

Memorandum



CITY OF DALLAS

DATE May 6, 2022

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

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

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

For your quick reference, you can access DFR's Dashboard using the following link:
<https://dallascitydata.dallascityhall.com/views/DFRDashboardsbanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSETIMES?:isGuestRedirectFromVizportal=y&:embed=y>

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

Jon Fortune
Deputy City Manager
[Attachment]

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizor Tolbert, Deputy City Manager

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



DFR Executive Summary for Month Ending: April 2022



90,217

Total 911 DFR Incidents
Incidentes totales de 911 DFR

85%

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

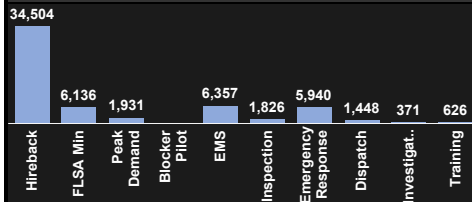
39%

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

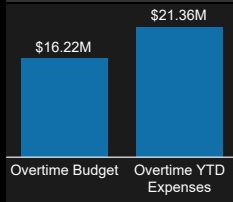
86%

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

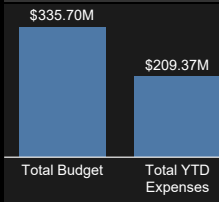
Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



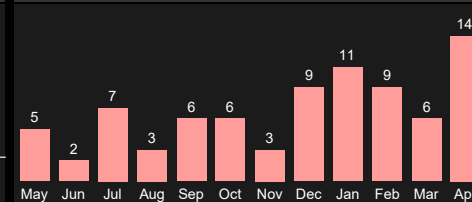
Sworn Overtime Presupuesto de Horas Extras



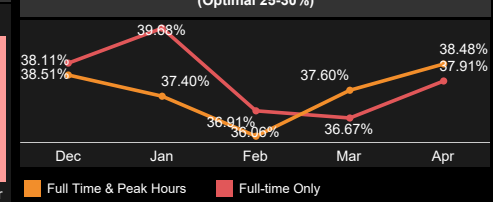
Total Budget* Presupuesto



Significant Fires Incendios Significativos por Mes



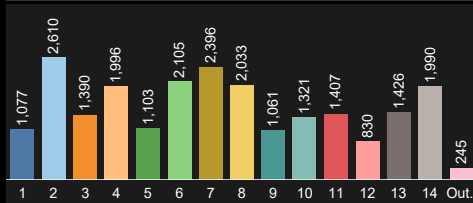
Ambulance Unit Hour Utilization Rate Tasa de Utilización de Ambulancias (Optimal 25-30%)



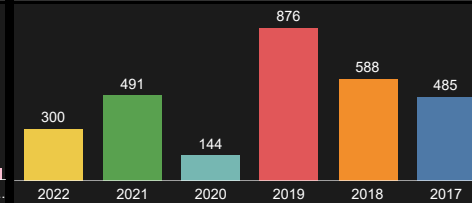
Sworn Staffing & Hiring Categorías de Personal

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

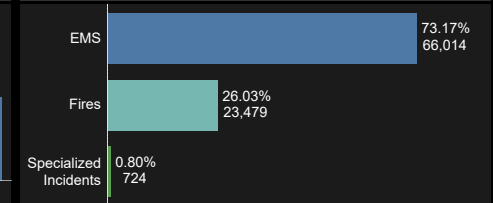
Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



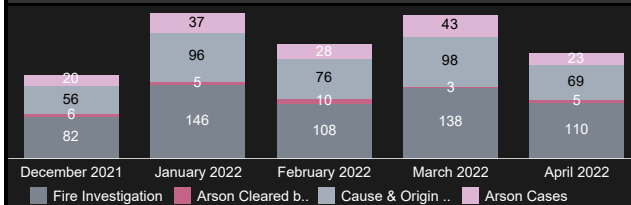
Smoke Detector Installs Instalaciones de Alarma de Humo



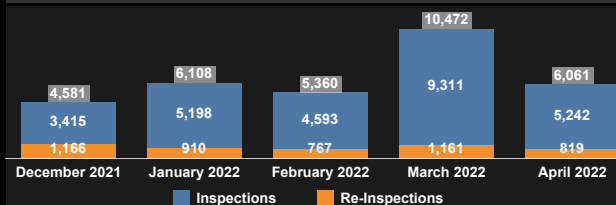
Fire Communications & Dispatch Despachos por Categorías de Incidente



Arson Investigation Case Breakdown Investigaciones de Incendio Provocado



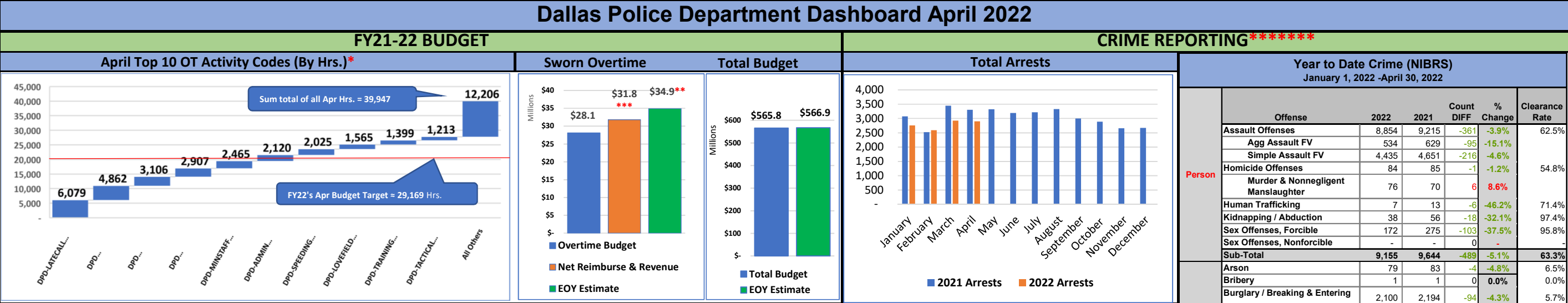
Inspections & Re-Inspections Inspecciones de Estructuras



