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Danvers Police Department

2005 Annual Crime Report

Presented by the
Office of Public Safety Analysis

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Chief of Police

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*With special thanks to
Danvers resident Denise Casey*

<http://www.danverspolice.com>

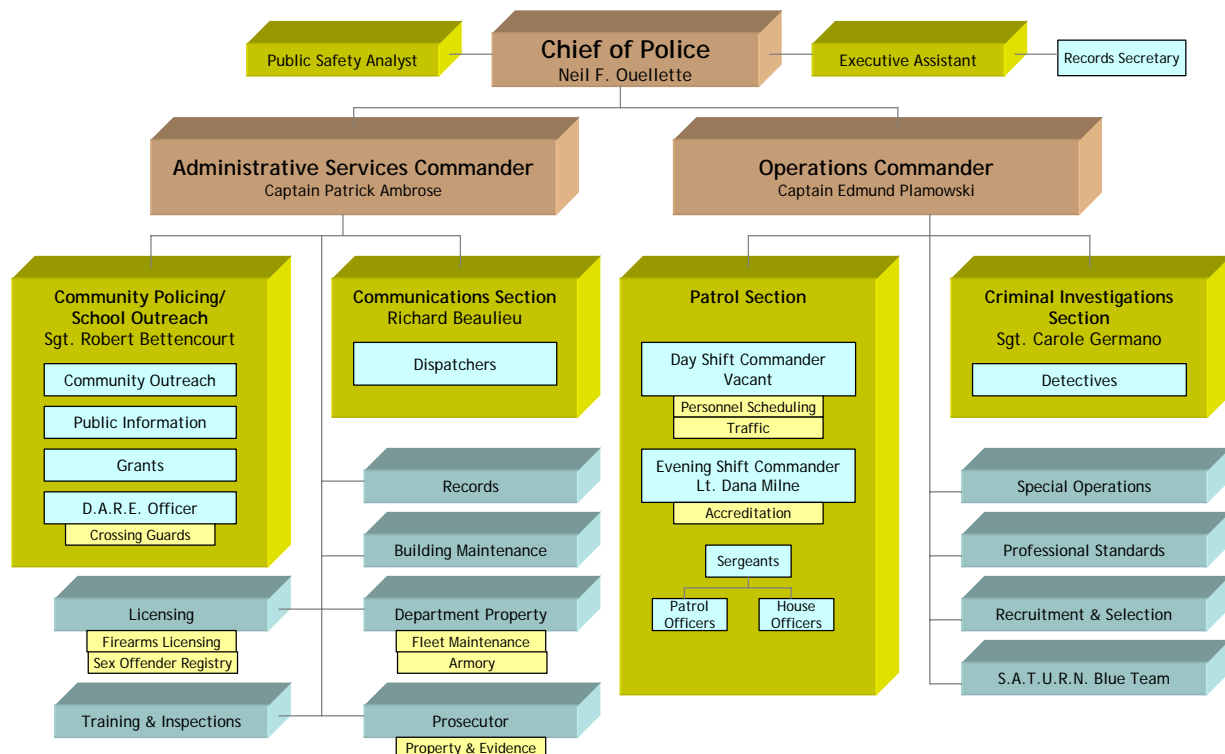
Danvers Police Department at a Glance

Organized: 1752
Population Served: 25,212
Sworn Officers: 46
Civilian Personnel: 13
Chief: Neil F. Ouellette
Headquarters: 120 Ash Street
Budget (FY06): \$4,609,762
Rank Structure: Chief
Captains (2)
Lieutenants (1)
Sergeants (8)
Officers (32) / Detectives (2)
Patrol Vehicles: 18
2005 Calls for Service: 16,036



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. Danvers became the first agency in Massachusetts to achieve accreditation (in 1986).

Danvers Police Department



A Message from the Chief

2005, my first full year as Chief of Police in Danvers, was an encouraging one. As the statistics on the following pages demonstrate, most crimes were below average. Some of them, like thefts from cars, were at historic lows—and several long-term problems, such as health club thefts and auto dealership thefts, got a lot better.

But though crime was down, the officers of the Danvers Police department did not rest on their laurels. Instead, they remained motivated and active, and produced an arrest total 27 percent above the average, and nearly as high as the record of 2004. As this report notes, “When arrests increase at the same time that overall crime decreases, it indicates extra effort on the part of the police department, higher case clearances, and generally improved public safety.”

The news is not all good, however. We are seeing an increase in drug activity, underage alcohol abuse, and drunk driving. A recent school survey has shown that Danvers high-schoolers self-report higher levels of drug and alcohol use than the state average. We must work quickly and creatively to intercede in such disturbing trends, and we can only succeed by building partnerships with a wide variety of organizations and community groups.



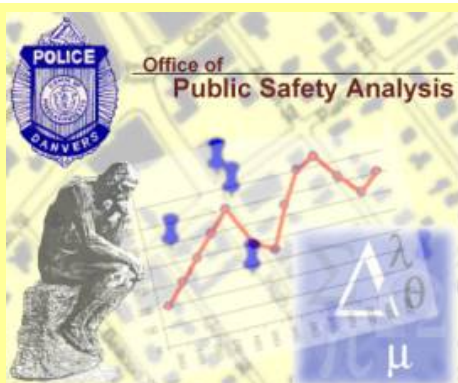
Danvers is not a dangerous town, but it is an active town. In recent months, it has become clear to me that many residents are not aware of the true levels of crime and disorder that the police face. Danvers is not a sleepy little suburb—it is a vibrant community with a strong commercial presence, numerous industries, a high level of daytime and nighttime traffic, several major highways, and of course a large shopping mall. These factors give rise to unique public safety problems, and it is in every Danvers resident’s best interest to understand the full extent of them. Towards that end, this *Annual Report* is a valuable resource.

Sincerely,

A handwritten signature in cursive script that reads "Neil F. Ouellette". The signature is written in dark ink on a light-colored background.

Neil F. Ouellette
Chief of Police

About Public Safety Analysis

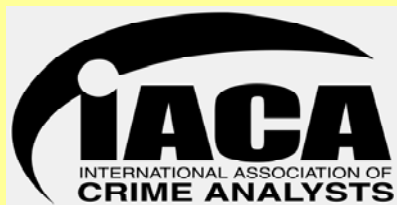


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The Danvers Police Department's Office of Public Safety Analysis performs what, in many agencies, is simply called "Crime Analysis": the unit within a police agency responsible for collecting data and providing information that will help the agency prevent, reduce, and solve crime and disorder. The Danvers Police Department uses the term "public safety analysis" in recognition of the fact that our analyst analyzes more than just crime.

The Public Safety Analyst is responsible for collecting data from a wide variety of sources, including the department's records management system, news and alerts from other agencies, newspaper stories, public records, business listings, and geographic surveys. The analyst uses statistical techniques, data querying and aggregation methods, crime mapping applications, and qualitative research methods to turn this raw data into information that the police department can use. Such information might include reports on current crime patterns, trends, and hot spots; intelligence about individuals and organizations involved in criminal activity; crime forecasts and predictions; and reports on the workload of each police beat and shift.

The Danvers Police Department is one of only a few United States departments serving populations of less than 30,000 that have a strong commitment to crime analysis. A Public Safety Analyst position has existed within the department since 1988. The current analyst is the Past President of the Massachusetts Association of Crime Analysts and the Vice President of the International Association of Crime Analysts.

The Office of Public Safety Analysis also exists to assist Danvers residents and prospective Danvers residents with their crime and safety concerns. Feel free to call the Office of Public Safety Analysis if you have any questions about crime and safety issues in Danvers.

2005 Crime & Incident Statistics

The following table summarizes crime and other incidents in 2005 compared to previous years. The notes provide a few words of explanation or point to other sections of this report that elaborate. The ↑ and ↓ symbols indicate incidents that are unusually high or low (based on the usual range).

Incident Type	1998-2004 Average	Usual Range	2004	2005	Change from Avg.	Notes
VIOLENT/PERSONAL CRIME						
Murder	0	0	1	0	N.C.	No murders in 2005. See page 49.
↑Rape	3	1–5	1	6	+100%	Unusually high after low 2004. See Page 49.
Indecent Assault	9	7–11	8	7	-22%	Mostly acquaintance and domestic incidents.
↑Accosting	4	3–5	4	6	+50%	Higher than average in 2005, but no related incidents.
Non-forcible Sex Offenses	1	0–2	1	2	+100%	Two incidents of statutory rape, both at local motels.
Peeping & Spying	2	1–3	2	1	-50%	Just one incident in the month of October.
Aggravated Assault	35	26–44	32	30	-14%	Low. See page 52 for a full analysis.
↓Simple Assault	155	132–178	133	119	-23%	Very low. See page 53 for a full analysis.
Robbery	12	7–17	8	11	-8%	Lots of bank robberies but otherwise average. Page 50.
↓Kidnapping	2	1–3	2	0	-100%	No incidents in 2005; last was in summer 2004.
Threats/Intimidation	102	80–124	75	66	-35%	Significant decrease with no obvious cause.
Bomb Threats	4	2–6	2	8	+100%	Pattern of bogus threats emerged at Danvers schools.
↓Violation of Restraining Order	49	42–56	52	31	-37%	Very low in 2005. Only a couple repeat violators.
PROPERTY CRIME						
Residential Burglary	43	32–54	62	39	-9%	Low after a high 2004. See page 54.
↓Commercial Burglary	39	30–48	51	29	-26%	Also low after several patterns in 2004. Page 54.
↓Theft from a Car	263	221–305	235	159	-40%	Astonishingly low with few patterns. See Page 56.
Theft from a Building	111	98–124	96	103	-7%	A couple of patterns during the year.
↓Theft from a Person	33	27–39	28	19	-42%	Several shopping-related incidents, but otherwise low
Theft from a Residence	56	46–66	48	64	+14%	Increase with a couple of small patterns.
Theft of a Bicycle	25	19–31	24	19	-11%	Nominal. Most incidents involved youths.
Theft of Services	23	18–28	17	28	+22%	Jump in gasoline thefts, probably driven by prices.
Shoplifting	248	195–301	332	251	+1%	Down after high 2004. See page 58.
Other Thefts	27	22–32	33	22	-19%	Thefts from boats made up the bulk.
Auto Theft	67	50–84	51	51	-24%	Years of steady decreases evened off. Page 59.
Arson	4	1–7	4	1	-75%	Just a single car fire in the month of May.

Incident Type	1998-2004 Average	Usual Range	2004	2005	Change from Avg.	Notes
Fraud & Forgery	115	90–140	138	100	-13%	Down after seven years of steady increases. Page 61.
Embezzlement	23	13–33	9	25	+9%	Back up after unusually low 2004. Mostly retail incidents.
↑Extortion/Blackmail	0	0	0	2	N.C.	Two cases involving elderly men coerced by “friends”
Stolen Property Offenses	16	12–20	15	15	-6%	No patterns observed in 2005.
↑Trespassing	41	36–46	47	57	+39%	Big increase at old State Hospital grounds. Page 47.
↓Vandalism	320	266–374	232	260	-19%	Low in 2004 and 2005. See Page 61.
SOCIETAL/VICE CRIME						
↑Drug Offenses	77	62–92	88	109	+42%	Disturbing regional increase. See page 63.
↑Liquor Law Violations	45	31–59	62	70	+56%	Seven-year high caused by several issues.
↑Drunk Driving	69	43–95	107	120	+74%	Has skyrocketed since 2003. See Page 27.
Prostitution	1	0–2	2	1	None	Occasional issue at a local residence.
Indecent Exposure	10	7–13	14	7	-30%	Scattering of various incidents. No patterns.
Weapon Violations	25	10–40	22	18	-28%	Volume depends on studded armband seizures at mall.
Pornography	2	1–3	2	1	-50%	One online incident in February; arrest made.
Dumping/Littering	28	24–32	28	24	-14%	Nominal volume. No patterns observed.
Child Neglect	18	11-25	17	16	-11%	A few cases of children left alone at homes or in cars.
DISORDER/QUALITY-OF-LIFE						
Disorderly Conduct	159	126–192	123	136	-14%	Low all over, partly because of liquor crackdowns.
Disputes	576	551–601	553	597	+4%	Nominal volume. No trends observed.
Civil Problems	53	37–69	62	64	+21%	Increase in non-criminal neighbor-related issues.
↓Noise Complaints	471	426–516	441	333	-29%	Very low despite some hot spots.
Fireworks	43	36–50	51	49	+14%	Up slightly. Mostly a summer problem.
↓Drunkenness	182	170–194	178	167	-8%	Low, though some bars continue to be hot spots.
Vagrancy	22	15–29	11	15	-32%	Never very high in Danvers; has been low last two years.
↓Youth Disorder	236	170–302	139	152	-36%	Large cohort of past problem teens “aged out.”
Skateboard, Scooter, & Bike Complaints	142	114–170	161	131	-8%	A few ongoing hot spots in Danvers Square & Endicott.
↑Suspicious Activity	829	780–878	860	903	+9%	Uncertain cause of increase. No real patterns observed.
Suspicious Package	17	5–29	10	12	-29%	Way down from its high during the Anthrax scare.
Psychiatric Disorder	90	66–114	83	104	+16%	Increasing at area group homes, some residences.
Harassing & Annoying	46	37–55	43	43	-7%	Nominal volume. Mostly acquaintance-related.
↓Annoying/Obscene Phone Calls	107	93–121	87	77	-28%	Has been decreasing for years with advent of Call ID.

Incident Type	1998-2004 Average	Usual Range	2004	2005	Change from Avg.	Notes
TRAFFIC ISSUES						
Motor Vehicle Accidents	1382	1317–1447	1370	1357	-2%	About average for the year.
Traffic & Parking Complaints	557	512–602	502	562	+1%	About average for the year.
↓Criminal Motor Vehicle Offenses	750	517–983	784	500	-33%	Down with retirement of one notably aggressive officer.
Disabled Motor Vehicles	683	619–747	629	657	-4%	Nominal. No patterns.
Abandoned Motor Vehicles	60	47–73	53	58	-3%	An occasional problem in some large parking lots.
↓Recovered Stolen Vehicles	32	22–42	17	18	-44%	Tied to auto theft; down as auto theft is down.
↑Dangerous Road Conditions	227	208–246	227	271	+19%	High with snow in winter and heavy rains in spring, fall.
GENERAL SERVICE INCIDENTS						
↓911 Errors	294	259–329	273	256	-13%	Public education reduces these incidents slowly.
↓False Alarms	2214	2074–2354	2028	1939	-12%	A welcome decrease.
Animal-Related Incidents	461	346–576	369	364	-21%	Calls for wild animals have been decreasing for years.
↑Check Well-Being	724	660–788	813	968	+34%	Up with the new “RUOK” program.
Unattended Death	23	18–28	26	19	-17%	Low after a high 2005.
↓Fire Assists	95	76–114	66	67	-29%	Low because of decline in fires in 2005.
Found Property	141	131–151	138	139	-1%	Nominal levels.
↑Lost Property	146	121–171	176	177	+21%	We offered more ways for residents to report in 2004–5.
Medical Aid	1487	1365–1609	1362	1424	-4%	Down with new protocols for when a police officer goes.
↓Missing Persons	96	56–136	37	34	-65%	Decreased when IFLL on Liberty St closed in 2003.
↓Suicide or Attempt	19	14–24	13	10	-47%	Thankfully down. No patterns.
↑Town/Utility Problem	189	152–226	188	276	+46%	Lots of downed wires and other problems during storms
POLICE-DIRECTED ACTIVITY						
Traffic Enforcement	303	230–376	368	366	+21%	Response to resident concerns about some streets.
Warrant Arrests or Service	296	230–362	296	293	-1%	Generally tied to overall crime rate.
↓Service of Legal Papers	330	293–367	309	267	-19%	Includes restraining orders, summonses, etc.
↑Prisoner Transport	235	192–278	273	309	+31%	Tied to arrest volume.
OVERALL TOTALS						
↓Total Calls for Service ¹	16838	16230–17445	16177	16036	-5%	Has gone down last couple of years. See page 11.
↓Total Reported Crimes	2220	2100–2341	2163	1993	-10%	Driven by decrease most larceny crimes.
↑Total Arrests	937	735–1140	1201	1189	+27%	Driven by drunk driving, liquor law, and drug arrest increases.

¹ The Danvers Police Department changed the way in which it recorded directed patrols in 2005. Consequently, this total does not include directed patrols. Past Annual Reports did, so these totals are not directly comparable to past reports.

Danvers Crime & Safety Profile

The Public Safety Dynamic

Danvers, located on the north shore of Boston, about equidistant from Boston and the New Hampshire border, has just over 25,000 residents. But unlike most Massachusetts towns of its size, Danvers is in no way a “bedroom community”—with Routes 1 and 114, and the Liberty Tree Mall, Danvers has the commercial traffic of a town several times its size.

We find within Danvers’s borders a number of features non-existent in most other small towns:

- A major shopping mall
- Several industrial parks
- Two major U.S. highways (U.S. Route 1 and U.S. Route 95) and four heavily trafficked state routes (128, 114, 35, and 62).
- A harbor and several marinas
- 10 hotels and motels
- Part of an airport
- Three high schools—two public and one private
- Seven assisted living facilities
- Fifteen department stores
- More than 70 restaurants, pubs, and fast food establishments

Understanding the public safety dynamic means understanding the characteristics and contrasts of the residential and commercial communities.

The residential community of Danvers is mostly middle class and upper-middle class. It is racially homogeneous (97.7% white and 99.2% non-Hispanic) and has 77.1% owner-occupied housing (statewide is 66.2%). Most of the indicators known to influence higher crime rates—absentee landlords, dilapidated buildings, transitional areas, poverty, and social disorganization—are absent from Danvers. Neighbors generally know each other and can identify suspicious activity.



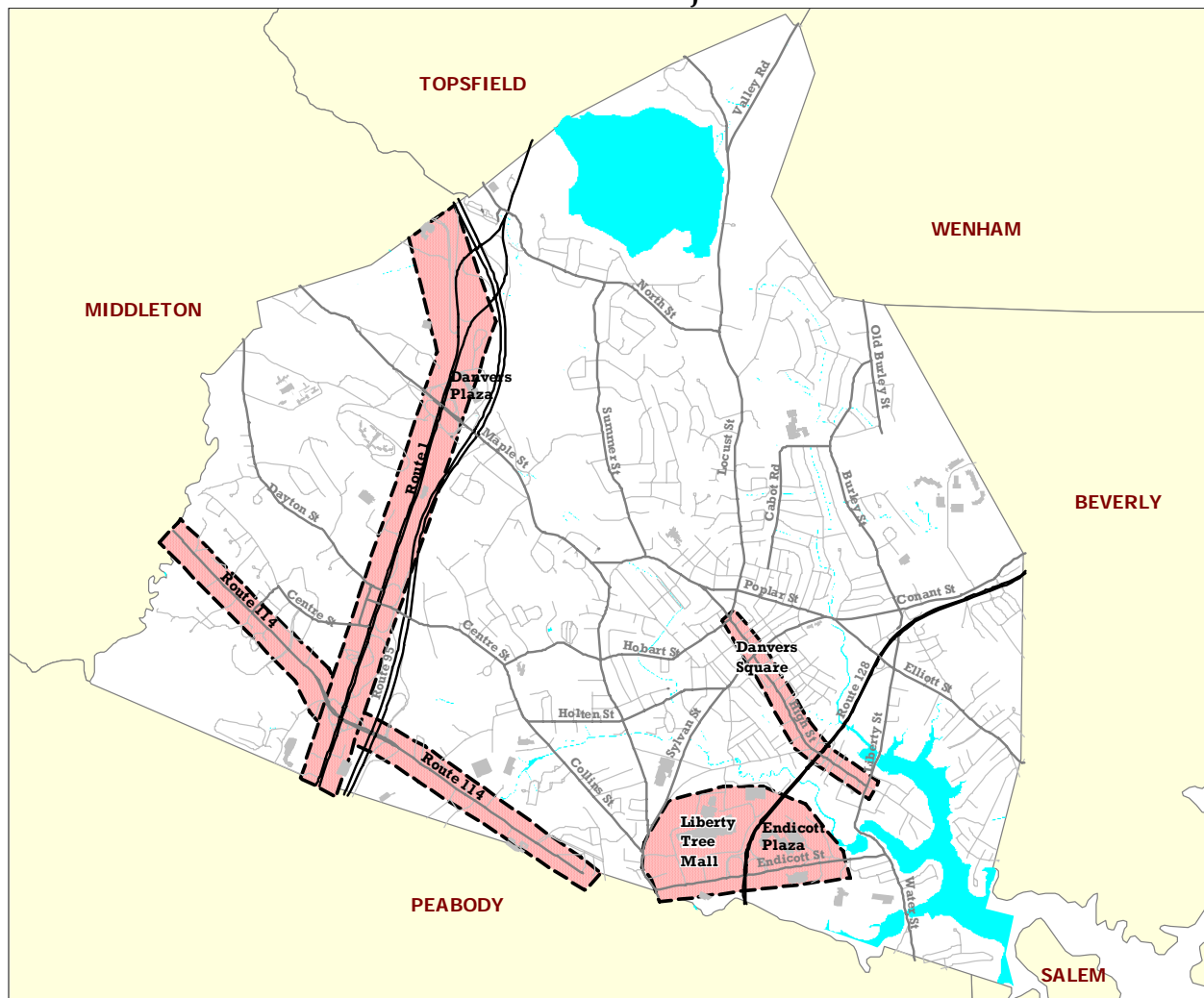
There are variations within the town, of course—the lower half of Danvers (below Route 62) has more rental housing than the upper half, and here residential space mixes with commercial space—but these statements generally hold true throughout our 14.09 square miles.

The problems experienced by this residential community are typical of many communities like it. There is sporadic domestic violence among specific families. Drug abuse and its related crime have taken hold among many teenagers, even from “good” families. Houses, though owner-occupied and usually single-family, are close together, leading to expected neighbor disputes and noise complaints. But none of these types of problems are unusually high in Danvers. Conversely, Danvers has very little “street” crime. “Muggings” are a rarity, occurring only once every one or two years. Sexual assaults committed by strangers are fewer than five per decade. Housebreaks are average for a community of our size.

In sharp contrast is the commercial and transitional population of Danvers. With the exception of Danvers Square, which is well-integrated into the local community, the residential and commercial areas attract more out-of-town patrons than local ones—visitors who think of “Danvers” as the Liberty Tree Mall, Route 114, and Route 1. The number of people (both potential offenders and targets) drawn to these areas creates a unique dynamic for the police. Our four major commercial zones—Route 1, Route 114, the Mall, and Danvers Square—account for 40% of all calls for police service and 58% of all crimes.

Some problems all commercial zones share, such as shoplifting, thefts from cars in retail parking lots, motor vehicle accidents, disputes between retailers and patrons, false burglar alarms, and the occasional robbery or purse snatching in the areas around the stores. Other problems are unique to specific zones.

The Town of Danvers with its Major Commercial Zones



40% of all calls for police service come from the highlighted areas, which represent only 12% of our total area.

Liberty Tree Mall/Endicott: A large number of youths frequent the Liberty Tree Mall and certain establishments around Endicott Plaza. These youths come in groups from other towns, and sometimes get into disputes or fights with other groups of youths. They have been known to harass or bother legitimate shoppers.

Route 114: As one of the most congested traffic routes on the north shore, there are lots of traffic problems on this busy stretch of road, including accidents, disabled cars, and traffic disputes. The large number of auto dealerships makes attractive targets for auto parts thieves.

Route 1: Route 1, or Newbury Street, has several restaurants and bars that stay open late, producing a number of drunk-and-disorderly arrests as well as drunken driving arrests each year. Thieves often target cars in restaurant parking lots. There are also several hotels along Route 1 where transients, partiers, drug-users, and occasional prostitutes mingle with legitimate guests.

Danvers Square/High Street: Populated mostly by local residents and workers, Danvers Square is the safest commercial area in the town, but there are still occasional problems. The area suffered a series of commercial burglaries in the fall of 2004. Complaints of disorderly local youths (including harassing patrons and skateboarding) have been a problem in the past. High Street is a fairly congested route that produces a number of traffic problems.

We must emphasize that the problems experienced within these zones are not *unusually* high for major commercial areas. A certain number of crime and disorder is to be expected where lots of people gather to shop, eat, and entertain themselves. Any community with a large commercial population—Burlington, Peabody, Saugus, and so on—experiences the same types of incidents. Moreover, the problems experienced in our commercial zones do not typically spill over into the residential zones. To take a few examples:

- There were 99 thefts from cars at the Liberty Tree Mall between 2004 and 2005, but Ash Street and Abington Road—the two residential streets that abut the Liberty Tree Mall—had no thefts from cars.
- MacArthur Boulevard intersects Route 114 at one of its busiest points. But there was only one crime—a single incident of theft—on MacArthur Boulevard in 2005. The nearby streets of Ray Street, Palmer Avenue, and Bow Street had only two crimes (all thefts) among them.
- There were 125 crimes along the commercial section of Endicott Street in 2005 (between Sylvan Street and Needham Road). There was only one crime along the residential section of Endicott Street (between Needham Road and Water Street).



The Liberty Tree Mall and its surrounding stores is one of many features that distinguish Danvers from the typical “small town.”

The overall point is that the residential and commercial areas of Danvers do not “share” crimes, so there is a distinct contrast between the two communities that Danvers police must serve and protect. Any analysis of crime and safety in Danvers must keep this distinction in mind.

In 2004 and 2005, we saw the effects of new businesses (e.g., Home Depot and Pier One at the Liberty Tree Mall) and residential developments (e.g., Avalon Bay Village off Route 114), as well as the closings of some old businesses, such as the King’s Grant Inn off Route 128 and Friendly’s on High Street. In the coming year, we anticipate multiple new residents in developments off Route 1 and other locations. As Danvers continues to develop and change, its public safety dynamic will change with it.

Highlights & Notable Incidents of 2005

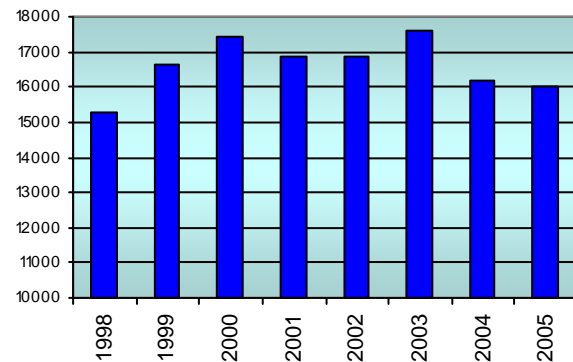
Highlights

The big news in Danvers in 2005 can be summarized in one sentence: crime and calls for service were significantly down, but arrests were significantly up. 2004 had the highest arrest totals in over a decade, and 2005 was only slightly lower than 2004.

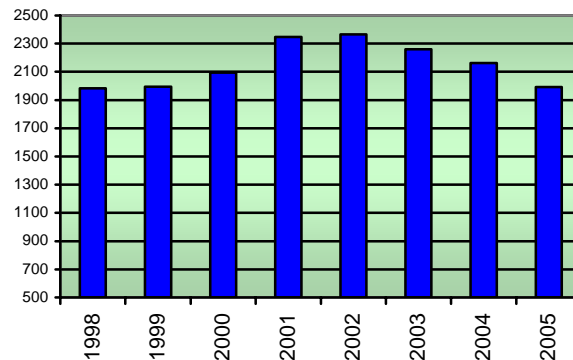
Arrests are driven by increases and decreases in specific crimes, and they went up primarily because of increases in drunk driving, drugs, and liquor law violations. But almost every crime—from burglary to assault—produced a higher percentage of arrests in 2005 than in previous years. For this, we credit the great pro-active work of our patrol officers. When arrests increase at the same time that overall crime decreases, it indicates extra effort on the part of the police department, higher case clearances, and generally improved public safety.

Overall calls for service have fallen since their seven-year high in 2003, primarily because of decreases in high-volume incidents like false alarms and noise complaints. 2005 showed a 25-year low in “index” (serious) crimes and the fourth consecutive yearly decrease in total crimes. Look at page 5 and you’ll see that almost every crime was down.

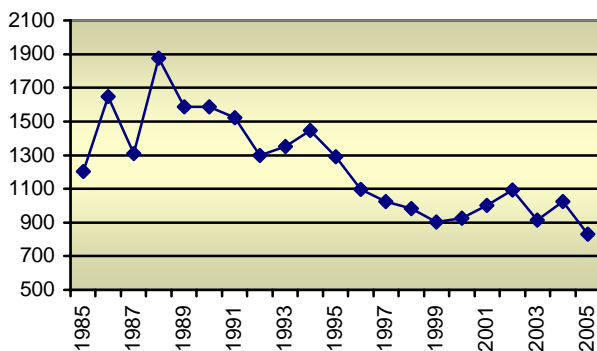
Total Calls for Service in Danvers



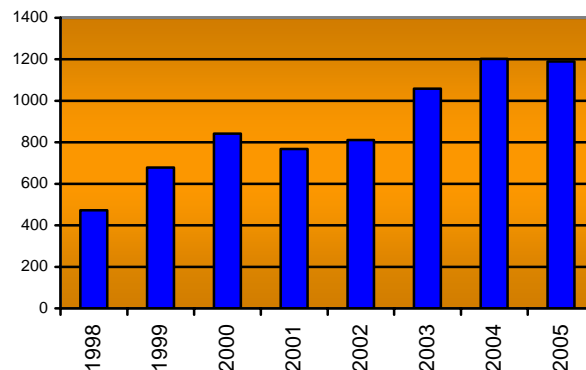
Total Crimes in Danvers



Total Index Crimes in Danvers



Total Arrests in Danvers



Notable Incidents and Events by Month

This section highlights the notable incidents, events, patterns, and trends that occurred in Danvers in 2005. A review of this section should give the reader a good sense of the types of crimes and disorder that Danvers experiences in a typical year.

