Breakdown of Sworn Workforce FTE by Function

Legend:
- 911 Response
- Follow-up Investigations
- Special Response
- Patrol Support (e.g., precinct-based functions, TRU, etc.)
- Administrative Services (e.g., training, policy, etc.)
- Investigative Support (e.g., intel, evidence, etc.)
- Civility / Social Service Response
- Police Oversight (FIT and FRU)
- Community Outreach Services

Pie chart values: 48%, 20%, 10%, 8%, 7%, 2%, 2%, 2%, 1%
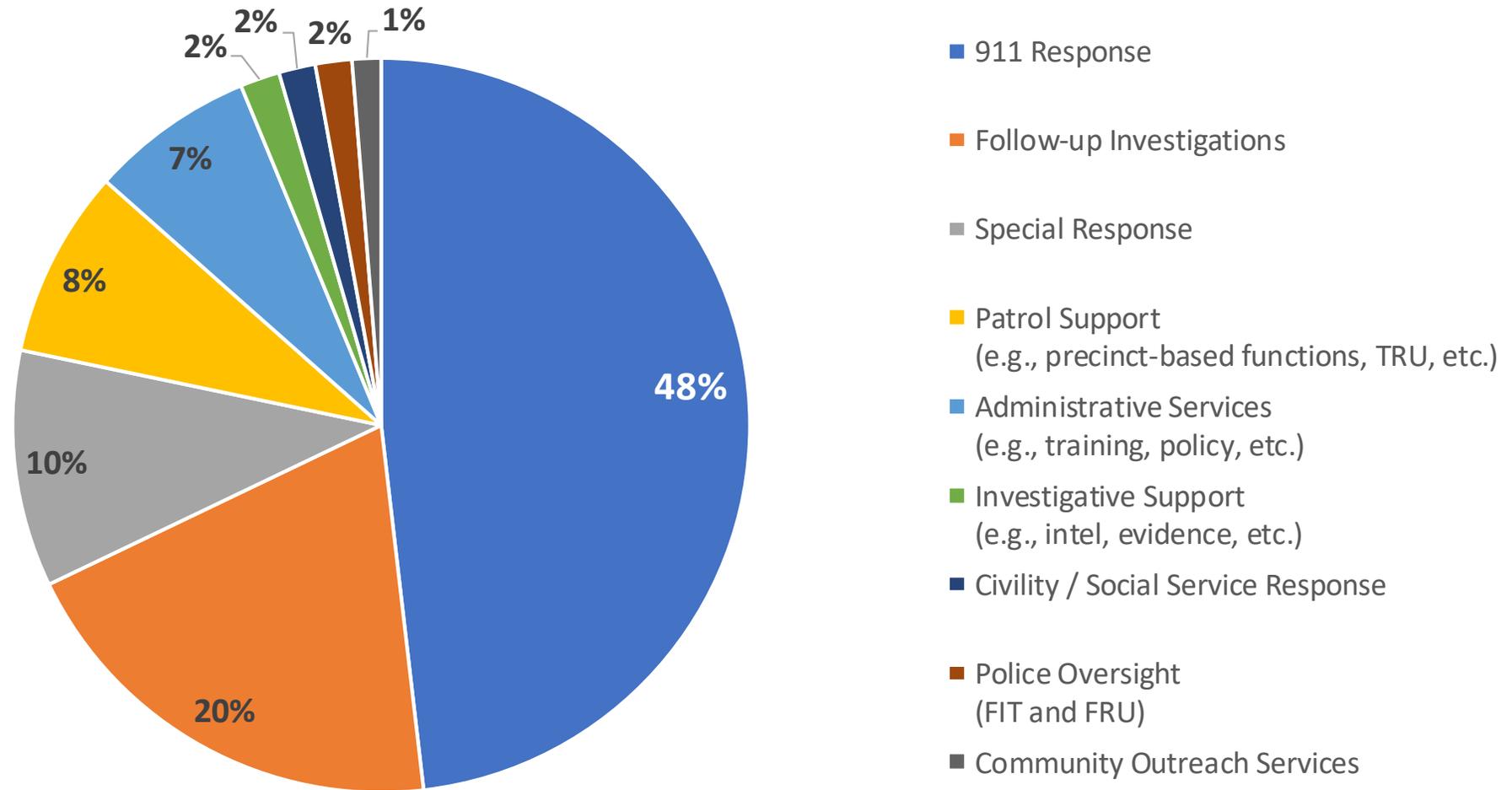
Historical Trends in Calls for Service

