Public Safety Interactive Dashboards Update

Public Safety Committee

February 10, 2020

Laila Alequresh, Chief Innovation Officer
Jon Fortune, Assistant City Manager

Presentation Overview

- Current State
- Vision and Goals
- Work to Date
  - Benchmarking
  - Workshop with Public Safety Departments
  - Stakeholder Engagement
- Next Steps

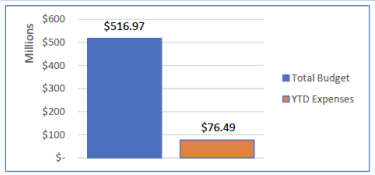
Current Dashboard Format: DPD

Dallas Police Department Dashboard 11/30/2019

FY19-20 BUDGET

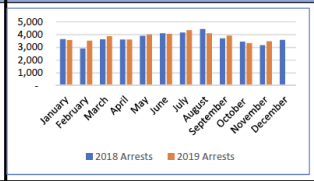
Sworn Overtime*

Total Budget



CRIME REPORTING*****

Total Arrests



Year to Date Crime (NIBRS)
January 1, 2019 -November 30, 2019

	Offense	2019	2018	Count DIFF	% Change	Clearance Rate
Person	Assault Offenses	25,481	23,778	1,703	7.2%	30.2%
	Agg Assault FV	1,639	1,605	34	2.1%	54.4%
	Simple Assault FV	10,003	9,965	38	0.4%	45.2%
	Homicide Offenses	191	159	32	20.1%	51.1%
	Human Trafficking	50	31	19	61.3%	51.2%
	Kidnapping / Abduction	62	68	-6	-8.8%	32.1%
	Sex Offenses, Forcible	708	819	-111	-13.6%	18.9%
	Sex Offenses, Nonforcible	4	5	-1	-	50.0%
	Sub-Total	26,496	24,860	1,636	6.6%	29.9%
Property	Arson	137	179	-42	-23.5%	5.9%
	Bribery	3	4	-1	-	66.7%
	Burglary / Breaking & Entering	7,883	8,475	-592	-7.0%	3.1%
	Counterfeiting / Forgery	664	665	-1	-0.2%	21.6%
	Destruction / Vandalism	9,434	9,957	-523	-5.3%	2.7%
	Embezzlement	316	439	-123	-28.0%	8.6%
	Extortion / Blackmail	-	-	-	-	0.0%
	Fraud	1,416	1,615	-199	-12.3%	25.9%
	Larceny / Theft	24,775	23,764	1,011	4.3%	5.1%
	Motor Vehicle Theft	10,094	8,818	1,276	14.5%	4.9%
	Robbery	4,232	3,681	551	15.0%	8.7%
	Sub-Total	58,954	57,597	1,357	2.4%	5.4%
Society	Animal Cruelty	135	75	60	80.0%	10.3%
	Drug / Narcotics	4,514	4,542	-28	-0.6%	98.0%
	Gambling	29	4	25	625.0%	0.0%
	Pornography / Obscene Material	84	71	13	18.3%	12.9%
	Prostitution Offenses	654	148	506	341.9%	94.5%
	Weapon Law Violations	1,067	979	88	9.0%	94.8%
	Sub-Total	6,483	5,819	664	11.4%	93.9%
	Total	91,933	88,276	3,657	4.1%	17.5%

SWORN STAFFING AND HIRING

Function	2019 Assigned	2018 Assigned	2017 Assigned
CBD	102	95	98
Central	190	189	196
NE	312	309	315
SE	298	307	310
SW	275	286	277
NW	238	217	218
NC	183	182	183
SC	286	305	291
Nuisance Abatement	8	3	4
Patrol Total	1,892	1,893	1,892
Administrative**	559	477	497
Investigations & Tactical	623	644	669
Total	3,074	3,014	3,058

