APD Calls for Service Analysis

Reimagining Public Safety Task Force
November 5, 2020

"Analysis of calls for service data provides a huge and largely untapped opportunity for researchers and practitioners to inform and transform policy and practice."

- Vera Institute of Justice, July 2019

The 911 Call Processing System: A Review of the Literature as it Relates to Policing

Key areas of opportunity

Deep dive into specific initial and updated call problems

Inform a pilot of alternate responses

Strengthen data collection and analysis ***

*** key challenges - Regional governance through Capital Area Council of Governments (Feb 2020 City Auditor report). Key important "muscle" memory developed by call takers and dispatcher.

Agenda

1. Data analysis project plan & progress
2. About Calls for Service data
3. Insights & dashboards
4.

Appendix - references, definitions, and extra dashboards

Analysis goals

Get as clear a picture of our local reality as possible.

As much as possible, work to create a transparent, jointly held understanding of how the calls for service data works.
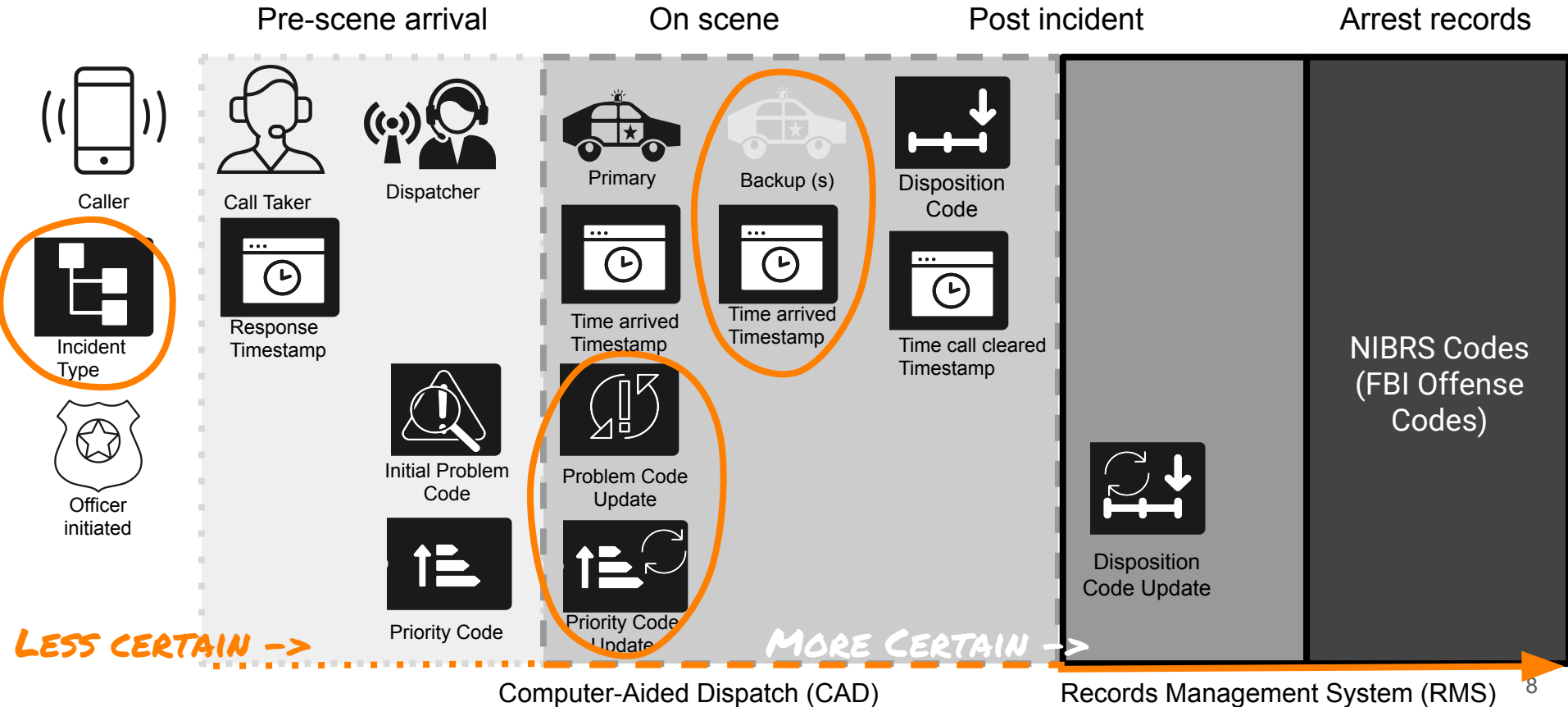
Set up dashboards to assist the Austin community answer their lines of inquiry as we co-creatively reimagine public safety.

What we've done from Aug 6 to today

1. ✅ Extending the dashboards to longer time horizons
2. ✅ (*some*) Call problem transformation - continue w/ RMS data
3. ✅ (*some*) Call outcomes - continue w/ RMS data
4. ✅ (*some*) False Alarm - continue analysis; consider how modeling and prediction can help
5. ⏸ (in progress) Location based analysis
6. ⏸ (in progress) Gentrification maps and calls for service correlation
7. ✅ Incident-level analysis - range of officer count per incident/ range in types of incidents.
8. Journey maps - a day in the life of an officer responding to calls
9. Open Data - Dallas and San Antonio each have slightly different representation of calls for service data in their open data portal

About the data

Process + data from an administratively-built system with data reliability issues, where problem definition certainty changes over time

Pre-scene arrival | On scene | Post incident | Arrest records

Caller

Incident Type

Officer initiated

Call Taker

Dispatcher

Response Timestamp

Initial Problem Code

Priority Code

Primary

Backup (s)

Time arrived Timestamp

Time arrived Timestamp

Problem Code Update

Priority Code Update

Disposition Code

Time call cleared Timestamp

Disposition Code Update

NIBRS Codes (FBI Offense Codes)

Less certain ->

More Certain ->

Computer-Aided Dispatch (CAD)

Records Management System (RMS)

Key lessons

Calls for service involve situational ambiguity.

Data elements from the Computer-Aided Dispatch (CAD) system were not designed with analysis in mind, creating significant data variability and reliability issues.

It is easy to first look at high volumes, but there is also a long tail of small volume, diverse problem categories that may have high importance.

"Report Written" from the CAD system is not a complete proxy for crime. (*2019 CAD data showed 121k incidents with the "Report Written" disposition code. 2019 Crime Report data showed 107k incidents, amongst which we found 4000 records matching CAD records identified as "No Report Written."*)

A complete outcome analysis requires working backwards from the Records Management System (RMS) and connect to CAD data, cleaning and matching data.

Meanwhile, we are transitioning to the new national methodological crime classification. The old UCR method a single "highest offense" category,. The new NIBRS system categorizes all crimes involved in an incident, and rolls them up into 3 main categories - crimes against person, property, and society.

