



Durham Police Department CALLS FOR SERVICE

INTRODUCTION

Evaluating community needs by analyzing call-for-service data allows for a demand-driven understanding of both what public safety resources are in demand (public calls to 911) and which city departments are being called upon to meet that demand. City governments do not routinely analyze call-for-service data to make decisions about how public safety resources should be allocated, even though doing so would be logical. Thus, this analysis of Durham Police Department's call-for-service data from 10/29/2017 through 10/29/2020 is a first step in better understanding community needs and current law enforcement responses. More broadly, it is an essential and foundational step toward the goal of better aligning the correct public resources with the needs expressed by each call for service.

METHODS

The call data for Durham Police Department contain information for 1,028,650 incidents. RTI International analyzed this data set with three primary goals: (1) describe the nature of calls in the data set; (2) describe close codes (close codes are the record that indicates how a call was resolved, such as closed with a police report) applied to calls overall; and (3) describe close codes applied to calls, broken down by nature codes (nature codes are the record that indicates the type of call, such as a traffic accident or an in-progress violent crime). Our analysis focused primarily on two columns in the data set: "nature group" and "close code." Because an extensive number of original categories are used in each of these columns, we condensed the categories into a more manageable number of groups. The original "nature group" column contained 369 values, which we recoded into 18 groups:

- Alarm (for example, call natures *Alarm* and *Bank alarm*)
- All Other Property (for example, call natures *Break in* and *Larceny*)
- All Other Violent (for example, call natures *Assault* and *Kidnapping*)
- Deceased Person (*Deceased Person* is the only option in this category)
- Directed Patrol (*Directed Patrol* is the only option in this category)
- Disturbance (for example, call natures *Disturbance* and *Disturbance with Weapon*)
- Domestic or Family (for example, call natures *Domestic Violence* and *Child Abuse*)
- General Assistance (for example, call natures *Assist Person* and *Escort*)
- In Progress, Other (for example, call natures *Suspicious Person* and *Unknown Problem*)

- In Progress, Violent (for example, call natures *Gunshot Wound* and *Armed Robbery*)
- Medical/Fire Assistance (for example, call natures *Cardiac Arrest* and *Assist Fire*)
- Mental Health (for example, call natures *Crisis* and *Involuntary Commitment*)
- Police Administrative (for example, call natures *Test and talk* and *Enterprise Information System- I.T. Services*)
- Proactive Policing (for example, call natures *Knock and Talk* and *License Check*)
- Quality of Life (for example, call natures *Drugs* and *Intoxicated person*)
- Sex Offenses (for example, call natures *Rape* and *Sexual assault*)
- Traffic-Related (for example, call natures *Motor Vehicle Accident* and *Intoxicated Driver*)
- Warrant Service (for example, call natures *Wanted Person* and *Warrant or Subpoena Service*)

Likewise, the original “close code” variable contained 78 values, which we condensed into a nine-category taxonomy:

- Arrest/Arrest Report
- Closed Investigation (for example, close codes *Unfounded* and *Property Report*)
- Mental Health/Crisis Intervention Team (for example, close code *CIT Resolved Without Report*)
- Noncustodial Police Action (for example, close codes *Citation Issued* and *Verbal Warning*)
- Ongoing Investigation (for example, close codes *Incident Report* or *Report Generated*)
- Other, No Arrest (for example, close codes *BOLO - Be On the Lookout* and *Duplicate Call*)
- Referred Outside of Law Enforcement (for example, close codes *Referred VA Hospital* and *Referred Street Maintenance*)
- Referred to Other Law Enforcement Agency (for example, close codes *Referred Duke Police* and *Referred North Carolina Central University*)
- Resolved Without Report¹ (other examples include *False Alarms* and *Cancelled Calls*)

These grouped nature codes were also further condensed into a three-category taxonomy:

- Arrest
- Mental Health
- No Arrest (for example, *Resolved Without Report* and *Non-Custodial Police Action*)

We then analyzed and reported counts and percentages for nature codes and close codes and for close codes by each nature code (i.e., cross-tabulations between nature and close codes).

HOW WERE DATA GROUPED AND ANALYZED?

