

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: Annual Police Service Efforts and Accomplishments Report
DEPARTMENT: Police
PRESENTED BY: Chief Denise Pentony

EXECUTIVE / COUNCIL SUMMARY

The 2002 Service Efforts and Accomplishments Report (SEA) is the third such annual police report presented to Council. The report combines statistical crime data and clearance rates with analysis and interpretation. The overall purpose of this report is to provide a scorecard of the wellness of public safety services in the City.

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. A recap of the 2002 problem solving projects has been included. These projects were designed to address community concerns from the 2001 survey.

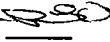

Report Highlights:

- The SEA report is structured into Goals and Objective sections. There are two primary goals of the Shoreline Police and they 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 listed in succession of the goal. All objectives are designed to accomplish the goal. The objectives are a combination of workload, problem solving efforts, statistical analysis and citizen input. These data become our benchmark to compare ourselves over a period of time and thus measures our performance in the delivery of police services.
- The overall scorecard is favorable for Shoreline. The Part 1 Crime Rates was 36.4, which was well below the national average of 48.9. Emergency response times to Priority X (2.95 minute response) calls continued to exceed our benchmark of 5 minutes. According to both the City survey and police survey, residents continue to feel safe in their neighborhoods and are satisfied with police services.

- Shoreline's officer per thousand rate combined with support services from the King County Sheriff's Office provide for excellent coverage of calls for service and allow time for problem solving/proactive activities. Comparing to benchmark cities, Shoreline has a lower crime rate than almost all of the other cities and the lowest officer per thousand rate.

RECOMMENDATION

No action is required. This report is for review and discussion.

Approved By: City Manager  City Attorney 

Report highlights are as follows:

- The Crime Rate or Part I Crime Rate is defined as a category of crimes established by the FBI, which consists of murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Shoreline's year 2002 Crime Rate was **36.4** per 1,000 residents. Shoreline's rate is below the national average of 48.9 per 1,000.
- Shoreline's response time to critical 911 calls (Priority X) was **2.95 minutes**. Response times to Priority 1 calls were 6.04, and to Priority 2 calls the average was 10.39 minutes. The response times remained somewhat consistent over the past three years.
- Dispatched calls for service (DCFS) were down at 13,012. The average is approximately 13,500 calls per year. The total Self-initiated details, proactive & problem solving efforts were 13,186. Of the 26,198 contacts, police received only 5 citizen complaints, which equates to 0.19 complaints per 1,000 contacts.
- Several problem-solving projects were started or continued in 2003 to address citizen concerns, to reduce criminal activity and to create a more efficient and effective workforce. The projects were: school traffic safety program, false alarm reduction program, hotel/motel trespass, city and school emergency response preparation, and an accident reduction program targeted at problematic intersections.
- 6,612 citations were issued in 2002, which was a slight increase over 2001. The accident rate decreased from 640 accidents in 2001 to 589 accidents in 2002.
- The 1998 citizen survey revealed that police could improve by providing follow up and communicating more with victims and the community. A Victim Call Back program was initiated and is handled by detectives and volunteers.

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

Crime Type	Total Incidents in 2002
Larceny (theft) -\$250	477
Larceny +\$250	781
Vandalism	541
Assault 4 th degree	224 (120 are domestic violence related)
Forgery/Fraud	275
Driving Under the Influence	164
Auto Theft	255

*Data obtained from the 2002 Annual Report for the City of Shoreline, prepared by the King County Sheriff's Office Research, Planning and Information Services Unit.

SUMMARY

The overall public safety health of Shoreline is excellent. In the fall of 2003 a second citizen survey will be conducted. Those survey results will be compared against the baseline survey from 1998. Based on the findings, strategic initiatives will be developed to address citizens concerns. Those initiatives will become part of the work program for Shoreline Police in 2003-2004.

RECOMMENDATION

No action is required. This report is for review and discussion.

ATTACHMENTS

A City of Shoreline 2002 Service Accomplishments and Efforts Report

City of Shoreline Police Department

**Service Efforts and Accomplishments: 2002
Third 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

Accessible formats are available upon request.