On referencing this data for reimagining…

Be cognizant of situational ambiguity.
  (*what callers, call-takers, and officers think something is; how the situation is framed through law enforcement vocabulary; how incidents escalate or de-escalate before or after arriving on scene; how investigation on scene may change the nature of the problem category*)

Be cognizant of data variability and reliability.
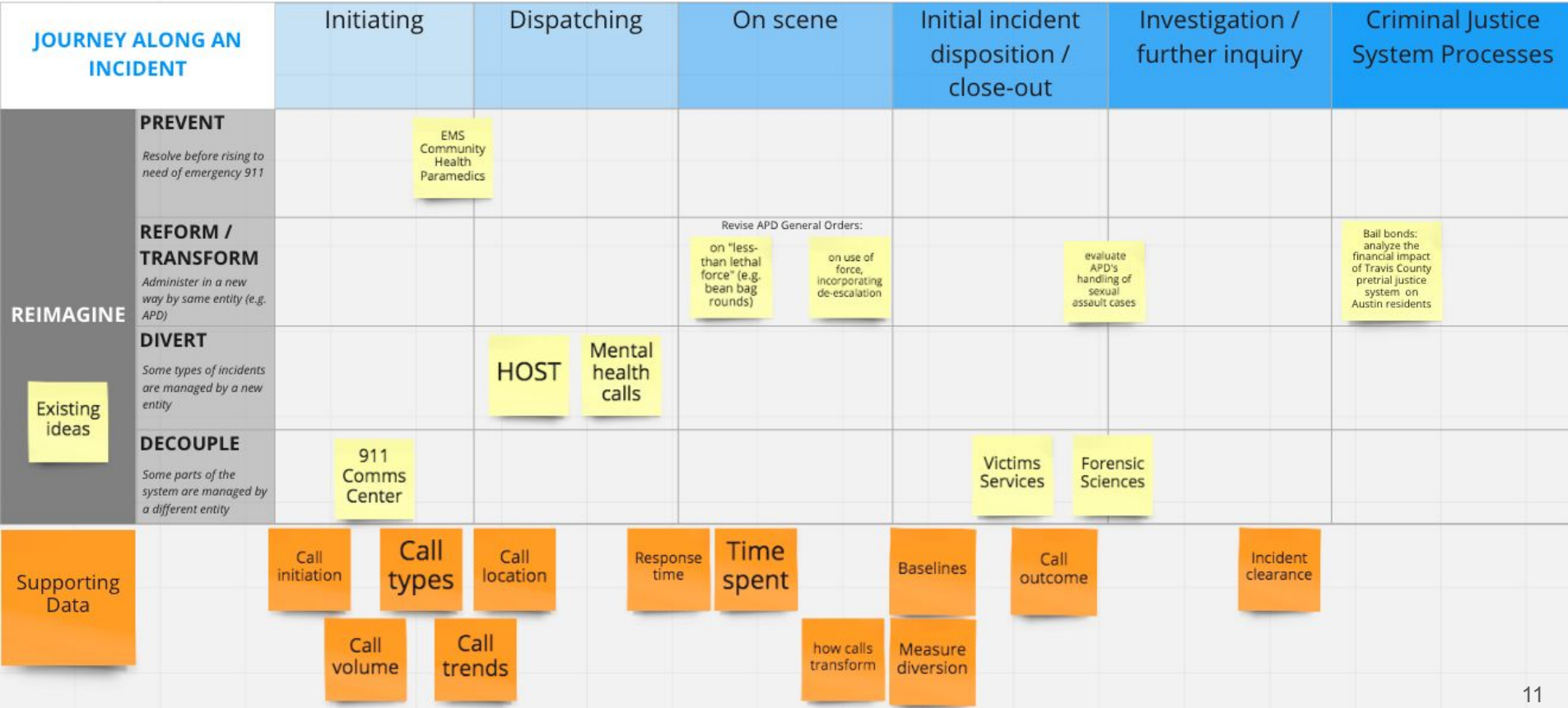 (*how data is created, how the system's categories have changed over 16 years*)

Inform a future-oriented exploration of "what could be," rather than seeking strict statistical validity.
  (*Think in terms of patterns, flows, journeys, orders of magnitude, intervention points, potential hypotheses, and/or measuring the success of pilots, rather than specific percentage points.*)

How might calls for service data inform re-imagining?

JOURNEY ALONG AN INCIDENT		Initiating	Dispatching	On scene	Initial incident disposition / close-out	Investigation / further inquiry	Criminal Justice System Processes
REIMAGINE	**PREVENT** — *Resolve before rising to need of emergency 911*		EMS Community Health Paramedics				
	REFORM / TRANSFORM — *Administer in a new way by same entity (e.g. APD)*			Revise APD General Orders: on "less-than lethal force" (e.g. bean bag rounds); on use of force, incorporating de-escalation		evaluate APD's handling of sexual assault cases	Bail bonds: analyze the financial impact of Travis County pretrial justice system on Austin residents
	DIVERT — *Some types of incidents are managed by a new entity*		HOST / Mental health calls				
	DECOUPLE — *Some parts of the system are managed by a different entity*	911 Comms Center			Victims Services / Forensic Sciences		
Existing ideas							

Supporting Data: Call initiation | Call types | Call location | Call volume | Call trends | Response time | Time spent | how calls transform | Baselines | Measure diversion | Call outcome | Incident clearance

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Insights & Dashboards

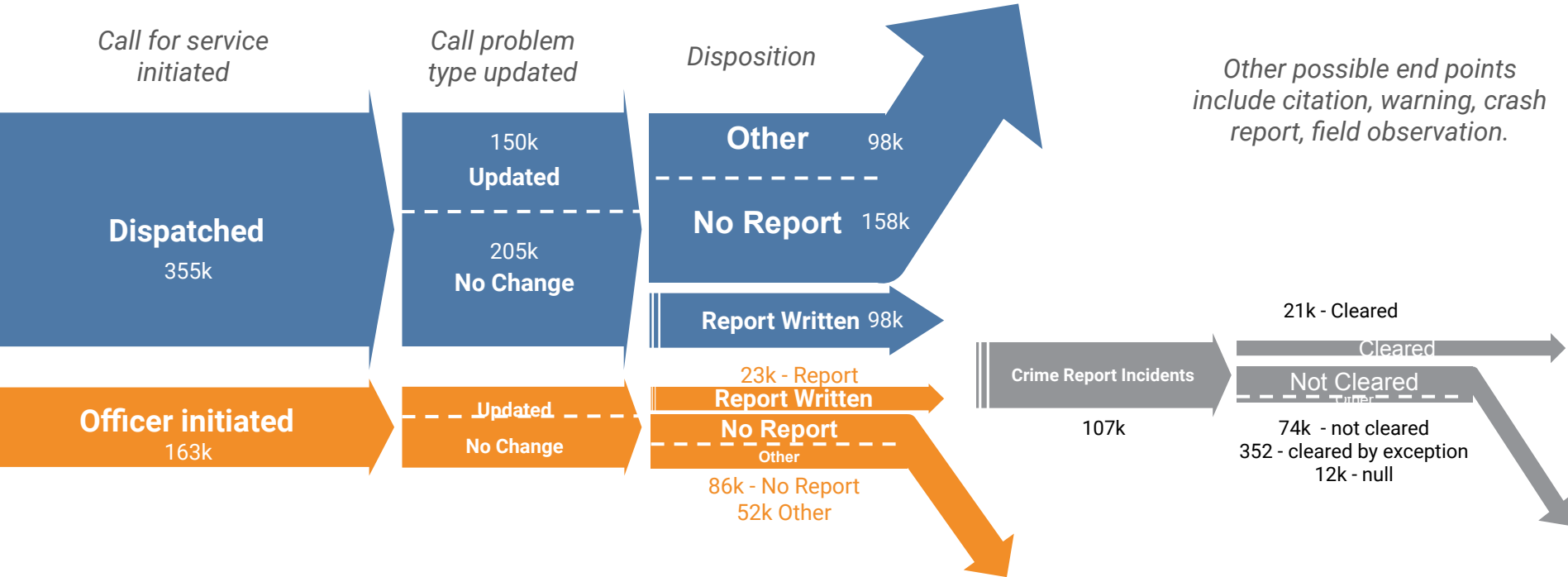# Call Transformation: 2019 Calls for Service vs 2019 Crime Report Data

