

# Danvers Police Department Annual Report 2011

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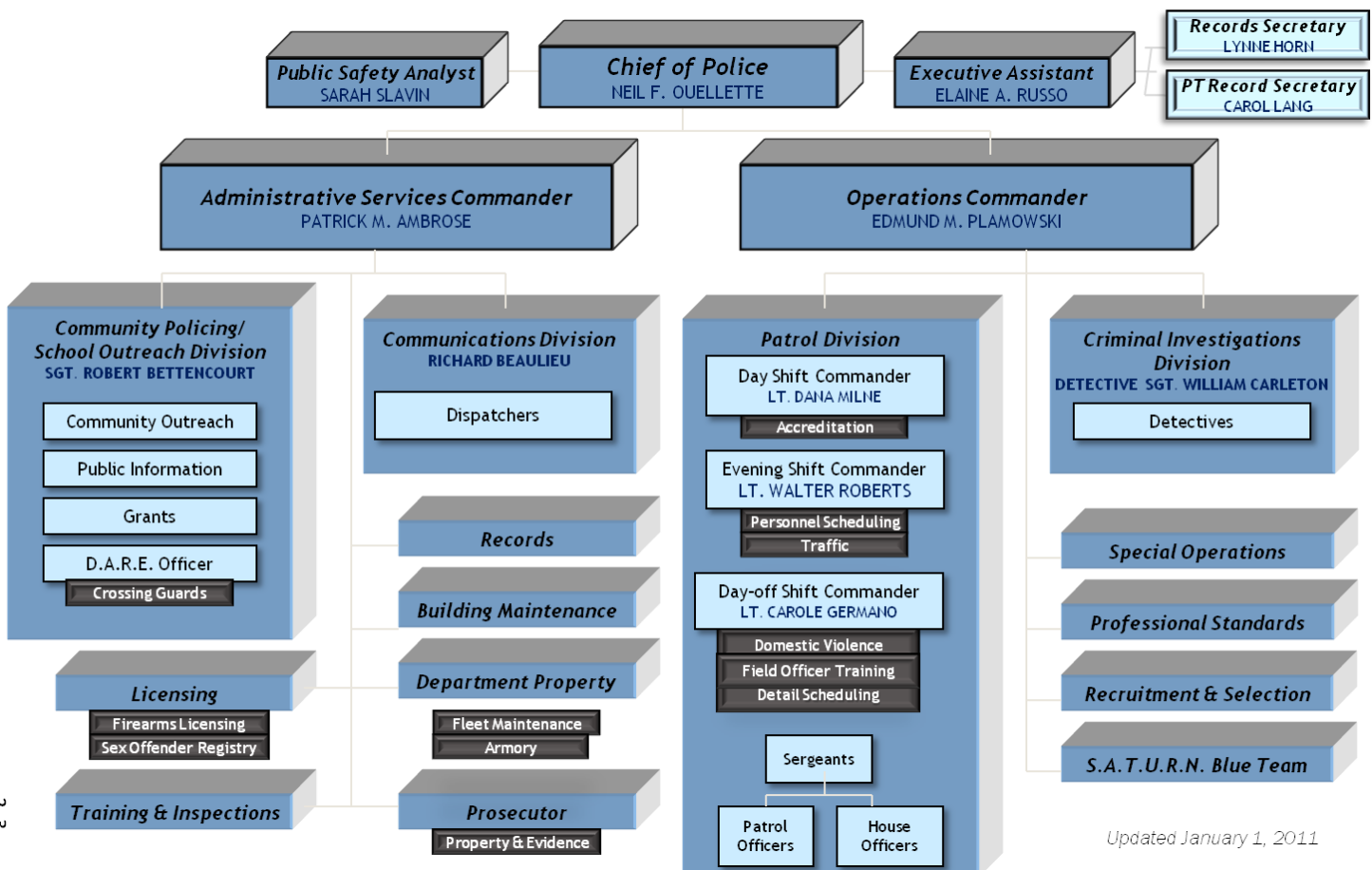


# Danvers Police Department At-A-Glance

## Rank Structure

<b>Sworn Officers:</b>	<b>46</b>	<b>Civilian Employees:</b>	<b>13</b>
Male:	42	Male:	5
Female:	4	Female:	8
<b>Rank Structure:</b>		<b>Fleet:</b>	<b>22</b>
Chief:	1	Marked Cruisers:	12
Captains:	2	Unmarked Vehicles:	10
Lieutenants:	3		
Sergeants:	8	<b>FY 2012 Budget:</b>	<b>\$5,671,329.00</b>
Detectives:	3	<b>Calls for Service:</b>	<b>14,863</b>
School Resource Officer	1	<b>Population Served:</b>	<b>26,493</b>
K9 Officer:	1	(According to the 2010 Census)	
Patrol Officers:	27		

## Organizational Chart



Updated January 1, 2011





## Organization and Structure

### Department Overview

The Danvers Police Department employs 46 sworn officers and 13 civilian employees at its headquarters at 120 Ash St. Danvers Police Department is open 24 hours a day, 7 days a week, 365 days a year. The department operates on 3 shifts. Shift 1 is 9:00 am-5:00 pm; Shift 2 is 5:00 pm-1:00 am; and Shift 3 is 1:00 am-9:00 am. The Administrative Offices are open Monday-Wednesday 8:00 am-5:00 pm, Thursday 8:00 am-7:30 pm and Friday 8:00 am-1:30 pm.

### Administrative Services

The Department's Administrative Services are commanded by Captain Patrick Ambrose. Captain Ambrose oversees many units that facilitate the day-to-day function of the Department. Administrative Services includes the Community Policing and School Outreach Division, led by a sergeant. This unit is responsible for community outreach, meeting with neighborhood and business groups, and providing information to the public and local media regarding upcoming events, significant arrests and other criminal activity. Officers in this unit teach the Drug Abuse Resistance Education (D.A.R.E.) and the Gang Resistance Education and Training (G.R.E.A.T.) programs in the local middle school. The Community Policing Unit applies for and tracks grants received by the Danvers Police Department, as well.

Captain Ambrose also oversees the Dispatch center, which employs a civilian supervisor and 8 civilian dispatchers. Also, under the Administrative Services

Umbrella is the records bureau, building maintenance, and fleet maintenance, detectives who conduct Firearms Licensing and Sex Offender registrations and the court prosecutor, a sergeant who represents the Department at court, and oversees evidence and property management for the Department.

### Operations

Captain Edmund Plamowski oversees the Operations of the Police Department, which is comprised of two main divisions, Patrol and Criminal Investigations. The town is divided into four Patrol Areas, each covered by a dedicated officer and cruiser. A fifth car is deployed to roam and provide back up or assistance to the Area cruisers. One officer is always assigned to the Police Station. A Lieutenant is assigned as Shift Commander on both the 9-5 and 5-1 shifts. The 1-9 shift operates with a Sergeant as shift commander. The three Lieutenants each have additional responsibilities and include Traffic Division, Domestic Violence Liaison and Accreditation Manager. The Criminal Investigation Division handles all major investigations for the Danvers Police Department and is comprised of one sergeant and 3 detectives. They are assigned to work the 9:00 am-5:00 pm shift and the 5:00 pm-1:00 am shift, as well as be on call during the over night hours. Detectives are responsible for processing and photographing crime scenes for evidence. They coordinate surveillance and execution of search warrants.





## A Message from Chief Ouellette...



Dear Citizen, Business Proprietor or Visitor:

Welcome to the Danvers Police Department's 2011 Annual Report, I hope this document serves the citizens and businesses of Danvers as a reference to the activities performed by the dedicated men and women of the Department, which com-

prise both sworn law enforcement officers and civilian support staff. Without their compassion, empathy, and attention to duty, the department could be regarded as a necessary clog in town government's wheel, as opposed to a nationally recognized, community service law enforcement organization, delivering exceptional police services to maintain the safety of its citizens, while focusing on quality of life issues and the resolution of conflict, through collaborative problem solving efforts.

Although some crime statistics reported in the media compare our community crime numbers to larger urban cities, one needs to understand the statistical measure being utilized. Often, these crimes statistics are reported in crimes per one-thousand residents, which skews Danvers statistics, due to the fact that the Town has a vibrant commercial and retail sector, drawing customers from the entire region, while maintaining a very low population. The crimes most prevalent to Danvers are property crimes often associated with persons leaving valuable items in motor vehicles or otherwise unattended in plain sight. You will read a more thorough analysis of the causes and possible prevention methods contained within the report.

Please be aware that the Department is available to assist you with your needs twenty-four hours per day. When a crime is committed and during the investigation it is found that a witness observed suspicious activity in the area, but were dissuaded from calling to report the activity for fear they were bothering our personnel often leads to frustration on the officers part.

***"We want to be bothered, please call 911 when you see suspicious activity".***

Sincerely,

Neil F. Ouellette,

### CRIME PREVENTION TIPS

#### When travelling:

Arrange for a family member, friend or neighbor to retrieve your mail and newspapers, or contact the post office to suspend delivery.

Arrange for the property to be cared for, including the lawn mowed, or the snow shoveled.

Set exterior and interior lights on timers. Also consider using a timer for a television or radio.

#### Around the home:

Use deadbolts and window locks

Keep shrubs and trees trimmed, to allow a clear view of your home from the street.

Consider installing a burglar alarm

Get to know your neighbors and their schedules, familiarize yourself with when someone should be home and who belongs in the neighborhood.

Anchor first-floor window air conditioning units to the window frame.

#### Vehicle Security:

Park in well-lit areas of parking lots, close to other vehicles.

Do not leave valuable items in plain view. Secure GPS units, iPods, briefcases either in a glove box, center console or trunk.

Lock your doors!

Be aware of your surroundings and of people following you when you return to your vehicle.

#### When shopping:

Don't leave a purse or wallet unattended in a shopping cart.

Only carry the credit or debit card you plan on using.



## About the Danvers Police Department

### Mission and Core Values

The Danvers Police Department is a community service law enforcement organization striving to maintain the safety of its citizens, while the department focuses on quality of life issues and the resolution of conflict within our community. The core values that the department relies on to deliver quality police services include:

- Maintaining high standards of integrity and ethics;
- Protecting constitutional rights;
- Solving problems and maintaining order;
- Collaborating and partnering with citizens;
- Reducing crime and fear of crime;

### Accreditation

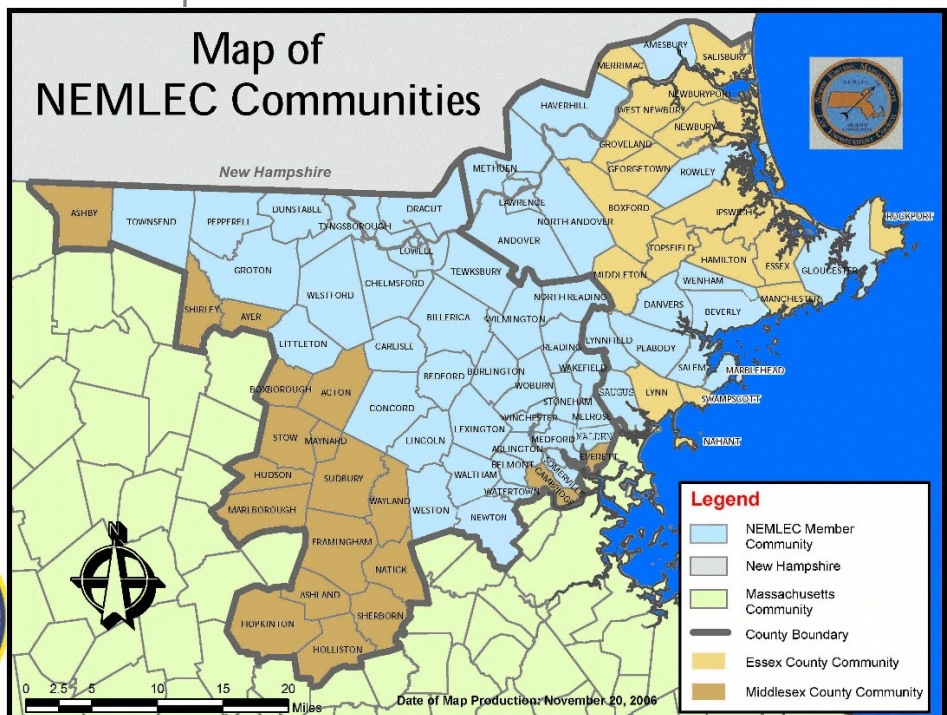
The Danvers Police Department is one of less than 400 law enforcement agencies in the United States and Canada accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). Danvers became the first municipal agency in Massachusetts to achieve accreditation back in 1986. CALEA's goals are to strengthen crime prevention and control capabilities; formalize essential management procedures; establish fair and nondiscriminatory personnel practices; improve service delivery; solidify interagency cooperation and coordination; and increase community and staff confidence in the agency. CALEA's standards for law enforcement agencies promote greater accountability within the department while increasing visibility and collaboration within the community. In April 2011, the Danvers Police Department went through an on-site assessment by CALEA. Danvers Police Department received an "Accreditation with Excellence" award indicating that the Department demonstrated excellence in the development and implementation of contemporary poli-

cy and procedure. Danvers PD is also accredited by the Massachusetts Police Accreditation Committee.

