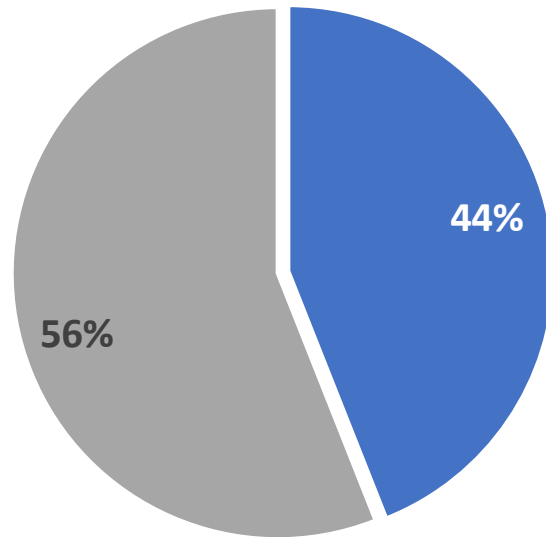




2019 Dispatched Call Types

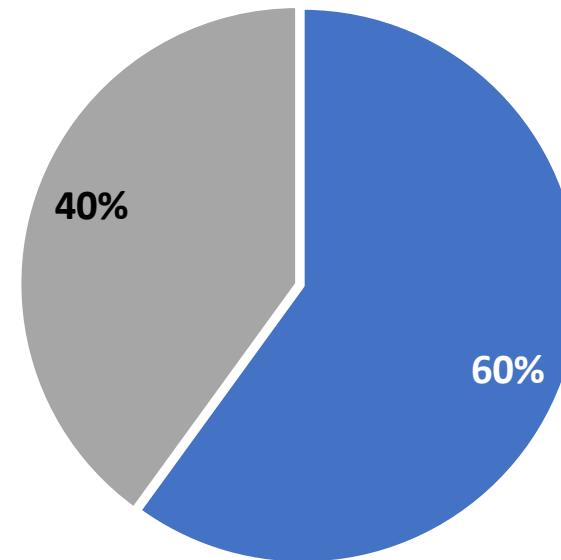
- Approximately 274,000 911 Events (including Priority 1 on-views) in 2019 (initial call classification)
 - 15% of calls that are "non-criminal" initially shift to criminal during the call

