

Service Standard Index

The index is used by many police departments to determine future staffing needs for primary first responders, who are patrol officers whose main responsibility is to respond to calls to police. The ideal for a department is 60/40 target ration under this formula.

The 60/40 target ratio

Available time: 60 percent of an officer's time is free to patrol, community policing, neighborhood problem solving and community interaction.

Obligated time: 40 percent is in responding to calls and administrative duties.

79

Number of primary first responders in 2013

11

Number of additional primary first responders needed to reach the **CRITICAL** level

34

Number of additional primary first responders needed to reach the **IDEAL** level

Actual

The average number of calls an officer responds to in a year.

955

Critical

The average number of calls an officer would need to respond to in order to reflect a 50/50 ratio of available to obligated time.

795

Ideal

The average number of calls an officer would need to respond to in order to reflect a 60/40 ratio of available to obligated time.

636

Calculation

In addition to looking at the number of primary first responders Galveston had in 2013, the analysis also used these numbers:

34.33 minutes

average time a primary responder spends on a call

41%

percentage of calls requiring a backup officer

1,278 hours

number of officers available per year.