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# City of Shoreline Police Department

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## Service Efforts and Accomplishments: 2003 Fourth Annual Report on Police Performance



Created for the City of Shoreline by:

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**Accessible formats are available upon request.**

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## Letter from Chief Denise Turner



April, 2004

Dear Residents of Shoreline:

I am pleased to present the fourth annual Service Efforts and Accomplishments (SEA) Report. This report serves as our community "Report Card" and will highlight crime trends, crime prevention efforts, customer satisfaction with police services and overall police performance.

According to both the 2004 City survey and prior police surveys, residents continue to feel safe in their neighborhoods and are satisfied with police services. 91% of residents surveyed feel very safe or safe in their neighborhood during the day and 70% of residents overall feel safe in Shoreline. 81% of residents surveyed in 2004 rated overall satisfaction and quality of police services at very satisfied or somewhat satisfied. 79% of residents were very satisfied/somewhat satisfied with the quality of local police protection and 69% were very/somewhat satisfied with our efforts to prevent crime.

In 2003 we experienced a rise in the Part 1 Crimes Against Property crime rate to 44.5 per 1,000 residents. This trend was driven primarily due to increases in auto prowls, auto thefts, and larcenies (thefts). There was a concerted effort to increase the participation in Neighborhood Watch and Business Watch in 2003, as police need the residents to be the eyes and ears of the community to help prevent such crimes. We have initiated several public safety messages about ways to prevent being the victim of auto prowling, burglary and auto theft. We will reinforce those messages in 2004 to curb this trend.

In 2003 police responded to 13,548 dispatched calls for service and officers proactively initiated another 15,456 contacts. Response times to Priority X and 1 calls increased slightly with an average response time of 4:06 minutes to Priority X calls and 6:57 minutes to Priority 1 calls. (See definition of calls on page 20) Response times to Priority X calls continue to be below the Council's benchmark of 5 minutes.

Shoreline Police took on a leadership role for the City in addressing Homeland Security issues of potential domestic and international terrorism. Police are working with partners to prevent such incidents in Shoreline. There were a number of other accomplishments achieved in 2003. Please refer to pages 13, 14 and 16 for more detailed explanations.

The good news is that Shoreline continues to be a safe community to live and work in. We are proud to serve the residents of Shoreline. We look forward to working in partnership to solve problems, prevent crime and to keep Shoreline a safe community.

**Denise J. Turner, Chief of Police**

City of Shoreline Police Department  
[pd@ci.shoreline.wa.us](mailto:pd@ci.shoreline.wa.us)

## Executive Summary

### Mission

The mission of the Shoreline Police Department is to:

***Prevent crime and create an environment where people feel safe, while providing quality, professional law enforcement services designed to improve public safety.***

### Core Values

The Shoreline Police are committed to the following Core Values:

***Leadership  
Integrity  
Service  
Teamwork***

### Goals & Objectives

In order to realize this mission the City of Shoreline Police Department has adopted the following Goals and Objectives:

#### **Goal # 1: Reduce crime and the fear of crime.**

Objective: Use information for crime analysis.  
Objective: Apprehend offenders.  
Objective: Prevent crime.  
Objective: Improve citizens' feeling of security.

#### **Goal # 2: Provide high-quality, cost-effective, and accountable services to the City of Shoreline, WA.**

Objective: Provide responsive services to citizens.  
Objective: Provide cost-effective services to citizens.

The following report contains information on the service efforts and accomplishments of the Shoreline Police Department to support its Mission, Goals and Objectives.

### Report Highlights

As stated in Chief Turner's letter (page 2), the highlights of the year 2003 were:

- Increased Block Watch participation, up 40% (page 13)
- Completed the Emergency Operations Plan and Terrorist Response Annex (page 2)
- Implemented the Retail Theft Program (page 14)

## Goal # 1 : Reduce Crime and the Fear of Crime

The goal to reduce crime and the fear of crime is a standard goal of law enforcement agencies worldwide. Efforts to support this goal vary due to differences in laws, limitations and liabilities of law enforcement agencies, community preferences, socio-economic factors and available resources.

The objectives chosen to provide direction for Shoreline's police department in support of this goal are:

- use information for crime analysis,
- apprehend offenders,
- prevent crime, and
- improve citizens' feeling of security.

The measures on the following pages report the efforts and accomplishments of City of Shoreline's Police Department as reflected in the amount of crime:

- crime rates and statistics,
- crime incident case clearance rates,
- adult and juvenile arrest and charge statistics,
- workload of crime prevention efforts,
- citizen communications activities and citizen survey results.

**Objective: Use Information for Crime Analysis**

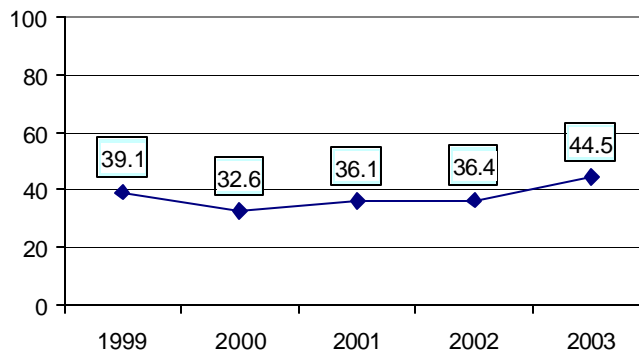
The "Crime Rate"

Total Part I Crimes

"Part I Crimes" is a category of crimes established by the U. S. Department of Justice Federal Bureau of Investigation (FBI) that consists of murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft and arson. Part I Crimes compared to the population are known as the "Crime Index" or "Crime Rate." (The Crime Rate is known as the Modified Crime Rate when Arson data is included.)

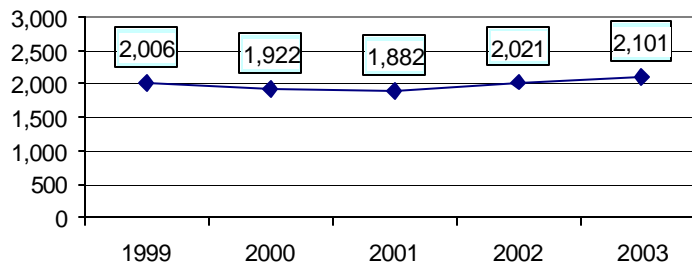
**Part I Crimes Per 1,000 Residents**

Commonly known as the "Modified Crime Rate"



"Part II Crimes" consist of all other crimes not included in the Part I Crimes category. Part II crimes vary due to differences in local laws.

**Part II Crimes**



National Modified Crime Rate

The FBI calculates and publishes the national crime rate based on the information sent to them by participating agencies. This information is usually released in the fourth quarter of the following year. Therefore, the most recent data available as of this report is the crime rate for 2002 (published in October, 2003).

**U. S. National Modified Crime Rate (2002)**

**41.4**

# City of Shoreline Police

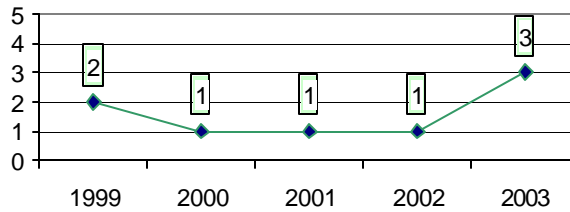
Service Efforts and Accomplishments: 2003

## Crimes Against Persons

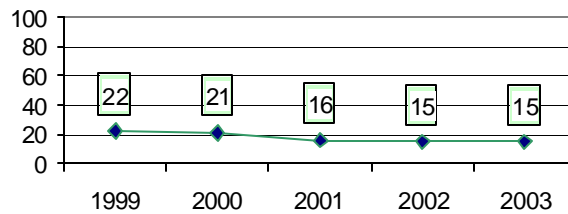
### Part I Crimes Against Persons

Part I Crimes include crimes categorized as “violent crimes” or “crimes against persons.” The following are Shoreline’s Part I Crimes Against Persons for the last five years.

