

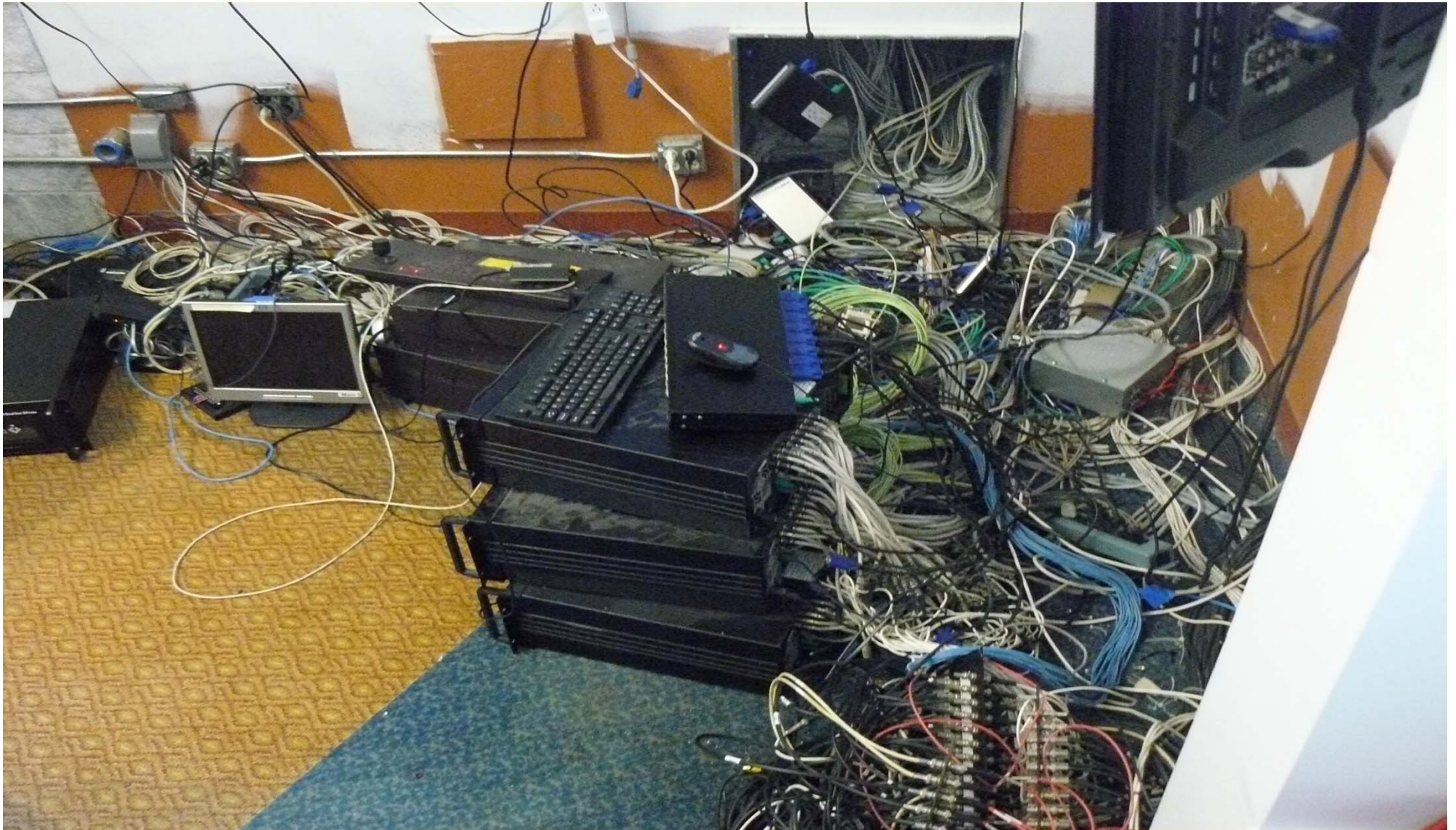


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Safety & Protective Services

2013 Incident Report Overview

Went from this during organization...



