

Memorandum



CITY OF DALLAS

DATE October 8, 2021

TO Honorable Members of the Public Safety Committee

SUBJECT **Dallas Fire-Rescue's Public Safety Dashboard**

Dallas Fire-Rescue is dedicated to openness, transparency, and accountability. We encourage Committee Members to explore the up-to-date performance measures and data. You can access DFR's Dashboard using the following link: <https://dallascitydata.dallascityhall.com/views/DFRDashboardbanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSETIMES?isGuestRedirectFromVizportal=y&embed=y>

Staff is available to answer any question.

A handwritten signature in blue ink that reads "Jon Fortune".

Jon Fortune
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

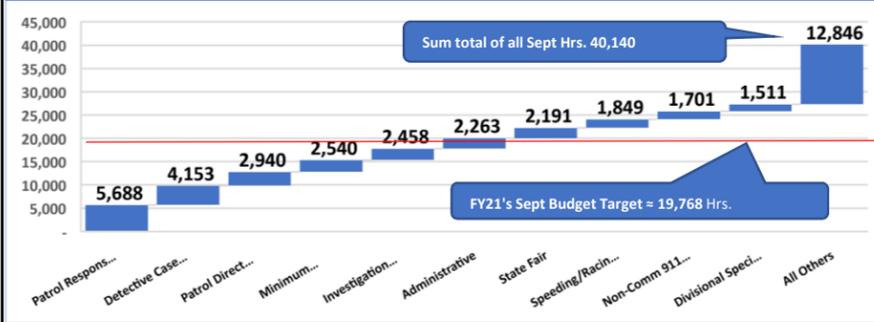
Majed A. Al-Ghafry, Assistant City Manager
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity, and Inclusion
Directors and Assistant Directors

Dallas Police Department Dashboard September 2021

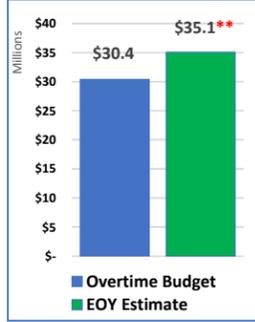
FY20-21 BUDGET

CRIME REPORTING*****

September Top 10 OT Activity Codes (By Hrs.)*



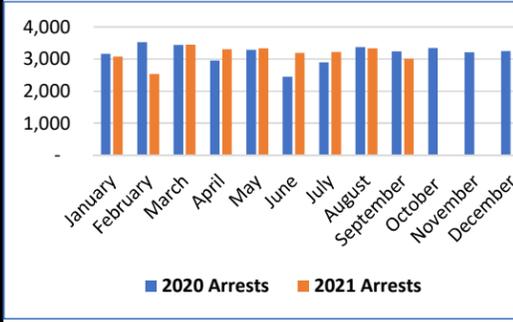
Sworn Overtime



Total Budget



Total Arrests



Year to Date Crime (NIBRS)

January 1, 2021 - September 30, 2021 *****

| Offense | 2021 | 2020 | Count DIFF | % Change | Clearance Rate |
|------------------------------------|--------|--------|------------|----------|----------------|
| Assault Offenses | 21,727 | 22,196 | -469 | -2.1% | 61.3% |
| Agg Assault FV | 1,490 | 1,479 | 11 | 0.7% | |
| Simple Assault FV | 8,356 | 8,524 | -168 | -2.0% | |
| Homicide Offenses | 188 | 179 | 9 | 5.0% | 71.4% |
| Murder & Nonnegligent Manslaughter | 158 | 168 | -10 | -6.0% | |
| Human Trafficking | 28 | 22 | 6 | 27.3% | 82.1% |
| Kidnapping / Abduction | 126 | 125 | 1 | 0.8% | 73.1% |
| Sex Offenses, Forcible | 585 | 601 | -16 | -2.7% | 77.6% |
| Sex Offenses, Nonforcible | - | - | 0 | - | - |
| Sub-Total | 22,654 | 23,123 | -469 | -2.0% | 62.0% |
| Arson | 167 | 144 | 23 | 16.0% | 9.0% |
| Bribery | 2 | 4 | -2 | - | 0.0% |
| Burglary / Breaking & Entering | 5,041 | 6,109 | -1,068 | -17.5% | 6.8% |
| Counterfeiting / Forgery | 257 | 403 | -146 | -36.2% | 14.0% |
| Destruction / Vandalism | 7,824 | 8,275 | -451 | -5.5% | 9.8% |
| Embezzlement | 176 | 186 | -10 | -5.4% | 18.2% |
| Extortion / Blackmail | 11 | 5 | 6 | - | 9.1% |
| Fraud | 1,487 | 1,431 | 56 | 3.9% | 51.6% |
| Larceny / Theft | 20,436 | 20,284 | 152 | 0.7% | 4.0% |
| Motor Vehicle Theft | 8,521 | 7,996 | 525 | 6.6% | 8.2% |
| Robbery | 1,879 | 2,548 | -669 | -26.3% | 27.5% |
| Stolen Property Offenses | 358 | 104 | 254 | 244.2% | 90.8% |
| Sub-Total | 46,159 | 47,489 | -1,330 | -2.8% | 9.4% |
| Animal Cruelty | 75 | 86 | -11 | -12.8% | 16.0% |
| Drug / Narcotics | 7,539 | 4,954 | 2,585 | 52.2% | 66.7% |
| Gambling | 42 | 8 | 34 | 425.0% | 0.0% |
| Pornography / Obscene Material | 25 | 39 | -14 | -35.9% | 80.0% |
| Prostitution Offenses | 227 | 408 | -181 | -44.4% | 88.2% |
| Weapon Law Violations | 2,229 | 1,508 | 721 | 47.8% | 78.2% |
| Sub-Total | 10,137 | 7,003 | 3,134 | 44.8% | 69.1% |
| Total | 78,950 | 77,615 | 1,335 | 1.7% | 31.2% |