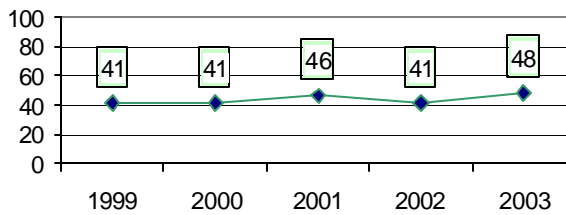
#### Murder



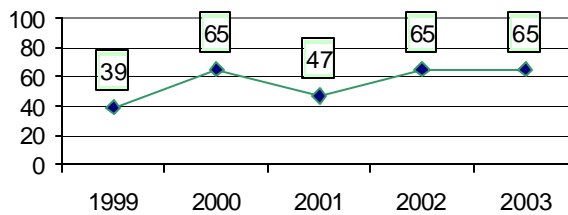
#### Rape



#### Robbery



#### Aggravated Assault



# City of Shoreline Police

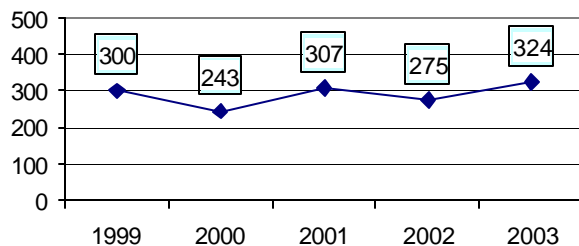
Service Efforts and Accomplishments: 2003

## Crimes Against Property

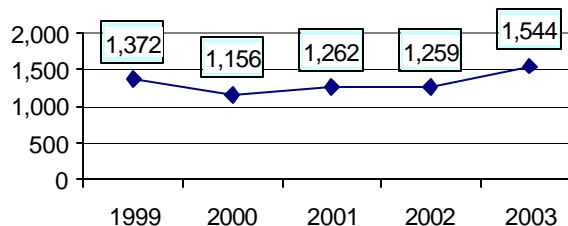
### Part I Crimes Against Property

The second group of crimes that make up the Part I Crimes are known as “non-violent crimes,” “crimes against property,” or “property crimes.” The following are Shoreline’s Part I Crimes Against Property for the last five years.

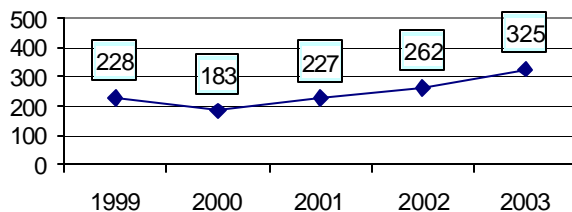
#### Burglary



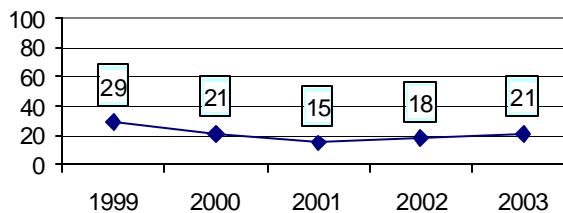
#### Larceny



#### Vehicle Theft



#### Arson





# City of Shoreline Police

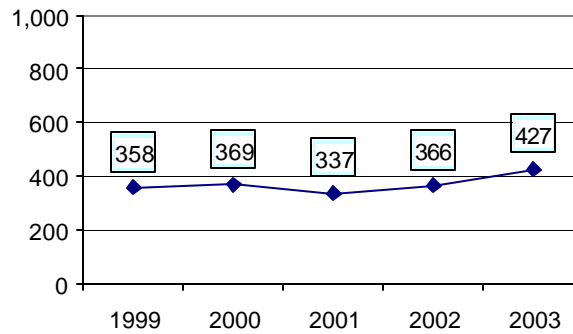
## Service Efforts and Accomplishments: 2003

### Domestic Violence Crimes

In Washington State "Domestic Violence Crime" refers to any crime which is committed by a spouse, former spouse, person related by blood or marriage, persons who have a child in common, former/current roommates, persons who have or had a dating relationship, and/or persons related to the suspect by the parent-child (biological or legal) relationship. In some cases, the age of the victim or suspect may determine whether or not the legal definition above is met.

"Domestic Violence Incidents" includes all documented police activity related to domestic violence incidents which includes all case reports and citations as well as possibly containing other related activity such as Field Interview Reports (FIR) and assistance to other agencies.

#### Total Domestic Violence Incidents



The most frequently occurring types of domestic violence crimes in Shoreline in 2003 were:

<u>Crime</u>	<u>Reported Incidents</u>
Assault, Fourth Degree	127
Violation of Court Orders, Misdemeanor	57
Total Family/Juvenile Disturbances	35
Vandalism	23
Assault, Hands	10
Assault, Other Deadly Weapon	6
Violation of Court Orders, Felony	6
Other/Miscellaneous	28
Homicide	1*

\* This homicide victim was a pregnant woman whose unborn child died as well. For statistical purposes this is counted as one homicide and the death of the fetus is not counted.

# City of Shoreline Police

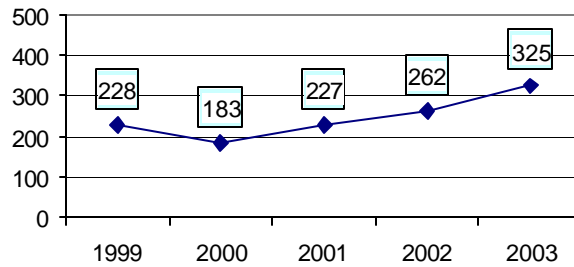
Service Efforts and Accomplishments: 2003

## Automobile/Vehicle Related Crimes

### Vehicle Thefts

Vehicle Thefts includes thefts of all vehicles including trucks, buses, boats, recreational vehicles and other non-licensed off-road vehicles.

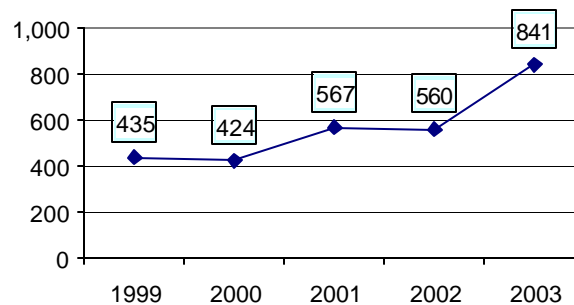
**Vehicle Theft**



### Thefts from Vehicles and Attempted Thefts

Thefts From Vehicles and Attempted Thefts include thefts of property **from** a vehicle including: any part or accessory item attached to the vehicle (gasoline, tires, tape decks, antennas, etc.), and personal property left in a vehicle (purses, gifts, tools), as well as vehicle prowls (no property successfully taken).

**Thefts from Vehicles and Attempted Thefts ("Prowls")**



# City of Shoreline Police

Service Efforts and Accomplishments: 2003

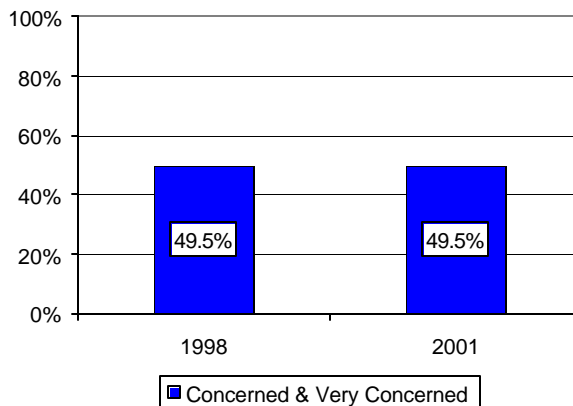
## Traffic Incident Information

The City of Shoreline via First Northwest Group administered the Police Satisfaction Survey again in 2001. The following charts show the results in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998. Shoreline anticipates surveying again in the fall of 2004.

### Citizen Survey Results: Speeding Traffic

In 2001, citizens of Shoreline were asked how concerned they were about speeding traffic. 17.8% stated they were concerned (rated 4 on a 1-5 scale) while 31.8% stated they were "very concerned." (In 1998, 20.4% of the Shoreline citizens surveyed stated they were concerned (rated 4 on a 1-5 scale) while 29.1% stated they were "very concerned.")

