

Memorandum



DATE: March 25, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Communications Operations Center (Handling Calls for Service)**

On Monday, March 28, 2016, you will be briefed on the Communications Operations Center by Major Elaine Page of the Dallas Police Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



Communications Operations Center (Handling Calls for Service)

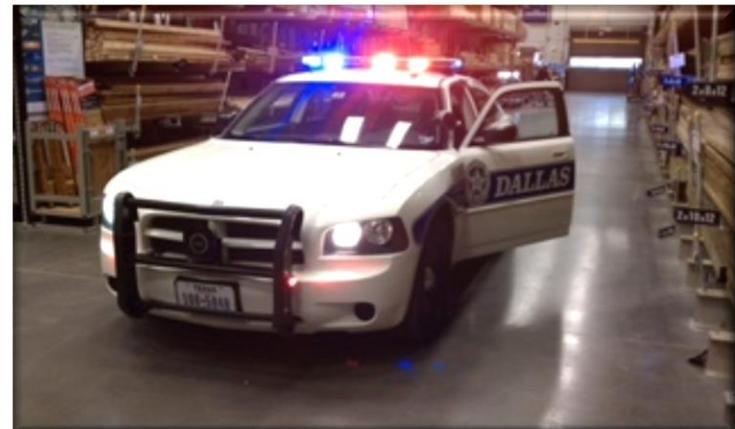
Public Safety Committee

March 28, 2016



Overview

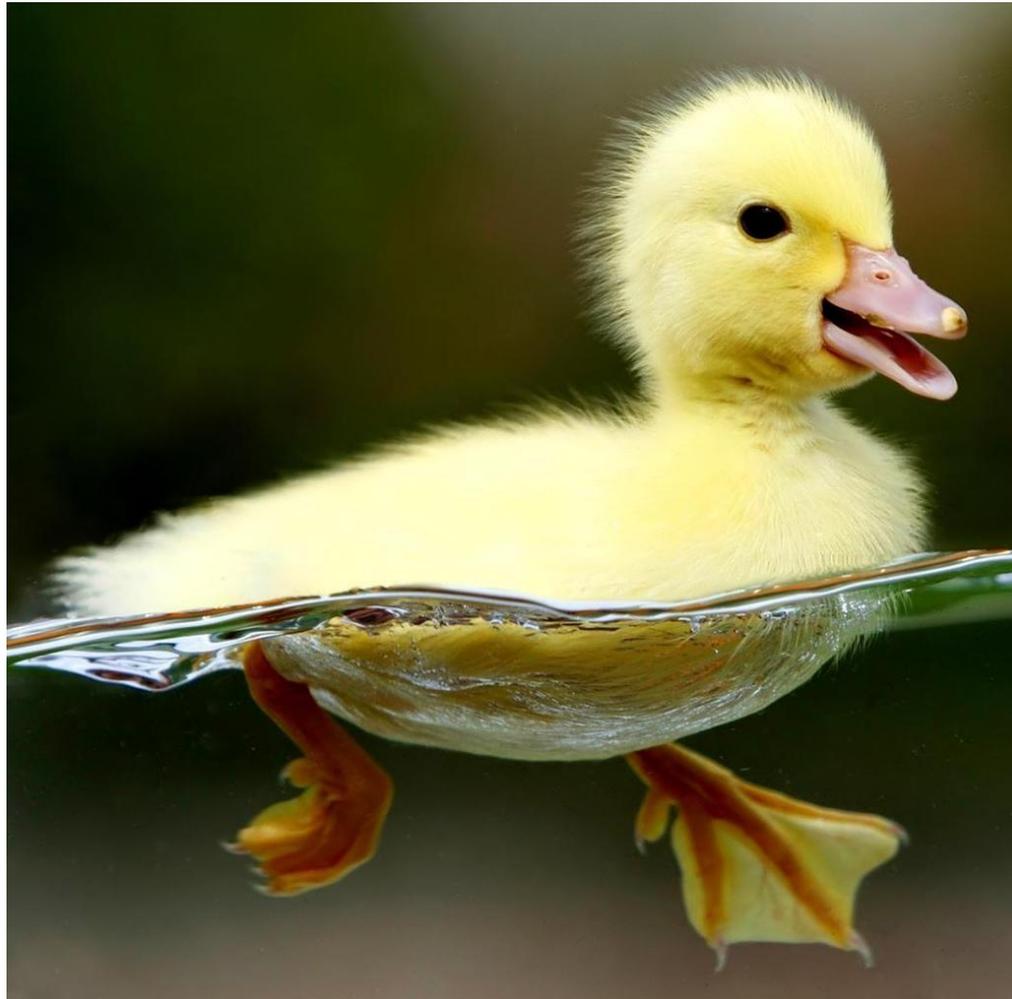
- Police Communications Services Section
- 911 Call for Service Process
- Response Time Facts
- Quality Customer Service
- Summary



