

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

<b>AGENDA TITLE:</b>	Discussion of 2013-2014 Crime Prevention Workplan		
<b>DEPARTMENT:</b>	Shoreline Police Department		
<b>PRESENTED BY:</b>	Chief Shawn Ledford		
<b>ACTION:</b>	<input type="checkbox"/> Ordinance	<input type="checkbox"/> Resolution	<input type="checkbox"/> Motion
	<input checked="" type="checkbox"/> Discussion	<input type="checkbox"/> Public Hearing	

**PROBLEM/ISSUE STATEMENT:**

In the 2012 Citizen Satisfaction Survey for Shoreline, there was a decrease in the overall feeling of safety for residents. The top priority listed in the public safety section of the survey was for the City to work on crime prevention efforts over the next two years.

On November 27, 2012 the City hosted a crime prevention focus group with Shoreline residents to discuss their thoughts and recommendations regarding the City's crime prevention efforts and improving the feeling of safety for Shoreline residents. Based on the feedback received from the focus group participants the Police Department has identified a 2013-2014 Crime Prevention Workplan aimed at improving communication with residents and finding a mechanism to deliver information in a timely manner.

Tonight's discussion is intended to discuss the City's plans to improve public safety efforts, improve responsiveness with the community and tailor police services to crime trends and concerns.

**RESOURCE/FINANCIAL IMPACT:**

Most crime prevention efforts can be accomplished by using existing resources and staff. There is a plan to shift staffing and re-direct some investigative focus that will be cost neutral. Staff is currently evaluating potential technological upgrades that could improve communication efforts which may require additional resources to acquire and implement.

**RECOMMENDATION**

No action is required at this time as this is a discussion to inform Council of the efforts to expand opportunities for effective citizen communication and community engagement in preventing crime.

Approved By:            City Manager **JU**    City Attorney **IS**

## **BACKGROUND**

The 2012 Citizen Survey included several questions asking respondents about their feeling of safety in Shoreline, satisfaction with police services, and the aspects of public safety that should receive the most emphasis over the next two years. The 2012 survey reflected a downward trend in satisfaction with police services and the City's crime prevention efforts. In 2010, 66% of respondents were satisfied with the City's crime prevention efforts and in 2012 that satisfaction level dropped to 60%. In 2004 satisfaction was at 69%. Although 91% of respondents felt safe in their neighborhoods during the day and 78% of respondents had an overall feeling of safety in Shoreline, this was a slight drop from prior year results. Over the next two years 71% of respondents said that crime prevention was either their first or second choice for the aspect of public safety that should receive the most attention by the City over the next two years. Attachment A is a copy of the results from the 2012 citizen survey related to public safety.

On November 27, 2012, staff held a crime prevention forum/focus group open to all residents of Shoreline. The purpose of the forum was to hear from residents regarding their thoughts on why the City was seeing downward trends in public safety and crime prevention satisfaction. Staff was also interested in hearing suggestions for improving their feeling of safety and satisfaction with crime prevention efforts.

The City sent out over 200 invitations to the forum including representatives from the Council of Neighborhoods, Block Watch captains, police volunteers, graduates of the Shoreline Police Citizens Academy, and property managers for multi-family residential units. Approximately 35 residents attended the forum. A copy of the agenda (Attachment B) and the meeting notes (Attachment C) for the forum are included with this staff report.

General/themes from the crime prevention focus group included the following:

- Improve communication between residents and the Police. This includes keeping citizens informed. Specifically, participants were interested in receiving information regarding crime activity specific to their neighborhood or alerts about emergent situations
- Enhance the effectiveness of police neighborhood centers (storefronts). This would include better promotion of the storefronts and the services available at the west and eastside services. Volunteers also requested enhanced communication between police officers and volunteers and additional training so that they can be more effective in providing support to the Police Department and the City
- Increase the visibility of police in neighborhoods
- Stricter enforcement of park rules and hours
- Concerns regarding speeding in neighborhoods
- A better understanding of City's codes – specifically those addressing the number of unrelated individuals living at a single residence and addressing suspected illegal activity
- Increase the number of block watches throughout the community and improved communication and training for block watch organizers.

- Pleased that Shoreline is maintaining its interest in preventing crime and keeping up with technology.

### **DISCUSSION**

Using the insights from the crime prevention focus group and input from police volunteers and an assessment of current public safety programs the Police Chief is recommending the following 2013-2014 crime prevention work plan to address community concerns.

#### **1. Improve communication between Police and the community**

- Implement an E-Alert system so that Police and City staff can provide timely information to citizens via e-mail, facebook, twitter and other social media outlets regarding crime activity or special public safety alerts. Staff would prefer a system that can direct information to a certain neighborhood(s), quadrant of the city, or entire city; depending on the event. Staff is reviewing potential systems, but given that this was not a budgeted item for 2013, additional financial resources may be required to implement the system, and therefore, staff may need to return to Council for further discussions.
- Update the Police webpage to improve resident's ability to sign up for block watch, contact a police officer, or receive timely crime data and other information specific to their neighborhood or the City.
- Establish a core team of police officers that can be available for public outreach efforts and neighborhood meetings. Train this team to be able to respond to a wide variety of issues and questions from the community.

#### **2. Enhance crime prevention efforts.**

- Increase the number of block watch meetings and community engagement opportunities on crime prevention efforts and services.
- Simplify the process for neighborhoods to form block watch or neighborhood watch groups. Provide additional support to community leaders willing to lead these efforts.
- Serve as a resource for the public in identifying steps that they can take to help prevent crime. Promote the availability of items such as car clubs and gun locks at the police station or neighborhood police centers.
- Work with storefront volunteers on training specific to their assignment, improved information sharing and interaction between volunteers, police officers and the public.

#### **3. Operational improvements.**

- Establish a cross-department emphasis on neighborhood traffic safety including a focus on enforcement, education and engineering.
- Cross department focus on school safety, Active Shooter and Patrol (ASAP). Increase the interaction with Shoreline schools, both public/private on training for interior/exterior lockdowns, education of the ASAP program and other safety concerns.
- Re-assign a detective from the DEA Narcotics Task Force to the Shoreline Special Emphasis Team (SET) to help focus on criminal investigations and apprehensions.

