

Austin Police Department

Emergency Communications Division



March 23, 2015



APD Service Access Points

- ◆ Citizen points of access for service
 - 9-1-1
 - Non-Emergency (inbound transfer from 3-1-1)
 - Customer Service Requests
 - Multitude of other avenues
 - District Representatives
 - Commander Forums
 - Officer contact by citizens
 - Walk-ins
 - Online Reporting System (IREPORTAUSTIN.COM)
 - Phone calls to department offices/units



March 23, 2015



APD Service Request Data Use

- ◆ How we use the information we collect:
 - Staffing
 - Compstat (monthly)
 - RMS: Trends & Initiatives
 - Citizen survey specific to Emergency Communications



March 23, 2015



APD Information Reporting

- ◆ Information is currently reported by City, Region, and Sector
 - CAD (Computer Aided Dispatch)
 - Offense Reports (Record Management System)
- ◆ Council district
 - Not currently



March 23, 2015



Questions?



March 23, 2015

