

**Average Denver Police Response Time from 911 Call to Arrived
to Domestic Violence in Progress Calls for Service
by Priority: 2011-2014 Year to Date**

Priority Number	Priority Description	2011	2012	2013	2014 YTD
1	Priority 1 - Highest Priority	11.75	12.76	14.00	13.71
2	Priority 2	32.18	na	20.38	na

Nature = Domestic Violence IP-JO

Domestic Violence In Progress/Just Occurred is defined as a Priority 1 call and can be changed by the dispatcher or officer depending on the severity of the call.

When setting up the code files for the CAD Priority 0-2 is categorized as imminent threat to life (public, first responders, etc) , P3 – P4 were quality of life issues for the public, P5 – P6 property related crimes. In-progress incidents, whether person or property, are included in the priorities 1 and 2, which includes in-progress property crimes due to the fact that those incidents escalate to person crimes quickly and the high solvability factor.

Average time in Minutes.

Response Time Definitions from 911 Call to Arrived

The data used to determine these times are limited to records where the agency type was Police, the unit assigned is not null, the unit arrived is not null, only citizen initiated calls were included; BOLO calls and self initiated calls were excluded. There are circumstances which allow for negative times; for example, when CAD goes down calls are backfilled so the time entered is greater than the other response times. To eliminate this occurrence time phone to queue is greater than zero and time queue to assign is greater than zero. Calls may be reopened for additional response therefore calls were excluded where the response time was greater than 10 hours. Additionally, the standard deviation is calculated using the above parameters by priority from 2010 through 2012. Calls which were three standard deviations above the average (between 1 and 2 percent of the data by priority) were identified as outliers and excluded.