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OFFICE OF INSPECTOR GENERAL

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Follow-up to OIG's Evaluation of the Chicago Police Department 911 Response Time Data Collection and Reporting

July 23, 2026

DAVID GLOCKNER | INSPECTOR GENERAL FOR THE CITY OF CHICAGO
TOBARA RICHARDSON | DEPUTY INSPECTOR GENERAL FOR PUBLIC SAFETY

I | Introduction

The Public Safety section of the City of Chicago Office of Inspector General (OIG) has completed a follow-up to its September 2023 evaluation of Chicago Police Department's (CPD) 911 Response Time Data Collection and Reporting.¹ In its 2023 report, OIG examined how often dispatched CPD members appropriately recorded timestamps when responding to 911 calls for service and factors contributing to missing response time data. Based on CPD's response, OIG concludes that CPD has fully implemented one, substantially implemented two, and not implemented two of the corrective actions related to the evaluation findings.

In its report, OIG found that CPD's data collection of 911 response times was incomplete, hindering analyses of response times for equity and efficiency. OIG found that the Department failed to record timestamps for various events throughout the dispatch and police response. Specifically, of 6.5 million dispatched 911 calls for police service from January 1, 2017, to December 31, 2021, CPD members recorded the time they arrived on-scene in less than half (49.3%) of the calls. OIG further found that CPD lacked monitoring systems to ensure that CPD members fully comply with response time recording requirements in CPD directives.

Based on the results of the evaluation, OIG made five recommendations to CPD intended to strengthen its collection of 911 response time data. In response to OIG's report and recommendations, CPD described corrective actions it intended to take. These included ensuring that officers were made aware of any changes to Department orders and stressing to officers the importance of communication throughout the dispatch process. CPD also noted the existence of a working group comprised of members from OPSA, OEMC, and CPD with the goal of developing and implementing a new Computer Aided Dispatch (CAD) system, which CPD said would address OIG's recommendations regarding CPD's response time data collection. CPD also reported that it planned to provide all members cell phones with CAD and GPS capabilities.²

In April 2026, OIG inquired about the status of corrective actions taken by CPD in response to the recommendations above. Based on CPD's response, OIG concludes that CPD has implemented corrective actions to varying degrees. Of the recommendations made by OIG in its original 2023 report, CPD has fully implemented one; ensuring all vehicles that respond to 911 calls are equipped with equipment to enable use of its forthcoming new CAD system (Recommendation 4). Further, CPD has substantially implemented OIG's recommendation to develop a new CAD system, expected in Fall 2026 (Recommendation 3), and substantially implemented OIG's recommendation to evaluate response time data for operational improvements (Recommendation 5).

While CPD has made progress related to the above recommendations, it has not implemented two recommendations related to improving members' entry of response times. We note, however, that these recommendations may not be necessary once CPD completes implementation of the new CAD system, planned for the Fall of 2026. That system will reduce or eliminate the manual entry of on-scene times by members. The two recommendations that CPD has not implemented were:

- that CPD review its policy and provide guidance to members that reinforces the obligation to record response times (Recommendation 1). CPD originally agreed to review its

¹ City of Chicago Office of Inspector General, "Chicago Police Department 911 Response Time Data Collection and Reporting," September 6, 2023, <https://igchicago.org/publications/chicago-police-department-911-response-time-data-collection-and-reporting/>.

² City of Chicago Office of Inspector General, "Chicago Police Department 911 Response Time Data Collection and Reporting,"

“U01-06: Portable Data Terminal” policy and its communication with members regarding timely entry of Police Computer Aided Dispatch (PCAD) statuses and make changes as necessary. However, in response to this follow-up, CPD reported that no changes to “U01-06: Portable Data Terminal” or its training on recording response times had been made as of April 2026, and;

