

Chandler Police Department

Citizen Generated, Priority I Calls For Service Response Times by Month and Year

| PRIORITY ONE MEDIAN RESPONSE TIMES BY MONTH** | | | | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| 2023 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD Med. |
| Citywide | 4:40 | 3:58 | | | | | | | | | | | 4:15 |
| Main | 4:08 | 3:08 | | | | | | | | | | | 3:55 |
| Desert Breeze | 4:56 | 4:05 | | | | | | | | | | | 4:20 |
| Chandler Heights | 5:29 | 5:07 | | | | | | | | | | | 5:13 |

| PRIORITY ONE MEDIAN RESPONSE TIMES BY MONTH** | | | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|------|----------|
| 2022 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD Med. |
| Citywide | 4:11 | 4:26 | 4:00 | 4:54 | 4:18 | 4:16 | 4:14 | 3:58 | 3:46 | 4:39 | 4:47 | 4:29 | 4:18 |
| Main | 3:34 | 4:10 | 3:34 | 3:13 | 4:00 | 3:55 | 3:58 | 3:51 | 3:46 | 4:57 | 3:50 | 4:08 | 3:54 |
| Desert Breeze | 5:43 | 4:02 | 4:46 | 5:18 | 4:35 | 4:08 | 4:14 | 4:17 | 3:05 | 4:00 | 5:08 | 4:39 | 4:25 |
| Chandler Heights | 4:06 | 5:31 | 3:50 | 4:53 | 6:05 | 5:25 | 6:28 | 4:34 | 5:44 | 5:30 | 5:53 | 6:01 | 5:15 |

| PRIORITY ONE MEDIAN RESPONSE TIMES BY MONTH** | | | | | | | | | | | | | |
|---|------|------|------|------|------|------|------|------|------|------|------|------|----------|
| 2021 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD Med. |
| Citywide | 4:22 | 3:54 | 4:17 | 4:12 | 3:22 | 4:13 | 3:45 | 3:51 | 4:09 | 4:32 | 4:54 | 3:25 | 4:06 |
| Main | 4:12 | 3:24 | 4:00 | 3:22 | 3:28 | 3:37 | 3:45 | 3:11 | 3:39 | 4:33 | 4:31 | 3:22 | 3:45 |
| Desert Breeze | 4:54 | 4:02 | 3:22 | 4:22 | 3:11 | 4:13 | 4:09 | 5:00 | 4:29 | 4:35 | 5:40 | 3:24 | 4:16 |
| Chandler Heights | 3:47 | 6:14 | 5:14 | 3:28 | 4:05 | 4:54 | 2:52 | 4:14 | 4:08 | 4:32 | 4:13 | 3:34 | 4:18 |

| PRIORITY ONE AVERAGE RESPONSE TIMES BY MONTH | | | | | | | | | | | | | |
|--|------|------|------|------|------|------|------|------|------|------|------|------|----------|
| 2020 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | YTD Avg. |
| Citywide | 4:27 | 4:45 | 3:58 | 4:02 | 4:33 | 4:15 | 4:10 | 4:27 | 4:26 | 5:05 | 4:31 | 4:32 | 4:27 |
| Main | 3:02 | 3:36 | 4:39 | 3:36 | 4:10 | 3:50 | 4:19 | 4:02 | 3:39 | 4:21 | 4:15 | 4:18 | 4:03 |
| Desert Breeze | 4:47 | 5:14 | 3:12 | 4:10 | 5:04 | 4:02 | 3:39 | 3:55 | 4:41 | 5:20 | 4:41 | 4:22 | 4:29 |
| Chandler Heights | 4:42 | 5:11 | 4:05 | 4:35 | 4:43 | 4:50 | 4:26 | 5:26 | 5:43 | 5:44 | 4:26 | 5:37 | 4:55 |

**Effective in 2021, the response time measure changed from average to median following changes to priorities, dispatching protocols and call types to avoid skewing caused by invalid timestamps and fewer Priority 1 calls for service.