

# Memorandum



CITY OF DALLAS

DATE August 9, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Preventable City Equipment Incidents**

As a follow-up to the [June 14, 2024 memo](#), media inquiries, and Councilman Ridley's suggestions regarding city equipment incidents, below is additional information that provides more of a complete picture of the City's milestones, current preventive measures, post-incident best practices, and future initiatives to continue reducing city equipment incidents.

## **MILESTONES**

- FY 2016 through 2017 – ORIGAMI Risk Management Information System created and implemented the paperless incident reporting module and process
- June 12, 2018 - The City of Dallas Administrative Directive (AD) 03-03: Driver and Safety Equipment Safety Program that governs what happens when a city employee has an incident involving city-owned equipment was revised including but not limited to:
  - Revised collision classification points table
  - Revised mandatory minimum disciplinary action chart
  - Dallas police officers are only dispatched to the scene in cases of fatalities or if a vehicle is inoperable and needs to be towed
- FY 2018 - Incident Investigation Division was created with dedicated incident investigators that respond to and investigate motor vehicle or equipment incidents; documents damage to the vehicles as a result of vehicular accidents, vandalism, or comprehensive damage; photographs incident scenes, vehicles, and evidence; interviews drivers, witnesses, and passengers; and determines conditions leading up to an incident.
- Received 2022 Excellence in Driver Safety Training Center Award - The National Safety Council (NSC) recognized the City of Dallas (COD) for its Defensive Driving Course (DDC) instructor, driver training program, and for having advanced progress on the road to zero deaths by delivering an exemplary defensive driving program
- October 23, 2023 – Public Works department is registered as an Entry Level Driver Training (ELDT) provider by the Federal Motor Carrier Safety Administration (FMCSA)

- FY 2023 – Created the Emergency Response Incident Review Committee
  - Created to address driving conditions that are unique and specific to emergency response driving and patrol
- August 2023 – Failure to Supervise Letter of Reprimand - Dallas Fire Rescue (DFR) started issuing these letters to DFR supervisors
- August 28, 2023 - City of Dallas Administrative Directive (AD) 03-03: Driver and Safety Equipment Safety Program was revised as follows
  - Addressed Code 3 emergency incidents
  - Revised collision classification points table
  - Revised mandatory minimum corrective action chart
- Received 2023 Excellence in Driver Safety Training Center Award - The National Safety Council (NSC) recognized the City of Dallas (COD) for its Defensive Driving Course (DDC) instructor, driver training program, and for having advanced progress on the road to zero deaths by delivering an exemplary defensive driving program.
- FY 2019 through 2023 City averaged a 14.5% decrease in incident activity.

### **CURRENT PREVENTIVE MEASURES**

- Office of Risk Management (ORM)
  - Defensive Driving Course (DDC) – Office of Risk Management (ORM) and other department certified trainers, provide training to all primary and secondary drivers, as defined in the governing document Administrative 3-3 Driver & Equipment Safety Program within 30 days of hire.
    - Annual average of 167 training sessions conducted
    - Annual average of 3,340 employees receive DDC training
  - New Hire Onboarding - ORM Occupational Health & Safety Officers conduct Driver Awareness training for all new hires.
- Dallas Police Department (DPD)
  - 40-hr week of Emergency Vehicle Operations Course(EVOC)
    - Backing Training
    - Accident Avoidance
    - Emergency Response Techniques – Part 1
    - Emergency Response Techniques – Part 2
    - Cumulative Skills Test

- Defensive Driving Course
  - Police One Academy 3 courses that total 6 hours: 1) Defensive Driving Basics, 2) Defensive Driving Principles, and 3) Distracted Driving for Law Enforcement.
- Dallas Fire Rescue (DFR)
  - DFR Training Academy provides a 40-hour class that includes NFPA 1002 compliant skill training and testing
  - Officers are tested by the State of Texas to receive a Class B driver license
- Sanitation
  - 10-Day New Driver Development Plan
  - Camera and GPS systems installed in trucks vendor is The Heil Co, dba 3<sup>rd</sup> Eye
  - Truck drivers can earn a \$100/per month safety and attendance incentive
- Public Works
  - Public Works department is registered as an Entry Level Driver Training (ELDT) Provider
    - Provides training to 5 city departments: AVI, DWU, EFM, PKR, and TRN

### **POST-INCIDENT BEST PRACTICES**

- ORM Remedial Driving Safety Courses – These are courses recommended by ORM Safety Specialists that review and determine the preventability of employees' incidents.
  - Individual department management authorizes training
  - ORM Occupational Health & Safety Officers conduct 5 different types of remedial courses
- DPD Remedial Driving Safety Courses - These are courses recommended by ORM Safety Specialists that review and determine the preventability of an employee's incidents.
  - Four-hour block of instruction that includes a Power-Point presentation and practical exercises based off the officer's incident
- DFR - Failure to Supervise Letter of Reprimand – Letters are issued to supervisors.
- DFR - Elevated Corrective Actions – On a case-by-case basis, corrective actions are applied beyond the mandatory minimums listed in AD 3-3.

### **FUTURE INITIATIVES AND CONSIDERATIONS**

- City-wide Driver Safety Awareness Communication Campaign (Target date to present to Council January 2025) – ORM, the Office of Communications and Customer Experience/311, and The Voice Society with collaboration from DPD, DFR, and other large fleet departments are exploring options for the most effective communication campaign with a goal to increase driver safety awareness that will help continue the City’s reduction in city equipment incidents since fiscal 2019.
  - Third-party research on occupational safe driving
  - Toolkits and best practices from associations such as OSHA as well as other counties and cities
  - Multi-channel delivery platform(s)
  - Campaign production (e.g., videos, posters, MDC/CAD dispatch, etc.)
  - Focus group testing
  
- Incentive and Rewards Programs Draft (Target date to submit to the Controller’s Officer for management review December 2024)
  - Survey other cities
  - Stakeholders meetings
  - Budget considerations meetings
  - Revise Administrative Directive 3-32 Employee Safety Awards Programs
  
- ORM Annual DDC Refresher Course (Target date October 1, 2024) – This would be a scaled down version of the NSC DDC 6-hr course given to primary and secondary drivers. It would be in addition to the Texas Department of Transportation (TX-DOT) every 3 years 6-hr course retake requirement.
  
- ORM Remedial DDC Refresher Course (Target date October 1, 2024) - This would be a scaled down version of the NSC DDC 6-hr course given to employees that have had a preventable incident.
  
- SAN Truck Driver Simulator (Target date: August 2024) - Will seek Council authorization for the purchase of a truck driving simulator to provide hands-on experiential training for its new drivers and re-training to those in need, offering experience without risks to people or equipment.
  
- DFR Update Policy MOP 319 (Target date of October 1, 2024)– Corrective action to be administered to both members of ambulance and officers.
  
- DFR Acknowledgement Form (Target date of October 1, 2024) - All officers will have drivers sign an acknowledgement form stating that they have been provided copies of and will comply with ADs, MOPs, and traffic.
  
- Citizen Education Programs (Target date to be determined) – This program will educate citizens on the proper way to navigate around emergency vehicles.

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PBW Remedial ELDT Training – This training would be provided to employees that are required to have a Commercial Driver License (CDL) that have had a preventable incident.

Finally, to address the last area of concern regarding the perception of “competition between fire response teams in race to be first to fire location”, DFR does not encourage nor condone such unsafe driving practices.

If you have any questions, please contact Zeronda Smith, Director of the Office of Risk Management at [Zeronda.smith@dallas.gov](mailto:Zeronda.smith@dallas.gov).



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