- Re-direct the focus of the SET Team to make property crimes in Shoreline a priority; burglary/car prowls – high impact offender focus.
- Coordinate investigative efforts between the detectives in Property Crimes and the Special Emphasis Team. Change hours based on crime trend data and the ability to coordinate investigative efforts between the two units.
- Coordinate efforts with the King County Prosecutors Office to ensure high impact offenders arrested are referred to Repeat Burglary Initiative (RBI).

**4. Enhance the City's cross-department efforts to promote public safety.**

- Establish a cross-department focus on park safety. Evaluate parks and public spaces using the principals of crime prevention through environmental design (CPTED) and emphasis for park patrols based on crime data and calls for service.
- Continue to coordinate efforts between the Police Traffic Unit and the City's roads and traffic staff to address concerns regarding speeding, special traffic enforcement, and safety through road design. Improve the coordination and communication between Police and Public Work's staff regarding traffic complaints.
- Enhance the Police and Code enforcement partnership through quarterly Code Enforcement/Customer Response Team/Police meetings.

**5. Conduct the police facility feasibility analysis.**

- Staff is working with the Economic Development Manager to analyze potential sites for a police facility. There is specific interest in exploring the possibility of having the Police Department located at City Hall. This may provide an opportunity to enhance interaction and communication with other City departments, give a single point of contact for the Shoreline community, and an opportunity to provide space for police volunteers in closer proximity to the police staff.

**RESOURCE/FINANCIAL IMPACT**

Most crime prevention efforts can be accomplished by using existing resources and staff. There is a plan to shift staffing and re-direct some investigative focus that will be cost neutral. Staff is currently evaluating potential technological upgrades that could improve communication efforts which may require additional resources to acquire and implement.

**RECOMMENDATION**

No action is required at this time as this is a discussion to inform Council of the efforts to expand opportunities for effective citizen communication and community engagement in preventing crime.

**ATTACHMENTS**

Attachment A – 2012 Citizen Survey Public Safety Questions

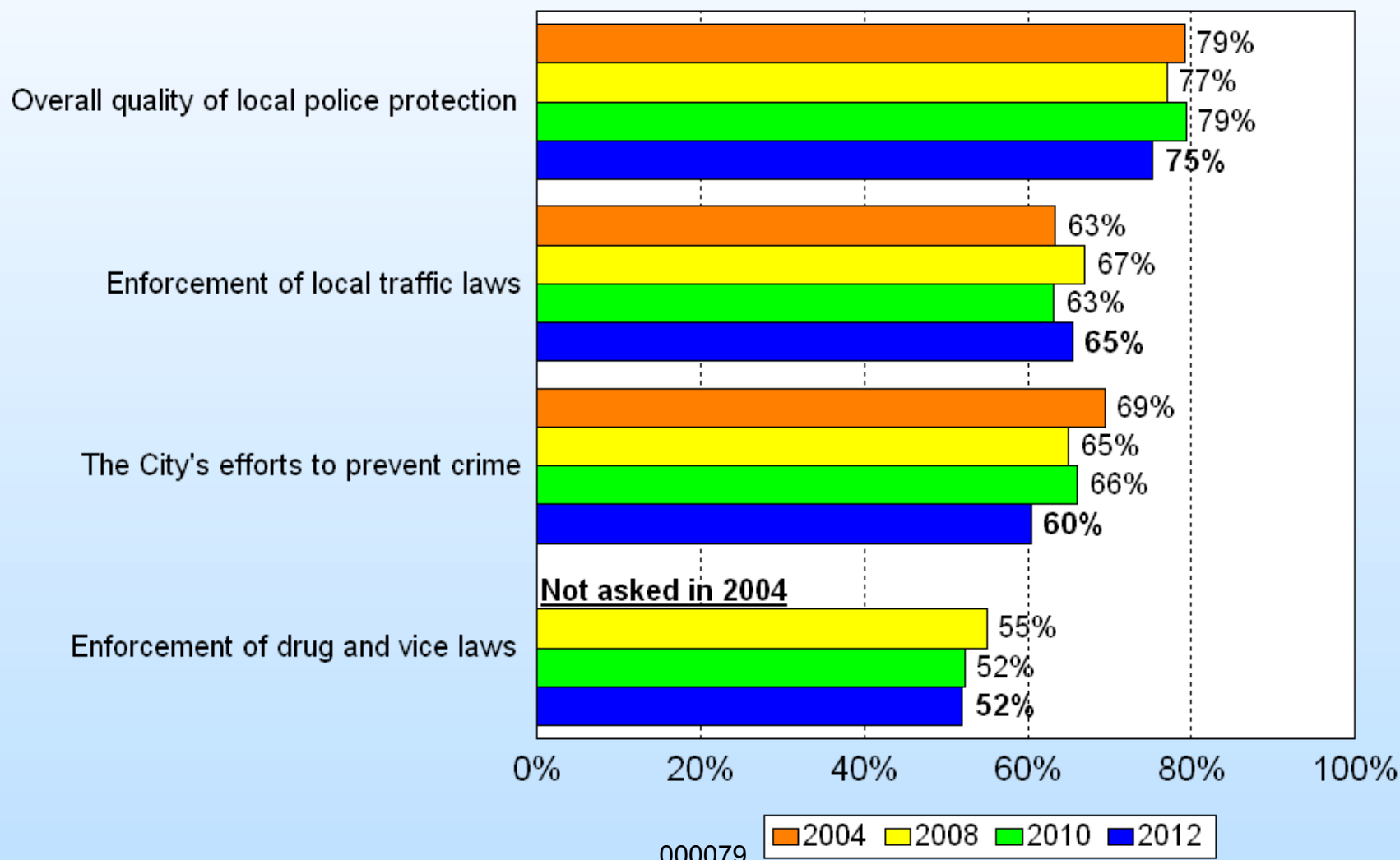
Attachment B – November 27, 2012 Crime Prevention Focus Group Agenda

