

Memorandum



CITY OF DALLAS

DATE September 9, 2022

TO Honorable Members of the Public Safety Committee
Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno, Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **Dallas Fire-Rescue's Public Safety Dashboard August 2022**

Dallas Fire-Rescue (DFR) continued to experience the usual high call volume during the summer months, with 25,364 dispatched incidents in August (as compared to 26,052 in July). This brings our YTD total to 189,920.

Our response metrics, both with an established goal of 90%, were 85% for EMS response within 9 minutes and 87% for 5:20 Structure Fire Response. We responded to 6 significant fires for the month of August, up from 7 in July. Our inspections and re-inspections were up 33.9% from July. Likewise, smoke detector installations also saw a dramatic increase of 72.3% from July to August. Our rescue unit hours of utilization (UHU) remain at approximately 40% (optimal front-line rescue UHU is 30-35%).

The increased UHU numbers and response times are caused by several factors. Our transport rate has continued to maintain historically high numbers. This, coupled high levels of call volume, reduce the number of available resources, which drives up both UHU and Response Time numbers. As we move into Fall, we expect call volume to decrease. We will continue to monitor and make Operational adjustments to ensure we are able to meet our performance goals.

For your quick reference, you can access DFR's Dashboard using the following link:
<https://dallascitydata.dallascityhall.com/views/DFRDashbboardbanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSETIMES?isGuestRedirectFromVizportal=y&embed=y>

We welcome feedback and suggestions for improvement. Please continue to explore the dashboard and let us know if you have any questions or would like to see any changes/additions. Feel free to contact Executive Assistant Chief Randall (Bret) Stidham at randall.stidham@dallascityhall.com.

Jon Fortune
Deputy City Manager
[Attachment]

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, Deputy City Manager

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



DFR Executive Summary for Month Ending: August 2022



189,920

Total 911 DFR Incidents
Incidentes totales de 911 DFR

85%

Medical Responses within 9 minutes
Respuestas médicas en 9 minutos o menos

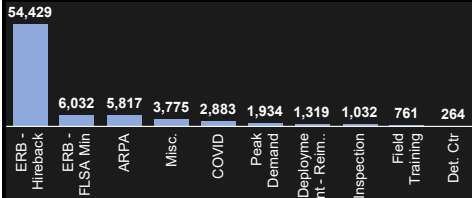
39%

Medical Responses within 5 minutes
Respuestas médicas en 5 minutos o menos

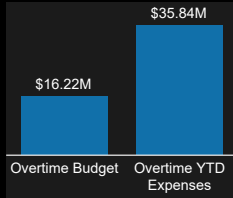
87%

Structure Fire Responses within 5 minutes, 20 seconds
Respuestas a incendios estructurales en 5 minutos, 20 segundos o menos

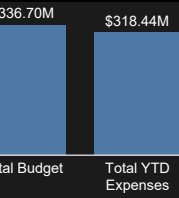
Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



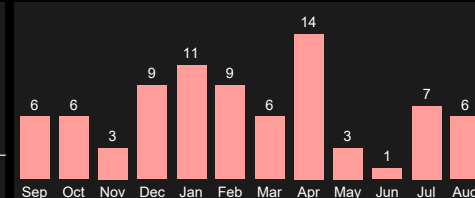
Sworn Overtime Presupuesto de Horas Extras



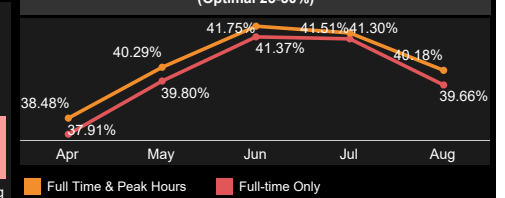
Total Budget* Presupuesto



Significant Fires Incendios Significativos por Mes



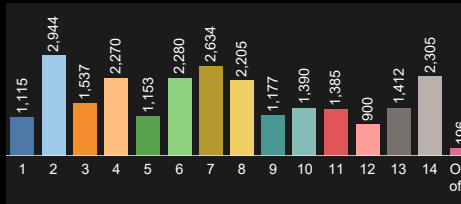
Ambulance Unit Hour Utilization Rate Tasa de Utilización de Ambulancias (Optimal 25-30%)



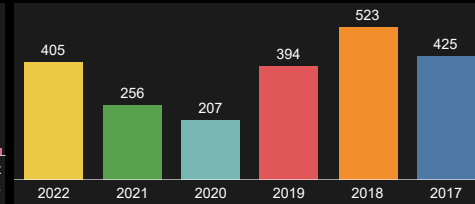
Sworn Staffing & Hiring Categorías de Personal

	2020	2021	2022
EMS & Emergency Respo..	1,670	1,678	1,598
Dispatch Comms & GIS	61	61	59
Fire Prevention & Inspecti..	94	87	95
Training & Recruitment	104	113	188
Arson Investigation EOD	20	22	27
Aircraft Rescue Fire Fight..	37	35	44
Total Staff	1,986	1,997	2,011
Number of Frontline Paramedics			781
Total Number of Active Paramedics			1,424

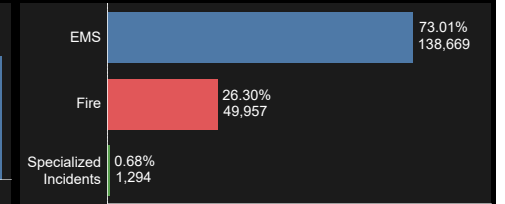
Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



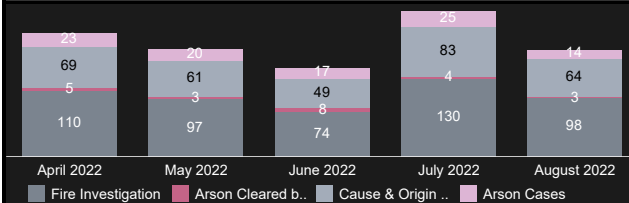
Smoke Detector Installs Instalaciones de Alarma de Humo



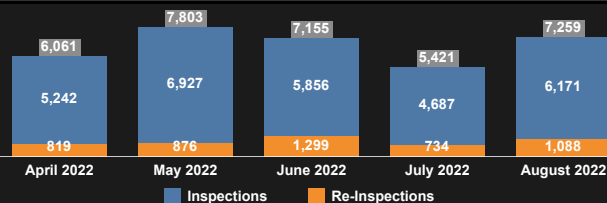
Fire Communications & Dispatch Despachos por Categorías de Incidente