PATROL PERFORMANCE YEAR TO DATE

Crime Change by Division				Response time	
Person	Property	MTD Total	YTD Total	Priority 1	Priority 2
9.73%	10.62%	2.04%	9.15%	6.65	18.75
12.99%	1.78%	-0.43%	4.97%	9.14	24.24
0.69%	-2.83%	-4.32%	0.11%	8.62	24.33
3.81%	-0.86%	-11.18%	0.59%	8.22	21.80
12.00%	4.12%	-5.03%	9.55%	8.32	20.22
13.18%	3.76%	-1.29%	6.03%	8.12	19.40
3.34%	-0.31%	-14.53%	0.74%	8.60	23.59

*CBD crime and response time data included in Central

INTERNAL AFFAIRS

Complaint Type	2019 YTD	2018 YTD	% Change
Investigations Completed	237	229	3.5%
Use of Force Complaints Received	21	28	-25.0%

COMMUNICATIONS

911 Call Center Information

911 Calls YTD	Nov Avg Answer	Nov Service Level
1,799,856	5 seconds	87.48%

911 Operator Staffing

Trainee	Operator	Actual	Authorized
4	86	90	95

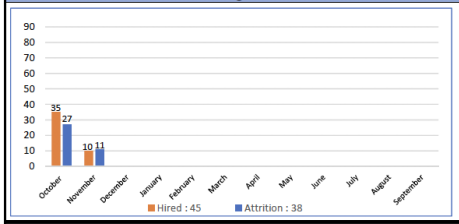
Special Assignment

	Assigned	Temporary Special Assignment	Actual
Patrol	1,892	56	1,836

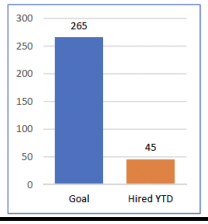
Task Force Staffing

	Assigned	Task Force	Actual
Investigations & Tactical	623	36	587

FY 19-20 Hiring and Attrition



FY19-20 Hiring Goal : 265



Top 911 Calls

Type	Calls YTD	November-2019	November-2018
Major Disturbance	106,084	8,856	8,428
*** Other Incidents	59,458	4,475	4,500
**** Other Escalated	51,490	4,280	4,028
Suspicious Person	29,569	2,724	2,442
Minor Accident	29,670	2,731	2,159
Business Alarm	21,345	1,969	1,811
Major Accident	17,330	1,581	1,505
Loud Music	16,880	1,436	1,651
Burg Motor Veh	11,120	710	1,317
Crisis Intervention	9,971	867	862
911 Hang-up	8,905	751	730

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
Nov-19	8.59	24.55	83.40	114.78	49,948
YTD 2019	8.34	22.01	73.70	101.94	573,048
Nov-18	9.08	25.51	95.24	141.32	48,591
YTD 2018	8.47	22.62	71.06	104.85	556,970

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

***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

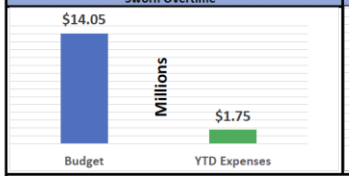
***** Crime reporting now includes NIBRS data. Clearance rate data is preliminary.

Current Dashboard Format: DFR

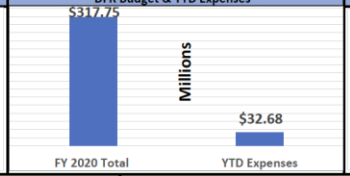
Dallas Fire-Rescue Department Dashboard: Month Ending November 30, 2019

FY 2020 BUDGET

Sworn Overtime*

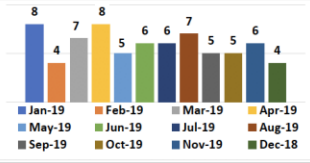


DFR Budget & YTD Expenses*



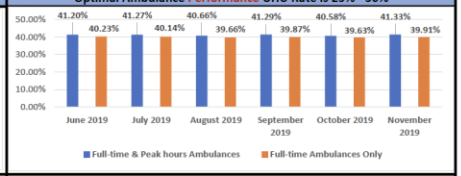
SIGNIFICANT FIRES

Significant Fires - Rolling 12 Months



AMBULANCE UNIT HOUR UTILIZATION RATE

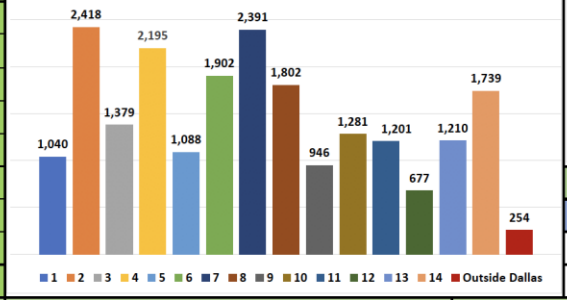
Optimal Ambulance Performance UHU Rate is 25% - 30%



