

# City of Dallas

1500 Marilla Street, Room 6ES  
Dallas, Texas 75201

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2020 AUGUST 07 AM 11:44

CITY SECRETARY  
DALLAS, TEXAS



## Public Safety Committee

August 10, 2020

1:00 PM

## Public Notice

200603

POSTED CITY SECRETARY  
DALLAS, TX

This Public Safety Committee meeting will be held by videoconference. The meeting will be broadcast live on Spectrum Cable Channel 95 and online at [bit.ly/cityofdallastv](https://bit.ly/cityofdallastv). The public may also listen to the meeting as an attendee at the following videoconference link:

<https://dallascityhall.webex.com/dallascityhall/onstage/g.php?>

[MTID=e633a86d82a03b56067503f9739dfbb61](https://dallascityhall.webex.com/dallascityhall/onstage/g.php?MTID=e633a86d82a03b56067503f9739dfbb61)

## **2020 CITY COUNCIL APPOINTMENTS**

<b>COUNCIL COMMITTEE</b>	
<b>ECONOMIC DEVELOPMENT</b> Atkins (C), Blewett (VC), Gates, McGough, Narvaez, Resendez, West	<b>ENVIRONMENT AND SUSTAINABILITY</b> Narvaez (C), Atkins (VC), Blackmon, Blewett, Gates
<b>GOVERNMENT PERFORMANCE AND FINANCIAL MANAGEMENT</b> Gates (C), Mendelsohn (VC), Arnold, Bazaldua, Kleinman, Narvaez, Thomas	<b>HOUSING AND HOMELESSNESS SOLUTIONS</b> West (C), Thomas (VC), Arnold, Blackmon, Kleinman, Mendelsohn, Resendez
<b>PUBLIC SAFETY</b> McGough (C), Arnold (VC), Bazaldua, Blewett, Medrano, Mendelsohn, Thomas	<b>QUALITY OF LIFE, ARTS, AND CULTURE</b> Arnold (C), Gates (VC), Atkins, Narvaez, West
<b>TRANSPORTATION AND INFRASTRUCTURE</b> Kleinman (C), Medrano, (VC), Atkins, Bazaldua, Blewett, McGough, West	<b>WORKFORCE, EDUCATION, AND EQUITY</b> Thomas (C), Resendez (VC), Blackmon, Kleinman, Medrano
<b>AD HOC JUDICIAL NOMINATING COMMITTEE</b> McGough (C), Blewett, Mendelsohn, Narvaez, West	<b>AD HOC LEGISLATIVE AFFAIRS</b> Johnson (C), Blackmon (VC), Atkins, Gates, Mendelsohn
<b>AD HOC COMMITTEE ON COVID-19 RECOVERY AND ASSISTANCE</b> Thomas (C), Atkins, Blewett, Gates, Mendelsohn, Narvaez, Resendez	

(C) – Chair, (VC) – Vice Chair

Note: A quorum of the Dallas City Council may attend this Council Committee meeting.

**MINUTES**

- A.     [20-1487](#)     Approval of June 8, 2020 Minutes

**Attachments:**   [Minutes](#)

**BRIEFING ITEMS**

- B.     [20-1183](#)     Public Safety Dashboards - Month Ending May, June and July 2020  
                            [Jon Fortune, Assistant City Manager, City Manager's Office]

**Attachments:**   [Presentation](#)

- C.     [20-271](#)     Violent Crime Reduction Plan Update  
                            [Teena Schultz, Deputy Assistant Chief, Dallas Police Department]

**Attachments:**   [Presentation](#)

- D.     [20-1478](#)     DFR EMS Response Strategies  
                            [Dominique Artis, Chief, Dallas Fire and Rescue Department]

**Attachments:**   [Presentation](#)

- E.     [20-1524](#)     Police and Fire Social Media Rules and Procedures  
                            [Jon Fortune, Assistant City Manager, City Manager's Office]

**Attachments:**   [Presentation](#)

**BRIEFING BY MEMORANDUM**

- F.     [20-1534](#)     Proposed amendments to: Chapter 6A, "Amusement Centers," to update the definition of coin-operated amusement device; and Chapter 12B, "Convenience Stores," to prohibit coin-operated amusement devices in convenience stores.  
                            [Jill Haning, Assistant City Attorney, City Attorney's Office]

**Attachments:**   [Memorandum](#)

- G.     [20-1484](#)     Update on Opening of Temporary Fire Stations 19 and 41  
                            [Dominique Artis, Chief, Department of Fire and Rescue]

**Attachments:**   [Memorandum](#)

- H.     [20-1523](#)     Changes to Dallas Police Department Priority 1 Call Response Standards relating to KPMG Implementation  
                            [Israel Herrera, Major, Dallas Police Department]

**Attachments:**   [Memorandum](#)

**EXECUTIVE SESSION NOTICE**

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.087]
7. deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex Govt. Code §551.089]



# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1487

**Item #:** A.

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Approval of June 8, 2020 Minutes

# Public Safety Committee Meeting Record

The Public Committee meetings are recorded. Agenda materials are available online at [www.dallascityhall.com](http://www.dallascityhall.com).  
Recordings may be reviewed/copied by contacting the Public Safety Committee Coordinator at 214-671-5265.

**Meeting Date:** Monday, June 8, 2020

**Convened:** 1:02 P.M.

**Adjourned:** 3:32 P.M.

**Committee Members Present:**

DMPT B. Adam McGough, Chair  
Carolyn King Arnold, Vice Chair  
Adam Bazaldua  
David Blewett  
MPT Adam Medrano  
Cara Mendelsohn  
Casey Thomas, II

**Committee Members Absent:**

N/A

**Other Council Members Present:**

Jennifer S. Gates

**AGENDA:**

**Call to Order (1:02 P.M.)**

**A. Approval of the March 3, 2020 and May 11, 2020 Minutes**

**Presenter(s):** DMPT B. Adam McGough, Chair

**Information Only:** ☐

**Action Taken/Committee Recommendation(s):**

A motion was made to approve the March 3, 2020 and May 11, 2020 meeting minutes.

**Motion made by:** MPT Adam Medrano

**Item passed unanimously:** ☒

**Item failed unanimously:** ☐

**Motion Seconded by:** Cara Mendelsohn

**Item passed on a divided vote:** ☐

**Item failed on a divided vote:** ☐

**B. One Dallas: R.E.A.L Change (Restore, Trust and Build Relationships in Policing)**

**Presenter(s):** Assistant City Manager, Jon Fortune, City Manager's Office

**Information Only:** ☒

**Action Taken/Committee Recommendation(s):**

Committee was briefed on what the City has done to build trust and legitimacy, improve policy and oversight, technology and social media such as iWatch Dallas app, Starlight Program, and Body Worn Cameras. Discussion about Community Policing and Crime Reduction Officer Training, education, wellness, and safety took place. Staff is using the Committees feedback to improve and optimize the plan.

**Motion made by:**

**Item passed unanimously:** ☐

**Item failed unanimously:** ☐

**Motion Seconded by:**

**Item passed on a divided vote:** ☐

**Item failed on a divided vote:** ☐

**C. Public Safety Committee statements, questions and oversight of police and partner agencies' response to protests in the City of Dallas and recommendations for specific policy review and changes moving forward**

**Presenter(s):** Public Safety Committee

**Information Only:** ☐

**Action Taken/Committee Recommendation(s):**

Public Safety Council Committee Members discussed protests in the City of Dallas and to make recommendations for creation of policy in response to protesters, the press, and Community Police Oversight Board functions as well as investing in more de-escalation trainings.

**Motion made by:**

**Item passed unanimously:** ☐

**Item failed unanimously:** ☐

**Motion Seconded by:**

**Item passed on a divided vote:** ☐

**Item failed on a divided vote:** ☐

**D. P25 Radio System Update**

**Presenter(s):** William Snead

**Information Only:** ☒

**Action Taken/Committee Recommendation(s):**

IT Assistant Director, Will Snead has provided the Public Safety Committee with a briefing update on the P25 Public Safety Radio System. The presentation included background information, recent actions taken, and next steps.

**Motion made by:**

**Item passed unanimously:** ☐

**Item failed unanimously:** ☐

**Motion Seconded by:**

**Item passed on a divided vote:** ☐

**Item failed on a divided vote:** ☐

**E. Crime Reduction Plan Update**

**Presenter(s):** Chief Renee Hall, Dallas Police Department

**Information Only:** ☒

**Action Taken/Committee Recommendation(s):**

Staff provided the Committee with an update on their 2020 Crime Reduction Plan.

**Motion made by:**

**Item passed unanimously:** ☐

**Item failed unanimously:** ☐

**Motion Seconded by:**

**Item passed on a divided vote:** ☐

**Item failed on a divided vote:** ☐

**F. Public Safety Dashboards – Month Ending April 2020**

**Presenter(s):** Jon Fortune, Assistant City Manager, City Manager's Office

**Information Only:** ☒

**Action Taken/Committee Recommendation(s):**

Staff provided the Committee with the Public Safety Dashboards for April 2020 in order to provide a comprehensive snapshot of performance measures, critical areas of concerns, and staffing levels.

**APPROVED BY:**

DMPT B. Adam McGough, Chair  
Public Safety Committee

**ATTEST:**

Miriam Bebawy, Coordinator  
Public Safety Committee

DRAFT





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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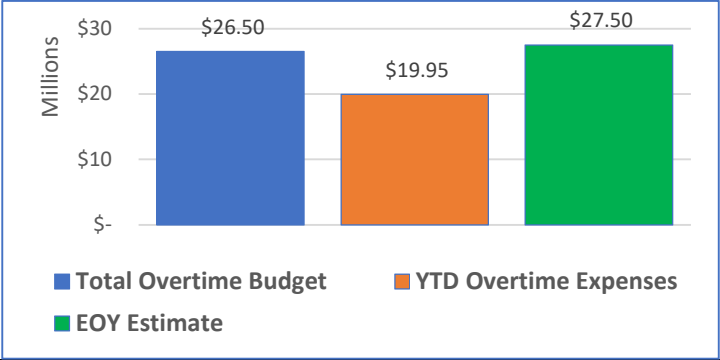
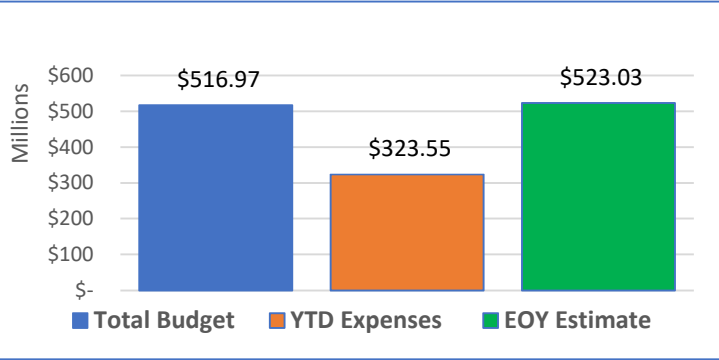
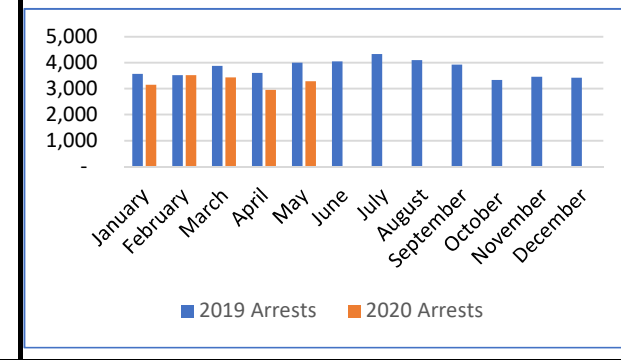
**File #:** 20-1183

**Item #:** B.

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Public Safety Dashboards - Month Ending May, June and July 2020  
[Jon Fortune, Assistant City Manager, City Manager's Office]

Dallas Police Department Dashboard 5/31/2020

FY19-20 BUDGET								CRIME REPORTING*****																																																																																																																																																																																																																																																																									
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<table><tr><th colspan="4">SWORN STAFFING AND HIRING</th><th colspan="6">PATROL PERFORMANCE YEAR TO DATE</th></tr><tr><th>Function</th><th>2020 Assigned</th><th>2019 Assigned</th><th>2018 Assigned</th><th colspan="3">Crime Change by Division</th><th colspan="3">Response time</th></tr><tr><td>CBD</td><td>98</td><td>100</td><td>95</td><td>Person</td><td>Property</td><td>MTD Total</td><td>YTD Total</td><td>Priority 1</td><td>Priority 2</td></tr><tr><td>Central</td><td>177</td><td>184</td><td>189</td><td>-7.26%</td><td>-5.47%</td><td>-16.49%</td><td>-5.16%</td><td>6.86</td><td>18.45</td></tr><tr><td>NE</td><td>318</td><td>320</td><td>309</td><td>5.58%</td><td>-3.70%</td><td>-5.72%</td><td>1.65%</td><td>8.31</td><td>23.74</td></tr><tr><td>SE</td><td>300</td><td>295</td><td>307</td><td>6.67%</td><td>-6.09%</td><td>-9.78%</td><td>1.47%</td><td>8.35</td><td>28.16</td></tr><tr><td>SW</td><td>271</td><td>275</td><td>286</td><td>4.11%</td><td>-1.69%</td><td>-10.50%</td><td>0.89%</td><td>7.91</td><td>22.12</td></tr><tr><td>NW</td><td>238</td><td>237</td><td>217</td><td>-6.45%</td><td>-10.14%</td><td>-16.53%</td><td>-6.91%</td><td>7.81</td><td>20.93</td></tr><tr><td>NC</td><td>174</td><td>181</td><td>182</td><td>0.50%</td><td>-3.90%</td><td>-22.08%</td><td>-1.32%</td><td>8.56</td><td>19.88</td></tr><tr><td>SC</td><td>313</td><td>294</td><td>305</td><td>4.70%</td><td>-7.85%</td><td>-7.58%</td><td>-1.15%</td><td>7.73</td><td>21.68</td></tr><tr><td>Nuisance Abatement</td><td>8</td><td>8</td><td>3</td><td colspan="6">*CBD crime and response time data included in Central</td></tr><tr><td>Patrol Total</td><td>1,897</td><td>1,894</td><td>1,892</td><td colspan="6">INTERNAL AFFAIRS</td></tr><tr><td rowspan="3">Administrative**</td><td rowspan="3">595</td><td rowspan="3">592</td><td rowspan="3">497</td><td colspan="2">Complaint Type</td><td>2020 YTD</td><td>2019 YTD</td><td colspan="3">% Change</td></tr><tr><td colspan="2">Investigations Completed</td><td>126</td><td>118</td><td colspan="3">6.8%</td></tr><tr><td colspan="2">Use of Force Complaints Received</td><td>5</td><td>10</td><td colspan="3">-50.0%</td></tr><tr><td rowspan="3">Investigations &amp; Tactical</td><td rowspan="3">640</td><td rowspan="3">629</td><td rowspan="3">669</td><td colspan="6">Investigations Over 200 Days</td></tr><tr><td colspan="2">Active Investigations</td><td>17</td><td colspan="2">Awaiting Chief of Police Hearing</td><td>8</td></tr><tr><td colspan="2">Investigation suspended</td><td>13</td><td colspan="2">Awaiting Bureau Chief Hearing</td><td>20</td></tr><tr><td rowspan="2">Total</td><td rowspan="2">3,132</td><td rowspan="2">3,115</td><td rowspan="2">3,058</td><td colspan="2">Awaiting Corrective Action</td><td>6</td><td colspan="2">Total</td><td>64</td></tr></table>				SWORN STAFFING AND HIRING				PATROL PERFORMANCE YEAR TO DATE						Function	2020 Assigned	2019 Assigned	2018 Assigned	Crime Change by Division			Response time			CBD	98	100	95	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2	Central	177	184	189	-7.26%	-5.47%	-16.49%	-5.16%	6.86	18.45	NE	318	320	309	5.58%	-3.70%	-5.72%	1.65%	8.31	23.74	SE	300	295	307	6.67%	-6.09%	-9.78%	1.47%	8.35	28.16	SW	271	275	286	4.11%	-1.69%	-10.50%	0.89%	7.91	22.12	NW	238	237	217	-6.45%	-10.14%	-16.53%	-6.91%	7.81	20.93	NC	174	181	182	0.50%	-3.90%	-22.08%	-1.32%	8.56	19.88	SC	313	294	305	4.70%	-7.85%	-7.58%	-1.15%	7.73	21.68	Nuisance Abatement	8	8	3	*CBD crime and response time data included in Central						Patrol Total	1,897	1,894	1,892	INTERNAL AFFAIRS						Administrative**	595	592	497	Complaint Type		2020 YTD	2019 YTD	% Change			Investigations Completed		126	118	6.8%			Use of Force Complaints Received		5	10	-50.0%			Investigations & Tactical	640	629	669	Investigations Over 200 Days						Active Investigations		17	Awaiting Chief of Police Hearing		8	Investigation suspended		13	Awaiting Bureau Chief Hearing		20	Total	3,132	3,115	3,058	Awaiting Corrective Action		6	Total		64	<table><tr><th colspan="6">COMMUNICATIONS</th></tr><tr><th colspan="6">911 Call Center Information</th></tr><tr><td colspan="2">911 Calls YTD</td><td colspan="2">May Avg Answer</td><td colspan="2">May Service Level</td></tr><tr><td colspan="2">758,350</td><td colspan="2">5</td><td colspan="2">87.65%</td></tr><tr><th colspan="6">911 Operator Staffing</th></tr><tr><td colspan="2">Trainee</td><td colspan="2">Operator</td><td colspan="2">Actual</td><td colspan="2">Authorized</td></tr><tr><td colspan="2">8</td><td colspan="2">68</td><td colspan="2">82</td><td colspan="2">95</td></tr><tr><th colspan="6">Dispatched Calls and Response Time</th></tr><tr><th>Date</th><th>Priority 1 Response Time</th><th>Priority 2 Response Time</th><th>Priority 3 Response Time</th><th>Priority 4 Response Time</th><th colspan="2">Dispatched 911 Calls</th></tr><tr><td>May-20</td><td>7.71</td><td>21.24</td><td>61.65</td><td>90.52</td><td colspan="2">45,264</td></tr><tr><td>YTD 2020</td><td>7.95</td><td>22.47</td><td>70.36</td><td>98.00</td><td colspan="2">233,383</td></tr><tr><td>May-19</td><td>8.73</td><td>22.61</td><td>73.31</td><td>110.27</td><td colspan="2">51,440</td></tr><tr><td>YTD 2019</td><td>7.98</td><td>19.32</td><td>54.83</td><td>80.43</td><td colspan="2">247,415</td></tr></table>						COMMUNICATIONS						911 Call Center Information						911 Calls YTD		May Avg Answer		May Service Level		758,350		5		87.65%		911 Operator Staffing						Trainee		Operator		Actual		Authorized		8		68		82		95		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		May-20	7.71	21.24	61.65	90.52	45,264		YTD 2020	7.95	22.47	70.36	98.00	233,383		May-19	8.73	22.61	73.31	110.27	51,440		YTD 2019	7.98	19.32	54.83	80.43	247,415	
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Nuisance Abatement	8	8	3	*CBD crime and response time data included in Central																																																																																																																																																																																																																																																																													
Patrol Total	1,897	1,894	1,892	INTERNAL AFFAIRS																																																																																																																																																																																																																																																																													
Administrative**	595	592	497	Complaint Type		2020 YTD	2019 YTD	% Change																																																																																																																																																																																																																																																																									
				Investigations Completed		126	118	6.8%																																																																																																																																																																																																																																																																									
				Use of Force Complaints Received		5	10	-50.0%																																																																																																																																																																																																																																																																									
Investigations & Tactical	640	629	669	Investigations Over 200 Days																																																																																																																																																																																																																																																																													
				Active Investigations		17	Awaiting Chief of Police Hearing		8																																																																																																																																																																																																																																																																								
				Investigation suspended		13	Awaiting Bureau Chief Hearing		20																																																																																																																																																																																																																																																																								
Total	3,132	3,115	3,058	Awaiting Corrective Action		6	Total		64																																																																																																																																																																																																																																																																								
				COMMUNICATIONS																																																																																																																																																																																																																																																																													
911 Call Center Information																																																																																																																																																																																																																																																																																	
911 Calls YTD		May Avg Answer		May Service Level																																																																																																																																																																																																																																																																													
758,350		5		87.65%																																																																																																																																																																																																																																																																													
911 Operator Staffing																																																																																																																																																																																																																																																																																	
Trainee		Operator		Actual		Authorized																																																																																																																																																																																																																																																																											
8		68		82		95																																																																																																																																																																																																																																																																											
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																																																																																																																																																																																																																																																																												
May-20	7.71	21.24	61.65	90.52	45,264																																																																																																																																																																																																																																																																												
YTD 2020	7.95	22.47	70.36	98.00	233,383																																																																																																																																																																																																																																																																												
May-19	8.73	22.61	73.31	110.27	51,440																																																																																																																																																																																																																																																																												
YTD 2019	7.98	19.32	54.83	80.43	247,415																																																																																																																																																																																																																																																																												

**Notes:**

\*Sworn overtime attributed to Late Relief, Court Overtime, Love Field Overtime, State/Federal Task Forces, Grants i.e. (STEP for Traffic), Special Task Force OT (Summer Crime Initiative). Savings offset from heightened attrition.

