

# Memorandum



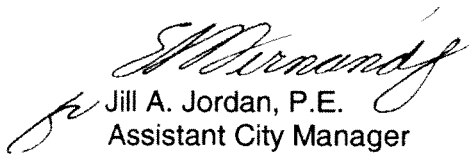
DATE September 21, 2012

TO Honorable Members of the Public Safety Committee

SUBJECT Public Safety FY2010-11 ICMA Benchmarking Results

On Monday, September 24, 2012, the Public Safety Committee will be briefed on the City of Dallas' FY11 International City/County Management Association (ICMA) performance. ICMA participation allows the City of Dallas to benchmark its performance against other cities and review our performance over multiple fiscal years. The material is attached for your review.

If you have additional questions, please feel free to contact me.

  
Jill A. Jordan, P.E.  
Assistant City Manager

## Attachment

- c: The Honorable Mayor and Members of the City Council
  - Mary K. Suhm, City Manager
  - Thomas P. Perkins, Jr., City Attorney
  - Rosa A. Rios, City Secretary
  - Craig D. Kinton, City Auditor
  - Daniel Solis, Administrative Judge
  - A.C. Gonzalez, First Assistant City Manager
  - Ryan S. Evans, Assistant City Manager
  - Forest E. Turner, Assistant City Manager
  - Joey Zapata, Assistant City Manager
  - Jeanne Chipperfield, Chief Financial Officer
  - Frank Libro, Public Information Office
  - Stephanie Cooper, Assistant to the City Manager

# FY 2010-11 ICMA Benchmarking Results



**DALLAS FIRE - RESCUE DEPARTMENT**

**DALLAS POLICE DEPARTMENT**



# ICMA Center for Performance Measurement History



- Center for Performance Measurement builds on work begun in 1994 to address a need for accurate, fair, and comparable data about the quality and efficiency of service delivery to citizens
- Established benchmarks for participating cities to compare service to service across jurisdictions
  - Standard definitions and calculations
  - Easier to compare jurisdictions and services within a jurisdiction

# ICMA Center for Performance Measurement



- **Because of standardized measurement, data from ICMA can be used in a variety of ways**
  - Identify trends in your jurisdiction for benchmarks over time
  - Identify how your jurisdiction compares to other similarly situated cities
  - Identify and learn from jurisdictions that may have developed new efficiencies or ways to better serve their residents that can be modeled (best practices)

# ICMA Center for Performance Measurement



- **Jurisdictions (both cities and counties) must have a council-manager form of government to participate**
- **Currently, over 150 jurisdictions participate in the comprehensive survey program in one or more service area**
  - ✦ Not all cities participate in all service area surveys which can limit the availability of comparison data
- **Dallas has participated in ICMA Performance Measurement since 2001**
  - ✦ Currently, the City participates in 16 of the 19 Service Areas (see Appendix for list of services)

# Participating Jurisdictions

*(Large Cities – over 500,000 in population)*



<b>Jurisdiction</b>	<b>FY 2011 Reported Population</b>
Oklahoma City, OK	579,999
Portland, OR	583,835
Bernalillo, NM	662,564
Lake County, IL	703,462
Austin, TX	799,578
Fairfax County, VA	1,081,726
Dallas, TX	1,200,530
San Antonio, TX	1,327,407
Phoenix, AZ	1,446,000
Miami-Dade County, FL	2,496,435

# Top 10 Largest U.S. Cities and ICMA Participation



Top 10 Largest Cities	2011 ICMA CPM Participant
New York*	No
Los Angeles*	No
Chicago*	No
Houston*	No
Philadelphia*	No
<b>Phoenix</b>	<b>Yes</b>
<b>San Antonio</b>	<b>Yes</b>
San Diego*	No
<b>Dallas</b>	<b>Yes</b>
San Jose	No

\* *Indicates strong mayor form of government*

# ICMA Center for Performance Measurement



- Today's presentation covers results of departments that fall under Public Safety Council Committee and
  - Results of Dallas performance over time
  - Results of how Dallas compares with other participating jurisdictions



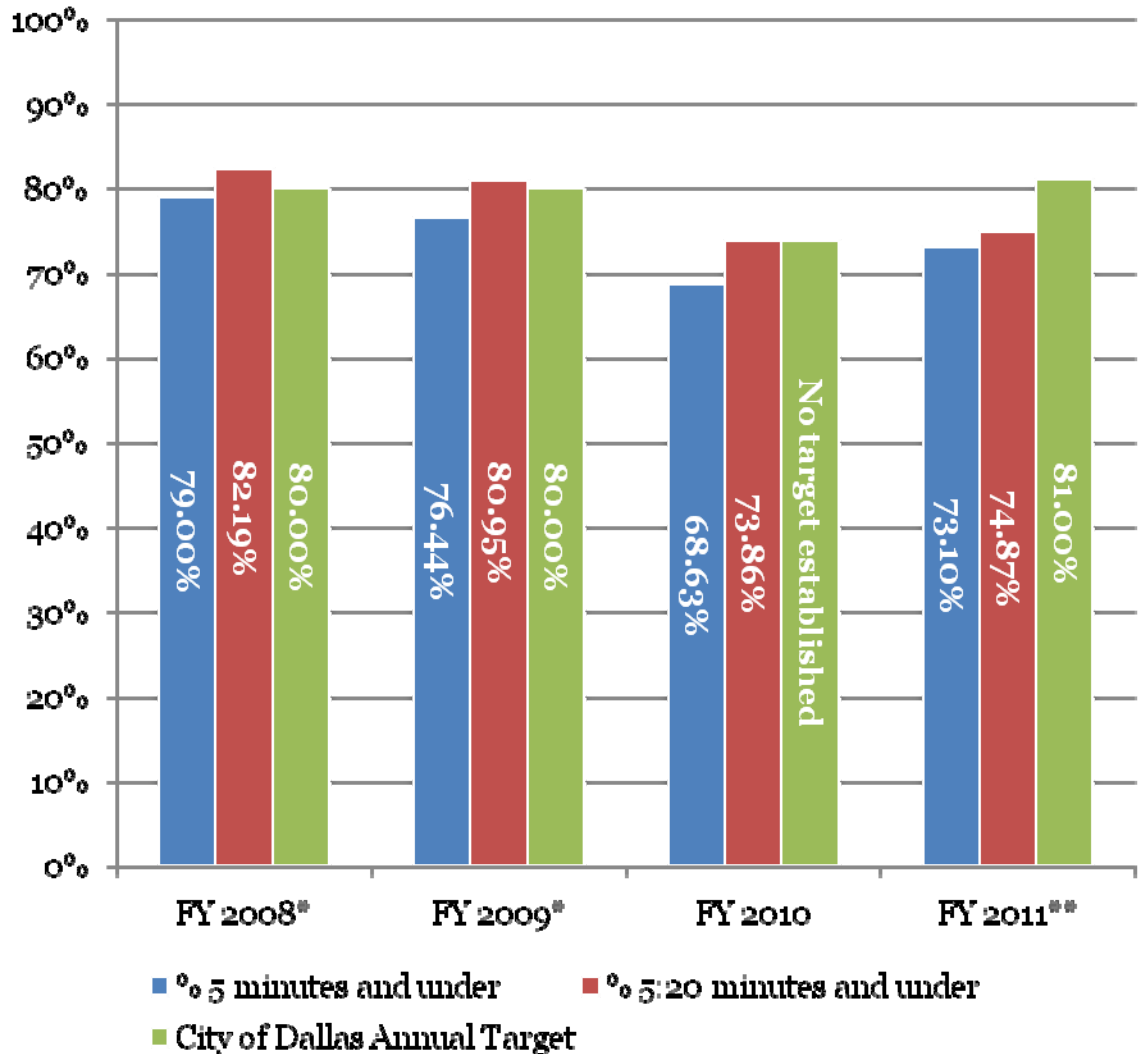
# ICMA Benchmarks



## **DALLAS FIRE - RESCUE**

# Dallas: FYs 08 - FY11

Percent of Calls with Response Time of 5 minutes and Under (Dispatch to Arrival)