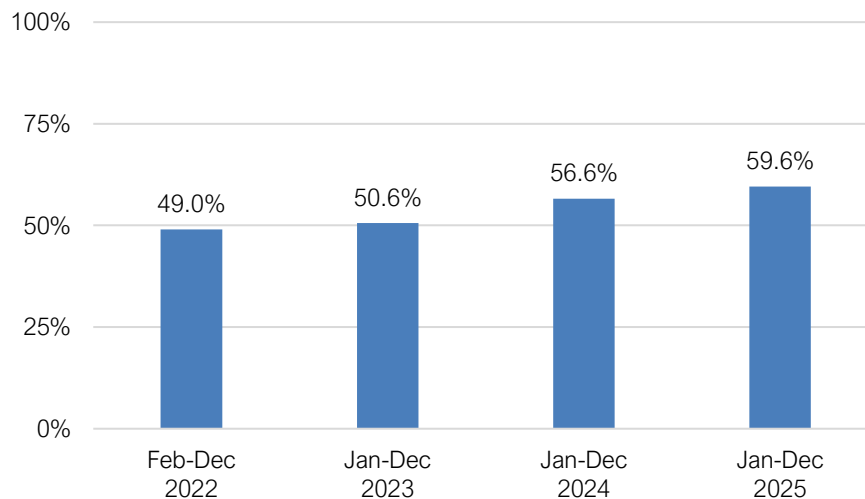
- that CPD audit response time data for compliance with Department policies (Recommendation 2). In its original response, CPD acknowledged the importance of auditing Police Management Information System (PMIS) data for completeness, but cited resource limitations and other priorities as reasons this audit had not been conducted. In response to this follow-up, CPD reported that it had not conducted an audit of response time data completeness.

Should the implementation timetable for the new CAD system slip, we encourage CPD to revisit its decision not to implement these recommendations.

CPD Progress for Recording On-Scene Time

In addition to reviewing CPD’s corrective actions, OIG conducted a follow-up analysis to examine the completeness of CPD’s recording of on-scene times since its original period of analysis. OIG examined 4,829,272 dispatched 911 calls for police service from February 1, 2022, through December 31, 2025.³ As seen in Figure 1 below, the frequency with which CPD members record their arrival on-scene increased slightly each year, from 49.0% to 59.6% since OIG’s original inquiry.

Figure 1: On-Scene Time Completion Rates, 2022-2025



Source: OIG Analysis

Despite some improvement, CPD has not met the targets identified in a settlement agreement regarding its collection of 911 response times. In 2011, the Central Austin Neighborhood Association (CANa) and the American Civil Liberties Union (ACLU) of Illinois filed a lawsuit against the City of Chicago and CPD alleging discriminatory police deployment in 911 calls.⁴ During the

³ 911 calls with a CPD dispatch for January 2022 are not included in this analysis because the data was unavailable.

⁴ *Central Austin Neighborhood Association v. City of Chicago*, 11 CH 37299, (COOCC 2011), accessed May 21, 2026, <https://www.aclu-il.org/cases/cana-v-city-chicago/>.

course of litigation, CANA and ACLU of Illinois obtained CPD response time data which showed incomplete data entry for the on-scene response time data field. In October 2021, the parties reached a settlement agreement which included stipulations to increase the percentage of calls with a recorded time in which CPD arrived on scene. Specifically, the settlement agreement states, “Within one year of this Agreement, the City will use its best efforts to obtain on-scene response times for at least 70% of calls. Within three years, the City will use its best efforts to obtain on-scene response times for at least 80% of calls.” As seen in Figure 1 above, four years since the agreement, CPD recorded on-scene times for just under 60% of dispatched 911 calls in 2025. The City also agreed to publicly report 911 response time data, provided on an online dashboard managed by OPSA which displays information such as average on-scene time by District.⁵

In the following section, OIG summarizes the results of its follow-up review, discussing the implementation status for each recommendation made in its original report.

We thank the staff and leadership of CPD for their cooperation during OIG’s original 2023 evaluation and responsiveness to OIG’s follow-up inquiry.

⁵ Office of Public Safety Administration, “Central Austin Neighborhood Association Calls for Service Data Agreement,” accessed May 21, 2026, <https://cana-chicagopd.hub.arcgis.com/>.

