LEAP Baltimore City Police Calls For Service Analysis

Frequent calls for service that may not need an armed police response

Call Type, Priority Level	Percent of total police calls for service	Average calls per day
Disorderly, Medium	14.6%	231
Narcotics, Medium	8.7%	138
Family Disturbance, Medium	3.9%	61
Behavioral Crisis, Medium	1.4%	23
Noise Complaint, Non-Emergency	1.3%	21
Suspicious Person, Medium	1.2%	19
Check Wellbeing, Low	1.0%	18
Sick Person, Non-Emergency	1.0%	15
Suspicious Person, Low	0.8%	12
Juvenile Disturbance, Low	0.6%	9

Estimated potential share of calls for alternative responders

Responder Type	Potential share of police calls for service
Community Responder[1]	26%
Police	41%
Administrative Alternative[2]	31%

For full report on the Community Responder model, see here

For complete Baltimore City data and analysis, see analysis spreadsheet here

Source: OpenData Baltimore City Police Calls for Service, January 1, 2019 - June 30, 2019

<u>Endnotes:</u>

1. Community Responders are civilian 911 responders in one of two categories:
   - Peer counselors/social workers/paramedics: for mental health/homelessness/substance abuse-related calls (might be coded as "wellness check," "disturbance," "intoxicated person," "mental crisis")
   - Credible Messengers — community members with local credibility and mediation training: for conflict calls NOT related to mental health issues (might be coded as "suspicious person," "disturbance," "noise complaint," "juvenile disturbance," or "trespassing")

2. Administrative Alternative calls are those that require an official response but not an immediate or armed police response and could be handled administratively:
   - Where the primary purpose is to take a report for insurance companies — including auto accidents without injury, and minor larceny and theft cases — incidents can be handled online, over the phone, on a walk-in basis, or by scheduling a home visit by a civilian police employee if necessary.
   - Other calls that require a report and possible investigation but do not need an urgent or armed response — including found property, abandoned vehicles, and hit-and-run and burglary incidents where the person is no longer at the scene — a civilian police employee can respond in place of an armed officer.
   - False security alarms and mistaken 911 calls can be filtered out to avoid dispatching officers unnecessarily. This effort is already in progress through the Telephone Reporting Unit.

Source: OpenData Baltimore City Police Calls for Service, January 1, 2019 - June 30, 2019