\*\*Administrative includes Office of the Chief of Police and Police Academy Trainees (245)

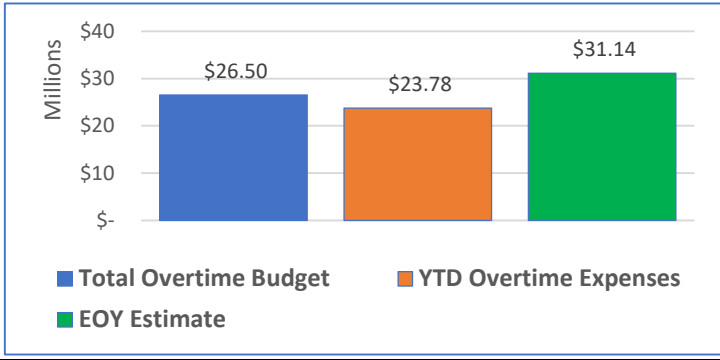
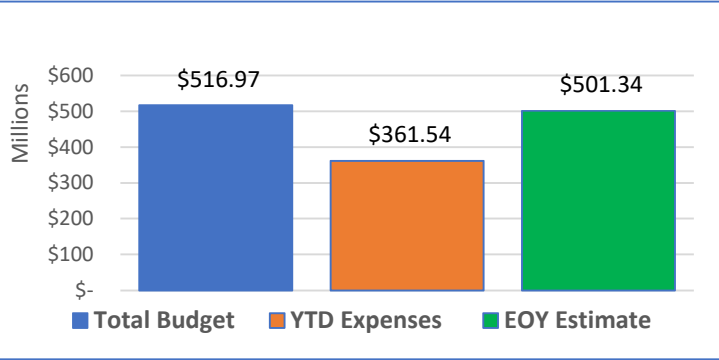
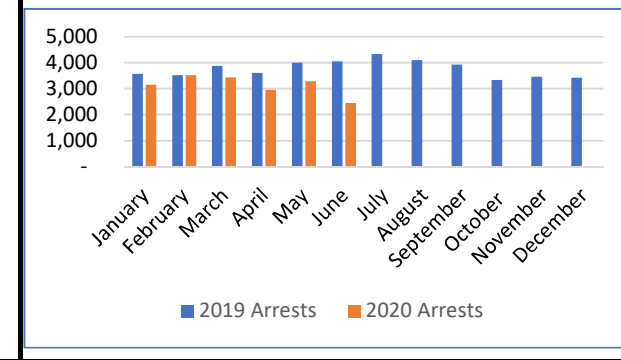
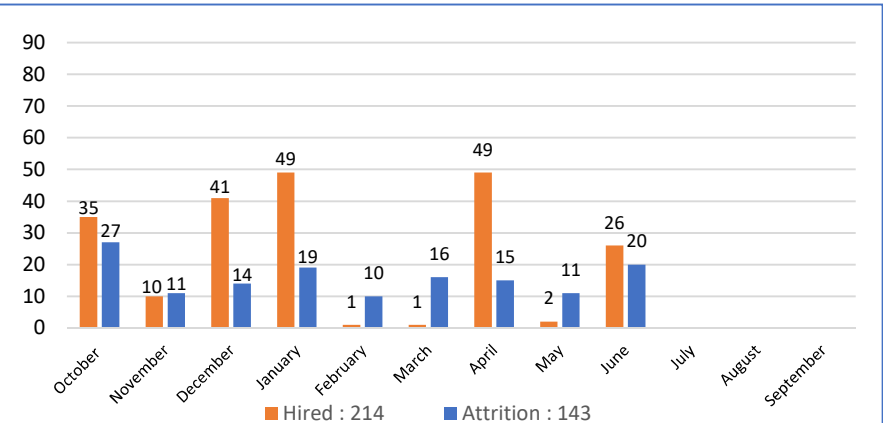
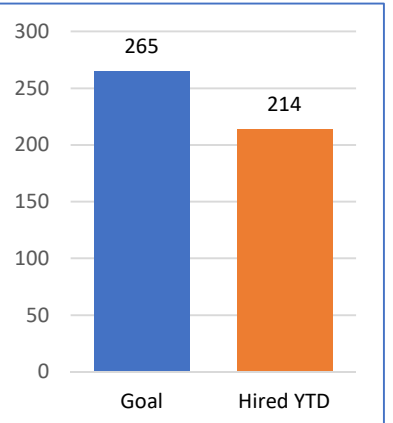
\*\*\*Other Incident Calls - used when a call is received but does not fit into any other category of signals. Ex. harassing phone calls, criminal trespass, death notifications

\*\*\*\*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 up to an offense

\*\*\*\*\* Crime reporting now includes NIBRS data. Clearance rate data is preliminary.

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

Dallas Police Department Dashboard 6/30/2020

FY19-20 BUDGET								CRIME REPORTING*****																																																																																																																																																																																																
Sworn Overtime*				Total Budget				Total Arrests					Year to Date Crime (NIBRS) January 1, 2020 -June 30, 2020																																																																																																																																																																																											
													<table><tr><th rowspan="2">Offense</th><th colspan="2">2020</th><th>2019</th><th>Count DIFF</th><th>% Change</th><th>Clearance Rate</th></tr><tr><th>2020</th><th>2019</th><th>Count DIFF</th><th>% Change</th></tr><tr><td>Assault Offenses</td><td>13,988</td><td>13,539</td><td>449</td><td>3.3%</td><td rowspan="3">61.7%</td></tr><tr><td>Agg Assault FV</td><td>862</td><td>846</td><td>16</td><td>1.9%</td></tr><tr><td>Simple Assault FV</td><td>5,405</td><td>5,346</td><td>59</td><td>1.1%</td></tr><tr><td>Homicide Offenses</td><td>103</td><td>114</td><td>-11</td><td>-9.6%</td><td>74.0%</td></tr><tr><td>Human Trafficking</td><td>11</td><td>18</td><td>-7</td><td>-38.9%</td><td>77.8%</td></tr><tr><td>Kidnapping / Abduction</td><td>79</td><td>29</td><td>50</td><td>172.4%</td><td>71.0%</td></tr><tr><td>Sex Offenses, Forcible</td><td>318</td><td>413</td><td>-95</td><td>-23.0%</td><td>74.5%</td></tr><tr><td>Sex Offenses, Nonforcible</td><td>-</td><td>3</td><td>-3</td><td>-</td><td>-</td></tr><tr><td>Sub-Total</td><td>14,499</td><td>14,116</td><td>383</td><td>2.7%</td><td>62.2%</td></tr><tr><td>Arson</td><td>92</td><td>75</td><td>17</td><td>22.7%</td><td>4.4%</td></tr><tr><td>Bribery</td><td>4</td><td>1</td><td>3</td><td>-</td><td>50.0%</td></tr><tr><td>Burglary / Breaking &amp; Entering</td><td>4,020</td><td>4,276</td><td>-256</td><td>-6.0%</td><td>6.6%</td></tr><tr><td>Counterfeiting / Forgery</td><td>268</td><td>389</td><td>-121</td><td>-31.1%</td><td>34.9%</td></tr><tr><td>Destruction / Vandalism</td><td>5,156</td><td>5,082</td><td>74</td><td>1.5%</td><td>9.0%</td></tr><tr><td>Embezzlement</td><td>103</td><td>182</td><td>-79</td><td>-43.4%</td><td>27.2%</td></tr><tr><td>Extortion / Blackmail</td><td>2</td><td>4</td><td>-1</td><td>-</td><td>0.0%</td></tr><tr><td>Fraud</td><td>845</td><td>831</td><td>14</td><td>1.7%</td><td>56.0%</td></tr><tr><td>Larceny / Theft</td><td>12,613</td><td>13,070</td><td>-457</td><td>-3.5%</td><td>7.2%</td></tr><tr><td>Motor Vehicle Theft</td><td>5,171</td><td>5,400</td><td>-229</td><td>-4.2%</td><td>10.4%</td></tr><tr><td>Robbery</td><td>1,703</td><td>2,220</td><td>-517</td><td>-23.3%</td><td>20.5%</td></tr><tr><td>Sub-Total</td><td>29,977</td><td>31,530</td><td>-1,553</td><td>-4.9%</td><td>10.5%</td></tr><tr><td>Animal Cruelty</td><td>57</td><td>70</td><td>-13</td><td>-18.6%</td><td>8.8%</td></tr><tr><td>Drug / Narcotics</td><td>2,791</td><td>2,570</td><td>221</td><td>8.6%</td><td>90.7%</td></tr><tr><td>Gambling</td><td>32</td><td>17</td><td>15</td><td>88.2%</td><td>0.0%</td></tr><tr><td>Pornography / Obscene Material</td><td>20</td><td>57</td><td>-37</td><td>-64.9%</td><td>45.0%</td></tr><tr><td>Prostitution Offenses</td><td>240</td><td>286</td><td>-46</td><td>-16.1%</td><td>91.3%</td></tr><tr><td>Weapon Law Violations</td><td>937</td><td>776</td><td>161</td><td>20.7%</td><td>68.6%</td></tr><tr><td>Sub-Total</td><td>4,077</td><td>3,776</td><td>301</td><td>8.0%</td><td>83.5%</td></tr><tr><td>Total</td><td>48,553</td><td>49,422</td><td>-869</td><td>-1.8%</td><td>31.1%</td></tr></table>					Offense	2020		2019	Count DIFF	% Change	Clearance Rate	2020	2019	Count DIFF	% Change	Assault Offenses	13,988	13,539	449	3.3%	61.7%	Agg Assault FV	862	846	16	1.9%	Simple Assault FV	5,405	5,346	59	1.1%	Homicide Offenses	103	114	-11	-9.6%	74.0%	Human Trafficking	11	18	-7	-38.9%	77.8%	Kidnapping / Abduction	79	29	50	172.4%	71.0%	Sex Offenses, Forcible	318	413	-95	-23.0%	74.5%	Sex Offenses, Nonforcible	-	3	-3	-	-	Sub-Total	14,499	14,116	383	2.7%	62.2%	Arson	92	75	17	22.7%	4.4%	Bribery	4	1	3	-	50.0%	Burglary / Breaking & Entering	4,020	4,276	-256	-6.0%	6.6%	Counterfeiting / Forgery	268	389	-121	-31.1%	34.9%	Destruction / Vandalism	5,156	5,082	74	1.5%	9.0%	Embezzlement	103	182	-79	-43.4%	27.2%	Extortion / Blackmail	2	4	-1	-	0.0%	Fraud	845	831	14	1.7%	56.0%	Larceny / Theft	12,613	13,070	-457	-3.5%	7.2%	Motor Vehicle Theft	5,171	5,400	-229	-4.2%	10.4%	Robbery	1,703	2,220	-517	-23.3%	20.5%	Sub-Total	29,977	31,530	-1,553	-4.9%	10.5%	Animal Cruelty	57	70	-13	-18.6%	8.8%	Drug / Narcotics	2,791	2,570	221	8.6%	90.7%	Gambling	32	17	15	88.2%	0.0%	Pornography / Obscene Material	20	57	-37	-64.9%	45.0%	Prostitution Offenses	240	286	-46	-16.1%	91.3%	Weapon Law Violations	937	776	161	20.7%	68.6%	Sub-Total	4,077	3,776	301	8.0%	83.5%	Total	48,553	49,422	-869	-1.8%	31.1%
Offense	2020		2019	Count DIFF	% Change	Clearance Rate																																																																																																																																																																																																		
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Sex Offenses, Nonforcible	-	3	-3	-	-																																																																																																																																																																																																			
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Burglary / Breaking & Entering	4,020	4,276	-256	-6.0%	6.6%																																																																																																																																																																																																			
Counterfeiting / Forgery	268	389	-121	-31.1%	34.9%																																																																																																																																																																																																			
Destruction / Vandalism	5,156	5,082	74	1.5%	9.0%																																																																																																																																																																																																			
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Extortion / Blackmail	2	4	-1	-	0.0%																																																																																																																																																																																																			
Fraud	845	831	14	1.7%	56.0%																																																																																																																																																																																																			
Larceny / Theft	12,613	13,070	-457	-3.5%	7.2%																																																																																																																																																																																																			
Motor Vehicle Theft	5,171	5,400	-229	-4.2%	10.4%																																																																																																																																																																																																			
Robbery	1,703	2,220	-517	-23.3%	20.5%																																																																																																																																																																																																			
Sub-Total	29,977	31,530	-1,553	-4.9%	10.5%																																																																																																																																																																																																			
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Total	48,553	49,422	-869	-1.8%	31.1%																																																																																																																																																																																																			
SWORN STAFFING AND HIRING				PATROL PERFORMANCE YEAR TO DATE																																																																																																																																																																																																				
Function	2020 Assigned	2019 Assigned	2018 Assigned	Crime Change by Division			Response time																																																																																																																																																																																																	
CBD	100	100	95	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2																																																																																																																																																																																															
Central	180	184	189	-10.75%	-5.82%	-27.91%	-7.05%	6.90	19.02																																																																																																																																																																																															
NE	327	320	309	4.82%	-1.80%	-5.43%	1.62%	8.33	24.19																																																																																																																																																																																															
SE	307	295	307	5.44%	-5.64%	-16.98%	-0.57%	8.41	29.33																																																																																																																																																																																															
SW	278	275	286	4.47%	-2.89%	-12.55%	-0.03%	8.01	22.31																																																																																																																																																																																															
NW	237	237	217	-6.03%	-8.25%	-11.00%	-6.23%	7.84	20.88																																																																																																																																																																																															
NC	179	181	182	2.66%	-4.14%	-12.33%	-1.11%	8.70	20.91																																																																																																																																																																																															
SC	311	294	305	8.09%	-6.24%	-3.03%	-0.06%	7.96	21.85																																																																																																																																																																																															
Nuisance Abatement	8	8	3	*CBD crime and response time data included in Central																																																																																																																																																																																																				
Patrol Total	1,927	1,894	1,892	INTERNAL AFFAIRS																																																																																																																																																																																																				
				Complaint Type		2020 YTD	2019 YTD	% Change																																																																																																																																																																																																
Administrative**	592	592	497	Investigations Completed		151	137	10.2%																																																																																																																																																																																																
				Use of Force Complaints Received		7	13	-46.2%																																																																																																																																																																																																
Investigations & Tactical	619	629	669	Investigations Over 200 Days																																																																																																																																																																																																				
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Total	3,138	3,115	3,058	Investigation suspended		13	Awaiting Bureau Chief Hearing		9																																																																																																																																																																																															
				Awaiting Corrective Action		2	Total		44																																																																																																																																																																																															
FY 19-20 Hiring and Attrition				FY19-20 Hiring Goal : 265		Top 911 Calls																																																																																																																																																																																																		
						<table><tr><th>Type</th><th>Calls YTD</th><th>June-2020</th><th>June-2019</th></tr><tr><td>Major Disturbance</td><td>57,382</td><td>9,559</td><td>9,969</td></tr><tr><td>Other Incidents***</td><td>28,966</td><td>4,744</td><td>5,876</td></tr><tr><td>Other Escalated****</td><td>27,195</td><td>4,787</td><td>4,852</td></tr><tr><td>Suspicious Person</td><td>14,766</td><td>2,066</td><td>2,678</td></tr><tr><td>Minor Accident</td><td>12,902</td><td>2,007</td><td>2,826</td></tr><tr><td>Business Alarm</td><td>9,826</td><td>1,590</td><td>2,260</td></tr><tr><td>Major Accident</td><td>7,798</td><td>1,267</td><td>1,621</td></tr><tr><td>Loud Music</td><td>12,690</td><td>2,004</td><td>1,544</td></tr><tr><td>Burg Motor Veh</td><td>2,290</td><td>190</td><td>1,060</td></tr><tr><td>Crisis Intervention</td><td>5,098</td><td>901</td><td>860</td></tr><tr><td>911 Hang-up</td><td>3,950</td><td>561</td><td>833</td></tr></table>				Type	Calls YTD	June-2020	June-2019	Major Disturbance	57,382	9,559	9,969	Other Incidents***	28,966	4,744	5,876	Other Escalated****	27,195	4,787	4,852	Suspicious Person	14,766	2,066	2,678	Minor Accident	12,902	2,007	2,826	Business Alarm	9,826	1,590	2,260	Major Accident	7,798	1,267	1,621	Loud Music	12,690	2,004	1,544	Burg Motor Veh	2,290	190	1,060	Crisis Intervention	5,098	901	860	911 Hang-up	3,950	561	833																																																																																																																																															
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Crisis Intervention	5,098	901	860																																																																																																																																																																																																					
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COMMUNICATIONS																																																																																																																																																																																																								
911 Call Center Information																																																																																																																																																																																																								
911 Calls YTD		June Avg Answer		June Service Level																																																																																																																																																																																																				
925,312		9		77.60%																																																																																																																																																																																																				
911 Operator Staffing																																																																																																																																																																																																								
Trainee		Operator		Actual		Authorized																																																																																																																																																																																																		
10		67		83		95																																																																																																																																																																																																		
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																																																																																																																																																																																																			
Jun-20	9.48	30.88	102.79	137.41	48,727																																																																																																																																																																																																			
YTD 2020	8.04	22.96	72.30	100.59	287,529																																																																																																																																																																																																			
Jun-19	8.45	25.23	96.06	133.66	56,170																																																																																																																																																																																																			
YTD 2019	8.09	20.52	63.45	90.60	309,157																																																																																																																																																																																																			

Notes:

\*Sworn overtime attributed to Late Relief, Court Overtime, Love Field Overtime, State/Federal Task Forces, Grants i.e. (STEP for Traffic), Special Task Force OT (Summer Crime Initiative). Savings offset from heightened attrition.

\*\*Administrative includes Office of the Chief of Police and Police Academy Trainees (218)

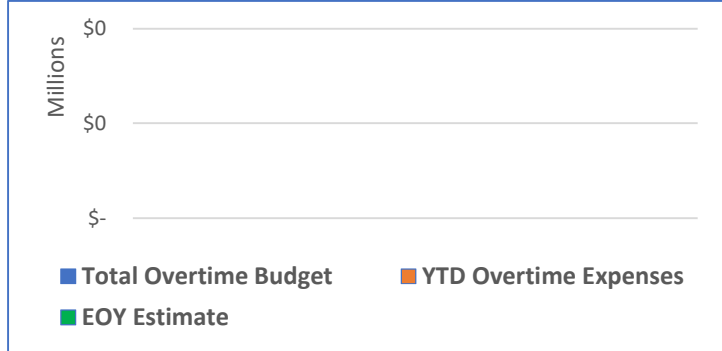
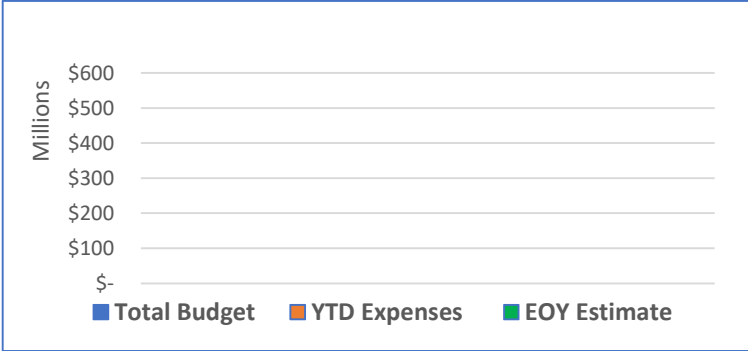
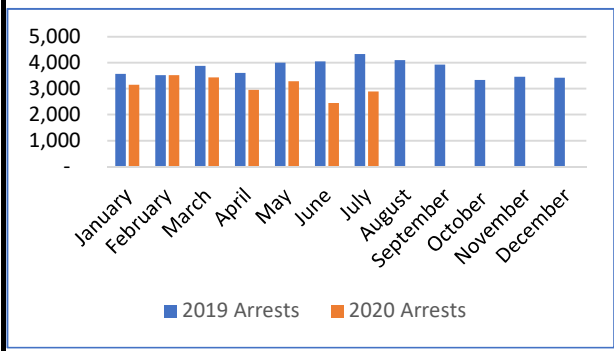
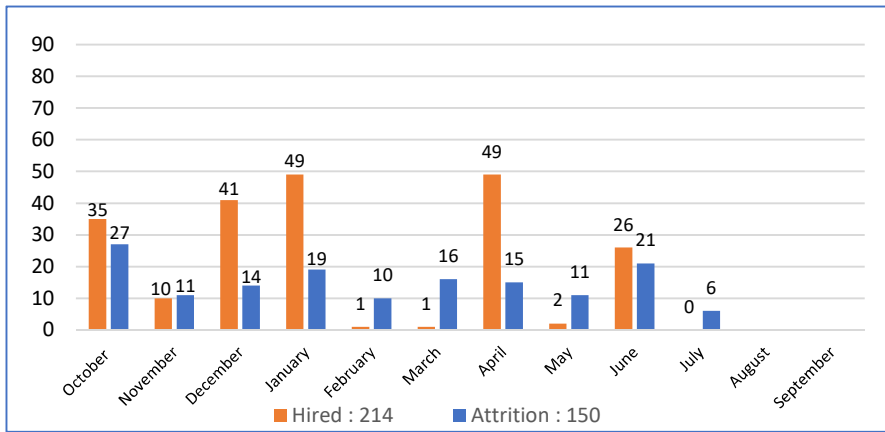
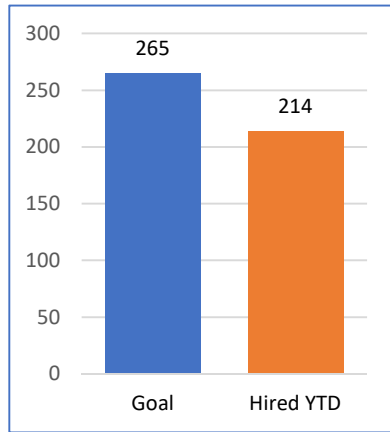
\*\*\*Other Incident Calls - used when a call is received but does not fit into any other category of signals. Ex. harassing phone calls, criminal trespass, death notifications

\*\*\*\*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 up to an offense

\*\*\*\*\* Crime reporting now includes NIBRS data. Clearance rate data is preliminary.

