

CITY COUNCIL AGENDA ITEM
CITY OF SHORELINE, WASHINGTON

AGENDA TITLE: Annual Police Service Efforts and Accomplishments Report DEPARTMENT: Police PRESENTED BY: Chief Tony Burt
--

EXECUTIVE / COUNCIL SUMMARY

The 2004 Service Efforts and Accomplishments Report (SEA) is the fifth 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.

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 in 2004 to 46 per 1,000 residents. This rise was primarily due to increased property crimes such as auto theft and burglary.

Emergency response times to critical calls was faster, with an average time of 3.62 minutes, which is far below the Council's benchmark of 5 minutes.

Our citizens feel safe in their neighborhoods. According to the 2004 city survey, residents continue to feel safe in their neighborhoods with 95% of residents feeling safe or very safe in their neighborhoods during the day and 73% feeling the same way at night. We remain committed to our neighborhood watch program to assist our community members in the prevention of crime in their neighborhoods.

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 2004 was approximately \$132.82, 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 to live, work, and recreate! 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 ten years.

RECOMMENDATION

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

Approved By: City Manager  City Attorney P/A

ATTACHMENT

A: City of Shoreline 2004 Service Efforts and Accomplishments and Efforts Report

City of Shoreline Police Department

Service Efforts and Accomplishments: 2004 Fifth Annual Report on Police Performance



Created for the City of Shoreline by:

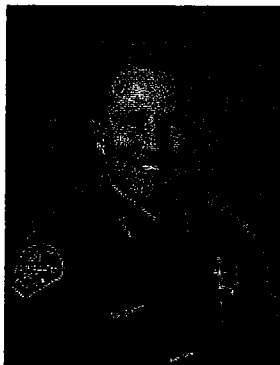
The King County Sheriff's Office
Research, Planning & Information Services Unit
516 Third Avenue, KCC-SO-0100
Seattle, WA 98104

Accessible formats are available upon request.

Table of Contents

Letter from Chief Tony Burt	2
Executive Summary	3
Mission	3
Core Values	3
Goal # 1 : Reduce Crime and the Fear of Crime	4
Objective: Use Information for Crime Analysis	5
The "Crime Rate"	5
Crimes Against Persons	6
Crimes Against Property	7
Domestic Violence Crimes	8
Automobile/Vehicle Related Crimes	9
Traffic Incident Information	10
Objective: Apprehend Offenders	12
Cases Closed "Cleared by Arrest"	12
Charges and Arrests	12
Controlled Substances and Assets Seizures	13
Objective: Prevent Crime	14
Crime Prevention Efforts	14
Problem Solving Projects/Programs	16
Objective: Improve Citizens' Feeling of Security	17
Citizens' Feeling of Safety in Their Neighborhood	17
Public Communication and Education Efforts	18
Goal # 2 : Provide High-quality, Cost-effective, and Accountable Services to the City of Shoreline, WA	20
Objective: Provide Responsive Services to Citizens	21
Response to Calls	21
Citizen Survey Results Re: Officer Responsiveness	23
Complaints by Citizens Against Officers	24
Objective: Provide Cost-effective Services to Citizens	24
Costs of Services	25
Glossary	28
Data Sources	31
Improved Data	31
Appendix A: Organization Chart	32
Appendix B: City Comparisons	33
Benchmark and Contract City Cost Comparisons	33

Letter from Chief Tony Burt



June, 2005

Dear Residents of Shoreline:

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

Our citizens continue to feel safe and secure in their neighborhoods. According to the 2004 Citizen Survey, 95% of Shoreline residents feel either safe or very safe in their neighborhoods during the day. 73% of residents feel safe or very safe in their neighborhoods at night.

In 2004, the City of Shoreline experienced a slight bump in Part 1 Crimes to 46 crimes per 1000 residents. This increase was attributed primarily to increases in auto thefts and burglaries. The police department has made a concerted effort to reduce these crimes 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 and burglaries.

In 2004, Shoreline police officers handled 13,842 dispatched calls for service. In addition, officers generated another 13,037 public contacts through self-initiated patrol efforts. The response times to Priority X calls (life threatening) was faster, with an average time of 3.62 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 ten years.

Respectfully Submitted,

Tony Burt, Chief of Police

City of Shoreline Police Department
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: 2004

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: 2004

Objective: Use Information for Crime Analysis

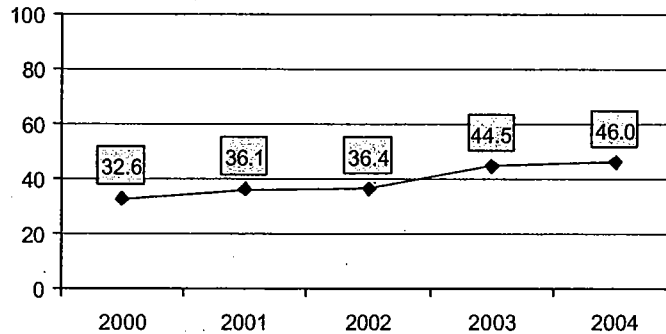
The "Crime Rate"

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.)

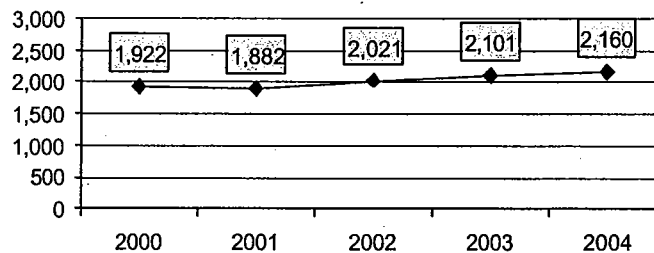
Part I Crimes Per 1,000 Residents

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.

Part II Crimes



National Modified Crime Rate

The FBI calculates and publishes the national crime rate based on the information sent to them by participating agencies. This information is usually released in the fourth quarter of the following year. Therefore, the most recent data available as of this report is the crime rate for 2003 (published in October, 2004).

