

# **FWPD East Division**

## **Crime Prevention Newsletter**

*September 2024*

**Labor Day - September 2, 2024**

- Fort Worth City Offices will be closed**
- FWISD will be closed**



### **East Division Crime Watch Newsletter**

is published by the Fort Worth Police Department East Division Code Blue/Crime Prevention Unit  
For more information please contact Steve Kaneaster at 817-392-4800 or [Charles.kaneaster@fortworthtexas.gov](mailto:Charles.kaneaster@fortworthtexas.gov)

For previous issues, go to: <https://police.fortworthtexas.gov/Patrol/East>



## September is National Suicide Prevention Month



For Mental Health Crisis Calls

Call/Text 800-866-2465

## MHMR Services

- Child and Family Services
- Intellectual and Development Disabilities (IDD)
- Mental Health Services
- Substance Use (Addiction Services)
- Crisis Services
- Homeless Services
- Veteran Services
- Peer Partners
- Training
- Transportation Services

<https://www.mhmrtarrant.org/services/>





# National Night Out

## in Texas 2024

### Tuesday, October 1, 2024

**REGISTER ON LINE**

<https://police.fortworthtexas.gov/Get-Involved/national-night-out>

**REGISTER ON MyFWApp**

<https://www.fortworthtexas.gov/departments/communications/customer-care/myfw>

# Crime-Free Multi-Housing

The Crime Free Multi-Housing Program is a state-of-the-art, crime prevention program designed to reduce crime, drugs, and gangs on apartment properties.

The program consists of 3 phases that must be completed under the supervision of the Fort Worth Police Department. Property Managers, Assistant Managers, and Leasing Agents can become individually certified after completing training in each phase and the property becomes certified upon successful completion of all 3 phases.



Property Managers, Assistant Managers, and Leasing Agents authorized to execute a lease with prospective tenants in a complex with 8 or more units must attend an 8-hour training within 6 months of hire date. The landlord or at least one employee for the complex shall attend a 4-hour refresher training annually. (Fort Worth City Ordinance No. 19998-12-2011)

**Attendees must pre-register for the workshop. To register, contact Officer Brittany Jones at [CFMH@fortworthtexas.gov](mailto:CFMH@fortworthtexas.gov) or complete form at [CFMH Registration Form](#).**

Workshops will be held in the auditorium of the Fort Worth Police Department's Headquarters, located at 505 W. Felix St on Wednesdays from 9:00 a.m. - 5:00 p.m. or 9:00 a.m. - 1:00 p.m. for refresher training.

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All participants must pre-register!  
([CFMH@fortworthtexas.gov](mailto:CFMH@fortworthtexas.gov)).

Send an email to  
Officer Brittany Jones - [Brittany.Jones@fortworthtexas.gov](mailto:Brittany.Jones@fortworthtexas.gov)

Or

**FWPD East Division - Officer C. Almaraz**  
[Carlos.Almaraz@fortworthtexas.gov](mailto:Carlos.Almaraz@fortworthtexas.gov)

## What's the 3-1-1 with Fort Worth's new 311 nonemergency service?

Published on May 01, 2024



The City of Fort Worth has marked another milestone on the journey to acquiring the 311 number to access City services.

Once the federal government ruled the 311 number could not be charged for mobile services, Fort Worth added 311 to the list of ways to contact the City Call Center.

**What's new:** Residents are now able to call either 311 or the 10-digit number ([817-392-1234](#)) to reach City services. 311, a nonemergency line, can only be dialed from a wireless device and must be called from within Fort Worth city limits.

There is no cost for 311 mobile services. The main providers of cell towers have set up 311 service inside Fort Worth; minor providers will also use these towers to carry their service.

"We are excited to offer another shorter path to call for City services," said Sharon Gamble, customer service administrator for the City of Fort Worth. "Dial 311 when in the city limits from your cell phone to reach our Contact Center, [817-392-1234](#)."

