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# **2016 Q2 EPS Response Time and Dispatch Call Volumes**

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



# Purpose

- To provide a summary of EPS Priority 1-5 Response Time Performance & Dispatch Call Volumes statistics, 2009 to 2016 Q2 YTD.



# Summary

- Response Time Performance of low volume, but high priority calls (P1-P3), has improved marginally YTD.
- Response Time Performance of high volume, but low priority calls (P4-P5) has deteriorated YTD.
- Overall Response Time Performance (P1-P5) YTD is at a new low, at 67.2%. Performance peaked in 2011 at 85.7%.
- Dispatch call volume continues to grow at high levels, with 3.7% growth (an additional 2,959) compared to 2015 YTD. In previous years, year-over-year growth has ranged from -1.3% to 8.5%

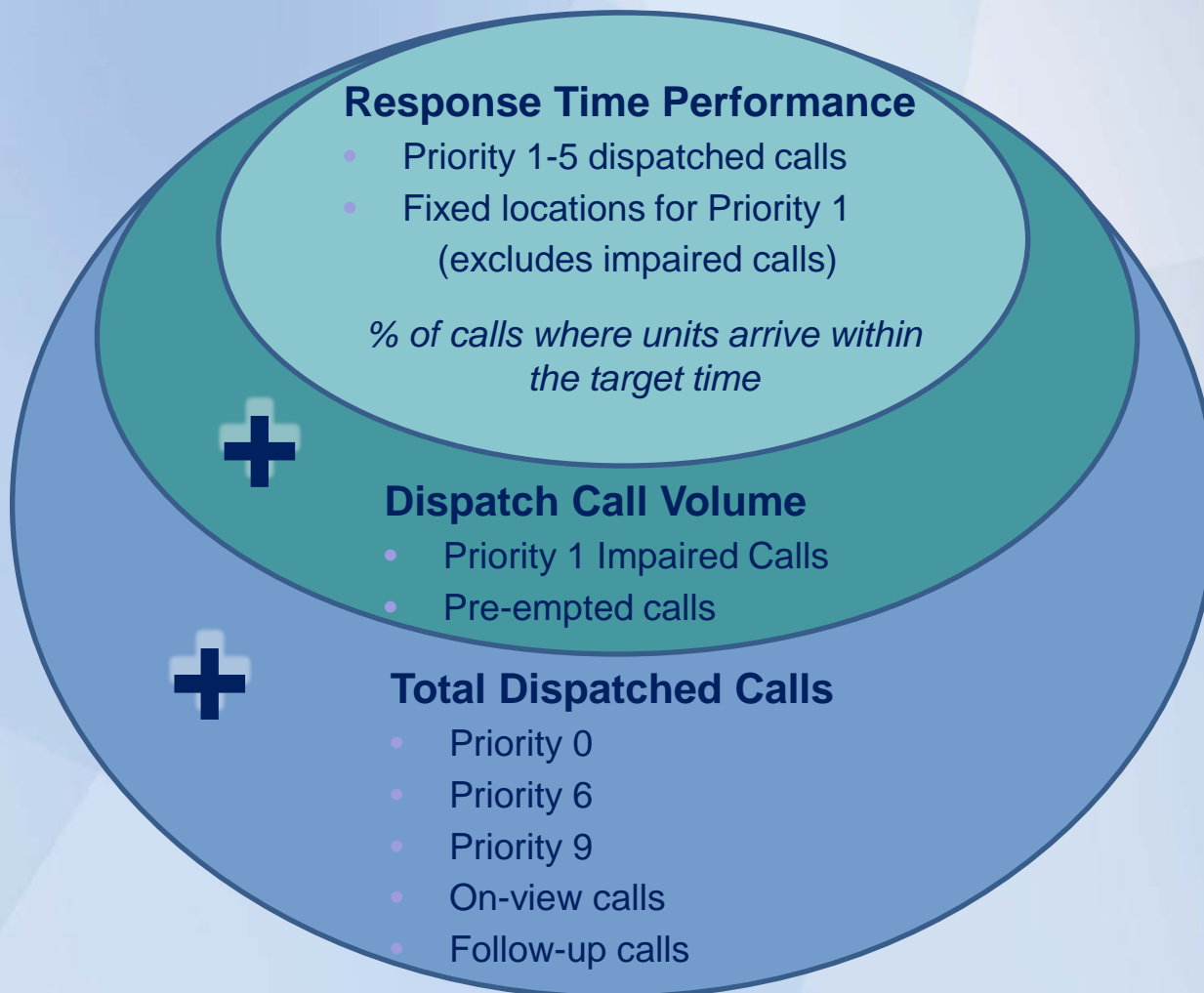


