



Portland Police Bureau Strategic Services Division



Portland Police Bureau Calls for Service 2018 vs 2012 Comparison

Calls for Service by Call Initiation Type

PPB responded to approximately the same volume of calls for service in 2018 as in 2012 with fewer officers. The volume of dispatched calls, those initiated by the community calling 9-1-1 or the non-emergency line, increased by 28%. The increase in dispatched calls combined with a decrease in PPB staffing levels resulted in a decrease in available time for officers to be proactive. Self-initiated and Bureau directed calls decreased and now only represent less than 30% of officer call activity.

	2018		2012		Change	
	#	%	#	%	#	%
Dispatched	259,872	72%	202,688	56%	+57,184	+28%
Self-Initiated/Directed	99,463	28%	157,346	44%	-57,883	-37%
Total	359,335	100%	360,034	100%	-699	0%

Dispatched Call Response Times

The length of time a call spends in the police queue waiting for an available officer to be dispatched increased as dispatched call volume increased and staffing levels decreased. The time it takes an officer to reach the scene of a call once dispatched has also increased.

Response times by call priority (min)	High Priority			Medium Priority			Low Priority		
	2018	2012	Chg	2018	2012	Chg	2018	2012	Chg
Time in Queue (queue to dispatch)	1.9	1.2	0.7	9.8	4.4	5.4	35.4	24.6	10.8
Travel time (dispatch to scene)	6.6	5.1	1.5	8.0	7.0	1.0	10.6	9.7	0.9
Total response time (queue to scene)	8.5	6.3	2.2	17.9	11.4	6.4	46.0	34.3	11.7

Top Dispatch Call Types

PPB has been dispatched to unwanted person, welfare check, and suspicious person calls at an increased volume. On average, PPB was dispatched to 81 unwanted person calls a day in 2018, 37 more per day than 2012. The reduction of available proactive time for officers to focus on crime prevention and enforcement may be one aspect contributing to the increase in theft, stolen vehicle, and collision calls.

Call Category	2018		2012		Change		
	Total	Daily Avg	Total	Daily Avg	Total	Daily Avg	%
Unwanted Person	29,687	81	16,271	44	13,416	37	83%
Welfare Check	29,267	80	18,076	49	11,191	31	62%
Disturbance	27,784	76	26,743	73	1,041	3	4%
Suspicious	21,538	59	14,369	39	7,169	20	50%
Theft	19,136	52	16,234	44	2,902	8	18%
Collision	14,056	39	12,091	33	1,965	5	16%
Alarm	12,732	35	10,740	29	1,992	5	19%
Stolen Vehicle	11,206	31	5,871	16	5,335	15	91%

Statistics for calls for service with a response from at least one PPB unit.

Data source: PPB/RegJIN

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