CPL SPS Dispatch



CPL SPS Dispatch Center

- ▶ Dispatch staffed 100% of time
- ▶ All Officers rotate through Dispatch
- ▶ Faster response time to incidents
- ▶ Centralized call response
- ▶ Consistent documentation



Changes in Last Two Years

- ▶ Access Control System
 - Standardizing program architecture
 - Moving to protect staff areas
- ▶ Faster Response by Branch Patrol
- ▶ More Efficient Deployment of Resources
 - Moved dock person to day shift during activity
 - Moved front desk person into Dispatch Center to review all branches
 - Changed schedule to move Officers to more active time
 - Branch patrol ends on late days at 7:00 PM

Changes in Last Two Years

- ▶ Radio System Through MARCS
 - Improved communication from 70% to 97%
- ▶ New camera system being installed
 - Will cover parking lots
 - Resolution improvement
- ▶ Non-Proprietary Systems
 - Faster response to system repairs
 - Lower long-term costs to CPL



Measurements

- ▶ Incident Reports
 - Significant events
 - Metric has remained consistent
- ▶ Activities (New Metric)
 - All calls into our Dispatch Center
 - 2012
 - 30,856, the last half of year doubling from 60 to 130 activities per day
 - 2013
 - 63,357 –233 per day or 60% increase
 - Daily Record
 - 01/16/2014 –446 activities



Branch Incidents

▶ Branches with highest increase of reports:

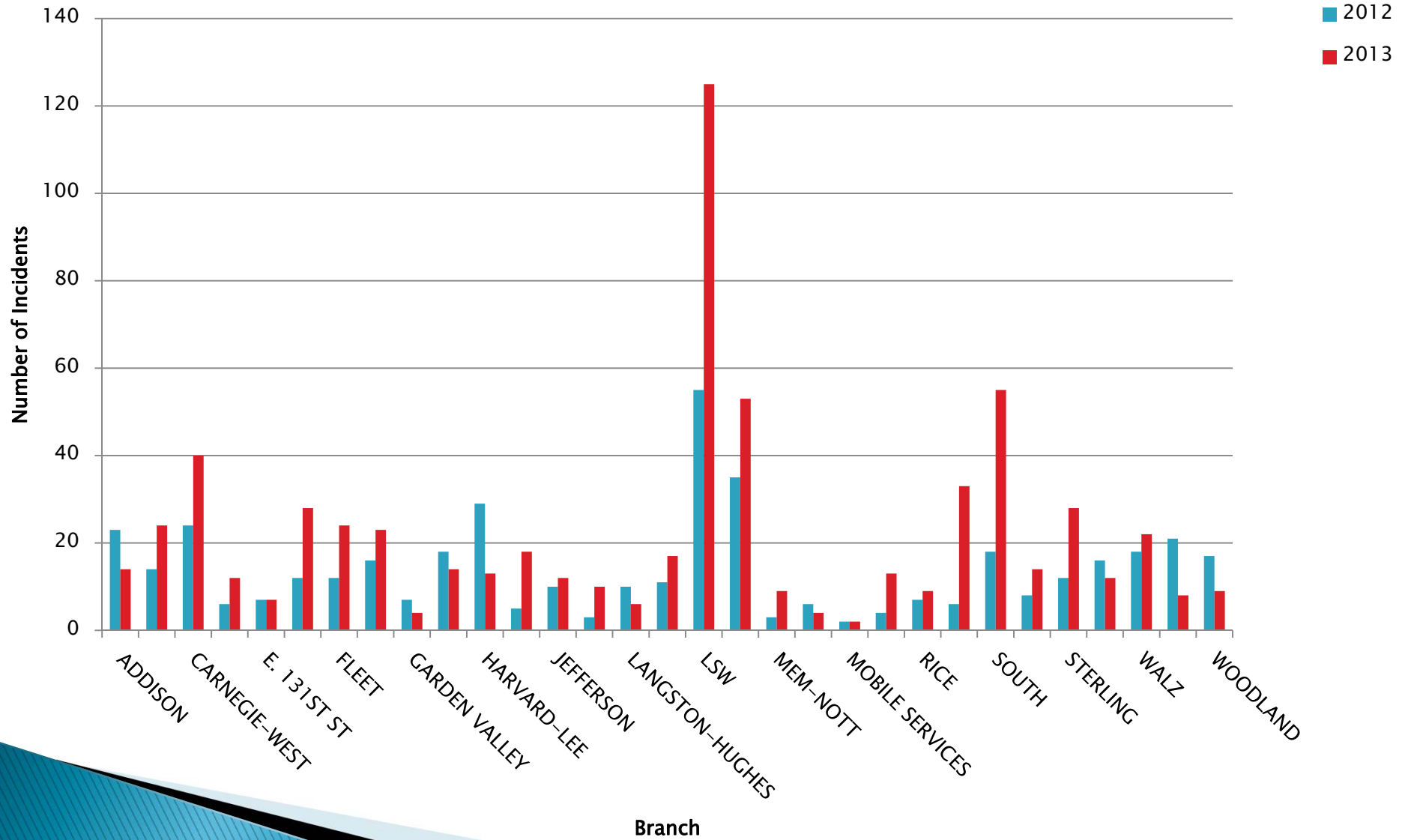
- South +37
- Rockport +27
- Sterling, Eastman, Carnegie West +16