# Priority Levels & Response Time Targets

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	

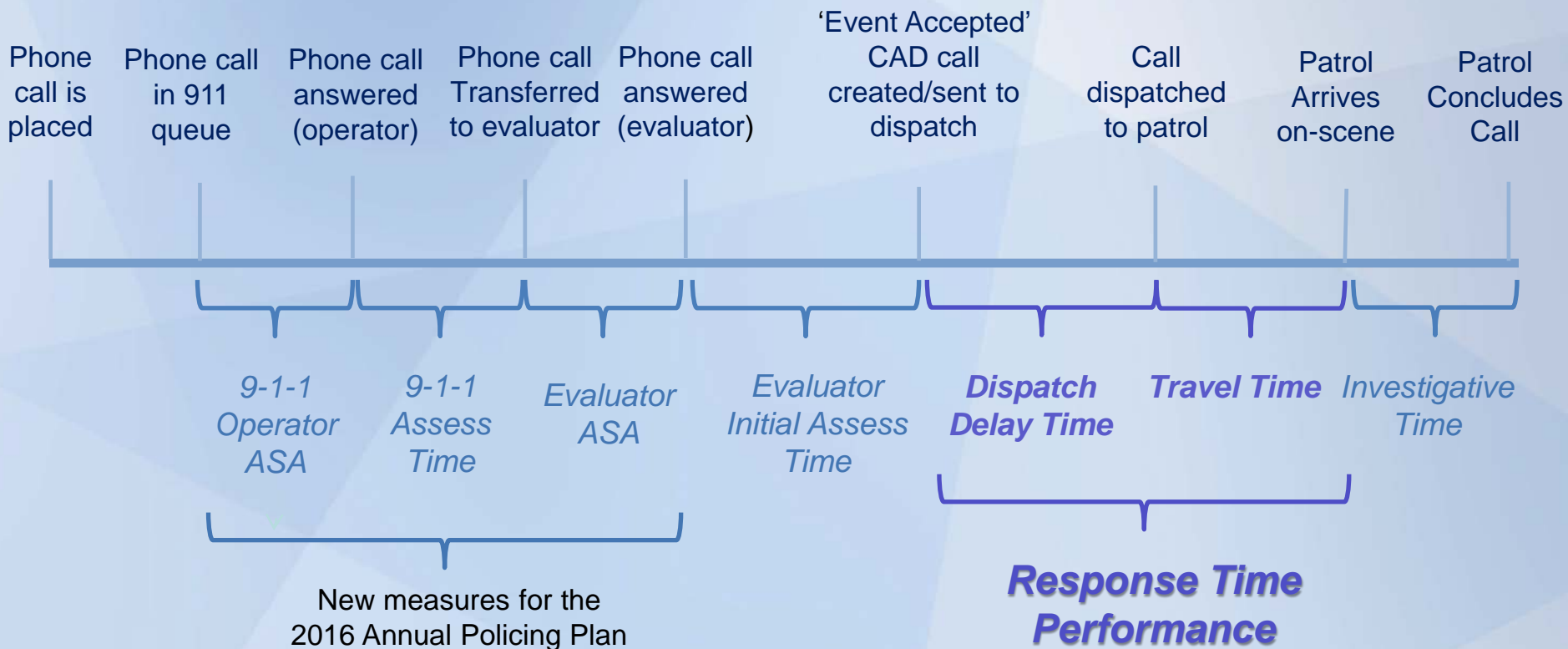


# What's Included in our Statistics





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

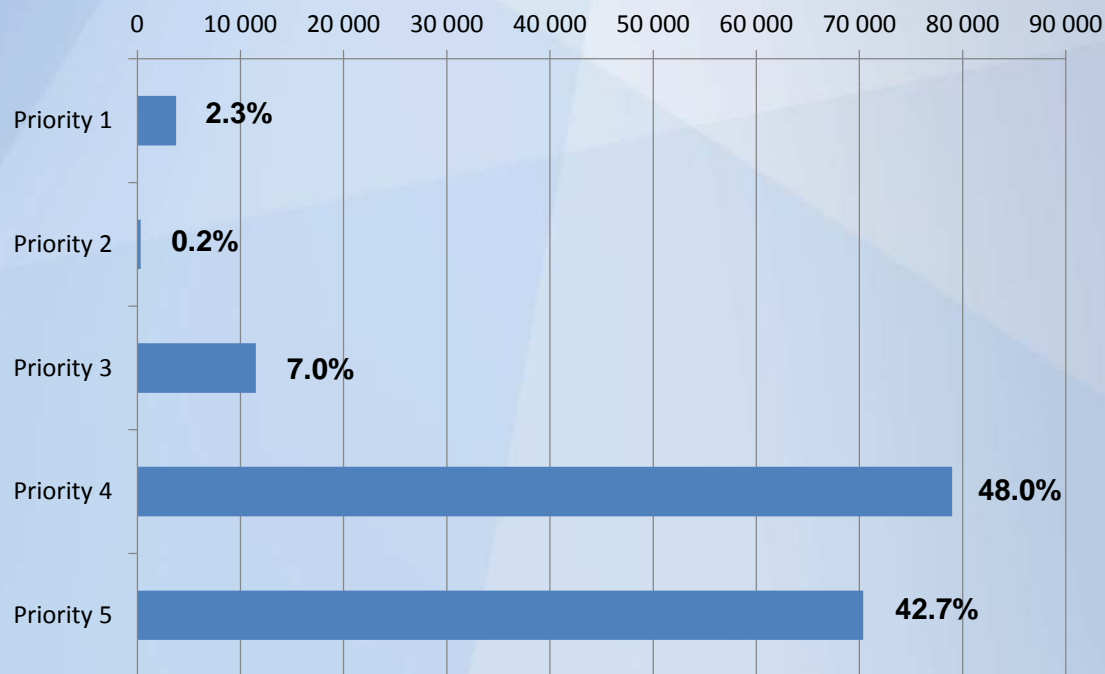


# Distribution of P1-P5 Dispatched Calls



- 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.

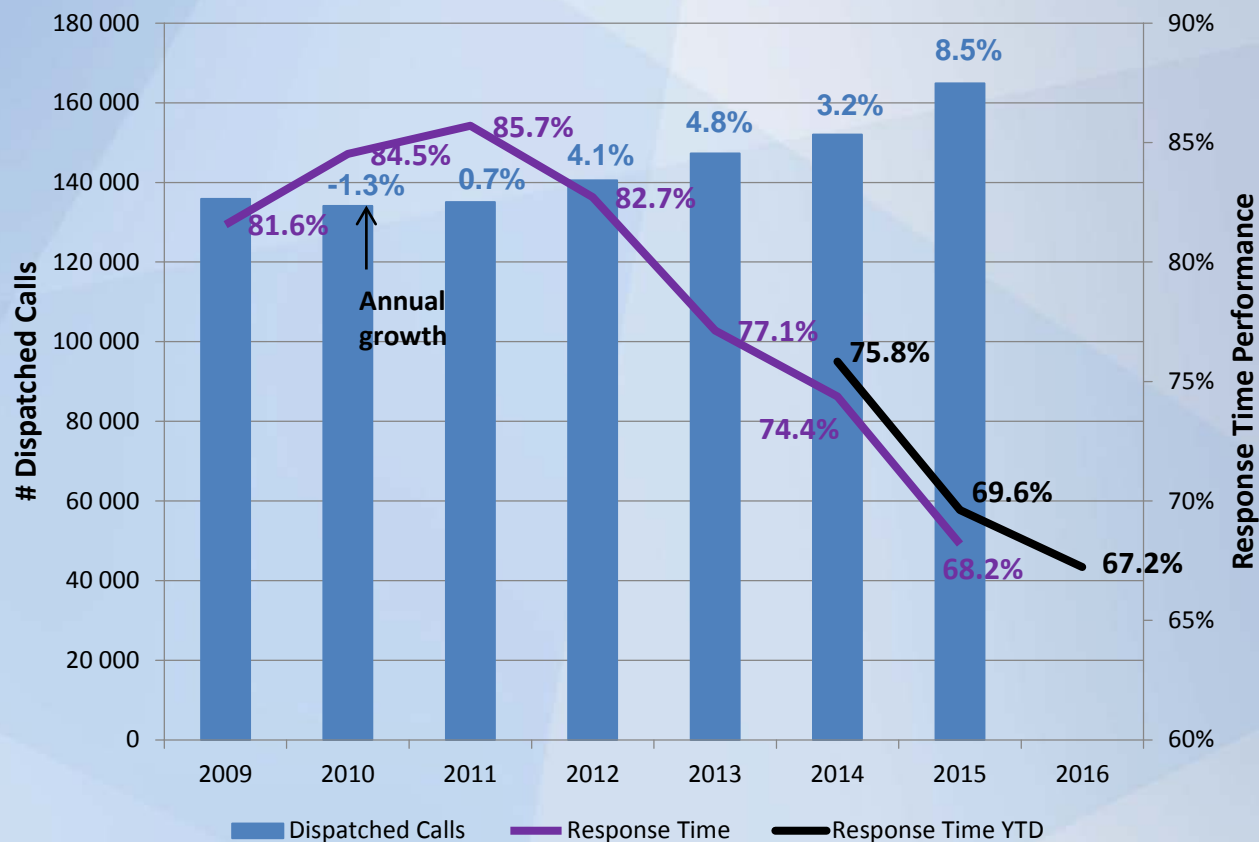
Number of EPS Dispatched Calls by priority level, 2015





