

LOS ANGELES POLICE DEPARTMENT



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ERIC GARCETTI
Mayor

June 26, 2014

The Honorable Public Safety Committee
c/o Mr. John White
Office of the City Clerk
200 North Spring Street, Room 360
Los Angeles, California 90012

Honorable Members:

The Los Angeles Police Department was requested to provide the Public Safety Committee with a report (enclosed) regarding metrics on the 877-ASK-LAPD calls received, including the number of calls and the amount of time taken to answer them.

Should you have any questions regarding this matter, please contact Captain Don Schwartzer, Commanding Officer, Communications Division, at (213) 978-6585.

Very truly yours,

A handwritten signature in black ink, appearing to read "Charlie Beck".

CHARLIE BECK
Chief of Police

Enclosure

FACT SHEET

METRICS ON 877-ASK-LAPD PHONE LINE AND CALLS TO DIVISION

June 23, 2014

SUMMARY

This fact sheet was prepared in response to a request from the Public Safety Committee (Committee). The Committee requested the number of calls received on the Los Angeles Police Department's non-emergency "877-ASK-LAPD" phone number, and the numbers of calls received at each of the local police stations. In addition, the Committee requested the amount of time taken to answer these calls.

BACKGROUND

The Los Angeles Police Department's (LAPD) Communications Division (CD) functions as the Public Safety Answering Point (PSAP) for the City of Los Angeles (City). Calls made to 9-1-1 within the City limits are routed to the Metropolitan or Valley Communications Dispatch Centers (MCDC/VCDC). In 2013, only 36.9 percent of 9-1-1 calls answered by LAPD CD resulted in an emergency or urgent police dispatch, or the dispatch of the Los Angeles Fire Department (LAFD).

In an effort to minimize the number of non-emergency calls made to 9-1-1, the LAPD operates a toll-free, non-emergency telephone number, 877-ASK-LAPD (877-275-5273), 24 hours per day, seven days per week. Calls made to 877-ASK-LAPD are answered by an Interactive Voice Response (IVR) system, offering callers a number of options for call routing including non-emergency police response, transfers to local police stations, connection to 3-1-1, and information on how to obtain a copy of a police report. Over the past three years, an average of 53,642 calls were made to 877-ASK-LAPD each month.

FINDINGS

Chart-I below outlines the number of calls received on the 877-ASK-LAPD line over the past three years, and the average number of calls received per month.

YEAR	NUMBER OF CALLS	AVERAGE PER MONTH
2011	672,888	56,074
2012	668,484	55,707
2013	589,728	49,144

Callers who dial 877-ASK-LAPD and select the option for "non-emergency police response" are routed to the LAPD non-emergency Automated Call Distribution (ACD) queue. If no operators are immediately available, the call is placed on hold and answered in the order received.

In addition to 877-ASK-LAPD calls, several other call types are also routed to the same non-emergency ACD queue, including calls originally received on 9-1-1 which were determined not to be life threatening or urgent in nature.

FACT SHEET

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June 23, 2014

It is currently not possible to isolate call answer times specifically for 877-ASK-LAPD (see note below), however, Chart-II below depicts call answering statistics for all calls routed to the non-emergency ACD queue:

YEAR	% OF CALLS ANSWERED 10 SECS OR LESS	% OF CALLS ANSWERED 20 SECS OR LESS	% OF CALLS ANSWERED 30 SECS OR LESS
2011	63%	68%	73%
2012	64%	71%	75%
2013	61%	69%	74%

NOTE: Callers who select “non-emergency police response” on the 877-ASK-LAPD IVR are initially routed to the MCDC non-emergency ACD queue. At this point, the call is easily identifiable as a call received from 877-ASK-LAPD based on the AT&T “Route Name.” In the event an operator is not available at the MCDC, but an operator is available at the VCDC, the call is then routed to the VCDC. In this scenario, the AT&T Route Name changes, and the call is no longer identifiable as an 877-ASK-LAPD call. Communications Division staff is currently working with Cassidian, the vendor for telephone call processing equipment, and AT&T to determine if a solution is available.

Chart-III below depicts the total number of calls routed from the 877-ASK-LAPD IVR to the LAPD non-emergency ACD queue. These statistics are for the MCDC only. Statistics for the VCDC are unavailable.

YEAR	NUMBER OF CALLS	AVERAGE PER MONTH
2012	280,644	23,387
2013	206,101	17,175

NOTE: Due to archiving of data for 2011, statistics for the entire year were not readily available.

Call statistic equipment is not in place to track calls made to Area police stations; consequently, the number of calls and call answer times could not be obtained.

Prepared by:
Communications Division