### Fort Worth Call Center receives another top award

311 Fort Worth—Contact Center picked up an award at the ENGAGE311 conference, this year as finalist for its call center. The center was selected as the 2020 winner. In addition to its teamwork and service-level improvements, the center successfully deployed three distinct software programs during 2023:

- "Place in Line" allows callers to wait off the phone rather than on hold.
- After the call, an "After-Call Survey" is presented, which allows the center to harvest caller insights and sentiments.
- Workforce Management system now integrates with payroll system, providing an automatic recording of representatives' system log-in and log-out times. "Time-off Manager" allow representatives to see time available for leave and the ability to request for paid time off streamlined through this tool. The implementation of automated work time entry has resulted in a collection time savings of 400-plus hours annually for agents.

"By maintaining more accurate and timely records and reducing manual entry errors, the time required by management for timekeeping review and maintenance has been significantly reduced ... enabling them to focus on other priorities, agent-focused enhancements and overall service quality," Gamble said.

Supporting 25 departments with 48 divisions, MyFW311 maintains active engagement with City stakeholders through quarterly meetings, monthly reporting and continuous open dialogue for the 13th largest U.S. city.

"The establishment of a Unified Call Center support team exemplifies our commitment to interdepartmental cooperation," Gamble said. "The implementation of a new billing system by the Water Department caused a surge in inquiries. The UCC was swiftly mobilized. Collaboratively, we devised alternative channels for customer engagement, leveraging technological platforms with the MyFW App and text service, alongside traditional web intake methods.

"Furthermore, a concerted effort was made to share information via prominent banners on the City's website homepage, redirecting residents to expedited service avenues. This multifaceted approach alleviated strain on the call center and bolstered overall efficiency and resident satisfaction."



# TRAINING & VOLUNTEER OPPORTUNITIES

## Code Blue Coordinators



East	Vacant	817-392-5955
West	Vacant	817-392-4706
North	Brandie Doughtie	817-392-3172
Northwest	Sandra Jones	817-392-3542
South Division	Warner Filley	817-392-3418
Central Division	Alison Golden	817-392-3973



**Citizens Police Academy** [Tamelia.Carroll@fortworthtexas.gov](mailto:Tamelia.Carroll@fortworthtexas.gov)  
 Contact: Officer Tamelia Carroll 817-392-6225  
 Spanish: Daniel Segura 817-225-5938



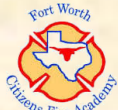
**Community Emergency Response Team**  
 Contact: Officer Matthew Thomsen  
[Matthew.Thomsen@fortworthtexas.gov](mailto:Matthew.Thomsen@fortworthtexas.gov)



**Fort Worth Explorers Program**  
 Contact: Officer Rebecca Woodward 817-392-4458



**Project Success** [info@cowtownprojectsuccess.org](mailto:info@cowtownprojectsuccess.org)  
 Contact: Officer Michael Kuzenka 817-253-3501



**Fort Worth Citizens Fire Academy**  
 Contact: Public Education Section 817-392-6862



**C.A.P.A. - Clergy And Police Alliance**  
 Contact: Officer Gabriel Guzman 817-991-0663



**M.A.C. - Ministers Against Crime** [Tamelia.Carroll@fortworthtexas.gov](mailto:Tamelia.Carroll@fortworthtexas.gov)  
 Contact: Officer Tamelia Carroll 817-392-6225



**Code Ranger - Fort Worth Code Compliance**  
 Contact: Marissa Rodriguez 817-352-7404 or  
 Ty Kitchens 817-944-2613



**Fort Worth Police Athletic League**  
 Contact: Nestor Martinez 817-980-2720



**Graffiti Abatement** 817-392-2700

FORT WORTH<sup>®</sup>

# MyFW

## APP

My Fort Worth (MyFW) is the official app for residents and visitors to quickly and easily report issues to the City of Fort Worth.

Users can provide a brief description, pictures, and use a map-based location feature to submit issues like graffiti, potholes, or high grass.

