



Extract More Value out of Call for Service (CFS) Data

Turning CFS data into operational and strategic intelligence

Who is RTI International?

RTI International is one of the world's leading research institutes. RTI's Policing Program conducts research that directly impacts the policing, security, and forensic fields.

RTI International collaborated with the Durham Police Department to build on previous research that we conducted using call for service data including partnerships with the Washington D.C. Metropolitan Police Department and the Tampa Police Department. The result of these collaborations is CFS Analytics (<https://www.rti.org/impact/cfs-analytics>).

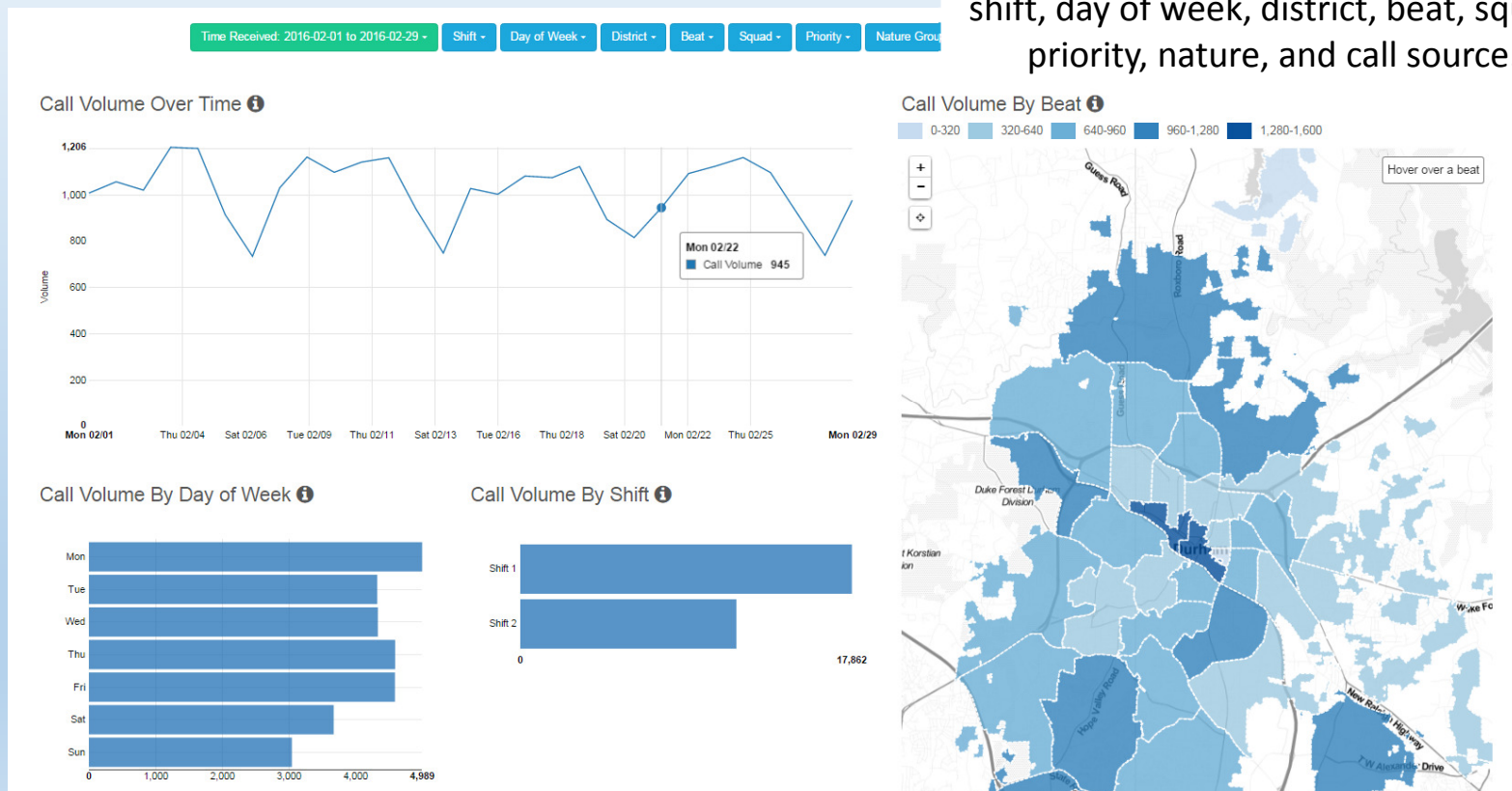
What is CFS Analytics?

