



SEVENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY 2010

City of Saco Police Department

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Mission Statement: With dedication, pride and commitment, we serve in partnership with our citizens to provide a safer, healthier and peaceful environment.

SCOPE OF OPERATIONS:

FISCAL YEAR	TOTAL CALLS FOR SERVICE	TRAFFIC CALLS	ALL OTHER CALLS	CALLS PER PATROL OFFICER (24)
FY 2004	24,499	11,025	13,474	1,021
FY 2005	24,570	8,600	15,970	1,024
FY 2006	24,672	8,635	16,037	1,028
FY 2007	25,165	8,808	16,357	1,049
FY 2008	25,415	5,869	19,546	1,059
FY2009	26,635	5,896	20,729	1,110
FY2010	26,685	6,538	20,147	1,112

Total calls continue to rise; overall, calls for officers have increased by 8% since this data was first reported. The shift to an increased number of traffic stops was a function of additional traffic details funded by grant money, and an increased emphasis by staff on traffic enforcement.

USE OF RESOURCES: 34 full time sworn officers (starting in FY05, added a full time regional drug enforcement position whose work is primarily outside of the city), 3 support staff and 9 dispatchers.

According to US Department of Justice data, a New England city of Saco’s size can be expected to have a total Police Department staff of about 37 (Ammons, p 300), not including Dispatch personnel.

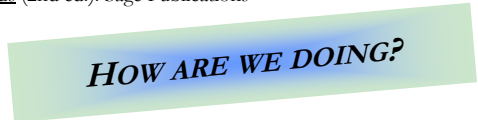
Law Enforcement Staffing Levels in US Cities, 1998

FULL TIME LAW ENFORCEMENT EMPLOYEES AND OFFICERS PER 1,000 INHABITANTS BY POPULATION CLUSTER:

REGION	ALL CITIES		10,000—24,999	
	EMPLOYEES	OFFICERS	EMPLOYEES	OFFICERS
ALL CITIES	3.1	2.4	2.4	1.9
NORTHEAST	3.5	2.8	2.1	1.8
NEW ENGLAND	2.7	2.2	2.2	1.9
SACO (FY 09)	—	—	2.14 *	1.96

** does not include Dispatch, as comparative data does not.*

Ammons, D.N. (2001). *Municipal Benchmarks: Assessing Local Performance and Establishing Community Standards* (2nd ed.). Sage Publications





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YEAR	FY05	FY06	FY07	FY08	FY09	FY10
% OF CITY SERVICES BUDGET UTILIZED BY THE POLICE DEPARTMENT ANNUALLY	6.06%	7.95%*	8.61%*	9.30%*	8.08%*	10.60%*

Two Examples of Impact on Citizens

YEAR	(A) PER CAPITA COST TO CITIZENS	(B) TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000	(B) PORTION OF TAX BILL TO FUND POLICE DEPARTMENT
FY05	\$146.73	\$2,385	\$144.53
FY06	\$194.88*	\$2,981	\$236.99
FY07	\$211.05*	\$2,928	\$252.10
FY08	\$228.05*	\$3,064	\$285.03
FY09	\$232.87*	\$3,087	\$249.37
FY10	\$214.91*	\$3,133	\$332.06

* this figure now includes employee benefits.

The impact of the Police Departments mission and three service delivery goals heavily influence the city's strategic goal of ensuring public safety.



FY	LOCATION	PRE-STEP COMPLIANCE	POST-STEP COMPLIANCE	CHANGE IN %
08*	NORTH STREET	42%	54%	12%
08*	WATER STREET	67%	82%	15%
08*	FRANKLIN ST	61%	70%	9%
08*	BEACH STREET	94%	94%	0%
09	SPRING STREET	64%	64%	0%
09	BUXTON ROAD	82%	99%	17%
09	MAIN ST/YORK HILL	63%	96%	33%
10	HUBBARD STREET	91%	NA	
10	FERRY ROAD	99%	NA	
10	SEASIDE AVENUE	95%	NA	
10	OLD ORCHARD RD	95%	NA	
10	WOODMAN AVE	94%	NA	
10	FRANKLIN	59%	63%	6%
10	WOODMAN AVE	89.5%	NA	
10	FERRY RD	92.5%	NA	
10	FRANKLIN ST	51%	77%	26%
10	MAIN AVE	99%	NA	

* data corrected in FY09 Report

>>>> Data from Police Department records. FY06 data for Cumberland Ave effort was lost when the automated traffic recorder failed.

DEPARTMENT SERVICE DELIVERY GOALS AND PERFORMANCE DATA:



GOAL 1) To make our community safer by increasing compliance with posted speed limits through the thoughtful and creative allocation of sufficient resources.