Computer-aided dispatch (CAD) software allows for many variations of 911 calls for service, which in turn allows communicators and first responders to quickly relay the type of incident. These variations differ among agencies. For example, the dispatch of a disturbance might be classified in CAD as a domestic disturbance, disturbance with a weapon, or disturbance with a gun. These modifiers signify differences to the first responder about response priority and possibly the type of threat faced on scene.

¹ Calls may be resolved without a report for a number of reasons. This call closure code indicates no further documented law enforcement action by responding officer(s).

Public safety units may have several thousand codes that assist responders in prioritizing calls quickly by clearly displaying risk factors such as age within the type of call.

Although this information is imperative for response, effectively analyzing hundreds of types of incidents can be difficult. To make the analysis more digestible, RTI has worked with law enforcement experts to find meaningful ways to group different call types for an effective display.

CAD systems do not capture every metric of an officer's daily activity. Some categories may require a deeper dive in the data, past the close codes, to understand important details. A major incident, such as a shooting, will be cleared in a manner to show that a report was completed. The code alone may not show whether an arrest was made on scene, and it may not include other very important information for that type of case.

Although these data exist in other administrative databases, for this analysis, RTI used only what was captured in the CAD database. All official police-public encounters should be documented in CAD; for example, when an officer initiates a traffic stop, that activity will be registered in CAD. It is important to note, however, that informal police-public interactions, like an officer having a conversation with a member of the public, will not be captured in CAD. Subsequent analyses will incorporate these other databases into the 911 call-for-service data depending on the outcomes of interest selected by each cohort city.

TABLES AND DESCRIPTION OF DATA

Table 1

Table 1 displays descriptive statistics for the call nature codes, recoded into grouped nature codes. Call categories are mutually exclusive, and calls are only counted in a single category. These groupings can be disaggregated for further analysis if requested.

Table 1: Descriptive Statistics (percentages) for the Nature Codes, recoded into 18 categories		
Call Type	Frequency	Percentage
Alarm	59,795	5.81
All Other Property	75,677	7.36
All Other Violent	9,018	0.88
Deceased Person	63	0.01
Directed Patrol	303,925	29.55
Disturbance	32,180	3.13
Domestic or Family	20,122	1.96
General Assistance	263,615	25.63
In Progress (Other)	37,310	3.63
In Progress (Violent)	3,172	0.31
Medical Fire Assistance	23,143	2.25

Table 1: Descriptive Statistics (percentages) for the Nature Codes, recoded into 18 categories

Call Type	Frequency	Percentage
Mental Health	10,716	1.04
Police Administrative	1,142	0.11
Proactive Policing	45,615	4.43
Quality of Life	58,531	5.69
Sex Offenses	957	0.09
Traffic Related	74,100	7.20
Warrant Service	9,569	0.93
TOTAL	1,028,650	100

Table 2

Table 2 displays descriptive statistics for the call close codes, recoded into grouped close codes. These groupings can be disaggregated for further analysis if requested.

Table 2: Descriptive Statistics (percentages) for the Close Codes, recoded into 9 categories