SWORN STAFFING AND HIRING

FISCAL YEAR***

| Function | FY 20-21 YTD | FY 19-20 | FY 18-19 |
|--------------------------|--------------|----------|----------|
| CBD | 84 | 104 | 104 |
| Central | 185 | 176 | 190 |
| NE | 327 | 353 | 313 |
| SE | 304 | 314 | 299 |
| SW | 263 | 288 | 274 |
| NW | 237 | 248 | 237 |
| NC | 187 | 182 | 184 |
| SC | 314 | 322 | 286 |
| Nuisance Abatement | 8 | 6 | 2 |
| Community Affairs (NPO) | 82 | 3 | 6 |
| Right Care | 13 | | |
| Patrol Total | 2,004 | 1,996 | 1,895 |
| Support | 105 | 146 | 140 |
| Administrative | 126 | 113 | 120 |
| Investigations | 479 | 468 | 438 |
| Tactical and Special Ops | 257 | 249 | 251 |
| Trainees | 149 | 177 | 223 |
| Total | 3,120 | 3,149 | 3,067 |

PATROL PERFORMANCE

CALENDAR YEAR TO DATE

| Function | Crime Change by Division | | | | Response time | |
|----------|--------------------------|----------|-----------|-----------|---------------|------------|
| | Person | Property | MTD Total | YTD Total | Priority 1 | Priority 2 |
| CBD | | | | | | |
| Central | 10.08% | 11.14% | -11.95% | 15.35% | 16.47 | 25.09 |
| NE | -3.74% | -3.62% | -19.69% | 0.28% | 9.19 | 28.59 |
| SE | -11.38% | -14.91% | -13.38% | -9.34% | 9.20 | 34.58 |
| SW | -4.04% | -8.21% | -19.17% | -0.76% | 8.33 | 25.75 |
| NW | 13.20% | 1.46% | -7.73% | 7.77% | 7.78 | 21.98 |
| NC | 9.48% | 5.41% | -6.62% | 7.52% | 8.84 | 25.69 |
| SC | -6.33% | -13.10% | -13.27% | -4.03% | 7.96 | 23.33 |

*CBD crime and response time data included in Central

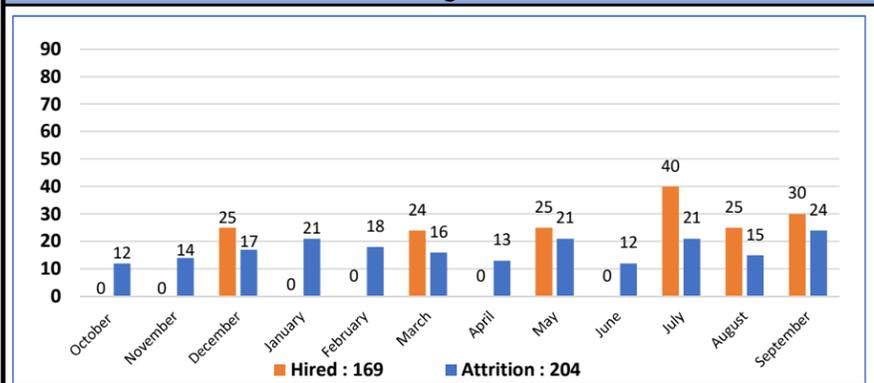
INTERNAL AFFAIRS

| Complaint Type | 2021 YTD | 2020 YTD | % Change |
|------------------------------------|----------|----------------------------------|----------|
| Investigations Completed | 282 | 231 | 22.1% |
| Use of Force Complaints Received | 28 | 45 | -37.8% |
| Investigations Over 200 Days ***** | | | |
| Active Investigations | 12 | Awaiting Chief of Police Hearing | 1 |
| Investigation suspended | 14 | Awaiting Bureau Chief Hearing | 5 |
| Awaiting Corrective Action | 8 | Total | 40 |

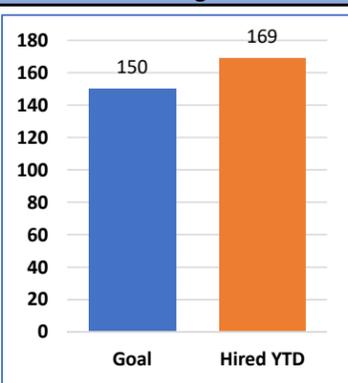
COMMUNICATIONS

| 911 Call Center Information | | | |
|-----------------------------|-----------------|--------------------|------------|
| 911 Calls MTD | Sept Avg Answer | Sept Service Level | |
| 160,077 | 06 secs | 85.85% | |
| 911 Operator Staffing | | | |
| Trainee | Operator | Actual | Authorized |
| 33 | 78 | 111 | 141 |

FY 20-21 Hiring and Attrition



FY20-21 Hiring Goal : 150



Top 911 Calls

| Type | Calls YTD | September-2021 | September-2020 |
|---------------------|-----------|----------------|----------------|
| Major Disturbance | 84,461 | 9,727 | 9,099 |
| Other Incidents | 45,685 | 5,725 | 5,024 |
| Other Escalated | 41,699 | 4,751 | 4,819 |
| Suspicious Person | 18,409 | 2,266 | 2,070 |
| Minor Accident | 22,679 | 2,574 | 2,163 |
| Business Alarm | 14,054 | 1,468 | 1,349 |
| Major Accident | 14,230 | 1,709 | 1,356 |
| Loud Music | 16,548 | 1,704 | 2,039 |
| Burg Motor Veh | 2,901 | 393 | 290 |
| Crisis Intervention | 9,164 | 1,104 | 936 |
| 911 Hang-up | 6,821 | 613 | 727 |

Sept Reports

| Expeditor Reports | DORS Reports |
|-------------------|--------------|
| 1,437 | 1,253 |

Dispatched Calls and Response Time

| Date | Priority 1 Response Time | Priority 2 Response Time | Priority 3 Response Time | Priority 4 Response Time | Dispatched 911 Calls |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------|
| Sep-21 | 8.68 | 44.81 | 240.78 | 317.57 | 49,293 |
| YTD 2021 | 8.21 | 33.68 | 157.92 | 213.03 | 426,924 |
| Sep-20 | 7.71 | 26.48 | 100.47 | 144.38 | 45,999 |
| YTD 2020 | 9.44 | 26.70 | 91.00 | 124.60 | 428,213 |

Notes:

*DPD recently refined its >180 OT activity codes. New overtime activity codes further improve internal management opportunities as well as improve clarity/transparency to City Council. Results of these changes are now reflected in this report.

