

# Memorandum



CITY OF DALLAS

DATE June 10, 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's Public Safety Dashboard May 2022**

Dallas Fire-Rescue (DFR) continues to refine its data analysis and statistical reporting. We have had over 114,000 dispatched incidents so far in 2022 (25,678 for the month of May). We were just below our 90% EMS response within 9 minutes metric and our 5:20 Structure Fire Response metric at 85% and 87% respectively. We had 3 significant fires for the month of May which was down from 14 in the month of April. Our inspections, re-inspections, and smoke detector installations are getting back to normal ranges (7,803 inspections/re-inspections and 319 smoke detector installs). Our rescue UHU numbers are beginning to rise, as expected with the rising temperatures, and are now in the 39% range for full-time rescues.

For your quick reference, you can access DFR's Dashboard using the following link:  
<https://dallascitydata.dallascityhall.com/views/DFRDashboarbanner1/911DALLASFIRE-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](mailto:randall.stidham@dallascityhall.com)

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

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

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Robert Perez, Assistant City Manager  
Carl Simpson, 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: May 2022



**114,689**

Total 911 DFR Incidents  
Incidentes totales de 911 DFR

**85%**

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

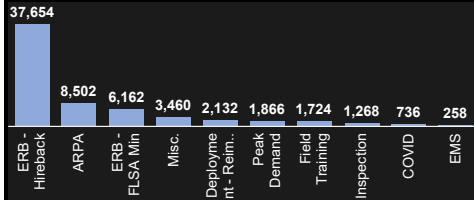
**39%**

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

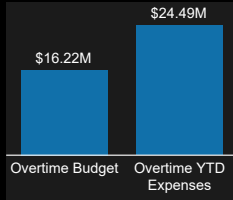
**87%**

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

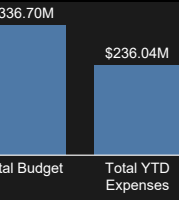
## Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



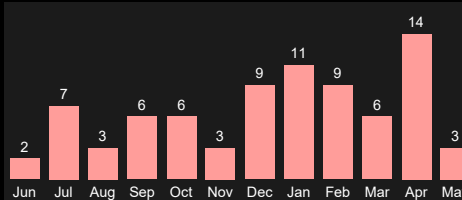
## Sworn Overtime Presupuesto de Horas Extras



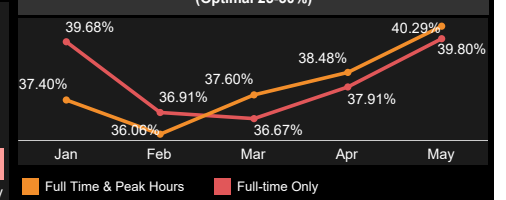
## Total Budget\* Presupuesto



## Significant Fires Incendios Significativos por Mes



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



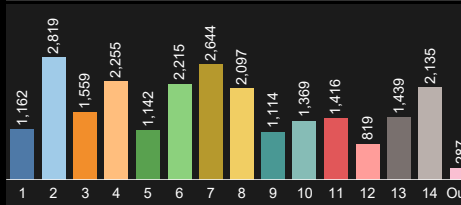
## Sworn Staffing & Hiring Categorías de Personal

	2020	2021	2022
EMS & Emergency Respo..	1,685	1,671	1,631
Dispatch Comms & GIS	61	60	61
Fire Prevention & Inspecti..	93	90	82
Training & Recruitment	102	112	147
Arson Investigation EOD	21	22	24
Aircraft Rescue Fire Fight..	37	35	35
Total Staff	1,999	1,990	1,980

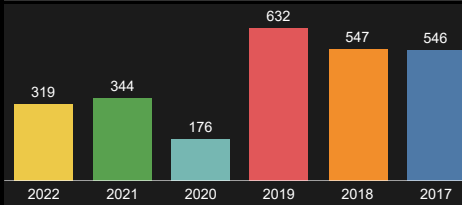
  

Number of Frontline Paramedics	772
Total Number of Active Paramedics	1,413

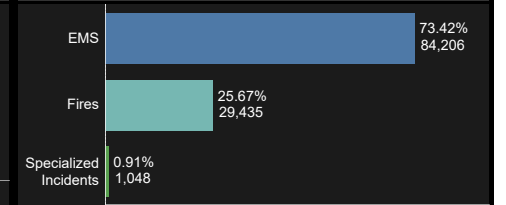
## Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



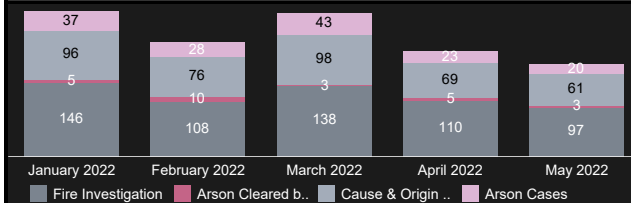
## Smoke Detector Installs Instalaciones de Alarma de Humo



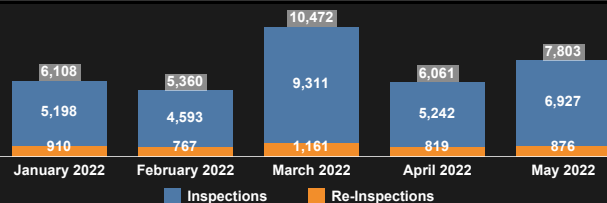
## Fire Communications & Dispatch Despachos por Categorías de Incidente



## 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	13	17	18	14	18
Start Date	Jul-2021	Jul-2021	Oct-2021	Oct-2021	Feb-2022	Feb-2022
End Date	Oct-2022	Oct-2022	Feb-2023	Feb-2023	May-2023	May-2023
ERB Assigned	Dec-2022	Dec-2022	Mar-2023	Mar-2023	Jun-2023	Jun-2023

