



Police Call Response Time Trigger — Plano PD

Plano PD Call Response Times Current Call Information

Calls displayed represent active or performed calls between the hours of 3/30/2008 9:18:43 PM and 3/31/2008 1:18:43 PM.

Data and Report from the FirstWatch™ Internet Server

<u>Time Sent To Queue</u>	<u>Problem</u>	<u>Pri</u>	<u>Response Area</u>	<u>Unit</u>	<u>Asgn2Arr</u>	<u>Asgn2C</u>	<u>R2C</u>	<u>Call Disposition</u>
3/30/2008 9:21:51 PM	Suspicious Person-P	2	Beat D5	4C	00:08:59	00:45:33	00:50:21	N9- No Report/ Compl Contacted
3/30/2008 9:21:51 PM	Suspicious Person-P	2	Beat D5	3C3	00:08:59	00:00:29	00:50:21	N9- No Report/ Compl Contacted
3/30/2008 9:21:51 PM	Suspicious Person-P	2	Beat D5	3C2	00:08:59	00:37:31	00:50:21	N9- No Report/ Compl Contacted
3/30/2008 9:22:19 PM	Traffic Stop-P	2	Beat C5	3C	00:00:00	00:10:31	00:10:31	CT - Clear Traffic Stop
3/30/2008 9:27:22 PM	Threats-P	2	Beat D5	3D6	00:16:38	00:33:48	00:42:25	N9- No Report/ Compl Contacted
3/30/2008 9:27:45 PM	Reckless Damage-P	3	Beat A4		00:00:00	00:00:00	00:02:41	N2- Duplication of Call
3/30/2008 9:27:48 PM	Traffic Accident/Prop Damage-P	3	Beat A4	3A1	00:05:46	00:38:20	00:41:39	R2- Offense Report
3/30/2008 9:27:48 PM	Traffic Accident/Prop Damage-P	3	Beat A4	3A	00:05:46	00:40:32	00:41:39	R2- Offense Report
3/30/2008 9:29:18 PM	Investigation-P	3	Beat D3	3D6	00:11:13	00:00:53	00:42:27	N9- No Report/ Compl Contacted

FirstWatch recognizes the need for tracking response times on law enforcement calls as well as EMS calls. The response time report includes calculations of the time the call is assigned to the time the officer arrives on scene, the time the call is assigned to the time the call is completed, and the time the call comes into the dispatch center to the time the call is completed. Self-initiated calls are filtered out to enable a more accurate picture for those calls dispatched.