**YE estimate based on FY21's YTD expenditure trends.

***Staffing shown is end of fiscal year actuals, Right Care officers and NPO tracked separately starting FY 20-21.

Support: Youth Outreach, Communications, Staff Review, Academy, Auto Pound, Detention Services, Crime Analysis, Property Recovery.

Tac and Special Ops: Love Field, SWAT, Traffic, Helicopter, Mounted / K9, Gang.

Administrative: Executive Staff and Assistants, Personnel, Records, Legal, Property Room, Planning, Financial.

****Other Incident Calls - used when a call is received but does not fit into any other category of signals. Ex. harassing phone calls, criminal trespass, death notifications

*****Other Escalated Calls - used when a call is received but does not fit into any other category of signals and is a priority in nature. Ex. person walking on the shoulder of freeway, suspicious activity that could lead to an. offense

***** Crime reporting now includes NIBRS data. Data is preliminary.

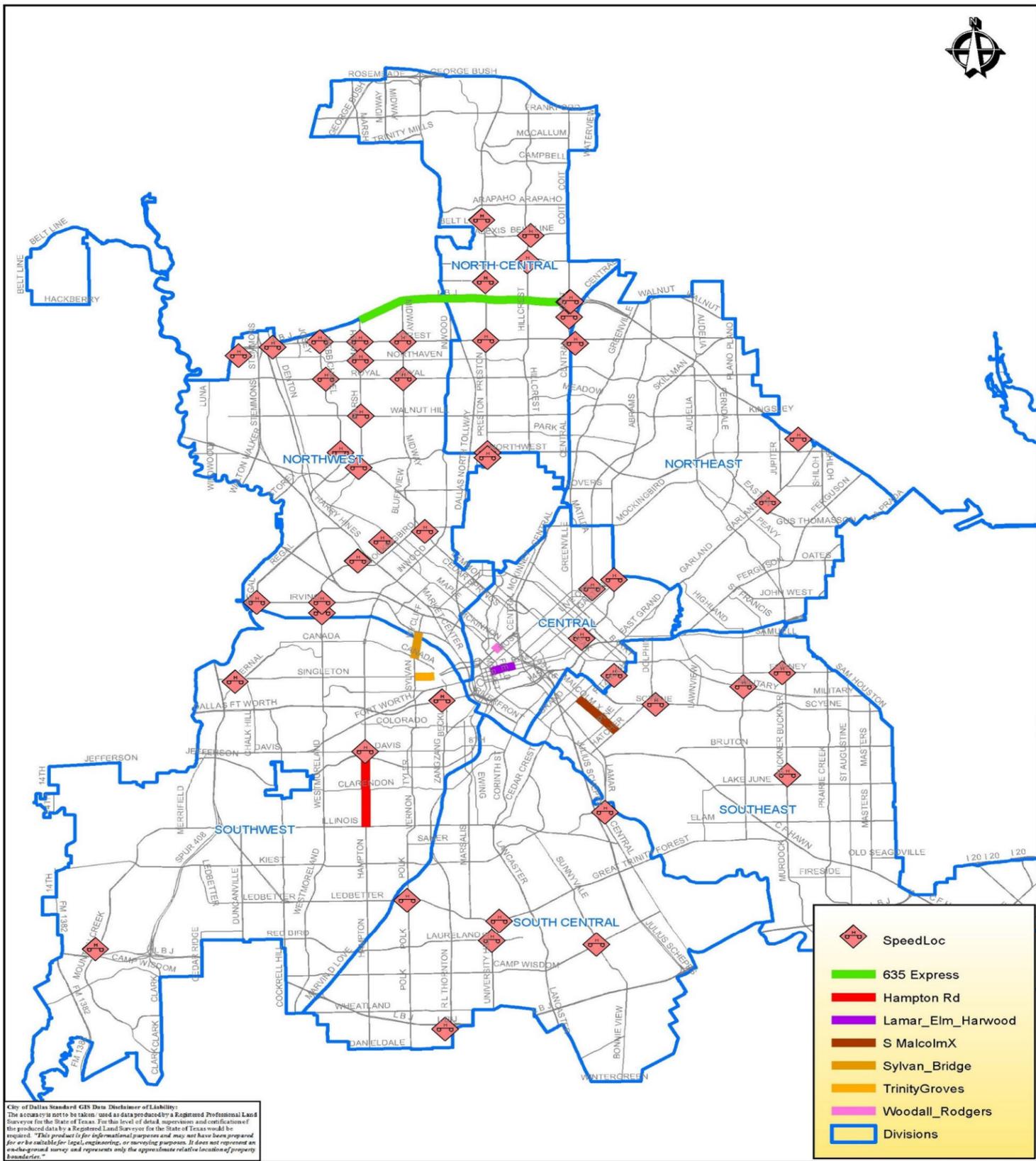
***** Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving suspension or termination .

***** Budget was amended to total of \$526,635,631

***** Narcotics now enters all their drug buys into RMS creating offenses. We have also had an increase in Narcs arrests this year vs last year. Major Junger highlights this information (drug arrests as drug seizures) in the Violent Crime presentation.