### N.E.M.L.E.C.

The Danvers Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a consortium of 53 municipal police and sheriff agencies in Middlesex and Essex Counties. Member agencies operate pursuant to an inter-agency mutual aid agreement. Membership in NEMLEC provides the Danvers Police Department access to resources, including technology or equipment and personnel or teams with unique skills that an agency of its size may not otherwise have available. NEMLEC provides technology such as surveillance equipment, GPS monitoring units, tactical/mobile command centers, as well as specialized units including a regional Rapid Response Team and SWAT team. Danvers Police Department has representatives that participate in the Rapid Response Team, as well as dispatchers who are trained for their Regional Communications unit. In 2011, the Rapid Response Team was deployed 7 times. NEMLEC also facilitates multi-jurisdictional information sharing via use of a secured website and email distribution lists, along with monthly intelligence-sharing meetings.

### Map of NEMLEC Communities







## Crime and Incident Statistics in Danvers

The tables below and on the following pages provide crime and other incident data in 2010 as related to other years. The notes provide a few words or explanations of crime and may point to other sections of this report where more detailed analysis is available.

Incident Type	10 Year Average	Usual Range	2010	2011	Change from Average	Notes
<b>Violent / Personal Crime</b>						
Homicide	0.2	0-1	0	1	+360%	First homicide since 2006
Rape	4.9	3-7	7	2	-58%	2 involved acquaintances
Indecent Assault	7.1	4-10	4	3	-59%	1 acquaintance
Robbery	9.6	7-13	8	9	-6%	4 acquaintances and 1 domestic related
Aggravated Assault	31.3	26-37	23	40	+28%	48% are Domestic related
Simple Assault	157.3	137-177	150	148	-6%	63% are Domestic Related
Kidnapping	0.7	0-2	1	2	+171%	2 females held against their will
Threats/Intimidation	86.8	70-103	81	43	-50%	Lowest in last ten years
Bomb Threats	5	3-7	5	1	-80%	Unfounded at Walmart
Violation of a Restraining Order	34.9	25-45	25	31	-11%	Multiple repeat offenders
<b>Property Crime</b>						
Residential Burglary	45.1	29-62	77	54	+20%	Decreased compared to 2010
Commercial Burglary	28.9	20-38	26	32	+11%	2 businesses victimized twice
Theft from Vehicle	257	207-307	255	216	-16%	Increase in commercial locations see pg. 21
Theft from Building	91.2	74-109	82	74	-19%	Mostly unattended purses/wallets
Theft from Person	23.5	16-31	14	19	-19%	Primarily wallets from open purses
Theft from Residence	56.7	51-63	58	43	-24%	Below normal range
Theft of Bicycle	20.6	17-24	19	10	-52%	Very few
Theft of Services	20.7	16-25	22	14	-32%	Mostly at Denny's
Shoplifting	292.6	253-332	333	331	+13%	Within normal range
Auto Theft	41.3	26-57	28	20	-50%	Following last year's downward trend
Arson	2.2	0-4	0	3	+38%	Series of dumpster fires
Fraud & Forgery	128.2	111-145	128	130	+1%	Average
Employee Theft	20.7	14-28	12	15	-28%	Primarily retail locations
Trespassing	33.5	20-47	24	34	+2%	At average
Vandalism	273.3	235-312	244	208	-24%	Below normal range with few patterns



Incident Type	10 Year Average	Usual Range	2010	2011	Change from Average	Notes
<b>Crimes Against Society</b>						
Drug Offenses	84.7	66-104	68	43	-49%	Major reduction
Liquor Law Violations	40.2	25-56	24	26	-35%	Below average; none at liquor establishments
Drunk Driving	78	46-110	50	68	-13%	Increase from 2010
Prostitution	5.4	2-9	10	3	-45%	All investigations
Indecent Exposure	7.5	4-11	5	8	+7%	At average
Weapons Violations	20.8	13-29	15	12	-42%	Primarily knives which violate town ordinance
Dumping/Littering	25.8	22-29	25	14	-46%	Mostly trash left on private property
Child Neglect	17	13-21	19	4	-76%	All were children left unattended
<b>Disorder / Quality-of-Life Offenses</b>						
Disorderly Conduct	145.6	124-168	165	189	+30%	Less than 10% involved alcohol
Disputes	576.3	557-596	558	536	-7%	Majority are domestic or neighbor-related
Noise Complaints	394.5	344-445	378	369	-6%	Most calls for Loud Voices/Parties, or music
Fireworks	41.8	32-51	26	51	+22%	Many occurring not during 4th of July week
Drunkenness	144.4	117-172	124	171	+18%	65 Protective Custodies
Vagrancy	16.9	10-23	24	33	+95%	Begging and homeless sleeping in parking lots
Youth Disorder	186.9	145-229	162	156	-17%	Slight decrease in youth complaints
Skateboard, Bike & Scooter Complaints	84.9	38-131	29	50	-49%	Few complaints of dirt bikes on Rail Trail
Suspicious Activity	932.3	879-986	976	820	-12%	Many for unfamiliar cars
Psychiatric Disorder	124	102-146	129	185	+49%	Significant increase with many suicidal threats
Harassment	49.1	44-55	53	47	-4%	About average
Annoying / Obscene Phone Calls	100.7	87-114	87	64	-36%	Well below normal range
<b>Traffic Issues</b>						
MV Accidents	1279.8	1178-1381	1309	1278	0%	At 10 year average, down from last year
Traffic & Parking Complaints	576.7	545-608	568	541	-6%	Mostly complaints of erratic operators
Criminal MV Offenses	478.3	264-692	371	341	-29%	Within normal range
Disabled MV	539.3	437-641	435	442	-18%	Primarily on Andover, Endicott, and Maple Sts
Abandoned MV	41.7	26-57	27	25	-40%	Slight decrease
Recovered Stolen Vehicles	19.5	10-29	12	16	-18%	Down similar to Auto Thefts
Dangerous Road Conditions	222.2	193-251	199	224	+1%	At average; many to do with tree limbs in road





Incident Type	Average	Usual Range	2010	2011	Change from Average	Notes
<b>General Service Incidents</b>						
911 Errors	304	261-347	305	282	-7%	Within normal range
False Alarms	1770.7	1487-2055	1464	1516	-14%	Up slightly from 2010
Animal-Related Incidents	378.4	333-424	351	306	-14%	Below normal range
Check Well-Being	848.2	763-933	909	822	-3%	Slight decrease
Unattended Death	27.5	23-32	30	17	-38%	Lowest frequency in last ten years
Fire Assists	70.7	55-86	56	23	-67%	Significant decrease in fire assists
Lost Property	130.6	90-171	80	73	-44%	Down 44% for second year in a row
Medical Aid	1634	1459-1809	1888	1976	+21%	Record high
Missing Persons	51.4	24-79	53	52	+1%	Mostly juveniles
Suicide or Attempt	15.2	11-20	10	29	+90%	Above normal range
Town/Utility Problem	287.5	221-354	387	244	-15%	Down after a very high 2010
Public Service	464.9	394-535	511	514	+11%	Up again

<b>Police-Directed Activity</b>						
Traffic Enforcement	2305.6	872-3740	3275	2477	+7%	Down from 2010
Directed Patrols	1075.3	423-1728	914	1463	+36%	Within normal range
Warrant Arrests or Service	247.5	235-314	228	237	-14%	Decrease, as did overall crime
Service of Legal Papers	468.7	333-604	499	536	+14%	Documents each attempt to serve a summons
Prisoner Transport	255.9	225-287	242	272	+6%	Up slightly from average

<b>Overall Totals</b>						
Total Calls for Service	15925.6	15333-16519	15434	14863	-7%	Down in general call categories
Total Reported Crimes	2079.3	1942-2216	2018	1880	-9%	Decreased noted in most Crimes Against Persons and Crimes Against Property
Total Arrests	880.8	668-1093	659	700	-21%	Down from average, but increased compared to 2010



## What is Crime Analysis?

Crime Analysis is not what you see on shows like CSI: Miami or Criminal Minds. Crime Analysts do not typically compare fingerprints, or collect DNA evidence. Crime Analysis is the study of crime and other police related activities as it relates with socioeconomic, demographic, or geographic factors to identify suspects, prevent crime and improve overall quality of life. There are three main types of analytical work that crime analysts focus on and they are described below.

**Tactical Crime Analysis:** the study of recent criminal incidents and potential criminal activity by examining characteristics such as how, when and where the activity has occurred to assist in problem solving by developing patterns and trends, identifying investigative leads and clearing cases.

Reviewing the times, dates, and locations of commercial car breaks in order to suggest the deployment of officers to those areas during the most likely time frame that another car break will occur would be an example of Tactical Crime Analysis. It is used for solutions to short-term problems. Analysts produce bulletins, which often contain crime maps, known possible suspects, vehicle descriptions, and any other pertinent information and disseminate these, not only to their own department, but to surrounding jurisdictions as well.

**Strategic Crime Analysis:** shifts the focus from recent specific crime sprees, to long-term issues within the community. This could involve neighborhood revitalization problems, or chronic littering, tagging and vandalism by youths in parks or other poorly lit areas. The analyst helps to develop a long-term plan which utilizes community resources to prevent the issue, which is not necessarily a crime, from happening in the future. The installation of lighting, trash barrels and security cameras could be a solution to the issue described above. It does not necessarily involve the arrest of any individuals, but could rectify the problem.

**Administrative Crime Analysis:** focuses on utilizing internal data, including calls for service, to examine issues within the department, such as staffing levels, calls per shift, and average response times. In Danvers, when planning for the annual Fourth of July fireworks displays, the analyst will review the previous year's calls for service and any issues that arose that should be taken into consideration when staffing the upcoming event.

Want to know more about Crime Analysis? Visit the International Association of Crime Analysts on the web at [www.iaca.net](http://www.iaca.net), on Facebook at <https://www.facebook.com/InternationalAssociationOfCrimeAnalysts>, or on Twitter <http://twitter.com/#!/@crimeanalysts>

*Stay up to date with news, crime prevention tips, traffic alerts and more*



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Sign up for our Nixle alerts at <http://local.nixle.com/danvers-ma-police-department/>



## Calls for Service, Total Reported Crime and Arrests

### Calls for Service

Overall Calls for Service decreased 7% when compared to the ten-year average. Significant decreases were noted in such crime categories as Drug Possession, Threats, Child Neglect, Illegal Dumping and General Service calls including Disputes, Suspicious Activity, Unattended Deaths, and Harassing/Obscene Phone calls.

### Total Reported Crime

Total Reported Crimes recorded its lowest number in the last ten years and continued the downward trend we have seen over the past decade. Reported crimes decreased 9% from the average with 1,880 and fell below the normal range which is between 1943 and 2216 crimes. Crimes Against a Person decreased by 19%, Crimes Against Property decreased by 8% and Crimes Against Society decreased by 26% when compared to the ten year average.

