POLICE DATA ANALYSIS REPORT

Oakland, California

POLICE OPERATIONS

CPSM®

CENTER FOR PUBLIC SAFETY MANAGEMENT, LLC
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The Center also represents local governments at the federal level and has been involved in numerous projects with the Department of Justice and the Department of Homeland Security. In 2014 as part of a restructuring at ICMA the Center for Public Safety Management, (CPSM) spun out as a separate company and is now the exclusive provider of public safety technical assistance for ICMA. CPSM provides training and research for the Association's members and represents ICMA in its dealings with the federal government and other public safety professional associations such as CALEA, PERF, IACP, IFCA, IPMA-HR, DOJ, BJA, COPS, NFPA, etc.

The Center for Public Safety Management, LLC maintains the same team of individuals performing the same level of service that it had for ICMA. CPSM's local government technical assistance experience includes workload and deployment analysis, using our unique methodology and subject matter experts to examine department organizational structure and culture, identify workload and staffing needs as well as industry best practices. We have conducted over 315 such studies in 42 states and provinces and 220 communities ranging in size from 8,000 population Boone, IA to 800,000 population Indianapolis, IN.

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INTRODUCTION

The Center for Public Safety Management, LLC (CPSM) was commissioned to conduct a data analysis of Calls for Service (CFS) of the Oakland Police Department (OPD) to determine what types of calls might be handled by others as part of reimagining service delivery. This data report was designed to answer questions on workload, time spent, and what types of calls for service are being assigned to existing sworn police. This data report forms the basis for a subsequent operational analysis to be conducted after this report is finalized with data-driven recommendations incorporating community involvement and impacts.

With an eye for reimagining public safety responses, OPD and the City of Oakland are engaged with community stakeholders in reimagining its overall roles and responsibilities. At this point in the process, this preliminary data analysis provides the foundation needed for further analysis with OPD staff, OPD subject matter experts (SMEs), and CPSM to conduct an operational assessment to provide context to the types of services provided and potential areas of adjustment. As part of this conversation, CPSM and OPD examined calls associated with the department's patrol response to preliminarily determine which calls might be suitable for alternative responses from alternative entities and/or civilian personnel.

CPSM analyzed the department workload using operations research methodology and compared that workload to staffing and deployment levels. We reviewed other performance indicators that enabled us to understand the implications of service demand on current staffing. Our study involved data collection, discussions with key operational and administrative personnel, data analysis, and comparative analysis.

We identified calls based upon their call nature and conferred with OPD staff and SMEs to further assess items potentially suitable for alternative service delivery. The analysis focuses on three main areas: workload, deployment, and response times. These three areas are related almost exclusively to patrol operations, which constitute a significant portion of the police department's personnel and financial commitment. The preliminary data analysis is included in Appendix D of this data report. OPD invests significant resources and staffing in prevention and crime control involving intervention, investigation, and community services that are not captured in this analysis of calls for service. This will be a significant part of the follow-up analysis to determine the optimal balance of resources for community response and crime control.

CPSM collected data from one year, January 1, 2019, through December 31, 2019. The majority of the first section of the report, concluding with Table 15, uses the call data from 2019. For the detailed workload analysis, we use two eight-week sample periods; January 4 through February 28, 2019 (winter) and July 7 through August 31, 2019 (summer).

All information in this preliminary report was developed using data from the department's CAD system, which is an older legacy system that has significant limitations in gathering data. Several sources were utilized to aggregate the data and, given time and additional analysis can be gleaned to further the organizational resource optimization.

The purposes of this report are to provide the City of Oakland with CPSM's preliminary findings and to allow OPD to review and bring to our attention any information that may be inconsistent with other internal records of the agency for the purposes of a future multi-layered assessment of operational needs.

WORKLOAD ANALYSIS

When CPSM analyzes a set of dispatch records, we go through a series of steps:

1. We first process the data to improve accuracy. For example, we remove duplicate patrol units recorded on a single event as well as records that do not indicate an actual activity. We also remove incomplete data, as found in situations where there is not enough time information to evaluate the record.

2. At this point, we have a series of records that we call "events." We identify these events in three ways:

   □ We distinguish between patrol and nonpatrol units.

   □ We assign a category to each event based upon its description.

   □ We indicate whether the call is "zero time on scene" (i.e., units spent less than 30 seconds on scene), "police-initiated," or "community-initiated."

3. We then remove all records that do not involve a patrol unit to get a total number of patrol-related events.

4. At important points during our analysis, we focus on a smaller group of events designed to represent actual calls for service. This excludes events with no unit time spent on scene and directed patrol activities.

In this way, we first identify a total number of records, then limit ourselves to patrol events, and finally focus on calls for service.

As with similar cases around the country, we encountered several issues when analyzing Oakland's dispatch data. We made assumptions and decisions to address these issues.

- 7,215 events (about 3 percent) involved units spending zero time on scene.

- 390 calls lacked accurate busy times for patrol units. We excluded these calls when evaluating busy times and work hours.

- The computer-aided dispatch (CAD) system used approximately 340 different event descriptions, which we condensed into 22 categories for our tables and 9 categories for our figures (shown in Chart 1). Table 27 in the appendix shows how each call description was categorized.

Between January 1, 2019, and December 31, 2019, the communications center recorded approximately 242,942 events that were assigned call numbers, and which included an adequate record of a responding patrol unit as either the primary or secondary unit. When measured daily, the department was dispatched to an average of 666 patrol-related events per day, approximately 3 percent of which (20 per day) had fewer than 30 seconds spent on the call.

In the following pages, we show two types of data: activity and workload. The activity levels are measured by the average number of calls per day, broken down by the type and origin of the calls, and categorized by the nature of the calls (disturbance, traffic, etc.). Workloads are measured in average work hours per day.

CHART 1: Event Descriptions for Tables and Figures

Table Category	Figure Category
Alarm	Alarm
Assist citizen	Assist
Assist other agency	
Check	Check
Crime against person	Investigation
Property crime	
General inquiry	
On view	
Custody/warrant	
Suspicious incident	
Directed patrol	Directed patrol
Disturbance	Disturbance
Animal	General call
Blight	
Juvenile	
Mental health	
Miscellaneous	
Out of service-administrative	Out of service
Out of service-personal	
Accident	Traffic
Traffic related	
Traffic stop	

FIGURE 1: Percentage Events per Day, by Initiator
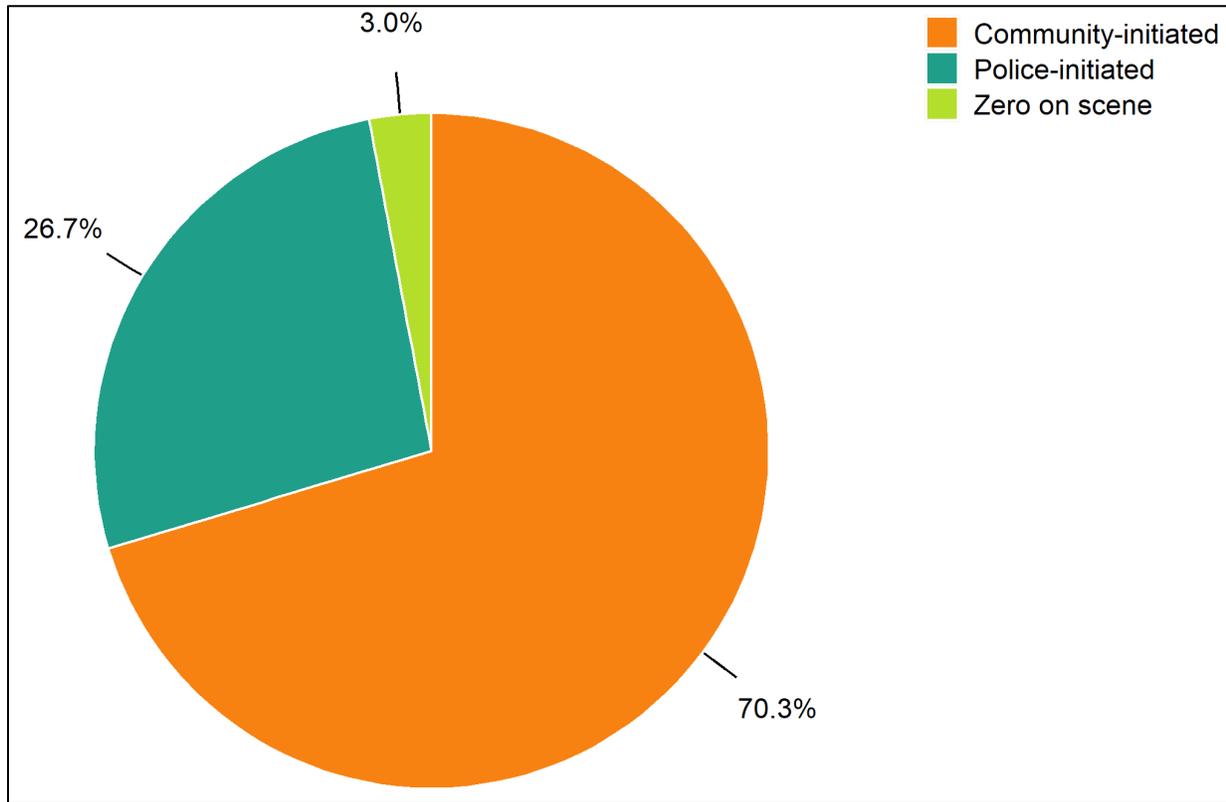
Note: Percentages are based on a total of 242,942 events.

TABLE 1: Events per Day, by Initiator

Initiator	No. of Events	Events per Day
Community-initiated	170,856	468.1
Police-initiated	64,871	177.7
Zero on scene	7,215	19.8
Total	**242,942**	**665.6**

Observations:

- 70 percent of all events were community-initiated.

- 27 percent of all events were police-initiated.

- 3 percent of the events had zero time on scene.

- On average, there were 666 events per day, or 27.7 per hour.

FIGURE 2: Percentage Events per Day, by Category
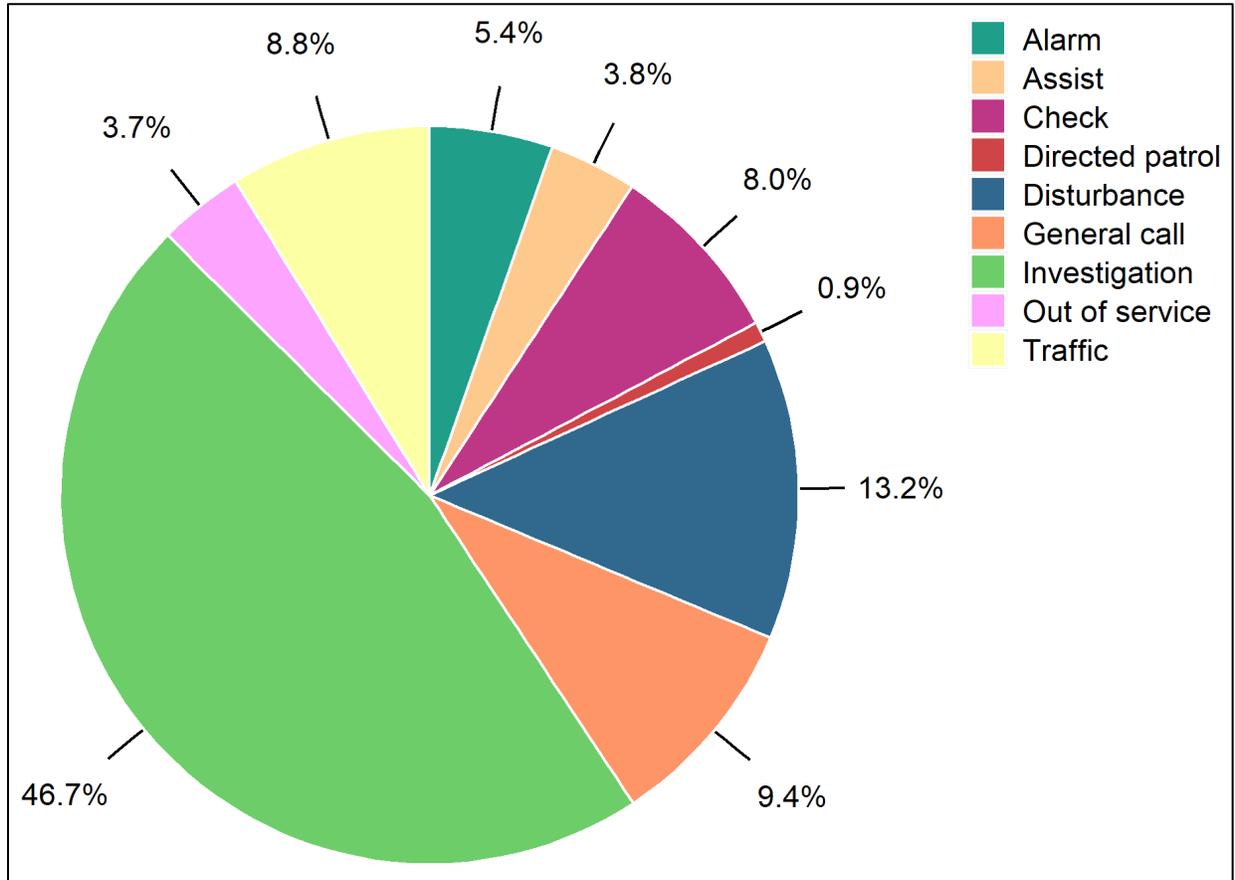
Note: The figure combines categories in the following table according to the description in Chart 1.

TABLE 2: Events per Day, by Category

Category	No. of Events	Events per Day
Accident	7,934	21.7
Alarm	13,086	35.9
Animal	232	0.6
Assist citizen	2,443	6.7
Assist other agency	6,889	18.9
Blight	2,034	5.6
Check	19,508	53.4
Crime against person	26,730	73.2
Property crime	26,856	73.6
Directed patrol	2,141	5.9
Disturbance	31,976	87.6
General inquiry	17,981	49.3
Juvenile	1,585	4.3
Mental health	12,010	32.9
Miscellaneous	6,991	19.2
On view	28,858	79.1
Out of service-administrative	6,107	16.7
Out of service-personal	2,986	8.2
Custody/warrant	1,046	2.9
Suspicious incident	12,094	33.1
Traffic related	8,224	22.5
Traffic stop	5,231	14.3
Total	**242,942**	**665.6**

Note: Observations below refer to events shown within the figure rather than the table.

Observations:

- The top four categories accounted for 78 percent of events:
  - 47 percent of events were investigations.
  - 13 percent of events were disturbances.
  - 9 percent of events were general calls.
  - 9 percent of events were traffic calls.

Note: The figure combines categories in the following table according to the description in Chart 1.

TABLE 3: Calls per Day, by Category

Category	No. of Calls	Calls per Day
Accident	7,733	21.2
Alarm	12,902	35.3
Animal	227	0.6
Assist citizen	2,335	6.4
Assist other agency	6,595	18.1
Blight	1,963	5.4
Check	19,249	52.7
Crime against person	26,301	72.1
Property crime	26,512	72.6
Disturbance	31,136	85.3
General inquiry	17,194	47.1
Juvenile	1,580	4.3
Mental health	11,787	32.3
Miscellaneous	5,689	15.6
On view	27,970	76.6
Custody/warrant	1,025	2.8
Suspicious incident	11,724	32.1
Traffic related	7,504	20.6
Traffic stop	5,208	14.3
Total	**224,634**	**615.4**

Note: The focus here is on recorded calls rather than recorded events. We removed 7,215 events with zero time on scene, and another 2,132 directed patrol events, and an additional 8,961 out-of-service events.

Observations:

- There was an average of 615 calls per day or 25.6 per hour.
- The top four categories accounted for 82 percent of calls:
  - 49 percent of calls were investigations.
  - 14 percent of calls were disturbances.
  - 9 percent of calls were general calls.
  - 9 percent of calls were traffic calls.

FIGURE 4: Calls per Day, by Initiator and Month
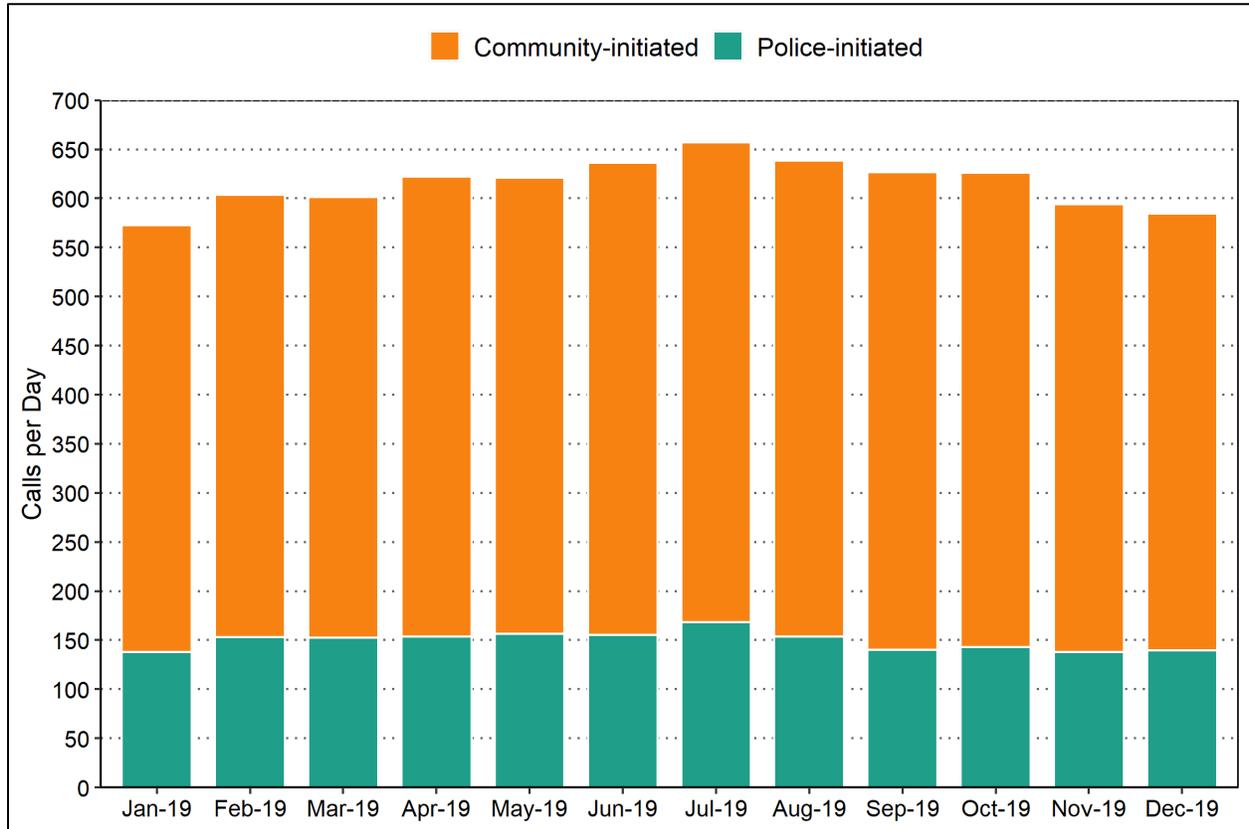
TABLE 4: Calls per Day, by Initiator and Months

Initiator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Community	434.8	450.5	448.9	468.8	464.7	481.1	488.8	484.9	486.5	482.8	456.4	444.5
Police	138.1	153.3	152.6	153.6	156.4	155.2	168.1	153.6	140.3	143.2	138.0	139.8
Total	**572.9**	**603.8**	**601.5**	**622.4**	**621.1**	**636.3**	**656.9**	**638.5**	**626.8**	**625.9**	**594.3**	**584.3**

Observations:

- The number of calls per day was lowest in January.

- The number of calls per day was highest in July.

- The months with the most calls had 15 percent more calls than the months with the fewest calls.

- July had the most police-initiated calls, with 22 percent more than January and November which had the fewest.

- July and August and September had the most community-initiated calls, with 12 percent more than January which had the fewest.
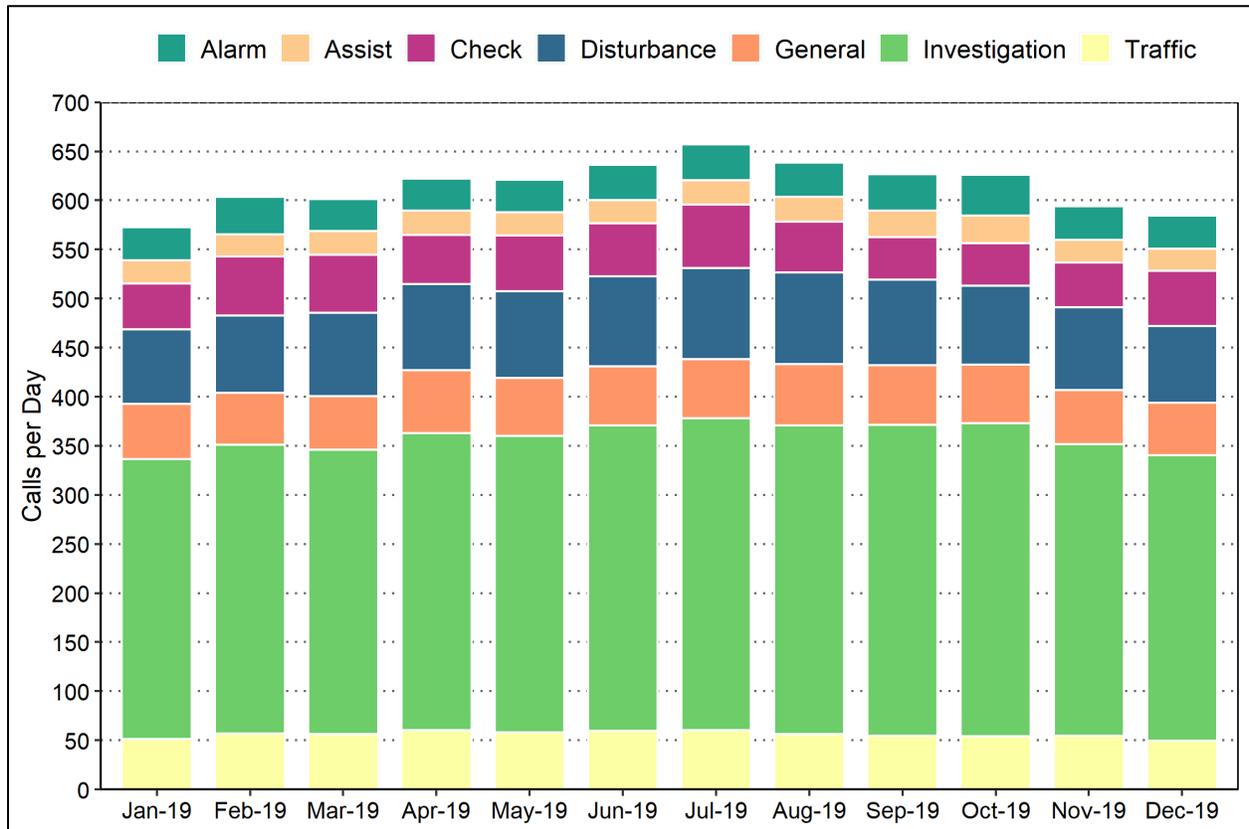
Note: The figure combines categories in the following table according to the description in Chart 1.

Observations:

- The top four categories averaged between 80 and 83 percent of calls throughout the year:
    - Investigation calls averaged between 285 and 319 calls per day throughout the year.
    - Disturbance calls averaged between 76 and 94 calls per day throughout the year.
    - General calls averaged between 53 and 64 calls per day throughout the year.
    - Traffic calls averaged between 50 and 60 calls per day throughout the year.

TABLE 5: Calls per Day, by Category and Month

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Accident	20.6	19.9	20.6	21.9	20.7	21.6	21.5	21.5	21.0	21.6	22.2	20.9
Alarm	34.2	38.2	32.7	32.9	33.0	36.0	36.3	34.7	37.2	41.6	34.3	33.4
Animal	0.7	1.0	0.4	0.5	0.5	0.5	0.8	0.6	0.7	0.6	0.5	0.6
Assist citizen	5.7	5.8	6.1	7.4	6.3	6.3	6.5	6.8	7.5	6.7	6.2	5.5
Assist other agency	17.7	16.9	18.2	17.2	17.6	17.4	18.3	18.9	19.7	21.0	17.0	16.9
Blight	5.2	4.9	4.6	6.1	4.3	5.8	5.0	5.2	6.0	5.8	6.6	5.2
Check	47.0	60.4	58.8	50.4	56.8	54.0	64.7	51.5	43.1	43.7	45.9	56.7
Crime against person	68.7	66.9	70.5	73.0	72.7	79.9	75.5	75.6	79.2	72.0	65.7	64.7
Property crime	65.6	71.8	67.3	67.8	69.1	71.8	81.1	70.7	72.2	81.0	76.3	77.0
Disturbance	75.9	78.4	85.4	87.4	88.0	91.5	93.0	93.6	87.5	80.4	84.2	77.9
General inquiry	48.2	44.6	42.0	45.3	44.0	48.5	48.4	51.2	50.8	52.1	47.5	42.5
Juvenile	3.7	3.6	3.4	4.2	4.5	4.0	4.4	5.3	5.4	5.4	4.2	3.8
Mental health	31.9	28.6	31.9	36.1	33.6	34.8	33.5	35.0	33.3	30.7	29.1	28.6
Miscellaneous	14.6	15.0	14.3	17.5	16.4	15.2	16.0	16.0	14.8	16.9	14.8	15.4
On view	71.0	75.8	76.9	80.7	79.6	75.2	78.3	80.7	77.7	78.5	73.1	71.9
Custody/warrant	3.0	3.1	2.4	2.5	3.0	3.2	3.3	3.0	3.0	3.0	2.2	1.9
Suspicious incident	28.8	31.8	30.2	33.2	33.6	32.4	31.5	33.3	34.0	32.5	31.9	32.4
Traffic related	17.2	22.4	21.5	21.3	20.7	20.4	20.5	20.7	20.8	21.2	20.8	19.5
Traffic stop	13.3	14.8	14.5	17.1	16.4	17.8	18.3	14.3	12.9	11.0	11.8	9.3
Total	**572.9**	**603.8**	**601.5**	**622.4**	**621.1**	**636.3**	**656.9**	**638.5**	**626.8**	**625.9**	**594.3**	**584.3**

Note: Calculations were limited to calls rather than events.