# P1-P5 Response and Dispatch Call Volume

Priority 1-5: Dispatch Calls and Response Time Performance



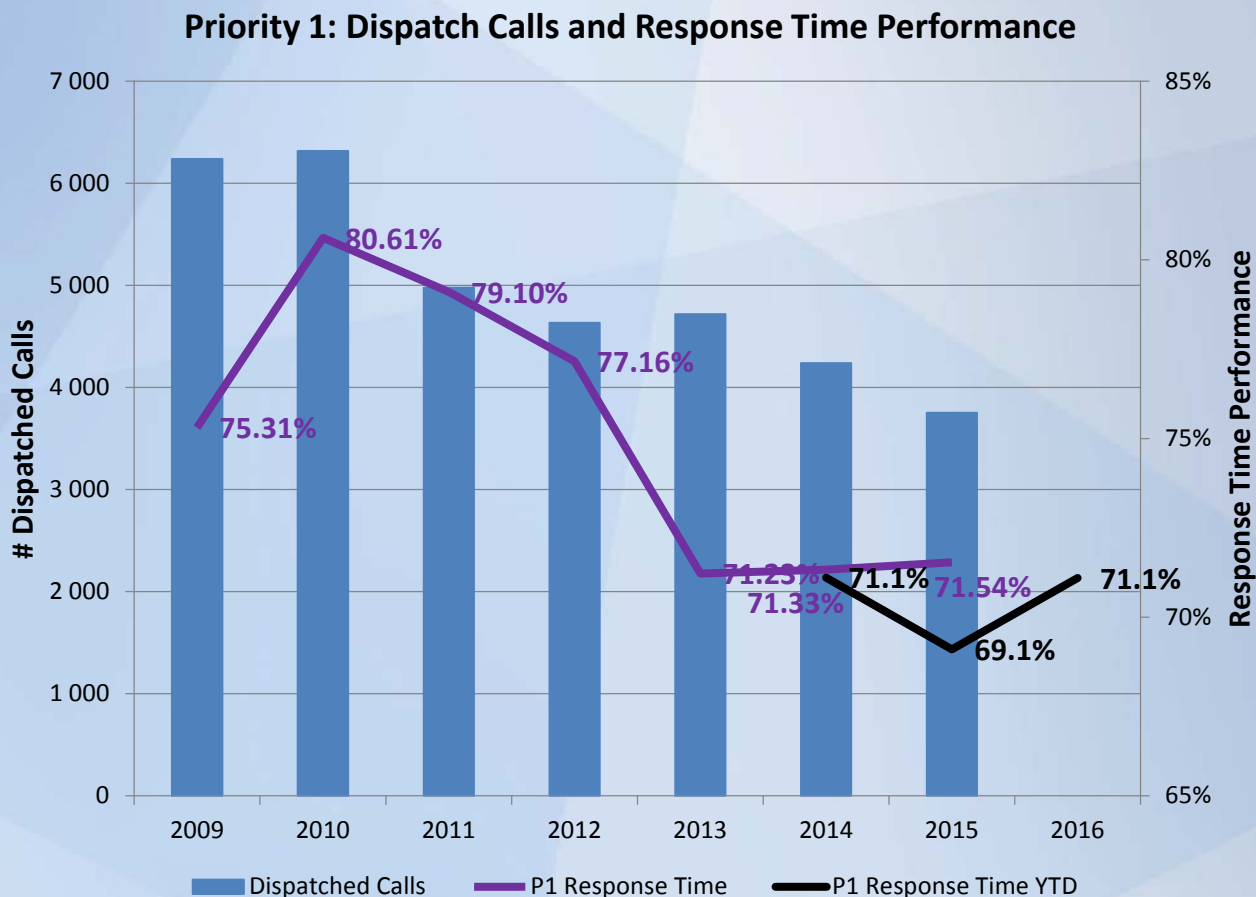
- P1-P5 Dispatch Call Volume increased **3.7%** from 2015-2016 YTD
- P1-P5 Response Time Performance peaked in 2011 and has been declining since.
- 2016 YTD P1-P5 Response Time Performance was **67.2%**, compared to **69.6%** in 2015 YTD.





