



The Executive Summary should be interpreted within the context of the complete engagement report.

BACKGROUND

The Aurora Police Department responds to calls for service as received by Aurora911.

This engagement focused on the process of calls for service for certain call types. We could not perform any work on the priority response times as data was unavailable for us to review.

SCOPE – Calls for service for the period of January 1, 2021, through March 13, 2023

August 2023

Calls for Service Response

OBJECTIVE - Determine the level of efficiency and effectiveness of APD response to specific calls for service, including alternate responses.

CONCLUSION - Based on the results of our engagement procedures, we conclude that Aurora Police should evaluate how it responds to specific call types and better utilize call data.

KEY RECOMMENDATIONS AND RESPONSE

Alarm Response – We recommend that APD evaluates how it responds to alarm calls and determines if an alternate response, such as a false alarm program, would reduce the number of false alarms and canceled calls.

Measure and monitor response times – We recommend that APD develops priority response time metrics, develops procedures to monitor those metrics, and develops a reporting process of the results. We also recommend that APD uses metrics to inform response changes and call for service priorities.

Canceled calls – We recommend that APD analyze Priority 1 canceled calls to identify significant drivers requiring operational changes.

Update policies and procedures – We recommend that APD and Aurora 911 update policies and procedures, including exceptions to online reporting.

Efficiency study – We recommend that APD review the prior efficiency studies and determine if any previous recommendations should be implemented. If there are response changes, we recommend that APD works with Aurora911 to implement the changes and communicates the changes with other stakeholders and residents.

Management Response

APD agreed with all recommendations, see the complete report for their detailed responses.

View the complete audit report: [Link](#)