Table of Contents

Letter from Chief Denise Pentony	2
Executive Summary	3
Mission.....	3
Core Values	3
Report Highlights.....	3
Goal # 1 : 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
Cases Closed "Cleared by Arrest".....	12
Charges and Arrests	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 # 2 : 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	25
Data Sources	28
Improved Data.....	28
Appendix A: Organization Chart.....	29
Appendix B: City Comparisons	30
Benchmark and Contract City Cost Comparisons.....	30

Letter from Chief Denise Pentony



April 2003

Dear Residents of Shoreline,

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

Shoreline continues to be a very safe community to live and work in. The Part 1 Crime Rate remains low at 36.4 per 1,000 population, which is well below the national rate of 48.9 per 1,000. Response times to 911 calls continue to be excellent with a 2.95 minute response to Priority X calls and 6.04 minutes to Priority 1 calls. (See definition of Priority on page 19.)

Police responded to 13,012 calls for service and initiated 13,186 additional details through proactive efforts. With over 26,198 police - resident contacts, there were only five complaints initiated against police. This is an example of the customer service orientation of our police staff.

Cost of police services continues to be well below the cost of other cities providing similar services. The residents of Shoreline pay approximately \$124.23 per capita for police service. This is due to the "economies of scale" offered through the King County Sheriff's Office contract. (See page 22.)

There were numerous accomplishments realized in 2002, such as the development of a comprehensive Anti-Bullying program called, "Take a Stand Against Bullying" that is being taught by police officers in many Shoreline schools. Please review this report for other accomplishments.

We are proud to serve this community. We look forward to working in partnership to solve problems and prevent crime for a safe and livable community.

Denise J. Pentony, Chief of Police
City of Shoreline Police Department
pd@ci.shoreline.wa.us

City of Shoreline Police

Service Efforts and Accomplishments: 2002

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 2002 were:

- Crime rates (pages 5-7)
- Police Responsiveness (pages 18-21)
- Cost (pages 22-24)

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: 2002

Objective: Use Information for Crime Analysis

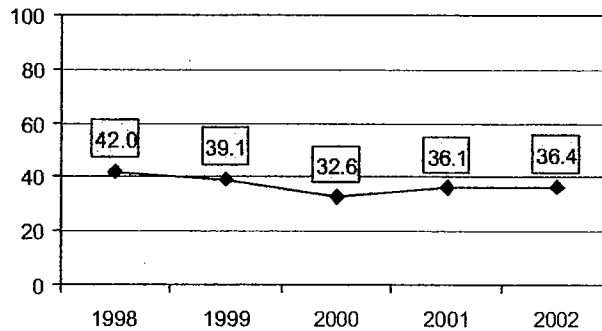
The "Crime Rate"

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.)

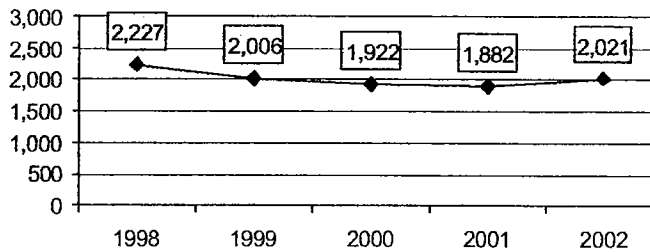
Part I Crimes Per 1,000 Residents

Commonly known as the "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 2001 (published in October, 2002).

U. S. National Modified Crime Rate (2001)
48.9

City of Shoreline Police

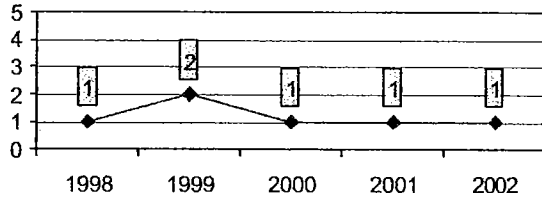
Service Efforts and Accomplishments: 2002

Crimes Against Persons

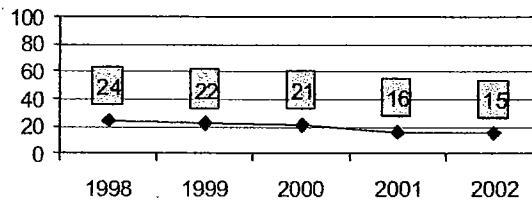
Part I Crimes Against Persons

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.

