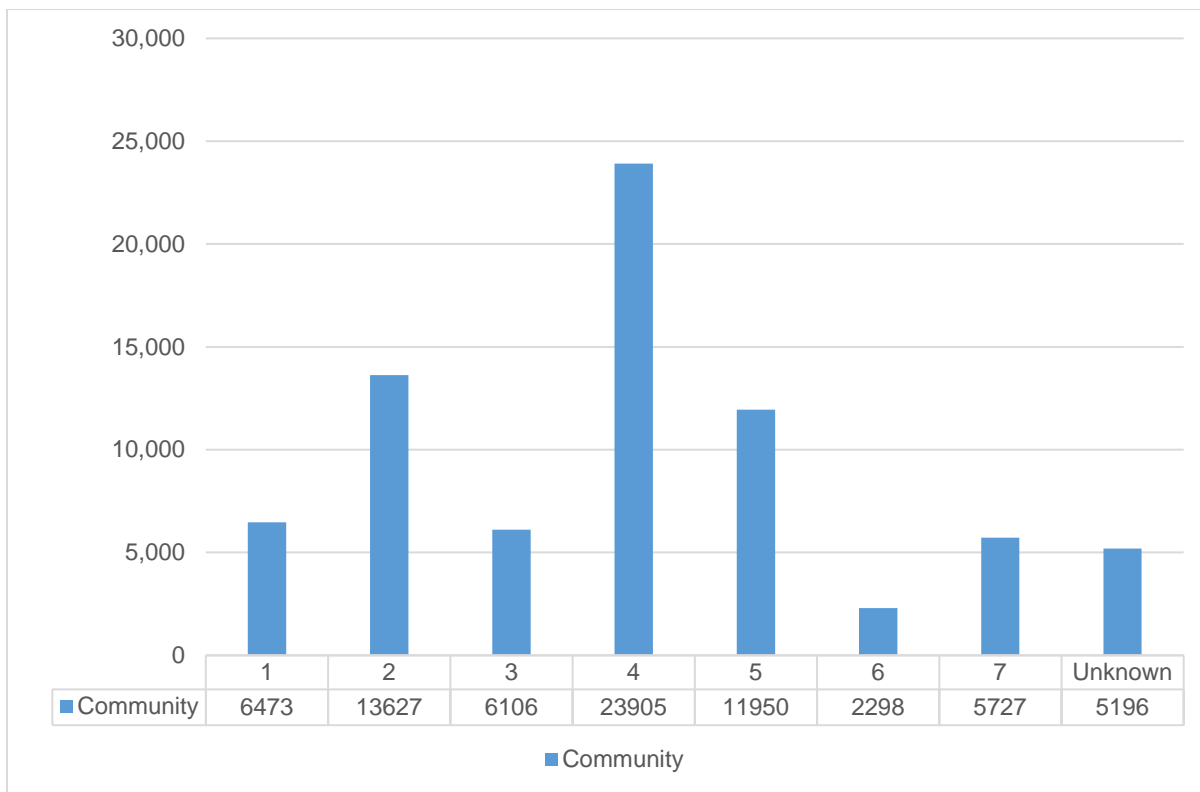


FIGURE 1-D: 2017 CALLS FOR SERVICE BY COUNCIL DISTRICT



Source: SLCPD CAD Data

The table below lists the CFS reported in 2017 by patrol beat. The percentage of total CFS occurring in each beat varies greatly, with beat 132 accounting for 12.7% of the total workload and beat 123 accounting for only 0.9% of the workload.

TABLE 8-1: RESPONSE TIMES BY PROIRITY AND COUNCIL DISTRICTS

Priority	D-1	D-2	D-3	D-4	D-5	D-6	D-7
1	0:11:53	0:10:00	0:11:20	0:09:19	0:10:32	0:13:29	0:11:55
2	0:19:46	0:19:29	0:18:21	0:15:32	0:16:02	0:22:01	0:19:26
3	0:47:53	0:44:57	0:41:38	0:36:19	0:35:59	0:39:57	0:38:17
4	1:55:01	1:42:38	1:39:19	1:35:04	1:28:13	1:32:49	1:37:02
5	0:37:40	1:40:00	0:31:00	1:50:05	0:04:24	0:56:30	0:00:00
6	N/A	N/A	N/A	N/A	N/A	N/A	0:03:00
7	0:58:40	0:46:11	0:52:32	0:53:17	0:45:51	0:53:42	0:46:39
8	N/A	N/A	2:31:30	N/A	0:10:40	N/A	N/A
9	0:15:57	0:15:23	0:02:45	0:00:22	0:00:31	0:02:34	0:00:28

Source: Salt Lake City PD CAD data

There are some significant variations in response times by council district and by priority, which are reflected in Table 8-1 above. For example, Priority 1 response times for districts 3, 6, and 7 all exceed eleven minutes. For priority 4 and 5 responses, there is a consistent pattern of average responses of more than one hour, while responses in categories 6-9 are significantly shorter. There was insufficient data to conclusively determine why this is the case, but it is likely that these variations are at least partially attributable to current staffing levels, personnel allocations, and work demands.

It is important to understand that calculating response times can occur in two different manners. Table 8-B below, calculates response time from the point dispatch received the call to the time the first officer arrived on the scene. This represents the actual time from the point the citizen placed the call to the time the first officer arrived. When conducting a *workload analysis*, however, IACP calculates obligated workload time from the point the officer received the call to the time the officer finishes the call. When departments calculate response times, they generally do so considering the first assigned time to the time the first officer arrived on the scene. Departments use this metric because this aspect of response time is the one over which they have the most control. The department-established response policies remove the lag time between the time a dispatcher received the phone call and the time the dispatcher assigned that call to an officer. In short, when the department considers response time to CFS, they ignore the time it takes for the dispatcher to collect and dispatch the CFS. From the perspective of the department, this is an accurate measure. From the citizen's perspective, however, response time includes the point in which they actually placed the call until an officer arrives or handles their request.

The average response time for priority CFS among the benchmark cities in the 2017 report (equivalent to Priority 1 CFS in Salt Lake City) from point of dispatch to first officer arrival is 5:56 minutes.¹⁹ The SLCPD response time for a priority 1 CFS from point of dispatch to first arrival is 6:10, making it fairly consistent with the benchmark cities. For the benchmark cities this time is 1:48 minutes, and for Salt Lake City it is 4:23 minutes. As previously stated, the Emergency Communications Dispatch Center is not part of the SLCPD and not part of this study; however, the length of dispatch time is concerning, and dispatch operations should be analyzed to determine causes.

¹⁹ <http://www.opkansas.org/wp-content/uploads/downloads/beNChmark-city-survey-section-b-general.pdf>