Arson Investigation Case Breakdown Investigaciones de Incendio Provocado



Inspections & Re-Inspections Inspecciones de Estructuras

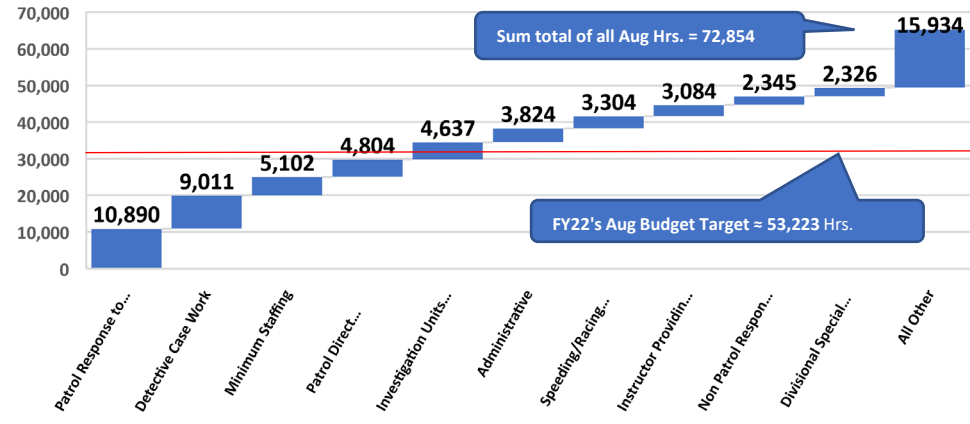
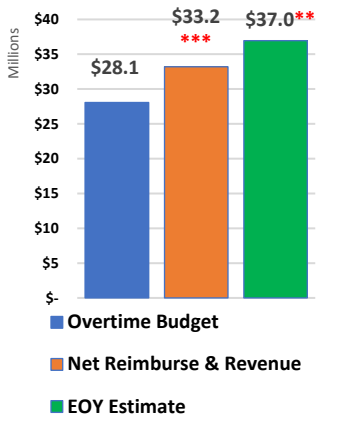
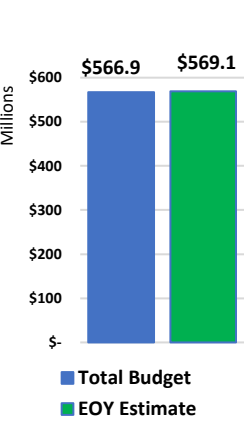
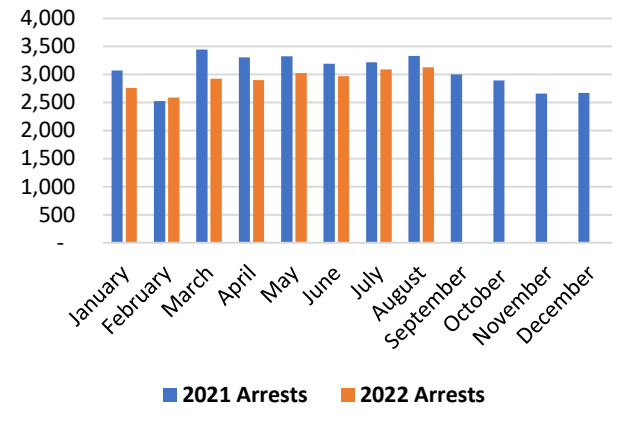
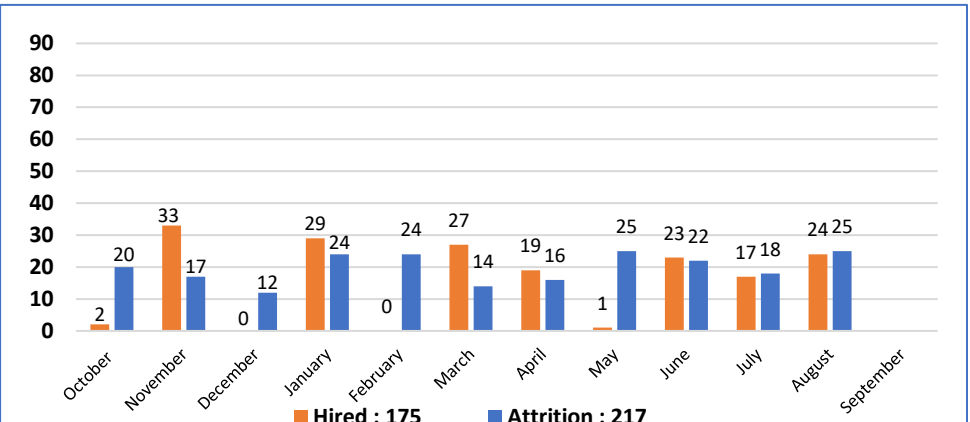



Academy Breakdown Información de la Academia

Class:	365	366	367	368	369	370
# of Trainees	17	17	14	16	24	25
Start Date	Oct-2021	Oct-2021	Feb-2022	Feb-2022	Jul-2022	Jul-2022
End Date	Feb-2023	Feb-2023	May-2023	May-2023	Oct-2023	Oct-2023
ERB Assigned	Mar-2023	Mar-2023	Jun-2023	Jun-2023	Nov-2023	Nov-2023