**How concerned are you about speeding traffic?**



### **NOTE**

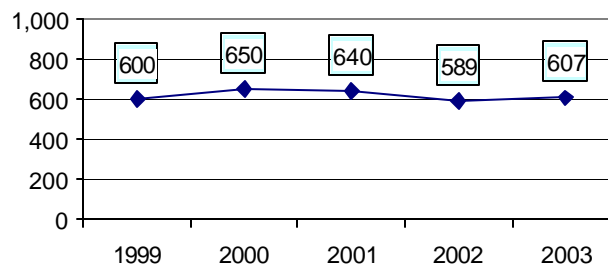
*A recent citywide survey conducted by the City of Shoreline showed traffic enforcement as one of Shoreline's Top 5 Public Safety concerns.*

*In the same survey, 64% of respondents stated they were very or somewhat satisfied with Shoreline's traffic enforcement.*

### Traffic Report Data

Collision information includes reports for all injury, non-injury and fatality vehicle collisions (including hit and run incidents) taken by the City of Shoreline Police Department.

### **Collisions**



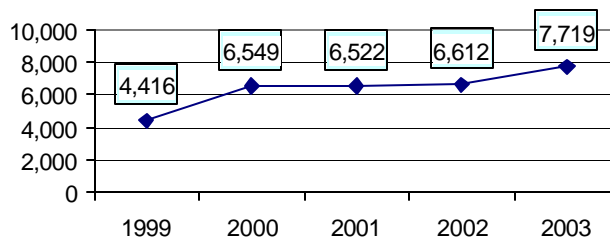
# City of Shoreline Police

*Service Efforts and Accomplishments: 2003*

## Traffic Report Data, continued

Citation and Notice of Infraction information includes reports of Driving While Intoxicated (DWI) violations, Moving/Hazardous violations (such as all accidents, speeding and reckless driving), and Non-moving Compliance violations (such as defective equipment and parking violations).

### Traffic Citations and Notices of Infraction(s)



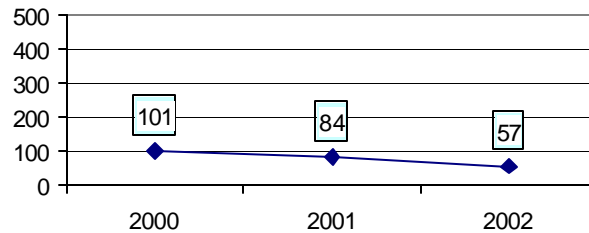
The Neighborhood Traffic Safety Program has been running smoothly for the past year. There are 41 active neighborhoods at various stages in the program. There are four in the enforcement stage

The others are at different points in the information gathering process. Both radar trailers are being used almost daily. When not used by NTSP they are put out in school zones and on arterial streets to maximize exposure.

Citizen Traffic Complaints includes all reports citizens make regarding chronic traffic violations and requests for traffic enforcement. These complaints are then distributed to Shoreline's police officers to provide follow-up enforcement and/or a problem solving response.

### Citizen Traffic Complaints

Comparable data unavailable for 2003



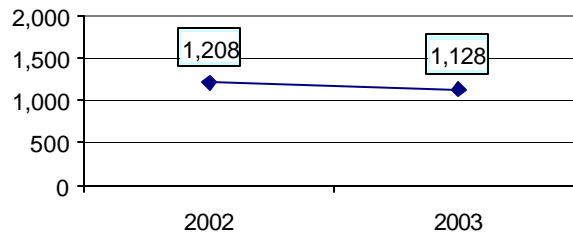
## Objective: Apprehend Offenders

### Cases Closed "Cleared by Arrest"

The closed cases below are cases known as "cleared by arrest." Although not every case suspect is "arrested," each suspect in these cases has been recommended for criminal charges that may eventually result in an arrest or another form of punitive action (such as a citation). Cases "cleared by arrest" are sent to the King County Prosecutor's office - with the officer or detective's recommendation to file criminal charges. A prosecuting attorney is solely responsible for the decision to formally file charges and prosecute defendants.

#### Part I & II Cases Closed 'Cleared By Arrest'

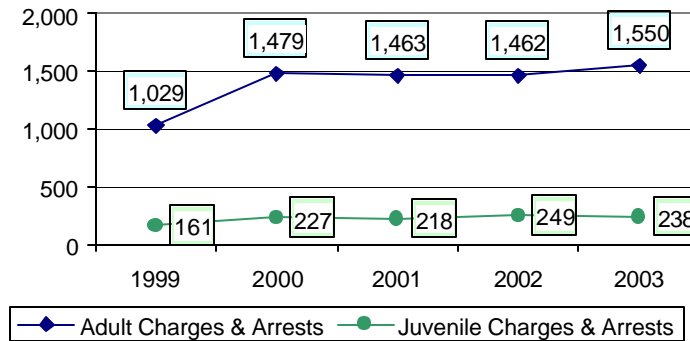
Comparable data unavailable prior to 2002.



### Charges and Arrests

Of all the cases "cleared by arrest" (see above), the following are the charges & arrests by adult/juvenile status. (Note: Numbers will differ from the number of cases "cleared by arrest" due to differences in reporting standards.)

#### Adult & Juvenile Charges & Arrests



## Objective: Prevent Crime

### Crime Prevention Efforts

#### Crime Prevention Groups: Business Watch

In May 2003 a Landlord Training Program was hosted by both Shoreline Police and Kenmore Police. The program had many professional guest presenters and was well attended. This training will be presented at least annually and is part of the police department's Business Watch program.

#### Crime Prevention Groups: Block Watch

Block Watches continue to grow as more citizens become interested in playing a part in keeping their communities safe and pleasant. In August, Block Watches and other citizens participated in National Night Out Against Crime. Both patrol officers and firefighter's stopped by the events to offer their support and meet citizens.

November 2003 was the annual Block Watch Captain's meeting. Block Watch Organizer and Captain Bob Barta presented along with Melanie Granfors of the Shoreline Fire Department. Encouragement to become a member of CERT (Community Emergency Response Team) was stressed and Emergency Preparedness Handbooks were distributed. The meeting also focused on Block Watch organization and revitalization.

#### Crime Prevention Groups: Storefronts

Storefronts have almost thirty volunteers who run a variety of programs vital to Shoreline's crime prevention efforts: Vacation House Check, Citizen Park Patrol, Victim Call Back, Court Notification Program, maintaining databases, Pawnshop, Crime Analysis, Disabled Parking Education, False Alarm Notification, E-911 Business Contact Program, Business and Residential Crime surveys, also known as CPTED, (Crime Prevention Through Environmental Design), and more.

#### Community Training/Activities

- Residential Crime Prevention Meetings
- Vacation House Checks
- Informational Contacts
- Personal Safety Training/Presentations
- School Safety Patrol

- Residential and Commercial Security Surveys
- Community Meetings/Activities
- Problem Solving Contacts
- School Resource Officer (SRO) Program hours
- Robbery Prevention

#### Victim Call Back Program:

- Total cases: 85
- Total calls made: 85
- Victim Follow-Up mailed: 2 (usually given to victim by patrol)
- Total letters sent: 58
- Total crime prevention services provided: 20
- Residential CPTED Surveys: 6
- Business Surveys: 3

#### More Information

For more information on Crime Prevention Programs and services, contact the Shoreline Police Department at (206) 546-6730 or [pd@ci.shoreline.wa.us](mailto:pd@ci.shoreline.wa.us).

# City of Shoreline Police

## *Service Efforts and Accomplishments: 2003*

### Problem Solving Projects/Programs

#### Shoplift Prevention/Retail Theft Program

The Problem Solving Project for the Shoplift Prevention Program became the formalized Retail Theft Program and has approximately ten stores who participate. This program is also part of the Shoreline Police Business Watch program. Over sixty cases have qualified for this program that saw its kickoff in May 2003. This program redirects important resources from patrol, allows training for it's participants and provides a police department liaison. Shoreline Prosecutor Sarah Roberts assisted with initial training and is helping to oversee the program.