517,643 total calls, of which:

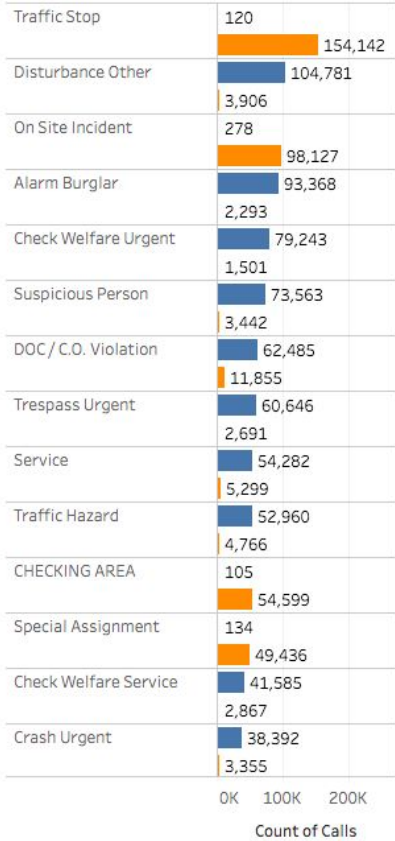**35% get updated call problem type**   **24% get a report written**   **21% are in crime report data**   **4% are cleared by arrest**
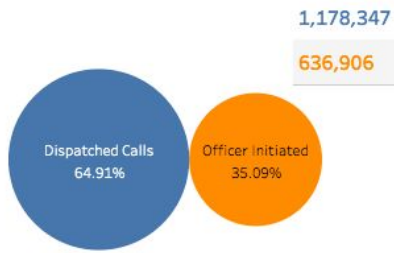
Call for service initiated

Call problem type updated

Disposition

Other possible end points include citation, warning, crash report, field observation.

Dispatched
355k

150k
Updated

205k
No Change

Other   98k

No Report   158k

Report Written   98k

Officer initiated
163k

Updated

No Change

23k - Report
Report Written

No Report

Other

86k - No Report
52k Other

Crime Report Incidents

107k

21k - Cleared

Cleared

Not Cleared
Other

74k - not cleared
352 - cleared by exception
12k - null

Source: Computer-Aided Dispatch (CAD)

Source: Crime Report - Open Data Portal

APD CALLS FOR SERVICE TRENDS: JANUARY 2017- JUNE 2020
DISPATCHED VS. OFFICER INITIATED

Category of Calls - List View
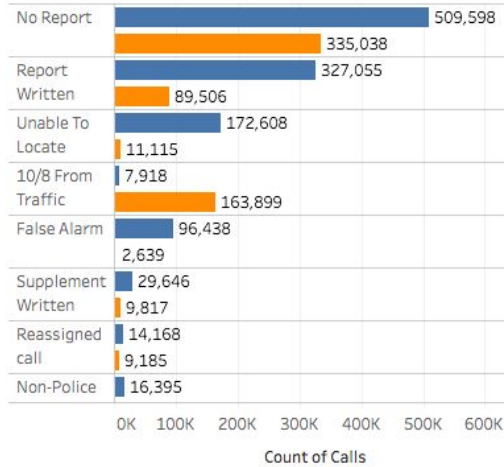
Category	Count
Traffic Stop	120
	154,142
Disturbance Other	104,781
	3,906
On Site Incident	278
	98,127
Alarm Burglar	93,368
	2,293
Check Welfare Urgent	79,243
	1,501
Suspicious Person	73,563
	3,442
DOC / C.O. Violation	62,485
	11,855
Trespass Urgent	60,646
	2,691
Service	54,282
	5,299
Traffic Hazard	52,960
	4,766
CHECKING AREA	105
	54,599
Special Assignment	134
	49,436
Check Welfare Service	41,585
	2,867
Crash Urgent	38,392
	3,355

Count of Calls

Count of Calls for Service

1,178,347

636,906

Dispatched Calls 64.91%

Officer Initiated 35.09%

Count of Calls by Priority

Priority	Count
0	115,857
	2,258
1	202,684
	3,421
2	539,280
	29,327
3	320,521
	601,779

Count of Calls

Calls Received by hour of the day

44,473 ... 51,311
30,155 ... 37,764

Count of Calls by Disposition

Disposition	Count
No Report	509,598
	335,038
Report Written	327,055
	89,506
Unable To Locate	172,608
	11,115
10/8 From Traffic	7,918
	163,899
False Alarm	96,438
	2,639
Supplement Written	29,646
	9,817
Reassigned call	14,168
	9,185
Non-Police	16,395

Count of Calls

Count of Calls by Police Sectors

Sector	Count
ADAM PD	134,047
APT	36,080
BAKER PD	138,196
CHARLIE PD	111,428
DAVID PD	161,277
EDWARD PD	155,762
FRANK PD	140,156
GEORGE PD	105,167
HENRY PD	105,769
IDA PD	127,553

Count of Calls

Time Spent Analysis

Avg. Response Time: 8.96, 10.08, 17.56, 52.29, 5.70, 5.87, 13.97, 4.06 (0 1 2 3 0 1 2 3)

Avg. Time on Scene: 56.97, 46.18, 34.90, 39.14, 51.83, 41.19, 33.80, 80.74 (0 1 2 3 0 1 2 3)
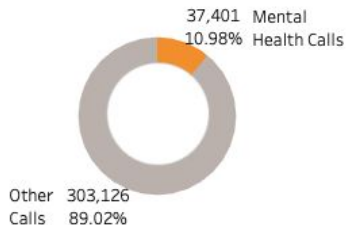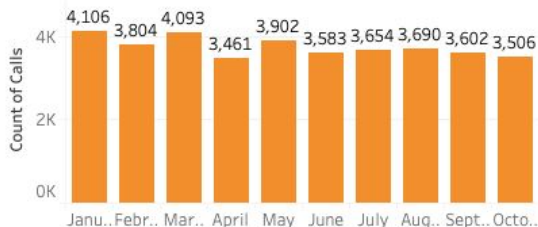
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Orienting to the data - top insights

1. 41% of police officer time is spent on **priority 3** calls (life or property not at risk, immediate response not required), which account for 51% of total calls.

2. **65%** of all calls for service are **dispatched**. 35% are **officer-initiated**.

3. Top initial call problem by volume for **dispatched** calls are: Disturbance other, Alarm Burglar, Check Welfare Urgent, Suspicious Person, and DOC/C.O. Violation (any city ordinance violation that requires a law enforcement response.)
   (Initial call problem is determined through the information provided by community members when they call 911. Data cannot necessarily tell you what that is like.)

