

Response Time Definitions from 911 Call to Arrived on Scene

The data used to determine these times are limited to records where the agency type was Police, the time the unit was assigned is populated, the time the unit arrived is populated and only citizen initiated calls were included; Be On the Lookout (BOLO) calls and officer initiated calls were excluded. There are circumstances which allow for negative times; for example, when CAD goes down calls are backfilled so the time entered is greater than the other response times. To eliminate this occurrence the time from when the operator picks up the phone to when the officer arrives must be greater than zero. Calls may be reopened for additional response therefore calls were excluded where the response time was greater than 10 hours. Additionally, the standard deviation is calculated using the above parameters by priority from 2010 through 2012. Calls which were three standard deviations above the average (between 1 and 2 percent of the data by priority) were identified as outliers and excluded.

Calls are categorized by priority. Priority 0 through 2 are designated as an imminent threat to life, Priority 3 and 4 are quality of life issues for the public and Priority 5 and 6 are property related calls. In progress incidents, whether person or property, are included in the priorities 1 and 2, which includes in progress property crimes due to the fact that those incidents escalate to person crimes quickly and there is a high solvability factor.

Part 1 crimes are defined as homicide, rape, robbery, aggravated assault, burglary, larceny, auto theft and arson.

Response Times from 911 Call to Time Arrived 2013 through 2017

	Priority 0-2 Calls Avg Response Time	Priority 3-6 Calls Avg Response Time	Citizen Initiated Calls for Service	Officer Initiated Calls for Service	Part 1 Crimes
2013	15:10	27:12	300,170	187,780	26,942
2014	14:05	26:40	294,197	216,699	26,681
2015	13:48	27:57	308,510	219,635	29,109
2016	12:52	29:00	310,567	285,821	29,873
2017	12:14	28:58	313,361	320,285	31,024
Change 2016 to 2017	-38 sec	- 2 sec	0.9%	12.1%	3.9%