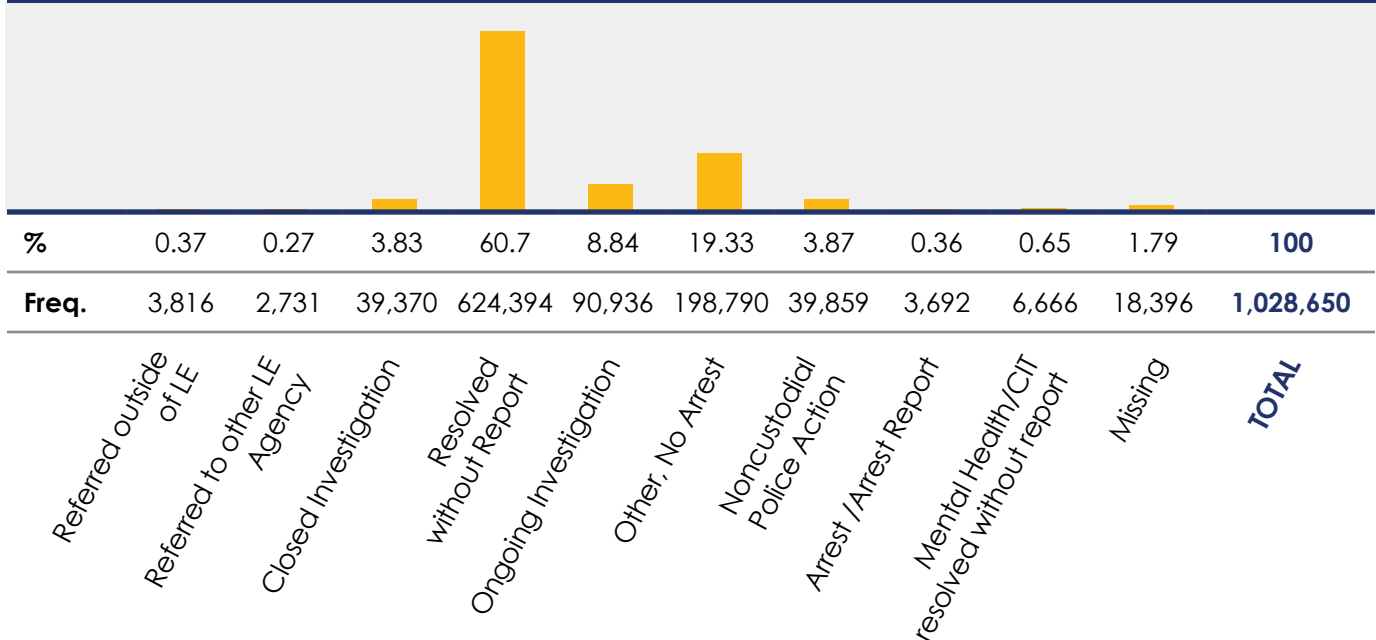


Table 3

Table 3 displays descriptive statistics for the close codes, further grouped into three high-level categories indicating whether a call ended with an arrest, no arrest, or a mental health referral.

Table 3: Descriptive Statistics (percentages) for the Close Codes, recoded into 3 high level categories (no arrest, arrest, mental health)			
No Arrest	Arrest	Mental Health	Missing
97.2%	0.36%	0.65%	1.79%

Table 4

Table 4 displays a cross-tabulation of nature categories by the three broad close codes. Overall counts and percentages are provided for each cell. *Note that mental health is both a call nature (the type of call) and a call close code (the outcome of the call resulted in an individual being referred to a mental health treatment provider).

Table 4: Cross tabulation of 18 nature categories by 3 broad Close Codes (number and percentages for each cell)					
Nature Code	No Arrest	Arrest	Mental Health	Missing Information	TOTAL
Alarm					
#	59,786	1	8	0	59,795
%	99.98%	0.00%	0.01%	0.00%	100%
All Other Property					
#	75,408	90	178	1	75,677
%	99.64%	0.12%	0.24%	0.00%	100%
All Other Violent					
#	8,853	22	142	1	9,018
%	98.17%	0.24%	1.57%	0.01%	100%
Deceased Person					
#	63	0	0	0	63
%	100%	0.00%	0.00%	0.00%	100%
Directed Patrol					
#	303,919	2	2	2	303,925
%	100%	0.00%	0.00%	0.00%	100%
Disturbance					
#	31,688	95	397	0	32,180
%	98.47%	0.30%	1.23%	0.00%	100%
Domestic or Family					
#	19,763	103	254	2	20,122
%	98.22%	0.51%	1.26%	0.01%	100%
General Assistance					
#	243,708	143	1,381	18,383	263,615
%	92.45%	0.05%	0.52%	6.97%	100%
In Progress Other					
#	36,769	105	433	3	37,310
%	98.55%	0.28%	1.16%	0.01%	100%

Table 4: Cross tabulation of 18 nature categories by 3 broad Close Codes (number and percentages for each cell)