\* YTD-Exp - Do Not Include Encumbrances

Dallas Police Department Dashboard May 2022																																																																									
FY21-22 BUDGET					CRIME REPORTING*****																																																																				
May Top 10 OT Activity Codes (By Hrs.)*				Sworn Overtime		Total Budget		Total Arrests		Year to Date Crime (NIBRS) January 1, 2022 -May 31, 2022																																																															
										<table><tr><th colspan="5">Person</th></tr><tr><th>Offense</th><th>2022</th><th>2021</th><th>Count DIFF</th><th>% Change</th></tr><tr><td>Assault Offenses</td><td>11,630</td><td>11,804</td><td>-174</td><td>-1.5%</td></tr><tr><td>  Agg Assault FV</td><td>752</td><td>821</td><td>-69</td><td>-8.4%</td></tr><tr><td>  Simple Assault FV</td><td>5,793</td><td>5,985</td><td>-192</td><td>-3.2%</td></tr><tr><td>Homicide Offenses</td><td>114</td><td>103</td><td>11</td><td>10.7%</td></tr><tr><td>  Murder &amp; Nonnegligent Manslaughter</td><td>101</td><td>86</td><td>15</td><td>17.4%</td></tr><tr><td>Human Trafficking</td><td>8</td><td>20</td><td>-12</td><td>-60.0%</td></tr><tr><td>Kidnapping / Abduction</td><td>59</td><td>66</td><td>-7</td><td>-10.6%</td></tr><tr><td>Sex Offenses, Forcible</td><td>235</td><td>347</td><td>-112</td><td>-32.3%</td></tr><tr><td>Sex Offenses, Nonforcible</td><td>-</td><td>-</td><td>0</td><td>-</td></tr><tr><td>Sub-Total</td><td>12,046</td><td>12,340</td><td>-294</td><td>-2.4%</td></tr></table>				Person					Offense	2022	2021	Count DIFF	% Change	Assault Offenses	11,630	11,804	-174	-1.5%	Agg Assault FV	752	821	-69	-8.4%	Simple Assault FV	5,793	5,985	-192	-3.2%	Homicide Offenses	114	103	11	10.7%	Murder & Nonnegligent Manslaughter	101	86	15	17.4%	Human Trafficking	8	20	-12	-60.0%	Kidnapping / Abduction	59	66	-7	-10.6%	Sex Offenses, Forcible	235	347	-112	-32.3%	Sex Offenses, Nonforcible	-	-	0	-	Sub-Total	12,046	12,340	-294	-2.4%
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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	81	84	104	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2																																																																
Central	175	185	176	-3.72%	8.57%	-4.77%	3.72%	6.86	29.71																																																																
NE	318	327	353	-3.35%	-2.56%	-17.79%	-3.39%	8.35	61.65																																																																
SE	282	304	314	-3.34%	0.68%	0.24%	-5.75%	8.98	71.93																																																																
SW	262	263	288	-3.95%	9.01%	6.37%	4.53%	8.97	42.38																																																																
NW	242	237	248	6.23%	5.54%	7.64%	4.90%	8.89	36.84																																																																
NC	207	187	182	11.40%	0.36%	-7.07%	4.30%	8.65	28.95																																																																
SC	271	314	322	-9.77%	10.95%	4.94%	-1.03%	9.78	60.59																																																																
Nuisance Abatement	9	8	6	*CBD crime and response time data included in Central																																																																					
Community Affairs (NPO)	89	82	3	INTERNAL AFFAIRS																																																																					
Right Care	17	13	1,996																																																																						
Patrol Total	1,953	2,004		Complaint Type		2022 YTD	2021 YTD	% Change																																																																	
Support	107	105	146	Investigations Completed		122	171	-28.7%																																																																	
Administrative	135	126	113	Use of Force Complaints Received		25	11	127.3%																																																																	
Investigations	469	479	468	Investigations Over 200 Days *****																																																																					
Tactical and Special Ops	256	257	249	Active Investigations		12	Awaiting Chief of Police Hearing		0																																																																
Trainees	159	149	177	Investigation suspended		22	Awaiting Bureau Chief Hearing		3																																																																
Total	3,079	3,120	3,149	Awaiting Corrective Action		18	Total		55																																																																
FY 21-22 Hiring and Attrition				FY21-22 Hiring Goal : 250		Top 911 Calls				May Reports																																																															
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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-22	9.37	62.42	342.62	407.64	53,098																																																																				
YTD 2022	8.68	48.73	242.18	306.28	236,200																																																																				
May-21	8.81	35.45	174.39	227.54	48,920																																																																				
YTD 2021	7.83	27.97	109.60	151.45	224,967																																																																				