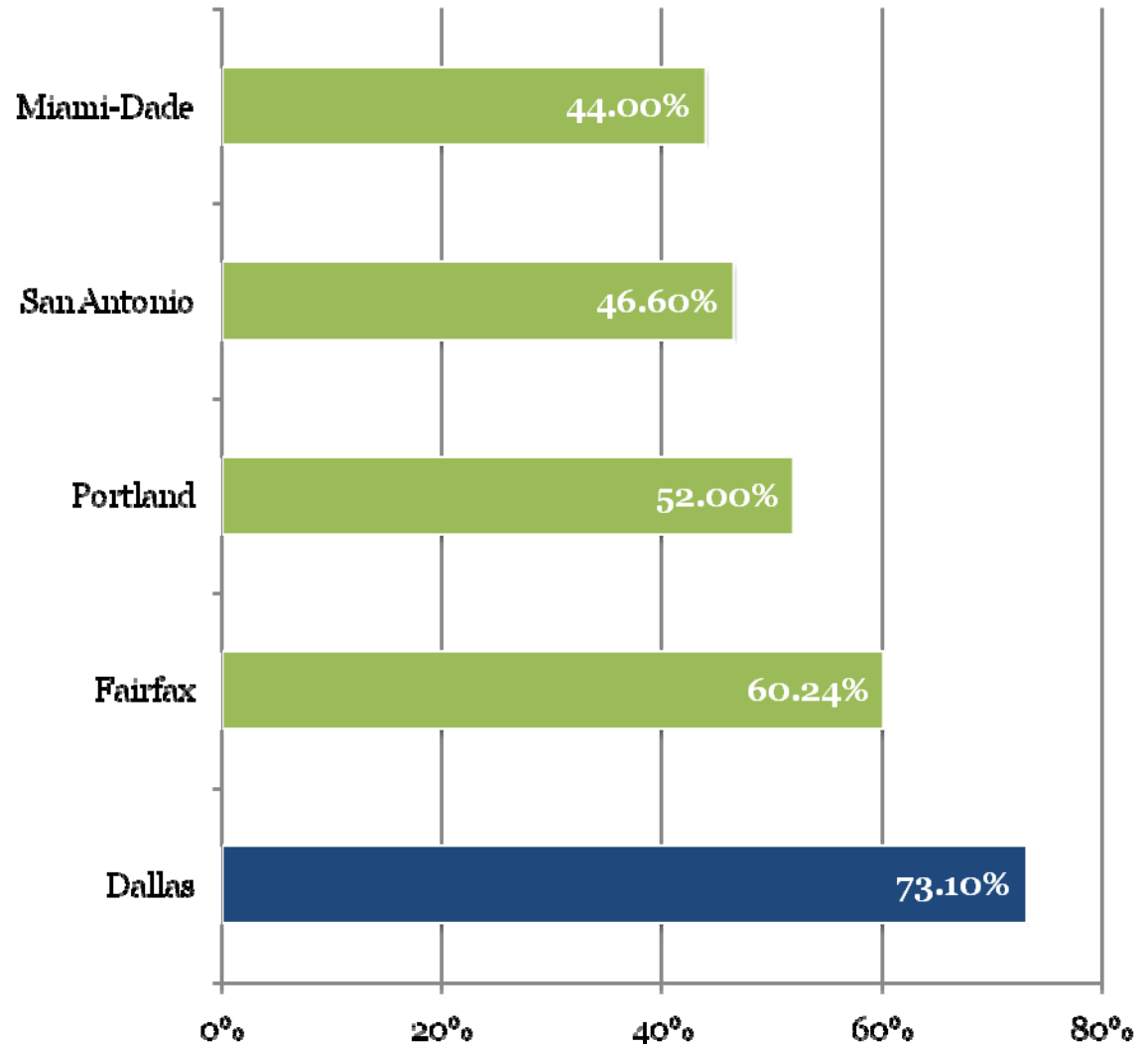
\*FY 2008 & FY 2009 Targets based on 5 min standard

\*\*FY 2011 Target based on 5:20 min standard



## Comparative Data FY 2011 *Peer Jurisdictions*

Percent of Total Fire Calls with Response Time of 5 minutes and Under (Dispatch to Arrival)

