

# **Danvers Police Department 2014 Annual Report**



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Chief of Police

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**Presented by the Office of Public Safety Analysis**

**120 Ash Street, Danvers, MA 01923**

**978.774.1213 ext 119**

**[www.danverspolice.com](http://www.danverspolice.com)**

**[www.facebook.com/danverspolice](https://www.facebook.com/danverspolice) | [www.twitter.com/DanversPolice](https://www.twitter.com/DanversPolice)**



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## A Message from Chief Ouellette...

Calendar year 2014 proved to be a busy year for the Danvers Police Department including but not limited to undergoing our tri-annual Commission on Accreditation for Law Enforcement on-site assessment in June, which culminated in the Commission's Meritorious Accreditation Award, presented on November 22, 2014 at the Albuquerque, New Mexico Conference. We hired three new police officer recruits who attended the police academy in 2014. We prepared operational safety plans for the Family Festival Fireworks, assisted in creating school safety plans and training for the new Essex Technical High School, and assisted with the implementation of enhanced school safety evacuation training at Danvers High School and the Holten Richmond Middle School. Additionally, in October, numerous personnel participated in and passed the Danvers Police Department's promotional testing for Police Captain, Lieutenant, and Sergeant.



Sergeant Peter Shabowich and Officer Justin Ellenton were recipients of the George Hanna Medal of Valor, on Wednesday, November 19, 2014, for their heroic actions in August of 2013, by Governor Patrick, at the Massachusetts State House.

Eleven police officers and one dispatcher completed a 40 hour, Crisis Intervention Team training, which combined with our in-house crisis clinician, resulted in an increased awareness to mental health and substance abuse issues, while dealing with persons within the community. Officers are not necessarily encountering more people with mental illness, but are more cognizant of it, and therefore initiating follow-up care and assistance to prevent recurring problems.

Although we experienced a few high profile crimes in 2014, such as a double shooting and a serious stabbing, at some of our hotels, reductions noted in most major crime categories in 2014. Danvers remains a very safe community offering an exceptional quality of life to its residents and visitors. Department personnel work tirelessly to assist and engage consumers of police services and make a difference in their lives.

This will be my last Annual Report as Chief of the Danvers Police Department, as I am planning to retire at the end of May. I would be remiss if I did not thank the Citizens of Danvers, Town Staff, Board(s) of Selectmen, Finance Committee(s) members, and the School Department that have supported me and the department over the years. Most importantly, I must thank the men and women of the Danvers Police Department, both sworn and civilian, for their steadfast commitment to deliver exceptional police services in the caring and professional way that they do.

Sincerely,

A handwritten signature in cursive script that reads "Neil F. Ouellette".

Neil F. Ouellette,  
Chief of Police



## About the Danvers Police Department

### Mission and Core Values

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

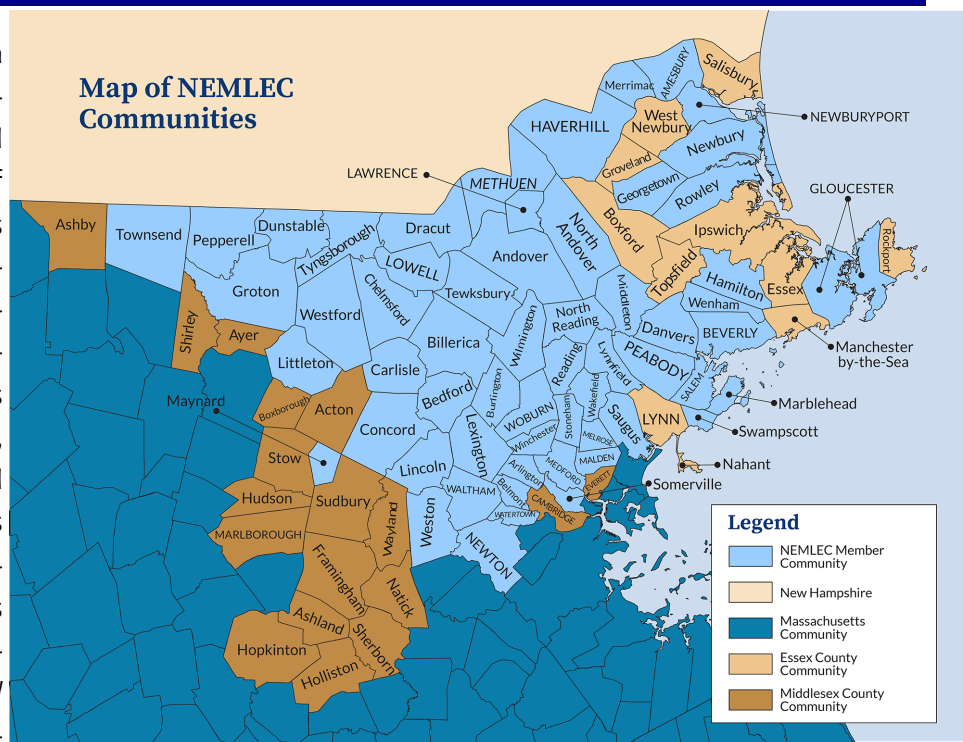
- Maintaining high standards of integrity and ethics;
- Protecting constitutional rights;
- Solving problems and maintaining order;
- Collaborating and partnering with citizens;
- Reducing crime and fear of crime;
- Protecting vulnerable populations.

### Accreditation

The Danvers Police Department is accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). Danvers became the first municipal agency in Massachusetts to achieve accreditation back in 1986. CALEA's goals are to strengthen crime prevention and control capabilities; formalize essential management procedures; establish fair and nondiscriminatory personnel practices; improve service delivery; solidify interagency cooperation and coordination; and increase community and staff confidence in the agency. CALEA's standards for law enforcement agencies promote greater accountability within the department while increasing visibility and collaboration within the community. In June 2014, the Danvers Police Department went through an on-site assessment by CALEA. Danvers Police Department received a Meritorious Accreditation award in the fall of 2014. Danvers PD is also accredited by the Massachusetts Police Accreditation Committee.

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

The Danvers Police Department is a member of the North Eastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a consortium of 53 municipal police and sheriff agencies in Middlesex and Essex Counties. Member agencies operate pursuant to an interagency mutual aid agreement. Membership in NEMLEC provides the Danvers Police Department access to resources, including technology or equipment and personnel or teams with unique skills that an agency of its size may not otherwise have available. NEMLEC provides technology such as surveillance equipment, GPS monitoring units, tactical/mobile command centers, as well as specialized units including a regional Rapid Response Team and SWAT team. Danvers Police Department has representatives that participate in the Rapid Response Team, Swat team and K9 unit. NEMLEC also facilitates multi-jurisdictional information sharing via use of a secured website and email distribution lists, along with monthly intelligence-sharing meetings.





## Danvers Police Department At-A-Glance

### Rank Structure

**Sworn Officers:** 46

Male: 42

Female: 4

**Rank Structure:**

Chief: 1

Captains: 2

Lieutenants: 3

Sergeants: 8

Detectives: 3

School Resource

Officer: 2

K9 Officer: 1

Patrol Officers: 26

**Civilian Employees:** 13

Male: 5

Female: 8

**Fleet:** 22

Marked Cruisers: 12

Unmarked Vehicles: 10

**FY 2014 Budget:** \$6,269,742.00

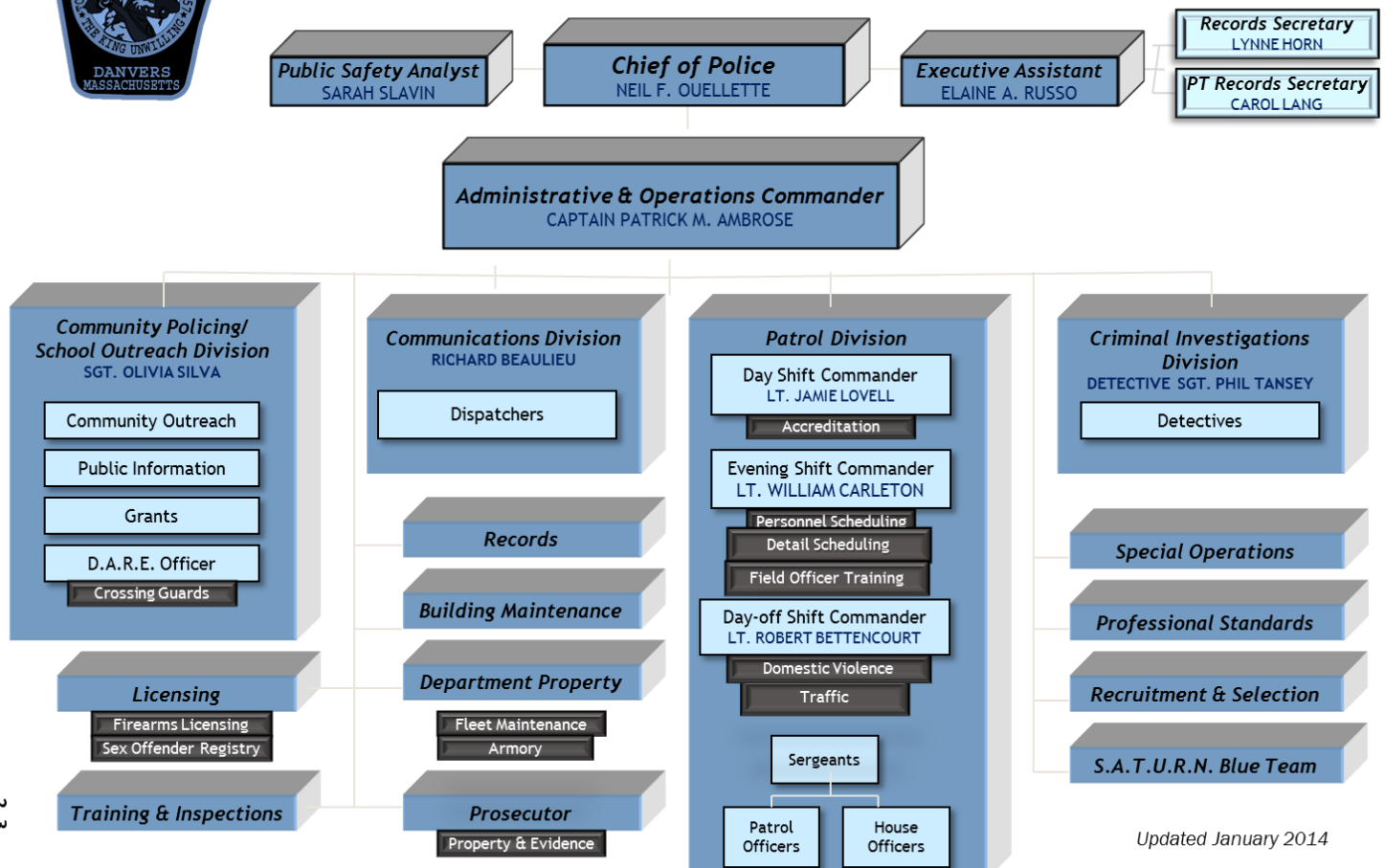
**Calls for Service:** 14,387

**Population Served:** 26,493

(According to the 2010 Census)



### Organizational Chart



Updated January 2014



## Organization and Structure

### Department Overview

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

### Administrative Services

The Department's Administrative Services consist of many units that facilitate the day-to-day function of the Department. Administrative Services includes the Community Policing and School Outreach Section, led by a sergeant. This unit is responsible for community outreach, meeting with neighborhood and business groups, and providing information to the public and local media regarding upcoming events, significant arrests and other criminal activity. Officers in this unit teach the Drug Abuse Resistance Education (D.A.R.E.) programs in the local middle school and also are assigned to Danvers High School. The Community Policing Unit applies for and tracks grants received by the Danvers Police Department, as well.

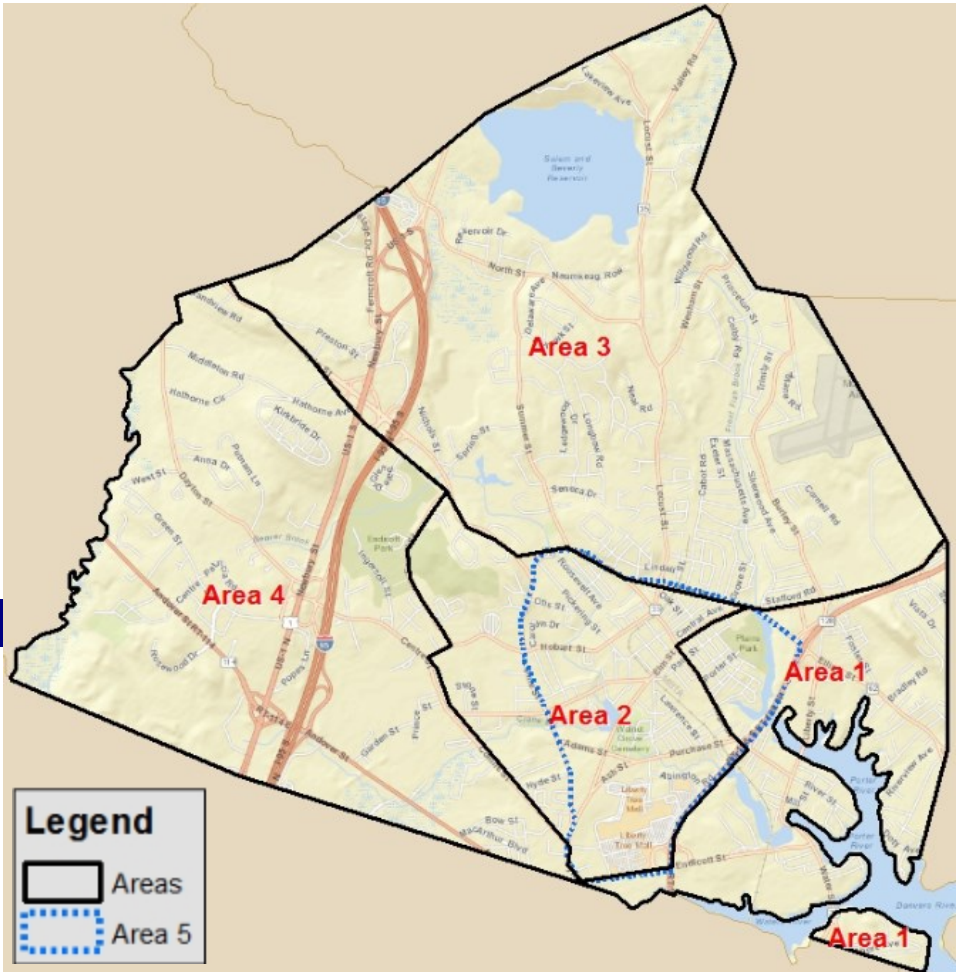
Also, under the Administrative Services Umbrella is the dispatch center, which employs a civilian supervisor and 8 civilian dispatchers, the records bureau, building maintenance, and fleet maintenance, detectives who conduct Firearms Licensing and Sex Offender registrations and the court prosecutor, a sergeant who represents the Department at court, and oversees evidence and property management for the Department.

### Operations

The Operations Division is comprised of two main sections, Patrol and Criminal Investigations. The town is divided into four Patrol Areas, each covered by a dedicated officer and cruiser. Shifts are also staffed with additional cruisers who are assigned to assist the area officers

on calls, as well as an officer assigned to the police station. This officer covers the front desk, fielding requests from the public and also serves as booking officer during arrests. A Lieutenant is assigned as Shift Commander on both the 9-5 and 5-1 shifts. The 1-9 shift operates with a Sergeant as shift commander. The three Lieutenants each have additional responsibilities and include Traffic Division, Domestic Violence Liaison and Accreditation Manager.

The Criminal Investigation Division handles all major investigations for the Danvers Police Department and is comprised of one sergeant and 3 detectives. They are assigned to work the 9:00 am-5:00 pm shift, as well as be on call during the over night hours. Detectives are responsible for processing and photographing crime scenes for evidence. They coordinate surveillance and execution of search warrants. Detectives provide follow up on reported crimes, conduct investigations and gather evidence.



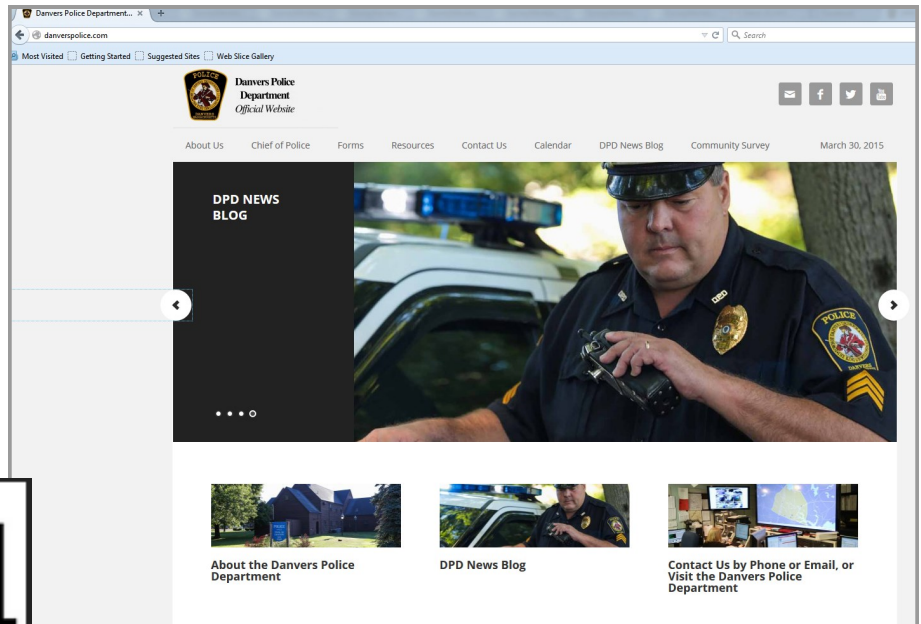


## Danvers Police Deploy New Technology

[Danverspolice.com](http://Danverspolice.com) got a makeover in 2014.

By upgrading to a more current platform and design, more members of the department have the access and ability to post timely information to the website.

The new design also introduced the DPD News Blog, where info on upcoming events and press releases are posted.



Danvers Police also launched Tip411 in 2014. Tip411 is an anonymous text-a-tip program that allow individuals to provide information in a secure, anonymous, two-way communicative platform. Officers can receive the tips and respond directly to tipsters via text messaging.

To send a tip to the police follow these steps:

1. Type 847411 (tip411) into the send to bar on your phone.
2. In the Message text field: Type Code Word DanversPD
3. Type a brief sentence about your tip.
4. Hit Send.

If you have a tip that is related to youth, you follow the same steps above but type in the code word DanversSRO in your text message line. These messages go directly to School Resource Officers. The code words ensure the Citizen Observer software routes the information to the Danvers Police.

[Tips can also be submitted online by clicking here](#)

Danvers Police remained very active on social media platforms in 2014, being recognized by the International Association of Chiefs of Police in the Top 10 for Twitter followers for agencies our size. Connect with us on Facebook and Twitter for crime information, upcoming events, news and photos!



Find us on Facebook at [www.facebook.com/DanversPolice](http://www.facebook.com/DanversPolice)



Follow us on Twitter at <https://twitter.com/DanversPolice>

**REMINDER: THESE PLATFORMS ARE NOT MONITORED 24/7. IN AN EMERGENCY, ALWAYS DIAL 911 OR 978.774.1212**



## Crime and Incident Statistics in Danvers

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

Incident Type	10 Year Average	Usual Range	2013	2014	Change from Average	Notes
<b>Violent / Personal Crime</b>						
Homicide	0.4	0-1	1	0	-100%	None in 2014
Rape	4.1	2-6	4	5	+22%	All involved domestic relationships
Indecent Assault	6.5	4-9	8	8	+23%	All were either acquaintance or domestic
Robbery	8.3	5-11	5	1	-88%	Cleared by arrest
Aggravated Assault	35.1	28-42	39	25	-29%	Second lowest frequency in last ten years
Simple Assault	154.9	137-173	136	123	-21%	More than half were domestic
Kidnapping	0.8	0-2	0	1	+22%	Female was held against her will
Threats/Intimidation	72.1	49-95	52	41	-43%	Many co-workers/neighbors
Bomb Threats	3.9	2-6	3	2	-49%	Both unfounded
Violation of a Restraining Order	36.7	28-46	42	22	-40%	See pg. 20 for further details
<b>Property Crime</b>						
Residential Burglary	44.8	37-62	39	24	-46%	Lowest figure in last ten years
Commercial Burglary	26	17-35	17	12	-54%	One was an attempted break
Theft from Vehicle	225.5	165-286	178	98	-57%	Forty-nine percent were unlocked
Theft from Building	82.7	65-101	61	35	-58%	Cell phones and wallets targeted
Theft from Person	20.6	14-28	15	8	-61%	Mostly while shopping
Theft from Residence	49.3	37-62	23	25	-49%	Nine involved package thefts
Theft of Bicycle	15.9	9-23	4	6	-62%	Continuing downward trend seen recently
Theft of Services	18	13-23	13	11	-39%	Mostly ditching restaurant bills
Shoplifting	303.4	269-338	322	369	+22%	Sixty percent occurred at Walmart
Auto Theft	33.7	18-49	21	16	-52%	Two were attempts
Arson	1.8	0-4	0	1	-45%	Picnic table and bench deliberately burned
Fraud & Forgery	129.4	114-145	146	144	+11%	See pg. 15 for more details
Employee Theft	20.8	15-27	27	11	-47%	Mostly retail locations with merchandise taken
Trespassing	30.9	19-42	25	29	-6%	Up slightly from 2013, but down from average
Vandalism	237.4	180-295	146	120	-49%	Fifty-five percent involved vehicles damaged



Incident Type	10 Year Average	Usual Range	2013	2014	Change from Average	Notes
<b>Crimes Against Society</b>						
Drug Offenses	75.8	55-96	76	55	-27%	Marijuana still most prevalent drug
Liquor Law Violations	35.4	22-49	29	16	-55%	All involved minors
Drunk Driving	72	46-98	58	76	+6%	Up slightly from average,
Prostitution	3.8	1-7	0	2	-48%	Both suspected prostitution at a hotel
Indecent Exposure	7.7	5-10	7	9	+18%	More than half involved public masturbation
Weapons Violations	18.3	11-25	15	7	-62%	One firearm recovered
Dumping/Littering	24	19-29	26	16	-33%	Mainly using private dumpsters
Child Neglect	13.8	8-19	10	16	+16%	Majority are young children left unattended
Pornography	2.3	1-3	2	8	+242	Six involved teens sexting
<b>Disorder / Quality-of-Life Offenses</b>						
Disorderly Conduct	139.8	108-172	87	110	-21%	Down from average but up compared to 2013
Disputes	557.4	524-590	492	494	-11%	Forty percent are domestic related
Noise Complaints	384.1	341-428	345	281	-27%	Mostly residential settings
Fireworks	46	37-55	51	56	+22%	Half occurred around Fourth of July
Drunkenness	149.9	127-173	156	156	+4%	Same total as last year
Vagrancy	32.2	7-57	48	41	+27%	Mostly people sleeping in parking lots
Youth Disorder	169.6	127-212	110	90	-47%	Mostly for kids loitering
Skateboard, Bike & Scooter Complaints	66.2	22-110	32	15	-77%	Way down from average; mostly dirt bike/ATVs
Suspicious Activity	900	840-960	862	770	-14%	Below normal range
Psychiatric Disorder	160.1	108-212	245	261	+63%	See pg. 21 for further details
Harassment	39.7	24-56	15	29	-27%	Ten involved the same offender
Annoying / Obscene Phone Calls	87.7	68-108	68	32	-64%	Significant reduction
<b>Traffic Issues</b>						
MV Accidents	1275.8	1195-1357	1250	1263	-1%	See pg. 17 for further details
Traffic & Parking Complaints	552.9	511-595	521	450	-19%	Liberty Tree Mall had the most parking complaints,
Criminal MV Offenses	438.4	261-616	424	443	+1%	Continuing upward trend
Disabled MV	484.6	376-596	393	489	+1%	February was the busiest month
Abandoned MV	34	18-50	24	19	-44%	Very few in 2014
Recovered Stolen Vehicles	17.8	10-15	13	15	-16%	Coincides with reduction in Auto Thefts
Dangerous Road Conditions	209.9	178-241	166	216	+17%	October was the busiest month



Incident Type	Average	Usual Range	2013	2014	Change from Average	Notes
<b>General Service Incidents</b>						
911 Errors	291.9	254-330	272	246	-16%	Below normal range
False Alarms	1635.6	1349-1922	1403	1527	-7%	Trending upward since 2012
Animal-Related Incidents	347.5	293-402	311	362	+4%	Mostly loose dogs
Check Well-Being	847.4	774-920	907	889	+5%	CAB rehab had the most well being checks
Unattended Death	25.4	20-30	24	28	+10%	Seven appear to be heroin related
Fire Assists	58.1	37-79	41	38	-25%	Down slightly from 2013
Lost Property	113.5	75-152	91	79	-30%	Many lost wallets and lost cell phones
Medical Aid	1797.5	1544-2051	2126	2082	+16%	Cab rehab had the most medical calls
Missing Persons	51.3	29-73	44	44	-14%	Same frequency as 2013
Suicide or Attempt	17.9	12-24	17	20	+12%	See pg. 21 for further details
Town/Utility Problem	256.7	189-325	200	213	-17%	Power outages and water main issues
Public Service	491	426-556	540	512	+4%	Provide information, advice or rides
<b>Police-Directed Activity</b>						
Traffic Enforcement	2240.4	1096-3385	2097	2348	+5%	Increased by 251 from 2013
Directed Patrols	1358.4	692-2025	2290	1351	-1%	Many businesses requesting regular checks
Warrant Arrests or Service	265.2	223-308	304	270	+2%	Highest repeat location was Motel Six
Service of Legal Papers	495.1	383-607	530	385	-22%	Many are multiple attempts to serve the same paperwork
Prisoner Transport	261.4	233-290	295	302	+16%	Could be related to ECHOC accepting females
<b>Overall Totals</b>						
Total Calls for Service	15434.9	14651-16219	14667	14387	-7%	Calls are down slightly when compared to 2013 as well as the average
Total Reported Crimes	1890.7	1710-2071	1720	1532	-19%	Decreases noted in Crimes Against Persons, Property and Society
Total Arrests	820.2	636-1004	758	717	-13%	See pg. 10 for further details



## Calls for Service, Total Reported Crime and Arrests

### Calls for Service

Overall Calls for Service decreased 7% when compared to the ten-year average. Significant decreases were noted in such categories as Suspicious Activity, Theft from Motor Vehicle, Vandalism, and Larceny from Residence. Incident types recording significant increases include Pornography, Psychiatric related calls, and Shoplifting.

### Total Reported Crime

Total Reported Crimes decreased by 21% when compared to the average. With 1,532 reported crimes, it also fell below the normal range which is between 1,765 and 2,134 crimes. In 2014, Crimes Against a Person decreased by 26%, Crimes Against Property decreased by 21% and Crimes Against Society decreased by 18% when compared to the ten year average.

### Arrests

The total number of arrests decreased by 13% when compared to the ten year average. As shown in Figure 3 to the right, Arrests in Danvers declined from 2004 though 2009 and have been on the rise since, increasing steadily from 629 in 2009 to 758 in 2013. 2014 saw a slight reduction, with 717 arrests. The overall trend of declining arrests is mirrored by declining crime in town, as well as a reduction in calls for service.

Decreases were noted in arrests for Liquor Laws and Aggravated Assault. These Incident Types also recorded overall decreases in reported incidents.

Increased arrests were noted in Drunk Driving, Larceny from Motor Vehicle, Trespassing and Indecent Exposure. With the exception of car breaks which decreased, the rest of these incident types recorded increases in reported crimes, which would have provided the opportunity for officers to execute more arrests.

FIGURE 1: CALLS FOR SERVICE 2005-2014

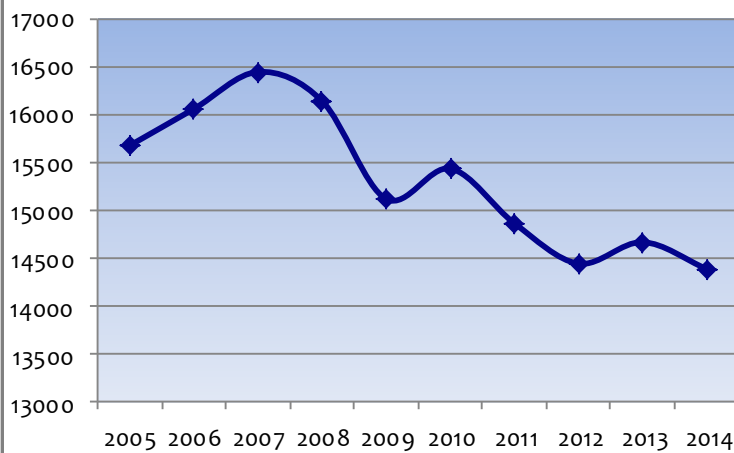


FIGURE 2: REPORTED CRIME 2005-2014

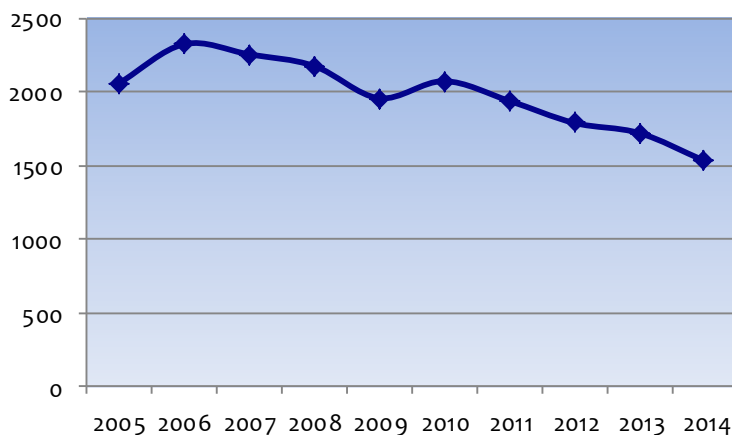
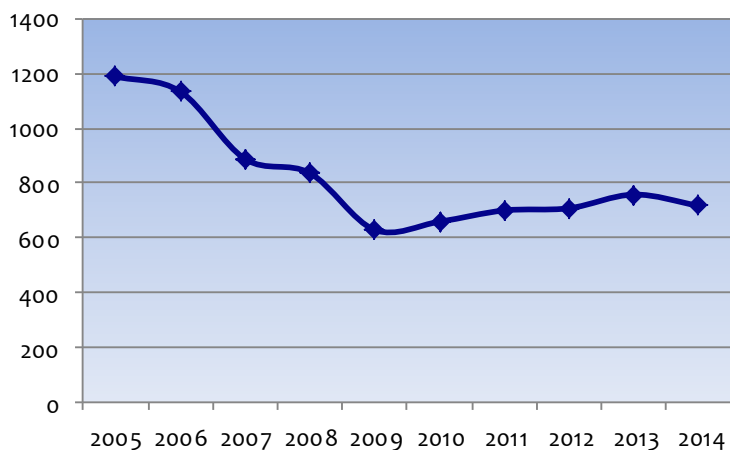


FIGURE 3: ARRESTS IN DANVERS 2005-2014





## Incident Analysis of Selected Crimes

### Crimes Against Persons

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

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

There were no homicides in the town of Danvers in 2014.

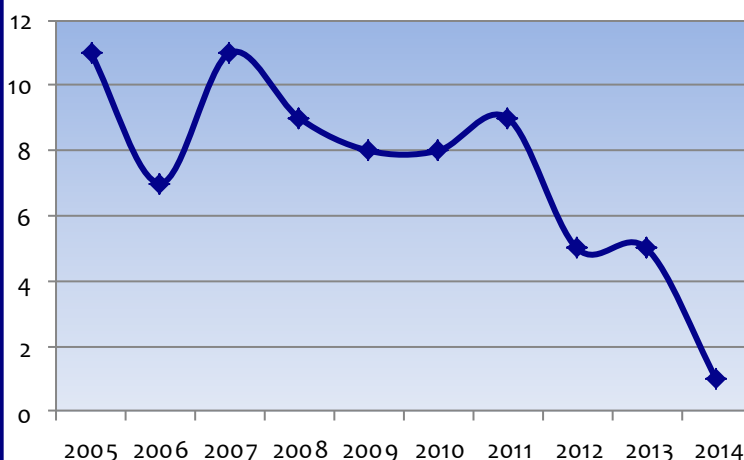
**Rape:** the carnal knowledge of a victim forcibly and against his or her will. Attempts or assaults to commit rape by force or threat of force are also included.

There were five substantiated rapes reported to the Danvers Police Department in 2014. The five rapes represented a 22% increase from the average of 4.1. One resulted in an arrest, one resulted in the issuance of a warrant. The others are ongoing investigations at this time.

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

As illustrated in Figure 4, Robberies saw the highest spikes in the last ten years in 2005 and 2007 with 11 in each year. Since 2007, robberies have been pretty steady with between 7 and 9 each year. 2012 and 2013 recorded 5 robberies each. In 2014, there was only 1 robbery in Danvers. The robbery occurred at a department

FIGURE 4: ROBBERIES 2005-2014



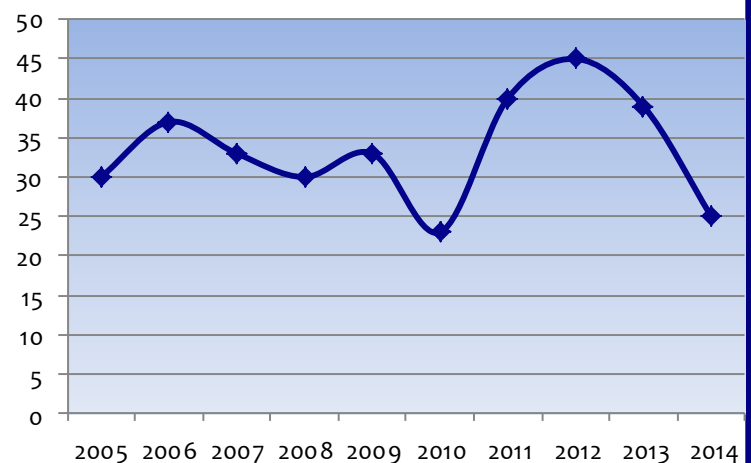
store and resulted in an arrest.

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

Aggravated Assaults decreased by 29% when compared to the average. There were 25 Aggravated Assaults in 2014, which as shown on Figure 5 represent the second lowest frequency in the last ten years.

Of the 25 Aggravated Assaults, 8 were Domestic in nature and will be discussed further on page 20.

FIGURE 5: AGGRAVATED ASSAULTS 2005-2014



Of the 17 non-domestic Aggravated Assaults that occurred in 2014, the most prevalent weapon used was a knife or cutting instrument or a household item, each utilized in 4 incidents. Two involved the use of hands or feet and one incident involved a firearm. The remaining incidents involved various weapons, such as an automobile and a pair of bolt cutters.

The incident involving a firearm resulted in two victims being shot by an acquaintance during an argument at a hotel in town. An arrest was made and both victims survived.



One Danvers Police Officer was the victim of an Aggravated Assault when a suspect charged at him with a knife. The suspect was arrested and the officer was not injured.

### Crimes Against Property

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

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

Overall, burglaries decreased 47% when compared to the average and recorded the lowest frequency in the last ten years. As depicted in Figure 6 above to the right, Burglaries spiked in 2010 with 103 and have decreased dramatically since with 36 reported in 2014.

There are two main categories for burglaries, Residential and Commercial. As shown in Figure 7, the spike in 2010 was largely attributed to an increase in Residential Burglaries. 2010 saw the highest number of Residential Burglaries the Danvers Police Department had on record.

In 2014, Residential burglaries decreased by 46% when compared to the average, with 24. Commercial Breaks decreased by 54%, with 12.

### Residential Burglaries

As displayed in Figure 8 on the right, housebreaks remained with 1 or 2 a month from January through June. July was the busiest month with 6 each. August recorded 1 and September had 3. The year was finished out with 1 or 2 per month through the late fall and winter. The spike in residential housebreaks coincides with summer vacation periods where homes may be unattended. None of the housebreaks that occurred in July were part of a spree or attributed to the same suspect. Historically, Danvers Police typically see an uptick as the holidays approach, however, that was not the case in 2014.

