

# Memorandum



CITY OF DALLAS

DATE December 14, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Police Department Response Times**

During a recent news story on Channel 11 news, a Dallas Police Department officer mentions that a Priority 1 call was held for over two hours. Based on the initial information, this call was assigned a lower priority but later changed to a Priority 1 call based on updated information received and was dispatched 34 minutes after the call was upgraded. Officers cleared scene and completed a report determining that no offense had occurred.

There are multiple factors that go into properly coding a call for emergency services. 911 call takers strive to properly prioritize calls for police service with the appropriate call signal based on the information that is received from the 911 caller. Calls are dispatched by priority and time in which they are received. Calls may be dispatched out of order based on extenuating circumstances such as supervisor approval, officer being flagged down by a citizen, or due to a status updates from the original caller or other callers calling in on the same incident.

All emergency (Priority 1) calls are dispatched with urgency. If a dispatcher does not have officers available to take an emergency call, a supervisor in the radio room is notified. A field supervisor is made aware and is then assigned to take the call or to assist in finding officers on non-emergency calls or mark outs. These officers when identified, are then reassigned to the emergency call (re-routing). If this option is not available, officers from nearby patrol stations are assigned the emergency call.

In situations where there is a high call load, all routine mark outs are denied and calls for service are given priority. In addition to the above, radio room supervisors will call the patrol station where excessive calls are holding and ask that supervisors either cut details short if during that time, or to help locate officers who may be at the station doing routine paperwork to clear and answer calls.

On expired calls, Communications staff will also conduct service call backs to see if the police are still needed or to obtain information from the caller to update the call.

Please contact me if you have any questions or need additional information.

A handwritten signature in cursive script that reads "Jon Fortune".

Jon Fortune  
Assistant City Manager

DATE December 14, 2018

SUBJECT Dallas Police Department Response Times

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (I)  
Carol A. Smith, City Auditor (I)  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager & Chief Resilience Officer  
M. Elizabeth Reich, Chief Financial Officer  
Directors and Assistant Directors