

EXHIBIT 1B

SECTION 11. DATA ANALYSIS

This data analysis report on patrol operations for the Maricopa County Sheriff's Office 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 Sheriff's Office's personnel and financial commitment.

All information in this analysis was developed using computer-aided dispatch (CAD) data provided by the Maricopa County Sheriff's Office.

CPSM collected data for a 12-month period from September 1, 2021, through August 31, 2022. We use call data for the year for the majority of the first section of the report, concluding with Table 12-10. For the detailed workload analysis and the response-time analysis, we use two eight-week sample periods. The first period is from January 11 through March 7, 2022, or winter, and the second period is from July 7 through August 31, 2022, or summer.

WORKLOAD ANALYSIS

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

- 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.
- 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 on its description.
 - We indicate whether the call is "deputy-initiated," or "community-initiated."
- We then remove all records that do not involve a patrol unit to get a total number of patrol-related events.
- At important points during our analysis, we focus on a smaller group of events designed to represent actual calls for service. This excludes 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 the dispatch data from Maricopa County. We made assumptions and decisions to address these issues.

- 19 calls lacked accurate busy times. We excluded these 19 calls when evaluating busy times and work hours.
- The computer-aided dispatch (CAD) system used approximately 190 different event descriptions, which we condensed to 17 categories for our tables and 13 categories for our

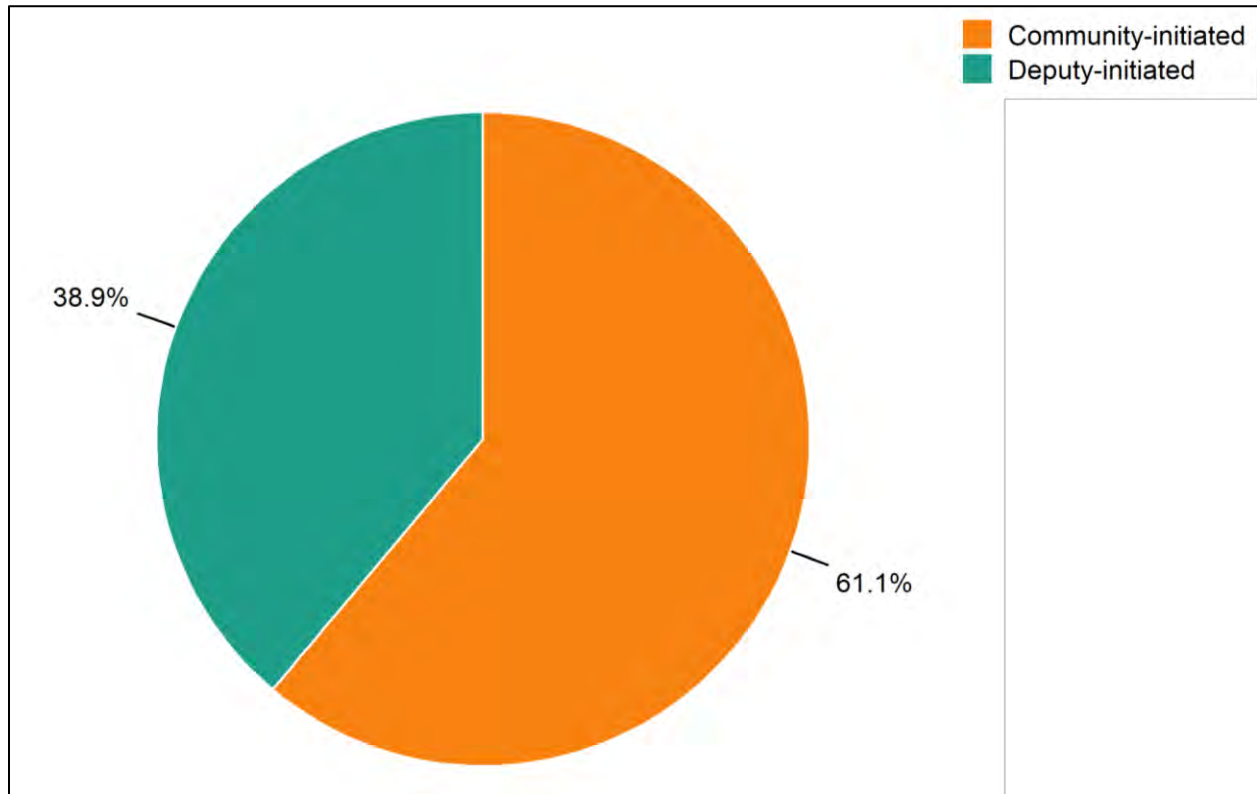
figures (shown in Chart 12-1). Table 12-122 in the appendix shows how each call description was categorized.

Between September 1, 2021, through August 31, 2022, the communications center recorded approximately 149,287 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 agency reported an average of 409.0 patrol-related events per day.

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 (crime, traffic, etc.). Workloads are measured in average work hours per day.

CHART 11-1: Event Descriptions for Tables and Figures

Table Category	Figure Category
Alarm	Alarm
Assist citizen	Assist
Assist other agency	
Civil matter	Civil matter
Crime–person	Crime
Crime–property	
Directed patrol	Directed patrol
Follow-up	Follow-up
Animal call	General miscellaneous
Miscellaneous	
Investigation	Investigation
Suspicious incident	Suspicious incident
Accident	Traffic
Traffic enforcement	
Violation	Violation
Warrant	Warrant
Welfare check	Welfare check

FIGURE 11-1: Percentage Events per Day, by Initiator

Note: Percentages are based on a total of 149,287 events.

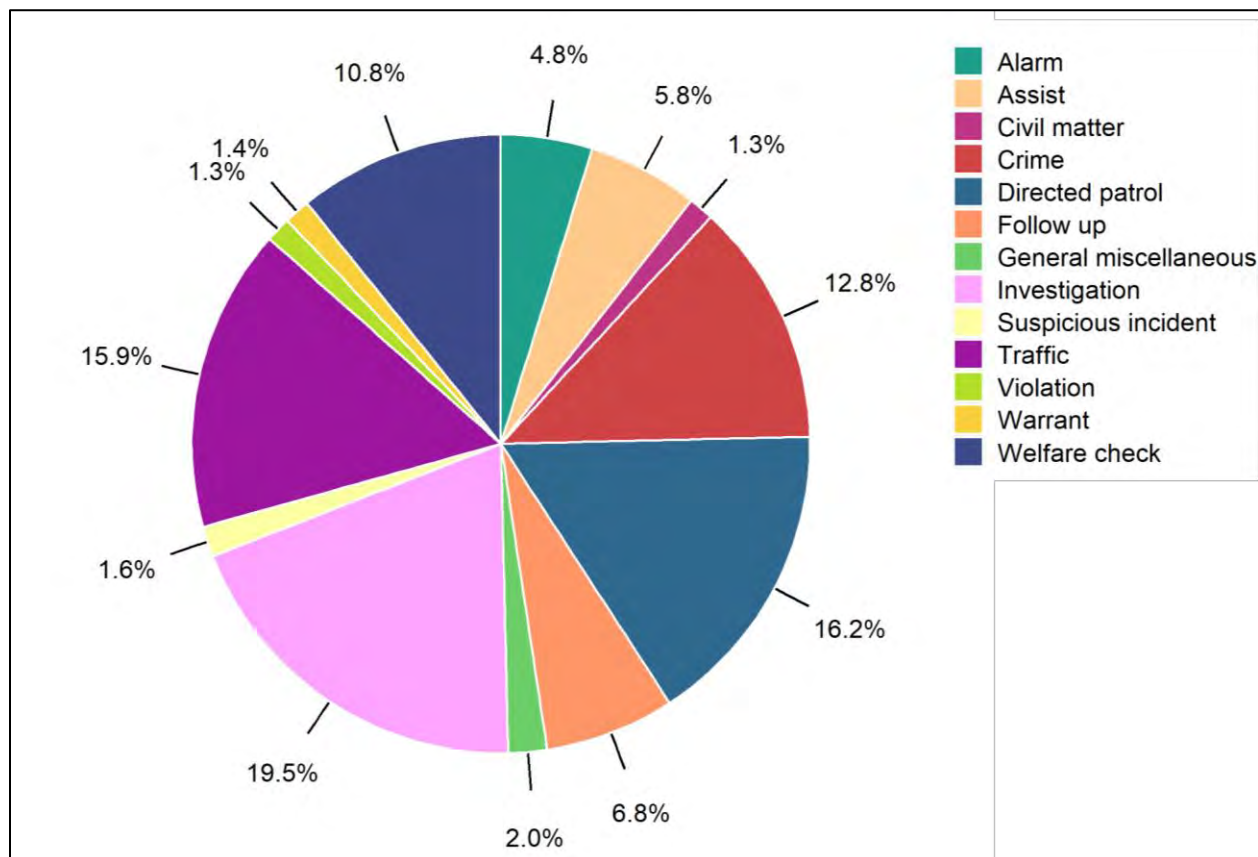
TABLE 11-1: Events per Day, by Initiator

Initiator	No. of Events	Events per Day
Community-initiated	91,245	250.0
Deputy-initiated	58,042	159.0
Total	149,287	409.0

Observations:

- 39 percent of all events were deputy-initiated.
- 61 percent of all events were community-initiated.
- There was an average of 409 events per day or 17.0 per hour.

FIGURE 11-2: Percentage Events per Day, by Category



Note: The figure combines categories in the following table according to the description in Chart 11-1.

TABLE 11-2: Events per Day, by Category

Category	No. of Calls	Calls per Day
Alarm	7,132	19.5
Assist citizen	5,361	14.7
Assist other agency	3,288	9.0
Civil matter	1,964	5.4
Crime–person	6,628	18.2
Crime–property	12,410	34.0
Directed patrol	24,144	66.1
Follow-up	10,142	27.8
Animal call	2,028	79.6
Miscellaneous	979	5.6
Investigation	29,050	2.7
Suspicious incident	2,375	6.5
Accident	6,349	17.4
Traffic enforcement	17,339	47.5
Violation	1,973	5.4
Warrant	2,018	5.5
Welfare check	16,107	44.1
Total	149,287	409.0

Observations:

- On average, there were 409.0 calls per day, or 17.0 per hour.
- The top four categories accounted for 64 percent of calls:
 - 19 percent of events were investigations.
 - 16 percent of events were directed patrol.
 - 16 percent of events were traffic-related.
 - 13 percent of events were crimes.

FIGURE 11-3: Percentage Calls per Day, by Category

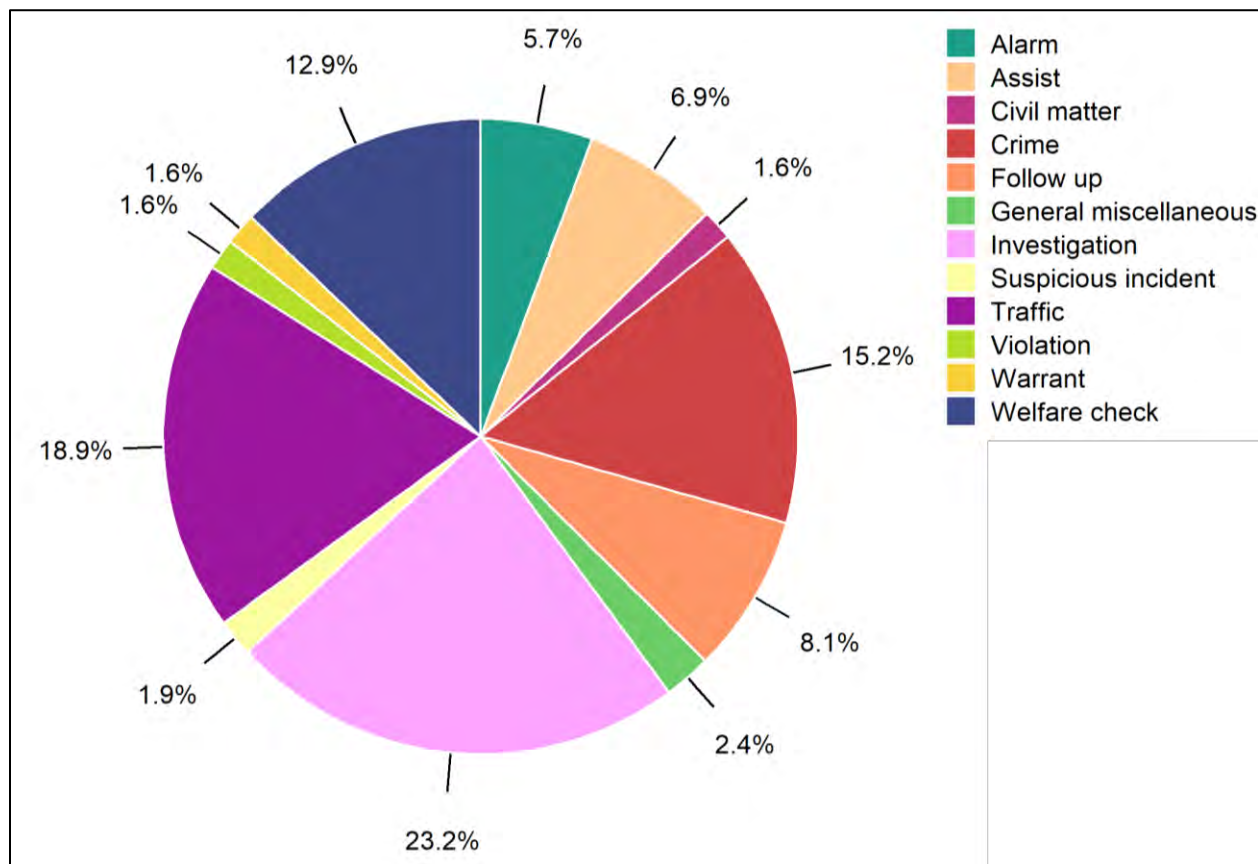


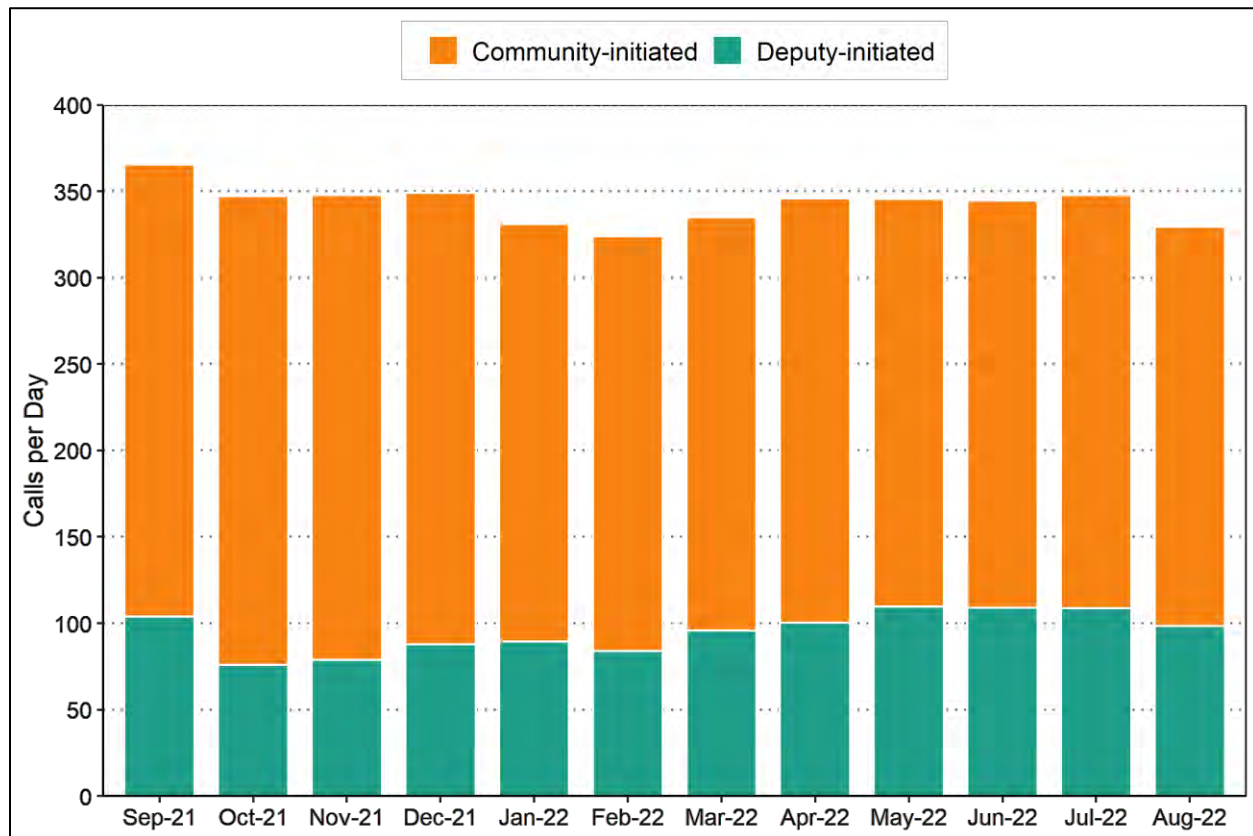
TABLE 11-3: Calls per Day, by Category

Category	No. of Calls	Calls per Day
Alarm	7,132	19.5
Assist citizen	5,361	14.7
Assist other agency	3,288	9.0
Civil matter	1,964	5.4
Crime–person	6,628	18.2
Crime–property	12,410	34.0
Follow-up	10,142	27.8
Animal call	2,028	5.6
Miscellaneous	979	2.7
Investigation	29,050	79.6
Suspicious incident	2,375	6.5
Accident	6,349	17.4
Traffic enforcement	17,339	47.5
Violation	1,973	5.4
Warrant	2,018	5.5
Welfare check	16,107	44.1
Total	125,143	342.9

Note: The focus here is on recorded calls rather than recorded events. We removed 24,144 directed patrol events.

Observations:

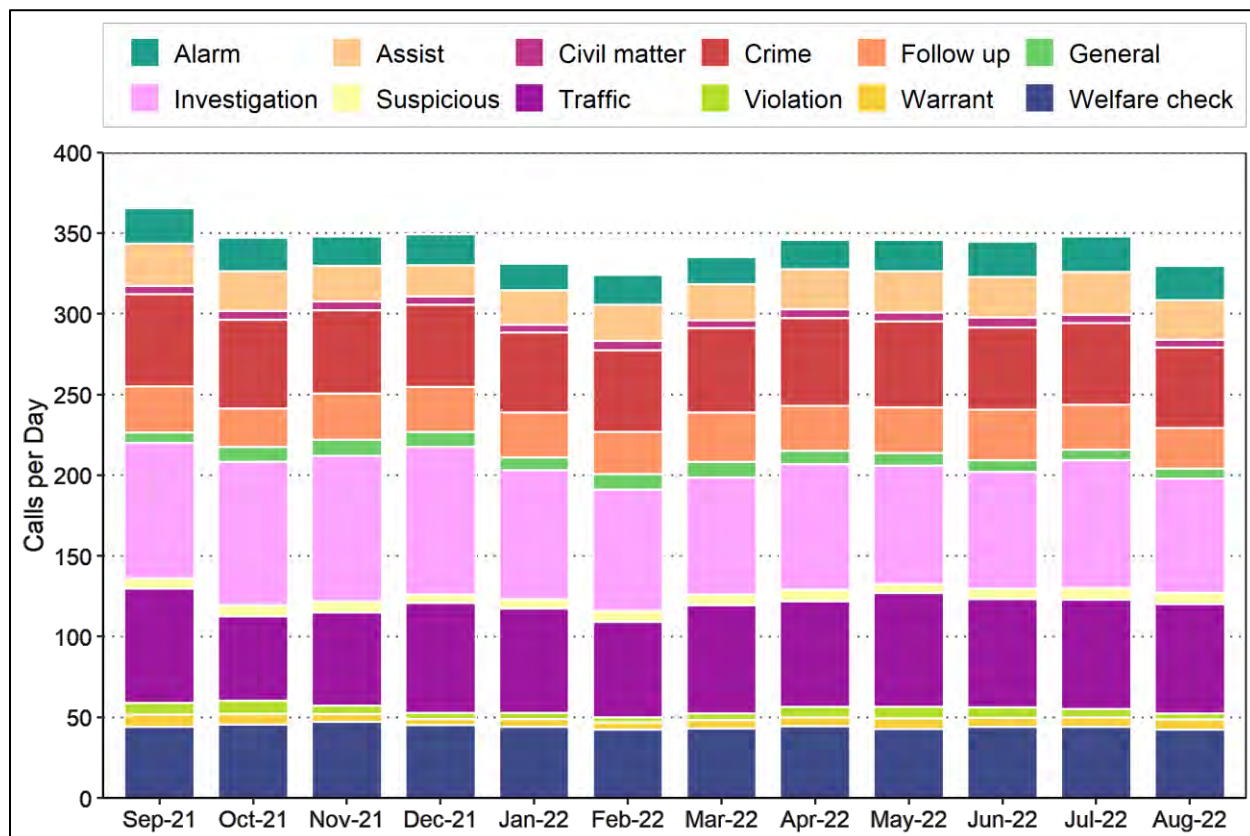
- On average, there were 342.9 calls per day, or 14.3 per hour.
- The top four categories accounted for 70 percent of calls:
 - 23 percent of calls were investigations.
 - 19 percent of calls were traffic-related.
 - 15 percent of calls were crimes.
 - 13 percent of calls were welfare checks.

FIGURE 11-4: Calls per Day, by Initiator and Month**TABLE 11-4: Calls per Day, by Initiator and Month**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	261.5	271.4	269.1	261.4	241.8	240.1	239.4	245.6	236.0	235.8	239.1	231.2
Deputy-initiated	103.9	75.7	78.9	87.7	89.3	83.9	95.7	100.3	109.7	109.0	108.7	98.4
Total	365.5	347.1	348.0	349.2	331.1	324.0	335.1	345.9	345.7	344.7	347.8	329.5

Observations:

- The number of calls per day was lowest in February.
- The number of calls per day was highest in September.
- The months with the most calls had 13 percent more calls than the months with the fewest calls.
- May, June, and July had the most deputy-initiated calls, with 45 percent more than October, which had the fewest.
- October and November had the most community-initiated calls, with 17 percent more than August, which had the fewest.

FIGURE 11-5: Calls per Day, by Category and Months

Note: The figure combines categories in the following table according to the description in Chart 11-1.

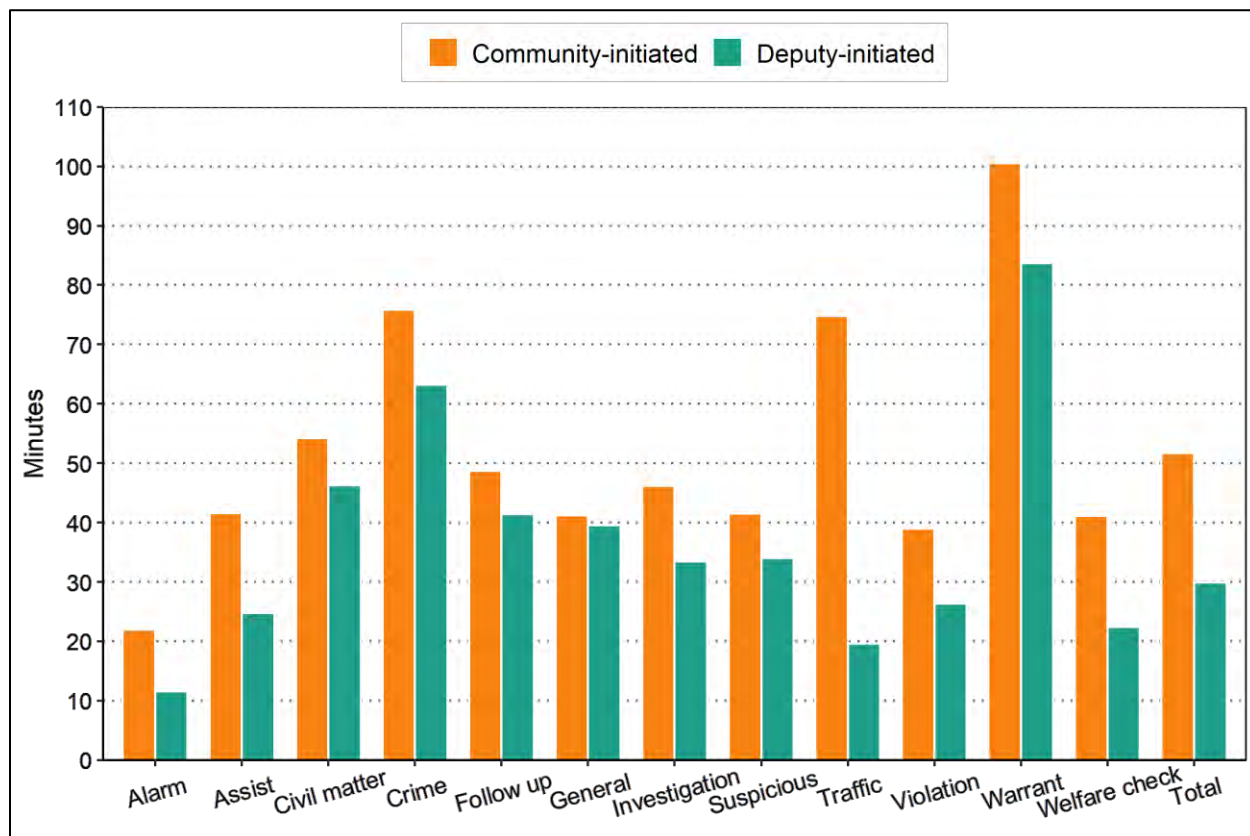
TABLE 11-5: Calls per Day, by Category and Months

Category	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Alarm	21.9	20.8	18.2	19.2	16.7	18.3	16.6	18.3	19.4	21.8	22.0	21.2
Assist citizen	15.4	14.2	13.5	10.9	11.4	13.5	14.6	15.8	17.1	16.7	18.0	15.0
Assist other agency	11.0	10.2	8.4	8.3	9.7	8.9	7.9	9.0	8.5	8.4	8.4	9.4
Civil matter	5.0	5.7	5.7	5.1	4.9	6.0	4.9	5.3	5.4	6.3	5.3	5.0
Crime–person	21.5	18.5	18.0	17.5	16.7	15.3	17.9	19.4	19.0	17.1	18.8	18.0
Crime–property	35.7	36.4	33.7	33.5	32.9	35.4	34.4	35.0	34.3	33.8	31.6	31.6
Follow-up	28.6	23.6	28.6	28.0	27.7	25.9	30.5	27.9	28.3	31.1	27.9	25.2
Animal call	4.8	6.7	6.4	6.1	5.6	6.2	5.8	5.3	4.9	5.7	5.1	4.1
Miscellaneous	1.8	2.6	3.3	3.2	2.4	3.4	3.6	3.0	3.1	1.8	1.7	2.3
Investigation	83.8	88.8	90.2	91.3	79.8	75.2	72.8	77.9	73.0	72.2	79.0	70.8
Suspicious incident	6.5	7.1	6.8	5.3	5.8	6.9	6.5	7.2	5.8	6.4	7.1	6.9
Accident	22.0	21.5	22.2	21.8	17.0	15.3	15.8	17.3	15.6	13.6	12.9	13.8
Traffic enforcement	48.6	30.7	35.7	46.2	47.8	43.9	51.4	47.8	54.8	53.7	54.9	54.0
Violation	7.5	8.3	5.1	3.9	3.6	3.0	3.9	6.8	7.2	6.4	5.3	3.7
Warrant	7.3	6.4	5.0	3.7	5.0	4.6	5.1	5.3	6.6	5.4	5.9	6.0
Welfare check	44.2	45.5	47.1	45.1	44.0	42.4	43.2	44.5	42.6	44.2	44.0	42.5
Total	365.5	347.1	348.0	349.2	331.1	324.0	335.1	345.9	345.7	344.7	347.8	329.5

Note: Calculations were limited to calls rather than events.

Observations:

- The top four categories averaged between 68 and 73 percent of calls throughout the year:
 - Investigation calls averaged between 70.8 and 91.3 calls per day throughout the year.
 - Traffic calls averaged between 52.2 and 70.6 calls per day throughout the year.
 - Crime calls averaged between 49.6 and 57.2 calls per day throughout the year.
 - Welfare check calls averaged between 42.4 and 47.1 calls per day throughout the year.
- Crimes accounted for 14 to 16 percent of total calls.

FIGURE 11-6: Primary Unit's Average Occupied Times, by Category and Initiator

Note: The figure combines categories using weighted averages from the following table according to the description in Chart 11-1. For this graph and Table 11-6, we removed 19 calls with inaccurate busy times.

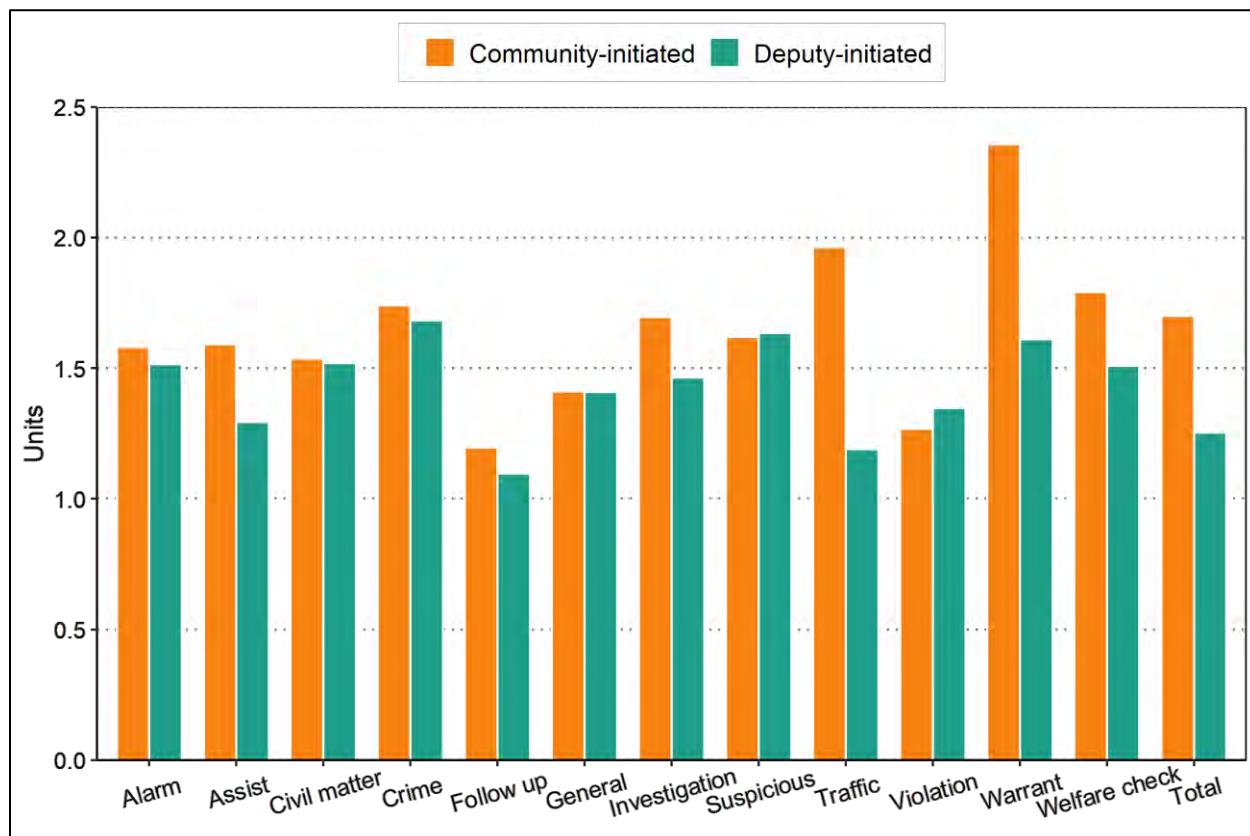
TABLE 11-6: Primary Unit's Average Occupied Times, by Category and Initiator

Category	Community-Initiated		Deputy-Initiated	
	Minutes	Calls	Minutes	Calls
Alarm	21.9	7,099	11.5	33
Assist citizen	41.2	3,274	19.8	2,086
Assist other agency	42.2	2,443	37.2	839
Civil matter	54.2	1,866	46.3	98
Crime-person	82.2	6,299	75.1	329
Crime-property	72.3	11,298	59.7	1,112
Follow-up	48.7	2,900	41.4	7,239
Animal call	41.4	1,923	38.1	105
Miscellaneous	40.8	847	40.7	131
Investigation	46.2	26,566	33.5	2,481
Suspicious incident	41.5	2,151	34.0	224
Accident	81.2	5,826	53.1	523
Traffic enforcement	42.6	1,151	18.6	16,188
Violation	39.0	718	26.3	1,255
Warrant	100.5	1,019	83.7	994
Welfare check	41.2	15,030	22.4	1,077
Weighted Average/Total Calls	51.7	90,410	29.9	34,714

Note: 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.

Observations:

- A unit's average time spent on a call ranged from 12 to 100 minutes overall.
- The longest average times were for community-initiated warrant calls.
- The average time spent on crime calls was 76 minutes for community-initiated calls and 63 minutes for deputy-initiated calls.

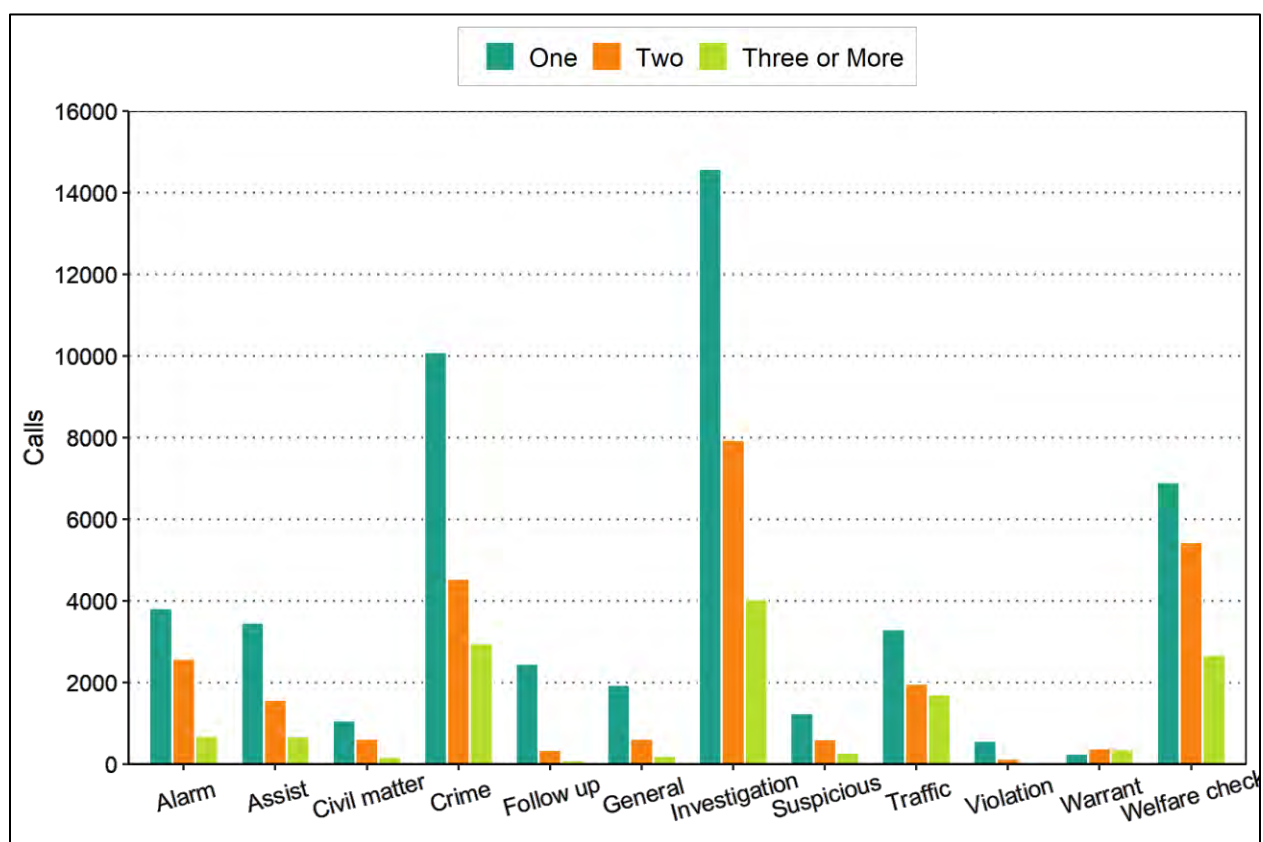
FIGURE 11-7: Average Number of Responding Units, by Initiator and Category

Note: The figure combines categories using weighted averages from the following table according to the description in Chart 11-1.

TABLE 11-7: Average Number of Responding Units, by Initiator and Category

Category	Community-Initiated		Deputy-Initiated	
	No. Units	Calls	No. Units	Calls
Alarm	1.6	7,099	1.5	33
Assist citizen	1.4	3,274	1.2	2,087
Assist other agency	1.9	2,443	1.4	845
Civil matter	1.5	1,866	1.5	98
Crime–person	2.0	6,299	1.9	329
Crime–property	1.6	11,298	1.6	1,112
Follow-up	1.2	2,900	1.1	7,242
Animal call	1.3	1,923	1.3	105
Miscellaneous	1.6	847	1.5	132
Investigation	1.7	26,567	1.5	2,483
Suspicious incident	1.6	2,151	1.6	224
Accident	2.1	5,826	1.7	523
Traffic enforcement	1.5	1,151	1.2	16,188
Violation	1.3	718	1.3	1,255
Warrant	2.4	1,020	1.6	998
Welfare check	1.8	15,030	1.5	1,077
Weighted Average/Total Calls	1.7	90,412	1.3	34,731

Note: Observations refer to the number of responding units shown within the figure rather than the table.

FIGURE 11-8: Number of Responding Units, by Category, Community-initiated Calls

Note: The figure combines categories using counts from the following table according to the description in Chart 11-1.

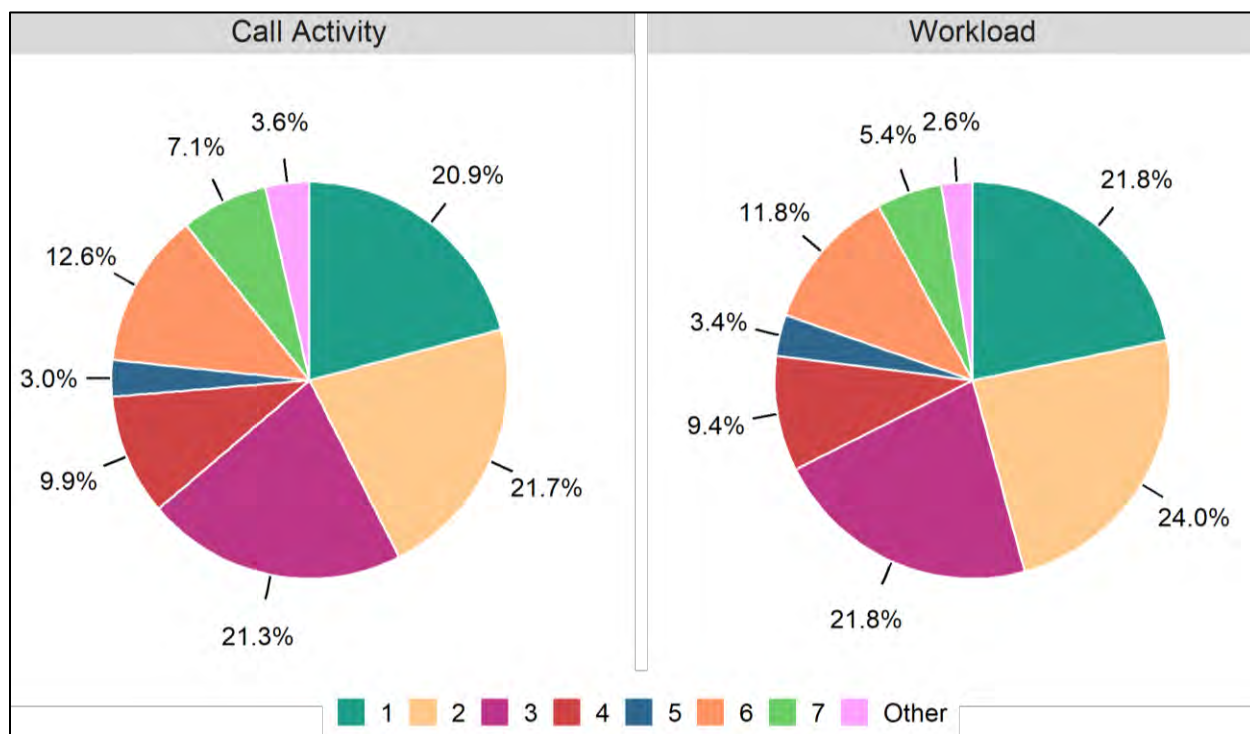
TABLE 11-8: Number of Responding Units, by Category, Community-initiated Calls

Category	Responding Units		
	One	Two	Three or More
Alarm	3,824	2,581	694
Assist citizen	2,368	714	192
Assist other agency	1,095	863	485
Civil matter	1,076	619	171
Crime–person	3,072	1,613	1,614
Crime–property	7,021	2,930	1,347
Follow-up	2,460	353	87
Animal call	1,405	417	101
Miscellaneous	539	205	103
Investigation	14,585	7,942	4,040
Suspicious incident	1,250	616	285
Accident	2,465	1,779	1,582
Traffic enforcement	840	188	123
Violation	564	129	25
Warrant	255	397	368
Welfare check	6,909	5,439	2,682
Total	49,728	26,785	13,899

Observations:

- The overall mean number of responding units was 1.3 for deputy-initiated calls and 1.7 for community-initiated calls.
- The mean number of responding units was as high as 2.4 for warrant calls that were community-initiated.
- 50 percent of community-initiated calls involved one responding unit.
- 33 percent of community-initiated calls involved two responding units.
- 15 percent of community-initiated calls involved three or more responding units.
- The largest group of calls with three or more responding units involved investigations.

FIGURE 11-9: Percentage Calls and Work Hours, by District, September 1, 2021, through January 10, 2022



Note: Other locations included calls without districts, at stations, or assigned to miscellaneous districts such as Pinal County, Scottsdale, and Lake.

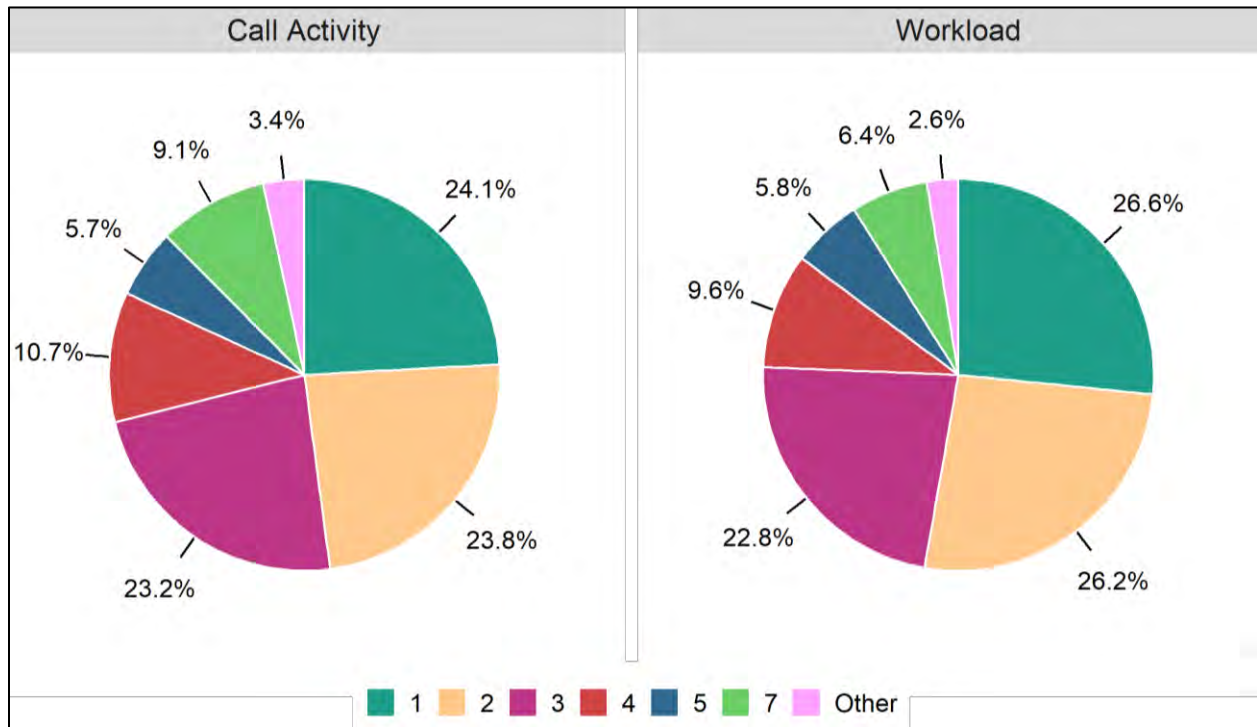
TABLE 11-9: Calls and Work Hours per Day by District, September 1, 2021, through January 10, 2022

District		Calls	Work Hours	Area (Sq. Miles)	Population (2022)
1		72.6	90.8	57.0	81,244
2		75.3	100.1	4,301.7	84,305
3		73.9	91.0	1,199.8	116,606
4		34.4	39.1	200.5	58,029
5 (Lake Patrol)		10.3	14.1	1,056.2	482
6		44.0	49.0	0.1	718
7		24.7	22.3	84.9	31,714
Other	Miscellaneous	1.0	1.2	NA	NA
	Stations	3.3	4.2	NA	NA
	Unknown	8.2	5.3	NA	NA
Total		347.8	417.2	6,900.2	373,098

Observations:

- District 2 had the most calls (75.3 per day) and workload (100.1 hours per day), and it accounted for 22 percent of total calls and 24 percent of total work hours workload.
- Excluding calls located at miscellaneous districts, stations, and missing district information, an even distribution would allot 47.9 calls and 58.1 work hours per district.

FIGURE 11-10: Percentage Calls and Work Hours by District, January 11 through August 31, 2022



Note: MCSO discontinued service for District 6 (Queen Creek) on January 11, 2022.

TABLE 11-10: Calls and Work Hours per Day, by District, January 11 through August 31, 2022

District		Calls	Work Hours	Area (Sq. Miles)	Population (2022)
1		80.5	106.4	57.0	81,244
2		79.2	104.8	4,301.7	84,305
3		77.4	91.4	1,199.8	116,606
4		35.8	38.2	200.5	58,029
5 (Lake Patrol)		19.0	23.4	1,056.2	482
7		30.2	25.5	84.9	31,714
Other	Miscellaneous	1.0	1.8	NA	NA
	Stations	3.4	3.5	NA	NA
	Unknown	7.0	5.1	NA	NA
Total		333.4	400.2	6,900.0	372,380

Observations:

- District 1 had the most calls (80.5 per day) and workload (106.4 hours per day), and it accounted for 24 percent of total calls and 27 percent of total work hours workload.
- Excluding calls located at miscellaneous districts, stations, and missing district information, an even distribution would allot 53.7 calls and 65.0 work hours per district.

FIGURE 11-11: Percentage Calls and Work Hours, by Category, Winter 2022

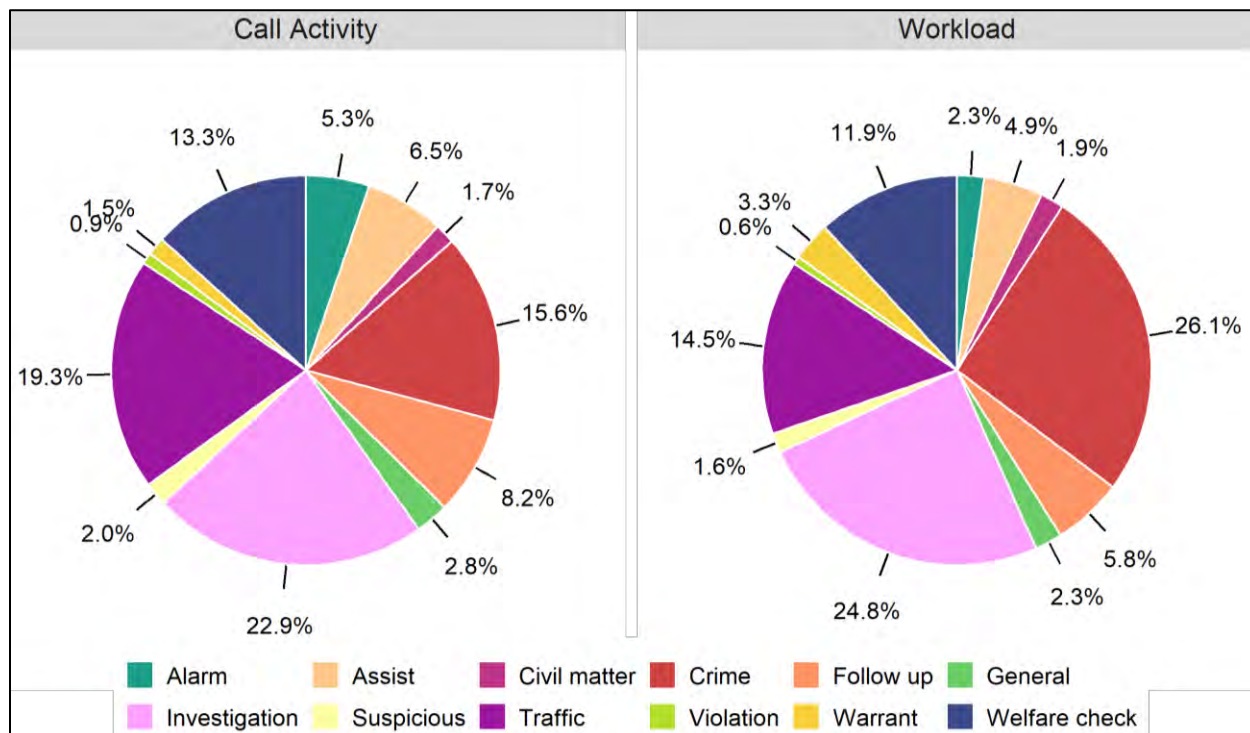


TABLE 11-11: Calls and Work Hours per Day, by Category, Winter 2022

Category	Per Day	
	Calls	Work Hours
Alarm	16.9	8.8
Assist citizen	12.5	9.0
Assist other agency	8.6	10.1
Civil matter	5.5	7.6
Crime–person	15.9	44.5
Crime–property	34.4	57.1
Follow-up	26.5	22.7
Animal call	6.1	6.0
Miscellaneous	2.9	2.9
Investigation	73.6	96.5
Suspicious incident	6.3	6.3
Accident	15.2	36.8
Traffic enforcement	46.7	19.6
Violation	3.0	2.5
Warrant	4.9	12.7
Welfare check	42.7	46.3
Total	321.7	389.3

Note: Workload calculations focused on calls rather than events.

Observations, Winter:

- On average, there were 322 calls per day, or 13.4 per hour.
- Total workload averaged 389 hours per day, meaning that on average 16.2 units per hour were busy responding to calls.
- Investigation calls constituted 23 percent of calls and 25 percent of workload.
- Traffic calls constituted 19 percent of calls and 14 percent of workload.
- Crime calls constituted 16 percent of calls and 26 percent of workload.
- Welfare check calls constituted 13 percent of calls and 12 percent of workload.
- These top four categories constituted 71 percent of calls and 77 percent of workload.

FIGURE 11-12: Percentage Calls and Work Hours, by Category, Summer 2022

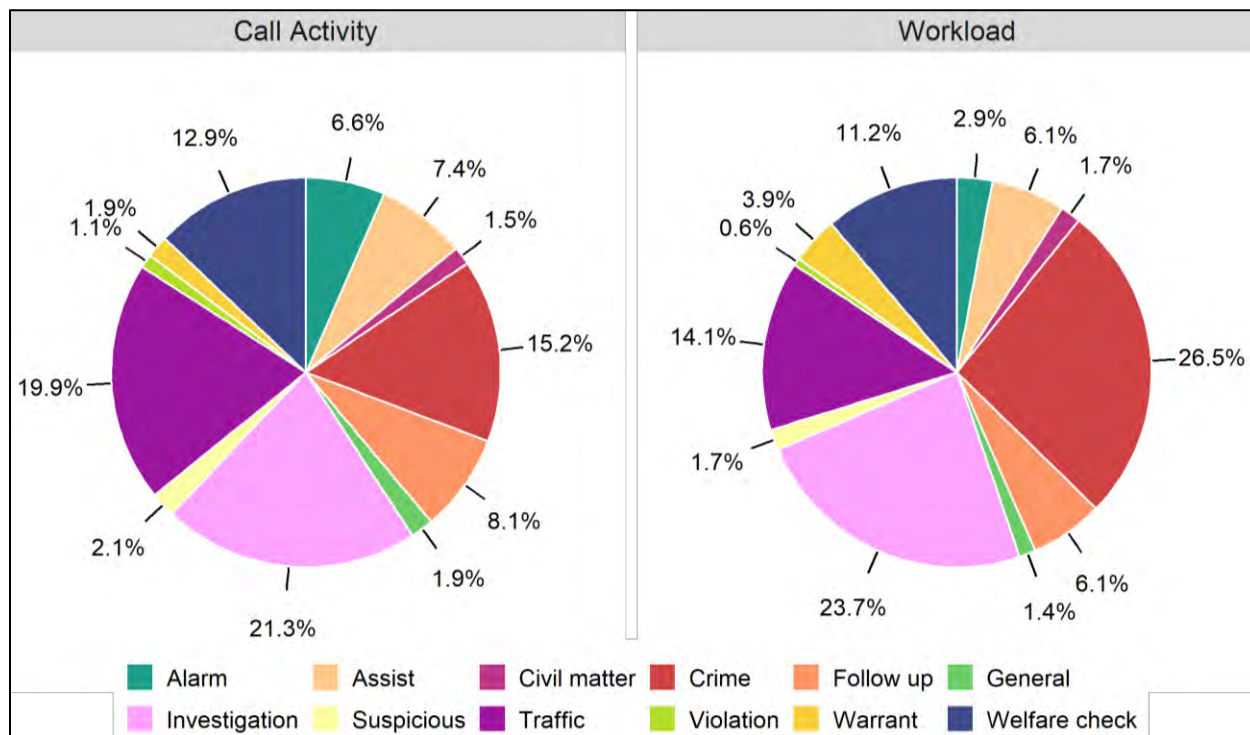


TABLE 11-12: Calls and Work Hours per Day, by Category, Summer 2022

Category	Per Day	
	Calls	Work Hours
Alarm	21.6	11.9
Assist citizen	15.9	12.3
Assist other agency	8.5	12.6
Civil matter	5.1	6.8
Crime–person	18.1	50.4
Crime–property	31.8	57.1
Follow-up	26.7	24.6
Animal call	4.2	3.7
Miscellaneous	2.0	1.9
Investigation	69.8	96.0
Suspicious incident	6.8	7.0
Accident	13.6	35.1
Traffic enforcement	51.9	21.9
Violation	3.7	2.5
Warrant	6.1	15.8
Welfare check	42.4	45.3
Total	328.2	405.0

Note: Workload calculations focused on calls rather than events.

Observations, Summer:

- The average number of calls per day and the average daily workload were higher in summer than in winter.
- On average, there were 328 calls per day, or 13.7 per hour.
- Total workload averaged 405 hours per day, meaning that on average 16.9 units per hour were busy responding to calls.
- Investigation calls constituted 21 percent of calls and 24 percent of workload.
- Traffic calls constituted 20 percent of calls and 14 percent of workload.
- Crime calls constituted 15 percent of calls and 27 percent of workload.
- Welfare check calls constituted 13 percent of calls and 11 percent of workload.
- These top four categories constituted 69 percent of calls and 75 percent of workload.

NONCALL ACTIVITIES

In the period between September 1, 2021, through August 31, 2022, the dispatch center recorded activities that were not assigned a call number. We focused on those activities that involved a patrol unit. We also limited our analysis to noncall activities that occurred during shifts where the same patrol unit was also responding to calls for service. Each record 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. As an activity is unlikely to last more than eight hours, we assumed that these records were inaccurate.
- After these exclusions, 108,312 activities remained. These activities had an average duration of 59.3 minutes.

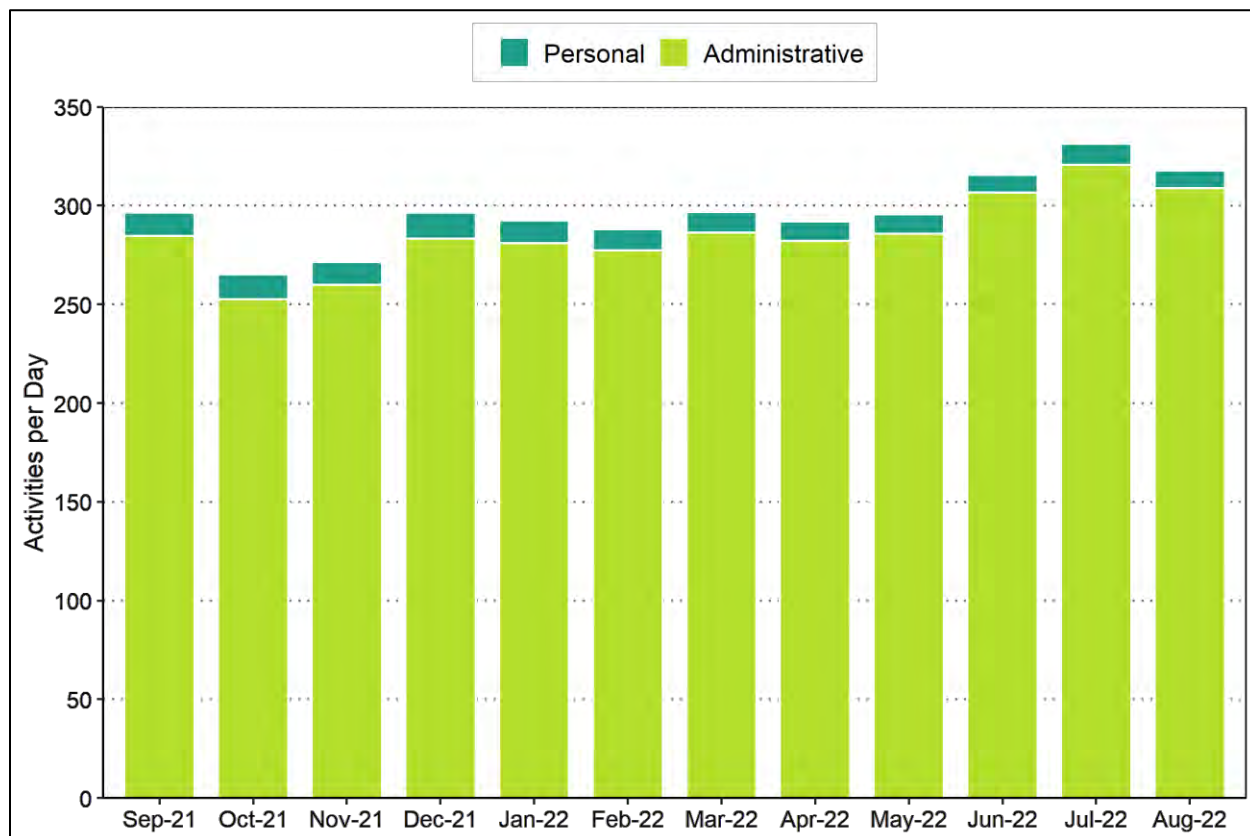
In this section, we report noncall activities and workload by type of activity. In the next section, we include these activities in the overall workload when comparing the total workload against available personnel in winter and summer.

