

September, 2021

Calls for Service Analysis

TUFTS UNIVERSITY



Agenda

1. Methodology & Limitations
2. TUPD Operations
3. Data Analysis & Findings
4. Key Takeaways
5. Appendices

Methodology & Limitations

Methodology & Limitations

- **Calls for Service (CFS)** – Term used to describe emergency and non-emergency calls for service to a law enforcement agency that are both called into a communications center and officer-initiated/self-directed calls
 - ✓ This CFS data is typically maintained in law enforcement computer-aided dispatch (CAD) systems
- Our analysis includes a high-level review of CFS that originated from the Tufts community, members of the public, and officer-initiated calls
- CFS data used for this analysis is from TUPD's CAD system from 2018, 2019, 2020, and from January 1st through June 25th, 2021

Sources retrieved in part from <https://www.policedatainitiative.org> & City of Portland Police Bureau

Methodology & Limitations

- CAD data is limited, consisting of the date and time of the call, location of the incident, and a short description of what the caller reports to the dispatcher at the time of the initial call
- We did not include CAD entries that document TUPD administrative functions
- CFS are recorded in CAD “ex-ante” (based on forecast rather than actual outcomes). Call types often change once an officer arrives on the scene, i.e. “nothing observed” to something more serious

Sources retrieved in part from <https://www.policedatainitiative.org> & City of Portland Police Bureau

