

Series: Local Laws

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Folder# 12

NYC POLICE
DEPARTMENT TO
MAINTAIN AND PUBLISH
AVERAGE 911 DISPATCH
AND RESPONSE TIMES

1991

L.O. 5/13/91

(A+FR - 9/20/91)
- #+LO - 9/20/91

G.O. - 10/23/91

L.L. 89

Witnesses

- ① Commissioner Lee Brown
NYC Police Department
- ② Bud Gibbs, Citizens Budget Commission
- ③ Gene Ruzianski, NY Public Interest
Research Group

September 20, 1991

- 1) Deputy Chief Michael Markan -
New York Police Department
- 2) Michael Ameroso - NY Police Dep't.
- ~~3) Ron Fontana - Law Dep~~

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 1991**

No. 89

Introduced by Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera, Robles and McCaffrey.

A LOCAL LAW

To amend the administrative code of the City of New York in relation to requiring the New York city police department to submit to the city council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

Be it enacted by the Council as follows:

Section one. Chapter 1 of title 14 of the administrative code of the city of New York is amended by adding a new section 14-149, to read as follows:

§ 14-149. *Police 911 operational time analysis report. a. Definitions. For the purposes of this section, the following terms shall be defined as follows:*

(i) *"Call" shall mean a telephone call to the 911 emergency assistance system.*

(ii) *"Incident" shall mean an event which results in the response of a police unit as a result of a call to the 911 emergency assistance system, regardless of the number of calls made with respect to such incident.*

(iii) *"Police unit" shall mean a radio motor patrol unit, patrol officer or other police department personnel.*

(iv) *"Dispatch time" shall mean the interval of time between the time the information received by the 911 telephone operator is entered into the 911 emergency assistance system and the assignment of a police unit to the scene of the incident.*

(v) *"Travel time" shall mean the interval of time between the assignment of a police unit and the arrival of the first police unit at the scene of the incident.*

(vi) *"Response time" shall mean the sum of dispatch time and travel time.*

(vii) *"Disposition" shall mean a police unit's report to the 911 emergency assistance system on its response to an assignment that has resulted from a call or incident.*

b. *The New York city police department shall submit to the city council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system. Such report shall include the following information:*

1. *The aggregate number of calls on a citywide and borough-wide basis.*
2. *The aggregate number of incidents.*
3. *The aggregate number of incidents where the dispatcher has received a disposition from a police unit.*
4. *The aggregate number of incidents involving a report of a crime in progress.*

5. *The aggregate number of incidents involving a report of a crime in progress resulting in the dispatch of a police unit where the dispatcher received confirmation of a police unit's arrival at the scene of the incident.*
 6. *The average dispatch time, travel time and response time for all police units responding to incidents involving a report of a crime in progress.*
 7. *The aggregate number of incidents involving a report of a crime in progress in each of the following categories:*
 - (i) *those for which response time was no greater than ten minutes;*
 - (ii) *those for which response time was greater than ten minutes but no more than twenty minutes;*
 - (iii) *those for which response time was greater than twenty minutes but no more than thirty minutes;*
 - (iv) *those for which response time was greater than thirty minutes but no more than one hour; and*
 - (v) *those for which response time was greater than one hour.*
- c. *The data contained in the 911 operational time analysis report required by paragraphs two through seven of subdivision b of this section shall be provided on a citywide, borough-wide, precinct-by-precinct and tour-by-tour basis. The 911 operational time analysis report shall be submitted to the council quarterly. In addition, the data contained in such report shall be incorporated in the mayor's preliminary and final management reports.*
- § 2. *This local law shall take effect 180 days after it shall have been enacted into law.*

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, S.S.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on October 23, 1991, and approved by the Mayor on November 6, 1991.

CARLOS CUEVAS, City Clerk, Clerk of the Council

CERTIFICATION PURSUANT TO MUNICIPAL HOME RULE LAW § 27

Pursuant to the provisions of Municipal Home Rule Law § 27, I hereby certify that the enclosed local law (Local Law 89 of 1991, Council Int. No. 515-A) contains the correct text and:

Received the following vote at the meeting of the New York City Council on October 23, 1991: 34 for, 0 against.

Was approved by the Mayor on November 22, 1991.

Was returned to the City Clerk on November 25, 1991.

JEFFREY D. FRIEDLANDER, Acting Corporation Counsel



THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, N.Y. 10007

GRACE A. de FRIES
Assistant to the Mayor

November 25, 1991

Honorable Carlos Cuevas
City Clerk and Clerk of Council
Municipal Building
New York, NY 10007

Dear Mr. Cuevas:

Transmitted herewith is bill passed by the City Council
titled:

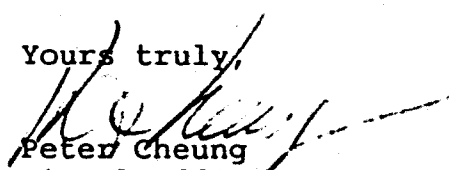
Int. No. 515-A

Local Law #89

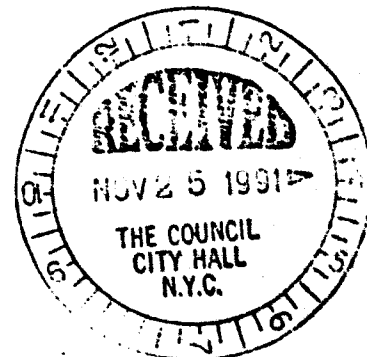
A LOCAL LAW to amend the administrative code of the city of
New York in relation to requiring the New York city police
department to submit to the city council an operational time
analysis report summarizing the departmental performance with
respect to calls to the 911 emergency assistance system.

Which were approved by the Mayor under the date of
November 22, 1991.

Yours truly,


Peter Cheung
Fiscal Officer

PC/aa
Enclosures



THE CITY OF NEW YORK

OFFICE OF THE MAYOR

DAVID N. DINKINS

TEL: (212) 788-2958

S 715-91

For Immediate Release:
Wednesday, November 6, 1991, 4:00 p.m.

PUBLIC HEARING ON LOCAL LAWS
WEDNESDAY, NOVEMBER 6, 1991
4:00 P.M. -- CITY HALL

*Signed on
11/25*

There is one bill before me for consideration this afternoon. Introductory Number 515-A is sponsored by City Council Members Sheldon Leffler, chairperson of the Council's Public Safety Committee, and Council Member Sal Albanese, a member of the committee. It is co-sponsored by fourteen of their colleagues.

This proposed local law requires the Police Department to submit to the City Council on a quarterly basis, an operational time analysis report summarizing departmental performance on calls to the 911 emergency assistance system.

The bill would require the report to include the number of: 911 calls, incidents reported, incidents where the dispatcher received a disposition from a police unit, crimes in progress, confirmations from police units of their arrival on the scene of a reported crime in progress, crimes in progress incidents in each of five response-time categories, and the average dispatch, travel and response time for police units responding to crimes in progress.

The bill also requires that this data be provided on a precinct-by-precinct and a tour-by-tour basis with the exception

(more)

of the number of 911 calls which can only be broken down to a borough-wide level. Introductory 515-A also requires that this data be included in the mayor's preliminary and final management reports.

Three issues concern me regarding this legislation. First, the Police Department testified that data requested of it by Intro 515-A would not be completely accurate until an enhanced 911 system was in place. Specifically, the present equipment would hamper the ability of police units to comply with the requirement of Introductory Number 515-A that they report their arrival at the scene of a crime in progress. Police radio frequencies are often jammed with calls. Police often have to rush out of their patrol cars to deal with the crime in progress, a response that would be delayed were they required to wait for the police radio frequency to be open in order to report their arrival on the scene. The solution to this problem is to supply police patrol cars with new equipment that would enable officers to report their arrival on the scene electronically by pressing a button, thereby also reducing the number of police radio transmissions. This electronic reporting capability can be provided with the implementation of an enhanced 911 system.

Secondly, the Police Department has informed the Public Safety Committee that Introductory Number 515-A will cost \$50,000, yet no funding source has been provided for this legislation. Finally, this proposed local law mandating the reporting of police 911 response times on a precinct-by-precinct basis has an obvious and laudable intention; namely, to compare

(more)

precinct 911 response times so these 911 response times can be improved upon. Unfortunately, Introductory Number 515-A not only fails to provide funding for the reports it mandates, but the bill also fails to provide funding for its goal of improving 911 response times. Fortunately, the Public Safety Committee has before it another bill that addresses the goal of improving the 911 reporting system and its response times. Introductory Number 724, the enhanced 911 bill, will provide needed funding to improve the 911 system. The enhanced 911 bill is directly linked to the purpose of Introductory Number 515-A. Introductory 515-A seeks to report police 911 response times so they can be compared and improved upon and the E-911 bill provides funding to achieve the goal of improving the 911 system and its response times.

The Public Safety Committee has already held two public hearings on Introductory 724, the enhanced 911 bill, and I thank Chairperson Sheldon Leffler for that. Unfortunately, every month that passes without enactment of the enhanced 911 bill, represents a loss of \$1.3 million in potential revenue for the new E-911 system. I will take no action on Introductory Number 515-A today.

I hope that at its November 14th meeting, the Public Safety Committee will take time to vote on and approve Introductory Number 724 and thereby authorize a new source of revenue, which can only be used after budget approval by the City Council, to improve our 911 system and its response times.

I will first turn to the two sponsors of Introductory 515-A, Council Members Sal Albanese and Sheldon Leffler and then to any

(more)

other elected official who wishes to speak.

Is there anyone in the general audience to be heard in opposition?

Is there anyone in the general audience to be heard in support?

There being no else to be heard, I will now close this public hearing.

#

FN/LK/11-5-91

THE COUNCIL

The City of New York

Int. No. 515-A

September 6, 1990

Introduced by Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, , Horwitz, , Lisa, Maloney, Michels, O'Donovan, Rivera, Robles and McCaffrey—read and referred to the Committee on Public Safety. Amended October 3, 1991 (Ordered reprinted and laid over).

A LOCAL LAW

To amend the administrative code of the city of New York in relation to requiring the New York city police department to submit to the city council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

Be it enacted by the Council as follows:

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2 amended by adding a new section 14-149, to read as follows:

3 § 14-149. *Police 911 operational time analysis report.* a. *Definitions.* For the pur-
4 poses of this section, the following terms shall be defined as follows:

5 (i) "Call" shall mean a telephone call to the 911 emergency assistance system.

6 (ii) "Incident" shall mean an event which results in the response of a police unit as a
7 result of a call to the 911 emergency assistance system, regardless of the number of calls made
8 with respect to such incident.

9 (iii) "Police unit" shall mean a radio motor patrol unit, patrol officer or other police
10 department personnel.

11 (iv) "Dispatch time" shall mean the interval of time between the time the information
12 received by the 911 telephone operator is entered into the 911 emergency assistance system
13 and the assignment of a police unit to the scene of the incident.

14 (v) "Travel time" shall mean the interval of time between the assignment of a police
15 unit and the arrival of the first police unit at the scene of the incident.

Note: Matter in *italics* is new; matter in brackets [] to be omitted.

11/6/91
Matter 211 not sign
bill revised to
has voted 11/22
to sign bill

1 (vi) "Response time" shall mean the sum of dispatch time and travel time.

2 (vii) "Disposition" shall mean a police unit's report to the 911 emergency assistance
3 system on its response to an assignment that has resulted from a call or incident.

4 b. The New York city police department shall submit to the city council an operational
5 time analysis report summarizing departmental performance with respect to calls to the 911
6 emergency assistance system. Such report shall include the following information:

- 7 1. The aggregate number of calls on a citywide and borough-wide basis.
- 8 2. The aggregate number of incidents.
- 9 3. The aggregate number of incidents where the dispatcher has received a disposition
10 from a police unit.
- 11 4. The aggregate number of incidents involving a report of a crime in progress.
- 12 5. The aggregate number of incidents involving a report of a crime in progress resulting
13 in the dispatch of a police unit where the dispatcher received confirmation of a police
14 unit's arrival at the scene of the incident.
- 15 6. The average dispatch time, travel time and response time for all police units respond-
16 ing to incidents involving a report of a crime in progress.
- 17 7. The aggregate number of incidents involving a report of a crime in progress in each
18 of the following categories:
 - 19 (i) those for which response time was no greater than ten minutes;
 - 20 (ii) those for which response time was greater than ten minutes but no more than
21 twenty minutes;
 - 22 (iii) those for which response time was greater than twenty minutes but no more
23 than thirty minutes;
 - 24 (iv) those for which response time was greater than thirty minutes but no more
25 than one hour; and

1 (v) those for which response time was greater than one hour.

2 c. The data contained in the 911 operational time analysis report required by para-
3 graphs two through seven of subdivision b of this section shall be provided on a citywide,
4 borough-wide, precinct-by-precinct and tour-by-tour basis and shall be submitted to the coun-
5 cil quarterly. In addition, the data contained in such report shall be incorporated in the may-
6 or's preliminary and final management reports.

7 § 2. This local law shall take effect 180 days after it shall have been enacted into law.

NEW YORK POST

NOV 05 1991

DINKINS

Homeless

Mayor sets cold-weather rules for homeless

With freezing temperatures approaching, Mayor Dinkins said yesterday that if a cold-weather emergency is declared, homeless men and women will be offered rides by police to the nearest city shelters.

If a homeless person refuses to go, a police supervisor will be called to the scene to determine if the individual's survival is threatened.

"If the individual who refuses is determined to be in danger, police officers will remove him or her to a Health and Hospitals Corp. emergency room for psychiatric evaluation," Dinkins said.

Under the program, the Health Department will monitor the temperature between 4 p.m. and 8 a.m. daily. When the temperature falls below 32 degrees Fahrenheit, a cold-weather emergency will be declared.

Between November last year and April of this year, there were 30 cold-weather emergency days.

AP

60

NEW YORK POST

P.S.

NOV 06 1991

911

911: For the '90s and beyond

Once upon a time, New York City's 911 system was virtually state-of-the-art; today it's an aging relic, in sore need of modernization.

Police Commissioner Lee Brown proposes replacing the existing equipment — now 19 years old — with computers that can direct police, fire or EMS units to a reported emergency scene more quickly and more accurately than is now the case.

Brown maintains, moreover, that the new 911 system would contain a data base capable of warning those responding to an emergency of potential dangers — such as an address that's been used, in the past, for drug trafficking.

