Portland Police Bureau Average Response Times **High Priority Calls for Service** July 1, 2011 through June 30, 2012 **NPNS** NECN CNN CENT EPNO SEUL Date: Nov. 6, 2012 Reference: Portland Police Bureau's Strategic Services Divison, K:\Common\ruc\STATS\Richard\Police Bureau\budget\FY2011-12: November 2012.

Bureau Notes

Portland Police Bureau

The Portland Police Bureau serves the residents of Portland and the business community utilizing a three precinct (Central, East, and North) configuration. In the adopted FY 2012-13 budget there are 1,198 sworn and non-sworn full-time positions. 699 of these positions are Police Officers, and another 119 are Sergeants.

The primary focus of the Police Bureau is to respond to 9-1-1 calls, however a number of specialty units address other issues and include the: Gun Task Force, Gang Enforcement Team, Human Sex Trafficking, Youth Services, the Service Coordination Team dealing with chronic offenders, Domestic Violence, Graffiti and Property Crimes, Crisis Intervention dealing with mental health issues, and **Emergency Response Teams.**

Level of Service

The Portland Police Bureau responds to approximately 400,000 dispatched and officer-initiated calls for service per

The Bureau has a citywide goal of responding to high priority calls (for example, an assault in progress; a robbery occurring) in 5 minutes or less. Approximately 1 in 5 calls for service was a high priority call during FY11-12.

Map Explanation

Average response time is from the time an Officer is dispatched to a high priority call to when that Officer arrives on the scene of the incident. The map displays the average response time for each of the 8 geographical areas. The average response times ranged from a low of 3.93 minutes for the Central City area to 6.42 minutes for the Southwest area.

The times are displayed in five equal interval ranges. These ranges were based on the final average response times calculated for each geographical area and do not reflect the actual overall ranges for each area.

In general, average response times are longer on the westside where street connectivity and access can be issues. Some of the larger patrol districts are also located on the westside. Patrol district size is based, in part, on calls for service workload. Crime rates for the westside are also lower than other city areas.

Information Source

The data represent the 12 months of calls for service incidents from the vCAD SQL database from July 1, 2011 through June 30, 2012. Response time data are dispatched Priority 1, 2, and 3 calls from dispatch time to arrive on-scene.

These map boundary areas were used at the request City of Portland Office of Management & Finance (OMF). Citywide numbers include Portland Police CAD incidents outside these geographic areas.

Average Dispatched Response Times (in Minutes) **Equal Intervals**

3.90 - 4.42



4.43 - 4.95



4.96 - 5.48



5.49 - 6.01



6.02 - 6.54

Geographical Areas

- Central City

- Central Northeast

- East Portland

- Northeast

- North Portland **NWNW - Northwest**

- Southeast

- Southwest

Average Dispatched Response Time Per Area (in Minutes)

CENT: 3.93 CNN: 5.09

EPNO: 4.57 NECN: 4.37 NPNS: 4.78

NWNW: 5.79 SEUL: 5.03 SWNI: 6.42

Citywide: 4.99

The information on this map was derived from City of Portland GIS databases. Care was taken in the creation of this map but it is provided "as-is". The City of Portland cannot accept any reponsibility for error, omissions, or positional accuracy, and therefore, there are no warranties which accompany this product. However, notification of any errors will be appreciated.



