

**Department of Public Safety  
Additional Info for CJPS Committee  
911 Call Information**

**Question received:** On 3/1, Representative Morales and Representative Warren asked questions regarding the Maine State Police (MSP) 911 calls.

We are able to provide some general overall data and some basic arrest information and note that the system is not set up to break out hospitalizations and/or transports that are behavioral health oriented.

MSP have a couple of different fields that operate in conjunction with calls listed as coming in from a 911 source. Call type, which the system calls “nature”, is a separate field from the “disposition” (where we list if they are closed by arrest, not a crime, unfounded, etc.), so we’ll try to break out the calls both ways to allow for as much clarity as possible. The Nature and Disposition fields do not necessarily have any sort of correlation to each other.

There were 7,789 calls listed as coming into the MSP via 911 in 2020. The following information provides the **Nature** of the calls received. We have several hundred potential call types or nature options and have included the 14 most widely used categories below which account for 84% of the calls received:

<b>Calls Received</b>	<b>Nature of the Calls – 14 most widely used categories</b>
1,767	911 Hang Up
1,445	Traffic Complaint
930	Crash, property damage only
411	Refer to Other (call came to MSP, but area is covered by PD, SO, or is a non-police type response like Fish and Game)
350	<b>Suspicious Incident</b> (These would be the calls of hearing or seeing something strange, but no crime is found)
292	Motorist Assist
222	Road Hazard
201	Crash, Non-Reportable
194	Assists to another agency (mostly assists to local or county LEA)
192	Family Fight
191	Citizen request for Assistance (typically used when there is no crime category to file under)
158	Crash, Personal Injury
105	Welfare Check
72	Simple assaults
<b>6,530</b>	<b>Total of 14 most used categories. 6,530/7,789 = 84% of calls received.</b>

Looking at the total calls received of 7,789 below is the breakdown of the **Disposition** of the calls:

<b>Calls Received</b>	<b>Disposition of the Calls</b>
4,103	<b>Inactive</b> (Used when Trooper adds notes after the fact in Spillman, so there is a report, at least to some extent. Can be used even if there is no crime but notes are added. Can also be utilized when it is an unsolved crime where all leads have been exhausted and it is not solved).
1,945	Not a Crime
1,311	<b>Active</b> (used in conjunction with the "NIR – No investigation Required" clearance to close calls that do not require a report, like Aid to Motorist or a Crash)
237	<b>Closed by Arrest</b>
95	<b>Exceptional Clearance</b>
87	<b>Unfounded</b>
11	<b>Clearance left blank</b> (occasionally, if a call starts out as a fire or EMS call, but then gets swapped to an MSP call and is closed out, there is no disposition in the call. These are all calls that would be closed as NIR – No investigation Required.)
<b>7,789</b>	<b>Total Calls Received</b>

MSP calls received via 911 in 2020 : **7,789**

MSP calls received via 911 in 2020 and closed by arrest : **237**

**3.04%** of the 911 calls received by the MSP in 2020 were closed by arrest.

If we also include cases closed by exceptional means\*, the number closed by arrest increases to **332 or 4.26%**.

\*Exceptional means indicates enough evidence was gathered to charge someone, but an arrest could not be made for reasons beyond the control of the officer, such as the death of the offender, the victim failing to cooperate, or prosecution being declined. The FBI considers cases closed both by arrest and exceptional means as solved successfully.