

**CITY COUNCIL AGENDA ITEM**  
CITY OF SHORELINE, WASHINGTON

<p><b>AGENDA TITLE:</b> Annual Police Service Efforts and Accomplishments Report <b>DEPARTMENT:</b> Police <b>PRESENTED BY:</b> Chief Tony Burt</p>
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**EXECUTIVE / COUNCIL SUMMARY**

The 2005 Service Efforts and Accomplishments Report (SEA) is the sixth annual police report presented to Council. The report combines statistical crime data, clearance rates with analysis and interpretation. The overall purpose of this report is to provide a review of the wellness of public safety in the city.

The report blends crime trend and workload data for the past six years, when available.

**Report Highlights:**

- The SEA report is structured into Goals and Objective sections. There are two primary goals of the Shoreline Police and they are:
  - *To reduce crime and the fear of crime*
  - *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 remains favorable for Shoreline. The Part 1 Crime Rate increased slightly from 46 in 2004 to 47.8 per 1,000 residents in 2005. This rise was primarily due to increased property crimes such as auto theft and burglary. Violent crimes against persons was down significantly.

Emergency response times to critical calls was excellent, with an average time of 3.98 minutes, which is significantly below the city's benchmark of 5 minutes.

Compared to benchmark cities, Shoreline continues to have a lower crime rate than most cities and has the lowest ratio of officers per thousand citizens. The cost per capita for police services in 2005 was approximately \$149.24, which represents the Interlocal Agreement costs only. The cost per capita is the lowest of all benchmark cities. We strive to provide quality policing services as cost effectively as possible.

Shoreline police actively engaged in addressing homeland security, disaster preparation and mitigation strategies. Our Emergency Management Coordinator has worked diligently with city departments and a number of community groups to ensure Shoreline is in the best possible position to handle potential disaster related events.

### **SUMMARY**

Shoreline continues to be a safe community. The police department takes great pride in serving the resident of Shoreline. We do our best job when the community is involved with us. To that end, we will continue to engage the community in partnerships that prove effective in combating issues of concern to them. We are excited to continue to build upon the successes of the past eleven years.

### **RECOMMENDATION**

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

Approved By: City Manager  City Attorney \_\_\_\_

### **ATTACHMENT**

A: City of Shoreline 2005 Service Efforts and Accomplishments and Efforts Report

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# **City of Shoreline Police Department**

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Service Efforts and Accomplishments: 2005  
Sixth Annual Report on Police Performance



**Created for the City of Shoreline by:**

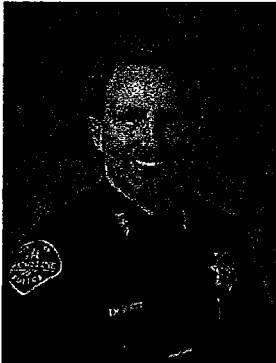
The King County Sheriff's Office  
Research, Planning & Information Services Unit  
516 Third Avenue, KCC-SO-0100  
Seattle, WA 98104

**Accessible formats are available upon request.**

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## Letter from Chief Tony Burt



July, 2006

Dear Residents of Shoreline:

I am pleased to present the sixth annual Service Efforts and Accomplishments (SEA) Report. This report serves as our "report card" and highlights crime trends, our crime prevention efforts, and citizen satisfaction with our police service and our overall performance.

In 2005, the City of Shoreline experienced a slight bump in Part 1 Crimes to 47.8 crimes per 1000 residents. This increase was attributed primarily to increases in auto thefts, which have become a regional concern. The police department has made a concerted effort to reduce auto thefts through aggressive investigations, public education and crime prevention. Our community police stations have actively engaged the community with training and articles on how to prevent becoming the victim of auto thefts, reduction of violent crimes against persons.

In 2005, Shoreline police officers handled 14,115 dispatched calls for service. The response times to Priority X calls (life threatening) was faster, with an average time of 3.98 minutes which is well below the Council's benchmark of 5 minutes.

Shoreline Police actively engaged in addressing homeland security, disaster preparation and mitigation strategies. Our Emergency Management Coordinator has worked diligently with city departments and a number of community groups to ensure Shoreline is in the best possible position to handle potential disaster related events.

Shoreline continues to be a safe community to live and work! We ask each of you to consider joining us in our efforts by starting or joining a neighborhood watch program, become a volunteer, sign up for the Civilian Emergency Response Training (CERT) and the Citizens' Police Academy. The police department takes great pride in serving the residents of Shoreline. We do our best job when the community is involved with us. We are excited to continue to build upon the success of the past eleven years.

