



**AUSTIN POLICE  
DEPARTMENT  
EMERGENCY  
COMMUNICATIONS**

Public Safety Commission  
December 5, 2011

# 911 Calls

	<b>2011 (Jan 1 – Nov 30)</b>
Calls Answered in $\leq 10$ sec	97%
Calls Offered	731,678
Calls Answered	730,508
Total Abandoned Calls <i>after receiving the recording</i>	905

\*NENA & APCO recommended standard 90% in 10 seconds

# 911 Calls- All Sources

Jan - Nov 2011	Calls	Recording	Average Wait	Max Wait
911	525,287	13,187	0:02	4:15
7 Digit 911 from 311	114,072	2,848	0:02	16:58
10 digit outside Austin Area	51,660	1,480	0:02	19:17
911 from TCSO	40,649	198	0:01	1:51
<b>Totals</b>	<b>731,678</b>	<b>15,091</b>	<b>0:02</b>	

# APD RESPONSE TIMES

January 1 to September 30 (YTD) 2010 and 2011: Police Calls for Service by Call Type

CALLS FOR SERVICE	HOTSHOT PRIORITY (P0)		URGENT PRIORITY (P1)		PRIORITY 2		PRIORITY 3	
	YTD2010	YTD2011	YTD2010	YTD2011	YTD2010	YTD2011	YTD2010	YTD2011
<b>Number Dispatched Calls</b>	7,129	7,994	20,121	17,623	136,790	133,727	159,920	157,543
<b>Initiate To Entry</b>	0:00:55	0:00:52	0:01:18	0:01:21	0:01:21	0:01:15	0:01:40	0:01:27
<b>Entry To Dispatch</b>	0:00:42	0:00:38	0:00:51	0:00:41	0:06:09	0:05:39	0:18:07	0:17:35
<b>Dispatch To On Scene</b>	0:03:56	0:04:00	0:05:32	0:05:38	0:07:08	0:07:25	0:09:05	0:09:31
<b>Total Response Time</b>	0:05:34	0:05:31	0:07:42	0:07:41	0:14:39	0:14:21	0:28:52	0:28:34

# Call Type Definitions

- **HOT SHOT:** Incidents which are in progress and are an immediate threat to life and/or public safety (i.e. shootings, stabbings, rapes, riots). These calls are dispatched immediately.
- **URGENT/PRIORITY 1:** Incidents against persons that have just occurred and the offender is still in the area during which officers may be able to apprehend the subject and/or prevent further injury. These calls are dispatched within one minute.
- **PRIORITY 2:** Incidents against property which are in progress or just occurred such as auto thefts, car burglaries, suspicious persons etc. We attempt to dispatch these calls within 5 minutes
- **PRIORITY 3:** Incidents where protection of life or property is not at risk and an immediate police response will not likely prevent further injury, loss of property or adversely impact an investigation. We attempt to dispatch these calls within 15 minutes.
- **INFORMATION:** Incidents which do not require police response but require the information to be documented and/or disseminated to law enforcement personnel.