

# Memorandum



CITY OF DALLAS

DATE May 6, 2022

Honorable Members of the Public Safety Committee

TO Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno, Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **Dallas Fire-Rescue (DFR) Dashboard**

Dallas Fire-Rescue (DFR) continues to refine its data analysis and statistical reporting. We have had over 90,000 dispatched incidents so far in 2022 (22,990 for the month of April). We were just below our EMS response within 9 minutes metric and our 5:20 Structure Fire Response metric at 85% and 86% respectively. We had 14 significant fires for the month of April which is up from 6 in the month of March. Our inspections, re-inspections, and smoke detector installations are slightly down from the month of March. Our rescue UHU numbers has increased slightly due to the increase in run volume. As we move into the summer months our run volume will increase.

For your quick reference, you can access DFR's Dashboard using the following link:  
<https://dallascitydata.dallascityhall.com/views/DFRDashboardbanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSESETIMES?: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](mailto:randall.stidham@dallascityhall.com).

A handwritten signature in cursive script that reads "Jon Fortune".

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  
Robert Perez, Interim Assistant City Manager  
Carl Simpson, Interim Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



# DFR Executive Summary for Month Ending: April 2022



**90,217**

Total 911 DFR Incidents  
Incidentes totales de 911 DFR

**85%**

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

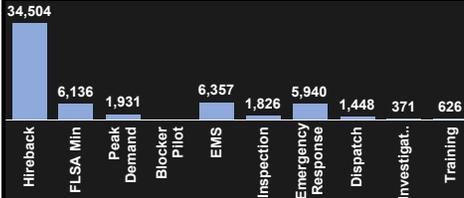
**39%**

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

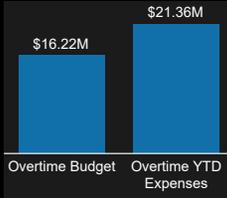
**86%**

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

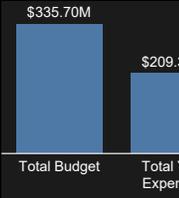
### Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



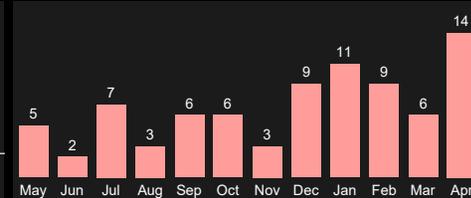
### Sworn Overtime Presupuesto de Horas Extras



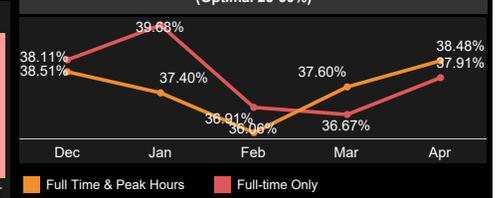
### Total Budget\* Presupuesto



### Significant Fires Incendios Significativos por Mes



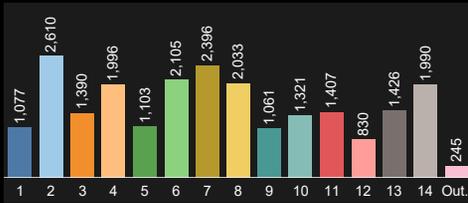
### Ambulance Unit Hour Utilization Rate Tasa de Utilización de Ambulancias (Optimal 25-30%)



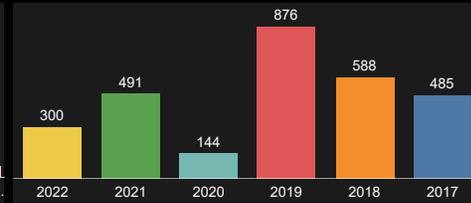
### Sworn Staffing & Hiring Categorías de Personal

	2020	2021	2022
EMS & Emergency Respo..	1,687	1,681	1,636
Dispatch Comms & GIS	61	61	61
Fire Prevention & Inspectl..	93	91	84
Training & Recruitment	103	81	149
Arson Investigation EOD	21	22	21
Aircraft Rescue Fire Fight..	37	38	35
Total Staff	2,002	1,974	1,986
Number of Frontline Paramedics			742
Total Number of Active Paramedics			1,384

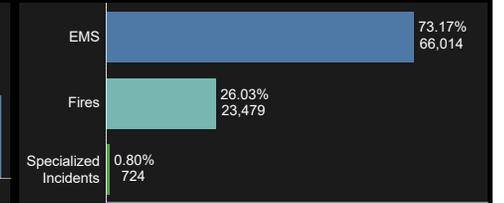
### Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



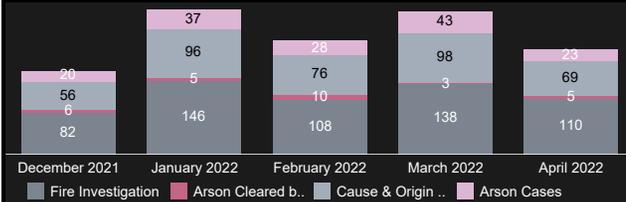
### Smoke Detector Installs Instalaciones de Alarma de Humo



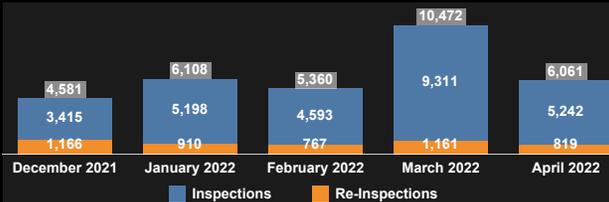
### Fire Communications & Dispatch Despachos por Categorías de Incidente



