



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2018 July 05

SUBJECT: 2018 Q2 EPS Response Time and Dispatch Call Volumes

RECOMMENDATION:

1. That this report be accepted by the Edmonton Police Commission for information purposes.

BACKGROUND:

The Edmonton Police Commission has received an ongoing report and presentation of EPS's dispatch Response Time and Dispatch Call Volume statistics since 2013 Q3.

This semi-annual report, to be presented at the July 19, 2018 public meeting, provides statistics for Dispatch Call Volume and Response Time Performance for Priorities 1 through 5 for the years 2009 to 2018 Q2. In addition, this report provides information pertaining to:

- Response Time Performance for each priority level (P1-P5) at the divisional level
- The introduction of a P7 'Hold Event' code in September 2017: it's background, purpose, and impact on calculating P5 Response Time Performance

CONCLUSION:

For review, consideration, and discussion.

ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 – 2018 Q2 EPS Dispatch & Response Time (PowerPoint)

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Approved By: Linda Revell, Chief Administrative Officer – Corporate Services Bureau

Chief of Police: _____

Date: JUL 09 2018



2018 Q2 EPS Response Time and Dispatch Call Volumes

**Presented to the Edmonton Police Commission
July 19, 2018**



Purpose

- To provide and discuss patrol workload and response time trends (2009 – 2018 Q2).
- Includes:
 - City-wide: Priority 1-5 Response Time Performance and Dispatch Call Volume
 - Division-level: P1-5 Response Time Performance
 - Impact of Priority 7 “hold event” on P5 response time calculations
 - Actions to address response times

Summary



- YTD, Dispatch Call Volume has increased 1.9% (1,542 more calls than 2017 YTD). Long-term, volume closely follows population growth.
- P1 Response Time Performance has improved slightly, but is still below target.
- As expected, P5 Response Time Performance has deteriorated recently. Since Sept 2017, a new “hold event” code has allowed for more accurate time-tracking of P5 events, but adversely impacts pre-2017 comparisons.



Background on our metrics

Priority Levels & Response Time Targets



Priority Code	Definition/Example	Response Time Target (80% of the time)
0	Officer in Distress / Officer Needs Assistance	
1	In Progress Person At Risk - Response will likely prevent or reduce further harm to a person example: assault with a weapon <i>in progress</i>	Dispatch Time + Travel Time ≤ 7 minutes
2	In Progress Property At Risk - 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 ≤ 12 minutes
3	Just Occurred - Immediate response will increase the likelihood of locating a suspect example: mischief that occurred very recently	Dispatch Time + Travel Time ≤ 17 minutes
4	The Nature of the Occurrence is Time Sensitive example: a shoplifter is in-custody with security and is cooperative	Dispatch Time + Travel Time ≤ 40 minutes
5	General Service - 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 ≤ 180 minutes
6	The Occurrence is Minor in Nature (eg.) Bylaw	
7	Hold Event – A general service call put on-hold until the EPS and the caller are available to resume example: putting a general service call on-hold until the next morning	
9	Broadcast - Information only	



What is Included in our Statistics

Dispatch Call Volume (workload)

- Priorities 1-5
- On-view calls (< 30 second response time)
- Pre-empted calls (where we were redirected from going to a call)

Excludes:

- Follow-up calls, Traffic Stops
- Priority 0 (officer in distress), 6 (bylaw), 9 (general information)

This reflected 166,788 records (2017)



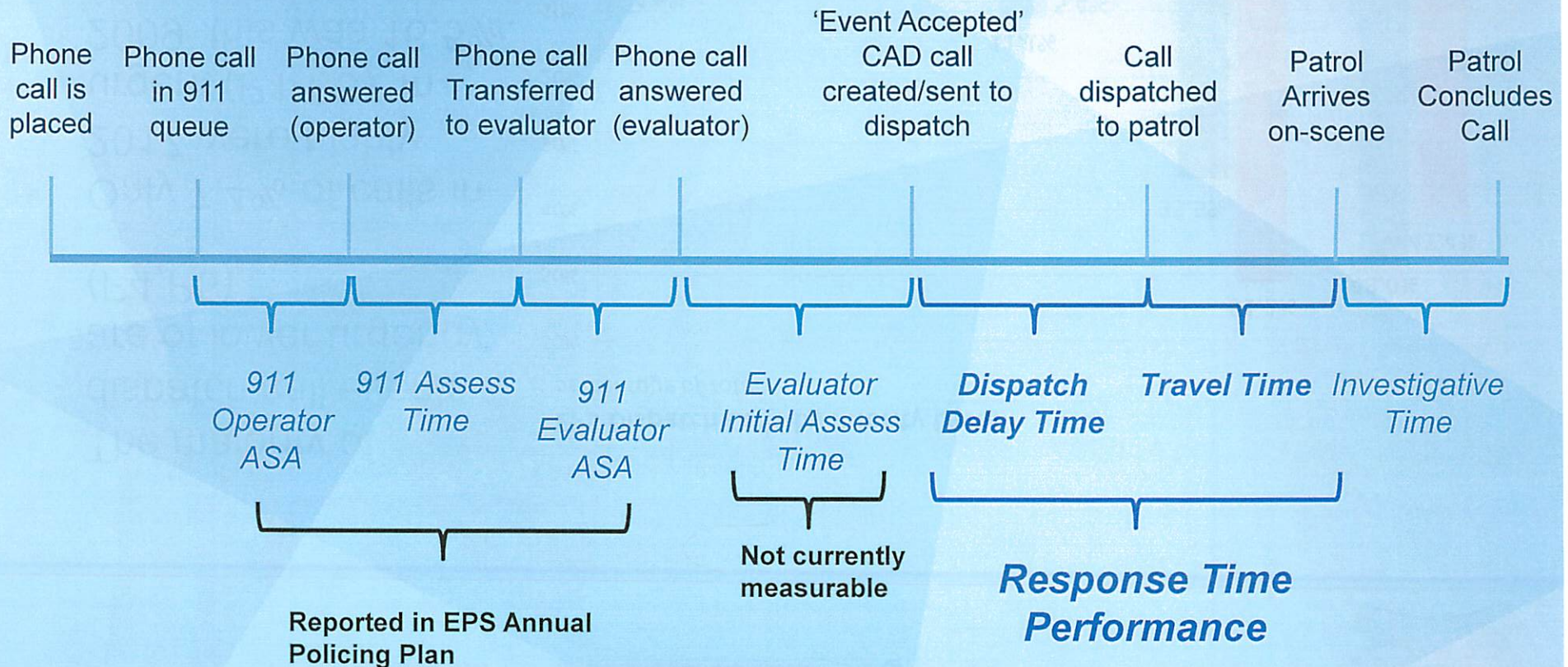
Response Time Performance

Calculates from the above, that additional excludes:

- Priority 1 impaired driving calls
- Pre-empted calls
- On-view calls
- Calls where the final priority level was more urgent than the original level (~2.5% of calls in 2016)

This reflected 143,269 records (2017)

