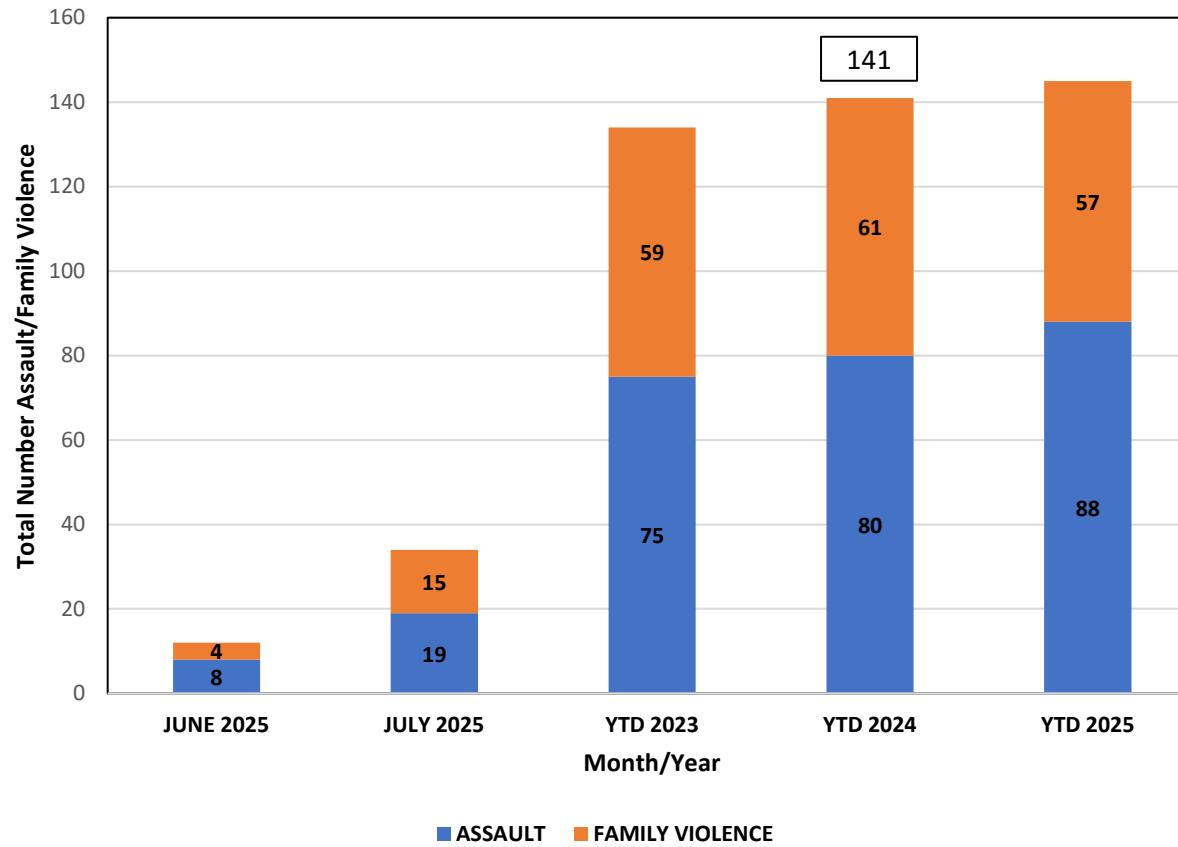
**TOTAL PART 1 CRIMES**



