2020 URISA EXEMPLARY SYSTEMS IN GOVERNMENT
AWARD APPLICATION

THE CITIZEN CAMERA PROGRAM
TOWN OF FLOWER MOUND, TEXAS
A. System
1. Name of system and ESIG™ category for which you are applying:
   System Name: Citizen Camera Program (CCP)
   Single Process System
2. A letter from the executive administrator authorizing submission of the system application (letters must be signed and scanned).
   Submitted with the ESIG Application (See appendix item 1).
3. One (1) page, or less, summary of what the system accomplishes and why it is exemplary.
   The Dallas/Fort Worth metroplex continues to grow as does the crime rates in the associated municipalities. The Town of Flower Mound Police Department (FMPD) has been recognized by the Texas Police Chiefs Association (TPCA) as a “Recognized Law Enforcement Agency”. The FMPD keep vigilant on crime by keeping up with what is happening and trends in crime and crime fighting technology. The FMPD become aware of a growing trend in the use of property cameras by its citizens and businesses. Being able to utilize private footage, with consent, could potentially aid in solving crimes. Ring LE were in the process of setting up a portal which would allow Police to request footage voluntarily submitted by their users. There were also non-Ring cameras out there which could potentially be useful to the FMPD. A paper trail version could be created at little cost but would require manual labor to track cameras which would increase the potential of error in collecting the data. This was not considered an adequate solution. The Police Department started looking at 3rd party software solutions to gather the data they required. There were options which would provide some of the problem solving that the FMPD required but they were expensive. The FMPD also approached the Town’s GIS Section to see if they could produce an in-house solution.
   The CCP was the final solution produced by GIS in-house after consultation with the FMPD. This is a digital option which stores the collected data and provided a map-based solution. There was not an increase in personnel time to collect the data, it didn’t involve the Town spending money on a 3rd party software and provided the FMPD with additional map-based analysis than they were initially hoping for.
4. Three user testimonials (signed scanned).
   Submitted with the ESIG Application (See appendix items 2, 3, 4).

B. Jurisdiction
1. Name of Jurisdiction:
   The Town of Flower Mound, TX (The Town)
2. Population Served:
   78,080
3. Annual Total Budget:
   $178,156,613
4. Chief Appointed Official:
   Jimmy Stathatos, Town Manager, Town of Flower Mound, 2121 Cross Timbers Rd, Flower Mound, TX 75028
5. System Contact:
   Nicole Dogan, GISP, Senior GIS Analyst, Town of Flower Mound, 2121 Cross Timbers Rd, Flower Mound TX 75028, 972-874-6058
C. System Design

1. **What motivated the system development?**
   An increasing population, and such crime, had the FMPD looking for a way to track an increasing number of residential and businesses cameras in Town. Knowing where cameras are located and who owns them means that the owner could be contacted and the FMPD could potentially utilize footage to assist with solving crimes in a timely manner. They were hoping to collect the data online rather than having to collect paper and then move that into a digital format.

2. **What specific service was this intended to improve?**
   The goal was to collect and camera owner details so that if the need arose the Police Department would already have the details and could request footage which may be useful in fighting nearby crimes.

3. **Were there any unintended benefits?**
   By utilizing a geoform to gather the camera data we were able to collect and store citizen details without needing any additional personnel to enter the data. This minimized human error in transcribing details from a paper form. This seamlessly provide not only camera and contact details but also an accompanying map and application. This enabled the officers to visualize the camera locations, carry out spatial analysis on those cameras and export out the data on a case by case basis.

4. **What system design problems were encountered?**
   No system design problems were encountered.

5. **What differentiates this system from other similar systems?**
   Because this application was created by the Town, we saved money on utilizing a 3rd party software. We consume local data and correct input errors in-house.

D. Implementation

1. **What phases did the system go through in development?**
   The project began with 1) partnership between the Police Department and GIS. Discussion of needs and software capabilities 2) Initial creation of geoform and associated map 3) Creation, and feedback then editing of Dashboard for use by FMPD.

2. **Were there any modifications to the original design?**
   There was some back and forth between Police and GIS to get as much details as the FMPD needed. This was my first geoform, so it was a learning experience for me also.