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

Dallas Police Department Dashboard 7/31/2020

FY19-20 BUDGET *								CRIME REPORTING ****																																																																																																																																																																																																	
Sworn Overtime				Total Budget				Total Arrests				Year to Date Crime (NIBRS) January 1, 2020 -July 31, 2020																																																																																																																																																																																													
												<table><tr><th rowspan="2">Offense</th><th colspan="2">2020</th><th colspan="2">2019</th><th rowspan="2">Count DIFF</th><th rowspan="2">% Change</th><th rowspan="2">Clearance Rate</th></tr><tr><th>2020</th><th>2019</th><th>2020</th><th>2019</th></tr><tr><td>Assault Offenses</td><td>16,648</td><td>16,047</td><td>601</td><td>3.7%</td><td rowspan="3">60.8%</td></tr><tr><td>Agg Assault FV</td><td>1,071</td><td>1,022</td><td>49</td><td>4.8%</td></tr><tr><td>Simple Assault FV</td><td>6,508</td><td>6,458</td><td>50</td><td>0.8%</td></tr><tr><td>Homicide Offenses</td><td>128</td><td>130</td><td>-2</td><td>-1.5%</td><td>72.8%</td></tr><tr><td>Human Trafficking</td><td>12</td><td>25</td><td>-13</td><td>-52.0%</td><td>70.0%</td></tr><tr><td>Kidnapping / Abduction</td><td>87</td><td>32</td><td>55</td><td>171.9%</td><td>71.4%</td></tr><tr><td>Sex Offenses, Forcible</td><td>382</td><td>489</td><td>-107</td><td>-21.9%</td><td>70.7%</td></tr><tr><td>Sex Offenses, Nonforcible</td><td>-</td><td>3</td><td>-3</td><td>-</td><td>-</td></tr><tr><td>Sub-Total</td><td>17,257</td><td>16,726</td><td>531</td><td>3.2%</td><td>61.2%</td></tr><tr><td>Arson</td><td>108</td><td>89</td><td>19</td><td>21.3%</td><td>3.7%</td></tr><tr><td>Bribery</td><td>4</td><td>2</td><td>2</td><td>-</td><td>50.0%</td></tr><tr><td>Burglary / Breaking &amp; Entering</td><td>4,679</td><td>5,005</td><td>-326</td><td>-6.5%</td><td>6.5%</td></tr><tr><td>Counterfeiting / Forgery</td><td>313</td><td>447</td><td>-134</td><td>-30.0%</td><td>35.1%</td></tr><tr><td>Destruction / Vandalism</td><td>6,217</td><td>6,050</td><td>167</td><td>2.8%</td><td>9.1%</td></tr><tr><td>Embezzlement</td><td>121</td><td>221</td><td>-100</td><td>-45.2%</td><td>24.8%</td></tr><tr><td>Extortion / Blackmail</td><td>2</td><td>6</td><td>-1</td><td>-</td><td>0.0%</td></tr><tr><td>Fraud</td><td>977</td><td>970</td><td>7</td><td>0.7%</td><td>55.0%</td></tr><tr><td>Larceny / Theft</td><td>14,939</td><td>15,567</td><td>-628</td><td>-4.0%</td><td>6.8%</td></tr><tr><td>Motor Vehicle Theft</td><td>6,099</td><td>6,379</td><td>-280</td><td>-4.4%</td><td>10.2%</td></tr><tr><td>Robbery</td><td>1,992</td><td>2,656</td><td>-664</td><td>-25.0%</td><td>20.5%</td></tr><tr><td>Sub-Total</td><td>35,451</td><td>37,392</td><td>-1,941</td><td>-5.2%</td><td>10.2%</td></tr><tr><td>Animal Cruelty</td><td>65</td><td>82</td><td>-17</td><td>-20.7%</td><td>12.3%</td></tr><tr><td>Drug / Narcotics</td><td>3,226</td><td>3,079</td><td>147</td><td>4.8%</td><td>89.6%</td></tr><tr><td>Gambling</td><td>41</td><td>18</td><td>23</td><td>127.8%</td><td>0.0%</td></tr><tr><td>Pornography / Obscene Material</td><td>25</td><td>66</td><td>-41</td><td>-62.1%</td><td>48.0%</td></tr><tr><td>Prostitution Offenses</td><td>297</td><td>388</td><td>-91</td><td>-23.5%</td><td>91.6%</td></tr><tr><td>Weapon Law Violations</td><td>1,091</td><td>897</td><td>194</td><td>21.6%</td><td>68.0%</td></tr><tr><td>Sub-Total</td><td>4,745</td><td>4,530</td><td>215</td><td>4.7%</td><td>82.7%</td></tr><tr><td>Total</td><td>57,453</td><td>58,648</td><td>-1,195</td><td>-2.0%</td><td>30.6%</td></tr></table>						Offense	2020		2019		Count DIFF	% Change	Clearance Rate	2020	2019	2020	2019	Assault Offenses	16,648	16,047	601	3.7%	60.8%	Agg Assault FV	1,071	1,022	49	4.8%	Simple Assault FV	6,508	6,458	50	0.8%	Homicide Offenses	128	130	-2	-1.5%	72.8%	Human Trafficking	12	25	-13	-52.0%	70.0%	Kidnapping / Abduction	87	32	55	171.9%	71.4%	Sex Offenses, Forcible	382	489	-107	-21.9%	70.7%	Sex Offenses, Nonforcible	-	3	-3	-	-	Sub-Total	17,257	16,726	531	3.2%	61.2%	Arson	108	89	19	21.3%	3.7%	Bribery	4	2	2	-	50.0%	Burglary / Breaking & Entering	4,679	5,005	-326	-6.5%	6.5%	Counterfeiting / Forgery	313	447	-134	-30.0%	35.1%	Destruction / Vandalism	6,217	6,050	167	2.8%	9.1%	Embezzlement	121	221	-100	-45.2%	24.8%	Extortion / Blackmail	2	6	-1	-	0.0%	Fraud	977	970	7	0.7%	55.0%	Larceny / Theft	14,939	15,567	-628	-4.0%	6.8%	Motor Vehicle Theft	6,099	6,379	-280	-4.4%	10.2%	Robbery	1,992	2,656	-664	-25.0%	20.5%	Sub-Total	35,451	37,392	-1,941	-5.2%	10.2%	Animal Cruelty	65	82	-17	-20.7%	12.3%	Drug / Narcotics	3,226	3,079	147	4.8%	89.6%	Gambling	41	18	23	127.8%	0.0%	Pornography / Obscene Material	25	66	-41	-62.1%	48.0%	Prostitution Offenses	297	388	-91	-23.5%	91.6%	Weapon Law Violations	1,091	897	194	21.6%	68.0%	Sub-Total	4,745	4,530	215	4.7%	82.7%	Total	57,453	58,648	-1,195	-2.0%	30.6%
Offense	2020		2019		Count DIFF	% Change	Clearance Rate																																																																																																																																																																																																		
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Robbery	1,992	2,656	-664	-25.0%	20.5%																																																																																																																																																																																																				
Sub-Total	35,451	37,392	-1,941	-5.2%	10.2%																																																																																																																																																																																																				
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SWORN STAFFING AND HIRING				PATROL PERFORMANCE YEAR TO DATE																																																																																																																																																																																																					
Function	2020 Assigned	2019 Assigned	2018 Assigned	Crime Change by Division				Response time																																																																																																																																																																																																	
CBD	105	100	95	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2																																																																																																																																																																																																
Central	178	180	189	-9.66%	-5.09%	-12.13%	-6.38%	6.83	19.61																																																																																																																																																																																																
NE	331	327	309	3.44%	-2.34%	-12.78%	0.29%	8.53	25.20																																																																																																																																																																																																
SE	306	307	307	6.49%	-6.10%	-12.06%	-1.37%	8.73	31.33																																																																																																																																																																																																
SW	278	278	286	5.88%	-1.86%	-0.39%	0.99%	8.21	23.30																																																																																																																																																																																																
NW	237	237	217	-4.99%	-8.17%	-12.95%	-6.22%	7.78	20.64																																																																																																																																																																																																
NC	179	179	182	4.92%	-5.00%	-8.93%	-0.92%	8.75	22.36																																																																																																																																																																																																
SC	311	311	305	7.24%	-8.55%	-14.34%	-1.36%	7.97	22.26																																																																																																																																																																																																
Nuisance Abatement	8	8	3	*CBD crime and response time data included in Central																																																																																																																																																																																																					
Patrol Total	1,933	1,927	1,892	INTERNAL AFFAIRS																																																																																																																																																																																																					
				Complaint Type		2020 YTD	2019 YTD	% Change																																																																																																																																																																																																	
				Investigations Completed		171	156	9.6%																																																																																																																																																																																																	
Administrative**	574	592	497	Use of Force Complaints Received		12	15	-20.0%																																																																																																																																																																																																	
				Investigations Over 200 Days																																																																																																																																																																																																					
Investigations & Tactical	624	629	669	Active Investigations		5	Awaiting Chief of Police Hearing		3																																																																																																																																																																																																
				Investigation suspended		18	Awaiting Bureau Chief Hearing		9																																																																																																																																																																																																
Total	3,131	3,148	3,058	Awaiting Corrective Action		17	Total		52																																																																																																																																																																																																
				FY 19-20 Hiring and Attrition				FY19-20 Hiring Goal : 265		Top 911 Calls																																																																																																																																																																																															
						<table><tr><th>Type</th><th>Calls YTD</th><th>July-2020</th><th>July-2019</th></tr><tr><td>Major Disturbance</td><td>67,286</td><td>9,601</td><td>10,266</td></tr><tr><td>Other Incidents ***</td><td>34,120</td><td>4,989</td><td>5,543</td></tr><tr><td>Other Escalated ****</td><td>32,088</td><td>4,719</td><td>4,967</td></tr><tr><td>Suspicious Person</td><td>16,959</td><td>2,122</td><td>2,511</td></tr><tr><td>Minor Accident</td><td>15,016</td><td>2,041</td><td>2,514</td></tr><tr><td>Business Alarm</td><td>11,412</td><td>1,539</td><td>1,874</td></tr><tr><td>Major Accident</td><td>9,073</td><td>1,241</td><td>1,423</td></tr><tr><td>Loud Music</td><td>14,226</td><td>1,514</td><td>1,308</td></tr><tr><td>Burg Motor Veh</td><td>2,547</td><td>251</td><td>935</td></tr><tr><td>Crisis Intervention</td><td>6,010</td><td>876</td><td>875</td></tr><tr><td>911 Hang-up</td><td>4,672</td><td>693</td><td>861</td></tr></table>				Type	Calls YTD	July-2020	July-2019	Major Disturbance	67,286	9,601	10,266	Other Incidents ***	34,120	4,989	5,543	Other Escalated ****	32,088	4,719	4,967	Suspicious Person	16,959	2,122	2,511	Minor Accident	15,016	2,041	2,514	Business Alarm	11,412	1,539	1,874	Major Accident	9,073	1,241	1,423	Loud Music	14,226	1,514	1,308	Burg Motor Veh	2,547	251	935	Crisis Intervention	6,010	876	875	911 Hang-up	4,672	693	861																																																																																																																																																
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Date	Priority 1 Response Time	Priority 2 Response Time	Priority 3 Response Time	Priority 4 Response Time	Dispatched 911 Calls																																																																																																																																																																																																				
Jul-20	8.69	28.42	97.25	127.04	49,340																																																																																																																																																																																																				
YTD 2020	8.16	23.86	76.29	105.23	336,868																																																																																																																																																																																																				
Jul-19	8.34	24.43	79.76	110.94	54,433																																																																																																																																																																																																				
YTD 2019	8.13	21.12	65.85	93.58	363,590																																																																																																																																																																																																				

Notes:

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\*\*Administrative includes Office of the Chief of Police and Police Academy Trainees (217)

\*\*\*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

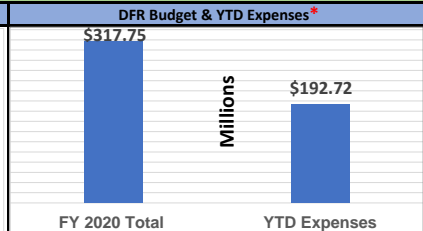
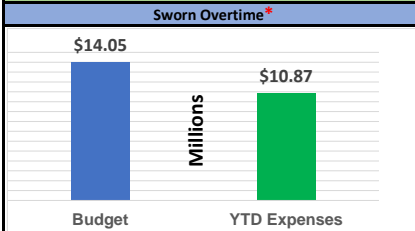
\*\*\*\*Other Escalated Calls - used when a call is received but does not fit into any other category of signals and is a priority in nature. Ex. person walking on the shoulder of freeway, suspicious activity that could lead up to an offense

\*\*\*\*\* Crime reporting now includes NIBRS data. Clearance rate data is preliminary.

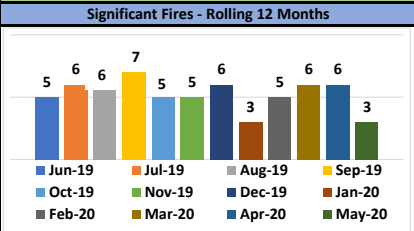
\*\*\*\*\* Investigations suspended : Awaiting criminal investigation  
Awaiting Corrective Action: Cases not involving suspension or termination

## Dallas Fire-Rescue Department Dashboard: Month Ending May 31, 2020

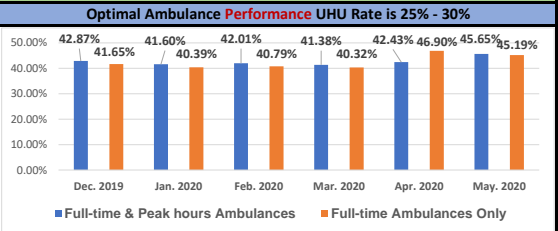
FY 2020 BUDGET	
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### SIGNIFICANT FIRES



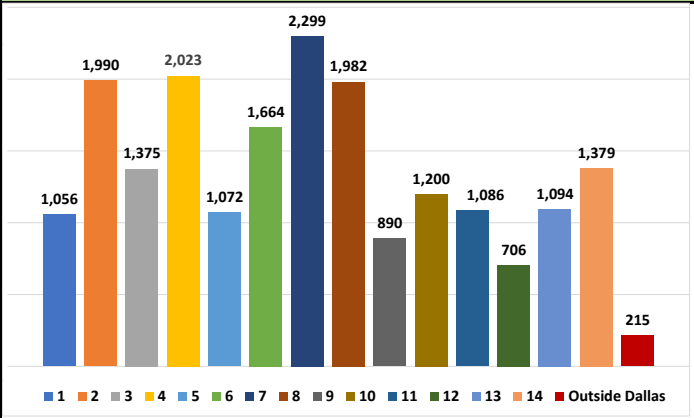
AMBULANCE UNIT HOUR UTILIZATION RATE



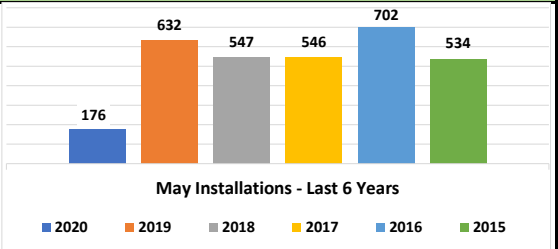
## SWORN STAFFING AND HIRING

Function	May 2018	May 2019	May 2020
EMS & Emergency Response	1,548	1,595	1,679
Dispatch Comms & GIS	47	65	61
Fire Prevention & Inspection	103	101	93
Arson Investigation EOD	16	22	21
Training & Recruitment	133	167	98
Aircraft Rescue Fire Fighting (ARFF)	36	37	37
Special Ops Administration	6	6	6
Human Resources & Wellness	4	4	4
<b>Total Uniform</b>	<b>1,893</b>	<b>1,997</b>	<b>1,999</b>

## MAY 2020 INCIDENT RESPONSE DATA - PER COUNCIL DISTRICT



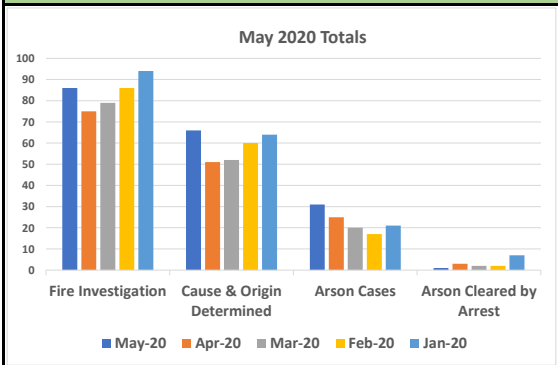
### FIRE PREVENTION SMOKE DETECTOR INSTALLS



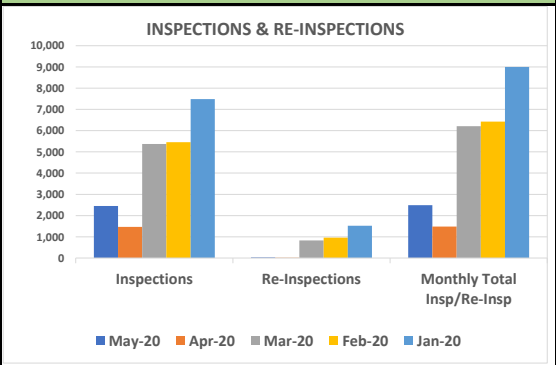
## MAY 2020 FIRE COMMUNICATIONS &amp; DISPATCH

Specialized	Fire	EMS	2020 Year to Date Calls & Dispatches
246	4,656	15,129	
1.23%	23.24%	75.53%	114,720

### FIRE INVESTIGATIONS & ARSON CLEARANCE BY ARREST



## FIRE MARSHAL INSPECTIONS & RE-INSPECTIONS



**FIRE FATALITIES - National Benchmark is < 13**

January 1st through May 31st, 2020  
City of Dallas Fire Fatalities = two (2)

CURRENT RECRUITS IN DFR ACADEMY			
1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24
25	26	27	28
29	30	31	32
33	34	35	36
37	38	39	40
41	42	43	44
45	46	47	48
49	50	51	52
53	54	55	56
57	58	59	60
61	62	63	64
65	66	67	68
69	70	71	72
73	74	75	76
77	78	79	80
81	82	83	84
85	86	87	88
89	90	91	92
93	94	95	96
97	98	99	100

Class ID	Class 355	Class 357	Class 358	Class 359
# of Trainees	4	19	20	25
Start Date	7/24/2019	11/27/2019	11/27/2019	4/15/2020
End Date	2/20/2020	1/29/2021	1/29/2021	3/21/2021
ERB Assigned	3/2020	2/2021	2/2021	3/2021

EMERGENCY RESPONSE TIME METRICS							

Percentage of EMS Responses within Nine Minutes or Less (NFPA Standard #1710)	85.01%	Percentage of EMS Responses within Five Minutes or Less, Includes <u>ALL</u> DFR Apparatus (NFPA Standard #1710)	43.87%	Percentage of First Heavy Apparatus On Location of Structure Fire Dispatches within 5:20 or Less (NFPA Standard #1710)	89.08%
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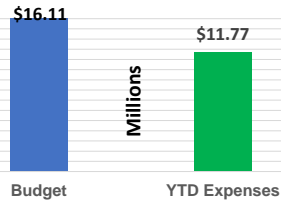
\* YTD-Exp – Do Not Include Encumbrances



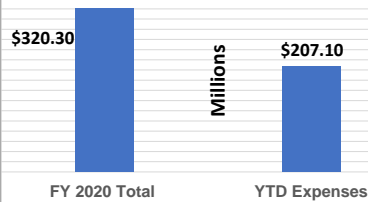
# Dallas Fire-Rescue Department Dashboard: Month Ending June 30, 2020

## FY 2020 BUDGET

### Sworn Overtime\*

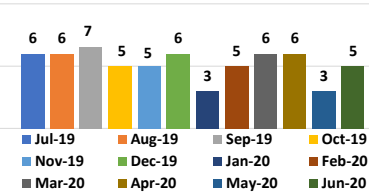


### DFR Budget & YTD Expenses\*



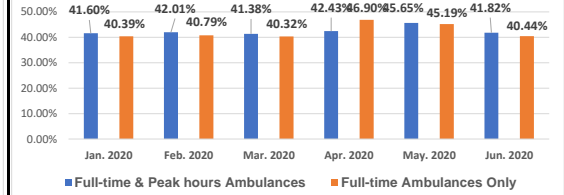
## SIGNIFICANT FIRES

### Significant Fires - Rolling 12 Months



## AMBULANCE UNIT HOUR UTILIZATION RATE

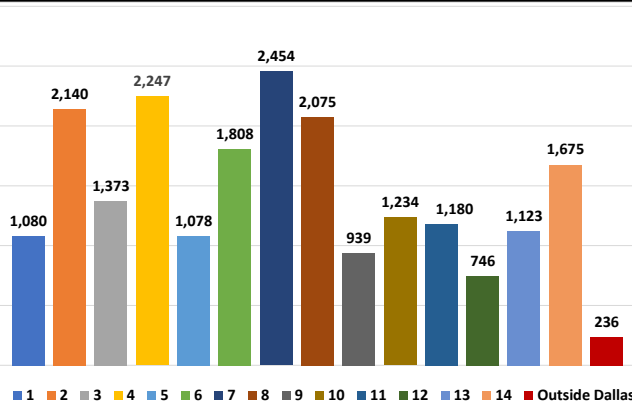
### Optimal Ambulance Performance UHU Rate is 25% - 30%



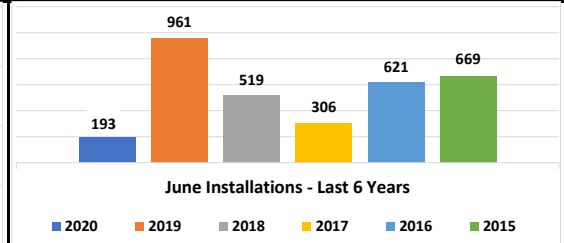
## SWORN STAFFING AND HIRING

Function	June 2018	June 2019	June 2020
EMS & Emergency Response	1,563	1,582	1,593
Dispatch Comms & GIS	51	65	65
Fire Prevention & Inspection	101	103	101
Arson Investigation EOD	18	22	22
Training & Recruitment	118	146	167
Aircraft Rescue Fire Fighting (ARFF)	36	37	37
Special Ops Administration	6	6	6
Human Resources & Wellness	4	4	4
<b>Total Uniform</b>	<b>1,897</b>	<b>1,965</b>	<b>1,995</b>

## JUNE 2020 INCIDENT RESPONSE DATA - PER COUNCIL DISTRICT



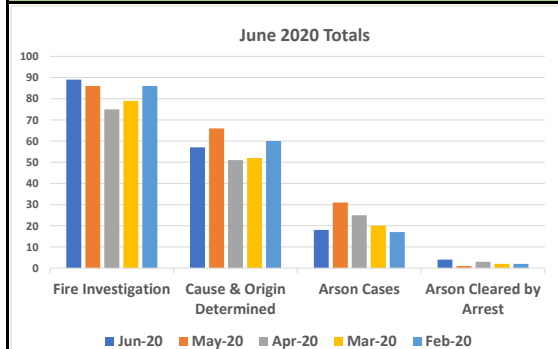
## FIRE PREVENTION SMOKE DETECTOR INSTALLS



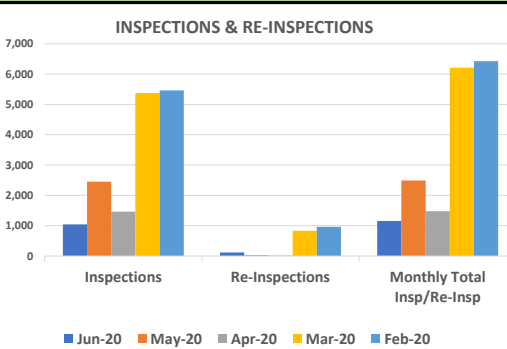
## JUNE 2020 FIRE COMMUNICATIONS & DISPATCH

Specialized	Fire	EMS	2020 Year to Date Calls & Dispatches
277	5,022	16,089	
1.30%	23.48%	75.22%	136,108

## FIRE INVESTIGATIONS & ARSON CLEARANCE BY ARREST



## FIRE MARSHAL INSPECTIONS & RE-INSPECTIONS



## FIRE FATALITIES - National Benchmark is < 13

January 1st through June 30th, 2020  
City of Dallas Fire Fatalities = two (2)

## CURRENT RECRUITS IN DFR ACADEMY

Class ID	Class 355	Class 357	Class 358	Class 359
# of Trainees	4	17	19	25
Start Date	7/24/2019	11/27/2019	11/27/2019	4/15/2020
End Date	2/20/2020	1/29/2021	1/29/2021	3/21/2021
ERB Assigned	3/2020	2/2021	2/2021	3/2021

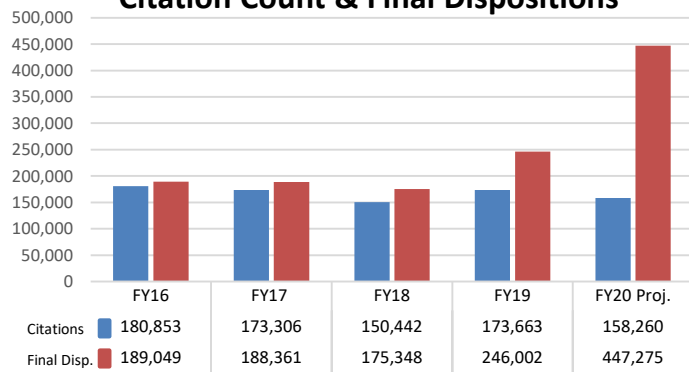
## EMERGENCY RESPONSE TIME METRICS

Percentage of EMS Responses within Nine Minutes or Less (NFPA Standard #1710)	85.67%	Percentage of EMS Responses within Five Minutes or Less, Includes ALL DFR Apparatus (NFPA Standard #1710)	42.11%	Percentage of First Heavy Apparatus On Location of Structure Fire Dispatches within 5:20 or Less (NFPA Standard #1710)	85.16%
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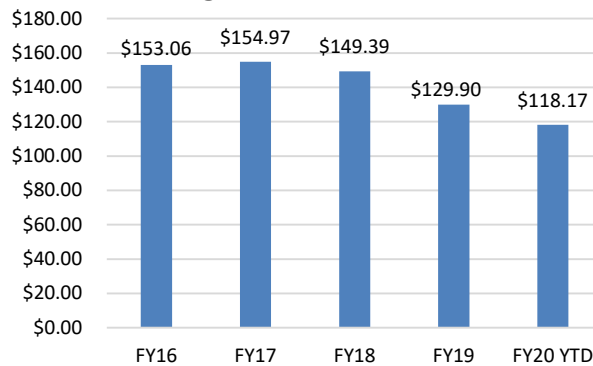
\* YTD-Exp - Do Not Include Encumbrances