Nature Code	No Arrest	Arrest	Mental Health	Missing Information	TOTAL
In Progress Violent					
#	3,162	4	6	0	3,172
%	99.68%	0.13%	0.19%	0.00%	100%
Medical Fire Assistance					
#	23,039	4	100	0	23,143
%	99.55%	0.02%	0.43%	0.00%	100%
Mental Health					
#	7,391	12	3,313	0	10,716
%	68.97%	0.11%	30.92%	0.00%	100%
Police Administrative					
#	1,142	0	0	0	1,142
%	100%	0.00%	0.00%	0.00%	100%
Proactive Policing					
#	45,373	230	12	0	45,615
%	99.47%	0.50%	0.03%	0.00%	100%
Quality of Life					
#	58,007	116	407	1	58,531
%	99.10%	0.20%	0.70%	0.00%	100%
Sex Offenses					
#	952	0	5	0	957
%	99.48%	0.00%	0.52%	0.00%	100%
Traffic Related					
#	74,045	32	21	2	74,100
%	99.93%	0.04%	0.03%	0.00%	100%
Warrant Service					
#	6,828	2,733	7	1	9,569
%	71.36%	28.56%	0.07%	0.01%	100%

Table 4: Cross tabulation of 18 nature categories by 3 broad Close Codes (number and percentages for each cell)

NATURE CODE	CALL OUTCOME				TOTAL
	No Arrest	Arrest	Mental Health	Missing Information	
Alarm	# 59,786	1	8	0	59,795
All Other Property	# 75,408	90	178	1	75,677
All Other Violent	# 8,853	22	142	1	9,018
Deceased Person	# 63	0	0	0	63
Directed Patrol	# 303,919	2	2	2	303,925

Table 4: Cross tabulation of 18 nature categories by 3 broad Close Codes (number and percentages for each cell)

NATURE CODE		CALL OUTCOME				TOTAL
		No Arrest	Arrest	Mental Health	Missing Information	
Disturbance	#	31,688	95	397	0	32,180
Domestic or Family	#	19,763	103	254	2	20,122
General Assistance	#	243,708	143	1,381	18,383	263,615
In Progress Other	#	36,769	105	433	3	37,310
In Progress Violent	#	3,162	4	6	0	3,172
Medical Fire Assistance	#	23,039	4	100	0	23,143
Mental Health	#	7,391	12	3,313	0	10,716
Police Administrative	#	1,142	0	0	0	1,142
Proactive Policing	#	45,373	230	12	0	45,615
Quality of Life	#	58,007	116	407	1	58,531
Sex Offenses	#	952	0	5	0	957
Traffic Related	#	74,045	32	21	2	74,100
Warrant Service	#	6,828	2,733	7	1	9,569

Table 5

Table 5 displays a cross-tabulation of nature categories by the more specific close code groupings. Overall counts and percentages are provided for each cell.

Table 5: Cross tabulation of 18 nature categories by 9 Close Code categories (number and percentages for each cell)