SPD CAD Events by How Received: 2010-2019

- Dispatched (Community-Generated)
- Onview (Officer-Generated)
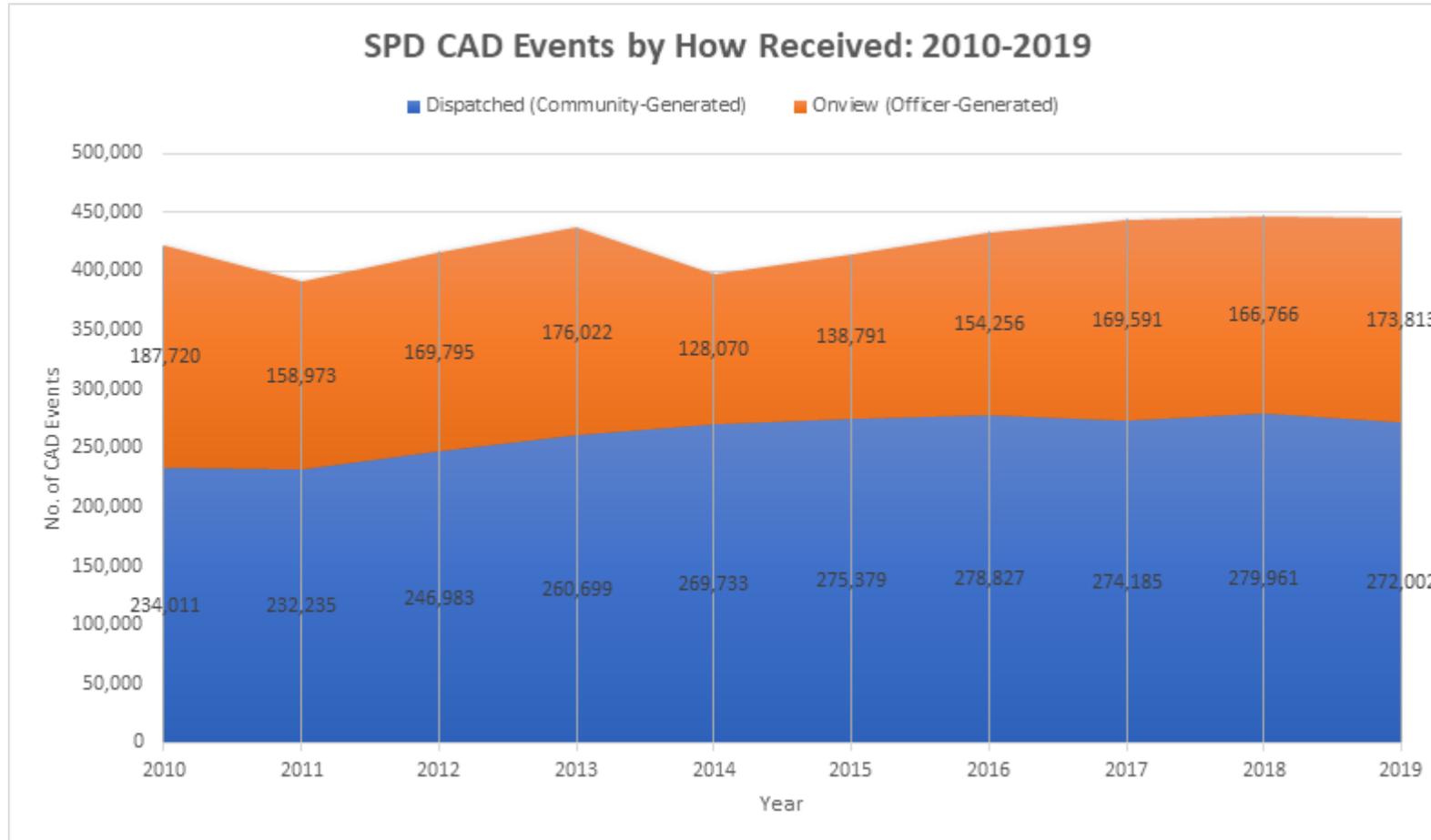
2019 Dispatched Call Types