Attachment C – Crime Prevention Focus Group Participant Comments

# Q9. Satisfaction Ratings for Various Aspects of Public Safety

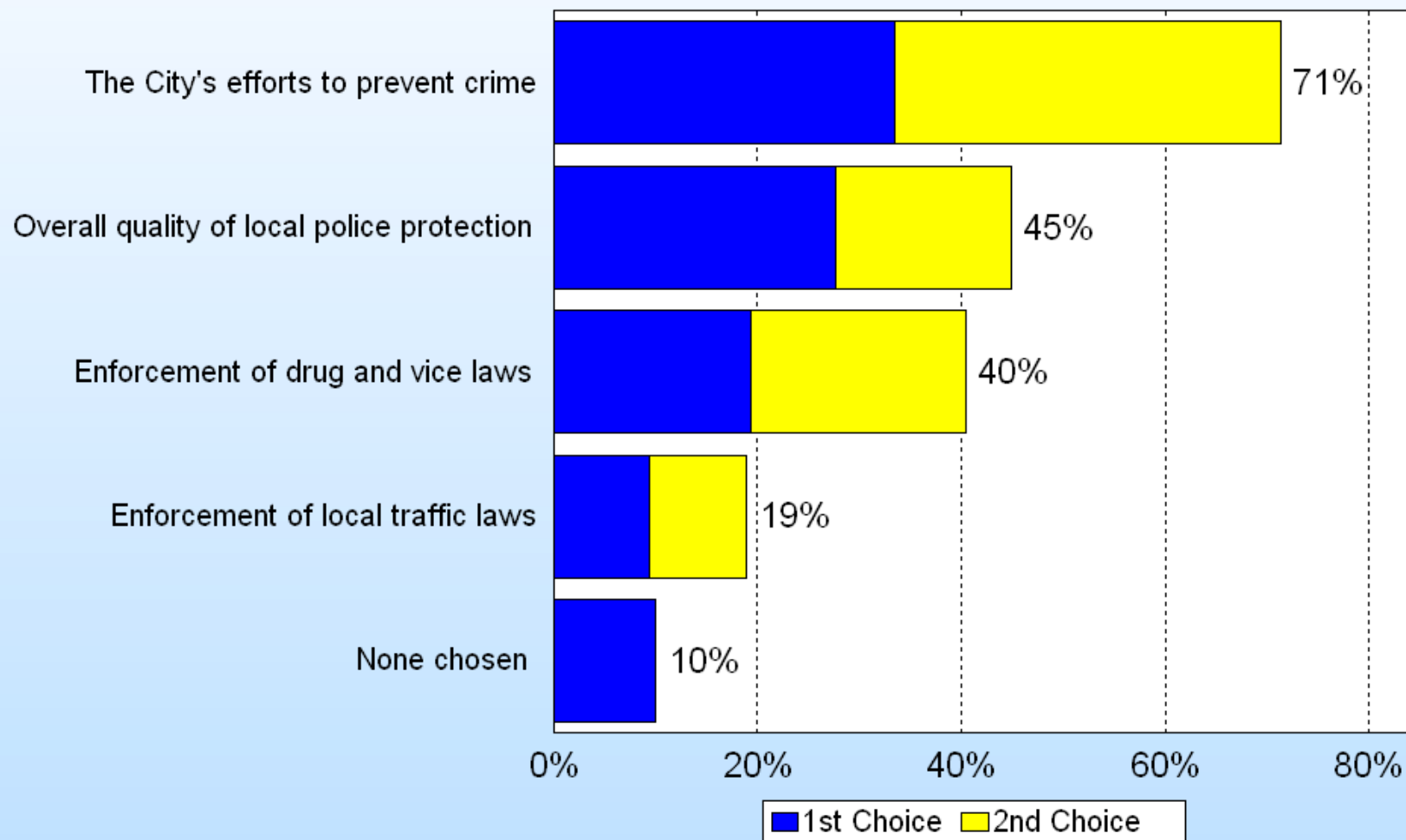
## ***Trends - 2004, 2008, 2010 and 2012***

