

POLICE
DEPARTMENT

Performance Discussion
June 2004

POLICE
PERFORMANCE
DISCUSSION

June 2004

Performance Measures

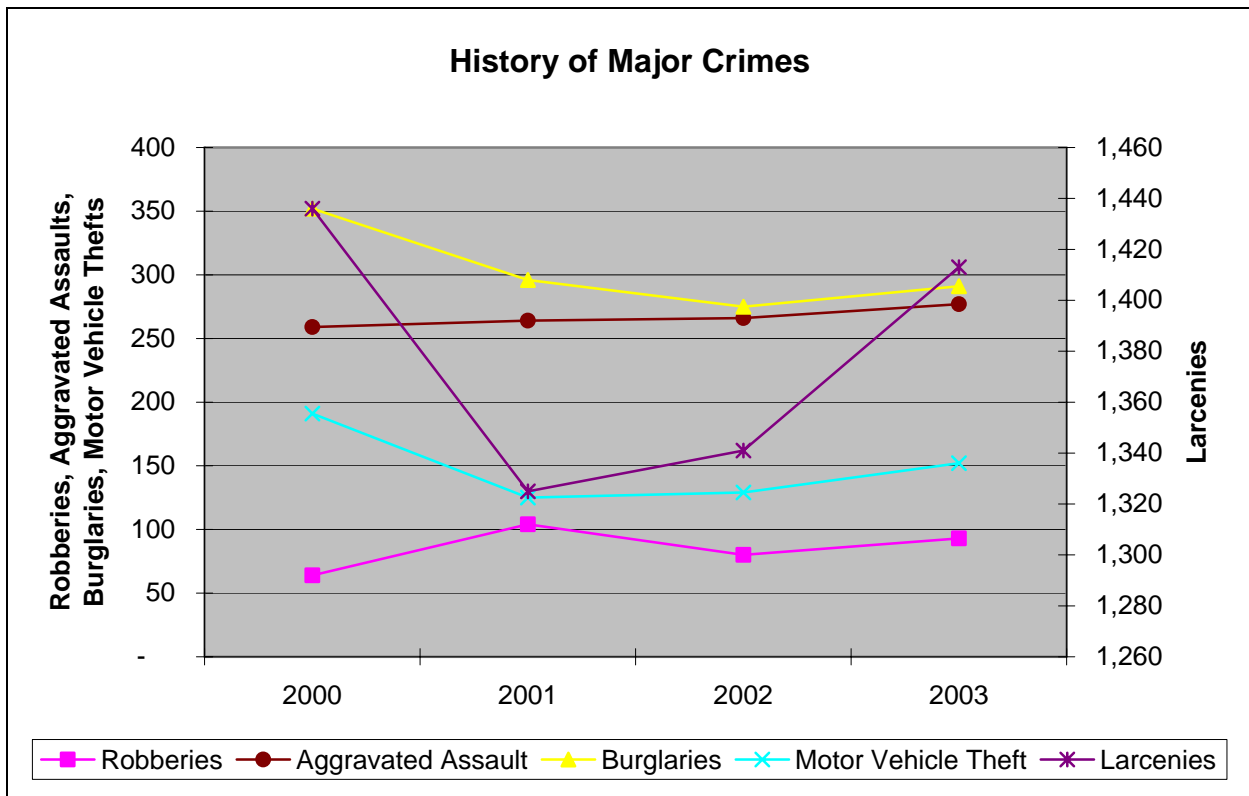
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Adult Investigations Program

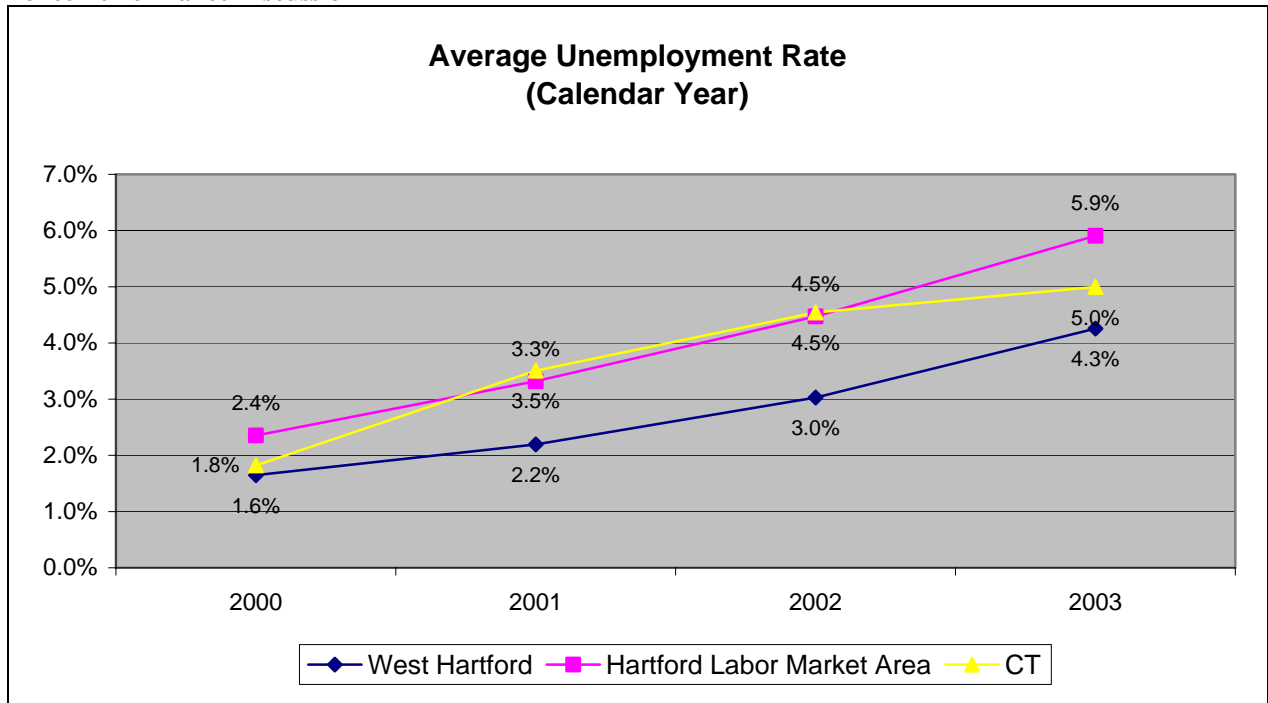
Program Description: The adult investigations program is responsible for responding to reports of crimes in progress, documenting crimes, collecting forensic evidence and conducting interviews, searches, and interrogations in order to solve crimes.

Measurement: Level of Criminal Activity – Measures the amount of activity in major categories of crimes affecting utilization and allocation of departmental resources and citizen perception of safety.

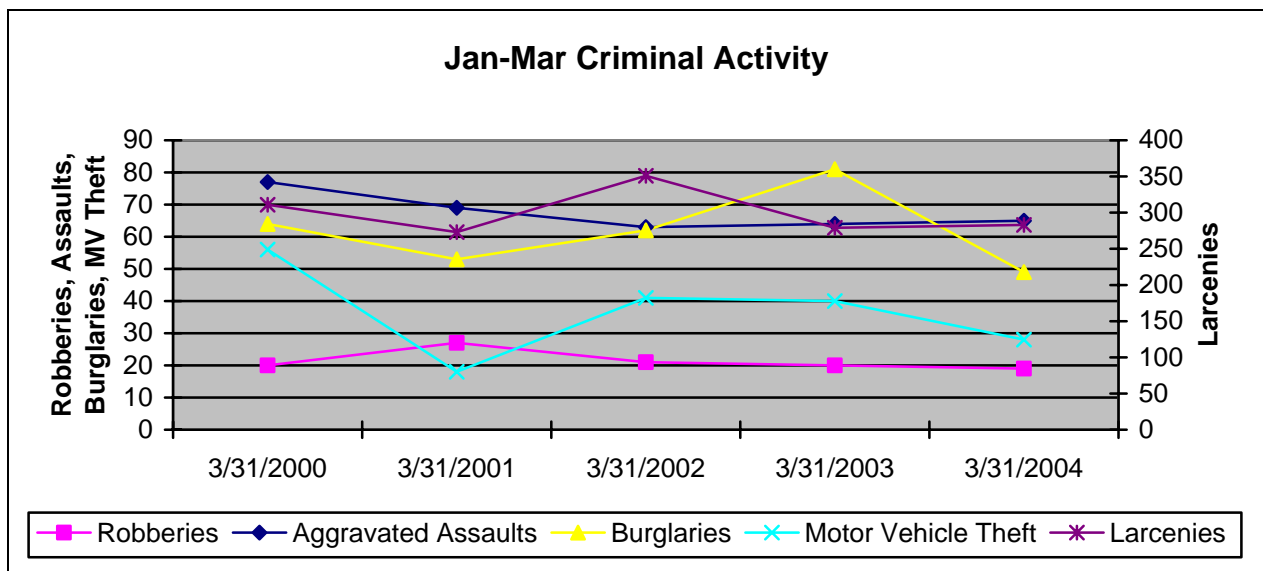
| | <u>Calendar Year 2000</u> | <u>Calendar Year 2001</u> | <u>Calendar Year 2002</u> | <u>Calendar Year 2003</u> | <u>% Change (02-03)</u> |
|---------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------|
| Murder | 1 | 0 | 0 | 1 | 100% |
| Robberies | 64 | 104 | 80 | 93 | 16% |
| Sexual Assault | 3 | 7 | 4 | 7 | 75% |
| Aggravated Assaults | 259 | 264 | 266 | 277 | 4% |
| Burglaries | 352 | 296 | 275 | 291 | 6% |
| Motor Vehicle Theft | 191 | 125 | 129 | 152 | 18% |
| Larcenies | <u>1,436</u> | <u>1,325</u> | <u>1,341</u> | <u>1,413</u> | 5% |
| Total | 2,306 | 2,121 | 2,095 | 2,234 | 7% |



Police Performance Discussion



| | <u>January - March 2000</u> | <u>January - March 2001</u> | <u>January - March 2002</u> | <u>January - March 2003</u> | <u>January - March 2004</u> |
|---------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Murder | 0 | 0 | 0 | 1 | 0 |
| Robberies | 20 | 27 | 21 | 20 | 19 |
| Aggravated Assaults | 77 | 69 | 63 | 64 | 65 |
| Sexual Assaults | 1 | 4 | 0 | 0 | 2 |
| Burglaries | 64 | 53 | 62 | 81 | 49 |
| Motor Vehicle Theft | 56 | 18 | 41 | 40 | 28 |
| Larcenies | <u>311</u> | <u>273</u> | <u>351</u> | <u>279</u> | <u>283</u> |
| Total | 529 | 444 | 538 | 485 | 446 |



Police Performance Discussion

Results: Criminal activity for calendar year 2003, the last year for which a full year's data is available, indicates that overall crime levels rose by 7% over calendar year 2002. Increases were seen in each of the major crime areas, as detailed in the table and graph above. Aggravated assaults continued a slightly increasing trend in 2003, while robberies, burglaries, motor vehicle thefts and larcenies increased in 2003 after showing a decline in number of crimes committed in calendar years 2001 and 2002. It is believed that some degree of correlation exists between unemployment rates and crime levels. In reviewing unemployment data for West Hartford, the Hartford Labor Market and the State of Connecticut for each calendar year, it can be noted that unemployment rates have consistently risen over this time period, with increased crime rates occurring primarily in 2003.

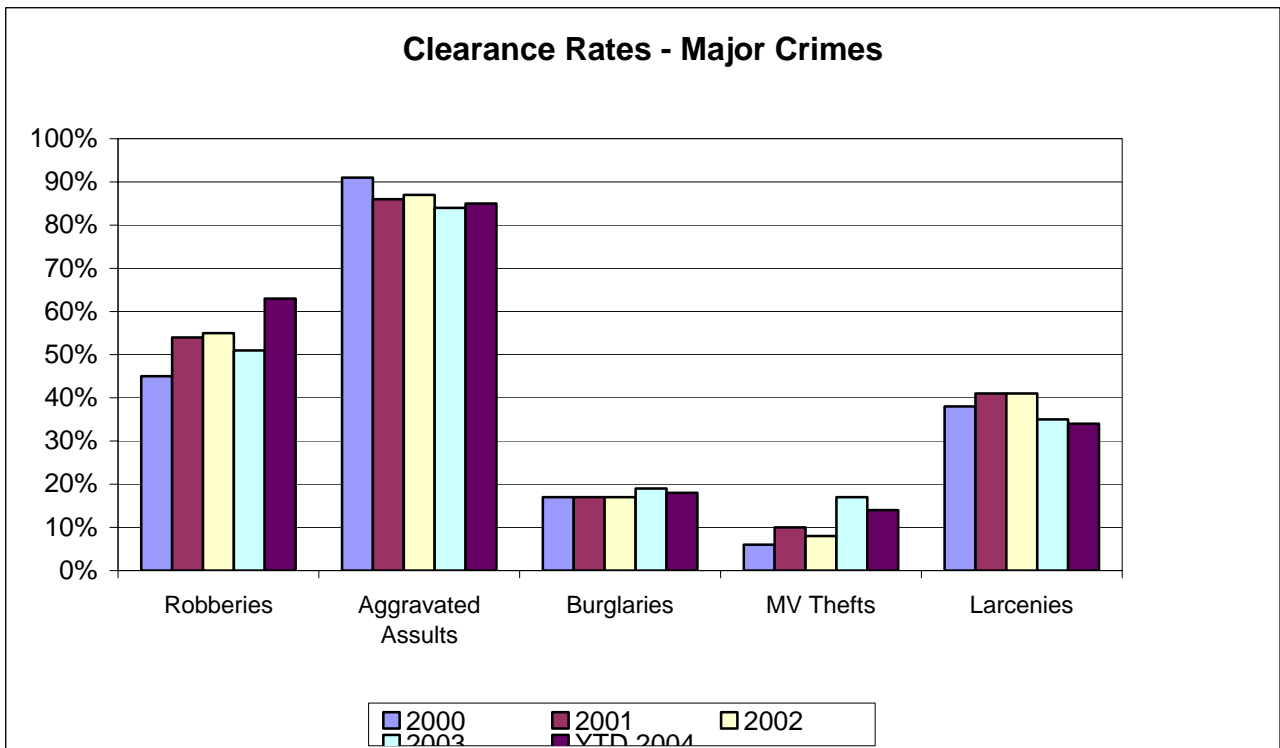
Data through March 31, 2004, shows slight to moderate decreases in criminal activity levels compared to prior years. This trend will be monitored as data for subsequent months becomes available.

Adult Investigations Program

Program Description: The adult investigations program is responsible for responding to reports of crime in progress, documenting crimes, collecting forensic evidence and conducting interviews, searches, and interrogations in order to solve crimes.

Measurement: Clearance Rates of Criminal Activity – Measures the Department’s success in solving crimes. Measures how many people are arrested, charged with the commission of an offense and turned over to the court for prosecution.

| | <u>Calendar Year 2000</u> | <u>Calendar Year 2001</u> | <u>Calendar Year 2002</u> | <u>Calendar Year 2003</u> | <u>January - June 2004</u> |
|----------------------|---------------------------|---------------------------|---------------------------|---------------------------|----------------------------|
| Murder | 100% | - | - | 100% | - |
| Robberies | 45% | 54% | 55% | 51% | 63% |
| Aggravated Assaults | 91% | 86% | 87% | 84% | 85% |
| Sexual Assaults | 167% | 57% | 125% | 100% | 150% |
| Burglaries | 17% | 17% | 17% | 19% | 18% |
| Motor Vehicle Thefts | 6% | 10% | 8% | 17% | 14% |
| Larcenies | 38% | 41% | 41% | 35% | 34% |



Results: Clearance rates remained consistent or dropped in 2003, with the exception of motor vehicles which showed a significant improvement. This is due to the arrest of one individual who had committed several car thefts in his neighborhood. Year-to-date clearance rates for 2004 are consistent with the prior year. On an overall basis the Department cleared 39% of total crimes committed in 2003 versus 42% for 2002. The next section discusses how this rate compares with neighboring towns as well as similar communities.

Adult Investigations Program

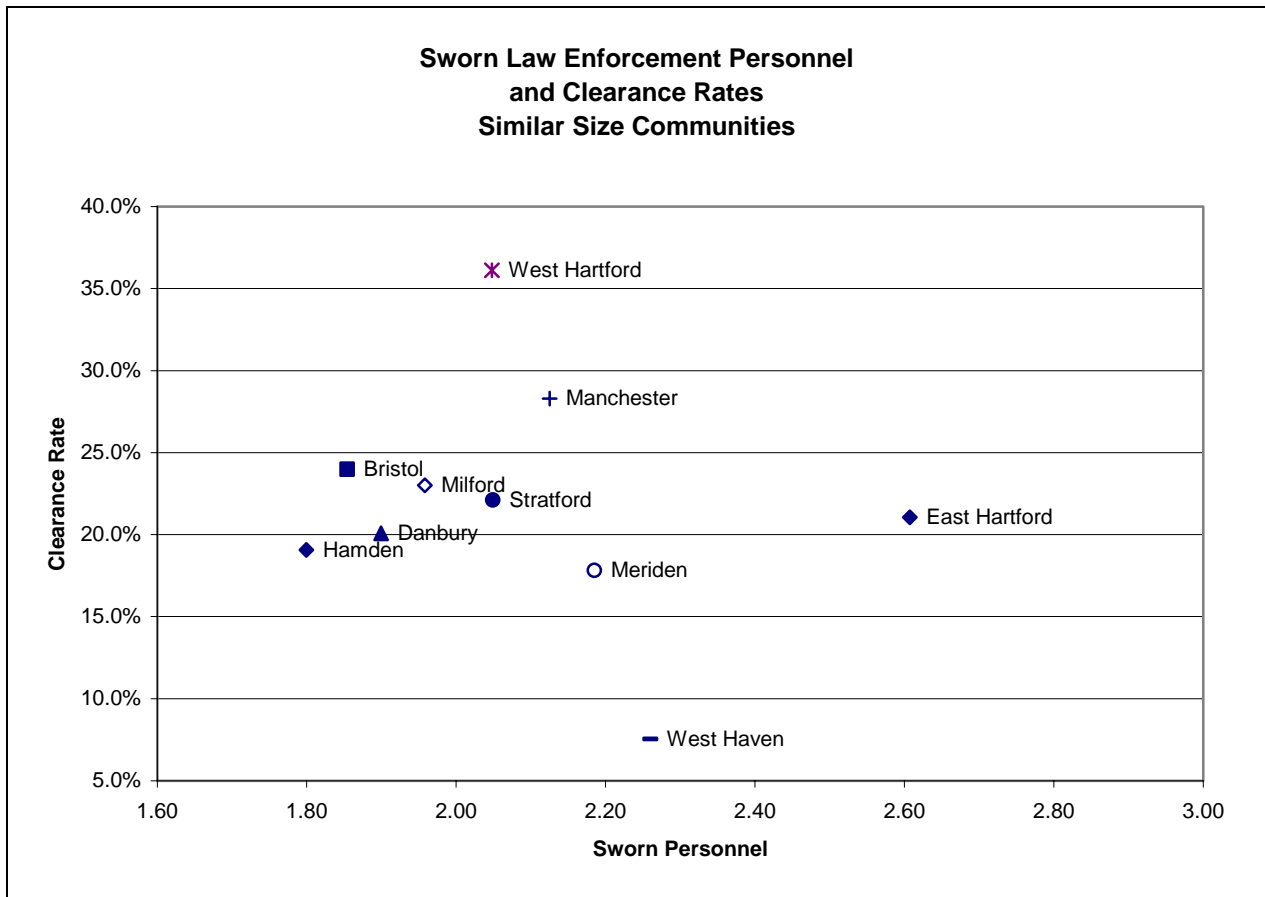
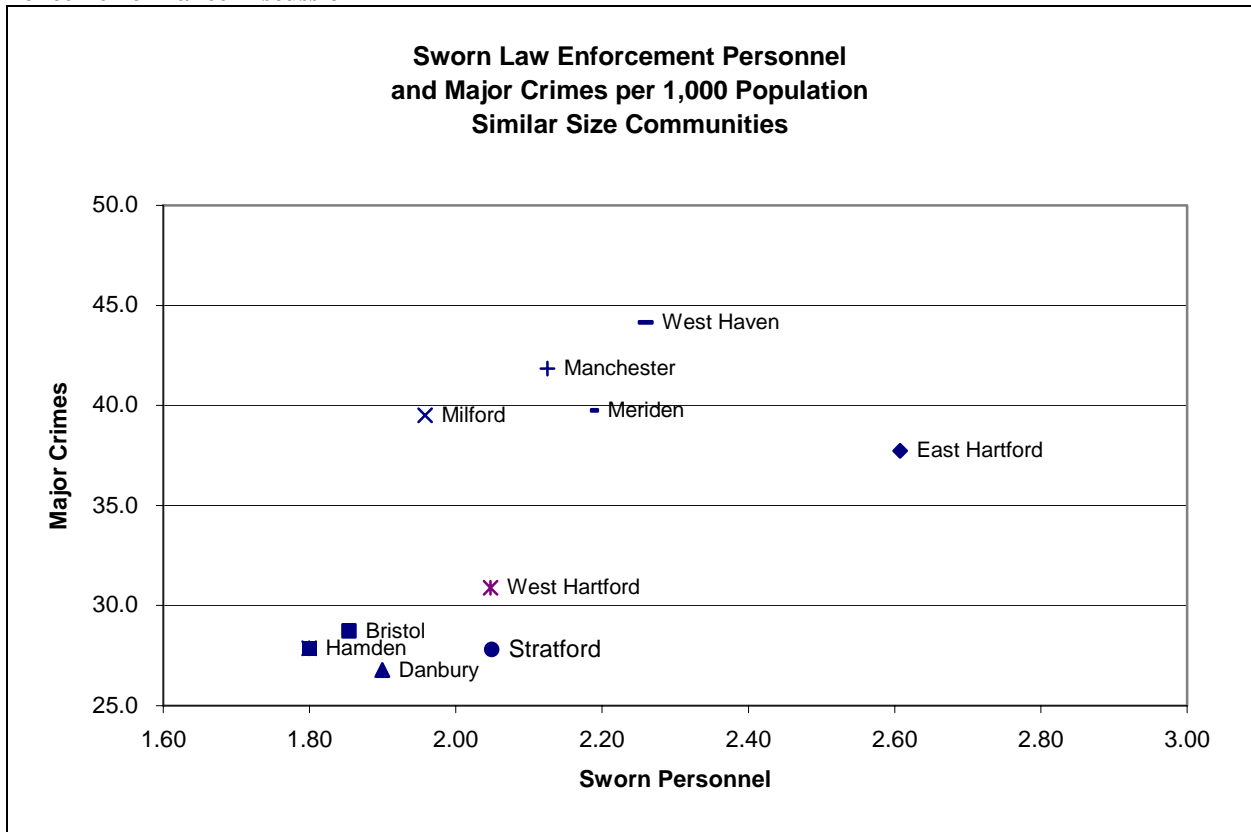
Program Description: The adult investigations program is responsible for responding to reports of crime in progress, documenting crimes, collecting forensic evidence and conducting interviews, searches, and interrogations in order to solve crimes.

