

# Memorandum



CITY OF DALLAS

DATE September 13, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Fire-Rescue's Public Safety Dashboard**

The Dallas Fire Rescue's Department is dedicated to openness, transparency, and accountability. On August 9, 2021, DFR presented to the Committee a live Public Safety Dashboard.

We strongly encourage the committee to explore the up-to-date measures and data. You can access the DFR's Performance Dashboard using the following link: <https://dallascitydata.dallascityhall.com/views/DFRDashboarbanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSETIMES?:isGuestRedirectFromVizportal=y&:embed=y>

Staff is available to answer any questions or concerns.

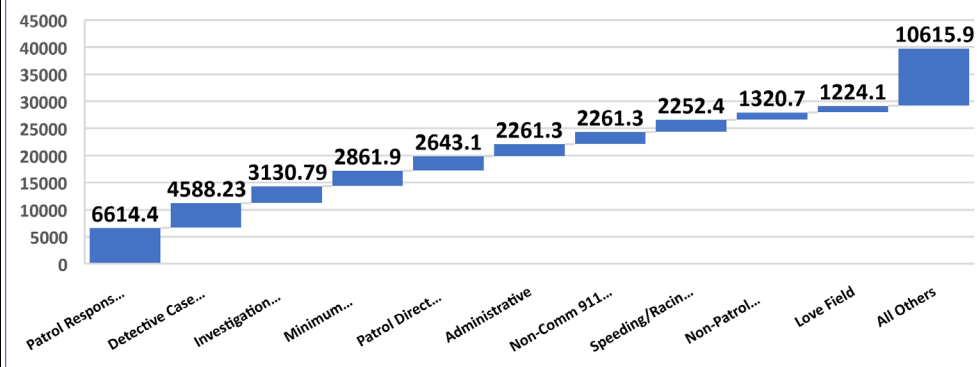
Jon Fortune  
Assistant City Manger

c: T.C. Broadnax, City Manger 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	Jon Fortune, 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
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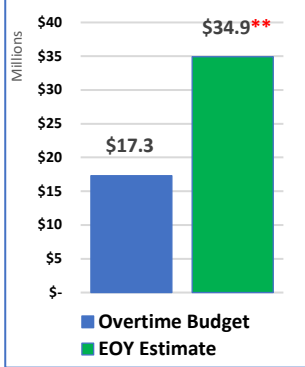
# Dallas Police Department Dashboard August 2021

## FY20-21 BUDGET

### August Top 10 OT Activity Codes (By Hrs.)



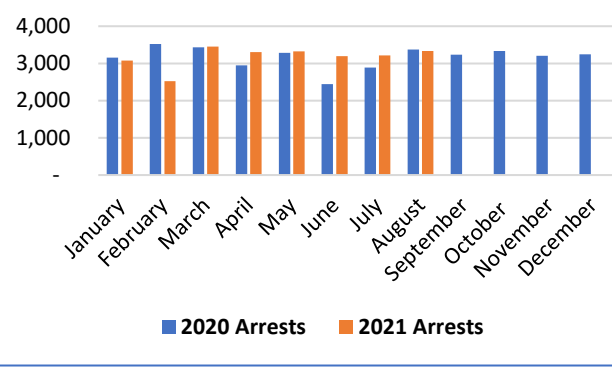
## Worn Overtime



## Total Budget



## Total Arrests YTD



## CRIME REPORTING\*\*\*\*\*

## Year to Date Crime (NIBRS)

January 1, 2021 - August 31, 2021

		2021	2020	Count DIFF	% Change	Clearance Rate
Person	Assault Offenses	19,340	19,660	-320	-1.6%	61.8%
	Agg Assault FV	1,345	1,300	45	3.5%	
	Simple Assault FV	10,847	11,218	-371	-3.3%	
	Homicide Offenses	167	154	13	8.4%	77.4%
	Murder & Nonnegligent Manslaughter	141	144	-3	-2.1%	
	Human Trafficking	25	17	8	47.1%	70.8%
	Kidnapping / Abduction	104	105	-1	-1.0%	75.3%
	Sex Offenses, Forcible	508	525	-17	-3.2%	81.1%
	Sex Offenses, Nonforcible	-	-	0	-	-
	Sub-Total	20,144	20,461	-317	-1.5%	62.6%
Property	Arson	141	128	13	10.2%	8.8%
	Bribery	1	4	-3	-	0.0%
	Burglary / Breaking & Entering	4,399	5,462	-1,063	-19.5%	7.2%
	Counterfeiting / Forgery	223	368	-145	-39.4%	15.9%
	Destruction / Vandalism	6,944	7,334	-390	-5.3%	10.2%
	Embezzlement	144	162	-18	-11.1%	17.7%
	Extortion / Blackmail	11	5	6	-	0.0%
	Fraud	1,321	1,292	29	2.2%	52.0%
	Larceny / Theft	18,192	17,831	361	2.0%	4.2%
Society	Motor Vehicle Theft	7,430	7,084	346	4.9%	8.7%
	Robbery	1,702	2,283	-581	-25.4%	27.1%
	Stolen Property Offenses	321	84	237	282.1%	92.0%
	Sub-Total	40,829	42,037	-1,208	-2.9%	9.7%
	Animal Cruelty	63	77	-14	-18.2%	16.7%
	Drug / Narcotics	6,757	4,132	2,625	63.5%	67.9%
	Gambling	40	51	-11	-21.6%	0.0%
	Pornography / Obscene Material	21	36	-15	-41.7%	88.9%
	Prostitution Offenses	213	338	-125	-37.0%	87.1%
Weapon Law Violations	1,965	1,298	667	51.4%	79.1%	
	Sub-Total	9,059	5,932	3,127	52.7%	70.2%
	Total	70,032	68,430	1,602	2.3%	31.9%