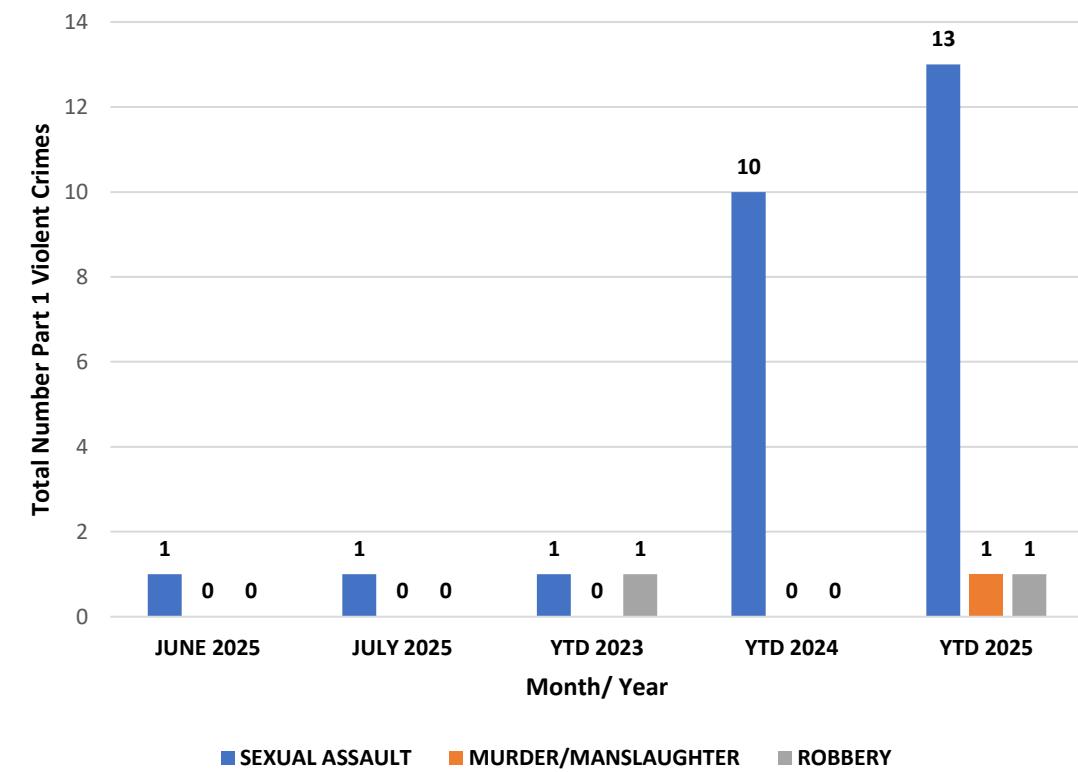
**Part 2 Crimes**