E. Organizational Impact

1. **What user community did that the system serves and how?**
   The citizens and business owners in Flower Mound, TX were the users of the geoform component of this Application. The Police Department are the users of the Dashboard component of the Application.

2. **What are the ultimate services being affected?**
   Ultimately it is The Town residents and businesses who benefit from the creation of this application. By enabling the FMPD to request access to their camera data citizens and businesses are aiding in the FMPD’s fight against crime and keeping the Town as a safe place to live and work.
## Geoform Data Collection

### 1. Enter Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE</td>
<td></td>
</tr>
<tr>
<td>FIRST NAME</td>
<td></td>
</tr>
<tr>
<td>LAST NAME</td>
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<td>BUSINESS</td>
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<tr>
<td>BUSINESS NAME</td>
<td></td>
</tr>
<tr>
<td>ADDRESS 1</td>
<td></td>
</tr>
<tr>
<td>ADDRESS 2</td>
<td></td>
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<tr>
<td>CITY</td>
<td></td>
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<tr>
<td>STATE</td>
<td>TX</td>
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<tr>
<td>ZIP</td>
<td></td>
</tr>
<tr>
<td>PHONE</td>
<td></td>
</tr>
<tr>
<td>ALTERNATE PHONE</td>
<td></td>
</tr>
<tr>
<td># OF CAMERAS</td>
<td></td>
</tr>
</tbody>
</table>

Note: Details of camera captures by clicking any relevant tabs below

### VIDEO STORAGE

- enter hours, days or weeks

- COLOR RECORDING
- FRONT VIEW
- BACK VIEW
- DRIVE VIEW
- ALLEY VIEW
- FRONT DOOR VIEW
- BACK DOOR VIEW
- EAST VIEW
- WEST VIEW
- SOUTH VIEW
- NORTH VIEW
- PATIO VIEW
- GARAGE VIEW

### ADDITIONAL INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMAIL ADDRESS</td>
<td></td>
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</tbody>
</table>
Geoform Map Component

2. Select Location

Specify the location for this entry by clicking/tapping the map or by using one of the following options.

Latitude: 33.04528, Longitude: -97.0493
3. What were the quantitative and qualitative impacts of the system?
Since this was a new system and previously personal cameras were not tracked by the Town there is no quantitative statistics to prove that the system is working better than before. There just was no system being used before. Currently 95 geoforms have been submitted which indicates that this program has been accepted and is usable to the community. This is a voluntary program so users have not been required by the Town to be part of the program and have filled out the geoform voluntarily.

4. What effect has the system had on productivity?
Since personal cameras and monitoring of them are new there is nothing to compare this program with. The FMPD feels that the CCP has allowed them to more quickly identify cameras with potential video evidence in areas an offense has occurred.

5. What, if any, other impacts has the system had?
The CCP has aided in building the communication in and faith with FMPD. It has given citizens an active role in helping the FMPD identify suspects.

6. How did the system change the way business is conducted with and/or service delivered to clients? Give specific examples comparing the old way with the new.
Since there was not personal camera footage available before the CCP was created there is no system comparison to be made. The FMPD indicate that previously, officers and detectives would have to drive and physically check each residence for any exterior cameras when attempting to locate video evidence, this was tedious and sometimes ineffective since cameras can be missed when driving by. Now, officers can conduct a quick search of the map.

F. System Resources
1. What are the system’s primary hardware components?
This program was completely constructed in the Town’s Enterprise version of ArcGIS online, so no specific hardware was utilized. Any computer to access the Esri ArcGIS Online would suffice.

2. What are the system’s primary software components?
This is completely and ArcGIS online solution with No customizations of ArcGIS Online software was required.

3. What data does the system work with?
This is completely and ArcGIS online solution.

4. What staff resources were required to implement the system? (i.e., report approximate staff and consultant time as FTE’s).
The CCP took 30 hours of GIS staff input to create. Additionally, officers and other town staff had to notify citizens of the new program to increase registered participants. In total, an estimated 20 hours of FTE employees’ hours were contributed in getting the CCP up and running.