## SWORN STAFFING AND HIRING

## FISCAL YEAR\*\*

Function	FY 20-21	FY 19-20	FY 18-19
CBD	85	104	104
Central	184	176	190
NE	335	353	313
SE	308	314	299
SW	266	288	274
NW	241	248	237
NC	183	182	184
SC	318	322	286
Nuisance Abatement	8	6	2
Community Affairs (NPO)	82	3	6
Right Care	13	1,996	1,895
<b>Patrol Total</b>	<b>2,023</b>		
<b>Support</b>	<b>109</b>	<b>146</b>	<b>140</b>
<b>Administrative</b>	<b>117</b>	<b>113</b>	<b>120</b>
<b>Investigations</b>	<b>477</b>	<b>468</b>	<b>438</b>
<b>Tactical and Special Ops</b>	<b>246</b>	<b>249</b>	<b>251</b>
<b>Trainees</b>	<b>117</b>	<b>177</b>	<b>223</b>
<b>Total</b>	<b>3,089</b>	<b>3,149</b>	<b>3,067</b>

## PATROL PERFORMANCE

## CALENDAR YEAR TO DATE

Crime Change by Division				Response time	
Person	Property	MTD Total	YTD Total	Priority 1	Priority 2
14.55%	11.45%	3.21%	18.94%	6.79	25.94
-2.71%	-1.22%	-4.86%	3.19%	8.37	35.16
-11.29%	-18.41%	-13.03%	-9.13%	8.01	38.66
-2.95%	-9.57%	-6.65%	-0.40%	7.69	26.97
16.52%	-0.78%	-2.13%	6.93%	9.20	29.40
8.09%	6.17%	-0.76%	8.03%	8.59	28.86
-6.31%	-15.68%	-4.83%	-4.02%	7.92	29.03

## INTERNAL AFFAIRS

Complaint Type		2021 YTD	2020 YTD	% Change
Investigations Completed		245	193	26.9%
Use of Force Complaints Received		21	37	-43.2%
Investigations Over 200 Days *****				
Active Investigations	11	Awaiting Chief of Police Hearing		1
Investigation suspended	13	Awaiting Bureau Chief Hearing		6
Awaiting Corrective Action	12	Total		43

## COMMUNICATIONS

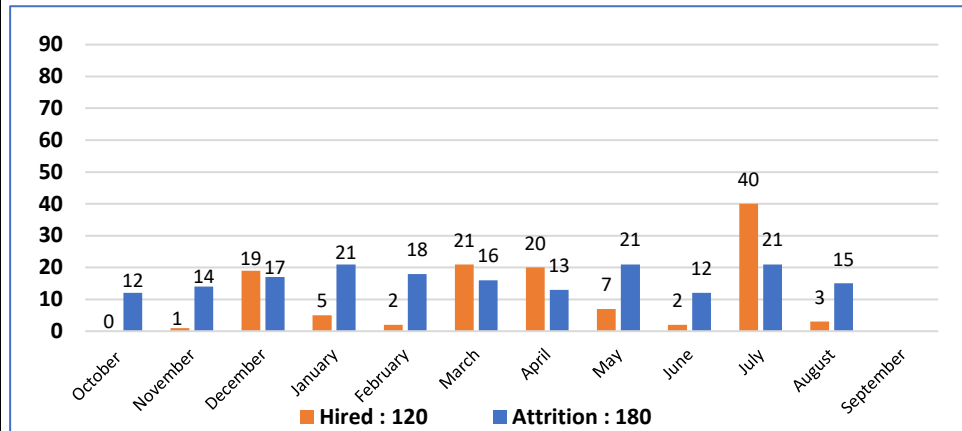
## 911 Call Center Information

911 Calls MTD	Aug Avg Answer	Aug Service Level
163,077	6 Seconds	88.26%

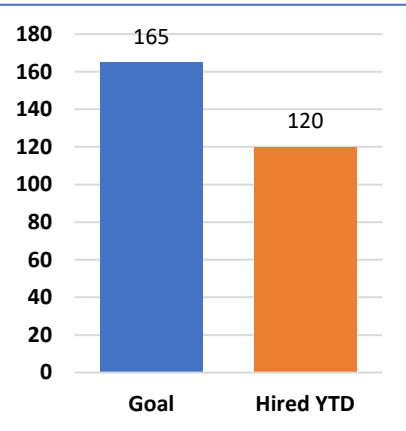
## 911 Operator Staffing

Trainee	Operator	Actual	Authorized
21	80	101	97

## FY 20-21 Hiring and Attrition



**FY20-21 Hiring Goal : 150**



## Top 911 Calls

Type	Calls YTD	August-2021	August-2020
Major Disturbance	74,733	10,145	10,141
*****			
Other Incidents	39,961	5,738	5,189
*****			
Other Escalated	36,948	4,927	5,012
Suspicious Person	16,143	2,233	2,249
Minor Accident	20,105	2,655	2,363
Business Alarm	12,586	1,510	1,379
Major Accident	12,521	1,835	1,443
Loud Music	14,844	1,693	1,759
Burg Motor Veh	2,508	409	290
Crisis Intervention	8,060	1,015	925
911 Hang-up	6,208	722	660

