

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

<p>AGENDA TITLE: Annual Police Service Efforts and Accomplishments Report DEPARTMENT: Police PRESENTED BY: Chief Denise Turner</p>

EXECUTIVE / COUNCIL SUMMARY

The 2003 Service Efforts and Accomplishments Report (SEA) is the fourth 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 scorecard of the wellness of public safety services in the City.

The report blends crime trend and workload data for the past five years, when available. It also examines citizens' satisfaction with police, perceptions of safety in the community and issues of citizen concern. A recap of the 2003 problem solving projects has been included. These projects were designed to address community concerns from the previous citizen satisfaction surveys.

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- rose slightly in 2003 to 44.5 per 1,000 residents. This rise was primarily due to increased property crimes such as auto prowls, larcenies, (thefts) and auto thefts. Emergency response times to critical calls averaged 4:06 minutes, which continues to exceed Council's benchmark of 5 minutes. According to both the 2004 City survey and prior police surveys, residents continue to feel safe in their

neighborhoods and are satisfied with police services. 81% of residents surveyed in 2004 rated overall satisfaction and quality of police services at very satisfied or somewhat satisfied. 79% of residents were very satisfied/somewhat satisfied with the quality of local police protection and 69% were very/somewhat satisfied with our efforts to prevent crime. .

Shoreline's officer per thousand rate combined with support services from the King County Sheriff's Office provide for excellent coverage of calls for service and allow time for problem solving/proactive activities. Comparing to benchmark cities, Shoreline continues to have a lower crime rate than many cities we benchmark to and one of the lowest officer per thousand rates. The cost per capita for police services in 2003 was approximately \$123.69, which represents the Interlocal Agreement costs only. The cost per capita is significantly well below the benchmark cities.

RECOMMENDATION

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

Approved By:

City Manager 

City Attorney

N/A

BACKGROUND / ANALYSIS

Report highlights are as follows:

The Crime Rate or Part I Crime Rate is defined as a category of crimes established by the FBI, which consists of murder, rape, robbery, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Shoreline's year 2003 Crime Rate was **44.5**, per 1,000 residents, **an increase of 8.1 from 2002**. This increase was primarily due to auto prowls, auto thefts, and larcenies.

Shoreline's response time to critical 911 calls (Priority X) was **4:06 minutes**. This was an increase of about one minute from 2002. Response times to Priority 1 calls were 6.57 minutes as compared to 6.04 minutes in 2002, and to Priority 2 calls the average was 11.54 minutes. The response times remained somewhat consistent over the past three years.

Dispatched calls for service (DCFS) were up slightly to 13,548. The average is approximately 13,500 calls per year. The total Self-initiated details, proactive & problem solving efforts were also up to 15,456 versus the 2002 total of 13,186. Of the 29,004 contacts, police received only 11 citizen complaints, which equates to 0.38 complaints per 1,000 contacts.

Several problem-solving projects were started or continued in 2003 to address citizen concerns, to reduce criminal activity and to create a more efficient and effective workforce. The projects were: school traffic safety program, false alarm reduction program, hotel/motel trespass, city and school emergency response preparation, and increased Blockwatch participation.

6,388 traffic related citations were issued in 2003. The reportable accident rate increased from 589 accidents in 2002 to 607 accidents in 2003.

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

Shoreline's officer per thousand rate combined with support services from the King County Sheriff's Office provide for excellent coverage of calls for service and allow time for problem solving/proactive activities. Comparing to benchmark cities, Shoreline continues to have a lower crime rate than many cities we benchmark to and one of the lowest officer per thousand rates. The cost per capita for police services in 2003 was approximately \$123.69, which represents the Interlocal Agreement costs only. The cost per capita is significantly well below the benchmark cities.

The 1998 citizen survey revealed that police could improve by providing follow up and communicating more with victims and the community. A Victim Call Back program was initiated and is handled by detectives and volunteers.

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

Crime Type	Total Incidents in 2003
Larceny (theft) -\$250	898
Larceny +\$250	646
Vandalism	475
Auto Theft	319
Forgery/Fraud	315
Assault 4 th degree	217 (127 are domestic violence related)
Family/Juvenile Disturbance	235
Residential Burglary	223
Driving Under the Influence	175

*Data obtained from the 2003 Annual Report for the City of Shoreline, prepared by the King County Sheriff's Office Research, Planning and Information Services Unit.

SUMMARY

The overall public safety health of Shoreline is excellent. In the fall of 2004 a third police services specific citizen survey will be conducted. Those survey results will be compared against the baseline survey from 1998 and 2001. Based on the findings, strategic initiatives will be developed to address citizens concerns. Those initiatives will become part of the work program for Shoreline Police in 2004 and beyond. The citizen survey conducted by the City in 2004 did result in very favorable results regarding the overall quality and satisfaction with police services and traffic enforcement. Police will continue to generate crime prevention programs so our partners in crime prevention, the community, will work hand in hand to prevent crime.

RECOMMENDATION

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

ATTACHMENTS

- A City of Shoreline 2003 Service Accomplishments and Efforts Report (provided under separate cover)