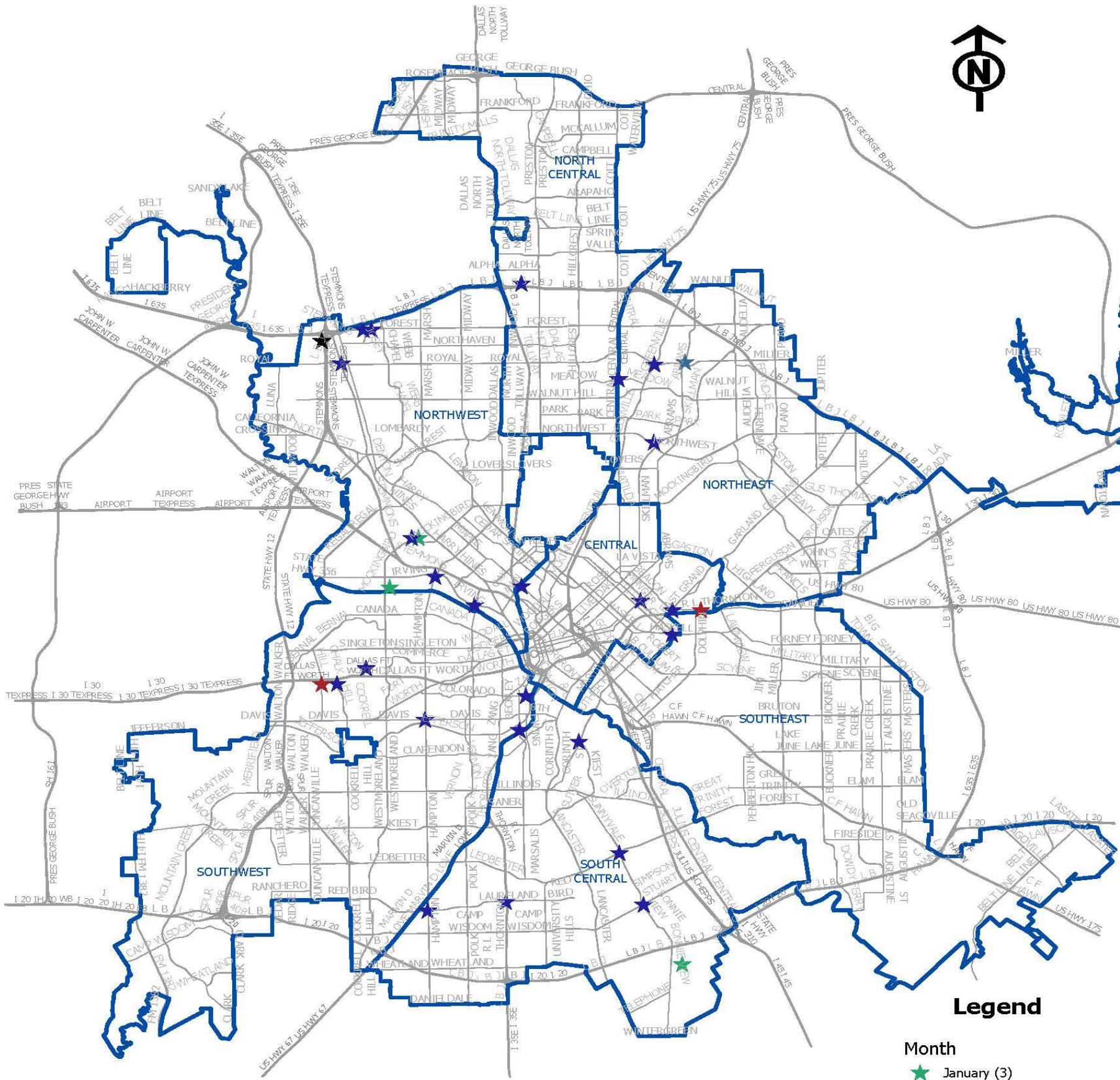


Dallas Police Department Racing / Speeding Dashboard May 2022

Racing / Speeding Hotspots

Racing / Speeding Operational Activity

Takeover Locations



Legend

- Month
- January (3)
  - February (29)
  - March (2)
  - April (1)
  - May (1)