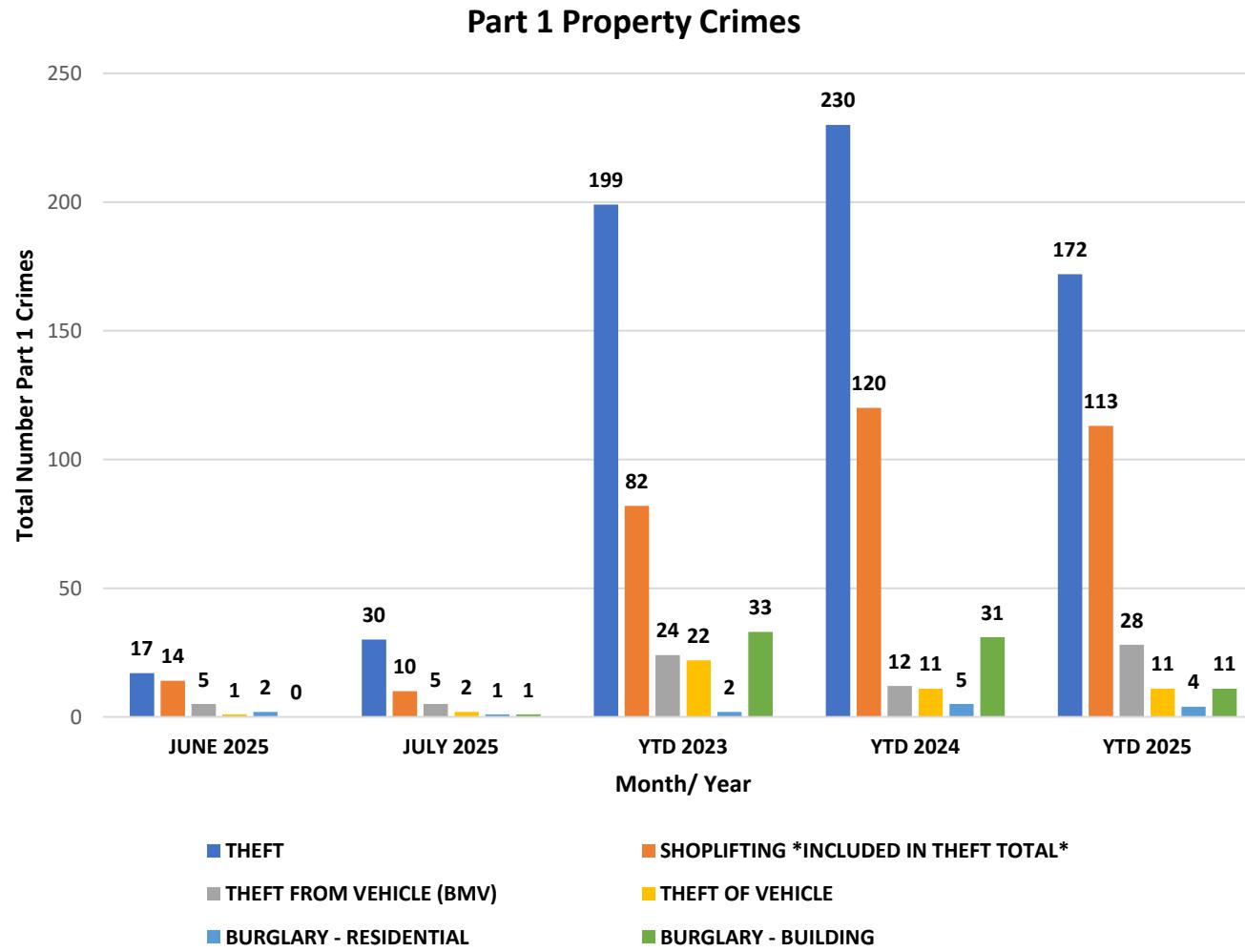


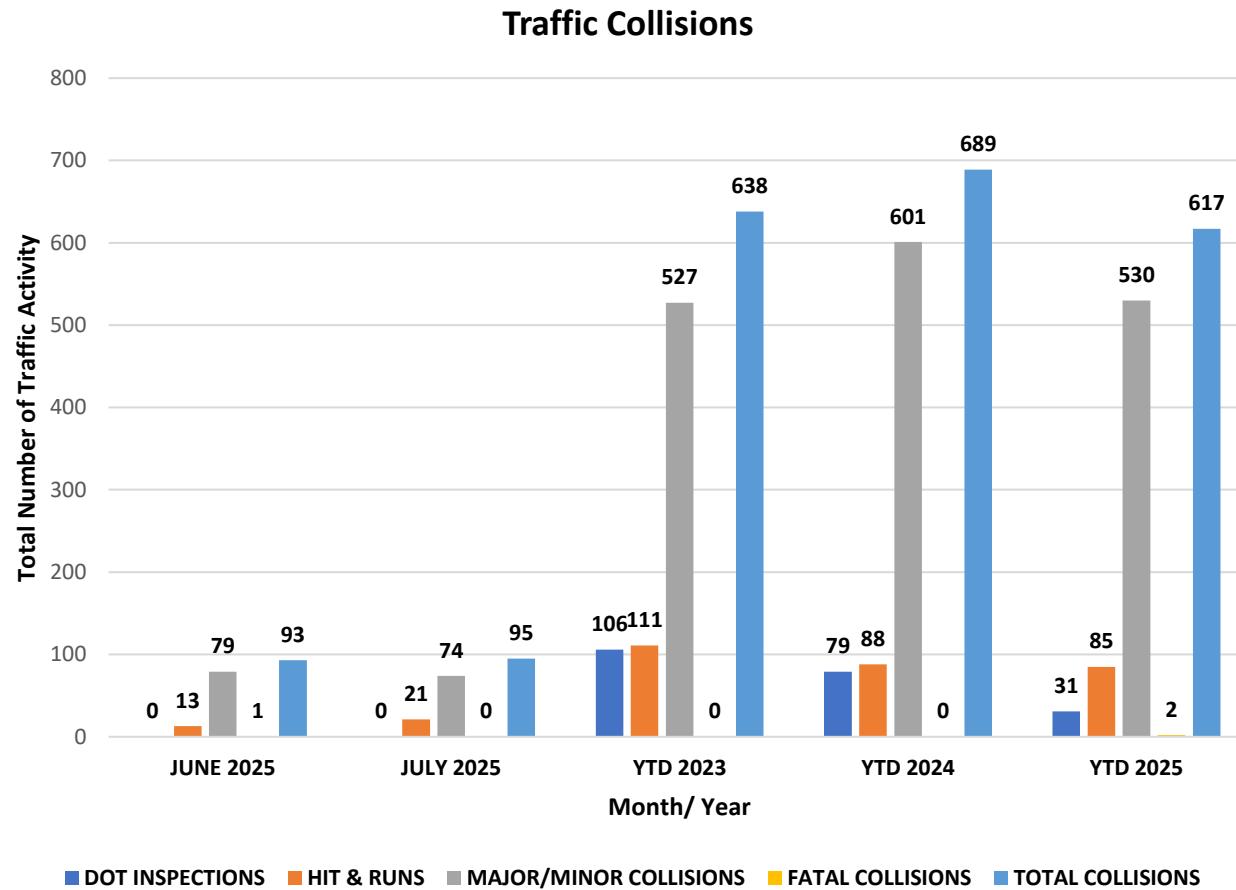