TABLE 11-13: Activities and Occupied Times by Type

Description	Occupied Time	Count
Court-related duties	126.4	495
At station	65.1	12,506
Briefing	61.3	6,365
Court order: Traffic stop data	12.7	7,467
Directed patrol	52.4	26,496
Gas	19.7	3,934
IA complaint intake/follow-up	113.6	135
Meeting and/or going to another agency	108.8	572
Miscellaneous	66.1	9,353
Miscellaneous administrative activity	110.4	7,059
Report writing	69.1	24,504
Traffic enforcement	32.2	4,080
Training	100.5	697
Vehicle maintenance	70.6	680
Administrative - Weighted Average/Total	59.8	104,343
Personal - Meal break	45.0	3,969
Weighted Average/Total Calls	59.3	108,312

Observations:

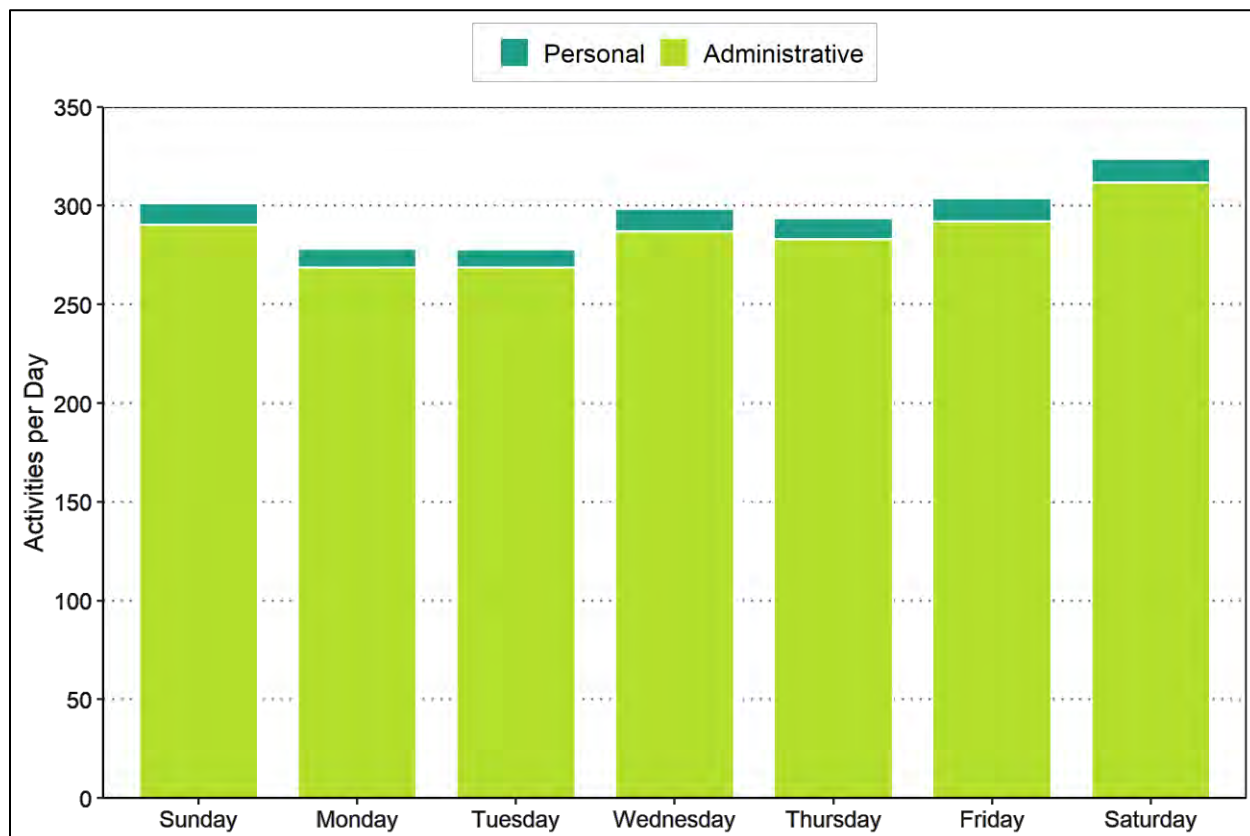
- The most common out-of-service activities were “directed patrol” and “report writing.”
- The longest average time spent on out-of-service activities was for “court-related duties.”
- The average time spent on out-of-service activities was 59.3 minutes.

FIGURE 11-13: Activities per Day, by Month**TABLE 11-14: Activities per Day, by Month**

Activities	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Personal	11.8	12.6	11.7	13.3	11.6	10.5	10.6	10.0	9.8	8.8	10.8	8.9
Administrative	284.7	252.7	259.8	283.1	280.9	277.5	286.3	282.1	285.9	306.7	320.6	309.0
Total	296.6	265.3	271.5	296.5	292.5	288.0	296.8	292.1	295.7	315.5	331.4	317.9

Observations:

- The number of noncall activities per day was lowest in October.
- The number of noncall activities per day was highest in July.

FIGURE 11-14: Activities per Day, by Day of Week**TABLE 11-15: Activities per Day, by Day of Week**

Day of Week	Personal	Administrative	Activities per Day
Sunday	11.2	290.2	301.4
Monday	9.6	268.7	278.2
Tuesday	9.2	268.6	277.9
Wednesday	11.5	286.9	298.4
Thursday	10.9	282.9	293.8
Friday	11.7	292.1	303.8
Saturday	12.0	311.7	323.7
Weekly Average	10.9	285.9	296.7

Observations:

- The number of noncall activities per day was lowest on Tuesdays.
- The number of noncall activities per day was highest on Saturdays

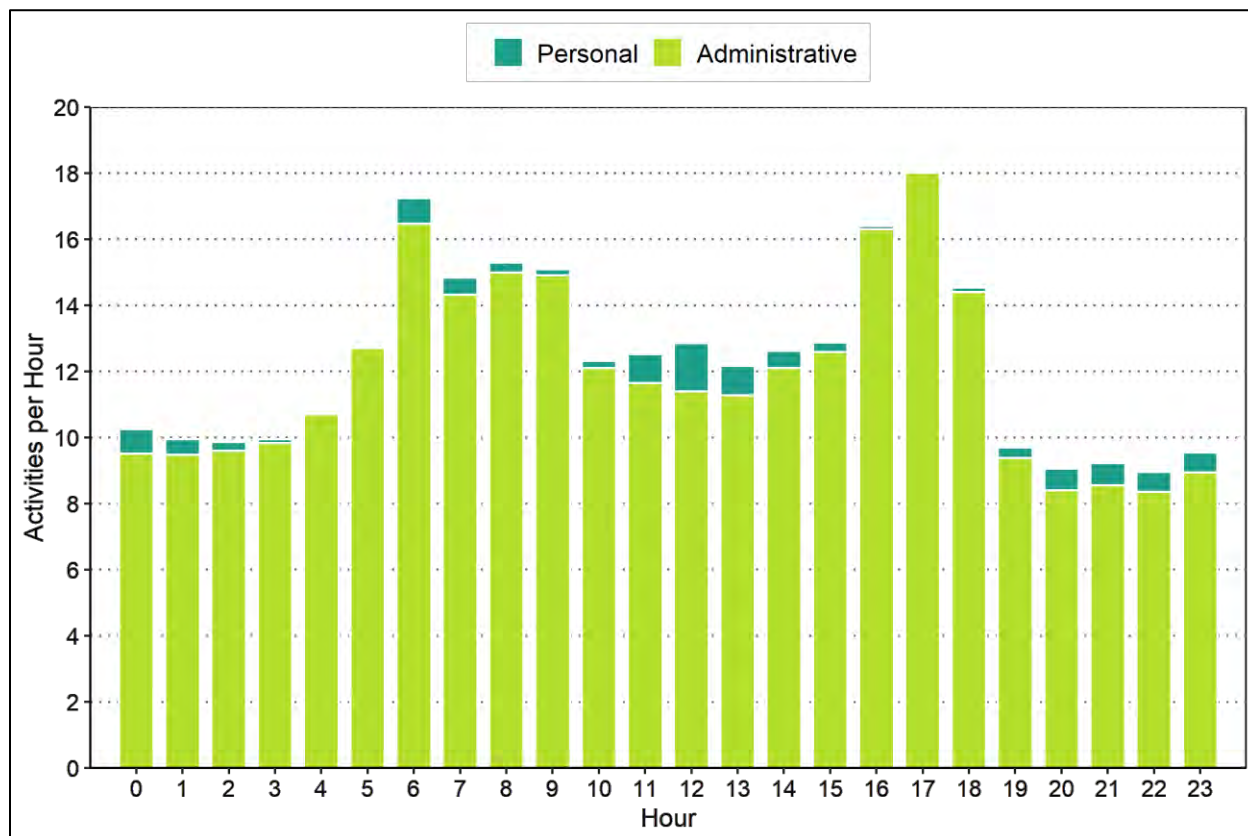
FIGURE 11-15: Activities per Day, by Hour of Day

TABLE 11-16: Activities per Hour, by Hour of Day

Hour	Personal	Administrative	Total
0	0.75	9.50	10.25
1	0.48	9.47	9.95
2	0.27	9.59	9.85
3	0.12	9.83	9.95
4	0.03	10.70	10.73
5	0.04	12.70	12.74
6	0.77	16.47	17.24
7	0.52	14.32	14.83
8	0.31	14.98	15.29
9	0.19	14.90	15.09
10	0.22	12.10	12.32
11	0.87	11.64	12.52
12	1.47	11.39	12.86
13	0.88	11.28	12.16
14	0.53	12.09	12.62
15	0.28	12.58	12.86
16	0.10	16.30	16.40
17	0.07	18.01	18.08
18	0.14	14.40	14.54
19	0.32	9.37	9.69
20	0.65	8.40	9.05
21	0.68	8.55	9.23
22	0.60	8.35	8.95
23	0.60	8.94	9.54
Hourly Average	0.45	11.91	12.36

Observations:

- The number of activities per hour was highest between 5:00 p.m. and 6:00 p.m.
- The number of activities per hour was lowest between 10:00 p.m. and 11:00 p.m.

DEPLOYMENT

For this study, we examined deployment information for eight weeks in winter (January 11 through March 7, 2022) and eight weeks in summer (July 7 through August 31, 2022). The Sheriff's Office's main patrol force, including patrol deputies and patrol sergeants, except for District 5, operates on 12-hour shifts starting at 6:00 a.m. and 6:00 p.m. The MCSO's main patrol force deployed an average of 47.1 deputies per hour during the 24-hour day in winter 2022 and 50.1 deputies per hour during the 24-hour day in summer 2022.

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

- First, we focus on patrol deployment alone.
- Next, we compare “all” workload, which includes community-initiated calls, deputy-initiated calls, directed patrol work, and out-of-service activities.
- Finally, we compare workload against deployment by percentage.

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

FIGURE 11-16: Deployed Deputies, Weekdays, Winter 2022

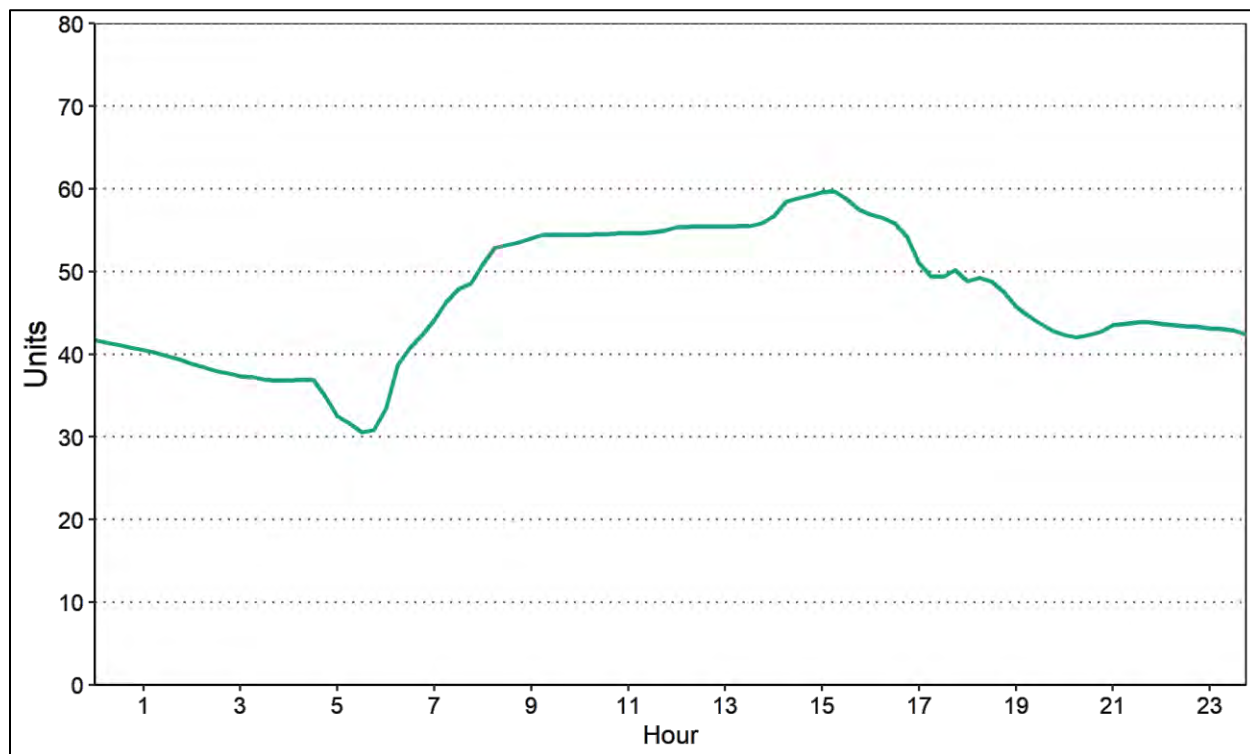


FIGURE 11-17: Deployed Deputies, Weekends, Winter 2022

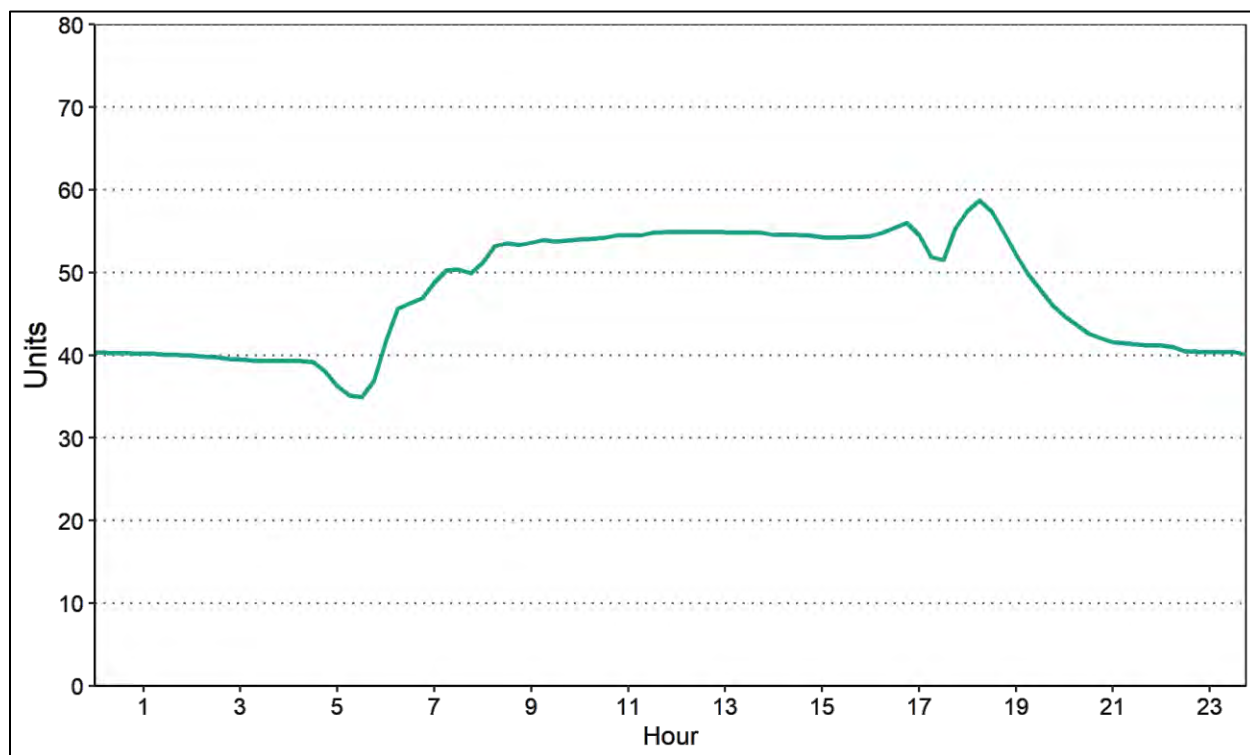


FIGURE 11-18: Deployed Deputies, Weekdays, Summer 22

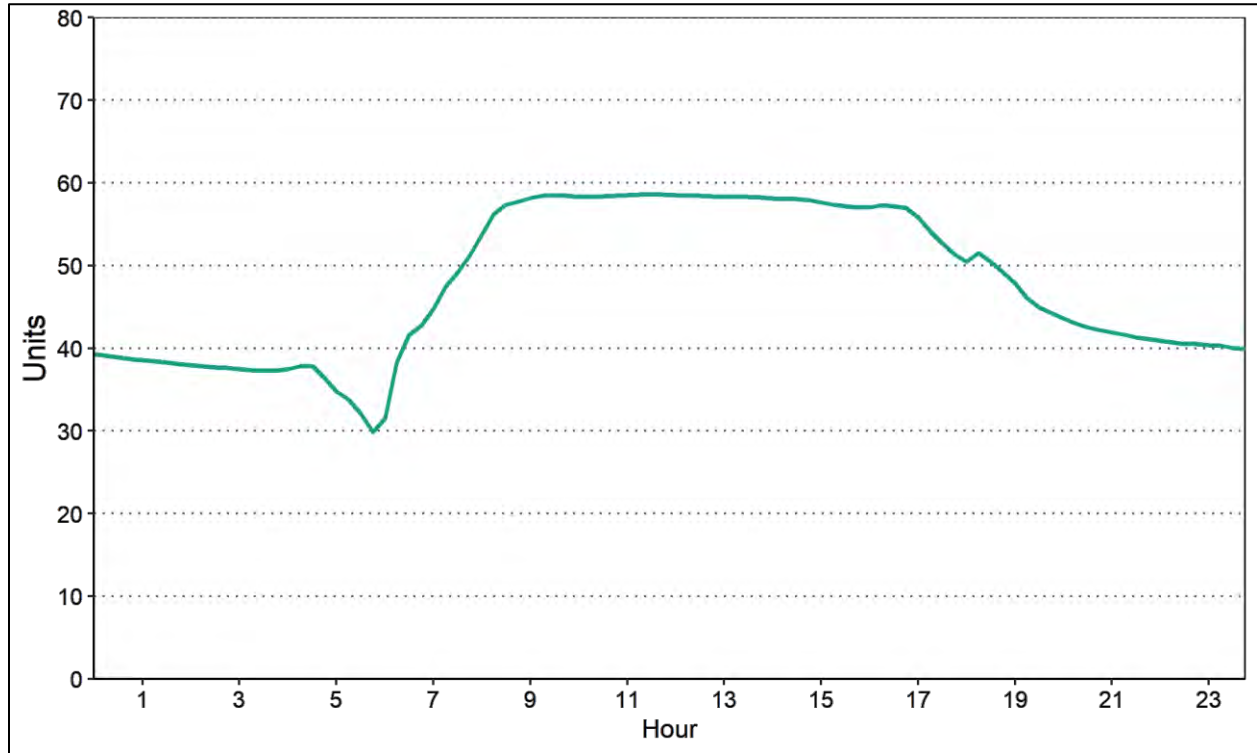
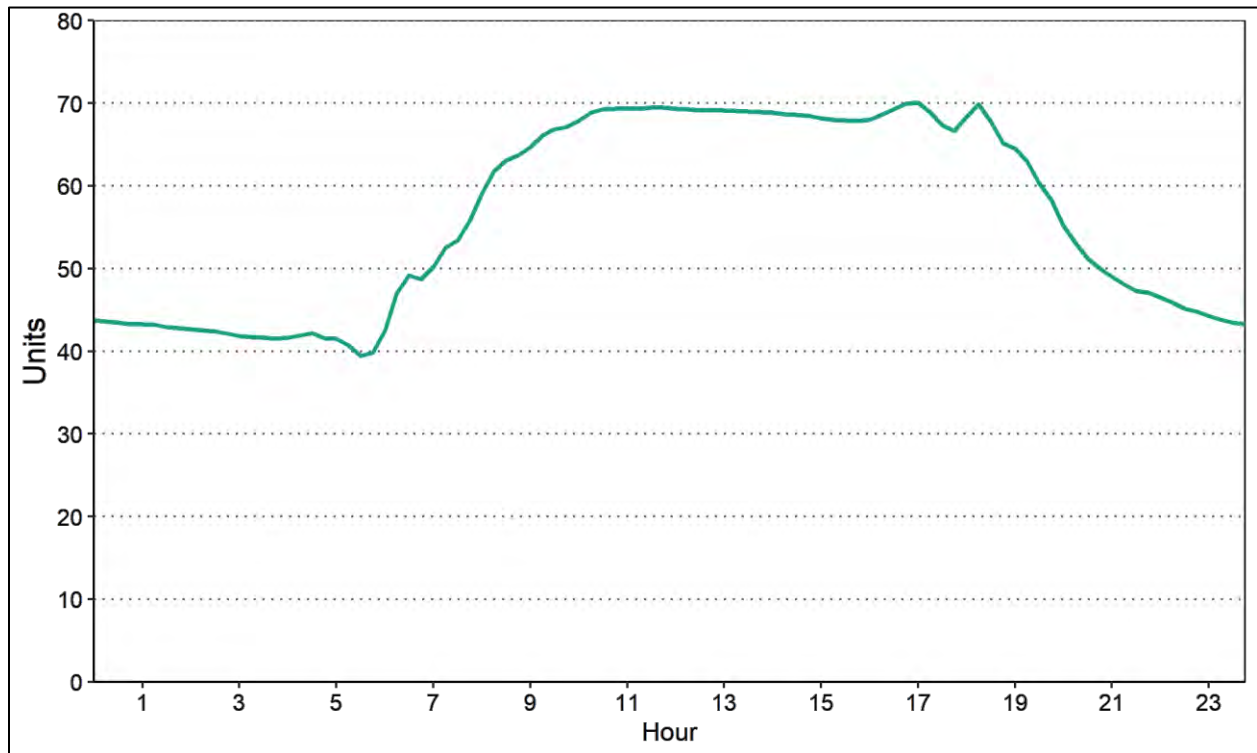


FIGURE 11-19: Deployed Deputies, Weekends, Summer 22



Observations:

- For winter (January 11 through March 7, 2022):
 - The average deployment was 46.9 units per hour during the week and 47.6 units per hour on the weekend.
 - Average deployment varied from 30.5 to 59.7 units per hour on weekdays and 34.9 to 58.7 units per hour on weekends.
- For summer (July 7 through August 31, 2022):
 - The average deployment was 47.7 units per hour during the week and 56.2 units per hour on the weekend.
 - The average deployment varied from 29.9 to 58.6 units per hour on weekdays and 39.4 to 70.1 units per hour on weekends.

FIGURE 11-20: Deployment and All Workload, Weekdays, Winter 2022

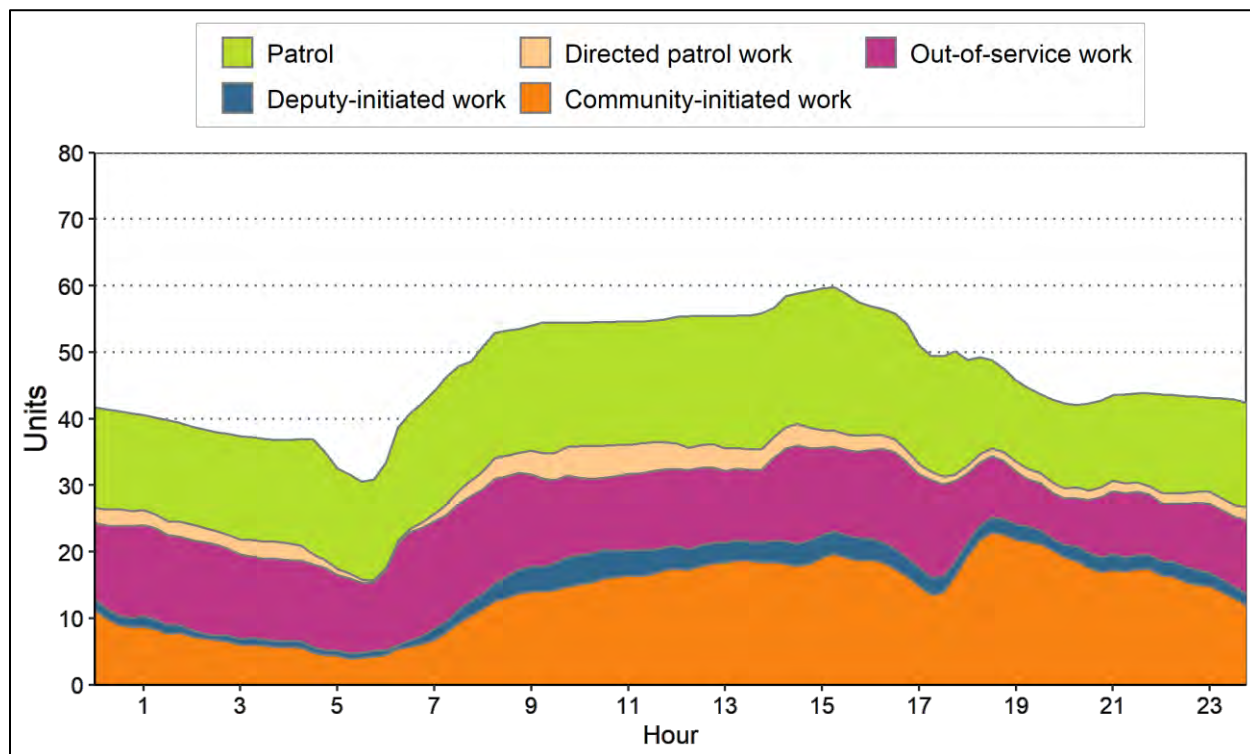


FIGURE 11-21: Deployment and All Workload, Weekends, Winter 2022

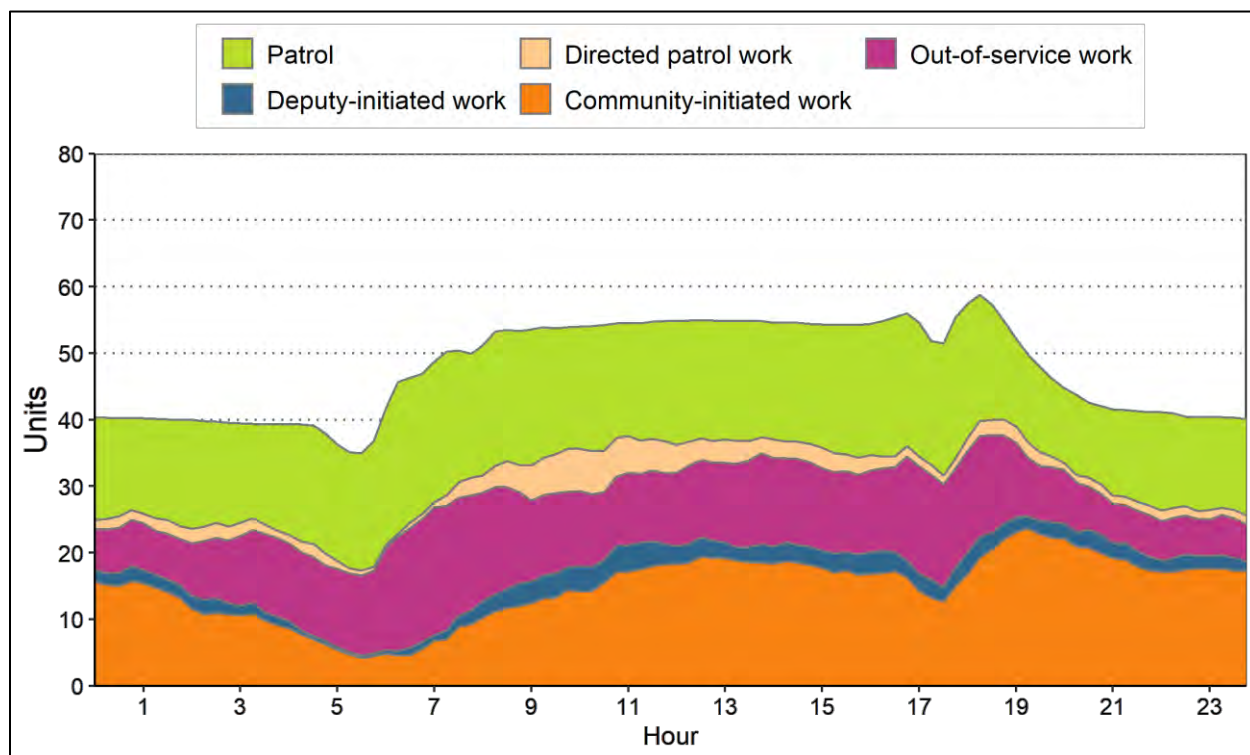
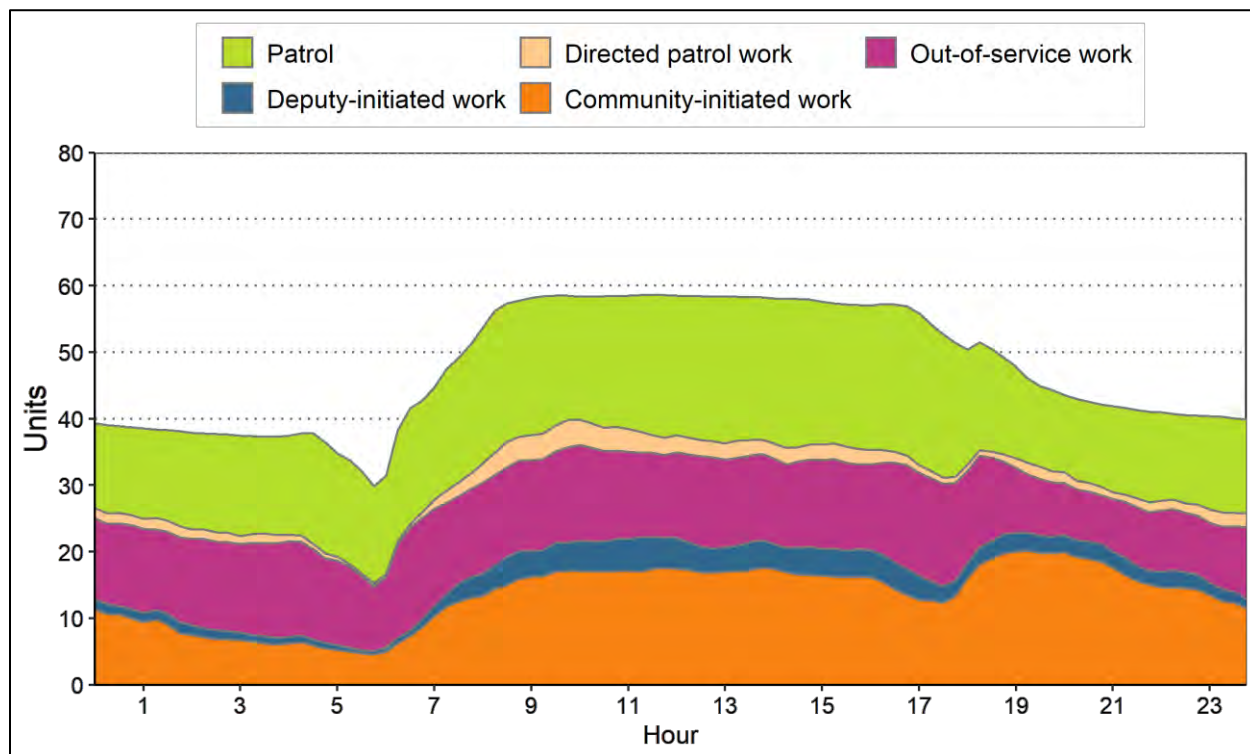
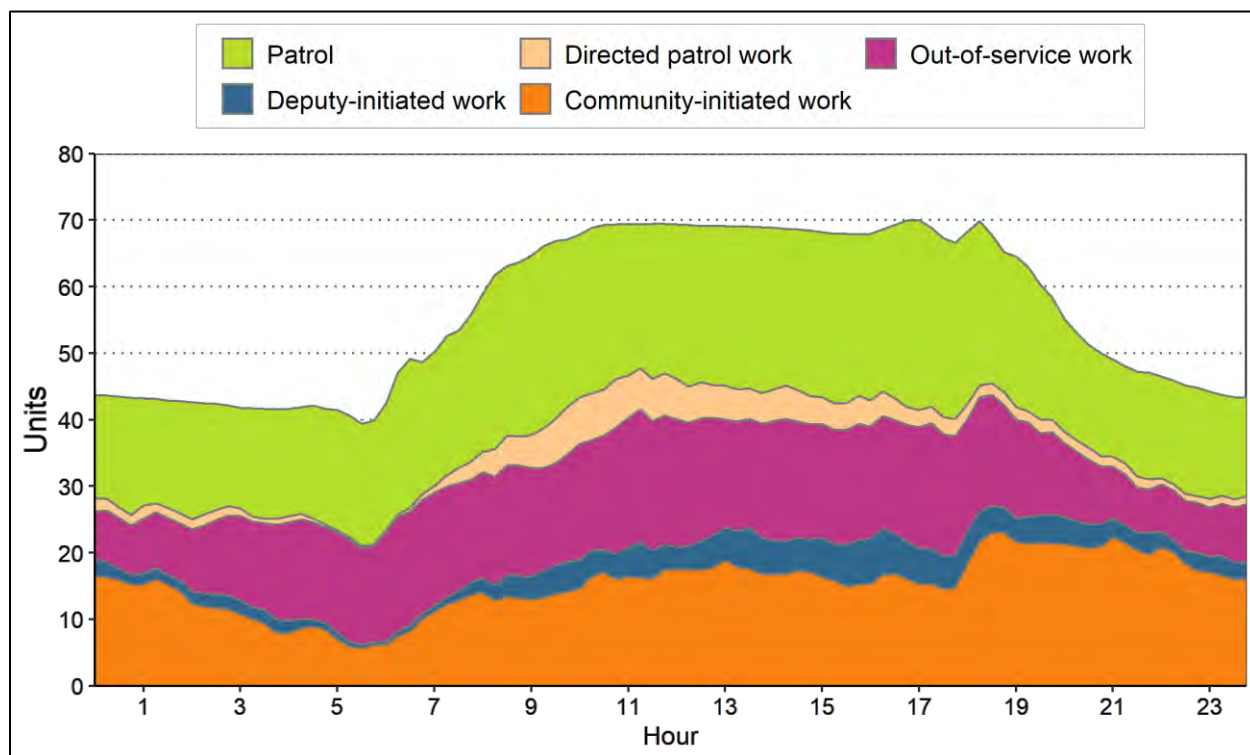


FIGURE 11-22: Deployment and All Workload, Weekdays, Summer 2022**FIGURE 11-23: Deployment and All Workload, Weekends, Summer 2022**

Note: Figures 11-20 to 11-23 show deployment along with all workloads from community-initiated calls, deputy-initiated calls, directed patrol, and out-of-service activities.

Observations:

Winter:

■ Community-initiated work:

- Average community-initiated workload was 13.6 units per hour during the week and 14.8 units per hour on weekends.
- This was approximately 29 percent of hourly deployment during the week and 31 percent of hourly deployment on weekends.

■ All work:

- Average workload was 30.2 units per hour during the week and 30.6 units per hour on weekends.
- This was approximately 64 percent of hourly deployment during the week and 64 percent of hourly deployment on weekends.

Summer:

■ Community-initiated work:

- Average community-initiated workload was 13.5 units per hour during the week and 15.3 units per hour on weekends.
- This was approximately 28 percent of hourly deployment during the week and 27 percent of hourly deployment on weekends.

■ All work:

- Average workload was 30.4 units per hour during the week and 35.5 units per hour on weekends.
- This was approximately 64 percent of hourly deployment during the week and 63 percent of hourly deployment on weekends.

FIGURE 11-24: Workload Percentage by Hour, Weekdays, Winter 2022

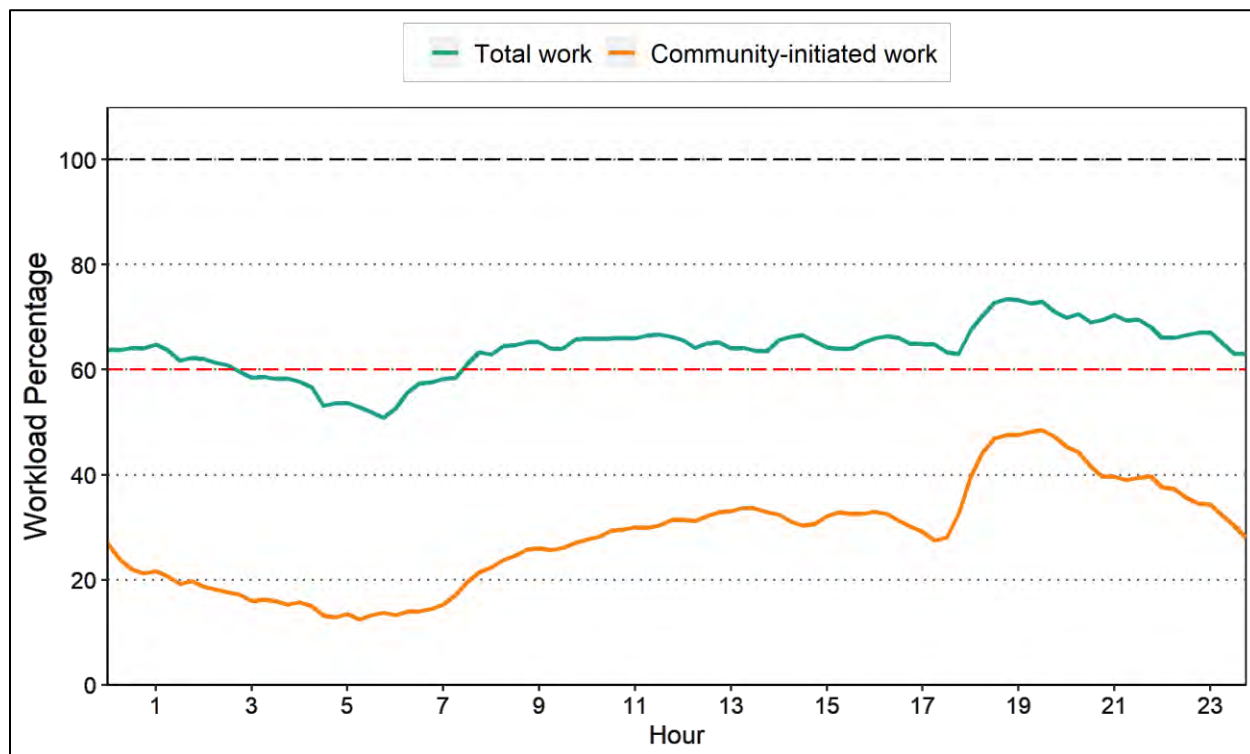


FIGURE 11-25: Workload Percentage by Hour, Weekends, Winter 2022

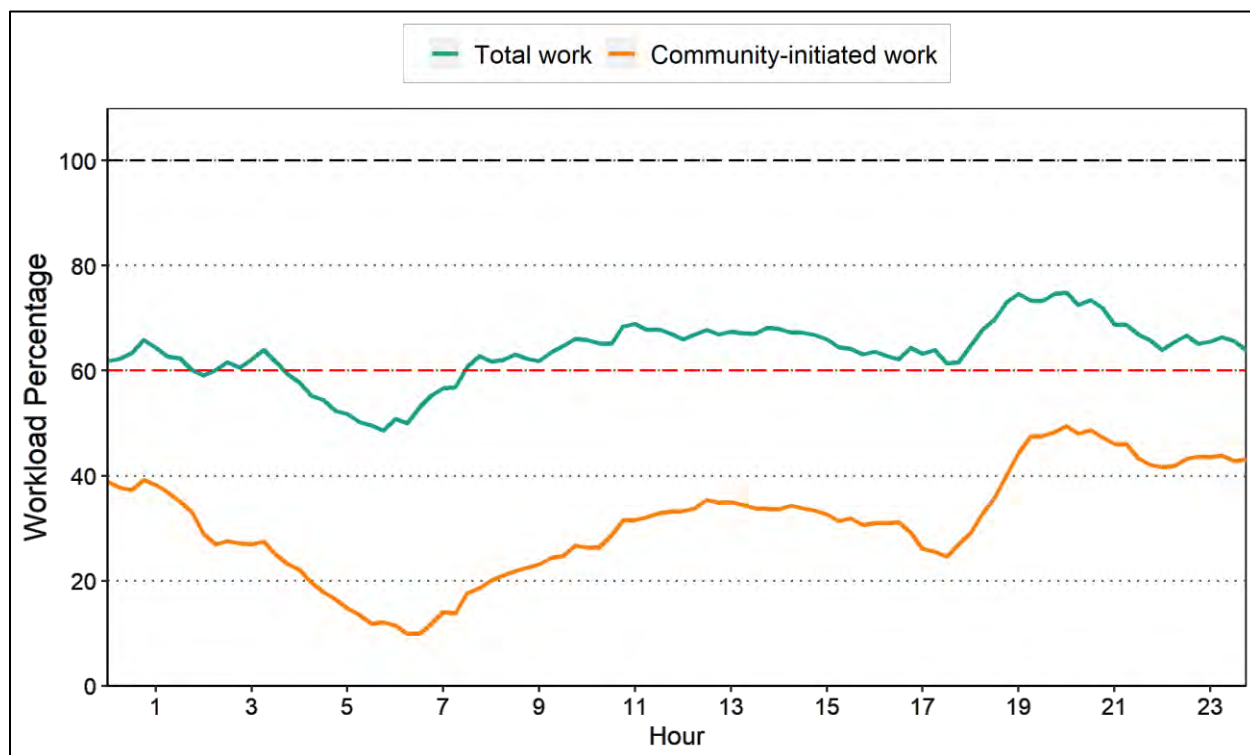
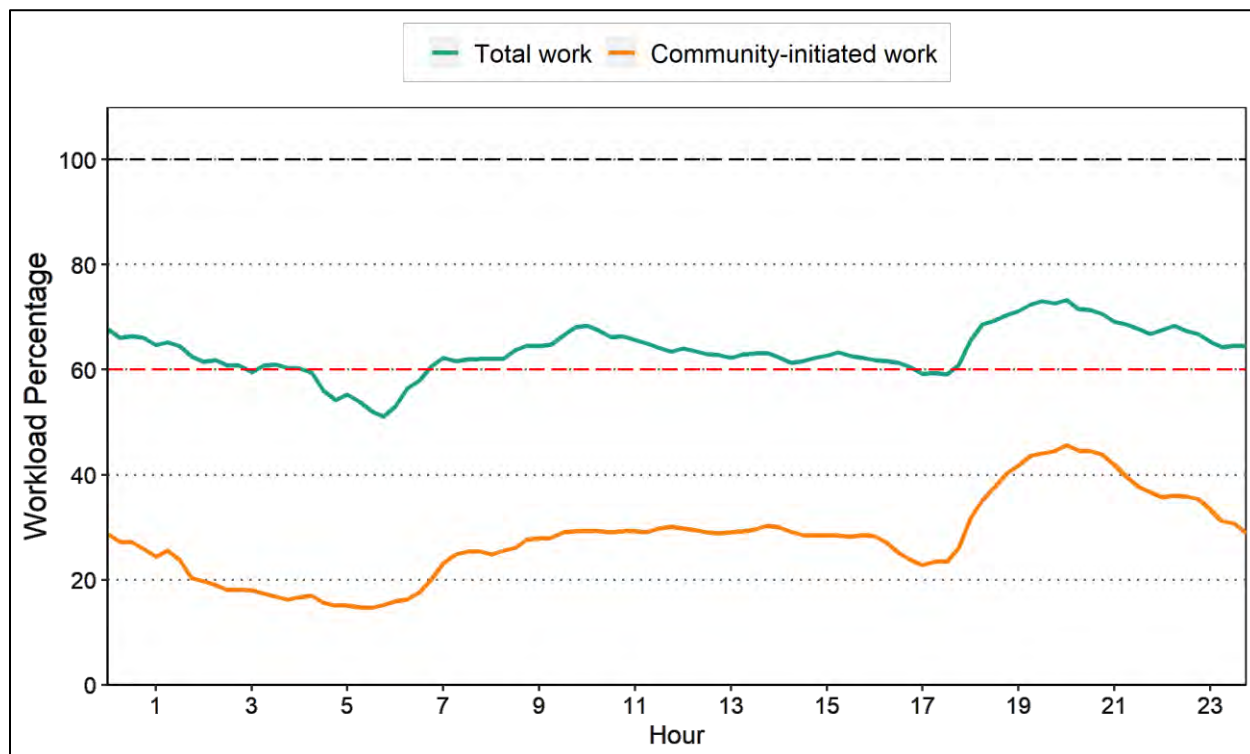
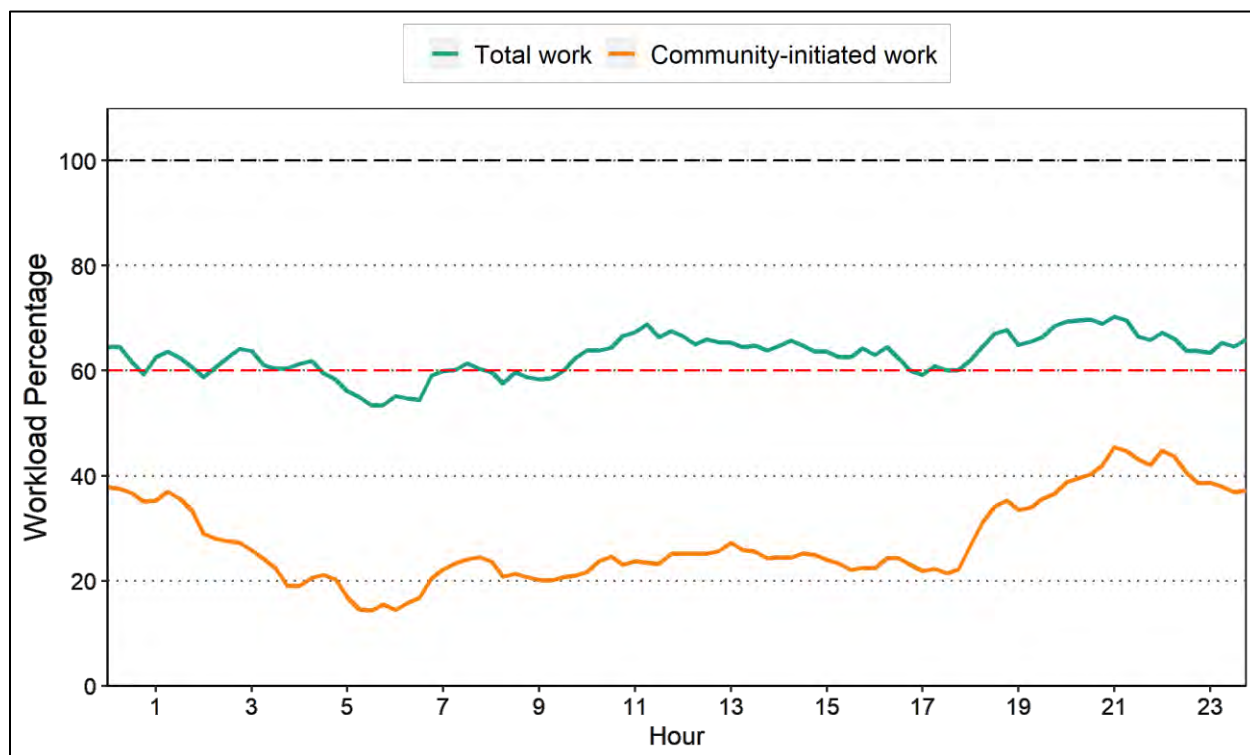


FIGURE 11-26: Workload Percentage by Hour, Weekdays, Summer 2022**FIGURE 11-27: Workload Percentage by Hour, Weekends, Summer 2022**

Observations:

Winter:

■ Community-initiated work:

- During the week, workload reached a maximum of 49 percent of deployment between 7:15 p.m. and 7:45 p.m.
- On weekends, workload reached a maximum of 49 percent of deployment between 8:00 p.m. and 8:15 p.m. and between 8:30 p.m. and 8:45 p.m.

■ All work:

- During the week, workload reached a maximum of 74 percent of deployment between 6:45 p.m. and 7:15 p.m.
- On weekends, workload reached a maximum of 75 percent of deployment between 7:00 p.m. and 7:15 p.m. and between 7:45 p.m. and 8:15 p.m.

Summer:

■ Community-initiated work:

- During the week, workload reached a maximum of 46 percent of deployment between 8:00 p.m. and 8:15 p.m.
- On weekends, workload reached a maximum of 46 percent of deployment between 9:00 p.m. and 9:15 p.m.

■ All work:

- During the week, workload reached a maximum of 73 percent of deployment between 7:30 p.m. and 8:00 p.m.
- On weekends, workload reached a maximum of 70 percent of deployment between 8:15 p.m. and 8:45 p.m. and between 9:00 p.m. and 9:30 p.m.

RESPONSE TIME

We analyzed the response time to various types of calls, separating the duration into dispatch and travel time, to determine whether response time 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 processing and travel time. Dispatch processing time 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.

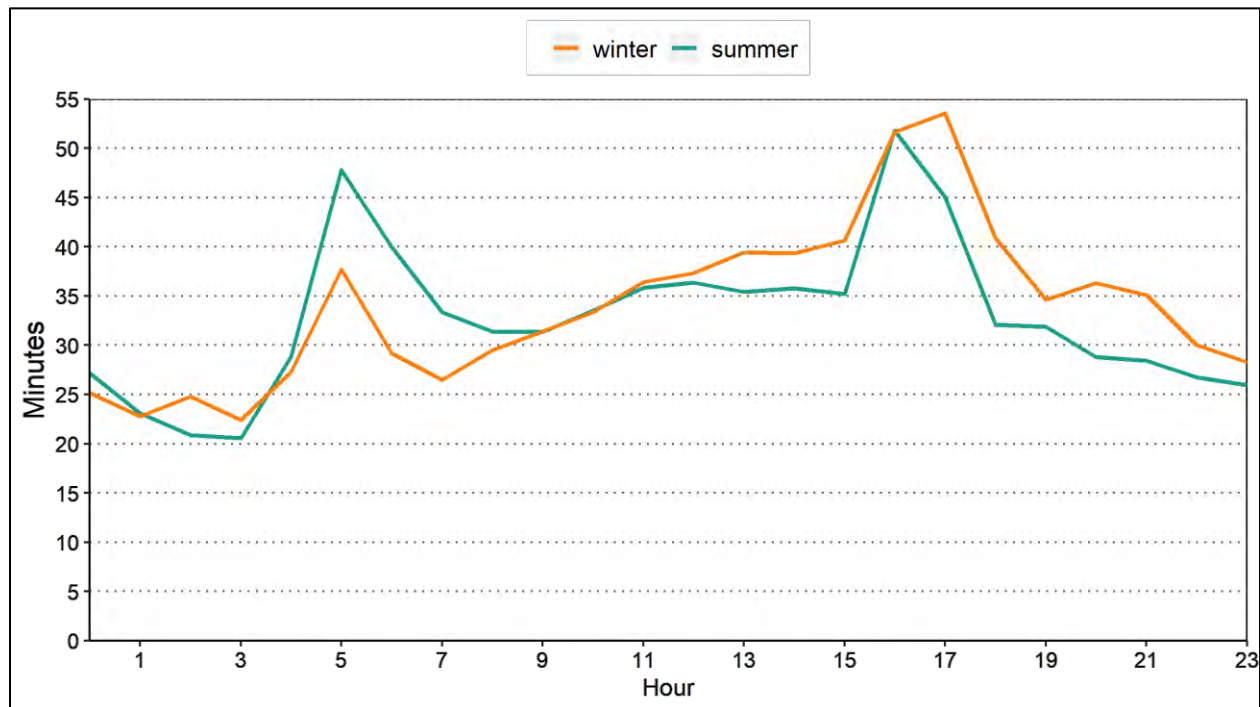
We begin the discussion with statistics that include all calls combined. We started with 18,195 calls for winter and 18,626 calls for summer. We limited our analysis to 13,329 community-initiated calls for winter and 13,022 community-initiated calls for summer. After excluding calls without valid arrival times and calls located at stations, we were left with 11,320 calls in winter and 11,183 calls in summer for our analysis. For the entire year, we began with 125,143 calls, limited our analysis to 90,412 community-initiated calls, and further focused our analysis on 77,043 calls after applying the same rules regarding exclusions.

Our initial analysis does not distinguish calls based on their priority; instead, it examines the difference in response for all calls by time of day and compares 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 time by both time of day and season (winter vs. summer), we show differences in response time by category.

FIGURE 11-28: Average Response Time, by Hour of Day, Winter 2022 and Summer 2022



Observations:

- Average response time varied by the hour of the day in summer and winter.
- In winter, the longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 53.6 minutes.
- In winter, the shortest response times were between 3:00 a.m. and 4:00 a.m., with an average of 22.4 minutes.
- In summer, the longest response times were between 4:00 p.m. and 5:00 p.m., with an average of 51.8 minutes.
- In summer, the shortest response times were between 3:00 a.m. and 4:00 a.m., with an average of 20.6 minutes.

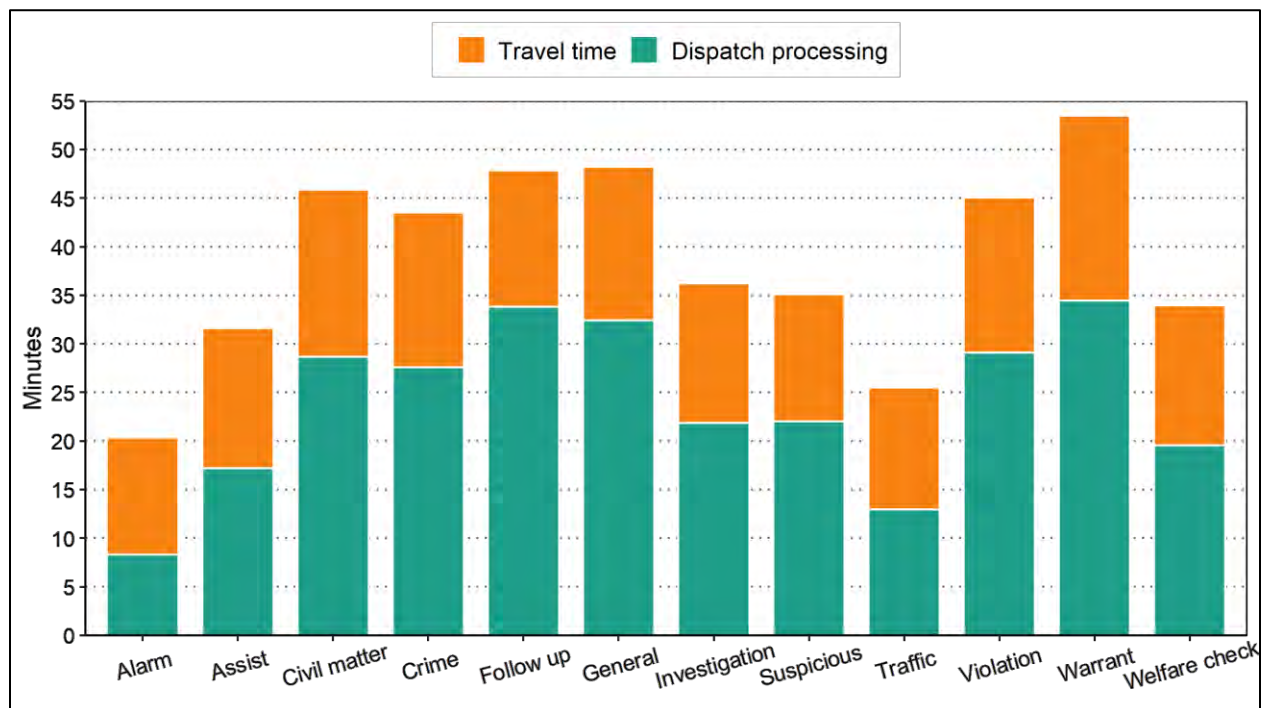
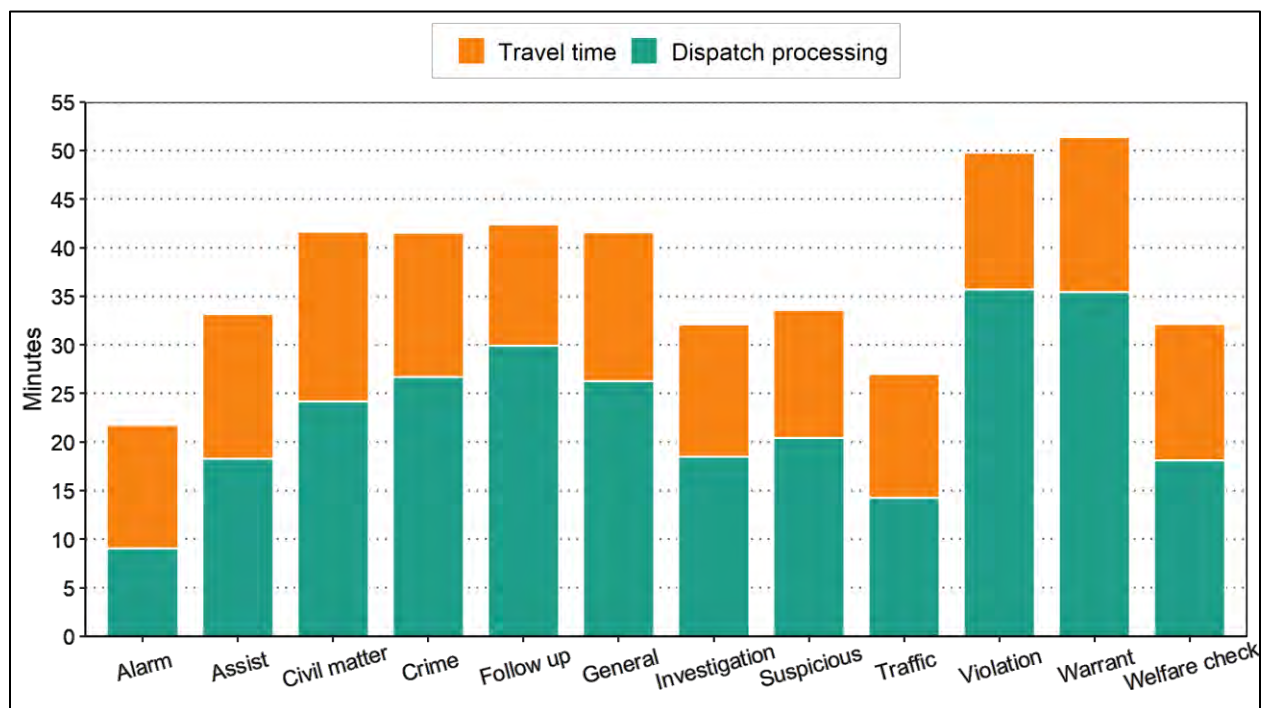
FIGURE 11-29: Average Response Time by Category, Winter 2022**FIGURE 11-30: Average Response Time by Category, Summer 2022**

TABLE 11-17 Average Response Time Components, by Category

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	8.3	12.0	20.3	816	9.0	12.8	21.8	1,068
Assist citizen	22.7	14.6	37.3	344	22.7	15.4	38.1	396
Assist other agency	11.4	14.2	25.6	323	12.4	14.2	26.6	300
Civil matter	28.7	17.2	45.9	247	24.2	17.5	41.6	227
Crime–person	24.1	15.2	39.3	721	21.6	13.2	34.8	820
Crime–property	29.3	16.2	45.5	1,530	29.7	15.9	45.5	1,389
Follow-up	33.8	14.0	47.8	292	29.9	12.5	42.4	293
Animal call	31.7	15.5	47.2	268	30.3	15.4	45.6	182
Miscellaneous	34.2	16.3	50.5	115	17.9	15.3	33.2	88
Investigation	21.9	14.4	36.2	3,251	18.5	13.6	32.1	3,140
Suspicious incident	22.0	13.1	35.1	286	20.4	13.2	33.6	296
Accident	11.3	12.8	24.2	733	13.5	13.0	26.5	646
Traffic enforcement	21.9	10.9	32.8	136	19.7	11.0	30.6	87
Violation	29.1	16.0	45.1	99	35.7	14.1	49.8	78
Warrant	34.5	19.0	53.5	106	35.4	16.0	51.4	114
Welfare check	19.5	14.4	34.0	2,053	18.1	14.0	32.2	2,059
Total Average	21.6	14.5	36.1	11,320	19.8	14.0	33.8	11,183

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 20 minutes and 48 minutes.
- In winter, the average response time was as short as 20 minutes (for alarms) and as long as 53 minutes (for warrants).
- In summer, the average response time for most categories was between 22 minutes and 49 minutes.
- In summer, the average response time was as short as 22 minutes (for alarms) and as long as 51 minutes (for warrants).
- The average response time for crimes was 43 minutes in winter and 42 minutes in summer.

