

*Reports Back  
Prepared by SPD  
upon request  
of Council from  
previous meetings.*



CITY OF SACRAMENTO  
CALIFORNIA

HALL OF JUSTICE  
813 SIXTH STREET  
SACRAMENTO, CA  
95814-2495

March 14, 1995

PH 916-264-5121

Public Safety Issues Committee

Sacramento, California

Honorable Members in Session:

**SUBJECT:** Report-Backs from Committee Meetings of March 1, and 6, 1995

**LOCATION AND COUNCIL DISTRICT**

City. All council districts.

**RECOMMENDATION**

None.

**CONTACT PERSON**

Capt. Mike Busch  
Planning and Research Division  
(916) 264-7380

**FOR COMMITTEE MEETING OF** March 20, 1995

**SUMMARY**

This report contains information regarding eight (8) requests for report-backs from the Council Committee meetings on Neighborhood and Public Safety Issues held on March 1 and 6, 1995. Responses to seven (7) of the Committee requests are included in this report. Data collection for one item will take several weeks, and a report will be submitted to the Committee as soon as possible.

**COMMITTEE/COMMISSION ACTION**

None.

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### BACKGROUND INFORMATION

Eight (8) requests for additional information were generated as a result of the Council Committee meetings on Neighborhood and Public Safety Issues meetings held on March 1 and 6, 1995. The requests and their respective responses are as follows:

#### **1. Dispatch Concerns, Communications Policies and Procedures**

Councilwoman Fargo expressed a concern regarding communications policies and procedures for dealing with citizens' customer service complaints. Citizen complaints for the Communications Division are handled in the same manner as for other departmental divisions through the Citizen Complaint Procedure (addressed in the March 6 staff report). Complaints are generated by citizens as well as internally for quality control purposes. In 1994, telephone calls to the division totaled 1,006,560 calls. For this same period, the division received 16 formal complaints of which 9 were citizen initiated and 7 were internally initiated. For those complaints which were sustained (10 of the 16), the types of discipline included letters of reprimand, salary reductions, 80-hour suspensions, re-training and counseling.

The Communications Division is working proactively to address customer service issues in a variety of ways. Internally, the division has an active quality assurance program and has recently established a quality action team of 10 employees to develop a customer service survey to evaluate service on 911 calls. The division plans to seek outside assistance from the members of the Citizens' Academy in developing the survey. Technologically, the division's new PC terminals and 911 system are equipped with monitoring features which allow supervisors to review and monitor ongoing calls. This "silent monitor" does not interrupt service but serves as an effective training and supervisory tool to proactively identify and resolve possible customer service concerns.

#### **2. Community-Policing Experience of Other Cities**

At the March 6 meeting, several committee members requested information on the community-policing experience of other cities. Specific requests for information included data on the time required for the transition to citywide community policing, the amount of resources necessary for the transition, and crime rates for those cities who have adopted the community policing approach. Cities suggested for analysis by committee members included Chicago, Portland, San Jose, and Oakland. As indicated at the meeting, it will require some time to gather this information from other cities and staff will report back to the committee as soon as possible once this information is obtained.

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### 3. Quick Reference List of NPO/POP Programs and Contact Officers

The committee members were provided with a functional organizational chart with contact persons and telephone numbers at the March 6 meeting. Included with this staff report is a reference list by sector and by area of the NPO/POP contact officers with telephone and pager numbers (APPENDIX A).

### 4. Outreach Plan for Sector Captain Area Councils

As discussed at the March 6 meeting, the sector captain area councils will function as an informal communications network of community based organizations, business leaders, and church representatives to assist the area captains in the gathering and/or distribution of public safety information. Area captains will work closely with area managers on an outreach plan to ensure that all groups within the sector areas are included in this dialogue.

### 5. Discussion of Possible Uses for NPO Mini-Stations

Councilman Cohn addressed the issue of possible other uses for the NPO mini-stations at the March 6, 1995 meeting. Presently, NPO mini-stations, or service centers, are utilized for a variety of uses, including the following:

- Community meetings (community groups, neighborhood watch)
- Report writing, crime reports, grant writing
- Mentor programs, jobs programs, field trips, V-Team
- Allied agencies' support (SSD, Probation Department, SHRA)
- Training (in-house)
- Surveillance
- Food and clothing distribution point during major holidays
- Temporary holding facility for suspects
- Debriefing suspects and/or informants

The Police Department is receptive to consideration of other uses, but the size and space constraints of many of the NPO satellite offices should be a factor in considering other uses. For those uses which NPO offices cannot accommodate, area resource centers could be used as an alternate site.

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**6. Copies of COPS Publication for SPD Staff**

Staff is presently working with the Attorney General's Office to secure sufficient copies of the Community Oriented Policing and Problem Solving (COPPS) publication for distribution to all sworn SPD staff.

**7. Police Advisory Council**

The Police Advisory Council was proposed as part of the Police Department's 10-Year Strategic Plan as an ad hoc body which consults and advises the Chief of Police on departmental programs, policies and procedures, community relations, and crime prevention efforts. As proposed, the group would represent a broad spectrum of the various groups in the community. The membership is as follows:

Linda Birner: Mom Guess What Newspaper  
Catherine Camacho: Safe Streets  
Dean Gerald Caplan: McGeorge School of Law  
Anne Eisenberg: CRC Jewish Federation  
Randy Imai: Japanese-American Citizens' League  
Barbara Lehman: Human Rights Commission  
Midge Marino: CSU Sacramento  
Steve Markstein: Markstein Beverage  
Helen Rainwater: NAACP Sacramento Chapter  
Rafael Sanchez: Hispanic Chamber of Commerce  
James Shelby: Urban League  
Fred Teichert: Teichert Aggregates

**8. Report-Backs from Previous Meetings**

Report-back issues from previous meetings include boundary maps of existing NPO sites, calls for service information, discussion of impacts of community-oriented policing on crime statistics and response times, and information on the attrition of SPD civilian personnel. Each of these issues is discussed separately below:

Boundary Maps of Existing NPO Sites

These maps are attached to this report as **APPENDIX B**.

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Information on Calls for Service

Calls for service are defined as the number of incidents dispatched to a police officer or CSO either as a result of a telephonic request to the Communications Center, personal request by a citizen, or direct observation of the officer. A summary of the breakdown between Communications Center-generated calls and those generated in the field are as follows:

Type of Call	1993	1994	Percent Change
Communications Center Generated	204,391	205,508	0.5%
Field Generated	111,671	104,115	(6.8%)
Total	316,062	309,623	(2.0%)

Examples of calls for service include all crimes, business checks, health/welfare checks, property bookings, accidents, disturbances, and suspicious persons/vehicles. Calls for service do not include all unit broadcasts, training, meals, directed patrol projects, or meetings.

Impact of Community-Oriented Policing on Crime Statistics and Response Times

An analysis of crime statistics and response times over the last two year period (1993 and 1994) indicates that crime statistics and response times citywide have remained relatively constant. A summary of crime statistics and a response time analysis for this period are presented below.

Crime Statistics 1993-94			
Category	1993	1994	Percent Change
Total Part I	39,649	40,385	2%
Violent Crime			
Homicide	85	62	
Rape	167	174	
Robbery	2,310	2,292	
Felony Assaults	2,288	2,170	

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Total Violent Crime	4,850	4,698	(3%)
Property Crime	34,799	35,687	2.5%
Total Crime	60,556	60,249	(1%)

Response Time Analysis		
Priority	1993	1994
1	7 Minutes	7 Minutes
2	7 Minutes	6 Minutes
3	10 Minutes	10 Minutes
4	10 Minutes	10 Minutes
5	21 Minutes	20 Minutes
6	36 Minutes	40 Minutes

- Priority 1: an emergency involving a serious situation or a crime requiring immediate police response to preserve life or apprehend the responsible
- Priority 2: any crime against a person occurring with a time element of 15 minutes or less and in progress felony crimes
- Priority 3: service calls with the potential to escalate or other situations requiring response of an officer on a timely basis
- Priority 4: low priority service calls and time element misdemeanors
- Priority 5: high priority report calls (officer shall respond) and low priority service calls
- Priority 6: low priority calls (CSO can respond if available)

While the citywide statistics and response times indicate little change, there has been dramatic change in the areas where community-oriented policing efforts have been focused. A few examples are as follows:

- The Del Paso Heights NPO project area has seen a 50% decrease in narcotics-related calls for service and homicides have been reduced from 8 in 1993 to 0 in 1994. It is

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important to note that citywide homicides have also decreased over this period (i.e. this activity has not been "displaced" to other areas of the City).

