



City of Dallas

Police Response Time Update

**Public Safety Committee
October 14, 2025**

Robert Uribe, Assistant Director,
Communications Bureau,
Richard Foy, Assistant Chief
Patrol Alpha Bureau,
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City of Dallas

INTRODUCTION



- Purpose
- Historical response times and sworn staffing levels
- Response time breakdown
- Identified issues impacting response times
- Actions taken
- Surveying other agencies practices
- Next steps



CURRENT RESPONSE TIMES



- 10 years of DPD of response times and sworn strength

DPD Historical Response Times and Sworn Strength						
Year	Priority 1 Avg	Priority 2 Avg	Priority 3 Avg	Priority 4 Avg	Dispatched Calls	Sworn Strength
2016	7.94	18.26	49.15	63.34	628,835	3,338
2017	8.47	21.59	64.12	83.37	599,088	3,070
2018	8.35	22.08	67.52	98.63	591,467	3,028
2019	8.38	22.34	75.53	104.09	624,771	3,067
2020	8.82	25.21	86.53	120.46	575,375	3,149
2021	8.41	37.59	189.93	251.67	568,959	3,120
2022	9.50	64.51	381.14	441.02	568,952	3,085
2023	11.38	107.57	553.69	592.02	539,502	3,060
2024	11.47	111.18	320.68	344.08	519,730	3,120
2025-YTD	10.99	94.64	265.48	296.19	350,601	3,280



RESPONSE TIME BREAKDOWN - 2025



- Response time area of primary concern is the dispatch time
- Officers unavailable due to being tied up on other calls

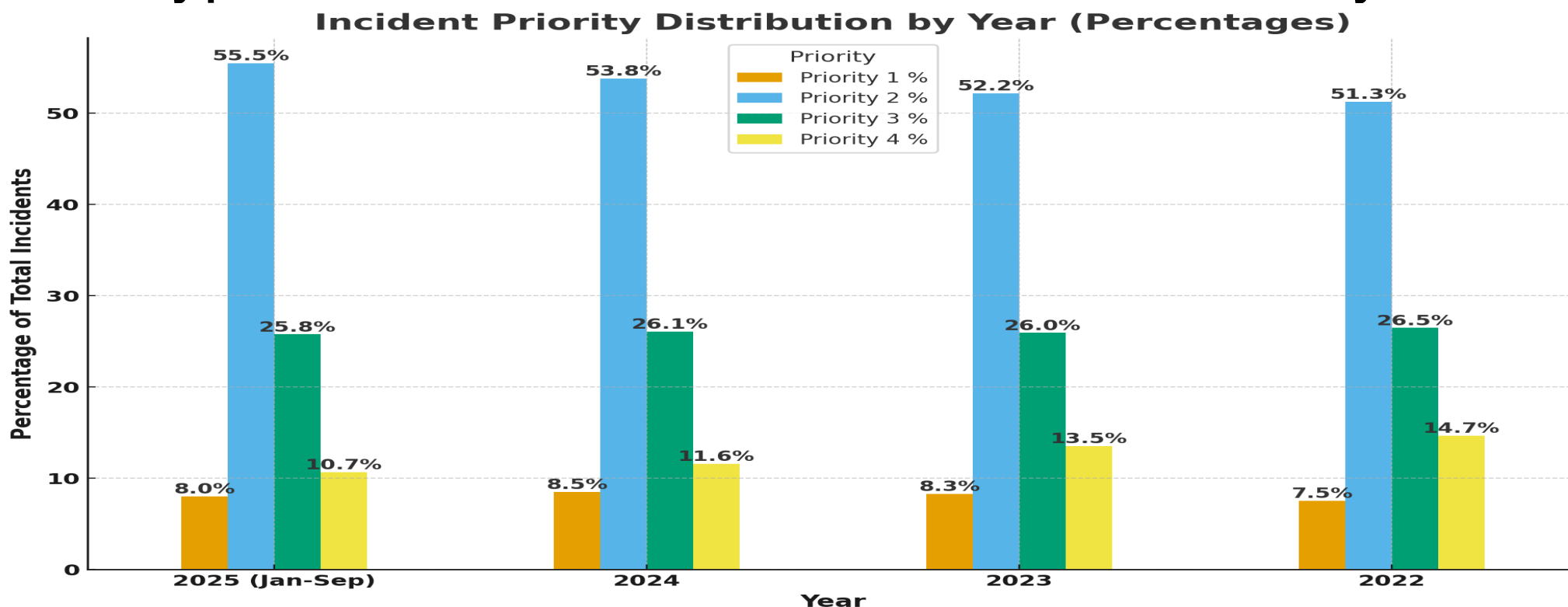
YTD Response Time Breakdown - 2025			
Priority	Dispatch Time	Travel Time	Total Response Time
1	4.68	6.31	10.99
2	80.8	13.83	94.64
3	238.68	19.75	265.48
4	276.73	19.46	296.19