## MTD Reports

Expeditor Reports	DORS Reports
1,427	1,237

## 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
Aug-21	8.86	40.80	215.57	273.79	50,513
<b>YTD 2021</b>	<b>8.15</b>	<b>32.24</b>	<b>146.72</b>	<b>199.14</b>	<b>377,517</b>
Aug-20	8.25	26.70	106.11	142.47	52,629
<b>YTD 2020</b>	<b>9.66</b>	<b>26.73</b>	<b>89.89</b>	<b>122.27</b>	<b>382,214</b>

## Notes:

\*DPD recently refined its >180 OT activity codes. New overtime activity codes further improve internal management opportunities as well as improve clarity/transparency to City Council. Results of these changes are now reflected in this report.

\*\*\*YE estimate based on FY21's YTD expenditure trends.

\*\*\*Staffing shown is end of fiscal year actuals, Right Care officers and NPO tracked separately starting FY 20-21.

Support: Youth Outreach, Communications, Staff Review, Academy, Auto Pound, Detention Services, Crime Analysis, Property Recovery.

**Tac and Special Ops: Love Field, SWAT, Traffic, Helicopter, Mounted / K9, Gang.**

Administrative: Executive Staff and Assistants, Personnel, Records, Legal, Property Room, Planning, Financial.

\*\*\* 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 to an. offense

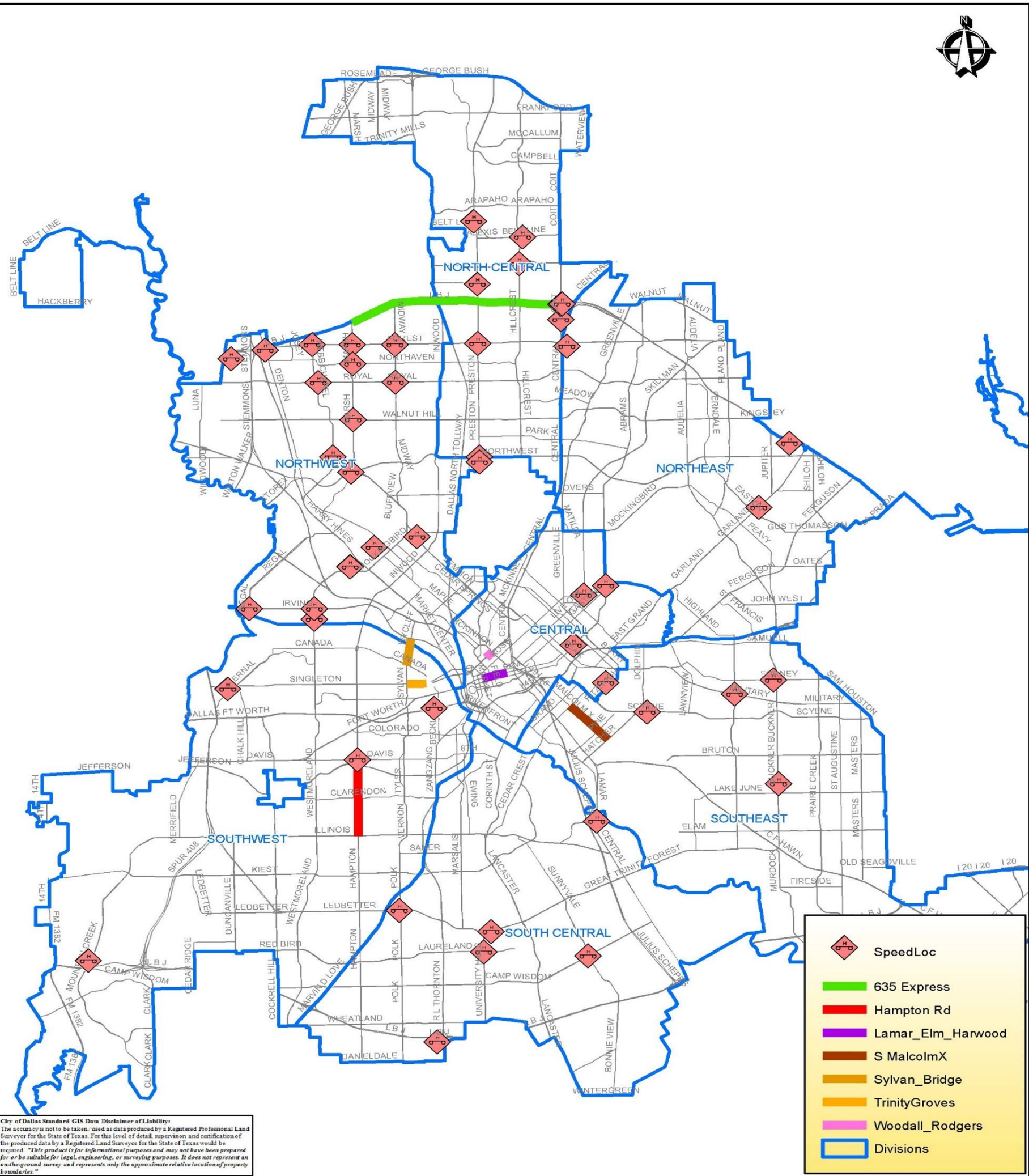
\*\*\*\*\* Crime reporting now includes NIBRS data. Data is preliminary.