▶ Branches with greatest decrease:

- Harvard Lee -16
- West Park -13
- Addison -9



Incidents by Location



Monthly Breakdown

- ▶ January 39 Incident Reports
 - +6 from 2012 (+18.18%)
- ▶ February 59 Incident Reports
 - +14 from 2012 (+31.11%)
- ▶ March 52 Incident Reports
 - +18 from 2012 (52.94%)
- ▶ April 71 Incident Reports
 - +36 from 2012 (102.86%)



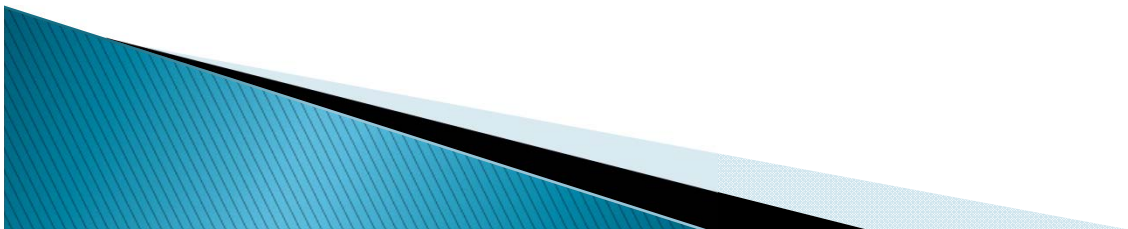
Monthly Breakdown

- ▶ May 60 Incident Reports
 - +24 from 2012 (+66.67%)
- ▶ June 52 Incident Reports
 - +25 from 2012 (+92.59%)
- ▶ July 67 Incident Reports
 - +34 from 2012 (103.03%)
- ▶ August 38 Incident Reports
 - -6 from 2012 (13.64%)

