

WILLIAM B. TRINQUE
DIRECTOR



DAVID N. CICILLINE
MAYOR

Department of Public Safety, Telecommunications Department
"Building Pride in Providence"

March 9, 2006

The Honorable City Council
City Hall
Providence, Rhode Island 02903

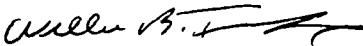
Dear City Council:


On behalf of the Department of Communications, it gives me great pleasure to present our 2005 Annual Report. The following pages will reflect the activity and the services the Department of Communications has rendered the citizens of Providence during the 2004-2005 fiscal year. This report is submitted in compliance with section 1201 (e) of the Home Rule Charter for the City of Providence and contains statistical data and examples of accomplishments and service delivered by our department.

We are very pleased with the accomplishments of our Department over the past fiscal year and we look forward to another productive year in 2006.

The Department of Communications thanks you for your continued support. With your support and assistance, we look forward to continuing to improve the quality of life for all residents of the City of Providence.

Sincerely yours,


William B. Trinqu
Director

IN CITY COUNCIL
MAR 16 2006
READ
WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED
 CLERK

FILED

2006 MAR -9 A 10: 10

DEPT. OF CITY CLERK
PROVIDENCE, R.I.
H. CLARK



**PROVIDENCE DEPARTMENT OF PUBLIC SAFETY
Telecommunications Department**

"Building Pride in Providence"

2005 Annual Report



Director William B. Trinque

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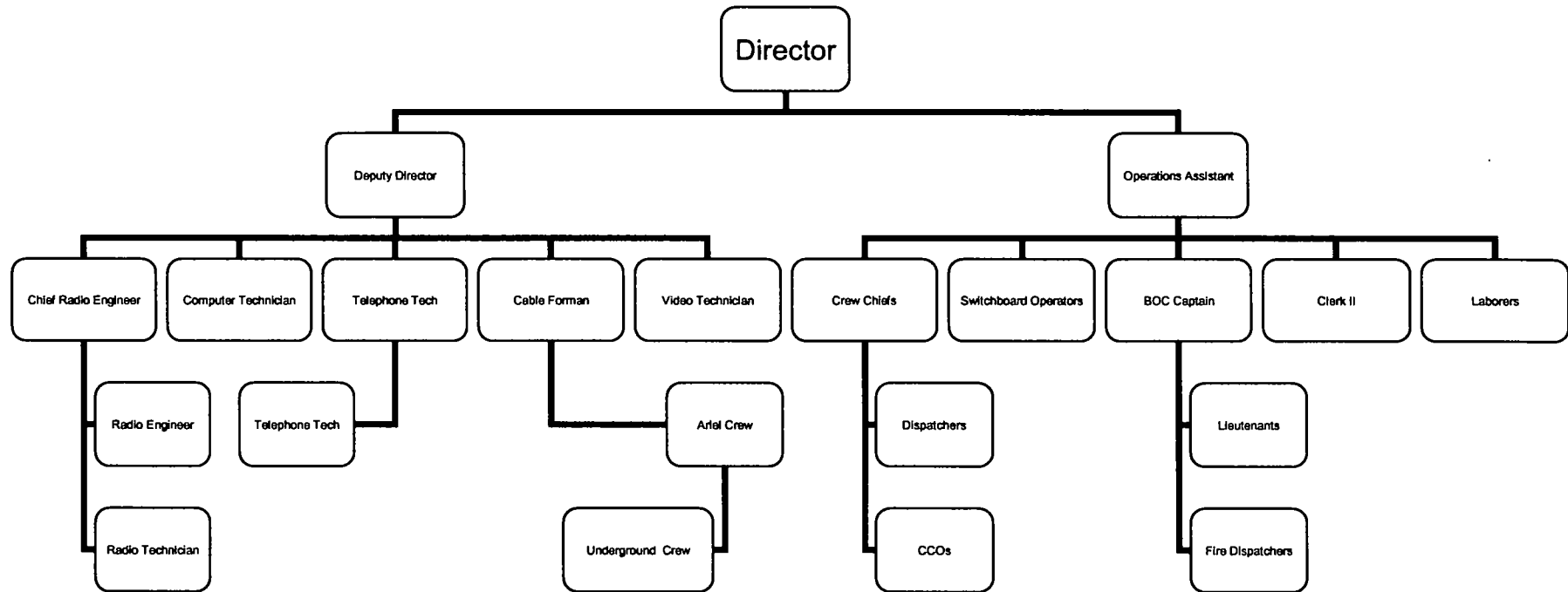
DEPARTMENT OF Public Safety TELECOMMUNICATIONS

MISSION STATEMENT

The Communications Department strives to operate in the areas of police and fire dispatch, and emergency call processing, cable maintenance, radio repair and installation, telephone and computer services in a manor befitting the rich history of the public safety sector. Presently, the department consists of eighty members supporting the six divisions in the organizational structure to include the Administrative Division. It is our intent to treat those we serve with dignity and respect. Being mindful of the public's right to be ensured of prompt, safe and caring service is paramount to the success of this operation.