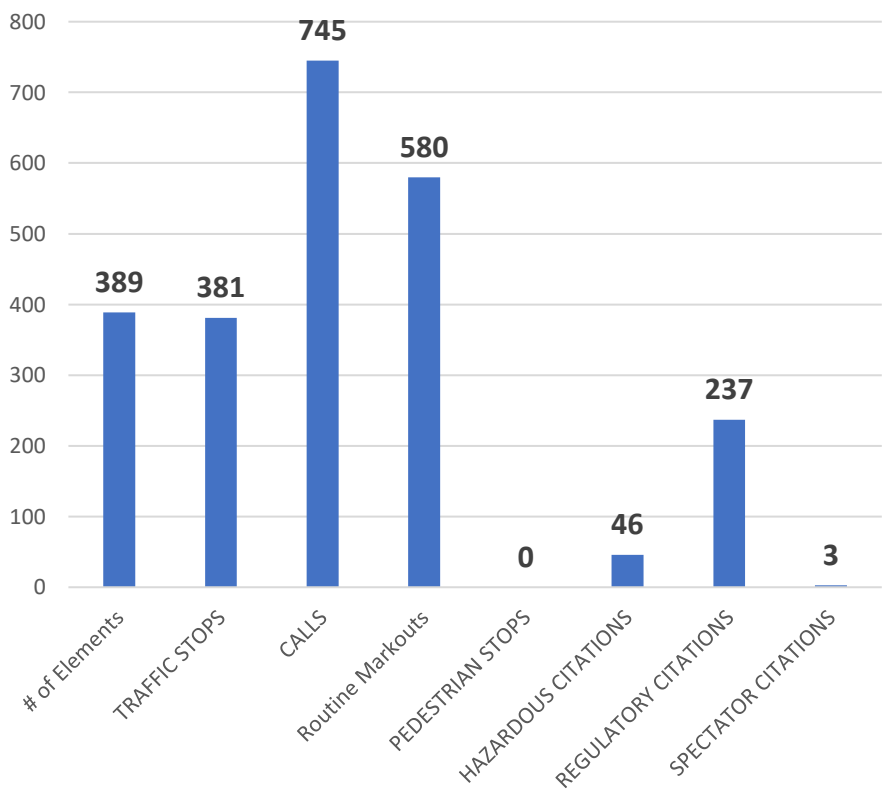
0 1.25 2.5 5 Miles

Date/Time: 6/10/2022 4:09 PM

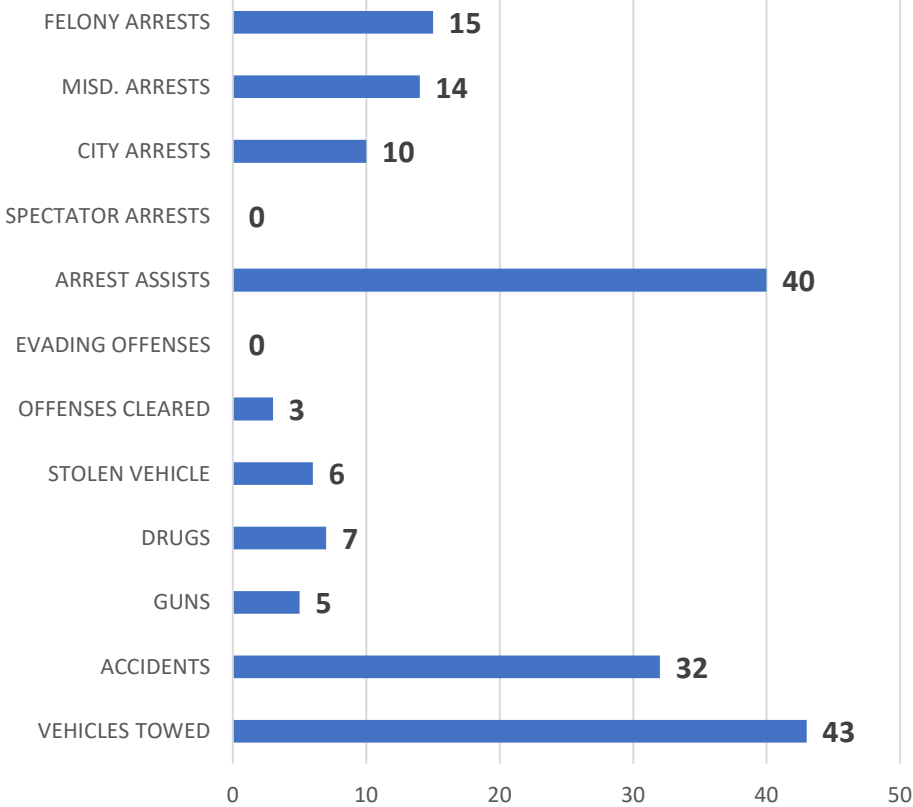
#7192

April

Elements, Traffic Stops, Calls. 58's, Ped Stops, and Citations

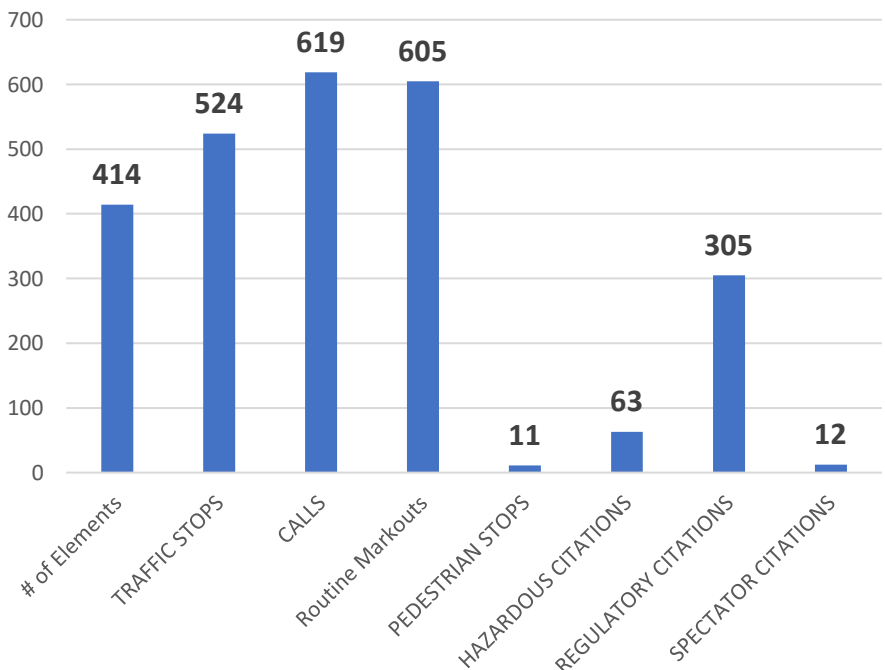


Other Related Actions

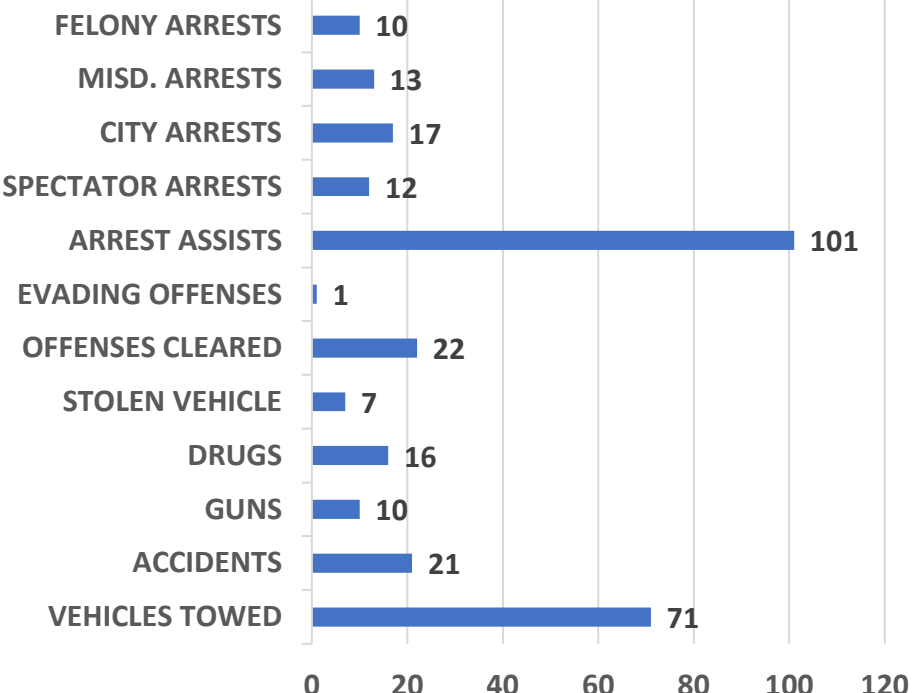


May

Elements, Traffic Stops, Calls. 58's, Ped Stops, and Citations



Other Related Actions



Notes:

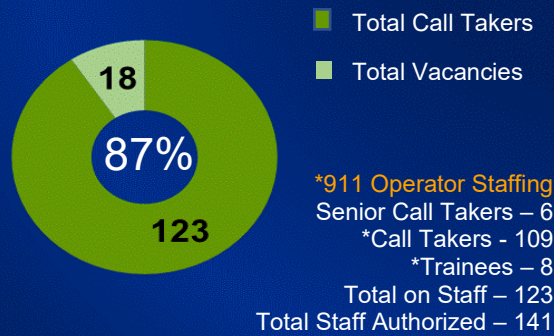
Hazardous Citations: Citations involving safety violations such as red light / stop sign violations.

