

**Public Requests for Assistance from the San Antonio Police
Department (SAPD): An Assessment of Calls for Service Received
between Jan 2018-Oct 2020**

Dr. Rob Tillyer
&
Dr. Michael R. Smith



April 2021

Table of Contents

PUBLIC REQUESTS FOR ASSISTANCE FROM THE SAN ANTONIO POLICE DEPARTMENT (SAPD): AN ASSESSMENT OF CALLS FOR SERVICE RECEIVED BETWEEN JAN 2018-OCT 2020.....	I
TABLE OF CONTENTS	II
SUMMARY OF TABLES	III
SUMMARY OF FIGURES	III
EXECUTIVE SUMMARY	IV
BACKGROUND.....	1
METHODOLOGY	1
DATA.....	2
RESULTS.....	7
INCIDENT FIELDS.....	7
<i>Incident Characteristics</i>	7
<i>Incident Categorization</i>	14
<i>Incident Response</i>	22
KEY INCIDENT FIELDS	26
SPECIFIC CALL TYPE ANALYSIS	32
APPENDIX A: PRIORITY CATEGORIES.....	37

Summary of Tables

TABLE 1: DATA CATALOG & MERGING	3
TABLE 2: CALLS FOR SERVICE ONLY	4
TABLE 3: MISSING DATA	6
TABLE 4: RESPONSE TIME & TIME ON SCENE	22
TABLE 5: PRIORITY CATEGORY BY DAY OF WEEK	26
TABLE 6: PRIORITY CATEGORY BY SUBSTATION	28
TABLE 7: NUMBER OF UNITS DISPATCHED BY PRIORITY CATEGORY	29
TABLE 8: SELECTED CALL TYPES CHARACTERISTICS	33
TABLE 9: PRIORITY CATEGORIES & CALL TYPES	37

Summary of Figures

FIGURE 1: CALLS FOR SERVICE BY YEAR.....	8
FIGURE 2: CALLS FOR SERVICE BY DAY OF THE WEEK.....	8
FIGURE 3: CALLS FOR SERVICE BY HOUR OF THE DAY	9
FIGURE 4: CALLS FOR SERVICE BY CITY COUNCIL DISTRICT.....	10
FIGURE 5: CALLS FOR SERVICE BY SUBSTATION.....	11
FIGURE 6: CALLS FOR SERVICE BY RESPONSE AREAS IN THE CENTRAL SUBSTATION	12
FIGURE 7: CALLS FOR SERVICE BY RESPONSE AREAS IN THE NORTH SUBSTATION.....	12
FIGURE 8: CALLS FOR SERVICE BY RESPONSE AREAS IN THE EAST SUBSTATION	13
FIGURE 9: CALLS FOR SERVICE BY RESPONSE AREAS IN THE WEST SUBSTATION	13
FIGURE 10: CALLS FOR SERVICE BY RESPONSE AREAS IN THE SOUTH SUBSTATION	14
FIGURE 11: CALLS FOR SERVICE BY RESPONSE AREAS IN THE PRUE SUBSTATION.....	14
FIGURE 12: CALLS FOR SERVICE BY PRIORITY CATEGORY	15
FIGURE 13: CALLS FOR SERVICE BY PRIORITY CATEGORY #1	16
FIGURE 14: CALLS FOR SERVICE BY PRIORITY CATEGORY #2	16
FIGURE 15: CALLS FOR SERVICE BY PRIORITY CATEGORY #3	17
FIGURE 16: CALLS FOR SERVICE BY PRIORITY CATEGORY #4	18
FIGURE 17: CALLS FOR SERVICE BY PRIORITY CATEGORY #5	19
FIGURE 18: CALLS FOR SERVICE BY PRIORITY CATEGORY #6	20
FIGURE 19: CALLS FOR SERVICE BY PRIORITY CATEGORY #7	21
FIGURE 20: CALLS FOR SERVICE BY NUMBER OF UNITS DISPATCHED	22
FIGURE 21: CALLS FOR SERVICE BY INCIDENT DISPOSITION.....	23
FIGURE 22: CALLS FOR SERVICE BY CLEARED DISPOSITION.....	24
FIGURE 23: CALLS FOR SERVICE BY CASE OPENED	24
FIGURE 24: CALLS FOR SERVICE BY NO OFFICIAL REPORT DISPOSITION.....	25
FIGURE 25: CALLS FOR SERVICE BY PRIORITY CATEGORY AND HOUR OF DAY.....	27
FIGURE 26: CALLS FOR SERVICE RESULTING IN A CASE OPENED BY PRIORITY CATEGORY.....	30
FIGURE 27: AVERAGE RESPONSE TIME BY PRIORITY CATEGORY	31
FIGURE 28: AVERAGE TIME ON SCENE BY PRIORITY CATEGORY.....	32

Executive Summary

This report represents an assessment of services requested of the San Antonio Police Department (SAPD) by residents of the City of San Antonio (COSA) between January 2018 and October 2020. In Fall 2020, COSA began discussions with Drs. Mike Smith and Rob Tillyer, researchers from the Department of Criminology and Criminal Justice at the University of Texas at San Antonio (UTSA), regarding the City's interest in understanding the requests received by the centralized 911 system that frequently result in or require a police response; these are commonly referred to as calls for service (CFS). This effort is part of a larger discussion underway within the City regarding how and when police are deployed and whether there are efficiencies to be gained by off-loading some CFS to other City departments or social support services. The overarching goal of the project was to assist City and SAPD officials in identifying types or categories of calls that potentially could be handled by non-sworn police personnel or which might be amenable to a co-response between police and other City agencies.

Data and Methodology

Based on the overall goals of the project, approximately 34 months of CFS data (January 2018 through October 2020) were provided by the SAPD to the UTSA researchers. These data represent both 911 and non-emergency calls made by the public to the SAPD. Importantly, the SAPD call center frequently receives more than one call regarding the same incident. For example, the same traffic accident may generate multiple calls for service into the call center. In most but not all cases, the call center merges these calls together into a single incident to avoid dispatching an unnecessary number of police units. The data provided by SAPD reflect the product of this merging and reflect roughly 1.5 million *calls* per year, not all of which represent unique *incidents*, however. Throughout our discussion that follows, the term 'incident' will be used to describe unique events to which police were dispatched; in some cases, these incidents may have generated multiple calls to the call center.

After receipt of all data files and completion of the merging process, 4,467,174 call records were available for potential analysis across the 34-month study period. However, 623,520 of these records represented duplicate calls to the same incidents and were removed prior to analysis. Furthermore, because the focus of this research project was on *community-generated* calls for service, 387,045 officer-initiated records (traffic stops or similar encounters) and an additional four records coded as 'airport' were removed from further consideration. Finally, another 102,995 records were missing 'call type' information (e.g., burglary or traffic accident), and 176,941 were handled by expeditors (call center personnel who take reports over the phone) in lieu of dispatching an officer to the scene. These records were removed prior to the analysis. After this process of elimination, **3,090,823 unique incidents were available for analysis**. And while some incidents were missing data across one or more fields of interest (e.g., response time or council district), it is this dataset of approximately 3 million incidents that served as the foundation for our analyses reported below.

The SAPD uses a seven-category priority scale to categorize calls for service with Priority 1 incidents representing the most serious situations and Priority 7 incidents as the least serious. In addition, all incidents received a disposition or a categorization of how they were resolved: ‘Cleared’ or ‘No Official Report (NOR)’. The ‘cleared’ category reflect incidents that involved a reported crime, incident report, or some type of report taken; however, the ‘cleared’ category also includes an ‘other’ category, which is a catch-all category for any incidents that do not clearly fit within an identifiable crime type (i.e., ‘vehicle burglary’ ‘criminal mischief’, or ‘home burglar’, etc.). Approximately 20% of all incidents were catalogued as ‘cleared’, and a similar percentage resulted in an official opening of a ‘case’ that requires further SAPD follow-up or investigation. The bulk of incidents (approximately 80%) were categorized with an ‘NOR’ disposition, indicating that a crime was not documented or a police report of some kind *was not* taken.¹ For example, ‘disturbances’ (33.5%), ‘traffic activity’ (22.7%), and ‘no complainant’ (16.5%) were the most common classifications given to these ‘NOR’ incidents by the SAPD.

Analysis of the calls for service incidents proceeded in a step-wise fashion and involved examining the data descriptively (i.e., percentages and averages) and through cross-tabulations, as detailed in the full report. Finally, a select subset of call types, drawn from Priority 4-7 incidents, were further analyzed to develop a detailed assessment of how those call types were handled. It is these call types that City and SAPD officials initially believed might be most amenable to diversion away from a police response.

Results

The call types shown in the Table below were selected in consultation with COSA and the SAPD. For each call type, the priority category, number of incidents, and percent of incidents involving the dispatch of one or two units is reported. Average response time and time on the scene are also provided in addition to the percent of cases opened. Finally, the number and percentage of those incidents ‘cleared’ is reported along with the top ‘cleared’ categories.

Importantly, our role is limited to providing analyses to aid the City and SAPD in making informed decisions about which call types, if any, might best be handled by non-police personnel. While we offer no opinion on this substantive question, which is beyond the scope of our engagement, we would note that such decisions can be informed by the data reflected in the Table below: (1) the relative number of incidents in each call type, (2) the police resources needed to handle them (e.g., number of units, time on scene), and (3) the percentage of incidents resulting in cases being opened or reports being taken. In addition, a police-informed assessment of the risk (to officers and community members) associated with each call type is an overarching consideration that must be taken into account when deciding whether to divert calls to non-police agencies or departments.

¹Calls resulting in an NOR disposition would include notes in the CAD system regarding the call and its resolution.

Selected Call Types Characteristics

Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Number	%	Cleared Highest Categories
Minor Accident	4	167,961	1 unit: 63.3% 2 units: 25.9%	28.0	62.3	53.4%	89,372	53.2%	‘Crash Report’: 90.9% ‘Information’: 3.7% ‘Other’: 2.5%
Suspicious Person	4	90,667	2 units: 49.7% 1 unit: 35.1%	20.5	27.0	4.1%	3,911	4.3%	‘Other’: 50.2% ‘Information’: 20.8% ‘Narcotics’: 8.5%
Welfare Check	4	78,243	2 units: 48.4% 1 unit: 35.0%	24.9	36.3	6.9%	5,412	6.9%	‘Other’: 59.5% ‘Information’: 27.6% ‘Family Violence’: 4.0%
Suspicious Vehicle	4	62,373	2 units: 45.9% 1 unit: 40.5%	21.0	27.1	3.6%	2,510	4.0%	‘Other’: 41.7% ‘Information’: 25.2% ‘Narcotics’: 12.6%
Injured/Sick Person	4	27,442	2 units: 47.6% 1 unit: 28.7%	16.8	41.4	19.4%	5,234	19.1%	‘Other’: 59.9% ‘Information’: 23.1% ‘Narcotics’: 5.5%
Mental Health Disturbance	4	22,081	2 units: 56.8% 3 units: 17.7%	24.1	61.0	32.4%	7,127	32.3%	‘Other’: 81.0% ‘Information’: 13.0% ‘Family Violence’: 2.4%
Panhandler	4	20,498	1 unit: 70.9% 2 units: 23.2%	22.7	26.6	14.5%	3,011	14.4%	‘Ordinance’: 62.5% ‘Other’: 29.4% ‘Information’: 4.8%
Mental Health in Progress	4	9,198	2 units: 54.6% 3 units: 20.5%	22.9	71.2	45.1%	4,123	44.8%	‘Other’: 80.4% ‘Information’: 13.0% ‘Family Violence’: 5.0%
High Water	4	480	1 unit: 54.2% 2 units: 26.0%	22.4	50.8	3.5%	18	3.8%	‘Information’: 55.6% ‘Other’: 33.3% ‘Crash Report’: 11.1%

Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Cleared		
							Number	%	Highest Categories
Disturbance	5	332,371	2 units: 55.0% 1 unit: 23.8%	20.3	34.8	9.7%	32,232	9.7%	‘Other’: 50.8% ‘Information’: 19.2% ‘Family Violence’: 9.1%
Assist the Public	5	67,439	1 unit: 51.1% 2 units: 37.7%	23.3	41.8	5.2%	3,591	5.3%	‘Information’: 36.3% ‘Other’: 36.2% ‘Theft’: 13.3%
Disturbance: Neighbor	5	17,475	2 units: 56.6% 1 unit: 25.8%	24.7	40.1	7.9%	1,384	7.9%	‘Other’: 45.9% ‘Information’: 27.7% ‘Crim. Mischief’: 14.2%
Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Cleared		
							Number	%	Highest Categories
Disturbance: Loud Music	6	69,124	1 unit: 56.1% 2 units: 35.4%	18.4	18.0	0.4%	339	0.5%	‘Other’: 39.2% ‘Information’: 26.8% ‘Ordinance’: 12.1%
Accident Private Property	6	24,450	1 unit: 75.8% 2 units: 18.6%	32.1	56.0	52.7%	12,870	52.4%	‘Crash Report’: 73.3% ‘Information’: 15.9% ‘Other’: 6.9%
Mental Health Routine	6	23,243	1 unit: 60.9% 2 units: 28.9%	28.2	61.1	53.0%	12,314	53.0%	‘Other’: 88.2% ‘Information’: 11.2%
Disturbance: Fireworks	6	5,472	1 unit: 86.6% 2 units: 11.1%	17.3	16.4	0.2%	13	0.3%	‘Other’: 38.9% ‘Information’: 33.3% ‘Ordinance’: 16.7%
Disturbance: Barking Dog	6	5,333	1 unit: 80.1% 2 units: 16.9%	22.6	22.9	1.2%	70	1.3%	‘Other’: 35.7% ‘Information’: 28.6% ‘Ordinance’: 28.6%
Recovered Stolen Property	6	5,312	1 unit: 35.9% 2 units: 30.8%	29.1	85.6	32.4%	2,795	52.6%	‘Other’: 62.5% ‘Information’: 18.5% ‘Theft’: 11.8%

Non-emergency Call	6	4,603	1 unit: 53.7% 2 units: 32.9%	17.0	38.7	15.0%	696	15.1%	‘Other’: 33.3% ‘Crash Report’: 23.6% ‘Information’: 15.5%
--------------------	---	-------	---------------------------------	------	------	-------	-----	-------	---

Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Cleared		
							Number	%	Highest Categories
Miscellaneous	7	69,967	1 unit: 66.0% 2 units: 22.8%	28.1	53.3	17.6%	12,610	18.0%	‘Other’: 46.7% ‘Information’: 35.6% ‘Theft’: 4.6%
Abandoned Vehicle	7	35,154	1 unit: 81.1% 2 units: 15.2%	29.5	32.2	3.9%	1,517	4.3%	‘Other’: 42.6% ‘Information’: 40.9% ‘Ordinance’: 7.1%
Information	7	31,152	1 unit: 72.0% 2 units: 20.7%	31.0	50.5	29.2%	9,156	29.4%	‘Information’: 55.9% ‘Other’: 30.8% ‘Theft’: 4.7%
Animal Related	7	20,574	1 unit: 67.9% 2 units: 25.6%	27.3	36.7	7.3%	1,488	7.2%	‘Information’: 65.9% ‘Other’: 27.8% ‘Ordinance’: 2.6%
Property Found	7	14,473	1 unit: 75.6% 2 units: 18.6%	24.1	54.3	45.4%	6,653	46.0%	‘Other’: 64.3% ‘Information’: 32.7% ‘Theft’: 1.0%
Visitation Violation	7	8,201	1 unit: 89.5% 2 units: 8.4%	25.0	22.8	1.7%	279	3.4%	‘Information’: 25.4% ‘Other’: 23.3% ‘DWI Report’: 12.2%
Property Lost	7	3,261	1 unit: 79.2% 2 units: 16.2%	27.6	49.3	75.9%	2,437	74.7%	‘Other’: 53.3% ‘Information’: 32.9% ‘Theft’: 12.4%
Fire Only-Grass	7	65	1 unit: 41.5% 2 units: 41.5%	10.3	30.5	1.5%	1	1.5%	‘Other’: 16.7%

Background

This report represents an assessment of services requested of the San Antonio Police Department (SAPD) by residents of the City of San Antonio (COSA) between January 2018 and October 2020. In Fall 2020, COSA began discussions with Drs. Mike Smith and Rob Tillyer, researchers from the Department of Criminology and Criminal Justice at the University of Texas at San Antonio (UTSA), regarding the City's interest in understanding the requests received by the centralized 911 system that frequently result in or require a police response; these are commonly referred to as calls for service (CFS). This effort is part of a larger discussion underway within the City regarding how and when police are deployed and whether there are efficiencies to be gained by off-loading some CFS to other City departments or social support services.

A contract for services and deliverables was agreed to by UTSA and COSA in late Fall 2020 with work commencing at that time. Drs. Smith and Tillyer, in cooperation with COSA and SAPD, developed an empirical strategy to understand the CFS data and analyze these calls to inform the broader discussion underway in the City. The overarching goal of the project was to assist City and SAPD officials in identifying types or categories of calls that potentially could be handled by non-sworn police personnel or which might be amenable to a co-response between police and other City agencies. This report is the culmination of these efforts and includes a brief description of the methodology employed, the data accessed, and the results of those analyses. A summary of this report will also be prepared and presented to the Public Safety Committee of the San Antonio City Council in April 2021.