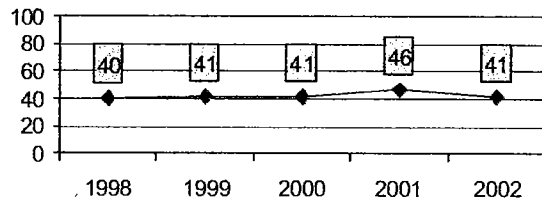
Murder



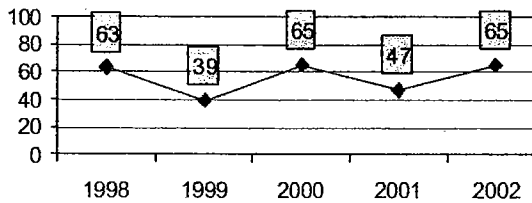
Rape



Robbery



Aggravated Assault



City of Shoreline Police

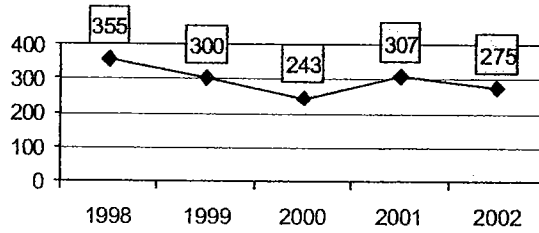
Service Efforts and Accomplishments: 2002

Crimes Against Property

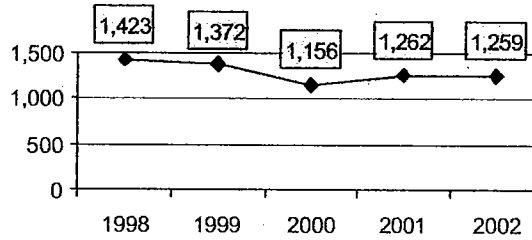
Part I Crimes Against Property

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.

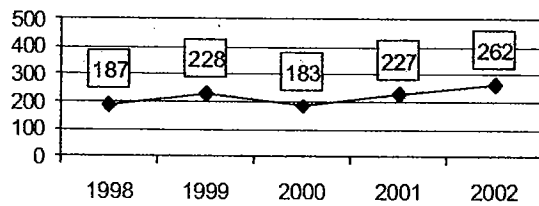
Burglary



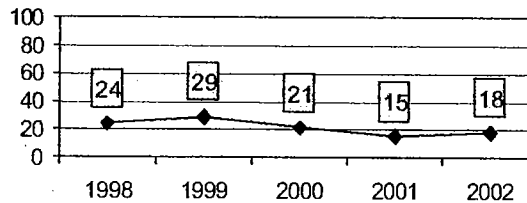
Larceny



Vehicle Theft



Arson



City of Shoreline Police

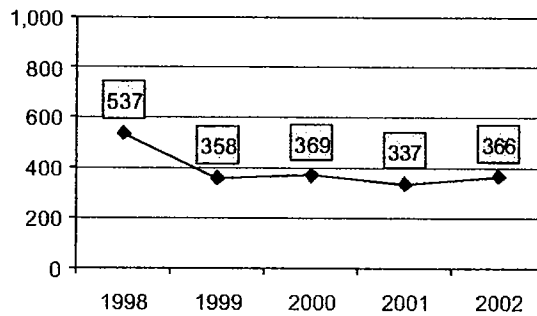
Service Efforts and Accomplishments: 2002

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 2002 were:

<u>Crime</u>	<u>Reported Incidents</u>
Assault, Fourth Degree	120
Violation of Court Orders, Misdemeanor	62
Total Family/Juvenile Disturbances	24
Vandalism	20
Assault, Hands	22
Assault, Knife	9
Violation of Court Orders, Felony	6
Other/Miscellaneous	29
Homicide	1

City of Shoreline Police

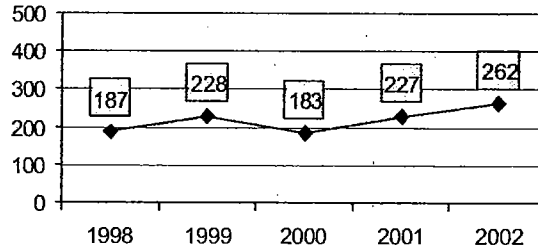
Service Efforts and Accomplishments: 2002