Measurement: Crime and Clearance rates of Similar Size communities and Hartford metropolitan communities – compares crime rates and clearance rates for major categories of crimes to benchmark West Hartford’s performance and measure success.

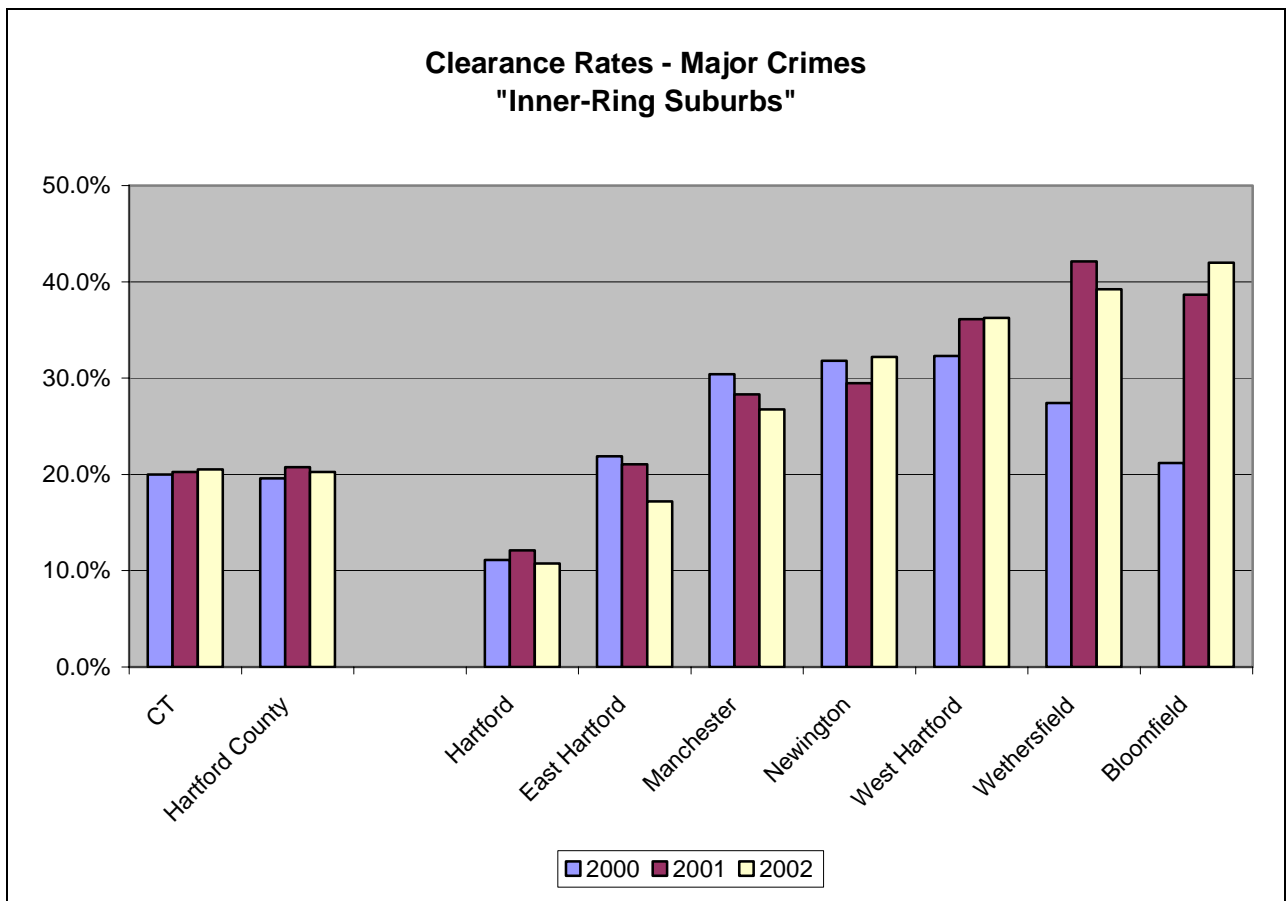
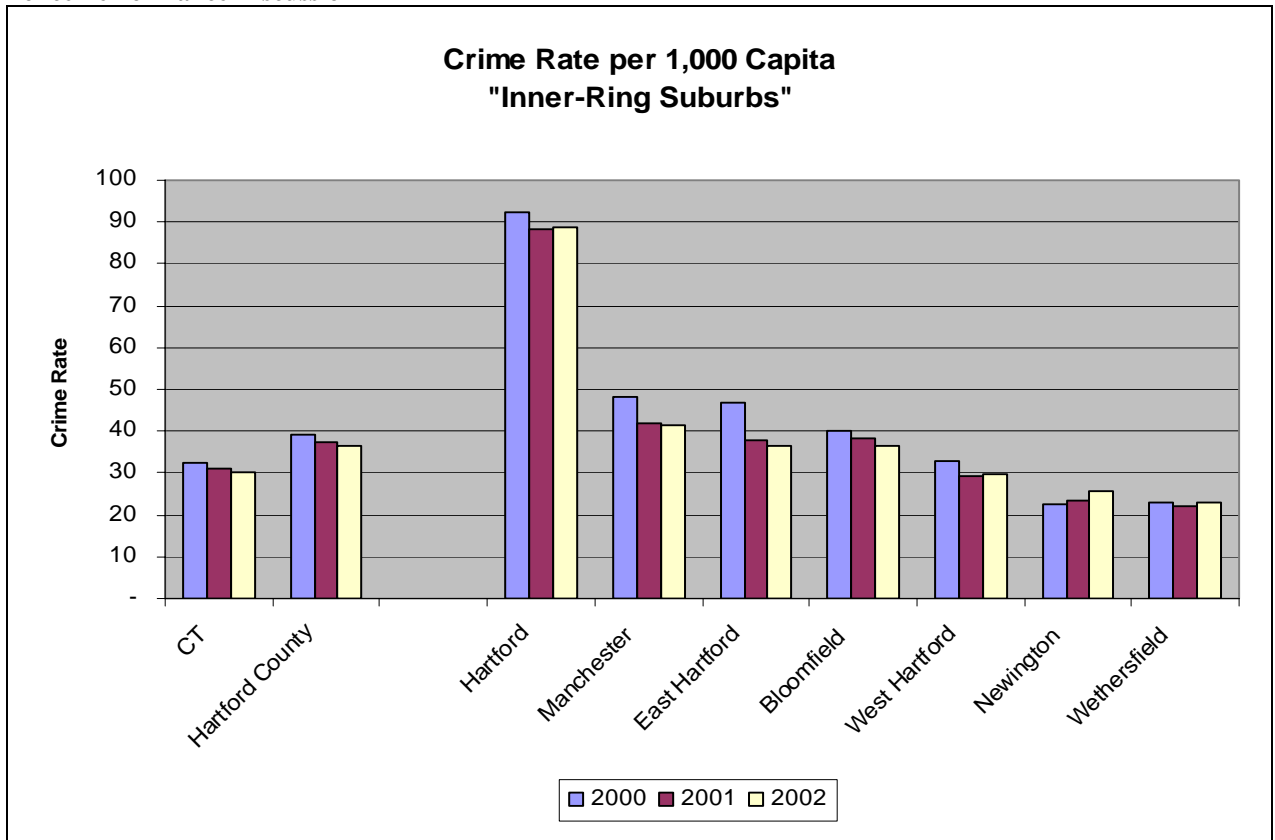
In order to determine how the Department is performing with regard to crime prevention and crime solving, it is helpful to benchmark ourselves against other communities. The graphs below focus on comparisons to two groups of communities. The first is communities of similar size. Each of these communities has a population similar to that of West Hartford, and thus is providing public safety services to a similar number of people. The first graph shows data on the number of major crimes per 1,000 residents against the number of sworn personnel for each community. As depicted, West Hartford has 2.05 sworn personnel per 1,000 residents, which is the median amongst similar size communities, and approximately 31 crimes per 1,000 residents. The second graph charts clearance rates for major crimes against sworn personnel for these same communities. As shown, West Hartford has a clearance rate of 36%, which is significantly higher than that of comparably sized communities. The other communities have clearance rates which range from a low of 8% to a high of 28%. This indicates that West Hartford is successful in solving crimes with median staffing levels.

The second comparison group is comprised of other “inner-ring” suburbs. These are communities that border Hartford and deal with similar crime issues resulting from proximity to a city. The inner-ring suburbs are Bloomfield, East Hartford, Manchester, Newington and Wethersfield. As illustrated on the charts below, West Hartford’s crime rates are consistent with state averages and lower than all but two of the comparable communities (Newington and Wethersfield). In total, West Hartford’s clearance rates are well above the state average and better than all but two of the comparable communities (Wethersfield and Bloomfield). Wethersfield and Bloomfield had significantly fewer total crimes committed, approximately one-third that of West Hartford, and had success clearing certain categories, pushing the average clearance rate higher than West Hartford’s. Clearance rates by major crime for inner-ring suburbs are also depicted below.