### Arrests

The total number of arrests decreased by 21% when compared to the ten year average, but increased when compared to 2010. As shown in Figure 3 to the right, Arrests in Danvers declined from 2004 though 2009 and have been on the rise since, increasing from 629 in 2009 and 659 in 2010, to 700 this year.

Decreases were noted in arrests for Drunk Driving, Liquor Law Violations, Warrants, Drug Offenses, and Criminal Motor Vehicle Offenses. These Incident Types also recorded overall decreases in reported incidents.

Increased arrests were noted in Aggravated and Simple Assaults, and Shoplifting. All three of those incident types recorded increases in reported crimes, which would have provided the opportunity for officers to execute more arrests.

FIGURE 1: CALLS FOR SERVICE 2002-2011

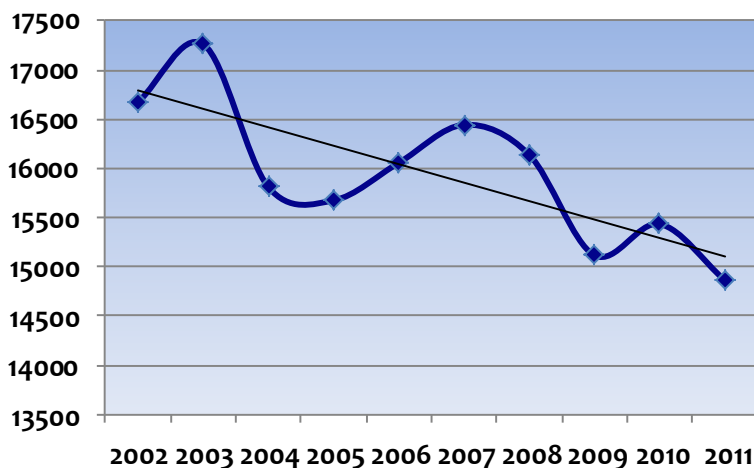


FIGURE 2: REPORTED CRIME 2002-2011

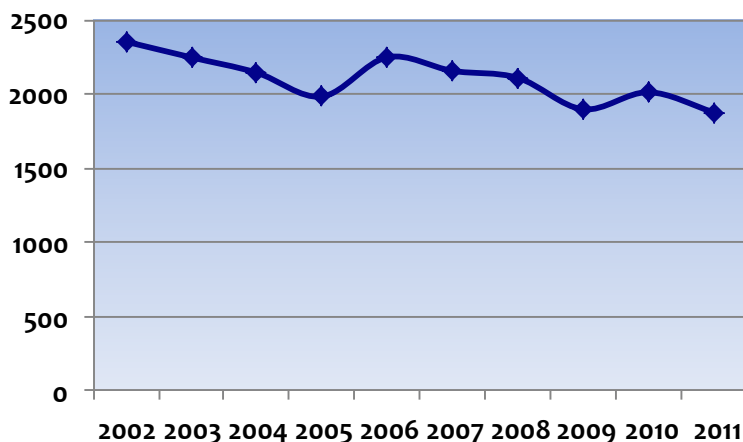
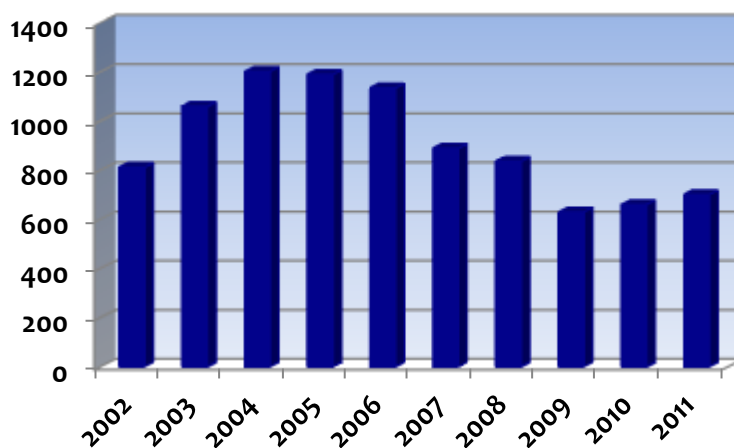


FIGURE 3: ARRESTS IN DANVERS 2002-2011







## Incident Analysis of Selected Crimes

### Crimes Against Persons

Crimes Against a Person involve a direct confrontation with a victim and consist of Homicide, Rape, Robbery, Indecent Assault, Aggravated Assault, Simple Assault, Threats or Intimidation.

**Homicide:** the willful, non-negligent, non-justified killing of one human being by another.

In 2011, Danvers recorded its first homicide in six years. The murder was domestic-related where a son allegedly killed his father and an arrest was made on scene.

**Rape:** the carnal knowledge of a victim forcibly and against his or her will. Attempts or assaults to commit rape by force or threat of force are also included.

There were two substantiated rapes reported to the Danvers Police Department in 2011. Both reportedly took place at hotels or motels in town and involved suspects who were known to the victim. The two rapes in 2011 represented a 59% decrease from the average.

**Robbery:** the taking or attempting to take anything of value from the care, custody or control of a person or persons by force, or threat of force, or violence, and/or by putting the victim in fear.

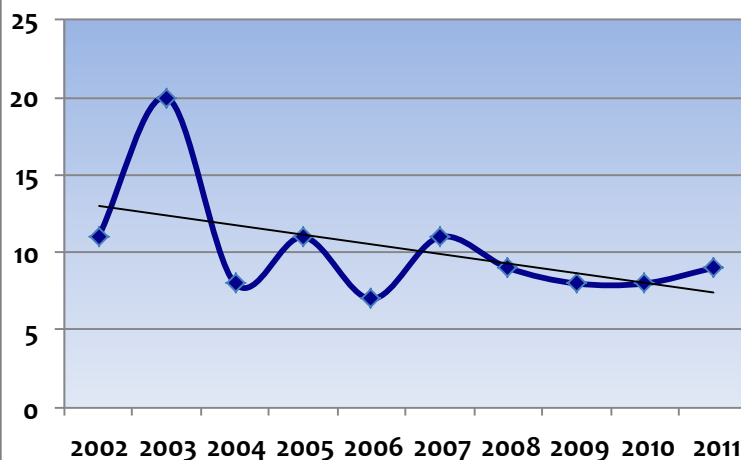
There are two main types of robberies: Individual robbery and commercial robbery. Individual robberies are committed against a private individual, typically on a street or other public place. "Muggings" are individual robberies. Commercial robberies are committed against businesses or institutions, such as banks, and gas stations.

As illustrated in Figure 4 above, Robberies saw the highest spike in the last ten years in 2003 with 20. Since then, robberies in Danvers have remained relatively low, between 7 and 11 per year. In 2011, robberies decreased 6% when compared to the average with 9 reported robberies.

Of those 9:

- 2 resulted in an arrest
- 2 resulted in the issuance of a warrant
- 3 involved acquaintances
- 1 involved persons in a dating relationship
- 5 involved commercial establishments

FIGURE 4: ROBBERIES 2002-2011



**Aggravated Assault:** the unlawful attack by one person upon another for the purpose of inflicting severe bodily injury. This type of assault is usually accompanied by the use of a weapon or by other means likely to produce death or great bodily harm. Attempted aggravated assault involves the display of, or threat to use, a gun knife or other weapon and is included in this category.

Although over all Crimes Against a Person decreased in 2011, Aggravated Assaults increased by 28% when compared to the average. There were 40 Aggravated Assaults in 2011, which falls outside the normal range for the past ten years.

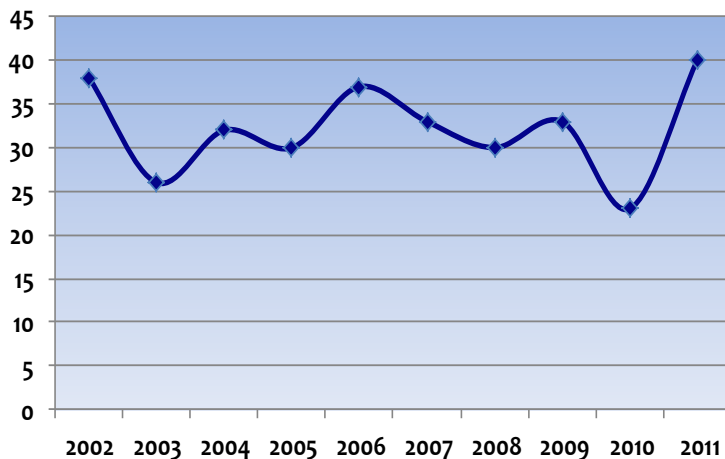
Of the 40 Aggravated Assaults, 19 were Domestic in nature and will be discussed further on page 19.

Of the 21 non-domestic Aggravated Assaults that occurred in 2011, 4 involved knives, 6 involved other dangerous weapons and 3 involved the use of an automobile. No Aggravated Assaults involved a firearm. The



remaining Aggravated Assaults involved the use of Hands or Feet, the ground, a pipe. In two incidents no actual weapon was shown. Two Aggravated Assaults occurred at restaurants. One involved a recently terminated employee assaulting his former boss, and the other, a patron did not wish to pay his bar tab and tried to run over the bartender.

FIGURE 5: AGGRAVATED ASSAULTS 2002-2011



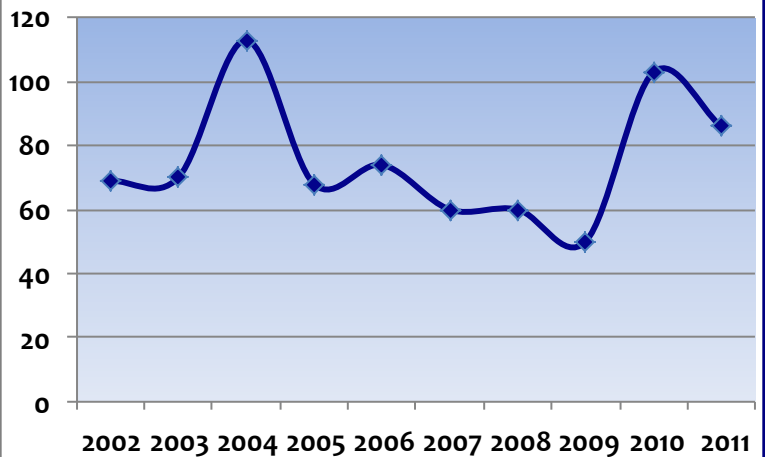
### Crimes Against Property

Crimes against property are offenses which target some type of physical or intellectual property. Crime Types include Arson, Bribery, Burglary, Embezzlement, Extortion/Blackmail, Forgery, Fraud, Larceny, Motor Vehicle Theft, Stolen Property and Vandalism.

**Burglary:** the unlawful entering of a structure to commit a felony or a theft. Attempted forcible entry is also included.

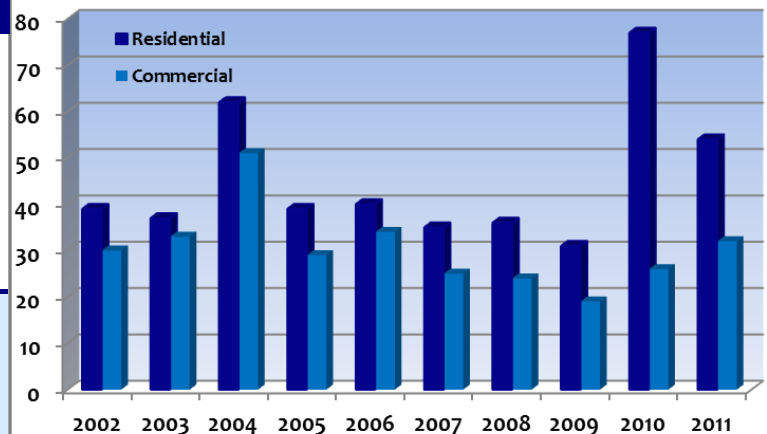
Overall, burglaries increased 17% when compared to the average. As depicted in Figure 6 above to the right, Burglaries spiked in 2004 with 113 then decreased rather steadily through 2009. In 2010, overall burglaries surged to the second-highest in the past ten years with 103. Burglaries in 2011 have come back down closer to the average, with 86. Although burglaries in 2011 increased when compared to the average, they also decreased by 17% when compared to 2010.