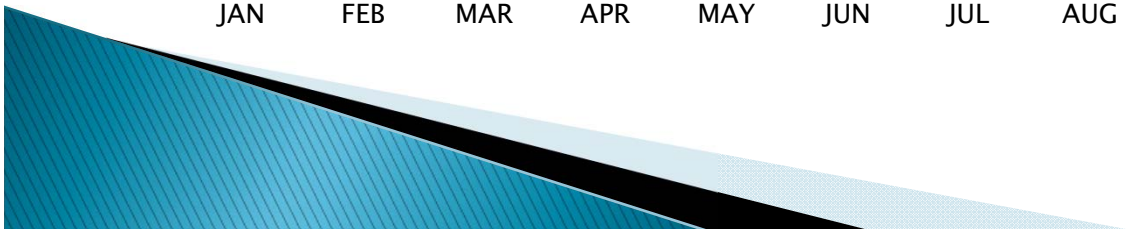
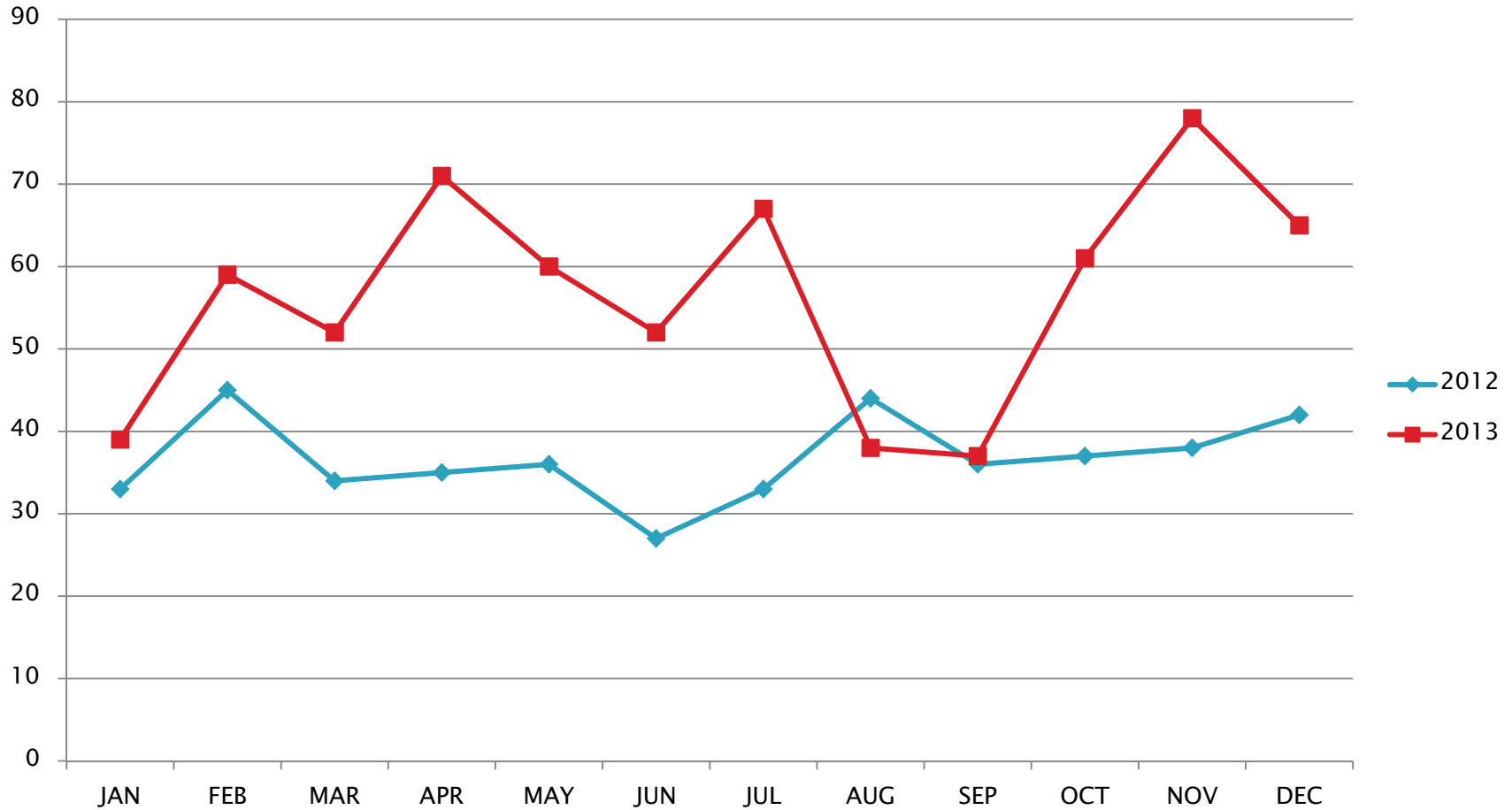