4. Top initial problem category for **officer-initiated** calls are Traffic Stop, Onsite Incident, Checking Area, Special Assignment, and Directed Patrol

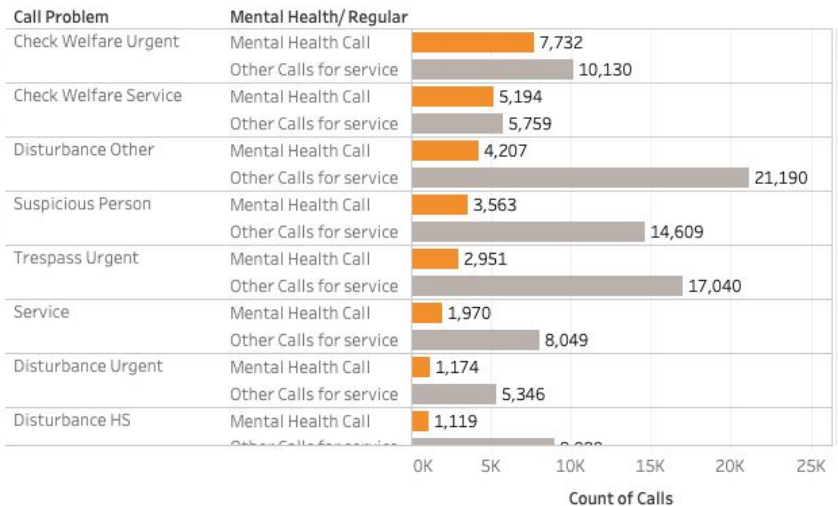# Mental Health Call Flag - January 2020 - October 2020

Count of Calls for Service

37,401 Mental Health Calls — 10.98%

Other Calls — 303,126 — 89.02%

Count of Mental Health Calls by Month

Month	Count
Janu..	4,106
Febr..	3,804
Mar..	4,093
April	3,461
May	3,902
June	3,583
July	3,654
Aug..	3,690
Sept..	3,602
Octo..	3,506

Count of Calls by Initial Problem Category

Call Problem	Mental Health/ Regular	Count of Calls
Check Welfare Urgent	Mental Health Call	7,732
	Other Calls for service	10,130
Check Welfare Service	Mental Health Call	5,194
	Other Calls for service	5,759
Disturbance Other	Mental Health Call	4,207
	Other Calls for service	21,190
Suspicious Person	Mental Health Call	3,563
	Other Calls for service	14,609
Trespass Urgent	Mental Health Call	2,951
	Other Calls for service	17,040
Service	Mental Health Call	1,970
	Other Calls for service	8,049
Disturbance Urgent	Mental Health Call	1,174
	Other Calls for service	5,346
Disturbance HS	Mental Health Call	1,119
	Other Calls for service	

Calls Received by Hour of the Day

12,449 ... 14,129

1,414 ... 1,692

Count of Mental Health Calls by Top Disposition Categories

Disposition	Count of Calls
Report Written	15,962
No Report	11,573
No Report MH	2,805
Supplement Written	1,232
Non-Police Matter	409

Average Response Time by Priority

Priority		
0	Mental Health 9.08	Other Calls 7.86
1	Mental Health 10.95	Other Calls 8.70
2	Mental Health 18.02	Other Calls 17.40
3	Mental Health 49.39	Other Calls 19.32
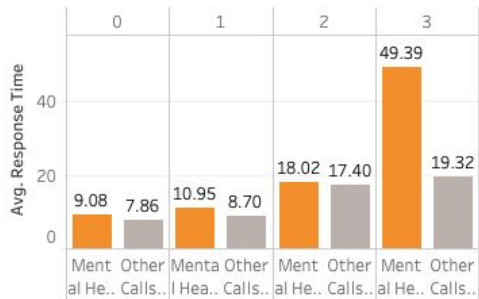
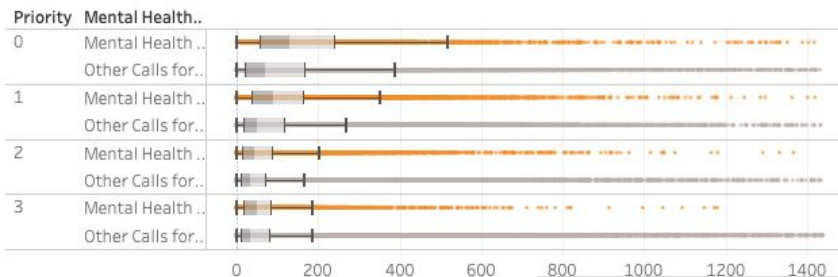## Range of Police Officers Assigned per Each Mental Health Call
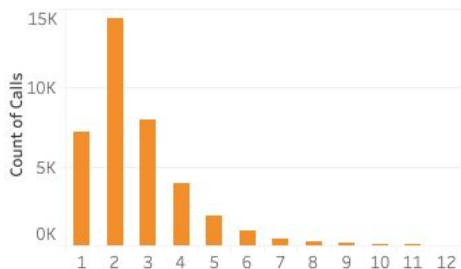
Distribution of Total Time on Scene for Primary and Backup Officers by Call Priority

Priority	Mental Health..
0	Mental Health ..
	Other Calls for..
1	Mental Health ..
	Other Calls for..
2	Mental Health ..
	Other Calls for..
3	Mental Health ..
	Other Calls for..

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49% of "Disturbance Other" calls were updated to …

29% of "Suspicious Person" were updated to..

55% of "Check Welfare Urgent" calls were updated to...

Comparing 911 data to gentrification patterns

City wide median for *"disturbance other"* calls is 6.5 per 100 calls. This is not distributed equally across different neighborhoods across Austin.

A majority of non gentrifying neighborhoods (76 out of 121), have below median *"disturbance other"* calls.

A majority of neighborhoods that are "susceptible to gentrification" (29 out of 33) have above median *"disturbance other"* calls, with calls ratio ranging up to 14 per 100 calls. These neighborhoods show patterns around some repeat properties receiving as many as 16 calls in a month.

What happens after the call - the disposition patterns - remains pretty constant across all neighborhood types.

2016 gentrification map,
UT Uprooted Report

Continued Loss
Late
Dynamic
Dynamic (Rent Data)
Early: Type 1
Susceptible
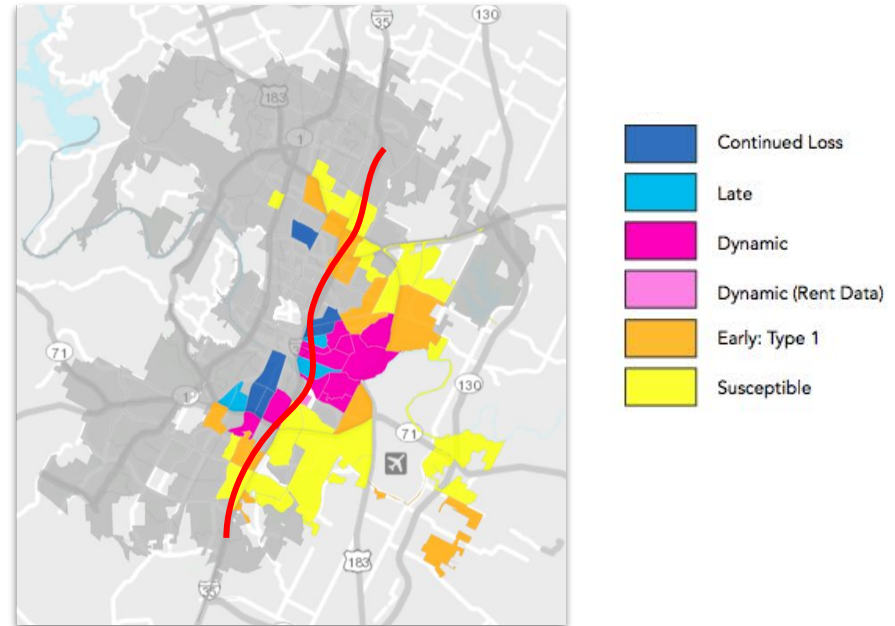
Appendix / Definitions

Priority definitions

Priority 0 - An incident involving physical harm or injury to person or property, which is **in progress and/or all involved parties are still on scene**. (E.g. shooting/stabbing)

Priority 1 - An incident involving physical harm or perceived threat to person(s) or property, which **just occurred and/or suspect(s) may still be in the area; where a quick response might aide in apprehension**. (E.g. robbery)

Priority 2 - In progress property crimes or just occurred crimes against persons. An incident warranting a rapid police response, however, **poses a minimal threat or no immediate threat, which either is in progress or just occurred**. (E.g. Suspicious Person)

Priority 3 - Incidents where life or property is **not at risk** and an **immediate police response will not likely prevent further injury, loss of property or adversely affect an investigation**. (E.g. DOC/City Ordinance Violation)

Priority 4 - Incidents where **a police response is not required**, however, the **incident does require the documentation and/or dissemination of information** to law enforcement personnel.