- The Wyndham Drive NPO project area has experienced marked decreases in several crime categories. Vehicle thefts are down 41%, burglaries are down 44%, and assault reports are down 17%.
- Since its inception in 1992, the Franklin Villa NPO project has also seen dramatic decreases in several types of reported crimes. A survey of area residents conducted by area NPOs indicated that residents felt more safe walking alone in the neighborhood and had better access to police services.
- The Dos Rios area has seen marked decrease in both narcotics and weapons-related calls since establishing its NPO project area. While narcotics and weapons-related calls totaled 29 and 9 respectively in 1992, they numbered 0 and 2 respectively in 1994.

The fact that these NPO areas have seen dramatic decreases in crime while citywide crime statistics remain constant indicates that community-oriented policing efforts do yield significant results in the areas in which they are implemented **without displacement to other areas**. As the goal of community-oriented policing is to address problems and concerns before they become police statistics, it is important to focus on the quality of life issues in addition to the quantitative crime statistics. In what might otherwise have been a year of increased crime, the efforts of those involved in community oriented policing programs in various areas throughout the City have served to curb the growth of crime in the City.

Attrition for SPD Civilian Personnel

Information on the Police Department's civilian attrition is summarized below:

	1992	1993	1994	1995*	1992-95
Retired	3	8	0	1	12
Released	14	64	5	1	84
Resigned	21	33	22	3	79
Terminated	0	2	1	1	4
Total	38	107	28	6	179
Total Civilian FTE	368.62	368.62	368.2	347.86	

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\* Attrition through February 24, 1995

**FINANCIAL CONSIDERATIONS**

Not applicable. Information only.

**ENVIRONMENTAL CONSIDERATIONS**

Not applicable. Information only.

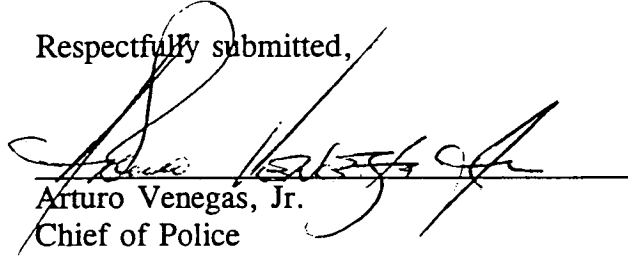
**POLICY CONSIDERATIONS**

Not applicable. Information only.

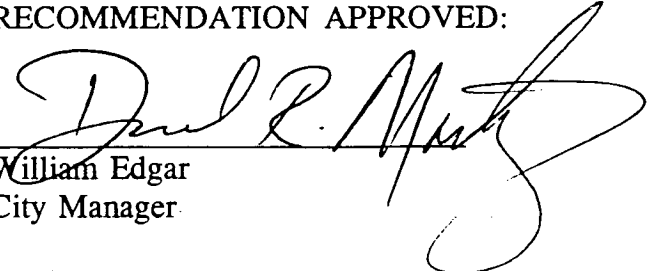
**MBE/WBE REPORTS**

Materials and services will be procured in accordance with the City's MBE/WBE policy.

Respectfully submitted,

  
Arturo Venegas, Jr.  
Chief of Police

RECOMMENDATION APPROVED:

  
William Edgar  
City Manager

AV:jc

Attachments  
Ref: 3-25

APPENDIX A

SACRAMENTO POLICE DEPARTMENT  
QUICK REFERENCE LIST OF NPO/POP OFFICERS  
1995

SECTOR 1

Alkali Flat

915 First Street  
Phone: 264-9594

Officers: Sherry Chappell #657  
Pager: 523-3311  
Days Off: SMT

Bob Huff #700  
Pager: None  
Days Off: SMT

Dos Rios

1228 McCarthy  
Phone: 427-5127

Officers: Skip Buck #708  
Pager: 328-3921  
Days Off: SMT

Richards Boulevard

1328 D Street  
Phone: 264-8168

Officers: Tom Chaplin #722  
Pager: 948-7788  
Days Off: SSM

Scott Maldonado #285  
Pager: 948-7797  
Days Off: SSM

3500 Marysville Boulevard (POP Officers)

Phone: 566-6401

Officers: Jeff Nichols #636  
Pager: 948-0887  
Days Off: FSS

Mark Sundberg #675  
Pager: 948-0886  
Days Off: SSM

SECTOR 2

Kaiser Hospital

6000 Bruceville

Phone: 686-6600

Officers: Holli Brahsear #592  
Pager: 499-6655  
Days Off: WTF

Lance McHenry #686  
Pager: 449-2967  
Days Off: SSM

Franklin Villa

7477 El Mango

Phone: 433-6669

Officers: Jeff Mackanin #591  
Pager: 948-8062  
Days Off: SMT

Bill Champion #744  
Pager: 948-8061  
Days Off: SMT

5303 Franklin Boulevard (POP Officers)

Phone: 277-6001

Officers: Michael Cooper #726  
Pager: 948-8684  
Days Off: FSS

SECTOR 3

4025 #C Broadway

Phone: 455-3675

Officers: Bob Davis #203  
Pager: 948-0902  
Days Off: SSM

River Oaks

251 Seavy Circle

Phone: 443-3714

Officers: Greg Dieckman #724  
Pager: 855-0794  
Days Off: SSM

Harold Bickel #717  
Pager: 855-0797  
Days Off: SSM

2959 35th Street

Phone: 451-5717

Officers: Steve Quinn #645  
Pager: 328-3924  
Days Off: SMT

Allen Geoffrey #641  
Pager: 551-7858  
Days Off: SMT

5303 Franklin Boulevard (POP Officers)

Phone: 277-6001

Officers: Dana Matthes #393  
Pager: 948-0947  
Days Off: SSM

Jim Hose #524  
Pager: 948-0946  
Days Off: SSM

SIMS Center

5207 Logan

Phone: 277-6002

Officers: Bernard Auger #611  
Pager: 948-5101  
Days Off: TFS

Michael Ramos #721  
Pager: 948-8060  
Days Off: TFS

Sacramento High School

34th and Y Street

Phone: 277-6200

Officers: Bill Tanton #233  
Pager: 948-5803  
Days Off: SSM

UC Davis Police Department Officers - Oak Park

Officers: Dave Robinson  
Pager: 951-7913

Paul Freeman  
Pager: 523-2419

SECTOR 4

3265 Western Avenue

Phone: 566-6401

Officers: Daniel Hahn #323  
Pager: 857-8637  
Days Off: SMT

Richard Moffatt #570  
Pager: 857-8026  
Days Off: SMT

Del Paso Center

810 Grand Avenue

Phone: 566-6476

Officers: Greg Brown #293  
Pager: 948-7443  
Days Off: SMT

Michael Bray #697  
Pager: 951-2494  
Days Off: SMT

3500 Marysville Boulevard (POP Officers)

Phone: 566-6401

Officers: Mike Cooper #566  
Pager: 762-7373  
Days Off: SSM

Steve Reed #324  
Pager: 948-1746  
Days Off: FSS

OTHER

Youth and Community Services

813 6th Street/810 Grand/5625 Stockton Boulevard/Burbank High School

Officers: Tina Phoenix  
Pager: 948-7762  
Days Off: SS

Eric Walker  
Pager: 948-7766  
Days Off: SS

Carrie Quinn  
Pager: 948-0941  
Days Off: SS

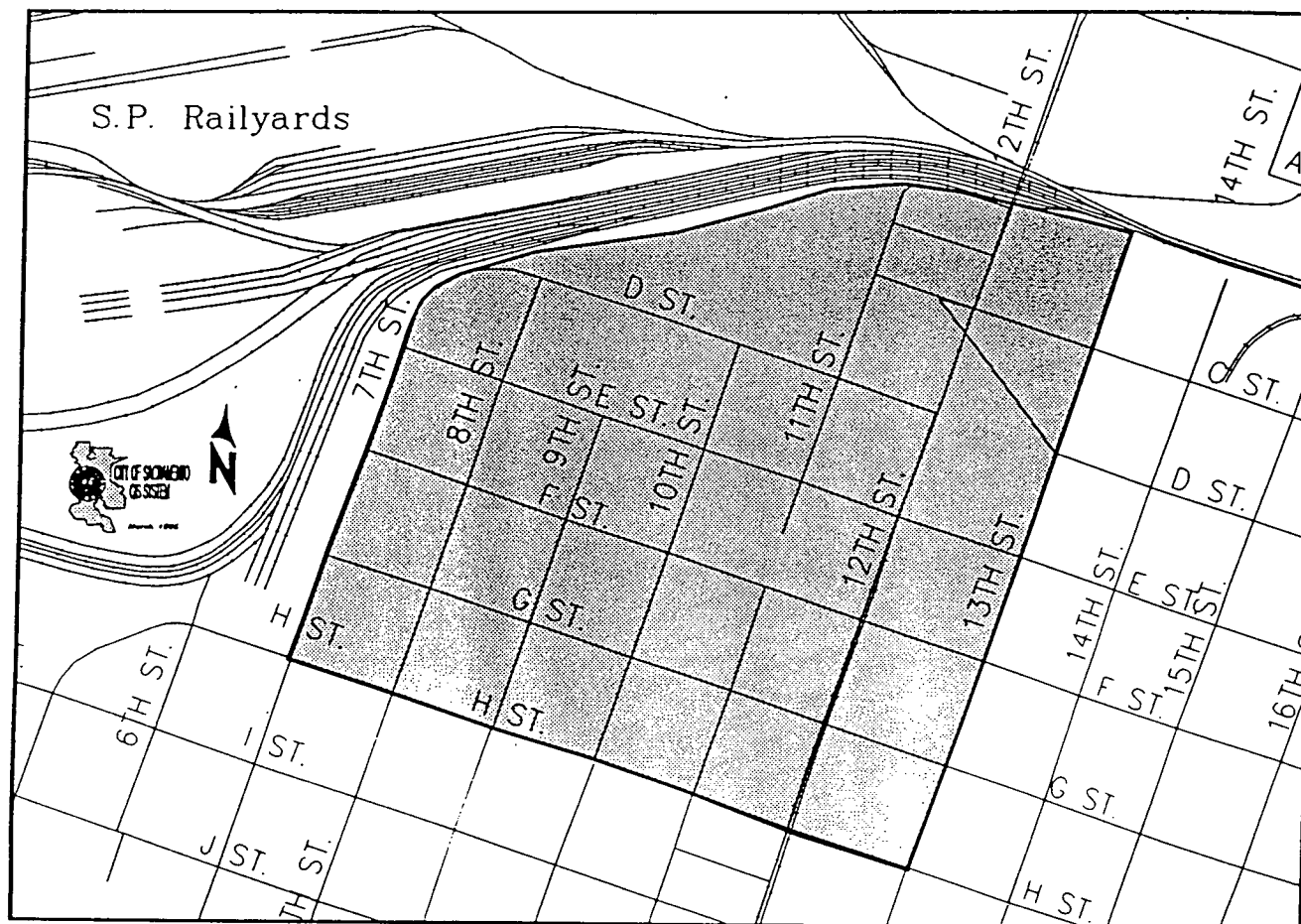
Ron Soohoo  
Pager: 948-7763  
Days Off: SS

Carolyn Washington  
Pager: 948-7758  
Days Off: SS

**APPENDIX B**  
**EXISTING NPO SITES**

1. Alkali Flat
2. Avondale/Glen Elder
3. Del Paso Heights
4. Dos Rios
5. Franklin Villa
6. Kaiser/Wyndham Drive Corridor
7. Oak Park Revitalization
8. Richards Boulevard
9. River Oaks/New Helvetia
10. Terrace Manor/Strawberry Manor

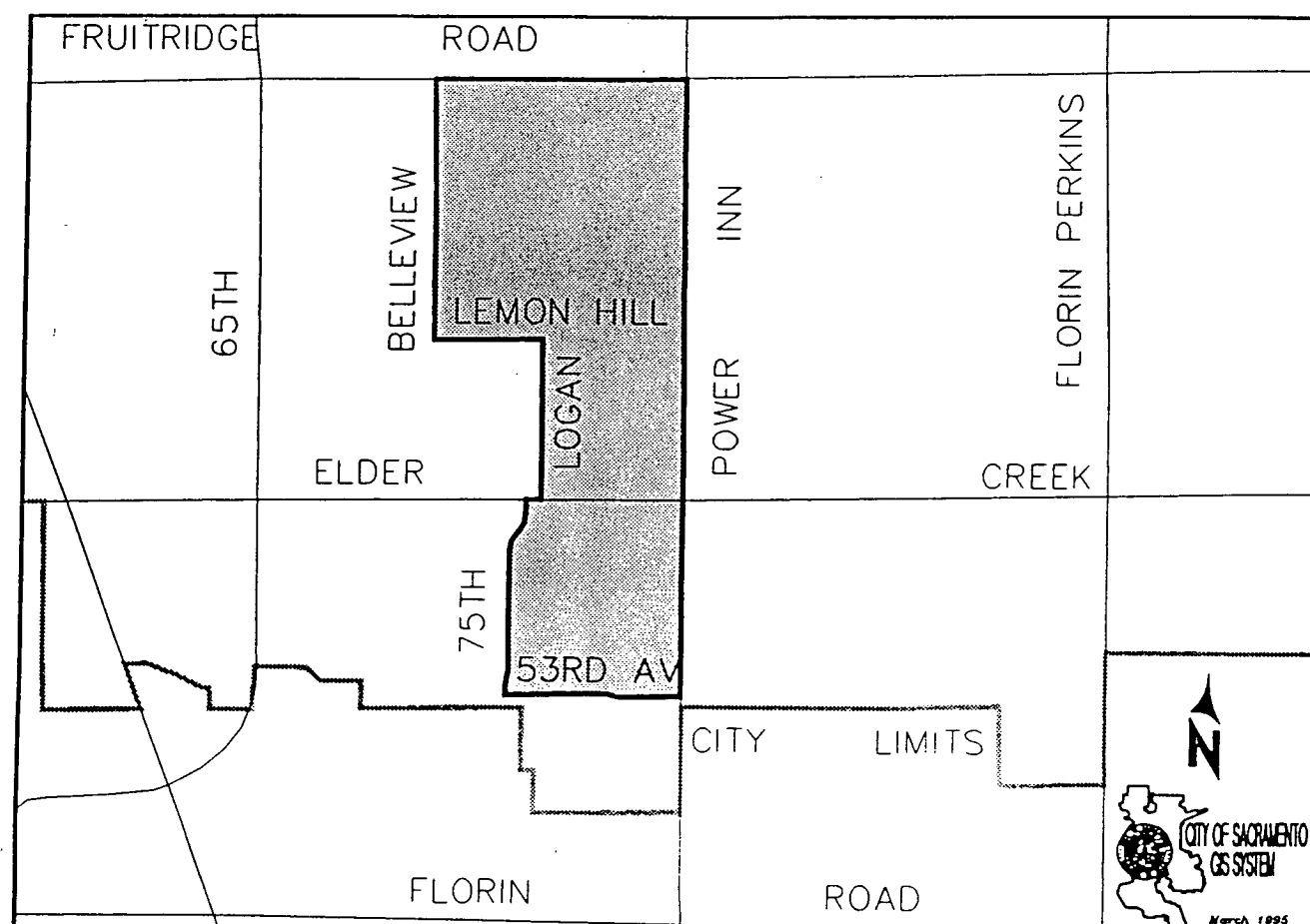
## Alkali Flat



**Boundaries:** The Alkali Flat NPO site is bordered by the Southern Pacific Railroad yard/tracks on the north, "H" Street on the south, 13th Street on the east, and 7th Street on the west.

