

# Memorandum



CITY OF DALLAS

DATE November 5, 2021

TO Honorable Members of the Public Safety Committee

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

Dallas Fire-Rescue's digital dashboard has been in place for the last several months, making it easier to be open and transparent with all departmental operations. Recently, DFR acquired access from the Department of Business Intelligence and Data Analytics and is working to make sure even more information is available to you.

You can access DFR's dashboard using the following link:

<https://dallascitydata.dallascityhall.com/views/DFRDashboardBanner1/911DALLASFIRE-RESCUEINCIDENTSRESPONSETIMES?isGuestRedirectFromVizportal=y&embed=y>

If you have any questions or would like to see any changes/additions to the dashboard, feel free to contact Executive Assistant Chief Randall (Bret) Stidham at [randall.stidham@dallascityhall.com](mailto:randall.stidham@dallascityhall.com).

For your quick reference attached you will find snapshots of the Dashboards. Staff is available to answer any questions.

Jon Fortune  
Assistant 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, 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



# 911 DALLAS FIRE-RESCUE INCIDENTS & RESPONSE TIMES

## INCIDENTES DEL 911 DALLAS FIRE-RESCUE Y TIEMPOS DE RESPUESTA

251,768

Total 911 DFR Incidents  
Incidentes totales de 911 DFR

84%

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

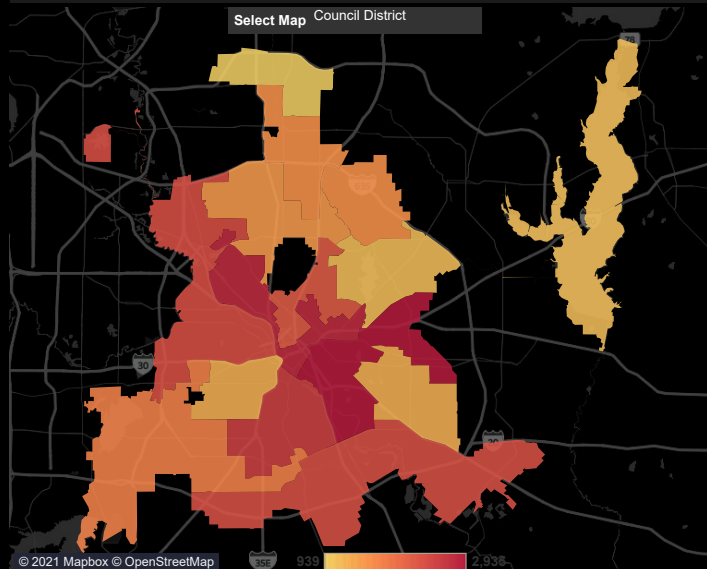
84%

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

### Incident Heatmap

Mapa de calor de incidentes

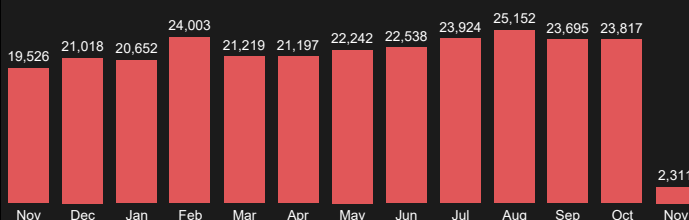
Click on the map to filter data by ZIP Code or Council District



### Incidents by Month

Incidentes por mes

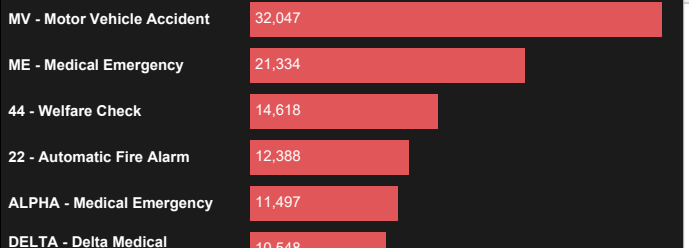
Click on the chart to filter data by month



### Incidents by Type

Incidentes por tipo

Click on the chart to filter data by incident type



Click on the charts to filter the data to specific ZIP Codes, council districts, months, or categories. Haga clic en los gráficos para filtrar los datos por código postal, distritos del concejo, meses o categorías.  
Source: Data is provided by the City of Dallas's 911 Incident Database (CAD). Council district maps and city limits maps are provided by the City of Dallas's public REST API.



# FIRE INCIDENTS

## INCIDENTES DE INCENDIOS



**20,529**

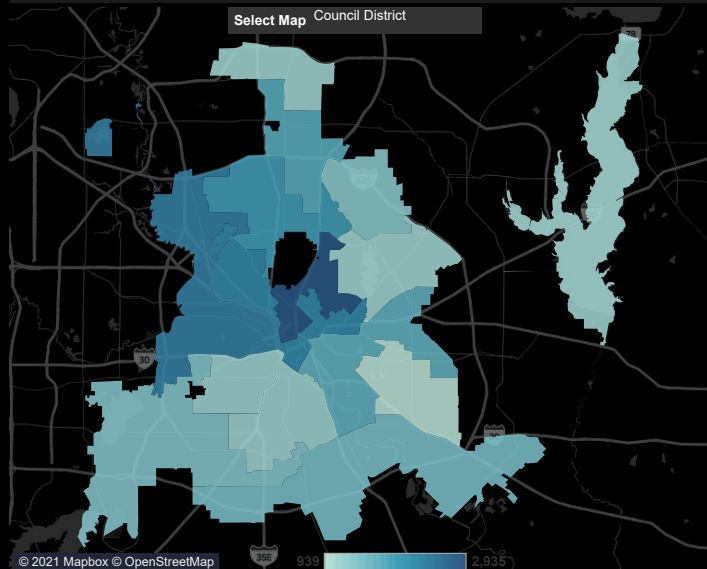
Total Fire Incidents  
*Incidentes totales de incendios*

**84%**

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

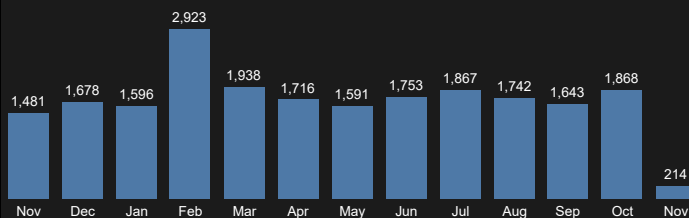
### Fire Incident Heatmap

*Mapa de calor de incidentes de incendios*  
Click on the map to filter data by ZIP Code or Council District



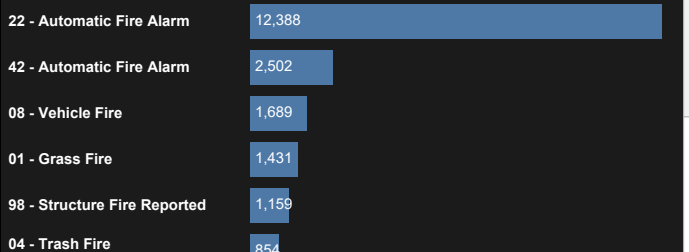
### Fire Incidents by Month

*Incidentes de incendios por mes*  
Click on the chart to filter data by month



### Fire Incidents by Type

*Incidentes de incendios por tipo*  
Click on the chart to filter data by incident type



Click on the charts to filter the data to specific ZIP Codes, council districts, months, or categories. *Haga clic en los gráficos para filtrar los datos por código postal, distritos del concejo, meses o categorías.*  
Source: Data is provided by the City of Dallas's 911 Incident Database (CAD). Council district maps and city limits maps are provided by the City of Dallas's public REST API.