And those calling 911 would have *their* telephone numbers recorded, which should cut down on false alarms and mischief calls.

The new system would not come cheaply; and, in the current fiscal climate, finding the needed money is no small matter. Thus, the NYPD is calling

for a "user fee" on telephones — a 35-cent monthly surcharge on New Yorkers' phone bills dedicated toward underwriting a \$203 million bond offering.

True, \$203 million is a hefty sum for an emergency telephone system — no matter how advanced. And the City Council would do well to explore whether it's really necessary to spend that substantial a sum.

But, in principle, the investment makes sense. It's hard to think of a more vital need, and the city would do well to get the project under way before the current system collapses altogether. It would be nice, of course, if the existing tax structure could be tapped to pay for it — the enhancement of public safety, after all, is one of government's central functions. And the ostensible distinction between "taxes" and "user fees" escapes us entirely when what's at issue is the 911 emergency system. Alas, given the condition of the municipal treasury, a telephone "user fee" will have to do the job.

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THE COUNCIL
THE CITY OF NEW YORK
FINANCE DIVISION
253 BROADWAY
NEW YORK, N.Y. 10007

MARC V. SHAW
FINANCE DIRECTOR
212-240-4423

October 23, 1991

TO: Council Members
FROM: Marc V. Shaw *MVS*

Attached please find a copy of the fiscal impact statement for the Intro that is scheduled for vote at today's Stated Council Meeting.

MVS:kns

The Council of the City of New York
 Finance Division
 Marc V. Shaw, Director
 Fiscal Impact Statement

Intro. No: 515-A

Committee: Public Safety

Title: A Local Law to Amend the Administrative Code of the City of New York in Relation to a Police Department 911 Operational Time Analysis Report

Sponsor: Leffler, Albanese

Summary of Legislation:

This proposed legislation would amend the Administrative Code of the City of New York in relation to requiring the New York City Police Department to submit to the City Council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

Effective Date: 60 days after enactment into law

FY in Which Full Fiscal Impact Anticipated: Fiscal 1993

Fiscal Impact Statement:

	Effective FY92	FY Succeeding Effective FY93	Full Fiscal Impact FY93
Revenues (+)	\$0	\$0	\$0
Expenditures (-)	\$20,000	\$40,000	\$40,000
Net	(\$20,000)	(\$40,000)	(\$40,000)

Impact on Revenues:

There would be no direct impact on revenues to the City.

Impact on Expenditures:

It is estimated that one individual at the cost of \$40,000 would be necessary to supply the information required by this proposed legislation.

Source of Information: Office of Management and Budget

Estimate Prepared By: City Council Finance Division

Date Submitted to Council: September 19, 1991

FIS History: To be considered by committee on September 20, 1991.

Proposed Int. No. 515-A

By Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Horwitz, Lisa, Maloney, Michels, O'Donovan, Rivera and Robles.

A LOCAL LAW

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Be it enacted by the Council as follows:

Section one. Chapter 1 of title 14 of the administrative code of the city of New York is amended by adding a new section 14-149, to read as follows:

§14-149. Police 911 operational time analysis report. a.

Definitions. For the purposes of this section, the following terms shall be defined as follows:

(i) "Call" shall mean a telephone call to the 911 emergency assistance system.

(ii) "Incident" shall mean an event which results in the response of a police unit as a result of a call to the 911 emergency assistance system, regardless of the number of calls made with respect to such incident.

(iii) "Police unit" shall mean a radio motor patrol unit, patrol officer or other police department personnel.

(iv) "Dispatch time" shall mean the interval of time between the time the information received by the 911 telephone operator is entered into the 911 emergency assistance system and the assignment of a police unit to the scene of the incident.

(v) "Travel time" shall mean the interval of time between the assignment of a police unit and the arrival of the first police unit at the scene of the incident.

(vi) "Response time" shall mean the sum of dispatch time and travel time.

(vii) "Disposition" shall mean a police unit's report to the 911 emergency assistance system on its response to an assignment that has resulted from a call or incident.

b. The New York city police department shall submit to the city council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system. Such report shall include the following information:

1. The aggregate number of calls on a citywide and borough-wide basis.
2. The aggregate number of incidents.
3. The aggregate number of incidents where the dispatcher has received a disposition from a police unit.
4. The aggregate number of incidents involving a report of a crime in progress.

5. The aggregate number of incidents involving a report of a crime in progress resulting in the dispatch of a police unit where the dispatcher received confirmation of a police unit's arrival at the scene of the incident.

6. The average dispatch time, travel time and response time for all police units responding to incidents involving a report of a crime in progress.

7. The aggregate number of incidents involving a report of a crime in progress in each of the following categories:

(i) those for which response time was no greater than ten minutes;

(ii) those for which response time was greater than ten minutes but no more than twenty minutes;

(iii) those for which response time was greater than twenty minutes but no more than thirty minutes;

(iv) those for which response time was greater than thirty minutes but no more than one hour; and

(v) those for which response time was greater than one hour.

c. The data contained in the 911 operational time analysis report required by paragraphs two through seven of subdivision b of this section shall be provided on a citywide, borough-wide, precinct-by-precinct and tour-by-tour basis and shall be submitted to the council quarterly. In

addition, the data contained in such report shall be incorporated in the mayor's preliminary and final management reports.

§2. This local law shall take effect 180 days after it shall have been enacted into law.

RAD:rd
DG-LL
Int. No. 515-A
9-19-91

The Council of the City of New York
 Finance Division
 Marc V. Shaw, Director
 Fiscal Impact Statement

Intro. No: 515-A
 Committee: Public Safety

Title: A Local Law to Amend the Administrative Code of the City of New York in Relation to a Police Department 911 Operational Time Analysis Report **Sponsor:** Leffler, Albanese

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Effective Date: 60 days after enactment into law

FY in Which Full Fiscal Impact Anticipated: Fiscal 1993

Fiscal Impact Statement:

	Effective FY92	FY Succeeding Effective FY93	Full Fiscal Impact FY93
Revenues (+)	\$0	\$0	\$0
Expenditures (-)	\$20,000	\$40,000	\$40,000
Net	(\$20,000)	(\$40,000)	(\$40,000)

Impact on Revenues:

There would be no direct impact on revenues to the City.

Impact on Expenditures:

It is estimated that one individual at the cost of \$40,000 would be necessary to supply the information required by this proposed legislation.

Source of Information: Office of Management and Budget

Estimate Prepared By: City Council Finance Division

Date Submitted to Council: September 19, 1991

FIS History: To be considered by committee on September 20, 1991.

Staff: Richard A. Dachs
Counsel to the Committee

Bernie O'Brien
Policy and Research Unit

David Parmet
Legislative Oversight and
Investigation Unit

T H E C O U N C I L
REPORT OF THE LEGAL DIVISION
RICHARD M. WEINBERG, DIRECTOR AND GENERAL COUNSEL

COMMITTEE ON PUBLIC SAFETY

PROPOSED INT. NO. 515-A

By: Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Horwitz, Lisa, Maloney, Michels, O'Donovan, Rivera and Robles.

TITLE:

A local law to amend the administrative code of the city of New York in relation to requiring the New York City police department to submit to the City Council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

ADMINISTRATIVE CODE:

Adds a new section 14-149 to chapter 1 of title 14.

BACKGROUND

In his January 1991 report "Policing New York City in the 1990s, The Strategy for Community Policing," Police Commissioner Brown asserts that responding to 911 calls has "increasingly become the force that drives the operations" of the New York City Police Department ("NYPD"). In order to achieve the Department's

goal of responding to each 911 call as fast as possible, each precinct has a specially-designated group of officers who travel in Radio Motor Patrol ("RMP") units. It is the primary responsibility of RMP units to respond to 911 calls, although other precinct units can respond if they are available and near the reported incident, particularly a crime-in-progress.

According to the January 1991 Mayor's Management Report ("MMR"), in FY 1990, 8,328,000 calls were made to the 911 emergency assistance system. Approximately 50% of those calls (4,231,000) resulted in the dispatch of a police unit; of these "radio runs," 606,504 were in response to 911 calls concerning crimes-in-progress. The only other information revealed in the MMR regarding NYPD's handling of 911 calls is as follows:

- o Average number of RMP 911 cars on patrol per day and per tour (FY 1990 total - 1355).
- o Total Radio Runs, department-wide and according to borough units.
- o Total Radio Runs to crime-in-progress calls, department-wide and according to borough units.
- o Percent of 911 calls answered in 30 seconds (FY 1990 - 99.8%).
- o Mean time to dispatch police unit to a crime-in-progress call (FY 1990 - 3.3 minutes).

ANALYSIS

Proposed Intro. No. 515-A would require the New York City Police Department to publish and submit to the City Council on a

quarterly basis an operational time analysis report for the 911 emergency telephone assistance system. This analysis would require NYPD to supply the following information:

- (1) The total number of 911 calls received on a citywide and borough-wide basis.
- (2) The total number of "incidents," defined as events to which a police unit responds as a result of a 911 call, regardless of the number of calls made with respect to that incident.
- (3) The total number of incidents where a disposition (i.e., a police unit's report of its response to a 911 assignment) has been received by the 911 emergency assistance system.
- (4) The total number of incidents involving a report of a crime in progress. As defined by NYPD, "crimes in progress" include robbery, burglary, larceny and assault (including sexual assault) in progress, roving band, and assist police officer calls.
- (5) The total number of incidents involving a report of a crime in progress resulting in the dispatch of a police unit where the dispatcher has received confirmation of the unit's arrival at the scene of the incident.
- (6) The average dispatch time, travel time and response time for all police units responding to incidents involving a report of a crime in progress.
- (7) The aggregate number of incidents involving a report of a crime in progress in each of the following categories:

- Those for which response time was no more than ten minutes.
- Those for which response time was greater than ten minutes but no more than twenty minutes.
- Those for which response time was greater than twenty minutes but no more than thirty minutes.
- Those for which response time was greater than thirty minutes but no more than one hour.
- Those for which response time was greater than one hour.

The bill defines "dispatch time" as the interval of time between the time the information received by the 911 operator is entered into the system and the assignment of a police unit to the scene of the incident. "Travel time" means the interval of time between assignment of a unit and the arrival of the first police unit at the scene of the incident. "Response time" is the sum of dispatch and travel time.

Proposed Intro. No. 515-A would require the information set forth in paragraphs (2)-(7) above to be provided on a citywide, borough-wide, precinct-by-precinct and tour-by-tour basis. It would also require this data to be incorporated into the Mayor's preliminary and final Management Reports.

The legislation would take effect 180 days after its enactment.

OTHER CITIES

A survey conducted by Committee staff reveals that at least three major American cities, Los Angeles, Dallas and Houston, compile and report statistics on 911 response times. In Los Angeles, for example, an "Emergency Call Response Time Summary" is given to each City Council member on a monthly basis. This summary tracks police department response time to the two highest-ranked 911 emergency calls. It discloses median dispatch time (the time from the receipt of the 911 call to the assignment of a unit); acknowledgment time (the time between assignment and the police officer's acknowledgment of same); response time (basically, officer's travel time to the incident); and, a total response time, incorporating all of the aforementioned elements. This information is broken down for each of the city's 18 geographic police areas, per watch (a.m., day and p.m.).

In Dallas, similar response time data is made publicly available in a monthly "Summary of Crime". In Houston, response data is given by the Police Department to the city's Chief Administrative Officer, who incorporates it into a monthly status report to the Mayor and City Council.

RAD:rd
DG-Reports
Int. No. 515-A
9-17-91

THE COUNCIL

The City of New York

Int. No. 515-A

September 6, 1990

Introduced by Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera, Robles and McCaffrey—read and referred to the Committee on Public Safety. Amended October 3, 1991 (Ordered reprinted and laid over).

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8 *with respect to such incident.*

9 (iii) *"Police unit" shall mean a radio motor patrol unit, patrol officer or other police*
10 *department personnel.*

11 (iv) *"Dispatch time" shall mean the interval of time between the time the information*
12 *received by the 911 telephone operator is entered into the 911 emergency assistance system*
13 *and the assignment of a police unit to the scene of the incident.*

14 (v) *"Travel time" shall mean the interval of time between the assignment of a police*
15 *unit and the arrival of the first police unit at the scene of the incident.*

Note: Matter in *italics* is new; matter in brackets [] to be omitted.

1 (vi) "Response time" shall mean the sum of dispatch time and travel time.

2 (vii) "Disposition" shall mean a police unit's report to the 911 emergency assistance
3 system on its response to an assignment that has resulted from a call or incident.

4 b. The New York city police department shall submit to the city council an operational
5 time analysis report summarizing departmental performance with respect to calls to the 911
6 emergency assistance system. Such report shall include the following information:

7 1. The aggregate number of calls on a citywide and borough-wide basis.

8 2. The aggregate number of incidents.

9 3. The aggregate number of incidents where the dispatcher has received a disposition
10 from a police unit.

11 4. The aggregate number of incidents involving a report of a crime in progress.

12 5. The aggregate number of incidents involving a report of a crime in progress resulting
13 in the dispatch of a police unit where the dispatcher received confirmation of a police
14 unit's arrival at the scene of the incident.

15 6. The average dispatch time, travel time and response time for all police units respond-
16 ing to incidents involving a report of a crime in progress.

17 7. The aggregate number of incidents involving a report of a crime in progress in each
18 of the following categories:

19 (i) those for which response time was no greater than ten minutes;

20 (ii) those for which response time was greater than ten minutes but no more than
21 twenty minutes;

22 (iii) those for which response time was greater than twenty minutes but no more
23 than thirty minutes;

24 (iv) those for which response time was greater than thirty minutes but no more
25 than one hour; and

1 (v) those for which response time was greater than one hour.

2 c. The data contained in the 911 operational time analysis report required by para-
3 graphs two through seven of subdivision b of this section shall be provided on a citywide,
4 borough-wide, precinct-by-precinct and tour-by-tour basis and shall be submitted to the coun-
5 cil quarterly. In addition, the data contained in such report shall be incorporated in the may-
6 or's preliminary and final management reports.

7 § 2. This local law shall take effect 180 days after it shall have been enacted into law.

By Council Members Leffler and Albanese

A LOCAL LAW

To amend the administrative code of the city of New York in relation to requiring the New York city police department to maintain and publish average 911 dispatch and response times.