U. S. National Modified Crime Rate (2003)

40.9

City of Shoreline Police

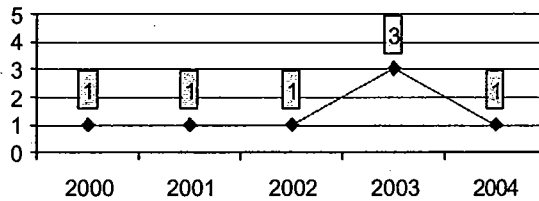
Service Efforts and Accomplishments: 2004

Crimes Against Persons

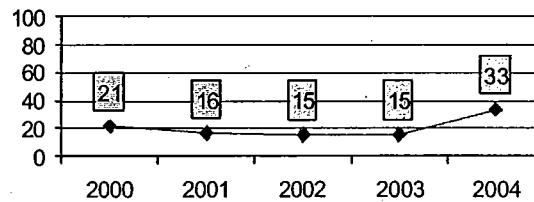
Part I Crimes Against Persons

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.

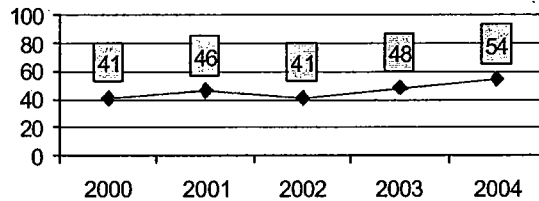
Murder



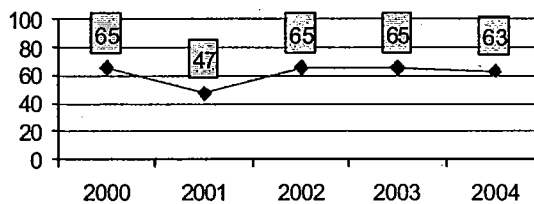
Rape



Robbery



Aggravated Assault



City of Shoreline Police

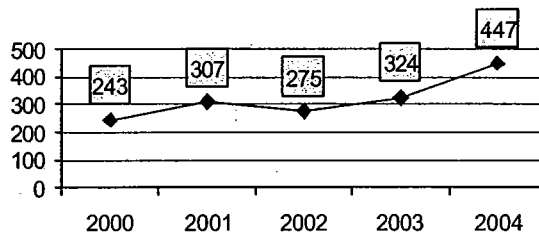
Service Efforts and Accomplishments: 2004

Crimes Against Property

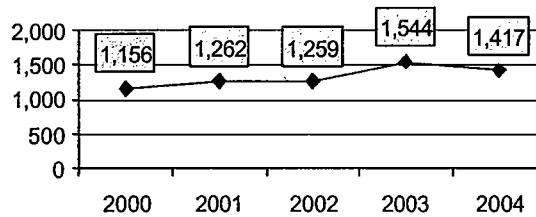
Part I Crimes Against Property

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.

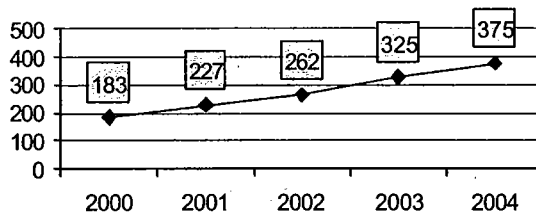
Burglary



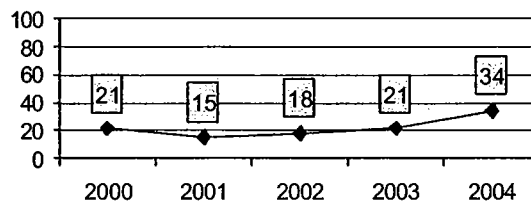
Larceny



Vehicle Theft



Arson



City of Shoreline Police

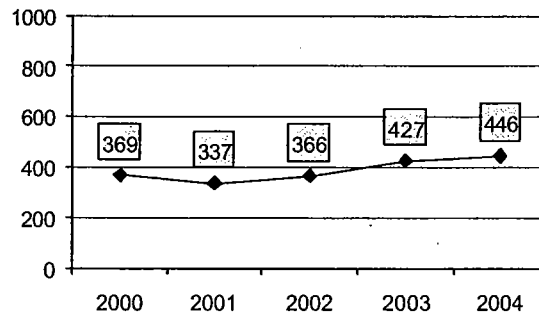
Service Efforts and Accomplishments: 2004

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 2004 were:

<u>Crime</u>	<u>Reported Incidents</u>
Assault, Fourth Degree	114
Total Family/Juvenile Disturbances	77
Violation of Court Orders, Misdemeanor	73
Assault, Hands	21
Vandalism	16
Violation of Court Orders, Felony	11
Trespass	5
Rape	4
Assault, Firearm	3
Assault, Knife	3
Other/Miscellaneous	23

NOTE: There were no domestic violence related homicides in Shoreline in 2004.

City of Shoreline Police

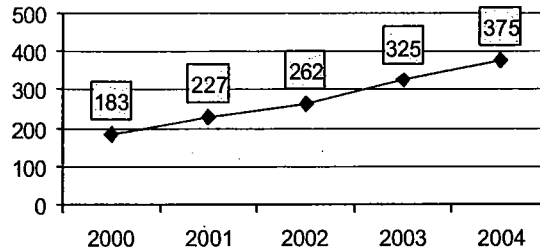
Service Efforts and Accomplishments: 2004

Automobile/Vehicle Related Crimes

Vehicle Thefts

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

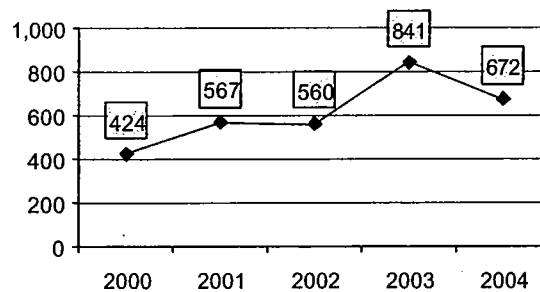
Vehicle Theft



Thefts from Vehicles and Attempted Thefts

Thefts From Vehicles and Attempted Thefts include thefts of property **from** a vehicle including: any part or accessory item attached to the vehicle (gasoline, tires, tape decks, antennas, etc.), and personal property left in a vehicle (purses, gifts, tools), as well as vehicle prowls (no property successfully taken).