Methodology

The methodology to accomplish the stated goal involved two components. First, the UTSA research team met with SAPD personnel who work with and are knowledgeable about CFS in San Antonio. Next, the researchers met with supervisors at the SAPD call center where CFS are received, toured the center, and observed calls being answered and dispatched in real time. These efforts collectively helped the team understand the nature and structure of the CFS data and the process by which these calls are handled by the SAPD, including how calls are categorized by priority and those that are handled by taking reports over the phone.

The second component involved obtaining the relevant CFS data for analysis. The SAPD was a critical partner in providing data files they extracted from their CAD (computer-aided dispatch) system. Prior to and after accessing the data, the research team conversed with SAPD personnel to clarify data-related questions and the meaning of the fields and codes used by the SAPD. The process and specifics of the data and analyses are detailed in the following section.

Data

Based on the overall goals of the project and the structure of the data, approximately 34 months of CFS data (January 2018 through October 2020) were provided by the SAPD to the UTSA researchers. These data represent both 911 and non-emergency calls made by the public to the SAPD. The data were provided in several large data files, which were combined and linked across files using the *Master Incident Number* (MIN). This is an identifier that represents calls handled by the call center. Importantly, the call center frequently receives more than one call regarding the same incident. For example, the same traffic accident may generate multiple calls for service into the call center. In most cases, the call center merges these calls together into a single incident to avoid dispatching an unnecessary number of police units; however, depending on the quantity of calls received, some MINs reflect multiple calls regarding the same incident. The goal was to identify unique incidents received from the public regardless of how many calls for service were received regarding a single incident. Part of the process to screen-out calls for service regarding the same incident involved discussions with SAPD and further data management decisions are described below.

San Antonio City policy-makers and city residents may previously have heard that SAPD receives roughly 2.2 million *calls* per year; however, that estimate is derived prior to combining multiple calls related to a single incident. The data provided by SAPD reflect the product of this merging and reflect roughly 1.5 million calls for service, but only 1 million *incidents* per year. Throughout our discussion that follows, the term ‘incident’ will be used to describe unique events to which police were dispatched; in some cases, these incidents may have generated multiple calls to the call center.

As noted, several data files were provided by the SAPD. Table 1 summarizes the number of records represented in each of the four data files, how many duplicates (based on *Master Incident Number*) existed, and the total number of records in each data file after removal of the duplicates. Data File #1 contained all the calls received by the call center between January 2018 and October 2020. This file resulted in a total of 4,391,577 calls for service after removal of any duplicate *Master Incident Numbers*. Data File #1 was used as the foundation for all subsequent analyses given it contains the universe of all CFS records. Some of these MINs reflect calls about the same incident. Relevant information from all other data files were then merged using the *Master Incident Number*.

Data File #2 summarized how many SAPD units were dispatched as a response to a call for service during the study period. Removal of any duplicates resulted in 3,802,598 records that contained a *Master Incident Number* to allow potential matching with Data File #1. Data File #3 contained information on the geographic location (i.e., City Council District) referenced in the call for service. This information is stored in a different data layer, and City Council District information is not automatically linked to the call for service. Extraction of this information and

linking it to the call for service was a challenging process given the existing data system configuration and resulted in a high number of duplicates. After removal of the duplicates, 3,216,255 incidents from Data File #3 remained for merging with Data File #1. Finally, Data File #4 provided information on calls processed over the phone by “expeditors” at the call center. Some calls for service do not require an immediate police response and are transferred to an expeditor who typically takes a report over the phone. This process places the incident in a queue for follow-up when time and resources allow and an expeditor is available to take action on the call for service. After removal of duplicates, 177,990 expeditor incidents were available for merging.

After receipt of all data files and completion of the merging process, 4,467,174 unique records were available for potential analysis across the 34-month study period. As noted in Table 1, the overall number of records increased slightly from Data File #1 as the other data files contained *Master Incident Numbers* not contained in Data File #1. Once all data files were merged, the data were evaluated for records that were not of interest to the study (Table 2) or contained missing information (Table 3).

Table 1: Data Catalog & Merging

Data Files	Number of Records	Duplicates	Total Records
Data File #1: All Calls for Service	4,391,593	16	4,391,577
Data File #2: Number of Units Responding	3,802,661	63	3,802,598
Data File #3: City Council Districts	4,778,367	1,562,112	3,216,255
Data File #4: Expeditors	212,913	34,923	177,990
Merging Process Outcome			4,467,174

The merging process added 63,010 additional cases because Data File #2 had cases not present in Data File #1.

The merging process added 11,680 additional cases because Data File #3 had cases not present in Data File #1.

The merging process added 907 additional cases because Data File #4 had cases not present in Data File #1.

Using the merged data file, the goal was to generate a set of records that contained a single record for every incident in which the SAPD needed to dispatch at least one unit in response. At this stage, the merged data file contained 4,467,174 records, but some a) represented more than one call for service regarding a single incident, b) resulted in a cancelled call, or c) reflected a record that was not generated by a call for service from the public. Table 2 below provides a summary of how many records were next removed from further analysis for any of these reasons.

A small percentage of incidents were officer-initiated rather than generated by a call from the public. When officers initiate contact with a member of the public and notify the dispatcher, the CAD system generates a record. Because the focus of this research project was on *community-generated* calls for service, 387,045 officer-initiated records (traffic stops or similar encounters) and an additional four records coded as ‘airport’ were removed from further consideration.

Additionally, the data were examined to ensure that all incidents contained a ‘call type’ as this field was key to our analysis. For example, this field identifies incidents as ‘disturbances’, a ‘robbery’, or a ‘suspicious vehicle’ among many other categories. Records missing a call type (102,995) were removed prior to the analysis. Thereafter, an additional 176,941 records were removed because they were assigned to an expeditor² rather than dispatching an SAPD unit. Discussions with SAPD further assisted in identifying records that represent multiple calls for service regarding the same incident. As a result, any record that did not include the dispatch of an SAPD unit were determined to be duplicate calls for service to the same incident and were removed (N=623,520). Finally, 85,846 records concluded with a special code for recovery of a stolen vehicle or a cancelled call code either from the caller or SAPD. After eliminating all records that that did not meet the criteria for inclusion, 3,090,823 records remained for analysis; the SAPD believes these records represent unique incidents that resulted in a response by an SAPD officer.

Table 2: Calls for Service Only

Removal Categories/Explanation	Records Removed	Total Records
Total Incidents after Merging		4,467,174
Officer-Initiated Incidents	387,045	4,080,129
Airport Incidents	4	4,080,125
Missing Information in Call Type Category	102,995	3,977,130
Expeditor Calls (no unit dispatched)	176,941	3,800,189
Repeat Calls on Same Incident (no unit dispatched)	623,520	3,176,669
Disposition Related: Incidents included recovery of a stolen vehicle or cancelled call	85,846	3,090,823
Total Incidents Available		3,090,823

Within these remaining records, Table 3 provides a list of fields/variables that were missing information and the resulting total number of incidents available for analysis across each variable. These fields were grouped into three sets of information: Incident Characteristics, Incident Categorization, and Incident Response. Incident Characteristics include the date and time of the incident, the City Council District, and the SAPD substation and Response Areas. Incident Categorization fields include priority category and the more specific call type for all incidents. SAPD uses a 7-category system for prioritizing calls that range from the most serious (Priority 1) to the least serious (Priority 7). Within each priority category, several call types exist. These categories are further explored below, and Appendix A provides greater detail about each Priority Category and Call Type. Incident Response is the third grouping of variables relevant to these incidents. This includes the number of SAPD units dispatched to the incident (unit count),

² Expeditors are call center personnel who take reports from the public over the telephone in lieu of dispatching a police officer to the scene. They typically are used for non-violent crimes where no suspect is identified or present at the scene at the time of the report.

the response time (i.e., the number of minutes from dispatch until a unit arrived on scene), and time on scene (i.e., how many minutes a SAPD unit was present at the incident).³ Finally, the call disposition field shows the resolution of the incident.

Across all incidents, a limited number of data fields were missing information. The highest rate of missing information was associated with the response time (9.3%) to an incident. This field was missing information for a variety of reasons including a large number of incidents that resulted in ‘Patrol By’ disposition in which an SAPD unit was dispatched to drive near a particular. For example, a suspicious person call might result in a ‘Patrol By’ within the neighborhood of the call. Such a response does not generate a direct interaction with the public and thus, no specific response time is calculated. Other incidents without a reported time include those in which no complainant is found at the scene. Those records missing response time may also include a small number of officer-initiated records that could not be clearly identified and removed. For example, surveillance operations or special operations initiated by SAPD require the generation of a record, but do not reflect a call for service by the public (this was determined by a complex process of cross-referencing several fields). Several other fields (i.e., City Council District, SAPD Substation, SAPD Response Area, and Priority Category) were missing information on less than 0.5% of all incidents. Finally, Table 3 summarizes a small number of incidents with information that does not conform to expected categories. For example, some calls reflected incidents that occurred outside of the San Antonio city limits and its City Council Districts, and these incidents were deemed to not be of further interest due to their geographic location.

The final column of Table 3 provides the total number of incidents with “valid” (i.e., not missing) information in the field. The number of valid incidents varied across the fields available for analysis depending on the amount of missing or invalid information. Depending upon the analysis being conducted and the number of fields on which the analysis is based, the total number of valid incidents will reflect the “lowest common denominator” or the field with the fewest number of valid cases. Ideally, there would be no missing or invalid information, but this is improbable and unrealistic given the number of incidents and the complexity of these data. A rate of missing or invalid below 5% is not likely to impact any substantive conclusions that may be drawn from the analysis. For fields that have higher rates of missing or invalid information, it is possible this limitation may have a more substantive impact on the conclusions that can be drawn. Substantial efforts were made by the SAPD and the research team to remedy missing data and mitigate their impact on the analyses that follow. As discussed, the 3,090,823 incidents for analysis largely contained all relevant information.

³ In cases where multiple SAPD units were dispatched, our understanding is that time on scene reflects the time that the final unit to clear from the incident spent on-scene.

Table 3: Missing Data

Fields (N=3,090,823)	Incidents Missing Information		Incidents Available for Analysis
	Number	%	
Incident Characteristics			
Date and Time of Incident	1	0.0%	3,090,823
City Council District	15,042	0.5%	3,075,781
Substation	10,007	0.3%	3,080,816
Response Area	13,717	0.4%	3,077,106
Incident Categorization			
Priority Category	2,806	0.1%	3,088,017
Call Type	0	0.0%	3,090,823
Incident Response			
Unit Count	0	0.0%	3,090,823
Response Time	288,771	9.3%	2,802,052
Time on Scene	589	0.0%	3,090,234
Call Disposition	1,331	0.0%	3,089,492

City Council District: 9,713 (0.3%) incidents occurred outside of City Council Districts.

Substation: 22,518 (0.7%) incidents were identified with an invalid SAPD substation possibly due to the incident occurring outside of a SAPD reporting area.

Response Area: 78,269 (2.5%) incidents were identified with an invalid SAPD reporting area (e.g., 'SAT1') and/or possibly due to the incident occurring outside of a SAPD reporting area.

Priority Category: 87 (0.0%) incidents contained an invalid entry.

Results

Analysis of the calls for service incidents proceeded in a step-wise fashion. Initially, descriptive statistics (i.e., percentages and averages) were calculated for data contained in each field. Thereafter, selected fields were cross-tabulated with other fields to provide greater insight into the distribution of data within fields of interest (e.g., calls for service within priority categories). Finally, a select subset of call types, drawn from Priority 4-7 incidents, were further analyzed to develop a detailed assessment of how those call types were handled. It is these call types that City and SAPD officials initially believed might be most amenable to diversion away from a police response.

Incident Fields

To organize the fields within the data file, percentages and averages were calculated for all incidents and grouped into Incident Characteristics fields, Incident Categorization fields, and Incident Response fields. Given that each field has different amounts of missing or invalid information, each Table and Figure provides the number of incidents that were examined in that particular analysis.

Incident Characteristics

The percentage of incidents that occurred in each year, the day of the week, and the time of the day are summarized in Figures 1-3. Of note, the incidents were roughly evenly spread across all three years, considering that only partial data were available for 2020 to work with at the time of this analysis (Figure 1). Incidents were most frequent on Fridays and roughly two percentage points lower on Sundays (Figure 2). Time of the day showed much greater variation in demand with a noticeable demand between 10AM and 6PM and a relative quiet period of activity between midnight and 8AM (Figure 3).

