

XXI - BENCHMARKING

This chapter summarizes benchmark data relating to specific issues facing the Dallas Police Department, including total staffing, the use of sworn and civilian personnel, the number of calls for service per population, response time to emergency and non-emergency calls, number of violent and nonviolent calls, felony arrests, clearance rates, and injury related vehicular accidents. Benchmark police departments were selected based on information relating to “peer” departments with which the City of Dallas typically compares itself as well as based on the experience of the consulting team.

POPULATION

Dallas ranks sixth in terms of population of the eleven departments for which information will be presented in this chapter.

City	Population
Los Angeles, California	3,830,560
Houston, Texas	2,000,759
Philadelphia, Pennsylvania	1,500,000
Phoenix, Arizona	1,470,015
San Antonio, Texas	1,280,200
<i>Dallas, Texas</i>	<i>1,211,000</i>
San Jose, California	926,200
Baltimore, Maryland	685,210
Austin, Texas	678,769
Ft. Worth, Texas	556,700
Mesa, Arizona	440,856

TOTAL STAFFING

The Dallas Police department ranks eighth in terms of total staffing per thousand population among the eleven benchmark police departments (including Dallas). The total staffing per thousand population in Dallas (2.87) is 16.3 percent lower than the average for the benchmark departments excluding Dallas (3.43).

Department	Population	Total Staffing	Total Staffing Per Thousand Population
Baltimore, Maryland	685,210	3,924	5.73
Philadelphia, Pennsylvania	1,500,000	8,054	5.37
Houston, Texas	2,000,759	8,541	4.27
Los Angeles, California	3,830,560	13,807	3.60
Mesa, Arizona	440,856	1,341	3.04
Ft. Worth, Texas	556,700	1,668	3.00
Austin, Texas	678,769	1,949	2.87
<i>Dallas, Texas</i>	<i>1,211,000</i>	<i>3,472</i>	<i>2.87</i>
Phoenix, Arizona	1,470,015	3,380	2.30
San Antonio, Texas	1,280,200	2,748	2.15
San Jose, California	926,200	1,861	2.01
Average (excluding Dallas)			3.43

SWORN OFFICERS AND CIVILIAN PERSONNEL

Dallas Police Department ranks fifth in terms of its sworn officer staffing per thousand population but last in terms of the number of civilian workers per thousand population it employs. The number of sworn officers per thousand population employed in Dallas (2.44) is 7.9 percent less than the average for the benchmark departments (excluding Dallas (2.65)). The number of civilian employees per thousand population in Dallas (.42), by contrast, is 46.1 percent lower than the average for the benchmark departments.

	Sworn Officers Per Thousand Population	Sworn Officer Rank	Civilian Employees Per Thousand Population	Civilian Employee Rank
Baltimore, Maryland	4.85	1	0.88	4
Philadelphia, Pennsylvania	4.71	2	0.66	7
Houston, Texas	3.27	3	1.00	2
Los Angeles, California	2.67	4	0.94	3
<i>Dallas, Texas</i>	<i>2.44</i>	<i>5</i>	<i>0.42</i>	<i>11</i>
Ft. Worth, Texas	2.33	6	0.67	6
Austin, Texas	2.02	7	0.85	5
Mesa, Arizona	1.89	8	1.15	1
Phoenix, Arizona	1.68	9	0.62	8
San Antonio, Texas	1.60	10	0.54	9
San Jose, California	1.49	11	0.52	10
Average (excluding Dallas)	2.65		0.78	

Dallas' ratio of sworn officers to civilian personnel is 5.78, which ranks tenth and is 57.5 percent higher than the average of 3.67.

Department	Number Of Budgeted Sworn Officer Positions	Number Of Budgeted Civilian Positions	Ratio Of Budgeted Sworn Officers to Civilian Positions
Mesa, Arizona	835	506	1.65
Austin, Texas	1,372	577	2.38
Phoenix, Arizona	2,463	917	2.69
Los Angeles, California	10,212	3,595	2.84
San Jose, California	1,379	482	2.86
San Antonio, Texas	2,054	692	2.97
Houston, Texas	6,544	1,997	3.28
Ft. Worth, Texas	1,297	371	3.50
Baltimore, Maryland	3,323	601	5.53
<i>Dallas, Texas</i>	<i>2,960</i>	<i>512</i>	<i>5.78</i>
Philadelphia, Pennsylvania	7,069	985	7.18
Average (excluding Dallas)			3.67

Please note that part of the reason that the number of civilian employees per thousand population is lower than the other benchmark jurisdictions and the ratio of sworn to civilian employees is higher may be because the other police departments operate 911 call centers for their jurisdictions while in Dallas the 911 call center is operated by the fire-rescue department. However, even if the 143 civilian call takers current assigned to the city's 911 call center were added to the Dallas police department to account for this difference the Dallas police department would be tied for ninth in terms of the number of civilian employees per thousand population and would rank ninth in terms of the ratio of sworn to civilian employees.

NUMBER OF CALLS FOR SERVICE

The number of calls for service per thousand population in Dallas was 0.65, the second lowest number among the benchmark departments. The average number of calls received per person (1.06) is 38.5 percent higher than the number received in Dallas.

Department	Total Number of Calls For Service In 2003	Number Of Calls Per Person
San Jose, California	217,024	0.23
Phoenix, Arizona	874,742	0.60
Dallas, Texas	789,552 ¹	0.65
San Antonio, Texas	870,127	0.68
Houston, Texas	1,370,560	0.69
Mesa, Arizona	384,110	0.87
Los Angeles, California	3,363,536	0.88
Austin, Texas	661,651	0.97
Baltimore, Maryland	1,145,377	1.67
Ft. Worth, Texas	1,000,192	1.80
Philadelphia, Pennsylvania	3,283,981	2.19
Average (excluding Dallas)		1.06

RESPONSE TIME

In 2003, the Dallas Police Department's average response time to emergency calls for service was 8.5 minutes, which ranks eighth out of the nine departments for which response time data was available². This average response time to emergency calls was 33.3 percent higher than the average response time for all the benchmark police departments (6.4 minutes).

