

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 1/3rd 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

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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%