Preliminary Overview of Call Types in Saint Paul, Minnesota in 2019
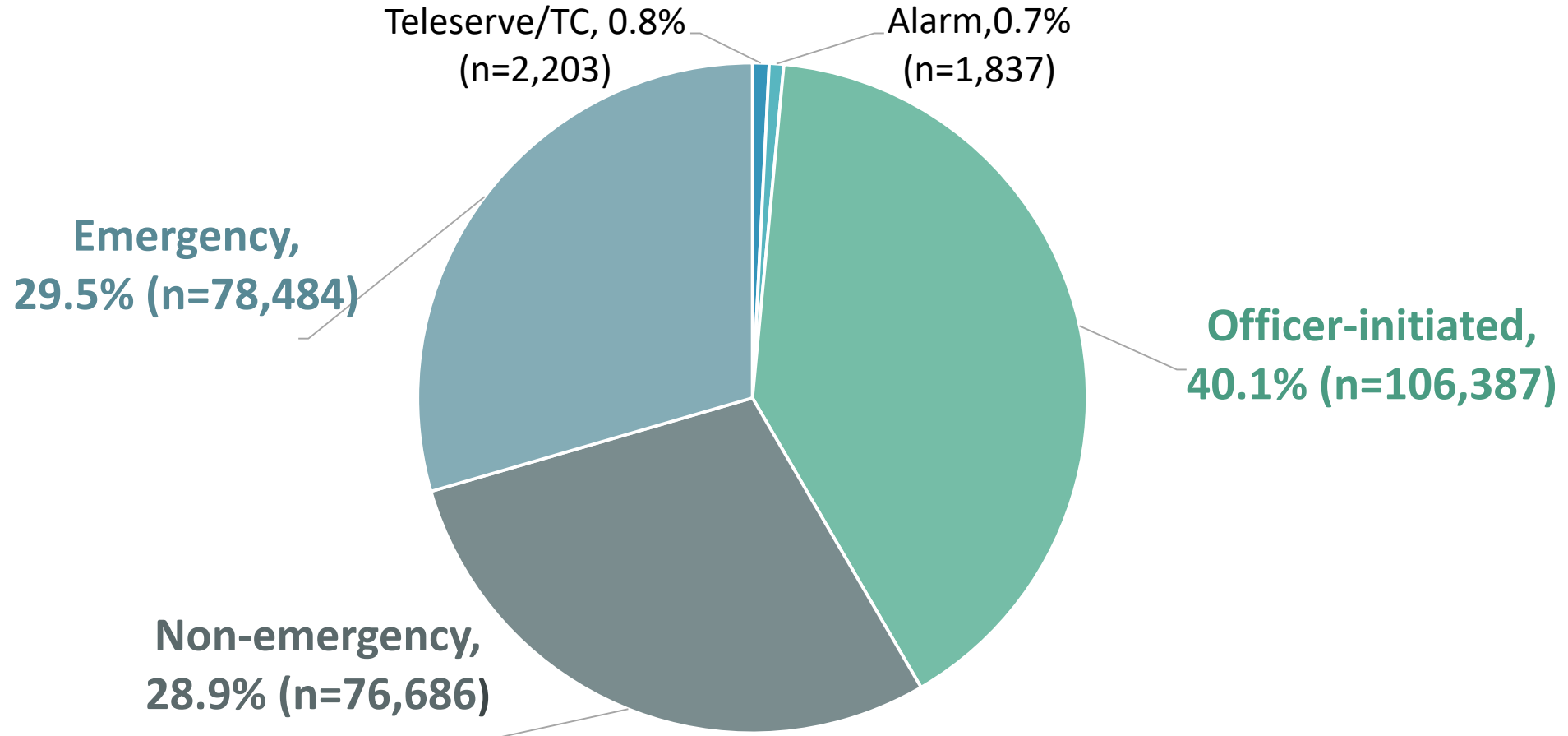
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Purpose and Process

- Better understanding of call types categorized as priority level four and five
  - Calls types include: 911/emergency calls, non-emergency calls,alarms, teleserve/TC, and officer-initiated calls

- Analyze data to identify any patterns that may inform the Commission's work

- Analyzed all call types by categorized priority levels to provide context to priority levels four and five
  - Priority levels indicate how quickly police need to arrive on scene to a call – triaging/dispatch purposes
  - No priority level one calls for 2019

All Call Types in 2019 (N=265,598)*

Teleserve/TC, 0.8% (n=2,203)

Alarm,0.7% (n=1,837)

Emergency, 29.5% (n=78,484)

Officer-initiated, 40.1% (n=106,387)

Non-emergency, 28.9% (n=76,686)

* 497 call types are missing call origin.