January

January 3, 2005

Health Club Thefts. On Monday, January 3, Boston Sports Club (50 Ferncroft Road) patrons reported their cars burglarized by smashing windows, between 17:15 and 18:45. The thief stole purses, digital cameras, cell phones, PDAs, and other items. The thief returned on Thursday, January 6, breaking into at least four cars around 14:15. A few hours later, the Lexington branch had four cars burglarized. Danvers Police swarmed the area with directed patrols and the thief did not return. This was notable as the only pattern of thefts from cars at health clubs in 2005 (see page 39).

January 17, 2005

Stolen Trucks Recovered in Peabody. On the night of January 17, acting on a tip, Peabody Police recovered at least five trucks stolen from area auto dealerships, including four from Danvers. All the vehicles were plows or tow trucks used by the dealerships. A 21-year-old Peabody man was arrested for the thefts.



February

February 2, 2005

Armored Car Robbery. At 14:50, a Dunbar armored car driver walking from Kohl's at the Liberty Tree Mall was approached by two white males, both in their early 20s, who displayed a handgun and stole his cash bag. They fled out a nearby door and disappeared. Later



intelligence from the FBI bank robbery task force identified the suspects as a 22-year-old Beverly man and a 21-year-old Peabody man. The former was ultimately charged.

February 3, 2005

YMCA Thefts End. Between January 22, and February 3, there were four thefts from the YMCA on Pickering Street at varying times of the day. In the final theft, the suspect stole keys from a gym-goer's pants and then stolen his Ford Ranger from the parking lot. The State Police stopped this stolen car in West Bridgewater and arrested the driver: a 15-year-old Danvers teenager. The arrest ended the pattern (which was the last pattern of thefts from a health club in 2005—see page 39), but the same teenager would be arrested two more times in the next 45 days, for residential burglary, auto theft, and indecent exposure.



February 15, 2005

A Barking Dog Goes Silent. In the past year, since February 2004, the Danvers Police had received 28 complaints of a barking guard dog at a marina on Liberty Street. The dog had been hired to protect the marina from thefts—an ongoing problem at marinas throughout Danvers—but it was keeping the residents up at night. But February 15 marked the last call: the dog's owner, who had tried multiple strategies to no avail, and who was now facing legal sanctions, had the dog's vocal cords cut. Presumably the residents are now sleeping easier.



March

March 9, 2005

Video Game Theft Pattern Ends. When a 35-year-old Revere man and a 32-year-old Duxbury woman were arrested for shoplifting video games at Costco (Route 1), it was the fourteenth theft (or attempted theft) of video games from Danvers stores in the past four months. Costco had itself been hit eight times. With the recent proliferation of stores offering cash for “used” video games, it seemed sure that this trend would continue for years. But although there were several more thefts in Danvers in 2005, this was the last date that the pattern was “hot” and the last time that Costco was hit.



March 19, 2005

Third Purse Snatching at Endicott Plaza. For the third time in the past month, a woman in Endicott Plaza suffered a purse snatching. In this incident, a 70-year-old woman placing groceries in her car was approached by a man in his 20s, who ripped the purse from her arm and fled in a car driven by his girlfriend. It was the third time in which the same thing had happened, but all three were committed by different people (see page 50). There would be one more purse snatching in Endicott Plaza in June.



April

April 8, 2005

Tire Slashing Spree. Sometime during the night of April 7–8, probably around 01:00–05:00, tires were slashed on cars at at least six residences. The tire slashings occurred on Putnam Lane and Rainbow Terrace—two streets on opposite ends of town. The spree did not recur in later nights.

April 10, 2005

State Hospital Trespassing. Nine young men were arrested for trespassing at the old Danvers State Hospital over the weekend, five on Saturday night and four on Sunday night. The boys, ranging in age from 18 to 22, had brought video equipment to tape their antics. There were 34 such incidents at the State Hospital in 2005, with 17 people arrested and many others summonsed to court (see page 47).

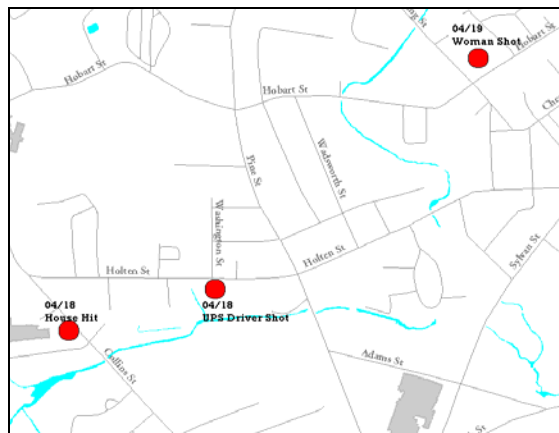


April 15, 2005

Laundromat Burglaries. In one of only two commercial burglary series of 2005, the same laundromat on Holten street was burglarized twice in a one-month period, both times by smashing the front window. A small amount of money was stolen in the first case, but none in the second. No suspects were identified.

April 19, 2005

A Paintball Menace. Between April 18 and 19, two people reported “drive-by” shootings with paintball guns. The victims were a UPS driver and a resident walking her dog; both suffered minor injury. A house was also reported splattered. The suspects were never identified, except as a description of a group of youths in a small vehicle, possibly a Trans-Am. All incidents were in a fairly close area.



April 26, 2005

Dwarf Thefts. Someone with a sense of humor stole several dwarf statues (as in Snow White and the Seven) from a Ray Street yard and dropped them off in other area yards.



April 29, 2005

Growing Psychosis. Calls for “psychiatric” disorders have been increasing for a couple of years. In an incident symptomatic of them, officers were called to the house of a 52-year-old resident who had driven his wife out of the house after keeping her up all night, chattering nonstop, constantly checking her bed for other occupants, and so on. (Police had already responded to the location numerous times in the past few years for hallucinations of strange men in the resident’s yard, closet, and bedroom.) The resident was taken to the hospital for evaluation and was ultimately committed

April 30, 2005

Party House Comes and Goes. A 21-year-old woman moved into a High Street apartment in February and immediately kicked off a series of calls for loud parties, disputes, disorderly conduct, drunkenness, fireworks, and parking complaints. The last call was on April 30; shortly after, the woman was evicted and the area returned to normal.



May

May 3, 2005

Threatening Neighbor Arrested. A 48-year-old Braman Street man was arrested on a warrant for recent activities in which he screamed at, swore at, harassed, and threatened his neighbors. The neighbors reported that the thug had terrorized them into cowering indoors most of the time. The man had numerous past incidents of violence, aggressive behavior, and

mental derangement (including several arrests) on his record. In 2003, he multiplied his threat level with the purchase of a Rottweiler, which he encouraged to howl and threatened to loose on his neighbors.

May 19, 2005

Door-to-Door Solicitors Arrive. The regular season of calls for door-to-door solicitors began with seven calls for magazine salesmen. One of them, a 21-year-old Detroit man, was arrested on warrants for soliciting without a permit. There were 16 further calls during the month, and other towns reported similar incidents and multiple arrests. See page 34 for more.

May 19, 2005

Serious Juvenile Assault. Two Danvers teenagers arranged to fight at Plains Park after a dispute at school, but the police broke up the youths before they began. However, the fight continued at the residence of one of the youths, where the pair and a group of onlookers went into the woods and on the train tracks. One of the youths received numerous punches, causing significant facial and head wounds, before he fell and hit his head on a railroad tie. He suffered cranial bleeding and nearly died before receiving emergency surgery.

June

June 15, 2005

Motel Thefts. There were four thefts of cash from the office of the Compass Motel (formerly the Super 8, now the Knights Inn) in a one-month period, at nighttime when no clerks were on duty. A possible suspect was identified but there was not enough evidence to charge him.

June 18, 2005

Skateboarding Complaints. With the skateboard park at Plains Park closed during renovations of the Holten-Richmond School, hot spots for skateboarding problems began popping up all over town. There were 10 calls to Crane Street during the spring, with

skateboarders setting up ramps, rails, and other equipment, interfering with traffic, littering, and disturbing the residents. Two local youths were summonsed to court after ignoring multiple warnings. There were also four complaints from Abington Road, but police were able to do little,



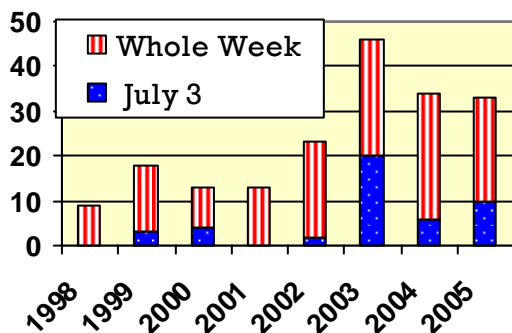
as the street is on private property. Overall, it was an average year for skateboarding complaints.

July

July 3, 2005

Fireworks Festival. The annual fireworks festival returned to Danvers after a one-year absence (renovations to the Holten-Richmond School made it impossible in 2004). The event occurred without a crisis and with only six arrests, far fewer than expected (there had been 20 in 2003). The six arrests were for liquor-related violations, disorderly conduct, and illegal possession of fireworks. The next evening, two men were arrested after throwing lit fireworks at pedestrians, and at a responding police officer, on Washington Street.

Arrests June 28 to July 5



July 13, 2005

Bank Robber Arrested. The second of a team of bank robbers to hit Citizens Bank branches inside Stop & Shop was arrested in Lynnfield, after he was found overdosing in his car. His accomplice had been arrested on July 4. North Andover, Stoneham, Boston, Bedford, and

Danvers all suffered incidents in the series. The robberies were drug-motivated and the robber was unarmed—the second arrested robber confessed that he robbed Stop & Shop branches because he was too nervous to rob a “real” bank. There were ultimately four bank robberies in Danvers in 2005—see page 51.



August

August 1, 2005

Copper Wire Thefts. In a regional trend, thieves entered a construction site on Locust Street during the weekend and stole thousands of dollars in copper wire. It was one of 14 thefts from construction sites in 2005 and one of six in which copper wire or pipe was targeted.

August 4, 2005

iPod Thefts Increase. Apple iPods emerged as the summer’s “must-have” theft target, with seven incidents during the summer. The iPods were stolen from cars, purses, and buildings.



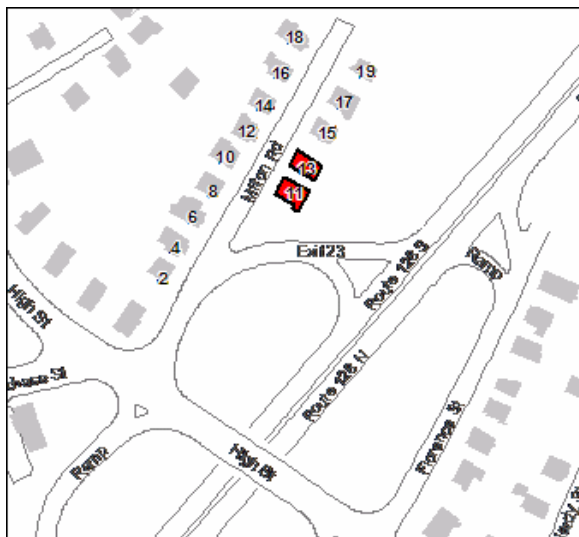
August 20, 2005

Stereo Sellers in Town. For the umpteenth time in the last few years, Danvers Police received reports of a van cruising the lot of Home Depot on Route 1, with the occupants offering to sell and install stereos on the spot. Though stereo thieves have been known to commit such acts, in this case the suspects are representatives of a real company: AudioWeb of Portsmouth, whose representatives have been warned, summonsed,

and arrested numerous times for soliciting without a permit, but they keep coming back.

August 22, 2005

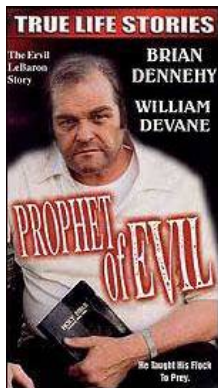
Brief Housebreak Series. On the night of August 22, two Milton Road houses were burglarized by cutting screen windows. The thief stole cash from both residences before fleeing, presumably on 128. A suspect, a 32-year-old Marblehead man, was identified in December from a fingerprint.



August 31, 2005

“Son of the Prophet” Arrested. Nathan Marquis LeBaron, 30, of Salem, Oregon, was arrested in his hometown on a warrant for Statutory Rape of a Child. LeBaron had flown to Massachusetts on August 23, picked up a 13-year-old south shore girl that he met on the Internet, drove to

Danvers, and spent the night with her in a local motel. LeBaron was identified as the son of Ervil LeBaron, the head of a “Mormon Mafia” in the 1960s and 1970s, whose family committed numerous murders. Ervil LeBaron was portrayed by Brian Dennehy in the 1993 movie *Prophet of Evil*.



September

September 5, 2005

“Leg Grabber” at the Mall. In a pair of unusual incidents at the Liberty Tree Mall, an unidentified muscular man dropped a quarter on the floor and asked young boys to help him pick it up. When they bent over to do so, he grabbed their legs.

September 20, 2005

Homeless Man Arrested for Assault. During his brief time in Danvers, a 48-year-old homeless man was arrested twice for assaulting business owners in Danvers Square after getting into irrational arguments with them. He left Danvers soon afterwards and was later reported causing trouble in Brookline.

September 28, 2005

1980s-Retro Burglar Arrested. Between September 14 and 24, Danvers Police took five housebreak reports in which televisions were stolen. The pattern also struck Wenham in Beverly. In four of the incidents, entry was made through an unlocked door. The suspect, a 51-year-old High Street man, was identified via a suspect vehicle registration, and he was ultimately arrested. His criminal history included 75 entries going back to 1974. It is unusual for a burglar to target television sets (and not very good ones at that), a target that hasn’t been “hot” for over a decade. Prior to this pattern, only four televisions had been stolen in burglaries since 1998.

October

October 1, 2005

Arrests in Headlight Thefts. At 23:42, an officer observed a pickup parked near a wooded area behind Ira Toyota on Route 114 and saw two men heading to the dealership, tools in hand, to steal headlights from cars. The suspects—a 21-year-old Taunton man and a 22-year-old Brockton man—were chased, caught, and arrested after a struggle, and numerous stolen

Lexus hubcaps were recovered from their car, along with a piece of paper with a list of local dealerships. It was one of 32 thefts from auto dealerships in 2005—see page 41.

October 16, 2005

Record Arrests at Liquor Party. Responding to a loud party on Water Street just after 00:30, officers found a drinking party attended by numerous youths under the age of 21. Sixteen youths were arrested—the largest number of arrests in a single incident in at least eight years.

October 18, 2005

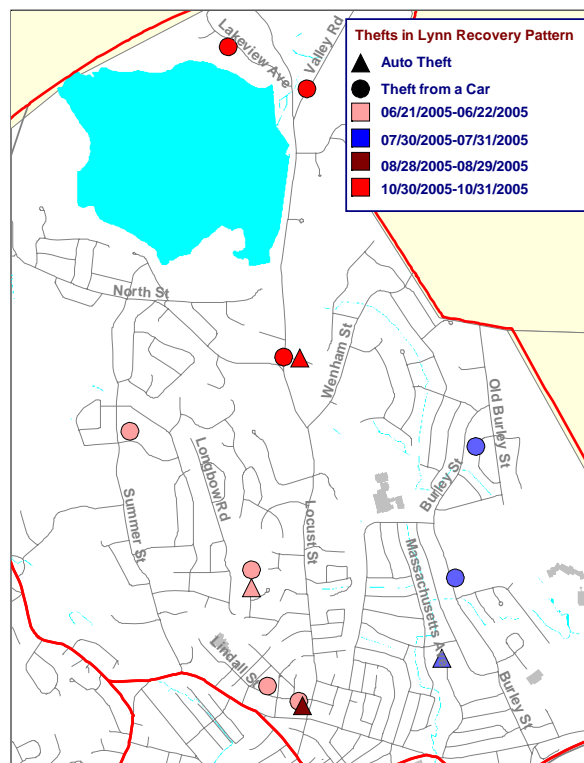
GPS Thefts Begin. Danvers experienced its first incident in what would soon become a regional trend: the theft of GPS systems from cars. Danvers would ultimately have four in 2005, but other towns, including Burlington and Cambridge, would report dozens. The trend seems to thrive at locations with shopping malls. See page 36.



November

November 2, 2005

Auto Theft/Theft from Car Pattern. The North Shore is in the grip of a pattern in which suspects break into cars in residential areas, stealing anything of value, ultimately steal a car from the same area (using a key left in the car or hidden nearby), and dump the car in Lynn. Danvers experienced four nights of such thefts between August and October, all in the northern half of the town, but the pattern abruptly ended in December, with no known arrests made.



November 11, 2005

Rape at the Mall. Two teenaged girls were dropped off at the Liberty Tree Mall to see a movie. During the course of the evening, they met two guys at the Food Court and ended up driving around with them. One of them got out of the car, but the other ended up driving off alone with them. She was later found dumped, behind the Mall, with her clothing in disarray. A 19-year-old Salem man was later arrested.

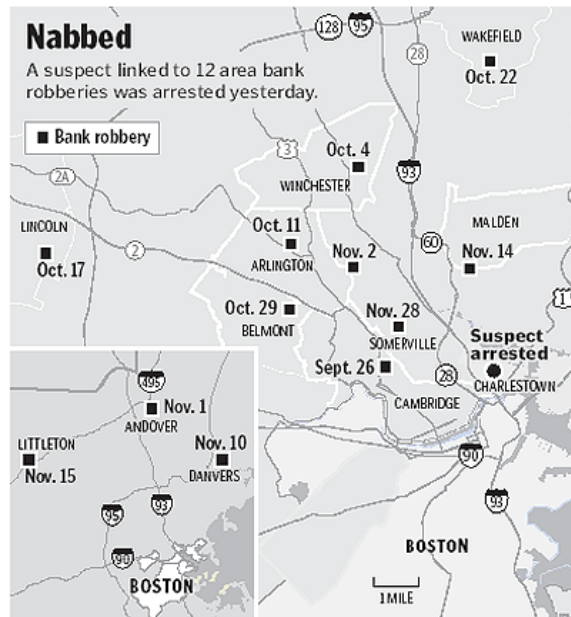
November 29, 2005

Another Lottery Victim. A 74-year-old man got a notice saying he'd won \$100,000 in the Canadian lottery. He contacted a supposed lottery official, who told the victim that he had to send cash to cover the taxes before they would send the winnings. The victim sent three payments totaling \$13,144.95 before the police intervened. This man was the fourth and last lottery victim of 2005, but the pattern has continued into 2006—see page 62 for more.

November 30, 2005

"Average Joe" Robbers Arrested. Joseph Hart, 20, and Jennifer Sheehan, 20, both of Somerville,

were arrested in Charleston for a series of 12 bank robberies, including one in Danvers. Hart (dubbed the “Average Joe” robber) would enter the banks, hand a note to the teller claiming to have a gun, demand money, and casually walk out. Sheehan drove the getaway car.



Map from December 1, 2005 Boston Globe

December

December 4, 2005

Brawl at the Knights Inn. Two groups of people at the Knights Inn on Route 1 got into a brawl over an uncertain cause. Various victims suffered bloody mouths, beer bottles smashed over the head, and one had a stab wound. The victims were largely uncooperative.

December 9, 2005

Snowstorms Cause Accidents. A brief but furious pair of snowstorms struck down during the middle of the day on a Friday, causing 15 accidents, the fourth-highest one-day accident total in a decade. The day



also produced the highest number of disabled motor vehicle calls (18) on a single day in a decade.

December 13, 2005

Neighbor Dispute Re-erupts. An ongoing feud between neighbors on Locust Street, dormant most of the year, re-emerged during the late fall, with both residents reporting harassment and threats. The feud originally began over boundary lines and other land-related issues, but soon became a self-fueling conflagration, producing 44 incidents of threats, harassment, theft, vandalism, and trespassing between April 2001 and January 2006.



December 21, 2005

Theft-from-Car Pattern on 1/114. As the year came to a close, we saw the emergence of a pattern of thefts from cars along Route 114 and Route 1, particularly at restaurant parking lots in the evenings. The thieves targeted laptops, briefcases, and cell phones left unattended in the vehicles.

December 25, 2005

Peace Reigns, Sobriety Doesn't. No violent crimes are reported in Danvers between December 23 and December 26. However, three arrests for drunken driving are made on Christmas Eve and Christmas Day.

December 31, 2005

Drunken Driving at a High. Five arrests for drunken driving are made on New Year's Eve and New Year's Day, up from three in 2004, two in 2003, and none in 2002, 2001, and 2000.

Trends and Problems

Police across America are increasingly being asked to take the lead in problem-solving and crime prevention, which means investing time and resources into identifying and analyzing problems and trends. We present here some of the ongoing problems—in crime, disorder, and quality-of-life issues—reported in Danvers over the last few years, their statuses in 2005, and the most promising avenues towards solving them. These problems, in rough order from the general to the specific, are:

1. Drug and alcohol abuse among teenagers
2. Mental disorders
3. Drunken driving
4. Hotel and motel crime
5. Annoying and suspicious solicitors
6. Thefts of GPS devices
7. Health club thefts
8. Auto dealership thefts
9. Crime and disorder at the Liberty Tree Mall
10. Trespassing at the State Hospital

Solving crime and disorder problems requires thinking “outside the box” and pursuing strategies with more long-term effects than simply making more arrests. For assistance with such strategies, we are indebted to the resources at the Center for Problem-Oriented Policing (<http://www.popcenter.org>), and we hope that the United States government continues to fund this organization’s efforts.

Problem #1: Drug and Alcohol Abuse among Teenagers

Drug and alcohol abuse, whether among teenagers or adults, is largely a social problem. This means that it is reflected in ways not reported to the police, and its solution generally lies in methods that fall outside police control. Nevertheless, police must deal with its consequences, and the public generally looks to police and other law enforcement authorities to take the lead on solving such issues.

The drug and alcohol “problem” manifests itself in various ways. These include:

1. *Overdoses*, including fatalities, from both drugs and alcohol.
2. *Medical problems*, including psychiatric problems, stemming from drug and alcohol dependence. These are not usually present in the juvenile population.
3. *Violent crime*, including assaults and rapes, committed under the influence of drugs or alcohol.
4. *Violence* committed by and against individuals during drug transactions, or battling over parts of the drug trade. Such incidents are rare in Danvers, but not completely absent.
5. *Thefts, fraud, and burglary* committed by drug addicts to support their habits. This is common among the adult population, less so among juveniles.
6. *Accidents*—vehicular and industrial—caused by people under the influence of drugs or alcohol.
7. *Illegal possession* of drugs and alcohol—that is, the actual violations of state statutes. Although this is the facet of the problem most often seen and engaged by police, it is not in and of itself a “problem” except in that it causes the other five issues above.

In studying this problem, it is rarely useful to use traditional legal age divisions. We consider the “at risk” age group to be those between 13 and 20, even though individuals aged 17 or older are considered adults

for legal purposes. Technically, one who is 20 is no longer a “teenager,” but we are including this age in the definition for the purposes of this report.

At the beginning of 2005, *The Salem News* published a series of articles on drug addiction on the North Shore. The reporters at the *News* interviewed police, prosecutors, doctors, clinicians, and families, and they presented statistics and stories indicating that drug abuse is indeed a crucial problem in our region. The articles focused primarily on what the *News* called an “OxyContin and heroin epidemic” and found that opiate addicts are increasingly white, middle-class, and young. Several stories traced the lives of suburban teens, many from “good” families, many honor students, as they became addicted to opiates, turned to crime to support their habits, and ended up in jail. Essex County District Attorney John Blodgett called heroin and OxyContin abuse “the greatest threat facing our youth today.” Both Blodgett and Essex County Sheriff Frank Cousins have expressed concern with this growing problem and have announced programs and task forces to combat it.

What Does the Police Data Say?

We begin by looking at total incidents involving teenagers, alcohol, and drugs. The table below summarizes incidents in which teenagers were suspected or charged with liquor law or drug offenses—it counts incidents, not individuals, so if 10 teens were arrested in a single incident, it is only counted once.

Incidents involving teens and...	2000	2001	2002	2003	2004	2005	Change 2000-5	Change 2004-5
Liquor law violations	15	21	27	34	55	47	+213%	-15%
Drunken driving	6	8	4	6	19	13	+117%	-32%
Drunkenness	10	13	16	11	16	19	+90%	+19%
Total liquor-related	31	42	47	51	90	79	+155%	-12%
Marijuana possession/sale	30	45	36	22	29	34	+13%	+17%
Cocaine possession/sale	2	0	1	3	3	4	+100%	+33%
Heroin possession/sale	2	1	1	1	4	6	+200%	+50%
Rx drug possession/sale	2	2	1	4	6	1	-50%	-83%
Other drug possession/sale	0	1	1	0	1	1	N.C.	0%
Total drug-related	36	49	40	30	43	46	+28%	+7%
Total incidents	67	91	87	81	133	125	+87%	-6%

We note here that OxyContin is included in the “Rx drug possession/sale” category. It has shown up in less than one incident per year since 2000. This does not prove that OxyContin is *not* a problem among teens—just that its use among teens is not indicated by Danvers Police data.

The next table counts the number of teenagers arrested or otherwise charged with various drug and liquor violations. In this table, if 10 teenagers were arrested in a single incident, it counts 10 times.

Teens arrested or charged with...	2000	2001	2002	2003	2004	2005	Change 2000-5	Change 2004-5
Liquor law violations	21	15	46	41	143	176	+738%	+23%
Drunken driving	8	13	4	9	23	11	+38%	-52%
Drunkenness	19	27	27	29	29	32	+68%	+10%
Total liquor-related	48	55	77	79	195	219	+356%	+12%
Marijuana possession/sale	15	19	15	3	40	49	+227%	+23%
Cocaine possession/sale	3	1	2	0	4	3	0%	-25%
Heroin possession/sale	4	2	2	0	4	7	+133%	+133%
Rx drug possession/sale	0	0	0	0	9	2	N.C.	-78%
Other drug possession/sale	2	1	0	0	0	0	-100%	0%
Total drug-related	24	23	19	3	57	61	+154%	+7%
Total arrests or charges	72	78	96	82	252	280	+289%	+11%

Taken together, these tables provide evidence that drug and alcohol violations are increasing among Danvers teens. Although most crimes peaked in 2004, 2005 was still very high. There are trends within this data. Danvers Police have responded to underage liquor parties for years, usually breaking up the party, seizing the liquor, identifying the party-goers, and calling their parents. Starting in 2004, however, facing a perception that underage liquor use was increasing, we began applying more criminal sanctions (arrests and summonses) to youths at these parties. This is responsible for the skyrocketing number of incidents between 2003 and 2004. We also took some of the first steps in holding adult homeowners responsible for underage liquor parties under their roofs.

Such statistics are often unreliable, however, when it comes to measuring “the problem.” The police report on only a tiny fraction of all incidents of drug use, alcohol abuse, under-aged drinking, and drunk driving that actually occur. Many things can affect police statistics, including extra efforts on the part of patrol officers or investigators (as we saw with liquor laws) and changes in reporting practices from the community. Whenever we see a statistic showing drug offenses have increased 22 percent, we have to ask: is this a “real” increase, or just an increase in the portion of the problem that police see?

There are other police data we can search to try to figure out the extent of drug and alcohol abuse among teens. For instance, this next table looks at the numbers of violent and property crimes committed by teens under the influence of drugs and alcohol. These crimes are likely to be reported by citizens and are thus unlikely to be influenced by police activities and programs.

Crimes Committed by Teens Under the Influence of Drugs or Alcohol	2000	2001	2002	2003	2004	2005	Change 2000-5	Change 2004-5
Violent crime	8	13	9	16	17	13	+63%	-24%
Property crime	10	10	14	11	14	7	-30%	-50%
Total	18	23	23	27	31	20	+11%	-35%

As with the prior incident statistics, it appears we had a peak in 2004 followed by a decline in 2005. However, the peak was much less severe than with the drug and alcohol violation statistics

Let’s look at one more statistic: calls for overdoses and medical problems involving drugs and alcohol:

Overdoses and medical calls involving teenagers	2000	2001	2002	2003	2004	2005	Change 2000-5	Change 2004-5
Liquor	2	7	2	6	1	3	+50%	+200%
Drugs	6	2	1	6	2	10	+67%	+400%
Both	1	0	0	0	0	0	-100%	0%
Unknown	1	0	2	0	0	0	-100%	0%
Total	10	9	5	12	3	13	+30%	+333%

Here, we see an alarming increase in drug overdoses in 2005, and since overdoses are not influenced by police activity, this may be a reliable indicator of increased drug usage. A review of the incidents reveals that six of them involved heroin, which jibes with the large increase in heroin offenses that we saw above. (In 2005, we also saw significant increases in heroin offenses among the adult population.)