Respectfully Submitted,

**Tony Burt**, Chief of Police  
City of Shoreline Police Department  
[pd@ci.shoreline.wa.us](mailto:pd@ci.shoreline.wa.us)

# Executive Summary

## **Mission**

The mission of the Shoreline Police Department is to:

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

## **Core Values**

The Shoreline Police are committed to the following Core Values:

*Leadership  
Integrity  
Service  
Teamwork*

## **Goals & Objectives**

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

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

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

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

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

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

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## 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: 2005

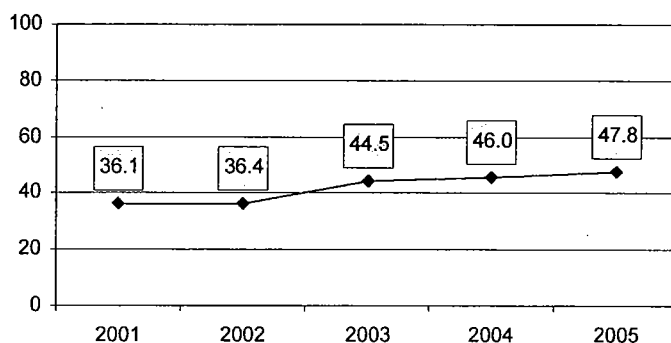
## Objective: Use Information for Crime Analysis

### The "Crime Rate"

#### **Total Part I Crimes**

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

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



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

#### **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 (October) of the following year.

**U. S. National Modified Crime Rate**  
40.1



# City of Shoreline Police

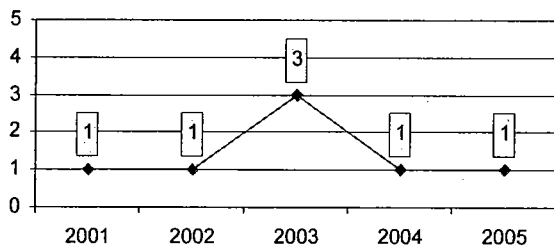
Service Efforts and Accomplishments: 2005

## Crimes Against Persons

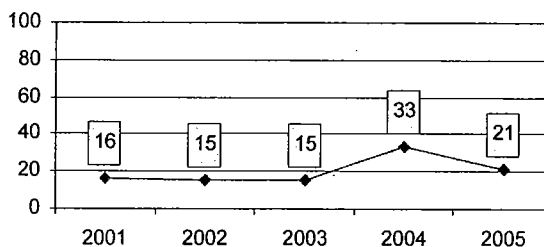
### Part I Crimes Against Persons

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.

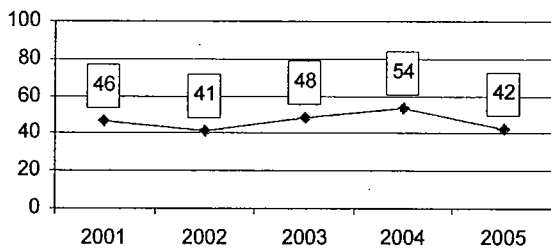
#### Murder



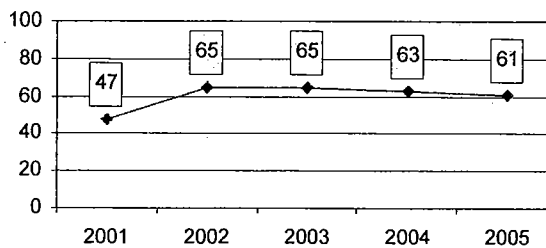
#### Rape



#### Robbery



#### Aggravated Assault



# City of Shoreline Police

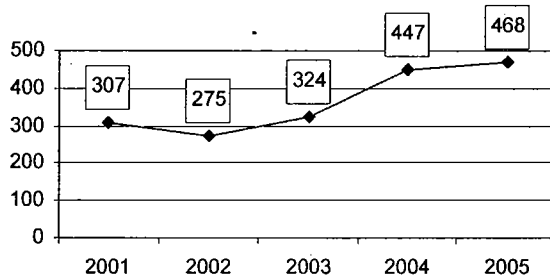
Service Efforts and Accomplishments: 2005

## Crimes Against Property

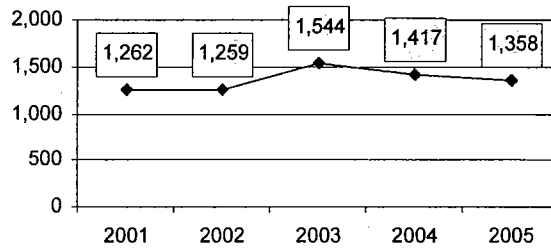
### Part I Crimes Against Property

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.

