



Ramsey County Sheriff's Office

Bob Fletcher, Sheriff

Public Safety Services – Patrol Services 2020

Calls for Service Summary Report – Contract Communities

January 2021



RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

About the Sheriff's Office

The Ramsey County Sheriff's Office is Minnesota's first law enforcement agency, established in 1849 when Minnesota was only a territory.

The Sheriff's Office

- Has more than 450 employees, including full-time, part-time, and temporary employees, plus over 200 volunteer members.
- Has an annual operating budget of approximately \$57 million.
- Provides wide-ranging law enforcement and public safety services to an urban community of more than 550,000 residents in a metropolitan area of 3.2 million people.
- Serves as a regional partner, providing services to city, county, state, and federal agencies.

Public Safety Services

The Public Safety Services Division maintains a high level of visibility throughout the county. With squad cars responding to calls for service 24 hours a day, boats on the waterways, ATVs patrolling county parks and trails, and volunteers assisting at community events, the Public Safety Services Division is responsible for providing patrol, investigative, waterway, and community services.

Patrol Services

Municipal police departments regularly patrol their own cities. The Sheriff's Office provides similar law enforcement services to seven communities in the county – Arden Hills, Falcon Heights, Little Canada, North Oaks, Shoreview, Vadnais Heights, and White Bear Township – under contract.

Patrol Services responds to calls for service 24 hours a day, such as medicals, alarms, vehicle crashes, motorist assists, and domestic disputes as well as reports of property offenses and fraud. This unit assists citizens and other law enforcement agencies.

While engaging in community policing practices, Patrol Services actively patrols each contract city to prevent and deter crime, as well as enforce city and county ordinances, and state and federal laws. Initial reports of felony-level offenses are taken by Patrol Services and then forwarded to the Criminal Investigations Unit for further investigation.

State statutes also require an expanded Sheriff's Office role, providing jurisdiction and authority throughout the county. As a result, the Ramsey County Sheriff's Office collaborates with and supports local law enforcement agencies in a variety of ways, programs, and activities.

This report provides a summary review of the 2020 activities of the Patrol Services Unit, using 'call for service' data as generated by the Ramsey County Emergency Communications Center Dispatch and the Sheriff's Office Record Management System.



RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

Calls for Service (CFS) are issues responded to by deputies that are initiated by citizens via 9-1-1 or deputy initiation while on patrol duties. CFS are not 'crimes' until so determined after investigation of the incident. In 2020 the Patrol Unit recorded 30,470 calls in the seven communities served.

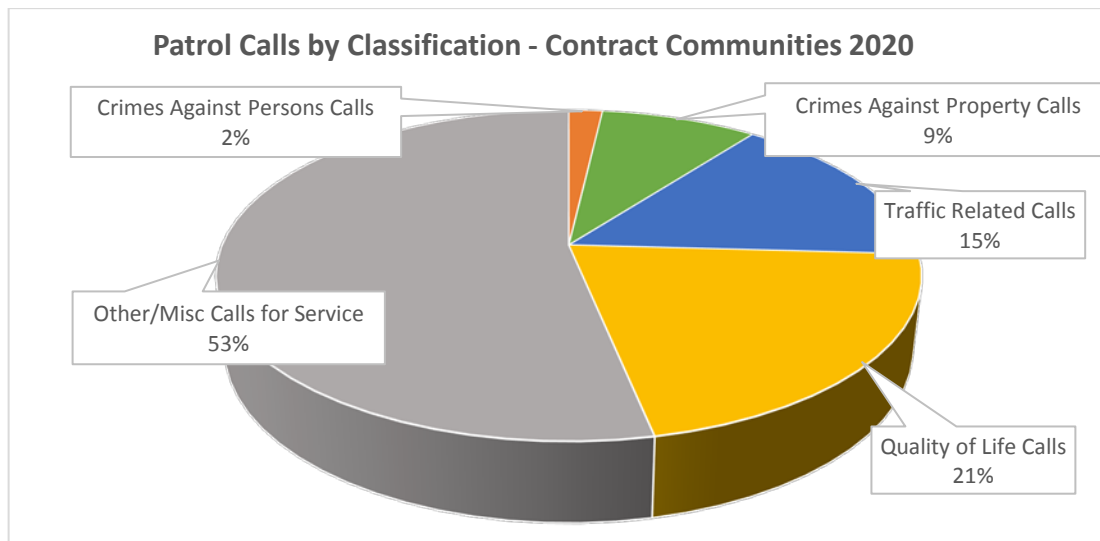
Calls for Service have five descriptive classifications.