- To grasp the needs and wishes of those we serve
- To understand whom the stakeholders are within and without the organization in view of a public safety context
- To implement the complex and varied duties of this department in a mindful courteous manner, never losing sight of the goals of safety of the customers we serve
- To establish a meaningful dialogue with stakeholders both internal and external and the sharing of services and expertise are always desired goals of this organization

Communications Department Organizational Chart 2005



DEPARTMENT OF COMMUNICATIONS

Department Summary

The primary objective of the Department of Communications is to provide crucial technical support to the police and fire departments relative to their mission of serving the citizens of Providence.

The Communications Department is responsible for the operation of the Communications Center for the Police, Fire and Emergency Medical Services Departments. The Department's responsibilities include the design, procurement, installation and proper operation of all communications equipment as well as the management of Communications Center personnel. Presently, there are 78 employees in the Communications Department.

The police and fire operational control centers process over 250,000 emergency calls for service as well as hundreds of thousands of non-emergency calls.

The Department's Radio Division provides telecommunications and radio support for police, fire, EMS, water and public works services. All sophisticated radio systems, mobile and portable radio equipment, base stations, cellular telephone services, emergency lighting, and other alert, warning and security devices are the responsibility of the Radio Division.

The Cable Division is responsible for the installation and maintenance of the citywide cable system, including fire alarm, telephone, cable television, and data processing (fiber optic). Installation and maintenance of all municipal fire alarm boxes is also under the jurisdiction of the Cable Division.

The Communications Department is responsible for the installation, maintenance and testing of the Mobile Video Recorders installed in marked police vehicles. In addition to maintenance and installation, the department is responsible for categorizing and storing the tapes generated by the video cameras. The other relatively new initiative of the department is the maintenance of two security cameras located at Waterplace Park and Weybosett Street.

The Telecommunications Division also provides technical assistance for all City departments relative to telephone, fax, and peripheral computer services.

Executive Division

Director William B. Trinque

The Director is responsible for the investigation of all complaints and allegations made against all members of the Department of Communications. These investigations must be conducted in an unbiased, thorough, and comprehensive manner to ensure the integrity of the Department for its employees and the public it serves. Each accusation is investigated towards resolution in an attempt to determine whether a complaint was founded, unfounded or substantiated. Appropriate disciplinary sanctions are imposed when a complaint is founded.

The Department of Communications received and investigated a total of thirteen (13) complaints against personnel from July of 2003 to July of 2004. Of those thirteen complaints five (5) were unfounded and eight (8) received sanctioned discipline. Communications also conducted seven (7) internal investigations from July of 2003 to July of 2004 of which seven required disciplinary action.

It should be noted that the Department of Communications receives approximately five hundred thousand (500,000) emergency calls per year. If you divided five hundred thousand (500,000) calls by eight (8) substantiated complaints received, it averages out to one (1) complaint every sixty-two thousand five hundred (62,500) calls. These figures are remarkably outstanding figures and I am proud of all of our employees.

Summary of investigation for fiscal yr. 2003-04

Type	Number of complaints	Unfounded	Discipline	Pending
Unprofessional Behavior	5	3	2	0
Internal Investigations	16	7	9	0

Summary of discipline complaints against personnel

Type	Number	Pending	Total
Letter Counseling	1	0	1
Remedial Training	0	0	0
Suspension	0	0	0

Summary of discipline Internal Investigations

Type	Number	Pending	Total
Letter Counseling	4	0	2
Verbal Warning	10	0	2
Letter Reprimand	0	0	0
Termination	0	0	0

DEPUTY DIRECTOR

Joe McGarry

2005 Accomplishments

The Deputy Director was hired in March of 2004 and has over thirty years experience as a director of information systems and telecommunications in the private sector as well as over 30 years experience as an Army Signal Corps officer responsible for radio, telephone and satellite communications for major military units.

As Deputy Director he is responsible for the Fire Alarm Cable and Aerial Crews who install and maintain the fire alarm system for the City of Providence. He is also responsible for the Telephone Technicians who install and maintain the dozens of telephone systems and infrastructure for all the departments within the City. In addition he is responsible for the Radio Engineers and Techs who maintain all of the Police, Fire and EMS radio systems, antennas, towers, radios installed in the cars and portable radios carried by our first responders. Lastly he is responsible for the Computer Technician who maintains the internal computer network at Communications on which all the E911 computer systems run.