# P1 - Response and Dispatch Call Volume

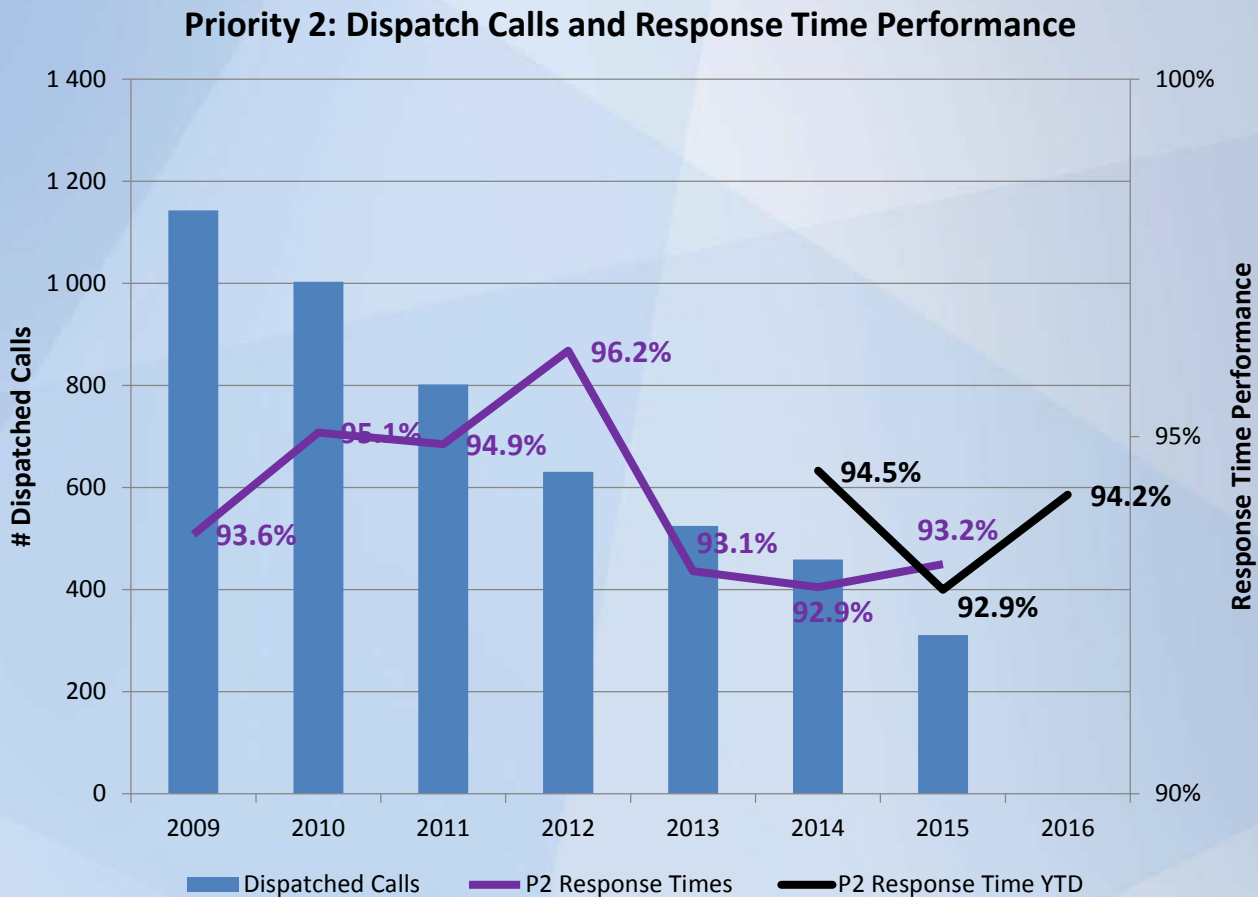
- P1 Dispatch Call Volume decreased **11.3%** from 2015-2016 YTD.
- P1 Response Time Performance was **71.1%** in 2016 YTD, compared to **69.1%** in 2015 YTD.