Note: The figure combines categories using weighted averages from the following table according to the description in Chart 1. For this graph and the following Table 6, we removed 390 calls with inaccurate busy times.

Observations:

■ A unit's average time spent on a call ranged from 26 to 83 minutes overall.

■ The longest average time was 83 minutes for police-initiated general calls.

■ The average time spent on investigation calls was 5* minutes for community-initiated calls and 60* minutes for police-initiated calls.

TABLE 6: Primary Unit's Average Occupied Times, by Category and Initiator

Category	Community-Initiated		Police-Initiated	
	Minutes	Calls	Minutes	Calls
Accident	66.4	6,701	71.4	1,032
Alarm	27.5	12,864	26.2	38
Animal	42.1	183	42.8	44
Assist citizen	43.0	2,186	59.0	146
Assist other agency	44.1	5,679	48.2	913
Blight	33.3	1,442	50.6	521
Check	37.5	7,615	39.0	11,627
Crime against person	66.2	25,510	85.2	783
Property crime	48.6	24,852	60.0	1,658
Disturbance	35.8	30,411	53.0	722
General inquiry	38.4	15,886	71.5	1,299
Juvenile	65.1	1,566	74.9	13
Mental health	50.2	11,228	66.0	559
Miscellaneous	42.4	4,053	101.8	1,570
On view	45.7	1,730	58.1	25,991
Custody/warrant	113.1	696	112.9	305
Suspicious incident	41.0	10,396	61.3	1,327
Traffic related	38.9	7,026	65.3	467
Traffic stop	89.5	29	61.6	5,176
Weighted Average/Total Calls	**45.7**	**170,053**	**56.8**	**54,191**

Note: The information in Figure 6 and Table 6 is limited to calls and excludes all events that show zero time on scene. A unit's occupied time is measured as the time from when the unit was dispatched until the unit becomes available again. The times shown are the average occupied minutes per call for the primary unit, rather than the total occupied minutes for all units assigned to a call. Observations below refer to times shown within the figure rather than the table.

FIGURE 7: Number of Responding Units, by Initiator and Category
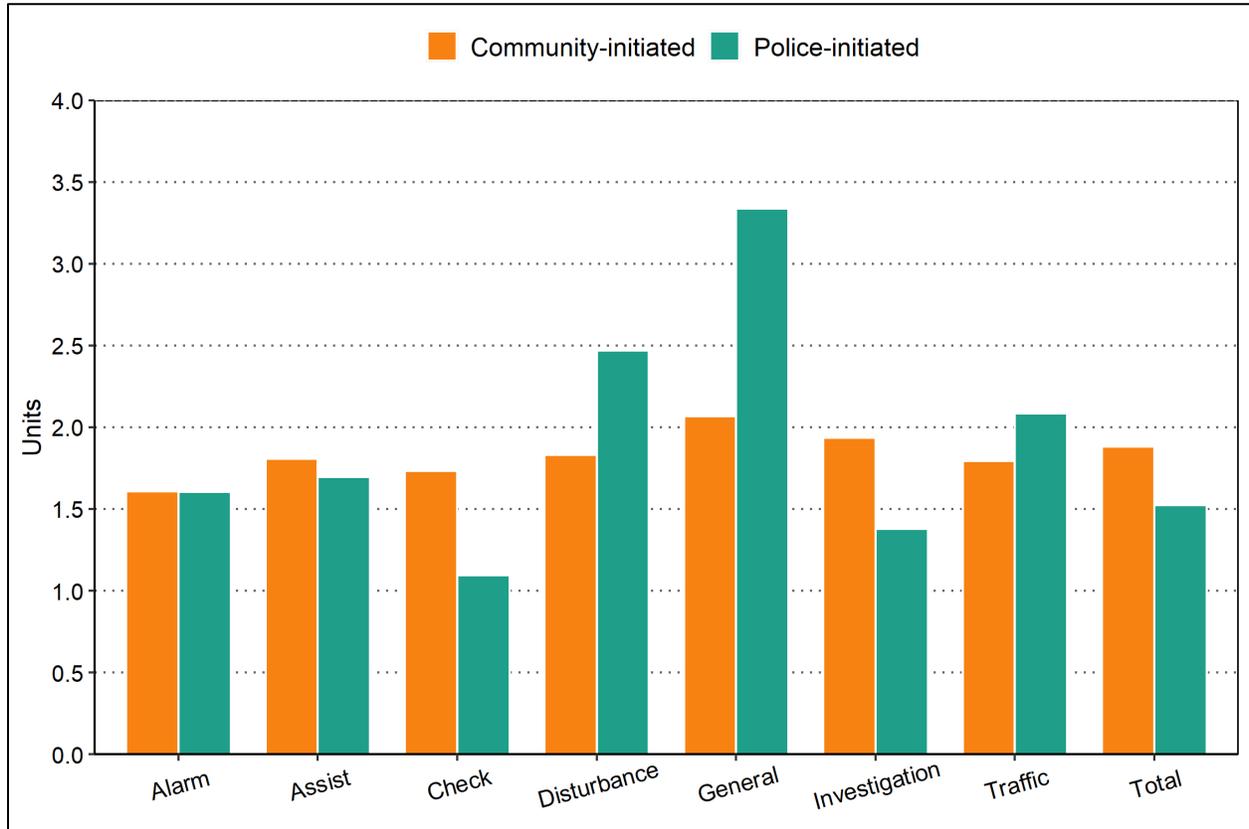
Note: The figure combines categories using weighted averages from the following table according to the description in Chart 1.

TABLE 7: Average Number of Responding Units, by Initiator and Category

Category	Community-Initiated		Police-Initiated	
	No. of Units	Calls	No. of Units	Calls
Accident	2.3	6,701	2.4	1,032
Alarm	1.6	12,864	1.6	38
Animal	1.9	183	2.0	44
Assist citizen	1.8	2,187	1.6	148
Assist other agency	1.8	5,681	1.7	914
Blight	1.6	1,442	1.2	521
Check	1.7	7,619	1.1	11,630
Crime against person	2.6	25,518	3.1	783
Property crime	1.6	24,854	1.5	1,658
Disturbance	1.8	30,413	2.5	723
General inquiry	1.4	15,888	1.7	1,306
Juvenile	1.6	1,567	1.5	13
Mental health	2.3	11,228	2.3	559
Miscellaneous	1.7	4,082	4.4	1,607
On view	1.1	1,747	1.3	26,223
Custody/warrant	2.0	703	2.2	322
Suspicious incident	2.1	10,396	1.9	1,328
Traffic related	1.3	7,027	2.1	477
Traffic stop	2.6	29	2.0	5,179
Weighted Average/Total Calls	**1.9**	**170,129**	**1.5**	**54,505**

Note: The information in Figure 7 and Table 7 is limited to calls and excludes all events that show zero time on scene. Observations refer to the number of responding units shown within the figure rather than the table.

FIGURE 8: Number of Responding Units, by Category, Community-initiated Calls
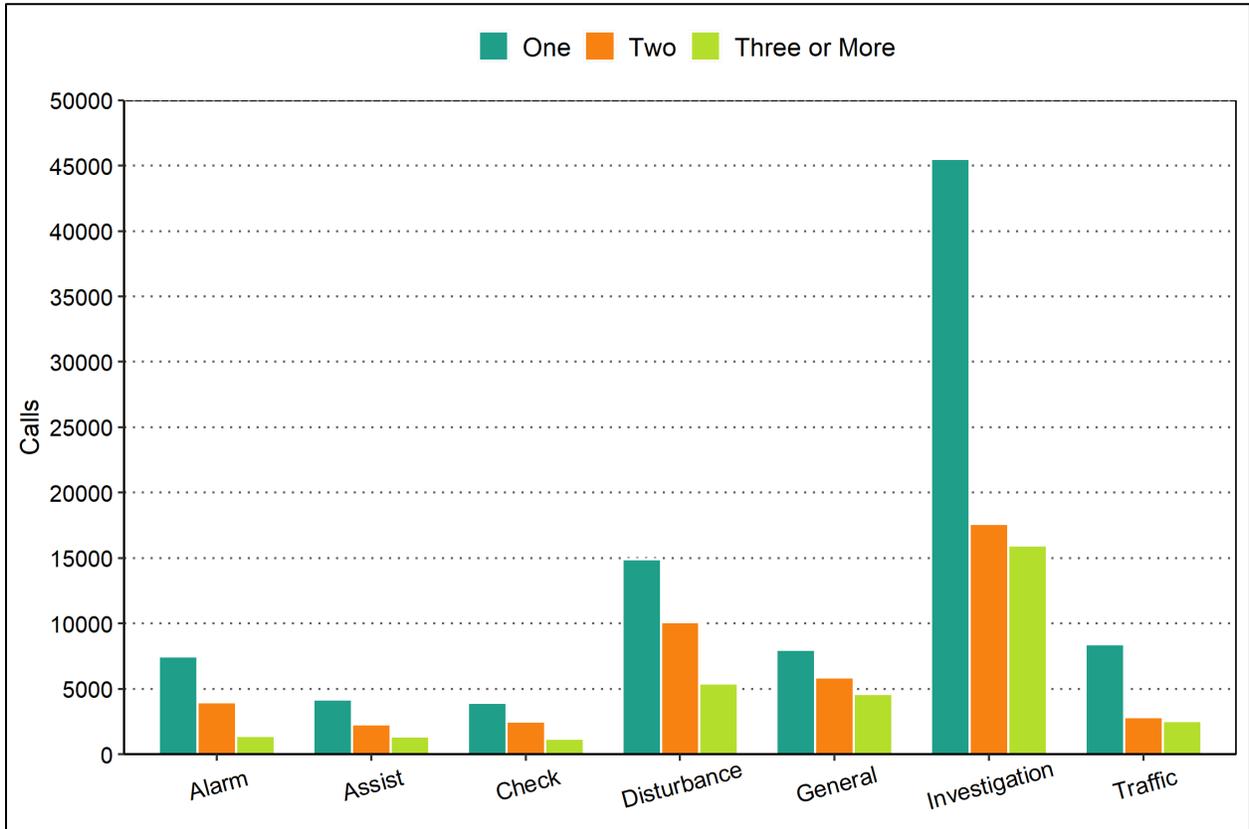
Note: The figure combines categories using weighted averages from the following table according to the description in Chart 1.

TABLE 8: Number of Responding Units, by Category, Community-initiated Calls

Category	Responding Units		
	One	Two	Three or More
Accident	2,400	2,094	2,207
Alarm	7,462	3,988	1,414
Animal	83	61	39
Assist citizen	1,113	724	350
Assist other agency	3,091	1,567	1,023
Blight	809	448	185
Check	3,925	2,500	1,194
Crime against person	8,650	7,513	9,355
Property crime	17,839	4,008	3,007
Disturbance	14,892	10,109	5,412
General inquiry	11,950	2,860	1,078
Juvenile	923	445	199
Mental health	3,386	4,155	3,687
Miscellaneous	2,784	782	516
On view	1,702	25	20
Custody/warrant	381	167	155
Suspicious incident	4,994	3,046	2,356
Traffic related	5,976	742	309
Traffic stop	16	3	10
Total	**92,376**	**45,237**	**32,516**

Observations:

- The overall mean number of responding units was 1.5 for police-initiated calls and 1.9 for community-initiated calls.

- The mean number of responding units was as high as 3.3 for general calls that were police-initiated.

- 54 percent of community-initiated calls involved one responding unit.

- 27 percent of community-initiated calls involved two responding units.

- 19 percent of community-initiated calls involved three or more responding units.

- The largest group of calls with three or more responding units involved investigations.

Explanation of separation of headquarters and admin

Call Activity	Workload
6.6% 0.8%	6.1% 0.7%
19.3%	19.6%
21.7%	21.9%
16.3%	15.0%
16.7%	17.1%
18.7%	19.7%

Legend: 1 2 3 4 5 HQ Other
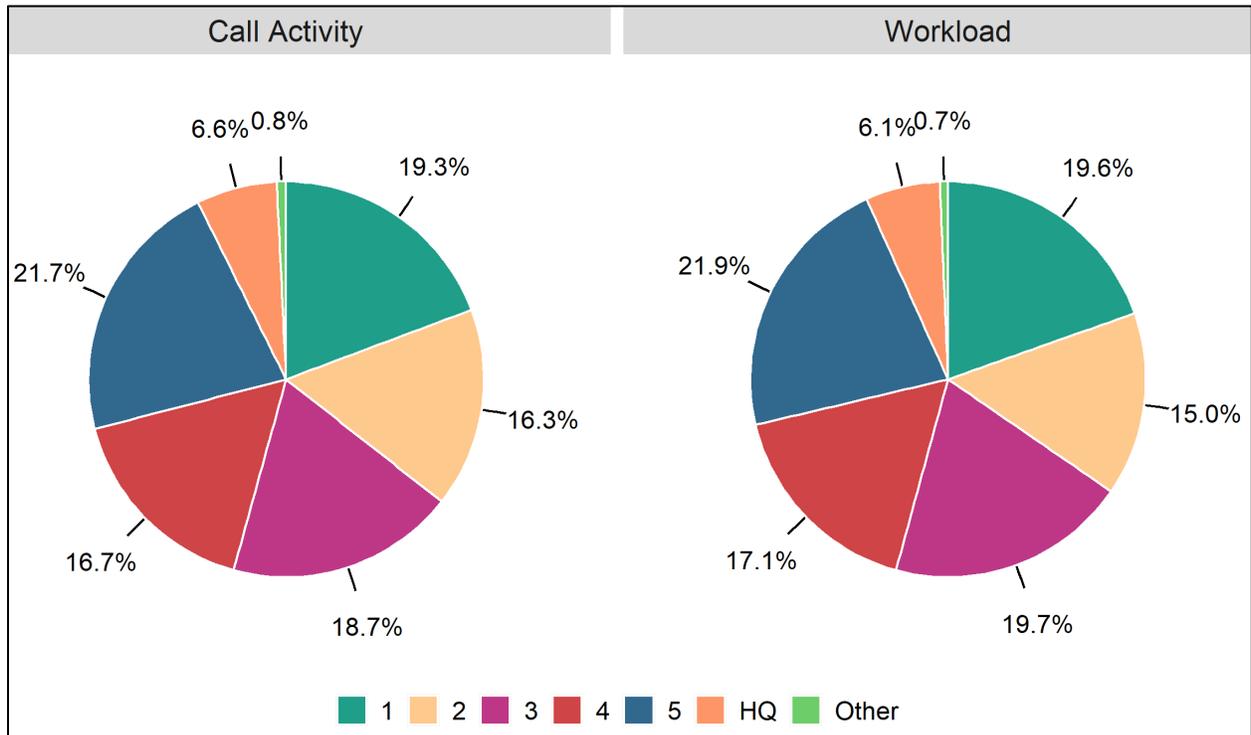
Note: The "other" category includes 1,708 calls without a beat or not assigned to an OPD beat.

TABLE 9: Calls and Work Hours by Area, per Day

Area	Per Day		Area	Population
	Calls	Work Hours	(Sq. Miles)	(2016 Est.)
1	118.5	166.3	14.64	45,032
2	100.2	127.4	13.72	102,871
3	114.8	167.0	9.02	106,036
4	102.5	144.8	11.31	75,489
5	127.6	182.9	32.84	82,612
HQ/Administrative Locations	46.1	55.0	NA	NA
Other	4.7	5.7	NA	NA
Total	**614.4**	**849.2**	**77.89**	**420,798**

TABLE 10: Calls and Work Hours by Beat, per Day

Area 1 Beat	01X	02X	02Y	03X	03Y	04X	05X	05Y	06X	07X		
Calls	10.3	9.8	9.6	16.6	9.0	25.6	6.5	3.1	13.9	14.2	NA	
Work Hours	13.2	16.2	15.4	22.5	12.3	34.9	9.7	4.2	18.9	19.0		

Area 2 Beat	08X	09X	10X	10Y	11X	12X	12Y	13X	13Y	13Z	14X	14Y	
Calls	23.0	11.9	5.9	6.8	6.6	7.6	9.8	2.5	4.0	6.4	9.9	6.0	NA
Work Hours	28.8	14.3	8.4	9.5	9.0	9.8	11.3	2.9	5.8	8.8	12.3	6.6	

Area 3 Beat	15X	16X	16Y	17X	17Y	18X	18Y	19X	20X	21X	21Y	22X	22Y
Calls	8.1	3.0	4.1	5.5	8.0	4.3	4.6	29.5	16.8	7.1	10.3	7.4	6.1
Work Hours	9.9	3.3	5.1	7.5	13.5	6.7	7.7	44.1	24.7	11.3	14.9	9.2	9.1

Area 4 Beat	23X	24X	24Y	25X	25Y	26X	26Y	27X	27Y	28X		
Calls	19.0	7.6	7.2	9.6	2.6	9.8	16.8	10.5	12.9	6.6	NA	
Work Hours	26.2	10.5	10.1	12.7	3.7	14.6	26.1	14.3	18.2	8.6		

Area 5 Beat	29X	30X	30Y	31X	31Y	31Z	32X	32Y	33X	34X	35X	35Y	
Calls	12.2	16.3	12.0	7.2	12.2	5.6	10.3	10.1	12.5	13.2	10.7	5.3	NA
Work Hours	15.1	25.0	16.8	8.3	16.2	9.0	14.7	14.2	19.4	20.8	14.5	8.9	

Observations:

- Area 5 had the most calls and workload, and it accounted for 22 percent of total calls and total workload.

- Excluding calls located at administrative locations or lacking a recorded area, an even distribution would allot 113 calls and 158 work hours per area.

TABLE 11: Violent Crime Call Descriptions

Call Code	Call Type
187	MURDER
203	MAYHEM
207	KIDNAPPING
209	KIDNAPPING FOR RANSO
211	ROBBERY
212_5	ROBBERY: FIRST DEGRE
215	CARJACKING
220	ATTEMPTED RAPE-SEXUA
236	FALSE IMPRISONMENT
240	ASSAULT
242	BATTERY
243_4	SEXUAL BATTERY
243A	ASSSAULT
243B	ASSAULT ON A POLICE
243D	AGGRAVATED ASSAULT
243E	BATTERY ON CO-HABITA
244	ASSAULT WITH CAUSTIC
245	ASSAULT W/DEADLY WEA
246	SHOOTING AT/INTO AN
247	SHOOTING AT/INTO AN
261	SEXUAL ASSAULT; RAPE
261_5	UNLAWFUL SEXUAL INTE
261VIC	RAPE VICTIM
262	SPOUSAL RAPE
273_5	INFLICT INJURY ON SP
273A	WILLFUL CRUELTY TO C
273D	INFLICT INJURY ON CH
285	INCEST
286	SODOMY
288	CRIMES AGAINST CHILD
415SS	415 SHOT SPOTTER GUN
417	BRANDISH A WEAPON
A211	ATTEMPTED ROBBERY
A261	ATTEMPTED RAPE

TABLE 12: Crime Calls and Work Hours by Area, per Day

Area	Calls Per Day		Area (Sq. Miles)	Population (2016 Est.)
	Violent	Other		
1	11.0	17.7	14.64	45,032
2	6.5	15.0	13.72	102,871
3	10.5	17.5	9.02	106,036
4	11.9	13.3	11.31	75,489
5	15.7	18.0	32.84	82,612
HQ/Administrative Locations	1.3	4.2	NA	NA
Other	0.1	2.0	NA	NA
Total	**56.9**	**87.8**	**77.89**	**420,798**

Area 1	Beat	01X	02X	02Y	03X	03Y	04X	05X	05Y	06X	07X		
	Violent	0.6	1.2	1.0	1.4	0.7	2.3	0.6	0.2	1.6	1.3	NA	
	Other	2.6	1.1	1.2	2.2	1.3	4.3	0.9	0.5	1.6	2.2		

Area 2	Beat	08X	09X	10X	10Y	11X	12X	12Y	13X	13Y	13Z	14X	14Y	
	Violent	1.8	0.8	0.5	0.5	0.4	0.5	0.5	0.1	0.1	0.2	0.8	0.3	NA
	Other	3.9	1.8	0.8	0.7	0.9	1.4	1.5	0.3	0.5	0.8	1.5	1.0	

Area 3	Beat	15X	16X	16Y	17X	17Y	18X	18Y	19X	20X	21X	21Y	22X	22Y
	Violent	0.6	0.1	0.1	0.5	0.9	0.4	0.5	2.3	1.9	0.9	1.2	0.5	0.4
	Other	1.2	0.4	0.6	0.9	1.3	0.4	0.7	4.8	2.6	1.0	1.4	1.3	0.9

Area 4	Beat	23X	24X	24Y	25X	25Y	26X	26Y	27X	27Y	28X		
	Violent	2.3	1.0	0.9	0.6	0.1	0.8	2.5	1.4	1.8	0.5	NA	
	Other	2.2	1.0	1.0	1.5	0.4	1.3	2.1	1.2	1.8	0.9		

Area 5	Beat	29X	30X	30Y	31X	31Y	31Z	32X	32Y	33X	34X	35X	35Y	
	Violent	1.3	2.6	1.3	0.5	1.2	0.6	1.3	1.0	2.0	2.2	1.4	0.3	NA
	Other	1.8	1.8	1.6	1.6	2.1	0.7	1.5	1.5	1.8	1.7	1.4	0.6	

Observations:

For violent crimes:

- Area 5 had the most violent crime calls and workload, and it accounted for 28 percent of total violent crime calls.

- Excluding violent crime calls located at administrative locations or lacking a recorded area, an even distribution would allot 11 violent crime calls per area.

For other crimes:

- Area 5 had the most other crime calls.

- Excluding other crime calls located at administrative locations or lacking a recorded area, an even distribution would allot 16 other crime calls per area.

TABLE 14: Calls Pending after Midnight by Area, per Day

Area	Pending Calls	Total Calls	Pending Percent	Area (Sq. Miles)	Population (2016 Est.)
1	6.8	118.5	5.7%	14.64	45,032
2	8.3	100.2	8.3%	13.72	102,871
3	10.2	114.8	8.9%	9.02	106,036
4	14.3	102.5	14.0%	11.31	75,489
5	18.5	127.6	14.5%	32.84	82,612
HQ/Administrative Locations	0.5	46.1	1.1%	NA	NA
Other	0.0	4.7	0.0%	NA	NA
Total	**58.5**	**614.4**	**9.5%**	**77.89**	**420,798**

TABLE 15: Calls Pending after Midnight by Beat, per Day

Area 1	Beat	01X	02X	02Y	03X	03Y	04X	05X	05Y	06X	07X		NA	
	Calls	0.42	0.52	0.63	0.73	0.33	1.77	0.42	0.16	0.87	0.90			
Area 2	Beat	08X	09X	10X	10Y	11X	12X	12Y	13X	13Y	13Z	14X	14Y	NA
	Calls	2.05	0.65	0.57	0.63	0.37	0.71	0.77	0.20	0.38	0.44	0.92	0.59	
Area 3	Beat	15X	16X	16Y	17X	17Y	18X	18Y	19X	20X	21X	21Y	22X	22Y
	Calls	0.59	0.17	0.29	0.67	0.82	0.28	0.43	1.98	1.62	0.91	1.21	0.63	0.57
Area 4	Beat	23X	24X	24Y	25X	25Y	26X	26Y	27X	27Y	28X		NA	
	Calls	2.28	1.09	1.14	1.35	0.46	1.47	2.45	1.42	2.01	0.61			
Area 5	Beat	29X	30X	30Y	31X	31Y	31Z	32X	32Y	33X	34X	35X	35Y	NA
	Calls	1.65	2.74	1.86	0.80	1.78	1.00	1.58	1.42	1.80	1.45	1.73	0.74	

Observations:

- Area 5 had the largest proportion of calls (14 percent) pending after midnight.

- Area 1 had the smallest proportion of calls (6 percent) pending after midnight.