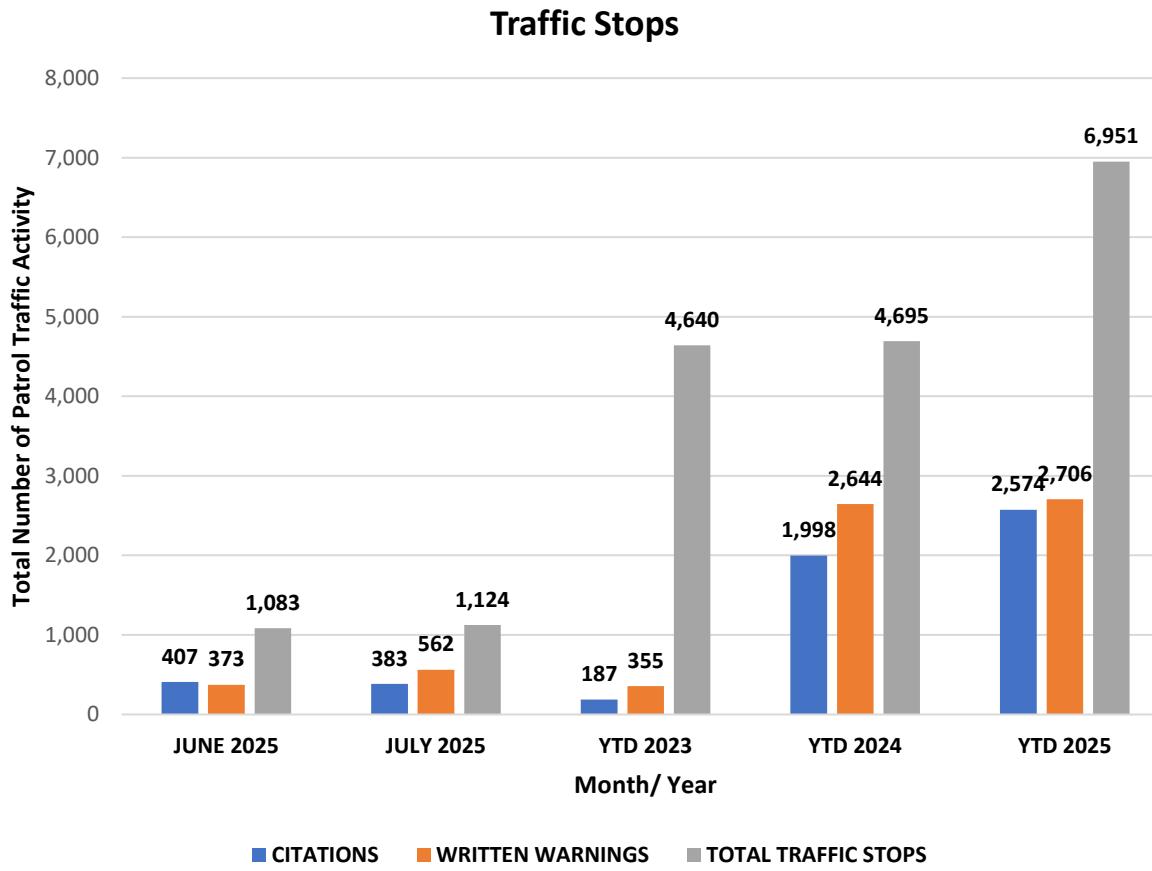
### Assault and Family Violence

