



# Recommendation Submission/Response Form

Referenced CASA area (A,B,C,D,E):   C  

This response is in reference to recommendation #19-02 Dispatch and Service Call Routing/  
Area Command Northeast

Responsible SME: E. Wilson

Date received: 1/28/19

Date returned: 2/12/19

**RECOMMENDATION** (Recommendation/Reasoning must be 500 words or less for submission):

Our recommendation ask for additional training for dispatchers in an effort to route more non-police calls to other City services.

## **APD RESPONSE/REASONING:**

The emergency communications center (ECC) is preparing for a major change to the existing system, which prioritizes calls for service/response. The ECC and APD are moving from a 1-3 priority system to a 1-5 priority system as of March 1, 2019. This will address many issues identified and permit field service units to respond to the emergent calls first.

Secondly, the ECC staff will no longer be offering three options on report calls (Telephone reporting, online reporting or an officer response) WHICH meet specific criteria. This will also BE IMPLEMENTED as OF MARCH 1, 2019 because officers will not be sent upon demand to lower priority calls, the utilization of the numerous information and resource files will be reinforced during the training in the second half of February 2019 to prepare for the priority system change. Employees of the ECC will also manage the callers expectations on response times, with Priority three to five CALLS, the caller will be advised how long it could take an officer to be dispatched. Priority one calls are dispatched immediately, priority two calls disatched in two minutes, priority three can hold up to 30 minutes if no officer is available, priority four calls may hold up to 60 minutes if no officer is available and priority five calls may hold up to three hours if no officers is available. Post implementation assessment and review will be necessary to ensure the change is functional. Attendance at the next CPC by ECC staff would be beneficial to share the new program with the CPC group.

As stated above, the department is moving to a system, which will support improved utilization of resources based on the criticality of the incident along with the time delay and the potential apprehension of a suspect. Utilization of the numerous resources offered (211, 311, Legal Aid, etc) will be offered to callers when appropriate if it is not a police matter.

Chief made aware of recommendation: Yes  No

Recommendation Status: Approved  Denied  Needs more time