

# Memorandum



CITY OF DALLAS

DATE January 7, 2022

TO Honorable Members of the Public Safety Committee

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

Dallas Fire-Rescue (DFR) has recently launched a new comprehensive online Dashboard to allow users to access data such as total incidents, response times, staffing levels, unit availability, active investigations, and inspection activity. Attached is an example of the Executive Summary Page, which will be included in each month's Public Safety presentation. It will also be the landing page for the online Dashboard.

Please take time to review not only the Executive Summary, but also explore the online dashboard. We welcome feedback and suggestions for improvement.

We are excited about this improvement in data analysis and statistical reporting and look forward to further innovative developments in these areas.

Jon Fortune  
Assistant City Manager  
**[Attachment]**

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

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



# DFR Executive Summary for Month Ending: December 2021



**276,044**

Total 911 DFR Incidents  
Incidentes totales de 911 DFR

**8**

Fire Fatalities  
Muertes por incendio

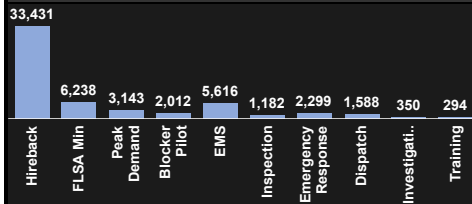
**85.04%**

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

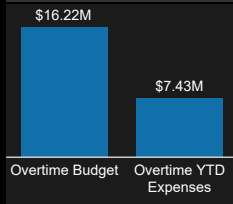
**88.17%**

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

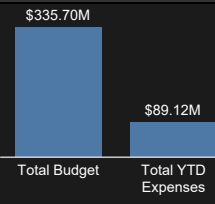
## Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



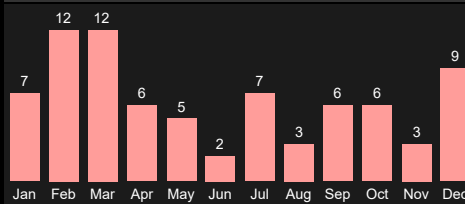
## Sworn Overtime Presupuesto de Horas Extras



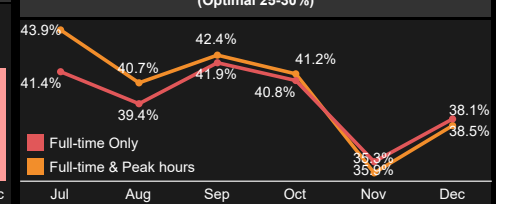
## Total Budget\* Presupuesto



## Significant Fires Incendios Significativos por Mes



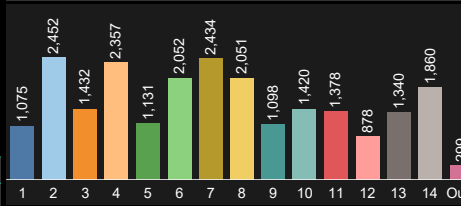
## Ambulance Unit Hour Utilization Rate Tasa de Utilización de Ambulancias (Optimal 25-30%)



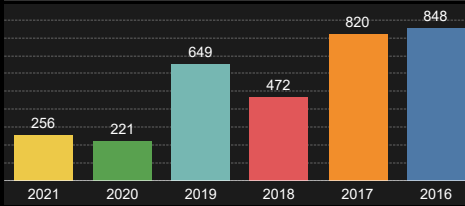
## Sworn Staffing & Hiring Categorías de Personal

	2019	2020	2021
EMS & Emergency Respons..	1,671	1,703	1,650
Dispatch Comms & GIS	61	60	62
Fire Prevention & Inspection	94	91	86
Training & Recruitment, HR ..	126	77	146
Arson Investigation EOD	21	22	21
Aircraft Rescue Fire Fightin..	33	38	35
Total Uniform	2,006	1,991	2,000
Number of Frontline Parame..	731		
Total Number of Active Para..	1,376		

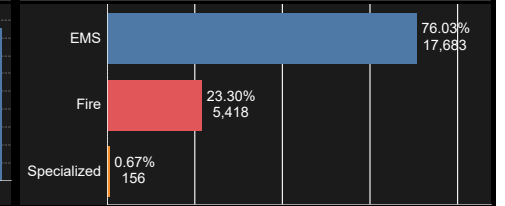
## Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



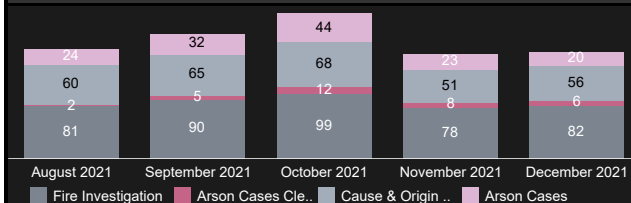
## Smoke Detector Installs Instalaciones de Alarma de Humo



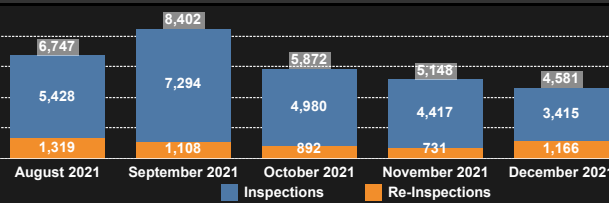
## Fire Communications & Dispatch Despachos por Categorías de Incidente



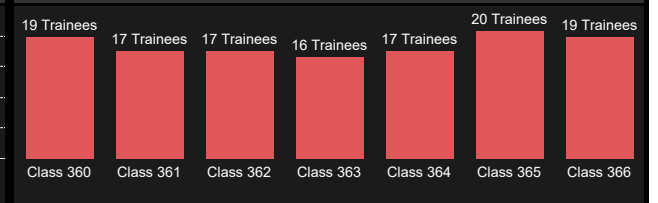
## Arson Investigation Case Breakdown Investigaciones de Incendio Provocado



## Inspections & Re-Inspections Inspecciones de Estructuras



## Academy Breakdown Información de la Academia



\* YTD-Exp - Do Not Include Encumbrances

Dallas Police Department Dashboard December 2021																																																																																																																																																																																																														
FY21-22 BUDGET							CRIME REPORTING*****																																																																																																																																																																																																							
October Top 10 OT Activity Codes (By Hrs.)*				Sworn Overtime		Total Budget		Total Arrests		Year to Date Crime (NIBRS) January 1, 2021 - December 31, 2021																																																																																																																																																																																																				
										<table><thead><tr><th>Offense</th><th>2021</th><th>2020</th><th>Count DIFF</th><th>% Change</th><th>Clearance Rate</th></tr></thead><tbody><tr><td>Assault Offenses</td><td>28,737</td><td>29,703</td><td>-966</td><td>-3.3%</td><td>62.1%</td></tr><tr><td>  Agg Assault FV</td><td>1,974</td><td>2,042</td><td>-68</td><td>-3.3%</td><td></td></tr><tr><td>  Simple Assault FV</td><td>11,041</td><td>11,330</td><td>-289</td><td>-2.6%</td><td></td></tr><tr><td>Homicide Offenses</td><td>262</td><td>268</td><td>-6</td><td>-2.2%</td><td>71.2%</td></tr><tr><td>  Murder &amp; Nonnegligent Manslaughter</td><td>220</td><td>254</td><td>-34</td><td>-13.4%</td><td></td></tr><tr><td>Human Trafficking</td><td>31</td><td>36</td><td>-5</td><td>-13.9%</td><td>90.0%</td></tr><tr><td>Kidnapping / Abduction</td><td>172</td><td>169</td><td>3</td><td>1.8%</td><td>74.4%</td></tr><tr><td>Sex Offenses, Forcible</td><td>792</td><td>806</td><td>-14</td><td>-1.7%</td><td>75.8%</td></tr><tr><td>Sex Offenses, Nonforcible</td><td>-</td><td>-</td><td>0</td><td>-</td><td>-</td></tr><tr><td>Sub-Total</td><td>29,994</td><td>30,982</td><td>-988</td><td>-3.2%</td><td>62.7%</td></tr><tr><td>Arson</td><td>224</td><td>195</td><td>29</td><td>14.9%</td><td>9.8%</td></tr><tr><td>Bribery</td><td>2</td><td>5</td><td>-3</td><td>-60.0%</td><td>0.0%</td></tr><tr><td>Burglary / Breaking &amp; Entering</td><td>6,792</td><td>8,176</td><td>-1,384</td><td>-16.9%</td><td>6.6%</td></tr><tr><td>Counterfeiting / Forgery</td><td>334</td><td>530</td><td>-196</td><td>-37.0%</td><td>12.6%</td></tr><tr><td>Destruction / Vandalism</td><td>10,329</td><td>11,037</td><td>-708</td><td>-6.4%</td><td>9.6%</td></tr><tr><td>Embezzlement</td><td>278</td><td>249</td><td>29</td><td>11.6%</td><td>16.3%</td></tr><tr><td>Extortion / Blackmail</td><td>12</td><td>7</td><td>5</td><td>71.4%</td><td>8.3%</td></tr><tr><td>Fraud</td><td>2,066</td><td>1,939</td><td>127</td><td>6.5%</td><td>47.3%</td></tr><tr><td>Larceny / Theft</td><td>27,185</td><td>27,717</td><td>-532</td><td>-1.9%</td><td>4.0%</td></tr><tr><td>Motor Vehicle Theft</td><td>11,847</td><td>10,732</td><td>1,115</td><td>10.4%</td><td>8.2%</td></tr><tr><td>Robbery</td><td>2,481</td><td>3,494</td><td>-1,013</td><td>-29.0%</td><td>26.8%</td></tr><tr><td>Stolen Property Offenses</td><td>505</td><td>254</td><td>251</td><td>98.8%</td><td>89.9%</td></tr><tr><td>Sub-Total</td><td>62,055</td><td>64,335</td><td>-2,280</td><td>-3.5%</td><td>9.2%</td></tr><tr><td>Animal Cruelty</td><td>98</td><td>110</td><td>-12</td><td>-10.9%</td><td>16.3%</td></tr><tr><td>Drug / Narcotics</td><td>9,754</td><td>7,289</td><td>2,465</td><td>33.8%</td><td>66.5%</td></tr><tr><td>Gambling</td><td>54</td><td>82</td><td>-28</td><td>-34.1%</td><td>0.0%</td></tr><tr><td>Pornography / Obscene Material</td><td>44</td><td>50</td><td>-6</td><td>-12.0%</td><td>61.4%</td></tr><tr><td>Prostitution Offenses</td><td>266</td><td>529</td><td>-263</td><td>-49.7%</td><td>89.1%</td></tr><tr><td>Weapon Law Violations</td><td>2,912</td><td>2,213</td><td>699</td><td>31.6%</td><td>78.9%</td></tr><tr><td>Sub-Total</td><td>13,128</td><td>10,273</td><td>2,855</td><td>27.8%</td><td>69.0%</td></tr><tr><td>Total</td><td>105,177</td><td>105,590</td><td>-413</td><td>-0.4%</td><td>31.0%</td></tr></tbody></table>					Offense	2021	2020	Count DIFF	% Change	Clearance Rate	Assault Offenses	28,737	29,703	-966	-3.3%	62.1%	Agg Assault FV	1,974	2,042	-68	-3.3%		Simple Assault FV	11,041	11,330	-289	-2.6%		Homicide Offenses	262	268	-6	-2.2%	71.2%	Murder & Nonnegligent Manslaughter	220	254	-34	-13.4%		Human Trafficking	31	36	-5	-13.9%	90.0%	Kidnapping / Abduction	172	169	3	1.8%	74.4%	Sex Offenses, Forcible	792	806	-14	-1.7%	75.8%	Sex Offenses, Nonforcible	-	-	0	-	-	Sub-Total	29,994	30,982	-988	-3.2%	62.7%	Arson	224	195	29	14.9%	9.8%	Bribery	2	5	-3	-60.0%	0.0%	Burglary / Breaking & Entering	6,792	8,176	-1,384	-16.9%	6.6%	Counterfeiting / Forgery	334	530	-196	-37.0%	12.6%	Destruction / Vandalism	10,329	11,037	-708	-6.4%	9.6%	Embezzlement	278	249	29	11.6%	16.3%	Extortion / Blackmail	12	7	5	71.4%	8.3%	Fraud	2,066	1,939	127	6.5%	47.3%	Larceny / Theft	27,185	27,717	-532	-1.9%	4.0%	Motor Vehicle Theft	11,847	10,732	1,115	10.4%	8.2%	Robbery	2,481	3,494	-1,013	-29.0%	26.8%	Stolen Property Offenses	505	254	251	98.8%	89.9%	Sub-Total	62,055	64,335	-2,280	-3.5%	9.2%	Animal Cruelty	98	110	-12	-10.9%	16.3%	Drug / Narcotics	9,754	7,289	2,465	33.8%	66.5%	Gambling	54	82	-28	-34.1%	0.0%	Pornography / Obscene Material	44	50	-6	-12.0%	61.4%	Prostitution Offenses	266	529	-263	-49.7%	89.1%	Weapon Law Violations	2,912	2,213	699	31.6%	78.9%	Sub-Total	13,128	10,273	2,855	27.8%	69.0%	Total	105,177	105,590	-413	-0.4%	31.0%
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SWORN STAFFING AND HIRING FISCAL YEAR***				PATROL PERFORMANCE CALENDAR YEAR TO DATE																																																																																																																																																																																																										
Function	FY 21-22 YTD	FY 20-21	FY 19-20	Crime Change by Division				Response time																																																																																																																																																																																																						
CBD	80	84	104	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2																																																																																																																																																																																																					
Central	176	185	176	8.56%	7.64%	-20.36%	10.75%	7.20	29.76																																																																																																																																																																																																					
NE	315	327	353	-6.12%	-6.12%	-30.02%	-3.76%	8.76	46.04																																																																																																																																																																																																					
SE	301	304	314	-12.02%	-14.55%	-23.21%	-10.57%	8.47	47.77																																																																																																																																																																																																					
SW	246	263	288	-4.35%	-7.29%	-8.45%	-1.36%	8.36	35.02																																																																																																																																																																																																					
NW	233	237	248	10.11%	0.30%	-16.39%	5.21%	9.09	36.07																																																																																																																																																																																																					
NC	184	187	182	7.85%	5.18%	-14.70%	6.56%	8.84	31.68																																																																																																																																																																																																					
SC	306	314	322	-6.96%	-11.73%	-8.57%	-4.67%	8.10	32.51																																																																																																																																																																																																					
Nuisance Abatement	9	8	6	*CBD crime and response time data included in Central																																																																																																																																																																																																										
Community Affairs (NPO)	89	82	3	INTERNAL AFFAIRS																																																																																																																																																																																																										
Right Care	19	13	1,996																																																																																																																																																																																																											
Patrol Total	1,958	2,004	1,996	Complaint Type		2021 YTD	2020 YTD	% Change																																																																																																																																																																																																						
Support	112	105		146	Investigations Completed		348	346	0.6%																																																																																																																																																																																																					
Administrative	135	126		113	Use of Force Complaints Received		38	59	-35.6%																																																																																																																																																																																																					
Investigations	489	479		468	Investigations Over 200 Days*****																																																																																																																																																																																																									
Tactical and Special Ops	256	257		249	Active Investigations		10	Awaiting Chief of Police Hearing		0																																																																																																																																																																																																				
Trainees	157	149	177	Investigation suspended		19	Awaiting Bureau Chief Hearing		7																																																																																																																																																																																																					
Total	3,107	3,120	3,149	Awaiting Corrective Action		6	Total	42																																																																																																																																																																																																						
FY 21-22 Hiring and Attrition				FY21-22 Hiring Goal : 250		Top 911 Calls				December Reports																																																																																																																																																																																																				
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Notes:

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

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

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

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

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

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

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

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

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

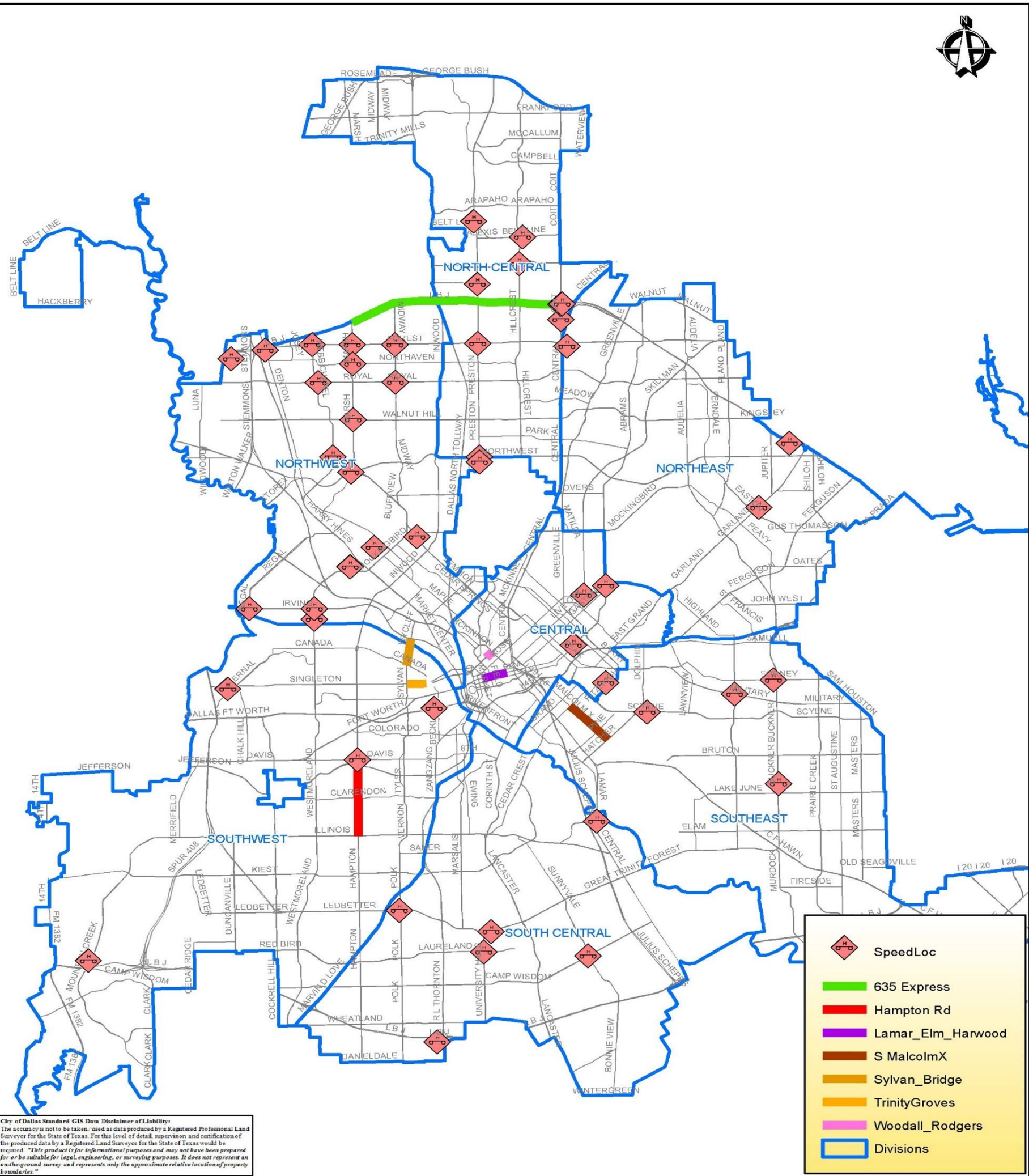
\*\*\*\*\* Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving suspension or termination .

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



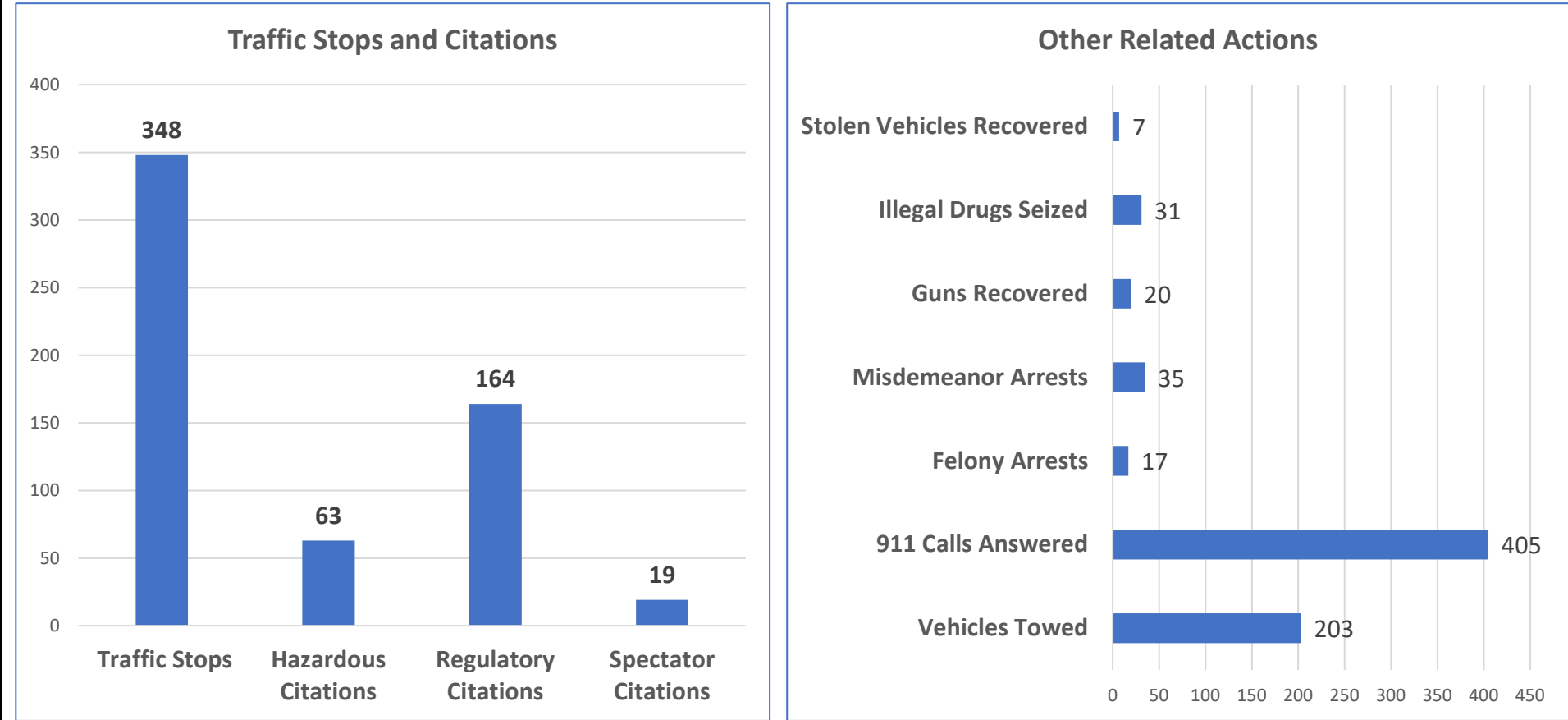
Dallas Police Department Racing / Speeding Dashboard December 2021

Racing / Speeding Hotspots

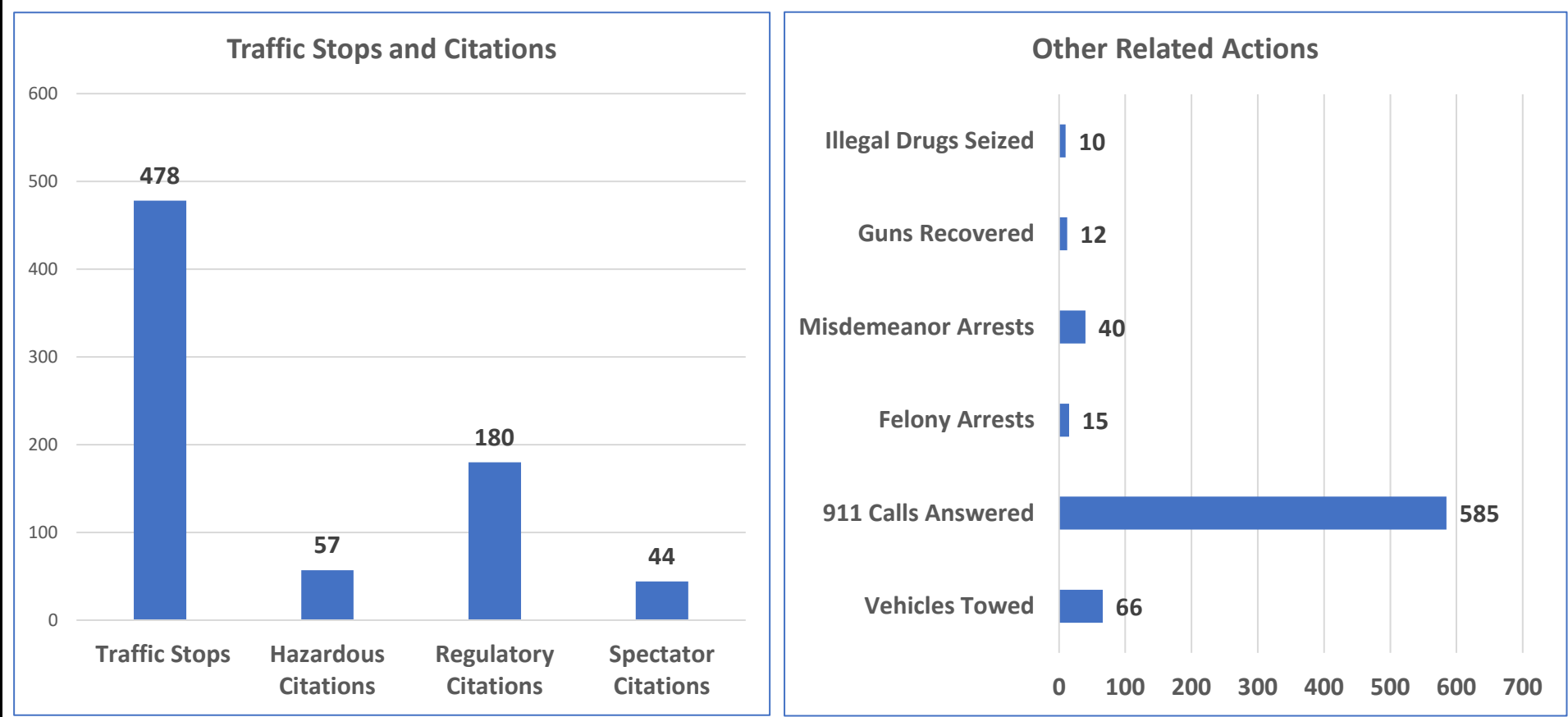


Racing / Speeding Operational Activity

November



December



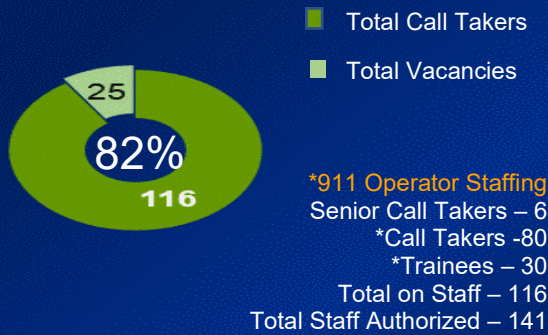
Notes:

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

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

# 9-1-1 Communications Dashboard (December) 2021

## Call Center Staffing



December 2021  
Service Level

**97.60%**



YTD Service Level  
Jan 1 – December 31, 2021

**72.07%**



Average Answer Time  
December 2021

**0:03**



December 2021  
Total 911 Calls

**155,427**



Call Takers in Training

**30**



Call Takers in Background

**7**

## Service Level Comparison

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

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

## Total Emergency Calls

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

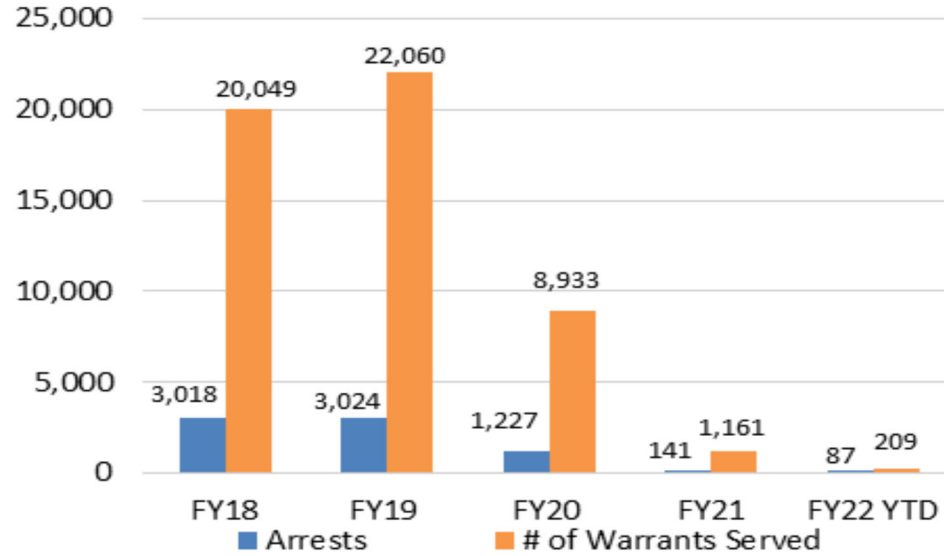
FY' 21 Total **2,023,459** FY' 20 Total **1,945,931** = **↑ 3.98%** (increase)



