



NOPD Calls for Service - 2024 Annual Report



2024 NOPD Total Call Volume	
206,754	

2024 NOPD % of Emergency and Non-emergency Calls	
Priority	%CT Count of Dispatch Incidents
Emergency	28%
Non Emergency	72%
Total	100%

2024 NOPD Median Response Time (in minutes) by Priority	
Priority	Median Minutes Incident To Arrival
Emergency	10.4
Non Emergency	29.9
Total	19.8

2024 Total Call Volume by District			
Dispatch District	Emergency	Non Emergency	Total
1	6,514	20,314	26,828
2	5,664	13,633	19,297
3	8,981	18,352	27,333
4	5,955	12,402	18,357
5	6,976	17,182	24,158
6	7,307	20,378	27,685
7	9,747	25,038	34,785
8	6,526	21,785	28,311
Total	57,670	149,084	206,754

2024 NOPD % of Emergency and Non-emergency Calls			
Dispatch District	Emergency	Non Emergency	Total
1	11%	14%	13%
2	10%	9%	9%
3	16%	12%	13%
4	10%	8%	9%
5	12%	12%	12%
6	13%	14%	13%
7	17%	17%	17%
8	11%	15%	14%
Total	100%	100%	100%

2024 NOPD Median Response Time (in minutes) by District and Priority			
Dispatch District	Emergency	Non Emergency	Total
1	9.0	29.6	19.6
2	9.9	24.1	16.9
3	12.0	25.3	18.7
4	10.9	32.0	18.3
5	10.4	32.3	20.5
6	8.9	30.1	19.5
7	13.3	45.1	26.7
8	7.9	25.8	16.8
Total	10.4	29.9	19.8

This graphic demonstrates the total call volume by District for all NOPD Calls for Service.

This graphic demonstrates a percentage breakdown of all NOPD calls for service by District and Priority.

This graphic demonstrates the median response time in minutes by each District and Priority of calls for service.

Data Source: OPCD's Premier 1 CAD - NOPD CAD RDW

Dispatch Call Volume includes calls from both phone and 911 sources (citizen-initiated).

Median Response Time values are derived from Dispatch Call Volume and exclude all officer-initiated calls and communications to reflect responses to citizen-initiated calls only.



NOPD Calls for Service Median Response Over Time



Dispatch Call Volume includes calls from both phone and 911 sources (citizen-initiated).

Median Response Time values are derived from Dispatch Call Volume and exclude all officer-initiated calls and communications to reflect responses to citizen-initiated calls only.

Annual Dispatch Call Volume 2021 - 2024			
Incident Year	Emergency	Non Emergency	Total
2021	78,560	172,681	251,241
2022	63,745	173,335	237,080
2023	58,230	162,011	220,241
2024	57,702	149,527	207,229

Annual Median Response Times (minutes) 2021 - 2024			
Incident Year	Emergency	Non Emergency	Total
2021	9.5	42.2	20.2
2022	11.1	70.7	32.3
2023	11.8	57.4	30.8
2024	10.4	29.9	19.8

Median Response Time (minutes) Trends Over Time