- Approximately 274,000 911 Events (including Priority 1 on-views) in 2019 (initial call classification)
  - 16% of calls that are "non-criminal" initially shift to "criminal" during the call.
  - 34% of calls that are "criminal" initially shift to "non-criminal" during the call.

% of 911 Events
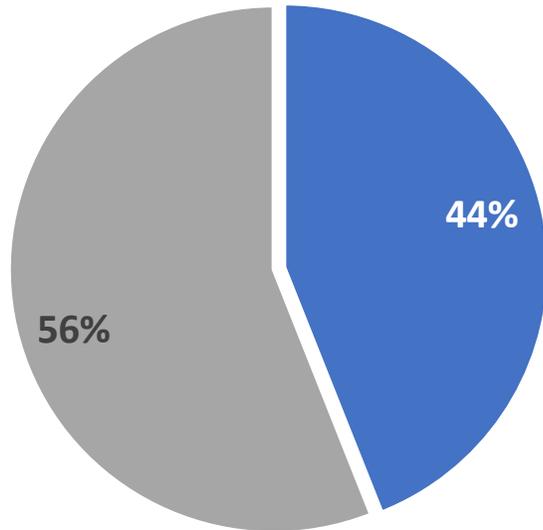
% of Service Hours by Call Type
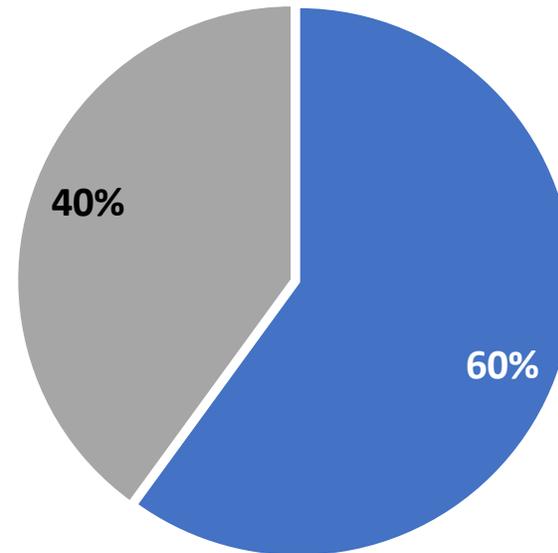
44%