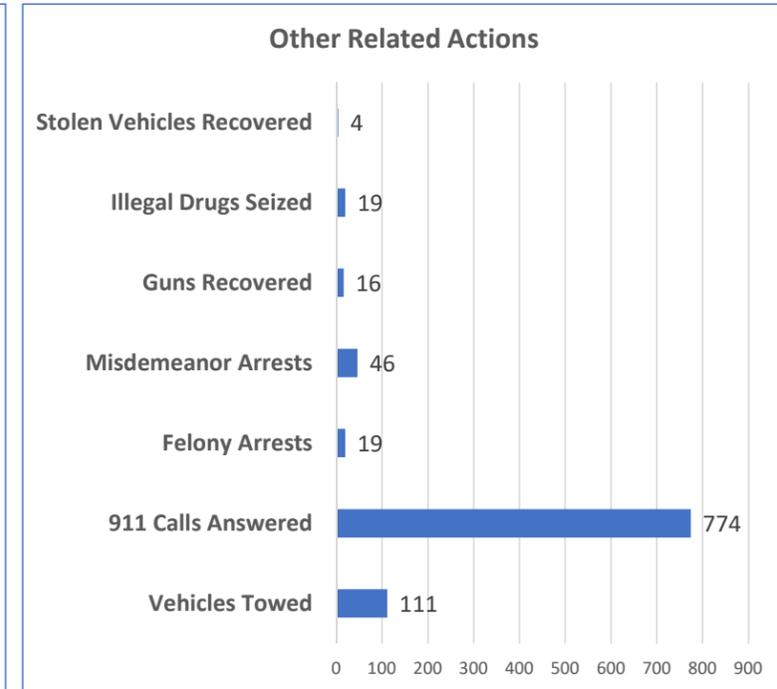
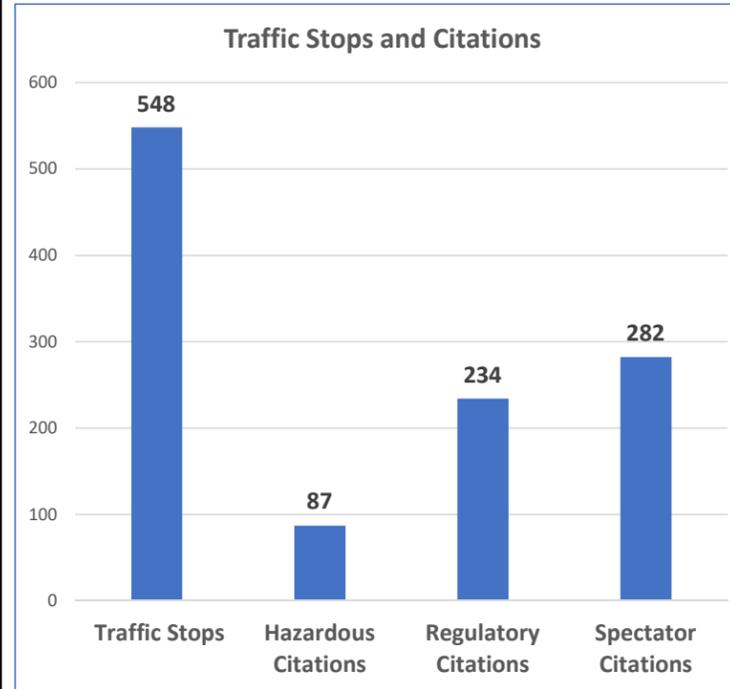
Dallas Police Department Racing / Speeding Dashboard September 2021

Racing / Speeding Hotspots

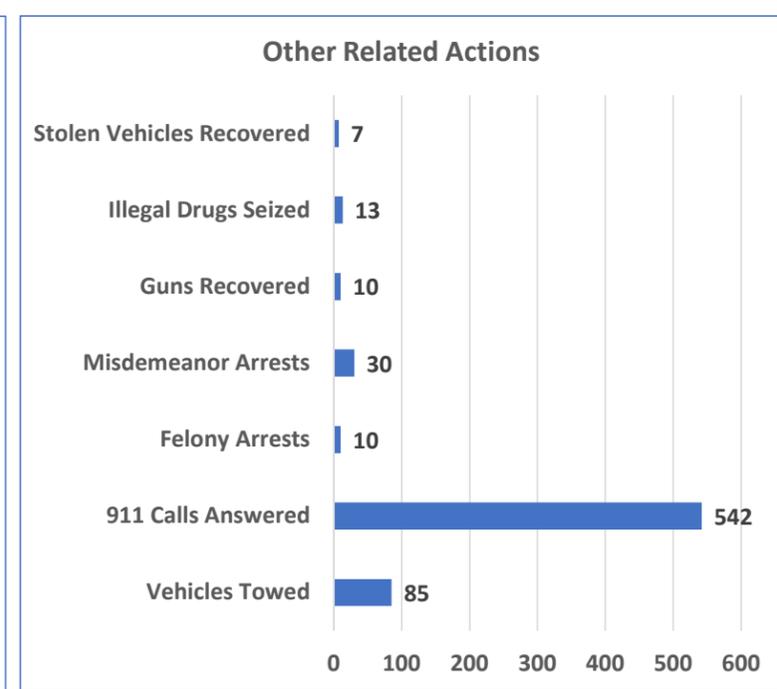
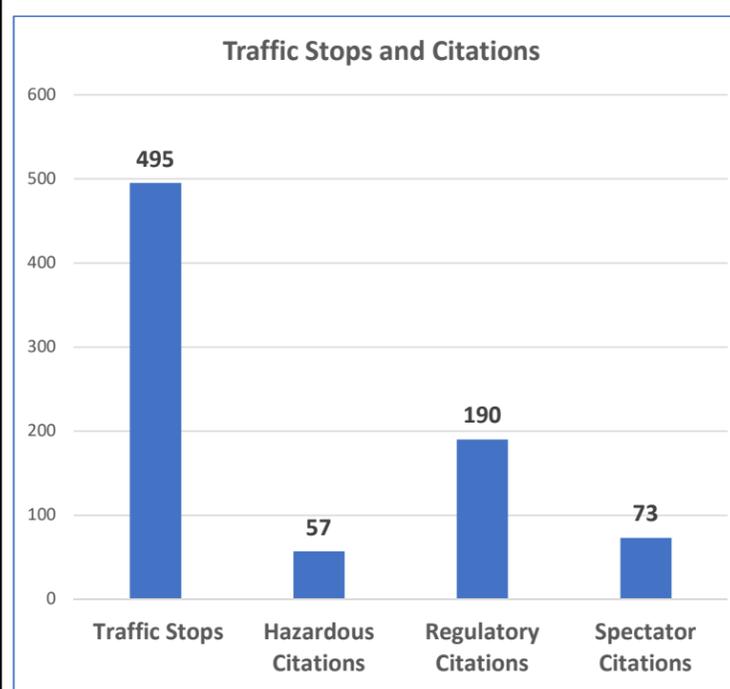