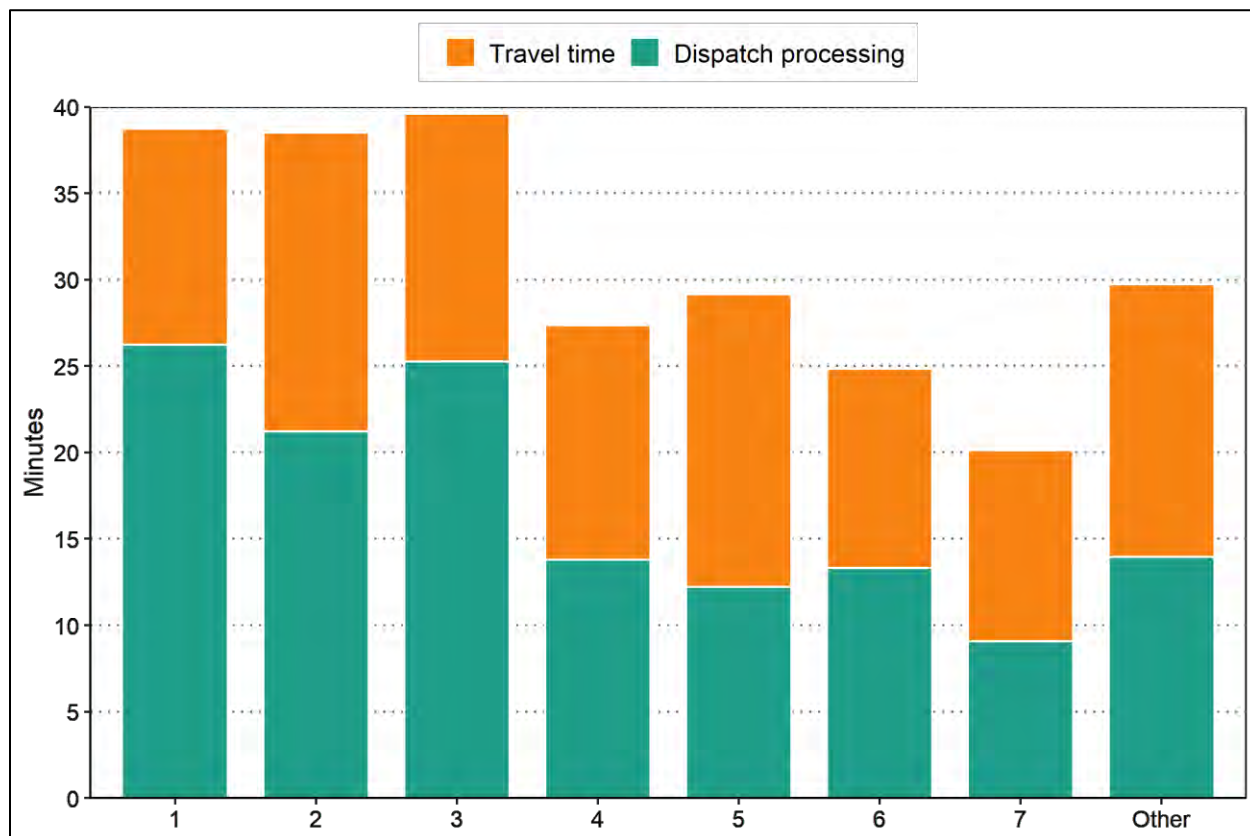
TABLE 11-18: 90th Percentiles for Response Time Components, by Category

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	23.5	23.2	41.5	26.2	25.6	46.7
Assist citizen	81.1	37.6	105.3	88.0	42.7	113.4
Assist other agency	36.3	30.9	62.8	36.0	30.3	63.7
Civil matter	108.8	34.5	138.9	82.8	37.5	113.5
Crime–person	106.8	39.9	141.9	93.7	33.9	116.5
Crime–property	124.9	41.4	149.7	116.4	40.7	141.3
Follow-up	157.3	46.7	181.5	141.5	37.7	152.8
Animal call	143.8	38.5	159.6	112.5	39.3	126.0
Miscellaneous	100.7	38.5	121.4	49.6	31.9	70.3
Investigation	84.8	31.9	104.3	71.2	30.8	91.3
Suspicious incident	77.7	32.4	98.3	69.9	28.4	96.5
Accident	33.5	25.8	56.7	51.3	29.1	69.5
Traffic enforcement	70.4	28.0	108.3	66.2	29.8	82.5
Violation	129.3	35.6	142.2	163.4	31.6	178.7
Warrant	232.2	46.5	257.6	233.6	37.5	251.3
Welfare check	74.9	30.6	94.8	65.2	30.2	90.3
Total Average	85.9	33.0	107.9	76.2	32.3	99.3

Note: A 90th percentile value of 107.9 minutes means that 90 percent of all calls are responded to in fewer than 107.9 minutes. For this reason, the columns for dispatch processing 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 42 minutes (for alarms) and as long as 258 minutes (for warrants).
- In summer, the 90th percentile value for response time was as short as 47 minutes (for alarms) and as long as 251 minutes (for warrants).

FIGURE 11-31: Average Response Time Components, by District

Note: Other locations included calls without districts, or with miscellaneous district information, such as Pinal County, Yavapai County, and park.

TABLE 11-19: Average Response Time Components, by District

District		Minutes			Calls	Area (Sq. Miles)	Population (2020)
		Dispatch	Travel	Response			
1		26.2	12.5	38.7	19,595	528	81,244
2		21.2	17.3	38.5	18,596	5,206	84,305
3		25.3	14.3	39.6	19,849	1,635	116,606
4		13.8	13.6	27.3	8,132	668	58,029
5 (Lake Patrol)		12.2	17.0	29.2	1,591	544	482
6		13.3	11.5	24.8	3,862	NA	718
7		9.1	11.1	20.1	5,295	124	31,714
Other	Miscellaneous	14.2	16.4	30.6	112	NA	NA
	Unknown	11.2	9.9	21.0	11	NA	NA
Total		21.3	14.2	35.5	77,043	8,705	373,098

Observations:

- Excluding the calls with miscellaneous district records and without districts, District 7 had the shortest average dispatch processing time and response time.
- For Districts 1 through 7, the average dispatch time was 17.3 minutes, and the average response time was 31.2 minutes.

High-Priority Calls

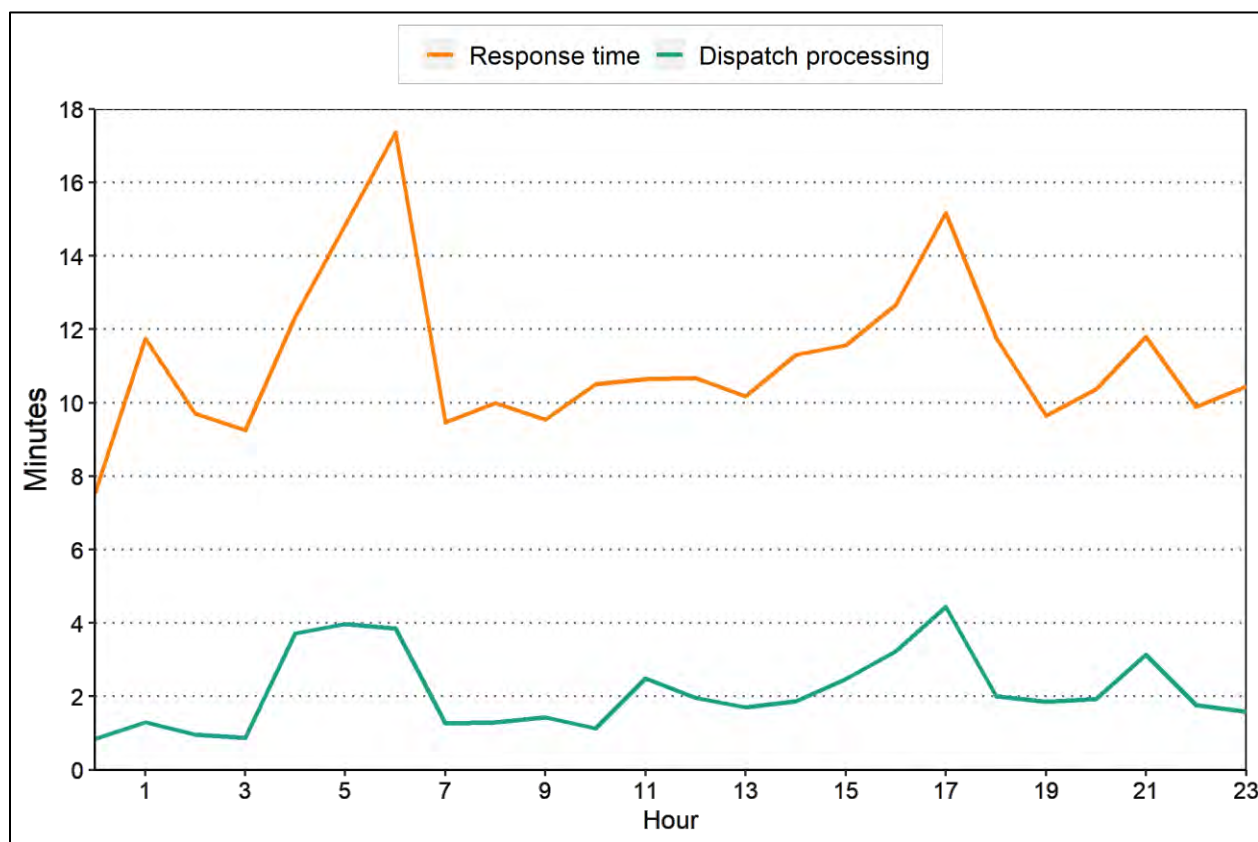
The agency assigned different priority levels to calls; Priority 1 designates the highest priority. Table 11-20 shows average response times by priority. Figure 11-32 focuses on Priority 1 calls. We also calculated the response times for calls with a description of "VEHICLE CRASH FATALITY" and "VEHICLE CRASH W/INJURIES" to provide an additional measure for response times for high-priority calls.

TABLE 11-20: Average Dispatch, Travel, and Response Times, by Priority

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.2	9.0	11.2	2,308	21.2
2	13.3	13.1	26.4	27,050	66.6
3	26.8	15.1	41.8	47,663	132.7
4	57.0	19.8	76.7	22	351.7
Weighted Average/Total	21.3	14.2	35.5	77,043	21.2
Accidents with injuries	4.0	9.9	13.9	1,056	27.8

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

FIGURE 11-32: Average Response Time and Dispatch Processing for High-Priority Calls, by Hour



Note: This figure focuses on Priority 1 calls.

Observations:

- High-priority calls had an average response time of 11.2 minutes, lower than the overall average of 35.5 minutes for all calls.
- Average dispatch processing time was 2.2 minutes for high-priority calls, compared to 21.3 minutes overall.
- For high-priority calls, the longest response times were between 6:00 a.m. and 7:00 a.m., with an average of 17.4 minutes.
- For high-priority calls, the shortest response times were between 12:00 a.m. and 1:00 a.m., with an average of 7.5 minutes.
- Average response time for injury accidents was 13.9 minutes, with a dispatch processing time of 4.0 minutes.

WORKLOADS AND RESPONSE TIMES BY DISTRICT

From September 1, 2021, through August 31, 2022, the Sheriff's Office patrols were divided into seven districts labeled 1 to 7, with discontinued service for District 6 (Queen Creek) after January 11, 2022. In addition, each district is divided into smaller patrol beats. For a given district, we limit our analysis to calls located in the district as well as calls with dispatched units specifically assigned to that district. Deployment averages only include those assigned units.

First, we examine the total calls and work hours by category, month, and beats. The allocation of calls, work hours, and response times to a district is based on each call's specific location.

Then, we compare workload and available personnel, focusing on the units specifically assigned to the district. Similarly, workloads were based upon these units without regard to an individual call's location.

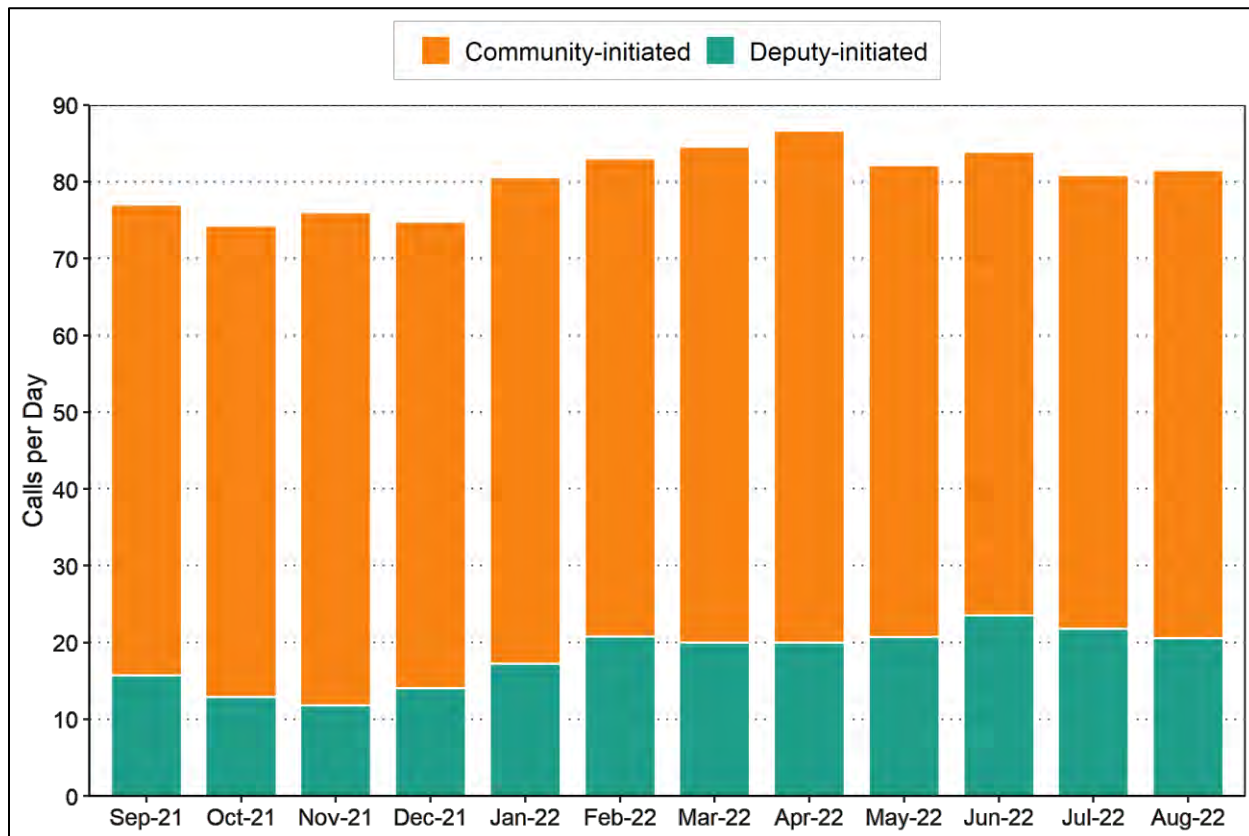
District 1

TABLE 11-21: Events, Calls, and Workload by Category, District 1

Category	Events	Calls	Work Hours
Alarm	1,167	1,167	602.3
Assist citizen	997	997	664.0
Assist other agency	914	914	925.2
Civil matter	588	588	751.1
Crime–person	2,150	2,150	5,845.8
Crime–property	3,338	3,338	5,855.4
Directed patrol	4,688	NA	NA
Follow-up	2,950	2,950	2,584.7
Animal call	424	424	392.9
Miscellaneous	216	216	259.6
Investigation	7,511	7,511	9,126.0
Suspicious incident	687	687	718.3
Accident	1,369	1,369	3,006.1
Traffic enforcement	2,374	2,374	1,282.7
Violation	197	197	157.0
Warrant	556	556	1,593.0
Welfare check	3,915	3,915	3,795.3
Total	34,041	29,353	37,559.5

Observations:

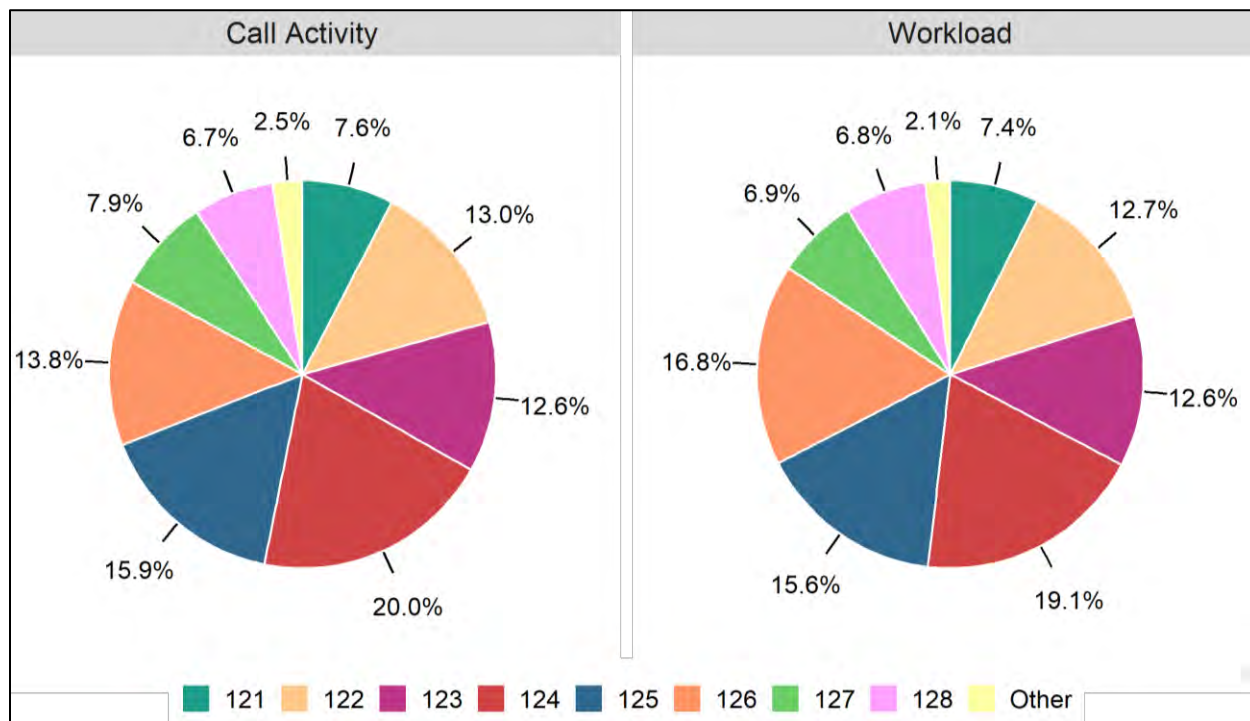
- There were 34,041 events either in District 1 or involving a District 1 unit.
- On average, there were 80.4 calls per day, or 3.4 per hour.
- Total workload averaged 103 hours per day, meaning that on average 4.3 units per hour were busy responding to calls.
- The top four categories accounted for 70 percent of calls:
 - 26 percent of calls were investigations.
 - 19 percent of calls were traffic-related.
 - 13 percent of calls were crimes.
 - 13 percent of calls were welfare checks.

FIGURE 11-33: Calls per Day, by Initiator and Month, District 1**TABLE 11-22: Calls per Day, by Initiator and Month, District 1**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	61.3	61.4	64.2	60.7	63.4	62.3	64.6	66.7	61.5	60.4	59.1	61.0
Deputy-initiated	15.7	12.9	11.8	14.0	17.2	20.8	20.0	20.0	20.7	23.5	21.8	20.5
Total	77.0	74.3	76.0	74.8	80.6	83.0	84.5	86.7	82.2	83.9	80.9	81.5

Observations:

- The number of calls per day was lowest in October.
- The number of calls per day was highest in April.
- The months with the most calls had 17 percent more calls than the months with the fewest calls.
- June had the most deputy-initiated calls, with 99 percent more than November, which had the fewest.
- April had the most community-initiated calls, with 13 percent more than July, which had the fewest.

FIGURE 11-34: Percentage Calls and Work Hours by Beat, District 1

Note: Other locations included calls without districts, at stations, or with miscellaneous district information, such as Pinal County, Scottsdale, and Lake.

TABLE 11-23: Calls and Work Hours per Day by Beat, District 1

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
121	6.1	7.6	24.0	10,724
122	10.4	13.1	6.1	10,209
123	10.0	13.0	6.4	10,824
124	15.9	19.7	2.6	11,637
125	12.6	16.0	6.6	12,632
126	11.0	17.3	0.8	5,287
127	6.3	7.1	4.9	4,887
128	5.3	7.0	5.5	15,044
District Subtotal	77.7	100.7	57.0	81,244
Other MCSO beats	0.5	0.8	NA	NA
Miscellaneous	0.2	0.2	NA	NA
Stations	0.6	0.7	NA	NA
Unknown	0.7	0.5	NA	NA
Other Subtotal	2.0	2.2	NA	NA
Total	79.6	102.9	57.0	81,244

Note: Other locations included calls in other MCSO districts, for example, District 5, 6, and 2. Miscellaneous beats included descriptions such as Pinal County, park, and "DIJ."

Observations:

- Beat 124 had the most calls and workload. It accounted for 20 percent of total calls and 19 percent of total workload.
- With the "other" category excluded, an even distribution would allot 9.7 calls and 12.6 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 79.6 calls per day (preceding table) but 125.3 total responses per day here. The following table documents two distinct types of units. We distinguish between the “local” units that are assigned to District 1 and the “other” units assigned to other MCSO districts.

TABLE 11-24: Call Responses and Workload per Day by District and Unit Assignment, District 1

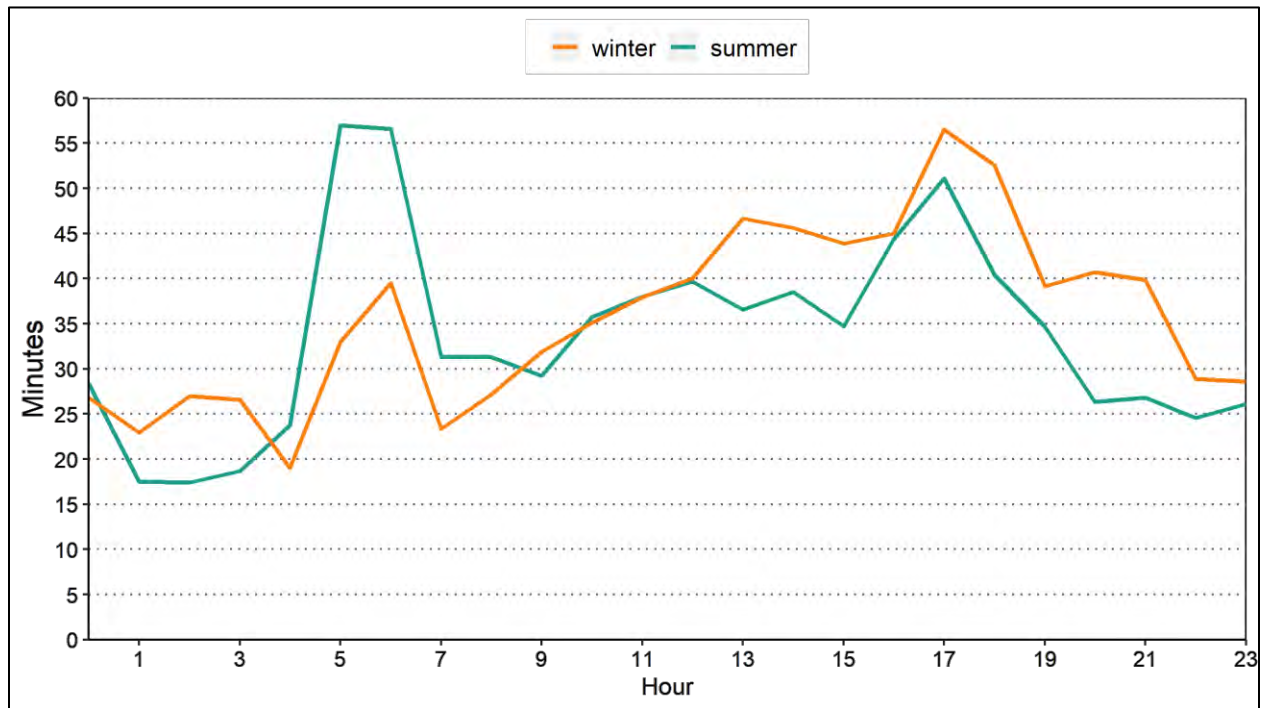
District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
1	120.7	4.9	97.7	3.1
Other	2.6	NA	2.2	NA
Total	123.3	4.9	99.9	3.1

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

- Inside District 1, local units accounted for 120.7 responses per day, while other units accounted for 4.9 responses per day. In other words, local units were responsible for about 96 percent of the responses in District 1.
- Inside District 1, local units accounted for 97.7 work hours per day, while other units accounted for 3.1 work hours per day. In other words, local units were responsible for about 97 percent of the work hours in District 1.

FIGURE 11-35: Average Response Time by Hour of Day, Winter 2022 and Summer 2022, District 1



Note: We limited our response time analysis to calls located within District 1.

Observations:

- Average response time varied by the hour of the day in summer and winter.
- In winter, the longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 56.5 minutes.
- In winter, the shortest response times were between 4:00 a.m. and 5:00 a.m., with an average of 19.0 minutes.
- In summer, the longest response times were between 5:00 a.m. and 6:00 a.m., with an average of 57.0 minutes.
- In summer, the shortest response times were between 2:00 a.m. and 3:00 a.m., with an average of 17.4 minutes.

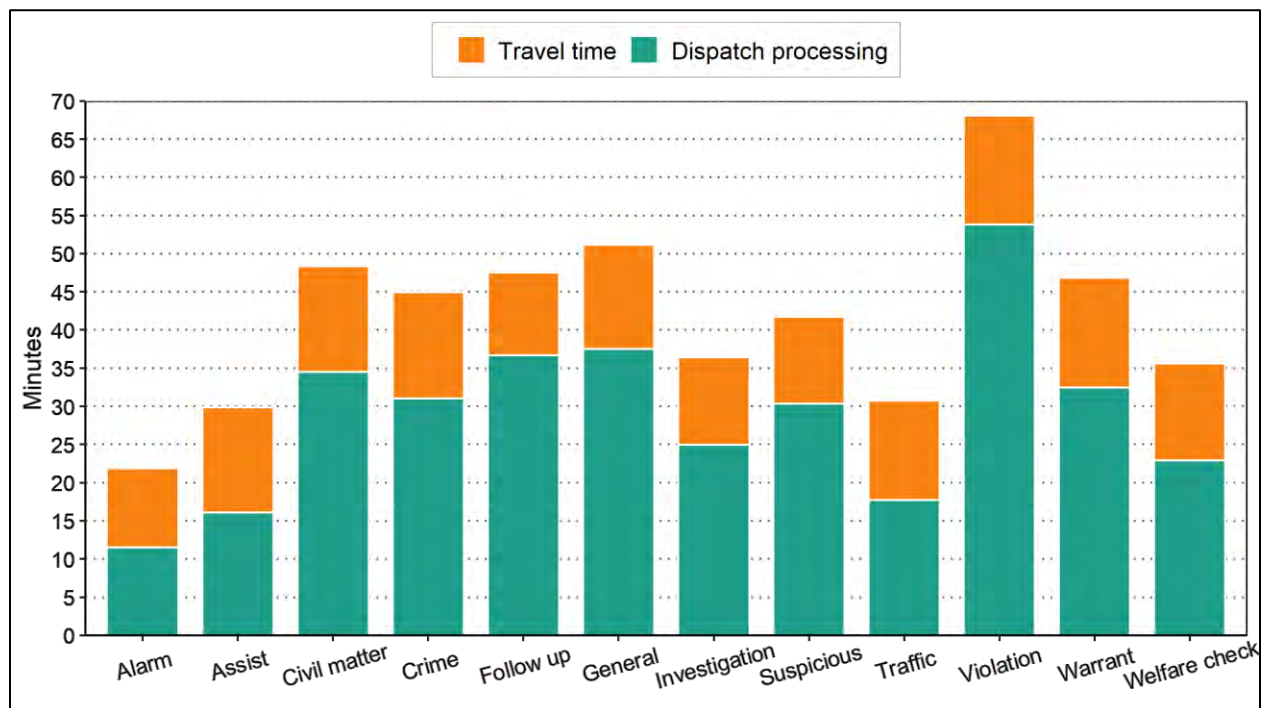
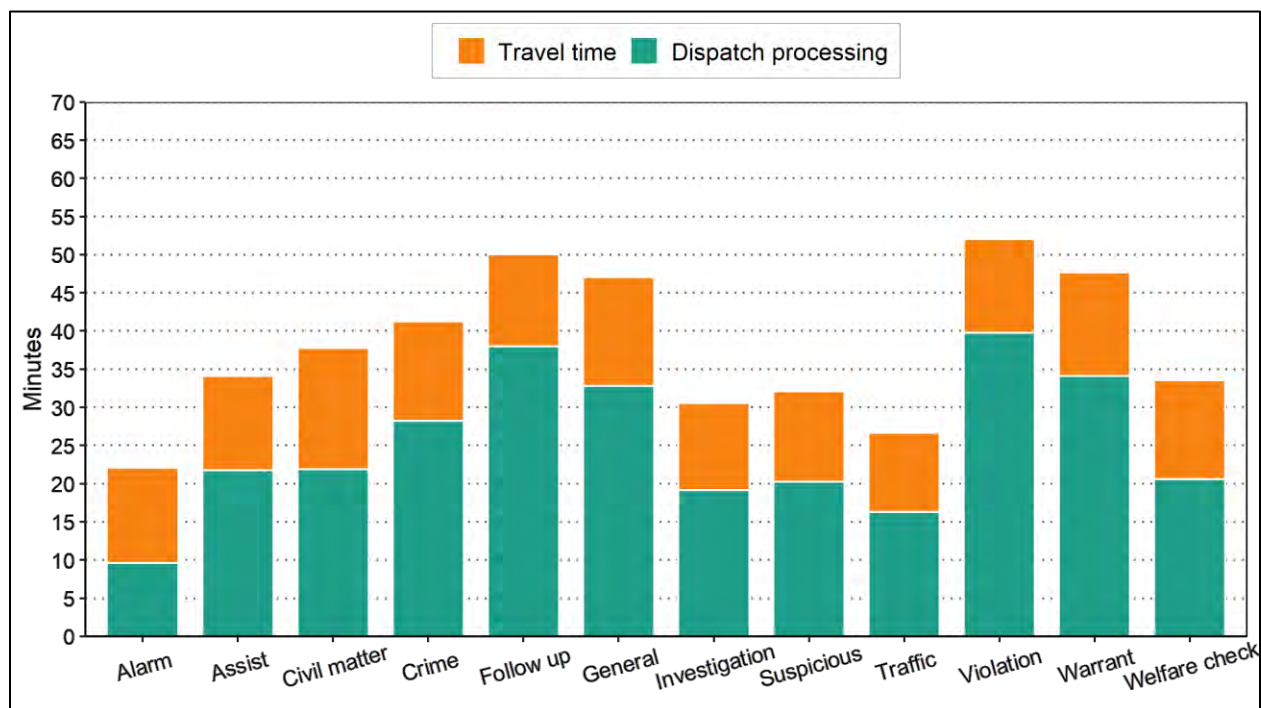
FIGURE 11-36: Average Response Time by Category, Winter 2022, District 1**FIGURE 11-37: Average Response Time by Category, Summer 2022, District 1**

TABLE 11-25: Average Response Time Components by Category, District 1

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	11.5	10.3	21.9	147	9.6	12.5	22.1	155
Assist citizen	20.5	13.5	34.0	53	31.4	13.1	44.4	73
Assist other agency	13.6	14.0	27.5	94	13.1	11.8	24.8	81
Civil matter	34.5	13.9	48.4	81	21.9	15.8	37.8	67
Crime–person	24.5	11.3	35.8	243	24.2	11.5	35.7	324
Crime–property	34.9	15.6	50.5	403	31.8	14.4	46.2	364
Follow-up	36.7	10.8	47.5	88	38.0	12.1	50.1	94
Animal call	38.8	14.6	53.3	88	42.2	15.3	57.5	50
Miscellaneous	33.6	10.9	44.4	28	8.3	11.4	19.7	19
Investigation	24.9	11.5	36.4	938	19.2	11.4	30.6	906
Suspicious incident	30.4	11.4	41.7	75	20.3	11.9	32.1	111
Accident	15.3	14.0	29.3	172	14.9	10.9	25.7	145
Traffic enforcement	28.4	8.7	37.2	39	26.1	7.2	33.3	21
Violation	53.8	14.3	68.1	18	39.8	12.3	52.0	25
Warrant	32.5	14.4	46.9	35	34.1	13.6	47.7	37
Welfare check	22.9	12.7	35.6	545	20.6	12.9	33.5	476
Total Average	25.7	12.6	38.3	3,047	22.4	12.3	34.7	2,948

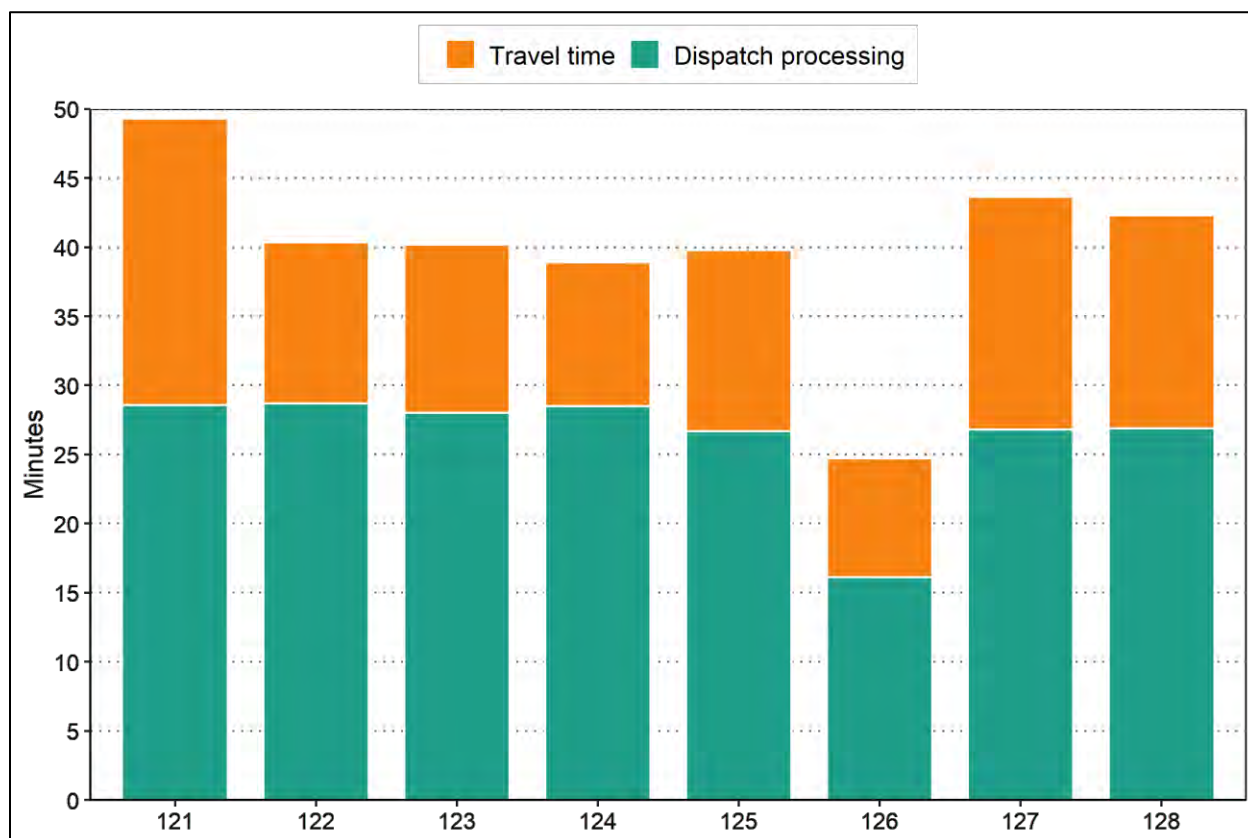
Note: The total average is weighted according to the number of calls per category.

TABLE 11-26: 90th Percentiles for Response Time Components by Category, District 1

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	35.0	21.5	48.1	28.1	23.6	47.7
Assist citizen	65.5	29.8	84.9	107.7	30.7	122.7
Assist other agency	48.9	29.0	77.8	33.5	22.9	56.6
Civil matter	160.8	28.8	183.7	58.3	33.6	96.6
Crime–person	129.2	27.4	173.4	108.2	27.9	124.2
Crime–property	167.0	38.7	188.2	129.3	36.0	152.5
Follow-up	160.7	35.0	188.8	188.1	32.1	195.5
Animal call	260.7	36.1	275.1	130.8	40.0	149.0
Miscellaneous	102.0	25.5	133.3	22.7	23.5	47.7
Investigation	104.2	25.2	118.5	70.9	25.5	90.5
Suspicious incident	102.9	25.3	116.5	63.8	25.6	81.2
Accident	50.2	28.4	78.7	50.9	23.0	66.7
Traffic enforcement	180.0	22.0	185.2	126.8	20.7	126.9
Violation	163.3	28.3	185.4	214.5	31.1	227.1
Warrant	247.6	30.8	278.7	159.5	33.1	187.9
Welfare check	84.9	27.1	104.1	75.4	26.4	91.6
Total Average	113.2	28.0	134.9	91.9	28.0	111.2

Observations:

- In winter, the average response time was as short as 22 minutes (for alarms) and as long as 68 minutes (for violations).
- In summer, the average response time was as short as 22 minutes (for alarms) and as long as 52 minutes (for violations).
- The average response time for crimes was 45 minutes in winter and 41 minutes in summer.
- In winter, the 90th percentile value for response time was as short as 48 minutes (for alarms) and as long as 279 minutes (for warrants).
- In summer, the 90th percentile value for response time was as short as 48 minutes (for alarms) and as long as 227 minutes (for violations).

FIGURE 11-38: Average Response Time Components by Beat, District 1

Note: We limited our response time analysis to calls located within District 1.

TABLE 11-27: Average Response Time Components by Beat, District 1

Beat	Minutes			Calls	Area (Sq. Miles)	Population (2022)
	Dispatch	Travel	Response			
121	28.6	20.7	49.3	1,460	24.0	10,724
122	28.7	11.6	40.3	2,557	6.1	10,209
123	28.0	12.2	40.2	2,728	6.4	10,824
124	28.5	10.4	38.9	4,342	2.6	11,637
125	26.7	13.1	39.8	3,369	6.6	12,632
126	16.1	8.6	24.7	2,692	0.8	5,287
127	26.8	16.9	43.6	1,024	4.9	4,887
128	26.9	15.5	42.3	1,423	5.5	15,044
Total	26.2	12.5	38.7	19,595	57.0	81,244

Observations:

- Beat 126 had the shortest average dispatch processing time and response time.
- For all District 1 beats, the average dispatch time was 26.2 minutes, and the average response time was 38.7 minutes.

TABLE 11-28: Average Dispatch, Travel, and Response Times by Priority, District 1

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.9	8.0	10.9	580	19.5
2	17.2	11.5	28.7	6,513	83.3
3	32.0	13.2	45.2	12,495	163.7
4	66.2	14.6	80.8	7	310.7
Weighted Average/Total	26.2	12.5	38.7	19,595	135.6
Accidents with injuries	5.1	9.2	14.3	220	31.2

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

Observations:

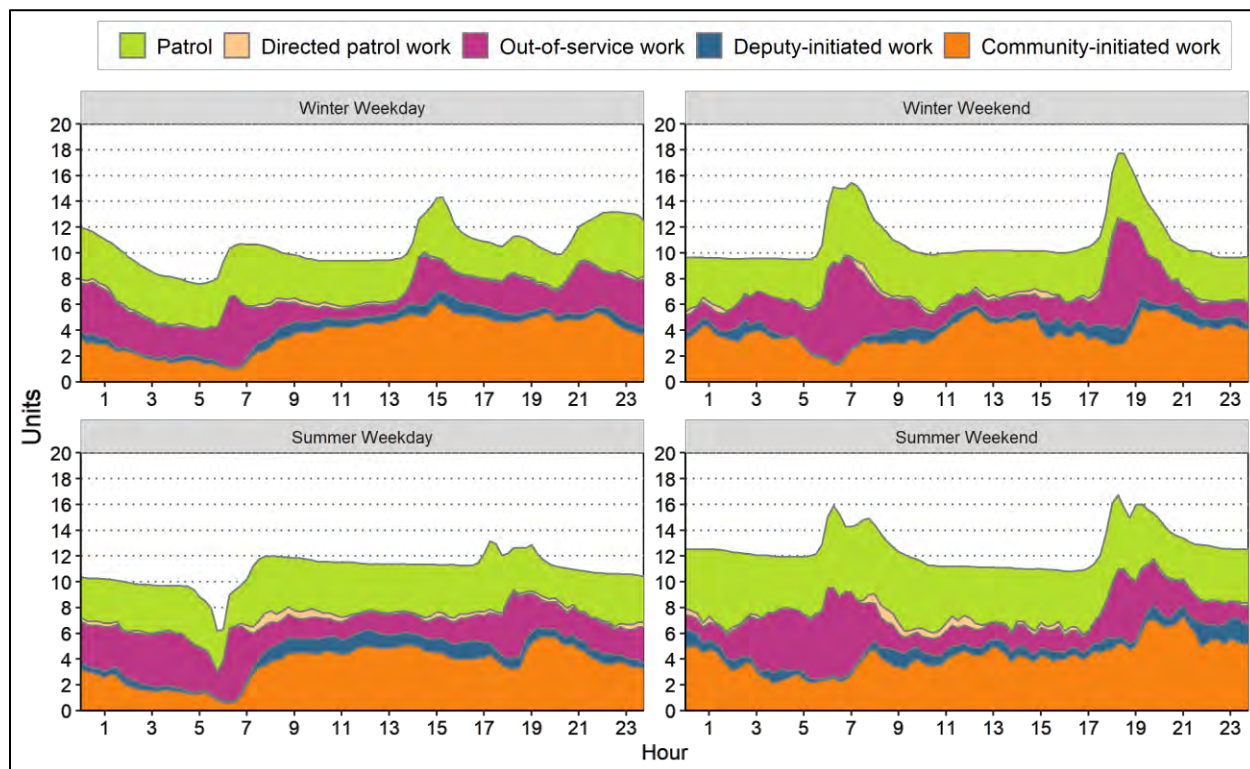
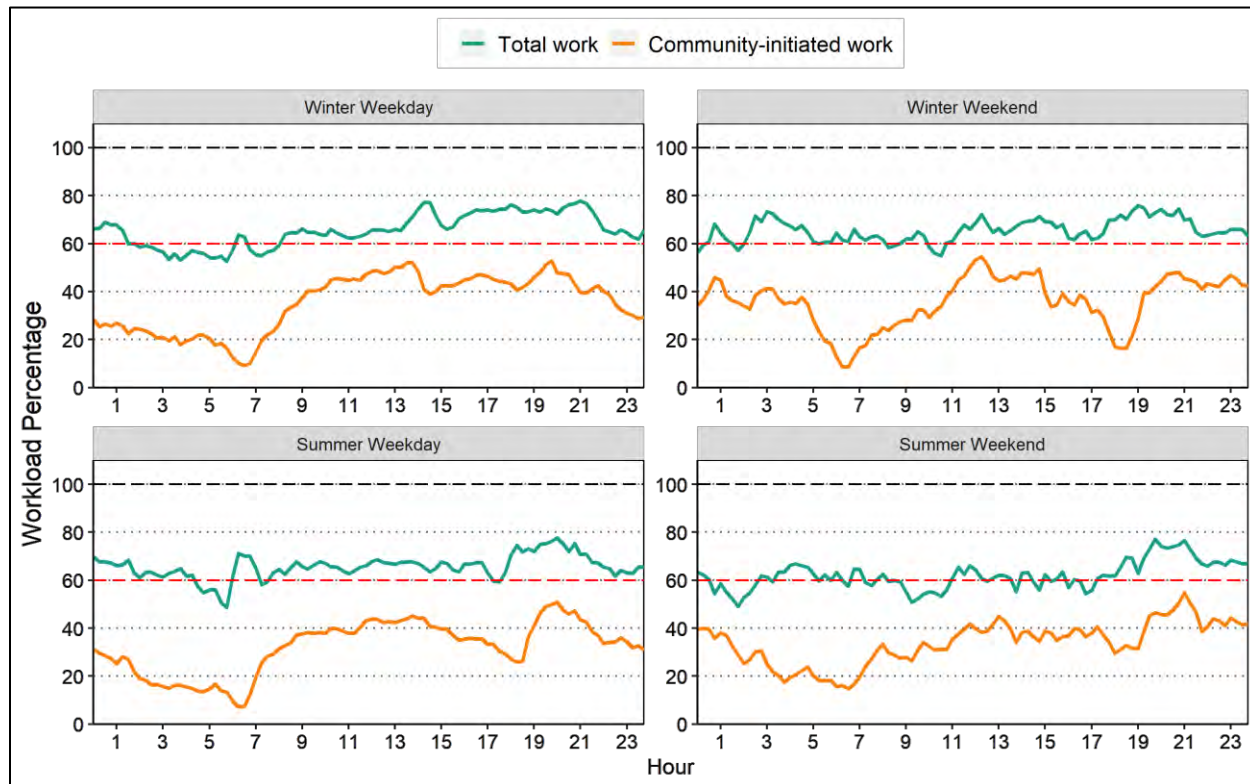
- High-priority calls had an average response time of 10.9 minutes, lower than the overall average of 38.7 minutes for all calls.
- Average dispatch processing time was 2.9 minutes for high-priority calls, compared to 26.2 minutes overall.
- Average response time for injury accidents was 14.3 minutes, with a dispatch processing time of 5.1 minutes.

TABLE 11-29: Activities and Occupied Times by Description, District 1

Description	Occupied Time	Count
At court	87.8	17
At station	68.9	2,382
Briefing	57.5	2,551
Court order: traffic stop data	15.3	628
Directed patrol	49.3	2,337
Gas	20.8	422
Meeting and/or going to another agency	105.8	89
Miscellaneous administrative activity	89.8	2,253
Report writing	69.2	6,912
Traffic enforcement	23.9	326
Training	83.2	47
Vehicle maintenance	51.7	11
Administrative - Weighted Average/Total	63.9	17,975
Personal - Meal break	42.4	780
Weighted Average/Total Calls	63.0	18,755

Observations:

- The most common out-of-service activity was "report writing."
- The longest average time spent on out-of-service activities was for "meeting and/or going to another agency."
- The average time spent on out-of-service activities was 63.0 minutes.

FIGURE 11-39: Deployment and All Workload, District 1 Units**FIGURE 11-40: Workload Percentage by Hour, District 1 Units**

Observations:

Winter:

■ Deployment:

- The average deployment was 10.7 units per hour in winter.
- The average deployment was 10.5 units per hour during the week and 11.0 units per hour on the weekend.
- The average deployment varied from 7.6 to 14.4 units per hour on weekdays and 9.5 to 17.8 units per hour on weekends.

■ Community-initiated work:

- The average community-initiated workload was 3.8 units per hour during the week and 3.8 units per hour on weekends.
- This was approximately 36 percent of hourly deployment during the week and 34 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 53 percent of deployment between 7:45 p.m. and 8:00 p.m.
- On weekends, workload reached a maximum of 55 percent of deployment between 12:15 p.m. and 12:30 p.m.

■ All work:

- Average workload was 7.0 units per hour during the week and 7.2 units per hour on weekends.
- This was approximately 66 percent of hourly deployment during the week and 66 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 78 percent of deployment between 9:00 p.m. and 9:15 p.m.
- On weekends, workload reached a maximum of 76 percent of deployment between 7:00 p.m. and 7:15 p.m.

Summer:

■ Deployment:

- The average deployment was 11.4 units per hour in summer.
- The average deployment was 10.9 units per hour during the week and 12.6 units per hour on the weekend.
- The average deployment varied from 6.2 to 13.2 units per hour on weekdays and 10.8 to 16.7 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 3.6 units per hour during the week and 4.3 units per hour on weekends.

- This was approximately 33 percent of hourly deployment during the week and 34 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 51 percent of deployment between 8:00 p.m. and 8:15 p.m.
- On weekends, workload reached a maximum of 55 percent of deployment between 9:00 p.m. and 9:15 p.m.
- All work:
 - Average workload was 7.2 units per hour during the week and 7.9 units per hour on weekends.
 - This was approximately 66 percent of hourly deployment during the week and 62 percent of hourly deployment on weekends.
 - During the week, workload reached a maximum of 78 percent of deployment between 8:00 p.m. and 8:15 p.m.
 - On weekends, workload reached a maximum of 77 percent of deployment between 7:45 p.m. and 8:00 p.m.

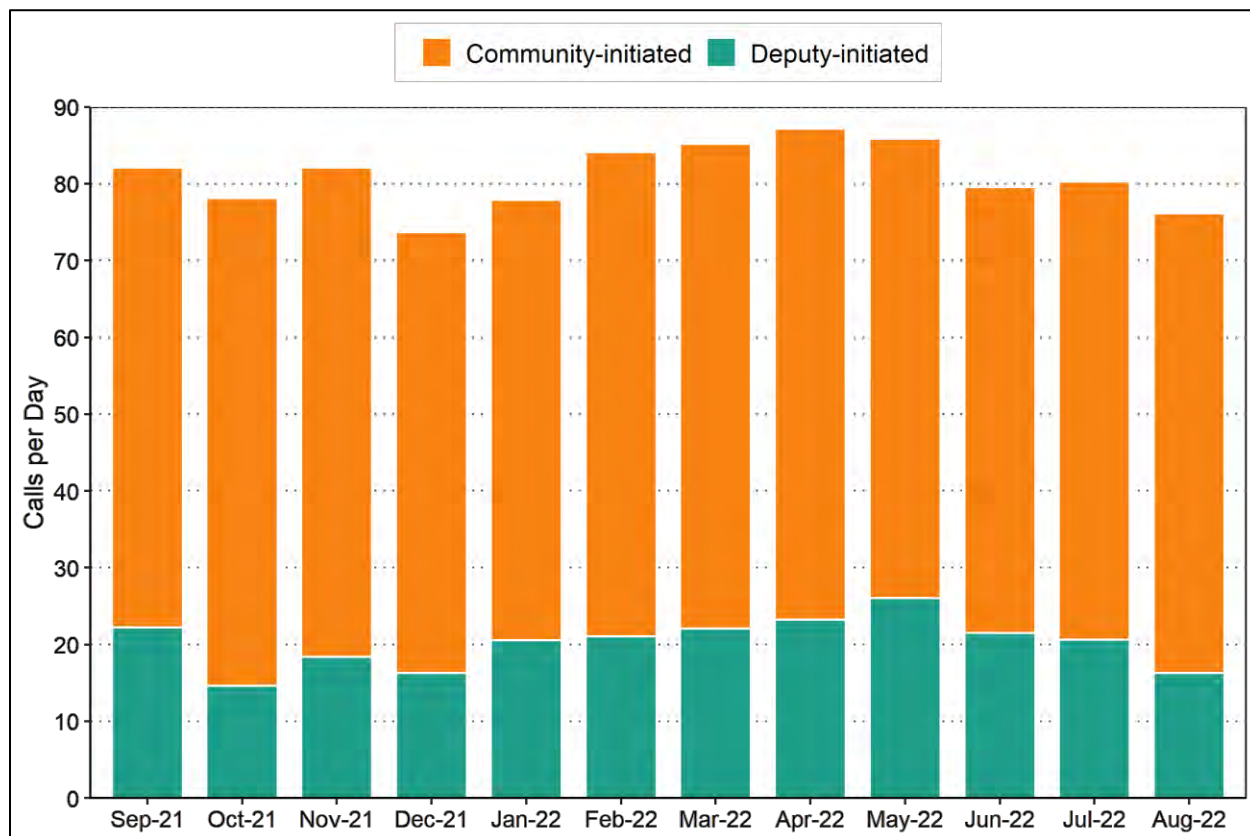
District 2

TABLE 11-30: Events, Calls, and Workload by Category, District 2

Category	Events	Calls	Work Hours
Alarm	1,177	1,177	785.9
Assist citizen	1,216	1,216	1,018.8
Assist other agency	781	781	898.8
Civil matter	540	540	745.2
Crime–person	1,511	1,511	4,435.4
Crime–property	2,959	2,959	5,552.2
Directed patrol	4,687	NA	NA
Follow-up	2,021	2,021	1,799.5
Animal call	558	558	555.3
Miscellaneous	359	359	330.7
Investigation	7,650	7,650	9,289.3
Suspicious incident	357	357	419.3
Accident	2,019	2,019	4,565.4
Traffic enforcement	3,935	3,935	1,834.0
Violation	165	165	138.8
Warrant	555	555	1,200.8
Welfare check	3,752	3,752	4,700.1
Total	34,242	29,555	38,269.4

Observations:

- There were 34,242 events either in District 2 or involving a District 2 unit.
- On average, there were 81.0 calls per day, or 3.4 per hour.
- Total workload averaged 105 hours per day, meaning that on average 4.4 units per hour were busy responding to calls.
- The top four categories accounted for 74 percent of calls:
 - 26 percent of calls were investigations.
 - 20 percent of calls were traffic-related.
 - 15 percent of calls were crimes.
 - 13 percent of calls were welfare checks.

FIGURE 11-41: Calls per Day by Initiator and Month, District 2**TABLE 11-31: Calls per Day by Initiator and Month, District 2**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	59.8	63.5	63.7	57.4	57.4	63.1	63.2	63.9	59.8	58.1	59.6	59.9
Deputy-initiated	22.2	14.6	18.4	16.3	20.6	21.0	22.0	23.2	26.0	21.5	20.6	16.3
Total	82.1	78.1	82.1	73.7	77.9	84.1	85.2	87.1	85.8	79.5	80.3	76.2

Observations:

- The number of calls per day was lowest in December.
- The number of calls per day was highest in April and May.
- The months with the most calls had 18 percent more calls than the months with the fewest calls.
- May had the most deputy-initiated calls, with 78 percent more than October, which had the fewest.
- October, November, and April had the most community-initiated calls, with 11 percent more than December and January, which had the fewest.

FIGURE 11-42: Percentage Calls and Work Hours by Beat, District 2

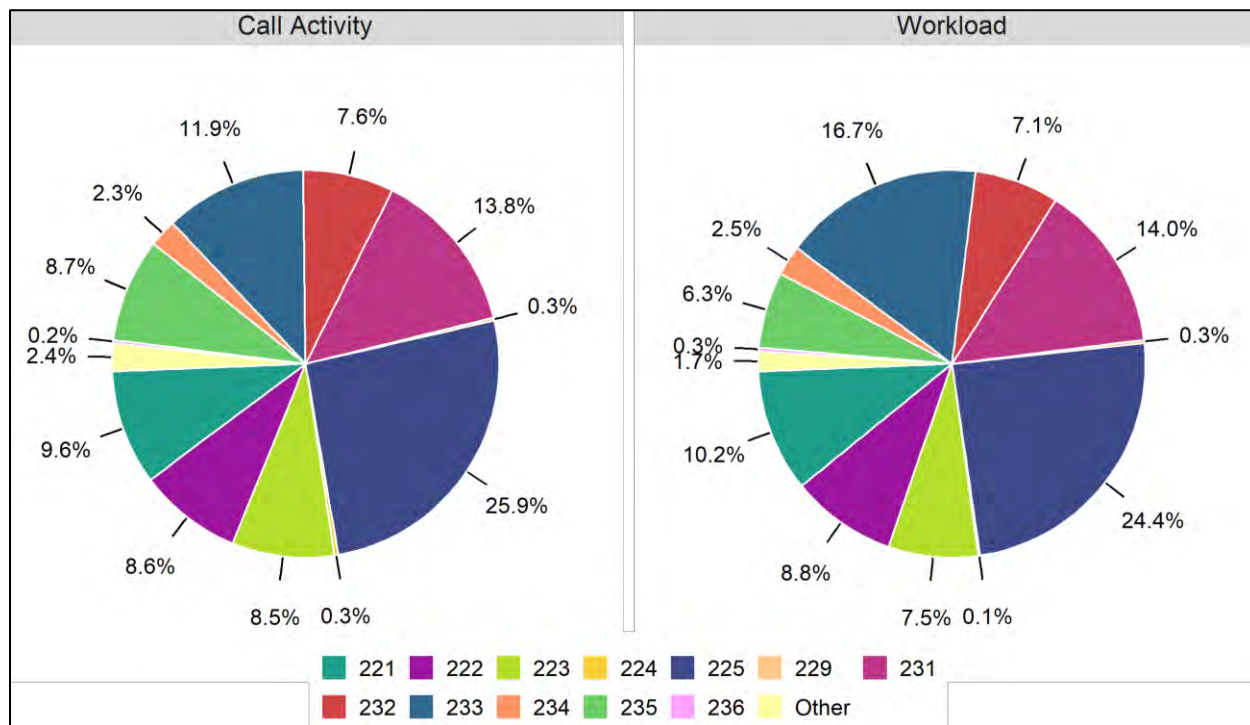


TABLE 11-32: Calls and Work Hours per Day by Beat, District 2

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
221	7.6	10.7	28.9	6,140
222	6.9	9.3	11.0	3,693
223	6.8	7.9	24.8	11,633
224	0.3	0.1	3.3	7,132
225	20.6	25.6	11.3	26,610
229	0.2	0.3	30.9	11
231	11	14.7	88.6	13,651
232	6	7.4	99.7	4,937
233	9.5	17.5	761.9	8,030
234	1.8	2.7	3,108.5	526
235	6.9	6.7	64.4	1,871
236	0.2	0.3	68.4	71
District Subtotal	77.8	103.2	4,301.7	84,305
Other MCSO beats	0.6	0.5	NA	NA
Miscellaneous	0.1	0.1	NA	NA
Stations	0.4	0.6	NA	NA
Unknown	0.9	0.5	NA	NA
Other Subtotal	2	1.7	NA	NA
Total	79.7	104.8	4,301.7	84,305

Observations:

- Beat 225 had the most calls and workload. It accounted for 26 percent of total calls and 24 percent of total workload.
- With the other category excluded, an even distribution would allot 6.5 calls and 8.6 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 79.7 calls per day in the preceding table, but 128.2 total responses per day here. This table documents two distinct types of units. There are local units that are assigned to District 2 while the “other” units are those assigned to other MCSO districts.

TABLE 11-33: Call Responses and Workload per Day by District and Unit Assignment, District 2

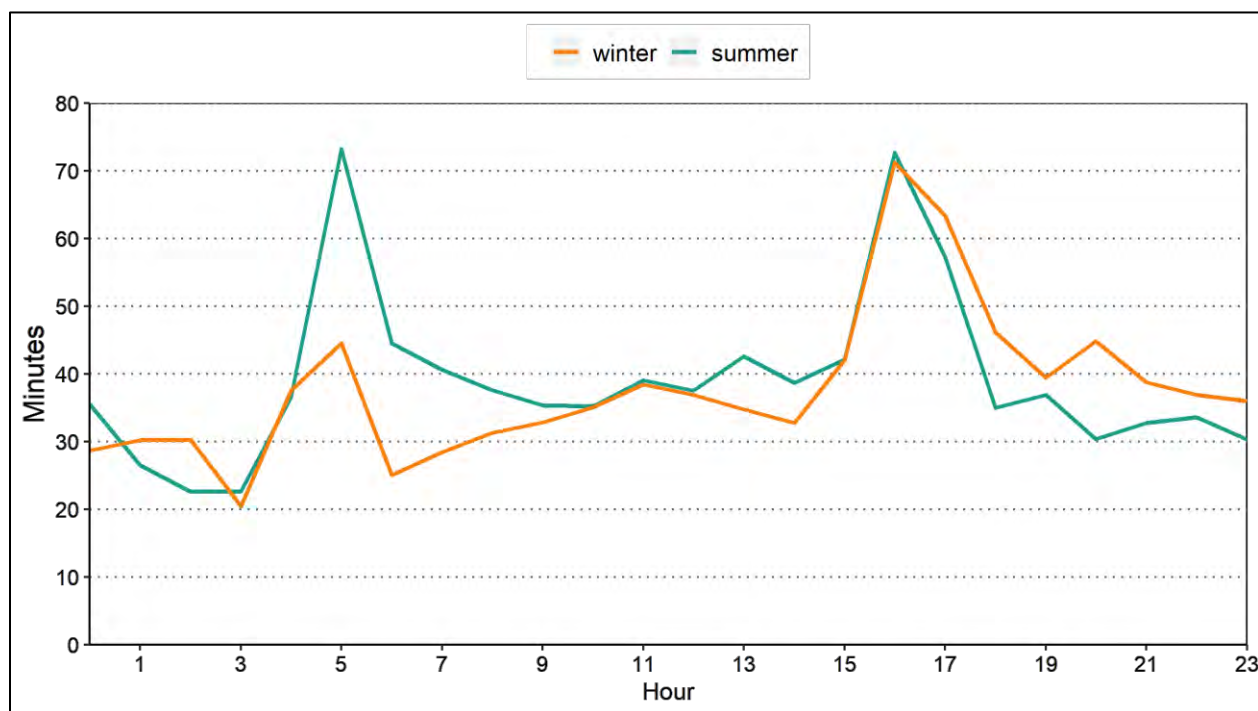
District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
2	125.2	3.0	100.4	2.7
Other	2.5	NA	1.8	NA
Total	127.7	3.0	102.1	2.7

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

- Inside District 2, local units accounted for 125.2 responses per day, while other units accounted for 3.0 responses per day. In other words, local units were responsible for about 98 percent of the responses in District 2.
- Inside District 2, local units accounted for 100.4 work hours per day, while other units accounted for 2.7 work hours per day. In other words, local units were responsible for about 97 percent of the work hours in District 2.

FIGURE 11-43: Average Response Time by Hour of Day, Winter 2022 and Summer 2022, District 2



Note: We limited our response time analysis to calls located within District 2.

Observations:

- Average response time varied by the hour of the day in summer and winter.
- In winter, the longest response times were between 4:00 p.m. and 5:00 p.m., with an average of 71.2 minutes.
- In winter, the shortest response times were between 3:00 a.m. and 4:00 a.m., with an average of 20.4 minutes.
- In summer, the longest response times were between 5:00 a.m. and 6:00 a.m., with an average of 73.2 minutes.
- In summer, the shortest response times were between 2:00 a.m. and 4:00 a.m., with an average of 22.6 minutes.