Be it enacted by the Council as follows:

Section one. Chapter one of title fourteen of the administrative code of the city of New York is hereby amended by adding a new section 14-149 to read as follows:

§14-149. Police 911 operational time analysis report. a.
The New York city police department shall make public and submit to the council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

b. The 911 operational time analysis report shall include the following information:

1. The aggregate number of 911 calls for emergency assistance.

2. The aggregate number of 911 calls for emergency assistance in which a radio motor patrol unit was dispatched.

3. The aggregate number of actual radio motor patrol responses to 911 calls for emergency assistance.

4. The average radio motor patrol unit dispatch and response times for all 911 calls to which a radio motor patrol unit was dispatched, to be categorized according to type of incident.

RS

5. The aggregate number of 911 calls for emergency assistance in which a crime in progress was reported.

6. The aggregate number of actual radio motor patrol responses to 911 calls for emergency assistance in which a crime in progress was reported.

7. The average radio motor patrol unit dispatch and response times for all 911 calls for emergency assistance in which a crime in progress was reported.

For the purposes of this subdivision, "dispatch time" shall mean the interval of time between the receipt of a 911 call for emergency assistance by a 911 telephone operator and the assignment of a radio motor patrol unit to the scene of the incident. "Response time" shall mean the interval of time between the assignment of a radio motor patrol unit and its arrival at the scene of the incident.

c. The data contained in the 911 operational time analysis report shall be provided on a citywide, borough-wide, precinct-by-precinct and tour-by-tour basis.

d. The 911 operational time analysis report shall be made public and submitted to the council monthly. In addition, the data contained in such report shall be incorporated in the mayor's preliminary and final management reports.

§2. This local law shall take effect 60 days after it shall have been enacted into law.

TW/rt
LS 782
8/28/90
DG-local law (bg)

PS



THE COUNCIL
OF
THE CITY OF NEW YORK
LEGAL DIVISION
250 BROADWAY, 23RD FLOOR
NEW YORK, N.Y. 10007

RICHARD M. WEINBERG
DIRECTOR AND
GENERAL COUNSEL

212-566-0267
566-8399

8/28/90

TO: Council Members Leffler and Albanese
FROM: Legal Division
RE: Requiring the New York city police department to maintain and publish average 911 dispatch and response times

The attached material was prepared at your request. If this material is to be introduced, please indicate below that you have received and approved the draft and please then forward six copies to Peter F. Vallone, Speaker, City Hall.

If you want to amend or alter the draft, please contact Timothy P. Whelan 566-8605. In the event that you revise the attached and submit it in revised form, please send us a copy as soon as possible.

A copy of the above resolution or local law has been sent to Council Member _____ for introduction.

Richard M. Weinberg
RICHARD M. WEINBERG
Director and General Counsel

LS# 782

Timothy P. Whelan
Legislative Attorney
Timothy Whelan

Peter F. Vallone:

Please introduce this legislation. My approval is/is not (please circle where appropriate) needed for co-sponsorship.

Sheldon Leffler
Council Member's Signature

See 7 all

CITY COUNCIL
1990 AUG 31 P 1:02
SPEAKER'S OFFICE

MEMORANDUM OF SUPPORT

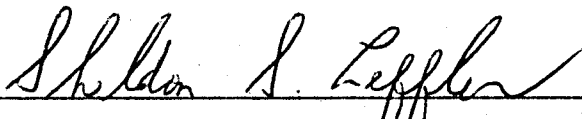
TITLE: To amend the administrative code of the City of New York in relation to requiring the New York City Police Department to maintain and publish average 911 dispatch and response times.

TYPE OF LEGISLATION: A Local Law (introduction).

SUBMITTED BY: City Councilman Sheldon S. Leffler.

REASONS FOR SUPPORT: It is vital that the City Council possess information that facilitates evaluation of Police Department efforts to protect public safety. A critical component of such an analysis is police response time: the interval between dispatch by a 911 operator and arrival of police personnel at a crime scene or other emergency. At present, this type of management indicator is not available from the Police Department. However, the Fire Department publishes, and has its performance assessed in terms of, response time. Police Departments in other cities report response time. This data is crucial in order for informed

decisions to be made about resource allocations to improve police protection. The need to assess the quality of police department performance and ensure public safety compels initiation of mandatory, regular disclosure of police response time data to the City Council and the general public.



Sheldon S. Leffler

The Council of the city of New York

Committee on Public Safety

Date: May 13, 1991

Int. 5 1 5 Res. _____ M- _____

Oversight Subject: _____

Council Member	Present	Yes	No	Abstain	Yes	No	Abstain
Leffler	/						
Alter							
Michels	✓						
Eisland	✓						
Albanese	/						
Robles							
McCaffrey	/						
Total Present	5						

Other Council Members Attending:

Time of Opening: 1:10pm

Time of Adjournment: 2:45pm

Speakers: Police Commissioner Lee Brown.
 Bud Gibbs - Citizens Budget Commission
 Gene Russianoff - NY Public Interest Research Group.

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. 515 Res. No. _____
 in favor in opposition

Date: 5/13/91

(PLEASE PRINT)
Name: GENE RUSSIANOFF

Address: 9 MURRAY STREET

I represent: NEW YORK PUBLIC INTEREST RESEARCH GROUP

Address: 9 MURRAY STREET NY 10017

▶ Please complete this card and return to the Sergeant-at-Arms ◀

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

[]

I intend to appear and speak on Int. No. 515 Res. No. _____
 in favor in opposition

Date: 5-13-91

(PLEASE PRINT)
Name: BUD H. GIBBS

Address: 36 W. 44th St., Suite 316, NYC 10036

I represent: CITIZENS BUDGET COMMISSION

Address: SAME

▶ Please complete this card and return to the Sergeant-at-Arms ◀

Staff: Richard A. Dachs
Counsel to the Committee

Christian Covington
Assistant Counsel

Bernie O'Brien
Policy and Research Unit

David Parmet
Legislative Oversight and
Investigation Unit

T H E C O U N C I L
REPORT OF THE LEGAL DIVISION
RICHARD M. WEINBERG, DIRECTOR AND GENERAL COUNSEL

COMMITTEE ON PUBLIC SAFETY

INT. NO. 515

By: Council Members Leffler and Albanese;
also Council Members Crispino, Dear,
Dryfoos, Eisland, Foster, Horwitz, Lisa,
Maloney, Michels, O'Donovan, Rivera and
Robles.

TITLE:

A local law to amend the administrative
code of the city of New York in relation
to requiring the New York City police
department to maintain and publish
average 911 dispatch and response times.

ADMINISTRATIVE CODE:

Adds a new section 14-149 to chapter one
of title fourteen.

BACKGROUND

In his January 1991 report "Policing New York City in the
1990s, The Strategy for Community Policing," Police Commissioner
Brown asserts that responding to 911 calls has "increasingly
become the force that drives the operations" of the New York City
Police Department ("NYPD"). In order to achieve the Department's

goal of responding to each 911 call as fast as possible, each precinct has a specially-designated group of officers who travel in Radio Motor Patrol ("RMP") units. It is the primary responsibility of RMP units to respond to 911 calls, although other precinct units can respond if they are available and near the reported incident, particularly a crime-in-progress.

According to the September 1990 Mayor's Management Report ("MMR"), in FY 1990, 8,328,000 calls were made to the 911 emergency assistance system. Approximately 50% of those calls (4,231,000) resulted in the dispatch of a police unit; of these "radio runs," 606,504 were in response to 911 calls concerning crimes-in-progress. The only other information revealed in the MMR regarding NYPD's handling of 911 calls is as follows:

- o Average number of RMP 911 cars on patrol per day and per tour (FY 1990 total - 1359).
- o Total Radio Runs, department-wide and according to borough units.
- o Total Radio Runs to crime-in-progress calls, department-wide and according to borough units.
- o Percent of 911 calls answered in 30 seconds (FY 1990 - 99.8%).
- o Mean time to dispatch police unit to a crime-in-progress call (FY 1990 - 3.3 minutes).

ANALYSIS

Intro. No. 515 would require the New York City Police Department to publish and submit to the City Council on a monthly

basis an operational time analysis report for the 911 emergency telephone assistance system. This analysis would require NYPD to supply the following information:

- (1) The total number of 911 calls received.
- (2) The total number of 911 calls where NYPD dispatched an RMP unit.
- (3) The total number of actual RMP unit responses to 911 calls.
- (4) Average RMP dispatch and response times categorized according to incident.
- (5) The total number of 911 calls in which a crime-in-progress has been reported.
- (6) The total number of actual RMP responses to crime-in-progress calls.
- (7) Average RMP dispatch and response times for crime-in-progress calls.

The bill defines "dispatch time" as the interval of time between the receipt of a 911 call by the NYPD telephone operator and the assignment of an RMP unit to the scene of the incident. "Response time" is defined as the interval of time between assignment of an RMP unit and its arrival at the scene.

Intro. No. 515 would require this information to be provided on a city-wide, borough-wide, precinct-by-precinct and tour-by-tour basis. It would also require this data to be incorporated into the Mayor's preliminary and final Management Reports.

OTHER CITIES

A survey conducted by Committee staff reveals that at least three major American cities, Los Angeles, Dallas and Houston, compile and report statistics on 911 response times. In Los Angeles, for example, an "Emergency Call Response Time Summary" is given to each City Council member on a monthly basis. This summary tracks police department response time to the two highest-ranked 911 emergency calls. It discloses median dispatch time (the time from the receipt of the 911 call to the assignment of a unit); acknowledgment time (the time between assignment and the police officer's acknowledgment of same); response time (basically, officer's travel time to the incident); and, a total response time, incorporating all of the aforementioned elements. This information is broken down for each of the city's 18 geographic police areas, per watch (a.m., day and p.m.). A copy of a recent summary is annexed as Attachment A.

In Dallas, similar response time data is made publicly available in a monthly "Summary of Crime" (Attachment B). In Houston, response data is given by the Police Department to the city's Chief Administrative Officer, who incorporates it into a monthly status report to the Mayor and City Council (Attachment C).

RAD:rd
DG-Reports
Int. No. 515
5/13/91

THE COUNCIL

The City of New York

Int. No. 515

September 6, 1990

By Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera and Robles—read and referred to the Committee on Public Safety.

A LOCAL LAW

To amend the administrative code of the City of New York in relation to requiring the New York city police department to maintain and publish average 911 dispatch and response times.

Be it enacted by the Council as follows:

- 1 Section one. Chapter one of title fourteen of the administrative code of the city of New York is
2 hereby amended by adding a new section 14-149 to read as follows:
- 3 ***§14-149. Police 911 operational time analysis report. a. The New York city police department***
4 ***shall make public and submit to the council an operational time analysis report summarizing***
5 ***departmental performance with respect to calls to the 911 emergency assistance system.***
- 6 ***b. The 911 operational time analysis report shall include the following information:***
- 7 ***1. The aggregate number of 911 calls for emergency assistance.***
- 8 ***2. the aggregate number of 911 calls for emergency assistance in which a radio motor***
9 ***patrol unit was dispatched.***
- 10 ***3. The aggregate number of actual radio motor patrol responses to 911 calls for***
11 ***emergency assistance.***
- 12 ***4. The average radio motor patrol unit dispatch and response time for all 911 calls to***
13 ***which a radio motor patrol unit was dispatched, to be categorized according to type of incident.***
- 14 ***5. The aggregate number of 911 calls for emergency assistance in which a crime in***
15 ***progress was reported.***

1 6. The aggregate number of actual radio motor patrol responses to 911 calls for
2 emergency assistance in which a crime in progress was reported.

3 7. The average radio motor patrol unit dispatch and response times for all 911 calls for
4 emergency assistance in which a crime in progress was reported.

5 For the purposes of this subdivision, "dispatch time" shall mean the interval of time
6 between the receipt of a 911 call for emergency assistance by a 911 telephone operator and the
7 assignment of a radio motor patrol unit to the scene of the incident. "Response time" shall mean the
8 interval of time between the assignment of a radio motor patrol unit and its arrival at the scene of
9 the incident.

10 c. The data contained in the 911 operational time analysis report shall be provided on a
11 citywide, borough-wide, precinct-by-precinct and tour-by-tour basis.

12 d. The 911 operational time analysis report shall be made public and submitted to the
13 council monthly. In addition, the data contained in such report shall be incorporated in the mayor's
14 preliminary and final management reports.

15 §2. This local law shall take effect 60 days after it shall have been enacted into law.

Attachment -A-
LOS ANGELES POLICE DEPARTMENT



DARYL F. GATES
Chief of Police

TOM BRADLEY
Mayor

P. O. Box 30158
Los Angeles, Calif. 90030
Telephone:
(213) 485-2985
Ref #: 1.2.2

May 1, 1991

Bernard O'Brien
Legislative Policy Analyst
New York City Council
253 Broadway, 14th Floor
New York, New York 10007

Dear Mr. O'Brien:

The Los Angeles Police Department (LAPD) is pleased to provide the following information in response to your inquiry concerning our Emergency Calls Response Time Summary Report (Attachments 1-4).

To facilitate a proper understanding of this report, some basic information concerning the organization of the LAPD is essential. The LAPD is divided into 18 geographic Areas and Patrol Plan is the primary method utilized to deploy uniformed personnel to these Areas. Officers are allocated to the Areas in accordance with the work load which is primarily driven by Calls For Service (CFS). In this way, citizens in all Areas receive the same level of service. The Department's goal is to maintain a seven minute median response time to emergency calls for service (ECFS).

The Department measures only the response time to ECFS which are categorized as Code Three or Code Two High. A Code Three call is in response to a serious public hazard, preservation of life, a crime of violence in progress or the prevention of a crime of violence. The police vehicle's emergency equipment (red light and siren) are utilized in responding to a Code Three call for service. Code Two High calls, on the other hand, are urgent in nature and require immediate response without the use of the police vehicle's emergency equipment. The term "Hot Shot" is used to describe both Code Three and Code Two High CFS.

The LAPD divides the calendar year into Deployment Periods (DP) which consist of four, one week segments totalling 28 days. The response time summary report is produced each week of the DP along with a total for the entire DP.

