


CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE:	Presentation of the 2001 Police Service Efforts and Accomplishments Report
DEPARTMENT:	Police
PRESENTED BY:	Denise Pentony, Police Chief 

PROBLEM/ISSUE STATEMENT:

The Shoreline Police and King County Sheriff's Office present your Council the second annual Service Efforts and Accomplishments Report (SEA) for the City of Shoreline. This report combines previous statistical data from crimes and clearance rates with analysis and interpretation. The overall purpose of this report is to provide a scorecard of the wellness of the City with regard to police services and public safety.

The report blends crime trend and workload data for the past five years, when available. It also examines citizens' satisfaction with police, perceptions of safety in the community and issues of citizen concern. Ongoing problem solving projects are listed and performance is measured. Your Council was recently presented with the 2001 Police Citizen Satisfaction results. Those results are compared in the 2001 SEA Report against the baseline survey data of 1998.

Report highlights will be provided and Shoreline will be compared to cities of like population and community makeup for the purpose of understanding how Shoreline measures up to benchmark cities.

Report Highlights:

The SEA report is structured by Goals and Objectives. The two primary goals are:

- 1. To reduce crime and the fear of crime***
- 2. To provide high quality, cost effective and accountable services to the City of Shoreline***

Each goal has a number of objectives that are designed to accomplish the goal. The objectives are a combination of workload, problem solving efforts, statistical analysis and citizen input. This data becomes our benchmark to compare ourselves over a period of time and thus measures our performance in the delivery of police services.

The overall public safety scorecard continues to be favorable. The Part 1 Crime Rate is up from 32.6 in 2000 to 36.14. (Part 1 Crimes include; Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Vehicle Theft, and Arson). The violent crime rate did not increase. The increase was due to increases in non-violent property crimes such as; 40% increase in residential burglary (148 in 2000 to 208 in 2001); auto thefts increased 24%, from 183 in 2000, to 227 in 2001; and larcenies increased 18.5%.

Based on the 2001 Citizen Survey, it was apparent that less than 20% of those surveyed were Block Watch partners. We will be aggressively marketing Block Watch this year. This program provides a tremendous opportunity to reduce residential burglaries. Shoreline Police are working on adopting an Auto Theft Reduction program and are partnering with a statewide task force to look at reducing auto theft.

The following Part 1 Violent Crime Rates dropped in 2001; forcible rape was down 23.8%; aggravated assault was down 27.7%; and arsons declined by 28.6%. There was no change in the homicide rate.

We learned from the 2001 survey; citizens continue to feel safe in their neighborhoods and are satisfied with police services. The areas identified, as needing improvement was customer service and follow up with reporting parties. Programs were implemented to gain improvement in these two areas.

RECOMMENDATION

No action is required.

Approved By: City Manager LB City Attorney N/A

BACKGROUND / ANALYSIS

Report highlights are as follows:

- As stated above, the Part I Crime Rate increased slightly to 36.4 per 1,000 residents. The Crime Rate continues to fall below the national average. The national average Crime Rate was 41.6 per 1,000 population. Shoreline's Part II Crime Rate continues in a downward trend to 35.41 in 2001. Part II offenses are all other crimes not included in the Part I category.
- Shoreline's response time to critical 911 calls, Priority X, was **3.61 minutes**. Response times to Priority 1 details were **6.41 minutes**. Response times to Priority 2 calls were 10.02 minutes. Response times remain somewhat consistent with past years. Shoreline Police have exceeded performance standards in response times to Priority X and Priority 1 calls for service.

Performance measurements established in 1997 for response times were as follows:

1. 90% of Priority X calls would be responded to in **5 minutes** or less.
2. 90% of Priority 1 calls would be responded to in **10 minutes** or less.
3. No response time goals were established for non-critical Priority 2 or 3 calls.

The 2001 citizen survey revealed that about 48% of those surveyed were strongly satisfied/satisfied with police response times (35% were undecided). Only .8% of those surveyed would like to see an improvement in police response times.

- Dispatched calls for service (DCFS) were down slightly, however the figure was fairly consistent at 13,659 calls for 2001. Self-initiated details (proactive & problem solving efforts) were down in 2001 to 15,769 details. For the past three years, Shoreline has benefited from the Communications Center (911) staff taking "phone in" reports. This program has freed up time for officers to engage in proactive policing. 1,074 reports were taken over the phone. Performance measurements associated with most problem solving projects is to reduce or eliminate repeat calls for service. A reduction in dispatched calls for service is a desired outcome.
- Arrests and charges were consistent for both adults and juveniles in comparison to 2000 statistics.
- Several problem-solving projects were initiated or continued in 2001 to address citizens concerns, to reduce criminal activity and to create a more efficient and effective workforce. Many of the projects initiated in 2001 are outlined in the SEA Report.
- 5,828 citations were issued in 2001, which was a decrease of 17.3%. This was due to carrying a vacancy in the traffic unit and due to collateral duties of traffic officers such as performing prisoner transports twice weekly.

- The "injury" accident rate decreased by 9.8% (from 256 accidents in 2000 to 231 in 2001); "non-injury" accidents increased by 3.8% (from 393 to 408 accidents). Hit and run "injury" accidents decreased by 15.4% (from 13 in 2000 to 11 in 2000), while "non-injury rates increased by 27.8%. This continues to be a downward trend. An accident reduction project was started to address the intersections having the highest rate of injury accidents in the City.
- The 1998 citizen survey revealed that police could improve by providing follow up and communicating more with victims and the community. In 2002 police initiated a victim call back program. Many other initiatives were started in 2001 such as newsletters, meetings and training for the community. The 2001 survey revealed that police could continue to improve in the areas of: establishing more Block Watch programs, creating better communication with the residents, and provide better follow through with information for residents.
- In August 2001 the City's False Alarm Ordinance was implemented and enforced. The goal was to realize a 45% reduction in "repeat" false alarm calls for the purposes of improving public safety by reducing the number of calls for service and increasing officer safety in responding to these types of calls. Since August 2001, alarms have been reduced in all areas by 31.5%. 182 alarm citations were issued in a 9-month period, totaling fines of \$10,400.
- The 2001 survey showed that 96% of people surveyed felt either safe or very safe in their neighborhood during the day and 66.3% felt safe/very safe at nighttime, which is consistent with the 1998 survey results.
- The number of self-initiated and dispatched calls for service was 29,428 in 2001. There were only 3 citizen complaints filed against Shoreline officers. This equates to .10% complaints per 1,000 police contacts. This number is extremely low and indicates people are satisfied with the way in which they are contacted.