# Municipal Court Dashboard: Month Ending May 30, 2020

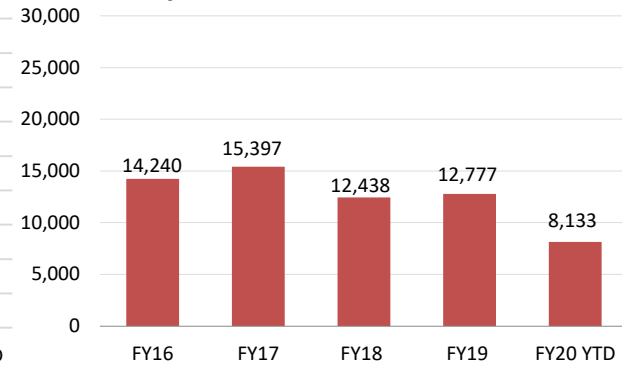
## Citation Count & Final Dispositions



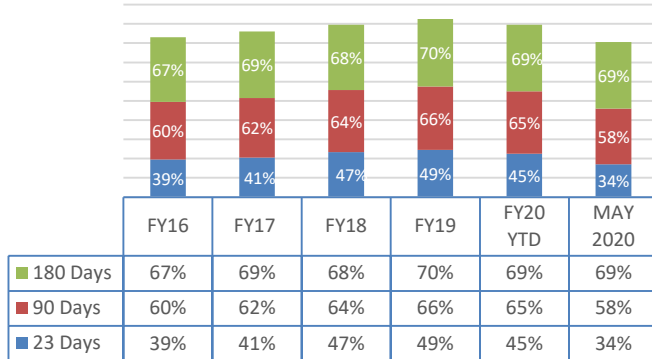
## Average Collection Per Citation



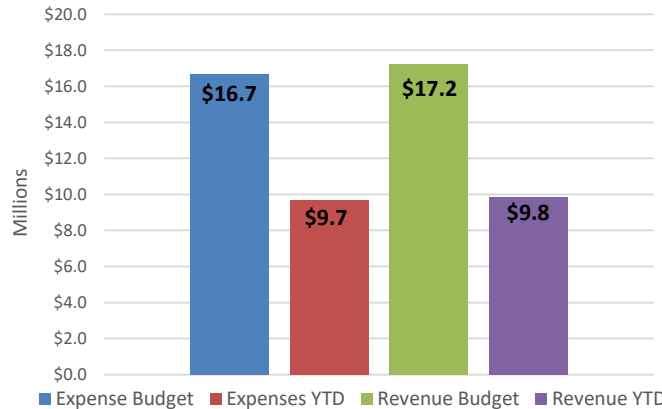
## City Detention Center Book-Ins



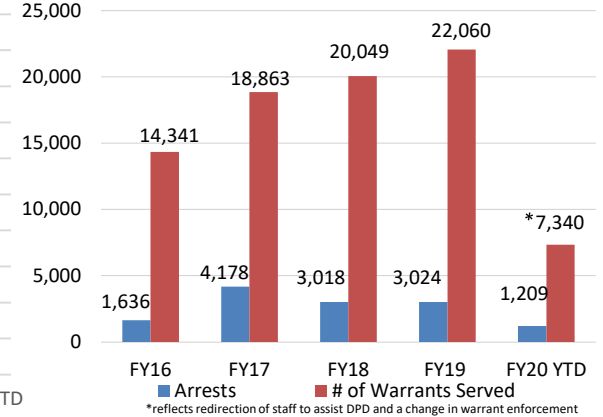
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



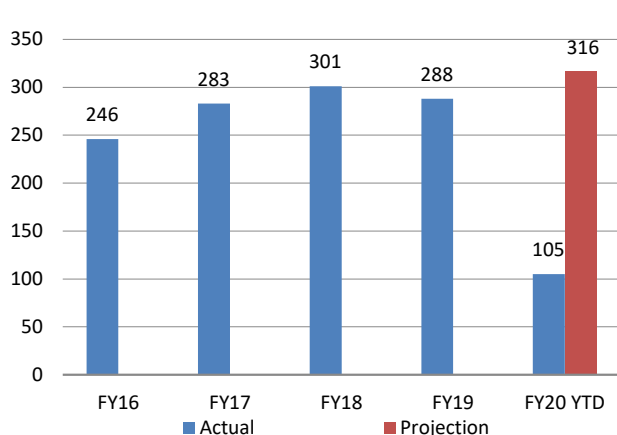
## Municipal Court Budget



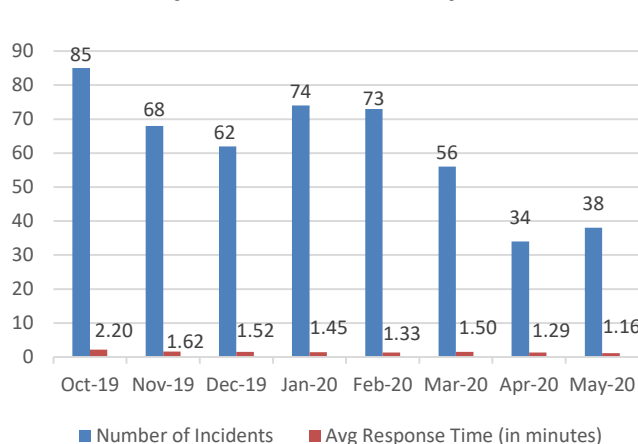
## Warrant Enforcement



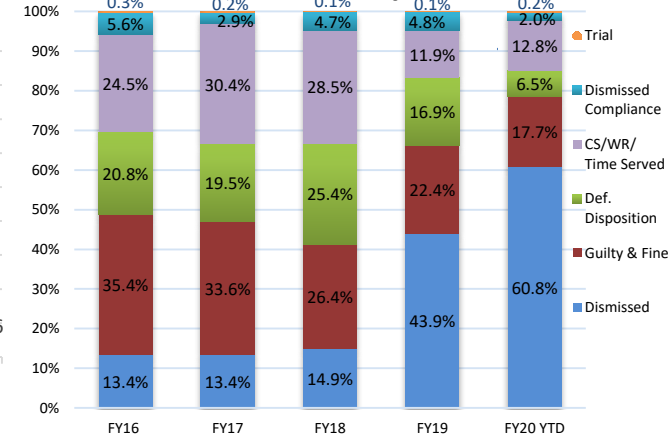
## Environmental Crime Arrests



## Security Incidents and Response Time

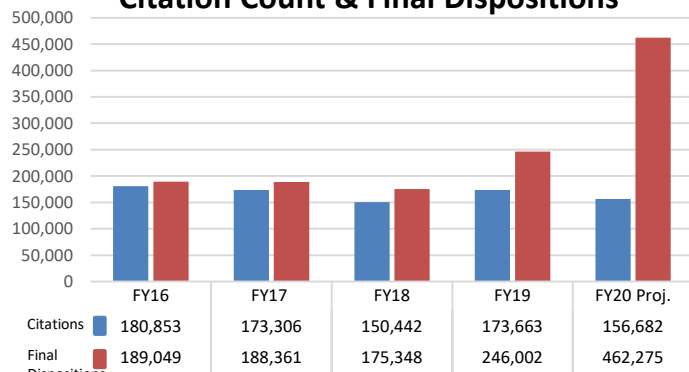


## Courthouse Dispositions

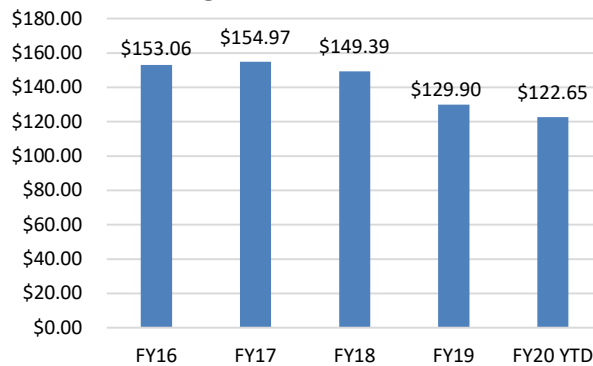


# Municipal Court Dashboard: Month Ending June 30, 2020

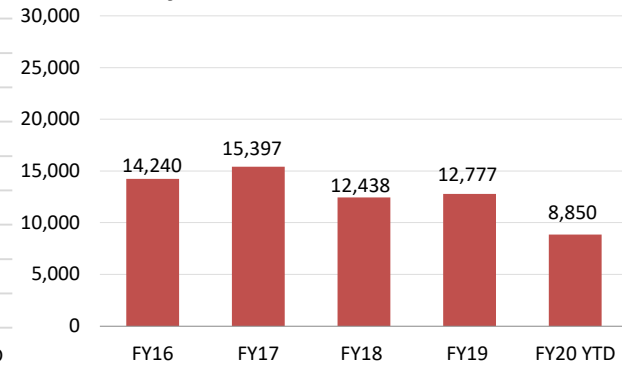
## Citation Count & Final Dispositions



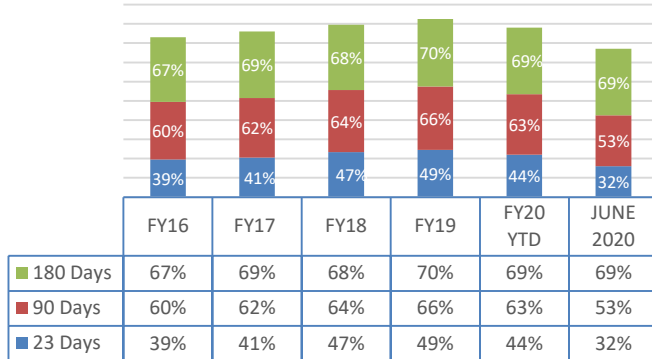
## Average Collection Per Citation



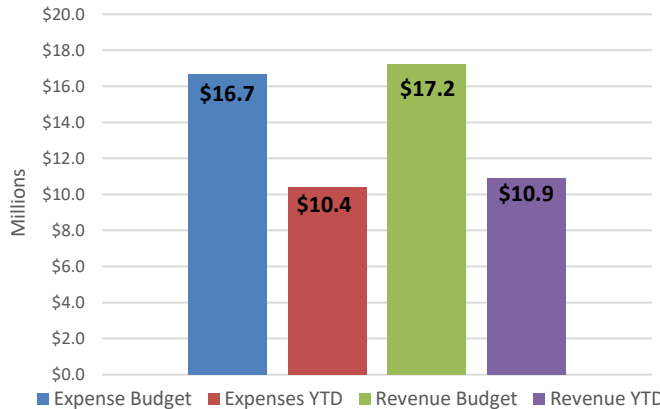
## City Detention Center Book-Ins



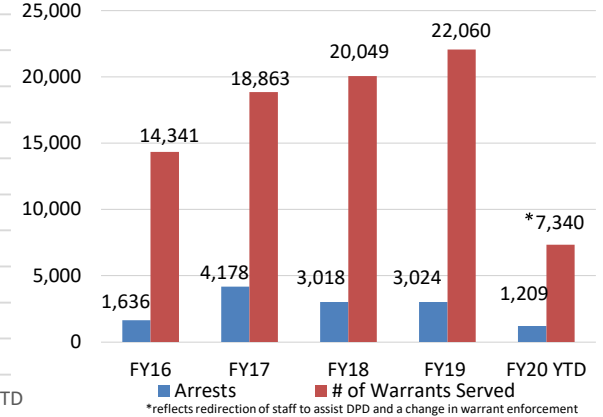
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



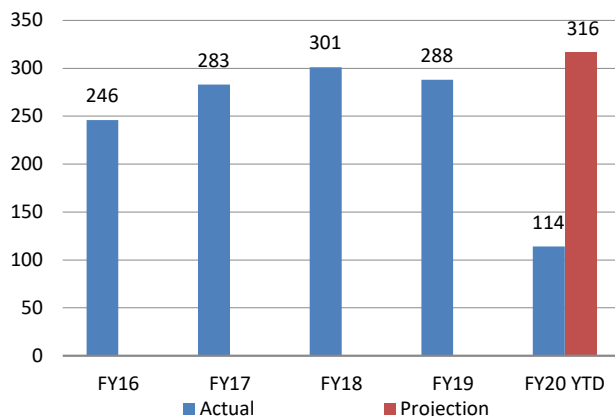
## Municipal Court Budget



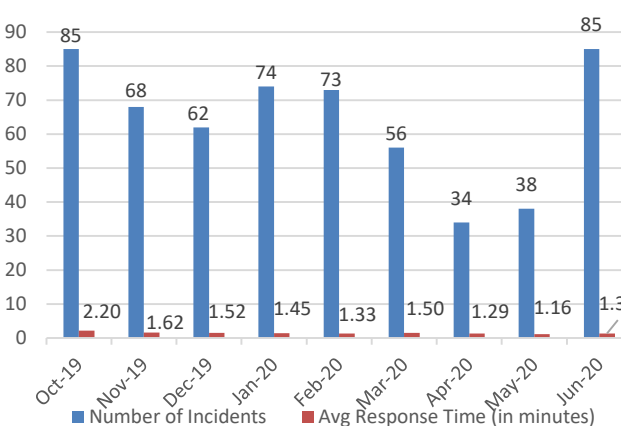
## Warrant Enforcement



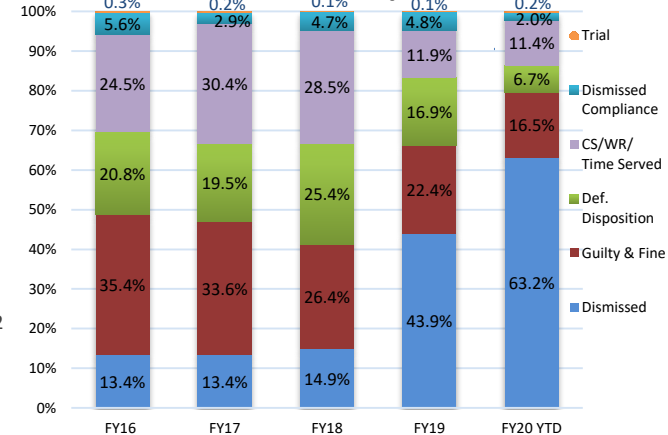
## Environmental Crime Arrests



## Security Incidents and Response Time



## Courthouse Dispositions







# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-271

**Item #:** C.

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Violent Crime Reduction Plan Update

[Teena Schultz, Deputy Assistant Chief, Dallas Police Department]

# **2020 Violent Crime Reduction Plan**

## **Public Safety Committee**

### **August 10, 2020**

**Deputy Chief Teena Schultz**  
**Dallas Police Department**



# Presentation Overview

- Goals and Objectives
- Month of July
- Where We Are
- Chief's Assessment
- Project Safe Neighborhood
- Operations/Initiatives
- Performance Metrics Updates

# Goals and Objectives

## Crime Reduction Goals

- 10% Reduction in murders and aggravated assaults in the Southeast, Southwest, and South-Central Divisions
- 10% Reduction in individual and business robberies in the Northeast and Southwest Divisions
- 5% Overall reduction in the violent crime category across all divisions

## Objectives

- Implement a data-driven, comprehensive approach to address people, places, and behaviors impacting violent crime
- Increase clearance rates and solvability of violent crime
- Improve coordination and communications within the department and with external partners
- Optimize departmental resources using technology and improved key operational and organizational changes

# The Month of July

- Aggravated Assaults and Homicides continue to be the department's primary area of concern.
- Homicides – 25
  - 14 Argument / Conflict
  - 3 Family Violence
  - 3 Robberies
  - 5 Unknown
- Aggravated Assaults (NFV) - 529
  - Argument / Conflict is the major cause for majority of these offenses.
  - Locations
    - C Stores, Multi Family Locations
  - YTD Comparison Incidents VS Victims
    - 2019 - 1839 Incidents VS 2563 Victims
    - 2020 - 2254 Incidents VS 3325 Victims

# Where We Are

NIBRS COMPSTAT DAILY CRIME BRIEFING Friday, July 31, 2020				
NIBRS Compstat Crime	YTD TY	YTD LY	Cnt Diff	% Chg
AGG ASSAULT - FV	1103	1053	50	4.75%
AGG ASSAULT - NFV	3325	2563	762	29.73%
<b>Sub-Total ASSAULT OFFENSES</b>	<b>4428</b>	<b>3616</b>	<b>812</b>	<b>22.46%</b>
MURDER & NONNEGLIGENT MANSLAUGHTER	120	123	-3	-2.44%
<b>Sub-Total HOMICIDE OFFENSES</b>	<b>120</b>	<b>123</b>	<b>-3</b>	<b>-2.44%</b>
ROBBERY-BUSINESS	421	634	-213	-33.60%
ROBBERY-INDIVIDUAL	1571	2022	-451	-22.30%
<b>Sub-Total ROBBERY</b>	<b>1992</b>	<b>2656</b>	<b>-664</b>	<b>-25.00%</b>
SEX OFFENSES	382	489	-107	-21.88%
<b>Sub-Total : Violent</b>	<b>6922</b>	<b>6884</b>	<b>38</b>	<b>0.55%</b>
NIBRS Compstat Crime	YTD TY	YTD LY	Cnt Diff	% Chg
BURGLARY-BUSINESS	2536	2458	78	3.17%
BURGLARY-RESIDENCE	2143	2547	-404	-15.86%
<b>Sub-Total BURGLARY ENTERING</b>	<b>4679</b>	<b>5005</b>	<b>-326</b>	<b>-6.51%</b>
BMV	8728	8884	-156	-1.76%
OTHER THEFT	4894	5331	-437	-8.20%
SHOPLIFTING	1317	1352	-35	-2.59%
<b>Sub-Total LARCENY/ THEFT OFFENSES</b>	<b>14939</b>	<b>15567</b>	<b>-628</b>	<b>-4.03%</b>
UUMV	6099	6379	-280	-4.39%
<b>Sub-Total MOTOR VEHICLE THEFT</b>	<b>6099</b>	<b>6379</b>	<b>-280</b>	<b>-4.39%</b>
<b>Sub-Total : Non-Violent</b>	<b>25717</b>	<b>26951</b>	<b>-1234</b>	<b>-4.58%</b>
<b>GRAND TOTAL</b>	<b>32639</b>	<b>33835</b>	<b>-1196</b>	<b>-3.53%</b>

# Largest 10 Cities Comparison

City	Homicide		Rape		Robbery		Aggravated Assault	
	2020	2019	2020	2019	2020	2019	2020	2019
New York	177	142	1,058	1,391	5,937	5,838	14,756	14,845
Los Angeles	140	132	992	1,154	3,999	4,796	8,528	8,359
Chicago	334	246	694	966	3,582	3,814	3,205	3,418
Houston	175	138	575	628	4,315	4,334	9,049	6,860
Phoenix	93	74	533	550	1,564	1,564	4,355	3,475
Las Vegas Metro	38	39	571	683	918	1,081	2,965	2,817
Philadelphia	202	163	391	494	2,334	2,576	4,071	3,991
San Antonio	71	53	634	717	1,140	926	3,785	3,475
San Diego	25	19	226	263	596	672	1,570	1,604
Dallas	97	111	231	273	1,703	2,220	3,676	3,032

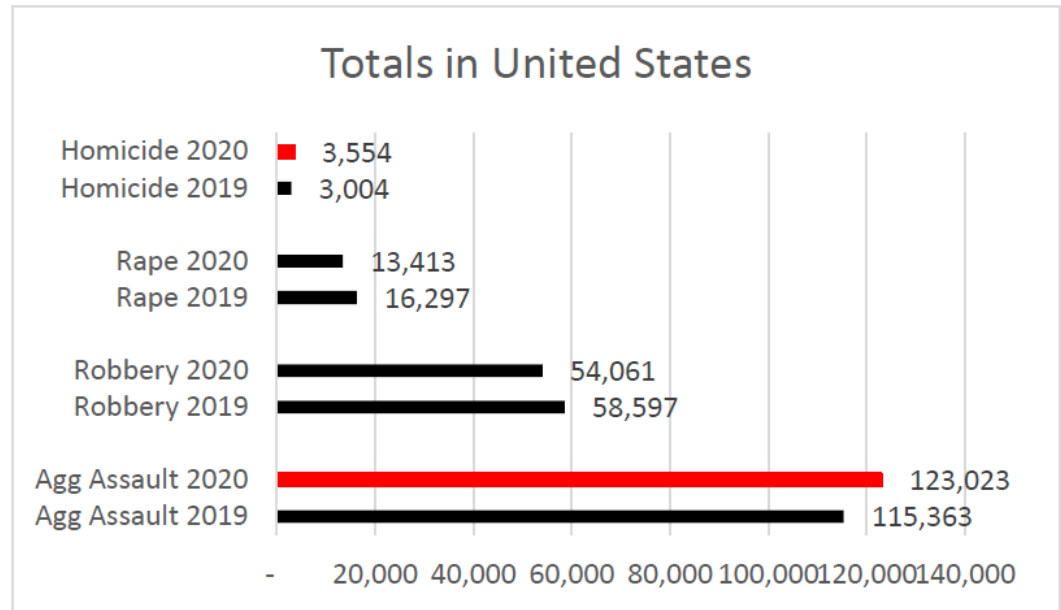
6

Source: Major Cities Chiefs Association Violent Crime Survey Midyear Comparison Jan 1<sup>st</sup> – June 30<sup>th</sup>

# Major Cities Chiefs Association National Comparison

United States  
67 of 69 Responding Agencies

United States	2020	2019
Homicide	3,554	3,004
Rape	13,413	16,297
Robbery	54,061	58,597
Aggravated Assault	123,023	115,363



Source: Major Cities Chiefs Association Violent Crime Survey Midyear Comparison Jan 1<sup>st</sup> – June 30<sup>th</sup>

7



# Chief's Assessment

- Where we are
- As a reminder our goal was a 10% Reduction for Murders and Aggravated Assaults