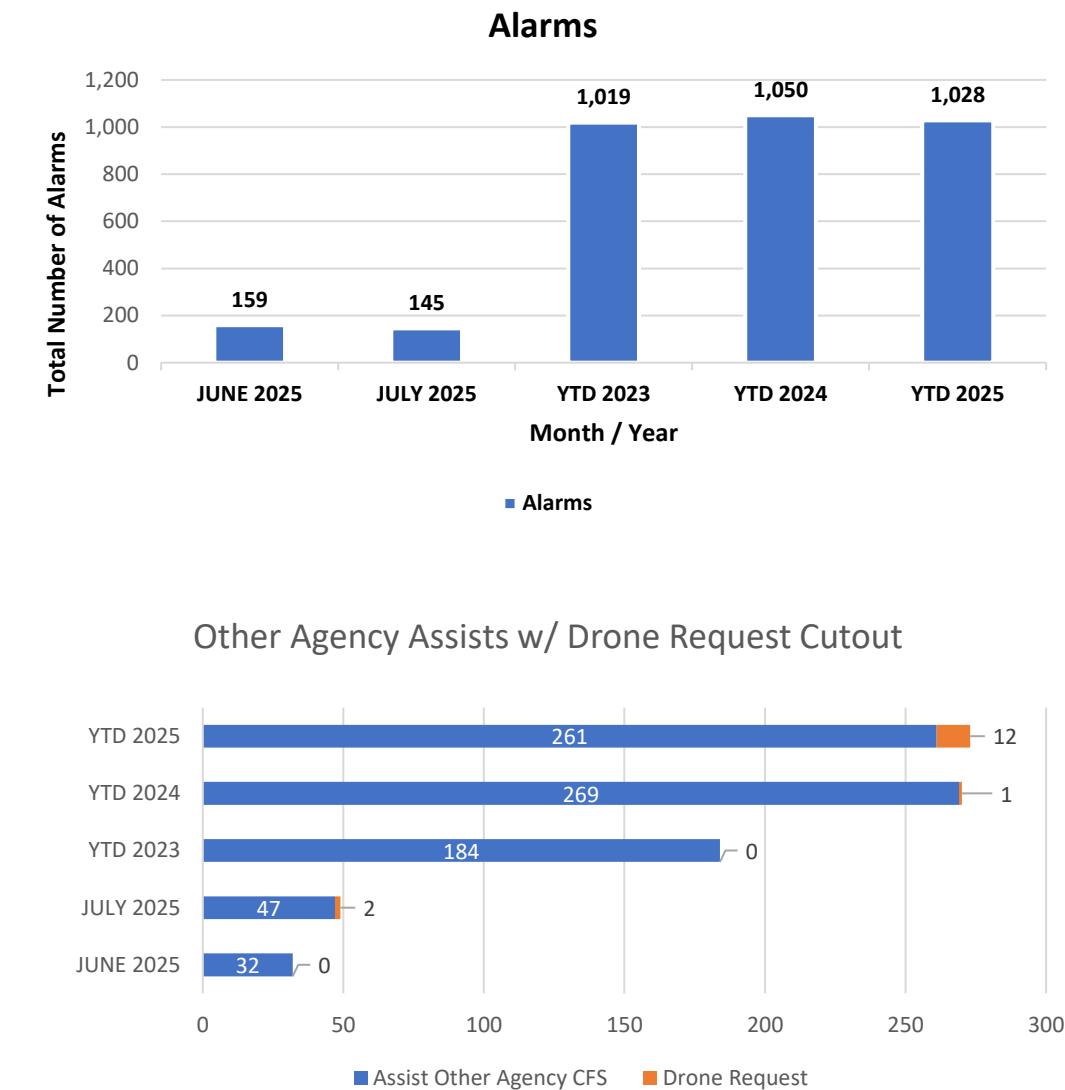