**Profile:** Established 07-01-92. Funding (through SHRA/tax increment) is anticipated through 06-30-96. This is the first site established under the Neighborhood Reclamation and Protection Plan (NRPP). Two NPOs are assigned to the site.

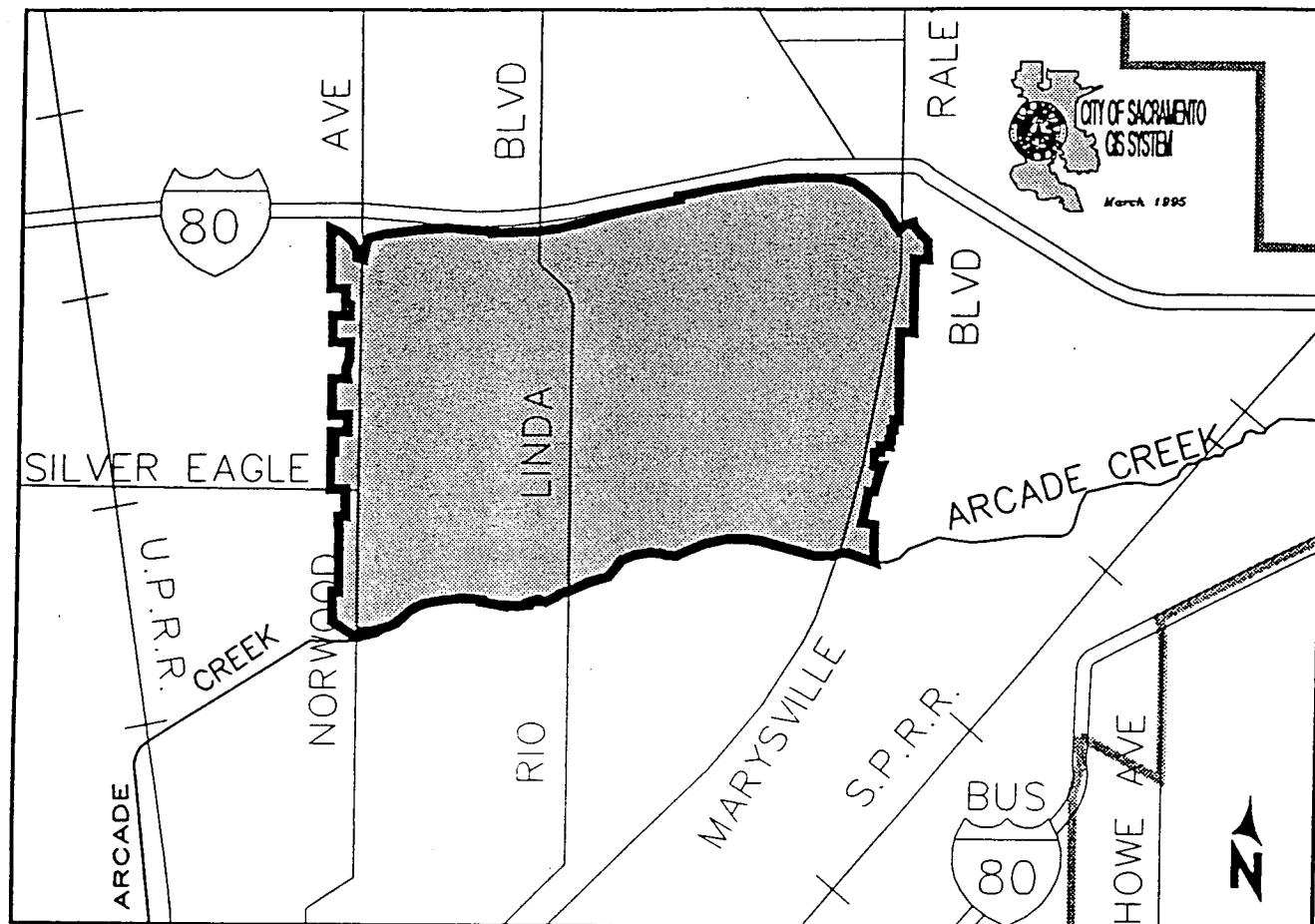
## Avondale/Glen Elder



**Boundaries:** The Avondale/Glen Elder NPO site is bordered by Fruitridge Road on the north, 53rd Avenue on the south, Power Inn Road on the east, and Bellview Avenue/75th Street on the west.

**Profile:** Established 07-01-93. Funding (through SHRA/CDBG) is anticipated through 06-30-96. Two NPOs are assigned to this site.

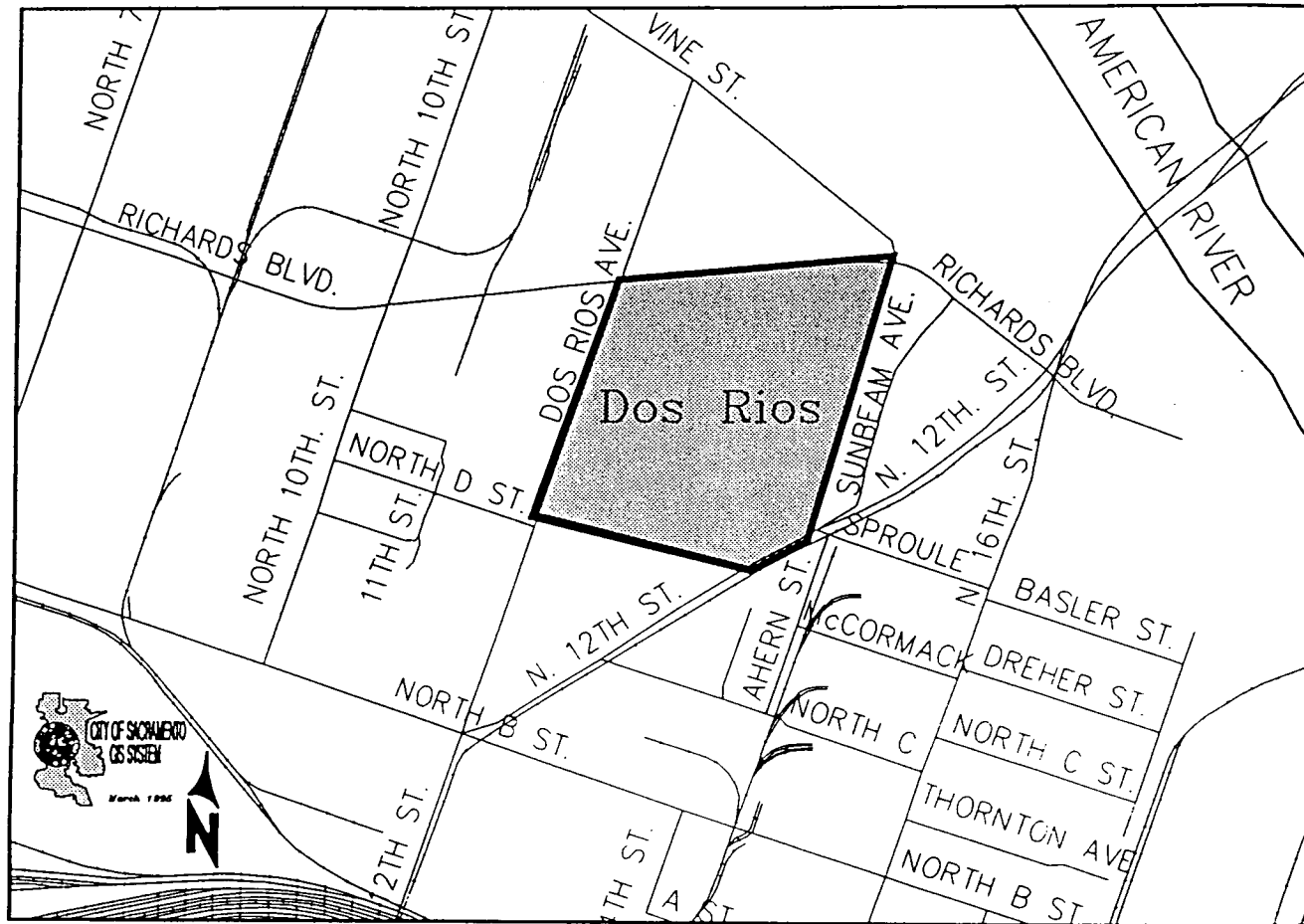
## Del Paso Heights



**Boundaries:** The Del Paso Heights NPO site mirrors the boundaries of the redevelopment project area, which is generally bounded by Interstate 80 on the north, Arcade Creek on the south, Marysville Boulevard on the east, and Norwood Avenue on the west.