# P2 - Response and Dispatch Call Volume

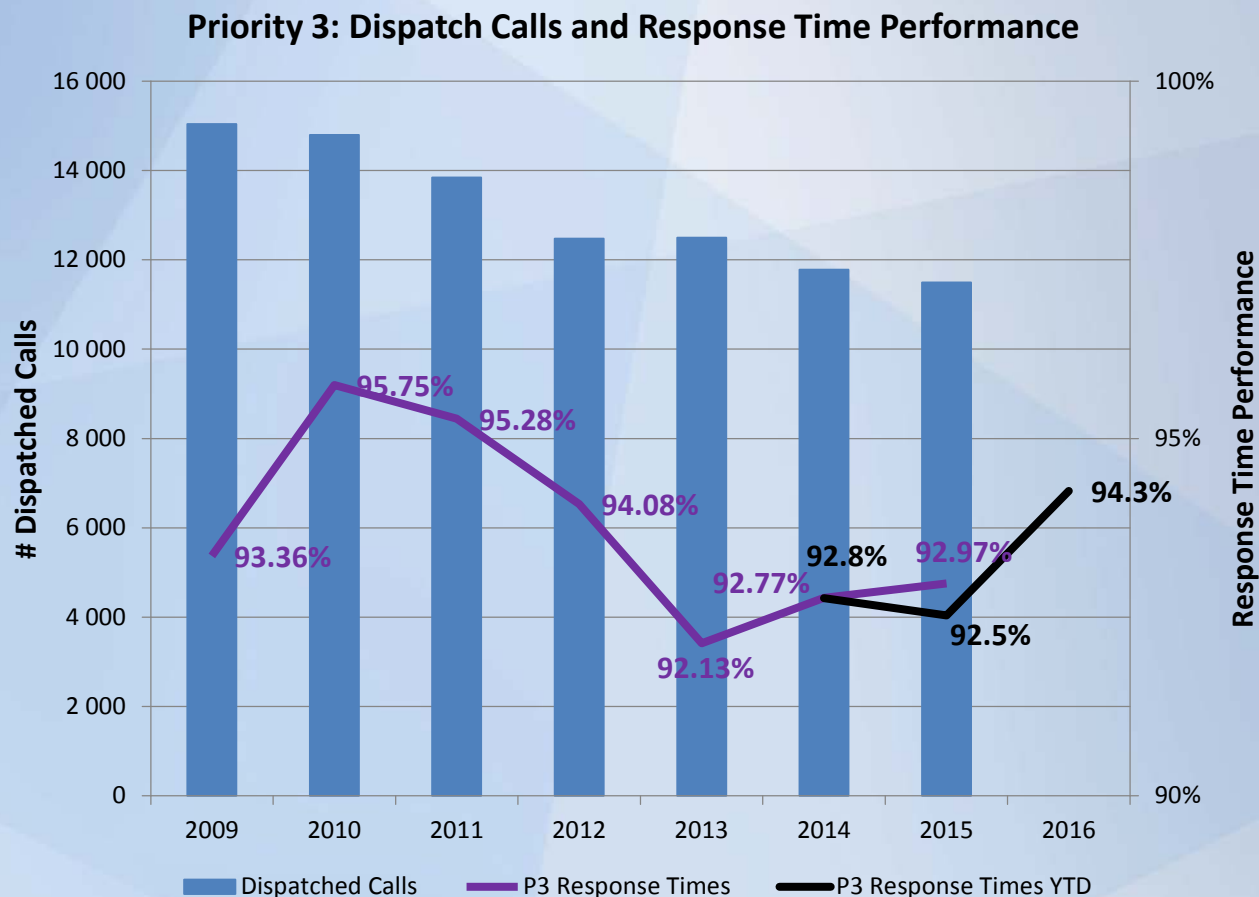
- P2 Dispatch Call Volume decreased **44.8%** from 2015-2016 YTD.
- P2 Response Time Performance was **94.2%** in 2016 YTD, compared to **92.9%** in 2015 YTD.





