

Dispatched Calls for Service

- Total number of calls for service that would be handled at a police district, over the phone or by an outside entity.
- In 2020 (271,530), there was a 2% increase in citywide calls for service compared to 2019 (264,969).
 - The specified call types accounted for 30% of the city's total dispatched calls** in 2020.

Citywide Calls for Service Combined			
Call Type Description	2019	2020	% Change
Accident/Property Damage	14,036	11,692	-17%
Threat	5,086	8,766	72%
Injured Person/Sick	8,758	8,330	-5%
MO	8,248	7,344	-11%
Property Damage	5,569	6,452	16%
Noise Nuisance	4,483	6,315	41%
Theft	6,241	5,835	-7%
Stolen Vehicle/Theft Vehicle	3,875	5,539	43%
Traffic Hazard	6,265	5,088	-19%
Entry to Auto	2,587	3,599	39%
Overdose*	991	1,766	78%
Loose Animal	2,036	1,500	-26%
DOE	1,183	1,462	24%
Abandoned/Stolen Property	1,281	1,385	8%
Child Custody	827	1,142	38%
Parking Trouble	1,230	928	-25%
Landlord/Tenant Trouble	499	559	12%
Missing Report	387	448	16%
Gas Leak	239	397	66%
Recovered Vehicle	228	372	63%
School Monitoring	1,165	349	-70%
Animal Bite	343	307	-10%
GPS Monitoring	189	280	48%
Soliciting	485	273	-44%
Wires Down	243	221	-9%
Missing Return	225	210	-7%
Graffiti	130	161	24%
Lockout	105	128	22%
Water Main Break	77	39	-49%
Hazardous Waste Material	17	27	59%
Recovered Property	21	15	-29%
Alarm on Bus	5	10	100%
Open Hydrant	9	9	0%
Phone Call Complaint	7	6	-14%
Total	77,070	80,954	5%
Total Dispatched Calls**	264,969	271,530	2%

Calls for service data was obtained from the Computer Aided Dispatch System (CAD) and counts distinct calls for the time period of January 1-December 31, 2019-2020. Excludes cancelled calls, DPR, proactive activity, calls with a priority type of 5, misdials, training units and training calls, and calls with a disposition type of MFD, MCSO, and DRU. *As of April 1, 2019, the call type 1846 (overdose) was added to CAD; thus, overdoses for 2019 and 2020 are not comparable. **School monitoring is considered proactive activity and is not included in total dispatched calls or the percentage of specific call types.

Year-to-Date Dispatched Calls for Service

- Total number of calls for service that would be handled at a police district, over the phone or by an outside entity.
- In 2021 (139,101), there was a 2% increase in citywide calls for service compared to 2020 (136,324).
 - The specified call types accounted for 33% (45,381) of the city's total dispatched calls** in 2021.

Calls for service data was obtained from the Computer Aided Dispatch System (CAD) and counts distinct calls for the time period of January 1-July 5, 2019-2021. Excludes cancelled calls, DPR, proactive activity, calls with a priority type of 5, misdials, training units and training calls, and calls with a disposition type of MFD, MCSO, and DRU. *As of April 1, 2019, the call type 1846 (overdose) was added to CAD; thus, overdoses for YTD 2019 and YTD 2020 are not comparable. **School monitoring is considered proactive activity and is not included in total dispatched calls or the percentage of specific call types. Time spent onscene was obtained from the Computer Aided Dispatch (CAD) based on the onscene date and reflects the median onscene time to close time based on the criteria listed above. Time spent onscene also excludes cases with a null onscene time and calls with an onscene time that is greater than 24 hours.