Academy Breakdown Información de la Academia

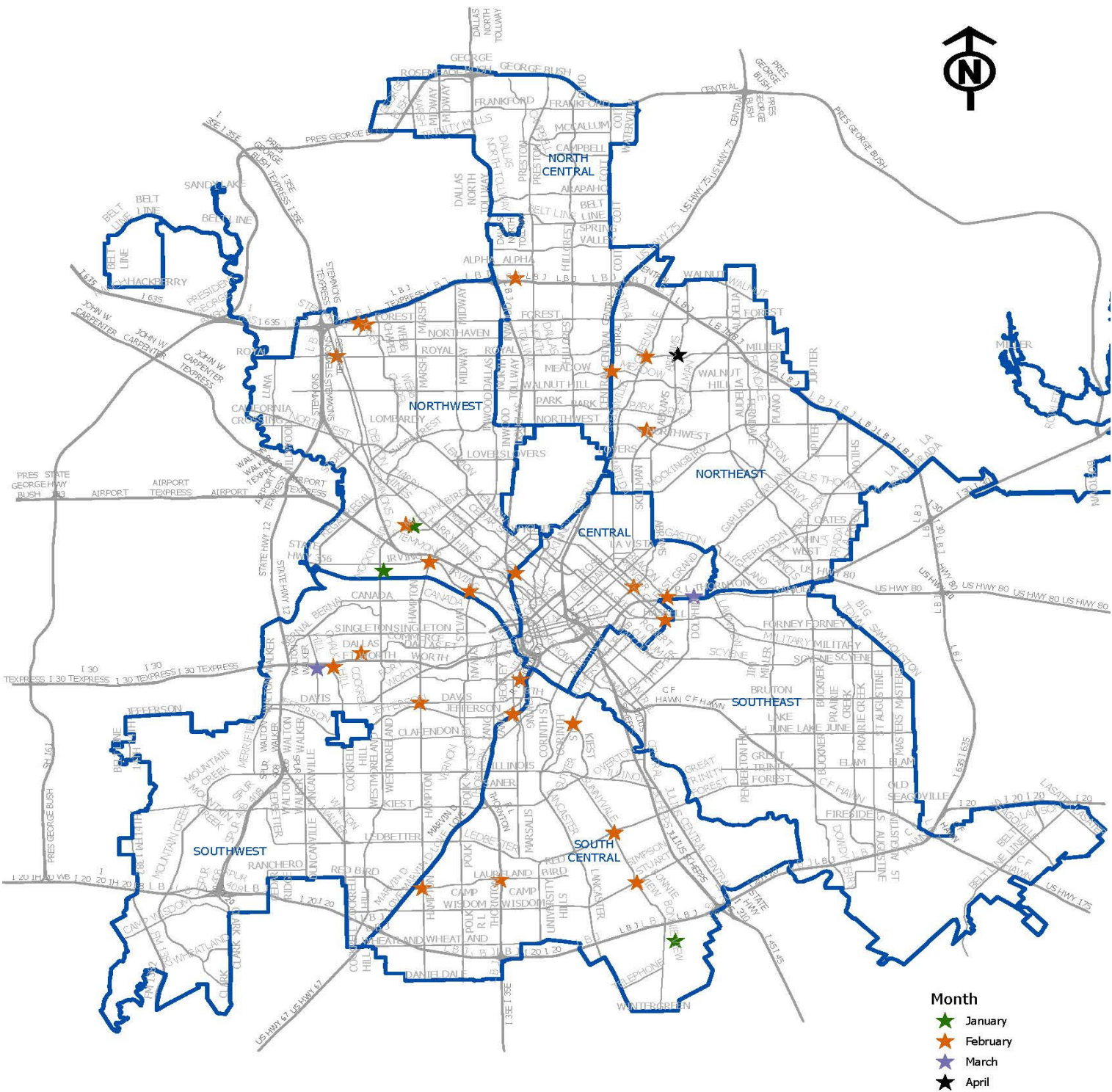
Class:	363	364	365	366	367	368
# of Trainees	14	14	17	18	14	18
Start Date	Jul-2021	Jul-2021	Oct-2021	Oct-2021	Feb-2022	Feb-2022
End Date	Oct-2022	Oct-2022	Feb-2023	Feb-2023	May-2023	May-2023
ERB Assigned	Dec-2022	Dec-2022	Mar-2023	Mar-2023	Jun-2023	Jun-2023

