

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 RESPONSE DATA (ESO)

Clear all Selection

FY YEAR

FY MONTH

STATION

DISTRICT

UNIT

DISPATCH CODE

PRIORITY

SHIFT

INCIDENT TYPE

All

All

All

All

All

All

All

All

All

TOTAL INCIDENT

EMERGENT INCIDENT

CALL PROCESSING

Average

90th Percentile

TURNOUT TIME

Average

90th Percentile

TRAVEL TIME

Average

90th Percentile

RESPONSE TIME

Average

90th Percentile

TOTAL RESPONSE TIME

Average

90th Percentile

4,354

3,511

00:00:39

00:01:26

00:00:43

00:01:09

00:04:53

00:07:44

00:05:35

00:08:28

00:06:04

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%

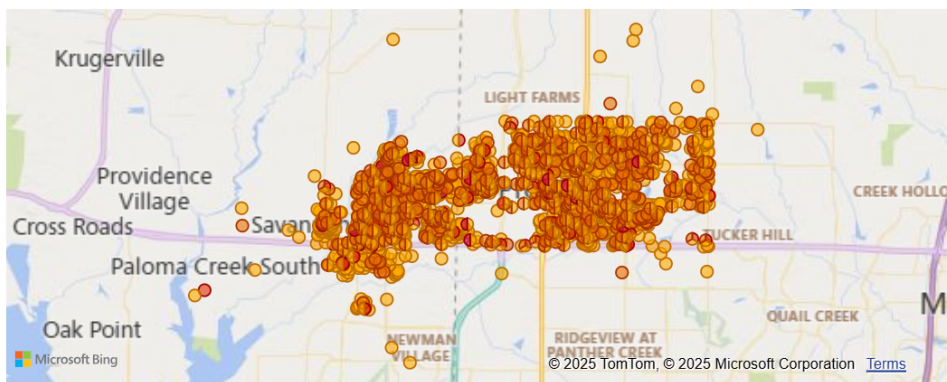
Total

273

100.00%

4,354

100.00%



PRIORITY

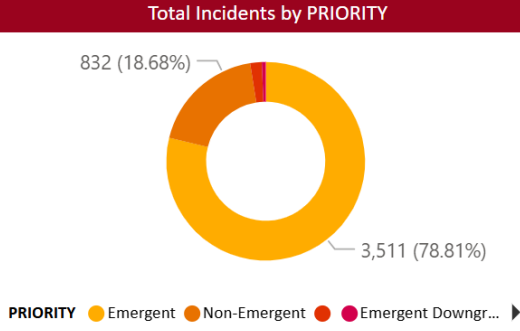
Emergent

Emergent Downgraded to Non-Emergent

Non-Emergent

Non-Emergent Upgraded to Emergent

Total Incidents by PRIORITY



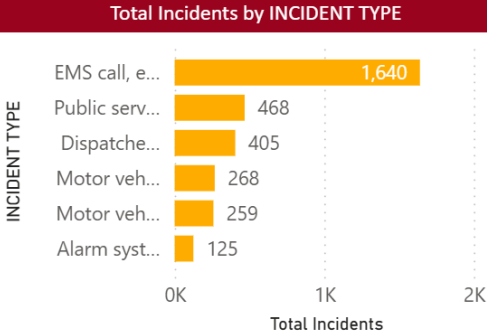
PRIORITY

Emergent

Non-Emergent

Emergent Downgr...

Total Incidents by INCIDENT TYPE



INCIDENT TYPE

EMS call, e...

Public serv...

Dispatche...

Motor veh...

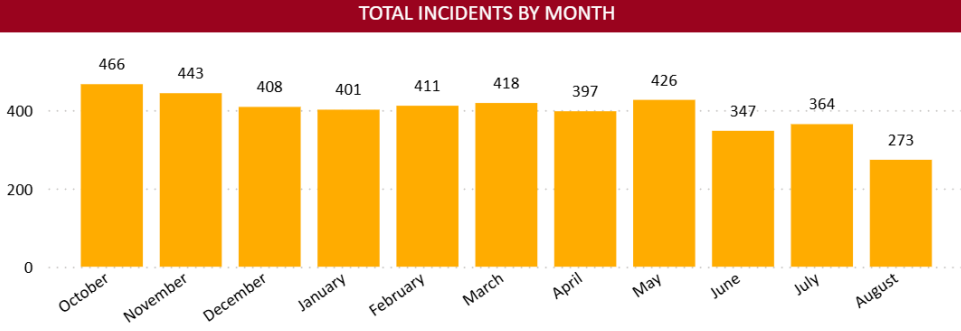
Motor veh...

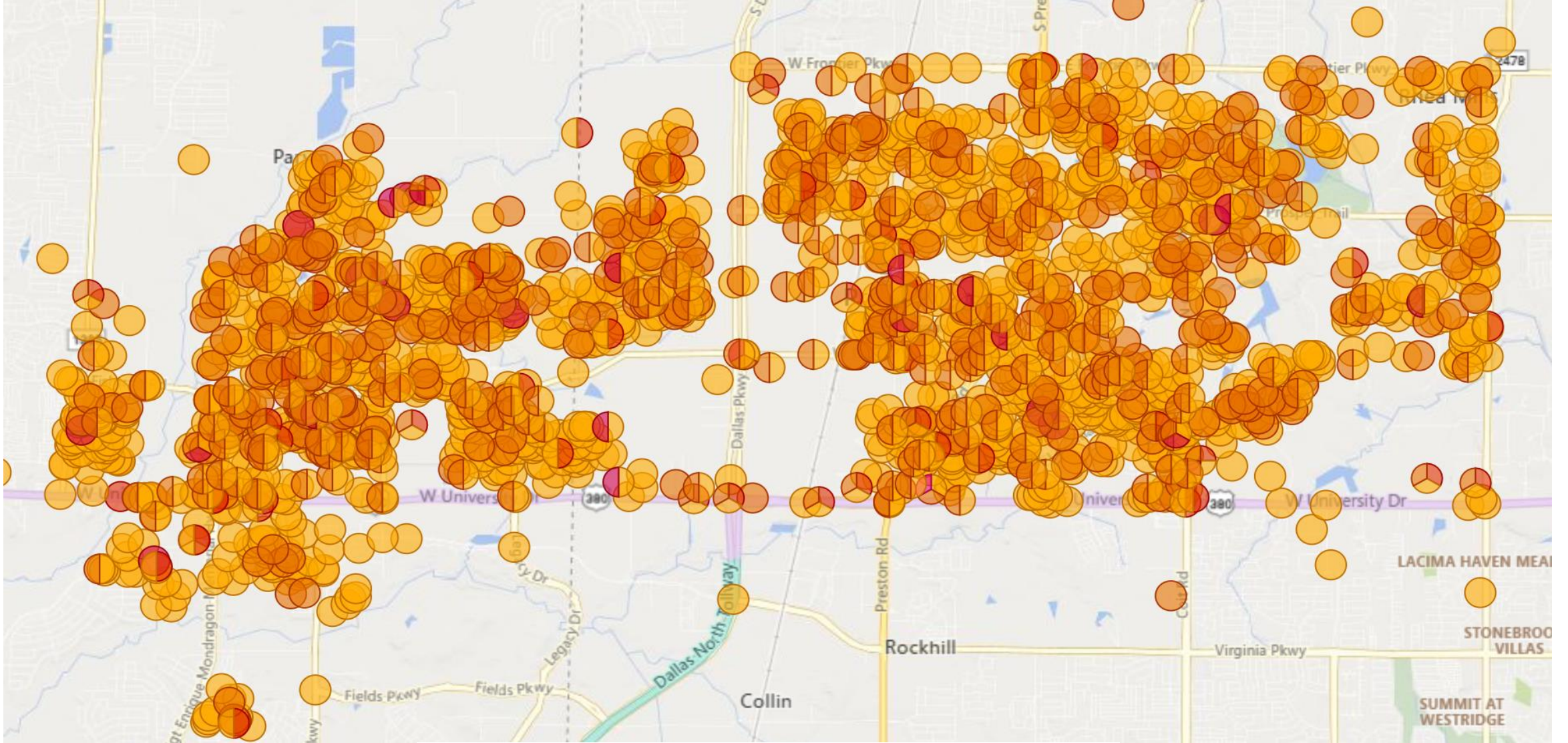
Alarm syst...

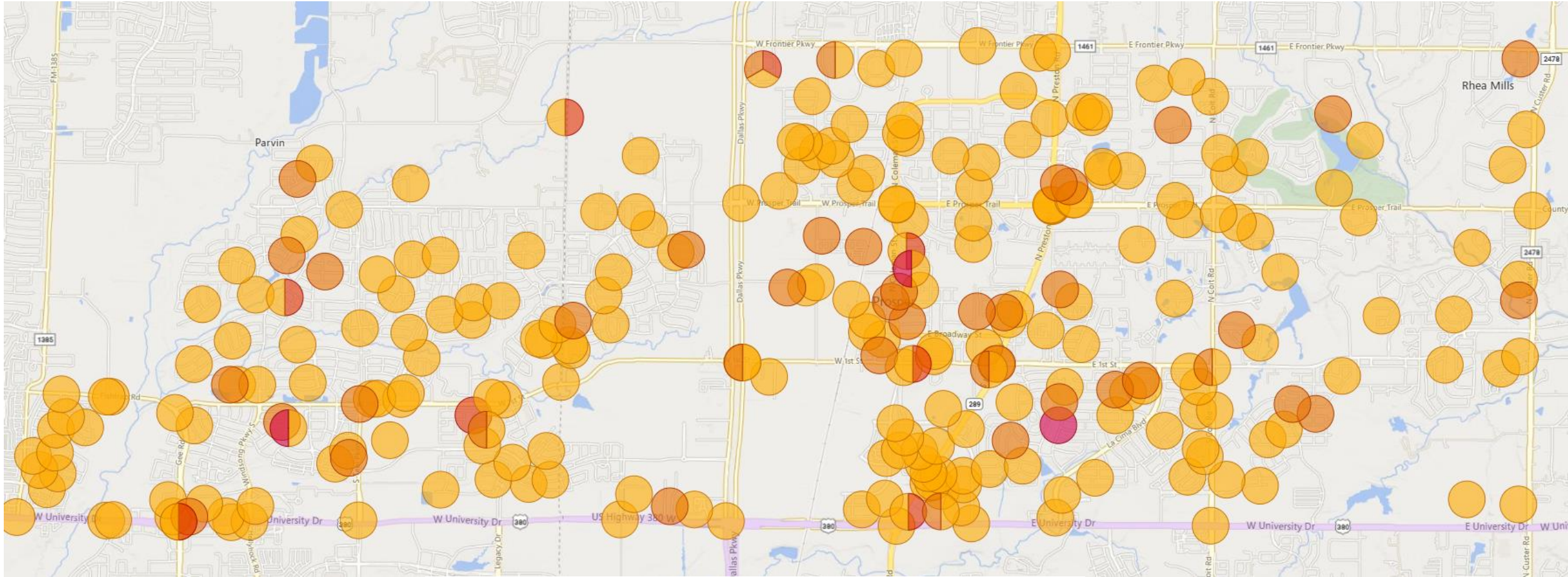
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Total Incidents