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



# 9-1-1 Communications Dashboard (May) 2022

## Call Center Staffing



May 2022  
Service Level

**97.82%**



YTD Service Level  
Jan 1 – May 31, 2022

**98.15%**



Average Answer Time  
May 2022

**0:04**



May 2022  
Total 911 Calls

**162,569**



Call Takers in Training

**8**



Call Takers in Background

**10**

## Service Level Comparison

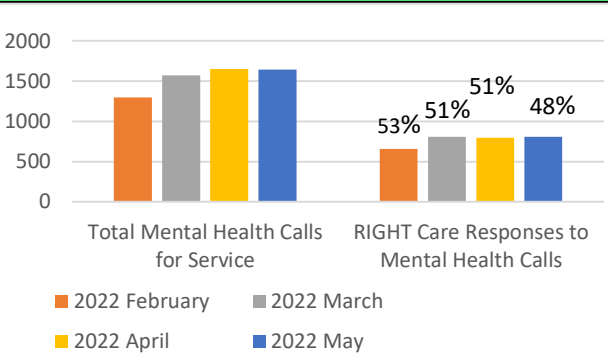
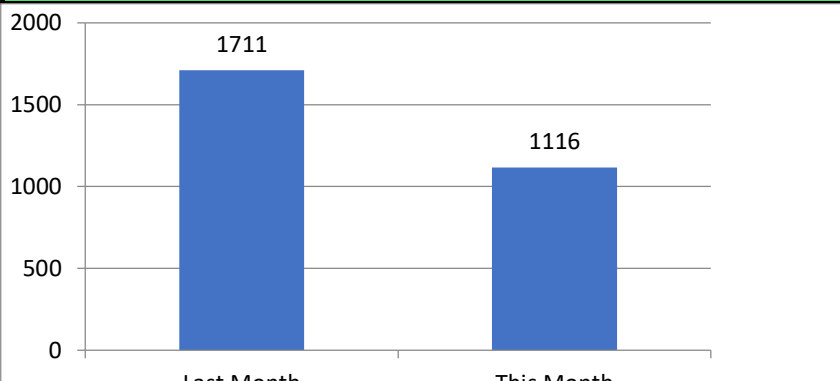
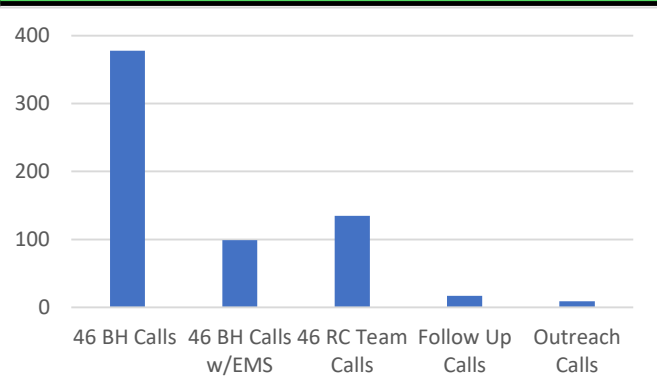
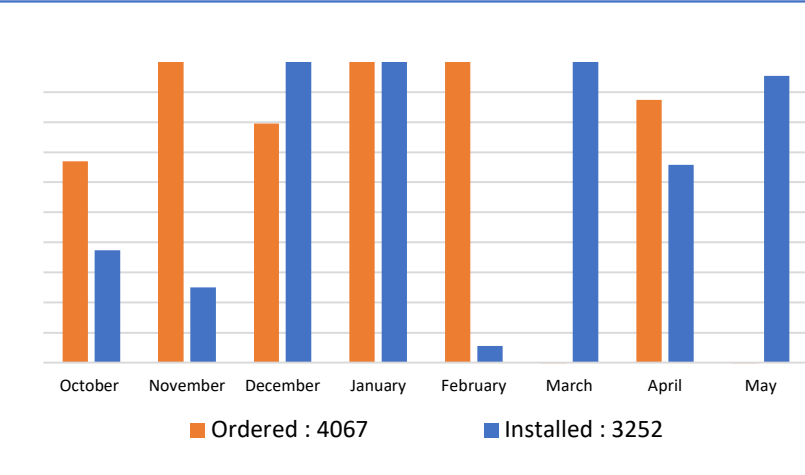
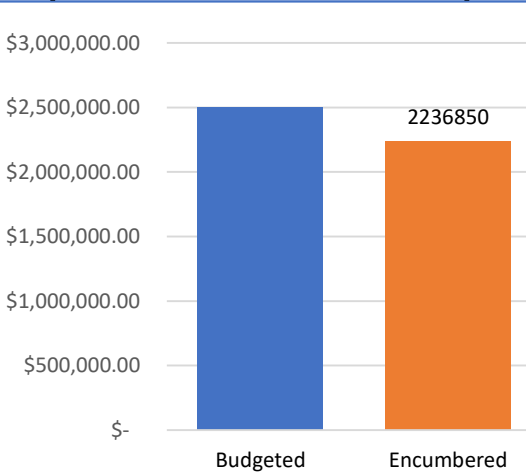
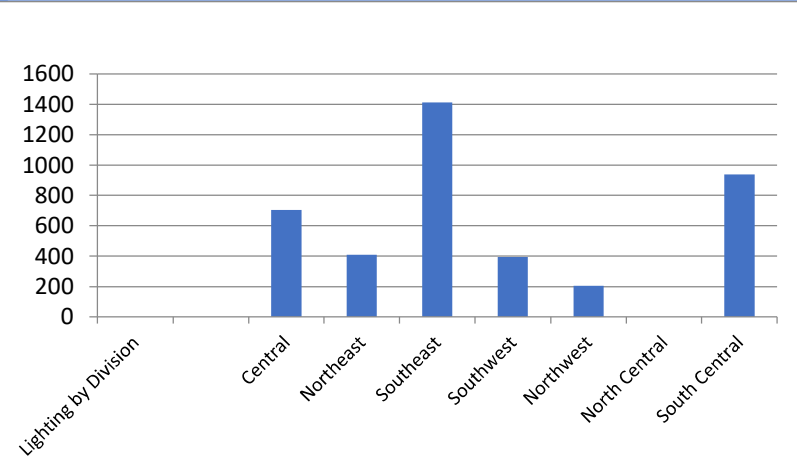
Month	FY'22	FY'21	FY'20
October	<b>88.83%</b>	<b>68.97%</b>	<b>86.31%</b>
November	<b>94.57%</b>	<b>73.94%</b>	<b>87.48%</b>
December	<b>97.60%</b>	<b>71.90%</b>	<b>81.07%</b>
January	<b>98.07%</b>	<b>72.54%</b>	<b>87.95%</b>
February	<b>99.01%</b>	<b>52.91%</b>	<b>87.88%</b>
March	<b>98.16%</b>	<b>56.59%</b>	<b>86.66%</b>
April	<b>97.87%</b>	<b>60.24%</b>	<b>93.70%</b>
May	<b>97.82%</b>	<b>41.51%</b>	<b>85.97%</b>
June		<b>55.04%</b>	<b>74.44%</b>
July		<b>81.88%</b>	<b>65.95%</b>
August		<b>88.27%</b>	<b>59.02%</b>
September		<b>85.85%</b>	<b>59.96%</b>