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



## Q10. Aspects of Public Safety That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices

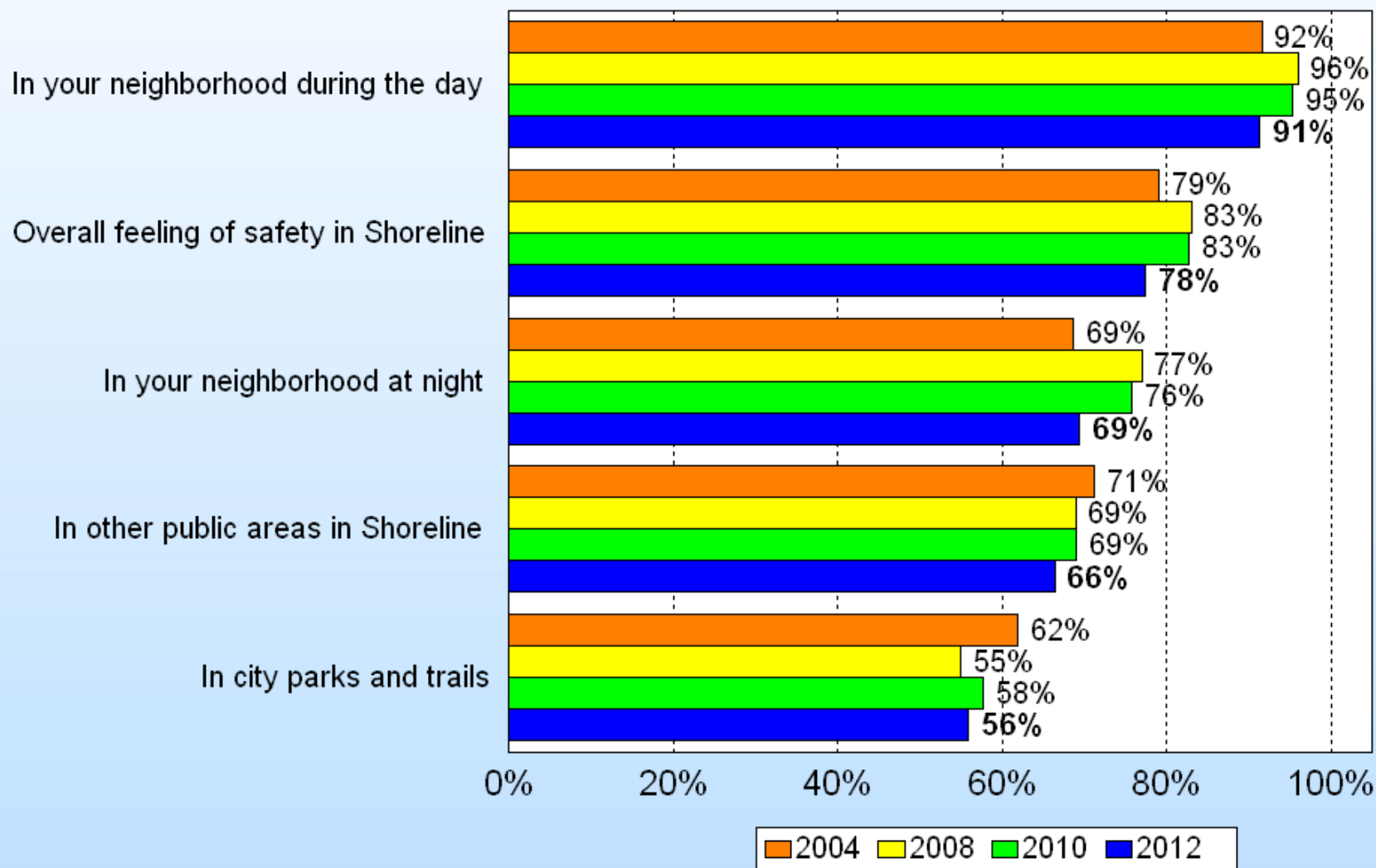


Source: ETC Institute DirectionFinder (2012 - Shoreline, WA)

# Q11. Level of Safety in Various Situations

## ***Trends - 2004, 2008, 2010 and 2012***

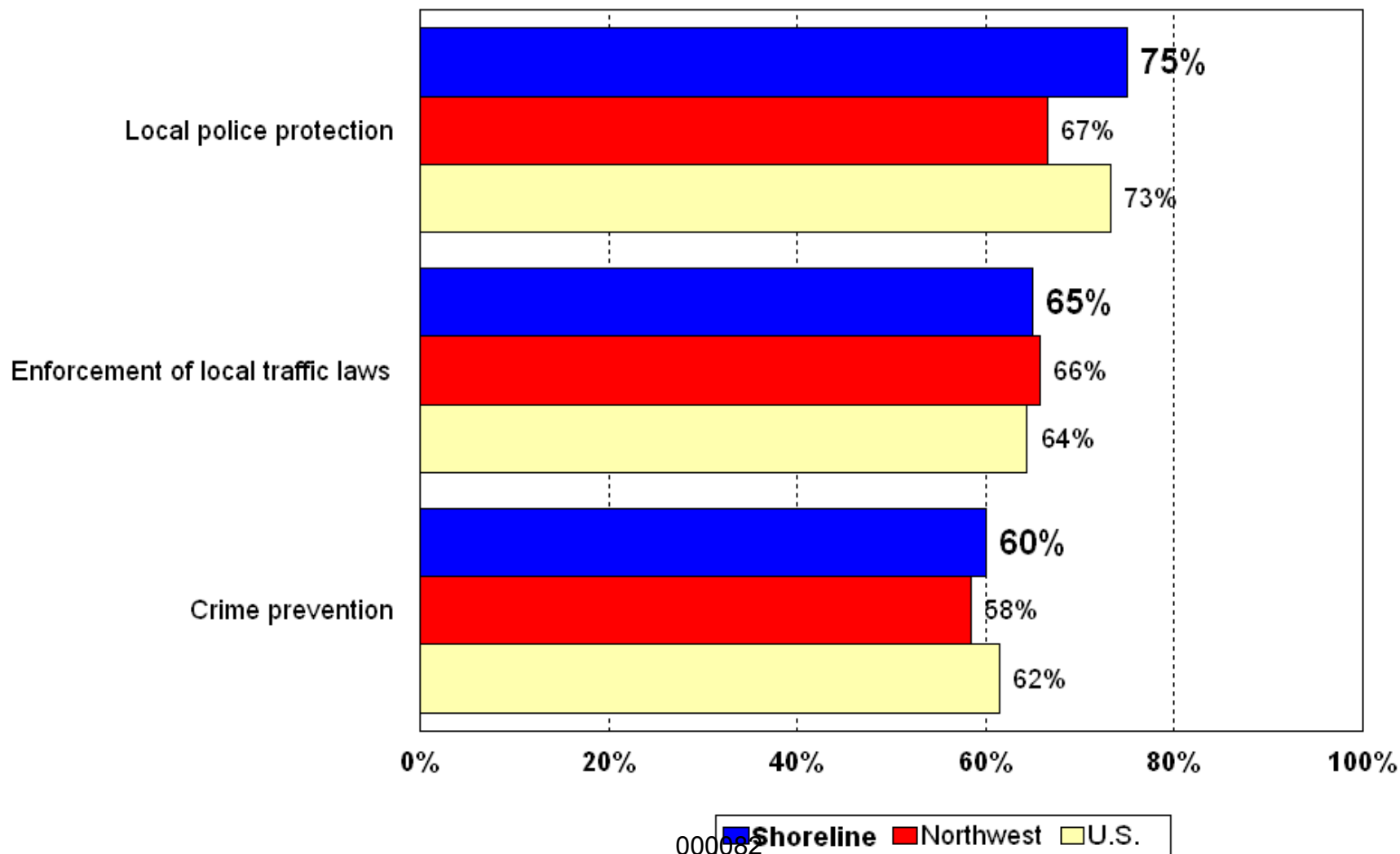
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Overall Satisfaction with Public Safety