% of 911 Events



■ Criminal ■ Non-Criminal

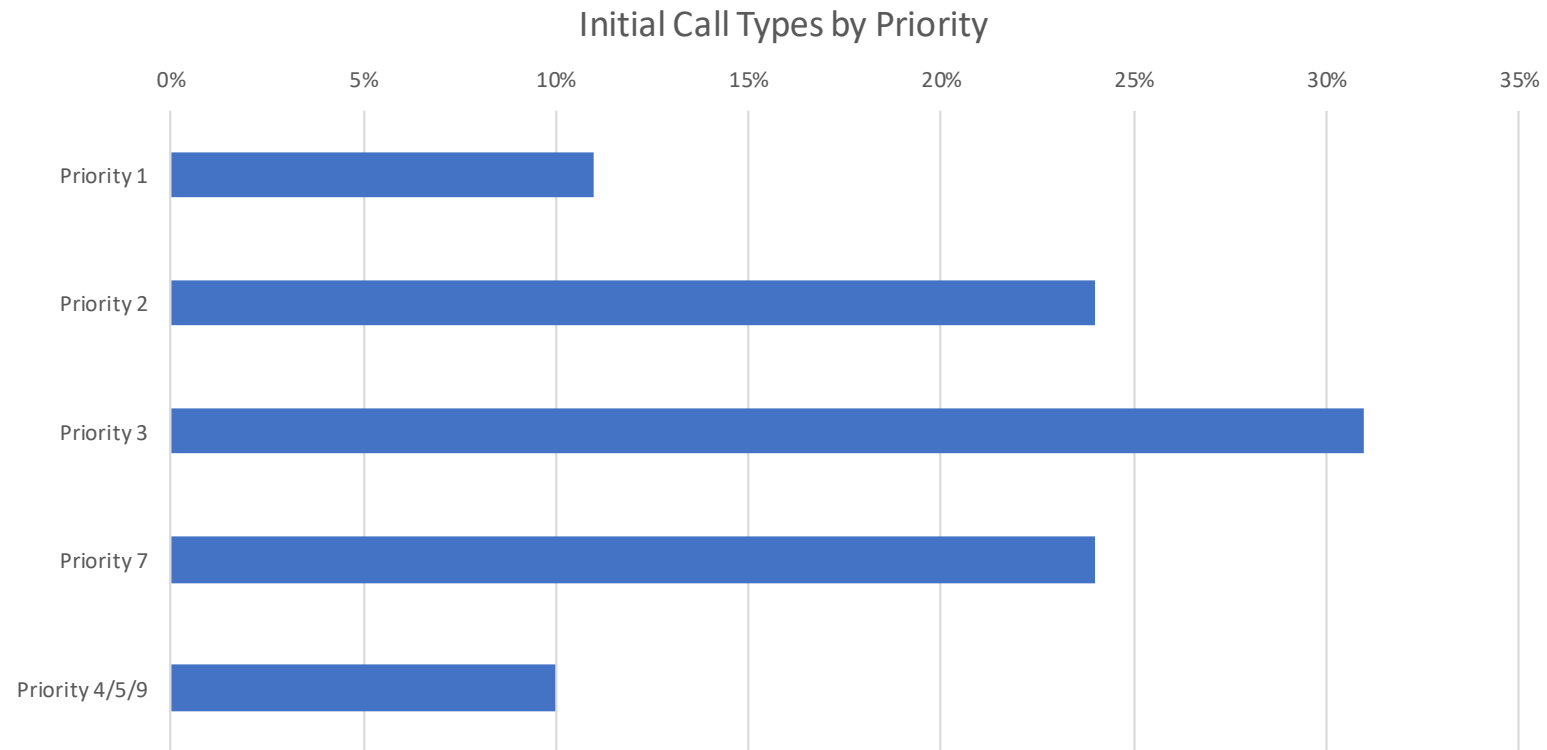
% of Service Hours by Call Type



■ Criminal ■ Non-Criminal



2019 Dispatched Call Types by Priority Group



71% of SPD Officer Service time for dispatched calls is contained in Priority 1 (36%) and 2 (35%) calls; 26% on P3



General Description of Call Classification

A. Priority 1 (P/1)

1. Immediate / High Priority – poses threat to life. Examples:

- HELP the Officer Calls
- In-progress call posing threat to life
- Possible medical emergency calls
- Any response with Seattle Fire
- Bank Hold-up Alarms
- Suspicious Packages
- Any call using a Type Code with P/1 embedded
- Serious assaults
- ALI/ANI hang up, abandoned, or unknown circumstance calls

63 different call types

B. Priority 2 (P/2)

1. Urgent – Altercations or situations which could escalate if assistance does not arrive soon. Examples:

- Narcotics Activity
- Persons being detained by citizen
- In-progress property crimes
- Human activated alarms (excluding bank holdups)

43 different call types



General Description of Lower Priority Calls

Priority 3 (P/3)

1. Prompt – Response time is not critical, but usually involves a victim waiting to speak with officers.

Examples:

- Investigative Reports: Thefts, property damage
- No suspect in area – immediate apprehension is not likely
- Property alarms (building or car alarms)
- Non-blocking accidents
- Standbys to assure the Peace
- Parking complaints

78 different call types

Priority 4 (P/4)

1. As Available – Service requests that may not involve a written report

Examples:

- Noise complaints
- Nuisance Calls
- Request to Watch
- Found Property

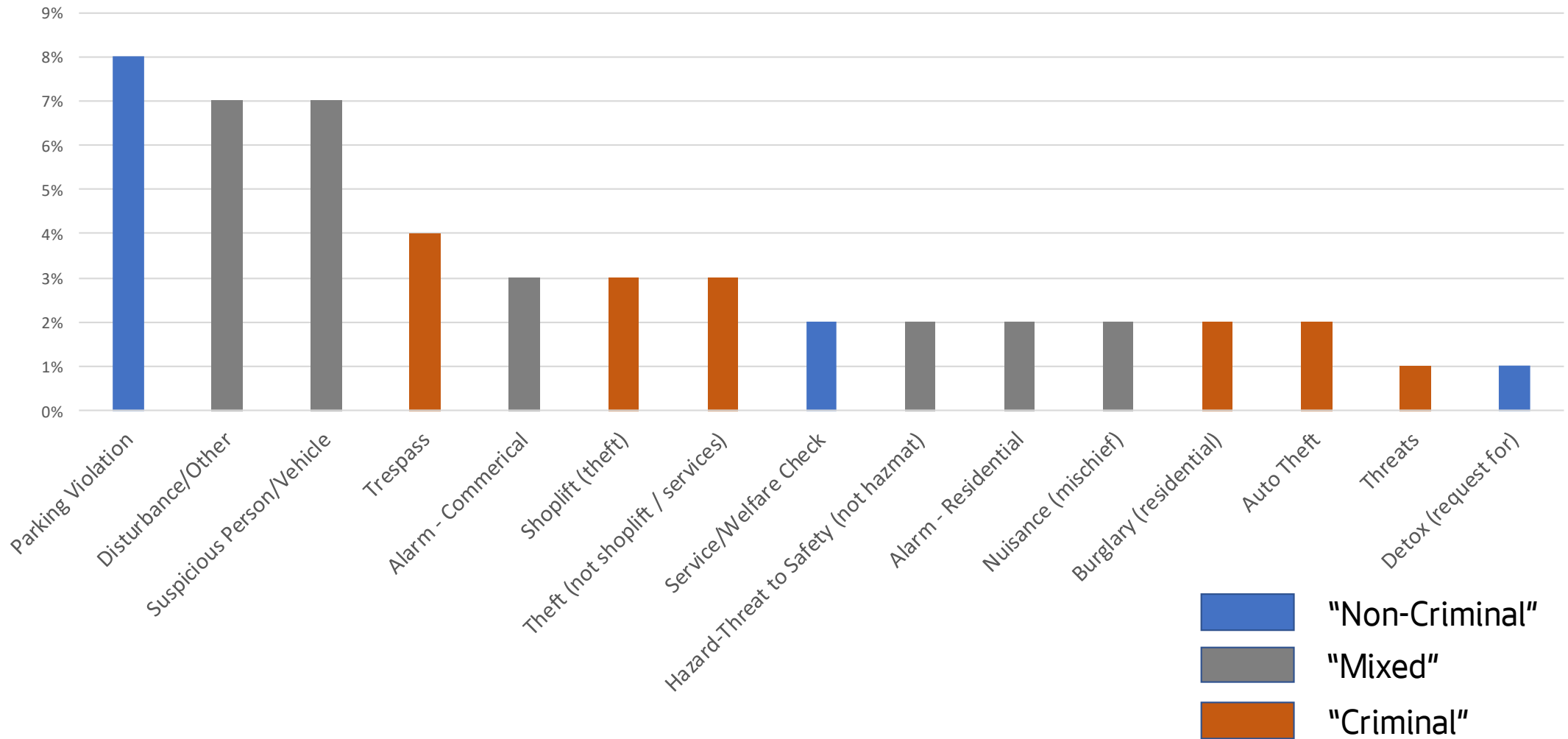
18 different call types



2019 Top 15 Dispatched Call Types by Initial Call Classification

(these account for 49% of all calls)