Thefts from Vehicles and Attempted Thefts ("Prowls")



City of Shoreline Police

Service Efforts and Accomplishments: 2004

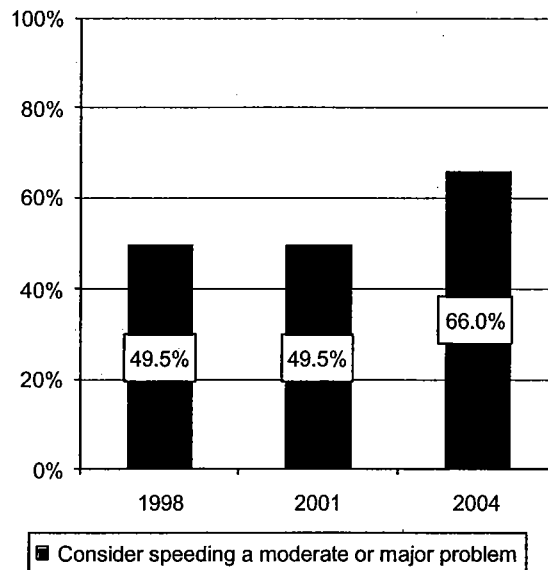
Traffic Incident Information

The City of Shoreline via Northwest Research Group administered the Police Satisfaction Survey again in 2004. The following charts show the results in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998 and the City of Shoreline in 2001. Shoreline anticipates surveying again in the fall of 2007.

Citizen Survey Results: Speeding Traffic

In 2004, citizens of Shoreline were asked how concerned they were about speeding traffic. 33% stated they considered it a moderate problem while another 33% stated they considered it a major problem. Results for the surveys conducted in 1998 and 2001 are also shown in the chart below.

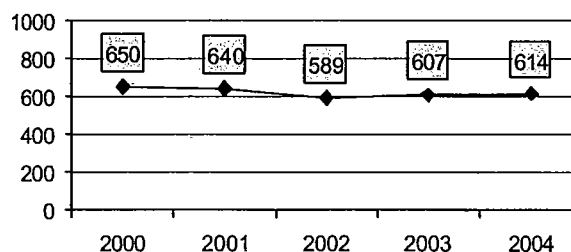
How concerned are you about speeding traffic?



Traffic Report Data

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

Collisions



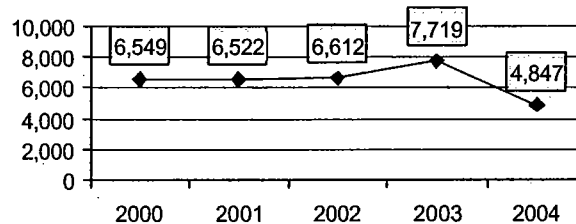
City of Shoreline Police

Service Efforts and Accomplishments: 2004

Traffic Report Data, continued

Citation and Notice of Infraction information includes reports of Driving While Intoxicated (DWI) violations, Moving/Hazardous violations (such as all accidents, speeding and reckless driving), and Non-moving Compliance violations (such as defective equipment and parking violations).

Traffic Citations and Notices of Infraction(s)

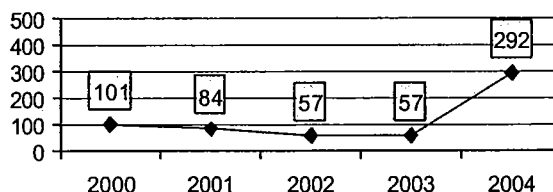


The Neighborhood Traffic Safety Program (NTSP) continues to be of great importance to the citizens of Shoreline. A total of 17 locations are now included in the enforcement phase of the program. The program is a collaborative effort between the Police Dept., Public Works and Traffic Engineering. The 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 2004, officers worked 1,103 hours of enforcement and issued 617 citations.

Citizen Traffic Complaints includes all reports citizens make regarding chronic traffic violations and requests for traffic enforcement. A total of 292 investigations were completed in 2004. These 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

Data for 2004 includes complaints worked via the Neighborhood Traffic Safety Program (NTSP)



City of Shoreline Police

Service Efforts and Accomplishments: 2004

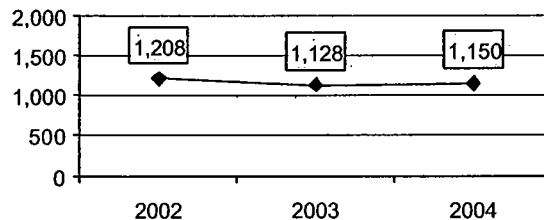
Objective: Apprehend Offenders

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'

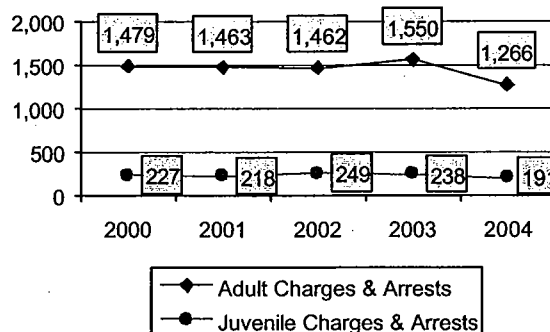
Comparable data unavailable prior to 2002.



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: 2004

Controlled Substances and Assets Seizures

The Shoreline Police Department Street Crimes Unit consists of a Sergeant and two detectives 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.

2004 Highlights:

Total Cases:	211
Felony Charges Filed:	78
Misdemeanor Charges Filed:	89
Prostitutes Arrested:	54
Drugs Seized:	
Cocaine	683.8 grams (24+ ounces), value \$68,380.00
Heroin	179.4 grams (6.4 ounces), value \$17,940.00
Methamphetamine	123.9 grams (4.4 ounces), value \$12,390.00
Marijuana	1,180 grams (42+ ounces) processed \$10,500.00 164 Plants, value \$164,000.00
Money Seized:	\$336,999.00 (Including equity in two houses)
Vehicles Seized:	7 - \$65,700.00
Weapons Seized:	3 handguns/1 rifle
Recovered Stolen Property:	\$26,500.00
Search Warrants Served:	14
Arrest Warrants Served:	14 Felony/10 Misdemeanors

City of Shoreline Police

Service Efforts and Accomplishments: 2004

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 twenty-five individual block parties with their police department. Shoreline Police and command staff not only attended the neighborhood block parties, but provided child safety and crime prevention literature and information to citizens.