### Arson Investigation Case Breakdown Investigaciones de Incendio Provocado



### Inspections & Re-Inspections Inspecciones de Estructuras



### Academy Breakdown Información de la Academia

Class:	363	364	365	366	367	368
# of Trainees	14	14	17	18	14	18
Start Date	Jul-2021	Jul-2021	Oct-2021	Oct-2021	Feb-2022	Feb-2022
End Date	Oct-2022	Oct-2022	Feb-2023	Feb-2023	May-2023	May-2023
ERB Assigned	Dec-2022	Dec-2022	Mar-2023	Mar-2023	Jun-2023	Jun-2023

\* YTD-Exp – Do Not Include Encumbrances

# Dallas Police Department Dashboard April 2022

### FY21-22 BUDGET

#### April Top 10 OT Activity Codes (By Hrs.)\*

Sum total of all Apr Hrs. = 39,947

FY22's Apr Budget Target = 29,169 Hrs.

#### Sworn Overtime

Total Budget

### CRIME REPORTING\*\*\*\*\*

#### Total Arrests

#### Year to Date Crime (NIBRS) January 1, 2022 -April 30, 2022

Offense	2022	2021	Count DIFF	% Change	Clearance Rate
<b>Person</b>					
Assault Offenses	8,854	9,215	-361	-3.9%	62.5%
Agg Assault FV	534	629	-95	-15.1%	
Simple Assault FV	4,435	4,651	-216	-4.6%	
Homicide Offenses	84	85	-1	-1.2%	54.8%
Murder & Nonnegligent Manslaughter	76	70	6	8.6%	
Human Trafficking	7	13	-6	-46.2%	71.4%
Kidnapping / Abduction	38	56	-18	-32.1%	97.4%
Sex Offenses, Forcible	172	275	-103	-37.5%	95.8%
Sex Offenses, Nonforcible	-	-	0	-	-
<b>Sub-Total</b>	<b>9,155</b>	<b>9,644</b>	<b>-489</b>	<b>-5.1%</b>	<b>63.3%</b>
<b>Property</b>					
Arson	79	83	-4	-4.8%	6.5%
Bribery	1	1	0	0.0%	0.0%
Burglary / Breaking & Entering	2,100	2,194	-94	-4.3%	5.7%
Counterfeiting / Forgery	110	123	-13	-10.6%	8.6%
Destruction / Vandalism	3,163	3,286	-123	-3.7%	9.2%
Embezzlement	99	92	7	7.6%	21.9%
Extortion / Blackmail	1	6	-5	-83.3%	0.0%
Fraud	607	749	-142	-19.0%	45.8%
Larceny / Theft	8,663	8,978	-315	-3.5%	4.0%
Motor Vehicle Theft	4,154	3,233	921	28.5%	7.4%
Robbery	798	844	-46	-5.5%	22.1%
Stolen Property Offenses	224	179	45	25.1%	91.0%
<b>Sub-Total</b>	<b>19,999</b>	<b>19,768</b>	<b>231</b>	<b>1.2%</b>	<b>8.8%</b>
<b>Society</b>					
Animal Cruelty	38	28	10	35.7%	7.9%
Drug / Narcotics	3,117	3,413	-296	-8.7%	63.9%
Gambling	16	23	-7	-30.4%	12.5%
Pornography / Obscene Material	11	6	5	83.3%	50.0%
Prostitution Offenses	54	140	-86	-61.4%	81.1%
Weapon Law Violations	852	925	-73	-7.9%	77.8%
<b>Sub-Total</b>	<b>4,088</b>	<b>4,535</b>	<b>-447</b>	<b>-9.9%</b>	<b>66.9%</b>
<b>Total</b>	<b>33,242</b>	<b>33,947</b>	<b>-705</b>	<b>-2.1%</b>	<b>29.9%</b>

### SWORN STAFFING AND HIRING FISCAL YEAR\*\*\*\*

Function	FY 21-22 YTD	FY 20-21	FY 19-20
CBD	83	84	104
Central	174	185	176
NE	314	327	353
SE	282	304	314
SW	266	263	288
NW	239	237	248
NC	204	187	182
SC	268	314	322
Nuisance Abatement	9	8	6
Community Affairs (NPO)	97	82	3
Right Care	19	13	
<b>Patrol Total</b>	<b>1,947</b>	<b>2,004</b>	<b>1,996</b>
<b>Support</b>	<b>107</b>	<b>105</b>	<b>146</b>
<b>Administrative</b>	<b>138</b>	<b>126</b>	<b>113</b>
<b>Investigations</b>	<b>463</b>	<b>479</b>	<b>468</b>
<b>Tactical and Special Ops</b>	<b>260</b>	<b>257</b>	<b>249</b>
<b>Trainees</b>	<b>188</b>	<b>149</b>	<b>177</b>
<b>Total</b>	<b>3,103</b>	<b>3,120</b>	<b>3,149</b>

### 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	-6.91%	5.29%	-12.26%	0.79%	6.99 / 29.58
NE	-3.34%	-1.62%	-18.43%	-3.13%	8.24 / 57.22
SE	-6.31%	-4.16%	-10.13%	-9.70%	9.61 / 62.11
SW	-8.15%	4.76%	-5.85%	1.12%	8.84 / 39.23
NW	4.25%	-1.35%	-10.19%	-0.37%	8.95 / 36.24
NC	10.31%	-2.15%	-5.55%	2.74%	8.54 / 27.70
SC	-14.31%	8.39%	-0.98%	-4.79%	9.54 / 52.44
Nuisance Abatement					
Community Affairs (NPO)					
Right Care					
<b>Patrol Total</b>					
<b>Support</b>					
<b>Administrative</b>					
<b>Investigations</b>					
<b>Tactical and Special Ops</b>					
<b>Trainees</b>					
<b>Total</b>					