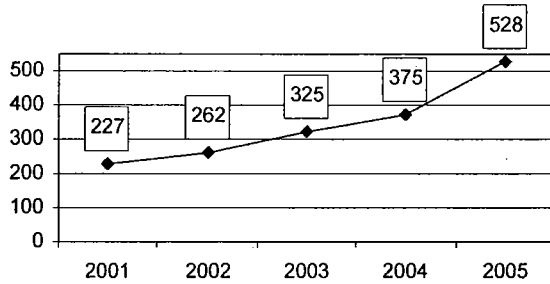
#### Burglary



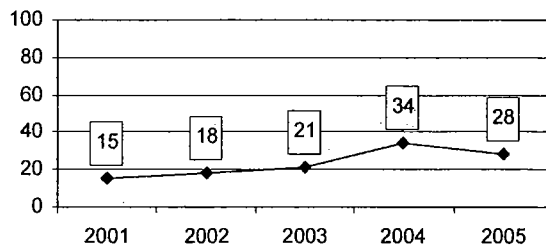
#### Larceny



#### Vehicle Theft



#### Arson



# City of Shoreline Police

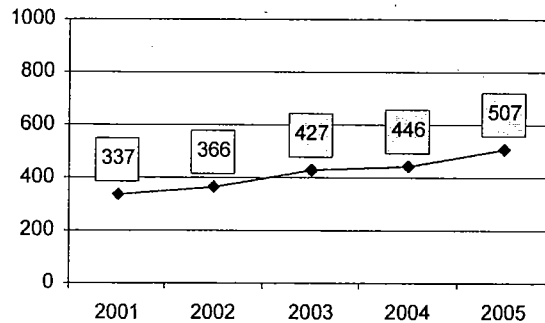
Service Efforts and Accomplishments: 2005

## 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 2005 were:

<u>Crime</u>	<u>Reported Incidents</u>
Assault, Fourth Degree	130
Total Family/Juvenile Disturbances	76
Violation of Court Orders, Misdemeanor	74
Vandalism	18
Assault, Hands	14
Violation of Court Orders, Felony	10
Assault, Other Deadly Weapon	6
Assault, Knife	6
Trespass	4
Residential Burglary, Non-forced	4
Other/Miscellaneous	38

NOTE: There were 0 domestic violence related homicides in Shoreline in 2005.

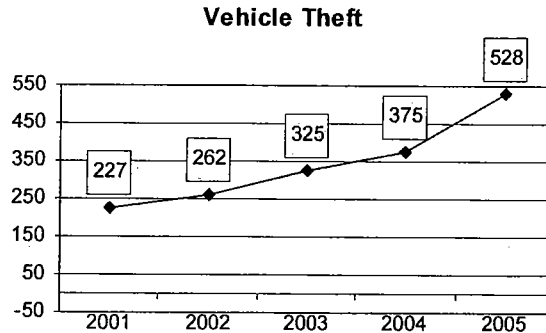
# City of Shoreline Police

Service Efforts and Accomplishments: 2005

## Automobile/Vehicle Related Crimes

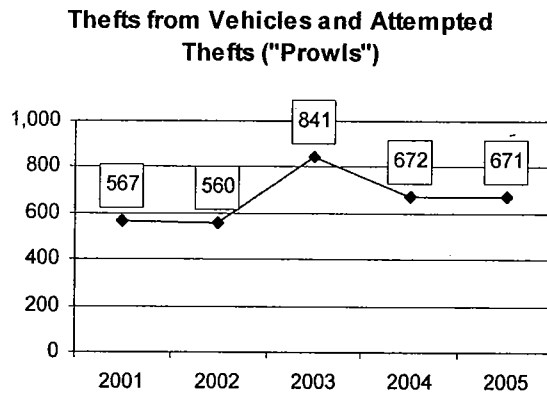
### Vehicle Thefts

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



### 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).



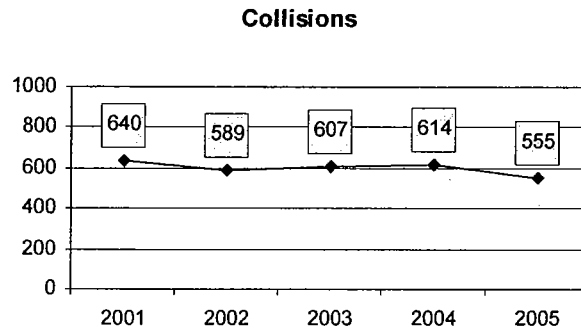
# City of Shoreline Police

Service Efforts and Accomplishments: 2005

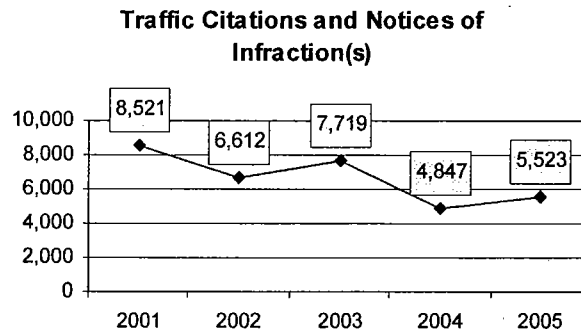
## Traffic Incident Information

### 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.



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).



The Neighborhood Traffic Safety Program (NTSP) continues to be of great importance to the citizens of Shoreline. A total of 331 locations are now included in the enforcement phase of the program. The program is a collaborative effort between the Police Dept., Public Works and Traffic Engineering. The radar trailers are being utilized almost 100% of the time and several locations are being monitored by Road Services with counting equipment as an investigative portion of the program. During 2005, officers worked 954 hours of enforcement and issued 673 citations.