The department works to address traffic speeding complaints with a specific program (STEP) geared to re-educating drivers to obey speed limits through deterrence, including before-and-after assessments conducted with the aid of an automated traffic recorder (ATR) to accurately tabulate traffic speed and peak usage times. In FY10, use of the ATR revealed that 66% of residents speeding complaints were not justified.

PERFORMANCE DATA: In neighborhoods where the measured rate of compliance is less than 75%, a remediation effort shall be initiated until traffic is measurably slowed.

It has become clear that when compliance exceeds 85-90% traffic speeds are unlikely to be affected by enforcement and education. For the STEP program to be effective, officers must continue to be visible in recognized problem areas.



GOAL 2) To reduce the amount of time between the initial report of an incident of domestic violence and the arrival of officers on-scene to provide intervention and support to victims.



Rapid police response to domestic violence incidents can often be a primary factor in keeping victims safe and preventing further injury to victims and family members.

PERFORMANCE DATA: To arrive at the scene of a reported domestic disturbance within five minutes at least 80% of the time.

REPORTING PERIOD	# COMPLAINTS	#RESPONDED <5 MIN.	% MEETING GOAL	AVERAGE RESPONSE TIME IN MINUTES
FY 06	123	95	77.2%	3.30
FY 07	212	132	62%	4.64
FY 08	218	174	79.8%	2.89
FY09	221	163	74%	3.56
Fy10	230	180	78.3	3.7

>>>Data from dispatch software. Note shift from calendar year to fiscal year reporting.

Results for FY10 show an increase in calls over prior years, close to target in number responded in under five minutes, and average response time well under 5 minutes; the climb in average response time is attributed to the rise in call volume.

GOAL 3) To improve officer/citizen relationships by increasing the number of non-enforcement contacts between uniformed officers and citizens.



PERFORMANCE DATA: Officers achieve and maintain an average of at least one positive community contact per week during the year.

REPORT OF POSITIVE COMMUNITY CONTACTS

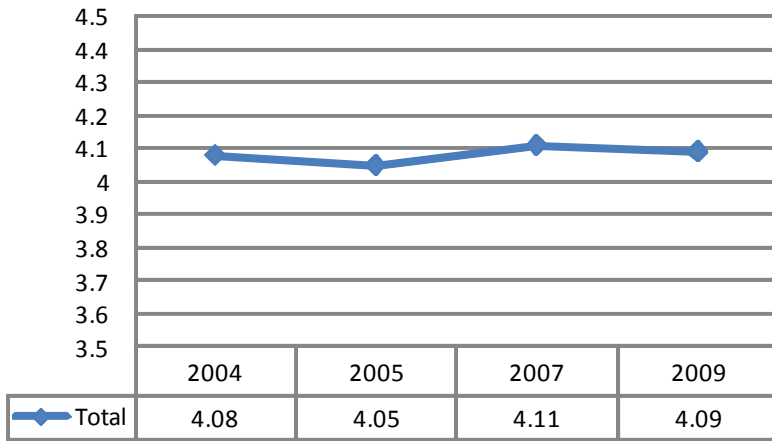
REPORTING PERIOD	TOTAL CONTACTS	CONTACTS PER OFFICER	WEEKLY AVERAGE PER OFFICER
FY 06	816	37.09	0.71
FY 07	822	37.36	0.72
FY08	1725	78.4	1.5
FY09	2246	93.6	1.8
FY10	1833	76.4	1.47

Non enforcement contacts between citizens and uniformed officers contribute to improved police department/ community relations. Such contacts also provide officers with more direct experience of the issues they must deal with. Fy10 contacts are down, but the average is still well above the target.

>>>>Data from police department records. Note shift from calendar year to fiscal year reporting



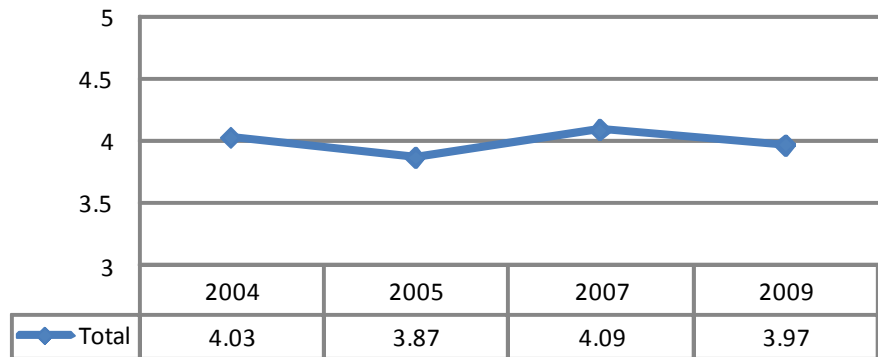
The City's Overall Efforts to Prevent Crime
Score = 1 - 5 (5 high)



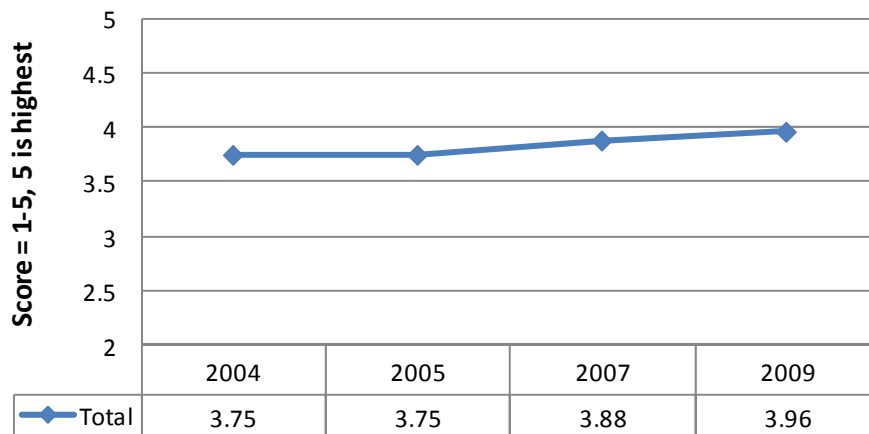
CITIZEN SURVEY: The Police Department rated positively overall for service delivery in FY09, especially among active voters.

The ratings of "Neighborhood Policing, including domestic violence prevention" was influenced by a high percent of respondents who answered "don't know."

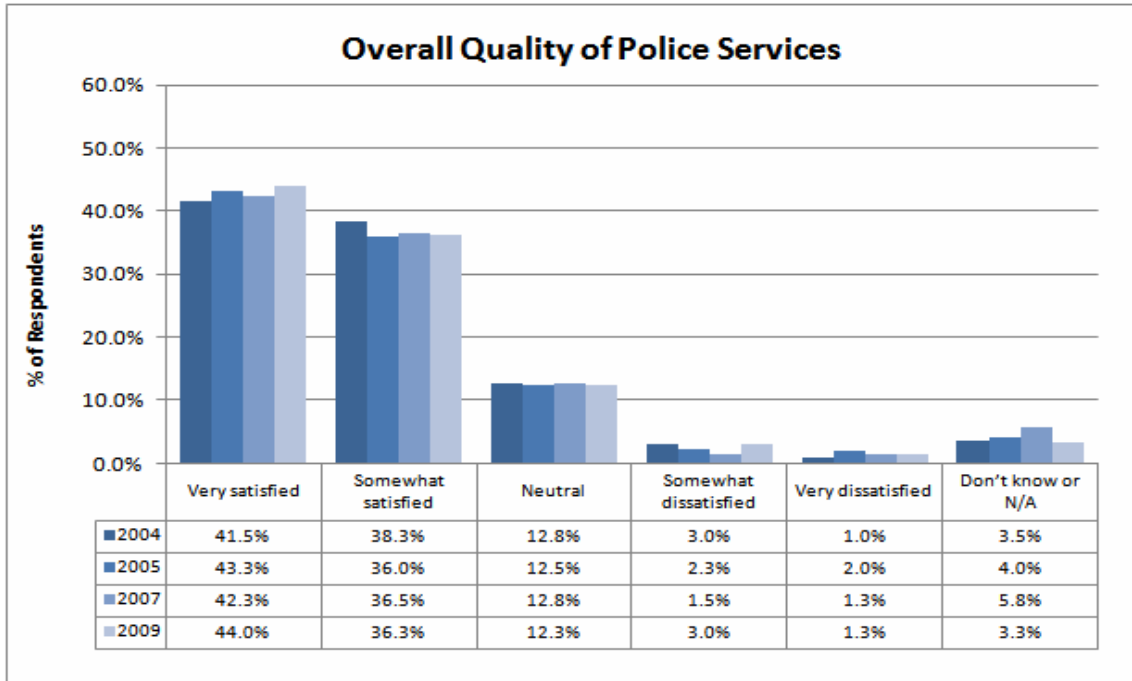
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Score = 1 - 5 (5 high)



The Enforcement of Local Traffic Laws



FY09 survey results indicated citizens are less satisfied with traffic enforcement than with other areas of police performance, especially among residents aged 18-54.



When asked about interacting with the Saco Police Department in FY09, over 85% of citizens responded that they would feel “very comfortable” or “somewhat comfortable,” regardless of respondents’ demographics. This is similar to prior survey results and echoes citizens ongoing reported feelings of safety within the City.