Monthly Breakdown

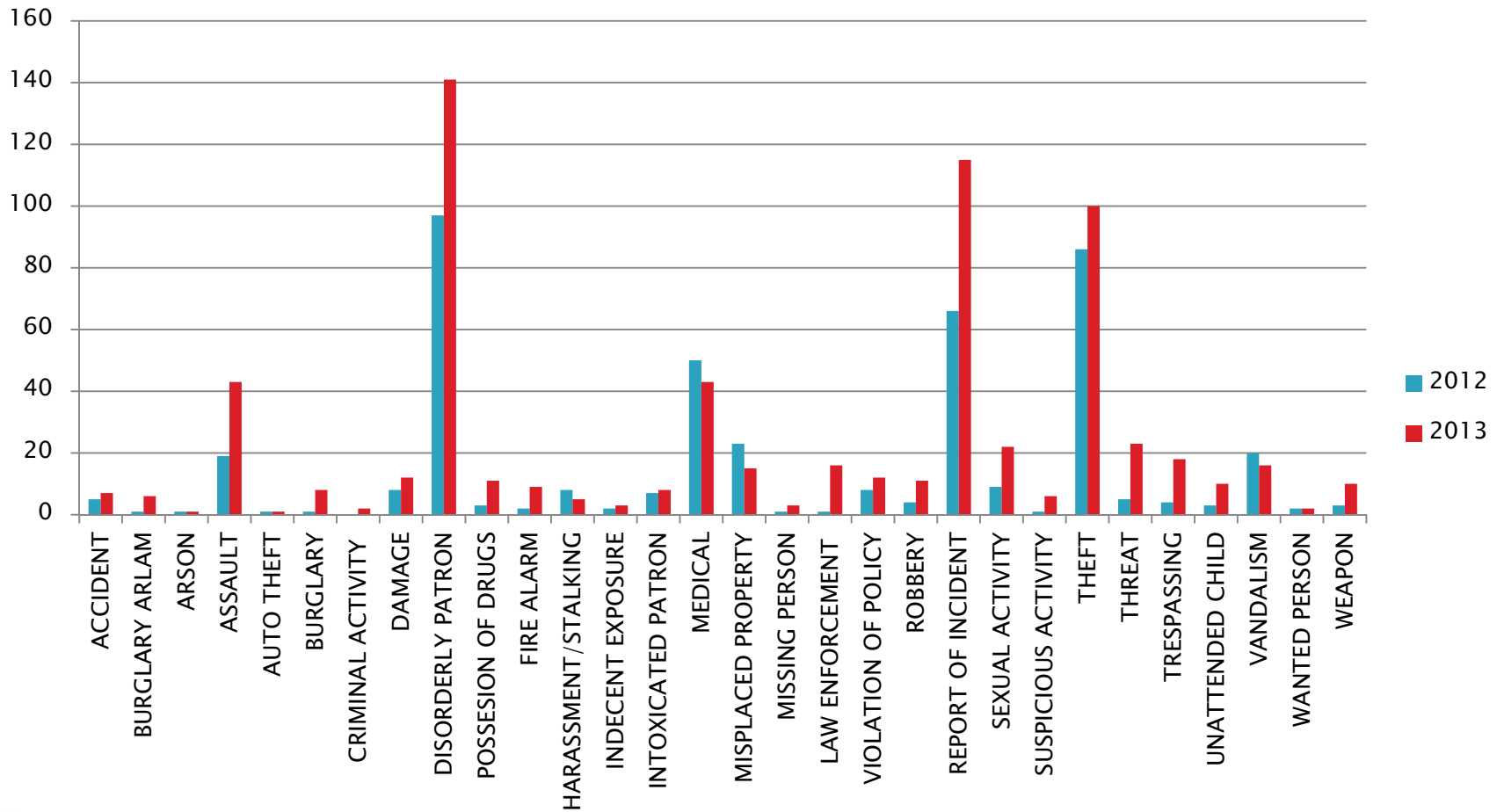
- ▶ September 37 Incident Reports
 - +1 from 2012 (+2.78%)
- ▶ October 61 Incident Reports
 - +24 from 2012 (+64.86%)
- ▶ November 78 Incident Reports
 - +40 from 2012 (105.26%)
- ▶ December 65 Incident Reports
 - +23 from 2012 (54.76%)



Monthly Reports



Incidents by Type



2013 Overview

- ▶ 679 total incident reports filed
 - +239 from 2012 (54.32% Increase)
- ▶ Large increase in drugs, weapons, assaults and disorderly patrons