* YTD-Exp - Do Not Include Encumbrances

Dallas Police Department Dashboard August 2022

FY21-22 BUDGET				CRIME REPORTING*****													
June Top 10 OT Activity Codes (By Hrs.)*				Sworn Overtime		Total Budget		Total Arrests		Year to Date Crime (NIBRS) January 1, 2022 -August 31, 2022							
										Person	Offense		2022	2021	Count DIFF	% Change	Clearance Rate
											Assault Offenses		19,251	19,611	-360	-1.8%	60.1%
											Agg Assault FV		4,058	4,168	-110	-2.6%	
											Simple Assault FV		9,483	9,826	-343	-3.5%	
											Homicide Offenses		174	170	4	2.4%	61.2%
											Murder & Nonnegligent Manslaughter		154	142	12	8.5%	
											Human Trafficking		16	30	-14	-46.7%	68.8%
											Kidnapping / Abduction		102	109	-7	-6.4%	86.7%
											Sex Offenses, Forcible		424	612	-188	-30.7%	77.0%
											Sex Offenses, Nonforcible		-	-	0	#DIV/0!	-
											Sub-Total		19,967	20,532	-565	-2.8%	60.6%
										Property	Arson		135	151	-16	-10.6%	8.9%
											Bribery		3	1	2	200.0%	33.3%
											Burglary / Breaking & Entering		4,409	4,539	-130	-2.9%	6.2%
											Counterfeiting / Forgery		229	252	-23	-9.1%	12.7%
											Destruction / Vandalism		6,900	7,074	-174	-2.5%	9.4%
											Embezzlement		219	188	31	16.5%	21.0%
											Extortion / Blackmail		4	13	-9	-69.2%	0.0%
											Fraud		1,424	1,518	-94	-6.2%	45.1%
											Larceny / Theft		19,628	18,739	889	4.7%	3.5%
											Motor Vehicle Theft		8,868	7,503	1,365	18.2%	7.3%
											Robbery		1,731	1,727	4	0.2%	24.4%
											Stolen Property Offenses		494	353	141	39.9%	90.5%
											Sub-Total		44,044	42,058	1,986	4.7%	8.8%
										Society	Animal Cruelty		83	66	17	25.8%	12.1%
											Drug / Narcotics		6,397	6,816	-419	-6.1%	62.7%
											Gambling		42	48	-6	-12.5%	16.7%
											Pornography / Obscene Material		40	22	18	81.8%	42.5%
											Prostitution Offenses		154	217	-63	-29.0%	83.1%
											Weapon Law Violations		1,700	1,968	-268	-13.6%	75.4%
											Sub-Total		8,416	9,137	-721	-7.9%	64.8%
											Total		72,427	71,727	700	1.0%	28.6%
SWORN STAFFING AND HIRING FISCAL YEAR****				PATROL PERFORMANCE CALENDAR YEAR TO DATE													
Function	FY 21-22 YTD	FY 20-21	FY 19-20	Crime Change by Division				Response time									
CBD	77	84	104	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2								
Central	180	185	176	-0.95%	9.22%	4.28%	5.35%	7.30	30.49								
NE	314	327	353	-1.23%	-0.40%	0.13%	-1.01%	8.64	66.16								
SE	279	304	314	-6.35%	3.71%	-7.88%	-4.69%	10.48	89.98								
SW	264	263	288	-0.88%	6.54%	-10.21%	2.79%	9.44	49.84								
NW	239	237	248	5.09%	7.28%	-7.33%	4.90%	9.03	41.25								
NC	212	187	182	2.82%	4.47%	-6.78%	4.95%	8.56	29.65								
SC	268	314	322	-10.33%	0.80%	-21.57%	-4.66%	10.51	76.57								
Nuisance Abatement	9	8	6	*CBD crime and response time data included in Central													
Community Affairs (NPO)	92	82	3	INTERNAL AFFAIRS													
Right Care	18	13	1,996														
Patrol Total	1,952	2,004		Complaint Type			2022 YTD	2021 YTD	% Change								
Support	93	105	146	Investigations Completed			226	245	-7.8%								
Administrative	139	126	113	Use of Force Complaints Received			50	23	117.4%								
Investigations	471	479	468	Investigations Over 200 Days *****													
Tactical and Special Ops	259	257	249	Active Investigations		26	Awaiting Chief of Police Hearing		2								
Trainees	164	149	177	Investigation suspended		12	Awaiting Bureau Chief Hearing		5								
Total	3,078	3,120	3,149	Awaiting Corrective Action		6	Total		51								
FY 21-22 Hiring and Attrition				FY21-22 Hiring Goal : 250		Top 911 Calls											
						Type	Calls YTD	August-2022	August-2021								
						Major Disturbance	78,786	10,079	10,102								
						***** Other Incidents	37,954	4,881	5,618								
						***** Other Escalated	40,719	5,766	4,867								
						Suspicious Person	17,604	2,372	2,229								
						Minor Accident	17,790	2,200	2,606								
						Business Alarm	12,483	1,640	1,502								
						Major Accident	13,498	1,776	1,801								
						Loud Music	12,630	1,301	1,667								
						Burg Motor Veh	2,897	363	402								
						Crisis Intervention	8,450	1,031	1,006								
						911 Hang-up	3,927	574	666								
August Reports																	
Expeditor Reports			DORS Reports														
1,630			1,551														
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												
Aug-22	10.99	67.84	412.24	492.85	49,399												
YTD 2022	9.23	56.24	294.64	363.10	385,853												
Aug-21	8.70	40.42	222.59	285.80	50,964												
YTD 2021	8.08	32.08	149.72	206.01	378,951												

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. Reimbursement hours are taken out.