TUPD Operations

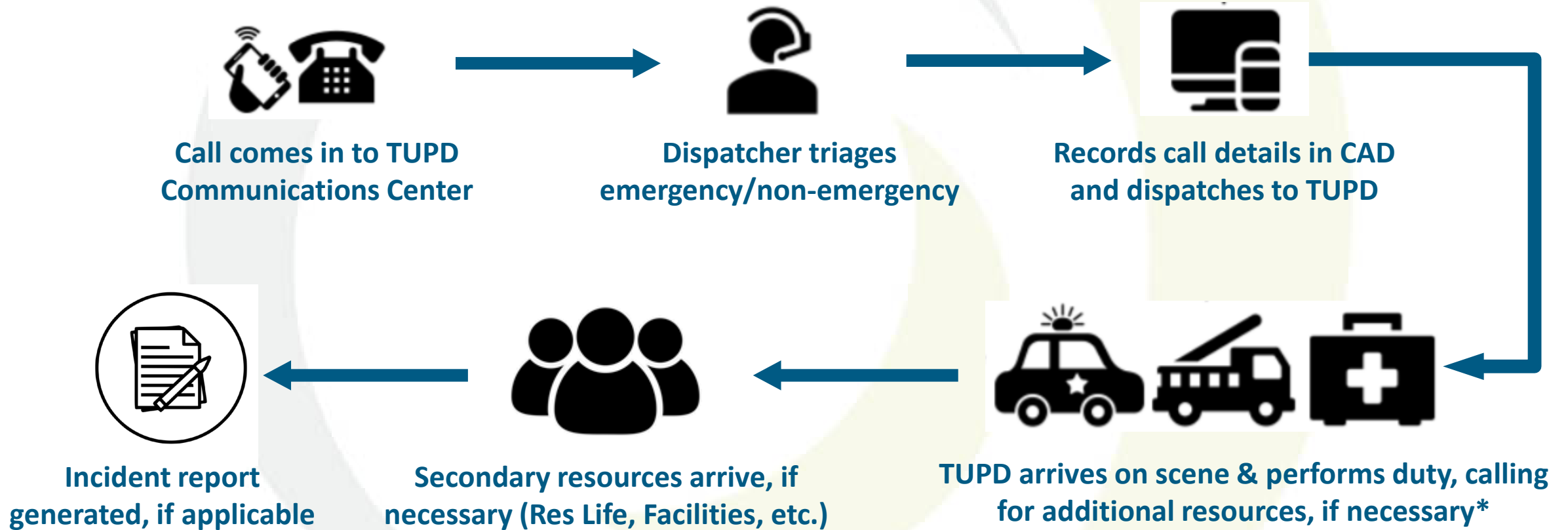
Staffing – Headcount

Administration	Special Services
1 – Executive Director, Public Safety 1 – Director, Public Safety and Security 1 – Captain, Field Operations 1 – Lieutenant, Training and Accreditation 1 – Lieutenant, Physical Security & Communications Center Manager	1 – Detective Lieutenant 1 – Detective 1 – Community Policing Coordinator 1 – Compliance Officer 1 – Lead Dispatcher 9 – Dispatchers
Grafton Campus	Medford/Somerville Campus
1 – Lieutenant, Station Commander 5 – Police Officers	1 – Lieutenant, Station Commander 4 – Sergeants 12 – Police Officers
SMFA Campus	Boston Health Sciences Campus
1 – Sergeant, Station Commander 4 – Police Officers 10 – Campus Security Officers	1 – Lieutenant, Station Commander 3 – Sergeants 1 – Corporal 7 – Police Officers 22 – Campus Security Officers



These are authorized staffing levels. However, TUPD is currently not at full staffing strength.

Path of a Typical TUPD Call for Service



**TUPD is the only provider of 24/7 emergency response to police, fire, and medical incidents as well as community service-related CFS*

Data Analysis & Findings

Margolis Healy Calls For Service (CFS) Categories

- **Police – Armed**
 - ✓ CFS related to actual or suspected serious and violent crimes in progress (such as burglaries, robberies, assaults), bomb threats, stalking, intimate partner violence, panic and intrusion alarms, traffic violations, suspicious activities, trespass complaints, and calls to assist municipal police
 - ✓ CFS related to actual or suspected minor crimes such as harassment, vandalism, and crimes that happened in the past, and to conduct follow up investigations for prior reported crimes
 - ✓ CFS related to sudden death, fires, and behavioral-based medical or mental health-related incidents
 - ✓ CFS such as intrusion alarm activation, warrant service, delivery of restraining orders, 911 hang up calls, missing persons, and money escorts