II | Follow-Up Results

In April 2026, OIG conducted a follow-up to its September 2023 evaluation of Chicago Police Department 911 Response Time Data Collection and Reporting.⁶ CPD responded by describing the corrective actions it has taken and providing supporting documentation. Below, OIG summarizes its original finding, the five associated recommendations, and the status of CPD's corrective actions.

Finding: CPD's data collection of 911 response times is incomplete, limiting analyses of CPD's 911 response and hindering data-informed operational improvements, including to the efficiency and equity of police service

OIG Recommendation 1 |

CPD should review the contents of its policy "U01-06: Portable Data Terminal" and provide guidance to members that reinforces their responsibility for the timely entry of PCAD statuses and timestamps throughout the event dispatch process, such as through Academy and field training, job supervision, and clear written guidance.

State of Corrective Action 1 | Not Implemented

In response to OIG's original report, CPD agreed to review its "U01-06: Portable Data Terminal" policy to determine—and subsequently make—any necessary edits.⁷ CPD also noted that it would review and determine whether changes were needed in how it communicates the importance of timely entry of PCAD statuses to members. CPD further committed to determine if its Training and Support Group (TSG) should revise training to ensure that officers are aware of the importance of communication and notified of any changes to policy.

In its response to OIG's follow-up inquiry, CPD reported that it had not made any changes to the directive "U01-06: Portable Data Terminal," and thus, no changes were made to its training, which tracks existing policies. However, CPD agreed that if future policy changes were made pertaining to use of the CAD system, lesson plans would be revised accordingly. CPD also reported that it has phased out the previous PDT, a laptop, and officers now access PCAD by connecting Department-issued cellphones to a docking system in CPD vehicles. OIG notes that "U01-06: Portable Data Terminal" has not been revised to account for this equipment change.

Separate from any future policy changes, CPD also stated in response to OIG's follow-up that, "[i]n the short term...instructors will be requested to verbally reinforce the importance of timely entry of CAD statuses..." and, "[i]n the long term, the Training and Support Group has committed to incorporating this concept into future lesson plan updates."

OIG Recommendation 2 |

CPD should coordinate with OEMC to audit PMIS data for completeness to ensure compliance with the response time data entry requirements of CPD policy.

⁶ City of Chicago Office of Inspector General "Chicago Police Department 911 Response Time Data Collection and Reporting."

⁷ Chicago Police Department, "Portable Data Terminal," February 22, 2012, accessed June 9, 2026 <https://directives.chicagopolice.org/#directive/public/6280>.

State of Corrective Action 2 | Not Implemented

In response to OIG's original report, CPD acknowledged that an audit of PMIS data for completeness would be a way to assess CPD members' compliance with response time reporting obligations and agreed to review the extent to which it could complete such an audit.

In its response to OIG's follow-up inquiry, CPD reported that its Audit Division had not conducted an audit of PMIS data, citing the prioritization of audits in pursuit of compliance with the Consent Decree.⁸ As a result, CPD reported that it had no results or documentation pertaining to this recommendation. CPD acknowledged the importance of the importance of this type of audit and said it would continue to consider how to implement this recommendation. OIG notes that technological improvements of the forthcoming CAD system may reduce or eliminate the need for such an audit. Specifically, the new CAD system's ability to automatically record on-scene times may negate the need to audit members' data entry practices.

OIG Recommendation 3 |

CPD should collaborate with OPSA in the development and implementation of any new CAD system to optimize the user interface to reduce barriers to CPD members' consistent entry of status updates in real time.

State of Corrective Action 3 | Substantially Implemented

In response to OIG's original report, CPD stated that a working group had already been formed to develop and implement a new CAD system. The working group, comprised of CPD, OPSA, and OEMC, would focus on the implementation of the system and how it works within and across the three Departments.