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

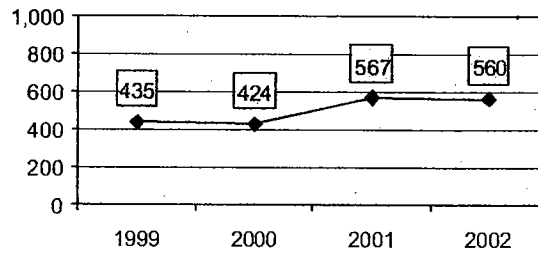


Thefts from Vehicles and Attempted Thefts

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: 2002

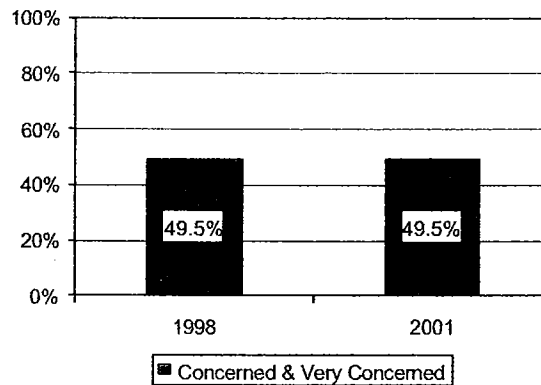
Traffic Incident Information

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.")

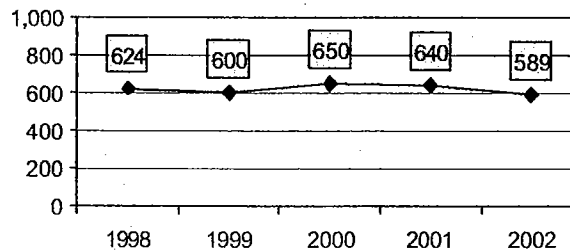
How concerned are you about speeding traffic?



Traffic Report Data

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

Collisions



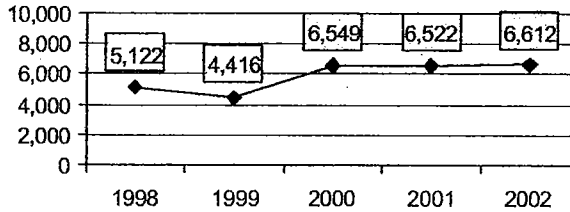
City of Shoreline Police

Service Efforts and Accomplishments: 2002

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)

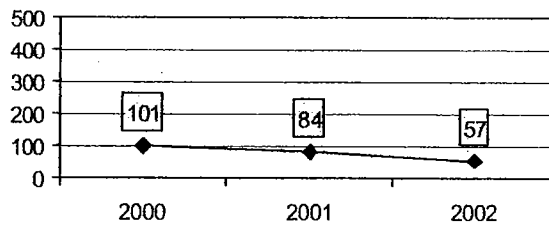


The Neighborhood Traffic Safety Program has been running smoothly for the past year. There are 42 active neighborhoods at various stages in the program. There are four in the enforcement stage. The others are at different points in the information gathering process. Both radar trailers are being used 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. Of the 57 complaints, 95% were related to speeding traffic on arterials and some residential streets in Shoreline.

Citizen Traffic Complaints

Comparable data unavailable prior to 2000



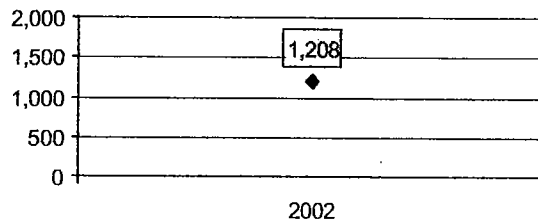
Objective: Apprehend Offenders

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'**

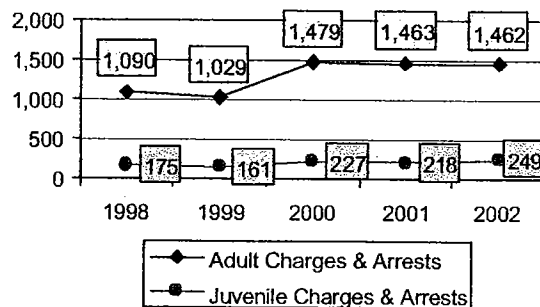
Comparable data unavailable prior to 2002.



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



City of Shoreline Police

Service Efforts and Accomplishments: 2002

Objective: Prevent Crime

Crime Prevention Efforts

Crime Prevention Groups: Block Watch

The City of Shoreline Police met its 2001 primary goal of expanding Block Watches. By the end of 2002, Shorelines Block Watches increased from 84 (in 2001) to 120. This increase of over 42% is due mainly to the active participation of neighborhood organizers. The City of Shoreline Police Department continues to encourage residents to become involved in this program. Storefront officers provide initial meetings, ongoing Crime Prevention Services and annual training for Block Watch Captains.