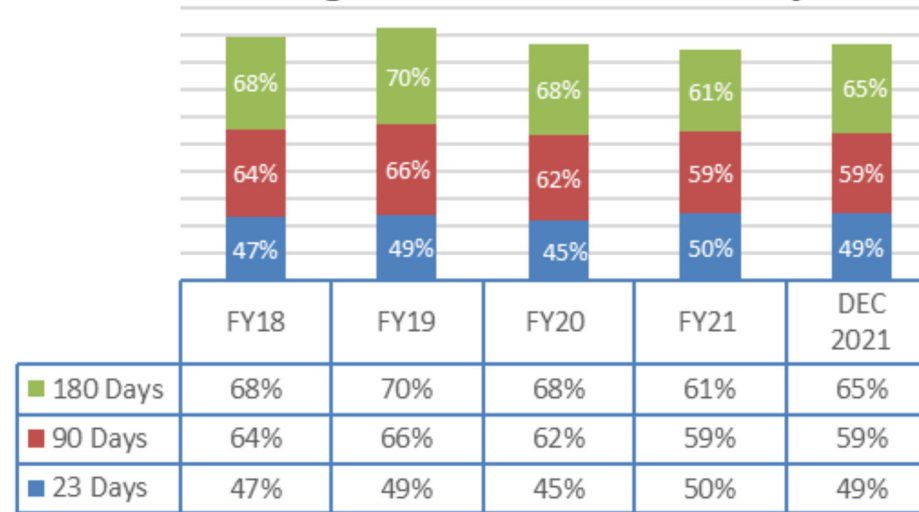
Office of Integrated Public Safety Solutions - December 2021 Dashboard																																			
Rapid Integrated Group Healthcare Team																																			
Percent of All Mental Health Calls Answered by			Total Number of 911 Calls (all types) answered by RIGHT Care Teams			Clients Served by RIGHT Care			DPD Right Care Activity																										
									<table><thead><tr><th>Activity</th><th>This Month</th><th>YTD</th></tr></thead><tbody><tr><td>Clients Served</td><td>615</td><td>7960</td></tr><tr><td>Behavioral Crisis Calls Answered</td><td>1046</td><td>11,445</td></tr><tr><td>Jail Diversions</td><td>68</td><td>1461</td></tr><tr><td>Total Outreach Calls</td><td>37</td><td>624</td></tr><tr><td>Total follow up calls</td><td>81</td><td>1305</td></tr><tr><td>Total</td><td>1923</td><td>22795</td></tr><tr><td>FY 20-21 Expansion</td><td>Completed</td><td>7 teams operating</td></tr></tbody></table>			Activity	This Month	YTD	Clients Served	615	7960	Behavioral Crisis Calls Answered	1046	11,445	Jail Diversions	68	1461	Total Outreach Calls	37	624	Total follow up calls	81	1305	Total	1923	22795	FY 20-21 Expansion	Completed	7 teams operating
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Nuisance Abatement				Risk Terrain Modeling Area Environmental Interventions					Crisis Intervention																										
Activity		This Month	YTD	Interventions		This Month	YTD	Personnel Hiring		Status																									
Properties Investigated		39	556	Code violations identified and worked		746	2225	Manager III		Hired																									
Contacts with property owners		51	465	Code cases complete by owner compliance		35	105	Caseworker Supervisors		Hired																									
Meetings attended		64	784	Code cases complete through city intervention		79	215	Caseworkers		Hired																									
Cases closed		0	45	Commercial business inspections		83	369	DPD Right Care Activity																											
Active Cases		New Case	Open Cases	Vacant lots remediated		61	162																												
Central Open Cases		0	1	Zoning cases worked		141	441																												
Northeast Open Cases		0	6	Substandard structure cases worked		262	510	Behavioral Health contracts																											
Southeast Open Cases		0	18	Effectiveness Measure: Percentage Increase or Decrease			Malcolm X/Marburg Illinois Ave		Interlocal agreements are awaiting final legal approval with the North Texas Behavioral Health Authority and Metrocare																										
Southwest Open Cases		0	9	Calls for police this year vs last year			-26%	-17%																											
Northwest Open Cases		0	4	Criminal offenses this year vs last year			-21%	-15%																											
North Central Open Cases		0	6																																
South Central Open Cases		0	14	Integrated Public Safety Solutions Engagement Report																															
Total Cases		0	58						North Texas Behavioral Health Authority		Council Approved 8-25																								
									Metrocare of Dallas		Council Approved 8-25																								
Staffing		Authorized	Current	Activity		This Month	YTD	City Funded Violence Interruption Programs																											
Sergeant		1	1	Citywide Department Collaboration Meetings		10	55																												
Detectives		7	7	Community Meetings		3	11																												
Intelligence Officer		1	1	Presentations conducted		2	6	Youth Advocate Programs																											
Lighting Enhancement Projects				Lighting Budget		Lighting Ordered by Division																													
Activity		This Month	Year to Date	Youth Advocate Programs																															
Violence Interruption Contacts		8	480																																
Mentoring Contacts		13	209																																
Social Service Referrals		5	125																																
Employment Opportunity Referral		4	83																																
Hospital Response		0	1																																
Community Engagement Events		7	55																																
Coordination Meetings		5	50																																
Youth Programs		4	33																																