FIGURE 10: Percentage Calls and Work Hours, by Category, Winter 2019

Call Activity	Workload

Call Activity: 49.1%, 9.3%, 13.1%, 9.3%, 3.9%, 6.0%, 9.2%

Workload: 54.3%, 13.0%, 10.2%, 5.5%, 3.5%, 3.1%, 10.5%

Legend: Alarm, Assist, Check, Disturbance, General, Investigation, Traffic
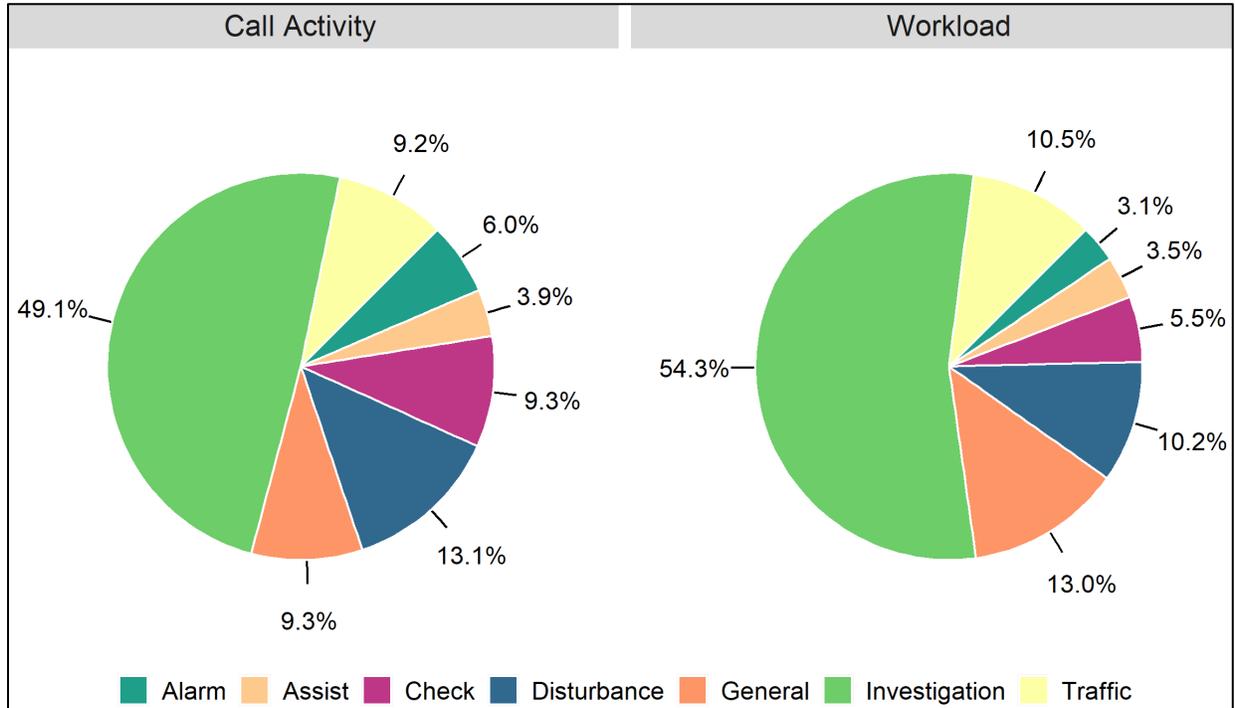
TABLE 16: Calls and Work Hours per Day, by Category, Winter 2019

Category	Per Day	
	Calls	Work Hours
Accident	20.2	44.1
Alarm	35.5	25.6
Animal	0.9	1.2
Assist citizen	5.7	7.1
Assist other agency	17.3	22.1
Blight	5.0	4.2
Check	54.4	45.1
Crime against person	66.5	173.8
Property crime	68.6	88.3
Disturbance	76.9	83.6
General inquiry	46.5	44.6
Juvenile	3.6	6.4
Mental health	30.2	50.0
Miscellaneous	14.7	45.1
On view	72.9	85.7
Custody/warrant	3.0	11.1
Suspicious incident	30.7	43.3
Traffic related	19.9	16.9
Traffic stop	14.1	25.0
Total	**586.5**	**823.3**

Note: Workload calculations focused on calls rather than events.

Observations, Winter:

- Total calls averaged 587 per day or 24.4 per hour.

- Total workload averaged 823 hours per day. This means that on average, each hour of the day, 34.3 patrol unit work-hours are being utilized.

- Investigation calls constituted 49 percent of calls and 54 percent of workload.

- Disturbance calls constituted 13 percent of calls and 10 percent of workload.

- General calls constituted 9 percent of calls and 13 percent of workload.

- Traffic calls constituted 9 percent of calls and 10 percent of workload.

- These top four categories constituted 81 percent of calls and 88 percent of workload.

FIGURE 11: Percentage Calls and Work Hours, by Category, Summer 2019

Call Activity	Workload

Call Activity:
- 9.0%
- 5.4%
- 3.9%
- 8.9%
- 48.9%
- 14.3%
- 9.6%

Workload:
- 11.0%
- 2.8%
- 3.4%
- 5.3%
- 54.6%
- 10.5%
- 12.4%

Legend: Alarm · Assist · Check · Disturbance · General · Investigation · Traffic
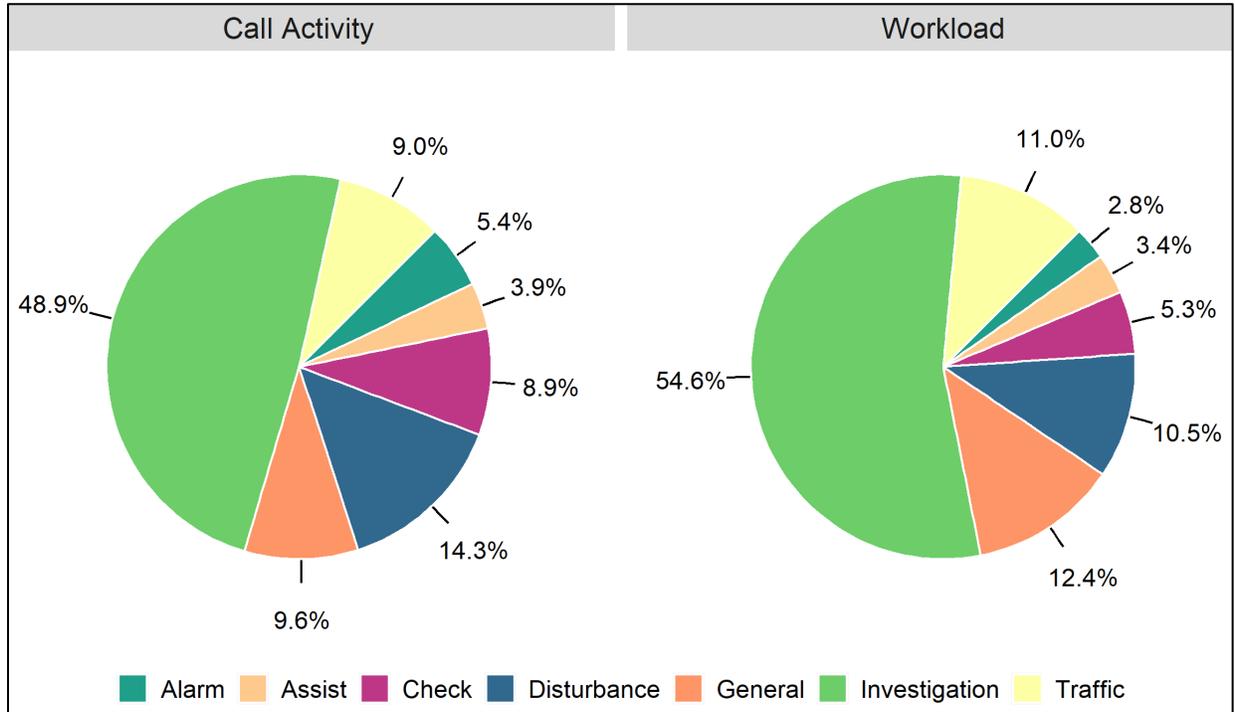
TABLE 17: Calls and Work Hours per Day, by Category, Summer 2019

Category	Per Day Calls	Per Day Work Hours
Accident	21.5	48.9
Alarm	34.5	24.0
Animal	0.6	0.6
Assist citizen	6.6	8.7
Assist other agency	18.5	20.6
Blight	4.9	4.7
Check	57.4	45.8
Crime against person	75.5	185.7
Property crime	74.7	98.2
Disturbance	91.7	91.4
General inquiry	49.9	43.8
Juvenile	4.9	6.8
Mental health	35.0	60.0
Miscellaneous	16.0	35.9
On view	78.3	90.0
Custody/warrant	3.2	8.1
Suspicious incident	32.4	48.7
Traffic related	20.7	20.0
Traffic stop	15.8	26.7
Total	**642.2**	**868.6**

Note: Workload calculations focused on calls rather than events.

Observations, Summer:

- The average number of daily calls and workload was higher in summer than in winter.

- Total calls averaged 642 per day or 26.8 per hour.

- Total workload averaged 869 hours per day, meaning that on average 36.2 units per hour were busy responding to calls.

- Investigation calls constituted 49 percent of calls and 55 percent of workload.

- Disturbance calls constituted 14 percent of calls and 11 percent of workload.

- General calls constituted 10 percent of calls and 12 percent of workload.

- Traffic calls constituted 9 percent of calls and 11 percent of workload.

- These top four categories constituted 82 percent of calls and 89 percent of workload.

OUT OF SERVICE ACTIVITIES

In the period from January 1, 2019, through December 31, 2019, the dispatch center recorded out of service activities that were either assigned a call number or not. We focused on those activities that involved a patrol unit. We also limited our analysis to out of service activities that occurred during shifts where the same patrol unit was also responding to calls for service. Records without a call number include only one unit per activity. When including records with call numbers that involved more than one unit, we separated each unit's activity into individual records. For this reason, each record in this section only indicates one unit per activity. There were a few problems with the data provided and we made assumptions and decisions to address these issues:

■ We excluded activities that lasted less than 30 seconds. These are irrelevant and contribute little to the overall workload.

■ Another portion of the recorded activities lasted more than eight hours (about 35 activities). As an activity is unlikely to last more than eight hours, we assumed that these records were inaccurate.

■ After these exclusions, 22,796 activities remained. These activities had an average duration of 50.5 minutes.

In this section, we report out of service activities and workload by type of activity. In the next section, we include these activities in the overall workload when comparing the total workload against available personnel in winter and summer.

TABLE 18: Out of Service Activities and Average Occupied Times by Description

Description	Count	Average Minutes per Activity
After hours IA referral	196	56.6
Carwash	38	40.7
Community meeting	763	71.1
Completing reports	10	86.9
Evidence	238	59.0
Fuel vehicle	1,183	22.1
Make a phone call	406	44.8
*Miscellaneous	184	64.5
Off duty (pcd)	3	13.0
Report review	15,780	53.2
Respond to communicate	2	43.3
Respond to the officer	15	53.1
Training	552	111.7
Video evidence	391	64.4
Administrative - Weighted Average/Total Activities	**19,755**	**53.9**
Coffee break	6	19.8
Meal break	99	61.8
Personal break	2,929	27.0
Relief	1	59.5
Personal - Weighted Average/Total Activities	**3,035**	**28.1**
Weighted Average/Total Activities	**22,796**	**50.5**

Note: A unit's occupied time is measured as the time from when the unit begins an activity until the unit becomes available again. The times shown are the average occupied minutes per call for the unit associated with a specific description. *These miscellaneous activities were not assigned call numbers and recorded with unit status code "ON." Example descriptions for these activities are "report review," "fuel," "dropping off evidence," "training," and "lineup."

Observations:

- The most common administrative out of service description was for report review.

- The average time spent on administrative activities was 53.9 minutes and for personal activities, it was 28.1 minutes.

FIGURE 12: Out of Service Activities per Day, by Month
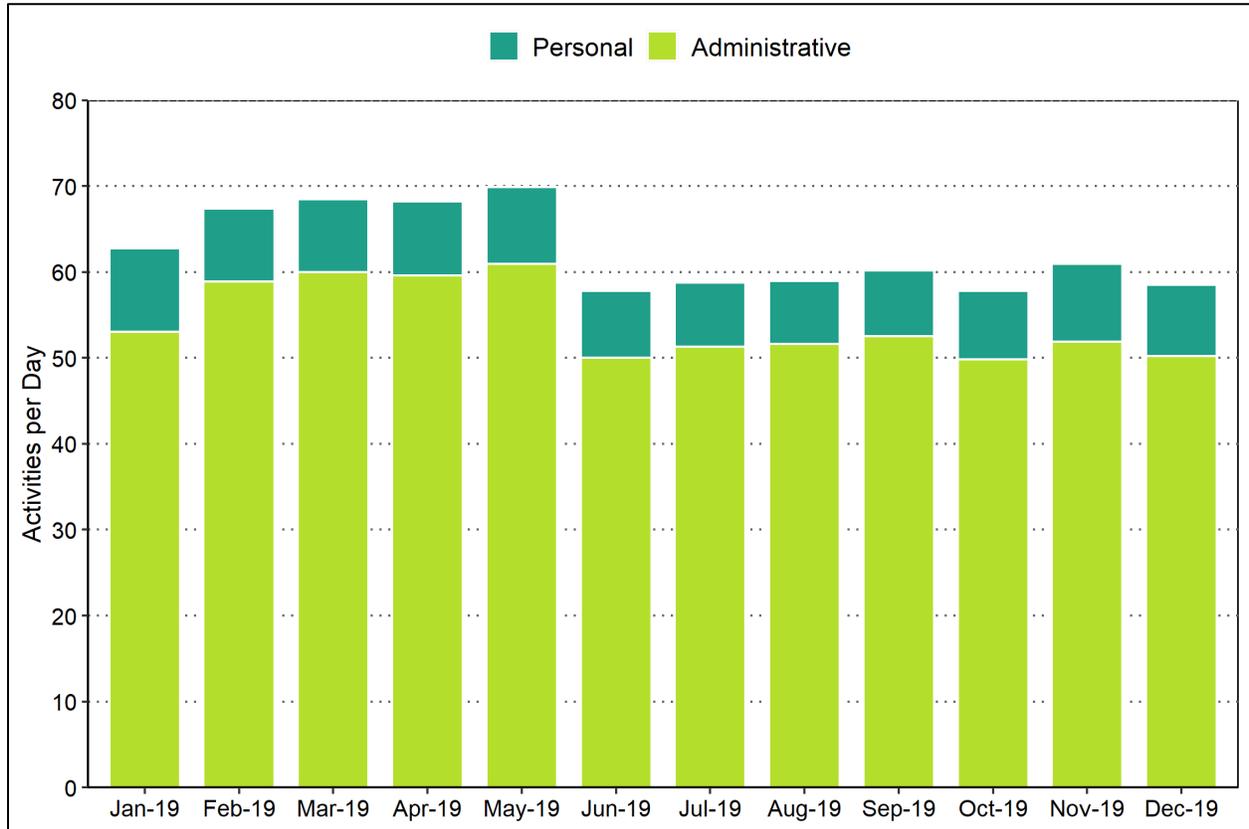
TABLE 19: Out of Service Activities per Day, by Month

Activities	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Personal	9.7	8.5	8.5	8.6	8.9	7.8	7.5	7.3	7.7	8.0	9.1	8.3
Administrative	53.1	58.9	60.0	59.6	61.0	50.0	51.3	51.6	52.5	49.8	51.9	50.2
Total	**62.8**	**67.4**	**68.5**	**68.2**	**69.9**	**57.8**	**58.7**	**58.9**	**60.2**	**57.8**	**60.9**	**58.5**

Observations:

- The number of activities per day was lowest in June and October.
- The number of activities per day was highest in May.

FIGURE 13: Out of Service Activities per Day, by Day of Week
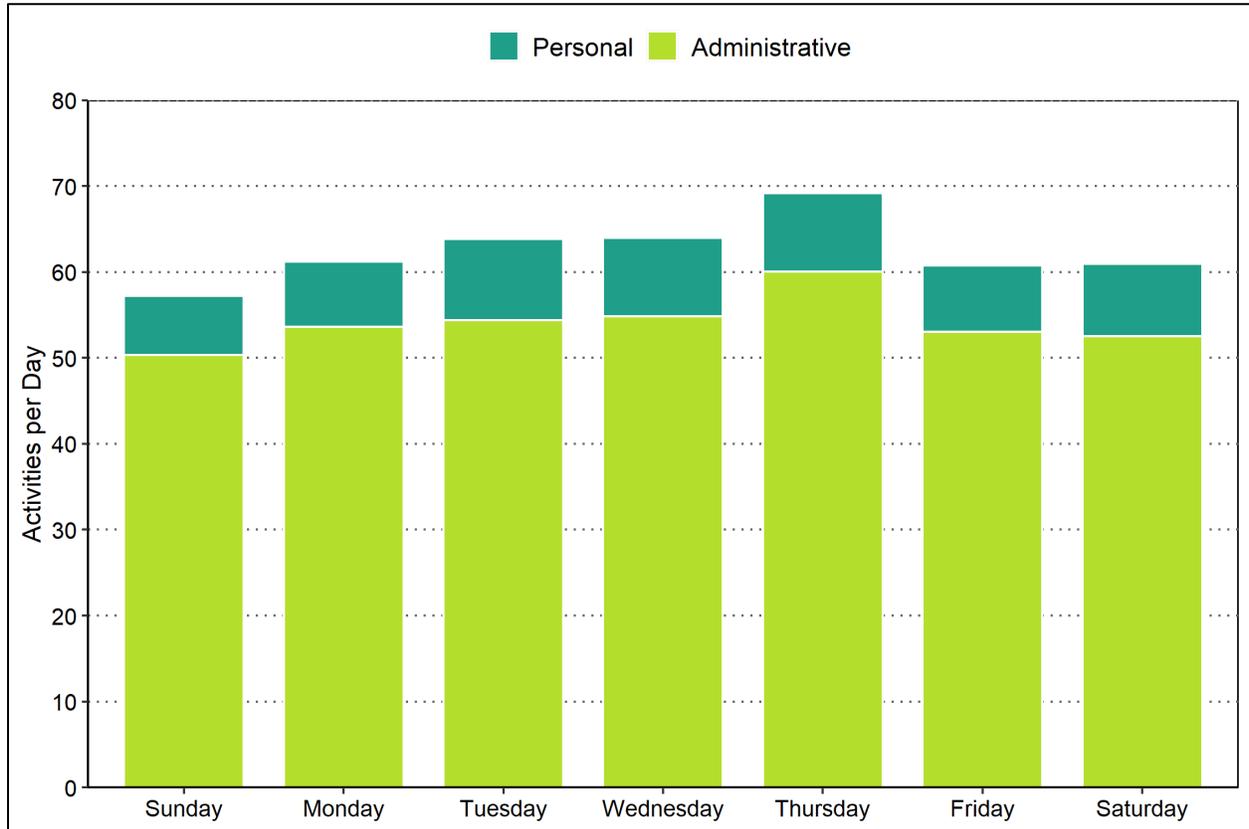
TABLE 20: Out of Service Activities per Day, by Day of Week

Day of Week	Administrative	Personal	Activities per Day
Sunday	50.4	6.9	57.2
Monday	53.7	7.5	61.2
Tuesday	54.4	9.4	63.8
Wednesday	54.8	9.2	64.0
Thursday	60.1	9.1	69.2
Friday	53.0	7.7	60.7
Saturday	52.5	8.4	60.9
Weekly Average	**54.1**	**8.3**	**62.4**

Observations:

- The number of out of service activities per day was lowest on Sundays.

- The number of out of service activities per day was highest on Thursdays.

FIGURE 14: Out of Service Activities per Day, by Hour of Day
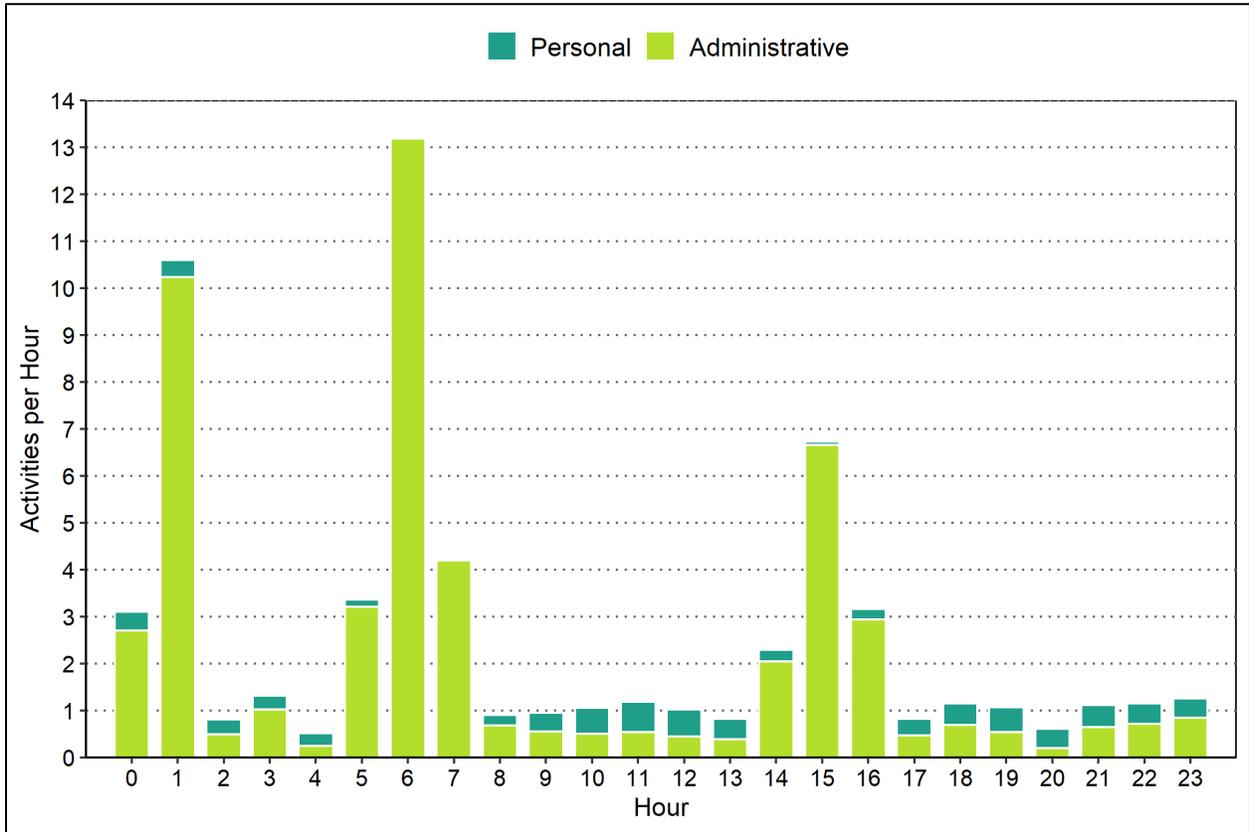
TABLE 21: Out of Service Activities per Hour, by Time of Day

Hour	Personal	Administrative	Total
0	0.40	2.70	3.11
1	0.36	10.24	10.60
2	0.32	0.49	0.81
3	0.29	1.02	1.32
4	0.27	0.24	0.51
5	0.15	3.21	3.37
6	0.03	13.19	13.22
7	0.05	4.19	4.24
8	0.22	0.68	0.90
9	0.41	0.55	0.95
10	0.56	0.50	1.05
11	0.65	0.53	1.18
12	0.58	0.45	1.02
13	0.43	0.39	0.82
14	0.25	2.04	2.29
15	0.08	6.65	6.73
16	0.22	2.94	3.16
17	0.35	0.47	0.82
18	0.46	0.69	1.15
19	0.53	0.54	1.07
20	0.41	0.20	0.61
21	0.47	0.65	1.12
22	0.43	0.72	1.15
23	0.42	0.84	1.26
Hourly Average	**0.35**	**2.26**	**2.60**

Observations:

- The number of activities per hour was highest between 6:00 a.m. and 7:00 a.m.

- The number of activities per hour was lowest between 4:00 a.m. and 5:00 a.m.

DEPLOYMENT

For this study, we examined deployment information for eight weeks in winter (January 4 through February 28, 2019) and eight weeks in summer (July 7 through August 31, 2019). The department's main patrol force consists of units from their patrol divisions, described as patrol officers (within 1-person and 2-person patrol units), patrol sergeants, foot patrol units, K9 units, crime reduction team units, motor units, tactical units, community resource units, and mental health units assigned to the Alameda County Behavioral Health Care Services. The patrol force operates on 10-hour shifts starting at 6:00 a.m., 7:00 a.m., 9:00 p.m., 10:00 p.m. It also operates a 12-hour shift starting at 2:00 p.m. The police department's patrol force deployed an average of 59.7 units per hour during the 24-hour day in winter and summer.

In this section, we describe the deployment and workload in distinct steps, distinguishing between summer and winter and between weekdays (Monday through Friday) and weekends (Saturday through Sunday):

- First, we focus on patrol deployment alone.

- Next, we compare "all" workload, which includes community-initiated calls, police-initiated calls, out-of-service activities, and directed patrol activities.

- Finally, we compare the workload against deployment by percentage.

Comments follow each set of four figures, with separate discussions for winter and summer.