In examining the total number of crimes per category, the highest rates of incident are as follows:

Crime Type	Total Incidents in 2001
Larceny (theft) -\$250	807
Larceny +\$250	455
Vandalism	447
Auto Theft	223
Residential Burglary	208
Assault 4 th degree	204 (120 are domestic violence related)
Forgery/Fraud	200
Driving Under the Influence	157

*Data obtained from the 2001 Annual Report for the City of Shoreline, prepared by the King County Sheriff's Office Research, Planning and Information Services Unit.

The chart below depicts Shoreline in comparison to several benchmark cities:

City Comparison:

City	Population	Commissioned	Commissioned Rate/1,000	Part 1	Part II	Cost per Capita
Auburn	43,047	80	1.86	91.4	85.7	\$232.80
Bellingham	7,1716	104	1.55	64.4	62.3	\$204.06
Edmonds	39,544	50	1.26	26.6	25.8	\$151.53
Kennewick	54,751	78	1.42	62.8	53.4	\$167.72
Kirkland	45,054	62	1.38	33.4	32	\$189.03
Lakewood	58,211	78	1.34	79.0	69.3	\$188.75
Lynnwood	33,847	64	1.89	87.3	83.4	\$220.22
Olympia	42,514	69	1.62	71.7	68	\$211.10
Redmond	45,256	71	1.57	38.2	36.1	\$196.85
Renton	50,052	85	1.70	78.9	74.1	\$249.27
Shoreline	53,296	47.73	0.90	32.6	30.2	\$107.94
Seattle	563,374	1276	2.26	84.1	76.1	\$248.72
Yakima	71,845	107	1.49	101.3	30	\$151.44

Contract City Comparison:

Beaux Arts	310	0.08	0.26			
Burien	31,830	36.33	1.14	91.4	84.5	\$140.05
Carnation	1,920	3.16	1.65	27.7	26	\$134.68
Covington	13,840	12.69	0.92	42.6	39.4	\$102.29
Kenmore	18,790	14.5	0.77	28.8	26.6	\$87.66
Maple Valley	14,590	12.87	0.88	30.9	29.4	\$97.08
Newcastle	7,815	7.74	0.99	25.7	25.3	\$98.75
North Bend	4,755	6.87	1.44	53.6	49	\$155.55
Sammamish	34,560	22.83	0.66	17.6	17.2	\$72.78
SeaTac	25,380	42.85	1.69	78.4	71.6	\$217.93
Skykomish	215	0.08	0.37	0.0		
Woodinville	9,210	9.75	1.06	44.6	41.9	\$143.44

*Data based on 2000 Washington Association of Sheriffs and Police Chiefs Annual Crime Report. Cost per capita is based on 2001 budgeted law enforcement costs/population, excluding jail court and prosecution costs.

SUMMARY

The overall public safety health of Shoreline continues to be excellent. Based on the findings of the Citizen Survey and statistical analysis of crime trends in Shoreline, strategic initiatives will be developed to address citizens concerns. Those initiatives will become part of the work program for Shoreline Police in 2002/2003.

RECOMMENDATION

No action is required.

ATTACHMENTS

A City of Shoreline 2001 Service Accomplishments and Efforts Report

City of Shoreline Police Department

Service Efforts and Accomplishments: 2001 Second Annual Report on Police Performance



Created for the City of Shoreline by:

The King County Sheriff's Office
Research, Planning & Information Services Unit
516 Third Avenue, KCC-SO-0100
Seattle, WA 98104

Table of Contents

Letter from Chief Denise Pentony	2
Executive Summary	3
Mission	3
Report Highlights	3
Goal: Reduce Crime and the Fear of Crime	4
Objective: Use Information for Crime Analysis	5
The "Crime Rate"	5
Crimes Against Persons	6
Crimes Against Property	7
Domestic Violence Crimes	8
Automobile/Vehicle Related Crimes	9
Traffic Incident Information	10
Objective: Apprehend Offenders	12
Objective: Prevent Crime	13
Crime Prevention Efforts	13
Problem Solving Projects/Programs	14
Objective: Improve Citizens' Feeling of Security	15
Citizens' Feeling of Safety in Their Neighborhood	15
Public Communication and Education Efforts	16
Goal: Provide High-quality, Cost-effective, and Accountable Services to the City of Shoreline, WA	17
Objective: Provide Responsive Services to Citizens	18
Response to Calls	18
Citizen Survey Results Re: Officer Responsiveness	20
Complaints by Citizens Against Officers	21
Objective: Provide Cost-effective Services to Citizens	22
Costs of Services	22
Glossary	26
Data Sources	29
Appendix A: Organization Chart	30

Letter from Chief Denise Pentony



April, 2002

Dear Citizens of Shoreline,

I am pleased to present the second annual Service Efforts and Accomplishments (SEA) Report. This report will inform readers about the goals and objectives of the Shoreline Police and measures police performance over a five-year period.

The events of September 11th changed us all forever. With respect to policing, our emphasis changed. We became the City's first level of homeland defense. Efforts shifted to emergency preparedness. The new mission required a multi-faceted approach. We have learned about the threat of domestic and international terrorism. We have strategically identified services that are critical to our community. We have worked with the sites to enhance crime prevention efforts to make them an undesirable target for disruption. We have collaborated with local, county, state and federal agencies to strengthen our ability to gain intelligence and prevent attack. Police are trained, equipped and prepared to respond to any community emergency.

The Shoreline Police received an outpouring from the community since September 11th. We received cards, letters, poems and pictures from many children and school classes. We are eternally grateful for the show of support.