All Call Types
Priority Level and Top 3 Most Frequent Incident Types in 2019

Priority Level Two (n=16,372)	Priority Level Three (n=62,648)	Priority Level Four (n=77,484)	Priority Level Five (n=71,194)
Assist medical agency (n=3,321)	Suspicious activity (n=10,867)	Disorderly conduct (n=14,293)	Proactive police visit (n=34,447)
Domestic family relationship (2,312)	Disorderly conduct (n=8,372)	Assist citizen (n=6,686)	Parking complaint (n=14,557)
Assist fire agency (n=2,119)	Alarm Sounding (n=7,978)	Previous case follow-up (n=6,384)	Proactive foot patrols (n=6,295)

All Call Types
Incident Types & Response Times in 2019

- Most frequent incident types
  - Proactive Police Visit (n=34,447; 13.0%);
  - Disorderly Conduct (n=23,136; 8.7%),
  - Traffic Stop (n=22,683; 8.5%)

- Median response time = 4 minutes
  - Mean response time = 14 minutes
  - Std. Deviation = 32 minutes

- Priority level four median response time = 11 minutes
  - Mean = 22 minutes
  - Std. Deviation = 31 minutes

- Priority level five median response time = 0 minutes*
  - Mean = 15 minutes
  - Std. Deviation = 47 minutes

All Call Types

Call Dispositions in 2019

- All call types most frequent dispositions → Advise/Assist

- Most frequent disposition by priority level

- Priority level four dispositions

- Advise/Assist
- Records Received
- Gone on Arrival

- Priority level five dispositions

- Advise/Assist
- Records Received
- Citation

All Call Types
By Neighborhood in 2019

- Most <u>frequently</u>, all call types originated in:
  - Payne-Phalen neighborhood (11.4%, n=30,301)
  - Downtown (9.4%; n=24,933)
  - Dayton's Bluff (8.8%; n=23,344)

- Most frequently, call types categorized as <u>priority level four</u> originated in *Payne-Phalen* and *Downtown*

- Most frequently, call types categorized as <u>priority level five</u> originated in *Thomas-Dale* and *Downtown*

- Call types most <u>infrequently</u> originated in:
  - *Summit Hill* (1.5%; n=3923)
  - *St. Anthony Park* (2.0%; n=5,216)
  - *Macalaster-Groveland* (2.4%; n=6,421)

- Response times range from a median of 0 (*Downtown*) to 9 minutes (*St. Anthony Park*)
  - Downtown's most frequent incident types are *proactive policing, disorderly conduct*, and *proactive foot patrols* – two of three incident types initiate by officers, in which there would be no call/time to scene.
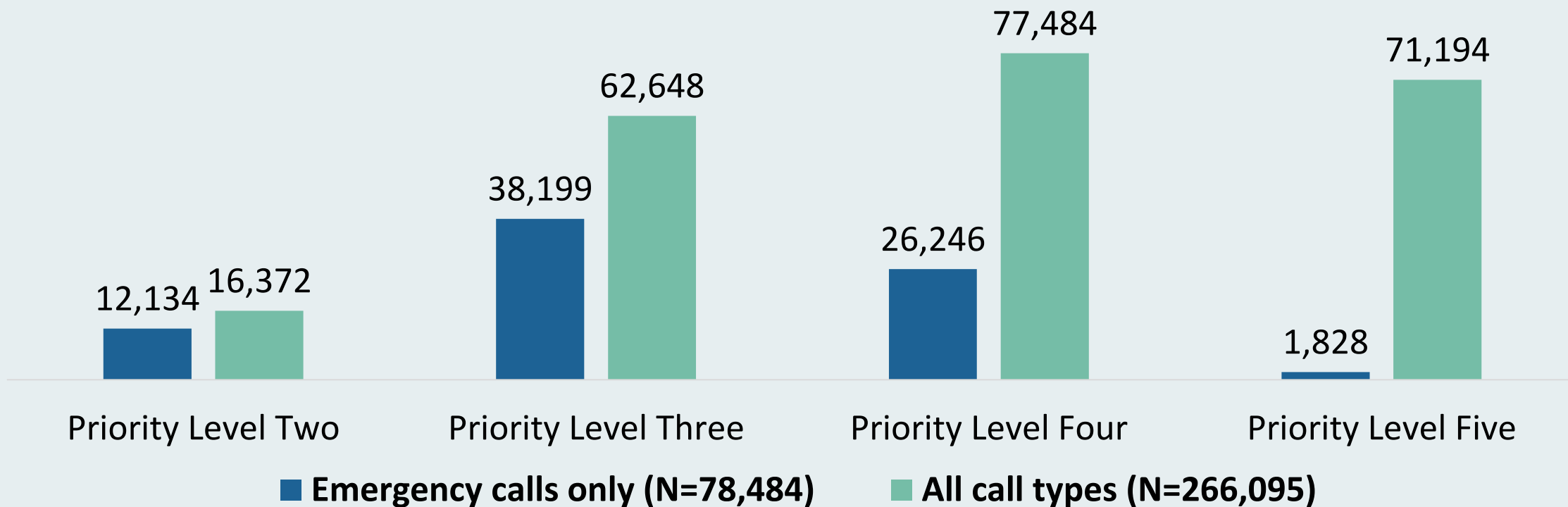
All Call Types
Potential Mental Health/Other Crises in 2019