# ARSON & SIGNIFICANT FIRES

## INCENDIOS PROVOCADOS E INCENDIOS SIGNIFICATIVOS



220

Arson Cases  
Casos de incendios provocados

53

Arson Cases Cleared by Arrest  
Casos de incendios provocados resueltos mediante un arresto

57

Significant Fires  
Incendios significativos

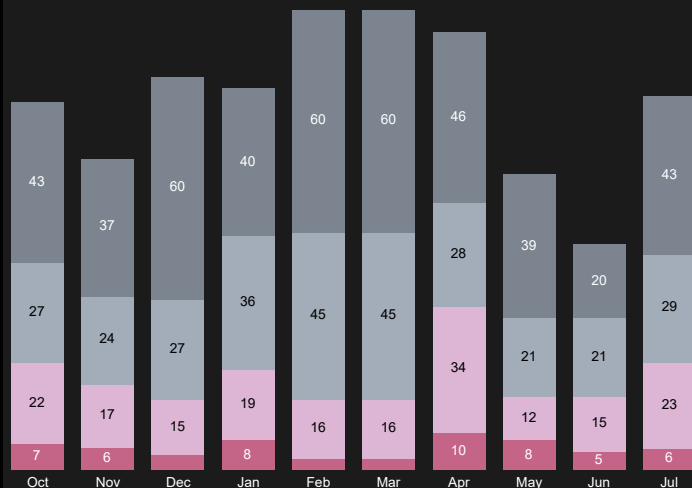
6

Fire Fatalities  
Muertes por incendio

### Arson Investigation Case Breakdown by Month

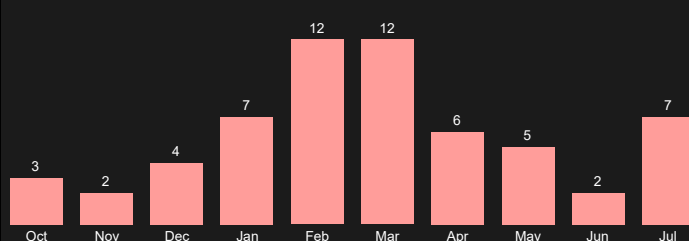
Desglose de casos de investigaciones de incendios provocados por mes

- Arson Cases Cleared by Arrest
- Arson Cases Not Cleared by Arrest
- Non-Arson Cases
- Cases of Undetermined Cause & Origin



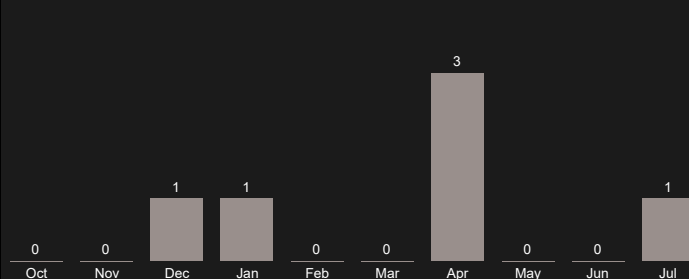
### Significant Fire Cases by Month

Casos de incendios significativos por mes



### Fire Fatalities by Month

Muertes por incendios por mes



Hover your mouse over the charts for definitions of Arson, Arson Cases Cleared by Arrest, Significant Fires, and Fire Fatalities. Pasa el cursor por encima de los gráficos para ver las definiciones de Provocación, Casos Provocados, Finalizados en Arrestos, Incendios Significativos y Fatalidades por Incendios

Source: Data is provided by the Prevention Bureau via the Dallas Fire Department. See <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.28.htm> for the legal definition of Arson.



# FIRE PREVENTION

## PREVENCIÓN DE INCENDIOS



**27,319**

Total Inspections  
*Inspecciones totales*

**17,424**

Initial Inspections  
*Inspecciones iniciales*

**9,895**

Re-Inspections  
*Reinspecciones*

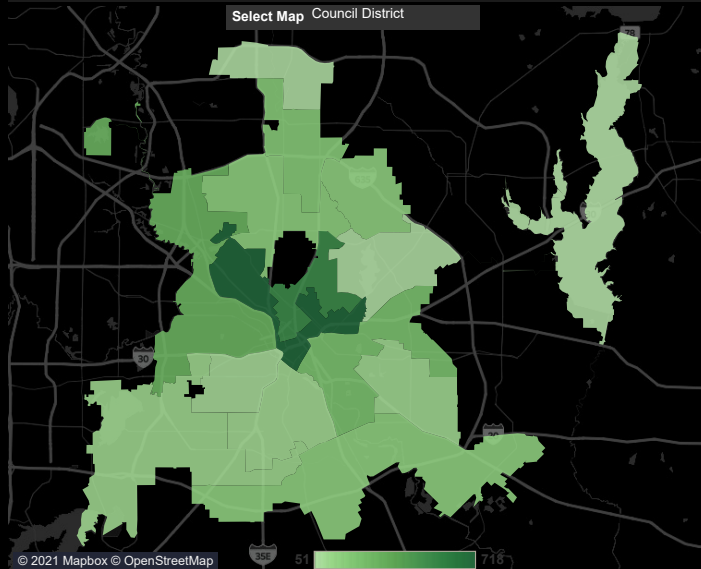
**2,617**

Smoke Detector Installations  
*Instalaciones de detectores de humo*

### Inspection Heatmap

*Mapa de calor de inspecciones*

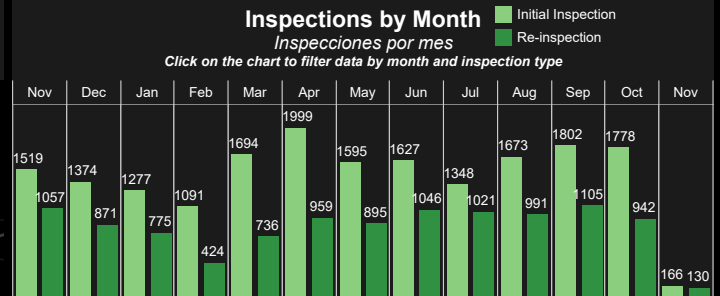
Click on the map to filter data by ZIP Code or Council District



### Inspections by Month

*Inspecciones por mes*

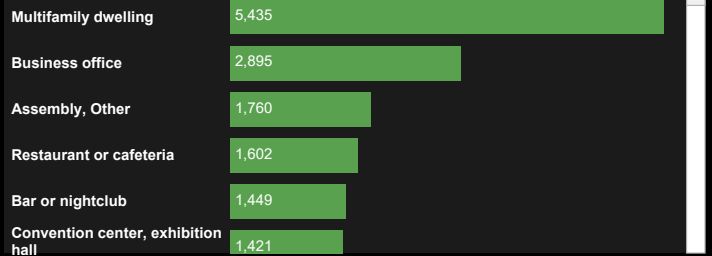
Click on the chart to filter data by month and inspection type



### Inspections by Structure Type

*Inspecciones por tipo de estructura*

Click on the chart to filter data by structure type



Click on the charts to filter the data to specific ZIP Codes, council districts, months, or categories. Haga clic en los gráficos para filtrar los datos por código postal, distritos del concejo, meses o categorías. Source: Data is provided by Streamline (<https://streamlineas.com/>), the Dallas Fire Department's fire inspection platform vendor. Council district maps and city limits maps are provided by the City of Dallas's public REST API. For additional information, refer to the Dallas Fire Code: [https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/DCH%20documents/pdf/BI\\_Ord30135\\_IFC2015.pdf](https://dallascityhall.com/departments/sustainabledevelopment/buildinginspection/DCH%20documents/pdf/BI_Ord30135_IFC2015.pdf)



# AMBULANCE UTILIZATION

## UTILIZACIÓN DE AMBULANCIAS



**43%**

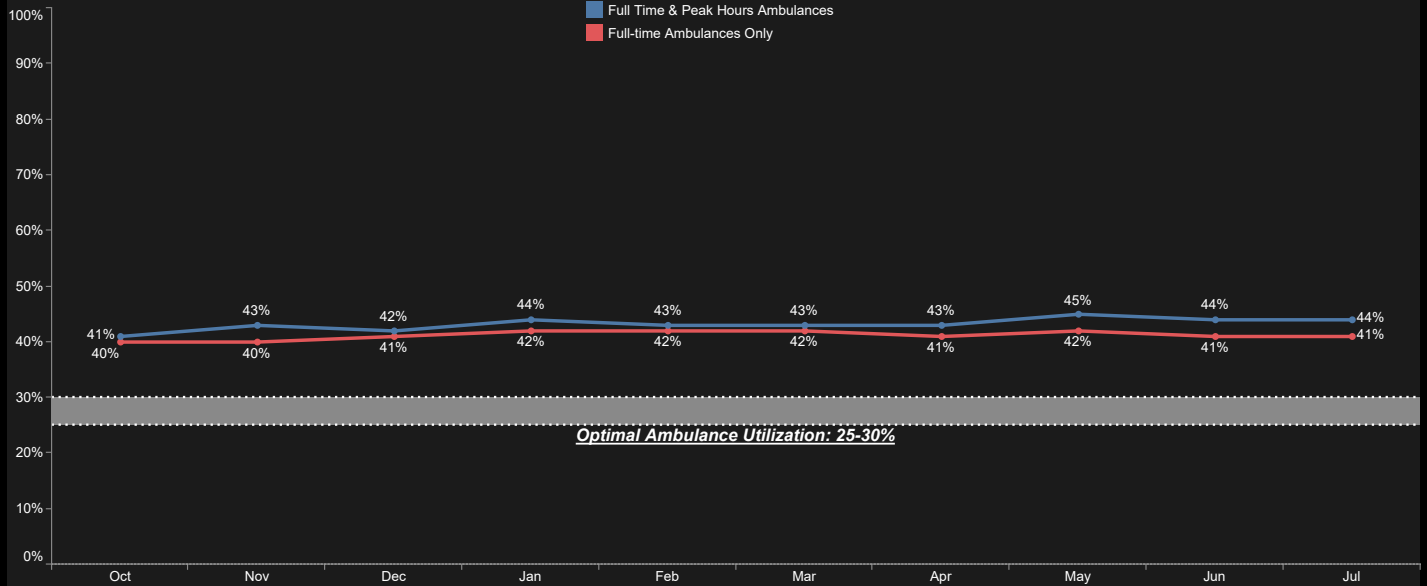
Average Full-time & Peak Hours Ambulance Utilization  
*Promedio de utilización de ambulancias a tiempo completo y en horas pico*