Steps to Complete a 9-1-1 Emergency Call

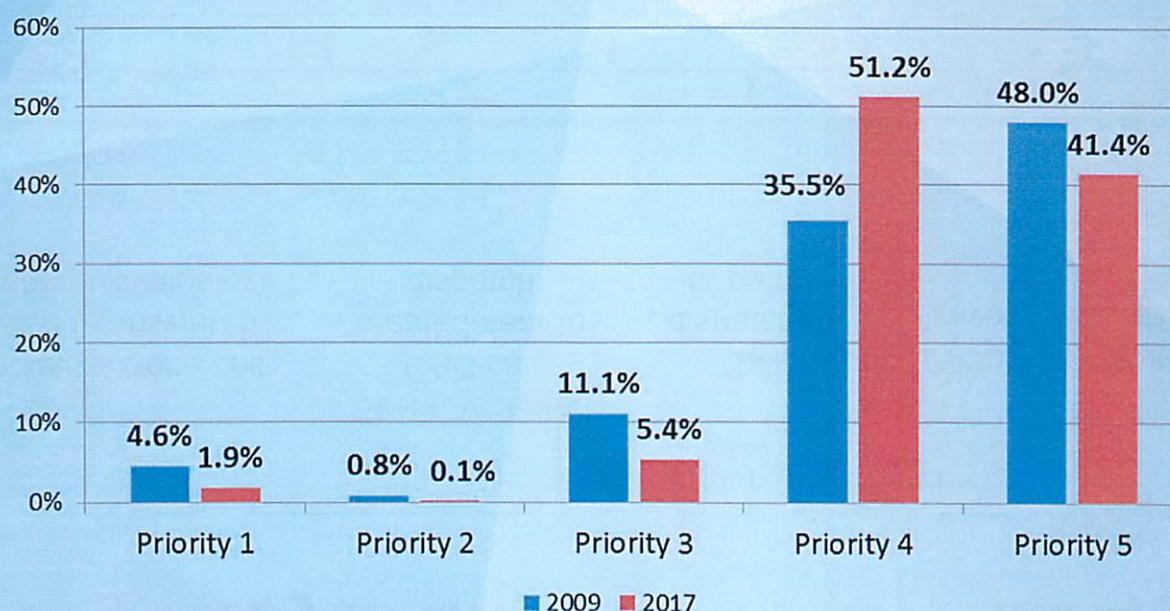




Distribution of Priority Levels

- The majority of dispatch call events are of lower urgency (P4,P5).
- Only 7.4% of calls in 2017 were highly urgent (P1-P3). In 2009, this was 16.5%.
- All growth in calls since 2009 have been in low priority (P4,P5), while volume has fallen for P1-P3 calls.

EPS Dispatch Calls by Priority Level
percentage of total





Response Time Drivers

Response time is driven by a number of factors:

- **Police strength**
 - Number of resources
 - Resources committed to other calls
- **Geographic size**
 - Distance
 - Urban sprawl
- **Environmental factors**
 - Traffic conditions
 - Construction zones
 - Weather
 - Traffic Congestion
 - Travel Speeds
- **Dispatch Call Volume**
- **Population growth**

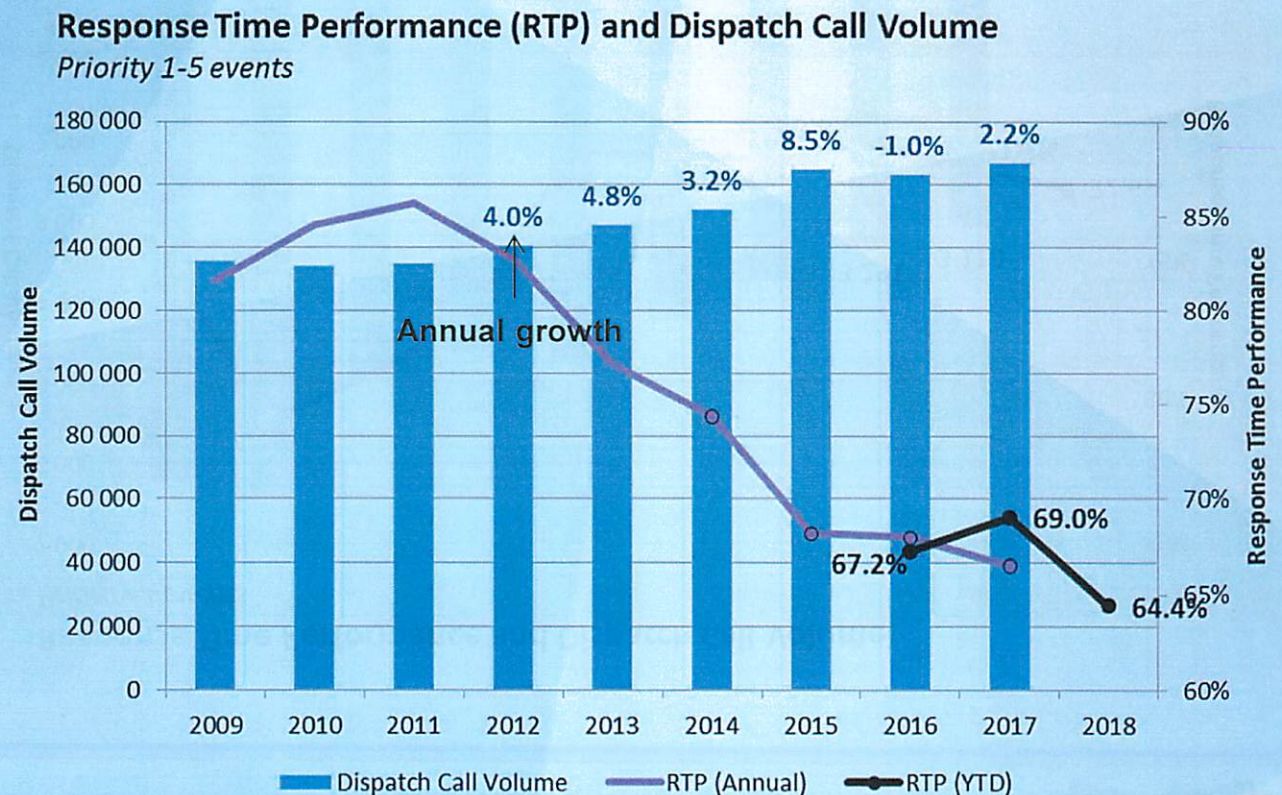


City-wide Trends



P1-P5 Response and Dispatch Call Volume

- P1-P5 Dispatch Call Volume up **1.9%** YTD.
- P1-P5 Response Time Performance declines since 2011.
- YTD, P1-P5 Response Time Performance at **64.4%**, compared to **69.0%** in YTD 2017.