**YE estimate based on FY22’s YTD expenditure trends.

*** Reimbursement and Revenue for DPD

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

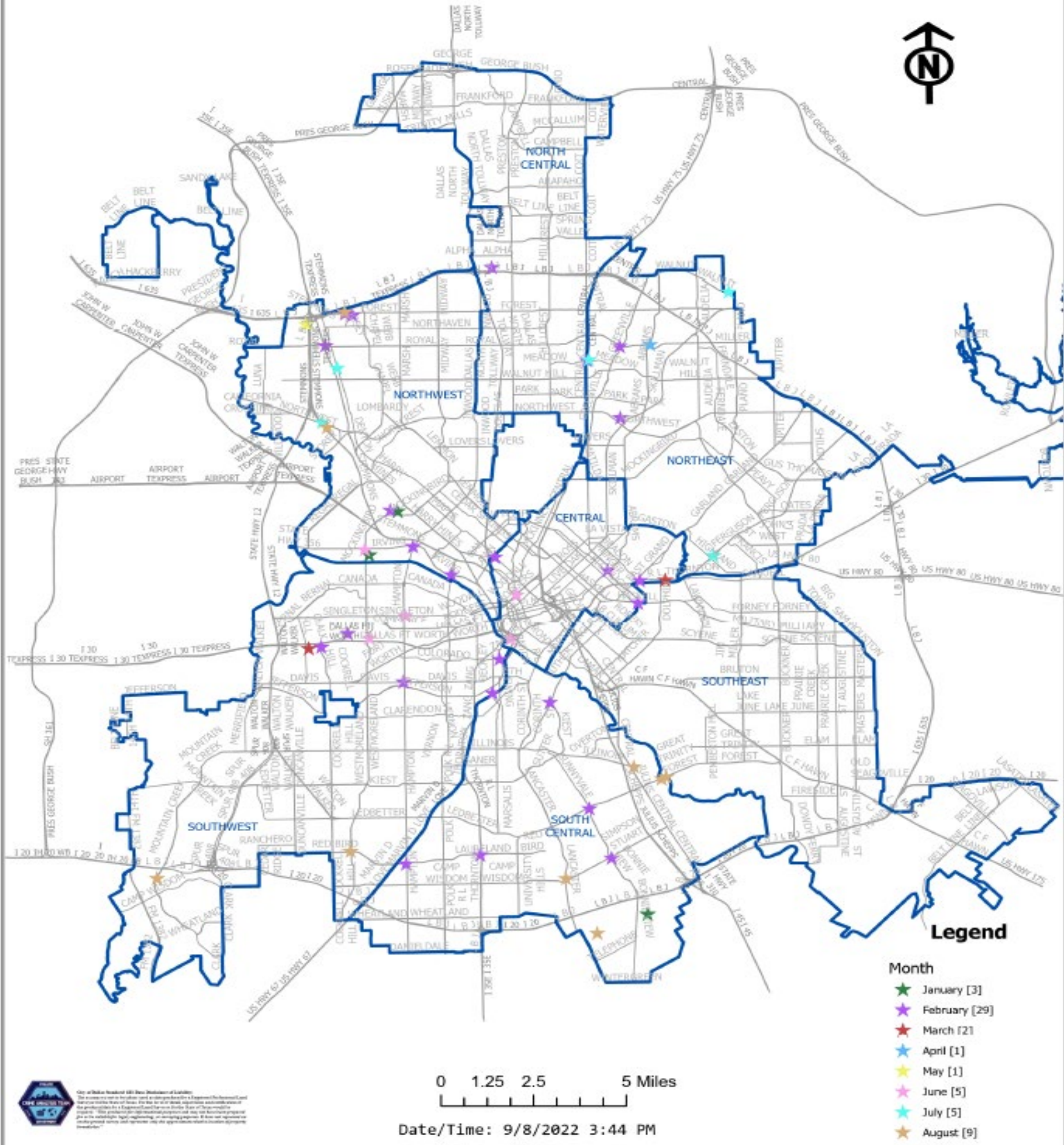
Support: Youth Outreach, Communications, Staff Review, Academy, Auto Pound, Detention Services, Crime Analysis, Property Recovery.