Responsible for the daily activities of the Fire Alarm Crew, Radio Engineers, Radio Technicians, Telephone Technicians, Computer Technician, and Video Technician.

CITY OF PROVIDENCE
COMMUNICATIONS DIVISION
Accomplishments for the Years 2003, 2004, 2005

1. FBI Audit September 2005: In September 2005, the department of Communications was audited by the Federal Bureau of Investigation (FBI). The audit consisted of checking the validity and accuracy of our records regarding the entry of stolen motor vehicles. Eighty six (86) stolen motor vehicle records were examined for validity, accuracy completeness, and documentation and all were without any errors. The eighty-six (86) vehicles that were audited were randomly selected, and were cross checked against the source documents, such as the case reports, DMV reports, and supplemental reports, and no discrepancies or errors of any kind were found. Zero percent error rate is a national record with the national average being two percent (2%). This is a remarkable achievement and a credit to the hard work of a thirty two (32) year veteran of Communications Ms. Romonita Pinney. This is not the first time that Ms. Pinney has recorded a national record for error ratings. During an audit in 2002 she again had a less than one (1%) error rating. Ms. Pinney is a dedicated, conscientious worker and credit to Law Enforcement and to the City of Providence.

2. Verizon Telephone Lines & Alarm Circuits: Reduced telephone line expenses by eliminating over 32 telephone lines that were never being used and 10 Alarm circuits in Roger Williams Park that the City had been paying approximately \$70 per month per circuit but were no longer connected to the alarm company.
Savings: of \$15,000 per year on telephone lines
Savings: \$700 per month / \$11,400 per year on alarm circuits.

3. Long Distance: The long distance plan has finally taken effect and savings are being retroactively calculated back to October of 2004.
We should realize a savings of \$10,000 per year.

4. Federal COPS Grant: In 2004 we unsuccessfully submitted a Federal COPS Grant Application for \$6 million dollars to purchase and build a new 800MHz interoperable city wide radio system. For 2005 we filed under the freedom of information act to get copies of grants from cities that were successful, obtained letters of support from not only all our state fire and police departments but reached across the state lines to get letters of support from those departments and state agencies that we support on a regular basis.
This resulted in a successful application in 2005.
Grant Obtained: \$5,600,000.

5. 800 MHz Interoperable Radio System: As part of the Federal COPS Grant we have formed a System Steering Committee composed of key city agencies as well as state and local agencies to provide guidance to our implementation team as we endeavor to implement a state wide interoperable radio system. The level

of cooperation between the City and these agencies is unprecedented.

6. **Fiber Cable:** Installed a city owned fiber optic cable from the school administration building to public safety and to city hall, providing high quality data connectivity amongst the major city departments while saving \$14,000 a year in Verizon T-1 charges.
7. **Telephone System Study:** Developed a Telephone Request for Proposal to re-engineer the city's telephone and data systems, successfully sent this out to bid and have awarded the contract to Broad Reach Technology. After a years work we are ready to propose several a new City-wide system that will not only allow the City to conduct business seamlessly but also reduce costs over the life of the system. Savings over what we are now paying should be "significant". Keep in mind we will be adding several agencies that are not now connected to the existing city network. We will also be adding redundancy to Public Safety facilities in case of a disaster or terrorist incident.
8. **Inspections and Standards Phone System:** : Identified a cheap way to give all Inspections and Standards access to the City Hall telephone system and voice mail system via the City owned Fire Alarm Cable. Saved over \$60,000 on a new system.
9. **Planning Department Phone System:** While we were unable to connect the Planning Department into the City Hall Switch like we did for Inspections and Standards and the Law Dept, we procured and installed a new AVAYA telephone switch with voice mail that is state-of-the-art and will be fully compatible with the technology we plan to install city-wide once our telecommunications study begins the implementation phase. Cost \$42,000.
10. **Dictaphone Recorder:** Purchased and installed a new Dictaphone voice recording system to provide better documentation to the Police and Fire Departments on critical activities. Provided remote access to the system to Internal Affairs.
11. **Reverse 911 System:** Assisting Providence Emergency Management Agency with the implementation of the Reverse 911 System. This system will allow the City to notify Providence and surrounding communities of any emergency including evacuation orders to better protect our citizens.
12. **New CAD System:** Assisted in the acquisition and implementation of the new Police/Fire/EMS Computer Aided Dispatch System. A 12 month project to modernize computer dispatching for the City of Providence, in conjunction with the Police and Fire Departments, one of the City's most complex software applications was put into place over the course of the year. The new CAD software allows the Department of Public Safety to better handle emergency

services and related record keeping for the City of Providence.