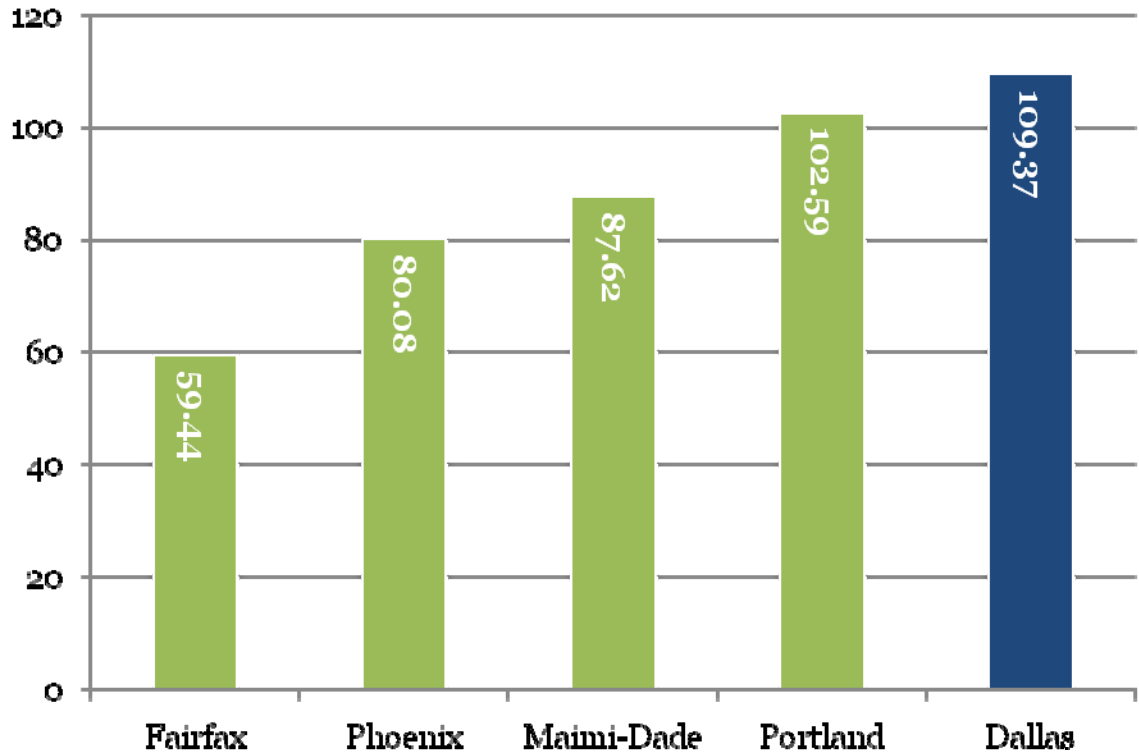


*\* City of Phoenix did not respond to this measure*

## Comparative Data FY 2011 Peer Jurisdictions

Total Structure Fires per 100,000 population

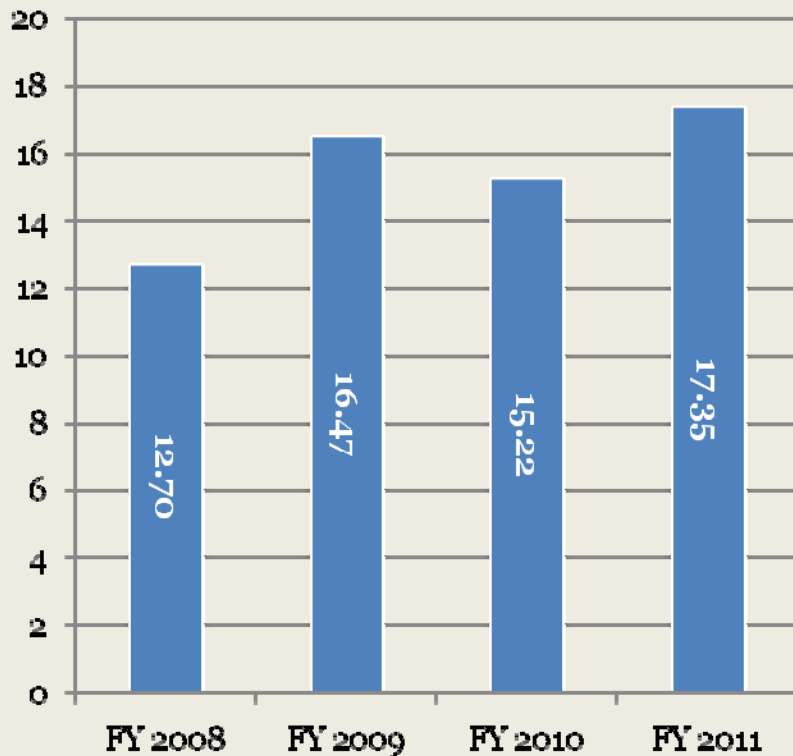
Improved data collections and data consistency better captures City of Dallas structure fire data



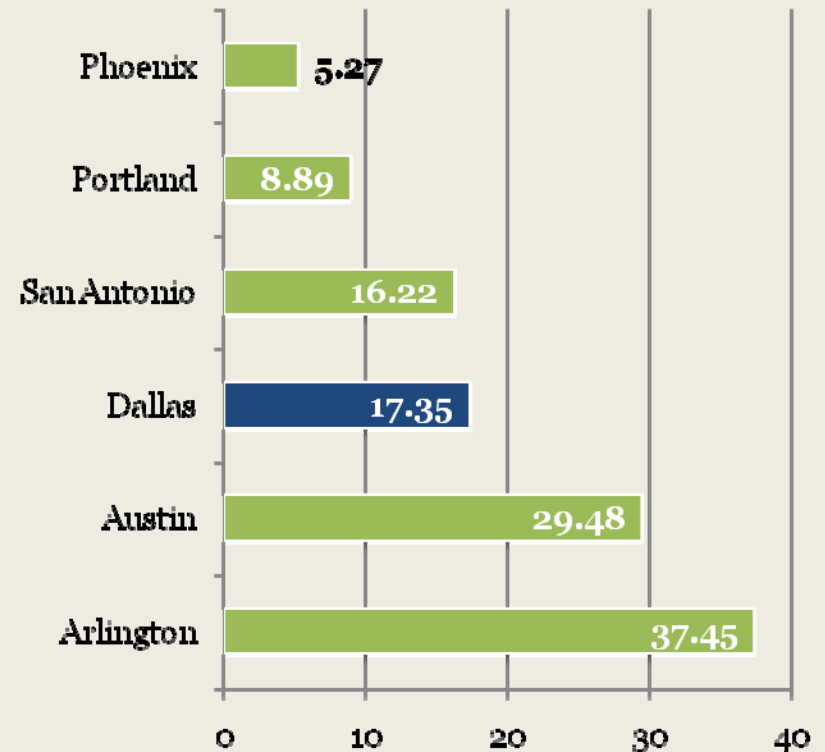
	Fairfax	Phoenix	Miami-Dade	Portland	Dallas
Population Served	1,081,726	1,446,000	1,698,210	585,845	1,200,530
# Structure Fires	643	1,158	1,488	601	1,313
Per 100,000	59.44	80.08	87.62	102.59	109.37