Bernard O'Brien
Page 2
1.2.2

The Emergency Calls For Response Time Summary Report is divided into four sections. The Median Dispatch Time (Med. Disp Time) begins when the communications dispatcher receives a call for police service from a citizen and ends when a police unit is assigned the call. The median acknowledge time (Med. Ackn Time) is that time needed by officers to acknowledge to the communications dispatcher that they have received the call for service. The median response time officer (Med. Respn Time Ofcr) is essentially the officers' travel time. The time begins when the officers acknowledge receipt of the call for service and stops when the officers arrive at the scene of the call. The median response time to citizen (Med. Respn Time Czn.) is the length of time beginning when the call for service is received and ending when the officers arrive at the scene. The median response time to citizen, is the Department's measure of its effectiveness in meeting the seven minute median response time.

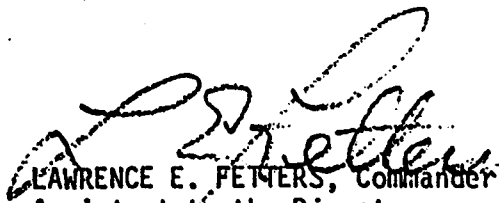
There are two methods utilized by uniformed officers to notify Communications Division that officers have arrived at the scene of a call for service. Officers can voice their arrival at the scene via the radio, or they can push the "arrived at scene" button on the mobile digital terminal inside the police vehicle.

Finally, the Police Commission and each City Council member receive a copy of the Emergency Calls Response Time Summary Report at the end of each DP. This report is public information, however, it is not distributed to the general public.

Hopefully, the Emergency Calls Response Time Summary Report, and this correspondence will answer your questions. If you have further questions or need additional information, please contact Officer James Bower at (213) 485-3860, or FAX (213) 625-7332.

Very truly yours,

DARYL F. GATES
Chief of Police


LAWRENCE E. PETERS, Commander
Assistant to the Director
Office of Operations

Attachments

ATTACHMENT 4

EMERGENCY CALLS (CODE 3 & 2H) RESPONSE TIME SUMMARY

FOR CENTRAL BUREAU

FOR WEEK 4 OF DEPLOYMENT PERIOD 04

AREA/BUREAU	WATCH	THIS WEEK 04/14/91 - 04/20/91				DEPLOYMENT PERIOD TO DATE 03/24/91 - 04/20/91					
		TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZN.	TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZN.
CENTRAL	AM	28	1.7	0.7	2.3	4.7	141	1.9	0.7	2.4	4.5
	DAY	41	2.5	0.8	4.1	6.7	152	2.0	0.8	4.1	6.3
	PM	43	1.8	0.9	2.9	5.3	204	1.9	0.8	3.3	5.8
		112	2.0	0.8	3.1	5.9	497	1.9	0.8	3.2	5.6
RAMPART	AM	104	2.4	0.7	3.4	5.8	388	2.3	0.8	3.5	6.2
	DAY	76	1.9	0.8	3.6	5.6	284	2.1	0.7	3.9	6.3
	PM	123	1.9	0.7	3.5	5.7	540	2.0	0.8	3.8	5.9
		303	2.1	0.7	3.5	5.7	1212	2.1	0.8	3.7	6.1
HOLLENBECK	AM	38	2.3	0.7	3.6	5.5	170	1.9	0.7	3.7	5.6
	DAY	27	1.6	1.0	3.8	5.8	104	1.8	0.8	4.0	5.9
	PM	54	1.8	0.8	3.8	6.2	263	1.7	0.8	4.0	6.0
		119	1.8	0.8	3.8	5.8	537	1.8	0.8	3.9	5.8
NORTHEAST	AM	57	1.8	0.7	4.4	6.4	252	1.8	0.8	4.4	6.5
	DAY	41	2.0	0.7	5.1	7.1	146	2.1	0.7	5.4	7.3
	PM	73	2.0	0.7	5.6	8.3	315	1.9	0.8	5.5	8.0
		171	1.9	0.7	4.9	7.2	713	1.9	0.8	5.0	7.3
NEWTON	AM	50	1.6	0.7	3.3	4.8	252	1.8	0.8	3.2	5.3
	DAY	57	1.8	0.8	3.7	5.5	252	1.8	0.7	3.8	5.6
	PM	101	1.6	0.7	2.9	4.5	427	1.7	0.7	3.2	5.1
		208	1.7	0.7	3.2	4.8	931	1.8	0.7	3.3	5.3
CENTRAL BUREAU		913	1.9	0.8	3.6	5.8	3890	1.9	0.8	3.8	6.0

EMERGENCY CALLS (CODE 3 & 2H) RESPONSE TIME SUMMARY

FOR SOUTH BUREAU

FOR WEEK 4 OF DEPLOYMENT PERIOD 04

AREA/BUREAU	MATCH	THIS WEEK 04/14/91 - 04/20/91						DEPLOYMENT PERIOD TO DATE 03/24/91 - 04/20/91					
		TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME	MED. RSPN TIME	MED. RSPN TIME	TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME	MED. RSPN TIME	MED. RSPN TIME
SOUTHWEST	AM	59	2.0	0.8	3.8	6.2	258	2.0	0.8	4.0	6.2	6.2	
	DAY	50	1.9	0.8	4.8	7.0	183	1.9	0.8	4.8	7.3	7.3	
	PM	81	1.9	0.7	4.3	6.7	349	1.9	0.8	4.3	6.6	6.6	
		190	1.9	0.8	4.2	6.6	790	2.0	0.8	4.2	6.6	6.6	
HARBOR	AM	46	1.7	0.6	4.3	6.4	195	1.8	0.7	4.7	7.1	7.1	
	DAY	33	1.8	0.8	6.5	8.6	141	1.6	0.7	4.0	5.7	5.7	
	PM	70	1.8	0.8	3.9	6.8	272	1.8	0.8	4.2	6.6	6.6	
		149	1.8	0.8	4.6	7.1	608	1.8	0.7	4.3	6.6	6.6	
77TH STREET	AM	82	1.9	0.7	3.2	6.2	347	1.9	0.8	3.9	6.3	6.3	
	DAY	71	1.8	0.8	4.4	6.5	267	1.9	0.7	4.0	6.3	6.3	
	PM	128	2.1	0.8	3.6	7.0	560	2.1	0.8	3.9	6.6	6.6	
		281	1.9	0.8	3.7	6.5	1174	2.0	0.8	3.9	6.4	6.4	
SOUTHEAST	AM	64	2.0	0.7	3.3	5.4	233	1.9	0.7	3.4	5.5	5.5	
	DAY	66	2.5	0.8	4.5	6.6	235	2.4	0.8	4.4	6.6	6.6	
	PM	97	1.9	0.9	3.8	5.9	392	2.0	0.8	3.1	5.6	5.6	
		227	2.1	0.8	3.9	6.2	860	2.1	0.8	3.5	5.9	5.9	
SOUTH BUREAU		847	1.9	0.8	4.0	6.5	3432	2.0	0.8	3.9	6.4	6.4	

EMERGENCY CALLS (CODE 3 & 2H) RESPONSE TIME SUMMARY

FOR WEST BUREAU

FOR WEEK 4 OF DEPLOYMENT PERIOD 04

AREA/BUREAU	WATCH	THIS WEEK 04/14/91 - 04/20/91				DEPLOYMENT PERIOD TO DATE 03/24/91 - 04/20/91					
		TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZN.	TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZH.
HOLLYWOOD	AM	109	2.3	0.7	3.3	6.0	374	2.1	0.8	3.8	6.2
	DAY	46	2.1	0.8	4.2	6.7	206	1.9	0.8	4.9	7.2
	PM	100	1.8	0.8	4.5	6.7	373	2.0	0.8	4.4	6.9
		255	2.0	0.8	4.0	6.6	953	2.0	0.8	4.3	6.7
WILSHIRE	AM	103	2.3	0.8	4.0	6.5	309	2.2	0.8	3.8	6.2
	DAY	57	1.9	0.8	3.9	6.5	217	1.9	0.8	4.5	6.6
	PM	101	2.0	0.8	4.3	6.5	433	2.1	0.8	4.3	6.7
		261	2.1	0.8	4.1	6.5	959	2.1	0.8	4.1	6.5
WEST L.A.	AM	31	1.8	0.6	3.3	5.8	150	1.8	0.7	4.2	6.3
	DAY	35	1.8	0.8	4.6	7.3	144	1.8	0.7	6.4	8.9
	PM	53	1.6	0.7	5.6	7.7	214	1.8	0.7	5.4	7.6
		119	1.7	0.7	4.8	6.8	508	1.8	0.7	5.2	7.3
PACIFIC	AM	45	1.8	0.6	3.9	5.9	169	1.8	0.6	3.8	5.9
	DAY	30	1.9	0.7	4.5	7.5	105	1.8	0.6	4.4	6.2
	PM	49	1.6	0.6	4.1	5.8	267	1.8	0.7	4.1	6.1
		124	1.7	0.6	4.1	6.1	541	1.8	0.7	4.1	6.0
WEST BUREAU		759	1.9	0.7	4.2	6.5	2961	1.9	0.8	4.4	6.6

EMERGENCY CALLS (CODE 3 & 2H) RESPONSE TIME SUMMARY

FOR VALLEY BUREAU

FOR WEEK 4 OF DEPLOYMENT PERIOD 04

AREA/BUREAU	MATCH	THIS WEEK 04/14/91 - 04/20/91				DEPLOYMENT PERIOD TO DATE 03/24/91 - 04/20/91					
		TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZN.	TOTAL HOT SHOTS	MED. DISP TIME	MED. ACKN TIME	MED. RSPN TIME OFCR	MED. RSPN TIME CZN.
VAN HUYS	AM	47	1.7	0.7	4.9	6.8	232	1.8	0.7	5.0	6.9
	DAY	54	1.9	0.7	5.3	9.0	182	1.9	0.7	4.8	6.9
	PM	81	1.9	0.9	5.5	8.1	327	1.8	0.8	4.9	6.8
WEST VALLEY	AM	38	1.7	0.7	4.5	5.8	177	1.7	0.7	5.5	7.4
	DAY	33	1.8	0.7	6.5	9.6	145	1.8	0.7	5.7	8.0
	PM	84	1.9	0.7	4.9	7.0	288	1.8	0.7	5.4	7.7
N. HOLLYWOOD	AM	53	1.8	0.9	3.8	5.8	187	1.8	0.7	3.9	5.9
	DAY	35	1.6	0.7	3.8	5.8	139	1.8	0.7	5.2	7.0
	PM	57	1.8	0.7	4.2	5.9	250	1.9	0.7	4.3	5.9
FOOTHILL	AM	48	2.2	0.8	5.2	8.3	576	1.8	0.7	4.3	6.1
	DAY	39	2.5	0.6	7.3	9.6	159	1.9	0.7	4.5	7.5
	PM	59	1.9	1.0	4.9	7.9	137	2.6	0.7	6.2	9.3
DEVONSHIRE	AM	38	1.8	0.6	5.4	6.7	261	2.0	0.9	5.6	8.5
	DAY	26	1.6	0.8	5.0	7.0	557	2.2	0.8	5.5	8.5
	PM	61	1.6	0.8	4.4	6.6	151	1.8	0.8	6.2	8.7
VALLEY BUREAU	AM	125	1.7	0.7	4.8	6.7	114	1.8	0.8	6.0	8.1
	DAY	753	1.8	0.7	4.9	7.1	2989	1.9	0.7	5.1	7.3
CITY TOTALS		3272	1.9	0.8	4.1	6.4	13272	1.9	0.8	4.2	6.5

DALLAS POLICE DEPARTMENT

DALLAS, TEXAS

Summary of Crime
For the Month of

MARCH 1991

FOR RELEASE ON TUESDAY APRIL 9, 1991 AT 10:00 AM

WILLIAM M. RATHBURN
CHIEF OF POLICE

PREPARED BY
RECORDS DIVISION

Chief of Police
Monthly Report
—of—
DISPATCHED CALLS FOR SERVICE
March, 1991

NUMBER OF CALLS DISPATCHED

PRIORITY	CITYWIDE				CITYWIDE			
	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	2607	2923	12.23%	4.39	7423	7637	-2.80%	4.54
Priority II	24786	20775	19.31%	41.72	66869	60287	10.92%	40.84
Priority III	18765	16255	15.44%	31.58	52346	50815	3.01%	32.05
Priority IV	13254	11308	17.21%	22.31	36698	35400	3.67%	22.47
TOTAL	59412	50661	17.27%	100.00	163330	154139	5.97%	100.00

DISPATCH TIMES (queue time)

PRIORITY	CITYWIDE			CITYWIDE		
	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.33	1.29	3.10%	1.30	1.44	-9.72%
Priority II	3.54	3.49	1.43%	4.25	3.56	19.38%
Priority III	6.31	6.48	-2.62%	6.68	6.58	1.52%
Priority IV	21.18	20.21	4.80%	19.95	14.23	40.20%
TOTAL	6.25	6.08	2.10%	6.42	6.90	22.03%

TRAVEL TIMES
CITYWIDE

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	6.24	6.35	-1.73%	6.41	6.61	-3.03%
Priority II	8.16	8.24	-0.97%	8.24	8.18	0.73%
Priority III	8.30	8.39	-1.07%	8.39	8.54	-1.76%
Priority IV	9.38	9.56	-1.88%	9.69	9.86	-1.72%
TOTAL	8.37	8.47	-1.18%	8.50	8.57	-0.82%

RESPONSE TIMES (queue plus travel time)
CITYWIDE

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	7.54	7.62	-1.05%	7.67	7.99	-4.01%
Priority II	11.57	11.65	-0.69%	12.14	11.47	5.84%
Priority III	14.45	14.77	-2.17%	14.88	14.66	1.50%
Priority IV	29.26	28.78	1.67%	28.45	22.78	24.88%
TOTAL	15.97	16.01	-0.25%	16.22	14.72	10.19%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Thru 3/31/81

CENTRAL PATROL

NUMBER OF CALLS DISPATCHED

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	449	380	18.16%	4.71	1227	1386	-11.47%	4.74
Priority II	4174	3444	21.20%	43.75	11161	10405	7.27%	43.13
Priority III	2850	2480	14.92%	29.87	7868	7887	-0.24%	30.40
Priority IV	2068	1716	20.51%	21.67	5623	5529	1.70%	21.73
TOTAL	9541	8020	18.97%	100.00	25079	25207	2.67%	100.00

