



CITY OF CAMBRIDGE
POLICE DEPARTMENT
INTEROFFICE CORRESPONDENCE

TO: Jamus L. Sullivan, City Manager
FROM: Leo F. Davenport, Chief of Police
SUBJECT: City Council Order #11

DATE: May 12, 1980

REFERENCE: Response Time

In response to Council Order #22 dated May 5, 1980, please be assured that police service delivery has and continues to be a prime concern of the Cambridge Police Department. We do not discriminate against any section of the city when responding to calls for service. We do, however, informally prioritize calls whereby crimes in progress and medical emergencies receive immediate attention while response to lesser serious calls are delayed depending upon available manpower resources. The Integrated Criminal Apprehension Program (I.C.A.P.) within the Police Department has as one of its objectives to improve the management of the calls for service workload.

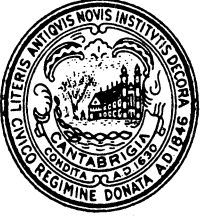
Dispatch and patrol effectiveness have, by tradition, been measured principally by response time. This reliance on response time has as its foundation the view that citizen satisfaction with police service can only be achieved through rapid response to all calls for service.

Recent studies have shown that rapid response to only a small portion of crime and emergency related calls for services are likely to result in apprehensions. The importance placed upon rapid response time may only apply in a small number of felony cases, and even then, only when they are reported to the police while in progress. More importantly, these studies indicate that police departments can reasonably adjust their response strategies to reflect current calls for service workload.

I.C.A.P., in conjunction with overall improvements to the Communications Center, is in the process of establishing procedures to more effectively manage the calls for service workload. These procedures include call screening and prioritization, call stacking, referrals, and taking minor incident reports over the phone. The overall purpose of such procedures is to manage the calls for service before they are given to patrol units in the street. This will ensure maximum response effectiveness for certain high priority calls and also maintain citizen satisfaction in all other areas of police service delivery.

LFD:fb


Leo F. Davenport, Chief of Police



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139
Tel. 498-9011

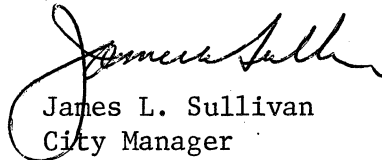
EXECUTIVE DEPARTMENT
JAMES L. SULLIVAN
City Manager

May 19, 1980

To the Honorable, the City Council:

With respect to Awaiting Report Item No. 15, enclosed please find copy of a communication from Chief Leo F. Davenport relative to response time by police officers to calls in Jefferson Park.

Very truly yours,


James L. Sullivan
City Manager

JLS/mbf
Enc.

S- 259

Response to Awaiting Report no. 15 re: response time by police officers to calls in Jefferson Park.

In City Council,
May 19, 1980

5/19/1980

Report returned
to

City Manager for
follow up information

and

Report to Council
re

Response time