TOTAL INCIDENTS BY MONTH







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

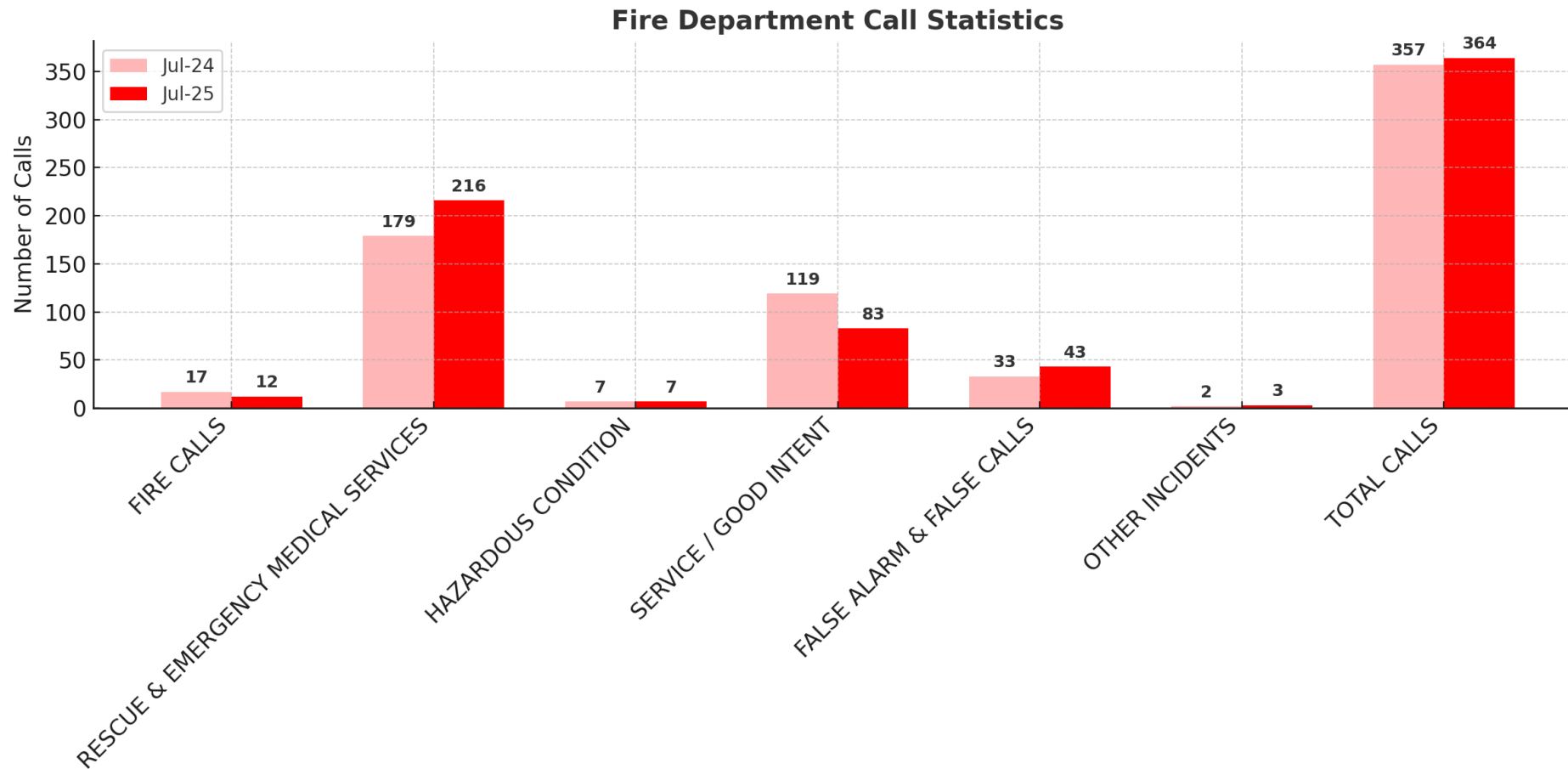
ACTIVITY	JULY 2024	JULY 2025	MONTHLY INCREASE DECREASE %	FISCAL YTD OCT 2023- JULY 2024	FISCAL YTD OCT 2024- JULY 2025	FISCAL YTD INCREASE DECREASE %
FIRE CALLS	17	12	-29%	73	80	10%
RESCUE & EMS	179	216	21%	1962	2077	6%
HAZARDOUS CONDITION	7	7	0%	117	133	14%
SERVICE/GOOD INTENT	119	83	-30%	1157	1292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