The purpose of CFS Analytics is to make CFS data more analytically accessible so an agency can gain greater insight into operational and strategic issues. The tool is designed to be easy-to-use and is organized around four main domains:

- Call volume (both citizen and self-initiated)
- Response times
- Officer allocation
- Super Utilizers

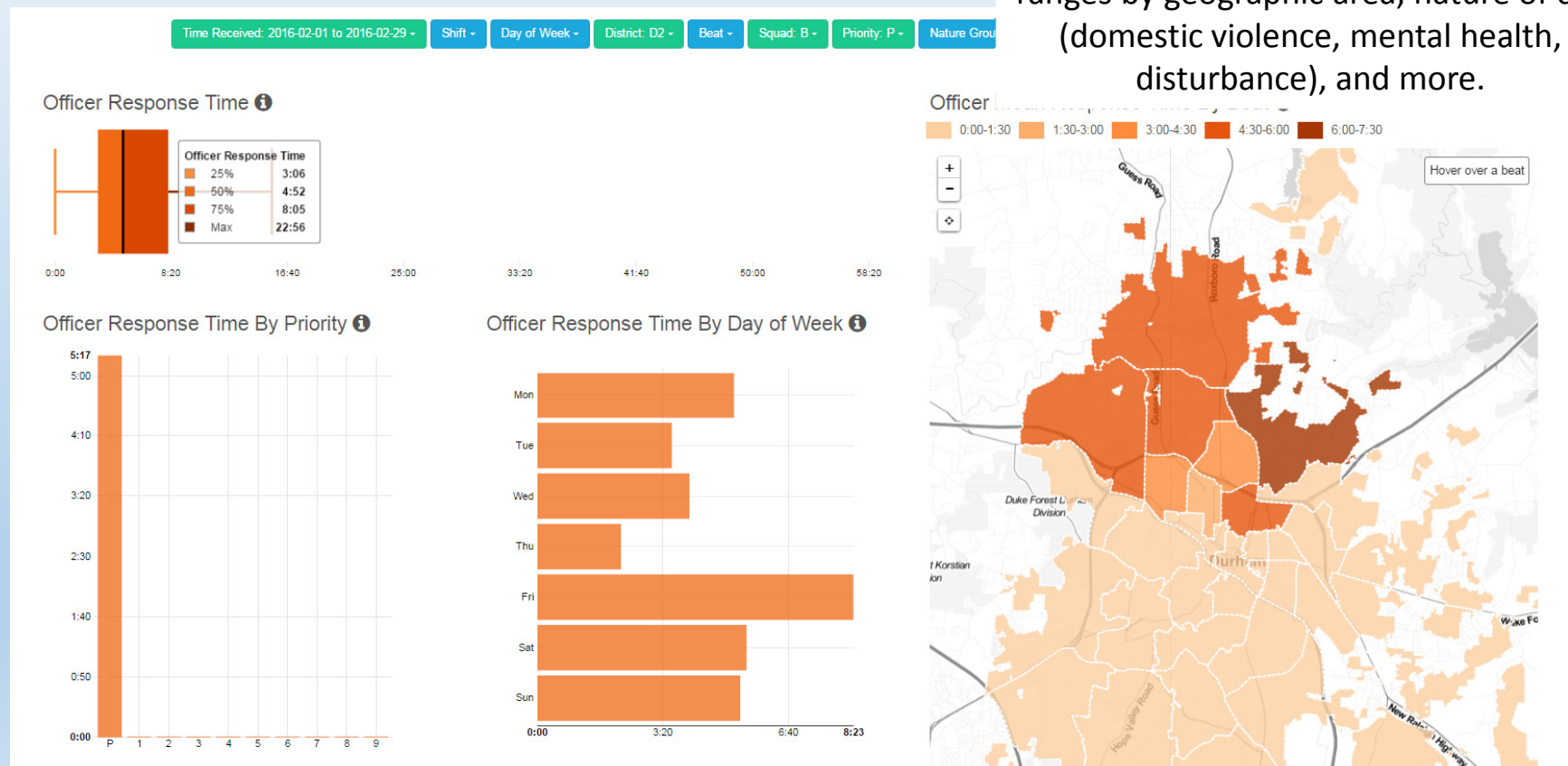
What can I do with CFS Analytics?