# Fire False Alarms per 1,000 Population

## Dallas: FYs 08 - 11

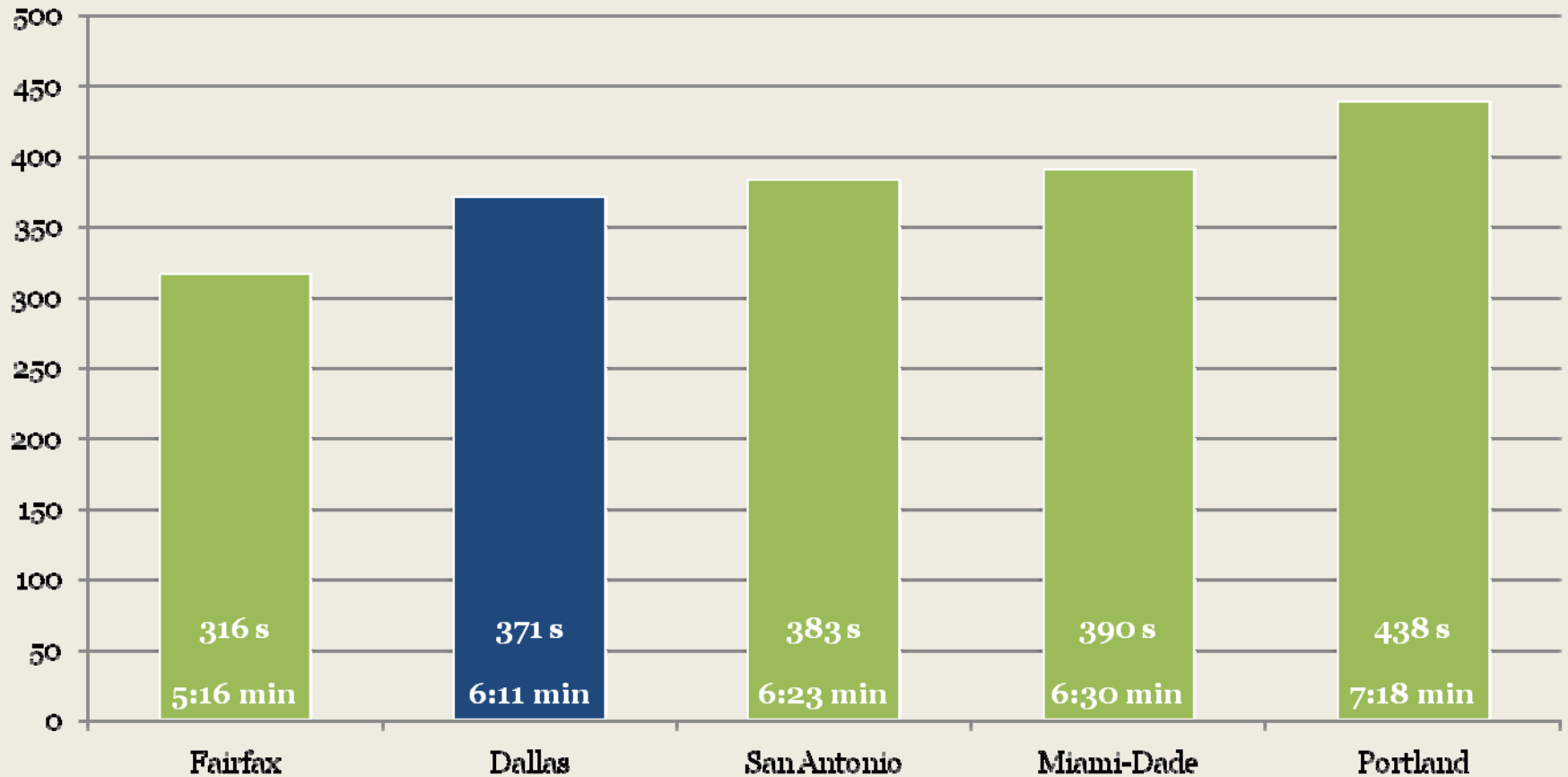


## Comparative: FY 11



# Average EMS Response Time (Dispatch to Arrival – in seconds)

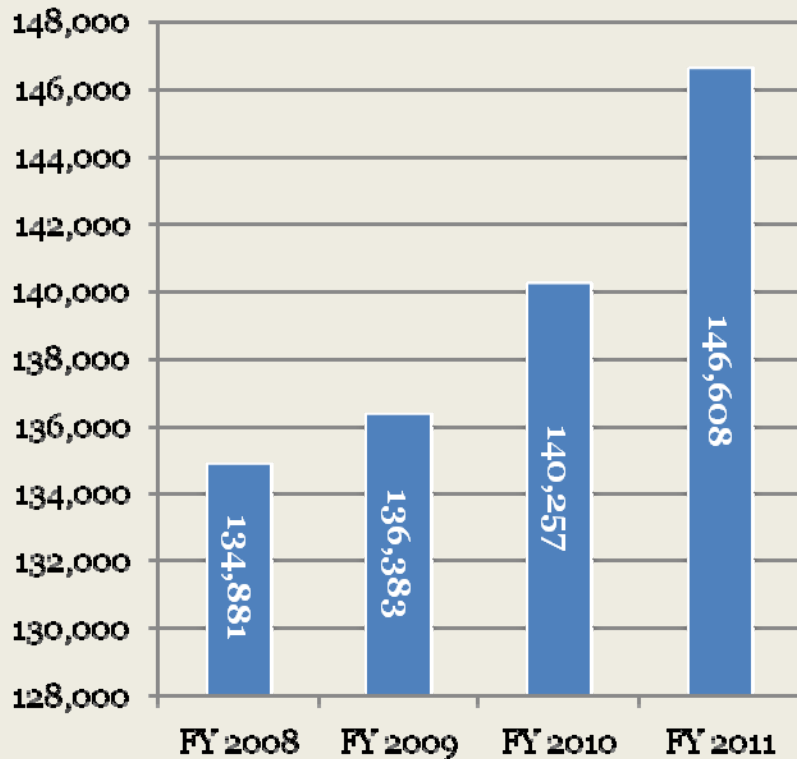
(Comparative: FY 11)



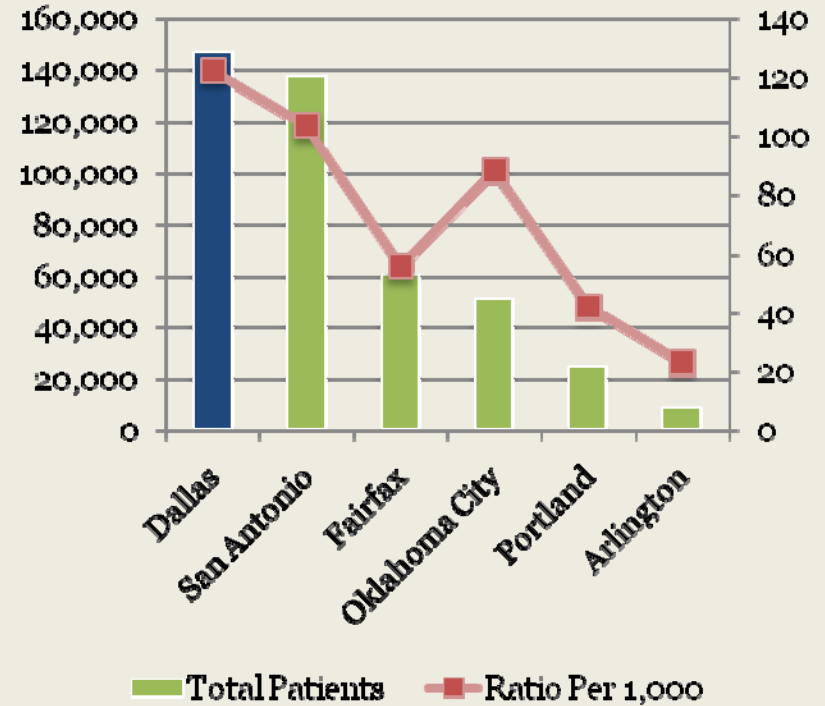
\* City of Phoenix did not respond to this measure