Once submitted, the request will go directly to the appropriate team for a quick response.

The user can view the status of the request in the app and receive a notification when it is complete.

Working together to build a strong community.



<https://play.google.com/store/apps/details?id=gov.fortworthtexas.service>

# Fort Worth One Address

Search One Address - Find Everything

## City of Fort Worth

Search One Address, Find Everything

Search Street Address (123 Main St)

Search

Enter a City of Fort Worth, TX Street Address to look up Permit, Crime, Code Violations, and Other City data.

5650 E LANCASTER AVE

Search

Enter a City of Fort Worth, TX Street Address to look up Permit, Crime, Code Violations, and Other City data.

### Location Data

- Nearby City Facilities
- Services
- Reference
- Neighborhoods
- Planning & Development / Zoning
- Code Enforcement

### Neighborhood Profile Area

• NPA Name: SE2

### Code Violations

- 5700 E Lancaster Ave (~184 ft)
- 712 Weiler Blvd (~252 ft)
- 5605 E Lancaster Ave (~331 ft)
- 5701 S Hampshire Blvd (~410 ft)
- 5601 E Lancaster Ave (~439 ft)
- 5734 E Lancaster Ave (~442 ft)
- 814 Weiler Blvd (~493 ft)
- 5662 E Lancaster Ave (~77 ft)

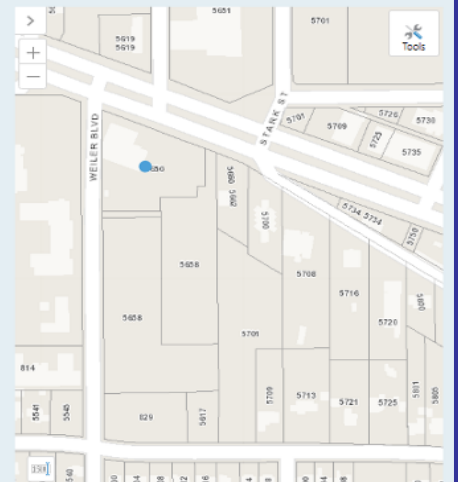
### Permits

- 5550 E LANCASTER AVE (~252 ft)
- 5550 E LANCASTER AVE (~252 ft)
- 5701 S HAMPSHIRE BLVD (~410 ft)
- 814 WEILER BLVD (~493 ft)

### Crime Data

- 5600 E LANCASTER AVE (~21 ft)
- 5600 E LANCASTER AVE (~22 ft)

### 5650 E LANCASTER AVE Map







## The FBI's Child ID App

Putting Safety in Your Hands

A child goes missing every 40 seconds in America. Many never return home.

The FBI's new Child ID App can help.

Simply download the free FBI mobile application from the App Store on iTunes, add the latest photos of your child, enter key information about him or her, and update it regularly.

In the unlikely event that your child goes missing, you can quickly e-mail the photos and information to authorities. The app also includes safety advice and checklists for parents. And please be assured, no information about you or your child will be collected or stored by the FBI or iTunes.

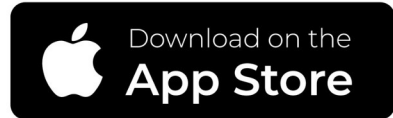
Put your child's safety in your own hands. Download the FBI's Child ID App today.



FEDERAL BUREAU OF INVESTIGATION

# Get the FBI Child ID App

Put your child's safety in your own hands



**Building a Safer Community, Together!**



**CREATE YOUR HOUSEHOLD LIFE SAFETY PROFILE TODAY**

For more information scan the QR code or go to <https://www.communityconnect.io/info/tx-fortworth>

**FORT WORTH**



- 1. DOWNLOAD THE CODE RED APP TODAY TO RECEIVE FREE ALERT NOTIFICATIONS!**
- 2. CREATE AN ACCOUNT TO MANAGE ALERT OPTIONS**

**ARE YOU PREPARED FOR AN EMERGENCY? STAY INFORMED!**

SCAN THE QR CODE FOR MORE INFORMATION

OR VISIT [WWW.FORTWORTHTEXAS.GOV/DEPARTMENTS/EMO/CODE-RED-ALERTS](http://WWW.FORTWORTHTEXAS.GOV/DEPARTMENTS/EMO/CODE-RED-ALERTS)





Nextdoor is the private social network for your neighborhood.