Block Watch News, a quarterly newsletter published by police storefronts was made available on the city website www.cityofshoreline.com. Go to "Departments" and use the drop down box to click on "Police". Storefronts also work with the King County Sheriff's Office to publish monthly neighborhood "Crime Maps".

Crime Prevention Groups: Business Watch

During 2004, Shoreline Police Storefronts held several community business crime prevention meetings and through the victim call back program, made business security surveys for local businesses. Referred to as CPTED (SEP-ted) or Crime Prevention Through Environmental Design, these surveys were accomplished by both officers and specially trained police volunteers who made one-on-one contact with business owners.

The Landlord Training Program was offered in May 2004 and included classes such as Tenant Screening, Section 8 Housing, Background Checks, Domestic Violence, Drugs in Your Rental, CPTED, and Evictions procedures.

The Shoreline Police Retail Theft Program (RTP) is yet another part of Business Watch. The Retail Theft Program had its kick-off in 2003 and ten major retailers in the city of Shoreline agreed to participate. Police storefront officers are the program liaisons, providing not only annual training with the city prosecutor's office, but on-site training as well. Police storefronts handle a significant portion of misdemeanor shoplifts cases enabling patrol to devote additional time to their districts.

A police storefront goal for 2005 is to publish and launch a quarterly newsletter *Business Watch News*, tailored for the business community.

Crime Prevention Groups: Storefronts

Storefronts have almost thirty volunteers who run a variety of programs vital to Shoreline's crime prevention efforts: Vacation House Check, Citizen Park Patrol, Victim Call Back, Court Notification Program, maintaining databases, Pawnshop, Crime Analysis, Disabled Parking Education, False Alarm Notification, E-911 Business Contact Program, Business and Residential Crime surveys, also known as CPTED (Crime Prevention Through Environmental Design) and more.

Bicycle Registration Program

A service goal for 2005 is to implement the Bicycle Registration Program. Registering bicycles will enable Shoreline Police to identify and return them to their owners.

City of Shoreline Police

Service Efforts and Accomplishments: 2004

Project Home Safe

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

Community Training/Activities

Citizens' Academy	Personal Safety Training/Presentations
Landlord Training Program	Residential/Commercial Security Surveys
Community Crime Prevention Articles	School Safety Patrol
Robbery Prevention	Court Reminder Program
School Resource Officer (SRO) Program	Vacation House Checks
Crime Analysis	Disabled Parking Education
False Alarm Reduction Program	Victim Call-Back Program
Identity Theft Prevention Information	Informational Contacts

Victim Call Back Program:

(Statistics are from the Westside storefront program.)

Total Cases: 180

Total Calls Made: 180

Victim Follow-Up's Mailed: 7

Total Letters Sent: 98

Total Crime Prevention Services Provided: 23

Residential CPTED surveys: 13

Commercial CPTED surveys: 6

More Information

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

City of Shoreline Police

Service Efforts and Accomplishments: 2004

Problem Solving Projects/Programs

Emergency Management

In 2004, the City of Shoreline accomplished their goal of recruiting and hiring an emergency management coordinator (EMC) which is assigned to the police department who's job is to assist the City of Shoreline with coordinating their efforts in planning for, mitigating of, responding to and recovering from emergencies. This was accomplished in June 2004. By the end of the year, the City of Shoreline was able to have their *Hazard Mitigation Plan* formally adopted by FEMA, thus allowing the city and its residents to apply for funding support after a disaster. In addition, the EMC ensured that the city's two emergency operation centers were operational and had the necessary resources if they were activated. The EMC also began working to update the *Emergency Operations Plan* for the city to bring it into compliance with federal homeland security mandates.

Court Reminder Program

In 2004, Shoreline Police Volunteers contacted 3,188 people by telephone to remind them of a scheduled court date. Volunteers spoke to 771 of those people and left messages for 2,417 others. This program has reduced court-related costs and has prevented people from having warrants issued for their arrest. Implemented in October 1998, this program has significantly reduced non-appearances at court and saved Shoreline thousands of dollars.

School Zone Enforcement

School zone enforcement continues to be one of the police department's highest priorities. All of the city's 21 public and private schools are placed on a rotation list and they each receive concentrated enforcement on a regular basis. Particular attention is paid to those schools that are bordered by major arterials. Two additional laser-based speed-measuring devices were obtained through state grant monies and were placed into service. These new devices have increased our ability to conduct enforcement on higher capacity arterial streets. The Traffic Unit logged 1,080 hours of enforcement in school zones and wrote over 900 citations for speeding. These efforts continue to show real results. During 2004 Shoreline had no serious injury or fatality accidents in a school zone.

Mental Health Partnerships

The Group Home Program is a community effort enjoining both the police and the community together for common goals of safety, understanding, and service to the mentally ill and their families. This was initiated as a Problem Solving Project (PSP) in 2002. This has reduced police responses by 30% and saved countless hours for patrol and other community service providers. Shoreline Police have established a close partnership with the Department of Social & Health Services, Adult Protective Services and the residents of Shoreline to improve awareness and address concerns.

In the future, contacts will be made at each group home. Shoreline Police will update information on the clients and educate the caregivers on police procedures. This will assist patrol when responding to repeat calls for service.