Police Communications Services Section

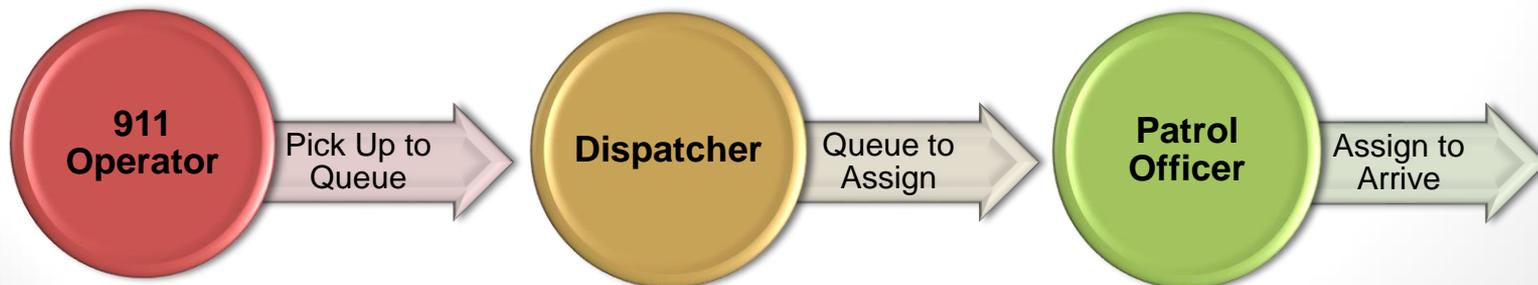
- Consist of 911 Operators, Police Dispatchers and Police Report Representatives
- Act as liaisons between citizens calling for Police/Fire services and patrol officers
- Prioritize 911 calls based on information provided by caller and create calls for service
- Dispatch patrol officers to calls for service
- Provide officers with updated call information and additional resources