56%

■ Criminal ■ Non-Criminal

40%

60%

■ Criminal ■ Non-Criminal
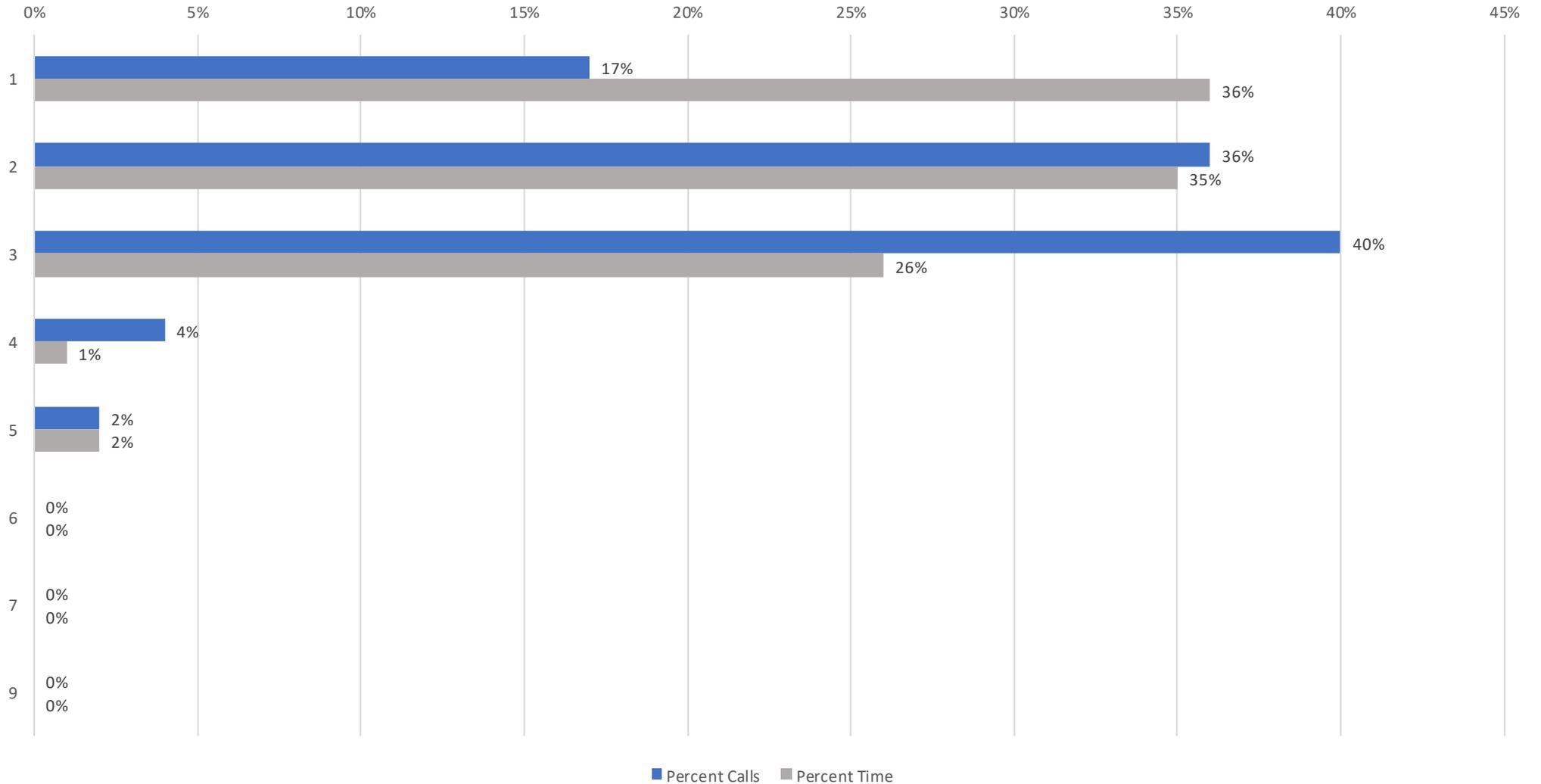
General Description of Call Classification

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
   (25% of call types)
   (36% of service time)

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
   (17% of call types)
   (35% of service time)

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
(31% of call types)
(26% of service time)**

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
(70% of call types)
(1% of service time)**