Top 15 Initial Call Types



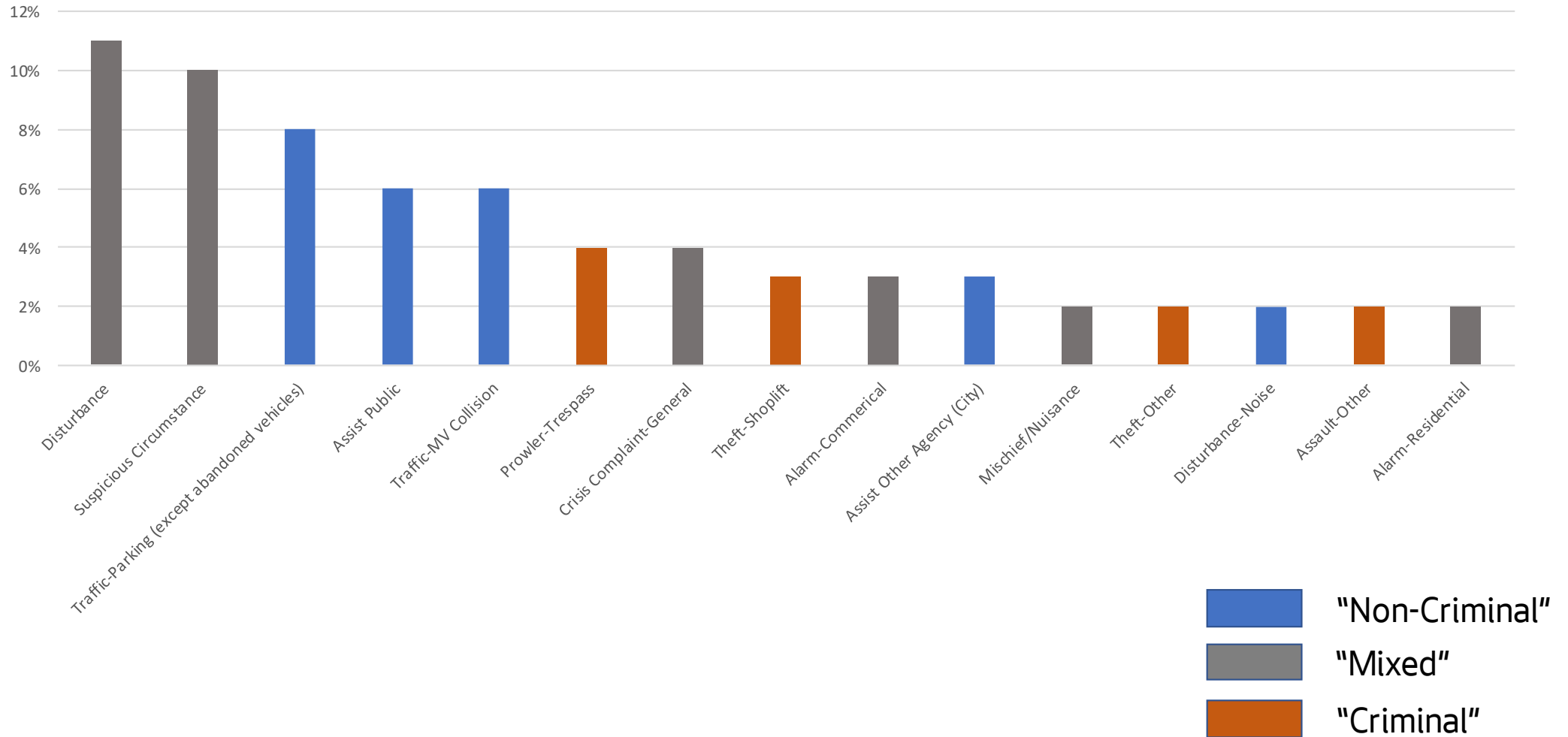
Note: 75% of Parking Violation calls are responded to by a PEO



2019 Top 15 Dispatched Call Types by Final Call Classification

(these account for 68% of all calls)

Top 15 Final Call Types



Note: 75% of Parking Violation calls are responded to by a PEO



Initial Type	Call Count	% in All Dispatched ¹	End with Criminal MIR	End with Crime MIR %
Alarms-Comm	7759	3%	183	2%
Alarms-Residential	6264	2%	68	1%
Disturbance	30043	11%	4959	17%
Hazard	5998	2%	452	8%
Nuisance	5670	2%	470	8%
Service-Welfare Check	6447	2%	564	9%
Suspicious Person & Vehicle	17948	7%	1186	7%

“Mixed” Calls
 – Trends in
 Outcomes of
 Non-Criminal
 Initial Calls



2019 Top 15 Call Dispositions

	Initial Criminal	Initial Non-Criminal/ Mixed	% of Total Dispatches
Assistance Rendered	29%	71%	35%
Report Written (No Arrest)	74%	26%	27%
Unable to locate (Incident or Complainant)	33%	67%	13%
No Police Action Necessary OR Possible	25%	75%	4%
Citation	3%	97%	4%
False Complaint/Unfounded	3%	97%	4%
Broadcast & Clear	65%	35%	3%
Arrest Made	71%	29%	3%
Cancelled by Radio	29%	71%	2%
Follow-up Report	92%	8%	2%
Oral Warning	24%	76%	1%
Other Report	34%	66%	1%
Street Check	52%	48%	0%
Public Order Restored	37%	63%	0%
Problem Solving	44%	56%	0%