FIGURE 6: BURGLARIES 2005-2014

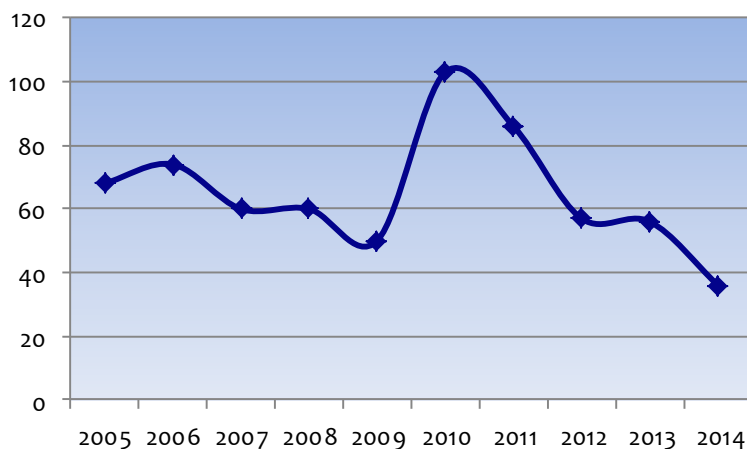


FIGURE 7: RESIDENTIAL & COMMERCIAL BURGLARIES 2005-2014

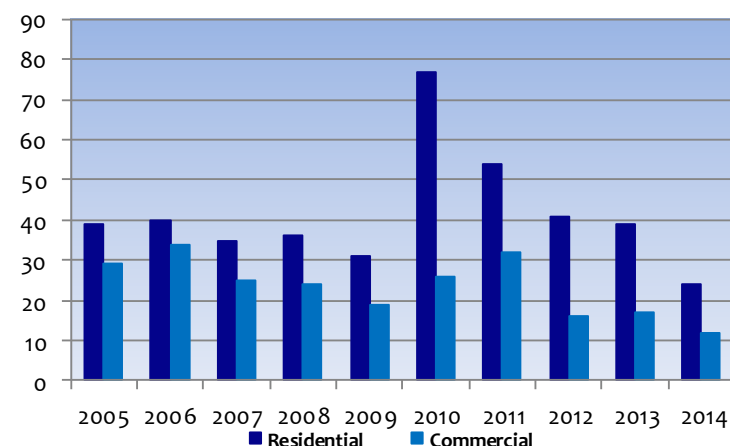
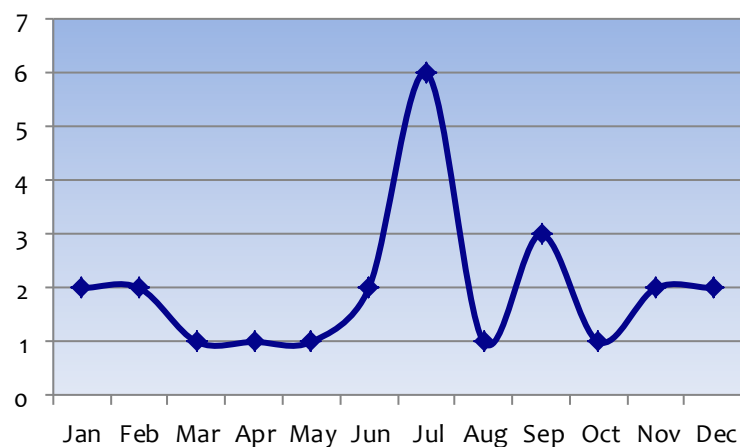


FIGURE 8: HOUSEBREAKS BY MONTH 2014





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

Sixty-seven percent of actual housebreaks (not attempts) involved a suspect forcing entry into the residence (n = 14). Twenty-one percent of housebreaks involved unlawful entry via unlocked or open windows or doors, or when a suspect had a key to the home but did not have a legal right to there. In one incident, the method of entry was unknown.

Suspects were identified in fourteen incidents and arrests were made in three cases in 2014. One was domestic in nature, and two suspects were neighbors of the victims. Additionally, one case was cleared by the issuance of a warrant, summons or other court action and involved an acquaintance. In the remaining cases where suspects were identified, either the victim did not wish to press charges (typically domestic related) or there was not enough evidence to move forward with criminal charges.

Only one housebreak in 2014 involved the theft of copper from a vacant house. In 2013, there were 7 housebreaks at vacant properties where scrap metal or tools were targeted. This reduction is probably related to the recovery of the housing market and less vacant properties in town to target.

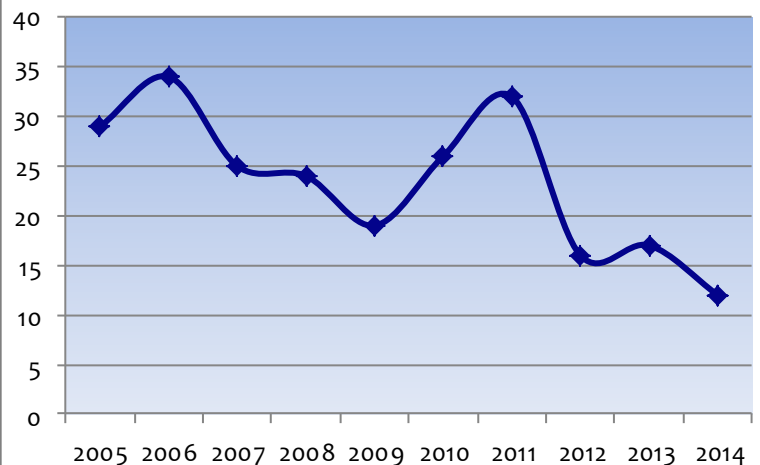
### Commercial Burglaries

Commercial burglaries decreased by 54% when compared to the average, recording 12 in 2014. As shown in Figure 9 above, Commercial Breaks peaked in 2004 and had been on the decline since. An uptick was recorded in both 2010 and 2011, before falling well below average in 2012 and continuing that downward trend through 2014.

Suspects were identified in two incidents, with one resulting in an arrest and one in a summons.

Similar to residential burglaries, there was only one scrap metal related commercial burglary reported in 2014. Two suspects broke into an old building on the Danvers State Hospital property. They were seen on surveillance, monitored by the Massachusetts Division of Capital Asset and Management, who had received an alarm as well. Victims had fled prior to officers arrival, but left the copper behind.

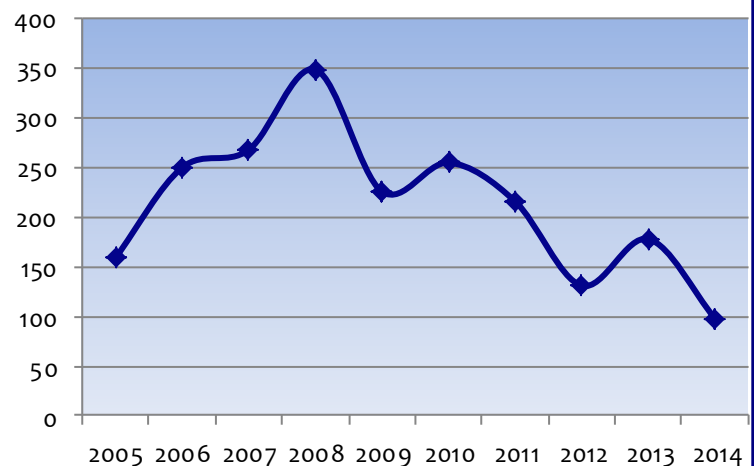
FIGURE 9: COMMERCIAL BREAKS 2005-2014



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

Similar to other Crimes Against Property, Larceny from a Motor Vehicle decreased by 57%. In 2006, Larceny from Motor Vehicles began to rise, peaking in 2008 with 349. 2009 brought a drastic decrease in car breaks and in 2010, a slight uptick was recorded. 2011 and 2012 showed

FIGURE 10: LARCENY FROM MOTOR VEHICLE 2005 -2014



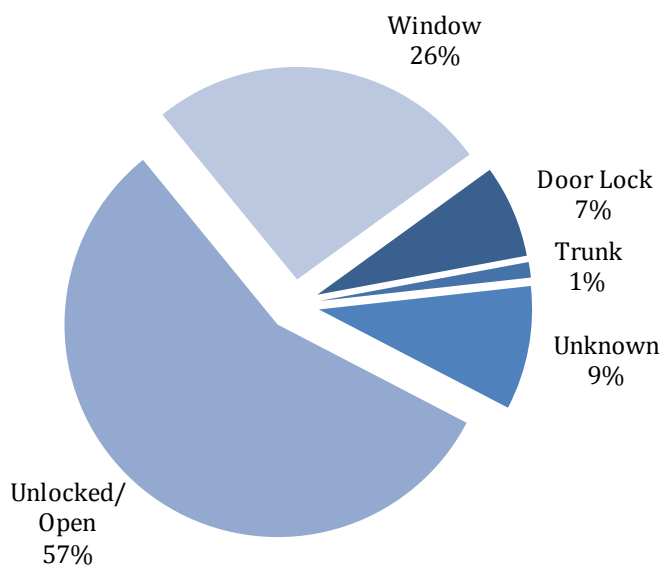


decreases again. In 2013, there was a slight increase but 2014 recorded the lowest total since 1998 (as far back as data is available).

There were 98 Larcenies from Motor Vehicles during 2014. Of those, 13 involved the theft of vehicle parts or accessories, including catalytic converters (see pg. 21 for further details) tires, rims and license plates.

Forty-four percent of car breaks occurred at a residence and 56% occurred at a business, on a street, or other public property.

FIGURE 11: CAR BREAK METHOD OF ENTRY



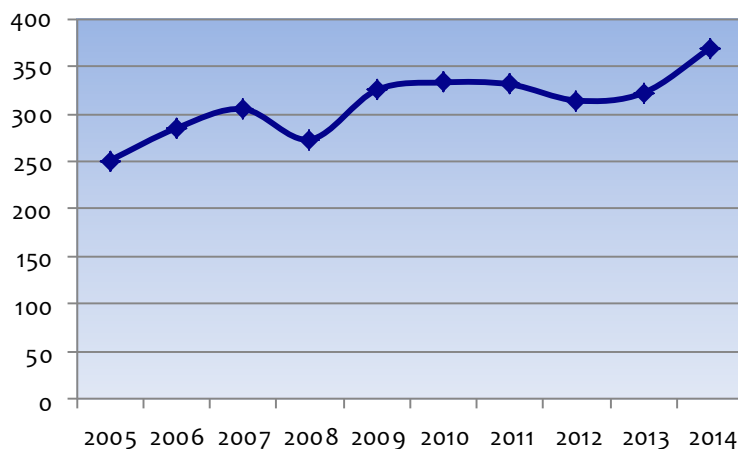
Of the 85 Larceny from Motor vehicles where the vehicle was entered, fifty-seven percent of the vehicles were unlocked. Twenty-six percent involved broken windows. Seven percent involved the door lock being tampered with and one involved the trunk being pried open. Eighteen reports did not specify a method of entry.

Worth noting, 63% of car breaks in a residential setting were unlocked vehicles. Targeted items in 2014 included laptops, cell phones, tablets and other small electronics, loose change, purses and wallets.

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

As shown in Figure 12 to the right, Shoplifting showed an increase of 22% when compared to the ten-year average and recorded 369 incidents. Shoplifting recorded the

FIGURE 12: SHOPLIFTING 2005-2014



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

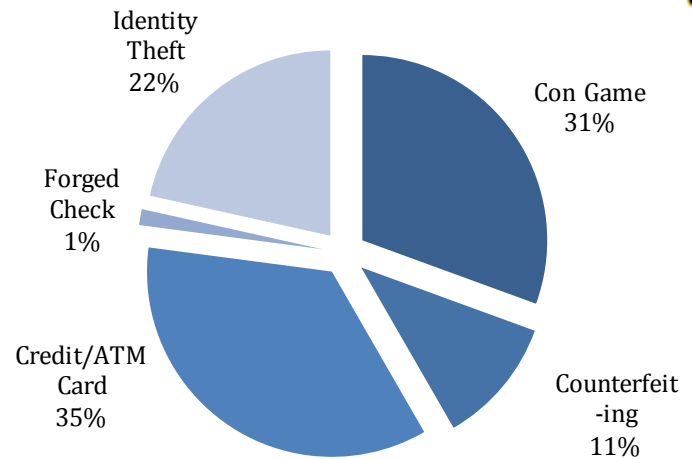
Table 1 below shows the locations in town that reported the most shoplifting. Worth noting, Wal-Mart, which employs in-store security, accounted for 60% of all Shoplifting reported in 2014 with 219 incidents. The establishment with the next highest total was Kohl's with 37.

TABLE 1: TOP FIVE SHOPLIFTING LOCATIONS

Store	Address	2013	2014
Wal-Mart	55 Brooksby Village Dr	148	219
Kohl's	50 Independence Way	53	37
Best Buy	230 Independence Way	16	11
Claire's Boutique	100 Independence Way	14	12
Target	240 Independence Way	9	10
Market Basket	139 Endicott St	9	10



FIGURE 14: FRAUD/FORGERY INCIDENTS BY TYPE

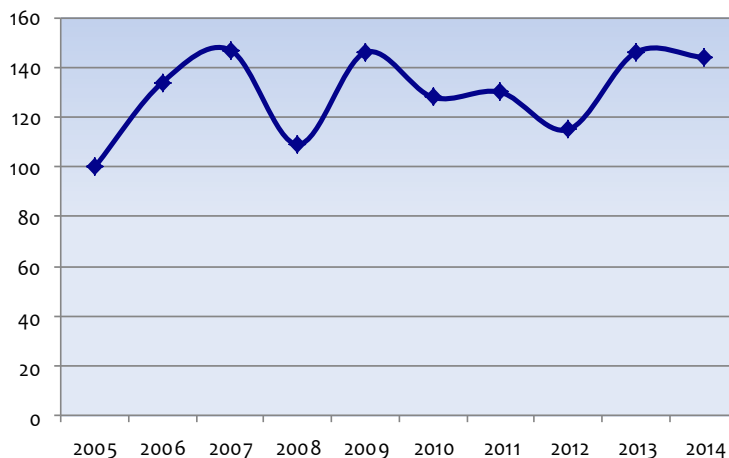


**Forgery/Counterfeiting:** the altering, copying, or imitating of something, without authority or right, with the intent to deceive or defraud by passing the copy or thing altered or imitated as that which is original or genuine.