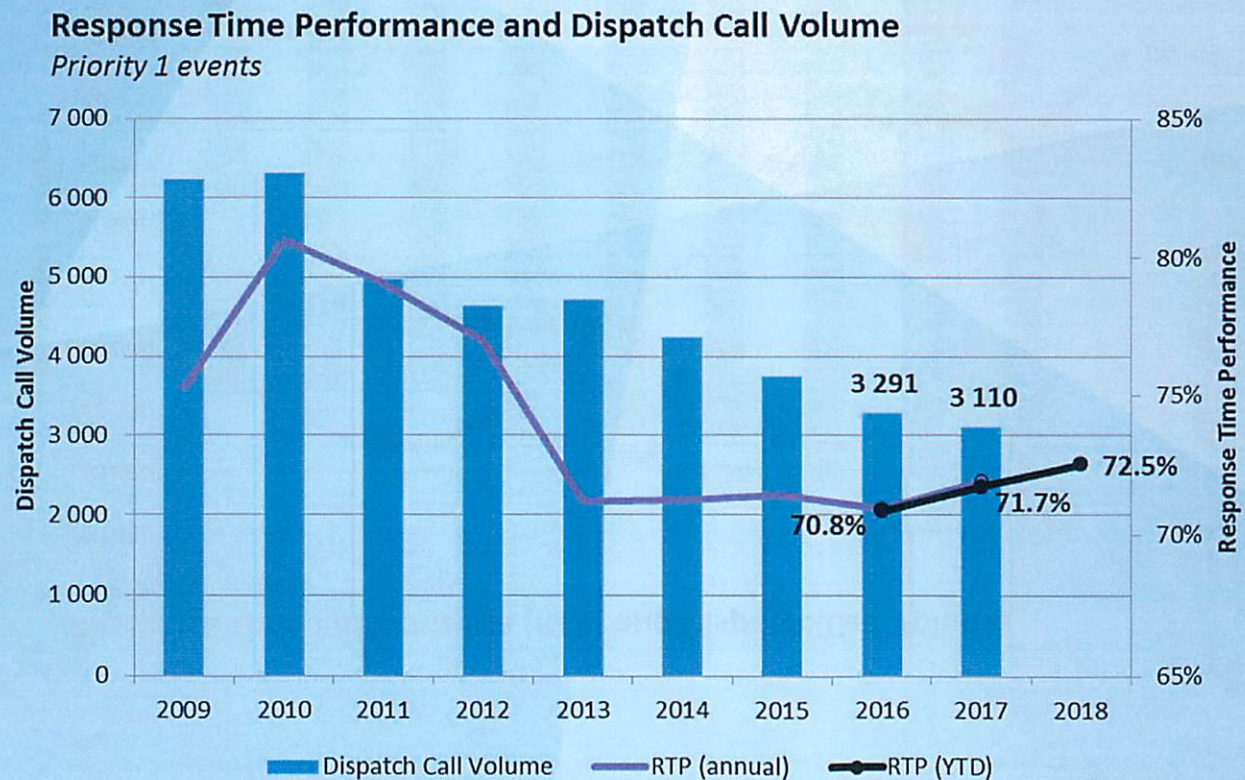


Response Time Performance: % of events with Dispatch Time + Travel Time \leq Priority Target Time



P1 - Response and Dispatch Call Volume

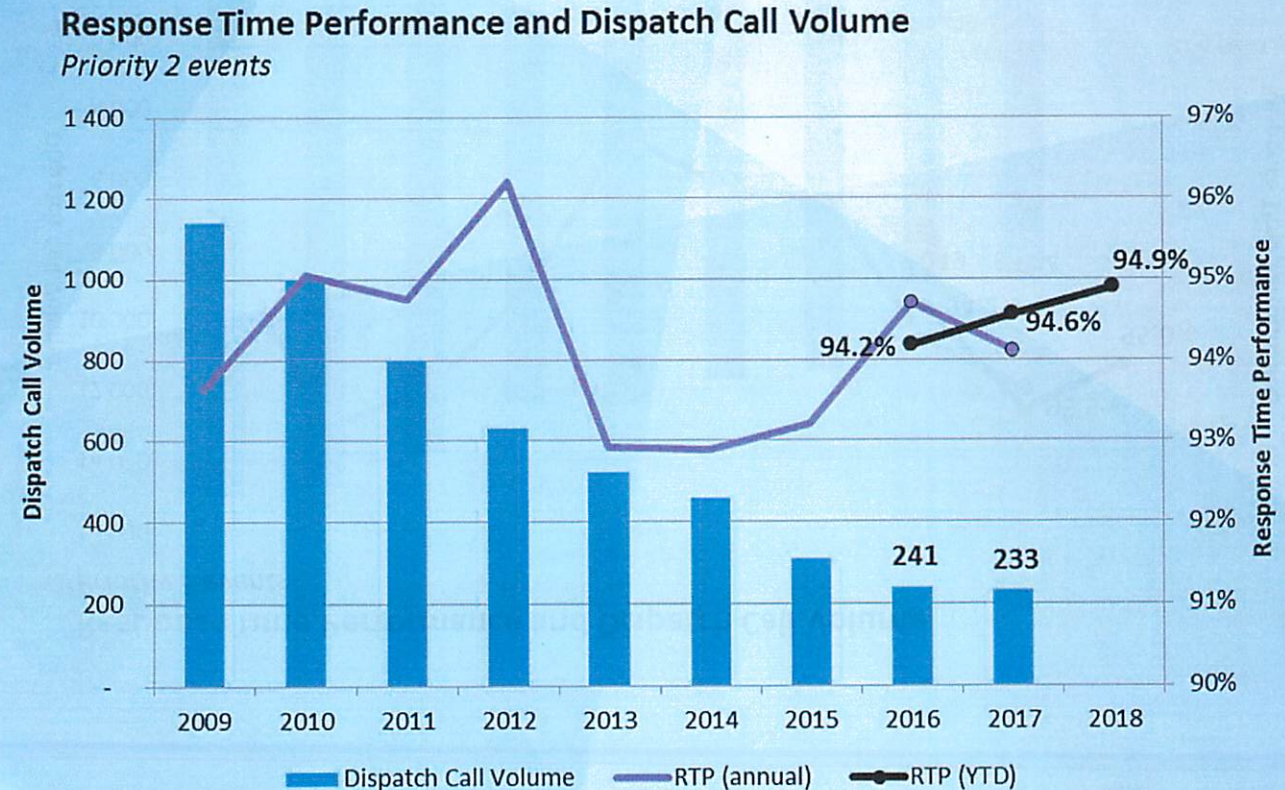
- P1 Dispatch Call Volume up **1.8%**.
- P1 Response Time Performance at **72.5%**, compared to **71.7%** in YTD 2017.





P2 - Response and Dispatch Call Volume

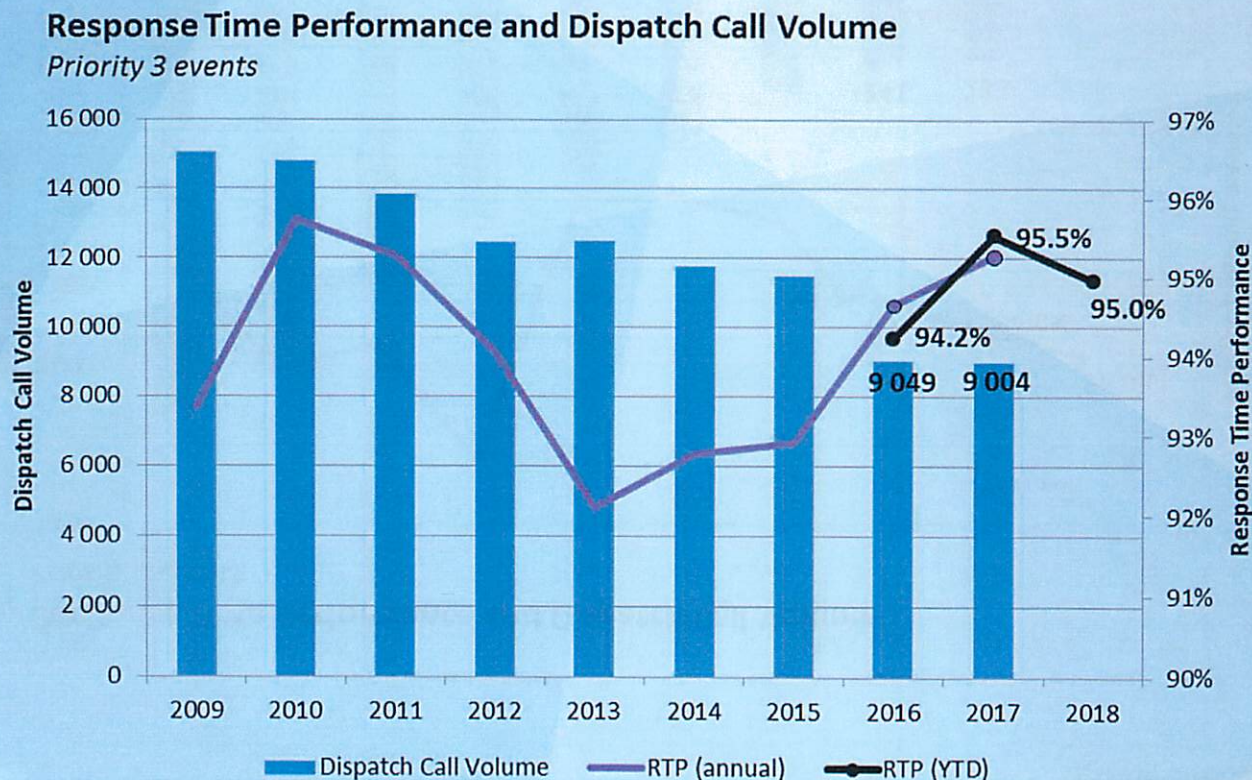
- P2 Dispatch Call Volume up **105%** (103 to 211 calls).
- P2 Response Time Performance at **94.9%**, compared to **94.6%** in YTD 2017.