DISPATCH TIMES (queue time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.41	1.26	11.90%	1.32	1.39	-5.04%
Priority II	3.48	3.28	6.10%	4.41	3.32	32.83%
Priority III	7.68	7.13	7.71%	8.50	7.27	16.92%
Priority IV	26.86	19.45	38.10%	23.62	15.43	53.08%
TOTAL	9.71	7.83	24.01%	9.80	7.10	36.34%

TRAVEL TIMES

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	5.04	5.09	-0.98%	5.28	5.56	-5.04%
Priority II	6.72	6.82	-1.47%	6.86	6.90	-0.58%
Priority III	6.95	7.04	-1.28%	6.99	7.21	-3.05%
Priority IV	7.80	8.10	-3.70%	8.09	8.46	-4.37%
TOTAL	6.92	7.07	-2.12%	7.07	7.24	-2.35%

RESPONSE TIMES (queue plus travel time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	6.43	6.34	1.42%	6.58	6.92	-4.91%
Priority II	10.10	10.01	0.90%	11.05	10.07	9.73%
Priority III	14.46	14.04	2.99%	14.97	13.98	7.08%
Priority IV	32.64	26.98	20.98%	30.00	22.58	32.86%
TOTAL	15.78	14.54	8.53%	15.89	13.64	16.50%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Thru 3/31/91

NORTHEAST PATROL

NUMBER OF CALLS DISPATCHED

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	329	292	12.67%	3.57	943	938	0.53%	3.71
Priority II	3423	2799	22.29%	37.19	9291	7944	16.96%	36.52
Priority III	3285	2768	18.68%	35.69	9079	8334	8.94%	35.69
Priority IV	2166	1903	13.82%	23.54	6127	5891	4.01%	24.08
TOTAL	9203	7762	18.56%	100.00	25440	23107	10.10%	100.00

DISPATCH TIMES (queue time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.32	1.08	22.22%	1.18	1.30	-9.23%
Priority II	3.64	2.64	37.88%	3.22	2.69	19.70%
Priority III	5.37	5.03	6.76%	5.06	4.52	11.95%
Priority IV	14.74	14.50	1.66%	13.69	9.75	40.41%
TOTAL	6.79	6.34	7.10%	6.32	5.09	24.17%

TRAVEL TIMES

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	5.77	6.02	-4.15%	5.91	7.81	-24.33%
Priority II	7.48	7.71	-2.98%	7.58	7.40	2.43%
Priority III	7.56	7.64	-1.05%	7.58	7.83	-3.19%
Priority IV	8.95	9.15	-2.19%	9.18	9.25	-0.76%
TOTAL	7.78	7.97	-2.38%	7.89	8.07	-1.50%

RESPONSE TIMES (queue plus travel time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	7.04	7.06	-0.28%	7.04	9.08	-22.47%
Priority II	10.96	10.32	6.20%	10.68	10.02	6.59%
Priority III	12.85	12.66	1.50%	12.60	12.27	2.69%
Priority IV	23.38	23.56	-0.78%	22.63	18.48	21.92%
TOTAL	14.31	14.18	0.92%	13.95	12.78	9.39%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Thru 3/31/91

SOUTHEAST PATROL

NUMBER OF CALLS DISPATCHED

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	729	620	17.58%	5.74	2047	1990	2.86%	5.93
Priority II	6306	5392	16.95%	49.69	17132	15473	10.72%	49.66
Priority III	2995	2588	15.73%	23.60	8267	8379	-1.34%	23.97
Priority IV	2660	2107	26.25%	20.96	7050	6629	6.35%	20.44
TOTAL	12690	10707	18.52%	100.00	34486	32471	6.24%	100.00

DISPATCH TIMES (queue time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.13	1.22	-7.38%	1.17	1.37	-14.60%
Priority II	3.19	3.62	-10.49%	4.66	3.81	22.31%
Priority III	7.77	7.72	0.65%	7.96	9.40	-15.32%
Priority IV	25.46	21.58	17.98%	21.95	17.09	28.50%
TOTAL	0.82	0.71	8.75%	0.78	0.81	12.42%

TRAVEL TIMES

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	7.28	7.51	-3.06%	7.20	6.86	4.96%
Priority II	9.10	9.14	-0.44%	9.05	8.95	1.00%
Priority III	9.06	9.23	-1.84%	9.11	9.41	-3.19%
Priority IV	10.45	10.05	3.98%	10.19	10.56	-3.69%
TOTAL	9.23	9.22	0.11%	9.16	9.25	-1.08%

RESPONSE TIMES (queue plus travel time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	8.42	8.75	-3.77%	8.05	8.17	2.20%
Priority II	12.28	13.00	-5.54%	13.35	12.47	7.06%
Priority III	16.81	17.10	-1.70%	17.17	17.99	-4.56%
Priority IV	35.74	30.19	18.38%	31.47	25.90	21.51%
TOTAL	17.58	16.78	4.77%	17.33	16.25	6.65%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Thru 3/31/91

SOUTHWEST PATROL

NUMBER OF CALLS DISPATCHED

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	606	540	12.22%	4.90	1727	1658	4.16%	5.08
Priority II	5583	4534	23.14%	45.18	14575	12627	15.43%	42.84
Priority III	3362	3029	10.99%	27.20	9660	9317	3.68%	28.40
Priority IV	2811	2595	8.32%	22.74	8056	7561	6.55%	23.68
TOTAL	12362	10698	15.55%	100.00	34018	31163	9.16%	100.00

DISPATCH TIMES (queue time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.60	1.50	6.67%	1.55	1.59	-2.52%
Priority II	4.64	4.08	13.73%	5.30	4.45	19.10%
Priority III	8.64	8.94	-3.36%	8.57	7.31	16.60%
Priority IV	26.72	27.69	-3.50%	25.36	15.04	68.62%
TOTAL	10.60	11.05	-4.07%	10.79	7.73	39.59%

TRAVEL TIMES

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	6.27	5.89	6.45%	6.36	6.57	-3.20%
Priority II	8.43	8.43	0.00%	8.50	8.16	4.17%
Priority III	8.50	8.68	-2.07%	8.64	8.57	0.92%
Priority IV	9.43	9.59	-1.67%	9.78	9.79	0.51%
TOTAL	8.54	8.61	-0.81%	8.59	8.52	2.00%

RESPONSE TIMES (queue plus travel time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	7.84	7.34	6.81%	7.85	8.08	-2.85%
Priority II	12.78	12.39	3.15%	13.07	12.08	8.20%
Priority III	17.01	17.22	-1.22%	16.88	15.23	10.83%
Priority IV	34.94	37.03	-5.64%	34.38	23.74	44.82%
TOTAL	18.19	18.71	-2.78%	18.34	15.24	20.34%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Thru 03/31/91

NORTHCENTRAL PATROL

NUMBER OF CALLS DISPATCHED

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	PCT. OF TOTAL	THISYTD	LASTYTD	PCT. CHANGE	PCT. OF TOTAL
Priority I	206	166	24.10%	2.87	546	529	3.21%	2.75
Priority II	1944	1622	19.85%	27.12	5392	4692	14.92%	27.17
Priority III	3400	2945	15.76%	47.56	9487	8654	9.63%	47.60
Priority IV	1609	1318	22.08%	22.45	4424	4099	7.93%	22.29
TOTAL	7168	6051	18.46%	100.00	19849	17974	10.43%	100.00

DISPATCH TIMES (queue time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	1.16	1.21	-4.13%	1.14	1.56	-26.92%
Priority II	2.32	2.42	-4.13%	2.53	2.96	-14.53%
Priority III	3.06	3.32	-7.83%	3.76	4.29	-12.35%
Priority IV	9.88	10.81	-8.60%	11.70	11.17	4.74%
TOTAL	4.34	4.65	-6.67%	5.12	5.43	-5.71%

TRAVEL TIMES

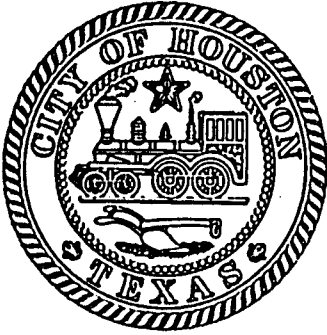
PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	6.26	6.33	-1.11%	6.42	6.84	-6.14%
Priority II	8.26	8.67	-4.73%	8.69	9.37	-7.26%
Priority III	8.91	9.08	-1.87%	9.18	9.41	-2.44%
Priority IV	9.83	10.34	-4.93%	10.49	10.61	-1.13%
TOTAL	8.84	9.14	-3.28%	9.24	9.57	-3.45%

RESPONSE TIMES (queue plus travel time)

PRIORITY	THISMTD	LASTMTD	PCT. CHANGE	THISYTD	LASTYTD	PCT. CHANGE
Priority I	7.39	7.51	-1.60%	7.53	8.35	-9.82%
Priority II	10.54	10.98	-4.01%	11.12	12.13	-8.33%
Priority III	11.94	12.39	-3.63%	12.85	13.56	-5.24%
Priority IV	19.02	20.72	-8.20%	21.40	20.57	4.04%
TOTAL	12.93	13.68	-4.79%	14.03	14.46	-2.97%

Note: The dispatch time averages plus the travel time averages do not equal the response time averages since the overall response time is based upon the number of calls in which the dispatcher has been informed of the element's arrival (approximately 75% of the calls dispatched).

Attachment -C-

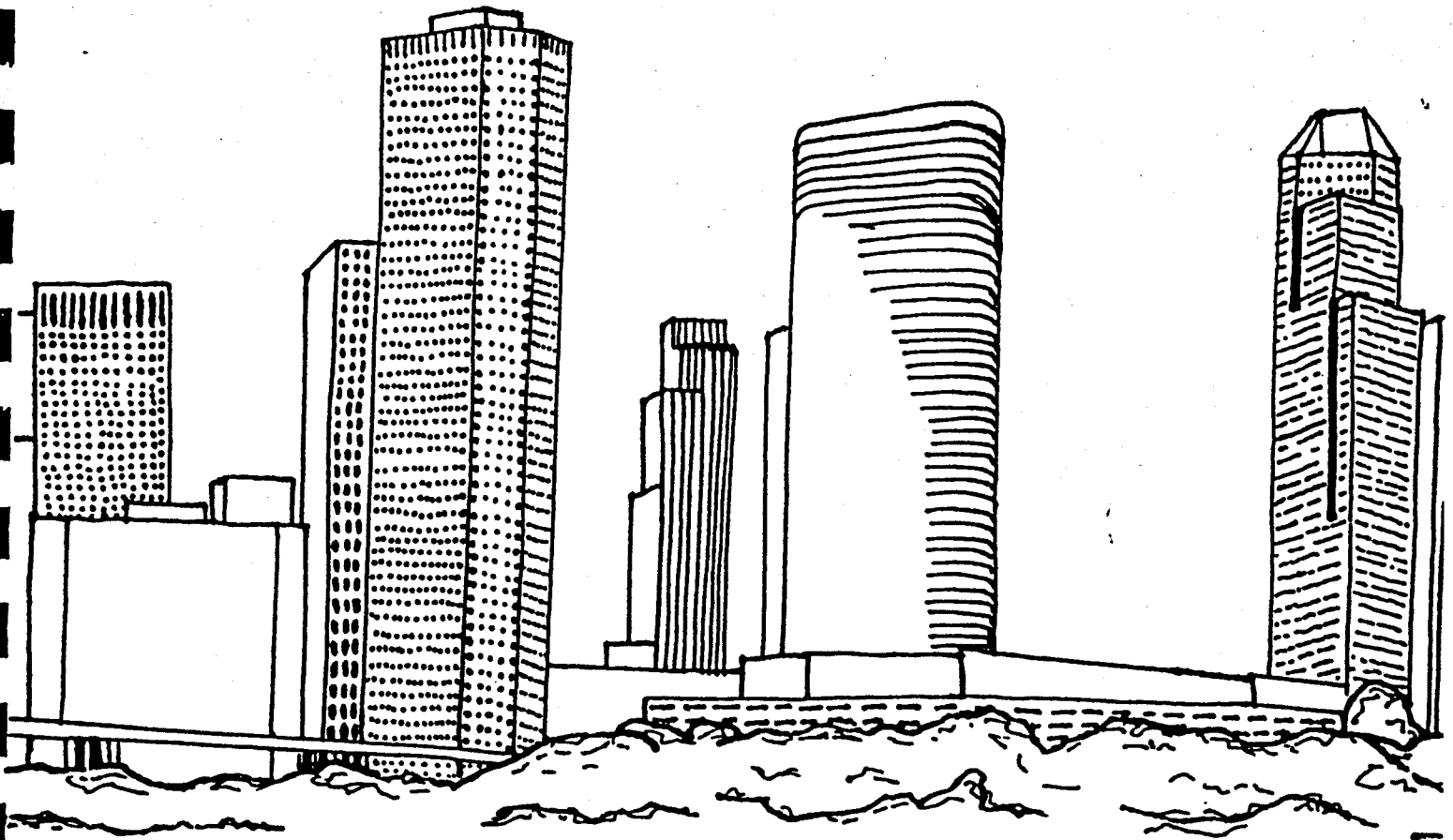


CITY OF HOUSTON

Department of Finance & Administration

FY91 MONTHLY STATUS REPORT

for the period ending March 31, 1991



Albert E. Haines
Chief Administrative Officer



CITY OF HOUSTON

Post Office Box 1562 Houston, Texas 77251-1562

Kathryn J. Whitmire, Mayor

CITY COUNCIL MEMBERS: Larry McKaskle Ernest McGowan, Sr. Vince Ryan Rodney Ellis Frank O. Mancuso John G. Goodner Christin Hartung
Dale M. Gorczyński Ben T. Reyes Jim Westmoreland Eleanor Tinsley Jim Greenwood Anthony W. Hall, Jr. Judson Robinson, Jr. CITY CONTROLLER: George Greanias

April 24, 1991

Mayor and City Council Members
City of Houston
Houston, Texas

Dear Mayor and Council Members,

I am pleased to present the MONTHLY STATUS REPORT for the period ending March 29, 1991.