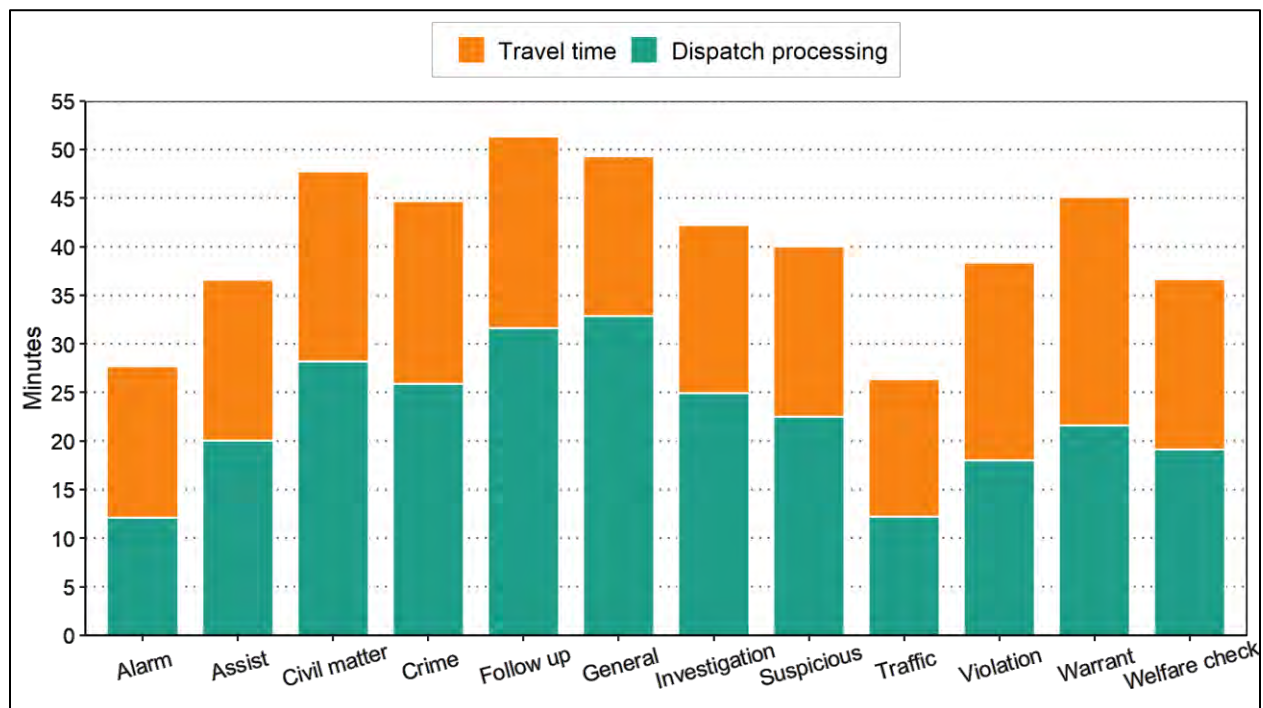
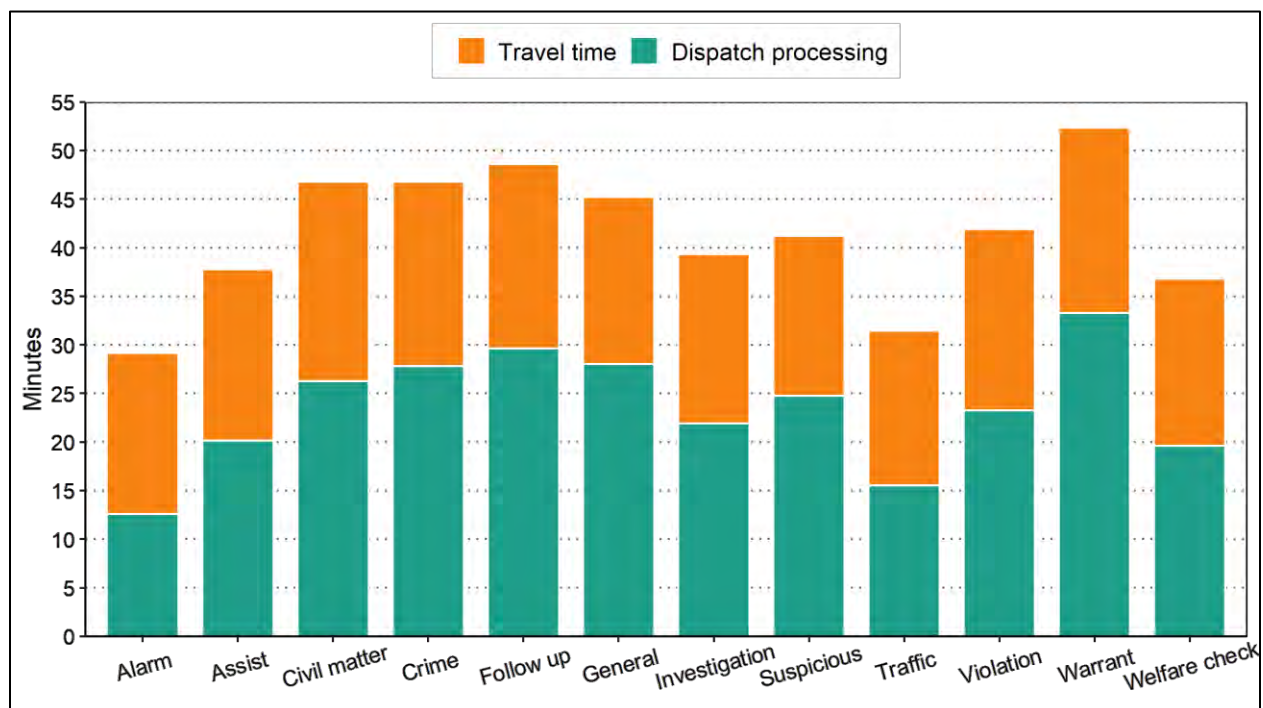
FIGURE 11-44: Average Response Time by Category, Winter 2022, District 2**FIGURE 11-45: Average Response Time by Category, Summer 2022, District 2**

TABLE 11-34: Average Response Time Components by Category, District 2

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	12.1	15.6	27.7	12.6	16.6	29.1	123	194
Assist citizen	24.2	14.9	39.1	23.1	17.0	40.1	82	119
Assist other agency	15.1	18.5	33.6	15.1	18.7	33.8	68	69
Civil matter	28.2	19.6	47.8	26.3	20.5	46.8	56	86
Crime–person	23.6	19.1	42.7	22.1	17.5	39.6	189	174
Crime–property	26.9	18.7	45.6	30.5	19.7	50.1	415	367
Follow-up	31.6	19.8	51.4	29.6	19.0	48.6	72	61
Animal call	28.3	17.2	45.5	31.8	18.9	50.7	62	50
Miscellaneous	40.6	15.2	55.7	22.6	14.7	37.3	37	35
Investigation	24.9	17.3	42.2	21.9	17.4	39.3	887	819
Suspicious incident	22.5	17.5	40.0	24.8	16.5	41.2	47	34
Accident	11.2	14.3	25.5	14.8	16.2	31.0	261	219
Traffic enforcement	20.7	13.2	33.9	22.3	13.3	35.6	32	23
Violation	18.0	20.3	38.4	23.2	18.7	41.9	23	15
Warrant	21.6	23.5	45.1	33.3	19.1	52.4	18	19
Welfare check	19.1	17.5	36.6	19.6	17.2	36.8	460	499
Total Average	22.4	17.4	39.8	21.9	17.6	39.6	2832	2783

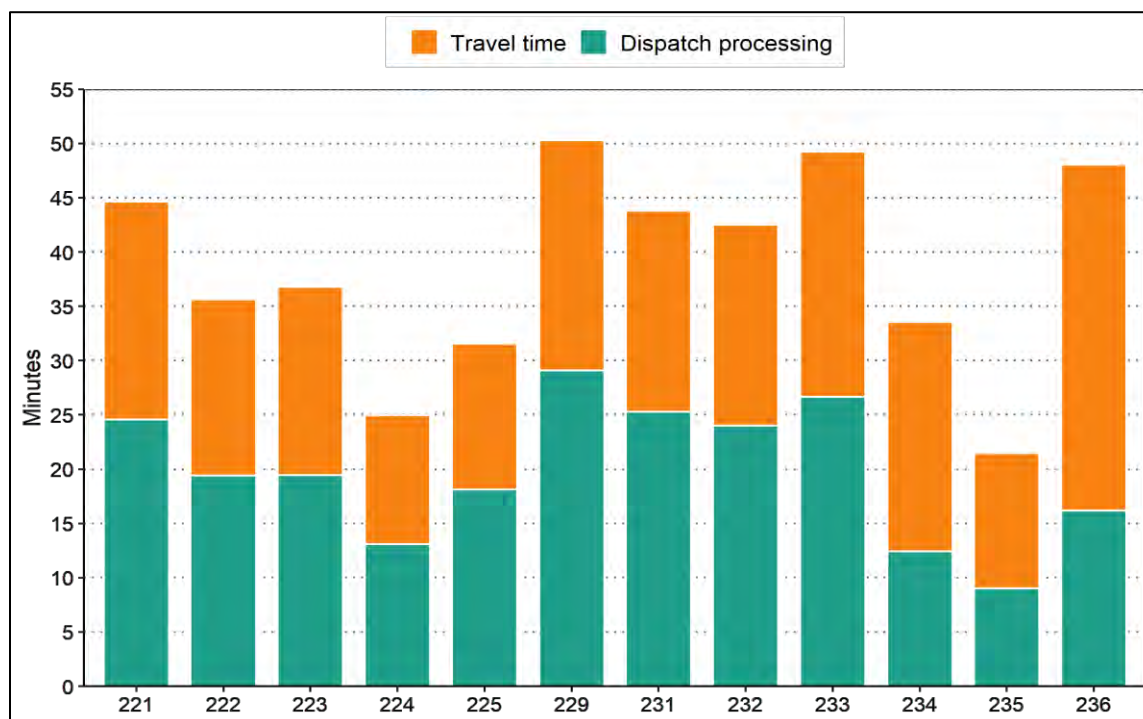
Note: The total average is weighted according to the number of calls per category.

TABLE 11-35: 90th Percentiles for Response Time Components by Category, District 2

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	32.9	32.1	55.1	36.7	34.5	62.7
Assist citizen	74.3	32.0	105.5	98.5	43.4	122.4
Assist other agency	51.4	40.5	76.6	61.5	36.7	99.5
Civil matter	118.6	30.7	139.6	81.7	43.3	113.1
Crime-person	101.9	43.5	132.2	91.8	44.1	122.2
Crime-property	104.7	44.9	138.9	120.7	45.4	136.8
Follow-up	78.9	56.2	119.2	113.6	64.9	142.4
Animal call	98.7	36.9	128.1	98.3	42.6	120.2
Miscellaneous	101.3	32.4	132.8	66.4	34.3	74.5
Investigation	101.6	38.1	121.3	84.7	38.6	107.5
Suspicious incident	75.4	40.1	99.5	117.7	47.3	129.2
Accident	32.3	26.9	54.9	58.2	32.1	84.2
Traffic enforcement	57.8	30.0	73.6	67.9	31.1	76.2
Violation	47.2	55.3	82.9	63.6	36.4	84.2
Warrant	148.5	64.0	181.5	171.4	48.9	228.7
Welfare check	77.2	36.9	100.7	79.9	38.2	105.5
Total Average	88.1	38.5	111.1	85.1	40.1	114.5

Observations:

- In winter, the average response time was as short as 26 minutes (for traffic) and as long as 51 minutes (for follow-ups).
- In summer, the average response time was as short as 29 minutes (for alarms) and as long as 52 minutes (for warrants).
- The average response time for crimes was 45 minutes in winter and 47 minutes in summer.
- In winter, the 90th percentile value for response time was as short as 55 minutes (for alarms) and as long as 182 minutes (for warrants).
- In summer, the 90th percentile value for response time was as short as 63 minutes (for alarms) and as long as 229 minutes (for warrants).

FIGURE 11-46: Average Response Time Components by Beat, District 2

Note: We limited our response time analysis to calls located within District 2.

TABLE 11-36: Average Response Time Components by Beat, District 2

Beat	Minutes			Calls	Area (Sq. Miles)	Population (2022)
	Dispatch	Travel	Response			
221	24.6	20.1	44.6	2,032	28.9	6,140
222	19.4	16.2	35.6	1,569	11.0	3,693
223	19.4	17.3	36.8	1,630	24.8	11,633
224	13.1	11.9	25.0	5	3.3	7,132
225	18.1	13.4	31.5	5,123	11.3	26,610
229	29.1	21.2	50.3	34	30.9	11
231	25.3	18.5	43.8	2,902	88.6	13,651
232	24.0	18.5	42.5	1,323	99.7	4,937
233	26.7	22.6	49.2	2,602	761.9	8,030
234	12.4	21.1	33.5	333	3,108.5	526
235	9.0	12.5	21.5	1,004	64.4	1,871
236	16.2	31.9	48.1	39	68.4	71
Total	21.2	17.3	38.5	18,596	4,301.7	84,305

Observations:

- Beat 235 had the shortest average dispatch processing time and response time.
- For all District 2 beats, the average dispatch time was 21.2 minutes, and the average response time was 38.5 minutes.

TABLE 11-37: Average Dispatch, Travel, and Response Times by Priority, District 2

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.3	10.7	13.0	700	24.2
2	14.4	16.5	30.9	6,083	76.9
3	25.8	18.1	43.9	11,808	126.3
4	44.4	24.2	68.6	5	318.8
Weighted Average/Total	21.2	17.3	38.5	18,596	109.0
Accidents with injuries	4.8	11.7	16.5	342	31.1

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

Observations:

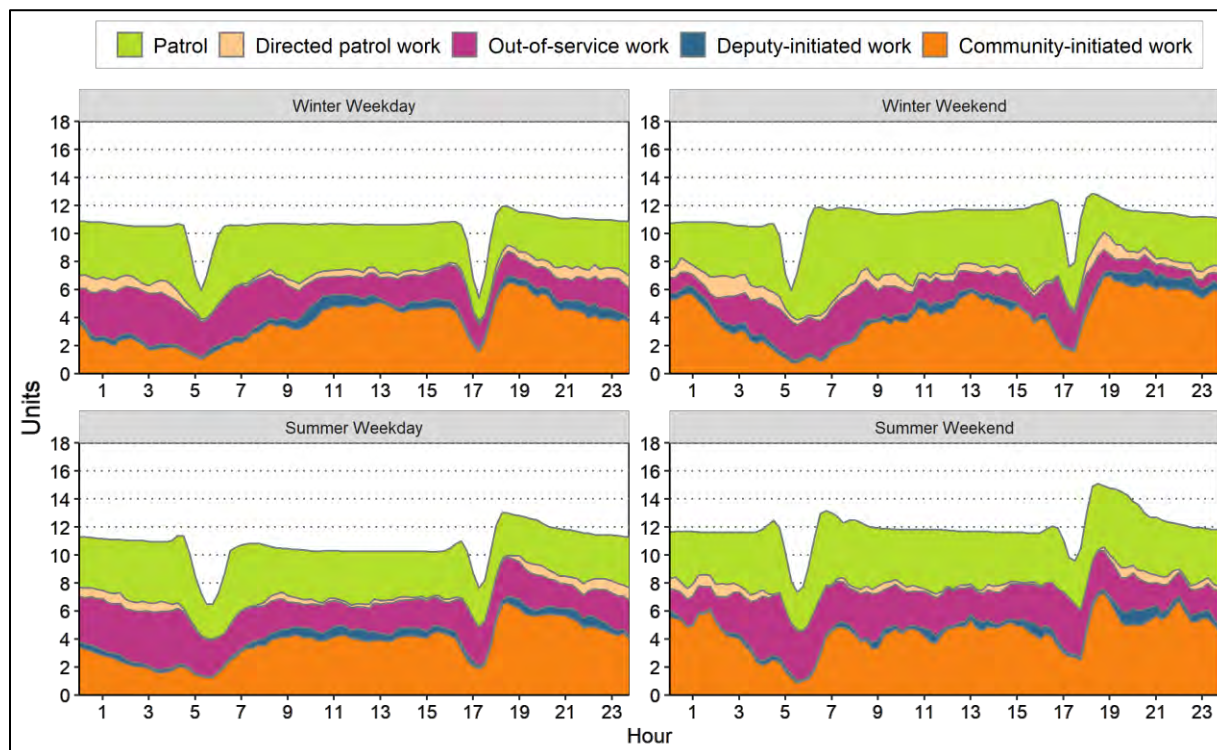
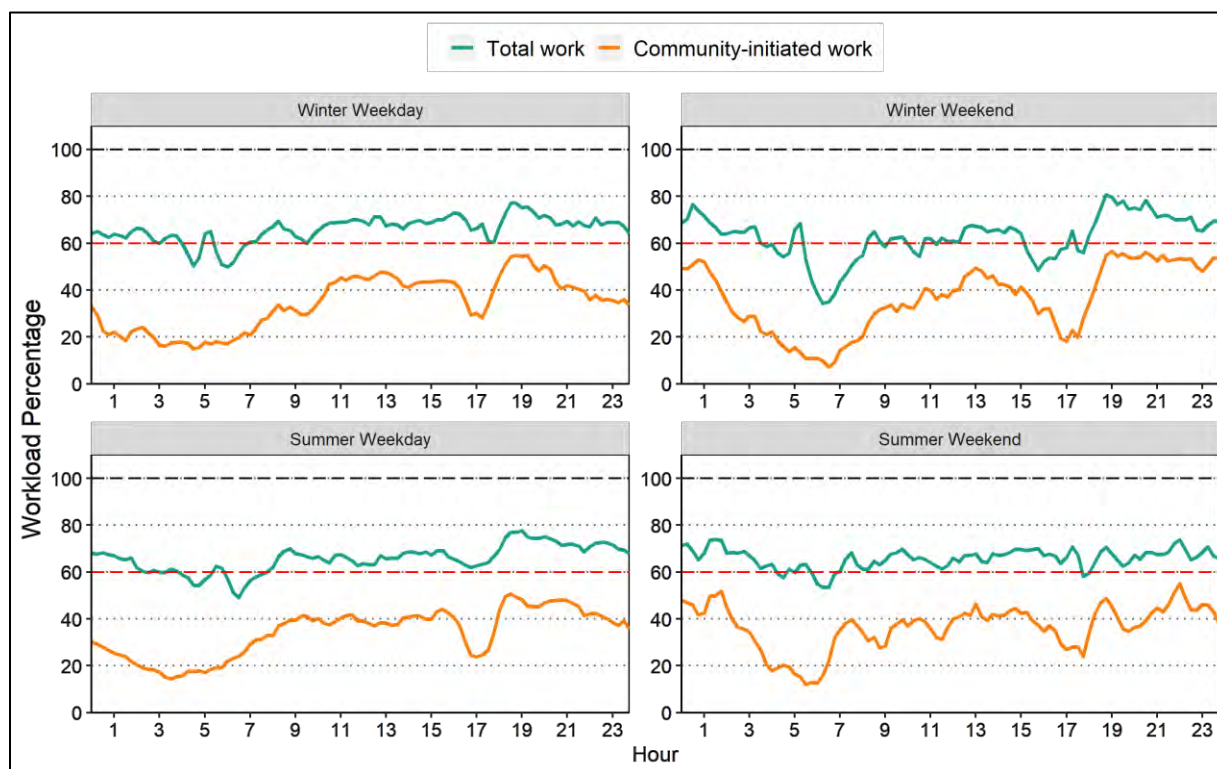
- High-priority calls had an average response time of 13.0 minutes, lower than the overall average of 38.5 minutes for all calls.
- Average dispatch processing was 2.3 minutes for high-priority calls, compared to 21.2 minutes overall.
- Average response time for injury accidents was 16.5 minutes, with a dispatch processing of 4.8 minutes.

TABLE 11-38: Activities and Occupied Times by Description, District 2

Description	Occupied Time	Count
At court	111.8	25
At station	54.8	2,414
Briefing	94.8	462
Court order: Traffic stop data	14.4	1,034
Directed patrol	59.4	4,411
Gas	23.9	239
IA complaint intake/follow-up	134.9	12
Meeting and/or going to another agency	69.9	24
Miscellaneous administrative activity	74.1	4,012
Report writing	69.3	5,053
Traffic enforcement	37.2	371
Training	81.0	64
Vehicle maintenance	58.9	204
Administrative - Weighted Average/Total	62.4	18,325
Personal - Meal break	50.9	366
Weighted Average/Total Calls	62.2	18,691

Observations:

- The most common out-of-service activity was “report writing.”
- The longest average time spent on out-of-service activities was for “IA complaint intake/follow-up.”
- The average time spent on out-of-service activities was 62.2 minutes.

FIGURE 11-47: Deployment and All Workload, District 2 Units**FIGURE 11-48: Workload Percentage by Hour, District 2 Units**

Observations:

Winter:

■ Deployment:

- The average deployment was 10.7 units per hour in winter.
- The average deployment was 10.5 units per hour during the week and 11.2 units per hour on the weekend.
- Average deployment varied from 5.4 to 11.9 units per hour on weekdays and 6.0 to 12.9 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 3.6 units per hour during the week and 4.1 units per hour on weekends.
- This was approximately 35 percent of hourly deployment during the week and 37 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 55 percent of deployment between 6:45 p.m. and 7:15 p.m.
- On weekends, workload reached a maximum of 57 percent of deployment between 7:00 p.m. and 7:15 p.m. and between 8:30 p.m. and 8:45 p.m.

■ All work:

- Average workload was 6.9 units per hour during the week and 7.0 units per hour on weekends.
- This was approximately 66 percent of hourly deployment during the week and 63 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 77 percent of deployment between 6:30 p.m. and 7:00 p.m.
- On weekends, workload reached a maximum of 81 percent of deployment between 6:45 p.m. and 7:00 p.m.

Summer:

■ Deployment:

- The average deployment was 11.0 units per hour in summer.
- The average deployment was 10.7 units per hour during the week and 11.9 units per hour on the weekend.
- The average deployment varied from 6.5 to 13.0 units per hour on weekdays and 7.3 to 15.1 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 3.7 units per hour during the week and 4.4 units per hour on weekends.

- This was approximately 35 percent of hourly deployment during the week and 37 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 51 percent of deployment between 6:30 p.m. and 6:45 p.m.
- On weekends, workload reached a maximum of 55 percent of deployment between 10:00 p.m. and 10:15 p.m.
- All work:
 - Average workload was 7.1 units per hour during the week and 7.9 units per hour on weekends.
 - This was approximately 66 percent of hourly deployment during the week and 66 percent of hourly deployment on weekends.
 - During the week, workload reached a maximum of 78 percent of deployment between 7:00 p.m. and 7:15 p.m.
 - On weekends, workload reached a maximum of 74 percent of deployment between 1:15 a.m. and 1:45 a.m. and between 10:00 p.m. and 10:15 p.m.

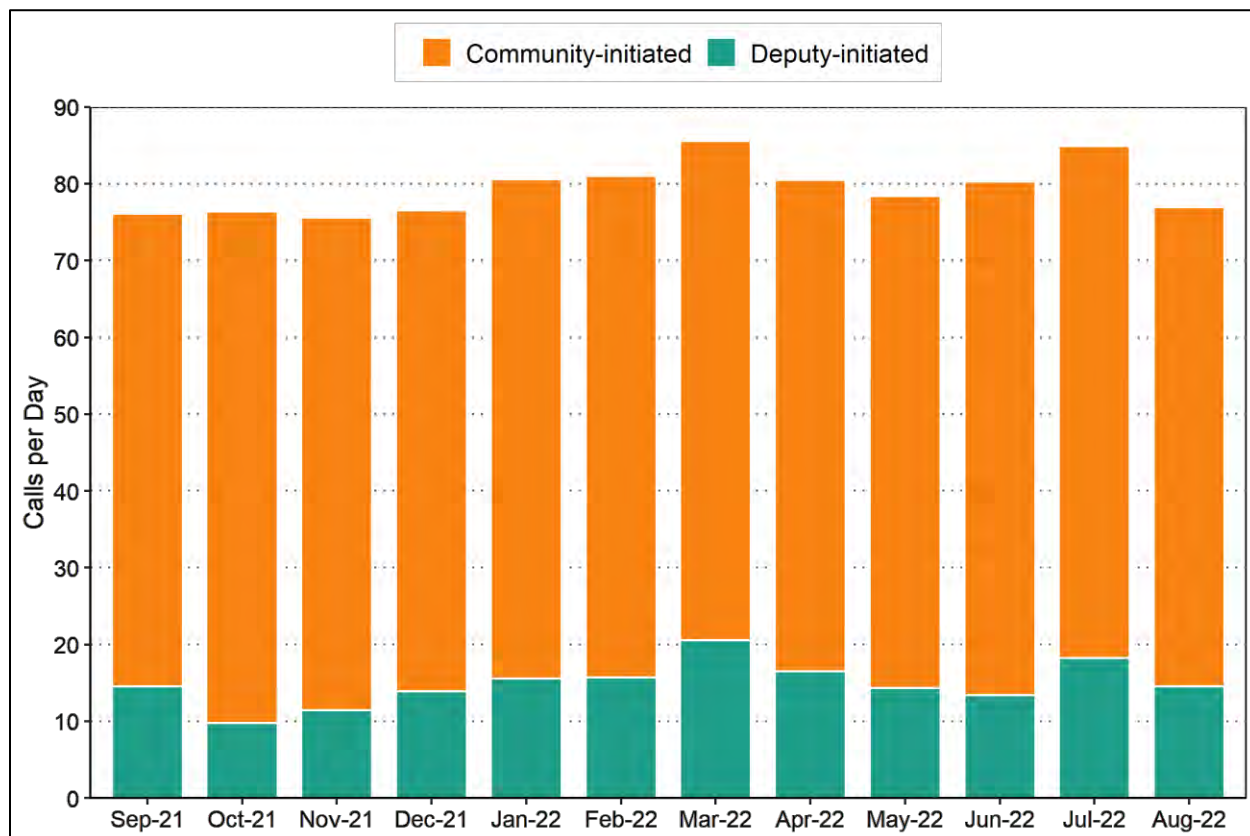
District 3

TABLE 11-39: Events, Calls, and Workload by Category, District 3

Category	Events	Calls	Work Hours
Alarm	1,177	1,177	785.9
Assist citizen	1,216	1,216	1,018.8
Assist other agency	781	781	898.8
Civil matter	540	540	745.2
Crime–person	1,511	1,511	4,435.4
Crime–property	2,959	2,959	5,552.2
Directed patrol	4,687	NA	NA
Follow-up	2,021	2,021	1,799.5
Animal call	558	558	555.3
Miscellaneous	359	359	330.7
Investigation	7,650	7,650	9,289.3
Suspicious incident	357	357	419.3
Accident	2,019	2,019	4,565.4
Traffic enforcement	3,935	3,935	1,834.0
Violation	165	165	138.8
Warrant	555	555	1,200.8
Welfare check	3,752	3,752	4,700.1
Total	34,242	29,555	38,269.4

Observations:

- There were 34,242 events either in District 3 or involving a District 3 unit.
- On average, there were 81.0 calls per day, or 3.4 per hour.
- Total workload averaged 104.8 hours per day, meaning that on average 4.4 units per hour were busy responding to calls.
- The top four categories accounted for 74 percent of calls:
 - 26 percent of calls were investigations.
 - 20 percent of calls were traffic-related.
 - 15 percent of calls were crimes.
 - 13 percent of calls were welfare checks.

FIGURE 11-49: Calls per Day by Initiator and Month, District 3**TABLE 11-40: Calls per Day by Initiator and Month, District 3**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	59.8	63.5	63.7	57.4	57.4	63.1	63.2	63.9	59.8	58.1	59.6	59.9
Deputy-initiated	22.2	14.6	18.4	16.3	20.6	21.0	22.0	23.2	26.0	21.5	20.6	16.3
Total	82.1	78.1	82.1	73.7	77.9	84.1	85.2	87.1	85.8	79.5	80.3	76.2

Observations:

- The number of calls per day was lowest in December.
- The number of calls per day was highest in April.
- The months with the most calls had 18 percent more calls than the months with the fewest calls.
- May had the most deputy-initiated calls, with 78 percent more than October, which had the fewest.
- April had the most community-initiated calls, with 11 percent more than December and January, which had the fewest.

FIGURE 11-50: Percentage Calls and Work Hours by Beat, District 3

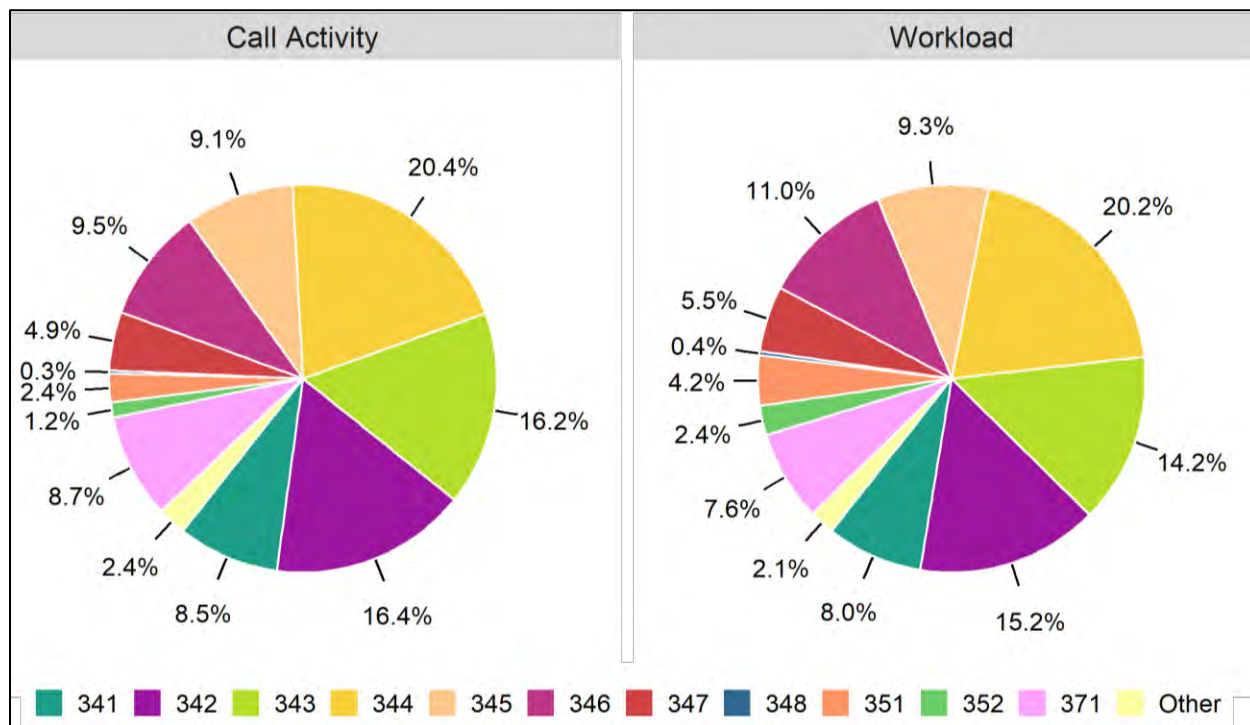


TABLE 11-41: Calls and Work Hours per Day by Beat, District 3

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
341	6.6	7.5	9.9	12,603
342	12.8	14.2	7.9	21,015
343	12.7	13.2	5.7	11,102
344	15.9	18.8	24.6	40,676
345	7.1	8.6	40.1	11,217
346	7.4	10.3	69.0	6,780
347	3.8	5.1	129.2	3,539
348	0.2	0.3	46.1	0
351	1.9	3.9	211.4	1,486
352	1.0	2.3	654.4	1,128
371	6.8	7.1	1.5	7,060
District Subtotal	76.1	91.3	1,199.8	116,606
Other MCSO beats	0.7	0.8	NA	NA
Miscellaneous	0.1	0.1	NA	NA
Stations	0.6	0.6	NA	NA
Unknown	0.6	0.4	NA	NA
Other Subtotal	1.9	2.0	NA	NA
Total	78.0	93.3	1,199.8	116,606

Observations:

- Beat 344 had the most calls and workload. It accounted for 20 percent of total calls and 20 percent of total workload.
- With the other category excluded, an even distribution would allot 6.9 calls and 8.3 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 78.0 calls per day (as shown in previous table) but 118.0 responses here. The table documents two distinct types of units. There are “local” units that are assigned to District 3 while “other” units are assigned to other MCSO districts.

TABLE 11-42: Call Responses and Workload per Day by District and Unit Assignment, District 3

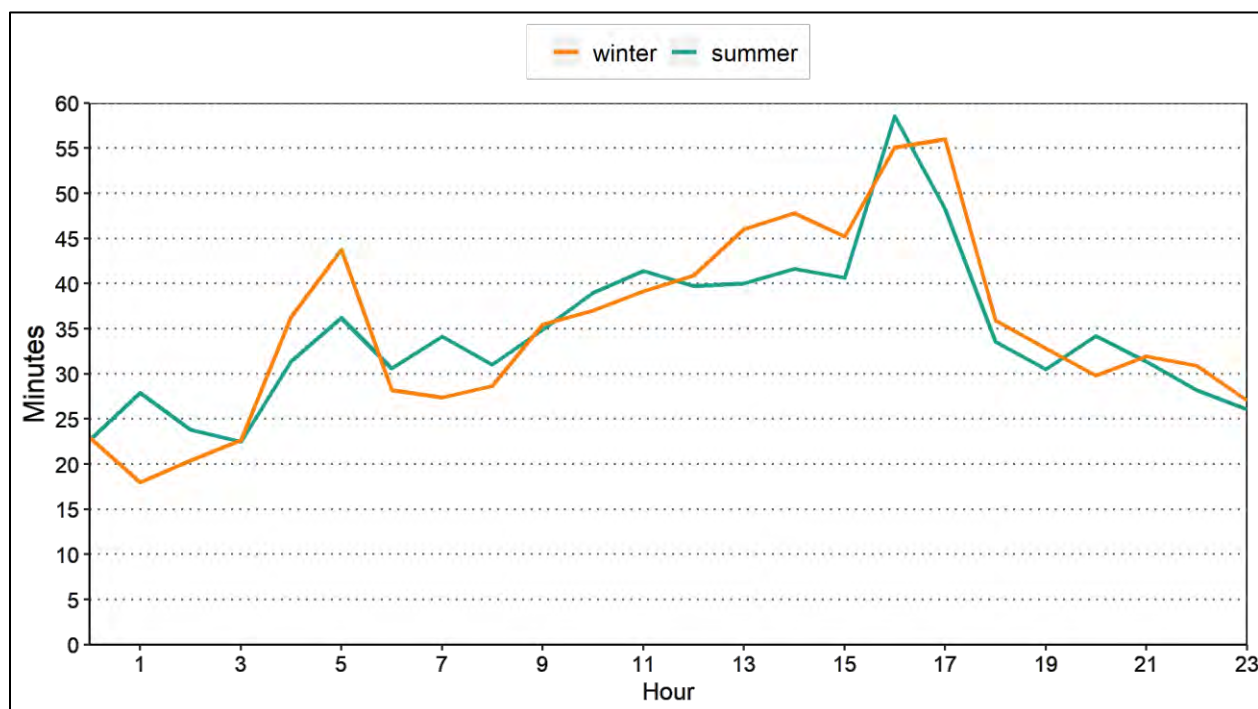
District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
3	113.6	4.4	88.7	2.6
Other	2.4	NA	2.0	NA
Total	116.0	4.4	90.7	2.6

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

- Inside District 3, local units accounted for 113.6 responses per day, while other units accounted for 4.4 responses per day. In other words, local units were responsible for about 96 percent of the responses in District 3.
- Inside District 3, local units accounted for 88.7 work hours per day, while other units accounted for 2.6 work hours per day. In other words, local units were responsible for about 97 percent of the work hours in District 3.

FIGURE 11-51: Average Response Time, by Hour of Day, Winter 2022 and Summer 2022, District 3



Note: We limited our response time analysis to calls located within District 3.

Observations:

- Average response time varied by the hour of the day in summer and winter.
- In winter, the longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 56.0 minutes.
- In winter, the shortest response times were between 1:00 a.m. and 2:00 a.m., with an average of 18.0 minutes.
- In summer, the longest response times were between 4:00 p.m. and 5:00 p.m., with an average of 58.6 minutes.
- In summer, the shortest response times were between 3:00 a.m. and 4:00 a.m., with an average of 22.5 minutes.

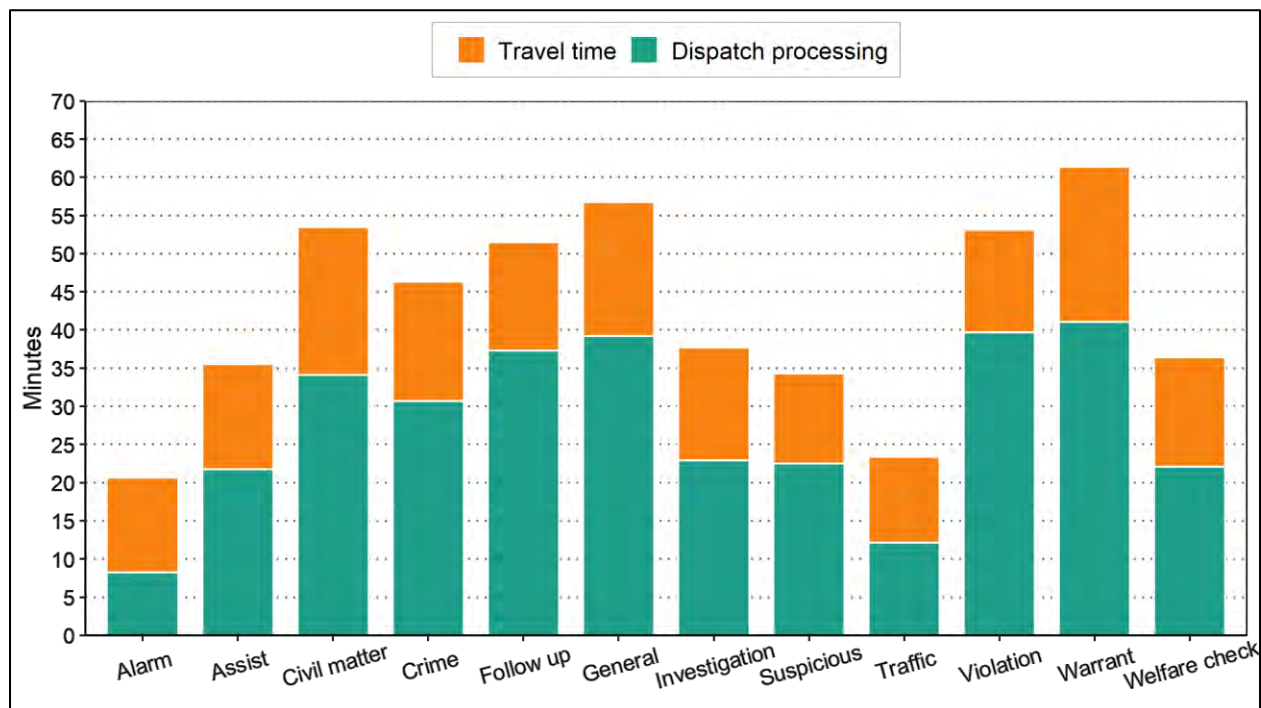
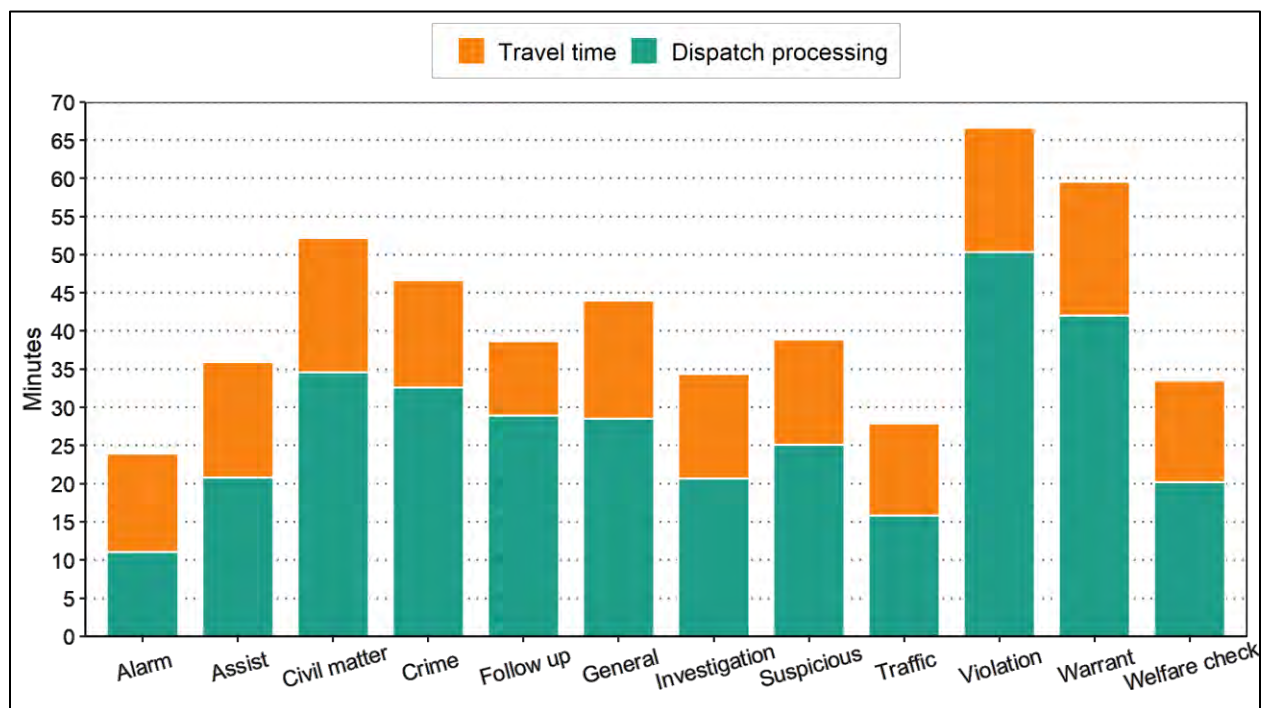
FIGURE 11-52: Average Response Time by Category, Winter 2022, District 3**FIGURE 11-53: Average Response Time by Category, Summer 2022, District 3**

TABLE 11-43: Average Response Time Components by Category, District 3

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	8.3	12.4	20.6	296	11.0	12.9	23.9	358
Assist citizen	31.8	14.8	46.6	115	29.1	16.5	45.6	89
Assist other agency	9.9	12.6	22.5	98	12.4	13.7	26.1	87
Civil matter	34.1	19.3	53.4	59	34.6	17.6	52.1	27
Crime–person	31.4	17.1	48.5	169	25.4	12.8	38.2	169
Crime–property	30.5	15.1	45.6	504	35.4	14.6	50.0	421
Follow-up	37.3	14.2	51.5	74	28.9	9.7	38.6	79
Animal call	39.2	15.9	55.1	57	28.4	15.4	43.8	45
Miscellaneous	39.1	22.6	61.6	19	28.7	16.0	44.7	11
Investigation	22.9	14.8	37.7	795	20.6	13.7	34.4	753
Suspicious incident	22.5	11.9	34.3	92	25.1	13.8	38.9	87
Accident	9.7	11.7	21.4	153	15.5	12.0	27.4	156
Traffic enforcement	25.1	8.8	33.8	29	20.3	13.8	34.1	12
Violation	39.7	13.4	53.1	24	50.4	16.3	66.6	23
Warrant	41.0	20.3	61.4	35	42.0	17.5	59.5	40
Welfare check	22.1	14.4	36.4	662	20.2	13.3	33.5	679
Total Average	23.6	14.5	38.1	3,181	22.6	13.6	36.2	3,036

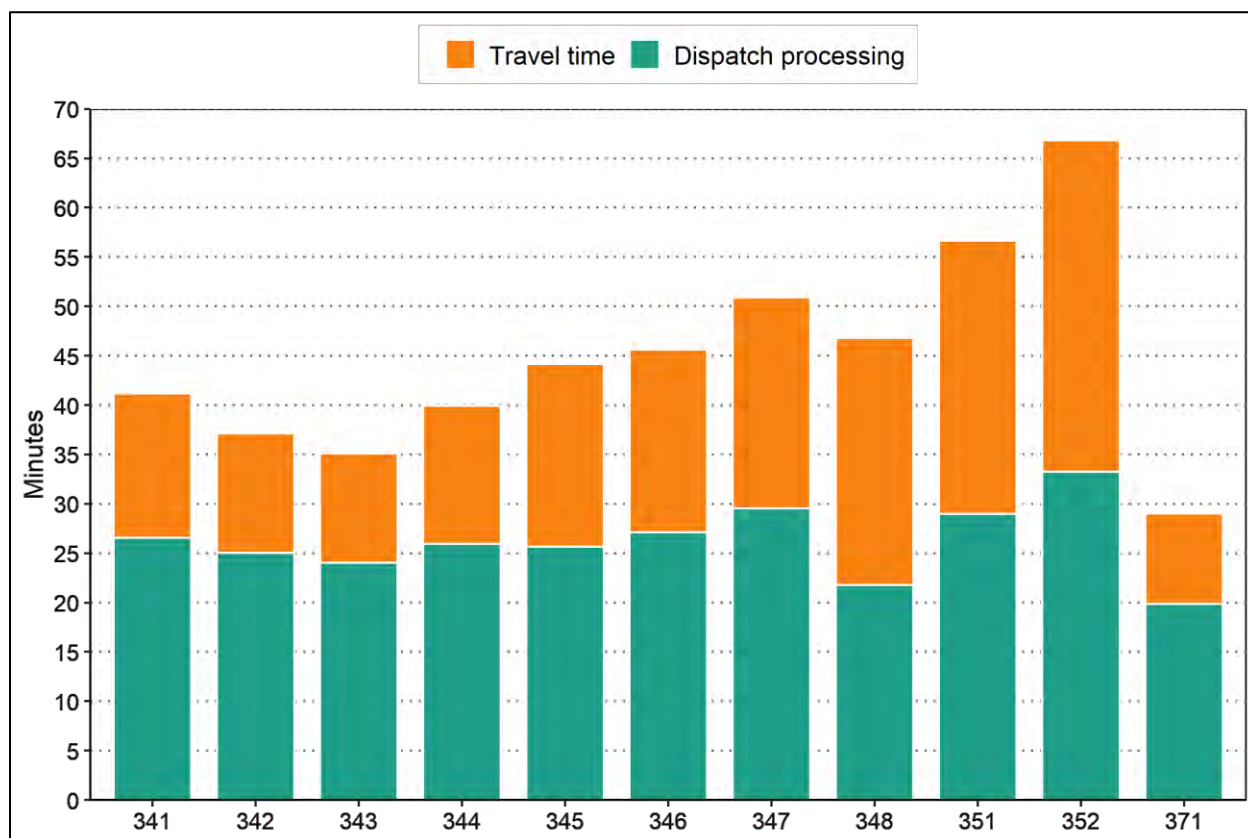
Note: The total average is weighted according to the number of calls per category.

TABLE 11-44: 90th Percentiles for Response Time Components by Category, District 3

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	25.3	22.8	43.2	31.0	25.6	51.0
Assist citizen	141.6	39.1	160.5	99.0	51.7	134.1
Assist other agency	29.9	26.5	53.5	32.8	26.4	57.4
Civil matter	102.1	41.4	120.4	152.8	30.7	177.2
Crime–person	131.0	44.3	170.7	136.0	33.4	142.1
Crime–property	131.2	37.4	154.4	139.2	36.5	161.5
Follow-up	183.6	49.6	198.1	129.2	27.9	145.0
Animal call	137.9	49.2	152.0	97.7	38.1	109.1
Miscellaneous	111.1	43.5	136.7	68.1	25.7	81.8
Investigation	89.2	31.8	107.4	78.3	30.0	96.6
Suspicious incident	77.8	28.7	94.2	97.0	29.6	115.3
Accident	28.4	25.2	44.5	61.4	25.3	84.7
Traffic enforcement	68.7	23.7	90.2	60.3	37.6	77.8
Violation	144.7	24.4	158.4	160.9	35.1	205.3
Warrant	233.6	39.5	264.7	247.6	42.8	260.4
Welfare check	83.3	29.6	101.4	68.1	27.7	93.8
Total Average	98.5	32.7	116.9	86.8	30.8	109.2

Observations:

- In winter, the average response time was as short as 21 minutes (for alarms) and as long as 61 minutes (for warrants).
- In summer, the average response time was as short as 24 minutes (for alarms) and as long as 67 minutes (for violations).
- The average response time for crimes was 46 minutes in winter and 47 minutes in summer.
- In winter, the 90th percentile value for response time was as short as 43 minutes (for alarms) and as long as 265 minutes (for warrants).
- In summer, the 90th percentile value for response time was as short as 51 minutes (for alarms) and as long as 260 minutes (for warrants).

FIGURE 11-54: Average Response Time Components by Beat, District 3

Note: We limited our response time analysis to calls located within District 3.

TABLE 11-45: Average Response Time Components by Beat, District 3

Beat	Minutes			Calls	Area (Sq. Miles)	Population (2022)
	Dispatch	Travel	Response			
341	26.6	14.6	41.2	1,608	9.9	12,603
342	25.0	12.1	37.1	3,639	7.9	21,015
343	24.0	11.1	35.1	3,580	5.7	11,102
344	25.9	14.0	40.0	4,412	24.6	40,676
345	25.6	18.5	44.2	1,408	40.1	11,217
346	27.1	18.5	45.7	1,766	69.0	6,780
347	29.5	21.4	50.9	781	129.2	3,539
348	21.8	25.0	46.8	57	46.1	0
351	29.0	27.7	56.6	484	211.4	1,486
352	33.3	33.6	66.9	222	654.4	1,128
371	19.9	9.2	29.0	1,892	1.5	7,060
Total	25.3	14.3	39.6	19,849	1,199.8	116,606

Observations:

- Beat 371 had the shortest average dispatch processing time and response time.
- For all District 3 beats, the average dispatch processing time was 25.3 minutes, and the average response time was 39.6 minutes.

TABLE 11-46: Average Dispatch, Travel, and Response Times by Priority, District 3

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.8	8.6	10.4	516	19.8
2	14.6	13.4	28.0	6,876	68.3
3	32.1	15.1	47.2	12,453	157.5
4	73.7	12.7	86.4	4	300.7
Weighted Average/Total	25.3	14.3	39.6	19,849	127.7
Accidents with injuries	3.2	9.2	12.5	240	23.915

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

Observations:

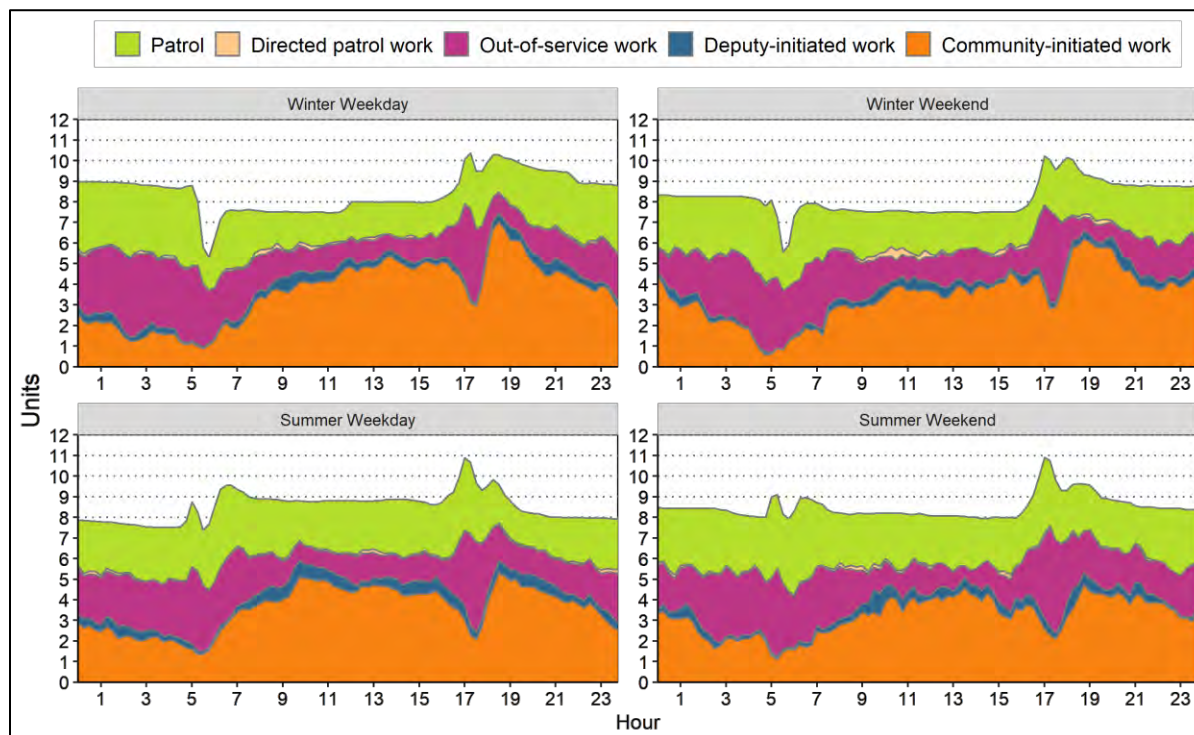
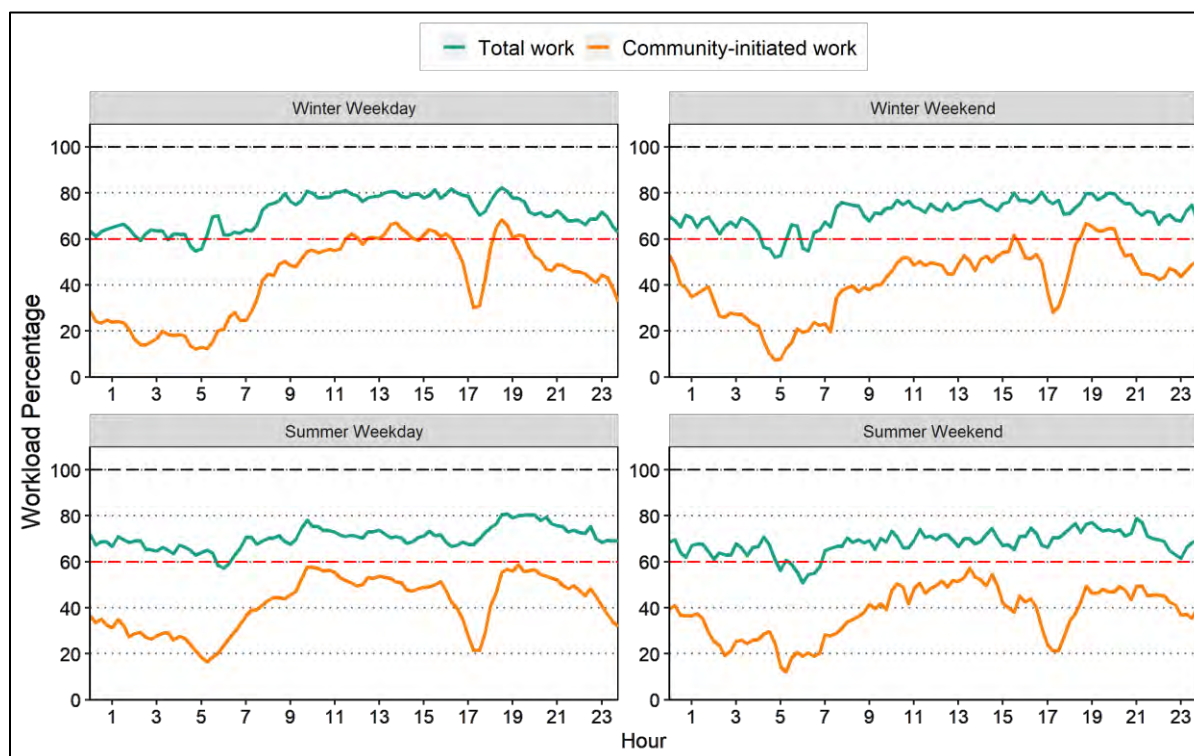
- High-priority calls had an average response time of 10.4 minutes, lower than the overall average of 39.6 minutes for all calls.
- Average dispatch processing time was 1.8 minutes for high-priority calls, compared to 25.3 minutes overall.
- Average response time for injury accidents was 12.5 minutes, with a dispatch processing time of 3.2 minutes.

TABLE 11-47: Activities and Occupied Times by Description, District 3

Description	Occupied Time	Count
At court	98.7	11
At station	53.0	2,476
Briefing	57.5	1,710
Court order: Traffic stop data	14.7	862
Directed patrol	36.2	3,142
Gas	16.6	627
IA complaint intake/follow-up	107.7	30
Meeting and/or going to another agency	71.5	28
Miscellaneous administrative activity	84.6	2,491
Report writing	62.2	5,762
Traffic enforcement	25.8	675
Training	73.9	46
Vehicle maintenance	57.4	22
Administrative - Weighted Average/Total	53.9	17,882
Personal - Meal break	41.4	1,157
Weighted Average/Total Calls	53.1	19,039

Observations:

- The most common out-of-service activity was "report writing."
- The longest average time spent on out-of-service activities was for "IA complaint intake/follow-up."
- The average time spent on out-of-service activities was 53.1 minutes.

FIGURE 11-55: Deployment and All Workload, District 3 Units**FIGURE 11-56: Workload Percentage by Hour, District 3 Units**

Observations:

Winter:

■ Deployment:

- The average deployment was 8.4 units per hour in winter.
- The average deployment was 8.5 units per hour during the week and 8.2 units per hour on the weekend.
- The average deployment varied from 5.3 to 10.4 units per hour on weekdays and 5.6 to 10.2 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 3.6 units per hour during the week and 3.4 units per hour on weekends.
- This was approximately 43 percent of hourly deployment during the week and 42 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 68 percent of deployment between 6:30 p.m. and 6:45 p.m.
- On weekends, workload reached a maximum of 67 percent of deployment between 6:45 p.m. and 7:00 p.m.

■ All work:

- Average workload was 6.1 units per hour during the week and 5.8 units per hour on weekends.
- This was approximately 71 percent of hourly deployment during the week and 71 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 82 percent of deployment between 4:15 p.m. and 4:30 p.m. and between 6:30 p.m. and 6:45 p.m.
- On weekends, workload reached a maximum of 80 percent of deployment between 3:30 p.m. and 3:45 p.m., between 4:45 p.m. and 5:00 p.m., between 6:45 p.m. and 7:15 p.m., and between 7:45 p.m. and 8:15 p.m.

Summer:

■ Deployment:

- The average deployment was 8.5 units per hour in summer.
- The average deployment was 8.5 units per hour during the week and 8.5 units per hour on the weekend.
- The average deployment varied from 7.4 to 10.9 units per hour on weekdays and 7.9 to 10.9 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 3.6 units per hour during the week and 3.2 units per hour on weekends.

- This was approximately 42 percent of hourly deployment during the week and 38 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 59 percent of deployment between 7:15 p.m. and 7:30 p.m.
- On weekends, workload reached a maximum of 57 percent of deployment between 1:30 p.m. and 1:45 p.m.
- All work:
 - Average workload was 6.0 units per hour during the week and 5.8 units per hour on weekends.
 - This was approximately 71 percent of hourly deployment during the week and 68 percent of hourly deployment on weekends.
 - During the week, workload reached a maximum of 81 percent of deployment between 6:30 p.m. and 7:00 p.m.
 - On weekends, workload reached a maximum of 79 percent of deployment between 9:00 p.m. and 9:15 p.m.