Nature Code	#	%	Nature Code	#	%
Alarm			Directed Patrol		
Referred Outside of LE	33	0.06	Referred Outside of LE	2	0.00
Referred to Other LE Agency	70	0.12	Referred to Other LE Agency	3	0.00
Closed Investigation	286	0.48	Closed Investigation	47	0.02
Resolved Without Report	56,893	95.15	Resolved Without Report	301,572	99.23
Ongoing Investigation	609	1.02	Ongoing Investigation	57	0.02
Other, No Arrest	1,864	3.12	Other, No Arrest	2,195	0.72
Noncustodial Police Action	31	0.05	Noncustodial Police Action	43	0.01
Arrest / Arrest Report	1	0.00	Arrest / Arrest Report	2	0.00
Mental Health / CIT Resolved Without Report	8	0.01	Mental Health / CIT Resolved Without Report	2	0.00
Missing Information	0	0.00	Missing Information	2	0.00
TOTAL	59,795	100	TOTAL	303,925	100
All Other Property			Disturbance		
Referred Outside of LE	24	0.03	Referred Outside of LE	3	0.01
Referred to Other LE Agency	150	0.20	Referred to Other LE Agency	46	0.14
Closed Investigation	1,220	1.61	Closed Investigation	2,766	8.60
Resolved Without Report	29,996	39.64	Resolved Without Report	20,701	64.33
Ongoing Investigation	40,478	53.49	Ongoing Investigation	5,226	16.24
Other, No Arrest	3,517	4.65	Other, No Arrest	2,924	9.09
Noncustodial Police Action	23	0.03	Noncustodial Police Action	22	0.07
Arrest / Arrest Report	90	0.12	Arrest / Arrest Report	95	0.30
Mental Health / CIT Resolved Without Report	178	0.24	Mental Health / CIT Resolved Without Report	397	1.23
Missing Information	1	0.00	Missing Information	0	0.00
TOTAL	75,677	100	TOTAL	32,180	100
All Other Violent			Domestic or Family		
Referred Outside of LE	10	0.11	Referred Outside of LE	4	0.02
Referred to Other LE Agency	44	0.49	Referred to Other LE Agency	39	0.19
Closed Investigation	357	3.96	Closed Investigation	1,472	7.32
Resolved Without Report	4,554	50.50	Resolved Without Report	11,340	56.36
Ongoing Investigation	3,410	37.81	Ongoing Investigation	5,050	25.10
Other, No Arrest	476	5.28	Other, No Arrest	1,848	9.18
Noncustodial Police Action	2	0.02	Noncustodial Police Action	10	0.05
Arrest / Arrest Report	22	0.24	Arrest / Arrest Report	103	0.51
Mental Health / CIT Resolved Without Report	142	1.57	Mental Health / CIT Resolved Without Report	254	1.26
Missing Information	1	0.01	Missing Information	2	0.01
TOTAL	9,018	100	TOTAL	20,122	100
Deceased Person			General Assistance		
Referred Outside of LE	0	0.00	Referred Outside of LE	3,047	1.16
Referred to Other LE Agency	0	0.00	Referred to Other LE Agency	536	0.20
Closed Investigation	0	0.00	Closed Investigation	6,478	2.46
Resolved Without Report	8	13.00	Resolved Without Report	89,648	34.01
Ongoing Investigation	44	70.00	Ongoing Investigation	19,198	7.28
Other, No Arrest	11	17.00	Other, No Arrest	124,699	47.30
Noncustodial Police Action	0	0.00	Noncustodial Police Action	102	0.04
Arrest / Arrest Report	0	0.00	Arrest / Arrest Report	143	0.05
Mental Health / CIT Resolved Without Report	0	0.00	Mental Health / CIT Resolved Without Report	1,381	0.52
Missing Information	0	0.00	Missing Information	18,383	6.97
TOTAL	63	100	TOTAL	263,615	100

Table 5: Cross tabulation of 18 nature categories by 9 Close Code categories (number and percentages for each cell)

Nature Code	#	%	Nature Code	#	%
In Progress Other			Police Administrative		
Referred Outside of LE	22	0.06	Referred Outside of LE	0	0.00
Referred to Other LE Agency	181	0.49	Referred to Other LE Agency	0	0.00
Closed Investigation	7,487	20.07	Closed Investigation	0	0.00
Resolved Without Report	22,954	61.52	Resolved Without Report	59	5.17
Ongoing Investigation	3,158	8.46	Ongoing Investigation	12	1.05
Other, No Arrest	2,833	7.59	Other, No Arrest	1,071	93.78
Noncustodial Police Action	134	0.36	Noncustodial Police Action	0	0.00
Arrest / Arrest Report	105	0.28	Arrest / Arrest Report	0	0.00
Mental Health / CIT Resolved Without Report	433	1.16	Mental Health / CIT Resolved Without Report	0	0.00
Missing Information	3	0.01	Missing Information	0	0.00
TOTAL	37,310	100	TOTAL	1,142	100
In Progress Violent			Proactive Policing		
Referred Outside of LE	1	0.03	Referred Outside of LE	0	0.00
Referred to Other LE Agency	2	0.06	Referred to Other LE Agency	1	0.00
Closed Investigation	125	3.94	Closed Investigation	150	0.33
Resolved Without Report	415	13.08	Resolved Without Report	4,993	10.95
Ongoing Investigation	2,261	71.28	Ongoing Investigation	1,969	4.32
Other, No Arrest	358	11.29	Other, No Arrest	390	0.85
Noncustodial Police Action	0	0.00	Noncustodial Police Action	37,870	83.02
Arrest / Arrest Report	4	0.13	Arrest / Arrest Report	230	0.50
Mental Health / CIT Resolved Without Report	6	0.19	Mental Health / CIT Resolved Without Report	12	0.03
Missing Information	0	0.00	Missing Information	0	0.00
TOTAL	3,172	100	TOTAL	45,615	100
Medical Fire Assistance			Quality of Life		
Referred Outside of LE	145	0.63	Referred Outside of LE	144	0.25
Referred to Other LE Agency	189	0.82	Referred to Other LE Agency	727	1.24
Closed Investigation	325	1.40	Closed Investigation	12,749	21.78
Resolved Without Report	14,220	61.44	Resolved Without Report	34,798	59.45
Ongoing Investigation	1,697	7.33	Ongoing Investigation	3,017	5.15
Other, No Arrest	6,455	27.89	Other, No Arrest	5,096	8.71
Noncustodial Police Action	8	0.03	Noncustodial Police Action	1,476	2.52
Arrest / Arrest Report	4	0.02	Arrest / Arrest Report	116	0.20
Mental Health / CIT Resolved Without Report	100	0.43	Mental Health / CIT Resolved Without Report	407	0.70
Missing Information	0	0.00	Missing Information	1	0.00
TOTAL	23,143	100	TOTAL	58,531	100
Mental Health			Sex Offenses		
Referred Outside of LE	15	0.14	Referred Outside of LE	0	0.00
Referred to Other LE Agency	90	0.84	Referred to Other LE Agency	3	0.31
Closed Investigation	504	4.70	Closed Investigation	12	1.25
Resolved Without Report	5,206	48.58	Resolved Without Report	229	23.93
Ongoing Investigation	621	5.80	Ongoing Investigation	652	68.13
Other, No Arrest	954	8.90	Other, No Arrest	56	5.85
Noncustodial Police Action	1	0.01	Noncustodial Police Action	0	0.00
Arrest / Arrest Report	12	0.11	Arrest / Arrest Report	0	0.00
Mental Health / CIT Resolved Without Report	3,313	30.92	Mental Health / CIT Resolved Without Report	5	0.52
Missing Information	0	0.00	Missing Information	0	0.00
TOTAL	10,716	100	TOTAL	957	100