FIGURE 6: BURGLARIES 2001-2010



There are two main categories for burglaries, Residential and Commercial. The spike in 2010 was largely attributed to the increase in Residential Burglaries. 2010 saw the highest number of Residential Burglaries the Danvers Police Department had on record. Residential burglaries decreased by 30% when compared to last year. Fig-

FIGURE 7: RESIDENTIAL & COMMERCIAL BURGLARIES 2001-2010



### Residential Burglaries

Figure 7 below shows Residential and Commercial burglaries by year for the past ten years.

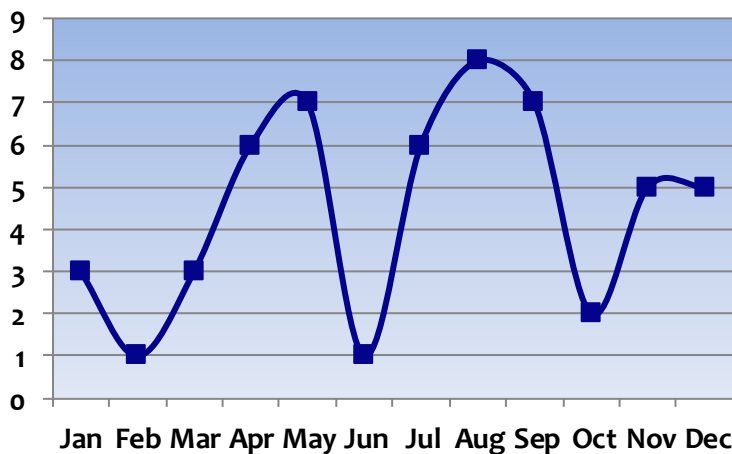
As displayed in Figure 8 on the following page, housebreaks started off the year below average, dipped further in February and began increasing with the warmer weather in March, April and May. June recorded only one housebreak, which is unusual as the Spring and Summer traditionally see the highest numbers of housebreaks.



July and August saw 6 and 7 residential breaks. Housebreaks began to decline in September and fell to just 2 in October before a slight uptick that seems to coincide with the holiday shopping season.

Eleven of the Housebreaks were classified as Attempts where entry was not successfully gained into the residence. Evidence of an attempt is usually present, such as pry marks on a door, a cut window screen, or a broken slider door. These incidents are still classified as a Housebreak and are always considered forcible.

**FIGURE 8: HOUSEBREAKS BY MONTH 2011**



Seventy percent of housebreaks were completed by a suspect forcing entry into the house (n = 30). In burglaries which access is successfully gained via force, entry is gained almost equally via door or window, with 16 and 13 respectively. One case listed an unknown means of entry. Most doors are kicked or otherwise pushed in. In a few cases, the doors were pried using a screwdriver, crow bar or some other tool. When windows are utilized to gain entry into a home, they are typically either broken, or the screen is cut or removed and the underlying window is unlocked. In two cases, a window air conditioning unit was pushed into the window to gain access.

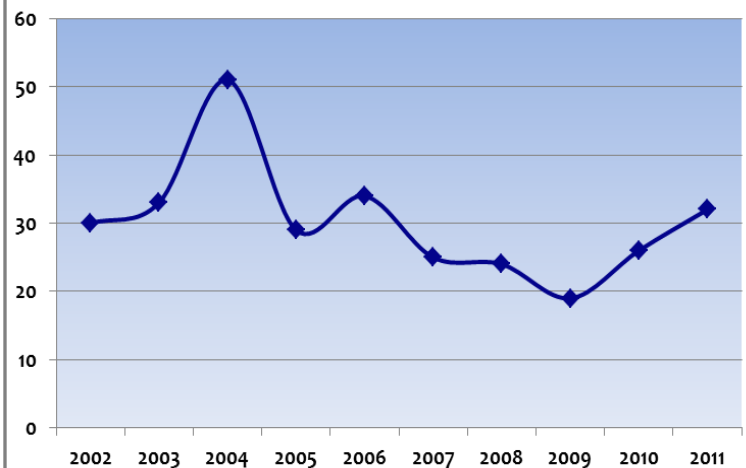
Thirty percent of housebreaks involved unlawful entry via unlocked or open windows or doors.

Arrests were made in five housebreaks in 2011. Additionally, warrants, summonses or other court action were sought in five more cases. Suspects were identified in three more cases and are considered ongoing investigations.

## Commercial Burglaries

Commercial burglaries increased by 11% when compared to the average, recording 32 in 2011. Commercial breaks peaked in 2004 and had been on the decline since. A slight uptick in 2010 and 2011 has been seen. Two locations were victimized more than once. One business had two Commercial Burglaries and an arrest was made. The second repeat location had scrap metal stolen from it twice while the business was under construction.

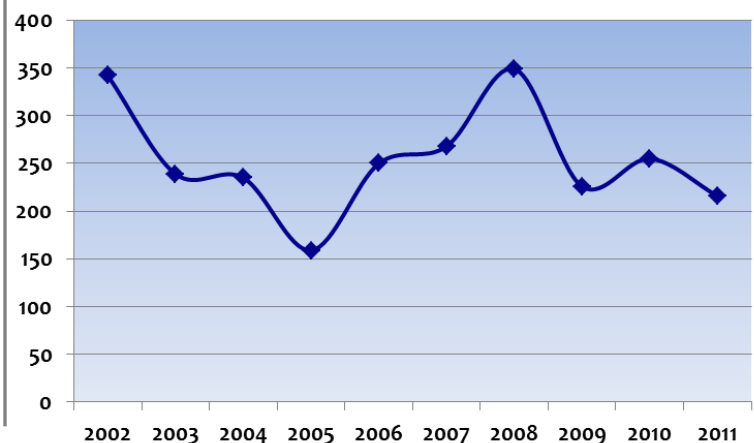
**FIGURE 9: COMMERCIAL BREAKS 2002-2011**



**Larceny from a Motor Vehicle:** the theft of property from an automobile or truck, including items left within the vehicle and vehicle parts or accessories.

Larceny from a Motor Vehicle decreased 16%. Car breaks recorded a high of 342 in 2002 then saw steady decline through 2005, which recorded the fewest with 159. In 2006, Larceny from Motor Vehicles began to increase

**FIGURE 10: LARCENY FROM MOTOR VEHICLE 2002 -2011**







again, peaking in 2008 with 349. 2009 brought a drastic decrease in car breaks and in 2010, they slightly increased from the previous year. 2011 showed decreases both when comparing it to the prior year, and the ten-year average.

There were 215 Larceny from Motor Vehicles during 2011. Of those, 27 involved the theft of vehicle parts or accessories, including hubcaps, tires, rims, windshield wipers and license plates. Of the 189 remaining Larceny from Motor vehicles, 30% occurred at a residence and 70% occurred at a business. For further analysis regarding thefts from motor vehicles in commercial parking lots, please see page 21.

**FIGURE 11: CAR BREAK METHOD OF ENTRY**

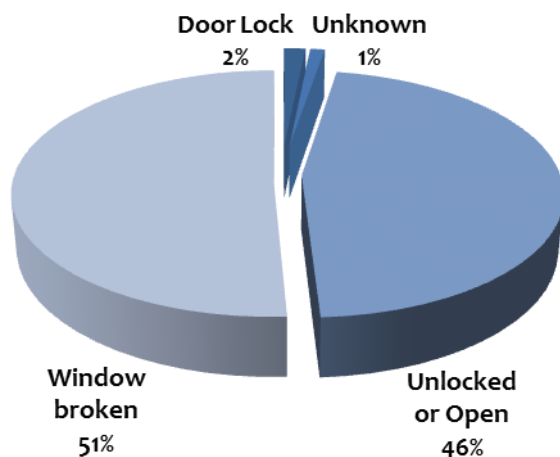
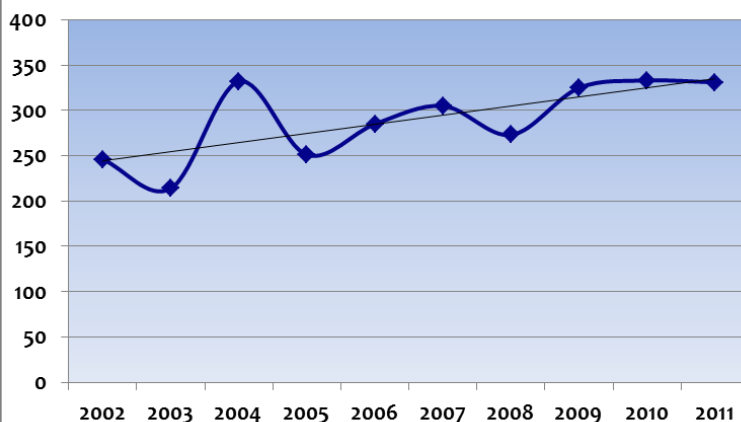


Figure 11 above shows the Method of Entry for Larceny from Motor Vehicles. Fifty-one percent involved a window being broken to gain entry. Forty-six percent involved vehicles left unlocked or with an open window. Targeted items in 2011 included purses, wallets, laptops, GPS units, iPods and loose change.

**Shoplifting:** the theft of merchandise from a retail establishment by a customer. Shoplifting does not involve incidents of Employee Theft.

As shown in Figure 12 to the right, Shoplifting showed an increase of 13% when compared to the ten-year average and recorded 331 incidents. Unlike other larceny types, shoplifting incidents largely depend on the suspect being observed by a loss prevention agent while commit-

**FIGURE 12: SHOPLIFTING 2002-2011**



ting the act. Shoplifting, if not identified during the commission, tends to largely go undetected and unreported. Some retail establishments' loss prevention officers utilize aggressive strategies and sophisticated surveillance systems that allow for a higher number of suspects to be identified and apprehended. Some retail establishments prefer to handle shoplifting internally, with civil restitution or other resolutions and therefore, do not involve law enforcement. The increase in shoplifting in Danvers may not necessarily reflect an increase in the number of shoplifting incidents occurring in town, but could represent a higher number of offenders being caught by retailer's loss prevention personnel.

Table 1 below shows the retailers with the highest shoplifting frequencies. Worth noting, Wal-Mart and Kohl's, chains that both employ in-store security, account for 54% of all Shoplifting Incidents. This does not necessarily mean that more criminals try to steal merchandise at those stores, as it does that more attempts are identified by the in-store loss prevention officers.

**TABLE 1: TOP FIVE SHOPLIFTING LOCATIONS**

Store	Address	2010	2011
Wal-Mart	55 Brooksby Village Dr	126	103
Kohl's	50 Independence Way	64	76
Claire's Boutique	100 Independence Way	22	23
Target	240 Independence Way	9	19
Best Buy	230 Independence Way	10	15



**Forgery/Counterfeiting:** the altering, copying, or imitating of something, without authority or right, with the intent to deceive or defraud by passing the copy or thing altered or imitated as that which is original or genuine.

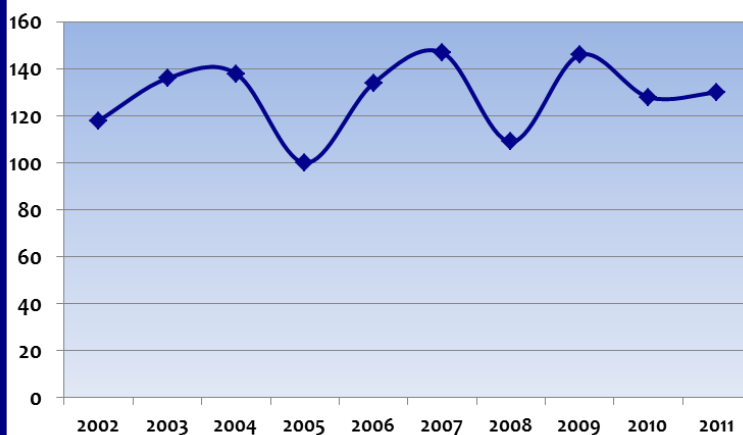
**Fraud:** Credit card fraud, identity theft, most swindles and scams and bad checks when forgery is not involved.