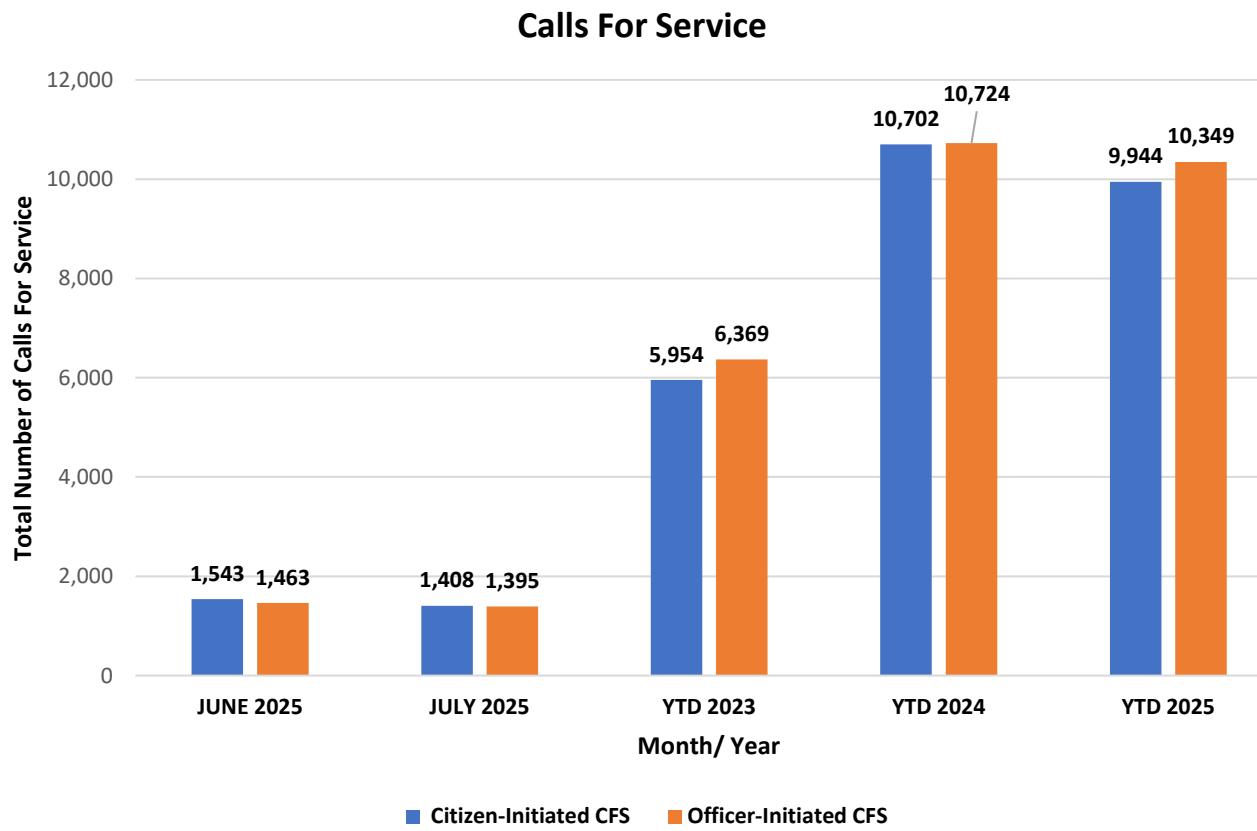