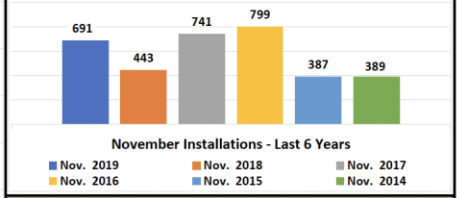
SWORN STAFFING AND HIRING

Function	November 2017	November 2018	November 2019
EMS & Emergency Response	1,554	1,655	1,674
Dispatch Comms & GIS	47	58	61
Fire Prevention & Inspection	103	101	93
Arson Investigation EOD	16	22	23
Training & Recruitment	134	120	124
Aircraft Rescue Fire Fighting (ARFF)	37	36	34
Special Ops Administration	6	5	6
Human Resources & Wellness	2	2	2
Total Uniform	1,899	1,999	2,017

NOVEMBER 2019 INCIDENT RESPONSE DATA - PER COUNCIL DISTRICT



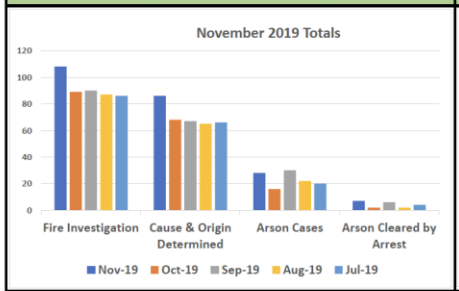
FIRE PREVENTION SMOKE DETECTOR INSTALLS



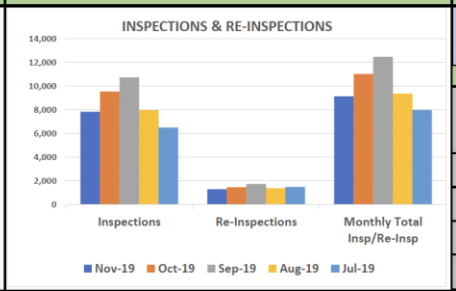
NOVEMBER 2019 FIRE COMMUNICATIONS & DISPATCH

Specialized	Fire	EMS	2019 Year to Date Calls & Dispatches
164	5,301	16,058	
0.76%	24.63%	74.61%	260,758

FIRE INVESTIGATIONS & ARSON CLEARANCE BY ARREST



FIRE MARSHAL INSPECTIONS & RE-INSPECTIONS



FIRE FATALITIES - National Benchmark is < 13

January 1st through November 30th, 2019

City of Dallas Fire Fatalities = FIVE (5)