# Total EMS Patients

## Dallas: FYs 07 - 11



## Comparative: FY 11 (per 1,000 population)

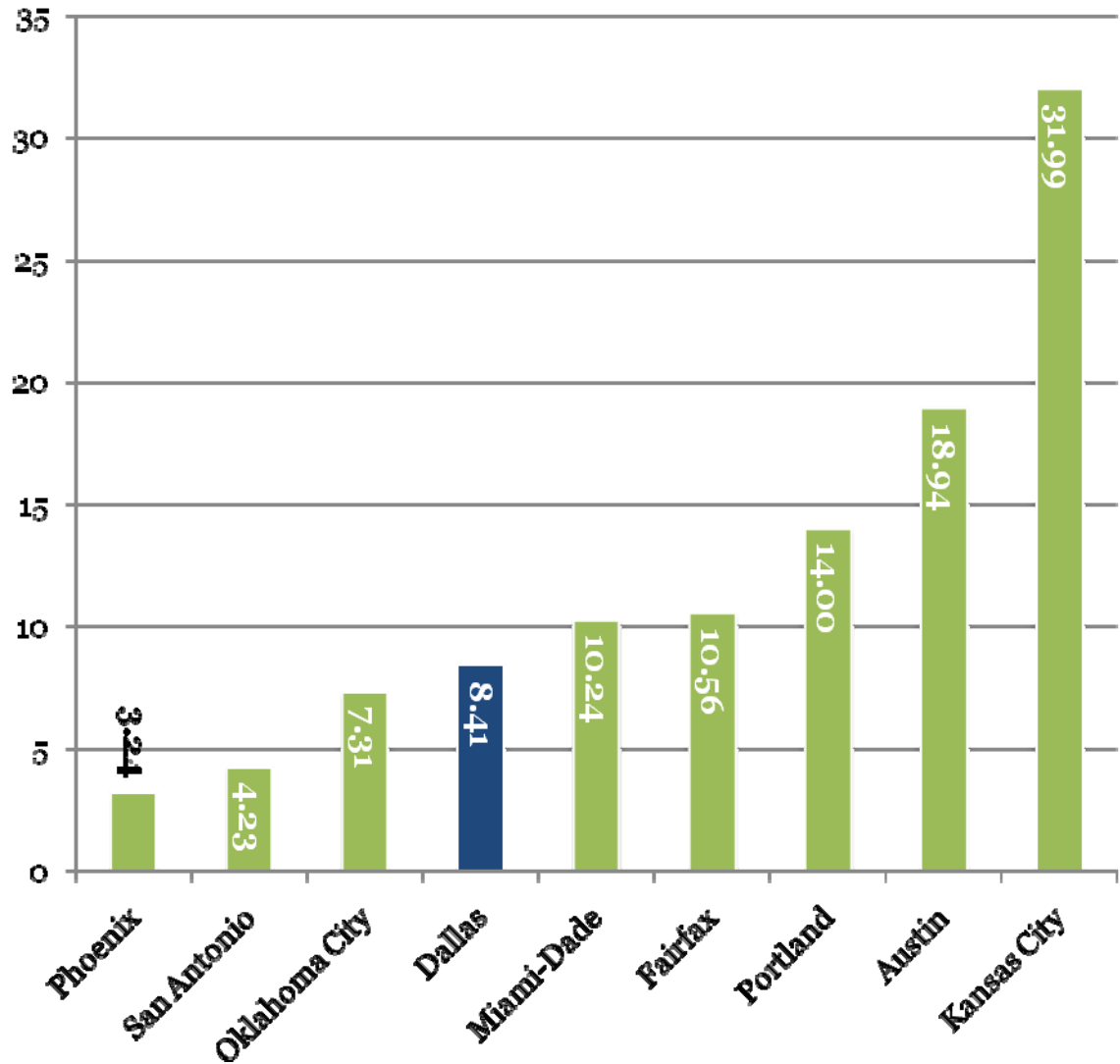


•City of Phoenix did not respond to this measure

# HazMat Incidents

Incidents per 10,000 population

*Comparative: FY 11*





# Fire-Rescue Summary



## Strengths

- Fire response times are low compared to participating jurisdictions
- Number of HazMat incidents low compared to other participating jurisdictions

## Areas of Improvement

- Fire response times for the past two fiscal years are higher than FY 2008
- Dallas has higher rate of structure fires than other large jurisdictions

# ICMA Benchmarks



## **DALLAS POLICE DEPARTMENT**

# Dallas: FYs 03 - FY11

Violent & Property Crimes

Violent crimes:

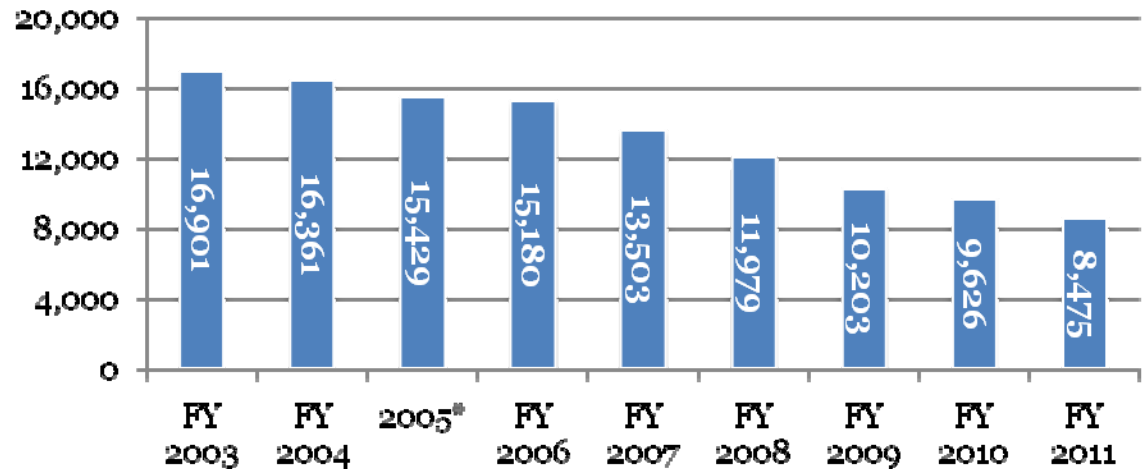
*Murder, Rape, Robbery & Aggravated Assault*

Property crimes:

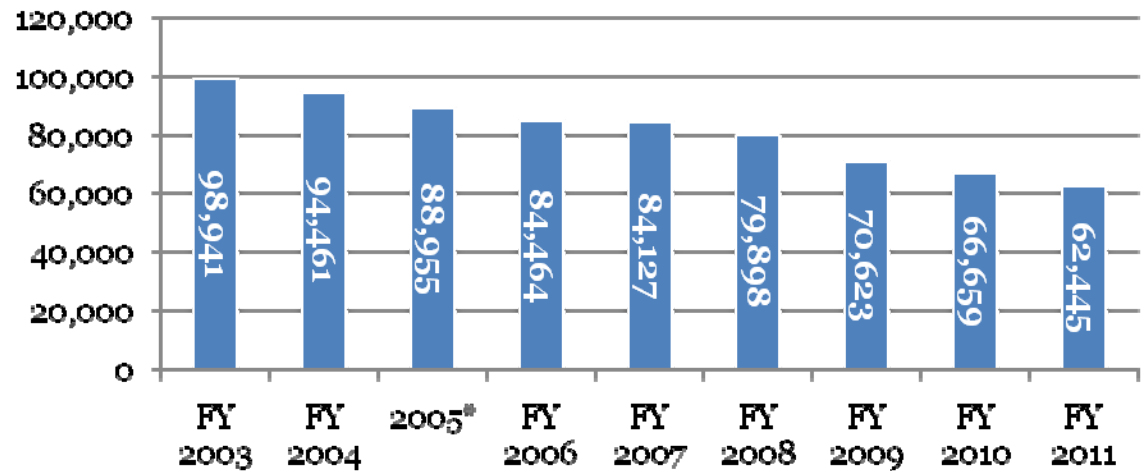
*Burglary, Larceny – theft, Motor vehicle theft & Arson*