Margolis Healy Calls For Service (CFS) Categories

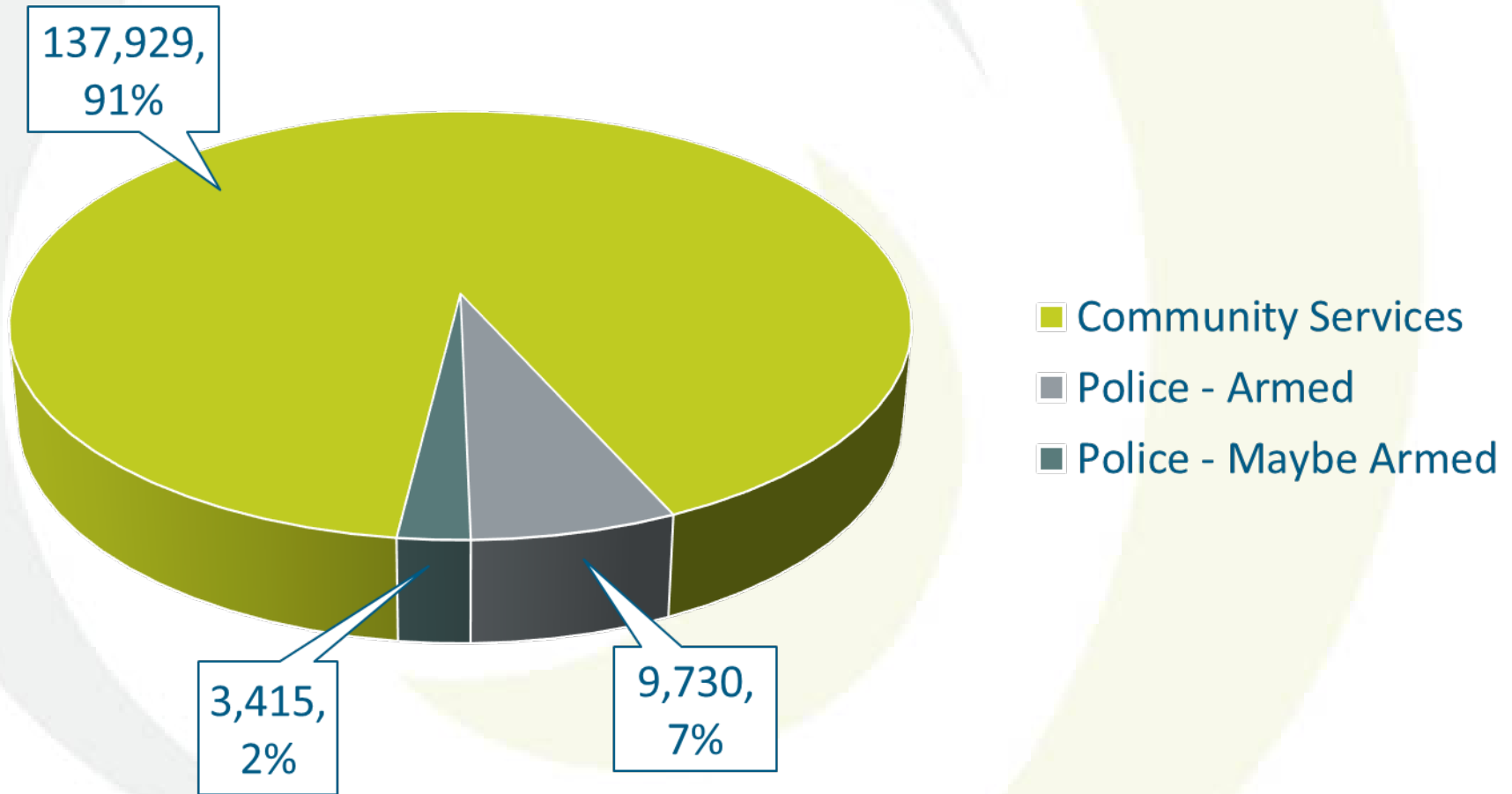
- **Police – Maybe Armed**

- ✓ TUPD uses some CFS designations to document a range of incident types. When we could not discern an armed response v. community services response based on information in the CAD entry for a specific CFS designation, we placed these CFS in the **Police – Maybe Armed** category
 - Examples of these CFS types are assist citizen/employee, chemical and hazardous material calls, serious medical calls, and well-being checks
 - These include medical CFS for which Medford Fire currently requires a police presence
 - Tufts EMS (TEMS) provides 24/7 medical services ONLY when school is in session, and is still accompanied by TUPD. When TEMS services are not available, TUPD is the primary responder to all medical CFS