The second event that rocked our community in 2001 was the tragic death of a 14-year-old at the Shoreline Library. With the tragedy came an opportunity to prevent such deaths in the future. Immediately, we received a grant to provide gunlocks to any resident desiring one. We have promoted safe gun ownership and gun storage to the adults of the community. In the schools, we have School Resource Officers teaching youth about the reality of gun violence. Our message is "don't touch, get an adult" if they encounter a gun.

Youth are one of three focus areas for the Shoreline Police. We have implemented several strategies to prevent youth violence such as teaching programs like; Cops & Docs (dealing with the reality of gun violence), Anti-Bullying (preventing behavior that leads to violence), and working with the schools on emergency response plans. Officers have received additional training in responding to school incidents involving active shooters or subjects threatening students and staff. The two other areas of focus are Emergency Preparedness and Community Policing/Problem Solving.

The Part 1 Crime Rate increased slightly in 2001, to 36.1 per 1,000 residents. The increase was not due to the violent crime rate increasing. The increase was due to a rise in property crimes such as thefts from autos, shoplifting and burglaries. The Crime Rate is still below the national Crime Rate of 41.6. In 2002, we will add more Block Watch residents to aid in preventing property crimes. In 2001, response times to critical 911 calls remained excellent, at 3.61 minutes.

Shoreline continues to be a safe place to live, work and raise children. We are proud to serve this community and appreciate the willingness of our community to work together to reduce and prevent crime. I hope you are pleased with our performance.

Sincerely,

Denise J. Pentony, Chief of Police
City of Shoreline Police Department

City of Shoreline Police

Service Efforts and Accomplishments: 2001

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 Pentony's letter (page 2), the highlights of the year 2001 were:

- Violent crime rates remain low.
- Response times continue to be excellent.
- Shoreline is a safe place to live.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

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.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

Objective: Use Information for Crime Analysis

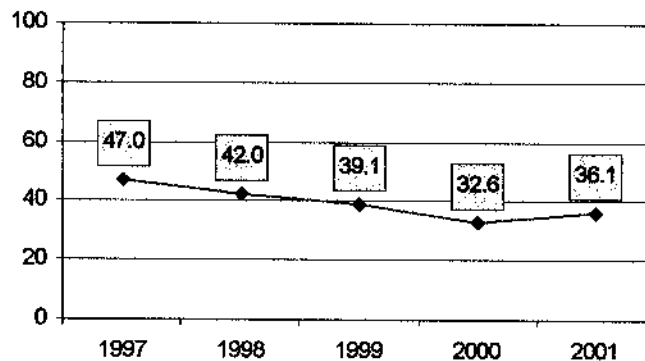
The "Crime Rate"

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) which 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."

"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 I Crimes Per 1,000 Residents
Commonly known as the "Crime Rate"



National 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 2000 (published in October, 2001).

U. S. National Crime Rate (2000)

41.6

City of Shoreline Police

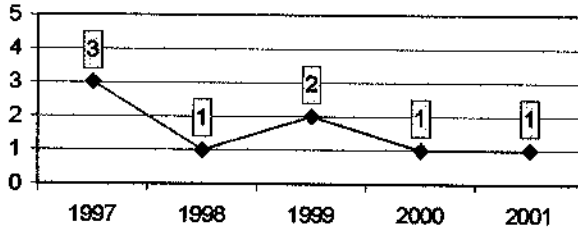
Service Efforts and Accomplishments: 2001

Crimes Against Persons

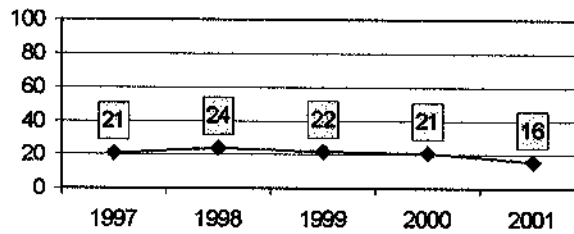
Part I Crimes Against Persons

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.

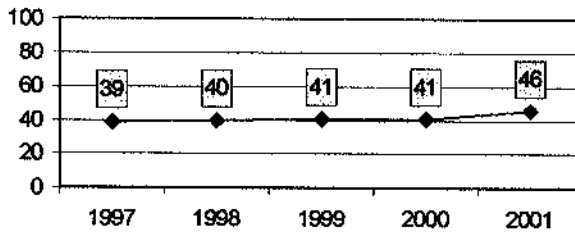
Murder



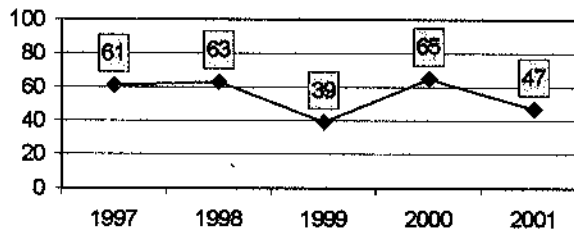
Rape



Robbery



Aggravated Assault



City of Shoreline Police

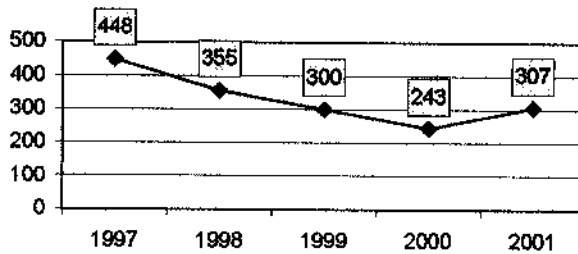
Service Efforts and Accomplishments: 2001

Crimes Against Property

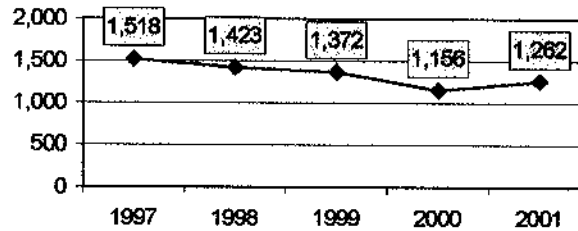
Part I Crimes Against Property

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.