* YTD-Exp - Do Not Include Encumbrances



Racing / Speeding Hotspots

Takeover Locations

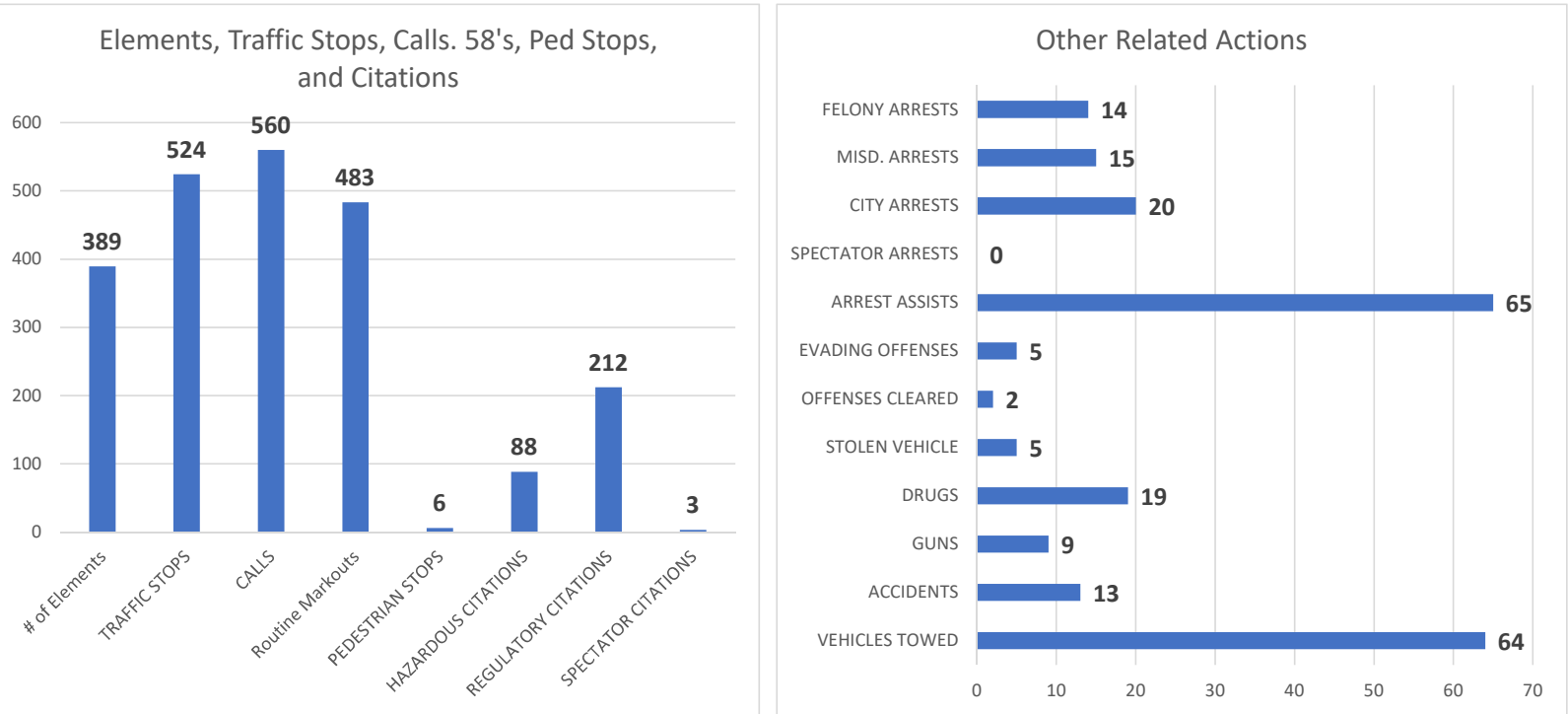


0 1.25 2.5 5 Miles

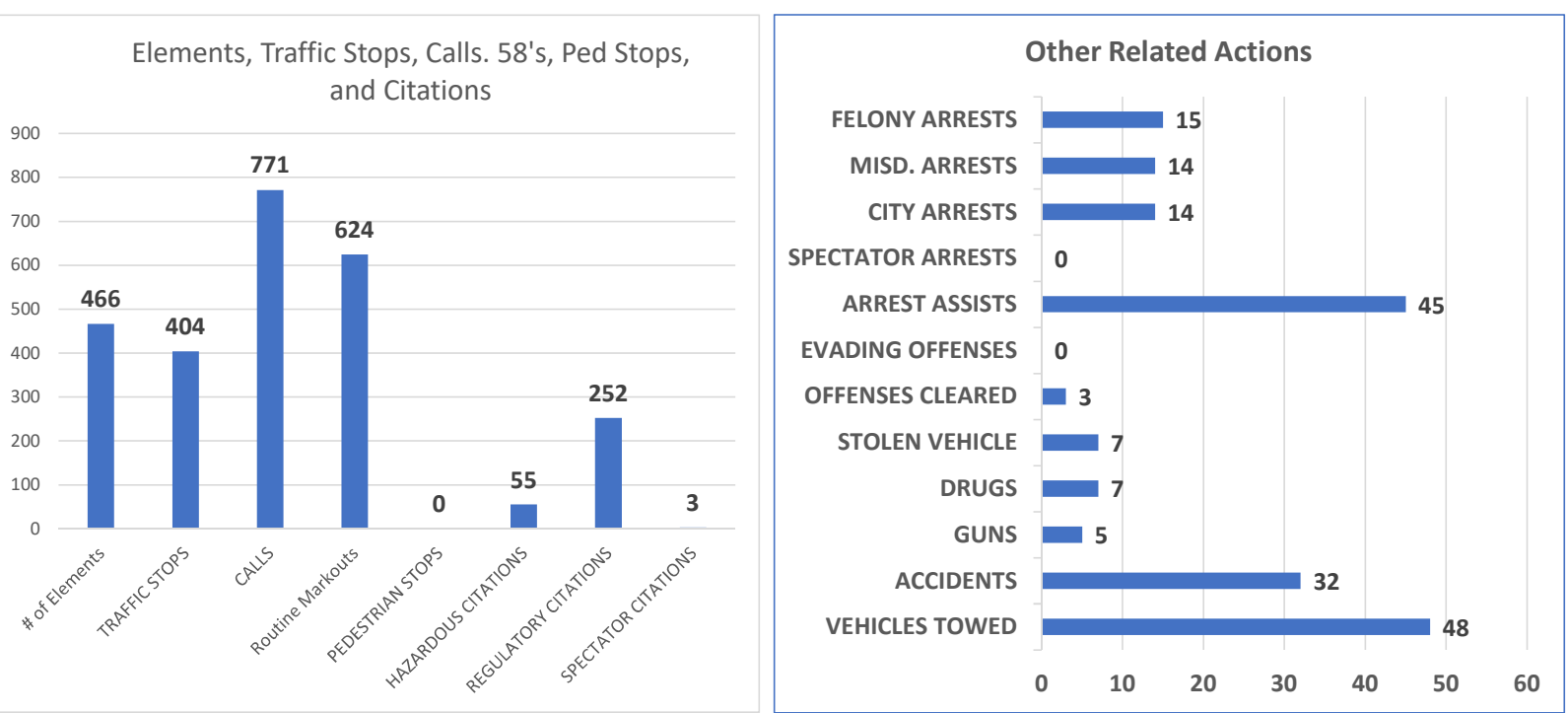
Date: 4/7/2022 4:58 PM
#7192

Racing / Speeding Operational Activity

March



April



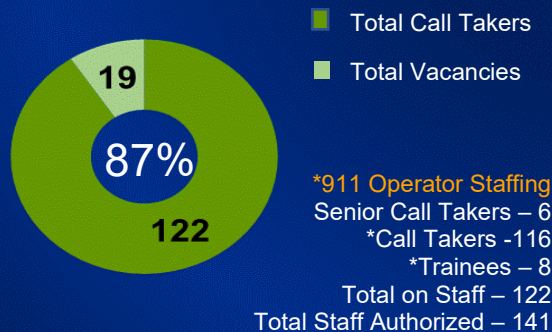
Notes:

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

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

9-1-1 Communications Dashboard (April) 2022

Call Center Staffing



April 2022
Service Level

97.87%



YTD Service Level
Jan 1 – Apr 30, 2022

98.3%



Average Answer Time
April 2022