\*\*\*\*\* Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving suspension or termination .



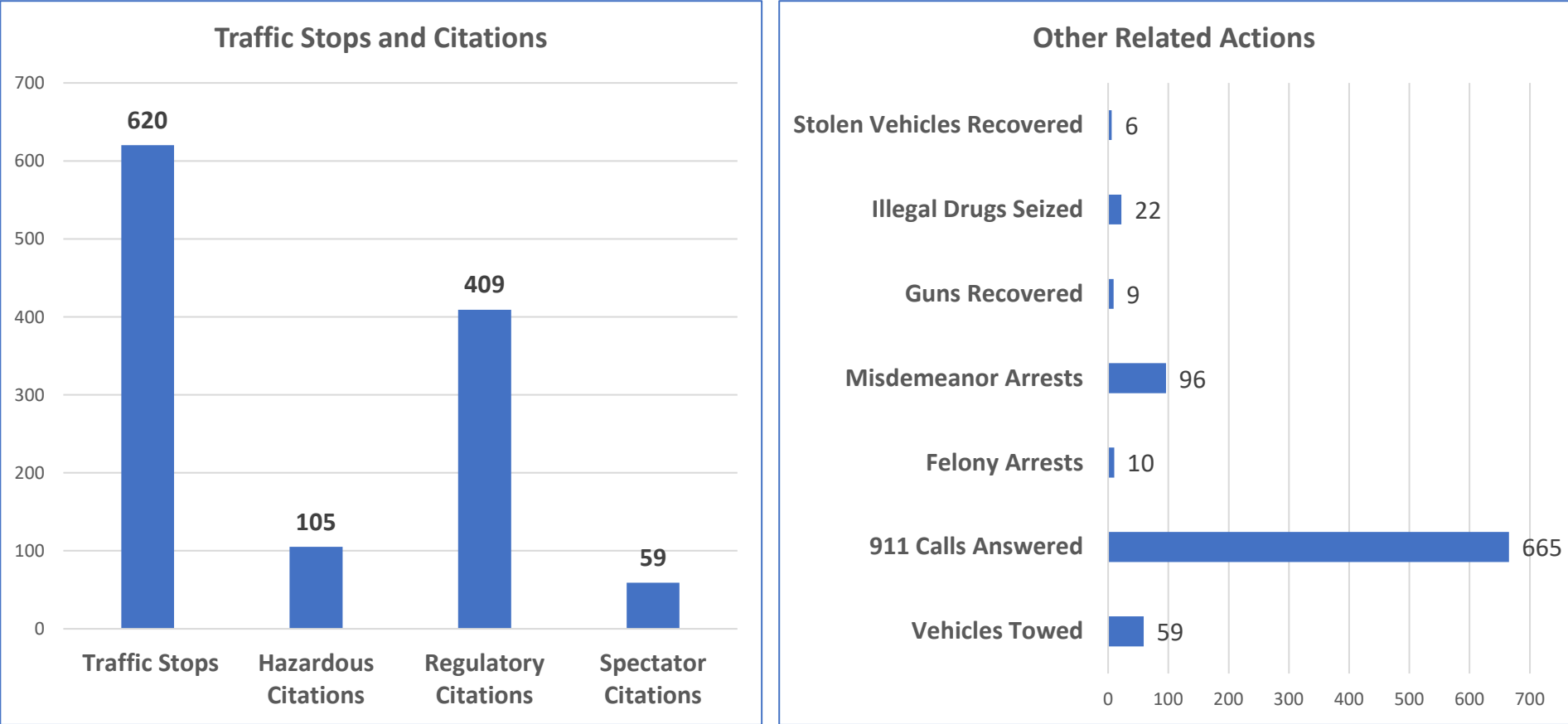
Dallas Police Department Racing / Speeding Dashboard August 2021