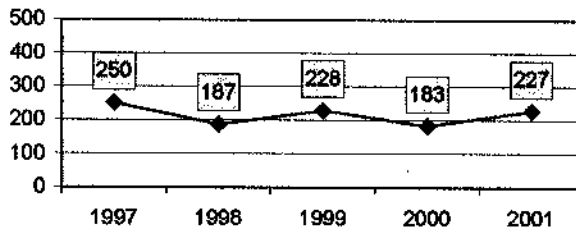
Burglary



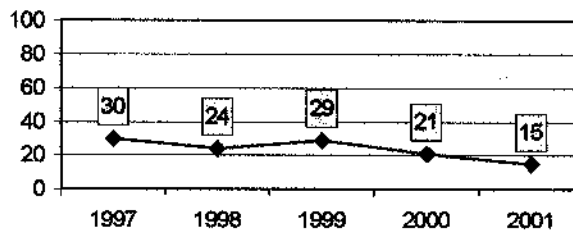
Larceny



Vehicle Theft



Arson



City of Shoreline Police

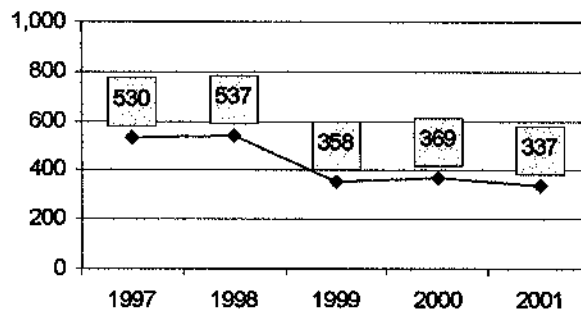
Service Efforts and Accomplishments: 2001

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 eight most frequently occurring types of domestic violence crimes in Shoreline in 2001 were:

<u>Crime</u>	<u>Reported Incidents</u>
Assault Fourth Degree, (misdemeanor)	120
Violation of Court Orders, (misdemeanor)	62
Other, miscellaneous Part II crimes	30
Family/Juvenile offenses	25
Assaults, (felony)*	18
Vandalism	15
Violation of Court Orders, (felony)	3
Trespass	2

* This number does not include homicides which would be reported separately. There were no domestic violence related homicides in Shoreline in 2001.

City of Shoreline Police

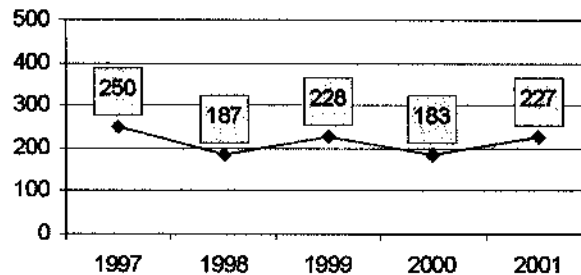
Service Efforts and Accomplishments: 2001

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

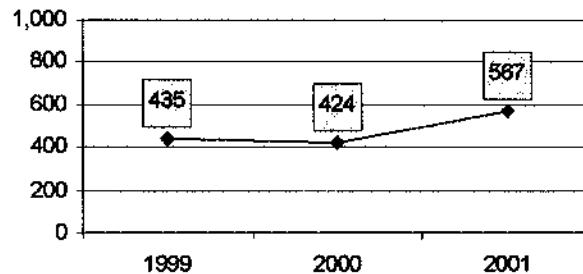


Thefts from Vehicles and Attempted Thefts

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")

Data unavailable prior to 1999



City of Shoreline Police

Service Efforts and Accomplishments: 2001

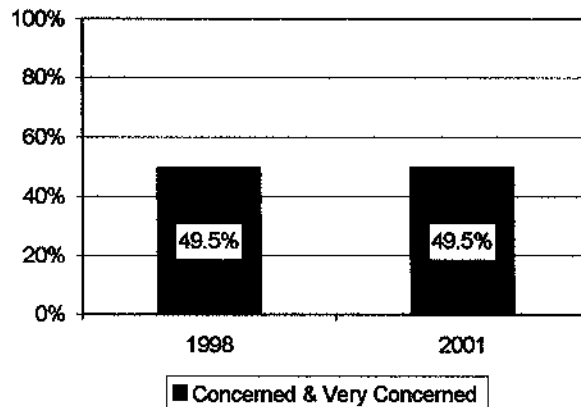
Traffic Incident Information

The City of Shoreline via First Northwest Group administered the Police Satisfaction Survey again 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.

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.")

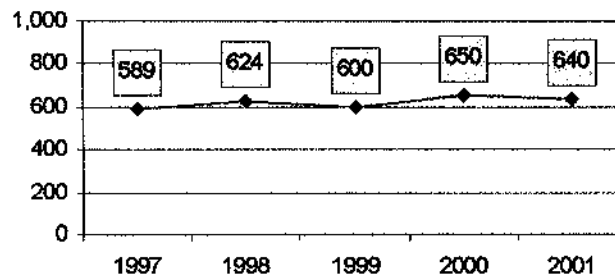
How concerned are you about speeding traffic?



Traffic Report Data

Collision information includes reports for all injury, non-injury and fatality vehicle collisions taken by the City of Shoreline Police Department.

Collisions



City of Shoreline Police

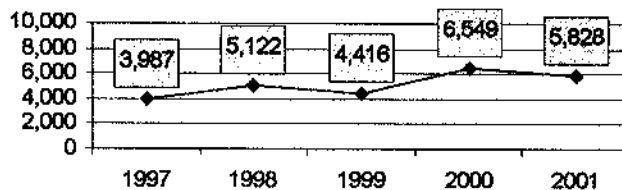
Service Efforts and Accomplishments: 2001

Traffic Report Data, continued

Citation 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

2001 data approximated
Comparable data for 2001 not available at the time of
this report

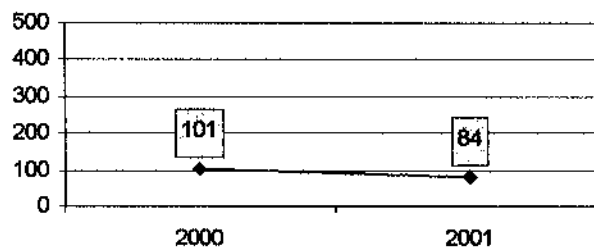


The Neighborhood Traffic Safety Program was initiated in June 2001 by the City of Shoreline to deal with ongoing traffic complaints on residential streets. Shoreline Police participate in the Program by providing input on newly initiated complaints and by training participants on how to use the radar equipment and to track pass through traffic. Police also provide a vital component to the Program, which is enforcement. The NTSP is a problem solving partnership with residents, City staff and police. The goals of the programs are to reduce or eliminate accidents, injuries and chronic traffic problems for Shoreline residents. In 2001, Shoreline Police worked with the City and residents to establish 39 active NTSP programs.