Forgery and counterfeiting also refer to the selling, buying or possessing of an altered, copied or imitated thing with the intent to deceive or defraud. Typically, one would think of forging a signature on a check or counterfeiting money. Though uncommon in Danvers, investigations regarding the production, sale, and distribution of knock-offs of designer label merchandise such as handbags, sunglasses, sneakers or other products are also captured under this category per the FBI standards. Fraud involves the intentional perversion of the truth for the purpose of inducing another person to part with something of value or to surrender a legal right.

There were 130 reported cases of Fraud and Forgery in 2011 representing a 1% increase from the ten-year average. Fraud & Forgery have seen numerous peaks and valleys over the past decade, with 2010 and 2011 being the first relative plateau since 2003-2004.

More than half of the incidents reported in 2011 were related to ATM/Credit Card fraud or Identity Theft.

**FIGURE 13: FRAUD & FORGERY 2002-2011**



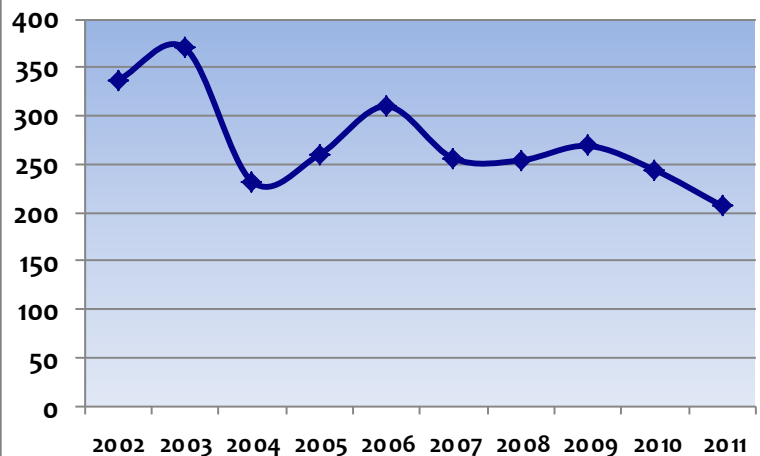
Twenty-five percent were related to Con Games. Twelve percent involved Counterfeit bills, 7% involved Forged Checks and 2% involved Bad Checks, where checks are

intentionally drawn on a closed account.

**Vandalize:** to willfully or maliciously destroy, injure, disfigure or deface any public or private property, real or personal, without the consent of the owner or person having custody or control.

Vandalism recorded a 24% decrease in 2011. Vandalism frequencies are usually affected most by the occurrence of a pattern or spree where the same type of vandalism, such as multiple windows broken by a BB gun around town, is noted. There were a few such patterns in 2011, including windows of vehicles in the Endicott St area being shot out by a BB or pellet gun around Christmas.

**FIGURE 14: VANDALISM 2002-2011**



More than half of the vandalism in 2011 was done to automobiles. For cars, broken windows, keyed paint jobs, slashed tires and eggings were the most common types of vandalism. Residential vandalism consisted mainly of broken windows or general damage to landscaping, decorations, and lawn furniture. Commercial and Public buildings most frequently fell victim to graffiti.



## Crimes Against Society

Crimes Against Society represent society's prohibitions on engaging in certain types of activity. Crimes Against Society include Drug/Narcotic Offenses, Gambling related offenses, Pornography/Obscene Material, Prostitution Offenses and Weapons Law Violations.

**Drug/Narcotic Offenses:** the violation of laws prohibiting the production, distribution and/or use of certain controlled substances and the equipment or devices utilized in their preparation or use.

The Danvers Police Department categorizes Drug Offenses into the following categories, Cultivation/Production, Possession, Sale and Trafficking.

**FIGURE 15: ALL DRUG OFFENSES & DRUG POSSESSION 2002-2011**

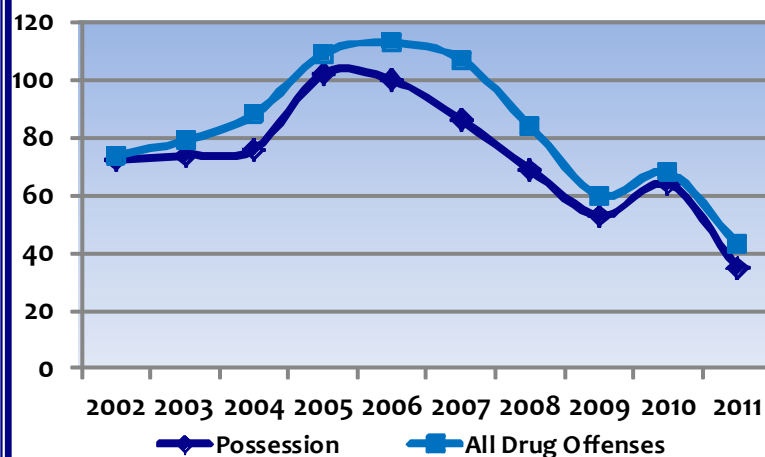


Figure 15 above displays the figures for all Drug Offenses in Danvers, as well as showing the figures for Possession over the last ten years. As evidenced by Figure 15, Drug Possession Incidents account for the majority of all drug-related offenses year after year. Overall Drug Offenses have decreased 49% when compared to the ten-year average. Similarly, Drug Possession decreased 42%. As shown above, all Drug Offenses and Possession have followed the same trends over the past decade, peaking in 2006 and declining steadily through 2009. 2010 showed a slight upward tick, but 2011 recorded the lowest figures in the last ten years.

Worth noting, the decline in Drug Possession Incidents is not related to or caused by the decriminalization of possessing less than one ounce of marijuana which took effect in Massachusetts on January 2, 2009. Danvers Po-

lice Department includes possession of Marijuana in these reports. Danvers Police Department arrest numbers have been affected by the implementation of the civil citation.

**FIGURE 16: DRUG POSSESSION CLASSIFICATIONS 2010**

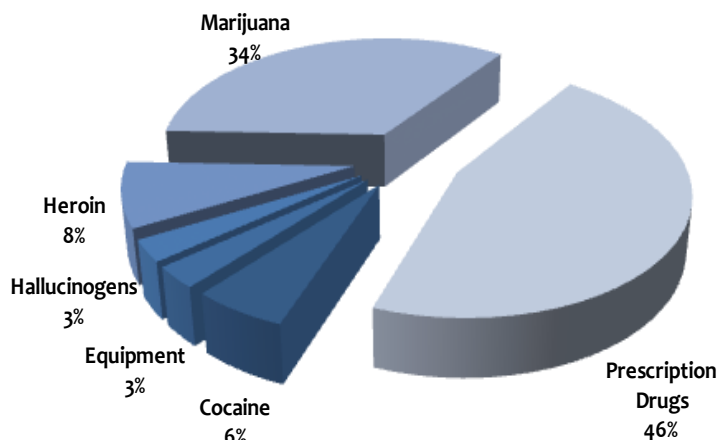


Figure 16 above shows Drug Possession by drug type for 2011. Prescription Drugs comprised 46% of all drug possessions in 2011. In years past, marijuana was typically the most common drug type. The shift toward Prescription Drugs follows a national trend. Persons should dispose of unused, expired or unwanted prescription drug medications in a responsible manner. Marijuana possession accounted for 34% of drug possessions. There were 3 incidents of heroin possession and 2 of cocaine.

**Liquor Law Violations:** violations of laws or ordinances prohibiting the manufacture, sale, transportation, furnishing, or possessing of liquor; maintaining unlawful drinking places, or bootlegging.

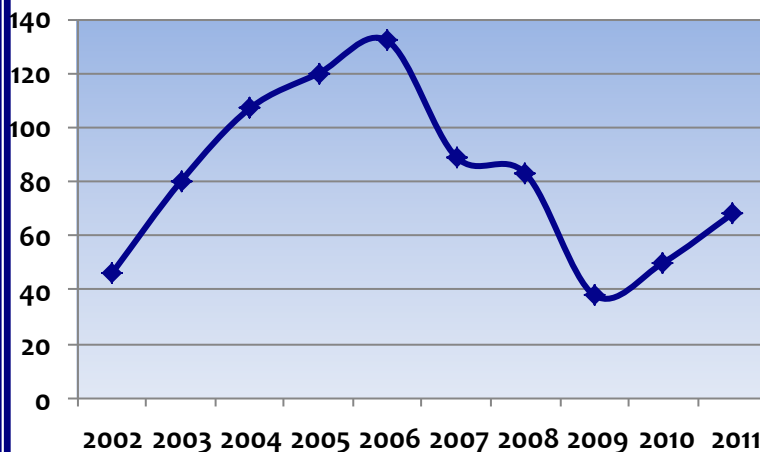
Most of the Liquor Law Violations occurring in Danvers are status offenses, meaning that the action is only illegal for a certain class of people, in this case, minors. The status offenses include furnishing liquor to a minor, illegal transportation of alcohol, and minor in possession of alcohol. Liquor Law Violations decreased 36% from the ten-year average. Forty-six percent of Liquor Law Violations involved Minors in Possession of Alcohol. There were 5 incidents involving furnishing alcohol to minors. Worth noting, there were very few underage drinking parties reported to the Danvers Police in 2011.



**Operating Under the Influence:** driving or operating a motor vehicle or common carrier while mentally and physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic.

As shown in Figure 16 below, Drunk Driving arrests peaked in 2006 with 132. The Danvers Police Department implemented stricter enforcement practices in 2003, which may have been partially responsible for the increases seen from 2003-2008. Drunk Driving is similar in nature to Shoplifting, where the reporting of the crime ultimately depends on an offender being caught. An increase in Drunk Driving arrests does not necessarily indicate an actual increase in persons operating under the influence and is more likely a reflection of enforcement strategies deployed at the time.

FIGURE 17: OUI INCIDENTS 2002-2011



In 2011, Drunk Driving incidents decreased by 13% when compared to the ten-year average, however, OUI increased by 36% when compared to 2010. Drunk Driving incidents in 2011 were still far lower than most of the last decade.

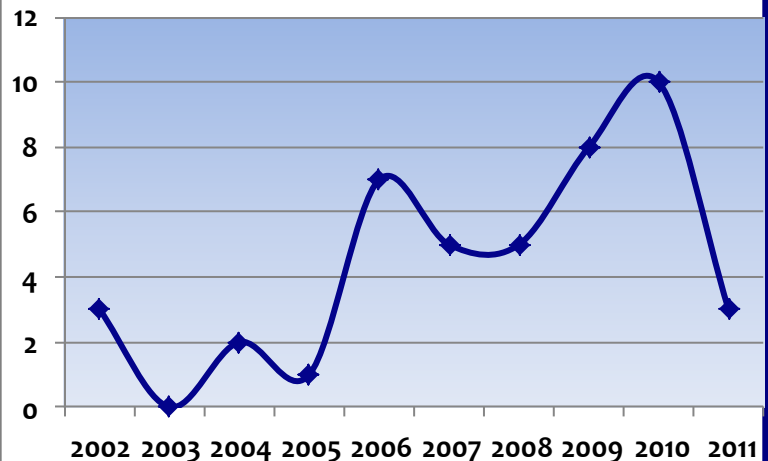
Arrests were made in 65 of the 68 Drunk Driving Incidents. In 3 cases, the operator suffered injuries requiring immediate medical attention, was transported to a hospital, and summonsed to appear in court at a later date. Twenty-six of the 68 Drunk Driving incidents involved motor vehicle accidents, with crossing the center line or rear-ending another vehicle being the predominant causing factors.

**Prostitution:** the unlawful promotion of or participation in sexual activities for profit, and includes attempts and solicitation.



Danvers has seen a relatively steady increase in prostitution over most of the last ten years. 2011 showed 45% decrease from the average. Incidents decreased from 10 in 2010 to 3 in 2011.

FIGURE 18: PROSTITUTION 2002-2011



Prostitution in Danvers does not typically occur out on the streets in town. Prostitutes in Danvers solicit their customers via the internet, utilizing personal ad websites. Two incidents in 2011 involved prostitution occurring at businesses presenting themselves as massage parlors. The arrests were the result of investigations by the Criminal Investigations Division. Another incident occurred at a hotel in town.