### Part 1 Violent Crimes











Town of Prosper Public-Safety Communications Report - July 2025						
CATEGORY *TOTALS INCLUDE POLICE & FIRE CALLS*	JUNE 2025	JULY 2025	YEAR TO DATE 2023	YEAR TO DATE 2024	YEAR TO DATE 2025	% CHANGE
9-1-1 Calls Received	1232	1268	6213	6213	7465	20.15%
Abandoned 9-1-1 Calls Received	38	42	359	359	323	-10.03%
Non-Emergency Calls Received	2154	2403	21223	21223	19120	-9.91%
Outbound Calls Made	1041	1243	6664	6664	6448	-3.24%
Total Calls	4556	4956	29758	29758	30060	1.01%
Average Answer Times for 9-1-1 Calls (Seconds)	11.09	11.00	3.64	3.64	11.62	219.23%
Average Answer Time for Non-Emergency Calls (Seconds)	3.68	3.60	2.33	2.33	3.49	49.85%
Average Answer Time for All Calls (Seconds)	6.74	6.51	2.67	2.67	6.75	152.70%
9-1-1 Calls Answered 0 - 10 Seconds	1232	6599	7120	7120	15030	111.10%
9-1-1 Calls Answered 11 - 20 Seconds	43	69	158	158	293	85.44%
9-1-1 Calls Answered > 21 Seconds	10	3	56	56	305	444.64%
Total Hold Events for 9-1-1 Calls	135	99	609	609	655	7.55%
Total Hold Events for Non-Emergency Calls	309	419	3072	3072	2588	-15.76%
Total Hold Events for Outbound Calls	50	23	217	217	184	-15.21%
Total Hold Events	494	518	3681	3681	3296	-10.46%
Busiest Hour for the Month	2:00:00 PM	12:00:00 PM	2:33:00 PM	2:33:00 PM	1:00:00 PM	
Busiest Day of the Month	6/9/2025	7/31/2025	-	-	-	
RESPONSE TIMES						

	JUNE 2025	JULY 2025	YEAR TO DATE 2023	YEAR TO DATE 2024	YEAR TO DATE 2025
Priority 1 Calls	6:07	5:10	5:32	5:59	6:21
*Drone Priority 1 Response Time					
Priority 2 Calls	5:56	4:44	6:19	5:36	5:39
*Drone Priority 2 Response Time					
Priority 3 calls	5:47	5:16	6:14	6:19	6:56
*Drone Priority 3 Response Time					
Priority 4 calls	8:12	6:31	7:04	7:02	6:43
AVERAGE	6:42	5:25	6:17	6:14	6:25