City of Shoreline Police

Service Efforts and Accomplishments: 2004

Objective: Improve Citizens' Feeling of Security

Citizens' Feeling of Safety in Their Neighborhood

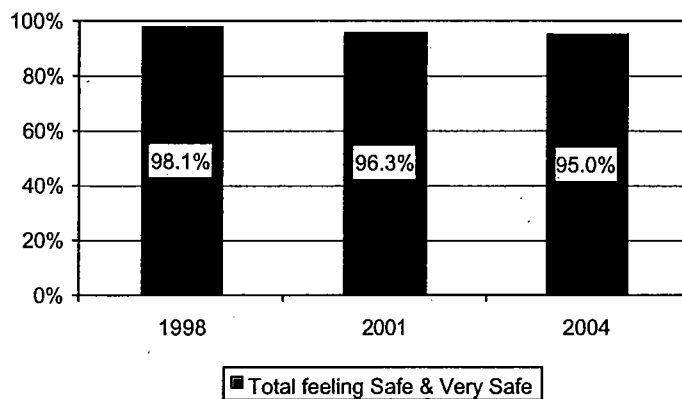
The City of Shoreline via Northwest Research Group administered the Police Satisfaction Survey again in 2004. The following charts show the results in comparison to the same survey conducted by the King County Sheriff's Office for the City of Shoreline in 1998 and the City of Shoreline in 2001. Shoreline anticipates surveying again in the fall of 2007.

Citizen Survey Results: Feeling of Safety

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

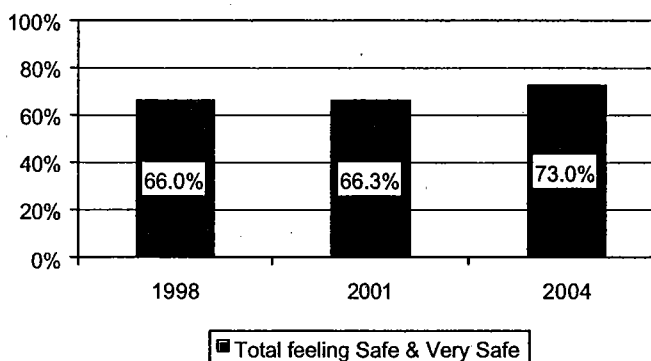
During the day ...

How safe would you feel walking alone during the day in your neighborhood?



... and at night.

How safe would you feel being outside and alone in your neighborhood at night?



City of Shoreline Police

Service Efforts and Accomplishments: 2004

Public Communication and Education Efforts

Emergency Management

In an effort to assist the community in preparing for disasters several avenues of community outreach and education were accomplished. The City of Shoreline's web page was updated to give important information on preparedness as well as new links to web sites for King County, the State of Washington, Red Cross, and Homeland Security. In addition, the police department continued to support the fire department in preparing citizens by offering two Citizen Emergency Response Team (CERT) trainings. Information about readiness was placed at both storefront offices and given out at Celebrate Shoreline and other community events.

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. Shoreline Police currently has 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 2004, there was approximately 900 hours of SRO time expended. This included over 162 classes taught and approximately 3,936 students instructed.

Explorer Program

In the year of 2004, Shoreline Explorers worked a total of 5634.75 hours. Shoreline Explorers added nine new explorers to the program, for a total of twenty. Three explorers attended the summer academy and twelve explorers attended the winter academy both held in Yakima, WA. Explorer recruit Trevor Acosta received a physical agility award at the winter academy. Explorer Captain Jean Larsen received the Shoreline Explorer of the Year award.

Senior Interaction Group

The birth of the Senior Interaction Group took place in 2004. Community Service Officer (CSO) Corona developed and implemented this new program to assist senior citizens of the Shoreline community. The program focuses on senior awareness, works as a link to senior resources and financial assistance as well as health and welfare checks. During this first year the program has 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 where they could not make contact for help.

CSO Corona and volunteer Mary Kay Dolye both received awards from the King County Sheriff's Office for their work on this project.

Newsletters

In 2004, Shoreline Police began exploring new venues for communication. Shoreline Police began 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. Volunteer Paul Scoles wrote an article about thefts from vehicles along with a host of crime prevention tips. *Shoreline Currents* worked with Shoreline Police to publish an article entitled "Holiday Shopping Safety Tips and Tips for Shopping On-Line."

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

City of Shoreline Police

Service Efforts and Accomplishments: 2004

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.

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

Police Volunteer/Community Police Station Programs

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

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

City of Shoreline Police

Service Efforts and Accomplishments: 2004

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: 2004

Objective: Provide Responsive Services to Citizens

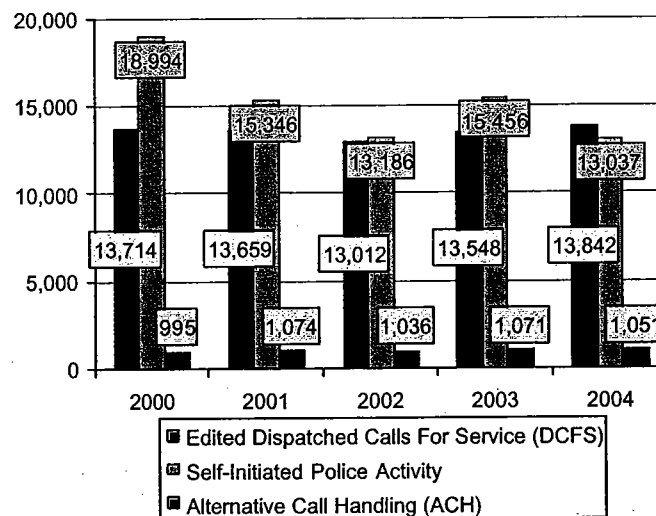
Response to Calls

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: 2004

Response Times to High Priority Calls

Call Priorities and Response Times

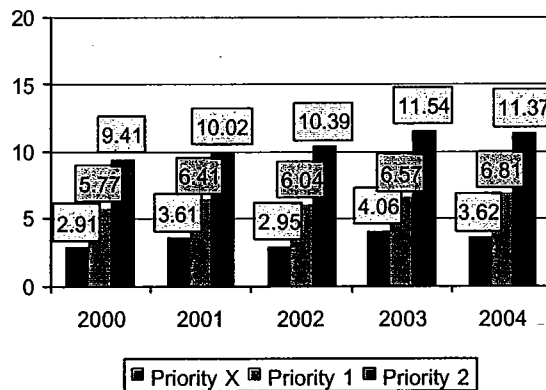
When calls for police assistance are received by the Communications (9-1-1) Center, they are entered into the Computer Aided Dispatch (CAD) system and given a "priority" based on the criteria described below. If the call receiver is in doubt as to the appropriate priority, the call is assigned the higher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