Racing / Speeding Operational Activity

August



September



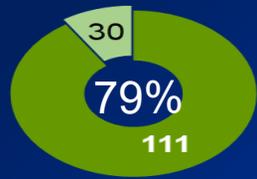
Notes:

Hazardous Citations: Citations involving safety violations such as red light / stop sign violations.

Regulatory Citations: Citations of an administrative violation such as registration, insurance, driver's license.

9-1-1 Communications Dashboard (September) 2021

Call Center Staffing



■ Total Call Takers
■ Total Vacancies

*911 Operator Staffing
Senior Call Takers – 6
*Call Takers -105
*Trainees – 33
Total On Staff – 111
Total Staff Authorized – 141

Service Level Comparison

| Month | FY'21 | FY'20 |
|-----------|--------|--------|
| October | 68.97% | 86.31% |
| November | 73.94% | 87.48% |
| December | 71.90% | 81.07% |
| January | 72.54% | 87.95% |
| February | 52.91% | 87.88% |
| March | 56.59% | 86.66% |
| April | 60.24% | 93.70% |
| May | 41.51% | 85.97% |
| June | 55.04% | 74.44% |
| July | 81.88% | 65.95% |
| August | 88.27% | 59.02% |
| September | 85.85% | 59.96% |

The NENA standard recommends 90% of all incoming calls be answered in 10 seconds or less



September 2021
Service Level

85.85%



YTD Service Level
Jan 1 – September 30,

65.52%



Average Answer Time
September 2021

0:06



September 2021
Total 911 Calls

160,077



Call Takers in Training

33



Call Takers in Background

24

Total Emergency Calls

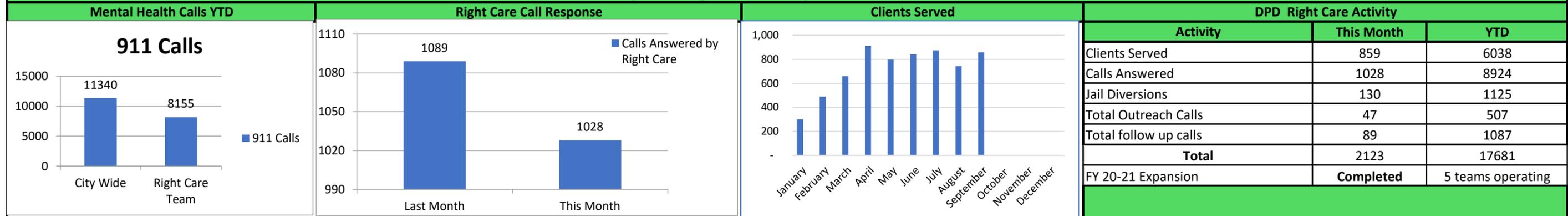
| Month | FY'21 | FY'20 |
|-----------|---------|---------|
| October | 165,038 | 173,659 |
| November | 154,647 | 159,210 |
| December | 158,259 | 166,926 |
| January | 152,558 | 159,697 |
| February | 165,670 | 151,362 |
| March | 170,351 | 156,845 |
| April | 169,187 | 130,603 |
| May | 193,895 | 159,843 |
| June | 187,044 | 166,962 |
| July | 183,655 | 175,203 |
| August | 163,077 | 179,692 |
| September | 160,078 | 165,929 |