Reflects a continuation of aggressive crime reduction strategies

## Violent Crimes



## Property Crimes



\* Reflects calendar year data from DPD

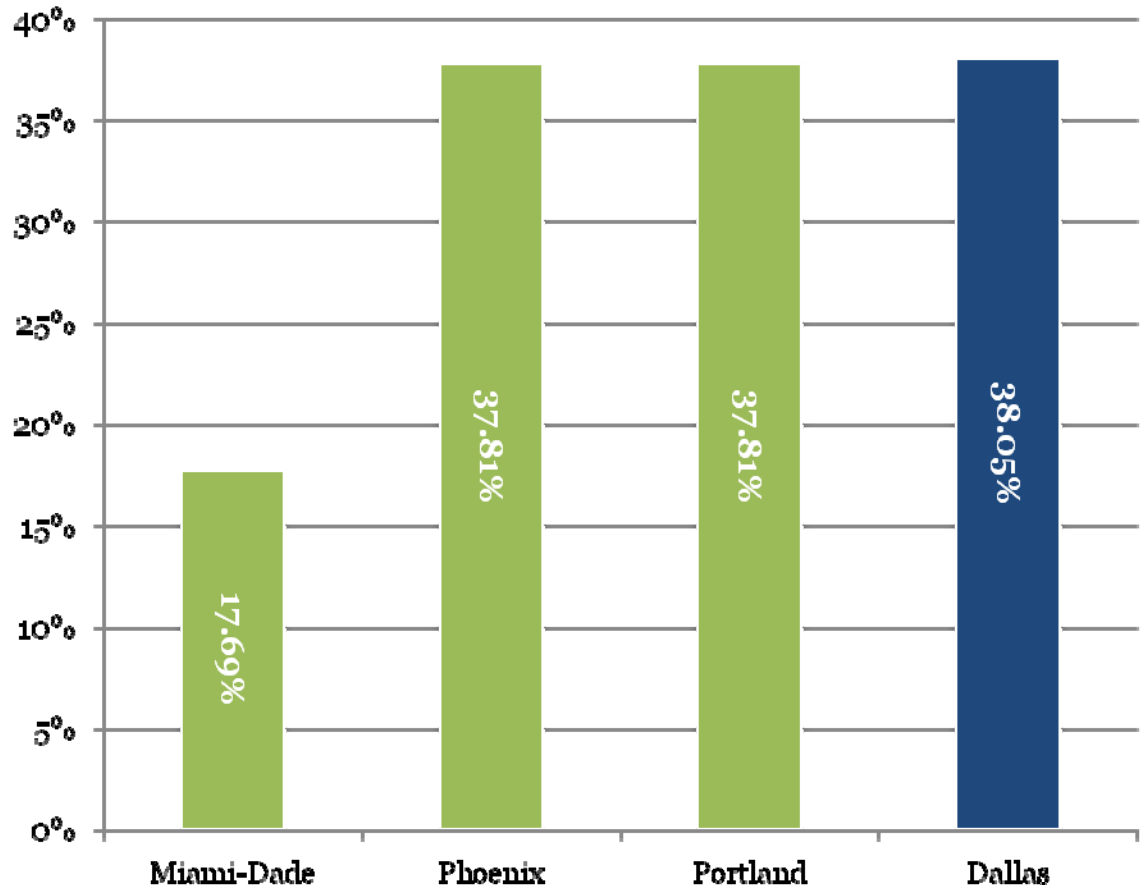


## Comparative Data FYs 07-11 Peer Jurisdictions

Percent Reduction in Total Crime Rate per 1,000 population for Cities over 300,000 (FY 2003 to FY 2011)

City of Dallas has seen a reduction from FY 2003 crime levels for 8 consecutive years

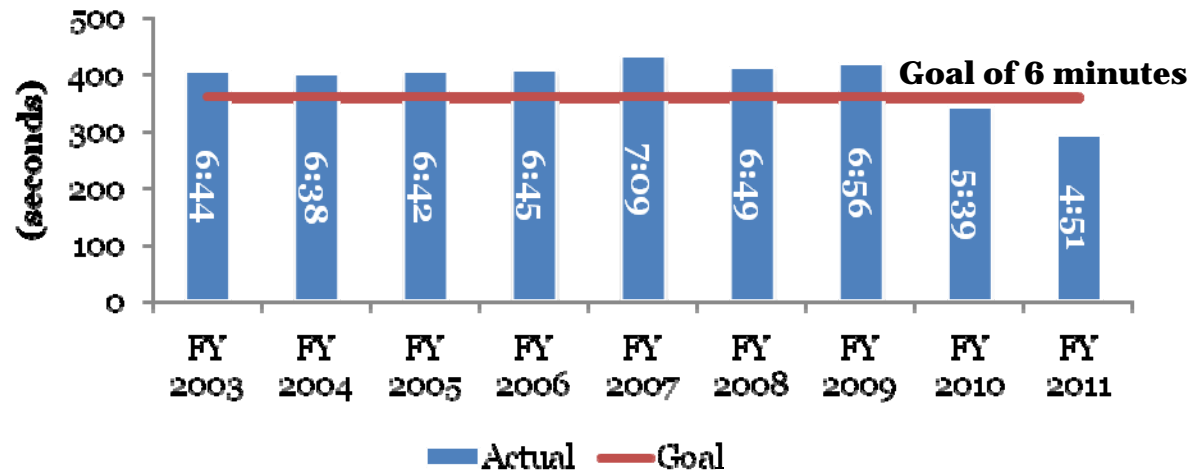
## Percent Reduction in Total Crime Rate per 1,000 (FY 2003 - 2011)



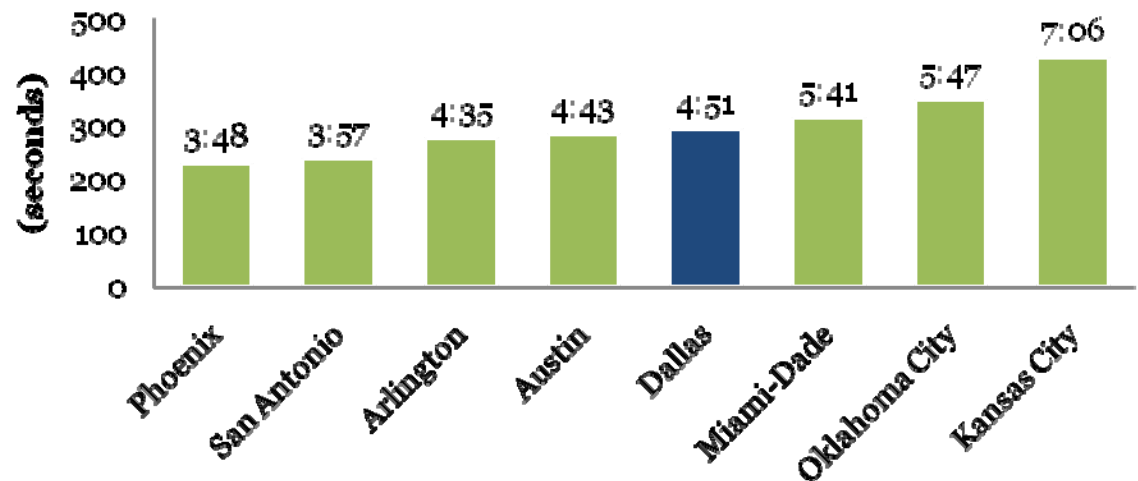
# Response Time

Average response time from dispatch to arrival on scene for top priority calls (in minutes)