**41%**

Average Full-time Ambulance Utilization  
*Utilización promedio de ambulancias a tiempo completo*

### EMS Ambulance Utilization

#### Utilización de ambulancias EMS



Hover your mouse over the charts for definitions of Ambulance Utilization and Peak Hours. *Pasa el cursor por encima de los gráficos para ver las definiciones de Utilización de Ambulancias y Horas Pico.*  
Source: Data is provided by the Dallas Fire Department.



# BUDGET & STAFFING

## PRESUPUESTO Y PERSONAL

**\$259M**

Total Expenses  
Gastos totales

**2,007**

Total Staff  
Personal total

**83**

Total Trainees  
Personal en entrenamiento total

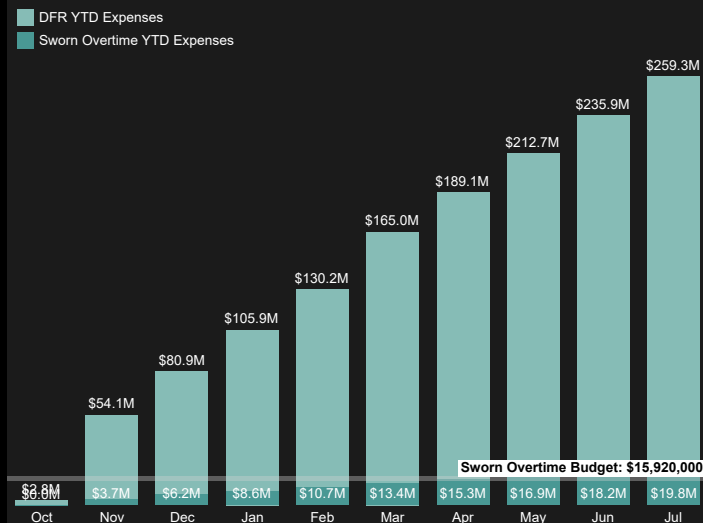
**32,326**

Total Overtime Hours Worked  
Horas totales de tiempo extra trabajadas

### Fiscal Year-to-Date Expenses by Month

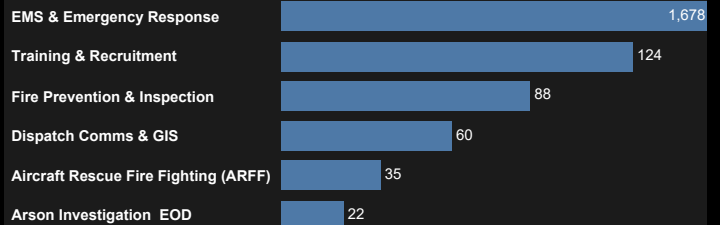
Gastos hasta la fecha por mes

DFR Total Budget: \$315,540,000



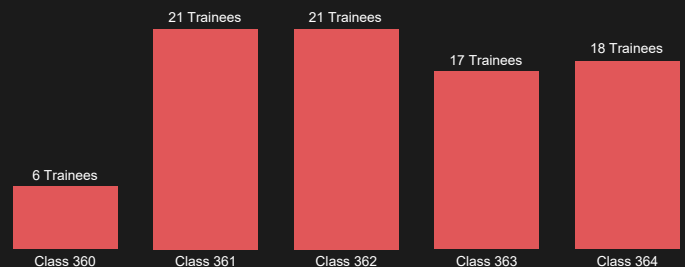
### Staff Breakdown

Desglose del personal



### DFR Academy Breakdown

Desglose de la Academia DFR



Hover your mouse over the charts for additional information on each metric. Pasa el cursor por encima de los gráficos para obtener más información acerca de cada medición.

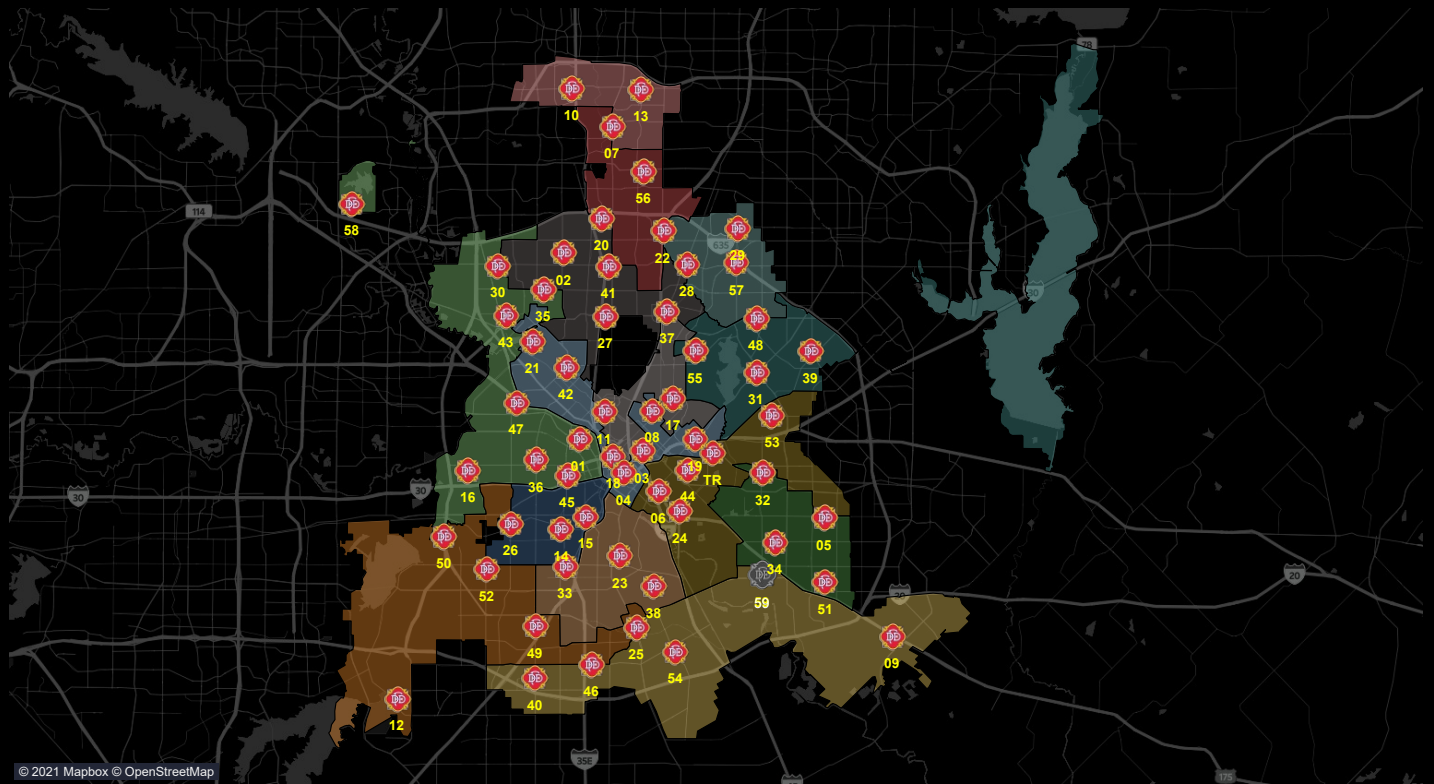
City of Dallas Fiscal Year is October - September. For example, FY 2021 refers to October 2020 - September 2021. Year-to-date (YTD) includes all current fiscal year data from October up to the current date.