Intelligence from other police agencies and federal agencies also points to increased availability of heroin in the northeast over the last few years. More than any other drug, heroin has withstood the test of time. Powdered cocaine, crack cocaine, Ecstasy and “designer drugs,” and hallucinogens have all had their heyday, but heroin has remained a consistent problem in the United States for almost a century. It remains one of the most addictive illegal drugs, and probably responsible for more crime in the northeast (where methamphetamines have yet to find a foothold) than all other illegal drugs combined.

What Do We Need to Find Out?

What we lack is any good data about actual levels of drug and alcohol use among teens. We also need to know more about their attitudes towards drugs and alcohol, including what influences and does not influence them either to use drugs and alcohol or to “stay clean.”

Experiences in other jurisdictions have shown that the best way to collect such data is through comprehensive self-report studies coupled with in-depth interviews of a sample of teens. Because of teens’ attitudes towards the police, police are not generally the best agencies to conduct such studies.

This year, the Danvers School Department undertook such a survey for the first time since 1997. Its results were published on the day this report was delivered to the printer, so we only have time for a quick summary. The survey confirmed what we feared: Danvers high school students engage in more self-reported drug and alcohol use than the statewide average. Findings included:

- 48 percent of students said they have used marijuana; the state average is 45 percent
- 7 percent of students said they have used cocaine
- 55 percent said they drank alcohol at least once in the month before the survey, compared to a state average of 46 percent
- 39 percent said they had binge-drunk during the month before the survey, compared to a state average of 27 percent
- 20 percent said they had driven drunk during the month before the survey, compared to a state average of 13 percent
- 29 percent of students said they were offered, had sold, or had given other students drugs on school property

In light of these responses, the question asked below becomes all the more relevant.

How Do We Solve the Problem?

There are essentially two ways to reduce drug and alcohol abuse: reduce supply and reduce demand. The key problem facing police is that both supply and demand are enormous, far outstripping the resources of law enforcement at all levels.

It is commonly believed, and widely reported, that the “War on Drugs” has been “lost,” which is true only in the sense that drugs are still around. The problem, of course, is that “war” is the wrong metaphor for a societal problem like drugs, which will never be completely eradicated. The question is how well we have done in keeping drug proliferation at manageable levels, and what we can do to reduce it further.

Law enforcement efforts to reduce supply can only have a small influence on the overall supply of illegal drugs, but by making such efforts we at least keep drugs “underground,” stigmatized, and somewhat difficult to obtain. Completely giving up on enforcement efforts would allow drug dealers to operate with impunity and fearlessness, which would certainly increase the supply. But while a certain amount of enforcement has significant effects on drug availability, we soon reach a point of diminishing returns—adding more resources to the enforcement fight is probably not likely to produce significant results. In

any event, drugs are a regional, national, and international problem, and the question of whether to increase enforcement is made at levels far above a local police agency.

Alcohol suffers similar problems with ubiquity—teenagers get it from their parents' liquor cabinets, from older siblings or friends, by buying it with phony identifications, and sometimes by stealing it.

Fortunately, as teenagers live in a world with more restrictions than adults have, there are supply-based reduction strategies that can work specifically on teenagers. Some are police-based and others are not.

- Developing intelligence on drug dealers who supply drugs through schools and peer groups; aggressively targeting such dealers
- Aggressive enforcement of locations known to be teen “hang-outs” for drinking and drug use. In the past, these have included the Putnamville Reservoir, the parking lot of Laser Quest and Stella’s Billiards, and the Liberty Tree Mall lots. But enforcement usually displaces teens to new locations, so we must remain on top of emerging hot spots.
- Hosting drug- and alcohol-free events during times when teenagers are likely to “party” (e.g., holidays, graduations, proms)
- Encouraging residents to report underage drinking parties and suspected drug use
- Enforcing “social host liability,” in which adults are held accountable for youths drinking in their houses
- Ensuring that bars and retail stores that sell liquor are checking identification through occasional “stings”; applying stiff penalties to those that fail
- Requiring keg registration, to identify retailers who sold beer to minors (this practice is law in Massachusetts)

But at the local level, our efforts are best focused on reducing demand, which local agencies have attempted to do for years with the D.A.R.E. (Drug Abuse Resistance Education) program. The tenets of this program are generally known, but can be seen at <http://www.dare.com> for those unfamiliar. The program has come under attack in recent years for ineffectiveness: in 2003, a study by the U.S. Government Accountability Office found that youths who have gone through D.A.R.E. and similar programs are no less likely to use drugs than other youths, and that they may even be *more* likely.² Such studies contributed to the slashing of D.A.R.E. funding by the State of Massachusetts in 2002, and its complete elimination in 2004. Danvers now self-funds its D.A.R.E. program through private contributions.

So why keep offering a program shown to have failed? Because the GAO study (and others) does not destroy the idea of preventative education programs—only the past D.A.R.E. programs. Faced with the results of the research, police agencies and schools had two choices: give up or try again, and Danvers is one of many towns that have chosen to try again, with a different curriculum and other structural changes to the program.³ We hope that these changes will be proven effective, and that government funding for D.A.R.E. will return.

There are other ways to reduce demand that do not involve police:

² See <http://www.gao.gov/new.items/d03172r.pdf>

³ For more information about the “new” D.A.R.E., see <http://www.darema.org>.

- Applying effective administrative (e.g., school-based) sanctions for violations
- Providing effective treatment programs for abusers
- Applying familial and social controls

The last one is the shortest to write but is the key to the whole problem. Study after study has reinforced the same simple fact: youths with good relationships with their parents (or other family members), and who have received a continual and forceful message that drinking and drug use are both wrong and intolerable, are less likely to use alcohol and drugs.

In 1998, under the Clinton administration, the White House Office of National Drug-Control Policy launched the National Youth Anti-Drug Media Campaign, a flagship of which is the web site titled “Parents: the Anti-Drug” at <http://www.theantidrug.com>. We encourage all parents to view this web site and take advantage of its advice and resources. Police are the last line of defense against youth drug and alcohol abuse; parents are the first.

Problem #2: Mental Disorders

We move from a problem (drug and alcohol abuse) that is mostly outside of police control to one that is entirely outside of it. Mental disorders encountered by the police range from age-related dementia, to drug-induced hallucinations, to suicidal depression, to full-fledged psychosis. Though down from the eight-year record in 2002, incidents were still high in 2005. And while mental disorders are not exactly a “police” problem, the police will always among the first responders to psychiatric disturbances. It is without question a problem that we must address.

What Does the Police Data Say?

Police responses for mental disorders come in a number of forms, as shown in the table below. But the majority of them cannot be categorized, falling in the “other disorder” row, because police simply aren’t trained to render psychiatric diagnoses.

Type of Disorder	2000	2001	2002	2003	2004	2005	Change 2000-5	Change 2004-5
Alzheimer’s/Dementia	2	8	10	3	4	4	+100%	0%
Bi-Polar Disorder	1	0	2	3	3	1	0%	-67%
Hallucination/Delusion	7	6	10	7	9	13	+86%	+44%
Suicidal/Depression ⁴	19	22	49	54	34	43	+126%	+26%
Violent Rage	8	6	5	8	5	12	+50%	+140%
Unknown/Other Disorder	25	29	47	37	28	31	+24%	+11%
Total	62	71	123	112	83	104	+68%	+25%

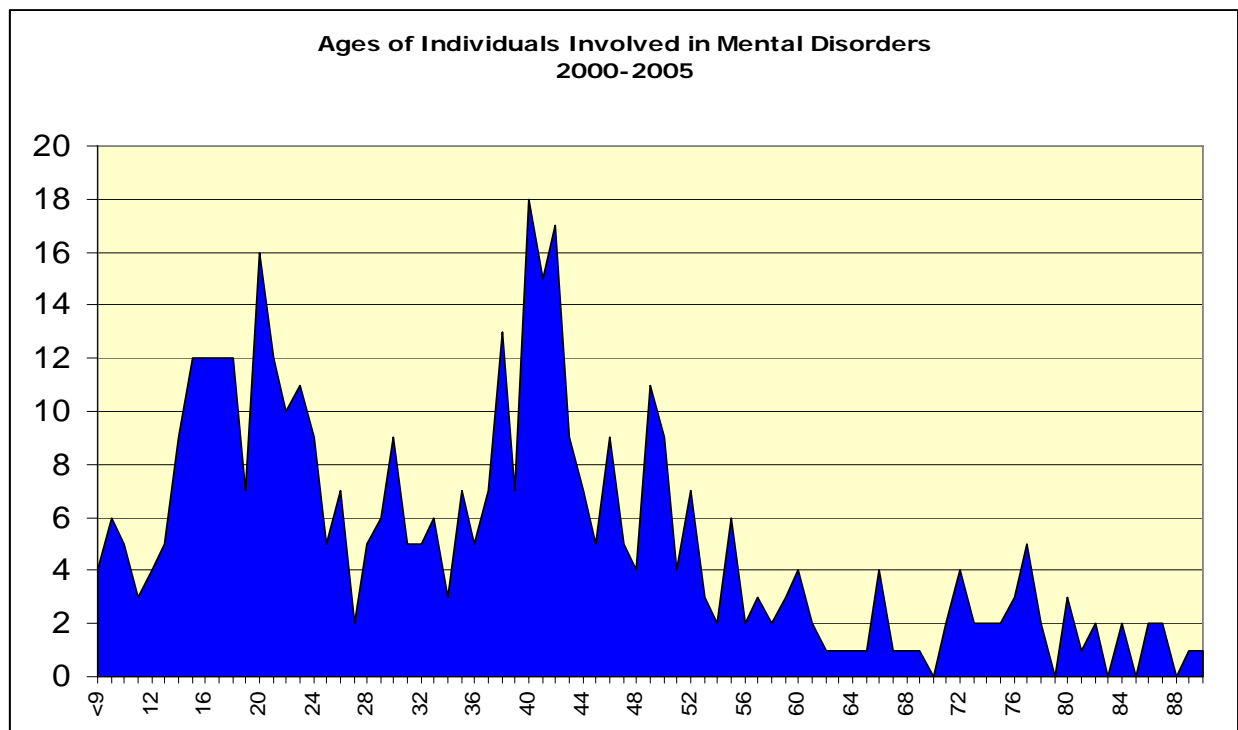
The hallucination and “violent rage” categories both showed highs in 2005, a disturbing trend illustrated by the following examples:

⁴ Note that this figure does not include individuals who actually attempt or commit suicide

- On April 9, a 29-year-old Lynn woman staying at Motel 6 got high on drugs and became convinced that someone was planning to rob her of the \$43,000 she had in a bag in her room. Officers found the room filthy and disarrayed. The woman was arrested on active warrants.
- On May 1, officers responded to a 25-year-old Peabody woman walking around the Liberty Tree Mall parking lot, shouting that she was going to “f—k someone up.” She continued screaming and swearing in the presence of officers and was arrested. During booking, she exhibited extreme mood swings, singing and laughing. She was turned over to her parents and a local hospital.
- On May 9, a police officer stopped a 51-year-old Ayer woman who was driving down the street yelling and waving her arms out her car window. When stopped, the woman explained that she was talking to her dead father and asked the officer if he was Jesus Christ. She was taken to the hospital for evaluation.
- On October 20, officers responded to a residence where a 17-year-old boy was refusing to go to school. When officers arrived, he was screaming that he wanted to die, threatened them with a steak knife, and had to be disarmed. He was taken to the hospital for evaluation.

Note the phrase “taken to the hospital for evaluation” that shows up in a couple of the incidents above. This is our typical response to a mental disturbance. Lacking the training, resources, and mandate to evaluate an individual’s psychological status ourselves, our default response is to arrange transport for the individual to one of our regional hospitals, where they can undergo a psychological screening. Sometimes, as a result of the screening, the individual is committed for a time, but in most cases, he or she is re-released to the community and referred to other services.

We can also tell from police data that incidents of mental disorder are skewed towards a small number of people. The top 15 individuals—3% of all subjects of mental disorders—are collectively involved in 87 incidents, or 16% of all mental disorders. Strategies should focus on individuals with repeat episodes.



We also know that ages of people with mental disorders are clustered in several spikes. We have a number involving teenagers every year, including incidents of suicidal depression and a lot of cases in which the teenager is simply “out of control.” The biggest spike occurs in the range of 37 to 43, where we find many of the hallucinations and violent rages, some exacerbated by long years of alcoholism or drug abuse. The smaller spike after the age of 70 is caused by incidents of Alzheimer’s disease and other age-related dementia.

Finally, we know that incidents cluster around certain hot spots. Among them are the several group homes in Danvers, including small residences on Coolidge Road, North Street, and Riverside Street, the Center for Addictive Behavior on Middleton Road, and the Hogan Center on Maple Street. Other hot spots occur where there are transient populations, such as the budget motels throughout town and the trailer parks along Route 1.

What Do We Need to Find Out?

Surely, psychiatric disorders are a problem faced by almost every police agency in the world. Many must have developed sophisticated means for handling them and, more importantly, removing the police as the primary responders (the appearance of an armed, uniformed officer has exacerbated rather than calmed many situations). We need to research what successful practices other agencies have implemented for handling this problem.

The police department could also make use of more general information and training on the nature of the various psychological issues that officers must face.

How Do We Solve the Problem?

Clearly, police cannot “solve” problems related to psychiatric disorders. But, as first responders, we can call attention to them, and we can improve our responses to them. Some strategies might include:

- Getting patrol officers additional training on psychiatric disorders, their symptoms and causes, and how best to address them. All employees have currently received four hours of training in dealing with people with mental health issues.
- Use the full capabilities of our records management system to log residents with known disorders and the names and contact information for their relatives or other caretakers
- Work with regional hospitals to get more regular information about the dispositions of psychological screenings (if there are no legal or ethical barriers to doing so)
- Lend our agency’s support and data to lobbying efforts to increase social services available in our area
- Investigate funding opportunities to provide mental health professionals as first responders to psychiatric incidents
- Explore diversion programs such as one instituted in Framingham in which mental health professionals work out of the police station and respond to calls for mental disorders.⁵

⁵ <http://jdp.framinghampd.org/operations.htm>

Problem #3: Drunken Driving

Thank God for Mothers Against Drunk Driving (MADD). The National Transportation Safety Board reports that there were 16,694 alcohol-related traffic fatalities in the United States in 2004, accounting for 39% of all accident fatalities. (In Massachusetts, the number was 214.)⁶ If these numbers sound intolerably high, they are, but consider that in 1982, two years after MADD was founded and before it really got the message out there, the yearly U.S. total was 26,173, or 60% of all accident fatalities. In other words, thanks largely to MADD's efforts, alcohol-related fatalities fell 36% at the same time that the number of passenger cars on the road increased by about 15%.

The problem with success like this is that people start to think of the problem as having been "solved," and they go on to worry about other things. It's been 23 years since MADD was featured in a "movie of the week," 22 years since the legal drinking age was raised to 21, 15 years since most states lowered their legal alcohol limits to .08 and enacted tougher penalties for drunk drivers, and nine years since MADD announced it had reached its 20 x 2000 goal to see the percentage of alcohol-related crashes lowered by 20 points. These days it seems that the problem has fallen off the public radar.

But there is still a truly astounding amount of drunk driving going on out there, as evidenced by the results one police department gets when it decides to aggressively target the problem. In 2002, we recorded 46 drunken driving arrests (and other charges). In 2003, it increased to 80, then to 107 in 2004, and to 120 in 2005. As of March 21, 2006, we had made 49, which would have us end the year at 255 if it continues at this rate. A patrol officer working any time between 21:00 and 03:00 who is determined to make an arrest for drunk driving (and who is not called to other incidents) is almost never disappointed.

Our efforts to catch drunk drivers led to MADD presenting an award to one of our officers—who can be said to have effectively "spearheaded" the movement within the Danvers Police—in 2005, and to award four officers in 2006.

What Does the Police Data Say?

The police data shows drunken driving arrests increasing at a substantial rate between 1998 and 2005. Fortunately, alcohol-related crashes have *not* increased at the same pace as OUI arrests.

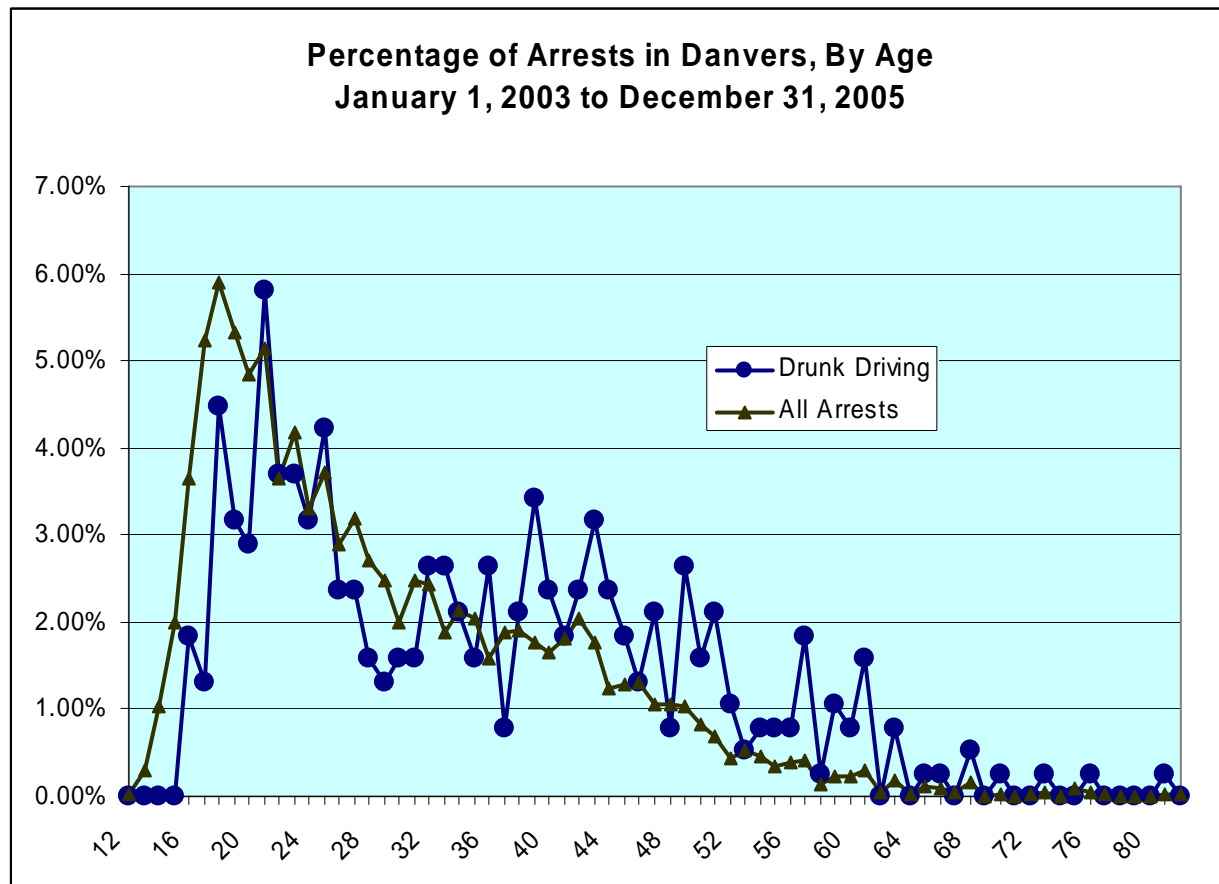
Incident	2000	2001	2002	2003	2004	2005
Drunken driving charges	39	55	46	80	107	120
Alcohol-Related Crashes	31	35	28	29	27	21

The number of alcohol related crashes is probably a truer indicator of actual drunken driving levels, and these—perhaps because of the increased number of arrests—have been generally decreasing over time. In other words, the 2005 and 2006 peak in arrests is likely "caused" by officer enforcement rather than actually increased levels of drunk driving.

Nevertheless, the fact that drunk driving has been shown to be so prolific makes it a problem worth serious attention, even if it isn't getting any worse.

⁶ <http://www-nrd.nhtsa.dot.gov/pdf/nrd-30/NCSA/RNotes/2005/809904.pdf>

A Center for Problem-Oriented Policing guide on drunk driving notes that “One of the reasons drunk driving is of such concern to police is that it is an offense committed by a broad spectrum of the population, including those who are otherwise generally law-abiding.”⁷ Who are the drinkers and drivers in Danvers?



If we look at ages, we see that while arrests for both drunk driving and total offenses are skewed towards the late teens and early 20s, drunk driving arrests peak slightly later, and remain heavy throughout the 30s and 40s, and even into the 50s and 60s, whereas propensity for other crimes decreases quickly through these ages.

About 75 percent of those arrested for drunk driving are male, which mirrors the total arrest population.

For total crimes, only 25 percent of those we arrest come from Danvers. For drunk driving, 35 percent are from Danvers.

What Do We Need to Find Out?

When a drunk driver is arrested in Danvers, officers ask the driver where he or she was drinking. If the location is a Danvers bar or restaurant, the officer follows-up with the staff, and the establishment may

⁷ Michael S. Scott et. al., *Drunk Driving*, Problem-Oriented Guides for Police, Problem-Specific Guides Series #36 (Washington, DC: Center for Problem-Oriented Policing, 2006), p. 2.

face sanctions for over-serving. However, many drivers refuse to answer, and anyway the information is not very valuable unless collated with similar data from surrounding cities and towns. What regional bars and restaurants are the worst “offenders” when it comes to letting drunk drivers out the door?

It would also be helpful to know how many offenders are “repeat” offenders, how many previous drunken driving arrests these offenders have, and how these numbers compare to state and national data. This data is available to police but hard to gather.

Regional statistics are hard to gather for drunk driving and alcohol-related crashes, but understanding the problem involves taking a regional approach. How many drunk driving arrests to surrounding cities and towns report, and how have these changed from year-to-year? How many alcohol-related crashes do they have, and how are these changing?

Most important, however, we must seek to understand why some people drink and drive, and others do not. What would cause drunk drivers *not* to have driven drunk? What motivates people to moderate their drinking, secure a designated driver, or seek alternate transportation? Knowing the answers to these questions is the key to designing a long-term drunk-driving reduction strategy.

How Do We Solve the Problem?

First, we must note that drunk driving is a *regional* problem, and requires a regional solution. Drunk drivers do not all begin and end in Danvers. Many of them drive home to Danvers after drinking elsewhere, many more start drinking in Danvers and then drive home to other towns, and still others simply pass through Danvers on the way between their bars and their homes. The most far-reaching solutions would be too cumbersome for a single town to implement.

The previously-cited Center for Problem-Oriented Policing site suggests nine avenues for reducing drunk driving, with multiple strategies in each area.

1. Legislation
2. Enforcement
3. Curtailing Driving Privileges
4. Sanctioning Convicted Drunk Drivers
5. Monitoring Drunk Drivers
6. Reducing Alcohol Consumption
7. Public Education
8. Alternative Transportation
9. Environmental Design

Of the nine, only “Enforcement” is fully within a police department’s control, though we can lend our voice and support to other solutions. Among other things, in 2006, we held training for licensed liquor establishments in Danvers to help prevent overserving and other liquor law violations.

There are so many potential solutions to drunk driving that to suggest one or two hear would be spurious. Solutions must grow out of analysis, which must in turn grow out of a regional effort to collect data on the problem. Stay tuned.

Problem #4: Hotel and Motel Crime

Danvers has nine hotels and motels within its borders. Hotels and motels are generally good for a city or town, bringing visitors, conventions, and commerce within its borders. But they also often bring thefts, liquor parties, violence, and other types of crime and disorder.

The types of problems that occur at hotels and motels are numerous and varied. They include:

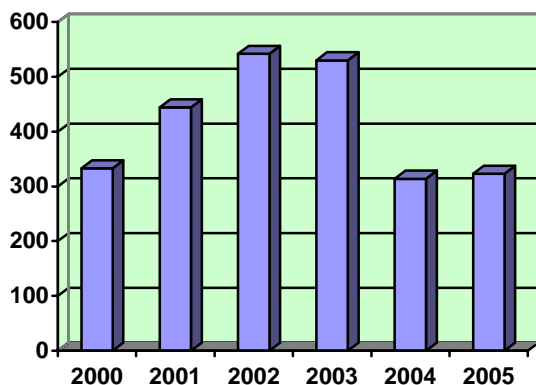
- Robberies of motel clerks
- Sexual assaults committed by and against guests (in all of the Danvers cases, these have involved situations in which a victim met her attacker at a bar and accompanied him to the motel)
- Standard assaults between guests, including domestic assaults
- Burglaries to and thefts from rooms
- Underage liquor parties
- Drug use and drug distribution
- Prostitution
- Disputes between guests or between guests and employees
- Thefts from cars in the parking lot
- Guests who leave without paying their bills
- Guests who trash motel rooms
- Children left unattended in rooms by their parents

Such problems were not particularly high in 2005, but we are seeing an increase in 2006. We offer this analysis in preparation for one that may be needed later this year.

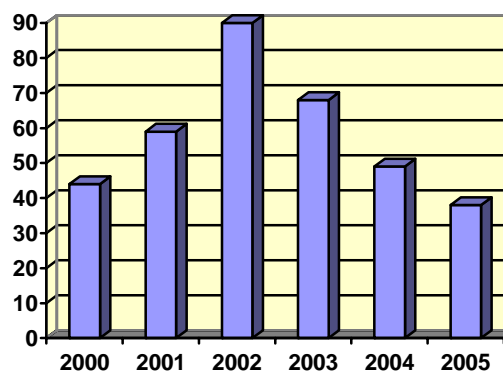
What Does the Police Data Say?

First, we look at total volumes of crime and incidents at Danvers motels between 2000 and 2005. (The “All Incidents” graph includes non-criminal activity such as disputes, noise complaints, and assistance with evictions.)

Incidents at Danvers Hotels/Motels



Crimes at Danvers Hotels/Motels



The statistics are encouraging. After a 2002 peak, both total incidents *and* total crimes have fallen significantly. The decrease may be due to various police strategies implemented after heavy activity in 2002, and we cover some of these strategies in the “How do we solve the problem?” section below.

Let’s break it down now by establishment. The next table looks at the nine hotels and motels in Danvers, comparing their total incidents, total crimes, total violent crimes, total drug incidents, along with their rooms and average daily rates.

Location	2004–05 Incidents	2004–05 Crimes	2004–05 Violence	2004–05 Drug Incs.	Rooms	2004–05 Incs/100 Rooms	May 2006 Avg. Rate
Route 1 Hotel #1	69	16	2	3	141	48.94	\$79
Route 1 Hotel #2	96	21	5	4	104	92.31	\$85
Route 1 Hotel #3	49	13	4	0	62	79.03	\$98
Route 1 Hotel #4	190	49	5	14	107	177.57	\$54
Route 1 Hotel #5	63	20	4	1	96	65.63	\$109
Route 1 Hotel #6	136*	12	5	0	367	37.06	\$144
Route 1 Hotel #7	51	9	3	1	127	40.16	\$109
Mall /Endicott Area Hotel #8	28	3	1	0	121	23.14	\$129
Mall/Endicott Area Hotel #9	132	23	10	4	129	102.33	\$43

*Includes calls for service taken by another jurisdiction

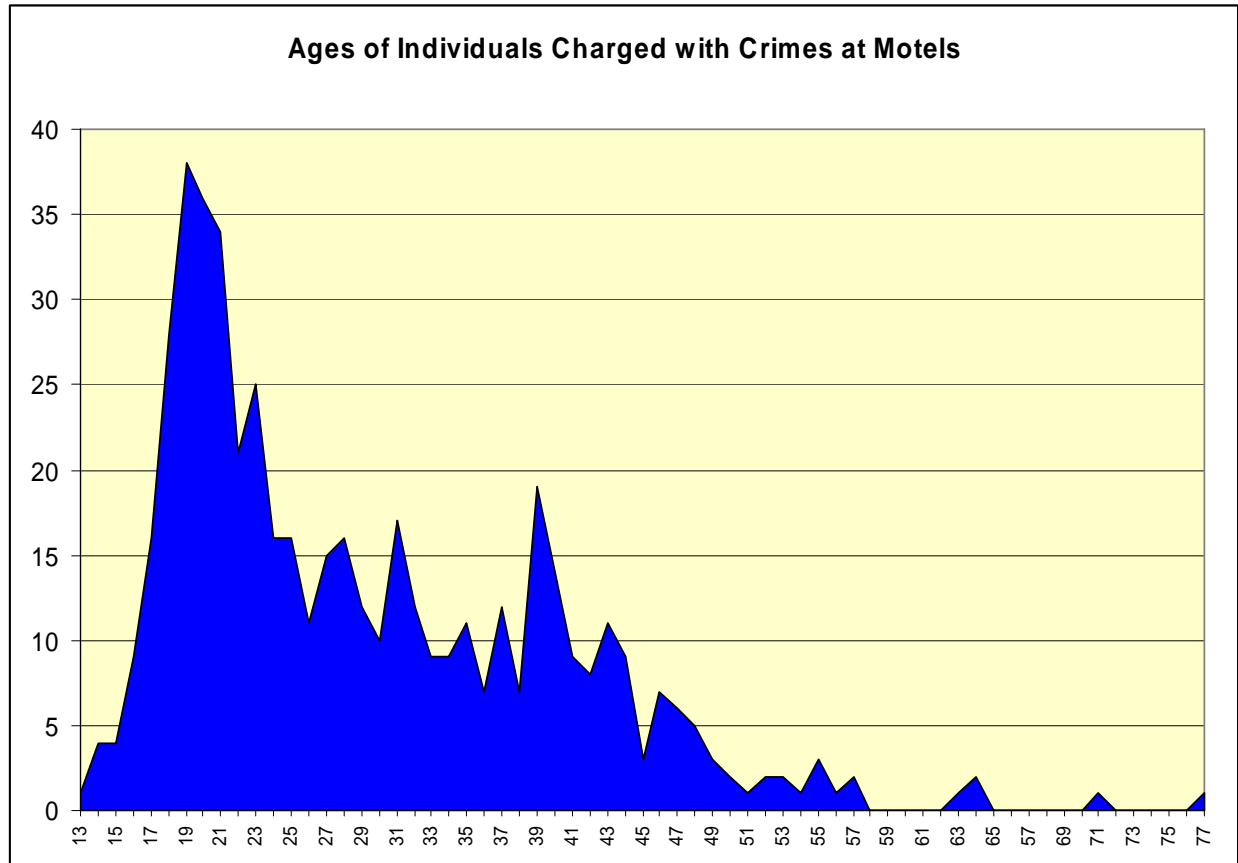
The “Incidents per 100 rooms” figure helps to “normalize” the data: Hotels 3 and 7 have about same number of incidents, but as Hotel 3 only has 62 rooms and Hotel 7 has 127, the “rate” of incidents is higher at Hotel 3.