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. Of the 84 complaints, 98% were related to speeding traffic on arterials and some residential streets in Shoreline.

Citizen Traffic Complaints

Comparable data unavailable prior to 2000



City of Shoreline Police

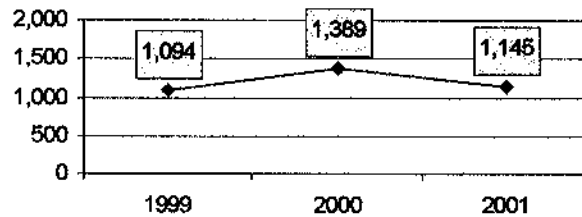
Service Efforts and Accomplishments: 2001

Objective: Apprehend Offenders

Cases Closed "Cleared by Arrest"

The "cleared" 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 which 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's or detective's recommendation to file criminal charges. A prosecuting attorney is solely responsible for the decision of whether to formally file charges and prosecute defendants.

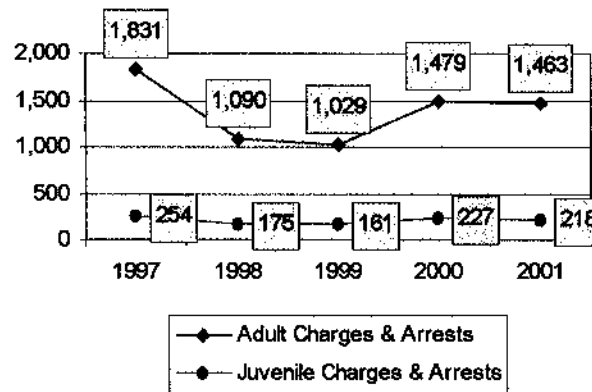
Part I & II Cases Closed
'Cleared By Arrest'
Estimate based on Case Disposition Codes
Data unavailable prior to 1999



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



City of Shoreline Police

Service Efforts and Accomplishments: 2001

Objective: Prevent Crime

Crime Prevention Efforts

Crime Prevention Groups

The City of Shoreline Police support 84 neighborhood Block Watch Programs. This represents less than 20% of Shoreline's population. In the 2001 citizen survey, 73% of those surveyed felt Block Watch was the top activity that police and citizens could do together to prevent crime. As shown earlier in this publication, burglaries have increased about 26% in one year. The proven way to reduce burglary is to participate in a neighborhood Block Watch Program. Expanding Block Watch is a primary goal for the Neighborhood Police Stations in 2002.

Community Training/Activities

Residential Crime Prevention Meetings	83
Residential and Commercial Security Surveys	32
Vacation House Checks	120
Community Meetings/Activities	84
Informational Contacts	1, 888
Problem Solving Contacts	202
Personal Safety Training/Presentations	24
School Resource Officer (SRO) Program hours	1,068

More Information

For more information on Crime Prevention Programs and services, contact the Shoreline Police Department at (206) 546-6730.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

Problem Solving Projects/Programs

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. As of March 2002, repeat false alarms had been reduced by approximately 31.5%, which represented a nine-month review.

Accident Reduction Program

The Aurora Corridor is one of the most dangerous stretches of roadway in the State. Many of the worst intersections were in Shoreline. Due to the high number of accidents on Aurora, an Accident Reduction Program was implemented in April, 2001. The goal was to reduce accidents through educating motorists and active enforcement. Accidents were reduced on Aurora by 10% in the first six months of the program. Over 935 hours of traffic emphasis were spent on the project and over 1,295 citations were issued. There were no fatalities on Aurora in 2001.

Court Reminder Program

In an effort to reduce court-related costs and prevent people from being issued warrants for their arrest, the Court Reminder Program was implemented in October 1998. In 2001, Shoreline Police Volunteers called 2,299 people to remind them they had a court date. This program has significantly reduced non-appearances at court and saved the City thousands of dollars.

Victim Call Back Program

In 2001, the customer call back program was implemented. The program was designed to inform crime victims of the status of their case and to improve two-way communication between the community and police. Both the 1998 and 2001 citizen surveys indicated that police could do more to inform the victim about what happens next. The call back program will assist in improving citizen satisfaction.

Abandoned Vehicle Program

The goal of the program is to address the disorder created by junk or hulk vehicles abandoned on the public roadways in the community. Officers responded to 1,167 abandoned vehicle complaints in Shoreline. Of those cases, 726 vehicles were impounded.

Driving Under the Influence (DUI) Emphasis

During the month of December, 2001 a special DUI emphasis was conducted on Aurora. The goal of the emphasis was to reduce DUI related accidents and prevent traffic-related injuries or deaths. DUI arrests were made, 19 citations were issued and other alcohol-related arrests were made.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

Objective: Improve Citizens' Feeling of Security

Citizens' Feeling of Safety in Their Neighborhood

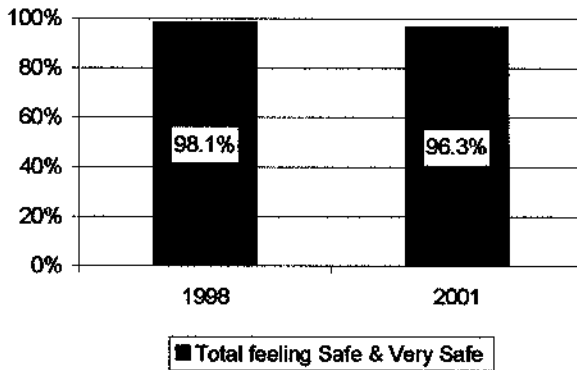
The City of Shoreline administered the Police Satisfaction Survey again in 2001. The following are the results shown in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998.