Source: Data is provided by the Dallas Fire Department.



# FIRE STATIONS MAP

## MAPA DE ESTACIONES DE BOMBEROS

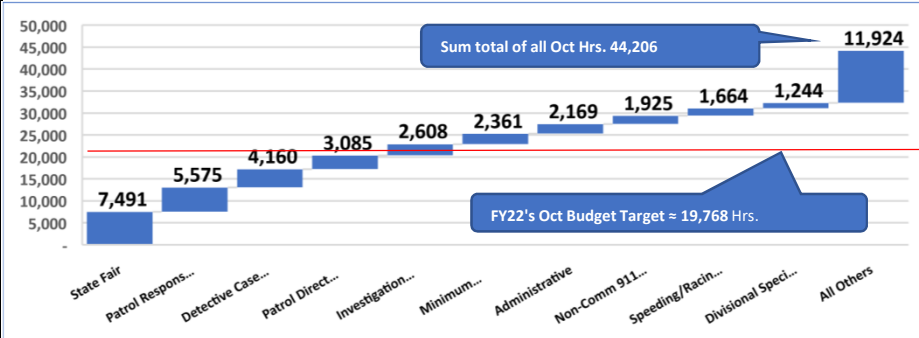
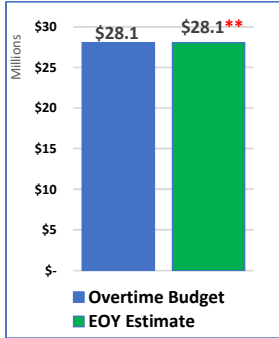

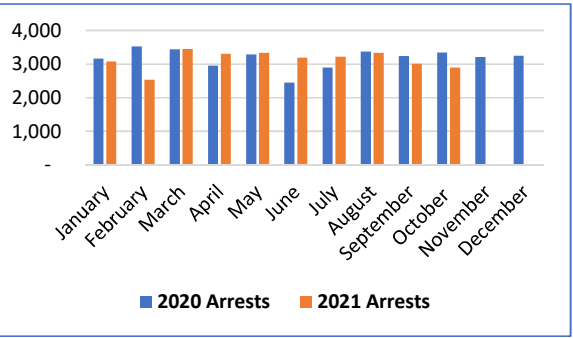
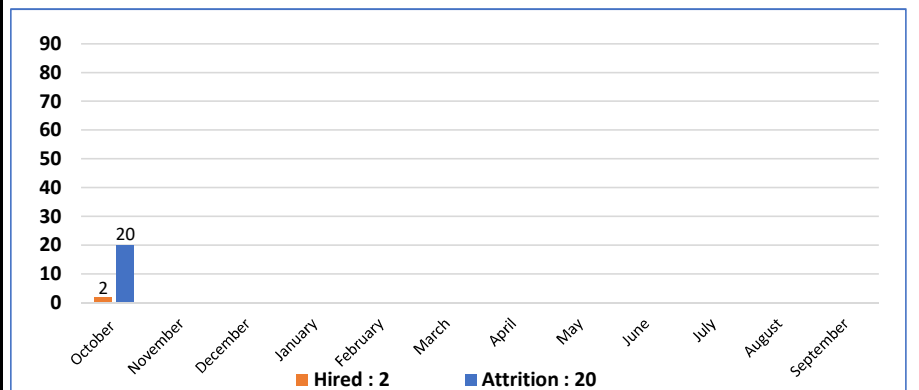
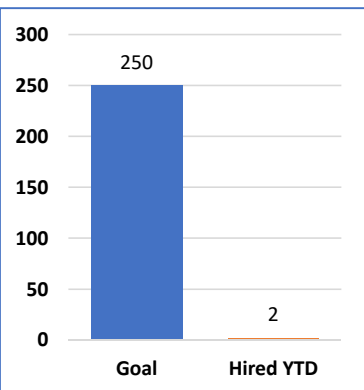


© 2021 Mapbox © OpenStreetMap

Source: Shapefiles are provided by Dallas Fire Department's GIS team. Council district maps and city limits maps are provided by the City of Dallas's public REST API. For information on each individual station, visit <https://dallascityhall.com/departments/fire-rescue/Pages/fire-stations.aspx>



Dallas Police Department Dashboard October 2021

FY21-22 BUDGET				CRIME REPORTING*****																			
October Top 10 OT Activity Codes (By Hrs.)*				Sworn Overtime		Total Budget		Total Arrests		Year to Date Crime (NIBRS) January 1, 2021 - October 31, 2021													
										Person													
													Offense	2021	2020	Count DIFF	% Change	Clearance Rate					
													Assault Offenses	24,185	24,829	-644	-2.6%	61.4%					
													Agg Assault FV	1,638	1,666	-28	-1.7%						
													Simple Assault FV	9,308	9,489	-181	-1.9%						
													Homicide Offenses	216	213	3	1.4%	69.2%					
													Murder & Nonnegligent Manslaughter	183	201	-18	-9.0%						
													Human Trafficking	28	26	2	7.7%	85.7%					
													Kidnapping / Abduction	140	143	-3	-2.1%	72.9%					
													Sex Offenses, Forcible	666	664	2	0.3%	75.9%					
													Sex Offenses, Nonforcible	-	-	0	-	-					
													Sub-Total	25,235	25,875	-640	-2.5%	62.0%					
													Property	Arson					195	166	29	17.5%	8.3%
														Bribery					2	4	-2	-	0.0%
														Burglary / Breaking & Entering					5,627	6,801	-1,174	-17.3%	6.7%
														Counterfeiting / Forgery					294	441	-147	-33.3%	12.8%
														Destruction / Vandalism					8,692	9,261	-569	-6.1%	9.7%
														Embezzlement					213	201	12	6.0%	16.8%
														Extortion / Blackmail					12	5	7	-	8.3%
														Fraud					1,677	1,624	53	3.3%	49.6%
														Larceny / Theft					22,753	22,813	-60	-0.3%	4.0%
														Motor Vehicle Theft					9,612	8,937	675	7.6%	8.4%
														Robbery					2,088	2,865	-777	-27.1%	26.6%
														Stolen Property Offenses					416	161	255	158.4%	89.4%
														Sub-Total					51,581	53,279	-1,698	-3.2%	9.3%
													Society	Animal Cruelty					83	94	-11	-11.7%	16.1%
														Drug / Narcotics					8,317	5,793	2,524	43.6%	66.5%
														Gambling					47	66	-19	-28.8%	0.0%
														Pornography / Obscene Material					36	43	-7	-16.3%	55.6%
														Prostitution Offenses					245	447	-202	-45.2%	89.0%
														Weapon Law Violations					2,479	1,756	723	41.2%	78.6%
														Sub-Total					11,207	8,199	3,008	36.7%	69.0%
														Total					88,023	87,353	670	0.8%	31.1%
SWORN STAFFING AND HIRING FISCAL YEAR***				PATROL PERFORMANCE CALENDAR YEAR TO DATE																			
Function	FY 21-22 YTD	FY 20-21 YTD	FY 19-20	Crime Change by Division				Response time															
CBD	84	84	104	Person	Property	MTD Total	YTD Total	Priority 1	Priority 2														
Central	180	185	176	8.43%	9.82%	-12.45%	13.38%	7.15	29.52														
NE	327	327	353	-3.97%	-5.03%	-26.42%	-1.33%	8.57	42.89														
SE	302	304	314	-11.35%	-14.62%	-20.00%	-9.66%	8.43	44.49														
SW	258	263	288	-4.55%	-7.68%	-10.34%	-0.87%	8.15	32.31														
NW	236	237	248	12.33%	0.69%	-19.96%	6.26%	9.03	34.19														
NC	186	187	182	9.47%	5.35%	-10.91%	7.32%	8.73	30.62														
SC	311	314	322	-7.03%	-12.85%	-17.06%	-4.68%	8.06	31.05														
Nuisance Abatement	8	8	6	*CBD crime and response time data included in Central																			
Community Affairs (NPO)	86	82	3	INTERNAL AFFAIRS																			
Right Care	13	13	1,996																				
Patrol Total	1,992	2,004	1,996	Complaint Type			2021 YTD	2020 YTD	% Change														
Support	108	105		Investigations Completed			310	287	8.0%														
Administrative	124	126		Use of Force Complaints Received			31	47	-34.0%														
Investigations	477	479		Investigations Over 200 Days *****																			
Tactical and Special Ops	258	257	249	Active Investigations		12	Awaiting Chief of Police Hearing		0														
Trainees	143	149	177	Investigation suspended		18	Awaiting Bureau Chief Hearing		4														
Total	3,102	3,120	3,149	Awaiting Corrective Action		9	Total		43														
FY 21-22 Hiring and Attrition				FY21-22 Hiring Goal : 250		Top 911 Calls																	
						Type	Calls YTD	October-2021	October-2020														
						Major Disturbance	94,897	10,435	9,876														
						Other Incidents	51,253	5,570	4,974														
						Other Escalated	46,248	4,549	4,870														
						Suspicious Person	20,777	2,368	2,342														
						Minor Accident	25,536	2,857	2,469														
						Business Alarm	15,641	1,587	1,440														
						Major Accident	16,224	1,995	1,497														
						Loud Music	18,918	2,370	2,387														
						Burg Motor Veh	3,351	451	411														
						Crisis Intervention	10,241	1,077	953														
						911 Hang-up	7,449	628	666														
Sept Reports																							
Expeditor Reports				DORS Reports																			
1,452				1,344																			
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																		
Oct-21	9.13	51.08	299.74	384.30	51,680																		
YTD 2021	8.30	35.53	173.41	232.79	478,739																		
Oct-20	7.38	24.85	90.79	126.59	49,111																		
YTD 2020	9.23	26.51	90.97	124.81	477,324																		

