

**University of Chicago Police Department
PROCEDURAL ORDER**

		Effective Date: September 7, 2022	Number: PO 701-13
Subject Performance Measurement Program			
References: CALEA Communications 2.5.1, 2.5.2, 2.5.3, 2.5.4			
Reevaluation Date			No. Pages: 2
Amends:		Rescinds:	
Approved By: Kyle L. Bowman, Chief of Police		Signature: Signed document on file in Accreditation Office	

I. PURPOSE

The purpose of this policy is to establish a Performance Measurement Program for the Emergency Communications Center.

II. PERFORMANCE MEASUREMENT PROGRAM

- A. The Communications Manager and a designee from the supervisory staff oversee the performance measurement process for the Emergency Communication Center (ECC). The ECC collects and analyzes statistical information and compares it to historical data to determine agency performance quality.
- B. Designated performance measurement personnel and other staff will receive training, to promote understanding of general performance measurement concepts and implementation of specific measurement techniques.
- C. Activities and outcomes pertaining to the ECC that are regularly measured include, but are not limited to:
 - 1. Comparing the number of police incidents during the current and previous year to determine an increase or decrease in incidents.
 - 2. Comparing the number of E-phone calls handled during the current and previous year to determine an increase or decrease in E-phone calls.
 - 3. Comparing the number of 7-digit telephone calls handled during the current and previous year to determine an increase or decrease in 7-digit telephone calls.
- D. Data collected, analyzed, processed, and reported to the appropriate management, supervisory, and line personnel can be obtained by, but not limited to, the following sources:

1. Incident Listing, Day-Hour Reports, and various other reports drawn from the Risk Management and Safety (RMS).
 2. Statistical reports from the telephone system.
 3. Review of computer-aided dispatch (CAD) detail reports.
 4. Review of master logging recordings.
- E. Divisional meetings with other members of the Patrol Division will provide opportunities to discuss progress and receive feedback on projects, processes, and programs.

III. REVIEW OF CALL HANDLING TIMES

Call handling time data for emergency incidents are collected and analyzed monthly by the supervisory staff. Supervisors use call handling time to measure call center productivity, operational efficiencies, and agent performance. Supervisors determine the reasons for any early termination calls, inappropriate call transfers, unacceptable dispatch times, and longer than average call wrap-up times and discuss the incident(s) with the employee(s) involved and document those discussions in the departmental file.

IV. DOCUMENTED QUARTERLY REVIEW

On a quarterly basis, the supervisors submit a summary report to the Communications Manager, documenting the total number of emergency incidents, the percentage of incidents outside of the acceptable dispatch times, and training or remedial actions taken or policy changes that should be considered to address deficiencies. The review will address and document policy, training and remedial actions, if necessary.

V. PERFORMANCE MEASUREMENT NOTIFICATION

The Communications Manager will forward the Call Handling Time summary report information to the Deputy Chief of Support Service.