Citizen Survey Results: Feeling of Safety

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

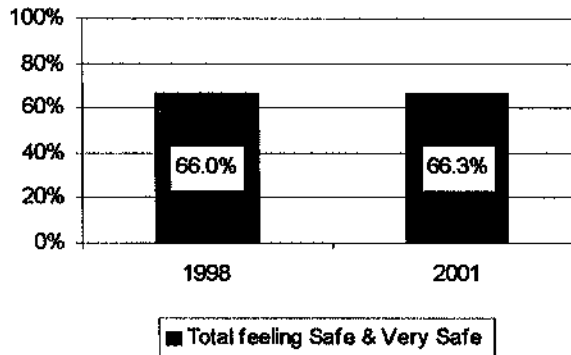
During the day ...

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: 2001

Public Communication and Education Efforts

Newsletters

Quarterly Block Watch newsletters and other community informational bulletins are published and distributed to the Block Watch captains. Crime prevention information is posted on the City's WEB site (www.cityofshoreline.com) Articles include topics such as crime prevention, mail theft, identity theft, emergency preparedness, Business Watch, home security, bicycle safety, personal safety and a host of other crime prevention tips.

Training

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

Community Meetings

Officers and detectives also 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	Eastside Neighborhood Center	Main Station
630 NW Richmond Beach Road	521 NE 165 th Street	1206 N 185 th
Shoreline, WA 98177	Shoreline, WA 98133	Shoreline, WA
(206) 546-3636	(206) 363-8424	(206) 546-6730

For additional information regarding these programs, contact the local Neighborhood Center or City of Shoreline Police Department at (206) 546-6730 or visit us online at www.cityofshoreline.com.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

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.

City of Shoreline Police

Service Efforts and Accomplishments: 2001

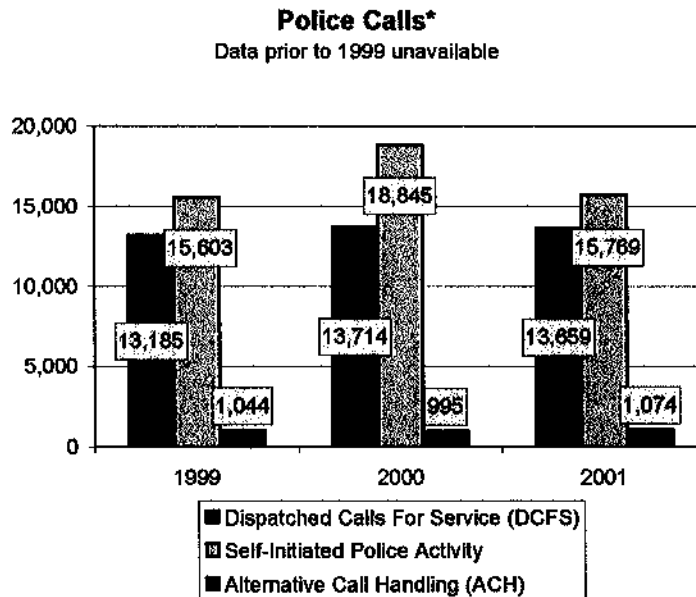
Objective: Provide Responsive Services to Citizens

Response to Calls

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 pages #). 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 Dispatched Calls for Service (DCFS), Self-initiated Police Activities and Alternative Call Handling (ACH) incidents reported for the past three years.



City of Shoreline Police

Service Efforts and Accomplishments: 2001

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.

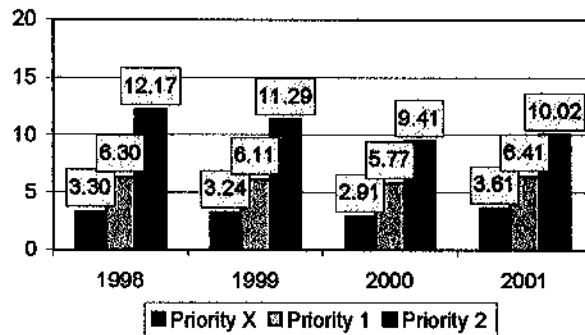
"Priority X" designates critical dispatches, those incidents which pose an obvious danger to the life of an officer or citizen. It is used for felony crimes in-progress where the possibility of confrontation between a victim and suspect exists. Examples include: shootings, stabbings, robberies or burglaries.

"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, audible alarms and blocking traffic accidents.