## Shoreline vs. Northwest vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

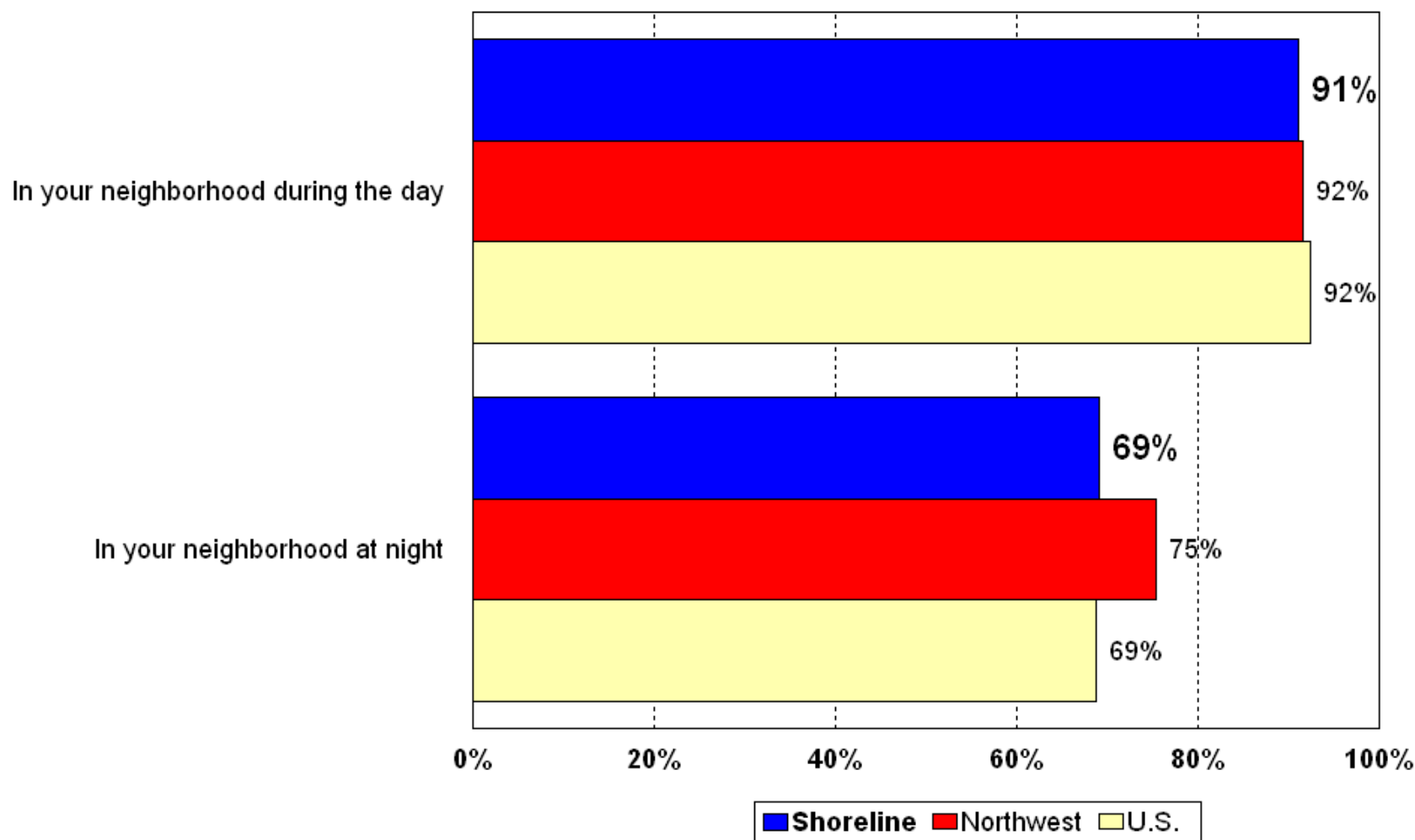




# How Safe Residents Feel in Their Community

## Shoreline vs. Northwest vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



CITY OF SHORELINE

## CRIME PREVENTION FOCUS GROUP FORUM

Tuesday, November 27  
6:30 – 8:30 p.m.  
Shoreline City Hall, Council Chambers

## AGENDA

### THE MEETING'S GOALS:

1. **Initiate an on-going dialogue with citizens about the City's crime prevention programs.**
2. **Review and discuss the City's citizen survey and crime trends.**
3. **Learn about the perceptions of safety and recommendations for the City's crime prevention program from the meeting's participants.**

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- |      |      |  |   |
|------|------|--|---|
| I.   | 6:30 | Welcome and Introductions  | Debbie Tarry, Asst. City Manager<br>Shawn Ledford, Police Chief |
| II.  | 6:35 | Review Agenda & Meeting Goals  | Debbie Tarry  |
| III. | 6:40 | Getting to Know Our Participants   | Everyone  |
|      |      | ▪ <i>An opportunity to test the technology and learn a little about our focus group participants</i> |   |
| IV.  | 6:50 | Crime Prevention Programs,<br>Crime Trends, and Citizen Satisfaction                                 | Shawn Ledford, Police Chief<br>Scott Strathy, Police Captain    |
|      |      | ▪ <i>This will provide context for our discussions this evening</i>                                  |   |
|      |      | ▪ <i>Reactions, responses and discussion.</i>  |   |
|      |      | ▪ <i>Opportunity for participants to ask questions</i>   |   |

## ATTACHMENT B

- V. 7:15 Break Out Groups – Your Thoughts Everyone
- *What are the most important things the City can do to promote crime prevention and the feeling of safety in our City?*
  - **Safety in Public Spaces**
    - *Have you had any experiences that have lowered your perception of safety in public spaces in Shoreline?*
    - *Why do you think that there is a lower perception of safety in public spaces?*
  - **Police Storefronts**
    - *Based on what you have heard what are your thoughts about the City looking at alternatives to the two stationary storefronts?*
      - *Have you personally used any storefront services in the last year? If so, for what purpose?*
      - *What are the pros and cons of consolidating the two storefronts into a single storefront at City Hall?*
      - *What services would you want provided at a police storefront or a mobile unit?*
  - **Block Watches**
    - *Have you tried to form a Block Watch group?*
    - *If so – what worked?*
    - *If not – what would encourage you to do so?*
- 8:00 Break
- VI. 8:05 Groups Reporting Back Everyone
- VII. 8:25 Next Steps in Our Process Debbie/Shawn/Everyone
- *Complete the Written Comments at your table.*
    - *What was most beneficial for you tonight? Least beneficial?*
    - *Are there steps we should take or elements we should incorporate into this process to improve our crime prevention efforts?*
    - *Any other information you would like to provide us?*
- 8:30 Adjourn

Hi –

Thank you again for attending and participating in the Crime Prevention Focus Group Forum on Tuesday, November 27. Your feedback was very important to us. As we shared at the Forum, we wanted to use your feedback as we formulated our 2013 Crime Prevention Work Plan and determined next steps. I want to take this opportunity to share with you some of the recommendations we are making as a result of your input. If you have any questions please don't hesitate to contact me, Debbie Tarry, Assistant City Manager, [dtarry@shorelinewa.gov](mailto:dtarry@shorelinewa.gov), 206-801-2212.

