

**To the Mayor and Members of the City Council****August 20, 2024**

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**SUBJECT: HOW POLICE CALLS ARE PRIORITIZED, HOW MANY CALLS GO UNANSWERED, AND THE NUMBER OF FALSE ALARM CALLS DISPATCHED**

The purpose of this Informal Report is to provide information on how police calls are prioritized, how many calls go unanswered, and the number of false alarm calls dispatched.

**Prioritizing calls**

Calls are prioritized based on threat of life and property and are categorized as:

Priority 1 – Pose an immediate threat to human life

Priority 2SS (Scene Security)-Need a quick response because of the need for fire or medical personnel to respond

Priority 2 – Do not meet the criteria for priority 1, but by their nature require an immediate response

Priority 3 – Non-priority and any delay sustained delay is unlikely to create an adverse effect

Priority 3 calls are held until Priority 1 or 2 calls are dispatched

Priority 4-Does not necessitate the physical response of a police officer to the scene

Priority 6-Do not require an officer to make the scene, but do require an officer to take the report

**Unanswered Calls**

All calls for service that require a police response are prioritized and placed in a queue waiting to be dispatched. Therefore, no calls go unanswered. However, there is an exception. There are times calls waiting to be dispatched get cancelled. Either by the original complainant or the details of the call change eliminating the need for a police response.

Reasons for cancelling calls:

- Drunk driver or wrong-way driver no longer on view
- Loud music, barking dog, noise complaints, etc. that hold for an extended period of time and either the citizen calls back to cancel or the dispatcher/supervisor calls citizen back and a police officer is no longer needed

In the case of cancelled calls, a computer broadcast with information about the call will be sent out by dispatch for officers nearby to investigate if they are available.

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In instances when lower priority calls hold for an extended period of time because no officers are available, or the complainant is no longer available, they can be referred to our telephone reporting system if a police report is needed.

We receive approximately 1.2 million calls a year to the 911 Emergency Communications Center and last year we dispatched approximately 266,000 calls to officers in the field.

**False Alarm Calls**

From January 1, 2024 to June 1, 2024, there have been 10,616 alarm calls. Of those, there were only 143 reports made as a result. This is a 98.6% false alarm rate and has been consistently this high for many years.

All alarm permit holders are allowed three false alarm calls, as well as two panic/robbery calls before service fees are assessed. When a customer exceeds three false alarms or two false, panic/robbery calls in a 12-month period, service fees are assessed according to the following schedule:

- 4-5 false alarm calls in 12 months: \$50 per call
- 6-7 false alarm calls in 12 months: \$75 per call
- 8 or more false alarm calls in 12 months: \$100 per call

Residential Security System Permits are \$50.00 annually

Commercial Security System Alarm Permits are \$100.00 annually.

Of the 10,616 calls, there were 418 locations that had 5 or more alarm calls. Additionally, there were 12 businesses that had 20 or more alarm calls. Below is a break down by Police Patrol Divisions.

CENTRAL	1461
EAST	1485
NORTH	1605
NORTHWEST	1254
OUTSIDE JURISDICTION DIVISION	1
SOUTH	2380
WEST	2430
<b>Grand Total</b>	<b>10616</b>



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Additional questions or information requests should be directed to Executive Assistant Chief Robert Alldredge at 817-392-4131.

**David Cooke**  
**City Manager**