Financial Indicators

Based on our monthly analysis of FY91 activities, General Fund expenditures are estimated to be \$825.7 million, \$10.2 million less than the current budget. This change (\$1.8 million lower than last month's estimate) primarily reflects better expenditure estimates developed as a result of nine months of actual data. In revenues, we are continuing to experience better-than-anticipated sales tax receipts as a result of our improving economy. Consequently, we are increasing our sales tax estimate for the year by \$2 million. However, we are still projecting an overall revenue underrun of close to \$2.4 million. The combination of these underruns results in \$33.8 million in this fiscal year's projected ending fund balance, \$8 million more than originally projected.

The special topic for this month is the Library Department's "WISECAT" public-access catalog.

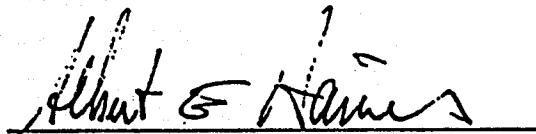
Activity Indicators

During the month of March, 47,483 traffic citations were issued, which is 15,836 citations more than the 31,647 tickets issued in February. For the Houston Police Department, Priority One Response time was 6:06 for March which is 12 seconds higher than the February response time of 5:54.

Mayor and City Council Members
April 24, 1991
Page 2

The Dangerous Buildings Program recorded the demolition of 330 units during the month of February, 205 of which were demolished by the City. The dangerous buildings program is expected to exceed its goals in FY91.

I look forward to discussing this report with you.



Albert E. Haines
Chief Administrative Officer

cc: George Greanias
Department Directors
John Benzon
Tom Masterson
Richard Raphael
Vladimir Stadnyk
Robert Stanley

AEH:GB:lf

CITY OF HOUSTON

INTER OFFICE CORRESPONDENCE


TO: Albert E. Haines
Chief Administrative Officer

FROM: Elizabeth M. Watson
Police Department

DATE:

SUBJECT: Monthly Report
for March 1991

Attached is the Police Department's monthly report for March 1991. This report contains financial, personnel, and performance information related to the Police General, Auto Dealer's, and Drug Forfeiture Funds.



Elizabeth M. Watson
Chief of Police

EMW:ad
Encl.

~~cc:~~ L. Yium, w/encl.
R. Contreras, w/encl.

HOUSTON POLICE DEPARTMENT
 FY91
KEY OPERATIONAL INDICATORS

The following is a reflection of service and volume indicators for the Police Department for March, 1991.

A. Response Times

See attached for descriptions of priority codes.

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority E
JUL	6:54	15:12	24:42	40:06	52:06	24:06	0:42
AUG	7:06	15:24	25:24	40:06	49:00	23:00	0:54
SEPT	6:48	15:18	25:12	41:36	50:00	20:54	0:48
OCT	6:24	14:24	22:30	37:24	45:42	16:24	0:18
NOV	5:54	14:12	21:06	34:36	41:00	15:36	1:06
DEC	6:12	14:42	21:00	34:54	43:36	23:42	0:54
JAN	6:18	14:12	19:54	31:54	38:24	21:48	1:00
FEB	5:54	13:42	20:12	32:00	39:42	16:12	0:54
MAR	6:06	14:18	20:12	33:18	42:42	16:24	0:54
APR							
MAY							
JUNE							

• These priority codes changed in November 1989, please see new descriptions.

All figures are taken from UCR data.

Priority 1

Emergency equipment will be used. The responding officer may not stop any traffic violators on the way to a Priority 1 call.
Example: A life-threatening situation in progress.

Priority 2

Emergency equipment is optional. The responding officer is to travel directly to the scene, obey all traffic laws, and not stop any traffic violators.
Example: A life-threatening situation that has just occurred or a property-threatening situation in progress.

Priority 3

No emergency equipment is used. The responding officer is to travel directly to the scene, obey all traffic laws, and may stop traffic violators.
Example: Disturbances, life-threatening situations with delayed reporting, or property-threatening situations that have just occurred.

Priority 4

No emergency equipment is used. The responding officer is to travel directly to the scene, obey all traffic laws, and may stop traffic violators and other misdemeanor violators.
Example: Report calls.

Priority 5

No emergency equipment is used. If the responding officer interrupts his response for another activity, he must notify the dispatcher when that alternative activity starts and ends.
Example: Report calls without evidence. As of November 1989 no response by field unit. All calls are sent to the Teleserve Unit. Telephone reporting only.

Priority 6

All officers initiated and/or on view activity.
Example: Officer observes Robbery in process, officer observes auto theft in process. This priority code was changed in November 1989.

Priority 7

Vehicle pursuit and "Assist officer" calls (NOTE: Vehicle pursuit calls are 0.00 response times. The officer notifies the dispatcher when he engages in a pursuit thus resulting in the zero response time. This reduces the average response time in this priority code). This priority code was changed in November 1989.

Priority 1

Emergency equipment will be used. The responding officer may not stop any traffic violators on the way to a Priority 1 call.
Example: A life-threatening situation in progress.

Priority 2

Emergency equipment is optional. The responding officer is to travel directly to the scene, obey all traffic laws, and not stop any traffic violators.
Example: A life-threatening situation that has just occurred or a property-threatening situation in progress.

Priority 3

No emergency equipment is used. The responding officer is to travel directly to the scene, obey all traffic laws, and may stop traffic violators.
Example: Disturbances, life-threatening situations with delayed reporting, or property-threatening situations that have just occurred.

Priority 4

No emergency equipment is used. The responding officer is to travel directly to the scene, obey all traffic laws, and may stop traffic violators and other misdemeanor violators.
Example: Report calls.

Priority 5

No emergency equipment is used. If the responding officer interrupts his response for another activity, he must notify the dispatcher when that alternative activity starts and ends.
Example: Report calls without evidence. As of November 1989 no response by Field Unit. All calls are sent to the Teleserve Unit. Telephone reporting only.

Priority 6

All officers initiated and/or on view activity.
Example: Officer observes Robbery in process, officer observes auto theft in process. This priority code was changed in November 1989.

Priority E

Vehicle pursuit and "Assist officer" calls (NOTE: Vehicle pursuit calls are 0.00 response times. The officer notifies the dispatcher when he engages in a pursuit thus resulting in the zero response time. This reduces the average response time in this priority code). This priority code was changed in November 1989.

New York City Council Committee on Public Safety

**Hearings on Proposal Local Law, Intro. No. 515,
Concerning Monthly Reporting of 911 Data**

Testimony

**By Lee P. Brown
Police Commissioner**

Monday, May 13, 1991

City Hall

Good afternoon Mr. Chairman and members of the Committee.

Thank you for inviting me to testify regarding the proposed Local Law, Introduction Number 515, sponsored by the Chairman and by Mr. Albanese and other members of the Committee on Public Safety.

As I am sure you are aware, Mr. Chairman, New York City has the nation's busiest 911 system, with over eight million calls annually, 4.2 million of which result in the dispatch of assistance by the New York City Police Department.

That works out to nearly 12,000 responses daily.

Clearly, there are serious inadequacies with the current 911 system (the system is 20 years old), while at the same time, the technology exists to make vast improvements in our communications network.

With that in mind, I will be returning to this Committee in the next few months with a proposal for a major revamping of 911 and our related communications systems.

Much of the information regarding 911 calls that the bill would require as part of a mandated monthly report, can and will be made available to the Council.

However, the inherent limitations of the existing 911 system prevent us from supplying some of the requested information, as currently drafted under the proposed law.

For example, the bill stipulates that all of the data be provided on a precinct-by-precinct, tour-by-tour basis. While we collect such data precinct-by-precinct and tour-by-tour for all 911 calls in which there is a dispatch of assistance, we do not have data, precinct-by-precinct, for 911 calls in which no dispatch of police assistance is made.

Similarly, the bill, as currently drafted, requires reporting of dispatch times and response times for all 911 calls. While we are able to provide dispatch times in all cases, we are not, under the existing system, able to provide the actual response times in all instances.

For example, in times of heavy radio traffic, officers are required to wait a minute or more before breaking in to make a non-emergency radio transmission.

In such cases, officers are directed to take appropriate police action before acknowledging their arrival on-scene.

In other cases, regardless of radio traffic, the nature of the emergency dictates immediate police action without an on-scene acknowledgment.

Still, we receive timely, on-scene acknowledgements in 65 percent of the nearly 40,000 "Category A" calls we survey each month.

Category A calls are the most serious calls for assistance.

As part of the communications revamping I alluded to earlier, on-scene acknowledgement could be accomplished at the touch of a button, without adding to radio traffic or delaying police response in cases where seconds count.

And while we DO look at response time as a useful management device, particularly for Category A calls, we DO NOT consider response time to be the unassailable benchmark.

In fact, through community policing, we are moving our police officers and the public away from over-reliance on 911 and the expectation of rapid response for many calls.

Certainly, response time will remain an important factor in calls involving crimes-in-progress and life-threatening situations.

But for crimes that are being reported after the fact, it is more important to link the victim with the police officer who is regularly assigned to the victim's block or neighborhood, than it is for us to record a rapid 911 response.

Let me give you an example of what I am talking about:

An individual calls 911 to complain about recurring parking problems in the neighborhood. Instead of being told a unit is on the way, the resident may be informed that the officer regularly assigned to their block will be reporting to duty in the next hour and will be in touch.

The officer may call the resident from a hand-held cellular phone and make an appointment to visit.

That's how one-on-one problem solving begins.

It gets the police officer on the beat in direct contact with the residents. It helps him build a relationship of trust and confidence, and it provides him with knowledge and contacts to help learn of and resolve recurring problems.

There have been significant, nationally-recognized studies that show that police departments can make sizeable reductions in the number of non-emergency calls for service on 911, without sacrificing citizen satisfaction.

These field tests and surveys have demonstrated that nearly half of all 911 calls could receive alternative responses, and that there is a high public willingness to accept these alternatives to the immediate dispatch of a patrol unit for a non-emergency.

Alternative responses also tend to be less costly.

Historically, there has been an over-emphasis on rapid response, especially when one takes into account that police response time had no effect on the chances of on-scene arrest over 70 percent of the crimes reported over 911, according to a study of several different metropolitan police departments across the country.

Emphasis on rapid response also creates trade-off problems, where units may be interrupted from other calls and activities in their sector to help respond to a backlog of 911 calls in another part of the precinct.

It's quality time, not response time, that counts in most of the calls police.

As to current data about response time and other issues as drafted in the bill, I have directed the Commanding Officer of the Office of Management Analysis and Planning to continue meeting with the staffs of the Chairman and his co-sponsor, as well as the staffs of other interested Council members to devise ways to meet, as fully as possible, the requirements of the proposed measure.

Mr. Chairman, I want to publicly commend the assistance Council staff members have already provided in helping us resolve some definition questions raised in the bill.

We had very fruitful meetings last week, and we will continue to work to provide the Committee with information that is important for your deliberations, as well as the enlightenment of the public-at-large.

Thank you.

And, now, I am happy to answer any questions you may have.

TESTIMONY OF BUD H. GIBBS

**Vice Chairman, Citizens Budget Commission
and Chairman of its Municipal Services Committee**

Before The New York City Council

Committee on Public Safety

**Council Committee Room
City Hall, Second Floor
New York, New York 10007**

Monday, May 13, 1991

My name is Bud H. Gibbs. I am a Vice Chairman of the Citizens Budget Commission and the Chairman of its Municipal Services Committee. The Citizens Budget Commission (CBC) consists of over 100 individuals affiliated with business and other institutions in New York City who believe that an independent, non-partisan evaluation of the City and State budgets and the performance of City agencies can make a significant contribution to better government in New York. Richard Ravitch, Chairman of CBC, and Ray Horton, its President, have asked me to represent our group today.

We are pleased that the City Council has introduced Bill No. 515, and we support its passage.

CBC has been evaluating the performance of municipal agencies in New York City since 1982. In January 1990, it issued its 7th report, entitled "The State of the Uniformed Services: Recommendations for Improved Performance" dealing with the performance of the Police Department. Among the areas of particular interest has been the performance of the 911 call system and 911 cars.

We made three recommendations in our 1990 report which bear on this proposed bill.

First, "de-market" the use of the 911 system, which currently receives over 8 million calls per year, and reduce the use of the Police as a responding unit for any calls other than reports of crimes committed and in particular crimes in progress. In its "Annual Report on Productivity" issued in February 1991, the Mayor's Office of Operations advises that several programs "have been implemented to de-market the City's 911 system including: public advertising and media campaigns, promoting the use of non-emergency informational numbers and the development of training materials for precinct telephone operators." An agreement has also been reached with the Fire Department which reduces the number of calls handled by the Police Department. In addition, the January 1991 management report states that the Department has initiated a precinct-activated response (PAR) program in 40 precincts to assign radio runs more effectively, and has a smaller pilot program using cellular phones. Despite these changes, we believe that even more needs to be done to "de-market" the use of 911 calls and reduce the number of responses made by the Police for other than crimes in progress. Presently, approximately 85% of the police responses are to calls which are not about crimes in progress.

Second, make more efficient the use of 911 cars. At present, radio patrol cars average 8 responses per day, and, as indicated above, about 15% of these are to a crime in progress. In our view, this indicates a management problem.

We agree that Commissioner Brown's decision to integrate 911 responses with community patrol is sound, and, of course, we support the Commissioner's decision to move the Police Department into community policing. We do not agree that "the Department does not have sufficient personnel to meet the current needs of handling 911 calls" and that the solution as stated in their staffing report, must be "an increase in the number of police officers assigned to Radio Patrol Cars, so that these officers will have more time to engage in problem solving rather than simply racing from call to call, as is now the practice."

As the Department's own statistics indicate, responding to one call approximately every three hours is not the equivalent of racing from call to call. Commissioner Brown's goal of reducing the time from close to 4 minutes to 1.5 minutes from receipt by an operator of a 911 call to a unit in the field acknowledging receipt of the assignment is good, as is his proposal to use radio patrol units in community patrol 40% of their time. But again,

we believe this can be accomplished by effective management and does not require adding both police cars and over 2,000 officers. These officers are a major share of the total agreed additional police officer staffing in the revised "Safe Streets, Safe City" plan.

It should be noted that the number of police officers in the "Safe Streets, Safe City" plan was not based on need. The Committee on Criminal Justice Operations and Budget of The Association of the Bar of the City of New York in its February 1991 report on "Safe Streets - Safe City: An Analysis" states, "The committee was informed that the plan was formulated solely upon the basis of deploying a stated number of police officers."