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

## Total Emergency Calls

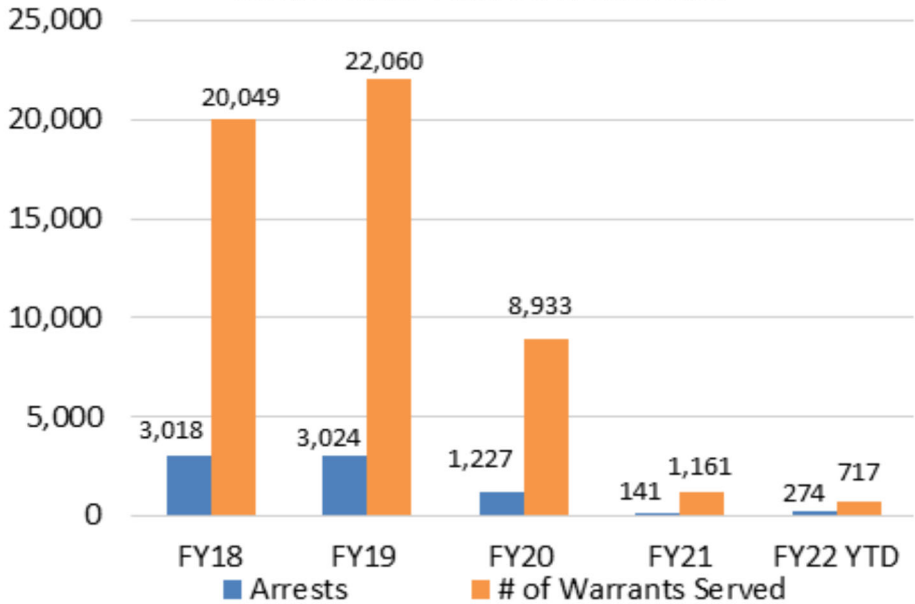
Month	FY'22	FY'21	FY'20
October	<b>169,217</b>	<b>165,038</b>	<b>173,659</b>
November	<b>146,055</b>	<b>154,647</b>	<b>159,210</b>
December	<b>155,427</b>	<b>158,259</b>	<b>166,926</b>
January	<b>142,329</b>	<b>152,558</b>	<b>159,697</b>
February	<b>126,752</b>	<b>165,670</b>	<b>151,362</b>
March	<b>149,460</b>	<b>170,351</b>	<b>156,845</b>
April	<b>154,103</b>	<b>169,187</b>	<b>130,603</b>
May	<b>162,569</b>	<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)

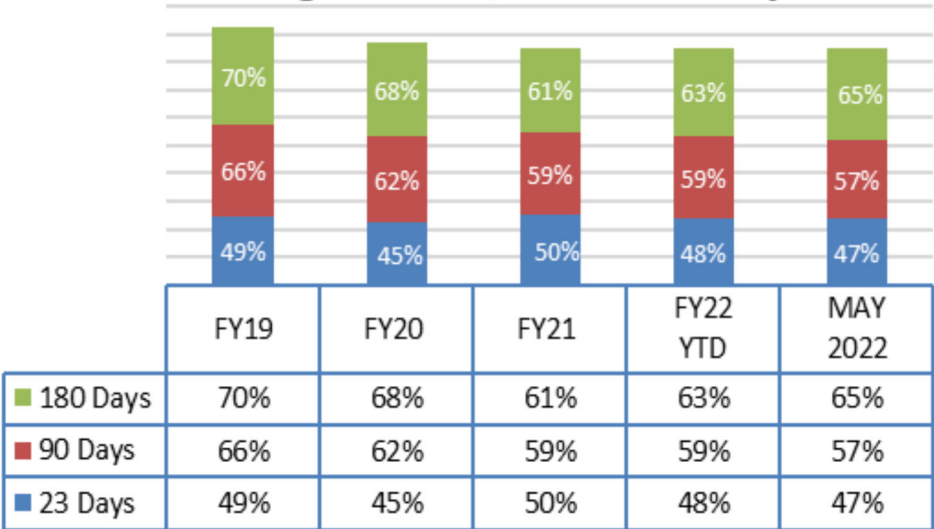
Office of Integrated Public Safety Solutions - May 2022 Dashboard																																	
Rapid Integrated Group Healthcare Team																																	
Percent of All Mental Health Calls Answered			Total Number of 911 Calls Answered by RIGHT Care Teams		Behavioral Health Calls Answered By RIGHT Care		DPD Right Care Activity																										
							<table><thead><tr><th>Activity</th><th>This Month</th><th>Since Inception</th></tr></thead><tbody><tr><td>Clients Served</td><td>755</td><td>11,209</td></tr><tr><td>Calls Answered</td><td>1049</td><td>16,665</td></tr><tr><td>Jail Diversions</td><td>150</td><td>1941</td></tr><tr><td>Total Outreach Calls</td><td>18</td><td>769</td></tr><tr><td>Total follow up calls</td><td>45</td><td>1735</td></tr><tr><td>Total</td><td>1977</td><td>32319</td></tr><tr><td>FY 21-22 Expansion</td><td>In Progress</td><td>9 teams operating</td></tr></tbody></table>			Activity	This Month	Since Inception	Clients Served	755	11,209	Calls Answered	1049	16,665	Jail Diversions	150	1941	Total Outreach Calls	18	769	Total follow up calls	45	1735	Total	1977	32319	FY 21-22 Expansion	In Progress	9 teams operating
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Clients Served	755	11,209																															
Calls Answered	1049	16,665																															
Jail Diversions	150	1941																															
Total Outreach Calls	18	769																															
Total follow up calls	45	1735																															
Total	1977	32319																															
FY 21-22 Expansion	In Progress	9 teams operating																															
Nuisance Abatement			Risk Terrain Modeling Area Environmental Interventions			City Funded Violence Interruption Programs																											
Activity	This Month	YTD	Interventions		This Month				YTD																								
Properties Investigated	18	154	Code violations identified and worked		1455				7626																								
Contacts with property owners	22	259	Code cases complete by owner compliance		87				322																								
Meetings attended	43	361	Code cases complete through city intervention		134				849																								
Cases closed	11	27	Commercial business inspections		87	1317	Youth Advocate Programs																										
Active Cases	New Case	Open Cases	Vacant lots remediated		79	430																											
Central Open Cases	1	1	Zoning cases worked		259	1466																											
Northeast Open Cases	0	7	Substandard structure cases worked		265	2224																											
Southeast Open Cases	0	11	Effectiveness Measure: Percentage Increase or Decrease Malcolm X/Marburg Illinois Ave																														
Southwest Open Cases	0	5	Calls for police this year vs last year		6%	-33%	Hospital Response			0	1																						
Northwest Open Cases	0	6	Criminal offenses this year vs last year		3%	39%	Community Engagement Events			4	88																						
North Central Open Cases	1	3					Coordination Meetings			5	117																						
South Central Open Cases	0	12					Youth Programs			3	52																						
Total Cases	2	45	Multifamily Inspection & Compliance Action Team																														
Staffing	Authorized	Current	Activity		This Month	YTD																											
Sergeant	1	1	Multifamily Property Deficiencies Identified		111	202																											
Detectives	7	7	Deficiencies Addressed by Property Owner		63	110																											
Intelligence Officer	1	1	In Progress Deficiencies to be Addressed		48	92																											
Lighting Enhancement Projects			Lighting Budget		Lighting Ordered by Division					Crisis Intervention Team																							
																																	
					Referrals Received					This Month	Year to Date																						
					DFR Referral					5	31																						
					DPD Referral					93	256																						
					Community Referral					4	18																						
					Clients Served					This Month	Year to Date																						
					Verified Social Service Referrals					42	125																						
					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.																												