0:04



April 2022
Total 911 Calls

154,103



Call Takers in Training

8



Call Takers in Background

9

Service Level Comparison

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

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

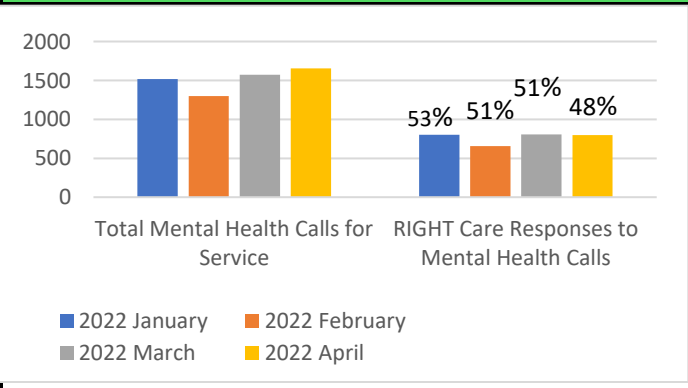
Total Emergency Calls

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

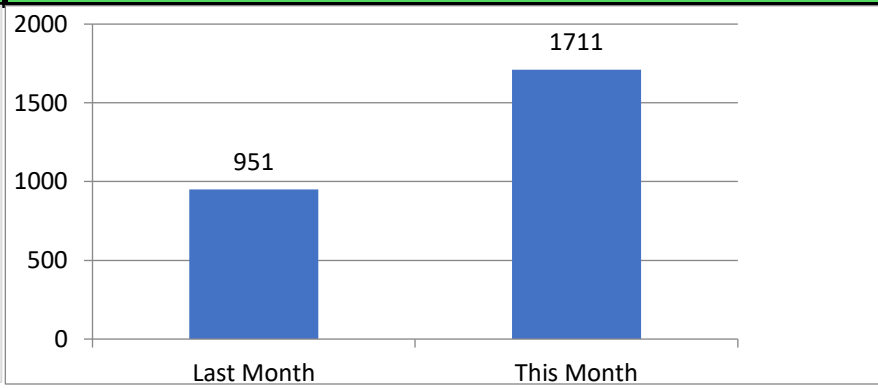
FY' 21 Total **2,023,459** FY' 20 Total **1,945,931** = **↑ 3.98%** (increase)

Rapid Integrated Group Healthcare Team

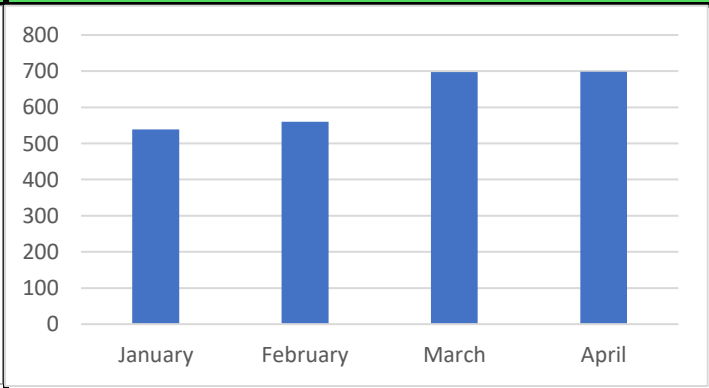
Percent of All Mental Health Calls Answered by RIGHT Care - MTD