FY' 21 Total: 2,023,459 FY' 20 Total: 1,945,931

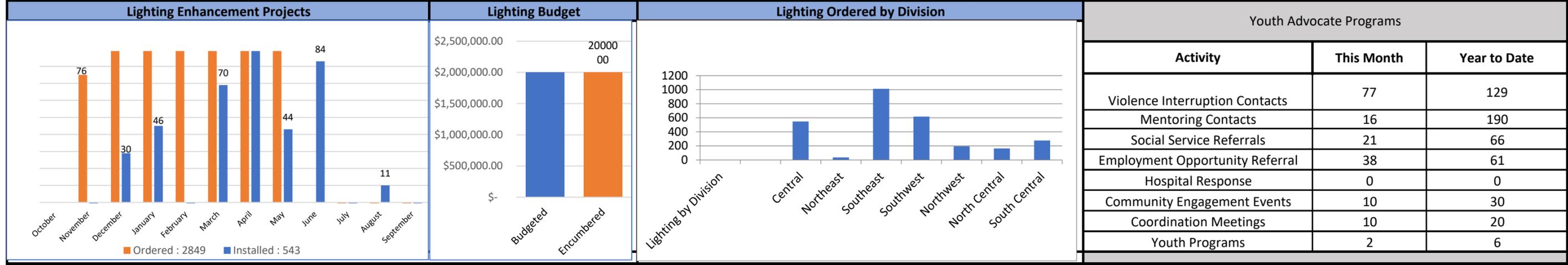
↑ 3.98% (increase) over FY' 20

Office of Integrated Public Safety Solutions - September 2021 Dashboard

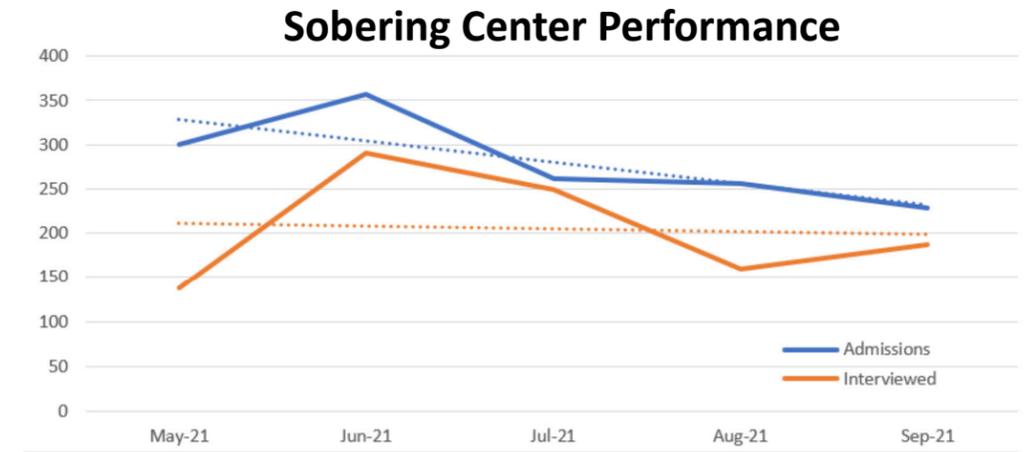
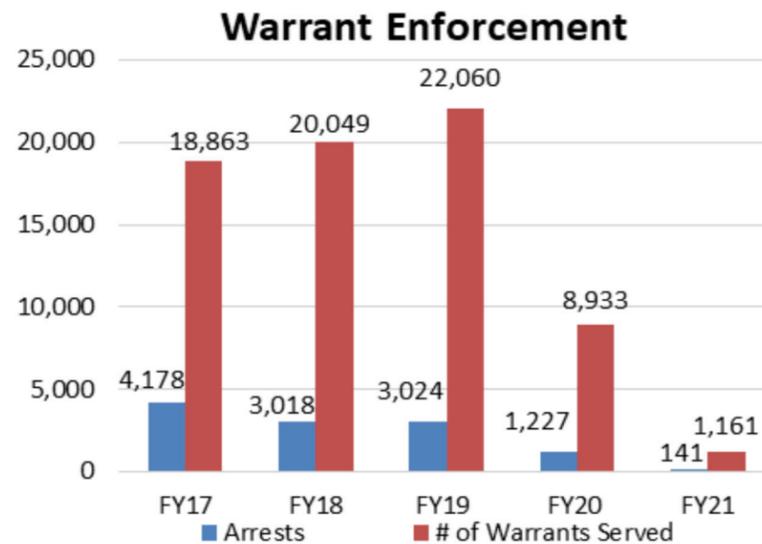
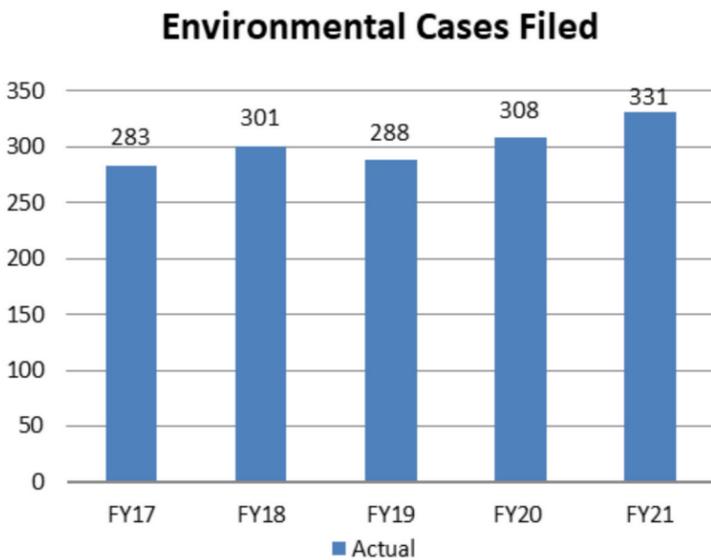