**Profile:** Established 01-01-94. Funding (SHRA/Revenue Bond) is anticipated through 06-30-96. The William J. Kinney Police Facility is located within this site. Two NPOs are assigned to this project.

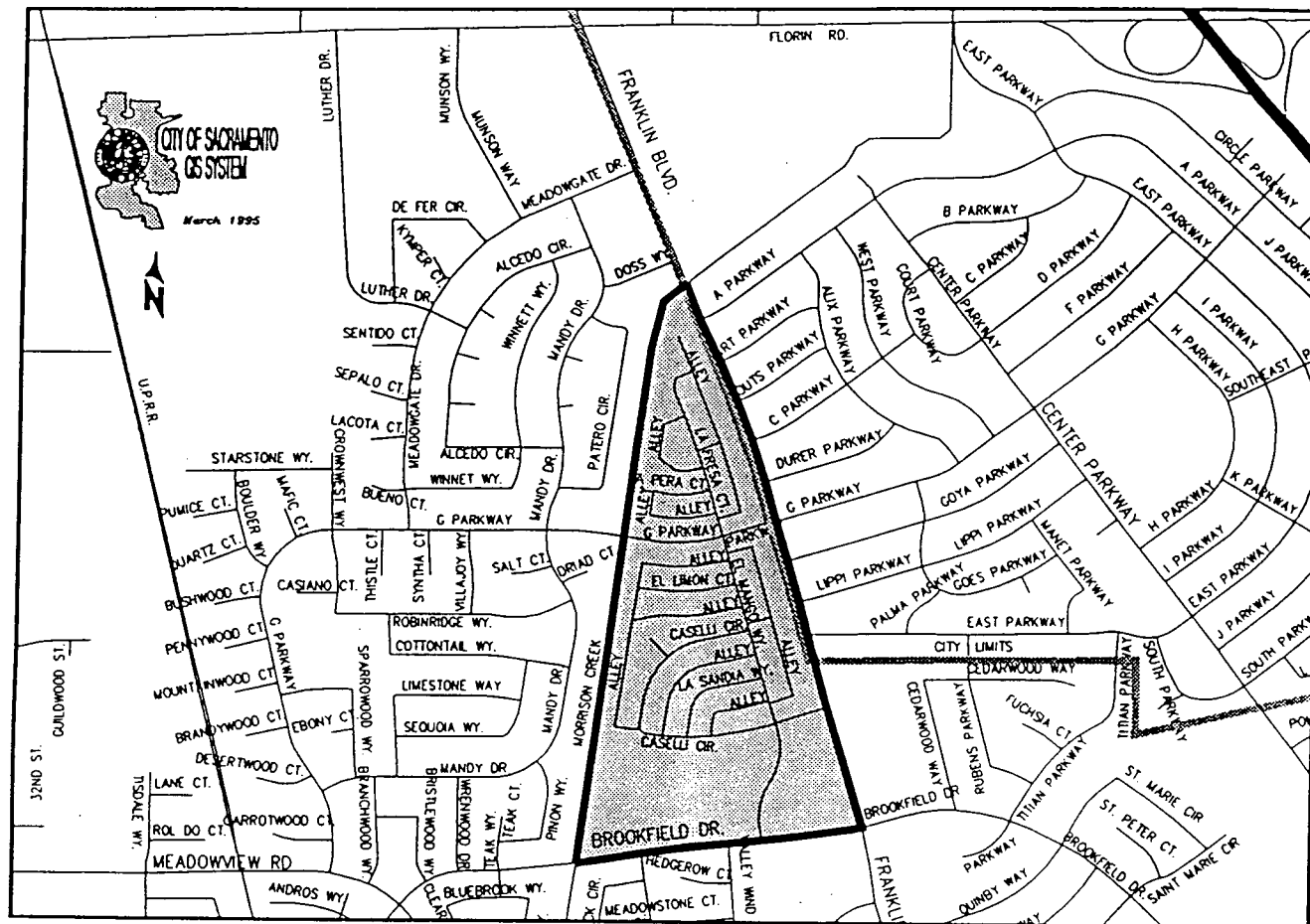
## Dos Rios



**Boundaries:** The Dos Rios NPO site is bordered by Richards Boulevard on the north, Sitka Street on the south, Eliza Street on the east, and Dos Rios Avenue on the west.

**Profile:** Established 08-01-93. Funding (SHRA/HUD) is anticipated through 06-30-96. This NPO site is located within the boundaries of the Richards Boulevard NPO site. Two NPOs are assigned to this area.