Racing / Speeding Hotspots

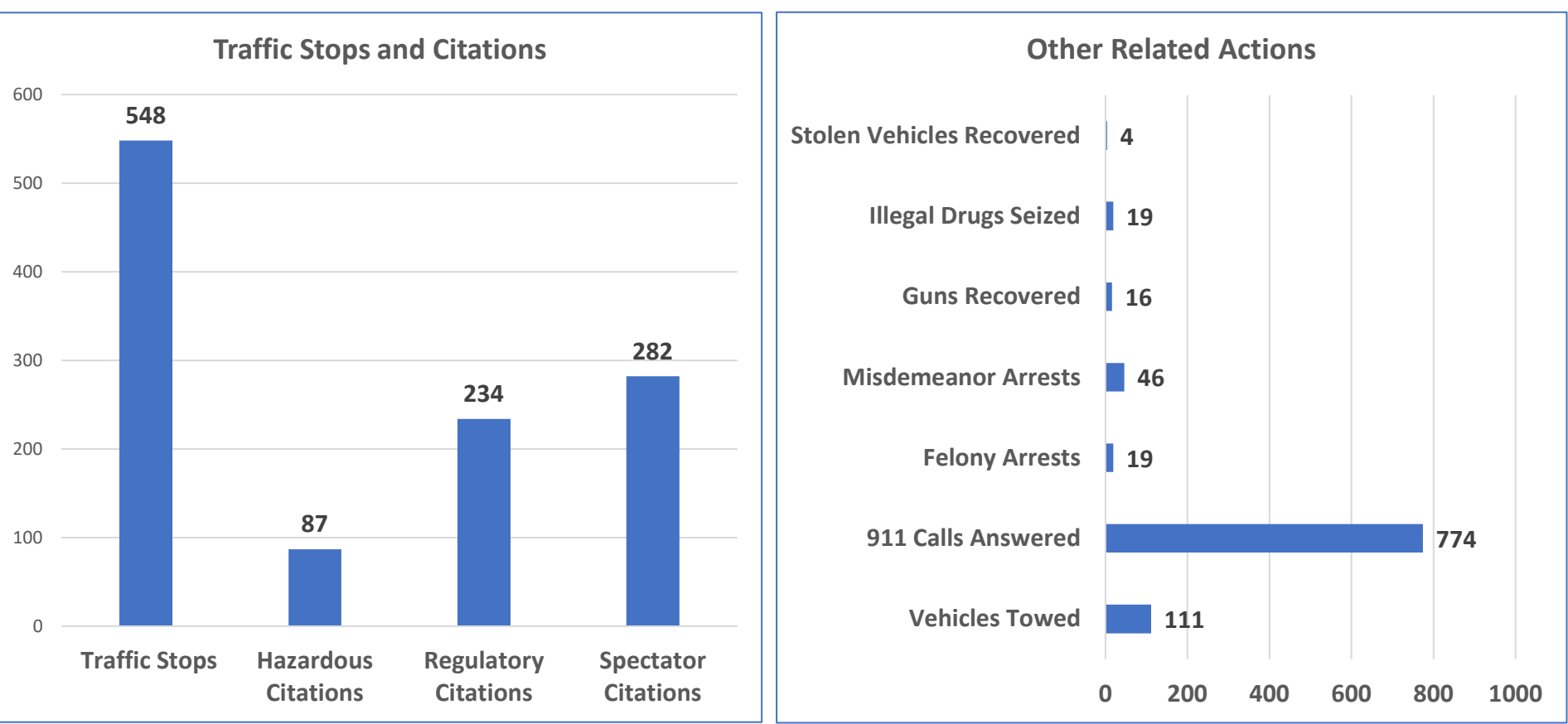


Racing / Speeding Operational Activity

July



August



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.

# Memorandum



CITY OF DALLAS

DATE September 13, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **911 Communications Dashboards Correction**

Regarding the average answer time data as reported on the monthly 911 Communications Dashboard, the Dallas Police Department has discovered an error in which this information had been previously reported. The Dallas Police Department has corrected the calculations and has provided below the updated and corrected average answer response times for fiscal year 20-21. As you can see, our recent efforts have made a dramatic improvement in the level of service.

## FY' 20-21 Average Answer Times

Month	Average Answer Time in Seconds
Oct-20	17.00
Nov-20	13.00
Dec-20	15.00
Jan-21	14.00
Feb-21	41.00
Mar-21	24.00
Apr-21	22.00
May-21	38.00
Jun-21	33.00
Jul-21	11.00
Aug-21	6.00

If you have any questions, please don't hesitate to contact me.

Eddie Garcia  
Chief of Police  
[Attachment]

c: T.C. Broadnax, City Manger  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Majed A.Al-Ghafry, Assisatnt City Manager  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Jon Fortune, 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

"Our Product is Service"  
Empathy | Ethics | Excellence | Equity

# 9-1-1 Communications Dashboard

## Call Center Staffing



■ Total Call Takers  
\*2 Senior CT Vacancies\*  
  
\*911 Operator Staffing  
Senior Call Takers – 6  
\*Call Takers - 74  
\*Trainees – 21  
Total On Staff – 101  
Total Staff Authorized – 97  
\*Over hired due to 10/1 prep\*