Average Response Times* to High Priority Calls in Minutes

Data prior to 1998 unavailable



* 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

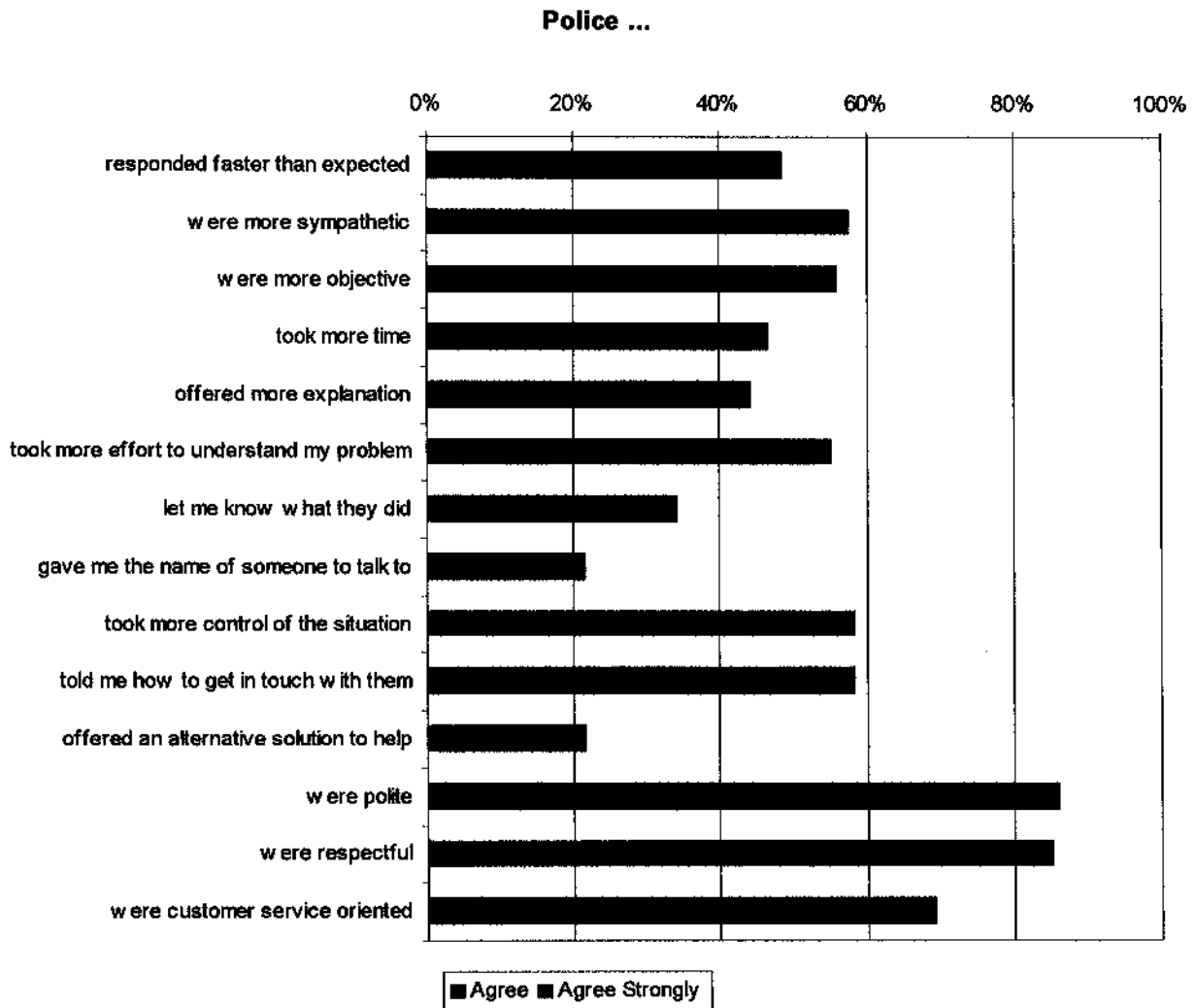
Service Efforts and Accomplishments: 2001

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.

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: 2001

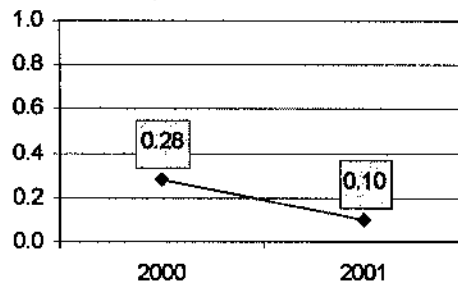
Complaints by Citizens Against Officers

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 and Self-initiated Police Activity counts before 1999 were not available for this report.

Complaints per 1,000 Police Contacts

Data prior to 2000 unavailable



	1999	2000	2001
Number of Complaints	NA	9	3
Number of Police Contacts (DCFS & Self-initiated Police Contacts)	28,788	32,559	29,428

City of Shoreline Police

Service Efforts and Accomplishments: 2001

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:

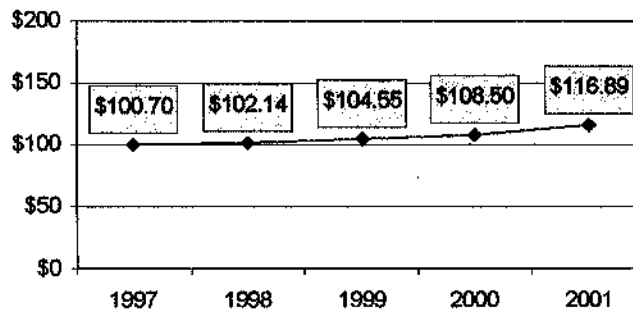
- Mutual Aid Agreements with other law enforcement agencies in Washington State,
- a large pool of officers if back-up help is necessary,
- coverage if your officers are away; expertise of specialized units to assist officers,
- more experienced officers to select from for staffing, and
- cost sharing 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 had 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 2001 contract cost (\$6,212,875) divided by year 2001 population (53,150) = \$116.89). (The year 2000 U.S. Census data was used for the year 2000 and 2001 calculations shown below. For years prior to 2000, population estimates based on the 1990 U.S. Census data were used.)

Cost Per Capita



City of Shoreline Police

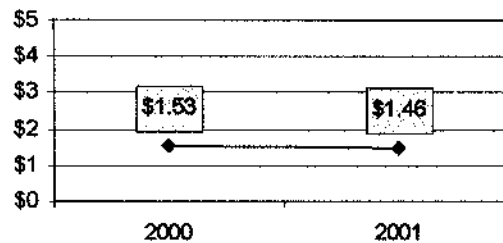
Service Efforts and Accomplishments: 2001

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

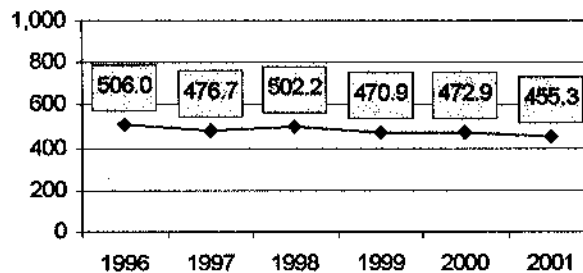
Data unavailable prior to 2000



Dispatched Calls for Service (DCFS) per Patrol Officer

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).