Figure 1: Calls for Service by Year

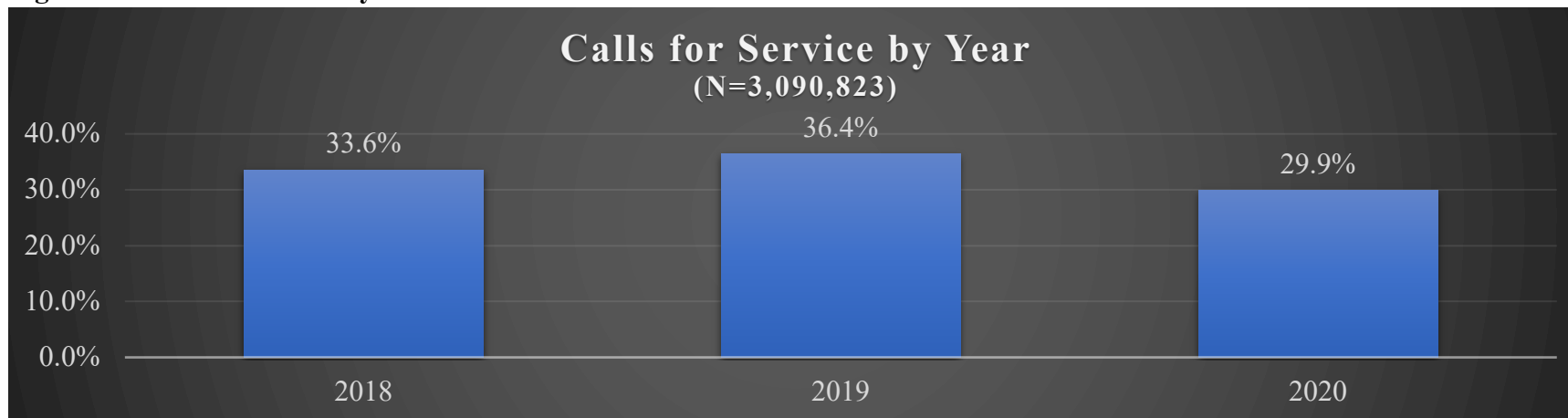


Figure 2: Calls for Service by Day of the Week

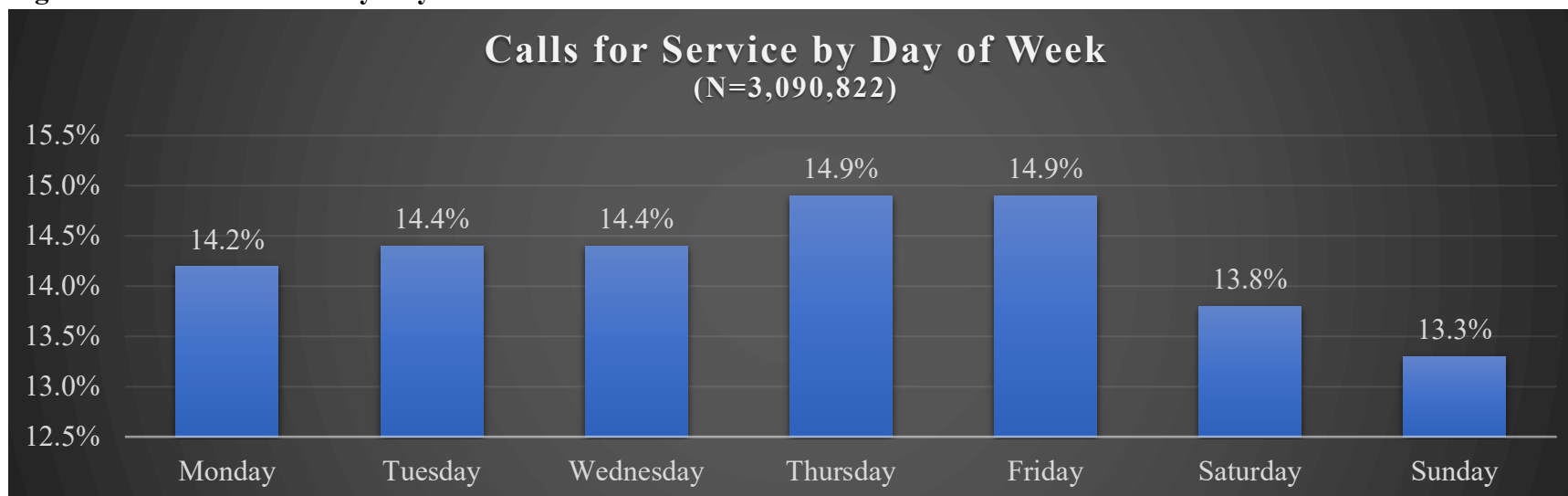
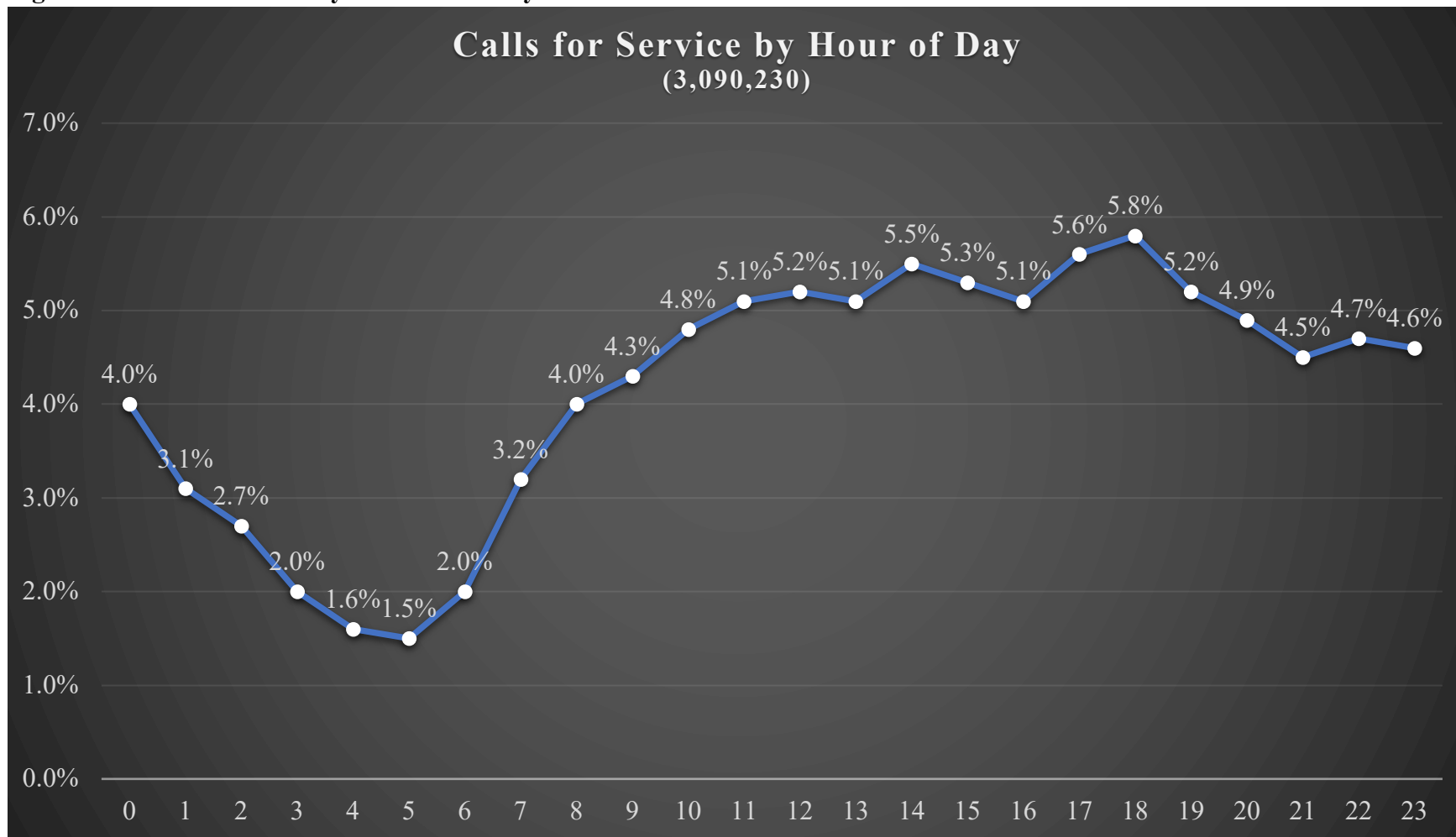
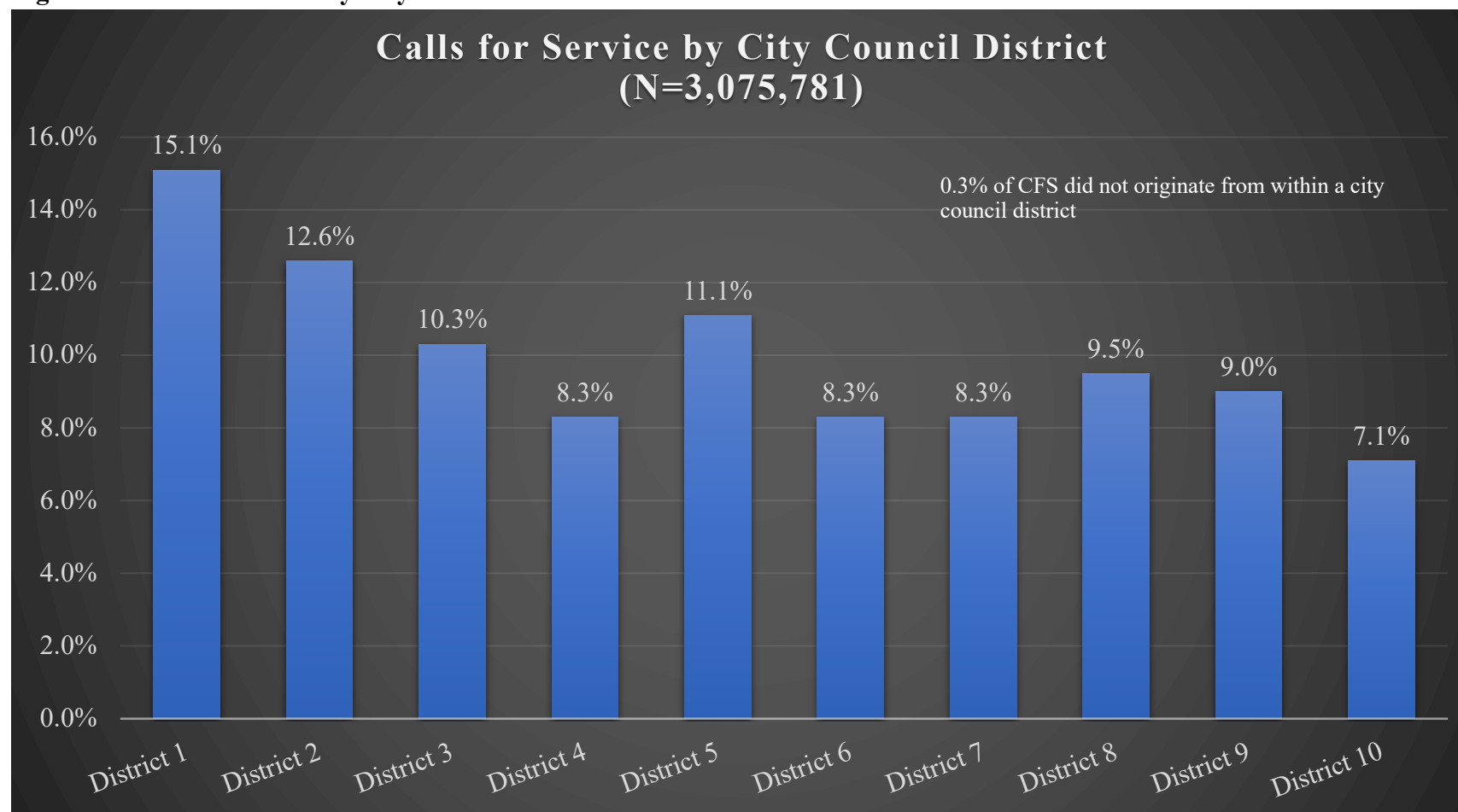


Figure 3: Calls for Service by Hour of the Day



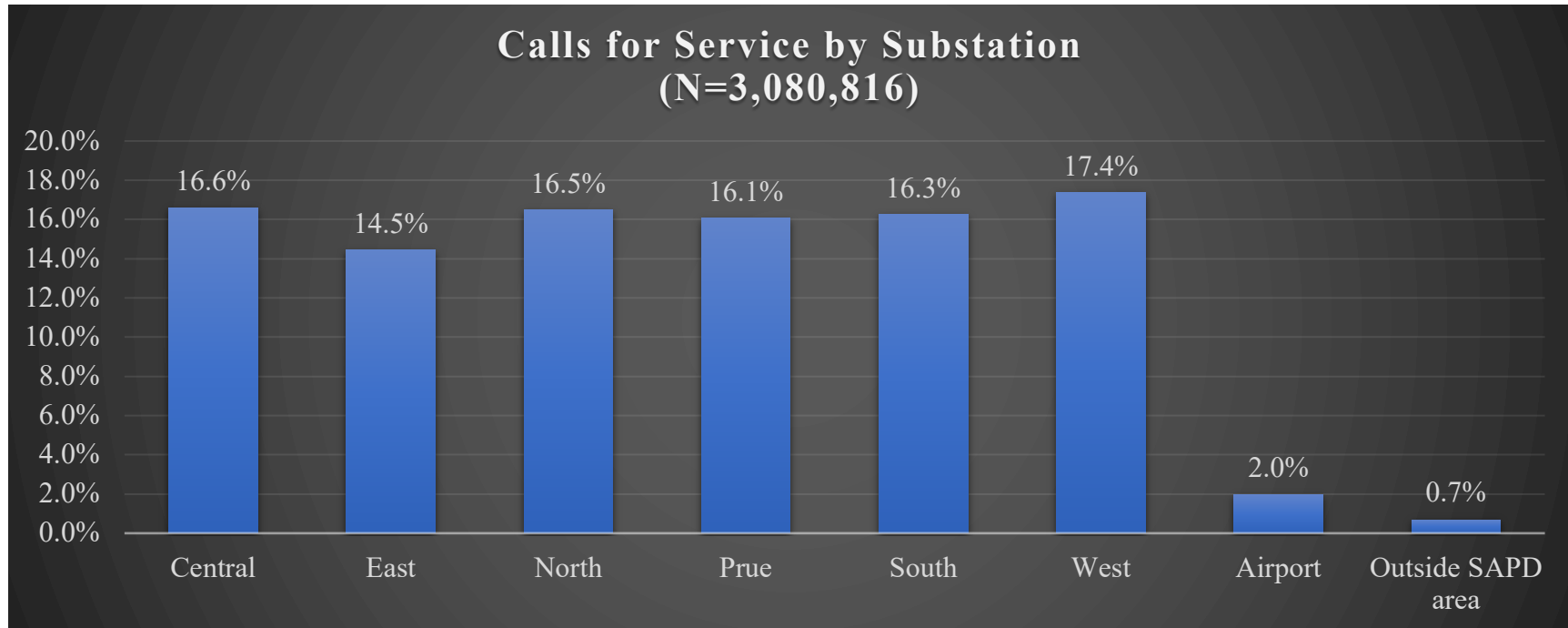
Two primary geographic lenses were used to analyze these data: City Council District and SAPD organizational units (i.e., substation and reporting area). The majority of incidents occurred in Council District 1 (15.1%), with District 2 (12.6%), District 5 (11.1%), and District 3 (10.3%) all contributing more than 10% of all incidents; all other Districts represented less than 10% respectively (Figure 4).

Figure 4: Calls for Service by City Council District



With respect to SAPD organizational units, West Substation (17.4%) received the highest number of calls and East Substation the fewest number of calls (14.5%) during the study period (Figure 5).

Figure 5: Calls for Service by Substation



Figures 6-11 summarize the within Substation number of incidents per Response Area. Each Substation had some variability in demand for police response across the study period.