#### Mental Health Partnership

Beginning in 2002, the Shoreline Police Department implemented a program to enhance our response to calls dealing with mentally ill individuals. We have six officers who have completed a 40-hour training course. They are considered specialists to respond and handle calls involving mentally ill persons. These officers have become a valuable resource when dealing with mentally ill individuals, or any person who seems to be in a state of crisis. Also this problem solving project (PSP) has successfully developed cross-system crisis plan for client in the Shoreline Area. The open communication with DSHS, Mental Health Court, & Mental Health Professionals has show great improvement for clients and the police officers responding. This PSP is a community effort enjoining both the police and the community together for common goals of safety, understanding, and service to the mentally ill and their families.

#### False Alarm Reduction Program

In August of 2001 the City's Alarm Ordinance was revised and implemented. The goal of the program was to reduce "repeat" false alarms by 45% in one year. An analysis of Shoreline false alarms showed that the total number of alarms has been declining steadily since 1999. In fact there were 35% fewer false alarm calls in 2003 than in 1999, and the greatest portion of that decline occurred after the 2001 adoption of the Electronic Security Devices ordinance (24%). Additionally, the number of repeat responses to specific addresses for false alarms appeared to trend down significantly and was 25% lower in 2003 than in 2001, the year the revised ordinance took effect.

#### Court Reminder Program

In 2003, Shoreline Police Volunteers contacted 2,829 people by telephone to remind them of a scheduled court date. This program is an effort to reduce court-related costs and prevent people from being issued warrants for their arrest. Implemented in October 1998, this program has significantly reduced non-appearances at court and saved Shoreline thousands of dollars.

#### Crosswalk Stings

Pedestrian safety is of paramount importance to the city of Shoreline and one of the top priorities of the traffic unit.

In 2003 the traffic unit did cross walk enforcement at multiple locations through out the city. All enforcement was at marked cross walks on arterials. All were around schools and one was on Aurora Ave N at N 170 St. During those enforcement efforts numerous drivers were cited and warned.

#### School Zone Enforcement

School zone enforcement is also part of pedestrian safety and is done on a daily basis throughout the school year. Patrol and Traffic Units work all of the school zones throughout Shoreline on a rotating basis.

## Objective: Improve Citizens' Feeling of Security

### Citizens' Feeling of Safety in Their Neighborhood

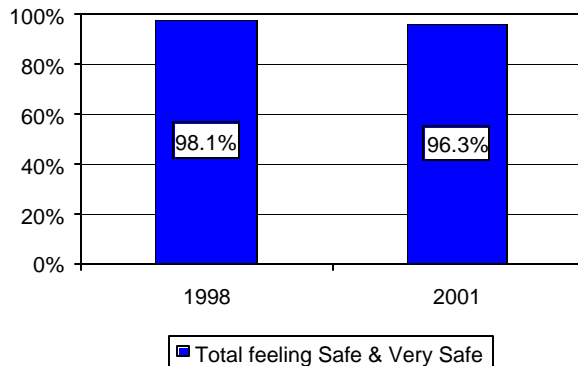
The City of Shoreline administered the Police Satisfaction Survey in 2001. The following are the results shown in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998. Shoreline anticipates surveying again in the fall of 2004.

#### Citizen Survey Results: Feeling of Safety

Citizens of Shoreline gave the following responses to survey questions about safety in their neighborhoods.

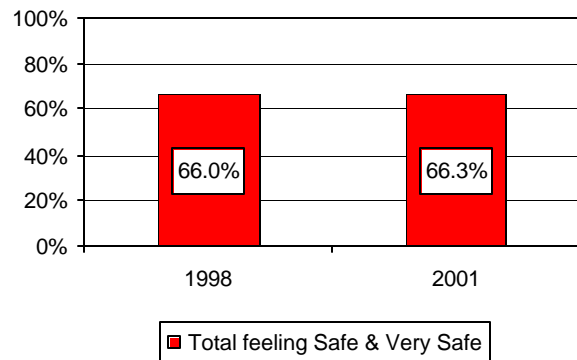
#### During the day ...

How safe would you feel walking alone during the day in your neighborhood?



#### ... and at night.

How safe would you feel being outside and alone in your neighborhood at night?





# City of Shoreline Police

## Service Efforts and Accomplishments: 2003

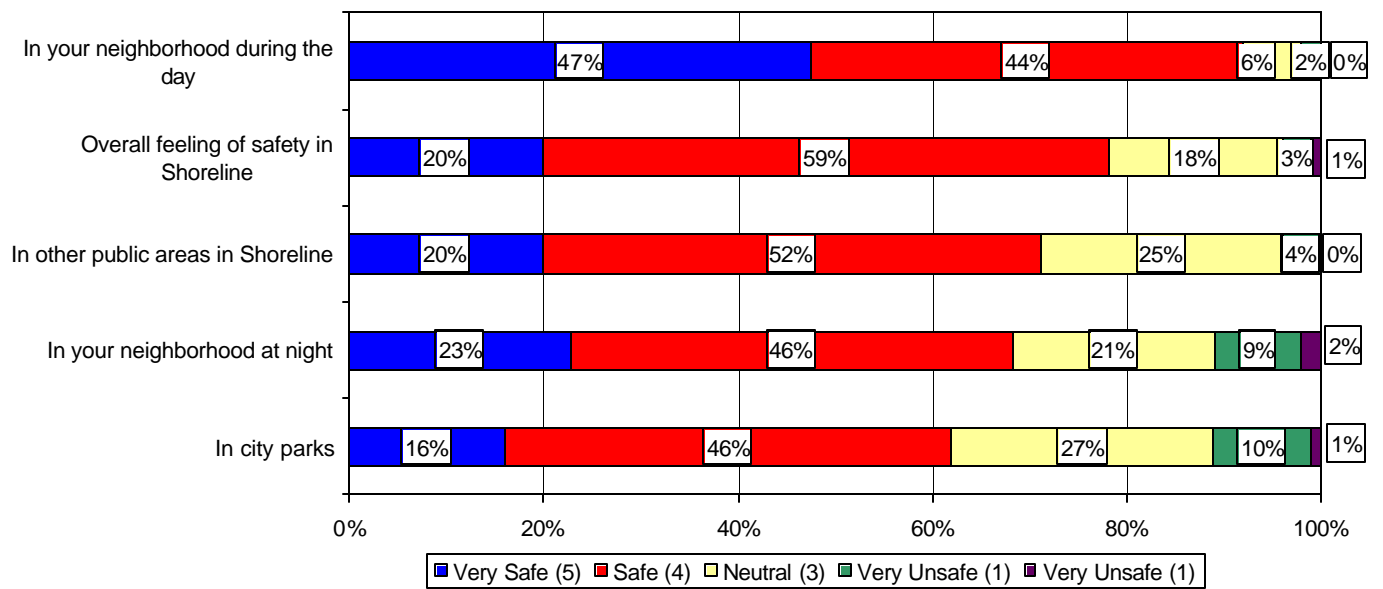
### Citizens' Feeling of Safety in Their Neighborhood, cont.

A recent survey conducted by the City of Shoreline showed the following results for citizens' feeling of safety in a variety of times and places.

#### Level of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

(Source: City of Shoreline, WA, 2004)



# City of Shoreline Police

*Service Efforts and Accomplishments: 2003*

## Public Communication and Education Efforts

### Newsletters

Realizing the quarterly Block Watch Newsletter provided pertinent crime prevention information but was not reaching a majority of Shoreline's citizens, Shoreline Police began to explore other venues for communication. We have begun to use both the widely distributed *Shoreline Currents* as well as the *Shoreline Enterprise* to "get the word out" about crime prevention and current crime trends. We featured volunteer Paul Scoles in an article about thefts from vehicles along with a host of crime prevention tips and the *Currents* published "Holiday Shopping Safety Tips and Tips for Shopping On-Line."

### Crime Maps On-Line

Shoreline Police listened to its citizen's request to have crime maps. The City of Shoreline helped make this a reality and posted the maps and its guide on the police page of the City of Shoreline website, [www.cityofshoreline.com](http://www.cityofshoreline.com). These maps are easy to read and show each of the fourteen neighborhoods in the Shoreline.

### Training

Officers and detectives routinely speak at or provide training to community groups. Officers also are assigned to each Shoreline Public School and teach courses to students via the School Resource Officer Program.