There is a strong negative correlation (for statistical buffs, it’s -0.7795) between a hotel or motel’s incident rate and its room rate—that is, as the room rate increases, the incident rate decreases. This makes logical sense: guests with illegal activity planned (partiers, drug users, prostitutes, thieves, and so on) are more likely to be attracted to rooms with lower rates.

There have been 182 people arrested or otherwise criminally charged at Danvers hotels and motels since January 1, 2004. The towns contributing the most offenders are all close to Danvers: Lynn (30), Peabody (22), Saugus (13), Danvers (11), Beverly (11), and Salem (11). In fact, 61 percent of all people arrested or charged at Danvers motels live within 15 driving miles of the motel. 80 percent live within 20 miles. Now, there are some legitimate reasons—house being renovated, moving, recently had a fire, had a fight with the spouse—to stay in a motel less than 30 minutes from where you live, but not many.

As we can see from the chart on the next page, the ages of individuals charged with motel crime tends to skew young. Officers breaking up large underage liquor parties account for the spike in the 17–20 age range. But it remains high throughout the 20s and 30s, where we find most of our drug, prostitution, disorderly conduct, domestic assault, and other arrests.

Finally, we should note (as we did on Page 10 with general commercial crimes) that the problems experienced at Danvers hotels and motels do not seem to have extended into the surrounding communities. With only a couple of exceptions, residences and businesses located near hotels and motels do not seem to have a significantly higher level of victimization than residences elsewhere. Most of the problems we describe here are self-contained.



What Do We Need to Find Out?

Once again, the Center for Problem-Oriented Policing has an excellent guide on this topic: “Disorder at Budget Motels,” written by Chula Vista, California crime analyst Karin Schmerler.⁸ The guide suggests that to understand problems at hotels and motels, police need to answer the following questions that are not readily available from police data:

- What specific management practices are in place at motels with low crime rates, compared to those with high crime rates?
- What security practices are in place at motels with low crime rates?
- How is the motel doing financially? (Motels in transition or facing bankruptcy are likely to have less stringent management practices than those that are well-off.)
- How willing is the motel manager to work with the police to address problems?

⁸ http://www.popcenter.org/Problems/problem-budget_motels.htm

- How many long-term residents do the motels have? What are their characteristics?
- What is the condition of the motel's exterior and its rooms?
- What reasons do local guests give for staying at motels within a short distance of their homes?
- What percentage of guests are on probation or parole?
- What town ordinances or state laws restrict the actions that police can take at motels? Which ones give police potential avenues for crime reduction?

Answering these questions is difficult. It involves interviews with motel managers and staff, site visits, security surveys, and surveys of guests and visitors. Such a project, and the resources it will consume, is not to be undertaken lightly, particularly when offenses have been decreasing in recent years. The future directions of these crime trends will dictate our future approaches to studying the problem.

How Do We Solve the Problem?

As we noted earlier (and as the graphs on Page 30 show), 2002 was a particularly bad year for crime at hotels and motels. In response, Danvers police began spending a lot more time on the problem, visiting motels frequently during their shifts, comparing guest registers to lists of known offenders and felons with warrants, and working more closely with certain motel managers. These additional activities, we believe, are at least partially responsible for the reduction in crime at these locations from 2003–2005.

Danvers hotel and motel managers, we must say, have been very cooperative with our efforts, and have taken pains to enact or enforce existing policies about renting rooms to youths. They have also been very willing to report suspicious activity, parties, and anything else that police should investigate. This is all very important when approaching problem-solving strategies.

The aforementioned Problem-Oriented Policing Guide suggests a number of strategies for combating crime at motels. Some of these have already been implemented in Danvers, including:

- All guests must present photo IDs at check-in
- Motels do not rent to individuals under 21
- Motels do not rent to obviously intoxicated guests
- Motels limit the number of guests per room

But there are still other strategies that we can consider if the trends warrant it (some of these might be in place at certain locations already):

- Distributing lists of known offenders to motels and suggesting that they implement “do not rent” lists based on these
- Prominently posting various notices and signs
- Encouraging motels to assign potential “problem guests” to rooms near the entrance
- Security guards
- Inspecting rooms of guests who refuse maid service
- Installing and monitoring security cameras
- Requiring a manager on property at all times
- Offering employee training programs through the police

As we noted before, Danvers residents are not much affected by crime and disorder at hotels and motels, but visitors to our city are. We are concerned with the plight of vacationing families, conventioners, migrant workers, and other visitors who have the misfortune to choose the “wrong” lodging. Again, a careful monitoring of crime trends will help determine the intensity and direction of future responses.

Problem #5: Annoying and Suspicious Solicitors

From the 1950s to the 1970s, the door-to-door salesman was a common and prevalent part of American life. Every family could expect frequent visits from well-dressed men and women pitching vacuum cleaners, encyclopedias, and cosmetics, and people thought little of it.

Today, with so many ways to sell products to the American consumer, the door-to-door strategy is rarely adopted by legitimate companies. Moreover, a high crime rate during the 1980s and early 1990s made most residents suspicious and fearful of strangers at their doors. A salesman who would have been greeted with a polite response 30 years ago is more likely to be greeted with a police response today.

And rightfully so—door-to-door salesmen can be dangerous. Each year, in various parts of the country, we see reports of homeowners swindled, robbed, threatened, assaulted, and raped by thuggish solicitors.

Moreover, the solicitors themselves, lured into employment by false promises of high wages, are often victims: assaulted by their colleagues, left abandoned in unfamiliar cities, forced to pay for their own travel expenses, and otherwise subjected to unsafe and unfair working conditions.

Some of the companies employing such solicitors have been recorded in Danvers and other parts of Massachusetts. Each year, starting in May, we begin to receive calls from concerned residents. Responding officers typically determine whether the company employing the solicitors has received a license to solicit in Danvers. If not, the companies are usually warned not to return, though arrests have been made of solicitors working for companies that have already received warnings. Officers also often arrest solicitors on other grounds, including warrants from other jurisdictions, often for illegal soliciting.

What Does the Police Data Say?

Police data shows that calls for solicitors have fluctuated, but have grown through the years and reached an all-time high of 57 in 2005. Data also shows that calls shoot up on May, peak in June, remain high through the summer, and fall sharply in the fall and winter. During the active months, calls begin at around 10:00, grow throughout the day, peak at around 19:00, and drop quickly in the evening. They are most likely on weekdays and rare on weekends.

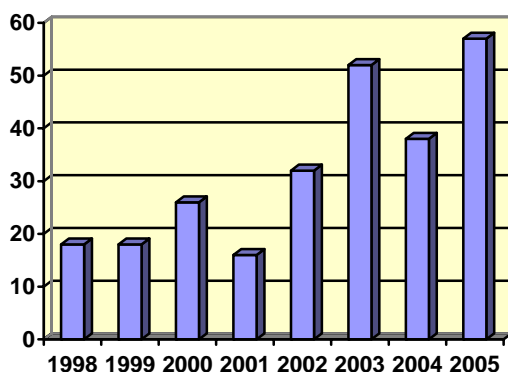
Many, many types of solicitors generate calls. We receive some calls for local youths soliciting for sports teams. Some concern individuals selling stereos out of vans in local parking lots. Still others walk around handing out flyers for local companies. There has been sporadic concern about religious solicitors standing in traffic on Endicott Street.

But the most common—well over half of all calls—concern the aforementioned magazine salespeople. They go door-to-door, all over the United States, attempting to generate discount magazine subscriptions. Their pitch usually involves a charitable aspect—they present themselves as college students trying to

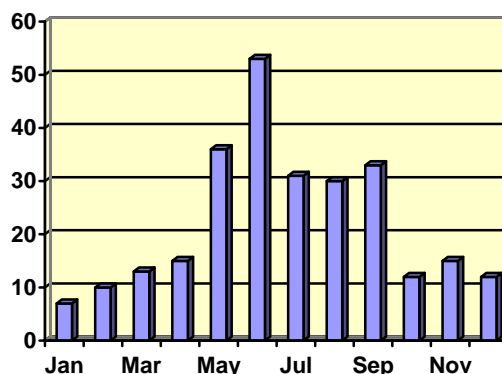
earn enough money for the next semester, or a trip. Doubtless, some of these stories are truthful, but an unsettling number of these solicitors have criminal records.

Danvers bylaws require anyone soliciting in town to obtain a permit from Town Hall. The permit process requires them to come to the police station and submit to a background check. So many magazine-sales companies fail to do this because their employees do not pass background checks. In towns across the state, on rare occasions in which employees *do* come to police stations for background checks, they are often arrested on warrants from other jurisdictions.

Calls Involving Solicitors



Calls by Month, 1998-2005



Data shows that the salespeople are young (late teens to early 20s), and from all across the U.S. but rarely from the northeast area. Solicitors arrested or otherwise identified in the past couple of years come from St. Louis, Houston, Coral Springs (FL), Kenosha (WI), Portland (OR), and Gainesville (FL).

The names of their employers change from year-to-year, ranging from the misleading ("American Community Services," "Integrity Sales") to the cloying ("Go-Doers") to the self-promoting ("Discover Unlimited Possibilities"). A Google search for any of these companies raises troubling news articles from across the nation.

Fortunately, in Danvers, the most serious offenses committed by solicitors have been verbal intimidation, plus a single theft of a cell phone. Most of solicitor-based calls for service are for "suspicious activity" or town ordinance violations. But the prospect for more serious crime exists, and in any event, our residents are bothered by suspicious strangers knocking at their doors.

What Do We Need to Find Out?

If we were looking to solve this problem on the national level, we would need to know more about the companies that employ the solicitors—their structures, their methods, their hiring processes—as well as the solicitors themselves—what percentage have criminal backgrounds? What have they been promised by their employers? What motivated them to sell magazines door-to-door hundreds of miles from home?

But as far as solving the problem in Danvers is concerned, we know most of what we need to know. What would help is some additional warning about when solicitors are coming to town, and this requires establishing more frequent information-sharing practices among the cities and towns in Massachusetts.

By sharing intelligence on bands of solicitors, we can track their movements through the area and give warning to agencies that are likely to deal with them next.

How Do We Solve the Problem?

Absent federal legislation that requires more disclosure from these companies and more stringent hiring practices, a local community's responses are limited. The difficulty is separating the "suspicious" solicitors from the harmless ones. Few residents would desire the police to crack down on children going door-to-door asking for donations for baseball or class trips, but legally their activities do not differ from those of magazine solicitors. Thus, the only option is to treat everyone equally: require registration with the Town, conduct background checks, and issue permits if they pass.

But we can continue to crack down on unlicensed soliciting, and we can raise public awareness. We encourage residents to say no to door-to-door salespeople from outside the community, or at least to verify that salespeople have proper permits before buying from them. Residents should continue to report suspicious or harassing activity to the police. By making Danvers inhospitable to questionable peddlers, we may persuade them not to return.

Problem #6: Thefts of GPS Devices

Criminologist Ronald Clarke says that the products most likely to be stolen are those that are CRAVED—an acronym that stands for Concealable, Removable, Available, Valuable, Enjoyable, and Disposable.⁹ Cash and credit cards, two of the most popular theft targets, meet almost all these criteria. Big-screen televisions, on the other hand, are rarely stolen despite their value and enjoyability because they are not very concealable or removable.

Cell phones were once a much CRAVED target, but these days they are neither very valuable nor disposable, since their owners can be easily identified. Consequently, cell phone thefts have declined considerably in recent years, to the point at which they are mostly stolen by accident when a thief takes a briefcase or purse.

Enter dashboard GPS devices. Until recently, these electronic gadgets met every criteria of the CRAVED model except Availability. But within the last year, the proliferation of these devices has exploded, with many models of cars coming with them already installed. Their popularity has led to significant after-market sales for other car owners. Criminals have responded predictably, and jurisdictions throughout Massachusetts have reported spikes in GPS thefts in the past year.

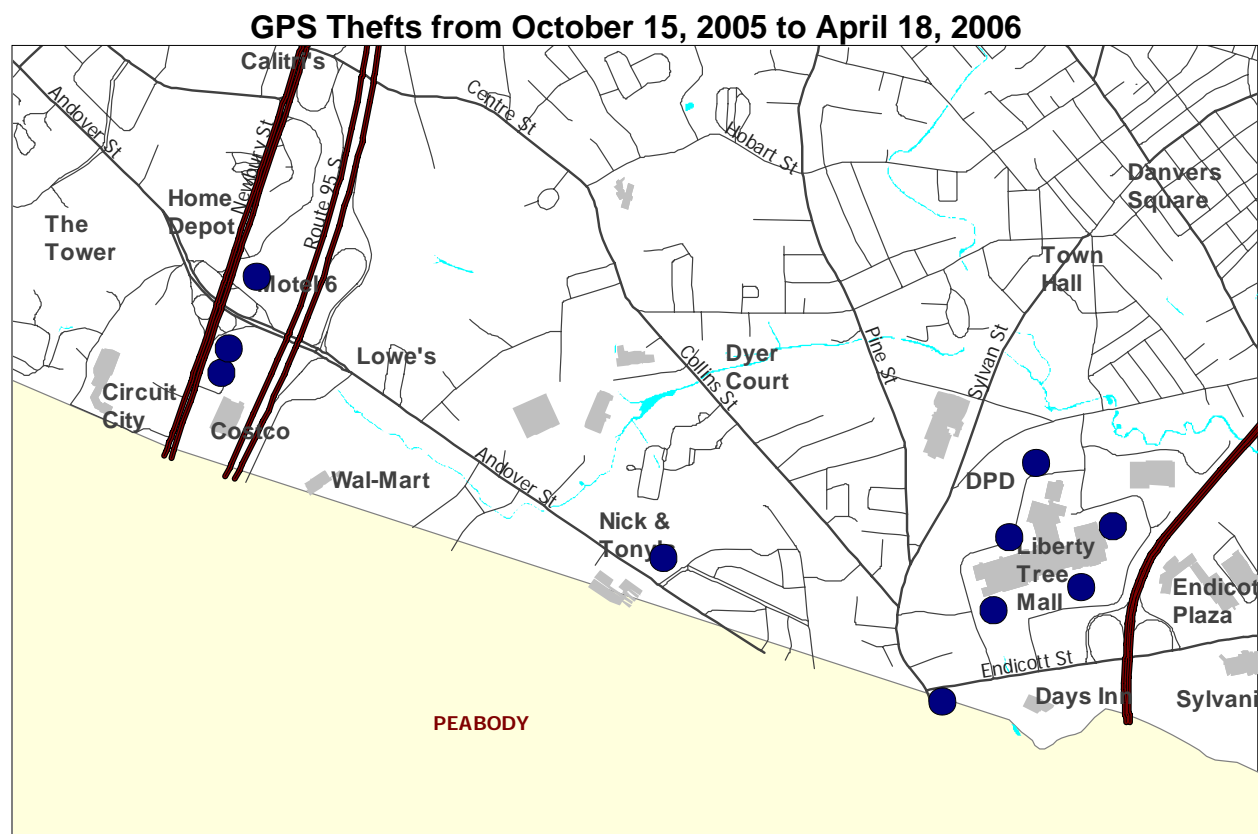
What Does the Police Data Say?

Between 1998 and late 2005, Danvers experienced only five GPS thefts, and many of these were probably unintentional, with devices stored in bags and briefcases that happened to be stolen. But starting in October 2005, we began seeing thefts that specifically target dashboard GPS devices, with makes like Magellan, Garmin, and TomTom. Between October 2005 and April 2006, we recorded 10 thefts.

⁹ Ronald Clarke, *Hot Products: Understanding, Anticipating, and Reducing the Demand for Stolen Goods* (London: Home Office, 1999).

Now 10 thefts doesn't sound like very much, and indeed Danvers has been lucky. Other cities and towns in eastern Massachusetts, particularly those with shopping malls or other major commercial districts, have reported dozens of thefts during the same period. At first, it seemed that the thefts might be a series (i.e., a single offender committing all or most of the crimes), but now it seems more likely that these thefts are simply the beginning of a long-term trend.

In Danvers, the thefts have occurred at locations that traditionally report other thefts from cars: five at the Liberty Tree Mall, three in parking lots on Route 1, two in parking lots of Route 114. Like other thefts from cars, they primarily occur in the evening, from around 18:00 to 21:00, when owners are shopping or dining. The cars tend to be newer-model expensive vehicles, which of course are more likely to have the systems. And entry is most often gained (again, as with other thefts from cars) by breaking a window. Not much about the crime has changed except for the target.



As for the offenders, we know nothing. We have yet to arrest or charge a GPS thief in Danvers, and arrests in other jurisdictions have been too few to draw any conclusions. But it's safe to assume that GPS thieves fit the same profile as other thieves who steal from cars: young men, often drug-addicted, who live in the local area.

What Do We Need to Find Out?

Where are the GPS systems going? Who is buying them? How much are they being sold for? The market drives the thefts. We need to understand this market better.

We already have evidence that many of the stolen devices are being pawned—in fact, Cambridge recently arrested a GPS thief after an investigation that started when his name kept appearing on pawn records all around Boston. But access to pawn data is sporadic—many agencies don’t computerize their pawn sheets. Others do, but don’t disseminate them to surrounding agencies. A centralized pawn records system would assist law enforcement agencies enormously, and not just in GPS thefts.

How Do We Solve the Problem?

First of all, in answer to the question that people usually ask first, no, there is no way to “track” stolen GPS devices. Most GPS systems receive geographic coordinates but do not transmit them (and most of the exceptions are non-portable services like On-Star).

But some vendors maintain records of stolen devices, to make it more difficult for thieves to fence stolen ones. This makes it imperative for owners to save their documents and record their serial numbers.

The best ways to prevent GPS thefts are methods that have worked with other types of CRAVED property in the past. The onus for these strategies is on the owners, but the police can get the word out.

- Owners should note the serial numbers of their devices, to report to central registries and to facilitate recovery.
- Owners should engrave their names into the devices to make it difficult to fence them once stolen.
- Owners should be encouraged to hide the devices or remove them from their cars when they will be left alone for long periods.

Since by nature most of the systems are stolen from cars, there are several crime prevention techniques that may reduce overall thefts from cars. The police can help facilitate these measures by working with management at problem locations.

- Better lighting in parking lots, where needed
- Extra security (either police or private) at target locations
- Surveillance cameras at “hot spots”

Finally, there are some steps that police can take to increase the chances of recovering stolen devices, disrupting markets, and identifying and charging offenders.

- Promote and support a centralized pawn registry that can be easily searched by property type and serial number
- Sharing data with other agencies to identify and track patterns as they develop
- Following up on all arrests for GPS theft by interviewing offenders on their methods and markets for the stolen devices

The 10 thefts experienced in Danvers in a six-month period is hardly an epidemic, but reports from other agencies make it clear: this is a swiftly-developing, growing, national trend. Quick action and effective strategies at the outset may keep it from becoming a long-term problem.

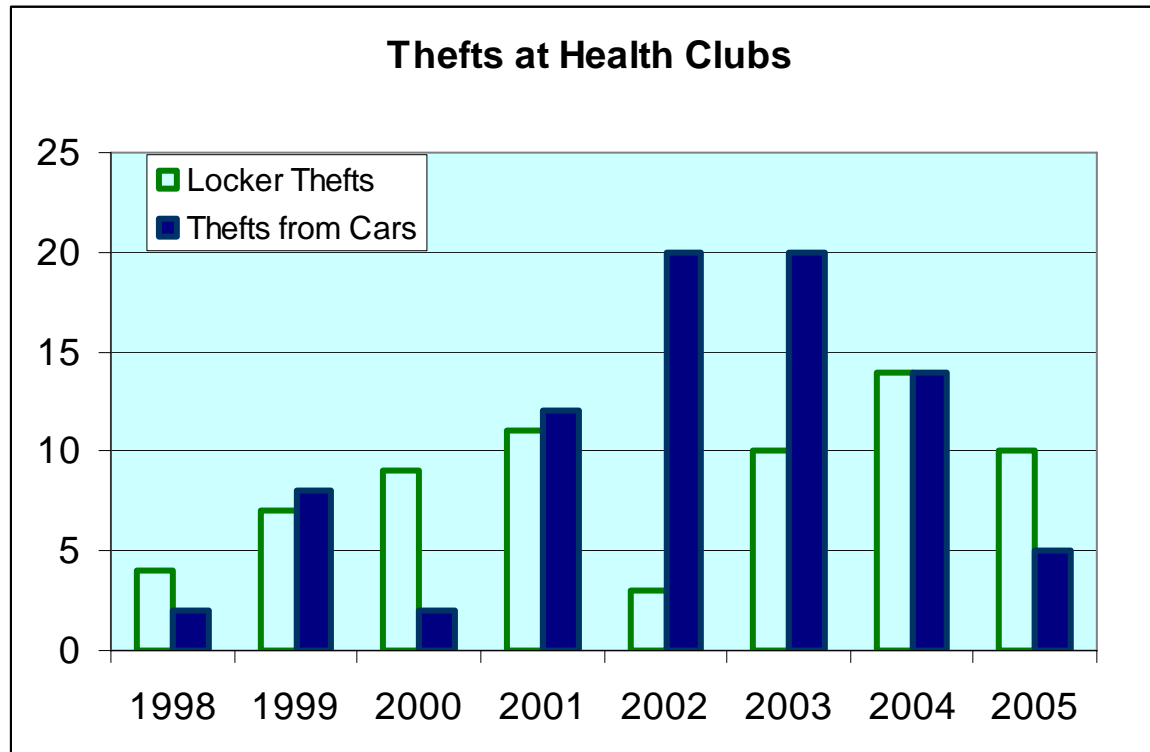
Problem #7: Health Club Thefts

Thieves who target health clubs make effective use of victim's routines. Simply put, people do not exercise with their wallets in their pockets or their purses slung over their arms. But since most health club patrons arrive at the clubs *with* their wallets or purses, they choose between one of two options: leave them in their cars, or take them inside and put them in lockers. Consequently, health club parking lots and locker rooms have long been prowling grounds for thieves.

But unlike most of the 10 problems outlined in this section, with this one there is good news: thefts from health clubs in Danvers have dropped precipitously, leaving us with one burning question: *why?*

What Does the Police Data Say?

Data shows thefts from cars rising sharply in 2001 and reaching a peak of 20 per year in 2002 and 2003. Then, starting in 2004, the thefts suddenly and mysteriously dropped. The decrease continued in 2005. One health club, SuperFitness on Hutchinson Drive, closed about halfway through the year, but this isn't enough to account for the full extent of the decrease.



Data shows that thefts at health clubs have been most likely in the evening hours, from 16:00 to 20:00, particularly on weekdays during the winter months (November to March). The majority of thefts target wallets and purses. The thieves often use stolen credit cards at local stores soon after stealing the cards.

Thefts from cars are committed by simply smashing windows. In some cases the victims had taken pains to stow their valuables out of sight, which suggests thieves may be “staking out” the lots for likely victims as they enter. When items are stolen from lockers, about half the time it’s by cutting a lock. The other half of the time, the victim left the locker unlocked.

When the problem was active, Gold’s Gym accounted for the highest number of thefts, followed in distant second place by SuperFitness, then the Boston Sports Club. Other locations have reported only a handful of thefts over the years. But all except the YMCA (where there was a brief pattern resulting in the arrest of a local teen) had lower-than-average numbers in 2005.

Thefts (All Types) at Health Clubs

Landmark	2000	2001	2002	2003	2004	2005	Total
Boston Sports Club 50 Ferncroft Road	4	5	1		4	3	17
Gold's Gym 30 Prince Street	2	11	17	16	12	3	61
Lydon Aquatic Center 200 Commonwealth Ave		4		1			5
Planet Fitness 10 Newbury Street				5	5	2	12
SuperFitness 10 Hutchinson Drive	2	2	4	7	6	1	22
YMCA 34 Pickering Street	2	1	1	2	1	5	12

Note: these are the current or most recent names at these locations. Some of these businesses had different names or were owned by different chains in previous years.

Since 2000, we have arrested or suspected 25 people for thefts at health clubs. 17 were men. Eight were teenagers, but the age distribution generally skews older—the most common profile is a man in his late 30s or 40s. Most suspects are not local, coming from the Boston area, the northern suburbs, or the south shore. Many of our suspects have also been suspected in other towns—health club thefts are commonly subject to cross-jurisdictional patterns.

What Do We Need to Find Out?

As we noted above, health club thefts dropped significantly in 2004 and 2005. Why? Were they being committed by a small group of people that were arrested in another jurisdiction? Did certain clubs—particularly Gold’s Gym, which dropped the most—implement new security measures?

How Do We Solve the Problem?

Right now, it hardly seems like there’s a problem to solve. At the time of the publication of this report (May 2005), there have only been seven thefts in the past year—four from lockers, three from cars. But

this problem has ebbed before and returned, so we should keep the following potential strategies in mind as we watch carefully for a resurgence of activity:

Preventing thefts at health clubs is mostly about improving security at specific locations. The burden for this is on the establishments themselves, but police can assist managers with implementation. Strategies that have worked in the past (and which are in place at many of the clubs in Danvers) include:

- Better lighting in parking lots
- Monitoring of parking lots by employees
- Increasing visibility around lockers
- Posting signs encouraging guests to lock their lockers
- Refusing access to clubs to people without membership IDs unless accompanied by a member or staff member
- Requiring sign-in for day guests
- Monitoring high-risk areas with security cameras

There are some specific steps that police can take if and when the problem arises again:

- Work more closely with other agencies to share data. When we start experiencing health club thefts, other jurisdictions invariably do so, too.
- The immediate use of credit cards is almost universal. When a wallet or purse is stolen at a health club, police should quickly alert or check nearby stores that thieves are known to favor (Best Buy is usually high on the list). Barring this, officers should follow up with victims to see if stolen credit cards were used—stores can often supply surveillance tapes and other information about those using the cards. (Many officers are already careful to do this.)

Problem #8: Auto Dealership Thefts

For a thief looking for cars or car parts, Danvers is a one-stop shopping center. With Ford, Chevrolet, Mitsubishi, Daewoo, Audi, Lexus, Toyota, Honda, Mazda, Saturn, Cadillac, and several other dealers all within a two-mile stretch between the Liberty Tree Mall and Route 1 north, there are few models that thieves cannot find. And where targets and opportunity exist, thieves will appear.