Disposition definitions

0 – Reassigned Call: The call was reassigned (CAD system does not provide the reason)

1 – Report Written: An officer wrote a report for the call

2 – Supplement Written: An officer wrote a supplement either to the report or another report

3 – UTL: Unable to locate the complainant

4 – False Alarm: When a Burglar or Robbery Alarm was not an actual break-in or robbery.

5 – Non-Police Matter: Civil Matter

6 – No Report: The officer did not write a report

8 – 10/8: Back in Service from a call for service or a Traffic Stop

10 – District Representative: Call transferred to a District Representative

11 – Report Written MH: Mental Health component to the call and the officer wrote a report

12 – No Report MH: Mental Health component to the call and the officer did not write a report

C – Cancelled Incident: The complainant cancelled police response before officers arrived on scene

P – Primary Unit will advise: Should not be used as a disposition

T – Test Call: Used during testing or training at Emergency Communications.

N – No 911 Call Entered: The complainant cancelled the call prior to the 911 Operator entering the calls for patrol response.

Disposition - Report Written

What triggers the requirement for a report to be written?

APD has a general order on Incident Reporting and Documentation (G.O. 402). In part, the order states, "An incident number will be assigned and all required fields completed during documentation anytime an employee observes or receives any information concerning the following, but not limited to:

a)   Criminal or suspected criminal offenses, regardless of the victim's level of cooperation.

b)   Citizen complaints of non-criminal incidents requiring action by the police.

c)   Self-initiated stops

d)   When Crime Scene personnel are assigned to an incident that was first initiated or responded to by sworn personnel and no tele-serve report has been made.

e)   Crashes involving bicyclists will be investigated and reported as defined in Section 34.3 Crash Investigation.

f)   Any other situation where documentation is required by law or another section of departmental general orders.

If in doubt as to whether an incident should be documented, employees shall confer with a supervisor."

This section does not include traffic crash reports, which are mandatory for crashes requiring a vehicle tow or when there are injuries. Additionally, citations document traffic stops and Field Observation reports document subject stops and other instances when a full report is not required.

Disposition - Report *Not* Written

What are the different reasons that an incident might not require a report to be written?
There are various reasons an officer may not write a report when responding to a call for service such as traffic stops (documented by a warning or citation), subject stops (documented by Field Observations), False Alarms (documented in CAD notes), calls cancelled prior to officer arrival, when officers cannot locate the complainant, and calls involving a civil matter. These are just a few examples, however, officers generally document their actions in the CAD Call notes if they do not write a report.

Process the data goes through from initial caller to call taker to dispatch to response to disposition

1) A 911 Operator
   a. Answers the emergency call
   b. Triages the call,
   c. Determines the most appropriate initial CAD title code,
   d. Enters the call information into the CAD Call text,
   e. Sends the call to the appropriate APD Sector Dispatch queue. Note: the 911 Operator will send the call to the dispatch queue as soon as he/she obtains enough information to identify the call type and location. The 911 Operator will continue obtaining information while officers are in route to the call.

2) Police Dispatcher
   a. Opens and reviews each CAD call sent to his/her queue
   b. Dispatches officers according to call priority and available officers
   c. Responds to officer requests for information
   d. Enters officer actions and radio traffic into the CAD Call text
   e. Closes CAD calls for officers (unless the officer closes the call on their own) and changes the Call dispositions per the officers request (unless the officer enters the CAD call disposition on their own).

#) Officers
   a. Officers can create calls, enter call information into the CAD call text, close calls, and assign dispositions on their own via the in-vehicle Mobile Data Computer (MDC), which is mobile CAD.

UCR vs NIBRS

The Uniform Crime Reporting System (UCR) Program divides offenses into two groups, Part I and Part II crimes. There are seven (7) Part I crimes and twenty-one (21) Part II crimes.

APD reports crime data through NIBRS using three (3) primary categories and (52) offense types. The three (3) primary categories are Crimes against Persons, Crimes against Property, and Crimes against Society.

Top initial call problem definitions

*Assist Non Emergency: Any request for non-emergency assistance from another agency.

Alarm Burglar: Activations for premise(s) indicating unlawful entry that are in progress.

Auto Theft Service: Incidents where a motor vehicle is missing and the complainant does not know when it was taken, who may have taken it, and/or subject is refusing to return the vehicle. Incidents involving found motor vehicle thefts, and/or unauthorized use of a motor vehicle (UUMV's). Any report of an attempted auto theft.

Checking Area: An officer patrolling a high crime area for criminal activity.

Check Welfare Service: Incidents where the well-being of an individual and/or property is being questioned that does not require immediate police response and is not likely to negatively impact an investigation.

Check Welfare Urgent: Any person down due to an unknown circumstance and/or police response is warranted. Any report of abandoned/endangered person(s) that exposes the subject to intentional risk or imminent danger. Any person who is contemplating/threatening suicide; or having suicidal/homicidal thoughts.

Top initial call problem definitions con't

Crash Urgent: Collisions involving unknown/non-life threatening injuries and/or that are blocking secondary roadways. HSR collisions that have since been pulled to the shoulder or median and are no longer blocking.

Directed Patrol: An officer patrolling an area requested by a citizen for extra patrol, or an area identified by a supervisor or District Representative/Crime Analyst as a high crime area.

Disturbance HS: An incident involving physical harm or immediate threat of injury to person that is in progress and all involved parties are still on scene; which may or may not involve a weapon.

Disturbance Other: Incidents involving non-violent (verbal) disturbances that are in progress or just occurred (within five (5) minutes).

Disturbance Service: Any violent or non-violent incident that is no longer in progress, did not just occur, and no longer poses an immediate threat.

Disturbance Urgent: An incident involving physical harm or perceived threat of injury to person(s), which may or may not involve a weapon that just occurred (within five (5) minutes).

DOC / C.O. Violation: Any city ordinance violation that requires a law enforcement response.

Top initial call problem definitions con't

Hang-ups: Any call received from a business or coin phone that is either abandoned, or a hang up; communicated to be a misdial by the caller; or an open line with no apparent disturbance heard in the background.

Nature Unknown Urgent: An unclear incident that is in progress with a perceived threat to person(s) and/or property.

On Site Incident: An officer initiated call for service because an officer was waived down by a citizen or observed a law or city ordinance violation.

Service: Any incident that does not fit into any other call type category and does not pose an immediate threat to life, public safety, or property.

Suspicious person: An incident involving person(s) suspected of some suspicious and/or lewd activity that is in progress or just occurred (within five (5) minutes).

Suspicious unknown: Unclear incident(s) that may be significant but do not pose an immediate threat to person(s) and/or property.

Suspicious vehicle: Incident involving vehicle(s) suspected of suspicious activity that is in progress or just occurred (within five (5) minutes).

Top initial call problem definitions, con't

Subject Stop: An officer initiated call for service for an officer stopping a pedestrian because the officer observed suspicious activity or observed a law or city ordinance violation.

Theft: Incidents that are in progress or just occurred (within five (5) minutes) where a person intentionally takes property that is not their own without consent.

Traffic Hazard: Impediments located on minor roadways not posing an immediate hazardous situation, however, if not addressed could cause future problems. Persons soliciting at a high speed roadway (HSR) or major thoroughfare. Pedestrians in a lane of travel on a minor roadway.