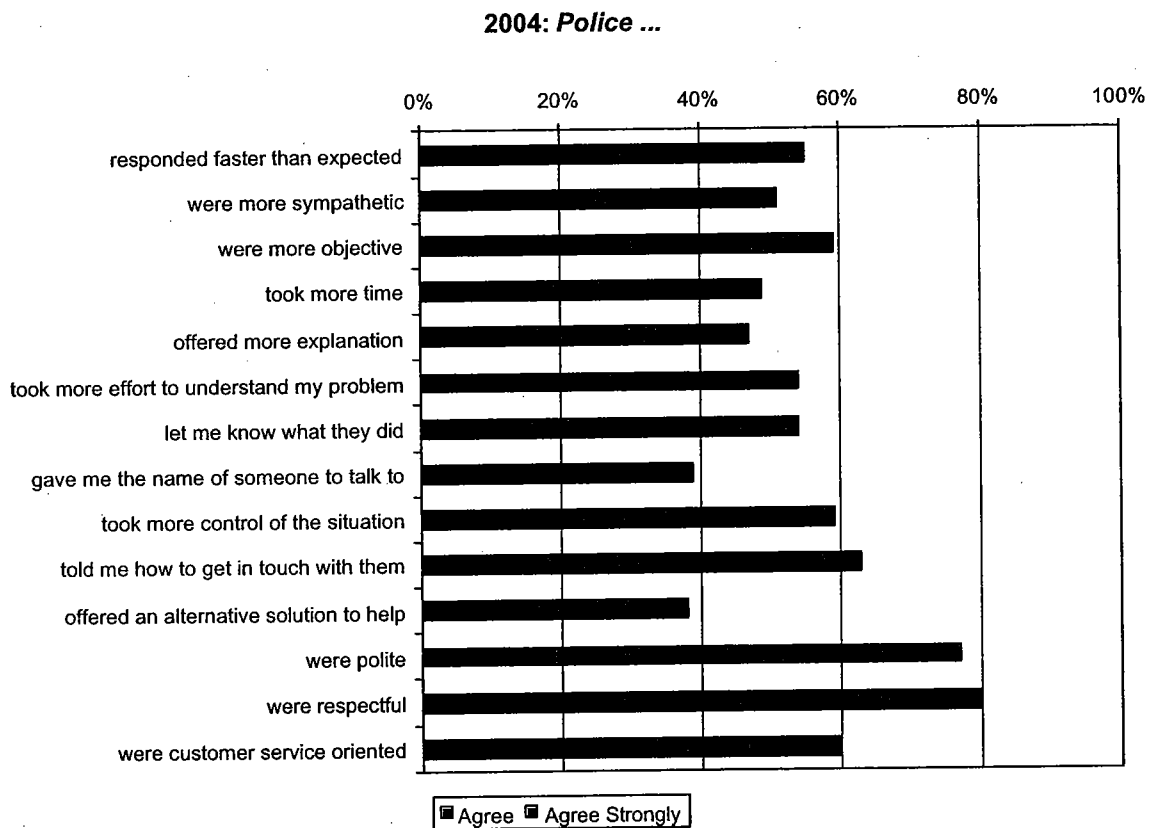
Service Efforts and Accomplishments: 2004

Citizen Survey Results Re: Officer Responsiveness

The City of Shoreline via Northwest Research Group administered the Police Satisfaction Survey in 2004. Shoreline anticipates surveying again in the fall of 2007.

Citizen Survey Results: Officer Responsiveness

Citizens of Shoreline who interacted with the police gave the following responses to survey questions about police officer responsiveness.



City of Shoreline Police

Service Efforts and Accomplishments: 2004

Complaints by Citizens Against Officers

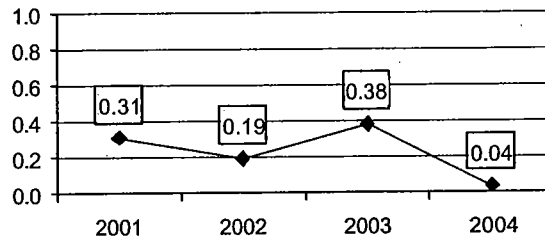
Complaints by Citizens Against Officers

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
Number of Complaints	9	5	11	1
Number of Police Contacts (Edited DCFS & Self-initiated Police Contacts)	29,428	26,198	29,004	26,879

Complaints per 1,000 Police Contacts

Comparable data unavailable prior to 2001



City of Shoreline Police

Service Efforts and Accomplishments: 2004

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:

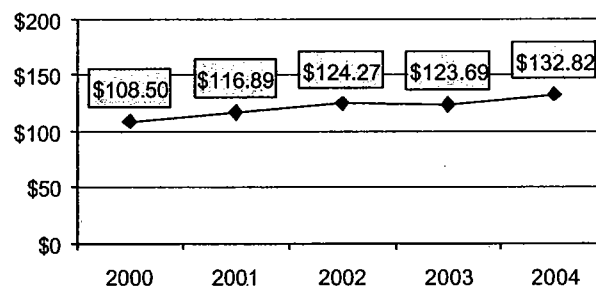
- Mutual Aid Agreements with other law enforcement agencies in Washington State,
- a large pool of officers if back-up help is necessary,
- coverage if your officers are away; expertise of specialized units to assist officers,
- more experienced officers to select from for staffing, and
- cost sharing 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 2004 contract cost (\$7,004,951) divided by year 2004 population (52,740) = \$132.82).

Cost Per Capita



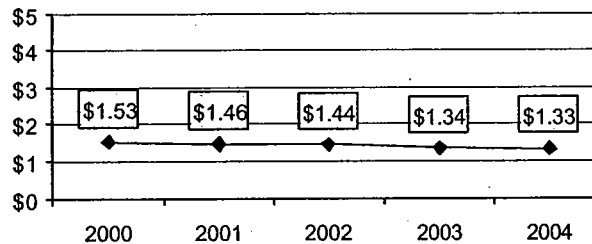
City of Shoreline Police

Service Efforts and Accomplishments: 2004

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.