FIGURE 15: Deployed Units, Weekdays, Winter 2019
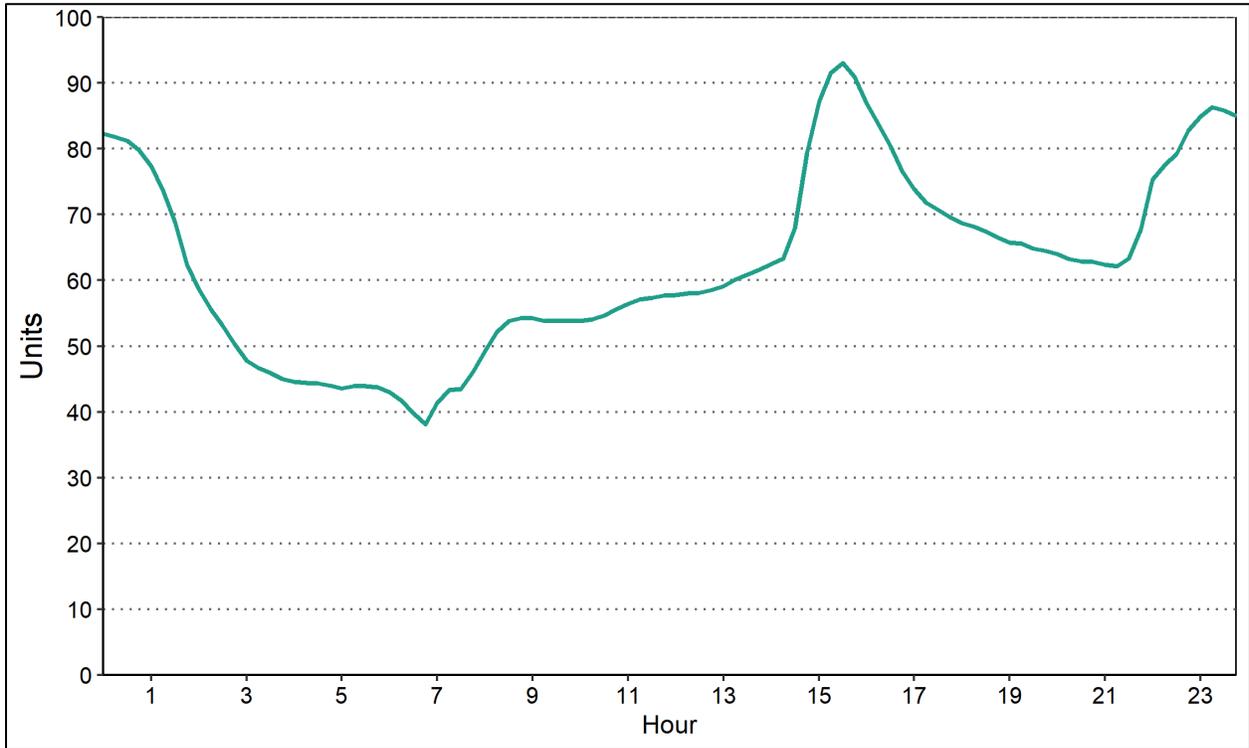
FIGURE 16: Deployed Units, Weekends, Winter 2019
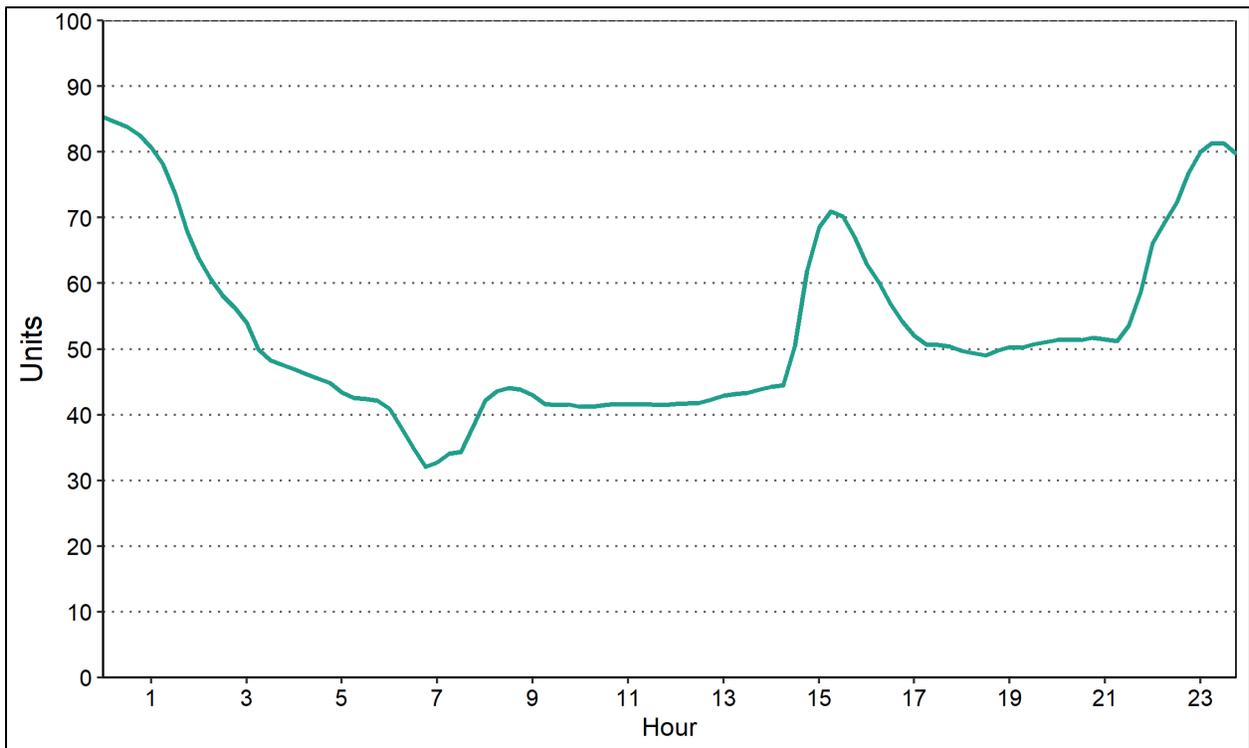
FIGURE 17: Deployed Units, Weekdays, Summer 2019
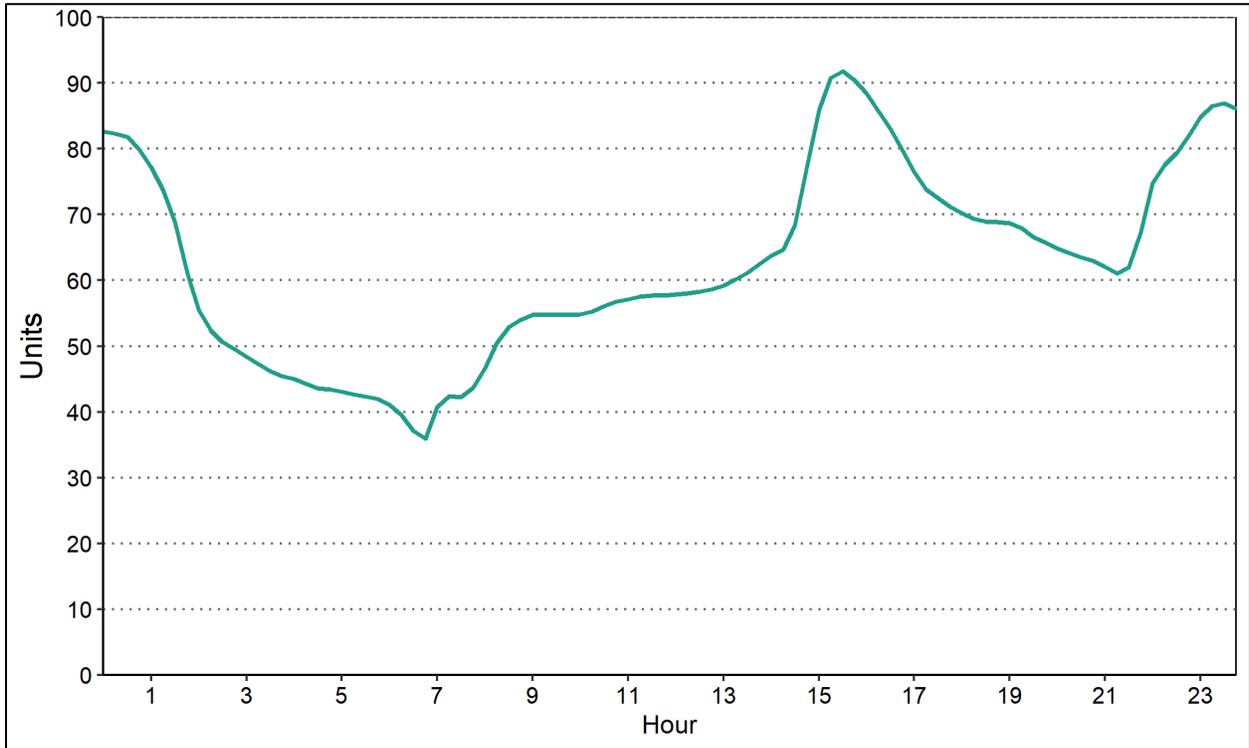
FIGURE 18: Deployed Units, Weekends, Summer 2019
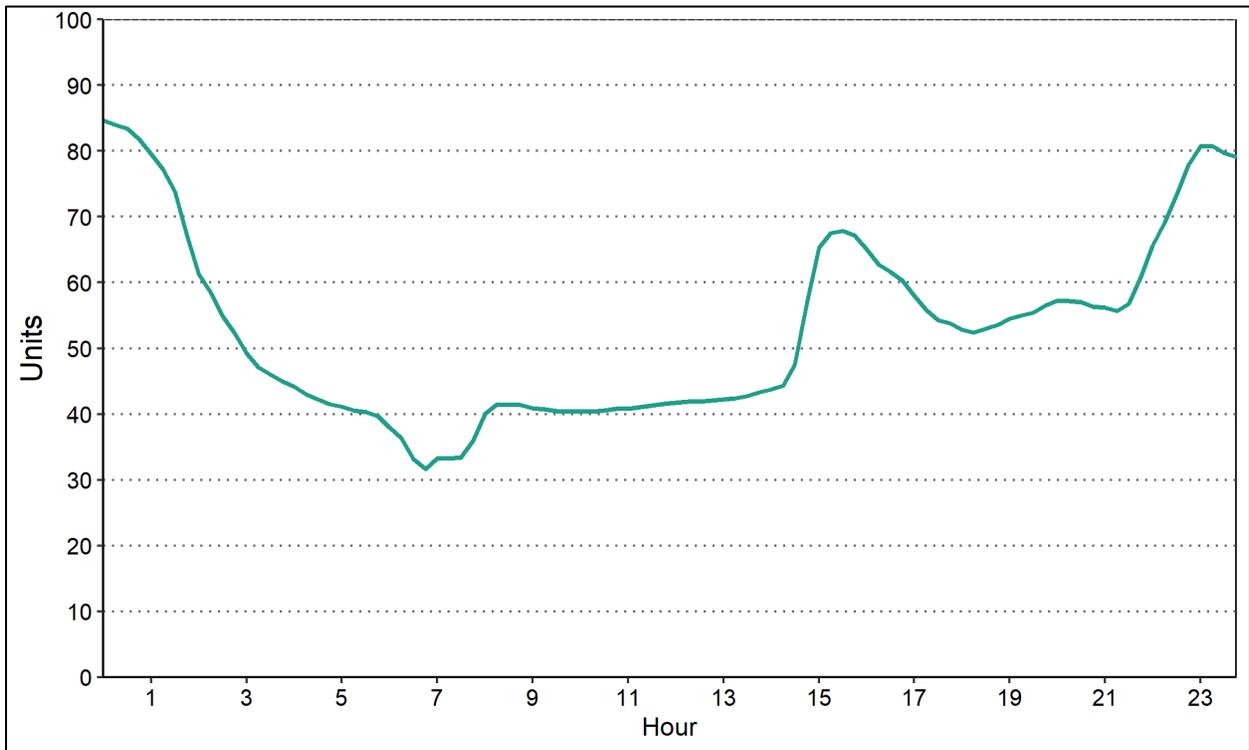
Observations:

- For Winter (January 4 through February 28, 2019):

  - The average deployment was 62.4 units per hour during the week and 52.8 units per hour on the weekend.

  - Average deployment varied from 38.1 to 93.1 units per hour on weekdays and 32.0 to 85.3 units per hour on weekends.

- For Summer (July 7 through August 31, 2019):

  - The average deployment was 62.5 units per hour during the week and 52.9 units per hour on the weekend.

  - Average deployment varied from 36.0 to 91.8 units per hour on weekdays and 31.7 to 84.6 units per hour on weekends.

FIGURE 19: Deployment and All Workload, Weekdays, Winter 2019
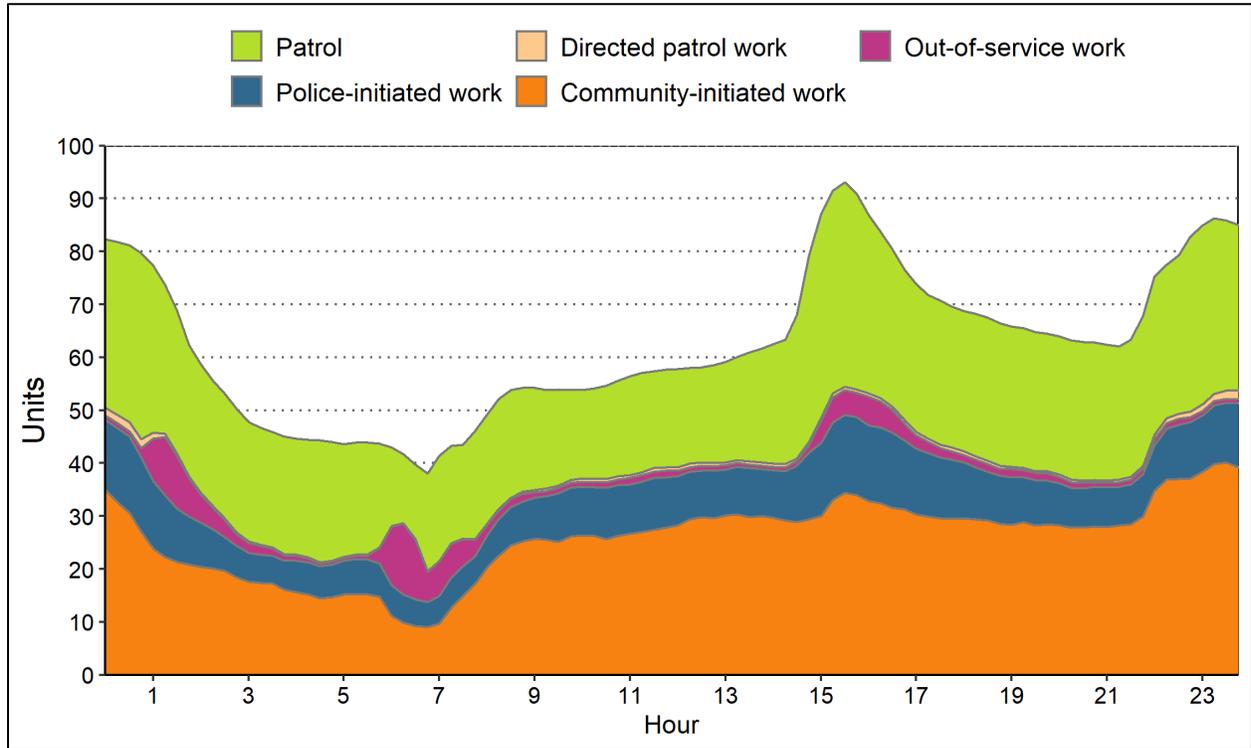
FIGURE 20: Deployment and All Workload, Weekends, Winter 2019
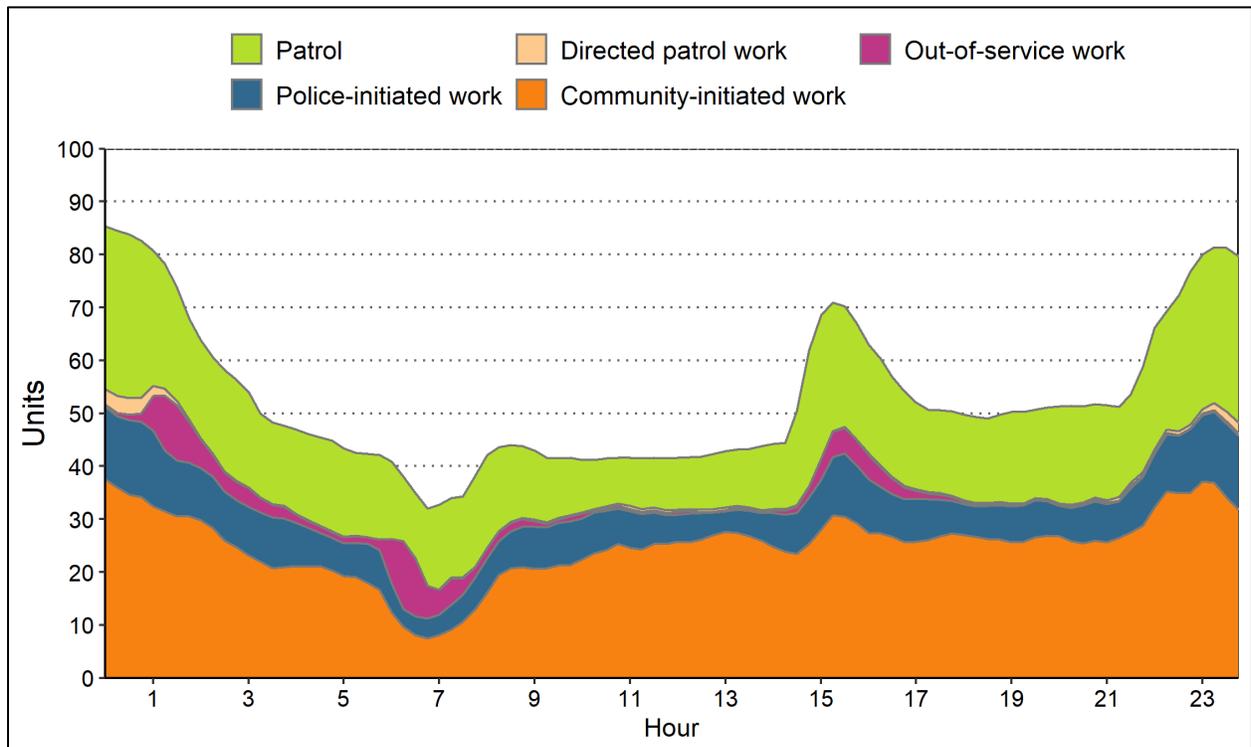
FIGURE 21: Deployment and All Workload, Weekdays, Summer 2019
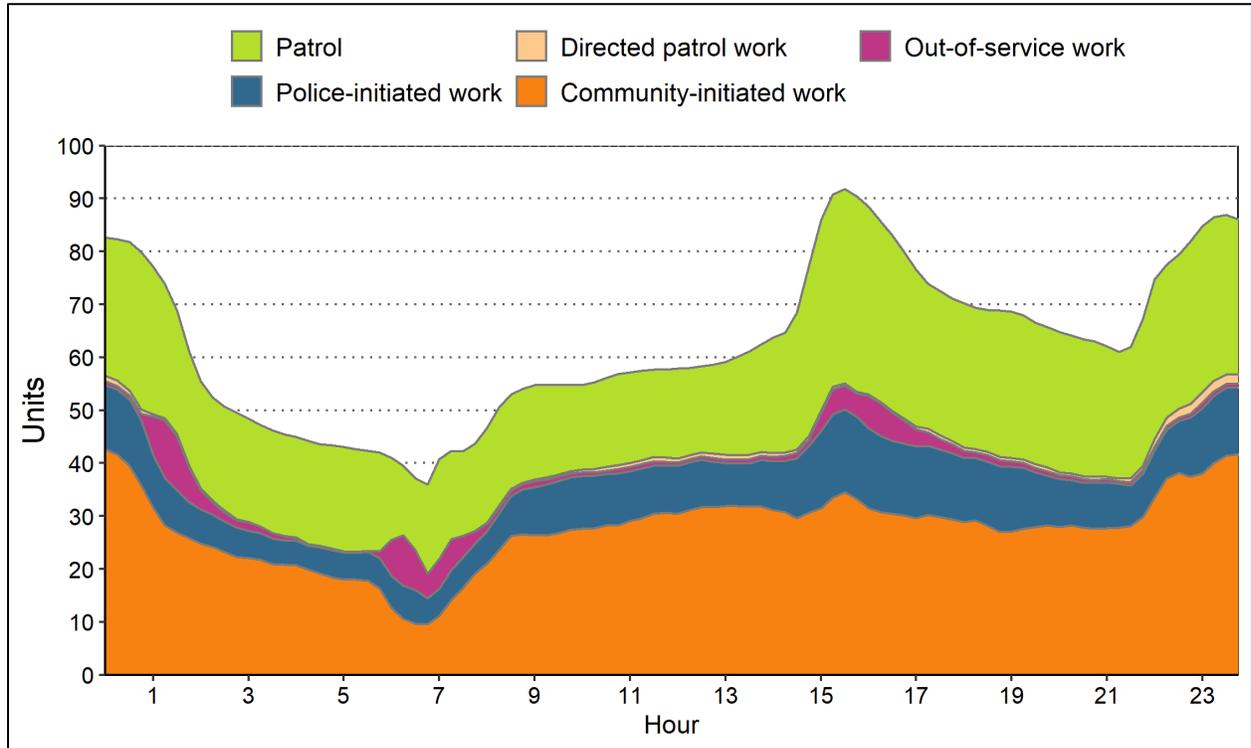
FIGURE 22: Deployment and All Workload, Weekends, Summer 2019
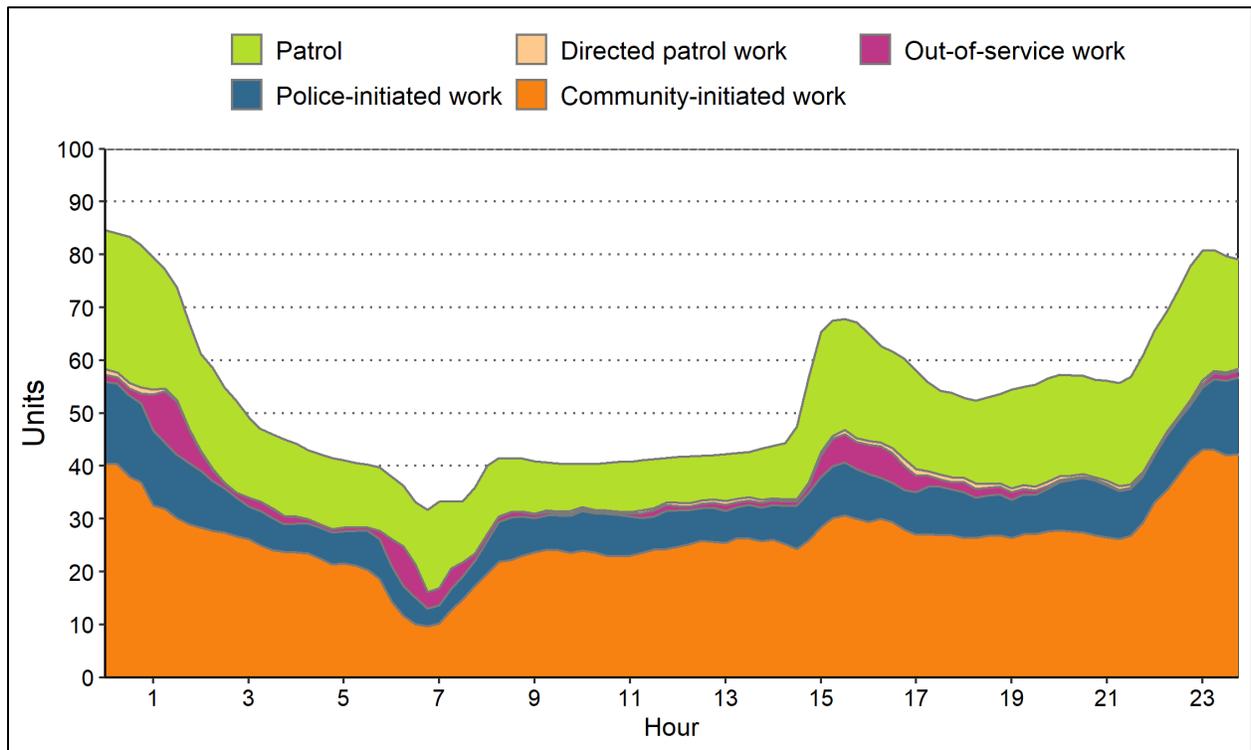
Note: Figures 19 to 22 show deployment along with all workload from community-initiated calls and police-initiated calls, out-of-service work, and directed patrol work.

Observations:

Winter:

- Community-initiated work:
  - Average community-initiated workload was 25.8 units per hour during the week and 25.0 units per hour on weekends.
  - This was approximately 41 percent of hourly deployment during the week and 47 percent of hourly deployment on weekends.
- All work:
  - Average workload was 37.9 units per hour during the week and 35.4 units per hour on weekends.
  - This was approximately 61 percent of hourly deployment during the week and 67 percent of hourly deployment on weekends.

Summer:

- Community-initiated work:
  - Average community-initiated workload was 27.6 units per hour during the week and 26.4 units per hour on weekends.
  - This was approximately 44 percent of hourly deployment during the week and 50 percent of hourly deployment on weekends.
- All work:
  - Average workload was 39.4 units per hour during the week and 37.0 units per hour on weekends.
  - This was approximately 63 percent of hourly deployment during the week and 70 percent of hourly deployment on weekends.