# Municipal Court Dashboard: Month Ending May 31, 2022

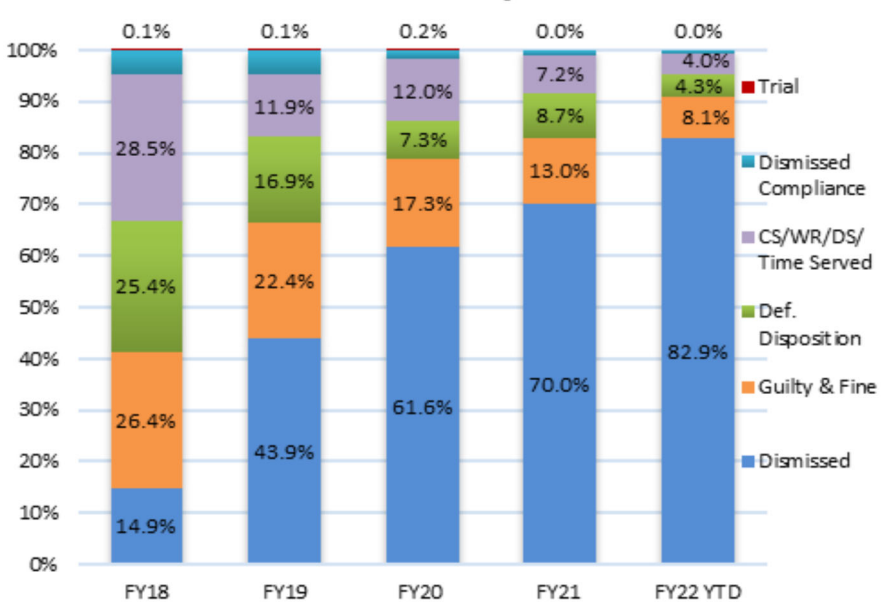
## Warrant Enforcement



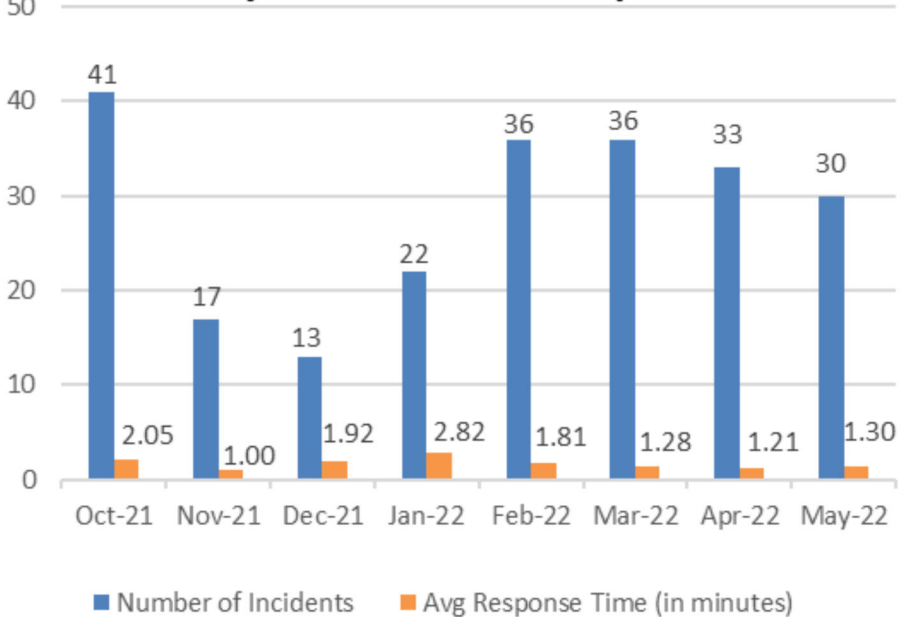
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