Total Number of 911 Calls (all types) answered by RIGHT Care Teams



Clients Served by RIGHT Care



DPD Right Care Activity

Activity	This Month	YTD
Clients Served	698	10,454
Calls Answered	951	15,616
Jail Diversions	155	1791
Total Outreach Calls	20	751
Total follow up calls	90	1690
Total	1923	30302
FY 21-22 Expansion	In Progress	8 teams operating

Nuisance Abatement

Activity	This Month	YTD
Properties Investigated	37	136
Contacts with property owners	48	237
Meetings attended	55	318
Cases closed	4	16
Active Cases	New Case	Open Cases
Central Open Cases	0	1
Northeast Open Cases	0	8
Southeast Open Cases	0	13
Southwest Open Cases	1	9
Northwest Open Cases	0	6
North Central Open Cases	0	3
South Central Open Cases	1	14
Total Cases	2	54
Staffing	Authorized	Current
Sergeant	1	1
Detectives	7	7
Intelligence Officer	1	1

Risk Terrain Modeling Area Environmental Interventions

Interventions	This Month	YTD
Code violations identified and worked	746	6171
Code cases complete by owner compliance	12	235
Code cases complete through city intervention	125	715
Commercial business inspections	130	1230
Vacant lots remediated	53	351
Zoning cases worked	135	1207
Substandard structure cases worked	249	1959
Effectiveness Measure: Percentage Increase or Decrease	Malcolm X/Marburg	Illinois Ave
Calls for police this year vs last year	-5%	-30%
Criminal offenses this year vs last year	5%	15%
Integrated Public Safety Solutions Engagement Report		
Activity	This Month	YTD
Citywide Department Collaboration Meetings	6	73
Community Meetings	0	12
Presentations conducted	1	9

City Funded Violence Interruption Programs

<p> Youth Advocate Programs </p>

Activity	This Month	Year to Date
Violence Interruption Contacts	16	614
Mentoring Contacts	28	385
Social Service Referrals	43	276
Employment Opportunity Referral	156	362
Hospital Response	0	1
Community Engagement Events	8	84
Coordination Meetings	13	112
Youth Programs	4	49

Integrated Public Safety Solutions Engagement Report

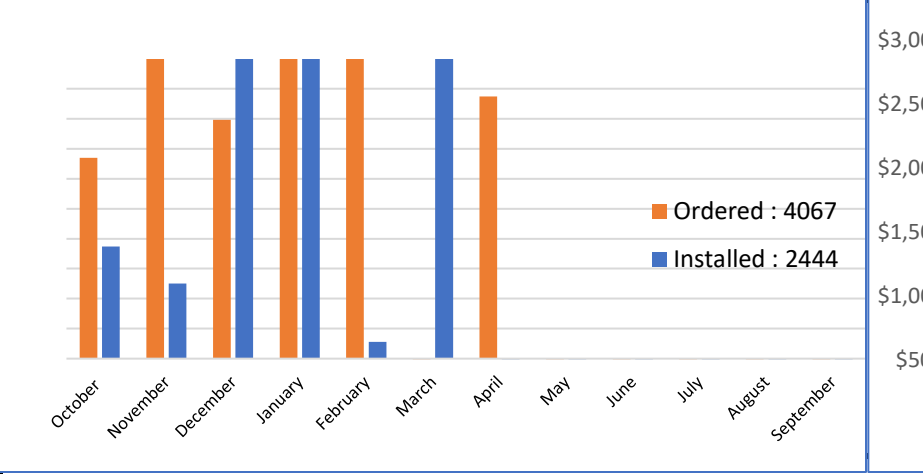
Activity	This Month	YTD
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Presentations conducted	1	9

Crisis Intervention Team

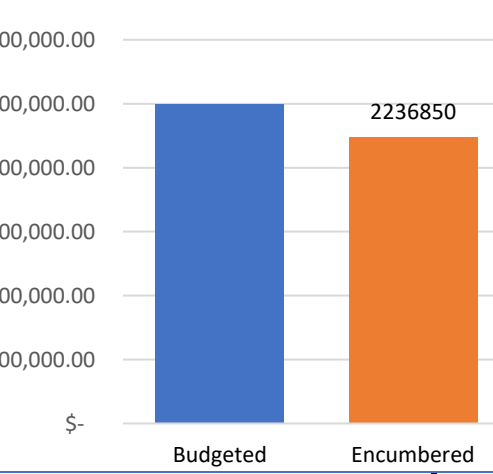
Referrals Received	This Month	Year to Date
DFR Referral	4	26
DPD Referral	90	163
Community Referral	1	14
Clients Served	This Month	Year to Date
Verified Social Service Referrals	49	83

CIT Field Operations launched in February 2022. Teams continue to add capacity and capability to respond to residents in crisis. Expected monthly response volume is projected to rise to 120 field responses monthly by June 2022.