In its response to OIG's follow-up inquiry, CPD reported that the collaboration between CPD, OPSA, and OEMC had resulted in the development of a new CAD system. The new system is scheduled to launch Department-wide in Fall 2026, with the goal of bettering data collection, accuracy, and transparency through its enhanced functionality. Per CPD, "automated on scene update functionality in the new system should reduce barriers to CPD members entering status updates." CPD advised OIG that it will add automated on-scene functionality to the existing CAD system during the period before implementation of the new CAD system. As of July 2026, CPD advised that it is ready to apply this functionality but has formed a working group to address remaining questions concerning how close officers must be to an event to be recorded as on-scene. CPD also stated that it has plans for additional system updates intended to "provide clearer distinctions between when assignments are created and when units are dispatched," which it asserted will improve data quality and enable "more reliable analysis of response times."

In response to OIG's follow-up inquiry, CPD noted that in-person training and eLearning courses had already begun in preparation for the launch of the new CAD system, and reported that as of March 1, 2026, over 600 CPD members had received in-person training at the CPD Training Academy to act as subject matter experts on the new system. Finally, CPD reported that, following the launch of the new CAD system in Fall 2026, it will continue to collaborate with OPSA and OEMC to align operational practices and "to maximize the effectiveness of the system's enhanced reporting capability."

⁸ Consent Decree, *State of Illinois v. City of Chicago*, No. 17-cv-6260 (N.D. Ill. Jan. 31, 2019).

OIG Recommendation 4 |

CPD should ensure that all vehicles that respond to 911 calls are equipped with a PDT device, or equivalent equipment to enable use of the new CAD system.

State of Corrective Action 4 | Fully Implemented

In response to OIG's original report, CPD stated that it was moving towards equipping all CPD members with phones containing CAD and GPS-enabled software, and as it rolled out the new equipment, the Department would continue to discuss when non-patrol Members would also receive the equipment.

In response to OIG's follow-up inquiry, CPD reported that PDT devices in Department vehicles were being phased out. CPD reported that every vehicle eligible to receive a dispatch through CAD has been equipped with a keyboard and display screen, which interfaces with members' Department-issued cell phones to access the CAD system. CPD reported that as of March 16, 2026, all district officers, including those assigned to Patrol and tactical teams, as well as Detectives and members assigned to bicycle and transit units, have been issued a compatible cell phone that can access the CAD system. CPD anticipates that all members will be issued CAD compatible cell phones by the end of 2026.

OIG Recommendation 5 |

To comprehensively evaluate response time data for operational improvements, CPD should:

- a) analyze data for each time interval in the dispatch process, not only time from Dispatch to On-scene, and
- b) evaluate methodological best practices in calculating police response times and consider how methodological decisions will impact the reported results of its analyses, such as:
 - i. how missing data impacts response times analyses;
 - ii. how response times are calculated for a single emergency event that is called into 911 multiple times, and;
 - iii. how response times are calculated for jobs where multiple CPD units are dispatched to a single event.

State of Corrective Action 5 | Substantially Implemented

In response to OIG's original report, CPD agreed to evaluate response time data and to consider OIG's recommendation as it developed evaluative criteria, but did not commit to fully adopting this recommendation, citing technological and bandwidth constraints at that time.

In response to OIG's follow-up inquiry, CPD reported that the Workforce Allocation Study conducted by Matrix Consulting Group analyzed CPD's response time data using service calls from 2024.⁹ The study examined response times by CPD District and call priority, finding that the median response time for the highest priority level (1A) calls for police service was 11 minutes and that District 007 (Englewood) had the shortest median 1A call response time of 7.8 minutes while District 004 (South Chicago) had the longest 1A call median response time at 18.8 minutes.¹⁰

⁹ Matrix Consulting Group "Report on the Workforce Allocation Study," pp. 48-53, March 27, 2026, <https://engage.zencity.io/chicagopolice/en-US/projects/workforce-allocation-study>.

¹⁰ Matrix Consulting Group "Report on the Workforce Allocation Study," p. 49, 52.