August 2021  
Service Level

88.26%



YTD Service Level  
Jan 1 – August 31, 2021

63.16%



Average Answer Time  
August 2021

0:06



August 2021  
Total 911 Calls

163,077



Call Takers in Training

21

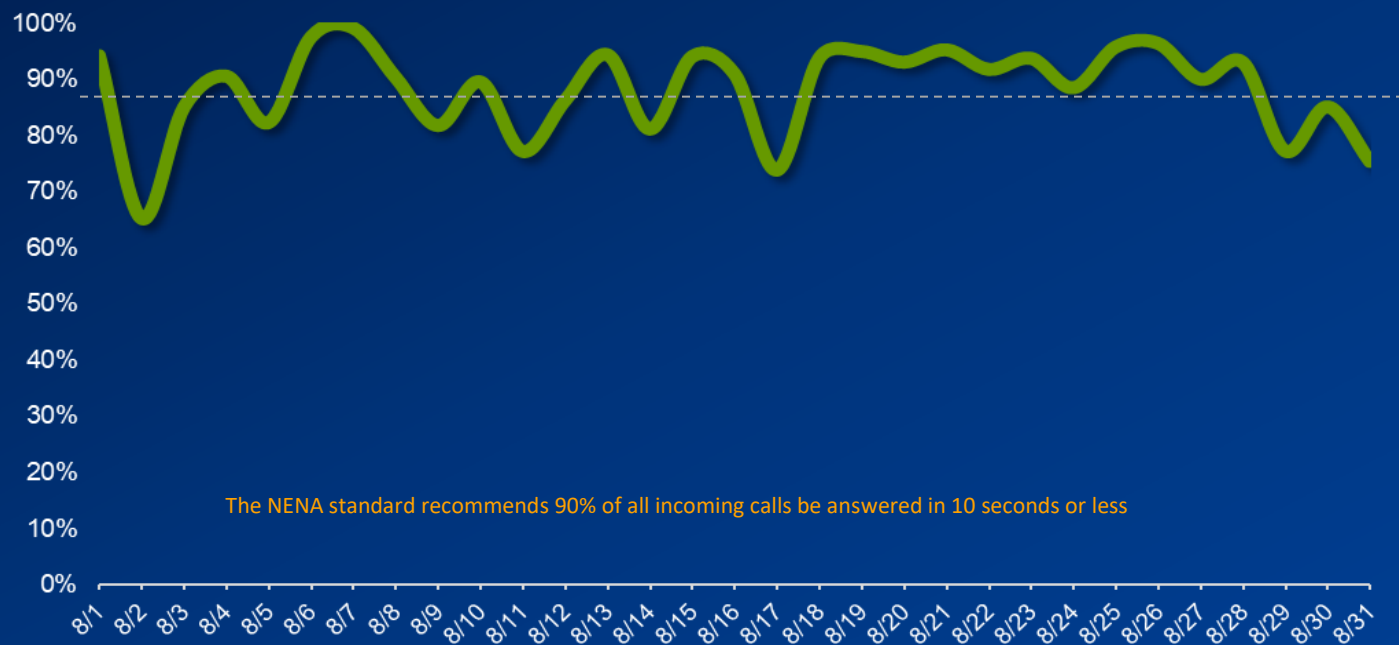


Call Takers in Background

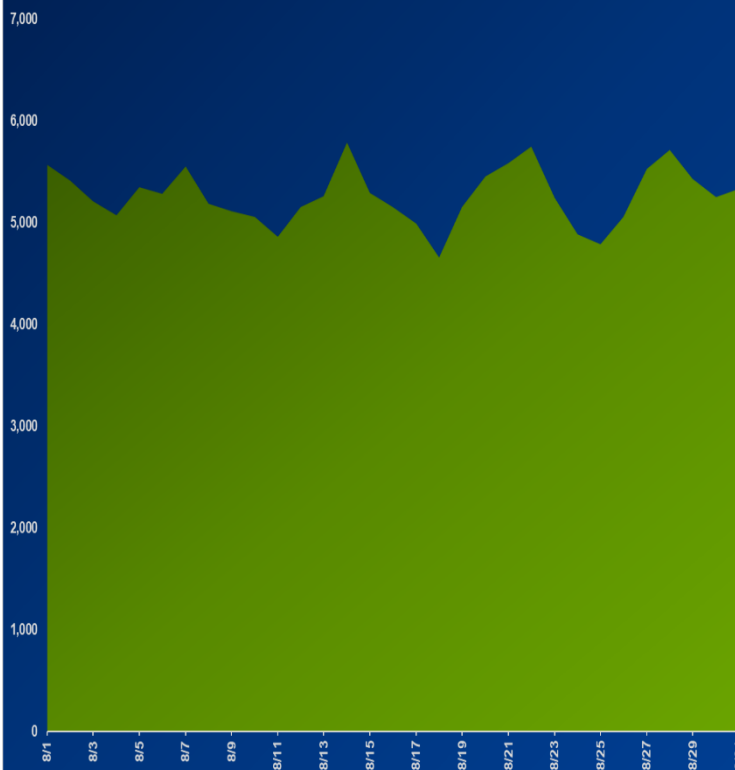
30

8 CT's start 9/13/21

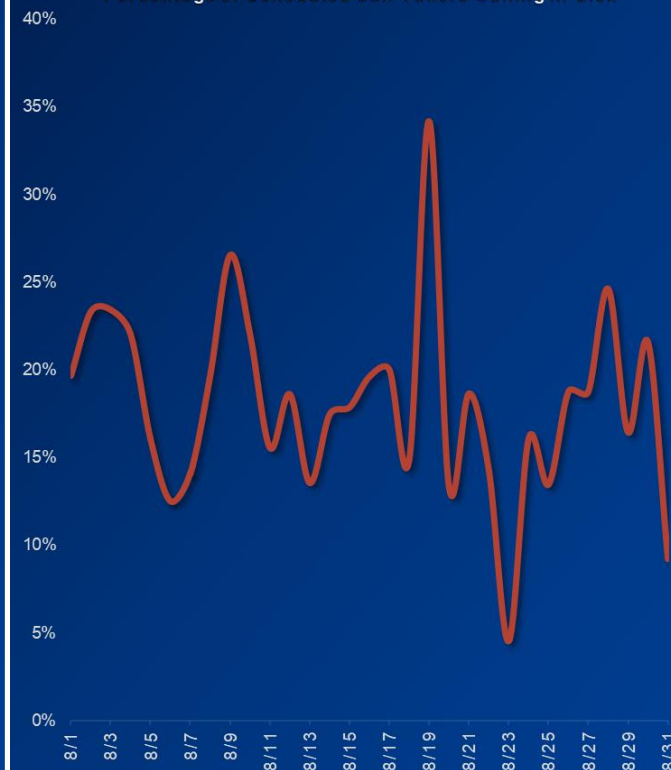
## August 2021 Service Levels



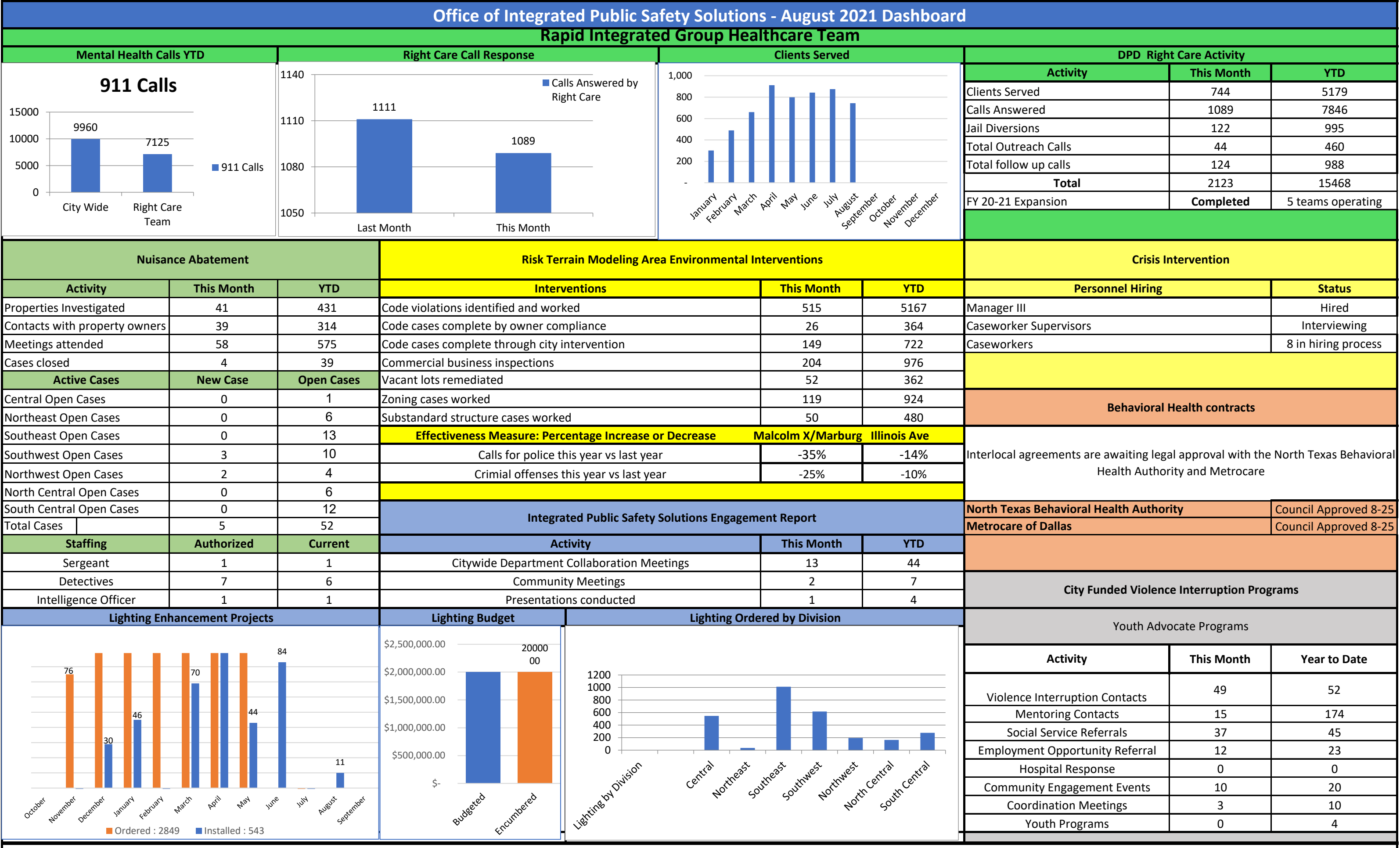