Table 5: Cross tabulation of 18 nature categories by 9 Close Code categories (number and percentages for each cell)

Nature Code	#	%	Nature Code	#	%
Traffic Related			Warrant Service		
Referred Outside of LE	364	0.49	Referred Outside of LE	2	0.02
Referred to Other LE Agency	554	0.75	Referred to Other LE Agency	96	1.00
Closed Investigation	4,694	6.33	Closed Investigation	698	7.29
Resolved Without Report	22,084	29.80	Resolved Without Report	4,724	49.37
Ongoing Investigation	2,612	3.52	Ongoing Investigation	865	9.04
Other, No Arrest	43,607	58.85	Other, No Arrest	436	4.56
Noncustodial Police Action	130	0.18	Noncustodial Police Action	7	0.07
Arrest / Arrest Report	32	0.04	Arrest / Arrest Report	2,733	28.56
Mental Health / CIT Resolved Without Report	21	0.03	Mental Health / CIT Resolved Without Report	7	0.07
Missing Information	2	0.00	Missing Information	1	0.01
TOTAL	74,100	100	TOTAL	9,569	100

Table 6

Table 6 displays a cross-tabulation of nature categories by the top three close codes. Overall counts and percentages are provided for each cell. A complete list of close codes can be reviewed in the companion data analysis file.

Table 6: Cross tabulation of 18 nature categories by top 3 Close Codes

Nature Code	#	%	Nature Code	#	%
Alarm			Directed Patrol		
False Alarm	36,011	60.22	Resolved Without Report	301,512	99.21
Resolved Without Report	18,711	31.29	Cancelled by communications	1,013	0.33
Cancelled Alarm Agency	1,893	3.17	Referred to Durham Police	826	0.27
All Other Codes	3,180	5.32	All Other Codes	572	0.19
Missing Information	0	0.00	Missing Information	2	0.00
TOTAL	59,795	100	TOTAL	303,925	100
All Other Property			Disturbance		
Incident Report	40,188	53.10	Resolved Without Report	20,685	64.28
Resolved Without Report	29,936	39.56	Incident Report	5,059	15.72
Cancelled by Caller	1,320	1.74	Unfounded	2,758	8.57
All Other Codes	4,232	5.59	All Other Codes	3,678	11.43
Missing Information	1	0.00	Missing Information	0	0.00
TOTAL	75,677	100	TOTAL	32,180	100
All Other Violent			Domestic or Family		
Resolved Without Report	4,551	50.47	Resolved Without Report	11,331	56.31
Incident Report	3,340	37.04	Incident Report	4,908	24.39
Unfounded	354	3.93	Unfounded	1,469	7.30
All Other Codes	772	8.56	All Other Codes	2,412	11.99
Missing Information	1	0.01	Missing Information	2	0.01
TOTAL	9,018	100	TOTAL	20,122	100
Deceased Person			General Assistance		
Incident Report	44	69.84	Resolved Without Report	89,168	33.83
Resolved Without Report	8	12.70	Cell Phone Hang Up	53,773	20.40
Test Entry	7	11.11	Cancelled by Caller	40,645	15.42
All Other Codes	4	6.35	All Other Codes	61,646	23.38
Missing Information	0	0.00	Missing Information	18,383	6.97
TOTAL	63	100	TOTAL	263,615	100