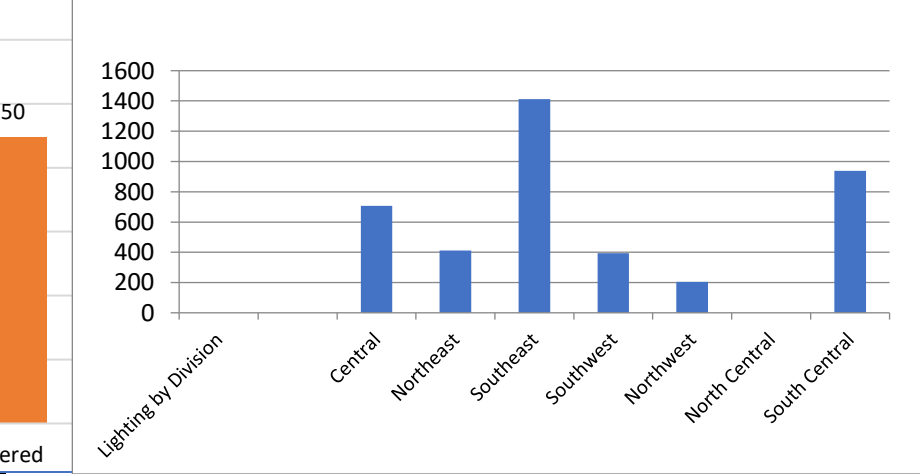
Lighting Enhancement Projects	
1	1.1
2	2.1
3	3.1
4	4.1
5	5.1
6	6.1
7	7.1
8	8.1
9	9.1
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89	89.1
90	90.1
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95	95.1
96	96.1
97	97.1
98	98.1
99	99.1
100	100.1