- 13. Telephone Requests:** We have put in place new procedures to streamline the ever growing number of telephone requests for service. Come into Joe McGarry who logs, priorities and dispatches Frank Pafume or other resources.
- 14. Fire Alarm Maintenance Program:** Put into place a program for repairing /replacing old and deteriorated fire alarm cable (underground and aerial) due to years of neglect.
- 15. 800MHz Interoperability Committee:** Providence Communications joined the regional 800MHz interoperability committee in 2004. This year we are working to put in a truly regional cooperative system to support the various local, state, and federal agencies.
We applied for 16 new 800 frequencies and received 8.
- 16. Law Dept Telephone System:** Identified a cheap way to give all Law Dept access to the City Hall telephone system and voice mail system via the City owned Fire Alarm Cable. Saved over \$40,000 on a new system.
- 17. New Cable Truck:** Ordered and received a new Aerial Cable Crew Truck.
- 18. Canopy Connectivity:** Working with Motorola to install a new radio system to send voice, video and data traffic over this radio network, eliminating the need for several expensive dedicated Verizon circuits. As we build out this Canopy network there is the potential to save us close to \$100k a year in Verizon line rentals. This system is also going to be used to transmit video from the State Traffic Management Center over to the Police/Fire Operations Center.
- 19. Mesh Network:** City is implementing a new state-of-the-art Motorola Mesh Network throughout the City. This City owned network will provide the ability to send large amounts of video data between our first responder vehicles and HQ.
- 20. City Cell Phone Contract: Cell Phones:** In 2003 the city has 179 cell phones for a cost of approximately \$11,000 per month and \$132,000 for the year 2003. The city in 2004 switched cell phone carrier. The City awarded the contract to T-Mobile and saved of approximately 30% for the year 2004. The city continued to enjoy a saving of approximately 30% in the year 2005. Negotiations are currently underway for the a new cell phone contract for the year 2006.
- 21. AVAYA Contracts:** Completed an extensive review of the current AVAYA contracts and:
 - a. Moved City Hall Maintenance to a cheaper provider saving approximately \$1.00 per month per telephone.

- b. Tested the Public Safety back up switch which did not work as sold to us and received \$30K credit for new equipment.
- c. Found that AVAYA had been billing us for Planning and Development Telephone system maintenance for 4 years after they sent us a letter terminating support for the system since it was so old. Received \$17K cash refund.

TOTAL SAVINGS ON TELECOM ISSUES

AVAYA Maintenance Contract Refunds	\$17,000
AVAYA Credits on New Equip	\$30,000
Verizon Cancelled Alarm Circuits	\$11,400
Verizon Cancelled Telephone Circuits	\$15,000
Law Switch	\$40,000
Inspection and Standards Switch	\$60,000
AT&T Long Distance Savings	\$10,000
Maintenance Contract City Hall	\$7,200
TOTAL SAVINGS	\$190,600.00

Major Achievements

- Reviewed all existing Telephone System Contracts and negotiated a cash credit from AVAYA of \$17K plus a credit of \$30K on future purchases when we upgrade our system. These credits were due to equipment that was removed years ago, equipment no longer supported under their maintenance agreements and equipment that did not function under the guarantees made to the City when it was purchased
- Renegotiated AT&T Long Distance Contract and received a credit of \$7K on excessive long distance charges.
- Renegotiated Telephone System Annual Maintenance Contracts for City Hall, Public Works and Fire Repair Garage, savings over approximately \$15K per year. Note: As part of this renegotiation all the systems were reviewed and much additional equipment was found on the system. These additions are covered under the new contract at a much reduced rate.
- Renegotiated the AT&T Long Distance Contract to reduce our expenditures from approximately 12 cents a minute (and in some cases \$1 a minute) to under 4 cents a minute, saving approximately \$1,500 a month.
- Purchased and installed a new Dictaphone voice recording system to provide better documentation to the Police and Fire Departments on critical activities. Provided remote access to the system to Internal Affairs.
- Installed new fiber cable link between the School Dept., City Hall, and Communications to send data and eventually voice traffic. This saved approximately \$18K a year on leased lines.
- Attended the Medical Emergency Response Class in Alabama run by FEMA.
- Assisted in the acquisition and implementation of the new Police/Fire/EMS Computer Aided Dispatch System.
- Installed Motorola Canopy Data System at four sites: Public Safety, RI Traffic Management Center (to send video camera feeds of highways in the Providence area back to the Communications Center), ATF (to access the Police CAD System), Inspection and Standards (to access the City Hall financial systems and email), and at the DPW to access the City Hall Systems. This saves up approximately \$300 per site (\$1,200 total per month) on leased lines.
- Worked with CIO Charlie Hewitt and Police MIS Manager Shu-Bon Chang to negotiate and acquire new Motorola Mesh Network to integrate data and video into the New World CAD system.

Assumed Project Manager role in the implementation of this system. On track for June go live. This system will be one of the most sophisticated systems in the country once installed.