IDENTIFIED ISSUES- RESPONSE TIMES

- Over 60% of the calls to be dispatched for police service are classified as either Priority 1 or Priority 2
- Calls types have not been reviewed in several years



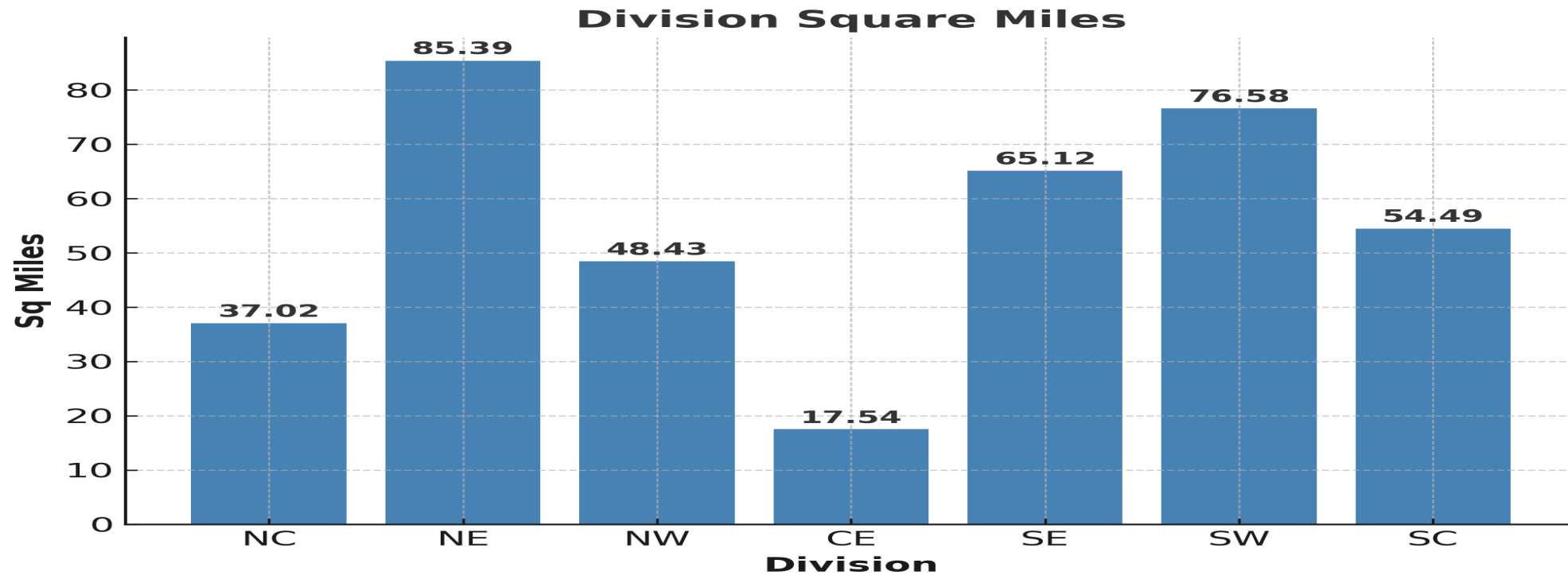


- Key technologies are antiquated
 - Computer Aided Dispatch System
 - Record Management System
- The priority calls in each division may vary the number of officers needed. Examples:
 - Some mental health related calls require 4 officers and a sergeant
 - Violent offenses may keep the entire shift out of service for extended periods of time