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 FY22’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

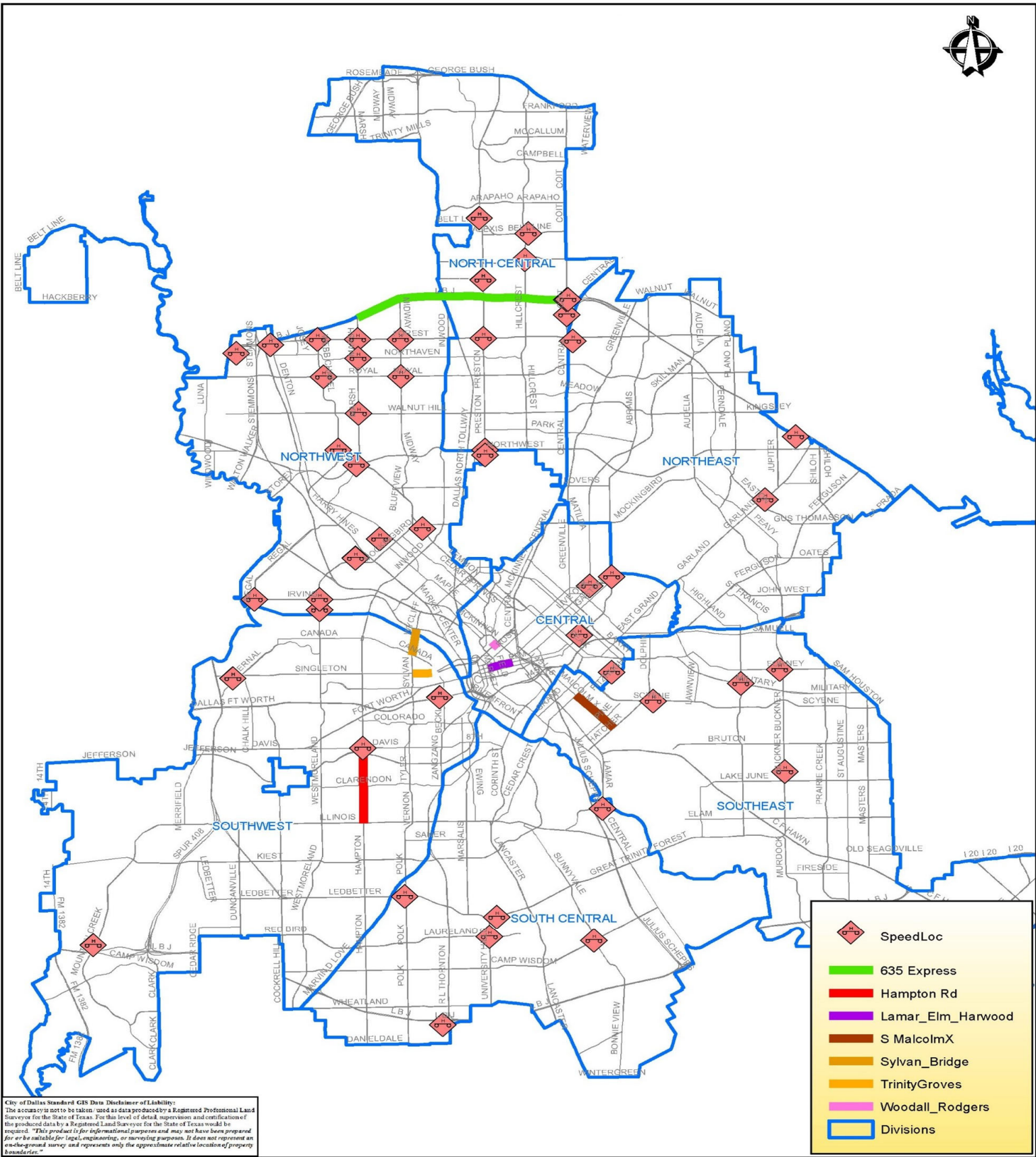
\*\*\*\*\* Crime reporting now includes NIBRS data. Data is preliminary.

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

\*\*\*\*\* Narcotics now enters all their drug buys into RMS creating offenses. We have also had an increase in Narcs arrests this year vs last year. Major Junger highlights this information (drug arrests as drug seizures) in the Violent Crime presentation.

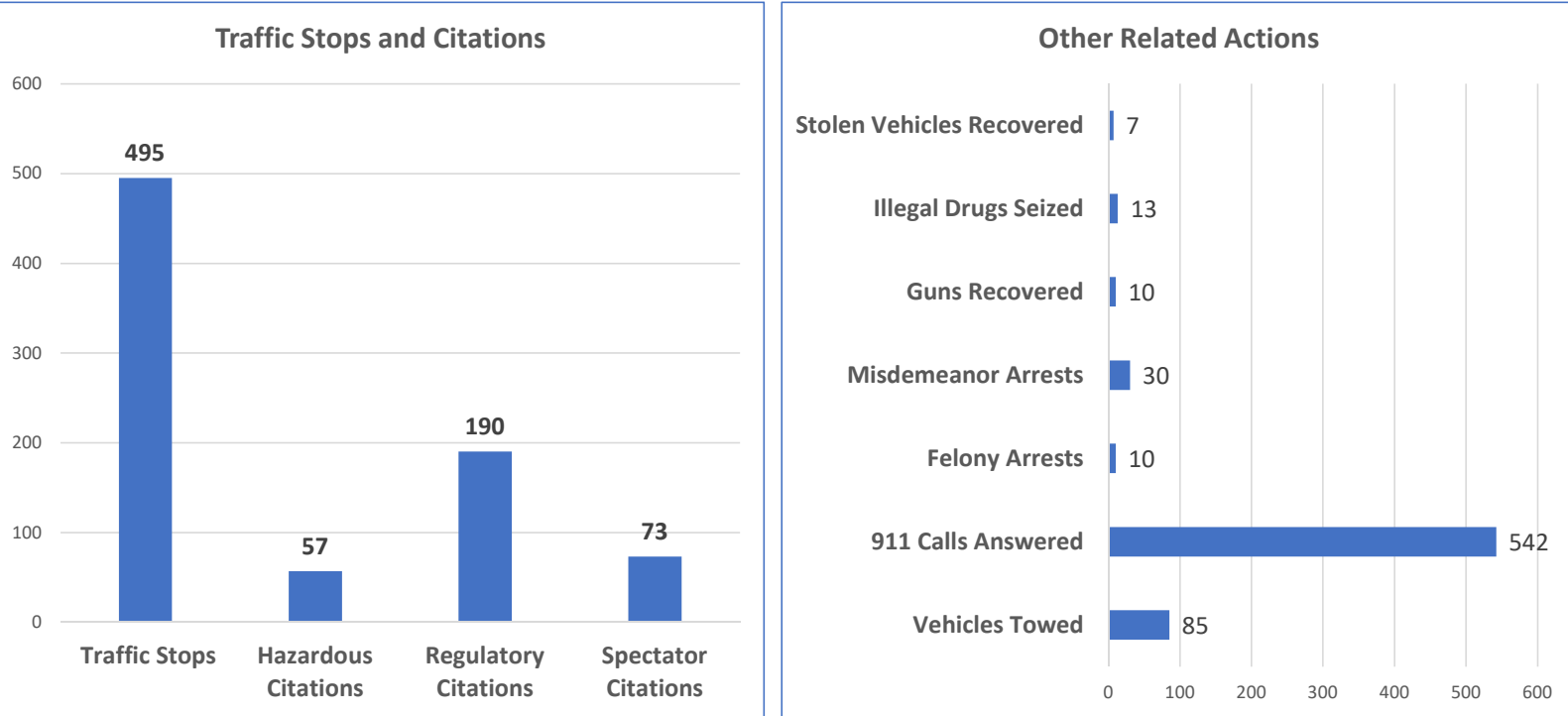
Dallas Police Department Racing / Speeding Dashboard October 2021