### INTERNAL AFFAIRS

Complaint Type	2022 YTD	2021 YTD	% Change
Investigations Completed	97	148	-34.5%
Use of Force Complaints Received	24	10	140.0%

### COMMUNICATIONS

911 Call Center Information		
911 Calls MTD	Apr Avg Answer	Apr Service Level
154,103	0:04	97.87%

911 Operator Staffing			
Trainee	Operator	Actual	Authorized
8	122	122	141

### FY 21-22 Hiring and Attrition

Hired : 110    Attrition : 127

### FY21-22 Hiring Goal : 250

Goal: 250    Hired YTD: 110

### Top 911 Calls

Type	Calls YTD	April-2022	April-2021
Major Disturbance *****	36,873	9,939	9,493
Other Incidents *****	18,756	5,016	4,786
Other Escalated *****	17,706	5,047	4,717
Suspicious Person	8,231	2,359	2,183
Minor Accident	8,933	2,356	2,562
Business Alarm	6,083	1,463	1,287
Major Accident	6,594	1,750	1,565
Loud Music	7,133	2,371	2,334
Burg Motor Veh	1,447	352	258
Crisis Intervention	4,043	1,114	1,000
911 Hang-up	2,082	553	724

### April Reports

Expeditor Reports	DORS Reports
1,480	1,260

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
Apr-22	9.82	52.22	258.91	326.40	49,453
<b>YTD 2022</b>	<b>8.71</b>	<b>44.61</b>	<b>213.27</b>	<b>275.18</b>	<b>182,869</b>
Apr-21	7.52	28.63	117.58	159.75	47,027
<b>YTD 2021</b>	<b>7.54</b>	<b>25.89</b>	<b>92.30</b>	<b>129.62</b>	<b>176,047</b>

## 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

\*\*\*\*\*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.

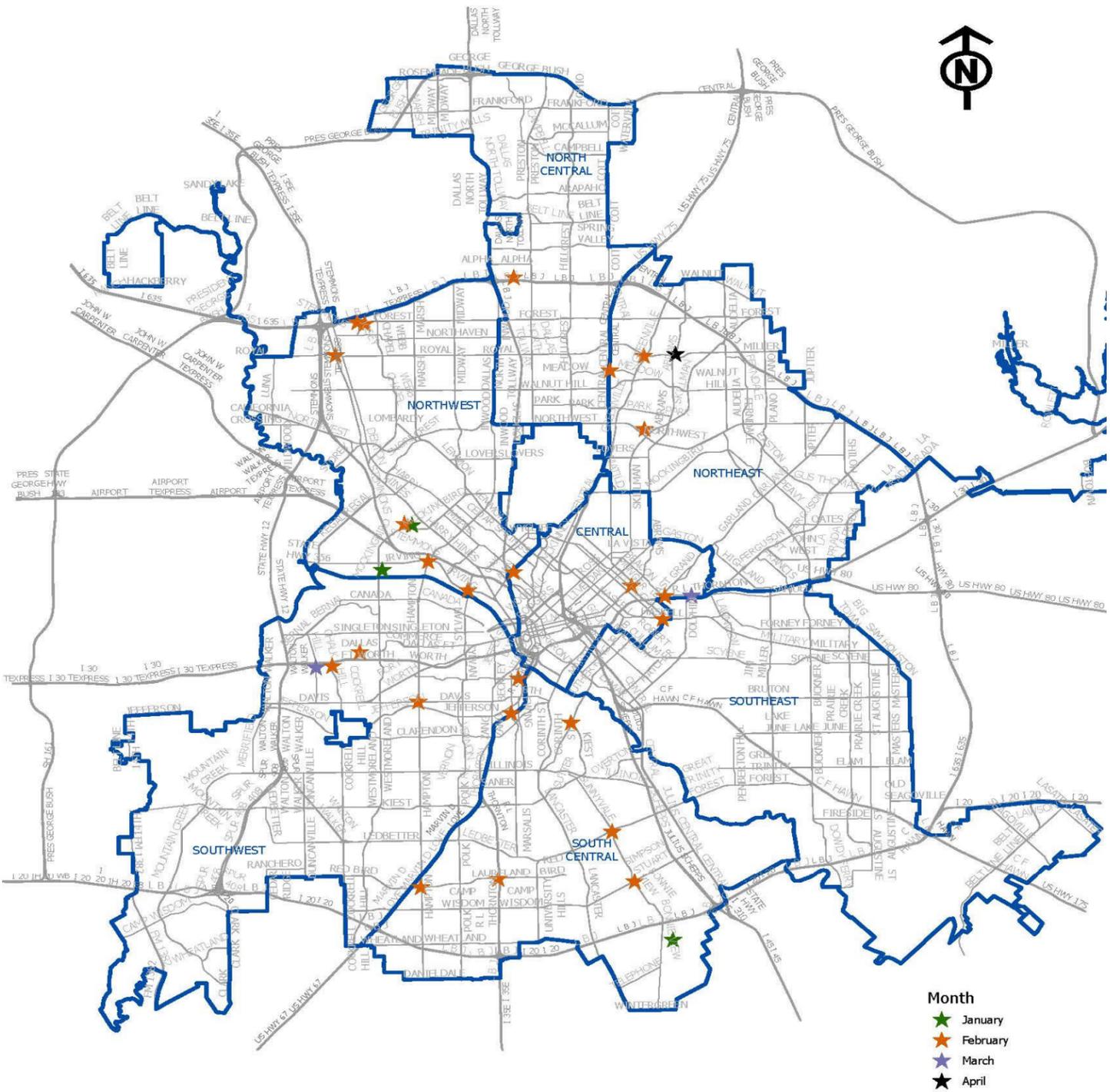
\*\*\*\*\* Crime reporting now includes NIBRS data. Data is preliminary.