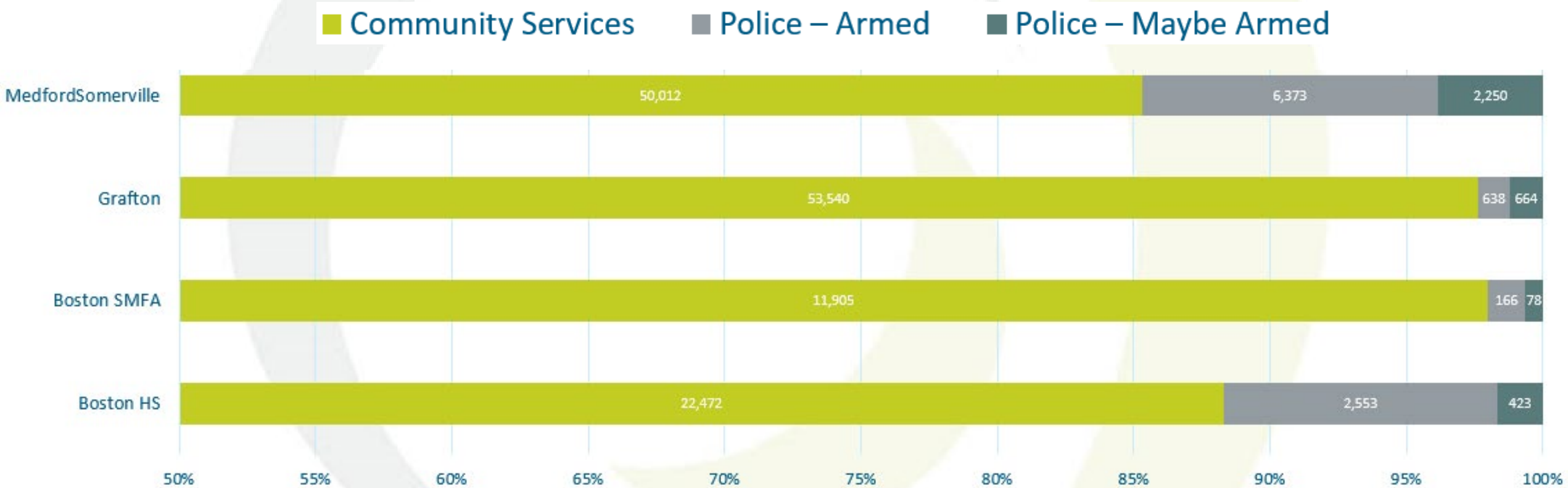
Margolis Healy Calls For Service (CFS) Categories

- **Community Services**
 - ✓ Term used to identify non-emergency, non-criminal CFS that typically do not require an armed police response
 - Examples of these CFS are building and area checks, residential and academic facility lock/unlock service, courtesy transports, safety escorts, party compliance checks, facility service-related requests, facility or equipment “trouble” alarms, parking complaints, traffic control and direction, animal complaints, lost and found property

Category Breakdown: All Campuses (2018-2021)



CFS Categories by Campus (2018-2021)



CFS Categories by Campus (2018-2021)

CFS Category	Boston HS		Boston SMFA		Grafton		MedfordSomerville		Total	
Community Services	22,472	14.9%	11,905	7.9%	53,540	35.4%	50,012	33.1%	137,929	91.3%
Police – Armed	2,553	1.7%	166	0.1%	638	0.4%	6,373	4.2%	9,730	6.4%
Police – Maybe Armed	423	0.3%	78	0.1%	664	0.4%	2,250	1.5%	3,415	2.3%
Total	25,448	16.8%	12,149	8.0%	54,842	36.3%	58,635	38.8%	151,074	100.0%

Top Police – Armed Calls: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Security Alarm	2,726	29.5%
Money Escort	2,273	24.6%
Anti-Prop Alarm	980	10.6%
Suspicious Activity	755	8.2%
Loud Party/Noise Complaint	575	6.2%
Panic Alarm	384	4.2%
Past Report Larceny	235	2.5%
Hangup E911 or RAMTEL	228	2.5%
Medical, Alcohol	198	2.1%
Drug Odor/Smoke/Paraphernalia	190	2.1%

} Top 3 = 64.7%

Top Police – Maybe Armed Calls: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Assist Citizen	1,040	30.5%
ALL Medical Calls	936	27.4%
Fire Alarm	722	21.1%
Hazardous/Safety Condition	130	3.8%
Assist w/ Employee	308	9.0%
Well-Being Check	264	7.7%
Citizen Complaint	8	0.2%
Chemical Spill	5	0.1%
Hazardous Materials Release	2	0.1%

Top 3 = 79%

Top Community Services Calls: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Building Check	53,937	41.7%
Area Check	49,114	37.9%
Lockout, Administrative	6,881	5.3%
Facilities Problem	4,813	3.7%
Building Closing	3,539	2.7%
Building Opening	2,907	2.2%
Trouble Alarm	2,424	1.9%
Disarm Alarm	2,152	1.7%
HP Courtesy Transport	2,015	1.6%
Found/Lost Property	1,693	1.3%