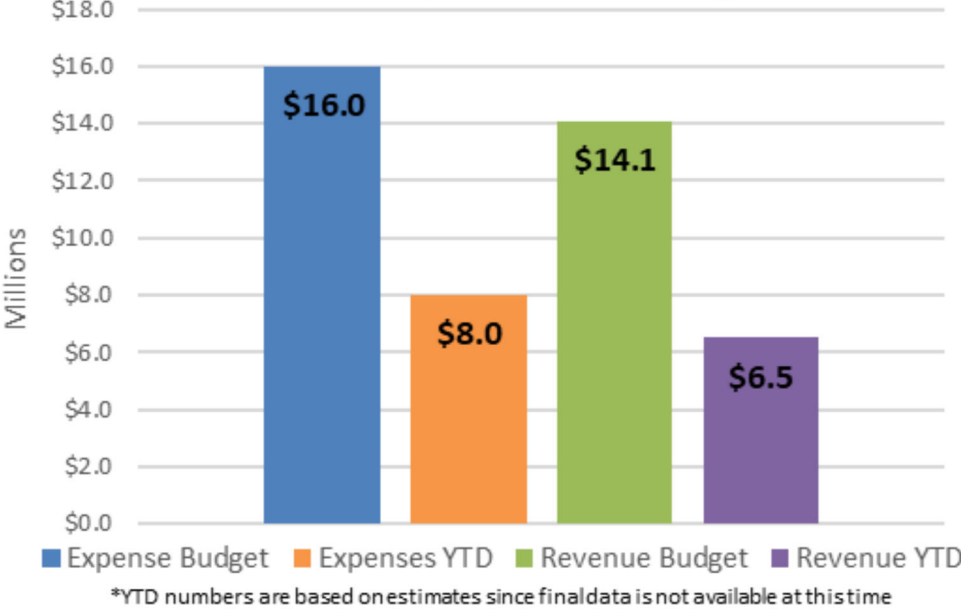
## Courthouse Dispositions



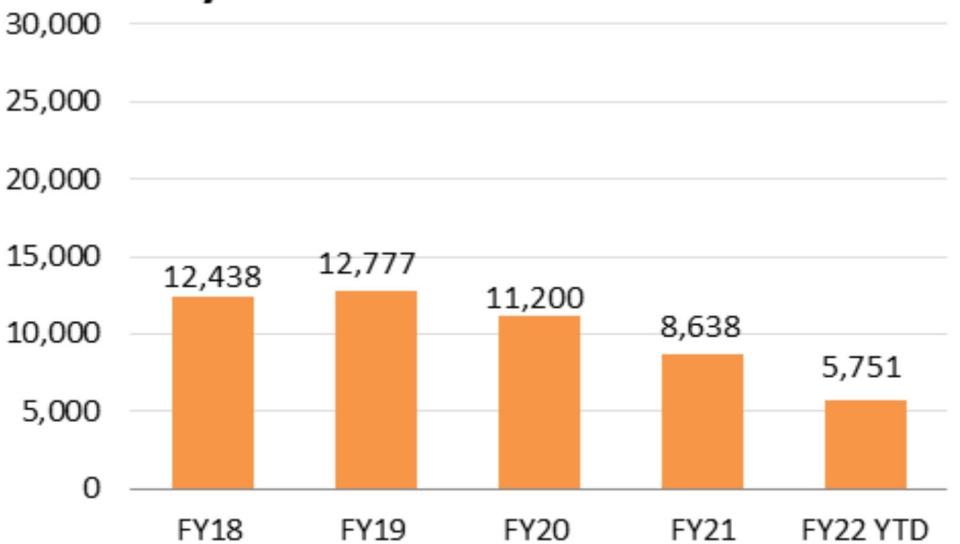
## Security Incidents and Response Time



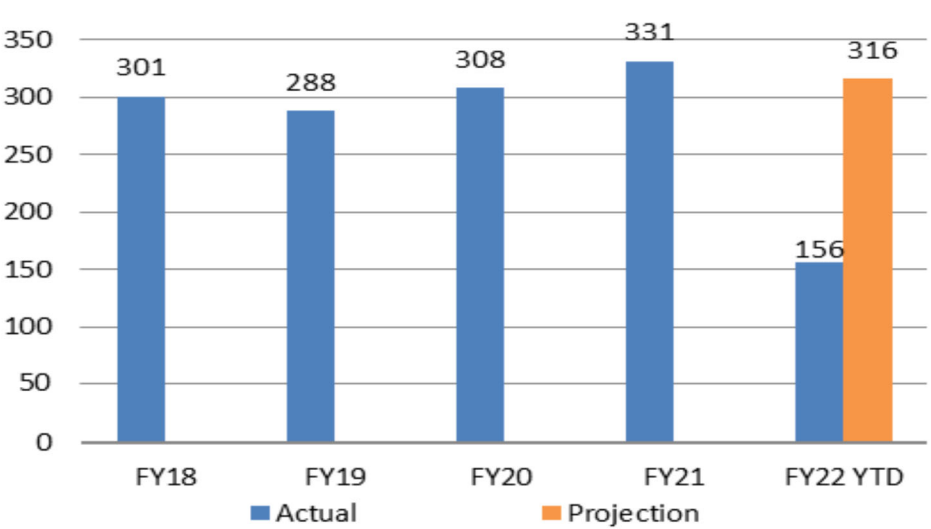
## \*Municipal Court Budget



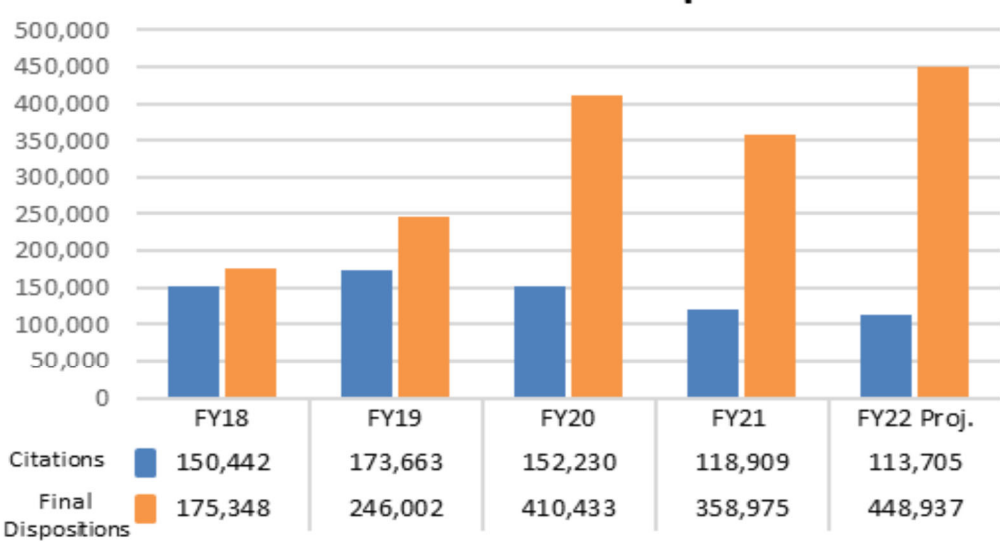
## City Detention Center Book-Ins



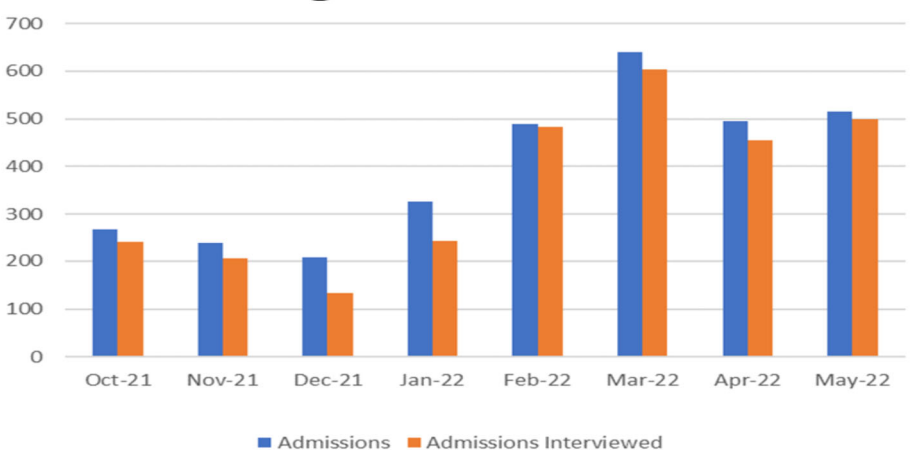
## Environmental Cases Filed



## Citation Count & Final Dispositions



## Sobering Center Performance



Date	Admissions	Admissions Interviewed	Interviewed Homeless	Total Interviewed	Homeless Percentage	Provided Services	Percentage	Repeat Offenders
May-22	515	499	81	96.9%	16.2%	80	16.0%	1
FY22 YTD	3178	2860	409	90.0%	14.3%	498	17.4%	44