Table 6: Cross tabulation of 18 nature categories by top 3 Close Codes

Nature Code	#	%	Nature Code	#	%
In Progress Other			Proactive Policing		
Resolved Without Report	22,894	61.36	Verbal Warning	18,512	40.58
Unfounded	7,445	19.95	Citation Issued	15,779	34.59
Incident Report	3,035	8.13	Resolved Without Report	4,972	10.90
All Other Codes	3,933	10.54	All Other Codes	6,352	13.93
Missing Information	3	0.01	Missing Information	0	0.00
TOTAL	37,310	100	TOTAL	45,615	100
In Progress Violent			Quality of Life		
Incident Report	2,246	70.81	Resolved Without Report	34,766	59.40
Resolved Without Report	414	13.05	Unfounded	12,515	21.38
Duplicate Event	138	4.35	Incident Report	2,947	5.03
All Other Codes	374	11.79	All Other Codes	8,302	14.18
Missing Information	0	0.00	Missing Information	1	0.00
TOTAL	3,172	100	TOTAL	58,531	100
Medical Fire Assistance			Sex Offenses		
Resolved Without Report	11,256	48.64	Incident Report	642	67.08
Information Relayed Via Radio	2,513	10.86	Resolved Without Report	229	23.93
Incident Report	1,666	7.20	Duplicate Event	19	1.99
All Other Codes	7,708	33.31	All Other Codes	67	7.00
Missing Information	0	0.00	Missing Information	0	0.00
TOTAL	23,143	100	TOTAL	957	100
Mental Health			Traffic Related		
Resolved Without Report	5,201	48.53	Accident Report	37,086	50.05
CIT resolved without report	3,313	30.92	Resolved Without Report	22,022	29.72
Unfounded	502	4.68	Unfounded	4,693	6.33
All Other Codes	1,700	15.86	All Other Codes	10,297	13.90
Missing Information	0	0.00	Missing Information	2	0.00
TOTAL	10,716	100	TOTAL	74,100	100
Police Administrative			Warrant Service		
Test Entry	1,005	88.00	Resolved Without Report	4,722	49.35
Resolved Without Report	57	4.99	Arrest Report	2,733	28.56
Cancelled by communications	36	3.15	Incident Report	861	9.00
All Other Codes	44	3.85	All Other Codes	1,252	13.08
Missing Information	0	0.00	Missing Information	1	0.01
TOTAL	1,142	100	TOTAL	9,569	100

SUMMARY

This report is a high-level summary of the comprehensive quantitative analysis of each cohort city's 911 call-for-service data. A companion data analysis file, containing detailed information that has been summarized here, will also be provided to each of the cohort cities. The companion data analysis file will facilitate drilling down into the data summarized in this report.

NEXT STEPS AND ADDITIONAL ANALYSES

The next step in the process of identifying and implementing alternatives-to-enforcement pilots is defining clear and measurable outcomes for success for one or more pilots. Defining pilot outcomes of interest will require further analysis of data sets adjacent to the 911 call-for-service data, along with assessing literature review summaries and inventorying potential alternative response resources. The analysis will be an assessment of the outcomes of the call for service with a potential focus on outcomes like arrest, use of force, and public complaints. Although the data managed in CAD systems have close codes to indicate how calls are resolved, more detailed information about arrests and use of force/complaints are managed in independent databases (the records management system and internal affairs software like IPro BlueTeam, respectively).