*****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

Dallas Police Department Racing / Speeding Dashboard August 2022

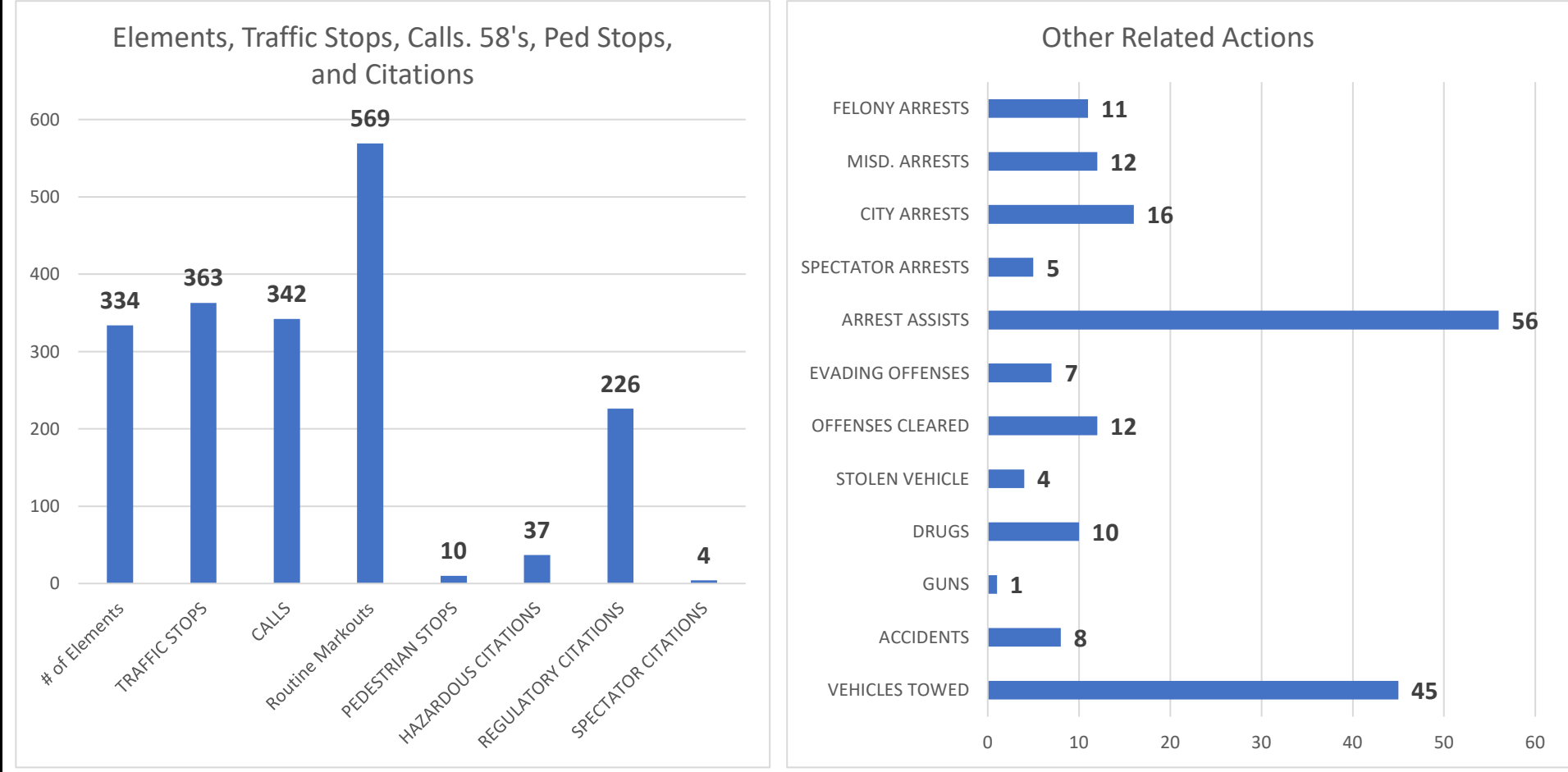
Racing / Speeding Hotspots

Takeover Locations

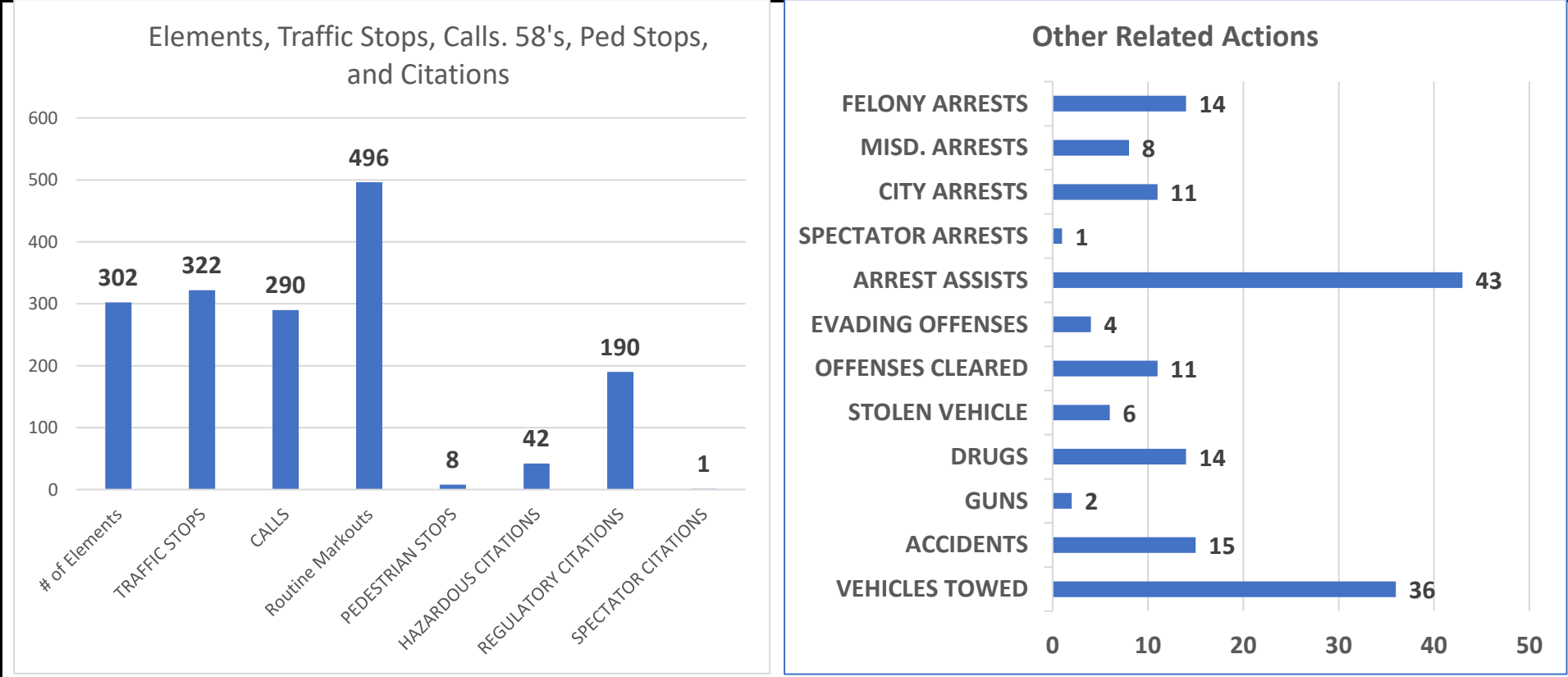


Racing / Speeding Operational Activity

July



August



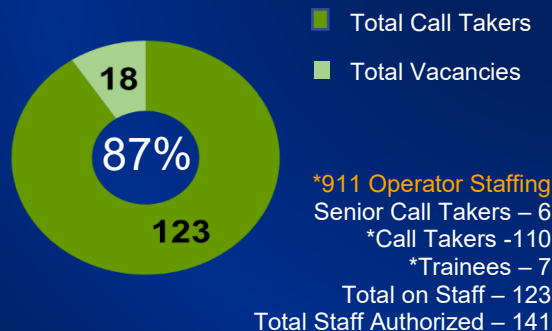
Notes:

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 (August) 2022

Call Center Staffing



August 2022
Service Level

96.92%



YTD Service Level
Jan 1 – August 31, 2022

97.39%



Average Answer Time
August 2022

0:04



August 2022
Total 911 Calls

156,616



Call Takers in Training

7



Call Takers in Background

8

Service Level Comparison

Month	FY'22	FY'21	FY'20
October	88.83%	68.97%	86.31%
November	94.57%	73.94%	87.48%
December	97.60%	71.90%	81.07%
January	98.07%	72.54%	87.95%
February	99.01%	52.91%	87.88%
March	98.16%	56.59%	86.66%
April	97.87%	60.24%	93.70%
May	97.82%	41.51%	85.97%
June	97.48%	55.04%	74.44%
July	94.39%	81.88%	65.95%
August	96.92%	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

Total Emergency Calls

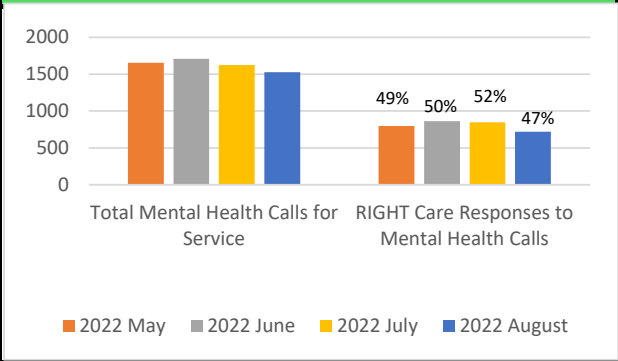
Month	FY'22	FY'21	FY'20
October	169,217	165,038	173,659
November	146,055	154,647	159,210
December	155,427	158,259	166,926
January	142,329	152,558	159,697
February	126,752	165,670	151,362
March	149,460	170,351	156,845
April	154,103	169,187	130,603
May	162,569	193,895	159,843
June	154,464	187,044	166,962
July	167,423	183,655	175,203
August	156,616	163,077	179,692
September		160,078	165,929