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

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

FIGURE 13: FRAUD &amp; FORGERY 2005-2014

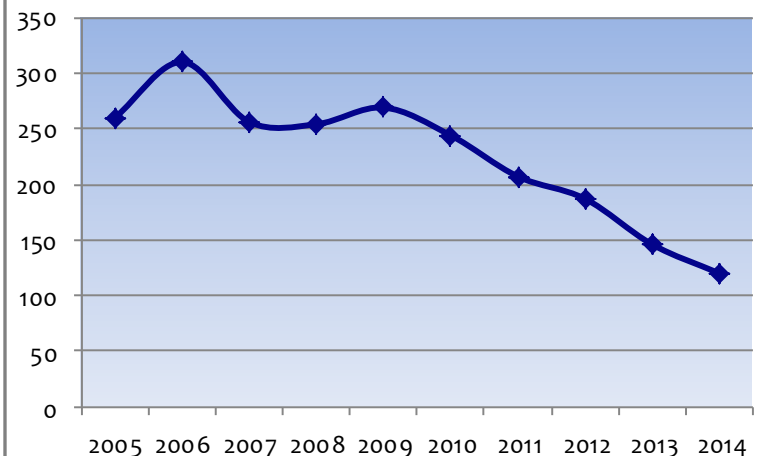


There were 144 reported cases of Fraud and Forgery in 2014 representing an 11% increase from the ten-year average. As shown in Figure 14 to the above right, 57% of the incidents reported in 2014 were related to ATM/Credit Card fraud or Identity Theft. Thirty-one percent were related to Con Games. Eleven percent involved Counterfeit property, most commonly currency, and 1% involved Forged Checks.

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

Vandalism recorded a 49% decrease in 2014 continuing a downward trend seen since 2009. Vandalism frequencies are usually affected most by the occurrence of a pattern or spree where the same type of vandalism, such as multiple windows broken by a BB gun around town, is noted.

FIGURE 15: VANDALISM 2005-2014



More than half of the vandalism in 2014 was done to automobiles. For cars, slashed tires, keyed paint and broken windows were the most common types of vandalism. Residential vandalism consisted mainly of broken windows or general damage to landscaping, decorations, and lawn furniture. There was very little damage done to commercial properties or public spaces.



## Crimes Against Society

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

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

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

**FIGURE 16: ALL DRUG OFFENSES & DRUG POSSESSION 2005-2014**

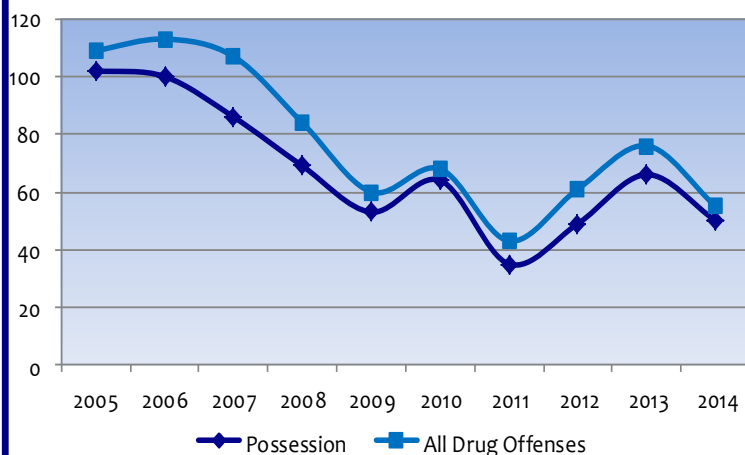
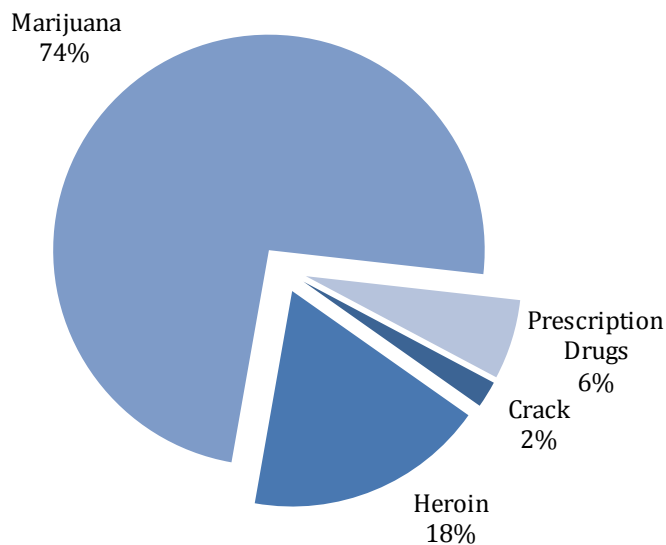


Figure 16 above displays the figures for all Drug Offenses in Danvers, as well as showing the figures for Possession over the last ten years. As evidenced by Figure 16, Drug Possession Incidents account for the majority of all drug-related offenses. Drug offenses decreased by 27% when compared to the average. As shown above, all Drug Offenses and Possession have followed the same trends over the past decade, peaking in 2006 and declining steadily through 2009. 2010 showed a slight upward tick, and 2011 recorded the lowest figures in the last ten years. 2012 and 2013 again saw drug offenses on the rise, but they decreased again in 2014.

Worth noting, the above Drug Possession and Drug Offense Incidents still include marijuana possession. The decriminalization of possessing less than one ounce of

**FIGURE 17: DRUG POSSESSION CLASSIFICATIONS 2014**



marijuana took effect in Massachusetts on January 2, 2009. Although now a civil infraction, Danvers Police Department includes possession of Marijuana in these reports. Danvers Police Department arrest numbers have been affected by the implementation of the civil citation.

Figure 17 above shows Drug Possession by drug type for 2014. Marijuana comprised 74% of all drug possessions in 2014. Heroin comprised 18%, Prescription Drugs 6%, and Crack Cocaine 2%. Worth noting, there were no incidents involving cocaine possession this past year. In 2013, marijuana was still the most prevalent drug encountered in regards to possession, but prescription drugs were second. There were no incidents involving heroin possession in 2013.

The five additional drug incidents that occurred in 2014 involved the sale or trafficking of cocaine, heroin or prescription drugs and the possession of forged prescriptions.

**Pornography/Obscene material** includes the violation of laws or ordinances prohibiting the manufacture, publishing, sale, purchase or possession of sexually explicit material, such as literature or photographs.

In 2014, statistically speaking the largest increase in any crime type noted in Danvers involved Pornography related crimes. Pornography related crimes increased by 242% when compared to the ten-year average. The aver-



age is 2.3 and there were 8 incidents reported in 2014. Although some of these incidents were investigations relating to traditional child pornography, most actually involved teens “sexting”.

The Danvers Police Department has not prosecuted teens for sexting yet, but this behavior does constitute pornography and is becoming more and more prevalent among young adults. Certain apps for smart phones and tablets further enable teens to disseminate these images and videos to other friends, acquaintances and even strangers. Parents should speak to their children about the ramifications of sexting. There are many resources available online for parents to help facilitate the discussion.

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

Most of the Liquor Law Violations occurring in Danvers are status offenses, meaning that the action is only illegal for a certain class of people, in this case, minors. The status offenses include furnishing liquor to a minor, illegal transportation of alcohol, and minor in possession of alcohol. Liquor Law Violations decreased 55% from the ten-year average in 2014. Fifty percent of Liquor Law Violations involved Minors in Possession of Alcohol. There were 6 incidents involving furnishing alcohol to minors. Two incidents involved open containers.

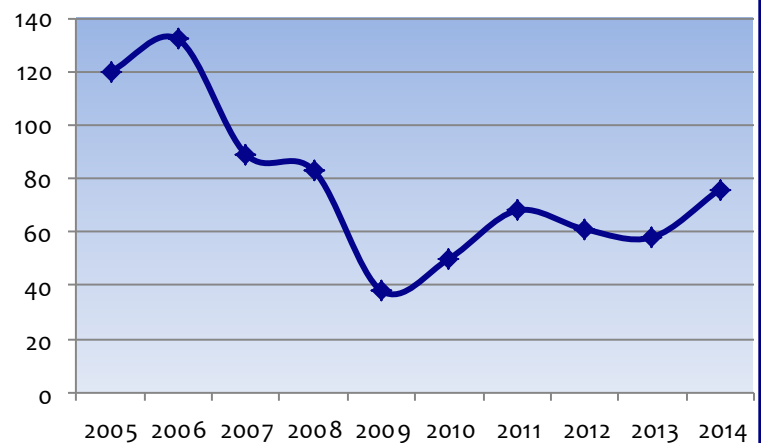
**Operating Under the Influence:** driving or operating a motor vehicle or common carrier while mentally and physically impaired as the result of consuming an alcoholic beverage or using a drug or narcotic.

Drunk Driving is similar in nature to Shoplifting, where the reporting of the crime ultimately depends on an offender being caught. An increase in Drunk Driving incidents or arrests does not necessarily indicate an actual increase in persons operating under the influence and is more likely a reflection of enforcement strategies deployed at the time.

As shown in Figure 18 below, Drunk Driving incidents peaked in 2006 with 132. From 2006 to 2009, Drunk Driving incidents decreased steadily to a low of 38 in 2009. Since then, Drunk Driving incidents have been on an upward trend, recording 76 in 2014.

In 2014, Drunk Driving incidents increased by 6% when compared to the ten-year average. Arrests were made in all 76 incidents. Twenty-two of the 76 Drunk Driving incidents also involved motor vehicle accidents.

**FIGURE 18: OUI INCIDENTS 2005-2014**



### Traffic Related Issues

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

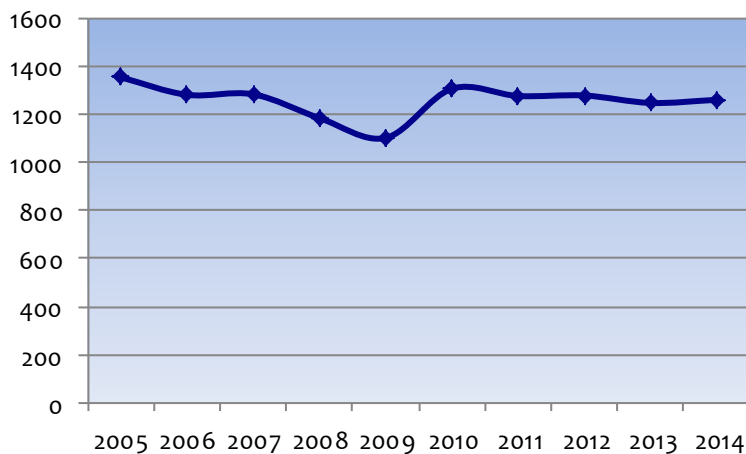
**Traffic accidents:** the accidental collisions of a motor vehicle with another motor vehicle, person, bicycle or stationary object.

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



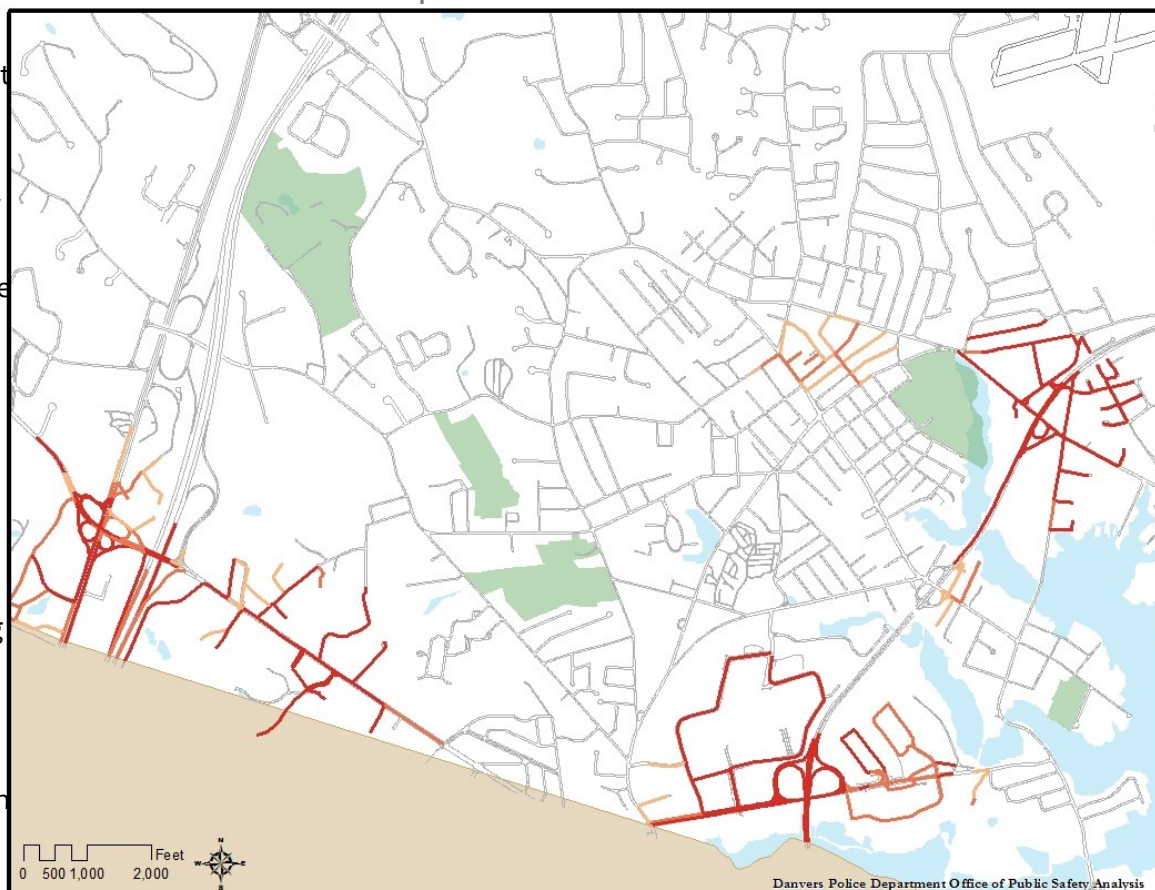
Traffic accidents decreased by 1% when compared to the ten year average with 1,263. There was one traffic fatality in 2014, when a pedestrian was struck trying to cross Route 114.