IDENTIFIED ISSUES – RESPONSE TIMES (CONTINUED)



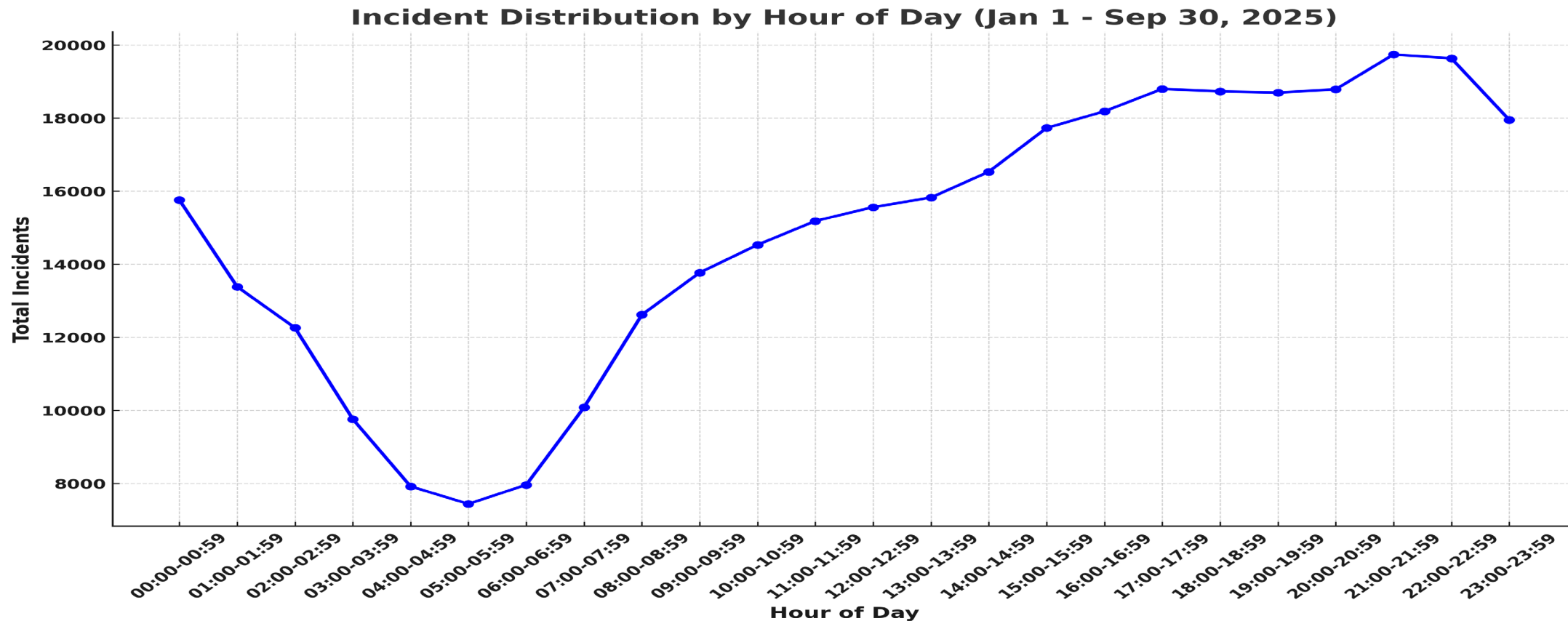
- Division response times are being compared to each other but geographically they are not similar



IDENTIFIED ISSUES – RESPONSE TIMES (CONTINUED)



