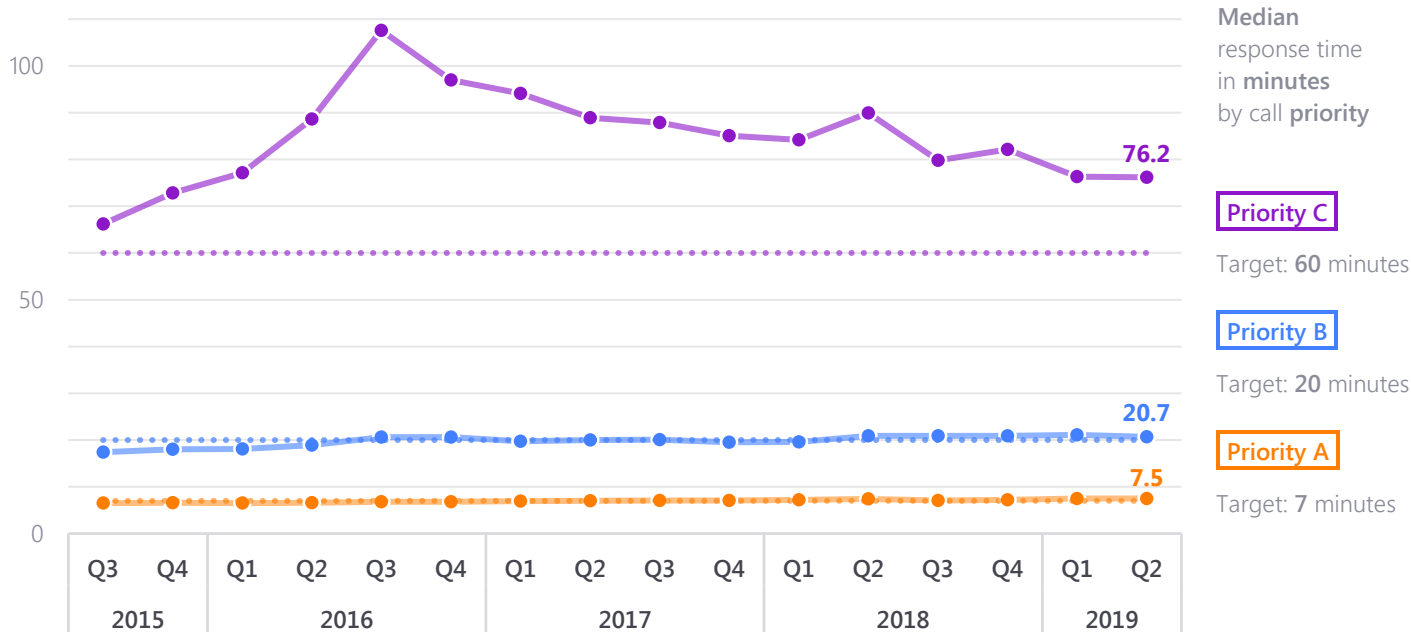




IN FOCUS

# Police Response

## How fast are San Francisco police responding to 9-1-1 calls?



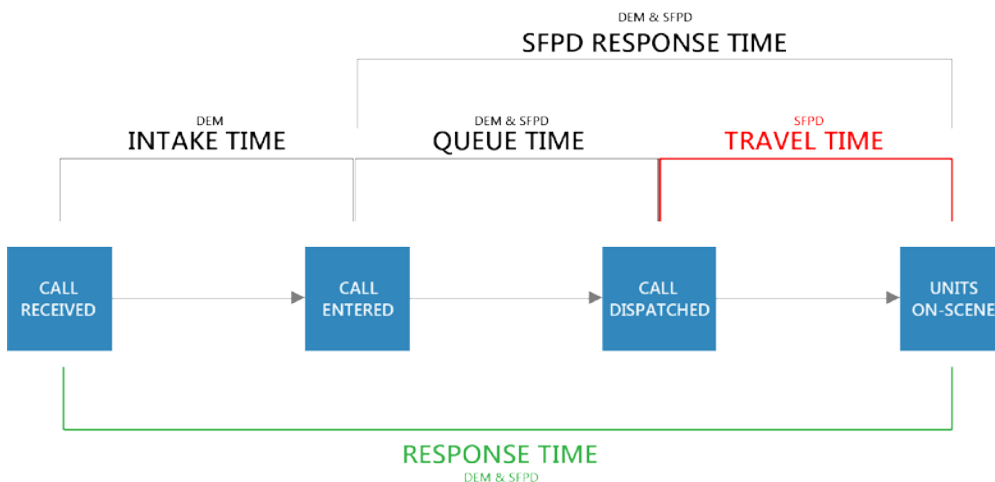
The median response time for **Priority A** calls (the highest priority) in FY19 was about 7 minutes; for **Priority B**, about 21 minutes; and for **Priority C**, about 79 minutes. Median response times to Priority A and B calls have remained relatively steady since the earliest available data from FY16, with a small, consistent increase over time. The median response time to Priority C calls has improved since its peak at 108 minutes; however, DEM and the SFPD have identified several potential changes to operations that might decrease response times to Priority C calls further.

## What is in a “response time”?

The Department of Emergency Management (DEM) runs the 9-1-1 dispatch center, where a call taker receives each call and sends it to a dispatcher. If the call requires a police response, the dispatcher assigns an available unit to respond. If there are no units available, the call waits in a queue. The officers report to the dispatcher when they arrive on-scene.

Previously, the San Francisco Police Department (SFPD) only reported the “**Travel Time**” segment, which does not reflect the full wait time of a resident.

SFPD recently updated the way they track and report this information. “**Response Time**” now includes the whole process: from when the call is answered to when the first unit arrives on-scene.