### Dallas: FYs 03 - 11

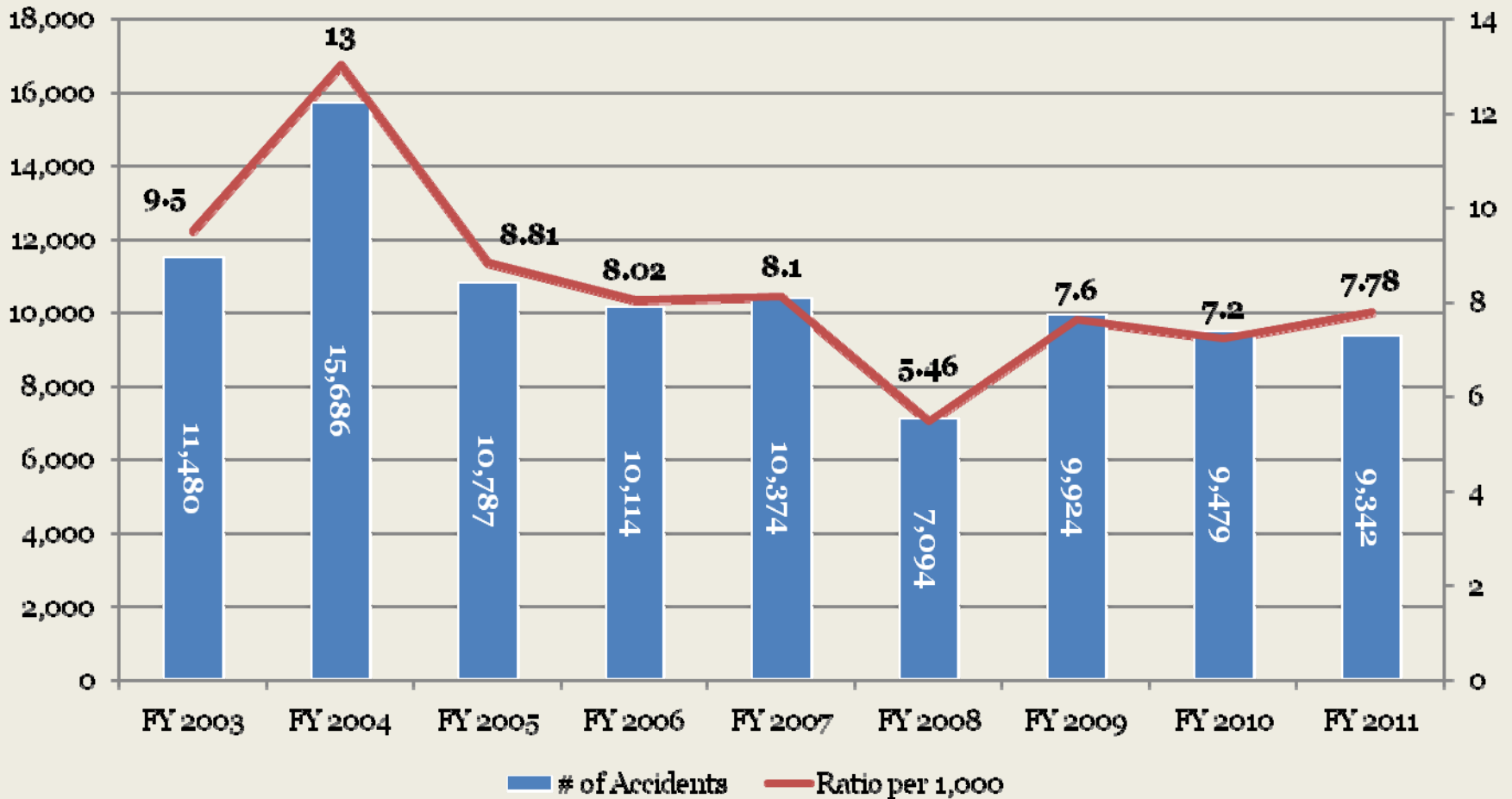


### Comparative: FY 11



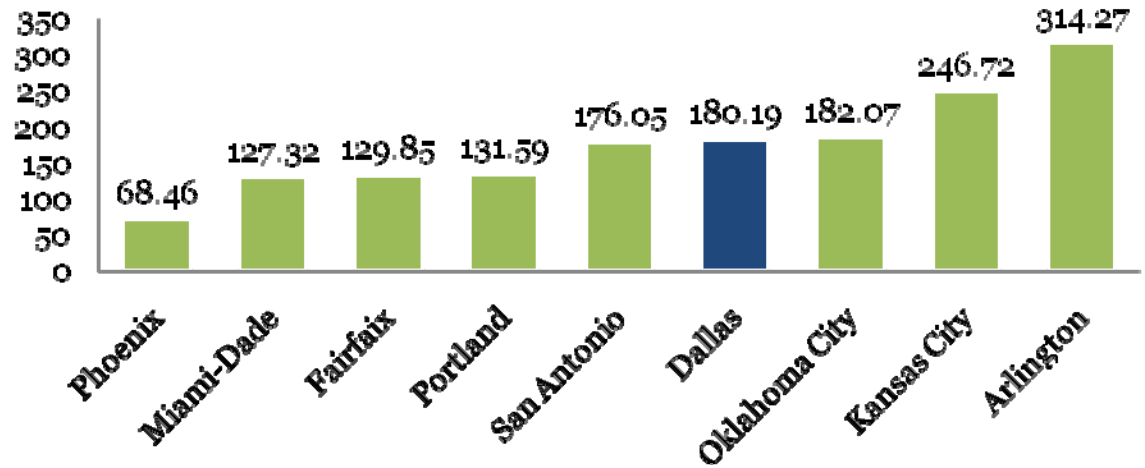
# Injury Producing Traffic Accidents

*Dallas: FYs 2003 – FY 2011*

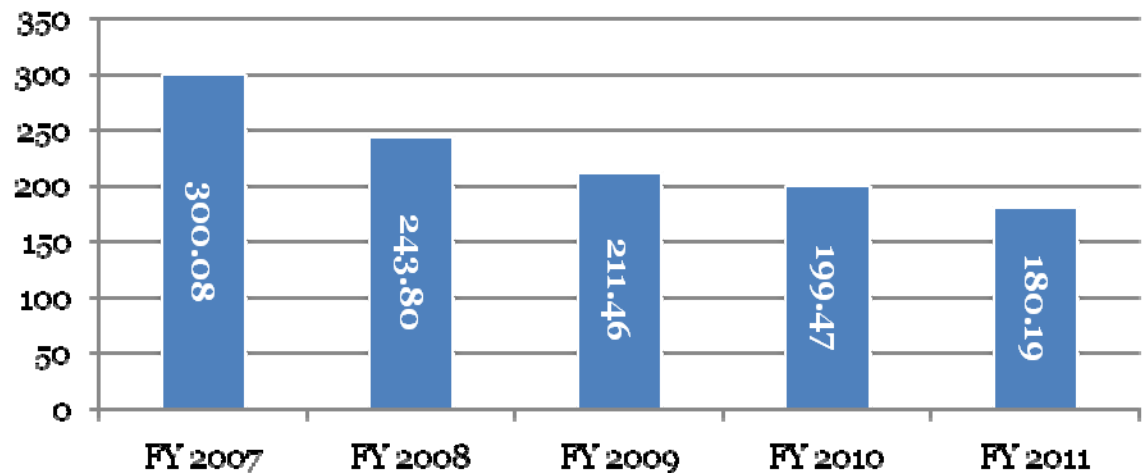


# Moving violations per 1,000 population

*Comparative: FY 11*

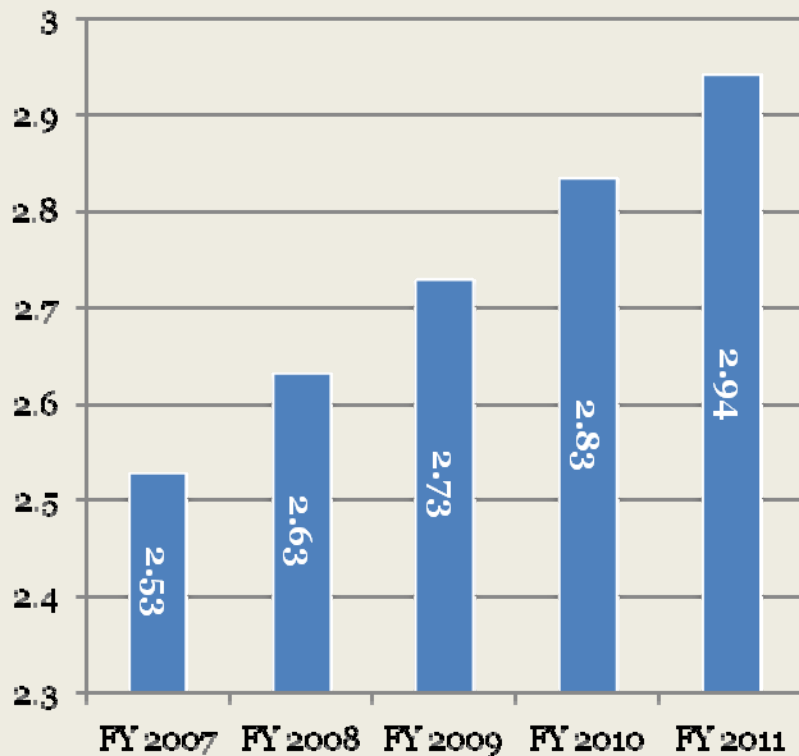


*Dallas: FYs 07 - 11*

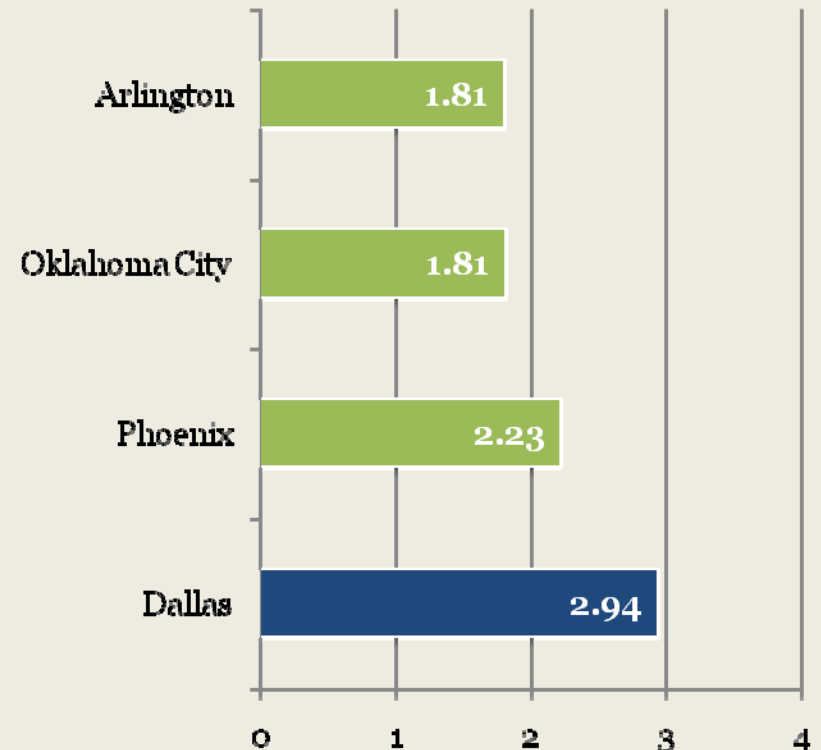


# Sworn FTEs per 1,000 population

## Dallas: FYs 07 - 11



## Comparative: FY 11





# Dallas Police Prior Year Comparison

*FY 2003 – FY 2011*



- **Since 2003:**
  - **49.9% reduction in reported violent crimes**
    - ✦ Average annual percent reduction of 8.2%
  - **36.9% reduction in reported property crimes**
    - ✦ Average annual percent reduction of 5.6%
  - **38.78% reduction in total reported crimes**
    - ✦ Average annual percent reduction of 5.9%
  - **28.0% reduction in average response time (dispatch to arrival)**
  - **18.6% reduction in injury producing traffic accidents**

# Police Summary



## Strengths

- Two consecutive years of reduction in Priority 1 response time
- Highest rate of crime reduction compared to other jurisdictions

## Areas of Improvement

- Increase in Injury producing traffic accidents in past two years



# QUESTIONS

# APPENDIX



# Appendix



- **Departments compiled and submitted data in 16 of the 19 service area templates**