#### *Police Neighborhood Centers (Storefronts)*

Based on the feedback we have received to date there are improvements we can make to enhance the effectiveness of neighborhood centers, including promoting the location of those centers and enhancing our communication and training with the police volunteers. Our Police Chief and Storefront Officer are currently developing a 2013 work plan to address these issues. We have also decided to not move forward with the consolidation of the neighborhood centers to City Hall at this time. In 2013 our budget includes a police facility feasibility study. Based on the feedback from volunteers and the community, it makes a lot of sense to co-locate our police volunteers with our police department, so we would like to include this in our review of potential police facility sites and facility options.

#### *2013 Crime Prevention Work Plan*

We are in the process of establishing a cross-department crime prevention work team to implement our 2013 Crime Prevention Work Plan. A few of the items that have been identified to include on the work plan include:

1. Review and coordination of the City's traffic complaint process.
2. Improving the communication and training for police storefront volunteers.
3. Improving public safety and crime trend communication to the Shoreline community.
4. Increasing the number of active Block Watches.
5. Enhancing our community policing efforts by connecting neighborhoods with specific police officers.
6. Initiating a Crime Prevention through Environmental Design (CPTED) review of City parks.
7. Continued work with the City's Police and Code Enforcement program to address community concerns.

#### *Comments from the Focus Group*

Below you will see the comments that we received from participants on the night of the focus group.

**The first set of comments are those from the break-out sessions in which the following questions were responded to:**

1. ***What are the most important things the City can do to promote crime prevention and the feeling of safety in our City?***

**2. Safety in Public Spaces**

- a. *Have you had any experiences that have lowered your perception of safety in public spaces in Shoreline?*
- b. *Why do you think that there is a lower perception of safety in public spaces?*

**3. Police Storefronts**

- a. *Based on what you have heard what are your thoughts about the City looking at alternatives to the two stationary storefronts?*
  - i. *Have you personally used any storefront services in the last year? If so, for what purpose?*
  - ii. *What are the pros and cons of consolidating the two storefronts into a single storefront at City Hall?*
  - iii. *What services would you want provided at a police storefront or a mobile unit?*

**4. Block Watches**

- a. *Have you tried to form a Block Watch group?*
- b. *If so – what worked?*
- c. *If not – what would encourage you to do so?*

## Group Break-Out Responses

What are the most important things the City can do to promote crime prevention and the feeling of safety in our City?

- Mail theft issues (Echo Lake)
  - Get a lock box
  - Expensive to replace lost keys
- Speeders on Ashworth – going uphill
- Homeless staying overnight at Echo Lake, Richmond Beach and other parks
  - Can city help neighbors identify resources for what homeless need? (shelter, food)
  - Can constant contacts include brief notifications about shoreline human service resources?
- One person had mail fraud that took 1 year to fix – now uses a PO Box for financial information
- Speeders on 168<sup>th</sup> (Shorecrest High School)
- Having police/code enforcement staff be responsive – take issues seriously (169<sup>th</sup>)
  - Took 16 months for response (Nutter house issue)
- Keep citizens informed
- Code issues (i.e. number of people in house, number of cars) – how to change the code?
- More frequent drive through neighborhoods (Hamlin Park area)
- Let people know where they can get information
- Street lights
- Communication

## ATTACHMENT C

- Crime info at specific neighborhoods
  - Alerts about emergent situations
  - Triage approach; higher level crimes warrant more frequent contacts and possible coded e-warns (1=serious & emerging, 2=something's happening, here is what we know now, etc.)
  - Thorough info to police volunteers
  - Engage newer residents right away/immediately
  - Better advertisement of services available at storefronts and in-general
- Better organization of block watches
- More police visibility in neighborhoods – not just main through-fares
- Adequate street lighting
- Increase block watches
- Park hours – enforce closures
- Teen/adolescent curfews
- Increase communication
  - Multiple approaches
  - Purchase police alert software
  - Install speed cams at public spaces and major corners
  - Use interactive blog, RSS feed, texting to BW captains
  - Light rail makes increased, effective communication much more critical
- Skate park – no lighting and nighttime activities
- Visibility
- Public's vigilance and community communication
- Block watch
  - Block Watch Captains should not be sole contact point—too much responsibility; need back up system
  - Should reinstate annual block watch updates; make it annual information night/open house
  - Can BW process be simplified and made more streamlined? No specifics....
  - Create small, user friendly BW map & household contact sheet
  - Hesitation on part of newer BW captains about programs and lack of success at real engagement; trust building and personal relationships help to improve BW success
  - NNO good precursor to BW involvement
- Connect Block Watch and Get Ready Shoreline residents within same neighborhoods to strengthen connections and communication capacities
- City's website

### Safety in public spaces

- Methadone Clinic on Aurora Avenue
  - People are scary
  - Too close to Shorewood High School
- Experiences
  - Speeding traffic on residential streets/pedestrians
  - Off leash dogs in parks
  - Aggressive panhandlers in parking lots and shopping centers

## ATTACHMENT C

- Different clientele at shopping centers due to alcohol sales
- Why perception is low
  - No police presence in parks
  - Current economy
  - Media tends to sensationalize and there is no factual rapid response system in place to counter sensationalized reporting
  - Overgrown areas in some parks
  - Commercial/residential properties being neglected (foreclosed)
- Inadequate lighting
- Enforce street/parking ordinances
- 5 patrol officers not adequate coverage for enforcement
- Areas (many) of low visibility
- Enforce vegetation management of private property (reduces visibility and safety)
- Graffiti and unkempt

