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# **2015 Q4 EPS Response Time and Dispatch Call Volumes**

**Presented to the Edmonton Police Commission  
Jan 21, 2016**



# Purpose

- To provide a summary of EPS Priority 1-5 Response Time Performance & Dispatch Call Volumes statistics, 2009-2015.



# Summary

- Response Time Performance of our most critical dispatched calls – Priority 1 – is well below target, but has been stable since 2013. Low priority calls (4, 5) have seen continual deterioration since 2011.
- Overall Response Time Performance (Priority 1-5) has been falling since 2012, and 2015 performance is at a record low at 68.2%.
- In 2015, P1-P5 dispatch call volume grew by 8.5% (12,878 more calls) over 2014 levels. In previous years, year-over-year growth has ranged from -1.3% to 4.8%.

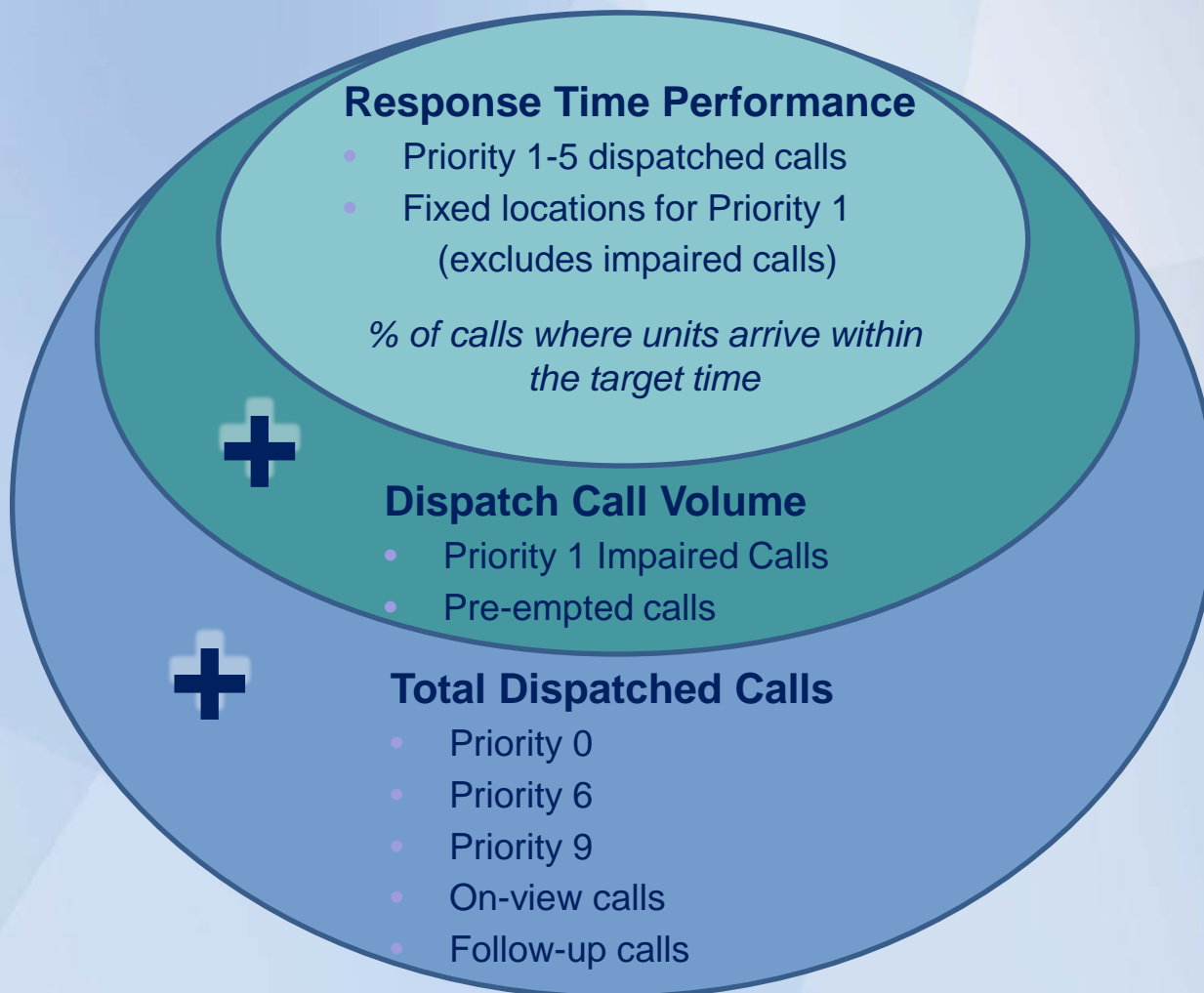


# Priority Levels & Response Time Targets

Priority Code	Definition/Example	Response Time Target (80% of the time)
0	<b>Officer in Distress / Officer Needs Assistance</b>	
1	<b>In Progress Person At Risk</b> - Response will likely prevent or reduce further harm to a person example: assault with a weapon <i>in progress</i>	Dispatch Time + Travel Time ≤ <b>7 minutes</b>
2	<b>In Progress Property At Risk</b> - Immediate response will likely prevent or reduce the further loss of property example: a neighbour observing an auto theft <i>in progress</i>	Dispatch Time + Travel Time ≤ <b>12 minutes</b>
3	<b>Just Occurred</b> - Immediate response will increase the likelihood of locating a suspect example: mischief that occurred very recently	Dispatch Time + Travel Time ≤ <b>17 minutes</b>
4	<b>The Nature of the Occurrence is Time Sensitive</b> example: a shoplifter is in-custody with security and is cooperative	Dispatch Time + Travel Time ≤ <b>40 minutes</b>
5	<b>General Service</b> - The nature of the offence is not time sensitive example: a business finds that they were vandalized the night before (i.e., the absence of <i>in progress</i> or <i>just occurred</i> )	Dispatch Time + Travel Time ≤ <b>180 minutes</b>
6	<b>The Occurrence is Minor in Nature</b> (eg.) Bylaw	
9	<b>Broadcast</b> - Information only	

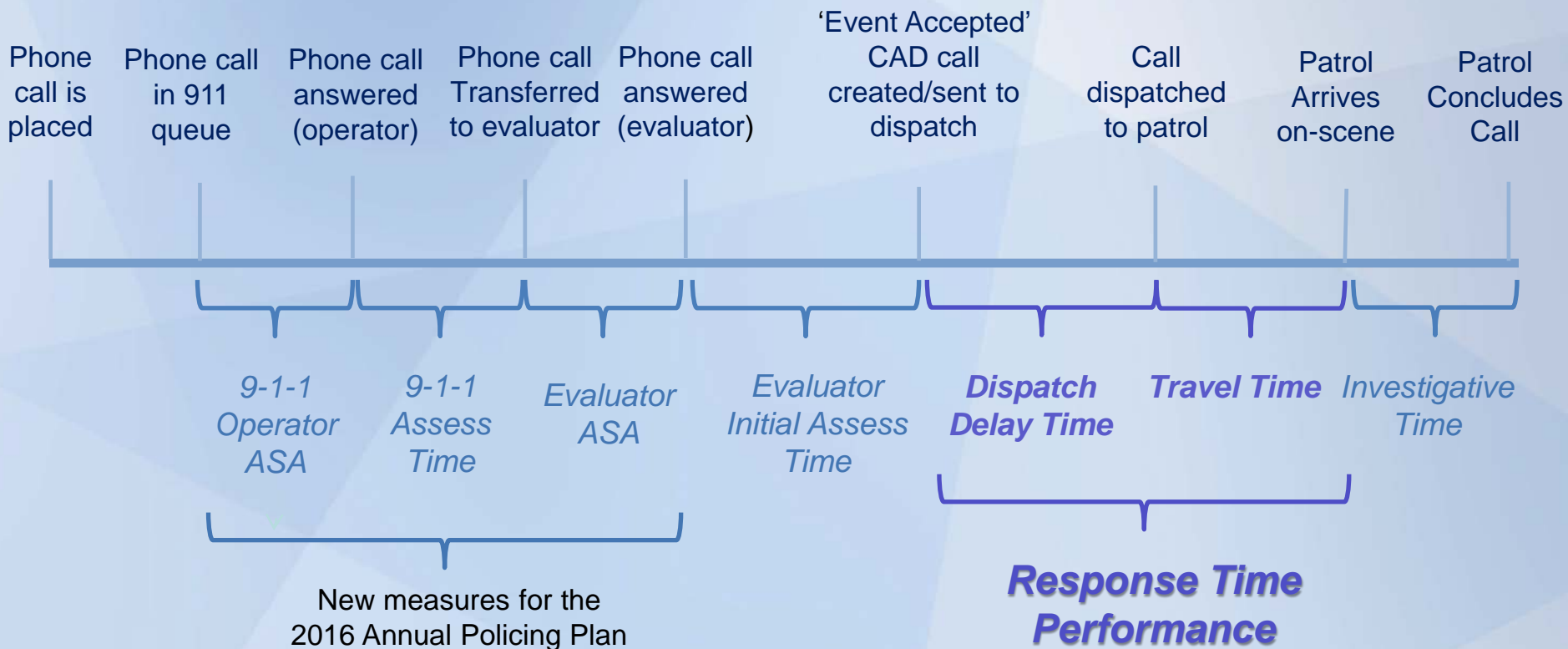


# What's Included in our Statistics





# Steps to Complete a 9-1-1 Emergency Call

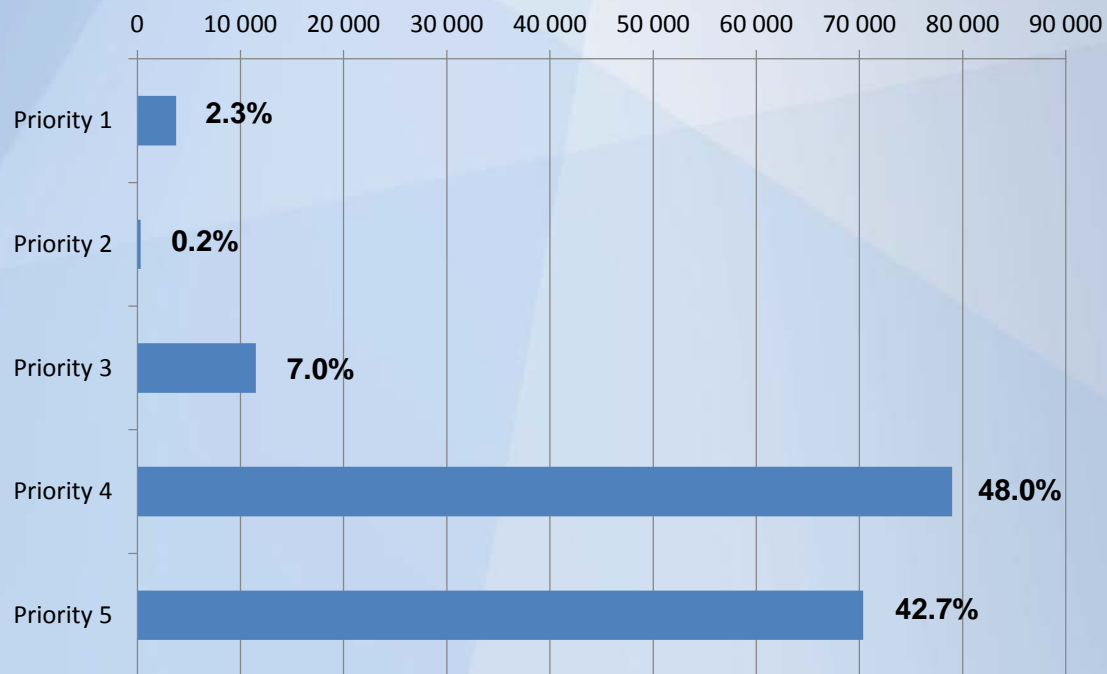


# Distribution of P1-P5 Dispatched Calls



- Priority 1 Calls made up only 2.3% of Dispatch Call Volume, in 2015.
- The vast majority of call volume are low priority P4 and P5's; 90.6%, in 2015.