Drill into CFS data for call volume by shift, day of week, district, beat, squad, priority, nature, and call source.

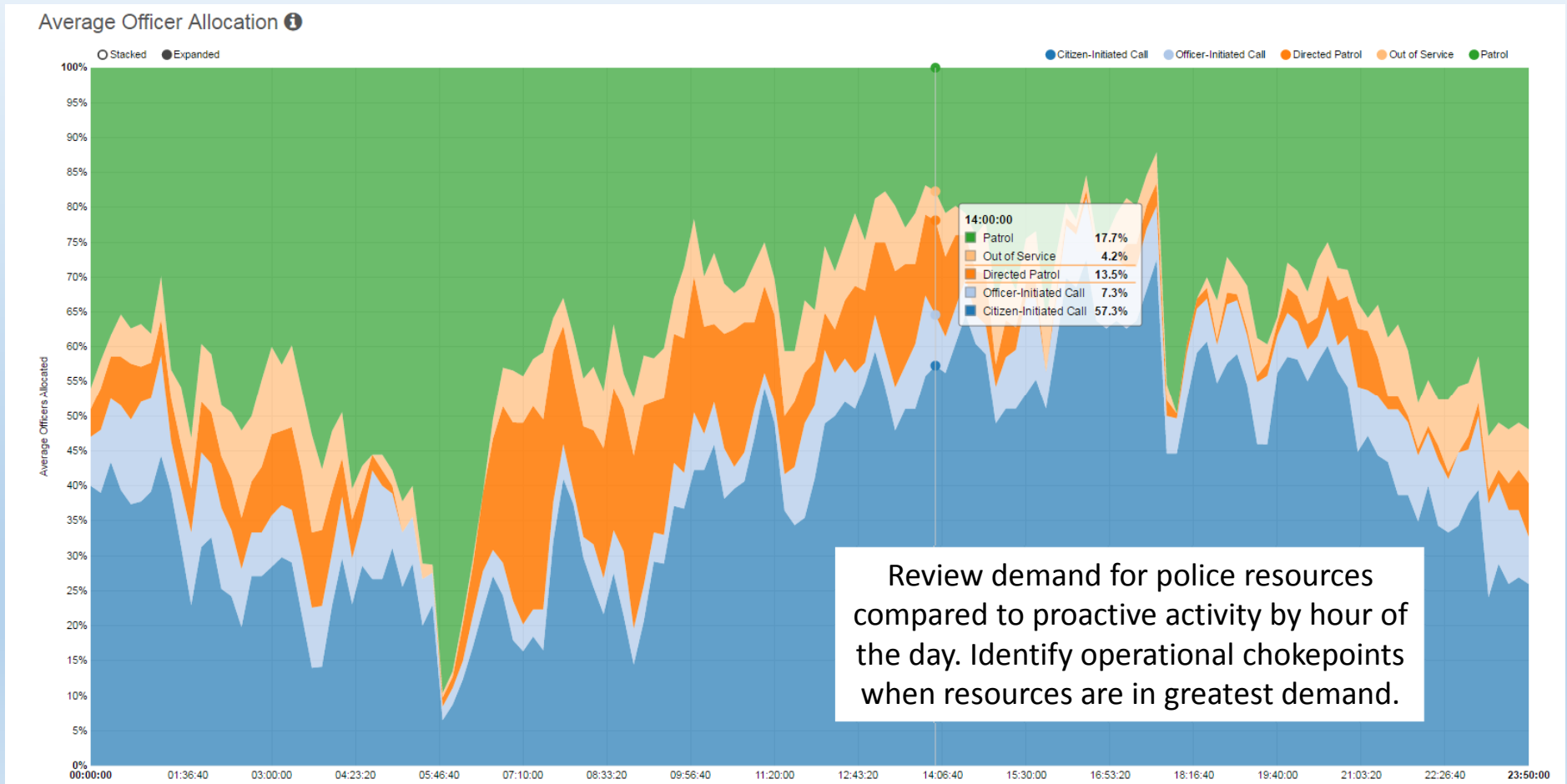


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