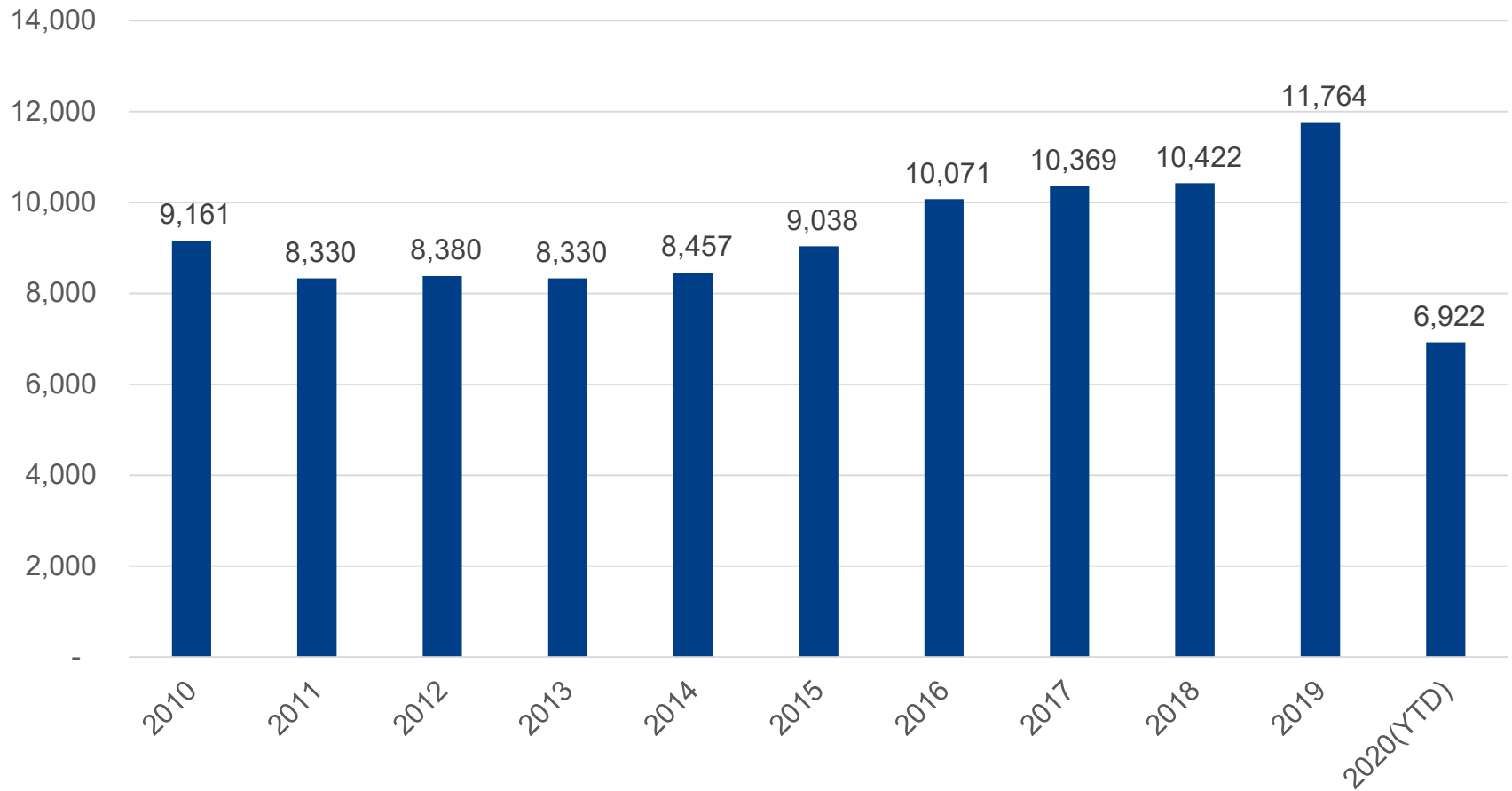
	Murder 10% Reduction	# Current Murder Incidents	Agg Assault 10% Reduction	# Current Agg Assault Incidents
Southwest	22	23	728	608
Southeast	34	30	1153	947
South Central	44	26	953	907

- 10% Reduction Individual and Business Robberies
  - Northeast Divisions is currently at **-24.63%** reduction of robberies
  - Southwest Division is currently at **-29.09%** reduction of robberies
- 5% Overall Reduction in Violent Crime Across all divisions
  - City wide DPD is currently at 0.55% increase of violent crime totaling 6922 Incidents
  - 5% reduction translates to a 618 reduction in total incidents for the year from last year.
    - Achieved by having fewer than 978 violent crime incidents a month for the remainder of the year.

# Chief's Assessment

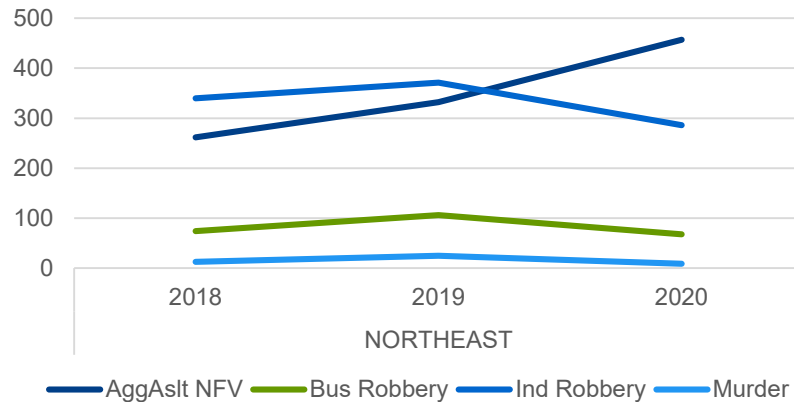
- Violent Crime Plan
  - January – April
    - Measured the crime plan for success
    - Created summer crime plan initiative to address gaps
  - April – July
    - Implemented summer crime plan initiative
    - Focused on multi-family establishments
  - August- December
    - Measuring the crime plan for success
    - Working with City Manager to implement community based support programs.
    - Working with OIPSS to further Risk Terrain Modeling

# Violent Crime History

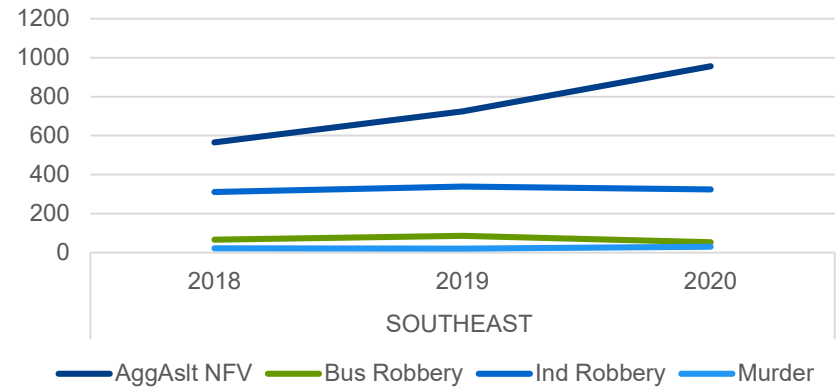


# Violent Crime Targeted Divisions YTD

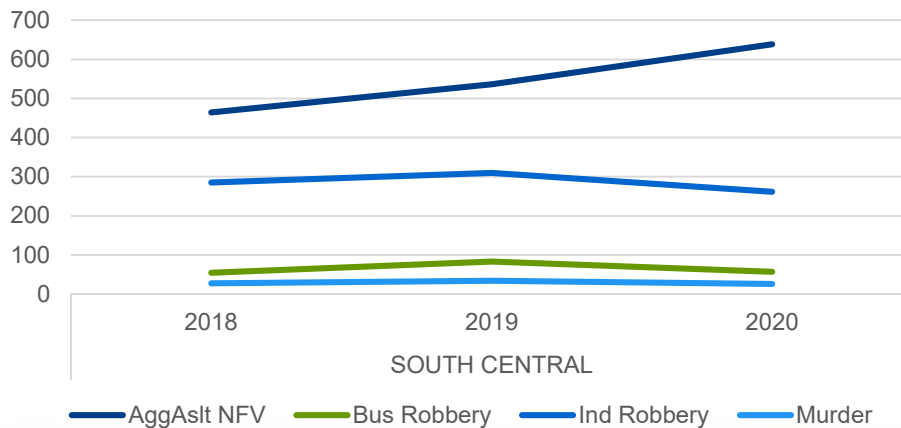
## NORTHEAST DIVISION



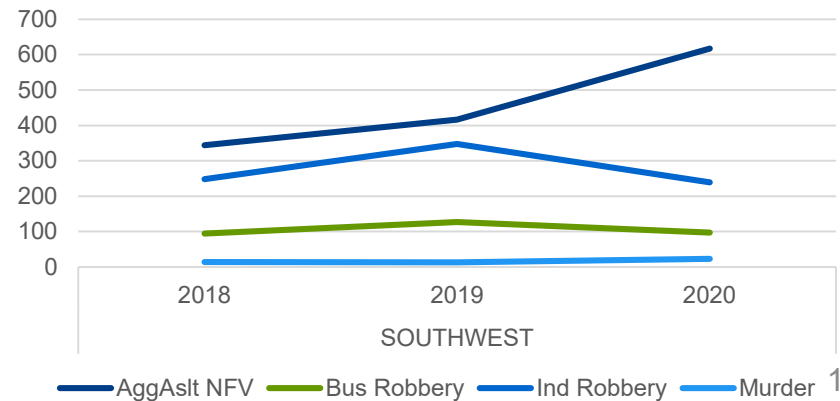
## SOUTHEAST DIVISION



## SOUTH CENTRAL DIVISION

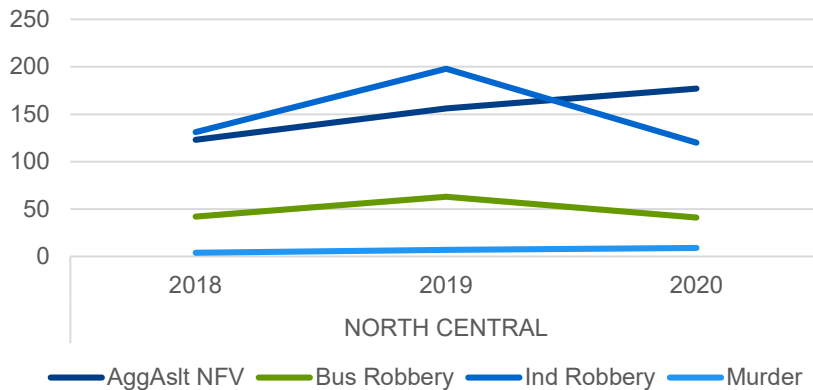


## SOUTHWEST DIVISION

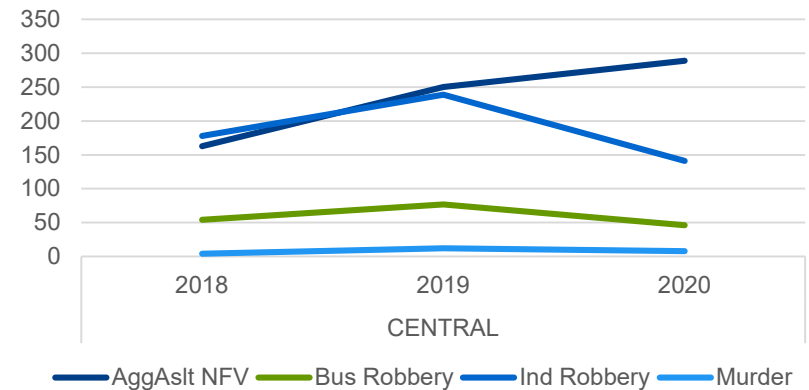


# Violent Crime Other Divisions YTD

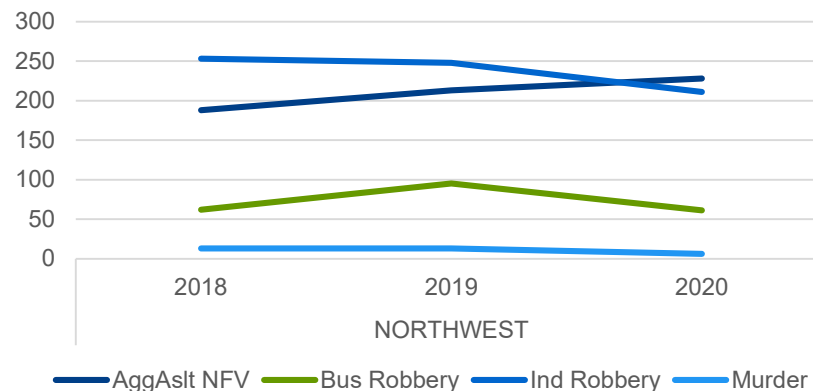
## NORTH CENTRAL DIVISION



## CENTRAL DIVISION



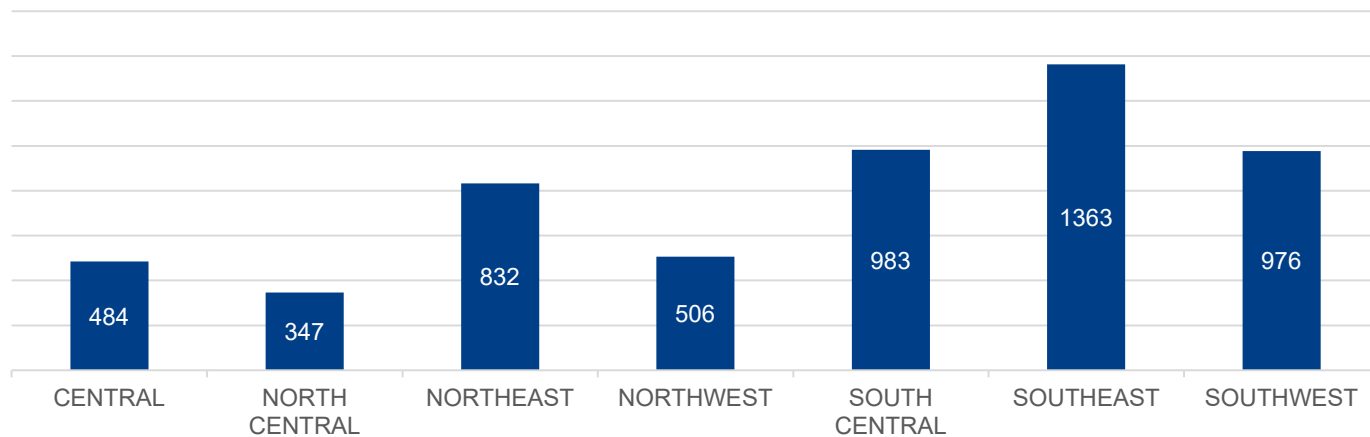
## NORTHWEST DIVISION



# YTD Violent Crime All Divisions

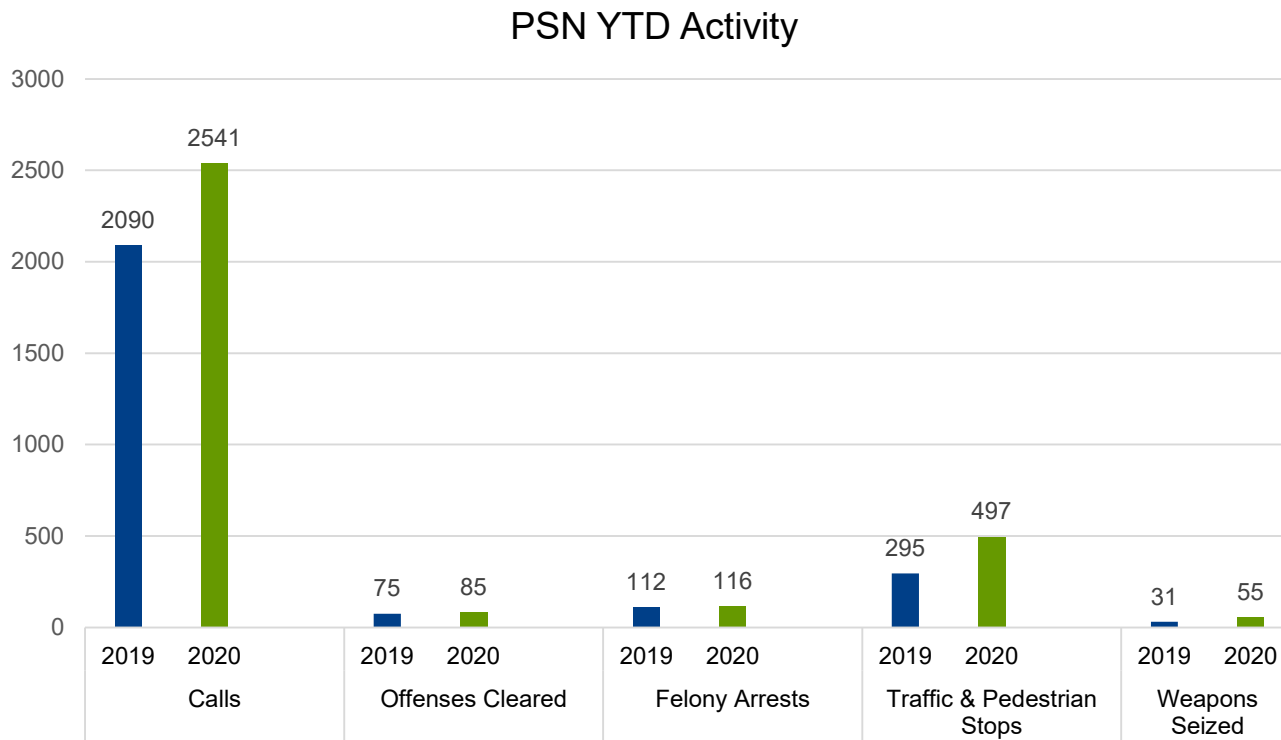
Offense	CENTRAL	NORTH CENTRAL	NORTHEAST	NORTHWEST	SOUTH CENTRAL	SOUTHEAST	SOUTHWEST	TOTAL
<b>AggAslt NFV</b>	289	177	457	228	639	956	617	3363
<b>Bus Robbery</b>	46	41	68	61	57	53	97	423
<b>Ind Robbery</b>	141	120	286	211	261	324	239	1582
<b>Murder</b>	8	9	21	6	26	30	23	123
<b>Total</b>	484	347	832	506	983	1363	976	5491

YTD Violent Crime



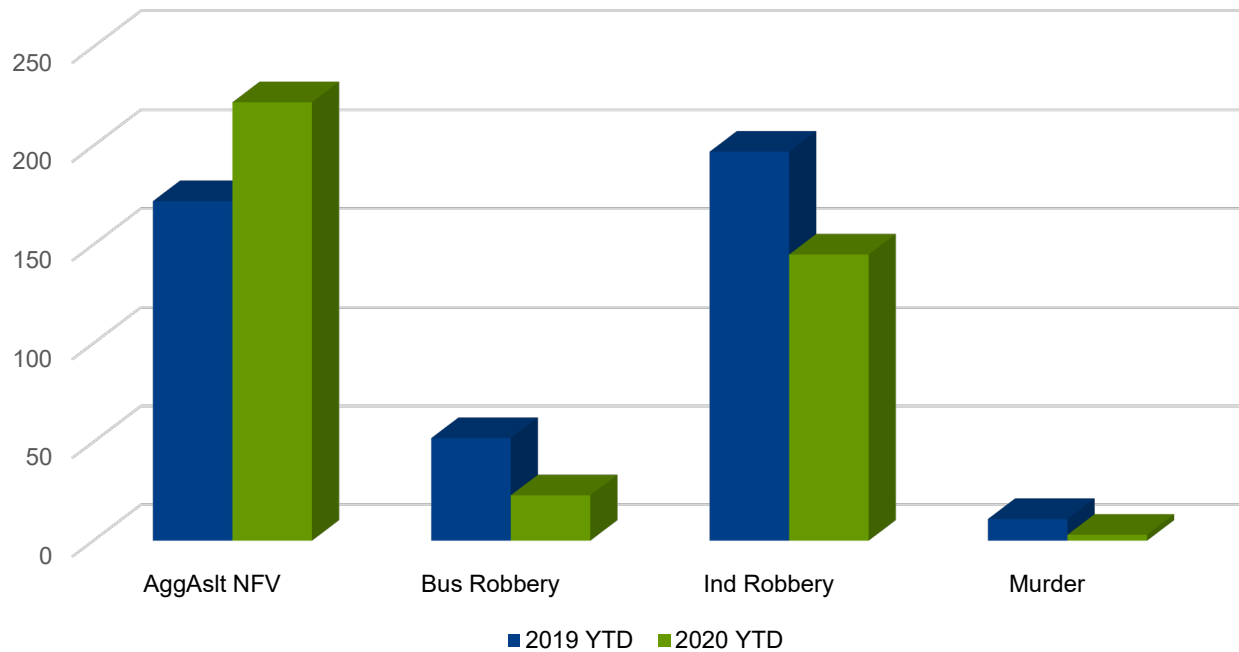
# Project Safe Neighborhood

One of the objectives is to reduce gun related crimes in Northeast- Forest / Audelia and 5 points



# Project Safe Neighborhood

PSN 2020 YTD vs 2019 YTD





# Operations / Initiatives

- The violent Crime Response Team is focusing on individuals wanted for violent felony offenses.
- Collaborative fugitive apprehension operations are designed to get the offender off the street, to prevent further acts of violence
- Warrant Round-Up
  - February 24-28
  - March 9-13
  - April 6-10
  - April 27 – May 1
  - May 11-15
  - May 25-29
  - June 22-26
  - July 13-17
  - July 27-31

# Operations / Initiatives–Arrest & Release Data

## Violent Crime Warrant Round Up

	February 24-28	March 9-13	April 6-10	April 27 - May 1	May 11-15	May 25-29	June 22-26	July 13-17	July 27-31
Goal	100	75	70	80	80	70	50	50	50
Arrested	53	72	54	66	57	51	36	39	36
Apprehension Rate	53%	96%	77%	83%	71%	73%	72%	78%	72%
Repeat Offenders	39	41	26	34	45	32	15	19	17

## Offender Status

1-10 Days in Jail	15	19	15	17	26	18	9	15	16
11-20 Days in Jail	0	3	6	2	5	1	6	3	0
21-30 Days in Jail	0	5	2	0	1	0	3	6	0
More than 30 Days	0	1	0	0	0	0	0	0	0
Still in Jail	34	31	20	39	18	23	16	11	0
Extradited	1	1	0	0	0	0	0	0	18
Not Available	3	12	11	8	7	9	2	4	2
Total	53	72	54	66	57	51	36	39	36

National average for a multiple day operation is 25%

Warrant round up goal was reduced to limit officer COVID-19 exposure

# Operations / Initiatives

## Operation Beat / Street

- 22 Felony Arrest & 28 Misdemeanor Arrest
- 612 Traffic Stops & 98 Pedestrian Stops
- 14 Weapon seized
- 28 Drugs Seized

*\*The above operations are also part of the Summer Crime Initiative and were implemented April 27, 2020*

# 2020 Performance Metrics Update

- The 2020 Crime Plan has additional metrics that support the department as a whole and assist with overall crime reduction and efficiency.
- A timeline was established to ensure we remain on target
- The following is an update on the progress of each metric

# 2020 Violent Crime Objective Timeline

## Immediate/Ongoing (January)

Internal Communications Improvements  
Violent Crime Reduction Team  
Tactical Enforcement  
Project Safe Neighborhood  
Nuisance Abatement  
Record Management System  
Critical Incident Response  
Community Engagement  
Increase DORS Usage  
Process Review