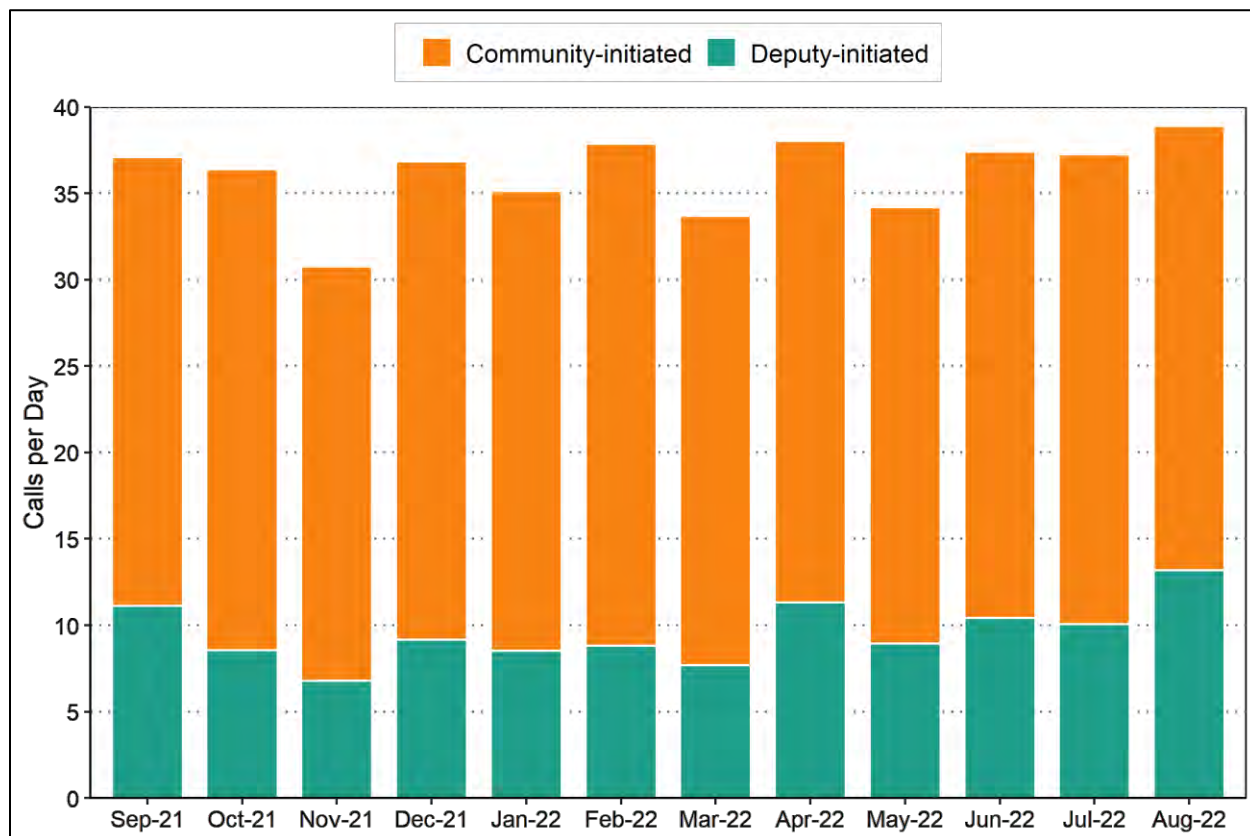
District 4

TABLE 11-48: Events, Calls, and Workload by Category, District 4

Category	Events	Calls	Work Hours
Alarm	1,370	1,370	601.4
Assist citizen	573	573	337.7
Assist other agency	368	368	422.2
Civil matter	274	274	316.9
Crime–person	723	723	1,580.2
Crime–property	1,057	1,057	1,731.6
Directed patrol	3,594	NA	NA
Follow-up	1,050	1,050	827.5
Animal call	215	215	162.0
Miscellaneous	134	134	128.8
Investigation	3,078	3,078	3,537.6
Suspicious incident	250	250	242.0
Accident	556	556	1,402.8
Traffic enforcement	2,087	2,087	1,038.6
Violation	132	132	97.3
Warrant	124	124	373.0
Welfare check	1,595	1,595	1,676.7
Total	17,180	13,586	14,476.1

Observations:

- There were 17,180 events either in District 4 or involving a District 4 unit.
- On average, there were 37.2 calls per day, or 1.6 per hour.
- Total workload averaged 39 hours per day, meaning that on average 1.7 units per hour were busy responding to calls.
- The top four categories accounted for 67 percent of calls:
 - 23 percent of calls were investigations.
 - 19 percent of calls were traffic-related.
 - 13 percent of calls were crimes.
 - 12 percent of calls were welfare checks.

FIGURE 11-57: Calls per Day by Initiator and Month, District 4**TABLE 11-49: Calls per Day by Initiator and Month, District 4**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	26.9	29.0	24.8	28.9	28.0	30.3	27.4	27.7	25.9	27.9	28.3	26.4
Deputy-initiated	11.2	8.6	6.8	9.2	8.6	8.8	7.8	11.4	9.0	10.5	10.2	13.2
Total	38.1	37.7	31.6	38.1	36.6	39.1	35.1	39.1	34.9	38.3	38.5	39.6

Observations:

- The number of calls per day was lowest in November.
- The number of calls per day was highest in August.
- The months with the most calls had 25 percent more calls than the months with the fewest calls.
- August had the most deputy-initiated calls, with 94 percent more than November, which had the fewest.
- February had the most community-initiated calls, with 22 percent more than November, which had the fewest.

FIGURE 11-58: Percentage Calls and Work Hours by Beat, District 4

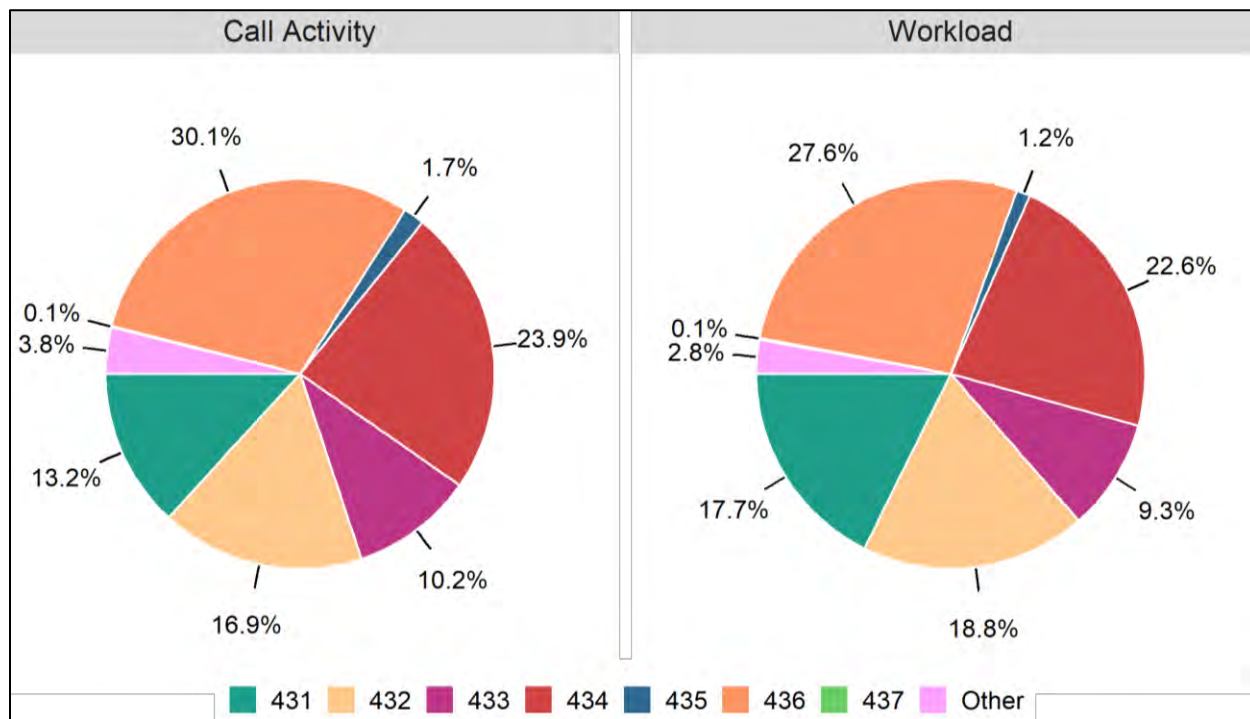


TABLE 11-50: Calls and Work Hours per Day by Beat, District 4

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
431	4.8	7.0	104.5	8,261
432	6.2	7.4	19.0	10,677
433	3.7	3.7	6.8	5,999
434	8.8	9.0	53.2	8,931
435	0.6	0.5	0.7	247
436	11.1	10.9	14.0	23,908
437	0.0	0.1	2.3	6
District Subtotal	35.3	38.5	200.5	58,029
Other MCSO beats	0.5	0.4	NA	NA
Miscellaneous	0.0	0.0	NA	NA
Stations	0.6	0.5	NA	NA
Unknown	0.4	0.2	NA	NA
Other Subtotal	1.4	1.1	NA	NA
Total	36.7	39.7	1,199.8	58,029

Observations:

- Beat 436 had the most calls and workload. It accounted for 30 percent of total calls and 28 percent of total workload.
- With the other category excluded, an even distribution would allot 5.0 calls and 5.5 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 36.7 calls per day shown in the previous table but 56.2 total responses per day here. This table documents two distinct types of units. There are the “local” units that are assigned to District 4 while the “other” units are assigned to other MCSO districts.

TABLE 11-51: Call Responses and Workload per Day by District and Unit Assignment, District 4

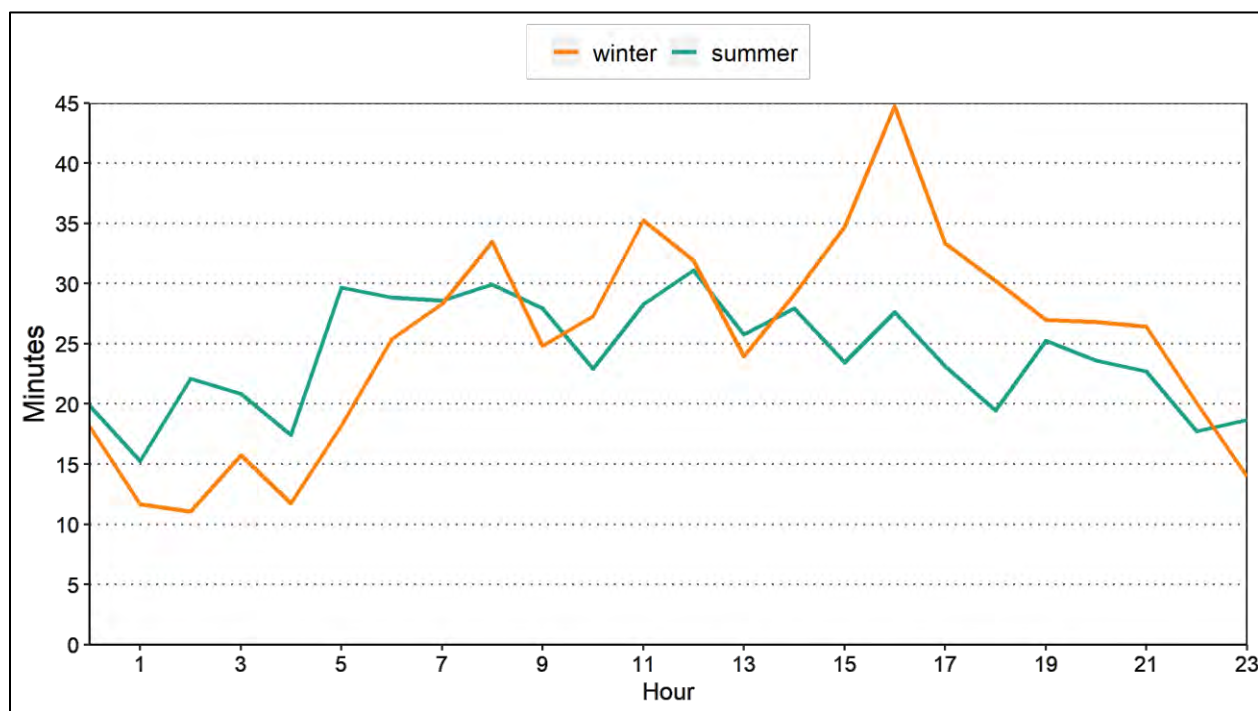
District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
4	51.6	3.0	36.9	1.6
Other	1.6	NA	1.1	NA
Total	53.2	3.0	38.0	1.6

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

- Inside District 4, local units accounted for 51.6 responses per day, while other units accounted for 3.0 responses per day. In other words, local units were responsible for about 95 percent of the responses in District 4.
- Inside District 4, local units accounted for 36.9 work hours per day, while other units accounted for 1.6 work hours per day. In other words, local units were responsible for about 96 percent of the work hours in District 4.

FIGURE 11-59: Average Response Time, by Hour of Day, Winter 2022 and Summer 2022, District 4



Note: We limited our response time analysis to calls located within District 4.

Observations:

- Average response time varied by the hour of the day in summer and winter.
- In winter, the longest response times were between 4:00 p.m. and 5:00 p.m., with an average of 44.7 minutes.
- In winter, the shortest response times were between 2:00 a.m. and 3:00 a.m., with an average of 11.1 minutes.
- In summer, the longest response times were between 12:00 p.m. and 1:00 p.m., with an average of 31.1 minutes.
- In summer, the shortest response times were between 1:00 a.m. and 2:00 a.m., with an average of 15.3 minutes.

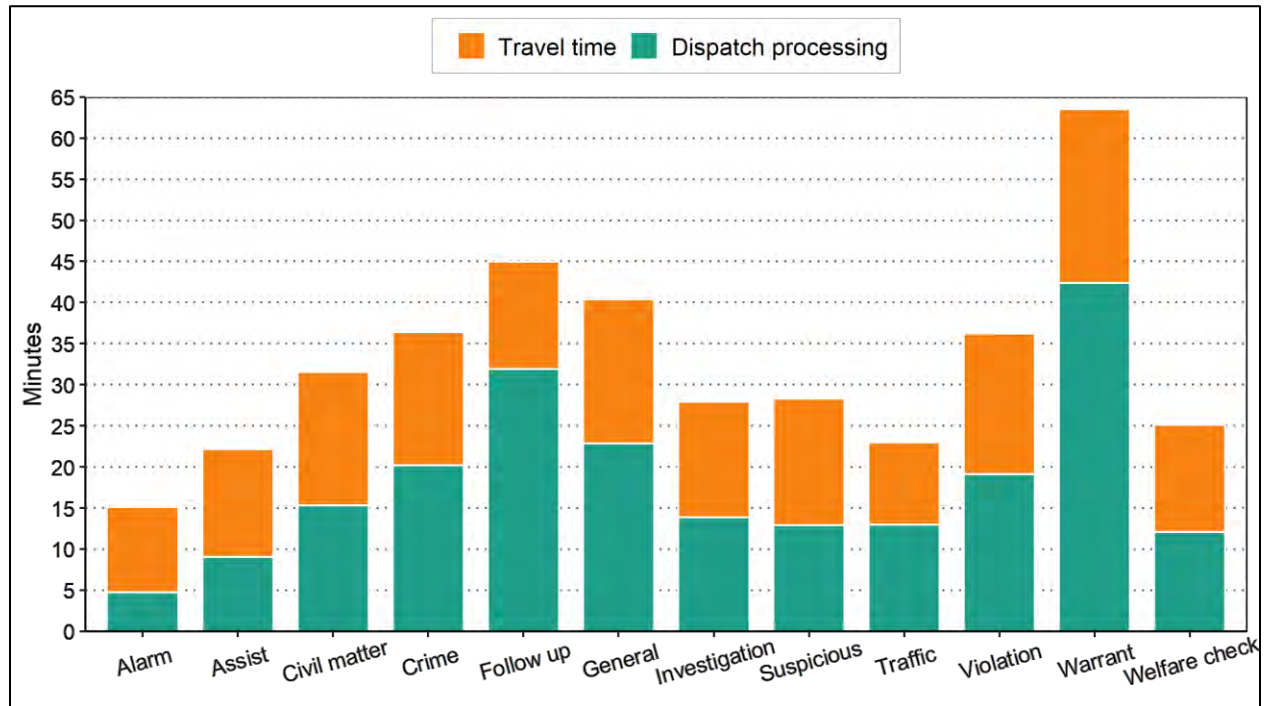
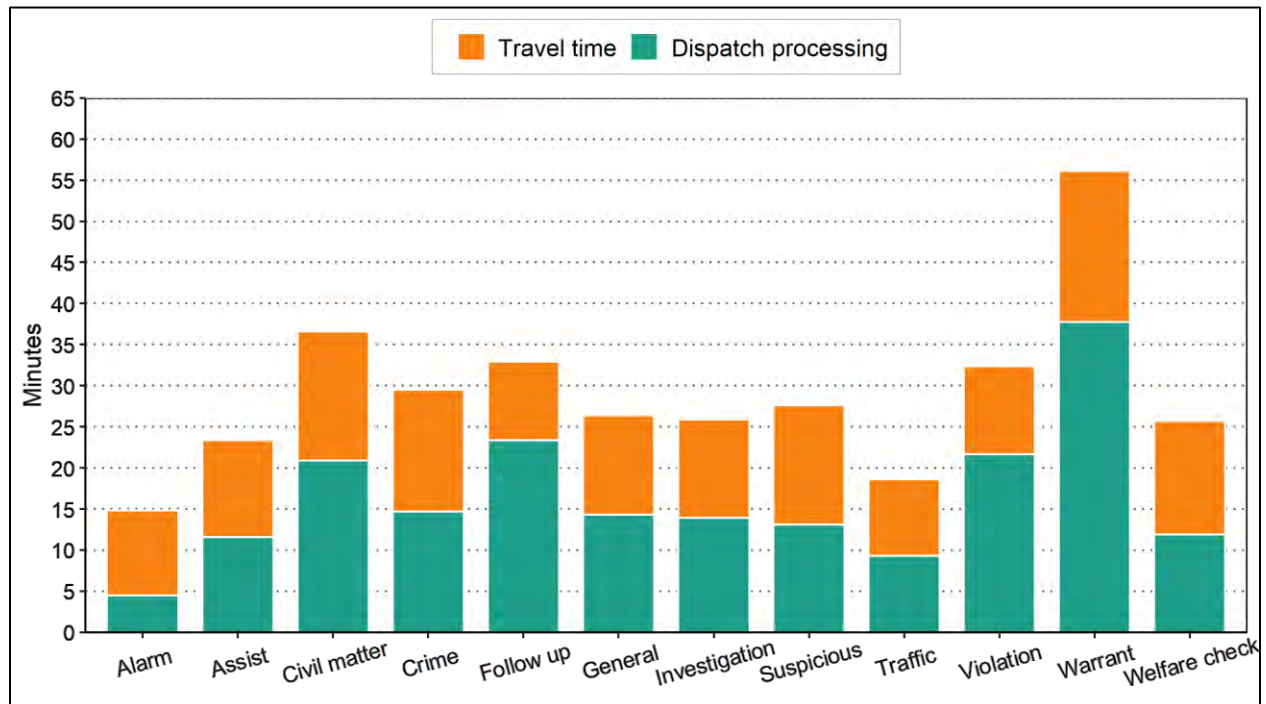
FIGURE 11-60: Average Response Time by Category, Winter 2022, District 4**FIGURE 11-61: Average Response Time by Category, Summer 2022, District 4**

TABLE 11-52: Average Response Time Components by Category, District 4

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	4.8	10.4	15.1	152	4.5	10.3	14.8	218
Assist citizen	12.1	16.6	28.7	41	15.8	11.4	27.2	38
Assist other agency	5.2	8.7	13.8	32	6.2	12.2	18.4	30
Civil matter	15.3	16.3	31.6	41	20.9	15.7	36.6	27
Crime–person	14.6	15.1	29.7	69	12.0	12.7	24.7	78
Crime–property	23.3	16.9	40.2	124	16.3	16.0	32.3	130
Follow-up	31.9	13.0	45.0	35	23.4	9.5	32.9	29
Animal call	23.4	15.0	38.4	28	20.4	9.8	30.2	17
Miscellaneous	22.2	20.4	42.6	25	4.8	15.8	20.6	11
Investigation	13.9	14.0	27.9	349	13.9	12.0	25.9	307
Suspicious incident	12.9	15.4	28.3	35	13.1	14.5	27.6	30
Accident	12.4	9.3	21.7	71	9.1	9.9	18.9	53
Traffic enforcement	14.8	12.1	26.9	23	10.1	7.2	17.4	15
Violation	19.1	17.1	36.2	13	21.7	10.7	32.3	10
Warrant	42.4	21.1	63.5	16	37.7	18.3	56.1	9
Welfare check	12.1	13.0	25.1	218	11.9	13.8	25.7	211
Total Average	14.4	13.8	28.2	1,272	12.2	12.5	24.7	1,213

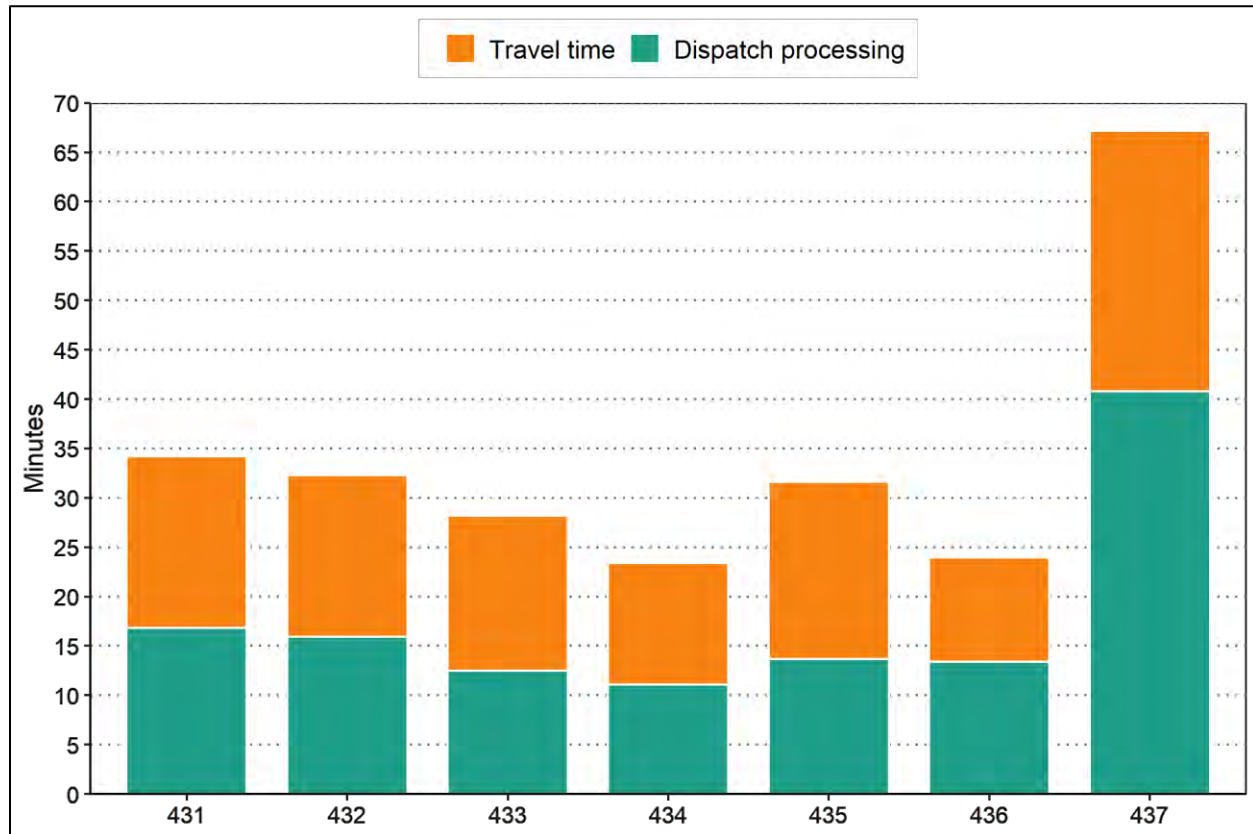
Note: The total average is weighted according to the number of calls per category.

TABLE 11-53: 90th Percentiles for Response Time Components by Category, District 4

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	10.0	21.0	26.4	9.7	20.6	29.2
Assist citizen	35.8	59.5	72.8	46.0	26.1	50.7
Assist other agency	13.2	15.0	26.3	18.8	32.0	38.9
Civil matter	33.6	30.1	55.2	46.4	33.6	66.0
Crime–person	32.7	44.6	90.4	35.4	36.3	68.4
Crime–property	75.7	56.1	117.7	43.9	45.8	70.0
Follow-up	148.0	44.7	189.9	64.1	34.1	83.9
Animal call	58.1	30.8	78.8	99.8	21.8	116.1
Miscellaneous	53.8	42.6	77.0	14.8	23.3	30.0
Investigation	45.4	31.8	72.0	42.9	25.0	63.1
Suspicious incident	41.9	43.7	65.8	35.0	26.0	73.8
Accident	43.3	19.4	62.3	19.9	16.4	43.1
Traffic enforcement	34.1	25.5	42.9	15.9	17.5	28.2
Violation	63.3	34.9	75.2	95.6	17.6	98.7
Warrant	189.4	40.5	208.6	346.2	40.7	369.3
Welfare check	39.6	27.3	66.0	35.0	28.3	58.2
Total Average	48.1	32.8	74.9	36.9	28.3	60.6

Observations:

- In winter, the average response time was as short as 15 minutes (for alarms) and as long as 64 minutes (for warrants).
- In summer, the average response time was as short as 15 minutes (for alarms) and as long as 56 minutes (for warrants).
- The average response time for crimes was 36 minutes in winter and 29 minutes in summer.
- In winter, the 90th percentile value for response time was as short as 26 minutes (for alarms) and as long as 209 minutes (for warrants).
- In summer, the 90th percentile value for response time was as short as 29 minutes (for alarms) and as long as 369 minutes (for warrants).

FIGURE 11-62: Average Response Time Components by Beat, District 4

Note: We limited our response time analysis to calls located within District 4.

TABLE 11-54: Average Response Time Components by Beat, District 4

Beat	Minutes			Calls	Area (Sq. Miles)	Population (2022)
	Dispatch	Travel	Response			
431	16.8	17.4	34.2	1,356	104.5	8,261
432	15.9	16.4	32.3	1,353	19	10,677
433	12.5	15.7	28.2	638	6.8	5,999
434	11.1	12.3	23.4	2,003	53.2	8,931
435	13.7	17.9	31.6	49	0.7	247
436	13.4	10.6	24.0	2,725	14	23,908
437	40.8	26.4	67.2	8	2.3	6
Total	13.8	13.6	27.3	8,132	200.5	58,029

Observations:

- Beat 434 had the shortest average dispatch processing time.
- Beat 434 had the shortest average response time.
- For all District 4 beats, the average dispatch time was 13.8 minutes, and the average response time was 27.3 minutes.

TABLE 11-55: Average Dispatch, Travel, and Response Times by Priority, District 4

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.5	7.5	8.9	187	16.9
2	8.6	11.7	20.4	3,135	44.4
3	17.6	15.0	32.6	4,810	83.5
Weighted Average/Total	13.8	13.6	27.3	8,132	68.3
Accidents with injuries	3.0	6.8	9.7	93	17.2

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

Observations:

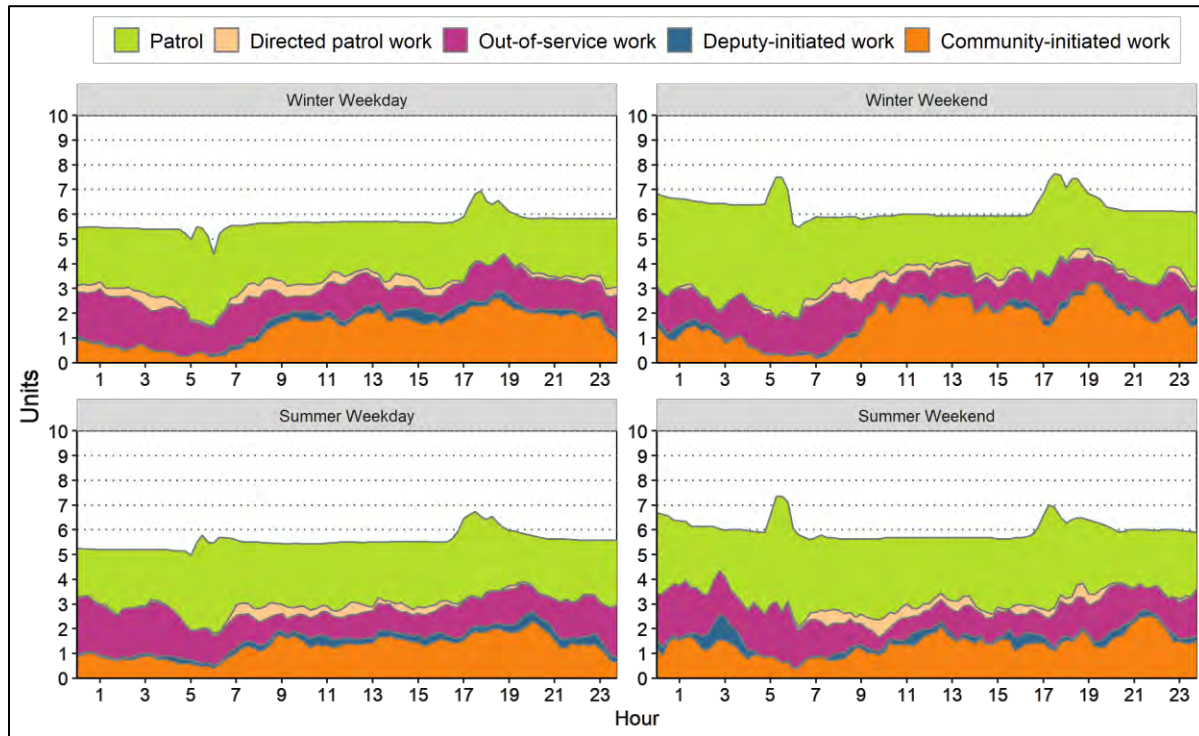
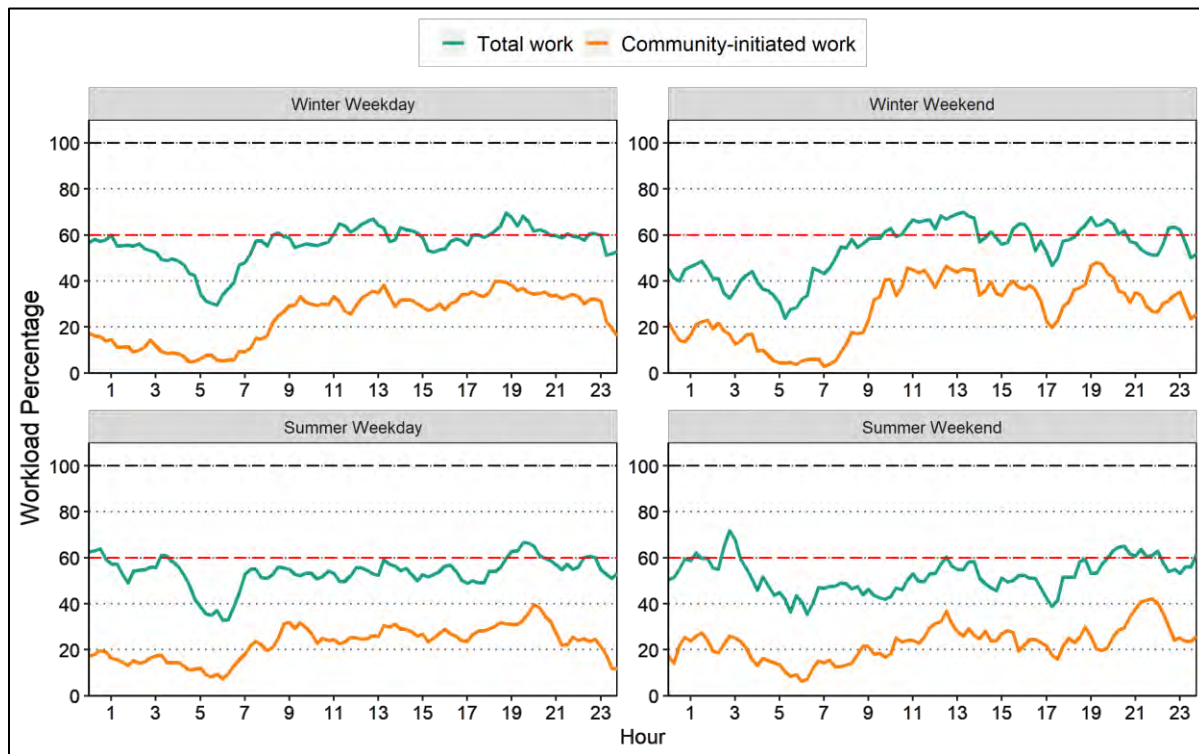
- High-priority calls had an average response time of 8.9 minutes, lower than the overall average of 27.3 minutes for all calls.
- Average dispatch processing time was 1.5 minutes for high-priority calls, compared to 13.8 minutes overall.
- Average response time for injury accidents was 9.7 minutes, with a dispatch processing time of 3.0 minutes.

TABLE 11-56: Activities and Occupied Times by Description, District 4

Description	Occupied Time	Count
At court	69.2	11
At station	65.0	1,756
Briefing	71.9	178
Court order: traffic stop data	14.8	326
Directed patrol	45.9	3,731
Gas	16.8	1,039
IA complaint intake/follow-up	103.2	10
Meeting and/or going to another agency	70.1	19
Miscellaneous administrative activity	85.9	1,654
Report writing	73.9	2,140
Traffic enforcement	24.6	188
Training	102.2	33
Administrative - Weighted Average/Total	57.0	11,085
Personal - Meal break	44.7	717
Weighted Average/Total Calls	56.2	11,802

Observations:

- The most common out-of-service activity was "directed patrol."
- The longest average time spent on out-of-service activities was for "IA complaint intake/follow-up."
- The average time spent on out-of-service activities was 56.2 minutes.

FIGURE 11-63: Deployment and All Workload, District 4 Units**FIGURE 11-64: Workload Percentage by Hour, District 4 Units**

Observations:

Winter:

■ Deployment:

- The average deployment was 5.9 units per hour in winter.
- The average deployment was 5.7 units per hour during the week and 6.3 units per hour on the weekend.
- Average deployment varied from 4.4 to 7.0 units per hour on weekdays and 5.5 to 7.7 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 1.4 units per hour during the week and 1.7 units per hour on weekends.
- This was approximately 25 percent of hourly deployment during the week and 27 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 40 percent of deployment between 6:15 p.m. and 6:45 p.m.
- On weekends, workload reached a maximum of 48 percent of deployment between 7:15 p.m. and 7:30 p.m.

■ All work:

- Average workload was 3.2 units per hour during the week and 3.3 units per hour on weekends.
- This was approximately 56 percent of hourly deployment during the week and 53 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 70 percent of deployment between 6:45 p.m. and 7:00 p.m.
- On weekends, workload reached a maximum of 70 percent of deployment between 1:15 p.m. and 1:30 p.m.

Summer:

■ Deployment:

- The average deployment was 5.7 units per hour in summer.
- The average deployment was 5.6 units per hour during the week and 6.0 units per hour on the weekend.
- Average deployment varied from 5.0 to 6.8 units per hour on weekdays and 5.6 to 7.4 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 1.3 units per hour during the week and 1.4 units per hour on weekends.

- This was approximately 23 percent of hourly deployment during the week and 23 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 40 percent of deployment between 8:00 p.m. and 8:15 p.m.
- On weekends, workload reached a maximum of 42 percent of deployment between 9:30 p.m. and 10:00 p.m.
- All work:
 - Average workload was 3.0 units per hour during the week and 3.1 units per hour on weekends.
 - This was approximately 54 percent of hourly deployment during the week and 52 percent of hourly deployment on weekends.
 - During the week, workload reached a maximum of 67 percent of deployment between 7:30 p.m. and 8:00 p.m.
 - On weekends, workload reached a maximum of 72 percent of deployment between 2:45 a.m. and 3:00 a.m.

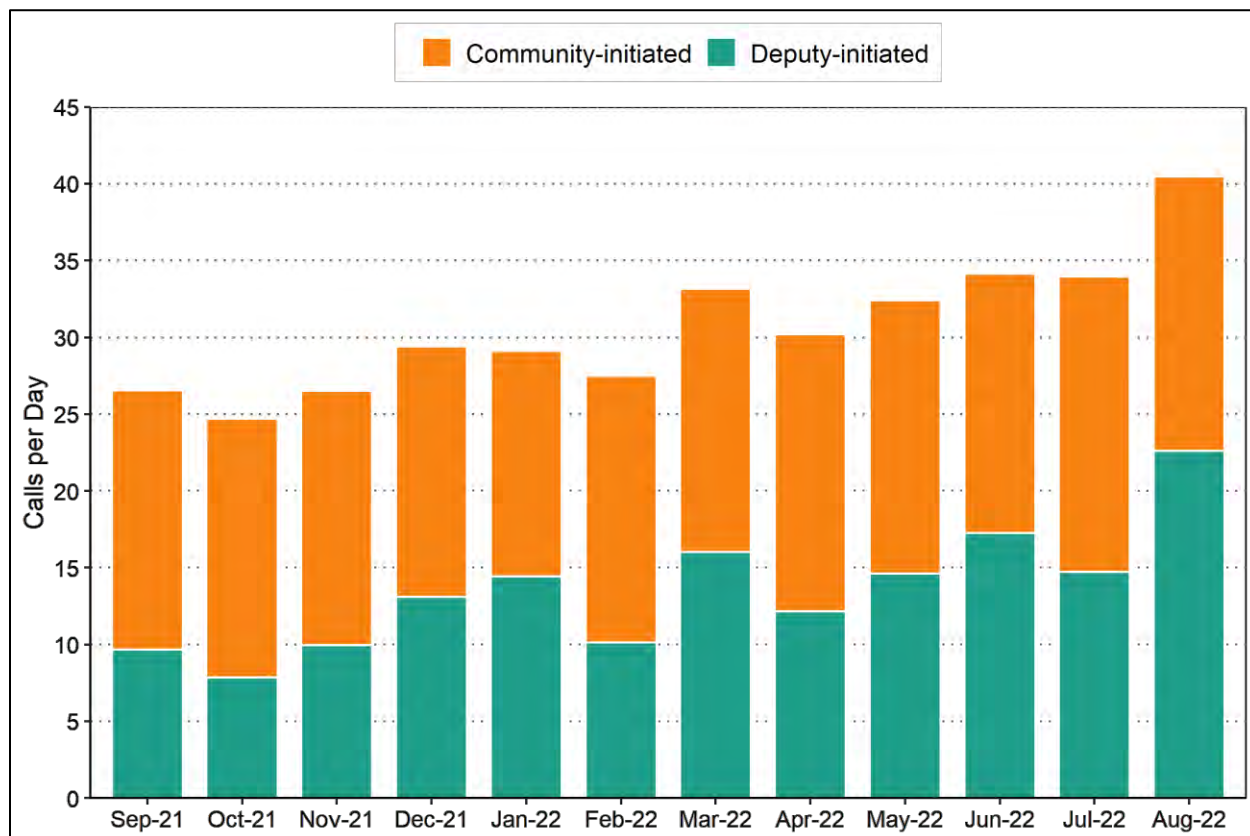
District 7

TABLE 11-57: Events, Calls, and Workload by Category, District 7

Category	Events	Calls	Work Hours
Accident	903	903	491.5
Alarm	547	547	374.4
Animal call	214	214	229.7
Assist citizen	127	127	146.4
Assist other agency	401	401	890.7
Civil matter	601	601	897.0
Crime–person	3,476	NA	NA
Crime–property	1,033	1,033	638.8
Directed patrol	186	186	132.6
Follow-up	45	45	60.6
Investigation	1,943	1,943	2,189.3
Miscellaneous	219	219	197.1
Suspicious incident	332	332	757.7
Traffic enforcement	3,386	3,386	1,084.3
Violation	84	84	54.2
Warrant	74	74	230.9
Welfare check	1,118	1,118	1,075.6
Total	14,689	11,213	9,450.7

Observations:

- There were 14,689 events either in District 7 or involving a District 7 unit.
- On average, there were 30.7 calls per day, or 1.3 per hour.
- Total workload averaged 26 hours per day, meaning that on average 1.1 units per hour were busy responding to calls.
- The top four categories accounted for 70 percent of calls:
 - 34 percent of calls were traffic-related.
 - 17 percent of calls were investigations.
 - 10 percent of calls were welfare checks.
 - 9 percent of calls were for follow-ups.
- 9 percent of calls were crimes.

FIGURE 11-65: Calls per Day, by Initiator and Month, District 7**TABLE 11-58: Calls per Day by Initiator and Month, District 7**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	16.9	16.9	16.6	16.3	14.7	17.4	17.1	18.0	17.8	16.9	19.3	17.9
Deputy-initiated	9.7	7.8	9.9	13.1	14.4	10.1	16.0	12.2	14.6	17.3	14.7	22.6
Total	26.5	24.7	26.5	29.4	29.1	27.5	33.2	30.2	32.4	34.1	34.0	40.5

Observations:

- The number of calls per day was lowest in October.
- The number of calls per day was highest in August.
- The months with the most calls had 64 percent more calls than the months with the fewest calls.
- August had the most deputy-initiated calls, with 188 percent more than October, which had the fewest.
- July had the most community-initiated calls, with 31 percent more than January, which had the fewest.

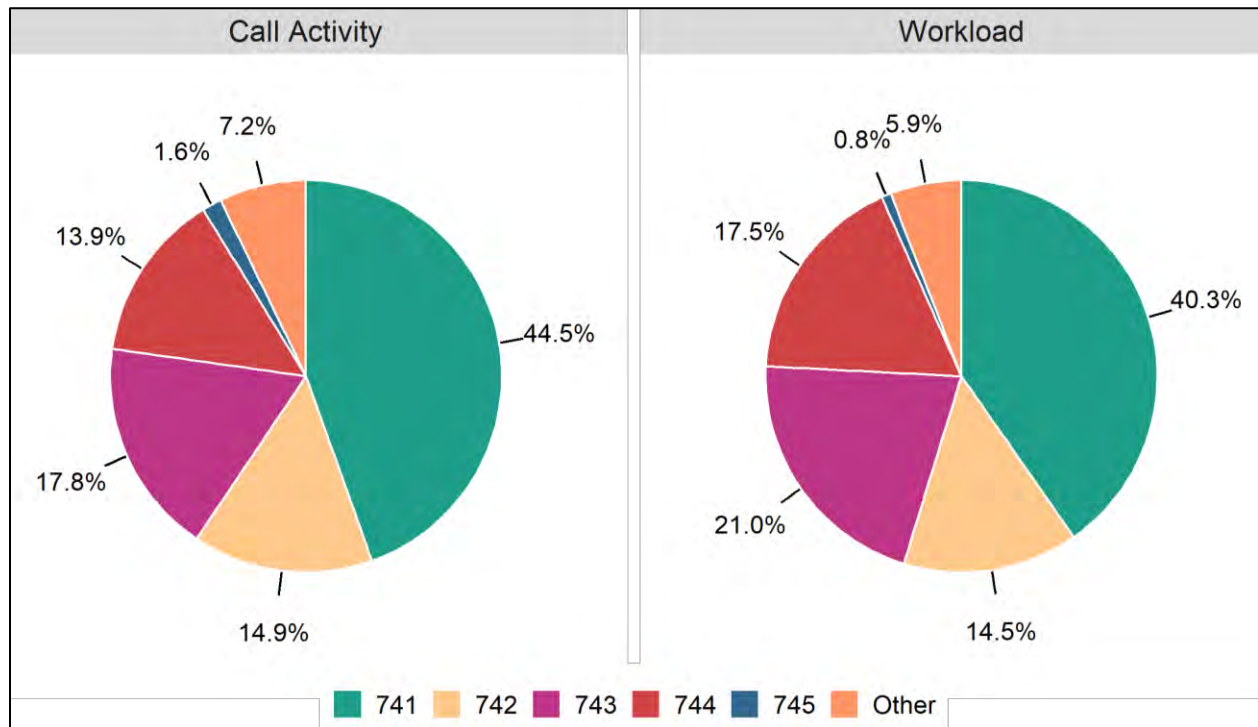
FIGURE 11-66: Percentage Calls and Work Hours by Beat, District 7

TABLE 11-59: Calls and Work Hours per Day by Beat, District 7

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
741	13.5	10.4	6.4	8,640
742	4.5	3.7	8.7	7,630
743	5.4	5.4	3.1	7,495
744	4.2	4.5	64.6	7,701
745	0.5	0.2	2.0	248
District Subtotal	28.2	24.4	84.9	31,714
Miscellaneous	0.1	0.1	NA	NA
Other MCSO district	0.8	0.6	NA	NA
Stations	0.6	0.5	NA	NA
Unknown	0.7	0.4	NA	NA
Other Subtotal	2.2	1.5	NA	NA
Total	30.4	25.9	84.9	31,714

Observations:

- Beat 741 had the most calls and workload. It accounted for 45 percent of total calls and 43 percent of total workload.
- With the other category excluded, an even distribution would allot 5.6 calls and 4.9 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 30.4 calls per day in the preceding table but 43.8 total responses per day here. This table documents two distinct types of units. There are the “local” units that are assigned to District 7 while the “other” units are assigned to other MCSO districts.

TABLE 11-60: Call Responses and Workload per Day, by District and Unit Assignment, District 7

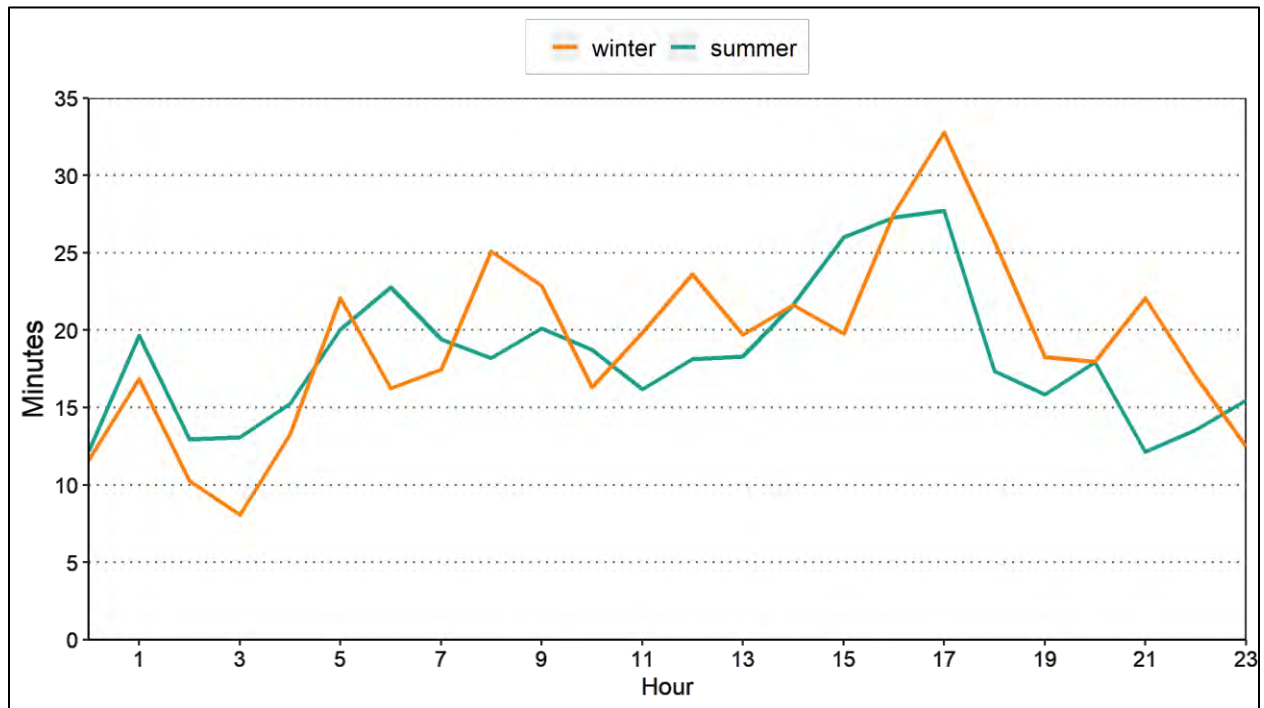
District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
7	40.8	0.5	24.0	0.4
Other	2.4	NA	1.5	NA
Total	43.9	0.5	25.5	0.4

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

- Inside District 7, local units accounted for 40.8 responses per day, while other units accounted for 0.5 responses per day. In other words, local units were responsible for about 99 percent of the responses in District 7.
- Inside District 7, local units accounted for 24.0 work hours per day, while other units accounted for 0.4 work hours per day. In other words, local units were responsible for about 99 percent of the work hours in District 7.

FIGURE 11-67: Average Response Time by Hour of Day, Winter 2022 and Summer 2022, District 7



Note: We limited our response time analysis to calls located within District 7.

Observations:

- Average response time varied by the hour of the day in winter and summer.
- In winter, the longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 32.8 minutes.
- In winter, the shortest response times were between 3:00 a.m. and 4:00 a.m., with an average of 8.1 minutes.
- In summer, the longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 27.7 minutes.
- In summer, the shortest response times were between 12:00 a.m. and 1:00 a.m. and between 9:00 p.m. and 10:00 p.m., with an average of 12.1 minutes.

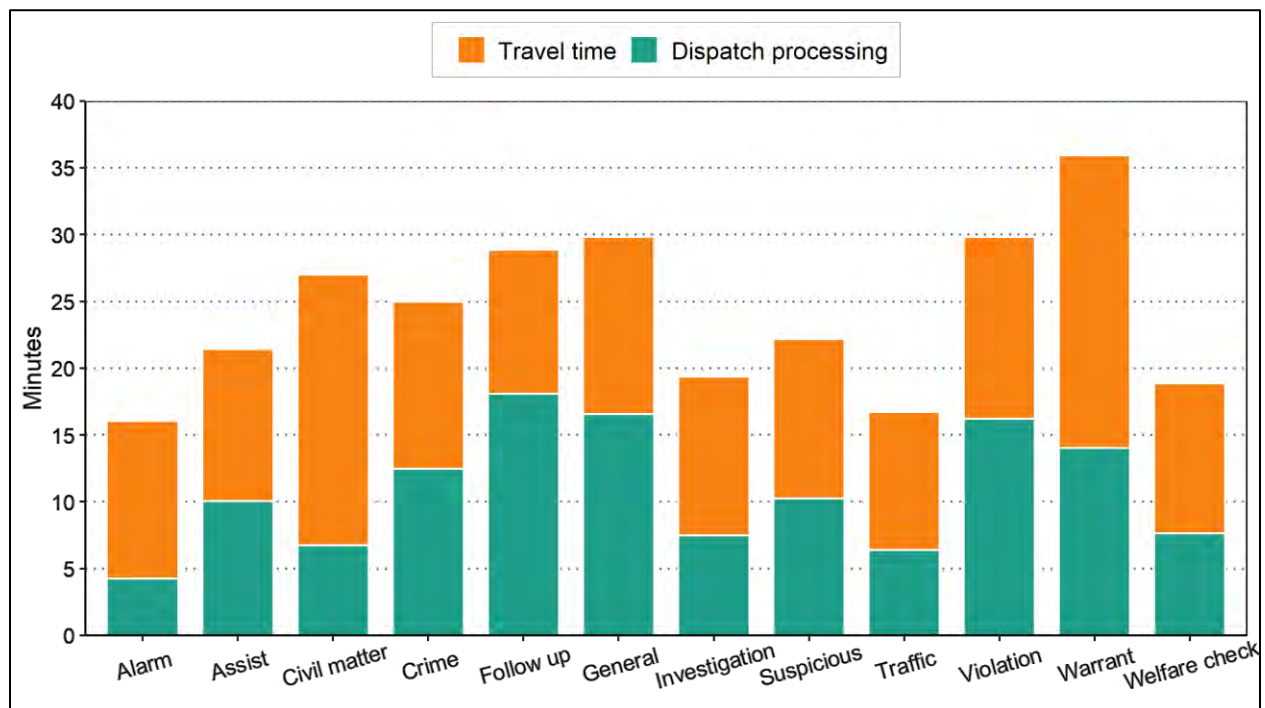
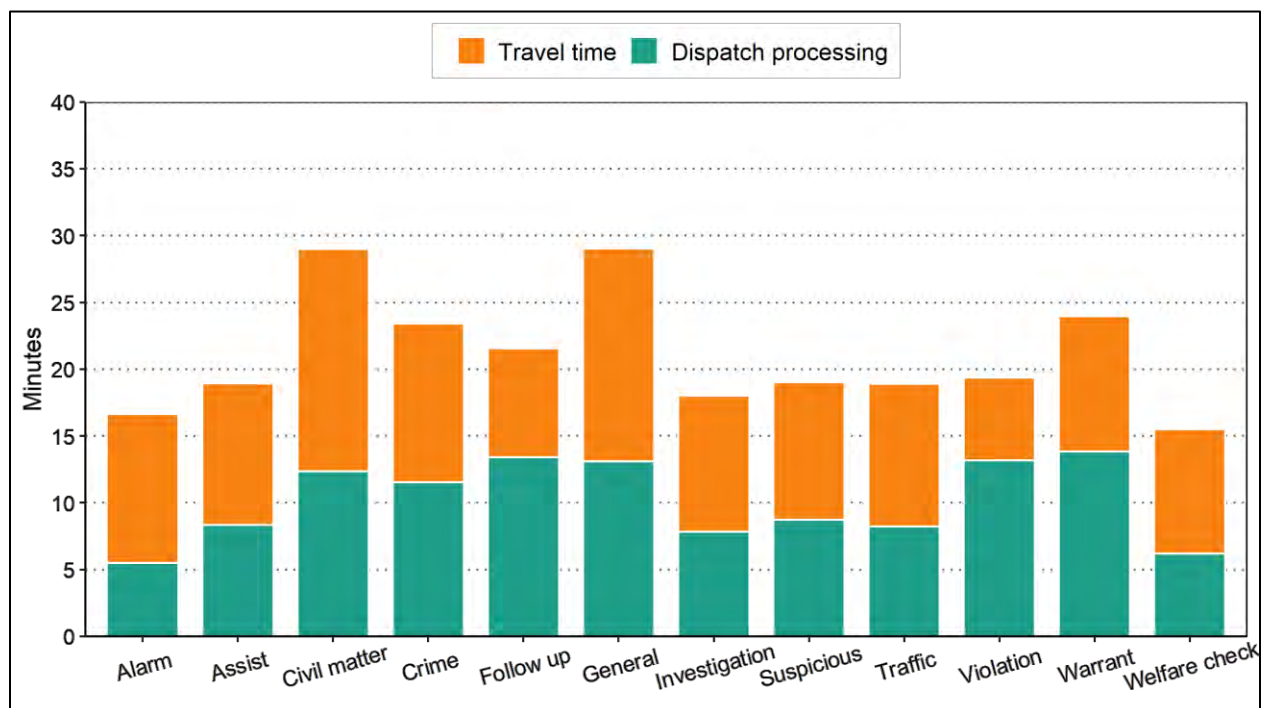
FIGURE 11-68: Average Response Time by Category, Winter 2022, District 7**FIGURE 11-69: Average Response Time by Category, Summer 2022, District 7**

TABLE 11-61: Average Response Time Components by Category, District 7

Category	Winter				Summer			
	Minutes			Calls	Minutes			Calls
	Dispatch	Travel	Response		Dispatch	Travel	Response	
Alarm	4.2	11.8	16.0	98	5.5	11.2	16.6	143
Assist citizen	12.1	11.0	23.1	34	10.8	10.2	20.9	30
Assist other agency	6.8	12.0	18.9	22	4.3	11.3	15.6	18
Civil matter	6.8	20.2	27.0	9	12.3	16.6	29.0	12
Crime–person	11.2	12.8	23.9	42	10.1	12.0	22.0	58
Crime–property	13.2	12.4	25.6	72	12.6	11.9	24.5	78
Follow-up	18.1	10.8	28.9	20	13.4	8.1	21.6	25
Animal call	12.9	13.6	26.5	26	8.1	10.6	18.7	16
Miscellaneous	32.4	11.7	44.1	6	20.3	23.8	44.1	11
Investigation	7.5	11.9	19.4	212	7.8	10.2	18.0	259
Suspicious incident	10.2	11.9	22.2	32	8.7	10.3	19.0	31
Accident	5.3	9.7	15.0	50	5.3	7.8	13.1	32
Traffic enforcement	11.9	13.6	25.5	10	17.6	19.8	37.4	10
Violation	16.2	13.6	29.8	18	13.2	6.2	19.4	5
Warrant	14.0	21.9	35.9	1	13.8	10.1	24.0	9
Welfare check	7.6	11.2	18.9	132	6.2	9.3	15.5	147
Total Average	8.9	11.9	20.8	784	8.3	10.7	19.0	884

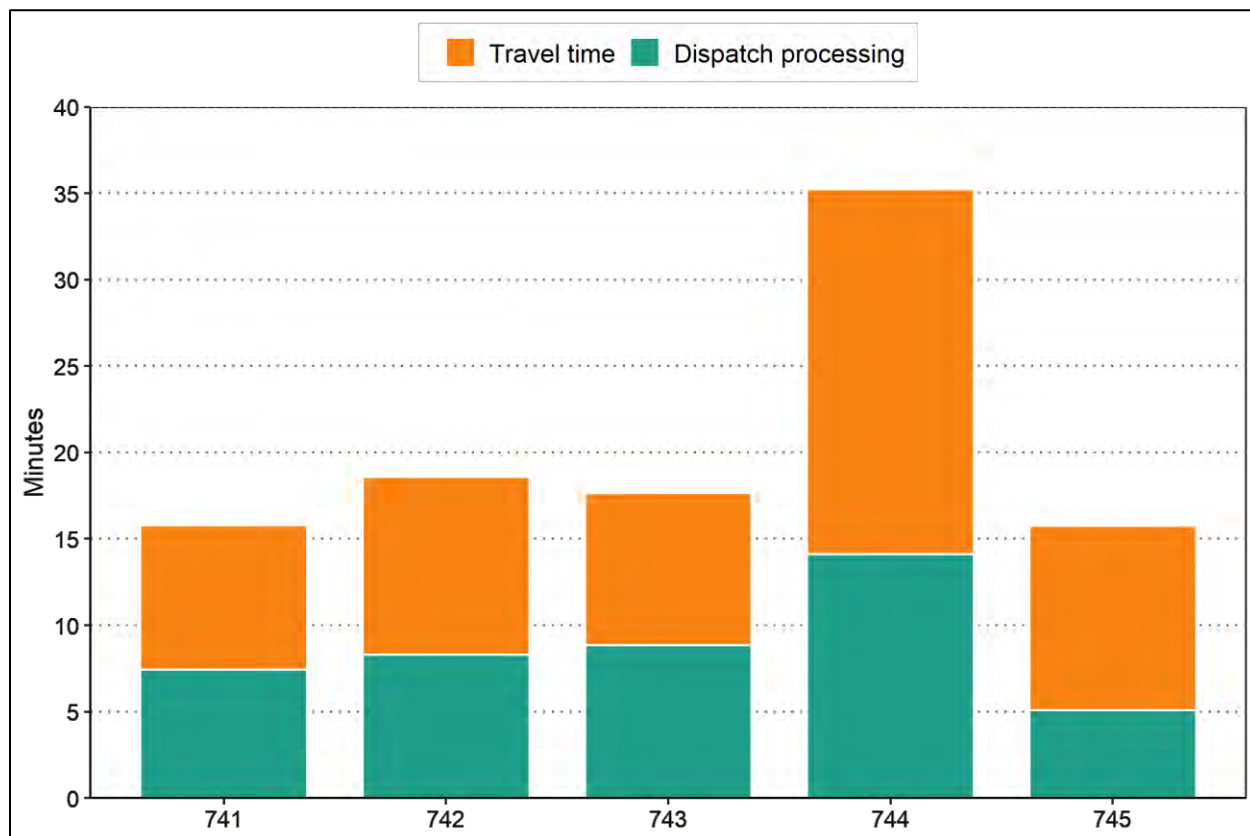
Note: The total average is weighted according to the number of calls per category.

TABLE 11-62: 90th Percentiles for Response Time Components by Category, District 7

Category	Minutes in Winter			Minutes in Summer		
	Dispatch	Travel	Response	Dispatch	Travel	Response
Alarm	7.7	30.4	35.8	14.7	22.0	38.4
Assist citizen	43.4	26.0	55.0	37.9	23.8	46.1
Assist other agency	17.7	19.6	36.1	9.4	27.8	33.8
Civil matter	13.9	38.7	63.1	21.4	34.9	47.9
Crime–person	29.2	32.9	63.5	21.8	29.1	48.8
Crime–property	45.1	30.3	65.1	39.9	36.6	60.9
Follow-up	56.5	33.3	74.6	32.9	18.8	47.2
Animal call	27.0	24.7	40.4	17.7	20.9	31.2
Miscellaneous	103.4	26.3	113.8	45.6	31.0	66.0
Investigation	21.4	27.1	45.8	18.0	22.1	43.7
Suspicious incident	16.7	31.9	50.3	16.0	21.4	32.9
Accident	11.7	20.0	37.2	12.9	15.4	27.1
Traffic enforcement	20.8	25.5	46.3	54.2	46.4	91.2
Violation	52.5	29.4	62.6	34.3	13.4	38.7
Warrant	14.0	21.9	35.9	32.5	23.7	44.1
Welfare check	22.8	27.3	37.3	13.3	18.1	30.6
Total Average	23.2	28.4	48.1	20.9	24.4	43.9

Observations:

- In winter, the average response time was as short as 16 minutes (for alarms) and as long as 36 minutes (for warrants).
- In summer, the average response time was as short as 16 minutes (for welfare checks) and as long as 29 minutes (for civil matters and general miscellaneous).
- The average response time for crimes was 25 minutes in winter and 23 minutes in summer.
- In winter, the 90th percentile value for response time was as short as 36 minutes (for alarms) and as long as 85 minutes (for general miscellaneous).
- In summer, the 90th percentile value for response time was as short as 31 minutes (for welfare checks) and as long as 60 minutes (for crimes).

FIGURE 11-70: Average Response Time Components by Beat, District 7

Note: We limited our response time analysis to calls located within District 7.