FY' 21 Total **2,023,459** FY' 20 Total **1,945,931** = **3.98%** (increase)

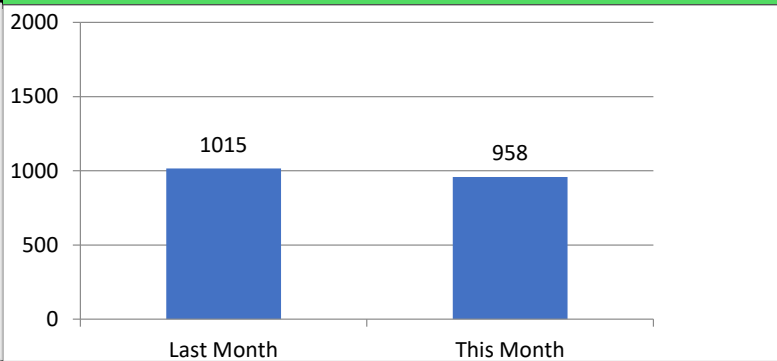
Office of Integrated Public Safety Solutions - August 2022 Dashboard

Rapid Integrated Group Healthcare Team

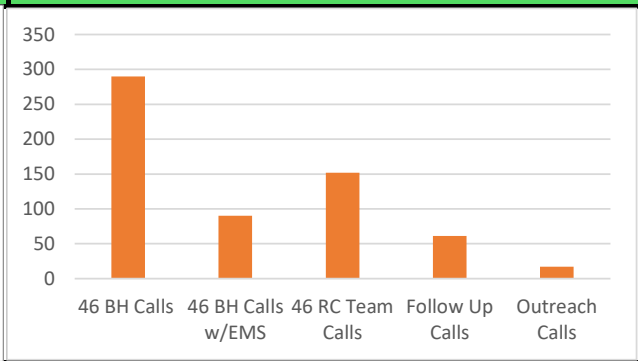
Percent of All Mental Health Calls Answered



Total Number of 911 Calls Answered by RIGHT Care Teams



Behavioral Health Calls Answered By RIGHT Care



DPD Right Care Activity

Activity	This Month	YTD
Clients Served	670	13,425
Calls Answered	958	19,690
Jail Diversions	49	2,097
Total Outreach Calls	18	835
Total follow up calls	49	1,912
Total	1,744	37,959
FY 21-22 Expansion	In Progress	9 teams operating

Nuisance Abatement

Activity	This Month	YTD
Properties Investigated	15	200
Contacts with property owners	16	310
Meetings attended	26	445
Cases closed	4	32
Active Cases	New Case	YTD
Central Open Cases	0	1
Northeast Open Cases	0	7
Southeast Open Cases	0	9
Southwest Open Cases	0	5
Northwest Open Cases	0	6
North Central Open Cases	0	4
South Central Open Cases	2	12
Total Cases	2	44
Staffing	Authorized	Current
Sergeant	1	1
Detectives	7	6
Intelligence Officer	1	1

Risk Terrain Modeling Area Environmental Interventions

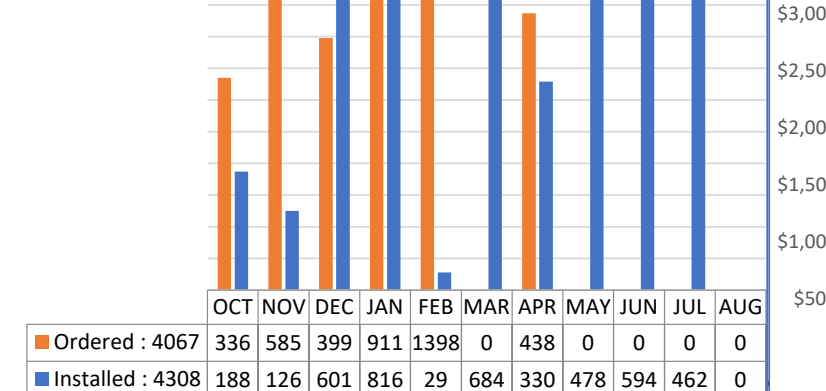
Interventions	This Month	YTD
Code violations identified and worked	1155	11269
Code cases complete by owner compliance	26	447
Code cases complete through city intervention	73	1110
Commercial business inspections	440	2958
Vacant lots remediated	49	618
Zoning cases worked	295	2423
Substandard structure cases worked	322	3033
Effectiveness Measure: Percentage Increase or Decrease		
	Malcolm X/Marburg	Illinois Ave
Calls for police this year vs last year	3%	-33%
Criminal offenses this year vs last year	-11%	31%
Multifamily Inspection & Compliance Action Team		
Activity	This Month	YTD
Multifamily Property Deficiencies Identified	31	718
Deficiencies Addressed by Property Owner	38	270
In Progress Deficiencies to be Addressed	47	408

City Funded Violence Interruption Programs

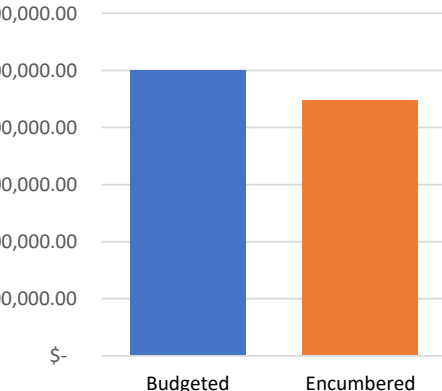
	<p> Youth Advocate Programs </p>
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Activity	This Month	Year to Date
Violence Interruption Contacts	17	641
Mentoring Contacts	16	568
Social Service Referrals	27	362
Employment Opportunity Referral	0	381
Hospital Response	0	1
Community Engagement Events	2	108
Coordination Meetings	4	128
Youth Programs	5	60

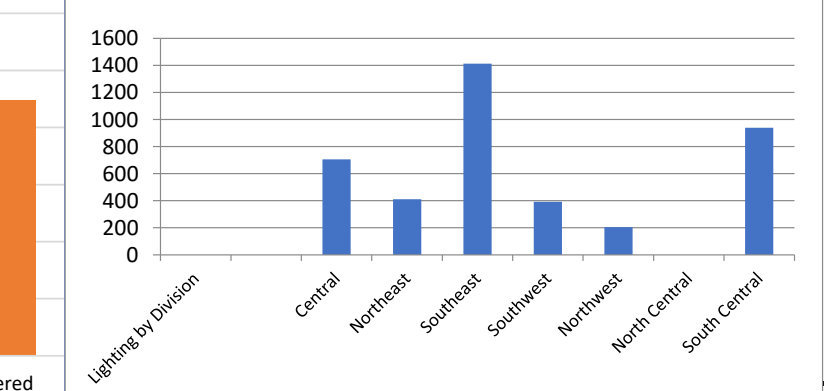
Lighting Type	Number of Projects
Streetlights	8
Floodlights	6
Spotlights	4
Track Lighting	3
Recessed Lighting	2
Pendant Lighting	1
Chandeliers	1
Sconces	1



