

## Kansas City Missouri Police Department 911 Calls Received - Calls Dispatched - Alternatively Handled Calls

Calls to 911	Apr - 2021	Apr - 2020	% Changed	2021 YTD	2020 YTD
Calls Received*	79,879	69,571	+15%	299,483	296,220
Calls Officers Dispatched	19,304	17,890	+8%	72,685	73,428
Calls Handled Alternatively	32,171	30,088	+7%	123,850	129,745

**Definitions:**

**Calls Received** - All calls to 911 Call Center; this includes Police, Fire, EMS, 911 hang-ups, duplicate calls, etc.

**Dispatched calls** - *Calls Officers Dispatched*—All calls that KCPD is sent on.

**Alternatively handled calls** - All calls sent to TSO (Telephone Service Officers), the Division Stations, or the appropriate agency, i.e., 3-11 Action Center, Animal Control.