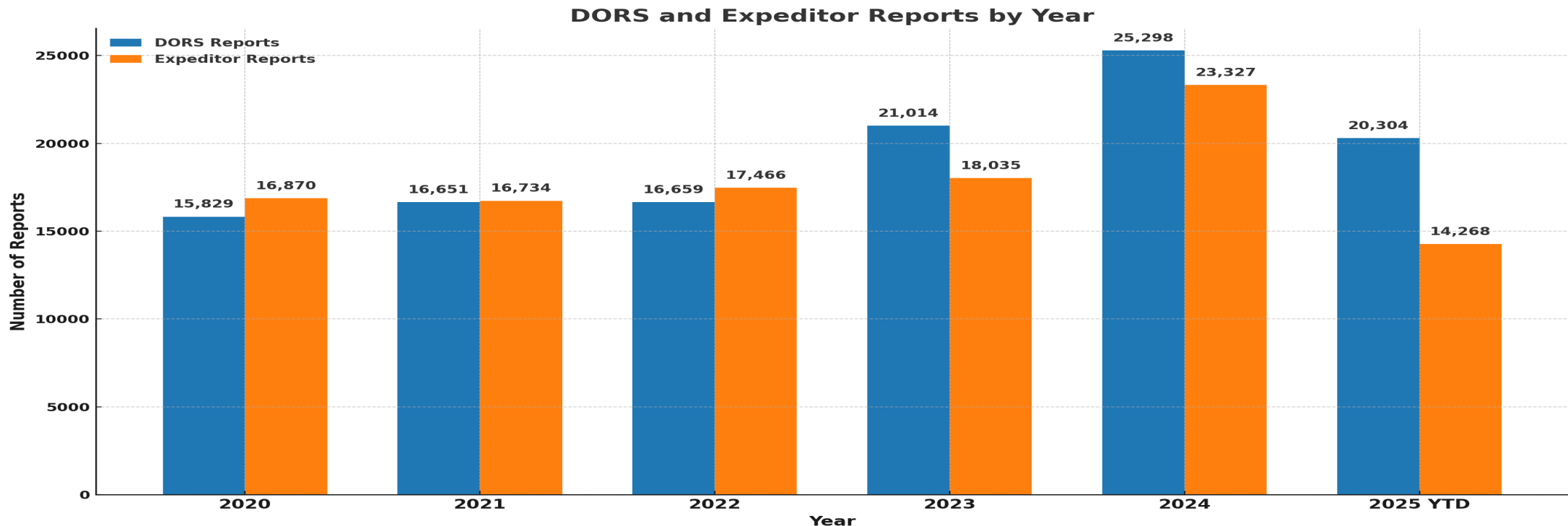
- The time of the day may impact response times. Due to volumes compared to available officers.



ACTIONS ADDRESSING RESPONSE TIMES



- Operational improvements implemented thus far
 - Dallas Online Report System and phone reporting continues free up patrol officer's time: over 73,000 hours per year
 - Online and phone reporting growing yearly





- Patrol strategies implemented
 - Officer activity program is being tested
 - Focus on patrol supervisor accountability
 - Call holding reports are sent to all patrol supervisors three times per day
 - Close review of officer activities to provide supervisors the data needed to improve productivity
 - Station officers and light duty officers making calls backs from the station when time permits
 - Overtime schedules have been adjusted to better cover busy periods
 - Improved hiring and retention of officers



- Video conference implementation for UUMV (auto theft) calls for service
- Process updates (dispatch protocols, differential response)
- Handling certain non-emergency calls via phone call
- Survey of like sized cities is underway

- Comparative analysis with similar-sized agencies
 - Assessment of best practices
 - Assessment of call priority definitions
 - Assessment of response time goals
 - Findings and recommendations are pending

NEXT STEPS



- Examine survey results for recommend updates to calls for police service
- Continue to increase patrol staffing levels
- Come back to this committee with detailed information on the additional steps to be taken based on survey findings
- Replacement project of key technologies
 - Computer aided dispatch system
 - Record management system
- New technologies being evaluated
 - Drone as first responder
 - 911 call handling systems
- Continued monitoring of response times
- Engage with stakeholders with recommended process updates to response time improvements





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