Community Training/Activities

Residential Crime Prevention Meetings	13
Residential and Commercial Security Surveys	14
Vacation House Checks	425
Community Meetings/Activities	37
Informational Contacts	1, 184
Problem Solving Contacts	1,997
Personal Safety Training/Presentations	6
School Resource Officer (SRO) Program hours	1,152.25

Victim Call Back Program:

The victim call back program implemented in 2001 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.

In 2002, Shoreline police volunteers made a total of 173 calls to crime victims.

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.

City of Shoreline Police

Service Efforts and Accomplishments: 2002

Problem Solving Projects/Programs

Aurora Avenue Accident Reduction

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.

- Worked on exclusively from January 1, 2002 – July 31, 2002
- There were a total of 600 hours worked on Aurora in 2002
- 1033 citations written for this project
- Accidents are down approximately 8% from last year's statistics.

This project was closed in July 2002.

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 40% in one year. As of March 2002, repeat false alarms had been reduced by approximately 31.5%, which represented a nine-month review.

Repeat Alarm calls have decreased approximately 19% from the first quarter of 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 2002, Shoreline Police Volunteers contacted 2,596 people by telephone to remind them of a scheduled court date. 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 2002 the traffic unit did cross walk enforcement at eight 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.

City of Shoreline Police

Service Efforts and Accomplishments: 2002

Objective: Improve Citizens' Feeling of Security

Citizens' Feeling of Safety in Their Neighborhood

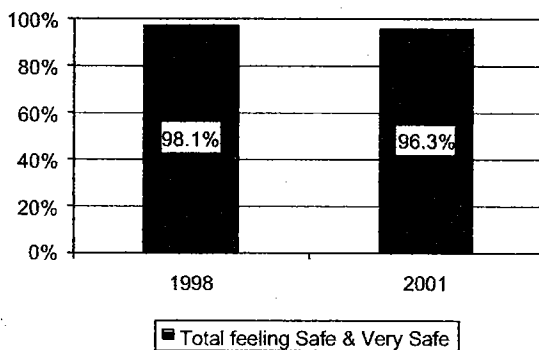
The City of Shoreline administered the Police Satisfaction Survey again in 2001. The following are the results shown in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998.

Citizen Survey Results: Feeling of Safety

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

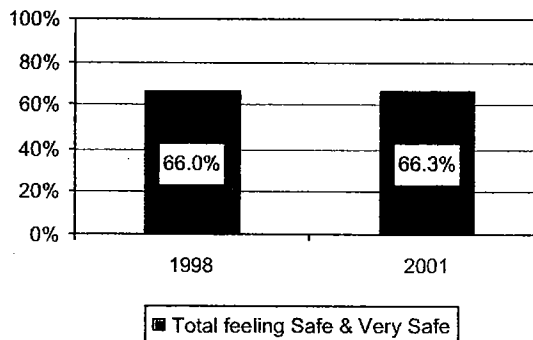
During the day ...

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: 2002

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 School. 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 630 NW Richmond Beach Road Shoreline, WA 98177 (206) 546-3636	Eastside Neighborhood Center 521 NE 165 th Street Shoreline, WA 98133 (206) 363-8424	Main Station 1206 N 185th Shoreline, WA (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 pd@ci.shoreline.wa.us. Visit Shoreline Police online at 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.

City of Shoreline Police

Service Efforts and Accomplishments: 2002

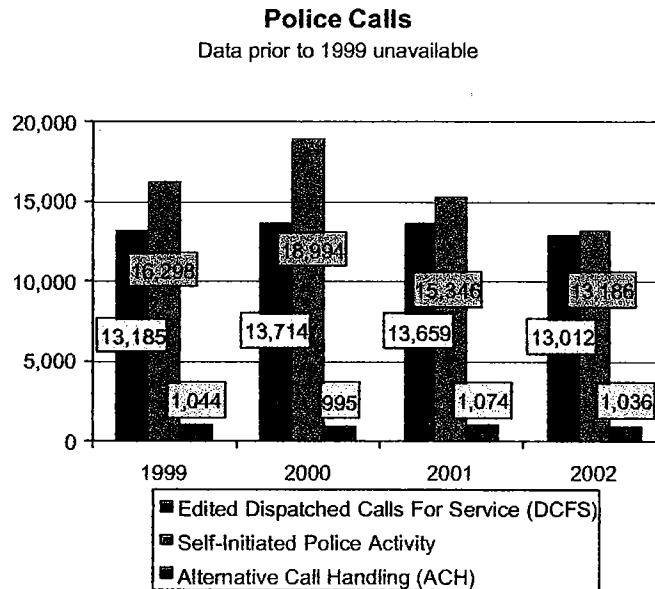
Objective: Provide Responsive Services to Citizens

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 four years.



