

LEAP Milwaukee 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 |
|--------------------------------|---|-----------------------|
| Trouble with Subject, Low | 10.6% | 72 |
| Welfare of Citizen, Medium | 7.0% | 48 |
| Suspicious Person/Auto, Medium | 4.1% | 28 |
| Injured/Sick Person, Medium | 3.4% | 23 |
| Mental Observation, Medium | 3.3% | 22 |
| Noise Nuisance, Low | 1.8% | 12 |
| Family Trouble (non-DV), Low | 1.5% | 10 |
| Trouble with Juvenile, Low | 1.1% | 7 |
| Trouble with Subject, Medium | 0.7% | 5 |
| Drug Dealing, Medium | 0.6% | 4 |

Estimated potential share of calls for alternative responders

| Responder Type | Potential share of police calls for service |
|---|---|
| Community Responder ¹ | 22% |
| Police | 57% |
| Administrative Alternative ² | 17% |

For full report on the Community Responder model, [see here](#)

For complete Milwaukee data and analysis, see [analysis spreadsheet here](#)

Source: Milwaukee Police Calls for Service, January 1 - December 31, 2019

Endnotes:

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.
- Some of these calls are already being handled via phone through the [Differential Police Response](#) (DPR) and [Telephone Reporting Unit](#) (TRU)