

Memorandum



CITY OF DALLAS

DATE February 12, 2024

Honorable Members of the Public Safety Committee

TO Cara Mendelsohn (Chair), Kathy Stewart (Vice Chair), Tennell Atkins, Jesse Moreno
Gay Donnell Willis

SUBJECT **Dallas Fire-Rescue Emergency Response Review Project Update**

Dallas Fire-Rescue (DFR) continuously evaluates the most effective and efficient methods to provide emergency response to the City of Dallas. The on-going Emergency Response Review Project has played a large role in this endeavor over the last several years. The Public Safety Committee has been previously briefed on this project and DFR's changes in resources are strategically utilized to respond to calls for service. Please accept this memorandum as notification of an additional upcoming change.

In reviewing the response to "Welfare Check" call types, DFR evaluated data covering the past three years. The table below illustrates the percentage of requests that resulted in the emergency transport of a patient to a hospital:

Year	Welfare Check Requests	Non-Transport	%	Non-Emergency Transports	%	Emergency Transports	%
2021	19,458	16,103	82.8%	3,002	15.4%	353	1.8%
2022	21,240	17,518	82.5%	3,345	15.7%	377	1.7%
2023	21,558	18,144	84.2%	3,019	14.0%	395	1.8%
TOTAL	62,256	51,765	83.1%	9,366	15.0%	1,125	1.8%

These types of incidents represent an extremely high percentage of DFR's overall response volume (5.63%). Because such a small percentage of these calls result in critical patients, DFR will change the manner in which they respond. Currently, DFR's response is "Code 3" (lights and sirens). Beginning March 1st, 2024, DFR will begin responding to these service requests non-emergency to improve citizen and member safety.

The anticipated benefits of this move include improved system-wide response times and decreased unit hours of utilization of existing front-line units.

Should you have questions, or need additional information, please contact Fire Chief Dominique Artis at Dominique.artis@dallasfire.gov.

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Jon Fortune
Deputy City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors