

Rocklin Police Department

Annual Report



2010





Dear Rocklin Resident,

Welcome to the Rocklin Police Department 2010 Annual Report. Like most communities, Rocklin has experienced a slow economy and shrinking revenues. The police department has done its part in trimming costs through the reduction in manpower, about 16 positions since 2007, and by finding other economies in operating costs.

Despite shrinking resources, department members have continued to perform admirably for the community. The continued commitment and professionalism has resulted in continued positive recognition from the community and a crime rate has remained low again this year. Most notable was the increase in employee commendations and the complete absence of citizen complaints for 2010. This is the first time in my career I have experienced "0" formal citizen complaints over the course of a calendar year.



The police department was recognized for its volunteer program by Governor Schwarzeneger, as California's Service Group of the Year for 2009, and then by the International Association of Chief's Police for Outstanding Achievement. In 2010, About 120 police volunteers donated over 14,000 hours of service to the community. Frankly, we could not have served the community to the level it expects without their help.

This is my last Annual Report as Chief of the Rocklin Police Department. It has been my honor to serve this community along side of the many honorable members of this department for the last decade. We have worked hard to build a sustainable system that strives for excellence. It is my hope that systems serves this community well into the future.

Best Wishes for Future Successes,

Mark J. Siemens
Chief of Police





Mission, Vision, Values

Mission

We are committed to serve, protect and promote a safe community.



Vision

Rocklin Police Department will be known far and wide for excellence. Citizens will trust and respect us, young people will admire us and criminals will fear us. The streets will be cleaner, safer and less traveled by those who would do harm to our community. Other agencies will strive to achieve what the Rocklin badge represents: pride, professionalism and teamwork.

Values

Respect - We value our citizens and each other. We recognize our responsibility to maintain order while affording dignity and respect to every individual. We treat members of the public and fellow employees with consideration by being attentive, patient and courteous.

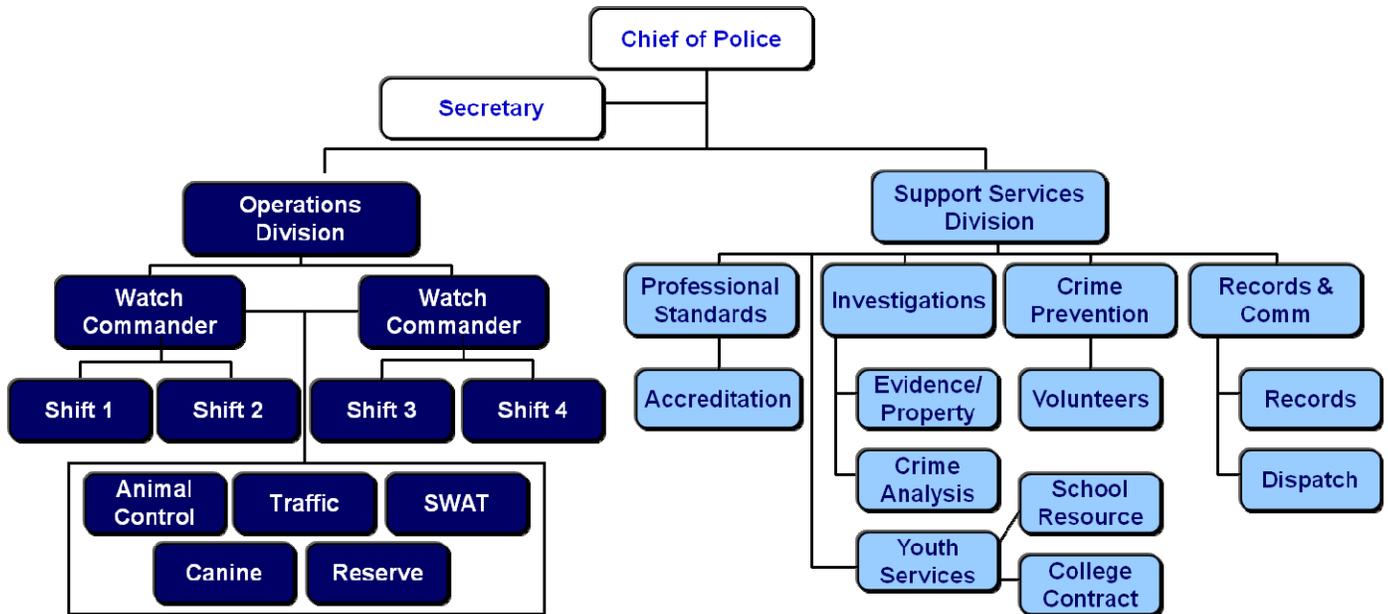
Integrity - We practice honest and responsible behavior, consistent with our code of ethics, thus generating pride, confidence and trust in local government.