# Municipal Court Dashboard: Month Ending December 31, 2021

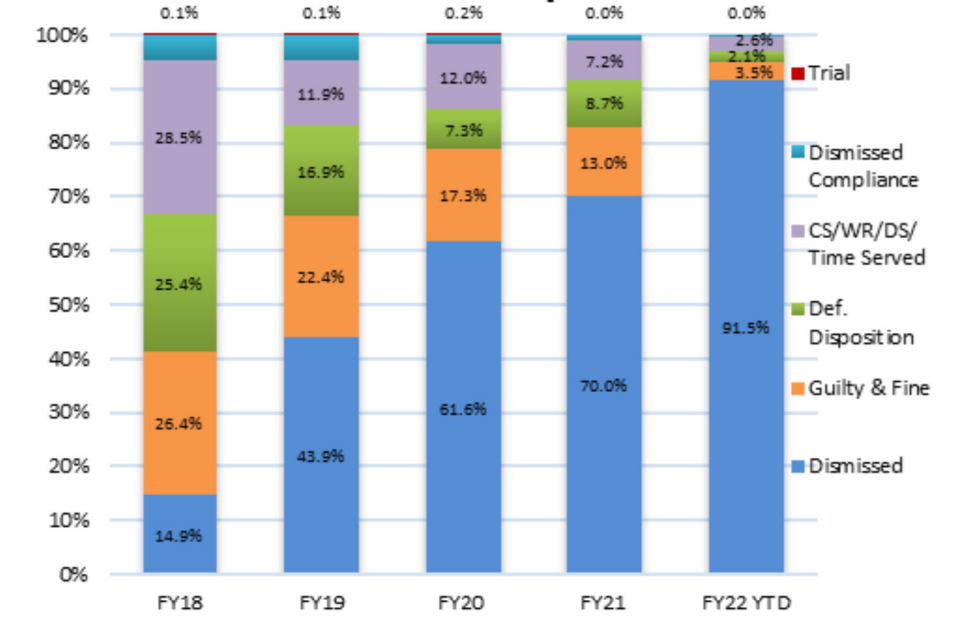
## Warrant Enforcement



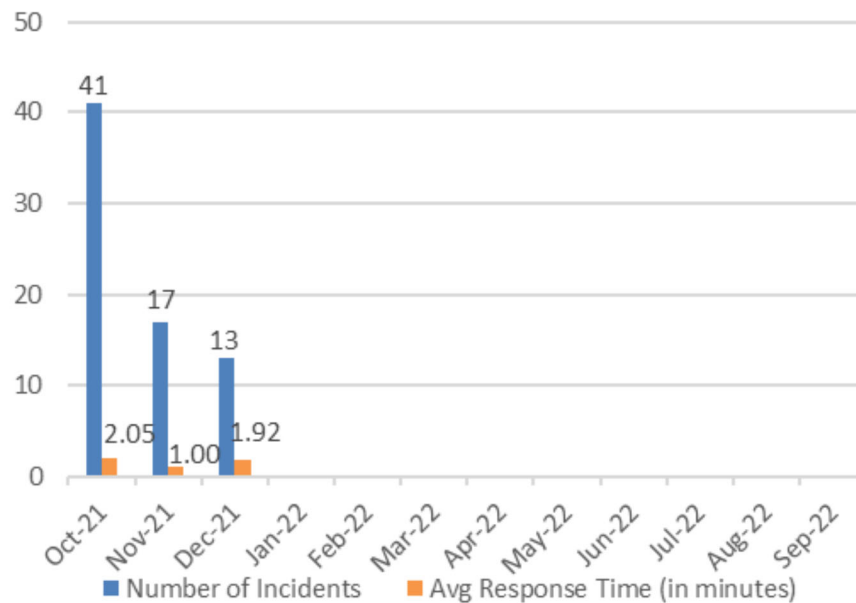
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