# P3 - Response and Dispatch Call Volume

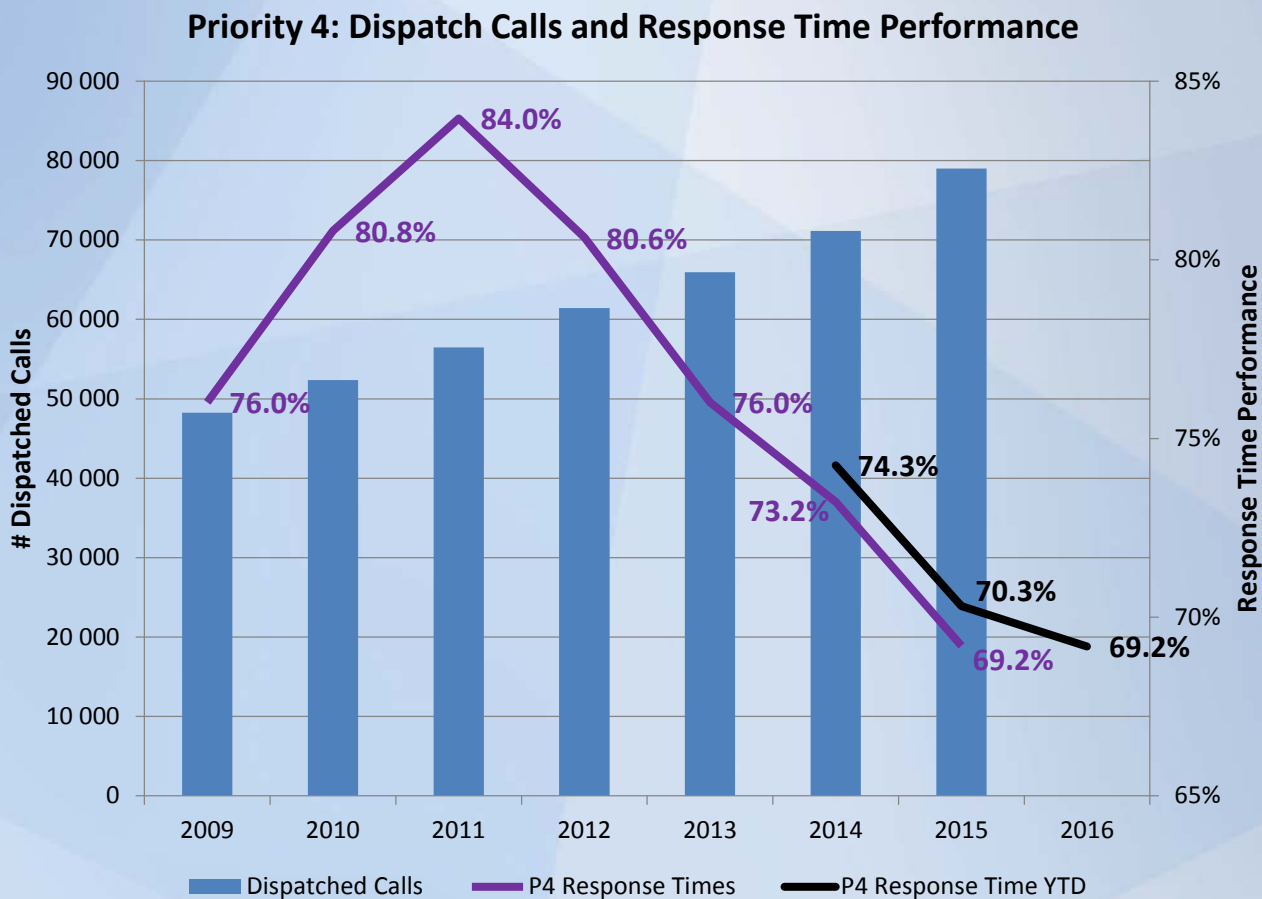
- P3 Dispatch Call Volume decreased **17.3%** from 2015-2016 YTD.
- P3 Response Time Performance was **94.3%** in 2016 YTD, compared to **92.5%** in 2015 YTD.





# P4 - Response and Dispatch Volume

- P4 Dispatch Call Volume increased **9.8%** from 2015-2016 YTD.
- P4 Response Time Performance was **69.2%** in 2016 YTD, compared to **70.3%** in 2015 YTD.