Accountability - We are accountable to citizens for our performance, use of resources, and stewardship of assets. We are accountable to each other for attainment of our mission, vision and adherence to our values.

Quality Service - We commit ourselves to excellence by providing the highest quality of service possible to make our community a better, safer place to live.



Organization and Staffing



BREAK DOWN OF DEPARTMENT PERSONNEL			
Chief	1	Sr. Records Clerk	1
Captains	2	Records Clerks	1
Lieutenants	2	Traffic Clerk	1
Sergeants	7	Public Safety Dispatch Supervisor	1
Corporals	4	Public Safety Dispatchers	11
Police Officers	35	Technical Assets Coordinator	1
Community Service Officers	3	Community Programs Coordinator	1
Records/Communications Manager	1	Administrative Secretary	1
Animal Control Officers	2	Evidence & Property Technician	1
Reserve Police Officers	5	Police Volunteers	118

Full-Time Staff	
Total Sworn	51
Total Civilian	25
Total	76

Part-Time Staff	
Part-Time Records Clerk	2
Part-Time Lieutenant	1
Part-Time Dispatcher	1
P/T Code Enforcement	1

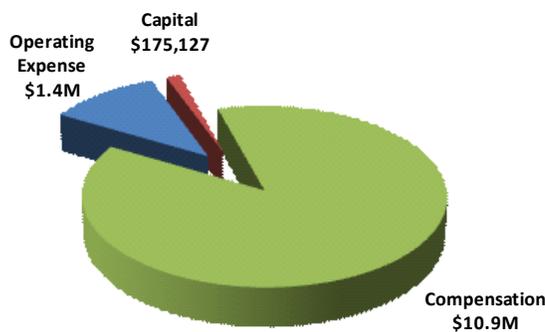




Office of the Chief

The Office of the Chief is made up of the Chief of Police and his immediate staff. This office is responsible for fostering an environment that empowers leadership, promotes vision, and creates strategy while securing the resources to execute the Department's mission and achieve our goals.

The Office of the Chief serves as the primary administrative, fiscal, planning and research entity for the Department. Personnel provide professional administrative support to the Chief and the other divisions. In 2010 the Police Department budget was 12.5 million dollars.



The Commission on Accreditation for Law Enforcement Agencies (CALEA) accredited the Rocklin Police Department in March 2008. Rocklin joins only five other municipal law enforcement agencies in California to achieve accredited status. The CALEA accreditation process provides law enforcement agencies an opportunity to demonstrate that they meet an established set of national standards. Participation in the CALEA process is voluntary, yet important. It assures the citizens of Rocklin their police

department is among the best in the nation. Rocklin joins a very elite group of law enforcement agencies across the United States to have received accreditation status, as fewer than 4% of all law enforcement agencies have completed the process. Reaccreditation occurs every three years and after preparing since our initial accreditation, we are very proud to report that we were successful in being re-accredited in 2010 for another 3 years.





Operations Division



**Captain
Dan Ruden**

The Officers and Professional Staff working in the Operations Division are the most visible of police personnel and have the responsibility of being first responders to all police calls for service. Patrol Officers must be prepared to handle emergency and routine calls for service, traffic accidents, initial criminal investigations and narcotics offenses. Animal Control Officers must be able to handle a variety of call types including dangerous animals, barking dog complaints, loose dog calls and ensure dogs are properly licensed. In addition, we enforce federal, state, and local laws, make public contacts, problem solve, write reports, collect and preserve evidence, testify in court, and maintain proficiency in crime prevention and crime reduction strategies.

PATROL

The patrol unit is organized into four main shifts plus overlap or relief shifts and includes two Lieutenants, four Sergeants, four Corporals, twenty-four Patrol Officers, Reserve Officers, one part-time code enforcement officer, two Animal Control Officers, and two Community Service Officers. Two of the patrol officers serve as canine handlers and one officer is assigned part-time to the Placer County Air Operations helicopter.