### Community Meetings

Officers and detectives provide safety presentations and assist the King County Sheriff's Office Special Assault Unit with community meetings for the release of sex offenders. They provide personal safety, crime prevention, and Block Watch training and they attend Council of Neighborhood meetings. They participate in the City's Neighborhood Traffic Safety Program, and conduct business evaluations for crime prevention using a tool called, "CPTED" (Crime Prevention Through Environmental Design).

### Police Volunteer/Community Police Station Programs

Westside Neighborhood Center 624 NW Richmond Beach Road Shoreline, WA 98177 (206) 546-3636	Eastside Neighborhood Center 521 NE 165 <sup>th</sup> Street Shoreline, WA 98133 (206) 363-8424	Main Station 1206 N 185th Shoreline, WA (206) 546-6730
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For additional information regarding these programs, contact the local Neighborhood Center or City of Shoreline Police Department at (206) 546-6730 or [pd@ci.shoreline.wa.us](mailto:pd@ci.shoreline.wa.us). Visit Shoreline Police online at [www.cityofshoreline.com](http://www.cityofshoreline.com).

## **Goal # 2 : Provide High-quality, Cost-effective, and Accountable Services to the City of Shoreline, WA**

The goal "to provide high-quality, cost-effective, and accountable services" is a goal any service industry might strive to reach. It reflects a concern for the appropriate and effective use of community resources. Efforts to support this goal are made in partnership with elected officials and police administrators, taking into consideration problem areas, community concerns for quality of life and available resources.

The objectives chosen to provide direction for Shoreline's police department in support of this goal are:

- provide responsive services to citizens, and
- provide cost-effective services to citizens.

The measures on the following pages report the efforts and accomplishments of the City of Shoreline's Police Department using traditional responsiveness measures such as:

- response times,
- complaints,
- citizen survey information, and
- cost comparisons are shown in ratios of costs by the population, by available revenue, by staffing and by volume of work.

## Objective: Provide Responsive Services to Citizens

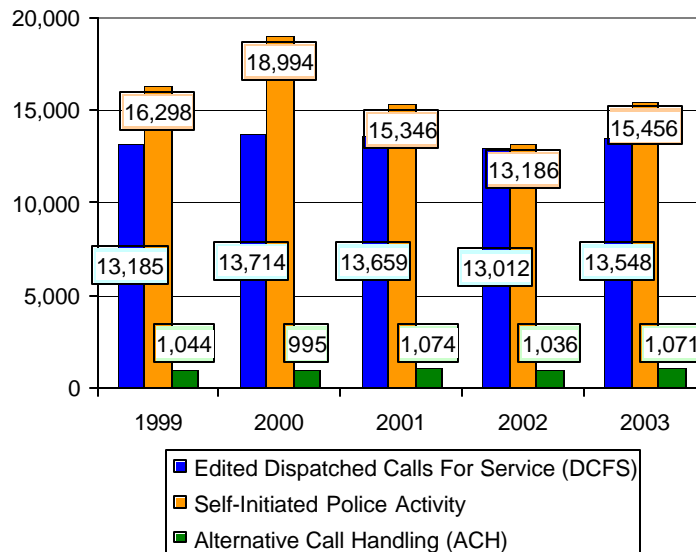
### Response to Calls

#### Edited Dispatched Calls for Service (DCFS), Self-initiated Police Activities and Alternative Call Handling (ACH) Reports

Police engage in a variety of activities in a workday. Primarily police activity is captured in the number of “calls” responded to during a day. A “call” may be an incident called in by a citizen to the 9-1-1 center or a call may be “self initiated” by the officer responding to a crime they’ve witnessed or to chronic problems in a neighborhood (see Problem Solving Projects on page 14). In addition to the calls responded to by officers, the Alternative Call Handling (ACH) program allows 9-1-1 center operators to take certain police reports over the phone in order to allow police officers more time to respond to citizens who need an officer present at the location of their incident.

Below are the numbers of Edited Dispatched Calls for Service (DCFS), Self-initiated Police Activities and Alternative Call Handling (ACH) incidents reported for the past five years.

**Police Calls**



# City of Shoreline Police

## Service Efforts and Accomplishments: 2003

### Response Times to High Priority Calls

#### **Call Priorities and Response Times**

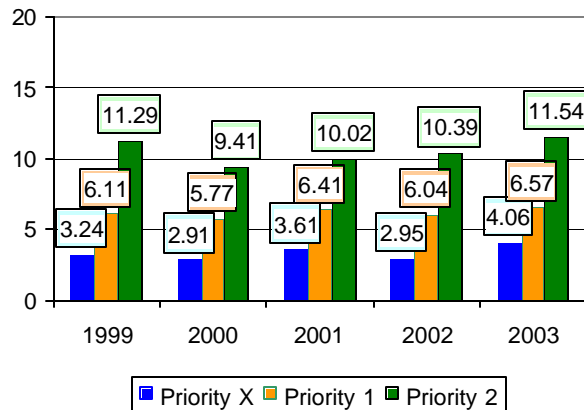
When calls for police assistance are received by the Communications (9-1-1) Center, they are entered into the Computer Aided Dispatch (CAD) system and given a "priority" based on the criteria described below. If the call receiver is in doubt as to the appropriate priority, the call is assigned the higher of the two priority designators in question.

**"Priority X"** designates critical dispatches, those incidents that pose an obvious danger to the life of an officer or citizen. It is used for felony crimes in-progress where the possibility of confrontation between a victim and suspect exists. Examples include: shootings, stabbings, robberies or burglaries.

**"Priority 1"** designates immediate dispatches; those calls that require immediate police action. Examples include: silent alarms, injury traffic accidents, in-progress crimes or crimes so recent that the suspect may still be in the immediate area.

**"Priority 2"** designates prompt dispatches; those calls that could escalate to a more serious degree if not policed quickly. Examples include: verbal disturbances and blocking traffic accidents.

**Average Response Times\* to High Priority Calls in Minutes**



\* The 9-1-1 Center for the City of Shoreline Police measures response times from the time a citizen's phone call is received to the time an officer arrives at the location of the incident.

# City of Shoreline Police

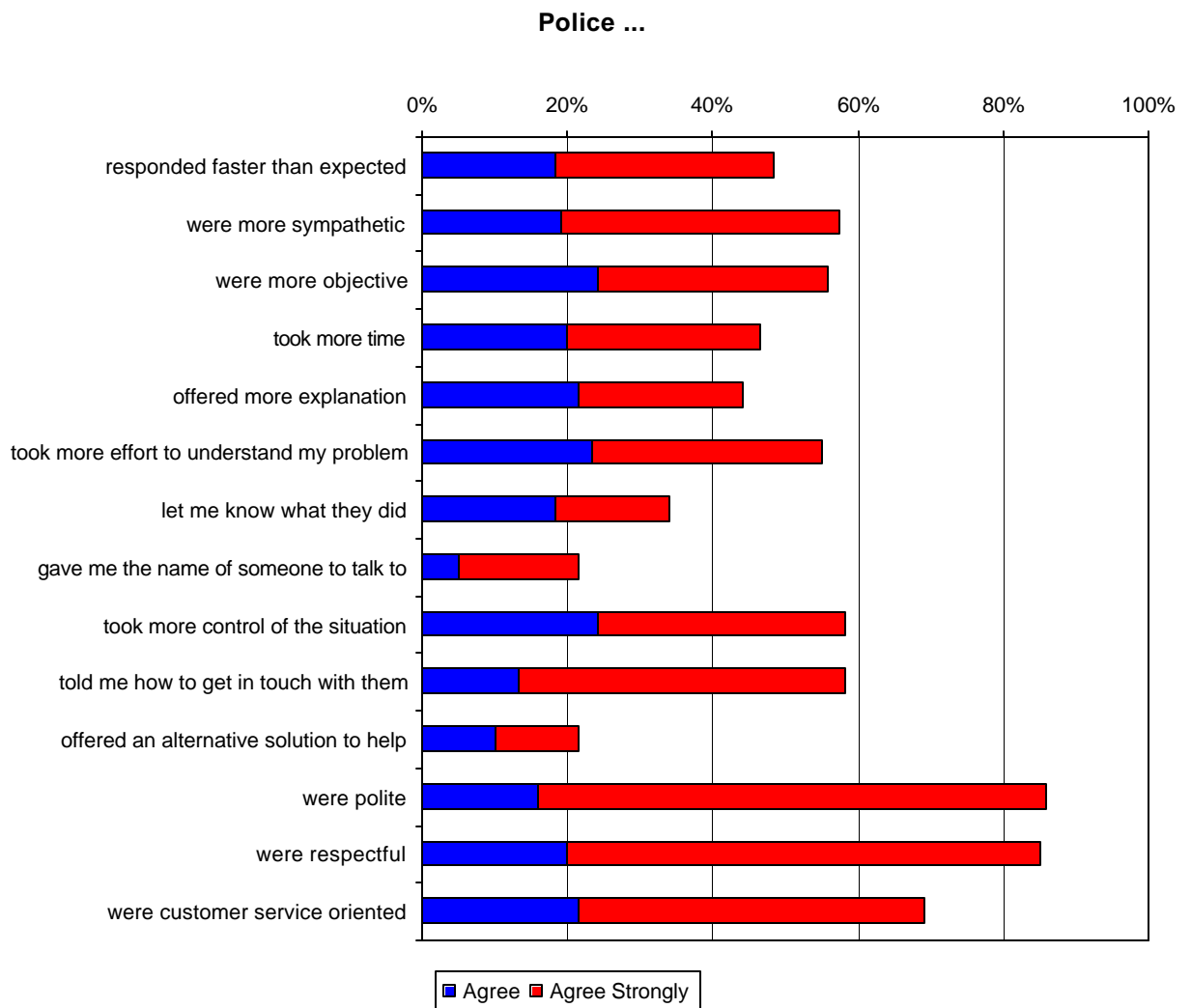
## Service Efforts and Accomplishments: 2003