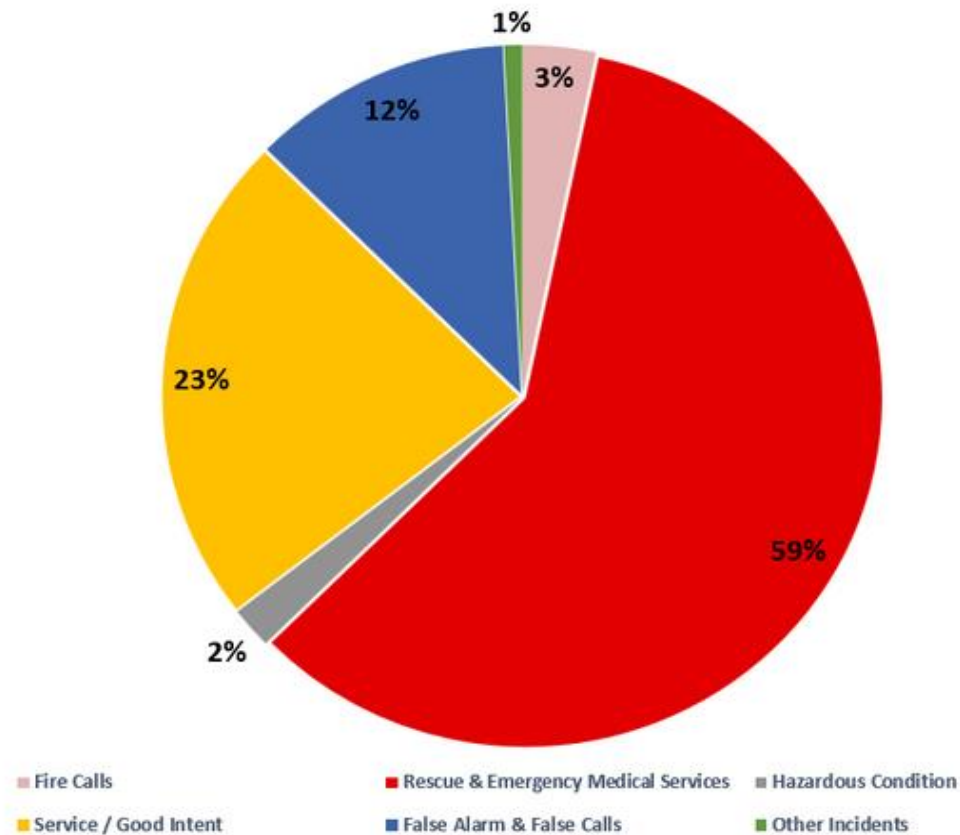
FIRES	Search for Lost Person	CANCELED / GOOD INTENT	PROPERTY USE	Health Care, Detention, and Correction		ACTIONS TAKEN	Assistance
Structure Fires	341 Search for person on land	Dispatched and Canceled En Route	Assembly	311 Nursing homes (24-hr, 4+ residents)	639 Communications center (radio, tv, telecom)	Fire Control or Extinguishment	71 Assist physically disabled
111 Building fire	342 Search for person in water	611 Dispatched & canceled en route	111 Bowling establishment	321 Mental retardation/disability facility (24-hr, 4+ residents)	642 Electrical distribution-and components	11 Extinguishment by fire service	72 Assist animal
112 Fires in structures other than in a building	343 Search for person underground	(Only Use Action Taken Code 93 Canceled En Route)	112 Billiard center, pool hall	322 Alcohol/substance recovery center, housing (24 hr)	644 Gas distribution, gas pipeline	12 Salvage and overhaul	73 Provide manpower
113 Cooking fire, confined to container	Extrication, Rescue	Wrong Location, No Emergency Found	113 Electronic amusement center/Video Arcades	323 Asylum, mental institution (24hr)	645 Flammable liquid distribution system/pipeline	13 Establish fire lines around wildfire	74 Provide apparatus
114 Chimney or flue fire, confined to chimney or fire	351 Extrication of victim(s) from building/structure	621 Wrong location	114 Ice rink-exclusively used	331 Hospital/Infirmary (24hr)	647 Water utility	14 Contain fire (Wildland)	75 Provide equipment to another agency
115 Incinerator overload/malfunction, fire confined	352 Extrication of victim(s) from vehicle	622 No incident found at dispatch address	115 Roller rink/Skateboard Park (exclusively used)	332 Hospices (24hr)	648 Sanitation utility-Not dump, landfills	15 Confine fire (Wildland)	76 Provide water, non-fire suppression
116 Fuel burner/boiler malfunction, fire confined	353 Removal of victim(s) from stalled elevator	Controlled Burning	116 Swimming facility	341 Clinic, (no overnight care)	640 Utility or distribution system, other	16 Control fire (Wildland)	77 Control crowd, not vehicles
117 Commercial compactor fire, confined to rubbish	354 Trench/below grade rescue	631 Authorized controlled burning	110 Other recreation (golf, batting)	342 Doctor, dentist/oral surgeon office	655 Crops or orchard, inc. processing	17 Manage prescribed fire (Wildland)	78 Control traffic
118 Trash/rubbish fire in a structure, contained	355 Confined space rescue	632 Prescribed fire (prior written, approved fire plan)	121 Dance Hall, gymnasium, indoor courts, tracks	343 Hemodialysis unit-free standing	659 Livestock production, inc. processing	Search and Rescue	79 Assess damage of severe weather/ natural disaster
Fires in Mobile Property Used as a Fixed Structure	356 High angle rescue	Vicinity Alarm	122 Convention center, exhibit hall	361 Jail, prison (not juvenile)	669 Forest, timberland, woodland-non-grassland	21 Search for lost/missing persons, animals	Fill-in, Standby, Cancelled
121 Fire in mobile home used as a fixed residence	357 Extrication of victim(s) from machinery	641 Vicinity alarm (incident in other location)	121 Stadium/large fixed seating area	363 Juvenile detention center	679 Mine, quarry	22 Rescue, remove from harm-non-vehicle	91 Fill in, move up to another fire station
122 Fire in motor home, camper, RV, fixed location	Water or Ice-related Rescue	(i.e. Smell of smoke several blocks from a 111)	124 Playground or outdoor area with fixed recreational equipment.	365 Police station	Manufacturing, Processing	23 Extrication/disentangling of live person	92 Standby
123 Fire in portable building, fixed location	361 Swimming/recreational water areas rescue	Steam, Other Gas Mistaken for Smoke	129 Amusement center Includes carnivals, circuses	300 Other healthcare, detention or correction-Includes animal care	Storage	24 Recover body or body parts	93 Canceled en route
Mobile Property (Vehicle) Fires	362 Ice rescue	651 Smoke scare, odor of smoke, not steam	120 Variable-use amusement, recreation places, other.	Residential	807 Outside material storage area	EMS and Transport	(Use w/ Incident Type 611 only)
131 Passenger vehicle fire	363 Swift water rescue	652 Steam, vapor, fog or dust thought to be smoke	131 Church	419 1 or 2 family dwelling	808 Outbuilding or shed, not offices	31 Provide first aid/check for injuries, evaluate, obtain refusal	Tips
132 Road freight or transport vehicle fire	364 Surf rescue	653 Smoke from barbecue, tar kettle (not hostile fire)	130 Places of worship, other	429 Multifamily dwelling	816 Grain elevator, silo	32 Provide basic life support (BLS)	Record any non-fire related civilian casualties in the report's narrative only.
133 Rail vehicle fire	365 Watercraft rescue	EMS Call Where Party Has Been Transported	141 Athletic or health club	439 Boarding/Rooming house	819 Livestock, poultry storage/pens	33 Provide advanced life support (ALS)	Fire Service Casualties are recorded for any firefighter injury or death including those at the station or training.
134 Water vehicle fire	Electrical Rescue	661 EMS call, patient transported prior to arrival	142 Clubhouse	449 Hotel/Motel, commercial	839 Refrigerated storage	34 Transport of person-fire service ambulance/apparatus	The Incident Type should be coded for what you encounter on scene. Not what you are dispatched for.
135 Aircraft vehicle fire	371 Electrocuton or potential electrocution	662 Biological hazard, none found	143 Yacht club and facilities	459 Residential care, halfway houses, assisted-care	849 Outside storage tank	Hazardous Condition	
136 Self-propelled motor home or RV fire	372 Trapped by power lines	661 EMS call, patient transported prior to arrival	140 Clubs, other	460 Dormitory-type residence, other	880 Vehicle storage, other, non-garage	41 Identification, analysis of HazMat	
137 Camper or trailer fire (not self-propelled)	Rescue or EMS Standby	Hazmat Release Investigation w/ No HazMat	141 Athletic or health club	462 Sorority house, fraternity house	881 Residential detached garage	42 Hazardous materials detection	
138 Off-road vehicle or heavy equipment fire	381 Rescue or EMS standby; hazardous conditions	671 HazMat investigation w/ no hazmat found	142 Clubhouse	464 Barracks, dormitory	882 Commercial Parking garage	43 HazMat spill control and confinement	
Natural Vegetation Fires		672 Biological hazard, none found	143 Casino, gambling clubs-primary use	Mercantile, Business	888 Fire station	44 HazMat leak control and containment	
141 Forest, woods, or wildland fire	HAZARDOUS CONDITION (NO FIRE)	Malicious, Mischievous False Alarm	144 Casino, gambling clubs-primary use	511 Convenience store-Excludes service stations	891 Warehouse, non-refrigerated	45 Remove hazard	
142 Brush or brush-grass mixture fire	Combustible/Flammable Spills & Leaks	711 Municipal alarm system, malicious false alarm	140 Clubs, other	519 Food and beverage/liquor sales, store	898 Dock, marina, pier, wharf	46 Decontaminate persons or equipment	"Mutual Aid" is only between fire departments, not PD or private ambulance. Two FDs must be on scene together
143 Grass fire, includes fire confined to area	411 Gasoline or other flammable liquid spill, Class I	712 Direct tie to FD, malicious false alarm	141 Athletic or health club	529 Textile, wearing apparel sales	899 Residential storage or self-storage unit	47 Decontaminate area exposed to HazMat	
Outside Rubbish Fires	412 Gas leak (natural gas or LPG)	713 Telephone, malicious false alarm	142 Clubhouse	539 Household goods, sales, repairs	Outside or Special Property	48 Remove hazardous materials	
151 Outside rubbish, trash, or waste fire	413 Oil or other combustible liquid spill, Class II or III	714 Central station, malicious false alarm	143 Yacht club and facilities	549 Specialty shop	919 Dump, sanitary landfill, recycling point	Fires, Rescues, and Hazardous Conditions	
152 Garbage dump or sanitary landfill fire	421 Chemical hazard (no spill or leak)	715 Local alarm system, malicious false alarm	144 Casino, gambling clubs-primary use	557 Personal service-barber/beauty	921 Bridge, trestle	51 Ventilate	
153 Construction or demolition landfill fire	422 Chemical spill or leak	Bomb Scare	140 Clubs, other	559 Recreational-hobby, sports, garden, lumber	922 Tunnel	52 Forcible entry by fire service	
154 Dumpster or other outside trash receptacle fire	423 Refrigeration leak	721 Bomb scare (no bomb)	141 Athletic or health club	569 Professional supplies, services	931 Open land or field, non-cultivated	53 Evacuate area	
155 Outside fixed compactor/compacted trash fire	424 Carbon monoxide incident	System or Detector Malfunction	142 Clubhouse	579 Vehicle/boat sales/services/repair	935 Campsite with utilities	54 Identify/Monitor nonhazardous product	
Special Outside Fires	425 Radioactive Condition	731 Sprinkler activation, system malfunction/failure	143 Yacht club and facilities	581 Department or discount store	936 Vacant lot-Undeveloped	55 Establish safe area	
160 Special outside fire, other (mulch, compost)	Radioactive Condition	732 Extinguishing system activation, malfunction	144 Casino, gambling clubs-primary use	580 General retail, other	937 Beach	56 Provide air supply	
161 Outside storage fire on residential/ commercial/ industrial property	Electrical Wiring/Equipment Problem	733 Smoke detector activation, malfunction	140 Clubs, other	592 Bank/Standalone ATM	938 Care-for land: parks, cemeteries, golf courses	57 Provide light or electrical power	
162 Outside equipment fire	441 Heat from short circuit (wiring), defective/worn insulation	734 Heat detector activation, malfunction	141 Athletic or health club	593 Office: veterinary or research non-laboratory	946 Lake, river, stream	58 Operate apparatus or vehicle	
163 Outside gas or vapor combustion explosion	442 Overheated motor or wiring	735 Alarm system activation, malfunction	142 Clubhouse	596 Post office or mailing firms	940 Water area, other	Systems and Services	
164 Outside mailbox fire	443 Breakdown of light ballast	736 CO detector activation, malfunction	143 Yacht club and facilities	599 Business office, non-military	951 Railroad right-of-way	61 Restore municipal services	
Cultivated Vegetation, Crop Fire	444 Power line down	Unintentional System/Detector Operation (No Fire)	144 Casino, gambling clubs-primary use	Industrial, Utility, Defense, Agriculture, and Mining	952 Railroad yard, switching station, etc.	62 Restore sprinkler or fire protection system	
171 Cultivated grain or crop fire	445 Arcing, shorted electrical equipment	741 Sprinkler activation, no fire (unintentional)	140 Clubs, other	614 Steam or heat generating plant	961 Highway or divided highway	63 Restore fire alarm system	
172 Cultivated orchard or vineyard fire	Biological Hazard	742 Extinguishing system activation	141 Athletic or health club	615 Electric generating plant, regardless of fuel source	962 Residential street, road, driveway	64 Shut down system	
173 Cultivated trees or nursery stock fire	451 Biological hazard, confirmed or suspected	743 Smoke detector activation, no fire (unintentional)	142 Clubhouse	610 Energy production plant, other	963 Commercial street or road	65 Secure property	
OVERPRESSURE RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)	452 Biological hazard, confirmed or suspected	744 Detector activation, no fire (unintentional)	143 Yacht club and facilities	629 Laboratory or science laboratory	965 Vehicle parking area	66 Remove water or control flooding condition	
Overpressure Rupture From Steam (No Fire)	453 Biological hazard, confirmed or suspected	745 Alarm system activation, no fire (unintentional)	144 Casino, gambling clubs-primary use	631 Defense, military installation	972 Aircraft runway	Information, Investigation, and Enforcement	
211 Overpressure rupture of steam pipe or pipeline	454 Biological hazard, confirmed or suspected	746 Carbon monoxide detector activation (no CO)	140 Clubs, other	635 Computer center	973 Aircraft taxiway	81 Incident command	
212 Overpressure rupture of steam boiler	455 Biological hazard, confirmed or suspected	Biological Hazard	141 Athletic or health club		974 Aircraft loading area	82 Notify other entity	
213 Steam rupture of pressure or process vessel	456 Biological hazard, confirmed or suspected	SEVERE WEATHER & NATURAL DISASTER	142 Clubhouse		981 Construction or demolition site	83 Provide information to public or media	
Overpressure Rupture From Air or Gas (No Fire)	457 Biological hazard, confirmed or suspected	Severe Weather & Natural Disaster	143 Yacht club and facilities		982 Oil or gas field	84 Refer to proper authority	
221 Overpressure rupture of air or gas pipe/pipeline	458 Biological hazard, confirmed or suspected	811 Earthquake assessment, not rescue/other service	144 Casino, gambling clubs-primary use		983 Pipeline, power line/ other utility	85 Enforce fire code and other codes	
222 Overpressure rupture of boiler from air or gas	459 Biological hazard, confirmed or suspected	812 Flood assessment, not water rescue	140 Clubs, other		984 Industrial plant yard area, not storage	86 Investigate	
223 Air or gas rupture of pressure or process vessel	460 Biological hazard, confirmed or suspected	813 Wind storm, tornado/hurricane assessment	141 Athletic or health club		900 Outside or special property, other	Investigate. fire out on arrival	
Overpressure Rupture, Chemical Reaction (No Fire)	461 Building or structure weakened or collapsed	814 Lightning strike (no fire), includes investigation	142 Clubhouse				
231 Chemical reaction rupture of pressure/process vessel	462 Aircraft standby	815 Severe weather or natural disaster standby	143 Yacht club and facilities				
Explosion (No Fire)	463 Vehicle accident, general cleanup	SPECIAL INCIDENT TYPE	144 Casino, gambling clubs-primary use				
241 Munitions or bomb explosions (no fire)	464 Aircraft standby	Citizen Complaint	140 Clubs, other				
242 Blasting agent explosion (no fire)	465 Vehicle accident, general cleanup	911 Citizen complaint, includes code violations	141 Athletic or health club				
243 Fireworks explosion (no fire)	Explosive, Bomb Removal		142 Clubhouse				
Excessive Heat, Scorch Burns with No Ignition	471 Explosive, bomb removal (bomb scare use 721)		143 Yacht club and facilities				
251 Excessive heat, scorch burns with no ignition	Attempted Burning, Illegal Action		144 Casino, gambling clubs-primary use				
RESCUE & EMS	481 Threat to burn		140 Clubs, other				
Medical Assist	482 Threat to burn		141 Athletic or health club				
311 Medical assist, assist EMS crew	Person in Distress		142 Clubhouse				
Emergency Medical Service (EMS) Incident	511 Lock-out		143 Yacht club and facilities				
321 EMS call, excluding vehicle accident with injury	512 Ring or jewelry removal, no transport to hospital		144 Casino, gambling clubs-primary use				
322 Vehicle accident with injuries	Water Problem		140 Clubs, other				
323 Motor vehicle/pedestrian accident	521 Remove water from area		141 Athletic or health club				
324 Motor vehicle accident with no injuries	522 Water or steam leak, includes open hydrants		142 Clubhouse				
Lock-In	Smoke Problem		143 Yacht club and facilities				
331 Lock-in, includes vehicles (if lock-out, use 511)	531 Smoke or odor removal		144 Casino, gambling clubs-primary use				
	Animal Problem or Rescue		140 Clubs, other				
	541 Animal problem		141 Athletic or health club				
	542 Animal rescue		142 Clubhouse				
	Public Service Assistance		143 Yacht club and facilities				
	551 Assist police or other governmental agency		144 Casino, gambling clubs-primary use				
	552 Police matter		140 Clubs, other				
	553 Public service, not governmental agencies		141 Athletic or health club				
	554 Assist invalid		142 Clubhouse				
	555 Defective elevator, no occupants		143 Yacht club and facilities				
	Unauthorized Burning		144 Casino, gambling clubs-primary use				
	561 Unauthorized burning		140 Clubs, other				
	Cover Assignment, Standby at Fire Station		141 Athletic or health club				
	571 Cover assignment, standby		142 Clubhouse				