Figure 6: Calls for Service by Response Areas in the Central Substation

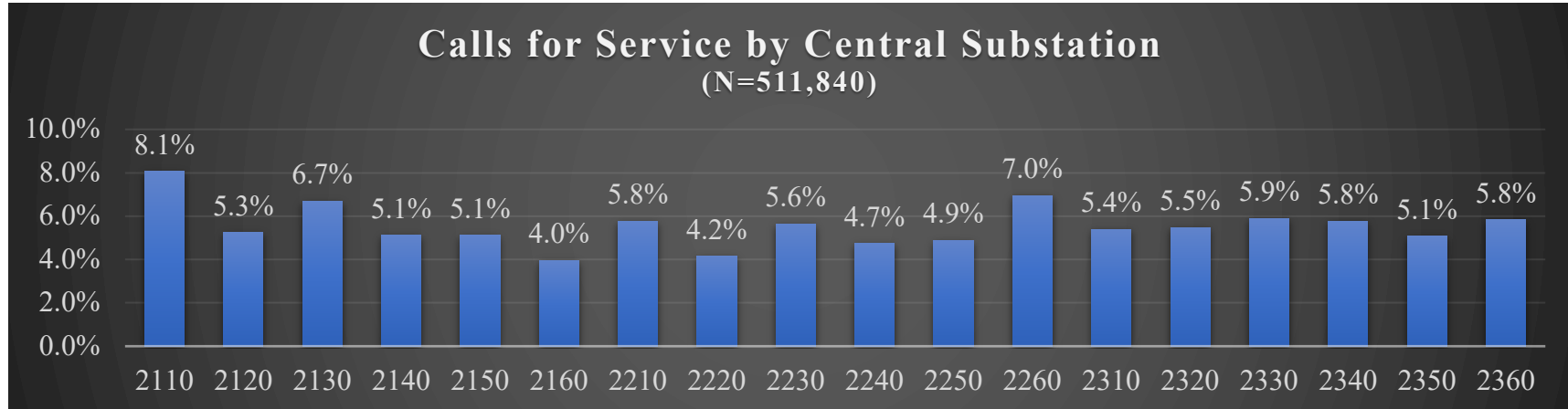


Figure 7: Calls for Service by Response Areas in the North Substation

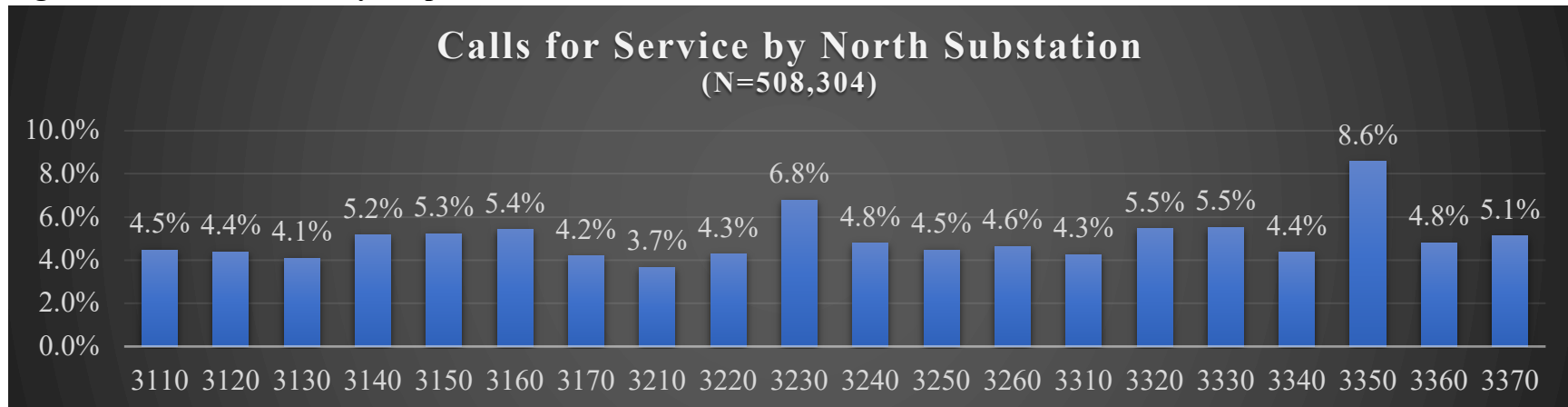


Figure 8: Calls for Service by Response Areas in the East Substation

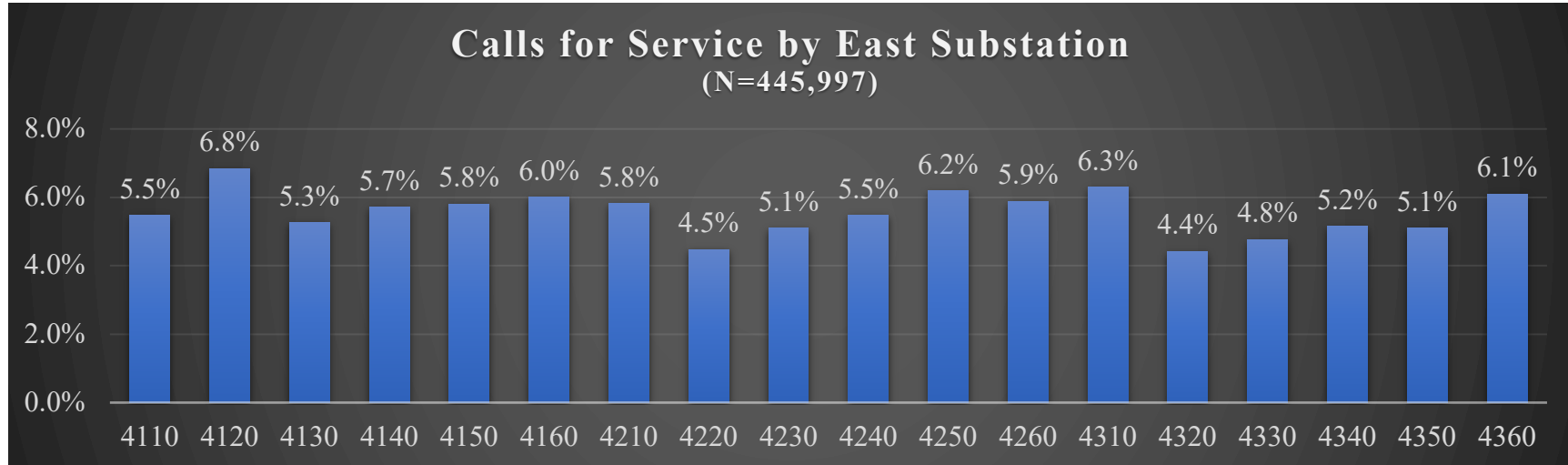


Figure 9: Calls for Service by Response Areas in the West Substation

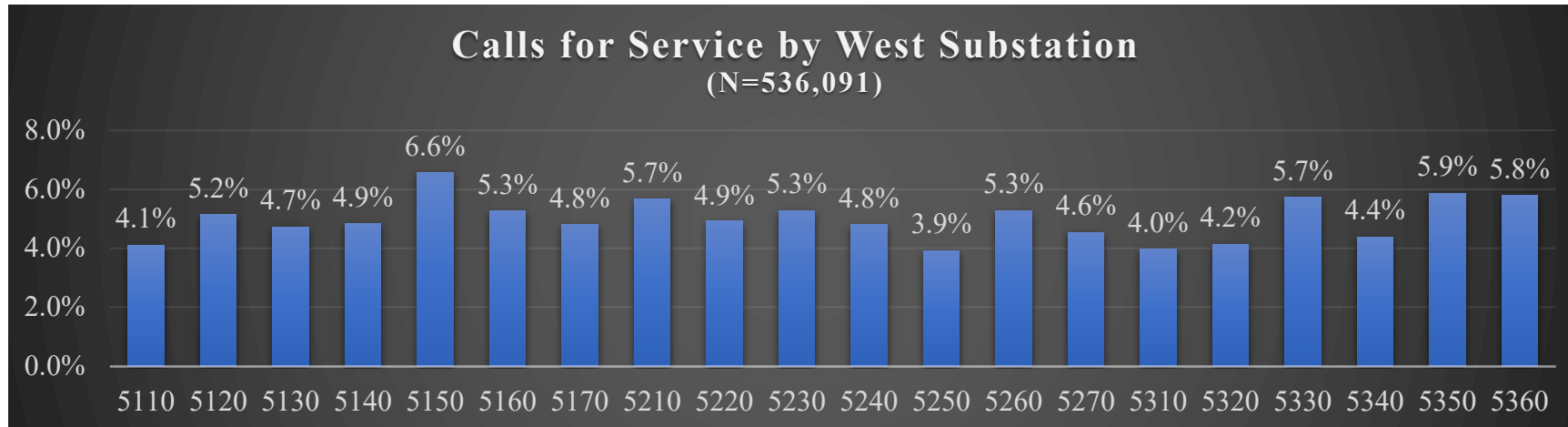


Figure 10: Calls for Service by Response Areas in the South Substation

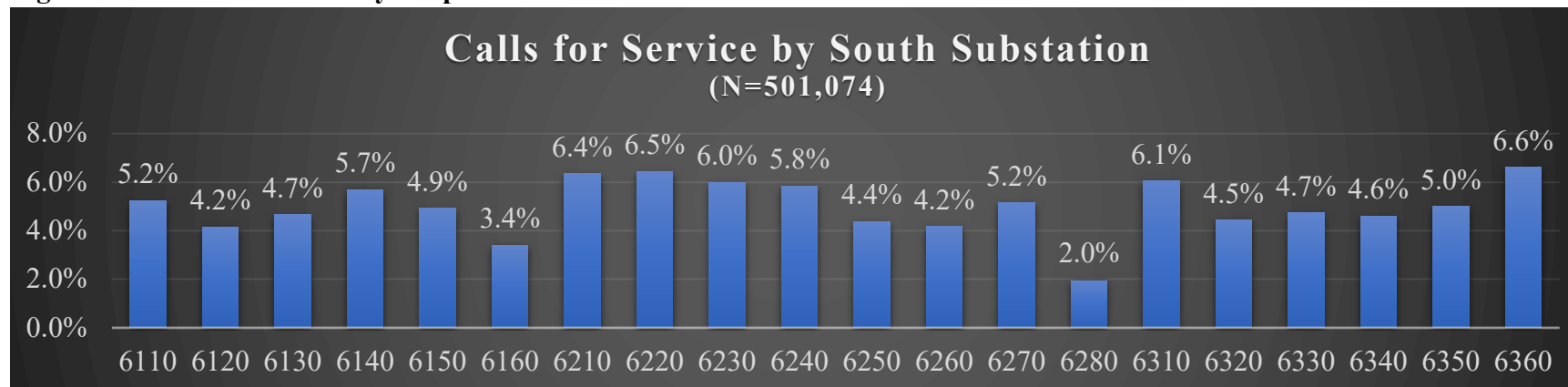
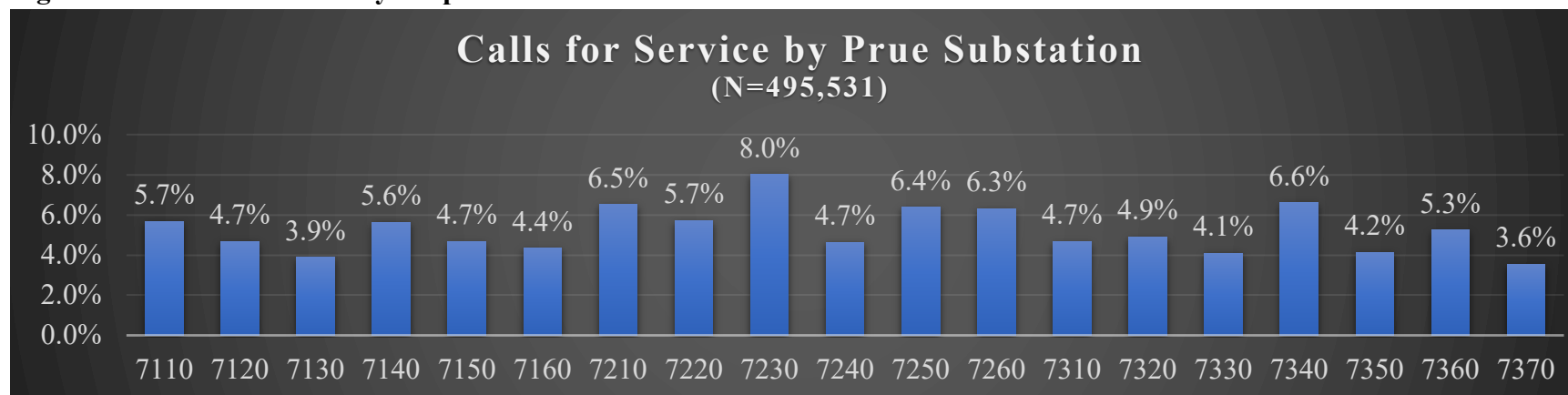


Figure 11: Calls for Service by Response Areas in the Prue Substation

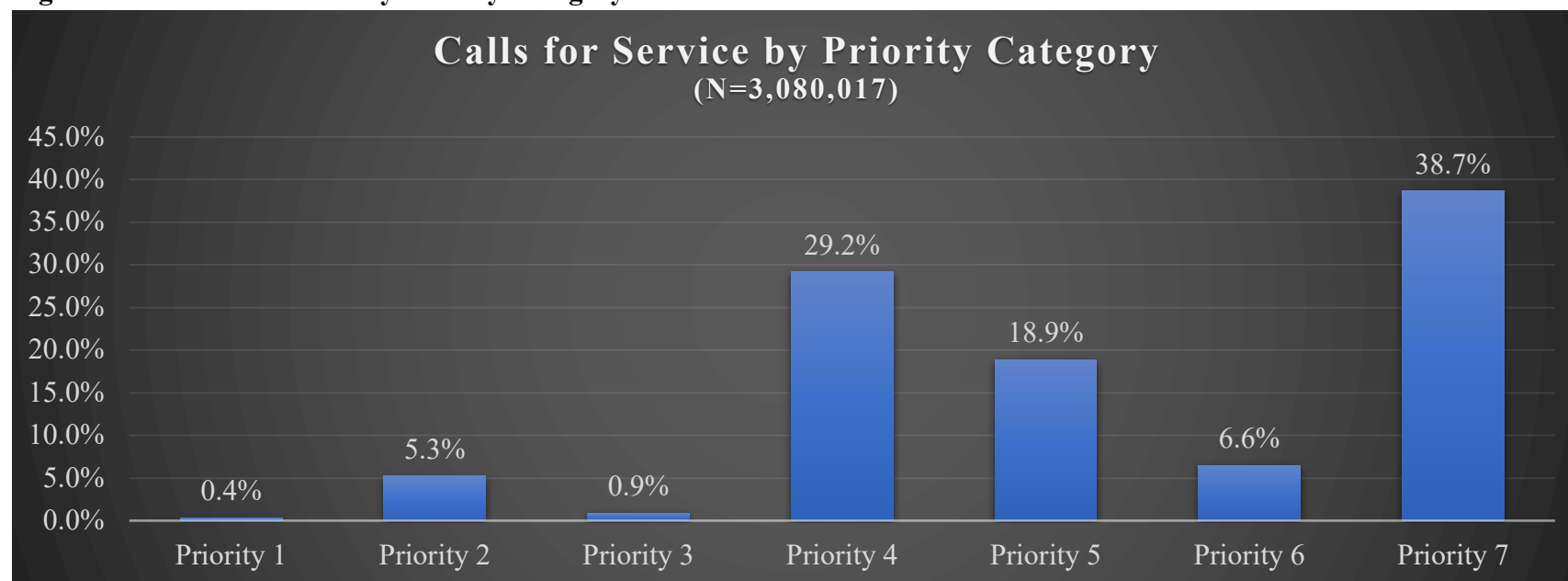


Incident Categorization

A critical component of the analysis involved an assessment of the call for service incident and its severity. As noted, the SAPD uses a seven-category priority scale to categorize calls for service with Priority 1 incidents representing the most serious situations and Priority 7 incidents as the least serious. Priority 7 was the most common priority category (38.7%), with Priority 4 (29.2%) and

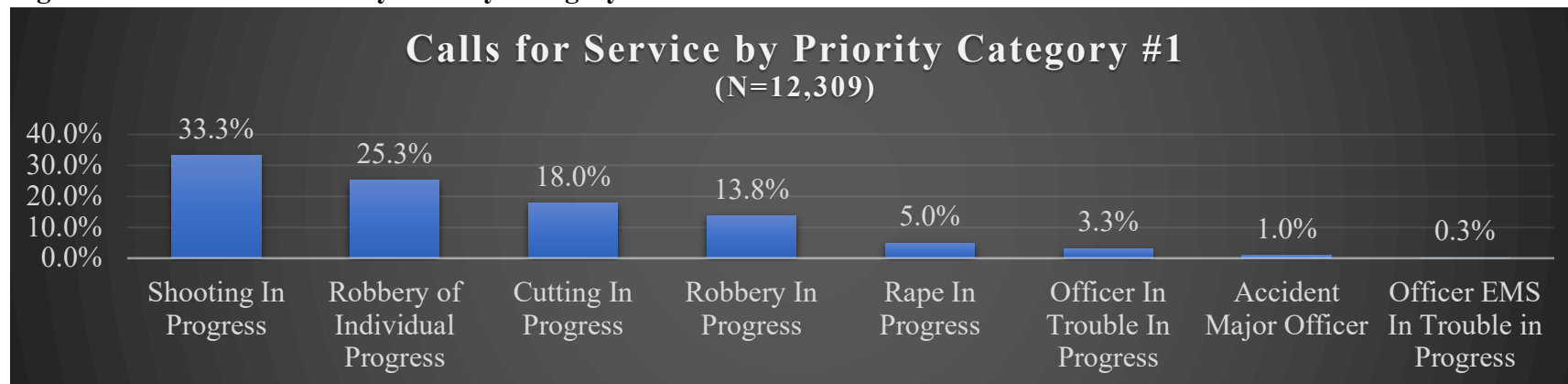
Priority 5 (18.9%) also representing a notable number of incidents (Figure 12). Of note, Priority 1 incidents were the least frequent type of call for service (0.4%). For each priority category, the specific type of call was analyzed to highlight the primary contributors to these categories (see Figures 13-19).

Figure 12: Calls for Service by Priority Category



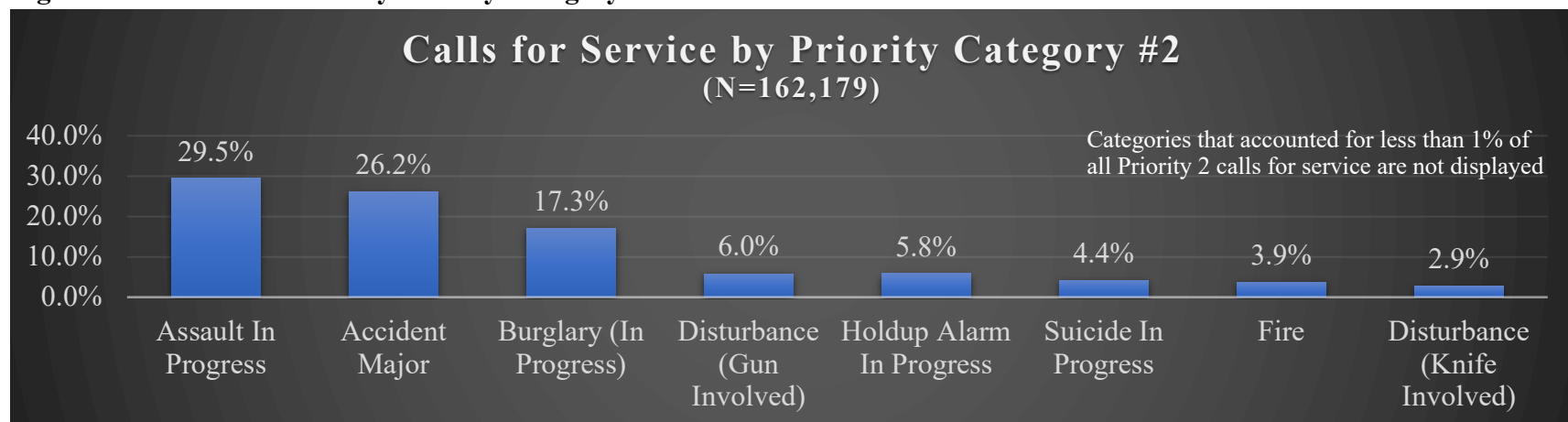
Priority #1 incidents predominately involved a ‘shooting in progress’ (33.3%), with a ‘robbery of an individual in progress’ (25.3%) and a ‘cutting in progress’ (18.0%) as other frequent situations.

Figure 13: Calls for Service by Priority Category #1



Priority #2 incidents were most commonly ‘assault in progress’ (29.5%) or ‘major accidents’ (26.2%). ‘Burglary in progress’ also contributed noticeably to this Priority category (17.3%).