### Police Storefronts

- Would like more volunteers to have longer hours
- More promotion so community knows that there are storefronts and what they can get there
- Don't like idea of losing storefront for mobile unit
- Concern about central location and loss of neighborhood locations
- More reliable volunteer/staffing schedule
- Are there other ways to be interactive besides mobile unit or storefront?
- At \$30 K for two locations annually, storefronts are efficient economically
- Why neighborhood vs. City Hall
  - Neighborhood around City Hall too
  - May not be as accessible at City Hall – more traffic
  - Not everyone agrees
  - More important to address issues than location of storefront
- Sunday hours/Saturday hour an issue both at storefronts and City Hall
- What about at Police Department
- Storefronts are user friendly
- In neighborhoods
- Doesn't make sense to consolidate to City Hall because of proximity to police station
- Opportunity to connect with residents that have no transportation out of area
- Close one storefront and add City Hall, but keep one in neighborhood
- Implications of Prop 1 (passed 2010 – effect 2012-2016)
- Greatly underutilized – great opportunity to offer City services too
- Perception of police presence
- Personally use storefront services
  - Yes
  - Pet license, NNO packets, brewfest tickets, maps, permits, city info,
  - Neighborhood association meetings
  - Vacation house check
  - Block watch questions/directions

- Consolidation:
  - Pro
    - Save money?
    - Parking
    - Access to other City services
  - Con
    - Too close to main station
    - Uninviting atmosphere
    - Need to travel
    - Intimidating
    - Some volunteers wouldn't commute out of neighborhood
    - More "formal"
  - Mobile Unit
    - Set schedule
    - How would schedule be set?
    - Could teens and young adults be involved proactively with police thru this?
    - Mobile unit could have crime prevention and information dissemination function
    - Training for volunteers
  - Storefront
    - Officer on-site
    - Block watch orientations
    - City info
    - Local services/human services information
    - More hours staffed!!
- Okay mobile unit – park at City Hall
- Keep a centralized location – City Hall (makes things more pro-active)
- Okay mobile unit
- Only 2 of 8 in group have used a storefront

#### Block Watches

- Need help in replacing coordinators
- Getting neighbors to understand value
- I've considered "formalizing" but lack of info/focus has been deterrent
- Organized regular training and meetings at storefronts
- More involved officer
- Good – success varies
- Privately = time consuming Have police/city use their resources to disseminate mailings and information
- Police give timely feedback to citizen watch calls
- City's "welcome package" – continue information envelope



**The second group of comments was from the written evaluation form.**

1. What was most beneficial for you tonight?
  - Encouraging open public discussion with question-and-answering
  - Police department presence
  - City staffing presence
  - Group intense sessions, discussion and learning – exchange of good, pertinent information
  - Knowing what problems are around the city
  - Knowing what residents' perception are of their safety
  - Listening to different ideas, solutions, problems
  - Getting block watch and community members together
  - Glad to know of storefront services and to have the opportunity to express concerns
  - Found out what services are provided at the storefronts
  - Viewing the general pop surveys regarding safety in our neighborhood
  - Varied ideas from breakout sessions
  - The chance to exchange ideas and share problems
  - Many ideas/comments - pick the best - can't please everyone
  - It provides an occasion to meet members of our community and our city enforcement members and created an opportunity for open discussion
  - That many neighborhoods have some concerns re: storefronts, safety
  - What storefronts do
  - Meeting the police force
  - Learning services available at storefronts
  - Contact with a lot of block watch captains and how to set up a block watch
  - Meeting police supervisory group
  - Learning of common problems in all Shoreline neighborhoods
  - It was/is great that Shoreline police are wanting to hear from the residents about the needs in Shoreline neighborhoods
  - It was beneficial to hear all the communities concerns and issues in other areas
  - Seeing that my (or some of my) major concerns are the same concerns as those of others and are still not being addressed. Especially – speeding, code enforcement, overgrown properties, and park closure enforcement
  - Being able to share concerns regarding feeling safe in our community with each other and the police department
  - Code enforcement
  - Inadequate lighting
  - Block watch issues
  - People (law enforcement, city hall) who can make a difference were here to listen
  - Information about the storefronts
  - Getting information on what crime prevention measures exist
  - The commonality of issues from each of the five breakout groups
  - Slides were good
  - Break out discussions were good

- Understanding the varied positions and opinions held by differing groups of people
- Sharing of ideas
- Good to see so many Shoreline residents concerned and able to attend
- Nice to know of possible changes, prior to them, with opportunity for input. Thanks
- To see who is still active in the store fronts and block watches. It has assured me that Shoreline is maintaining its interest in preventing crime and keeping up with technology.
- I have not been aware of any deterioration or lessening in response time and attention to safety issues.
- The opportunity to hear the thoughts, questions and concerns of members of the public regarding Crime Prevention, local level of law enforcement and store-front services.

2. What was least beneficial?

- Focus group
- Long repeated comments with nothing new
- Individual “problems”
- Bitching
- Discussion of personal issues that went on to long
- None was least – all important concerns. Benefit to come to the meeting
- People want too much
- All info was good – no complaints
- I felt that there were some very negative people that were so desperate to be heard that they needed to share their bad experiences rather than talk about solutions
- I felt the moderator did a good job, but stronger mediation need to be done at the tables (Rosie did a good job considering the situation)
- Due to certain neighbors, I have had a problem of getting people in the Ridgecrest area (my street) involved in block watch
- Probably needed better facilitating in the group sessions. We had a chance to speak but as in most groups, some dominated
- Bitch sessions
- Put people on the clock
- The people who attended tended to be fairly involved, older, and/or long-time residents. I’m not sure if it is a fair representation of Shoreline
- Some group members dominated conversation and didn’t stay on task
- Need to determine a priority of crime prevention services
- Some people grandstanding their issue(s)
- I’m not convinced that a mobile unit stationed at City Hall or the Police station is economically feasible. \$30,000 would not go far in buying and outfitting a large van and keeping it ready for public events. My opinion is that the store fronts are adequate, even though they draw hard on volunteers’ time and effort. It looks like the police are working toward asking for a mobile unit.
- The lack of closure at the end of the meeting regarding “next steps”. Part of the process for the public, should be making “next steps” very clear.