Table 7

Table 7 displays a summary of time spent on call by call nature.²

Table 7: Time Spent on each Nature Code		
Nature Code	Total Number of Hours	Percentage
General Assistance	101,752.7	15.7
Directed Patrol	100,745.4	15.6
Traffic Related	84,328.2	13.0
All Other Property	75,288.7	11.6
Disturbance	40,299.0	6.2
Quality of Life	37,952.4	5.9
In Progress Violent	32,933.2	5.1
Domestic or Family	32,918.0	5.1
In Progress Other	31,911.3	4.9
Alarm	23,564.2	3.6
Proactive Policing	21,272.0	3.3
Medical Fire Assistance	20,073.1	3.1
Mental Health	16,310.3	2.5
Warrant Service	13,696.9	2.1
All Other Violent	10,909.9	1.7
Sex Offenses	3,026.8	.5
Deceased Person	627.0	.1
Police Administrative	21.7	0
TOTAL	647,630.7	100

² Call time outliers were identified as any record whose only description was "Report Only" (approximately 1,200 out of 5 million) and excluded calls that were over 40 hours long and any that were over 24 hours long but had multiple records with the description of "Dispatched." Some calls had a total time of 0 seconds because they either (a) had only one record with a timestamp or (b) had several timestamps all with the same time (about 62,000 calls out of 1.3 million). Two data sets were created to account for calls with 0 seconds. The first handled all the zeros as a true value and the second added 15 seconds to the calls that previously had a call time of 0 seconds. The effect was minimal; the overall difference in mean in total time per call in minutes was 0.02 minutes. The information in this report treats the zeros as true values.

Other proposed future analyses include the following:

- A spatial analysis of directed patrol, general assistance, and mental health calls to understand the geographic distribution of these calls and how call outcomes may vary as a function of space.
- An analysis to better understand the rate at which various call natures result in the use of force.
- An analysis to understand the rate at which arrests, use of force incidents, and citizen complaints result from officer versus publicly initiated calls for service.

Another step toward a better alignment of community needs and public safety resources is to develop an inventory of available resources. Departments under the public safety umbrella typically operate in silos; each department is unaware of the demands being made of other departments. From the city management perspective, public safety departments in many cases are black boxes; department leaders are responsible for training staff and developing resources specific to their departments. Except in rare circumstances, there is no comprehensive, citywide inventory of what public safety resources exist across all departments or what redundancies or gaps exist. This lack of knowledge about resources becomes even more profound when considering resources outside of the publicly funded agencies. Myriad nonpublic resources exist in the partner cities that would be well positioned to serve as resources when responding to certain calls for service. For example, in Greensboro a program in the field pairs a clinician and an officer to respond to mental health and substance abuse calls.³ Accordingly, a citywide inventory of public safety and nonpublic resources that could be used as an alternative to a law enforcement response for certain calls for service is essential in matching the right public safety resource to a particular call for service.

As community needs are assessed and public and nonpublic safety resources inventoried, an initial scan of the literature and the field to identify promising alternative responses will be continually revisited and updated. The purpose of this scan is to identify research and strategies focused on similar issues (e.g., responses to mental health calls) that were addressed with resources similar to those available in each city. Wherever possible, potential alternative response pilots will be evidence based—with the acknowledgement that some may be merely research informed, modeled after pilots that are in the field but have yet to be evaluated, or in some cases are novel in their approach. The relative lack of an evidence base for many of the alternatives to law enforcement responses necessitates an approach rapidly implementing and evaluating pilots to identify promising interventions that can be evaluated over a longer term on a larger scale through the use of randomized controlled trials.

The evaluation of the pilot alternative responses will be conducted in the cohort cities. This approach accommodates the need to rapidly vet promising alternative responses, respond to a variety of community issues, and be fiscally prudent. The focus on this step is rapidly generating information about what interventions are most promising so that they can then be ultimately scaled and evaluated more rigorously. Pilots that are implemented locally, with a standardized methodology applied regionally, could ultimately be replicated in cities across the United States.

³ <https://spectrumlocalnews.com/nc/triad/news/2019/05/29/greensboro-officials-propose-a-mental-health-crisis-response-initiative>