## Priority 1

- 911 HANGUP/OPEN LINE
- ACTIVE SHOOTER
- ASSAULT
- BOMB THREAT
- BARRICADED PERSON
- BULLYING
- DISTURBANCE
- DROWNING
- EXPLOSION
- FIGHT IN PROGRESS
- ROBBERY HOLD-UP ALARM
- HOSTAGE SITUATION
- KIDNAPPING
- MASS CASUALTY INCIDENT
- MENTAL HEALTH CONSUMER
- MISSING PERSON/CHILD
- MAJOR WITH ENTRAPMENT
- MAJOR CRASH WITH FIRE
- PANIC ALARM
- PLANE CRASH
- ROBBERY
- RUNAWAY
- SEXUAL ASSAULT
- STRUCTURE FIRE
- STRUCTURE FIRE MID HIGH RISE
- SHOOTING
- STABBING
- SUSPICIOUS PERSON
- TRAIN DERAILMENT
- UNRESPONSIVE PERSON
- WEAPONS OFFENSE

## Priority 2

- ASSIST OTHER AGENCY
- ASSIST FIRE DEPARTMENT
- BURGLAR ALARM
- BURGLARY
- CRIMINAL TRESPASS
- DISORDERLY CONDUCT
- FOUND PERSON/CHILD
- INDECENT EXPOSURE
- INJURED PERSON
- INTOXICATED PERSON(S)
- MAJOR VEHICLE CRASH
- MAJOR CRASH WITH MOTORCYCLE
- MAJOR CRASH WITH PEDESTRIAN
- OVERDOSE
- PROWLER
- SEXUAL OFFENSE
- SUICIDAL PERSON
- SUSPICIOUS CIRCUMSTANCES
- SUSPICIOUS VEHICLE
- TRAFFIC HAZARD
- VEHICLE THEFT
- WELFARE CONCERN

## Priority 3

- ALARM (AUDIBLE)
- ILLEGAL DUMPING
- FORGERY
- GUN SHOTS HEARD
- HARASSMENT
- HIT AND RUN ACCIDENT
- INVESTIGATION
- JUVENILE PROBLEM
- MOTORIST ASSIST
- MINOR VEHICLE CRASH
- RECKLESS DAMAGE
- RECKLESS DRIVING
- SHOPLIFTER
- THEFT
- THREATS

## Priority 4 & 9

- ABANDONED VEHICLE
- ANIMAL PROBLEM
- BURGLARY OF MOTOR VEHICLE
- CIVIL CALL/PROBLEMS/STANDBY
- CRIMINAL MISCHIEF
- CITY ORDINANCE VIOLATION
- DELIVER MESSAGE
- FOLLOW UP
- FRAUD/IDENTITY THEFT
- HUNTERS
- INFORMATION
- TEST CALL PISD
- MEET COMPLAINANT
- NOISE COMPLAINT
- OPEN BUILDING/VEHICLE
- PARKING VIOLATION/COMPLAINT
- ABANDONED/FOUND PROPERTY
- RECOVERED STOLEN PROPERTY
- TEST CALL
- WARRANT SERVICE
- PISD ADMINISTRATIVE DUTIES
- BROADCAST
- CITIZEN CONTACT
- DOT INSPECTION
- TOW/REPO
- TRAFFIC STOP

## Executive Session

- Section 551.087 – To discuss and consider economic development incentives, and all matters incident and related thereto.
- Section 551.072 – To discuss and consider the purchase, exchange, lease, or value of real property for municipal purposes, and all matters incident and related thereto.
- Section 551.074 – To discuss and consider personnel matters, and all matters incident and related thereto.
- Section 551.071 – Consultation with the Town Attorney to discuss legal issues associated with any agenda item.
- Section 551.089 - To deliberate security information collected, assembled, or maintained by or for a governmental entity to prevent, detect, or investigate criminal activity, pursuant to Section 2059.055 of the Texas Government Code, and all matters incident and related thereto.
- Section 551.074 - To discuss appointments to the Board of Adjustment/Construction Board of Appeals, Parks & Recreation Board, Library Board, Prosper Economic Development Corporation Board, Planning & Zoning Commission, Community Engagement Committee, and the Downtown Advisory Committee, and all matters incident and related thereto.



TOWN OF  
PROSPER

The Town Council will reconvene after Executive Session.



# Reconvene into Work Session



# Adjourn