**FIGURE 19: MOTOR VEHICLE ACCIDENTS 2005-2014**



Less than half of all traffic accidents list a causing or contributing factor. In 2014, the most frequent factor identified involved accidents where a vehicle was rear-ended, either due to distracted driving, following too closely, congestion, etc. Making a left turn in front of oncoming traffic was the second most frequently listed contributing factor.

The map to the right depicts the accident Hot Spots in town for 2014. These calculations are based on the frequency of crashes in the area and probability of future crashes. The Hot Spots highlight some of our busiest streets in Danvers not only for accidents but also overall traffic, including portions of Route 1, Route 95, and Route 128 along with Andover St, Elliott St, Endicott St, Liberty St and the small side streets off of these main roads.



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

Calls for service that are recorded as Traffic Complaints involving moving violations indicate that the officer was not able to locate a vehicle committing the infraction described. If an officer did locate an erratic operator, or someone speeding, it would be recorded as a Motor Vehicle Stop and result in a citation or verbal or written warning being issued. Traffic and parking complaints, which can also include incidents of road rage decreased by 19% in 2014.

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

These include attaching plates registered to another vehicle, expired or revoked registration, forged inspection sticker, operating without a license or when a license is suspended or revoked, and operating to endanger. Criminal motor vehicle offenses increased by 1% when compared to the average.



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

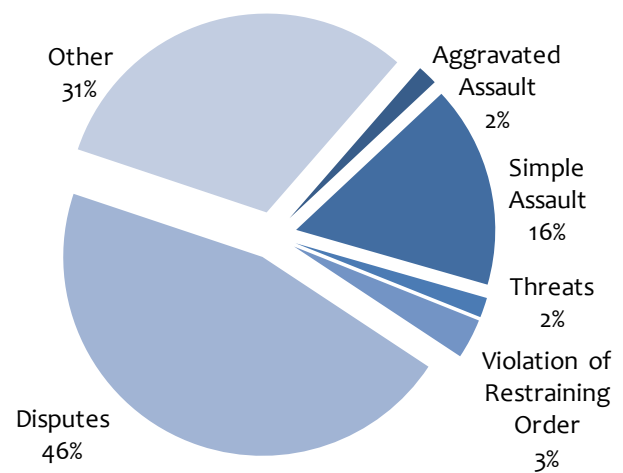
There were 440 Domestic-related incidents in 2014, representing a 16% decrease from the five-year average. As shown in the graph to the right and the table below, the most domestic-related incidents are verbal arguments where no physical violence, or threats of physical violence, take place. Thirty-one percent of domestic-related incidents are captured under the Other category comprised mostly of Harassing Phone Calls, Civil/Custody Disputes, Keep the Peace, and Well-being Checks. Property Crimes, such as Fraud/Forgery, Burglary, Auto Theft, Vandalism, and Larceny also contribute to the Other category.

Simple Assault accounted for 16% of all domestic incidents and Aggravated Assault accounted for 2%. Threats and Intimidation are 2% of domestic incidents and Viola-

tions of Restraining Orders accounted for 3%.

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

**FIGURE 20: DOMESTIC INCIDENTS BY TYPE**



**TABLE 2: DOMESTIC INCIDENTS 2009-2014**

Incident Type	2009	2010	2011	2012	2013	Average	2014	% Change
Murder	0	0	1	0	0	0	0	NC
Robbery	0	0	1	0	0	0	0	NC
Aggravated Assault	9	12	19	20	23	14	7	-58%
Simple Assault	83	67	93	88	66	83	71	-11%
Threats	19	23	11	11	9	16	7	-52%
Sex Offenses	1	6	0	5	3	3	8	+167%
<b>Total Violence</b>	112	108	125	124	101	116	93	-18%
Violation of Restraining Order	27	23	31	31	36	30	14	-51%
Disputes	235	242	228	215	187	230	198	-11%
Other	178	159	175	124	162	161	135	-15%
<b>Total Incidents</b>	552	532	557	494	486	537	440	-16%

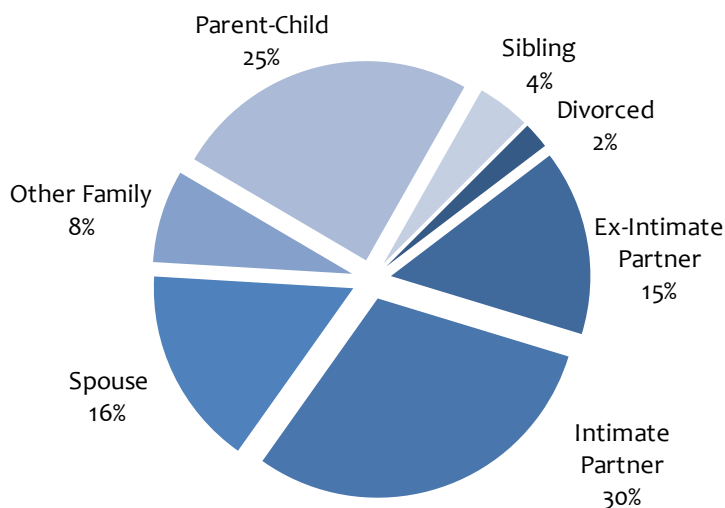


**Domestic Violence:** a pattern of coercive and controlling behaviors and tactics used by one person over another to gain power and control and can include emotional, financial, physical, sexual and verbal abuse.

As shown in Table 2, incidents of domestic violence decreased by 16% when compared to the five-year average continuing the downward trend seen since 2011. While an overall reduction occurred, domestic related Sex Offenses (which include Rape and Indecent Assault) increased by 167% with 8 substantiated reports. Aggravated Assault decreased by 58% and Simple Assaults decreased by 11%. Threats and /or Intimidation decreased by 52%.

Figure 21 below shows the relationship between the victim and offender for all domestic violence incidents in 2014. Sixty-three percent involved persons involved in intimate partner relationships. Just below half of the victims and offenders of domestic violence are involved in current romantic relationships, with 30% in a dating relationship and 16% married. Persons involved in past dating relationships comprised 15% and 2% were divorced. Family members accounted for 37% of the overall domestic violence relationships. Parents and children accounted for 25% of the domestic violence in 2014. The category children also includes adults involved in domestic violence altercations with their parents and is not limited to minors. Eight percent involved Other familial re-

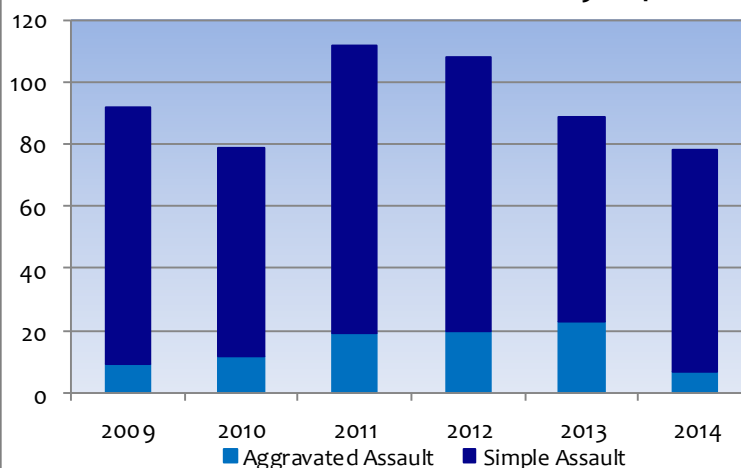
**FIGURE 21: DOMESTIC VIOLENCE BY RELATIONSHIP**



lationships such as cousins, aunts, uncles, etc. Four percent involved siblings.

The most common form of domestic violence, and what most people think of when they hear the term, is domestic assault. Figure 22 below shows the Aggravated and Simple Assaults by year for the last six years. 2010 recorded 78 total domestic assaults, 2011 saw a significant increase and the figures have been steadily decreasing since. 2014 recorded the lowest frequency of Aggravated assaults and slightly more Simple Assaults than in 2013. The reduction in Aggravated Assaults suggests that less assaults involved weapons or serious injury in 2014 than in years past.

**FIGURE 22: DOMESTIC ASSAULT BY YEAR 2009-2014**



There were 7 Domestic Aggravated Assaults in 2014. Five involved the use of Hands or Feet as a dangerous weapon, or involved the victim suffering serious injuries. One involved the use of the ground or a wall, and one involved the use of a belt. Worth noting, one victim of Aggravated Assault was pregnant.

There were 22 total Violations of a Restraining Order in 2014. Of those, eight occurred during the commission of another crime, including assault, housebreak, fraud, and threats, and are not included on Table 2 as a Restraining Order Violation. Of the 42, 9 were violated via phone calls or text messaging. Five utilized a third party to contact the victim. Four were violated in person. One involved the use of a computer and one was by mail. In one incident, contact was not specified.



## Trends and Patterns in 2014

### Catalytic Converter Thefts

In 2013, one of the most prevalent, recurring crimes occurring in Danvers involved the theft of catalytic converters from vehicles. Over the course of the year, 28 vehicles had the catalytic converters stolen in 22 incidents.

In 2014, we had only 7 incidents of catalytic converter thefts, with 22 catalytic converters taken.

All thefts in Danvers again occurred at commercial establishments. The thieves targeted auto dealerships and medical facilities.

In 2014, we saw two distinct patterns over the course of the year. The first spiked in early January, when the same location was targeted four separate times with 4 vehicles victimized. Surveillance was obtained and suspects were identified. These suspects were from Nevada and had been involved in similar thefts in that state, as well as other communities in Massachusetts. The suspects were arrested by another jurisdiction.

The second pattern spiked in late June. 18 catalytic converters were taken from car dealerships in Danvers over the course of a week. Similar thefts were also reported in Peabody during that time frame.

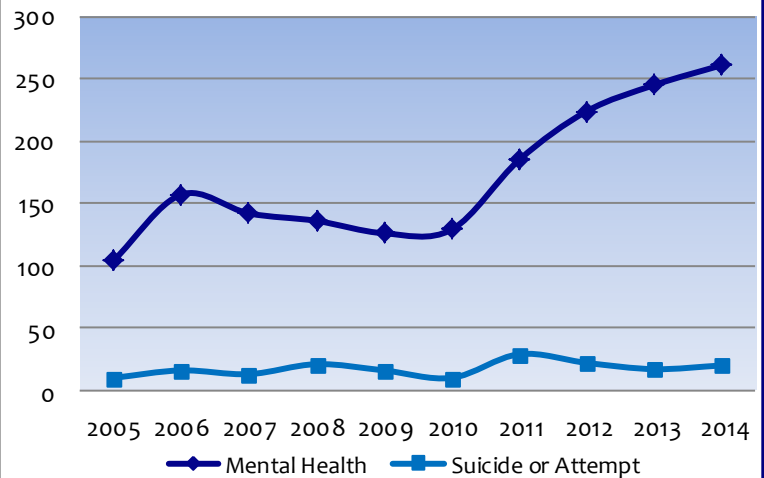
There were no catalytic converters stolen during the second half of the year.