Racing / Speeding Hotspots

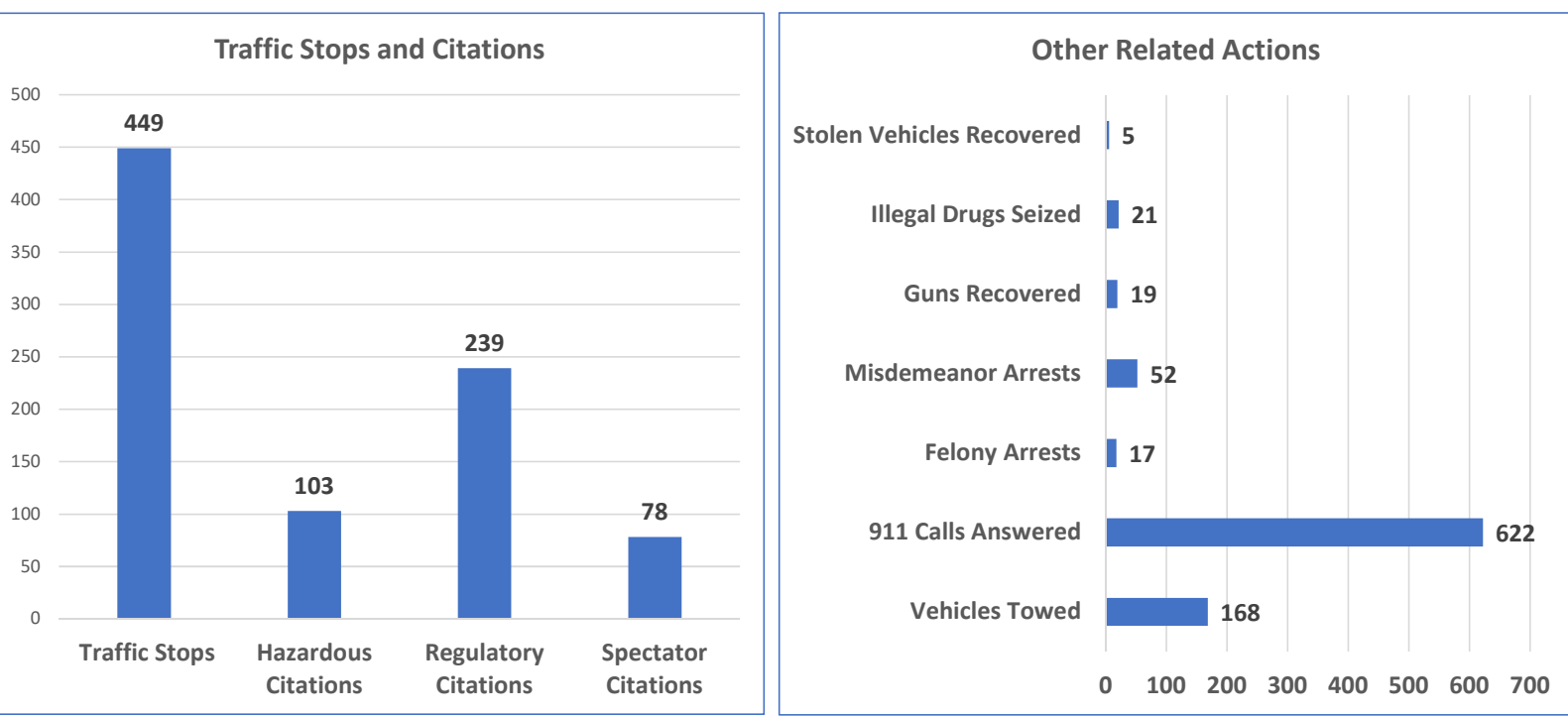


Racing / Speeding Operational Activity

September



October



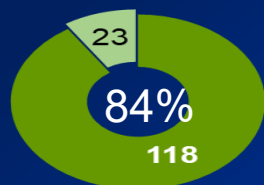
Notes:

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 (October) 2021

## Call Center Staffing



■ Total Call Takers  
■ Total Vacancies

\*911 Operator Staffing  
Senior Call Takers – 6  
\*Call Takers -75  
\*Trainees – 37  
Total on Staff – 118  
Total Staff Authorized – 141



October 2021  
Service Level

**88.83%**



YTD Service Level  
Jan 1 – October 31, 2021

**67.83%**



Average Answer Time  
October 2021

**0:06**



October 2021  
Total 911 Calls

**169,217**



Call Takers in Training

**37**



Call Takers in Background

**12**

Nine (9) scheduled to onboard  
on 11/08/21

## 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>73.94%</b>	<b>87.48%</b>
December		<b>71.90%</b>	<b>81.07%</b>
January		<b>72.54%</b>	<b>87.95%</b>
February		<b>52.91%</b>	<b>87.88%</b>
March		<b>56.59%</b>	<b>86.66%</b>
April		<b>60.24%</b>	<b>93.70%</b>
May		<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>154,647</b>	<b>159,210</b>
December		<b>158,259</b>	<b>166,926</b>
January		<b>152,558</b>	<b>159,697</b>
February		<b>165,670</b>	<b>151,362</b>
March		<b>170,351</b>	<b>156,845</b>
April		<b>169,187</b>	<b>130,603</b>
May		<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>

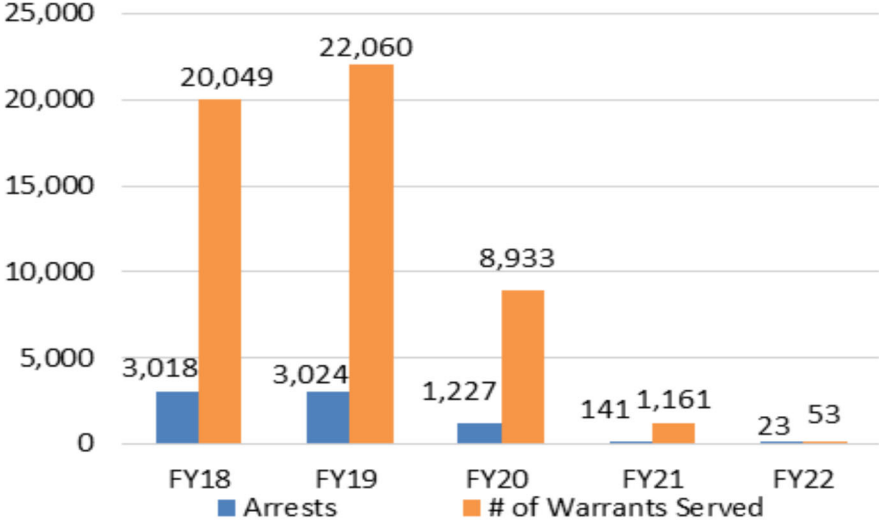
FY' 21 Total **2,023,459** FY' 20 Total **1,945,931** = **3.98%** (increase)