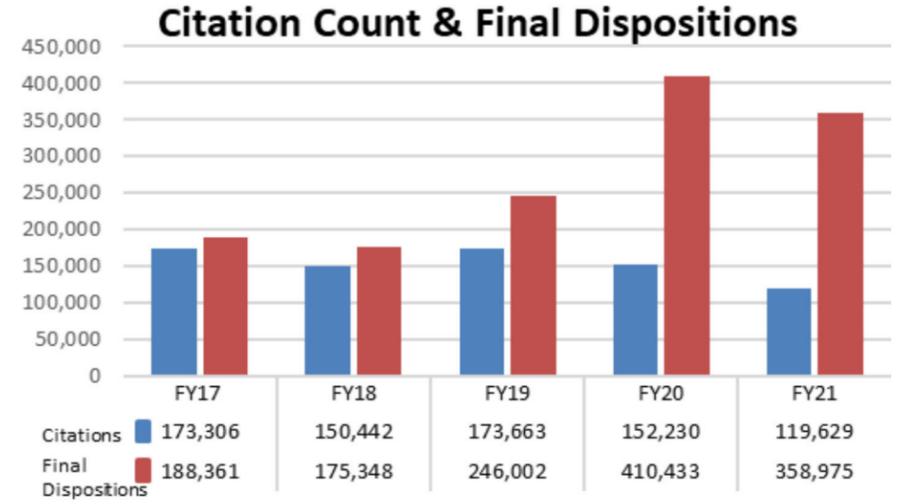
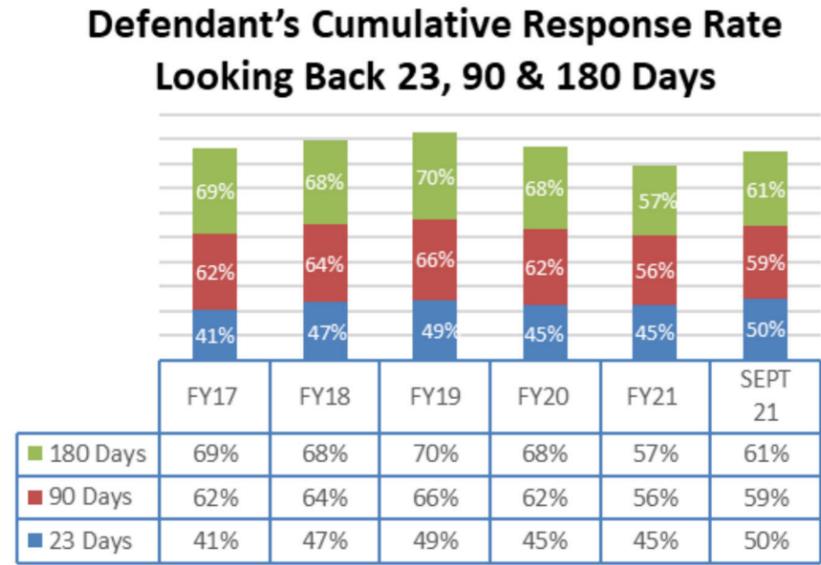
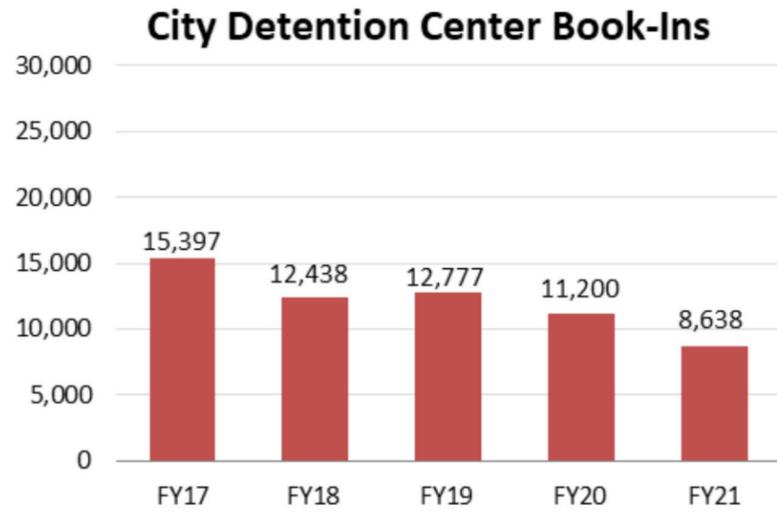
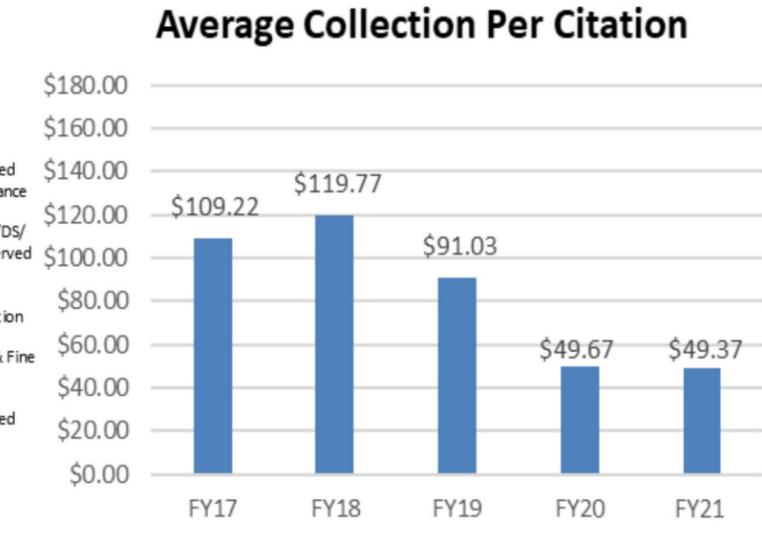
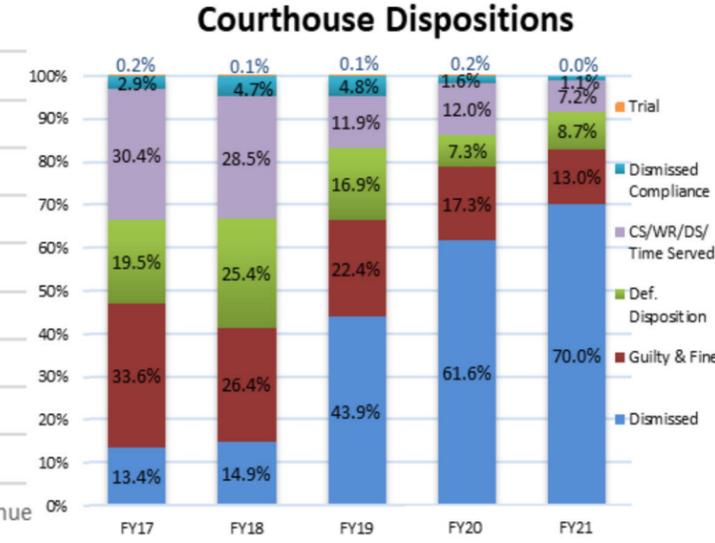
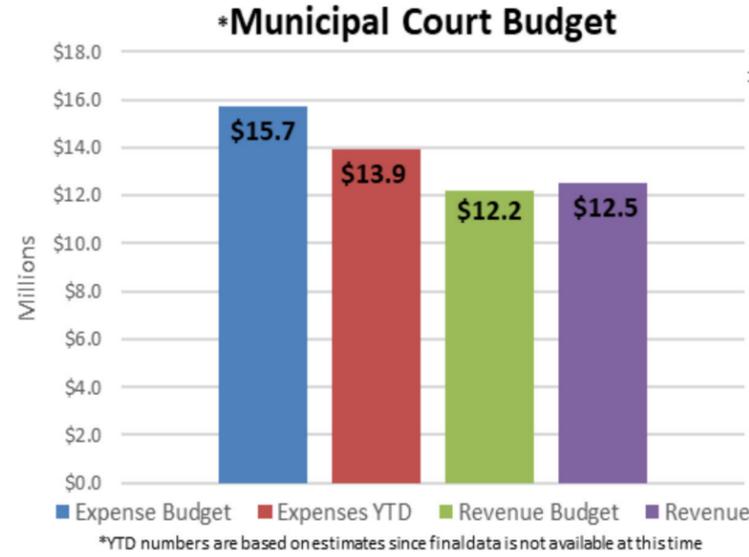
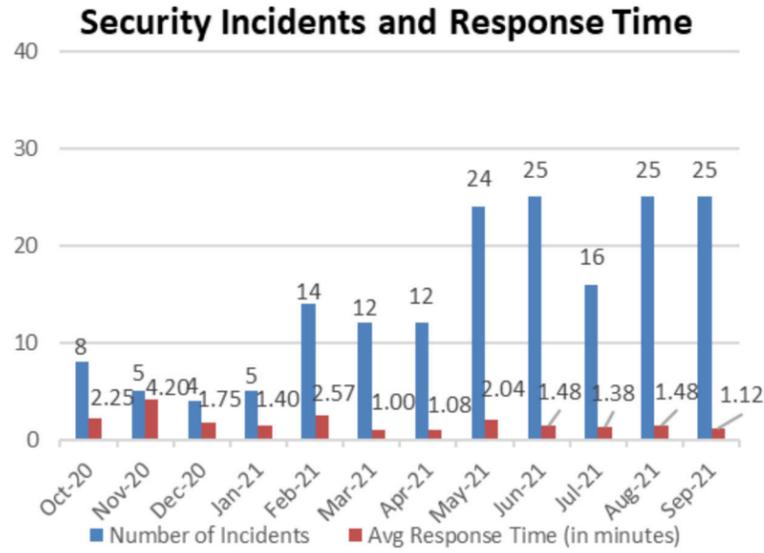
Rapid Integrated Group Healthcare Team