Lighting Budget

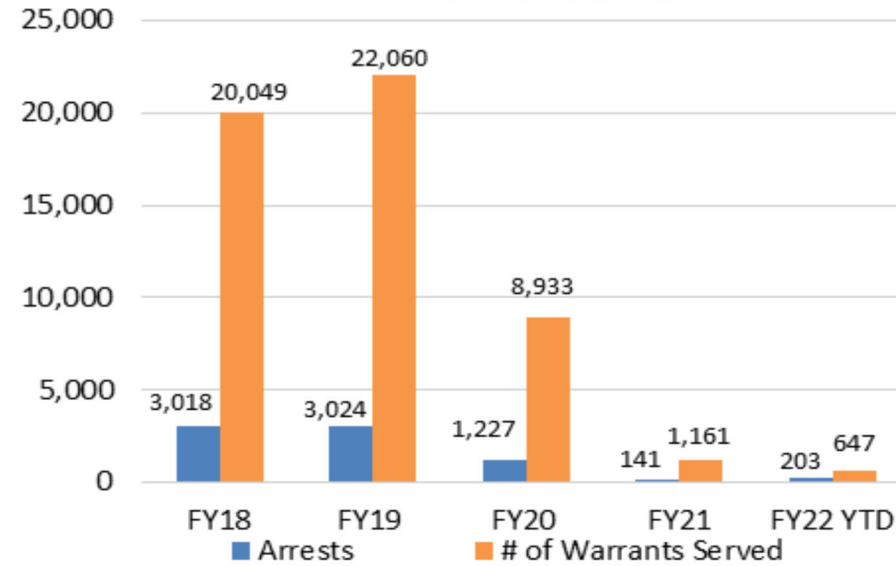


Lighting Ordered by Division

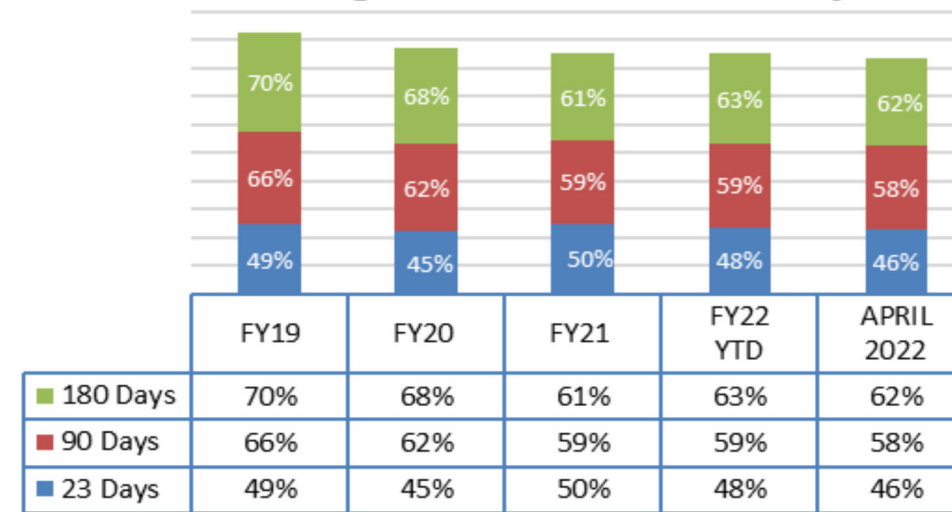


Municipal Court Dashboard: Month Ending April 30, 2022

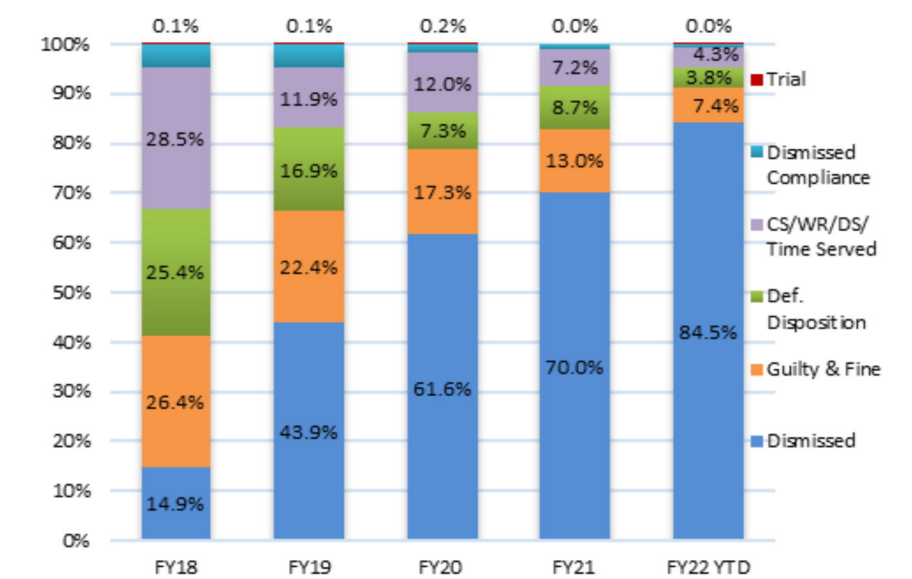
Warrant Enforcement



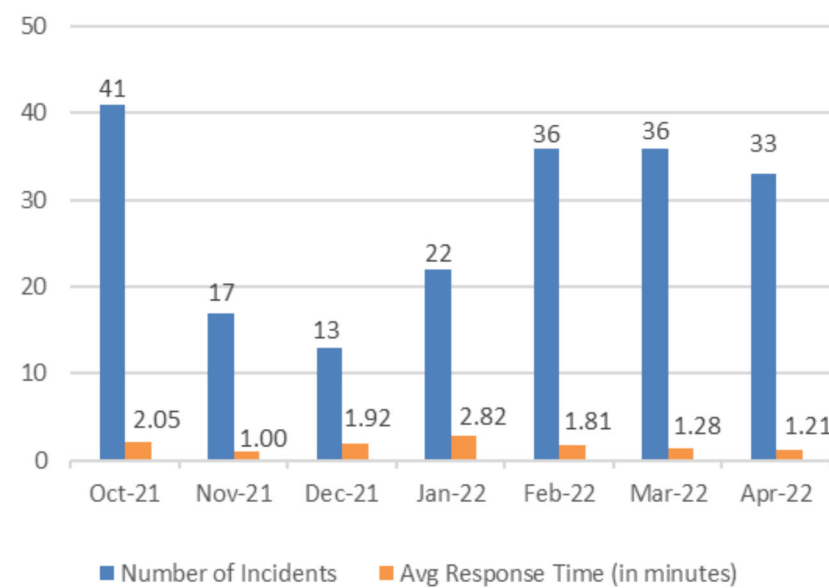
Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