Top 3 = 84.9%

TUPD Use of Force Report: 2011-2020

Year	Occurrence #	Date	Case Number	Type of Force	Gender of Person Whom Force Was Used Against	Race of Person Whom Force Was Used Against
2011	1	4/30/2011	11TUM-7-AR	Weaponless	Male	White
	2	10/16/2011	11TUM-19-AR	Oleoresin Capsicum (OC) Spray	Male	White
2012	3	4/30/2012	12TUM-4-AR	Weaponless	Male	White
	4	4/30/2012	12TUM-5-AR	Weaponless	Male	White
	5	12/8/2012	12TUM-20-AR	Oleoresin Capsicum (OC) Spray	Male	White
2013	<i>No use of force used in 2013</i>					
2014	6	2/9/2014	14TUM-6-AR	Weaponless	Male	White
	7	7/13/2014	14TUM-41-AR	Oleoresin Capsicum (OC) & Draw/Verbal Commands	Male	Black
	8	12/7/2014	14TUM-124-AR	Weaponless	Male	White
2015	9	4/25/2017	15TUM-35-AR	Weaponless	Male	White
2016	10	11/20/2016	16TUM-103-AR	Weaponless	Male	White
	11	11/21/2016	16TUB-1-AR	Weaponless	Female	Black
2017	12	4/9/2017	17TUM-16-AR	Weaponless	Male	White
	13	11/1/2017	17TUM-80-AR	Weaponless	Male	White
2018	<i>No use of force used in 2018</i>					
2019	14	8/10/2019	19TUM-53-AR	Weaponless	Male	Black
2020	15	2/13/2020	20TUM-91-OF	Weaponless	Male	White

Key Takeaways & Summary

Volume and Types of Calls Differ Across Campuses

- Medford/Somerville = highest volume
- Grafton = high volume, relative to community size
- Health Sciences = low volume, but highest % and number of armed CFS
- SMFA = very low volume and almost no armed CFS
- Campus and community characteristics drive CFS differences
 - ✓ Medford/Somerville = urban, undergraduates, residential
 - ✓ Grafton = suburban, veterinary clinic
 - ✓ Health Sciences = downtown urban, dental clinic, shared campus with TMC
 - ✓ SMFA = small community, one major building

General Findings

- CFS categorized as necessitating a TUPD armed response occur an average of **2,780** times per year (7.6 times per day) at Tufts
 - ✓ Including the **Police – Maybe Armed** CFS increases the average to **3,755** calls per year (10 times per day)
- TUPD performs many community caretaking services and is currently the only 24/7 on-site response unit at Tufts

General Findings

- Across all campuses, the vast majority (between 85%-95%) of CFS are from the **Community Services** category
- **Police – Armed** responses account for almost 7% of total CFS
 - The majority of **Police – Armed** responses (92%) occur on the Medford/Somerville and Health Sciences campuses.
- Actual Use of Force has been extremely rare on all campuses over the last decade

Final Thoughts

- Historical data is not necessarily an accurate predictor of the future
- Tufts' CFS data and findings were not atypical compared to other higher education institutions in similar environments
- CFS data and analysis can be very powerful but needs to be integrated with other types of data and analysis (e.g. survey responses, benchmarking, crime data)
- Given the differences across the campuses, arming approaches that differ by campus could warrant exploration
- Differential Response Model should be feasible at Tufts
 - ✓ Challenge will be staffing levels across campuses and shifts
 - ✓ TUPD understands and embraces the need to work with the Tufts administration and community members to critically assess where and how TUPD should evolve