City of Shoreline Police

Service Efforts and Accomplishments: 2002

Response Times to High Priority Calls

Call Priorities and Response Times

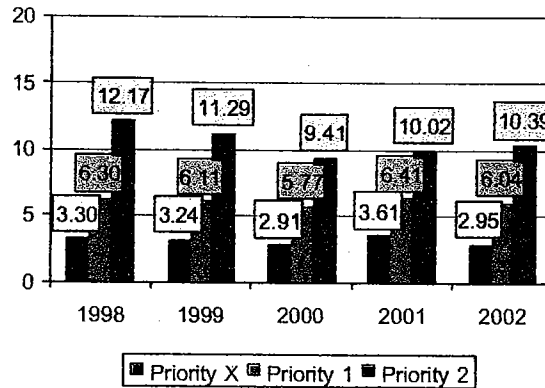
When calls for police assistance are received by the Communications (9-1-1) Center, they are entered into the Computer Aided Dispatch (CAD) system and given a "priority" based on the criteria described below. If the call receiver is in doubt as to the appropriate priority, the call is assigned the higher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

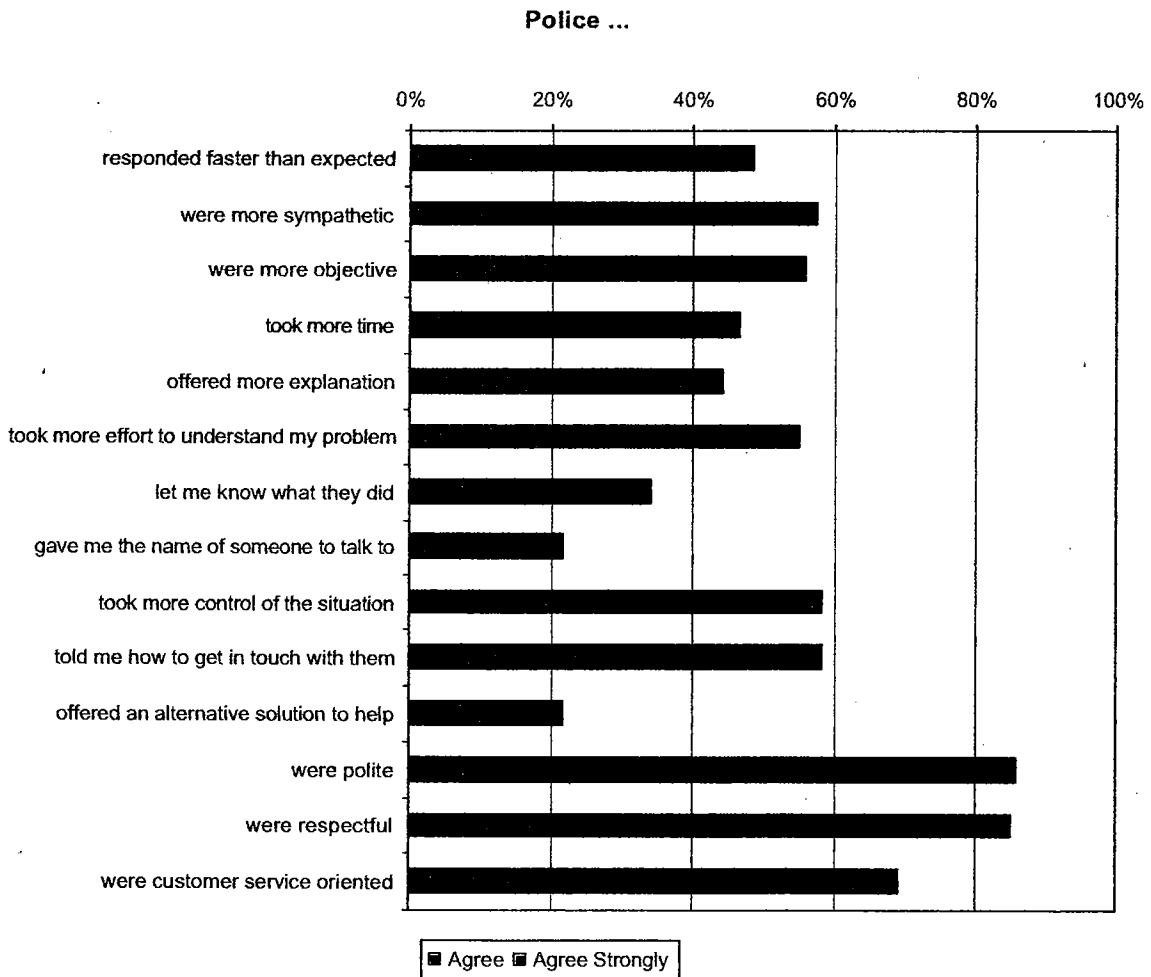
Service Efforts and Accomplishments: 2002