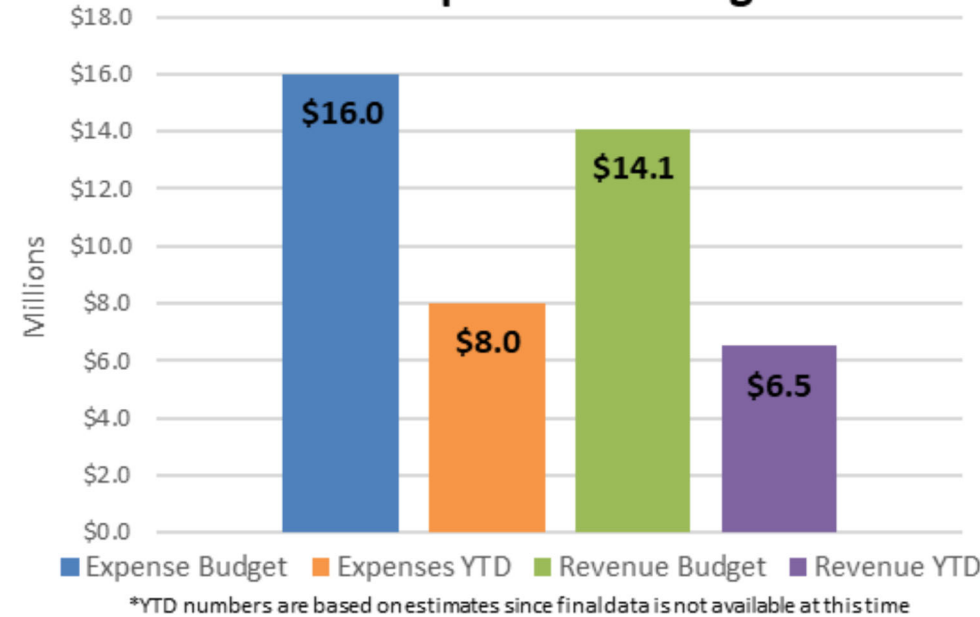
Courthouse Dispositions



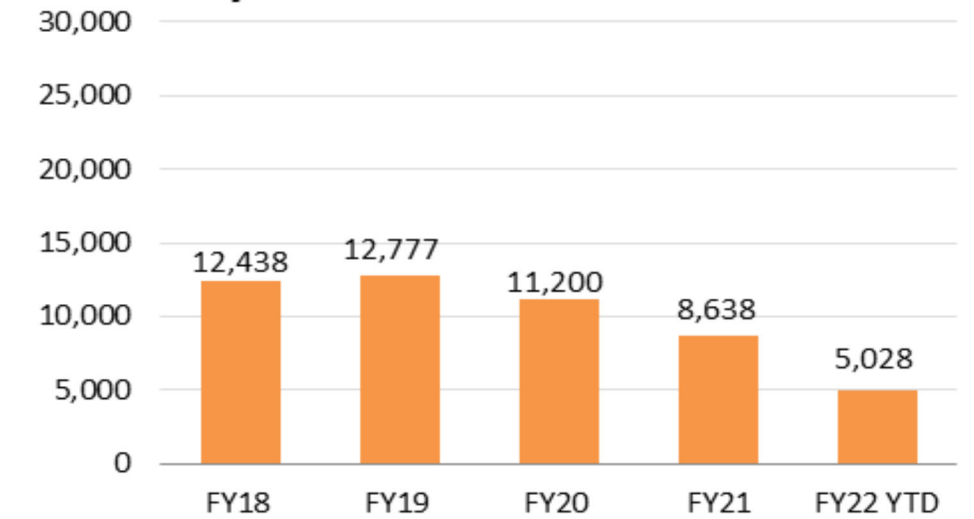
Security Incidents and Response Time



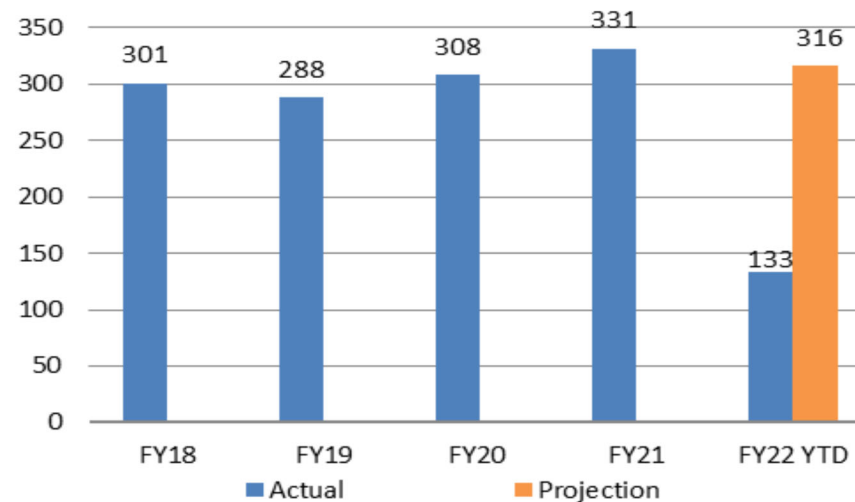
*Municipal Court Budget



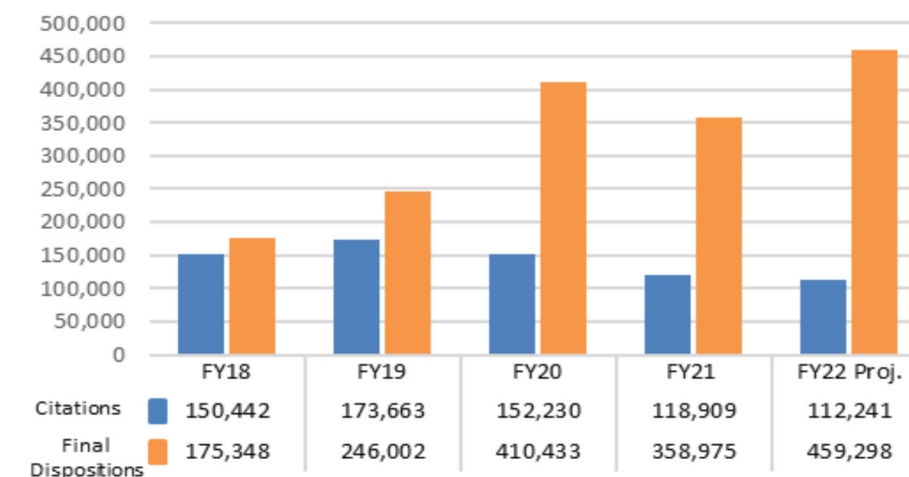
City Detention Center Book-Ins



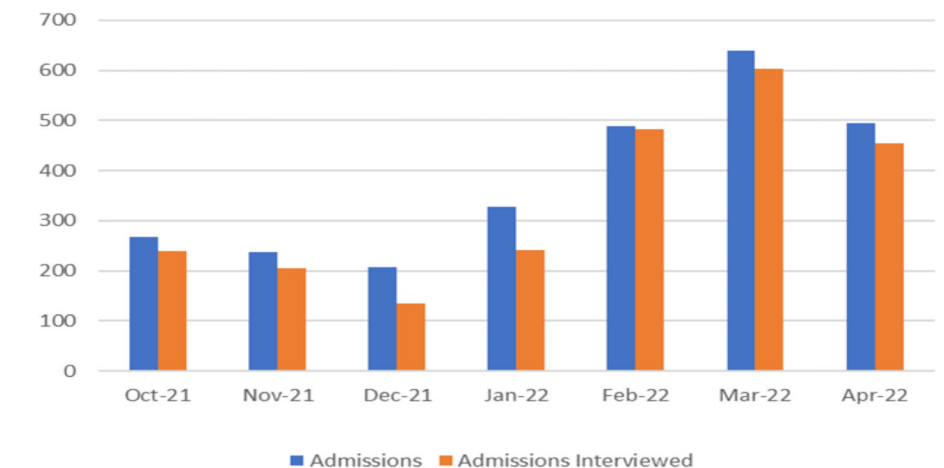
Environmental Cases Filed



Citation Count & Final Dispositions



Sobering Center Performance



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