FIGURE 23: Percentage of Workload, Weekdays, Winter 2019
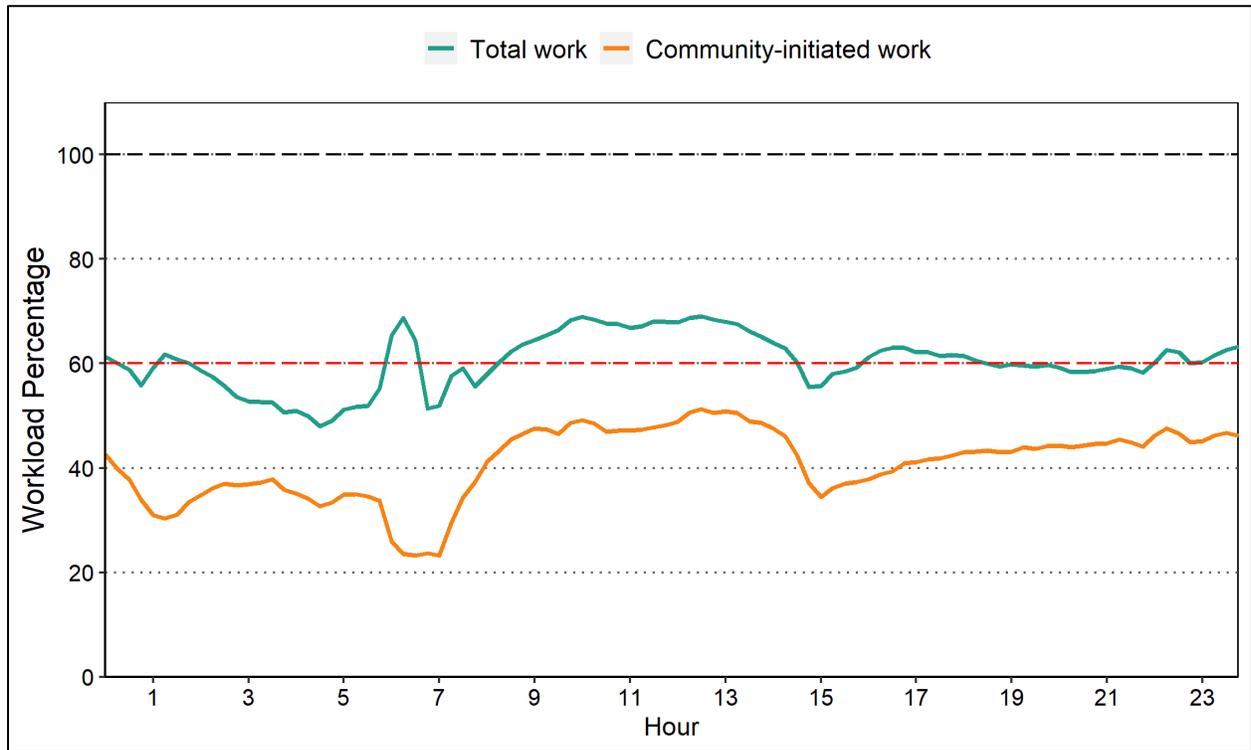
FIGURE 24: Percentage of Workload, Weekends, Winter 2019
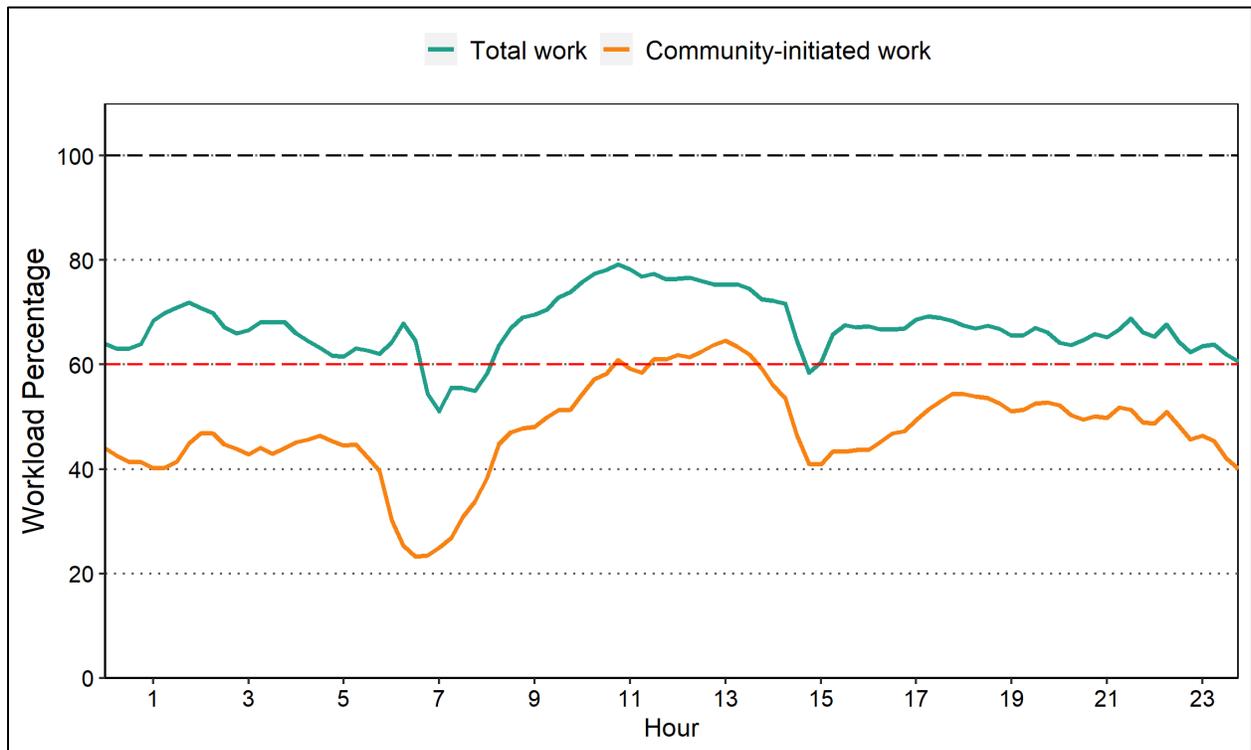
FIGURE 25: Percentage of Workload, Weekdays, Summer 2019
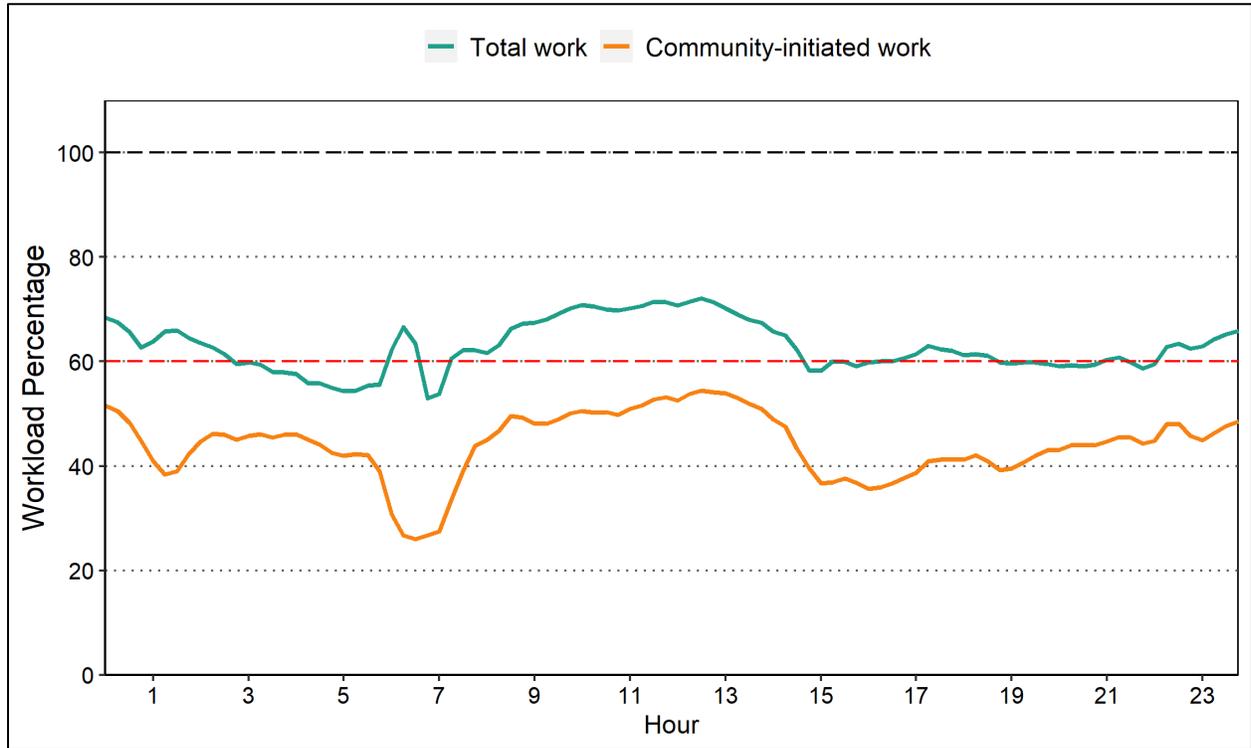
FIGURE 26: Percentage of Workload, Weekends, Summer 2019
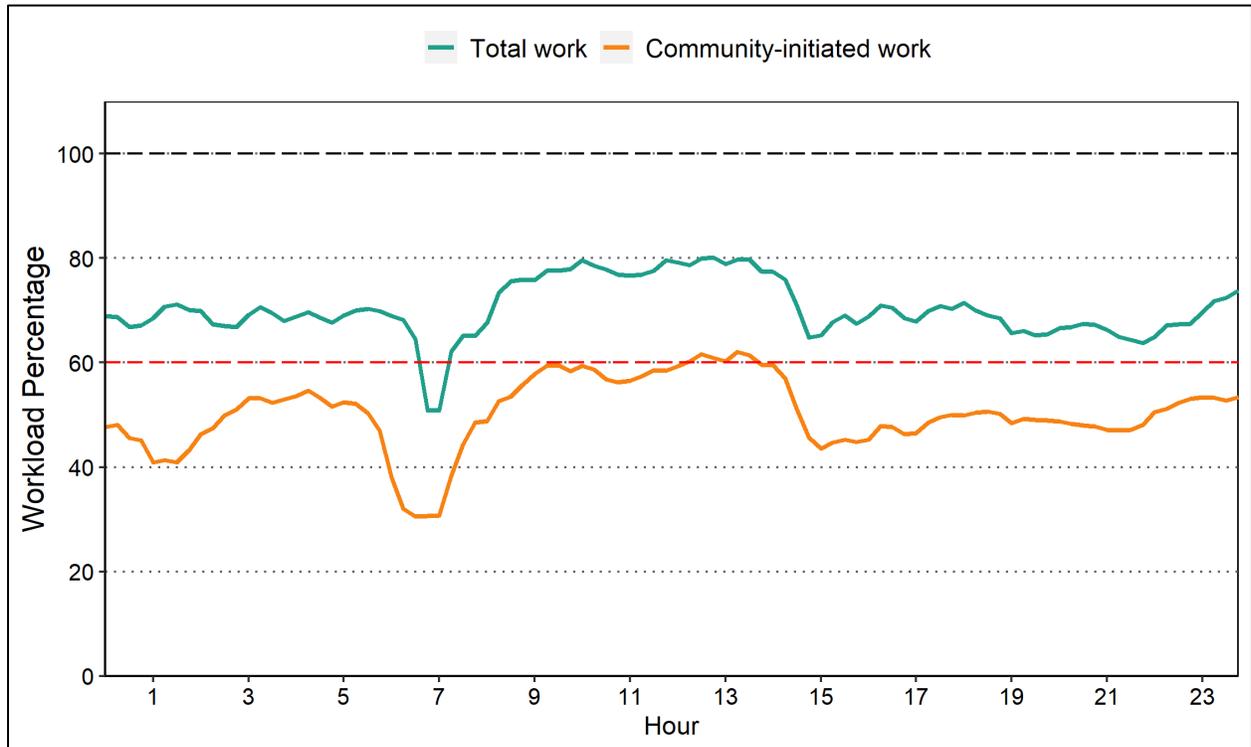
Observations:

Winter:

- Community-initiated work:

  - During the week, workload reached a maximum of 51 percent of deployment between 12:15 p.m. and 12:45 p.m. and between 1:00 p.m. and 1:30 p.m.

  - On weekends, workload reached a maximum of 65 percent of deployment between 1:00 p.m. and 1:15 p.m.

- All work:

  - During the week, workload reached a maximum of 69 percent of deployment between 6:15 a.m. and 6:30 a.m., between 10:00 a.m. and 10:15 a.m., and between 12:15 p.m. and 12:45 p.m.

  - On weekends, workload reached a maximum of 79 percent of deployment between 10:45 a.m. and 11:00 a.m.

Summer:

- Community-initiated work:

  - During the week, workload reached a maximum of 54 percent of deployment between 12:15 p.m. and 12:45 p.m.

  - On weekends, workload reached a maximum of 62 percent of deployment between 12:30 p.m. and 12:45 p.m. and between 1:15 p.m. and 1:30 p.m.

- All work:

  - During the week, workload reached a maximum of 72 percent of deployment between 11:30 a.m. and 11:45 a.m. and between 12:15 p.m. and 12:45 p.m.

  - On weekends, workload reached a maximum of 80 percent of deployment between 10:00 a.m. and 10:15 a.m., between 11:45 a.m. and noon, between 12:30 p.m. and 1:00 p.m., and between 1:15 p.m. and 1:45 p.m.

RESPONSE TIMES

We analyzed the response times to various types of calls, separating the duration into dispatch delay and travel time, to determine whether response times varied by call type. Response time is measured as the difference between when a call is received and when the first unit arrives on scene. This is further divided into dispatch delay and travel time. Dispatch delay is the time between when a call is received and when the first unit is dispatched. Travel time is the remaining time until the first unit arrives on scene.

We begin the discussion with statistics that include all calls combined. To analyze response times, we focus on a subset of calls in the following way:

- We only examine other-initiated calls.

- For the majority of this analysis, we removed calls that occurred at administrative locations associated with the police department. We include an analysis of calls at these locations in Table 24.

- Throughout our analysis, we include all calls where a patrol unit was dispatched. In this section, we remove calls where no patrol unit recorded a valid arrival time.

- Finally, we exclude calls where the measured response time is either less than 15 seconds or longer than 8 hours.

For the entire year, we began with 224,634 calls. We limited our analysis to 170,129 community-initiated calls. We then removed 3,974 calls at headquarters/administrative locations. Finally, we removed 20,712 calls without an arrival time, 6,631 calls with a response time below 15 seconds, 15,653 calls with a response time above 8 hours, and 94 calls with negative dispatch delay or travel time. We were left with 123,065 calls.

For each season, we started with 32,902 calls for winter and 36,029 calls for summer. We limited our analysis to community-initiated calls, which amounted to 24,693 calls for winter and 27,173 calls for summer. Finally, after removing calls at headquarters, lacking arrival times, or with excessively short or long response times, we were left with 18,593 calls in winter and 19,335 calls in summer for our analysis.

Our initial analysis does not distinguish calls based on priority; instead, it examines the difference in response to all calls by time of day and compares the summer and winter periods. We then present a brief analysis of response time for high priority calls alone.

ALL CALLS

This section looks at all calls without considering their priorities. In addition to examining the differences in response times by both time of day and season (winter vs. summer), we show differences in response times by category.

FIGURE 27: Average Response Times by Hour of Day, Winter and Summer 2019
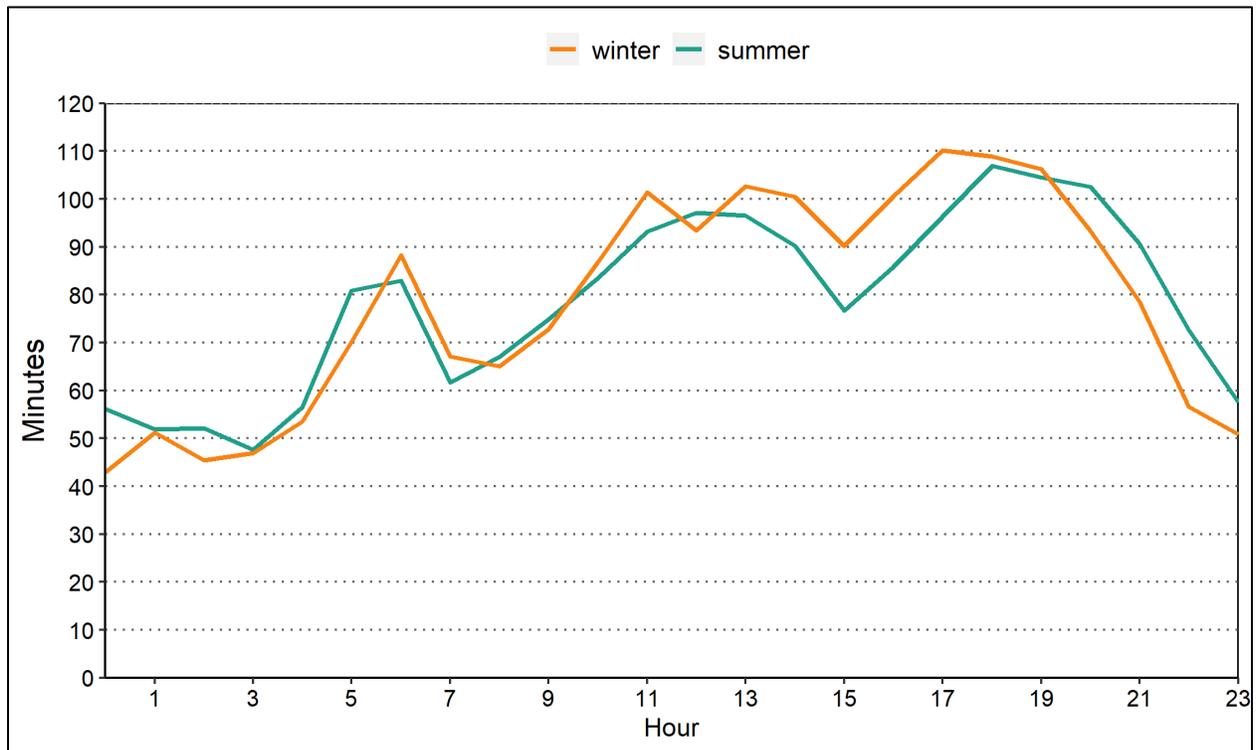
Observations:

- Average response times varied significantly by the hour of the day.

- In winter, the longest response times were between 5:00 p.m. and 6:00 p.m. with an average of 109.9 minutes.

- In winter, the shortest response times were between midnight and 1:00 a.m. with an average of 43.1 minutes.

- In summer, the longest response times were between 6:00 p.m. and 7:00 p.m. with an average of 106.9 minutes.

- In summer, the shortest response times were between 3:00 a.m. and 4:00 a.m. with an average of 47.6 minutes.

FIGURE 28: Average Response Time by Category, Winter 2019
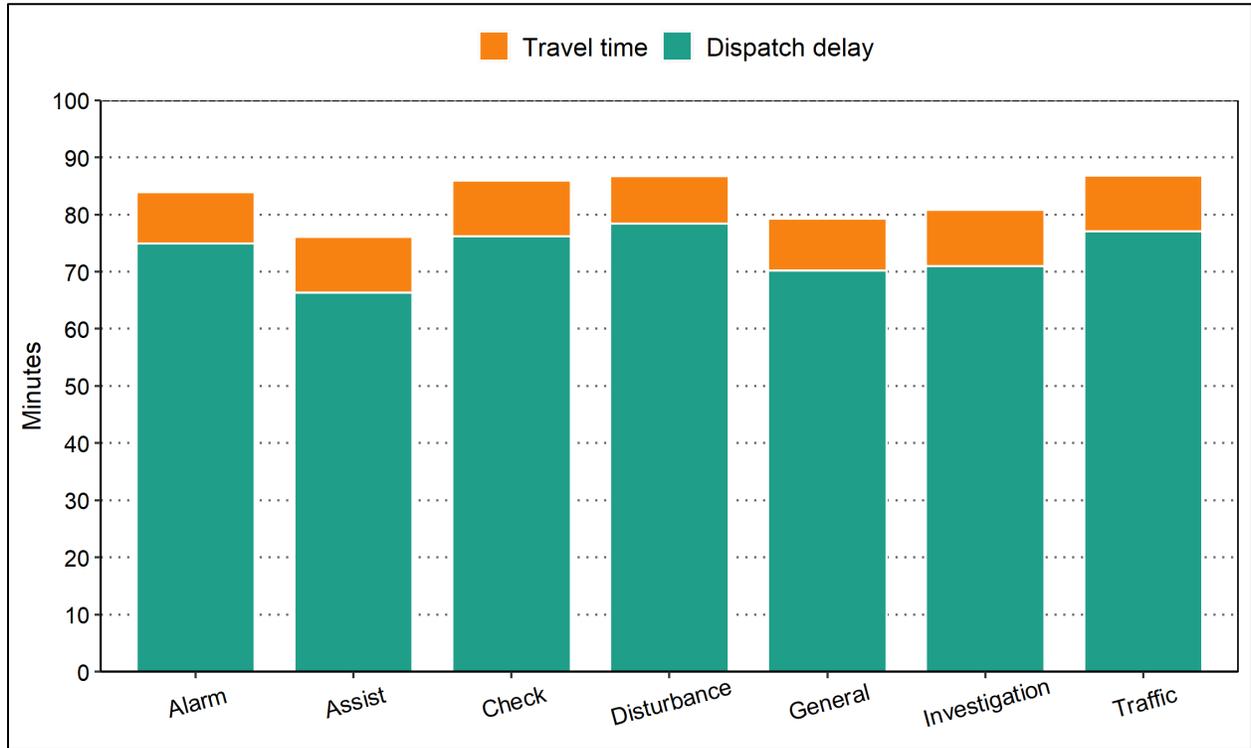
FIGURE 29: Average Response Time by Category, Summer 2019
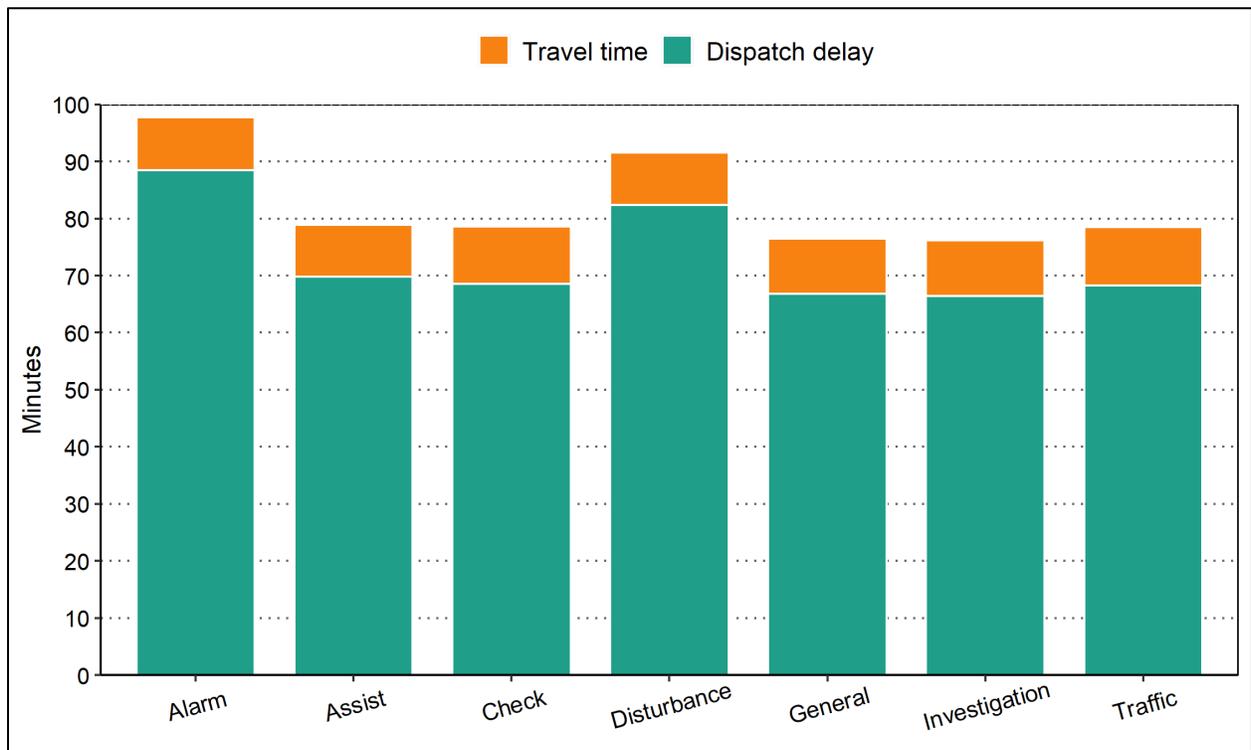
TABLE 22: Average Response Time Components, by Category

Category	Winter			Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Accident	41.2	7.7	48.9	37.9	8.0	45.9
Alarm	74.9	9.0	83.9	88.5	9.3	97.7
Animal	46.3	10.2	56.4	18.8	10.5	29.3
Assist citizen	114.1	9.6	123.7	109.7	9.9	119.5
Assist other agency	51.7	9.9	61.6	56.2	8.8	65.0
Blight	69.5	8.3	77.8	69.8	9.0	78.8
Check	76.2	9.8	85.9	68.5	10.1	78.6
Crime against person	43.2	8.6	51.8	37.4	8.5	45.8
Property crime	101.5	11.5	113.0	92.9	11.4	104.3
Disturbance	78.4	8.3	86.7	82.4	9.1	91.6
General inquiry	80.8	10.8	91.5	88.6	10.7	99.3
Juvenile	63.3	12.8	76.1	65.0	14.7	79.7
Mental health	67.1	8.5	75.7	63.8	9.0	72.8
Miscellaneous	95.8	10.8	106.5	89.3	10.4	99.6
Custody/warrant	59.3	18.8	78.0	65.8	17.9	83.7
Suspicious incident	69.0	8.6	77.5	66.2	8.5	74.7
Traffic related	115.2	12.0	127.2	106.7	13.2	119.8
Total Average	**73.1**	**9.5**	**82.6**	**71.7**	**9.6**	**81.3**

Note: The total average is weighted according to the number of calls per category.

Observations:

- In winter, the average response time for most categories was between 76 minutes and 88 minutes.

- In winter, the average response time was as short as 76 minutes (for assist calls) and as long as 87 minutes (for traffic calls and disturbances).

- In summer, the average response time for most categories was between 69 minutes and 98 minutes.

- In summer, the average response time was as short as 76 minutes (for general calls and investigations) and as long as 98 minutes (for alarms).

TABLE 23: 90th Percentiles for Response Time Components, by Category

Category	Winter			Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Accident	135.1	16.2	154.8	123.5	16.2	143.1
Alarm	222.1	20.3	251.5	266.1	21.2	292.4
Animal	160.1	20.9	195.0	44.8	19.7	53.4
Assist citizen	327.4	18.0	341.4	333.1	26.5	338.6
Assist other agency	170.2	23.2	186.4	180.6	19.6	207.8
Blight	209.3	15.4	231.1	202.6	19.2	224.4
Check	248.9	21.4	279.7	232.8	22.6	266.5
Crime against person	161.3	18.0	186.3	129.8	17.0	155.6
Property crime	306.5	26.5	331.2	298.8	28.1	318.8
Disturbance	248.6	17.1	267.5	256.2	20.3	278.9
General inquiry	234.8	24.8	252.8	257.2	26.2	286.8
Juvenile	183.1	35.4	224.3	195.1	45.0	237.7
Mental health	222.3	16.9	237.6	215.0	18.7	242.0
Miscellaneous	320.4	32.8	350.8	295.5	27.4	311.4
Custody/warrant	152.3	119.0	254.8	197.6	133.8	280.2
Suspicious incident	229.4	19.5	247.7	226.3	17.6	248.6
Traffic related	308.0	27.8	328.7	306.9	31.7	320.1
Total Average	**240.5**	**21.1**	**263.2**	**241.1**	**21.8**	**265.0**

Note: A 90th percentile value of 263.2 minutes means that 90 percent of all calls are responded to in fewer than 263.2 minutes. For this reason, the columns for dispatch delay and travel time may not be equal to the total response time.