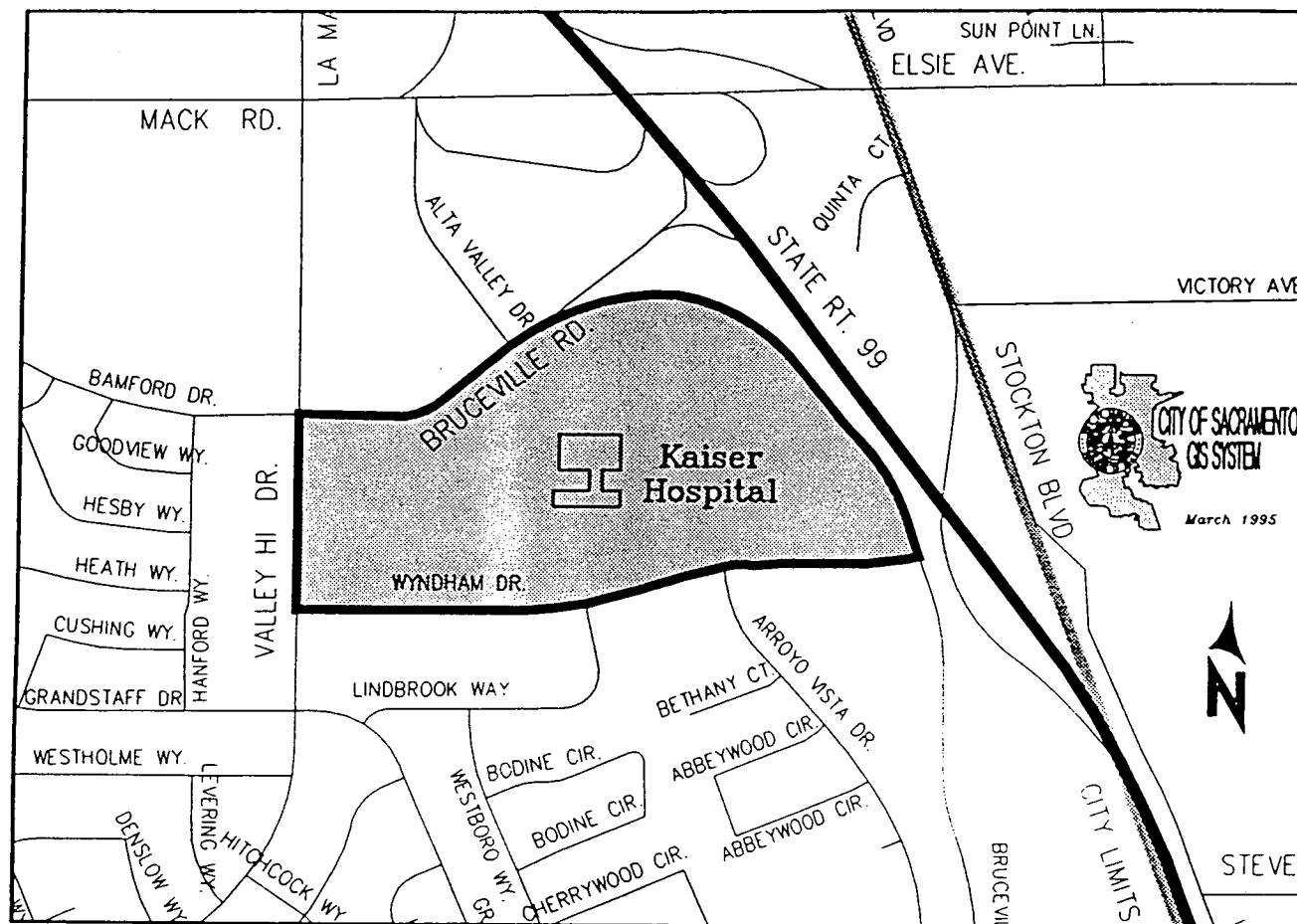
## Franklin Villa



**Boundaries:** The Franklin Villa NPO site is shaped like a triangle, with the borders of Franklin Boulevard on the east, Morrison Creek on the west, and Brookfield Drive on the south.

**Profile:** Established 07-01-93. Funding (SHRA/CDBG) is anticipated through 06-30-96. Two NPOs are assigned to this site.

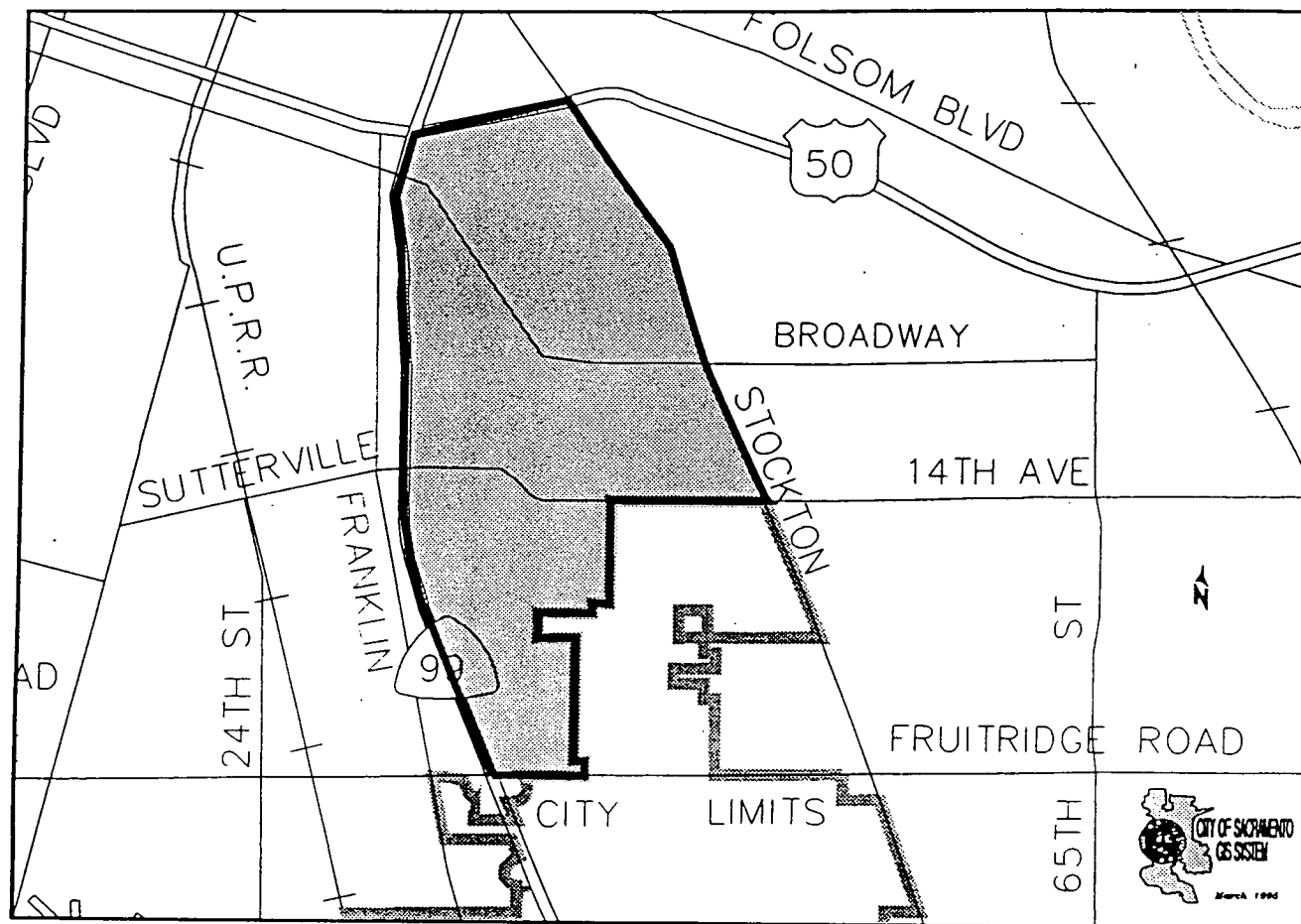
## Kaiser/Wyndham Drive Corridor



**Boundaries:** The Kaiser/Wyndham Drive NPO site is bordered by Bruceville Road on the north and east, Wyndham Drive on the south, and Valley Hi Drive on the west.

**Profile:** Established 12-15-93. Funding (Kaiser Foundation) is anticipated through 12-31-95. This NPO site is centered around the Kaiser Hospital. Two NPOs are assigned to this program.