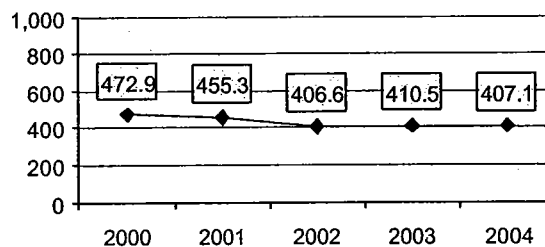
Cost Per \$1,000 of Assessed Real Property Value



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



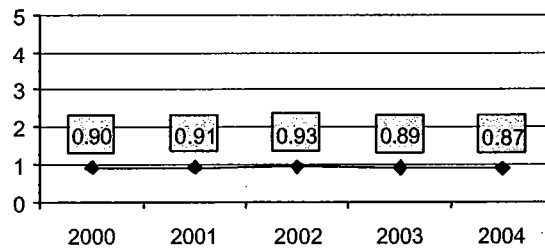
City of Shoreline Police

Service Efforts and Accomplishments: 2004

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**



blood or marriage, persons who have a child in common, former/current roommates, persons who have or had a dating relationship, and persons related to the suspect by the parent-child (biological or legal) relationship. In some cases, the age of the victim or suspect may determine whether or not the legal definition above is met.

Dispatched Calls For Service (DCFS): Dispatched calls for service are calls received in the Communications Center and to which one or more patrol cars are dispatched.

Felony: Felony crimes are more serious in terms of either harm or loss to persons or property than misdemeanors, and usually are punished by more restrictive methods than citations. Felonies have subclasses (A, B and C) that are based on the extent of harm to a person or the dollar value of loss or damage to property.

Identifier Codes for Priority of Dispatched Police Calls: The Computer Aided Dispatch (CAD) systems used by 9-1-1 Centers use a system of codes to identify the types of calls to which police are being dispatched. Along with categorizing the type of incident, the codes also assign the call a priority level based on the urgency required for the police response. The following are the priority levels used by the Communications (9-1-1) Center for the various types of police calls:

- Priority 0 (9-1-1 Dispatch): This code is used when a dispatcher sends a police unit to an incident based on the location, name and phone number information automatically generated by the 9-1-1 CAD system based on the origin of the call. This may be necessary when a caller is unable (for whatever reasons) to give the information or gives minimal information before the call is somehow terminated. Open phone lines and disconnected lines to which a call-receiver is unable to re-contact the caller are also examples of Priority 0 calls.
- Priority X (Critical Dispatch): This code is used for incidents that pose an obvious danger to the life of an officer or citizen. Examples are felony crimes in progress, "help the officer" situations, shootings, stabbings, in-progress robberies and in-progress burglaries where the possibility of a confrontation between a victim and a suspect exists.
- Priority 1 (Immediate Dispatch): This code is used for incidents requiring immediate police action. Examples are silent alarms at banks or businesses, silent residential alarms, injury accidents, major disturbances with weapons involved, in-progress burglaries of unoccupied structures, and other types of crimes in-progress (or which have just occurred) where a suspect may still be in the immediate area.
- Priority 2 (Prompt Dispatch): This code is used for events that involve situations that could escalate to a more serious degree if not policed quickly. Examples are verbal disturbances, audible residential or audible commercial alarms and blocking accidents, and incidents of shoplifters in custody who are not causing a problem.
- Priority 3 (Routine Dispatch): This code is used for low priority incidents in which time is not the critical factor in the proper handling of the call. Examples are burglaries or larcenies that are not in progress, "cold" vehicle thefts and abandoned vehicle calls.
- Priority 4 (Dispatch as available): This code is used for special circumstances or "seasonal" calls. Examples are reports of snowball throwing during winter months or firecracker complaints around July 4th.

Misdemeanor: Crimes that inflict harm or loss but to a lesser extent than a felony (e.g., assault fourth degree or simple assault). Misdemeanors usually are punished through monetary payment via a citation and/or other restrictions (such as restraining orders or no trespass orders).

Glossary

Adult Arrests: An arrest is counted every time an adult is cited for a criminal offense or is booked. More specifically:

1. It includes all adult bookings, plus
2. All adult citations that are classified as criminal non-traffic.
3. When an adult is both cited and booked, it is counted only once.

Cases Cleared/Clearance: This refers to the solving of an offense by arrest or, in some circumstances, by exceptional means (e.g., the suspect died, is imprisoned on another charge, victim refuses to testify, etc.).

CAD: See "Computer Aided Dispatch" below.

Cases Cleared/Clearance: This refers to the solving of an offense by arrest or, in some circumstances, by exceptional means (e.g., the suspect died, is imprisoned on another charge, victim refuses to testify, etc.).

Cleared by Arrest: This is a case that is closed by identifying at least one suspect and charges against that suspect(s) are recommended to the Prosecuting Attorney. Although called "cleared by arrest" this closure does not require physical booking into a jail or juvenile detention facility. It also does not require the charging of all suspects if/when there are multiple suspects involved in a crime. This category includes criminal citations into district and municipal courts for misdemeanors, felony filings into Superior Court, and all filings into Juvenile Court.

Other clearance codes:

1. "Cleared Exceptional" refers to a case in which a crime and a suspect involved in the crime have both been confirmed but, due to circumstances outside the control of law enforcement, charges are not being recommended to the Prosecuting Attorney. (One example of this is when the suspect is already being charged for the crime by another police jurisdiction.)
2. "Cleared Unfounded" refers to a case in which it is discovered that the reported incident was either not true or was not a crime.
3. "Cleared Administrative" refers to an incident found to be non-criminal in nature, but which requires some police action to close the incident (e.g., handling of lost and found property).
4. "Cleared Inactive" refers to cases in which all investigative leads have been exhausted (or none existed) and the case cannot be closed by any other clearance classifications.