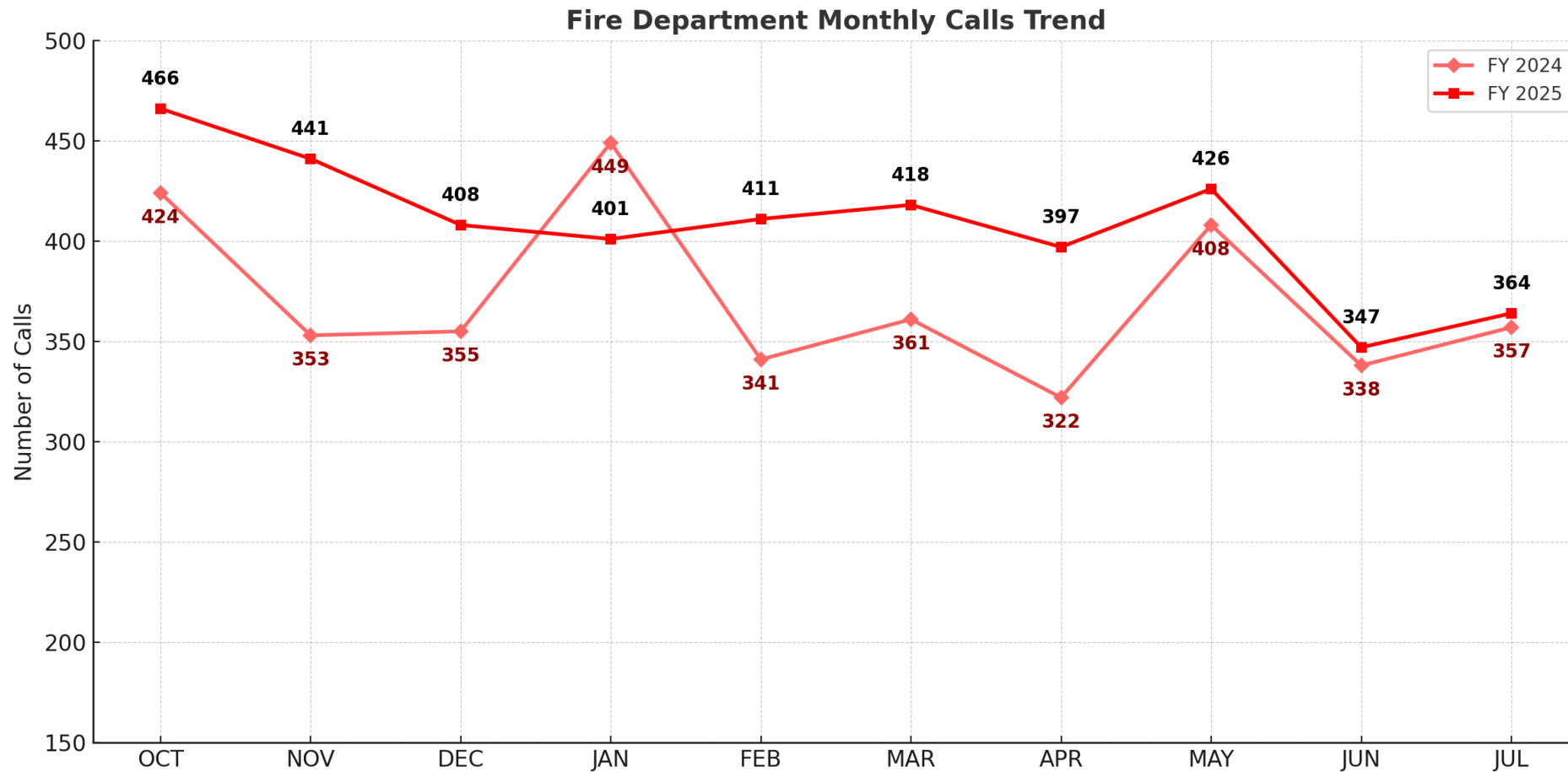
Monthly Calls for Service



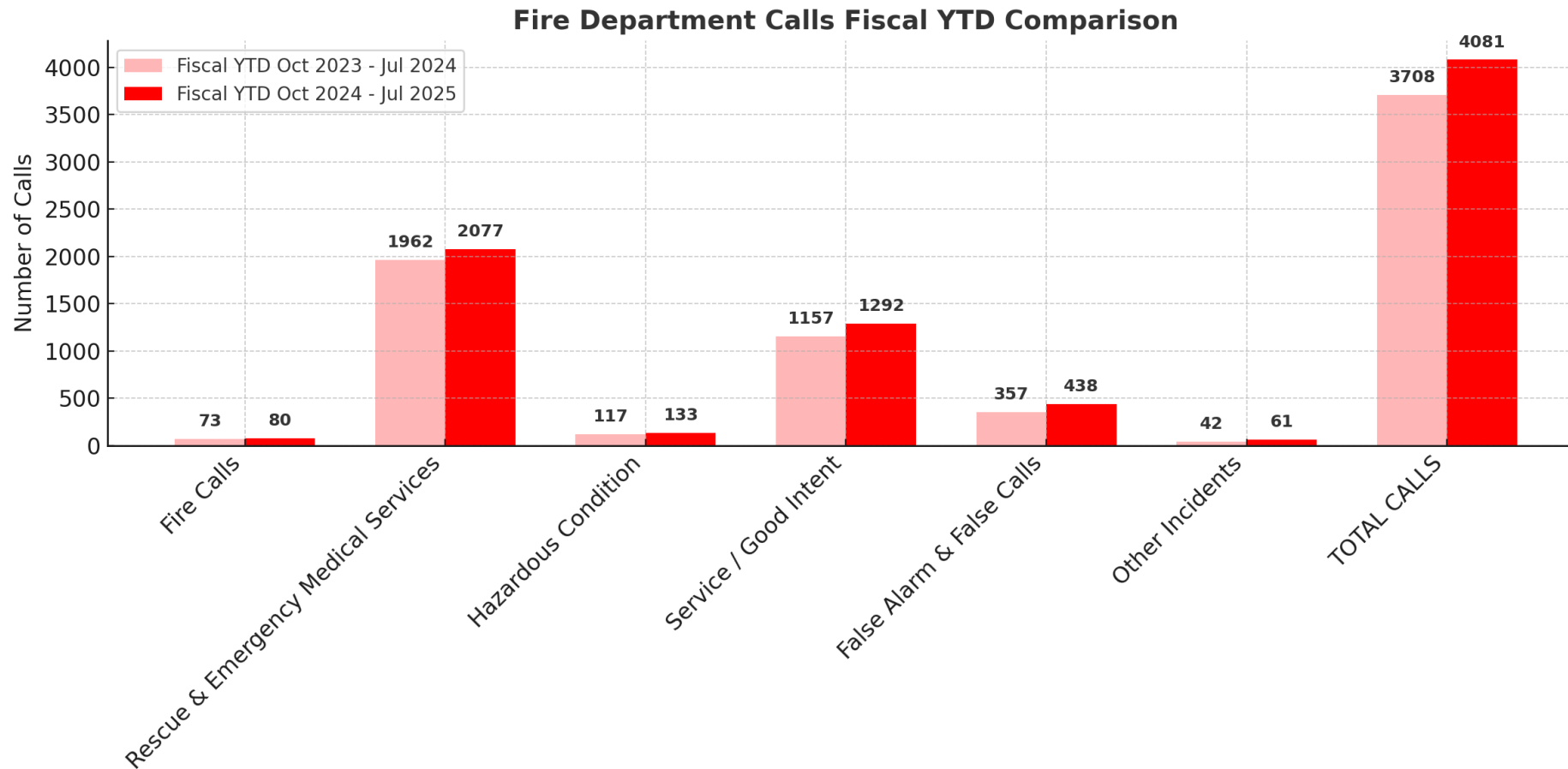
Monthly Calls for Service Breakdown



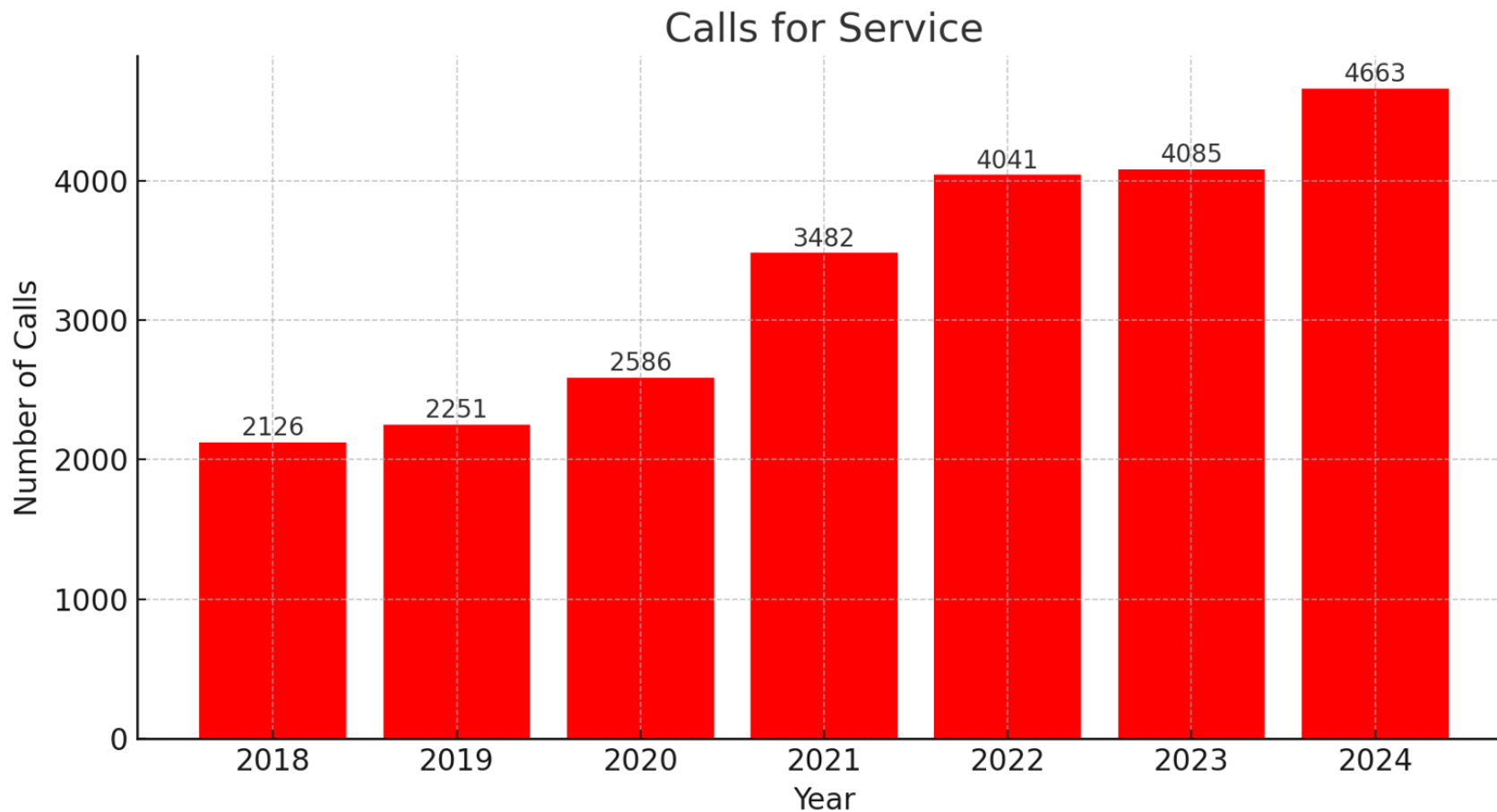
Total Calls for Month



Fiscal Year Calls for Service



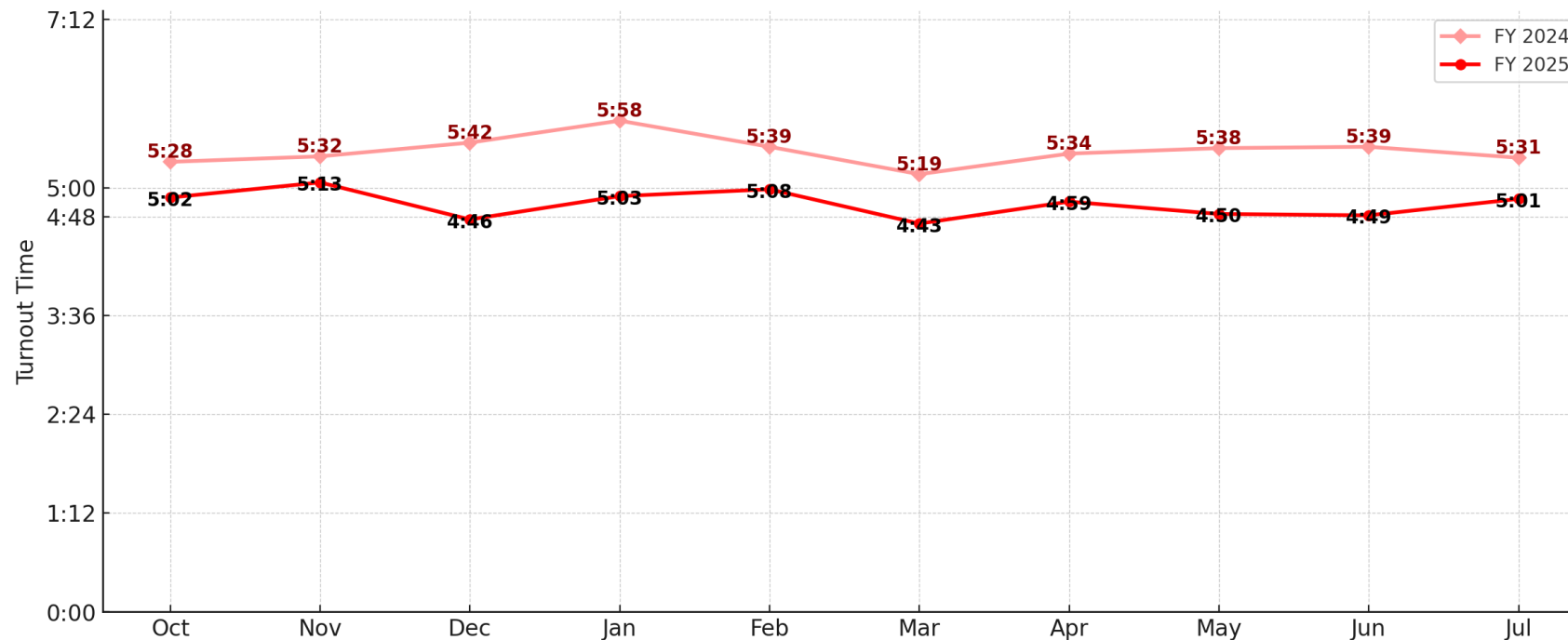
Calls for Service Calendar Year 2018-2024



