Cincinnati Police Department

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Code Zero Presentation

CODE ZERO

Definition: A period of time when all patrol units within a district are assigned to handle specific radio runs, so there are no "available" units for dispatch to radio runs being held.

How often do they occur? We have no way of determining how often. The current dispatch system does not calculate or track "Code Zero" occurrences.

Solution to reduce them? The Department is constantly striving to decrease these occurrences. Some responses we currently have in place:

Differential Response Plan – started July 1, 2013

- Auto Accident Response
- Residential and Non-Residential Alarm Response
- On-scene Closure of Specific Criminal Offenses

Civilianization of positions – to put more sworn officers back on the street

Online Reporting – currently being tested; starting in January 2014

DIFFERENTIAL RESPONSE PLAN

The Department researched more efficient ways to handle non-emergency calls for service and still provide the same level of service the public expects. In July 2013 we implemented our Differential Response Plan.

All categories of calls for service were reviewed and scrutinized. It was determined there were several recurring activities which did not allow the most efficient use of an officer's time.

- Responding to false alarms
- Certain types of report writing, especially minor auto accidents
- Time spent attempting to notify complainants about unsolvable cases.

CIVILIANIZATION OF POSITIONS

Ongoing effort to civilianize positions staffed by sworn officers has resulted in 14 positions civilianized (more to follow)

ONLINE REPORTING

Technology and Services Section (TSS) identified on-line reporting software, COPLOGIC, that will enable citizens to complete offense reports not requiring police response, i.e. lost property, certain theft reports, criminal damaging etc. The software is compatible with the Records Management System and affordable. We are scheduled to begin Online Reporting in January 2014. Online reporting will save money by eliminating the need for an officer to respond.

We also believe a more interactive and informative website would provide citizens with information on how to best resolve routine issues before contacting police. We are in the beginning stages of updating our website, having met with Ms. Margo Springs.

CALLS FOR SERVICE

Calculating Calls for Service

When calculating Calls for Service, the number of incoming calls to the Emergency Communications Center (ECC) does not reflect the number of incidents the Department actually handles, as a significant percentage of runs are generated in the field by Officers.

Calls for Service come in:

- Through 911
- The non-emergency number at 765-1212 or
- Relayed to ECC by field units (Officers) or from another Police Agency

From District Desk officers and CIS

*With wireless capabilities, multiple calls are often received for the same incident.

RESPONSE

Patrol response is better determined by looking at the response to incidents dispatched.

Incidents are categorized and dispatched by a priority system.

- Priority 1 – 3 are emergency calls for service which warrant immediate police response;
- Priority 4 – 7 calls are considered non-emergency or report type services.

***CREATE TO DISPATCH, CREATE TO ARRIVAL AND CREATE TO CLOSED TIMES INCLUDES THE TIME IT TAKES FOR THE CALL TAKER TO INTERVIEW THE CALLER, THE TIME TO TRANSFER THE INFORMATION TO THE DISPATCHER, AND THE TIME A DISPATCHER HELD THE RUN BEFORE DISPATCHING A PATROL UNIT.**

PRIORITY 1 - 3 CALLS FOR SERVICE				
		MINUTES		
District	CFS	Create to Dispatch	Create to Arrival	Create to Closed
1	14369	5.2	10.4	47.8
2	13034	6.4	14.6	53.4
3	22970	9.9	20.5	64.5
4	18935	7.4	14.9	53.9
5	16091	6.8	13.9	54.9
Totals	85399			
Average Time		7.1	14.9	54.9

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PRIORITY 4 - 7 CALLS FOR SERVICE				
		M I N U T E S		
District	CFS	Create to Dispatch	Create to Arrival	Create to Closed
1	24645	13.8	20.6	54.7
2	23564	16.2	28.1	64.0
3	37575	25.0	38.8	77.7
4	32798	20.2	30.9	65.8
5	30225	16.5	26.9	66.2
Totals	148807			
Average Time		18.3	29.1	65.7

CONDITIONS AFFECTING RESPONSE TIMES

Certain events have the potential to demand more than the usual amount of personnel for inordinate amounts of time. Not only are personnel used to preserve incident locations, but also to manage alternate routes surrounding the incident scene, preservation of witnesses and evidence etc. These incidents include, but are not limited to:

Spectacular injury accidents, fatal crash scenes

Critical Missing Persons (Elderly and kids)

Prisoner Processing and Transports

Extensive Crime Scene Management – Homicides, Aggravated Robberies, Burglaries etc…

OUT OF SERVICE TIME FOR PRISONER PROCESSING AND TRANSPORTS

Prisoner processing includes many different factors:

Initial investigation

Crime Scene processing

Prisoner interview

Determining validity of identity

Prisoner transport to jail

Prisoner Processing at Jail

Medical treatment for the prisoner

Securing property – vehicles, residences etc…

Processing evidence and/or property

Completing necessary paperwork regarding the incident – incident reports, court documents etc.

HELD CALLS

When all patrol units are out of service on radio runs, lower priority runs must be held. Higher priority runs will be announced by dispatch; if a patrol unit is on a lower priority run (e.g. – report run) they may be able to break away to respond to a higher priority run.

We are able to dispatch 68% of Calls for Service within 10 minutes and 85% of the calls within 30 minutes.

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Questions?