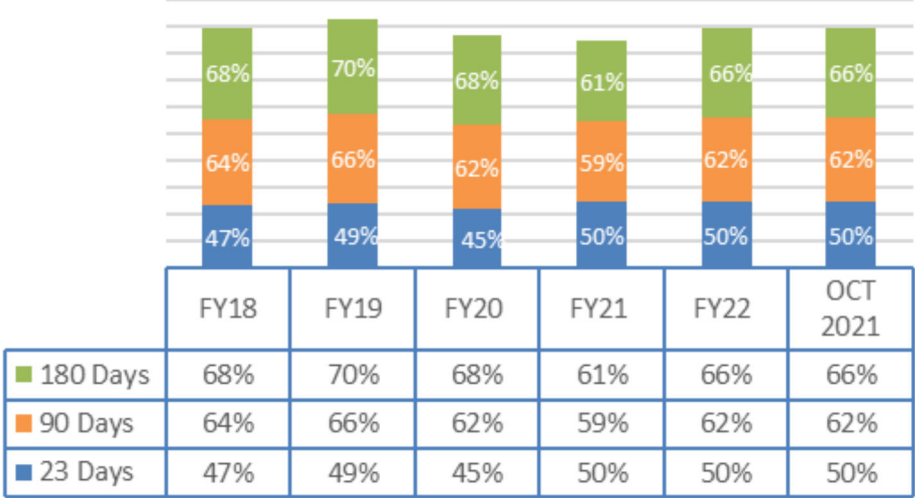
Office of Integrated Public Safety Solutions - October 2021 Dashboard																	
Rapid Integrated Group Healthcare Team																	
Mental Health Calls YTD		Right Care Call Response			Clients Served			DPD Right Care Activity									
<div>911 Calls</div> <div>10115 9175 Right Care Team</div>		<div>1028 1017 Last Month This Month</div>			<div>1,000 800 600 400 200 - January February March April May June July August September October November December</div>			Activity		This Month	YTD						
								Clients Served		646	6684						
								Calls Answered		1017	9941						
								Jail Diversions		137	1262						
								Total Outreach Calls		41	548						
								Total follow up calls		72	159						
								Total		1913	18594						
								FY 20-21 Expansion		Completed	6 teams operating						
Nuisance Abatement				Risk Terrain Modeling Area Environmental Interventions				Crisis Intervention									
Activity		This Month	YTD	Interventions		This Month	YTD	Personnel Hiring		Status							
Properties Investigated		47	517	Code violations identified and worked		836	836	Manager III		Hired							
Contacts with property owners		60	414	Code cases complete by owner compliance		35	35	Caseworker Supervisors		Hired							
Meetings attended		79	720	Code cases complete through city intervention		67	67	Caseworkers		Hired - In-Training							
Cases closed		3	45	Commercial business inspections		151	151										
Active Cases		New Case	Open Cases	Vacant lots remediated		59	59										
Central Open Cases		0	1	Zoning cases worked		167	167										
Northeast Open Cases		0	6	Substandard structure cases worked		86	86	Behavioral Health contracts									
Southeast Open Cases		4	18	Effectiveness Measure: Percentage Increase or Decrease		Malcolm X/Marburg Illinois Ave		Interlocal agreements are awaiting final legal approval with the North Texas Behavioral Health Authority and Metrocare									
Southwest Open Cases		0	9	Calls for police this year vs last year		-29%	-10%										
Northwest Open Cases		0	4	Criminal offenses this year vs last year		-18%	-12%										
North Central Open Cases		0	6														
South Central Open Cases		0	14														
Total Cases		4	58	Integrated Public Safety Solutions Engagement Report				North Texas Behavioral Health Authority		Council Approved 8-25							
								Metrocare of Dallas		Council Approved 8-25							
Staffing		Authorized	Current	Activity		This Month	YTD										
Sergeant		1	1	Citywide Department Collaboration Meetings		17	45										
Detectives		7	6	Community Meetings		4	8										
Intelligence Officer		1	1	Presentations conducted		2	4										
Lighting Enhancement Projects				Lighting Budget		Lighting Ordered by Division											
<div>336 188 Ordered : 336 Installed : 188</div>				<div>\$2,500,000.00 \$1,500,000.00 \$1,000,000.00 \$500,000.00 \$- Budgeted Encumbered 168000</div>		<div>400 350 300 250 200 150 100 50 0 Lighting by Division Central Northeast Southeast Southwest Northwest North Central South Central</div>											
												Youth Advocate Programs					
												Activity		This Month	Year to Date		
												Violence Interruption Contacts		135	264		
												Mentoring Contacts		3	193		
												Social Service Referrals		31	97		
												Employment Opportunity Referral		8	69		
												Hospital Response		1	1		
												Community Engagement Events		7	37		
												Coordination Meetings		13	33		
Youth Programs		4	10														

Municipal Court Dashboard: Month Ending October 31, 2021

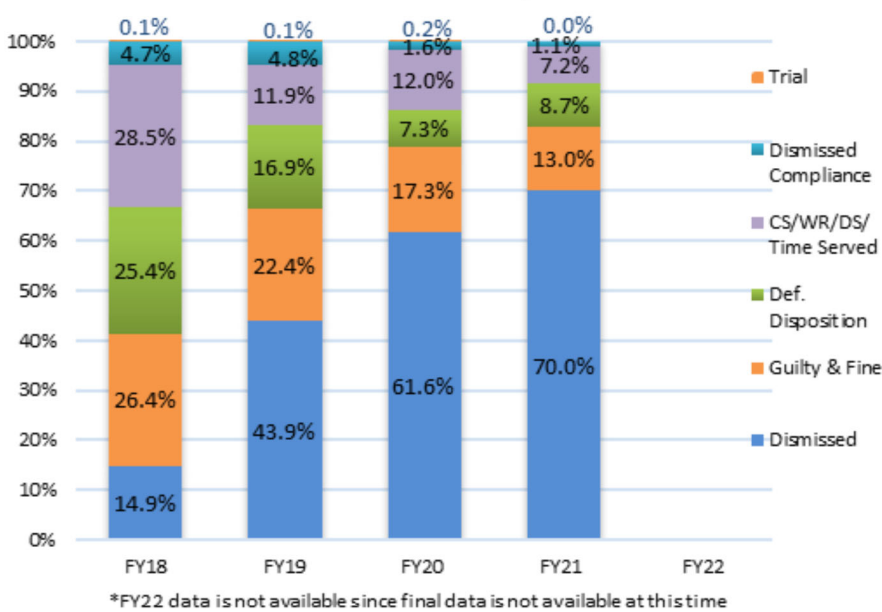
Warrant Enforcement



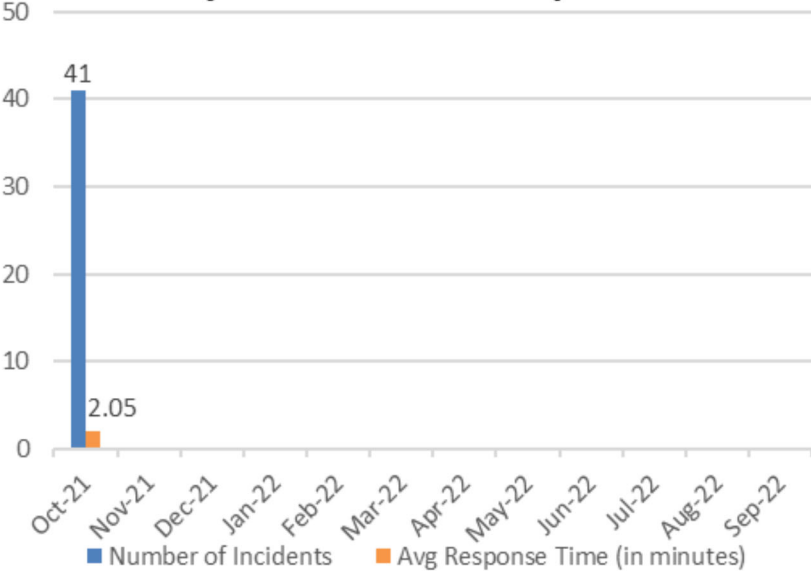
Defendant's Cumulative Response Rate  
Looking Back 23, 90 & 180 Days