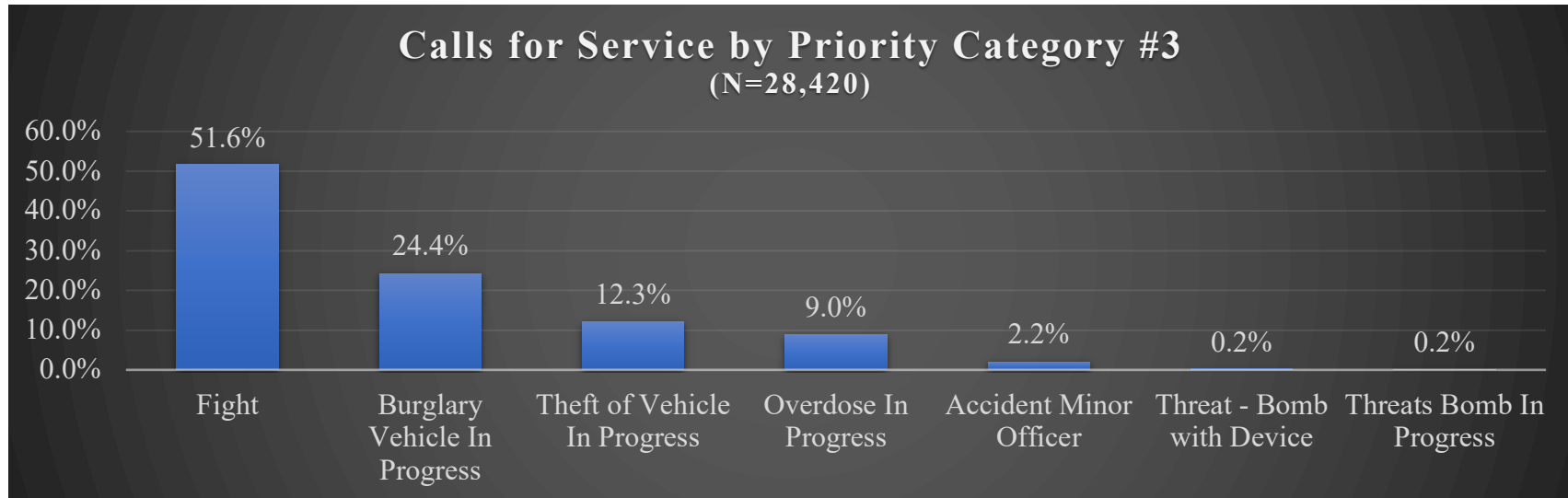
Figure 14: Calls for Service by Priority Category #2



Categories that accounted for less than 1% of all Priority 2 calls for service are not displayed (decreasing frequency): Child Locked in Vehicle, Disturbance Family Knife Involved, Disturbance Family Gun Involved, Family Violence Knife Involved, Disturbance Neighbor Gun Involved, Fight Gun Involved, Family Violence Gun Involved, Fight Knife Involved, High Water Rescue, Disturbance Neighbor Knife Involved, Drowning.

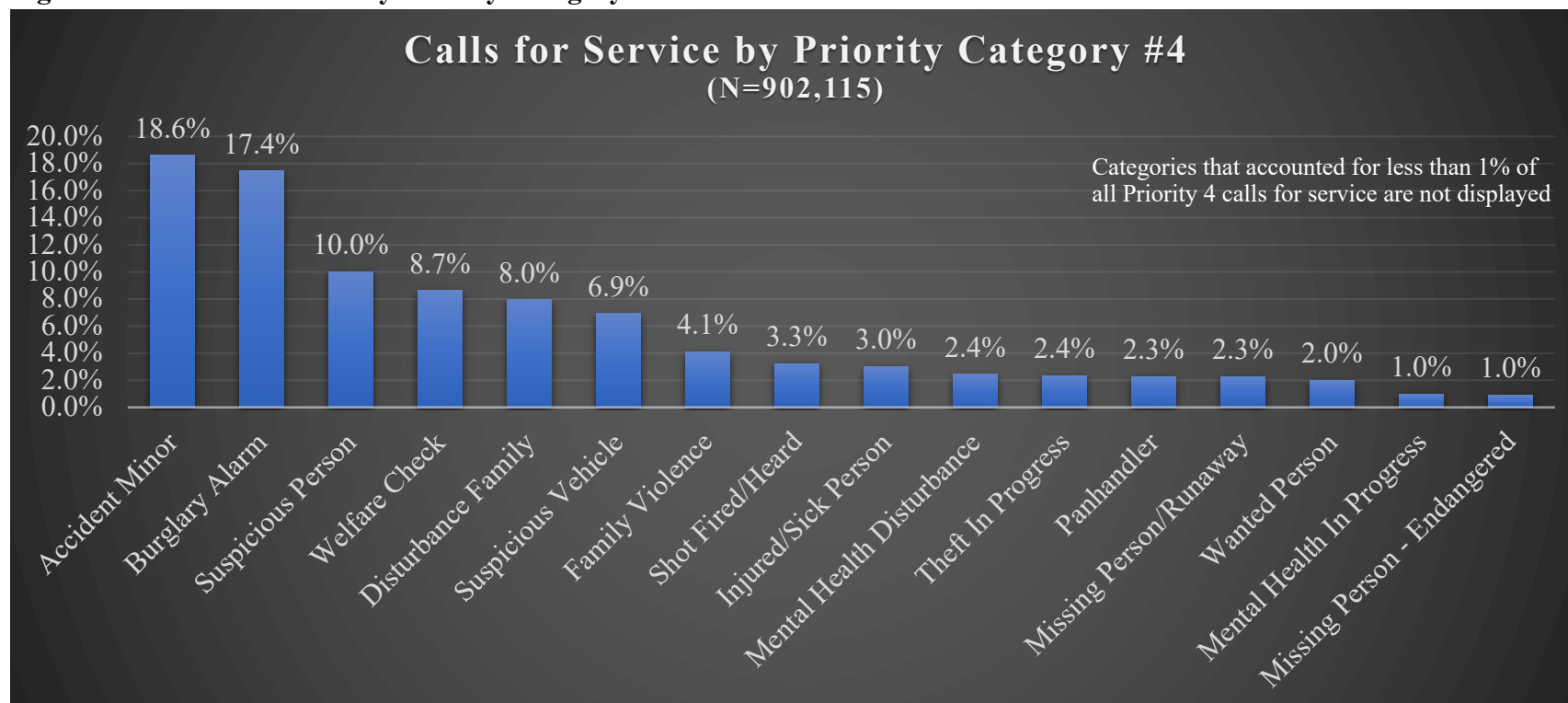
The majority of Priority #3 incidents were as a result of a ‘fight’ (51.6%). Vehicle ‘burglary’ or ‘theft’ were the next most common categories (24.4% and 12.3%, respectively).

Figure 15: Calls for Service by Priority Category #3



The Priority #4 category had a large number of call types and a large number of overall incidents (e.g., nearly one million). The dominant call types in these incidents were ‘minor accidents’ (18.6%) or a ‘burglary alarm’ (17.4%). Note there were many categories listed in Figure 16 that contributed a small number of incidents, and an even larger number of call types are not shown in Figure 16 because they accounted for less than 1% of the overall number of incidents (see footnote to Figure 16).

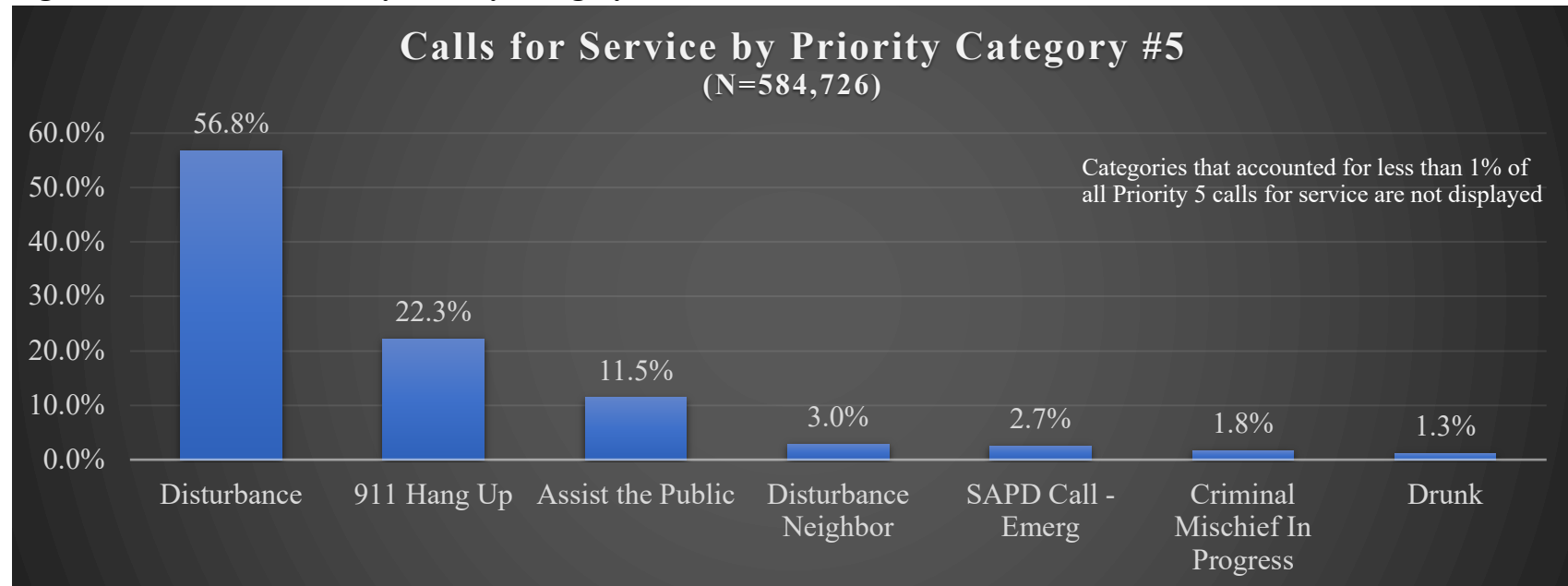
Figure 16: Calls for Service by Priority Category #4



Categories that accounted for less than 1% of all Priority 4 calls for service are not displayed (decreasing frequency): Prowler, Holdup Alarm Res In Progress, Sexual Offense-Child, Shoplifting In Progress, Disturbance Child Protect Service, Suspicious Person with Gun, Violation of Protective Order, Rape, Shooting, CRT Follow Up, Animal Bite in Progress, Wrong Way Driver, Robbery of Individual, Forgery In Progress, Shots Fired Just Occurred, Suspicious Person with Knife, Suspicious Vehicle with Gun, Suicide, Graffiti In Progress, Overdose, High Water, Robbery, Violation Sex Off Registry, Information, Miscellaneous, Assist the Public, Patrol By, Traffic Related, Mental Health Routine, Accident Major, Holdup Alarm In Progress, Narcotic Laws, Abandoned Vehicle, Property Found, DWI, Weapons, Burglary (In Progress), Drunk, Burglary, Criminal Mischief, Property Lost, Theft, Theft of Vehicle, Threats, Traffic Violation.

Priority #5 incidents were also frequent with roughly 600,000 across the study period (Figure 17). The most common call type was a ‘disturbance’ (56.8%) or a ‘911 hang up’ (22.3%). ‘Assisting the public’ accounted for 11.5% of all incidents, with the remaining categories contributing less than 10% each to the overall number of incidents in this Priority category.

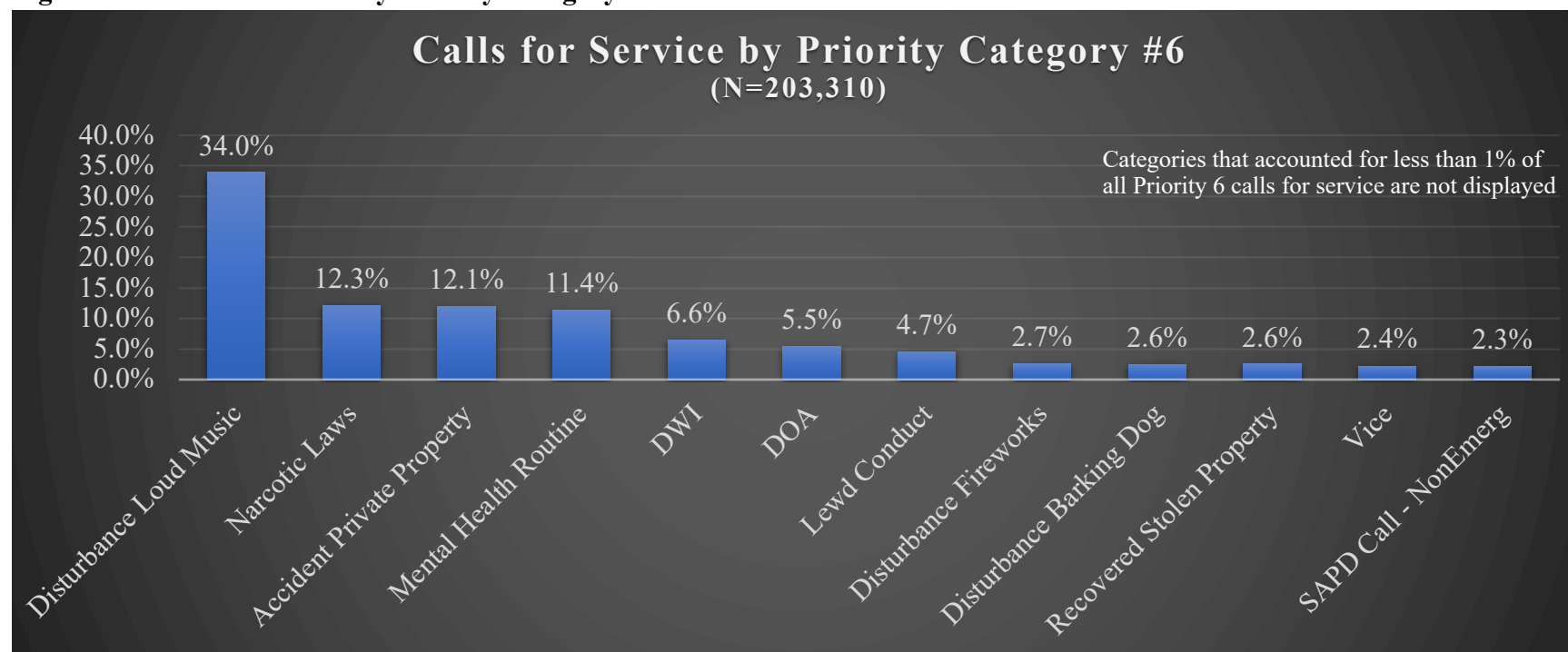
Figure 17: Calls for Service by Priority Category #5



Categories that accounted for less than 1% of all Priority 5 calls for service are not displayed (decreasing frequency): C-Ordinance Violation, Cutting, Arson Response, Information, Property Found, Traffic Related, Welfare Check, Weapons, Assault, Missing Person – Endangered, Suspicious Person, Suspicious Vehicle, Wanted Person, Accident Major, Disturbance Family, Family Violence, Injured/Sick Person, Mental Health Disturbance, Mental Health In Progress, Wrong Way Driver, DWI, Miscellaneous, Ordinance Violation, Patrol By, Property Lost, Theft of Vehicle.

Priority #6 incidents were relatively uncommon (Figure 18); the most common Priority 6 call type was ‘disturbance: loud music’ (34.0%). A number of other call types contributed roughly 10% each to the overall total, including ‘narcotics laws’ (12.3%), ‘accident: private property’ (12.1%), and ‘mental health: routine’ (11.4%).

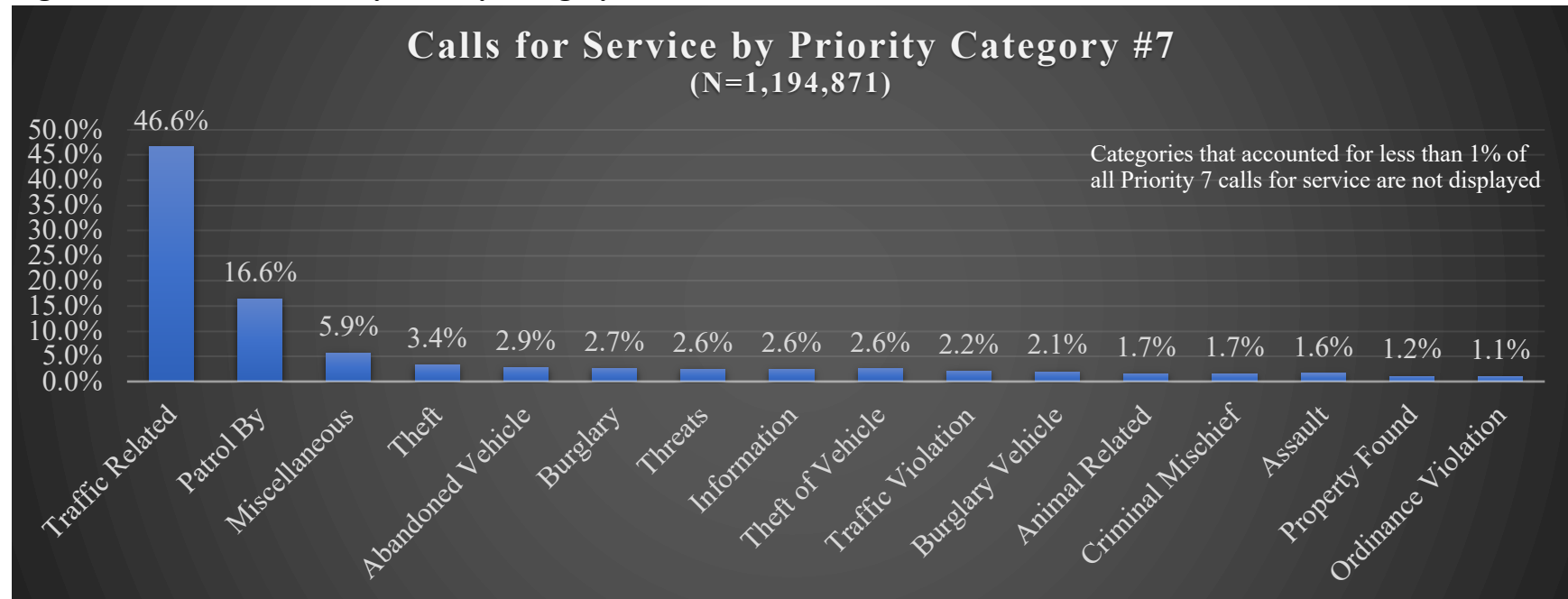
Figure 18: Calls for Service by Priority Category #6



Categories that accounted for less than 1% of all Priority 6 calls for service are not displayed (decreasing frequency): Liquor Law Violation, Weapons, Threats, Bomb, Information, Miscellaneous, Suspicious Person, Wrong Way Driver, Assist the Public, Ordinance Violation.