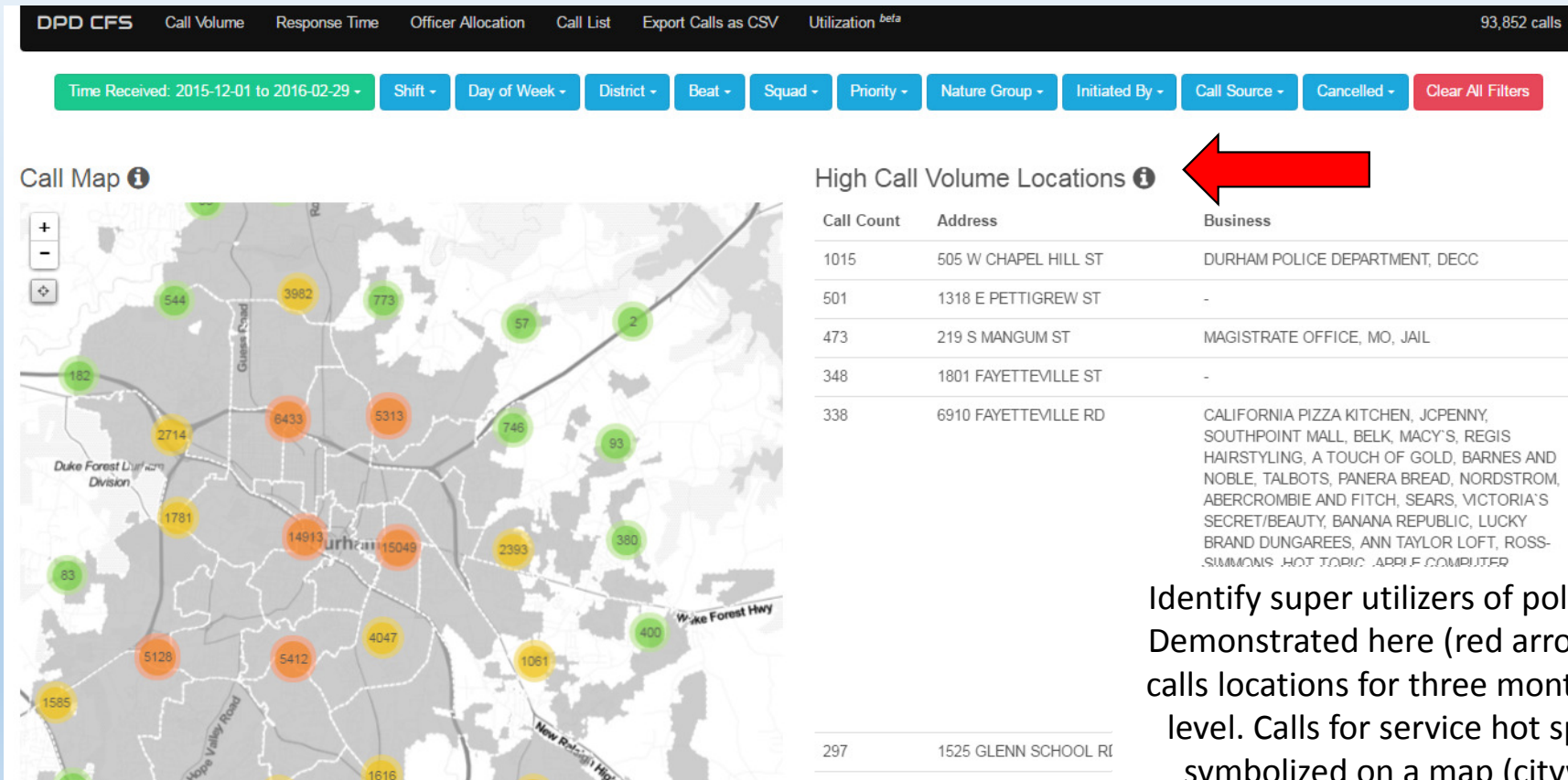
Review response times with custom date ranges by geographic area, nature of call (domestic violence, mental health, disturbance), and more.