Traffic Hazard HS: Any hazard on high speed roadways (HSR), including frontage roads, which may cause a collision, injuries, or otherwise cause undue traffic congestion except pedestrians or solicitors at HSR intersections or thoroughfares.

Traffic Stop: An officer initiated stop of a motor vehicle for a traffic/equipment violation.

Trespass Urgent: Any person on a premise without consent and/or refusing to leave that is in progress.

Working Traffic: An officer patrolling a designated location or intersection where there have been a high number of traffic violations or collisions. Working a school zone while school is in session may also fall into this category.
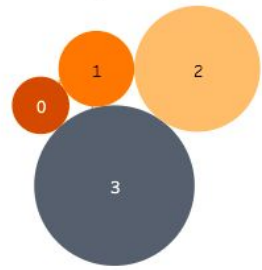
Other dashboards

APD Calls for Service General Trends - JANUARY 2017- JUNE 2020

Cancelled Calls are Removed

0	118,115
1	206,105
2	568,607
3	922,301
4	126

Count of Calls for Service by Priority

Priority Defintion

0 = in progress, on the scene

1 = just occurred, may be on scene

2 = in progress/just occurred; minimal/ no immediate threat

3 = life or property not at risk; immediate response not req'd

4 = police not req'd but documentation is

Calls Recieved by Hour of The Day
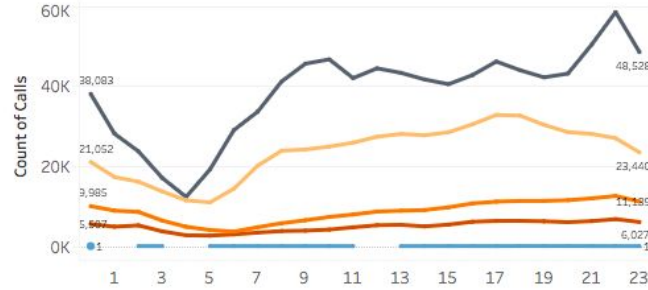
Count of Total Calls by Year

Year	Count
2017	560,617
2018	522,412
2019	517,623
2020	214,602
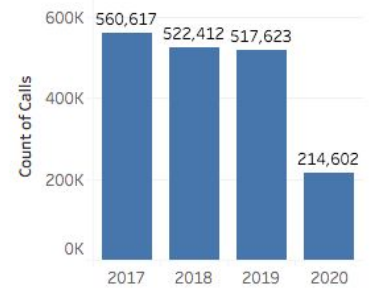
Reference Map- APD Sectors November 2018

Count of Calls by Police Sectors

Sector	
ADAM PD	98,431 · 63,894 · 20,768
APT	36,206
BAKER PD	125,850 · 67,316 · 19,658
CHARLIE PD	76,777 · 53,486 · 20,773
DAVID PD	111,856 · 79,124 · 26,166
EDWARD PD	99,807 · 74,461 · 29,804
FRANK PD	88,872 · 66,247 · 25,456
GEORGE PD	126,784 · 42,606 · 17,445
HENRY PD	78,296 · 51,276 · 20,232
IDA PD	77,249 · 62,201 · 23,816

Time Spent Analysis

Avg. Response Time

0	1	2	3
8.886	10.003	17.351	18.820

Avg. Time on Scene/ Police Officer

0	1	2	3
56.89	46.11	34.86	67.69

LINK

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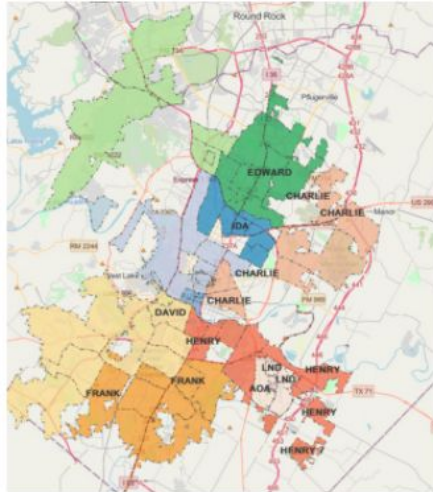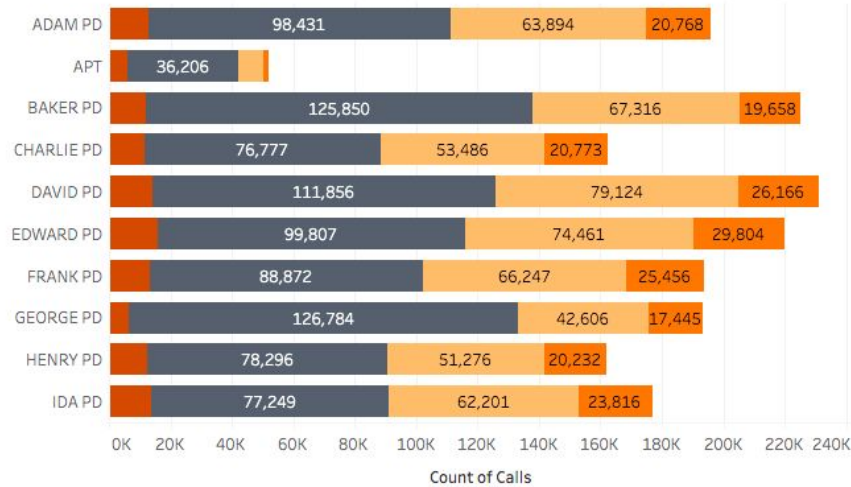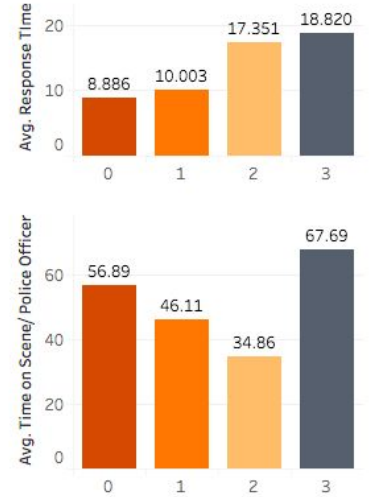
APD 911 Call for Service: Time Spent Analysis by Police Officer Assignment
January 2017 - June 2020

Range of Police Officers Assigned per Call

Legend:
- Single Officer
- 2 Officers
- 3-4 Officers
- 5-8 Officers
- 8+ Officers

Count of Calls by number of officers (1–12):
- 1: 742,377
- 2: 607,632
- 3: 251,366
- 4: 110,086
- 5: 47,209
- 6: 22,816
- 7: 11,716
- 8: 6,829
- 9: 4,020
- 10: 2,632
- 11: 1,848
- 12: 1,365

Count of Calls for Range of Police Officers by Priority

Priority 0:
- Single Officer: 11.9K
- 2 Officers: 34.3K
- 3-4 Officers: 45.4K
- 5-8 Officers: 21.5K
- 8+ Officers: 4.9K

Priority 1:
- Single Officer: 20.5K
- 2 Officers: 79.5K
- 3-4 Officers: 79.4K
- 5-8 Officers: 23.4K
- 8+ Officers: 3.2K

Priority 2:
- Single Officer: 176.3K
- 2 Officers: 238.8K
- 3-4 Officers: 128.4K
- 5-8 Officers: 22.9K
- 8+ Officers: 2.2K

Priority 3:
- Single Officer: 533.6K
- 2 Officers: 254.9K
- 3-4 Officers: 108.3K
- 5-8 Officers: 20.7K
- 8+ Officers: 4.7K

