

Baltimore Consent Decree Outcome Assessment

Analysis of Calls for Service, 2017-2019

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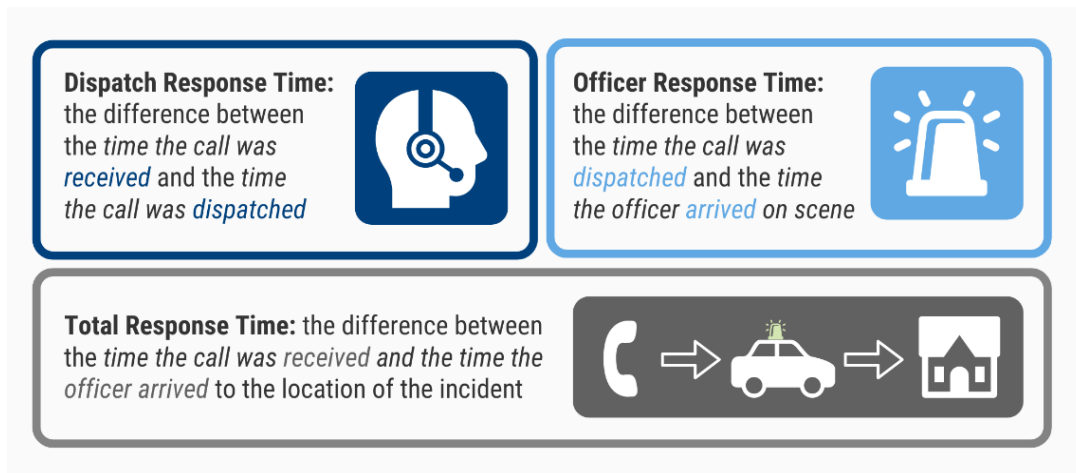
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SUMMARY OF FINDINGS

The Monitoring Team’s analysis of Baltimore Police Department (“BPD”) calls for service data from 2017 to 2019 offers a baseline assessment of Paragraph 459(b) of the Consent Decree. The major findings of this outcome assessment of calls for service indicate that, among other things:

- There have been significant improvements in overall response times, especially at the higher priority levels, with the most gains found in improved dispatch processing.
- The calls for service are not evenly distributed across BPD’s districts. Northeastern District had the most calls for service for all years, with about 14% of total calls while Eastern District had the fewest total calls for all years, with about 9% of total calls.
- Northeastern District also had the most Emergency calls in each year, with approximately 13-15% of Emergency calls. The district with the fewest Emergency calls varied by year: Western (2017), Eastern (2018), and Northern (2019).
- The prompt and emergency call for service are the most common type of calls in exclusively and predominantly Black neighborhoods across all three years¹.
- Different neighborhoods vary in the number of the calls for service. Approximately 81 percent of the neighborhoods received less than 0.5 percent of the calls for service in all three years. The majority of the calls for service during 2019, 2018 and 2017 are distributed across less than 34 neighborhoods.



Dispatched Response Time

- The median time between receiving a call and dispatching an officer (dispatched response time) decreased between 2017 and 2019, across all priority levels, a significant systemic improvement.

¹ See page 23 for details regarding the grouping of neighborhoods based on racial composition

Median Dispatched Response Time by Priority Level (mm:ss)

	Emergency	Prompt	Routine	Non-Critical
2017	04:35	07:56	09:43	12:01
2018	04:16	07:04	08:10	10:05
2019	04:06	06:38	07:38	08:59

- Dispatched response time varies significantly across districts. For example, the Southwestern District had the longest dispatched response time for Non-Critical calls (calls not requiring immediate police response): 17:34 minutes in 2017, 12:54 minutes in 2018, and 9:47 minutes in 2019. Western District dispatched 50 percent of their calls for service faster than any other district across all priority levels, followed by Southern district.
- All districts showed improvements in dispatch response time between 2017 and 2019.
- The dispatched response time is often longer than the time it takes for an officer to arrive to an incident.
- The dispatched response time across neighborhoods is very similar regardless of the racial composition of the residents. Additionally, the dispatched time is decreasing across neighborhoods².

Officer Response Time

- Officer response time increased in all districts for Non-Critical calls from 2017 to 2019. In contrast, all districts, except the Eastern District, showed improvements in officer response time for Emergency, Prompt, and Routine calls.

Median Officer Response Time by Priority Level (mm:ss)

	Emergency	Prompt	Routine	Non-Critical
2017	5:03	6:20	8:02	8:36
2018	5:09	6:18	8:10	8:28
2019	3:55	5:51	7:34	11:46

- The Western District has the fastest median number of minutes for officer’s response time for all three years. The Western District is the second smallest district in land area after the Central District and district size may be a factor in the officer response time.
- Officer response time decreased for Emergency, Prompt, and Routine calls for service across all neighborhoods regardless of their racial composition. The neighborhoods with exclusively Black residents³ experienced the largest reduction in officer response time for

² See Appendix D for details.

³ Exclusively Black is defined as neighborhoods with a Black population that is 95 percent or higher.

Emergency calls. Non-Critical calls increased in officer response time between 2017 and 2019 across all neighborhoods⁴.

Total Response Time

- Total response time (dispatched response time plus officer response time) decreased significantly in all districts between 2017 and 2019 for all call types. Most districts showed an increase in Non-Critical total response times, except the Southeastern and Northern Districts.

Median Total Response Time by Priority Level (mm:ss)

	Emergency	Prompt	Routine	Non-Critical
2017	10:30	16:24	21:09	24:25
2018	10:10	15:26	19:30	22:04
2019	8:37	14:07	17:54	26:32

- The Western District had the fastest total response time for all priority calls in 2019, and fastest for Emergency calls in all three years.
- In 2017, the Southwestern District had the longest total response time for Emergency calls (12:31 minutes for total response time). In 2018, Northeastern and Southwestern Districts had the longest (11:36 and 11:27 minutes), and in 2019 Northeastern had the longest (9:47 minutes).
- The total response time decreased from 2017 to 2019 across all neighborhoods, especially for the Emergency, Prompt and Routine calls for service. The total response time increased for Non-Critical calls across neighborhoods except for neighborhoods with exclusively Black, majority White and non-residential neighborhoods.
- While BPD has committed to decrease the response time for emergency calls to under 10 minutes, in 2019, approximately 63.9 percent of Emergency calls in exclusively Black neighborhoods were responded to in under 10 minutes. In predominantly Black neighborhoods, the Total Response Time was below 10 minutes for 58 percent of Emergency calls, while in White neighborhoods 54.7 percent of Emergency calls were responded to in under 10 minutes⁵.

OVERVIEW

On April 7, 2017 the City of Baltimore, the Baltimore Police Department (“BPD”) and the U.S. Department of Justice (“DOJ”) entered into a Consent Decree pursuant to DOJ’s findings that the

⁴ See Appendix D for details

⁵ See Appendix D for details

BPD had engaged in a pattern or practice of conduct that violated the United States Constitution when engaging with members of the public.

Section XIX (“Agreement Implementation and Enforcement”) of the Consent Decree, subsection D (“Outcome Assessments”), explains that the purpose of outcome assessments is to measure whether BPD’s revised practices and procedures are having an overall beneficial effect on policing in Baltimore. Paragraphs 459(a)-(n) specify a number of distinct outcome assessments geared toward tracking BPD’s progress under the Consent Decree.

This report involves a baseline exploration of calls for service in Baltimore. To assess calls for service, Paragraph 459(b) requires:

An annual analysis of response times for calls of service, accounting for the type of call, in each police district and different neighborhoods within Baltimore.

The present analysis focuses on calls for service (“CFS”) that occurred from 2017 through 2019, allowing for an analysis of response times prior to and during the early stages of Consent Decree implementation. The first section of this report presents trends in calls for service over 2017, 2018 and 2019. Subsequent report sections detail the residential racial compositions for neighborhoods within BPD districts. The final section offers a summary of findings.

This is the third report to the Court containing an analysis of calls for service. The first report was prepared by the National Police Foundation and submitted to the Court as part of the Staffing Study on August 14, 2018. The Staffing Plan submitted to the Court in February 2020 also contained an analysis of calls for service. While the three reports used the same source data, BPD’s computer-aided dispatch (CAD) data, different data-cleaning assumptions will result in differences across datasets. The Monitoring Team’s approach to these data are explained in detail below.

Calls for service analysis can be helpful in staffing decisions. The Staffing Plan recommended and BPD agreed to use calls for service as the basis for a workload analysis staffing matrix. BPD’s recently published Policy 819, Patrol Staffing, states “The Patrol Division shall establish a Shift Constant for each patrol shift based upon workload analyses and shall post said Shift Constants no less than annually.” “[T]o establish any Shift Constant; the workload analysis must consider the following factors:

- Data on calls for service which require an in-person emergency response.
- Time available for community engagement, problem solving, and proactive patrol efforts.
- Adequate coverage for district front desk and transport vehicle.
- Minimum staffing levels to ensure officer safety, as determined by the Deputy Commissioner of Operations.”

BPD has previously conducted significant work on the Staffing Study, Staffing Plan, Policy 819, and the continuing implementation of the recommendations contained in the Staffing Plan.

DATA AND METHODOLOGY

The research questions addressed in this analysis are:

- How does response time vary based on the priority of calls for service?
- How does response time vary across BPD districts?
- How do racial and ethnic characteristics of Baltimore neighborhoods impact response time?

The Baltimore Police Department extracted calls for service data from their Computer Aided Dispatch (CAD) System and provided it to the Monitoring Team. The raw data files obtained from BPD consist of 2,112,084 calls in 2019; 1,634,016 calls in 2018 and 1,657,827 calls in 2017. CAD system data is populated by call takers, dispatchers, and officers, and thus errors are found in CAD data such as duplicate calls and data entry errors. In addition, not all dispatch communications in the CAD are ones received from residents of Baltimore. For example, an officer may initiate a response to a situation observed by that officer. There are also administrative calls which capture officer activity but are not a response to a call for service. These may include foot patrol, business checks, lunch, community engagement, traffic stop among others. All of these conditions were present in BPD's CAD data set.

Data Cleaning and Validation

Data cleaning and validation efforts are described below.

Duplicate CAD Entries

A CAD entry can be represented multiple times in the dataset (CFS # serves as the identifier). These duplicate incident entries occur because more than one police unit might have been dispatched and arrived at the same incident (see Table 1 below for number of duplicate entries by year). The record for each dispatched unit has an associated date and time the specific unit was dispatched, arrived on scene, and departed from the scene. For calls where multiple units responded, the arrival time that was recorded earliest was retained in the dataset. This earliest arrival time was then matched with the recorded time in the DGT_CALL_ARRIVED data field to ensure that the earliest unit arrival time matched the call arrival time. For purposes of this analysis, the arrival time is the time of arrival of the first police unit. Just over 500,000 duplicate entries each year were removed prior to analysis.

Table 1: Recorded Incident Duplicates by Year

Year	Row Data Sample (N)	Total Excluded Number of Duplicates	Total Remaining Unique CAD Entries
2017	1,657,827 (100%)	516,749 (31.17%)	1,141,078 (68.83%)
2018	1,634,016 (100%)	505,584 (30.94%)	1,128,432 (69.06%)
2019	2,112,084 (100%)	524,498 (24.83%)	1,587,586 (75.17%)

Administrative Call Types

Some call type codes are used for vital administrative purposes to track officer time and activity, but are not technically considered “calls for service.” The intent of the current analysis is to measure the response times when a member of the public calls for assistance. These administrative call types represent vital proactive, community policing, administrative, and service activities that factor into workload analyses and future audits of police functions. However, these CAD entries are not within the purview of the current analysis of response times for calls for service from the community and were removed from the dataset (see Table 2). These call types include: foot patrol, bank/business check, detail, repair/service, lunch, personal relief, school/church, supervisor comp, car stop, 911/no voice call, investigative stop, search & seizure, community engagement, field interview, hot spot check, and traffic stop.

In addition, calls that were given a unique CAD number, but were actually part of a preexisting call, were removed. This occurred most frequently if an officer joined an existing call but did not know the CAD number for that call. The result in the CAD system was a CAD number with UNIT coded as not applicable (NA). Lastly, PRIORITY CODE has two unique codes (numbers 5 and 8) that are associated with Baltimore City 311 Services calls and fire alarm related calls and these were also excluded from the dataset.

Table 2: Data Validation Details by Year

Year	Total Unduplicated CAD Entries	Administrative Call Types	CAD Entries Associated with Existing Calls for Service	Fire Alarm or 311 calls
2017	1,141,078 (100%)	387,511 (33.96%)	140,899 (12.35%)	5 (<0.00%)
2018	1,128,432 (100%)	424,027 (37.58%)	126,304 (11.19%)	0 (0.00%)
2019	1,587,586 (100%)	899,446 (56.65%)	120,473 (7.59%)	7 (<0.00%)

Notes:

Some observations met multiple conditions for deletion.

Percentages are row percentages, representing the proportion of unduplicated CAD entries within each year for each condition.

Data Errors

The data files contained some obvious data entry errors in response time variables. For example, the Dispatched Time (DTG_CALL_DISPATCHED_TIME) preceded the time when the call was received, or the time when the officer arrived on the scene (DTG_CALL_ARRIVED_TIME) preceded the time when the call was dispatched and/or when call was received. Cases with such data entry errors were deleted from the datasets used in this analysis (see Table 3). Because these errors were infrequent, their removal does not materially affect the overall dataset or the findings of this report.

Table 3: Number of Data Entry Errors by Year

Year	Data Entry Errors
2017	111
2018	1,528
2019	259

Notes:

Data entry errors are recorded time errors in the CAD system data.

“On-View” Calls

An “on-view” call is a need for police service that is observed and self-initiated by an officer. When the officer views activity that requires a response, the officer radios dispatch, which then assigns a CAD number to the incident. This creates records with the call received time and call dispatched time as being the same, as those events occur simultaneously.

These on-view calls are fundamentally different from other calls for service because they essentially do not involve any dispatch or officer response time. When a member of the public calls police for help, dispatch must react to the call and send officers to the location where something is occurring. In contrast, on-view calls are initiated by officers informing dispatch that they are present and responding to an incident where they are currently located. Including on-view calls in this analysis would inappropriately skew the findings, by artificially reducing response time and thus on-view calls were removed from this analysis of calls for service.

In instances where the call received time (DTG_CALL_RECEIVED) and dispatched time (DTG_CALL_DISPATCHED) were identical, the values of DTG_CALL_DISPATCHED were replaced with the values of UNIT_DISPATCHED_TIME variable (see Table 4). Then the calls with DTG_CALL_DISPATCHED with values equal to zero were defined as on-view calls and were removed from the analysis dataset. Calls with values other than zero were included into the analysis.

Table 4: “On View” Calls by Year

Year	CAD Entries	Call with Identical Received and Dispatched Time	On-View Calls after cross-referred with unit dispatched time
2017	612,552 (100%)	58,899 (9.6%)	57,638 (9.4%)
2018	576,573 (100%)	55,479 (9.6%)	54,215 (9.4%)
2019	567,401 (100%)	63,887 (11.3%)	62,634 (11.0%)

Table 5 presents a summary of the data cleaning steps that were taken with the calls for service dataset provided to the Monitoring Team by BPD. Approximately 31 to 48 percent of CAD entries for each year involve calls for service initiated by members of the public that require dispatchers to send officers to a specified location. The remaining CAD entries involve police activities beyond the scope of this analysis, officer-initiated responses to an incident at their location, and data entry anomalies requiring exclusion from the analysis dataset.

Table 5: Summary of Data Cleaning Efforts

Data Diagnostic	2017	2018	2019
Number of unique CAD entries	1,141,078 (100.00%)	1,128,432 (100.00%)	1,587,586 (100.00%)
CAD entries representing administrative call types	387,511 (33.96%)	424,027 (37.58%)	899,446 (56.65%)
CAD entries associated with existing CAD entries	140,899 (12.35%)	126,304 (11.19%)	120,473 (7.59%)
Fire alarm or 311 calls	5 (<0.00%)	0 (0.00%)	7 (<0.00%)
Data entry errors	111 (0.01%)	1,528 (0.14%)	259 (0.02%)
On-view calls	57,638 (5.05%)	54,215 (4.80%)	62,634 (3.95%)
Total remaining CAD entries used in analysis	554,914 (48.63%)	522,358 (46.29%)	504,767 (31.79%)

Notes:

Administrative call types are outside the scope of this analysis and include foot patrol, bank/business check, detail, repair/service, lunch, personal relief, school/church, supervisor comp, car stop, 911/no voice call, investigative stop, search & seizure, community engagement, field interview, hot spot check, and traffic stop.

CAD entries associated with existing CAD entries are identified in the data as having “NA” coded for the UNIT variable. These indicate situations in which officers respond to a call for service in progress but a unique CAD entry is initially created when officers communicate with dispatch.

Key Variables Defined

This analysis operationalizes response time based on the key actions that occur from the time a call for police service is received to when an officer arrives on scene. The total response time for

a call for police service involves dispatcher and officer actions. Figure 1 describes the three outcome variables used in this analysis: dispatch response time, officer response time, and total response time.

The variables used to calculate the outcome variables are described below (see Appendix A for a complete set of variables in the data files.)

Four digital timestamps are in the data files:

- 1) The date and time the call was made (DTG_CALL_RECEIVED);
- 2) The date and time the call was dispatched (DTG_CALL_DISPATCHED);
- 3) The date and time the officer arrived on the scene (DTG_CALL_ARRIVED); and
- 4) The time the officer completed and left the location of the incident (DTG_CALL_CLEARED).

The timestamps were converted into minutes and seconds and used to create the outcome variables corresponding to response time to capture the variation in response times by police district, priority level of call, and the neighborhoods.

Call for Service Response Time Outcome Variables

It is worth noting that response time is often measured, calculated, and interpreted differently across different police departments. Thus, no national standards of response time to calls for service have been established. Nevertheless, in 2019 BPD set a 10-minute response time for responding to calls for service with emergency priority level (see Crime Reduction & Departmental Transformation Plan, BPD 5-Year Strategic Vision from June 2019; and Crime Reduction & Departmental Transformation Plan, Year One Review: July 1, 2019 – June 30, 2020)⁶.

Missing Values in the Response Time Variables

Officer response time, and as a result total response time, contain a significant number of missing values (see Appendix B, Table B1). This is because the arrival time when officers appear on scene (DTG_TIME_ARRIVED) is often not recorded⁷. Different strategies to address missing data range from simple methods such as case deletion, where observations with any missing attributes are deleted from the data set, to more sophisticated multiple imputation strategies.⁸ The

⁶ From the BPD 5-Year Strategic Vision or Year One Review is unclear how the response time is conceptualized, what time is taking into an account, and what is the justification/rationale behind the 10-minute benchmark.

⁷ Two data variables that record the arrival times (DTG_TIME_ARRIVED and UNIT_TIME_ARRIVED) are identical for data files 2019 and 2018.

⁸ See Campuzano, L., Dynarski, M., Agodini, R., & Rall, K. (2009). *Effectiveness of Reading and Mathematics Software Products: Findings From Two Student Cohorts* (NCEE 2009-4041). Washington, DC: National Center for Education Evaluation and Regional Assistance, Institute of Education Sciences, U.S. Department of Education.

sophisticated strategies consist of replacing missing data with the mean (average) of non-missing values, replacing the missing data with estimated values (regression imputation), or replacing the missing values with a set of plausible values. Each of these strategies have some limitations. For example, replacing a large amount of missing data with the mean of non-missing time values can mask the true distribution or obscure important features of the police districts from which the data were derived. Similarly, deleting data with missing variables might reduce the power of the statistical analysis. All three datasets have a large sample sizes and the statistical model has appropriate mechanisms for compensating for missing data. Thus, we elected to leave the data with missing values in the dataset, rather than introducing more assumptions by attempting to compensate for missingness.

We examined the nature of the missing values in the officer response time variable and generated contingency tables to understand any patterns for when officers failed to record their response time. One hypothesis we considered is whether a high priority call, with the associated stress and urgency, might lead officers to fail to record response times.

We examined the correlation between officer response time (dichotomous variable 0=missing value, 1=other), priority level and police district. The results suggest that there is a statistically significant but weak association between the priority level of the call and officers' response time in all three years, and a statistically significant but weak association between officer response time and police district (see Appendix B, Table B4). Statistical significance for this test is driven by the large sample size so we look to the strength of the relationship to understand the extent to which call priority level or police district explain missing officer arrival times. In both cases there is a weak association and thus cannot confidently explain patterns in missing officer response time information.

However, in contrast to the hypothesis that highly urgent calls could lead an officer to fail to report arrival, routine priority level calls in 2019 had the most missing data for arrival time (56.9 percent), followed by non-critical priority calls (51.9 percent). Officers were *more likely* to report their arrival time when arriving to Emergency calls (73.1 percent). The same pattern is observed in 2017 and 2018 (see Appendix B, tables B2a, b, and c).

Additionally, the contingency tables suggest that the arrival time was less likely to be reported in 2019 by the officers in the Central District (58.1 percent) followed by Northeastern District (48.0 percent). The same pattern can be seen in 2017 and 2018. It is also noteworthy that these are the two busiest districts based on calls for service (see Appendix B, tables B3a, b, and c).

Explanatory Variables

The current analysis utilizes three explanatory variables --- the priority code, the police district, and the racial composition of neighborhood --- to assess BPD's response times for calls for service. Priority codes are an indicator of how quickly the officer should respond to a call. The nature of

the call (call type) and the priority code are information given to the officers when they are dispatched.

Call Type

Call type (CFS_CALL_TYPE) and dispatched incident (DISPATCHED_INCIDENT) provide information about the nature of the call. Each call type has an associated priority level, so once the dispatcher or call-taker categorizes the call by type, the priority level is automatically assigned based on the anticipated severity of that type of call. Within the data provided, 20 unique call types were used.

Call Priority

BPD uses the following categories to assign the priority of calls for service⁹:

- Emergency calls: Situations that require immediate police response and involve an imminent threat to a person's safety.
- Prompt calls: Situations that require immediate police response and present a potential risk to a person's safety or immediate and substantial property loss or damage.
- Routine calls: Situations that do not require immediate response to prevent imminent harm to a person or prevent significant property loss/damage and indicate criminal activity for report purposes.
- Non-Critical calls: Situations that do not require immediate police response (incidents that involve a minor violation or offense, non-criminal police service, minor in nature and on-view/police use only intended calls).

Call priority determines how quickly the call is dispatched to an officer and the conditions under which the officer response will be made. For example, an Emergency call will be immediately dispatched, and the officer will use lights and sirens to respond. Non-Critical calls may be held by dispatch until an officer is available to respond and the officer responds using normal driving procedures. Therefore, longer times for lower priority calls are expected.

Location

Two variables indicate the location of an incident: LOCATION for incident street address and POST for police district. The relevant police district (POST) is coded as nine numerical categories based on the nine districts of the Baltimore Police Department: 1=Central, 2= Southeastern, 3= Eastern, 4=Northeastern, 5= Northern, 6= Northwestern, 7=Western, 8 = Southwestern, and 9=Southern.

Neighborhood name is not recorded in the data files, as BPD uses district areas, not neighborhoods. However, the location of the incident is geocoded with longitude and latitude coordinates, allowing for mapping specific locations to neighborhoods by using ArcGIS software. Neighborhood and

⁹ Baltimore City 311 Service and Fire alarm calls were removed from the analysis

BPD district shapefiles¹⁰ were paired to retrieve the name of the neighborhood from which the call was made. The American Community Survey (ACS) 2012-2016 (5-year estimates) data were used to determine the aggregate racial composition of each BPD District and all 277 neighborhoods in Baltimore¹¹.

ANALYSIS

Descriptive and inferential statistical methods were used to assess response times for calls for service by priority level, police district, and neighborhood for the years 2017 through 2019. Descriptive statistics give specific information about the distribution of calls for service across priority levels, districts, and neighborhoods, and highlight the potential relationship between the response rate for calls for service and the explanatory variables. Additionally, as measures of central tendency are the most basic and often the most informative description, the median (the middle value of the response rate variables) was used to describe the response times in detail.

While descriptive statistics offer valuable information about response times for calls for service, we also used inferential statistics to understand whether there are significant associations between the response times across priority level and police districts. In order to estimate the extent of the relationship between the variables and statistically analyze response times, the outcome variables had to be statistically “normalized.” This process is set forth in Appendix E: Log Transformation Methodology. Essentially, a log transformation process was used to ensure that the data were normally distributed, so that the analyses had predictive value. As such, all response times discussed in Appendix E are log-transformed.

Calls for Service by District

Calls for service are not evenly distributed across BPD’s districts. Table 4 and Figure 1 below display the distribution of calls for each police district¹² for 2017, 2018, and 2019. The fewest number of calls for service for all three years was in the Eastern and Western Districts. For each year, the greatest number of calls for service were handled by Northeastern District, followed by the Southeastern and Southern Districts.

¹⁰ A shapefile is a format for storing the geometric location and attribute information of geographical features.

¹¹ The neighborhood and BPD district shapefiles as well as the American Community Survey 2012-2016 data were provided by the BPD and sourced from the Baltimore City Department of Planning.

¹² The BPD district variable contains missing values for some calls for service (176 calls in 2017, 153 in 2018, and 157 in 2019), but these errors do not impact the overall distribution given the size of the overall data set.

Table 6: Distribution of Calls for Service by District and Year

District	2017		2018		2019	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Central	60,669	10.9	59,635	11.4	60,665	12.0
Southeastern	65,446	11.8	62,657	12.0	61,772	12.2
Eastern	49,853	9.0	44,359	8.5	43,517	8.6
Northeastern	79,359	14.3	73,773	14.1	71,909	14.3
Northern	61,063	11.0	56,645	10.8	53,699	10.6
Northwestern	62,963	11.4	56,384	10.8	54,246	10.8
Western	48,530	8.7	48,943	9.4	44,967	8.9
Southwestern	61,083	11.0	57,776	11.1	53,479	10.6
Southern	65,772	11.9	62,032	11.9	60,356	12.0
Total	554,738	100.0	522,204	100.0	504,610	100.0

Figure 1: Calls for service by BPD District (2017-2019)

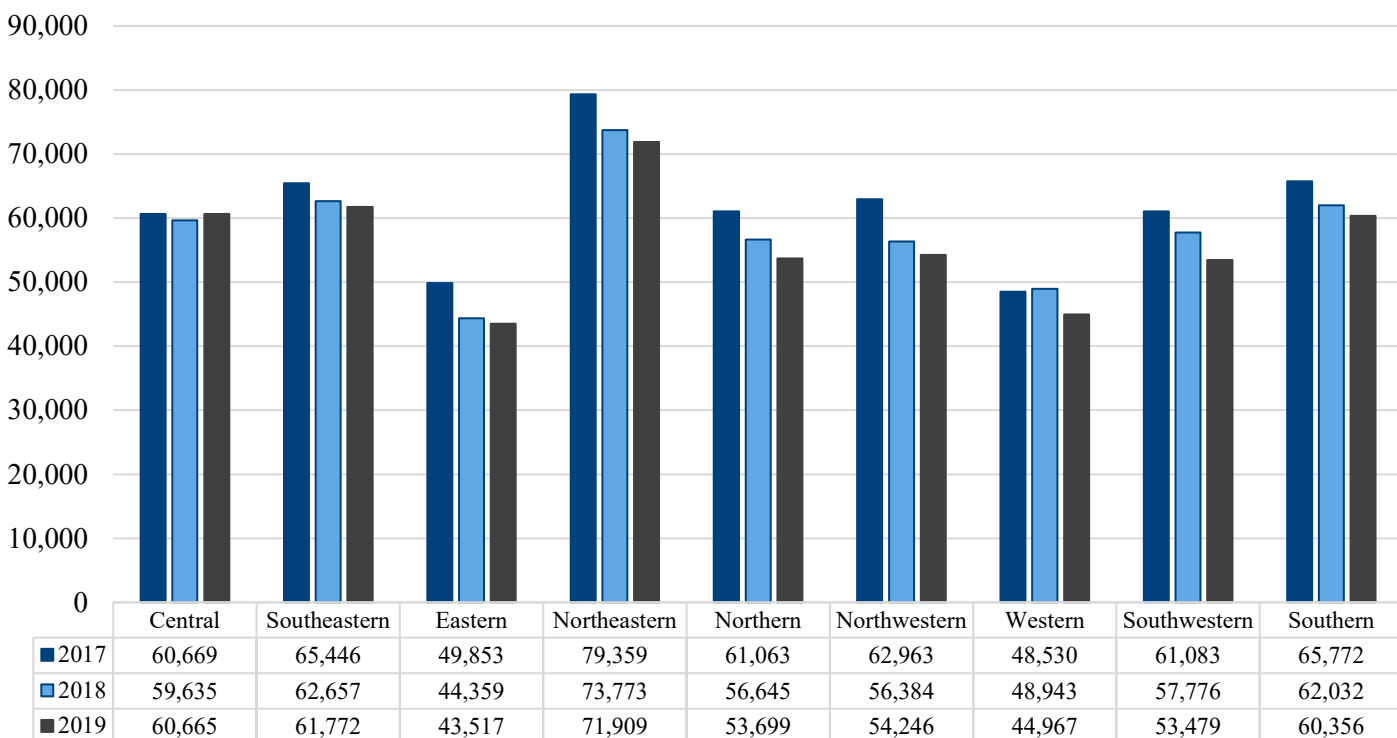


Table 7 summarizes the major race and ethnic characteristics for each BPD district using the ACS 2012-2016 data.¹³ Each district includes multiple neighborhoods and some neighborhoods straddle more than one police district. Some overlap exists because of a discrepancy or inaccuracy between BPD district boundaries and neighborhood boundaries from the shape files. Using ArcGIS, other existing significant overlaps of neighborhoods between two or three police district were noticed and required some adjustment. In instances where one neighborhood was part of multiple police districts, the demographics of the neighborhood were divided evenly amongst each police district. For example, if one neighborhood was traversed of three separate districts, the demographic characteristics that make up that neighborhood would be divided by three, and the result would represent each police district.

Table 7: Population by Race and Ethnicity by District

District	Total Population	White	Black/African American	Asian	Other	Hispanic
Central (13)	45,867 (100%)	13,095 (28.5%)	30,310 (66.1%)	2,191 (4.8%)	271 (0.6%)	1,249 (2.7%)
Southeastern (31)	77,342 (100%)	43,344 (56.0%)	31,874 (41.3%)	2,124 (2.7%)	0 (0.0%)	10,138 (13.1%)
Eastern (21)	86,844 (100%)	14,748 (17.0%)	69,427 (79.5%)	2,622 (3.0%)	47 (0.5%)	3,567 (4.1%)
Northeastern (40)	143,413 (100%)	28,690 (20.0%)	112,041 (78.1%)	1,565 (1.1%)	1,117 (0.8%)	3,699 (2.6%)
Northern (57)	122,423 (100%)	49,894 (40.8%)	65,873 (53.8%)	5,803 (4.7%)	853 (0.7%)	3,407 (2.7%)
Northwestern (33)	110,180 (100%)	31,899 (29.0%)	76,018 (69.0%)	1,607 (1.5%)	656 (0.5%)	2,407 (2.2%)
Western (15)	58,261 (100%)	1,564 (2.8%)	55,960 (96.0%)	190 (0.3%)	547 (0.9%)	697 (1.2%)
Southwestern (37)	82,574 (100%)	11,116 (13.4%)	70,252 (85.1%)	0 (0.0%)	1,206 (1.5%)	1,767 (2.1%)
Southern (30)	62,377 (100%)	29,939 (48.0%)	31,240 (50.1%)	1,198 (1.9%)	0 (0.0%)	3,400 (5.5%)

Notes:

The number in parentheses in the District column refers to the number of neighborhoods in each district. Other includes American Indian/Alaskan Native, Native Hawaiian/Other Pacific Islander, Two or More races.

Sources:

U.S. Census Bureau American Community Survey 2012-2016; Baltimore City Department of Planning. The Concept of race is separate from the concept of Hispanic origin. Thus percentages for the various race categories add to 100 percent and are not combined with the percent Hispanic.

Table 7 shows that BPD districts vary greatly in residential population size from the Central District with slightly more than 45,867 residents to the Northeastern District with 143,413 residents. The Central District is the downtown, a tourist district, and attracts thousands of visitors

¹³ The ACS data were provided by the BPD and sourced from the Baltimore City Department of Planning. The Baltimore City Department of Planning generates the neighborhood's race and ethnic characteristics by matching ACS census tract data and ZIP codes with the neighborhood's location boundaries.

every day. So, while the residential population is not large, this does not reflect the number of people there on a given day. The number of calls for service is driven by the number of people living, working, and visiting in an area.

Table 8 shows the geographical size of each district. The area of each district was calculated by using the ArcGIS shapefiles. The Central District is not only the smallest district based on the population size but also based on the geographical size, followed by the Western and Eastern Districts. The Northeastern District is the largest district in population and geographical area.

Table 8: District Geographical Size

District	Area in Square Miles	Percentage of City
Central	2.6	3.22%
Southeastern	9.3	11.45%
Eastern	3.7	4.59%
Northeastern	16.0	19.67%
Northern	13.5	16.61%
Northwestern	9.7	11.94%
Western	2.8	3.45%
Southwestern	10.2	12.58%
Southern	13.4	16.49%

Source: Baltimore City Planning Department – Neighborhood Shapefiles

Calls for Service by Priority Level of the Call

The priority level variable has four categories for calls: 1=Emergency, 2=Prompt, 3=Routine, and 4=Non-Critical. A distribution of calls by their priority level shows that the calls with the Prompt priority level are the most common calls for all three years followed by the calls with Routine level (Table 9). Total number of calls for service decreased between 2017 and 2019. However, non-critical calls more than doubled between 2018 and 2019.

Table 9: Distribution of Calls for Service by Priority Level (2017-2019)

Priority Level	2017		2018		2019	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Emergency	84,668	15.3	91,730	17.6	72,693	14.4
Prompt	289,177	52.1	257,103	49.2	222,039	44.0
Routine	147,970	26.7	145,044	27.8	147,334	29.2
Non-Critical	32,989	5.9	28,392	5.4	62,617	12.4
Total	554,804	100.0	522,269	100.0	504,683	100.0

Notes: This table excludes 110 in 2017, 89 in 2018 and 84 in 2019 calls for service for which the priority level information is missing.

Tables 10 a, b and c show the distribution of calls for each year by priority level and district. Northeastern District received the highest proportion of calls for all three years and also received the highest number of calls with Emergency and Prompt priority level. The Eastern and Western Districts received the fewest number of calls for service among all BPD districts.

Table 10a: Distribution of Calls by Priority Level by District, 2017

District	Emergency	Prompt	Routine	Non-Critical	Total
Central	8,233 (9.7%)	32,147 (11.1%)	17,640 (11.9%)	2,632 (8.0%)	60,652 (10.9%)
Southeastern	10,016 (11.8%)	32,673 (11.3%)	17,847 (12.1%)	4,896 (14.9%)	65,432 (11.8%)
Eastern	7,890 (9.3%)	25,752 (8.9%)	13,643 (9.2%)	2,561 (7.8%)	49,846 (9.0%)
Northeastern	12,778 (15.1%)	38,424 (13.3%)	22,501 (15.2%)	5,641 (17.1%)	79,344 (14.3%)
Northern	10,549 (12.5%)	29,402 (10.2%)	17,130 (11.6%)	3,973 (12.1%)	61,054 (11.0%)
Northwestern	9,495 (11.2%)	34,197 (11.8%)	15,606 (10.6%)	3,654 (11.1%)	62,952 (11.4%)
Western	6,681 (7.9%)	28,340 (9.8%)	11,292 (7.6%)	2,199 (6.7%)	48,512 (8.7%)
Southwestern	9,058 (10.7%)	32,643 (11.3%)	15,784 (10.7%)	3,587 (10.9%)	61,072 (11.0%)
Southern	9,954 (11.8%)	35,521 (12.3%)	16,476 (11.1%)	3,813 (11.6%)	65,764 (11.9%)
Total	84,654 (100%)	289,099 (100%)	147,919 (100%)	32,956 (100%)	554,628 (100%)

Notes: This table excludes 286 calls for service for which the district location and/or priority level information is missing.

Table 10b: Distribution of Calls by Priority Level by District, 2018

District	Emergency	Prompt	Routine	Non-Critical	Total
Central	9,731 (10.6%)	29,663 (11.5%)	17,824 (12.3%)	2,405 (8.5%)	59,623 (11.4%)
Southeastern	10,749 (11.7%)	28,654 (11.1%)	18,842 (13.0%)	4,404 (15.5%)	62,649 (12.0%)
Eastern	7,732 (8.4%)	22,719 (8.8%)	11,941 (8.2%)	1,959 (6.9%)	44,351 (8.5%)
Northeastern	13,560 (14.8%)	33,617 (13.1%)	21,766 (15.0%)	4,820 (17.0%)	73,763 (14.1%)
Northern	10,730 (11.7%)	24,942 (9.7%)	17,324 (11.9%)	3,639 (12.8%)	56,635 (10.8%)
Northwestern	10,326 (11.3%)	28,235 (11.0%)	14,938 (10.3%)	2,877 (10.1%)	56,376 (10.8%)
Western	8,396 (9.2%)	28,011 (10.9%)	10,600 (7.3%)	1,926 (6.8%)	48,933 (9.4%)
Southwestern	10,044 (11.0%)	29,117 (11.3%)	15,501 (10.7%)	3,106 (10.9%)	57,768 (11.1%)
Southern	10,433 (11.4%)	32,072 (12.5%)	16,266 (11.2%)	3,247 (11.4%)	62,018 (11.9%)
Total	91,701 (100%)	257,030 (100%)	145,002 (100%)	28,383 (100%)	522,116 (100%)

Notes:

This table excludes 242 calls for service for which the district location and/or priority level information is missing. Percentages are in parentheses and represent each district's proportion of calls for service within each priority call type.

Table 10c: Distribution of Calls by Priority Level by District, 2019

District	Emergency	Prompt	Routine	Non-Critical	Total
Central	8,750 (12.0%)	25,945 (11.7%)	19,482 (13.2%)	6,478 (10.3%)	60,655 (12.0%)
Southeastern	7,895 (10.9%)	26,124 (11.8%)	19,553 (13.3%)	8,188 (13.1%)	61,760 (12.2%)
Eastern	7,723 (10.6%)	18,655 (8.4%)	11,904 (8.1%)	5,227 (8.4%)	43,509 (8.6%)
Northeastern	9,493 (13.1%)	30,996 (14.0%)	21,466 (14.6%)	9,942 (15.9%)	71,897 (14.3%)
Northern	6,605 (9.1%)	22,517 (10.1%)	17,487 (11.9%)	7,085 (11.3%)	53,694 (10.6%)
Northwestern	7,312 (10.1%)	25,134 (11.3%)	14,912 (10.1%)	6,884 (11.0%)	54,242 (10.8%)
Western	8,086 (11.1%)	21,752 (9.8%)	10,349 (7.0%)	4,765 (7.6%)	44,952 (8.9%)
Southwestern	8,337 (11.5%)	23,389 (10.5%)	14,700 (10%)	7,045 (11.3%)	53,471 (10.6%)
Southern	8,471 (11.7%)	27,460 (12.4%)	17,439 (11.8%)	6,976 (11.1%)	60,346 (12.0%)
Total	72,672 (100%)	221,972 (100%)	147,292 (100%)	625,590 (100%)	504,526 (100%)

Notes:

This table excludes 241 calls for service for which the district location and/or priority level information is missing. Percentages are in parentheses and represent each district's proportion of calls for service within each priority call type.

As shown in Table 10c, Northeastern District received the highest proportion of calls in 2019 (13.1 percent) followed by Central District (12.0 percent) and Southern District (11.7 percent). In addition, the Emergency and Prompt calls in 2019 are also mostly received by Northeastern District (13.1 and 14.0 percent) followed by Central District (12.0 and 11.7 percent). The least number of total calls is received by Eastern District (8.6 percent) and Western District (8.9 percent).

Overall, the distribution of calls by district did not substantially change from 2017 to 2019. The Northeastern, Southeastern, Southern and Central Districts consistently received the largest number of calls for service. The Northeastern District is the largest district based on the population and geographical area size. However, the Central District is the geographically smallest district. Thus, factors other than geography and number of calls must be driving the numbers in the other districts, but further exploration is required to identify those.

Calls for Service by Neighborhood

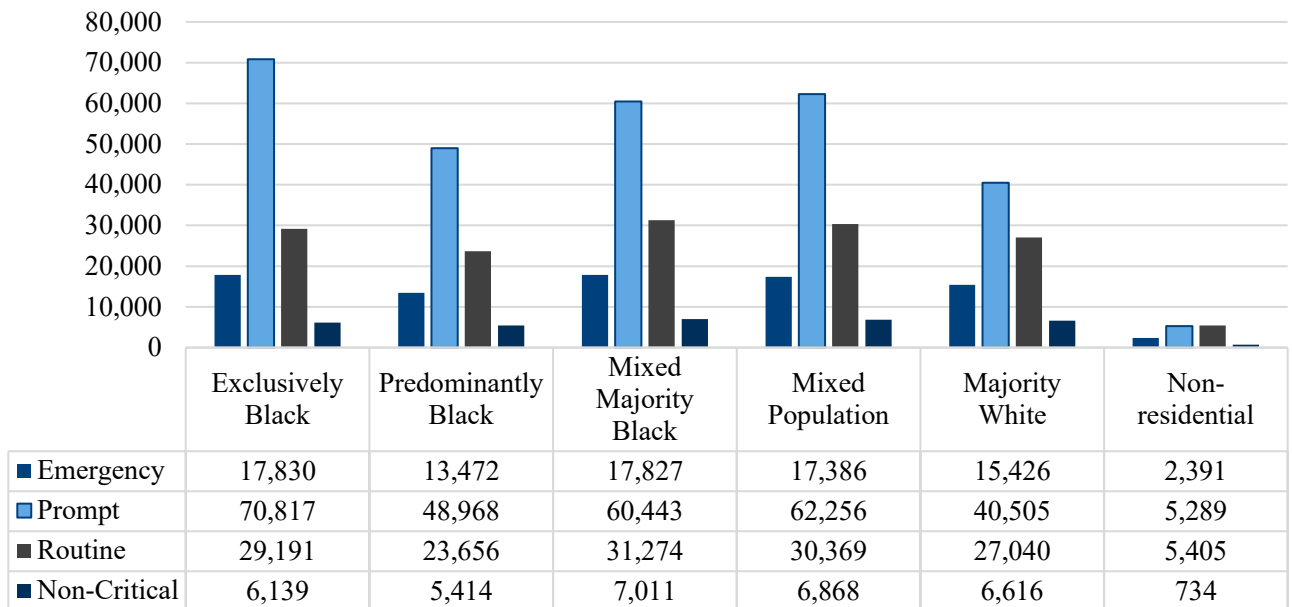
There are 277 neighborhoods in Baltimore (see Appendix C for racial composition of each neighborhood). The ACS 2012-2016 population data shows that of the 277 neighborhoods, 211 are dominated by a single racial group. There are many potential ways to categorize the

racial/ethnic makeup of a neighborhood. As the racial composition of Baltimore is predominantly Black or African American (62.35 percent) for the purpose of this analysis, and based on the specific characteristics of Baltimore’s neighborhoods, we categorize neighborhoods as:

- **Exclusively Black** if more than 95 percent of the residents identify as Black (55 neighborhoods, 19.9% of neighborhoods),
- **Predominantly Black** if 90-95 percent of the residents identify as Black (49 neighborhoods, 17.7% of neighborhoods),
- **Mixed- Majority Black** if 60-90 percent of the residents identify as Black (45 neighborhoods, 16.2% of neighborhoods),
- **Mixed Population** if 25-60 percent of the residents identify as Black (44 neighborhoods, 15.9% of neighborhoods)
- **Majority White** if less than 25 percent of the residents identify as Black (62 neighborhoods, 22.4% of neighborhoods) and
- **Non-residential** for districts that have zero residential population and are commercial areas (22 neighborhoods, 7.9% of neighborhoods).

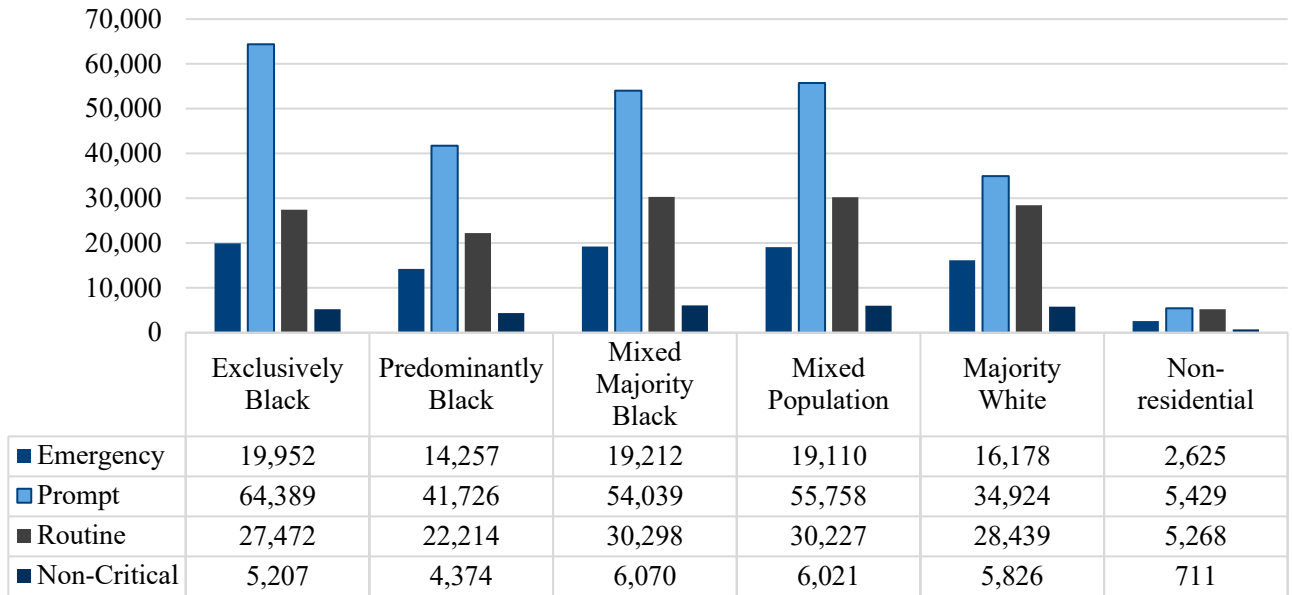
The Prompt calls followed by Routine and Emergency calls for service are the most common type of calls in exclusively Black and Mixed population neighborhoods for all three years (see Figures 2, 3, and 4). The non- residential and predominantly White neighborhoods received the least amount of Emergency and Prompt calls as well as overall calls for service for all three years.

Figure 2: Distribution of Calls for Service by Priority Level and Neighborhood Race Composition, 2017



Notes: This figure excludes 286 calls for service for which the neighborhood location and/or priority level information is missing.

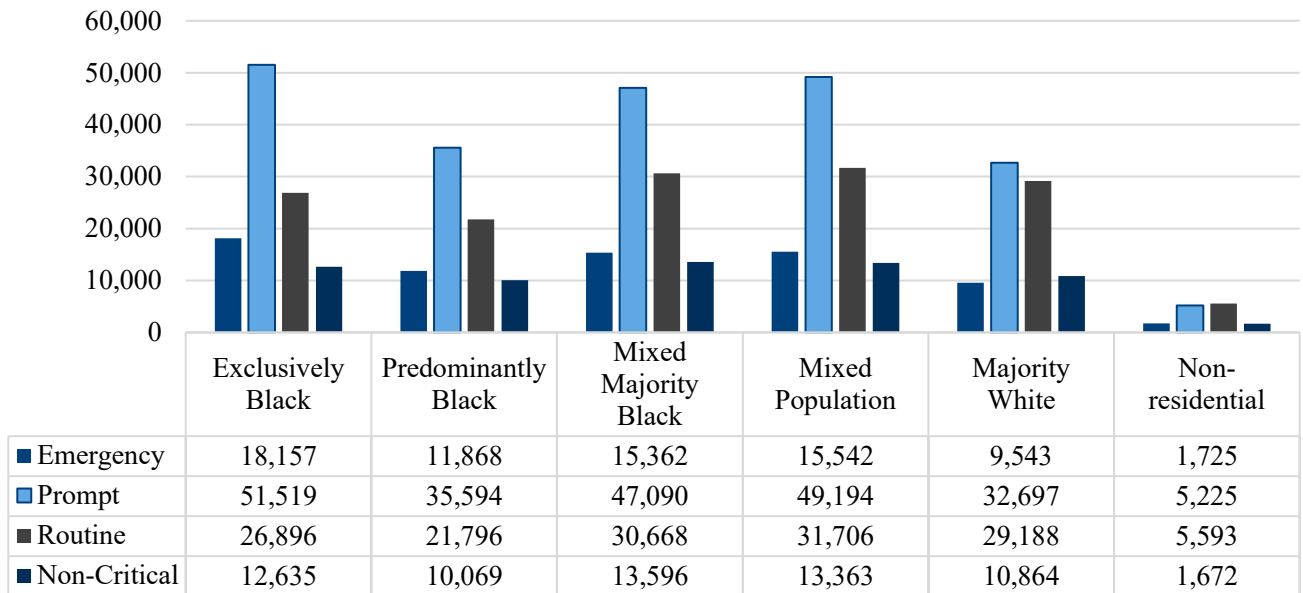
Figure 3: Distribution of Calls for Service by Priority Level and Neighborhood Race Composition, 2018



Notes:

This table excludes 242 calls for service for which the neighborhood location and/or priority level information is missing.

Figure 4: Distribution of Calls for Service by Priority Level and Neighborhood Race Composition, 2019



Notes:

This table excludes 241 calls for service for which the district location and/or priority level information is missing.

Response Times by District, Priority, and Neighborhood

A summary of the response time distribution by district, call priority level, and neighborhoods are reported in minutes as the median – value in the ‘middle’ of the distribution - the 50th percentile. The median is considered the most appropriate measure of central tendency when the data is not evenly distributed. As the CFS data files contain outlier values, the median provides the most useful information without being influenced by outliers.

As mentioned previously, to determine the benchmarks for appropriate length of response time, we used 10 minutes for Emergency calls. No benchmarks were used for the other priority levels, as no standard or guidelines for response time for those types of calls have been established by BPD.

Response Time by Neighborhood for Emergency Priority Calls

Appendix D provides a more detailed look at the distribution of the calls for service for each Baltimore neighborhood. The tables in Appendix D also provide information about the median number of minutes for the dispatched response time, officer response time, and total response time for Emergency calls for each neighborhood. As displayed, neighborhoods vary in the number of the calls for service. For example, 81 percent of the neighborhoods received less than 0.5 percent of the calls for service in all three years. The majority of the calls for service in 2017, 2018, and 2019 originate from less than 34 neighborhoods. For the purpose of comparing response times by neighborhood, we grouped the neighborhoods based on their racial composition into six (6) groups described above and displayed in Appendix C.

Dispatched Response Time

The outcome variable *Dispatched Response Time* was created to measure the difference between the time the call was received and the time the call was dispatched (DTG_CALL_RECEIVED and DTG_CALL_DISPATCHED).

The median number of minutes for the dispatched response time for each BPD district is displayed in Tables 11a, b, and c. The median dispatched times vary, sometimes substantially, across districts. For instance, while 50 percent of Emergency calls in 2017 in the Southwestern District were dispatched in less than 5:26 minutes; in the Western District 50 percent of Emergency calls were dispatched in less than 4 minutes and 3 seconds. Differences were larger in 2017 with respect to Non-Critical calls, as in the Southwestern District 50 percent of the Non-Critical calls were dispatched in less than 17:34 minutes, while in the Eastern District 50 percent of the non-critical calls were dispatched in less than 8 minutes and 3 seconds.

The Western District dispatched 50 percent of their calls for service faster than any other district for all priority levels, followed by the Southern District. Southwestern and Northeastern Districts had the longest median dispatch times for Emergency and Prompt calls compared to the other police districts for all three years. While there were differences between districts in terms of dispatched response time, there was a significant positive trend of reducing median dispatch

response times from 2017 to 2019, especially for Emergency and Prompt calls (see Figures 5 and 6).

Table 11a: Median Dispatched Response Time in Minutes by District, 2017

District	Emergency	Prompt	Routine	Non-critical
Central	4:44	7:43	9:10	10:53
Southeastern	4:19	7:32	9:15	11:49
Eastern	4:17	7:05	8:18	8:03
Northeastern	4:46	8:49	11:22	15:4
Northern	4:28	7:44	9:47	12:20
Northwestern	4:31	8:13	9:45	11:34
Western	4:03	6:23	7:12	8:57
Southwestern	5:26	10:38	13:41	17:34
Southern	4:47	8:09	10:03	11:21

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 554,628 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DISTRICT and PRIORITY LEVEL were not missing.

Table 11b: Median Dispatched Response Time in Minutes by District, 2018

District	Emergency	Prompt	Routine	Non-critical
Central	4:52	8:09	9:02	11:33
Southeastern	3:54	6:05	7:21	8:49
Eastern	4:15	6:57	7:53	9:07
Northeastern	4:34	8:07	8:52	11:26
Northern	4:06	6:41	7:47	10:04
Northwestern	4:03	6:51	7:46	9:25
Western	3:53	6:50	7:39	9:55
Southwestern	4:49	8:28	10:26	12:54
Southern	4:14	6:13	7:23	8:15

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 522,116 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DISTRICT and PRIORITY LEVEL were not missing.

Table 11c: Dispatched Response Time in Minutes (mm:ss) by District, 2019

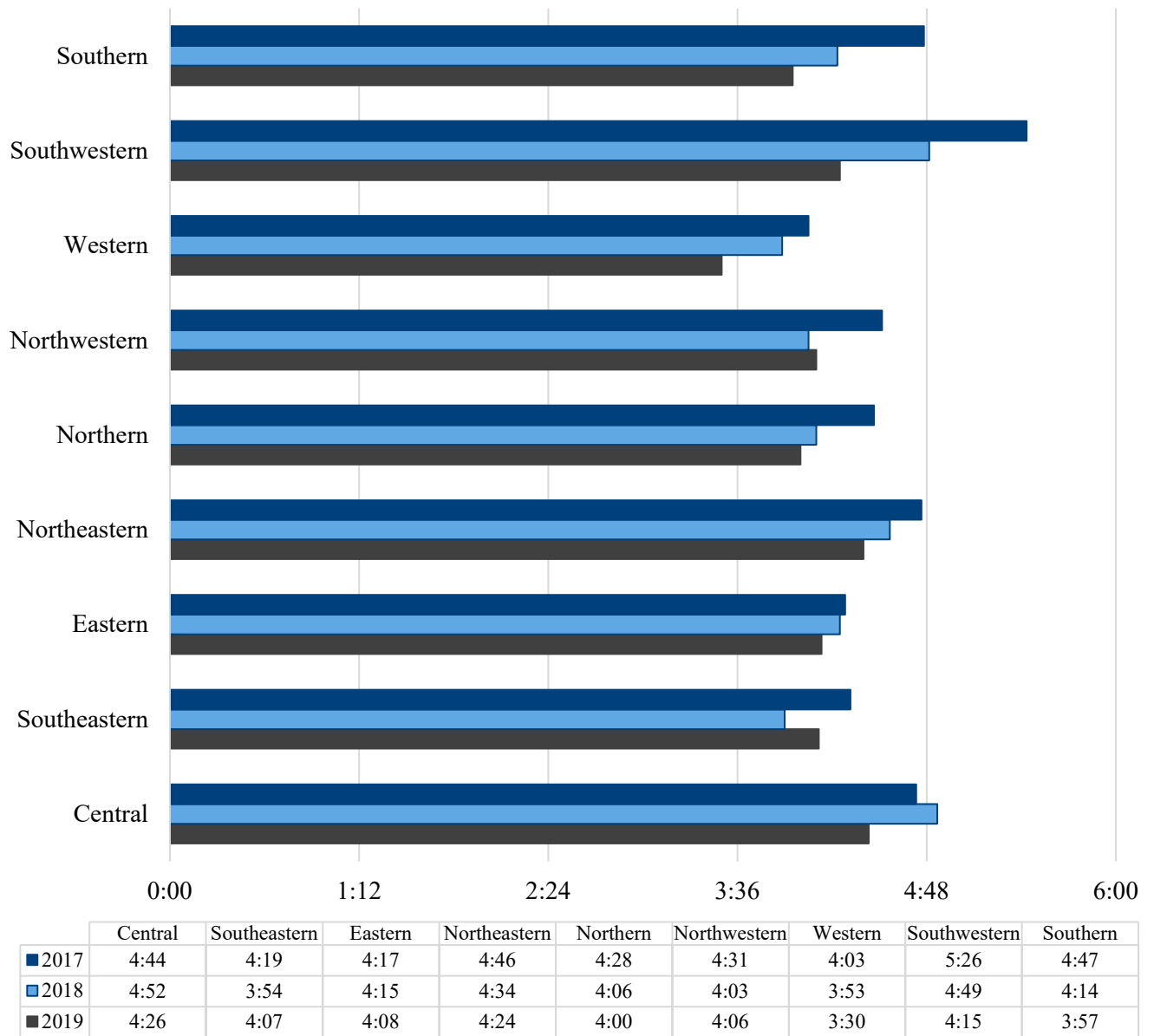
District	Emergency	Prompt	Routine	Non-critical
Central	4:26	6:59	7:47	9:23
Southeastern	4:07	6:10	7:23	8:39
Eastern	4:08	7:39	8:24	8:36
Northeastern	4:24	7:46	8:34	10:51
Northern	4:00	5:50	6:59	8:33
Northwestern	4:06	7:04	8:22	9:22
Western	3:30	5:51	6:26	7:07
Southwestern	4:15	7:00	8:00	9:47
Southern	3:57	5:58	6:54	8:05

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 504,526 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DISTRICT and PRIORITY LEVEL were not missing.

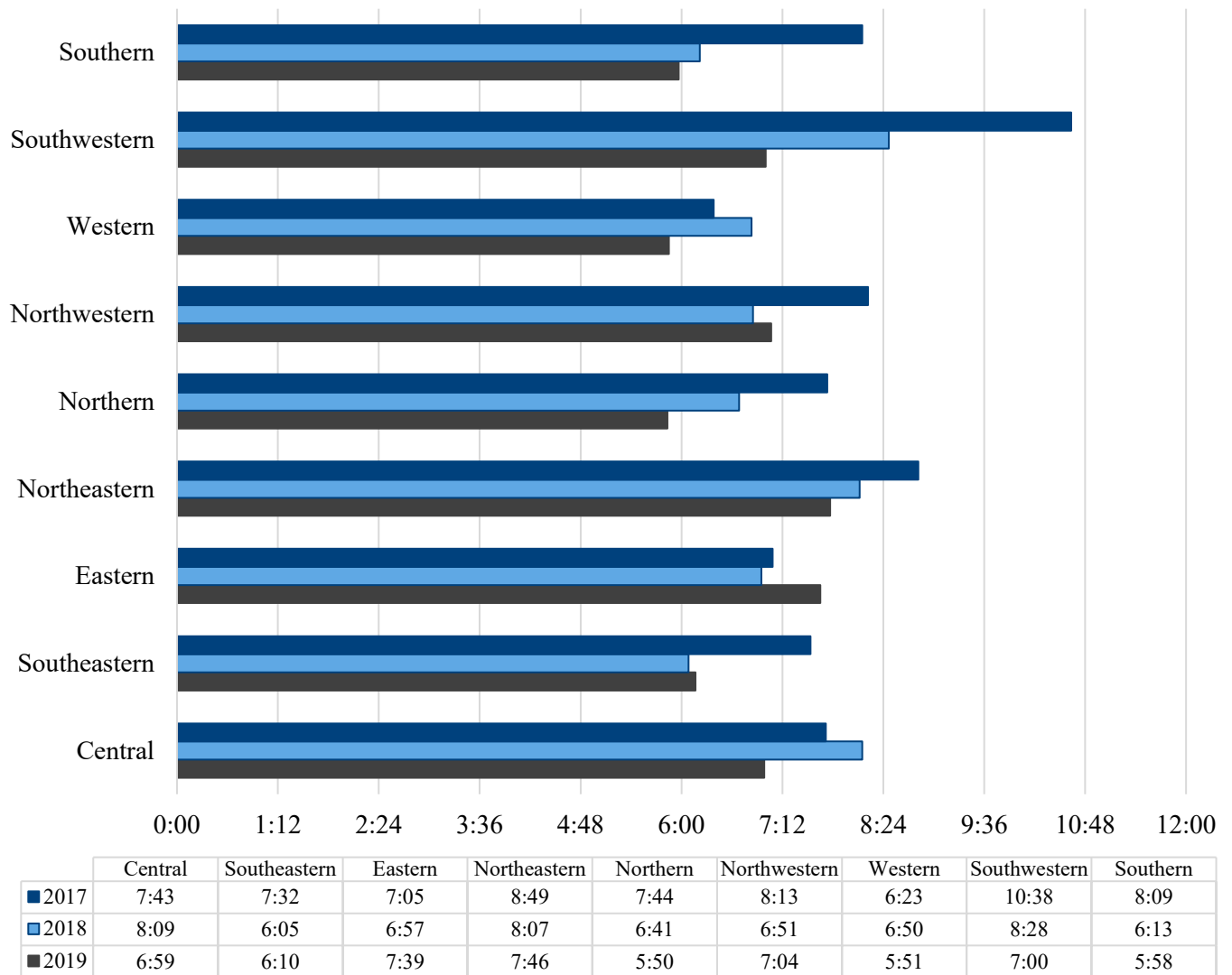
Figure 5: Dispatched Response Time for Emergency Calls by District, 2017-2019



Notes:

Dispatched response times are presented in median minutes and seconds (mm:ss).

Figure 6: Dispatched Response Time for Prompt Calls by District, 2017-2019

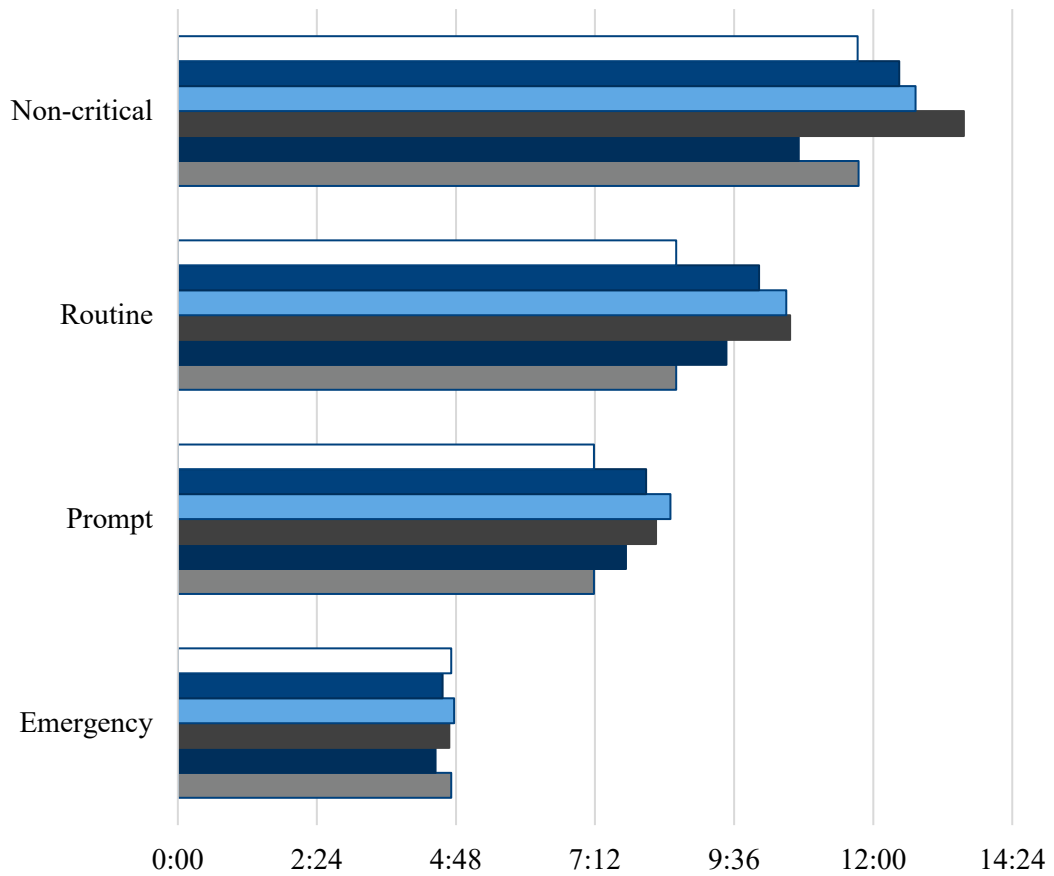


Notes:

Dispatched response times are presented in median minutes and seconds (mm:ss).

Dispatched response times were also analyzed by neighborhood using race composition groupings (see Figures 7, 8, and 9). The dispatched response time for each neighborhood group was similar regardless of the racial composition of the neighborhood residents. While it took 4:43 minutes for 50 percent of emergency calls to be dispatched in exclusively Black and in non-residential neighborhoods in 2017, it took 4:34 minutes to dispatch the emergency calls in neighborhood with majority White residents. A similar pattern of dispatched response time is seen in 2018 and 2019.

Figure 7: Dispatched Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2017



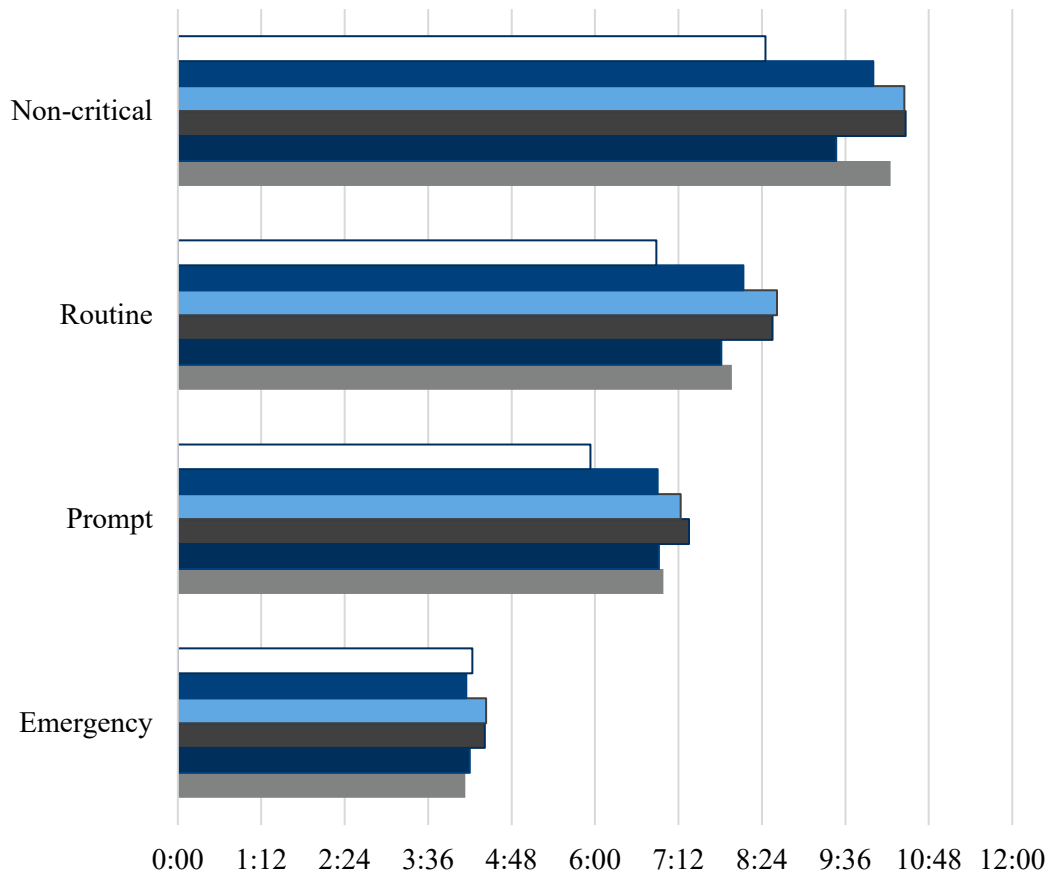
	Emergency	Prompt	Routine	Non-critical
□ Non-residential	4:43	7:11	8:36	11:44
■ Majority White	4:34	8:05	10:02	12:27
■ Mixed Population	4:46	8:30	10:30	12:44
■ Mixed Majority Black	4:41	8:15	10:34	13:34
■ Predominantly Black	4:27	7:44	9:28	10:43
■ Exclusively Black	4:43	7:11	8:36	11:45

Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 552,327 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

Figure 8: Median Dispatched Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2018



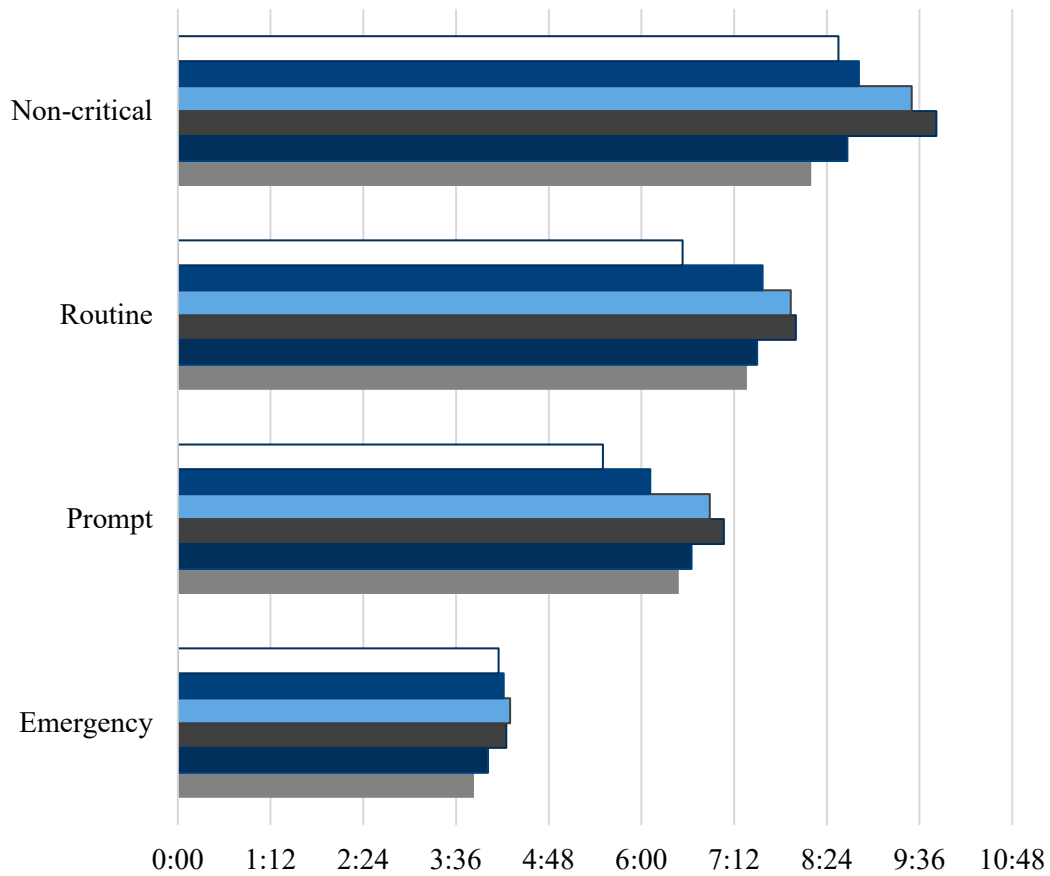
	Emergency	Prompt	Routine	Non-critical
□ Non-residential	4:14	5:56	6:53	8:27
■ Majority White	4:09	6:54	8:08	10:00
■ Mixed Population	4:26	7:14	8:37	10:27
■ Mixed Majority Black	4:25	7:21	8:33	10:28
■ Predominantly Black	4:12	6:55	7:49	9:28
■ Exclusively Black	4:08	6:59	7:58	10:15

Notes:

Time is in minutes and seconds (mm:ss).

The medians presented here are based on 519,726 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

Figure 9: Median Dispatched Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2019



	Emergency	Prompt	Routine	Non-critical
□ Non-residential	4:09	5:30	6:32	8:33
■ Majority White	4:13	6:07	7:34	8:49
■ Mixed Population	4:18	6:53	7:56	9:30
■ Mixed Majority Black	4:15	7:04	8:00	9:49
■ Predominantly Black	4:01	6:39	7:30	8:40
■ Exclusively Black	3:50	6:29	7:22	8:12

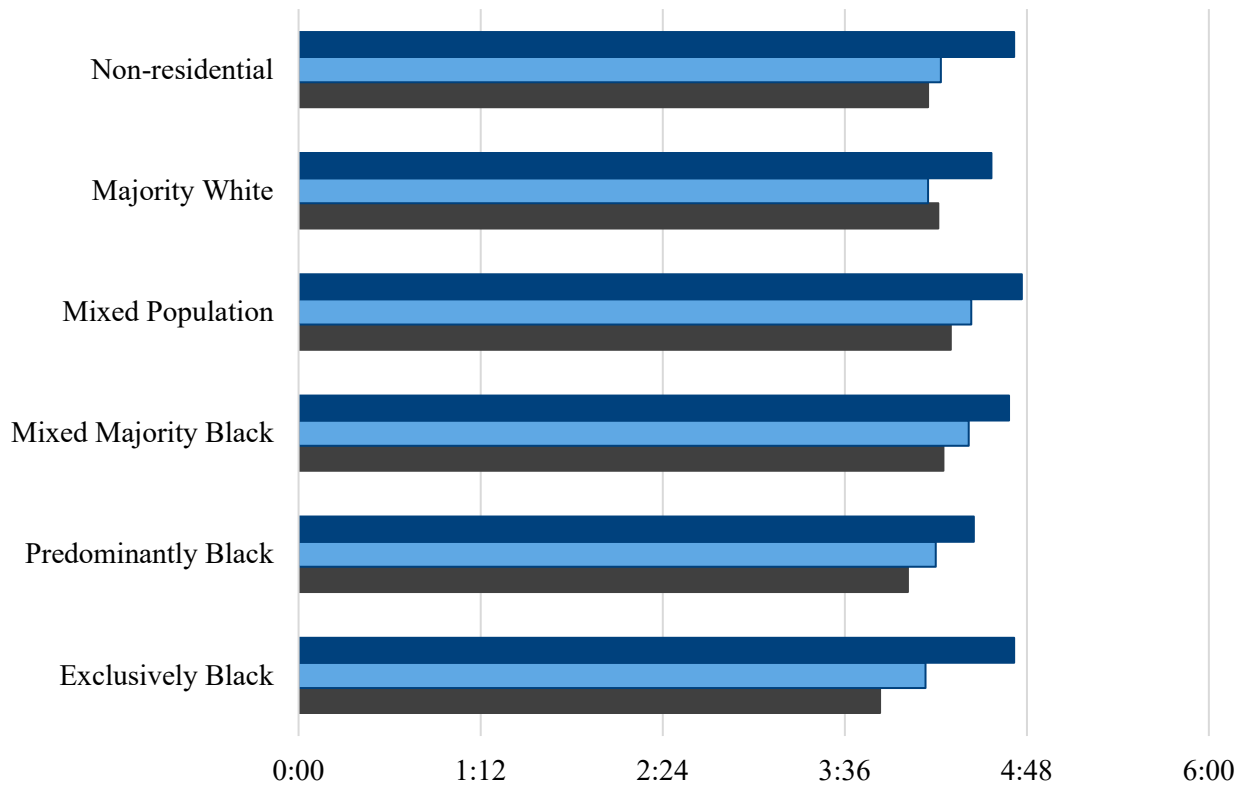
Notes:

Time is in minutes and seconds (mm:ss).

The medians presented here are based on 501,562 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

The dispatched response time declined for all priority level calls based on the neighborhood racial composition between 2017 and 2019. As shown in Figure 10, the largest decrease in the dispatched response time for Emergency calls was exclusively Black neighborhoods, while White neighborhoods had slight increase in the median dispatched response time from 2018 to 2019 (4:09 minutes and 4:13 minutes).

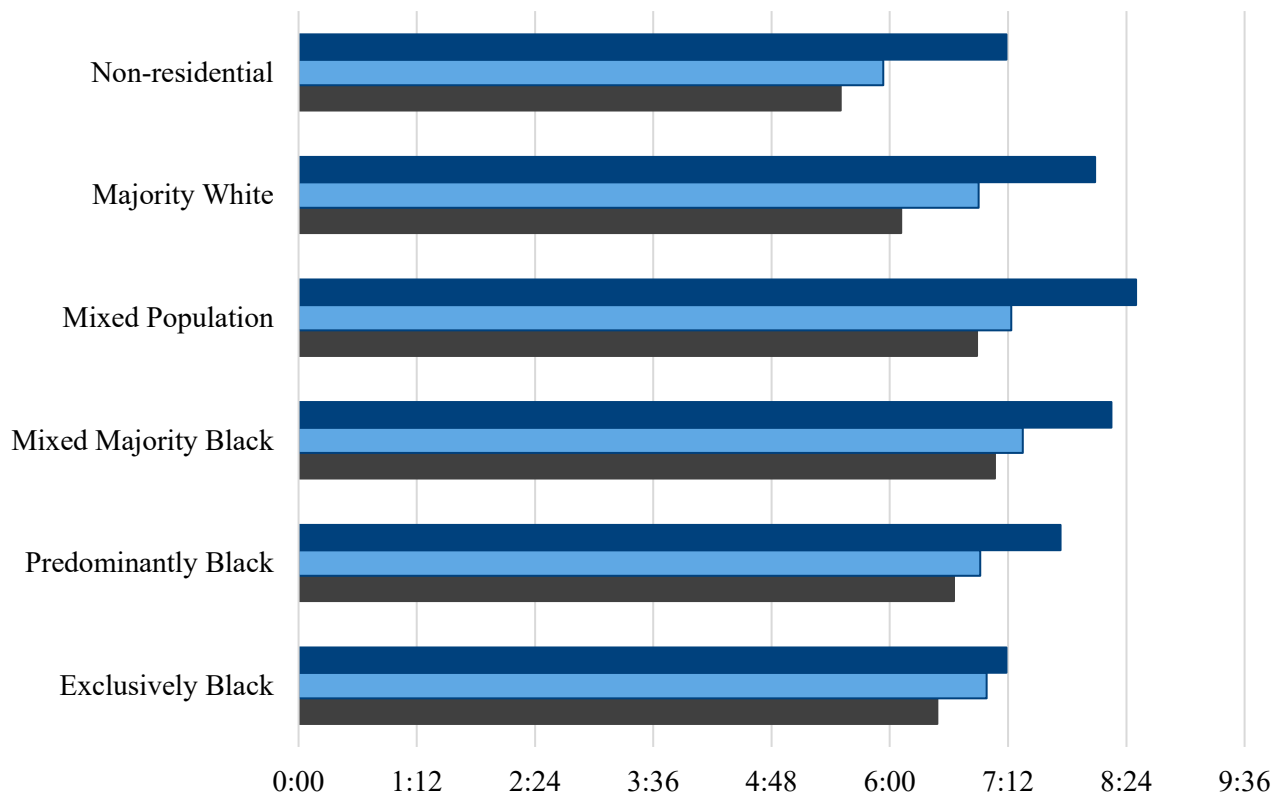
Figure 10: Dispatched Response Time for Emergency Calls by Neighborhood Race Composition, 2017-2019



	Exclusively Black	Predominantly Black	Mixed Majority Black	Mixed Population	Majority White	Non-residential
■ 2017	4:43	4:27	4:41	4:46	4:34	4:43
■ 2018	4:08	4:12	4:25	4:26	4:09	4:14
■ 2019	3:50	4:01	4:15	4:18	4:13	4:09

Notes:
Dispatched response times are presented in median minutes and seconds (mm:ss).

Figure 11: Dispatched Response Time for Prompt Calls by Neighborhood Race Composition, 2017-2019



	Exclusively Black	Predominantly Black	Mixed Majority Black	Mixed Population	Majority White	Non-residential
■ 2017	7:11	7:44	8:15	8:30	8:05	7:11
■ 2018	6:59	6:55	7:21	7:14	6:54	5:56
■ 2019	6:29	6:39	7:04	6:53	6:07	5:30

Notes:

Dispatched response times are presented in median minutes and seconds (mm:ss).

Officer Response Time

The outcome variable *Officer Response Time* was created to measure (in minutes) the difference between the time the call was dispatched and the time the officer arrived on the scene (DTG_CALL_ARRIVED and DTG_CALL_DISPATCHED).

Tables 12a, 10b, and 10c display the median officer response times for calls for service by priority level and BPD district for 2017, 2018, 2019, respectively. There are differences in the median number of minutes for the officer response time from 2017 to 2019 for each district. For example, in the Western District in 2017, officers responded in less than 3:34 minutes and less than 5:52 minutes to Emergency and Non-Critical calls (respectively) in 50 percent of calls dispatched. However, in the Northern District in that same year, officers responded in less than 6:24 minutes

and less than 10:46 minutes to Emergency and Non-Critical calls in 50 percent of calls dispatched. That is, the median officer response time was approximately three minutes quicker for Emergency calls and nearly 5 minutes quicker for Non-Critical calls in the Western District than in the Northern District in 2017.

The Western District had the lowest median number of minutes for officer response time: 50 percent of Emergency calls in 2018 were responded to in 3:47 minutes or less, and less than 2:50 minutes in 2019. For Non-Critical calls, officers in the Western District responded for 50 percent of Non-Critical calls in less than 6:10 minutes in 2018, and less than 9:11 minutes in 2019. By contrast, the median number of minutes for officer response to Non-Critical calls in the Northern District was 9:22 in 2018 and 13:20 in 2019. The differences between Western and Northern districts are similar in 2018 and 2019 as they were in 2017.

Table 12a: Officer Response Time for Calls for Service by Priority and District, 2017

District	Emergency	Prompt	Routine	Non-critical
Central	4:21	5:43	7:31	7:33
Southeastern	4:36	5:38	7:15	8:18
Eastern	4:00	5:07	6:58	6:03
Northeastern	5:41	6:51	8:24	9:16
Northern	6:24	7:48	9:44	10:46
Northwestern	5:32	6:56	8:36	8:54
Western	3:34	4:33	6:03	5:52
Southwestern	6:00	7:45	9:07	9:51
Southern	5:03	6:27	8:17	8:21

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 294,944 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT and PRIORITY LEVEL were not missing.

Table 12b: Officer Response Time for Calls for Service by Priority and District, 2018

District	Emergency	Prompt	Routine	Non-critical
Central	4:56	6:30	8:15	8:23
Southeastern	4:11	4:55	5:49	7:31
Eastern	4:00	5:27	7:09	7:05
Northeastern	6:12	7:20	9:11	9:18
Northern	6:06	7:09	9:01	9:22
Northwestern	5:51	6:51	8:36	8:50
Western	3:47	5:12	6:56	6:10
Southwestern	5:42	7:24	9:11	9:31
Southern	5:15	6:07	8:21	8:32

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 284,814 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT and PRIORITY LEVEL were not missing.

Table 12c: Officer Response Time for Calls for Service by Priority and District, 2019

District	Emergency	Prompt	Routine	Non-critical
Central	3:40	5:45	7:59	14:16
Southeastern	3:18	5:12	6:44	9:37
Eastern	3:39	5:33	7:11	10:51
Northeastern	4:48	6:33	8:17	12:21
Northern	4:50	6:50	8:19	13:20
Northwestern	4:50	7:08	8:40	13:07
Western	2:50	4:13	5:24	9:11
Southwestern	3:59	5:50	7:58	11:17
Southern	3:49	5:20	7:05	13:05

Notes:

Times are presented in median minutes and seconds (mm:ss).

The medians presented here are based on 270,264 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT and PRIORITY LEVEL were not missing.

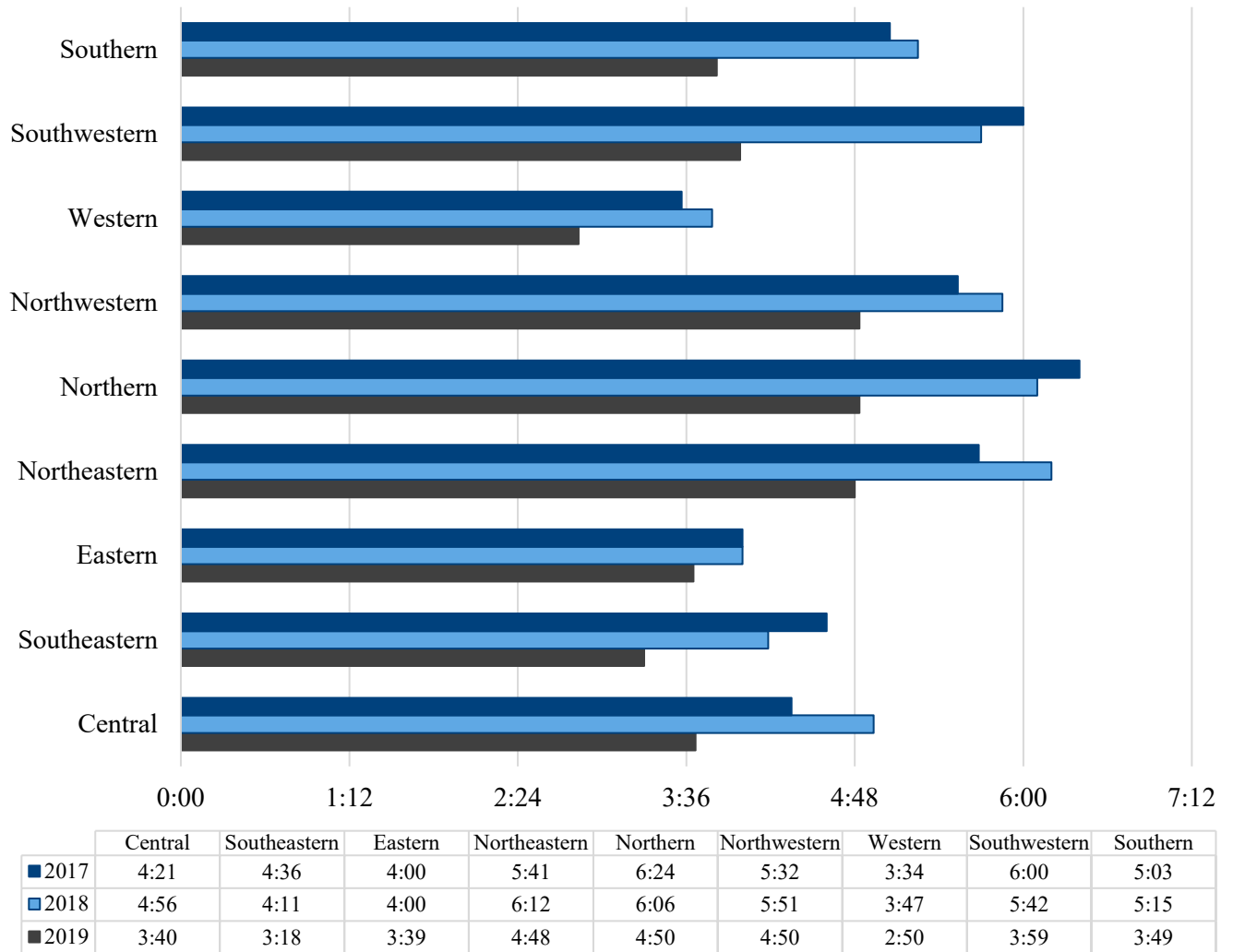
Officer response time for Emergency calls decreased in all districts between 2017 and 2019 (Figure 12). In contrast, officer response time for Non-Critical calls increased in all districts

during that time (Tables 12a, b, and c). This might suggest that priorities have been increasingly concentrated on more critical calls.

Officer response time for Prompt calls decreased in all districts between 2017 and 2019, except in Northwestern, Eastern, Southeastern and Central districts. For example, in the Northwestern district the median response time was 6:56 minutes in 2017, and 7:08 in 2019. In the Eastern district, the median response time was 5:07 minutes in 2017, and 5:33 minutes in 2019.

It should be noted that officer response time is often shorter than dispatched response time. In other words, it takes less time for the officer to arrive to the incident than to dispatch the call after it was received. For example, in 2019, in the Southwestern District it took officers less than 3:59 minutes to arrive to 50 percent of the Emergency calls, but it took 4:15 minutes to dispatch 50 percent of Emergency calls. A similar pattern is seen in Western and Central Districts.

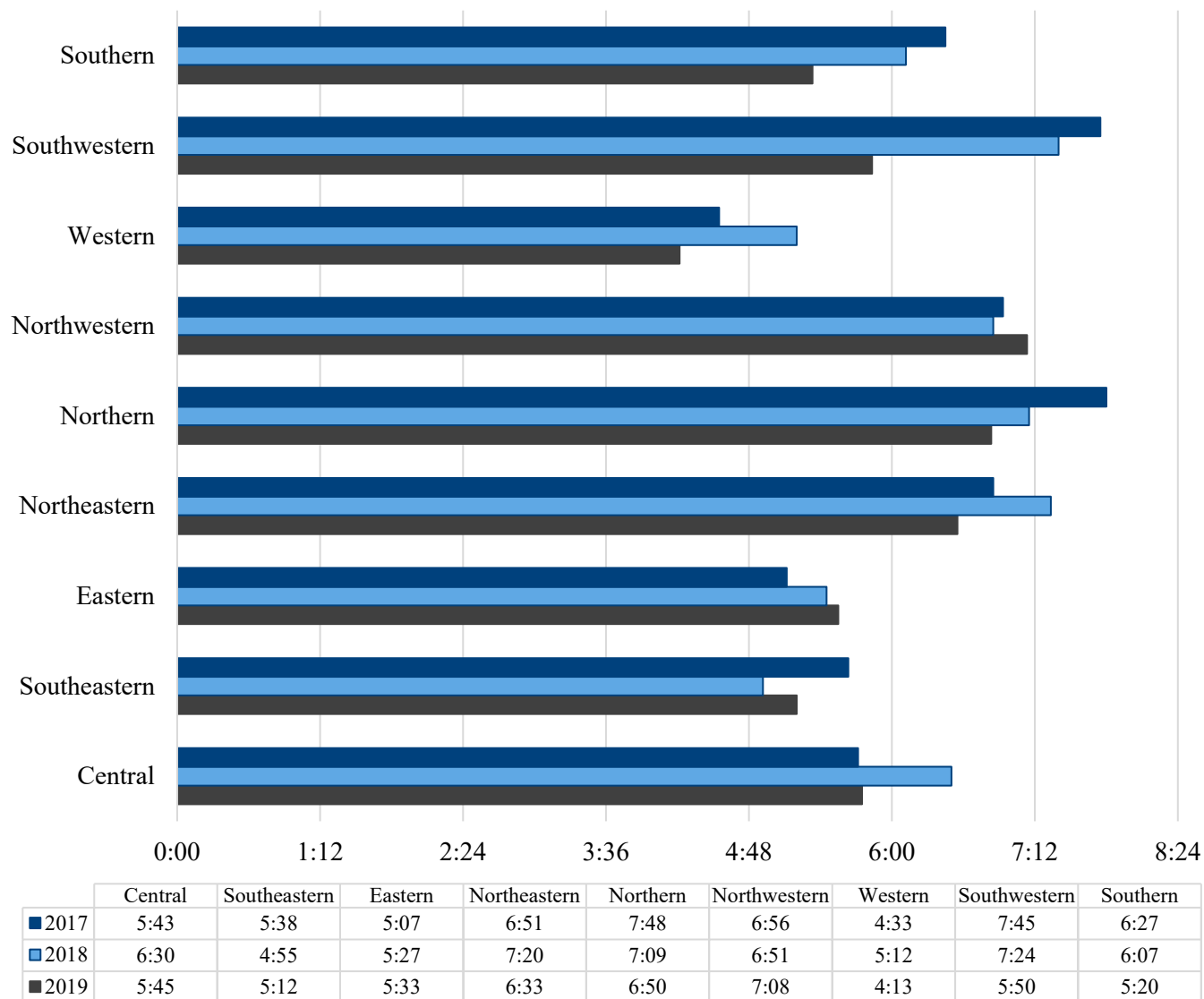
Figure 12: Officer Response Time for Emergency Calls by District, 2017-2019



Notes:

Dispatched response times are presented in median minutes and seconds (mm:ss).

Figure 13: Officer Response Time for Prompt Calls by District, 2017-2019



Notes:

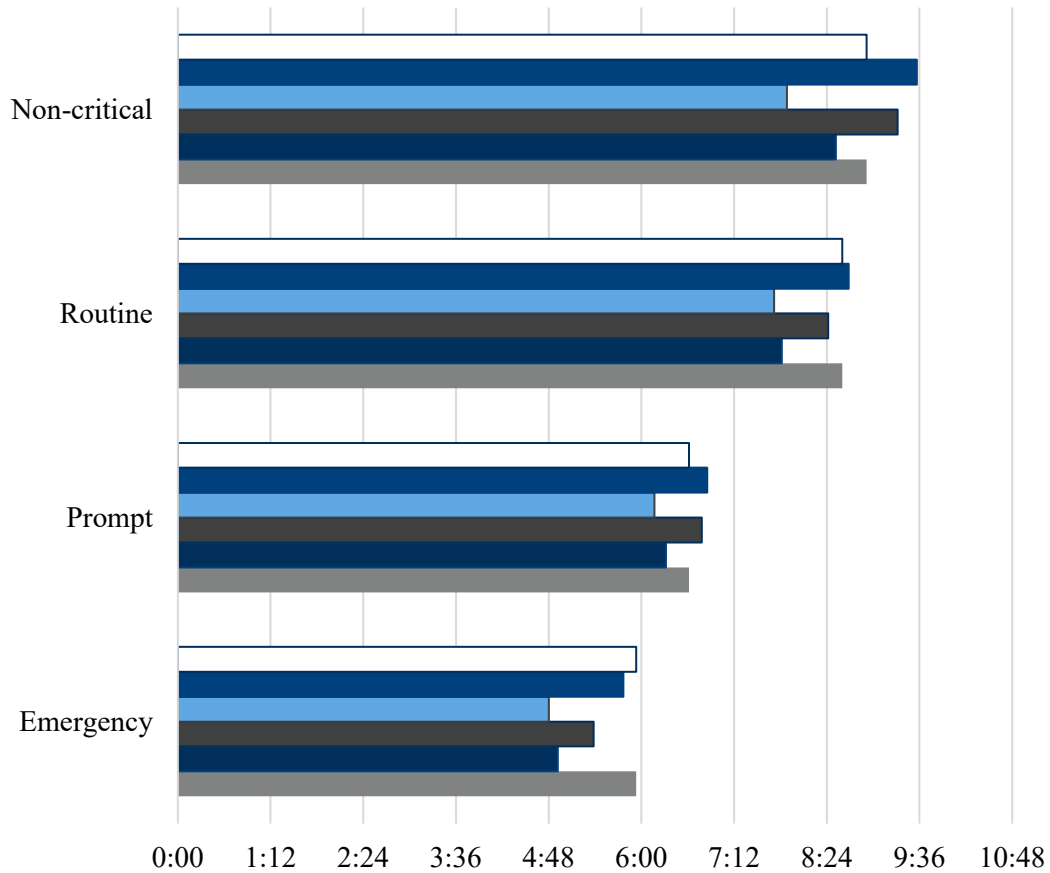
Dispatched response times are presented in median minutes and seconds (mm:ss).

The officer response time for Emergency calls decreased since 2017 for all neighborhood groupings, regardless of the racial composition of residents (see Figures 14, 15, and 16). For example, the officer response time in 50 percent of Emergency calls in exclusively Black neighborhoods decreased from 5:56 minutes in 2017 (Figure 14) to 3:30 minutes in 2019 (Figure 16). In neighborhoods with a majority of White residents, it took officers less than 5:46 minutes in 2017 (Figure 14), and less than 4:25 minutes in 2019 (Figure 16) to arrive to 50 percent of Emergency calls.

Figure 14 indicates that in 2017, the median officer response time for Emergency calls in exclusively Black neighborhoods was the longest among all residential neighborhoods (5:56),

comparatively. However, Figures 15 and 16 show that the median officer response time for Emergency calls to exclusively Black neighborhoods was the quickest among all neighborhood types for 2018 and 2019 (4:27 and 3:30 minutes, respectively).

Figure 14: Officer Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2017



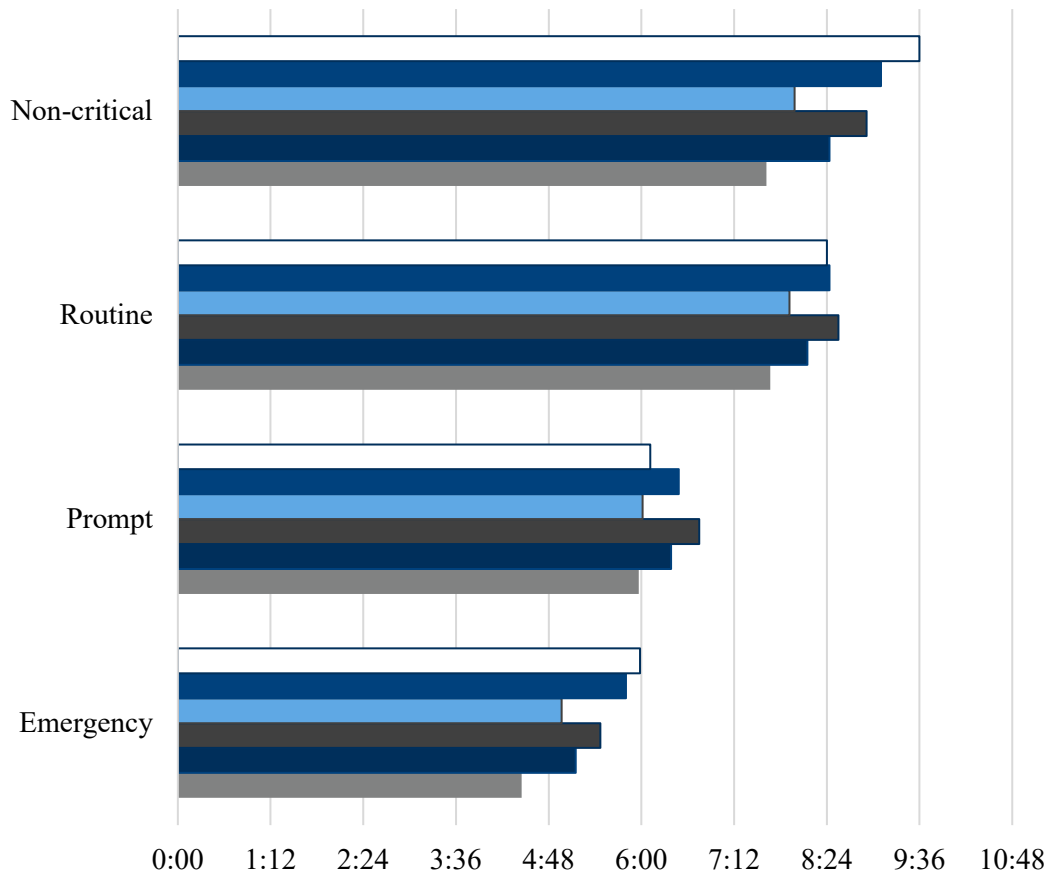
	Emergency	Prompt	Routine	Non-critical
□ Non-residential	5:56	6:37	8:36	8:55
■ Majority White	5:46	6:51	8:41	9:34
■ Mixed Population	4:48	6:10	7:43	7:53
■ Mixed Majority Black	5:23	6:47	8:25	9:19
■ Predominantly Black	4:55	6:19	7:49	8:31
■ Exclusively Black	5:56	6:37	8:36	8:55

Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 292,465 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

Figure 15: Median Officer Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2018



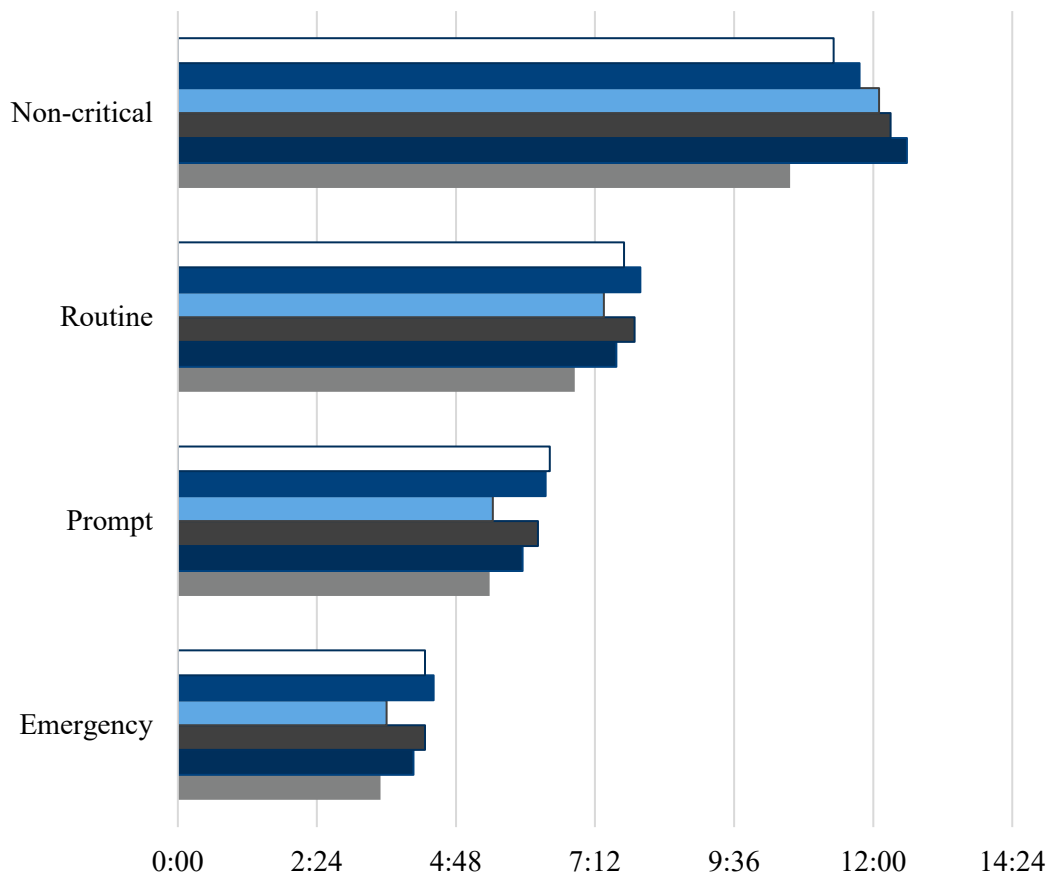
	Emergency	Prompt	Routine	Non-critical
□ Non-residential	5:59	6:07	8:24	9:36
■ Majority White	5:48	6:29	8:26	9:06
■ Mixed Population	4:58	6:01	7:55	7:59
■ Mixed Majority Black	5:28	6:45	8:33	8:55
■ Predominantly Black	5:09	6:23	8:09	8:26
■ Exclusively Black	4:27	5:58	7:40	7:37

Notes:

Time is in minutes and seconds (mm:ss).

The medians presented here are based on 282,269 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

Figure 16: Officer Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2019



	Emergency	Prompt	Routine	Non-critical
□ Non-residential	4:16	6:25	7:42	11:19
■ Majority White	4:25	6:21	7:59	11:46
■ Mixed Population	3:36	5:26	7:21	12:06
■ Mixed Majority Black	4:16	6:13	7:53	12:18
■ Predominantly Black	4:04	5:57	7:34	12:35
■ Exclusively Black	3:30	5:23	6:51	10:34

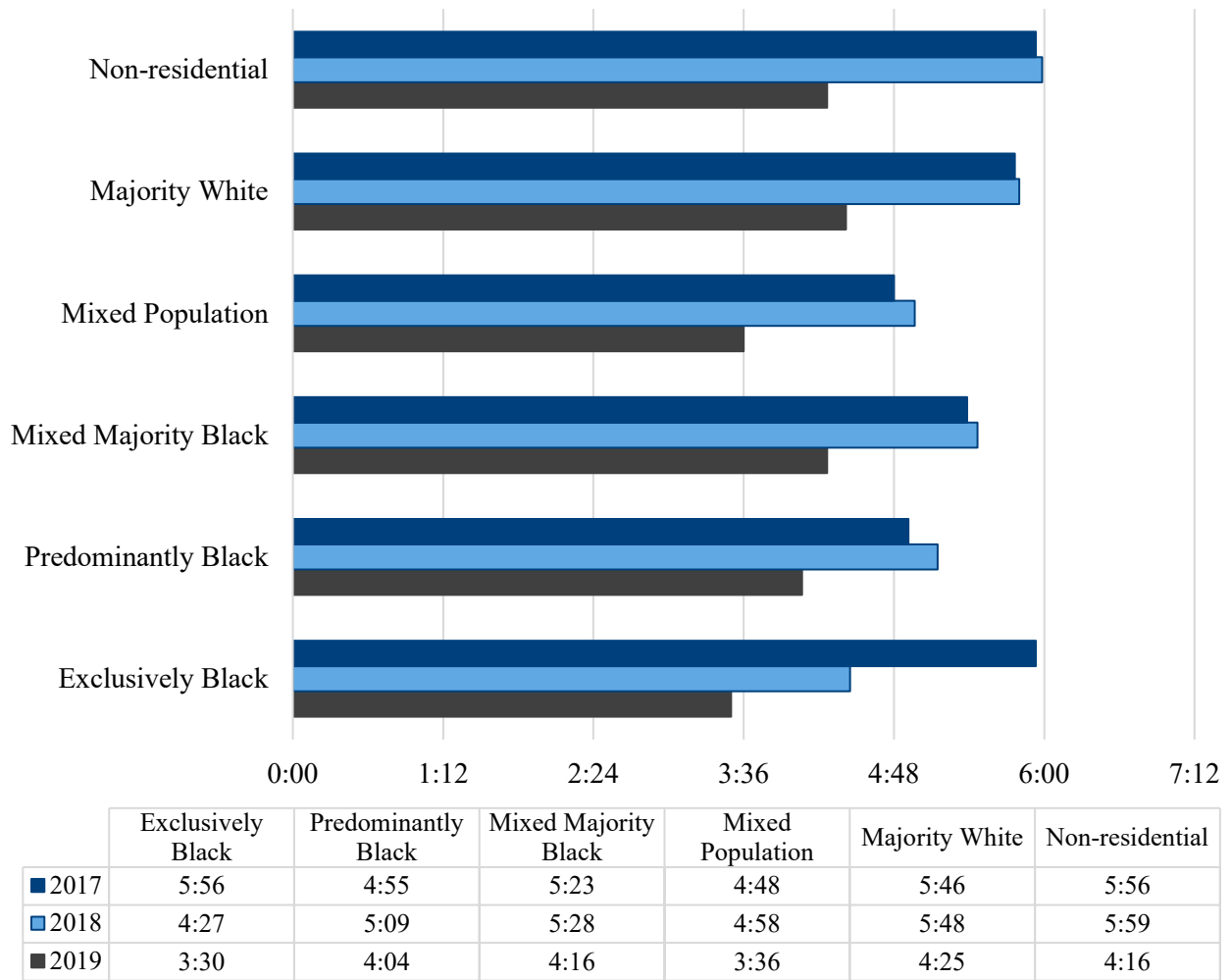
Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 267,142 calls for service for which DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, NEIGHBORHOOD LOCATION and PRIORITY LEVEL were not missing.

As shown in Figure 17, neighborhoods with exclusively Black populations saw the largest decrease in the median officer response time for the Emergency calls dispatched from 2017 to 2019. It took officers less than 5:56 minutes to arrive to 50 percent of Emergency calls in 2017, less than 4:27 minutes in 2018, and less than 3:30 minutes in 2019.

Figure 17: Officer Response Time for Emergency Calls by Neighborhood Race Composition, 2017-2019

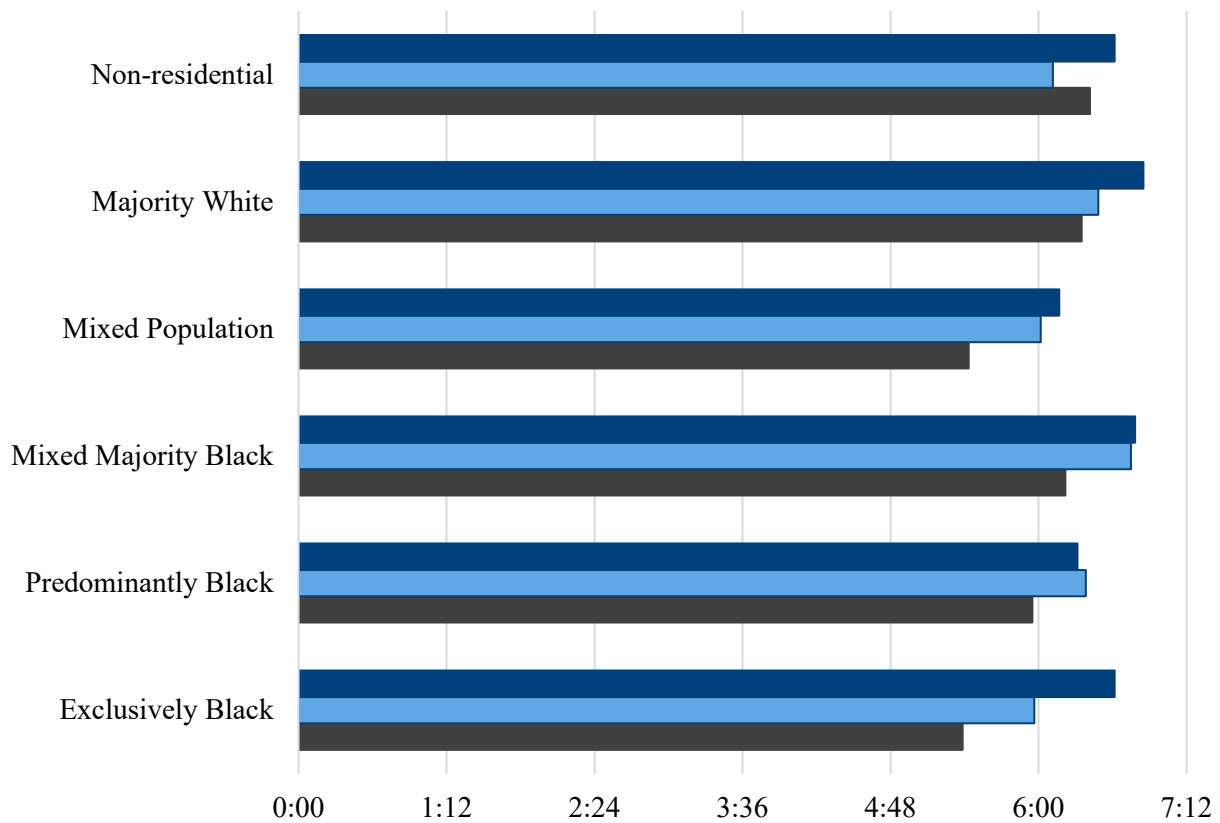


Notes:

Officer response times are presented in median minutes and seconds (mm:ss).

Figure 18 indicates a similar trend for Prompt calls for service from 2017 to 2019. Neighborhoods with exclusively Black populations saw the largest decrease in the median officer response time for Prompt calls for service dispatched from 2017 to 2019. It took officers less than 6:37 minutes to arrive to 50 percent of Prompt calls in 2017, less than 5:58 minutes in 2018, and less than 5:23 minutes in 2019.

Figure 18: Officer Response Time for Emergency Calls by Neighborhood Race Composition, 2017-2019



	Exclusively Black	Predominantly Black	Mixed Majority Black	Mixed Population	Majority White	Non-residential
■ 2017	6:37	6:19	6:47	6:10	6:51	6:37
■ 2018	5:58	6:23	6:45	6:01	6:29	6:07
■ 2019	5:23	5:57	6:13	5:26	6:21	6:25

Notes:

Officer response times are presented in median minutes and seconds (mm:ss).

Total Response Time

The outcome variable *Total Response Time* measures the difference between a call for service was received by dispatch and the time the officer arrived to the location of the incident (DTG_CALL_ARRIVED AND DTG_CALL_RECEIVED)¹⁴.

¹⁴ Note that the Total Response Time is reported as the median time difference between DTG_CALL_ARRIVED and DTG_CALL_RECEIVED and thus is the most accurate representation of total response time. This statistic will not equal the sum of median Dispatched Response Time and median Officer’s Response Time presented earlier in this report as that would be a less accurate sum of medians rather than deriving the median directly from the distribution of data.

The median number of minutes for the total response time varies, sometimes greatly, across all priority levels among BPD's districts (see Tables 12a, b, c). For instance, the total response time for 50 percent of Emergency calls in 2017 was less than 8:15 minutes in the Western District and 11:43 minutes in the Northern District. Differences in the total response time were even greater in 2017 with Non-Critical calls: 50 percent of the calls in the Southwestern District were 30:59 minutes as compared to the Western District (17:46 minutes).

Table 13a: Total Response Time for Calls for Service by Priority and District, 2017

District	Emergency	Prompt	Routine	Non-critical
Central	9:47	15:13	19:5	19:57
Southeastern	9:48	14:53	19:21	23:32
Eastern	8:36	13:57	18:43	18:9
Northeastern	11:19	17:27	22:55	26:22
Northern	11:43	17:33	22:21	27:20
Northwestern	10:57	17:23	21:18	26:00
Western	8:15	12:36	16:33	17:46
Southwestern	12:31	21:36	28:04	30:59
Southern	10:37	17:06	22:26	23:56

Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 294,944 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT, and PRIORITY LEVEL were not missing.

Table 13b: Total Response Time for Calls for Service by Priority and District, 2018

District	Emergency	Prompt	Routine	Non-critical
Central	10:44	16:51	20:04	21:29
Southeastern	8:51	12:18	16:28	19:31
Eastern	8:53	14:23	18:35	19:13
Northeastern	11:36	17:34	21:60	23:52
Northern	10:56	15:34	19:13	22:17
Northwestern	10:40	15:56	19:22	23:00
Western	8:07	14:9	18:35	18:46
Southwestern	11:27	18:41	24:14	27:56
Southern	10:15	14:25	18:52	19:48

Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 284,814 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT, and PRIORITY LEVEL were not missing.

Table 13c: Total Response Time for Calls for Service by Priority and District, 2019

District	Emergency	Prompt	Routine	Non-critical
Central	8:40	14:25	18:14	27:10
Southeastern	8:01	12:32	16:14	23:06
Eastern	8:22	15:06	19:05	24:37
Northeastern	9:47	16:09	20:17	31:13
Northern	9:23	14:05	17:22	26:33
Northwestern	9:37	16:22	20:13	30:00
Western	6:51	11:26	14:16	22:30
Southwestern	8:52	14:22	19:18	27:59
Southern	8:24	12:47	16:26	26:58

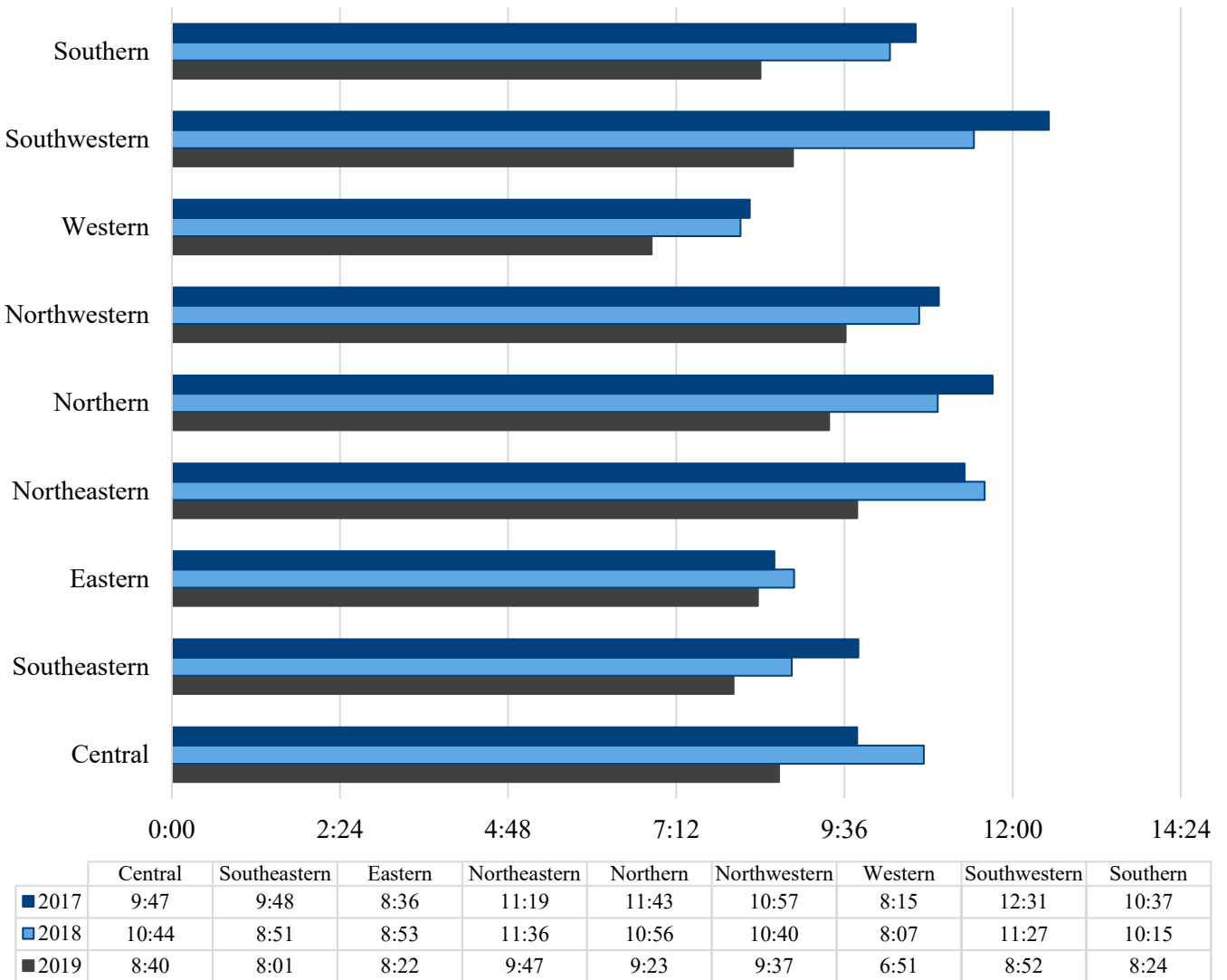
Notes:

Time is in median minutes and seconds (mm:ss).

The medians presented here are based on 270,264 calls for service for which DTG_CALL_RECEIVED, DTG_CALL_DISPATCHED, DTG_CALL_ARRIVED, DISTRICT, and PRIORITY LEVEL were not missing.

All districts show improvements in the median number of minutes for total response times for Emergency calls for service, with Southwestern District improving the most from 12:31 minutes in 2017 to 8:52 minutes in 2019 (Figure 19).

Figure 19: Total Response Time for Emergency Calls by District, 2017-2019

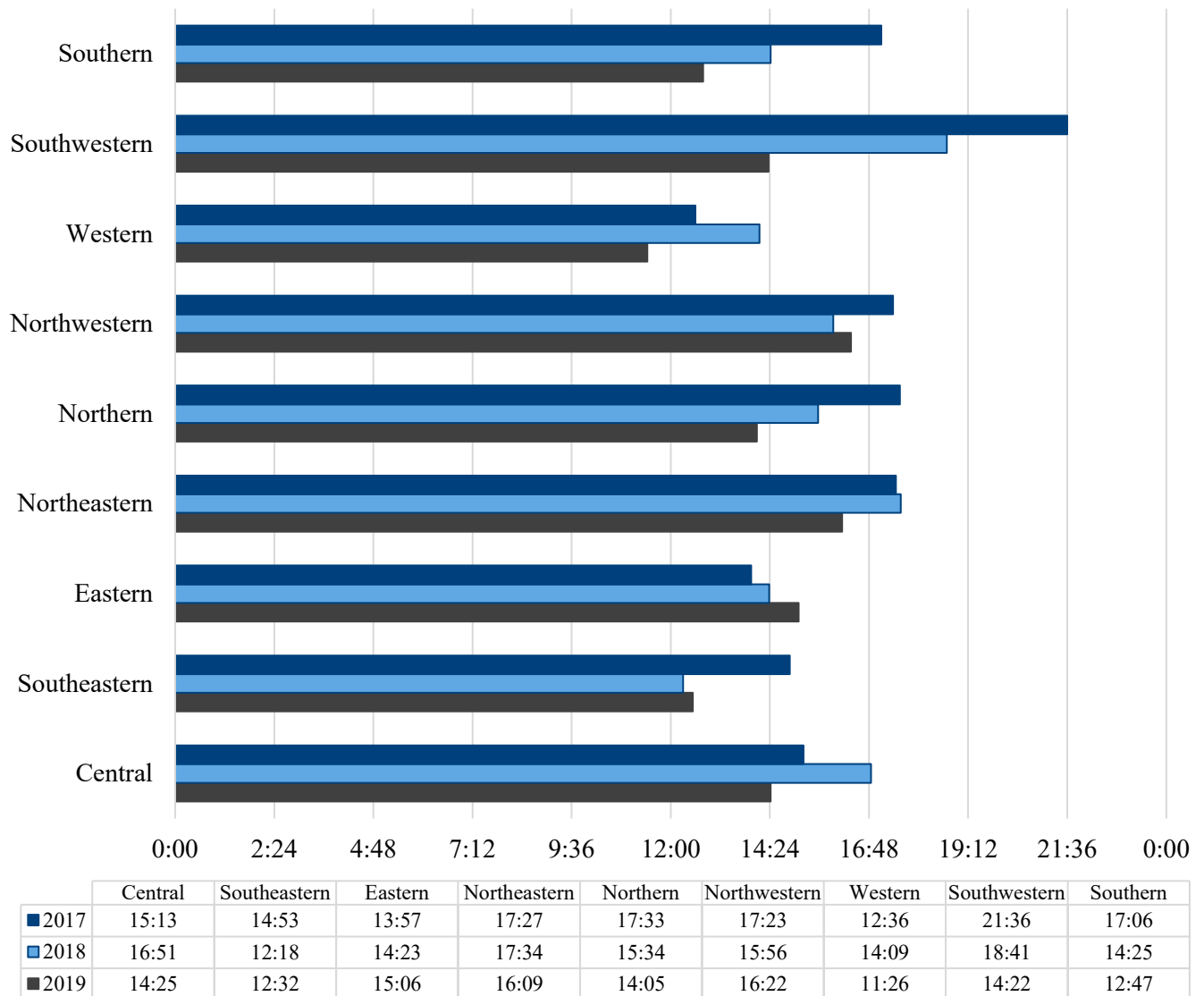


Notes:

Total response times are presented in median minutes and seconds (mm:ss).

Figure 20 indicates the trends in districts over time for the median total response time for Prompt calls for service. Southwestern District is again the most improved showing a median total response time decrease for Prompt calls for service by approximately seven minutes from 2017 to 2019. Eastern District is the only district that increased in median total response time from 2017 to 2019 (13:57 to 15:06 minutes, respectively).

Figure 20: Total Response Time for Prompt Calls by District, 2017-2019

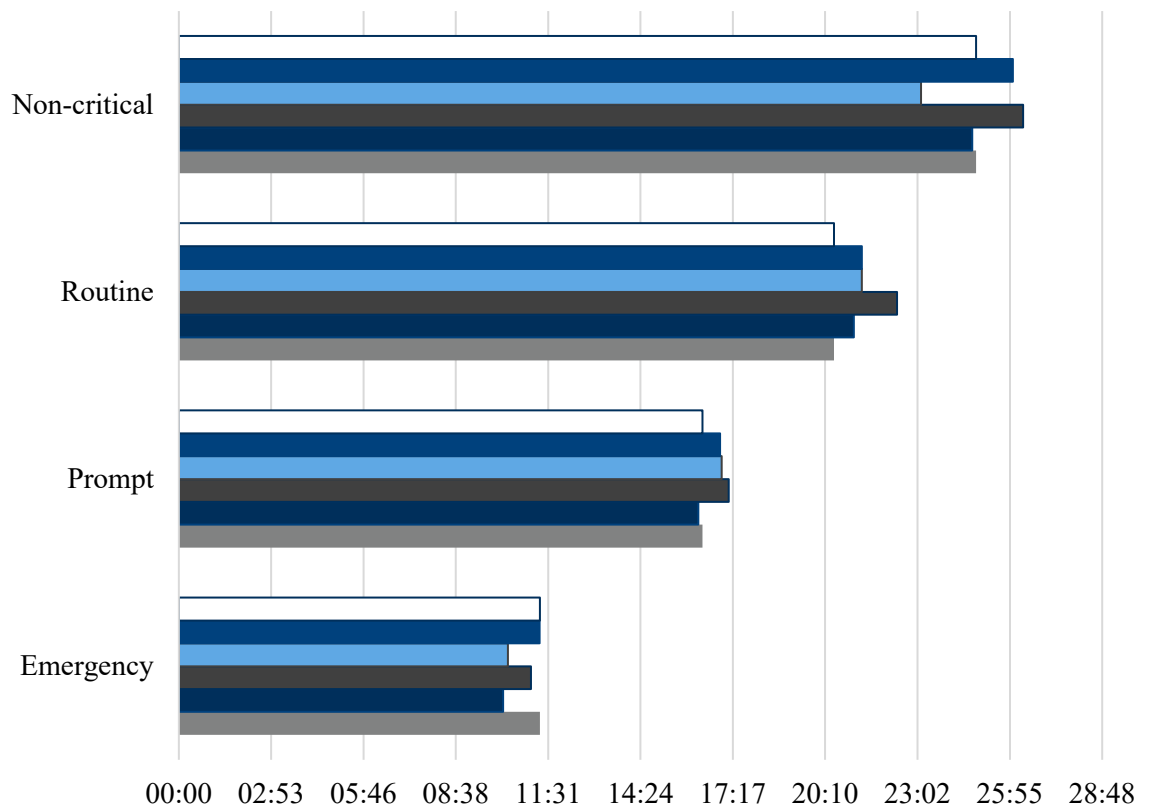


Notes:

Total response times are presented in median minutes and seconds (mm:ss).

Figures 21, 22, and 23 show the total median response time by priority of the call and neighborhood race composition for 2017, 2018, and 2019, respectively. For all years, there is most variability between neighborhood types for Non-Critical calls, but generally similar median total response times for calls for service for the other three priorities, including Emergency calls for service.

Figure 21: Total Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2017

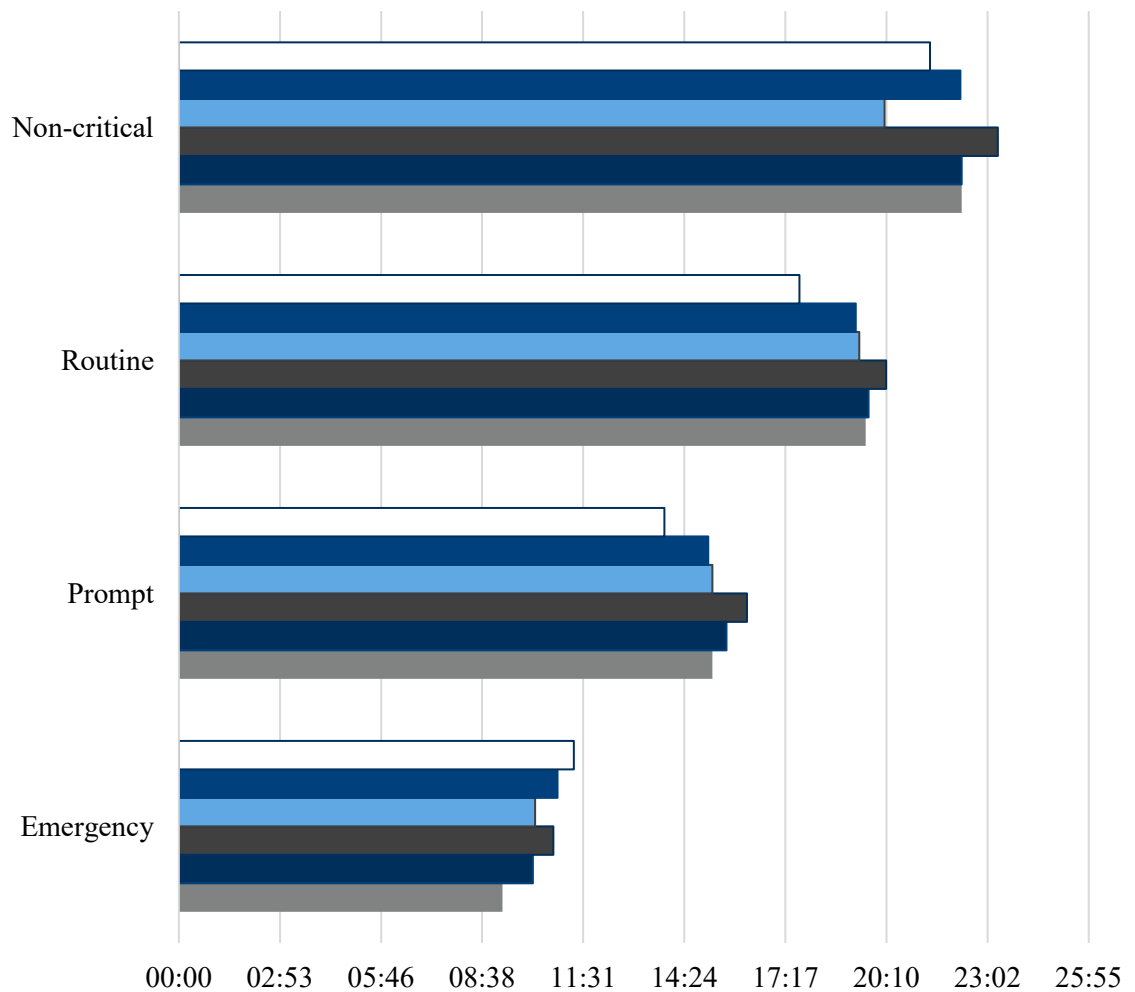


	Emergency	Prompt	Routine	Non-critical
□ Non-residential	11:16	16:20	20:26	24:52
■ Majority White	11:15	16:53	21:18	26:01
■ Mixed Population	10:16	16:56	21:18	23:09
■ Mixed Majority Black	10:59	17:09	22:24	26:20
■ Predominantly Black	10:07	16:12	21:03	24:45
■ Exclusively Black	11:16	16:20	20:26	24:52

Notes:

Total response times are presented in median minutes and seconds (mm:ss).

Figure 22: Total Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2018

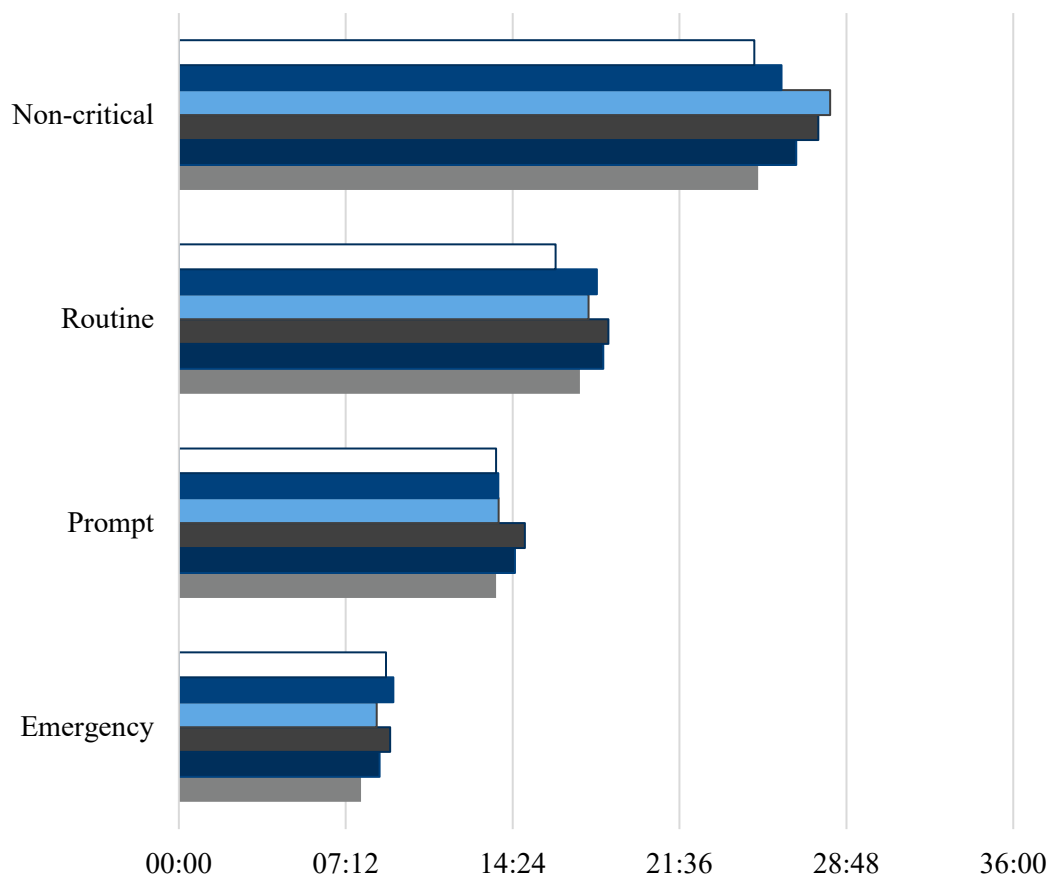


	Emergency	Prompt	Routine	Non-critical
□ Non-residential	11:15	13:50	17:41	21:24
■ Majority White	10:47	15:05	19:17	22:16
■ Mixed Population	10:09	15:12	19:23	20:06
■ Mixed Majority Black	10:40	16:11	20:09	23:20
■ Predominantly Black	10:05	15:36	19:39	22:18
■ Exclusively Black	09:13	15:12	19:34	22:18

Notes:

Total response times are presented in median minutes and seconds (mm:ss).

Figure 23: Total Response Time for Calls for Service by Priority and Neighborhood Race Composition, 2019



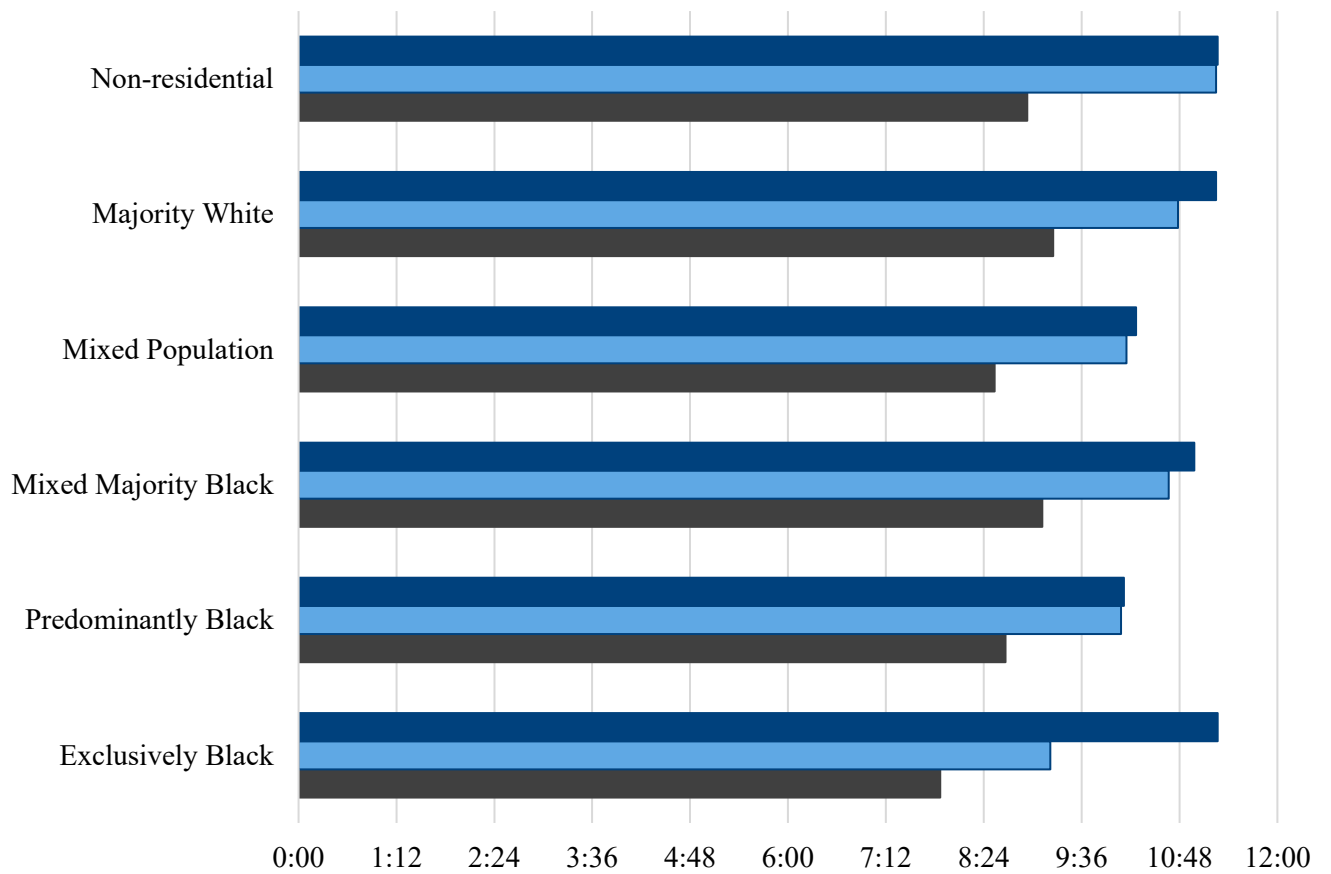
	Emergency	Prompt	Routine	Non-critical
□ Non-residential	08:56	13:41	16:15	24:50
■ Majority White	09:15	13:47	18:02	26:00
■ Mixed Population	08:32	13:48	17:41	28:06
■ Mixed Majority Black	09:07	14:56	18:32	27:35
■ Predominantly Black	08:40	14:30	18:19	26:38
■ Exclusively Black	07:52	13:41	17:18	25:00

Notes:

Total response times are presented in median minutes and seconds (mm:ss).

The total response time declined for all priority level calls based on the neighborhood racial composition between 2017 and 2019. The main decrease in the total response time is recorded for the Emergency and Prompt priority level calls. As shown in Figure 24, the largest decrease in the total response time for Emergency calls was for exclusively Black neighborhoods from 11:16 minutes in 2017 to 7:52 in 2019. Figure 25 indicates similar decreases by neighborhood for median total response times for Prompt calls for service.

Figure 24: Total Response Time for Emergency Calls by Neighborhood Race Composition, 2017-2019

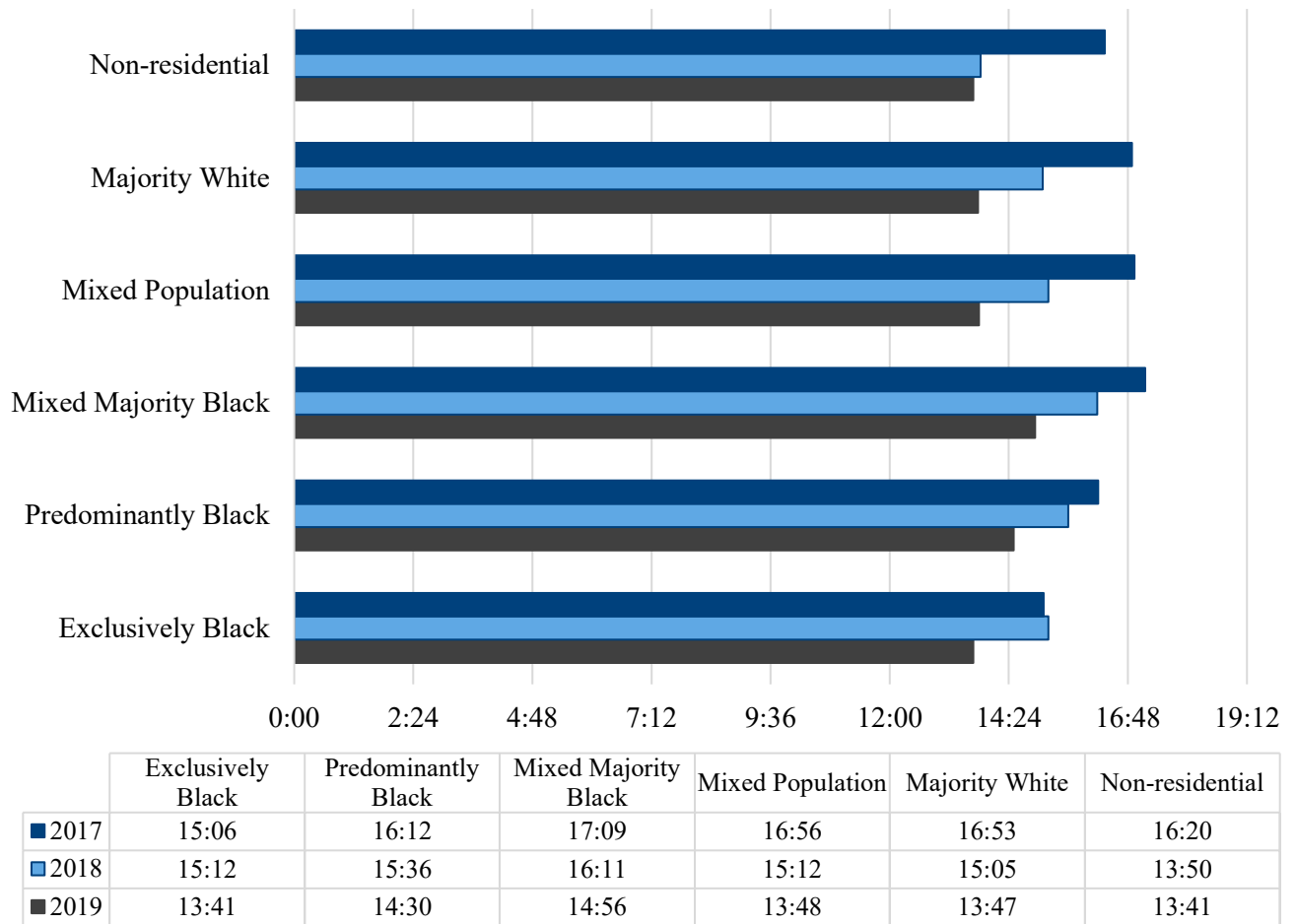


	Exclusively Black	Predominantly Black	Mixed Majority Black	Mixed Population	Majority White	Non-residential
■ 2017	11:16	10:07	10:59	10:16	11:15	11:16
■ 2018	9:13	10:05	10:40	10:09	10:47	11:15
■ 2019	7:52	8:40	9:07	8:32	9:15	8:56

Notes:

Total response times are presented in median minutes and seconds (mm:ss).

Figure 25: Total Response Time for Prompt Calls by Neighborhood Race Composition, 2017-2019



Notes:

Total response times are presented in median minutes and seconds (mm:ss).

While BPD has committed to decrease the response time for Emergency calls below 10 minutes, in 2019 approximately 63.9 percent of Emergency calls in the exclusively Black neighborhoods were responded to in under 10 minutes. In predominantly Black neighborhoods, where the population is 90 to 95 percent Black, the total response time was below 10 minutes for 58 percent of Emergency calls. In majority White neighborhoods, 54.7 percent of Emergency calls were responded to under 10 minutes. The fewest Emergency calls that were responded to in under 10 minutes were received from non-residential neighborhoods (55.2 percent of Emergency calls were responded to in under 10 minutes). As shown in the table below, the number of Emergency calls for service that are responded to in less than 10 minutes is increasing each year.

Table 14: Percentage of Emergency Calls Responded to in less than 10 minutes 2017-2019

Neighborhood Race Composition	2017	2018	2019
Exclusively Black	52.1%	54.6%	63.9%
Predominantly Black	49.2%	49.6%	58.0%
Mixed Majority Black	44.5%	46.2%	55.7%
Mixed Population	48.7%	49.2%	59.0%
Majority White	42.6%	49.2%	54.7%
Non-residential	41.5%	43.9%	55.2%

Notes:

Percentages are for the proportion of calls that had a median response time of less than 10 minutes within each neighborhood group for each year.

CONCLUSION

The calls for service data and this report offer a baseline for future outcome assessment of response times and whether there is a significant relationship between the response time, BPD district, priority levels of the calls for service, and neighborhood where the incident occurred.

BPD should improve the quality of recorded times represented in their CAD system. Over 50 percent of Non-Critical calls and almost 25 percent of Emergency calls over the three years do not have an arrival time for when officers arrived on scene. Time of arrival may be missing because officers failed to update their arrival status with dispatch, dispatchers failed to enter the arrival time, or air was held for other priority incidents. Fixing this systemic issue would greatly improve the reliability of analysis of response times.

Traditionally, the police response time for calls for service has been a difficult variable to measure and its interpretation as a police performance criterion is not easily compared from jurisdiction to jurisdiction as police departments face varied circumstances such as crime rates, priority and type of calls they respond to, and geographical characteristics of the areas they serve. Excluding the time taken within the department to process the information and direct a patrol unit to response, the variables likely to affect response time directly might be: the distance an officer must travel and the traveling speed, the distribution of city population, and staffing levels.

An analysis of calls for service has limited analytical value as a stand-alone metric. Theoretically, faster response times suggest a department that is more responsive to the needs and issues of the community. However, a speedy response is not necessarily a good response – that is, one that is safe, appropriate, and consistent with BPD’s commitments to community policing and caretaking.

In fact, there a number of reasons why it may be better and safer for any given call's response time to be *slower* than it hypothetically could be. For instance, as mandated by the Consent Decree's de-escalation requirements, an initially-responding officer may determine that more support or backup is necessary before approaching a person or scene. For the many calls for service that require a multi-officer response, where the expectation is that initially-arriving officers will wait for backup before engaging except in the most exigent situations, the arrival time of the first officer may not equate to the experience of members of the community waiting on the service. Likewise, less-exigent calls might experience longer response times in a Department where officers are spending more time engaging in collaborative community problem-solving. Additionally, although the arrival of rapid responses to public safety emergencies can be important, the speed of response must be balanced against the risks to the public and to officers of driving to calls at a high rate of speed, even with emergency equipment activated.

APPENDIX A: FULL LIST OF VARIABLES IN DATA FILES

Variable Name	Description
CFS#	Numerical identifier for the call –Incident number designated by CAD#
INCIDENT #	Central Complaint Number (Report Number)
LOCATION	Street Address of incident associated with the call
UNIT	Numerical identifiers for the unit of the responding officer
OFFICER_1	Unique numerical identifier (sequential) for the responding officer
Four Timestamps*	DTG_CALL_RECEIVED Date/time when call was received (hh/mm/ss).
	DTG_CALL_DISPATCHED Date/time when call was dispatched (hh/mm/ss)
	DTG_CALL_ARRIVED Date/time when unit arrived (hh/mm/ss)
	DTG_CALL_CLEARED Date/time when the call was completed (hh/mm/ss)
Three additional timestamps related to UNIT	UNIT_DISPATCHED_TIME Date/time unit was dispatched as listed in CAD
	UNIT_ARRIVAL_TIME Date/time unit arrived as listed in CAD
	UNIT_CLEAR_TIME Date/time unit cleared as listed in CAD
CFS_CALL_TYPE	Unique numerical codes and categories for each type of incident
DISPATCHED_INCIDENT	Unique incident code number and categories assigned to each call at dispatch
RETURNED_INCIDENT	Unique incident code number and categories assigned to each call by the officer at the scene
DISPOSITION	Disposition of call
DOMES_VOI	Whether the call was in the category of Domestic Violence (yes/no)
POST	Post of the officer and first digit of the three-digit number to represent the BPD District

Variable Name	Description
	(1=CD; 2=SE; 3=ED; 4=NE; 5=ND, 6=NW; 7=WD, 8=SW, 9=SD)
PRIORITY_CODE	The integer code of the call response priority coded: 1=emergency call, 2=prompt calls, 3 = routine calls, 4=non-critical calls, 8 = fire alarm related calls, 5 = 311 calls
URGENCY	Categorical variable related to the urgency of the calls: P = in progress; J= just occurred, and C=community,
LOCATION_REC, MAPGRID, X,Y	REPORTING_AREA, Geocoded location of the incident address - The latitude and the longitude coordinates of the incident.

APPENDIX B: BIVARIATE ANALYSIS OF MISSING OFFICER'S ARRIVAL TIME

Table B1: Summary of Missing and Recorded Arrival Time 2017-2019

	Missing Officer Arrival Time	Recorded Arrival Time	Total
2017	259,970 (46.8%)	294,944 (53.2%)	554,914 (100%)
2018	237,543 (45.5%)	284,814 (54.5%)	522,357 (100%)
2019	234,503 (46.5%)	270,264 (53.5%)	504,767 (100%)

Table B2a: Missing and Recorded Arrival Time by Priority Level 2017

Priority Level 2017	Missing Officer Arrival Time	Recorded Arrival Time	Total
Emergency	31,786 (37.5%)	52,882 (62.5%)	84,668 (100%)
Prompt	128,964 (44.6%)	160,213 (55.4%)	289,177 (100%)
Routine	79,080 (53.4%)	68,890 (46.6%)	147,970 (100%)
Non-critical	20,107 (61.0%)	12,882 (39.0%)	32,989 (100%)

Table B2b: Missing and Recorded Arrival Time by Priority Level 2018

Priority Level 2018	Missing Officer Arrival Time	Recorded Arrival Time	Total
Emergency	32,472 (35.4%)	59,258 (64.6%)	91,730 (100%)
Prompt	109,893 (42.7%)	147,210 (57.3%)	257,103 (100%)
Routine	78,250 (53.9%)	66,794 (46.1%)	145,044 (100%)
Non-critical	16,902 (59.5%)	11,490 (40.5%)	28,392 (100%)

Table B2c: Missing and Recorded Arrival Time by Priority Level 2019

Priority Level 2019	Missing Officer Arrival Time	Recorded Arrival Time	Total
Emergency	19,573 (26.9%)	53,120 (73.1%)	72,693 (100%)
Prompt	98,547 (44.4%)	123,492 (55.6%)	222,039 (100%)
Routine	83,843 (56.9%)	63,491 (43.1%)	147,334 (100%)
Non-critical	32,520 (51.9%)	30,097 (48.1%)	62,617 (100%)

Table B3a: Missing and Recorded Arrival Time by District 2017

District 2017	Missing Officer Arrival Time	Recorded Arrival Time	Total
Central	35,228 (58.1%)	25,437 (41.9%)	60,665 (100%)
Southeastern	25,404 (41.1%)	36,368 (58.9%)	61,772 (100%)
Eastern	17,419 (40.0%)	26,098 (60.0%)	43,517 (100%)
Northeastern	34,482 (48.0%)	37,427 (52.0%)	71,909 (100%)
Northern	23,409 (43.6%)	30,290 (56.4%)	53,699 (100%)
Northwestern	26,162 (48.2%)	28,084 (51.8%)	54,246 (100%)
Western	20,074 (44.6%)	24,893 (55.4%)	44,967 (100%)
Southwestern	21,976 (41.1%)	31,503 (58.9%)	53,479 (100%)
Southern	30,277 (50.2%)	30,079 (49.8%)	60,356 (100%)

Table B3b: Missing and Recorded Arrival Time by District 2018

District 2018	Missing Officer Arrival Time	Recorded Arrival Time	Total
Central	33,853 (56.8%)	25,782 (43.2%)	59,635 (100%)
Southeastern	23,767 (37.9%)	38,890 (62.1%)	62,657 (100%)
Eastern	18,691 (42.1%)	25,668 (57.9%)	44,359 (100%)
Northeastern	34,915 (47.3%)	38,858 (52.7%)	73,773 (100%)
Northern	23,836 (42.1%)	32,809 (57.9%)	56,645 (100%)
Northwestern	26,789 (47.5%)	29,595 (52.5%)	56,384 (100%)
Western	21,919 (44.8%)	27,024 (55.2%)	48,943 (100%)
Southwestern	24,125 (41.8%)	33,651 (58.2%)	57,776 (100%)
Southern	29,583 (47.7%)	32,449 (52.3%)	62,032 (100%)

Table B3c: Missing and Recorded Arrival Time by District 2019

District 2019	Missing Officer Arrival Time	Recorded Arrival Time	Total
Central	35,228 (58.1%)	25,437 (41.9%)	60,665 (100%)
Southeastern	25,404 (41.1%)	36,368 (58.9%)	61,772 (100%)
Eastern	17,419 (40.0%)	26,098 (60.0%)	43,517 (100%)
Northeastern	34,482 (48.0%)	37,427 (52.0%)	71,909 (100%)
Northern	23,409 (43.6%)	30,290 (56.4%)	53,699 (100%)
Northwestern	26,162 (48.2%)	28,084 (51.8%)	54,246 (100%)
Western	20,074 (44.6%)	24,893 (55.4%)	44,967 (100%)
Southwestern	21,976 (41.1%)	31,503 (58.9%)	53,479 (100%)
Southern	30,277 (50.2)	30,079 (49.8%)	60,356 (100%)

Table B4: Relationship between Officer's Response Time and Priority Level/District 2017-2019

Priority Level of the Call			
	2017	2018	2019
Pearson Chi-Square	8216.775 ***	10992.106 ***	18755.300 ***
Cramer's V	.122 ***	.145 ***	.193 ***
Police District			
	2017	2018	2019
Pearson Chi-Square	8752.767 ***	5618.326 ***	6039.702 ***
Cramer's V	.126***	.104 ***	.109***

p < 0.05 * p < 0.01 ** p < 0.001 ***

Cramer's V describing Strength of Association: >.5 = high associations, .3 to .5 = moderate association; .1 to .3 = low association

APPENDIX C: RACE AND ETHNIC COMPOSITION BY NEIGHBORHOOD

Table C1: Summary of Race/Ethnic Composition by Neighborhood

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Lower Edmondson Village	0.00%	99.10%	0.67%
Allendale	0.51%	98.40%	0.59%
Bridgeview/Greenlawn	0.35%	98.38%	0.56%
Pleasant View Gardens	0.98%	98.04%	0.56%
Panway/Braddish Avenue	0.82%	98.03%	0.33%
Biddle Street	0.63%	97.94%	0.79%
Berea	0.83%	97.90%	0.91%
Greenspring	0.64%	97.70%	0.49%
Concerned Citizens Of Forest Park	1.04%	97.66%	1.04%
Darley Park	0.57%	97.62%	0.57%
Midtown-Edmondson	1.14%	97.59%	0.42%
Dorchester	1.00%	97.59%	1.00%
Coppin Heights/Ash-Co-East	0.49%	97.44%	0.75%
Rosemont	0.55%	97.39%	0.71%
East Arlington	0.74%	97.37%	1.11%
Sandtown-Winchester	1.11%	97.30%	0.60%
Edmondson Village	0.76%	97.26%	0.81%
Gay Street	1.05%	97.25%	0.80%
Walbrook	1.51%	97.18%	0.78%
Garwyn Oaks	1.68%	97.17%	0.53%
Franklintown Road	0.26%	97.16%	1.60%
Druid Heights	1.27%	97.13%	0.73%
Towanda-Grantley	1.29%	97.13%	0.45%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Edgewood	0.83%	97.12%	0.83%
Langston Hughes	0.87%	97.10%	1.16%
Mosher	0.94%	97.04%	1.07%
South Clifton Park	0.68%	97.01%	0.54%
Penrose/Fayette Street Outreach	1.26%	96.97%	0.67%
Mount Holly	1.64%	96.79%	1.09%
Rosemont Homeowners/Tenants	0.96%	96.78%	0.75%
Kenilworth Park	2.07%	96.77%	0.83%
Oliver	1.32%	96.70%	0.94%
Winchester	1.13%	96.69%	0.85%
West Arlington	1.08%	96.67%	1.32%
Lucille Park	1.59%	96.65%	0.88%
Upton	1.36%	96.52%	1.27%
Burleith-Leighton	0.68%	96.47%	0.41%
Ashburton	1.31%	96.47%	1.55%
Harlem Park	1.18%	96.44%	0.79%
Easterwood	1.94%	96.43%	1.63%
Penn North	1.03%	96.42%	0.54%
Forest Park	1.60%	96.41%	2.24%
East Baltimore Midway	1.32%	96.37%	0.43%
Uplands	1.83%	96.34%	1.22%
Roguel Heights	1.18%	96.28%	1.42%
Northwest Community Action	0.95%	96.15%	1.32%
Hanlon-Longwood	1.00%	96.15%	1.51%
Grove Park	1.09%	96.12%	0.98%
Liberty Square	1.17%	96.10%	0.39%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Arlington	1.27%	96.07%	0.65%
Mondawmin	1.17%	96.07%	1.45%
Johnston Square	1.89%	96.07%	1.05%
Perkins Homes	1.58%	96.06%	0.97%
Richnor Springs	0.89%	96.01%	0.30%
Parklane	2.24%	96.00%	0.98%
Carroll-South Hilton	2.92%	95.99%	0.95%
Poppleton	2.38%	95.97%	0.81%
Coldstream Homestead Montebello	1.62%	95.95%	1.40%
Forest Park Golf Course	2.81%	95.92%	2.30%
Wrenlane	2.02%	95.92%	1.91%
Woodmere	2.21%	95.91%	0.87%
Central Park Heights	1.81%	95.82%	1.41%
Dolfield	2.23%	95.78%	0.79%
Callaway-Garrison	1.95%	95.66%	0.61%
Evergreen Lawn	0.88%	95.58%	1.68%
Saint Josephs	1.72%	95.47%	0.79%
Oldtown	1.32%	95.37%	0.41%
Parkview/Woodbrook	1.77%	95.36%	1.26%
Park Circle	2.06%	95.34%	1.40%
Madison-Eastend	2.17%	95.34%	2.13%
Purnell	3.06%	95.29%	0.94%
Cylburn	1.82%	95.25%	1.10%
Shipley Hill	2.65%	95.17%	0.43%
Woodbourne-McCabe	2.20%	95.15%	1.10%
Pimlico Good Neighbors	2.72%	95.10%	1.09%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Broadway East	2.37%	94.93%	1.32%
Four By Four	2.14%	94.92%	1.27%
Morgan Park	1.17%	94.92%	0.39%
Middle East	3.64%	94.88%	1.75%
Morgan State University	2.68%	94.86%	0.28%
Mount Winans	2.81%	94.79%	2.01%
Central Forest Park	3.77%	94.66%	1.41%
Cherry Hill	2.84%	94.65%	1.67%
Wilson Park	2.11%	94.57%	0.47%
Boyd-Booth	3.04%	94.40%	0.97%
West Forest Park	3.70%	94.31%	1.08%
Cameron Village	3.34%	94.29%	2.23%
Howard Park	2.93%	94.25%	1.75%
Perring Loch	3.85%	94.19%	0.93%
New Northwood	2.70%	94.07%	2.05%
Milton-Montford	1.51%	93.82%	2.80%
Woodbourne Heights	2.67%	93.26%	2.12%
Heritage Crossing	2.92%	93.10%	2.43%
Hillen	4.69%	92.92%	1.02%
Fairmont	2.88%	92.80%	0.58%
Wakefield	3.84%	92.72%	1.86%
Windsor Hills	5.22%	92.46%	0.97%
Pen Lucy	4.94%	92.20%	1.40%
Tremont	6.05%	92.07%	0.42%
Cedonia	5.31%	92.01%	1.90%
Ramblewood	5.87%	91.96%	0.53%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Franklin Square	3.30%	91.94%	3.64%
West Hills	6.44%	91.71%	0.74%
Winston-Govans	5.52%	90.83%	1.94%
Belair-Edison	8.02%	89.62%	1.19%
Glen Oaks	7.34%	88.60%	1.91%
Reservoir Hill	8.50%	88.19%	1.82%
Yale Heights	7.84%	88.08%	1.64%
Loch Raven	8.19%	87.98%	1.78%
Orchard Ridge	8.06%	87.00%	3.30%
Mid-Govans	9.22%	86.76%	1.23%
Beechfield	9.79%	86.73%	2.35%
Reisterstown Station	6.66%	86.38%	5.89%
Irvington	10.30%	86.23%	1.32%
Westport	10.36%	86.00%	1.07%
Stonewood-Pentwood-Winston	10.46%	85.98%	2.21%
Chinquapin Park	10.24%	85.64%	1.76%
O'Donnell Heights	10.48%	85.58%	4.85%
CARE	8.86%	84.19%	3.56%
Penn-Fallsway	15.06%	83.67%	2.29%
Levindale	14.78%	83.58%	0.82%
Idlewood	13.04%	83.26%	2.43%
Parkside	10.47%	83.15%	1.04%
Seton Hill	13.45%	82.95%	2.40%
Dunbar-Broadway	5.29%	82.56%	0.90%
Frankford	11.82%	82.49%	2.05%
Better Waverly	13.54%	82.22%	3.20%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Madison Park	14.29%	81.07%	1.78%
Barclay	13.85%	80.88%	3.58%
McElderry Park	9.47%	80.29%	11.73%
Ednor Gardens-Lakeside	15.47%	80.10%	1.35%
Waverly	15.45%	79.56%	2.55%
Coldspring	16.03%	76.77%	1.65%
Harwood	20.57%	74.54%	2.79%
Ellwood Park/Monument	11.59%	73.94%	13.99%
Montebello	16.24%	71.79%	6.84%
Greenmount West	24.72%	71.70%	1.05%
Westgate	26.43%	70.15%	1.12%
Hamilton Hills	25.58%	70.11%	2.73%
Sharp-Leadenhall	26.89%	68.25%	1.46%
Hunting Ridge	28.16%	68.06%	1.93%
Old Goucher	22.47%	67.97%	4.30%
Belair-Parkside	24.32%	67.34%	2.25%
Jonestown	23.26%	67.15%	4.61%
Waltherson	28.40%	67.09%	1.86%
Union Square	27.21%	65.80%	3.12%
Belvedere	32.50%	64.72%	0.83%
Hollins Market	30.52%	63.60%	2.88%
Charles North	20.40%	62.89%	5.67%
Carrollton Ridge	33.53%	59.31%	2.96%
Glen	37.44%	58.71%	1.96%
Moravia-Walther	37.54%	58.26%	2.10%
Glenham-Belhar	37.47%	57.86%	2.01%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Evesham Park	36.81%	56.98%	3.67%
Ten Hills	37.36%	55.93%	2.82%
Rosemont East	38.70%	55.16%	1.50%
Lakeland	30.10%	55.13%	19.53%
Original Northwood	37.47%	55.12%	4.43%
Lauraville	40.91%	53.53%	2.89%
Washington Hill	29.96%	53.12%	12.60%
New Southwest/Mount Clare	33.03%	51.45%	11.54%
Millhill	39.79%	51.32%	5.20%
Washington Village/Pigtown	39.76%	51.04%	3.46%
Cedmont	45.30%	50.39%	2.54%
York-Homeland	41.05%	49.66%	2.12%
Kernewood	44.90%	48.76%	2.75%
Fallstaff	37.33%	48.14%	13.96%
Saint Agnes	48.44%	47.99%	1.79%
Rosebank	48.48%	44.42%	2.03%
Westfield	50.46%	43.84%	3.50%
Arcadia	50.45%	43.48%	2.51%
Brooklyn	47.90%	40.53%	11.49%
Gwynns Falls	54.14%	40.46%	4.31%
Beverly Hills	58.15%	39.61%	1.94%
Lake Walker	50.74%	36.37%	8.74%
Patterson Place	47.90%	35.45%	23.18%
Barre Circle	50.67%	34.22%	3.11%
Radnor-Winston	61.26%	33.63%	3.22%
Oaklee	59.02%	31.96%	5.44%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Bolton Hill	56.43%	31.79%	3.28%
North Harford Road	63.88%	31.08%	4.67%
Hopkins Bayview	51.46%	31.07%	14.56%
Overlea	65.37%	30.36%	2.71%
Patterson Park Neighborhood	49.90%	28.90%	27.90%
Fairfield Area	66.04%	27.04%	11.95%
Medford	47.03%	26.84%	29.96%
Curtis Bay	61.83%	26.73%	5.59%
Kresson	45.68%	26.36%	32.95%
Remington	58.58%	26.16%	4.60%
Mid-Town Belvedere	60.00%	26.14%	4.65%
Mount Vernon	58.99%	26.09%	4.75%
Baltimore Highlands	37.85%	25.90%	41.32%
Downtown	48.58%	25.31%	5.26%
Woodberry	67.78%	24.82%	3.98%
University Of Maryland	52.71%	24.03%	3.10%
Abell	68.17%	23.96%	3.37%
Ridgely's Delight	65.38%	22.96%	3.62%
Mount Washington	72.31%	21.20%	2.76%
Pulaski Industrial Area	61.79%	20.33%	21.95%
Broening Manor	61.53%	19.87%	24.86%
Mayfield	74.10%	19.28%	2.79%
Butcher's Hill	69.88%	18.48%	6.88%
Taylor Heights	73.42%	18.36%	7.67%
Hoes Heights	72.37%	16.76%	3.24%
Lake Evesham	78.64%	16.57%	2.03%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Wilhelm Park	75.09%	16.10%	4.31%
Cross Country	78.32%	15.94%	2.15%
Charles Village	58.17%	15.60%	5.45%
Otterbein	77.13%	15.47%	2.74%
Cheswolde	77.77%	14.48%	2.34%
Morrell Park	76.31%	13.94%	5.16%
Downtown West	67.21%	13.11%	5.74%
Highlandtown	66.73%	12.60%	28.13%
Orangeville	71.78%	12.38%	11.39%
Medfield	75.47%	12.26%	4.11%
Violetville	82.04%	12.25%	2.87%
Villages Of Homeland	76.27%	11.79%	3.69%
North Roland Park/Poplar Hill	68.41%	11.66%	1.31%
Oakenshawe	71.94%	11.36%	4.37%
Graceland Park	71.81%	11.14%	20.39%
Bellona-Gittings	80.30%	10.68%	3.17%
Bayview	65.44%	10.34%	22.93%
Guilford	81.75%	9.98%	3.16%
Cross Keys	84.70%	9.93%	1.75%
Saint Helena	82.39%	9.14%	6.81%
Roland Park	78.59%	9.11%	3.23%
Fells Point	77.31%	8.78%	11.17%
Inner Harbor	77.09%	8.42%	5.46%
Homeland	86.91%	7.25%	2.50%
Upper Fells Point	75.41%	6.86%	21.60%
Greektown	65.28%	6.82%	35.15%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
The Orchards	87.65%	6.48%	1.82%
Keswick	85.08%	6.46%	2.00%
Cedarcroft	87.19%	6.20%	3.44%
Loyola/Notre Dame	86.66%	5.86%	4.93%
Dickeyville	91.67%	5.77%	3.85%
South Baltimore	88.99%	5.65%	4.00%
Saint Paul	91.59%	5.61%	2.80%
Locus Point Industrial Area	85.20%	5.14%	3.58%
Federal Hill	89.04%	5.08%	3.04%
Hampden	89.16%	4.51%	3.17%
Tuscany-Canterbury	69.73%	4.48%	3.57%
Wyndhurst	87.75%	4.42%	3.42%
Eastwood	84.23%	4.33%	12.82%
John Hopkins Homewood	58.89%	4.19%	6.13%
Canton	88.67%	3.98%	5.26%
Brewers Hill	82.66%	3.71%	11.32%
Little Italy	85.76%	3.65%	8.68%
Armistead Gardens	78.02%	3.12%	24.32%
Sabina-Mattfeldt	90.70%	2.91%	1.16%
Evergreen	91.10%	2.36%	2.36%
Wyman Park	89.04%	2.19%	2.63%
Riverside	93.02%	2.15%	2.80%
Locust Point	94.43%	1.26%	1.73%
Blythewood	93.06%	0.00%	4.17%
Canton Industrial Area	0.00%	0.00%	0.00%
Carrol - Camden Industrial Area	0.00%	0.00%	0.00%

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
Carrol Park	0.00%	0.00%	0.00%
Clifton Park	0.00%	0.00%	0.00%
Curtis Bay Industrial Area	0.00%	0.00%	0.00%
Druid Hill Park	0.00%	0.00%	0.00%
Dundalk Marine Terminal	0.00%	0.00%	0.00%
Greenmount Cemetery	0.00%	0.00%	0.00%
Gwynns Falls/Leakin Park	0.00%	0.00%	0.00%
Hawkins Point	0.00%	0.00%	0.00%
Herring Run Park	0.00%	0.00%	0.00%
Holabird Industrial Park	0.00%	0.00%	0.00%
Jones Falls Area	0.00%	0.00%	0.00%
Lower Herring Run Park	0.00%	0.00%	0.00%
Middle Branch/Reedbird Parks	0.00%	0.00%	0.00%
Mt Pleasant Park	0.00%	0.00%	0.00%
Orangeville Industrial Area	0.00%	0.00%	0.00%
Patterson Park	0.00%	0.00%	0.00%
Port Covington	0.00%	0.00%	0.00%
Seton Business Park	0.00%	0.00%	0.00%
Spring Garden Industrial Area	0.00%	0.00%	0.00%
Stadium Area	0.00%	0.00%	0.00%

Note: The population data were used from ACS 2012-2016 and three predominant racial/ethnic groups are reported. The rest of the population is a very small group of other racial and ethnic groups.

55 neighborhoods	>95% Black	Exclusively Black
49 neighborhoods	90-95% Black	Predominantly Black
45 neighborhoods	>60-90% Black	Mixed-Majority Black
44 neighborhoods	25-60% Black	Mixed population
62 neighborhoods	<25% Black	Majority White

NEIGHBORHOOD NAME	WHITE	BLACK	HISPANIC
22 neighborhoods	0% population	non-residential	

APPENDIX D: RESPONSE TIME AND NUMBER OF EMERGENCY CALLS BY NEIGHBORHOOD

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
	552,435		84,332			
Lower Edmondson Village	526	0.1	88	5.567	6.367	12.083
Allendale	2872	0.5	429	5.800	6.083	12.017
Bridgeview/Greenlawn	2502	0.5	238	4.275	3.683	8.433
Pleasant View Gardens	730	0.1	91	3.883	5.350	9.750
Panway/Braddish Avenue	619	0.1	100	4.567	5.267	10.750
Biddle Street	1500	0.3	187	4.600	3.317	8.950
Berea	2810	0.5	449	4.250	3.383	8.800
Greenspring	1861	0.3	302	4.334	6.550	11.800
Concerned Citizens Of Forest Park	816	0.1	148	4.392	5.092	9.258
Darley Park	1073	0.2	156	4.000	4.333	9.100
Midtown-Edmondson	2598	0.5	404	4.084	3.067	7.433
Dorchester	1896	0.3	219	4.900	6.033	12.000
Coppin Heights/Ash-Co-East	2057	0.4	389	4.483	4.409	9.383
Rosemont	2620	0.5	390	4.709	4.633	11.183
East Arlington	1032	0.2	180	5.425	6.000	13.600
Sandtown-Winchester	10075	1.8	1229	4.000	2.983	7.709
Edmondson Village	1947	0.4	335	5.750	8.584	16.383
Gay Street	2049	0.4	314	4.359	4.283	9.350
Walbrook	2127	0.4	346	4.384	5.225	11.525
Garwyn Oaks	930	0.2	173	5.300	6.983	12.667
Franklinton Road	2614	0.4	365	9.192	11.042	21.667
Druid Heights	3413	0.6	369	4.250	3.250	8.067

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Towanda-Grantley	935	0.2	183	4.983	5.625	10.842
Edgewood	2378	0.4	361	5.750	7.000	13.159
Langston Hughes	817	0.1	111	4.267	3.750	7.692
Mosher	1354	0.2	183	4.250	4.358	9.225
South Clifton Park	1345	0.2	216	4.317	2.967	7.250
Penrose/Fayette Street Outreach	4047	0.7	522	4.259	3.317	8.050
Mount Holly	1589	0.3	253	4.733	5.733	11.267
Rosemont Homeowners/Tenants	1711	0.3	165	4.433	4.350	9.475
Kenilworth Park	711	0.1	134	5.000	6.067	12.283
Oliver	4608	0.8	866	4.325	3.733	8.517
Winchester	1430	0.3	165	4.950	5.617	11.433
West Arlington	1328	0.2	241	4.867	4.042	9.750
Lucille Park	482	0.1	79	4.967	4.183	8.700
Upton	8140	1.5	946	4.300	3.667	8.400
Burleith-Leighton	629	0.1	84	3.692	7.817	13.633
Ashburton	1392	0.3	349	5.033	5.917	11.583
Harlem Park	3554	0.6	586	3.933	3.333	8.109
Easterwood	1423	0.3	183	3.783	3.417	7.892
Penn North	4831	0.9	624	3.883	3.050	7.408
Forest Park	1570	0.3	253	4.150	5.767	10.717
East Baltimore Midway	5839	1.1	861	4.050	3.433	8.042
Uplands	573	0.1	133	5.833	8.025	15.867
Rognel Heights	1684	0.3	284	5.250	7.467	14.342
Northwest Community Action	2086	0.4	260	4.492	4.317	8.933
Hanlon-Longwood	2728	0.5	355	4.583	8.233	13.683

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Grove Park	1148	0.2	205	5.083	5.483	13.550
Liberty Square	1308	0.2	199	4.083	5.800	10.683
Arlington	5361	1	461	4.150	4.000	8.583
Mondawmin	5367	1	859	4.050	4.092	8.917
Johnston Square	2326	0.4	390	4.242	4.950	10.309
Perkins Homes	909	0.2	112	3.900	3.017	6.850
Richnor Springs	492	0.1	88	4.467	5.517	9.342
Parklane	1244	0.2	218	4.950	7.217	12.833
Carroll-South Hilton	1108	0.2	175	5.683	5.217	12.317
Poppleton	3294	0.6	455	4.233	4.417	9.750
Coldstream Homestead Montebello	5710	1	827	3.700	3.000	7.250
Forest Park Golf Course	150	0	38	4.459	6.450	10.100
Wrenlane	365	0.1	45	6.017	9.292	14.367
Woodmere	3856	0.7	501	4.217	3.417	7.817
Central Park Heights	6844	1.2	922	4.217	4.633	9.383
Dolfield	1683	0.3	295	4.150	5.200	10.250
Callaway-Garrison	1414	0.3	495	4.783	4.659	10.100
Evergreen Lawn	533	0.1	79	4.733	4.400	10.659
Saint Josephs	1601	0.3	263	5.767	5.833	12.667
Oldtown	2519	0.5	423	3.967	4.133	9.384
Parkview/Woodbrook	1950	0.4	264	4.042	3.592	8.259
Park Circle	2709	0.5	395	4.467	5.167	10.533
Madison-Eastend	2193	0.4	278	4.084	3.350	8.342
Purnell	221	0	24	3.267	10.050	12.433
Cylburn	1285	0.2	213	4.650	7.467	13.967

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Shipley Hill	2321	0.4	322	5.625	4.392	10.792
Woodbourne-McCabe	846	0.2	151	4.433	4.250	9.467
Pimlico Good Neighbors	2031	0.4	193	4.733	5.517	10.467
Broadway East	6708	1.2	1014	4.167	3.367	8.150
Four By Four	876	0.2	123	3.817	4.083	8.617
Morgan Park	250	0	34	7.634	6.892	14.775
Middle East	1891	0.7	583	4.767	4.317	9.633
Morgan State University	662	0.1	57	4.950	4.467	9.467
Mount Winans	395	0.1	64	5.117	5.767	10.917
Central Forest Park	1548	0.3	197	4.367	6.450	11.983
Cherry Hill	6716	1.2	1032	5.050	5.967	11.217
Wilson Park	611	0.1	126	4.325	6.450	11.833
Boyd-Booth	1042	0.2	192	4.600	4.484	10.567
West Forest Park	1249	0.2	197	4.967	8.117	14.675
Cameron Village	701	0.1	197	4.550	5.367	10.950
Howard Park	3946	0.7	675	4.617	6.217	11.700
Perring Loch	1071	0.2	180	5.358	6.967	13.917
New Northwood	2780	0.5	355	5.200	6.217	13.200
Milton-Montford	2141	0.4	282	4.292	3.125	8.050
Woodbourne Heights	960	0.2	131	4.250	6.784	11.559
Heritage Crossing	1229	0.2	151	4.367	4.000	9.633
Hillen	1194	0.2	209	4.733	5.933	11.050
Fairmont	534	0.1	91	6.167	6.883	18.217
Wakefield	786	0.1	99	7.033	10.742	17.367
Windsor Hills	809	0.1	180	4.450	8.633	14.200

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Pen Lucy	1929	0.3	245	4.483	5.900	11.150
Tremont	874	0.2	75	4.867	9.525	13.658
Cedonia	1362	0.2	208	5.075	6.583	11.717
Ramblewood	1086	0.2	184	5.025	6.983	14.067
Franklin Square	3476	0.60	452	4.075	3.933	8.517
West Hills	1019	0.2	175	6.650	9.258	16.134
Winston-Govans	1047	0.2	184	4.250	5.459	10.525
Belair-Edison	12237	2.2	1876	4.667	4.450	9.717
Glen Oaks	1898	0.3	247	4.467	7.817	12.933
Reservoir Hill	5017	0.9	681	4.917	5.109	10.542
Yale Heights	998	0.2	167	5.433	7.533	13.250
Loch Raven	2737	0.5	466	4.834	7.400	13.575
Orchard Ridge	967	0.2	210	4.450	4.450	9.300
Mid-Govans	1122	0.2	171	5.333	6.050	11.417
Beechfield	1619	0.3	288	6.583	9.450	17.917
Reisterstown Station	4149	0.7	602	4.400	4.533	9.742
Irvington	4359	0.8	545	5.550	5.600	12.884
Westport	1664	0.3	260	5.217	6.033	13.017
Stonewood-Pentwood-Winston	486	0.1	70	5.975	5.292	11.067
Chinquapin Park	587	0.1	104	4.217	5.133	11.250
O'Donnell Heights	1297	0	106	4.342	3.967	8.533
CARE	2677	0.5	489	4.517	6.600	11.342
Penn-Fallsway	1738	0.3	281	4.117	5.517	10.450
Levindale	1707	0.3	256	4.392	8.033	12.317
Idlewood	1238	0.2	200	4.925	9.700	14.500

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Parkside	1108	0.2	194	4.500	7.000	12.250
Seton Hill	1351	0.2	193	4.883	6.800	11.992
Dunbar-Broadway	3501	0.6	383	4.483	5.133	10.683
Frankford	11156	2.0	1843	4.733	5.700	11.475
Better Waverly	2871	0.5	456	4.317	6.417	11.609
Madison Park	2695	0.5	327	4.767	3.933	10.133
Barclay	3091	0.6	572	4.333	4.633	9.550
McElderry Park	5357	1.0	694	4.233	3.533	8.533
Ednor Gardens-Lakeside	2672	0.5	513	4.900	5.417	11.700
Waverly	2378	0.4	397	4.350	7.500	13.117
Coldspring	1025	0.2	140	5.117	5.817	11.117
Harwood	1436	0.3	206	5.417	7.375	12.367
Ellwood Park/Monument	4285	0.8	548	3.925	3.750	8.400
Montebello	276	0	43	5.750	4.300	10.483
Greenmount West	1952	0.4	314	4.517	4.659	9.742
Westgate	1041	0.2	175	5.983	8.233	15.183
Hamilton Hills	5222	0.9	866	5.459	7.300	14.050
Sharp-Leadenhall	736	0.1	94	4.233	3.550	8.700
Hunting Ridge	955	0.2	162	6.192	7.367	15.400
Old Goucher	1719	0.3	271	4.050	5.500	10.000
Belair-Parkside	359	0.1	47	4.800	5.883	11.483
Jonestown	2839	0.5	389	4.100	4.309	9.392
Waltherson	4022	0.7	690	4.817	6.017	11.992
Union Square	1433	0.3	201	4.700	4.867	10.567
Belvedere	523	0.1	105	5.000	5.017	9.992

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Hollins Market	2474	0.4	391	4.567	4.883	10.334
Charles North	3599	0.6	557	4.583	4.383	10.250
Carrollton Ridge	7799	1.4	898	4.817	4.767	9.925
Glen	3716	0.7	669	4.950	5.583	11.817
Moravia-Walther	407	0.1	115	4.367	5.833	11.050
Glenham-Belhar	3828	0.7	626	5.025	6.417	12.233
Evesham Park	326	0.1	52	4.600	7.867	12.317
Ten Hills	740	0.1	151	5.833	7.959	15.409
Rosemont East	1145	0.2	202	5.300	6.983	14.067
Lakeland	3379	0.6	548	5.492	6.150	13.100
Original Northwood	554	0.1	114	5.875	5.559	11.684
Lauraville	2493	0.4	381	4.617	5.350	10.467
Washington Hill	2736	0.5	430	3.933	4.083	8.717
New Southwest/Mount Clare	2793	0.5	388	4.375	3.925	8.650
Millhill	4404	0.8	624	5.284	3.817	9.700
Washington Village/Pigtown	6507	1.2	1048	4.467	4.050	9.400
Cedmont	1696	0.3	273	4.567	6.300	12.300
York-Homeland	298	0.1	34	6.284	6.950	11.783
Kerewood	489	0.1	80	4.025	4.150	8.183
Fallstaff	1717	0.3	238	4.559	6.558	11.558
Saint Agnes	729	0.1	93	5.767	4.858	13.967
Rosebank	862	0.2	151	5.283	6.200	12.633
Westfield	1733	0.3	301	5.167	6.317	13.000
Arcadia	544	0.1	105	4.200	6.217	11.483
Brooklyn	12281	2.2	1659	5.050	4.467	9.909

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Gwynns Falls	1260	0.2	125	6.850	4.950	12.317
Beverly Hills	505	0.1	106	5.200	5.750	10.067
Lake Walker	801	0.1	107	4.767	7.283	14.233
Patterson Place	1218	0.2	242	4.025	4.467	9.400
Barre Circle	351	0.1	72	5.975	5.283	11.167
Radnor-Winston	475	0.1	73	4.483	3.508	9.733
Oaklee	266	0.1	30	5.575	9.150	17.050
Bolton Hill	2223	0.4	381	4.667	4.150	9.633
North Harford Road	2417	0.4	382	4.667	6.167	11.200
Hopkins Bayview	582	0.1	80	5.350	4.475	10.183
Overlea	463	0.1	92	3.983	7.367	12.633
Patterson Park Neighborhood	4914	0.9	920	4.200	3.567	8.500
Fairfield Area	1045	0.2	241	5.367	6.883	13.783
Medford	926	0.2	87	5.150	4.783	9.925
Curtis Bay	4940	0.9	604	4.583	4.733	9.917
Kresson	1044	0.2	135	4.817	5.583	10.967
Remington	2460	0.4	396	4.567	5.450	10.317
Mid-Town Belvedere	4071	0.3	378	4.525	4.367	9.400
Mount Vernon	5272	1	804	5.192	5.375	11.517
Baltimore Highlands	3889	0.7	435	4.333	2.859	8.000
Downtown	16597	3	2311	4.717	4.000	9.283
Woodberry	1121	0.2	180	4.617	6.933	11.667
University Of Maryland	2302	0.4	316	5.442	6.925	14.242
Abell	1508	0.3	214	4.317	4.325	9.584
Ridgely's Delight	629	0.1	100	5.100	9.575	14.958

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Mount Washington	1435	0.3	388	4.450	10.367	15.375
Pulaski Industrial Area	4261	0.1	114	5.875	5.559	11.684
Broening Manor	1285	0.4	381	4.617	5.350	10.467
Mayfield	595	0.5	430	3.933	4.083	8.717
Butcher's Hill	1292	0.5	388	4.375	3.925	8.650
Taylor Heights	114	0.8	624	5.284	3.817	9.700
Hoes Heights	428	1.2	1048	4.467	4.050	9.400
Lake Evesham	169	0.3	273	4.567	6.300	12.300
Wilhelm Park	811	0.1	34	6.284	6.950	11.783
Cross Country	1326	0.1	80	4.025	4.150	8.183
Charles Village	3717	0.3	238	4.559	6.558	11.558
Otterbein	1171	0.1	93	5.767	4.858	13.967
Cheswolde	1320	0.2	151	5.283	6.200	12.633
Morrell Park	5175	0.3	301	5.167	6.317	13.000
Downtown West	2554	0.1	105	4.200	6.217	11.483
Highlandtown	2872	2.2	1659	5.050	4.467	9.909
Orangeville	1457	0.2	125	6.850	4.950	12.317
Medfield	1101	0.1	106	5.200	5.750	10.067
Violetville	2713	0.1	107	4.767	7.283	14.233
Villages Of Homeland	60	0.2	242	4.025	4.467	9.400
North Roland Park/Poplar Hill	396	0.1	72	5.975	5.283	11.167
Oakenshawe	692	0.1	73	4.483	3.508	9.733
Graceland Park	2015	0.1	30	5.575	9.150	17.050
Bellona-Gittings	105	0.4	381	4.667	4.150	9.633
Bayview	1561	0.4	382	4.667	6.167	11.200

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Guilford	954	0.1	80	5.350	4.475	10.183
Cross Keys	354	0.1	92	3.983	7.367	12.633
Saint Helena	346	0.9	920	4.200	3.567	8.500
Roland Park	1761	0.2	241	5.367	6.883	13.783
Fells Point	5406	0.2	87	5.150	4.783	9.925
Inner Harbor	4504	0.9	604	4.583	4.733	9.917
Homeland	1954	0.2	135	4.817	5.583	10.967
Upper Fells Point	2157	0.4	396	4.567	5.450	10.317
Greektown	2422	0.3	378	4.525	4.367	9.400
The Orchards	187	1	804	5.192	5.375	11.517
Keswick	241	0.7	435	4.333	2.859	8.000
Cedarcroft	275	3	2311	4.717	4.000	9.283
Loyola/Notre Dame	199	0.2	180	4.617	6.933	11.667
Dickeyville	132	0.4	316	5.442	6.925	14.242
South Baltimore	1469	0.3	214	4.317	4.325	9.584
Saint Paul	129	0.1	100	5.100	9.575	14.958
Locus Point Industrial Area	612	0.3	388	4.450	10.367	15.375
Federal Hill	2058	0.4	449	4.100	5.333	11.083
Hampden	4663	0.8	835	4.367	5.333	10.200
Tuscany-Canterbury	385	0.1	87	5.433	6.583	12.767
Wyndhurst	256	0	64	4.817	6.584	12.517
Eastwood	278	0.1	25	3.367	10.375	15.317
John Hopkins Homewood	280	0.1	45	4.867	5.100	10.500
Canton	6509	1.2	122	4.183	5.192	10.125
Brewers Hill	1086	0.2	209	4.800	4.533	10.508

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Little Italy	916	0.2	137	3.933	4.533	9.258
Armistead Gardens	1895	0.3	218	5.275	6.000	11.642
Sabina-Mattfeldt	207	0	38	4.117	9.450	13.717
Evergreen	106	0	21	4.083	1.700	5.808
Wyman Park	417	0.1	77	4.650	7.808	13.109
Riverside	2639	0.5	568	4.459	5.134	10.550
Locust Point	599	0.1	146	4.292	6.367	13.183
Blythewood	31	0	15	5.400	10.509	18.717
Canton Industrial Area	2151	0.4	1374	4.500	5.633	11.025
Carrol - Camden Industrial Area	3421	0.6	388	4.259	4.750	9.742
Carrol Park	646	0.1	132	4.809	4.317	10.733
Clifton Park	850	0.2	157	4.600	4.492	9.300
Curtis Bay Industrial Area	126	0	18	6.142	6.967	13.658
Druid Hill Park	773	0.1	104	5.733	7.333	13.783
Dundalk Marine Terminal	25	0	3	2.400	17.450	19.850
Greenmount Cemetery	125	0	16	3.792	3.175	7.959
Gwynns Falls/Leakin Park	268	0	46	4.833	7.550	13.750
Hawkins Point	388	0.1	81	5.617	13.342	20.792
Herring Run Park	167	0	18	3.259	1.917	5.700
Holabird Industrial Park	611	0.1	141	4.400	7.334	13.392
Jones Falls Area	561	0.1	111	5.117	8.675	13.642
Lower Herring Run Park	94	0	10	7.209	5.942	9.725
Middle Branch/Reedbird Parks	1062	0.2	202	3.959	4.583	9.817
Mt Pleasant Park	114	0	21	4.850	6.517	11.700
Orangeville Industrial Area	586	0.1	129	5.333	4.709	9.884

2017						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Patterson Park	352	0.1	64	4.759	5.217	11.658
Port Covington	90	0	32	4.559	4.967	11.983
Seton Business Park	859	0.2	182	4.783	4.717	11.083
Spring Garden Industrial Area	269	0	40	3.992	4.884	10.500
Stadium Area	286	0.1	38	6.234	4.825	11.034
Note: All Response Times are reported as median in minutes						
55 neighborhoods	>95% Black		Exclusively Black			
49 neighborhoods	90-95% Black		Predominantly Black			
45 neighborhoods	>60-90% Black		Mixed-Majority Black			
44 neighborhoods	25-60% Black		Mixed population			
62 neighborhoods	<25% Black		Majority White			
22 neighborhoods	0% population		non-residential			

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
	519,812		91,333			
Lower Edmondson Village	447	0.1	74	5.325	5.833	11.483
Allendale	2294	0.4	382	4.867	6.233	12.633
Bridgeview/Greenlawn	2400	0.5	273	3.700	3.992	8.267
Pleasant View Gardens	684	0.1	104	4.208	4.192	9.334
Panway/Braddish Avenue	639	0.1	108	3.559	5.975	10.667
Biddle Street	1168	0.2	155	4.267	3.267	8.233
Berea	2569	0.5	426	4.009	3.467	7.875

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Greenspring	1602	0.3	286	4.534	6.700	12.200
Concerned Citizens Of Forest Park	879	0.2	172	4.109	7.817	13.034
Darley Park	981	0.2	172	4.433	3.284	8.525
Midtown-Edmondson	3146	0.6	402	3.659	3.292	7.358
Dorchester	1759	0.3	312	4.175	5.433	10.100
Coppin Heights/Ash-Co-East	2153	0.4	382	3.950	4.650	8.975
Rosemont	2275	0.4	400	4.192	4.833	9.667
East Arlington	839	0.2	167	4.417	5.800	10.750
Sandtown-Winchester	10431	2	1801	3.767	3.017	7.250
Edmondson Village	1818	0.3	368	5.042	7.542	13.975
Gay Street	1617	0.3	320	4.167	3.750	9.283
Walbrook	2209	0.4	389	4.767	5.217	11.017
Garwyn Oaks	1083	0.2	226	4.709	6.400	11.867
Franklinton Road	2619	0.5	429	5.967	13.950	19.983
Druid Heights	3928	0.8	527	4.450	3.742	9.042
Towanda-Grantley	1009	0.2	186	3.658	4.367	9.017
Edgewood	2395	0.5	361	5.033	6.309	11.342
Langston Hughes	755	0.1	97	3.850	3.650	8.275
Mosher	1796	0.3	245	3.817	3.967	7.992
South Clifton Park	1195	0.2	219	4.050	3.117	7.767
Penrose/Fayette Street Outreach	3734	0.7	705	4.133	4.400	9.325
Mount Holly	1577	0.3	290	4.042	5.983	12.134
Rosemont Homeowners/Tenants	447	0.1	74	5.325	5.833	11.483
Kenilworth Park	1517	0.3	228	3.825	4.267	8.567
Oliver	664	0.1	117	4.300	5.450	11.100

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Winchester	4198	0.8	872	4.350	4.050	8.933
West Arlington	1138	0.2	171	4.083	5.117	10.267
Lucille Park	1372	0.3	343	3.850	5.050	9.933
Upton	468	0.1	98	4.075	4.342	8.125
Burleith-Leighton	7040	1.3	1158	4.233	3.717	8.567
Ashburton	620	0.1	108	3.800	8.917	10.917
Harlem Park	1338	0.3	406	4.175	6.717	11.433
Easterwood	3299	0.6	659	3.950	3.567	8.033
Penn North	1212	0.2	231	3.417	3.483	6.950
Forest Park	4559	0.9	788	3.967	3.392	7.684
East Baltimore Midway	1535	0.3	294	4.200	5.975	11.342
Uplands	5115	1	759	4.350	3.509	8.092
Rognel Heights	616	0.1	145	4.933	5.925	11.975
Northwest Community Action	1934	0.4	331	5.200	6.333	12.367
Hanlon-Longwood	1976	0.4	291	3.700	4.067	8.450
Grove Park	2616	0.5	421	4.250	7.700	12.542
Liberty Square	1052	0.2	176	3.875	5.417	10.725
Arlington	1212	0.2	185	4.200	6.250	11.533
Mondawmin	3730	0.7	411	3.950	3.717	7.983
Johnston Square	4893	0.9	926	4.117	4.742	9.583
Perkins Homes	2252	0.4	370	4.084	4.300	9.450
Richnor Springs	1032	0.2	206	4.200	2.392	6.742
Parklane	404	0.1	68	3.608	5.383	9.867
Carroll-South Hilton	1244	0.2	212	4.542	5.867	10.750
Poppleton	1177	0.2	236	4.800	4.642	10.742

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Coldstream Homestead Montebello	3307	0.6	617	4.183	4.050	8.700
Forest Park Golf Course	5774	1.1	754	3.617	3.367	7.550
Wrenlane	156	0	52	4.600	7.833	11.367
Woodmere	312	0.1	60	3.975	5.100	9.108
Central Park Heights	3210	0.6	490	4.033	3.717	8.350
Dolfield	5905	1.1	935	4.000	4.625	9.200
Callaway-Garrison	1558	0.3	292	4.067	5.267	10.133
Evergreen Lawn	1542	0.3	290	4.192	5.450	10.417
Saint Josephs	540	0.1	113	3.800	3.533	9.550
Oldtown	1415	0.3	218	5.225	5.959	11.158
Parkview/Woodbrook	2375	0.5	394	4.159	4.667	9.867
Park Circle	2114	0.4	341	4.167	4.559	9.000
Madison-Eastend	2300	0.4	416	3.717	6.175	10.625
Purnell	1921	0.4	380	4.417	3.533	8.233
Cylburn	1208	0.2	256	4.409	7.009	12.500
Shiple Hill	1825	0.3	383	4.300	4.442	9.467
Woodbourne-McCabe	711	0.1	128	4.583	5.334	10.575
Pimlico Good Neighbors	1444	0.3	171	4.200	3.950	9.533
Broadway East	5333	1	881	3.950	3.217	7.800
Four By Four	788	0.2	107	3.883	5.333	10.400
Morgan Park	88	0	37	3.733	8.975	12.609
Middle East	4002	0.8	645	5.017	5.100	11.217
Morgan State University	603	0.1	54	6.625	6.675	13.034
Mount Winans	320	0.1	86	4.109	6.150	12.217
Central Forest Park	1187	0.2	192	4.000	7.342	11.259

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Cherry Hill	6237	1.2	1080	4.533	6.383	11.750
Wilson Park	382	0.1	71	4.083	5.700	10.267
Boyd-Booth	718	0.1	133	5.067	4.892	10.250
West Forest Park	1149	0.2	225	4.267	8.284	13.067
Cameron Village	736	0.1	116	4.500	6.909	11.659
Howard Park	3421	0.7	724	4.075	6.542	11.583
Perring Loch	1050	0.2	219	5.000	7.183	14.008
New Northwood	2537	0.5	418	4.959	6.733	12.667
Milton-Montford	1979	0.4	284	4.092	2.800	7.375
Woodbourne Heights	791	0.2	129	4.333	6.467	11.333
Heritage Crossing	1007	0.2	164	4.500	3.783	8.450
Hillen	1189	0.2	275	4.400	5.700	9.800
Fairmont	461	0.1	95	4.967	7.834	13.475
Wakefield	644	0.1	99	6.883	13.567	21.000
Windsor Hills	877	0.2	212	4.225	7.867	13.667
Pen Lucy	2115	0.4	304	4.242	7.742	11.709
Tremont	882	0.2	96	5.092	7.159	12.892
Cedonia	1169	0.2	253	5.167	7.050	12.117
Ramblewood	970	0.2	141	4.400	7.459	13.017
Franklin Square	3445	0.7	624	3.775	3.783	8.017
West Hills	857	0.2	174	4.708	8.392	13.800
Winston-Govans	829	0.2	160	4.175	5.158	10.642
Belair-Edison	11356	2.2	1911	4.217	4.475	9.325
Glen Oaks	1591	0.3	282	3.950	6.217	11.133
Reservoir Hill	4902	0.9	773	5.100	5.675	11.850

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Yale Heights	890	0.2	177	4.533	9.083	13.833
Loch Raven	2501	0.5	425	5.100	8.175	14.367
Orchard Ridge	1105	0.2	195	4.617	5.200	10.467
Mid-Govans	948	0.2	172	5.142	6.459	12.750
Beechfield	1442	0.3	274	5.634	7.933	13.900
Reisterstown Station	4529	0.9	801	4.033	4.834	9.417
Irvington	4269	0.8	624	5.142	5.683	11.333
Westport	1639	0.3	253	4.100	5.750	10.867
Stonewood-Pentwood-Winston	515	0.1	97	4.933	6.709	11.775
Chinquapin Park	564	0.1	119	3.967	6.525	11.242
O'Donnell Heights	273	0.1	82	4.417	4.100	9.767
CARE	2411	0.5	513	4.330	4.583	10.033
Penn-Fallsway	1933	0.4	362	4.217	5.233	10.333
Levindale	1553	0.3	261	4.600	8.050	13.400
Idlewood	1026	0.2	216	5.159	9.700	14.900
Parkside	982	0.2	183	5.333	6.542	13.683
Seton Hill	1567	0.3	267	4.633	4.933	10.233
Dunbar-Broadway	3183	0.6	409	4.083	4.533	9.634
Frankford	10841	2.1	2011	4.850	6.350	11.717
Better Waverly	3050	0.6	471	4.117	4.983	10.150
Madison Park	2814	0.5	435	4.683	4.759	9.942
Barclay	2871	0.5	584	4.167	4.967	9.717
McElderry Park	4499	0.9	776	4.050	3.409	8.050
Ednor Gardens-Lakeside	2358	0.5	632	4.225	5.692	10.592
Waverly	1926	0.4	316	3.884	6.509	10.917

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Coldspring	1146	0.2	153	4.950	5.484	10.492
Harwood	1487	0.3	230	4.025	4.767	8.992
Ellwood Park/Monument	3594	0.7	606	3.867	3.183	7.583
Montebello	232	0	37	4.500	5.300	11.625
Greenmount West	1703	0.3	342	4.584	4.767	10.500
Westgate	1116	0.2	215	5.900	8.567	15.050
Hamilton Hills	4855	0.9	877	4.800	6.967	13.083
Sharp-Leadenhall	729	0.1	118	4.550	5.350	10.700
Hunting Ridge	836	0.2	150	4.075	7.333	11.517
Old Goucher	1706	0.3	300	3.967	4.675	9.067
Belair-Parkside	324	0.1	47	4.717	5.150	10.567
Jonestown	2343	0.4	356	3.967	4.100	8.800
Waltherson	3440	0.7	763	4.967	6.900	12.809
Union Square	1237	0.2	216	4.250	4.867	10.400
Belvedere	364	0.1	93	3.533	6.275	9.950
Hollins Market	2743	0.5	442	3.959	4.800	9.483
Charles North	3537	0.7	613	4.483	5.600	11.083
Carrollton Ridge	7032	1.3	1049	4.150	4.125	8.817
Glen	3408	0.7	739	4.033	6.309	10.933
Moravia-Walther	442	0.1	99	4.500	7.450	11.717
Glenham-Belhar	3214	0.6	681	4.600	6.883	12.400
Evesham Park	279	0.1	58	4.125	6.717	11.459
Ten Hills	658	0.1	164	5.992	9.600	16.850
Rosemont East	1052	0.2	184	4.909	7.900	14.592
Lakeland	3127	0.6	585	4.650	5.600	11.500

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Original Northwood	515	0.1	142	5.075	7.092	12.059
Lauraville	1997	0.4	371	5.233	6.817	14.409
Washington Hill	2819	0.5	466	3.609	3.183	7.733
New Southwest/Mount Clare	2502	0.5	483	3.967	4.667	10.150
Millhill	4019	0.8	791	4.817	3.300	8.683
Washington Village/Pigtown	6676	1.3	1109	3.900	4.367	8.850
Cedmont	1744	0.3	317	4.517	8.417	14.400
York-Homeland	283	0.1	23	3.517	6.592	11.934
Kernewood	365	0.1	75	4.017	6.283	11.233
Fallstaff	1602	0.3	244	4.400	5.533	11.017
Saint Agnes	562	0.1	112	4.875	5.583	11.950
Rosebank	749	0.1	155	4.483	4.625	10.009
Westfield	1655	0.3	398	4.592	6.000	12.359
Arcadia	540	0.1	129	3.983	5.717	10.283
Brooklyn	11788	2.3	1659	4.383	4.250	9.217
Gwynns Falls	1260	0.2	170	4.600	4.817	10.250
Beverly Hills	525	0.1	84	3.842	6.384	11.325
Lake Walker	718	0.1	121	3.633	6.642	10.609
Patterson Place	1096	0.2	216	4.000	3.967	8.484
Barre Circle	428	0.1	84	4.459	5.984	12.384
Radnor-Winston	273	0.1	76	3.592	3.100	6.933
Oaklee	494	0.1	37	5.717	6.717	13.092
Bolton Hill	2044	0.4	398	4.742	5.567	11.450
North Harford Road	2300	0.4	474	4.375	7.417	12.817
Hopkins Bayview	490	0.1	76	4.634	5.617	10.017

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Overlea	432	0.1	83	3.817	6.417	10.892
Patterson Park Neighborhood	4142	0.8	866	3.650	3.383	7.850
Fairfield Area	917	0.2	223	4.867	5.883	12.333
Medford	937	0.2	119	3.783	5.033	10.350
Curtis Bay	4321	0.8	596	4.167	4.317	9.083
Kresson	1248	0.2	126	3.675	5.700	10.267
Remington	2296	0.4	381	3.950	5.767	10.217
Mid-Town Belvedere	1790	0.3	338	4.484	4.483	9.100
Mount Vernon	5722	1.1	1141	5.850	5.717	12.125
Baltimore Highlands	4513	0.9	540	4.133	2.583	6.975
Downtown	16169	3.1	2621	4.883	4.783	10.500
Woodberry	1060	0.2	208	4.534	7.000	12.333
University Of Maryland	2459	0.5	388	5.675	6.992	13.183
Abell	1511	0.3	216	3.708	3.533	7.250
Ridgely's Delight	643	0.1	105	4.167	7.475	12.842
Mount Washington	1414	0.3	448	3.859	10.158	15.492
Pulaski Industrial Area	4372	0.8	720	4.333	6.650	12.434
Broening Manor	1134	0.2	179	4.100	5.450	10.167
Mayfield	419	0.1	91	4.217	6.134	11.617
Butcher's Hill	1118	0.2	236	3.575	4.933	9.033
Taylor Heights	103	0	32	6.475	8.842	17.634
Hoes Heights	384	0.1	87	3.867	4.367	8.917
Lake Evesham	112	0	25	4.100	6.100	12.433
Wilhelm Park	671	0.1	152	6.050	7.183	14.459
Cross Country	1149	0.2	335	4.017	8.083	12.900

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Charles Village	3538	0.7	642	4.317	5.033	10.242
Otterbein	1138	0.2	167	5.317	7.217	13.550
Cheswolde	1057	0.2	282	4.325	9.233	15.233
Morrell Park	4816	0.9	808	4.883	5.600	10.633
Downtown West	3165	0.6	391	5.033	6.500	12.733
Highlandtown	2694	0.5	502	3.925	3.584	8.592
Orangeville	1322	0.3	231	4.467	5.817	11.333
Medfield	1148	0.2	197	4.033	7.659	12.917
Violetville	2635	0.5	466	5.217	6.092	12.275
Villages Of Homeland	56	0	17	4.017	9.950	14.775
North Roland Park/Poplar Hill	423	0.1	168	3.667	9.025	13.400
Oakenshawe	959	0.2	89	4.167	5.175	10.217
Graceland Park	2243	0.4	274	4.167	4.900	9.709
Bellona-Gittings	98	0	55	3.833	5.875	10.492
Bayview	1431	0.3	178	4.709	3.967	9.000
Guilford	849	0.2	331	3.883	7.283	12.617
Cross Keys	413	0.1	80	3.550	6.675	10.925
Saint Helena	408	0.1	60	4.067	7.800	12.417
Roland Park	1760	0.3	387	4.067	8.200	13.750
Fells Point	5430	1	940	3.883	4.150	8.467
Inner Harbor	4495	0.9	697	4.183	4.850	9.975
Homeland	1640	0.3	353	3.833	5.884	10.617
Upper Fells Point	1877	0.4	379	3.367	4.317	8.833
Greektown	2413	0.5	402	4.359	4.750	10.483
The Orchards	167	0	64	3.800	9.234	14.550

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Keswick	222	0	41	5.650	7.417	13.267
Cedarcroft	218	0	50	3.558	5.258	8.734
Loyola/Notre Dame	196	0	33	4.433	11.359	22.009
Dickeyville	130	0	40	5.409	11.692	17.325
South Baltimore	1250	0.2	314	3.884	4.584	9.100
Saint Paul	154	0	28	5.058	7.483	14.517
Locus Point Industrial Area	506	0.1	127	4.033	9.833	16.567
Federal Hill	2015	0.4	412	4.458	5.217	11.050
Hampden	4082	0.8	828	3.833	5.817	10.350
Tuscany-Canterbury	388	0.1	84	4.767	7.200	13.083
Wyndhurst	238	0	83	4.517	7.375	12.067
Eastwood	239	0	22	3.650	7.117	11.617
John Hopkins Homewood	268	0.1	34	4.992	4.217	11.017
Canton	6116	1.2	1382	3.633	5.683	10.150
Brewers Hill	1098	0.2	214	4.167	4.150	8.950
Little Italy	667	0.1	136	3.425	4.400	9.250
Armistead Gardens	1693	0.3	200	5.092	8.133	13.933
Sabina-Mattfeldt	223	0	32	3.984	7.125	11.159
Evergreen	140	0	47	3.633	4.300	7.517
Wyman Park	295	0.1	47	3.783	8.400	12.517
Riverside	2319	0.4	463	3.617	5.667	10.150
Locust Point	636	0.1	165	4.317	5.792	10.325
Blythewood	32	0	14	5.009	8.867	14.117
Canton Industrial Area	2213	0.4	480	4.117	6.050	11.167
Carrol - Camden Industrial Area	3841	0.7	552	4.083	4.617	9.517

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Carrol Park	595	0.1	106	3.525	4.800	9.509
Clifton Park	820	0.2	175	4.317	4.300	8.909
Curtis Bay Industrial Area	115	0	21	4.150	7.925	13.917
Druid Hill Park	805	0.2	169	4.300	9.559	16.025
Dundalk Marine Terminal	25	0	3	4.000	6.817	9.458
Greenmount Cemetery	73	0	14	3.467	2.267	8.500
Gwynns Falls/Leakin Park	228	0	41	4.700	9.125	16.700
Hawkins Point	418	0.1	108	4.300	11.117	16.375
Herring Run Park	140	0	21	4.267	3.008	7.000
Holabird Industrial Park	725	0.1	141	4.183	6.800	11.683
Jones Falls Area	499	0.1	100	4.592	5.717	10.650
Lower Herring Run Park	66	0	3	12.617	N/A	N/A
Middle Branch/Reedbird Parks	964	0.2	205	3.450	4.633	8.533
Mt Pleasant Park	136	0	35	7.967	10.317	27.983
Orangeville Industrial Area	564	0.1	98	4.159	4.059	8.742
Patterson Park	418	0.1	61	4.500	4.600	10.100
Port Covington	87	0	23	4.300	5.233	10.617
Seton Business Park	744	0.1	191	3.800	6.258	10.825
Spring Garden Industrial Area	266	0.1	53	3.550	4.259	7.392
Stadium Area	309	0.1	58	4.542	7.517	19.833

Note: All Response Times are reported as median in minutes

N/A the arrival time was missing value in the data files

55 neighborhoods	>95% Black	Exclusively Black
49 neighborhoods	90-95% Black	Predominantly Black
45 neighborhoods	>60-90% Black	Mixed-Majority Black
44 neighborhoods	25-60% Black	Mixed population

2018						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
62 neighborhoods	<25% Black		Majority White			
22 neighborhoods	0% population		non-residential			

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
	501,645		72,197			
Lower Edmondson Village	330	0.1	58	4.692	5.550	10.050
Allendale	2120	0.4	297	4.650	4.633	9.542
Bridgeview/Greenlawn	1915	0.4	347	3.267	2.417	6.350
Pleasant View Gardens	897	0.2	158	4.000	4.083	8.250
Panway/Braddish Avenue	642	0.1	84	3.283	4.967	9.109
Biddle Street	1158	0.2	227	3.900	2.750	7.100
Berea	2645	0.5	508	3.917	3.067	7.109
Greenspring	1698	0.3	259	4.500	5.383	10.017
Concerned Citizens Of Forest Park	780	0.2	101	4.133	5.317	9.733
Darley Park	697	0.1	120	3.909	4.183	8.500
Midtown-Edmondson	2136	0.4	338	3.350	2.467	6.183
Dorchester	1203	0.2	200	3.758	4.967	9.317
Coppin Heights/Ash-Co-East	2159	0.4	406	3.409	3.608	7.434
Rosemont	2098	0.4	311	3.950	3.483	8.067
East Arlington	960	0.2	131	4.417	4.800	10.083
Sandtown-Winchester	8624	1.7	1664	3.575	2.617	6.733
Edmondson Village	1687	0.3	237	3.817	4.783	9.467

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Gay Street	1799	0.4	354	4.167	8.334	3.600
Walbrook	2216	0.4	304	3.859	4.300	8.633
Garwyn Oaks	876	0.2	154	4.200	10.559	5.367
Franklinton Road	2222	0.4	357	3.942	4.317	8.767
Druid Heights	4605	0.9	603	3.933	2.900	7.617
Towanda-Grantley	946	0.2	176	3.867	3.984	8.042
Edgewood	2422	0.5	342	3.842	3.750	8.300
Langston Hughes	867	0.2	142	3.817	3.667	9.233
Mosher	1912	0.4	265	3.433	3.667	7.800
South Clifton Park	1259	0.2	343	4.117	3.117	7.809
Penrose/Fayette Street Outreach	3406	0.7	606	3.442	2.950	6.900
Mount Holly	1177	0.2	201	3.950	3.967	8.834
Rosemont Homeowners/Tenants	1191	0.2	166	3.434	3.392	7.367
Kenilworth Park	586	0.1	80	4.034	5.450	10.383
Oliver	3851	0.8	673	4.017	3.200	7.950
Winchester	1055	0.2	197	3.933	3.200	7.783
West Arlington	1392	0.3	247	4.117	4.617	9.225
Lucille Park	553	0.1	96	3.700	4.025	8.050
Upton	7387	1.5	1286	3.967	2.742	6.900
Burleith-Leighton	640	0.1	100	3.725	4.817	8.783
Ashburton	1437	0.3	171	4.150	5.050	9.950
Harlem Park	2869	0.6	551	3.233	2.550	6.217
Easterwood	1288	0.3	232	3.225	2.734	6.359
Penn North	4438	0.9	813	3.633	2.800	6.817
Forest Park	1465	0.3	229	3.900	4.975	9.384

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
East Baltimore Midway	4854	1	825	3.917	3.333	7.850
Uplands	483	0.1	49	3.583	4.459	8.817
Rognel Heights	1549	0.3	199	4.100	4.833	8.867
Northwest Community Action	1670	0.3	301	3.700	3.200	7.117
Hanlon-Longwood	2142	0.4	281	4.383	5.475	10.009
Grove Park	1219	0.2	136	4.350	5.217	10.150
Liberty Square	1521	0.3	176	3.484	5.634	9.992
Arlington	2965	0.6	377	4.117	3.617	8.533
Mondawmin	5073	1	999	3.750	3.500	7.892
Johnston Square	2103	0.4	320	4.150	4.017	8.650
Perkins Homes	737	0.1	164	3.442	2.600	6.867
Richnor Springs	298	0.1	49	4.250	4.900	10.000
Parklane	1009	0.2	147	4.517	5.884	10.975
Carroll-South Hilton	1148	0.2	162	4.517	4.467	10.117
Poppleton	3002	0.6	583	3.700	2.783	6.650
Coldstream Homestead Montebello	5191	1	683	3.600	3.050	6.983
Forest Park Golf Course	141	0	20	5.092	6.967	11.600
Wrenlane	302	0.1	42	4.667	6.083	11.950
Woodmere	3386	0.7	407	4.317	3.167	7.717
Central Park Heights	5047	1	809	3.850	4.141	8.642
Dolfield	1461	0.3	252	4.217	4.575	9.267
Callaway-Garrison	1468	0.3	274	4.575	4.383	9.600
Evergreen Lawn	681	0.1	98	3.225	3.175	6.517
Saint Josephs	1415	0.3	195	4.200	4.000	8.617
Oldtown	2702	0.5	490	4.492	4.475	9.517

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Parkview/Woodbrook	1854	0.4	295	3.583	3.475	8.025
Park Circle	2244	0.4	361	3.917	4.617	9.375
Madison-Eastend	2050	0.4	343	4.250	3.683	7.950
Purnell	215	0	26	4.450	7.975	14.525
Cylburn	1248	0.2	164	3.750	5.600	9.733
ShIPLEY Hill	1322	0.3	260	4.342	3.567	9.067
Woodbourne-McCabe	713	0.1	93	3.883	4.450	8.600
Pimlico Good Neighbors	943	0.2	126	4.100	5.317	9.967
Broadway East	5338	1.1	1026	3.883	3.583	7.767
Four By Four	773	0.2	124	3.934	4.683	11.317
Morgan Park	118	0	10	4.917	4.700	9.267
Middle East	4023	0.8	515	5.083	4.233	9.233
Morgan State University	629	0.1	49	7.167	4.767	16.300
Mount Winans	287	0.1	40	4.358	6.300	11.800
Central Forest Park	1182	0.2	136	4.609	5.750	10.317
Cherry Hill	6047	1.2	922	4.286	4.950	9.884
Wilson Park	383	0.1	45	3.850	4.367	9.233
Boyd-Booth	599	0.1	122	3.684	2.883	6.867
West Forest Park	1135	0.2	187	3.783	6.075	10.250
Cameron Village	631	0.1	174	4.200	4.775	9.634
Howard Park	3531	0.7	455	4.183	5.842	10.550
Perring Loch	1035	0.2	120	4.150	6.133	10.633
New Northwood	2339	0.5	271	4.633	4.933	10.750
Milton-Montford	1974	0.4	339	4.233	2.767	7.100
Woodbourne Heights	748	0.1	89	4.200	5.400	9.425

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Heritage Crossing	766	0.2	142	4.434	3.367	7.750
Hillen	1141	0.2	125	4.250	3.725	8.992
Fairmont	388	0.1	45	5.217	5.484	12.650
Wakefield	707	0.1	104	4.475	9.200	14.183
Windsor Hills	955	0.2	136	3.650	6.383	10.883
Pen Lucy	1809	0.4	248	4.417	5.175	9.600
Tremont	699	0.1	60	3.859	4.258	9.459
Cedonia	1216	0.2	157	4.550	5.292	11.234
Ramblewood	929	0.2	98	4.117	5.233	12.467
Franklin Square	3841	0.8	596	3.283	2.000	5.833
West Hills	848	0.2	123	4.033	6.283	11.267
Winston-Govans	891	0.2	125	3.883	3.700	8.592
Belair-Edison	11401	2.3	1526	3.967	3.317	7.783
Glen Oaks	1615	0.3	214	3.350	9.234	5.775
Reservoir Hill	4526	0.9	574	4.209	4.083	8.967
Yale Heights	1056	0.2	153	4.267	5.625	9.783
Loch Raven	2663	0.5	339	4.333	11.333	6.567
Orchard Ridge	978	0.2	160	4.708	4.633	10.567
Mid-Govans	963	0.2	115	5.133	6.667	11.817
Beechfield	1416	0.3	175	4.250	6.200	11.583
Reisterstown Station	4679	0.9	520	4.492	4.367	9.584
Irvington	3536	0.7	542	4.259	4.167	9.150
Westport	1685	0.3	248	4.133	5.009	9.692
Stonewood-Pentwood-Winston	497	0.1	82	5.134	4.117	8.650
Chinquapin Park	525	0.1	71	3.517	4.609	8.375

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
O'Donnell Heights	254	0.1	126	3.825	3.233	7.600
CARE	2054	0.4	205	4.433	4.808	10.350
Penn-Fallsway	1832	0.4	411	4.950	5.450	11.400
Levindale	1637	0.3	206	4.859	7.533	14.383
Idlewood	1024	0.2	94	3.967	6.400	11.983
Parkside	1005	0.2	176	4.850	4.933	9.767
Seton Hill	1452	0.3	317	4.517	3.025	8.000
Dunbar-Broadway	3193	0.6	456	4.633	4.000	9.200
Frankford	11432	2.3	1495	4.600	5.200	10.509
Better Waverly	2815	0.6	368	3.758	4.642	8.867
Madison Park	2343	0.5	412	4.509	3.867	8.750
Barclay	2577	0.5	496	3.867	3.650	7.867
McElderry Park	4683	0.9	738	3.817	7.050	2.800
Ednor Gardens-Lakeside	2184	0.4	289	4.183	5.017	9.633
Waverly	1564	0.3	287	3.717	4.809	8.759
Coldspring	1218	0.2	130	5.067	6.717	12.575
Harwood	1797	0.4	229	3.433	3.767	7.900
Ellwood Park/Monument	3331	0.7	571	4.033	2.567	6.900
Montebello	275	0.1	42	4.909	8.450	13.742
Greenmount West	1456	0.3	253	4.333	9.700	4.550
Westgate	1109	0.2	157	4.817	6.833	12.750
Hamilton Hills	4587	0.9	646	4.825	5.758	10.942
Sharp-Leadenhall	767	0.2	100	3.792	3.484	7.775
Hunting Ridge	803	0.2	105	4.767	4.817	10.242
Old Goucher	1618	0.3	207	3.683	4.050	9.100