Incidents by Type

Type	Number	Percent of Calls
Disorderly Patron	141	21%
Report of Incident	115	17%
Theft	100	15%

Incident Increases

Incidents	2013 Count	% Change 2013 to 2012
Assaults	43	+56%
Weapon Reports	23	+78%
Drug Reports*	11	+78%

* Reports led to 4 drug related arrests in Qtr 1 2014



Significant Events

- ▶ January – Hough
 - Group of approximately 25 juveniles fighting in lot. 3 juveniles entered facility continued fighting. CPD notified responded.
- ▶ February – Rice
 - Juvenile fight inside branch. Two staff members sustained minor injuries while breaking up fight.
- ▶ February – Union
 - Staff member robbed at bus stop outside branch. Suspect struck employee and stole cell phone.
- ▶ February – Main
 - A 7-inch kitchen knife was located on the floor near a study table.

Significant Events

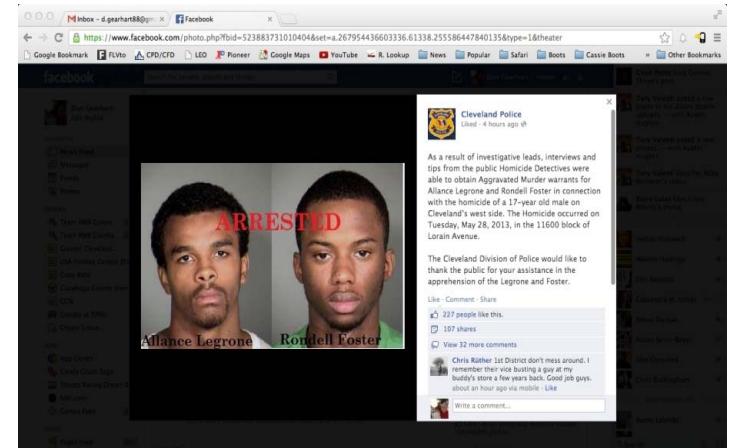
- ▶ March – Hough
 - Juvenile reported that a second juvenile was in possession of a firearm inside the branch. Juvenile departed prior to SPS arrival.
- ▶ March – Harvard Lee
 - Fight involving approximately 50 juveniles occurred directly in front of the branch.
- ▶ April – Harvard Lee
 - Shots were fired in the vicinity of the branch. Several juveniles entered the branch immediately after. Witness statements indicated that the group was directly involved in the shooting.
- ▶ April – Mt. Pleasant
 - A known, problem-patron brandished a box cutter and threatened staff members and G4S Security personnel.

Significant Events

- ▶ May – LSW
 - A male featured as “most wanted” by the Cuyahoga County Sheriff’s Office was observed in TechCentral. The male was detained and Sheriffs Office was contacted. The male was wanted for probation violation, kidnapping, robbery and aggravated theft (x2).
- ▶ May – LSW
 - An unknown substance was found burned on the floor adjacent to the elevator shaft. CPD and CFD Arson investigators called to investigate.
- ▶ May – LSW
 - A group of 3 juveniles entered the branch and assaulted one juvenile. The subjects of the assault then fled. SPS pursued the subjects. 3 SPS officers were also assaulted in the course of detaining the primary aggressor.

Significant Events

- ▶ May – Eastman
 - A victim of a previous assault at LSW was shot and killed as he exited the Eastman branch. The murder is believed to be gang-related.
- ▶ October – Hough
 - A male patron was followed to his vehicle from the branch. A second patron brandished a firearm and demanded the victim's cell phone.
- ▶ October – LSW
 - A male patron became belligerent in TechCentral. When approached by SPS, the male assaulted the SPS officer. After being detained, the male attempted to assault a second officer.
- ▶ November – South
 - The branch manager's CPL issue laptop was stolen. The male was arrested in April 2014



Conclusion

- ▶ SPS is adapting to the evolving needs of CPL by
 - Treating patrons and employees with respect
 - Teaming with outside public safety agencies
 - Effectively collecting information and then managing the information
 - Redeploying resources to meet operational needs
 - Not tolerating unacceptable behavior
 - Using technology and the experience of our Officers to help ensure a safer environment for our patrons and staff



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