P3 - Response and Dispatch Call Volume

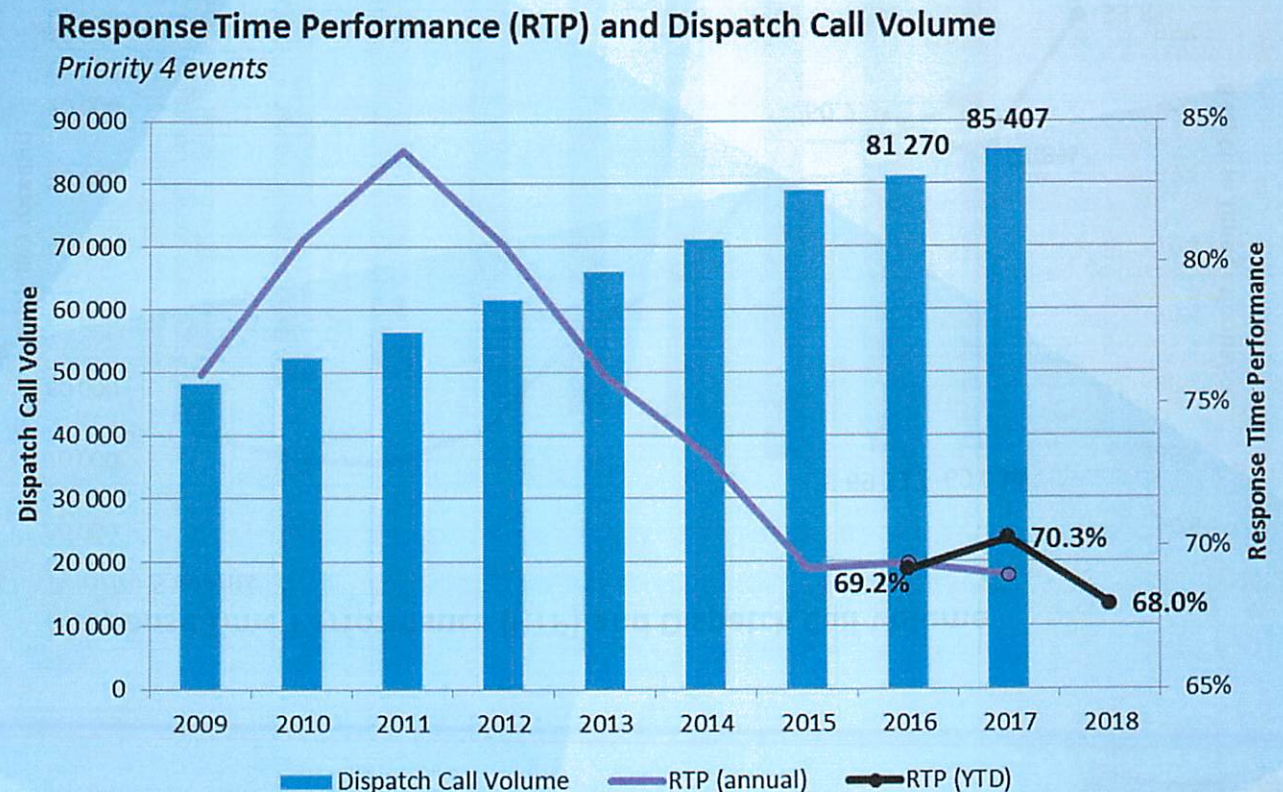
- P3 Dispatch Call Volume up **13.8%**.
- P3 Response Time Performance at **95.0%**, compared to **95.5%** in YTD 2017.





P4 - Response and Dispatch Call Volume

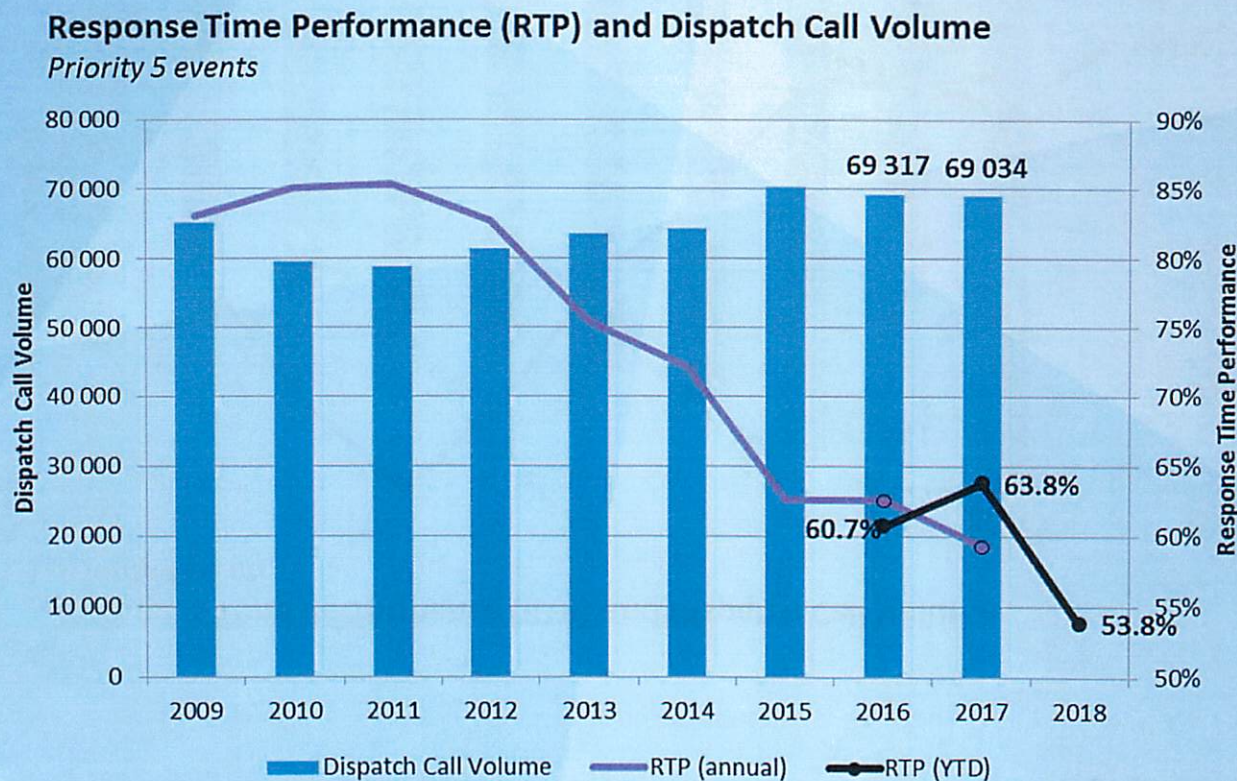
- P4 Dispatch Call Volume up **5.9%**.
- P4 Response Time Performance at **68.0%**, compared to **70.3%** in YTD 2017.