The final Priority category accounted for the largest number of overall incidents (roughly 1.2 million) and was dominated by ‘traffic related’ incidents (46.6%). ‘Patrol by’ (16.6%) incidents were noticeable, while a large number of other categories contributed single digit percentages to the overall total, and a few categories contributed less than 1% to the total (see footnote in Figure 19).

Figure 19: Calls for Service by Priority Category #7



Categories that accounted for less than 1% of all Priority 7 (decreasing frequency): Shoplifting, Visitation Violation, Forgery, Property Lost, ID Theft, Internet Predator, Fire Only-Grass, Assist the Public, Disturbance, Narcotic Laws, Welfare Check, Accident Minor, Mental Health Disturbance, Wanted Person, Burglary Alarm, Injured/Sick Person, Suspicious Person, Suspicious Vehicle, Assault In Progress, Fire, Family Violence, 911 Hang Up, Drunk, DWI, Weapons.

Incident Response

The final set of fields available for analysis reflected actions taken in response to the incident. Figure 20 indicates that the considerable majority of incidents resulted in the dispatch of a single unit (54.8%), with a noticeable number of incidents involving the dispatch of two units (30.6%). Incidents involving an increasing number of units were noticeably less common (Figure 20).

Figure 20: Calls for Service by Number of Units Dispatched

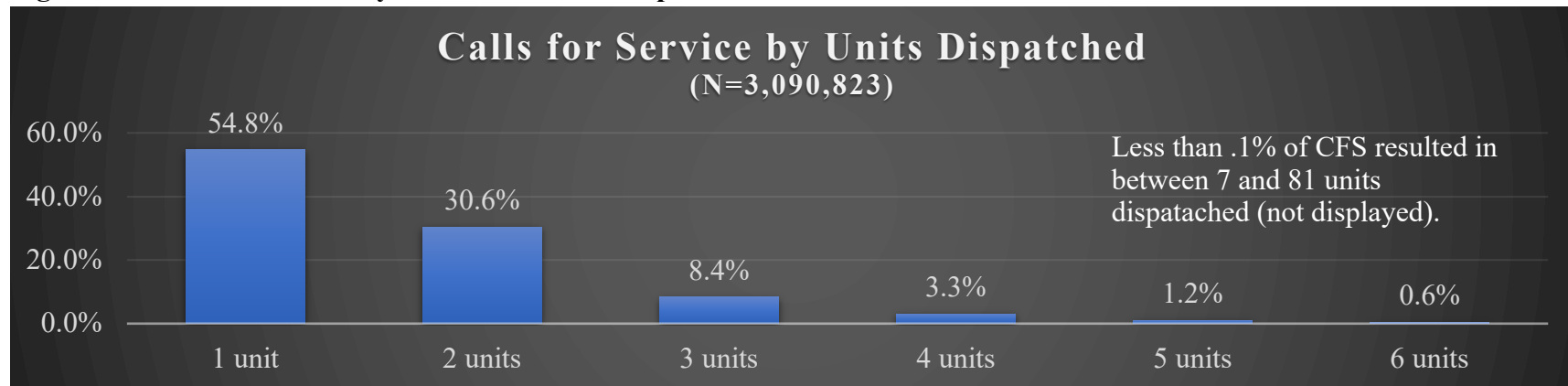


Table 4 summarizes the overall response time and time on scene for all incidents regardless of priority category. Subsequent analyses examine response time and time on scene by incident priority (Figures 27 & 28). Response time is the number of minutes between when a unit is dispatched and when the unit arrives at the incident, while time on scene indicates how many minutes an SAPD unit was present at the incident. These incident responses are summarized by reporting the minimum, maximum, and average number of minutes as applicable. For both of these fields, a one minute minimum and a 99% upper limit were applied to remove extreme incidents that lasted less than one minute or more than 99% of all other incidents. On average, units responded to incidents in 22 minutes, and at least one unit was present on scene for 41 minutes.

Table 4: Response Time & Time on Scene

	N	Minimum	Maximum	Average
Response Time (in minutes)	2,095,452	1.0	125.0	22.0
Time on Scene (in minutes)	2,826,788	1.0	297.0	40.6

All incidents also received a disposition or a categorization of how they were resolved. Figures 21-24 summarize these actions. The disposition was initially separated into two categories: ‘Cleared’ or ‘No Official Report (NOR)’. The ‘Cleared’ category was originally created by the SAPD to reflect incidents that involved a reported crime, incident report, or some type of report taken; however, the ‘Cleared’ category also includes an ‘other’ category, which is a catch-all category for any incidents that do not clearly fit within an identifiable crime type (i.e., ‘vehicle burglary’ ‘criminal mischief’, or ‘home burglar’, etc.). As demonstrated in Figure 21, 20.2% of all incidents were catalogued as ‘Cleared’, and Figure 22 summarizes the specific type of criminal activity or report (e.g., field contact) documented in the incident. Figure 23 further indicates that 17.8% of all incidents resulted in an official opening of a ‘case’ that requires further follow-up or investigation by SAPD.

The bulk of incidents (79.8%) were categorized with an ‘NOR’ disposition, indicating that a crime was not documented or a police report of some kind *was not* taken (Figure 22). These incidents are detailed in in Figure 24. For example, ‘disturbances’ (33.5%), ‘traffic activity’ (22.7%), and ‘no complainant’ (16.5%) were the most common classifications of how these incidents were categorized by the SAPD.

Figure 21: Calls for Service by Incident Disposition

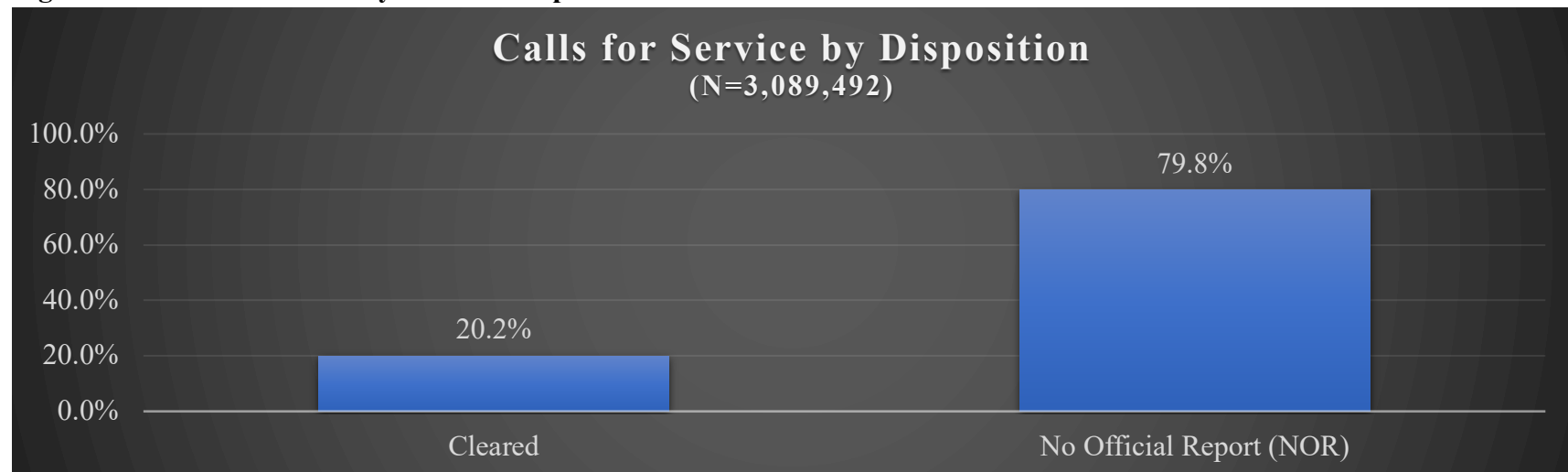
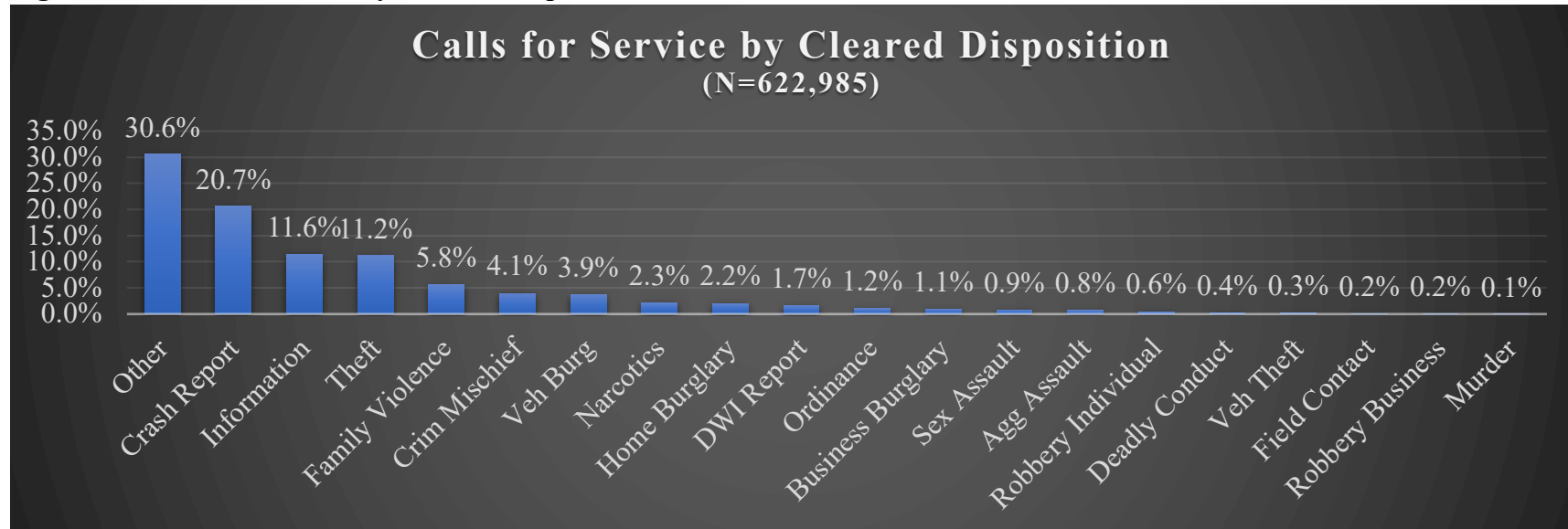


Figure 22: Calls for Service by Cleared Disposition

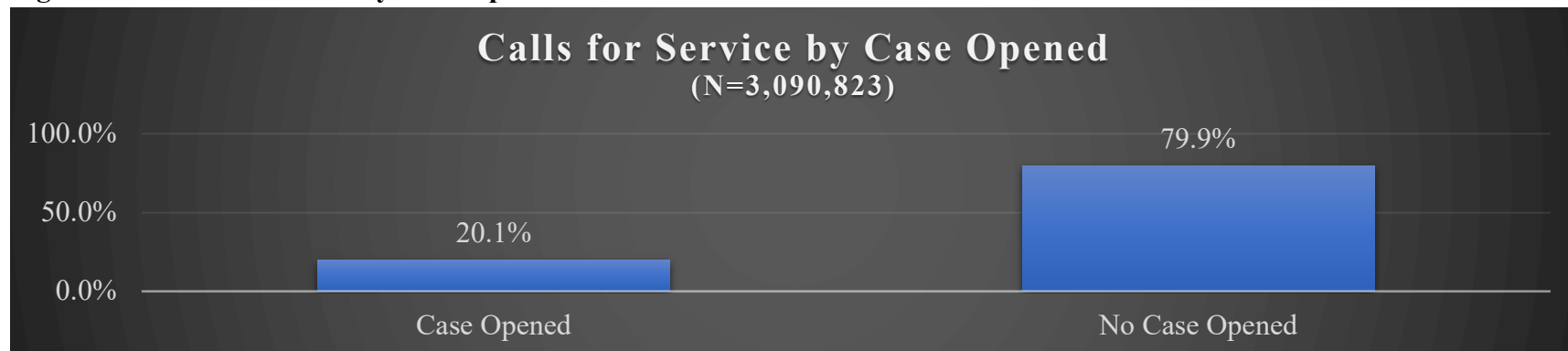


Other – Possibly a crime that does not fall into one of the other Cleared categories; may be a city ordinance

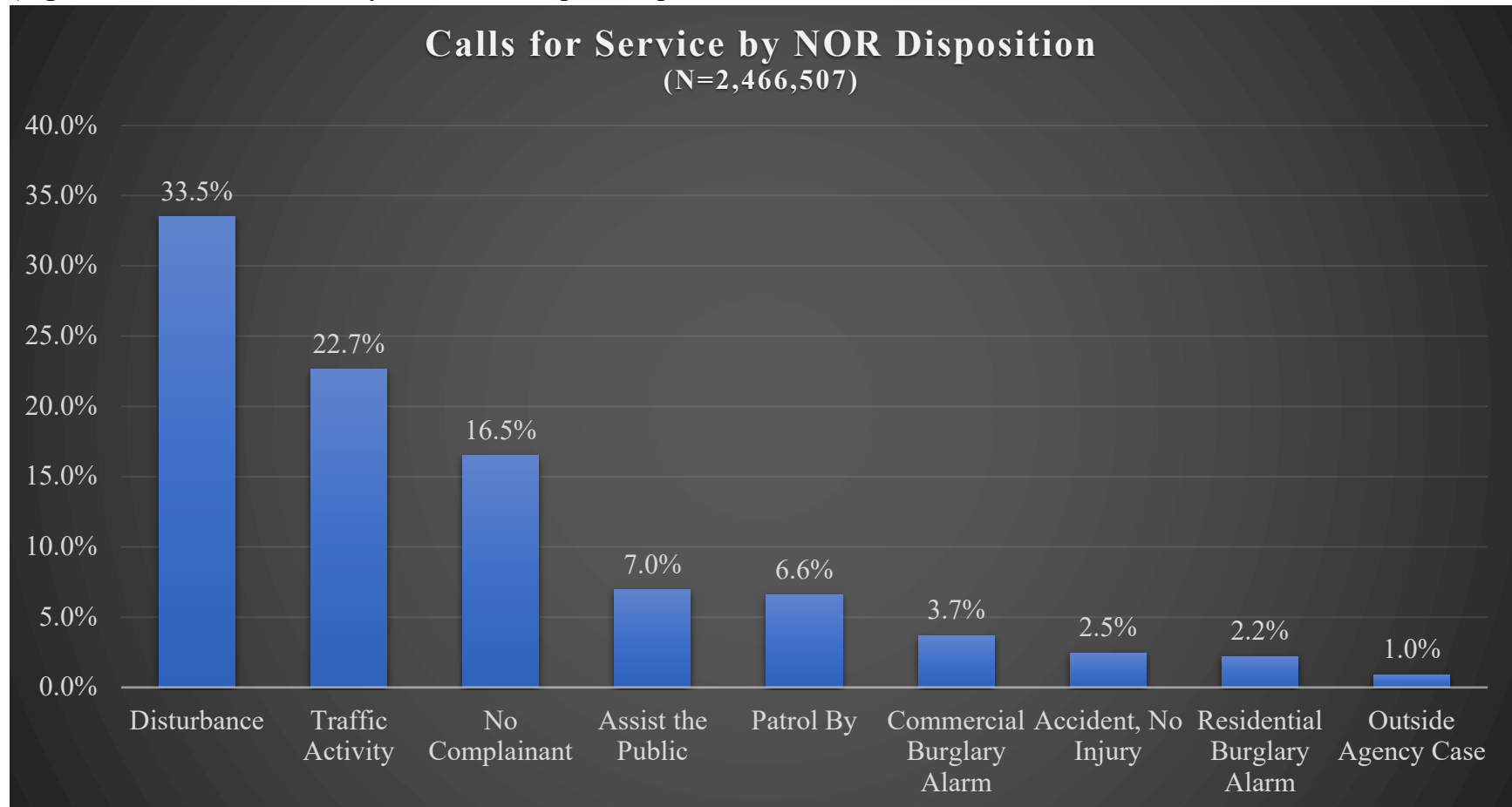
Information – involves a complainant, non-criminal activity

Field Contact – Possibly a warning given to a civilian or suspect

Figure 23: Calls for Service by Case Opened



(Figure 24: Calls for Service by No Official Report Disposition)



Categories that accounted for less than 1% of all Other Dispositions (decreasing frequency): Abandoned Vehicle, Stand By, Mental Health: No ED, Return Call, No Show: Exchange of Children, Occupant Did Not Call, Animal Call, Commercial Panic Alarm, Residential Panic Alarm, SAFFE Activity, Bad Weather False Alarm, No Such Address, Mental Health: No Comp, Repeated Call, Administrative Reports, No Insurance, No Disposition Provided, No Insurance, Government Alarm, No Insurance Towed, Mental Health, Ref Service.