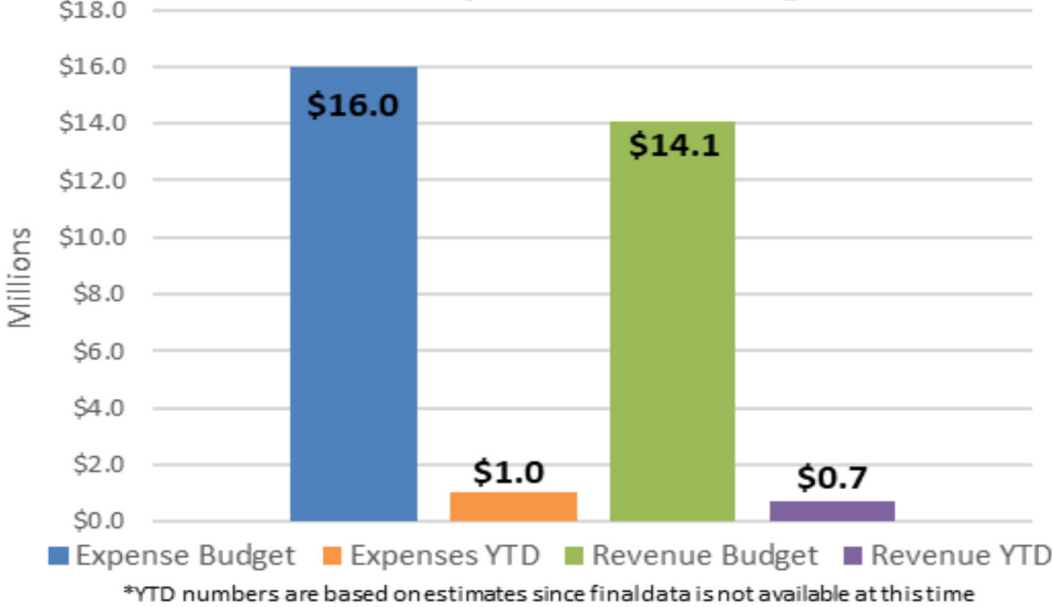
Courthouse Dispositions



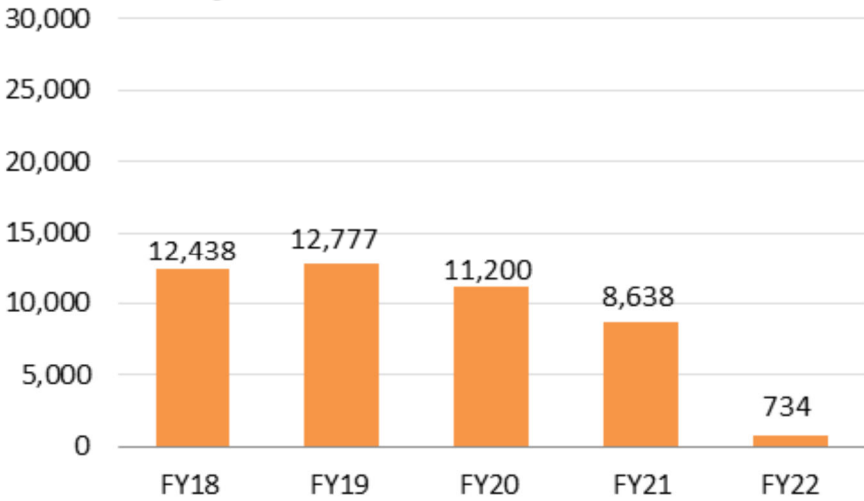
Security Incidents and Response Time



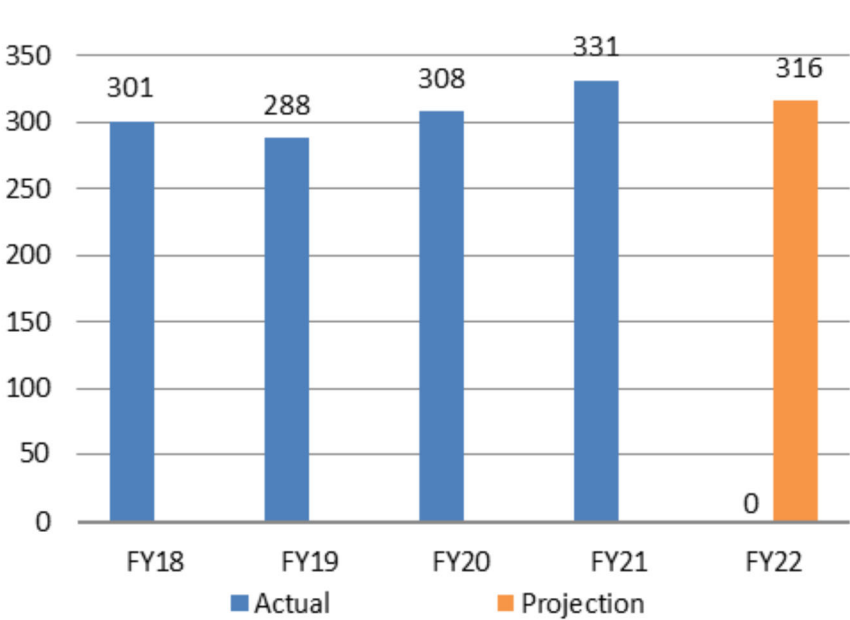
\*Municipal Court Budget



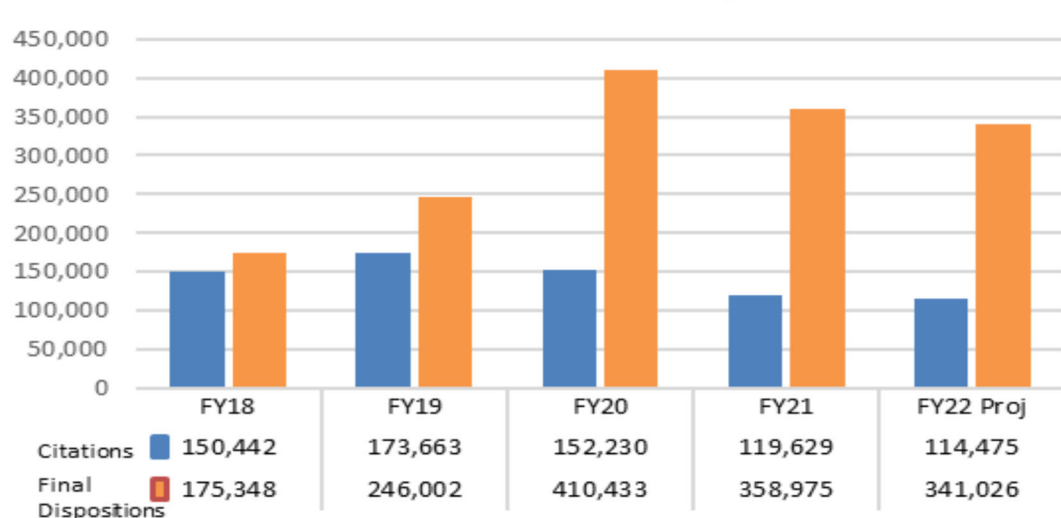
City Detention Center Book-Ins



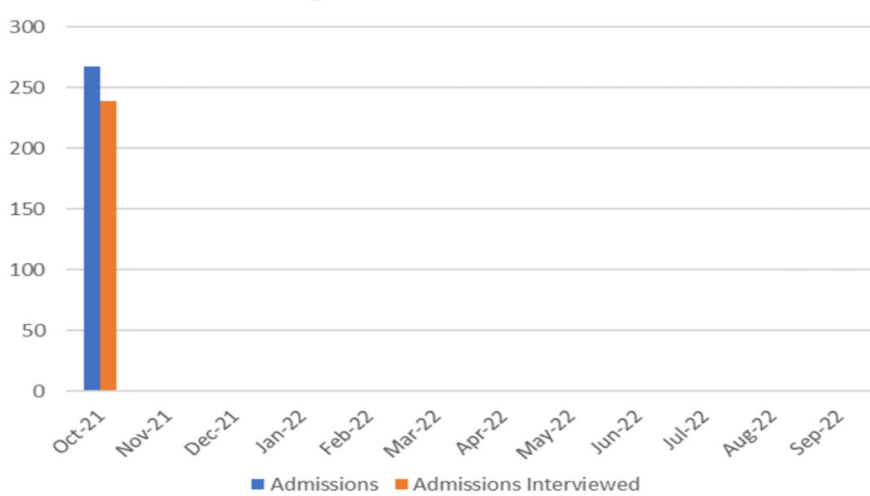
Environmental Cases Filed



Citation Count & Final Dispositions



Sobering Center Performance



Date	Admissions	Admissions Interviewed	Interviewed Homeless	Total Interviewed	Homeless Percentage	Provided Services	Percentage	Repeat Offenders
Oct-21	267	239	46	89.5%	19.2%	49	20.5%	10
FY22 YTD	267	239	46	89.5%	19.2%	49	20.5%	10