Questions/Comments

Appendices

Appendices – Table of Contents

- A-1: Full definition for the **Police – Armed** CFS category
- A-2: All call types categorized under **Police – Armed** for all campuses (2018-2021)
- A-3: Full definition for the **Police – Maybe Armed** CFS category
- A-4: All call types categorized under **Police – Maybe Armed** for all campuses (2018-2021)
- A-5: Full definition for the **Community Services** CFS category
- A-6: All call types categorized under **Community Services** for all campuses (2018-2021)
- A-7: Use-of-Force Definitions
- A-8: Full definition of Differential Response
- A-9: Bias-by-Proxy Definition

A-1: Police – Armed Definition

- **Police – Armed**
 - ✓ CFS related to actual or suspected serious and violent crimes in progress (such as burglaries, robberies, assaults), bomb threats, stalking, intimate partner violence, panic and intrusion alarms, traffic violations, suspicious activities, trespass complaints, and calls to assist municipal police
 - ✓ CFS related to actual or suspected minor crimes such as harassment, vandalism, and crimes that happened in the past, and to conduct follow up investigations for prior reported crimes
 - ✓ CFS related to sudden death, fires, and behavioral-based medical or mental health-related incidents
 - ✓ CFS such as intrusion alarm activation, warrant service, delivery of restraining orders, 911 hang up calls, missing persons, and money escorts

A-2: Police – Armed: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Security Alarm	2,726	29.5%
Money Escort	2,273	24.6%
Anti-Prop Alarm	980	10.6%
Suspicious Activity	755	8.2%
Loud Party/Noise Complaint	575	6.2%
Panic Alarm	384	4.2%
Past Report Larceny	235	2.5%
Hangup E911 or RAMTEL	228	2.5%
Medical, Alcohol	198	2.1%
Drug Odor/Smoke/Paraphernalia	190	2.1%
Follow Up	175	1.9%
Motor Veh Accident No Injuries	131	1.4%
Disturbance	126	1.4%
Motor Vehicle Stop	124	1.3%
Unwanted Person	84	0.9%
Past Report Harassment	66	0.7%

Call Type	# Calls	% Calls
Medical, Psych	65	0.7%
Medical, Dental Code	62	0.7%
Motor Veh Accident	59	0.6%
Vandalism	54	0.6%
Medical Alarm	51	0.6%
Past Report Computer Incident	34	0.4%
Annoying/Obscene Communication	26	0.3%
Past Report Breaking/Entering	18	0.2%
Past Report Vandalism	13	0.1%
Assault	11	0.1%
Remove Skaters	9	0.1%
Disabled Motor Vehicle	8	0.1%
Fire, Structure	8	0.1%
Trespassing	8	0.1%
Domestic Disturbance	7	0.1%
Fight	7	0.1%

Call Type	# Calls	% Calls
Larceny In-Progress	7	0.1%
Fire, Outside	6	0.1%
Breaking/Entering in Progress	5	0.1%
Liquor Law Violation	5	0.1%
Missing Person	3	0.0%
Past Report MV Larceny	2	0.0%
Rape/Sexual Assault	2	0.0%
Robbery	2	0.0%
Serve Restraining Order	2	0.0%
Unknown	2	0.0%
Abandoned Motor Vehicle	1	0.0%
Bomb Threat	1	0.0%
Motor Vehicle Larceny	1	0.0%
Shoplifting	1	0.0%
Total	9,730	100.0%

A-3: Police – Maybe Armed Definition

- **Police – Maybe Armed**
 - ✓ TUPD uses some CFS designations to document a range of incident types. When we could not discern an armed response v. community services response based on information in the CAD entry for a specific CFS designation, we placed these CFS in the **Police – Maybe Armed** category
 - Examples of these CFS types are assist citizen/employee, chemical and hazardous material calls, serious medical calls, and well-being checks
 - These include medical CFS for which Medford Fire currently requires a police presence
 - Tufts EMS (TEMS) provides 24/7 medical services ONLY when school is in session, and is still accompanied by TUPD. When TEMS services are not available, TUPD is the primary responder to all medical CFS