### Citizen Survey Results Re: Officer Responsiveness

The following are results from the survey conducted by the King County Sheriff's Office for the City of Shoreline in 2001 regarding how responsive officers were to residents. Shoreline anticipates surveying again in the fall of 2004.

#### Citizen Survey Results: Officer Responsiveness

Citizens of Shoreline *who interacted with the police* gave the following responses to survey questions about police officer responsiveness.



# City of Shoreline Police

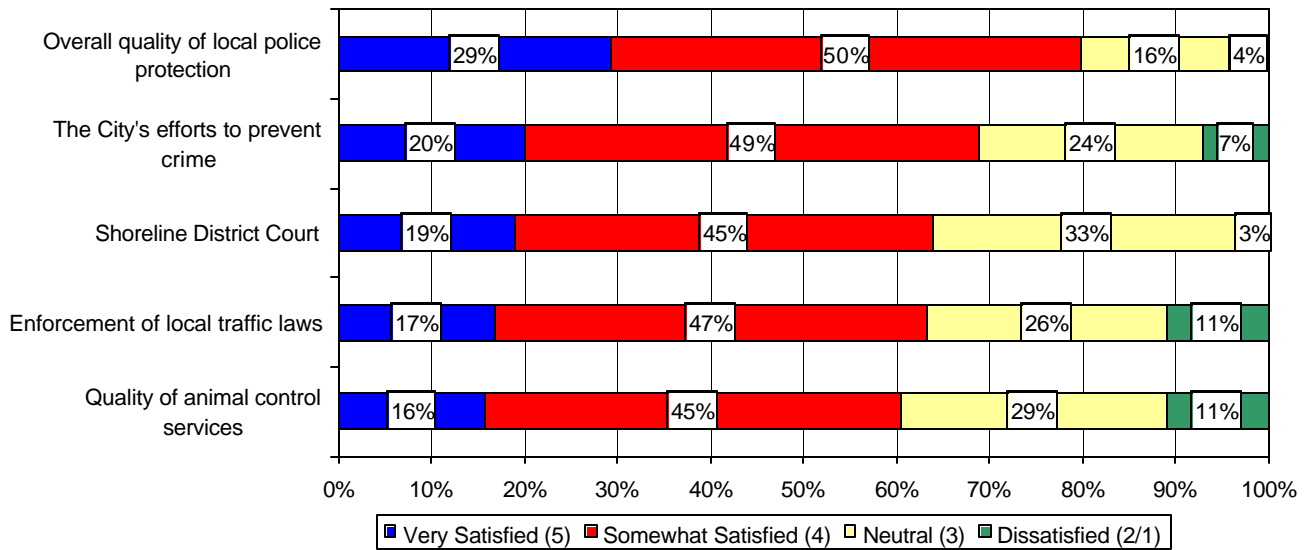
## Service Efforts and Accomplishments: 2003

### Citizen Survey Results Re: Officer Responsiveness , cont.

A recent survey conducted by the City of Shoreline showed the following results for citizens' satisfaction with police, court and animal control services.

#### Satisfaction with Public Safety

*by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows )  
(Source: City of Shoreline, WA, 2004)*



# City of Shoreline Police

## *Service Efforts and Accomplishments: 2003*

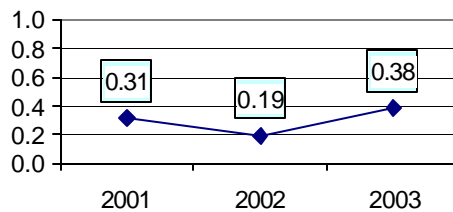
### Complaints by Citizens Against Officers

#### Complaints by Citizens Against Officers

Although citizens may have made formal complaints against officers before the year 2000, complaints were not tallied for reporting purposes before 2000. Complaint counts before 2000 were not available for this report.

#### **Complaints per 1,000 Police Contacts**

Comparable data unavailable prior to 2001



	2001	2002	2003
<b>Number of Complaints</b>	9	5	11
<b>Number of Police Contacts</b> (Edited DCFS & Self-initiated Police Contacts)	29,428	26,198	29,004

Of the 11 complaints against Shoreline officers an independent investigation by the Internal Investigations Unit resulted in the following findings:

- Unfounded                    6
- Exonerated                    1
- Sustained                    2
- Undetermined                2

The Internal Investigations Classifications (General) are:

1. Unfounded: The allegation is false or not factual.
2. Exonerated: The incident complained of substantially occurred, but was lawful and proper.
3. Non-Sustained: There is insufficient factual evidence either to prove or disprove the allegation.
4. Sustained: The allegation is supported by sufficient factual evidence.
5. Undetermined:
  - a. The investigator is not able to use classifications 1 through 4.
  - b. This could involve the following:
    - The complainant withdraws the complaint.
    - The complainant cannot be located.
    - The complainant is uncooperative.
    - The accused member separates from the Department before the conclusion of the investigation.
  - c. Notwithstanding the above situations, if enough information has been collected to close the investigation with a classification of 1 through 4, an undetermined classification shall not be used



**Objective: Provide Cost-effective Services to Citizens**

Costs of Services

The City of Shoreline contracts with the King County Sheriff's Office (KCSO) for police services. Among other benefits, contracting for services from a larger law enforcement agency allows for cost savings through "economies of scale." Specific economies of scale provided through the contract with KCSO include:

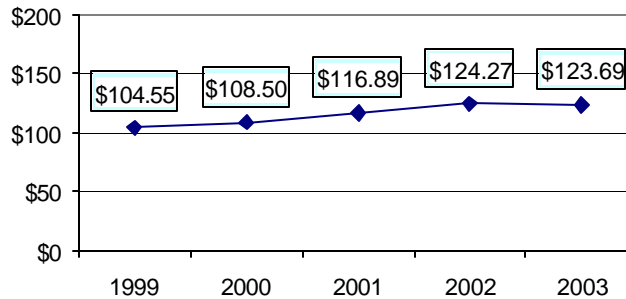
Mutual Aid Agreements with other law enforcement agencies in Washington State, a large pool of officers if back-up help is necessary, coverage if your officers are away; expertise of specialized units to assist officers, more experienced officers to select from for staffing, and cost sharing throughout the department keeping city costs down.

Costs for police services vary depending on a city's resources and the level and type of police services the community wants. The dollar amounts and staffing levels shown below are taken from the contracts for police services (billed financial exhibits) for the years indicated. The City of Shoreline does have additional funds or expenditures for special projects or programs as part of the city's law enforcement budget, which are **not** reflected in this report.