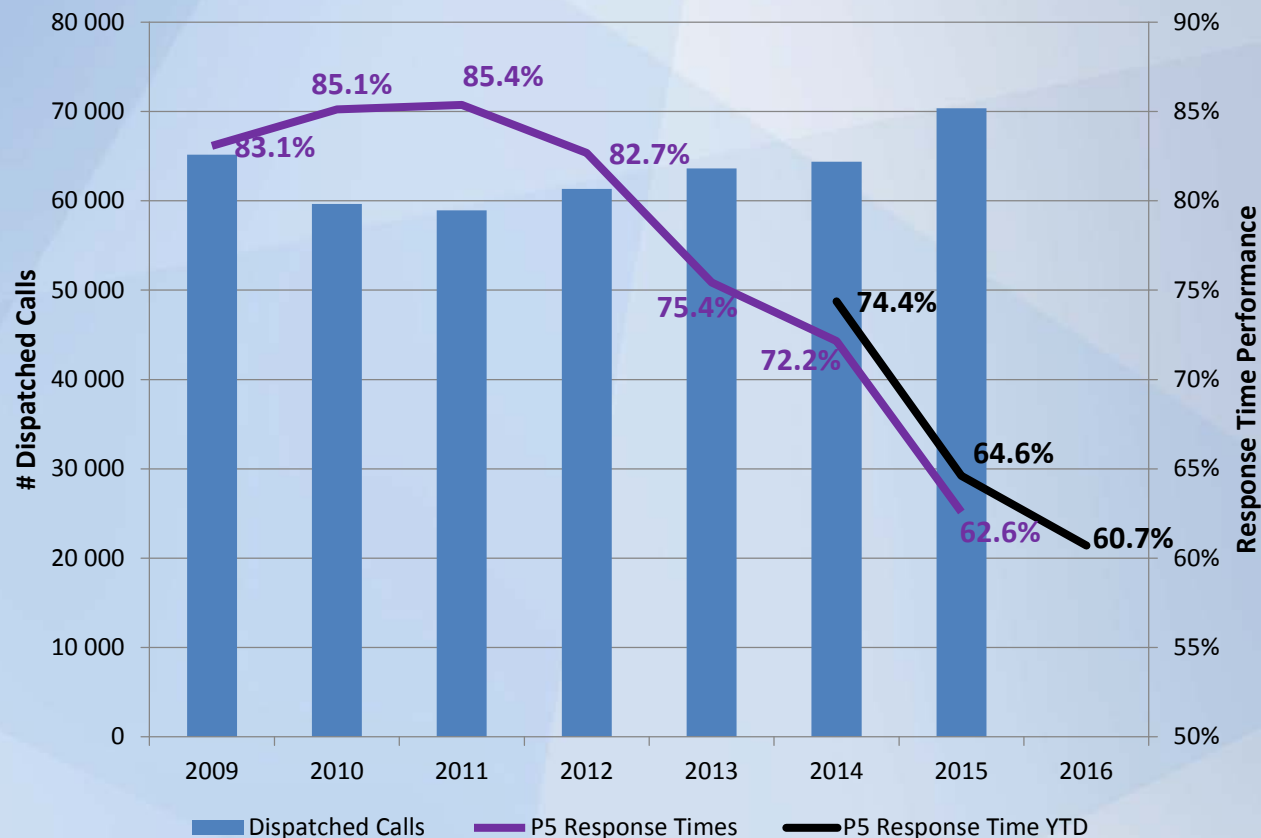




# P5 - Response and Dispatch Volume

- P5 Dispatch Call Volume increased **1.8%** from 2015-2016 YTD.
- P5 Response Time Performance was **60.7%** in 2016 YTD, compared to **64.6%** in 2015 YTD.

Priority 5: Dispatch Calls and Response Time Performance



# P1-P5 Response Time Performance & Dispatch Call Volume



EPS Response Time Performance and Dispatch Call Volume		2009	2010	2011	2012	2013	2014	2015	2015 Q2 YTD	2016 Q2 YTD
Priority 1	1st Unit Response	75.3%	80.6%	79.1%	77.2%	71.2%	71.3%	71.5%	69.1%	71.1%
	# Dispatched Calls	6,238	6,315	4,977	4,635	4,718	4,238	3,754	1,822	1,617
Priority 2	1st Unit Response	93.6%	95.1%	94.9%	96.2%	93.1%	92.9%	93.2%	92.9%	94.2%
	# Dispatched Calls	1,143	1,003	802	631	525	459	311	183	101
Priority 3	1st Unit Response	93.4%	95.7%	95.3%	94.1%	92.1%	92.8%	93.0%	92.5%	94.3%
	# Dispatched Calls	15,039	14,798	13,843	12,472	12,494	11,782	11,490	5,826	4,819
Priority 4	1st Unit Response	76.0%	80.8%	84.0%	80.6%	76.0%	73.2%	69.2%	70.3%	69.2%
	# Dispatched Calls	48,261	52,355	56,489	61,436	65,949	71,130	78,978	37,196	40,854
Priority 5	1st Unit Response	83.1%	85.1%	85.4%	82.7%	75.4%	72.2%	62.6%	64.6%	60.7%
	# Dispatched Calls	65,172	59,665	58,939	61,344	63,629	64,393	70,347	33,932	34,527
<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>78,959</b>	<b>81,918</b>

Source: Cognos R15-091, generated July 5, 2016



**QUESTIONS ?**