




DIFFERENTIAL RESPONSE PROGRAM

A Process Improvement Team (PIT) was formed to review the Police Department's current Differential Response Program. The PIT was directed to look at twenty nine specific incident types and submit a recommendation on how to improve dispatch efficiency.

Listed below are the PIT's recommended changes to the Department's current response policy which are being implemented into the Differential Response Program. Using 2008 data, adopting these policy changes will reduce total dispatches by approximately 22,500 (7%), thus freeing officers' time for more proactive police work within the community.

- **ANIMAL – ANIMAL COMPLAINT** - Officers will not be dispatched if the animal is not aggressive and poses no immediate danger. The complainant will be referred to the SPCA or the Neighborhood Liaison Officer. 
- **CRDAM – CRIMINAL DAMAGE IN PROGRESS/JUST OCCURRED** - Officers will continue to be dispatched to offenses in progress. Officers will not be dispatched when the suspect is no longer on scene. The complainant will be referred to TCRU. *352-2960*
- **CRDAMR – CRIMINAL DAMAGE REPORT** - Officers will not be dispatched. The complainant will be referred to TCRU.
- **DRUG – DRUG INVESTIGATION** - Officers will not be dispatched. The complainant will be referred to Central Vice Control Section. Communications will make a general broadcast and a new incident type will be added to capture necessary data.
- **FIRWOR – FIREWORKS COMPLAINT** - Officers will not be dispatched. Communications will make a general broadcast.
- **FOUND – PROPERTY FOUND** - Officers will not be dispatched unless the found property is a weapon or contraband. Otherwise, the complainant will be referred to the Neighborhood Liaison Officer who will coordinate retrieval of the property. 
- **KIDS – JUVENILE COMPLAINT** - Officers will not be dispatched. The complainant will be referred to the Neighborhood Liaison Officer. 
- **LOST – PROPERTY LOST** - Officers will not be dispatched. The complainant will be referred to TCRU.

- MENACR – MENACING REPORT - Officers will not be dispatched. The complainant will be referred to TCRU.
- PANHAN – PANHANDLER - Officers will not be dispatched. The complainant will be referred to the Neighborhood Liaison Officer.
- PHONE – TELEPHONE HARASSMENT-THREAT - Officers will not be dispatched. The complainant will be referred to TCRU.
- PROSTI – PROSTITUTION INVESTIGATION - Officers will not be dispatched. The complainant will be referred to Central Vice Control Section. Communications will make a general broadcast and a new incident type will be added to capture necessary data. *352-2555*
- STALKR – STALKING REPORT - Officers will not be dispatched. The complainant will be referred to TCRU.
- THEFTR – THEFT REPORT - Officers will not be dispatched. The complainant will be referred to TCRU.

These revisions are effective Friday, January 1, 2010.