## August 2021 Emergency Calls Recieved



## Percentage of Scheduled Call Takers Calling in Sick

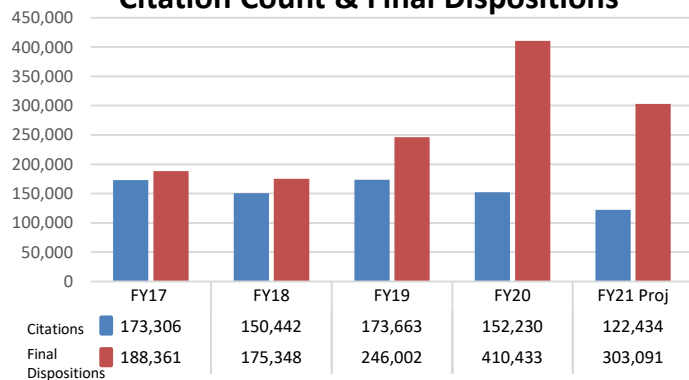






# Municipal Court Dashboard: Month Ending August 31, 2021

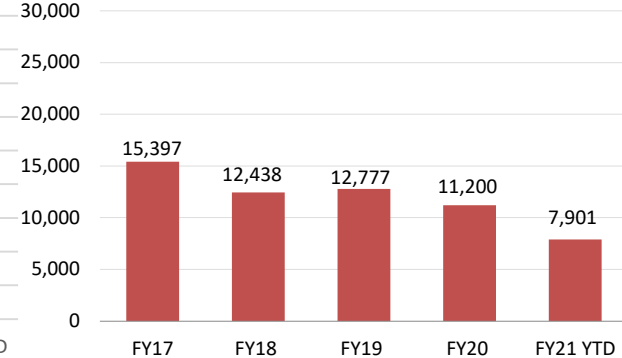
## Citation Count & Final Dispositions



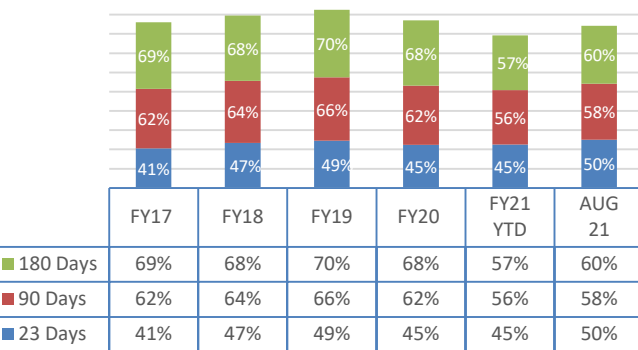
## Average Collection Per Citation



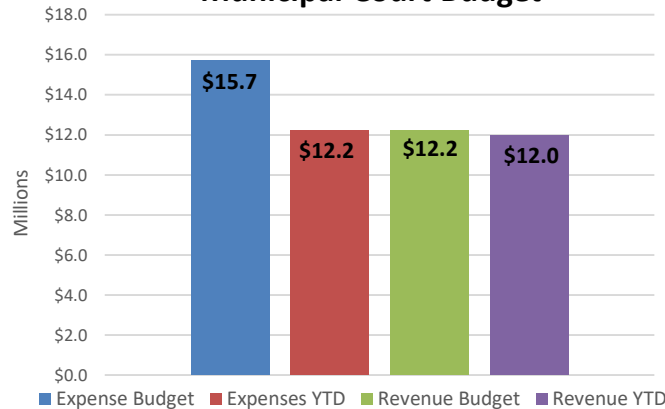