- Connected Law Department phones to the City Hall Telephone System via a City owned fire alarm cable saving over \$40K on purchasing a new telephone system.

- Connected Inspection and Standards Department phones to the City Hall Telephone System via a City owned fire alarm cable saving over \$40K on purchasing a new telephone system.

- Installed new AVAYA telephone system in the Planning and Development Department. This system will connect seamlessly with the new Voice over Internet Telephone System the City is planning on upgrading to next year.

- Researched criteria for receiving US Justice Department COPS Grant for 800 MHz Interoperable Radios, wrote the grant and received \$5,600,000 in funding to replace Providence's aging radio system with new state of the art system.

- In the process of installing new Reverse 911 System in Providence Communications. Will allow the City to notify citizens of any emergency and steps they should take to protect themselves. Will also allow Police and Fire Commanders to contact key officials and employees in the event of emergency to notify them to report to duty.

OPERATIONS ASSISTANT

Cindy A. Parente

The Operations Assistant, Cindy Parente, is a 23 ½ year veteran of the Telecommunications Department. Prior to her promotion 2 ½ years ago, she was the Administrative Assistant to the Director of Telecommunications for 22 years.

Operations Assistant Parente holds a certificate from APCO as a Communications Training officer as well as a certificate from the State of Rhode Island Emergency Management Agency in Incident Command Systems Level 200.

As Operations Assistant, she is responsible for all the scheduling, training and overall operation of the police control center which consists of seven (7) crew chiefs, thirteen (13) dispatchers and twenty three (23) control center operators. She is also responsible for the day to day operations of that division. We receive approximately five hundred thousand (500,000) calls per year, of which approximately two hundred fifty thousand (250,000) are from the Emergency 9-1-1 dispatch center. Of those five hundred thousand calls, the department dispatches approximately one hundred ninety thousand (190,000) calls for service to police, fire and emergency medical services.

In July 2003 the City passed a new ordinance requiring that all home owners and business owners will be required to pay a fine for false alarms. The department receives an average of approximately twenty five thousand (25,000) calls per year for burglar alarms. This department is responsible for recording all of this data which is then turned over to the proper city department for processing. These calls are the number one call for service for police, of which ninety percent (90%) are false.

The Operations Assistant also oversees the Bureau of Operational Control which consists of one (1) Captain, five (5) Lieutenants and eleven (11) Fire Dispatchers. She is also responsible for scheduling breaks as well as lunches and payroll for the three (3) switchboard operators located on the fifth floor of City Hall. As Operations Assistant, she is also responsible for one (1) Clerk II regarding the training and issuance of all work related to her position in the department. The two (2) laborers assigned to this department also report to her for work assignments. In addition to the above, the Operations Assistant handles all requisitions, payroll and other related office meetings.

All of the City's cell phones and pagers located throughout the city of Providence also come under the direction of the Operations Assistant. The Operations Assistant was able to negotiate a contract with T-Mobile allowing the city a savings of over forty four percent (44%) from the previous year. Prior to this new administration, the city previously had two hundred forty (240) cell phones issued throughout the city and we are currently down to one hundred fifty three (149); a reduction in cell phones by eighty seven (91). The prior average monthly cost was eleven thousand dollars (\$11,000), as

compared to the average monthly cost now of six thousand dollars (\$7,500) per month. To discourage the use of city cell phones for personal use while on City time, a new cell phone policy was implemented. All personal calls made on city phones shall be reimbursed to the city at a rate of thirty cents (.30) per call. She was also able to negotiate free phones and equipment for half the retail cost.

The Operations Assistant is also a member of the Providence Emergency Management's, Emergency Operations Center which meets during any disaster that may occur within the City.

Office Personnel

Main Office: Janice Crawley

Maintenance: Thomas Rattigan

Police Control Center

Crew Chiefs: Carolyn Arias, Lori Antonson, Agostino Bucci, William Dumican, Walter Snead, Douglas Buonanno, David Sears, and Patricia Long

Dispatchers: Robert Autiello, Edmund Calcagni, Frank Cosenza, Lisa Gould, George Lacas, Paul Neves, Alfred Lamothe, Suzie Periquito, Anthony Pitocco, David Reis, Emily Oates-Neves, Joseph Rigney,

Control Center Operators: Joyce Anderson, David Bianca, Joseph Cerbo, Robert Colson, Anthony Giardillo, Russ Gomes, Michael Grimaldi, Lori Kazarian, Maurice Kearney, Keith Maine, Kristin McCaffrey, AnnMarie Millard, Michael Panzarella, John Richard, Dawn Sumner, Gary Spardello, Candida Valenzuela, Ger Xiong, Howard Waldman, Raphael Villanova, Lisa Scott, and Ronald Rego