TABLE 11-63: Average Response Time Components by Beat, District 7

Beat	Minutes			Calls	Area (Sq. Miles)	Population
	Dispatch	Travel	Response			
741	7.4	8.4	15.8	2,199	6.4	8,640
742	8.3	10.3	18.6	896	8.7	7,630
743	8.9	8.8	17.6	1,234	3.1	7,495
744	14.1	21.1	35.2	940	64.6	7,701
745	5.1	10.7	15.7	26	2.0	248
Total	9.1	11.1	20.1	5,295	84.9	31,714

Observations:

- Beat 745 had the shortest average dispatch processing time and response time.
- For all District 7 beats, the average dispatch time was 9.1 minutes, and the average response time was 20.1 minutes.

TABLE 11-64: Average Dispatch, Travel, and Response Times by Priority, District 7

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.0	6.5	7.6	116	16.1
2	6.0	10.3	16.3	2,153	35.6
3	11.6	11.8	23.3	3,026	57.3
Weighted Average/Total	9.1	11.1	20.1	5,295	47.7
Accidents with injuries	1.7	7.9	9.6	50	15.9

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

Observations:

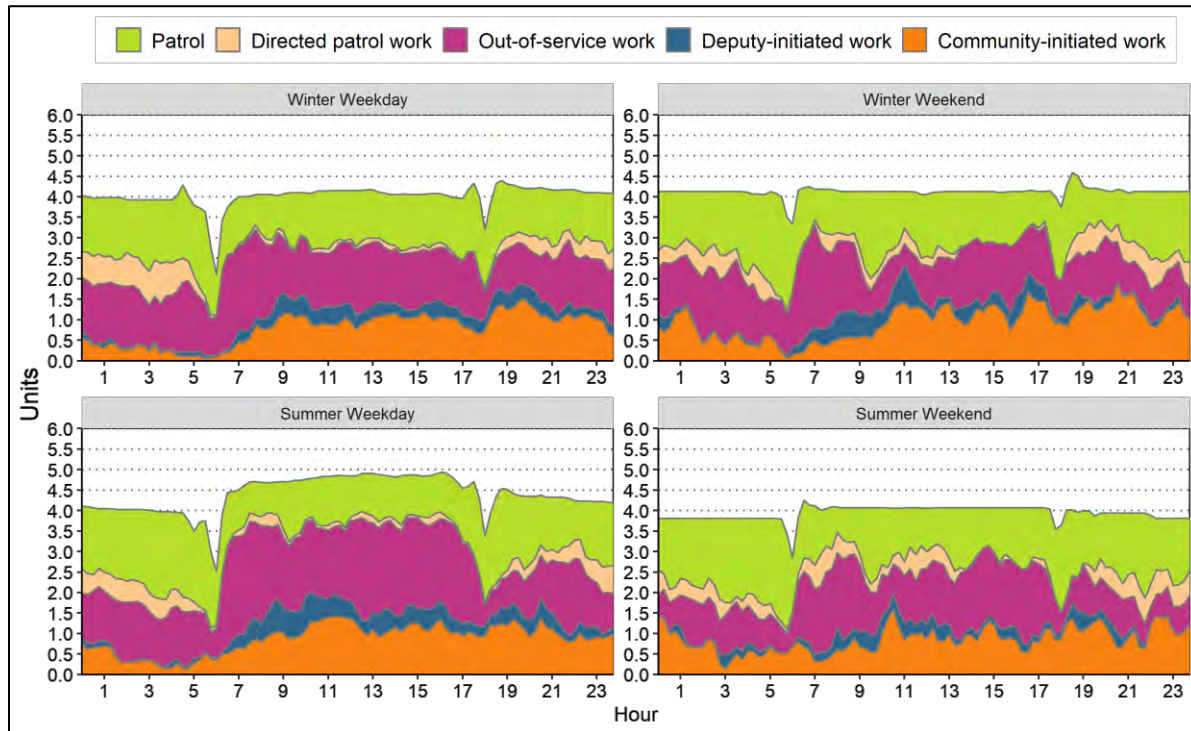
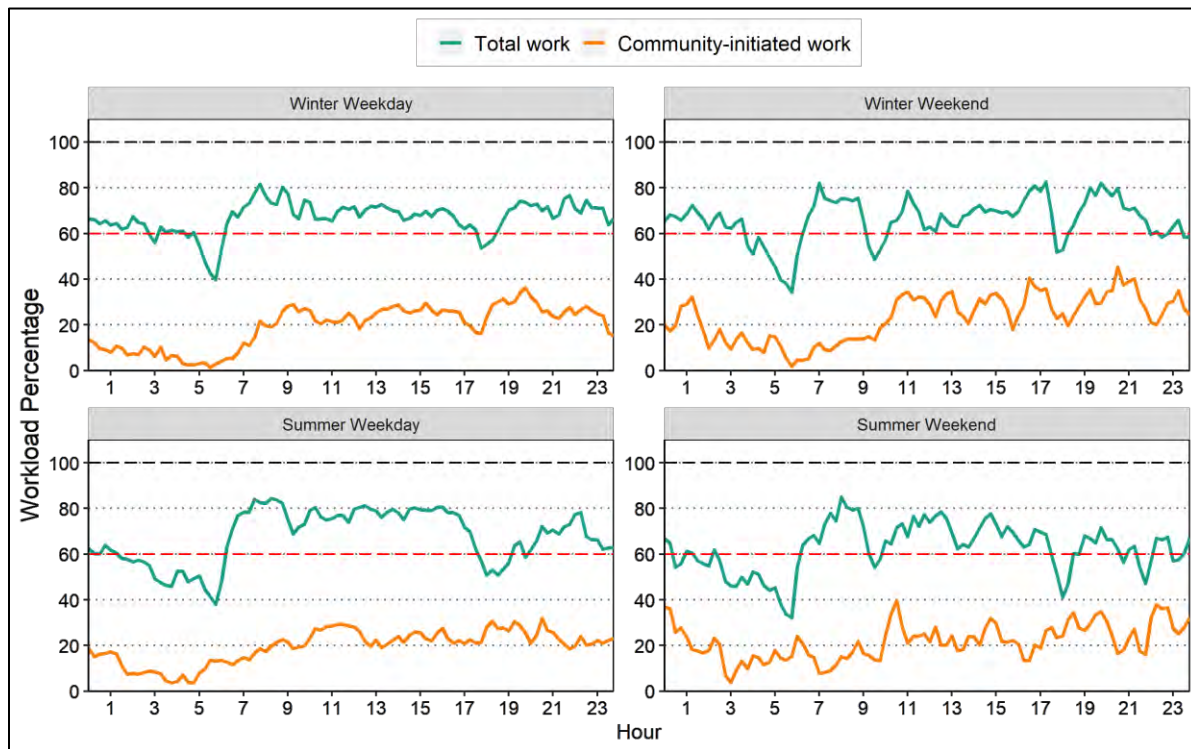
- High-priority calls had an average response time of 7.6 minutes, lower than the overall average of 20.1 minutes for all calls.
- Average dispatch processing time was 1.0 minutes for high-priority calls, compared to 9.1 minutes overall.
- Average response time for injury accidents was 9.6 minutes, with a dispatch processing time of 1.7 minutes.

TABLE 11-65: Activities and Occupied Times by Description, District 7

Description	Occupied Time	Count
At court	85.5	24
At station	72.5	1,418
Briefing	64.6	246
Court order: traffic stop data	11.3	2,280
Directed patrol	50.6	3,901
Gas	24.4	858
IA complaint intake/follow-up	105.8	15
Meeting and/or going to another agency	107.1	25
Miscellaneous	56.8	519
Miscellaneous administrative activity	113.9	820
Report writing	67.5	1,791
Traffic enforcement	28.9	1,031
Training	59.7	37
Vehicle maintenance	61.6	16
Administrative - Weighted Average/Total	49.8	12,981
Personal - Meal break	43.1	254
Weighted Average/Total Calls	49.7	13,235

Observations:

- The most common out-of-service activity was “directed patrol.”
- The longest average time spent on out-of-service activities was for “miscellaneous administrative activity.”
- The average time spent on out-of-service activities was 49.7 minutes.

FIGURE 11-71: Deployment and All Workload, District 7 Units**FIGURE 11-72: Workload Percentage by Hour, District 7 Units**

Observations:

Winter:

■ Deployment:

- The average deployment was 4.0 units per hour in winter.
- The average deployment was 4.0 units per hour during the week and 4.1 units per hour on the weekend.
- Average deployment varied from 2.1 to 4.4 units per hour on weekdays and 3.3 to 4.6 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 0.8 units per hour during the week and 1.0 units per hour on weekends.
- This was approximately 20 percent of hourly deployment during the week and 23 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 36 percent of deployment between 7:45 p.m. and 8:00 p.m.
- On weekends, workload reached a maximum of 45 percent of deployment between 8:30 p.m. and 8:45 p.m.

■ All work:

- Average workload was 2.7 units per hour during the week and 2.7 units per hour on weekends.
- This was approximately 67 percent of hourly deployment during the week and 66 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 82 percent of deployment between 7:45 a.m. and 8:00 a.m.
- On weekends, workload reached a maximum of 83 percent of deployment between 7:00 a.m. and 7:15 a.m., between 5:15 p.m. and 5:30 p.m., and between 7:45 p.m. and 8:00 p.m.

Summer:

■ Deployment:

- The average deployment was 4.3 units per hour in summer.
- The average deployment was 4.4 units per hour during the week and 3.9 units per hour on the weekend.
- The average deployment varied from 2.5 to 4.9 units per hour on weekdays and 2.8 to 4.3 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 0.9 units per hour during the week and 0.9 units per hour on weekends.

- This was approximately 20 percent of hourly deployment during the week and 22 percent of hourly deployment on weekends.
- During the week, workload reached a maximum of 32 percent of deployment between 8:30 p.m. and 8:45 p.m.
- On weekends, workload reached a maximum of 40 percent of deployment between 10:30 a.m. and 10:45 a.m.
- All work:
 - Average workload was 3.0 units per hour during the week and 2.5 units per hour on weekends.
 - This was approximately 69 percent of hourly deployment during the week and 63 percent of hourly deployment on weekends.
 - During the week, workload reached a maximum of 84 percent of deployment between 7:30 a.m. and 7:45 a.m. and between 8:15 a.m. and 8:45 a.m.
 - On weekends, workload reached a maximum of 85 percent of deployment between 8:00 a.m. and 8:15 a.m.

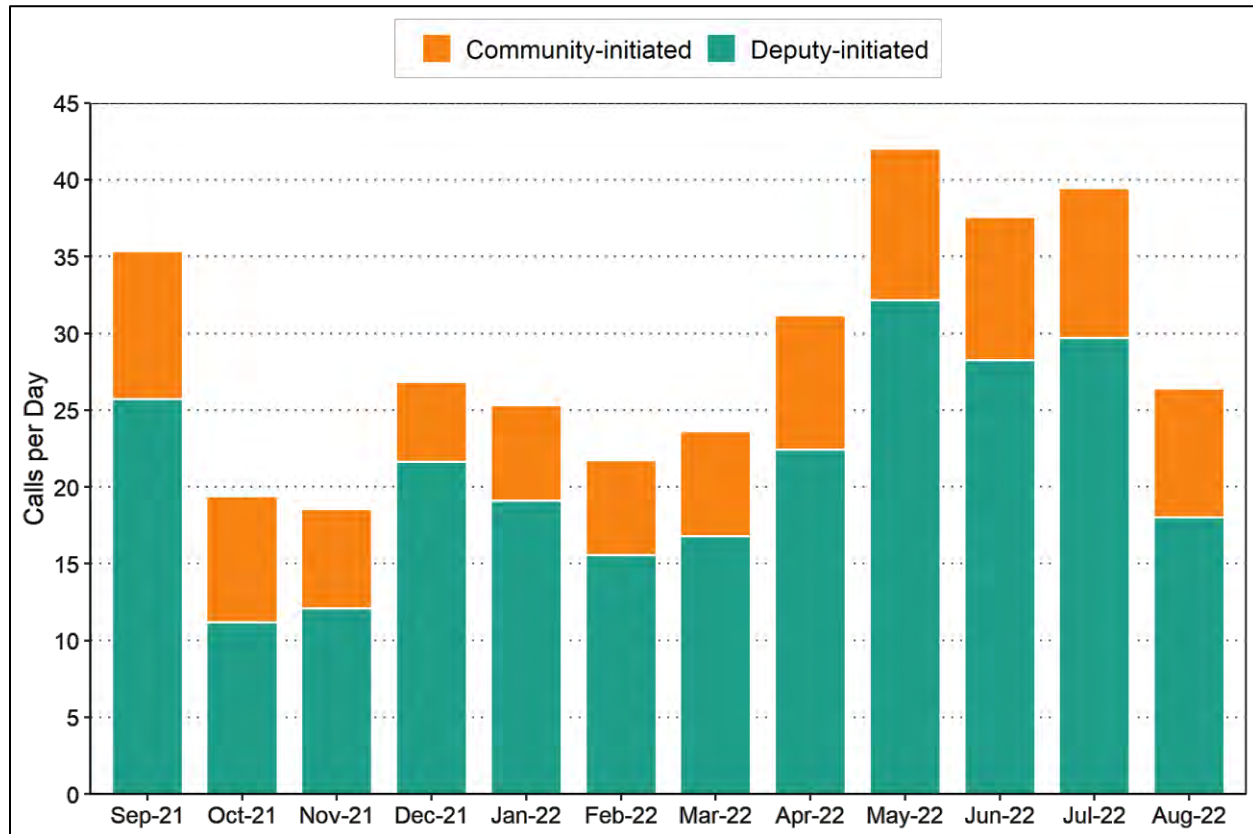
District 5: Lake Patrol Units

TABLE 11-66: Events, Calls, and Workload by Category, District 5

Category	Events	Calls	Work Hours
Alarm	42	42	15.5
Assist citizen	942	942	635.4
Assist other agency	364	364	670.2
Civil matter	46	46	51.4
Crime–person	255	255	692.7
Crime–property	421	421	617.1
Directed patrol	6,827	NA	NA
Follow-up	439	439	661.6
Animal call	96	96	96.6
Miscellaneous	29	29	33.7
Investigation	1,395	1,395	2,757.3
Suspicious incident	62	62	68.5
Accident	483	483	1,342.2
Traffic enforcement	4,676	4,676	1,887.6
Violation	705	705	444.0
Warrant	70	70	188.4
Welfare check	558	558	748.0
Total	17,410	10,583	10,910.1

Observations:

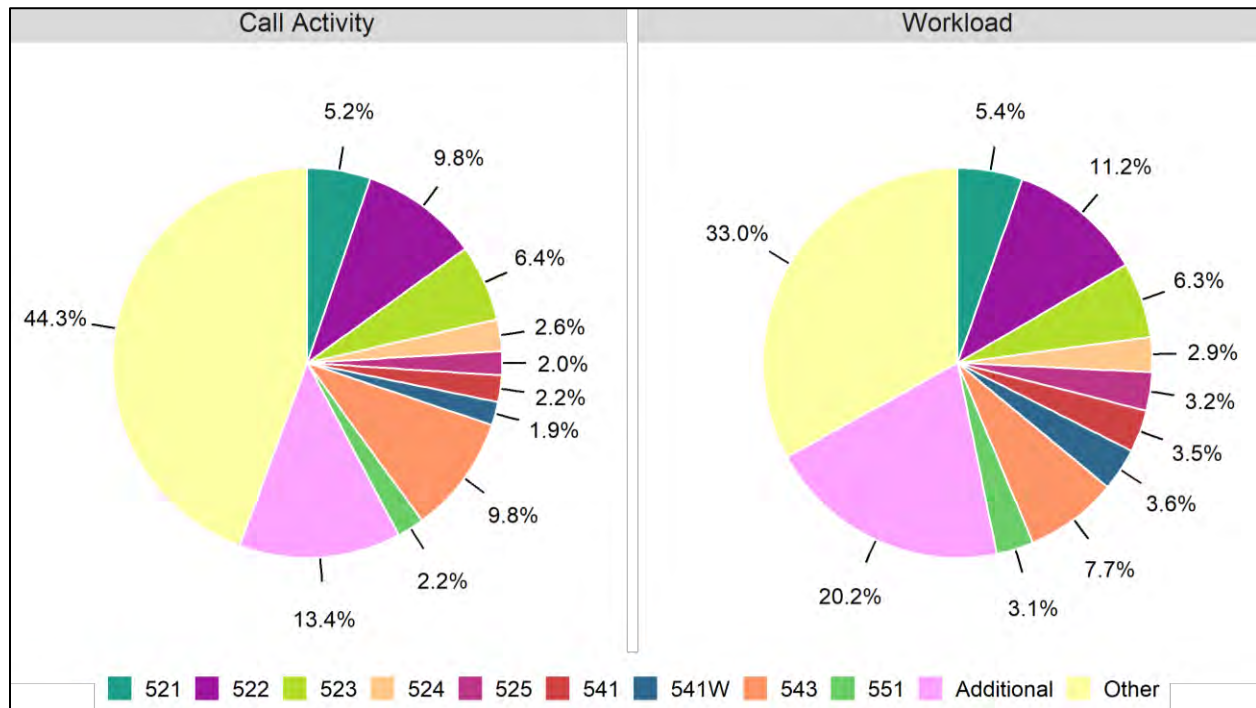
- There were 17,410 events either in District 5 or involving a Lake Patrol Unit.
- On average, there were 29.0 calls per day, or 1.2 per hour.
- Total workload averaged 30 hours per day, meaning that on average 1.2 units per hour were busy responding to calls.
- The top four categories accounted for 81 percent of calls:
 - 50 percent of calls were traffic-related.
 - 13 percent of calls were investigations.
 - 12 percent of calls were assists.
 - 7 percent of calls were violations.
- 6 percent of calls were crimes.

FIGURE 11-73: Calls per Day by Initiator and Month, District 5**TABLE 11-67: Calls per Day by Initiator and Month, District 5**

Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	9.6	8.2	6.5	5.2	6.2	6.2	6.8	8.7	9.9	9.3	9.8	8.4
Deputy-initiated	25.7	11.2	12.1	21.6	19.1	15.6	16.8	22.4	32.2	28.2	29.7	18.0
Total	35.4	19.4	18.6	26.8	25.3	21.8	23.6	31.2	42.0	37.6	39.5	26.4

Observations:

- The number of calls per day was lowest in November.
- The number of calls per day was highest in May.
- The months with the most calls had 126 percent more calls than the months with the fewest calls.
- May had the most deputy-initiated calls, with 188 percent more than October, which had the fewest.
- May had the most community-initiated calls, with 90 percent more than December, which had the fewest.

FIGURE 11-74: Percentage Calls and Work Hours by Beat, District 5

Note: District 5 has about 35 beats. About 26 beats each with less than 200 calls are grouped as "additional District 5 beats".

TABLE 11-68: Calls and Work Hours per Day by Beat, District 5

Beat	Calls	Work Hours	Area (Sq. Miles)	Population (2022)
521	1.5	1.6	13.4	3
522	2.8	3.3	0.5	63
523	1.8	1.9	55.5	33
524	0.7	0.9	0.9	11
525	0.6	1.0	18.1	49
541	0.6	1.0	1.9	0
541W	0.6	1.1	181.3	0
543	2.8	2.3	222.3	26
551	0.6	0.9	5.5	0
Additional District 5 beats	3.8	6.0	556.7	458
District Subtotal	15.8	20.0	1,056.2	643
Other MCSO district	9.2	6.7	NA	NA
Miscellaneous	0.3	0.4	NA	NA
Stations	0.4	0.7	NA	NA
Unknown	2.8	2.0	NA	NA
Other Subtotal	12.6	9.9	NA	NA
Total	28.5	29.9	1,056.2	643

Observations:

- Beat 522 had the most calls and workload. It accounted for 10 percent of total calls and 11 percent of total workload.
- The top 3 most frequent beats in the “other MCSO beats” category are beats 341, 125, and 433.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 28.5 calls per day in the preceding table but 40.9 total responses per day here. The table documents two distinct types of units. There are the “local” units assigned to District 5 while the “other” units are assigned to other MCSO districts.

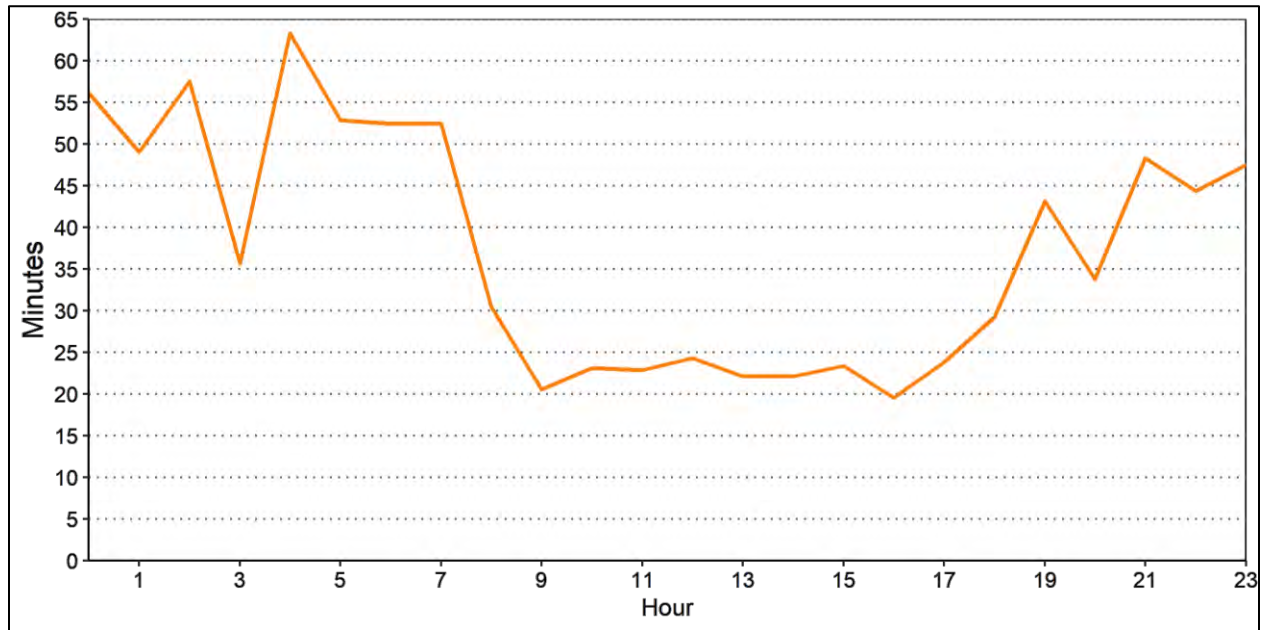
TABLE 11-69: Call Responses and Workload per Day by District and Unit Assignment, District 5

District	Responses		Work Hours	
	Local units	Other units	Local units	Other units
5	24.2	1.3	18.6	1.4
Other	15.4	NA	9.9	NA
Total	39.6	1.3	28.5	1.4

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

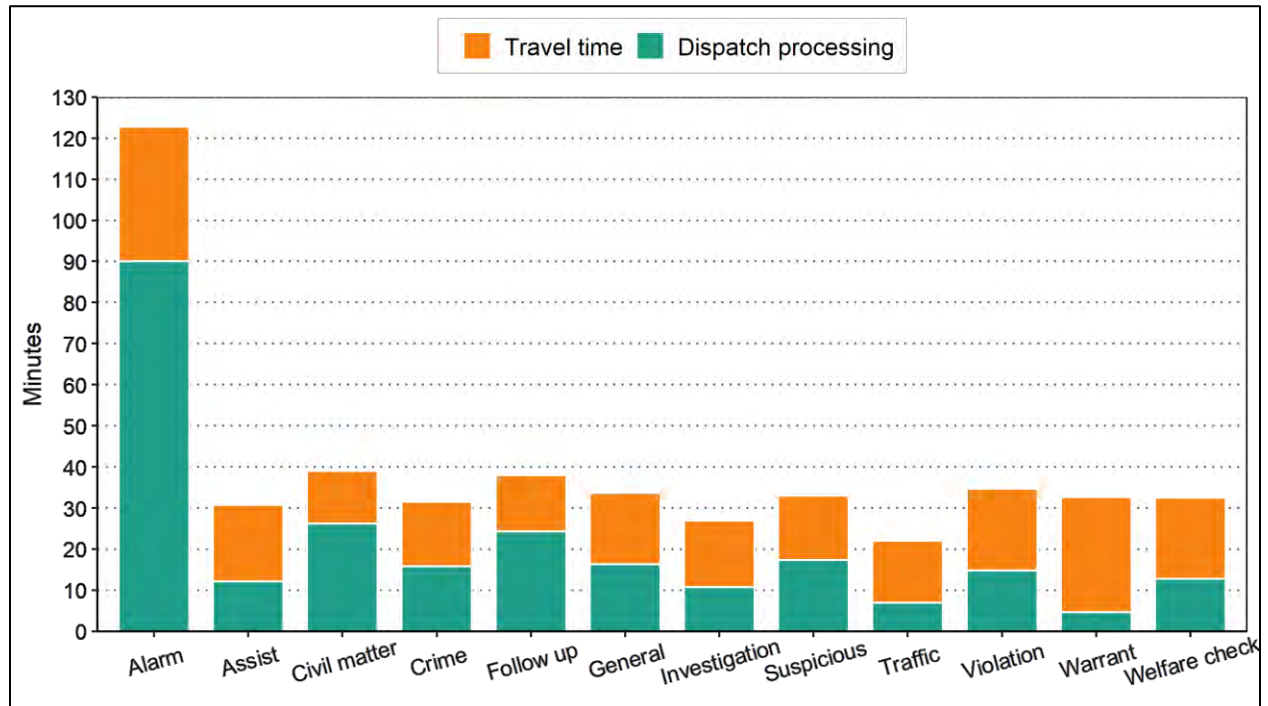
- Inside District 5, local units accounted for 24.2 responses per day, while other units accounted for 1.3 responses per day. In other words, local units were responsible for about 95 percent of the responses in District 5.
- Inside District 5, local units accounted for 18.6 work hours per day, while other units accounted for 1.4 work hours per day. In other words, local units were responsible for about 93 percent of the work hours in District 5.

FIGURE 11-75: Average Response Time by Hour of Day, District 5

Note: We limited our response time analysis to calls located within District 5.

Observations:

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 a.m. and 6:00 a.m. with an average of 63.3 minutes.
- The shortest response times were between 4:00 p.m. and 5:00 p.m. with an average of 19.6 minutes.

FIGURE 11-76: Average Response Time by Category, District 5**TABLE 11-70: Average Response Time Components by Category, District 5**

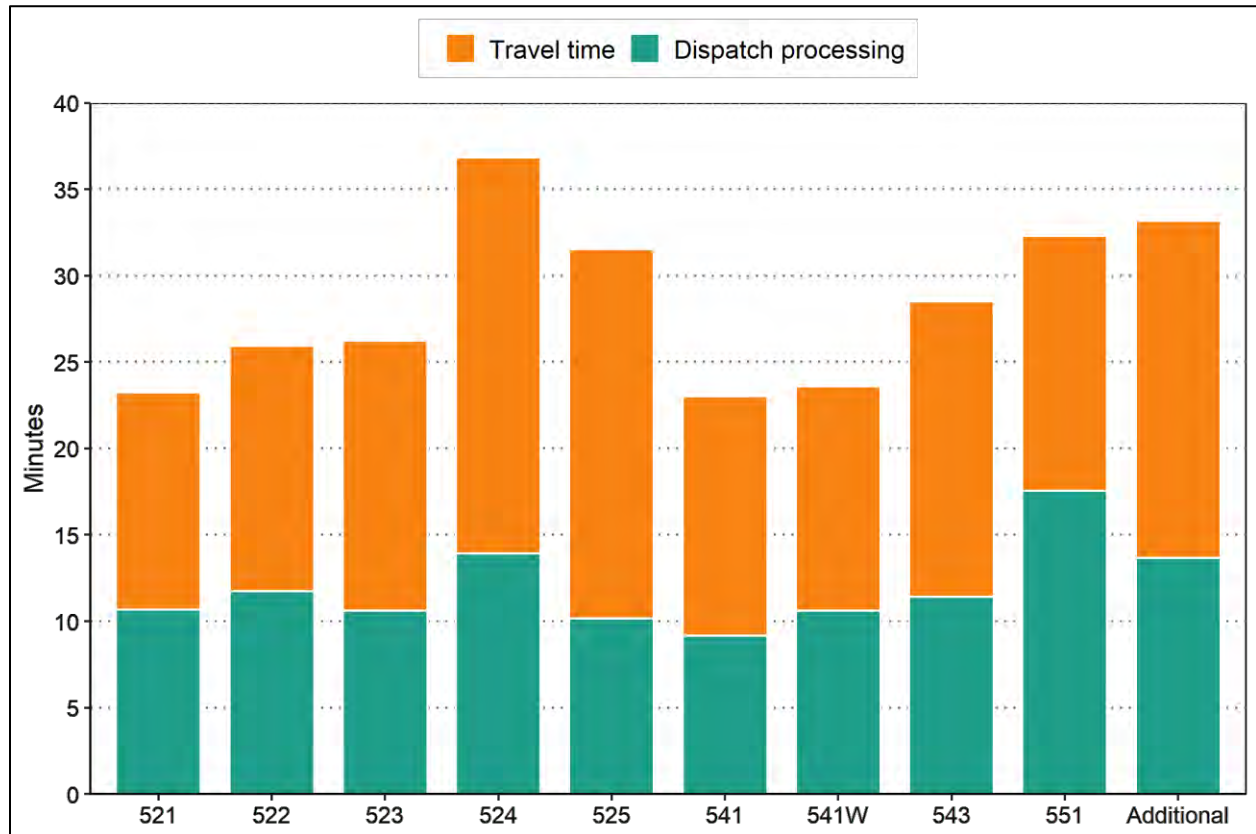
Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	90.0	32.7	122.7	1
Assist citizen	12.5	17.9	30.4	224
Assist other agency	10.7	21.4	32.1	62
Civil matter	26.2	12.8	39.0	23
Crime–person	12.7	13.7	26.3	82
Crime–property	17.9	17.3	35.2	119
Follow-up	24.3	13.7	37.9	29
Animal call	15.8	16.9	32.7	37
Miscellaneous	19.6	20.0	39.6	6
Investigation	10.8	16.2	26.9	522
Suspicious incident	17.4	15.6	33.0	20
Accident	6.3	15.7	22.0	183
Traffic enforcement	10.4	12.2	22.6	30
Violation	14.8	19.9	34.7	17
Warrant	4.7	27.9	32.6	3
Welfare check	12.8	19.7	32.6	233
Total Average	12.2	17.0	29.2	1,591

TABLE 11-71: 90th Percentiles for Response Time Components by Category, District 5

Category	Minutes		
	Dispatch	Travel	Response
Alarm	123.6	32.7	156.3
Assist citizen	29.5	49.9	75.4
Assist other agency	31.1	46.0	72.4
Civil matter	102.2	55.9	142.3
Crime–person	32.7	34.9	71.9
Crime–property	55.7	60.1	94.0
Follow-up	87.1	72.6	199.9
Animal call	44.3	48.1	67.0
Miscellaneous	43.9	37.8	68.6
Investigation	30.3	40.8	74.0
Suspicious incident	44.6	33.5	68.3
Accident	22.0	32.6	48.6
Traffic enforcement	25.4	33.3	47.7
Violation	38.2	40.4	62.8
Warrant	7.5	54.6	62.2
Welfare check	37.2	55.4	86.4
Total Average	36.2	44.0	77.4

Observations:

- The average response time was as short as 22 minutes (for traffic-related calls) and as long as 123 minutes (for alarms).
- The average response time for crimes was 32 minutes.
- The 90th percentile value for response time was as short as 49 minutes (for traffic-related calls) and as long as 200 minutes (for follow-ups).

FIGURE 11-77: Average Response Time Components by Beat, District 5

Note: We limited our response time analysis to calls located within District 5.

TABLE 11-72: Average Response Time Components by Beat, District 5

Beat	Minutes			Calls	Area (Sq. Miles)	Population (2022)
	Dispatch	Travel	Response			
521	10.7	12.6	23.2	174	13.4	3
522	11.8	14.2	25.9	270	0.5	63
523	10.6	15.6	26.2	157	55.5	33
524	13.9	22.9	36.8	92	0.9	11
525	10.2	21.4	31.5	90	18.1	49
541	9.2	13.9	23.0	30	1.9	0
541W	10.6	13.0	23.6	78	181.3	0
543	11.4	17.1	28.5	149	222.3	26
551	17.6	14.7	32.3	53	5.5	0
Additional beats	13.7	19.5	33.2	498	556.7	458
Total	12.2	17.0	29.2	1,591	1056.2	643

Observations:

- Beat 541W had the shortest average dispatch processing time.
- Beat 541 and 521 had the shortest average response time.
- For all District 5 beats, the average dispatch time was 12.2 minutes, and the average response time was 29.2 minutes.

TABLE 11-73: Average Dispatch, Travel, and Response Times by Priority, District 5

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.7	15.0	17.7	101	31.5
2	9.3	16.2	25.5	625	69.8
3	15.1	17.7	32.9	861	86.5
4	68.1	31.9	100.0	4	466.3
Weighted Average/Total	12.2	17.0	29.2	1,591	77.4
Accidents with injuries	3.3	16.8	20.1	49	37.6

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

Observations:

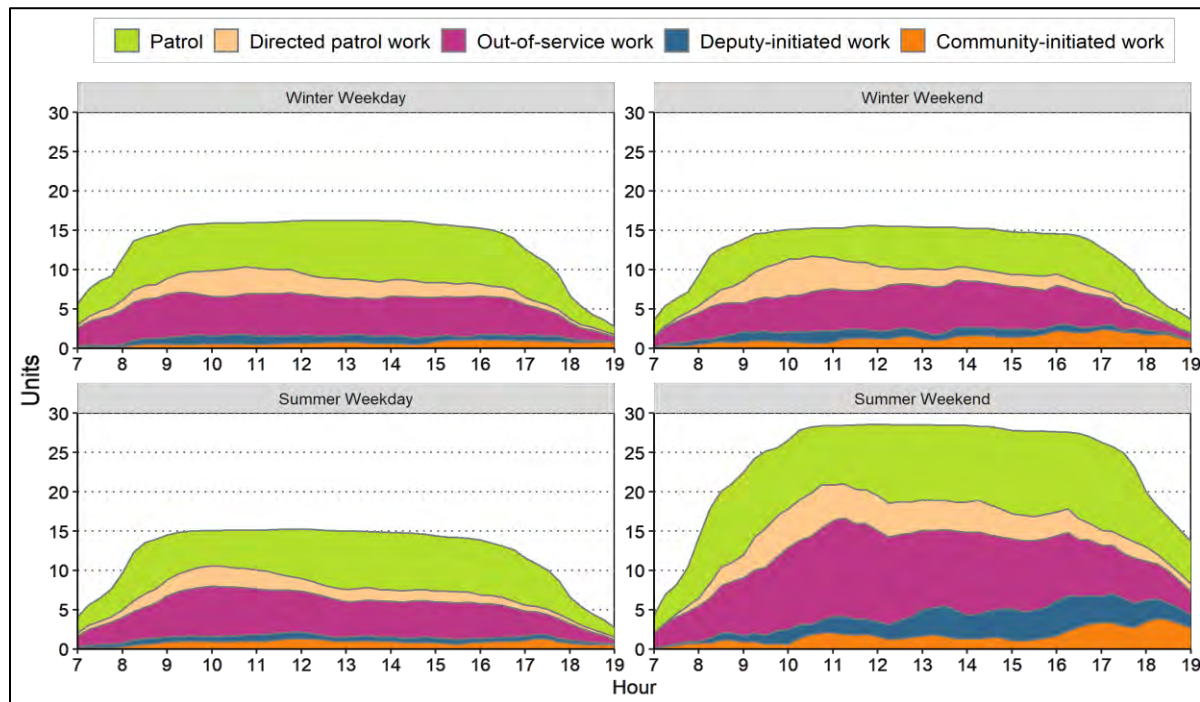
- High-priority calls had an average response time of 17.7 minutes, lower than the overall average of 29.2 minutes for all calls.
- Average dispatch processing time was 2.7 minutes for high-priority calls, compared to 12.2 minutes overall.
- Average response time for injury accidents was 20.1 minutes, with a dispatch processing time of 3.3 minutes.

TABLE 11-74: Activities and Occupied Times by Description, Lake Units

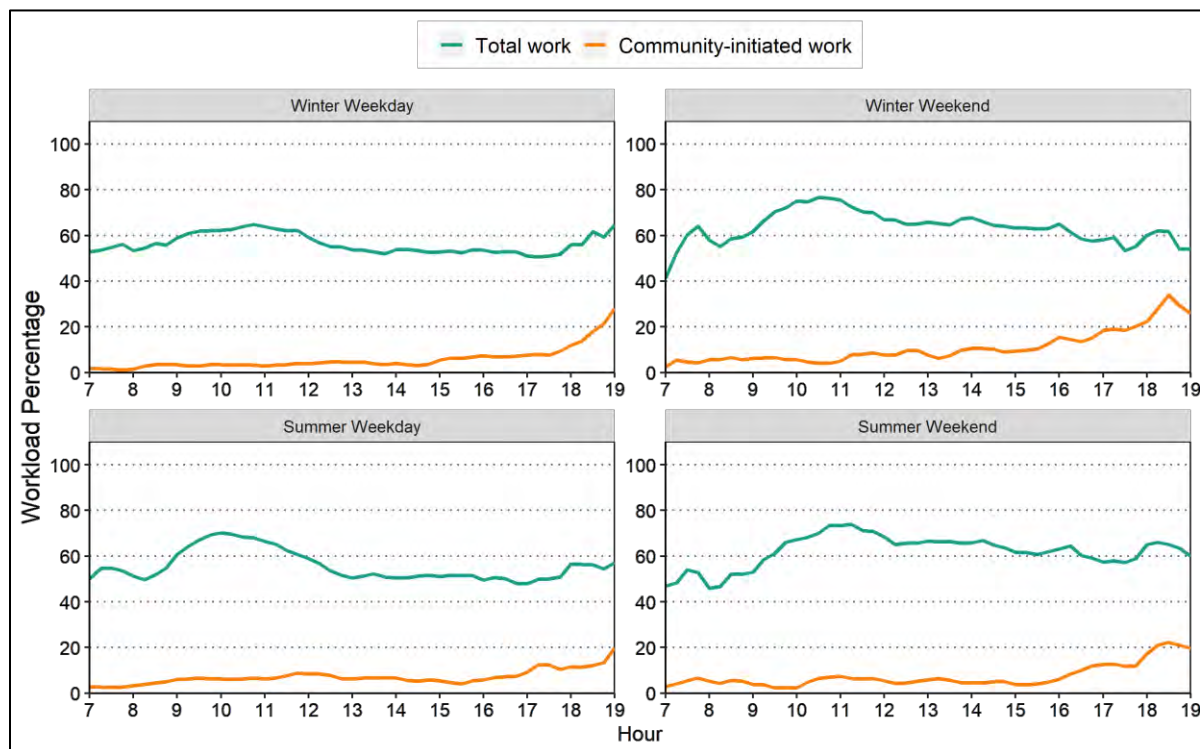
Description	Occupied Time	Count
At court	97.5	27
At station	89.4	1,454
Briefing	78.8	245
Court order: traffic stop data	11.3	2,148
Directed patrol	59.9	8,453
Gas	18.9	674
IA complaint intake/follow-up	127.0	47
Meeting and/or going to another agency	118.1	381
Miscellaneous	80.4	2,893
Miscellaneous administrative activity	113.4	685
Report writing	86.6	885
Traffic enforcement	38.8	1,488
Training	110.4	461
Vehicle maintenance	78.8	403
Administrative - Weighted Average/Total	62.9	20,244
Personal - Meal break	60.1	155
Weighted Average/Total Calls	62.9	20,399

Observations:

- The most common out-of-service activity was “directed patrol.”
- The longest average time spent on out-of-service activities was for “IA complaint intake/follow-up.”
- The average time spent on out-of-service activities was 62.9 minutes.

FIGURE 11-78: Deployment and All Workload, District 5 (Lake) Units

Note: For Figures 11-78, 111-79, and Observations, the analysis only focuses on Lake Patrol's work and deployment from 7:00 a.m. to 7:00 p.m.

FIGURE 11-79: Workload Percentage by Hour, District 5 (Lake) Units

Observations:

Winter:

■ Deployment:

- The average deployment was 13.2 units per hour in winter.
- The average deployment was 13.4 units per hour during the week and 12.7 units per hour on the weekend.
- The average deployment varied from 2.7 to 16.3 units per hour on weekdays and 3.6 to 15.6 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 0.6 units per hour during the week and 1.3 units per hour on weekends.
- This was approximately 4 percent of hourly deployment during the week and 9 percent of hourly deployment on weekends.
- During the week, the workload reached a maximum of 28 percent of deployment between 7:00 p.m. and 7:15 p.m.
- On weekends, the workload reached a maximum of 34 percent of deployment between 6:30 p.m. and 6:45 p.m.

■ All work:

- Average workload was 7.6 units per hour during the week and 8.3 units per hour on weekends.
- This was approximately 56 percent of hourly deployment during the week and 64 percent of hourly deployment on weekends.
- During the week, the workload reached a maximum of 65 percent of deployment between 10:45 a.m. and 11:00 a.m.
- On weekends, the workload reached a maximum of 77 percent of deployment between 10:30 a.m. and 10:45 a.m.

Summer:

■ Deployment:

- The average deployment was 16.2 units per hour in summer.
- The average deployment was 12.4 units per hour during the week and 23.9 units per hour on the weekend.
- The average deployment varied from 2.7 to 15.2 units per hour on weekdays and 4.3 to 28.6 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 0.8 units per hour during the week and 1.7 units per hour on weekends.

- This was approximately 7 percent of hourly deployment during the week and 7 percent of hourly deployment on weekends.
- During the week, the workload reached a maximum of 20 percent of deployment between 7:00 p.m. and 7:15 p.m.
- On weekends, the workload reached a maximum of 22 percent of deployment between 6:30 p.m. and 6:45 p.m.
- All work:
 - Average workload was 7.0 units per hour during the week and 15.2 units per hour on weekends.
 - This was approximately 56 percent of hourly deployment during the week and 63 percent of hourly deployment on weekends.
 - During the week, the workload reached a maximum of 70 percent of deployment between 10:00 a.m. and 10:15 a.m.
 - On weekends, the workload reached a maximum of 74 percent of deployment between 11:15 a.m. and 11:30 a.m.

District 6: Queen Creek

TABLE 11-75: Events, Calls, and Workload by Category, District 6

Category	Events	Calls	Work Hours
Alarm	363	363	160.2
Assist citizen	182	182	100.5
Assist other agency	115	115	137.7
Civil matter	75	75	84.9
Crime–person	354	354	700.3
Crime–property	564	564	923.2
Directed patrol	240	NA	NA
Follow-up	700	700	541.4
Animal call	72	72	47.7
Miscellaneous	62	62	67.8
Investigation	1,585	1,585	1,487.8
Suspicious incident	120	120	121.3
Accident	681	681	1,483.3
Traffic enforcement	689	689	339.0
Violation	522	522	272.4
Warrant	68	68	210.9
Welfare check	612	612	582.7
Total	7,004	6,764	7,261.0

Note: MCSO discontinued service for District 6 on January 11, 2022.

Observations:

- There were 7,004 events either in District 6 or involving a District 6 unit.
- During the study period, MCSO provided law enforcement services for 133 days.
- On average, there were 50.9 calls per day, or 2.1 per hour.
- Total workload averaged 55 hours per day, meaning that on average 2.3 units per hour were busy responding to calls.
- The top four categories accounted for 68 percent of calls:
 - 23 percent of calls were investigations.
 - 21 percent of calls were traffic-related.
 - 14 percent of calls were crimes.
 - 10 percent of calls were for follow-ups.

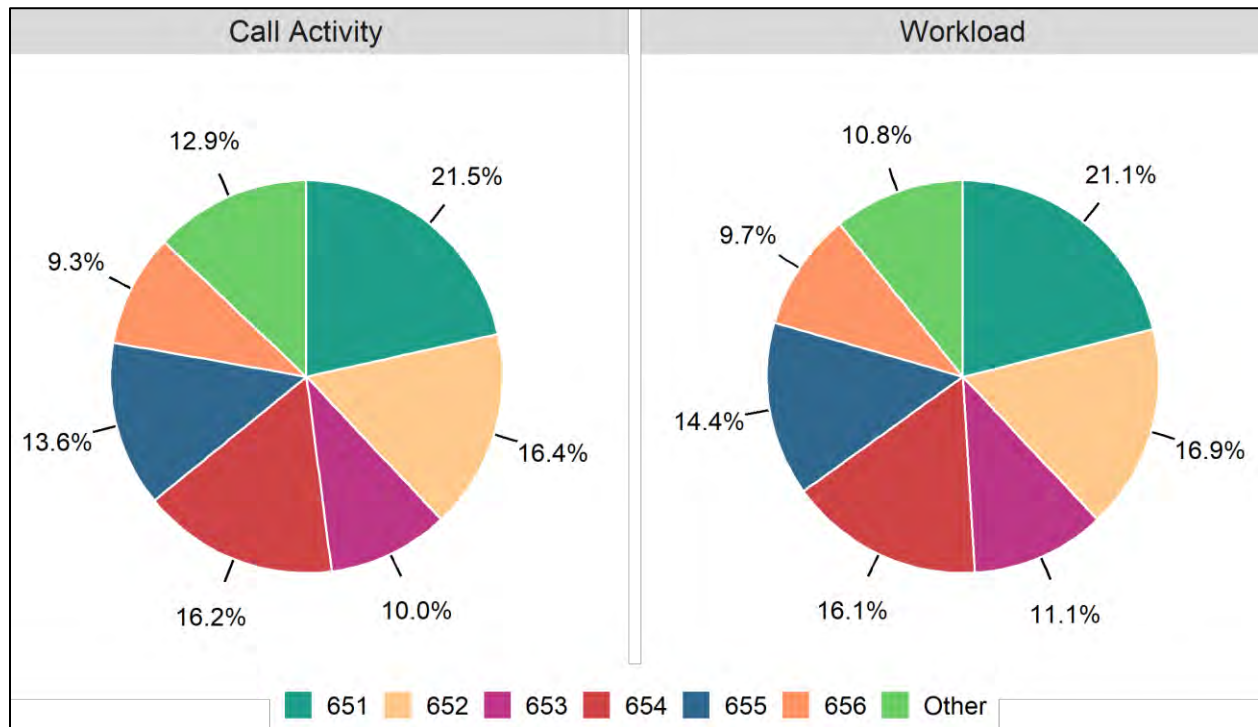
FIGURE 11-80: Percentage Calls and Work Hours by Beat, District 6

TABLE 11-76: Calls and Work Hours per Day by Beat, District 6

Beat	Calls	Work Hours
651	10.8	11.5
652	8.2	9.2
653	5.0	6.0
654	8.1	8.8
655	6.8	7.8
656	4.7	5.3
District Subtotal	43.7	48.7
Miscellaneous	0.4	0.5
Other MCSO district	2.7	3.0
Stations	0.8	0.8
Unknown	2.5	1.7
Other Subtotal	6.5	5.9
Total	50.1	54.6

Observations:

- Beat 651 had the most calls and workload. It accounted for 22 percent of total calls and 21 percent of total workload.
- With the other category excluded, an even distribution would allot 7.3 calls and 8.1 work hours per beat.

The following table counts each responding unit to a call as a separate “response,” which explains why there are 50.1 calls per day in the preceding table but 74.2 total responses per day here. This table documents two distinct types of units. There are the “local” units that are assigned to District 6 while the “other” units are assigned to other MCSO districts.

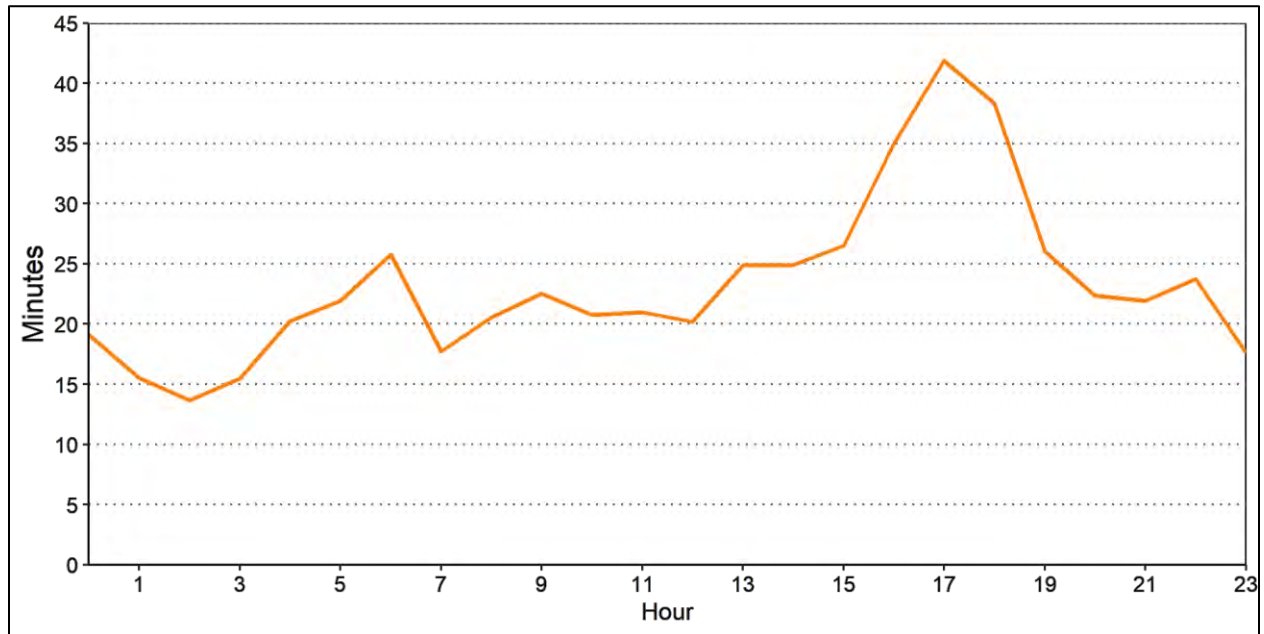
TABLE 11-77: Call Responses and Workload per Day by District and Unit Assignment, District 6

District	Responses		Work Hours	
	Local Units	Other units	Local Units	Other units
6	65.4	0.5	48.4	0.3
Other	8.3	NA	5.9	NA
Total	73.7	0.5	54.3	0.3

Note: Responses count each unit responding to a call individually. Thus, a single event may include multiple responses.

Observations:

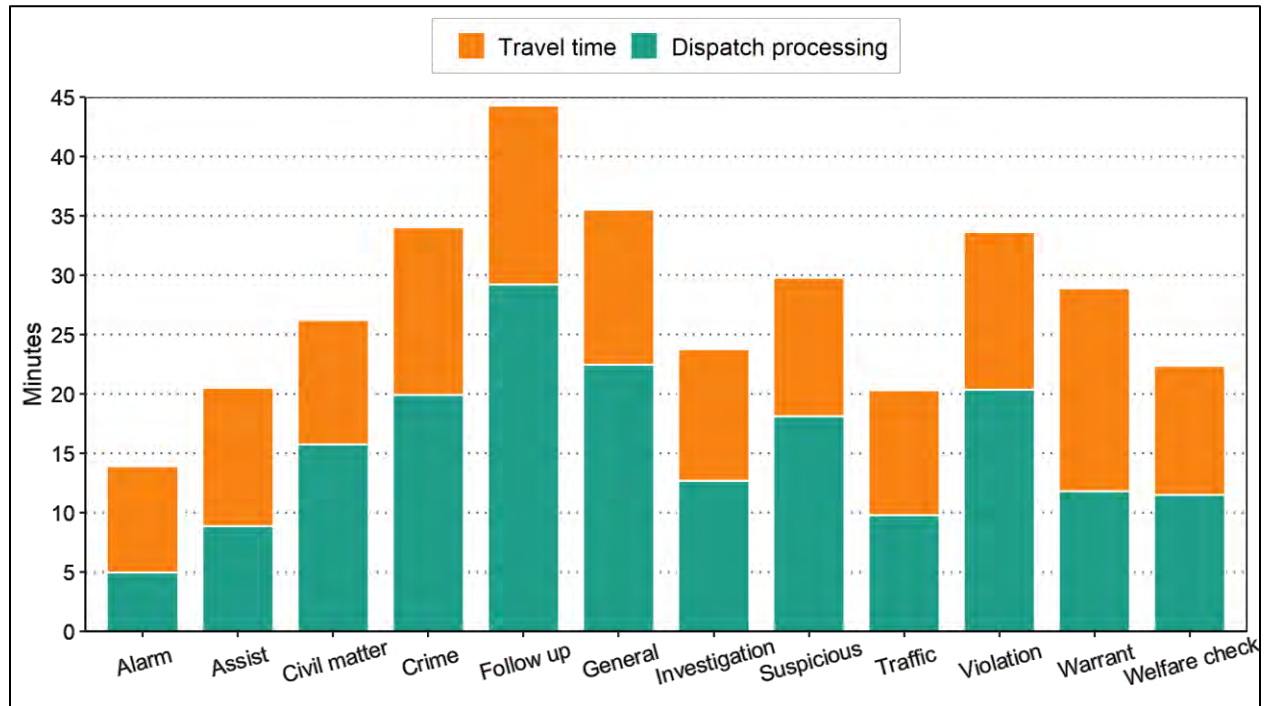
- Inside District 6, local units accounted for 65.4 responses per day, while other units accounted for 0.5 responses per day. In other words, local units were responsible for about 99 percent of the responses in District 6.
- Inside District 6, local units accounted for 48.4 work hours per day, while other units accounted for 0.3 work hours per day. In other words, local units were responsible for about 99 percent of the work hours in District 6.

FIGURE 11-81: Average Response Time, by Hour of Day, District 6

Note: We limited our response time analysis to calls located within District 6.

Observations:

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 41.9 minutes.
- The shortest response times were between 2:00 a.m. and 3:00 a.m., with an average of 13.6 minutes.

FIGURE 11-82: Average Response Time by Category, District 6**TABLE 11-78: Average Response Time Components by Category, District 6**

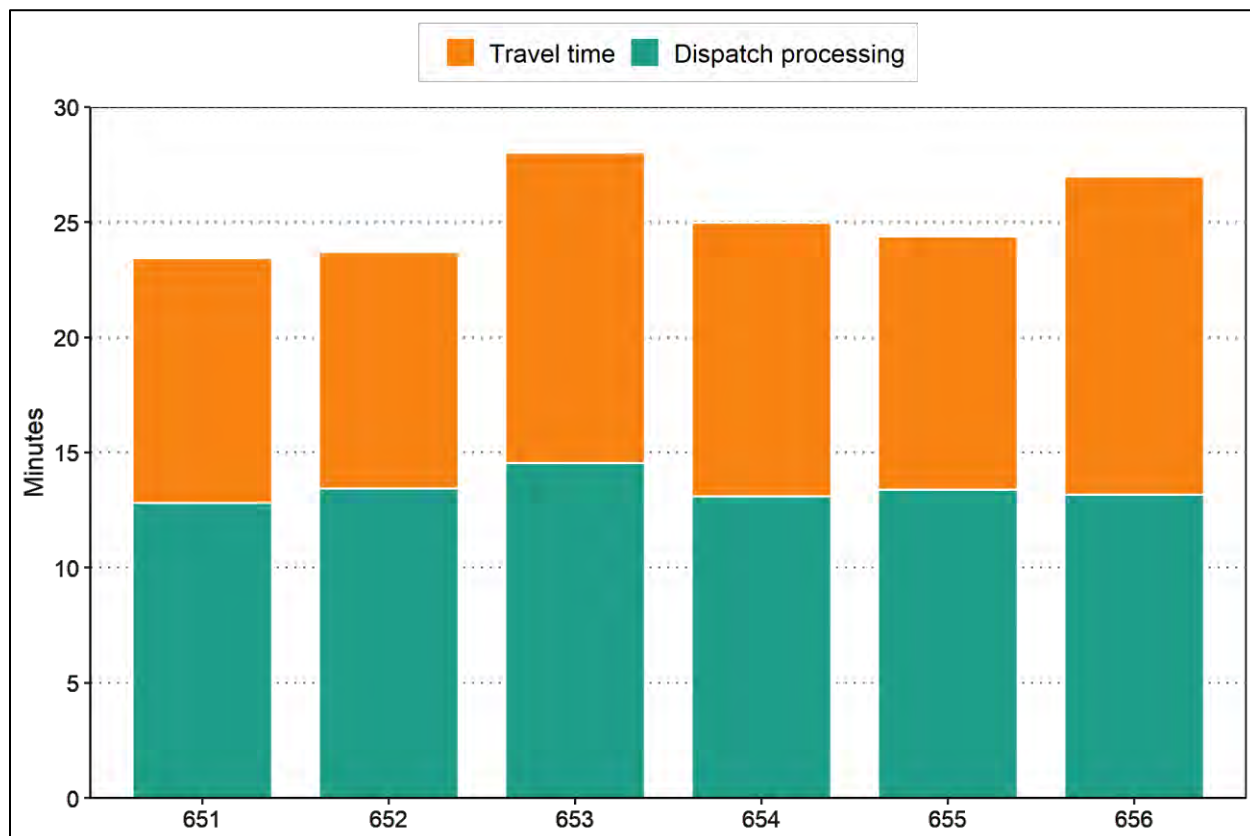
Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	5.0	9.0	13.9	324
Assist citizen	13.0	11.9	24.8	74
Assist other agency	5.0	11.5	16.6	80
Civil matter	15.7	10.5	26.2	53
Crime–person	18.8	14.3	33.2	239
Crime–property	20.5	14.0	34.5	430
Follow-up	29.2	15.1	44.3	76
Animal call	22.5	14.2	36.7	58
Miscellaneous	22.3	11.6	33.9	46
Investigation	12.7	11.1	23.8	1,160
Suspicious incident	18.1	11.7	29.8	90
Accident	8.3	10.3	18.6	563
Traffic enforcement	20.1	12.0	32.1	80
Violation	20.3	13.3	33.6	41
Warrant	11.8	17.1	28.9	21
Welfare check	11.5	10.9	22.4	527
Total Average	13.3	11.5	24.8	3,862

TABLE 11-79: 90th Percentiles for Response Time Components by Category, District 6

Category	Minutes		
	Dispatch	Travel	Response
Alarm	10.4	16.5	25.1
Assist citizen	46.4	26.1	67.3
Assist other agency	14.2	22.8	32.3
Civil matter	54.0	24.0	72.9
Crime–person	91.4	36.7	124.9
Crime–property	72.2	33.2	96.4
Follow-up	110.2	51.5	125.3
Animal call	74.2	29.1	85.7
Miscellaneous	80.1	27.7	109.2
Investigation	37.6	22.3	55.5
Suspicious incident	72.6	26.5	85.9
Accident	20.5	19.9	39.3
Traffic enforcement	71.6	24.2	108.8
Violation	61.8	30.0	85.3
Warrant	18.9	43.1	61.8
Welfare check	33.6	21.6	53.2
Total Average	40.7	24.5	65.6

Observations:

- The average response time was as short as 14 minutes (for alarms) and as long as 44 minutes (for follow-ups).
- The average response time for crimes was 34 minutes.
- The 90th percentile value for response time was as short as 25 minutes (for alarms) and as long as 125 minutes (for follow-ups).

FIGURE 11-83: Average Response Time Components by Beat, District 6

Note: We limited our response time analysis to calls located within District 6.

TABLE 11-80: Average Response Time Components by Beat, District 6

Beat	Minutes			Calls
	Dispatch	Travel	Response	
651	12.8	10.6	23.4	993
652	13.4	10.3	23.7	736
653	14.5	13.5	28.0	486
654	13.1	11.9	25.0	604
655	13.4	11.0	24.4	615
656	13.2	13.8	27.0	428
Total	13.3	11.5	24.8	3,862

Observations:

- Beat 651 had the shortest average dispatch processing time.
- Beat 652 had the shortest average response time.
- For all District 6 beats, the average dispatch time was 10.5 minutes, and the average response time was 22.6 minutes.