Count of Calls for Range of Police Officers by Initial Call Problem

Call Problem: (All)

Call ..	Count of O..	% o..	Count of Calls
Traffic Stop	Single Offi..	35%	53,862
	2 Officers	46%	70,462
	3-4 Officers	17%	26,541
	5-8 Officers	2%	2,881
	8+ Officers	0%	516
Disturbanc..	Single Offi..	21%	23,304
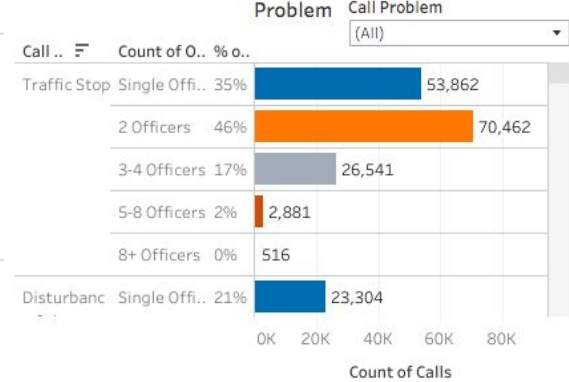
Avg. Response Time by Range of Police Officers
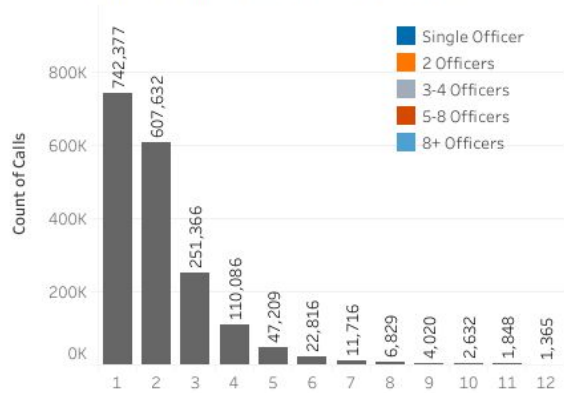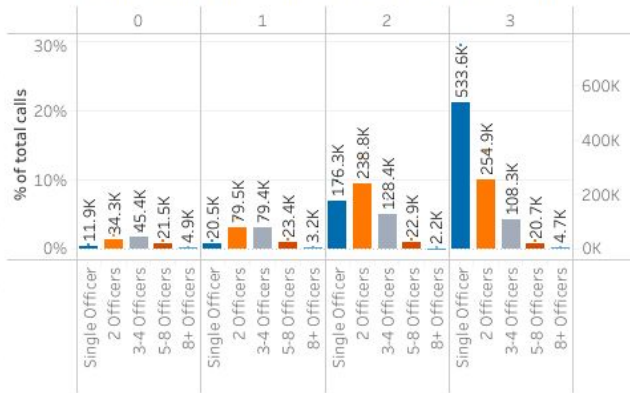*Hover over the bar to see distribution by priority*

- Single Officer: 20.4
- 2 Officers: 14.9
- 3-4 Officers: 12.9
- 5-8 Officers: 12.3
- 8+ Officers: 13.1
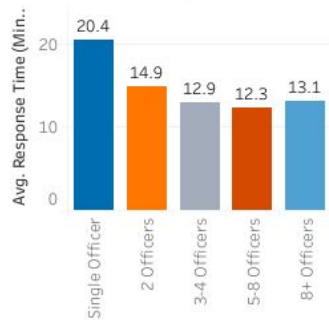
Distribution of Total Time on Scene for Primary and Backup Officers by Range of Police Officers
Hover over the box to see median, 25th and 75th Percentile Value (lower and upper hinge)

X-axis: Time on Scene (Minutes), 0 to 1400
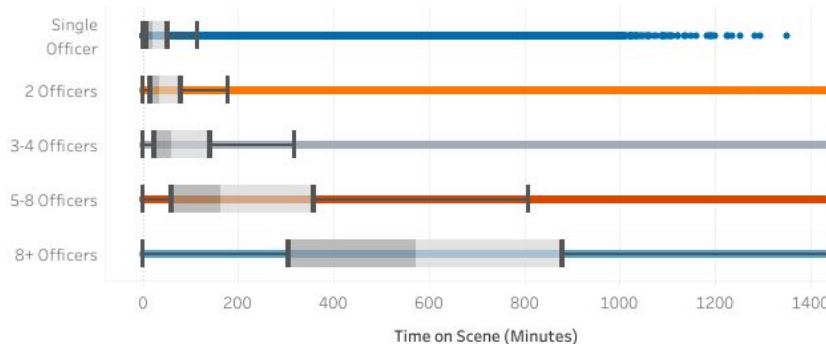
Count of Calls for Range of Police Officers by Disposition

D..	Count of O..	% of T..	Count of Calls
No Report	Single Offi..	49%	412,670
	2 Officers	31%	262,259
	3-4 Officers	17%	139,516
	5-8 Officers	3%	26,592
	8+ Officers	0%	3,486
Report Written	Single Offi..	26%	106,585
	2 Officers	32%	134,257
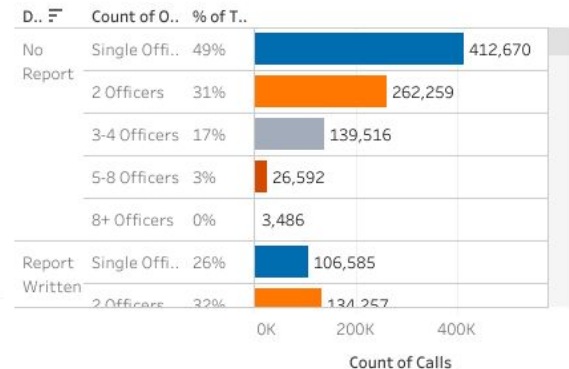
Initial Call Problem Category by Disposition and Priority - January 2017 - June 2020

Call Problem

Disposition

Call Problem	Disposition	Count
Traffic Stop	No Report	10,426
	Report Written	23,206
	Unable To Locate	
	10/8 From Traffic	117,797
	False Alarm	26
	Supplement Written	677
	Reassigned call	
	Non-Police Matter	43
	District Representatives	26
	No Report MH	24
	C - Cancelled Incident	71
	Test Call	109
	Primary unit will adv	7
Disturbance Other	No Report	38,674
	Report Written	31,071 / 5,133
	Unable To Locate	11,440
	10/8 From Traffic	
	False Alarm	
	Supplement Written	
	Reassigned call	
	Non-Police Matter	
	District Representatives	
	No Report MH	
	C - Cancelled Incident	
	Test Call	
	Primary unit will adv	
On Site Incident	No Report	58,640
	Report Written	26,885
	Unable To Locate	
	10/8 From Traffic	5,760
	False Alarm	254

Count of Calls: 0K, 10K, 20K, 30K, 40K, 50K, 60K, 70K, 80K, 90K, 100K, 110K, 120K

Priority

(Multiple values)

Call Problem

(All)