Lighting Budget	
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Lighting Ordered by Division	



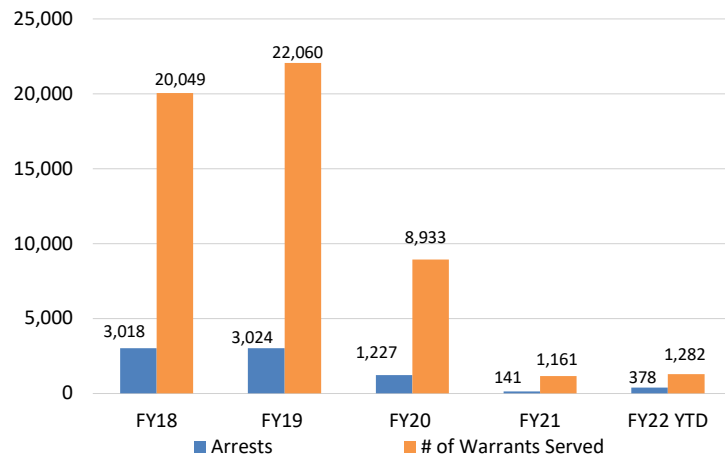
Crisis Intervention Team

Referrals Received	This Month	Year to Date
DFR Referral	3	48
DPD Referral	182	754
Community Referral	9	31
Clients Served	This Month	Year to Date
Verified Social Service Referrals	59	329

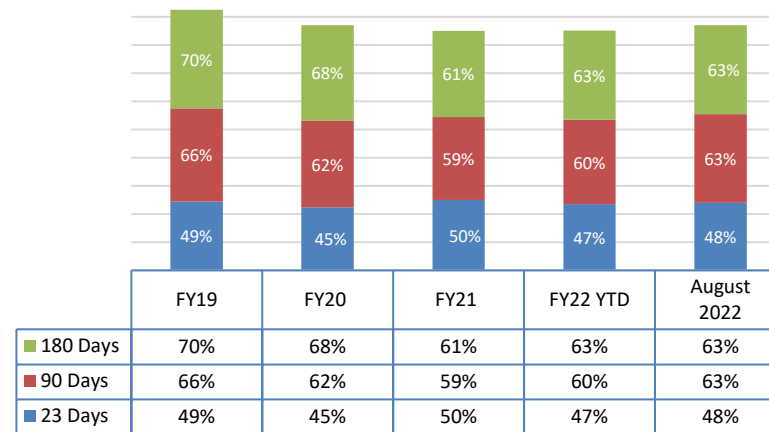
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Municipal Court Dashboard: Month Ending August 31, 2022

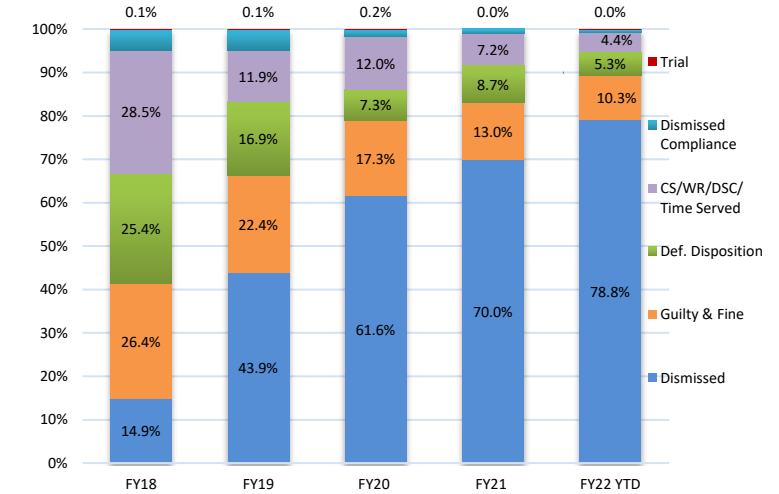
Warrant Enforcement



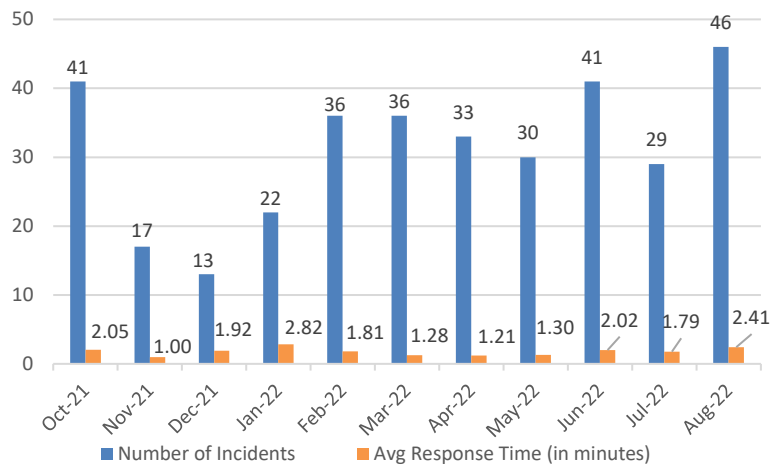
Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