CURRENT RECRUITS IN DFR ACADEMY

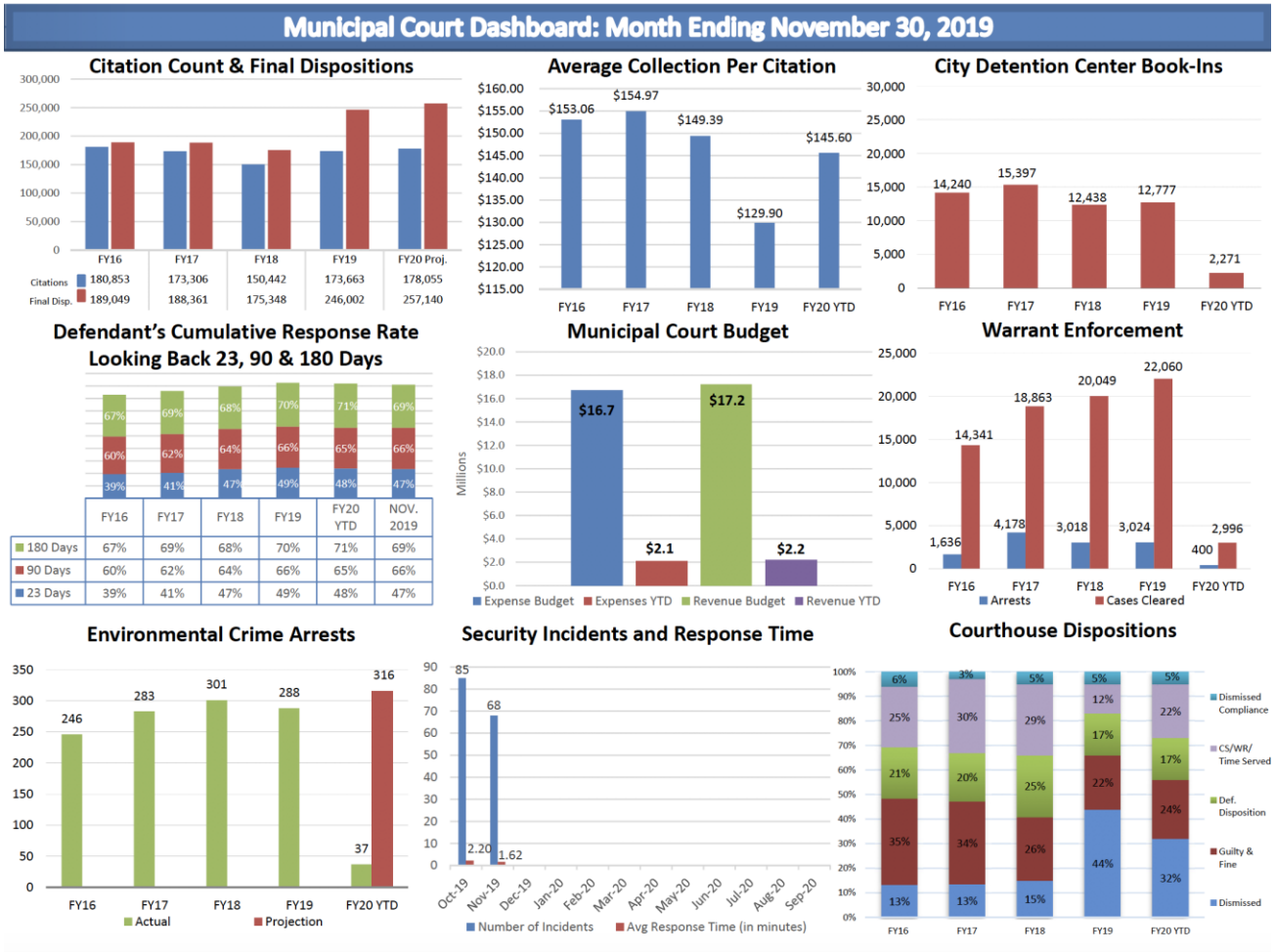
Class ID	Class 353	Class 354	Class 355	Class 357	Class 358
# of Trainees	11	23	22	20	20
Start Date	7/24/2019	7/24/2019	7/24/2019	11/27/2019	11/27/2019
End Date	12/27/2019	2/20/2020	2/20/2020	1/29/2021	1/29/2021
ERB Assigned	1/2020	3/2020	3/2020	2/2021	2/2021

EMERGENCY RESPONSE TIME METRICS

Percentage of EMS Responses within Nine Minutes or Less (NFPA Standard #1710)	91.85%	Percentage of EMS Responses within Five Minutes or Less, Includes ALL DFR Apparatus (NFPA Standard #1710)	51.15%	Percentage of First Heavy Apparatus On Location of Structure Fire Dispatches within 5:20 or Less (NFPA Standard #1710)	81.64%

* YTD-Exp – Do Not Include Encumbrances

Current Dashboard Format: CTS



Vision and Goals

- To identify potential improvements that would
  - Provide more current information to constituents and public officials
  - Improve transparency with the public
  - Reduce ad hoc, point in time requests
  - Give greater visibility to public safety statistics
  - Supply a dedicated public site where Dallas residents can review current public safety data at their convenience