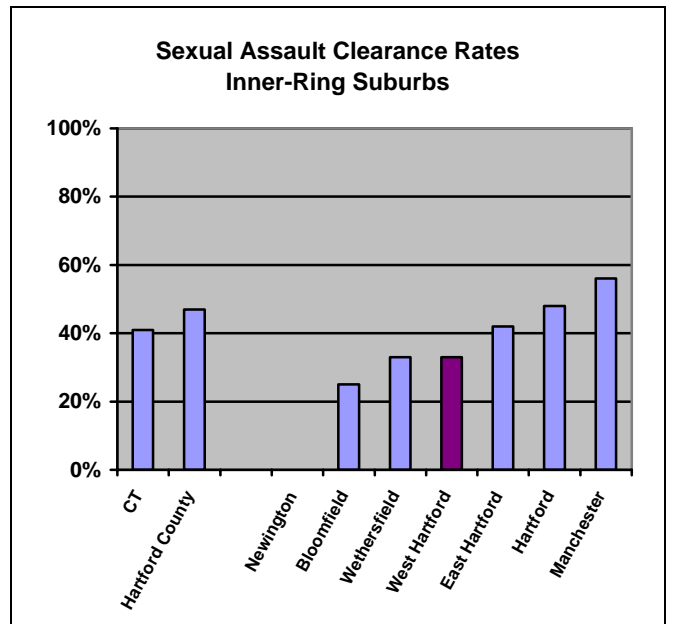
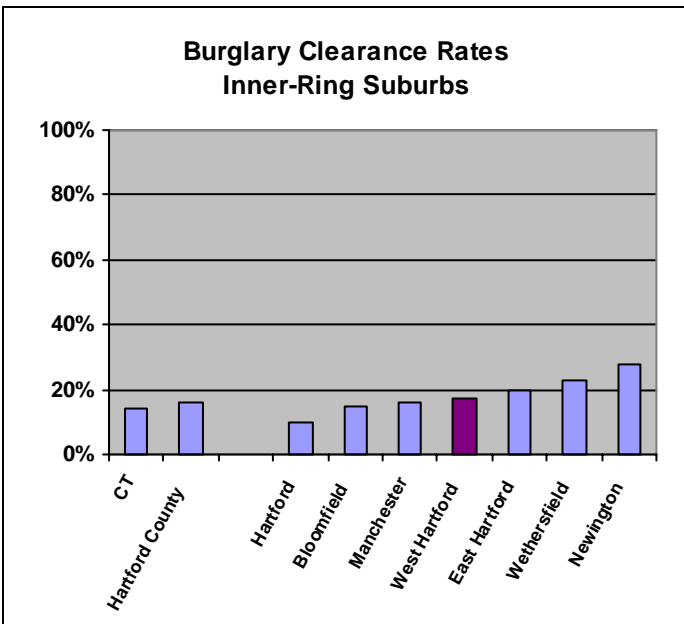
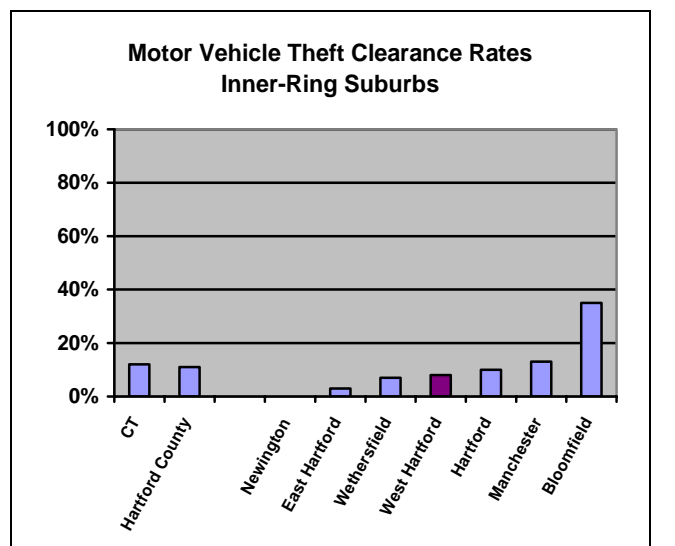
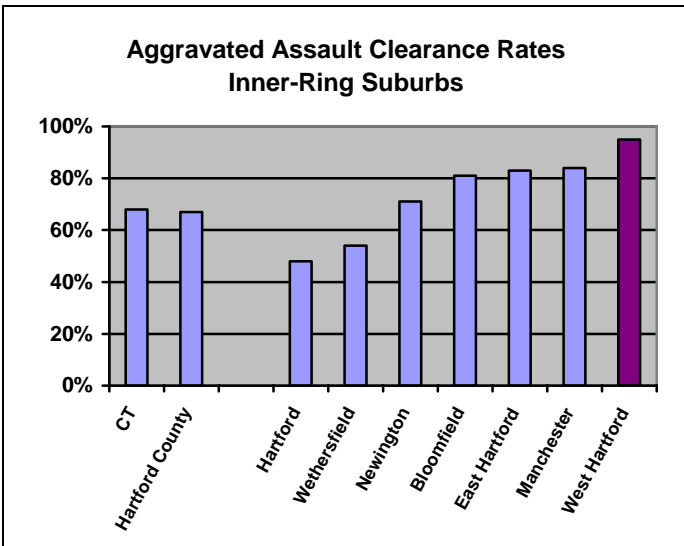
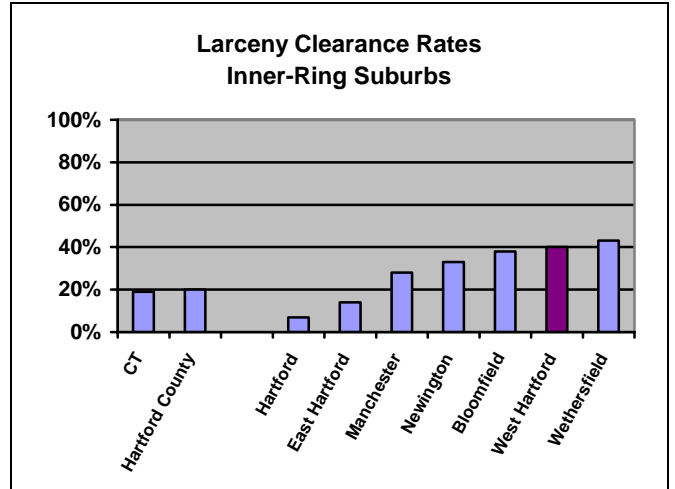
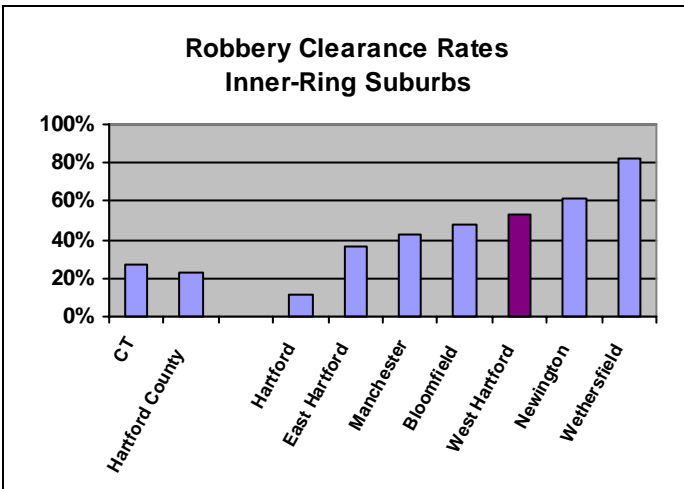
Police Performance Discussion



Police Performance Discussion



Police Performance Discussion



Emergency Reporting Center

Program Description: Staffed 24 hours a day year-round, the Emergency Reporting Center dispatches police, firefighters, paramedics and ambulances in response to emergency and routine calls for service from the public.

Measurement: Dispatch Times – measures the response time of the ERC from receipt of call to dispatch of a responding unit, affecting citizen perception of police responsiveness and safety.

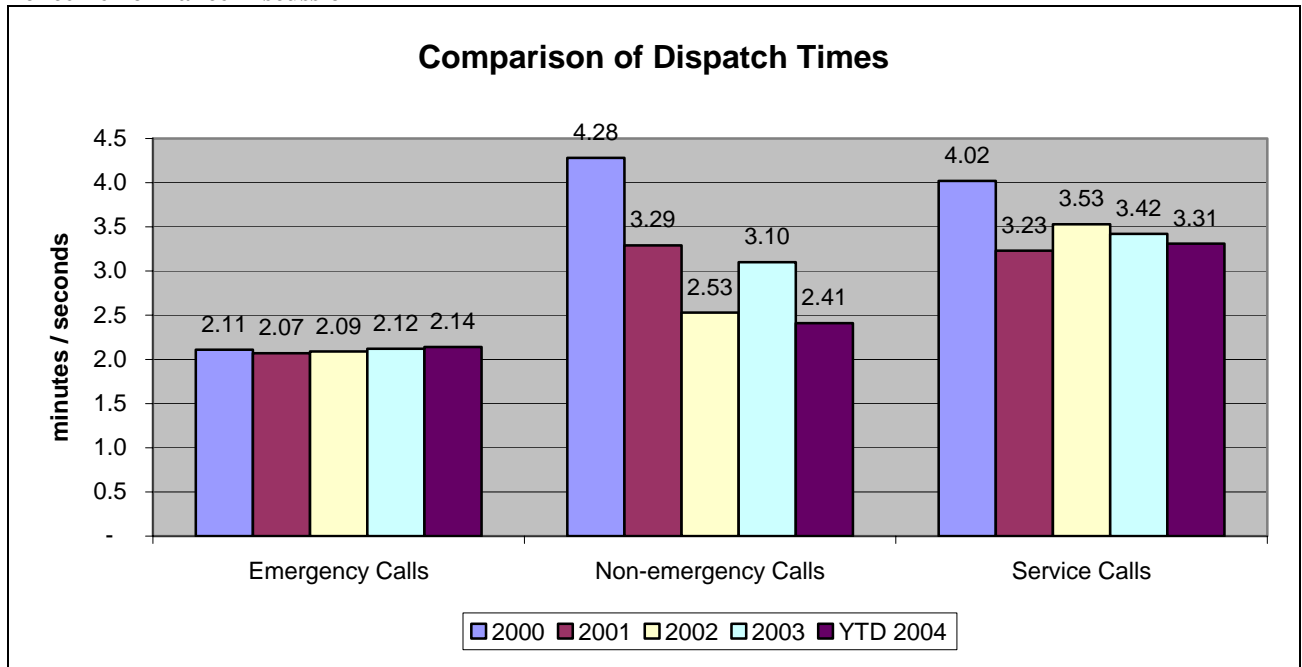
Definitions –

- Emergency Call – an active event, either a crime in progress or an illness/injury, requiring a quick response with lights and sirens
- Non-Emergency Call – a non-active event that does not require quick response, lights or sirens (i.e. a burglary that is reported after it occurs)
- Service Call – neither an active nor a non-active event, but a request for service (i.e. person locked out of car, branch across the street)

| <u>Type of Call</u> | Dispatch Time (in minutes/seconds) | | | | |
|---------------------|---|---------------------------|----------------------------|----------------------------|-----------------|
| | <u>Calendar Year 2000</u> | <u>Calendar Year 2001</u> | <u>Calendar Year 2002*</u> | <u>Calendar Year 2003*</u> | <u>YTD 2004</u> |
| Emergency Calls | 2.11 | 2.07 | 2.09 | 2.12 | 2.14 |
| Non-Emergency Calls | 4.28 | 3.29 | 2.53 | 3.10 | 2.41 |
| Service Calls | 4.02 | 3.23 | 3.53 | 3.42 | 3.31 |

* - Calendar year 2002 data excludes dispatch times for the 4th quarter and 2003 for the 1st quarter as the clocks on the ERC computers were not synchronized with the clocks on the Police Dispatch computers, resulting in inaccurate data.

Police Performance Discussion



Results: During the time period presented, dispatch times for non-emergency and service calls have been noticeably reduced, while dispatch time for emergency calls has remained stable at approximately 2 minutes 10 seconds. It is believed that staffing levels and a more stable workforce have contributed to this improvement. During calendar year 2003, a Patrol Sergeant was placed on a three month assignment to supervise the Emergency Reporting Center, focus on process improvement and standardize procedures.

In addition, the department contracted out the emergency medical dispatch function to a third party. It is expected that this will achieve two goals: calls will be prioritized such that medical personnel are dispatched to the appropriate calls; and, dispatchers will provide potentially life-saving pre-arrival instruction to callers over the phone. This contract meets the medical review requirement for emergency calls that went into effect July 1, 2004.