| Nuisance Abatement | | | Risk Terrain Modeling Area Environmental Interventions | | | Crisis Intervention | |
|-------------------------------|-------------------|-------------------|--|------------|------|--|---------------------|
| Activity | This Month | YTD | Interventions | This Month | YTD | Personnel Hiring | Status |
| Properties Investigated | 39 | 470 | Code violations identified and worked | 787 | 5954 | Manager III | Hired |
| Contacts with property owners | 40 | 354 | Code cases complete by owner compliance | 44 | 408 | Caseworker Supervisors | Hired |
| Meetings attended | 66 | 641 | ss | 79 | 801 | Caseworkers | Hired - In-Training |
| Cases closed | 3 | 42 | Commercial business inspections | 229 | 1205 | | |
| Active Cases | New Case | Open Cases | Vacant lots remediated | 48 | 410 | | |
| Central Open Cases | 0 | 1 | Zoning cases worked | 145 | 1069 | | |
| Northeast Open Cases | 0 | 8 | Substandard structure cases worked | 129 | 609 | Behavioral Health contracts | |
| Southeast Open Cases | 1 | 14 | Effectiveness Measure: Percentage Increase or Decrease Malcolm X/Marburg Illinois Ave | | | Interlocal agreements are awaiting final legal approval with the North Texas Behavioral Health Authority and Metrocare | |
| Southwest Open Cases | 0 | 9 | Calls for police this year vs last year | -32% | -13% | | |
| Northwest Open Cases | 0 | 4 | Criminal offenses this year vs last year | -18% | -4% | | |
| North Central Open Cases | 0 | 6 | | | | North Texas Behavioral Health Authority Council Approved 8-25 Metrocare of Dallas Council Approved 8-25 | |
| South Central Open Cases | 2 | 14 | Integrated Public Safety Solutions Engagement Report | | | | |
| Total Cases | 3 | 56 | | | | City Funded Violence Interruption Programs | |
| Staffing | Authorized | Current | | | | | |
| Sergeant | 1 | 1 | Citywide Department Collaboration Meetings | 16 | 44 | | |
| Detectives | 7 | 6 | Community Meetings | 3 | 7 | | |
| Intelligence Officer | 1 | 1 | Presentations conducted | 2 | 4 | Youth Advocate Programs | |



Municipal Court Dashboard: Month Ending September 30, 2021



| Date | Admissions | Admissions Interviewed | Interviewed Homeless | Total Interviewed | Homeless Percentage | Provided Services | Percentage |
|--------------|--------------|------------------------|----------------------|-------------------|---------------------|-------------------|---------------|
| May-21 | 300 | 137 | 6 | 45.67% | 4.38% | 25 | 18.25% |
| Jun-21 | 357 | 291 | 110 | 81.51% | 37.80% | 42 | 14.43% |
| Jul-21 | 261 | 249 | 50 | 95.40% | 20.08% | 38 | 15.26% |
| Aug-21 | 256 | 160 | 45 | 62.50% | 28.13% | 42 | 26.25% |
| Sep-21 | 229 | 187 | 46 | 81.66% | 24.60% | 31 | 16.58% |
| Total | 1,403 | 1,024 | 257 | 72.99% | 25.10% | 178 | 17.38% |