5. Comment on anything unusual about the resources used to develop your system, such as data, software, personnel and financing.
Internal staff were able to create the geoform without needing to employ any software developers.

Appendix
1. Signed letter from executive Administrator
2. Testimonial– Captain Jennings
3. Testimonial letter – Detective Jenkins
4. Testimonial letter – Sergeant LeFlore
June 4, 2020

Re: 2020 URISA Award for Exemplary Systems in Government (ESIG)

In 2018, the Town of Flower Mound Police Department had become aware of a growing trend in the use of property cameras by its citizens and businesses in Town. Being able to utilize private footage, with consent, could potentially aid in solving crimes.

“Ring” doorbells were in the process of setting up an Application to allow Police to request footage from their clients. There were non-Ring cameras out there which could potentially aid the fight against crime also. A paper trail version could be created at little cost but would require manual labor to track cameras. This was not an adequate solution. The Police Department started looking at 3rd party software solutions to gather the required data. There were options which would provide some of the problem solving that the PD required but they were expensive. The PD also approached our GIS Section to see if they could produce an in-house solution.

The Citizen Camera Program was the final solution produced in-house. This is a digital option which provided a map-based solution. There was not an increase in personnel time to collect the data, it didn’t involve the Town spending money on a 3rd party software and provided the PD with additional map-based analysis than they were initially hoping for.

We have received queries from other Dallas/Fort Worth Metroplex cities who have started their own camera program, based on the same data collection method.

By working together and utilizing tools at-hand, staff has been able to go above and beyond to create a solution that make Flower Mound the award-winning community it is today. I am more than happy to authorize the Citizen Camera Program for consideration for the 2020 URISA Exemplary Systems in Government Award.

Sincerely,

Jimmy Stathatos
Town Manager
Town of Flower Mound
To whom it may concern,

I have known Nicole Dogan on both a personal and professional level as a dedicated and valued employee with the Town of Flower Mound for many years.

Nicole is a career minded and driven GIS professional whose qualifications and work history speak to her positive attributes and dedication, self-improvement and strong desire to help within her field of expertise. Nicole has been incredibly instrumental in the success of our new Citizen Camera Program the Flower Mound Police Department implemented. This program was developed to assist police investigators identify where cameras were available throughout the community that might have valuable content relevant to a crime that had occurred.

Several police department employees met with Nicole to conceptualize what the program might look like and how the ability to both map and track these locations would greatly assist during an investigation. Nicole immediately got on board and ran with the minimal direction officers provided. Ultimately, the final product that Nicole developed far exceeded anything anyone could have ever imagined. Nicole went well above what was asked of her in the development of a Citizen Camera Program. Her efforts have undoubtedly already proven to be extremely valuable to our police investigators and will be for years to come. We cannot thank her enough for all the time and effort she put into building such an amazing platform. She is truly a pleasure to work with and a master of her craft!

Sincerely,

[Signature]

Shane Jennings
Captain, Special Services Division
MEMORANDUM

TO: Nicole Dogan, Senior GIS Analyst
FROM: Orry Jenkins #272, Detective
DATE: June 9, 2020
RE: Community Camera Program

The Town of Flower Mound GIS Department assisted the Flower Mound Police Department in creating a program to assist officers and investigators in locating valuable video evidence within our Town. The Community Camera Program (CCP) not only allows officers to more quickly locate and identify security video cameras near an offense location but provides citizens with an active way to assist the police department in fighting crime within Flower Mound. The program is extremely user friendly and efficient!
MEMORANDUM

To: Nicole Dogan, Senior GIS Analyst

From: Thomas Eric LeFlore #214, Sergeant CL

Date: June 09, 2020

Re: Community Camera Program

Video surveillance is one of the best methods for apprehending criminals and convicting suspects who are caught in the act of committing crimes. Having a community camera program is a great example of community-police partnerships and is valued by the Flower Mound Police Department. It is a great tool for the Police Department to use when investigating criminal offenses. It helps to bring justice to our citizens that are victimized by crimes. Nicole Dogan was instrumental in implementing this program for our Town. She was given very little direction and came up with a solid program.

[Signature]