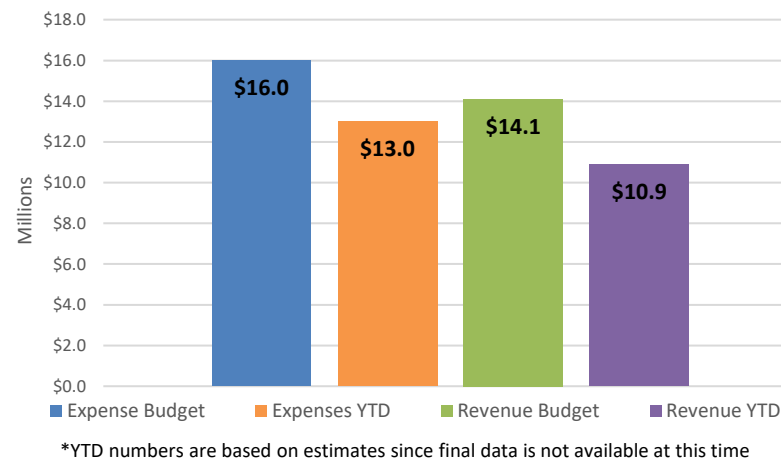
Courthouse Dispositions



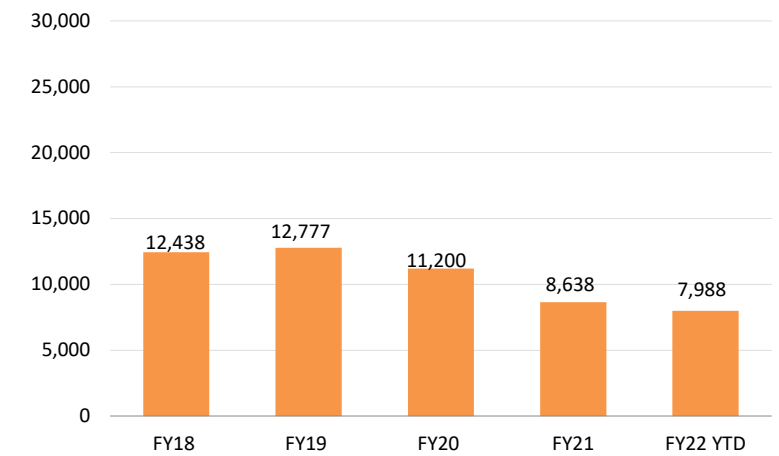
Security Incidents and Response Time



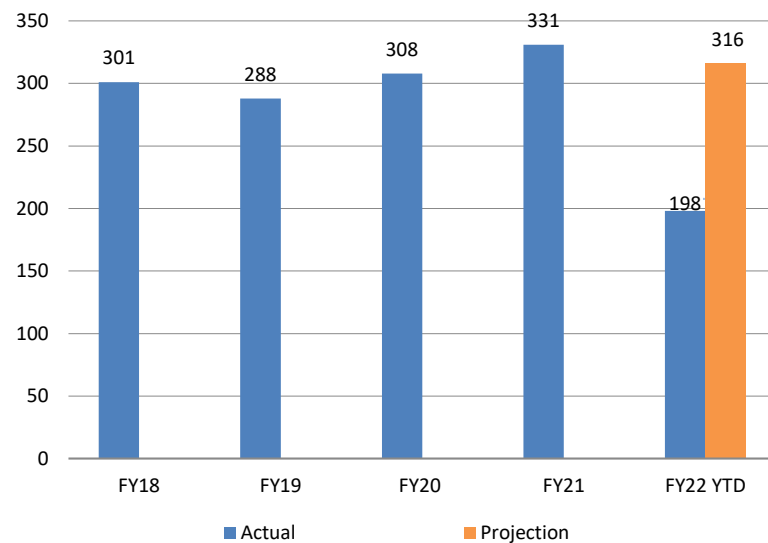
*Municipal Court Budget



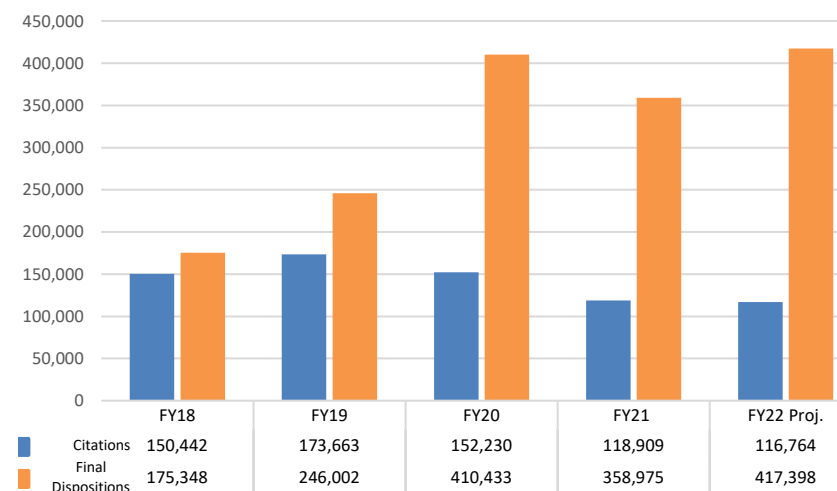
City Detention Center Book-Ins



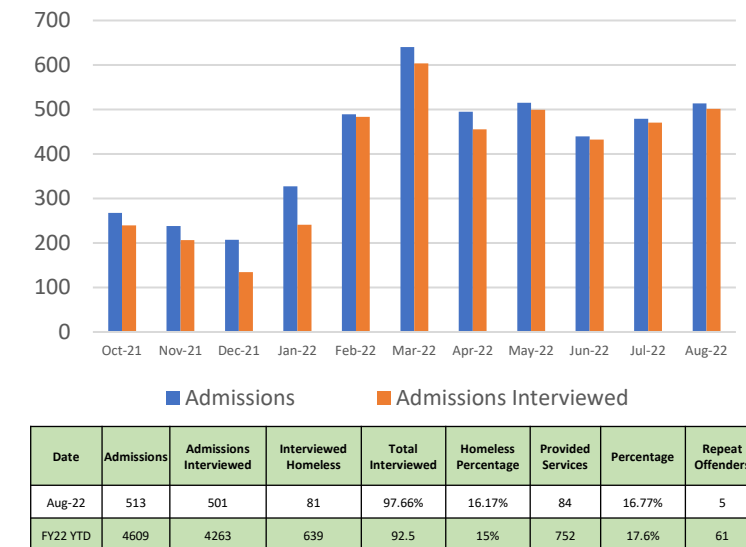
Environmental Cases Filed



Citation Count & Final Dispositions



Sobering Center Performance



Date	Admissions	Admissions Interviewed	Interviewed Homeless	Total Interviewed	Homeless Percentage	Provided Services	Percentage	Repeat Offenders
Aug-22	513	501	81	97.66%	16.17%	84	16.77%	5
FY22 YTD	4609	4263	639	92.5	15%	752	17.6%	61