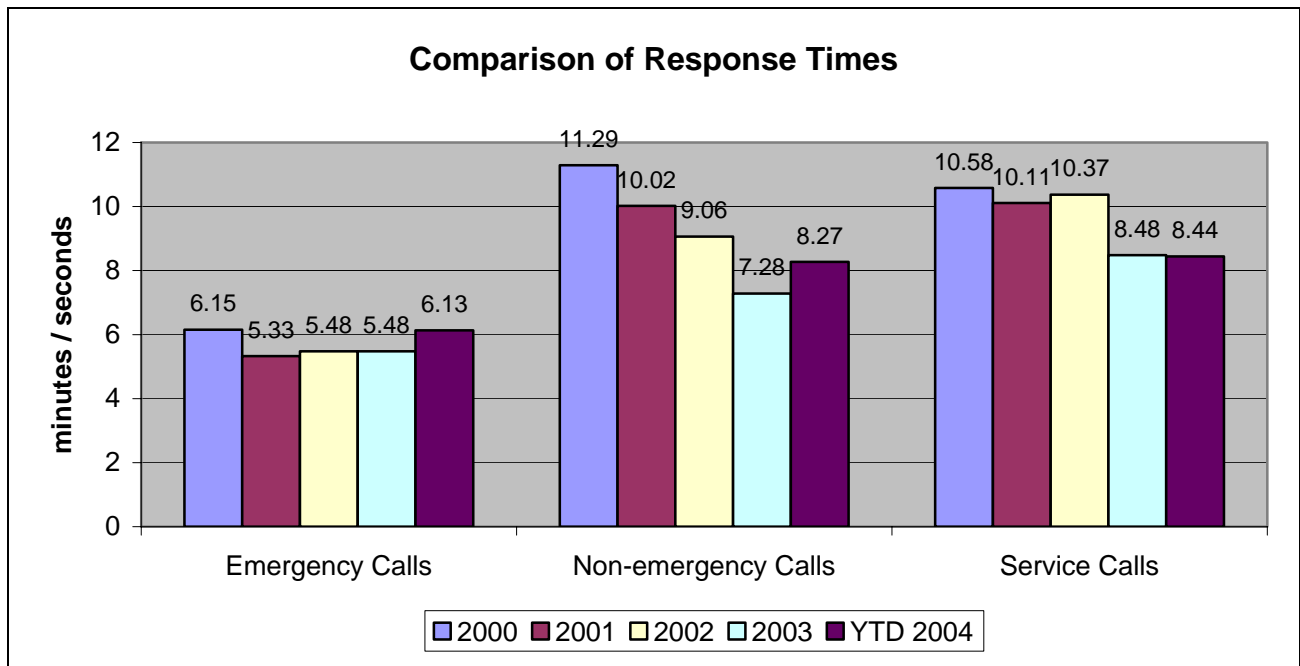
Neighborhood Patrol Services

Program Description: Uniformed officers give residents a sense of safety and security by patrolling in conspicuously marked cars, on bicycles, or on foot. They check the security of businesses and homes, assist motorists, check suspicious or unsafe conditions, and respond to a variety of requests for service.

Measurement: Average Response Times – measures the amount of time for a responding unit to arrive at the scene of a call influencing clearance rates and citizen perception of safety.

| <u>Type of Call</u> | Response Time (in minutes/seconds) | | | | |
|---------------------|---|---------------------------|----------------------------|----------------------------|-----------------|
| | <u>Calendar Year 2000</u> | <u>Calendar Year 2001</u> | <u>Calendar Year 2002*</u> | <u>Calendar Year 2003*</u> | <u>YTD 2004</u> |
| Emergency Calls | 6.15 | 5.33 | 5.48 | 5.48 | 6.13 |
| Non-Emergency Calls | 11.29 | 10.02 | 9.06 | 7.28 | 8.27 |
| Service Calls | 10.58 | 10.11 | 10.37 | 8.48 | 8.44 |

* - Calendar year 2002 data excludes response times for the 4th quarter and 2003 excludes data for the 1st quarter, as the clocks on the ERC computers were not synchronized with the clocks on the Police Dispatch computers, resulting in inaccurate data.



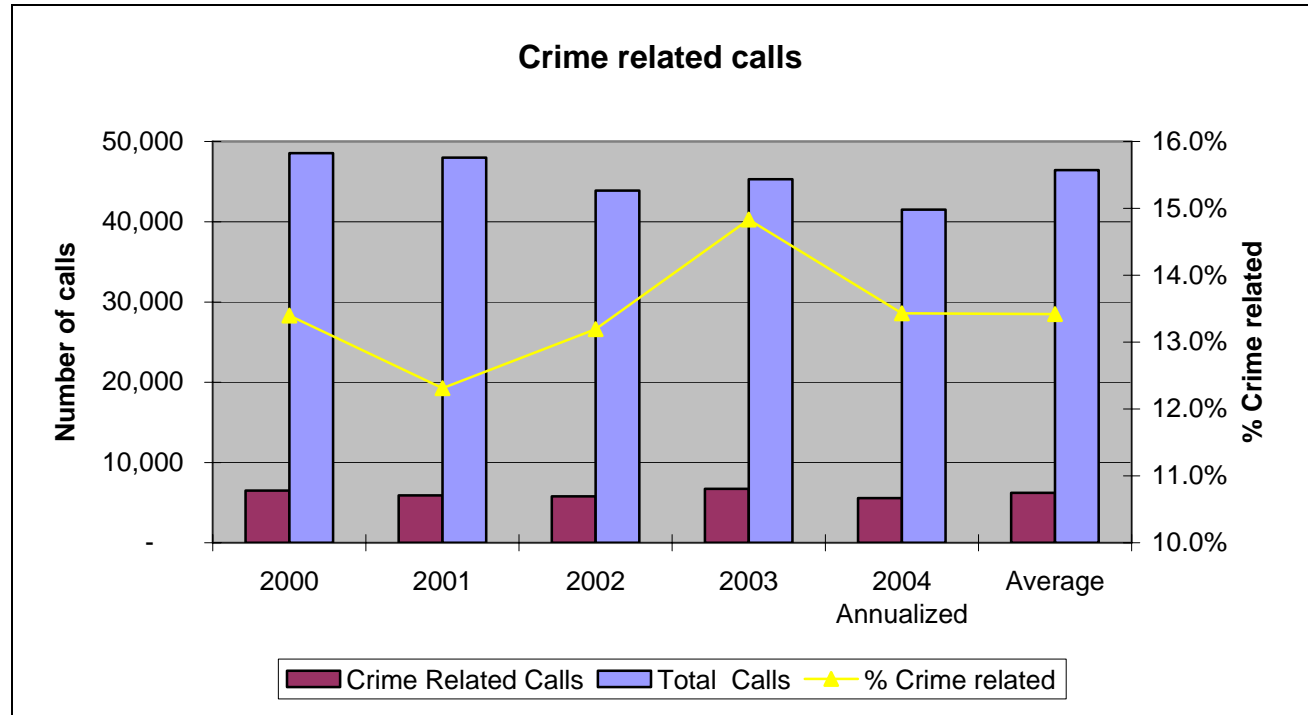
Results: Response times for all three major categories of calls for service have improved from calendar year 2000 to calendar year 2003. Staff turnover in 2000 resulted in longer response times. These numbers have improved as the workforce has stabilized. Year-to-date information through June 30, 2004 indicates an increase in the response time for emergency and non-emergency calls, while service call response time is down slightly.

Neighborhood Patrol Services

Program Description: Uniformed officers give residents a sense of safety and security by patrolling in conspicuously marked cars, on bicycles, or on foot. They check the security of businesses and homes, assist motorists, check suspicious or unsafe conditions, and respond to a variety of requests for service.

Measurement: Number of Reported Crime Calls vs. Service Calls

| | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>Annualized</u> <u>2004</u> | <u>Average</u> |
|---------------------|--------------|--------------|--------------|--------------|----------------------------------|----------------|
| Service Calls | 42,064 | 42,091 | 38,098 | 38,591 | 35,936 | 40,211 |
| Crime Related Calls | <u>6,508</u> | <u>5,910</u> | <u>5,791</u> | <u>6,721</u> | <u>5,576</u> | <u>6,233</u> |
| Total Calls | 48,572 | 48,001 | 43,889 | 45,312 | 41,512 | 46,444 |
| Crime Related % | 13.4% | 12.3% | 13.2% | 14.8% | 13.4% | 13.4% |

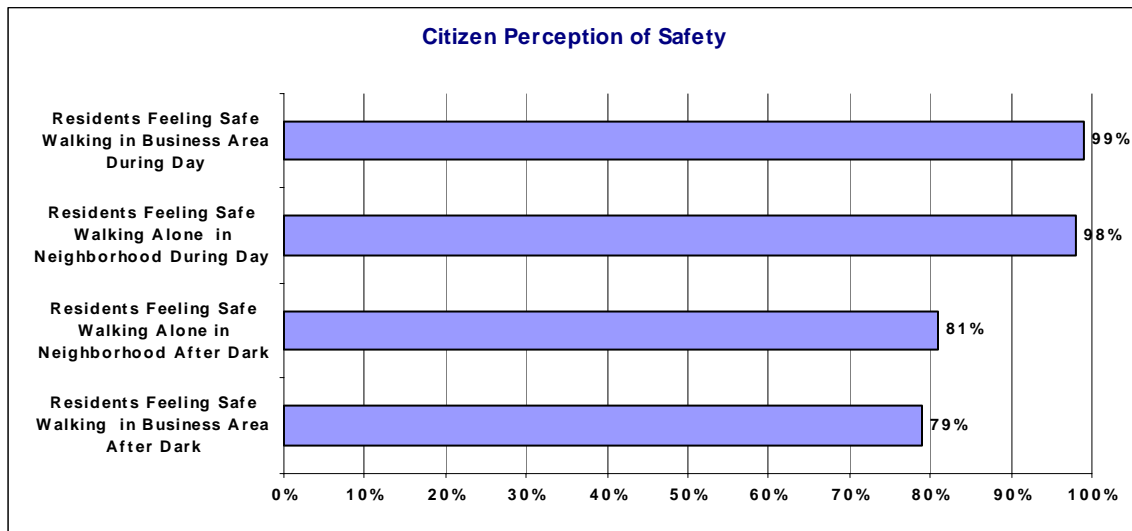


Results: As detailed in the table above, total calls have decreased 6.7% from calendar year 2000 to 2003. Based upon data for the first six months of the calendar year, this trend will continue in 2004. Service calls have declined 8.3% over the time period reviewed. Crime related calls decreased in 2001 and 2002, but showed a marked increase in 2003, with a total of 6,721 or 14.8% of the calls being crime related. Data through June 30, 2004 indicates that total crime related calls will be lower than average and that the ratio of crime related calls to service calls will be consistent with historical averages.

Neighborhood Patrol Services

Program Description: Uniformed officers give residents a sense of safety and security by patrolling in conspicuously marked cars, on bicycles, or on foot. They check the security of businesses and homes, assist motorists, check suspicious or unsafe conditions, and respond to a variety of requests for service.

Measurement: Citizen Perception of Safety – through quantitative research measures how safe residents feel at different times of day and in different areas of the community.