  - **Areas Include: Code Compliance, Library Services, Parks and Recreation, Permits Land Use and Plan Review, Police Services, Procurement, Risk Management, Solid Waste, Facilities Management, Fire and EMS, Fleet Management, Highway and Road Maintenance, Housing, Human Resources, Information Technology**
  - **Areas not reported: Sustainability, Youth Services, Obesity**

# Appendix

## ICMA Reporting Areas



Reporting Area	Departments	Council Committee
Code Enforcement	Code Compliance Services	Quality of Life
Facilities Management	Equipment & Building Services	Transportation & Environment
<b>Fire &amp; EMS</b>	<b>Fire-Rescue Department</b>	<b>Public Safety</b>
Fleet Management	Equipment & Building Services	Transportation & Environment
Highways & Roads Maintenance	Streets	Transportation & Environment
Housing	Housing & Community Services	Housing
Human Resources	Human Resources	Budget, Finance & Audit
Library Services	Library	Arts, Culture, and Libraries
Parks & Recreation	Park & Recreation	Quality of Life
Permits, Plan Review & Land Use	Sustainable Development & Construction	Economic Development
<b>Police Services</b>	<b>Police Department</b>	<b>Public Safety</b>
Procurement	Business Development & Procurement Services	Budget, Finance & Audit
Risk Management	Office of Risk Management	Budget, Finance & Audit
Solid Waste	Sanitation	Transportation & Environment