



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2017 July 10

SUBJECT: 2017 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 20, 2017 public meeting, provides statistics for Dispatch Call Volume and Response Time Performance for Priorities 1 through 5 for the years 2009 to 2017 Q2. In addition, this report provides new information pertaining to:

- The distribution of Response Times for each priority level (P1-P5), in 2016
- Response Time Performance for each priority level (P1-P5) at the divisional level

This new information addresses an EPC motion, passed May 5, 2017, that, "The EPS provide the EPC the actual response times for each division with analysis and action plans attached for those areas that are not meeting performance targets".

CONCLUSION:

For review, consideration, and discussion.

ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 – 2017 Q2 EPS Dispatch & Response Time (PowerPoint)

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Reviewed By: S/Sgt Marc Cochlin – Strategic Business Planning Section, Office of Strategy Management *2017 July 11*

Approved By: Superintendent Chad Tawfik, Office of Strategy Management *1598*

Chief of Police: 

Date: JUL 11 2017