Priority

- 1
- 2
- 3
- 4
- 0

Priority descriptions - most urgent = 0; least urgent = 4
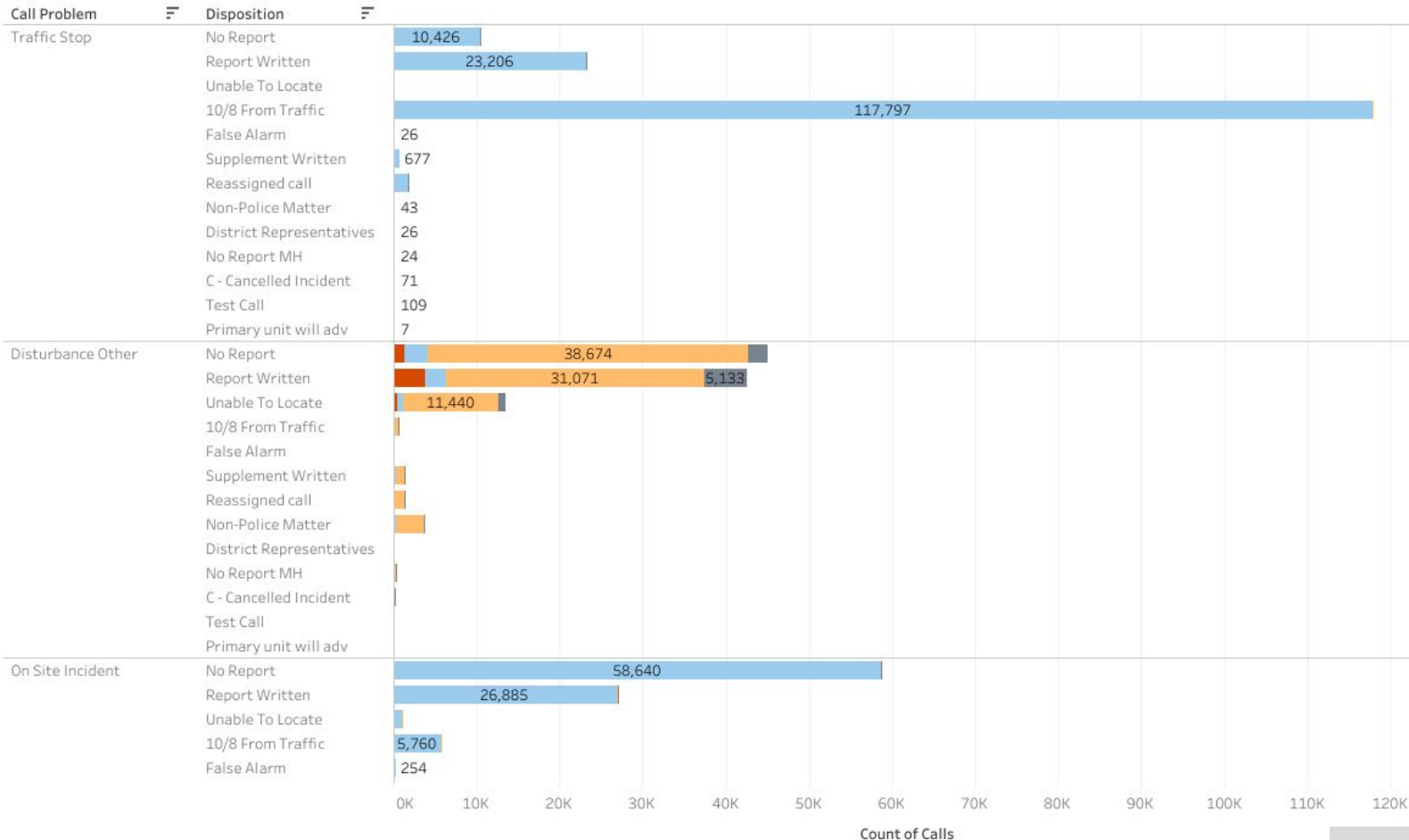
Priority 0 - incident in progress, persons on the scene

Priority 1 - incident just occurred, persons may be on scene

Priority 2 - in progress or just occurred; minimal or no immediate threat

Priority 3 - life or property not at risk; immediate response not necessary

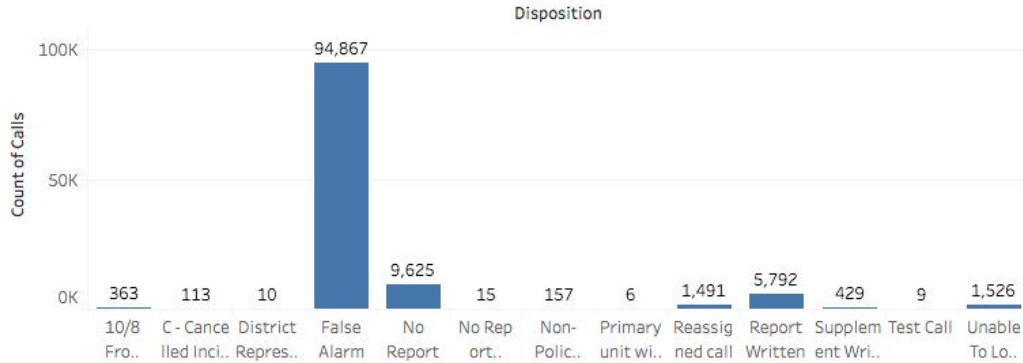**Priority 4** - police response not required; incident requires documentation
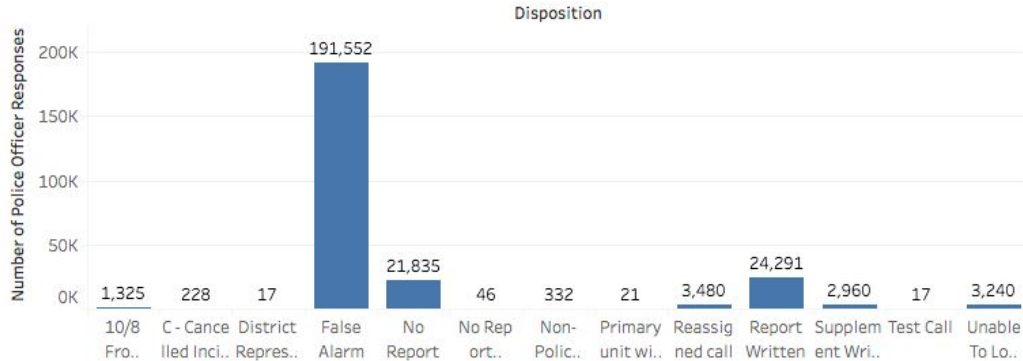
LINK

False Alarm Indicator: January 2017- June 2020

Calls which have "alarm, robbery, burglary" word in the initial call problem are considered. Call disposition shows how many of them are False.

Count of Calls by Disposition

Disposition

Disposition	Count
10/8 Fro..	363
C - Cancelled Inci..	113
District Repres..	10
False Alarm	94,867
No Report	9,625
No Report..	15
Non-Polic..	157
Primary unit wi..	6
Reassigned call	1,491
Report Written	5,792
Supplement Wri..	429
Test Call	9
Unable To Lo..	1,526

Count of Police Officer Responses by Disposition

Disposition

Disposition	Number of Police Officer Responses
10/8 Fro..	1,325
C - Cancelled Inci..	228
District Repres..	17
False Alarm	191,552
No Report	21,835
No Report..	46
Non-Polic..	332
Primary unit wi..	21
Reassigned call	3,480
Report Written	24,291
Supplement Wri..	2,960
Test Call	17
Unable To Lo..	3,240

Count of Calls by Initial Problem Category

alarm

Alarm Burglar — 84,513

Disposition:
- 10/8 From Traffic
- C - Cancelled Incident
- District Representatives
- False Alarm
- No Report
- No Report MH
- Non-Police Matter
- Primary unit will adv
- Reassigned call
- Report Written
- Supplement Written
- Test Call
- Unable To Locate

Categories: Alarm Burglar, Alarm DV, Alarm Glass Break, Alarm GPS Violation, Alarm Other, Alarm Robbery, Alarm Screening Checkpoi.., Panic Alarm-Airport, Robbery HS, Robbery Service, Robbery Urgent, Security Alarm-Airport

Cont of Calls