Cost per Capita

Cost Per Capita shows the contract cost for police services divided by Shoreline's population (for example: year 2003 contract cost (\$6,522,420) divided by year 2003 population (52,730) = \$123.69).

**Cost Per Capita**



# City of Shoreline Police

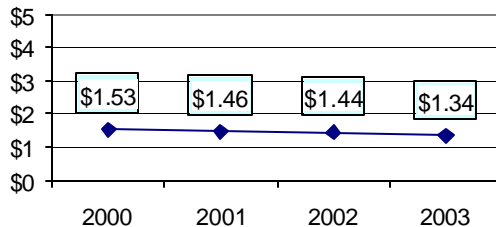
Service Efforts and Accomplishments: 2003

## Cost per \$1,000 of Assessed Real Property Value

Cost Per \$1,000 of Assessed Real Property Value shows Shoreline's contract cost in relationship to the property values (a.k.a. primary revenue source) of Shoreline.

### **Cost Per \$1,000 of Assessed Real Property Value**

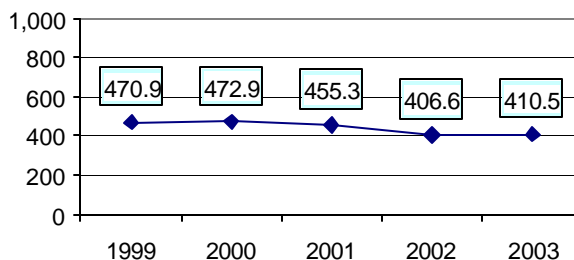
Data unavailable prior to 2000



## Edited Dispatched Calls for Service (DCFS) per Patrol Officer

Edited Dispatched Calls for Service (DCFS) Per Patrol Officer gives a picture of the average number of dispatched calls one patrol officer responds to within a year. This number only uses dispatched calls Shoreline pays for and does not include the number of responses an officer initiates (such as witnessing and responding to traffic violations). Also, the numbers below are **patrol only** and exclude non-patrol commissioned officers (such as supervisors or special duty officers/detectives).

### **Edited Dispatched Calls for Service (DCFS) Per Patrol Officer**



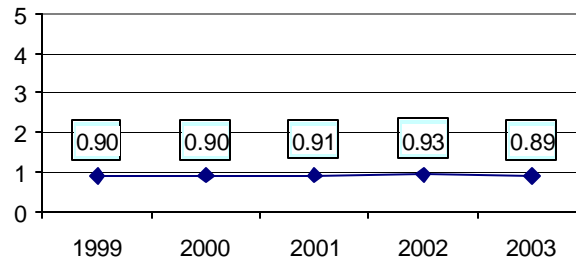
# City of Shoreline Police

## *Service Efforts and Accomplishments: 2003*

### Commissioned Officers per 1,000 Residents

Commissioned Officers Per 1,000 Residents shows how many commissioned police officers are employed by Shoreline for every 1,000 residents. This number includes commissioned officers who work in supervisory or other non-patrol related positions as well as special services officers who work part-time for the City, but does not include professional (i.e. non-police) support staff.

**Commissioned Officers Per 1,000  
Residents**



## Glossary

Adult Arrests: An arrest is counted every time an adult is cited for a criminal offense or is booked. More specifically:

1. It includes all adult bookings, plus
2. All adult citations that are classified as criminal non-traffic.
3. When an adult is both cited and booked, it is counted only once.

Cases Cleared/Clearance: This refers to the solving of an offense by arrest or, in some circumstances, by exceptional means (e.g., the suspect died, is imprisoned on another charge, victim refuses to testify, etc.).

CAD: See "Computer Aided Dispatch" below.

Cases Cleared/Clearance: This refers to the solving of an offense by arrest or, in some circumstances, by exceptional means (e.g., the suspect died, is imprisoned on another charge, victim refuses to testify, etc.).

Cleared by Arrest: This is a case that is closed by identifying at least one suspect and charges against that suspect(s) are recommended to the Prosecuting Attorney. Although called "cleared by arrest" this closure does not require physical booking into a jail or juvenile detention facility. It also does not require the charging of all suspects if/when there are multiple suspects involved in a crime. This category includes criminal citations into district and municipal courts for misdemeanors, felony filings into Superior Court, and all filings into Juvenile Court.

Other clearance codes:

1. "Cleared Exceptional" refers to a case in which a crime and a suspect involved in the crime have both been confirmed but, due to circumstances outside the control of law enforcement, charges are not being recommended to the Prosecuting Attorney. (One example of this is when the suspect is already being charged for the crime by another police jurisdiction.)
2. "Cleared Unfounded" refers to a case in which it is discovered that the reported incident was either not true or was not a crime.
3. "Cleared Administrative" refers to an incident found to be non-criminal in nature, but which requires some police action to close the incident (e.g., handling of lost and found property).
4. "Cleared Inactive" refers to cases in which all investigative leads have been exhausted (or none existed) and the case cannot be closed by any other clearance classifications.

Citation: Often called a "ticket," a citation is a written document issued to a citizen who commits a crime or violates a law. The citation describes the crime and/or the law that has been violated and identifies the punishment that has been standardized by the court system (i.e., the standardized monetary amounts payable for traffic violations). While citations prescribe a penalty for a crime, they may be challenged through the court system. They usually include instructions for the cited citizen to appeal the citation.

Computer Aided Dispatch (CAD): A computerized communication system used by emergency response agencies for dispatching and tracking calls for emergency assistance.

Domestic Violence: Domestic violence is a subcategory of other crimes. Virtually any crime can be sub-classified as domestic violence. In the State of Washington, domestic violence is defined as a crime of violence against the person or property of a spouse, former spouse, persons related by

blood or marriage, persons who have a child in common, former/current roommates, persons who have or had a dating relationship, and persons related to the suspect by the parent-child (biological or legal) relationship. In some cases, the age of the victim or suspect may determine whether or not the legal definition above is met.

Dispatched Calls For Service (DCFS): Dispatched calls for service are calls received in the Communications Center and to which one or more patrol cars are dispatched.

Felony: Felony crimes are more serious in terms of either harm or loss to persons or property than misdemeanors, and usually are punished by more restrictive methods than citations. Felonies have subclasses (A, B and C) that are based on the extent of harm to a person or the dollar value of loss or damage to property.

Identifier Codes for Priority of Dispatched Police Calls: The Computer Aided Dispatch (CAD) systems used by 9-1-1 Centers use a system of codes to identify the types of calls to which police are being dispatched. Along with categorizing the type of incident, the codes also assign the call a priority level based on the urgency required for the police response. The following are the priority levels used by the Communications (9-1-1) Center for the various types of police calls:

- Priority 0 (9-1-1 Dispatch): This code is used when a dispatcher sends a police unit to an incident based on the location, name and phone number information automatically generated by the 9-1-1 CAD system based on the origin of the call. This may be necessary when a caller is unable (for whatever reasons) to give the information or gives minimal information before the call is somehow terminated. Open phone lines and disconnected lines to which a call-receiver is unable to re-contact the caller are also examples of Priority 0 calls.
- Priority X (Critical Dispatch): This code is used for incidents that pose an obvious danger to the life of an officer or citizen. Examples are felony crimes in progress, "help the officer" situations, shootings, stabbings, in-progress robberies and in-progress burglaries where the possibility of a confrontation between a victim and a suspect exists.
- Priority 1 (Immediate Dispatch): This code is used for incidents requiring immediate police action. Examples are silent alarms at banks or businesses, silent residential alarms, injury accidents, major disturbances with weapons involved, in-progress burglaries of unoccupied structures, and other types of crimes in-progress (or which have just occurred) where a suspect may still be in the immediate area.
- Priority 2 (Prompt Dispatch): This code is used for events that involve situations that could escalate to a more serious degree if not policed quickly. Examples are verbal disturbances, audible residential or audible commercial alarms and blocking accidents, and incidents of shoplifters in custody who are not causing a problem.
- Priority 3 (Routine Dispatch): This code is used for low priority incidents in which time is not the critical factor in the proper handling of the call. Examples are burglaries or larcenies that are not in progress, "cold" vehicle thefts and abandoned vehicle calls.
- Priority 4 (Dispatch as available): This code is used for special circumstances or "seasonal" calls. Examples are reports of snowball throwing during winter months or firecracker complaints around July 4th.