Traffic Activity was originally classified as “Cleared,” but no written report or case number is generated from these cases, so they was moved into the NOR category.

Key Incident Fields

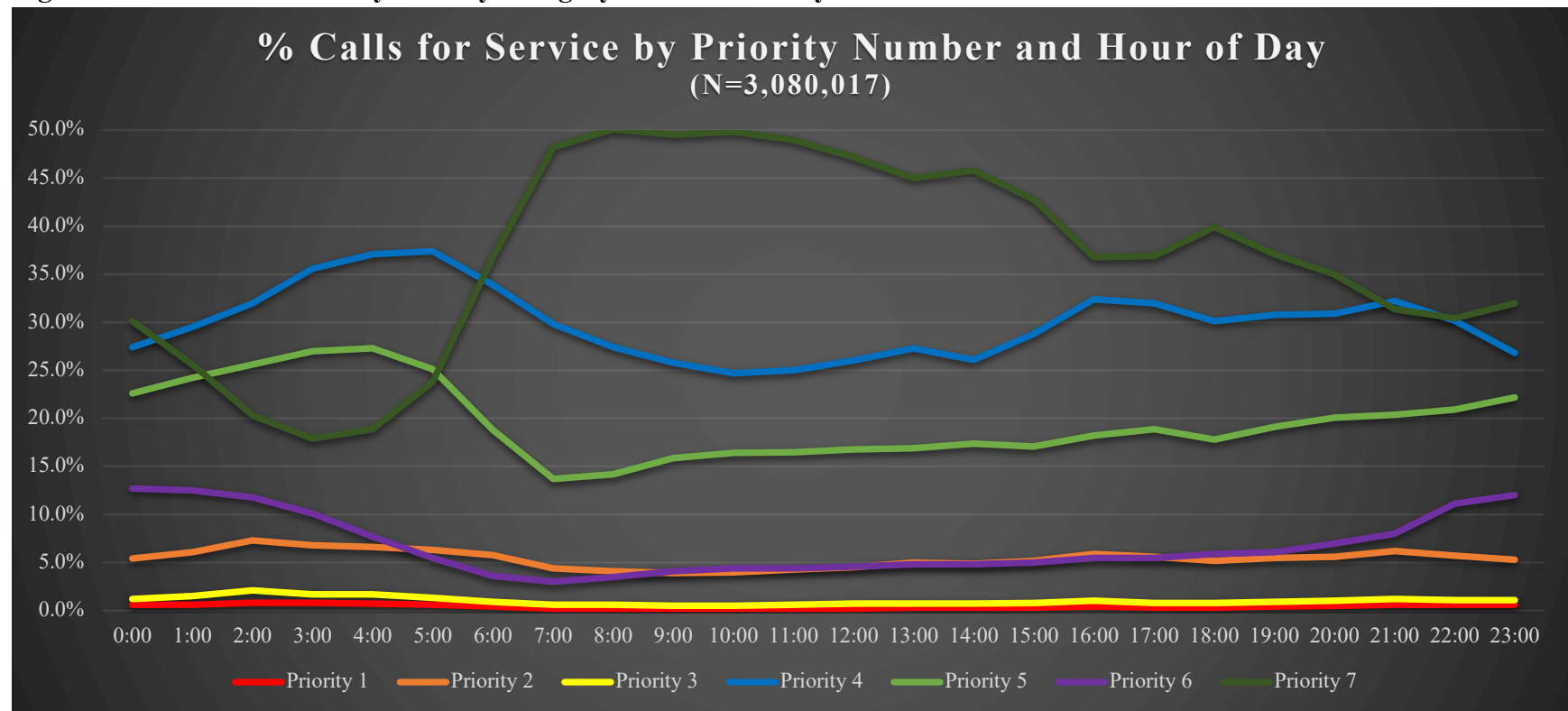
The following set of analyses examine the distribution of incidents by priority categories across time, SAPD substations, and incident responses. Table 5 summarizes the spread of priority categories across days of the week. While there was general stability across the days of the week, some variation was apparent. For example, Priority categories 2, 5, & 6 were more prevalent on the weekends.

Table 5: Priority Category by Day of Week

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Priority 1	Number of CFS	1,766	1,693	1,613	1,610	1,662	1,927	2,038
	% within Day of Week of Call	0.4%	0.4%	0.4%	0.4%	0.4%	0.5%	0.5%
Priority 2	Number of CFS	22,891	22,407	22,240	22,585	24,220	24,201	23,635
	% within Day of Week of Call	5.2%	5.0%	5.0%	4.9%	5.3%	5.7%	5.8%
Priority 3	Number of CFS	3,885	3,730	3,653	3,776	4,191	4,459	4,726
	% within Day of Week of Call	0.9%	0.8%	0.8%	0.8%	0.9%	1.0%	1.2%
Priority 4	Number of CFS	129,612	129,478	129,768	130,389	136,070	126,827	119,971
	% within Day of Week of Call	29.5%	29.0%	29.1%	28.4%	29.6%	29.7%	29.3%
Priority 5	Number of CFS	83,093	79,814	78,433	81,149	86,526	89,079	86,632
	% within Day of Week of Call	18.9%	17.9%	17.6%	17.7%	18.8%	20.8%	21.2%
Priority 6	Number of CFS	25,497	23,706	23,978	25,170	28,424	38,227	38,308
	% within Day of Week of Call	5.8%	5.3%	5.4%	5.5%	6.2%	8.9%	9.4%
Priority 7	Number of CFS	173,205	185,060	185,725	194,626	179,349	142,936	133,970
	% within Day of Week of Call	39.4%	41.5%	41.7%	42.4%	39.0%	33.4%	32.7%
Total		439,960	445,897	445,421	459,322	460,458	427,670	409,289

Figure 25 displays how the priority categories appear across hours of the day. Of note, Priority 7 (the most common type of incident) were much more frequent between 7AM & 8PM compared to the overnight hours. Conversely, Priority 4, 5, & 6 incidents were more common during overnight hours. Priority 1-3 incidents were relatively evenly spread across the day and night.

Figure 25: Calls for Service by Priority Category and Hour of Day



The SAPD substations experienced a relatively similar level of Priority 1-3 incidents; however, differences were apparent in Priority 4-7 categories (Table 6). Within substations, Priority 4 incidents (31.4%) were most prevalent in the North and Prue Substations compared to other substations, while Priority 5 incidents were most prevalent in the Central Substation. Priority 6 incidents were most

common in the Prue Substation. Finally, Priority 7 incidents represented the highest percentage of incidents in the Central and North Substations compared to other substations.

Table 6: Priority Category by Substation

		Central	East	North	Prue	South	West
Priority 1	Number of CFS	2,207	2,421	1,562	1,419	2,369	2,274
	% within Substation	0.4%	0.5%	0.3%	0.3%	0.5%	0.4%
Priority 2	Number of CFS	26,953	26,043	25,290	24,511	28,766	29,983
	% within Substation	5.3%	5.8%	5.0%	5.0%	5.7%	5.6%
Priority 3	Number of CFS	5,536	4,335	4,074	3,831	5,152	5,425
	% within Substation	1.1%	1.0%	0.8%	0.8%	1.0%	1.0%
Priority 4	Number of CFS	134,656	136,998	158,077	154,298	146,968	165,528
	% within Substation	26.4%	30.8%	31.1%	31.2%	29.4%	30.9%
Priority 5	Number of CFS	106,106	86,836	89,675	85,775	97,546	106,564
	% within Substation	20.8%	19.5%	17.7%	17.3%	19.5%	19.9%
Priority 6	Number of CFS	36,356	27,498	32,477	37,047	32,269	35,117
	% within Substation	7.1%	6.2%	6.4%	7.5%	6.4%	6.6%
Priority 7	Number of CFS	198,839	161,099	196,671	188,195	187,493	190,194
	% within Substation	38.9%	36.2%	38.7%	38.0%	37.5%	35.5%
TOTAL		510,653	445,232	507,845	495,076	500,565	535,086

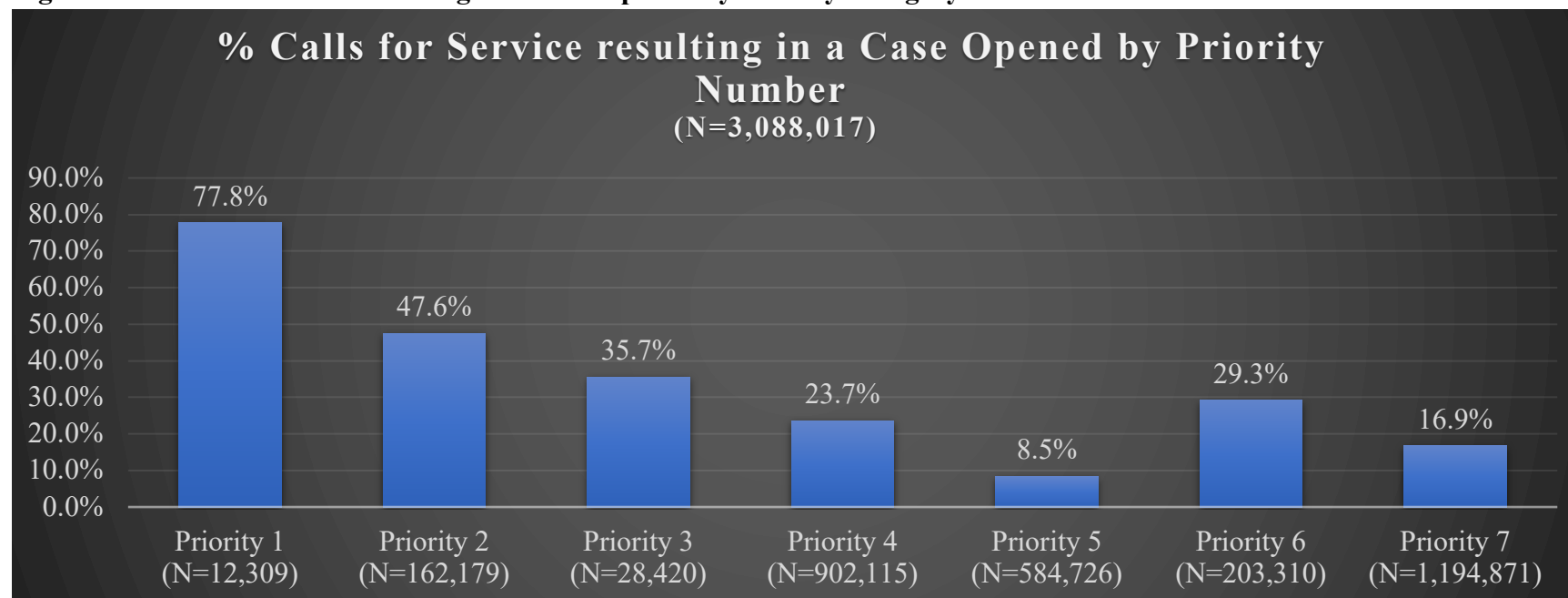
Table 7 reports on the number of units dispatched per priority category. The general trend is that more serious priority categories (e.g., Priority 1) required more units to be dispatched, while the large majority of Priority 7 incidents resulted in a single unit dispatched (82.7%).

Table 7: Number of Units Dispatched by Priority Category

		Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority 7
1 Unit	Number of CFS	163	11,403	2,689	352,017	221,651	115,687	988,636
	% within Priority Number	1.3%	7.0%	9.5%	39.0%	37.9%	56.9%	82.7%
2 Units	Number of CFS	401	67,687	11,868	389,978	265,985	60,824	148,799
	% within Priority Number	3.3%	41.7%	41.8%	43.2%	45.5%	29.9%	12.5%
3 Units	Number of CFS	733	38,862	6,461	98,889	62,291	15,422	37,237
	% within Priority Number	6.0%	24.0%	22.7%	11.0%	10.7%	7.6%	3.1%
4 Units	Number of CFS	1,046	20,971	3,473	36,753	22,765	6,290	11,830
	% within Priority Number	8.5%	12.9%	12.2%	4.1%	3.9%	3.1%	1.0%
5 Units	Number of CFS	1,266	10,075	1,727	12,328	6,489	2,377	4,138
	% within Priority Number	10.3%	6.2%	6.1%	1.4%	1.1%	1.2%	0.3%
6 or More Units	Number of CFS	8,700	13,181	2,202	12,150	5,545	2,710	4,231
	% within Priority Number	70.7%	8.1%	7.7%	1.3%	0.9%	1.3%	0.4%
TOTAL		12,309	162,179	28,420	902,115	584,726	203,310	1,194,871

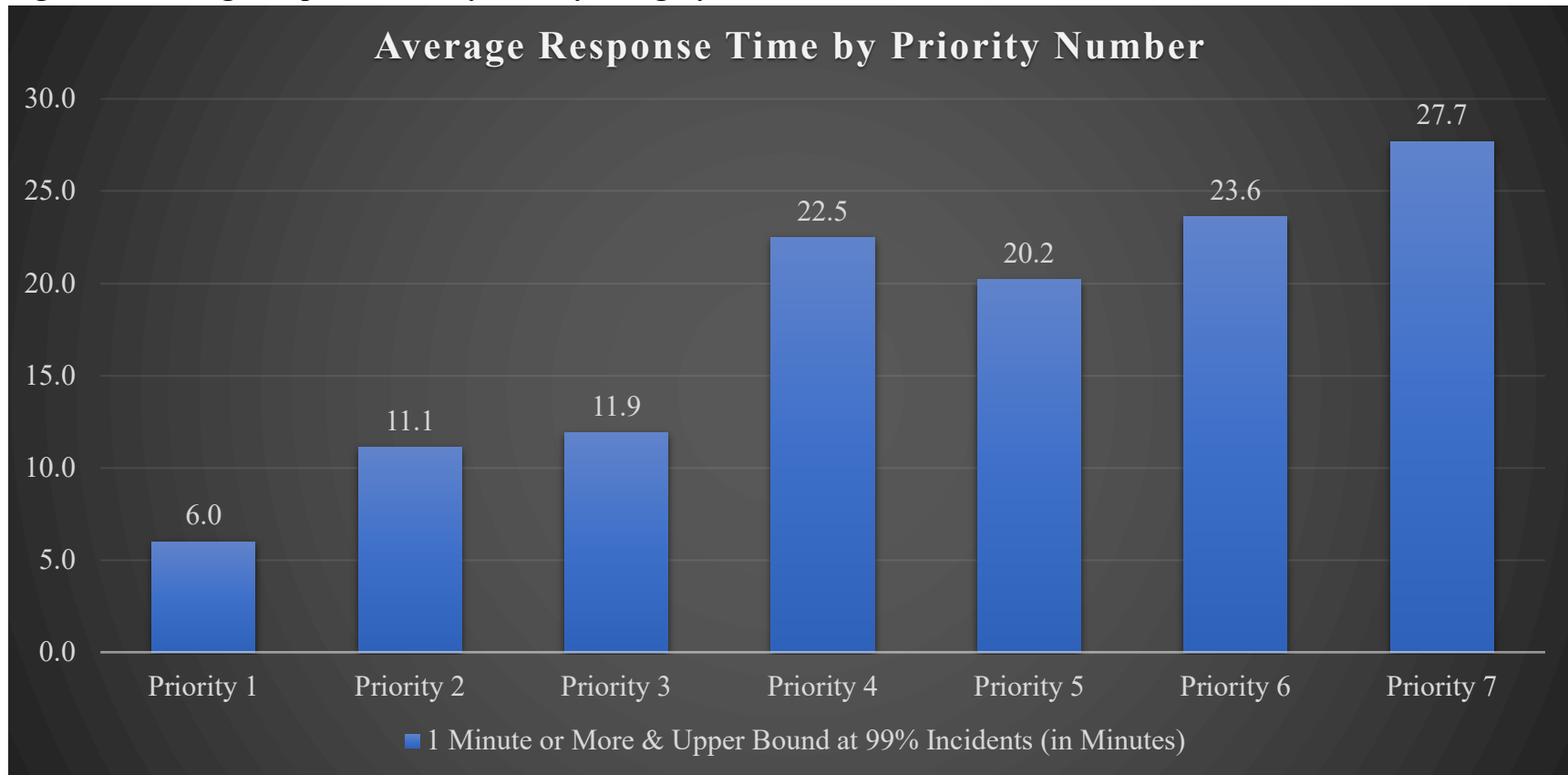
Expectedly, the more serious priority categories typically resulted in the opening of a case (i.e., further investigation by SAPD of potential criminal activity) more frequently than the less serious categories (Figure 26). Specifically, 77.8% of Priority 1 incidents resulted in a case being opened, whereas only 8.5% of Priority 5 incidents culminated in the opening of a case. Noticeably, Priority 6 incidents resulted in cases being opened in nearly one-third of the incidents (29.3%).

