2016-2017 BUDGET QUESTION

Response to Request for Information

DEPARTMENT: Police

REQUEST NO.: 108

REQUESTED BY: Zimmerman

DATE REQUESTED: 7/29/16

DATE POSTED: 7/29/16

REQUEST: Please explain why the performance measure "Total police response time for emergency and urgent calls" increased from 7:45 in FY 2016 to 8:04 in FY 2017.

RESPONSE: Total response time has trended upward over the last five years (see below), which is primarily driven by the increase in the dispatch-to-arrival time component (the time it takes officers to arrive on-scene). We don't anticipate any improvement in the factors below that impact dispatch-to-arrival time:

- call volume
- patrol officer availability
- traffic congestion and distance traveled

Therefore, it's most realistic to base our target on the most recent actual (FY15 = 8:04), rather than using a five-year average, which is the method we use to moderate fluctuations in the other key PMs. In the case of response time, we don't see great fluctuation, but rather a steady increase. For this reason, we believe that maintaining this response time is the appropriate goal. Incidentally, our most recent data for FY16 reflects the same total response time as the FY15 actual.

Emergency and urgent calls for service

Performance measure	Actual FY11	Actual FY12	Actual FY13	Actual FY14	Actual FY15	Goal to Maintain FY16	Current Yr Estimate FY16	Goal to Maintain FY17
Total response time	6:45	7:19	7:30	7:45	8:04	7:45	8:04	8:04
• Process time (call taker)	1:02	1:12	1:07	1:12	1:17	-	1:16	-
• Dispatch time (dispatcher)	0:51	0:52	0:56	0:55	1:01	-	:59	-
• Dispatch-to-arrival time (patrol)	4:52	5:15	5:26	5:37	5:45	-	5:49	-
Calls dispatched (call volume)	65,149	73,962	77,996	79,169	83,755	-	83,755	-