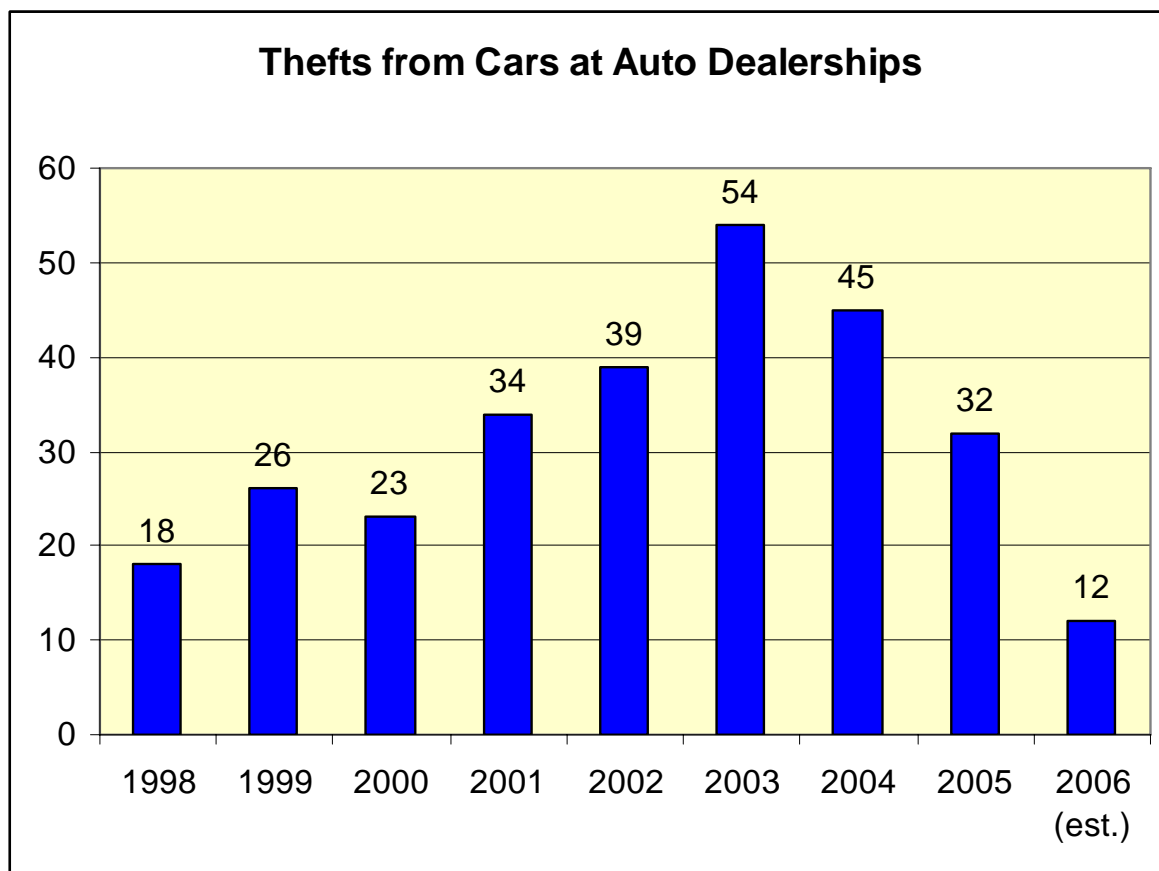
The problem is particularly difficult for police to solve, for two primary reasons:

1. Auto dealerships are difficult to patrol. There are many places to hide. Thieves can easily conceal themselves and wait for police patrols to leave.
2. The crimes seem to be committed by a large number of individuals. We have made multiple arrests over the years, but none of them have made it go away. It seems wherever there is a large supply of available targets, offenders will come.

Though some dealerships have been “hot spots” on-and-off, this problem affects all of them—no dealership in Danvers has been immune from thefts in recent years.

What Does the Police Data Say?

Statistics show that thefts from cars at auto dealerships reached a peak in 2003 and have dropped considerably since then. The 2005 total of 32 was the lowest since 2000. Moreover, by the end of April 2006, we had experienced only four thefts from auto dealerships, a figure that would give us only about 12 by the end of the year if they continue at this rate—this would be the lowest total on record. As with health club thefts, something seems to have severely impacted this problem. But what?



The majority of the thefts are of car parts. Since January 1, 2004, we have lost:

- 70 Tires, wheels, or hubcaps
- 60 Headlights and assemblies
- 22 Stereos, speakers, and other stereo components
- 4 Tailgates
- 4 Doors
- 3 Snow plows or parts
- 3 Television or DVD systems
- 3 Mirrors
- 2 Consoles or dashboards
- 2 Grilles
- 2 Jacks
- 2 Backup sensors
- 2 Taillights
- 1 Window
- 1 Hood
- 1 Roof rack
- 1 Bumper
- 1 Axle
- 1 Bucket seat
- 1 Winch

We can tell from crime scenes that many of these thefts were committed quickly, efficiently, and with skill. The specificity of the items stolen suggests to us that thieves come to town with a “shopping list” of parts that they know crooked auto shops are ready to buy.

The thefts occur when dealerships are closed, of course, and on all days of the week. No particular season of the year dominates.

In eight years, we have arrested only eight people for such thefts. They were aged between 17 and 25, all men, all from eastern Massachusetts—the closest from Peabody, the furthest from Brockton. Many had been suspected or arrested for auto parts thefts in other towns.

What Do We Need to Find Out?

Where are stolen parts going? Is there a significant market for used auto parts (especially many that look suspiciously new), or are the stolen parts being sold to a small handful of crooked auto shops? If the latter, how do they communicate their current “demand” to would-be thieves? We need to develop regional intelligence and conduct follow-up interviews with known offenders to help identify the characteristics of these markets.

Possibly related to the above: what has happened to cause the number of thefts to decline so rapidly? If incidents remain at their winter 2006 levels throughout the year, auto dealership thefts will hardly be worthy of mentioning in the *2006 Annual Crime Report*. What changed? Was a prolific group of thieves arrested and imprisoned? Did the demand for stolen parts plummet after another jurisdiction busted up a “chop shop”? Did dealerships in Danvers enact new security measures? Again, data and intelligence from other agencies might help answer these questions.

But perhaps the low numbers in 2005 and so far in 2006 are a fluke; perhaps the crime will re-emerge as a significant problem later this year. In which case, there is at least one more question: some auto dealerships have a higher rate of theft than others. What do they do (or not do) differently? Are there special security or other crime prevention measures that low-volume dealerships take? Or is the theft volume simply a function of the number and variety of cars on the lot?

How Do We Solve the Problem?

Assuming that the problem hasn’t already been “solved”—wouldn’t that be nice!—we believe that the key to reducing auto parts thefts is to reduce demand for stolen parts. This means disrupting illegal markets, most of which are probably run out of shady repair and autobody shops. Such shops would buy stolen parts at cut rates, then bill customers or insurers for the full value of a new part.

We do not believe that such dealerships are located in Danvers, so disrupting these markets will involve collaboration with other agencies, including the State Police. Since many cities and towns with auto dealerships suffer the same problem, collaboration is within the best interests of many agencies. These agencies can work to develop and enhance regional intelligence on stolen auto parts thieves and their markets, conduct surveillance on known thieves, and investigate crooked repair shops. (And, again, it is

perhaps the case that such work has already been done in other jurisdictions, without our knowledge, thus accounting for the drop in thefts over the last two years.)

Beyond that, and again assuming that thefts rise again, we might look to more standard environmentally-based crime prevention measures at local dealerships. The dealerships, of course, have a vested interest in preventing thefts, so we assume that they've already enacted a number of measures, but only a comprehensive survey can tell for sure.

Problem #9: Crime and Disorder at the Liberty Tree Mall

The Liberty Tree Mall is the top crime hot spot in Danvers, but this fact alone should not serve to alarm patrons. Any city or town's top crime hot spot is likely to be its top *activity* spot—the place where the largest numbers of people gather to shop, entertain, and otherwise hang out. In most cities and towns with a shopping mall, the mall is number one for both activity and crime.

But though we expect a high volume of calls for service and crime reports from the Liberty Tree Mall, we still have to keep careful tabs on what's going on there. Patterns can emerge quickly. Trends at the Mall can influence crime statistics townwide. And citizens, particularly elderly residents, routinely complain that they feel unsafe at the Mall. With such concerns, it is important to check in frequently and see how things are doing.

What Does the Police Data Say?

Before we consider crime statistics at the Liberty Tree Mall, keep in mind that the Mall has added a number of new stores recently. Galyan's Sporting Goods (now Dick's) opened its doors in 2002. Kohl's opened in mid-2003. Stop & Shop came along later in the year, near the beginning of 2004. Pier One arrived in the spring of 2004, and the new Home Depot opened up that summer.

Staples, Target, Best Buy, Loew's Cinemas, and the boutiques inside the mall continue to do brisk business, as does the annex, which includes a CompUSA, a Boater's World, and a Boston Beauty Supply. And we mustn't forget the busy Vinny T's and the Applebee's. Overall, commercial traffic at the Liberty Tree Mall is heavier than ever. So what would you expect happened to crime statistics in 2005?

Take a look below. Almost without exception, despite the heaviest shopping and entertainment traffic in history, crimes were lower in 2005 than the average of the past five years. Thefts from cars, fraud, auto theft, assaults, and vandalisms had their lowest totals since the days when Ann & Hope was the biggest department store in Danvers. Even shoplifting was comparatively low (though this has more to do with store security practices than actual shoplifting levels). The only things to increase were incidents driven by sheer numbers of businesses and volume of traffic: alarms, medical aids, motor vehicle accidents, disputes, and so on.

Well...almost. There were a couple of other significant increases: disorderly conduct and youth disorder (the distinction is a fine one: disorderly conduct describes offenses that are so out-of-line that the offender could be criminally charged; "youth disorder" is just any behavior that bothers people). We cover this specific problem below.

Selected Incidents at the Liberty Tree Mall Includes all businesses with an Independence Way address							
Incident Type	2000	2001	2002	2003	2004	Avg.	2005
Rape and Indec. Assault	3	0	2	3	1	2	2
Aggravated Assault	3	1	2	2	4	2	0
Simple Assault	23	27	30	19	13	22	13
Robbery	3	4	4	5	4	4	3
Threats	11	17	11	13	5	11	2
Bomb Threat	2	0	0	0	0	0	0
Violation of RO	1	0	2	2	1	1	1
Burglary	1	9	2	1	3	3	1
Larceny from MV	45	40	53	40	45	45	38
Larceny from Building	28	23	24	23	23	24	12
Larceny from Person	11	13	14	10	12	12	8
Larceny of Bicycle	2	3	1	3	4	3	5
Larceny of Services	1	0	0	1	2	1	4
Shoplifting	190	127	133	77	171	140	102
Auto Theft	20	21	31	20	16	22	10
Fraud/Forgery	35	39	25	26	33	32	16
Embezzlement	13	6	9	11	4	9	6
Trespassing	1	8	12	5	9	7	2
Vandalism	32	54	42	40	23	38	22
Drugs	15	11	9	4	10	10	14
Liquor Laws	3	1	5	2	1	2	3
Indecent Exposure	1	1	2	1	2	1	1
Weapon Violations	0	5	44	4	13	13	5
Vagrancy	2	3	2	2	2	2	2
Disorderly	10	31	27	35	23	25	39
Dispute	32	20	49	47	48	39	43
Noise Complaints	6	6	4	5	3	5	0
Drunkenness	14	13	13	14	12	13	14
Youth Complaints	10	11	13	21	9	13	12
Suspicious Activity	42	57	54	74	68	59	80
MV Accident	73	61	61	65	76	67	71
Traffic Complaint	23	34	32	42	36	33	32
Recovered Stolen MV	5	4	4	2	5	4	2
Alarms	183	178	182	161	154	172	211
Medical	98	67	77	56	75	75	85
Total Crimes	459	446	489	355	437	437	318
Total Calls for Service	1222	1159	1385	1251	1295	1262	1193

But the overall news for the Liberty Tree Mall was good news. For this, we can credit a mall management that works closely with the police department; a sharp, dedicated security staff that patrols effectively and makes good use of “no trespassing” lists; several hard-working officers hired to provide extra security during busy times; and a large number of directed patrols dedicated to reducing crime in the mall’s parking lot.

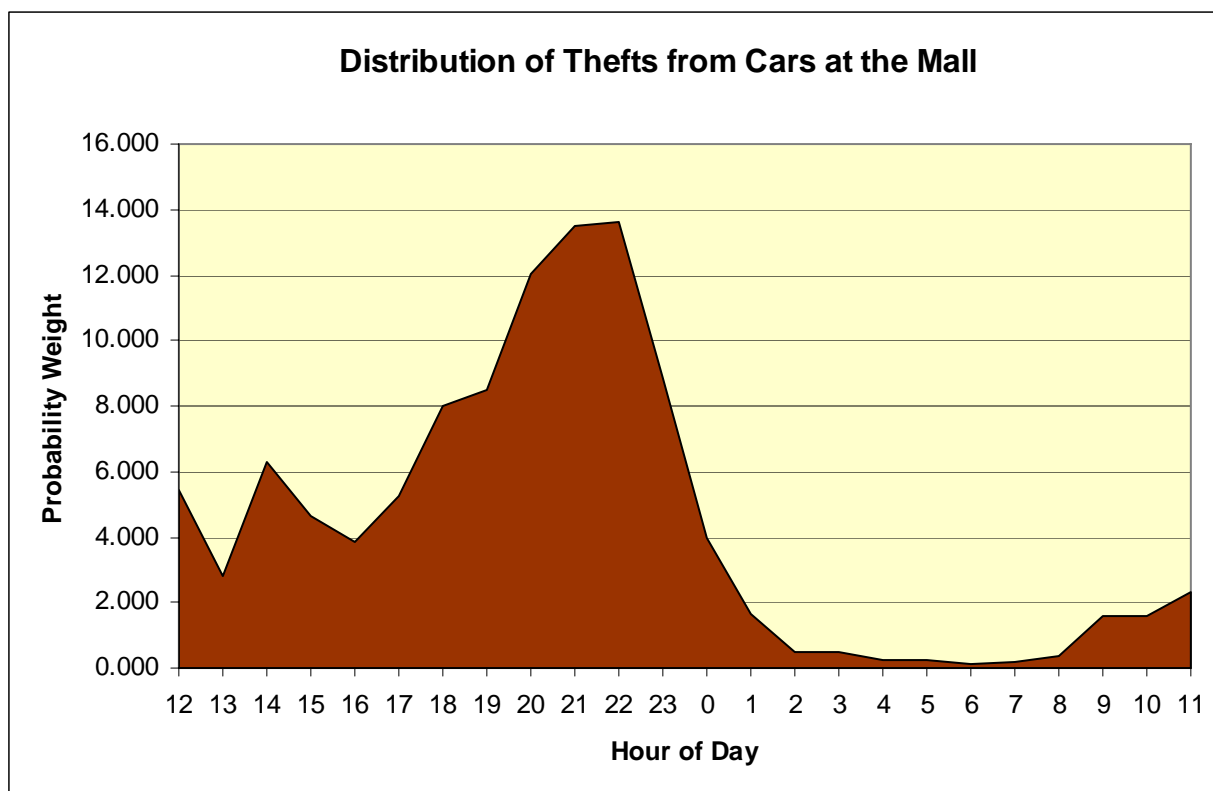
Again, however, we have to be careful about resting on our laurels. Thefts from cars may have been at record lows in 2005, but the mall is still the number one hot spot in town. We may have only had three robberies last year, but even news of one robbery can scare away shoppers. We must build on our successes to reduce crime and disorder even further.

The increase in disorderly conduct and youth disorder is something that has concerned the police department for a while. It is almost entirely concentrated on Friday and Saturday nights, between 19:00 and 23:00, often around the movie theater. During these times, large groups of juveniles can be found marauding through the mall, intimidating legitimate shoppers. Lately, some have been sporting gang colors. Fights and other ruckuses break out in the food court and other common areas. During the summer of 2005, it was uncommon for a weekend to go by without at least one arrest.

Most of the youths suspected or arrested for disorder are not from Danvers. 27 percent are from Lynn, 21 percent from Peabody. Danvers accounts for 14 percent, and Salem rounds off the top four with 12 percent.

The Danvers Police Department has been working with mall security and the Lynn Gang Task Force to keep peace, identify troublemakers, and bar disorderly youths from the mall. We are somewhat limited in our response, in that simply being young and in the Mall with friends is not a crime.

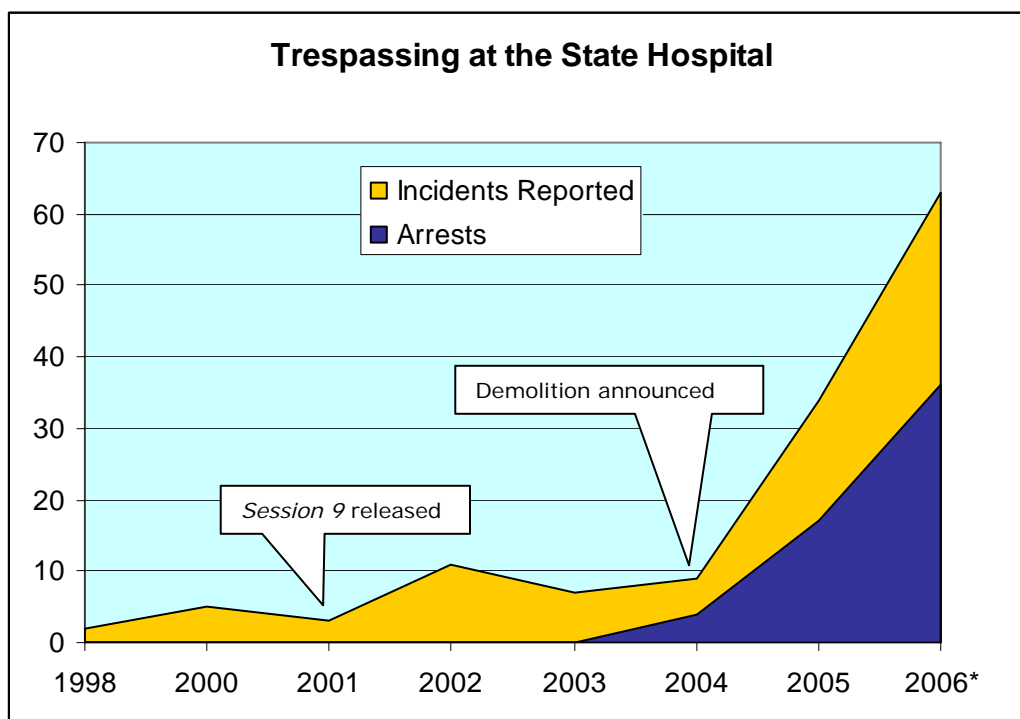
Police data shows that all crimes are most likely between 18:00 and 23:00, during the evening shopping rush. Thefts from cars are particularly hot during these hours:



Problem #10: Trespassing at Danvers State Hospital

Blame this one on the actor David Caruso. While filming the unwatchable *Session 9* at the abandoned psychiatric asylum, Caruso told the press that he saw “something pass by my window.” He also referred to the Bonner Building as “the scariest building in America.”

Even before Caruso’s remarks, the gothic, hulking, abandoned buildings were favorite targets for curiosity-seekers for years. But *Session 9* only made the problem worse. Then came the news that the buildings would finally be demolished to make way for new residences—in 2005, thrill-seekers decided they didn’t have much time left before their chance was over. Trespassing reports skyrocketed and artifacts began showing up on eBay. Where police warned away trespassers in previous years, in 2005 we began making arrests, including some filmmakers for the Sci-Fi channel.



**The 2006 total shows what the figures would be if they continued at the rate of the first four months, which they won't because there is no longer a State Hospital at which to trespass.*

Most of those arrested are men and women in their late teens and early 20s from outside Danvers. We could keep analyzing, but what's the point? In 2006, the rehabilitatable buildings at the old State Hospital will be converted to residences, and the rest will be destroyed and replaced with new buildings (the demolition has already begun at the time of writing this report). With so many difficult problems facing the Danvers Police Department, it's nice to know that at least one is taking care of itself.



Photo courtesy of Lt. Jon Tiplady (ret.), who will of course be summonsed for trespassing.

Analysis of Crime & Disorder

Murder

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

Average of 0 • 0 in 2005

As in most cities and towns of Danvers's size, murder is a very rare phenomenon. We had no murders in 2005.

The single murder in 2004 occurred on March 15, when a 78-year-old Alzheimer's patient pushed an 83-year-old patient during an argument at the Atrium, an assisted living facility on Veronica Drive. The victim fell to the ground, struck his head, suffered injuries, and later died in the hospital. The "offender" was transferred to another facility and later died there of natural causes.

The most recent murder before this occurred on October 19, 2001, when a Danvers postman was bludgeoned to death in his apartment by an acquaintance.

Until the 2001 killing, Danvers had not experienced a murder since 1992.

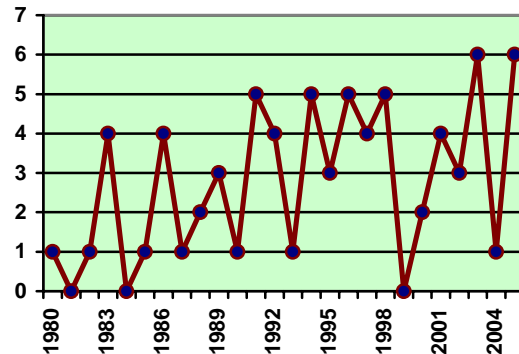
Rape

Rape: *The carnal knowledge of a person, forcibly and/or against that person's will, or not forcibly or against the person's will in cases where the victim is incapable of giving consent because of temporary or permanent mental or physical incapacity. Attempts are included.*

Average of 3 • 6 in 2005 100% Decrease

After a low 2004, in which only a single rape was reported, Danvers recorded six in 2005, tying with 2003 for the second-highest total in 25 years.

Rape, 1980–2005



In four of the six 2005 incidents, the victim knew her attacker. In five of the six, the victim was under the influence of alcohol.

One of the non-acquaintance rapes bears further scrutiny because of its larger implications. On November 11, two teenaged girls were dropped off at the Liberty Tree Mall to see a movie. They went to the food court, where they met two boys, one 17 and one 19, from Salem. They agreed to go driving with the boys, and ultimately one of the girls was raped. The rapist was later arrested.

This incident illustrates the danger of the "contact rape," by which a victim meets her attacker in a public place and is lured into a non-public place where the attack takes place. This is often a motel room, a private residence, or a car. Alcohol is usually involved. Five of the 27 rapes reported since 1998 have been "contact" rapes.

Most rapes are committed by acquaintances. Of the 27 rapes reported since 1998, 10 were committed by friends or schoolmates, four by co-workers, three by boyfriends, two by husbands, two by medical service providers, and one by a neighbor.

Preventing Rape

The best way to prevent rape is to stay away from, or escape from, the types of situations in which they are most likely to occur:

- Use police resources to escape abusive relationships.
- Do not go drinking alone with strangers, or people you don't know very well. Have friends with you, have a plan for getting home safely, and agree to go home together.
- Do not agree to go back to motel rooms or apartments with people you don't know well.
- Many rapes have occurred during teenage liquor parties. Know what your children are doing and what's going on in your house.
- Have a friend or a relative with you when you go apartment or house-shopping.

Though extremely uncommon in Danvers, the "street" rape, the kind that most people fear, is still present in other areas. If you regularly find yourself walking down deserted streets, through parking lots and garages, or working alone in an empty office, particularly at night, it may be worth taking the following precautions:

- Be aware of your surroundings as you walk. Try not to become engaged in thoughts or phone conversations.
- Consider getting a license for pepper spray and carrying it in your purse.
- Consider taking a Rape Aggression Defense (RAD) class, offered at your local police department.
- If you see a suspicious person or vehicle, call the police for an escort.

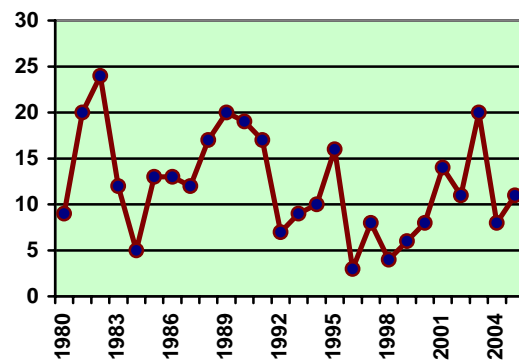
Robbery

Robbery: The taking or attempting to take anything of value, under confrontational circumstances, from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear.

**Average of 12 • 11 in 2005
8% Decrease**

Robbery has been all over the map in the past 10 years, from a low of 4 in 1998 to a high of 20 in 2003. At 11, it was about average for 2005.

Robbery, 1980–2005



Robbery has two broad classifications: individual robbery and commercial robbery. Individual robberies are committed against private individuals, usually on the street or in a public place. Commercial robberies are committed against institutions or businesses, such as banks, gas stations, and liquor stores.

There were a couple of patterns among the 2005 incidents. In what has become a common scenario between January and April (recurring every year from 2002 to 2005, but not in 2006), several women had their purses snatched while walking to or from stores in Danvers. Some of these were coded as larcenies, as they involved no force, but some were robberies in which the victims were knocked to the ground. Three incidents happened in the Endicott Plaza parking lot, outside Market Basket, and a fourth was nearby at the Liberty Tree Mall. Almost all cases were solved with the arrest or other charging of suspects. Each case has involved different offenders, but almost all of them have

been drug-addicted boyfriend-girlfriend teams. Why this particular crime is popular with this particular suspect profile—and why they always seem to strike on Endicott Street during the winter months—is a question we have not yet been able to answer.

There were four bank robberies between June and November, by far the highest ever reported in a single year (the average before 2005 was one every two years). This increase was part of a regional trend. None of the five Danvers robberies were related to each other, but many of them were part of patterns that struck all around eastern Massachusetts. Three of the four were solved by arrests in other jurisdictions.

There were also two acquaintance robberies, one gas station robbery, one juvenile robbery, and one armored car robbery in 2005. The armored car robbery, which occurred at Kohl's in February, was solved later in the year by Danvers detectives.

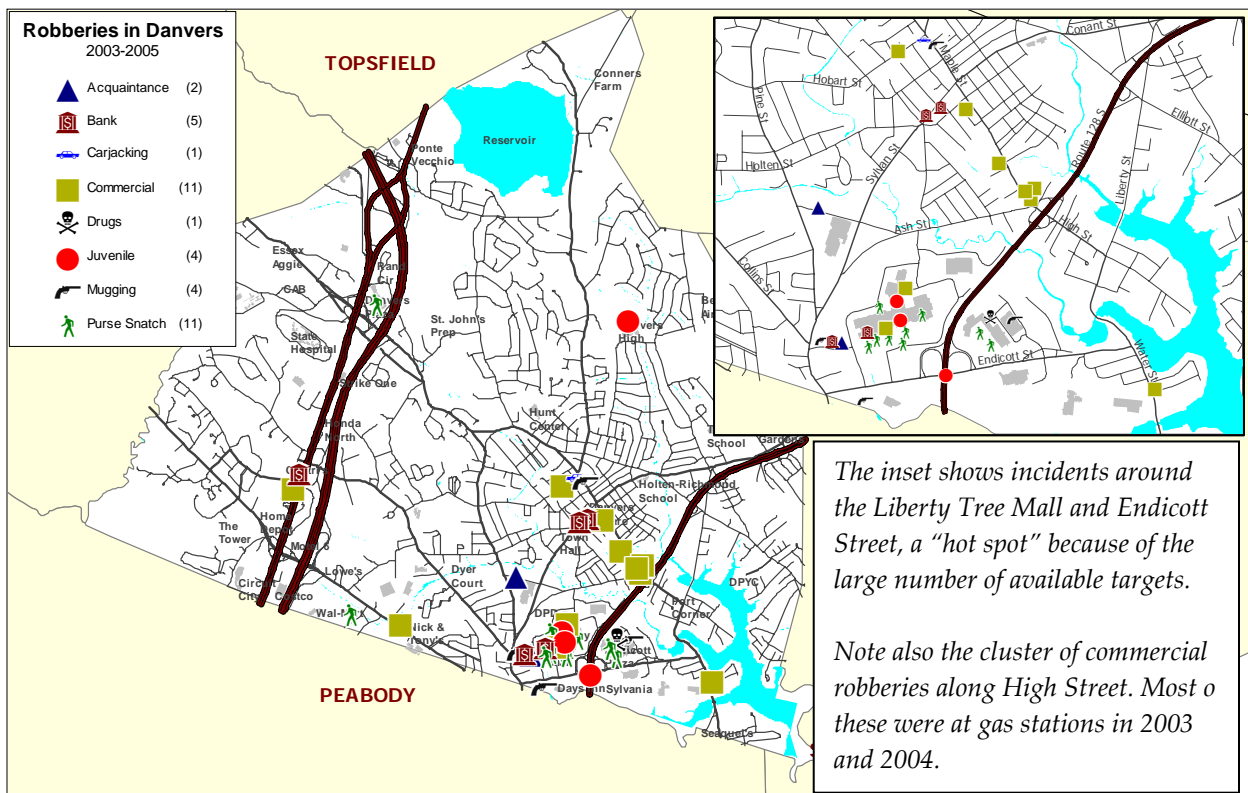
Preventing Robbery

Most **individual** robberies are committed against women for their purses. If you are a woman, be wary as you walk through parking lots. Keep your purse close to your body and watch for cars pulling up near you.

Most **commercial** robberies are committed at gas stations and convenience stores. Such robbers are best deterred by increasing visibility from the street, installing visible surveillance cameras, and using drop safes.

If you are a victim of a robbery of either type, do not try to resist the robber—many people have been injured doing so. Flee if you can do so without harm; otherwise, give him what he wants. Try to memorize the robber's description, vehicle description and license plate, and direction of flight.