First Arriving Travel Time Average

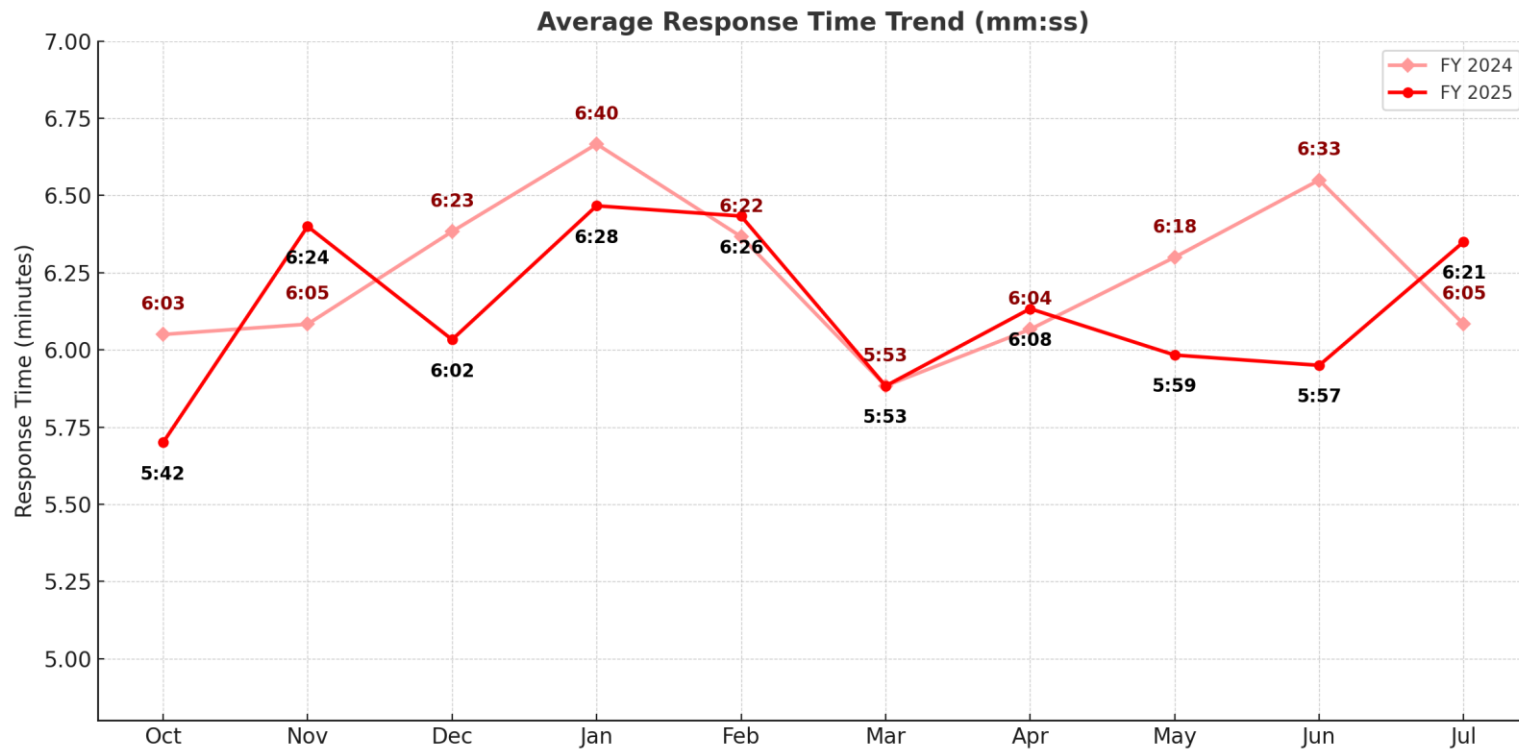
Response times are calculated using emergent calls inside Town Limits.

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 90th 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 90th Percentile Matters Cont.

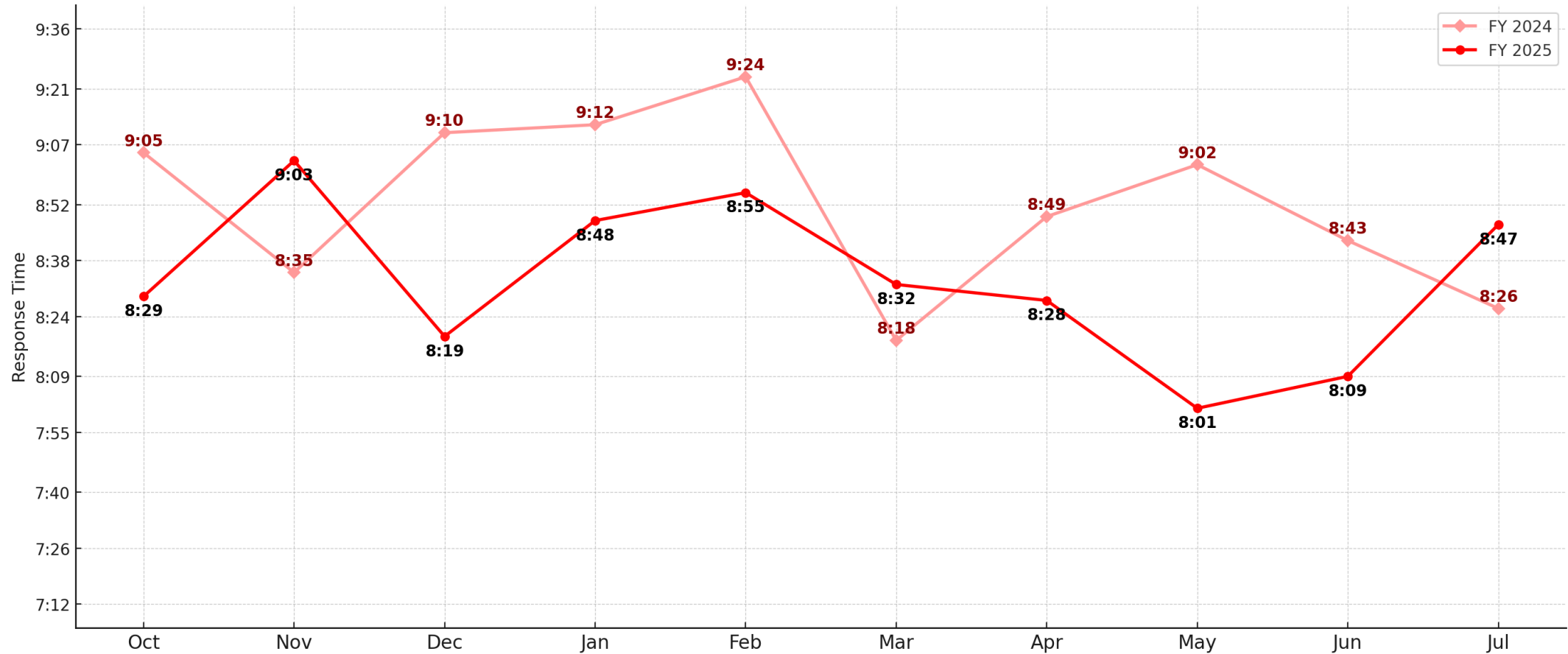
3. Insurance & Financial Impact

- 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.

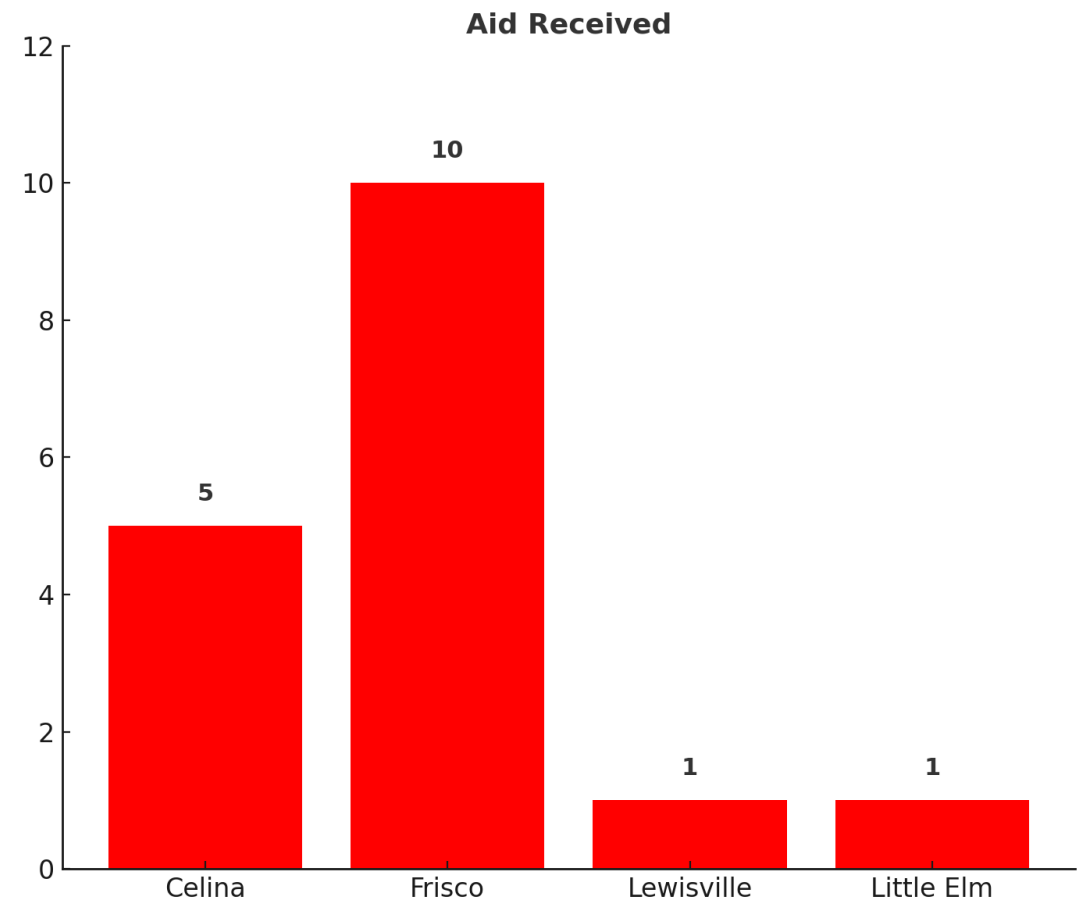
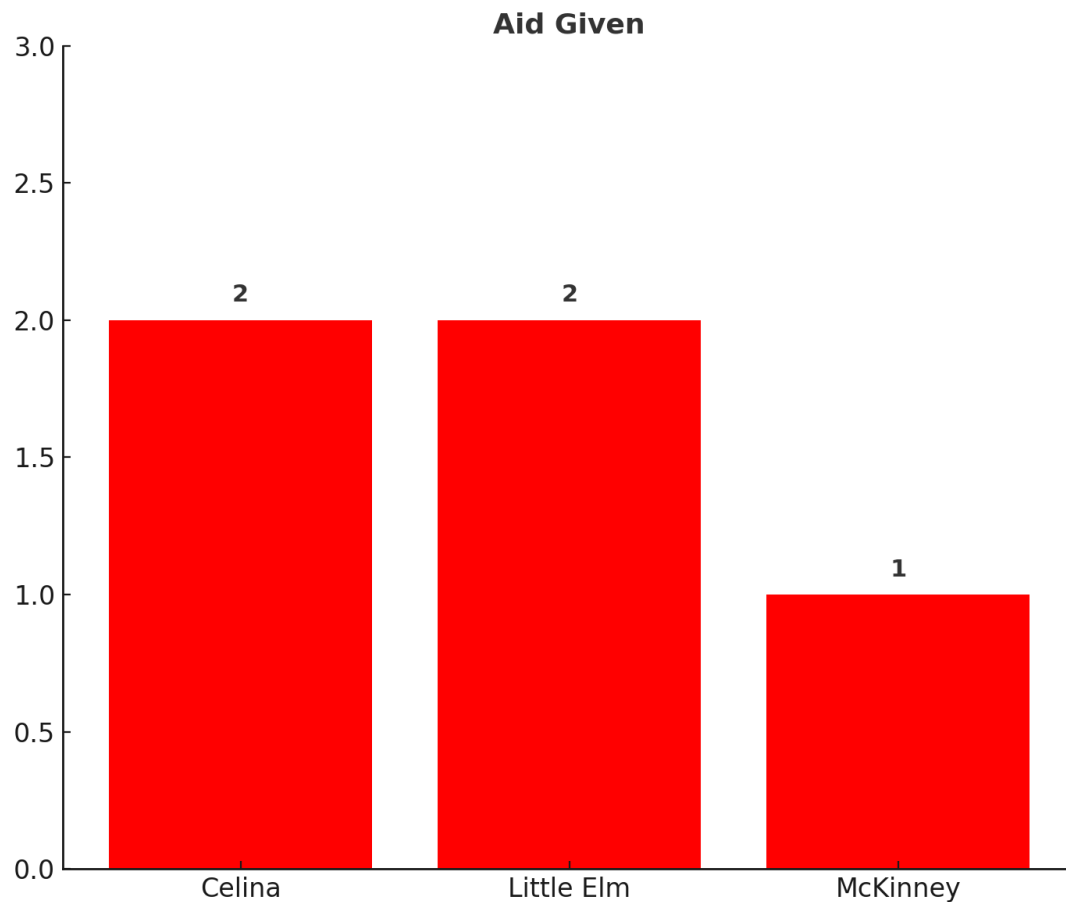
4. Operational Accountability

- 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.