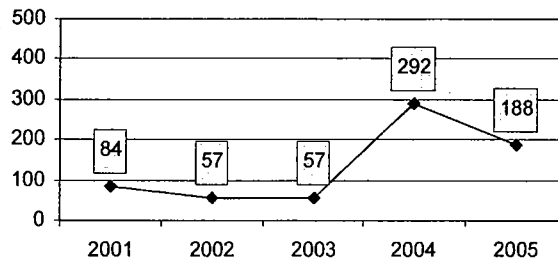
# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **Traffic Report Data, continued**

Citizen Traffic Complaints includes all reports citizens make regarding chronic traffic violations and requests for traffic enforcement. A total of 188 complaints were received in 2005. Complaints are assigned out to specific traffic enforcement units as well as patrol and are worked on regular basis. Some complaints are resolved relatively quickly, while others become the site of on-going traffic enforcement projects.

**Citizen Traffic Complaints**



# City of Shoreline Police

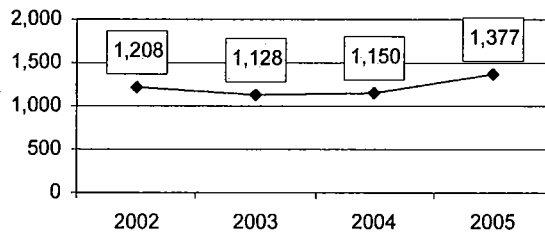
Service Efforts and Accomplishments: 2005

## 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.

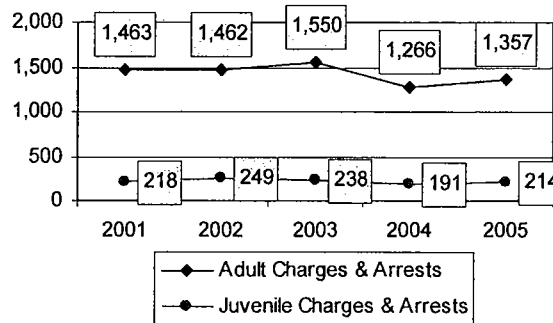
**Part I & II Cases Closed  
'Cleared By Arrest'**  
Comparable data unavailable prior to 2002.



### 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: 2005

## Controlled Substances and Assets Seizures

The Shoreline Police Department Street Crimes Unit consists of a Sergeant and two detectives<sup>1</sup> with the primary responsibility for the investigation of drug related crimes and vice activities. The unit also assists patrol and other detective units with follow up work, surveillance, undercover work, arrests and other activities uniformed or dayshift detectives are unable to do.

### 2005 Highlights:

Felony Charges Filed:	155
Misdemeanor Charges Filed:	111
Prostitutes Arrested:	59
Drugs Seized:	
Cocaine	790.6 grams
Heroin	163.0 grams
Methamphetamine	179.4 grams
Marijuana	5,894 grams
Other	12,296 pills (prescription/controlled substances)
Money Seized:	\$146,148.00 (Lien on one house, unknown amount)
Vehicles Seized:	6 - \$51,500.00
Weapons Seized:	4 handguns, 1 rifle, 5 knives
Recovered Stolen Property:	\$148,400.00
Search Warrants Served:	11
Arrest Warrants Served:	12 Felony/10 Misdemeanors

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<sup>1</sup> One detective from the Street Crimes Unit was called to military service and was on leave for most of 2005.



# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## Objective: Prevent Crime

### Crime Prevention Efforts

#### **Crime Prevention Groups: Block Watch**

Block Watch promotes partnerships between police and citizens to prevent crime. Education about crime prevention, reporting crimes and suspicious activity, and Operation ID are key components of Block Watch. Block Watches participated in National Night Out Against Crime and registered over eighteen individual block parties with their police department. Shoreline Police and command staff attended the neighborhood parties and provided child safety and crime prevention literature and information to citizens.

Block Watch News, is published by storefront offices and is available on the city of Shoreline website [www.cityofshoreline.com](http://www.cityofshoreline.com). Go to "Departments" and use the drop down box to click on "Police". Storefronts continue to work with King County Sheriff's Office to publish monthly Neighborhood Crime Maps.

Several service goals for 2006:

Join with the City Emergency Management Coordinator to provide Emergency Preparation and crime prevention information training at the Annual Block Watch Captains meeting.

Encourage and support the neighborhoods in Shoreline to implement Block Watch groups, increasing the number by 5% per year.

#### **Crime Prevention Groups: Business Watch**

Shoreline Police Storefronts achieved their goal publishing a quarterly newsletter, Business Watch, in response to the request of the business community. Topics included Burglary and Robbery Prevention as well as Shoplift Prevention and Internal Theft. Storefronts partnered with the City Emergency Management Coordinator to publish information in the 2nd Quarter of 2005 Business Watch about Ready Business. Ready Business outlines measures business owners and managers can take to start getting ready in preparation for an emergency.

Other programs offered to the business community are the Retail Theft Program (RTP), security surveys known as CPTED (SEP-ted) or Crime Prevention Through Environmental Design, E-911 Business Emergency Notification, and the Landlord Training Program.

A police storefront goal for 2006 is to enhance our partnership with the Shoreline Chamber of Commerce and to provide them with crime prevention updates at their regular meetings.