Join Today  
[www.nextdoor.com](http://www.nextdoor.com)  
It's Free

## FORT WORTH COMMUNITY CONNECT



The Fort Worth Fire Department is always looking for ways to improve the services we provide to our communities. We are excited to announce that we are providing a new program that allows us to protect our residents lives and property in even more effective ways. The program is Community Connect. It is a free, secure, and easy way for our communities to provide critical information about their households to our first responders. By providing information about you or your residence that you feel is important for our emergency response personnel to know about in the unfortunate event that there is an emergency, we can ensure you and everything you care about can be better protected.

*- Fire Chief Jim Davis*

[Fort Worth Community Connect](#)



Crime Stoppers hotline, 817-469-TIPS (8477), and website are operated by the Safe City Commission Crime Stoppers Call Center. The call center is staffed by off-duty public safety dispatchers and other trained personnel, who take calls and online submissions and then disseminate the tip information to the appropriate law enforcement agency for investigation. Each caller will receive a tip number to be used in all future correspondence.

Every tipster remains ANONYMOUS; callers do not have to identify themselves. A reward of up to \$1,000 will be offered to anyone who provides a tip that leads to an arrest for a crime or a criminal case cleared.

The City of Fort Worth is partnering with Deaf Link to provide the Accessible Hazard Alert System (AHAS) which will send accessible alert messages to registered resi-



dents who are Deaf, Blind, Hard of Hearing, or Deaf/Blind before, during, and after an emergency or disaster in the City of Fort Worth.

Fort Worth AHAS subscribers in an area affected by an emergency or disaster will be able to receive an accessible alert message in American Sign Language (ASL) and English voice and text. The alert message could include information about the emergency and what actions to take.

Fort Worth AHAS will send accessible alert messages to internet and video capable devices such as computers, cell phones, smart phones, tablet computers, and wireless Braille readers.

**Prepare, Plan, and Stay Informed.**

Go To <http://ftw.ahasalerts.com/Default.aspx> for more information and register to receive alerts

# CITIZENS ON PATROL TRAINING SCHEDULE

**Contact Stephen Stous  
@ 817-392-5955**



**CONTACT**  
Officer  
Nestor Martinez  
817-980-2720

[Nestor.Martinez@fortworthtexas.gov](mailto:Nestor.Martinez@fortworthtexas.gov)

## #FORTWORTHSAFE



[www.fortworthpd.com/Public/fort-worth-safe](http://www.fortworthpd.com/Public/fort-worth-safe)

### Report It

Citizen Property Inventory System

Powered by LeadsOnline



Register your property at [reportit.leadsonline.com](http://reportit.leadsonline.com)

**Safe. Secure. Free.**

Knowing what you own – the difference between recovering and not recovering stolen property.

- General Public**  
Keep a secure, online record of valuable property, accessible from anywhere. All for free.
- Law Enforcement**  
Help law enforcement recover stolen property faster than before.
- Corporate Accounts**  
Inventory tools, equipment, supplies, etc. Call 1-800-311-2656 for more about corporate accounts.

ReportIt is not a law enforcement function and does not automatically search for property that may have been lost or stolen. Please report any criminal activity to law enforcement immediately.

DCS-942L



S/N: ABCD123456789



H/W Ver.: A1 F/W Ver.: 1.01

**RECORD SERIAL NUMBERS,  
TAKE PICTURES, MARK YOUR  
PROPERTY, AND STORE IN A  
SAFE PLACE**