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Belair-Parkside	316	0.1	42	3.709	3.267	10.150
Jonestown	2465	0.5	370	4.717	4.633	9.983
Waltherson	3108	0.6	421	4.800	5.300	10.209
Union Square	1296	0.3	261	3.650	3.650	7.433
Belvedere	465	0.1	42	4.250	5.542	10.350
Hollins Market	2087	0.4	376	3.783	3.417	7.809
Charles North	3709	0.7	555	4.283	4.183	9.033
Carrollton Ridge	7423	1.5	1345	3.967	2.833	7.333
Glen	3514	0.7	394	4.309	10.275	4.859
Moravia-Walther	369	0.1	47	6.150	4.750	15.350
Glenham-Belhar	3027	0.6	435	4.917	11.517	5.533
Evesham Park	265	0.1	29	3.933	7.459	11.959
Ten Hills	525	0.1	74	3.750	5.242	10.192
Rosemont East	1077	0.2	121	4.950	5.250	10.550
Lakeland	2990	0.6	420	4.292	4.959	10.417
Original Northwood	446	0.1	44	4.433	4.000	8.092
Lauraville	1699	0.3	249	4.083	4.600	9.183
Washington Hill	3288	0.7	644	4.033	2.950	7.583
New Southwest/Mount Clare	2481	0.5	401	4.267	3.533	8.317
Millhill	4250	0.8	875	4.350	2.175	6.917
Washington Village/Pigtown	6229	1.2	844	3.633	3.267	7.783
Cedmont	2064	0.4	244	5.250	7.267	12.967
York-Homeland	281	0.1	37	4.150	4.900	8.683
Kernewood	403	0.1	60	4.192	3.817	8.567
Fallstaff	1701	0.3	220	4.508	5.617	10.867

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Saint Agnes	562	0.1	82	3.984	3.725	9.175
Rosebank	667	0.1	90	3.934	3.133	7.750
Westfield	1457	0.3	184	4.909	4.875	11.359
Arcadia	457	0.1	60	4.925	3.467	8.383
Brooklyn	11149	2.2	1646	4.083	3.133	7.850
Gwynns Falls	1225	0.2	137	4.817	3.100	8.900
Beverly Hills	454	0.1	40	4.709	5.422	11.758
Lake Walker	691	0.1	70	4.192	4.325	9.525
Patterson Place	1009	0.2	126	3.483	3.142	7.067
Barre Circle	333	0.1	39	3.433	4.183	7.375
Radnor-Winston	316	0.1	50	3.825	2.442	6.434
Oaklee	401	0.1	33	4.000	4.967	9.833
Bolton Hill	2268	0.4	287	4.617	3.392	8.384
North Harford Road	2270	0.4	251	5.000	5.167	11.333
Hopkins Bayview	625	0.1	66	4.134	4.750	9.333
Overlea	367	0.1	48	5.917	6.167	12.433
Patterson Park Neighborhood	4270	0.8	499	4.383	2.559	7.533
Fairfield Area	1027	0.2	103	4.133	4.517	9.075
Medford	924	0.2	87	4.233	4.167	9.250
Curtis Bay	3975	0.8	661	3.750	3.550	8.067
Kresson	1418	0.3	156	4.159	4.400	8.859
Remington	1959	0.4	202	4.184	4.900	9.500
Mid-Town Belvedere	1868	0.4	288	4.525	3.317	8.067
Mount Vernon	6042	1.2	709	4.600	4.850	10.233
Baltimore Highlands	3581	0.7	453	4.583	2.434	7.717

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Downtown	16461	3.3	2465	4.533	3.267	8.533
Woodberry	1031	0.2	115	4.333	4.908	10.175
University Of Maryland	2871	0.6	419	4.900	6.109	11.000
Abell	1323	0.3	167	3.767	3.925	8.234
Ridgely's Delight	652	0.1	68	3.983	5.375	11.292
Mount Washington	1254	0.2	113	4.133	6.800	12.475
Pulaski Industrial Area	4313	0.9	515	4.683	5.033	10.650
Broening Manor	1355	0.3	168	4.059	3.800	8.550
Mayfield	370	0.1	45	3.867	4.900	8.500
Butcher's Hill	1011	0.2	129	3.983	3.100	7.583
Taylor Heights	92	0	17	4.367	7.817	20.608
Hoes Heights	334	0.1	32	3.542	3.533	7.367
Lake Evesham	133	0	9	3.817	7.217	11.900
Wilhelm Park	588	0.1	85	4.850	3.767	9.100
Cross Country	1080	0.2	107	4.183	7.167	12.800
Charles Village	3387	0.7	409	4.200	4.717	9.034
Otterbein	1101	0.2	119	4.133	5.817	11.067
Cheswolde	1020	0.2	99	4.300	8.650	13.717
Morrell Park	4738	0.9	774	4.467	9.317	4.400
Downtown West	3226	0.6	330	4.342	4.592	10.083
Highlandtown	2433	0.5	270	3.992	2.917	7.150
Orangeville	1340	0.3	191	4.967	5.250	11.167
Medfield	988	0.2	96	4.375	6.183	10.617
Violetville	2310	0.5	324	5.175	5.159	11.142
Villages Of Homeland	53	0	9	3.517	6.525	10.159

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
North Roland Park/Poplar Hill	357	0.1	30	3.275	6.217	10.933
Oakenshawe	1162	0.2	49	3.500	4.150	7.742
Graceland Park	2400	0.5	313	3.983	8.050	3.500
Bellona-Gittings	81	0	3	2.233	18.917	20.950
Bayview	1328	0.3	160	5.425	4.033	10.317
Guilford	833	0.2	96	3.725	4.467	8.517
Cross Keys	405	0.1	59	3.917	4.017	8.167
Saint Helena	394	0.1	58	4.209	7.158	11.400
Roland Park	1671	0.3	150	4.950	6.634	12.075
Fells Point	4744	0.9	574	4.092	3.533	8.100
Inner Harbor	4895	1	538	4.125	3.717	8.433
Homeland	1313	0.3	136	3.925	5.459	9.175
Upper Fells Point	1957	0.4	199	4.167	3.400	7.975
Greektown	2383	0.5	284	4.408	8.734	3.542
The Orchards	132	0	8	3.042	5.550	9.067
Keswick	231	0	15	4.300	5.283	8.750
Cedarcroft	246	0	19	4.083	5.566	10.917
Loyola/Notre Dame	180	0	14	3.859	7.633	11.584
Dickeyville	138	0	18	3.375	8.358	12.742
South Baltimore	1296	0.3	101	3.967	3.892	7.734
Saint Paul	112	0	12	5.375	6.850	13.717
Locus Point Industrial Area	455	0.1	40	3.284	5.592	8.400
Federal Hill	2155	0.4	256	3.792	3.534	8.000
Hampden	3835	0.8	423	3.850	4.625	9.342
Tuscany-Canterbury	382	0.1	22	5.109	8.250	10.667

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Wyndhurst	223	0	13	6.250	12.433	20.650
Eastwood	287	0.1	31	3.717	5.334	11.150
John Hopkins Homewood	223	0	27	4.267	6.759	13.242
Canton	5659	1.1	103	4.117	4.467	8.817
Brewers Hill	1020	0.2	107	3.983	4.050	8.067
Little Italy	633	0.1	68	4.900	9.517	4.567
Armistead Gardens	1580	0.3	222	4.925	6.000	11.308
Sabina-Mattfeldt	234	0	22	5.450	7.083	13.200
Evergreen	130	0	13	3.250	2.467	5.725
Wyman Park	291	0.1	32	3.250	5.150	9.483
Riverside	2068	0.4	217	3.550	3.817	7.867
Locust Point	600	0.1	51	4.000	4.325	10.042
Blythewood	34	0	4	9.433	11.000	25.233
Canton Industrial Area	2210	0.4	549	3.917	3.667	8.367
Carrol - Camden Industrial Area	3816	0.8	385	3.733	3.267	7.383
Carrol Park	631	0.1	104	3.450	3.875	7.883
Clifton Park	761	0.2	182	3.017	2.917	5.783
Curtis Bay Industrial Area	114	0	11	3.750	3.234	7.284
Druid Hill Park	709	0.1	70	5.317	6.417	12.184
Dundalk Marine Terminal	23	0	5	5.417	6.683	8.850
Greenmount Cemetery	66	0	21	3.017	7.842	3.425
Gwynns Falls/Leakin Park	226	0	43	5.133	6.550	15.133
Hawkins Point	414	0.1	50	4.850	9.267	13.933
Herring Run Park	170	0	40	4.383	5.258	10.250
Holabird Industrial Park	876	0.2	106	4.425	3.600	7.617

2019						
Neighborhood Name	Total CFS	%	Emergency Calls	Dispatched Response Time	Officer Response Time	Total Response Time
Jones Falls Area	533	0.1	59	4.650	4.600	9.400
Lower Herring Run Park	70	0	10	3.250	3.867	5.217
Middle Branch/Reedbird Parks	793	0.2	106	3.567	3.717	7.500
Mt Pleasant Park	127	0	23	4.367	6.783	12.217
Orangeville Industrial Area	437	0.1	67	4.217	3.317	8.817
Patterson Park	354	0.1	44	4.458	3.917	8.300
Port Covington	112	0	18	3.367	3.459	8.125
Seton Business Park	952	0.2	94	4.809	5.258	9.833
Spring Garden Industrial Area	332	0.1	35	4.583	4.850	9.092
Stadium Area	319	0.1	38	5.034	7.767	11.800

Note: All Response Times are reported as median in minutes

55 neighborhoods	>95% Black	Exclusively Black
49 neighborhoods	90-95% Black	Predominantly Black
45 neighborhoods	>60-90% Black	Mixed-Majority Black
44 neighborhoods	25-60% Black	Mixed population
62 neighborhoods	<25% Black	Majority White
22 neighborhoods	0% population	non-residential

APPENDIX E: INFERENTIAL STATISTICS - FINDINGS

Analysis of Response Times Across Priority and District

The Monitoring Team set out to analyze¹⁵ three discrete issues, across years 2017-2019, based on the available data sets, all of which were logarithmically adjusted as discussed above:

- (1) Effect of BPD district and Call Priority on Dispatched response time
- (2) Effect of BPD district and Call Priority on Officer response time
- (3) Effect of BPD district and Call Priority on Total response time

Dispatched Response Time

There is strong evidence that Dispatched Response Time varies with both the District and the Priority Level and that the two variables can combine to create more significant impacts. Two-way ANOVA results for call for service data in all three years indicate there is a statistically significant main effect for police district and a significant effect for priority call. Additionally, the result shows that there is a significant two-way interaction between call priority and BPD district (see Table E1 below)

Table E1: Relationship between Priority Level and BPD Districts and the effect on logged Dispatched Response Time Variable

	2017		2018		2019	
	F	p	F	p	F	p
BPD District	556.908	.000	377.784	.000	374.686	.000
Priority Level	8994.892	.000	8763.396	.000	8612.426	.000
BPD District*Priority Level	15.712	.000	16.133	.000	27.342	.000
	R Squared = .063 (Adjusted R Squared = .063)		R Squared = .059 (Adjusted R Squared = .059)		R Squared = .059 (Adjusted R Squared = .058)	

¹⁵ Two-way Analysis of Variance with interaction (ANOVA) was the appropriate statistical method to analyze how the mean of the outcome variable (response times) changes according to the independent variables: (1) BPD District and (2) Priority Level. In other words, we examined whether response times vary by the police district and by the priority level. The two-way ANOVA examines the effect of both factors (BPD district and priority level) on a response time, and also examines whether the two factors affect each other to influence the response time. Since the primary purpose of this analysis is to examine whether there is difference in mean of logged response times for different police districts and priority level of calls, two-way ANOVA was used on all three questions.

The effect of a change in the call priority on the dispatched response time depends on the BPD district and equivalently, the impact of BPD district on the log-dispatched response time depends on call priority.

Tables E2a, b, and c show change in logged dispatched response time in minutes across all three years. The values suggest that in all police districts, dispatch time gets quicker based on priority level and that dispatch times vary by district. The dispatched response time increases by decreasing the priority level – the fastest for Emergency calls and slowest for non-critical priority level calls with the largest increase of time between emergency and prompt priority level calls.

As displayed in table and graph below, it appears that logged dispatched times vary, sometimes substantially, across priority level of calls among BPD’s various districts. For instance, while an emergency call in 2017 requires nearly 6:33 minutes for an officer to be dispatched in the Southwestern District, it looks like it took 4:32 minutes in the Western District. Differences are even more stark in 2017 with respect to Non-critical calls, with it taking nearly twice as long to dispatch a call in Southwestern District (17:28 minutes) as the Eastern District (8:56 minutes).

Western District appears to dispatch calls faster than any other district across all priority levels. Southwestern and Southern Districts seem to have longest dispatch time for emergency, prompt and routine priority level calls than other police districts. Dispatched time is a function of the number of calls coming into the Communications center and the availability of officers to respond.

Table E2a: Logged Dispatched Response Time by Priority level and BPD District in 2017 – displayed log means and in minutes: seconds

2017	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	1.66	5:16	2.16	8:40	2.31	10:04	2.46	11:42
Southeastern	1.58	4:51	2.16	8:40	2.33	10:17	2.52	12:26
Eastern	1.57	4:48	2.10	8:10	2.25	9:29	2.19	8:56
Northeastern	1.72	5:35	2.23	9:18	2.52	12:26	2.71	15:02
Northern	1.61	5:00	2.19	8:56	2.38	10:48	2.55	12:48
Northwestern	1.65	5:12	2.24	9:24	2.38	10:48	2.48	11:56
Western	1.51	4:32	1.99	7:19	2.11	8:15	2.30	9:58
Southwestern	1.88	6:33	2.47	11:49	2.68	14:35	2.86	17:28
Southern	1.72	5:35	2.25	9:29	2.44	11:28	2.51	12:18

In 2018, the pattern of dispatched response time is similar to 2017 across priority level of calls among BPD’s various districts (see Appendix E, Table E2b below). Dispatches of officers in the Southwestern and Central districts were slower than the Western District by more than one and a half minutes. Overall, the differences among BPD’s districts in dispatched response time for Non-critical calls are smaller than in 2017, but still extensive. For instance, the dispatches for the Southern District officers to Non-critical calls is four minutes faster than the Southwestern District.

Although the prompt calls are the most common calls received during all three years, the Northern and Northeastern districts did not reduce dispatched response time for emergency and prompt calls since 2018. Similarly, the Southeastern District seems to have the same dispatched response time for prompt calls since 2018 and it requires even longer time to dispatch an officer for Emergency calls since 2018 (see graphics in Appendix E, Table E2b).

Table E2b: Dispatched Response Time by Priority level and BPD District in 2018 – displayed mean log and in minutes: seconds

2018	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	1.74	5:42	2.23	9:18	2.31	10:04	2.51	12:18
Southeastern	1.48	4:24	1.96	7:06	2.13	8:25	2.26	9:35
Eastern	1.52	4:34	2.09	8:05	2.19	8:56	2.31	10:04
Northeastern	1.68	5:22	2.26	9:35	2.32	10:11	2.52	12:26
Northern	1.47	4:21	1.93	6:53	2.08	8:00	2.29	9:52
Northwestern	1.53	4:37	2.05	7:46	2.18	8:51	2.35	10:29
Western	1.39	4:01	2.07	7:55	2.18	8:51	2.33	10:17
Southwestern	1.74	5:42	2.29	9:52	2.47	11:49	2.60	13:28
Southern	1.57	4:48	2.01	7:28	2.16	8:40	2.23	9:18

As shown in table E2c below; the logged dispatched time in 2019 also varies across priority level of calls among BPD’s districts. However, the differences in dispatch time among BPD’s districts are smaller. For instance, in 2019, it took 3:17 minutes to dispatch an Emergency call in the Western District, as opposed to the Northeastern District, in which it took the Communication Center 5:03 minutes to dispatch an officer.

The dispatched time across all call priority levels decreased since 2017 as well. While an emergency call in 2017 required nearly 6:33 minutes for dispatch in the Southwestern District, in 2019 that time dropped to 4:46 minutes.

Overall, the calls dispatched to the Western district dispatches for service is faster than any other district, regardless of Call Priority, followed by Northern district. Northeastern district has the longest dispatch time for calls for service across all priority levels.

Table E2c: Logged Dispatched Response Time by Priority and BPD District in 2019–displayed means log and in minutes: seconds

2019	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	1.59	4:54	2.10	8.17	2.19	8.94	2.34	10.38
Southeastern	1.51	4:32	1.96	7.10	2.12	8.33	2.25	9.49
Eastern	1.44	4:13	2.17	8.76	2.25	9.49	2.29	9.87
Northeastern	1.62	5:03	2.21	9.12	2.27	9.68	2.47	11.82
Northern	1.47	4:21	1.93	6.89	2.08	8.00	2.29	9.87
Northwestern	1.53	4:37	2.10	8.17	2.25	9.49	2.35	10.49
Western	1.19	3:17	1.93	6.89	2.00	7.39	2.10	8.17
Southwestern	1.56	4:46	2.10	8.17	2.21	9.12	2.38	10.80
Southern	1.46	4:18	1.95	7.03	2.09	8.08	2.25	9.49

Table E3 below sets forth the percent change in Dispatched Response Times between 2017-2019, by priority level. While there were differences between Districts in terms of Dispatched Response Time, there was a significant positive trend of reducing dispatch times between 2017-2019. For all Districts, there was a decrease in Emergency Dispatched Response times ranging from a high of 27% decrease in the Western District to 7% decreases in the Central and Southeastern Districts.

For Prompt calls, all districts had a decrease (ranging from 31% in Southwest to 2% in Northeast), except for the Eastern District, which had an increase of 7% between 2017-2019.

For routine calls, all districts had a decrease in Dispatched Response Times between 2017-2019 (high of 37% in Southwest), except for Eastern, which showed no change, positive or negative.

And again, all districts except Eastern (10% increase) showed a decrease in Dispatched Response Times between 2017-2019, with Southwestern the highest at 38% decrease.

Overall, these improvements in Dispatched Response Times indicate systemic efficiency gains. Unlike Officer Response Times, which can indicate unsafe practices and do not necessarily reflect the customer service experience on the street about when an officer actually arrives, improvements to dispatch efficiency are unequivocally beneficial to the department and the public.

Table E3: Percent Change in Dispatched Response Times 2017-2019.

District	Emergency	Prompt	Routine	Non-critical
Central	7%	6%	11%	11%
Southeastern	7%	18%	19%	24%
Eastern	12%	-7%	0%	-10%
Northeastern	9%	2%	22%	21%
Northern	13%	23%	26%	23%
Northwestern	11%	13%	12%	12%
Western	27%	6%	10%	18%
Southwestern	27%	31%	37%	38%
Southern	23%	26%	30%	23%

Officer Response Time

The two-way ANOVA results¹⁶ for call for service data in all three years indicate, for Officer Response Times, there are also statistically significant differences by police district and by call priority. Additionally, again, the result shows that both Call Priority and BPD District impact Officer Response Times.

Regarding the officer response time, the differences among BPD's Districts are less evident than differences in the dispatched response time, except for officer response time to Non-critical calls in 2019. While an officer in the Western District arrives to the Non-critical calls in an average of 8:35 minutes, it takes an officer in the Central, Northeastern, Northern and Northwestern Districts an average of 12:04 minutes.

The Western District seems to have the fastest total response rate for Emergency calls in 2018 and 2019 and it also received the least amount of calls for service during these years. The minimum total response time seems stable across all three years – it does not change significantly in the last three years, especially regarding the total response time to routine and Non-critical calls.

As shown in Tables 4a, b, c, it appears that officer response time is affected by Call Priority and BPD Districts. This pattern for officer response time is similar to the dispatched response time discussed above.

In 2017 Table 4a below), the primary findings are:

¹⁶ Two-way ANOVA results with F and P-values from pairwise comparisons are displayed in Appendix E, table E1

- The Western District has the fastest logged officer response time for all calls regardless of the priority level. For instance, in the Western District it took an officer an average 3:40 minutes to arrive on the scene for Emergency calls; in contrast, it took 6:07 minutes in the Northern District
- In respect to Non-critical calls, the gap between these two districts is even larger. A Western District officer arrives in approximately 6:07 minutes while in the Northern District it takes an average of 10:29 minutes.
- The Northern district seems to have the longest officer response time for calls for service across all priority levels.

Table E4a: Logged Officer Response Time by Priority level and BPD District in 2017 – displayed log means and in minutes: seconds

2017	Emergency		Prompt		Routine		Non-Critical	
	Log	Mm:ss	log	Mm:ss	Log	Mm:ss	log	Mm:ss
Central	1.53	4:37	1.73	5:38	2.03	7:37	2.04	7:41
Southeastern	1.50	4:29	1.73	5:38	1.98	7:15	2.11	8:15
Eastern	1.40	4:03	1.67	5:19	1.95	7:02	1.84	6:18
Northeastern	1.70	5:28	1.92	6:49	2.11	8:15	2.19	8:56
Northern	1.81	6:07	2.02	7:32	2.27	9:41	2.35	10:29
Northwestern	1.71	5:32	1.93	6:53	2.13	8:25	2.20	9:02
Western	1.30	3:40	1.55	4:43	1.81	6:07	1.81	6:07
Southwestern	1.75	5:45	2.02	7:32	2.18	8:51	2.27	9:41
Southern	1.60	4:57	1.86	6:25	2.11	8:15	2.13	8:25

In 2018 (Table 4b below), key findings include:

- The fastest officer response time for Emergency calls seems to be in the Western district (3:51) followed by the Southeastern district (4:03). However, in the Northeastern District it takes an officer an average 6:03 minutes to arrive to the incident followed by the Northern District (5:56 minutes).
- The Southeastern district appears to have the fastest officer response time for prompt calls (4:43 minutes) and routine calls (6:29 minutes), while in the Northeastern District it takes an officer an average of more than two minutes longer to arrive to prompt calls.
- The Southwestern District appears to arrive to routine and Non-critical calls the slowest compared to other BPD's districts. The Northeastern District seems to have the longest officer response time for calls with emergency and prompt priority levels.

Table E4b: Logged Officer Response Time by Priority level and BPD District in 2018 – displayed log means and in minutes: seconds

2018	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	1.64	5:09	1.85	6:22	2.09	8:05	2.13	8:25
Southeastern	1.40	4:03	1.55	4:43	1.87	6:29	1.97	7:10
Eastern	1.42	4:08	1.71	5:32	1.97	7:10	1.96	7:06
Northeastern	1.80	6:03	1.96	7:06	2.18	8:51	2.16	8:40
Northern	1.78	5:56	1.91	6:45	2.16	8:40	2.20	9:02
Northwestern	1.75	5:45	1.89	6:37	2.12	8:20	2.16	8:40
Western	1.35	3:51	1.65	5:12	1.94	6:58	1.85	6:22
Southwestern	1.70	5:28	1.98	7:15	2.20	9:02	2.30	9:25
Southern	1.64	5:09	1.78	5:56	2.06	7:51	2.07	7:55

In 2019 (Table 4c below), key findings include:

- Western District officers arrive at the scene for Emergency calls on average within 2:50 minutes, but it takes an officer in the Northeastern and Northern Districts on average 4:46 minutes to arrive for Emergency calls.
- The Northwestern District seems to have the longest officer response time for prompt, routine and Non-critical calls for service.
- In 2019, the largest gap between the BPD’s districts is regarding Non-critical calls. In the Western District an officer arrives at the scene on average within 8:35 minutes, but it takes an officer in the Northeastern, Northern, Northwestern and Central Districts an average of 12:04 minutes.

Table E4c: Mean: Logged Officer Response Time by Priority level and BPD District in 2019– displayed log means and in minutes: seconds

2019	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	1.34	3:49	1.68	5:22	2.03	7:37	2.49	12:04
Southeastern	1.17	3:13	1.54	4:40	1.82	6:10	2.21	9:07
Eastern	1.31	3:42	1.72	5:35	2.00	7:23	2.34	10:23
Northeastern	1.56	4:46	1.82	6:10	2.07	7:55	2.49	12:04
Northern	1.56	4:46	1.84	6:18	2.07	7:55	2.49	12:04
Northwestern	1.55	4:43	1.88	6:33	2.12	8:20	2.49	12:04
Western	1.04	2:50	1.42	4:08	1.68	5:22	2.15	8:35
Southwestern	1.36	3:54	1.72	5:35	2.03	7:37	2.40	11:01
Southern	1.36	3:54	1.61	5:00	1.87	6:29	2.46	11:42

Table E5 below shows the percent change (positive numbers indicate a decrease in response time – or a percent improvement) in Officer Response Times by District and Call Type, from 2017-2019.

All districts showed significant decreases in Officer Response Times for Emergency calls ranging from a high of 32% in Southwest to a 9% decrease in Eastern. In contrast, all districts showed a significant increase in Officer Response Times for Non-critical calls, ranging from an 11% increase in Southeast to a 65% increase in Eastern. This suggests that deployment priorities have been increasingly concentrated in more critical calls.

All districts except Eastern showed improvements in Prompt and Routine Officer Response Times.

Table E5: Percent Change in Officer Response Times 2017-2019.

District	Emergency	Prompt	Routine	Non-critical
Central	17%	5%	0%	-57%
Southeastern	28%	17%	15%	-11%
Eastern	9%	-5%	-5%	-65%
Northeastern	13%	10%	4%	-35%
Northern	22%	16%	18%	-15%
Northwestern	15%	5%	1%	-34%
Western	23%	12%	12%	-40%
Southwestern	32%	26%	14%	-14%
Southern	21%	22%	21%	-39%

Total Response Time

Again, two-way ANOVA results¹⁷ in all three years indicate there is a statistically significant main effect for police district and for priority level call, as well, just as there was with both Dispatched and Officer Response Time. Additionally, the result shows a significant two-way interaction between Call Priority and BPD districts.

As displayed in Table E6a below, the key findings in 2017 were:

- The total response time varies, sometimes greatly, across call priority levels among BPD’s districts. For instance, the total response time for Emergency calls in 2017 averaged 9:29 minutes in the Western District and 13:52 minutes in the Southwestern District. Differences in the total response time are even more visible in 2017 with respect to Non-critical calls, with officers taking nearly twice as long to respond to a call in the Southwestern District (32:28 minutes) as compared to the Western District (19:06 minutes).
- The Western District appears to have the quickest total response time across all priority levels. The Southwestern and Northeastern Districts seem to have longest total response time across all priority levels.

¹⁷ Two-way ANOVA results with F and P-values from pairwise comparisons are displayed in Appendix E, Table E1

Table E6a: Logged Total Response Time by Call Priority and BPD District in 2017 – displayed log means and in minutes

2017	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	Log	Mm:ss	log	Mm:ss
Central	2.42	11:15	2.80	16:27	3.02	20:29	3.10	22:12
Southeastern	2.36	10:35	2.79	16:17	3.01	20:17	3.22	25:02
Eastern	2.30	9:58	2.73	15:20	2.99	19:53	2.99	19:53
Northeastern	2.52	12:26	2.96	19:18	3.21	24:47	3.35	28:30
Northern	2.52	12:26	2.93	18:44	3.15	23:20	3.36	28:47
Northwestern	2.49	12:04	2.93	18:44	3.13	22:52	3.30	27:07
Western	2.25	9:29	2.65	14:09	2.88	17:49	2.95	19:06
Southwestern	2.63	13:52	3.12	22:39	3.39	29:40	3.48	32:28
Southern	2.47	11:49	2.91	18:21	3.18	24:03	3.23	25:17

In 2018 (Table E6b below), key findings were:

- The fastest total response time for Emergency calls seems to be in the Western district (9:02 minutes) followed by the Southeastern district (9:41 minutes).
- The Southeastern district appears to have the fastest total response time for prompt, routine and non-critical priority level calls.
- The Southwestern and Northeastern districts seem to have the longest total response time for all calls.

Table E6b: Logged Total Response Time by Call Priority and BPD District in 2018 – displayed log means and in minutes: seconds

2018	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	Log	Mm:ss	log	Mm:ss
Central	2.50	12:11	2.89	17:60	3.05	21:07	3.19	24:17
Southeastern	2.27	9:41	2.61	13:36	2.86	17:28	3.03	20:42
Eastern	2.29	9:52	2.76	15:48	2.98	19:41	3.08	21:46
Northeastern	2.54	12:41	2.96	19:18	3.15	23:20	3.26	26:03
Northern	2.47	11:49	2.81	16:37	3.02	20:29	3.16	23:34
Northwestern	2.46	11:42	2.85	17:17	3.03	20:42	3.20	24:32
Western	2.20	9:02	2.74	15:29	2.98	19:41	3.05	21:07
Southwestern	2.54	12:41	3.00	20:05	3.24	25:32	3.39	29:40
Southern	2.43	11:22	2.76	15:48	2.99	19.:53	3.06	21:20

In 2019 (Table E6c below), the key finding was that the Western District continues to have the shortest total response time across all call priority level. It also appears that Northeastern district requires the longest total time to respond all calls with emergency, routine and non-critical priority level.

*Table E6c: Logged Total Response Time by Call Priority and BPD District in 2019–
displayed log means and in minutes: seconds*

2019	Emergency		Prompt		Routine		Non-Critical	
	log	Mm:ss	log	Mm:ss	log	Mm:ss	log	Mm:ss
Central	2.28	9:47	2.75	15:39	2.97	19:30	3.28	26:35
Southeastern	2.17	8:45	2.61	13:36	2.84	17:07	3.13	22:52
Eastern	2.20	9:02	2.80	16:27	3.01	20:17	3.19	24:17
Northeastern	2.40	11:01	2.88	17:49	3.08	21:46	3.39	29:40
Northern	2.32	10:11	2.71	15:02	2.91	18:21	3.26	26:03
Northwestern	2.36	10:35	2.86	17:28	3.07	21:33	3.34	28:13
Western	1.98	7:15	2.55	12:48	2.75	15:39	3.04	20:54
Southwestern	2.29	9:52	2.77	15:28	3.01	20:17	3.29	26:51
Southern	2.24	9:24	2.64	14:01	2.86	17:28	3.26	26:03

Table E7 below shows the percent change (improvement) in Total Response Times between 2017-2019 by District and Call Type. As one would expect, the Total Response Time improvements reflect the significant improvement in previously analyzed Dispatched Times and Officer Response Times.

All districts except Eastern show improvements in Total Response Times across all Call Types except Non-critical. Eastern showed improvement in Emergency calls, but increases in Total Response Times for Prompt, Routine, and Non-critical calls.

Southeastern, Northern, and Southwestern showed increases in response to Non-critical calls, all of which is attributable to the improved Dispatched Response Times.

Table E7: Percent Change in Total Response Times 2017-2019.

District	Emergency	Prompt	Routine	Non-critical
Central	13%	5%	5%	-20%
Southeastern	17%	16%	16%	9%
Eastern	9%	-7%	-2%	-22%
Northeastern	11%	8%	12%	-4%
Northern	18%	20%	21%	10%
Northwestern	12%	7%	6%	-4%
Western	24%	9%	12%	-9%
Southwestern	29	30%	32%	17%