- **Crimes Against Persons Calls** involve bodily harm, the threat of bodily harm, or other actions committed against the will of an individual.
- **Crimes Against Property Calls** involve when property belonging to another is taken without that person's consent.
- **Traffic Related Calls** are those that involve the operation of motor vehicles.
- **Quality of Life Calls** involve situations and acts of physical disorder, damage to property or disruption of community life.
- **Other/Miscellaneous Calls** are those requests that don't meet the other four descriptions. Such as assisting on medical calls, fire agencies, and alarm calls.

This chart lists total calls per classification over the past five years:

Call Classification - Contract Communities	2016	2017	2018	2019	2020
Crimes Against Persons Calls	553	577	565	594	562
Crimes Against Property Calls	2,157	2,292	1,989	2,012	2,606
Traffic Related Calls	8,829	8,718	9,442	9,051	4,720
Quality of Life Calls	5,898	6,194	6,268	6,103	6,357
Other/Misc Calls for Service	14,801	15,897	17,119	17,660	16,225
Total Calls	32,238	33,678	35,383	35,420	30,470

During 2020 the distribution of calls by classification was as follows:





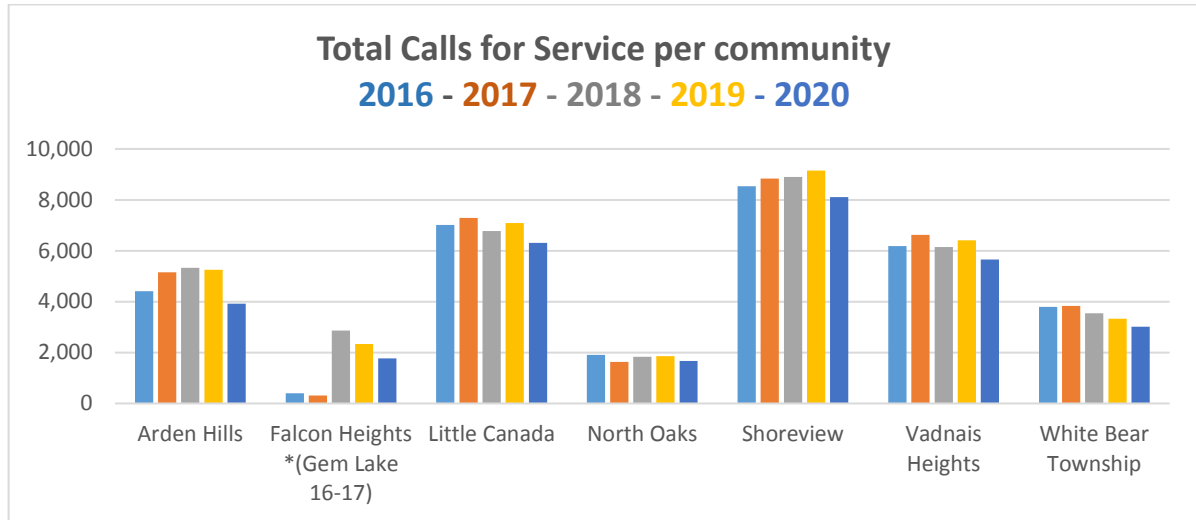
RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

Total CFS by community served, past five year data included:

Total Calls for Service - Contract Cities	2016	2017	2018	2019	2020	Diff 19-20	% Change
Arden Hills	4,413	5,152	5,331	5,253	3,924	-1,329	-33.87%
Falcon Heights *(Gem Lake 16-17)	405	307	2,863	2,340	1,775	-565	-31.83%
Little Canada	7,011	7,289	6,776	7,086	6,314	-772	-12.23%
North Oaks	1,906	1,636	1,831	1,856	1,673	-183	-10.94%
Shoreview	8,533	8,839	8,895	9,150	8,110	-1,040	-12.82%
Vadnais Heights	6,178	6,618	6,141	6,408	5,659	-749	-13.24%
White Bear Township	3,792	3,837	3,546	3,327	3,015	-312	-10.35%
Total Calls Contract Cities	32,238	33,678	35,383	35,420	30,470	-4,950	-16.25%
% change		4.28%	4.82%	0.10%	-16.25%		

