Preliminary Overview of Call Types in Saint Paul, Minnesota in 2019

Ebony Ruhland, PhD, University of Cincinnati
Lily Gleicher, PhD, University of Minnesota Law School, Robina Institute
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)*

- Officer-initiated, 40.1% (n=106,387)
- Emergency, 29.5% (n=78,484)
- Non-emergency, 28.9% (n=76,686)
- Teleserve/TC, 0.8% (n=2,203)
- Alarm, 0.7% (n=1,837)

* 497 call types are missing call origin.
# All Call Types
## Priority Level and Top 3 Most Frequent Incident Types in 2019

<table>
<thead>
<tr>
<th>Priority Level Two</th>
<th>Priority Level Three</th>
<th>Priority Level Four</th>
<th>Priority Level Five</th>
</tr>
</thead>
<tbody>
<tr>
<td>(n=16,372)</td>
<td>(n=62,648)</td>
<td>(n=77,484)</td>
<td>(n=71,194)</td>
</tr>
<tr>
<td>Assist medical agency</td>
<td>Suspicious activity</td>
<td>Disorderly conduct</td>
<td>Proactive police visit</td>
</tr>
<tr>
<td>(n=3,321)</td>
<td>(n=10,867)</td>
<td>(n=14,293)</td>
<td>(n=34,447)</td>
</tr>
<tr>
<td>Domestic family relationship</td>
<td>Disorderly conduct</td>
<td>Assist citizen</td>
<td>Parking complaint</td>
</tr>
<tr>
<td>(2,312)</td>
<td>(n=8,372)</td>
<td>(n=6,686)</td>
<td>(n=14,557)</td>
</tr>
<tr>
<td>Assist fire agency</td>
<td>Alarm Sounding</td>
<td>Previous case follow-up</td>
<td>Proactive foot patrols</td>
</tr>
<tr>
<td>(n=2,119)</td>
<td>(n=7,978)</td>
<td>(n=6,384)</td>
<td>(n=6,295)</td>
</tr>
</tbody>
</table>
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 frequently, 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 priority level four originated in Payne-Phalen and Downtown

- Most frequently, call types categorized as priority level five originated in Thomas-Dale and Downtown

- Call types most infrequently 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

- **Priority Level Two**
  - Emergency calls only (N=12,134)
  - All call types (N=16,372)

- **Priority Level Three**
  - Emergency calls only (N=38,199)
  - All call types (N=62,648)

- **Priority Level Four**
  - Emergency calls only (N=26,246)
  - All call types (N=77,484)

- **Priority Level Five**
  - Emergency calls only (N=1,828)
  - All call types (N=71,194)
<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Median Response Time (Standard deviation)</th>
<th>Top 3 Call Types (n)</th>
<th>Top 3 Neighborhoods (n)</th>
<th>Top 3 Dispositions (n)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority Level Four</td>
<td>15 minutes (29 minutes)</td>
<td>Disorderly conduct (6,862) Assist citizen (1,963) Welfare check (1,719)</td>
<td>Payne-Phalen (2,999) Thomas-Dale (2,337) North End (2,307)</td>
<td>Advise/Assist (n=14,093) Records Received (n=5,101) Gone on Arrival (n=4,542)</td>
</tr>
<tr>
<td>(n=26,246)</td>
<td></td>
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</tr>
<tr>
<td>Priority Level Five</td>
<td>23 minutes (63 minutes)</td>
<td>Parking complaint (702) Fireworks (358) Warrant (270)</td>
<td>Payne-Phalen (256) North End (189) Dayton’s Bluff (175)</td>
<td>Advise/Assist (n=744) Records Received (n=422) Gone on Arrival (n=364)</td>
</tr>
<tr>
<td>(n=1,831)</td>
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</tbody>
</table>
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 priority level four
  • For emergency calls only, most frequently categorized as priority level three

• For all call types categorized as priority level four, 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 priority level five, 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