P5 - Response and Dispatch Call Volume

- P5 Dispatch Call Volume down **4.8%**.
- P5 Response Time Performance at **53.8%**, compared to **63.8%** in YTD 2017.
- However, this recent drop is due to new, more accurate time-tracking of P5 calls





Priority 7 HOLD EVENTS

(EPC was briefed on this business change Sept 8 2017 (TS # 9989))

Background

- Previous cases where patrol cancelled P5 calls when there was a delayed response, and created a new call record when patrol was later available. E.g., late evening calls when EPS and the caller would agree to resume the call in the morning).
- Among other issues, this resulted in incomplete time-tracking. P5 Response Time calculations would be based on the 2nd call record, failing to capture the time that had passed when the call first originated. Hence, P5 response times appeared better than what was taking place.

Solution

- Since Sept 2017, P5 calls now be temporarily coded as a P7 “hold event”, and switched back to P5 when patrol is available to respond. This insures only one call record is created, and in turn proper time tracking.
- Use of P7 must meet policy & procedures, including consent from the caller.



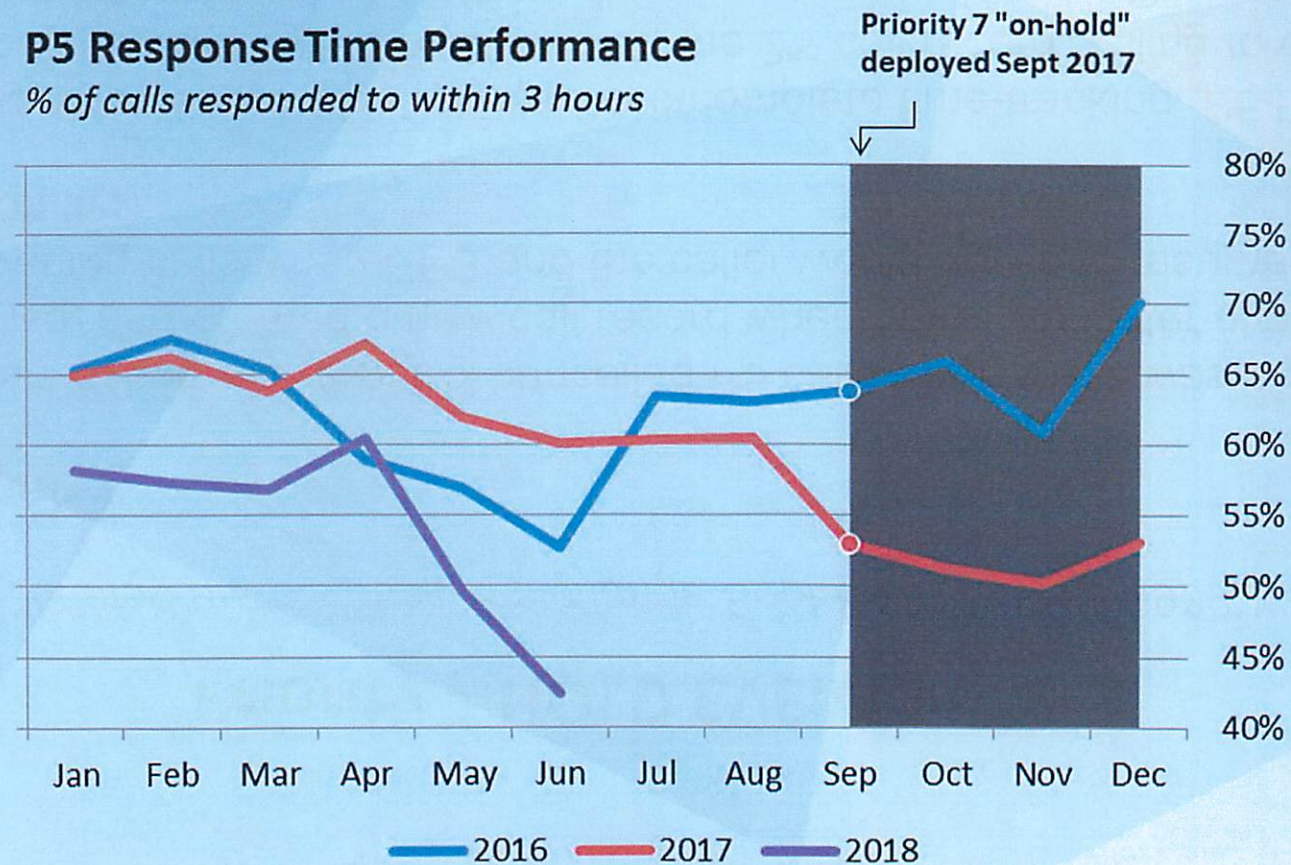
Priority 7 HOLD EVENTS

Impact on P5 Response Time Performance

- After the P7 code was introduced in Sept 2017, P5 performance became more accurate, but calculated at immediately lower levels.