CFS numbers as represented by a bar graph:



The Sheriff’s Office tracks over one hundred CFS descriptions that help define the work of deputies and other professional staff serving across the agency’s six divisions. A chart containing the seventy-four descriptions that Patrol Deputies encounter on a regular basis with the number of calls encountered in each community served appears in the pages at the end of this report.

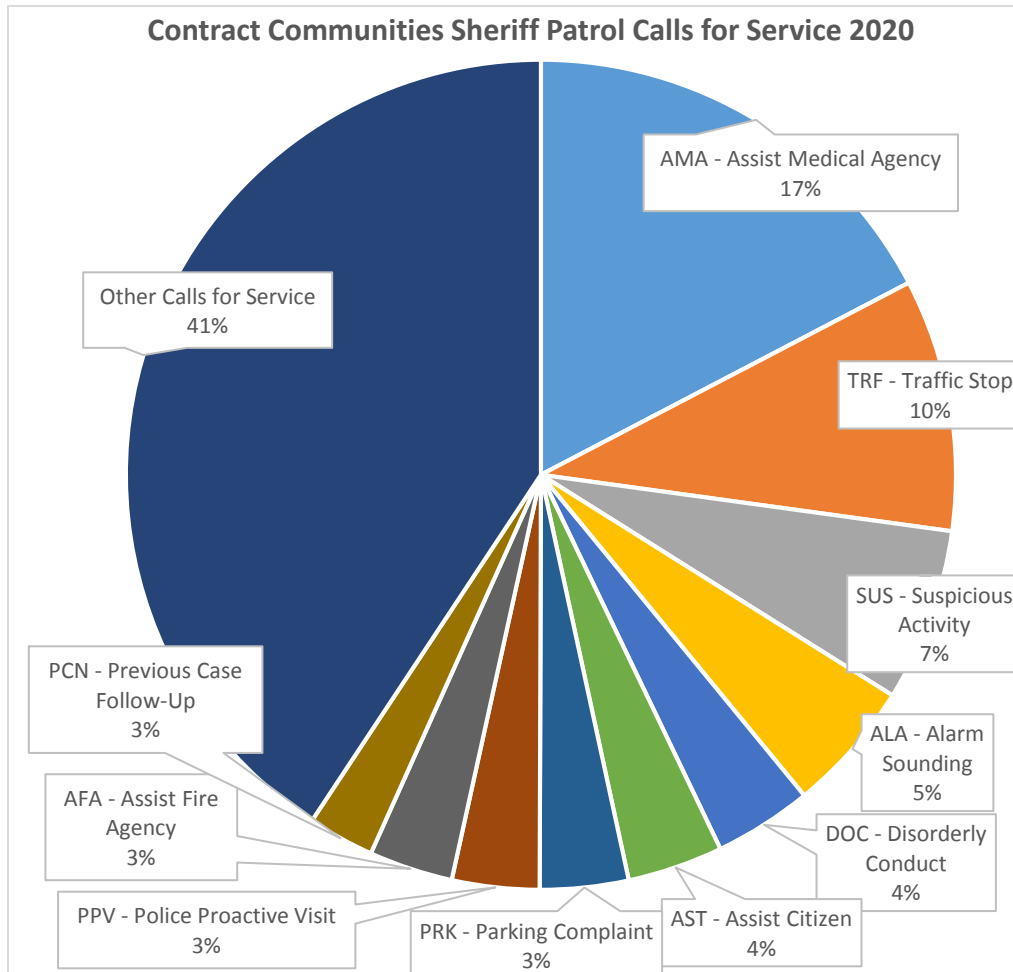


RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

Deputies do encounter some situations more often than others. Here are the Top Ten Calls in the combined seven contract communities:

Top 10 Calls for Service		2016	2017	2018	2019	2020	% of Total
1	AMA - Assist Medical Agency	3,977	4,437	4,998	5,204	5,284	17.34%
2	TRF - Traffic Stop	6,656	6,581	7,107	6,664	2,996	9.83%
3	SUS - Suspicious Activity	1,972	1,842	1,674	1,787	2,056	6.75%
4	ALA - Alarm Sounding	1,965	1,770	1,906	1,977	1,565	5.14%
5	DOC - Disorderly Conduct	789	882	1,044	1,065	1,165	3.82%
6	AST - Assist Citizen	1,289	1,192	1,449	1,332	1,134	3.72%
7	PRK - Parking Complaint	1,165	1,479	1,545	1,278	1,050	3.45%
8	PPV - Police Proactive Visit	909	969	891	794	1,037	3.40%
9	AFA - Assist Fire Agency	778	828	927	1,118	996	3.27%
10	PCN - Previous Case Follow-Up	610	672	718	817	788	2.59%
Other Calls for Service		12,128	13,026	13,124	13,384	12,399	40.69%
Total Calls for Service		32,238	33,678	35,383	35,420	30,470	





RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

Chart of Calls for Service by call type/description during the years 2016 to 2020 (top ten)

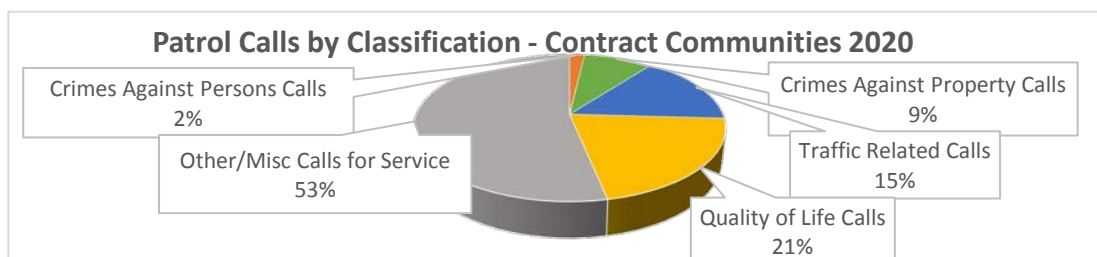
Call Description	2016	2017	2018	2019	2020
Crimes Against Persons Calls					
ASS - Assault	144	126	109	126	109
CAB - Child Abuse	36	29	20	25	17
CSC - Criminal Sexual Conduct	41	64	72	66	53
DOM - Domestic Assault	243	230	234	235	232
MUR - Murder / Homicide	0	0	0	2	1
ROB - Robbery	20	10	16	21	25
VOP - Prot Order Violation	69	118	114	119	125
Crimes Against Property Calls					
ARS - Arson	1	1	2	4	5
BRG - Burglary	239	259	182	177	226
FRD - Fraud or Forgery	573	567	520	517	587
MVT - Motor Vehicle Theft	148	182	147	187	281
SHP - Shoplifter	87	107	54	47	22
THA - Theft from Auto	420	432	399	442	766
THF - Theft	689	744	685	638	719
Traffic Related Calls					
ABV - Abandoned Vehicle	102	65	80	120	118
AHR - Accident Hit and Run	201	207	222	230	194
APD - Accident Property Damage	881	860	937	945	541
AWI - Accident with Injuries	187	174	165	199	151
DGC - Dangerous Condition	577	612	695	697	574
DKD - Drunk Driver	221	217	232	195	144
HRI - Hit & Run Acc w/Injuries	4	2	4	1	2
TRF - Traffic Stop	6,656	6,581	7,107	6,664	2,996
Quality of Life Calls					
Criminal Damage to Property	318	338	274	276	389
DIS - Dispute Disagreement	379	446	426	416	396
DKP - Drunk Person	126	133	111	102	71
DOC - Disorderly Conduct	789	882	1,044	1,065	1,165
DSB - Disturbance Noise Complaint	460	414	501	508	503
FGT - Fight	59	39	46	53	37
FWK - Fireworks	82	81	61	70	118
GRF - Graffiti	16	7	8	9	13
HRS - Harrasment Report	318	321	326	302	385
NAR - Narcotics	181	192	223	207	150
PLR - Prowler	6	1	2	3	3



RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

PRK - Parking Complaint	1,165	1,479	1,545	1,278	1,050
SOL - Solicitor	27	19	27	27	21
SUS - Suspicious Activity	1,972	1,842	1,674	1,787	2,056
Other/Misc Calls for Service					
911 - Investigate 911 Hangup	465	454	663	738	768
ADM - Administrative Detail	195	238	179	141	102
AFA - Assist Fire Agency	778	828	927	1,118	996
ALA - Alarm Sounding	1,965	1,770	1,906	1,977	1,565
AMA - Assist Medical Agency	3,977	4,437	4,998	5,204	5,284
ANC - Animal Complaint	602	711	841	821	601
AOA - Assist Other Agency	398	415	419	438	400
AST - Assist Citizen	1,289	1,192	1,449	1,332	1,134
ATL - Attempt to Locate	1	0	0	0	0
CIV - Civil Problem	253	304	239	284	315
COD - Code Enforcement	96	67	57	73	91
DOA - Death Investigation	34	55	64	65	86
EDP/PIC - Person In Crisis	204	227	277	333	250
INV - Investigate	550	740	793	716	579
JUV - Juvenile Incidents	370	335	209	227	259
LOC - Lockout	45	56	56	55	34
LOS - Lost Property	43	50	48	46	49
MSP - Missing Person, Juvenile	138	180	140	140	136
PCN - Previous Case Follow-Up	610	672	718	817	788
POR - Predatory Offender Reg	3	29	1	0	0
PPV - Police Proactive Visit	909	969	891	794	1,037
RPR - Recovered Property	247	276	266	325	367
SHF - Shots Fired	62	52	55	53	102
WAR - Warrant	190	204	293	226	123
WEL - Welfare Check	755	808	832	911	780
WPN - Weapon	46	26	32	35	32
Misc/Other not listed above	576	802	766	791	347
Total Calls (includes items not listed above)	32,238	33,678	35,383	35,420	30,470