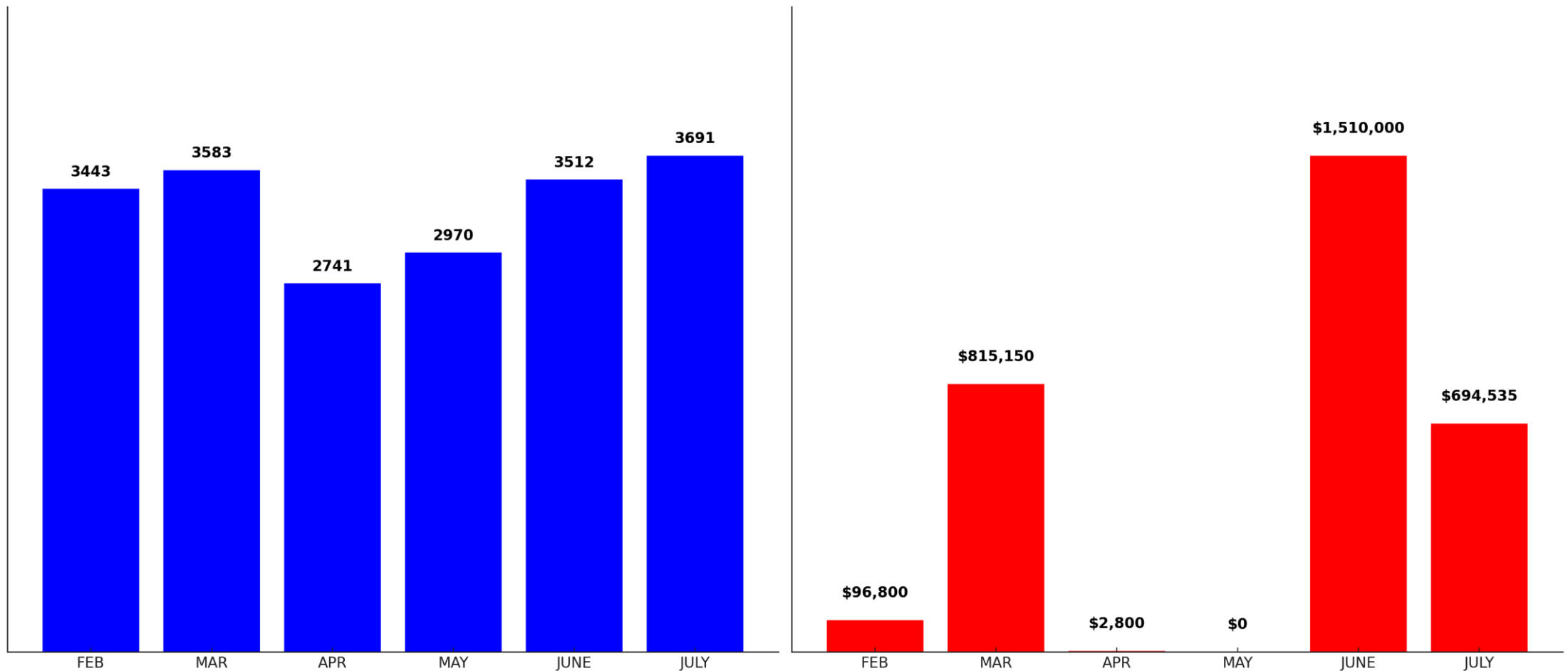
Total Response Time 90th Percentile



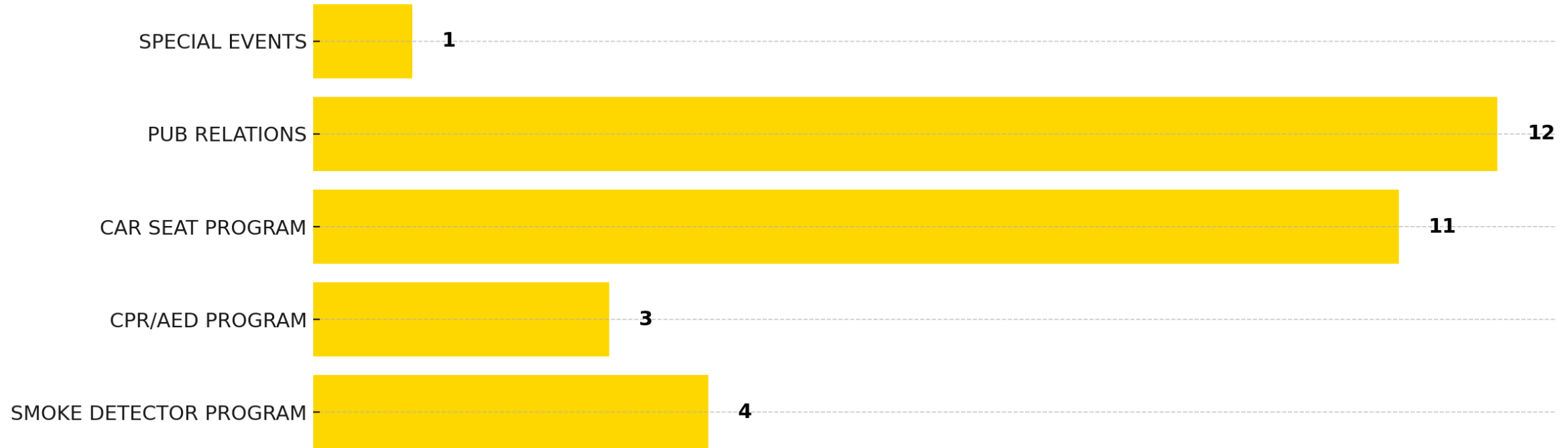
Current Month Aid Responses By Department



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
PART 1 PROPERTY CRIMES						42,598	46,087
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
PART 1 VIOLENT CRIMES						42,598	46,087
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
TOTAL PART 1 CRIMES	52	84	498	560	499	13.15	10.83
PART 2 CRIMES						42,598	46,087
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
TOTAL PART 2 CRIMES	44	56	337	375	410	8.80	8.90

Data is preliminary and subject to change.

CATEGORY	JUNE 2025	JULY 2025	YEAR TO DATE 2023	YEAR TO DATE 2024	YEAR TO DATE 2025	
CRIMINAL INVESTIGATIONS DIVISION						% CHANGE FROM 2024 TO 2025
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%
NUMBER OF CHARGES INVOLVED IN ARRESTS/DETENTIONS						% CHANGE FROM 2024 TO 2025
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%
OTHER POLICE DEPARTMENT ACTIVITIES						% CHANGE FROM 2024 TO 2025
SPECIAL EVENT HOURS WORKED	18	338	283	412	476	16%
PUBLIC INFORMATION REQUESTS	113	161	929	1,016	976	-4%

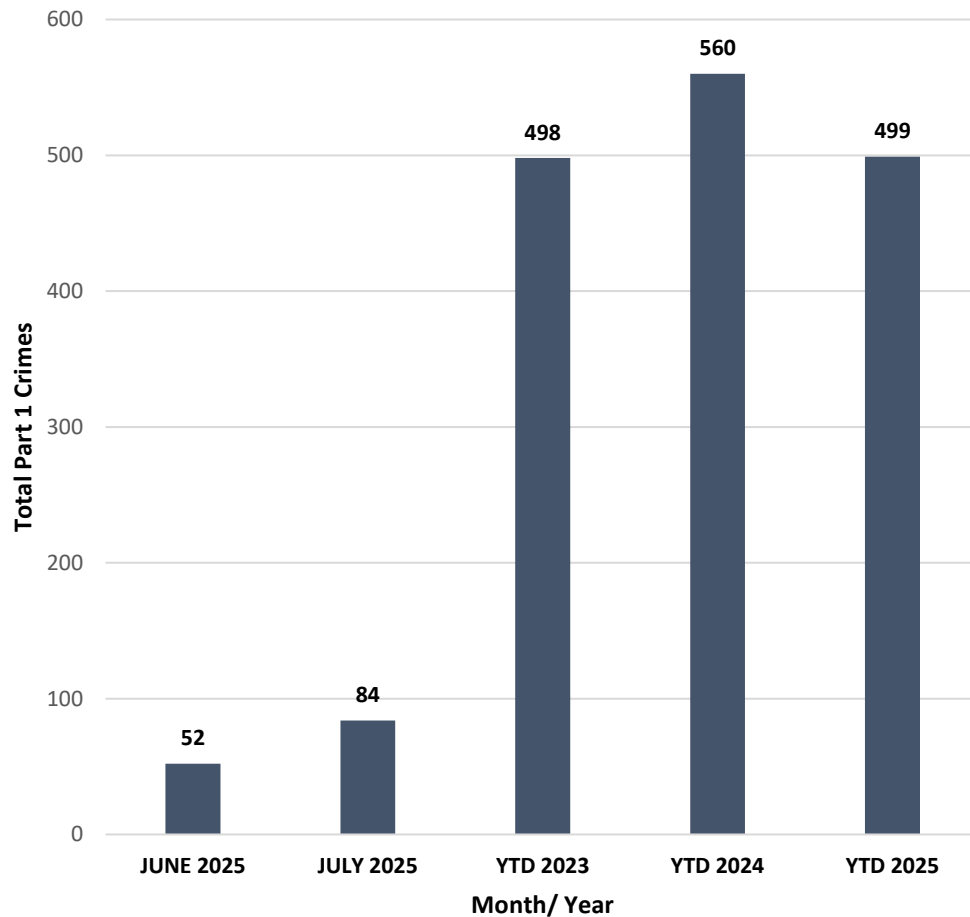
Data is preliminary and subject to change.