Number of EPS Dispatched Calls by priority level, 2015





# P1-P5 Response and Dispatch Call Volume

Priority 1-5: Dispatch Calls and Response Time Performance



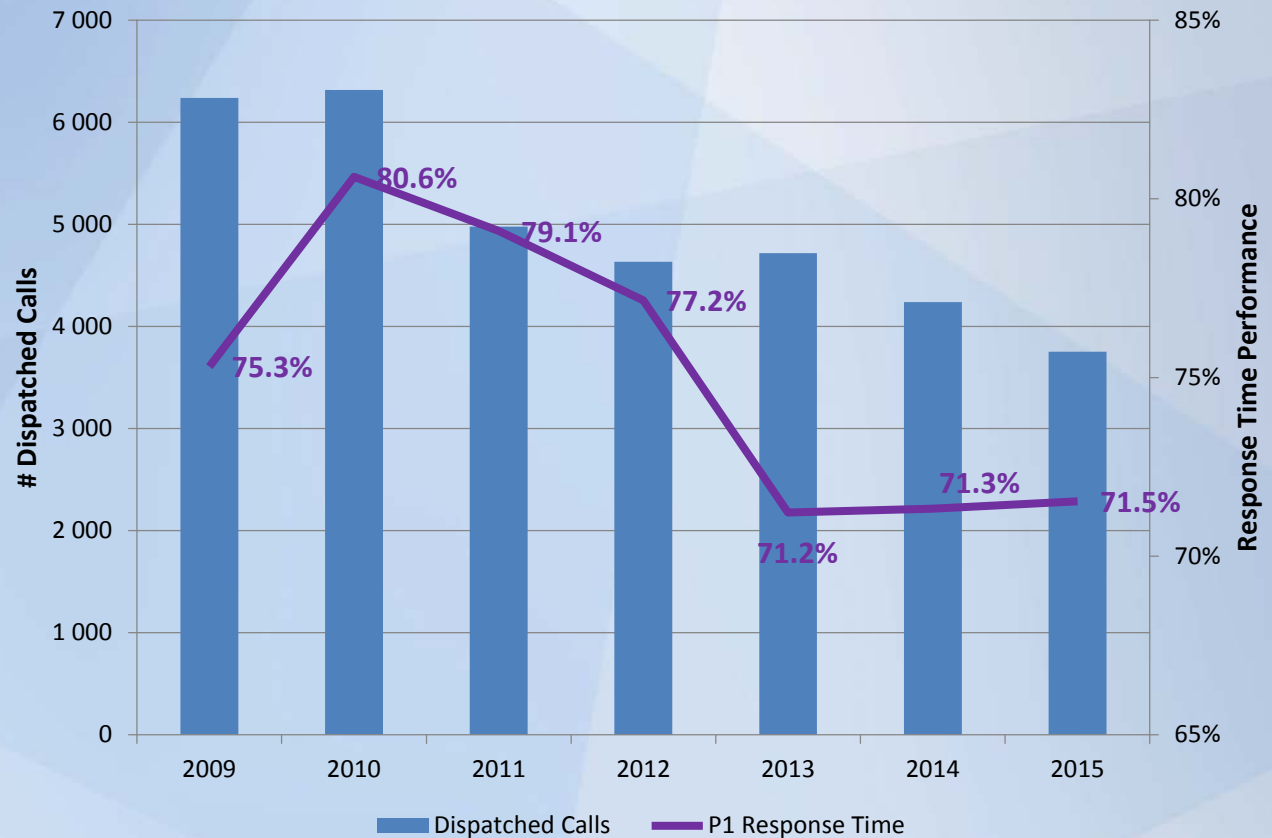
- P1-P5 Dispatch Call Volume increased **8.5%** from 2014-2015.
- P1-P5 Response Time Performance peaked in 2011 and has been declining since.
- 2015 P1-P5 Response Time Performance was **68.2%**, compared to **74.4%** in 2014.



# P1 - Response and Dispatch Call Volume



Priority 1: Dispatch Calls and Response Time Performance



- P1 Dispatch Call Volume decreased **11.2%** from 2014-2015.
- 2015 P1 Response Time Performance was **71.5%**, compared to **71.3%** in 2014.

# P2 - Response and Dispatch Call Volume



Priority 2: Dispatch Calls and Response Time Performance

- P2 Dispatch Call Volume decreased **32.2%** from 2014-2015.
- 2015 P2 Response Time Performance was **93.2%**, compared to **92.9%** in 2014.