Misdemeanor: Crimes that inflict harm or loss but to a lesser extent than a felony (e.g., assault fourth degree or simple assault). Misdemeanors usually are punished through monetary payment via a citation and/or other restrictions (such as restraining orders or no trespass orders).

Part I Crimes: This is a category of crimes established by the Federal Bureau of Investigation (FBI). It includes criminal homicide (which includes murder and non-negligent manslaughter; but excludes deaths by negligence, attempts to kill, suicides, accidental deaths, justifiable homicide, and traffic fatalities), forcible rape, robbery, aggravated assault, burglary, larceny-theft, motor vehicle theft, and arson.

Part I Crimes Against Persons: These crimes are also referred to as "violent crimes." They consist of criminal homicide (as defined above), forcible rape, robbery, and aggravated assault.

Part I Crimes Against Property: These are burglary, larceny, motor vehicle theft, and arson.

Part II Crimes: This is a category of crimes consisting of all other crimes not included in the Part I Crimes category. Part II crimes vary due to differences in local laws, but typically include one or more of the following crimes: all other assaults (simple), forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving and/or possessing), vandalism, weapons (carrying, possessing, etc.), prostitution and commercialized vice, sex offenses (including statutory rape, indecent exposure, etc. but excluding forcible rape, prostitution and commercialized vice), drug violations, gambling, offenses against families and children, driving under the influence of alcohol or drugs, liquor violations, drunkenness, disorderly conduct, and others.

## Data Sources

The data compiled in this report was collected from the following sources and, as such, is subject to the data standards and limitations of the source agency:

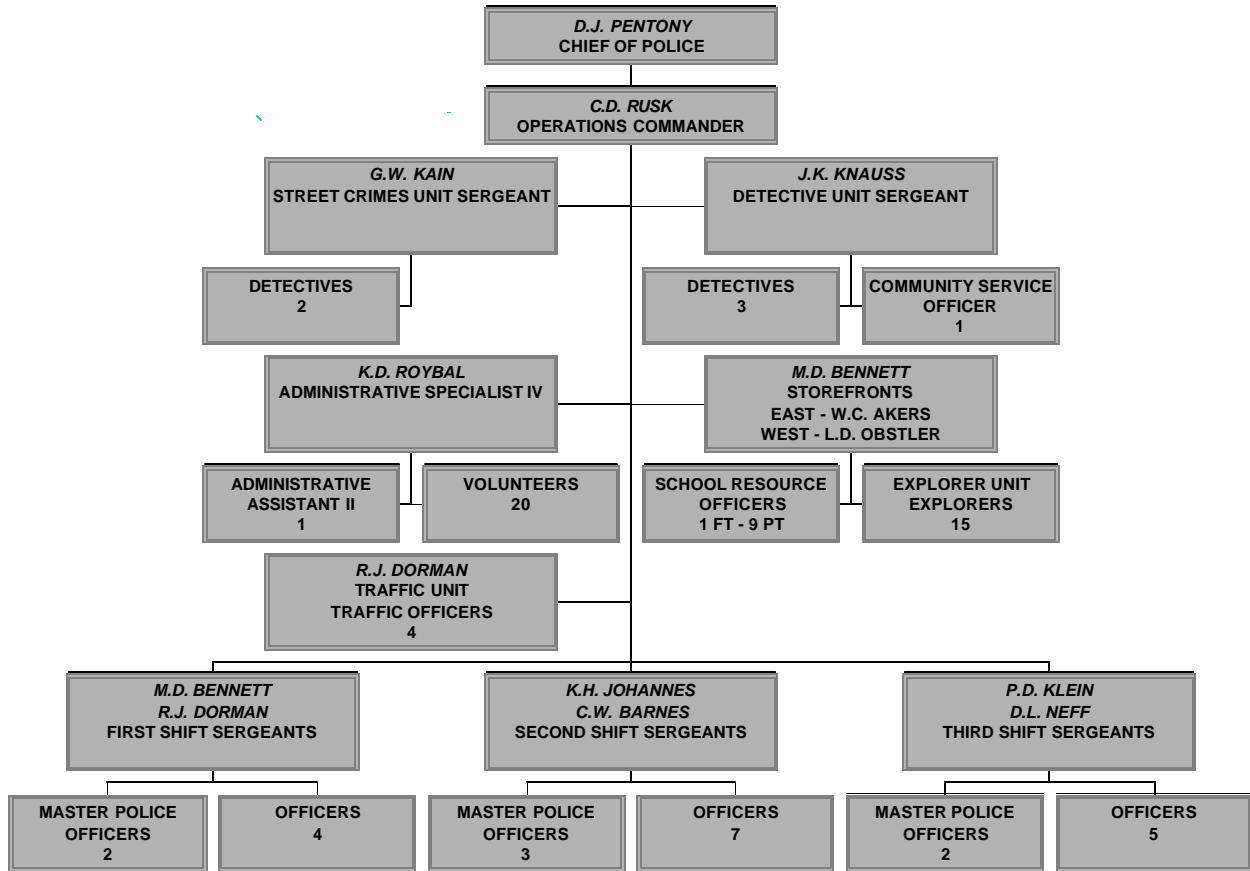
- City of Shoreline Police (information regarding: traffic complaints, crime prevention activities, problem solving projects, public communication and education efforts and Benchmark and Contract City Cost Comparisons)
- Edited Dispatched Calls For Service (DCFS) are the incidents that originate with a phone call to the 9-1-1 Center requesting a police response (either emergency or non-emergency). The totals shown in this report are limited to the DCFS calls that the city is charged for as part of their contract. Actual DCFS counts may be slightly (usually less than 5%) higher. This data is reported via the King County Sheriff's Office Communications Center Section, Research, Planning and Information Services Unit and Contracting Unit.
- Federal Bureau of Investigation (FBI) annual statistical report *Crime in the United States: 2002*
- Washington State Office of Financial Management (demographic information)
- King County Sheriff's Office:
  - Annual Statistical Reports
  - Computer Aided Dispatch (CAD) system reports
  - Internal Investigations Unit statistical reports
  - Interlocal Agreements - Exhibit Bs (contract cost and staffing information)
- King County Tax Assessor's Office (real property values)
- Washington State Courts, Courts of Limited Jurisdiction annual caseload reports (traffic citation information); available on the Internet at: [www.courts.wa.gov/caseload](http://www.courts.wa.gov/caseload)

## Improved Data

One of the functions of a Service Efforts and Accomplishments Report is to highlight data collection and reporting methods that may need modification. Since the first annual report was published in 2000, the research and publishing staff have identified several ways to improve the data presented in these reports. Many improvements were implemented since that time and therefore data may differ somewhat in subsequent reports.

## Appendix A: Organization Chart

City of Shoreline Police: 2003



Proposed 2003 Staffing Plan

**SUPPORT SERVICES:** Special Operations: K9, Bomb, Swat, HNT - .78 FTE's  
 Criminal Investigation Division: Fraud, Major Crimes - 2.52 FTE's  
 Communications Center: - 7.83 FTE's  
 Total Commissioned 48.35 - Total Non Commissioned 10.83



## Appendix B: City Comparisons

### Benchmark and Contract City Cost Comparisons

City	Population (2003 Estimate)	Commissioned	Commissioned Per 1,000	Part 1 Per 1,000	Cost per Capita
Auburn	45,355	83	1.84	88.9	\$224.70
Bellingham	67,171	107	1.54	74.2	\$224.09
Edmonds	39,580	52	1.32	29.6	\$189.75*
Kennewick	56,293	87	1.55	50.9	\$181.73
Kirkland	45,790	63	1.38	27.3	\$208.28
Lakewood	60,000	89	1.52	72.2	\$206.00
Lynnwood	33,990	66	1.94	77.1	\$253.84
Olympia	42,860	72	1.69	65.5	\$197.53
Redmond	46,040	71	1.54	43.0	\$212.67
Renton	53,840	87	1.62	85.5	\$224.78
Seattle	580,100	1,266	2.22	81.7	\$290.44
Shoreline	53,250	43	0.93	36.4	\$134.65

\* Includes Jail costs.