### Traffic Related Issues

Traffic Issues are one of the primary calls for service categories the Danvers Police Department responds to. Some call for service types included under the Traffic umbrella include accidents, operating and parking complaints, criminal motor vehicle offenses, disabled or abandoned motor vehicles, and dangerous road conditions.

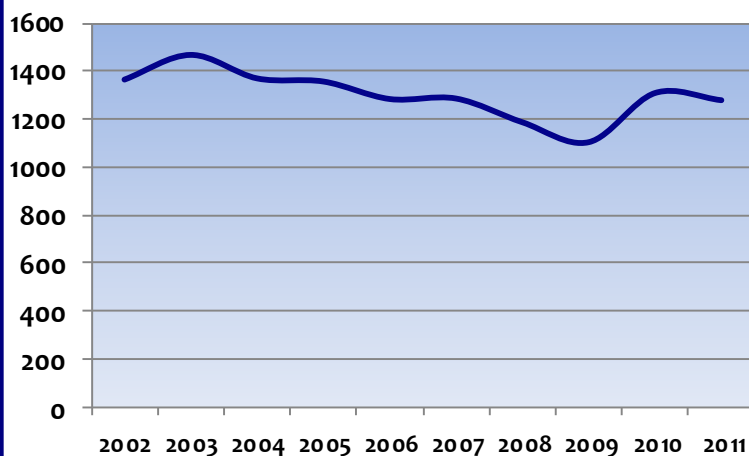


**Traffic accidents:** the accidental collisions of a motor vehicle with another motor vehicle, person, bicycle or stationary object.

Massachusetts General Law does not require an operator to report an accident to local law enforcement if less than \$1,000 worth of damage occurred and there is no injury. The figures below represent accidents reported to the Danvers Police Department. Additional accidents may have occurred that are not reported or are handled by the Massachusetts State Police.

Traffic accidents fell exactly at the average during 2011, ending the year with 1,279. Accidents had decreased fairly steadily since 2003 and saw the first uptick in 2010.

**FIGURE 19: MOTOR VEHICLE ACCIDENTS 2002-2011**



There were no fatal traffic accidents in Danvers in 2011. Roughly half of all traffic accidents list a causing or contributing factor. In 2011, the most frequent factor identified involved accidents where a vehicle was rear-ended, either due to distracted driving, following too closely, congestion, etc. There were almost three times as many rear-end accidents than those attributed to such citable offenses as speeding, stop sign or red light violations, and failing to yield combined.

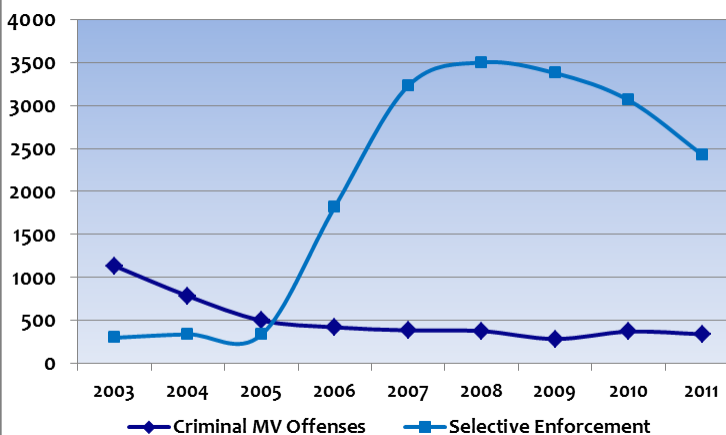
**Traffic complaints:** usually involve erratic operators, speeding, road rage, and parking issues received by members of the community.

Calls for service that are recorded as Traffic Complaints involving moving violations indicate that the officer was not able to locate a vehicle committing the infraction described. If an officer did locate an erratic operator, or someone speeding, it would be recorded as a Motor Vehicle Stop and result in a citation or verbal or written warning being issued. Traffic and parking complaints decreased by 6% in 2011.

**Criminal Motor Vehicle Offenses:** traffic related incidents which are arrestable offenses per Massachusetts General Law.

These include attaching plates registered to another vehicle, expired or revoked registration, forged inspection sticker, operating without a license or when a license is suspended or revoked, and operating to endanger. Criminal motor vehicle offenses decreased 29% when compared to the average. The chart below shows Criminal Motor Vehicle Offenses as they relate to Selective Enforcement Patrols. Selective Enforcement Patrols are high visibility traffic posts in problematic areas or intersections. The chart suggests that as Selective Enforcement increases, Criminal Motor Vehicle Offenses decrease.

**FIGURE 20: MOTOR VEHICLE OFFENSES & SELECTIVE ENFORCEMENT**



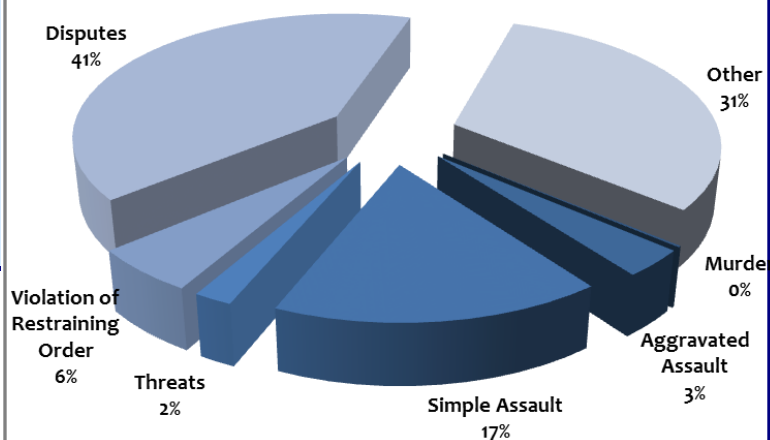


**Domestic Related Incidents** involve more than physical violence. They include any incident reported to police where the victim and suspect are in a current or past romantic relationship, including couples who are dating, broken up, engaged, married, separated, or divorced. Domestic incidents also encompass any incidents in which the victim and offender are related by blood or marriage, including but not limited to, parents, children, siblings, in-laws, cousins, aunts, uncles, nieces or nephews. Step-parents and step-children may also be included.

There were 557 Domestic-related incidents in 2011, representing a 5% increase from the five-year average. As shown in the graph to the right and the table below, the majority of domestic-related incidents are verbal arguments where no physical violence, or threats of physical violence, take place. Thirty-one percent of domestic-related incidents are captured under the Other category comprised mostly of Harassing Phone Calls, Vandalism, Civil/Custody Disputes, Disorderly Conduct, Drunkenness, and Keep the Peace. Robbery, Theft from a Residence, Burglary, Fraud/Forgery, and Auto Theft also contribute to a small portion of the Other category. Although not representing a significant portion on the pie chart to the right, Danvers experienced a domestic-related homicide in 2011. Which was discussed on pg. 11.

Simple Assault accounted for 17% of all domestic incidents and Aggravated Assault accounted for 3%. Violations of Restraining Orders accounted for 6%. Worth noting, there were no domestic-related Sex Offenses.

**FIGURE 21: DOMESTIC INCIDENTS BY TYPE**



Domestic-related incidents present a difficult challenge to law enforcement as the incidents do not lend themselves to typical community policing techniques. High visibility patrols or surveillance in a “hot spot” area can do very little to prevent domestic violence, domestic disputes and domestic-related property crimes. Domestic incidents are handled on a case-by-case basis. Officers explain legal options, help the victim obtain a restraining order, create a safety plan, and inform them of other resources and counseling services throughout the community.

**TABLE 2: DOMESTIC INCIDENTS 2006-2011**

Incident Type	2006	2007	2008	2009	2010	Average	2011	% Change
Murder	0	0	0	0	0	0	1	NC
Robbery	0	0	0	0	0	0	1	NC
Aggravated Assault	15	12	10	9	12	11.6	19	+64%
Simple Assault	76	83	85	83	67	78.8	93	+18%
Threats	23	20	16	19	23	20.20	11	-46%
Sex Offenses	6	3	2	1	6	3.6	0	-100%
<b>Total Violence</b>	<b>120</b>	<b>118</b>	<b>113</b>	<b>112</b>	<b>108</b>	<b>114.2</b>	<b>125</b>	<b>+9%</b>
Violation of Restraining Order	22	25	42	27	23	27.8	31	+10%
Disputes	226	233	231	235	242	233.4	228	-2%
Other	126	153	170	178	159	157.2	175	+11%
<b>Total Incidents</b>	<b>494</b>	<b>529</b>	<b>556</b>	<b>552</b>	<b>532</b>	<b>532.6</b>	<b>557</b>	<b>+5%</b>





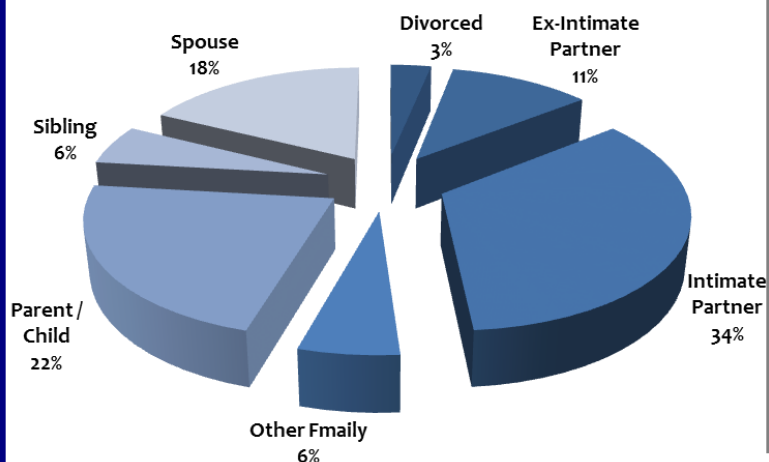
**Domestic Violence:** a pattern of coercive and controlling behaviors and tactics used by one person over another to gain power and control and can include emotional, financial, physical, sexual and verbal abuse.

As shown in Table 2, incidents had steadily decreased since 2006, until 2011. Domestic violence increased by 9% when compared to the five year average recording 11 more incidents. Aggravated Assaults increased by 64%, while Simple Assaults increased by 18%. Threats to commit bodily harm decreased by 46% and Sex Offenses, which include Rape, Sexual Assault and Non-forcible Sex Offenses (such as Statutory Rape and Incest) decreased by 100% with no incidents reported. The high percentage increase in Aggravated Assault is actually the result of only 7 more incidents. When dealing with smaller figures, percentages can be misleading.

Figure 22 below shows the relationship between the victim and offender for all domestic violence incidents in 2011. More than half of the victims and offenders are involved in current romantic relationships, with 34% in a dating relationship and 18% married. Parents and children accounted for 22% of the domestic violence in 2011. The category children also includes adults involved in domestic violence altercations with their parents and is not limited to minor children. Eleven percent involved victims and offenders in past dating relationships; 3% involved persons who are divorced. Six percent involved siblings and six percent involved other familial relationships such as cousins.

The most common form of domestic violence, and what

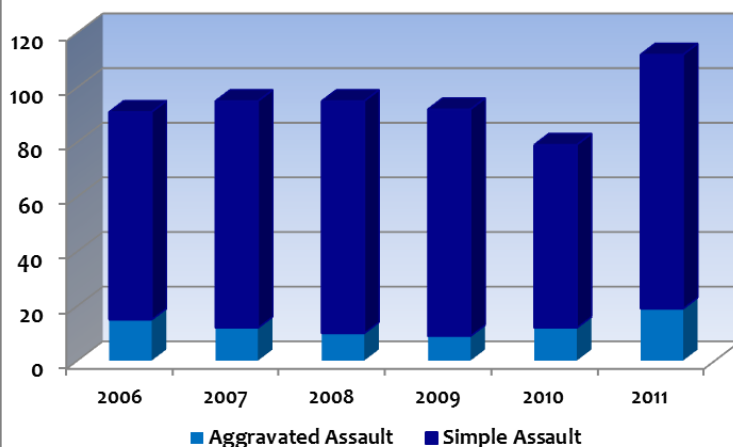
**FIGURE 22: DOMESTIC VIOLENCE BY RELATIONSHIP**



most people think of when they hear the term, is domestic assault. Figure 23 below shows the Aggravated and Simple Assaults by year for the last six years. 2006—2009 was practically equal, each with between 91-95 Domestic Assaults by year. 2012 showed a decrease to 79 and 2011 recorded the highest frequency of domestic assaults in the last six years.