Robberies in Danvers, 2003–2005



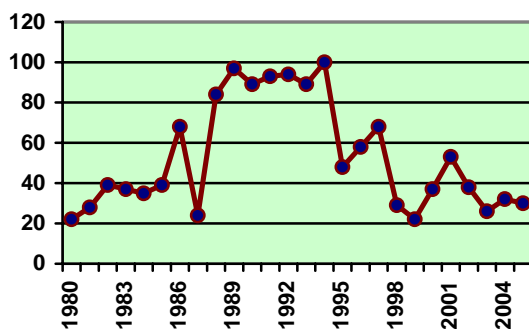
Aggravated Assault

Aggravated Assault: The unlawful attack by one person upon another wherein the offender uses a weapon or displays it in a threatening manner, or the victim suffers obvious severe or aggravated injury involving broken bones, loss of teeth, internal injury, severe laceration, or loss of consciousness.

**Average of 35 • 30 in 2005
14% Decrease**

Statistics vary wildly for aggravated assault (from over 100 in 1994 to only 22 in 1999) because victims' reporting practices vary. The peak in aggravated assault between 1988 and 1994 probably has less to do with any real increase, and more to do with the success of domestic violence advocacy projects, which encouraged more domestic violence victims to report abuse. We hope that the strong decreases of the past two years have been real decreases, and do not represent victims who are reluctant to file reports.

Aggravated Assault, 1980–2005



In 2005, there were four aggravated assaults that we categorized as "random," meaning they were between strangers and unprovoked. The first two form a brief pattern.

1. On April 18, a UPS employee was delivering a package to a Holten Street residence when someone shot him in the back of the head with a paintball. The suspects were not seen.

2. On the evening of April 19, a 28-year-old woman was walking her dog down Hobart Street when a carload of youths in a Trans Am roared by and shot her with a paintball gun, leaving a welt. The suspects, who were probably involved in #1, were never identified.
3. On the night of September 16, a 39-year-old Woburn man entered Papa Gino's drunk through an employee-only door. When confronted, he punched an employee, then pulled out a hammer and began swinging it wildly. Employees pushed him outside. He was arrested driving away from the scene.
4. On September 20, a mentally disturbed 48-year-old homeless man wheeling a shopping cart through Danvers Square bumped into another pedestrian. A dispute ensued, and the homeless man took out a club and swung it at the victim. He was arrested on scene.

Aggravated Assaults by Category

Category	2002	2003	2004	2005
Domestic	16	9	10	7
Juvenile	2	7	7	5
Acquaintance	7	5	3	8
Bar Fight	2	0	2	1
Road Rage	3	2	4	0
Random/Stranger	5	0	2	4
Retail/Patron	1	3	1	0
Workplace	1	0	0	1
Other/Unknown	1	0	3	4

For the first time in memory, the percentage of aggravated assaults made up of domestic assaults dropped below 30 percent and was not the highest category. We strongly believe that this decrease is due to the public information, advocacy work, and resources implemented by various organizations across the country as well as locally. Police policies, including mandatory arrest for domestic violence offenders, have also likely played a positive role.

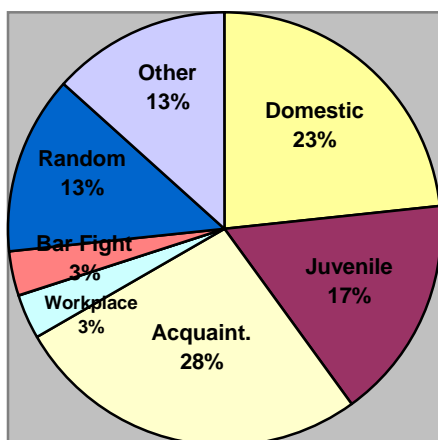
Only one aggravated assault in 2005 involved a gun. On December 2, a 44-year-old woman was at the Village Green on Route 1 with a friend. They quarreled and the victim's friend pulled a

handgun and pointed it at her. No shots were fired and the victim got away.

Four aggravated assaults involved knives, five clubs and sticks (including bats), five fists and feet, four BB or paintball guns. The rest used miscellaneous items.

Only one aggravated assault resulted in life-threatening injury. On May 19, two boys, 15 and 16, arranged an after-school fight following an argument at school. The police broke up the original gathering at Plains Park, but they reconvened on the train tracks behind Braman Street and went at it. One of the youths sustained numerous punches and fell and hit his head on a railroad tie. He sustained cranial bleeding and nearly died at the hospital, but recovered after surgery. This incident illustrates how quickly a “simple fight” can nearly turn into a homicide.

2005 Aggravated Assaults by Category



Simple Assault

In contrast to aggravated assaults, “simple assaults” describe attacks involve neither dangerous weapons nor serious injury to the victims. Examples include a slap in the face, a kick to the shin, or a shoving match.

In 2005, simple assaults decreased 23% from the average, bringing it to the lowest level since

1998. Almost all categories decreased from the average—juvenile assaults in particular (a particularly active group of local juveniles moved out of town and/or “aged out” of crime in 2003; this caused decreases in many juvenile crime categories).

Simple Assaults by Category

Category	2002	2003	2004	2005
Domestic	58	73	60	67
Juvenile	32	38	23	21
Acquaintance	27	19	13	13
Bar Fight	4	4	2	0
Road Rage	7	5	4	1
Random/Stranger	9	2	5	3
Retail/Patron	8	6	8	2
Workplace	15	6	3	5
On Police Officer	3	5	8	2
Other/Unknown	3	8	7	5
TOTAL	166	166	133	119

With simple assaults, the specter of domestic violence still looms, accounting for 56 percent of all simple assaults in 2005. The total number of domestic simple assaults was about average compared to previous years. There were decreases in most of the other categories.

Preventing Assault

As with rape, the key to preventing assault is to get out of, and stay away from, situations in which they are most likely to occur. This means:

- Using police and social service resources to escape abusive relationships
- Refusing to get drawn into escalating workplace, neighborhood, or traffic disputes
- Exercising caution around people who have been drinking
- Report assaults. Police intervention now may stop you or another person from future victimization by the same offender.

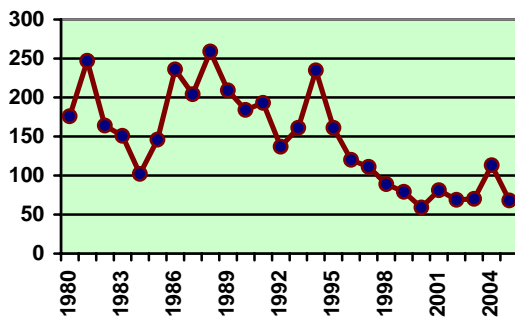
Burglary

Burglary: *The unlawful entry into a building or other structure with the intent to commit a theft or other crime.*

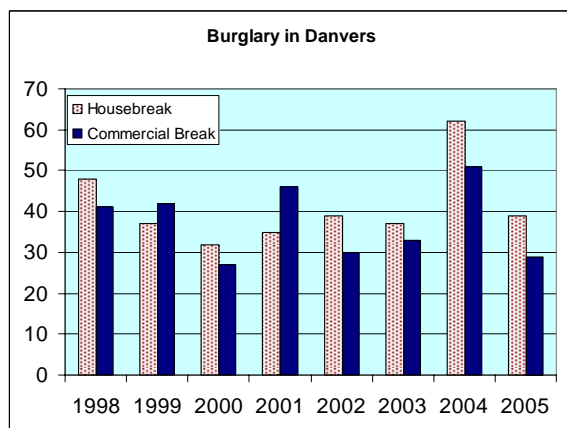
**Average of 82 • 68 in 2005
17% Decrease**

Burglary was back down in 2005 following a spike in 2004. In the fall of 2004, several patterns of commercial and residential burglary struck town, jacking up figures to the highest levels in 10 years. Such patterns did not recur in 2005.

Burglary, 1980–2005



The 68 burglaries in 2005 comprised 39 housebreaks and 29 commercial breaks. Housebreaks were about average compared to previous years, while commercial breaks were unusually low. There were a few minor patterns of both offenses in 2005 (one laundromat burglarized twice; youth arrested after breaking into the same house twice; and a five-incident series in September in which televisions were stolen), but nothing to rival the 2004 series.



The map on the following page shows a large cluster of housebreaks within a half mile of Danvers Square; this is often a hot spot because of 1) the high concentration of multi-family housing, which is usually more attractive to thieves; 2) the proximity of commercial areas—burglars hanging around these areas aren't as "suspicious" as they would be in an all-residential neighborhood; and 3) the proximity to major roads in and out of town.

Commercial burglaries, as expected, are concentrated along Route 114 and Route 1, and around the Liberty Tree Mall.

Preventing Burglary

Many burglaries are committed by someone that the victim knows.

- Change your locks and the hiding place of your valuables if you change roommates or if "bad blood" develops between you and someone with access to your house, or if a friend or family member develops a substance abuse problem.
- Don't let your children's friends find out where you keep your valuables.

To prevent or reduce all burglaries:

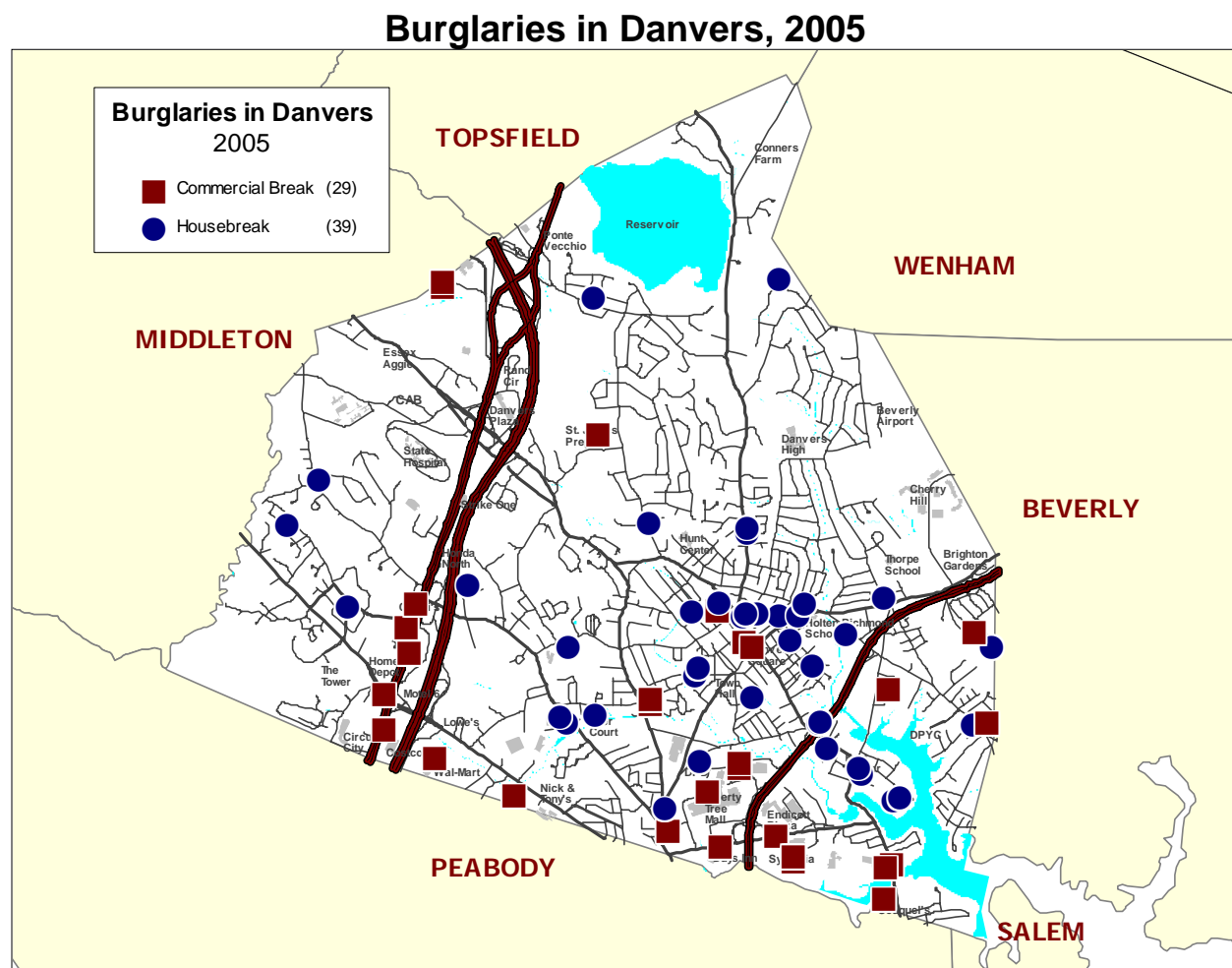
- Invest in strong deadbolt locks for all your doors. Also consider "window stops" for your first-floor windows.
- Make sure you lock your doors and windows at night and when you leave your house.
- Hide cash and jewelry in non-obvious places. Burglars search bedrooms first.

Housebreaks are usually a daytime phenomenon: over the past three years, 74% of housebreaks have occurred between 8:00 a.m. and 8:00 p.m. Commercial breaks, for obvious

children and other relatives. In none of the non-acquaintance burglaries did a victim come to harm or even encounter the burglar.

Unfortunately, many Danvers residents routinely leave their doors and windows unlocked: 25 burglaries occurred through an open door or window. Another 16 were committed by forcing a door, the standard door locks being insufficient to hold up to much force. In most commercial burglaries, entry was made or attempted by prying or forcing a door. A review of the 191 individuals arrested or suspected of burglary since 2000 shows that they are most likely to be males (81%), under the age of 30 (73%), from Danvers (46%), Peabody (11%), Beverly (9%), or Lynn (7%). More than half of the adult burglars have histories of substance abuse.

In 12 of the 39 housebreaks (31%), the victim knew the burglar. Many were the victim's



Thefts from Cars

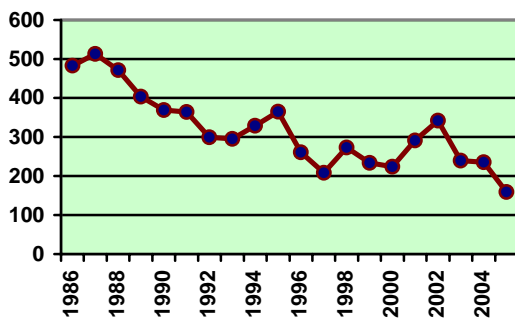
***Thefts from Cars:** Theft of property from an automobile or truck. Sometimes the car is unlocked; sometimes the thief breaks into the car; sometimes the thief steals parts of the car (such as tires) on the exterior.*

**Average of 263 • 159 in 2005
40% Decrease**

In 2002, when we reported 342 thefts from cars, it looked like the crime might be heading back to 1980s levels. After all, commercial traffic was higher in Danvers than at any point in memory, and the era of personal electronics—laptops, cell phones, GPS devices—meant that people were leaving more valuables unattended than ever.

But the unexpected happened: thefts from cars fell in 2003 and 2004, and then plummeted in 2005, to the lowest level in more than 20 years. Almost all of the traditional hot spots, including the Liberty Tree Mall and the Route 1 and 114 parking lots, had lower-than-average volumes. Some common problems, including thefts from auto dealerships and thefts from health clubs, died off. By the end of 2005, Danvers's most problematic and pattern-prone crime weighed in at less than half the level of just three years ago.

Thefts from Cars, 1986–2005



It's too early to pop the champagne corks; 2006 will tell us whether this is a new trend, or just a one-year fluke. But still, for this crime at least, 2005 was a pretty good year.

There are occasional patterns of nighttime thefts from cars parked in residential streets, but most

incidents occur in the town's major commercial areas at the Liberty Tree Mall, on Route 114, and on Route 1. A map on the next page identifies and explains several "hot spots." With a few exceptions, incidents are primarily concentrated in the evenings between 17:00 and 23:00, when people are most likely to visit these locations.

Locking a car does little to deter thieves: most thefts are committed by simply smashing a window or prying a door lock. The only real deterrent to these thefts is to avoid leaving anything of value inside a car. Common targets include cellular telephones, purses and wallets, cash and credit cards, briefcases and backpacks, laptop computers, CDs, and car stereos. An increasingly common target in the past year has been GPS devices.

Thefts of car parts—including tires, doors, panels, and airbags—is confined primarily to auto dealerships along Route 114 and Route 1. See Page 41 for a discussion of this problem.

A review of the 130 individuals arrested or suspected of theft from a motor vehicle since 2000 shows that they are most likely to be males (83%), under the age of 25 (69%), and from Danvers (29%), Peabody (19%), or Lynn (8%).

Preventing Thefts from Cars

Preventing thefts from cars is easy: don't leave anything of value inside your car! This includes laptop computers, cell phones, wallets, purses, and dashboard GPS devices.

Don't make any exceptions—not your own driveway, not your friend's house, not "just running into the store for 5 minutes." No exceptions!

If you must leave something in your car, at least put it out of sight. Some thieves don't bother to break into cars if they don't see anything worth stealing, so under the seat or in the trunk is better than nothing.

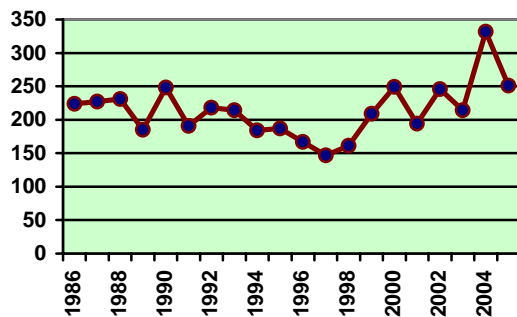
Shoplifting

Shoplifting: Theft of merchandise from a retail establishment by a customer.

**Average of 248 • 251 in 2005
1% Increase**

Shoplifting totals are linked inextricably with commercial development. Between 2002 and 2005, Danvers added a Kohl's, a Home Depot, a Stop & Shop, and a Pier One to its already bustling commercial population. Such new additions—and Kohl's in particular, which has had a very active loss prevention force—helped push shoplifting totals to the highest levels ever recorded in Danvers in 2004. Numbers fell in 2005, but it remained above average.

Shoplifting, 1985–2005



Any analysis of shoplifting must begin with the caveat that our statistics only reflect a small portion of what actually occurs. Unlike other larceny crimes, if no one sees or catches a shoplifter, the crime is likely to go undetected and unreported. The numbers given above are only incidents that we *know* about. A conservative estimate (based on studies conducted in other jurisdictions) is that the actual number of shopliftings is four or five times the number we record.

Because having a report of shoplifting usually depends on someone witnessing or catching the thief, stores with aggressive security forces—and policies that require them to prosecute shoplifters—report a high number of incidents.

Some Danvers stores report no shoplifting incidents from year to year because employees handle the incidents internally and don't involve the police. All in all, the lack of data makes shoplifting a difficult crime to analyze and address.

Locations with the Most 2005 Shoplifting Reports

Wal-Mart	55 Brooksby Village Dr	55
Kohl's	50 Independence Way	34
Home Depot	92 Newbury St	22
Target	240 Independence Way	14
Costco	11 Newbury St	13
Market Basket	139 Endicott St	13
Stop & Shop	301 Newbury St	11
Marshalls	100 Independence Way	9
CVS	17 Maple St	8
Stop & Shop	5 Independence Way	7

As an example, Kohl's rocketed to the top of the list in 2004 after only reporting 11 incidents in 2003. Why? Because a dynamo loss prevention officer caught one shoplifter after another throughout the year. She was promoted and moved to another store later in the year, and thefts at Kohl's halved in 2005.

A review of the 1,670 individuals arrested or suspected of shoplifting since 2000 shows that they are 58% male and 42% female—women have a far greater share of shoplifting than most other crimes. 41% of shoplifters are under the age of 20, but numbers remain high well into the 40s, and estimates of available data suggest that about 75% of adult shoplifters are drug dependant. Shoplifters are most likely to be from Lynn (21%), Peabody (10%), Salem (9%), or Danvers (8%), and Beverly (6%). Shoplifting is one of the few crimes where most of the individuals suspect or arrested do not come from Danvers itself.

Though it's hard to get exact numbers on the trend, we're seeing an increasing number of high-risk/high-reward incidents in which shoplifters fill a cart full of merchandise (totaling thousands of dollars) and brazenly wheel it out the door.

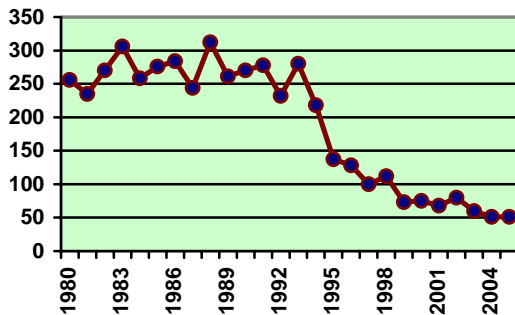
Auto Theft

Auto Theft: The theft of a self-propelled motor vehicle that runs on the surface of land and not on rails—includes automobiles, buses, recreational vehicles, trucks, motorcycles, and mopeds.

**Average of 67 • 51 in 2005
24% Decrease**

The continued decline in auto theft represents one of the best pieces of news in this report. The 2004 total was the lowest in more than 30 years, and the same total was recorded in 2005. Advances in automobile security and the systematic destruction of “chop shops” brought this crime to its knees during the first half of the 1990s—all over the United States, and particularly in the northeast.

Auto Theft, 1980–2005



The Liberty Tree Mall, because of the large number of available targets, was once again the top “hot spot.” There were few others. Costco had a pair of incidents in April, both mid-1990s model Honda Accords, both recovered in Peabody. There were a few at auto dealerships on 114, and two in the Endicott Plaza lot. Otherwise, there were no patterns throughout the year. Like thefts from cars, thefts of cars are most likely in the evening hours between 17:00 p.m. and 23:00 p.m.

During the past three years, the Honda Civic has been the most stolen model, with 18 thefts. The next, in order, are the Acura Integra (16), the Honda Accord (5), at the Ford Explorer (5). The

average model year of a car stolen in 2005 was 1997 (the average model year of cars stolen during a given year is always eight years ago).

86% of cars stolen since 2003 have been recovered. Our recovery rate in 2005 was 88%. Towns supplying the most recoveries since 2003 have been:

Lynn	20
Peabody	20
Danvers	18
Boston	11
Lawrence	9
Revere	7
Salem	7

Danvers Police recovered only 18 stolen cars in 2004, far lower than the average of 32. Only three of them were stolen from Danvers itself. Recoveries often occur at the same time a theft is reported, and jurisdictions often “trade” thefts. For instance, a woman reports her car stolen from the Liberty Tree Mall. An officer responds and takes a report. A few spaces away, he discovers a car reported stolen the previous day from Lawrence. The next day, the Danvers woman’s car is recovered in Lawrence.

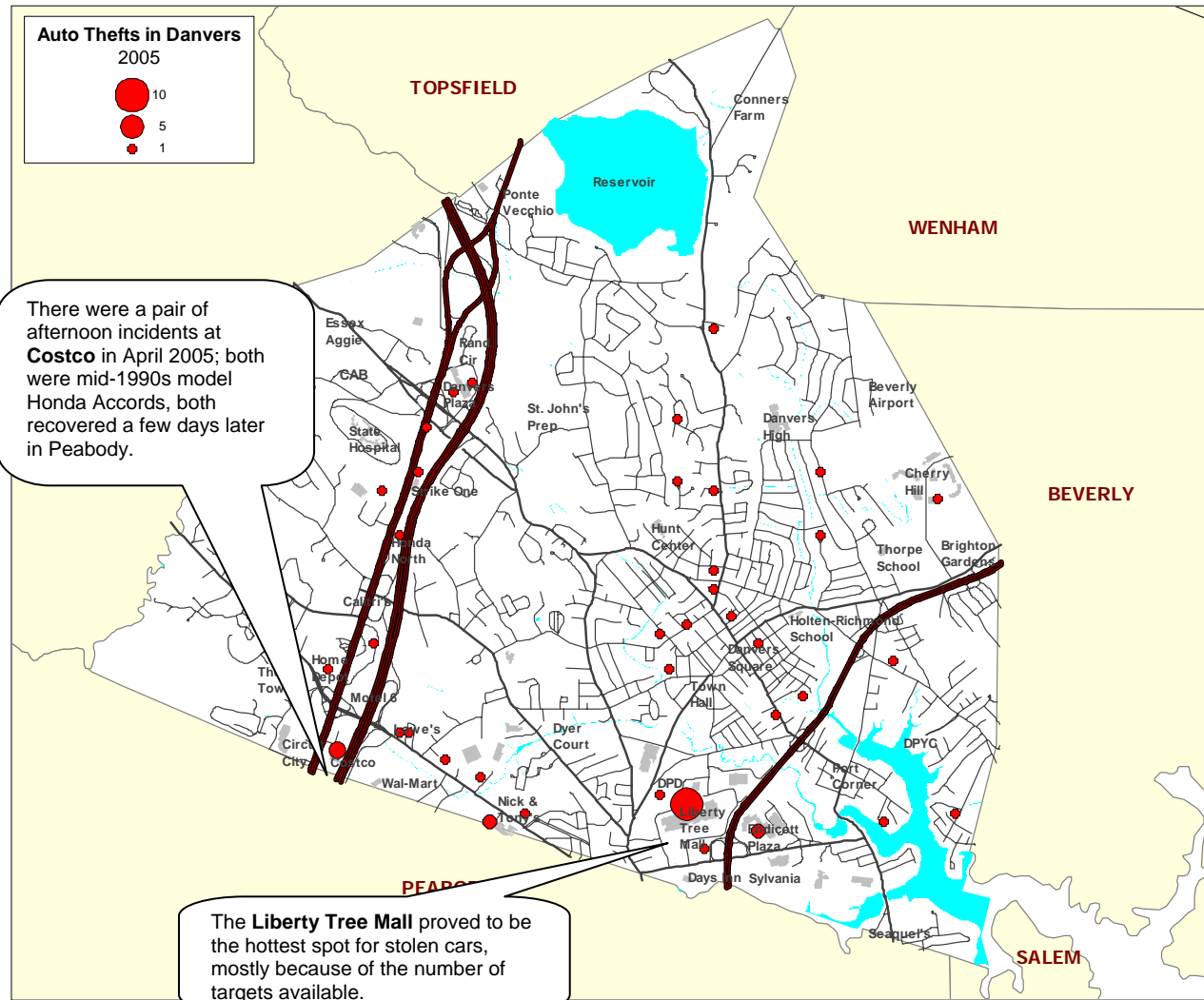
Preventing Auto Theft

About 25% of all cars stolen in Danvers, particularly newer models, have the keys in them at the time of the theft. Do not leave your car keys in your car.

Do not leave your car running, even to “run into” a gas station or coffee shop. Thieves watch for such behavior.

If you have an older car, without electronic security measures, consider a Club or similar device. These are very effective, although they generally just displace thieves to the next car.

Be careful who you lend your car to. At least 10 “thefts” a year occur when a victim lends his or her car to someone he or she doesn’t know very well.



Vandalism

Vandalism: The intentional destruction or defacement of property. Such property might include houses, businesses, automobiles, public streets and signs, trees and flora, and personal property like cell phones and furniture. Types of destruction can include smashing, graffiti, egging, and disabling normal operation.

**Average of 320 • 260 in 2005
19% Decrease**

After a high total in 2003 (370), vandalism plummeted in 2004 for no identifiable reason and remained low in 2005. There were no patterns; only occasional problems at single residences.

Vandalisms in 2005 included 153 incidents of damage to automobiles, 55 incidents of damage to residences, 32 to businesses, and 14 to public buildings or property. The most common situational types were:

- Windows smashed on automobiles (usually in commercial parking lots): 46 incidents
- Automobiles scratched or keyed (29)
- Tires slashed on automobiles (21)
- Automobiles dented (19)
- Mailboxes damaged at residences (11)
- Windows broken at businesses (10)

A review of 598 individuals arrested or suspected in vandalism incidents since 2000 shows that they are overwhelmingly male (80%), and teenagers (60%), and from Danvers (48%) or a surrounding town (33%). Vandalism in Danvers is very much an issue involving local youths, usually in groups, with either a careless disregard for other people's property, or a willful desire to cause mischief. A small percentage is committed by acquaintances, intimate partners, or family members.

Fraud & Forgery

Fraud & Forgery: A category that describes thefts committed through duplicitous or fraudulent means. It includes unlawful use of a credit card, ATM card, or check; con games and swindles; counterfeiting; and identity theft.

**Average of 115 • 100 in 2005
13% Decrease**

"Fraud continues to increase in Danvers every year and is expected to top 200 per year by 2009," we wrote in the 2004 *Annual Crime Report*, and then something unexpected happened: it decreased. In 2005, fraud incidents dropped for the first time in a decade. America's "fastest-growing crime" stalled. Unfortunately, data so far in 2006 suggests that 2005 was a lucky fluke. New technologies make it easier than ever to commit credit card fraud and identity theft, and until the industries reign in such abuse, we expect numbers to be high. Listed below are some of the most common situational types involved in fraud.

Fraud by Category

Category	2002	2003	2004	2005
Bad Checks	6	7	10	9
Con Games	18	16	15	18
Counterfeiting	16	13	13	8
Credit/ATM Card	43	50	62	35
Forged Check	17	27	19	12
Identity Theft	17	18	17	18
Other	1	5	2	0
TOTAL	118	136	138	100

Preventing Fraud & Forgery

Most fraud requires a willing victim. The best way to prevent fraud and forgery is to understand the situations in which it occurs. Read the different scenarios below and watch out for them in your business and personal life. Use these descriptions to educate your family—particularly elderly relatives.