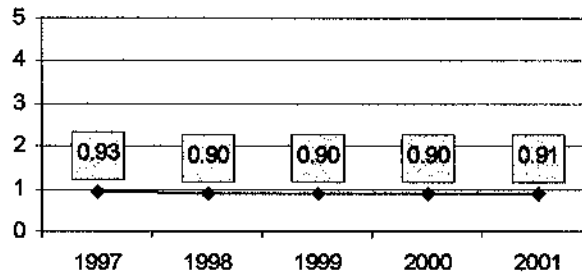
Dispatched Calls for Service (DCFS) Per Patrol Officer



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**



Benchmark and Contract City Cost Comparisons

City Comparison:

City	Population	Commissioned	Commissioned Rate/1,000	Part 1	Part II	Cost per Capita
Auburn	43,047	80	1.86	91.4	85.7	\$232.80
Bellingham	7,1716	104	1.55	64.4	62.3	\$204.06
Edmonds	39,544	50	1.26	26.6	25.8	\$151.53
Kennewick	54,751	78	1.42	62.8	53.4	\$167.72
Kirkland	45,054	62	1.38	33.4	32	\$189.03
Lakewood	58,211	78	1.34	79.0	69.3	\$188.75
Lynnwood	33,847	64	1.89	87.3	83.4	\$220.22
Olympia	42,514	69	1.62	71.7	68	\$211.10
Redmond	45,256	71	1.57	38.2	36.1	\$196.85
Renton	50,052	85	1.70	78.9	74.1	\$249.27
Shoreline	53,296	47.73	0.90	32.6	30.2	\$107.94
Seattle	563,374	1276	2.26	84.1	76.1	\$248.72
Yakima	71,845	107	1.49	101.3	30	\$151.44

Contract City Comparison:

Beaux Arts	310	0.08	0.26			
Burien	31,830	36.33	1.14	91.4	84.5	\$140.05
Carnation	1,920	3.16	1.65	27.7	26	\$134.68
Covington	13,840	12.69	0.92	42.6	39.4	\$102.29
Kenmore	18,790	14.5	0.77	28.8	26.6	\$87.66
Maple Valley	14,590	12.87	0.88	30.9	29.4	\$97.08
Newcastle	7,815	7.74	0.99	25.7	25.3	\$9875
North Bend	4,755	6.87	1.44	53.6	49	\$155.55
Sammamish	34,560	22.83	0.66	17.6	17.2	\$72.78
SeaTac	25,380	42.85	1.69	78.4	71.6	\$217.93
Skykomish	215	0.08	0.37	0.0		
Woodinville	9,210	9.75	1.06	44.6	41.9	\$143.44

*Data based on 2000 Washington Association of Sheriffs and Police Chiefs Annual Crime Report. Cost per capita is based on 2001 budgeted law enforcement costs/population, excluding jail court and prosecution costs.

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 subclassified 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 which 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

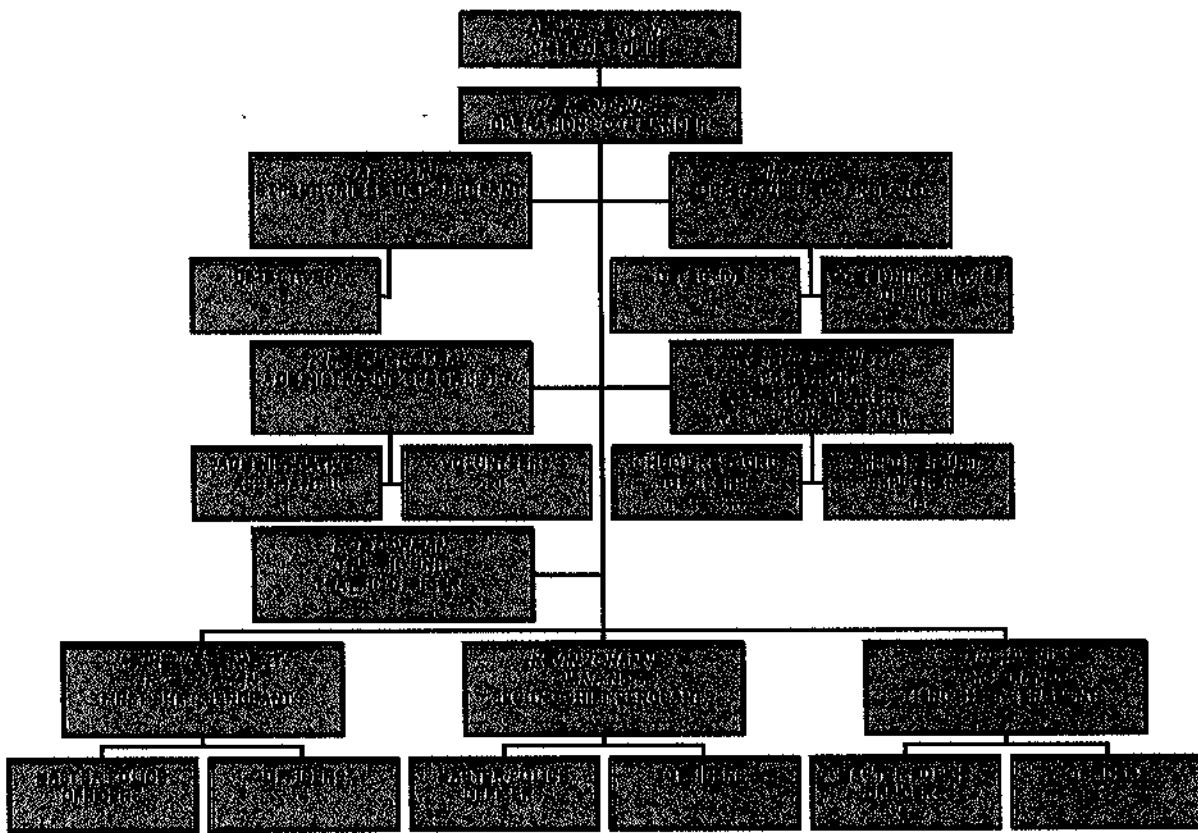
The data compiled in this report was collected from the following sources and, as such, is subject to the data standards and limitations of the source agency:

- City of Shoreline Police (information regarding: traffic complaints, crime prevention activities, problem solving projects and public communication and education efforts)
- Federal Bureau of Investigation (FBI) annual statistical report *Crime in the United States: 2000*
- King County Regional Policy and Planning Department (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

Appendix A: Organization Chart

City of Shoreline Police: 2001

POLICE SERVICES



Proposed 2002 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