#### **Crime Prevention Groups: Storefronts**

Shoreline Police has two Neighborhood Centers known as storefronts staffed by a police officer and over twenty volunteers who average about 400 hours per month. Volunteers manage many programs vital to Shoreline's Crime prevention efforts: Vacation House Checks, Victim Call Back, Citizen Park Patrol, Court Reminder, Senior Interaction Group, False Alarm Reduction, Pawnshop support, Crime Analysis, E-911 Business Emergency Notification, residential and business CPTED surveys, crime prevention publications and more.

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **Anti- Auto Theft Program**

Statistics show that in 2005, 38% of the vehicles stolen in Shoreline were left unlocked. An important service goal for 2006 is to provide citizens with a community anti-auto theft program offering prevention education and information on theft deterrent tools. Police Administrative staff, Detectives, Patrol, Storefronts, and the Prosecutor's Office will work together to develop this program.

## **Bicycle Registration Program**

Shoreline Police Storefronts and the Community Services Officer met their goal of implementing this program which enables police to identify and return bicycles to their owners.

## **Project Home Safe**

Through a grant with Project Home Safe, Shoreline Police continue to promote gun safety and give away free gun locks to residents.

## **Community Training/Activities**

Citizens' Academy	Personal Safety Training/Presentations
Landlord Training Program	Residential/Commercial Security Surveys
Retail Theft Program	Annual Volunteer Recognition & Training
Community Crime Prevention Articles	Annual Block Watch Captain's Meeting
National Night Out	School Safety Patrol
Court Reminder Program	Crime Analysis
Vacation House Checks	False Alarm Reductions Program
Citizen Park Patrol	Victim Call-Back Program
Identity Theft Prevention Information	Informational Contacts

## **Court Reminder Program**

In 2005, volunteers made 3,338 telephone calls to people to remind them of a scheduled court date. This nationally recognized program showed there was a 36% drop in Failure-To-Appears in its first year.

## **Victim Call Back Program**

Police Storefront Volunteers made over 670 calls to crime victims, providing crime prevention services, identity theft brochures, and follow-up reports.

## **More Information**

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

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **Problem Solving Projects/Programs**

### **Emergency Management**

In 2005, through the use of grants we were able to purchase three satellite phones, two for the Emergency Operation Centers and one portable. We were also able to purchase additional 800MHz radios and complete a threat assessment for the City. These grants also assisted in paying for emergency management activities.

The Emergency Operation Centers (EOCs) the Fire Department and Police Department are now equipped with charts to log critical and resource information, both in hard copy and in electronic format.

### **Mental Health Partnerships**

The Group Home Program is still a community effort working to insure the safety and well being of all involved when responding to adult care facilities. This was initiated as a Problem Solving Project in 2000. The close relationship that has continued with the Department of Health and Human Services (DSHS) and local care providers has been working effectively in decreasing police responses. The police department and DSHS have continued identifying "Hot Homes" and developing crisis plans for them. In the year 2005 we identified 4 cases that were in need of problem solving. Each case has shown successful partnerships in finding a resolution for the client, care provider, police & the surrounding residents of Shoreline. This unique and creative alliance continues for the purpose of developing a more intelligent, understandable and safe law enforcement approach to people who are in mental crisis.

### **Traffic Related Issues**

Shoreline Police has an on-going commitment to addressing traffic related problems. In 2005, Shoreline Police was able to purchase and put into service the following grant-funded equipment: an in-car video system as well as six portable breath test analyzers to enhance DUI enforcement, and two state-of-the-art moving radar systems for school zone enforcement.

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **Objective: Improve Citizens' Feeling of Security**

### **Public Communication and Education Efforts**

#### **Emergency Management**

The City website has been updated with information web sites for Emergency Preparedness information. Two brochures were developed with information specific to emergency Management and Hazard Mitigation in Shoreline.

In April of 2005, five City staff participated in training at the Emergency Management training in Emmetsburg, Maryland and took part in an All Hazards Exercise.

In June of 2005, 4 hours of training was provided to all applicable city staff in the National Incident Management System (NIMS 700).

Additionally, Shelter Management training was given to City staff, CERT (Citizen Emergency Response Training) graduates and police volunteers so that we will have a cadre of trained personnel to staff a shelter if needed.

Our Emergency Management Coordinator, Gail Marsh also has worked cooperatively with the Shoreline Fire Department in facilitating two CERT classes this year for Shoreline residents.

#### **School Resource Officers (SRO)**

The School Resource Officer (SRO) program facilitates a safe learning environment for students and staff. SROs provide security, mentoring, and teach a variety of classes to students and staff in the Shoreline School District. In 2005, the Shoreline Police had one full time officer who works at both Shorecrest and Shorewood High Schools. Shoreline Police have additional officers who work part-time at both middle schools and all of the elementary schools.

For the year 2005, there was approximately 900+ hours of SRO time expended. Officers taught many classes to include the Anti-Bullying curriculum, personal safety and bicycle safety. Our School Resource Officers investigated numerous crimes including child abuse/neglect, criminal trespass, liquor violations, drug possession and weapons violations.

School Resource Officers also participated in many extra-curricular activities at each school. Officers attended dances, school plays, sports events and field trips.

#### **Explorer Program**

The Explorer Program is designed to provide the youth of King County an opportunity to observe, learn, and participate in appropriate law enforcement activities, community service projects and to develop leadership and organizational skills.