Observations:

■ In winter, the 90th percentile value for response time was as short as 247 minutes (for assist calls) and as long as 280 minutes (for check calls).

■ In summer, the 90th percentile value for response time was as short as 251 minutes (for general calls) and as long as 292 minutes (for alarms).

FIGURE 30: Average Response Time Components, by Area
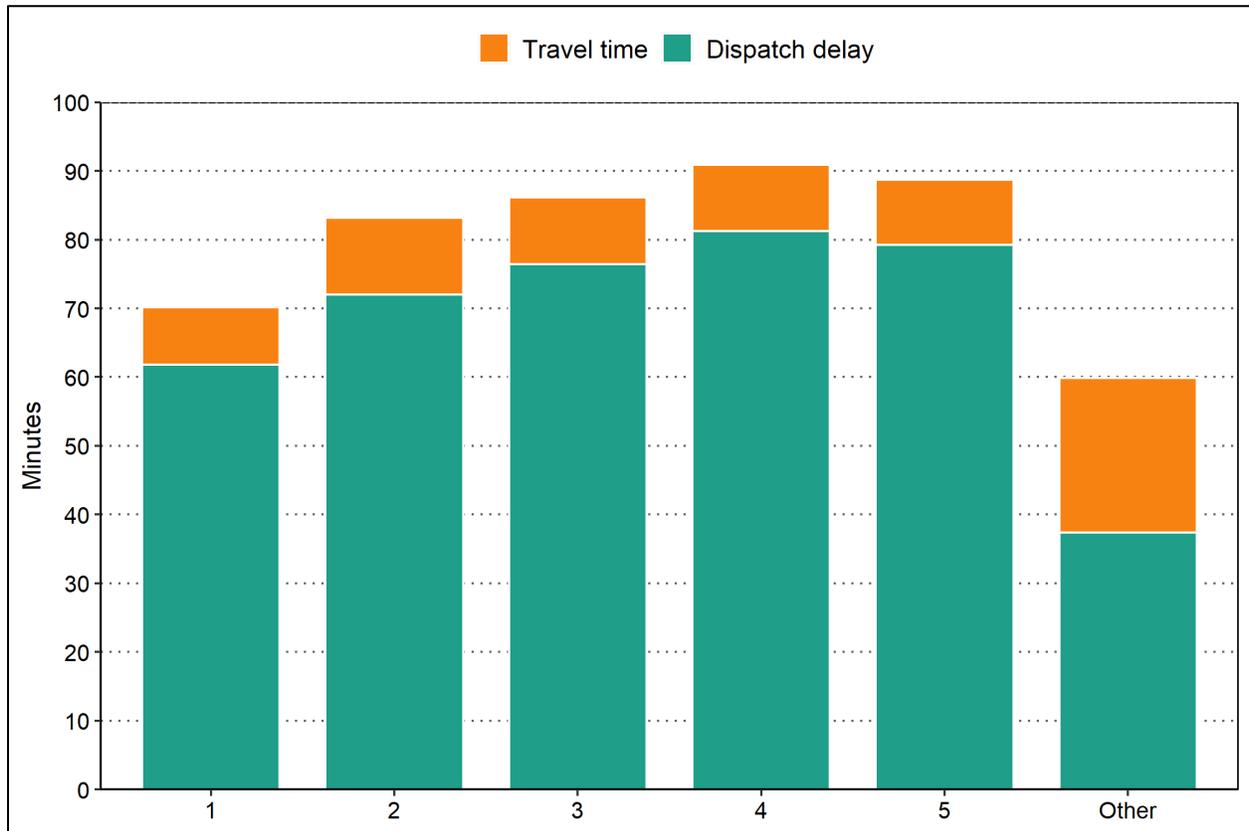
Note: The "other" category includes 72 calls without a beat or not assigned to an OPD beat.

TABLE 24: Average Response Time Components, by Area

Area	Dispatch	Travel	Response	Calls	Area (Sq. Miles)	Population (2016 Est.)
1	61.8	8.3	70.1	26,468	14.64	45,032
2	72.0	11.1	83.1	22,506	13.72	102,871
3	76.4	9.7	86.1	24,941	9.02	106,036
4	81.2	9.7	90.9	21,630	11.31	75,489
5	79.3	9.5	88.7	27,448	32.84	82,612
Other	37.4	22.6	59.9	72	NA	NA
Total	**73.9**	**9.6**	**83.6**	**123,065**	**77.89**	**420,798**
Eastmont Substation	66.7	9.0	75.7	302		
Police Administration Building	103.6	12.7	116.3	484	NA	
7101 Edgewater Drive	27.3	15.7	43.1	15		
All Administrative Locations	**88.2**	**11.4**	**99.6**	***801**		

Note: 3,974 community-initiated calls were recorded at one of three administrative locations. We excluded 2,632 calls with response time less than 15 seconds, 119 calls with response time longer than 8 hours, 421 calls missing arrival time, and 1 call with the same dispatch and arrival time.

TABLE 25: Average Response Time Components, by Beat

Area 1

Beat	01X	02X	02Y	03X	03Y	04X	05X	05Y	06X	07X	
Dispatch	52.3	57.3	67.8	54.5	54.5	64.3	61.7	60.0	69.7	66.4	NA
Travel	8.3	8.3	9.6	8.2	7.3	7.8	8.1	9.4	8.8	8.4	
Response	60.6	65.6	77.4	62.7	61.8	72.0	69.8	69.4	78.4	74.8	
Calls	2,109	2,291	2,109	3,385	1,589	6,060	1,576	700	3,452	3,197	

Area 2

Beat	08X	09X	10X	10Y	11X	12X	12Y	13X	13Y	13Z	14X	14Y	
Dispatch	69.8	67.1	74.7	76.3	67.0	71.1	70.2	75.8	79.0	74.5	73.5	80.4	NA
Travel	10.1	9.7	13.4	11.5	11.3	9.1	10.8	13.1	16.8	15.9	10.0	10.0	
Response	79.9	76.8	88.1	87.8	78.3	80.1	81.0	88.9	95.7	90.4	83.5	90.4	
Calls	5,131	2,465	1,476	1,488	1,555	1,713	2,184	605	952	1,290	2,297	1,350	

Area 3

Beat	15X	16X	16Y	17X	17Y	18X	18Y	19X	20X	21X	21Y	22X	22Y
Dispatch	74.5	79.5	85.1	76.0	77.5	77.7	75.8	72.3	72.1	79.1	78.0	86.4	80.2
Travel	9.8	11.1	10.8	9.4	9.9	9.3	10.4	8.1	9.3	9.7	10.4	10.7	12.3
Response	84.4	90.6	95.9	85.4	87.5	87.0	86.2	80.3	81.4	88.8	88.4	97.1	92.5
Calls	1,637	680	900	1,299	1,733	813	1,092	5,476	3,843	1,721	2,520	1,695	1,532

Area 4

Beat	23X	24X	24Y	25X	25Y	26X	26Y	27X	27Y	28X	
Dispatch	75.3	82.2	78.6	83.3	94.3	85.8	76.5	85.0	86.4	80.3	NA
Travel	9.0	10.4	10.8	11.5	14.7	9.5	9.0	8.7	8.6	10.7	
Response	84.4	92.6	89.4	94.7	109.1	95.3	85.5	93.7	95.0	91.0	
Calls	3,926	1,757	1,621	1,890	574	1,943	3,558	2,237	2,874	1,250	

Area 5

Beat	29X	30X	30Y	31X	31Y	31Z	32X	32Y	33X	34X	35X	35Y	
Dispatch	78.8	79.9	82.0	78.9	81.2	83.6	76.0	78.2	77.2	75.3	78.9	89.9	NA
Travel	9.6	8.5	8.5	9.0	9.8	11.3	9.5	10.1	9.3	8.2	9.1	15.9	
Response	88.4	88.4	90.4	88.0	91.0	94.9	85.4	88.2	86.5	83.5	88.0	105.9	
Calls	2,763	3,525	2,520	1,406	2,621	1,158	2,220	2,103	2,874	2,923	2,300	1,035	

Observations:

■ Excluding the "other" category, Area 1 had the shortest average dispatch delay and response time.

■ Area 4 had the longest average response time.

HIGH-PRIORITY CALLS

The department assigned priorities to calls ranging from 0 to 5. Table 26 shows average response times by priority. Figure 31 focuses on priority 0 and 1 calls only. Also, we identified injury accidents based upon their call description codes, "20001" and "901A," to see if these provided an alternate measure for emergency calls.

According to the dispatch center, priority 0 is reserved for incidents involving officer safety and catastrophes. Priority 1 represents situations requiring immediate responses. Priority 2 describes an urgent but not immediate emergency. Priorities 3, 4, and 5 imply varieties of non-emergency assignments.

TABLE 26: Average and 90th Percentile Response Times, by Priority

Priority	Dispatch Delay	Travel Time	Response Time	Calls	90th Percentile Response Time
0	6.6	12.0	18.6	7	44.0
1	9.9	7.8	17.7	36,368	35.7
2	95.0	10.1	105.1	75,214	299.6
3	142.3	12.0	154.3	11,098	384.2
4	35.5	14.5	50.0	20	220.6
5	43.7	9.2	52.9	358	155.3
Total	**73.9**	**9.6**	**83.6**	**123,065**	**269.9**
Injury Accident	7.3	7.3	14.6	2,644	29.3

Note: The total average is weighted according to the number of calls within each priority level.

Observations:

- High-priority calls had an average response time of 17.7 minutes, lower than the overall average of 83.6 minutes for all calls.

- Average dispatch delay was 9.9 minutes for high-priority calls, compared to 73.9 minutes overall.

- Average response time for injury accidents was 14.6 minutes, with a dispatch delay of 7.3 minutes.

FIGURE 31: Average Response Times and Dispatch Delays for High-priority Calls, by Hour
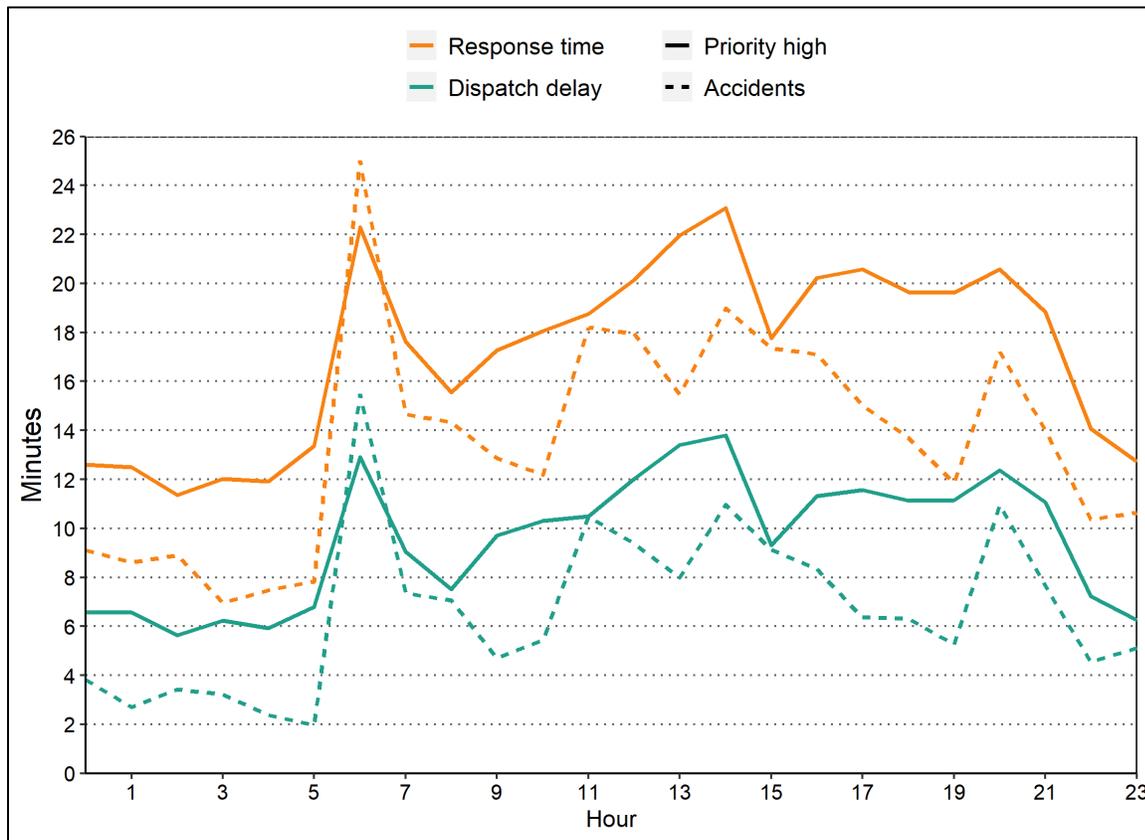
Observations:

- For high-priority calls, the longest response times were between 2:00 p.m. and 3:00 p.m. with an average of 23.1 minutes.

- For high-priority calls, the shortest response times were between 2:00 a.m. and 3:00 a.m. with an average of 11.4 minutes.

- Average dispatch delay for high-priority calls was consistently 13.4 minutes or less, except between 2:00 p.m. and 3:00 p.m.

- For injury accidents, the longest response times were between 6:00 a.m. and 7:00 a.m. with an average of 25.0 minutes.

- For injury accidents, the shortest response times were between 3:00 a.m. and 4:00 a.m. with an average of 7.0 minutes.

APPENDIX A: CALL TYPE CLASSIFICATION

Call descriptions for the department's calls for service from January 1, 2019, to December 31, 2019, were classified into the following categories. Table 27 shows the shortened code and longer description assigned to each call. The table also includes the counts associated with each description and the average number of responding units.

TABLE 27: Call Descriptions, by Category

Code	Description	Count	No. of Units	Table Category	Figure Category
211S	SILENT ROBBERY ALARM	679	2.4	Alarm	Alarm
933AU	AUTO ALARM	135	1.2		
933MA	ALARM-MANUALLY ACTIV	813	1.5		
933R	ALARM-RINGER	11,102	1.5		
933S	ALARM-SILENT	312	2.3		
933SA	ALARM-SCHOOL ALARM	42	1.4		
933T	ALARM-TRACKER	3	2.0		
962	MEET WITH THE CITIZE	79	1.2	Assist citizen	
975	STAND BY AND PRESERV	1,400	1.7		
CIVIL	CIVIL	3	2.3		
ENCMP	HOMELESS ENCAMPMENT	669	1.4		
EPO	EMERGENCY PROTECTIVE	12	3.8		
LKOUT	LOCKOUT	1	1.0		
SENILE	SENILE PERSON	117	1.9		
VICTIM	VICTIM	161	4.4		
WIT	WITNESS	1	1.0		
929	FIRE	242	2.8	Assist other agency	Assist
929AU	AUTO ON FIRE	69	2.6		
945	AMBULANCE FOLLOW UP	679	2.7		
945A	AMBULANCE REQUESTED	172	1.6		
945B	ASCERTAIN IF AMBULAN	13	2.5		
AOA	ASSIST OUTSIDE AGENC	707	1.6		
ASSIST	ASSIST	725	1.8		
FLOOD	FLOOD	10	1.2		
GAS	GAS LEAK	7	1.3		
HAZ	HAZARDOUS SITUATION/	3,490	1.4		
HAZMAT	HAZARDOUS MATERIAL	1	4.0		
HYDRNT	OPEN HYDRANT	6	1.8		
PD	ASSOCIATED TYPE FROM	536	2.6		
PGE	PACIFIC GAS AND ELEC	1	1.0		
POWER	ELECTRICITY	1	1.0		
SMOKE	SMOKE	6	1.8		
TRUANT	TRUANT	2	1.5		
WASH	WASHDOWN	89	1.0		

Code	Description	Count	No. of Units	Table Category	Figure Category
WATER	WATER	4	1.3		
WIRES	WIRES	129	1.5		
928	EXPLOSION	44	2.8	Check	Check
928C	INVESTIGATE POSSIBLE	31	3.7		
928P	POSSIBLE EXPLOSION O	5	3.4		
ODOR	BAD SMELL	27	1.5		
SECCK	SECURITY CHECK	14,986	1.2		
WALKTR	WALK THROUGH	133	2.3		
WELCK	WELFARE CHECK -- CHE	4,282	1.9		
PARADE	PARADE	2	1.5	Directed patrol	Directed patrol
SPCENF	SPECIAL ENFORCEMENT	289	1.7		
SPEC	SPECIAL ASSIGNMENT	1,334	1.4		
WALK	WALKING BEAT	516	1.1		
415	DISTURBING THE PEACE	5,916	1.7	Disturbance	Disturbance
415A	DISTURBANCE-AUTO	95	1.5		
415BF	415 BOYFRIEND	1,114	2.1		
415C	415 UNKNOWN	6,496	1.6		
415CU	DISTURBANCE-CUSTOMER	1,389	1.8		
415D	DISTURBANCE-DRINKERS	782	1.6		
415E	LOUD MUSIC	669	1.2		
415F	415 FAMILY	3,398	2.1		
415FC	415 FIRECRACKERS	168	1.8		
415G	GANG DISTRUBING THE	10	1.9		
415GF	GIRLFRIEND CREATING	447	2.0		
415GS	415 GUNSHOTS	1,864	2.4		
415J	DISTURBANCE-JUVENILE	222	1.6		
415LT	DISTURBANCE-LANDLORD	738	1.8		
415N	DISTURBANCE-NEIGHBOR	2,226	1.7		
415P	PICKETERS/PROTESTERS	42	3.3		
415RM	DISTURBING BETWEEN R	570	1.9		
415TH	415 THREATS	3,074	1.5		
415UG	DISTURBANCE-UNWANTED	663	1.9		
647	DISORDERLY CONDUCT	556	1.5		
943	FIGHT	1,536	3.0		
CCFILE	CHRONIC CALLER	1	1.0		
955	ANIMAL-STRAYING	34	1.5	Animal	General call
955A	VICIOUS ANIMAL	80	2.0		
955B	BARKING DOG	2	1.0		
955E	ANIMAL BITE	61	2.5		
955F	INJURIED ANIMAL	12	1.4		
968	DEAD ANIMAL PICK UP	13	1.2		
968A	LIVE ANIMAL PICK UP	2	1.0		
ACU	ANIMAL CONTROL UNIT	28	1.9		

Code	Description	Count	No. of Units	Table Category	Figure Category
905	ABANDONED AUTOMOBILE	654	1.1	Blight	
922	DRUNK ON THE STREET	499	1.8		
922A	DRUNK IN AUTO	179	1.9		
922B	DRUNK INSIDE BUILDIN	118	1.8		
SLEEP	SLEEPER	584	1.5		
300WI	CHILD TAKEN INTO PRO	7	1.0	Juvenile	
601I	INCORRIGIBLE: BEYOND	273	1.9		
601PU	PICK UP	157	2.1		
601R	RUNAWAY	1,148	1.5		
5150	MENTALLY ILL	7,147	2.3	Mental health	
5150B	INSANE PERSON-VIOLEN	385	4.4		
913	SUICIDE	18	8.3		
913A	ATTEMPT SUICIDE	327	3.3		
913TH	SUICIDE THREATS	1,095	2.5		
EVAL	EVALUATION	3,004	1.9		
TARA	TARASOFF	34	1.7		
311	NON POLICE/LAW RELAT	2	2.0	Miscellaneous	
4A50	HELICOPTER	2	2.0		
940	MEET THE OFFICER	312	2.5		
940A	COVER THE OFFICER	272	4.2		
946	TOW REQUESTED	454	1.2		
A'S	A'S GAME	3	2.7		
BBALL	WARRIOR'S GAME	5	1.6		
BCAST	BROADCAST	249	1.4		
BLALRT	BLUE ALERT---CALLOUT	2	1.0		
BTNFO	BEAT INFORMATION	1,418	1.1		
CHP	CHP	1	2.0		
CMTG	COMMUNITY MEETING	1	1.0		
CODE33	EMERGENCY TRAFFIC ON	913	6.9		
COMM	COMM ORDER	25	1.1		
CONCRT	CONCERT	1	1.0		
ELEC	ELECTRONIC DEVICE	125	1.7		
EVENT	COLISEUM OR ARENT EV	6	1.8		
INFO	BEAT INFORMATION	499	1.3		
MFF	MOBILE FIELD FORCE	6	3.7		
MISCAL	MISCALL	3	1.0		
MSDIAL	MISDIAL	9	1.1		
NOTIFY	NOTIFY	1	1.0		
OD	OVERDOSE	233	2.7		
OMC	OAKLAND MUNICIPLE CO	1,725	1.3		
PI	PRIVATE EYE	41	1.2		
RAIDER	RAIDER GAME	8	1.8		
SUPPL	SUPPLEMENT	180	1.4		

Code	Description	Count	No. of Units	Table Category	Figure Category
SURNDR	SURRENDER OF GUN OR	43	1.9		
TAM	TRANSPORTING ADMINIS	54	1.1		
TEC	TEC CALL	396	1.1		
YELALT	YELLOW ALERT AT THE	2	3.5		
11500	DRUG DEALING	226	1.5		
11550	USE OF/UNDER INFLUEN	104	1.6		
12020	POSSESSION/MANUFACTU	1	1.0		
136_1	INTIMIDATION OF A WI	14	1.1		
140	THREATEN WITNESS/VIC	2	1.0		
148	OBSTRUCTING JUSTICE-	4	2.8		
148_5A	FALSE REPORT OF CRIM	4	1.8		
166	CONTEMPT OF COURT OR	155	1.1		
166_4	CONTEMPT OF COURT/DI	17	2.8		
182	CONSPIRACY COURT ORD	3	2.0		
187	MURDER	21	18.2		
203	MAYHEM	3	1.7		
207	KIDNAPPING	132	3.5		
209	KIDNAPPING FOR RANSO	4	5.0		
211	ROBBERY	3,003	3.1		
212_5	ROBBERY: FIRST DEGRE	103	6.0		
215	CARJACKING	307	3.6		
220	ATTEMPTED RAPE-SEXUA	7	2.3		
236	FALSE IMPRISONMENT	69	3.1		
240	ASSAULT	362	1.7	Crime against person	Investigation
242	BATTERY	5,572	2.4		
243_4	SEXUAL BATTERY	112	1.7		
243A	ASSSAULT	1	2.0		
243B	ASSAULT ON A POLICE	1	9.0		
243D	AGGRAVATED ASSAULT	34	4.1		
243E	BATTERY ON CO-HABITA	3,782	2.8		
244	ASSAULT WITH CAUSTIC	149	2.6		
245	ASSAULT W/DEADLY WEA	1,634	5.4		
246	SHOOTING AT/INTO AN	219	2.8		
247	SHOOTING AT/INTO AN	192	1.6		
261	SEXUAL ASSAULT; RAPE	358	2.5		
261_5	UNLAWFUL SEXUAL INTE	16	2.1		
261KIT	PICK UP 261 KIT	99	1.1		
261VIC	RAPE VICTIM	2	1.5		
262	SPOUSAL RAPE	1	2.0		
270	FAILURE TO PROVIDE F	4	2.0		
271	CHILD ABANDONMENT	4	1.8		
272	CONTRIBUTING TO THE	10	1.4		
273_5	INFLICT INJURY ON SP	156	4.0		

Code	Description	Count	No. of Units	Table Category	Figure Category
273_6	VIOLATION OF COURT O	1,334	1.9		
273A	WILLFUL CRUELTY TO C	41	2.0		
273D	INFLICT INJURY ON CH	208	2.3		
277	DEPRIVE CUSTODY RIGH	46	1.5		
278	CHILD STEALING	48	1.6		
278_5	VIOLATION OF CUSTODY	575	1.2		
285	INCEST	2	2.5		
286	SODOMY	5	3.0		
288	CRIMES AGAINST CHILD	220	2.2		
300A	CHILD ENDANGERMENT O	301	2.0		
314	INDECENT EXPOSURE	484	1.7		
368	CRUELTY TO DEPENDENT	211	1.5		
415SS	415 SHOT SPOTTER GUN	2,998	2.3		
417	BRANDISH A WEAPON	1,057	2.8		
422	THREATEN CRIME WITH	312	1.7		
422.6	HATE CRIME	10	1.4		
646_9	STALKING	198	1.4		
647_6	ANNOY/MOLEST CHILDRE	30	1.8		
647B	PROSTITUTION/DISORDE	836	1.3		
647C	OBSTRUCT PERSON'S MO	430	1.5		
647F	DISORDERLY CONDUCT:	280	1.6		
653G	LOITER WHERE CHILDRE	3	1.7		
653M	ANNOYING TELEPHONE C	8	1.3		
653Y	ABUSE OF 911	11	1.6		
907	PEEPING TOM	11	1.6		
A211	ATTEMPTED ROBBERY	142	2.6		
A261	ATTEMPTED RAPE	14	1.8		
CHASE	PURSUIT	28	4.9		
900	MISCELLANEOUS/UNKNOW	449	1.2		
911C	911 HANG UP FROM ACC	7,412	1.2		
911H	911 HANG-UP	3,054	1.3		
911N	POLICE RELATED MATTE	2	1.0		
940B	OFFICER NEEDS IMMEDI	13	18.5		
950	INVESTIGATE REPORT F	41	1.2		
953	INVESTIGATE REPORT O	69	2.4		
ABC	ALCOHOL,BEVERAGE AND	2	2.0	General inquiry	
AWOL	ABSENT WITHOUT LEAVE	37	1.1		
FNDGUN	FOUND GUN	96	1.7		
FNDJUV	FOUND JUVENILE	77	2.4		
FNDMP	LOCATED MISSING PERS	15	1.5		
FNDPRO	FOUND PROPERTY	1,130	1.1		
FNDSEN	FOUND SENILE	102	2.0		
LOJACK	LOJACK HIT	145	2.4		

