

Average Police Response Times and Total Calls Handled by Priority 2013-2016

2016			
Priority (Highest to Lowest)	Dispatch Time	Response Time	Calls Handled
1	Immediate	3m 56s	2,023
2	Immediate (Within 2 minutes)	4m 46s	8,358
3	15 minutes	*	26,759
4	30 minutes	6m 7s	8,568
5	60 minutes	6m 11s	13,525
6	2 hours	*	7,061
7	Phone Reports 72 hours	13s	380
			66,674

2015			
September 1 - December 31			
Priority (Highest to Lowest)	Dispatch Time	Response Time	Calls Handled
1	Immediate	5m 9s	658
2	Immediate (Within 2 minutes)	6m 59s	2,758
3	15 minutes	9m 30s	8,196
4	30 minutes	18m 5s	2,846
5	60 minutes	25m 26s	4,255
6	2 hours	35m 1s	2,033
7	Phone Reports 72 hours	4h 51m 2s	235
January 1 - August 31			
Priority 1 and 2	Immediate	4m 59s	5,759
All Others	Varies	Not Available	27,028
			53,768

2014			
Priority (Highest to Lowest)	Dispatch Time	Response Time	Calls Handled
1	Immediate	5m 2s	1,841
2	Immediate (Within 2 minutes)	5m 18s	8,778
3	15 minutes	6m 22s	11,067
4	30 minutes	6m 38s	7,131
5	60 minutes	7m 55s	10,015
6	2 hours	8m 44m	4,008
7	Phone Reports 72 hours	8m 56d	98
			42,938

2013			
Priority (Highest to Lowest)	Dispatch Time	Response Time	Calls Handled
1	Immediate	5m 1s	1,805
2	Immediate (Within 2 minutes)	5m 20s	11,118
3	15 minutes	6m 55s	8,596
4	30 minutes	6m 38s	6,800
5	60 minutes	8m 03s	10,211
6	2 hours	8m 57m	3,958
7	Phone Reports 72 hours	8m 07	319
			42,807

On September 1, 2015 the Police Department transitioned to a new computer aided dispatch system. The priority response breakdown for January 1 - August 31 is not available due to this transition. Fields marked with an * indicate priorities for which the current system could not calculate an average response time. The reason for this is unknown.