The response time to non-emergency calls for service was 30 minutes, which ranks seventh. This response time was only 14.1 percent higher than the average response time for all the benchmark police departments (26.3 minutes).

Please note that these comparisons should be considered to be representative only. Benchmark police departments were asked to provide information on their average response times to emergency and non-emergency calls for service but an analysis of how these response times were calculated was not performed.

¹ Calls for service information taken from computer aided dispatch system.

² Response time data was not available for Baltimore, Maryland and Philadelphia, Pennsylvania.

Department	Average Response Time To Emergency Calls For Service (Minutes)	Response To Emergency Calls Rank	Average Response Time To Non-Emergency Calls For Service (Minutes)	Response To Non-Emergency Calls Rank
Mesa, Arizona	3.7	1	27.8 ³	6
San Antonio, Texas	4.8	2	15.4	3
Phoenix, Arizona	5.2	3	33.3	8
San Jose, California	5.6	4	8.1	1
Houston, Texas	6.5	5	20.9	4
Ft. Worth, Texas	7.3	6	26.1	5
Austin, Texas	7.4	7	13.4	2
<i>Dallas, Texas</i>	<i>8.5</i>	<i>8</i>	<i>30.0</i>	<i>7</i>
Los Angeles, California	10.5	9	65.2	9
Average (excluding Dallas)	6.4		26.3	

VIOLENT AND NONVIOLENT CRIMES

Dallas' average number of violent crimes per thousand population ranks tenth (the second highest); the average number of nonviolent crimes ranks eleventh (the highest). The number of violent crimes per thousand population in Dallas (13.93) is 56.9 percent higher than the average for the benchmark departments (8.88). The number of non-violent crimes per thousand population in Dallas (80.94) is 52.0 percent higher than the average number of non-violent crimes per thousand population in the benchmark departments (53.24).

Department	Number Of Violent Crimes Per Thousand Population	Violent Crimes Rank	Number Of Non-Violent Crimes Per Thousand Population	Non-Violent Crimes Rank
San Jose, California	3.65	1	22.40	1
Austin, Texas	4.77	2	63.82	7
Mesa, Arizona	5.33	3	57.23	5
San Antonio, Texas	5.66	4	64.83	8
Phoenix, Arizona	6.62	5	66.55	9
Ft. Worth, Texas	6.74	6	67.41	10
Houston, Texas	11.99	7	59.98	6
Los Angeles, California	12.63	8	35.00	2
Philadelphia, Pennsylvania	13.75	9	41.64	3
<i>Dallas, Texas</i>	<i>13.93</i>	<i>10</i>	<i>80.94</i>	<i>11</i>
Baltimore, Maryland	17.65	11	53.50	4
Average (excluding Dallas)	8.88		53.24	

CLEARANCE RATE – VIOLENT CRIMES

The Dallas Police Department's clearance rate for violent crime is the fourth lowest among the ten departments for which data was available.⁴ However, the department's clearance rate closely approximates the average clearance rate for the benchmark police departments.

³ Includes response to priority 2 calls only. The response time to priority 1 calls is seven minutes.

⁴Clearance rate data was not available for Los Angeles, California.

Department	Clearance Rate – Violent Crimes
San Jose, California	12.0%
Houston, Texas	30.6%
Phoenix, Arizona	31.3%
<i>Dallas, Texas</i>	32.3%
Ft. Worth, Texas	33.2%
San Antonio, Texas	33.8%
Baltimore, Maryland	36.7%
Austin, Texas	40.0%
Mesa, Arizona	41.3%
Philadelphia, Pennsylvania	44.3%
Average (excluding Dallas)	33.7%

CLEARANCE RATE – NONVIOLENT CRIMES

The Dallas Police Department has the highest clearance rate for nonviolent crimes among the ten departments for which clearance rate data was available.³ The department’s clearance rate exceeds the average clearance rate (12.3 percent) by 24.6 percent.

Department	Clearance Rate –Nonviolent Crimes
Austin, Texas	9.8%
Houston, Texas	11.1%
Ft. Worth, Texas	11.1%
San Antonio, Texas	11.1%
Phoenix, Arizona	11.7%
Baltimore, Maryland	12.4%
Mesa, Arizona	12.8%
San Jose, California	15.2%
Philadelphia, Pennsylvania	15.3%
<i>Dallas, Texas</i>	15.3%
Average (excluding Dallas)	12.3%

VEHICULAR ACCIDENTS

Of the seven departments⁵ reporting vehicular accident information involving Dallas ranked last in terms of the number of injury accidents per 1,000 population and had the fifth highest number of injury accidents.⁶

⁵ Data was not available for Baltimore, Maryland; Fort Worth, Houston, and San Antonio, Texas.

⁶ Please note that a better comparative measure for traffic accidents would relate the number of traffic accidents to the volume of traffic in a community (since some communities – including Dallas – generate a volume of commuter traffic each day that is disproportionate to the city’s population). No such “traffic index” was available for making comparisons among these jurisdictions, however.

Department	Vehicular Accidents Involving Injuries	Injury Accidents Per 1,000 Population
San Jose, California	3,492	3.77
Los Angeles, California	23,581	6.16
Mesa, Arizona	2,730	6.19
Austin, Texas	5,418	7.98
Phoenix, Arizona	12,708	8.64
Philadelphia, Philadelphia	12,968	8.65
Dallas, Texas	12,858	10.62
Average (excluding Dallas)		6.89