2019 Top 15 Dispatched Call Types by Initial Call Classification
(these account for 49% of all calls)

Top 15 Initial Call Types

Legend:
- "Non-Criminal" (blue)
- "Mixed" (gray)
- "Criminal" (orange)
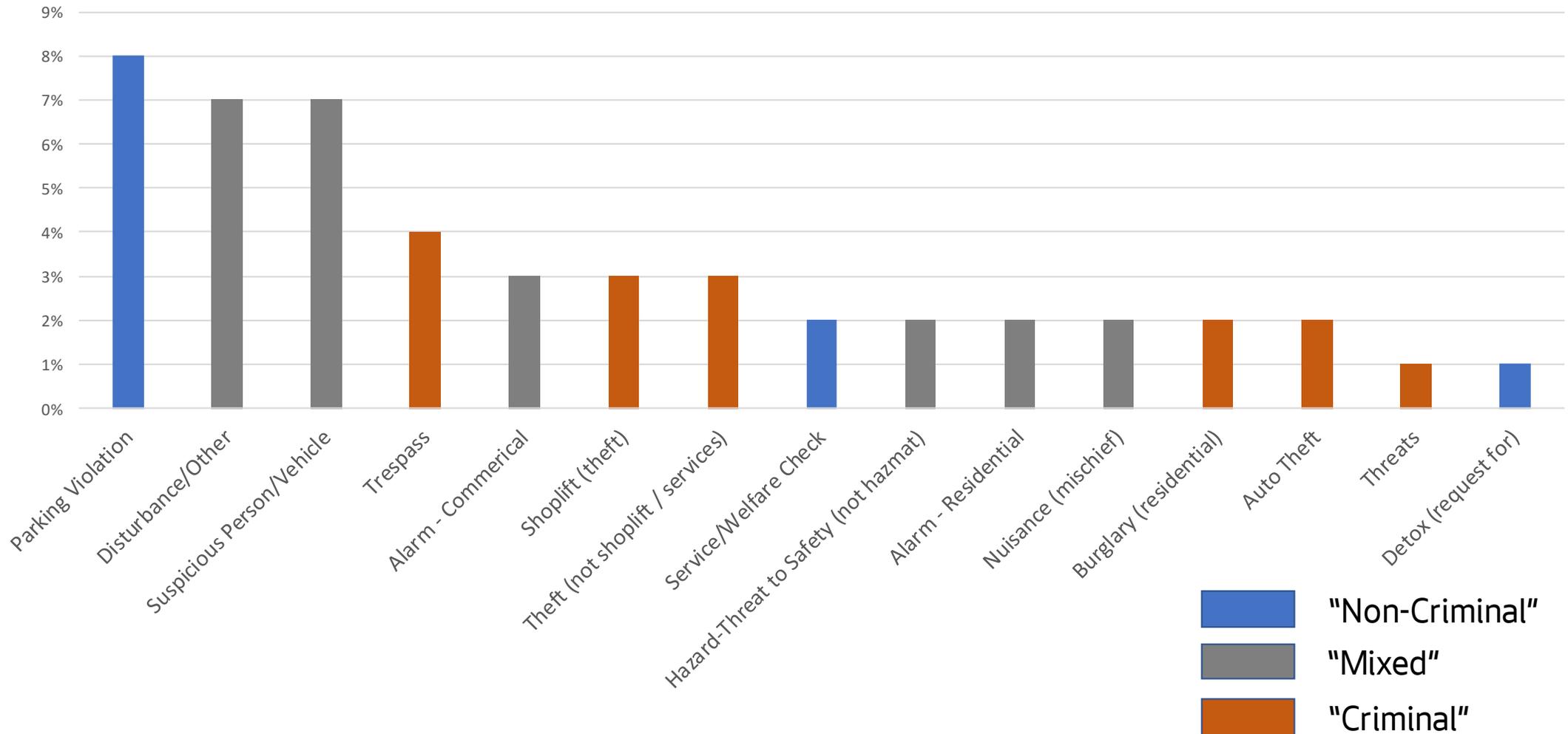
Note: 75% of Parking Violation calls are responded to by a PEO

2019 Top 15 Dispatched Call Types by Final Call Classification
(these account for 68% of all calls)

Top 15 Final Call Types

Legend:
- "Non-Criminal" (blue)
- "Mixed" (gray)
- "Criminal" (orange)

Categories (left to right):
Disturbance, Suspicious Circumstance, Traffic-Parking (except abandoned vehicles), Assist Public, Traffic-MV Collision, Prowler-Trespass, Crisis Complaint-General, Theft-Shoplift, Alarm-Commerical, Assist Other Agency (City), Mischief/Nuisance, Theft-Other, Disturbance-Noise, Assault-Other, Alarm-Residential