Legend

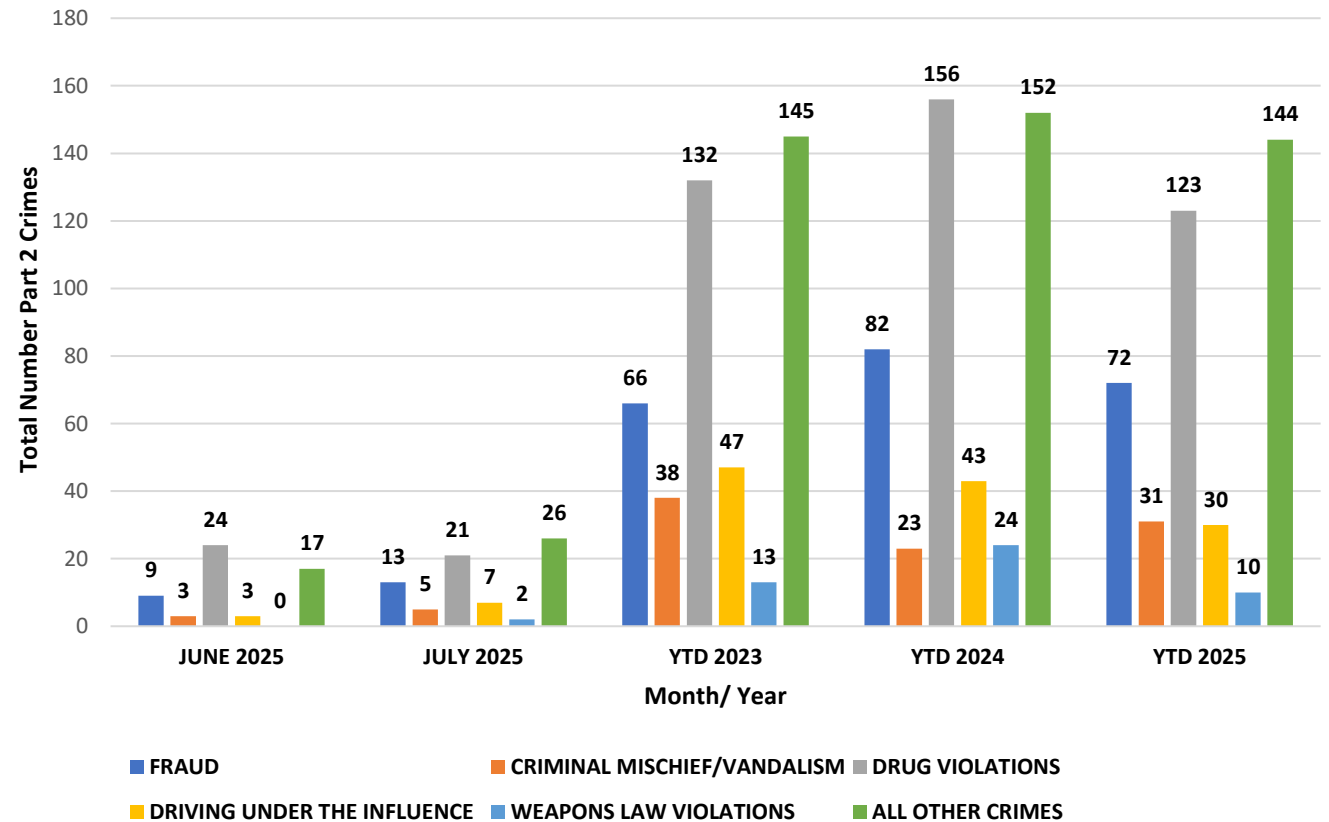
Historical Data

New Graphs

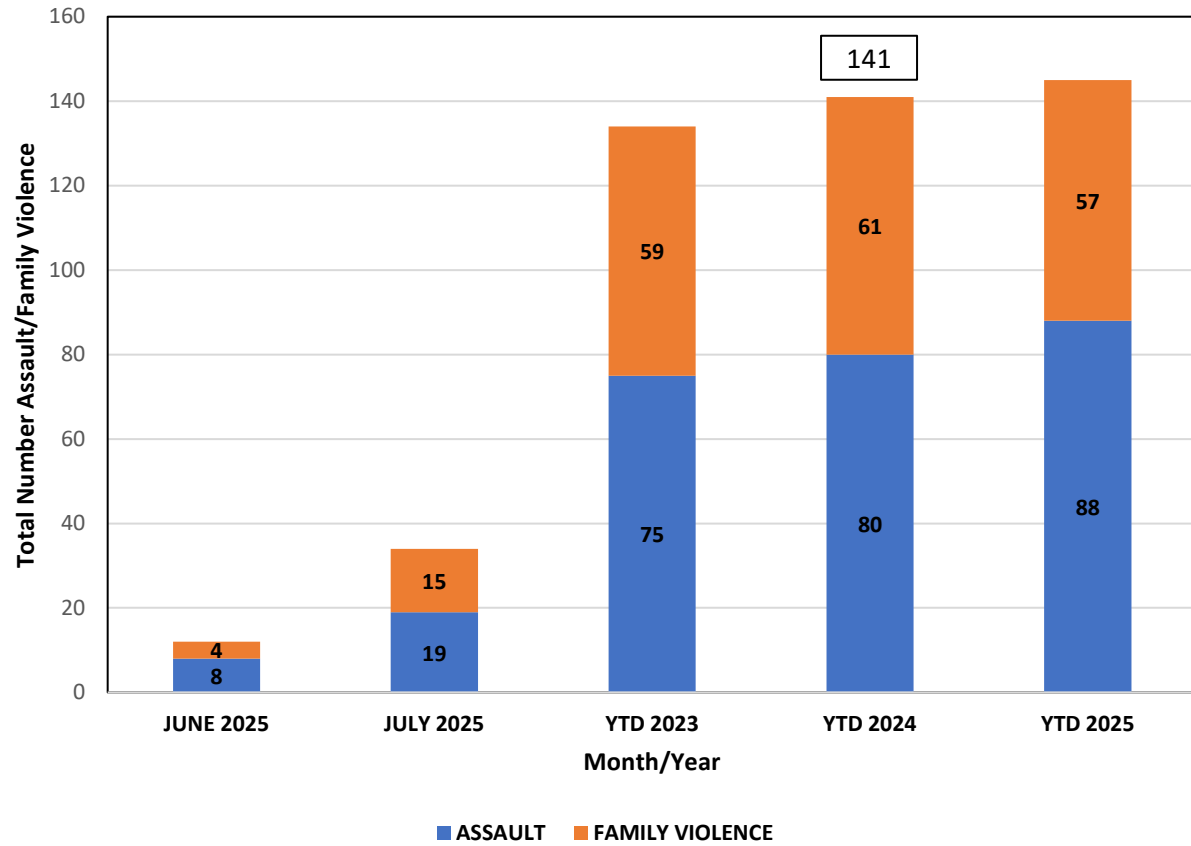
TOTAL PART 1 CRIMES



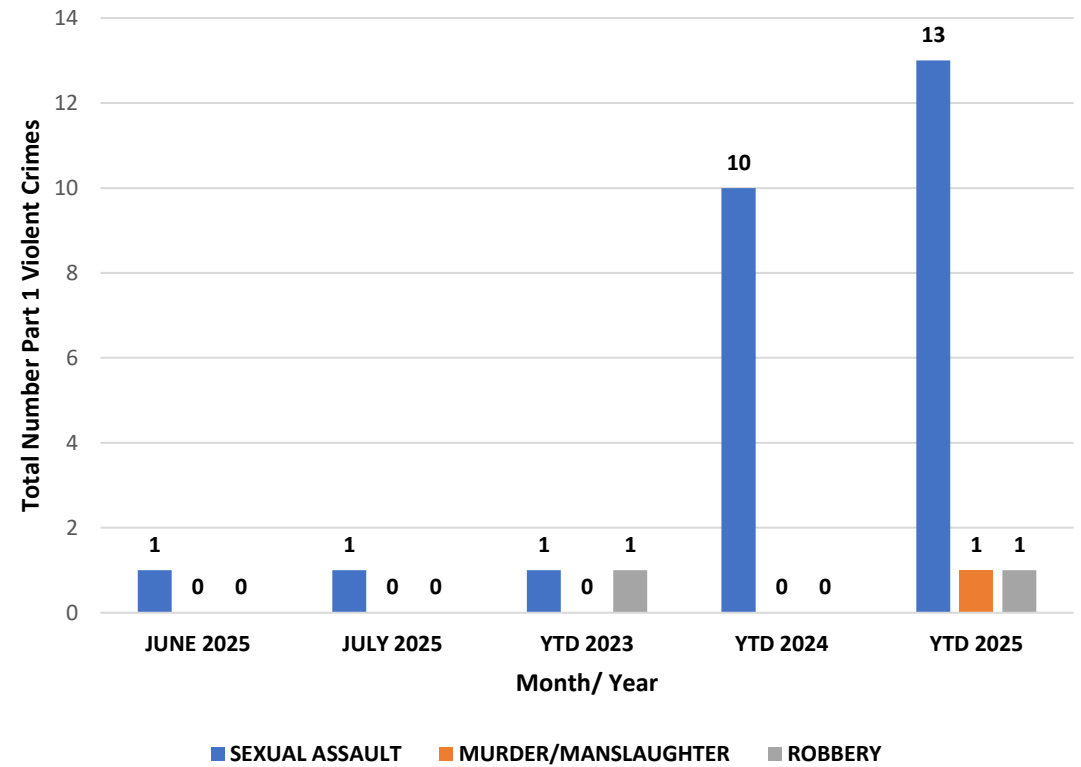
Part 2 Crimes



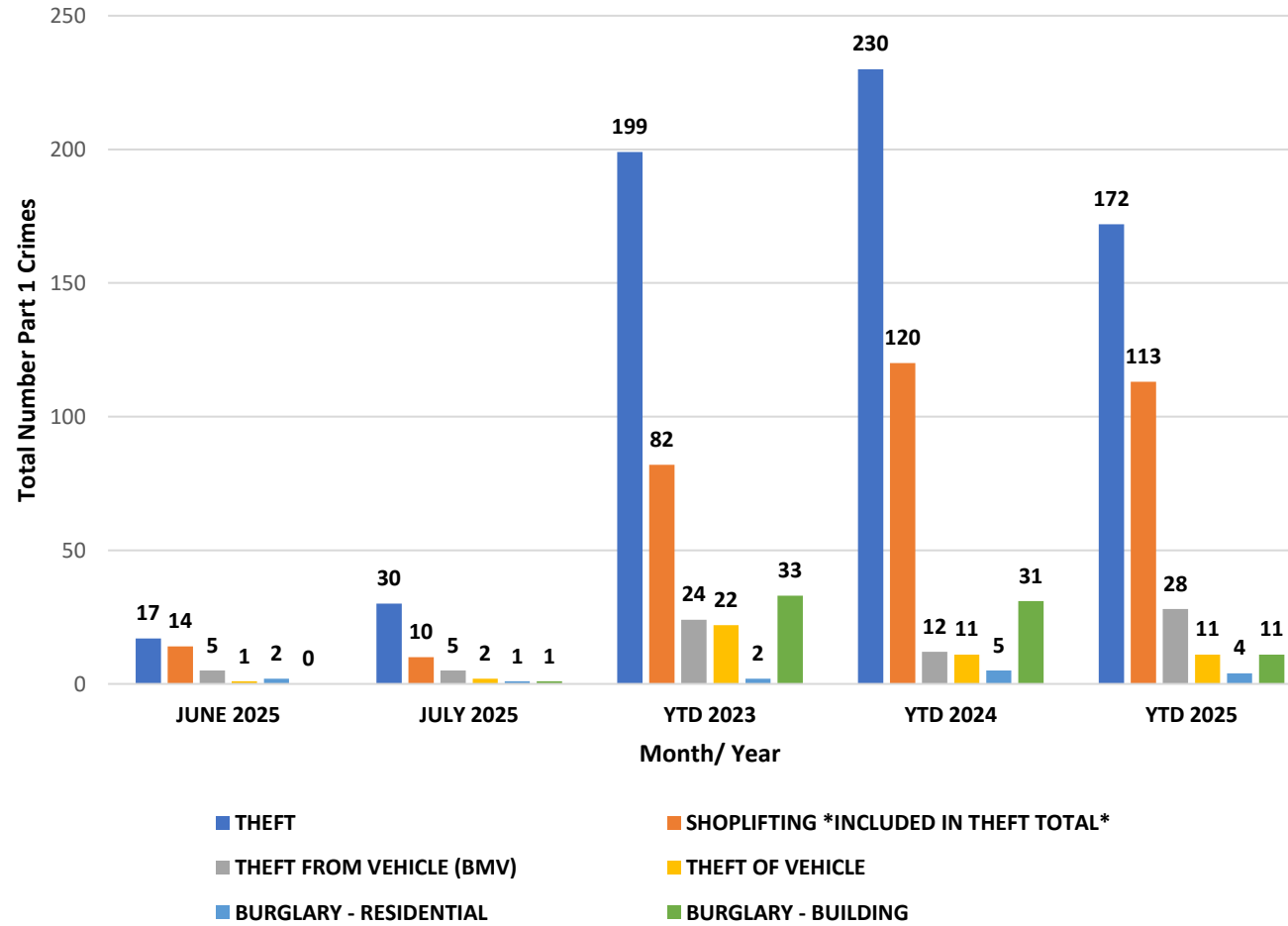
Assault and Family Violence



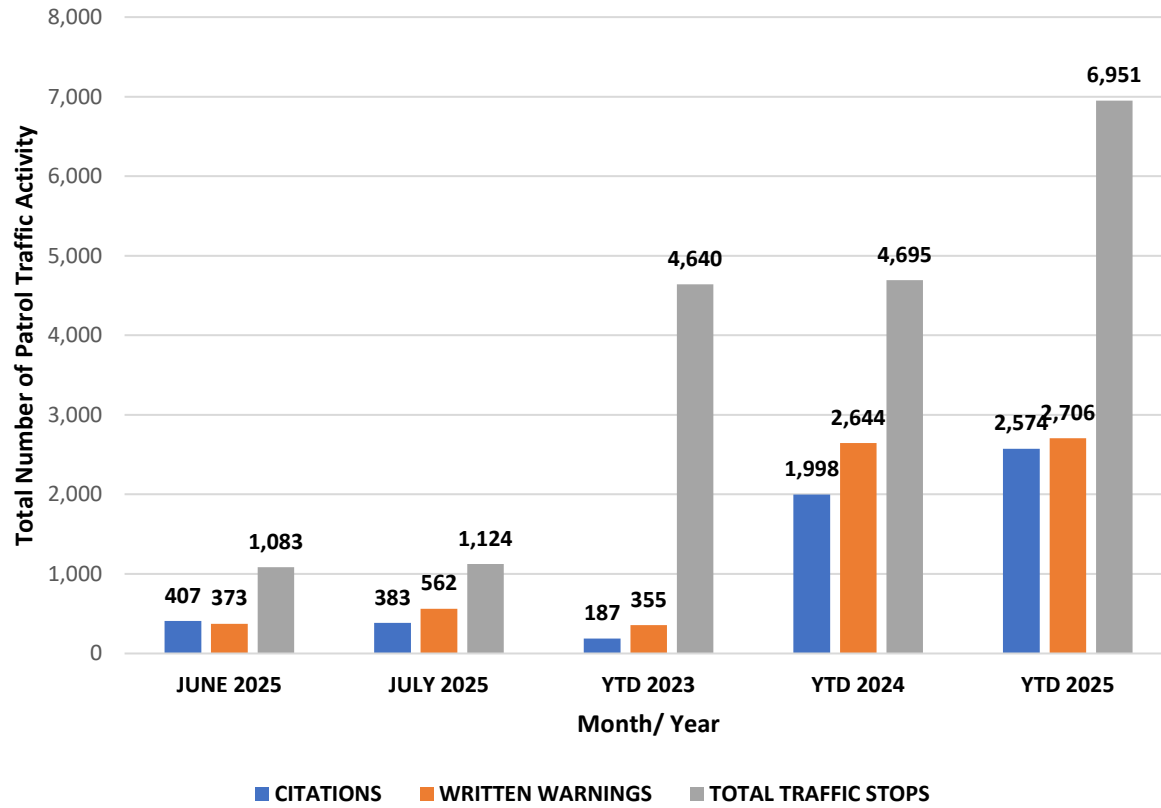
Part 1 Violent Crimes



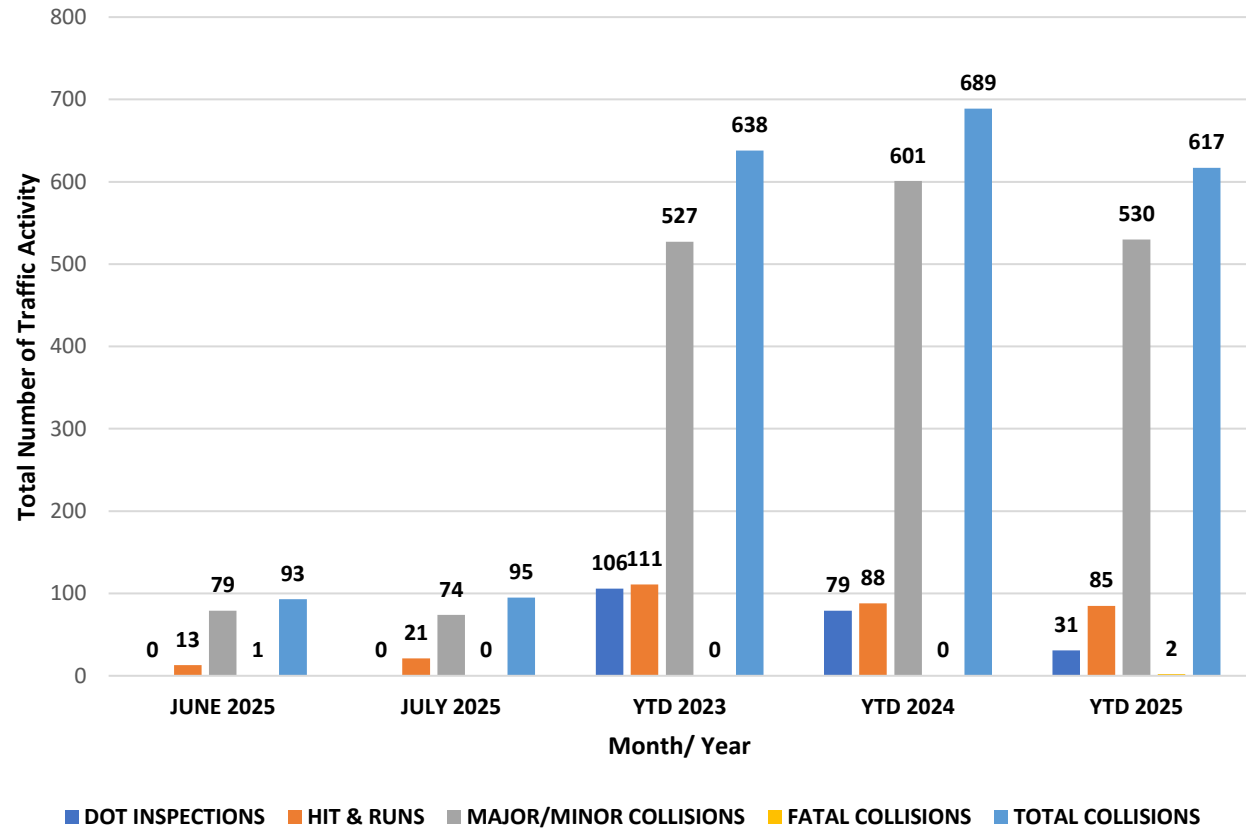
Part 1 Property Crimes