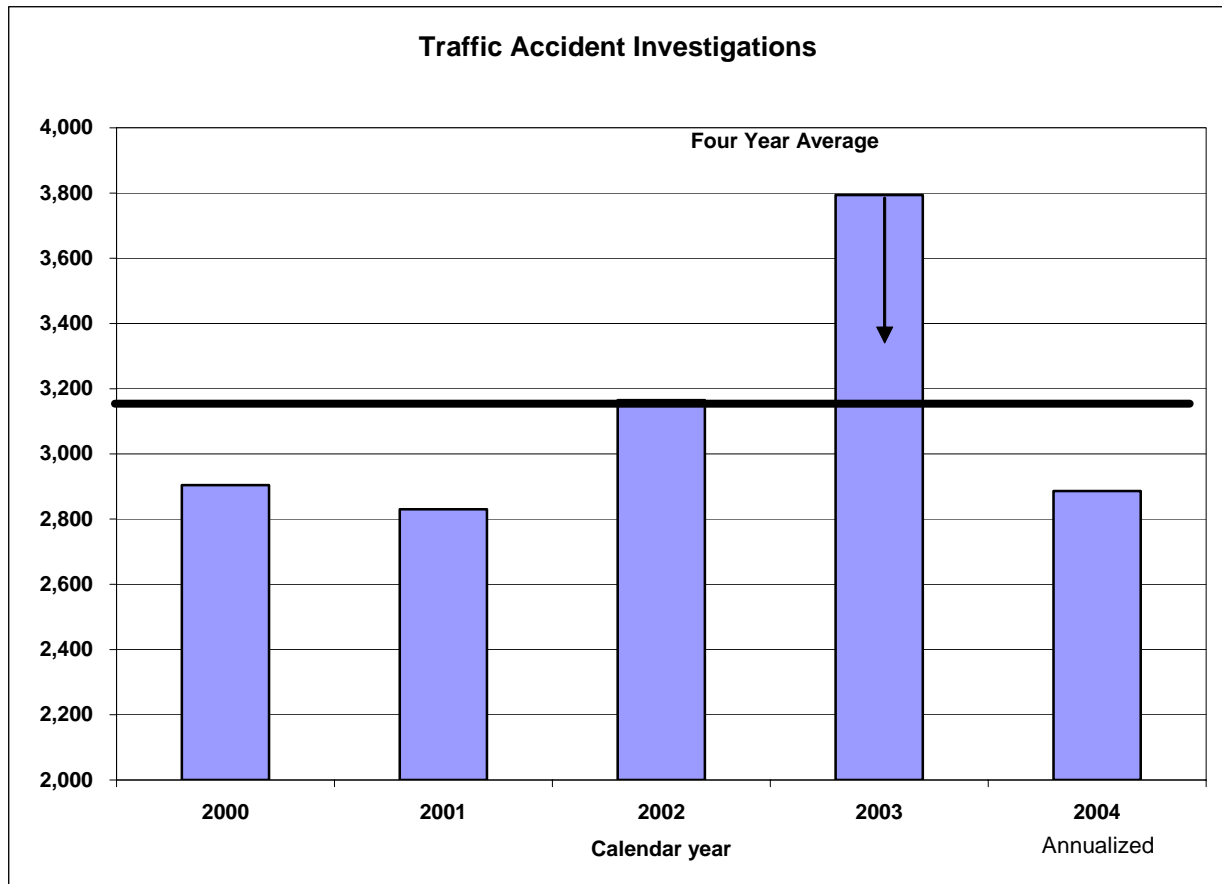


Results: The last survey which specifically addressed the issue of citizens' perception of safety was conducted in 2000. As detailed in the chart above, this survey indicated that citizens felt a high degree of safety in both business areas and in their neighborhoods. As expected, citizens perceived their safety as being greater during the day than at night. A town-wide survey conducted in October 2002 to evaluate tax and budget issues indicated that only 2% of residents deemed public safety (crime) to be the most important issue facing West Hartford; and, 89% felt that the quality of services provided by the Police department was excellent or good. These numbers indicate that residents continue to feel a high degree of safety in their town.

Traffic Accident Investigations

Program Description: The traffic accident investigations program is responsible for investigating and documenting the circumstances of each traffic accident and taking appropriate enforcement action.

Measurement: Number of Traffic Accidents Investigated – measures the number of traffic accidents occurring in the community, indicating a degree of traffic safety.

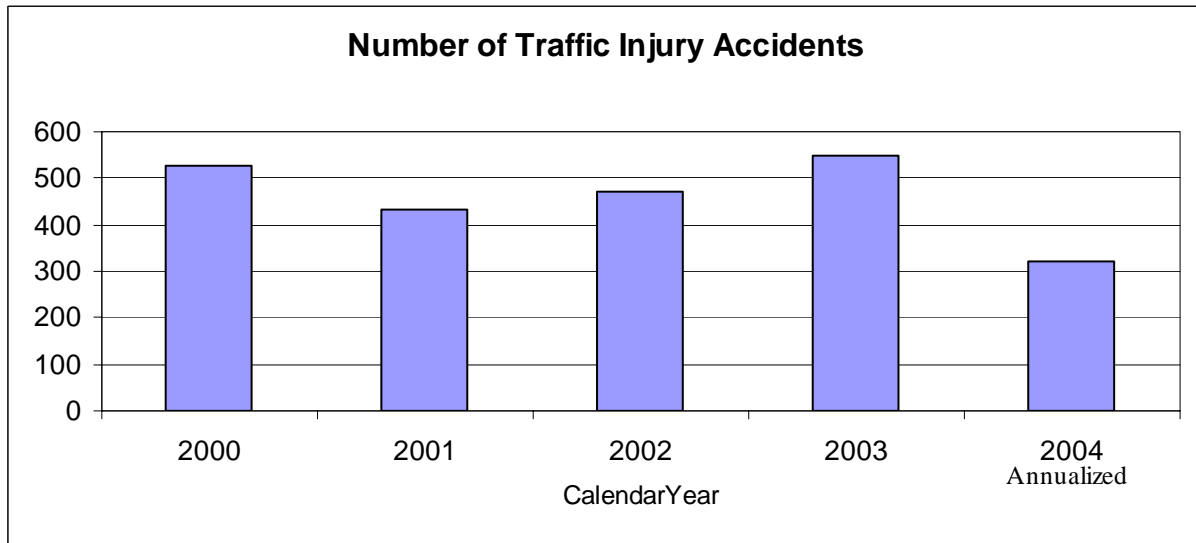
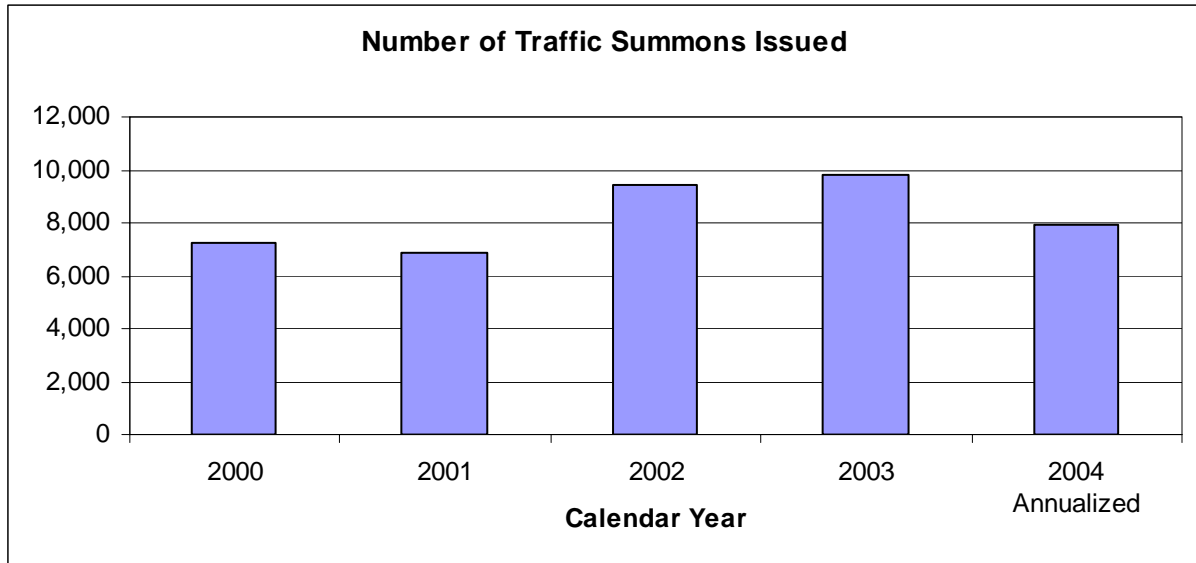


Results: The number of traffic accidents investigated totaled approximately 2,900 in calendar years 2000 and 2001. Traffic accidents investigated in calendar year 2002 rose 12% over the prior year to 3,165. This was the result of a change in the traffic accident investigations program such that an accident report is prepared for every accident, whereas prior to 2002 only summary reports were prepared for minor “fender-bender” type accidents. Data for calendar year 2003 indicates an even greater increase, as accidents investigated totaled 3,794, a record high. It is believed that the particularly bad weather experienced in the winter of 2003 is responsible for this increase. Data through June 30, 2004, annualized for comparison purposes, indicates a significant downward trend in accident investigations. This is consistent with the information presented below on injury traffic accidents and traffic summons.

Traffic Enforcement

Program Description: The traffic enforcement program encourages compliance with traffic laws by stopping violators and issuing summons and warnings.

Measurement: Number of Traffic Summons and Injury Accidents – Measures the number of traffic summons issued (enforcement activity) and the number of injury accidents, indicating the degree of safe driving in the community. Injury accidents are those in which an ambulance is dispatched.

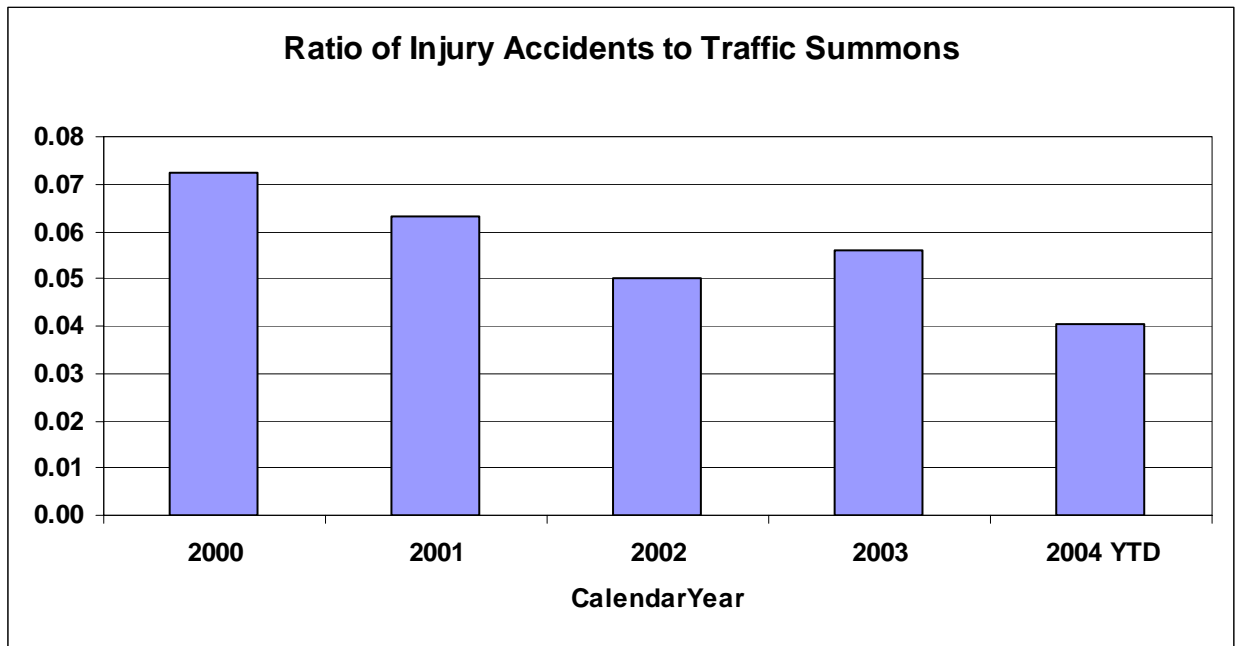


Results: The number of traffic summons issued each year has varied based upon staffing levels and community concern. Summons issued in calendar year 2002 increased 37% over calendar year 2001 and calendar year 2003 increased 5% over 2002. Annualized figures for 2004 indicate a decrease in total number of summons issued. The department has focused on increased enforcement to alleviate neighborhood concerns about speeding and safety. The number of traffic injury accidents decreased from 526 in 2000 to 432 in calendar year 2001, but increased again with actual injury accidents at 473 in calendar year 2002 and 549 in 2003. This may be a result of the number and severity of winter storms this past winter. Projected accidents are down to 322 based upon annualized 2004 data.

Traffic Enforcement

Program Description: The traffic enforcement program encourages compliance with traffic laws by stopping violators and issuing summons and warnings.

Measurement: Ratio of Traffic Summons to Injury Accidents – measures the number of injury accidents per traffic summons. It is expected that as the number of traffic summons increases, a higher degree of safety is created and the number of injury accidents will decline, resulting in a lower ratio of accidents to summons. Injury accidents are those in which an ambulance is dispatched.



Results: The ratio of injury accidents to traffic summons has varied from a high of .072 in calendar year 2000, when 7,278 traffic summons were issued and 526 injury accidents occurred, to a low of .050 in calendar year 2002, when 9,410 traffic summons were issued and 473 injury accidents occurred. Year-to-date 2004 is even lower, with 161 injury accidents and 3,964 traffic summons, resulting in a ratio of .041. Between 2000 and 2003, the number of summons increased by 2,562 and the number of accidents increased by 23. It would appear that an increase in traffic summons is having the desired effect of limiting accidents. However, the number of accidents is again on the rise despite higher levels of summons activity. This could be the result of factors such as winter weather, which cause accidents regardless of the number of summons. Or, the increased number of summons may be helping to reduce the rate of increase in injury accidents. In other words, the number of injury accidents would be even higher were it not for the increased number of traffic summons.

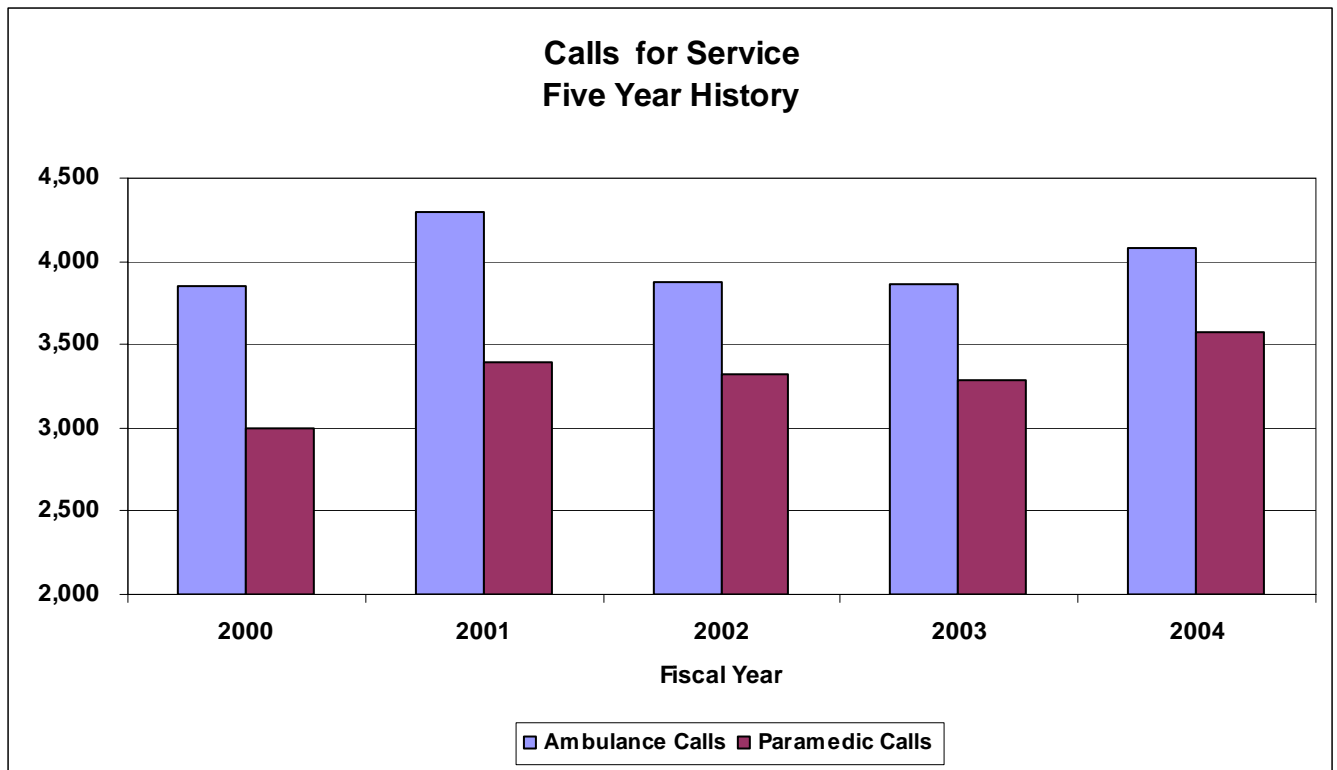
Police Performance Discussion

Paramedic & Ambulance Service

Program Description: A private contractor provides paramedic and ambulance service, with medics and ambulances dispatched by the Emergency Response Center. The contractor is required to respond to paramedic calls within five minutes for the first two responses if two paramedics are on duty and within seven minutes when one paramedic is on duty. The contractor is required to have an ambulance respond within seven minutes for the first two responses requiring lights and siren, and within eight minutes for third and fourth responses requiring lights and siren. An ambulance is required to respond within 13 minutes for calls not requiring lights and siren.

Measurement: Number of Calls for Service - measures the level of activity for ambulance and paramedic units.

| | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>Average</u> |
|---------------------------|-------------|-------------|-------------|-------------|-------------|----------------|
| Number of Ambulance Calls | 3,853 | 4,293 | 3,880 | 3,868 | 4,077 | 3,994 |
| Number of Paramedic Calls | 2,996 | 3,393 | 3,319 | 3,287 | 3,569 | 3,312 |



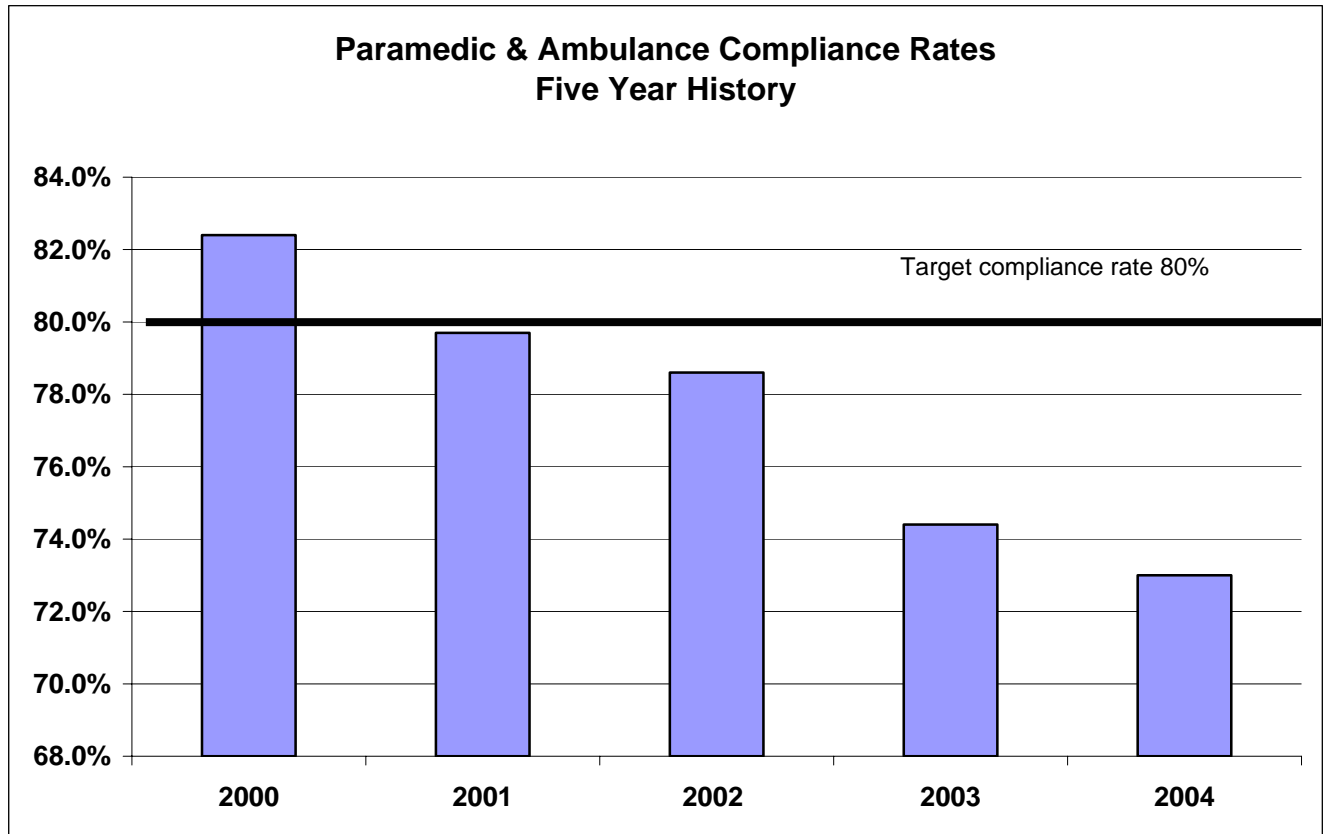
Results: The number of ambulance calls and paramedic calls in fiscal year 2004 has increased 5% and 9%, respectively from fiscal year 2003 data. Both ambulance and paramedic calls peaked in fiscal year 2001 and declined in fiscal years 2002 and 2003. However, this trend reversed in 2004 as demand for service increased. Ambulance and paramedic calls are both above the five year average in fiscal year 2004.

Paramedic & Ambulance Service

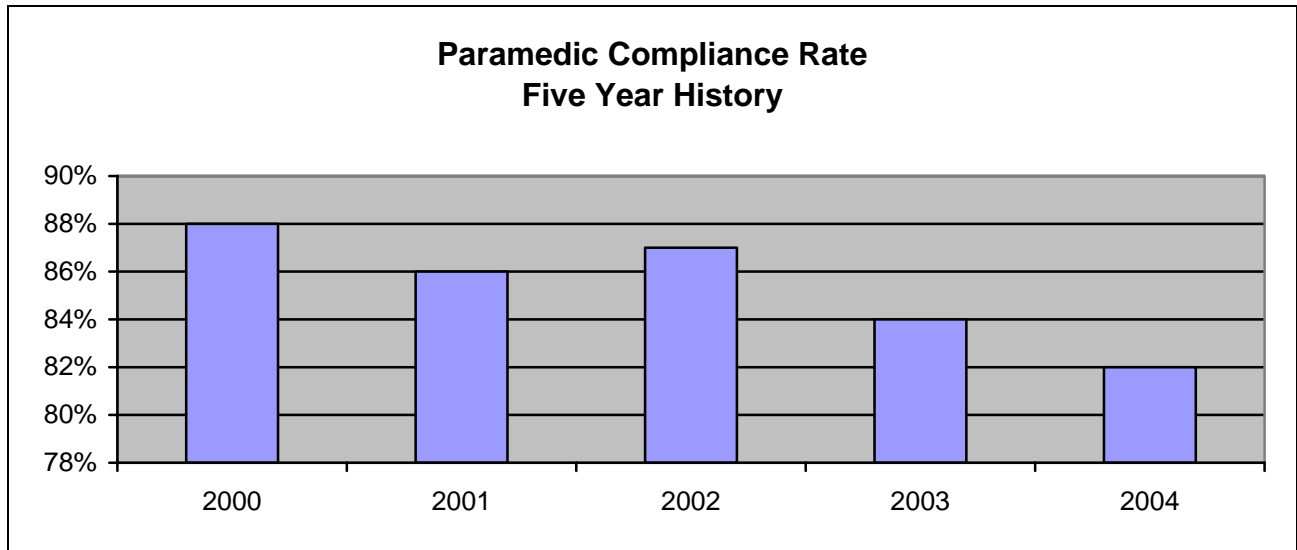
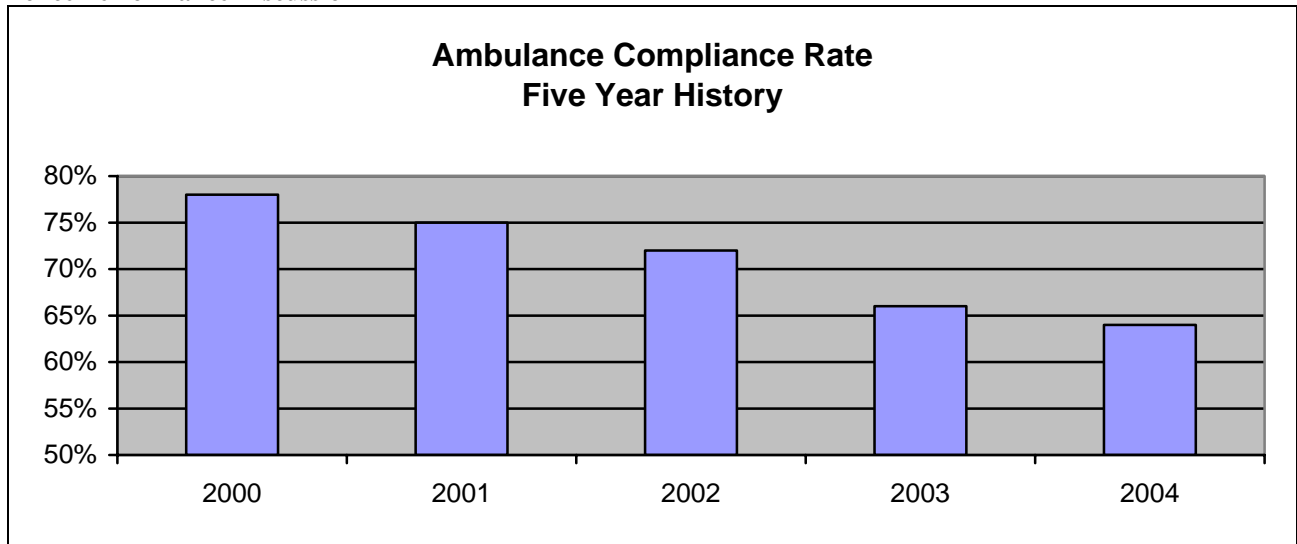
Program Description: A private contractor provides paramedic and ambulance service, with medics and ambulances dispatched by the Emergency Response Center. The contractor is required to respond to paramedic calls within five minutes for the first two responses if two paramedics are on duty and within seven minutes when one paramedic is on duty. The contractor is required to have an ambulance respond within seven minutes for the first two responses requiring lights and siren, and within eight minutes for third and fourth responses requiring lights and siren. An ambulance is required to respond within 13 minutes for calls not requiring lights and siren.

Measurement: Compliance with Contractual Response Times – measures contractor’s compliance with response time provisions of the contract affecting quality of care to patients.

| | <u>1999-2000</u> | <u>2000-2001</u> | <u>2001-2002</u> | <u>2002-2003</u> | <u>2003-2004</u> (Preliminary) |
|---------------------------|------------------|------------------|------------------|------------------|--|
| Ambulance Compliance Rate | 78% | 75% | 72% | 66% | 64% |
| Paramedic Compliance Rate | 88% | 86% | 87% | 84% | 82% |
| Combined Compliance Rate | 82% | 80% | 79% | 74% | 73% |

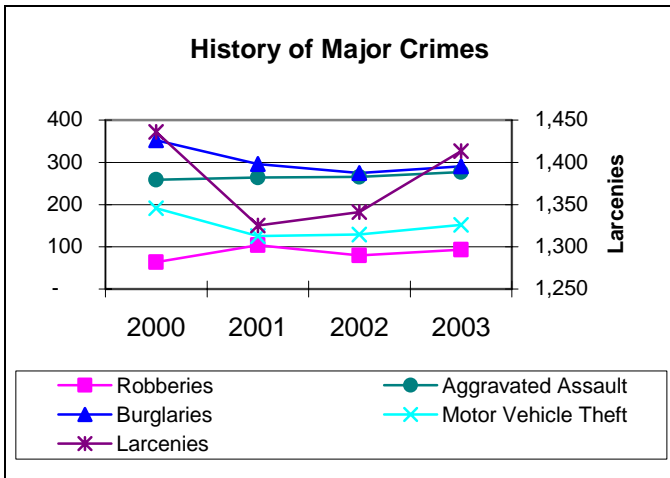


Police Performance Discussion

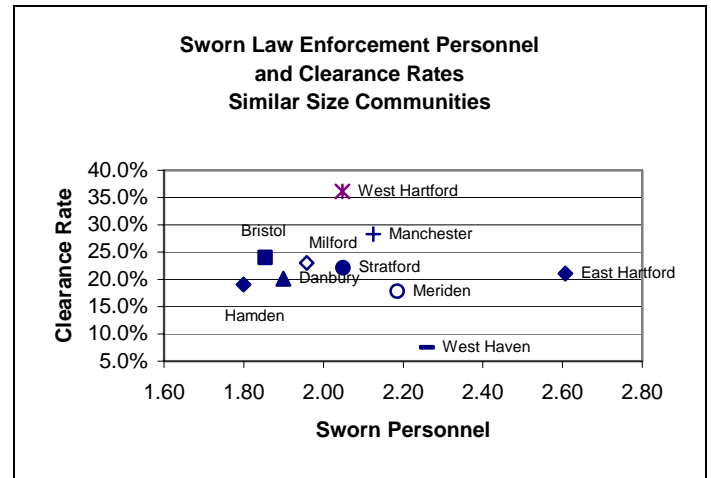


Results: The compliance rate for ambulance calls declined during the period 2000 through 2004. Fiscal year 1997 was the last year in which ambulance service was above the contract threshold of 80%. The paramedic service compliance rate has also declined over the same period, but is consistently above the 80% contract threshold. In fiscal years 2000 and 2001, the paramedic compliance rate was high enough to push the combined compliance rate for the program over or to the 80% contract threshold. However, beginning in fiscal year 2002, the paramedic rate was not able to compensate for the declining ambulance rate. The results for fiscal year 2004 indicate that the combined compliance rate is at its lowest level and well under the contact threshold of 80%. Although there is concern about the drop-off in the compliance rate, it is not believed to be a public safety issue. Residents continue to receive the assistance they require since a medic, police car and fire truck are dispatched for medical emergencies in addition to an ambulance. The drop-off indicates that residents are waiting longer for ambulance transport. This issue is being addressed with the service provider.

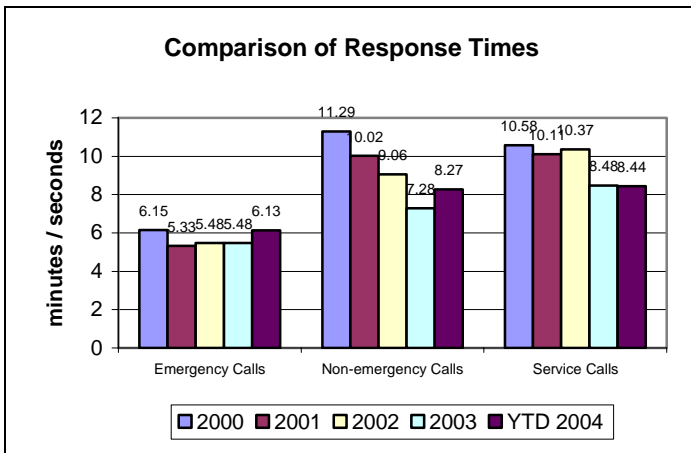
POLICE PERFORMANCE MEASUREMENT SUMMARY



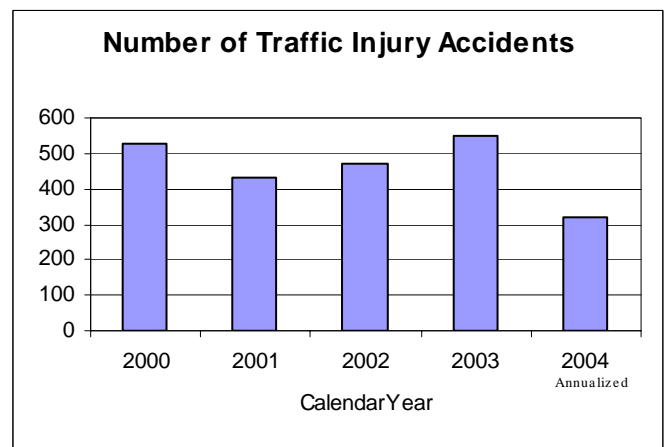
- Total # of major crimes increased 7% after a two year decline. All crime types showed an increase.
- Increased level of crime consistent with increase in unemployment rate.



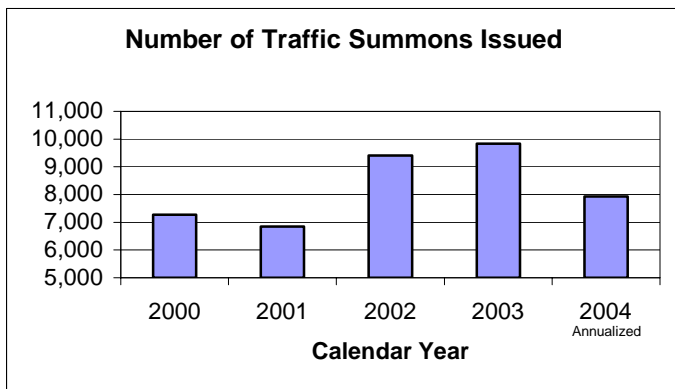
- Very successful at solving crimes with median staffing level for similar size communities.



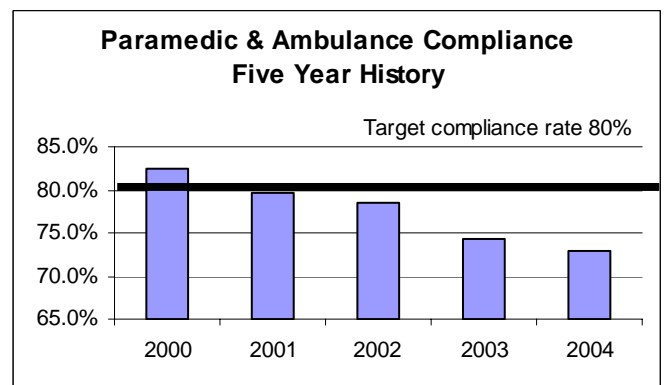
- Response times for all categories improved from 2000 to 2003, but increased for emergency and non-emergency calls in the first half of 2004.



- The number of injury accidents increased significantly on a % basis as a result of the difficult winter of 2003.



- The # of traffic summons issued increased by 44% since 2001 but the # of injury traffic accidents increased by 27%.



- The paramedic & ambulance compliance rate shows a five year decline and is well below the 80% contract threshold.