In 19% of all domestic assaults, at least one of the parties involved was under the influence of alcohol.

**FIGURE 23: DOMESTIC VIOLENCE BY YEAR**



There were 19 Domestic Aggravated Assaults in 2011. 7 of those involved the use of Hands or Feet as a dangerous weapon. This figure includes strangulation. Six involved a knife, 3 involved Household Items or Furniture, 2 involved a wall or the ground and one involved another dangerous weapon. One victim of Aggravated Assault was pregnant.

There were 31 Violations of a Restraining Order in 2011. Of those, 14 were violated via phone calls or text messaging and 12 were violated in person. Three used a third party to contact the victim. One incident involved the use of a computer and one was by mail. Fifteen restraining order violations involved persons that were in a past dating relationship, 11 involved persons who were divorced, two involved individuals in a current dating relationship, two involved a married couple and 1 did not specify the relationship between victim and offender. Three offenders violated the order more than once.



## Trends and Patterns in 2011

### Car Breaks at Commercial Locations

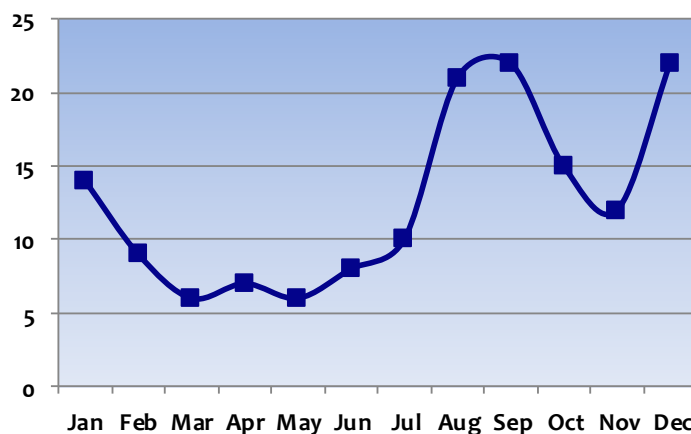
Historically, car breaks occur fairly evenly when comparing whether the car break took place in a residential setting (driveway, parking lot to an apartment/condo complex, or street in front of a house) or in a business parking lot. In 2010, 51% of car breaks occurred in Residential settings and 49% occurred in Commercial settings. In 2011, the majority of car breaks in Danvers shifted from occurring in residential settings, to 70% occurring at commercial locations, including parking lots of health clubs, restaurants, and stores. Overall, car breaks decreased by 16% in 2011, however, a 21% increase was noted in commercial settings.

Commercial car breaks differ greatly from those in the residential setting. Typically, residential car breaks occur in a spree where many cars on one street or in one neighborhood are victimized, almost always during the overnight hours. Rarely is the same street or neighborhood targeted more than once and once a spree has occurred, we usually do not see another one for weeks to months. Seventy-four percent of vehicles broken into in residential settings are unlocked. An offender will walk up and down a street, checking door handles for unlocked vehicles. If a vehicle is unlocked, the offender rummages through looking for items of value. Thus, victims are determined by opportunity, not as a result of pre-meditation or preemptive targeting. It is very rare that an offender will risk the noise of breaking a window in a residential setting. The items stolen in residential settings are usually of less value than in commercial settings, with loose change being one of the most stolen items in a residential setting.

Car breaks in commercial settings tend to occur when the business is the busiest. For example, the most common time of occurrence at health clubs was between 17:00-19:00, which coincides with the after-work crowd at the gym. Restaurants along Route 1 suffered the majority of their car breaks between 18:00-21:00, during their dinner rush. In commercial settings, a window on the car is almost always broken. Typically, items of high-

er value, such as iPods, GPS's, laptops, backpacks, and wallets are taken from commercial settings. Vehicles were targeted specifically for having these high-priced items in plain view in the vehicles. Several businesses parking lots had multiple car breaks over the course of the year.

**FIGURE 24: CAR BREAKS IN COMMERCIAL PARKING LOTS BY MONTH**



The Danvers Police Department recognized the increase in commercial car breaks over 2011, most notably the spike in the fall that continued into the beginning of 2012. Danvers Police Department collaborated with neighboring communities, including Peabody, Beverly, Salem, Lynn & Marblehead to create a preventative approach to these car breaks. During this collaborative, a plan was developed to conduct public outreach, via Facebook and Twitter as well as to meet with management of the most frequently victimized locations and suggested improvements relating to target-hardening. Suggestions included the installation of security cameras in the parking lots, fixing broken lighting fixtures and encouraging patrons to secure their valuables. Officers and crime analysts from the departments also shared information on repeat offenders committing these crimes within their communities.

As a part of this collaboration, in January 2012, an arrest was made of persons identified as chronic offenders during the collaborative meetings, in Peabody after a car break at a Route 1 restaurant in Danvers. Since this arrest, commercial car breaks have virtually stopped.



### Crime & Disorder at Hotels & Motels

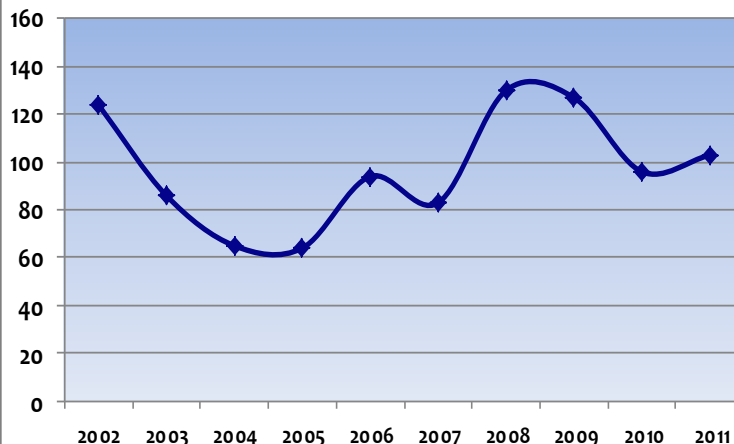
Crime and Disorder at hotels and motels were discussed in the 2009 Annual Report. Some Danvers hotels and motels are a hotbed for criminal activity. Most of the issues at the hotels and motels in town relate to two specific incidents that occurred in the fall of 2008. First, with state homeless shelters reaching capacity, the Massachusetts Department of Transitional Assistance began placing more homeless families in Danvers motels, primarily at the Motel 6, Days Inn and Knights Inn. This practice continued throughout 2010 and 2011. Second, was the closing of the Carriage House Motel on Route 1 in Peabody. The Carriage House Motel was notoriously overrun with drug dealing and prostitution, and with other criminals hiding out or crashing there. Some of the Carriage House Motel's former clientele have found their way to Danvers' budget-priced hotels and motels.

Both of those events led to a much higher than average occupancy rate through 2009 and the highest calls for service and crime incidents in the past ten years at these locations.

As shown in both the Calls for Service at Hotels and Motels and the Crimes at Hotels and Motels graphs, both saw a significant increase in 2008 and 2009 and saw a reduction in 2010 and 2011 from those levels.

The most frequent Calls for Service Categories in 2011 included Suspicious Activity, Medical Aids, Warrants, and Check Well Being Calls. In regards to Reported Crime, Larceny from a Motor Vehicle, Simple Assault and Disorderly Conduct were the most common. There were also

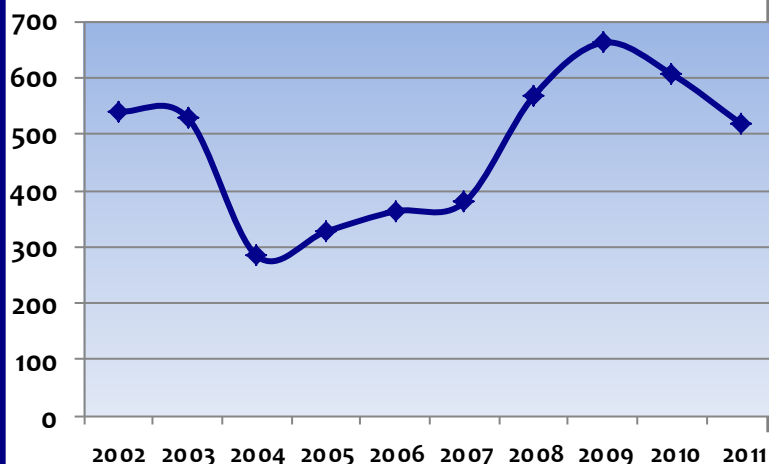
FIGURE 24: CRIMES AT HOTELS & MOTELS 2001-2010



a significant number of Criminal Motor Vehicle offenses occurring in the parking lots.

One strategy that has proved effective in reducing the crime and disorder at the local hotels and motels is officers routinely check the guest register for known suspects with outstanding warrants and effect arrests. Officers also frequently patrol the parking lots, paying particular attention to unregistered or uninsured vehicles, or vehicles belonging to a wanted person. Hotel management has alerted police to any underage drinking parties occurring and action has been taken to eradicate that problem as well. This type of enforcement seems to have made criminals aware that they are not welcome to hide out in, or conduct illegal business out of, Danvers hotels and motels.

FIGURE 23: CALLS FOR SERVICE AT HOTELS & MOTELS 2002-2011





## Danvers Police Department Community Survey

In previous years, the Community Survey was mailed out to a sampling of 1,000 residents chosen from the voter registry. Residents filled out the paper surveys and sent them back. Over the course of the next few months, responses trickled in. The responses were mailed back to the Police Department, with the department providing postage paid envelopes. Historically, the response rate was below 20%, meaning only about 200 recipients actually mailed the survey back. Once the paper surveys were returned, all responses had to be manually entered into a database in order for analysis to be conducted. The Community Survey was not only a cumbersome, time-consuming process, but also an expensive one, that did not yield high response rates.

For the most recent Community Survey, the Department recognized a need to change the way the survey was conducted. The system had not only become antiquated and expensive, but also wasteful. Hundreds of pieces of paper were used for printing, along with 2 envelopes per recipient. Many man-hours were spent, printing the survey, stuffing the envelopes, and entering the responses. A decision was made to forego the paper format in favor of an electronic one. The survey was offered online, via a survey hosting website. Switching to an online format saved both time and money for the Department, however, the new format presented a new set of challenges.

Utilizing an online format meant that not only residents of the town would be able to weigh in on their opinions and interactions with the Danvers Police Department. The responses were no longer a random sample picked from the voter registry, and the response pool was opened up to anyone that wanted to take the time to fill out the survey. Some questions had to be changed or adapted to accommodate the possibility of non-residents responding. The Community Survey no longer arrived in residents' mailboxes meaning that the survey needed to be advertised which was done primarily online. The Community Survey was posted on the Danvers Police Department website, the Facebook page and the Twitter feed. Local media also shared the link to the survey on their websites.

The community survey focuses on several key areas:

- How does the community rate the quality of police services?
- What are their views of competence, attitude and behavior of the Danvers Police Department?
- How safe does the community feel in Danvers?
- What crimes or issues of public safety concern them most?
- In which medium would the public prefer to receive information from the Department?

### Key Findings:

- Eighty-four percent of respondents had an overall very favorable or favorable opinion of the Danvers Police Department and 79% were extremely satisfied or satisfied with their most recent contact.
- Ninety percent of respondents feel safe or very safe in their neighborhood or place of employment in town, 72% feel that police provide adequate protection in their neighborhoods and 78% have confidence in the Department's ability to prevent crime.
- Respondents reported preferring to receive information from the Department regarding crime, safety tips, etc. via Facebook than any other medium, including local newspapers.
- 75% of respondents use an Android/iPhone compatible device and of those, 81% would utilize the MyPD app if it were made available.