3. Are there steps we should take or elements we should incorporate into this process to improve our crime prevention efforts?

- Timely enforce everything: a) park closure hours; b) curfews for minors
- Timely feedback from law enforcement
- Good job! Thank you
- More police – costs
- Take a harder look at priorities
- Better communication between police department and block watch captains especially for major crimes and public safety notices – information has been coming through the neighborhoods department
- Let us know what is happening – i.e. Why is that helicopter flying overhead?
- Get e-alerts regarding severe/violent crimes out to block watch captains
- Communication – the more avenues, the better
- Great idea to combine emergency response and block watch efforts
- Storefronts have great potential but need management and organization
- Neighborhood meetings similar to the one we had tonight, possibly with police in attendance
- Improve communication
- How do we change our city codes?
- Information to block watch captains for disbursement
- More friendly and care when a burglary has occurred – one officer was rude to a neighbor who had been burglarized
- Definitely a city-wide crime notification system via email and/or text
- I would like regular reports regarding crime that has taken place (so we can be on the alert) plus what police are doing. A good example is when the police reported that they were working diligently to find the graffiti artist – I appreciated knowing they were working hard on it
- I read the Shoreline Area News every day. Having the headline bullet points makes it easy to determine what I want to read
- Yeas, start enforcing codes and speed enforcement
- Better communication
- Funding multiple methods to communicate
  - Increase information to block watch captains/groups
  - Add e-alerts
  - Continue newsletter
- Communication:
  - “Key communicators” that can be given information so the police department doesn’t have to do all the legwork – block watch, Council of Neighborhoods, other.
  - Constant and diverse methods – face book, emails, twitter, flyers, articles in Shoreline Area News & Patch
  - No communication via paper through schools – it would be a waste of time and money
- Continued elevation of policing visibility

- I believe that speed trailers or permanent speed indicators appeal to most people to self regulate speeders
- I prefer maintaining the neighborhood storefronts and expanding the services and hours offered. This could be accomplished by permanently moving some functions from the central station to the annexes
- Follow-up meeting during the 1<sup>st</sup> quarter of 2013 with as many of this group that can attend
- It appears that only a few; maybe 5% of tonight's attendees, had anything negative to say about our Police efforts to prevent crime. No more than usual.
- The analysis of the Citizen Satisfaction Survey shows that 2004 had the highest level of satisfaction for 1) Quality of Police Services, 2) Overall quality of local Police protection, and 3) The City's efforts to prevent crime.

It may be beneficial to look at what we were doing in 2004 that we are not doing in 2012. As a police volunteer, I know that in 2002, Sergeant M. D. Bennett, along with Officer W. C. Akers and MPO Diana Magan introduced the King County Sheriff's Office Storefront Officer Standard Operating Procedures (SOP) manual. By 2004, the Core Values, Objectives, Mission and Philosophy of the SOP had been fully implemented. As administration changed over the following years, so it seemed, did the philosophy of Community Oriented Policing. Predecessors of Chief Ledford did not seem to embrace the objectives of the storefront SOP as a priority.

The satisfaction survey does not ask respondents specifically why they may or may not be satisfied or happy with Police services, the quality of protection or the City's efforts in crime prevention. One possible difference between 2004 and 2012 may be the media. We now get instant news. The downfall to this is that crime receives banner headlines. We read and hear about a lot of bad things going on in the community. But, there is no counterpart or balance. We don't hear about the good side of Police work, the human interest story, the connection and commitment to the community. Another difference between 2004 and 2012, is the difference in attitude and prospective of citizens about law-enforcement in general that seems to be prevalent across the country. Plus we have had an unusually high amount of high profile crime in Shoreline in the last year. There was mention at the meeting for the need of a vehicle to get out into the community. Making appearances at public events, like the Ice Cream Social. The Police already have a vehicle that is being used for that purpose. I have attached a picture from the 2012 Ice Cream Social. It would be nice to have a new mobile unit. But I do not feel that it could or should replace the store-fronts.

What I don't understand about our November 27th meeting is the connection between the Satisfaction Survey and the changes proposed by the City and Police. The survey showed a downward trend in satisfaction with Police services, not volunteer services. Shouldn't we be looking at how Police provide (or not) services, and not how to give volunteers more public exposure.

I would like to make a comparison of the 2 Police Store-fronts to an American made car with 2 doors whose frame, body and interior are in great shape for the mileage. Through

lack of maintenance by the owner, the oil needs to be changed, the windshield washer fluid well is empty and the tires need air. All things that a responsible car owner would normally attend to by following the maintenance schedule in the owners manual. So, other than a little needed work, the car is fine. Except it doesn't run very smoothly, or ride very smoothly and there is no clear vision. None of which are reason's to buy a new car. Closing the store-fronts should not be the only solution for increasing citizen satisfaction with Police services.

4. Is there any other information you would like to provide us?

- Teens and young adults need to know what to report and where to go for safety
- I encourage block watch information meetings for captains and citizens to provide a vehicle to form new block watches (at least once a year and possibly by city quadrants – say breaking the city into four quarters)
- Make it easier to become a police volunteer
- One storefront at city hall – save money – centralized
- Mobile unit – cost?/value?
- My neighbors' house directly across the street was burglarized twice. Eggs were thrown and his motorhome was also tagged. I would love to have a follow-up letter letting me know what the police have done or are doing. As a single woman living alone I want to feel safe in my home/
- We had two burglaries in our neighborhood – questions were more geared to safety in public areas, but my safety concerns are more neighborhood related
- I've lived in a lot of cities. Shoreline works pretty well. I've been impressed by the responsiveness. Nora is the best! Thank you Nora for all you do
- I vote to keep the storefronts in the neighborhoods
- If the mobile van is event-driven, the less event heavy neighborhoods would be left out (Highland Terrace, Richmond Highlands, Parkwood, Westminster Triangle, etc.)
- More publicity would be a great idea (maybe an open house or two)
- Better and more communications between the Police and the public seems somewhat needed. Using "Currents" and Patch with a few more crime statistics would keep any unrest down.

**Additional/Other**

- I appreciate what the Shoreline police are doing to keep Shoreline a great place to live. –