

Memorandum



CITY OF DALLAS

DATE June 4, 2021

TO Honorable Members of the Public Safety Committee

SUBJECT **May 10, 2021 Public Safety Committee Update**

At the May 10, 2021 Public Safety Committee Meeting, Committee Members asked staff several questions and requested some additional information. Below is a summary of the requested information.

1. Regarding the implementation of the KPMG staffing model, what is the explanation as to why we are seeing a reduction in violent crime in some patrol divisions vs. others?

KPMG staffing changes are designed to improve response times. Response times are often a competing goal for resources vs. crime reduction efforts. A violent crime reduction in some patrol divisions and not others is most likely due to one of the many other factors involving crime change. For example, one distinctive difference in comparing this year to last year regarding divisions (such as the Northwest and North Central Patrol Divisions) with the entertainment areas (bars, restaurants, clubs) is that last year they were shut down; whereas now, they are open causing greater interaction where conflict and arguments are occurring more frequently.

2. Provide the Public Safety Committee the number of patrol officers assigned to the North Central Patrol station that are performing special assignments for tasks other than patrol.

Ten of the personnel assigned to the North Central division are on special assignment at other locations. Six officers are on special assignment due to injury or illness and will resume working at North Central patrol when they return to full duty. The remaining four are assigned to project safe neighborhood, the racing/speeding task force, and DWI enforcement.

North Central is one of the smallest patrol stations (tied with central) with about 11% of patrol officers, but those on special from North Central patrol account for less than 8% of officers on temporary assignment away from their home station. The most common causes of temporary assignment are injuries and military leave. We continue to monitor daily staffing to ensure we maintain minimum levels.

3. Why did DPD experience an uptick in 911 hangs up for April?

When comparing March 2021 to April 2021, we have found that 911 performance improved despite the increased number of 911 new hires being placed in On the Job Training (OJT). OJT requires that experienced staff sit side-by-side with the trainee. As result, the experienced staff member's usual productivity decreases as the trainee

learns how to process 911 calls with constant oversight from the trainer. As we add more staff in OJT, there is a possibility of a performance impact.

- i. March 2021 Service Level was 56.59%
- ii. April 2021 Service Level up to 60.24%

Several factors may contribute to the 911 hang-up call types to increase in April 2021 (723) compared to April 2020 (476). The primary factor is that callers often hang up soon after receiving the automated message and/or the caller hangs up when the call is in process of being answered. When the 911 Call Taker calls the number back, they do not answer. After two attempts, 911 Call Takers will enter a 911 hang-up call will be entered as a call for service, and an officer will be dispatched to the location.

4. What factors contributed to April 2021 experiencing in increase the response times over April 2020.

Response times decreased for priority 1 calls but increased for priority 2, 3, and 4 calls when comparing April 2020 to April 2021. This can be attributed to an increase in the total number of priority 1, 2, and 3 calls for the same period. The increase in the total calls for service appear to be the main factor in the change.

P1: 20% Increase over April 2020
P2: 10.4% Increase over April 2020
P3: 9.6% Increase over April 2020

Calls for Service by Priority

	P1	P2	P3	P4
2020	2,852	22,178	12,004	7,496
2021	3,569	24,741	13,272	7,287

5. Provide the Public Safety Committee a fleet replacement matrix for DFR's equipment.

The table below details the department's engines, rescues, and trucks that serve in a frontline capacity in order of model year. Assuming funding availability and no performance-related impacts, the department targets engines to be replaced once they have reached 10 years-in-service, rescues at 4 years-in-service, and trucks after 12 years-in-service to ensure cost effectiveness and adequate lead-time for delivery once ordered. The department is currently awaiting the delivery of 39 vehicles across all apparatus types which is detailed below.

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Dallas Fire-Rescue: Front-Line Apparatus

Model Year	Engine	Rescue	Truck	Grand Total
2004		1		1
2006		2	2	4
2011	13	1	2	16
2012	5	5		10
2013		2		2
2014	9	2	5	16
2015	5		1	6
2016	1	8		9
2017	5	8	1	14
2018	7	18	2	27
2019	4	19	3	26
2020	3		3	6
2021	8		3	11
Grand Total	60	66	22	148
	Engine	Rescue	Truck	Grand Total
Count Ordered - Awaiting Delivery	9	24	6	39

Please contact me if you have any questions.



Jon Fortune
Assistant City Manager

c: T.C. Broadnax Jr., 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