The third recommendation in our report was that the Police Department should not wait until the uniformed head-count reached the level provided in the existing arbitration award but instead seek in the present labor negotiations immediate authority and then implement one-person patrol cars as broadly as the Commission finds appropriate. Crain's New York Business reports that the issue of one-officer police cars has been put on the bargaining table. Let's hope that this productivity improvement is considered an essential point in the negotiations. Detroit is the only other of the 10 largest cities in the United States which requires two police officers in a patrol car.

We are pleased to see in the New York City Council comment on the Mayor's preliminary budget for fiscal year 1992 that the City Council recommends "use of one man patrol cars for limited time periods in certain low crime areas of the City." We are also glad that the Council has called generally for productivity improvements. In the Appendix, we are not clear why the uniformed police officers are excepted and only civilians in the Department outside of the "Safe Streets, Safe City" requirements are subject to the indicated productivity attrition of 3%.

We would like to call the City Council's attention to the fact that today our three positions have the support of the major New York City newspapers.

For all these reasons, it is CBC's view that better statistics with respect to 911 calls will be helpful for oversight by the Council and for more informed public understanding, and as a result, better for the Department itself. Accordingly, we support this bill.

We believe it is to fair to say that the Police Department is a most reluctant department when it comes to providing its data to others. With respect to this particular legislation, we believe that it is important that the legislation requires information on response time. Up to now, management

reports on the Police Department have only provided dispatch times, in contrast to the Fire Department's method of reporting.

You may also wish to consider in this legislation whether you need reporting on the efforts to de-market 911 calls and improve screening of calls and whether Police Department goals in its annual plan should also be provided, as well as written reports from time to time explaining why the plan was or was not met and the steps the Police Department is taking to meet their goals.

This legislation will provide information which should help achieve the Police Department's community patrol goals. At this time of dramatic financial pressure on the City, we hope this information will lead the Police Department to accomplish its deployment goals at a much lesser cost than in the present plan.

We also hope this legislation is the start of the City Council's careful oversight of the "Safe Street, Safe City" plan. I believe you are familiar with our position that the redeployment within the Police Department should be done in one year instead of the proposed three years, and that with the proper redeployment of an additional segment of police officers, the community patrol force proposed through 1992 could be provided without the

cost of hiring additional officers. This is especially important considering that the total cost of each officer is more than \$70,000 per year.

CBC\Testmony.frm



NEW YORK PUBLIC INTEREST RESEARCH GROUP, INC.

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TESTIMONY
of
GENE RUSSIANOFF
Senior Attorney
NEW YORK PUBLIC INTEREST RESEARCH GROUP
before the
NEW YORK CITY COUNCIL PUBLIC SAFETY COMMITTEE
hearing on
INTRO 515
POLICE DISPATCH AND RESPONSE TIME REPORT
City Hall
May 13, 1991

Good afternoon, Chairman Leffler and members of the Public Safety Committee. My name is Gene Russianoff and I am senior attorney for the New York Public Interest Research Group, Inc. NYPIRG is a student-directed research and advocacy organization active on a wide range of issues, including access to information on government. I am also a member of the New York City Commission on Public Information and Communication. COPIC is an 11-member commission which monitors city agency information policies. It is chaired by City Council President Andrew Stein and Council Member Victor Robles also serves on the commission. I am speaking on behalf of NYPIRG, not COPIC.

I am here today to express NYPIRG's support for Intro 515. This legislation would provide elected officials and the public with a basic measure of police performance -- dispatch time and response time to calls for emergency assistance.

Intro 515 would require the New York City Police Department to publish reports summarizing department performance with respect to 911 emergency calls. These reports would contain statistics on the time elapsed between calls for assistance and dispatch of police officers, as well as time between dispatch and arrival at the scene of an incident. These statistics would be broken down by borough, precinct and tour.

Police dispatch and response time -- especially on a "neighborhood" basis -- is information that New Yorkers want to know. Similar statistics for the Emergency Medical Services and other agencies are widely reported and read.

New Yorkers want to know the quality of city services being provided in their community. Citywide numbers are not adequate. This interest is reflected in the recently revised city charter. Section 16 of the charter requires the mayor to produce an annual "report on social indicators" broken down by "neighborhood." The report "shall include the generally indices of unemployment, poverty, child welfare, housing quality, homelessness, health, physical environment, crime ... and shall contain: (1) the reasonably available statistical data, for the current and previous five years, on such conditions in the city and where possible, in its subdivisions; and a comparison of this data with [relevant national, regional, or other standards and averages] ... (2) a narrative discussion of the differences in such conditions among the subdivisions of the city and of the changes over time in such conditions ..."

Keeping the public informed by providing basic police performance measures is also clearly in line with the Police Department's new approach to "community policing."

I understand that NYPD is generally supportive of providing this information, but that a number of details need to be worked about definitions for -- and the level of breakdown of -- the data provided. I urge both the NYPD and the Council to keep the level of reporting as detailed and cost effective as possible.

I'd cite my experience working for NYPIRG's affiliate, the Straphangers Campaign. For years, we -- and elected officials like Assembly Members Jerrold Nadler and Catherine Nolan -- have been pressing for performance statistics for each subway line. We believe that the riding public wants to know, for example, the breakdown rate for their line, not just for the entire system. The Transit Authority has steadfastly resisted our request. They argue that line-by-line reports on performance indicators would be voluminous, expensive and not widely read. In reality, their objections have been based on bureaucratic fears about public reaction to inequities in service among subway lines. Such fears are unfounded. An educated public is the best vehicle to win support for an agency's mission.

Finally, I suggest that Intro 515 contain a provision requiring the NYPD to make this information readily and easily available in computer disk form. Response and dispatch time is the kind of data that lends itself to computer analysis, especially on a tour-by-tour basis.

Under the revised city charter, the New York City Commission on Public Information and Communication is required to publish an annual directory of city-maintained computer data bases. A data base on police dispatch and response times is exactly the kind of information that would be useful to include in a directory. Sadly, Mayor Dinkins has decided to completely defund COPIC in next year's budget. It is my hope that whatever the future for COPIC's funding, the City Administration and Council will make sure that the computer data directory is published next year.

Prepared by:

Richard A. Dachs
Counsel

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Data Gathering Capabilities of the Police Department

In discussions between Department staff and Council staff, differences were raised regarding the type of information requested in Intro. 515 and the data which is normally compiled by the Department.

For instance, the bill calls for information regarding the aggregate number of 911 calls for emergency assistance. According to the Department, not all 911 calls are for "emergency assistance."

*Does the Department have the ability to categorize calls according to the level of response required, and if so, is this data compiled so as to be included in an analysis report?

Department staff also suggested that it is erroneous on our part to limit our inquiry to the number of 911 calls in which radio motor patrol units were dispatched.

*We agree that all responses to 911 calls should not be limited to RMP responses. Do you think, however, that the analysis report should limit its inquiry to RMP responses?

*If the report should include all responses, does the Department have the capability to distinguish between various types of responses, i.e., foot patrol, scooter, in order to make the data more useful for the public and the Council?

The current version of Int. No. 515 requests "average" 911 dispatch and response times.

*Since the average of a set of numbers does not provide insight into the time range in which responses fall, we would like to explore with you the feasibility of including the following in the operational time analysis reports called for in Int. No. 515 (along with the "average"):

a) The standard deviation associated with each set of dispatch and response time averages.

b) The 90th, 95th, and 99th percentile values associated with each set of dispatch and response time data.

Note: The Xth percentile of a set of data is the value that exceeds X% of the observations.

Example For a given set of dispatch time observations, a 95th percentile value of 4 minutes would mean that in 5% of the cases sampled, it took longer than 4 minutes to dispatch the call.

The Police Department initiated a citywide project two years ago to collect and analyze response time data for 911 calls.

*Has there been an evaluation completed on the two year old city-wide project detailing response times? Has this been released to the Council?

On January 6, 1991, a New York Newsday report provided detailed precinct-by-precinct response time statistics for the month of November, 1990.

*Did the Police Department provide this data to Newsday? If not, to the best of your knowledge how was it obtained?

*Does the Department continue to regularly collect such precinct-by-precinct data?

Response time data can be seen as one of many indicators of police productivity and performance, although certainly not the definitive indicator.

*Is it your opinion that response time data for 911 emergency calls is of little value for the community, as you seemed to suggest in the Newsday report?

*Would response time data be more important if you were able to statistically control or operationally adjust for those factors which render the data suspect, e.g., instances in which a responding unit does not make an arrival call, problems in dispatching a job, or adjusting for the size and the number of radio cars in a particular precinct?

It is our understanding that in twelve(12) categories of high priority radio runs, responding officers are required to radio in when they arrive on the scene. However, because of radio "air time" limitations, only 65% of such arrival messages (Code 10-84's) are received by dispatchers.

*It would seem to follow from the above that in a significant percentage of high priority radio runs (=35%), dispatchers do not receive indication that police officers have arrived on the scene.

*Do you agree that this situation presents a rather serious compromise of police safety?

*What type of capital investment would be required to expand the capacity of your "radio space" so that all Code 10-84's could be recorded by dispatchers? For instance, our information is that all responding New York Fire Department units are able to radio in their arrival on scene, with dispatchers then confirming receipt of the message.

*Our information is that all NYC Emergency Medical Services (EMS) vehicles are equipped with mobile digital terminals (MDT's), and that responding EMS units are able to notify their dispatcher of "arrival on scene" simply by pressing a single function key on the MDT. Is this a capability that you feel responding NYPD units should also have or would the costs of such a capital upgrade not be worth the benefits to be derived?

A number of police departments in large American cities have made enormous capital investments in high-tech emergency communication and dispatch systems. It would seem that the Houston Police Department (HPD), which you headed before becoming police commissioner in New York City, is an example of one such city.

*Could you please compare and contrast the capabilities and level of technology associated with Houston and New York's police response systems?

There seems to be a great deal of debate among police science experts as to the optimal level of investment in high-tech, 911-related equipment, such as computer-aided dispatch (CAD) systems and automatic vehicle locators (AVL'S)

*In your opinion, has Houston over-invested in this area?

*Has New York City, under-invested in this area?

*What types of equipment does New York City need to procure in this area?

De-Marketing of 911

In his report released this past January, "Policing New York City in the 1990's: The Strategy for Community Policing," Police Commissioner Brown stated that only 50% of the 911 calls received by the Department actually result in the dispatch of a police unit to the scene. A number of calls are diverted to telephone report takers; others are referred to other agencies which have

responsibility for dealing with the problem at hand. And some of the calls are handled over the telephone, with the caller receiving assistance or information from the complaint clerk.

Given this pattern of 911 calls for service, the Department is planning to do a number of things:

De-market 911, so that only people with true emergencies actually use 911 as the means to request police assistance;

Integrate the responsibilities of RMP's and other units in the precincts into the call response system;

Make the response to most citizen calls the responsibility of officers assigned to specific neighborhoods;

Ensure that non-emergency calls are handled by neighborhood officers in a timely manner when a citizen calls his or her local precinct.

***What type of progress has been made in your plans to de-market 911?**

***Have you made any projections as to how much a de-marketing program will actually result in a decrease of calls to 911?**

*** Similarly, are there any projections as to what will be the effect on "response times" and "dispatch times" due to a de-marketing program?**

One of the suggestions for change was to integrate the responsibilities of RMP's with other units in the precinct into the call response system.

***Isn't it presently the case, however, that other officers, i.e., foot patrol, scooters, already respond to 911 dispatches? How will your plan increase this capability?**

*Another suggestion for change was for the neighborhood police officers to handle repeat 911 calls. Does this mean that even if the repeat call is an emergency, neighborhood officers will handle it while RMP's deal with other types of emergencies?

Part of the strategy to have neighborhood officers handle repeat calls is to have the department analyze data about the calls received and pass the information onto the community police officer.

*Is any progress being made in obtaining this analytical capability?

The report stated that the Department will prepare a monthly summary for each precinct of those locations to which the police have received repeat calls for service.

*As this type of information seems most useful, do you think it could be summarized within the report required by Intro. 515 so as to give the public and the Council a better idea of how their police department functions?

Additional Changes In Operational Structure of 911 Services

The de-marketing process is only one part of a plan to limit 911 work demand. Other portions are: alteration of the call intake process, a new call classification scheme and an expanded computer-aided dispatching system.

*How is the call intake process being altered? If calls are being screened, or being referred to a screener, doesn't this effect the speed in which calls are dispatched?

*What additional elements are being provided with a new call classification scheme and an expanded computer-aided

dispatching system? What is the cost of the expanded dispatch system?

Another means of lessening the demand for 911 services is by load sharing agreements with other City agencies, eliminating joint responses to calls for service.

*Given the present fiscal situation, is any progress being made on the proposed load sharing agreements?

The goal is for 911 calls to stabilize at 4.2 million per year. For FY 1990, approximately 4.2 million calls to 911 resulted in the dispatch of a radio unit, of which approximately 606,000 were responses to crimes-in-progress.

*Are you anticipating that the 4.2 million per year figure will result in radio runs, or are you anticipating that a significant number of these calls can be handled without the use of RMP's?

The NYPD Staffing Report proposed that the number of patrol cars dedicated to emergency response be increased to 1,810.

*Is the increase presently in the process of being fully implemented?

*If so, with the increase in personnel and other efforts to limit the 911 requests, how long do you think it will be before we see a decrease in 911 acknowledgement times (goal is 1.5 minutes) and response times?

Precinct Activated Response

As reported in the September 1990 Mayor's Management Report, in April 1990 the Department initiated the Precinct Activated

Response (PAR) Program in 40 precincts to assign radio runs more effectively. Department 911 operators pass on low-priority assignments to PAR reviewers who forward calls to the appropriate precinct's special operator.

The special operator telephones the complainant and either takes a written report over the phone or dispatches a designated car or scooter. The responding unit later reports on the incident over the public phone. This procedure frees radio time for high-priority assignments such as crimes-in-progress calls. The PAR program processed 80,681 incidents in the first four months of FY 1991.

*What does the Department determine to be low-priority assignments?

*Studies have shown that complainants do not mind a relatively slow response to their calls, as long as they are given a reasonable time frame in which to expect assistance. Does anyone inform complainants that their calls are being forwarded to the precincts? Doesn't the Department have the ability to forward calls to precincts, thus avoiding the process in which the precinct operator has to call the complainant?