A-4: Police – Maybe Armed: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Assist Citizen	1,040	30.5%
Fire Alarm	722	21.1%
Medical, Other/Unknown	449	13.1%
Assist w/Employee	308	9.0%
Well-Being Check	264	7.7%
Medical, Injury	188	5.5%
Medical, Sick Person	163	4.8%
Hazardous/Safety Condition	130	3.8%
Medical, Minor Injury	90	2.6%
Medical, Cardiac	19	0.6%
Medical, Difficulty Breathing	18	0.5%
Medical, Allergic Reaction	9	0.3%
Citizen Complaint	8	0.2%
Chemical Spill	5	0.1%
Hazardous Materials Release	2	0.1%
Total	3,415	100.0%

A-5: Community Services Definition

- **Community Services**

- ✓ Term used to identify non-emergency, non-criminal CFS that typically do not require an armed police response
 - Examples of these CFS are building and area checks, residential and academic facility lock/unlock service, courtesy transports, safety escorts, party compliance checks, facility service-related requests, facility or equipment “trouble” alarms, parking complaints, traffic control and direction, animal complaints, lost and found property

A-6: Community Services: All Campuses (2018-2021)

Call Type	# Calls	% Calls
Building Check	53,937	41.7%
Area Check	49,114	37.9%
Lockout, Administrative	6,881	5.3%
Facilities Problem	4,813	3.7%
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Trouble Alarm	2,424	1.9%
Disarm Alarm	2,152	1.7%
HP Courtesy Transport	2,015	1.6%
Found/Lost Property	1,693	1.3%

Call Type	# Calls	% Calls
Parking Enforcement	1,532	1.2%
Arm Alarm	1,457	1.1%
Lockout, Residential	1,245	1.0%
SafeRide (Safety Escort)	1,075	0.8%
Laboratory Device Alarm	766	0.6%
Assist With Delivery	577	0.4%
Past Report Animal Accident	431	0.3%
Alarm Problem	419	0.3%
Compliance Check	366	0.3%

Call Type	# Calls	% Calls
Courtesy Transport	246	0.2%
Elevator Stuck / Entrapment	96	0.1%
Past Report Accident (non MV)	88	0.1%
Traffic Control	74	0.1%
Motor Vehicle Tow	45	0.0%
Carbon Monoxide Alarm	31	0.0%
Traffic/Road Detail	4	0.0%
Lock Cut	2	0.0%
Total	137,929	100.0%

A-7: Force Definitions

- **Lethal or Deadly Force**
 - ✓ Any use of force that creates a substantial risk of causing death or serious bodily injury
 - ✓ Most Common example: Handgun or other Firearms
- **Less Lethal Force**
 - ✓ Any use of force other than that which is considered deadly force that involves physical effort to control, restrain, or overcome the resistance of another
 - ✓ Includes, but not limited to: Come-along holds, manual restraints, electronic control weapons, pepper aerosol spray, and impact projectiles
 - ✓ Less Lethal force, even when applied appropriately, does not guarantee a Non-lethal outcome

Source: https://www.theiacp.org/sites/default/files/2020-07/National_Consensus_Policy_On_Use_Of_Force%2007102020%20v3.pdf

A-8: Differential Response Definition

- **Differential Response** – Term used to describe the deployment of non-police resources such as non-sworn campus safety officers, trained mental health professionals, residential life staff, medical staff, facilities staff, and fire services staff to nonviolent, noncriminal calls for service

A-9: Bias by Proxy Definition

- **Bias by Proxy** - When an individual calls/contacts the police to make false, misguided, or ill-informed reports of misconduct about a person based on an explicit or implicit bias
 - ✓ When the police respond to a CFS that, unbeknownst to the officer, is based on the caller's implicit or explicit bias, the situation may create complicating issues for responding officers
 - ✓ TUPD members receive training on how to recognize and manage bias by proxy

Source: <https://oag.ca.gov/sites/all/files/agweb/pdfs/ripa/ripa-best-practices-2020.pdf>