## How do officers prioritize responses?

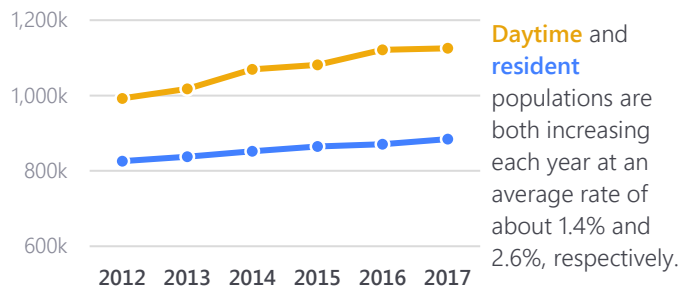
DEM uses a hierarchy to designate the urgency and priority of calls requiring a police response. The examples below are generalized; the dispatcher may assign a different priority based on cues during the call or other context. The original priority level assigned by the call taker may be changed by the dispatcher as more information becomes available.

Priority	Definition	Examples
<b>A</b>	<ul style="list-style-type: none"> <li>Present or imminent danger to life, major property damage, or suspect(s) of a crime involving loss of life or serious bodily harm may be in the area and might reasonably be apprehended</li> <li>A major crime scene must be protected</li> <li>A juvenile is missing or involved in sexual abuse or assault</li> <li>An elderly person or any other "at risk" person is missing</li> </ul>	<ul style="list-style-type: none"> <li>Live gun shots</li> <li>Multi-car pile-up</li> <li>Suicide attempt</li> <li>Fight with weapons</li> <li>In-progress burglary</li> </ul>
<b>B</b>	<ul style="list-style-type: none"> <li>There is the potential for damage to property</li> <li>The suspect may be in the area</li> <li>The crime has just occurred</li> </ul>	<ul style="list-style-type: none"> <li>Burglary, perpetrator no longer on-scene</li> <li>Verbal fight</li> </ul>
<b>C</b>	<ul style="list-style-type: none"> <li>There is no present or potential danger to life or property</li> <li>The suspect is no longer in the area</li> <li>The crime scene is protected</li> </ul>	<ul style="list-style-type: none"> <li>Loitering</li> <li>Parking violation</li> <li>Noise complaint</li> </ul>

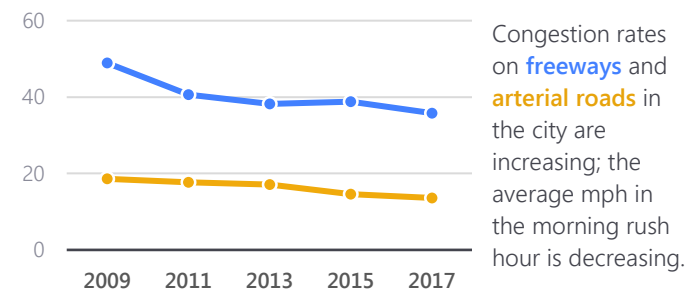
## What are other factors that may have some impact on response time?

There are countless factors influencing police response times. Some may include call volume to 9-1-1, the proportion routed to the SFPD, resident and daytime population, traffic congestion, road systems, dispatcher staffing, police staffing, and more. While there is no evidence to suggest any single factor causes a direct increase or decrease in police response times, tracking several relevant trends may help fully inform DEM and the SFPD.

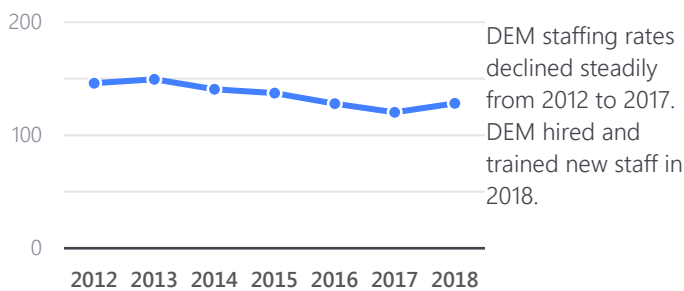
### Growing Population



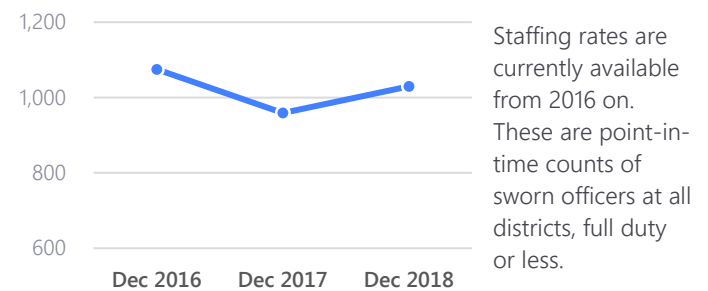
### Traffic Congestion (average miles per hour)



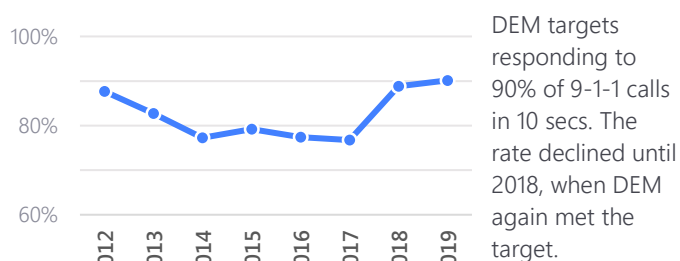
### DEM Dispatcher Staffing



### SFPD Sworn Officer Staffing



### DEM 9-1-1 Calls Answered within 10 Seconds



### Average Daily 9-1-1 & SFPD Call Volume