### Increase in Mental Health Related Calls

As depicted in Figure 23 above, psychiatric related calls for service remained steady with between 120—150 calls per year from 2005-2010. Beginning in 2011, mental health related calls began steadily increasing, a trend which continued through 2014. In 2014, there were 261 Psychiatric calls representing a 63% increase from the ten year average. There were also 20 Suicides or Attempted Suicides, up 12% from the average.

In September of 2012, the Danvers Police Department received funding for a Jail Diversion Program. The program is designed to divert individuals with mental illness, substance abuse, and other behavioral issues away from

FIGURE 23: MENTAL HEALTH CALLS BY YEAR 2009-2014



the criminal justice system and toward the appropriate psychiatric, social, and community-based services. A mental health clinician works out of the station, responds to calls as necessary and conducts follow ups with persons in need of services.

Since its inception, our officers have received more extensive training to recognize symptoms of, and assist those coping with, various mental health issues. The increase in mental health calls could be attributed to the officers being more aware and able to identify these persons, as well as, better tracking of mental health related incidents to support the grant initiative.

### Crime & Disorder at Hotels & Motels

With state homeless shelters reaching capacity, the Massachusetts Department of Transitional Assistance began placing homeless families in Danvers motels around 2008. This practice continued throughout 2014, primarily at the Econolodge and the Boston Danvers Hotel (formerly the Extended Stay America).

These hotels where the Department of Transitional Assistance places families have taken on the feel of a neighborhood or apartment complex, with many people living in close quarters. Often, this results in neighbor disputes and noise complaints over the volume of music, use of laundry facilities, or other issues typical of an apartment complex, not a hotel.



In 2014, the Danvers Police Department has responded to calls for service at the hotels and motels in town 797 times. This does not include incidents occurring on the street in front of the properties (such as motor vehicle stops or traffic accidents) or incidents occurring in other businesses that share the address (such as Denny's or Bru-tole). Forty-nine percent of all calls for service have occurred at the two hotels/motels currently serving as housing for homeless families. The Boston Danvers Hotel (formerly the Extended Stay America) and the Econolodge had 390 calls for service.

As shown in Table 1 below, the Econolodge (formerly the Days Inn) had the highest frequency of calls with 226. The Motel Six, which does not currently participate in the homeless program, had the second highest with 208 and the Boston Danvers Hotel had the third with 164. No other hotels had more than 50 calls in 2014. Both the Econolodge and the Motel Six had more calls for service than the Knight's Inn, TownePlace Suites, Courtyard Marriott, Doubletree, Comfort Inn, and Residence Inn combined (n=199). The Econolodge had the most total crimes and Crimes Against Persons. The Motel Six had the most Crimes Against Property, Crimes Against Society and Disorder/Quality of Life issues (disputes, noise complaints, etc.). The General Service category includes call types such as Medical Aids, False Alarms, Mental Health Related Calls, Well Being Checks, etc. The Operations category includes incident types such as Investigations, Service of court documents and Warrant Arrests.

**TABLE 3: CALLS FOR SERVICE AT HOTELS & MOTELS 2014**

Hotel	Location	Crimes Against Persons	Crimes Against Property	Crimes Against Society	Total Crimes	Disorder/ Quality of Life	General Service	Opera- tions	Traffic	Total Calls
Econolodge	152 Endicott St	19	11	1	31	31	93	63	8	226
Motel Six	65 Newbury St	6	13	2	21	36	86	53	12	208
Boston Danvers Hotel	102 Newbury St	14	5	1	20	17	97	23	7	164
Knight's Inn	225 Newbury St	4	3	1	8	11	20	4	3	46
TownePlace Suites	238 Andover St	0	2	1	3	11	26	1	0	41
Courtyard Marriott	275 Independence	2	1	0	3	2	24	3	2	33
Comfort Inn	50 Dayton St	0	0	1	1	2	24	3	2	32
Doubletree	50 Ferncroft Rd	1	0	0	1	5	18	0	3	27
Residence Inn	51 Newbury St	0	1	0	1	4	14	0	1	20
		46	36	7	89	130	393	148	37	797

In an effort to make the above figures more comparable to each other, the total calls were standardized by the number of guest rooms at each hotel. The average was 0.6 calls per room. Both the Motel Six and the Econolodge had three times the average, with 1.9 and 1.8 calls per room. The Boston North Hotel had 1.6 calls per room and the Knight's Inn was slightly above average with 0.7 calls per room.

**TABLE 4: CALLS FOR SERVICE PER ROOM**

Hotel	Calls	Guest Rooms	Calls Per Room
Motel Six	208	107	1.9
Econolodge	226	129	1.8
Extended Stay	164	104	1.6
Knight's Inn	46	62	0.7
TownePlace Suites	41	127	0.3
Courtyard Marriott	33	120	0.3
Comfort Inn	32	140	0.2
Residence Inn	20	96	0.2
Doubletree	27	363	0.1
Total	797	1248	0.6



## Danvers Police Department Community Survey

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

For the 2011 Community Survey, the Department recognized a need to change the way the survey was conducted. The system had not only become antiquated and expensive, but also wasteful. Hundreds of pieces of paper were used for printing, along with 2 envelopes per recipient. Many man-hours were spent, printing the survey, stuffing the envelopes, and entering the responses. A decision was made to forego the paper format in favor of an electronic one. The survey was offered online, via a survey hosting website. Switching to an online format saved both time and money for the Department, however, the new format presented a new set of challenges.

Utilizing an online format meant that not only residents of the town would be able to weigh in on their opinions and interactions with the Danvers Police Department. Some questions had to be changed or adapted to accommodate the possibility of non-residents responding. The Community Survey no longer arrived in residents' mailboxes meaning that the survey needed to be advertised, which was done primarily online. The Community Survey was posted on the Danvers Police Department website, the Facebook page and the Twitter feed. Local media also shared the link to the survey on their websites. In 2011, we had 85 people participate in the survey.

In 2014, we again offered the Community Survey only online. The survey was embedded in our new website,

and advertised on social media. Press releases for traditional media outlets were also prepared.

For the first time, the 2014 Community Survey also included questions relating to the emergency communications center, which has begun the process of becoming accredited as well.

Responses increased from the last survey, with 106 people participating. Of those, 90% were residents and 6% were employed or owned businesses in town. Four percent of the respondents neither work nor live in Danvers. Fifty-three percent of the respondents were male and 47% were female. Forty-nine percent of respondents were between the ages of 30-49. When utilizing paper surveys, over 82% of respondents have been over the age of 40, with 40% over 60. Shifting to an electronic survey has allowed DPD to reach younger members of the community.

The community survey focuses on several key areas:

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

### Key Findings:

- Eighty-nine percent of respondents had an overall very favorable or favorable opinion of the Danvers Police Department and 84% were extremely satisfied or satisfied with their most recent contact.
- Ninety percent of respondents feel safe or very safe in their neighborhood or place of employment in town, 72% feel that police provide adequate protection in their neighborhoods and 78% have confidence in the Department's ability to prevent crime.
- Respondents reported preferring to receive information from the Department regarding crime, safety tips, etc. via Facebook than any other medium, including local newspapers.



**Question 5:** What is your overall opinion of the Danvers Police Department, its employees and its services?

Very Favorable	60%
Favorable	30%
Average	11%
Unfavorable	0%
Very Unfavorable	0%

**Question 6:** How many times have you had contact with the Danvers Police Department in the past two years?

Once	30%
Between 2-5 times	47%
More than 5 times	11%
Never	12%

**Question 7:** What was the nature of your most recent contact with the Danvers Police Department?

Reported an Incident	37%
Victim of Crime	1%
Arrested	0%
Contacted by investigator	1%
Issued a Parking Ticket	3%
Involved in Accident	1%
Requested Information	15%
Asked an officer on the street for assistance	10%
Other	32%

**Question 8:** How or where was your most recent contact made?

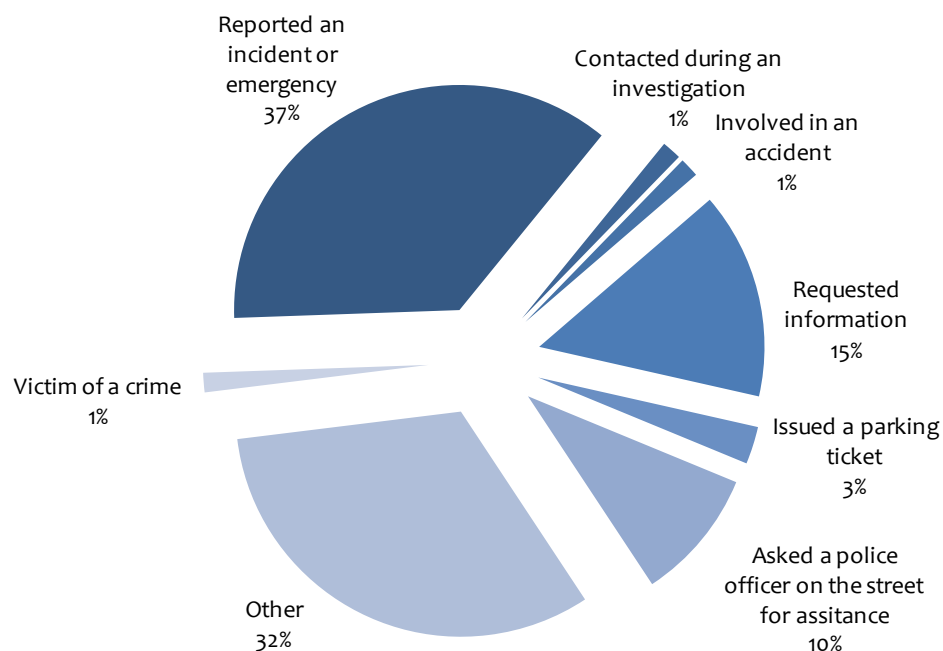
In person, at DPD	18%
In person, at home	10%
In person, at work	5%
In person, elsewhere	18%
By phone	41%
By e-mail	1%
Other	8%

## Overall opinions of the Danvers Police Department

Overall, 90% percent of respondents reported very favorable or favorable opinions on the Danvers Police Department and no respondents reported unfavorable or very unfavorable opinions of our officers.

Seventy-seven percent of respondents have had 5 or less contacts with the Danvers Police Department in the last two years. Eleven percent have had 5 or more contacts with the department and 12% have had no direct contact with the department in the last two years.

Thirty-seven percent reported an incident and 15% requested information from the police department. Thirty-two percent fell into the "Other" category which is comprised of such contacts as applying for a Firearms Permit, being the subject of a medical aid call, dropping off unused medication at our drug disposal box, being pulled over, and other incidental contact at public events. Ten percent asked for assistance from an officer on the street, including asking for directions. One percent were each the victim of a crime, contacted by an investigator, and involved in an accident. Worth noting, no respondents reported being arrested.



Eighty-four percent of respondents reported feeling extremely satisfied or satisfied with their most recent contact. Twelve percent were neutral, 3% were dissatisfied and 1% were extremely dissatisfied. One dissatisfied respondent reported suspicious activity and did not believe an officer responded to the call. Without more specific information, it is impossible to further investigate the claim.



An extremely dissatisfied respondent complained of officers' behavior while on a detail. These negative opinions are based off of isolated incidents and appear to be the exception.

Danvers Police Department ranked well in each of the categories in which respondents were asked to assess their most recent contacts. Using the average of scores provided to measure overall perception, "Professional conduct" had the highest average with 4.62 and "quality of follow up" had the lowest with 4.34. Helpfulness and fairness also ranked highly. Many respondents noted that rating the quality of follow up was not applicable to their most recent contact. A few rated the quality of follow up poorly, however, these respondents were also dissatisfied with their most recent contact.

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

#### Overall opinions of the dispatchers/911 operators

As previously mentioned, the Danvers Police Department Communications Division has begun the process to also achieve accreditation through the Commission on Accreditation for Law Enforcement. As a result, questions were added to the Community Survey to specifically address the attitudes and opinions of the community as it relates to just the dispatchers. Overall, the responses mirrored those of the overall department, with mostly favorable opinions.

Eighty-five percent of respondents had a Very Favorable or Favorable opinion of the dispatcher/911 operator they spoke with. Fifteen percent considered their opinion to be Average and no respondents reported Unfavorable or Very Unfavorable opinions.

Thirty-one percent of respondents reported one contact, 33% reported between 2 and 5 contacts. Twenty-nine percent reported no contact with dispatchers. This figure is higher than would have been expected, but not every person who came into contact with an officer necessarily called the police station.

Forty percent of respondents called to report an emergency and 38% called to report a non-emergency situation. Twenty-three percent of respondents listed "Other". In reviewing these answers, most respondents commented that the question was Not Applicable or that they hadn't called 911 in the past two years. This indicates an issue with the question design that will be addressed for future surveys.