# P3 - Response and Dispatch Call Volume



Priority 3: Dispatch Calls and Response Time Performance



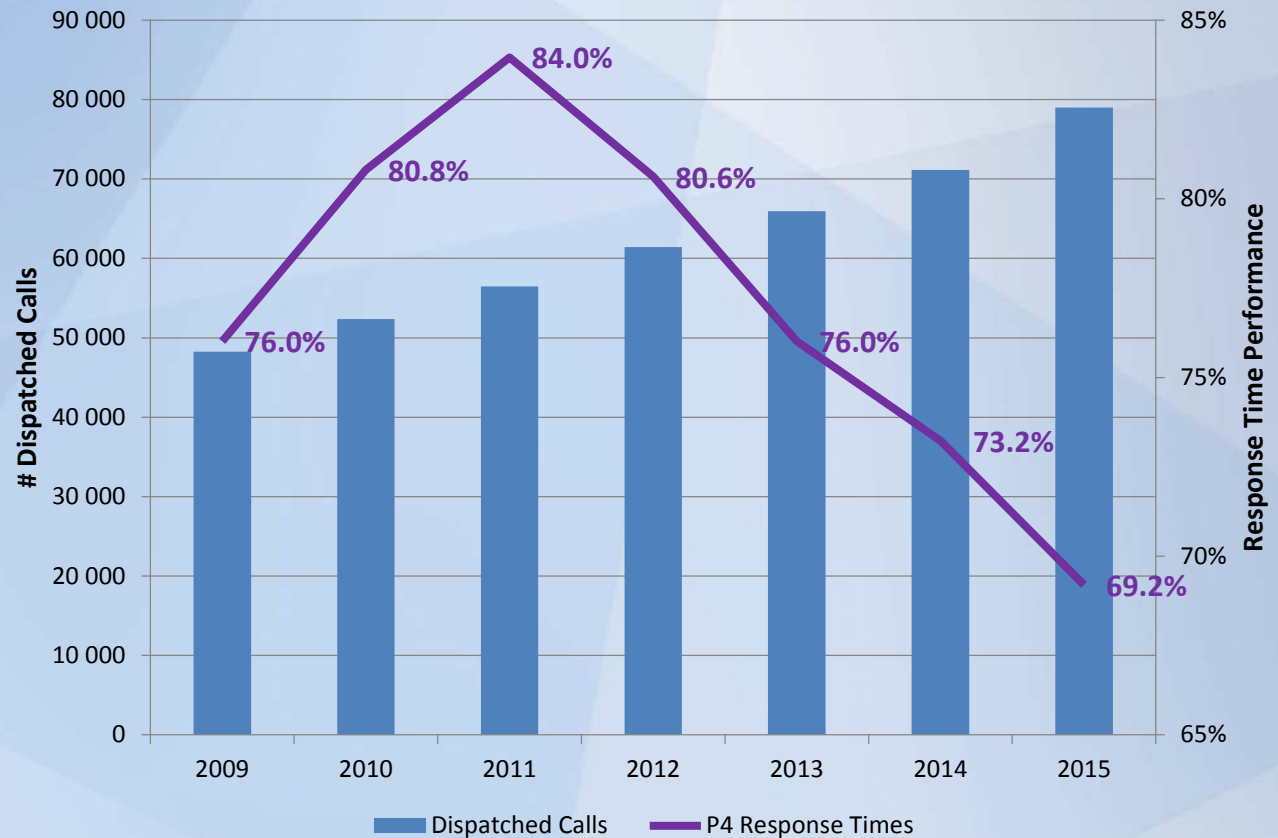
- P3 Dispatch Call Volume decreased **2.5%** from 2014-2015.
- 2015 P3 Response Time Performance was **93.0%**, compared to **92.8%** in 2014.