Validation Coordinator: Ramonita Pinney

Switchboard Operators

Operators: Robin Glancy, Sylvia Pulliam, Audra Costa

COMPUTER TECHNICIAN

Greg Haroian

As Computer Technician for the Communications Department he is responsible for all, but not limited to, the following:

- Maintaining all computer and computer related hardware and software in the Communications Department
- Training all personnel to use computer and computer related hardware and software.
- Works directly with the Police and Fire Departments and assists them with all joint Public Safety computer and networking related matters
- Assisting the Radio Division in computer related matters
- Assisting the Telephone Division in computer related matters
- Researching and recommending all new hardware, software, and networking decisions for the department
- Provide desktop support for all members of the department
- In general, handles all direct and indirect computer related matters for the department and provides critical technical support for the Emergency Call Centers

In the past year, several major projects were completed:

- Implementation of new CAD system
- Reorganization of the Emergency Radio ID database
- False Alarm tracking

These projects highlight some of the accomplishments of the Computer Services Division over the past year.

FIRE ALARM CABLE AND AERIAL CREW

Foreman: Frank Duffy, Paul Masseur

Fire Alarm Technicians: Richard Rebello, Mike Peixinho, Paul Biello, Chris Moura

Cable Crew

- Maintains 10 fire alarm cables (underground and overhead) spread throughout the entire City.
- Maintain over 2,000 fire alarm box connections into these 10 fire alarm cables. Review and approve plans and construction specifications with fire alarm companies that desire to connect their systems to the city fire alarm cable.
- Install and maintain 275 Fire Alarm Pedestals and 207 Fire Alarm Call Boxes mounted on these pedestals and 384 Fire Alarm Boxes mounted on poles that connect to the Aerial Cable
- Installs and maintains all the telephone cable through Roger Williams Park (over a hundred phones connected). Also city owned phone cables to Building Inspections and the Solicitor's Office.
- Installs and maintains 22 Telephone lines that go through the cable to 22 Fire and other departments plus Fire Battalion Chiefs, Division of Training, Air Supply and other locations.
- Installs and maintains VOCALALARM circuits to each of the fire stations.
- Installs and maintains Burglar Alarm circuits in City Hall.
- Installs and maintains many of the Radio Repeater circuits for retransmitting the Police, Fire, Water and Public Works Departments.
- Installs and maintains three Fiber Cable circuits that connect Public Safety, City Hall, Communications and the School Administration.
- Crews respond 7 X 24 X 365 to incidents when there are problems with the system.

Radio Engineers / Radio Technician Crew

Chief Radio Engineer: Tony Desmarais

Radio Engineer: Mike Grimaldi

Radio Technician: Richard Autiello

Radio Engineers / Radio Technician

Consists of Tony Desmarais, Chief Radio Engineer; Mike Grimaldi, Radio Engineer; Richard Autiello, Radio Technician.

- Support the entire city wide network of radio transmitters, receivers and repeaters. There are over eight major sites with this equipment.
- Support over 800 Police, Fire, EMS, Public Works, Water Dept, and RW Park radios, portables and associated equipment.
- Support all the computers and wiring for emergency lights for all the Police, Fire, EMS, Public Works, Water Dept, and RW Park vehicles.
- Support Mobile Computer Laptops installed in Police, Fire and EMS vehicles.

Telephone Technician Crew

Telephone Technicians: Frank Pafume, Joe Migliaccio

Telephone Technicians

- Maintain approximately 20 telephone switching systems and associated voice mail systems scattered throughout the City. These systems range from small 10 line PBXs to massive 500 line 7 X 24 X 365 mission critical computerized telephone call centers that support the Police and Fire Departments.
- Provide assistance with telephone technical issues to over 1700 telephone users.
- Assist the Cable and Aerial Crews to install new cables or Master Boxes

Communications Specialists Crew

Computer Technicians (3): Brian Feeney, Luis Guzman, (Gary Jerejian on disability)

- Responsible for installing laptop computers, radios, AVL devices, modems, lights, sirens, and any other electrical equipment in police, fire and EMS vehicles as needed.
- Assist Fire Alarm Cable Crews and Telephone Techs as needed.