Work to Date: Benchmarking

Crime Dashboard

San Francisco Police Department

Self Service Crime Data

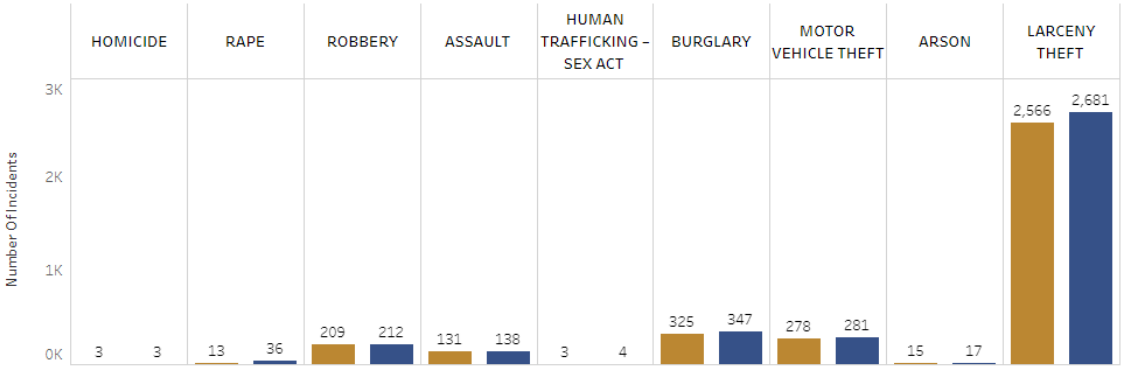
Crime

All

1/1/2020 - 1/26/2020

Current Period Selected

Same Prior Period Selected Prior Year



Please select:

District

- (All)
- Bayview
- Central
- Ingleside
- Mission
- Northern
- Park
- Richmond
- Southern
- Taraval
- Tenderloin
- Courtesy Reports

* Data beginning from 2017

*Start Date 1/1/2020

End Date 1/26/2020

Type Of Crime

- (All)
- PART 1 PROPERTY CRIMES
- PART 1 VIOLENT CRIMES

Data current as of January 26, 2020.

Crime	Current Period Selected	Same Prior Period Selected Prior Year	% Increase or % Decrease in Crime
HOMICIDE	3	3	0.0%
RAPE	13	36	-63.9%
ROBBERY	209	212	-1.4%
ASSAULT	131	138	-5.1%
HUMAN TRAFFICKING – SEX ACT	3	4	-25.0%
BURGLARY	325	347	-6.3%
MOTOR VEHICLE THEFT	278	281	-1.1%
ARSON	15	17	-11.8%
LARCENY THEFT	2,566	2,681	-4.3%
TOTAL	3,543	3,719	-4.7%

Peer City Example: San Francisco

Work to Date: Workshop

Dashboard template created from workshop feedback

Timeline

Beta Testing	Summer 2019
Kickoff Meeting	November 2019
Training for Data Access	November 2019
Public Safety Dashboard Workshop	January 2020
Dashboard Construction	January – March 2020
DFR/CTS Systems Access	February 2020
City and Community Feedback	Ongoing
First Dashboard Release: DPD	March 2020
Begin DFR and CTS Dashboards	April 2020

Next Steps: Community Feedback

- People
  - Constituents
  - Councilmembers
  - City Leadership and Departments
- Channels
  - Social Media
  - Flyers and Posters (English/Spanish) at City Facilities
  - Online Survey Link
- Events

Next Steps: Continued Dashboard Buildout

- Incorporation of community and leadership feedback, as appropriate
- Data integration and organizational structure
- Design and flow
- Development of additional public safety dashboards to replace static reports

Recap

- Process of converting static reporting to dynamic format for city and public consumption
- Continue work on construction of new data tables
- Introduce ongoing feedback loop into dashboard product
- Pioneer dashboard model for other city departments

Public Safety Interactive Dashboards Update

Public Safety Committee

February 10, 2020

Laila Alequresh, Chief Innovation Officer
Jon Fortune, Assistant City Manager