Code	Description	Count	No. of Units	Table Category	Figure Category
LOST	LOST PERSON	27	2.0		
LPROP	LOST PROPERY	8	1.1		
LSTVEH	LOST VEHICLE	25	1.4		
MJ	MISSING JUVENILE	186	2.0		
MP	MISSING PERSON	653	1.4		
MPRISK	MISSING PERSON AT RI	264	2.1		
PDOA	POSSIBLE DEAD PERSON	590	2.7		
R10851	RECOVERED STOLEN VEH	3,269	1.6		
SURV	UNITS ON SURVEILLANC	303	1.6		
SURVEI	SURVEILLANCE	12	2.0		
OV	ON VIEW	28,858	1.2	On view	
290	REQUIRED TO REGISTER	1	1.0	Custody/ warrant	
941	PERSON DETAINED-IN C	219	2.9		
947	WAGON REQUESTED	248	1.2		
947J	WAGON REQUESTED JUVE	6	1.7		
ESCAPE	ESCAPEE	1	2.0		
GUARD	GUARD PRISONER	73	3.0		
JGP	JGP	276	1.4		
PAROLE	PAROLEE	1	1.0		
SEARCH	SEARCH	20	2.9		
WAG	WAGON	1	1.0		
WAG	WAGON REQUEST	68	1.1		
WARSVC	WARRANT SERVICE	100	3.3		
WRNT	WARRANT SERVICE	32	3.4		
10801	CHOP SHOP OWNERSHIP/	3	1.3	Property crime	Investigation
10851	STOLEN VEHICLE	7,098	1.4		
10852	VEHICLE TAMPERING	7	1.7		
10855	EMBEZZLED VEHICLE	96	1.4		
11350	POSSESS NARCOTIC CON	25	1.3		
11351	POSSESSION OR PURCHA	2	3.0		
11357	POSSESSION OF CONCEN	1	1.0		
11368	FORGED PRESCRIPTION	1	1.0		
330	GAMBLING	60	1.5		
374	DUMP WASTE OR OFFENS	28	1.8		
418	UNLAWFUL DETAINER	4	1.8		
451	ARSON	286	2.0		
459	BURGLARY	4,270	2.2		
459AU	AUTO BURGLARY	4,342	1.5		
470	FORGERY	401	1.1		
472	COUNTERFEIT CURRENCY	22	1.6		
475	POSSESS FORGED NOTES	1	1.0		
476	PASS FICTITIOUS CHEC	17	1.9		
484	THEFT	2,227	1.3		

Code	Description	Count	No. of Units	Table Category	Figure Category
484COD	THEFT COIN OPERATED	8	1.4		
484E	OBTAIN MONEY BY FALS	10	1.0		
484G	FRAUDULENT USE OF AC	22	1.4		
484LP	STOLEN LICENSE PLATE	1,824	1.1		
484TT	TILL TAP	9	1.6		
487	GRAND THEFT	951	1.7		
487E	GRAND THEFT: DOG	2	1.5		
496	RECEIVE KNOWN STOLEN	19	1.9		
498	THEFT OF UTILITY SER	28	1.8		
503	EMBEZZLEMENT	49	1.5		
508	EMBEZZLEMENT BY AN E	3	1.0		
518	EXTORTION	13	1.5		
529	FALSE PERSONATION OF	6	1.5		
530	IDENTITY THEFT	40	1.1		
537	DEFRAUDING AN INNKEE	30	1.6		
593	INTERFERE WITH POWER	1	1.0		
593D	UNAUTHORIZED CABLE T	1	1.0		
594	VANDALISM	1,017	1.5		
597	CRUELTY TO ANIMAL	129	1.5		
602L	TRESPASS:	3,398	1.7		
906	FORCED ENTRY IN PROG	136	3.5		
A10851	ATTEMPTED AUTO THEFT	91	1.6		
A459	ATTEMPTED BURGLARY	173	1.7		
A487	ATTEMPTED GRAND THEF	4	1.3		
T18	THEFT OF MAIL/POSSES	1	1.0		
910	PROWLER OUTSIDE	251	2.1		
912	SUSPICIOUS PERSON	3,264	1.6		
918	PERSON SCREAMING	915	2.5		
921	CAR PROWLER OR CLOUT	273	2.6		
949	SUSPICIOUS VEHICLE	2,827	1.7	Suspicious incident	
CKVEH	CHECK VEHICLE	2,340	1.2		
CODE7	SUBJECT ARMED WITH W	1,028	4.6		
SUSP	SUSPECT	930	2.9		
SUSPS	SUSPECTS	2	4.5		
UNSEC	UNSECURED PREMISE	264	2.4		
908D	OFF DUTY (PCD)	3	1.7		
914	MAKE A PHONE CALL	337	1.2		
924	RESPOND TO THE OFFIC	8	2.0		
925	RESPOND TO COMMUNICA	1	2.0	Out of service-administrative	Out of service
CARWSH	CARWASH	32	1.2		
EVID	EVIDENCE	191	1.1		
FUEL	FUEL VEHICLE	954	1.2		

Code	Description	Count	No. of Units	Table Category	Figure Category
IA	AFTER HOURS IA REFER	139	1.2		
MEET	COMMUNITY MEETING	407	1.9		
PAPER	COMPLETING REPORTS	10	1.0		
RR	REPORT REVIEW	3,335	4.8		
TRAIN	TRAINING	363	1.5		
VIDEO	VIDEO EVIDENCE	327	1.1		
908A	MEAL BREAK	91	1.1		
908B	PERSONAL BREAK	2,889	1.0	Out of service-personal	
908C	COFFEE BREAK	5	1.0		
RELIEF	RELIEF	1	1.0		
20001	HIT & RUN RESULTING	590	3.0		
20002	HIT & RUN (PROPERTY	1,257	1.9		
901	VEHICLE COLLISION/PR	2,507	1.6		
901A	VEHICLE COLLISION-PE	2,383	3.0	Accident	
901B	VEHICLE COLLISION-UN	609	2.0		
901CP	VEHICLE COLLISION-CI	250	3.4		
901D	VEHICLE COLLISION-DR	276	2.6		
901H	VEHICLE COLLISION-HI	62	1.8		
160B	VEH PARKED IN SIGNED	876	1.2		
162	BIG RIG PARKED IN RE	9	1.3		
21235V	SCOOTERS INVOLVED IN	2	1.0		
23103	RECKLESS DRIVING	262	1.6		
23109	ILLEGAL EXHIBITION O	2	1.0		
23110	THROWING SUBSTANCE A	34	1.8		
23110A	THROWING SUBSTANCES	1	1.0		
23110B	THROWING ITEMS AT A	9	1.3		
23152	DUI ALCOHOL/DRUGS	141	2.1		Traffic
970	AUTO IMPROPERLY PARK	323	1.1		
970A	VEHICLE PARKED ON SI	424	1.1		
970B	AUTO BLOCKING DRIVEW	4,773	1.1	Traffic related	
970C	AUTO IN RESTRICED ZO	520	1.1		
973	TRAFFIC CONTROL POST	203	2.3		
CRSARM	CROSSING ARMS DOWN	13	1.1		
MS	21235 MOTORSCOOTER	3	2.3		
OTC	OAKLAND TRAFFIC CODE	2	1.0		
SDESHO	SIDESHOW	174	5.0		
SIDESH	SIDESHOW	120	4.7		
SIGNAL	SIGNALS-MALFUNCTIONI	71	1.2		
STALL	STALLED VEH	261	1.2		
STREET	STREET CLOSURE	1	1.0		
976	CAR STOP	4,401	2.0		
976A	TRAFFIC STOP--COVER	13	3.3	Traffic stop	
976B	STOP ON A BICYCLE	20	2.1		

Code	Description	Count	No. of Units	Table Category	Figure Category
977	WALKING STOP	777	2.4		
977A	WALKING STOP--COVER	2	3.5		
VINVER	VIN VERIFICATION	18	1.4		

APPENDIX B: DISPOSITION CODE AND DESCRIPTION

Call dispositions for the department's calls for service from January 1, 2019, to December 31, 2019, were separated into the following potential unit types. They are sorted by unit type and then alphabetically by disposition.

TABLE 28: Call Disposition Code and Description

Disposition Code	Disposition	Unit Type
AO	AMBULANCE ORDERED	Sworn Unit Only
AOA	ASSIST OUTSIDE AGENCY	
CCC	CITIZEN CONTACT-CITATION	
CCN	CITIZEN CONTACT-NO ACTION	
CI	CONTINUING INVESTIGATION	
CIT	CRISIS INTERVENTION TEAM	
CKPT	DUI CHECKPOINT	
CORA	COLLISION REPORT - ARREST	
COV	COVER	
FC	FIELD CONTACT REPORT	
IBC	INFORMATIONAL BUSINESS CARD	
J4	PURSUIT	
K4	USE OF FORCE	
K9D	OPD K9 DEPLOYMENT	
K9R	OPD K9 RESPONDS TO REQUEST	
OPS	OAKLAND PUBLIC SCHOOL PD	
OVA	ON-VIEW ARREST	
PT	PERSON TRANSPORT	
ROA	REFERRED TO OTHER AGENCY	
RTA	REPORT TAKEN-ARREST	
RTCA	REPORT TAKEN-CITIZEN ARREST	
SAA	SERGEANT'S APPROVAL OF ARREST	
SADM	SERGEANTS ADMINISTRATIVE	
SDF	STOP DATA FORM	
TC	TRANSPORTATION COMPLETE	
TSA	TRAFFIC STOP-ARREST	
TSC	TRAFFIC STOP-CITATION	
TSW	TRAFFIC STOP-WARNING	
WAG	947 PICK UP HANDLED	
905	ABANDONED AUTO	Possible Nonsworn Unit
909A	IN SERVICE MEALS	
909B	IN SERVICE REST RELIEF	
909C	IN SERVICE COFFEE BREAK	
AB	ABATED	
ACU	ANIMAL CONTROL UNIT	
ADM	ADMINISTRATIVE	
ALC	ALARM - CANCELLED	
ALE	ALARM-ERROR OR MALFUNCTION	

Disposition Code	Disposition	Unit Type
ALG	ALARM - GENERAL FALSE ALARM	
ALM	ALARM-MALFUNCTION	
ALP	ALARM - PANIC FALSE ALARM	
ALR	ALARM - ROBBERTY FALSE ALARM	
ALS	ALARM-SECURE	
ALV	ALARM-VALID	
ALW	ALARM-WEATHER	
ANR	ALARM NO RESPONSE	
BAV	BOOT APPLIED TO VEH	
BCAST	BROADCAST	
C	CLEAR	
CAN	CANCELLED	
CC	CALL COMPLETED / CALL CLOSED	
CD	CROSS DISPATCHED	
CIV	CIVIL	
CMS	CALL MANAGEMENT STRATEGY	
COAR	COLLISION - ASSIGNMENT REPORT	
COMM	COMM ORDER BROADCAST	
COR	COLLISION REPORT	
DUP	DUPLICATE CALL	
FA	FALSE ALARM / FIRE ALARM	
GOA	GONE ON ARRIVAL	
HAN	CALL HANDLED / HANDLED	
MED	MEDICAL CALL	
MH	MENTAL HEALTH	
MHH	MENTAL HEALTH HOLD	
NSDF	NO STOP DATA FORM	
PAR	PARKED VEHICLE	
PC	PARKING CITATION	
PDRD	PERSONAL DATA RECORDING DEVICE	
POU	POUND CALL	
PP	PROBLEM PHONE	
RT	REPORT TAKEN	
RTAR	REPORT TAKEN-ASSIGNMENT REPORT	
RWU	REPORT WRITING UNIT	
SDA	SGT'S DISAPPROVAL OF ARREST	
TAM	TRANSPORTING ADMIN MATERIALS	
TEC	TEC REQUEST HANDLED	
TECH	TECHNICIAN	
TNG	TRAINING	
TT	TRUANT TRANSPORT	
UNF	UNFOUNDED/NO MERIT	
UTL	UNABLE TO LOCATE	
VC	VIDEO EVIDENCE PICKED UP	
VNC	VIDEO NOT COLLECTED	
VT	VEHICLE TOWED	

APPENDIX C: CALLS EXCLUDED FROM STUDY

According to records obtained from CAD, Oakland PD was associated with 442,840 calls in 2019. 242,942 events were recorded with at least one patrol unit. In other words, 199,898 calls were excluded from our analysis.

Some of these calls (30,029) had a responding OPD unit that was not part of the patrol force. A few (about 23 calls) had a responding unit but lacked adequate unit information. These totaled 30,052 calls.

TABLE 29: All Excluded Calls

Summary of Calls Excluded	Count	Percentage
No Dispatched Units	169,846	85%
Only Nonpatrol Units Responded	30,029	15%
Missing or Inaccurate Unit Records	23	0%
All Calls Excluded from Study	**199,898**	**100%**

We examined the call records for these 169,846 calls without dispatched units more closely. We found that all 169,846 calls had no recorded primary unit and no dispatch, en route, or arrival time, recorded within the call record.

TABLE 30: Calls Without Units, By Description

Call Code	Call Type	Count	Cumulative Percentage
911C	911 HANG UP FROM ACC	25,161	15%
945A	AMBULANCE REQUESTED	22,248	28%
COMM	COMM ORDER	10,512	34%
911H	911 HANG-UP	7,047	38%
INFO	BEAT INFORMATION	6,433	42%
MSDIAL	MISDIAL	6,405	46%
911N	POLICE RELATED MATTE	6,127	49%
415C	415 UNKNOWN	5,538	53%
933R	ALARM-RINGER	5,319	56%
459AU	AUTO BURGLARY	4,628	59%
415E	LOUD MUSIC	4,224	61%
901	VEHICLE COLLISION/PR	3,849	63%
23103	RECKLESS DRIVING	3,478	65%
929	FIRE	3,276	67%
HAZ	HAZARDOUS SITUATION/	3,201	69%
20002	HIT & RUN (PROPERTY	3,104	71%
BCAST	BROADCAST	2,299	72%
970B	AUTO BLOCKING DRIVEW	2,033	74%
415	DISTURBING THE PEACE	1,888	75%
BTNFO	BEAT INFORMATION	1,869	76%
IA	AFTER HOURS IA REFER	1,769	77%
All other call types*		39,438	100%
Total		**169,846**	**100%**

Note: *These 39,438 calls include an additional 298 different call descriptions. Within this group, the most frequent type accounts for less than 1 percent of the total 169,846 calls.

TABLE 31: Calls Without Units, By Disposition

Disposition Code	Disposition	Count	Cumulative Percentage
CAN	CANCELLED	59,687	35%
AO	AMBULANCE ORDERED	22,690	49%
DUP	DUPLICATE CALL	15,532	58%
CMS	CALL MANAGEMENT STRATEGY	12,447	65%
ROA	REFERRED TO OTHER AGENCY	11,603	72%
COMM	COMM ORDER BROADCAST	10,205	78%
BCAST	BROADCAST	10,135	84%
ADM	ADMINISTRATIVE	8,728	89%
FA	FALSE ALARM / FIRE ALARM	4,050	91%
HAN	CALL HANDLED / HANDLED	3,951	94%
ALC	ALARM – CANCELLED	3,653	96%
GOA	GONE ON ARRIVAL	1,515	97%
All other call dispositions*		5,650	100%
Total		**169,846**	**100%**

Note: *These 5,650 calls include calls with additional 40 different infrequent dispositions.

The 30,029 calls that had a responding nonpatrol OPD unit included a total of 35,307 responding units (responses). Table 32 summarizes the division's response counts by division.

Also, we individually listed the top eight call descriptions for each division.

TABLE 32: Calls With Only Nonpatrol Units, By Division and Description

Division	Call Type	Call Type Description	Responses	Cumulative Percentage
Animal Control Section	OV	ON VIEW	2,169	28%
	955	ANIMAL-STRAYING	1,233	44%
	ACU	ANIMAL CONTROL UNIT	1,155	59%
	955F	INJURIED ANIMAL	941	71%
	597	CRUELTY TO ANIMAL	736	81%
	955A	VICIOUS ANIMAL	339	85%
	968A	LIVE ANIMAL PICK UP	215	88%
	955B	BARKING DOG	179	90%
		Other	738	100%
Subtotal			**7,705**	**100%**
Criminal Investigation	OV	ON VIEW	1,137	43%
	VIDEO	VIDEO EVIDENCE	446	59%
	976	CAR STOP	183	66%
	977	WALKING STOP	150	72%
	R10851	RECOVERED STOLEN VEH	67	74%
	947	WAGON REQUESTED	66	77%
	905	ABANDONED AUTOMOBILE	55	79%
	WARSVC	WARRANT SERVICE	43	80%
		Other	528	100%
Subtotal			**2,675**	**100%**
Oakland Unified School District	OV	ON VIEW	336	11%
	911H	911 HANG-UP	259	19%
	415	DISTURBING THE PEACE	234	27%
	SECCK	SECURITY CHECK	192	33%
	SPEC	SPECIAL ASSIGNMENT	146	38%

Division	Call Type	Call Type Description	Responses	Cumulative Percentage
	WALKTR	WALK THROUGH	128	42%
	415J	DISTURBANCE-JUVENILE	124	46%
	242	BATTERY	100	50%
		Other	1,549	100%
Subtotal			**3,068**	**100%**
Support Operation- Special Operation Section	OV	ON VIEW	1,714	37%
	SPEC	SPECIAL ASSIGNMENT	798	54%
	973	TRAFFIC CONTROL POST	240	59%
	FUEL	FUEL VEHICLE	182	63%
	911C	911 HANG UP FROM ACC	116	65%
	HAZ	HAZARDOUS SITUATION/	107	68%
	SPCENF	SPECIAL ENFORCEMENT	103	70%
	949	SUSPICIOUS VEHICLE	74	71%
		Other	1,337	100%
Subtotal			**4,671**	**100%**
Support Operation- Traffic Section	905	ABANDONED AUTOMOBILE	5,210	34%
	976	CAR STOP	4,795	64%
	OV	ON VIEW	2,373	80%
	946	TOW REQUESTED	1,611	90%
	901	VEHICLE COLLISION/PR	261	92%
	R10851	RECOVERED STOLEN VEH	241	93%
	901A	VEHICLE COLLISION-PE	172	94%
	CKVEH	CHECK VEHICLE	106	95%
		Other	748	100%
Subtotal			**15,517**	**100%**
Other Functions*	OV	ON VIEW	452	27%
	594	VANDALISM	84	32%
	R10851	RECOVERED STOLEN VEH	74	37%
	976	CAR STOP	70	41%
	5150	MENTALLY ILL	51	44%
	977	WALKING STOP	51	47%
	243E	BATTERY ON CO-HABITA	46	50%
	SURV	UNITS ON SURVEILLANC	42	52%
		Other	801	100%
Subtotal			**1,671**	**100%**
Total			**35,307**	**NA**

Note: *This group includes units without a signed division or from a variety of infrequently dispatched units such as those assigned to the Office of the Mayor, the Bureau of Service, and Allied Law Enforcement.

APPENDIX D: ALTERNATIVE RESPONSE ANALYSIS

The department is engaged in a dialogue with the city administration and the public concerning reimagining its overall role. As part of this conversation, CPSM and OPD examined the calls associated with the department's patrol response to determine which calls might be suitable for alternative response up to and including nonsworn personnel. We identified calls based upon their call nature, including 33 different items. We counted the patrol-related calls in 2019 associated with each call's nature and the bulk of these calls focus on areas of mental health, parking violations, and non-injury accidents.

This analysis is ongoing as we are concerned with issues that may not be reflected simply by examining a call's (final) call description:

- All these call natures are normally low-priority calls (priority 2 or lower). Nevertheless, these calls occasionally require a high-priority (priority 1) response that would not be suitable for an alternative response due to their emergent nature.

- Calls may require a sworn officer for other reasons, such as to arrest a suspect. This would be documented in a call's list of dispositions. Appendix B contains a list of all CAD disposition codes and identifies those which would require a sworn officer.

This analysis is preliminary. CPSM and OPD subject matter experts are currently reviewing a selection of calls to double-check our preliminary results. Here are some issues under deliberation.

- While the data fields might contain the primary relevant information, records may be inaccurate. This could be fixed by improving the quality of data entry.

- Currently, the CAD system reflects a call's final description, but this description may change throughout the call's processing. The original call description and priority may necessitate dispatching a sworn officer even though that is not captured in its final description.

- Subject matter expert review may also raise additional considerations that would require a sworn officer that might not be reflected in the data fields.

At this point, we summarize our current analysis. Table 33 shows the 33 call natures that were selected for a possible alternative response. We show their total count along with our secondary selection processes based upon call priorities and dispositions. Some calls with nonsworn dispositions are also marked as a high priority. For this reason, the number of nonsworn calls by nature can be slightly larger than the difference between the number of low-priority calls and the number of sworn-required disposition calls. Table 34 shows the same call natures measured per day along with their associated workloads. Finally, Figure 32 and Table 35 aggregate calls by category
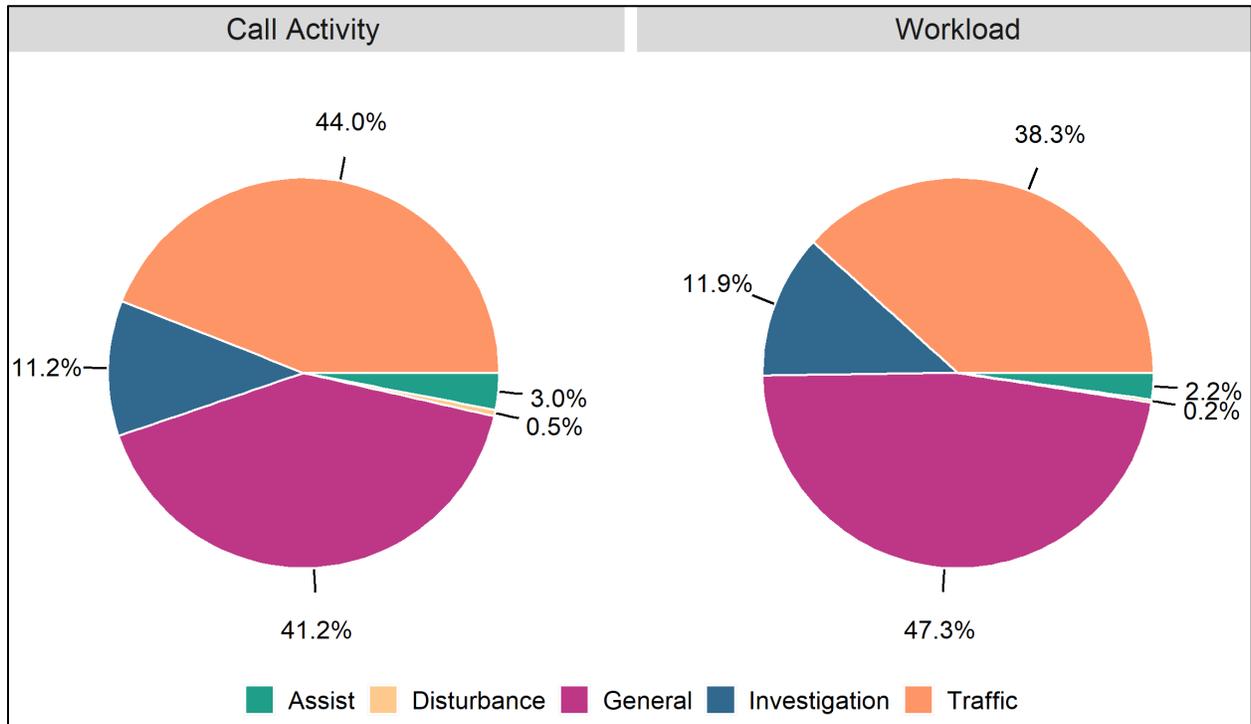
TABLE 33: Alternative Response Call Selection Description

Type Code	Description	Category	Count	Low Priority	Sworn Required Disposition	Possible Alternative Response	
						Count	Percent
160B	VEH PARKED IN SIGNED	Traffic related	863	860	27	833	96.5
162	BIG RIG PARKED IN RE	Traffic related	9	9	0	9	100.0
261KIT	PICK UP 261 KIT	Crime against person	95	95	2	93	97.9
374	DUMP WASTE OR OFFENS	Property crime	28	27	9	19	67.9
415FC	415 FIRECRACKERS	Disturbance	134	130	37	94	70.1
5150	MENTALLY ILL	Mental health	7,005	4,737	2,587	3,260	46.5
594	VANDALISM	Property crime	1,002	943	93	873	87.1
601PU	PICK UP	Juvenile	157	81	47	60	38.2
601R	RUNAWAY	Juvenile	1,143	475	98	451	39.5
901	VEHICLE COLLISION/PR	Accident	2,389	2,256	405	1,883	78.8
905	ABANDONED AUTOMOBILE	Blight	639	638	49	590	92.3
913TH	SUICIDE THREATS	Mental health	1,091	573	471	358	32.8
946	TOW REQUESTED	Miscellaneous	447	441	31	411	91.9
955	ANIMAL-STRAYING	Animal	33	31	7	24	72.7
955B	BARKING DOG	Animal	2	2	0	2	100.0
955E	ANIMAL BITE	Animal	61	24	10	20	32.8
955F	INJURIED ANIMAL	Animal	12	11	0	11	91.7
968	DEAD ANIMAL PICK UP	Animal	13	13	1	12	92.3
968A	LIVE ANIMAL PICK UP	Animal	2	2	0	2	100.0
970	AUTO IMPROPERLY PARK	Traffic related	276	276	19	257	93.1
970A	VEHICLE PARKED ON SI	Traffic related	346	346	27	319	92.2
970B	AUTO BLOCKING DRIVEW	Traffic related	4,364	4,359	162	4,198	96.2
970C	AUTO IN RESTRICED ZO	Traffic related	435	434	27	407	93.6
973	TRAFFIC CONTROL POST	Traffic related	190	128	72	85	44.7
ACU	ANIMAL CONTROL UNIT	Animal	27	27	4	23	85.2
CRSARM	CROSSING ARMS DOWN	Traffic related	13	12	1	11	84.6
ENCMP	HOMELESS ENCAMPMENT	Assist citizen	587	586	117	470	80.1
EVAL	EVALUATION	Mental health	2,930	2,725	789	2,020	68.9
FNDPRO	FOUND PROPERTY	Investigation	1,102	1,098	40	1,058	96.0
LPROP	LOST PROPERY	Investigation	7	7	1	6	85.7
SIGNAL	SIGNALS-MALFUNCTIONI	Traffic related	69	65	16	49	71.0
TEC	TEC CALL	Miscellaneous	335	324	29	295	88.1
WASH	WASHDOWN	Assist other agency	89	89	3	86	96.6
Total			**25,895**	**21,824**	**5,181**	**18,289**	**70.6**

TABLE 34: Alternative Response Calls and Workload per Day, by Description

Type Code	Description	Category	Calls	Hours
160B	VEH PARKED IN SIGNED	Traffic related	2.28	2.09
162	BIG RIG PARKED IN RE	Traffic related	0.02	0.01
261KIT	PICK UP 261 KIT	Crime against person	0.25	0.47
374	DUMP WASTE OR OFFENS	Property crime	0.05	0.03
415FC	415 FIRECRACKERS	Disturbance	0.26	0.11
5150	MENTALLY ILL	Mental health	8.93	8.03
594	VANDALISM	Property crime	2.39	2.07
601PU	PICK UP	Juvenile	0.16	0.15
601R	RUNAWAY	Juvenile	1.24	1.37
901	VEHICLE COLLISION/PR	Accident	5.16	4.79
905	ABANDONED AUTOMOBILE	Blight	1.62	1.30
913TH	SUICIDE THREATS	Mental health	0.98	1.17
946	TOW REQUESTED	Miscellaneous	1.13	1.22
955	ANIMAL-STRAYING	Animal	0.07	0.04
955B	BARKING DOG	Animal	0.01	0.00
955E	ANIMAL BITE	Animal	0.05	0.07
955F	INJURIED ANIMAL	Animal	0.03	0.02
968	DEAD ANIMAL PICK UP	Animal	0.03	0.01
968A	LIVE ANIMAL PICK UP	Animal	0.01	0.00
970	AUTO IMPROPERLY PARK	Traffic related	0.70	0.34
970A	VEHICLE PARKED ON SI	Traffic related	0.87	0.42
970B	AUTO BLOCKING DRIVEW	Traffic related	11.50	7.16
970C	AUTO IN RESTRICED ZO	Traffic related	1.12	0.59
973	TRAFFIC CONTROL POST	Traffic related	0.23	0.66
ACU	ANIMAL CONTROL UNIT	Animal	0.06	0.09
CRSARM	CROSSING ARMS DOWN	Traffic related	0.03	0.01
ENCMP	HOMELESS ENCAMPMENT	Assist citizen	1.29	0.76
EVAL	EVALUATION	Mental health	5.53	4.82
FNDPRO	FOUND PROPERTY	General inquiry	2.90	2.46
LPROP	LOST PROPERY	General inquiry	0.02	0.01
SIGNAL	SIGNALS-MALFUNCTIONI	Traffic related	0.13	0.13
TEC	TEC CALL	Miscellaneous	0.81	1.73
WASH	WASHDOWN	Assist other agency	0.24	0.16
Total			**50.11**	**42.28**

FIGURE 32: Alternative Response Calls and Workload per Day, by Category

TABLE 35: Alternative Response Calls and Workload per Day, by Category

| Category	Calls	Hours
Accident	5.16	4.79
Animal	0.26	0.23
Assist citizen	1.29	0.76
Assist other agency	0.24	0.16
Blight	1.62	1.30
Crime against person	0.25	0.47
Property crime	2.44	2.10
Disturbance	0.26	0.11
General inquiry	2.92	2.47
Juvenile	1.40	1.52
Mental health	15.45	14.01
Miscellaneous	1.93	2.95
Traffic related	16.90	11.40
Total	**50.11**	**42.28**

Observations:

- Alternative response categories included a total of 25,895 calls. When high-priority calls and those with dispositions requiring sworn personnel were removed, 18,289 calls of the 25,895 calls appear to be eligible for alternative response.

- Alternative response calls averaged 50 per day or 2 per hour.

- Alternative response workload averaged 42 hours per day, meaning that on average 1.8 units per hour were busy responding to calls.

- Alternative response calls represent 8 percent of the department's calls and 6 percent of the department's workload.

- Traffic calls constituted 44 percent of calls and 38 percent of workload.

- General calls constituted 41 percent of calls and 47 percent of workload.

- Investigations constituted 11 percent of calls and 12 percent of workload.

- Mental health calls (within general calls) constituted 31 percent of calls and 33 percent of workload.
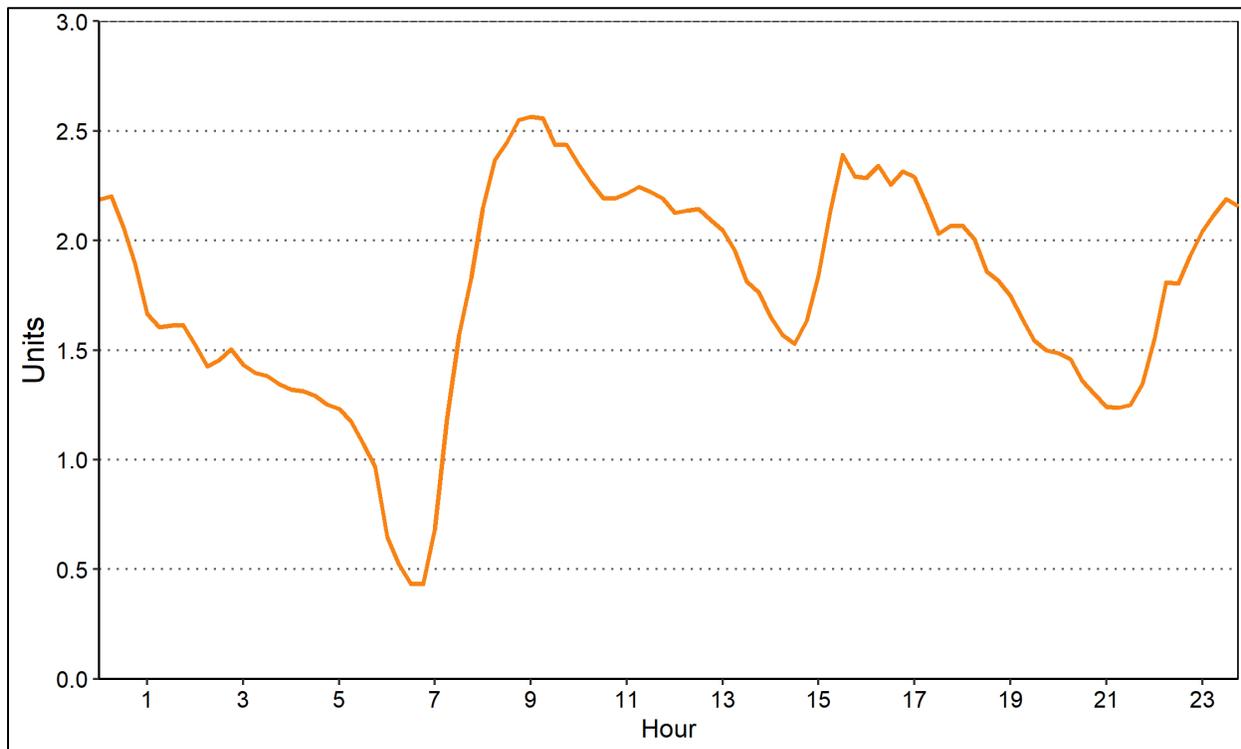
FIGURE 33: Alternative Response Calls per Day, by Category and Month
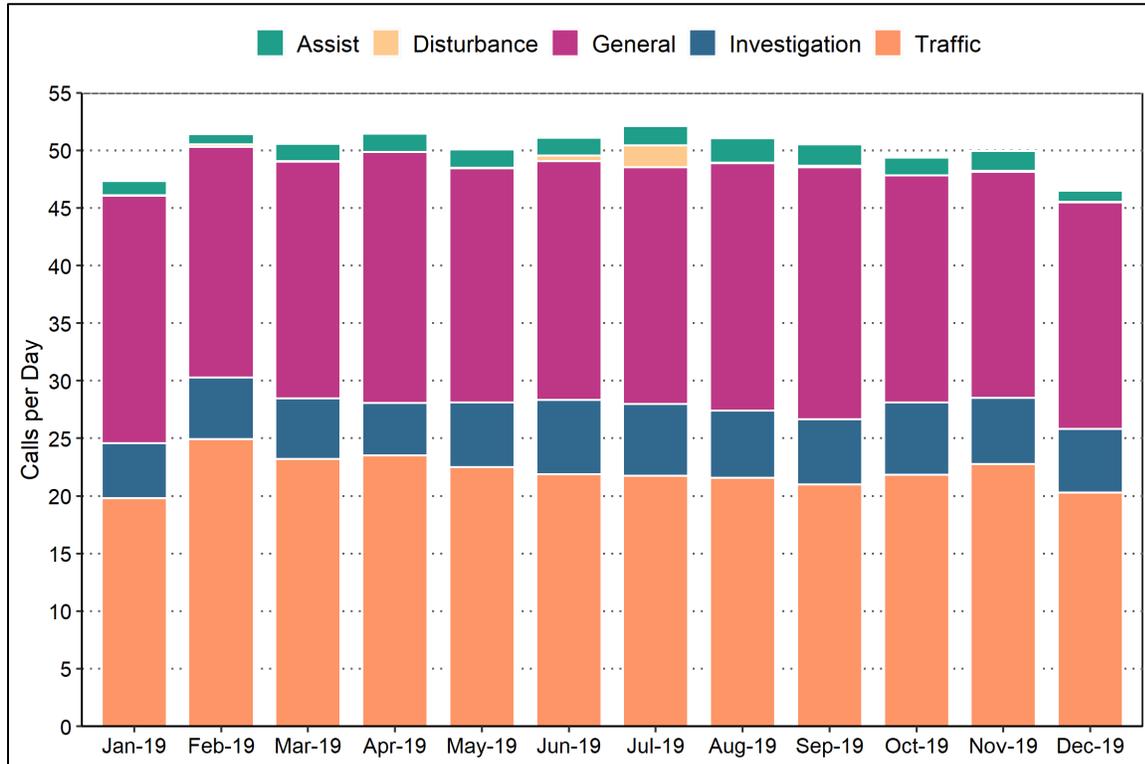
FIGURE 34: Alternative Response Calls per Day, by Hour of Day
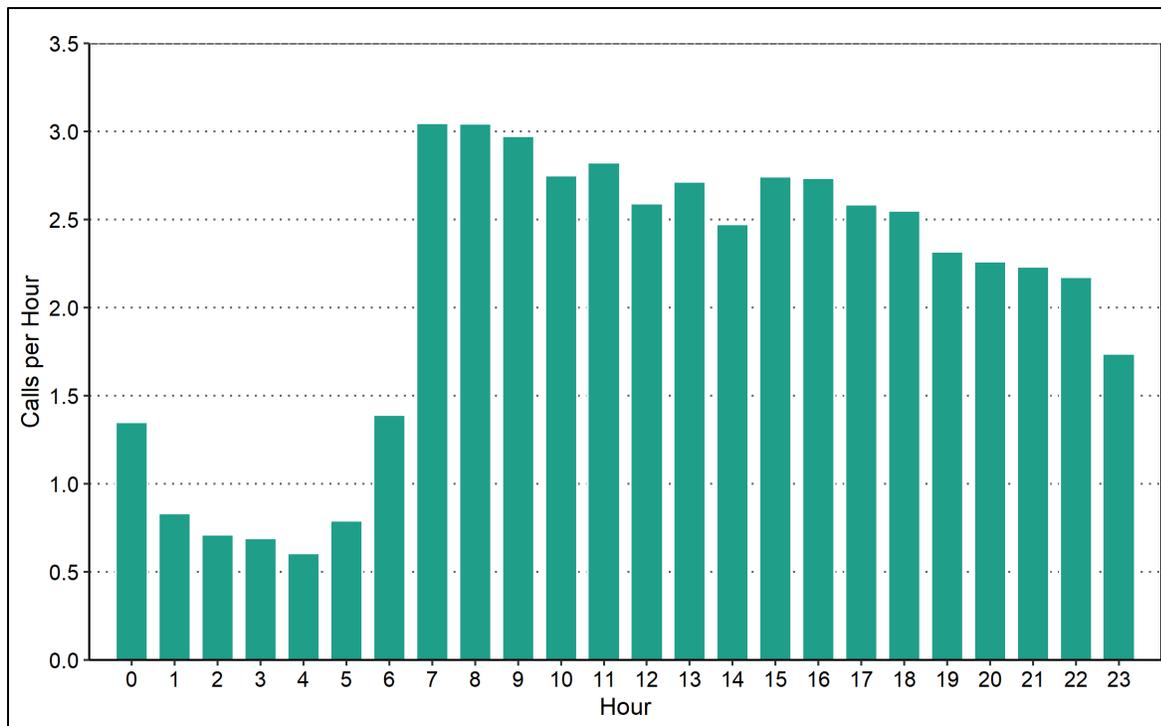
FIGURE 35: Alternative Response Workload by Time of Day

Observations:

- The number of alternative response calls per day was lowest in January.

- The number of alternative response calls per day was highest in July.

- Traffic calls averaged between 20 and 25 calls per day throughout the year.

- General calls averaged between 20 and 22 calls per day throughout the year

- Investigation calls averaged between 5 and 6 calls per day throughout the year.

- The number of alternative response calls per hour was highest between 7:00 a.m. and 9:00 a.m.

- The number of alternative response calls per hour was lowest between 4:00 a.m. and 5:00 a.m.

- The average workload was 1.8 units per hour for alternative response calls.

- The average workload varied from 0.4 to 2.6 units per hour by the time of day.

We analyzed the average response time associated with alternative response calls using similar methods employed in the regular response time section. For this reason, we excluded police-initiated calls, calls lacking arrival times, and a small number of calls with inaccurate response times. For this reason, we only used 10,449 calls in our analysis. Also, two call descriptions ("live animal pickup" and "washdown") were removed entirely.

TABLE 36: Average Response Time Components for Alternative Response Calls, by Description and Category

Type Code	Description	Category	Count	Dispatch	Travel	Response
160B	VEH PARKED IN SIGNED	Traffic related	664	64.7	14.9	79.6
162	BIG RIG PARKED IN RE	Traffic related	5	100.5	13.3	113.8
261KIT	PICK UP 261 KIT	Crime against person	40	180.0	20.8	200.8
374	DUMP WASTE OR OFFENS	Property crime	11	108.5	10.2	118.7
415FC	415 FIRECRACKERS	Disturbance	52	76.6	5.8	82.4
5150	MENTALLY ILL	Mental health	2,424	99.2	9.7	108.9
594	VANDALISM	Property crime	262	111.8	9.4	121.2
601PU	PICK UP	Juvenile	41	119.0	10.8	129.9
601R	RUNAWAY	Juvenile	301	127.3	14.5	141.7
901	VEHICLE COLLISION/PR	Accident	1,085	92.0	8.9	100.9
905	ABANDONED AUTOMOBILE	Blight	14	79.9	8.6	88.5
913TH	SUICIDE THREATS	Mental health	302	91.7	10.5	102.2
946	TOW REQUESTED	Miscellaneous	73	91.1	13.1	104.2
955	ANIMAL-STRAYING	Animal	6	43.9	9.6	53.5
955B	BARKING DOG	Animal	1	333.0	38.7	371.7
955E	ANIMAL BITE	Animal	14	48.4	10.4	58.8
955F	INJURIED ANIMAL	Animal	6	40.4	14.0	54.4
968	DEAD ANIMAL PICK UP	Animal	4	30.1	11.3	41.4
970	AUTO IMPROPERLY PARK	Traffic related	156	143.5	11.0	154.5
970A	VEHICLE PARKED ON SI	Traffic related	200	157.1	10.3	167.4
970B	AUTO BLOCKING DRIVEW	Traffic related	2,499	140.0	12.4	152.4
970C	AUTO IN RESTRICED ZO	Traffic related	249	141.9	12.4	154.3
973	TRAFFIC CONTROL POST	Traffic related	38	30.9	12.9	43.8
ACU	ANIMAL CONTROL UNIT	Animal	11	39.0	11.6	50.6
CRSARM	CROSSING ARMS DOWN	Traffic related	3	42.0	22.7	64.6
ENCMP	HOMELESS ENCAMPMENT	Assist citizen	271	132.7	10.4	143.0
EVAL	EVALUATION	Mental health	1,419	123.4	9.6	133.0
FNDPRO	FOUND PROPERTY	General inquiry	210	177.0	12.7	189.7
LPROP	LOST PROPERY	General inquiry	1	0.2	5.0	5.2
SIGNAL	SIGNALS-MALFUNCTIONI	Traffic related	28	46.6	9.5	56.1
TEC	TEC CALL	Miscellaneous	59	176.7	24.9	201.5
Total			**10,449**	**115.4**	**11.1**	**126.5**

TABLE 37: Average Response Time Components for Alternative Response Calls, by Priority

| Priority	Count	Dispatch	Travel	Response
2	6,578	101.9	10.7	112.6
3	3,824	139.1	11.8	150.9
4	8	10.3	6.7	16.9
5	39	96.6	4.8	101.4
Total	10,449	115.4	11.1	126.5

APPENDIX E: UNIFORM CRIME REPORT INFORMATION

This section presents information obtained from Uniform Crime Reports (UCR) collected by the Federal Bureau of Investigation (FBI) and the California Department of Justice. The tables and figures include the most recent information that is publicly available at the national level. This includes crime reports for 2010 through 2019, along with clearance rates for 2019. Crime rates are expressed as incidents per 100,000 population.

TABLE 38: Reported Crime Rates in 2019, by City

City	State	Population	Crime Rates		
			Violent	Property	Total
Anaheim	CA	350,365	320	2,357	2,677
Bakersfield	CA	384,145	460	4,184	4,644
Chula Vista	CA	274,492	329	1,390	1,720
Fresno	CA	531,576	462	2,747	3,209
Irvine	CA	287,401	65	1,330	1,396
Long Beach	CA	462,628	512	2,442	2,954
Riverside	CA	331,360	509	2,954	3,463
Sacramento	CA	513,624	628	3,184	3,812
Santa Ana	CA	332,318	437	2,049	2,486
Stockton	CA	312,697	1,401	3,955	5,356
Oakland	**CA**	**433,031**	**1,275**	**6,436**	**7,710**
California		**39,959,095**	**434**	**2,290**	**2,724**
National		**328,239,523**	**379**	**2,010**	**2,489**

FIGURE 36: Reported Oakland Violent and Property Crime Rates, by Year
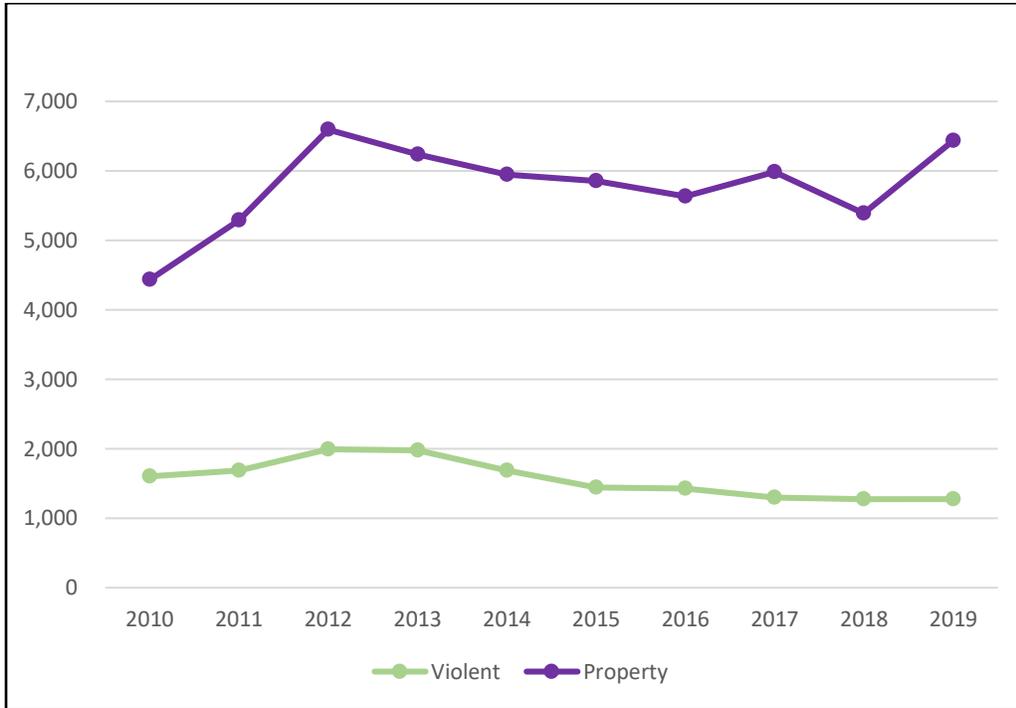
FIGURE 37: Reported Oakland and State Crime Rates, by Year
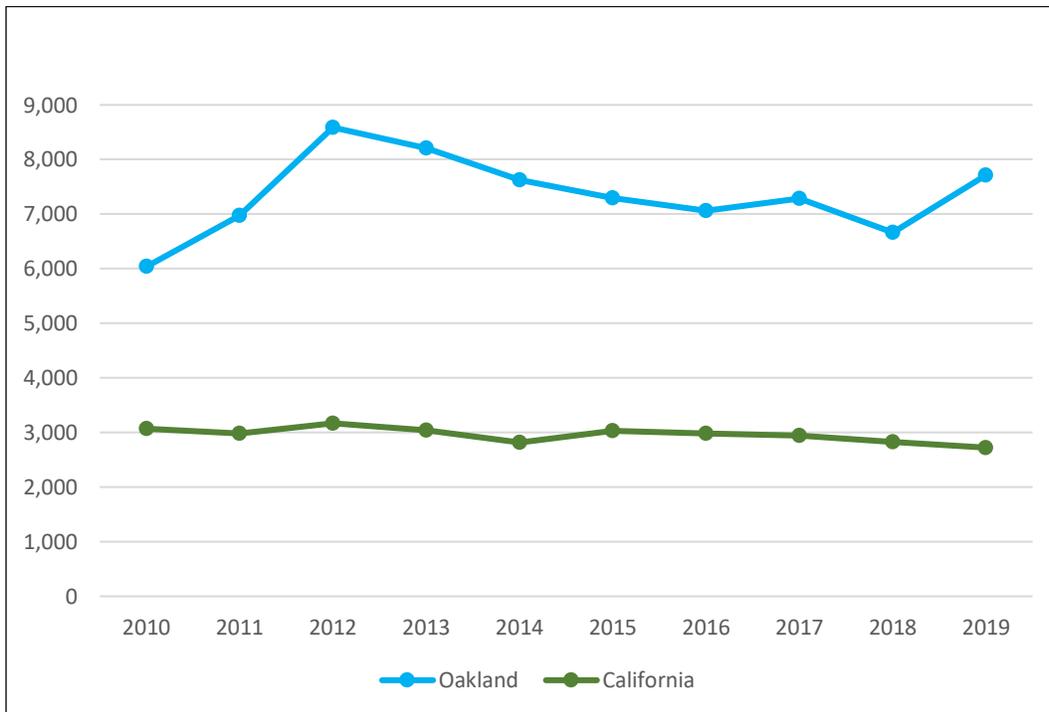
TABLE 39: Reported Oakland, California, and National Crime Rates, by Year

Year	Oakland				California				National			
	Population	Violent	Property	Total	Population	Violent	Property	Total	Population	Violent	Property	Total
2010	390,724	1,604	4,434	6,038	37,346,022	439	2,629	3,068	314,170,775	393	2,833	3,225
2011	395,317	1,683	5,288	6,971	37,819,249	410	2,574	2,983	317,186,963	376	2,800	3,176
2012	399,487	1,993	6,594	8,587	38,183,375	421	2,747	3,169	319,697,368	377	2,758	3,135
2013	403,887	1,977	6,233	8,210	38,498,377	394	2,646	3,041	321,947,240	362	2,627	2,989
2014	409,994	1,685	5,943	7,629	38,970,399	389	2,430	2,819	324,699,246	357	2,464	2,821
2015	419,481	1,443	5,857	7,299	39,315,550	424	2,605	3,029	327,455,769	368	2,376	2,744
2016	424,998	1,426	5,636	7,061	39,421,283	443	2,541	2,984	329,308,297	383	2,353	2,736
2017	424,915	1,299	5,983	7,282	39,536,653	449	2,497	2,946	325,719,178	383	2,362	2,745
2018	430,230	1,274	5,390	6,664	39,557,045	447	2,380	2,828	327,167,434	369	2,200	2,568
2019	433,031	1,275	6,436	7,710	39,959,095	434	2,290	2,724	328,239,523	379	2,010	2,489

TABLE 40: Reported Oakland, California, and National Crime Clearance Rates

Crime	Oakland			California			National		
	Crimes	Clearances	Rate	Crimes	Clearances	Rate	Crimes	Clearances*	Rate
Murder Manslaughter	78	41	53%	1,679	1,084	65%	14,325	8,796	61%
Rape	372	61	16%	14,720	5,284	36%	124,817	41,065	33%
Robbery	2,859	160	6%	52,050	16,401	32%	239,643	73,091	31%
Aggravated Assault	2,211	249	11%	104,756	56,304	54%	726,778	380,105	52%
Burglary	2,599	56	2%	151,596	17,740	12%	981,264	138,358	14%
Larceny	20,228	85	0%	622,869	65,321	10%	4,533,178	834,105	18%
Vehicle Theft	5041	9	0%	140,732	14,625	10%	655,778	90,497	14%

Note: *Clearances were calculated from crimes and clearance rates, as these numbers are not directly available from the FBI.