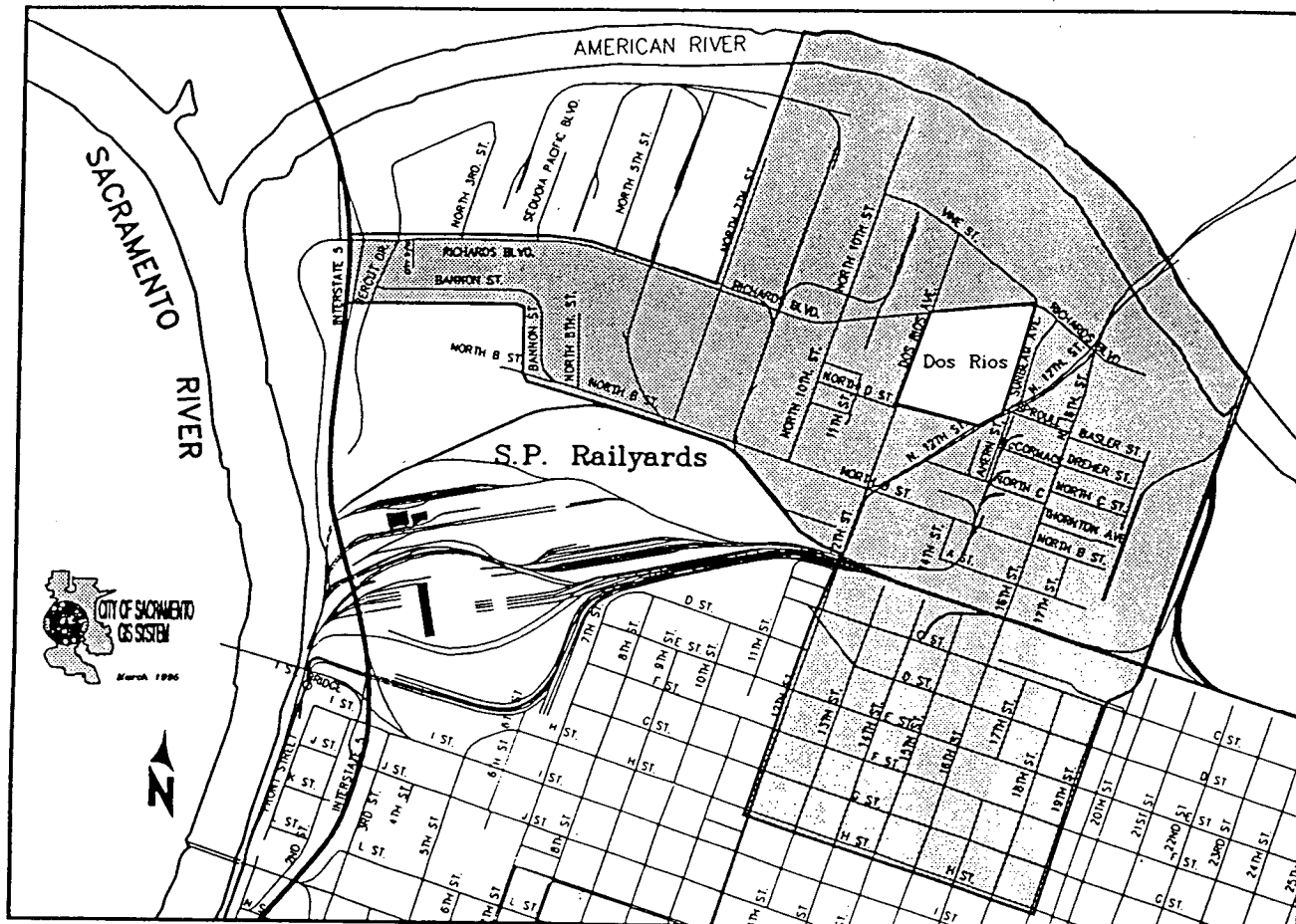
## Oak Park Revitalization



**Boundaries:** The Oak Park Revitalization Grant NPO site is generally bordered by Highway 50 on the north, 14th Avenue and Fruitridge Road on the south, Stockton Boulevard and Martin Luther King Boulevard on the east, and Highway 99 on the west.

**Profile:** Established 06-30-93. Funding (Office of Criminal Justice Planning grant) expired 02-28-95. Renewed (OCJP) funding is anticipated 07-01-95 through 06-30-96. Two other NPO programs - Oak Park PAC Patrol and Oak Park Drug Elimination - operate within the boundaries of this site. Funding for these two programs is through SHRA/HUD/Revenue Bonds. A total of five NPOs and one sergeant are assigned to this area.

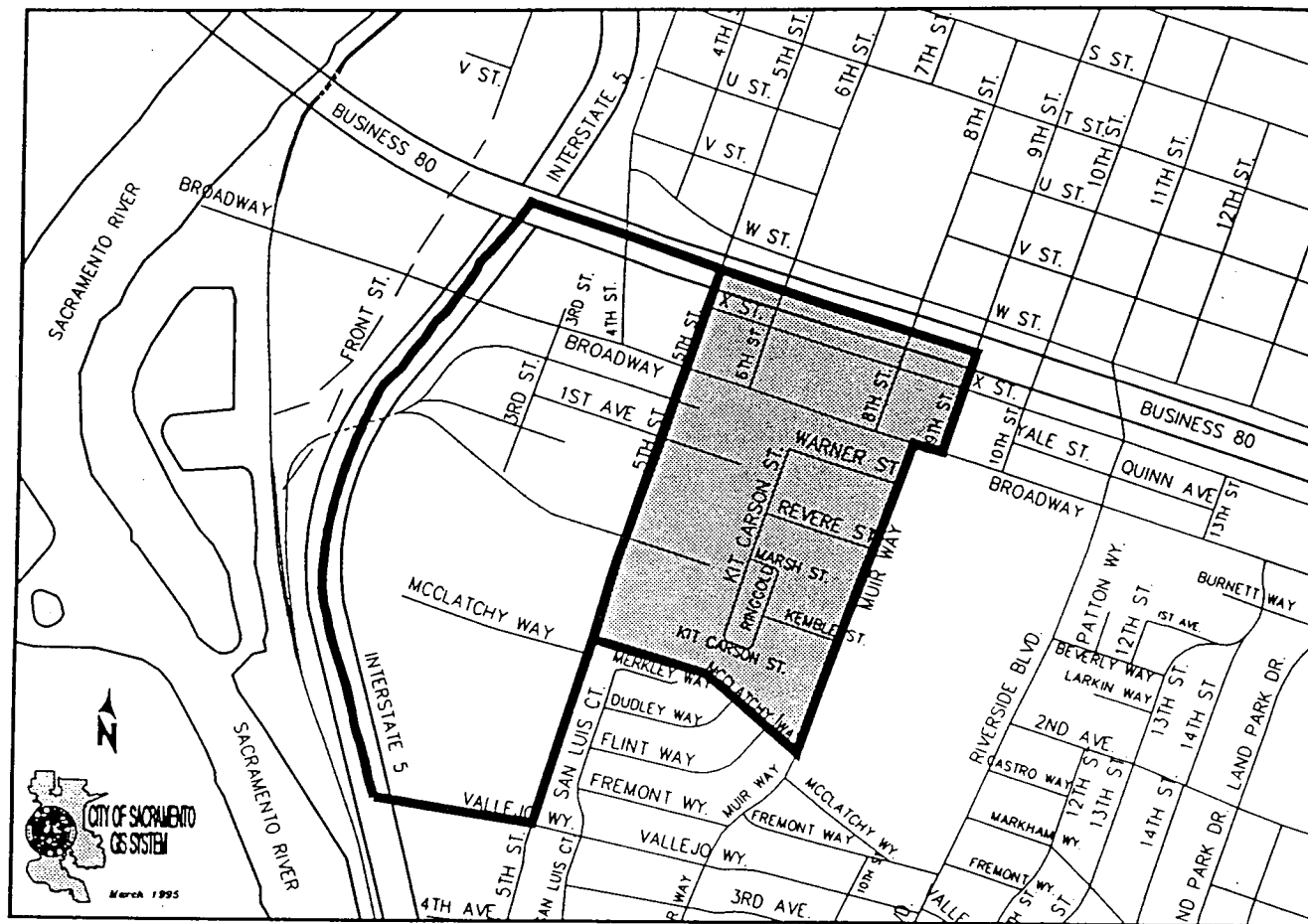
## Richards Boulevard



**Boundaries:** The Richards Boulevard NPO site is generally bordered by Richards Boulevard and the American River on the north, North "B" Street and "H" Street on the south, the Southern Pacific Railroad tracks and 19th Street on the east, and Interstate 5 and 12th Street on the west.

**Profile:** Established 07-01-93. Funding (SHRA/tax increment) is anticipated through 06-30-96. This site envelopes the Dos Rios NPO site, and shares a common border (12th - 13th Streets) with the Alkali Flat NPO site. Two NPOs are assigned to this program.