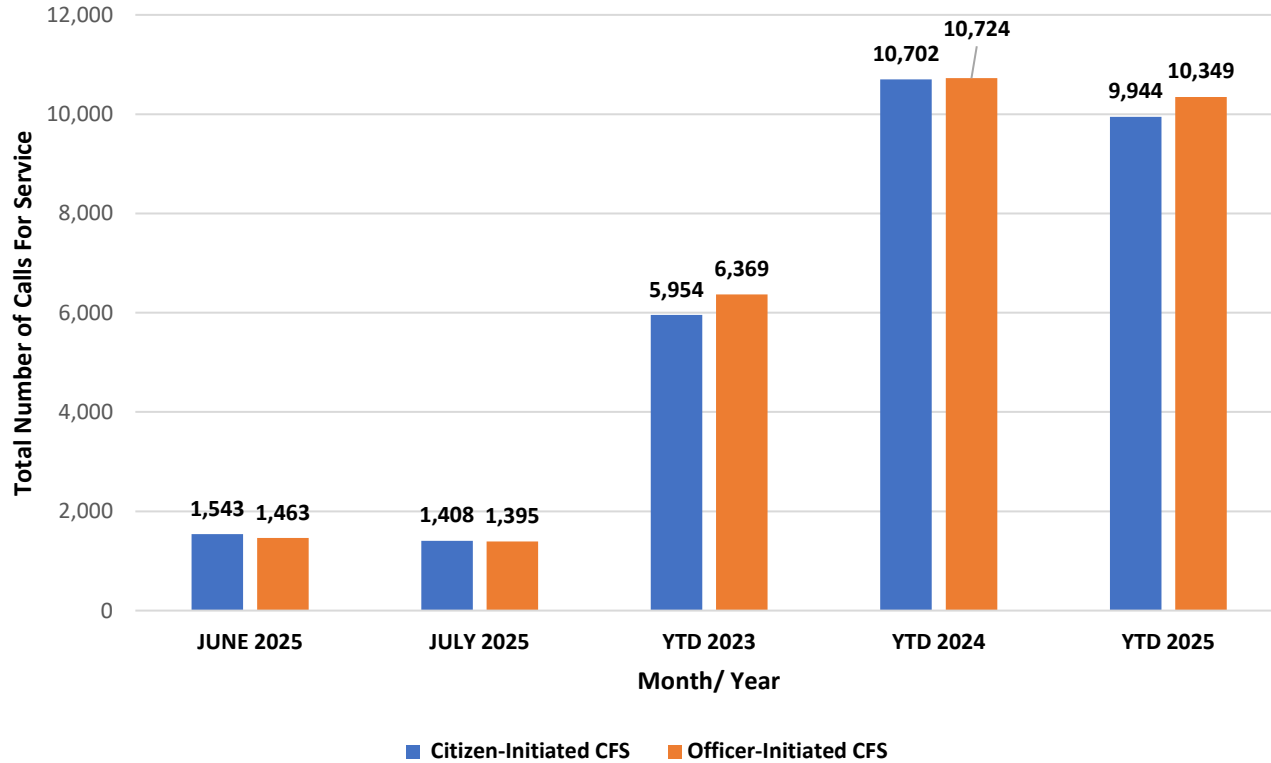
Traffic Stops



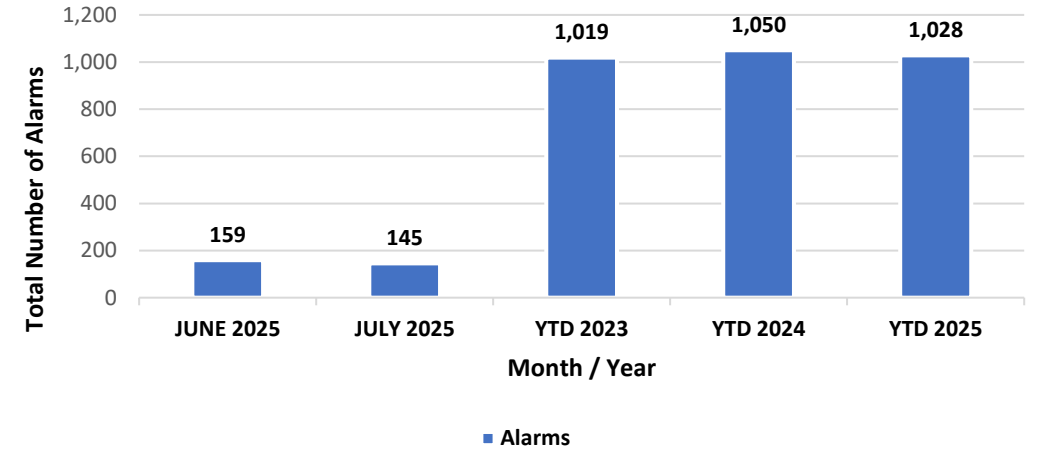
Traffic Collisions



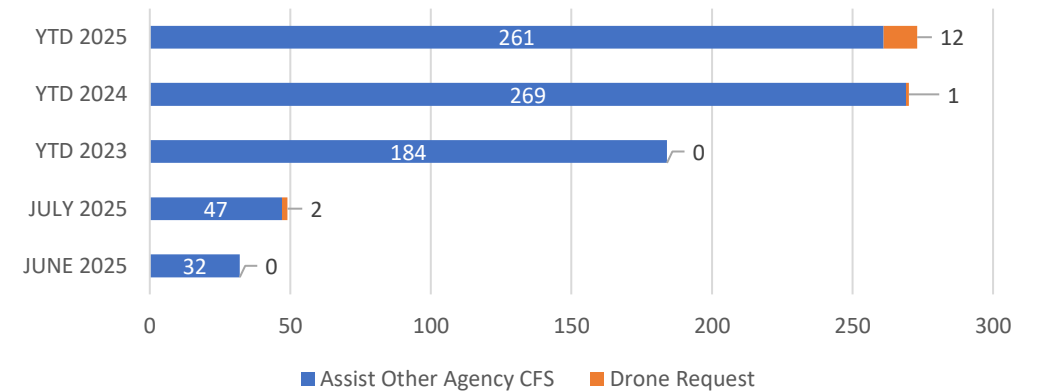
Calls For Service



Alarms



Other Agency Assists w/ Drone Request Cutout





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.

The Town Council will reconvene after Executive Session.

Reconvene into Work Session

Adjourn