Figure 26: Calls for Service resulting in a Case Opened by Priority Category



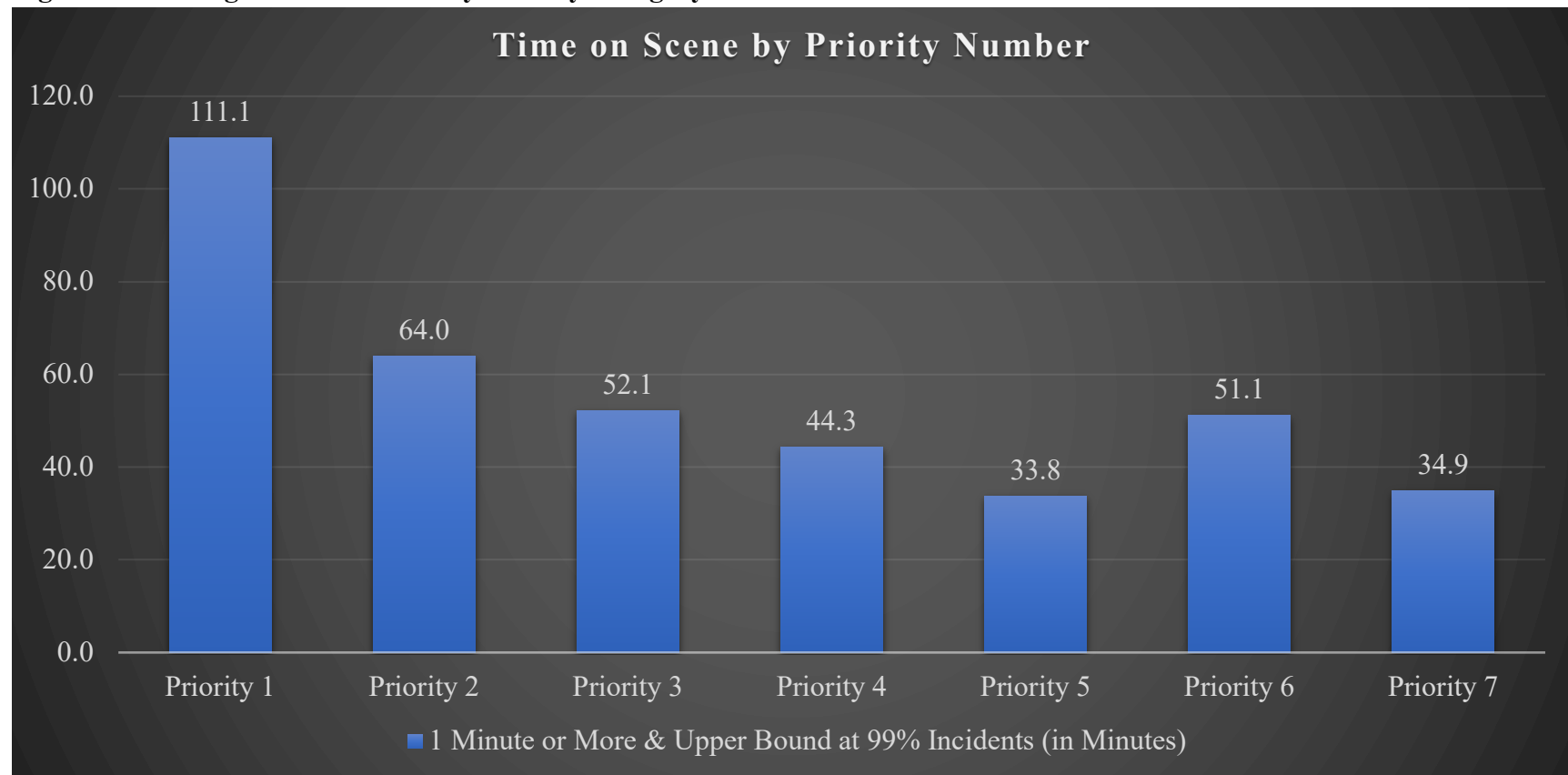
Another key component of incident response is the response time and time on scene by Priority category. Figure 27 demonstrates a fairly linear increase in the average response time as the Priority category reduces in seriousness. For example, the average response time for Priority 1 incidents was six minutes, whereas Priority 7 incidents averaged response times of almost 28 minutes (Figure 27).

Figure 27: Average Response Time by Priority Category



When considering time on scene, the opposite relationship was observed. The more serious the Priority category, the longer the time spent on scene. For example, Priority 1 incidents averaged more than 110 minutes, while Priority 7 incidents averaged roughly 35 minutes. The one exception is Priority 6 incidents which averaged slightly more than 50 minutes on scene (Figure 28).

Figure 28: Average Time on Scene by Priority Category



Specific Call Type Analysis

Given the interest in evaluating the demand on police resources, a final set of analyses were undertaken to examine selected call types that were the most likely to be amenable to an alternative response rather than the standard dispatch of an SAPD officer. These call

types represent lower CAD priority calls, are assigned response code 1⁴ by the SAPD, and were selected in consultation with COSA and the SAPD. For each call type, the priority category, number of incidents, and highest percent unit dispatched are reported (Table 8). Average response time and time on the scene are also provided in addition to the percent of cases opened. Finally, the number and percentage of those incidents ‘cleared’ is reported along with the top ‘cleared’ categories.

Table 8: Selected Call Types Characteristics

Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Cleared		
							Number	%	Highest Categories
Minor Accident	4	167,961	1 unit: 63.3% 2 units: 25.9%	28.0	62.3	53.4%	89,372	53.2%	‘Crash Report’: 90.9% ‘Information’: 3.7% ‘Other’: 2.5%
Suspicious Person	4	90,667	2 units: 49.7% 1 unit: 35.1%	20.5	27.0	4.1%	3,911	4.3%	‘Other’: 50.2% ‘Information’: 20.8% ‘Narcotics’: 8.5%
Welfare Check	4	78,243	2 units: 48.4% 1 unit: 35.0%	24.9	36.3	6.9%	5,412	6.9%	‘Other’: 59.5% ‘Information’: 27.6% ‘Family Violence’: 4.0%
Suspicious Vehicle	4	62,373	2 units: 45.9% 1 unit: 40.5%	21.0	27.1	3.6%	2,510	4.0%	‘Other’: 41.7% ‘Information’: 25.2% ‘Narcotics’: 12.6%
Injured/Sick Person	4	27,442	2 units: 47.6% 1 unit: 28.7%	16.8	41.4	19.4%	5,234	19.1%	‘Other’: 59.9% ‘Information’: 23.1% ‘Narcotics’: 5.5%

⁴Response Code 1: A request for police services that does not present an actual and immediate potential for personal injury, generally requiring a routine police response.

Response Code 2: An emergency call request for police services which presents a strong potential for personal injury.

Response Code 3: An emergency call request for police service which presents an actual and imminent threat of death or serious bodily injury to a peace officer or any other person. The threat must be immediate and the assistance needed must be immediate.

Mental Health Disturbance	4	22,081	2 units: 56.8% 3 units: 17.7%	24.1	61.0	32.4%	7,127	32.3%	‘Other’: 81.0% ‘Information’: 13.0% ‘Family Violence’: 2.4%
Panhandler	4	20,498	1 unit: 70.9% 2 units: 23.2%	22.7	26.6	14.5%	3,011	14.4%	‘Ordinance’: 62.5% ‘Other’: 29.4% ‘Information’: 4.8%
Mental Health in Progress	4	9,198	2 units: 54.6% 3 units: 20.5%	22.9	71.2	45.1%	4,123	44.8%	‘Other’: 80.4% ‘Information’: 13.0% ‘Family Violence’: 5.0%
High Water	4	480	1 unit: 54.2% 2 units: 26.0%	22.4	50.8	3.5%	18	3.8%	‘Information’: 55.6% ‘Other’: 33.3% ‘Crash Report’: 11.1%
Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Number	%	Cleared Highest Categories
Disturbance	5	332,371	2 units: 55.0% 1 unit: 23.8%	20.3	34.8	9.7%	32,232	9.7%	‘Other’: 50.8% ‘Information’: 19.2% ‘Family Violence’: 9.1%
Assist the Public	5	67,439	1 unit: 51.1% 2 units: 37.7%	23.3	41.8	5.2%	3,591	5.3%	‘Information’: 36.3% ‘Other’: 36.2% ‘Theft’: 13.3%
Disturbance: Neighbor	5	17,475	2 units: 56.6% 1 unit: 25.8%	24.7	40.1	7.9%	1,384	7.9%	‘Other’: 45.9% ‘Information’: 27.7% ‘Crim. Mischief’: 14.2%
Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Number	%	Cleared Highest Categories
Disturbance: Loud Music	6	69,124	1 unit: 56.1% 2 units: 35.4%	18.4	18.0	0.4%	339	0.5%	‘Other’: 39.2% ‘Information’: 26.8% ‘Ordinance’: 12.1%

Accident Private Property	6	24,450	1 unit: 75.8% 2 units: 18.6%	32.1	56.0	52.7%	12,870	52.4%	‘Crash Report’: 73.3% ‘Information’: 15.9% ‘Other’: 6.9%
Mental Health Routine	6	23,243	1 unit: 60.9% 2 units: 28.9%	28.2	61.1	53.0%	12,314	53.0%	‘Other’: 88.2% ‘Information’: 11.2%
Disturbance: Fireworks	6	5,472	1 unit: 86.6% 2 units: 11.1%	17.3	16.4	0.2%	13	0.3%	‘Other’: 38.9% ‘Information’: 33.3% ‘Ordinance’: 16.7%
Disturbance: Barking Dog	6	5,333	1 unit: 80.1% 2 units: 16.9%	22.6	22.9	1.2%	70	1.3%	‘Other’: 35.7% ‘Information’: 28.6% ‘Ordinance’: 28.6%
Recovered Stolen Property	6	5,312	1 unit: 35.9% 2 units: 30.8%	29.1	85.6	32.4%	2,795	52.6%	‘Other’: 62.5% ‘Information’: 18.5% ‘Theft’: 11.8%
Non- emergency Call	6	4,603	1 unit: 53.7% 2 units: 32.9%	17.0	38.7	15.0%	696	15.1%	‘Other’: 33.3% ‘Crash Report’: 23.6% ‘Information’: 15.5%
Call Type	Priority Category	# of Incidents	% Units Dispatched	Response Time	Time on Scene	% Case Opened	Number	%	Cleared Highest Categories
Miscellaneous	7	69,967	1 unit: 66.0% 2 units: 22.8%	28.1	53.3	17.6%	12,610	18.0%	‘Other’: 46.7% ‘Information’: 35.6% ‘Theft’: 4.6%
Abandoned Vehicle	7	35,154	1 unit: 81.1% 2 units: 15.2%	29.5	32.2	3.9%	1,517	4.3%	‘Other’: 42.6% ‘Information’: 40.9% ‘Ordinance’: 7.1%
Information	7	31,152	1 unit: 72.0% 2 units: 20.7%	31.0	50.5	29.2%	9,156	29.4%	‘Information’: 55.9% ‘Other’: 30.8% ‘Theft’: 4.7%
Animal Related	7	20,574	1 unit: 67.9% 2 units: 25.6%	27.3	36.7	7.3%	1,488	7.2%	‘Information’: 65.9% ‘Other’: 27.8%

									'Ordinance': 2.6%
Property Found	7	14,473	1 unit: 75.6% 2 units: 18.6%	24.1	54.3	45.4%	6,653	46.0%	'Other': 64.3% 'Information': 32.7% 'Theft': 1.0%
Visitation Violation	7	8,201	1 unit: 89.5% 2 units: 8.4%	25.0	22.8	1.7%	279	3.4%	'Information': 25.4% 'Other': 23.3% 'DWI Report': 12.2%
Property Lost	7	3,261	1 unit: 79.2% 2 units: 16.2%	27.6	49.3	75.9%	2,437	74.7%	'Other': 53.3% 'Information': 32.9% 'Theft': 12.4%
Fire Only-Grass	7	65	1 unit: 41.5% 2 units: 41.5%	10.3	30.5	1.5%	1	1.5%	'Other': 16.7%

Importantly, our role is limited to providing analyses to aid the City and SAPD in making informed decisions about which call types, if any, might best be handled by non-police personnel. While we offer no opinion on this substantive question, which is beyond the scope of our engagement, we would note that such decisions can be informed by the data reflected in the Tables and Figures contained in this report, and in particular, the information contained in Table 8: (1) the relative number of incidents in each call type, (2) the police resources needed to handle them (e.g. number of units, time on scene), and (3) the percentage of incidents resulting in cases being opened or reports being taken. In addition, a police-informed assessment of the risk (to officers and community members) associated with each call type is an overarching consideration that must be taken into account when deciding whether to divert calls to non-police agencies or departments.

Appendix A: Priority Categories

Table 9: Priority Categories & Call Types

Priority Category	Response Codes	Call Type
1	3	'Accident Major Officer'; 'Cutting In Progress'; 'Officer EMS In Trouble in Progress'; 'Officer In Trouble In Progress'; 'Rape In Progress'; 'Robbery In Progress'; 'Robbery of Individual Progress'; 'Shooting In Progress'
2	3	'Accident Major'; 'Assault In Progress'; 'Burglary (In Progress)'; 'Child Locked in Vehicle'; 'Disturbance (Gun Involved)'; 'Disturbance (Knife Involved)'; 'Disturbance Family Gun Involved'; 'Disturbance Family Knife Involved'; 'Disturbance Neighbor Gun Involved'; 'Disturbance Neighbor Knife Involved'; 'Drowning'; 'Family Violence Gun Involved'; 'Family Violence Knife Involved'; 'Fight Gun Involved'; 'Fight Knife Involved'; 'Fire'; 'High Water Rescue'; 'Holdup Alarm In Progress'; 'Suicide In Progress'
3	2	'Accident Minor Officer'; 'Burglary Vehicle In Progress'; 'Fight'; 'Overdose In Progress'; 'Theft of Vehicle In Progress'; 'Threat - Bomb with Device'; 'Threats Bomb In Progress'
4	1	'Accident Minor'; 'Animal Bite in Progress'; 'Burglary Alarm'; 'CRT Follow Up'; 'Disturbance Child Protect Service'; 'Disturbance Family'; 'Family Violence'; 'Forgery In Progress'; 'Graffiti In Progress'; 'High Water'; 'Holdup Alarm Res In Progress'; 'Injured/Sick Person'; 'Mental Health Disturbance'; 'Mental Health In Progress'; 'Missing Person - Endangered'; 'Missing Person/Runaway'; 'Overdose'; 'Panhandler'; 'Prowler'; 'Rape'; 'Robbery'; 'Robbery of Individual'; 'Sexual Offense-Child'; 'Shooting'; 'Shoplifting In Progress'; 'Shot Fired/Heard'; 'Shots Fired Just Occurred'; 'Suicide'; 'Suspicious Person'; 'Suspicious Person with Gun'; 'Suspicious Person with Knife'; 'Suspicious Vehicle'; 'Suspicious Vehicle with Gun'; 'Theft In Progress'; 'Violation of Protective Order'; 'Violation Sex Off Reg'; 'Wanted Person'; 'Welfare Check'; 'Wrong Way Driver'
5	1	'ARSON RESPONSE'; 'SAPD Call - Emerg'; '911 Hang Up'; 'Assist the Public'; 'C-Ordinance Violation'; 'Criminal Mischief In Progress'; 'Disturbance'; 'Drunk'; 'Cutting'; 'Disturbance Neighbor'
6	1	'SAPD Call - NonEmerg'; 'Accident Private Property'; 'Disturbance Barking Dog'; 'Disturbance Fireworks'; 'Disturbance Loud Music'; 'DOA'; 'DWI'; 'Liquor Law Violation'; 'Mental Health Routine'; 'Narcotic Laws'; 'Recovered Stolen Property'; 'Threats Bomb'; 'Vice'; 'Weapons'; 'Lewd Conduct'
7	1	'Abandoned Vehicle'; 'Animal Related'; 'Assault'; 'Burglary'; 'Burglary Vehicle'; 'Criminal Mischief'; 'Fire Only-Grass'; 'Forgery'; 'ID Theft'; 'Information'; 'Internet Predator'; 'Miscellaneous'; 'Ordinance Violation'; 'Patrol By'; 'Property Found'; 'Property Lost'; 'Shoplifting'; 'Theft'; 'Theft of Vehicle'; 'Threats'; 'Traffic Related'; 'Traffic Violation'; 'Visitation Violation'

Priority codes are 1-7, with 1 being a higher priority over the other categories.

Response Code 3: An emergency call request for police service which presents an actual and imminent threat of death or serious bodily injury to a peace officer or any other person. The threat must be immediate and the assistance needed must be immediate.

Response Code 2: An emergency call request for police services which presents a strong potential for personal injury.

Response Code 1: A request for police services that does not present an actual and immediate potential for personal injury, generally requiring a routine police response.