RCSO Patrol Unit 2020 Calls for Service Summary Report

Calls for Service information

Call Description	AH	FH	LC	NO	SV	VH	WBT	7-CC
911 - Investigate 911 Hangup	118	39	129	48	202	138	94	768
ABV - Abandoned Vehicle	12	14	19	3	29	22	19	118
ADM - Administrative Detail	51	4	9	0	17	14	7	102
AFA - Assist Fire Agency	146	43	169	82	269	163	124	996
AHR - Accident Hit and Run	24	18	30	3	43	64	12	194
ALA - Alarm Sounding	284	64	276	162	364	269	146	1,565
AMA - Assist Medical Agency	750	277	1,043	381	1,471	855	507	5,284
ANC - Animal Complaint	71	14	84	41	195	105	91	601
AOA - Assist Other Agency	65	18	94	10	92	77	44	400
APD - Accident Property Damage	90	38	85	14	149	118	47	541
ARS - Arson Investigation	0	0	3	0	0	1	1	5
ASS - Assault	13	6	39	3	28	14	6	109
AST - Assist Citizen	155	89	278	30	294	200	88	1,134
ATL - Attempt to Locate	0	0	0	0	0	0	0	0
AWI - Accident With Injuries	29	6	34	2	33	39	8	151
BOB - Bomb Threat	0	0	0	0	0	0	0	0
BRG - Burglary	28	17	75	6	51	39	10	226
CAB - Child Abuse	1	1	4	0	5	5	1	17
CDP - Criminal Damage Property	37	24	97	16	90	80	45	389
CIV - Civil Problem	45	15	70	6	85	63	31	315
CMT - County Maintenance	0	0	0	0	0	0	0	0
COD - Code Enforcement	10	5	31	12	17	10	6	91
Community Outreach Event	4	3	3	1	6	1	3	21
CSC - Criminal Sexual Conduct	5	2	8	1	16	11	10	53
DGDC - Dangerous Condition	102	42	73	27	182	99	49	574
DIS - Dispute Disagreement	21	12	131	7	112	72	41	396
DKD - Drunk Driver	21	10	34	4	33	24	18	144
DKP - Drunk Person	4	6	19	0	24	12	6	71
DOA - Death Investigation	10	5	21	5	22	16	7	86
DOC - Disorderly Conduct	94	72	327	60	251	273	88	1,165
DOM - Domestic Fam Relationship	16	13	73	4	58	41	27	232
DSB - Disturbance Noise Complaint	33	23	155	10	128	94	60	503
EDP/PIC - Person In Crisis	29	10	57	7	71	44	32	250
FGT - Fight	3	6	10	1	5	12	0	37
FRD - Fraud or Forgery	63	33	83	25	176	126	81	587
FWK - Fireworks	10	4	26	0	30	29	19	118
GRF - Graffiti	1	2	2	0	5	2	1	13
HRI - Hit & Run Acc w/Injuries	0	0	1	0	0	0	1	2
HRS - Harassment Report	39	18	102	9	105	61	51	385
INV - Investigate	62	37	112	19	148	133	68	579
JUV - Juvenile Incidents	28	12	39	16	89	36	39	259
LOC - Lockout	4	1	4	0	11	14	0	34
LOS - Lost Property	9	1	10	5	12	10	2	49
MSP - Missing Person, Juvenile	11	4	26	5	63	14	13	136
MTG - Meeting Officer Assigned	0	1	0	16	2	4	2	25
MUR - Murder / Homicide	0	0	0	0	0	1	0	1
MVT - Motor Vehicle Theft	19	31	101	4	50	61	15	281
NAR - Narcotics	12	4	40	5	43	35	11	150
ODE - Off Duty Employment	38	0	22	2	60	32	49	203
PCN - Previous Case Follow-Up	178	31	195	28	173	141	42	788
PLR - Prowler	0	0	2	0	0	1	0	3
POR - Predatory Offender Reg	0	0	0	0	0	0	0	0
PPV - Police Proactive Visit	77	42	179	106	368	185	80	1,037
PRK - Parking Complaint	88	108	146	43	308	198	159	1,050
RCIV - Civil Div Paper Serve	0	0	0	0	0	0	0	0
ROB - Robbery	1	3	5	1	9	6	0	25
RPR - Recovered Property	63	22	58	11	109	69	35	367
SHF - Shots Fired	12	6	24	2	24	19	15	102
SHP - Shoplifter	0	0	2	0	1	14	5	22
SIP - Suicide in Progress	6	1	15	1	15	12	8	58
SOL - Solicitor	5	2	0	6	5	1	2	21
SUS - Suspicious Activity	252	135	380	118	554	401	216	2,056
THA - Theft From Auto	72	64	179	15	210	156	70	766
THF - Theft	71	47	136	33	183	181	68	719
TRF - Traffic Stop	420	217	699	219	714	519	208	2,996
TRP - Transport	5	0	1	1	2	0	0	9
VIC - Vice Prostitution	0	0	0	0	1	0	0	1
VOP - Prot Order Violation	8	7	37	1	32	23	17	125
WAR - Warrant	13	4	33	0	28	32	13	123
WEL - Welfare Check	75	41	164	35	219	160	86	780
WPN - Weapon	5	1	8	1	7	6	4	32
WTR - Water Patrol Response	0	0	1	0	6	1	6	14
Misc - unmarked	6	0	2	0	6	1	1	16
Total Records	3,924	1,775	6,314	1,673	8,110	5,659	3,015	30,470

This chart lists most Call for Service (CFS) categories tracked in the Ramsey County Sheriff's Office Record Management System in the left hand column.

The number of calls responded to by the RCSO Patrol Unit in each contract community Year to Date in 2020 for the CFS category are in the columns to the right of the description.

Time Period this Chart:
Year to Date
01/01/2020 - 12/31/2020

Color Code:

Crimes* against Persons Calls

Crimes* against Property Calls

Traffic Related Calls

Quality of Life Calls

*NOTE: Calls for Service (CFS) are issues responded to by deputies initiated by citizens via 9-1-1 or deputy initiation while on patrol. CFS are not 'crimes' until so determined after investigation of the incident.

The following pages present a summary of the CFS data contained in this chart.

The Calls for Service responded to by the Patrol Unit are summarized for each city and for the Contract Communities Group as a whole.

Top Ten