TABLE 11-81: Average Dispatch, Travel, and Response Times by Priority, District 6

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	0.9	5.2	6.0	99	10.3
2	8.7	10.3	18.9	1,615	42.0
3	17.4	12.8	30.2	2,148	79.7
Weighted Average/Total	13.3	11.5	24.8	3,862	65.6
Accidents with injuries	2.5	6.1	8.6	55	14.8

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

Observations:

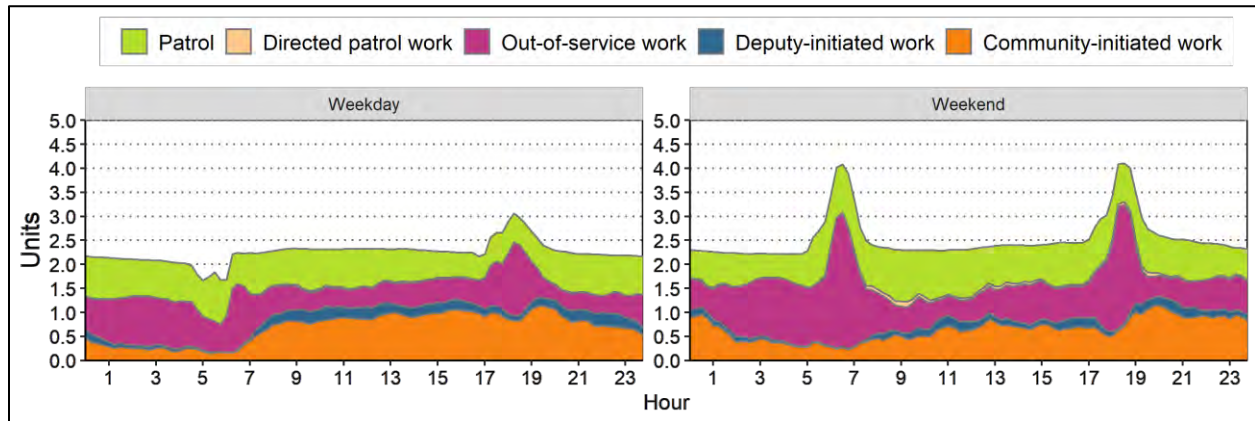
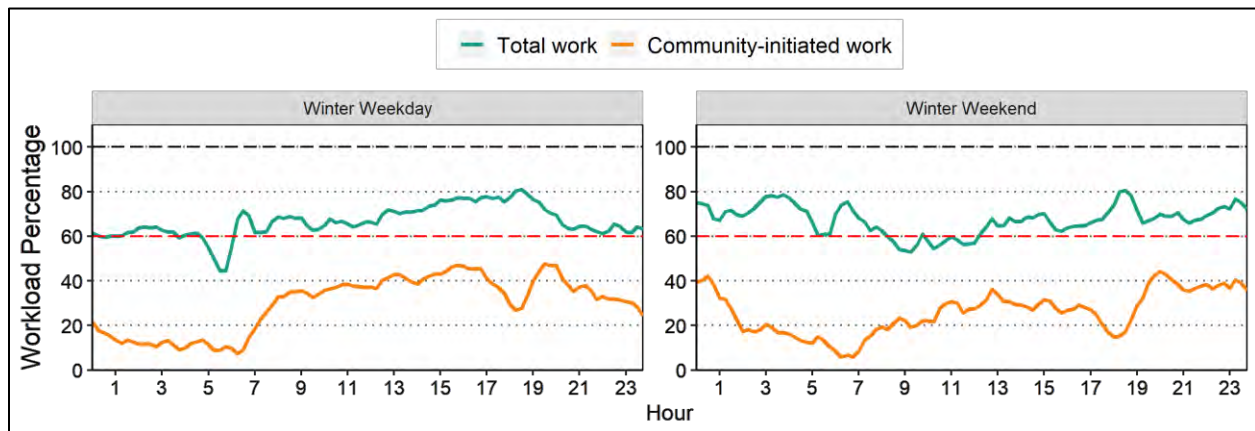
- High-priority calls had an average response time of 6.0 minutes, lower than the overall average of 24.8 minutes for all calls.
- Average dispatch processing time was 0.9 minutes for high-priority calls, compared to 13.3 minutes overall.
- Average response time for injury accidents was 8.6 minutes, with a dispatch processing time of 2.5 minutes.

TABLE 11-82: Activities and Occupied Times by Description, District 6

Description	Occupied Time	Count
At station	65.5	606
Briefing	54.7	973
Court order: Traffic stop data	13.0	189
Directed patrol	43.2	521
Gas	18.1	75
IA complaint intake/follow-up	105.9	14
Miscellaneous administrative activity	92.3	923
Report writing	76.3	1,961
Vehicle maintenance	63.5	17
Administrative - Weighted Average/Total	67.5	5,279
Personal - Meal break	49.3	540
Weighted Average/Total Calls	65.9	5,819

Observations:

- The most common out-of-service activity was "report writing."
- The longest average time spent on out-of-service activities was for "IA complaint intake/follow-up."
- The average time spent on out-of-service activities was 65.9 minutes.

FIGURE 11-84: Deployment and All Workload, District 6 Units**FIGURE 11-85: Workload Percentage by Hour, District 6 Units**

Observations:

■ Deployment:

- The average deployment was 2.3 units per hour in winter.
- The average deployment was 2.2 units per hour during the week and 2.5 units per hour on the weekend.
- The average deployment varied from 1.7 to 3.1 units per hour on weekdays and 2.2 to 4.1 units per hour on weekends.

■ Community-initiated work:

- Average community-initiated workload was 0.7 units per hour during the week and 0.6 units per hour on weekends.
- This was approximately 30 percent of hourly deployment during the week and 25 percent of hourly deployment on weekends.
- During the week, the workload reached a maximum of 48 percent of deployment between 7:30 p.m. and 7:45 p.m.
- On weekends, the workload reached a maximum of 44 percent of deployment between 8:00 p.m. and 8:15 p.m.

■ All work:

- Average workload was 1.5 units per hour during the week and 1.7 units per hour on weekends.
- This was approximately 67 percent of hourly deployment during the week and 68 percent of hourly deployment on weekends.
- During the week, the workload reached a maximum of 80 percent of deployment between 6:15 p.m. and 6:45 p.m.
- On weekends, the workload reached a maximum of 81 percent of deployment between 6:30 p.m. and 6:45 p.m.

CONTRACT AREAS

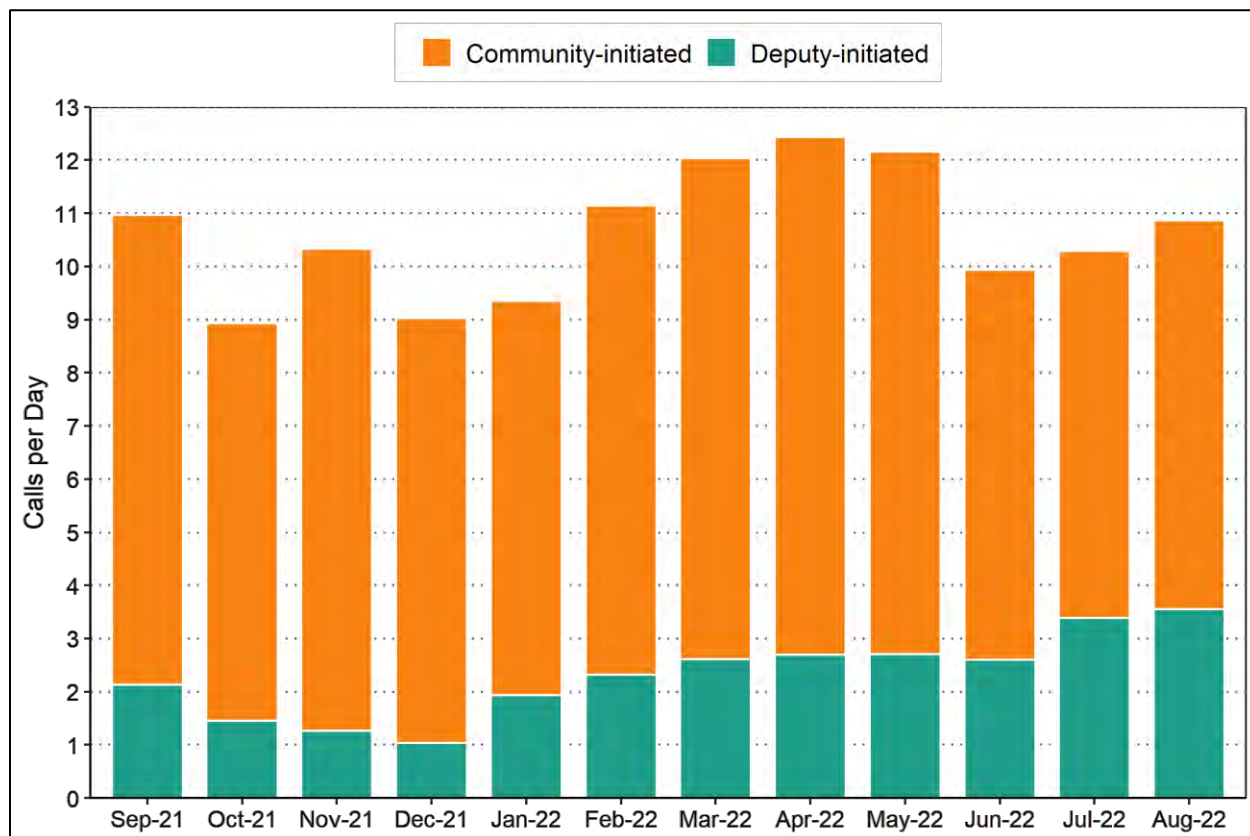
Guadalupe

TABLE 11-83: Events, Calls, and Workload by Category, Guadalupe

Category	Events	Calls	Work Hours
Alarm	127	127	53.5
Assist citizen	139	139	118.3
Assist other agency	120	120	134.4
Civil matter	70	70	94.2
Crime–person	369	369	1,352.5
Crime–property	553	553	1,145.8
Directed patrol	922	NA	NA
Follow-up	378	378	411.2
Animal call	48	48	62.9
Miscellaneous	22	22	18.9
Investigation	1,087	1,087	1,481.8
Suspicious incident	84	84	83.2
Accident	70	70	176.7
Traffic enforcement	97	97	87.7
Violation	32	32	29.0
Warrant	145	145	440.7
Welfare check	534	534	553.3
Total	4,797	3,875	6,244.1

Observations:

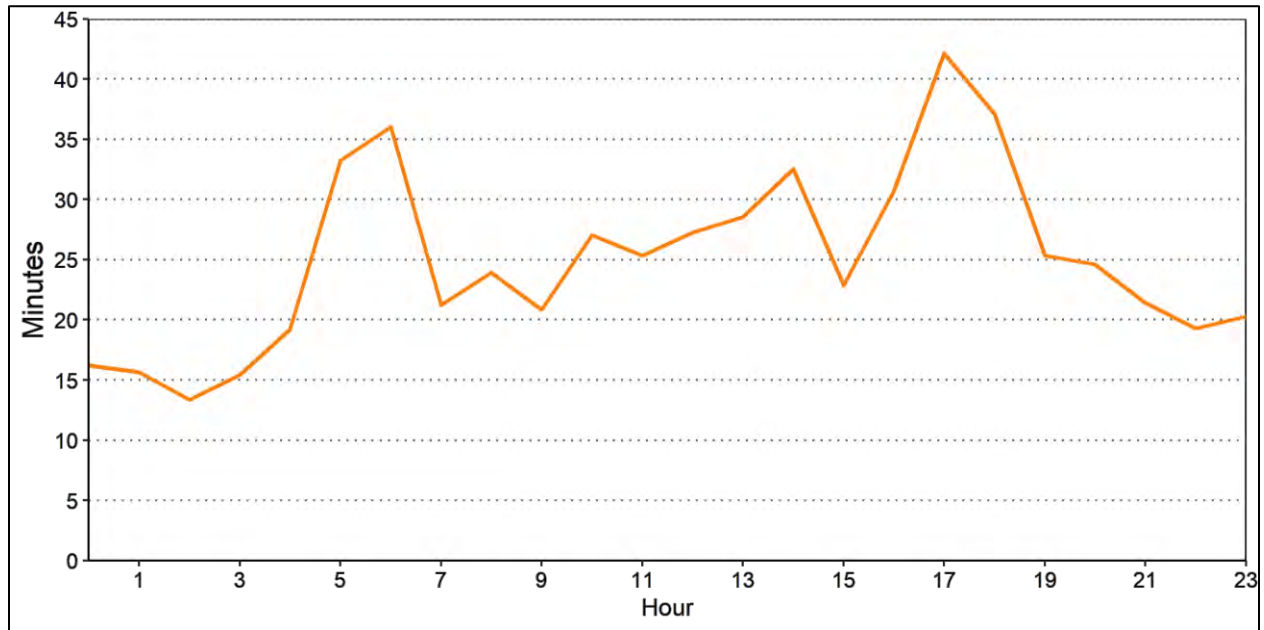
- There were 4,797 events in Guadalupe.
- On average, there were 10.6 calls per day, or 0.4 per hour.
- Total workload averaged 17.1 hours per day, meaning that on average 0.7 units per hour were busy responding to calls.
- The top four categories accounted for 75 percent of calls:
 - 28 percent of calls were investigations.
 - 24 percent of calls were crimes.
 - 14 percent of calls were welfare checks.
 - 10 percent of calls were for follow-ups.

FIGURE 11-86: Calls per Day, by Initiator and Month, Guadalupe**TABLE 11-84: Calls per Day, by Initiator and Month, Guadalupe**

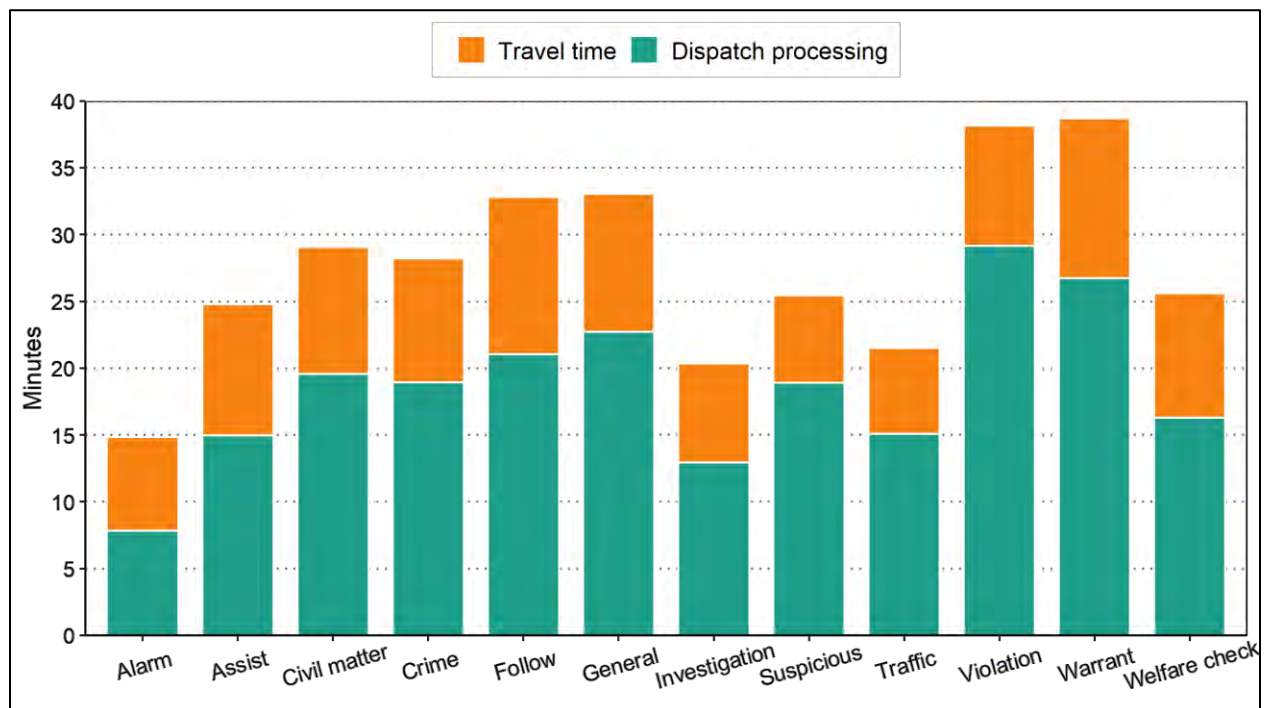
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	8.8	7.5	9.1	8.0	7.4	8.8	9.4	9.7	9.5	7.3	6.9	7.3
Deputy-initiated	2.1	1.5	1.3	1.0	1.9	2.3	2.6	2.7	2.7	2.6	3.4	3.5
Total	11.0	8.9	10.3	9.0	9.4	11.1	12.0	12.4	12.2	9.9	10.3	10.9

Observations:

- The number of calls per day was lowest in October.
- The number of calls per day was highest in April.
- The months with the most calls had 39 percent more calls than the months with the fewest calls.
- August had the most deputy-initiated calls, with 244 percent more than December, which had the fewest.
- April had the most community-initiated calls, with 41 percent more than July, which had the fewest.

FIGURE 11-87: Average Response Time by Hour of Day, Guadalupe**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 42.1 minutes.
- The shortest response times were between 2:00 a.m. and 3:00 a.m., with an average of 13.3 minutes.

FIGURE 11-88: Average Response Time by Category, Guadalupe**TABLE 11-85: Average Response Time Components by Category, Guadalupe**

Category				Calls
	Dispatch	Travel	Response	
Alarm	7.8	7.0	14.8	105
Assist citizen	18.4	10.9	29.4	64
Assist other agency	12.3	8.9	21.2	82
Civil matter	19.6	9.5	29.1	57
Crime–person	16.2	7.8	24.0	326
Crime–property	20.9	10.4	31.3	445
Follow-up	21.1	11.8	32.8	50
Animal call	23.2	12.1	35.2	40
Miscellaneous	21.4	4.9	26.3	13
Investigation	12.9	7.4	20.3	890
Suspicious incident	18.9	6.6	25.4	68
Accident	12.7	6.8	19.4	60
Traffic enforcement	23.1	5.2	28.4	18
Violation	29.2	9.0	38.1	14
Warrant	26.7	12.0	38.7	63
Welfare check	16.3	9.3	25.6	434
Total Average	16.2	8.6	24.8	2,729

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

TABLE 11-86: 90th Percentiles for Response Time Components by Category, Guadalupe

Category	Minutes		
	Dispatch	Travel	Response
Alarm	25.4	16.9	39.0
Assist citizen	55.8	26.2	76.9
Assist other agency	46.1	21.2	63.7
Civil matter	61.5	22.1	89.7
Crime–person	68.4	16.7	82.4
Crime–property	86.2	24.3	99.2
Follow-up	88.2	31.7	101.5
Animal call	60.0	27.8	84.8
Miscellaneous	75.6	9.3	80.2
Investigation	40.3	16.9	53.8
Suspicious incident	80.3	13.6	92.9
Accident	37.1	9.6	47.4
Traffic enforcement	108.5	12.8	118.8
Violation	143.5	19.4	158.6
Warrant	193.5	33.4	214.8
Welfare check	60.4	21.7	78.3
Total Average	60.7	20.1	76.9

Observations:

- The average response time was as short as 14 minutes (for alarms) and as long as 31 minutes (for violations).
- The average response time for crimes was 23 minutes.
- The 90th percentile value for response time was as short as 40 minutes (for alarms) and as long as 215 minutes (for warrants).

TABLE 11-87: Average Dispatch, Travel, and Response Times by Priority, Guadalupe

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.1	3.7	5.8	48	11.4
2	11.0	7.0	18.0	932	47.6
3	19.3	9.6	28.8	1,749	90.0
Weighted Average/Total	16.2	8.6	24.8	2,729	76.9
Accidents with injuries	0.7	6.1	6.8	5	10.8

Observations:

- High-priority calls had an average response time of 5.8 minutes, lower than the overall average of 24.8 minutes for all calls.
- Average dispatch processing time was 2.1 minutes for high-priority calls, compared to 16.2 minutes overall.
- Average response time for injury accidents was 6.8 minutes, with a dispatch processing time of 0.7 minutes.

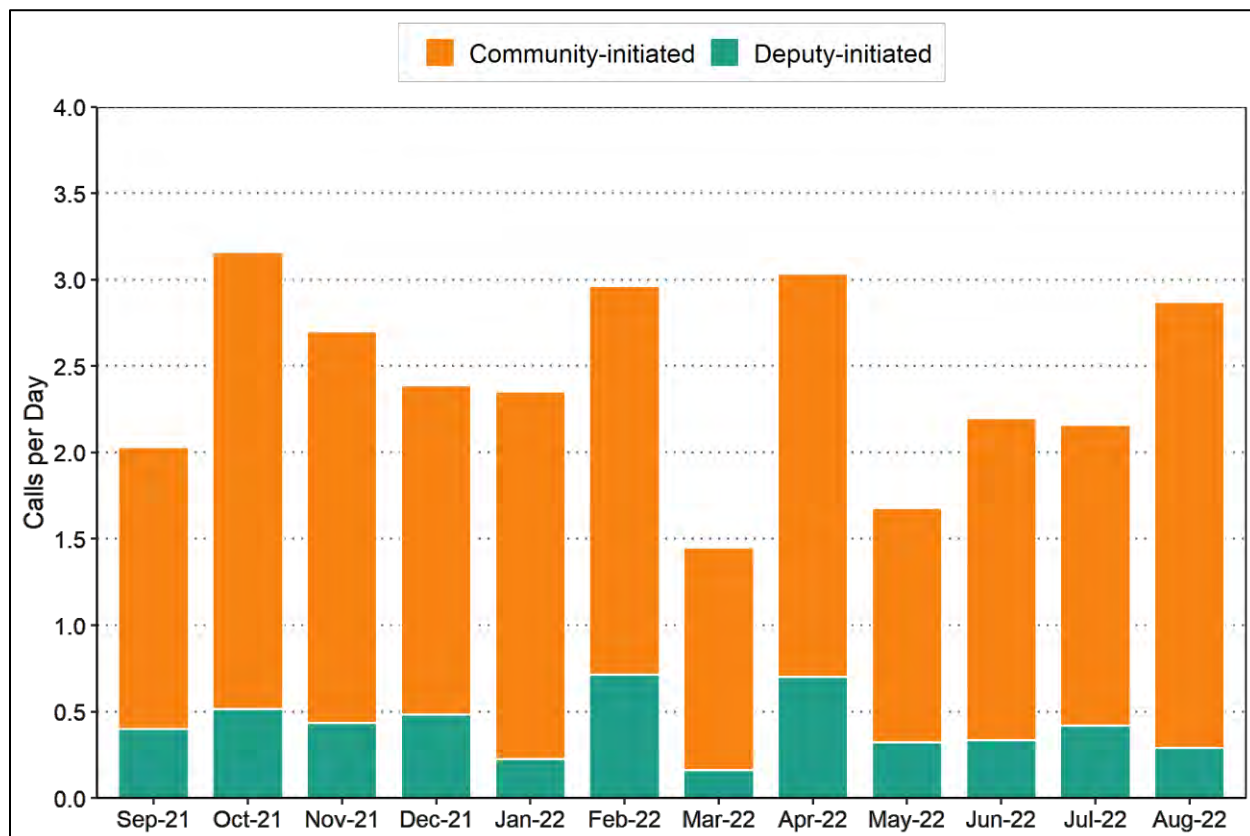
Carefree

TABLE 11-88: Events, Calls, and Workload by Category, Carefree

Category	Events	Calls	Work Hours
Alarm	250	250	117.4
Assist citizen	26	26	18.8
Assist other agency	14	14	13.5
Civil matter	9	9	10.9
Crime–person	26	26	40.8
Crime–property	65	65	101.1
Directed patrol	356	NA	NA
Follow-up	39	39	28.7
Animal call	11	11	6.2
Miscellaneous	5	5	5.4
Investigation	165	165	156.7
Suspicious incident	17	17	17.9
Accident	54	54	149.8
Traffic enforcement	97	97	66.2
Violation	7	7	5.5
Warrant	5	5	13.3
Welfare check	90	90	89.3
Total	1,236	880	841.5

Observations:

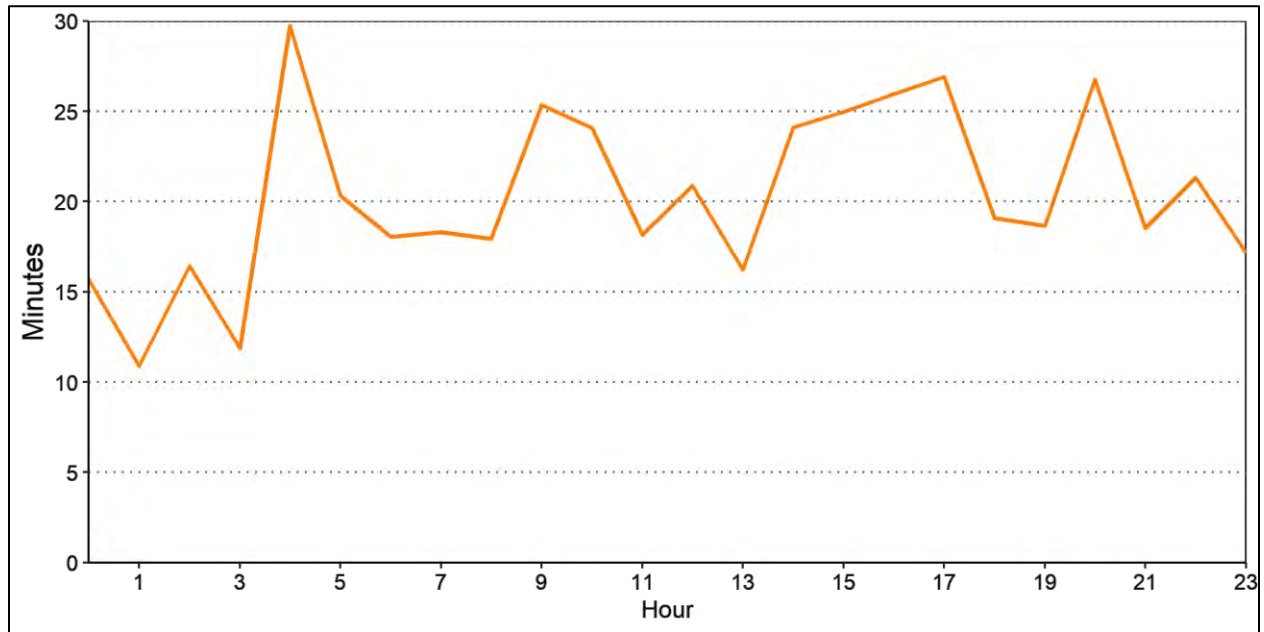
- There were 1,236 events in Carefree.
- On average, there were 2.4 calls per day, or 0.1 per hour.
- Total workload averaged 2.3 hours per day, meaning that on average 0.1 units per hour were busy responding to calls.
- The top four categories accounted for 75 percent of calls:
 - 29 percent of calls were alarms.
 - 18 percent of calls were investigations.
 - 17 percent of calls were traffic-related.
 - 10 percent of calls were crimes.

FIGURE 11-89: Calls per Day, by Initiator and Month, Carefree**TABLE 11-89: Calls per Day, by Initiator and Month, Carefree**

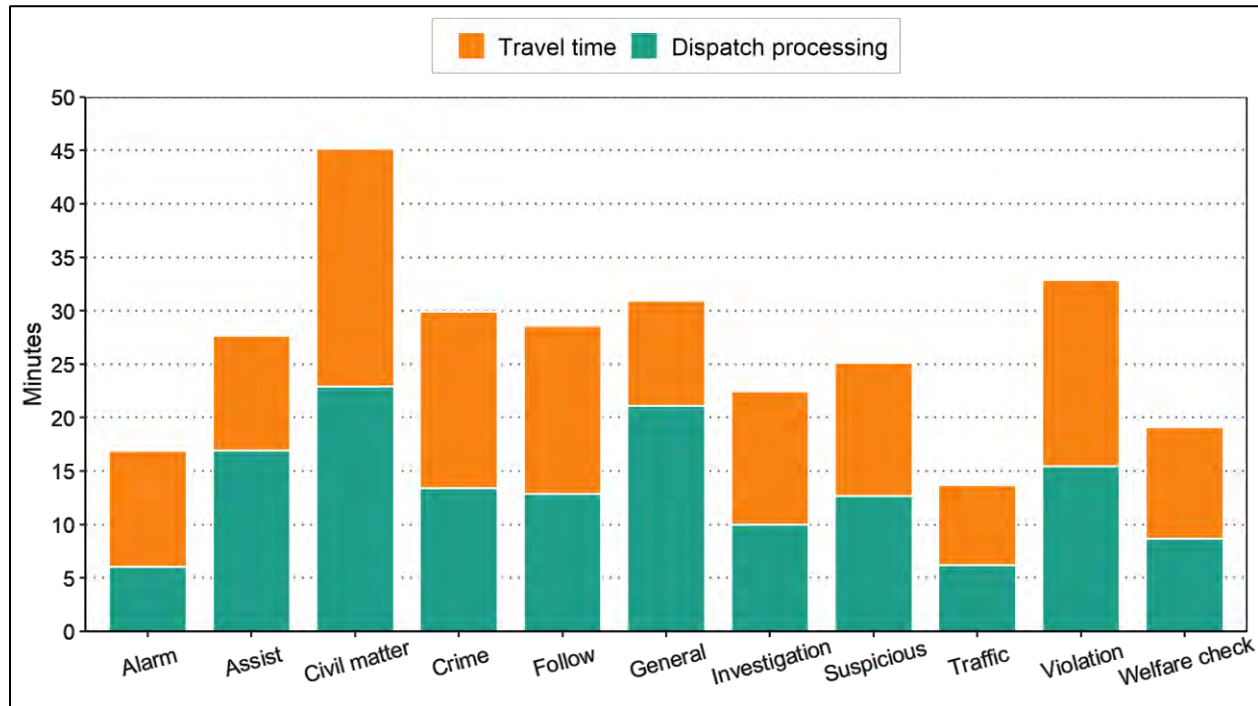
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	1.6	2.6	2.3	1.9	2.1	2.2	1.3	2.3	1.4	1.9	1.7	2.6
Deputy-initiated	0.4	0.5	0.4	0.5	0.2	0.7	0.2	0.7	0.3	0.3	0.4	0.3
Total	2.0	3.2	2.7	2.4	2.4	3.0	1.5	3.0	1.7	2.2	2.2	2.9

Observations:

- The number of calls per day was lowest in March.
- The number of calls per day was highest in October.
- The months with the most calls had 118 percent more calls than the months with the fewest calls.
- February had the most deputy-initiated calls, with 343 percent more than March, which had the fewest.
- October had the most community-initiated calls, with 105 percent more than March, which had the fewest.

FIGURE 11-90: Average Response Time by Hour of Day, Carefree**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 4:00 a.m. and 5:00 a.m., with an average of 29.7 minutes.
- The shortest response times were between 1:00 a.m. and 2:00 a.m., with an average of 10.9 minutes.

FIGURE 11-91: Average Response Time by Category, Carefree**TABLE 11-90: Average Response Time Components by Category, Carefree**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	6.0	10.9	16.9	218
Assist citizen	18.8	11.7	30.4	18
Assist other agency	13.8	9.3	23.2	11
Civil matter	22.9	22.3	45.2	8
Crime–person	6.9	14.1	21.0	13
Crime–property	15.0	17.1	32.2	51
Follow-up	12.8	15.7	28.6	7
Animal call	23.2	8.6	31.8	9
Miscellaneous	14.9	13.3	28.2	3
Investigation	10.0	12.5	22.5	127
Suspicious incident	12.7	12.5	25.1	9
Accident	6.4	6.9	13.3	49
Traffic enforcement	4.8	11.9	16.7	6
Violation	15.4	17.4	32.9	7
Welfare check	8.6	10.4	19.1	79
Total Average	9.3	11.7	21.0	615

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

TABLE 11-91: 90th Percentiles for Response Time Components by Category, Carefree

Category	Minutes		
	Dispatch	Travel	Response
Alarm	13.7	18.1	33.0
Assist citizen	52.9	27.6	56.6
Assist other agency	16.2	17.0	33.1
Civil matter	54.5	49.1	88.2
Crime–person	19.8	27.3	38.9
Crime–property	47.6	36.3	62.2
Follow-up	25.5	34.8	61.2
Animal call	49.3	14.1	54.3
Miscellaneous	21.2	23.1	42.8
Investigation	24.2	25.4	47.9
Suspicious incident	41.4	23.6	80.1
Accident	9.2	13.9	22.0
Traffic enforcement	10.9	30.4	37.0
Violation	36.1	53.8	81.8
Welfare check	30.8	20.0	36.8
Total Average	25.7	23.0	46.1

Observations:

- The average response time was as short as 14 minutes (for traffic-related calls) and as long as 45 minutes (for civil matters).
- The average response time for crimes was 30 minutes.
- The 90th percentile value for response time was as short as 22 minutes (for traffic-related calls) and as long as 88 minutes (for civil matters).

TABLE 11-92: Average Dispatch, Travel, and Response Times by Priority, Carefree

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.3	6.2	7.4	20	11.6
2	6.5	10.7	17.2	346	34.1
3	13.8	13.6	27.4	249	60.9
Weighted Average/Total	9.3	11.7	21.0	615	46.1
Accidents with injuries	1.4	6.0	7.4	16.0	12.0

Observations:

- High-priority calls had an average response time of 7.4 minutes, lower than the overall average of 21.0 minutes for all calls.
- Average dispatch processing time was 1.3 minutes for high-priority calls, compared to 9.3 minutes overall.
- Average response time for injury accidents was 7.4 minutes, with a dispatch processing time of 1.4 minutes.

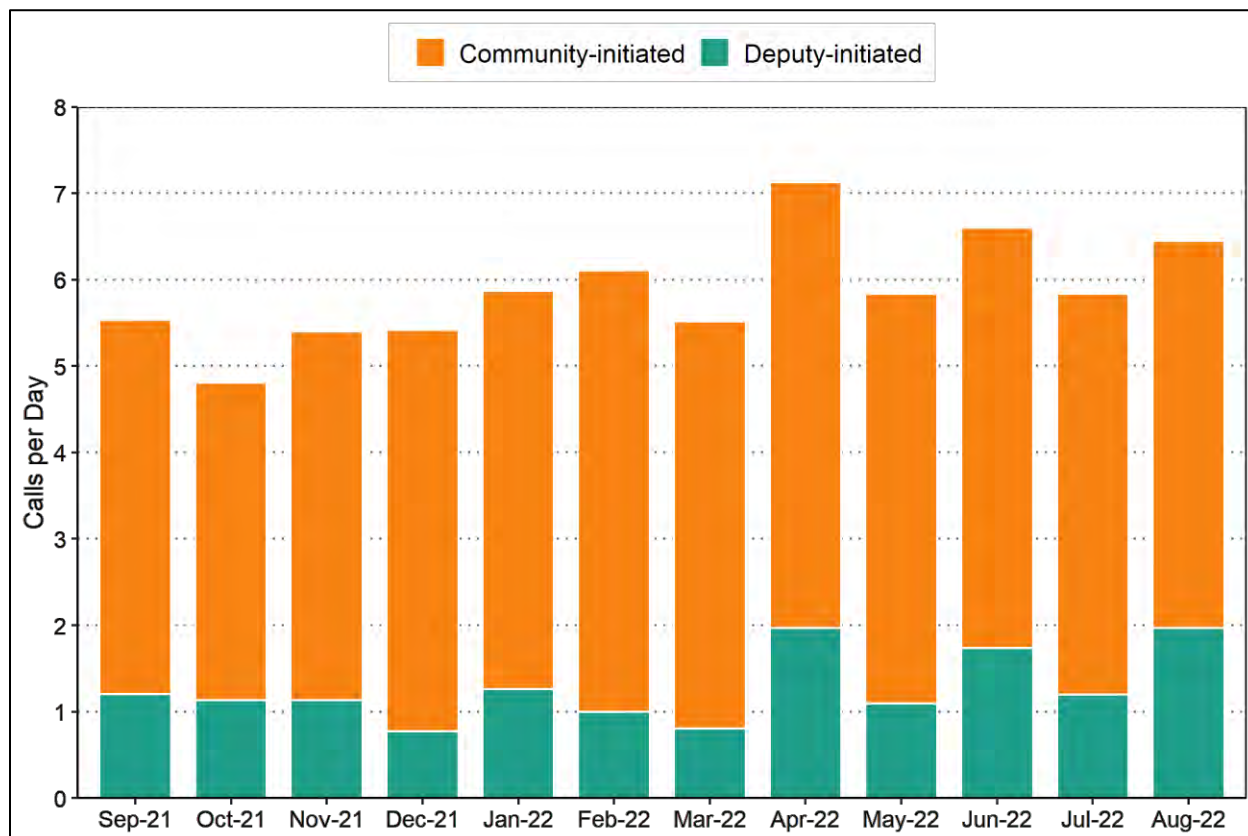
Cave Creek

TABLE 11-93: Events, Calls, and Workload by Category, Cave Creek

Category	Events	Calls	Work Hours
Alarm	309	309	119.7
Assist citizen	101	101	68.2
Assist other agency	33	33	32.8
Civil matter	33	33	34.4
Crime–person	96	96	199.7
Crime–property	221	221	376.7
Directed patrol	866	NA	NA
Follow-up	225	225	175.9
Animal call	37	37	24.2
Miscellaneous	14	14	18.9
Investigation	476	476	497.6
Suspicious incident	35	35	35.6
Accident	102	102	267.8
Traffic enforcement	204	204	145.3
Violation	23	23	16.5
Warrant	16	16	44.4
Welfare check	218	218	185.3
Total	3,009	2,143	2,243.0

Observations:

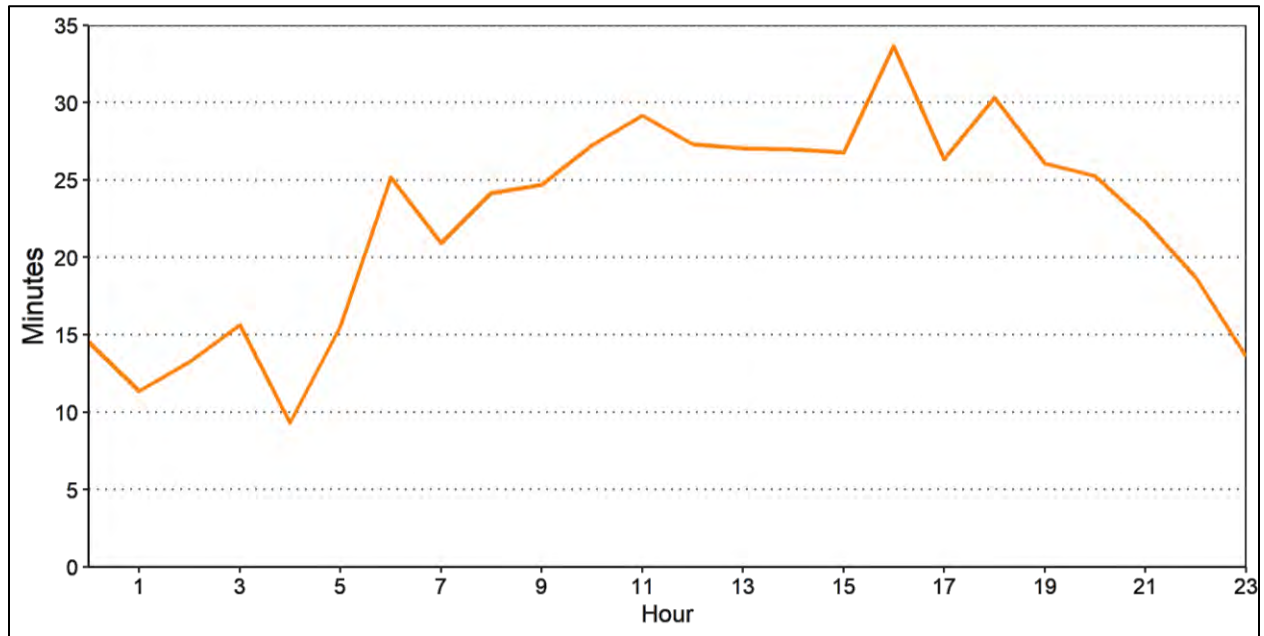
- There were 3,009 events in Cave Creek.
- On average, there were 5.9 calls per day, or 0.2 per hour.
- Total workload averaged 6.2 hours per day, meaning that on average 0.3 units per hour were busy responding to calls.
- The top four categories accounted for 66 percent of calls:
 - 22 percent of calls were investigations.
 - 15 percent of calls were crimes.
 - 14 percent of calls were traffic-related.
 - 14 percent of calls were alarms.

FIGURE 11-92: Calls per Day, by Initiator and Month, Cave Creek**TABLE 11-94: Calls per Day, by Initiator and Month, Cave Creek**

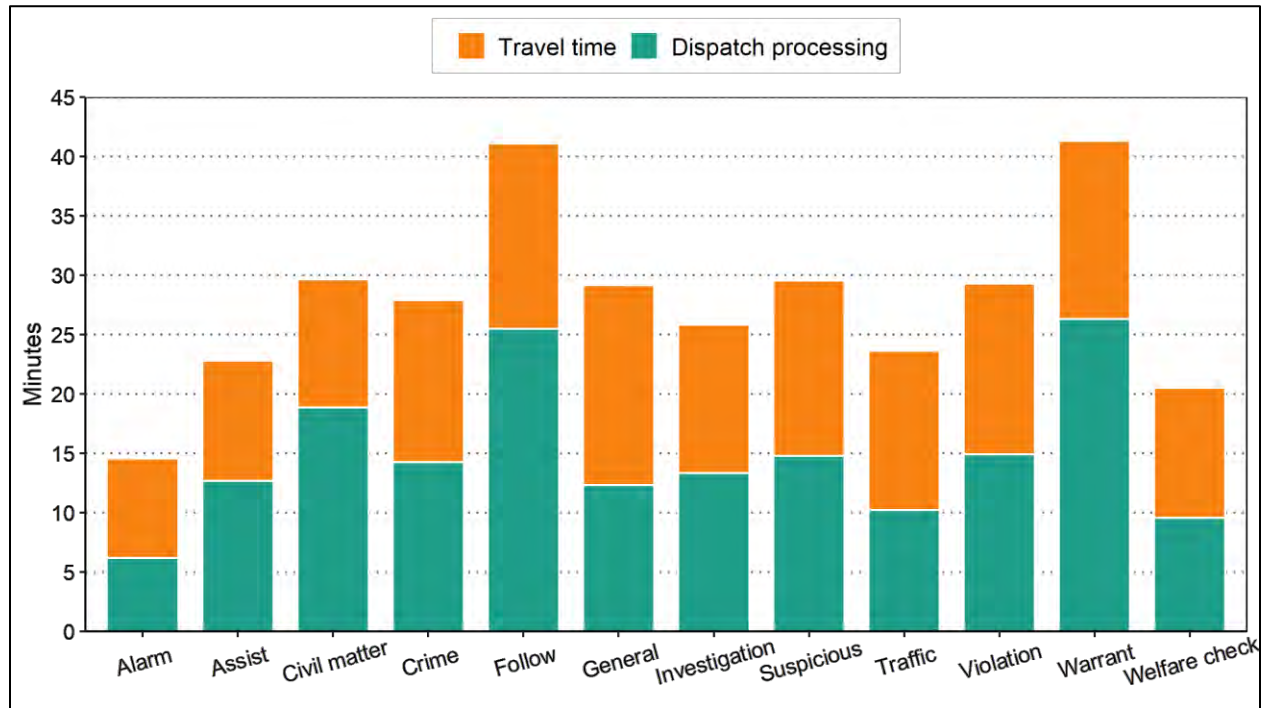
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	4.3	3.7	4.3	4.6	4.6	5.1	4.7	5.2	4.7	4.9	4.6	4.5
Deputy-initiated	1.2	1.1	1.1	0.8	1.3	1.0	0.8	2.0	1.1	1.7	1.2	2.0
Total	5.5	4.8	5.4	5.4	5.9	6.1	5.5	7.1	5.8	6.6	5.8	6.5

Observations:

- The number of calls per day was lowest in October.
- The number of calls per day was highest in April.
- The months with the most calls had 49 percent more calls than the months with the fewest calls.
- April had the most deputy-initiated calls, with 154 percent more than December, which had the fewest.
- April had the most community-initiated calls, with 40 percent more than October, which had the fewest.

FIGURE 11-93: Average Response Time by Hour of Day, Cave Creek**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 4:00 a.m. and 5:00 a.m., with an average of 33.6 minutes.
- The shortest response times were between 4:00 a.m. and 5:00 a.m., with an average of 9.3 minutes.

FIGURE 11-94: Average Response Time by Category, Cave Creek**TABLE 11-95: Average Response Time Components by Category, Cave Creek**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	6.2	8.4	14.5	259
Assist citizen	14.8	10.6	25.5	60
Assist other agency	7.8	9.0	16.8	27
Civil matter	18.8	10.8	29.6	26
Crime–person	13.2	12.6	25.8	65
Crime–property	14.6	14.0	28.7	178
Follow-up	25.5	15.6	41.1	28
Animal call	10.8	18.6	29.4	28
Miscellaneous	15.8	12.6	28.5	12
Investigation	13.3	12.5	25.8	349
Suspicious incident	14.8	14.8	29.5	29
Accident	7.1	12.4	19.5	92
Traffic enforcement	24.5	18.0	42.6	20
Violation	14.9	14.4	29.3	19
Warrant	26.3	15.0	41.3	12
Welfare check	9.5	11.0	20.5	185
Total Average	11.8	11.9	23.7	1,389

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

TABLE 11-96: 90th Percentiles for Response Time Components by Category, Cave Creek

Category	Minutes		
	Dispatch	Travel	Response
Accident	12.6	16.6	27.2
Alarm	45.9	28.4	52.2
Animal call	19.2	17.0	39.4
Assist citizen	51.3	23.0	66.2
Assist other agency	34.2	30.6	63.6
Civil matter	40.4	32.6	73.5
Crime–person	63.2	112.2	176.8
Crime–property	19.3	36.1	61.6
Follow-up	27.4	18.9	41.6
Investigation	41.9	31.5	66.2
Miscellaneous	33.9	28.3	52.7
Suspicious incident	13.0	29.0	53.4
Traffic enforcement	56.3	37.6	129.8
Violation	35.2	31.2	54.1
Warrant	58.9	42.1	94.5
Welfare check	21.7	20.9	41.2
Total Average	34.2	28.1	58.5

Observations:

- The average response time was as short as 15 minutes (for alarms) and as long as 41 minutes (for warrants).
- The average response time for crimes was 28 minutes.
- The 90th percentile value for response time was as short as 27 minutes (for alarms) and as long as 177 minutes (for follow-ups).

TABLE 11-97: Average Dispatch, Travel, and Response Times by Priority, Cave Creek

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.4	6.7	9.1	33	13.5
2	7.3	9.4	16.7	583	34.8
3	15.7	14.0	29.6	773	74.0
Weighted Average/Total	11.8	11.9	23.7	1,389	58.5
Accidents with injuries	4.8	7.1	11.9	13	40.4

Observations:

- High-priority calls had an average response time of 9.1 minutes, lower than the overall average of 23.7 minutes for all calls.
- Average dispatch processing time was 2.4 minutes for high-priority calls, compared to 9.1 minutes overall.
- Average response time for injury accidents was 11.9 minutes, with a dispatch processing time of 4.8 minutes.

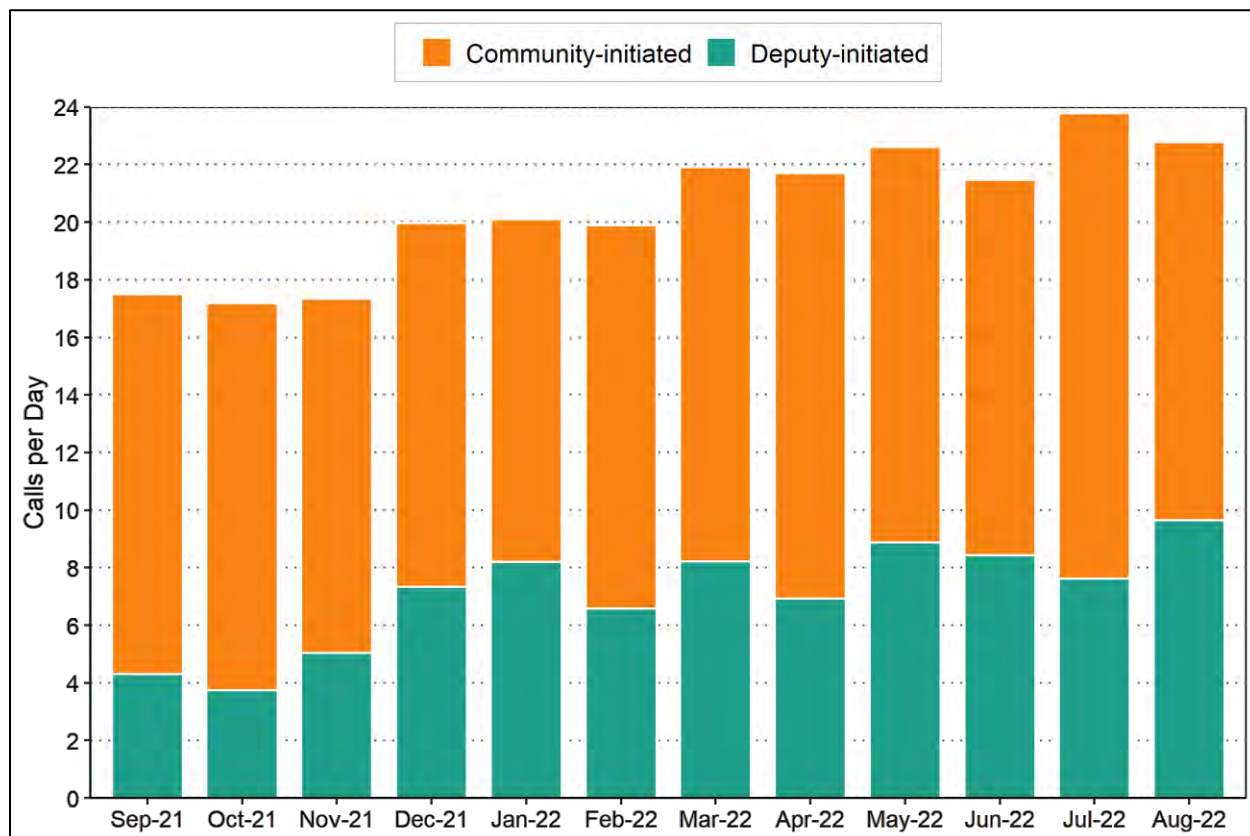
Fountain Hills

TABLE 11-98: Events, Calls, and Workload by Category, Fountain Hills

Category	Events	Calls	Work Hours
Alarm	685	685	330.4
Assist citizen	392	392	275.3
Assist other agency	141	141	140.2
Civil matter	104	104	115.2
Crime–person	316	316	713.4
Crime–property	498	498	752.8
Directed patrol	2,681	NA	NA
Follow-up	743	743	475.3
Animal call	153	153	103.5
Miscellaneous	18	18	30.9
Investigation	1,447	1,447	1,586.6
Suspicious incident	178	178	155.9
Accident	250	250	568.3
Traffic enforcement	1,494	1,494	588.4
Violation	71	71	41.4
Warrant	62	62	195.3
Welfare check	943	943	875.5
Total	10,176	7,495	6,948.5

Observations:

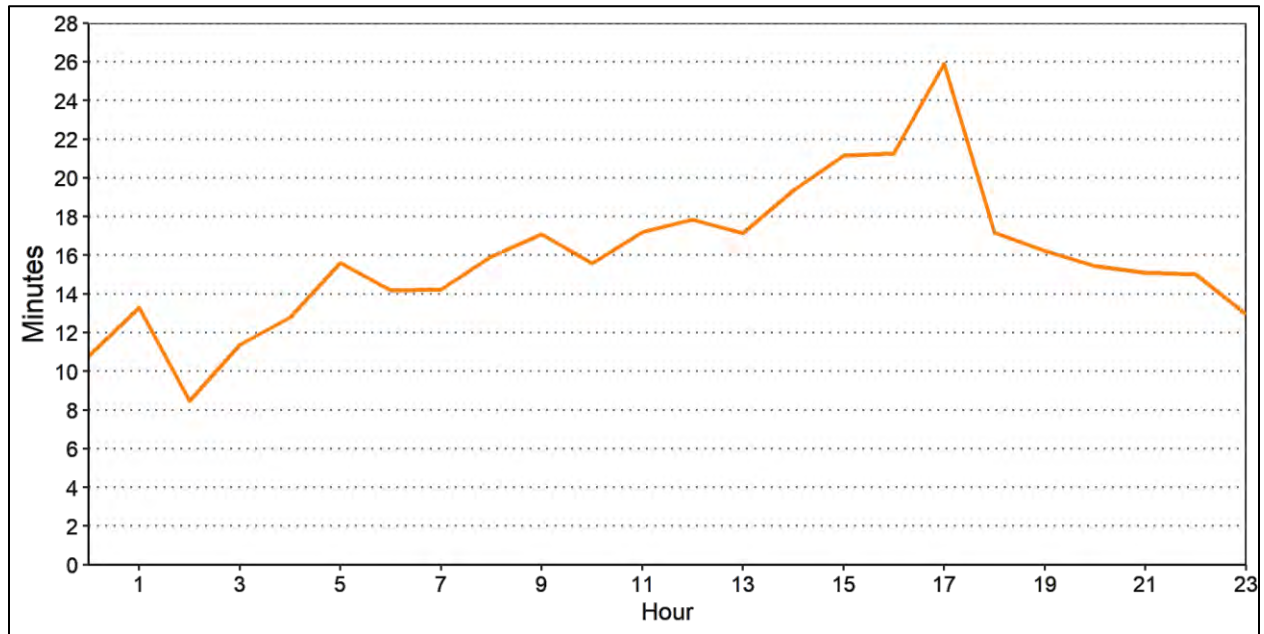
- There were 10,176 events in Fountain Hills.
- On average, there were 20.1 calls per day, or 0.8 per hour.
- Total workload averaged 18.9 hours per day, meaning that on average 0.8 units per hour were busy responding to calls.
- The top four categories accounted for 66 percent of calls:
 - 24 percent of calls were traffic-related.
 - 19 percent of calls were investigations.
 - 13 percent of calls were welfare checks.
 - 11 percent of calls were crimes.

FIGURE 11-95: Calls per Day, by Initiator and Month, Fountain Hills**TABLE 11-99: Calls per Day, by Initiator and Month, Fountain Hills**

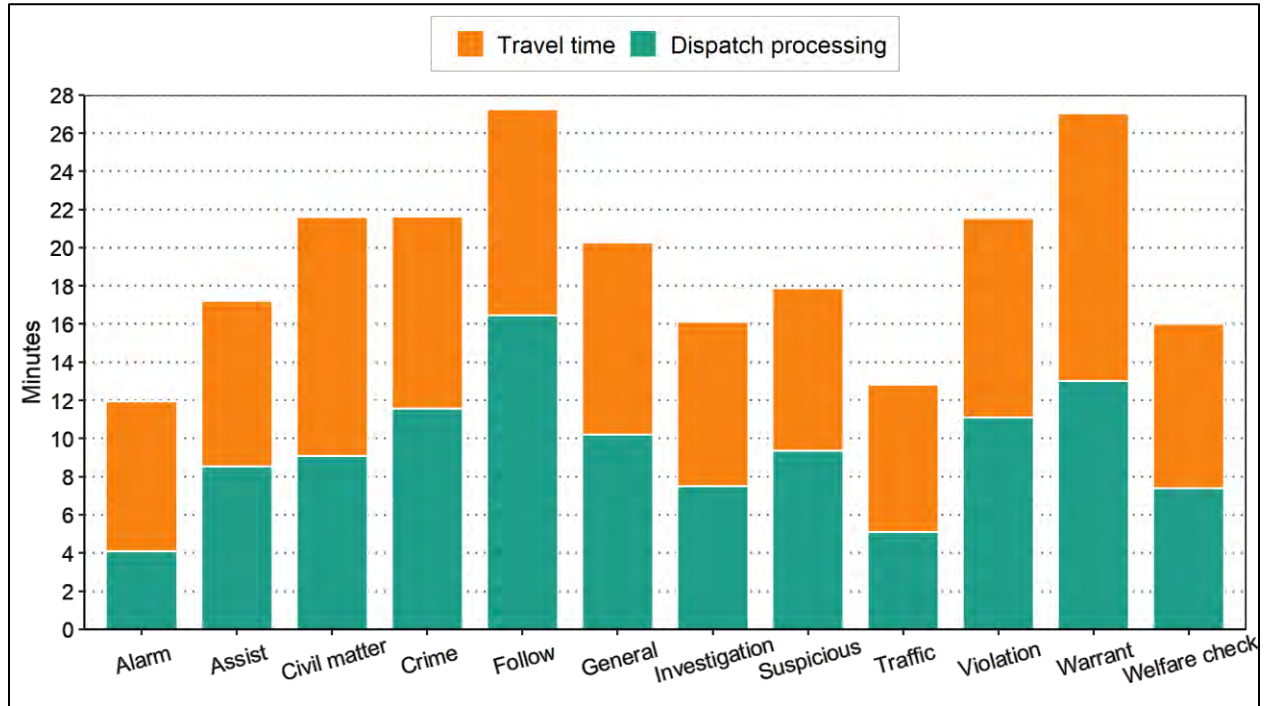
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	13.2	13.5	12.3	12.6	11.9	13.3	13.7	14.8	13.7	13.0	16.2	13.1
Deputy-initiated	4.3	3.7	5.0	7.3	8.2	6.6	8.2	6.9	8.9	8.4	7.6	9.6
Total	17.5	17.2	17.3	20.0	20.1	19.9	21.9	21.7	22.6	21.5	23.8	22.8

Observations:

- The number of calls per day was lowest in October and November.
- The number of calls per day was highest in July.
- The months with the most calls had 38 percent more calls than the months with the fewest calls.
- August had the most deputy-initiated calls, with 158 percent more than October, which had the fewest.
- July had the most community-initiated calls, with 36 percent more than January, which had the fewest.

FIGURE 11-96: Average Response Time by Hour of Day, Fountain Hills**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 25.9 minutes.
- The shortest response times were between 2:00 a.m. and 3:00 a.m. with an average of 8.5 minutes.

FIGURE 11-97: Average Response Time by Category, Fountain Hills**TABLE 11-100: Average Response Time Components by Category, Fountain Hills**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	4.1	7.9	11.9	615
Assist citizen	10.9	9.3	20.1	218
Assist other agency	4.1	7.5	11.6	114
Civil matter	9.1	12.5	21.6	80
Crime–person	9.9	9.2	19.1	252
Crime–property	12.6	10.6	23.2	406
Follow-up	16.4	10.8	27.3	109
Animal call	10.4	10.3	20.7	129
Miscellaneous	8.3	7.6	15.9	13
Investigation	7.5	8.6	16.1	1,174
Suspicious incident	9.4	8.5	17.9	145
Accident	4.3	7.6	11.8	228
Traffic enforcement	10.3	8.6	18.9	37
Violation	11.1	10.4	21.6	58
Warrant	13.0	14.0	27.1	27
Welfare check	7.4	8.6	16.0	779
Total Average	8.0	8.9	16.9	4,384

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

TABLE 11-101: 90th Percentiles for Response Time Components by Category, Fountain Hills

Category	Minutes		
	Dispatch	Travel	Response
Alarm	8.7	14.7	22.4
Assist citizen	32.3	23.6	53.5
Assist other agency	10.6	13.4	19.5
Civil matter	22.1	29.0	45.9
Crime–person	24.0	22.3	49.4
Crime–property	37.6	24.8	61.0
Follow-up	47.7	36.7	80.0
Animal call	27.5	19.3	38.5
Miscellaneous	20.8	11.8	32.7
Investigation	19.9	18.2	36.4
Suspicious incident	20.3	16.7	34.5
Accident	10.4	13.3	26.2
Traffic enforcement	28.4	15.6	46.4
Violation	36.0	18.7	46.0
Warrant	43.9	36.2	70.4
Welfare check	17.6	16.2	33.4
Total Average	20.4	18.7	37.5

Observations:

- The average response time was as short as 12 minutes (for alarms) and as long as 27 minutes (for follow-ups).
- The average response time for crimes was 22 minutes.
- The 90th percentile value for response time was as short as 22 minutes (for alarms) and as long as 80 minutes (for follow-ups).

TABLE 11-102: Average Dispatch, Travel, and Response Times by Priority, Fountain Hills

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.0	4.2	5.2	90	8.5
2	5.2	7.8	12.9	1,738	24.9
3	10.2	9.9	20.1	2,556	47.5
Weighted Average/Total	8.0	8.9	16.9	4,384	37.5
Accidents with injuries	1.1	4.8	5.9	37.0	9.3

Observations:

- High-priority calls had an average response time of 5.2 minutes, lower than the overall average of 20.1 minutes for all calls.
- Average dispatch processing time was 1.0 minutes for high-priority calls, compared to 8.0 minutes overall.
- Average response time for injury accidents was 5.9 minutes, with a dispatch processing time of 1.1 minutes.