## City Detention Center Book-Ins



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

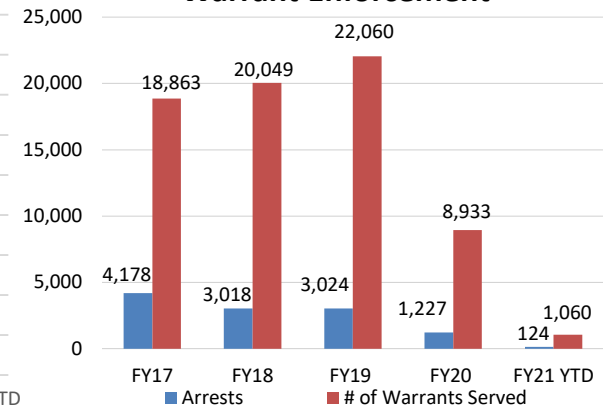


## \*Municipal Court Budget

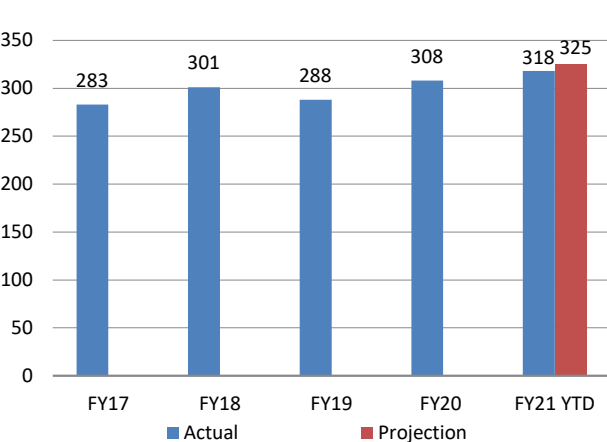


\*YTD numbers are based on estimates since final data is not available at this time

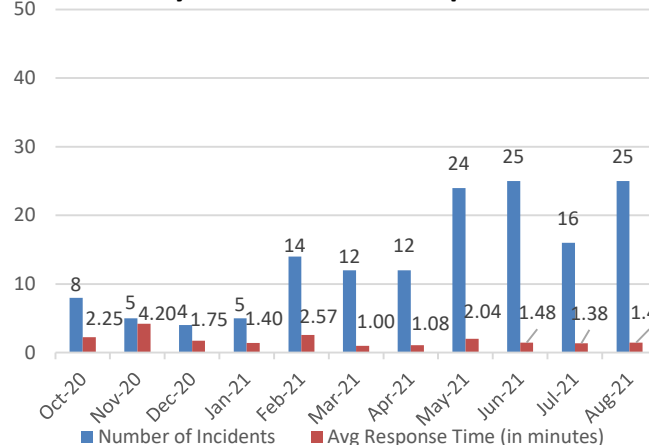
## Warrant Enforcement



## Environmental Cases Filed



## Security Incidents and Response Time



## Courthouse Dispositions