At the time of this report, 85 responses have been received. Of those, 89% were residents and 5% were employed in town. Six percent of the respondents neither work nor live in Danvers. 56% of the respondents were female and 44% were male. 49% of respondents were between the ages of 30-49. In the past, the over 82% of respondents have been over the age of 40, with 40% over 60. Shifting to an electronic survey has allowed DPD to reach younger members of the community.





**Question 1:** What is your overall opinion of the Danvers Police Department, its employees and its services?

Very Favorable	39%
Favorable	45%
Average	12%
Unfavorable	4%
Very Unfavorable	0%

**Question 2:** How many times have you had contact with the Danvers Police Department in the past two years?

Once	38%
Between 2-5 times	38%
More than 5 times	5%
Never	19%

**Question 3:** What was the nature of your most recent contact with the Danvers Police Department?

Reported an Incident	25%
Victim of Crime	5%
Arrested	0%
Contacted by investigator	7%
Issued a Parking Ticket	0%
Involved in Accident	7%
Requested Information	18%
Asked an officer on the street for assistance	11%
Other	27%

**Question 4:** How or where was your most recent contact made?

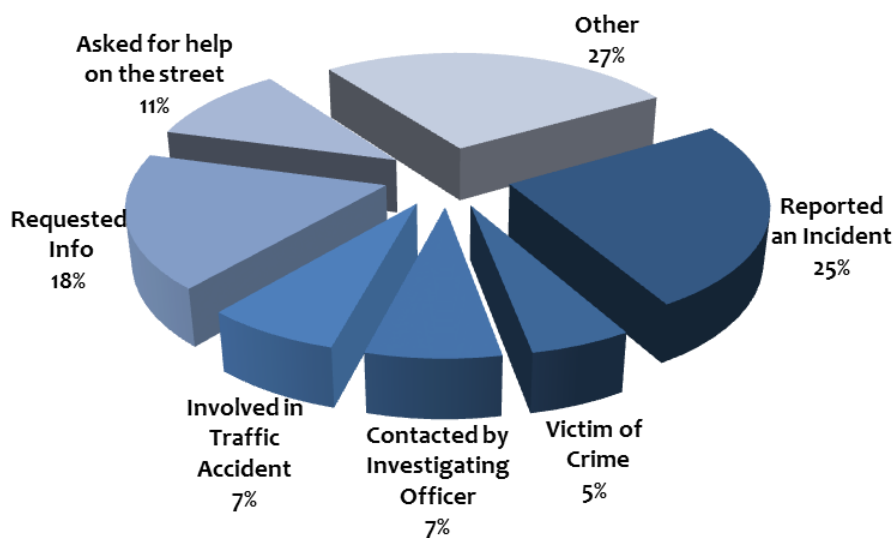
In person, at DPD	25%
In person, at home	20%
In person, at work	0%
In person, elsewhere	14%
By phone	30%
By e-mail	3%
Other	7%

## Overall opinions of the Danvers Police Department

Overall, 85% percent of respondents reported very favorable or favorable opinions on the Danvers Police Department and only 4% reported unfavorable opinions. No respondents had very unfavorable opinions. The unfavorable opinions were both the result of one contact with the department. One respondent came into the station to request information and was not satisfied with the outcome. The second respondent indicated in the comments section that they felt too many officers responded to his home to assist the utility company.

Seventy-six percent of respondents have had 5 or less contacts with the Danvers Police Department in the last two years. Only 5% have had 5 or more contacts with the department and 19% have had no direct contact with the department in the last two years.

Twenty-five percent reported an incident and 18% requested information from the police department. The "Other" category comprised of such contacts as applying for a Firearms Permit, being the subject of a medical aid call, attending the Citizen's Police Academy, etc. Eleven percent asked for assistance from an officer on the street, including asking for directions. Seven percent were each contacted by an officer investigating or following up



an incident and involved in a motor vehicle accident. Five percent were the victim of a crime. Worth noting, no respondents reported being arrested.

Seventy-nine percent of respondents reported feeling extremely satisfied or satisfied with their most recent contact. Sixteen percent were neutral, 3% were dissatisfied and 1% were extremely dissatisfied. The same respondents that viewed the department unfavorably, were also unsatisfied.



Danvers Police Department ranked well in each of the categories in which respondents were asked to assess their most recent contacts. Using the average of scores provided to measure overall perception, “response time” had the highest average with 4.35 and “quality of follow up” had the lowest with 3.9. Worth noting, the same categories were the highest and lowest in the 2008 Community Survey. Professional Conduct and Problem-Solving skills also ranked highly. Many respondents noted that rating the quality of follow up was not applicable to their most recent contact. Only 3 respondents rated it poorly, but those three seemed to drag the average down.

The highly favorable opinion, coupled with the low frequency of recent contact with the department, and the nature of the contacts suggest that the respondents were more likely to be upstanding members of the community, and not those who are engaging in criminal activity.

### Crime and Safety

Ninety percent of partakers reported feeling Very Safe or Safe in their neighborhood or place of employment. Two responders reported feeling Unsafe or Very Unsafe. Only 6 percent reported considering moving or switching jobs due to concerns of safety. Twenty-two percent reported changing or limiting their activities because of fear of crime. The changes of behavior were related to crime prevention and target-hardening, including locking their vehicles and homes, installing alarm systems and being aware of their surroundings. One person reported not allowing young children to play alone outside.

Respondents primarily reported seeing Danvers Police Officers in their neighborhoods, or around their places of employment at least every few days. Twenty-four percent reported rarely seeing police presence in the neighborhood. Seventy-two percent of respondents think the Danvers Police Department provides adequate protection to the neighborhood in which they live or work. One person felt the protection was very poorly. Eighty-four percent reported Much Confidence or Some Confidence in the Danvers Police Department to prevent crime.

Worth noting, there are few responses to each category in which the Department is ranked the lowest or worst. The same respondents who had an overall unfavorable opinion and were dissatisfied with their most recent contact gave the lowest scores across the remainder of the survey.

**Question 5:** How would you rate your satisfaction with your most recent contact?

Extremely Satisfied	50%
Satisfied	29%
Neutral	16%
Dissatisfied	3%
Extremely Dissatisfied	1%

**Question 7:** Based on your most recent contact, how would you rate the Danvers Police Department in the following areas? (Where 5= Very Good and 1 = Very Poor)

Area	Average
Professional Conduct	4.25
Helpfulness	4.18
Fairness	4.17
Problem-Solving Skills	4.23
Response Time	4.35
Quality of Follow Up	3.9

**Question 8:** Overall, how safe do you feel in your neighborhood or at your place of employment in town?

Very Safe	60%
Somewhat Safe	30%
Neutral	6%
Unsafe	2%
Very Unsafe	2%

**Question 13:** How much confidence do you have in the ability of the Danvers Police to prevent crime?

Much Confidence	56%
Some Confidence	28%
Neutral	10%
Little Confidence	4%
No Confidence	2%



**Question 15:** To what extent do you feel the following issues are crime, safety or quality of life problems in Danvers, with 1 being no problem and 5 being a crisis?

Car Break-Ins	3.33
Housebreaks	3.19
Drug Use/Sale	3.14
Domestic Violence	3.08
Bad Driving	3.02
Road Rage	2.96
Drunk Driving	2.74
Underage Drinking	2.73
School Bullying	2.52
Vandalism/Graffiti	2.5
Auto Theft	2.49
Litter	2.31
Public Drunkenness	2.17
Noise Complaints	2.13
Parking Violations	1.99
Prostitution	1.98
Random Assaults	1.96
Rape/Sexual Assaults	1.78
Muggings/Hold Ups	1.74
Gangs/Gang Violence	1.68

**Question 14:** How do you want the police to give you information?

Facebook/Twitter	45
Email Notification	21
Smartphone App (MyPD)	18
Newspapers	17
Police Department Website	16
Community Access TV	11
Mailings	8
Phone Calls	7

When asked to rank different crime, safety and disorder issues, Car Breaks, Housebreaks and Drug Use/Sales were the top concerns for the community. Car Breaks and Housebreaks were significant issues for the town in both 2010 and 2011. Residential burglaries in 2010 were the highest ever on record in the town of Danvers. Housebreaks in 2011 recorded a 20% increase from the average, even though there were fewer than in 2010. Car breaks have also plagued the community, though they have decreased and been below average since 2008. Efforts have been made to curb both Car and House Breaks and the public's perception that they have presented a problem for the Department is accurate.

Reported drug incidents in town have seen a drastic reduction over the past few years. These stats are based on catching someone using, possessing, or selling an illegal substance in the act. The public perception of prevalent drug uses/sales could be based on personal experience, people they know using drugs or personal observations that could be underreported to the Department.

Most of the categories listed that were perceived as average (2.0-2.9) correlated well to actual crime stats for 2011, however some varied. Our stats are based on reported crime or activity and the truth is, we have may have more issues in town than the police are formally made aware of. This is especially true for issues such as underage drinking and school bullying. Those issues have higher scores, regarding perceptions of prevalence of the issue, than actual police reports to substantiate it. Both have been hot button issues in the media over the past few years, and although the police department has not seen an increase in reported activity, the issues receive a lot of attention in town by way of awareness education and prevention. Partnerships are in place with such non-profit groups as Danvers Cares to curb incidents of underage drinking and educate against the dangers of alcohol for young people. School resources officers work with students to discourage bullying and resolve conflicts between students. Auto Theft over the past few years has seen significant decreases.

Crime statistics correspond with the lower concerns, such as Gang Violence, Muggings, and Rapes. Prostitution had increased in the hotels and motels in town over the past few years, even though 2011 recorded a decrease. The prostitution issues in Danvers have been pretty isolated from the residential community. There are not prostitutes walking the streets of the town soliciting passersby. These women utilize the internet to solicit potential customers and arrange meetings in the hotels, thus the public perception that prostitution is not an issue in Danvers makes sense.



When asked on what basis respondents formed their opinions of the crime and safety issues listed to the left, the majority said it was because of personal observations, newspapers articles, and information from family members, friends or co-workers. Personal victimization or victimization of someone they knew were the two least mentioned categories.

Ten percent of the respondents reported being the victim of a crime that they did not report to the police. The most common reason provided for not reporting was that he or she did not feel it was serious enough to warrant police response, or that there was nothing the police could do. Of the respondents who wrote in more information, all but one identified accident hit and runs as the issue.

### **Getting Information to the Public**

In the age of 24 hour news channels and transparency in police departments, we have seen a shift in the way in which the public wishes to receive information from the Department. In 2008, people overwhelmingly responded that they wanted to get their information from this Department via newspapers or in the mail. In the last three years, social media sites such as Facebook and Twitter have revolutionized information sharing in the public safety sector and the public has responded well. Some departments have real-time crime updates available. Danvers Police utilize a Facebook page, a Twitter feed and a Nixle service to spread the word about crime and safety issues, crime prevention tips, upcoming events and other public relations information. The respondents to this year's survey would prefer to receive their information via the internet than in print.

This shift could also be related to the fact that an online survey was conducted this year, which based on demographics, was completed by younger people than the traditional mailed out paper survey. Seventy-five percent utilize a device that is Android/iPhone compatible and of those, 80% would utilize the MyPD app if it were made available by the Danvers Police Department.

### **Biased Based Policing**

The Danvers Police Department asked two questions to assess the town's perception of biased-based policing.

Although the responses were overwhelmingly in favor of the Department and the responders did not feel that DPD unjustly discriminated, there were a few responses stating that they felt biased-based policing occurred in Danvers.

Four responses indicated that they strongly agreed and six that they agreed that the Danvers Police officers based their enforcement actions on an improper consideration of a citizen's race, ethnicity social status or gender. 1 person Strongly Agreed and 3 agreed that the Danvers Police Department took action against him or her based on an improper consideration of his/her race, ethnicity, social status or gender.

One of those who viewed the department negatively provided contact information and was asked to follow up on this question. The respondent indicated that he had misread the question, and meant that he did not feel that the Department acted prejudicial. It is possible that more of the respondents misconstrued the questions, as almost all of them provided very high/favorable responses throughout the survey, or listed no recent contact with the department. A few respondents seem to have chosen the option "Agree" every time it was offered, regardless of the question or if it was a direct contradiction to the previous question. Regardless, these questions will be reworked for the next survey for better clarity and understanding.



