

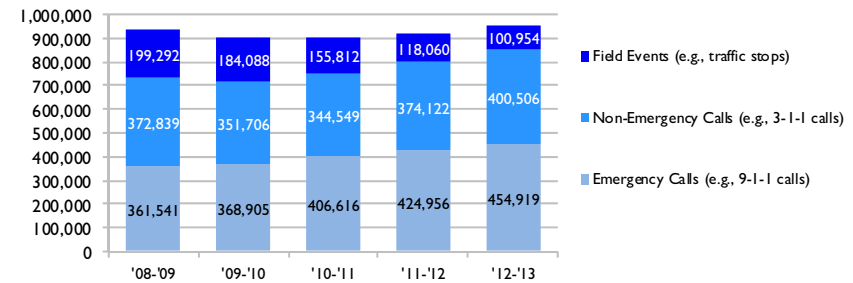
**POLICE RESPONSE TIMES**

In 2012-13, the Citywide average response time for Priority 1 calls was 6.7 minutes, above the target response time of six minutes or less and above the 6.5 minutes average response time in 2011-12.

The Citywide average response time for Priority 2 calls was 20.3 minutes, well above the target of 11 minutes, and also above the 2011-12 response time of 17.3 minutes. As staffing reductions have affected the SJPD, the Department has focused on maintaining the Priority 1 response times close to the target as these are calls involving present or imminent danger to life or major property loss. Priority 2 calls are those which involve either injury or property damage, or the potential for either to occur.

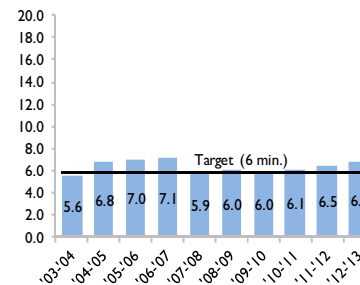
Compared to 2011-12, Priority 1 average response times by police district in 2012-13 increased in 8 of the 16 regular districts. Response time may vary across districts because of the size or physical characteristics of an area, whether there are adjacent police service areas, population density, traffic conditions, officer staffing levels, or call-taker and dispatching levels. Priority 1 average response times exceeded the 6 minute target in 13 of the 16 regular districts.

**Breakdown of All Calls for Service\***

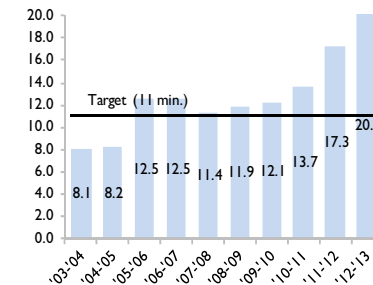


\* All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

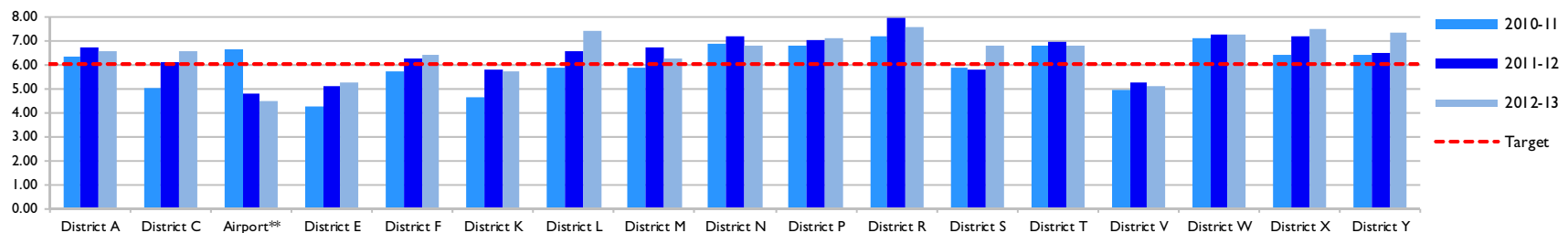
**Average Priority 1 Police Response Time**



**Average Priority 2 Police Response Time**



**Priority 1 Police Response Times\*(in minutes)**



\* Includes only Priority 1 calls to which the Department responded. Response time is measured from when a 9-1-1 call is received at dispatch to when the first car arrives on the scene.  
 \*\* Airport is District D.