

Rockwall Police Department

Dispatch and Response Times

February 2022

Police Department

Average Response Time		
Priority 1		Number of Calls 129
Call to Dispatch	0:00:34	
Call to Arrival	0:05:05	
% over 7 minutes	21%	
Average Response Time		
Priority 2		Number of Calls 566
Call to Dispatch	0:02:04	
Call to Arrival	0:10:44	
% over 7 minutes	24%	
Average Response Time		
Priority 3		Number of Calls 53
Call to Dispatch	0:02:19	
Call to Arrival	0:11:19	
% over 7 minutes	55%	

Average dispatch response time goals are as follows:

Priority 1: 1 Minute

Priority 2: 1 Minute, 30 Seconds

Priority 3: 3 Minutes