P5 Response Time Performance

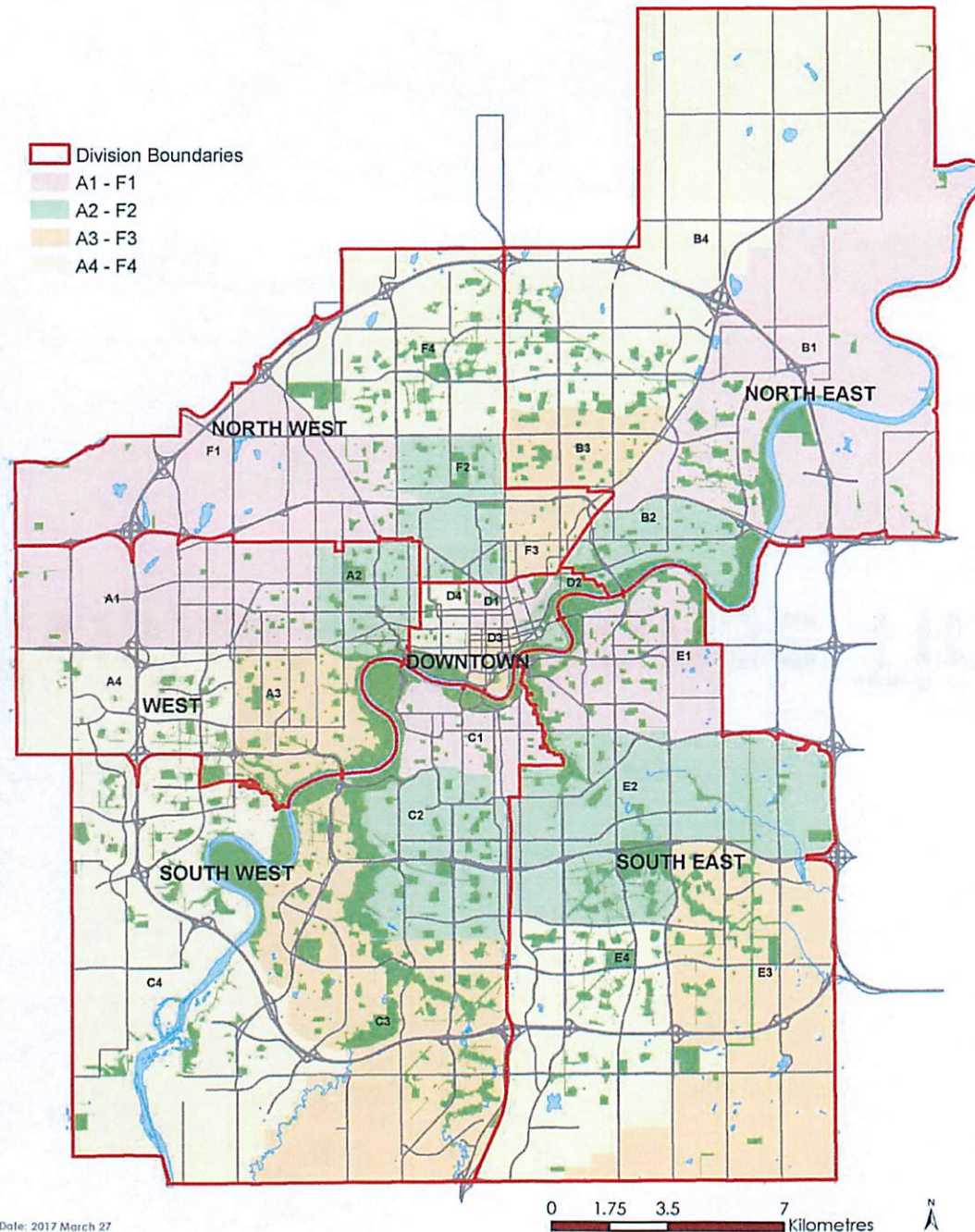
% of calls responded to within 3 hours





Division Response Times

City of Edmonton - EPS Six Divisions



Date: 2017 March 27

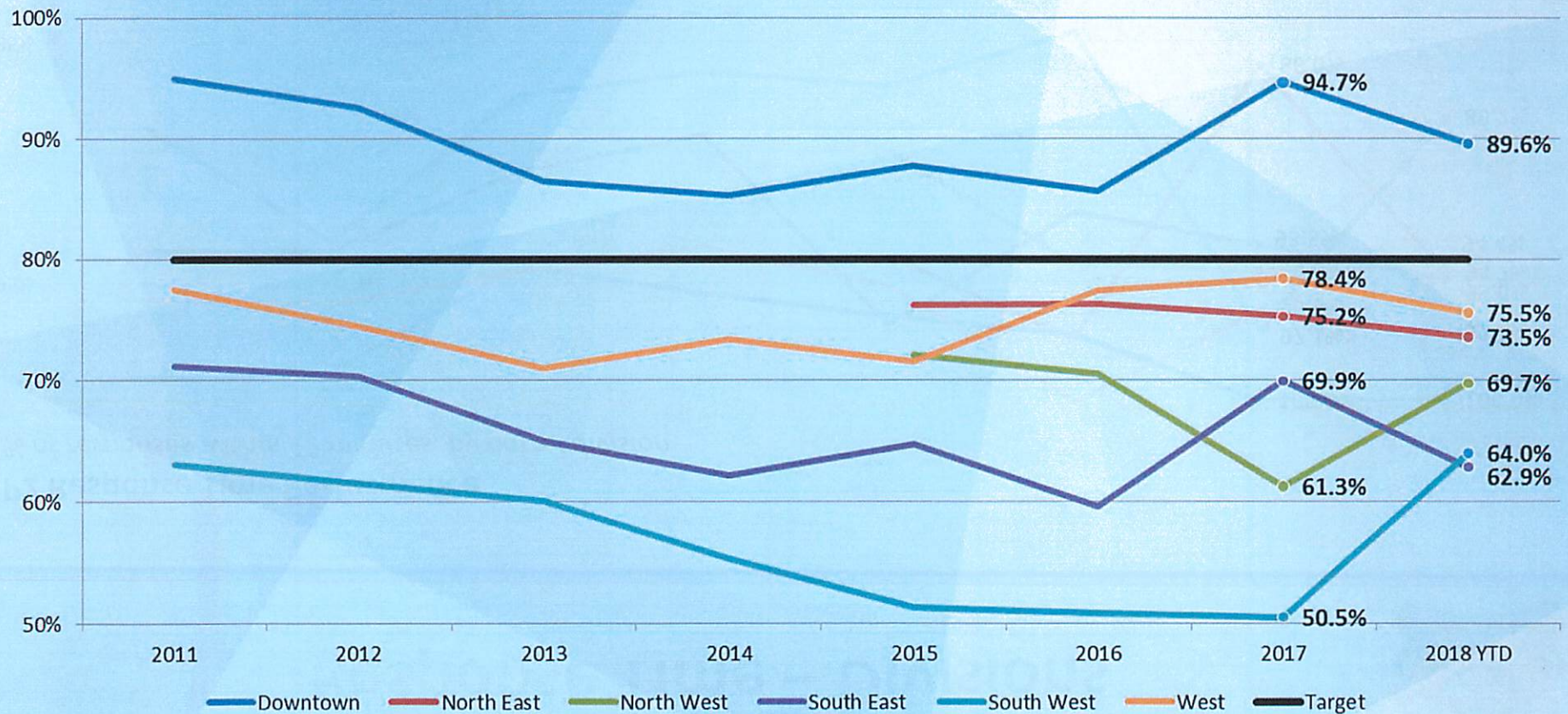




Response Time – Divisions

P1 Response Time Performance

% of responses within 7 minutes, by patrol division

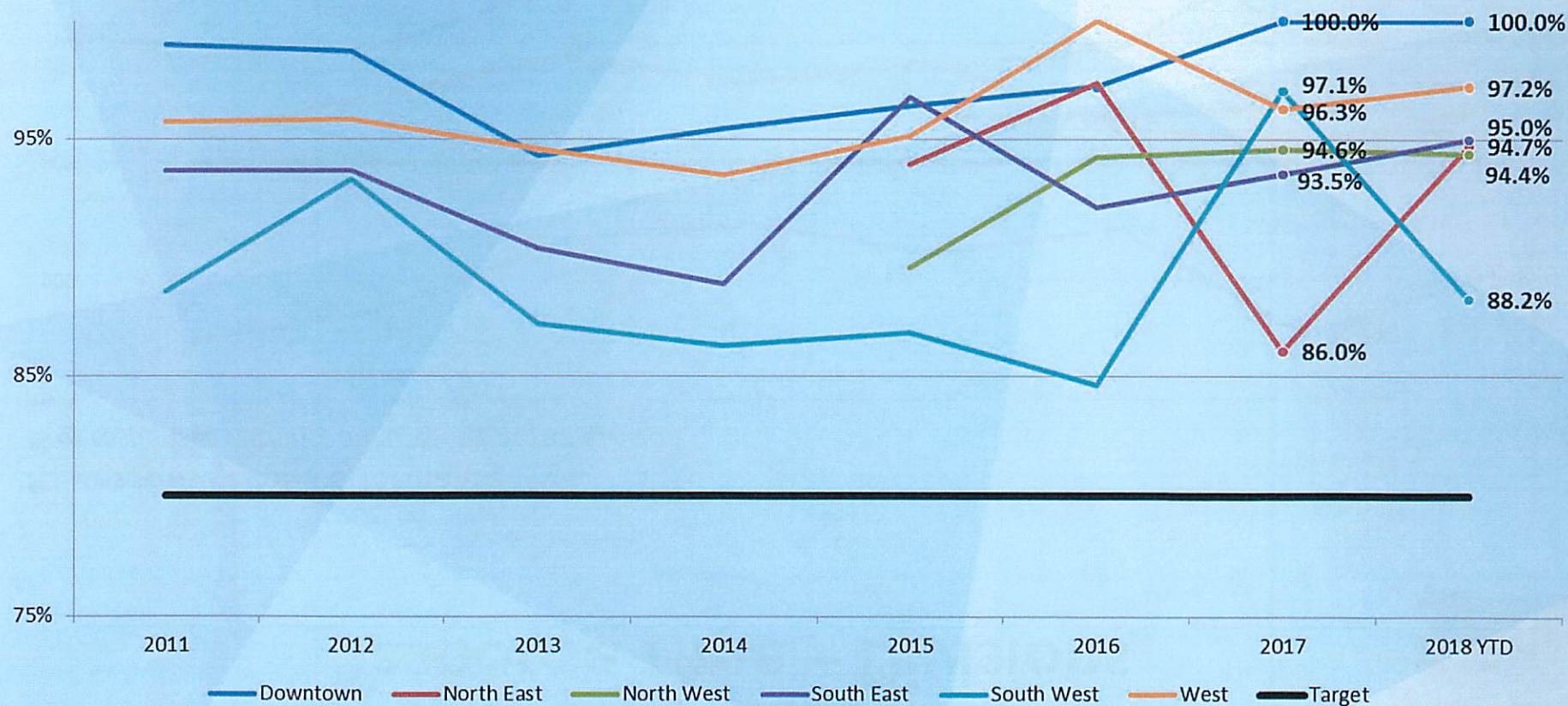




Response Time – Divisions

P2 Response Time Performance

% of responses within 12 minutes, by patrol division

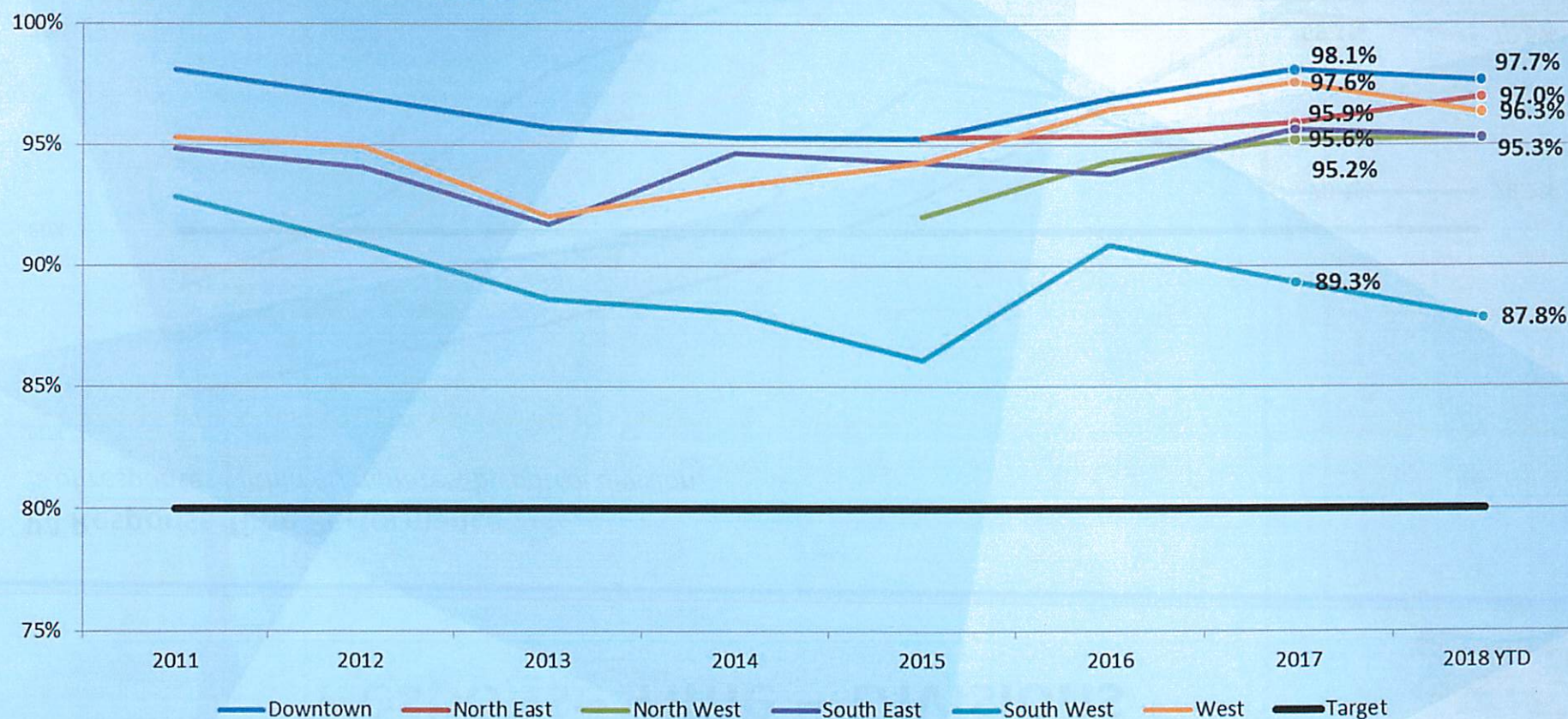




Response Time – Divisions

P3 Response Time Performance

% of responses within 17 minutes, by patrol division

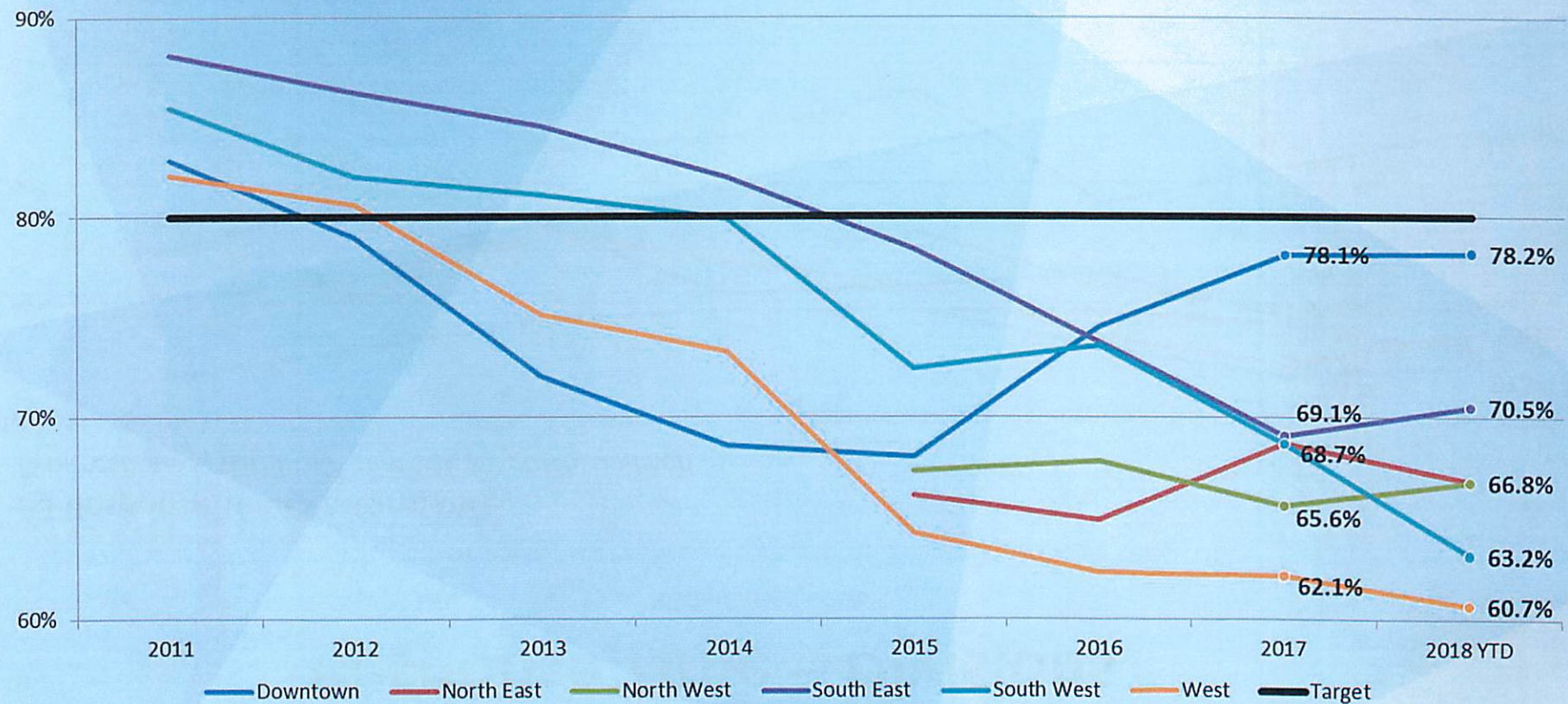




Response Time – Divisions

P4 Response Time Performance

% of responses within 40 minutes, by patrol division

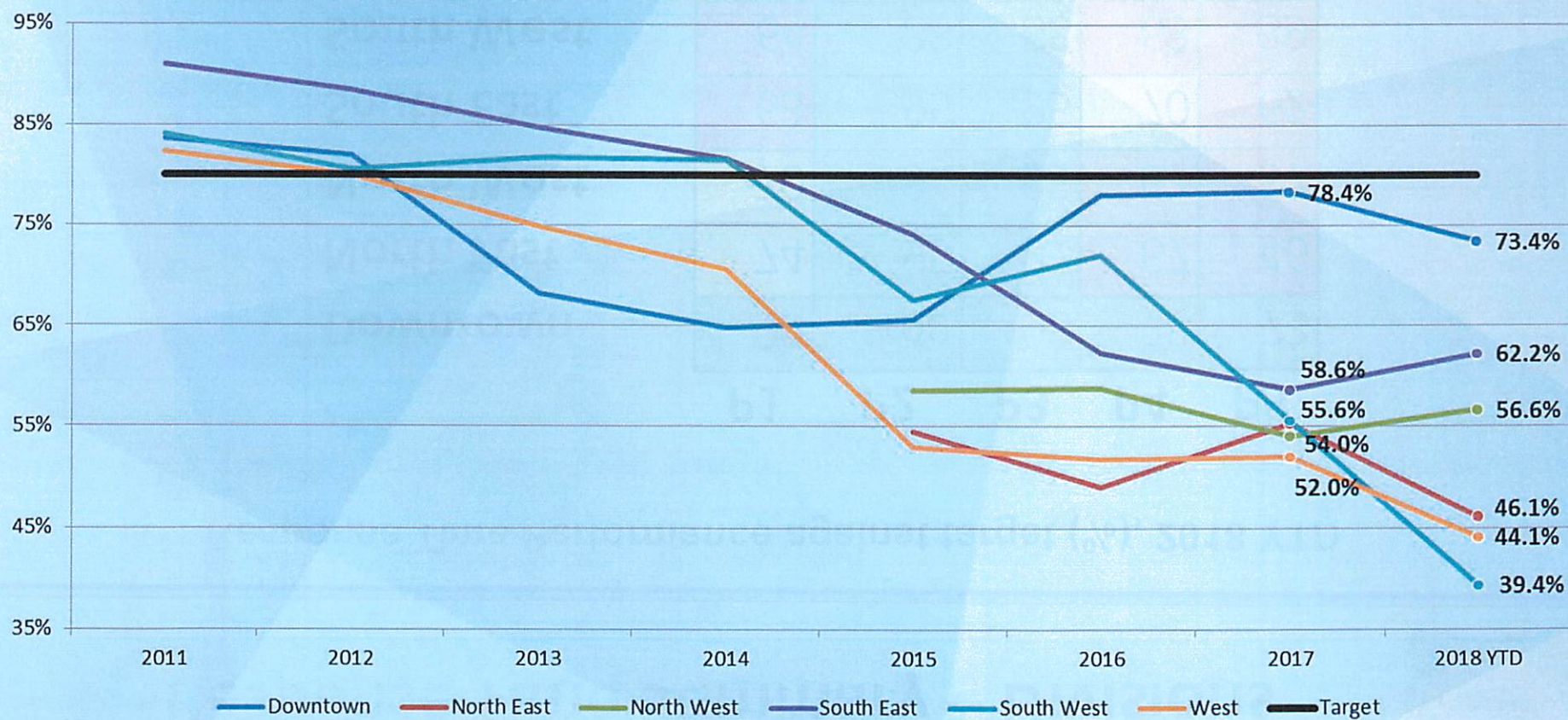




Response Time – Divisions

P5 Response Time Performance

% of responses within 180 minutes, by patrol division





Response Time Summary – Divisions

Response Time Performance against target (%), 2018 YTD

	P1	P2	P3	P4	P5
Downtown	90	100	98	78	73
North East	74	95	97	67	46
North West	70	94	95	67	57
South East	63	95	95	70	62
South West	64	88	88	63	39
West	76	97	96	61	44

Green: $\geq 80\%$ of events met respective time target

Yellow: $\geq 70\%$, $< 80\%$

Red: $< 70\%$

Addressing Response Times



Communications