Patrol Activity in 2010

● Calls for Service	25,991
● Officer Initiated Incidents	19,676
● Traffic Stops	8,654
● Citations	5,832
● Reports Written	4,674
● Vehicle/Pedestrian Checks	2,419
● Field Interview Cards	652
● Traffic Collisions	687
● Vehicles Towed	194
● Total Arrests	1,404



Operations Division

Traffic Unit

Traffic safety is achieved through engineering, education and enforcement. Our residents consistently tell us that traffic is one of their biggest concerns. Traffic Safety is the main objective of the Traffic Unit. The Traffic Unit works closely with the City Public Works Department and the community to identify and resolve traffic concerns. In 2010, the Traffic Unit successfully obtained State traffic safety grant funding for extra enforcement activities, such as DUI Checkpoints, warrant sweeps and special area-saturation patrols. The Traffic Unit is comprised of three motorcycle officers and a Traffic Clerk.

The use of motorcycle officers is a key element of the Traffic Unit's strategy to address neighborhood traffic concerns and impact driving behavior. Our motor officers focus their efforts on high visibility activities, such as traffic stops, regional traffic enforcement activities, and concentrated DUI enforcement. In 2010, the motorcycle officers in the Traffic Unit made over 2,900 traffic stops and issued 2,732 citations. In 2010, the Traffic Unit processed 63 specific neighborhood traffic complaints from City residents. The Traffic Unit systematically responds to each traffic complaint it receives by analyzing real-time engineering data, collisions, and previous complaints and then works with neighbors to isolate the problem. This approach allows the Unit to effectively focus enforcement resources to have the biggest impact on driving behavior.





Operations Division

Traffic Unit (cont)

The City of Rocklin's red light photo enforcement program captured 1,259 red light violations in 2010. The program uses automated camera systems and sensor devices to detect vehicles entering an intersection during a red light. This program has proven to reduce red light violations citywide. Rocklin currently has red light cameras at two intersections, Park Drive & Sunset Blvd. and Rocklin Road at Interstate 80.

Animal Control

Rocklin's Animal Control Officers (ACO's) provide 7 day-a-week mobile coverage for Rocklin residents' animal service needs. ACO's enforce State and local animal laws and ordinances. In addition, the ACO's educate owners on the importance of dog licensing and care and control of domestic pets. The job of an ACO varies from answering questions regarding wild turkeys to assisting residents with neighborhood nuisance barking dogs, to reuniting lost animals with their families.

Animal Control

- 3,328 animal calls during 2010
- 220 animal citations were issued

Code Enforcement

The Police department has shared responsibility for monitoring certain municipal code compliance in the City. A part-time Code Enforcement Officer responds to neighborhood

Code Enforcement

- 413 Cases/Complaints Opened in 2010
- This was a 25% increase from 2009

nuisance complaints and monitors sectors of the City for signs of emerging blight. The Code Enforcement Officer coordinates with Patrol officers, the Volunteer force and other municipal service agencies to build a multidisciplinary response to many neighborhood problems.



Operations Division

ROCKLIN-ROSEVILLE SWAT AND CINT TEAMS



In 2004, the Rocklin Police Department began a partnership with the Roseville PD for a regional Special Operations Team consisting of SWAT (Special Weapons and Tactics) and a Crisis Incident Negotiations Team (CINT). Each Department dedicates Officers to the team as a collateral duty assignment. Currently, the Rocklin Police Department has six Officers assigned to the SWAT Team and three Officers assigned to the CINT Team.



Officers assigned to the teams can respond to critical incidents 7 days a week / 24 hours a day. Critical incidents might include barricaded suspects, hostage situations or high-risk arrests and search warrants. Officers are available to respond to incidents in both of the participating jurisdictions or to assist in other jurisdictions upon request. Due to the specialized skills required for both teams, members participate together in regular, intense training. This partnership has proven to be a very effective use of equipment and manpower for each agency.

The Operations Division also has a rapid-response perimeter team that can assist in high-risk critical incidents if necessary. This team, made up of specially trained patrol officers, can quickly take over safety perimeter assignments at a critical incident, allowing patrol officers to return to their normal duties servicing the rest of the City.

AIR OPERATIONS

A Rocklin police officer flies one day a week with the Placer County Air Operations Unit. The Rocklin flight officer provides local familiarity during air support operations in Rocklin such as response to crimes in progress, pursuits, and missing person searches.





Support Services Division



**Captain
Ron Lawrence**

The Support Services Division consists of six units:

- Investigations
- Youth Services
- Records
- Communications
- Professional Standards
- Crime Prevention and the Police Volunteer Program

This Division is responsible for ensuring standards, investigating citizen complaints, investigating crimes, processing and archiving information, collecting and preserving evidence, providing police services to local high schools, middle schools & Sierra Community College, facilitating a juvenile diversion program, answering/triaging 9-1-1 calls, dispatching emergency resources, attending the front counter, encouraging community involvement and deployment of police volunteers. This Division also manages training and professional State mandates for the entire organization and is responsible for new employee hiring, background checks, and facilitating annual employee performance reviews.





Support Services Division

Investigations

The Investigations Unit is responsible for developing information leading to the arrest of criminal offenders, analyzing crime trends, preparing cases, recovering and storing stolen property and evidence, investigating crimes, tracking and investigating gang-related activities, locating missing persons, enforcing drug regulations and investigating business permits applications.

The Investigations Unit additionally conducts undercover operations including underage alcohol sale stings, prostitution stings, undercover property theft operations, tracking of registered sex offenders and compliance of businesses with massage permits. Investigations handled many criminal investigations including numerous high-profile cases during 2010.

Investigations Unit

- Investigations handled 287 cases
- Facilitated 35 interviews of child victims of sexual assault
- Conducted 9 forensic sexual assault evidence collections from crime victims
- 175 Items were processed in the Lab
- 175 Cases examined for fingerprints
- 70 Cases had prints searched in AFIS
- 5 of the search resulted in AFIS hits
- 3,357 Items of property were processed

Youth Services

The Youth Service Unit (Y.S.U.) is comprised of one sergeant and four uniformed police officers who are assigned to the campuses of Rocklin high schools and Sierra Junior College.

The Police Department enjoys a strong relationship with the Rocklin Unified School District. Two uniformed police officers are assigned to work full-time as School Resource Officers (SRO's) at the high schools and part-time at the middle schools, providing an approachable presence to students and staff, assisting to maintain a safe and secure learning environment. Additionally, a ½ time sergeant provides supervision and oversight to the SRO's.



Support Services Division

Youth Services (cont.)

In addition to being on campus during school hours, the SRO's have become a friendly face to students and staff at school functions and sporting events. The School Resource Officers provide support to the Investigations Unit, investigating youth related crimes, missing juveniles & teenage runaways. During school breaks, the SROs augment the Investigations Unit by performing youth related enforcement and investigations.

During 2010, the Youth Services Unit, in conjunction with the Placer County's District Attorney's Office and Probation, established a juvenile diversion program in Rocklin to enhance our ability to address youth related crimes through education & community service. This program diverts first-time juvenile criminal offenders away from the court system and provides excellent alternatives to incarceration and/or probation by assigning juvenile criminal offenders to educational classes, community service and binding them and their parents to a contract in-lieu of incarceration.

Youth Services Unit

- **1,758 Incidents at the High Schools and Middle Schools**
- **949 Officer Initiated Incidents by YSO Officers**
- **143 Reports taken at the schools by the YSO Officers**

In addition to providing SRO's at the high-school campuses, the Police Department has a contract with Sierra College to provide police services for the Rocklin campus. Assigned on the main campus are two uniformed police officers from the Youth Services Unit and a ½ time police sergeant, all funded by the College.



Support Services Division

During 2010, the Youth Services Unit in conjunction with Sierra College Security and the Administration of Justice program began offering students an opportunity to intern with the Rocklin Police Department and Sierra College Security. This program, administered jointly by the Youth Services Unit and the College, allows college students the ability to explore a career in law enforcement while obtaining college credits.

Having Rocklin police officers integrated onto the college campus has allowed for a stronger relationship between the estimated 18,000 students, college staff and the police department. The officers presence on campus and their immediate intervention provides for greater security and a safer campus environment. Rocklin officers have been well received by both students and staff.



Sierra College YSO's

- **1,122 Police Incidents**
- **839 Officer Initiated incidents**
- **110 Moving Citations written**
- **161 Reports written**
- **14 Arrests made**
- **33 Traffic collisions**
- **152 Traffic stops**
- **45 Medical Aid Calls**
- **1,405 Parking Citations**

*These statistics represent on campus activity only and do not include police actions around the campus by YSO's



Regional Auto Theft Task Force

Since 2007, Rocklin Police Department has been home to the Placer County Regional Auto Theft Task Force (RATTF), which has full-time assigned detectives from Rocklin PD, Roseville PD, Placer County Sheriff's Dept, and the California Highway Patrol. The Task Force is funded by a DMV tax on vehicle registrations throughout Placer County, and their mission is to reduce automobile theft. Working in an undercover capacity, the RATTF made many arrests during 2010.



Special Investigations Unit



The Special Investigations Unit (S.I.U.) is a countywide task-force comprised of detectives from Rocklin PD, Roseville PD, Placer County Sheriff's Department and the California Department of Justice, Bureau of Narcotics Enforcement. The mission of S.I.U. is to enforce narcotics laws and reduce illegal drug trafficking throughout the County and region. Operating in an undercover capacity, S.I.U. agents identify, track, and arrest drug dealers and seize illegal narcotics. During 2010, S.I.U. shared a small percentage of asset forfeiture from money, property and vehicles seized from

drug dealers throughout the State, to help fund the operation of the unit. S.I.U. also assists high-profile investigations providing undercover support to Rocklin PD and allied agencies.



Support Services Division

Records Unit

The Records Unit welcomes and assists customers at the front counter/business office of the Police Department. Due to popular request, our business office hours have been extended on select evenings until 5pm. We are excited to have extended hours for our busy working community. Additionally, a team of well qualified and valuable volunteers, who supplement the records staff at the front counter Monday through Friday, are ready to help you with your needs.

Our professional and courteous staff aid citizens with requests for police officer assistance, police report copies, vehicle release information, press information, vehicle citation correction, VIN verification, clearance letters, fingerprinting, statistical information, general inquires, and more. In addition to the duties at the counter, the Records Unit is the repository for most Department records. Citations, permitting, statistics, registration, crime reports, and traffic collisions are just some of the records they manage.



Records Unit Statistics

- **5,720 Crime Reports processed**
- **890 Arrest Reports processed**
- **520 Traffic Accident reports processed**
- **5,835 Citations processed**
- **650 Field Interview Cards processed**
- **11,750 Front Counter Contacts**
- **3,430 Front Counter Telephone Calls**
- **1,825 Background Checks**
- **1,765 Live Scan Fingerprint Entries**
- **155 Card Prints**



Support Services Division

Communications / Dispatch Center

The Rocklin Police Department has a state-of-the-art twenty-four hour dispatch center with advanced technology. The Rocklin Communications Center dispatches for Rocklin Police & Fire, Animal Control, Code Enforcement and Public Works. Our center includes a wall sized map projecting real-time graphic display of police and fire vehicle locations and status which allows dispatchers to view the location of all officers at any time during the day or night. The center has the latest dispatching and telephone software that captures:

- Calls for service
- Fire information
- 9-1-1 emergency
- Administrative telephone calls
- Local crime information database

Incoming Phone Calls

- The Communications Center handled 87,182 total calls in 2010
- 63,893 of the calls were inbound and 23,289 were outbound
- 11,256 of these calls were 9-1-1 calls
- Dispatch handled 5,450 9-1-1 calls from cellular telephones

The center also has incident call management, closed circuit monitoring, and aerial photo views of the entire city.



The Rocklin Police Department continues to answer cellular 9-1-1 calls within the city limits. More and more individuals are using cellular telephones as their primary and/or preferred method of communication. These cellular 9-1-1 calls are answered directly in our Communications Center by our professional staff, rather than the California Highway Patrol Communications Center. This allows a quicker response to your emergency with fewer delays.



Support Services Division

PROFESSIONAL STANDARDS

Maintaining the public's trust by sustaining high integrity is essential to Rocklin PD. The Professional Standards Unit plays a major role as the guardian of the reputation and integrity of the Rocklin Police Department. The Professional Standards Unit mission is to:

Protect the Integrity, Standards and Values of the Rocklin Police Department.

Rocklin PD employs well trained and highly skilled personnel. Maintaining continued professional training is imperative. The Professional Standards Unit manages all training, coordinates recruiting and hiring, and administers internal affairs investigations. This unit manages programs that keep RPD in compliance with State law, accreditation standards, policy, and risk management concerns. The Unit also manages equipment inventory, allocation and technical assets.

Commendations in 2010

- 3 internal commendations and achievement awards
- 15 external commendations and achievement awards

Number of Complaints in 2010

- RPD received 11 citizen complaints in 2010
- this is less than .03% of the 45,667 yearly police incidents
- 10 were minor and handled informally, and the remaining 1 resulted in further internal affairs investigation to determine the merit of the claim



Support Services Division

POLICE VOLUNTEER PROGRAM

The Rocklin Police Volunteer Program creates a partnership between the Police Department and the community, and greatly improves the Department's capacity to provide quality service. Volunteers serve as extra "eyes, ears, and helping hands," but do not engage in contacting, detaining, or arresting suspicious persons or criminals. Volunteers are not permitted to carry weapons and have no powers of arrest beyond those of a private person.

Police Volunteer Program

- In 2010, 15 new Volunteers graduated from the Rocklin Police Volunteer Academy
- In 2010, Rocklin Police Volunteers donated 14,346 hours, which equates to a value of \$290,506*

* Value based on Bureau of Labor Statistics estimate of \$20.25 per volunteer hour

Since its inception in 2001, the Volunteer program has grown from 4 Volunteers to 118. The volunteer hiring process requires the successful completion of a volunteer application, oral interview, background investigation, Live Scan fingerprint check, warrant check, and a volunteer academy. The Volunteer Academy is mandatory for all new police volunteers and covers 50 hours of training over a 13-week time period. It familiarizes them with the different functions of the Police Department, and

provides specific training to help them become safe and productive volunteers.

The Volunteer Program allows the Police Department to undertake programs and projects that were previously not feasible due to a lack of available resources and staffing. Rocklin Police Volunteers perform a wide variety of functions and services including:

Abandoned Vehicle Enforcement
Bicycle Safety Presentations
Business License Enforcement
Business Security Inspections
Child Identification and Fingerprinting
Child Safety Presentations
Citizen Patrol and Observation
Citizen Survey Analysis
Clerical Assignments
Code Enforcement Assistance
Crime Analysis
Crime Stoppers Program
Document and Evidence Delivery
DUI Checkpoint Assistance

Emergency Shelter Staffing
Fingerprinting Citizens
Front Counter Customer Service
Home Security Inspections
Investigations Unit Assistance
Neighborhood Emergency Training
Neighborhood Watch Presentations
Radar Trailer Deployment
Searching for Missing Persons
Special Events Staffing
Tours of the Police Station
Traffic Control
Vacation Security Checks
Vehicle Equipment Inventory



Support Services Division

Crime Prevention and Community Education

The Rocklin Police Department offers a full range of services designed to promote crime prevention, awareness, and safety for persons of all ages. These services include community newsletters, email alerts, regular crime prevention columns in the Placer Herald newspaper, and specific programs and presentations for schools, neighborhoods, and the business community.

Neighborhood Services and Presentations:

- | | |
|--------------------------------------|-------------------------------------|
| Carjacking Prevention | Neighborhood Emergency Training |
| Document Shredding Event | Holiday Safety Presentations |
| Home Security Inspection Program | Identity Theft and Fraud Prevention |
| Neighborhood Watch Program | Operation Identification Program |
| Personal Safety / Assault Prevention | Vacation Check Program |
| Vehicle Theft / Burglary Prevention | Email Alert System |

Business Services and Presentations:

- | | |
|---|---|
| Burglary / Robbery Prevention Inspections | Business Watch Email Alert System |
| Robbery Prevention | Shoplifting / Internal Theft Prevention |
| Workplace Violence | |

School and Child Safety Programs and Presentations:

- | | |
|--|------------------------------|
| Bicycle Safety Rodeos | Child Identification Program |
| Child Safety and Stranger Awareness | Law Enforcement Career Days |
| Every 15 Minutes DUI Awareness Program | |

In 2010, 706 children participated in the Rocklin Police Child Identification Program, bringing the total number of children fingerprinted to 6,518. Children were fingerprinted, photographed, and a hair sample was obtained. This information is included as part of a comprehensive Child Identification Kit given to each child's parents/guardians. The Child Identification Program is run exclusively by Rocklin Police Volunteers.



Awards and Recognition



Police Officer of the Year
Jason Westgate

Dispatcher of the Year
Michelle Buckland

Professional Staff Member of the Year
Michael Nottoli

Meritorious Service
Officer Zach Lewis—Bronze Medal of Valor
Officer Michael Hurrianko—Silver Medal of Valor

Certificate of Commendation

Merae Riley
Natalie Constable
Melissa Murphy
Patrick O'Brien
Lt. Michael Freeman
Sgt. Jamie Knox
Ronee Robertson

Chief's Commendation
Lt. Terry Roide

Mothers Against Drunk Driving Hero Award
Officer Kyle Hollis



Crime Statistics

Rocklin's Crime Rate in 2010 was 19.8 crimes per 1000 residents, which is one of the lowest in the Sacramento Region.

Crime	2008 vs 2009			2009 vs 2010		
	2008	2009	% Change	2009	2010	% Change
Overall						
Overall Crime Rate	25.3	20.0	-21% ▼	20.0	19.8	-1% ▼
Violent Crime	73	71	-3% ▼	71	59	-17% ▼
Murder	0	0	0%	0	0	0%
Rape	13	11	-15% ▼	11	7	-36% ▼
Robbery	20	17	-15% ▼	17	24	41% ▲
Aggravated Assault	40	43	8% ▲	43	28	-35% ▼
Property Crime	1240	1025	-17% ▼	1025	1052	3% ▲
Burglary	260	221	-15% ▼	221	215	-3% ▼
Auto Theft	83	65	-22% ▼	65	68	5% ▲
Larceny	888	734	-17% ▼	734	750	2% ▲
Arson	9	5	-44% ▼	5	19	280% ▲



Performance Measures

Performance Measures	365 Day Comparison			365 Day Comparison		
	2008	2009	% Change	2009	2010	% Change
Patrol Activity						
Traffic Stops	10,574	9,086	-14% ▼	9,086	8,654	-5% ▼
Alarm Calls	2,426	2,101	-13% ▼	2,098	1,885	-10% ▼
Vehicle/Pedestrian Checks	2,097	2,057	-2% ▼	2,057	2,419	18% ▲
Reports Taken	5,034	4,480	-11% ▼	4,479	4,674	4% ▲
Misdemeanor Arrests	1,060	1,084	2% ▲	1,085	1,006	-7% ▼
Felony Arrests	488	432	-11% ▼	431	398	-8% ▼
Citations Issued	5,584	4,996	-11% ▼	5,018	5,832	16% ▲
Field Interview Cards	639	862	35% ▲	868	652	-25% ▼
Number of Vehicles Towed	473	233	-51% ▼	234	194	-17% ▼
Red Light Camera (Sunset/Park) Total	990	472	-52% ▼	472	419	-11% ▼
Citations Issued	667	263	-61% ▼	255	111	-56% ▼
Red Light Camera (Rocklin/I80) Total	2,801	3,634	30% ▲	3,634	1,981	-45% ▼
Citations Issued	1,356	1,916	41% ▲	1,857	1,148	-38% ▼
Traffic Collisions	591	629	6% ▲	629	687	9% ▲
Animal Incidents	2,602	3,247	25% ▲	3,247	3,328	2% ▲
Dispatch Activity						
Total Phone Calls Processed	114,335	105,818	-7% ▼	105,453	87,182	-17% ▼
Inbound Admin Phone Calls	87,121	78,886	-9% ▼	78,613	63,893	-19% ▼
Abandoned 911 Calls	1,304	1,321	1% ▲	26,840	23,289	-13% ▼
Total 911 Calls	23,389	25,115	7% ▲	11,217	11,256	0%
911 Emergency Calls	10,652	11,272	6% ▲	5,281	5,806	10% ▲
E911 Cellular Incidents	3,441	5,917	72% ▲	5,936	5,450	-8% ▼
7 Digit Emergency	9,296	7,926	-15% ▼	1,316	1,264	-4% ▼
Total Incidents	48,849	49,616	2% ▲	49,502	49,276	0%
Police Calls for Service	25,694	26,721	4% ▲	26,721	25,991	-3% ▼
Officer Initiated Incidents	19,167	19,234	0%	19,234	19,676	2% ▲
Fire Incidents	3,758	3,678	-2% ▼	3,677	3,740	2% ▼