\*\*\*\*\* Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving

# Dallas Police Department Racing / Speeding Dashboard April 2022

## Racing / Speeding Hotspots

### Takeover Locations



0 1.25 2.5 5 Miles

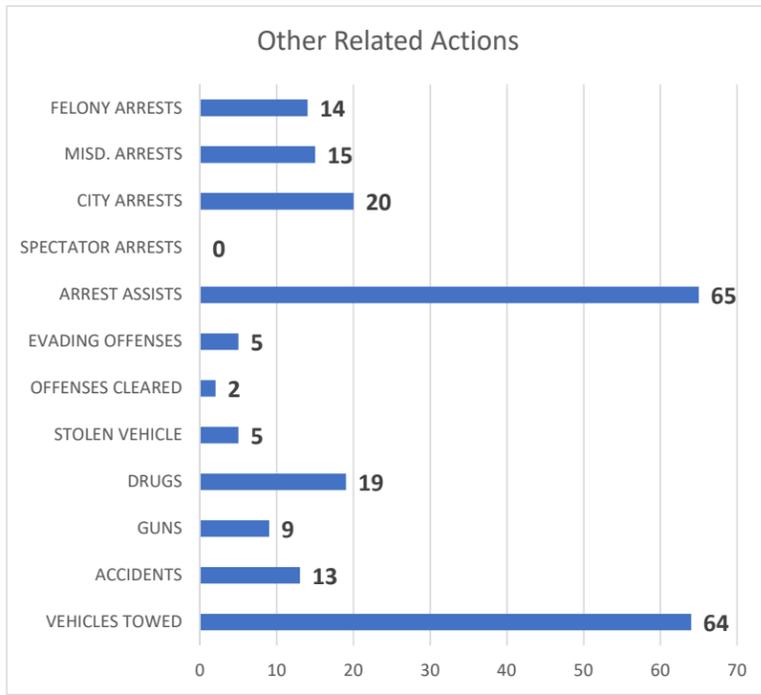
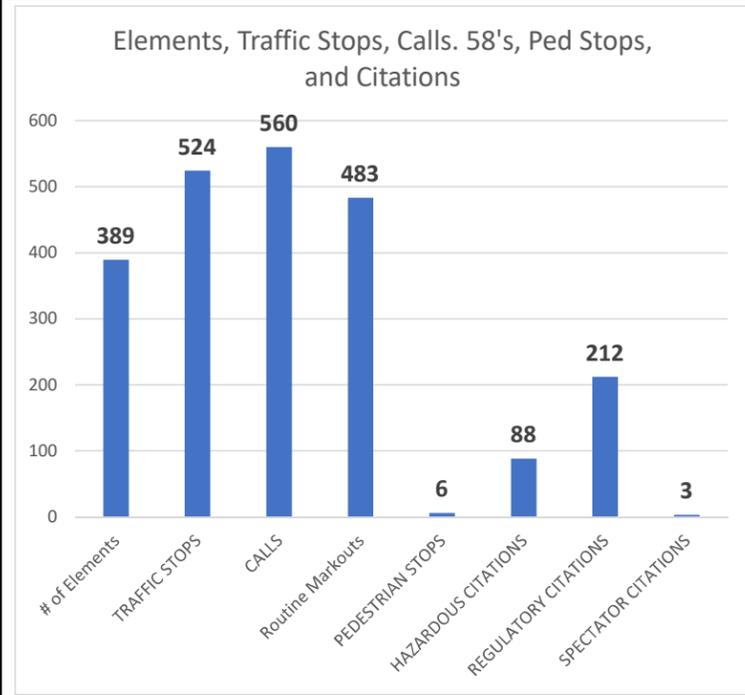
Date: 4/7/2022 4:58 PM  
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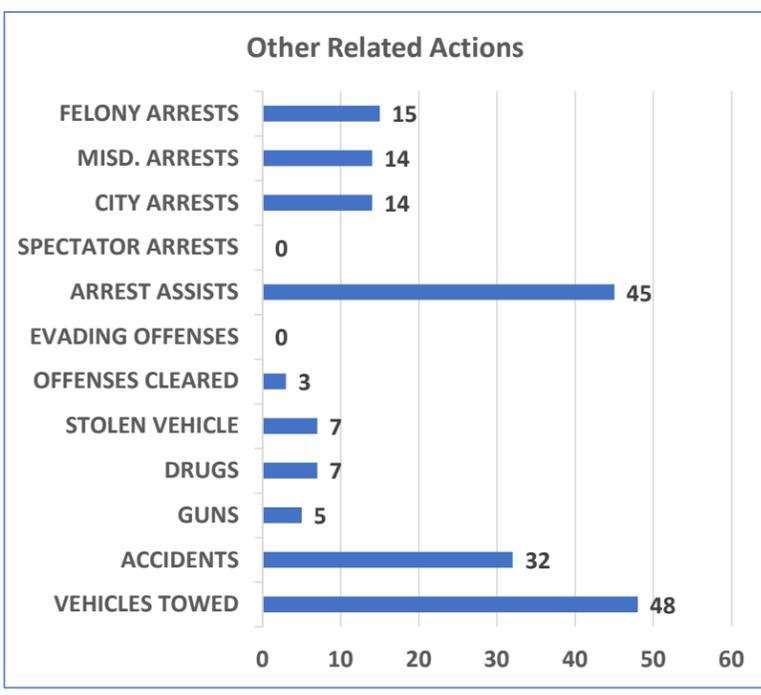
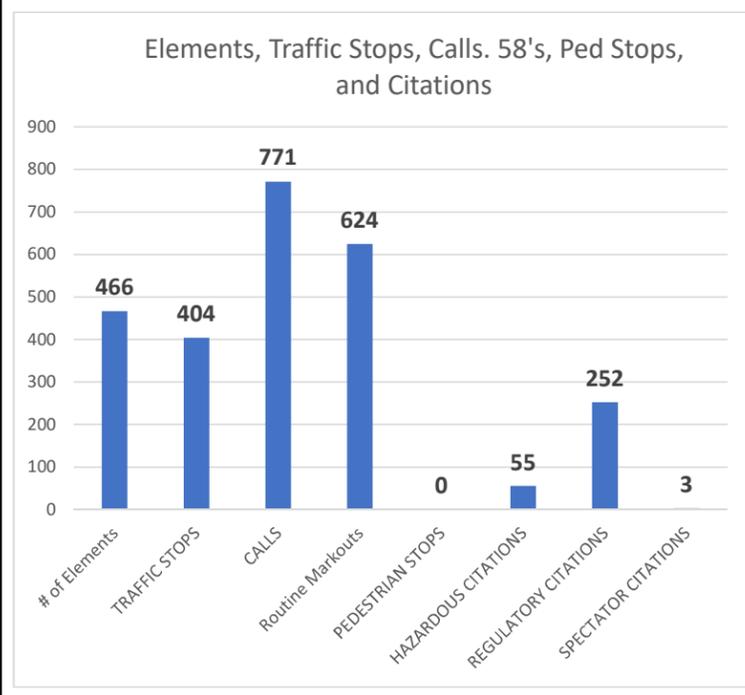
City of Dallas Honored GIS Data Disclaimer of Liability: The City of Dallas is not responsible for any errors or omissions in this data. The City of Dallas is not responsible for any damages or liabilities arising from the use of this data. The City of Dallas is not responsible for any damages or liabilities arising from the use of this data.

## Racing / Speeding Operational Activity

### March



### April



### 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 (April) 2022

## Call Center Staffing



April 2022  
Service Level

**97.87%**



YTD Service Level  
Jan 1 – Apr 30, 2022

**98.3%**



Average Answer Time  
April 2022

**0:04**



April 2022  
Total 911 Calls

**154,103**



Call Takers in Training

**8**



Call Takers in Background

**9**

## Service Level Comparison

Month	FY'22	FY'21	FY'20
October	<b>88.83%</b>	<b>68.97%</b>	<b>86.31%</b>
November	<b>94.57%</b>	<b>73.94%</b>	<b>87.48%</b>
December	<b>97.60%</b>	<b>71.90%</b>	<b>81.07%</b>
January	<b>98.07%</b>	<b>72.54%</b>	<b>87.95%</b>
February	<b>99.01%</b>	<b>52.91%</b>	<b>87.88%</b>
March	<b>98.16%</b>	<b>56.59%</b>	<b>86.66%</b>
April	<b>97.87%</b>	<b>60.24%</b>	<b>93.70%</b>
May		<b>41.51%</b>	<b>85.97%</b>
June		<b>55.04%</b>	<b>74.44%</b>
July		<b>81.88%</b>	<b>65.95%</b>
August		<b>88.27%</b>	<b>59.02%</b>
September		<b>85.85%</b>	<b>59.96%</b>

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

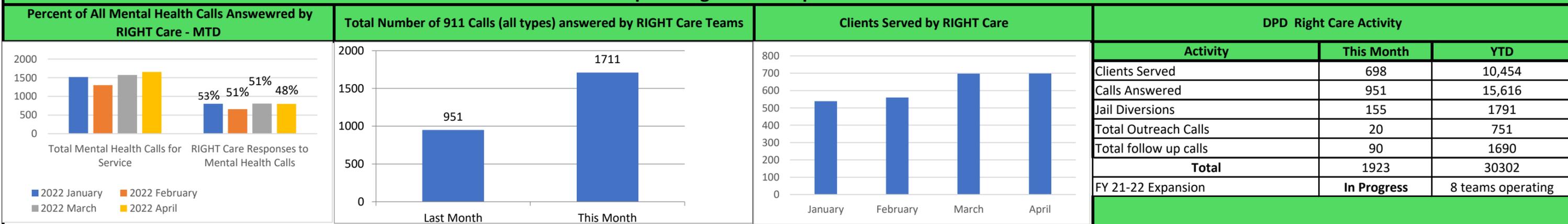
## Total Emergency Calls

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

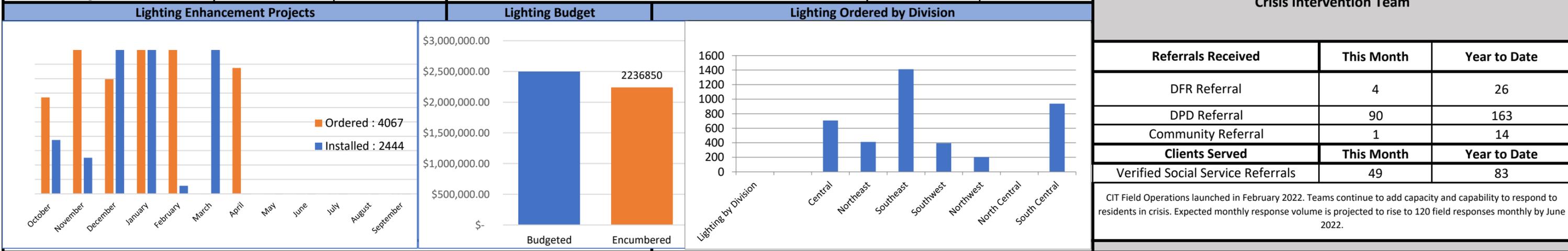
FY' 21 Total **2,023,459** FY' 20 Total **1,945,931** = ▲ 3.98% (increase)

## Office of Integrated Public Safety Solutions - April 2022 Dashboard

### Rapid Integrated Group Healthcare Team

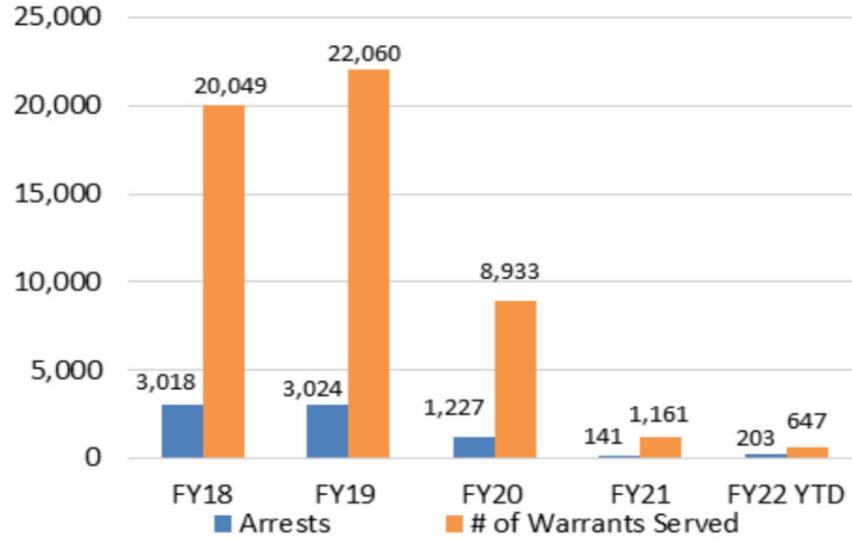


Nuisance Abatement			Risk Terrain Modeling Area Environmental Interventions			City Funded Violence Interruption Programs		
Activity	This Month	YTD	Interventions	This Month	YTD			
Properties Investigated	37	136	Code violations identified and worked	746	6171	Youth Advocate Programs		
Contacts with property owners	48	237	Code cases complete by owner compliance	12	235			
Meetings attended	55	318	Code cases complete through city intervention	125	715	Youth Advocate Programs		
Cases closed	4	16	Commercial business inspections	130	1230			
Active Cases	New Case	Open Cases	Vacant lots remediated	53	351	Youth Advocate Programs		
Central Open Cases	0	1	Zoning cases worked	135	1207			
Northeast Open Cases	0	8	Substandard structure cases worked	249	1959	Youth Advocate Programs		
Southeast Open Cases	0	13	<b>Effectiveness Measure: Percentage Increase or Decrease</b>					
Southwest Open Cases	1	9	Calls for police this year vs last year	-5%	-30%	Youth Advocate Programs		
Northwest Open Cases	0	6	Criminal offenses this year vs last year	5%	15%			
North Central Open Cases	0	3				Youth Advocate Programs		
South Central Open Cases	1	14	<b>Integrated Public Safety Solutions Engagement Report</b>					
Total Cases	2	54				Youth Advocate Programs		
Staffing	Authorized	Current	Activity	This Month	YTD			
Sergeant	1	1	Citywide Department Collaboration Meetings	6	73	Youth Advocate Programs		
Detectives	7	7	Community Meetings	0	12			
Intelligence Officer	1	1	Presentations conducted	1	9	Youth Advocate Programs		

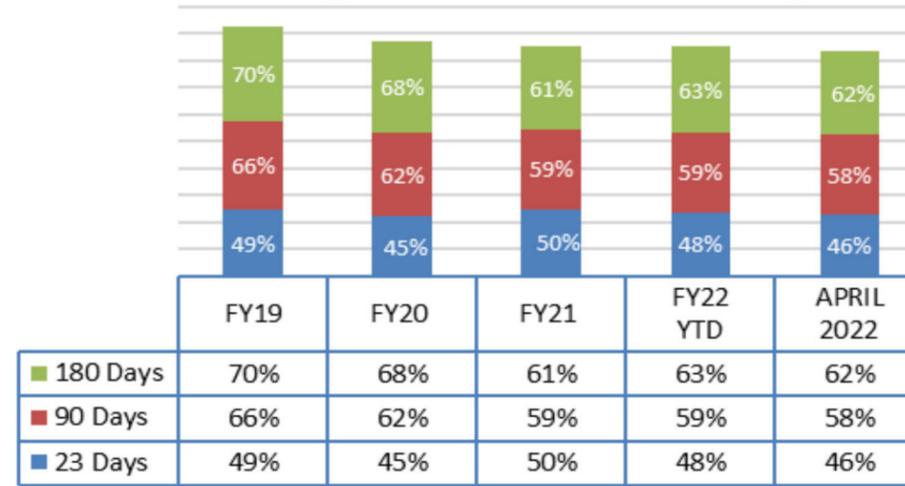


# Municipal Court Dashboard: Month Ending April 30, 2022

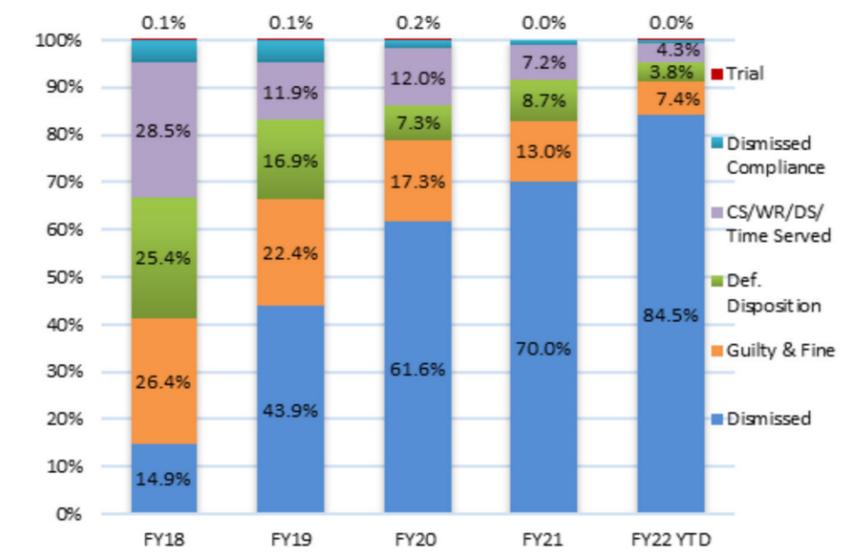
## Warrant Enforcement



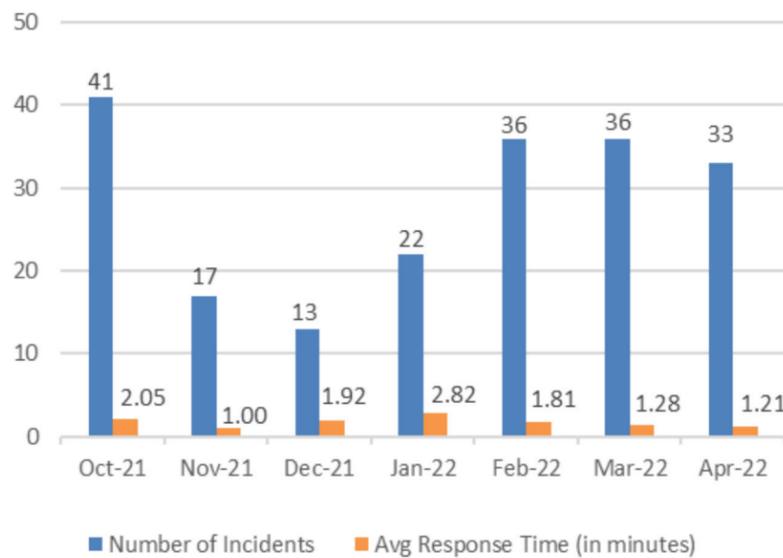
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



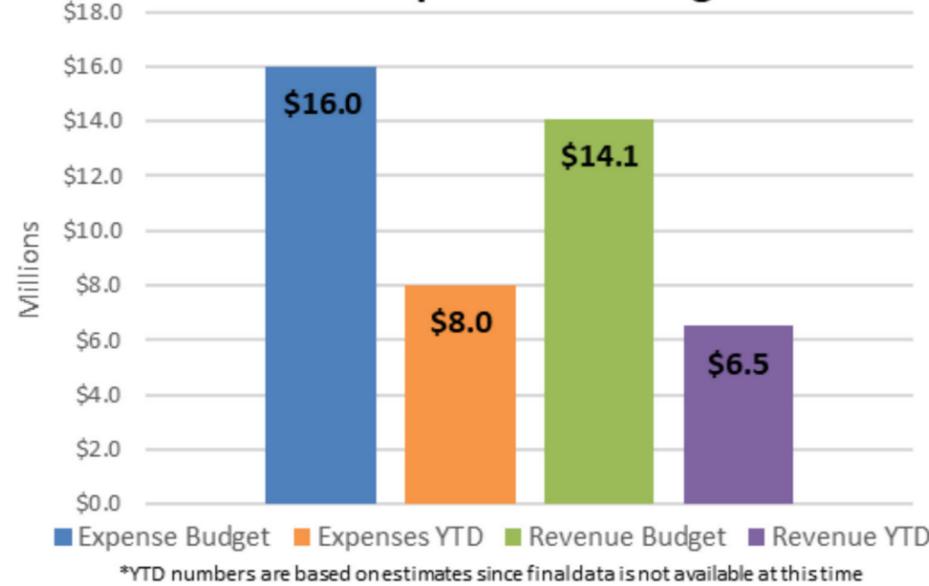
## Courthouse Dispositions



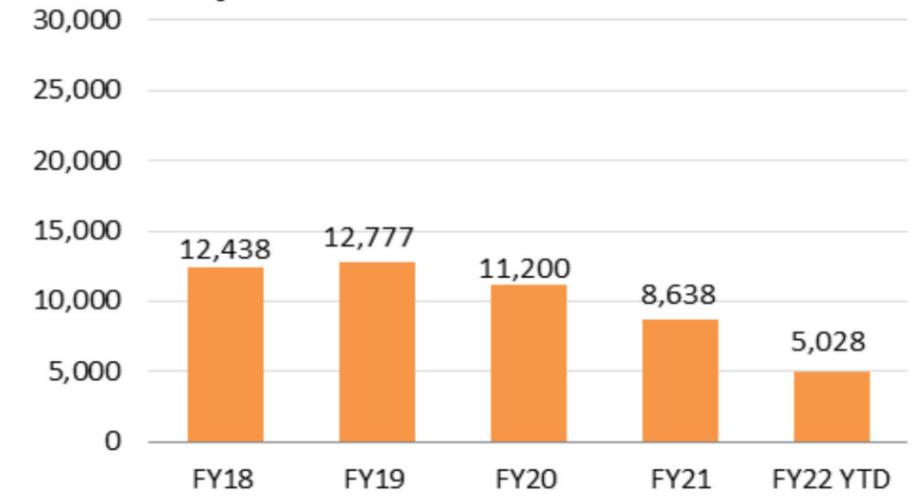
## Security Incidents and Response Time



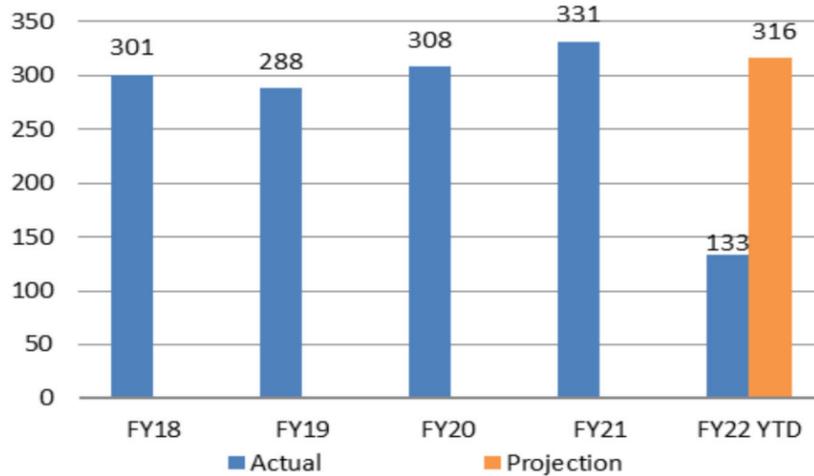
## \*Municipal Court Budget



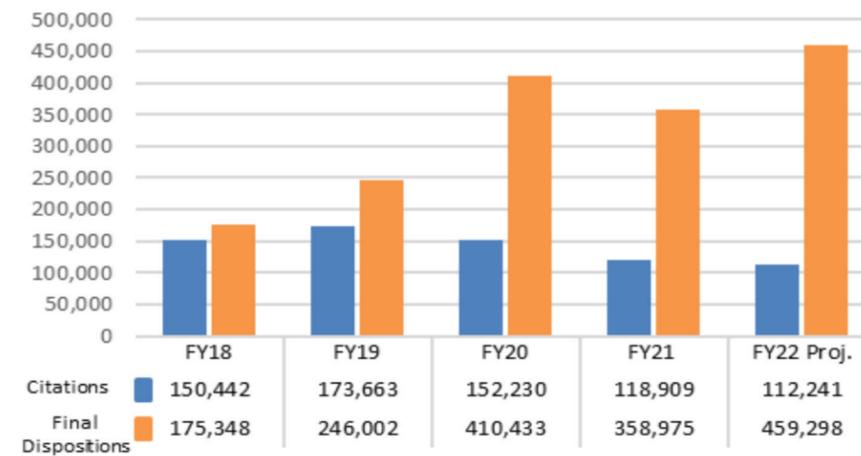
## City Detention Center Book-Ins



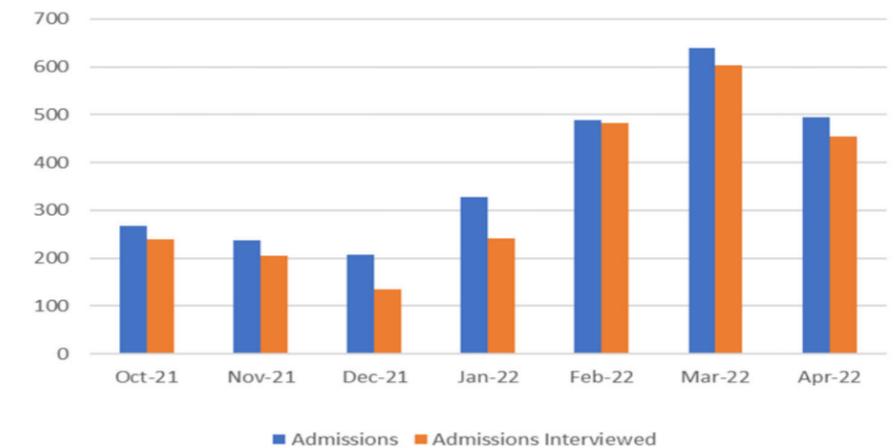
## Environmental Cases Filed



## Citation Count & Final Dispositions



## Sobering Center Performance



Date	Admissions	Admissions Interviewed	Interviewed Homeless	Total Interviewed	Homeless Percentage	Provided Services	Percentage	Repeat Offenders
Apr-22	495	455	69	91.9%	15.2%	89	19.6%	0
FY22 YTD	2663	2361	328	88.7%	13.9%	418	17.7%	43