- All call types, regardless of priority level, for potential MH/other crises
  - Persons in crisis = 3,303
  - Crisis response = 1,305
  - *Welfare check = 7,217 – most frequent*

- Accounts for **4.4% of incidents (n=11,825)** among all call types (N=266,095)

- Priority level four
  - Person in crisis = 98
  - Crisis response = 141
  - Welfare check = 4,817
  - Total = 5,056 or 42.8% of the 11,825 potential mental health/other crises calls

- Priority level five
  - Person in crisis = 1
  - Crisis response = 10
  - Welfare check = 0
  - Total = 11 or < 0.001% of the 11,825 potential mental health/other crises calls

2019 Emergency Calls for Service Only

911-INITIATED CALLS

Emergency Calls Only vs. All Call Types by Priority Level in 2019

Emergency Calls Only
Priority Level Four and Five in 2019

Priority Level	Median Response Time (Standard deviation)	Top 3 Call Types (n)	Top 3 Neighborhoods (n)	Top 3 Dispositions (n)
Priority Level Four (n=26,246)	15 minutes (29 minutes)	Disorderly conduct (6,862) Assist citizen (1,963) Welfare check (1,719)	Payne-Phalen (2,999) Thomas-Dale (2,337) North End (2,307)	Advise/Assist (n=14,093) Records Received (n=5,101) Gone on Arrival (n=4,542)
Priority Level Five (n=1,831)	23 minutes (63 minutes)	Parking complaint (702) Fireworks (358) Warrant (270)	Payne-Phalen (256) North End (189) Dayton's Bluff (175)	Advise/Assist (n=744) Records Received (n=422) Gone on Arrival (n=364)

Emergency Calls Only
Potential Mental Health/Other Crises in 2019 (N=5,850)

- Calls for welfare check, person in crisis, and crisis response account for **7.5% (n=5,850)** of all emergency calls for service (N=78,484)

- 57.9% (n=3,389) of all mental health/other crises calls were categorized as priority level three
  - 29.6% (n=1,732) categorized as priority level four
  - No priority level five

- The majority of mental health/other crises calls were identified as a welfare check

Emergency Calls Only
By Neighborhoods in 2019

- Payne-Phalen neighborhood received *the most emergency calls for service*
  - Summit Hill neighborhood had *fewest emergency calls for service*

- Most frequent priority level for emergency calls by neighborhood – *priority level three*

- Median response call times are 8 minutes (*Hamline-Midway*) to 14 minutes (*Sunray-Battle Creek-Highwood*)

- Overall, the number of emergency calls for welfare checks, crisis responses, and persons in crisis ranges from 122 to 599 per neighborhood

Summary

- For all call types in 2019, calls were most frequently categorized as <u>priority level four</u>
  - For emergency calls only, most frequently categorized as priority level three

- For all call types categorized as <u>priority level four</u>, the most frequent incidents were for *disorderly conduct, assist a citizen*, and *a previous case follow-up*
  - For emergency calls only, most frequently were disorderly conduct, assist citizen, and welfare check

- Within <u>priority level five</u>, the most frequent incidents for all call types were for *proactive police visit, parking complaint,* and *proactive foot patrol*
  - For emergency calls only, most frequently were parking complaint, fireworks, and warrant

- Most call types categorized as priority four and five calls originate from other sources; most notably, most are *officer-initiated*

Recommendations

- Review and analyze police reports – subset of the sample

- Observations and ride-alongs – observations of ECC and/or SPPD processes on calls

- Define data variables to ascertain differences in meaning (e.g., person in crisis vs. crisis response)

- Consider database points collected, depending on future goals; better understanding calls on the ground; database not inherently created for research purposes but processing and dispatching calls as quickly as possible
  - Various dispatch systems