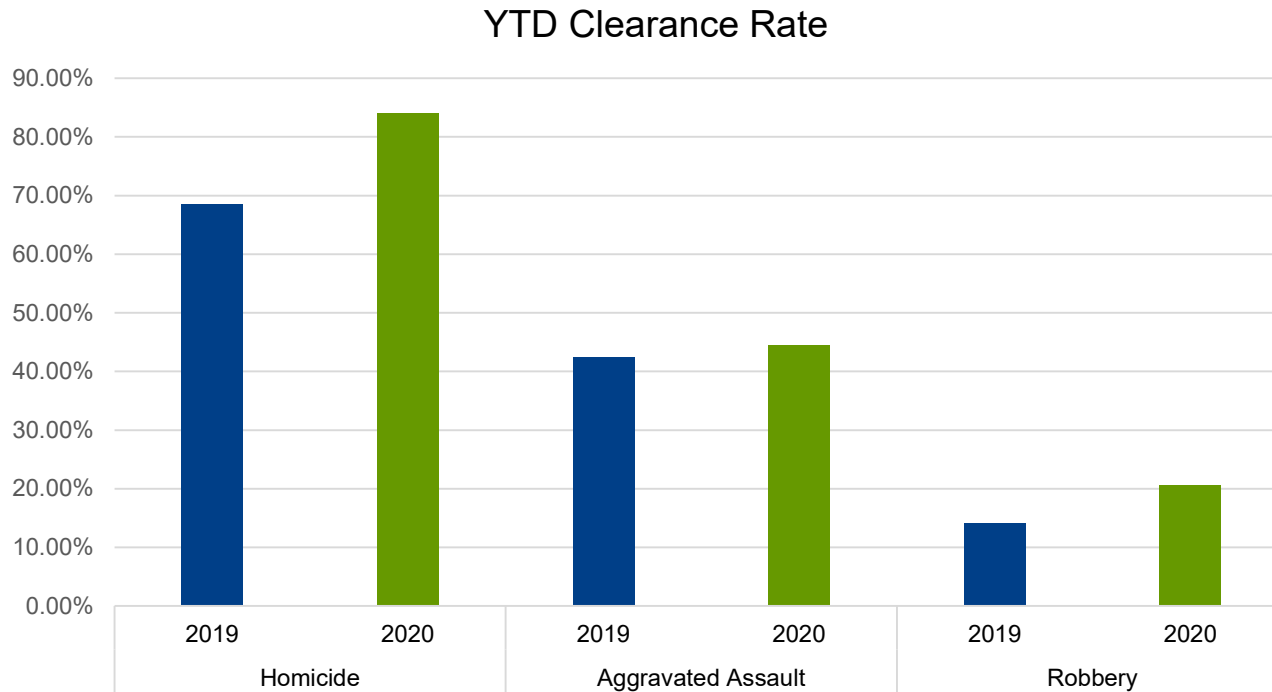
## Phase 1 (February – June)

Intelligence Led Policing Division  
Targeted Warrant Roundups  
External Communications Improvements  
Pilot Patrol Staffing Model  
Streamline Caseload Management  
Expand Starlight Program  
Expand Digital Sandbox Solution  
Improve Dashboard  
Ongoing Technology Reviews

## Phase 2 (July – December)

Focused Deterrence  
Civilianization  
Expand RIGHT Care  
Enhance Leadership Training  
Cultural Assessment

# Performance Metrics Update

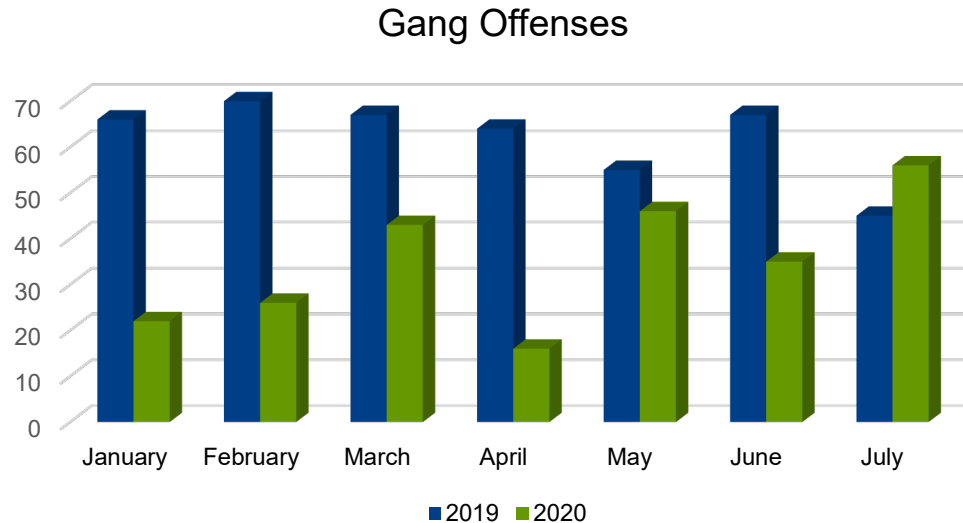


## National Average Clearance Rate

- Homicide 62.8%
- Robbery 30.4 %
- Aggravated Assault 52.5%

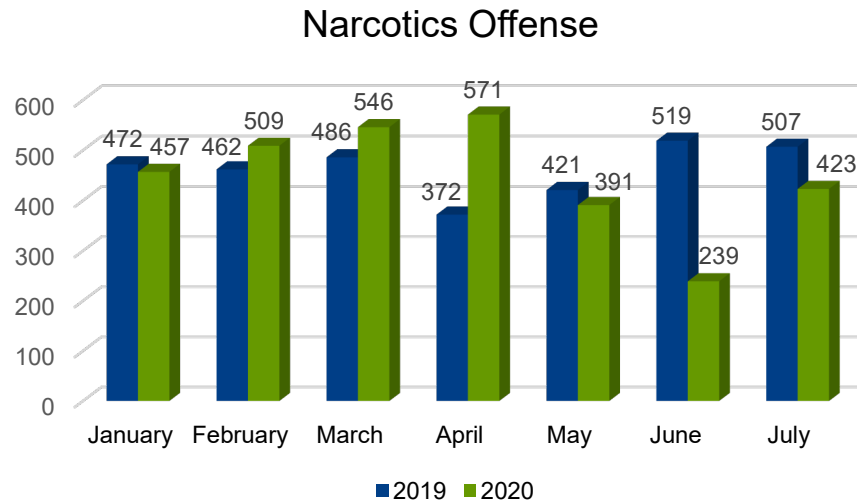
Source: [www.statista.com/statistics/194213/crime-clearance-rate-by-type-in-the-us](https://www.statista.com/statistics/194213/crime-clearance-rate-by-type-in-the-us)

# Performance Metrics Update



- Gang Activity is defined as the following:
  - Gang member commits offense against another gang member
  - Gang member commits violent criminal act
- Gang detectives and enforcement officers respond to all drive-by shootings to determine if they are gang related. This rapid response and relentless follow up has allowed us to identify and apprehend more offenders

# Performance Metrics Update



- Narcotics offenses are defined as:
  - Any incident in which illicit drugs are determined to be a direct or indirect factor of the crime
- To address the increase, the Narcotics Division has conducted 81 under cover operations and executed 9 search warrants netting 38 arrest for the month of July.



# Performance Metrics Update

## Records Management (RMS) & Review Process

- Goals have been met
- All detectives received basic RMS training
- Continuous Review of Open/Closed cases

## Caseload Management

- As a result of RMS training, we are able to audit and manage detectives case load more efficiently
- Supervisors review the open/closed cases

# Performance Metrics Update

## Critical Incident Response

- Homicide Response Team provides rapid response to a scene to identify all witness and evidence related to the incident
- 10 responses July
  - 1 - Suspect arrested
  - 7 - Canvased Neighborhood for Witness and Suspects
  - 3 – Investigation follow up with Homicide detective

\* Deployment of this team has increased the departments clearance rate

# Performance Metrics Update

## Intelligence Led Policing Division

- Up and Operational
  - Crime Analysis
  - Fusion
  - Criminal Intelligence

## Real Time Crime Center Update

- Interviews are complete and offer letters have been sent out
- Construction is scheduled to begin September 15 and will be completed by December 1

TASK	PROGRESS	START	END	NOTES
Design	80%	3/1/20	9/01/20	Design is 80% complete.
Buildout	0%	9/15/20	11/15/20	Delays resulting from impact of COVID on FEMA ability to process grants
Testing	0%	10/20/20	12/1/20	

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# Performance Metrics Update

## Starlight Update

- The Dallas Police Department has expanded its locations to seven and are in discussions with two additional owners
- Four additional locations have been added:
  - 2944 N. Buckner Blvd
  - 9770 Forest Ln
  - 9798 Forest Ln
  - 9791 Forest Ln



# Performance Metrics Update

## Starlight Update (Cont.):

During the proof of concept, November 2019 through July 2020:

- Calls have been reduced 38.7%
- Offenses have been reduced 66.1%



# Performance Metrics Update

## South Central Patrol Pilot Staffing Model

Average Response Times YTD			
Priority	3/4/2020	7/29/2020	Change Time
1	8.68	7.99	-0.69
2	25.63	22.32	-3.31
3	88.53	63.19	-25.34
4	117.3	86.99	-30.31

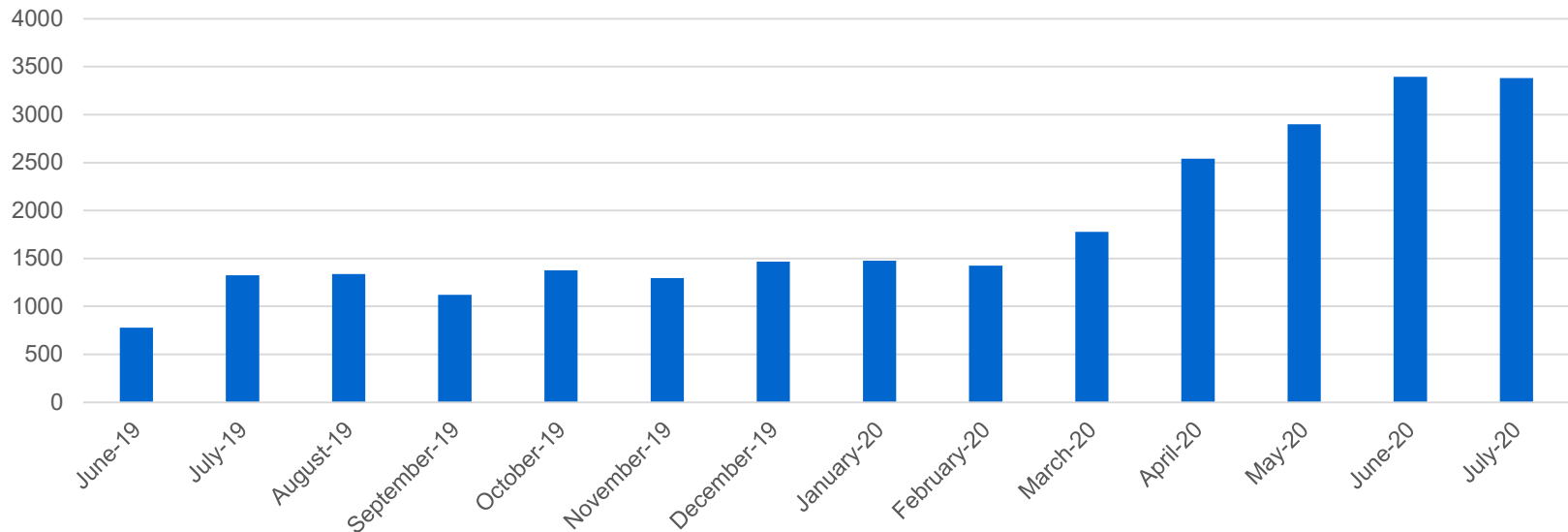
Crime Percentage YTD			
Crime	3/5/2020	7/29/2020	Change
Violent	1.59%	4.52%	2.93
Non Violent	-10.52%	-10.39%	0.13
Total	-7.49%	-6.14%	1.35

- South Central Observations:
  - More efficient utilization of resources through workload analysis.
  - 279 DORS and Over the Phone Reports completed in July
  - 18% of priority 4 type calls were handled through DORS and Over the phone in July

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# Performance Metrics Update

- **Increase Usage of Dallas Online Reporting System (DORS) & Expeditor Reports**



- 3382 DORS and Over the Phone Reports completed in July
- 29% of priority 4 type calls were handled through DORS and Over the Phone in July



# Performance Metrics Update

## Community Engagement

- Divisions are keeping the community involved and engaged during COVID 19 pandemic with virtual meetings

## External Communication & Internal Communication

- Continued Communication on Departmental response to COVID-19
- Departments continued use of Teams and Tele-conference to train, meet and conduct community events with stake holders
- Command staff video messages created to acknowledge the great work officers are doing
- Informing Departmental members faster on incidents involving employees.

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# **2020 Violent Crime Reduction Plan**

## **Public Safety Committee**

### **August 10, 2020**

**Deputy Chief Teena Schultz**  
**Dallas Police Department**





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1478

**Item #:** D.

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DFR EMS Response Strategies

[Dominique Artis, Chief, Dallas Fire and Rescue Department]

# EMS Optimization and Strategic Assessment

August 10, 2020

Dominique Artis, Fire Chief  
Dallas Fire-Rescue Department



# EMS Optimization and Strategic Assessment Background

- Requested in 2014 for an EMS Strategic Plan and for Medical Priority Dispatch for Dallas Fire-Rescue.
- In 2018, an amendment was made from EMS Strategic Plan to a Standards of Cover for the entire Fire Department.
- There have been three Fire Chiefs during this time period Fire Chief Louie Bright, Fire Chief David Coatney, and now Fire Chief Dominique Artis.
- Fitch and Associates used data from 2015, 2016, and 2017.

## EMS Optimization and Strategic Assessment Data

Although the Data appears dated, we are not asking the consultant to update the data **currently** because completing similar analysis using 2018 and 2019 data would add time and cost to the project;

- While Fitch will make a recommendation at the end of their presentation, DFR will present a Departmental recommendation for moving forward.



EMS Optimization and Strategic Assessment  
Fitch and Associates for the  
City of Dallas, TX



# Overall System Assessment

- Overall, the department is performing adequately within the current system.
- However, the department's distribution and concentration delivery models are stressed to cover the EMS program demands.
- Three core issues related to the delivery of EMS:
  - Workload
  - Performance
  - Resource Allocation and Deployment
- These three core issues resonate throughout the report and are essential elements for what is the most important outcome: the clinical experience.





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# Workload

## Community Demand

- EMS accounts for the largest share of community requests for service
- Total calls per year is 248,383 in 2017
- Average of 681 calls per day
- Annual growth in call volume varied from no growth to 6.4%
- National experience is between 3% and 7% growth per year in EMS

Program	Number of Calls		
	2015	2016	2017
EMS	187,017	198,739	198,865
Fire	41,280	44,446	44,597
Rescue	1,636	1,744	1,742
Hazmat	3,065	2,900	2,484
Mutual	308	407	695
Total	233,306	248,236	248,383
Calls per Day	639	680	681
YoY Growth	NA	6.4%	0.1%

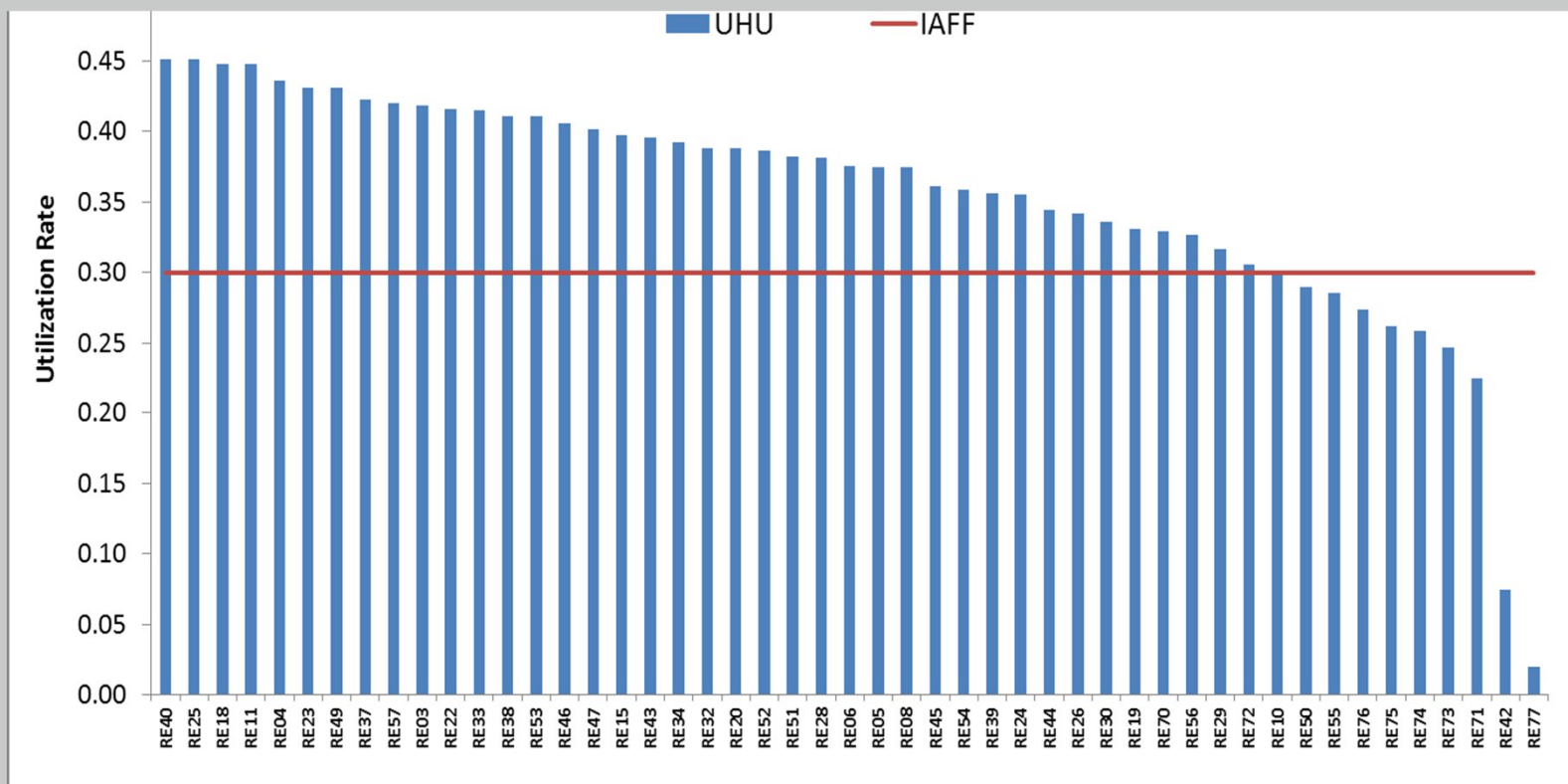
<sup>11</sup> The total call count excludes cancelled calls.

# Community Demand

- EMS accounts for 80.1% of the requests for service
- Much higher because canceled calls distorts the value
- Fire related incidents accounts for 18% of the incidents
- Special risks such as hazmat and technical rescue are combined 1.7% of demand
- Outside, Vehicle, and Structure fires combined account for 2.1% of the demand.
- Validates an EMS centric resource allocation

Call Category	Number of Calls	Calls per Day	Call Percentage
Cardiac and stroke	16,064	44.0	6.5%
Seizure and unconsciousness	18,335	50.2	7.4%
Breathing difficulty	18,154	49.7	7.3%
Overdose and psychiatric	11,833	32.4	4.8%
Accident	31,009	85.0	12.5%
Fall and injury	35,268	96.6	14.2%
Illness and other	68,202	186.9	27.5%
EMS Total	198,865	544.8	80.1%
Structure fire	2,346	6.4	0.9%
Outside fire	1,127	3.1	0.5%
Vehicle fire	1,744	4.8	0.7%
Grass fire	1,085	3.0	0.4%
Alarm	15,711	43.0	6.3%
Public service	17,676	48.4	7.1%
Investigation	2,629	7.2	1.1%
Fire other	2,279	6.2	0.9%
Fire Total	44,597	122.2	18.0%
Rescue	1,742	4.8	0.7%
Hazmat	2,484	6.8	1.0%
Mutual aid	695	1.9	0.3%
Total	248,383	681	100.0%

<sup>11</sup> The total call count excludes cancelled calls.



DFR Ambulance Unit Hour Utilization (2015-17) and  
International Association of Firefighters upper threshold for UHU

Vast majority of Rescues exceed the recommended upper threshold on workload

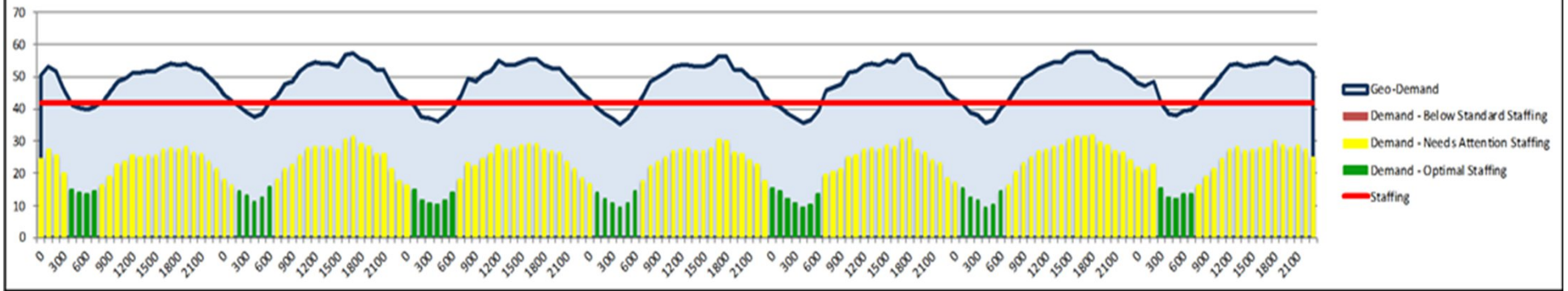
# Performance

Program	Dispatch Time	Turnout Time	Travel Time	Response Time	Sample Size
EMS	1.8	1.6	8.1	10.2	173,362
Fire	1.6	1.7	6.4	8.7	36,080
Rescue	1.6	1.7	6.9	9.4	1,818
Hazmat	1.5	1.3	8.1	9.8	818
Total	1.7	1.6	7.8	10.0	212,078

## 2017 Historical Performance

- Considering "Travel Time"
- EMS is at 8.1 minutes
- Rescue Units are at 8.4 minutes
- Fire is at 6.4 minutes
- System performance is at 7.8 minutes overall
- How is the system designed?

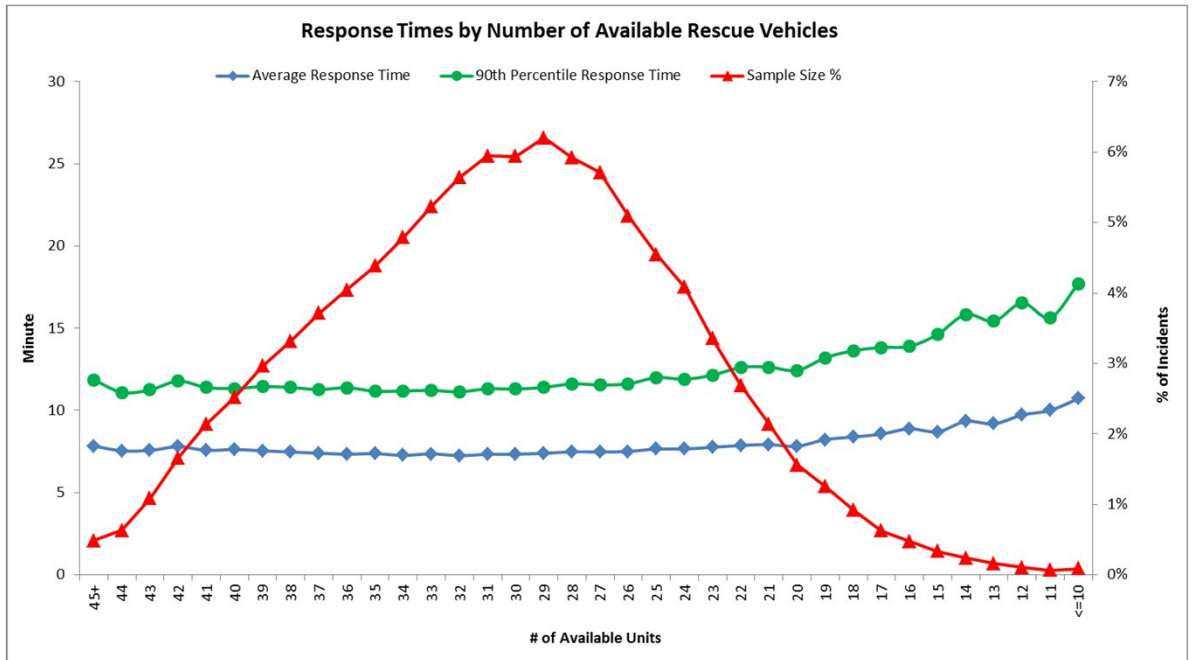
Current 6 Minutes - Demand vs Staffing



## Insufficient Resource Allocation Contributes to Performance Challenges

- Considering "Travel Time"
- EMS is at 8.1 minutes
- Rescues are at 8.4 Minutes
- Fire is at 6.4 minutes
- How is the system designed?

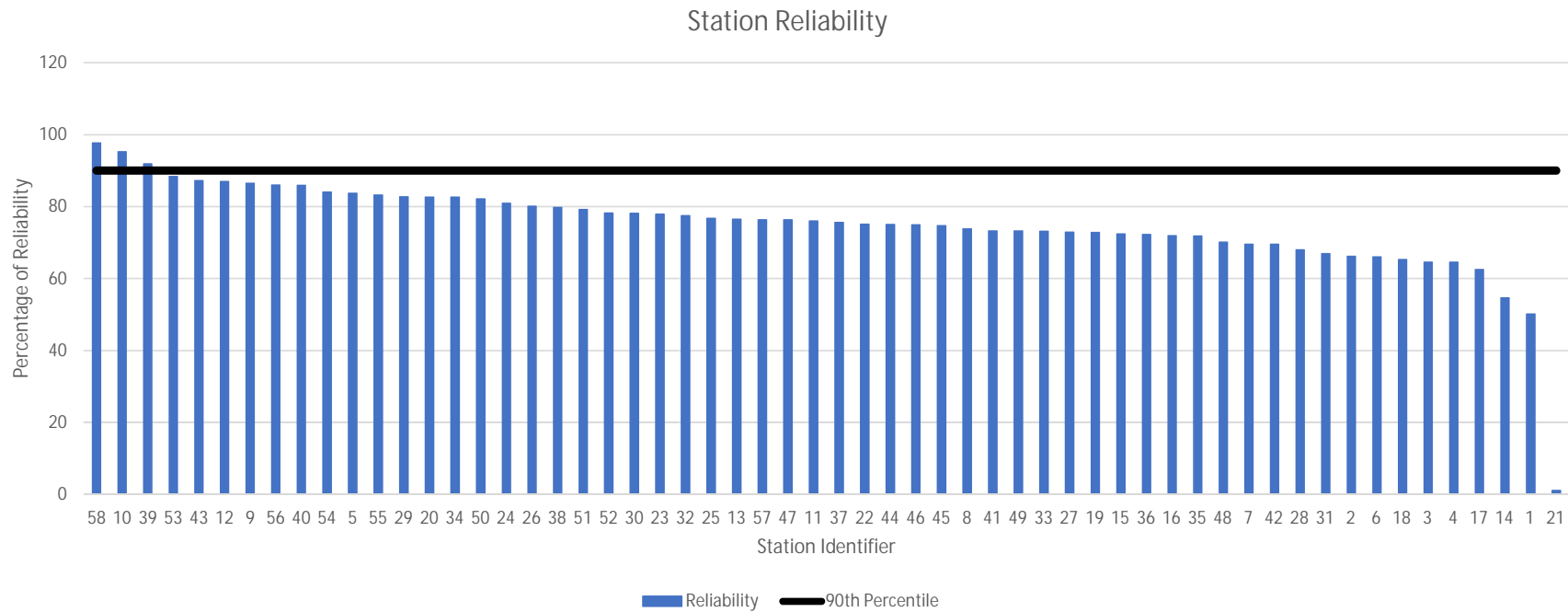
# Response Time by Available Rescue Vehicles

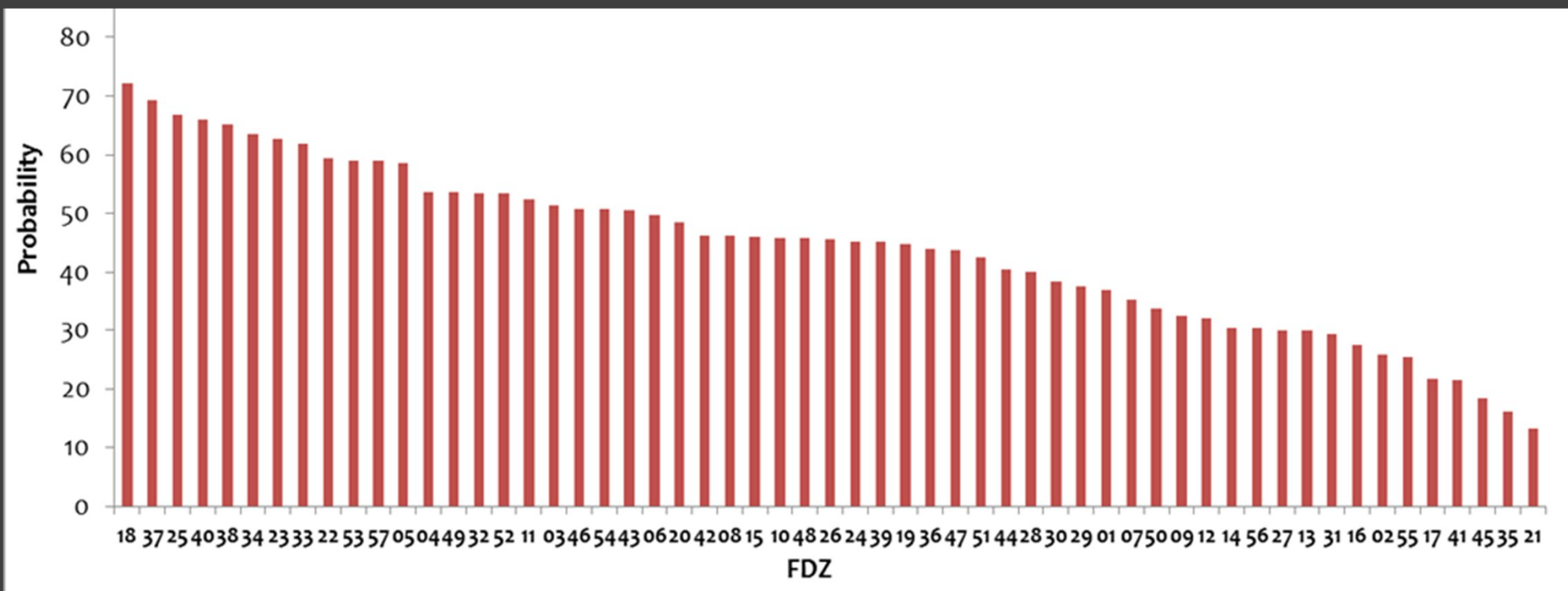


- Response time begins to substantively elongate when there are approximately 20 to 26 units available in the system
  - 26 value because 6 PLUs were included
- Response time continues to increase to over 17 minutes when there are 10 or less units available



**Station Reliability**—is the percentage of time a unit at the station is available to respond to an incident.



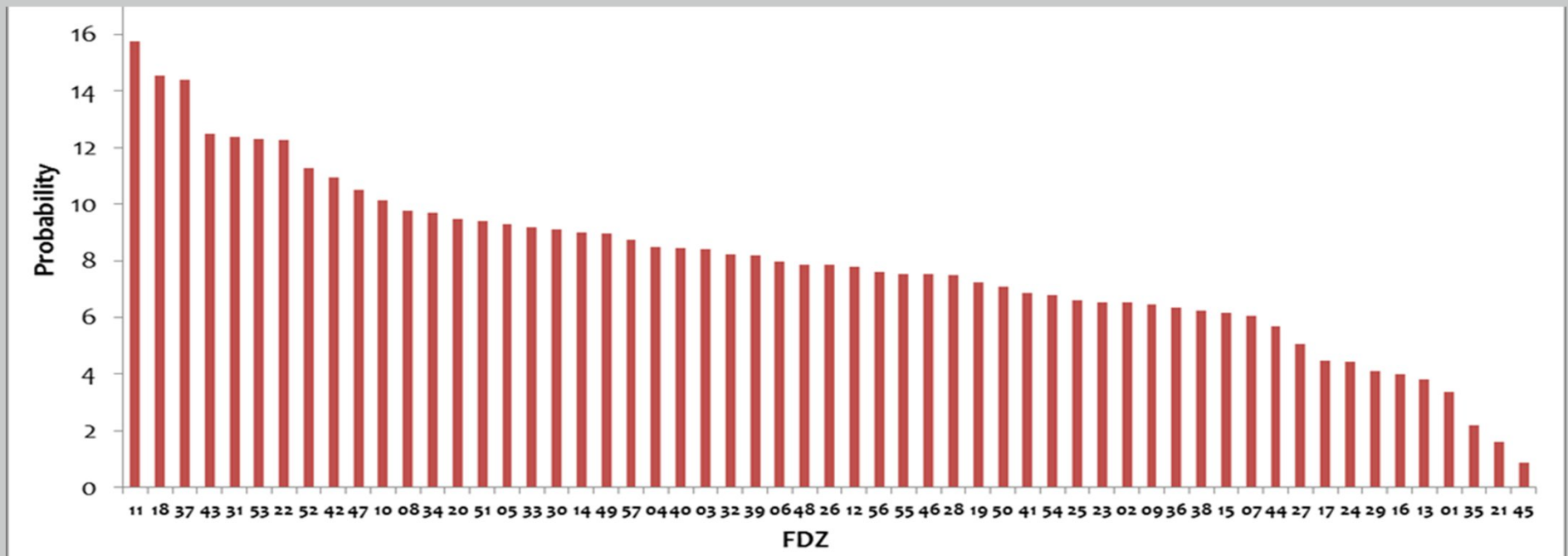


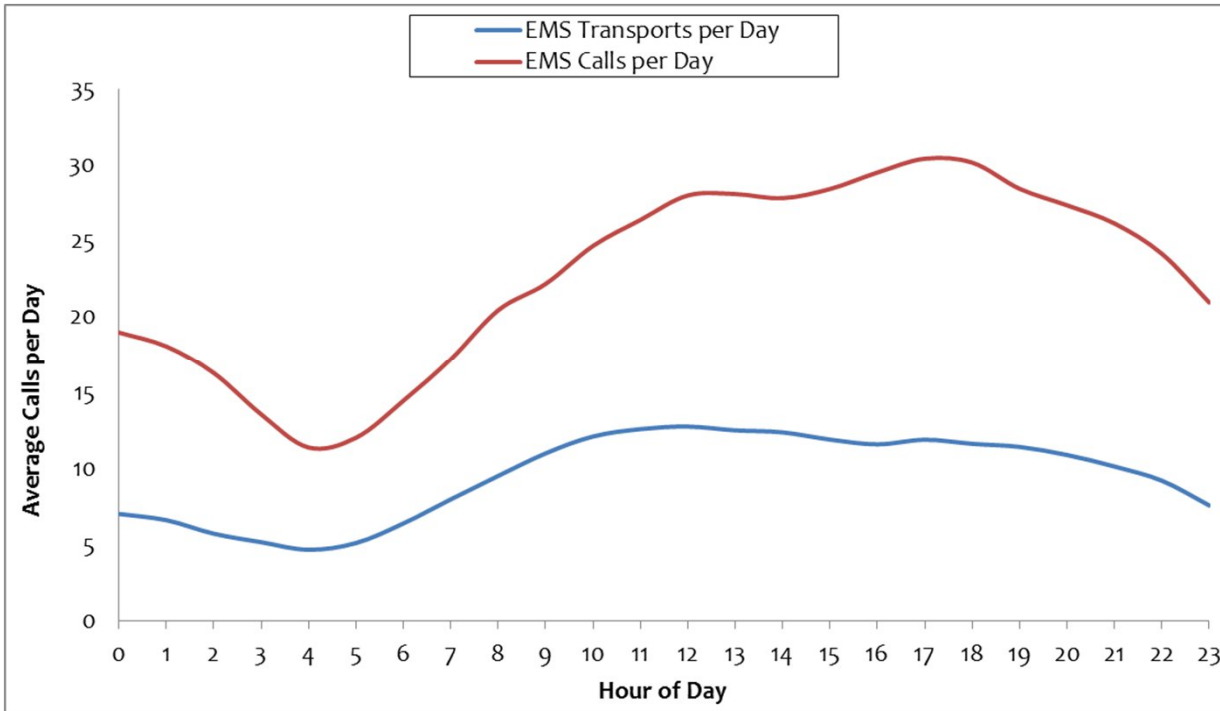
## EMS Call Concurrency

Call Concurrency- is the probability that a second or greater call for service will happen within the station's response district when the primary unit is assigned to another incident.

## Fire Call Concurrency

Call Concurrency- is the probability that a second or greater call for service will happen within the station's response district when the primary unit is assigned to another incident



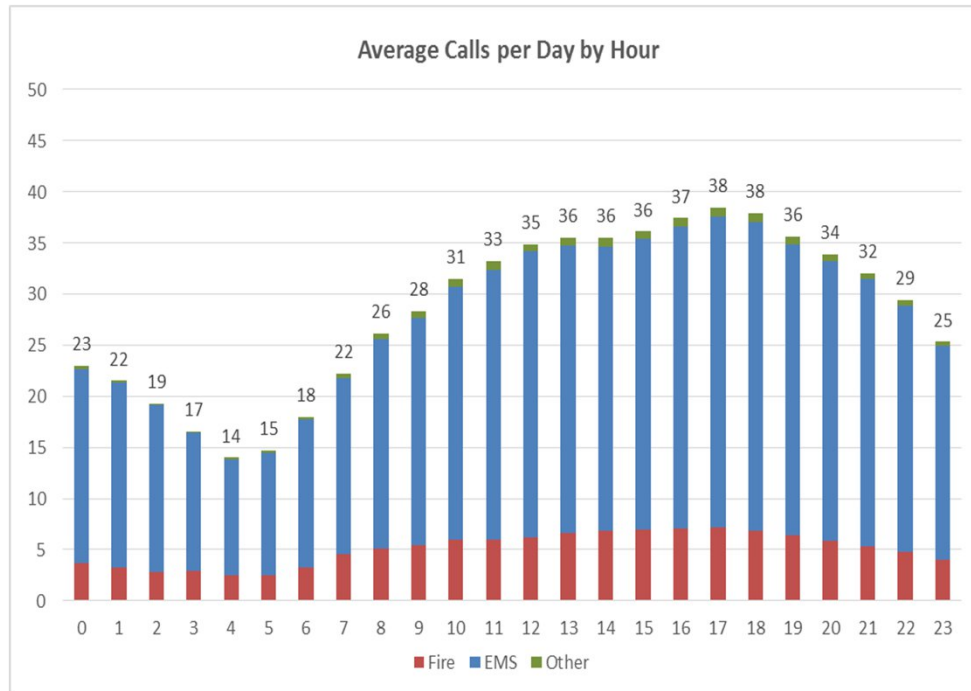


## Transport Rates

- During the peak of the day, the transport rate varies
- Overall, the system 911 transport rate is 41.8% (2017)
- Transport rate in 2019 was 41.4%
- Transport rate is not well-aligned with industry experience



# Resource Allocation and Deployment



## Temporal Distributions

- No significant impact by month of year or day of week
- However, considerable difference between the peak of the day and non-peak periods
- Average of 38 calls per hour throughout the peak of the day
- Average of 30 EMS calls per hour throughout the peak of the day
- Average of 7 fire related incidents per hour

# Optimized Personnel Staffing



Staffing optimization was determined by mathematical formula based upon the required number of seats, the hours to be covered, and the annualized use of scheduled and unscheduled leave.



The resulting “Relief Multiplier” indicates the minimum personnel needed to staff each seat in the deployment model.



24/48 schedule (24/7) on an average 54hr work week requires 3.47 FTEs per seat.



3/4 schedule (peak) on an average 42hr work week requires 2.21 FTEs per seat.



Unit Type	Staffing Multiplier	Total FTEs/Unit	FRO Sworn	Civilian Paramedic
24-hour Rescue Ambulance	3.47	7	\$ 612,198.58	N/A
12-hour Peak Load Unit (PLU) Ambulance	2.21	4.4	\$ 390,811.12	\$ 257,213.16



# Summary of Recommendations

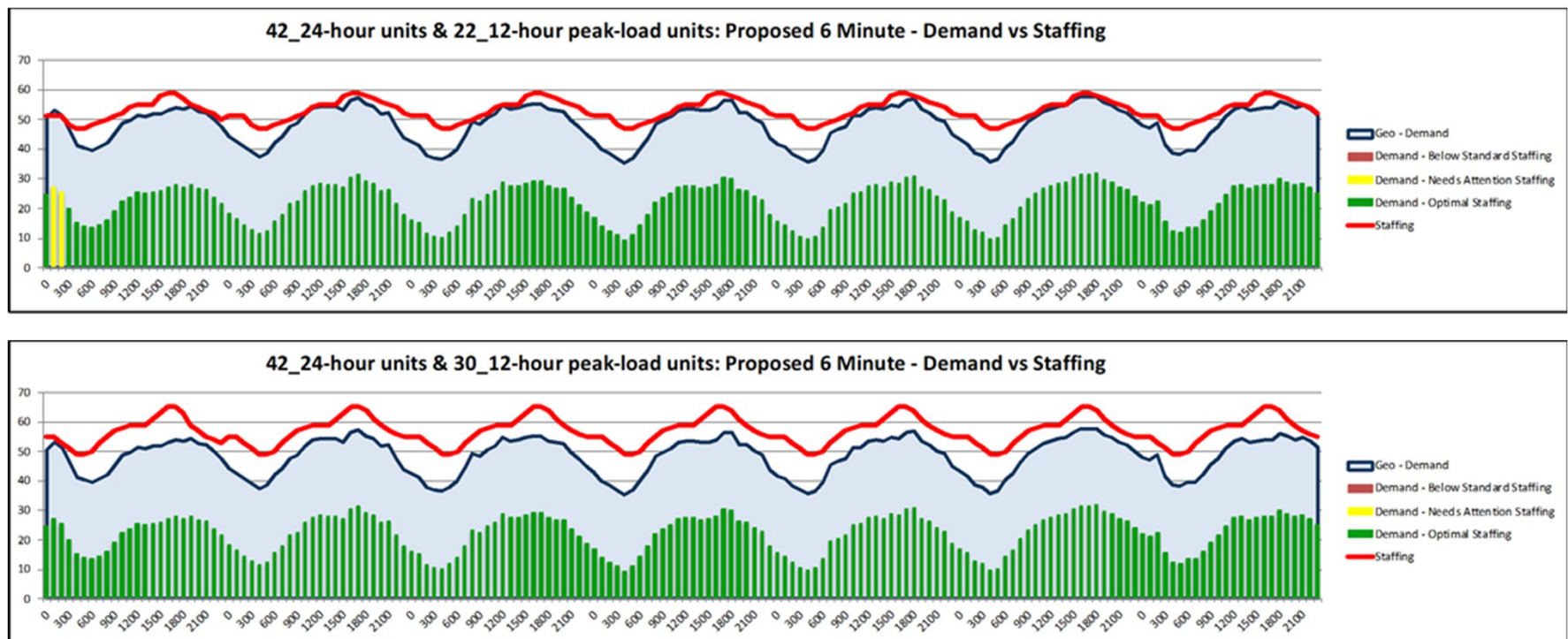




## Recommendations

- The current deployment is nearly able to achieve 6-minute travel time performance in the suppression program.
- The EMS program is only able to achieve approximately an 8-minute travel time at the 90th percentile.
  - The agency is reactively performing at 8-minutes as a result of excessive EMS workload.
- Based upon findings, the following alternatives are recommended:
  - Deploy additional resources to improve to a 6-minute system that controls for workload; or
  - Consider a civilian single-certification peak-load deployment strategy that is cost neutral and sustainable at approximately a 55% transport rate; and
  - Adopt a two to three-year implementation of a 30 peak-load unit deployment to supplement the 24-hour Rescue units; and
  - Evaluate patient transport rates to align with clinical expectations
  - Improve patient care report documentation

# 6-minute Model Controlled Workload



# Examples of Various Civilian EMS Models

## Public-Private Partnerships

Very common relationship throughout the country

Outside entity is contracted to provide patient transport services and fire department typically provides first response

MedStar - Fort Worth, TX

Washington, D.C.

San Diego, CA

Las Vegas, NV (FD and Private share responsibility)

## Civilian Programs under the Fire Department

Government employees assigned to the Fire Department

City of Philadelphia, PA

City of New York, NY

City of Orlando, FL

Orange County, FL

Marion County, FL

Polk County, FL

## Civilian Programs under the Local Government

Often referred to as 3rd Services the EMS Division is an arm under the local government equal to Police and Fire

City of Montreal, Canada

City of Austin-Travis County, TX

Lake County, FL

Volusia County, FL

Pinellas County, FL

Questions?

The logo for FITCH & ASSOCIATES is displayed within a dark blue square. The word "FITCH" is written in large, white, bold, sans-serif capital letters. Below it is a thin white horizontal line. Underneath the line, the words "& ASSOCIATES" are written in smaller, white, sans-serif capital letters. The square is set against a background of a large, light blue circular brushstroke.

FITCH

& ASSOCIATES

# Chief Artis Comments

DFR agrees with the 3 core issues related to EMS Delivery:

- Workload
- Performance,
- Resource Allocation and Deployment

DFR has already begun work on implementing changes that address these issues for which we have resources. For example:

- We have added 3 full time and 3 peak demand rescues since 2017, which has helped to reduce workload and response times

Regarding the recommendation to add personnel and resources, given the current economic times, DFR is studying ways to make improvements at the best possible value for our stakeholders within our current budget..

# Chief Artis Comments (Cont.)

## WORKLOAD

- Study ways to expand EMS service with additional Peak Demand and Full time Rescues to improve to a 6-minute response system that controls for workload implementation over a three-year period.
- DFR is also exploring options to redefine the employee entry point and career path for the Department.
  - New recruits would join DFR and operate as single-role Paramedics, staffing Peak Demand Rescue Units on a 40-hour work week
    - Could include Civilian Employees
    - Career Path options
      - Continuation as a Single Role Paramedic
      - Promotion to Firefighter / Paramedic
      - Transfer to Fire Prevention & Inspection Bureau

## Chief Artis Comments (Cont.)

### WORKLOAD (cont)

- Adjust staffing of existing peak units to ensure 100% staffing
- Research Nurse line and telemedicine integration DFR Dispatch
- Reduce EMS call volume with programs like Right Care, Mobile Community Health Care and individual code response review / adjustments etc.
- Explore options for alternative transportation for patients, such as a partnership with DART

## Chief Artis Comments (Cont.)

### PERFORMANCE

- The Quality Assurance/Quality Improvement Program related to both the clinical and billing side of electronic patient care reporting (EPCRs) has already begun.
- Statistical analysis of performance specific UHU data (dispatch time, turnout time, at-hospital time) to ensure adherence to performance standards.
- Internal Audit of our EMS Billing system



## Chief Artis Comments (Cont.)

### RESOURCE ALLOCATION AND DEPLOYMENT

- Deploy existing Peak Demand Ambulance Units from centralized location to create a dynamic response model, adjust peak ambulance in-service time to better match peak call volume times.
- Use statistical analysis to adjust apparatus placement and improve response times utilizing GIS and Dashboard data

DFR continues to work on improvements within our current EMS system.

# Questions ?

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# EMS Optimization and Strategic Assessment

August 10, 2020

Dominique Artis, Fire Chief  
Dallas Fire-Rescue Department





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1524

**Item #:** E.

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Police and Fire Social Media Rules and Procedures  
[Jon Fortune, Assistant City Manager, City Manager's Office]



**City of Dallas**

# Police and Fire Social Media Rules and Procedures

Public Safety Committee  
August 10, 2020

Jon Fortune, Assistant City Manager  
City Manager's Office  
City of Dallas

# Presentation Overview



- Administrative Directive 2-52
- Dallas Police Department General Order
- Dallas Police Department Code of Conduct
- Dallas Fire-Rescue Department Manual of Procedure on personal use of Social Media
- Current Review of Procedures
- Counseling/Disciplinary Process for Violations
- Legal Considerations



# Administrative Directive (AD) 2-52



- Social Media / Social Networking
  - Amended at the end of June 2020
  - Issuing Department: Communications, Outreach and Marketing
  - Stated Purpose of AD
    - “The purpose of this Directive is to provide a framework, guidance, and assign responsibilities on official City use of social media platforms and City employee use of personal social media accounts.”
  - Includes, for the first time, guidance to employees on personal use of Social Media





## Excerpt from AD 2-52 Social Media/Social Networking



- 5.6 Personal Use of Social Media.
- 5.6.1 There may be times when an employee's personal use of social media not made on official social media accounts (even if it is off-duty or using personal equipment) may affect or impact the workplace and become the basis for counseling or discipline. Each situation or posting will be evaluated on a case-by-case basis. Examples include, but are not limited to:
  - A. Cyber-bullying, stalking, or harassment.
  - B. Posting social media content that harms working relationships at the City, is detrimental to the mission and function of the City, undermines the public's confidence in the City, or could cause disruption to City operations.
  - C. Releasing confidential or private information; or information that is not releasable under the Texas Public Information Act.





## Excerpt from AD 2-52 Social Media/Social Networking



- D. Unlawful activity.
- E. Inappropriately using the City's name, logo, website URL, or an employee's position.
- F. Using City-owned equipment or City work time for more than occasional personal use on social media sites that are not official City social media accounts, and such use interferes with an employee's ability to do their job or with the efficiency of the workplace or department.



# Dallas Police Department



- DPD General Order on personal use of social media:
- General Order 214.04 Precautions and Prohibitions on Employee Personal Use of Social Media
- Unless contrary to any federal law, state law, or city ordinance, employees shall abide by the following when using social media for personal use:
  - A. Employees are free to express themselves as private citizens\* on social media sites to the degree that their speech and/or language does not impair working relationships of the Department, impede the performance of their duties, impair discipline and harmony among coworkers, or negatively affect the public perception of the Department.

\* Citizens in original.



## DPD General Order on Personal Use of Social Media (Continued)



B. Employees shall not divulge information gained by reason of their authority; make any statements, speeches, appearances, or endorsements; or publish materials that appear to represent the views or positions of this Department without prior written authorization from the Chief of Police or their designee.

C. Employees who are working in undercover operations, or who plan to in the future, shall not post any form of visual or personal identification to any social media network which would identify them as an employee of the Dallas Police Department, compromise Departmental objectives, or place themselves or another person in danger.

D. Employees shall not post speech involving on-duty conduct of themselves or other employees that reflects behavior that would reasonably be considered reckless, irresponsible or would bring discredit to themselves or the Dallas Police Department or City of Dallas.

E. Employees shall not post speech to social media networks that contain obscene or sexually explicit language, images, acts, statements, or other forms of speech that ridicule, malign, disparage, or otherwise express bias toward any individual or group.



# Dallas Police Department



- DPD General Order 214.04 Continued. . .
  - F. Employees shall not post speech involving themselves or other employees reflecting behavior that maligns, embarrasses, or causes disrepute to the Department.
  - G. Employees shall not post department logos, banners, or similar identifying items on personal websites that would lead anyone to believe that website represents or has been approved by the Department without prior permission from the Chief of Police or their designee. In these matters, the Dallas Police Department will make the determination as to whether or not the content tends to represent the Department.
  - H. Employees are encouraged to be mindful of their safety and the integrity of their careers, as well as the safety of their family and other officers, before posting any information on social media sites that identifies them as an employee of the Dallas Police Department.
  - I. Employees are reminded that engaging in prohibited speech, as noted herein, may provide grounds for undermining or impeaching an employee's testimony in criminal and civil proceedings.
  - J. Employees should expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum may be accessed by the Department at any time without prior notice.



# Dallas Police Department



- DPD Code of Conduct 4.16:
  - No employee will make any comment or expression, either written or oral, which would deride, demean, condemn, or ridicule any person based upon their race, ethnicity, sex, religion, or sexual orientation, either on-duty or off-duty, if such comment or expression will tend to generate controversy and disruption within the Department, impede upon the Department's general operation and performance, and affect working relationships necessary to the Department's proper functioning.



# Dallas Fire-Rescue Department



- DFR Manual of Procedure on personal use of social media:
  - 712.02 GUIDELINES FOR PERSONAL USE There is no violation of departmental policy in the mere fact of maintaining a page or commenting on social networking sites and blogs. Department personnel are free to express themselves as private citizens\* on social media sites as long as their speech does not impair or impede the performance of duties, impair discipline by superiors or harmony among co-workers, cause a detrimental impact on close working relationships for which personal loyalty and confidence are necessary, negatively affect the public perception of or confidence in the department, or interfere with the regular operation of the department. Adherence to the department's code of conduct is expected in the personal use of social media.

\* Citizens in original.





# Dallas Fire-Rescue Department



- DFR Manual of Procedure 712.02 (continued):
  - Department members shall abide by the following when using social media:
    - A. As public employees, department personnel are cautioned that their speech either on or off duty, and/or in the course of their official duties, professional duties and responsibilities, may not necessarily be protected speech under the First Amendment.
    - B. Speech may not be protected speech if it impairs or impedes the performance of duties, impairs discipline by superiors or harmony among co-workers, causes a detrimental impact on close working relationships for which personal loyalty and confidence are necessary, negatively affects the public perception of or confidence in the department, or interferes with the regular operation of the department, and may form the basis for discipline.
    - C. Department personnel should assume that their speech and related activity on social media sites could reflect upon their position within the department and of this department.



# Dallas Fire-Rescue Department



- DFR Manual of Procedure 712.02 (continued):
  - D. Members shall not post, transmit, or otherwise disseminate any information obtained as a result of their employment with DFR without written permission from the Fire Chief, or his/her designee; and
  - E. For safety and security reasons, members are cautioned to use discretion when disclosing employment with DFR and shall refrain from disclosing employment of any other member without prior consent by that member. As such, members are advised to use good judgment when:
    1. Placing or allowing photographs or depictions of themselves dressed in the DFR uniform and/or displaying official identification, patches or badges, or in any other way, either directly or indirectly, identifying themselves as a member of the department for any reason or;
    2. Posting photographs or other depictions of department uniforms, badges, patches, or marked/unmarked vehicles on internet sites. When using social media, members should be mindful that their speech becomes part of the worldwide electronic domain.





# Current Review of Departmental Procedures



- In light of the recent amendment of AD 2-52, DPD and DFR are in a review process of their internal rules and procedures regarding use of social media, to ensure consistency with the AD and applicable law.
- Timeline for completion and adoption of necessary updates:
  - Tentative: End of August 2020



# Counseling/Disciplinary Process for Violations



- When a violation is determined, appropriate disciplinary action may be taken.
- Civil Service employees must be given notice and an opportunity to be heard before demotion or discharge, and the City must comply with the disciplinary and appeal procedures outlined in the Dallas City Charter and the Personnel Rules.
- For peace officers and fire fighters, the City must comply with Chapter 614 of the Texas Government Code
- Chapter Sec. 614.023. COPY OF COMPLAINT TO BE GIVEN TO OFFICER OR EMPLOYEE.
  - (a) A copy of a signed complaint against a law enforcement officer of this state or a fire fighter, detention officer, county jailer, or peace officer appointed or employed by a political subdivision of this state shall be given to the officer or employee within a reasonable time after the complaint is filed.
  - (b) Disciplinary action may not be taken against the officer or employee unless a copy of the signed complaint is given to the officer or employee.



## Counseling/Disciplinary Process for Violations (continued)



(c) In addition to the requirement of Subsection (b), the officer or employee may not be indefinitely suspended or terminated from employment based on the subject matter of the complaint unless:

- (1) the complaint is investigated; and
- (2) there is evidence to prove the allegation of misconduct.



# Legal Considerations



- The First Amendment protects individuals' freedom of speech.
- Public employers may impose restraints on job-related speech of employees that would be unconstitutional if applied to members of the public.
- However, public employees do not surrender all First Amendment rights simply by virtue of their employment.
- Public employers can be sued for First Amendment violations.



# Legal Considerations (Continued)



- There are two types of First Amendment challenges: “as applied” challenges, and facial challenges.
- A facial challenge alleges that the rule is unconstitutional in all of its applications.
- There are three primary types of facial challenges:
  - Overbreadth
  - Vagueness
  - Prior restraint
- Courts’ general disfavor of facial challenges is less intense in the First Amendment context.
- In an “as applied” challenge, the claim is that the rule is unconstitutional “as applied” to the unique circumstances of the case, not that the rule is unconstitutional for all purposes.



# Legal Considerations (Continued)



- First Amendment retaliation claim is an “as applied” challenge.
- A public employee asserting a First Amendment retaliation claim must prove that:
  - (1) S/he suffered an adverse employment action.
    - Includes discharges, demotions, refusals to hire, refusals to promote, and reprimands.
  - (2) S/he spoke as a “citizen” on a matter of public concern.
    - Speech involves a matter of public concern if it relates to any matter of political, social, or other concern to the community.



# Legal Considerations (Continued)



(2) (cont'd). S/he spoke as a "citizen" on a matter of public concern.

- "Citizen" vs. employee speech
  - Relevant factors include job descriptions, whether the employee communicated with coworkers or with supervisors, whether the speech resulted from special knowledge gained as an employee, whether the speech was directed internally or externally, etc.
- Statements made pursuant to official duties and employment grievances are not protected.





# Legal Considerations (Continued)



- (3) His/her interest in the speech outweighs the government's interest in the efficient provision of public services.
- Relevant considerations include whether the statement impairs discipline by superiors or harmony among co-workers, has a detrimental impact on close working relationships for which personal loyalty and confidence are necessary, or impedes the performance of the speaker's duties or interferes with the regular operation of the enterprise.
  - Because police departments function as paramilitary organizations charged with maintaining public safety and order, they are given more latitude in their decisions regarding discipline and personnel regulations.
- (4) The speech precipitated the adverse employment action.







# Questions?





# Police and Fire Social Media Rules and Procedures

Public Safety Committee  
August 10, 2020

Jon Fortune, Assistant City Manager  
City Manager's Office  
City of Dallas





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1534

**Item #:** F.

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Proposed amendments to: Chapter 6A, "Amusement Centers," to update the definition of coin-operated amusement device; and Chapter 12B, "Convenience Stores," to prohibit coin-operated amusement devices in convenience stores.

[Jill Haning, Assistant City Attorney, City Attorney's Office]

## Memorandum



CITY OF DALLAS

DATE August 7, 2020

SUBJECT **Proposed Amendments to: Chapter 6A, “Amusement Centers” and Chapter 12B, “Convenience Stores,” of the Dallas City Code.**

The following item has been prepared in response to ongoing criminal activity at convenience stores:

Proposed amendments to:

1. Chapter 6A, “Amusement Centers,” to update the definition of coin-operated amusement device; and
2. Chapter 12B, “Convenience Stores,” to prohibit coin-operated amusement devices in convenience stores.

Convenience stores are highly utilized retail businesses with a primary emphasis on providing the public with convenient locations to quickly purchase a wide array of consumer products, such as basic food, household, tobacco products, paraphernalia, and pharmaceutical items. As a result, these stores, and its consumers, are especially vulnerable to victimization – especially those that have large amounts of cash, low security, and few staff and customers likely to resist.

The purpose of Chapter 12B is to protect the health, safety, and welfare of the citizens of the city of Dallas by reducing the occurrence of crime, preventing the escalation of crime, and increasing the successful prosecution of crime that occurs in convenience stores in the city. To accomplish this purpose, Chapter 12B establishes a registration program for convenience stores and provides requirements relating to surveillance camera systems, video recording and storage systems, alarm systems, drop safes, security signs, height markers, store visibility, safety training programs, and trespass affidavits.

Coin-operated amusement devices contribute to criminal activity – gambling, narcotics, and violent crime – at these locations. The proposed amendment aims to further reduce the occurrence of crime at the properties by prohibiting coin-operated amusement devices, including eight-liner machines, in convenience stores.

ORDINANCE NO. \_\_\_\_\_

An ordinance amending Chapter 6A, “Amusement Centers,” and Chapter 12B, “Convenience Stores,” of the Dallas City Code by amending Section 6A-1 and adding Section 12B-21; clarifying the definition of coin-operated amusement device; prohibiting coin-operated amusement devices in convenience stores; providing a penalty not to exceed \$500; providing a saving clause; providing a severability clause; and providing an effective date.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That Paragraph (2) of Section 6A-1, “Definitions,” of Chapter 6A, “Amusement Centers,” of the Dallas City Code is amended to read as follows:

“(2) COIN-OPERATED AMUSEMENT DEVICE means a machine or device operated by electronic transfer of funds or by insertion of a coin, bill, token, card, or similar object, for the purpose of amusement or skill. This term does not include:

- (A) musical devices;
- (B) billiard tables;
- (C) machines designed exclusively for children; or
- (D) devices designed to train persons in athletic skills or golf, tennis, baseball, archery, or other similar sports.”

SECTION 2. That Article III, “Safety Requirements for Convenience Stores,” of Chapter 12B, “Convenience Stores,” of the Dallas City Code is amended by adding a new Section 12B-21, “Coin-Operated Amusement Devices Prohibited,” to read as follows:

**“SEC. 12B-21. COIN-OPERATED AMUSEMENT DEVICES PROHIBITED.**

Coin-operated amusement devices, as defined in Chapter 6A, are prohibited in a convenience store, including the sales floor, office, storage room, and back room areas, whether open or closed to the public.”

SECTION 3. That a person violating a provision of this ordinance, upon conviction, is punishable by a fine not to exceed \$500.

SECTION 4. That Chapters 6A and 12B of the Dallas City Code shall remain in full force and effect, save and except as amended by this ordinance.

SECTION 5. That any act done or right vested or accrued, or any proceeding, suit, or prosecution had or commenced in any action before the amendment or repeal of any ordinance, or part thereof, shall not be affected or impaired by amendment or repeal of any ordinance, or part thereof, and shall be treated as still remaining in full force and effect for all intents and purposes as if the amended or repealed ordinance, or part thereof, had remained in force.

SECTION 6. That the terms and provisions of this ordinance are severable and are governed by Section 1-4 of Chapter 1 of the Dallas City Code, as amended.

SECTION 7. That this ordinance shall take effect immediately from and after its passage and publication in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so ordained.

APPROVED AS TO FORM:

CHRISTOPHER J. CASO, City Attorney

By \_\_\_\_\_  
Assistant City Attorney

Passed \_\_\_\_\_



# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1484

**Item #:** G.

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Update on Opening of Temporary Fire Stations 19 and 41  
[Dominique Artis, Chief, Department of Fire and Rescue]

# Memorandum



CITY OF DALLAS

DATE August 6, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Temporary Fire Stations 19 and 41**

Fire Station 19 sustained major structural damage due to a severe storm in June 2019 causing the station to be demolished. A replacement Fire Station 19 will be rebuilt on the original site for Station 19. Currently, Station 19 equipment and personnel are currently operating out of the Dodd J. Miller Fire Academy, located at 5000 Dolphin Road providing emergency services. They will be operating from this location until the permanent fire station is built, which is currently projected for the fiscal year 2022.

Fire Station 41 was destroyed by a tornado in October 2019 causing the station to be razed. A replacement Fire Station 41 will be rebuilt on the original site of Station 41. The temporary station will be located at 5807 Royal Ln, Dallas Texas 75230. Station 41 will be operating from this location until the permanent fire station is built, which is currently projected for the fiscal year 2022. These are short-term solutions to provide fire department services for these locations. Dallas Fire-Rescue will continue to monitor operations of all personnel and apparatus to make sure response delays are minimized and will adjust assigned locations as necessary. We are committed to delivering the highest service possible to the citizens of Dallas.

The agenda items for the approval to establish appropriations for design services for Station 19 and 41 is scheduled to be presented to the City Council on August 26, 2020.



c:

Jon Fortune  
Assistant City Manager

Chris Caso, City Attorney (Interim)  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Laila Alequresh, Chief Innovation Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1523

**Item #:** H.

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Changes to Dallas Police Department Priority 1 Call Response Standards relating to KPMG Implementation  
[Israel Herrera, Major, Dallas Police Department]

# Memorandum



CITY OF DALLAS

DATE August 10, 2020

TO Honorable Members of the Public Safety Committee

SUBJECT **Changes to DPD Priority One Call Response Standards relating to KPMG Implementation**

On August 31, 2020, the Dallas Police Department will be implementing a uniform set of standards for all priority one calls to meet the eight-minute arrival time target.

As part of a deep dive analysis evaluating the success and opportunities during DPD's KPMG staffing pilot at the South-Central Patrol station, it was identified that there is a material difference in priority one response times between certain types of calls. While all priority one calls require an eight-minute response, there exists two sets of procedures depending on the call type, which inhibits the DPD's ability to meet our specified priority one goal.

Of the 30 different priority one call types, 21 call types deploy officers as "Code 3" (with lights and sirens), while 9 call types deploy officers as "Code 1" (or normal driving). The statistical difference observed between these two response types for our priority one calls during the South Central pilot period was substantial. Calls set to default as "Code 1" on average took over 30 seconds longer to respond to the scene due to travel time. While only representing less than 1/3<sup>rd</sup> of all priority one calls, "Code 1" responses (normal driving) constitute 55% of all calls not meeting the eight-minute target. To correct this discrepancy, DPD will take action in creating a uniform set of response standards to all priority one (emergency) calls, which is in alignment with KPMG's recommendation.


Effective August 31, 2020, DPD will respond "Code 3" (lights and sirens) to all priority one calls. Of the 30 currently existing priority one call types, nine call types are currently set to default to "Code 1" responses and require action. Of the nine, four calls are not life or death emergencies in nature will be moved from priority one (eight-minute response time) to a priority two call ("prompt" - twelve-minute response). Conversely, five priority one calls that currently have a "Code 1" response will be enhanced to "Code 3".

The appendix attached shows a complete list of all 30 priority one calls, and the nine aforementioned calls with impending changes. These changes will streamline the response, so all priority one calls will be consistent and considered a high priority requiring a "Code 3" response (light and sirens). Additionally, this change will provide clarity for officers in the field and provide a consistent evaluation standard for the department's priority one response times.

The DPD team is on target in working with KPMG to complete an evaluation of our 911 Communications division, develop a five-year strategic plan, and launch patrol pilots with schedules designed to improve our response rates. We look forward to briefing you on

DATE August 10, 2020  
SUBJECT **SUBJECT**

these major milestones in future Public Safety Committee meetings. Should you have any questions, please contact the project lead, Major Israel Herrera.



Renee Hall  
Chief of Police

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager  
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer  
Michael Mendoza, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
Laila Alequresh, Chief Innovation Officer  
Liz Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors

# APPENDIX – Incident Response Changes

Incident	Current Priority	Current Response "Code"	Changes	Count of FY19 Dispatched Calls	% of All Priority 1 Calls
Bait Car Activation	1	1	Change to P2	183	0.5%
Felony Theft in Progress	1	1	Change to P2	588	1.8%
Felony Theft in Progress-Vehicle	1	1	Change to P2	1,225	3.7%
Felony Criminal Mischief In-Progress	1	1	Change to P2	117	0.4%
Armed Encounter on Foot	1	1	Change to P1 - Code 3	2,470	7.4%
Armed Encounter in Vehicle	1	1	Change to P1 - Code 3	1,044	3.1%
ETS Activation	1	1	Change to P1 - Code 3	37	0.1%
Burglary in Progress	1	1	Change to P1 - Code 3	3,903	11.7%
Animal Complaint-Ambulance	1	1	Change to P1 - Code 3	390	1.2%
Active Shooter on Foot	1	3	No Change	1,156	3.5%
Active Shooter in a Vehicle	1	3	No Change	1,030	3.1%
Executive Threat	1	3	No Change	8	0.0%
Disturbance at a School	1	3	No Change	111	0.3%
Women Shelter Disturbance	1	3	No Change	3	0.0%
Major Disturbance-Emergency	1	3	No Change	5,223	15.6%
Major Disturbance-Emergency/Ambulance	1	3	No Change	1,115	3.3%
Major Accident (Freeway)	1	3	No Change	4,935	14.8%
Major Accident (Freeway) City Equipment	1	3	No Change	21	0.1%
Assist Officer	1	3	No Change	1,785	5.3%
Assist Officer-Ambulance	1	3	No Change	80	0.2%
Kidnapping In-Progress	1	3	No Change	265	0.8%
Child Abduction	1	3	No Change	64	0.2%
Shooting	1	3	No Change	1,948	5.8%
Robbery In-Progress	1	3	No Change	825	2.5%
Criminal Assault In-Progress	1	3	No Change	192	0.6%
Car Chase (Assist)	1	3	No Change	4	0.0%
Foot Chase	1	3	No Change	45	0.1%
Person In Danger	1	3	No Change	500	1.5%
CIT Response W/Ambulance	1	3	No Change	2,057	6.2%
Response Team Activation1	1	3	No Change	0	0.0%
Other				2,060	6.2%
Total				33,384	100.0%