**Question 9:** How would you rate your satisfaction with your most recent contact?

Extremely Satisfied	49%
Satisfied	35%
Neutral	12%
Dissatisfied	3%
Extremely Dissatisfied	1%

**Question 11:** 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	4.62
Helpfulness	4.60
Fairness	4.61
Problem-Solving Skills	4.47
Response Time	4.59
Quality of Follow Up	4.34

**Question 12:** What is your overall opinion of the Danvers Police dispatchers/911 operators?

Very Favorable	58%
Favorable	27%
Average	15%
Unfavorable	0%
Very Unfavorable	0%

**Question 13:** How many times have you had contact with the Danvers Police Department dispatchers/911 operators in the past two years?

Once	31%
Between 2-5 times	33%
More than 5 times	6%
Never	29%

**Question 14:** What was the nature of your most recent contact with the Danvers Police Department dispatcher/911 operator?

Called to report an emergency	40%
Called regarding non-emergency	38%
Contacted by a dispatcher	0%
Other	23%



**Question 15:** How would you rate your satisfaction with your most recent contact with a dispatcher/911 operator?

Extremely Satisfied	48%
Satisfied	31%
Neutral	21%
Dissatisfied	0%
Extremely Dissatisfied	0%

**Question 17:** Based on your most recent contact, how would you rate the Danvers Police dispatcher/911 operator in the following areas? (Where 5= Very Good and 1 = Very Poor)

Area	Average
Professional Conduct	4.59
Knowledge of town services/geography	4.51
Knowledge of first aid/CPR	4.71
Timeliness in answering calls	4.64
Helpfulness	4.58
Courteousness	4.58

**Question 18:** Overall, how safe do you feel in your neighborhood or at your place of employment in town?

Very Safe	81%
Somewhat Safe	13%
Neutral	4%
Unsafe	0%
Very Unsafe	2%

**Question 21:** How often do you see a Danvers Police officer in your neighborhood or at your place of employment?

Once or more a day	38%
Every few days	19%
Once a week	8%
Once every few weeks	17%
Rarely	19%

**Question 23:** How much confidence do you have in the ability of the Danvers Police to prevent crime?

Much Confidence	72%
Some Confidence	17%
Neutral	11%

Seventy-nine percent of respondents reported being either Extremely Satisfied or Satisfied with their most recent contact with a dispatcher. Twenty-one percent were neutral and no one was Dissatisfied or Extremely Dissatisfied.

Dispatchers ranked well in each of the categories in which respondents were asked to assess their most recent contacts. Using the average of scores provided to measure overall perception, “Knowledge of First Aid/CPR” had the highest average with 4.71, and Timeliness in answering calls had the second highest with 4.64. “Knowledge of town services/geography” had the lowest with 4.51. Only two respondents rated any of the categories Poor.

### **Crime and Safety**

Ninety-four percent reported feeling Very Safe or Safe in their neighborhood or place of employment. One responder reported feeling Very Unsafe. Only 2 percent reported considering moving or switching jobs due to concerns of safety. Seven percent reported changing or limiting their activities because of fear of crime. The changes of behavior were related to crime prevention and target-hardening, including locking their vehicles and homes, installing alarm systems and being aware of their surroundings. One person indicated fear of people who frequent the hotels in town but did not indicate a way in which they had modified their behavior as a result.

Respondents primarily reported seeing Danvers Police Officers in their neighborhoods, or around their places of employment once a day to every few days. Nineteen percent reported rarely seeing police presence in the neighborhood. Eighty-four percent of respondents think the Danvers Police Department provides adequate protection to the neighborhood in which they live or work. One person felt the protection was poor. Eighty-nine percent reported Much Confidence or Some Confidence in the Danvers Police Department to prevent crime. No respondents reported Little or No Confidence and 11% were neutral.



When asked to rank different crime, safety and disorder issues, Random Assaults, Vandalism/Graffiti, Noise, and Car Break-ins were the top concerns for the community. The majority of those incident categories have shown decreases over the past two years. While “Random Assaults” are not a specific Incident Type, both Aggravated Assaults and Simple Assaults decreased in 2014. Vandalism recorded a 49% reduction when compared to the ten-year average. Noise Complaints decreased by 27% and Car Break-Ins decreased by 57%, recording the lowest frequency since 1998.

The Incident Types with the most respondents’ ratings of 5 were Bad Driving, Traffic Accidents and Road Rage. Accidents decreased 1% from the average, and Traffic Complaints, including Road Rage and Parking Issues decreased by 19%. The public’s perception of prevalent crime and disorder issues in town does not align with the calls for service the Department responds to.

Most of the categories rated as Average (2-2.8) have also seen reductions in reported incidents, however Vagrancy and Public Drunkenness both recorded increase in 2014.

The Incident Types with the lowest concerns, Auto Theft, House Break-ins and Drug Use/Sale all recorded reductions in 2014. Auto Theft has seen a decrease over the past few years with only 16 reported in 2014. House Break-ins were down 46%. Drug Use/Sale statistics are based on catching someone using, possessing, or selling an illegal substance in the act. The reduction in reported incidents of drug use/sales mirrors the public perception that drug use is not a major issue in Danvers.

When asked on what basis respondents formed their opinions of the crime and safety issues listed to the right, the majority said it was because of personal observations, newspapers articles, and information from family members, friends, or neighbors. Television news stories was the least mentioned category.

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

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

Random Assaults	3.13
Vandalism/Graffiti	3.12
Noise	2.96
Car Break-ins	2.94
Litter	2.92
Domestic Violence	2.58
Auto Accidents	2.49
Vagrancy	2.40
Gangs/Gang Violence	2.40
Public Drunkenness	2.37
Prostitution	2.35
Parking Violations	2.33
Rape/Sexual Assault	2.33
Youth Disorder	2.31
School Bullying	2.31
Underage Drinking	2.13
Muggings/Hold Ups	2.06
Drunk Driving	2.00
Bad Driving	1.98
Road Rage	1.92
Auto Theft	1.79
House Break-Ins	1.87
Drug Use/Sale	1.52



## Getting Information to the Public

In the age of 24 hour news channels and transparency in police departments, we have seen a shift in the way in which the public wishes to receive information from the Department. In 2008, people overwhelmingly responded that they wanted to get their information from this Department via newspapers or in the mail. Over the course of the last six years, social media sites such as Facebook and Twitter have revolutionized information sharing in the public safety sector and our community has responded well. Some departments have real-time crime updates available. Danvers Police utilize a Facebook page, a Twitter feed and a new blog on our website to spread the word about crime and safety issues, crime prevention tips, upcoming events and other public relations information. Worth noting, 22 respondents indicated they would prefer an email notification, however only 2 reported preferring Nixle, which is an email notification system. This disparity would indicate that the general public is not as familiar with Nixle as it is the other platforms offered.

The respondents to this year's survey would prefer to receive their information via the internet than in print. This shift could also be related to the fact that an online survey was again conducted, which based on demographics, was completed by younger people than the traditional mailed out paper survey.

### Bias Based Policing

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

Although the responses were overwhelmingly in favor of the Department, with 58% of responders stating that they did not feel that DPD unjustly discriminated, and 29% reporting that they felt Neutral or did not have a basis to form an opinion, there were a few responses stating that they felt biased-based policing occurred in Danvers.

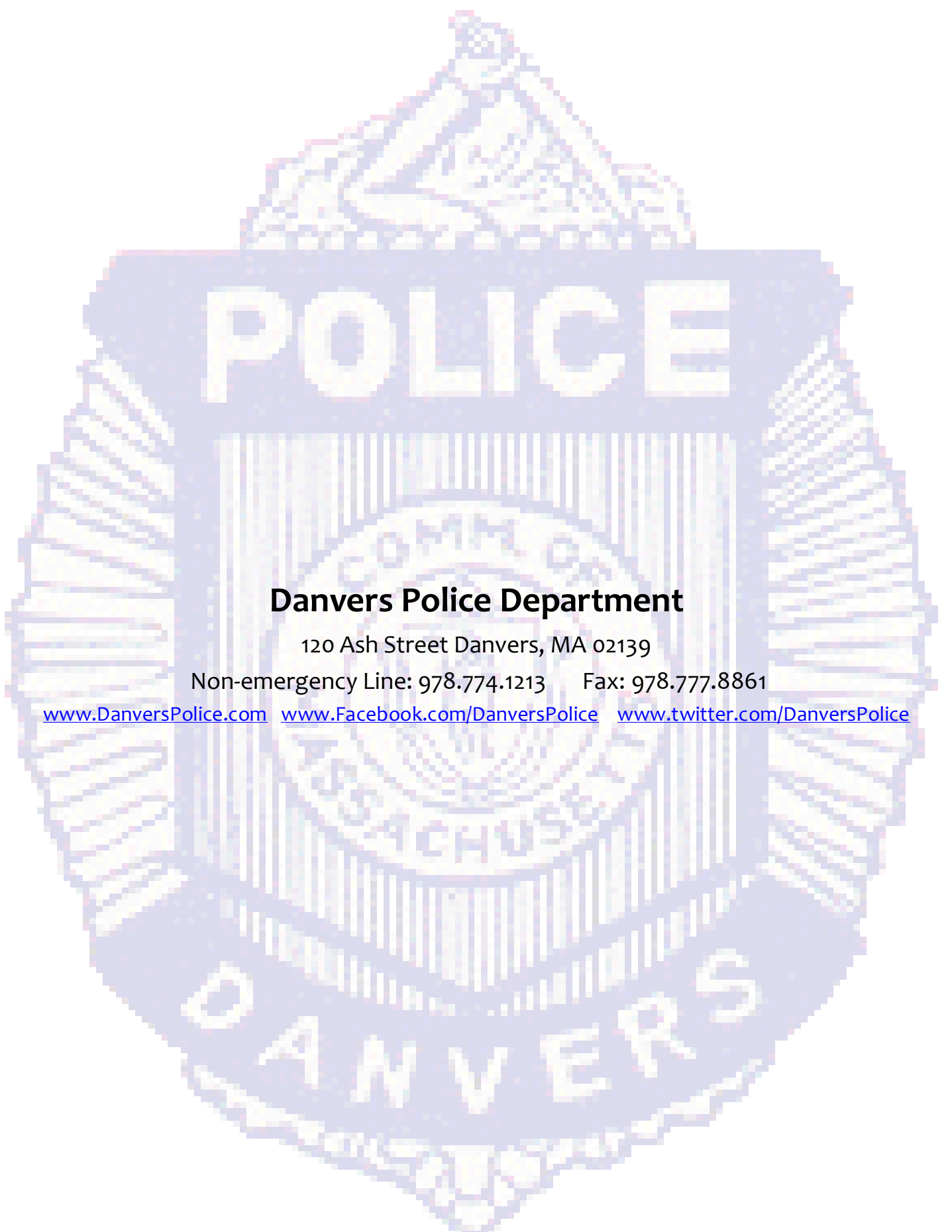
Two responses (4%) indicated that they strongly agreed and five (9%) that they agreed that the Danvers Police officers based their enforcement actions on an improper consideration of a citizen's race, ethnicity social status or gender. When looking at these respondents other answers, all responses were very favorable. It is possible that the respondents misunderstood the question and chose Strongly Agree believing it was a favorable response.

Eighty-two percent of respondents did not believe that the Department took action against him or her based on an improper consideration of his/her race, ethnicity, social status or gender. Eighteen percent felt Neutral or did not have a basis to form an opinion. One person Strongly Agreed that the Danvers Police Department took action against him or her based on an improper consideration of his/her race, ethnicity, social status or gender. This respondent also reported almost all favorable responses, with the exception of the quality of follow up provided.

Danvers Police Department receives annual training on Bias Based Policing. Any resident who feels they have been treated unjustly by any member of this Department is encouraged to contact the Danvers Police Department and request to speak with the Officer in Charge or submit a complaint form via our [website](#).

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

Facebook/Twitter	62
Email Notification	22
Police Department website	20
Newspapers	12
Telephone Calls	11
Smartphone App	7
Community Access Television	7
Nixle	2
Fliers in Public Buildings	2
Brochures/Reports available at the Police Department	1

The background of the page features a large, faint, light blue watermark of the Danvers Police Department badge. The badge is a Maltese cross shape with a central shield. At the top of the cross is a crest with a star and a banner. The word "POLICE" is written in large, bold, white capital letters across the top bar of the cross. The central shield contains a circular seal with the words "COMMONWEALTH OF MASSACHUSETTS" around the perimeter and a central emblem. The word "DANVERS" is written in large, bold, white capital letters across the bottom bar of the cross.

**POLICE**

**Danvers Police Department**

120 Ash Street Danvers, MA 02139

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[www.DanversPolice.com](http://www.DanversPolice.com) [www.Facebook.com/DanversPolice](https://www.Facebook.com/DanversPolice) [www.twitter.com/DanversPolice](https://www.twitter.com/DanversPolice)