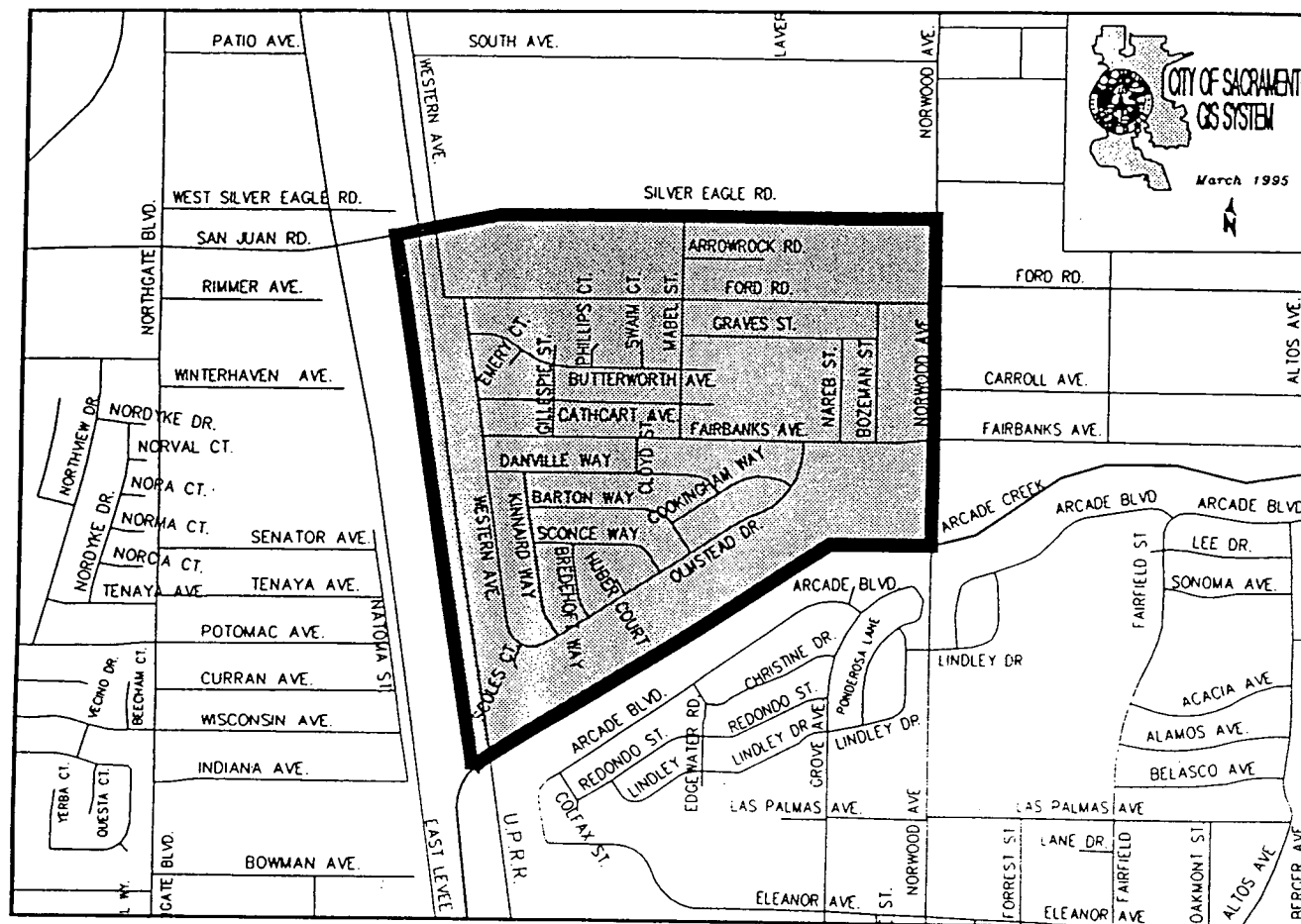
## River Oaks/New Helvetia



**Boundaries:** The River Oaks/New Helvetia NPO site is bordered by Business 80 on the north, Valley Way and McClatchy Way on the south, Muir Way on the east, and Interstate 5 on the west.

**Profile:** Established 03-1-92. Funding (SHRA/Revenue Bond) is anticipated through 06-30-96. This NPO site combines two separate neighborhoods, River Oaks (unshaded) and New Helvetia (shaded), which share a common boundary (5th Street). Two NPOs are assigned to this program.

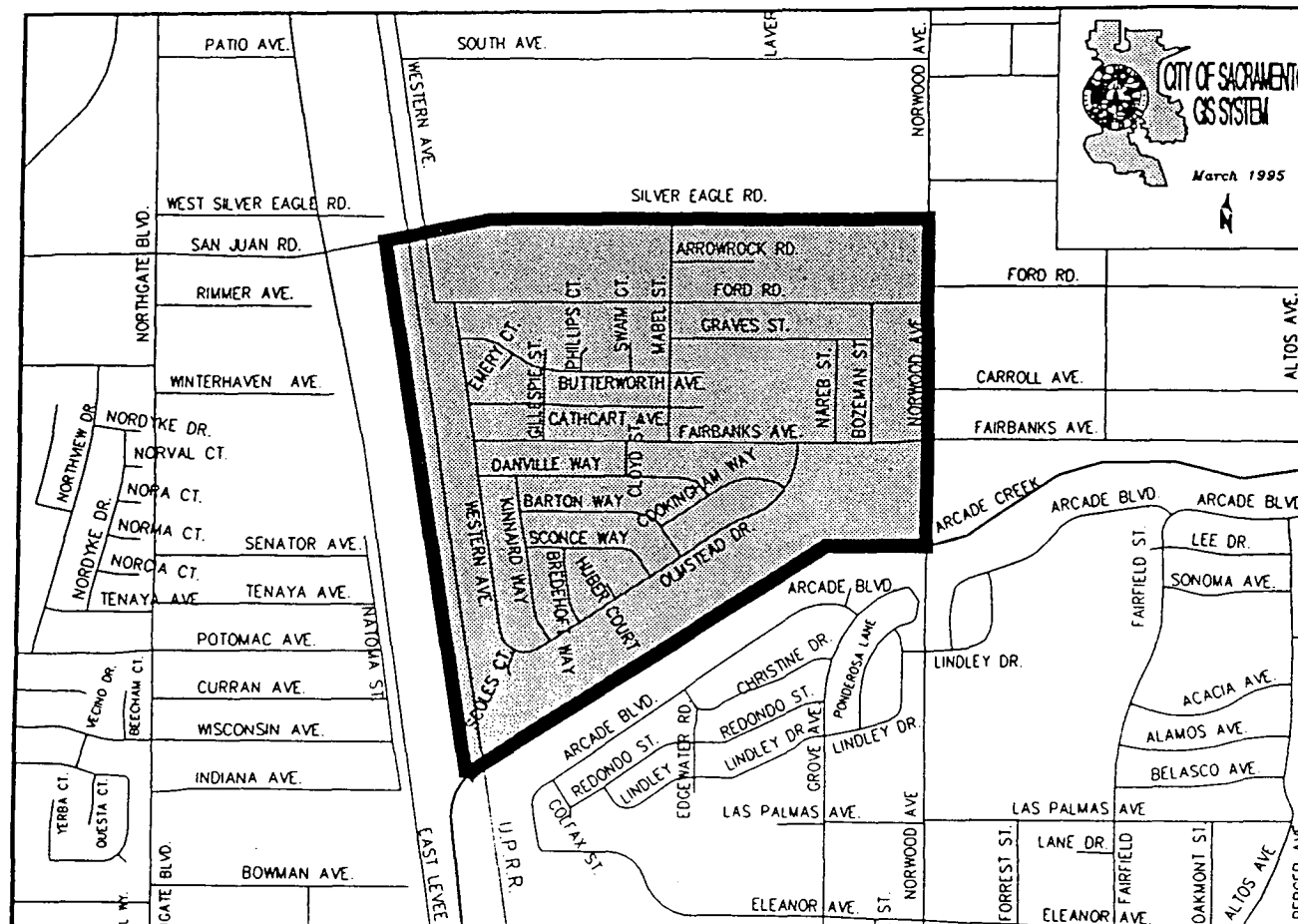
## Terrace Manor



**Boundaries:** The Terrace Manor NPO site is bordered by Silver Eagle Road on the north, Arcade Creek on the south, Norwood Avenue on the east, and East Levee/Drainage Canal on the west.

**Profile:** Established 01-01-95. Funding (SHRA/HUD) is anticipated through 12-31-96. Two NPOs are assigned to this site.

## Terrace Manor/Strawberry Manor



**Boundaries:** The Terrace Manor/Strawberry Manor NPO site is bordered by Silver Eagle Road on the north, Arcade Creek on the south, Norwood Avenue on the east, and East Levee/Drainage Canal on the west.

**Profile:** Established 01-01-95. Funding (SHRA/HUD) is anticipated through 12-31-96. Two NPOs are assigned to this site.



DEPARTMENT OF  
POLICE

ARTURO VENEGAS, JR.  
CHIEF OF POLICE

CITY OF SACRAMENTO  
CALIFORNIA

SACRAMENTO POLICE DEPARTMENT

HALL OF JUSTICE  
813 SIXTH STREET  
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AGENCY

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