Calls For Service 2004-2005 YTD

Description	2004	2005 YTD
Sudden Death/DOA	135	95
Suicide Attempt	348	308
Abduction/Kidnapping	46	23
Child Molestation	12	7
Sexual Assault	266	187
Robbery	540	315
Carjacking	36	23
Aggravated Assault	1516	1057
Simple Assault	2192	1673
Fire	359	245
Arson	8	6
Extortion	4	2
Break in Progress	580	472
B&E Report	2072	1749
Handbag Snatch	120	81
Shoplifting	488	425
Evading Payment	261	220
Larceny	7041	5220
Stripping an Auto	124	61
Stolen Auto	3964	2635
Try & Locate	196	139
Forgery/Counterfeiting	26	20
Fraud	452	527
Embezzlement	17	10
Cashing Bad Check	66	59
Receive/Sale Stolen Property	4	6
Property Damage	2177	1443
Malicious Mischief	4666	3336
Narcotics Violation	1325	1036
Exposing	120	116
Child/Eldery Abuse/Neglect	54	46
Violation Protective Order	682	546
Disturbance - Domestic	3892	2815
Abandoned Child	18	21
Gambling	3	2
Prostitution	263	308
Liquor Law Violation	163	123

Calls For Service 2004-2005 YTD

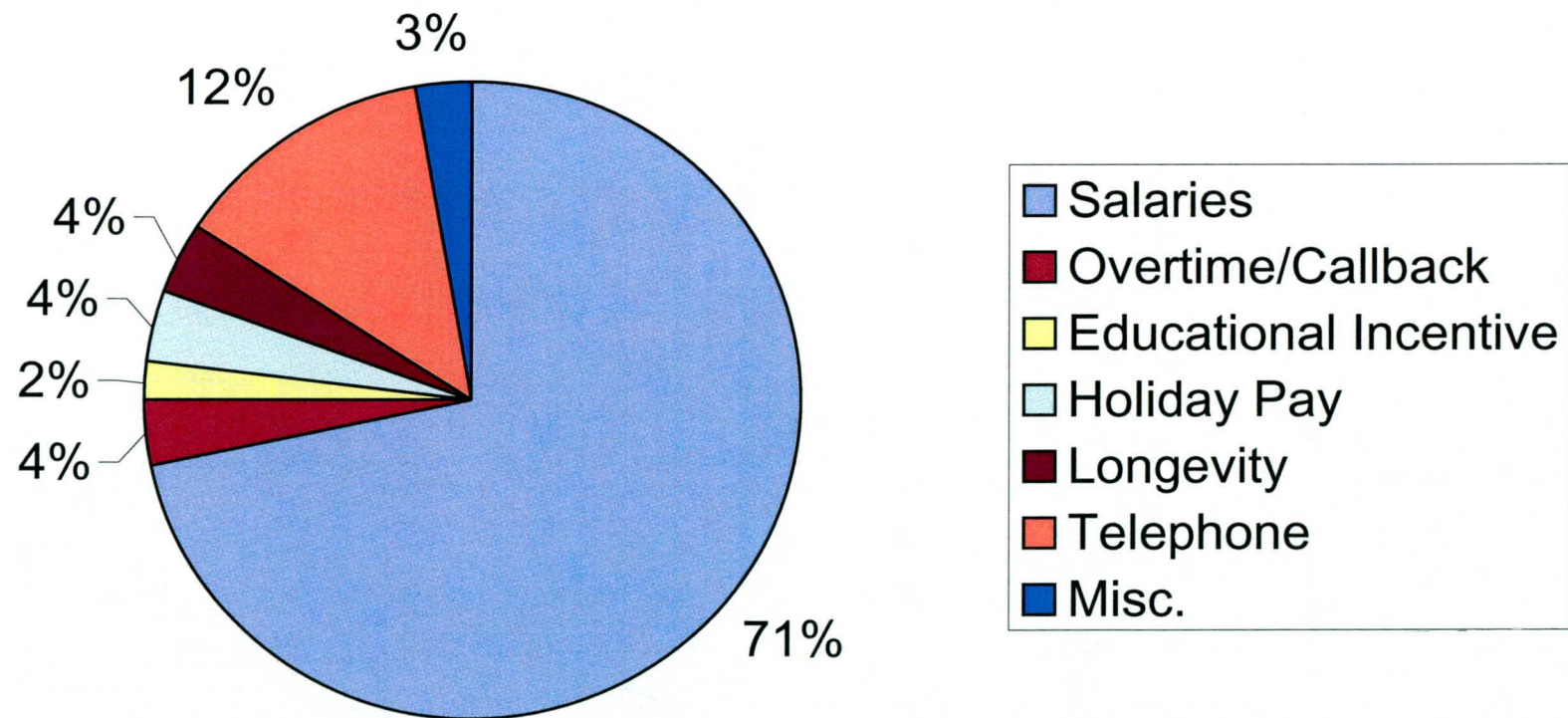
Description	2004	2005 YTD
Intoxicated Subject	729	611
Obstructing	112	119
Person with a Gun	655	408
Shots Fired	1270	635
Bomb Threat	45	29
Fireworks Violation	675	510
Disorderly Conduct	331	393
Threats	2488	2020
Explosion	20	15
DUI	43	26
Illegal Parking	3567	3008
Pedestrian Struck	488	410
Traffic Accident	18351	13554
Vehicle Stop	7239	233
Traffic Code Violation	3869	3510
Overdose	331	252
Industrial Accident	63	82
Medical Aid	184	165
Trespassing	252	216
Harassing Phone Calls	865	673
Prowlers	12	24
Stalking	68	64
Animal Cruelty	248	132
Animal Complaint	4036	2680
Animal Bite	203	189
Animal Struck	268	174
Illegal Dumping	122	104
Disturbance - Public	6117	5128
Loud Music/Party	6435	5541
Keep the Peace	4612	3421
Assist Fire Department	901	688
Officer Needs Assistance	23	15
Assist Other Agency	720	521
Alarm - Business	14676	9709
Alarm - Residential	7351	4553
Alarm - Ringing	558	413
Alarm - Panic	1075	570