- Ongoing communication strategy to patrol to:
 - focus on district policing and geographic deployment
 - follow the direction of the Watch Commander (to reduce self-dispatching, call swarming)
 - stress the importance of accurately tracking time and booking off on calls
- Improved training to Dispatchers to reduce inappropriate cross-district dispatching

Technology

- Upcoming pilot project to expand Online Crime Reporting to thefts from liquor stores, freeing up patrol from retrieving CCTV footage and report writing
- Completed technology upgrades at Old Scona Station (SW) and Ottewell station (SE) to help members stay dispersed in their division while completing administrative tasks
- Patrol staffing model (MPP) now being run annually (last run Q1 2018), satisfying City Auditor Staffing Audit recommendations
- Recent sign off on a Research Agreement with a Macewan University professor to evaluate MPP effectiveness and methodology. Research to take place from 2018-2020

Addressing Response Times



Operational

- Since 2016, the availability of medical consultations by phone (PACT/US) for patrol has helped divert mental health hospital apprehensions, and mental health hospital wait times are being expedited via the EPS/AHS *Transfer of Care* communications protocol.
- Since May 2017, provincial warrants are no longer being issued for fines below \$1,000 (Bill 9), alleviating patrol time spent processing these non-criminal warrants
- Planned implementation of the Operations and Intelligence Command Centre (OICC), Collision Reporting Centres (CRCs) and Community Wellness Centre (CWC) are expected to directly or indirectly increase patrol capacity to respond to calls

Summary City-wide Stats



EPS Response Time Performance and Dispatch Call Volume		2009	2010	2011	2012	2013	2014	2015	2016	2017	2017 YTD	2018 YTD
Priority 1	Performance	75.3%	80.6%	79.1%	77.0%	71.2%	71.3%	71.4%	70.9%	71.9%	71.7%	72.5%
	# Calls	6 238	6 315	4 977	4 634	4 718	4 238	3 754	3 291	3 110	1 461	1 488
Priority 2	Performance	93.6%	95.1%	94.8%	96.2%	92.9%	92.9%	93.2%	94.7%	94.1%	94.6%	94.9%
	# Calls	1 143	1 003	802	631	525	459	311	241	233	103	211
Priority 3	Performance	93.4%	95.7%	95.3%	94.1%	92.1%	92.8%	92.9%	94.6%	95.3%	70.3%	95.0%
	# Calls	15 039	14 798	13 843	12 472	12 494	11 782	11 490	9 049	9 004	4 372	4 974
Priority 4	Performance	76.0%	80.8%	83.9%	80.6%	76.0%	73.2%	69.2%	69.4%	69.0%	63.8%	68.0%
	# Calls	48 261	52 355	56 489	61 436	65 949	71 130	78 978	81 270	85 407	40 693	43 103
Priority 5	Performance	83.1%	85.1%	85.4%	82.7%	75.4%	72.2%	62.6%	62.6%	59.3%	69.0%	53.8%
	# Calls	65 172	59 665	58 939	61 344	63 629	64 393	70 347	69 317	69 034	33 297	31 692
Total # Dispatched Calls		135 853	134 136	135 050	140 517	147 315	152 002	164 880	163 168	166 788	79 926	81 468

Source: Cognos R15-091, generated July 3, 2018



QUESTIONS ?