Perception

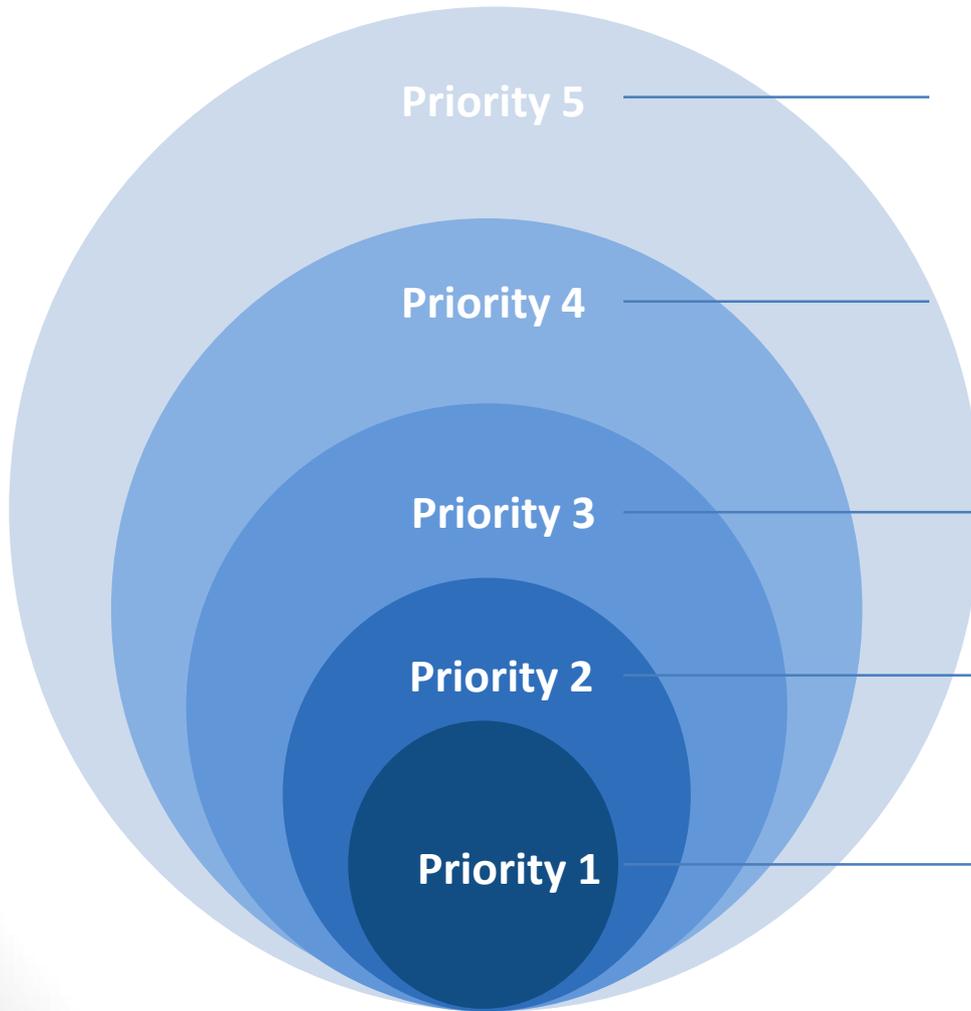


The Process

- The process of a 911 call for service is a concerted effort by the:
 - 911 Operator
 - Police Dispatcher
 - Responding Patrol Officer
- Calls are prioritized based on information provided at the time of the call



Call Priority System



Telephone Service Calls*

Ex. Lost Property, Theft from Person or Service, Criminal Mischief, Want to Locate or Non-Critical Missing Person

Non-Critical Calls

Goal – 60 Minutes or Less

Ex. Disturbance (Loud Music), Theft, Burglary (Unknown when occurred), Animal Complaints, Criminal Mischief, Panhandling

General Services Calls

Goal – 30 Minutes or Less

Missing Person, Intoxicated Person, Drug House, Burglary (recent)

Prompt Calls

Goal – 12 Minutes or Less

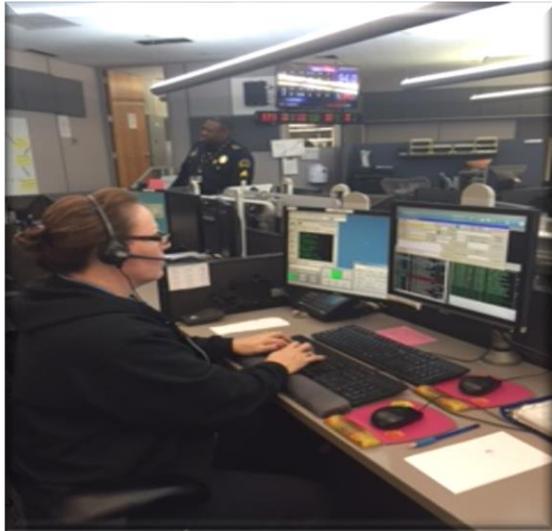
Ex. Robbery, Fire, Criminal Assault

Emergency Calls

Goal – 8 Minutes or Less

Ex. Shooting, Cutting, Disturbance Active Shooter Foot, Kidnapping in Progress

911 Operator



- Receives and triages calls to determine call priority
- Creates call sheet and inputs information into Computer Aided Dispatch System
- Calls electronically routed to dispatch queue
- 911 Operator Constraints:
 - Time spent gathering information
 - Caller unintelligible
 - Location unknown
 - Type of Call – priority 1 calls are 2 part
 - **2015 - 2,108,951 911 calls answered**

Police Dispatcher



- Call sheet populated into dispatch queue
- Dispatch time starts
- Dispatcher locates and assigns available patrol officer(s)
- Dispatcher Constraints:
 - Officer(s) availability
 - Number of officers needed based on type of call (mental health calls, major incidents)
 - **2015 - 606,541 calls dispatched**

Patrol Officer



- Acknowledges and responds to call(s)
- Travel time starts
- Travel Time Constraints:
 - Traffic/Road Conditions/Time of day
 - Weather
 - Officer flagged down
 - Officer diverted to higher priority call

Response Time Facts

- Providing estimated time of arrival (ETA) is a challenge due to the consequences faced should the ETA not be met
- No national standard for police response times, each agency is unique based on geography, demographics and strategic goals of the department
- DPD's Response Time Goals were established in 2007
- DPD's emphasis on crime reduction and quality customer service has an unintended effect on response times to 911 calls

Customer Service

- While response times are important, quality of service typically leaves a lasting, positive impression
- Officers are not rushing into critical incident calls (mental health) - waiting on cover and utilizing training to handle such calls
- Officers are spending more time on calls to provide a better customer service experience
- The National Institute of Justice (NIJ) notes investigations, problem solving and careful forensic evidence collection contribute more to arresting suspects than initial response times

Customer Service

- Results in more 911 calls for service (number of 911 calls versus number of offenses)
- Results in fewer calls answered per officer and longer wait times for officer response to 911 calls



Summary

- Quality or quantity?
- Slowing down instead of rushing into critical incident scenarios promotes greater officer and citizen safety
- Critical incident calls require more manpower, which in turn ties up more officers to handle each call
- Officers are called upon to answer more non-police calls than in the past 24/7
- Response times can be improved with the addition of police resources available to respond to calls

Questions?