*Does the Department have goals in terms of dispatch times and acknowledgement times for PAR calls?

CC:ml
DG/ques.
5/10/91



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M E M O R A N D U M

April 24, 1991

TO: Yvonne Gonzalez
FROM: Richard A. Dachs *RAD*
RE: Committee on Public Safety
Hearing, ~~May 6, 1991~~ Monday, May 13, 1991 1pm Comm. Rm.
Topic: Intro. No. 515

Please invite the following to the above-referenced hearing:

1. Hon. Lee P. Brown
Commissioner
New York City Police Department
1 Police Plaza
New York, N.Y.
2. Hon. Milton Mollen
Deputy Mayor for Public Safety
250 Broadway, 14th Floor
New York, N.Y. 10007
3. Mr. Julian Palmer
Common Cause
1 Beekman Street, Suite 502
New York, N.Y. 10038
4. Ms. Sally Goodgold, Chair
City Club of New York
33 West 42nd Street
Room 1717
New York, N.Y. 10036

CITY COUNCIL
1991 APR 24 P 4: 56
SPEAKER'S OFFICE

5. Citizens Budget Commission
c/o Bud Gibbs, Esq.
Gibbs & Bressler, P.C.
1995 Broadway, Suite 1800
New York, N.Y. 10023

6. Gene Rusianoff, Esq.
NYPIRG, Inc.
9 Murray Street
New York, N.Y. 10007

7. Dr. Tom Repetto
Citizens Crime Commission
200 Park Avenue
New York, N.Y. 10166

RAD:rd
DG-CL
Int. 515

THE COUNCIL

The City of New York

Int. No. 515

September 6, 1990

By Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera and Robles—read and referred to the Committee on Public Safety.

A LOCAL LAW

To amend the administrative code of the City of New York in relation to requiring the New York city police department to maintain and publish average 911 dispatch and response times.

Be it enacted by the Council as follows:

1 Section one. Chapter one of title fourteen of the administrative code of the city of New York is
2 hereby amended by adding a new section 14-149 to read as follows:

3 **§14-149. Police 911 operational time analysis report.** *a. The New York city police department*
4 *shall make public and submit to the council an operational time analysis report summarizing*
5 *departmental performance with respect to calls to the 911 emergency assistance system.*

6 *b. The 911 operational time analysis report shall include the following information:*

7 *1. The aggregate number of 911 calls for emergency assistance.*

8 *2. the aggregate number of 911 calls for emergency assistance in which a radio motor*
9 *patrol unit was dispatched.*

10 *3. The aggregate number of actual radio motor patrol responses to 911 calls for*
11 *emergency assistance.*

12 *4. The average radio motor patrol unit dispatch and response times for all 911 calls to*
13 *which a radio motor patrol unit was dispatched, to be categorized according to type of incident.*

14 *5. The aggregate number of 911 calls for emergency assistance in which a crime in*
15 *progress was reported.*

1 6. The aggregate number of actual radio motor patrol responses to 911 calls for
2 emergency assistance in which a crime in progress was reported.

3 7. The average radio motor patrol unit dispatch and response times for all 911 calls for
4 emergency assistance in which a crime in progress was reported.

5 For the purposes of this subdivision, "dispatch time" shall mean the interval of time
6 between the receipt of a 911 call for emergency assistance by a 911 telephone operator and the
7 assignment of a radio motor patrol unit to the scene of the incident. "Response time" shall mean the
8 interval of time between the assignment of a radio motor patrol unit and its arrival at the scene of
9 the incident.

10 c. The data contained in the 911 operational time analysis report shall be provided on a
11 citywide, borough-wide, precinct-by-precinct and tour-by-tour basis.

12 d. The 911 operational time analysis report shall be made public and submitted to the
13 council monthly. In addition, the data contained in such report shall be incorporated in the mayor's
14 preliminary and final management reports.

15 §2. This local law shall take effect 60 days after it shall have been enacted into law.



THE CITY OF NEW YORK
SPEAKER OF THE COUNCIL
CITY HALL
NEW YORK, N.Y. 10007

YVONNE GONZALEZ
ASSISTANT COUNSEL

May 2, 1991

TELEPHONE
212-566-5088

Honorable Lee P. Brown
Commissioner
New York City Police Dept.
One Police Plaza
New York, New York 10007

Re: Int. #515 - Requiring the New York City Police Department to maintain and publish average 911 dispatch and response times

Dear Commissioner Brown:

Please be advised that the Committee on Public Safety will meet on Monday, May 13, 1991, at 1:00 P.M., in the Council Committee Room, City Hall, Second Floor, York, New York, regarding the above referred topic.

You are hereby invited to attend this hearing and testify therein. Please feel free to bring with you such members of your staff you deem appropriate to the subject matter.

If possible, please send fifteen (15) copies of your written testimony to my office prior to the hearing date. If this is not feasible and you plan to participate, it would be greatly appreciated if you could bring these copies to the hearing.

I would appreciate receiving a response from you as to whether or not you will be able to attend.

Thank you for your cooperation.

Sincerely,
Yvonne Gonzalez

Yvonne Gonzalez
Assistant Counsel

YG:amf
Enc.
cc: Martha Hirst

THE COUNCIL

The City of New York

Int. No. 515

September 6, 1990

By Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera and Robles—read and referred to the Committee on Public Safety.

A LOCAL LAW

To amend the administrative code of the City of New York in relation to requiring the New York city police department to maintain and publish average 911 dispatch and response times.

Be it enacted by the Council as follows:

1 Section one. Chapter one of title fourteen of the administrative code of the city of New York is
2 hereby amended by adding a new section 14-149 to read as follows:

3 *§14-149. Police 911 operational time analysis report. a. The New York city police department*
4 *shall make public and submit to the council an operational time analysis report summarizing*
5 *departmental performance with respect to calls to the 911 emergency assistance system.*

6 *b. The 911 operational time analysis report shall include the following information:*

7 *1. The aggregate number of 911 calls for emergency assistance.*

8 *2. the aggregate number of 911 calls for emergency assistance in which a radio motor*
9 *patrol unit was dispatched.*

10 *3. The aggregate number of actual radio motor patrol responses to 911 calls for*
11 *emergency assistance.*

12 *4. The average radio motor patrol unit dispatch and response times for all 911 calls to*
13 *which a radio motor patrol unit was dispatched, to be categorized according to type of incident.*

14 *5. The aggregate number of 911 calls for emergency assistance in which a crime in*
15 *progress was reported.*

1 6. *The aggregate number of actual radio motor patrol responses to 911 calls for*
2 *emergency assistance in which a crime in progress was reported.*

3 7. *The average radio motor patrol unit dispatch and response times for all 911 calls for*
4 *emergency assistance in which a crime in progress was reported.*

5 *For the purposes of this subdivision, "dispatch time" shall mean the interval of time*
6 *between the receipt of a 911 call for emergency assistance by a 911 telephone operator and the*
7 *assignment of a radio motor patrol unit to the scene of the incident. "Response time" shall mean the*
8 *interval of time between the assignment of a radio motor patrol unit and its arrival at the scene of*
9 *the incident.*

10 *c. The data contained in the 911 operational time analysis report shall be provided on a*
11 *citywide, borough-wide, precinct-by-precinct and tour-by-tour basis.*

12 *d. The 911 operational time analysis report shall be made public and submitted to the*
13 *council monthly. In addition, the data contained in such report shall be incorporated in the mayor's*
14 *preliminary and final management reports.*

15 §2. *This local law shall take effect 60 days after it shall have been enacted into law.*

THE COUNCIL

The City of New York

Int. No. 515-A

September 6, 1990

Introduced by Council Members Leffler and Albanese; also Council Members Crispino, Dear, Dryfoos, Eisland, Foster, Gerges, Horwitz, Katzman, Lisa, Maloney, Michels, O'Donovan, Rivera, Robles and McCaffrey—read and referred to the Committee on Public Safety. Amended October 3, 1991 (Ordered reprinted and laid over).

A LOCAL LAW

To amend the administrative code of the city of New York in relation to requiring the New York city police department to submit to the city council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

Be it enacted by the Council as follows:

1 Section one. Chapter 1 of title 14 of the administrative code of the city of New York is
2 amended by adding a new section 14-149, to read as follows:

3 § 14-149. *Police 911 operational time analysis report. a. Definitions. For the pur-*
4 *poses of this section, the following terms shall be defined as follows:*

5 (i) *"Call" shall mean a telephone call to the 911 emergency assistance system.*

6 (ii) *"Incident" shall mean an event which results in the response of a police unit as a*
7 *result of a call to the 911 emergency assistance system, regardless of the number of calls made*
8 *with respect to such incident.*

9 (iii) *"Police unit" shall mean a radio motor patrol unit, patrol officer or other police*
10 *department personnel.*

11 (iv) *"Dispatch time" shall mean the interval of time between the time the information*
12 *received by the 911 telephone operator is entered into the 911 emergency assistance system*
13 *and the assignment of a police unit to the scene of the incident.*

14 (v) *"Travel time" shall mean the interval of time between the assignment of a police*
15 *unit and the arrival of the first police unit at the scene of the incident.*

Note: Matter in *italics* is new; matter in brackets [] to be omitted.

1 (vi) "Response time" shall mean the sum of dispatch time and travel time.

2 (vii) "Disposition" shall mean a police unit's report to the 911 emergency assistance
3 system on its response to an assignment that has resulted from a call or incident.

4 b. The New York city police department shall submit to the city council an operational
5 time analysis report summarizing departmental performance with respect to calls to the 911
6 emergency assistance system. Such report shall include the following information:

7 1. The aggregate number of calls on a citywide and borough-wide basis.

8 2. The aggregate number of incidents.

9 3. The aggregate number of incidents where the dispatcher has received a disposition
10 from a police unit.

11 4. The aggregate number of incidents involving a report of a crime in progress.

12 5. The aggregate number of incidents involving a report of a crime in progress resulting
13 in the dispatch of a police unit where the dispatcher received confirmation of a police
14 unit's arrival at the scene of the incident.

15 6. The average dispatch time, travel time and response time for all police units respond-
16 ing to incidents involving a report of a crime in progress.

17 7. The aggregate number of incidents involving a report of a crime in progress in each
18 of the following categories:

19 (i) those for which response time was no greater than ten minutes;

20 (ii) those for which response time was greater than ten minutes but no more than
21 twenty minutes;

22 (iii) those for which response time was greater than twenty minutes but no more
23 than thirty minutes;

24 (iv) those for which response time was greater than thirty minutes but no more
25 than one hour; and

- 1 (v) those for which response time was greater than one hour.
- 2 c. The data contained in the 911 operational time analysis report required by para-
- 3 graphs two through seven of subdivision b of this section shall be provided on a citywide,
- 4 borough-wide, precinct-by-precinct and tour-by-tour basis and shall be submitted to the coun-
- 5 cil quarterly. In addition, the data contained in such report shall be incorporated in the may-
- 6 or's preliminary and final management reports.
- 7 § 2. This local law shall take effect 180 days after it shall have been enacted into law.

Int. No. 515

By Council Members Leffler and Albanese

A LOCAL LAW

To amend the administrative code of the city of New York in relation to requiring the New York city police department to maintain and publish average 911 dispatch and response times.

Be it enacted by the Council as follows:

Section one. Chapter one of title fourteen of the administrative code of the city of New York is hereby amended by adding a new section 14-149 to read as follows:

§14-149. Police 911 operational time analysis report. a.

The New York city police department shall make public and submit to the council an operational time analysis report summarizing departmental performance with respect to calls to the 911 emergency assistance system.

b. The 911 operational time analysis report shall include the following information:

1. The aggregate number of 911 calls for emergency assistance.

2. The aggregate number of 911 calls for emergency assistance in which a radio motor patrol unit was dispatched.

3. The aggregate number of actual radio motor patrol responses to 911 calls for emergency assistance.

4. The average radio motor patrol unit dispatch and response times for all 911 calls to which a radio motor patrol unit was dispatched, to be categorized according to type of incident.

P.S

5. The aggregate number of 911 calls for emergency assistance in which a crime in progress was reported.

6. The aggregate number of actual radio motor patrol responses to 911 calls for emergency assistance in which a crime in progress was reported.

7. The average radio motor patrol unit dispatch and response times for all 911 calls for emergency assistance in which a crime in progress was reported.

For the purposes of this subdivision, "dispatch time" shall mean the interval of time between the receipt of a 911 call for emergency assistance by a 911 telephone operator and the assignment of a radio motor patrol unit to the scene of the incident. "Response time" shall mean the interval of time between the assignment of a radio motor patrol unit and its arrival at the scene of the incident.

c. The data contained in the 911 operational time analysis report shall be provided on a citywide, borough-wide, precinct-by-precinct and tour-by-tour basis.

d. The 911 operational time analysis report shall be made public and submitted to the council monthly. In addition, the data contained in such report shall be incorporated in the mayor's preliminary and final management reports.

§2. This local law shall take effect 60 days after it shall have been enacted into law.

TW/rt
LS 782
8/28/90
DG-local law (bg)

MEMORANDUM OF SUPPORT

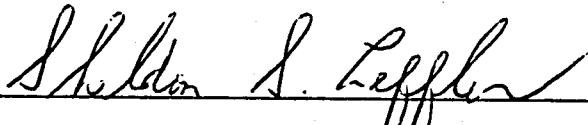
TITLE: To amend the administrative code of the City of New York in relation to requiring the New York City Police Department to maintain and publish average 911 dispatch and response times.

TYPE OF LEGISLATION: A Local Law (introduction).

SUBMITTED BY: City Councilman Sheldon S. Leffler.

REASONS FOR SUPPORT: It is vital that the City Council possess information that facilitates evaluation of Police Department efforts to protect public safety. A critical component of such an analysis is police response time: the interval between dispatch by a 911 operator and arrival of police personnel at a crime scene or other emergency. At present, this type of management indicator is not available from the Police Department. However, the Fire Department publishes, and has its performance assessed in terms of, response time. Police Departments in other cities report response time. This data is crucial in order for informed

decisions to be made about resource allocations to improve police protection. The need to assess the quality of police department performance and ensure public safety compels initiation of mandatory, regular disclosure of police response time data to the City Council and the general public.



Sheldon S. Leffler