# P4 - Response and Dispatch Volume



Priority 4: Dispatch Calls and Response Time Performance

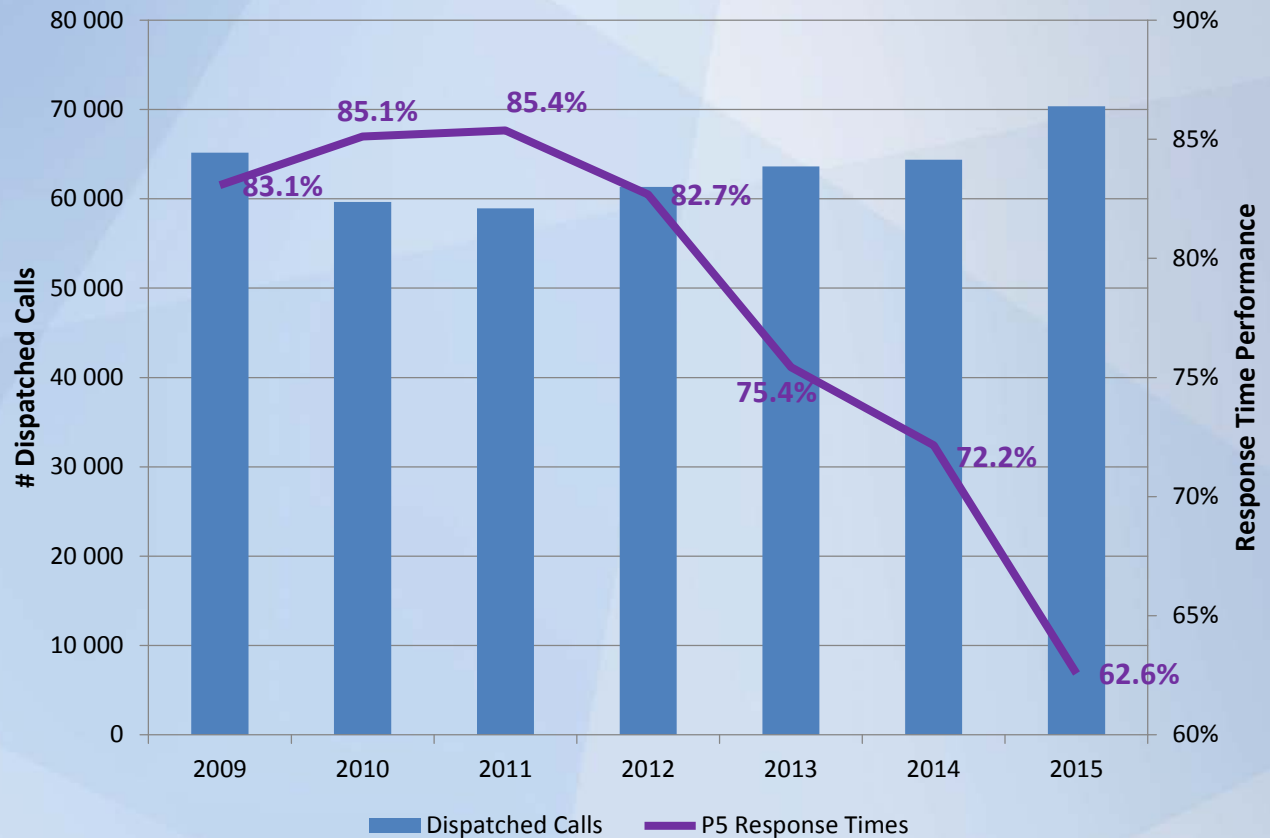
- P4 Dispatch Call Volume increased **11.0%** from 2014-2015.
- 2015 P4 Response Time Performance was **69.2%**, compared to **73.2%** in 2014.



# P5 - Response and Dispatch Volume



Priority 5: Dispatch Calls and Response Time Performance



- P5 Dispatch Call Volume decreased **9.3%** from 2014-2015.
- 2015 P5 Response Time Performance was **62.6%**, compared to **72.2%** in 2014.

# P1-P5 Response Time Performance & Dispatch Call Volume



EPS Response Times and Dispatch Call Volume		2009	2010	2011	2012	2013	2014	2015
<b>Priority 1</b>	1st Unit Response	75.3%	80.6%	79.1%	77.2%	71.2%	71.3%	71.5%
	# Dispatched Calls	6,238	6,315	4,977	4,635	4,718	4,238	3,754
<b>Priority 2</b>	1st Unit Response	93.6%	95.1%	94.9%	96.2%	93.1%	92.9%	93.2%
	# Dispatched Calls	1,143	1,003	802	631	525	459	311
<b>Priority 3</b>	1st Unit Response	93.4%	95.7%	95.3%	94.1%	92.1%	92.8%	93.0%
	# Dispatched Calls	15,039	14,798	13,843	12,472	12,494	11,782	11,490
<b>Priority 4</b>	1st Unit Response	76.0%	80.8%	84.0%	80.6%	76.0%	73.2%	69.2%
	# Dispatched Calls	48,261	52,355	56,489	61,436	65,949	71,130	78,978
<b>Priority 5</b>	1st Unit Response	83.1%	85.1%	85.4%	82.7%	75.4%	72.2%	62.6%
	# Dispatched Calls	65,172	59,665	58,939	61,344	63,629	64,393	70,347
<b>Total # Dispatched Calls</b>		<b>135,853</b>	<b>134,136</b>	<b>135,050</b>	<b>140,518</b>	<b>147,315</b>	<b>152,002</b>	<b>164,880</b>
<b>% Change</b>			<b>-1.26%</b>	<b>0.68%</b>	<b>4.05%</b>	<b>4.84%</b>	<b>3.18%</b>	<b>8.47%</b>

Source: Cognos R15-091, generated Jan 4, 2016



# QUESTIONS ?

***Resources required to perform analysis & develop presentation:***

- ***Strategic Analyst: 8.0 hours***