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: 2002

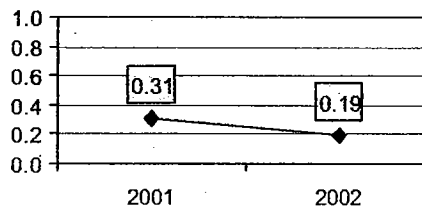
Complaints by Citizens Against Officers

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

Comparable data unavailable prior to
2001



	2000	2001	2002
Number of Complaints*	9	9	5
Number of Police Contacts (Edited DCFS & Self-initiated Police Contacts)	32,559	29,428	26,198

*Due to improvements in data collection techniques, year 2000 is not comparable with subsequent years.

City of Shoreline Police

Service Efforts and Accomplishments: 2002

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:

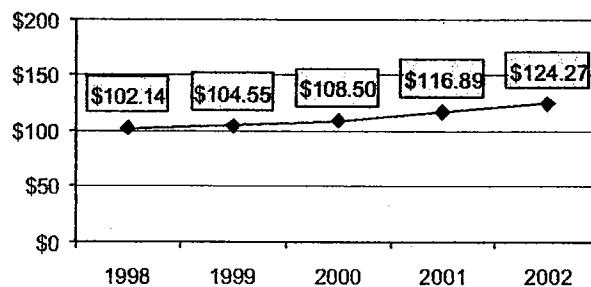
- Mutual Aid Agreements with other law enforcement agencies in Washington State,
- a large pool of officers if back-up help is necessary,
- coverage if your officers are away; expertise of specialized units to assist officers,
- more experienced officers to select from for staffing, and
- cost sharing 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 2002 contract cost (\$6,617,539) divided by year 2002 population (53,250) = \$124.27). (Year 2000 U.S. Census data was the basis for the 2001 and 2002 estimated population used in the calculations shown below. For years prior to 2000, population estimates are based on the 1990 U.S. Census data.)

Cost Per Capita



City of Shoreline Police

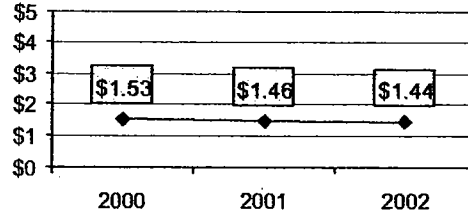
Service Efforts and Accomplishments: 2002

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

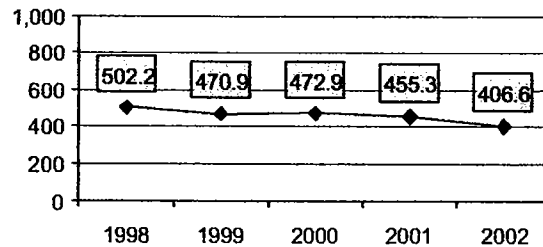
Data unavailable prior to 2000



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).

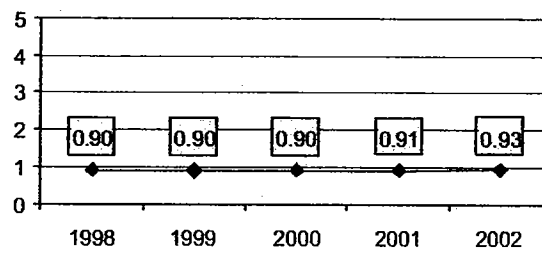
Edited Dispatched Calls for Service (DCFS) Per Patrol Officer



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:

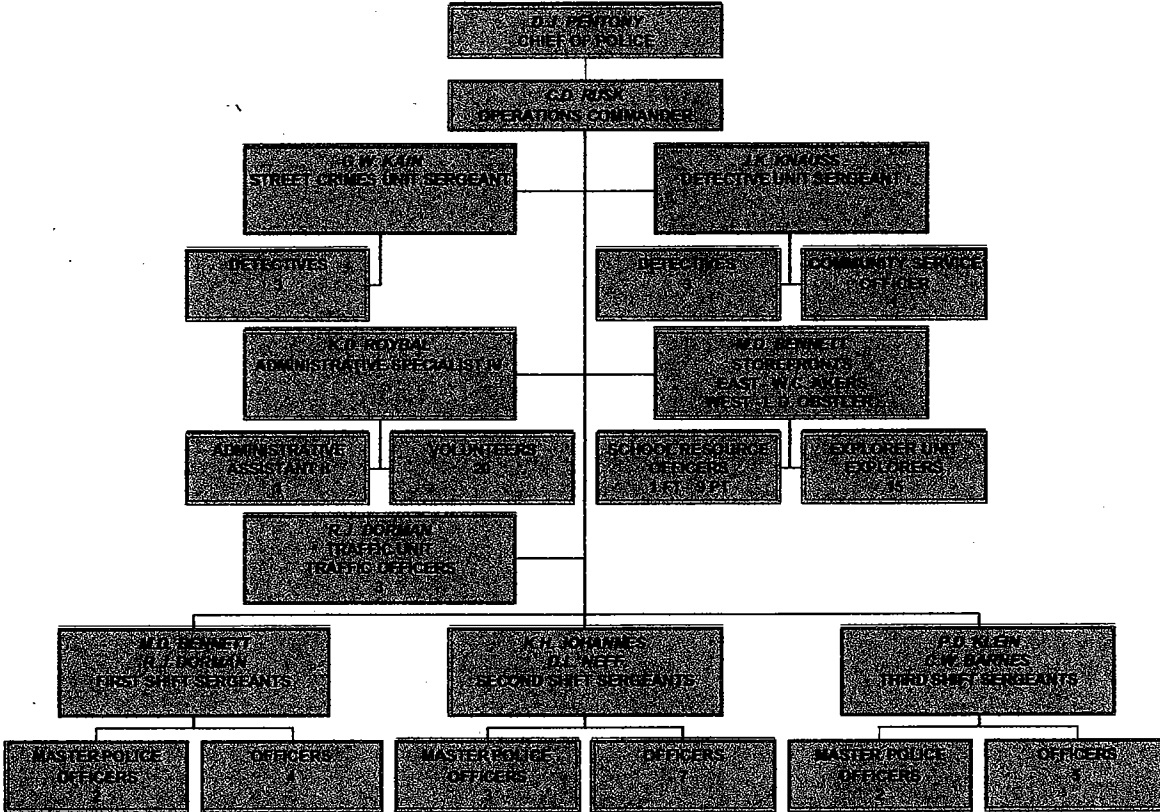
- City of Shoreline Police (information regarding: traffic complaints, crime prevention activities, problem solving projects, public communication and education efforts and Benchmark and Contract City Cost Comparisons)
- Edited Dispatched Calls For Service (DCFS) are the incidents that originate with 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: 2001*
- 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

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: 2002



Proposed 2002 Staffing Plan

SUPPORT SERVICES: Special Operations: K9, Bomb, Swat, HNT - 78 FTEs
 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 (2000 Census)	Commissioned*	Commissioned Per 1,000	Part 1 Per 1,000	Part II Per 1,000	Cost per Capita
Auburn	45,000	80	1.78	91.4	85.7	\$283.43
Bellingham	69,260	104	1.50	64.4	62.3	\$284.47
Edmonds	39,460	50	1.27	26.6	25.8	\$214.35
Kennewick	56,280	78	1.39	62.8	53.4	\$187.84
Kirkland	45,770	62	1.35	33.4	32	\$198.55
Lakewood	60,000	78	1.30	79.0	69.3	\$220.00
Lynnwood	34,010	64	1.88	87.3	83.4	\$237.65
Olympia	42,690	69	1.62	71.7	68	\$236.52
Redmond	46,040	71	1.54	38.2	36.1	\$199.22
Renton	53,840	85	1.58	78.9	74.1	\$230.76
Seattle	570,800	1276	2.24	84.1	76.1	\$280.49
Shoreline	53,250	47.73	0.90	32.6	30.2	\$124.27
Yakima	79,579	107	1.34	101.3	30	\$166.38

* Commissioned officers for contract cities is from information used for the 2000 SEA Reports. Represents total sworn, including supervision, flex, and dedicated staff.

This page intentionally left blank.