Calls For Service 2004-2005 YTD

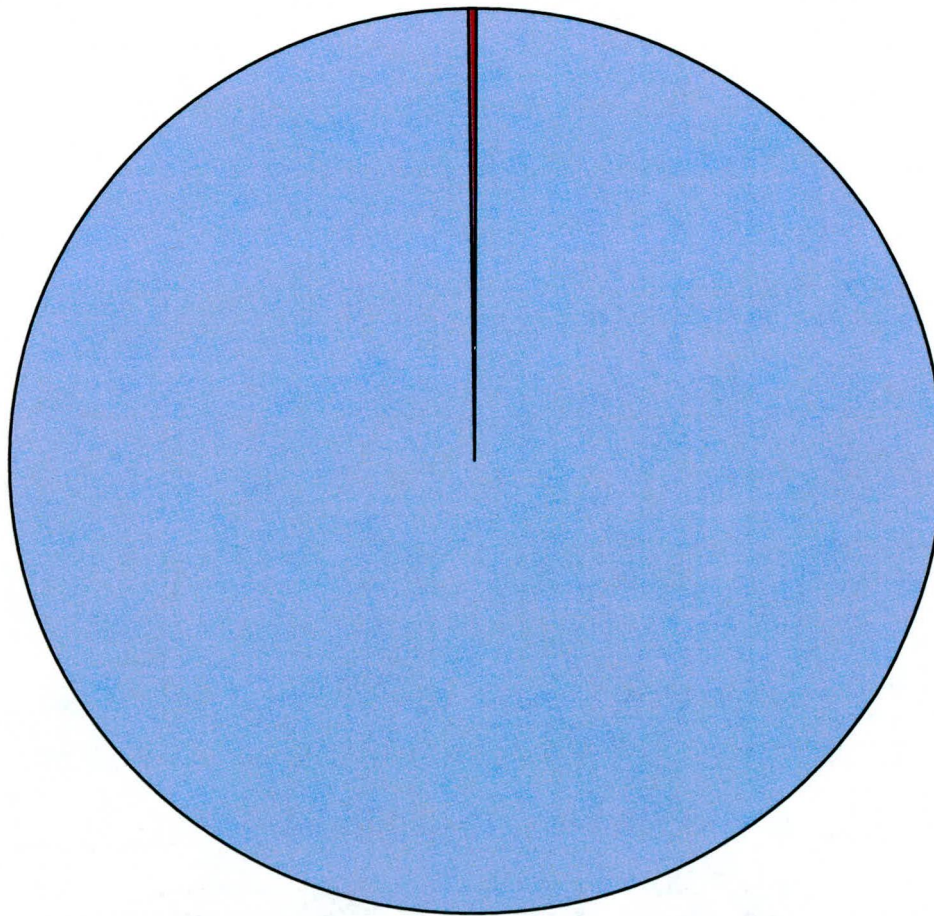
Description	2004	2005 YTD
Alarm - False	986	3127
Lost Article	1335	1448
Article Found	665	535
Lost Plate	2065	1482
Missing Person (Juvenile)	3200	2220
Missing Person (Adult)	344	215
Missing Person Returned	332	258
License Violation	94	75
Assist Citizen	1173	814
Suspicious Person/Activity	6550	5028
Abandoned Vehicle	5021	2832
Notification	858	581
Open Door/Window	185	167
Lockout	396	274
Juvenile Matter	2237	1767
Person Annoyed	3487	2609
911 Hang-Up/Open Line	13547	10306
Refusing to Leave	2098	1725
Holding Subject	218	169
Dispersal	6438	5381
Safety Hazard	2956	1986
Failure to Move	22	24
Warrant Arrest	1358	1327
Capias Arrest	33	50

Expenditures 2005

\$5,461,934



Summary of Investigation Fiscal Year 2004-2005



- Total Calls 500,000
- Total Complaints 5
- Unfounded Complaints 3
- Substantiated Complaints 2

Total Employees	85
Total Complaints	16
Unfounded	7
Discipline	9
Pending	0