III | Conclusion

In its 2023 report, OIG found that CPD's data collection of 911 response times was incomplete, as the Department failed to record on-scene times for over half of 911 calls. In this follow-up inquiry, OIG found that data completeness for on-scene times has somewhat increased. CPD has made efforts to improve its 911 response time data collection (Recommendations 3 and 4), including collaborating with OPSA and OEMC to develop a new CAD system that will have enhanced functionality to automatically record on-scene times. CPD has equipped all vehicles that respond to 911 calls for service with the hardware necessary for the roll out of the new CAD system in Fall 2026 and begun training members on the new system. Additionally, CPD has made progress in its evaluation of response times (Recommendation 5) to inform operational improvements through the Workforce Allocation Study by Matrix Consulting Group.

While CPD has not revised its policy or training to increase guidance for members on the importance of recording response times (Recommendation 1) and has not conducted an audit of PMIS data for completeness (Recommendation 2), CPD's newly developed CAD system, anticipated in the Fall of 2026, promises system changes for enhanced functionality which may eliminate the need for improved guidance for or auditing of members' recording of response times. However, updates to policy and training will be important to ensure appropriate use of the new system and technology. OIG urges CPD to continue its efforts to improve the completeness of 911 response time data as it implements the new CAD system.

Appendix A | CPD Response



Brandon Johnson
Mayor

Department of Police · City of Chicago
3510 S. Michigan Avenue · Chicago, Illinois 60653

Fred Waller
Interim Superintendent of Police

July 17, 2026

Tobara Richardson
Deputy Inspector General for Public Safety
Office of Inspector General
231 S. LaSalle Street, 12th Floor
Chicago, IL 60604
TRichardson@igchicago.com

Re: Follow Up to OIG's Evaluation of CPD 911 Response Time Data Collection and Reporting

Dear Deputy Inspector General Richardson:

In response to your email dated July 1, 2026, this letter provides CPD's updates since April 28, 2026, with respect to the Follow Up to OIG's Evaluation of the Chicago Police Department 911 Response Time Data Collection and Reporting.

Specifically, under Recommendation 3, the automated on-scene functionality implemented within the current CAD system, the Office of Public Safety Administration (OPSA) reports that the technical side of the system is ready. However, an open issue remains with respect to how close an officer needs to be to an event for the system to register the officer as on scene. The Information Systems Development Group (comprised of OPSA technology personnel and CPD leadership) has designated a working group to evaluate this matter and make a recommendation on how to resolve.

The goal is still to have this automated functionality active as an interim measure within the current system ahead of the rollout of the new CAD system. CPD, OPSA, and OEMC will continue to collaborate on the development of and preparation for the new CAD system. CPD appreciates the acknowledgement that this recommendation has been substantially implemented and looks forward to setting a go-live date for the new system in the near future.

With respect to Recommendations 1 and 2, which OIG concluded were not implemented, CPD agrees with OIG's assessment that the new CAD system will reduce or eliminate the need to focus limited resources on auditing and reinforcing manual response tracking due to the new CAD system's improved functionality. CPD additionally thanks OIG for recognizing that Recommendation 4 has been fully implemented. CPD will maintain its issuance of CAD enabled cell phones. As to Recommendation 5, which OIG concluded has been substantially implemented, CPD will continue to assess the results of the Workforce Allocation Study released in March 2026 and derive operational improvements from the study's recommendations.

Best regards,

A handwritten signature in black ink, appearing to read "Scott Spears".

Scott Spears
General Counsel
Office of the Superintendent

Emergency and TTY: 9-1-1 · Non Emergency and TTY: (within city limits) 3-1-1 · Non Emergency and TTY: (outside city limits) (312) 746-6000

E-mail: police@cityofchicago.org · Website: www.cityofchicago.org/police



Riayn Greene
Performance Analyst

Dana Westley
Chief Performance Analyst

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Talk to Us
(833) TALK-2-IG/(833) 825-5244
talk2ig@igchicago.org
igchicago.org/talk2ig

OIG Business Office
(773) 478-7799

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