What can I do with CFS Analytics?

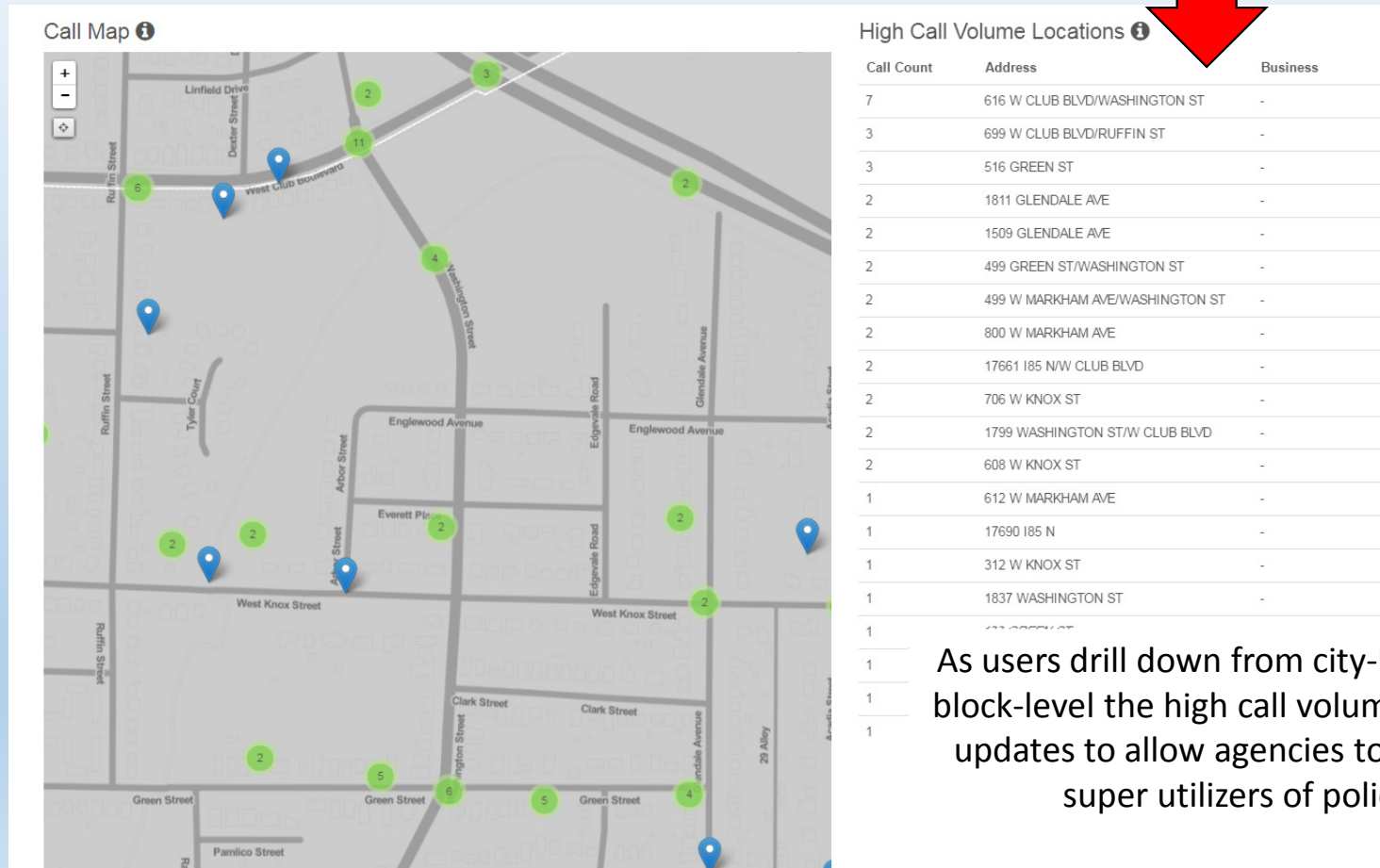


What can I do with CFS Analytics?

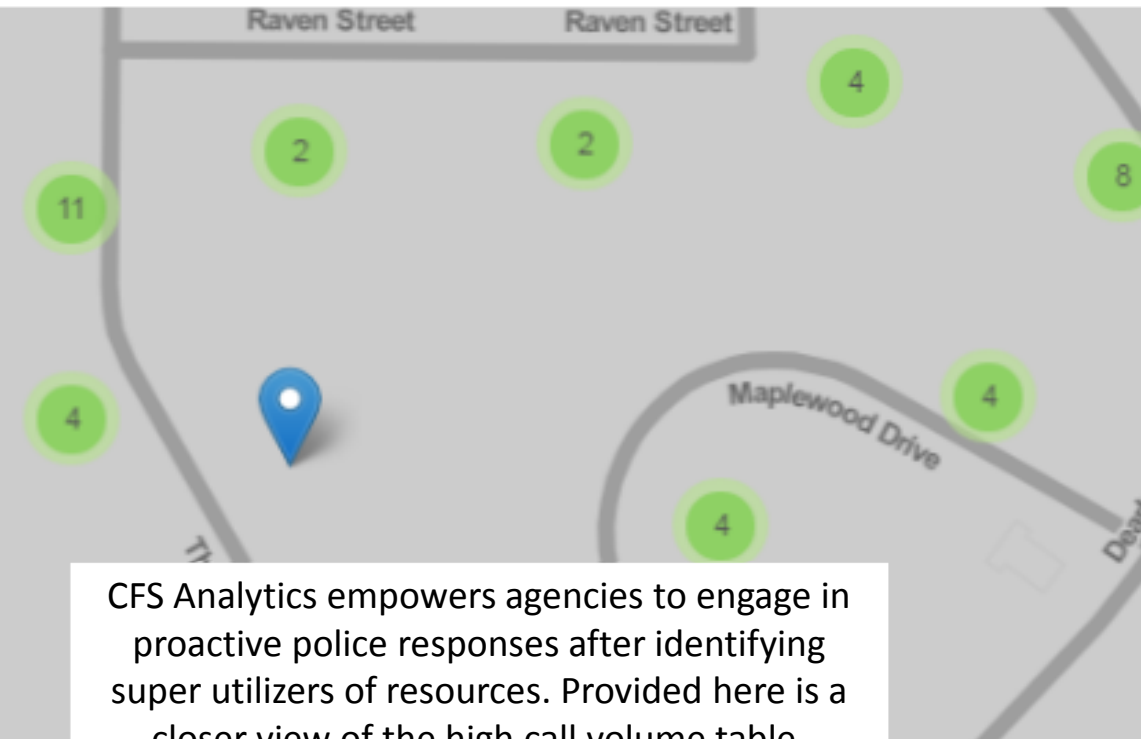


Identify super utilizers of police resources. Demonstrated here (red arrow) are repeat calls locations for three months at a macro level. Calls for service hot spots are also symbolized on a map (citywide view).

What can I do with CFS Analytics?



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High Call Volume Locations

Call Count	Address
8	2811 THELMA ST
7	1346 MAPLEWOOD DR
7	1101 ORCHARD WAY
6	2600 DEARBORN DR
6	2509 MAHALA DR
5	2609 KINGDOM WAY
4	1200 ORCHARD WAY

CFS Analytics empowers agencies to engage in proactive police responses after identifying super utilizers of resources. Provided here is a closer view of the high call volume table.