Bad Checks include checks written on closed accounts or accounts with insufficient funds. This crime has become rarer as more stores check the accounts before processing payment.

Forged Checks involve checks that are stolen and later forged at banks or stores. Very often, the offender is related to the victim: a disturbing trend of teenagers stealing checks from their parents and forging them (often to support a drug habit) is emerging. In other cases, the forged checks are stolen (with purses) from cars.

Credit Card and ATM Card Fraud has increased steadily. Usually this involves credit cards stolen in other jurisdictions, used at Danvers stores. In the past two years, Best Buy, Stop & Shop, Home Depot, CompUSA, Wal-Mart, and Lowe's have been the hottest spots for credit card forgery, though an increasing number are occurring over the Internet.

Many of these crimes could be prevented through better store security policies that require clerks to ask for a photo ID before accepting the credit card.

Con Games reel in 15–20 victims every year. Here are some of the repeat scenarios:

- **Solicitation Scams:** the victim receives a call or home visit from someone collecting for a charity or police fund. The victim gives cash or a personal check that simply goes into the solicitor's pocket. Insist on giving charitable donations only through the mail. Check up on charities that mail solicitations to you.
- **Nigerian Gold:** the victim receives a letter, fax, or e-mail from a government or corporate official in some African nation, usually Nigeria. The letter says that the sender has millions in gold or cash that he needs to "get out of the country." He offers the victim a percentage of the money if the victim will allow the sender to funnel the money to his or her bank account in the United States. If the victim agrees to the initial proposal, he or she is eventually asked to put up some money for "routing fees" or some other such nonsense. Some victims have lost tens of thousands in this scam.
- **Lottery Scams:** a classic "send money to get money" scenario. Victims are told they've won thousands or millions in some lottery (usually in a foreign country), but they need to send a "processing fee" to claim it or "pay taxes up front." Remember: if you have to send money to get money, it's a scam.
- **Contractor Cons:** an old con in which a team of men offers to work for the victim (often re-paving the driveway) for a low price, then either do the work with sub-standard materials, or just leave with the money.
- **Cash Shuffle:** a fast-talking swindler enters a retail store and looks for a young or inexperienced cashier. The con man asks for change for, say, a \$20 bill. By distracting the victim with a constant stream of chatter, "changing his mind" about the denominations he wants, handing bills back and forth, confusing the cashier about whose money is whose, and so on, the con artist manages to walk out of the store with two to five times the amount he entered with—leaving the slightly dumfounded cashier thinking he has only "made change." We had a pattern of such incidents around Endicott Street in the fall of 2004.
- **Big Carrot:** An elaborate scam in which the con man contacts his victim's place of business and claims to have a brother or friend who works at a retail store (in Danvers, it's usually Best Buy) and can offer the victim a laptop computer or other expensive item at a great price. The victim meets the swindler at the retail store and hands over thousands in cash in exchange for a phony store receipt. The victim is then told to wait or to go to the receiving area to pick up the merchandise. The swindler disappears and is never seen by the victim again. Danvers last saw this scam in 2002, though other towns with malls have experienced it as recently as February 2006. Our detectives arrested who we believe is the "ringleader" of the scam in 1999 and may have scared them out of Danvers.

- **Utility Impostors:** a group of con men show up at a victim's home and claim to be from the electric, gas, water, or cable company. They con their way into the victim's house, where one distracts the victim while another prowls the house for valuables.

Counterfeiting remains a sporadic phenomenon, subject to occasional patterns. They typically turn up in store registers with no indication of who passed them.

Identity Theft has become a national concern, particularly with the proliferation of personal information on the Internet. Local police agencies often do not receive reports of identity theft because incidents cross state boundaries.

How does someone steal your identity? Usually, all it takes is your name, date of birth, and social security number, which the identity thief can glom from several sources: your driver's license, your loan, credit card, or mortgage applications; information you give over the Internet; even your garbage. (Many incidents of identity theft are committed by someone the victim knows.) Armed with this data, the thief assumes your identity and applies for credit cards, car loans, and mortgages; orders products you can't pay for; steals from your checking or savings account; obtains professional licenses, drivers' licenses, and other identifications; submits fake medical bills to insurers; and otherwise makes a mess of your life and finances. If he is an all-around criminal, he may use your identification in his criminal enterprises. Eventually, a warrant may be issued with *your* name on it.

The damage can range from minor (you have to cancel some credit cards) to moderate (your credit report is ruined and you spend months straightening out your finances) to extremely serious (you get pulled over for speeding and suddenly find yourself in jail on a warrant for dealing cocaine in Miami). Most reports made to the Danvers Police have thus far been minor—usually involving credit card applications. Regular credit report checks can catch identity theft before any serious damage is done.

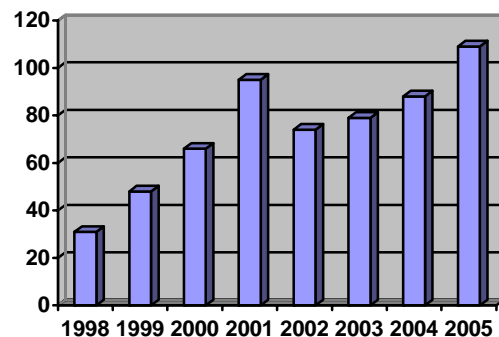
Drug Offenses

Drug Offenses: *Illegal possession, sale, manufacturing, or trafficking of illegal substances, including heroin, cocaine, hallucinogens, and marijuana. It also includes the illegal possession of prescription drugs. Most "incidents" categorized as "drugs" are arrests.*

**Average of 77 • 109 in 2004
42% Increase**

2005 surpassed 2001 as the highest drug-incident year on record. Although pro-active officer and detective activities account for some of this "increase," there are indications that actual drug use is increasing in Danvers.

Drug Offenses in Danvers



Drug Offense Incidents by Drug

Category	2002	2003	2004	2005
Marijuana	51	49	44	60
Heroin/Opium	9	8	15	17
Cocaine/Crack	8	10	12	13
Prescription Drugs	4	7	13	14
Forged Rx	1	3	2	5
Other	1	2	2	0
TOTAL	74	79	88	109

Marijuana continues to account for over half of all incidents, but note the increases in heroin, prescription drugs, and forged prescriptions (mostly for painkillers such as Vicodin, Percocet, or OxyContin).

See Page 19 for a more detailed review of this increasing problem as relates to youths.

2006 Supplement: January to April

The 2005 *Annual Crime Report* was published in May 2006, a bit later than usual. Because there was a delay getting this material to the citizens of Danvers, we felt we should offer the community a sense of what's been going on so far in 2006. Here are statistics for selected crime and disorder incidents from January 1 to April 30:

Incident Type	1998-2005 Average	Usual Range	2005	2006	Change from Avg.	Notes
VIOLENT/PERSONAL CRIME						
Murder	0	0-1	0	0	None	None during the first 4 months
↑Rape	1	0-2	0	3	+200%	All three were acquaintance incidents
Aggravated Assault	11	7-14	7	9	-18%	Lower than average, higher than 2005.
Simple Assault	47	39-56	40	43	-9%	Continues to be low.
↓Robbery	7	3-11	5	1	-86%	Very low. Usual winter purse snatching incidents did not occur this year.
Violation of Restraining Order	15	11-18	11	11	-27%	Continues to be low after low 2005.
PROPERTY CRIME						
Residential Burglary	11	9-13	9	11	None	Back to normal after low 2005.
↓Commercial Burglary	10	7-14	7	3	-70%	Lowest levels in decades.
↓Theft from a Car	76	54-98	49	49	-36%	Continues low trend.
↑Shoplifting	83	63-102	86	104	+25%	Record highs with new efforts at some Danvers stores.
Auto Theft	22	15-29	20	17	-23%	Low despite an April series.
Fraud & Forgery	38	29-47	35	41	+8%	Creeping back after low 2005
↑Trespassing	12	9-16	15	28	+133%	Increase at State Hospital continued in winter.
Vandalism	85	64-106	63	92	+8%	High, but no patterns observed.
SOCIETAL/VICE CRIME						
↑Drug Offenses	29	20-39	44	49	+69%	Increases continue unabated.
Liquor Law Violations	14	7-21	12	16	+14%	Several liquor parties but otherwise normal.
↑Drunk Driving	26	12-40	40	62	+138%	Record highs, especially in January and February.
DISORDER/QUALITY-OF-LIFE						
↓Disorderly Conduct	44	35-52	42	25	-43%	Very low despite warm weather.
↓Disputes	169	152-186	167	149	-12%	Strangely low despite some neighbor problems.
Noise Complaints	102	80-124	76	87	-15%	A few hot spots of barking dogs and loud trucks.
Drunkenness	52	49-56	56	53	+2%	Nominal.
↓Youth Disorder	63	37-88	34	34	-46%	Continues descent that began in 2004.
↓Skateboard, Scooter, & Bike Complaints	32	23-41	39	19	-41%	Unexpectedly low despite warm and mild winter.
↑Psychiatric Disorder	29	21-36	32	41	+41%	Highest totals in a decade, causing real concern.

Incident Type	1998-2005 Average	Usual Range	2005	2006	Change from Avg.	Notes
TRAFFIC ISSUES						
Motor Vehicle Accidents	419	384–455	460	386	-8%	Low due to extra enforcement and low snowfall.
Traffic & Parking Complaints	167	143–192	182	173	+4%	A few March hot spots with sidewalk parking issues.
↑Recovered Stolen Vehicles	10	8–12	8	14	+40%	Increase due to Danvers/ Peabody April auto thefts.
GENERAL SERVICE INCIDENTS						
↓False Alarms	698	620–777	589	575	-18%	A welcome decrease.
Medical Aid	488	433–542	450	451	-8%	Down with new protocols for when a police officer goes.
POLICE-DIRECTED ACTIVITY						
↑Traffic Enforcement	104	56–151	48	350	+237%	Big DPD effort to deal with citizen complaints, usual “hot spots.”
OVERALL TOTALS						
Total Calls for Service	5149	4869–5429	4875	5109	-1%	About normal. Higher than 2005.
Total Reported Crimes	670	601–740	593	713	+11%	Driven by increases in shoplifting, trespassing, and drunk driving.
↑Total Arrests	350	308–392	424	414	+18%	High from shoplifting and drunk driving increases.

The good news so far in 2006 is that thefts from cars remain at historic lows (after a record low 2005). Commercial burglary and robbery have barely surfaced. General disorder, disputes, youth disorder, and skateboard complaints are all unusually low. Some of the problems discussed at the beginning of the document—auto dealership thefts and health club thefts—have not continued. And the Danvers State Hospital trespassing problem has been solved with the demolition of the site.

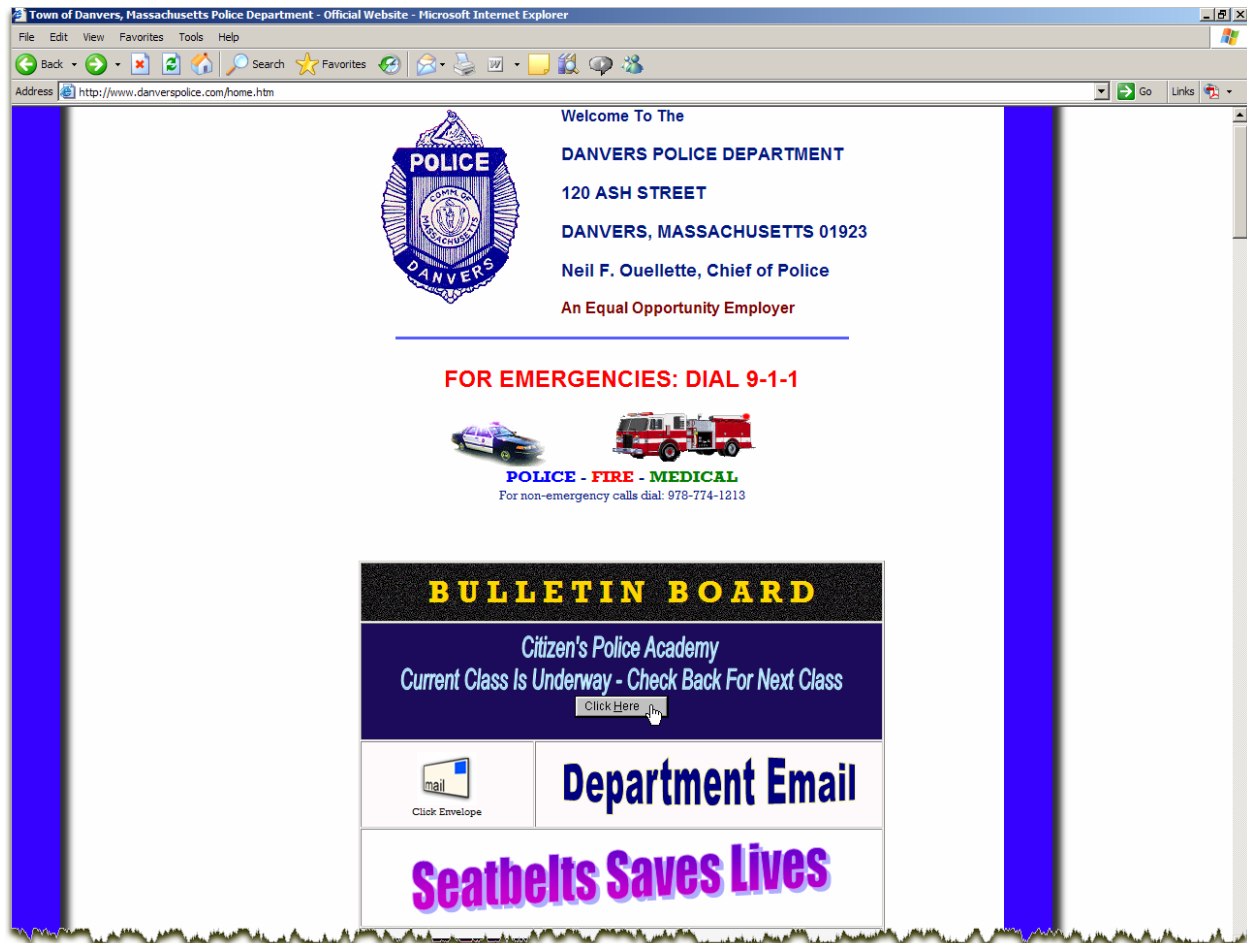
But some of our chronic problems are getting worse. Drug statistics, drunk driving, and mental disorders have all climbed to record highs. We saw a resurgence of crime and disorder at budget motels during the winter, and thefts of GPS devices became a real problem. The usual crop of annoying and suspicious solicitors returned in April and May. Our detective unit has been busy investigating a high number of rapes and indecent assaults, almost all of which occurred in previous years but were reported when the victims only came forward this year.

Worst of all, just as this report was going to press, Danvers experienced its first murder in two years. On May 4, a Keith Koster, a 20-year-old Boxford man, was working at a clothing store on Route 114 when he saw his SUV being stolen from the parking lot. The thief was 31-year-old Roy C. Dowds Jr., of Lawrence. Koster ran out of the store and jumped on the running board to intervene. Instead, Dowds sped down 114 and Koster was killed in an ensuing crash. Dowds fled the scene but was caught nearby. He was arrested for auto theft, drunk driving, driving after revocation, and murder.

Danvers Police Web Site

Get up-to-date crime and police information at:

<http://www.danverspolice.com>



On our web site, you can:

- Review recent crime alerts
- Learn about the latest scams and confidence games
- See registered sex offenders
- Request traffic enforcement
- View crime prevention tips
- Register for the next Citizen Police Academy
- Report suspicious activity
- Download collision & other forms
- Get information on policies & procedures
- Learn about town bylaws
- View current contact information
- Report a crime online!

How Do I...

Report a Crime in Progress or Other Emergency?

Dial 9-1-1 from the nearest telephone.

Report a Past Crime or Other Activity of Concern?

Call **978-774-1212**, come to the Danvers Police station in person, or report it online at <http://www.danverspolice.com/reportacrime>. Note that some restrictions apply to online reporting.

Find Out About Crime & Safety Information in My Area?

Call or e-mail the Office of Public Safety Analysis at **978-774-1213 ext. 119** or cbruce@mail.danvers-ma.org.

Get a Copy of a Crime or Collision Report?

The rules about who can obtain what types of crime reports can be complex. Call the Records Section at **978-774-1213, ext. 118** to discuss the situation with a Records Section employee. Collision reports should always be requested by your lawyer or insurance company.

Learn More About Restraining Orders or Obtain a Restraining Order?

You can get a restraining order against a spouse or ex-spouse, a relative, a current or ex- boyfriend or girlfriend, or someone living with you, if that person has abused you with violence or threats. Depending on your situation, the restraining order may order the abuser to stop abusing or hurting you, to stay away from you, your home, work, or school, or vacate a home that you share together. The Danvers Police Department can help you obtain a restraining order if you are in an abusive situation, and we can provide more information about resources available to you. Call us at **978-774-1212** or come to the station at any time for assistance. Of course, call **9-1-1** to report any immediate violence or abuse.

Get a Police Officer to Come to a Community Event?

Call or e-mail Sgt. Robert Bettencourt at **978-774-1213 ext. 134** or rbettencourt@mail.danvers-ma.org.

Get Tips on Protecting Myself and My Home?

Aside from the tips gleaned from this report, the Danvers Police Department offers crime prevention tips on our web site (<http://www.danverspolice.com>). We will be happy to mail or e-mail you this material if you contact the Office of Public Safety Analysis at **978-774-1213 ext. 119** or cbruce@mail.danvers-ma.org. We are also pleased to offer a Residential Security Survey program—a crime prevention officer will look over your house and recommend strategies to make it safer. Call Sergeant Bettencourt at **978-774-1213 ext. 134** to set one up.

Contact Information

Danvers Police Department • 120 Ash Street • Danvers, MA 02139

978-774-1213 • Fax: 978-777-8861

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Sgt. David Joyce Court Prosecutor	978-774-1213 ext. 126	joyced@mail.danvers-ma.org
Sgt. Carole Germano Investigative Division Commander	978-774-1388 Fax: 978-777-0268	cgermano@mail.danvers-ma.org
D.A.R.E./Juvenile Officers	978-774-1213 ext. 130	osilva@mail.danvers-ma.org
Public Safety Analysis	978-774-1213 ext. 119	cbruce@mail.danvers-ma.org
Records Section	978-774-1213 ext. 118	lhorn@mail.danvers-ma.org
On Duty Patrol Supervisor	978-774-1213 ext. 116	
Communications/Dispatch	978-774-1212	
Front Desk Officer	978-774-1213 ext. 113	
Webmaster	978-774-1213 ext. 124	levasseurr@mail.danvers-ma.org

Results of the 2005 Community Survey

Summary

The following list highlights the most significant things revealed by the Danvers Police Department 2005 Community Survey:

- Danvers police enjoy an **enviable level of support** from their community. Eight-eight percent of respondents feel “very favorable” or “favorable” about the department. Eighty-three percent were “extremely satisfied” or “satisfied” with their most recent contact.
- Yet, the total percentage of “very favorable” responses fell from 47% in 2002 to 37% in 2005. Most of this 10% went into the “favorable” category.
- The few unsatisfied residents complained primarily about **rude officers** and a **failure to take their concerns seriously**.
- **Almost all residents feel “very safe” or “safe” living in Danvers**. Very few have considered moving from Danvers because of crime and safety concerns, and only 13 percent have felt that they had to limit or change their activities because of crime.
- More than half of residents (65%) feel that we provide **protection** “very well” or “well,” and a large majority (84%) have “much confidence” or “some confidence” in the ability of the police department to **prevent crime**.
- Residents’ **top concerns** include auto collisions, traffic issues, road rage, car break-ins, drugs, auto theft, domestic violence, and youth disorder—identical results to previous years’ surveys. Residents believe traffic problems are particularly bad in Danvers Square, and that youth disorder is prevalent at the Liberty Tree Mall and in Danvers Square.
- Residents rely heavily on **newspapers** as sources of information about crime. When asked how they would like to receive police information, most respondents again cited newspapers.

The Danvers Police Department is grateful for the support and assistance of resident Denise Casey, who received, coded, and entered all 312 surveys, and assisted with the analysis.

About Police Community Surveys

In the era of community policing—as police departments transition from a reactive, emergency-response model to a pro-active, problem solving model—more police agencies have made a periodic community survey part of their regular operations. Though circumstances often make it appear otherwise, a police department serves at the will and direction of its community. Thus, an assessment of the community's satisfaction with the police is the ultimate measure of the department's success or failure.

Type “police,” “community,” and “survey” in the Google search engine, and you can scroll through hundreds of pages of community surveys from hundreds of police agencies across the country. Some are from agencies nationally recognized for their expertise and experience with community surveys; for instance, Scottsdale, Arizona and Reno, Nevada. Others are from agencies somewhat—well, less adept. Rachel Boba, formerly an analyst for the Tempe, Arizona Police, now a professor at Florida Atlantic University, gave a presentation on community surveys to the International Association of Crime Analysts in 1998. She included in her presentation examples from two actual police community surveys; they went something like this:

15. Do you feel unsafe walking around your neighborhood?

- a) Yes
- b) No
- c) Sometimes
- d) Mostly at Night

23. How well do you feel the [city] police officers do their jobs?

- a) Excellent
- b) Very good
- c) Good
- d) Neutral
- e) No opinion

The first question suffers from a problem of lack of *mutual exclusivity*. A respondent who reads the question and responds in her own mind, “Sure I feel unsafe—at least sometimes—particularly at night” is faced with three equally good options. The second question exhibits a blatant bias—if you think the police officers do a lousy job, you have no option to select.

Horror stories abound about methodology: police agencies who select their sample by drawing names from their records management system (thus ensuring that only people who are crime offenders or crime victims are part of the survey), or by handing out questionnaires at the local Senior Center (thus ensuring that only one demographic is represented in the results). We hear of agencies that hand count the results from thousands of surveys—usually precluding the ability to compare answers for one question against answers for another. Some departments go

through a great deal of trouble to design and administer the survey, only to present the results in a series of incomprehensible statistical tables with no qualitative analysis. We have a long, ignominious history of police community surveys to consider—if ours has turned out any better than average, it's only because other agencies have shown us the pitfalls to avoid.

Happily, the state of police community surveys has improved since 1998. More police departments are sharing information with each other and training each other in proper survey techniques. Many police departments now employ professional analysts, trained in proper research methods. There's more literature—including a guide from the Bureau of Justice Statistics¹⁰—to help departments understand terms like *population*, *sample*, and *significance testing*. Finally, the Commission on Accreditation for Law Enforcement Agencies (CALEA) requires a periodic community survey as part of its accreditation standards.¹¹

Every police department conducting a community survey has to struggle through the same issues:

1. Articulating the goals of the survey
2. Identifying the population to be studied
3. Collecting an adequate, representative sample of that population
4. Designing a proper survey instrument (i.e., questionnaire)
5. Administering and receiving the survey
6. Building a database to store the survey results
7. Thoroughly analyzing the results
8. Presenting the results to the department and to the public

The next section, entitled “Methodology,” covers how the Danvers Police Department approached each of these issues when designing its 2005 Community Survey.

¹⁰ Weisel, Deborah. *Conducting Community Surveys: a Practical Guide for Law Enforcement Agencies* (Washington, DC: U.S. Department of Justice, Bureau of Justice Statistics, 1999).

¹¹ Danvers has been accredited by CALEA since 1986.

Methodology

These are the issues and solutions that occupied the minds in the Danvers Police Department when designing this survey.

Administration and Finance

Primary responsibility for the design, implementation, analysis, and presentation of the survey belongs to the Public Safety Analyst, Christopher W. Bruce, who has served at the Danvers Police Department since August 2001. Bruce works under the direct supervision of Chief Neil Ouellette. He was assisted in the survey by resident Denise Casey, volunteering her time, and Mark Vaughan, an intern from Endicott College.

Funding for the publication and postage of the survey comes from a community policing grant from the Massachusetts Executive Office of Public Safety (EOPS).

Survey Goals

Three of the goals of the Danvers Police community survey are part of its tradition:

1. To assess residents' opinions about the quality of police services;
2. To assess residents' opinions about the competence, attitude, and behavior of Danvers police officers;
3. To assess residents' concerns about safety and security within the town, including crimes and locations that generate the most distress and fear.

This year, the Danvers Police Department decided it would try to gather information with two additional goals:

4. To find out if Danvers residents think the police department shows a bias to race, ethnicity, social status, or sex
5. To find out how residents would like to receive information from the Danvers Police Department

The ultimate goal, of course, is not to simply “assess” or “determine” these questions, but to use this information to *improve police services*—to adjust our behavior and priorities, within reason, to satisfy the wishes of the community. Our final section—“Suggestions for Police Department Action”—offers some ways that the police department can meet this goal.

Identifying the Study Population

This step wasn't particularly hard. The Danvers Police Department was eager to study the opinions of all residents, regardless of sex, race, religion, nationality, disability status, sexual orientation, education level, occupation, political affiliation, and so on. With one exception, if you were a resident of Danvers in 2005, you were part of our study population.

That one exception concerns age. Though we are interested in the opinions of minors, and though we want to meet their needs, we also recognize that the unique nature of their experiences makes their responses on most questions somewhat incompatible with other age groups. (In most cases, indeed, youths are *more* knowledgeable about crime and disorder problems in Danvers. Our statistics show that youths between 14 and 18 are more likely to be offenders *and* victims than any other age group. We would like to study their influences, attitudes, and needs, but at a far more detailed level than we were able to accomplish with this survey.) Finally, administering surveys to youths would require permission from their parents and, thus, a different method of distribution. Consequently, we targeted only residents aged 18 and over for the purposes of the general community survey.

Collecting a Representative Sample

The 2000 United States census shows 19,370 residents of Danvers who are aged 18 and over. Like most police departments conducting community surveys, we didn't have the time and resources to survey our entire population. The mailing expenses alone—more than \$7000—would have been greater than our entire budget for the project, and entering the results of that many surveys—even if we had a low response rate—would have taken a full time person about ten weeks!

Consequently, we did what most researchers do: we selected a *sample* of the 19,370 residents to whom we could send surveys.

The first task was to identify a list of residents from which we could select our sample. Unfortunately, there is no master list of "Danvers residents" anywhere. We knew we had 19,370 of them, but their names weren't collected anywhere on a single document. We had to find, somewhere, a list that contained at least *most* of them—but in a format that wouldn't bias the results by excluding certain classes of people. Other police departments, faced with a similar conundrum, have chosen:

- Utility company lists
- Telephone directories
- Assessor's database listings
- Voting registers

The first two items have the disadvantage of, usually, including only *heads of households*. We wanted to avoid this and make sure everyone, regardless of household status, had a chance of receiving the survey. The assessor's database includes only property owners, and though Danvers has a higher percentage of resident owners than most towns, we didn't want to exclude the renters that we do have.

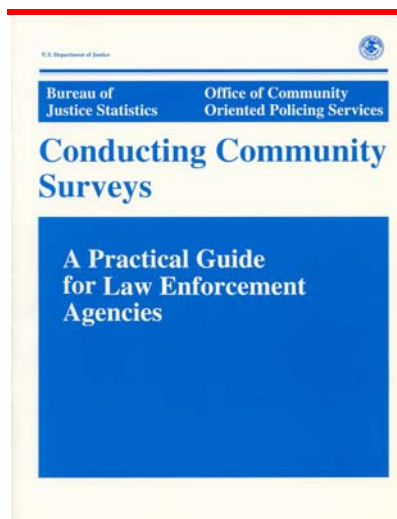
Consequently, we chose to select our sample from the voting registry, which has worked well for us in the past. This decision was consistent with our desire to send surveys only to residents over the age of 18.

Selecting the sample from the voting register *does* exclude one class of resident—namely, residents who haven’t registered to vote. The result is that our survey results are biased, however slightly, towards more “civic minded” residents.

We received an electronic copy of the Danvers voting registry in November 2004 from the Assistant Town Clerk. We imported the registry into Microsoft Access and found that we had a list of 7,205 registered voters.

The next step was to select a random representative sample from these 7,205 individuals. We already knew that we wanted to mail about 1,000 surveys. We used a database querying technique to assign a random number to each voter, and then selected the first 1,000 voters when sorted by this random number.

Designing a Proper Survey Instrument



The Bureau of Justice Assistance offers a publication to help law enforcement agencies

We had a list of 1,000 people; we now needed a questionnaire to send them. Designing a good, valid survey instrument (questionnaire) is one of the most difficult, challenging steps in conducting a community survey.

For help, we turned first to past surveys issued by the Danvers Police Department—in particular, the one sent in 2002. The 2002 survey was the product of a great deal of research into proper survey techniques, and we were able to use many of the same questions again, particularly the ones the focused on the original three goals.

For other assistance, we read the Bureau of Justice assistance manual on community surveys, and looked at examples of surveys conducted in Lowell, Springfield, and Scottsdale, Arizona. The final product (found in Appendix A) was a combination of suggestions from all of these sources, plus a good deal of creativity and common sense. We aimed for a balance between multiple choice questions and open-ended questions, as some respondents like to pick from lists and others like to offer their opinions in free text.