The Shoreline Police Explorers volunteered a total of 3, 086 hours during the year of 2005.

In addition to attending BI-monthly meetings the Explorers also volunteer their time assisting at numerous civic events throughout the year.

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **Senior Interaction Group**

The birth of the Senior Interaction Group (SIG) took place in 2005. Community Service Officer (CSO) Corona developed and implemented this new program to assist senior citizens of the Shoreline community. The mission is to build a stronger police relationship with the senior community and help in identifying and locating needs. The program focuses on senior awareness, and works as a link to senior resources, financial assistance, and health and welfare checks. Contact is primarily intended after a crime has occurred. Follow-up calls are made in some circumstances to reassure the well being of vulnerable adults and/or victims. Volunteers of the Senior Interaction Group are trained in elder abuse and neglect, fraud, domestic violence and adult protective services.

During this first year, the program provided assistance to many seniors in the community. In one circumstance, a health and welfare check saved an elderly person's life when they were discovered after a fall unable to make contact for help.

## **Newsletters**

In 2005, Shoreline Police continued to use both the widely distributed Shoreline Currents as well as the Shoreline Enterprise to "get the word out" about crime prevention and current crime trends.

In 2006, one of our service goals will be to regularly update our web site regarding current crime trends in our city.

## **Citizens' Academy**

Citizens' Academy strives to increase the understanding between citizens and their police department through better education and interaction. It is our hope that, by the completion of the academy, graduates will have gained a better understanding of the law enforcement role in the criminal justice system, and an appreciation for the many challenges facing law enforcement in today's complex society.

Those citizen's attending the academy listen to many presentations including such topics as the Green River Homicides Investigation, Special Assault and Domestic Violence, Major Accident Response and Reconstruction and Community Storefronts.

In 2005, a number of citizens from Shoreline attended and successfully completed the citizen's academy.

Partnering with Kenmore Police and Woodinville Police, Shoreline Storefront Officers offer these classes annually to the public, for free.

## **Volunteers**

The Shoreline Police Volunteer Program is an official component of the City's organizational structure and is dedicated to forming a working relationship between citizens, city departments and the Police Department; to enhance communication, to assist the Police Department in the delivery of quality service to meet the diverse needs of the community and to promote the Shoreline City Council's Goals.

The police department currently has approximately 20 volunteers working with us on a regular basis.

Each year the police department recognizes it's volunteers at a daylong training and appreciation luncheon. In 2005, each of our volunteers received a Presidential Volunteer Service Award.

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

Awards were given based on the number of service hours. Many of our volunteers received the highest award. The Gold award is given to those who volunteer 500 or more hours!

Our volunteers play an integral part in the police department. They are responsible for administering many of our programs.

## **Police Volunteer/Community Police Station Programs**

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

# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **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: 2005

## Objective: Provide Responsive Services to Citizens

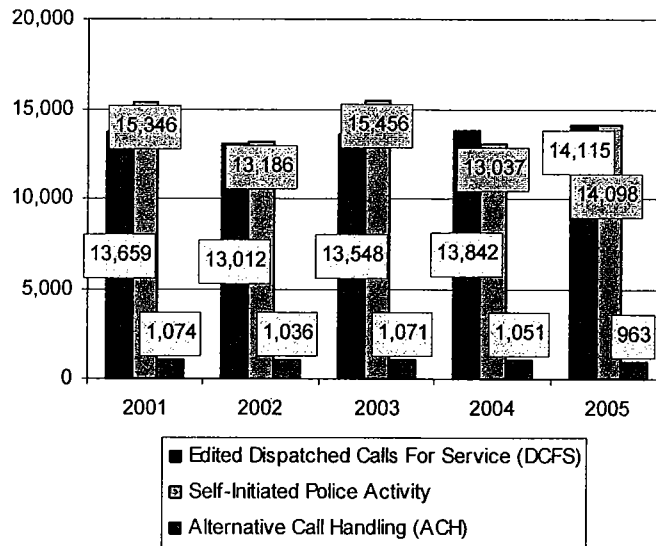
### Response to Calls

#### **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 16). In addition to the calls responded to by officers, the Alternative Call Handling (ACH) program allows 9-1-1 center operators to take certain police reports over the phone in order to allow police officers more time to respond to citizens who need an officer present at the location of their incident.

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

Police Calls





# City of Shoreline Police

Service Efforts and Accomplishments: 2005

## Response Times to High Priority Calls

### Call Priorities and Response Times

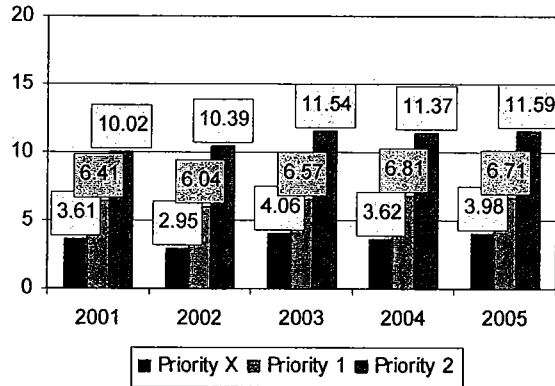
When calls for police assistance are received by the Communications (9-1-1) Center, they are entered into the Computer Aided Dispatch (CAD) system and given a "priority" based on the criteria described below. If the call receiver is in doubt as to the appropriate priority, the call is assigned the higher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

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

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

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

Average Response Times\* to High Priority Calls in Minutes



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

# City of Shoreline Police

Service Efforts and Accomplishments: 2005

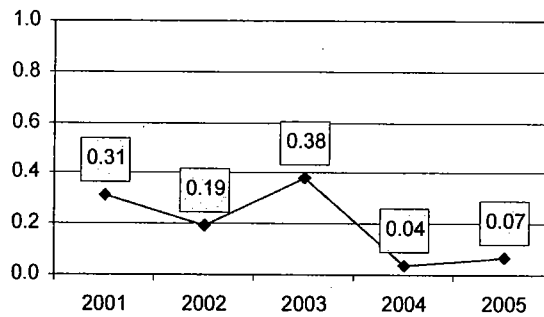
## Complaints by Citizens Against Officers

### Complaints by Citizens Against Officers

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

	2001	2002	2003	2004	2005
<b>Number of Complaints</b>	9	5	11	1	2
<b>Number of Police Contacts</b> (Edited DCFS & Self-initiated Police Contacts)	29,428	26,198	29,004	26,879	28,213

Complaints per 1,000 Police Contacts



# City of Shoreline Police

Service Efforts and Accomplishments: 2005

## 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:

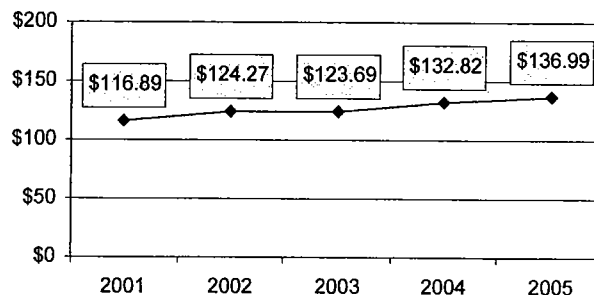
- Mutual Aid Agreements with other law enforcement agencies in Washington State,
- a large pool of officers if back-up help is necessary,
- coverage if your officers are away; expertise of specialized units to assist officers,
- more experienced officers to select from for staffing, and
- cost sharing 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 2005 contract cost (\$7,192,107) divided by year 2005 population (52,500) = \$136.99). This amount is based on the city's contract cost for police services and does not include any additional resources provided directly by the City of Shoreline for law enforcement services.

Cost Per Capita



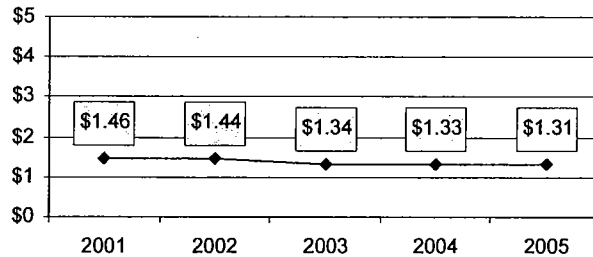
# City of Shoreline Police

## Service Efforts and Accomplishments: 2005

### **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.

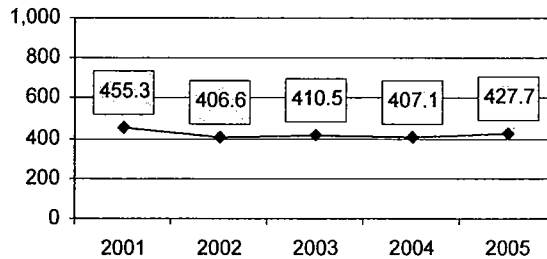
**Cost Per \$1,000 of Assessed Real Property Value**



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

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

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



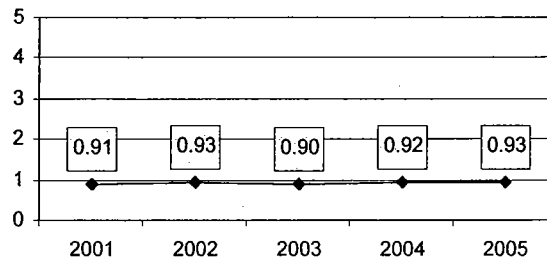
# City of Shoreline Police

*Service Efforts and Accomplishments: 2005*

## **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.

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, 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: 2004*
- Washington State Office of Financial Management (demographic information)
- King County Sheriff's Office:
  - Annual Statistical Reports
  - Computer Aided Dispatch (CAD) system reports
  - Internal Investigations Unit statistical reports
  - Interlocal Agreements - Exhibit Bs (contract cost and staffing information)
- King County Tax Assessor's Office (real property values)
- Washington State Courts, Courts of Limited Jurisdiction annual caseload reports (traffic citation information); available on the Internet at: [www.courts.wa.gov/caseload](http://www.courts.wa.gov/caseload)

### Improved Data

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

## Appendix A: City Comparisons

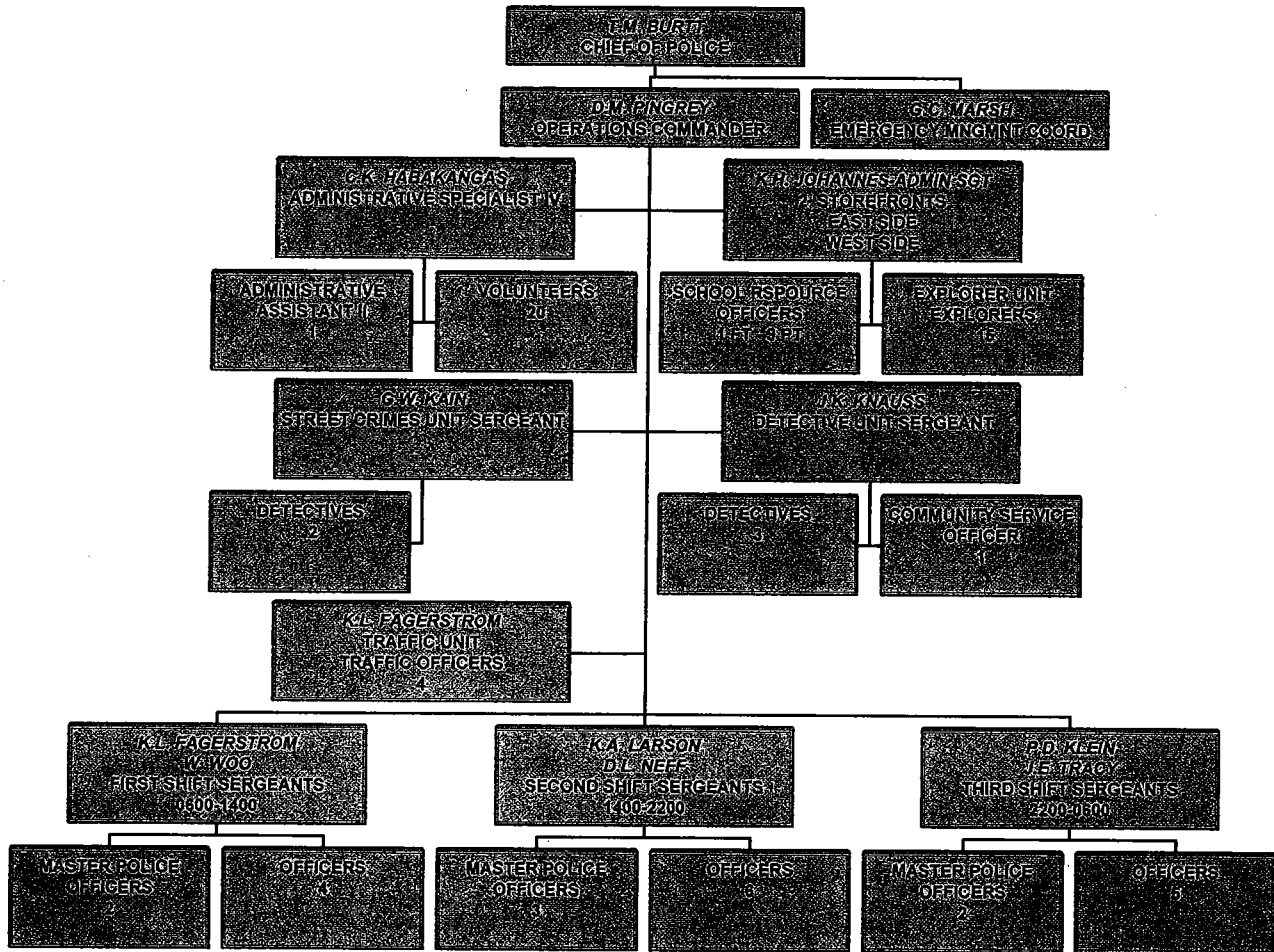
### Benchmark and Contract City Cost Comparisons

City	Population	Commissioned	Commissioned per 1,000	Part I Crimes per 1,000	Cost per Capita
Auburn	47,470	85	1.79	90.6	\$330.46
Bellingham	72,320	104	1.44	79.8	\$235.86
Edmonds	39,860	53	1.33	36.4	\$197.19
Kennewick	60,410	87	1.44	56.1	\$171.50
Kirkland	45,740	63	1.37	40.2	\$250.21
Lakewood	58,850	97	1.65	75.4	\$230.21
Lynnwood	34,830	67	1.91	84.9	\$271.33
Olympia	43,330	68	1.57	61.6	\$258.03
Redmond	47,600	71	1.48	39.5	\$221.59
Renton	56,840	88	1.54	97.7	\$239.61
Seattle	573,000	1,281	2.24	83.4	\$311.87
Shoreline	52,500	49	0.93	47.7	\$149.24*

\*This amount includes additional resources the City of Shoreline provides in excess of their contract with the King County Sheriff's Office.

## Appendix B: Organization Chart

### City of Shoreline Police: 2005



Proposed 2005 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

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