Citation: Often called a "ticket," a citation is a written document issued to a citizen who commits a crime or violates a law. The citation describes the crime and/or the law that has been violated and identifies the punishment that has been standardized by the court system (i.e., the standardized monetary amounts payable for traffic violations). While citations prescribe a penalty for a crime, they may be challenged through the court system. They usually include instructions for the cited citizen to appeal the citation.

Computer Aided Dispatch (CAD): A computerized communication system used by emergency response agencies for dispatching and tracking calls for emergency assistance.

Domestic Violence: Domestic violence is a subcategory of other crimes. Virtually any crime can be sub-classified as domestic violence. In the State of Washington, domestic violence is defined as a crime of violence against the person or property of a spouse, former spouse, persons related by

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:

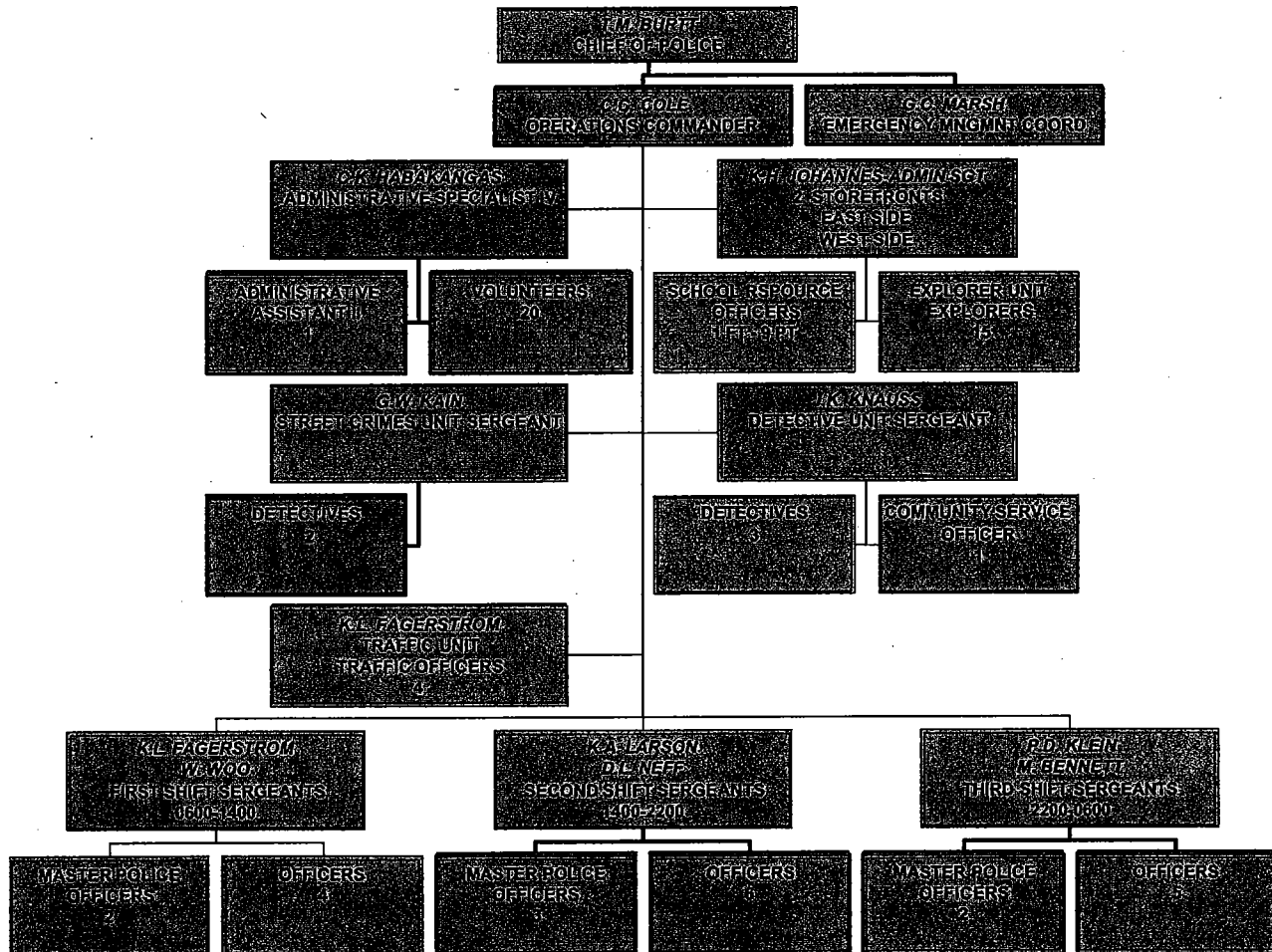
- City of Shoreline Police (information regarding: traffic complaints, crime prevention activities, problem solving projects, public communication and education efforts and Benchmark and Contract City Cost Comparisons)
- Edited Dispatched Calls For Service (DCFS) are the incidents that originate with 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: 2003*
- Washington State Office of Financial Management (demographic information)
- King County Sheriff's Office:
 - Annual Statistical Reports
 - Computer Aided Dispatch (CAD) system reports
 - Internal Investigations Unit statistical reports
 - Interlocal Agreements - Exhibit Bs (contract cost and staffing information)
- King County Tax Assessor's Office (real property values)
- Washington State Courts, Courts of Limited Jurisdiction annual caseload reports (traffic citation information); available on the Internet at: www.courts.wa.gov/caseload

Improved Data

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

Appendix A: Organization Chart

City of Shoreline Police: 2004



Proposed 2004
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

Appendix B: 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	46,135	83	1.80	92.8	\$254.55
Bellingham	71,080	106	1.49	85.6	\$234.83
Edmonds	39,620	53	1.34	33.7	\$180.79
Kennewick	58,970	87	1.48	58.5	\$176.57
Kirkland	45,800	64	1.40	38.8	\$225.70
Lakewood	59,010	90	1.53	77.5	\$229.67
Lynnwood	34,540	64	1.85	73.8	\$268.33
Olympia	43,040	68	1.58	65.9	\$207.81
Redmond	46,900	70	1.49	40.3	\$416.52
Renton	55,360	88	1.59	91.4	\$212.11
Seattle	572,600	1,242	2.17	81.8	\$300.40
Shoreline	52,730	46	.87	46.0	\$132.82