Citywide Calls for Service							
Call Type Description	2019 YTD	2020 YTD	2021 YTD	Median Time On Scene 2020	Median Time On Scene 2021	% Change 19-21	% Change 20-21
Accident/Property Damage	7,317	5,957	6,843	00:52:42	00:53:24	-6%	15%
Stolen Vehicle/Theft Vehicle	1,700	2,101	5,992	01:11:24	01:23:44	252%	185%
Threat	1,652	4,294	4,779	00:30:46	00:30:34	189%	11%
Injured Person/Sick	4,149	4,126	4,008	00:27:33	00:25:18	-3%	-3%
MO	4,379	3,642	3,825	00:56:17	00:51:56	-13%	5%
Property Damage	2,568	3,187	3,134	00:39:19	00:38:35	22%	-2%
Theft	2,908	2,679	3,022	00:39:44	00:38:24	4%	13%
Traffic Hazard	3,568	2,679	2,990	00:19:24	00:23:27	-16%	12%
Noise Nuisance	2,045	3,301	2,638	00:13:49	00:13:33	29%	-20%
Entry to Auto	1,008	1,330	2,156	00:47:05	00:48:39	114%	62%
Overdose*	298	886	950	01:09:22	01:01:56	219%	7%
Loose Animal	1,031	843	798	00:27:26	00:23:47	-23%	-5%
Abandoned/Stolen Property	585	620	776	00:37:13	00:35:55	33%	25%
DOE	570	778	699	03:24:57	03:16:27	23%	-10%
Child Custody	448	546	583	00:37:40	00:34:06	30%	7%
Parking Trouble	643	546	533	00:12:07	00:11:42	-17%	-2%
Recovered Vehicle	103	151	290	01:05:39	01:12:28	182%	92%
Missing Report	180	244	273	01:18:49	01:00:20	52%	12%
Landlord/Tenant Trouble	270	287	242	00:32:59	00:28:55	-10%	-16%
Animal Bite	176	153	170	01:06:56	00:50:31	-3%	11%
Gas Leak	95	175	133	00:26:26	00:26:01	40%	-24%
Missing Return	121	104	121	00:42:14	00:37:13	0%	16%
GPS Monitoring	72	138	100	00:16:17	00:18:35	39%	-28%
Wires Down	135	86	85	01:02:21	00:49:27	-37%	-1%
Soliciting	265	144	73	00:13:57	00:13:01	-72%	-49%
Lockout	50	65	59	00:13:27	00:12:07	18%	-9%
Graffiti	58	87	34	00:39:41	00:31:21	-41%	-61%
Water Main Break	47	17	31	01:10:19	00:58:26	-34%	82%
School Monitoring	688	349	20	00:12:27	00:37:09	-97%	-94%
Hazardous Waste Material	10	13	9	00:19:43	00:33:08	-10%	-31%
Recovered Property	5	4	5	01:18:43	00:43:55	0%	25%
Phone Call Complaint	5	3	5	00:20:33	00:20:49	0%	67%
Alarm on Bus	3	6	3	00:19:14	00:21:43	0%	-50%
Open Hydrant	1	3	2	00:15:38	00:15:03	100%	-33%
Total	37,153	39,544	45,381	00:35:47	00:38:01	22%	15%
Total Dispatched Calls**	131,421	136,324	139,101	--	--	6%	2%

Dispatched Calls for Service

Citywide Calls for Service Combined						
Call Type Description	2020	C1	C2	C7	C12	% of Total
Accident/Property Damage	11,692	257	6	0	123	3%
Threat	8,766	147	6	104	306	6%
Injured Person/Sick	8,330	114	1	89	32	3%
MO	7,344	34	1	2,174	9	30%
Property Damage	6,452	87	6	69	644	12%
Noise Nuisance	6,315	7	0	0	126	2%
Theft	5,835	72	3	3	329	7%
Stolen Vehicle/Theft Vehicle	5,539	70	8	0	13	2%
Traffic Hazard	5,088	22	1	1	98	2%
Entry to Auto	3,599	26	5	3	18	1%
Overdose*	1,766	70	0	68	9	8%
Loose Animal	1,500	0	0	0	8	1%
DOE	1,462	8	1	1	0	1%
Abandoned/Stolen Property	1,385	1	1	0	12	1%
Child Custody	1,142	7	0	1	0	1%
Parking Trouble	928	1	0	0	325	35%
Landlord/Tenant Trouble	559	5	0	2	13	4%
Missing Report	448	1	1	2	0	1%
Gas Leak	397	0	0	0	0	0%
Recovered Vehicle	372	4	0	0	1	1%
School Monitoring	349	0	0	0	2	1%
Animal Bite	307	1	0	0	6	2%
GPS Monitoring	280	10	1	0	0	4%
Soliciting	273	3	1	0	3	3%
Wires Down	221	1	0	0	1	1%
Missing Return	210	0	0	0	0	0%
Graffiti	161	0	0	0	3	2%
Lockout	128	1	0	0	0	1%
Water Main Break	39	0	0	0	0	0%
Hazardous Waste Material	27	0	0	0	1	4%
Recovered Property	15	0	0	0	0	0%
Alarm on Bus	10	0	0	0	1	10%
Open Hydrant	9	0	0	0	0	0%
Phone Call Complaint	6	0	0	0	0	0%
Total	80,954	949	42	2,517	2,083	7%
Total Dispatched Calls**	271,530	5,549	285	4,614	5,149	6%

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