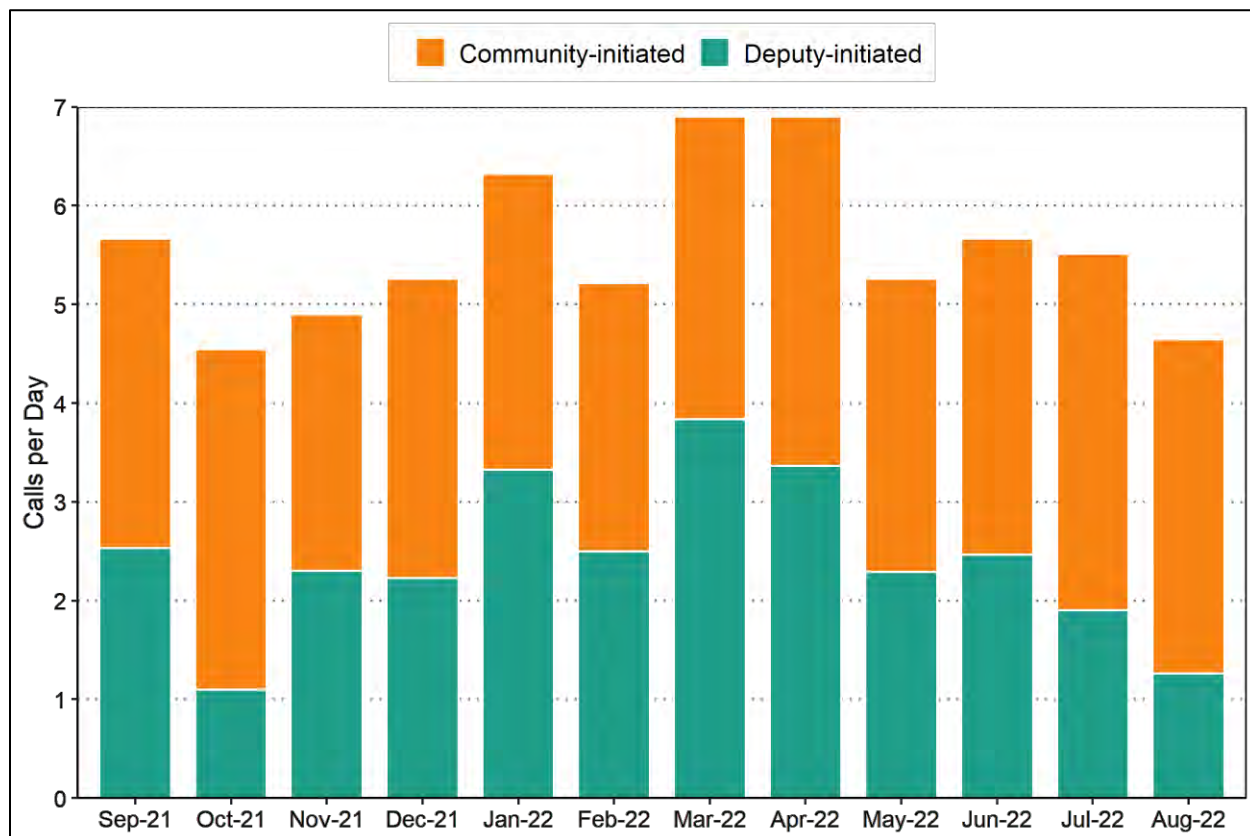
Gila Bend

TABLE 11-103: Events, Calls, and Workload by Category, Gila Bend

Category	Events	Calls	Work Hours
Alarm	36	36	17.2
Assist citizen	75	75	52.0
Assist other agency	70	70	64.9
Civil matter	41	41	38.6
Crime–person	82	82	307.0
Crime–property	178	178	334.7
Directed patrol	1,677	NA	NA
Follow-up	220	220	221.0
Animal call	62	62	57.5
Miscellaneous	6	6	4.9
Investigation	347	347	403.3
Suspicious incident	29	29	32.6
Accident	91	91	197.6
Traffic enforcement	568	568	266.5
Violation	3	3	2.2
Warrant	25	25	84.7
Welfare check	199	199	206.8
Total	3,709	2,032	2,291.4

Observations:

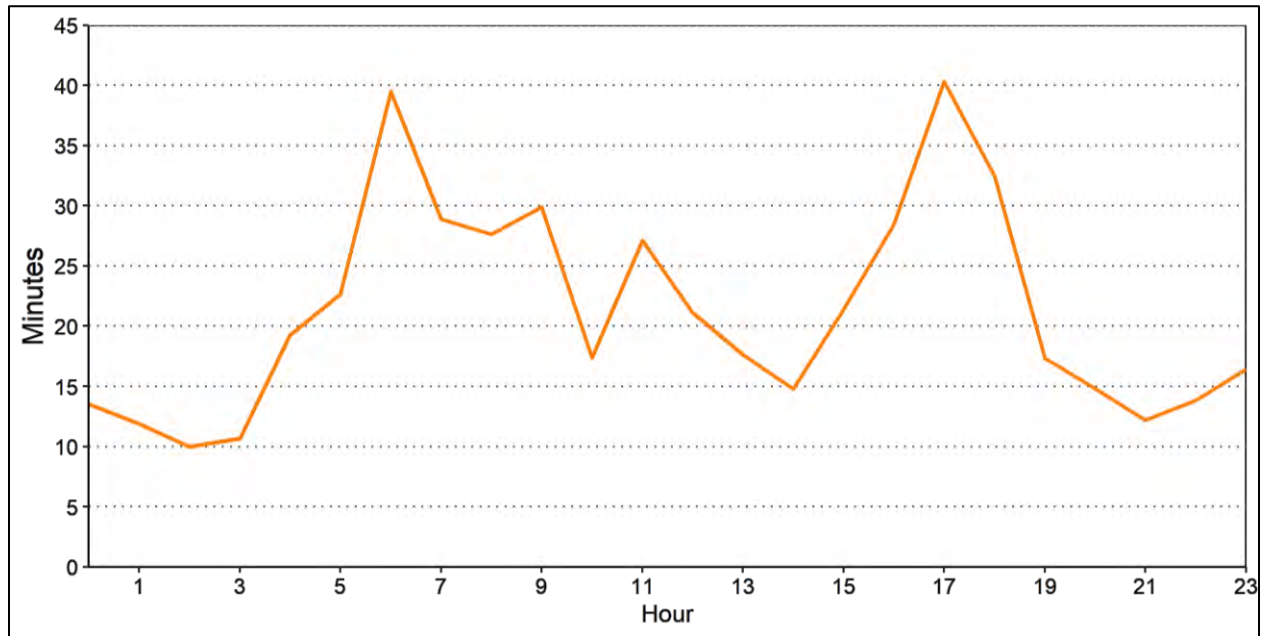
- There were 3,709 events in Gila Bend.
- On average, there were 5.6 calls per day, or 0.2 per hour.
- Total workload averaged 6.3 hours per day, meaning that on average 0.3 units per hour were busy responding to calls.
- The top four categories accounted for 73 percent of calls:
 - 33 percent of calls were traffic-related.
 - 17 percent of calls were investigations.
 - 13 percent of calls were crimes.
 - 11 percent of calls were follow-ups.

FIGURE 11-98: Calls per Day, by Initiator and Month, Gila Bend**TABLE 11-104: Calls per Day, by Initiator and Month, Gila Bend**

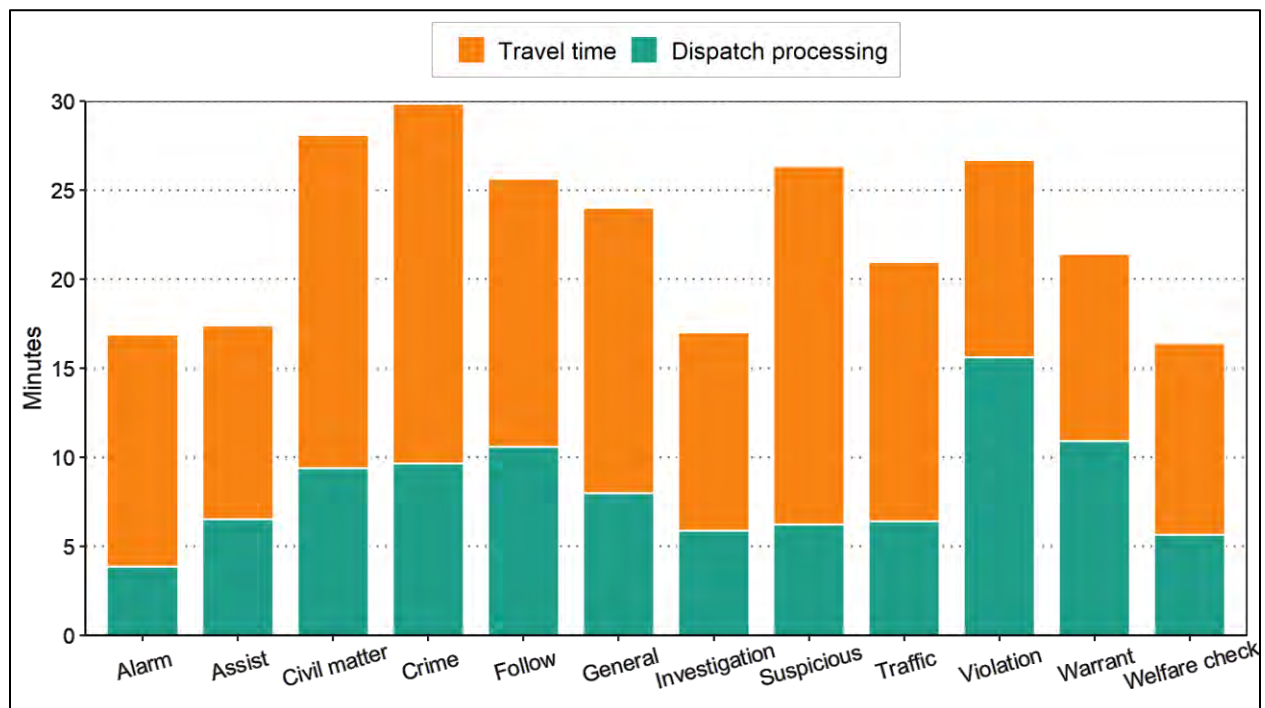
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	3.1	3.5	2.6	3.0	3.0	2.7	3.1	3.5	3.0	3.2	3.6	3.4
Deputy-initiated	2.5	1.1	2.3	2.2	3.3	2.5	3.8	3.4	2.3	2.5	1.9	1.3
Total	5.7	4.5	4.9	5.3	6.3	5.2	6.9	6.9	5.3	5.7	5.5	4.6

Observations:

- The number of calls per day was lowest in October.
- The number of calls per day was highest in March and April.
- The months with the most calls had 52 percent more calls than the months with the fewest calls.
- March had the most deputy-initiated calls, with 250 percent more than October, which had the fewest.
- July had the most community-initiated calls, with 39 percent more than November, which had the fewest.

FIGURE 11-99: Average Response Time by Hour of Day, Gila Bend**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 40.3 minutes.
- The shortest response times were between 2:00 a.m. and 3:00 a.m., with an average of 10.0 minutes.

FIGURE 11-100: Average Response Time by Category, Gila Bend**TABLE 11-105: Average Response Time Components by Category, Gila Bend**

Category				Calls
	Dispatch	Travel	Response	
Alarm	7.4	11.8	19.2	29
Assist citizen	11.8	12.8	24.6	31
Assist other agency	4.6	9.1	13.7	47
Civil matter	9.0	15.3	24.3	33
Crime-person	9.3	14.6	23.8	74
Crime-property	13.8	16.6	30.4	137
Follow-up	14.5	12.5	27.0	25
Animal call	11.4	14.5	25.9	55
Miscellaneous	2.3	12.9	15.3	5
Investigation	7.7	10.7	18.3	272
Suspicious incident	9.0	15.0	23.9	25
Accident	8.4	12.3	20.7	83
Traffic enforcement	5.1	20.9	26.0	10
Violation	15.6	11.1	26.7	3
Warrant	17.8	9.3	27.1	13
Welfare check	6.6	10.1	16.7	177
Total Average	9.0	12.4	21.4	1,019

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

TABLE 11-106: 90th Percentiles for Response Time Components by Category, Gila Bend

Category	Minutes		
	Dispatch	Travel	Response
Alarm	5.0	41.2	53.8
Assist citizen	25.1	27.6	48.9
Assist other agency	10.6	24.5	31.8
Civil matter	23.4	59.1	75.4
Crime–person	30.7	67.1	94.6
Crime–property	48.6	60.2	95.9
Follow-up	42.2	40.8	64.0
Animal call	35.5	37.4	68.3
Miscellaneous	4.5	23.3	24.7
Investigation	12.6	26.5	52.6
Suspicious incident	14.2	67.3	82.6
Accident	15.0	33.6	52.8
Traffic enforcement	9.3	38.9	46.8
Violation	33.3	21.3	54.2
Warrant	126.6	29.7	135.1
Welfare check	18.4	31.4	42.9
Total Average	24.2	37.3	63.8

Observations:

- The average response time was as short as 17 minutes (for welfare checks) and as long as 28 minutes (for crimes).
- The average response time for crimes was 28 minutes.
- The 90th percentile value for response time was as short as 35 minutes (for assists) and as long as 135 minutes (for warrants).

TABLE 11-107: Average Dispatch, Travel, and Response Times by Priority, Gila Bend

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	6.3	8.4	14.7	33	33.2
2	6.7	11.8	18.5	313	59.3
3	10.2	12.9	23.1	673	66.7
Weighted Average/Total	9.0	12.4	21.4	1,019	63.8
Accidents with injuries	10.5	9.3	19.8	18	53.9

Observations:

- High-priority calls had an average response time of 14.7 minutes, lower than the overall average of 21.4 minutes for all calls.
- Average dispatch processing time was 6.3 minutes for high-priority calls, compared to 9.0 minutes overall.
- Average response time for injury accidents was 19.8 minutes, with a dispatch processing time of 10.5 minutes.

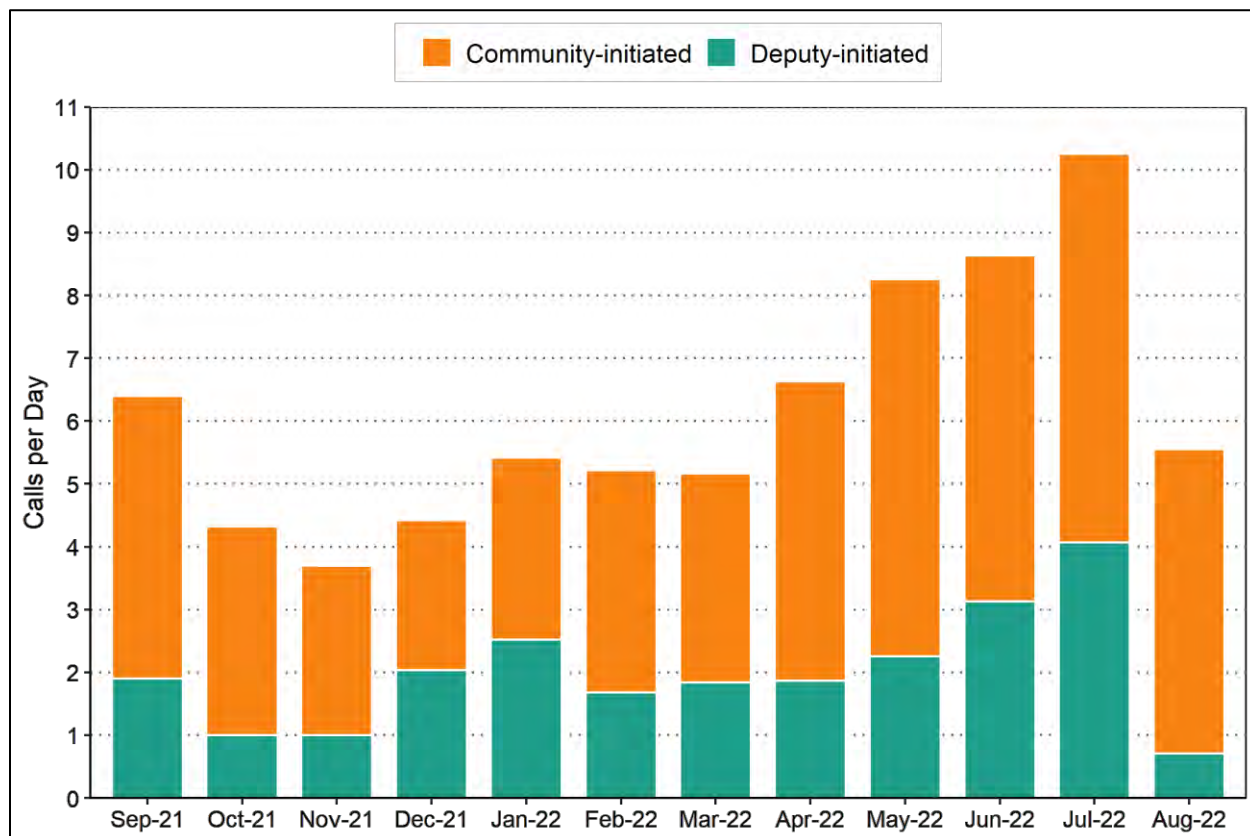
Tonto National Forest

TABLE 11-108: Events, Calls, and Workload by Category, Tonto National Forest

Category	Events	Calls	Work Hours
Alarm	1	1	0.1
Assist citizen	301	301	325.0
Assist other agency	68	68	139.5
Civil matter	28	28	36.2
Crime–person	102	102	322.0
Crime–property	137	137	269.3
Directed patrol	948	NA	NA
Follow-up	128	128	197.8
Animal call	35	35	30.0
Miscellaneous	8	8	4.8
Investigation	607	607	1507.7
Suspicious incident	26	26	36.6
Accident	159	159	616.6
Traffic enforcement	340	340	192.5
Violation	61	61	47.0
Warrant	17	17	48.5
Welfare check	234	234	381.8
Total	3,200	2,252	4155.2

Observations:

- There were 3,200 events in Tonto National Forest.
- On average, there were 6.2 calls per day, or 0.3 per hour.
- Total workload averaged 11.4 hours per day, meaning that on average 0.5 units per hour were busy responding to calls.
- The top four categories accounted for 76 percent of calls:
 - 27 percent of calls were investigations.
 - 22 percent of calls were traffic-related.
 - 16 percent of calls were assists.
 - 11 percent of calls were crimes.

FIGURE 11-101: Calls per Day, by Initiator and Month, Tonto National Forest**TABLE 11-109: Calls per Day, by Initiator and Month, Tonto National Forest**

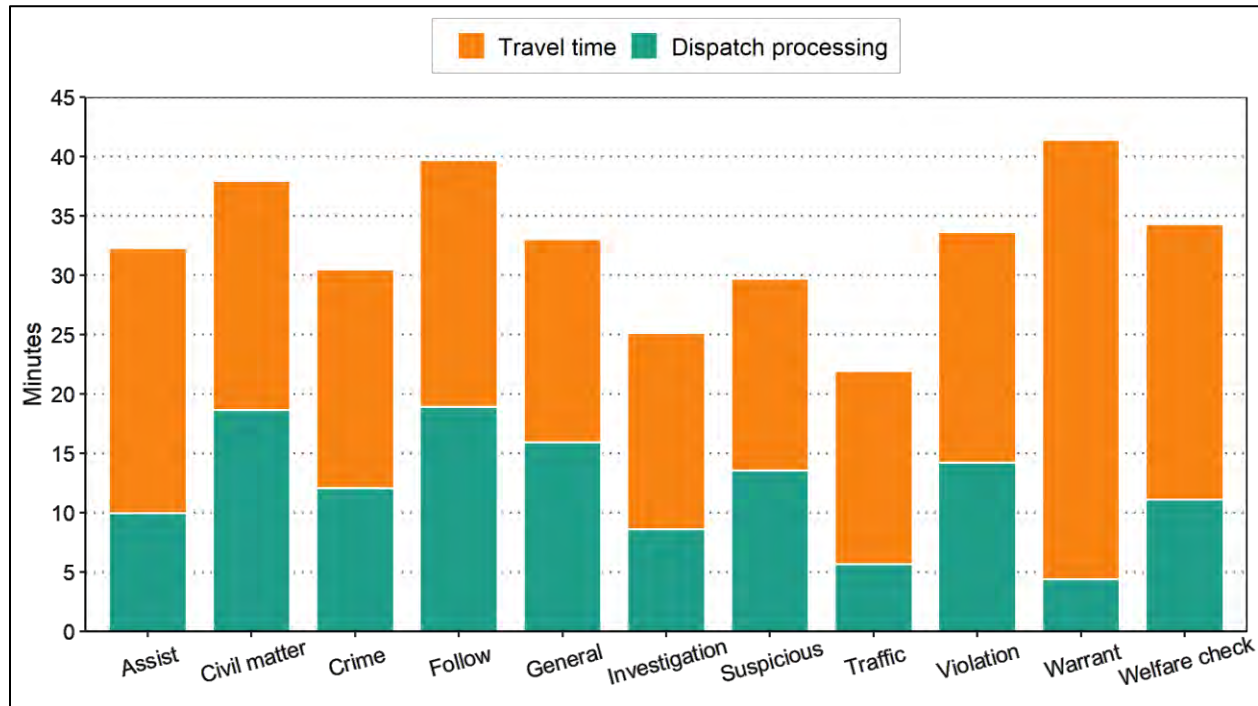
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	4.5	3.3	2.7	2.4	2.9	3.5	3.3	4.8	6.0	5.5	6.2	4.8
Deputy-initiated	1.9	1.0	1.0	2.0	2.5	1.7	1.8	1.9	2.3	3.1	4.1	0.7
Total	6.4	4.3	3.7	4.4	5.4	5.2	5.2	6.6	8.3	8.6	10.3	5.5

Observations:

- The number of calls per day was lowest in November.
- The number of calls per day was highest in July.
- The months with the most calls had 177 percent more calls than the months with the fewest calls.
- July had the most deputy-initiated calls, with 473 percent more than August, which had the fewest.
- July had the most community-initiated calls, with 159 percent more than December, which had the fewest.

FIGURE 11-102: Average Response Time by Hour of Day, Tonto National Forest**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 a.m. and 6:00 a.m., with an average of 60.9 minutes.
- The shortest response times were between 4:00 p.m. and 5:00 p.m., with an average of 21.3 minutes.

FIGURE 11-103: Average Response Time by Category, Tonto National Forest**TABLE 11-110: Average Response Time Components by Category, Tonto National Forest**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Assist citizen	12.2	19.5	31.6	164
Assist other agency	9.0	20.4	29.4	54
Civil matter	28.6	15.9	44.4	20
Crime–person	11.9	13.7	25.6	67
Crime–property	19.1	18.7	37.9	90
Follow-up	24.7	13.0	37.7	25
Animal call	20.8	16.7	37.5	23
Miscellaneous	16.3	12.7	29.1	3
Investigation	10.6	15.8	26.4	405
Suspicious incident	16.7	15.9	32.6	17
Accident	6.1	16.0	22.0	131
Traffic enforcement	6.1	12.7	18.8	12
Violation	17.1	19.0	36.2	7
Warrant	4.4	28.7	33.0	2
Welfare check	12.8	20.5	33.4	165
Total Average	12.2	17.2	29.4	1,185

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

TABLE 11-111: 90th Percentiles for Response Time Components by Category, Tonto National Forest

Category	Minutes		
	Dispatch	Travel	Response
Assist citizen	29.5	58.5	78.4
Assist other agency	26.6	45.3	58.7
Civil matter	107.0	63.7	159.1
Crime–person	29.1	41.2	73.1
Crime–property	71.3	61.1	108.1
Follow-up	108.6	69.0	218.7
Animal call	58.1	40.4	61.1
Miscellaneous	28.5	23.0	39.2
Investigation	28.7	39.0	70.5
Suspicious incident	36.9	37.2	70.8
Accident	18.5	30.8	48.6
Traffic enforcement	14.4	24.5	38.6
Violation	49.7	39.2	71.2
Warrant	7.3	56.8	64.1
Welfare check	38.4	51.8	87.3
Total Average	34.2	44.5	78.0

Observations:

- The average response time was as short as 22 minutes (for traffic-related calls) and as long as 44 minutes (for civil matters).
- The average response time for crimes was 33 minutes.
- The 90th percentile value for response time was as short as 48 minutes (for traffic-related calls) and as long as 219 minutes (for follow-ups).

TABLE 11-112: Average Dispatch, Travel, and Response Times by Priority, Tonto National Forest

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	2.2	14.7	16.9	81	31.4
2	9.0	16.4	25.4	483	70.3
3	15.8	18.2	34.0	621	92.2
Weighted Average/Total	12.2	17.2	29.4	1,185	78.0
Accidents with injuries	3.4	15.3	18.6	45	33.1

Observations:

- High-priority calls had an average response time of 16.9 minutes, lower than the overall average of 29.4 minutes for all calls.
- Average dispatch processing time was 2.2 minutes for high-priority calls, compared to 12.2 minutes overall.
- Average response time for injury accidents was 18.6 minutes, with a dispatch processing time of 3.4 minutes.

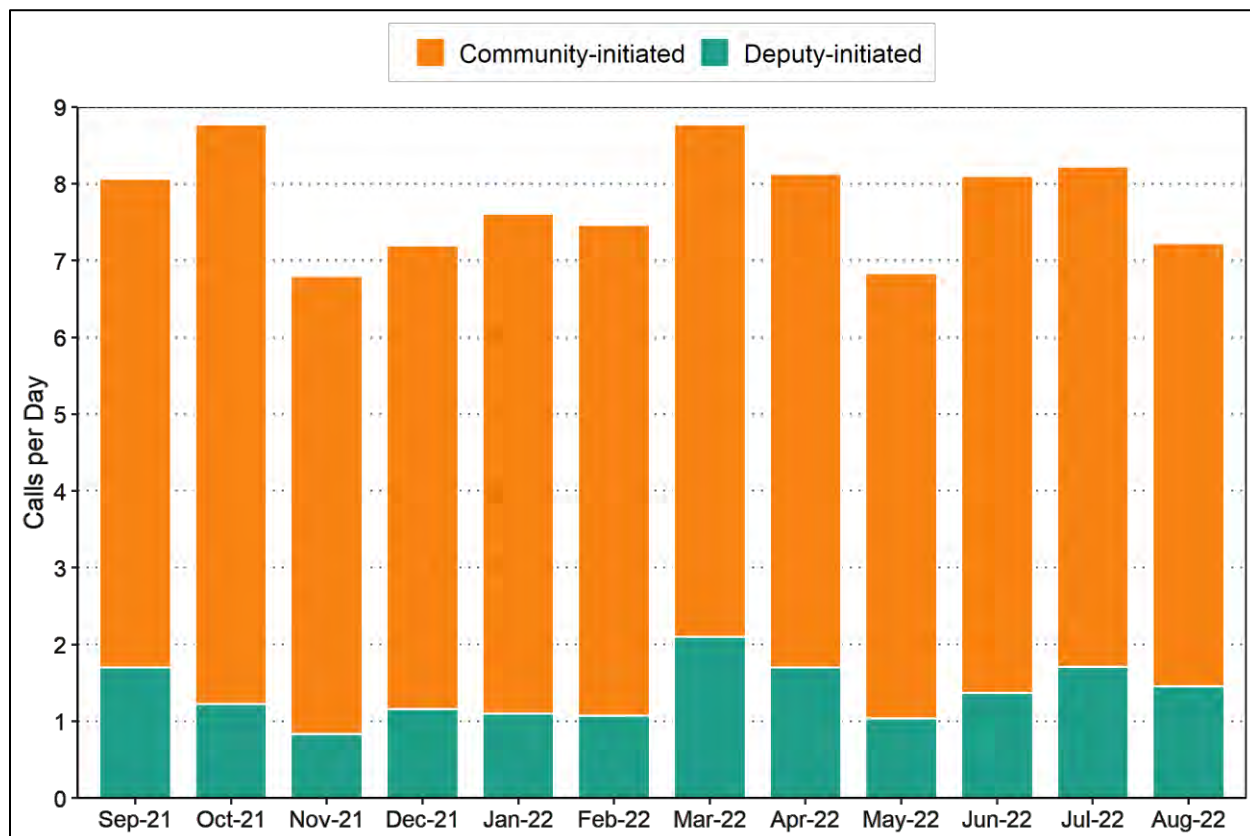
Youngtown

TABLE 11-113: Events, Calls, and Workload by Category, Youngtown

Category	Events	Calls	Work Hours
Alarm	105	105	30.6
Assist citizen	55	55	26.9
Assist other agency	48	48	72.3
Civil matter	24	24	23.4
Crime–person	189	189	398.0
Crime–property	496	496	629.6
Directed patrol	121	NA	NA
Follow-up	196	196	144.7
Animal call	45	45	31.1
Miscellaneous	9	9	8.8
Investigation	766	766	750.5
Suspicious incident	66	66	43.4
Accident	70	70	137.4
Traffic enforcement	118	118	72.3
Violation	11	11	3.4
Warrant	69	69	197.5
Welfare check	569	569	391.0
Total	2,957	2,836	2,961.0

Observations:

- There were 2,957 events in Youngtown.
- On average, there were 7.8 calls per day, or 0.3 per hour.
- Total workload averaged 8.1 hours per day, meaning that on average 0.3 units per hour were busy responding to calls.
- The top four categories accounted for 78 percent of calls:
 - 27 percent of calls were investigations.
 - 24 percent of calls were crimes.
 - 20 percent of calls were welfare checks.
 - 7 percent of calls were follow-ups.

FIGURE 11-104: Calls per Day, by Initiator and Month, Youngtown**TABLE 11-114: Calls per Day, by Initiator and Month, Youngtown**

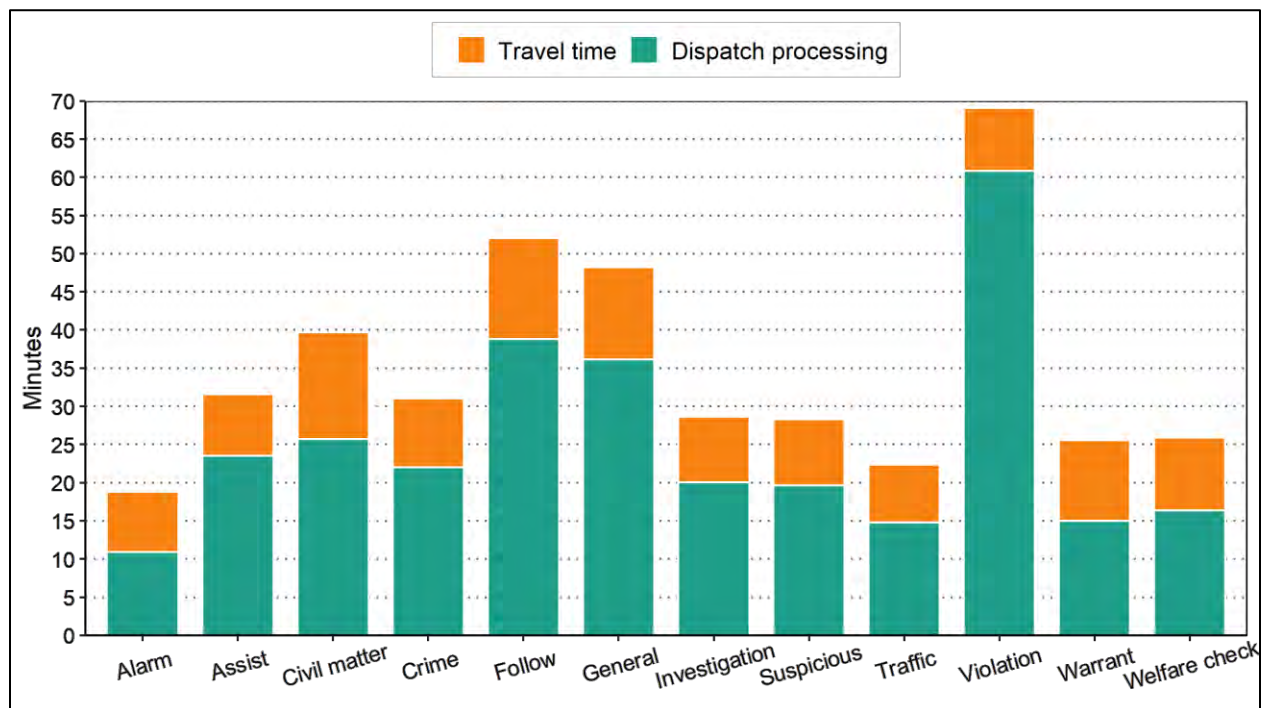
Initiator	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Community-initiated	6.4	7.5	6.0	6.0	6.5	6.4	6.7	6.4	5.8	6.7	6.5	5.8
Deputy-initiated	1.7	1.2	0.8	1.2	1.1	1.1	2.1	1.7	1.0	1.4	1.7	1.5
Total	8.1	8.8	6.8	7.2	7.6	7.5	8.8	8.1	6.8	8.1	8.2	7.2

Observations:

- The number of calls per day was lowest in November and May.
- The number of calls per day was highest in October and March.
- The months with the most calls had 29 percent more calls than the months with the fewest calls.
- March had the most deputy-initiated calls, with 152 percent more than November, which had the fewest.
- October had the most community-initiated calls, with 31 percent more than May and August, which had the fewest.

FIGURE 11-105: Average Response Time by Hour of Day, Youngtown**Observations:**

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 50.5 minutes.
- The shortest response times were between 1:00 a.m. and 2:00 a.m., with an average of 15.2 minutes.

FIGURE 11-106: Average Response Time by Category, Youngtown**TABLE 11-115: Average Response Time Components by Category, Youngtown**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	10.9	7.9	18.8	96
Assist citizen	34.3	9.1	43.4	36
Assist other agency	12.4	7.0	19.4	35
Civil matter	25.7	14.0	39.7	19
Crime-person	21.1	7.7	28.8	159
Crime-property	22.4	9.5	32.0	394
Follow-up	38.8	13.2	52.0	22
Animal call	38.8	11.9	50.7	38
Miscellaneous	19.4	13.2	32.6	6
Investigation	20.0	8.6	28.7	644
Suspicious incident	19.6	8.6	28.3	56
Accident	11.8	7.6	19.4	65
Traffic enforcement	29.7	7.6	37.3	13
Violation	60.8	8.3	69.1	9
Warrant	15.0	10.6	25.6	34
Welfare check	16.3	9.6	25.9	503
Total Average	19.9	9.1	28.9	2,129

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

TABLE 11-116: 90th Percentiles for Response Time Components by Category, Youngtown

Category	Minutes		
	Dispatch	Travel	Response
Alarm	28.9	15.2	43.6
Assist citizen	112.7	19.0	115.7
Assist other agency	21.1	14.8	32.3
Civil matter	87.6	26.0	111.8
Crime–person	79.8	16.4	100.4
Crime–property	82.7	19.4	90.0
Follow-up	219.6	50.7	266.7
Animal call	113.9	21.8	131.6
Miscellaneous	52.2	32.4	84.2
Investigation	72.5	18.3	80.0
Suspicious incident	59.8	18.8	75.2
Accident	36.4	16.0	51.9
Traffic enforcement	150.7	22.6	156.5
Violation	184.7	19.6	199.9
Warrant	44.2	21.4	63.3
Welfare check	55.1	18.7	70.1
Total Average	74.5	18.8	87.3

Observations:

- The average response time was as short as 19 minutes (for alarms) and as long as 69 minutes (for violations).
- The average response time for crimes was 31 minutes.
- The 90th percentile value for response time was as short as 44 minutes (for alarms) and as long as 267 minutes (for follow-ups).

TABLE 11-117: Average Dispatch, Travel, and Response Times by Priority, Youngtown

Priority	Minute			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.1	5.4	6.5	55	11.0
2	13.5	8.7	22.2	662	55.8
3	23.6	9.4	33.0	1,412	100.1
Weighted Average/Total	19.9	9.1	28.9	2,129	87.3
Accidents with injuries	1.2	6.4	7.6	13	12.8

Observations:

- High-priority calls had an average response time of 6.5 minutes, lower than the overall average of 23.6 minutes for all calls.
- Average dispatch processing time was 1.1 minutes for high-priority calls, compared to 19.9 minutes overall.
- Average response time for injury accidents was 7.6 minutes, with a dispatch processing time of 1.2 minutes.

Queen Creek

TABLE 11-118: Events, Calls, and Workload by Category, Queen Creek

Category	Events	Calls	Work Hours
Alarm	338	338	149.4
Assist citizen	132	132	75.6
Assist other agency	95	95	113.5
Civil matter	73	73	83.2
Crime–person	325	325	661.3
Crime–property	521	521	879.1
Directed patrol	165	NA	NA
Follow-up	468	468	372.6
Animal call	68	68	46.6
Miscellaneous	59	59	61.9
Investigation	1,416	1,416	1,359.0
Suspicious incident	110	110	105.4
Accident	590	590	1,308.7
Traffic enforcement	319	319	183.5
Violation	395	395	198.6
Warrant	55	55	182.8
Welfare check	564	564	549.6
Total	5,693	5,528	6,330.8

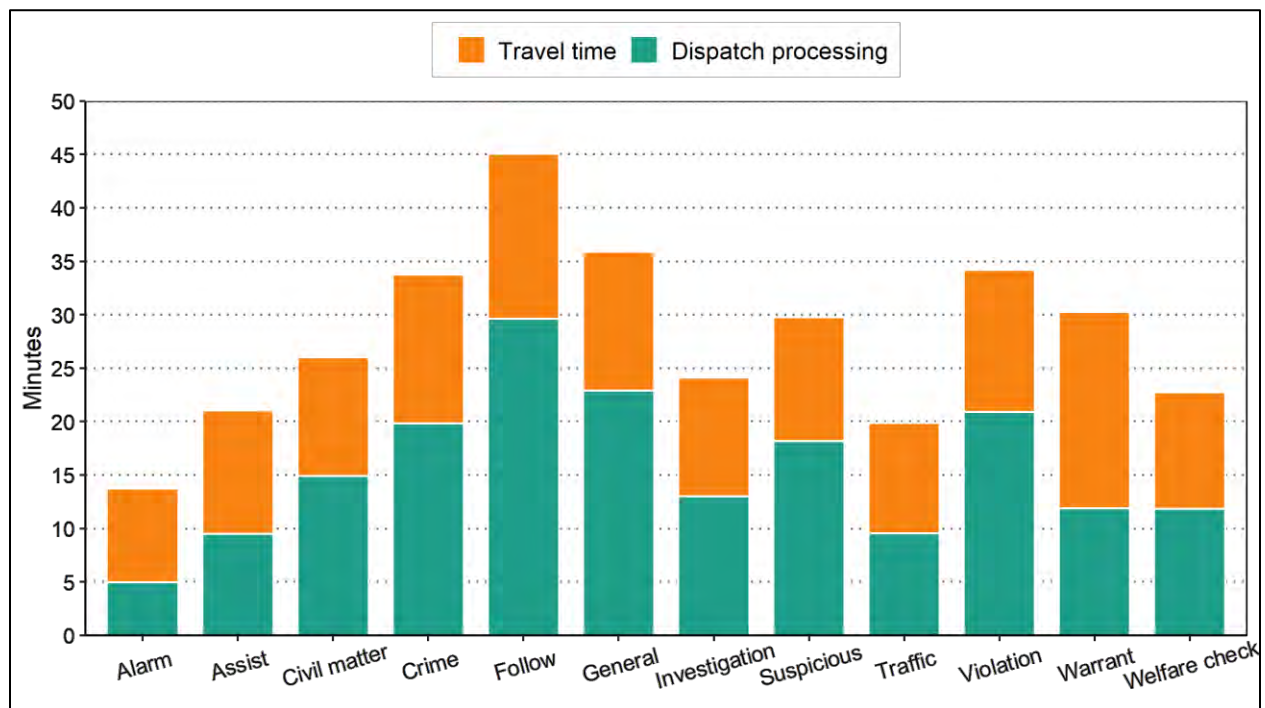
Observations:

- MCSO serviced Queen Creek until January 10, 2022.
- There were 5,693 events in Queen Creek.
- The top four categories accounted for 68 percent of calls:
 - 26 percent of calls were investigations.
 - 16 percent of calls were traffic-related.
 - 15 percent of calls were crimes.
 - 10 percent of calls were welfare checks.

FIGURE 11-107: Average Response Time by Hour of Day, Queen Creek

Observations:

- Average response time varied by the hour of the day.
- The longest response times were between 5:00 p.m. and 6:00 p.m., with an average of 42.1 minutes.
- The shortest response times were between 2:00 a.m. and 3:00 a.m. with an average of 13.4 minutes.

FIGURE 11-108: Average Response Time by Category, Queen Creek**TABLE 11-119: Average Response Time Components by Category, Queen Creek**

Category	Minutes			Calls
	Dispatch	Travel	Response	
Alarm	5.0	8.8	13.8	310
Assist citizen	12.9	11.7	24.6	75
Assist other agency	6.4	11.5	17.8	83
Civil matter	14.9	11.1	26.0	58
Crime–person	18.8	14.3	33.1	240
Crime–property	20.4	13.8	34.1	419
Follow-up	29.6	15.5	45.1	80
Animal call	22.2	14.2	36.4	59
Miscellaneous	23.8	11.4	35.2	47
Investigation	13.0	11.1	24.1	1,133
Suspicious incident	18.1	11.6	29.8	91
Accident	7.9	10.2	18.1	534
Traffic enforcement	20.5	11.7	32.2	78
Violation	20.9	13.3	34.2	39
Warrant	11.9	18.4	30.2	22
Welfare check	11.8	10.9	22.7	527
Total Average	13.5	11.5	25.0	3,795

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

TABLE 11-120: 90th Percentiles for Response Time Components by Category, Queen Creek

Category	Minutes		
	Dispatch	Travel	Response
Alarm	10.3	15.6	23.4
Assist citizen	45.8	25.8	67.1
Assist other agency	17.8	21.6	38.8
Civil matter	53.1	26.4	70.4
Crime–person	91.1	36.5	124.2
Crime–property	71.5	32.2	96.5
Follow-up	112.8	55.0	130.2
Animal call	73.6	28.9	85.4
Miscellaneous	91.1	27.6	119.9
Investigation	38.8	22.6	56.0
Suspicious incident	72.5	26.4	85.6
Accident	18.5	19.8	39.3
Traffic enforcement	70.1	23.6	94.5
Violation	66.5	30.4	87.2
Warrant	18.9	51.5	72.9
Welfare check	35.8	21.7	55.8
Total Average	41.3	24.6	66.1

Observations:

- The average response time was as short as 14 minutes (for alarms) and as long as 45 minutes (for follow-ups).
- The average response time for crimes was 34 minutes.
- The 90th percentile value for response time was as short as 23 minutes (for alarms) and as long as 130 minutes (for follow-ups).

TABLE 11-121: Average Dispatch, Travel, and Response Times by Priority, Queen Creek

Priority	Minutes			Calls	Minutes, 90th Percentile
	Dispatch	Travel	Response		
1	1.2	5.8	7.0	105	11.4
2	8.8	10.2	19.0	1,556	42.2
3	17.6	12.7	30.3	2,134	79.8
Weighted Average/Total	13.5	11.5	25.0	3,795	66.1
Accidents with injuries	2.4	6.4	8.8	57	12.5

Observations:

- High-priority calls had an average response time of 7.0 minutes, lower than the overall average of 25.0 minutes for all calls.
- Average dispatch processing time was 1.2 minutes for high-priority calls, compared to 13.5 minutes overall.
- Average response time for injury accidents was 8.8 minutes, with a dispatch processing time of 2.4 minutes.

APPENDIX A: CALL TYPE CLASSIFICATION

Call descriptions for the agency's calls for service from September 1, 2021, through August 31, 2022, were classified within the following categories.

TABLE 11-122: Call Type, by Category

Call Type Code	Call Type Description	Table Category	Figure Category
211S	SILENT ARMED ROBBERY ALARM	Alarm	Alarm
459A	AUDIBLE BURGLAR ALARM		
459F	FALSE BURGLAR ALARM		
459S	SILENT BURGLAR ALARM		
670H	CALL BOX N/R		
927A	PANIC ALARM		
927F	FALSE PANIC ALARM		
927S	SILENT PANIC ALARM		
411	CITIZEN/MOTORIST ASSIST	Assist citizen	Assist
411B	BOATER ASSIST	Assist other agency	
413	EMERGENCY MESSAGE		
905	URGENT ASSISTANCE/BACKUP		
907	ASSIST OTHER AGENCY		
410B	RESTITUTION - CIVIL USE ONLY	Civil matter	Civil matter
410M	CIVIL PROCESS - CIVIL USE ONLY		
410O	ORDERS OF PROT - HARRASS - CIVIL USE ONLY		
410R	REPLEVIN -CIVIL USE ONLY		
410S	CIVIL MATTER/STANDBY		
929	LOSS REPORT-INSURANCE		
209	KIDNAPPING	Crime-person	Crime
209Z	ATTEMPTED KIDNAPPING		
211	ARMED ROBBERY		
211A	AUDIBLE ARMED ROBBERY ALARM		
211Z	ATTEMPTED ARMED ROBBERY		
212	STRONG ARM ROBBERY		
212Z	ATTEMPTED STRONG ARM ROBBERY		
239	FIGHT/MUTUAL COMBAT		
239V	FIGHT/MUTUAL COMBAT -DOMESTIC VIOLENCE		
240	ASSAULT		
240A	ADULT ABUSE		
240C	CHILD ABUSE		
240Z	ATTEMPTED ASSAULT		
241	OBSTRUCTING JUSTICE		
242	VIOLATION OF COURT ORDER		
244	IMPERSONATING AN OFFICER		
245	ASSAULT WITH A DEADLY WEAPON		

Call Type Code	Call Type Description	Table Category	Figure Category
245Z	ATTEMPTED ASSAULT W/A DEADLY WEAPON		
246	ASSAULT ON DEPUTY		
247	ENDANGERMENT		
261	SEXUAL ASSAULT ADULT		
261Z	ATTEMPT SEXUAL ASSAULT - ADULT		
262	SEXUAL ASSAULT - MINOR VICTIM		
262Z	ATTEMPTED SEXUAL ASSAULT - MINOR VICTIM		
263	SEX CRIME - OTHER THAN RAPE		
263Z	ATTEMPT SEX CRIME - OTHER THAN RAPE		
264	INDECENT EXPOSURE		
265	PROSTITUTION		
266	VOYEUR		
268	ILLEGAL POSSESSION/CONSUMPTION ALCOHOL		
417	SUBJECT WITH A GUN		
418	SUBJECT WITH WEAPON		
487I	IDENTITY THEFT		
505	THREAT/ANNOY/OBSCENE PHONE CALL		
506	THREATS TO COMMIT AN OFFENSE		
506H	HARASSMENT/STALKING		
555	HOMICIDE		
671E	ADULT ENTERTAINMENT VIOLATION		
712L	LOITERING		
821	CONTRIB TO DELIQ OF MINOR		
901K	STABBING		
901S	SHOOTING VICTIM		
910F	FELONY PURSUIT		
998	DEPUTY INVOLVED IN SHOOTING		
J240	ASSAULT BY INMATE ON INMATE (DETENTION/JAIL ONLY)		
J240D	ASSAULT ON DETENTION PERSONNEL (DETENTION/JAIL ONLY)		
267	NARCOTICS/OTHER DRUGS	Crime– property	
459	BURGLARY		
459C	BURGLARY FROM VEHICLE		
459Z	ATTEMPTED BURGLARY		
470	FORGERY OR BOGUS CHECKS		
471	FRAUD OR CON GAME		
486	TRAFFICKING IN STOLEN PROPERTY		
487	THEFT		
487C	THEFT FROM VEHICLE		
487M	THEFT OF METALS		
487Z	ATTEMPTED THEFT		

Call Type Code	Call Type Description	Table Category	Figure Category	
488	SHOPLIFTING			
488M	CONVENIENCE MARKET THEFT			
507	CRIMINAL DAMAGE			
509	STOLEN VEHICLE			
509X	STOLEN VEHICLE CHECK			
509Z	ATTEMPTED VEHICLE THEFT			
712	TRESPASSING			
715	ILLEGAL BURNING			
J507	DESTRUCTION OF JAIL PROPERTY (DETENTION/JAIL ONLY)			
412	COMMUNITY POLICING	Directed patrol	Directed patrol	
412C	SCHOOL PROGRAMS(COMM SERV)			
671	PATROL/VACATION WATCH			
909	SPECIAL DETAIL			
902	FOLLOW UP	Follow-up	Follow-up	
930	ANIMAL PROBLEM	Animal call	General miscellaneous	
930N	ANIMAL NOISE PROBLEM			
260L	SEX OFFENDER LE NOTIFICATION	Miscella- neous		
412E	EXPLORER PROGRAMS			
511	MOTORIZED BIKES DISTURBING			
667T	TRUANT JUVENILE			
906	MINOR ASSISTANCE/BACKUP			
909DE	DRILL/EXERCISE			
909S	SECURITY OFF DUTY			
909T	TRAFFIC CONTROL - OFF DUTY			
918	MENTALLY ILL PERSON			
926	TOW TRUCK REQUEST			
209C	CUSTODIAL INTERFERENCE	Investigation		Investigation
210C	EXPLOSIVES STORAGE/POSSESSION			
210F	FIREWORKS			
243	FALSE INFO TO OFFICER			
260F	SEX OFFENDER FAIL TO REGISTER			
392	ESCAPE FROM CUSTODY			
410	CIVIL ACTION			
415	NEIGHBOR TROUBLE			
415C	JUVENILE DISTURBING			
415D	DRUNKS DISTURBING			
415E	LOUD NEIGHBORS DISTURBING			
415P	DISORDERLY CONDUCT			
415U	UNWANTED GUEST			
487R	RECOVERY OF STOLEN PROPERTY			

Call Type Code	Call Type Description	Table Category	Figure Category
585	TRAFFIC HAZARD		
647A	SUSPICIOUS PERSON		
647B	SUSPICIOUS VEHICLE		
647C	SUSPICIOUS PERSON AND VEHICLE		
647P	SUSPICIOUS PACKAGE		
666	SUICIDE		
666Z	ATTEMPT SUICIDE		
667	MISSING PERSON		
667A	RUNAWAY JUVENILE		
667E	EVIDENCE SEARCH		
667F	PERSON FOUND		
667J	MISSING PERSON - JUVENILE		
667L	LOST PERSON ASSIST		
667S	SEARCH AND RESCUE OPERATION		
720	HAZARDOUS MATERIALS		
770	SHOTS FIRED		
777	EXPLOSION		
778	SHOOTING TOO CLOSE		
822	INCORRIGIBLE JUVENILE		
900	DROWNING - REPORT OF		
900M	EVIDENTIARY DIVES		
900N	NEAR DROWNING		
900R	DROWNING RECOVERY		
901	INJURED/SICK PERSON		
901D	MAN DOWN		
901H	DEAD BODY		
904	FIRE		
910W	WATCH UR CAR STOP		
911H	9-1-1 HANGUP		
917	ABANDONED VEHICLE		
921	PROWLER		
927	UNKNOWN TROUBLE		
928	FOUND PROPERTY		
928S	PROPERTY IMPOUND SAFEKEEPING		
ATL	ATTEMPT TO LOCATE		
J269	PROMOTING JAIL CONTRABAND (EXCLUDING NARCOTICS) (DETENTION/JAIL ONLY)		
J901	JAIL INJ/SICK/SAFE BED INMATE (DETENTION/JAIL ONLY)		
J901T	JAIL INJ/SICK INMATE TRANSPORT (DETENTION/JAIL ONLY)		
647	SUSPICIOUS ACTIVITY	Suspicious incident	Suspicious incident

Call Type Code	Call Type Description	Table Category	Figure Category
960	AIRCRAFT CRASH	Accident	
961	VEHICLE CRASH NO INJURY		
962	VEHICLE CRASH W/INJURIES		
962U	VEHICLE CRASH UNKNOWN INJURIES		
963	VEHICLE CRASH FATALITY		
964	BOATING CRASH NO INJURIES		
964F	BOATING CRASH FATALITY		
964I	BOATING CRASH WITH INJURIES		
510	SPEEDERS	Traffic enforcement	Traffic
584	TRAFFIC CONTROL		
692	DUI		
692B	OUI BOAT		
693	RECKLESS DRIVING		
693B	RECKLESS BOAT DRIVING		
693R	OVERLY AGGRESSIVE DRIVER		
910	TRAFFIC VIOLATION		
910B	BICYCLE STOP		
910I	COMMERCIAL VEHICLE INSPECTION		
S910	TRAFFIC VIOLATION, SIGNIFICANT OPERATIONS	Violation	Violation
415J	CURFEW VIOLATION		
474	SOLICIT/PEDDLING W/OUT LICENSE		
586	ILLEGAL PARKING		
610	FOUNTAIN HILLS MUNI CODE		
614	QUEEN CREEK MUNI CODE		
620	MUNI CODE OTHER MUNICIPALITY		
710B	BOATING VIOLATION		
714	ILLEGAL DUMPING / LITTERING		
716	NATIVE PLANT LAW VIOLATION		
717	GAME & FISH VIOLATION	Warrant	Warrant
718	COUNTY PARKS VIOLATION		
250	WARRANT ARREST		
250Z	WARRANT ARREST ATTEMPT		
410E	EXECUTION - CIVIL USE ONLY	Welfare check	Welfare check
918P	MENTAL HEALTH PETITION (WARR)		
670	WELFARE CHECK		

APPENDIX B: UNIFORM CRIME REPORT INFORMATION

This section presents information obtained from Uniform Crime Reports (UCR) collected by the Federal Bureau of Investigation (FBI) and the Arizona Department of Public Safety. The tables and figures include the most recent information that is publicly available at the national level. This includes crime reports for 2009 through 2018, along with clearance rates for 2018. Crime rates are expressed as incidents per 100,000 people. County populations are limited to each Sheriff's Office's jurisdiction and exclude municipalities with law enforcement agencies.

TABLE 11-123: Reported Crime Rates in 2019, by County

County	State	Population	Crime Rates		
			Violent	Property	Total
Cochise County	AZ	51,427	97	1,052	1,149
Coconino County	AZ	55,654	198	564	762
Graham County	AZ	20,469	73	616	689
Greenlee County	AZ	4,943	40	587	627
La Paz County	AZ	14,664	1,050	6,028	7,079
Mohave County	AZ	85,944	173	2,407	2,581
Navajo County	AZ	71,376	69	488	556
Pima County	AZ	362,047	171	2,385	2,557
Pinal County	AZ	226,895	94	801	896
Santa Cruz County	AZ	28,717	17	505	522
Yavapai County	AZ	93,024	256	1,037	1,293
Yuma County	AZ	64,893	227	1,318	1,544
Maricopa County	AZ	404,915	330	1,353	1,683
Arizona		7,171,646	475	2,677	3,152
United States		327,167,434	369	2,200	2,568

Note: Population values reflect the proportion of the county, often living in unincorporated areas, whose primary law enforcement agency is the county sheriff's office.

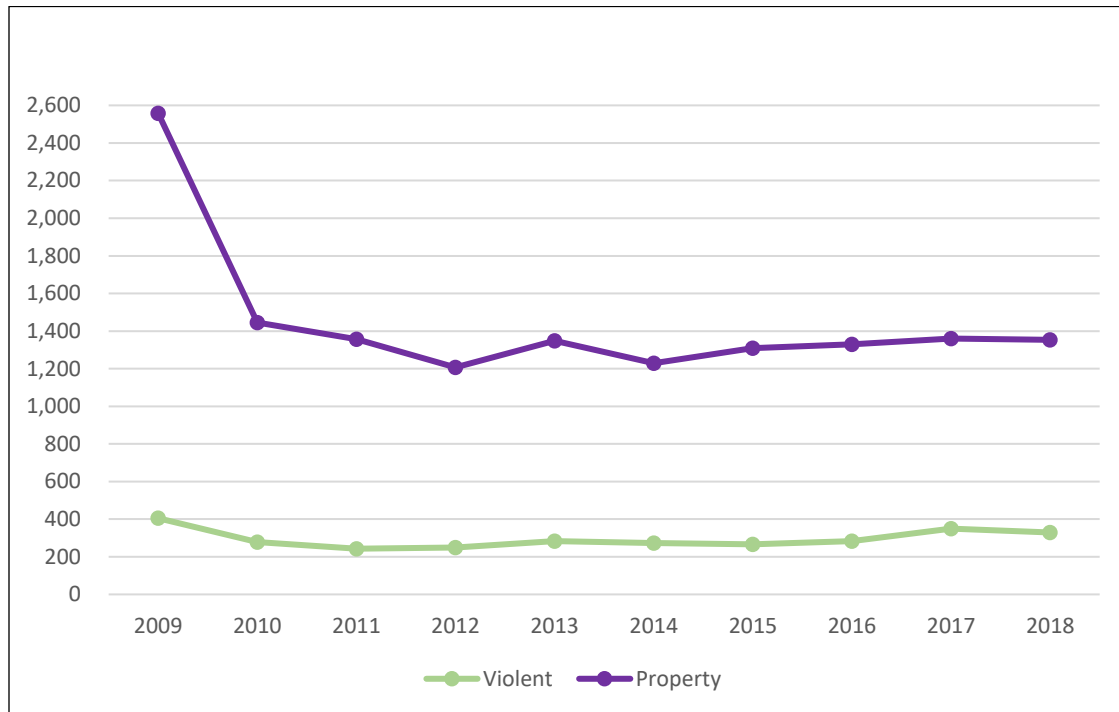
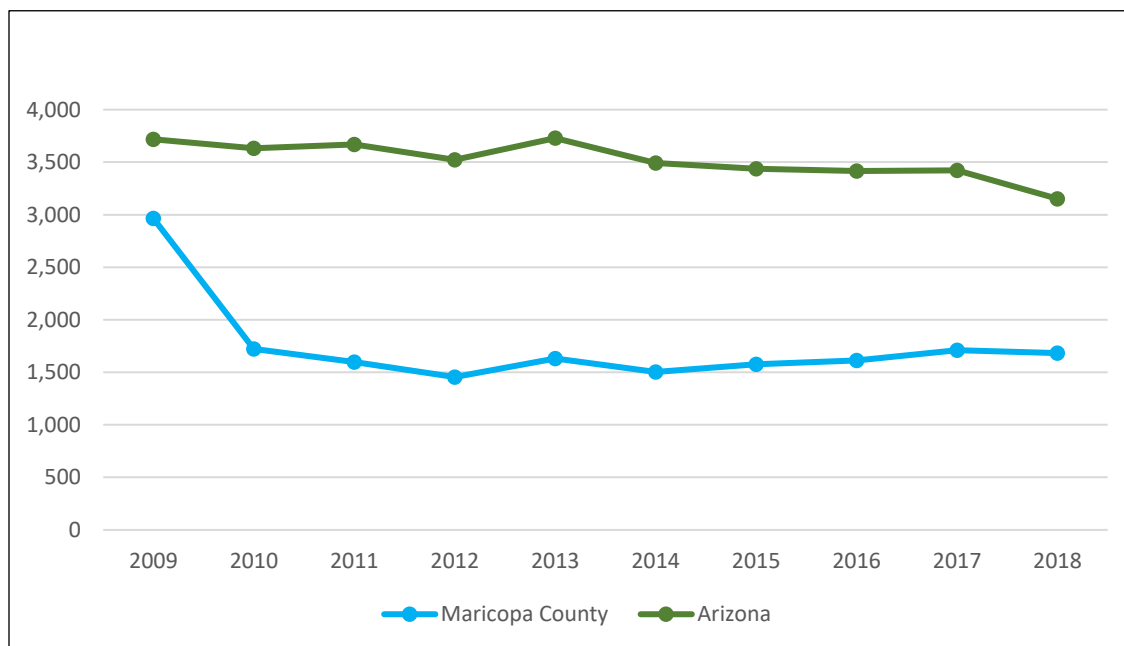
FIGURE 11-109: Maricopa County Reported Violent and Property Crime Rates, by Year**FIGURE 11-110: Reported County and State Crime Rates, by Year**

TABLE 11-124: Reported Municipal, State, and National Crime Rates, by Year

Year	Maricopa County				Arizona				National			
	Population	Violent	Property	Total	Population	Violent	Property	Total	Population	Violent	Property	Total
2009	244,834	405	2,558	2,964	6,609,085	429	3,289	3,719	312,367,926	416	2,906	3,322
2010	354,104	279	1,445	1,724	6,404,623	403	3,229	3,632	314,170,775	393	2,833	3,225
2011	365,362	243	1,356	1,599	6,501,532	411	3,257	3,668	317,186,963	376	2,800	3,176
2012	370,046	249	1,207	1,455	6,572,455	422	3,102	3,523	319,697,368	377	2,758	3,135
2013	387,794	284	1,348	1,632	6,646,289	398	3,331	3,729	321,947,240	362	2,627	2,989
2014	408,648	273	1,229	1,502	6,751,280	383	3,108	3,491	324,699,246	357	2,464	2,821
2015	395,937	266	1,310	1,576	6,848,298	437	3,000	3,437	327,455,769	368	2,376	2,744
2016	403,509	284	1,330	1,614	6,951,468	458	2,959	3,417	329,308,297	383	2,353	2,736
2017	397,576	349	1,361	1,710	7,016,270	508	2,915	3,423	325,719,178	383	2,362	2,745
2018	404,915	330	1,353	1,683	7,171,646	475	2,677	3,152	327,167,434	369	2,200	2,568

TABLE 11-125: Reported Maricopa County, State, and National Clearance Rates in 2018

Crime	Maricopa County			Arizona			National		
	Crimes	Clearances	Rate	Crimes	Clearances	Rate	Crimes	*Clearances	Rate
Murder Manslaughter	21	6	29%	331	244	74%	14,786	9,210	62%
Rape	141	40	28%	3,201	561	18%	127,258	42,500	33%
Robbery	113	32	28%	6,480	1,729	27%	260,709	79,300	30%
Aggravated Assault	1,061	538	51%	18,452	8,348	45%	745,238	391,000	53%
Burglary	1,043	77	7%	29,986	3,036	10%	1,128,351	157,000	14%
Larceny	3,840	460	12%	135,716	24,675	18%	4,812,405	910,000	19%
Vehicle Theft	595	60	10%	8,026	1,964	24%	701,248	96,800	14%

Note: National clearances are not publicly available, and these values were calculated from crimes and clearance rates.

END