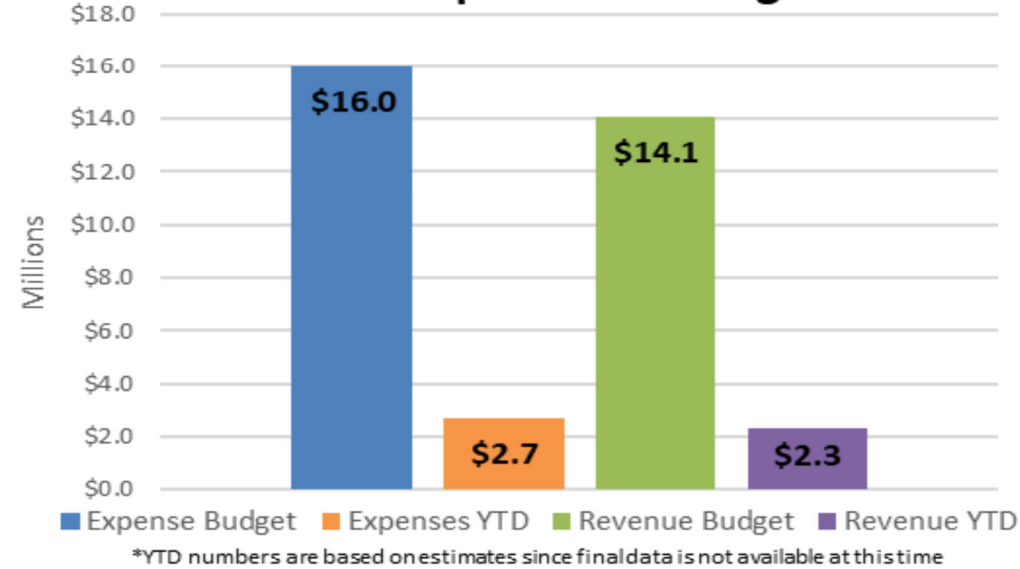
## Courthouse Dispositions



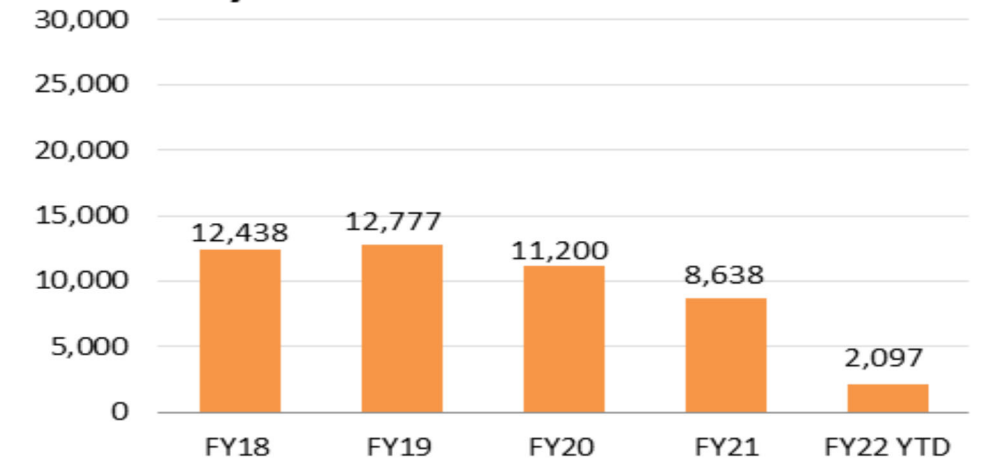
## Security Incidents and Response Time



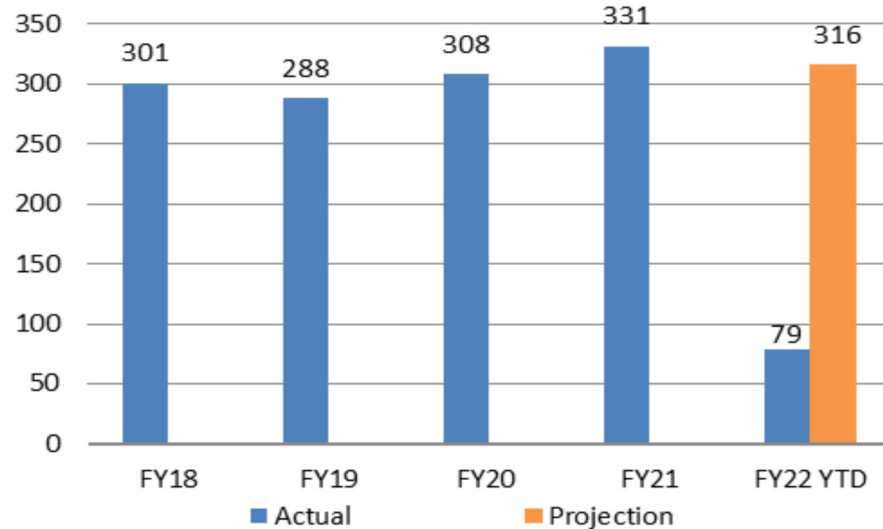
## \*Municipal Court Budget



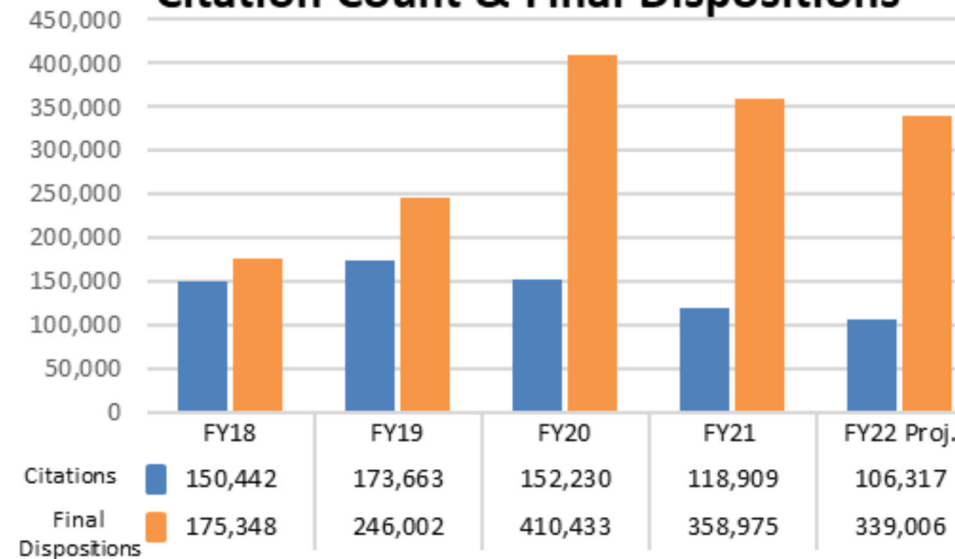
## City Detention Center Book-Ins



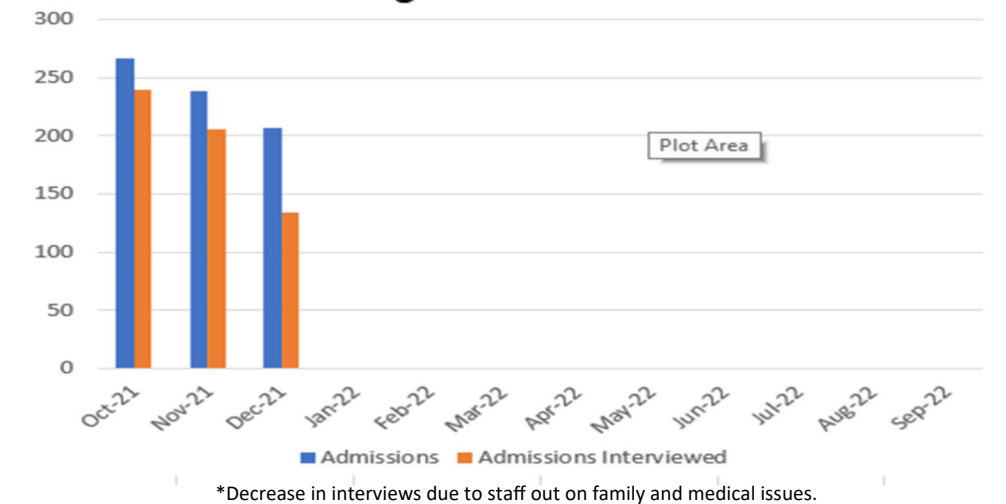
## Environmental Cases Filed



## Citation Count & Final Dispositions



## \*Sobering Center Performance



Admissions Interviewed	Interviewed Homeless	Total Interviewed	Homeless Percentage	Accepted Services	Percentage	Repeat Offenders
134	40	64.7%	29.9%	30	22.4%	9
579	128	81.3%	22.1%	106	18.3%	30