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

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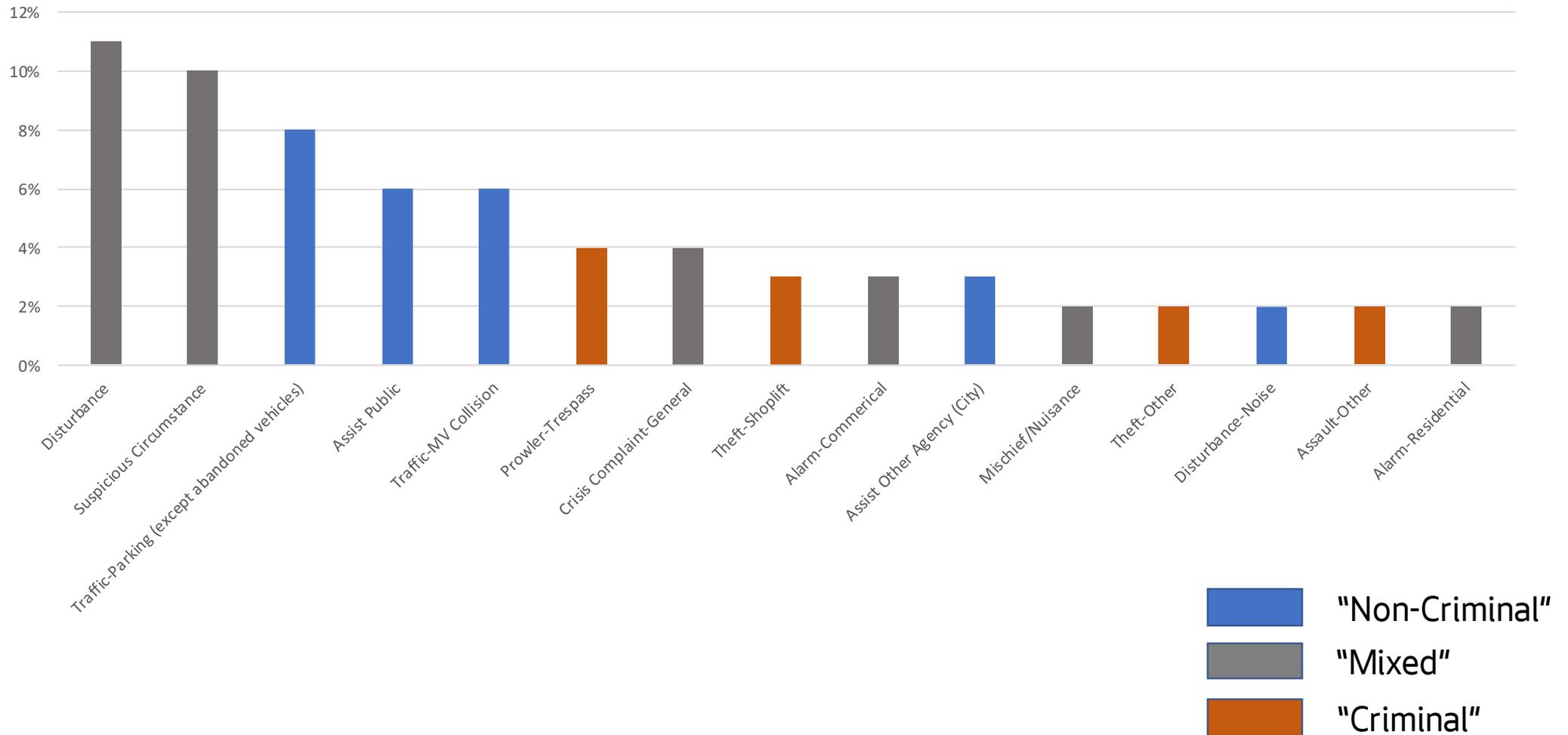
Initial Type	Call Count	% in All Dispatched[1]	End with Criminal MIR	End with Crime MIR %
Alarms-Comm	7759	3%	183	2%
Alarms-Residential	6264	2%	68	1%
Disturbance	30043	11%	4959	17%
Hazard	5998	2%	452	8%
Nuisance	5670	2%	470	8%
Service-Welfare Check	6447	2%	564	9%
Suspicious Person & Vehicle	17948	7%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