Administering and Receiving

Executive Assistant Elaine Russo and several interns working with her stuffed, posted, and mailed 1,000 copies of the survey instruments in April 2005. Actual returned surveys were preceded by an avalanche of surveys returned by the post office because the intended recipients had moved.

We ultimately got back 94 envelopes that couldn't be delivered. In response, we drew a new sample from the voter registration database and mailed new surveys to another 94 people.

The final response was 312 surveys—or 31% of the sample

We did no analysis work until July 2005, when the trickle of incoming surveys slowed, and finally stopped. The final total: 312 completed surveys, a response rate of 31%, which beat 2002's response rate by 6 percent.

Database Work

The Public Safety Analyst was frankly dreading having to create another database and enter the results, it having taken so much time in 2002. He was saved by Danvers resident Denise Casey, who volunteered to enter all of them herself. She created a database in SPSS, keyed in the results, and handed the files, along with some preliminary analysis, over to a very grateful analyst.

Analysis & Presentation of the Results

Data analysis was performed through standard techniques of categorization, aggregation, de-aggregation, comparison, juxtaposition, and correlation, using Microsoft Access to query data, Microsoft Excel to generate some statistics, and MapInfo to perform a little spatial analysis and to reference some of the locations mentioned in the surveys. Endicott college intern Mark Vaughan assisted greatly with this process.

This report, written with Microsoft Word, is the primary mechanism of presenting the survey results.

Who Responded to the Community Survey?

We made a great effort to select a *random* sample from our registered voters, hoping that we would get a group of respondents representative of Danvers at large.

The 2000 United States census provides information about the characteristics of people who live in Danvers. The tables below compare that information to information about people who responded to the surveys.

Of the 312 people who responded to the 2005 survey, 32 declined to provide information about their ages, 25 declined to provide information about their races, 28 declined to provide information about their sex. The percentages below are based on those who *did* respond in each category.

Sex

Sex	% in Danvers	% Responding
Male	46.5%	35.2%
Female	53.5%	64.8%

Age

Range	% in Danvers (of adults)	% Responding
Under 60	71.7%	55.0%
60 or older	28.3%	45.0%

Race

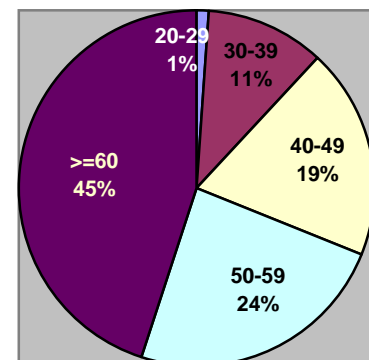
Race	% in Danvers	% Responding
White	97.7%	100%
Black	0.3%	0.0%
Asian	1.1%	0.0%
Other/Dual	0.6%	0.0%

The race statistics were a bit disappointing, but not wholly unexpected. In the past, we have had 97%-99% white responses; this is the first year in which *all* respondents were white. But in a community that is 97.7% white, it is a risk you run when using a random sample.

Our respondents were much more likely to be over the age of 60 than the population at large, and were more likely to be female.

When we look at age categories, we see that fully 88% of our respondents are above the age of 40; consequently, our results are going to be biased towards the needs and concerns of middle-aged and elderly residents.

Age Ranges of Respondents



Survey Responses & Analysis

Opinions of the Danvers Police Department

The Danvers Police Department enjoys an enviable level of support from its community. Over one-third—37%--had a “very favorable” overall opinion of the police department, and another 50% had a favorable opinion. In other words, 88% of the people we serve feel good about us. We do note, however, that the “very favorable” figure is down from 47% in 2002. That’s quite a drop. The rest of the survey didn’t provide many clues as to why.

10% felt that the police department was “average,” and only six people felt either “unfavorable” or “very unfavorable” about the department.

“I have had different contact with different issues at least 4 or 5 officers. Each time the officer has been courteous, respectful and accommodating.”

“We attended the Open House. My son was thrilled to meet the officers and talk to them. We have a terrific time. As a parent, that positive interaction is key to building a respect for police officers. My son knows to trust and respect the Danvers PD.”

The low number of people who feel bad about the Danvers Police makes it easier to give each one of them individual scrutiny. Three people complained about attitude issues, one saying that officers seem “bothered” by citizen interaction rather than friendly. Two people remarked on the department’s response (which they felt were inadequate) to speeding complaints. Finally, one person complained about a long response time to a motor vehicle accident. Five out of the six people had at least two contacts with the Danvers Police in the past two years.

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

Very Favorable	116	37%
Favorable	155	50%
Average	32	10%
Unfavorable	6	2%
Very Unfavorable	0	0%
No Response	3	1%

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

More than 5 Times	116	38%
Between 2 and 5	82	27%
Once	84	27%
Never	26	9%

Question 3: What was the nature of your most recent contact? (%s are of those who had any contact)

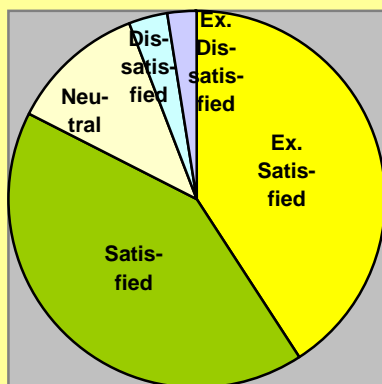
Reported an incident	57	30%
Crime victim	6	3%
Arrested	1	<1%
Contacted by investigator	8	4%
Pulled over in car	16	8%
In auto accident	8	4%
Requested info.	30	16%
Ask officer on street for help	23	12%
Other	40	21%

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

In person, at DPD	50	26%
In person, at home	29	15%
In person, at work	7	4%
In person, elsewhere	42	22%
By telephone	64	33%
By e-mail	0	0%
By mail	0	0%

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

Extremely Satisfied	82	41%
Satisfied	84	42%
Neutral	23	11%
Dissatisfied	7	3%
Extremely Dissatisfied	5	2%



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	4.32
Attitude	4.25
Appearance	4.42
Helpfulness	4.28
Knowledge	4.33
Fairness	4.21
Problem-Solving Skills	4.11
Concern/Interest	4.10

There was no significant relationship between the respondents' overall opinions and the location of the contact (Question 4), nor with the nature of the contact (Question 3)—even the one respondent whose most recent contact was “I was arrested” gave the police department a “favorable” rating.

“I had 2 fainting spells one morning and my husband called 911. In a matter of minutes the Police Officer arrived, the ambulance and the Fire Truck. They all helped to put me at ease and take care of me, quickly and kindly. I have the greatest respect for all of our law officers and our Fire Dept. and our EMS. Thank you all for being here.”

“There was a motor vehicle accident in front of my home. The response time was very poor. And, when I questioned the officer, he was very sarcastic, which I thought was very unprofessional. He almost made me not want to report another incident and to just mind my own business instead of being aware.”

Echoing their overall rating, most residents who had experienced some contact with the Danvers Police Department in the past two years were either “extremely satisfied” (41%) or “satisfied” (42%) with the nature of that contact. Only three percent were “dissatisfied,” and only two were “extremely dissatisfied.”

Question 7 asked respondents to rate the Danvers Police Department on various aspects of their most recent contact: professional conduct, attitude, appearance, helpfulness, knowledge, fairness, problem-solving skills, and level of concern. Respondents were very likely to give the same score for all of these factors—for instance, many respondents who were “extremely satisfied” with their most recent contact simply circled “5” for everything. Consequently, we have some concerns over the validity of these responses.

Although the average of all responses (on a scale of 1 to 5) was in the 4s, Danvers officers ranked lower in each category than in the 2002 survey, which is a troubling trend.

Danvers police officers can congratulate themselves for their fashion and tonsorial achievements: the highest average rating was 4.42 out of 5, for “appearance” (although we did have a couple of comments about weight and facial hair). The lowest ratings were for “problem-solving skills” and “level of concern,” but even these were fairly high at 4.21 and 4.11. Still, one can detect within these results a few citizens who felt that we showed up at the scene polite, proper, and professional, but didn’t do much to solve the underlying problem or to deal adequately with their concerns.

Again, we’re interested in taking a closer look at those who were dissatisfied with the police department’s actions in the most recent contact to see if we can find any themes. There were two general ones:

- 1) Individuals who reported a crime but were distressed by the officer’s seeming lack of interest or friendliness in responding
- 2) Individuals who encountered rude officers in public

“They don’t do anything about the problem with speeding in my neighborhood. NOTHING AT ALL! Mostly I’m guessing because there’s no police presence whatsoever – not even an occasional patrol.

The officer at the police station was polite & pleasant. The officer who came to my house was rude and ignorant. He wanted me to move my legally parked car into my driveway for no reason. He told me he could arrest me! I’m an old lady! He was a bully and insulting.

Of course, in addition to these negative comments, there were dozens of positive ones, and for every respondent who complained about “attitude,” there were many who praised the department for quick, courteous, professional service. Just as the occurrence of a crime is dependent upon the intersection of offender, victim, location, and time, a citizen’s satisfaction with a particular call is dependent upon the intersection of officer, citizen, nature of call, location, and time. No department scores a 100% satisfaction rating with its citizenry, but we’re pleased with our 83% record on this survey.

Question 8: Overall, how safe do you feel in your neighborhood?

Very Safe	196	63%
Somewhat Safe	96	31%
Neutral	13	4%
Unsafe	3	1%
Very Unsafe	2	1%

2 respondents didn’t answer

Question 9: Have you considered moving in the past year because of crime and safety concerns?

Yes	11	4%
No	301	96%

Question 10: Have you limited or changed your activities in the past few years because of fear of crime?

Yes	39	13%
No	271	87%

Question 11: How often do you see a Danvers Police officer in your neighborhood?

Once or more a day	48	16%
Every few days	64	22%
Once a week	32	11%
Once every few wks.	52	18%
Rarely	101	34%

15 respondents didn’t answer

Question 12: How well do you think the Danvers Police Department provides protection in your neighborhood?

Very well	82	27%
Well	116	38%
Neutral	96	32%
Poorly	7	2%
Very Poorly	2	1%

9 respondents didn’t answer

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

Much Confidence	125	40%
Some Confidence	137	44%
Neutral	39	13%
Little Confidence	6	2%
No Confidence	4	1%

Question 15: To what extent do you feel the following issues are crime, safety, or quality of life problems in Danvers? (1=No Problem, 5=Crisis)

Issue	Avg. Score	# of 5s
Rape/Sex Assaults	2.94	7
Domestic Violence	3.37	19
Random Street Assaults	2.72	2
Road Rage	3.46	21
Muggings/Hold-Ups	3.04	4
House Break-Ins	3.37	21
Car Break-Ins	3.29	22
Auto Theft	3.33	13
Drug Use/Sale	3.65	57
Vandalism/Graffiti	3.31	8
Youth Disorder	3.45	16
Public Drunkenness	3.04	4
School Bullying	3.24	19
Prostitution	1.92	2
Auto Accidents	3.26	16
Noise	3.03	9
Litter	2.91	9
Dilapidated Buildings	2.81	2
Parking Violations	2.89	2
Bad Driving	3.35	23
Drunk Driving	3.23	16
Vagrancy	2.68	2
Underaged Drinking	3.65	60

Question 16: On what basis have you formed your opinions about crime and safety problems in Danvers?

Newspaper Articles	252
Personal Observation	174
Stories from Friends	148
Television News	95
Stories from Family	69
Crime Information from Danvers Police	41
Victimization of Someone I know	36
Personal Victimization	33

Question 17: Have you been the victim of a crime in Danvers that you did not report to the police within the past two years?

Yes	15	5%
No	288	95%

Perceptions of Crime & Disorder

Danvers isn't Detroit, and most residents seem to realize it. Sixty-three percent of residents who answered the question felt "very safe" in their neighborhoods—regardless of where they live. Another 31 percent felt "somewhat safe." Four percent were neutral. Five residents felt either "unsafe" or "very unsafe"—some of these cited personal victimization (all property crimes) but gave few other reasons for their answers.

Despite this very high safety rating—94 percent—eleven residents said they had considered moving in the past year because of crime and safety concerns, and 39 said they had limited or changed their activities because of fear of crime. Most of those who limited or changed their activities mentioned locking their houses and cars, not walking at night, or keeping a close watch on their children. A few were concerned about specific locations, such as the Liberty Tree Mall or Danvers Square (see below), and have learned to avoid them at certain times.

"I have stopped carrying my handbag to the grocery store and [the] mall because of the purse snatching – I now carry my charge cards in a zippered pocket in my jacket."

"Remember to lock my car when left outside overnight. Pull other auto into garage at night."

"I do not walk out of my neighborhood at night anymore."

We asked questions about how often respondents see police officers in their neighborhoods, how well they think the Danvers Police Department provides protection, and how much confidence they had in the police department's ability to prevent crime. We intended to correlate these responses with residents' feelings of safety, but since almost everyone felt safe, there isn't much we can do but report the numeric results. You can read them in the table above. Sixty-five percent felt that we provide protection "very well" or "well," and 84 percent had "much confidence" or "some confidence" in our ability to prevent crime.

Judging by both the number of “crisis” responses and the total value of the responses to Question 15, which asked residents whether they felt certain issues are “problems” in Danvers, residents’ top concerns involve:

- Underage drinking
- Drug use and drug sales
- Road rage
- Bad driving
- Residential burglary
- Car break-ins
- Domestic violence
- Youth disorder

“My kids are grown and away from Danvers but from what I hear, Oxycontin is a huge problem.”

“I have read in the newspapers about the drug problem on the North Shore including Danvers.”

On the other hand, they felt that these issues were very small problems in Danvers:

- Prostitution
- Vagrancy
- Random street assaults
- Dilapidated buildings

“In summer children unsupervised late at night in my neighborhood and in the square.”

On underage drinking: “Face it – they start in middle school now – very sad!”

Almost all of the “non-problems” are identical to 2002, but some of the “top problems” are making the list for the first time, including underage drinking and drug offenses. As covered in our *2005 Annual Report*, we agree that these are serious problems, and we are glad that residents feel the same way. We expect that recent newspaper coverage of drug addiction and alcohol problems is to credit for these opinions (and, indeed, some residents remarked as much), but perhaps many of the respondents are speaking from personal experiences.

Unlike residents in many towns, Danvers citizens have concerns nearly identical to those of the police department. We’ve been tracking the level and characteristics of the top seven concerns very carefully over the past few years, and much of our problem-solving efforts focus on them.

Finally, we had a series of questions in this section that asked about crimes residents have experienced, but didn’t report to the police. The federal government conducts and releases an entire survey—the National Crime Victimization Survey—that focuses on this issue. In the *Annual Crime Report*, we say that we have, on average, 12 robberies per year—but in making this assertion, we assume that every robbery that occurs in Danvers gets reported to the police department. This isn’t an entirely sound assumption, and it becomes even less sound for crimes like vandalism and petty larceny. Many tire slashing victims doubtlessly repair the damage without notifying the police, some fraud victims are reluctant to report crimes because of personal embarrassment, and occasionally even someone robbed at knifepoint simply shrugs it off and goes home.

Criminologists call such incidents the “dark figure of unreported crime,” and the extent of it varies from one place to another. It’s generally more of a problem in big cities than in small towns. The “dark figure” concerns police because we use crime statistics and the analysis of reported crimes to develop tactics and strategies, to allocate resources, to direct operations, and to plan for future needs. If many residents aren’t reporting crimes, it cripples our efforts.

Fortunately, our “dark figure” seems small, at least based on this survey. Only 15 residents said that they had been victims of crimes they did not report to the police. Among these were three vandalisms, two larcenies, one housebreak, and five responses that didn’t sound like actual crimes, but it was hard to tell. Eight of the respondents gave, as their primary reason, that they didn’t think that the crime was serious enough to report to the police. As a secondary reason, eight said that they didn’t think the police could do anything about the crime.

The Danvers Police Department hopes to mollify these concerns. Clearly we can’t be expected to intervene in every personality conflict, settle every argument, or put an end to every annoyance. But when one of our citizens is the victim of a crime, we want to know about it.

Getting Information to the Public

All across the world, police agencies are exploring new technologies to get information out to their citizens. Almost every police department now has a web site, and many have started e-mail groups. Many in Massachusetts have invested in “Reverse 911” systems which can be used to automatically dial residences and deliver important information.

But residents surveyed didn’t really seem to want high-tech means of notification. 235 of 312 respondents wanted to get their information through the newspaper—which makes sense, as that’s where most residents get their non-police information. Another 173 would prefer mail, and 131 wanted us to deliver information on community access television. 93 people would like to see paper flyers in public places. E-mail and our web page got some of the lowest scores, and almost no one wanted to be called on the telephone.

Question 14: How do you want the police to give you information?	
Brochures at police department	40
Community Access Television	131
E-Mail	50
Fliers in Public Places	93
Mail	173
Newspapers	235
Police Web Page	76
Telephone Calls	23

Specific Crime Concerns

Question 20 asked residents to tell us about their specific crime, disorder, and quality of life concerns. These types of incidents received the most ink:

- Traffic Issues 98 responses
- Youth Disorder 42
- Drugs 35
- House Break-Ins 10
- Muggings 10
- Noise Issues 8

Judging by this section, when it comes to specific problems in specific locations, traffic issues are on most people’s minds.

In many cases, the location residents felt needed the most attention were, not coincidentally, the streets on which the respondents happened to live. Other locations showed up over and over, however, including Danvers Square, Route 62 (Maple Street), Route 114 (Andover Street), High

Street, and Endicott Street. These, of course, some of the most congested areas of town. Complaints include speeding, difficult crossing conditions for pedestrians, failure to obey lights and signs, aggressive driving, and overall congestion. A table and analysis of these complaints has been provided to the traffic sergeant for follow-up.

We expect that most respondents realize that the design and engineering of roads—including the placement of stop signs, traffic lights, and walk signals—are not the purview of the police department. Police enforcement can do little to ameliorate an intersection that's bad because of improper design. We shall encourage other town departments to consider these responses, and will work with them to effect positive change as best we can.

Youth disorder was another “big” category, and most respondents cited rude, obnoxious, intimidating, or harassing groups of youths in one of two locations: Danvers Square and the Liberty Tree Mall. Many respondents also cited skateboards and motorized scooters as constant menaces. The Danvers Police Department is aware of all of these problems and is currently pursuing solutions to them.

Drugs were mentioned by only 12 people in 2002 and three times that number in 2005, again probably because of the recent articles in local papers. Many of the respondents concerned about drugs specifically mentioned drugs in the schools. We cover this problem in the *2005 Annual Crime Report* and we are working with the schools to address it.

Suggestions for Police Action

Based on what the residents of Danvers told the Danvers Police Department in the 2005 community survey, here are some things that the police department can do to improve services. Some of these suggestions are the same or similar to those noted in 2002.

- 1) In many jurisdictions, police departments and citizens have differing views on the jurisdictions' crime and safety priorities. Danvers isn't one of them. Evidence from these surveys and from our own databases points to a common set of concerns:
 - a) Drug use and drinking among teens
 - b) Traffic problems, including road rage and bad driving
 - c) Residential burglary
 - d) Car break-ins
 - e) Youth disorder

The Danvers Police Department should continue to **focus its problem-solving efforts** in these seven areas, designing creative and effective solutions. The department must also work to **publicize its efforts** in these areas.

- 2) Even as we get excited about new technologies, we must take into account the fact that most residents still want their information the old-fashioned way: by newspaper, by mail, or in public flyers. We must consider **working more closely with local newspapers to help them provide more valuable crime and safety information than the standard “police log.”**

- 3) Residents' concerns about traffic safety clearly dominate their overall safety concerns, their interactions with the police, and their opinions of the police. Danvers police already work closely with the Danvers Traffic Advisory Committee to prioritize enforcement, but it may be that most residents don't know about D-TAC, are unaware of the best ways to air their traffic complaints, and do not realize the realities of the police department's influence over certain traffic matters. More **public education** is suggested in these areas, including newspaper articles, seminars, and web site notifications.
- 4) The department must take a careful look at the qualitative responses that indicate discourteous behavior on the part of the officers, and decide if these responses are numerous enough to warrant some kind of sensitivity training or other education on community service.
- 5) The very nature of this survey, issued and received by the police department, may be stifling some responses. Our response rate has never been higher than one-third, and we have lacked the resources to follow-up with non-responders to increase this rate. The department should explore **outsourcing the community survey** to a college or university in 2008; a neutral body may be more likely to elicit candid responses from the public.

Appendix

The Danvers Police Department 2005 Community Survey

Danvers Police Department

2005 Community Survey

Danvers Police Department
Office of Public Safety Analysis
978-774-1213 ext. 119
cbruce@mail.danvers-ma.org



A Message from Chief Neil F. Ouellette

The Danvers Police Department continually seeks ways to enhance the delivery of services and interaction with the community. Your police department has created this questionnaire, which is designed to obtain feedback in five areas: a) Overall agency performance; b) Competence of employees; c) Employees' attitudes and behavior towards citizens; d) Community concerns over safety and security within the town; and e) Recommendations or suggestions for improvement.

Please take a few moments to fill out the survey. All responses are confidential, and will be used solely to improve our services. Your cooperation is appreciated!

*Neil F. Ouellette
Chief of Police*

Part I – Opinions of the Danvers Police Department

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

- ☐ Very Favorable
- ☐ Favorable
- ☐ Average
- ☐ Unfavorable
- ☐ Very Unfavorable

2. How many times have you had contact with someone from the Danvers Police Department in the Past two years?

- ☐ More than 5 times
- ☐ Between 2 and 5 times
- ☐ Once
- ☐ Never

(If "never," please skip to Question 8.)

3. What was the nature of your most recent contact with the Danvers Police Department?

- ☐ I reported an incident or emergency
- ☐ I was the victim of a crime
- ☐ I was arrested

- ☐ I was contacted by a police officer investigating an incident
- ☐ I was issued a parking ticket
- ☐ I was pulled over in my automobile
- ☐ I was involved in a traffic accident
- ☐ I requested information from the department
- ☐ I asked a police officer on the street for assistance or information
- ☐ Other contact (please specify):

4. How or where was your most recent contact made?

- ☐ In person, at the police department
- ☐ In person, at my home
- ☐ In person, at my place of employment
- ☐ In person, elsewhere
- ☐ By telephone
- ☐ By e-mail
- ☐ By mail
- ☐ Other means (please specify):

5. How would you rate your satisfaction with your most recent contact?

- ☐ Extremely Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Extremely dissatisfied

6. Please write any comments you have about the nature, means, and satisfaction of your most recent contact with the Danvers Police Department below:

7. Based on your most recent contact, how would you rate the Danvers Police Department in the following areas? (Circle One)

	Very Good	Good	Average	Poor	Very Poor	N/A	Comments
Professional Conduct	5	4	3	2	1	NA	
Attitude	5	4	3	2	1	NA	
Appearance	5	4	3	2	1	NA	
Helpfulness	5	4	3	2	1	NA	
Knowledge	5	4	3	2	1	NA	
Fairness	5	4	3	2	1	NA	
Problem-Solving Skills	5	4	3	2	1	NA	
Concern/Interest	5	4	3	2	1	NA	

Part II – Perceptions & Fear of Crime, Disorder, & Quality of Life

8. Overall, how safe do you feel in your neighborhood?

- ☐ Very Safe
- ☐ Somewhat Safe
- ☐ Neutral
- ☐ Unsafe
- ☐ Very Unsafe

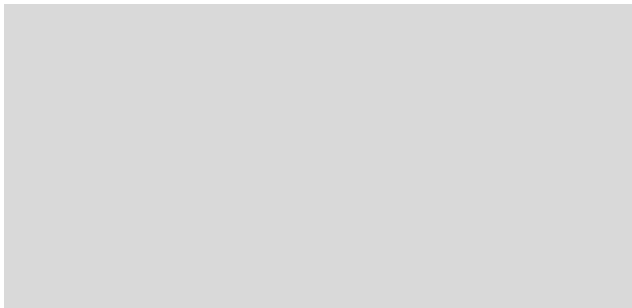
9. Have you considered moving in the past year because of crime and safety considerations?

- ☐ Yes
- ☐ No

10. Have you limited or changed your activities in the past few years because of fear of crime?

- ☐ Yes
- ☐ No

If so, please tell us how you have limited or changed your activities:



11. How often do you see a Danvers Police officer in your neighborhood?

- ☐ Once or more a day
- ☐ Every few days
- ☐ Once a week
- ☐ Once every few weeks
- ☐ Rarely

12. How well do you think the Danvers Police Department provides protection in your neighborhood?

- ☐ Very Well
- ☐ Well
- ☐ Neutral
- ☐ Poorly
- ☐ Very Poorly


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

- ☐ Much Confidence
- ☐ Some Confidence
- ☐ Neutral
- ☐ Little Confidence
- ☐ No Confidence

14. The Danvers Police Department is committed to providing information about crime and safety to its citizens. Such information includes crime statistics, alerts on current patterns and trends, crime prevention tips, and information about police services. In what ways would you **MOST** prefer that we offer this information to you? (Choose **THREE**)

- ☐ Brochures and Reports at the Police Department
- ☐ Community Access Television
- ☐ E-mail
- ☐ Fliers in Public Buildings & Public Places
- ☐ Mail
- ☐ Newspapers
- ☐ Police Department Web Page
- ☐ Telephone Calls

15. To what extent do you feel the following issues are crime, safety, or quality of life problems in Danvers? (Circle one number for each issue.)

	A Crisis				Not a Problem	No Opinion	Comments
Rape/Sexual Assault	5	4	3	2	1	NA	
Domestic Violence	5	4	3	2	1	NA	
Random Street Assaults	5	4	3	2	1	NA	
Road Rage	5	4	3	2	1	NA	
Muggings/ Hold-Ups	5	4	3	2	1	NA	
House Break-Ins	5	4	3	2	1	NA	
Car Break-Ins	5	4	3	2	1	NA	
Auto Theft	5	4	3	2	1	NA	
Drug Use/Sale	5	4	3	2	1	NA	
Vandalism/ Graffiti	5	4	3	2	1	NA	
Youth Disorder	5	4	3	2	1	NA	
Public Drunkenness	5	4	3	2	1	NA	
School Bullying	5	4	3	2	1	NA	
Prostitution	5	4	3	2	1	NA	
Auto Accidents	5	4	3	2	1	NA	
Noise	5	4	3	2	1	NA	
Litter	5	4	3	2	1	NA	
Dilapidated Buildings	5	4	3	2	1	NA	
Parking Violations	5	4	3	2	1	NA	
Bad Driving	5	4	3	2	1	NA	
Drunk Driving	5	4	3	2	1	NA	
Vagrancy	5	4	3	2	1	NA	
Underage Drinking	5	4	3	2	1	NA	

16. On what bases have you formed your opinions about crime and safety problems in Danvers? (Check all that apply)

- ☐ **Personal victimization**
- ☐ **Victimization of someone I know**
- ☐ **Personal observation**
- ☐ **Information/stories from family members**
- ☐ **Information/stories from neighbors or friends**
- ☐ **Crime statistics or bulletins from the Danvers Police**
- ☐ **Newspaper articles**
- ☐ **Television news stories**
- ☐ **Other**

Please circle the item above that contributes MOST to your opinions about crime and safety problems in Danvers.

17. Have you been the victim of a crime that occurred in Danvers that you did NOT report to the police within the past two years?

- ☐ **Yes**
- ☐ **No**

If Yes to Question 17:

(If no, skip to question 20)

20. We would like to know about particular crime, disorder, and quality of life problems in the Town of Danvers that concern you. Please list the problems that you're concerned about below. Include places that you don't feel safe and why:

Type of Activity	Location(s)	Day(s) & Time(s)	Reasons/Comments

18. What type of crime was it?

19. Why didn't you report the crime? (Check all that apply)

- ☐ **I didn't think it was serious enough to concern the police**
- ☐ **I didn't think the police could do anything**
- ☐ **It wasn't serious enough to me to bother**
- ☐ **I didn't want to deal with the police**
- ☐ **I was embarrassed**
- ☐ **I didn't know what to do to report it**
- ☐ **I was afraid of the person who committed the crime**
- ☐ **I didn't want my neighbors or friends to know about it**
- ☐ **Other reason:**

Part III – Bias-Based Policing

21. Danvers Police officers base their enforcement actions on an improper consideration of a citizen's race, ethnicity, social status, or sex.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral/Don't Know
- ☐ Disagree
- ☐ Strongly Disagree

22. I believe the Danvers Police Department has taken action against me, based on an improper consideration of my race, ethnicity, social status, or sex.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral/Don't Know
- ☐ Disagree
- ☐ Strongly Disagree

23. Please give us any comments that you have about either of the questions above.

Part IV – Respondent Information

*The following questions are intended to help us determine how the Danvers Police Department and its services are viewed by different segments of the Danvers Population. **These questions are strictly optional**—you don't have to answer them if you don't want to. **Your responses will NOT be used to identify you or to contact you** (unless you provide your contact information in the last question).*

How many people live in your house?

☐ Female

How many are under the age of 18? _____

What is your age? _____

What is your race or ethnicity?

- ☐ Black
- ☐ White
- ☐ Hispanic/Latino
- ☐ Asian
- ☐ Other

What is your sex?

- ☐ Male

What street do you live on?

We may wish to contact some respondents about their concerns. If you would like us to contact you, please give us your name and daytime telephone number:
