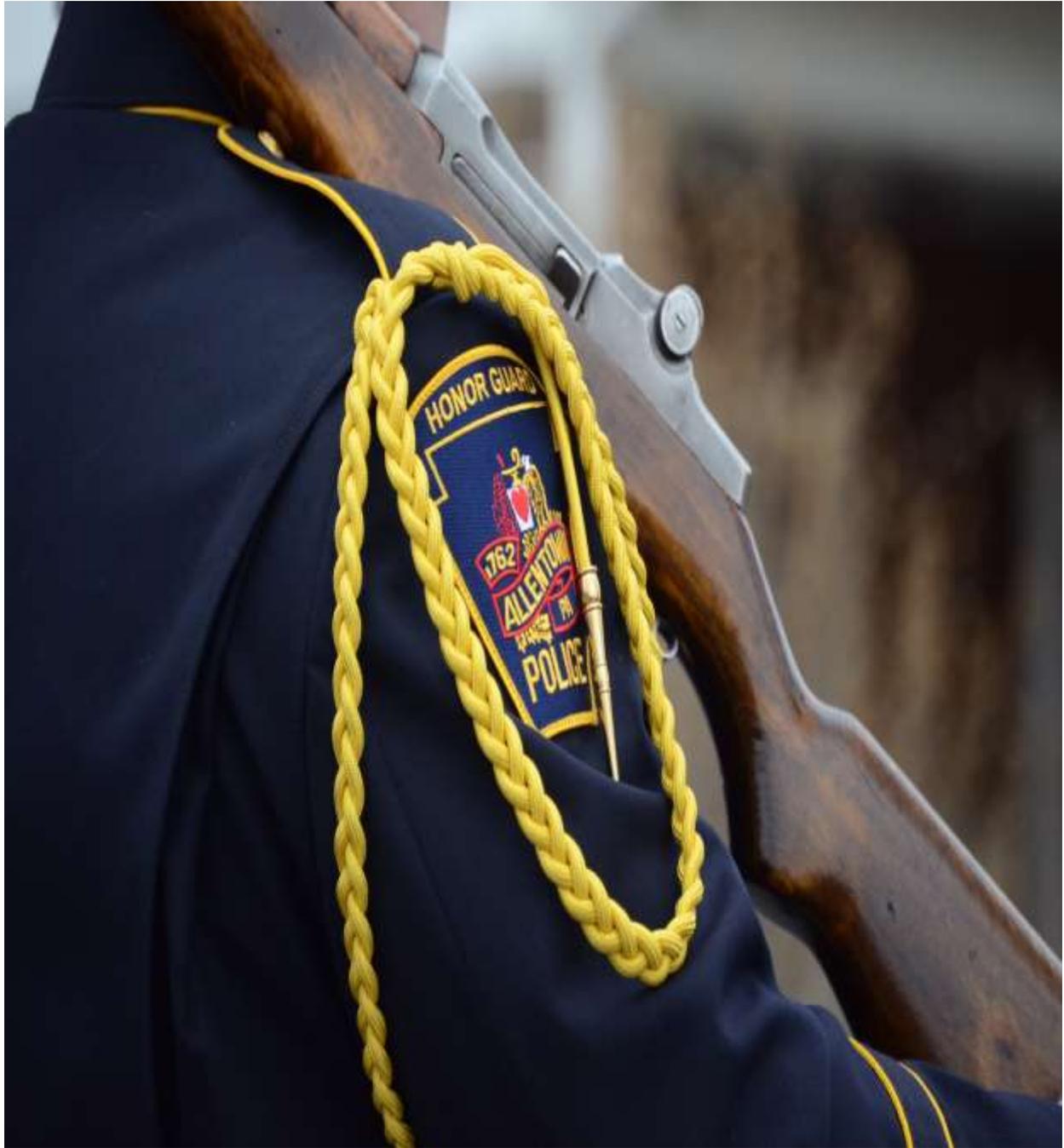


# Allentown Police Department: 2014 Annual Report



Ed Pawlowski, Mayor

# Allentown Police Department: 2014 Annual Report

City of Allentown at a Glance:

Established by William Allen	As "Northampton Town" in 1762
Officially changed to "Allentown"	1838
Mayor:	Ed Pawlowski
City Council President:	Ray O'Connell
Area:	17.5 square miles
Population (2012)	118,032
Police Officer / Population Rate	1.81 / 1000
National Average (2013)	2.3 / 1000
Population Density	6,557.3 /square mile
Median Household Income (2012)	\$36,158
Resident Unemployment Rate (2012)	10.2
Median Single-Family Home	\$129,600
Property Tax Rate per \$1000	8.42mils
Graduated High School or GED	76.2%
College Degrees	15.4%
Public School enrollment (2014)	17962
Colleges and Universities	3
Hospitals	3
RACE (2012)	
Black	12.5%
Hispanic only	42.8%
White only	43.2%
Two or more races	5%
Male	48.2%
Female	51.8%
Married	42.7%
Single	57.3%

## Table of Contents

<b>City of Allentown: At A Glance</b> .....	<b>2</b>
<b>Introduction to 2014</b> .....	<b>5</b>
<b>FBI UCR Part I OFFENSES</b> .....	<b>8</b>
<b>2014 Part I UCR STATISTICS</b> .....	<b>9</b>
<b>Violent Crime</b> .....	10
<b>Property CRIME</b> .....	11
<b>FBI UCR Part II OFFENSES</b> .....	<b>12</b>
<b>2014 Part II STATISTICS</b> .....	<b>13</b>
<i>2014 Part II Synopsis:</i> .....	14
<b>PROACTIVE POLICE ACTIVITY</b> .....	<b>14</b>
<b>CALLS FOR SERVICE</b> .....	14
<b>BUSINESS PATROLS</b> .....	15
<b>WALKING PATROLS</b> .....	15
<b>COMMUNICATIONS CENTER</b> .....	<b>16</b>
2014 Accomplishments.....	16
<b>CALLS</b> .....	17
<b>Calls by Day of Week</b> .....	18
<b>Calls by Month</b> .....	19
<b>Other Misc. Calls</b> .....	20
<b>Non-Emergency Callouts</b> .....	21
<b>Text to 9-1-1 Service</b> .....	22
<b>Telephone Calls Received</b> .....	23
<b>Emergency Call Wait Time Metric</b> .....	24
<b>Police Service Areas</b> .....	<b>26</b>
<b>PSA I</b> .....	27
<b>PSA I MAP</b> .....	28
<b>PSA II</b> .....	29
<b>PSA II MAP</b> .....	30
<b>PSA III</b> .....	31
<b>PSA III MAP</b> .....	32
<b>PSA IV</b> .....	33
<b>PSA IV MAP</b> .....	34
<b>TRENDS</b> .....	<b>35</b>

<b>15 YEAR STATISTICAL TRENDS.....</b>	<b>35</b>
<b>PART I TRENDS.....</b>	<b>36</b>
<b>Violent Crime Trends .....</b>	<b>37</b>
<b>Property Crime Trends .....</b>	<b>39</b>
<b>THE KEYSTONE AREA AND KEYSTONE PLAN .....</b>	<b>40</b>
<b>KEYSTONE AREA STATISTICS .....</b>	<b>41</b>
<b>Hamilton Business District STATISTICS .....</b>	<b>42</b>
<b>Highlights, Initiatives, and Milestones of 2014 .....</b>	<b>44</b>

## Introduction to 2014

Our year began with the appointment of a new Allentown Police Chief, Joel F. Fitzgerald, Ph.D. who worked with staff to collectively set a new mission, new goals, and face the emergent challenges in establishing balance in protecting all citizens and enhancing the public safety perception in the City of Allentown. This led to a new mission statement:

The Allentown Police Department exists to safeguard the lives and property of those we serve, to reduce the incidence and fear of crime, and to enhance public safety in collaboration and cooperation with our diverse community and city government. We will improve the quality of life in this city by serving with honor, integrity, and professionalism, and hold ourselves accountable to the highest ethical standards in order to enhance procedural justice<sup>1</sup>.

The PPL Arena, the anchor for redevelopment in the city, was to open in a few months. Much of the success of that opening hinged directly upon the planning and strategy for allocating resources in preparation for that event to ensure the entire city could derive benefit from any changes made in public safety.



We got to work right away and quickly realized that in order to inform readers on the *real story*, we needed to know the real story. Where were the predominant crime problems? How did we historically identify and eradicate the problems, and did our tactics work? Who were the major offenders in the city?

---

<sup>1</sup> **Procedural justice:** Procedural justice refers to the principles of fairness in the processes that resolve disputes and allocate resources. It concerns the fairness and the transparency of the processes by which decisions are made. Procedural justice is the fulcrum on which police legitimacy balances.

The four pillars of procedural justice consist of: 1) fairness and consistency of rule application, 2) impartiality and unbiased decision maker neutrality, 3) voice and representation in process, and 4) transparency and openness in process. Procedural justice, within a law enforcement agency, begins with decision-making and the treatment of personnel by management and supervisors (sworn and civilian) that is perceived as fair and equitable.

In order to answer these questions, the Administrative Staff began to work on solutions.

The first point of reference for this project was the APD Crime Analyst, the person responsible for compiling crime data and turning that information into actionable knowledge about trends in our community. The Crime Analyst supports the daily operations and deployment practices used by Patrol Captains and Lieutenants within Public Service Areas (PSAs) by collecting, managing, analyzing crimes, calls for service, and other data. Their objective is to help to predict where crime is most likely to occur in the future so that, as an organization, we can use analytical data to stay one-step ahead of crime.

The second critical piece of information needed was a historical perspective and interpretation of “what the numbers told us?” The Allentown Police Department reports to the FBI Uniform Crime Report (UCR) Program, a standardized method for law enforcement agencies to report crime statistics. The program classifies crimes as Part I and Part II. Part I crimes are the most serious, and are often simplified into Violent and Property crimes. There are eight Part I crimes: – Homicide, Rape, Robbery, Aggravated Assault, Burglary, Larceny, Auto Theft and Arson.

The new administration also tasked the Crime Analyst to perform a workload study in order to evaluate our personnel and effectiveness based upon the volume of their workload, and developed a Strategic Plan using the aforementioned information to develop a historical perspective of the Department and to set aggressive goals for upcoming years.

This 2014 Annual report will highlight statistics from 2014, but it also detail trends over the past 15 years. Although most of the focus of this report is statistical data, it is important for the reader to recognize that UCR statistics alone are of little use to patrol deployment and offer little to citizens interested in reducing their risks, without accompanying aggressive community engagement and flexible deployment strategies.

All statistics, including yearly totals and averages, are calculations using the best available data at the time. There are occasions after publication of any report where additional facts determined pursuant to investigation might prompt reclassification of a crime to a higher or lower category. This may cause slight discrepancies between current and past reports, but in all cases, the more recent data is the more correct data.

In several instances throughout this report, rates accompany the explanation of crime statistics rather than raw values. Using rates is also important when comparing geographical areas consisting of very different populations, and enables us to provide a more accurate assessment of each resident’s individual risk of crime victimization. The report uses rates to describe certain crime types; however, it is as important to note that not all crimes compare equitably in terms of residential population.

In summary, a law enforcement agency seldom conveys the most accurate picture of crime and disorder in a city through statistics alone. Crimes are complex events, and their complexities encompass qualitative and quantitative dimensions. Our goal is to provide a report that is comprehensive, yet easy to understand. We intend for this report to provide you, our community partners, the information that you need to assist us in the battle to sustain the positive perception that our city truly deserves.

## By the Numbers:

Allentown Police Department Organized:	1854
Budget:	33,000,000
Sworn Officers:	221
Civilian Personnel:	54
Police Chief:	Joel F. Fitzgerald, Sr. Ph.D.
Headquarters:	425 Hamilton Street, Allentown, PA 18101
Patrol Station:	1001 Hamilton Street, Allentown, PA, 18101
Rank Structure:	Chief
	Assistant Chief
	Captain
	Lieutenant
	Sergeant
	Detective / Patrolman
Marked Patrol Vehicles:	49
Unmarked Patrol / Investigative / Admin Vehicles:	30
Motorcycles:	3
Patrol Bicycles:	21
Specialty Vehicles:	9
2014 Calls for Service:	56,804
<i>2013 Calls for Service:</i>	57,024
2014 Part I Crimes:	4,452
<i>2013 Part I Crimes:</i>	4,965



## **FBI UCR Part I OFFENSES**

### **Criminal homicide**

a.) Murder and non-negligent manslaughter: the willful (non-negligent) killing of one human being by another. Deaths caused by negligence, attempts to kill, assaults to kill, suicides, and accidental deaths are excluded. The Program classifies justifiable homicides separately and limits the definition to:

- (1) the killing of a felon by a law enforcement officer in the line of duty; or
- (2) the killing of a felon, during the commission of a felony, by a private citizen.

b.) Manslaughter by negligence: the killing of another person through gross negligence. Traffic fatalities are excluded.

### **Forcible rape**

The carnal knowledge of a female forcibly and against her will. Rapes by force and attempts or assaults to rape, regardless of the age of the victim, are included. Statutory offenses (no force used-victim under age of consent) are excluded.

### **Robbery**

The taking or attempted taking of 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.

### **Aggravated assault**

An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by means likely to produce death or great bodily harm. Simple assaults are excluded.

### **Burglary (breaking or entering)**

The unlawful entry of a structure to commit a felony or a theft. Attempted forcible entry is included.

### **Larceny-theft (except motor vehicle theft)**

The unlawful taking, carrying, leading, or riding away of property from the possession or constructive possession of another. Examples are thefts of bicycles or automobile accessories, shoplifting, pocket-picking, or the stealing of any property or article that is not taken by force and violence or by fraud. Attempted larcenies are included. Embezzlement, confidence games, forgery, worthless checks, etc., are excluded.

### **Motor vehicle theft**

The theft or attempted theft of a motor vehicle. A motor vehicle is self-propelled and runs on land surface and not on rails. Motorboats, construction equipment, airplanes, and farming equipment are specifically excluded from this category.

### **Arson**

Any willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, etc.

## 2014 Part I UCR STATISTICS

2014 YTD Totals - City Wide

Part I Offense Classification	2014	2013	Percent Change from Previous Year
<b>Criminal Homicide</b>			
A. Murder / Non-Neglient Manslaughter	10	13	-23.08%
B. Manslaughter by Negligence	0	0	0.00%
<b>Forcible Rape</b>			
A. Rape by Force	63	59	6.78%
B. Attempts to Commit Forcible Rape	3	5	-40.00%
<b>Robbery</b>			
A. Firearm	110	128	-14.06%
B. Knife or Cutting Instrument	32	21	52.38%
C. Other Dangerous Weapon	9	9	0.00%
D. Strong Armed	164	171	-4.09%
<b>Assault</b>			
A. Firearm	69	50	38.00%
B. Knife or Cutting Instrument	55	54	1.85%
C. Other Dangerous Weapon	29	50	-42.00%
D. Hands, Fists, Feet - Agravated	72	69	4.35%
<b>Burglary</b>			
A. Forcible Entry	476	673	-29.27%
B. Unlawful Entry - No Force	342	444	-22.97%
C. Attempted Forcible Entry	122	147	-17.01%
<b>Larceny - Theft (except Motor Vehicles)</b>	2609	2725	-4.26%
<b>Motor Vehicle Theft</b>			
A. Autos	225	305	-26.23%
B. Trucks and Buses	19	9	111.11%
C. Other Vehicles	30	23	30.43%
<b>Arson</b>	13	10	30.00%
<b>Total Part I</b>	<b>4452</b>	<b>4965</b>	<b>-10.33%</b>

2014 Highlights:

- 👮 Total Part I Crime down more than 10% from previous year.
- 👮 Homicide down more than 23% from previous year.
- 👮 Burglaries down more than 25% from previous year.
- 👮 Stolen Vehicles down nearly 20% from 2013.
- 👮 Thefts from vehicles down nearly 25% from 2013.
- 👮 Part I Crime down significantly in each of the four Police Service Areas (PSA's)
  - PSA I – (-6.29%)
  - PSA II – (-15.68%)
  - PSA III – (-8.43%)
  - PSA IV – (-6.59%)

Concerns:

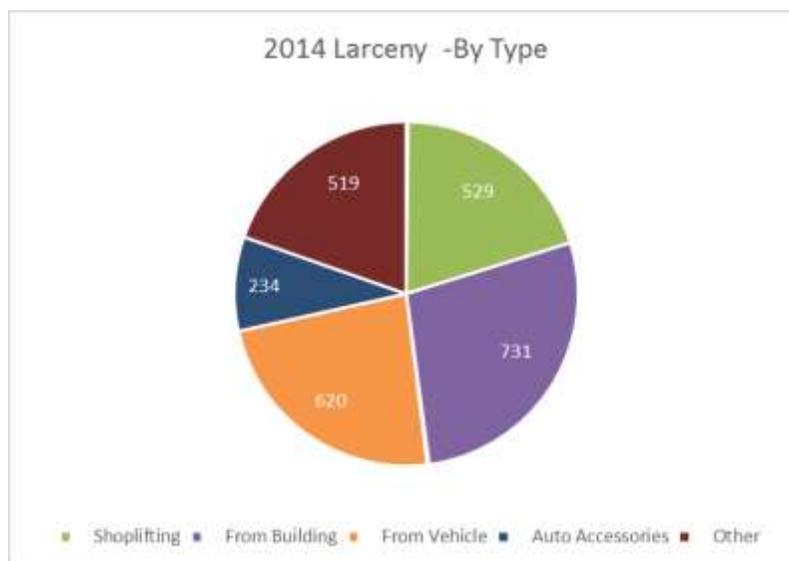
- 👮 Thefts of auto accessories up 36% from previous year.
- 👮 Robberies down 4% from 2013; goals remain to further lower occurrences.
- 👮 Aggravated Assaults with firearms up 38% from previous year.

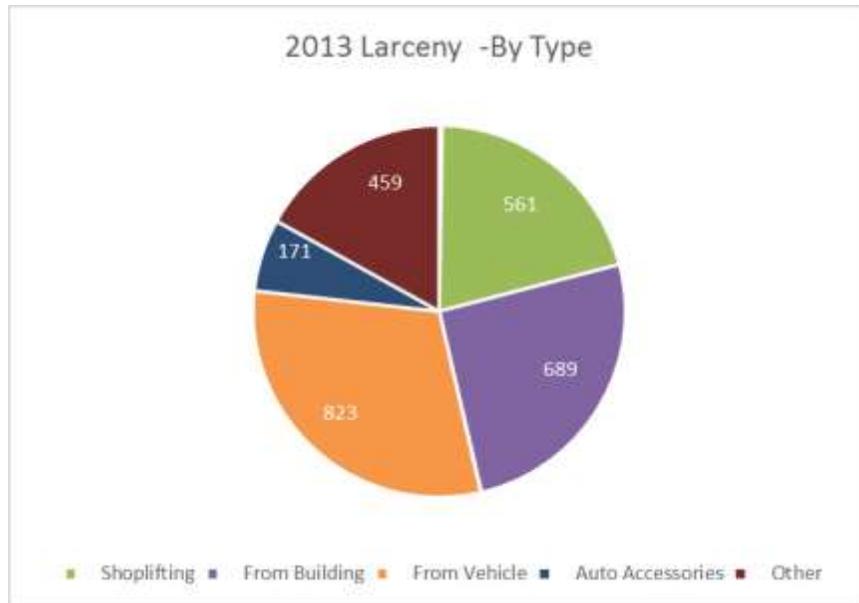
## Violent Crime

Part I Offense Classification (VIOLENT CRIME)	2014	2013	Percent Change from Previous Year
Criminal Homicide			
A. Murder / Non-Negligent Manslaughter	10	13	-23.08%
B. Manslaughter by Negligence	0	0	0.00%
Forcible Rape			
A. Rape by Force	63	59	6.78%
B. Attempts to Commit Forcible Rape	3	5	-40.00%
Robbery			
A. Firearm	110	128	-14.06%
B. Knife or Cutting Instrument	32	21	52.38%
C. Other Dangerous Weapon	9	9	0.00%
D. Strong Armed	164	171	-4.09%
Assault			
A. Firearm	69	50	38.00%
B. Knife or Cutting Instrument	55	54	1.85%
C. Other Dangerous Weapon	29	50	-42.00%
D. Hands, Fists, Feet - Agravated	72	69	4.35%
<b>TOTAL VIOLENT CRIME</b>	<b>616</b>	<b>629</b>	<b>-2.07%</b>

## Property CRIME

Part I Offense Classification	2014	2013	2013-2014 Change
<b>Burglary (total)</b>	940	1264	-25.63%
A. Forcible Entry	476	673	-29.27%
B. Unlawful Entry - No Force	342	444	-22.97%
C. Attempted Forcible Entry	122	147	-17.01%
<b>Larceny - Theft (except Motor Vehicles)(total)</b>	2609	2725	-4.26%
A. Pick Pocketing	1	2	-50.00%
B. Purse Snatching	4	5	-20.00%
C. Shoplifting	529	561	-5.70%
D. From Building	731	689	6.10%
E. From Coin Operated Device	5	2	150.00%
F. From Vehicle	620	823	-24.67%
G. Auto Accessories	234	171	36.84%
H. Other	519	459	13.07%
<b>Motor Vehicle Theft (total)</b>	274	337	-18.69%
A. Autos	225	305	-26.23%
B. Trucks and Buses	19	9	111.11%
C. Other Vehicles	30	23	30.43%
<b>Arson</b>	13	10	30.00%
<b>Total Property Crime</b>	<b>3836</b>	<b>4336</b>	<b>-11.53%</b>





## FBI UCR Part II OFFENSES

Part II Offenses differ somewhat from Part I Offenses, mostly based upon the origination or reporting mechanism of the Offense. When the seriousness of Part I Offenses are considered, it provides a simple explanation how a police department receives most of these reports- from either victims, or witnesses. Some examples of Part II Offenses fall into this reporting method as well; for example, Simple Assaults, Fraud or even Drunkenness. However, it differs slightly with the majority of Part II Offenses.

Another example are drug or prostitution offenses. It would be rare for the “participant” in either of these offenses to “self-report” the incidents to the police. It is likely that proactive policing methods resulted in the reporting of these types of incidents, pursuant to drug or vice arrests and operations.

In the above example, using the same methodology, statistical increases in some Part II Offenses can connote positive achievements. Although Part II crimes are indicative of the existence of specific elements of criminal activity, they concurrently indicate that a law enforcement entity addresses those crimes proactively.

## 2014 Part II STATISTICS

Part II Offense Classification	2014	2013	2013-2014 Change
Other Assaults - Not Agravated 04E	1755	1766	-0.62%
Forgery and Counterfeiting	103	121	-14.88%
Fraud	674	667	1.05%
Embezzlement	1	2	0.00%
Stolen Property, Receive, Posses, Buying	51	58	-12.07%
Vandalism	1394	1525	-8.59%
Weapons, Carrying, Posses, Etc.	133	148	-10.14%
Prostitution and Commercialized Vice	51	37	37.84%
Sex Offenses (Except 0200 and 1600)	205	233	-12.02%
Drugs (combined)	705	649	8.63%
A. Drug Sale/Mfg - Opium - Cocaine	105	110	-4.55%
B. Drug Sale/Mfg - Marijuana	33	39	-15.38%
C. Drug Sale/Mfg - Synthetic	5	3	66.67%
D. Drug Sale/Mfg - Other	0	1	-100.00%
E. Drug Possession - Opium - Cocaine	262	235	11.49%
F. Drug Possession - Marijuana	265	241	9.96%
G. Drug Possession - Synthetic	35	19	84.21%
H. Drug Possession - Other	0	1	-100.00%
Gambling - Other	0	0	0.00%
Offenses Against Family & Children	90	65	38.46%
Driving Under the Influence	431	348	23.85%
Liquor Law	56	62	-9.68%
Drunkenness	798	606	31.68%
Disorderly Conduct	778	768	1.30%
Vagrancy	25	13	92.31%
All Other Offenses (Except Traffic)	1320	1811	-27.11%
<b>Total Part II</b>	<b>8570</b>	<b>8879</b>	<b>-3.48%</b>

2014 Part II Synopsis:

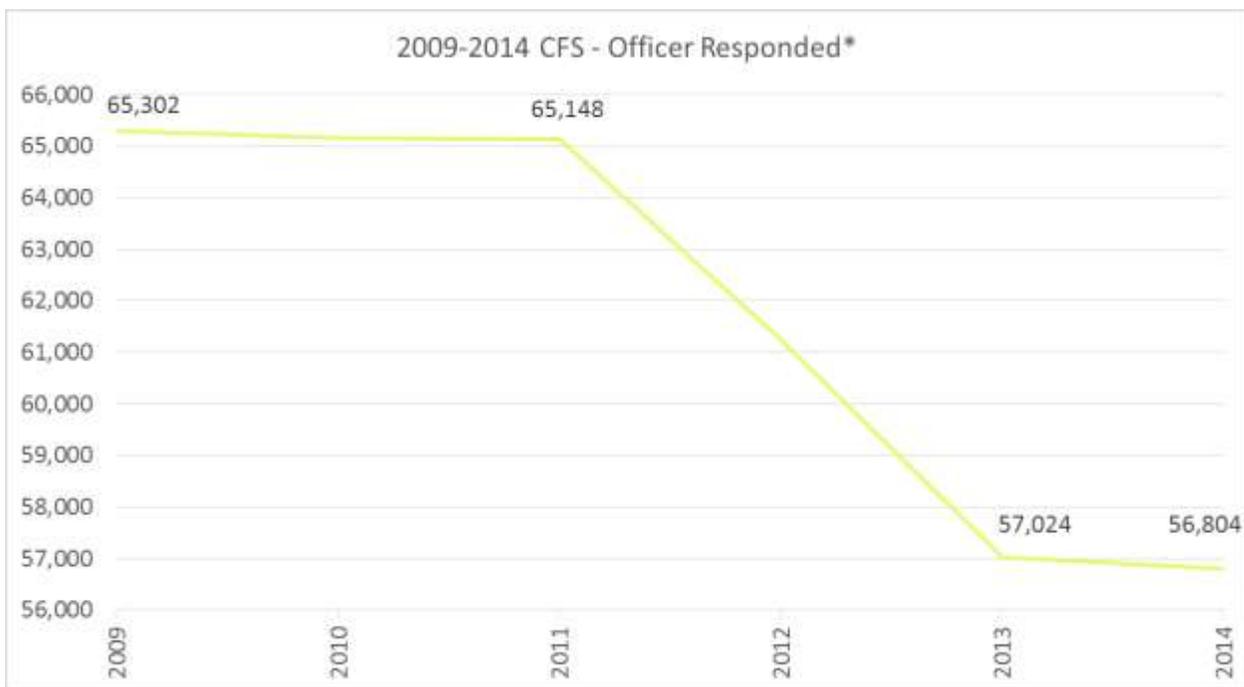
- 👮 Increases found in Prostitution, DUI, and Vagrancy counts compared to 2013 are directly correlated to operations and strategies created to address these issues.
- 👮 Weapons Offenses were down more than 10% compared to 2013.
- 👮 Vandalism reports were down 8.59% compared to 2013.
- 👮 Our area has seen an increase in synthetic drug Offenses (mainly K2, synthetic marijuana)

## PROACTIVE POLICE ACTIVITY

### CALLS FOR SERVICE

APD defines Calls for Service (CFS) as activity where a complainant calls the police to respond to a specific location. The police use this measure to gauge certain aspects of police workload. Certainly, there are numerous activities performed throughout the Department that are service oriented, however, the Call for Service remains the basic starting point. Many types of police activity are included in Calls for Service, such as police officers conducting local business checks, neighborhood-walking patrols, bicycle patrols, or any normal self-initiated activities performed by APD officers. There are two methods to measure Calls for Service, self-initiated activities, and Calls received or responded to via the APD Communications Center (COMM Center).

The following chart indicates CFS totals for the past six (6) years. These are examples of calls that we received and required a physical response to from 2009-2014.

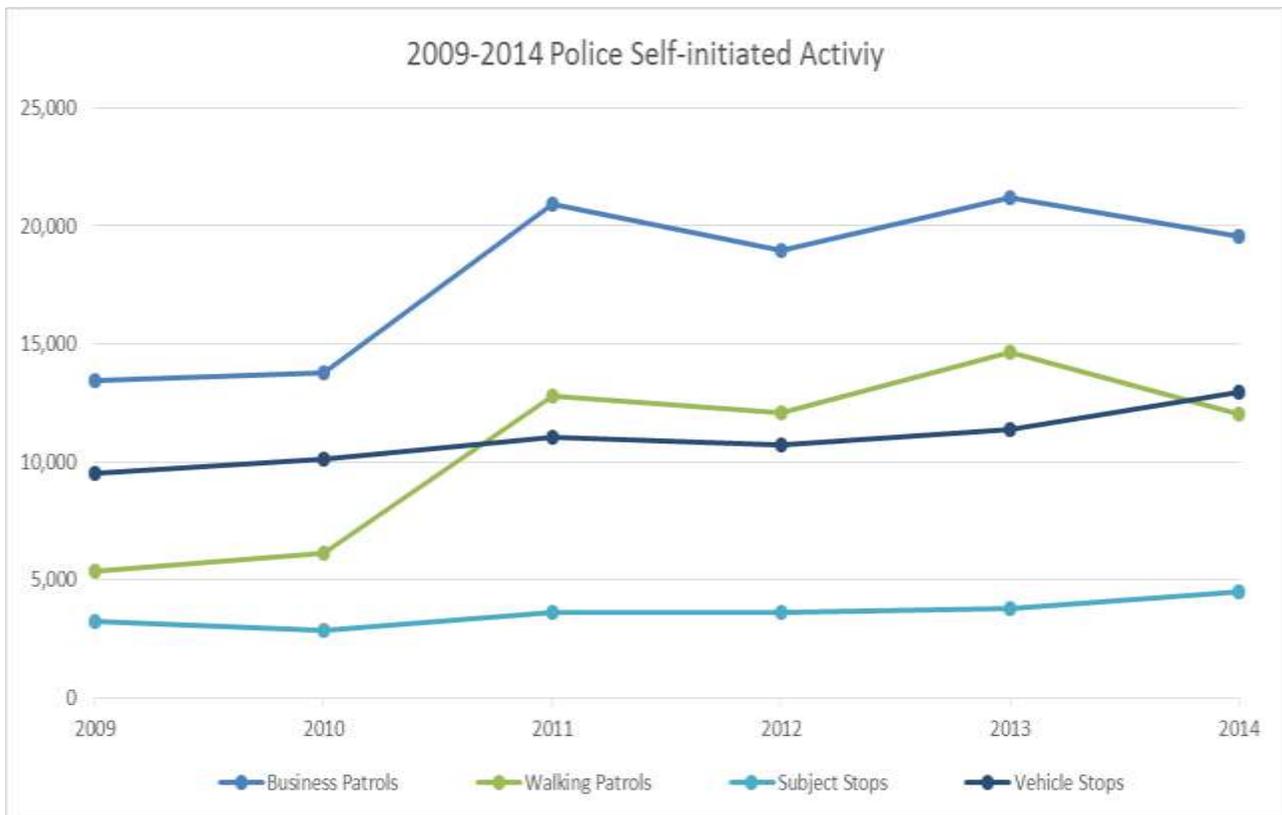


## BUSINESS PATROLS

Business Patrols are self-initiated activities of individual officers while performing daily patrol functions. They can be as intricate as explaining crime prevention through environmental design (CPTED) methods to a new business owner or as simple as parking and writing a report in a business's parking lot. Officers are encouraged to forge strong, lasting, and problem-solving relationships with community partners and their success in these areas are recorded, measured and integral to our success in strategic planning.

## WALKING PATROLS

Walking Patrols are self-initiated by individual Officers while performing daily patrol functions. As part of their patrol function, Officers will park their patrol vehicle and walk specific neighborhoods. Although these assignments are self-initiated and can appear somewhat random, the locations where these activities occur can dictate the strategies used by APD Command, based on current crime patterns and trends. The Department records, measures and deploys personnel on walking patrols, and uses them as dynamic strategic activities.



## COMMUNICATIONS CENTER

The Communications Center is under the direction of Allentown Police Department Assistant Chief Keith Morris and Superintendent Michael D. Hilbert. The 24/7 Communications staff consists of six (6) Shift Supervisors and twenty-four (24) dispatchers; all of whom are full time employees. The Communications Center serves as the NERVE CENTER for public safety in the City of Allentown, with the primary function “to save lives, protect property, and enhance the quality of life of the citizens and visitors of the City of Allentown.”

To accomplish this goal, it is the Center’s responsibility to receive and dispatch citizens’ requests for Police, Fire, EMS, Animal Control, and Parking Authority assistance, as soon as possible. The benchmark for APD 9-1-1 Dispatchers is to attempt to answer all telephone calls to the Communications Center within three rings and to dispatch all emergency calls within one minute from the time of receipt.

The Communications Center is also the primary monitoring location for the extensive City video surveillance network. The Center has the capability to view and/or control 156 cameras currently accessible on the City Network. This includes 144 City cameras, 8 PennDot cameras, and 4 Muhlenberg College cameras. The dispatch personnel utilize the camera system to monitor for criminal activities, verification and information enhancement for citizen reported complaints, and for support of public safety personnel.

Other services provided by the Communications Center include monitoring the security alarms in the Public Safety / City Hall Complex. The Center is also responsible for both utility and City support-service notifications during normal business hours as well as after hours and weekends.

### 2014 Accomplishments

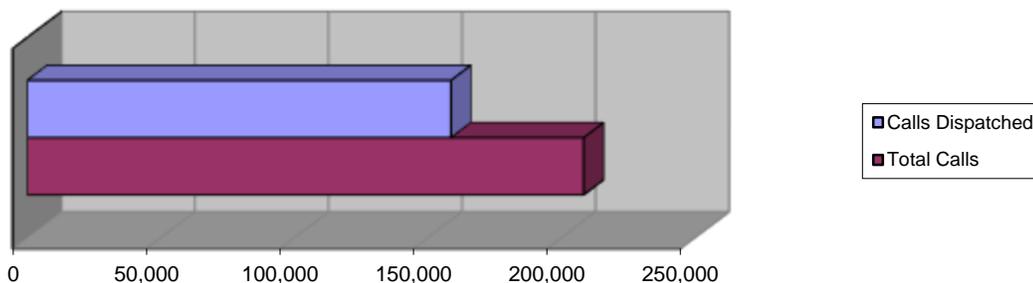
- Answered 223,344 total incoming telephone calls. (9-1-1 and Non-Emergency)
- Dispatched a total of 156,934 calls for Police, Fire, EMS, Animal Control and the Parking Authority.
- Provided 1,727 notifications for public works and/or non-emergency incidents.
- Generated 593 calls for service from monitoring of the City video surveillance network.
- Completed over 5,975 hours of training for new hires and recertification of existing personnel.
- Launched Text To 9-1-1 service for the (4) major wireless carriers

The following table indicates calls dispatched\*

POLICE	123,840
EMS	14,583
FIRE	11,607
ANIMAL CONTROL	659
PARKING AUTHORITY	6,244
PUBLIC WORKS	1,727
<b>TOTAL</b>	<b>158,660</b>

\*Dispatched calls are the number of incidents assigned an agency complaint number through the Computer Aided Dispatch system. This does not reflect the total number of calls received into the Communications Center, nor is it an indication that personnel physically responded to an actual location. The actual number of calls into the Communications Center in 2014 was 208,334.

**Total Calls Dispatched vs Total Calls Taken**

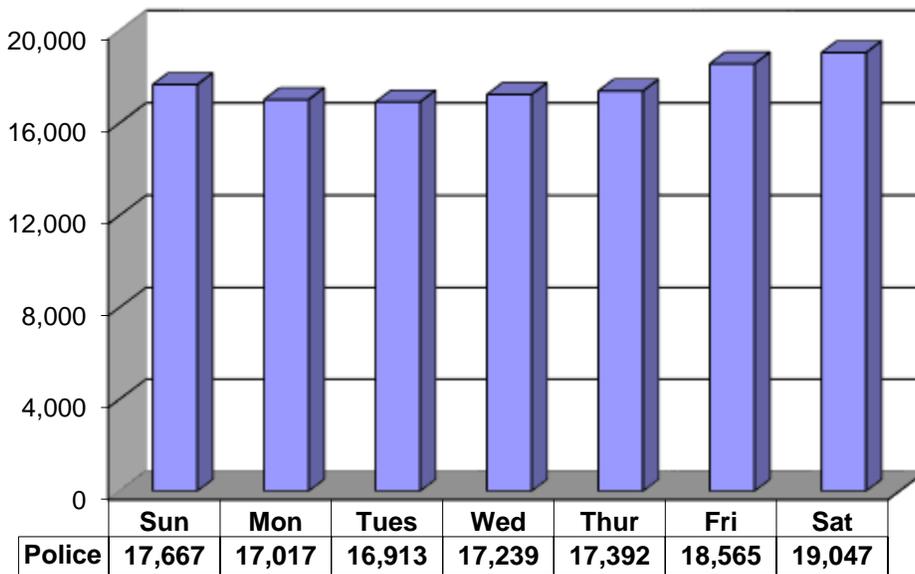


## Calls by Day of Week

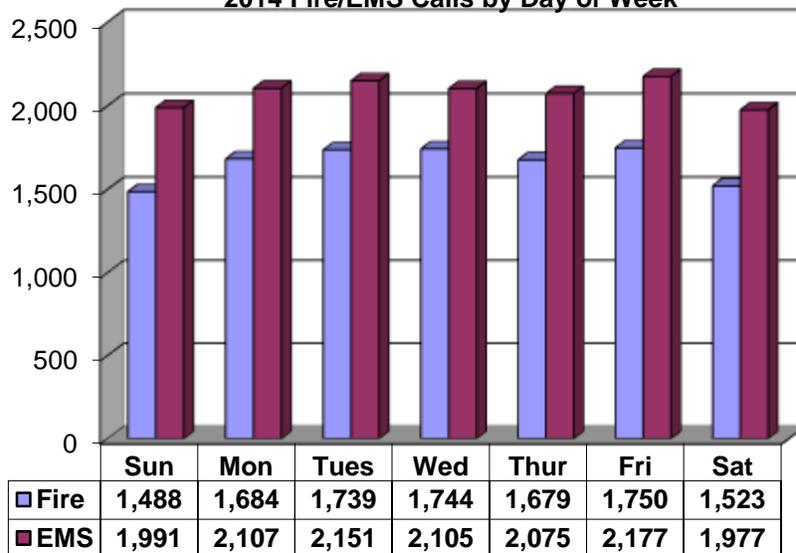
The following two charts indicate calls dispatched. Due to the number of calls, Police information is separate from Fire and EMS.

The charts indicate calls dispatched by Day of the Week. Saturday was the busiest day for Police, with a total of 19,047 calls for service throughout the year. Friday was the busiest day for the Fire, with 1,750 calls for service throughout the year. Friday was also the busiest day for EMS, with 2,177 calls for service throughout the year.

**2014 Police Calls by Day of Week**



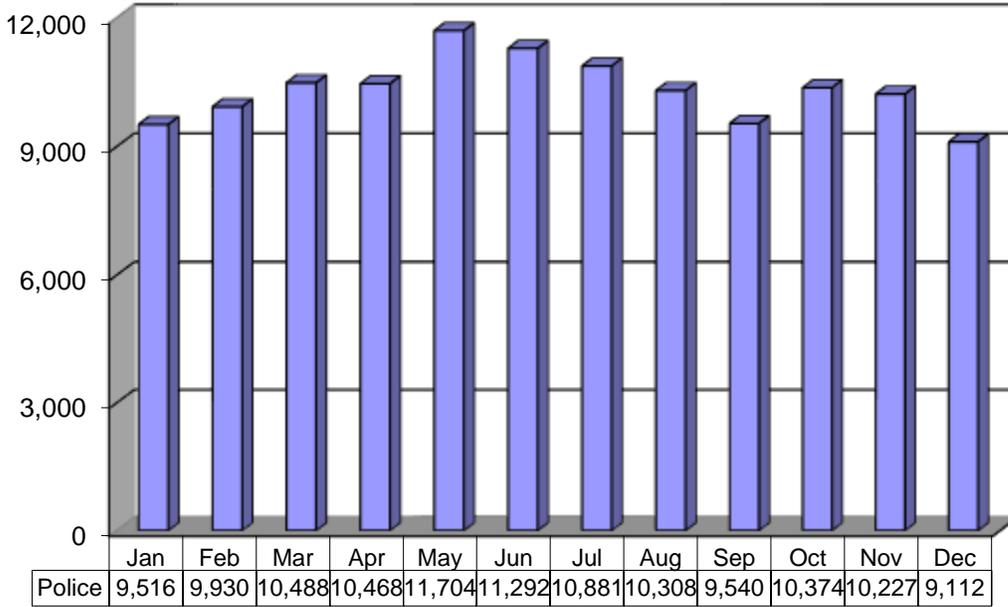
**2014 Fire/EMS Calls by Day of Week**



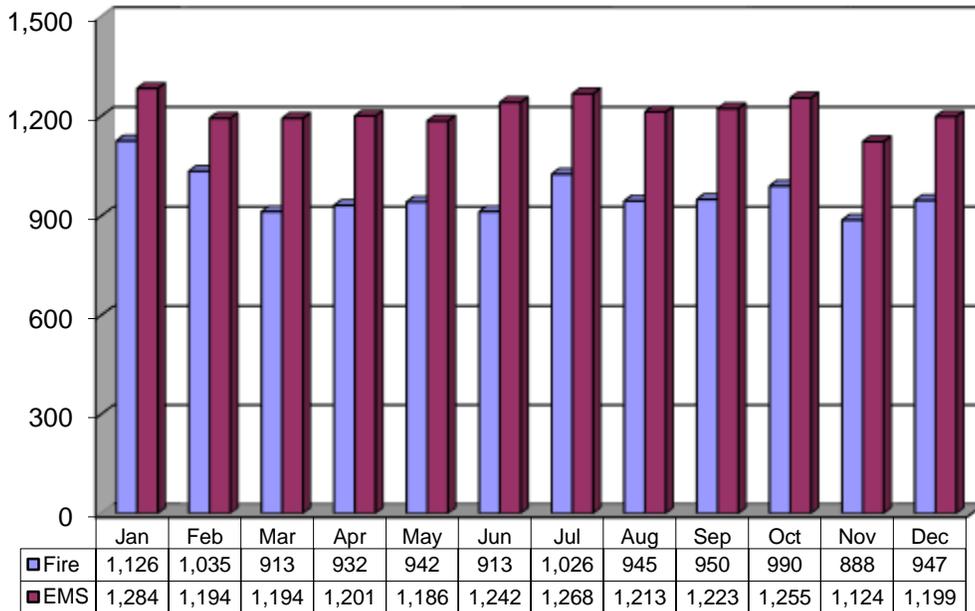
## Calls by Month

The following two charts indicate calls dispatched, by month. May was the busiest month for Police, with 11,704 total calls for service. January was the busiest month for Fire with 1,126 total calls for service. January was also the most active month for EMS, with 1,284 total calls for service.

### 2014 Police Calls by Month



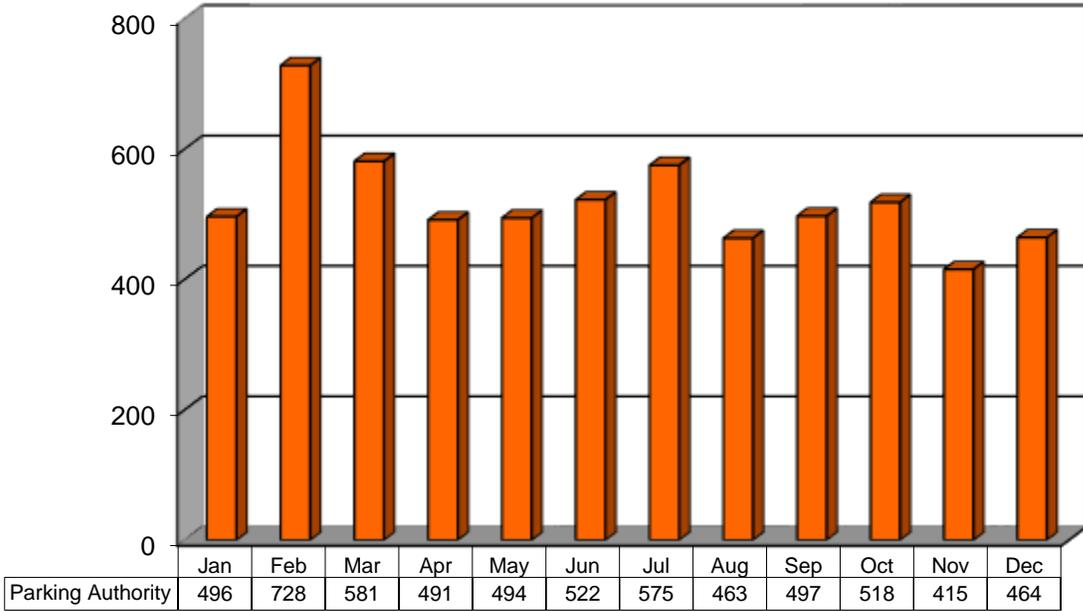
### 2014 Fire/EMS Calls by Month



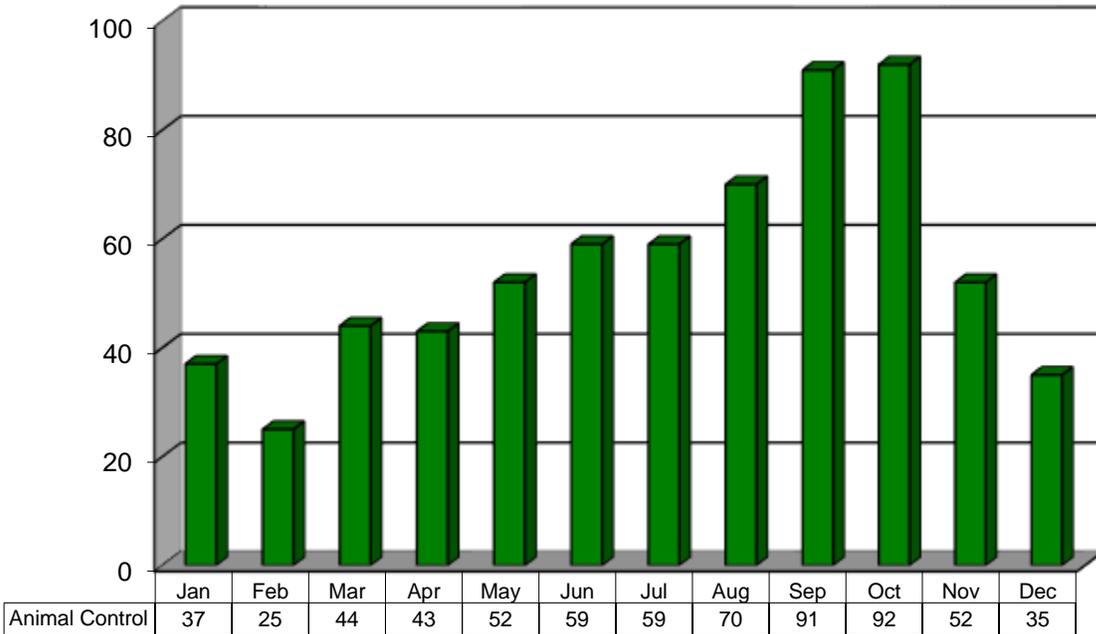
## Other Misc. Calls

The following graphs show the number of Parking Authority and Animal Control calls per month, during the year. February was the busiest month for the Parking Authority with 728 total calls. October was the most active month for Animal Control with 92 total calls.

**2014 Allentown Parking Authority Calls by Month**



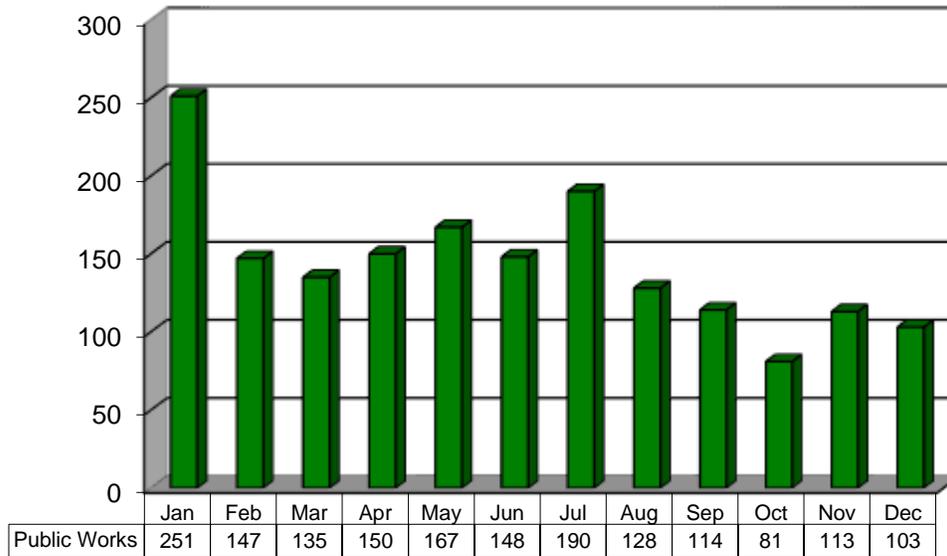
**2014 Animal Control Calls by Month**



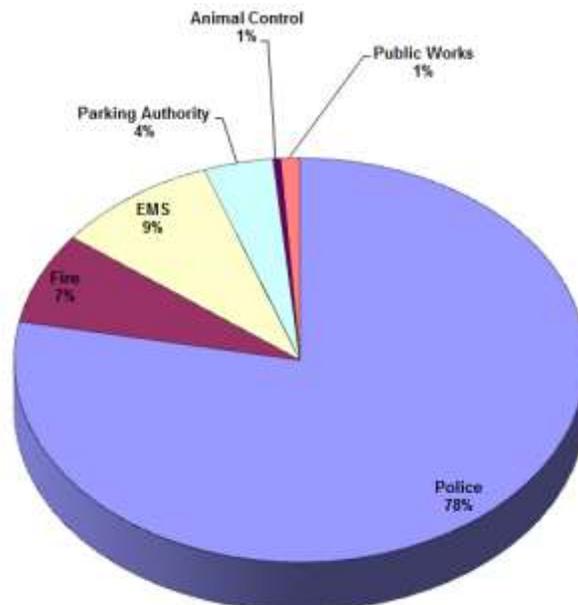
## Non-Emergency Callouts

The following graph shows the number of non-emergency callouts per month during the year. In 2014, there were a total of 1,727 non-emergency callouts. January was the most active month with 251 callouts. Non-emergency callouts include public works (Streets, LCA, Etc.) after hour call outs, utility notifications and other notifications with agencies that assist at City incidents.

**2014 Non-Emergency Callouts by Month**



The following graph shows a percentage of all calls for service dispatched from the Communications Center. The largest number of calls for service dispatched was Police calls with 78%, while the lowest number of calls is Animal Control and Public Works with 1%.

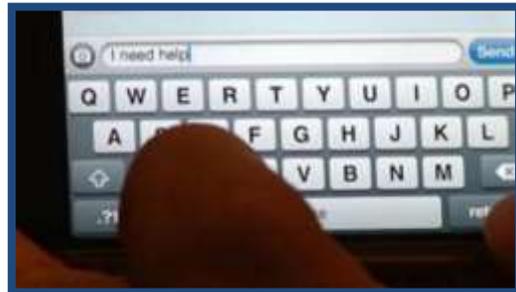


## Text to 9-1-1 Service

In 2014, the Allentown Communications Center became one of less than (100) 9-1-1 Centers in the country to provide an interim solution for short message service (SMS) text messages to 911 for emergency help when a person is unable to make a 9-1-1 voice call. This service was available to customers of the (4) major wireless carriers within reach of a cellular tower with coverage within the City of Allentown.

**Text to 911 is intended primarily for use in two emergency scenarios:**

- For an individual who is speech or hearing impaired and...
- For a person who is unable to make a voice call, for example during a medical emergency that renders the person incapable of speech, or in the instance of a home invasion, domestic violence, or abduction.



Callers should use the texting option only when calling 9-1-1 is NOT an option. Users should call if they can and text if they cannot, as using a phone to call 9-1-1 remains the most efficient way to reach emergency help.

The chart below shows the Text to 9-1-1 call volume for 2014 by category. It should be noted that while this volume is relatively low when compared to 9-1-1 calls, it is typical when compared to other deployments throughout the Commonwealth and the county.

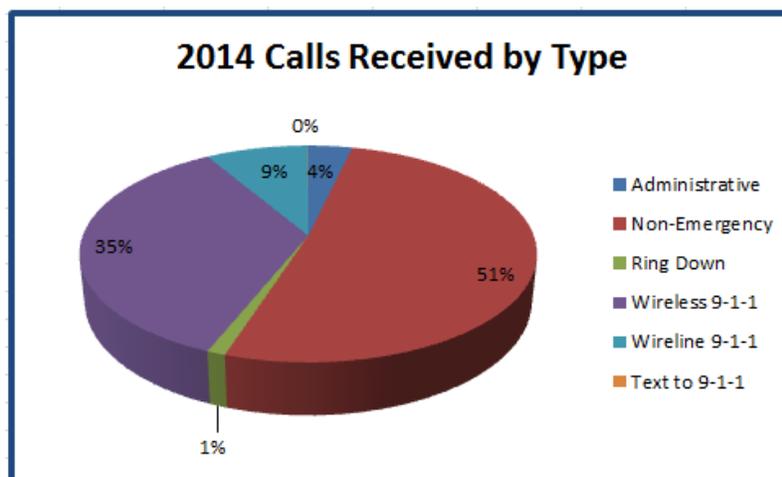
Allentown 9-1-1 Text to 9-1-1 Incident Summary	
<b>Average Text / Day</b>	<b>Total Live Calls Received</b> 67
0.26	
<b>Avg Text Time {Mins}</b>	<b>Actual Incident / Dispatched ***</b> 26 39%
11.25	<b>Accidental / No Info / No Answer</b> 19 28%
	<b>Accidental / (Voice) Verified / No problem</b> 12 18%
	<b>Harassment / Joke</b> 10 15%
<b>Longest Text {Mins}</b>	<b>*** Actual Incidents Dispatched Distribution</b> 26
131.00	<b>Domestic Disturbance</b> 8 31%
	<b>Fight / Disturbance</b> 2 8%
<b>Total Text Time {Hrs}</b>	<b>Crime In Progress</b> 1 4%
12.57	<b>Suspicious Activity</b> 3 12%
	<b>Miscellaneous / Other</b> 12 46%
<small>Last Update: 12/31/2014</small>	

## Telephone Calls Received

The Calls Received statistics are the true measure of workload as it represents the total number of telephone calls received by the Communications Center. In 2014, the Center received a total of **208,334** telephone calls and dispatched a total of **158,661** incidents. The difference between the two represents duplicate calls for the same incident, inquiry calls, requests for other departments and service calls from various agencies.

The Communications Center can receive telephone calls in several different ways. Typically, there are six primary methods:

- ❖ **Wireline 9-1-1**
  - 9-1-1 lines form landline telephones. This service allows the dispatcher to see the calling parties' location displayed as a house address. **(17,749 calls)**
- ❖ **Wireless 9-1-1**
  - 9-1-1 calls for a wireless (cellular) telephone device. This service allows the dispatcher to see the calling parties location based on a geographic coordinate that is displayed on our map. While this service has accuracy standards that are set by the FCC, the plotted location may or may not be the exact the location of the call. **(73,554 calls)**
- ❖ **Ring Down / Hotlines**
  - Dedicated telephone circuits to other 9-1-1 Centers, Emergency Operations Centers, Fire Stations, etc. **(2,350 calls)**
- ❖ **Non-Emergency**
  - 10 digit telephone numbers that are published for the public to access non-emergency services. **(107,044 calls)**
- ❖ **Administrative**
  - 10 digit telephone numbers that are non-published for administrative use and access to the Communications Center. **(7,637 calls)**
- ❖ **Text to 9-1-1**
  - A new service for 2014 that allows the Communications Center to receive SMS Text Messages that are sent to "911" from wireless device within reach of a cellular tower that provides coverage within the City of Allentown. **(67 calls)**



## Emergency Call Wait Time Metric

The Commonwealth of Pennsylvania 9-1-1 legislation establishes metrics for in-coming emergency call wait times. Standards indicate that all incoming emergency calls should be answered within three (3) rings, or ten (10) seconds.

The graph shown below demonstrates that of the total number of (9-1-1) emergency calls received in 2014, 94% were answered within the established standard of 10 seconds. 99% of all emergency calls were answered within twenty (20) seconds.

### 2014 Emergency Call Wait Time

Line Type		0-10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Wireless 9-1-1	Call Count	69,097	3,761	515	128	37	13	3	73,554
	Cumulative Percentage	94%	99%	100%	100%	100%	100%	100%	
Wireline 9-1-1	Call Count	16,493	1,069	130	37	14	2	4	17,749
	Cumulative Percentage	93%	99%	100%	100%	100%	100%	100%	
Total	Call Count	85,590	4,830	645	165	51	15	7	91,303
	Cumulative Percentage	94%	99%	100%	100%	100%	100%	100%	

### Call Volume Statistics

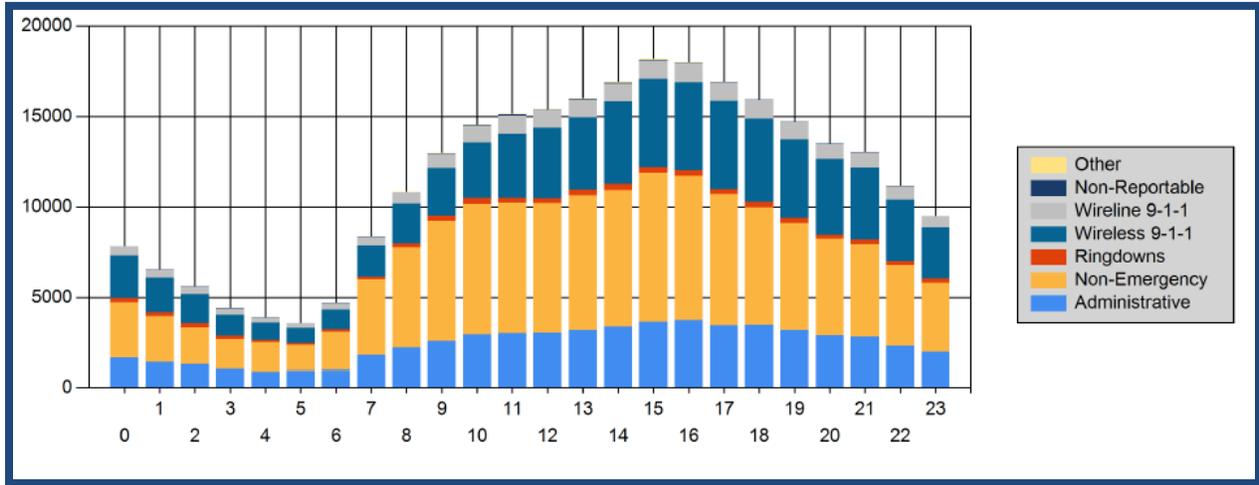
The graphs below represent the call volume workload (*made & received*) measured by various metric criteria. This information is a critical tool used in evaluating the Communications Center staffing patterns and requirements. The statistics represent the following.

- ❖ Calls Volume by Hour indicates our busiest hour of the day is 3:00 to 4:00 PM
- ❖ Calls Volume by Month indicates our busiest month is July
- ❖ Calls Volume by Day indicated our busiest day to be Friday

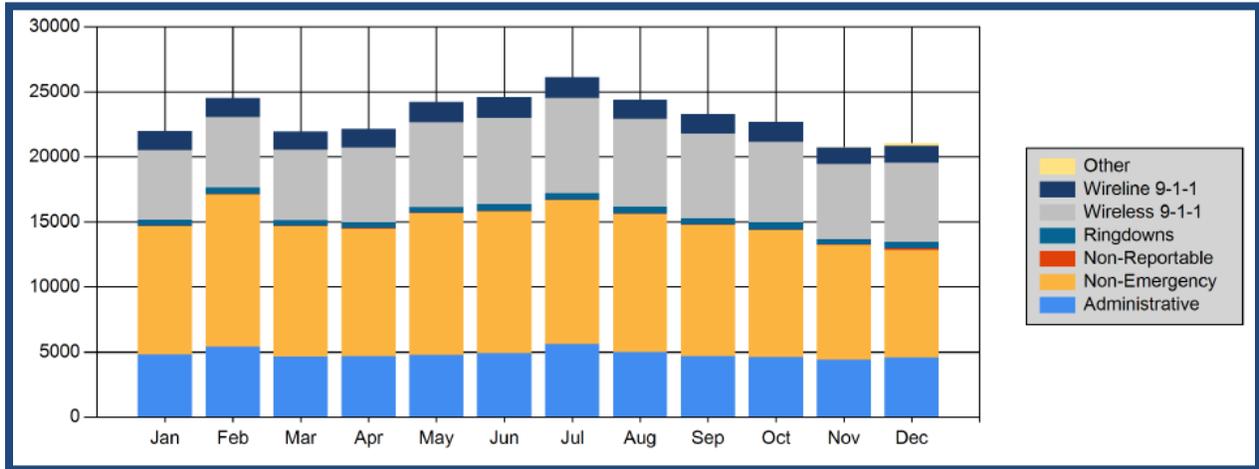
### Calls Made Statistics

While not shown graphically, the Communications made a total of **68,727** outbound telephone calls in 2014. The metrics indicate this workload closely resembles Calls Received data.

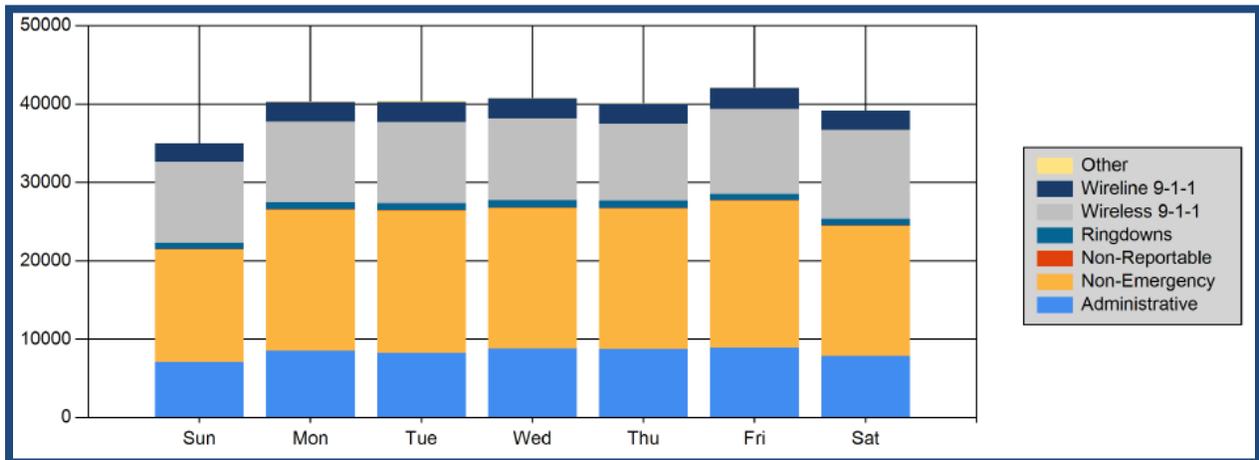
### 2014 Call Volume by Hour



### 2014 Call Volume by Month



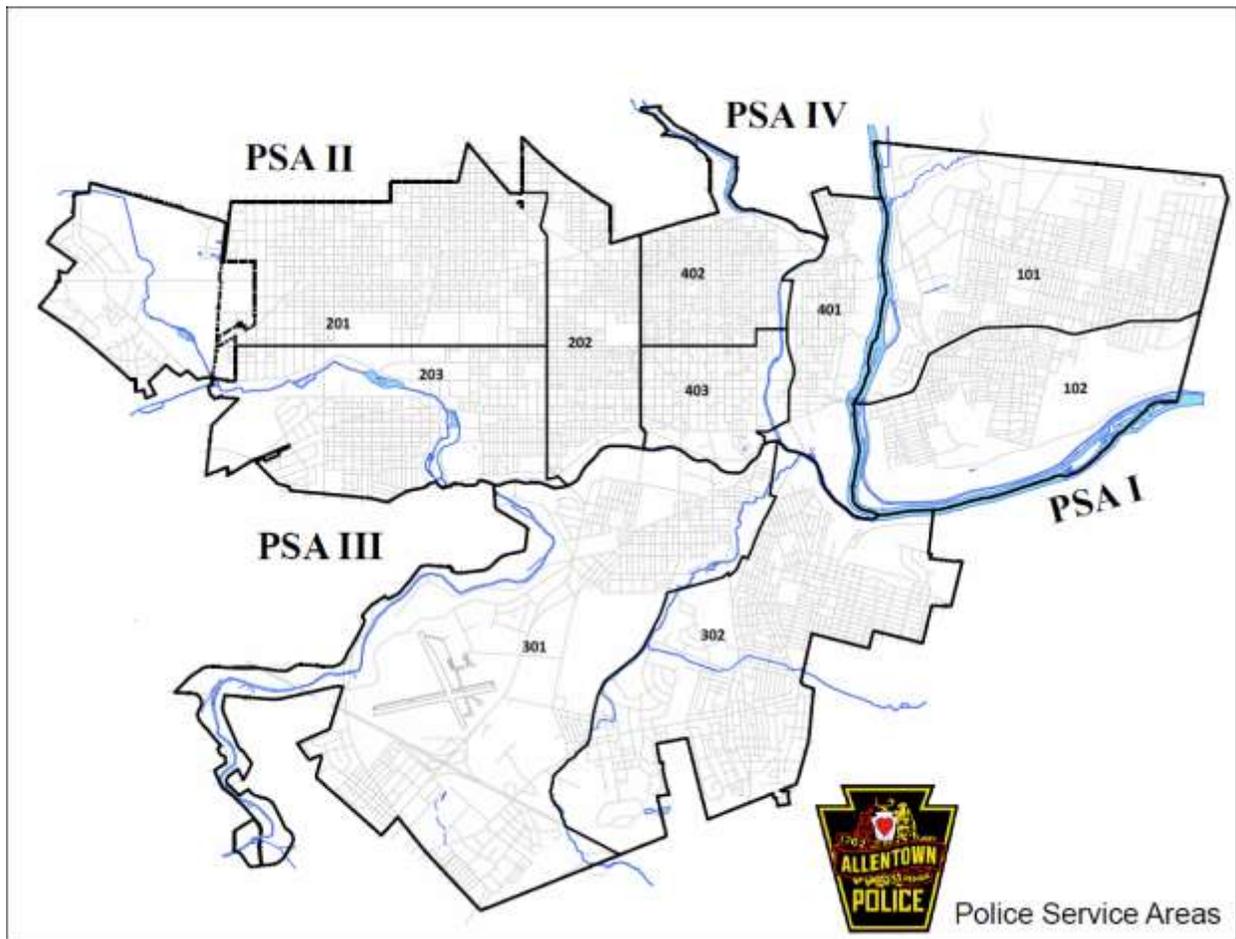
### 2014 Call Volume by Day



## Police Service Areas

The current policing structure divides the City of Allentown into four Public Service Areas (PSA); each under the command of a Police Captain. The PSA Captain assigns a police sergeant and a team of officers to provide “24/7” service to their respective service area.

The PSA team policing structure allows officers to develop distinct familiarity with the safety and security issues within their areas of assignment and to provide real-time input and feedback from our communities regarding public safety problems and policing priorities.



**PSA I – (Beats 101,102)**

**Captain Tony Alsleben**

**PSA II – (Beats 201,202,203)**

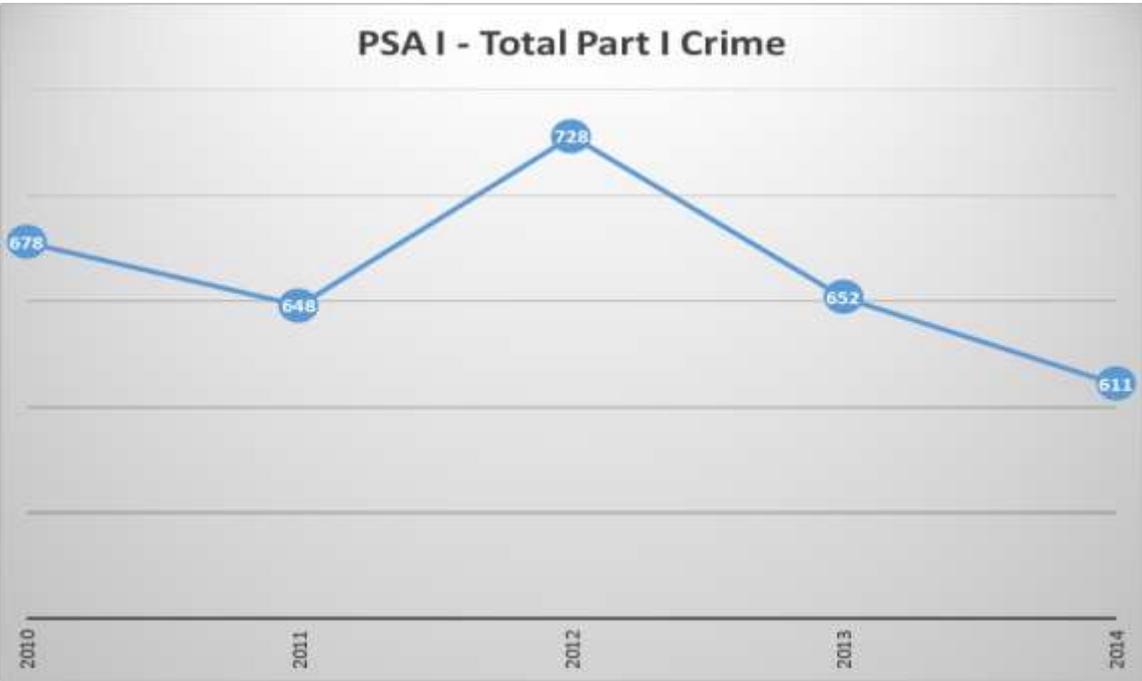
**Captain Gail Struss**

**PSA III – (Beats 301,302)**

**Captain Bill Reinik**

**PSA IV – (Beats 401,402,403)**

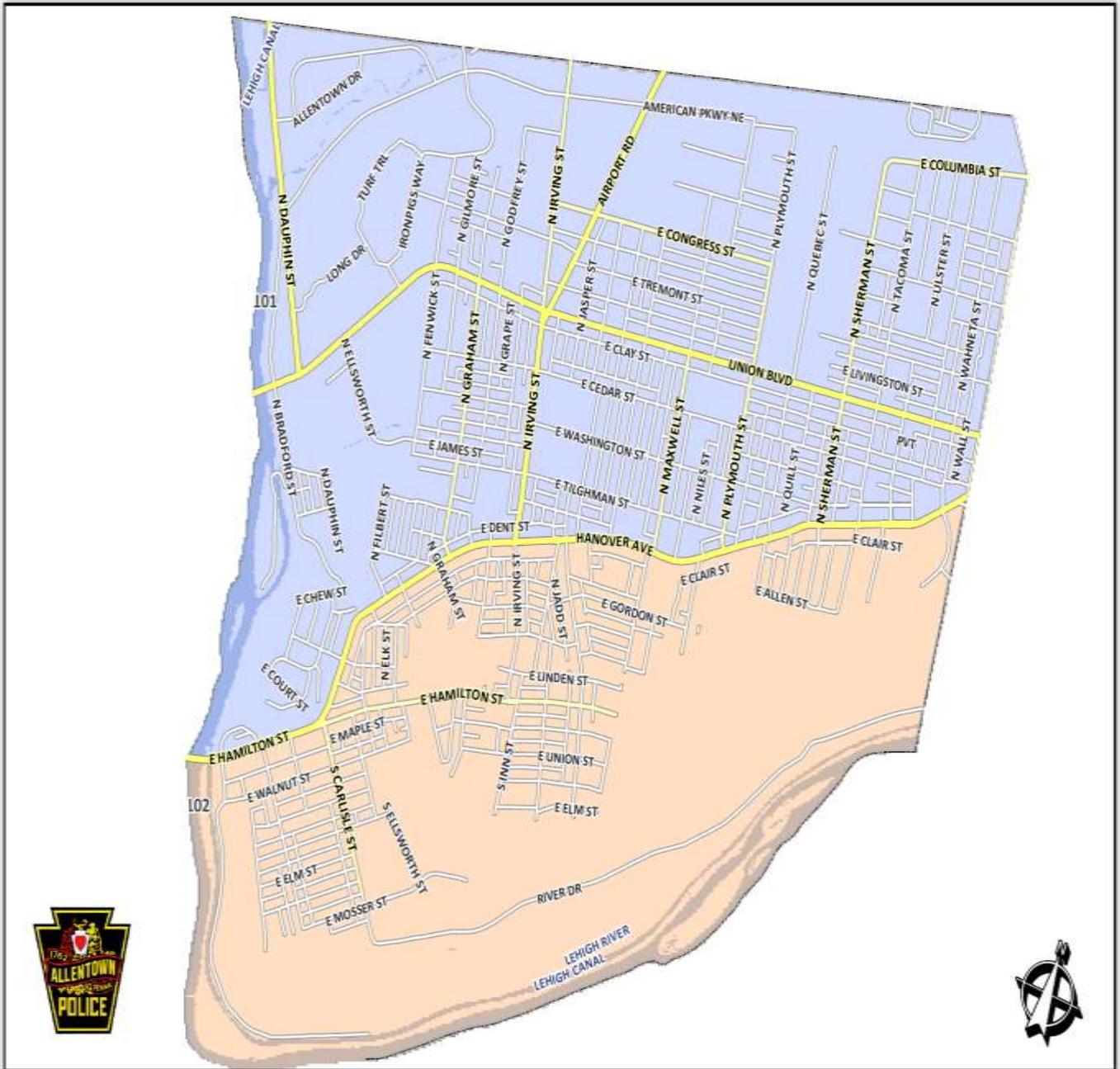
**Captain Glen Dorney**

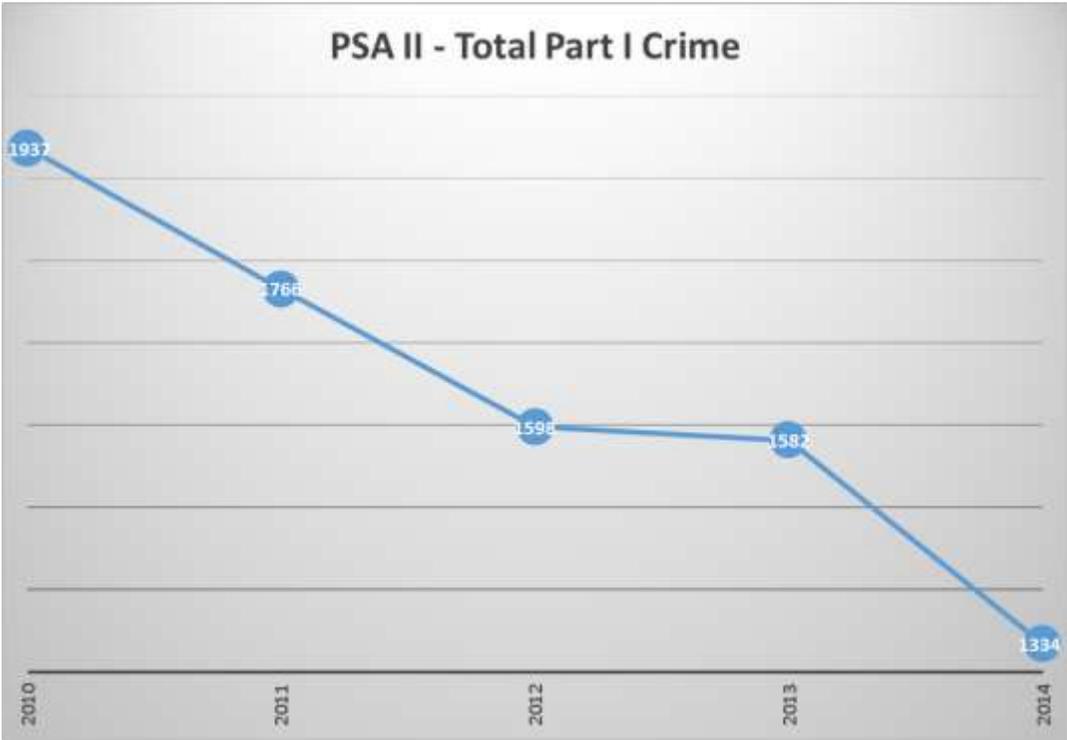


2014 Totals - PSA I

Part I Offense Classification	Entry Code	Actual Offenses	2014	2013	Change from Previous
Criminal Homicide	0100		5	1	400.00%
Forcible Rape	0200		7	5	40.00%
Robbery	0300		25	48	-47.92%
Assault	0400		18	18	0.00%
Burglary	0500		110	121	-9.09%
Larceny - Theft (except Motor Vehicles)	0600		400	409	-2.20%
Motor Vehicle Theft	0700		45	50	-10.00%
Arson	0900		1	0	100.00%
<b>Total Part I</b>			<b>611</b>	<b>652</b>	<b>-6.29%</b>

# PSA I MAP

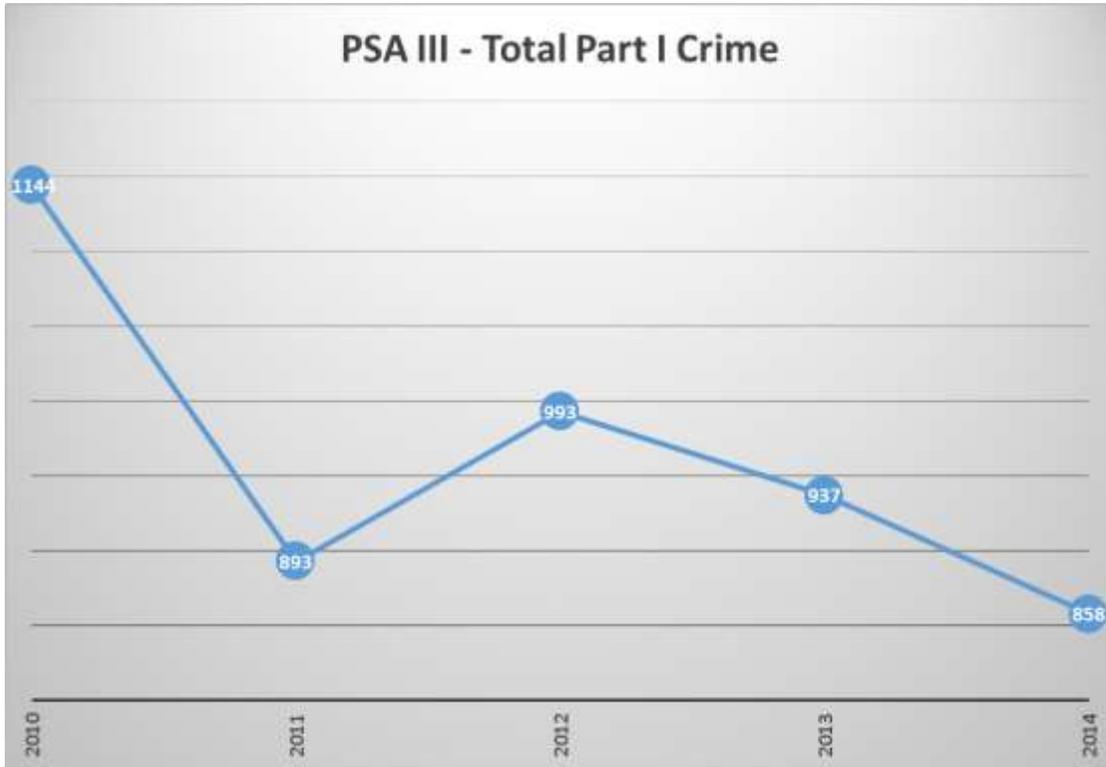




2014 Totals - PSA II

Part I Offense Classification	Entry Code	Actual Offenses	2014	2013	Change from Previous
Criminal Homicide	0100		0	5	-100.00%
Forcible Rape	0200		11	19	-42.11%
Robbery	0300		68	86	-20.93%
Assault	0400		43	41	4.88%
Burglary	0500		327	422	-22.51%
Larceny - Theft (except Motor Vehicles)	0600		802	892	-10.09%
Motor Vehicle Theft	0700		78	113	-30.97%
Arson	0900		5	4	25.00%
<b>Total Part I</b>			<b>1334</b>	<b>1582</b>	<b>-15.68%</b>

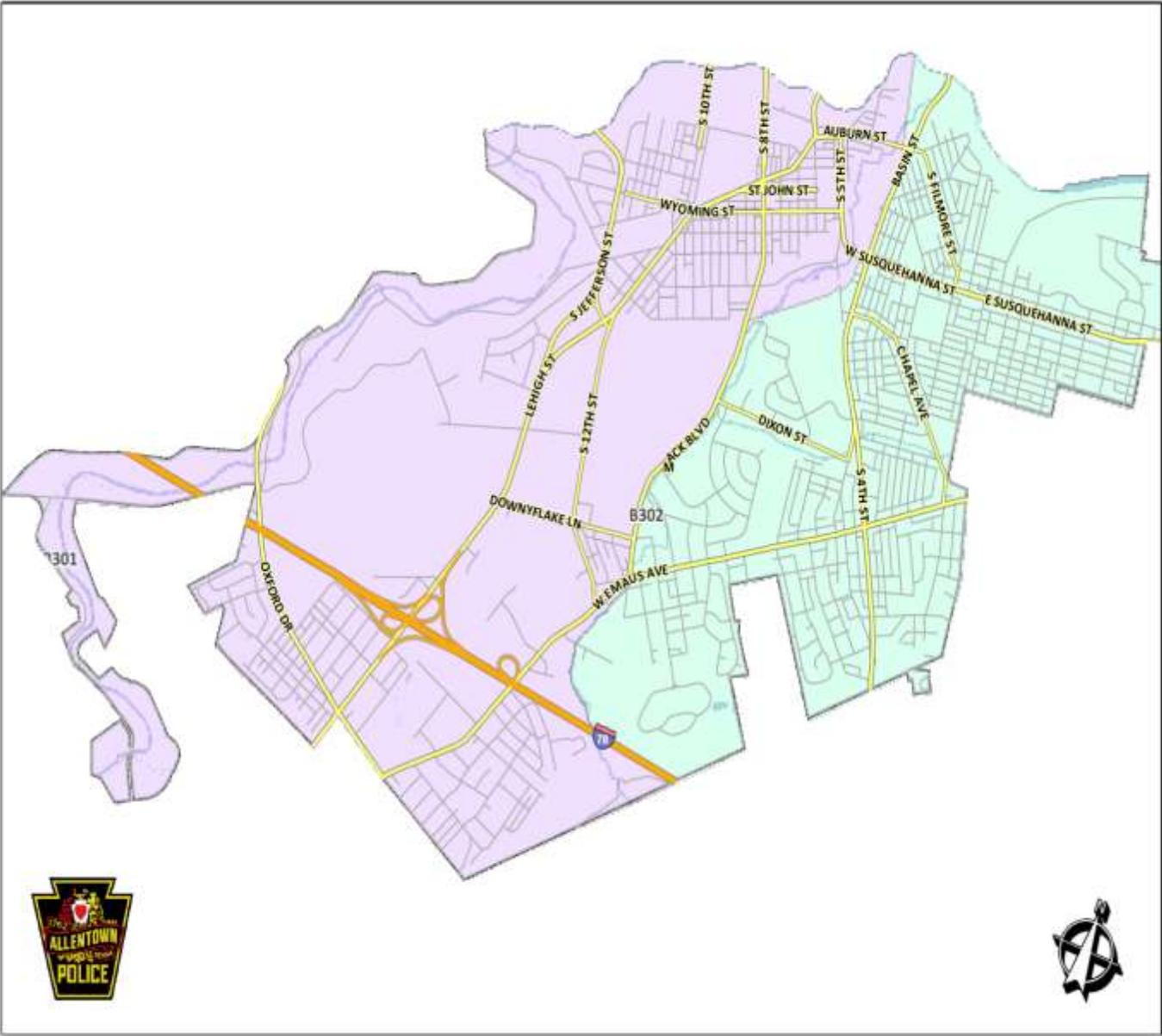


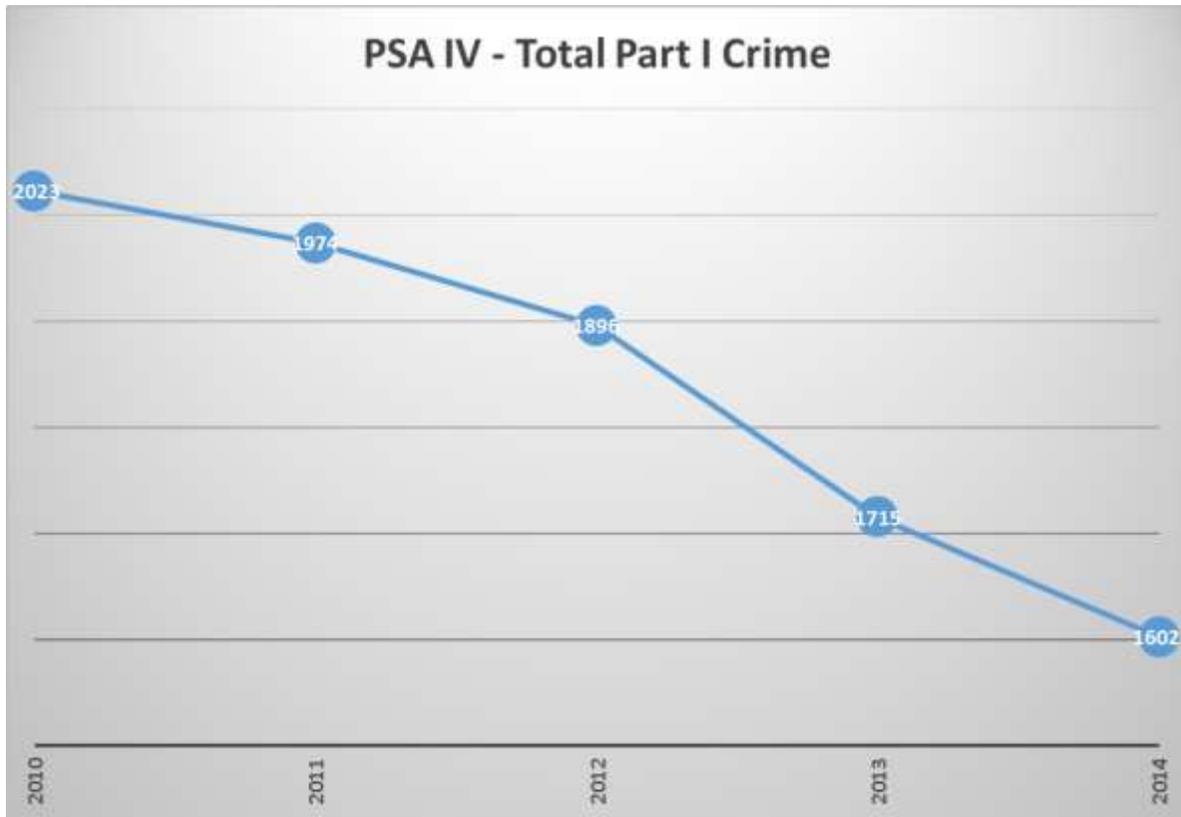


2014 Totals - PSA III

Part I Offense Classification	Entry Code	Actual Offenses	2014	2013	Change from Previous
Criminal Homicide	0100		2	1	100.00%
Forcible Rape	0200		12	4	200.00%
Robbery	0300		33	36	-8.33%
Assault	0400		21	16	31.25%
Burglary	0500		119	206	-42.23%
Larceny - Theft (except Motor Vehicles)	0600		609	597	2.01%
Motor Vehicle Theft	0700		59	76	-22.37%
Arson	0900		3	1	200.00%
<b>Total Part I</b>			<b>858</b>	<b>937</b>	<b>-8.43%</b>

# PSA III MAP





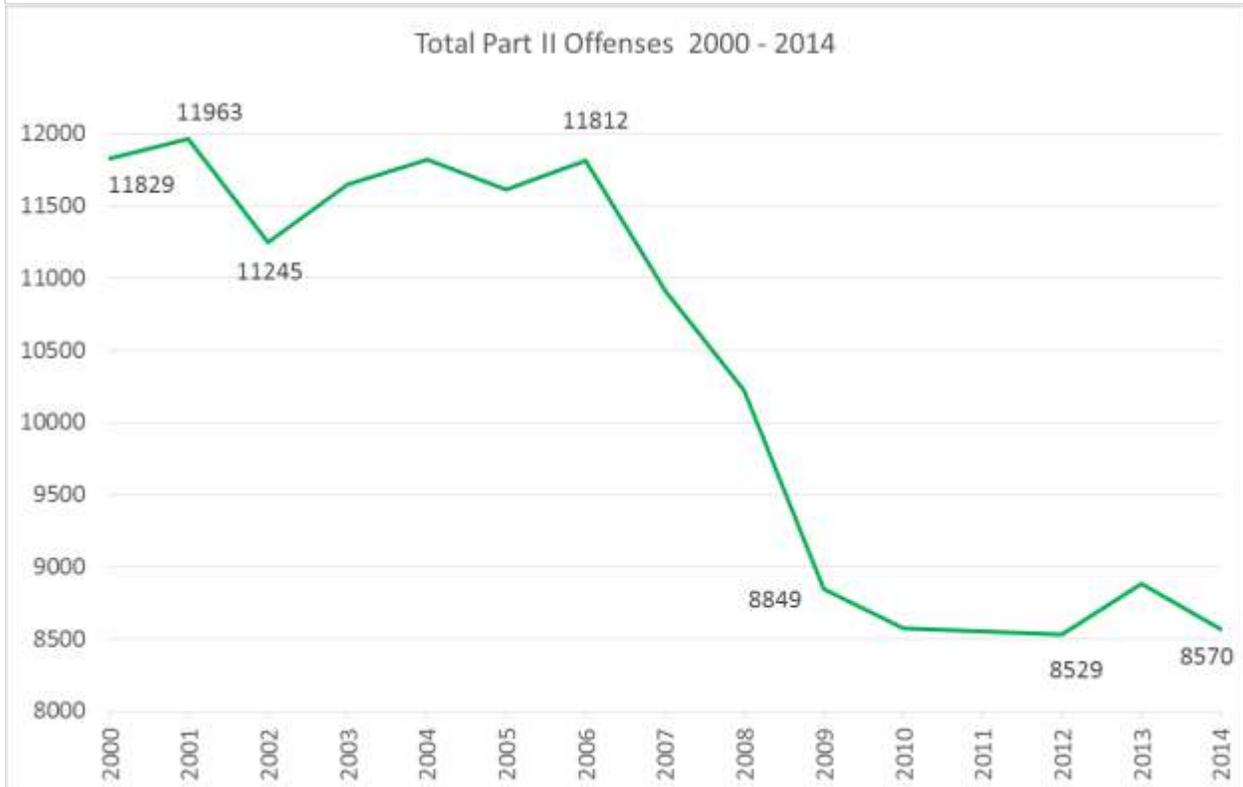
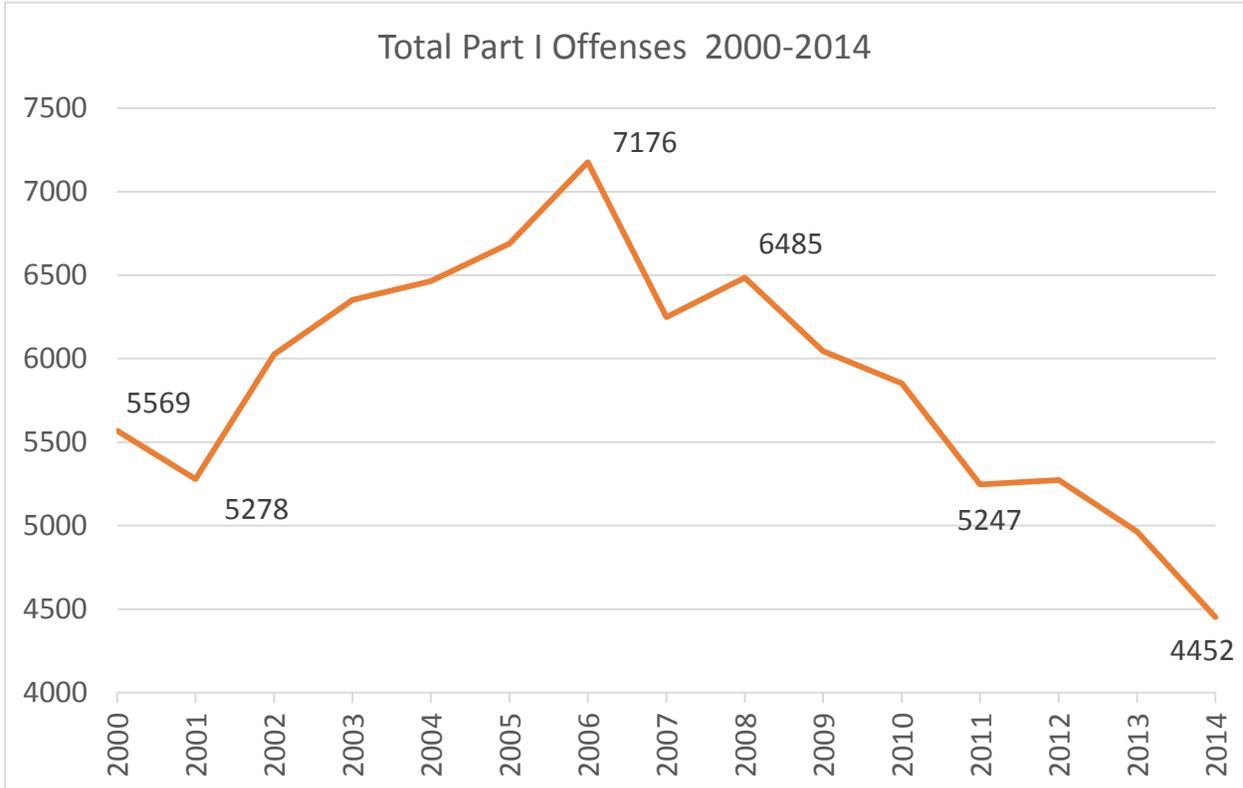
2014 Totals - PSA IV

Part I Offense Classification	Entry Code	Actual Offenses	2014	2013	Change from Previous
Criminal Homicide	0100		3	5	-40.00%
Forcible Rape	0200		37	38	-2.63%
Robbery	0300		188	160	17.50%
Assault	0400		96	92	4.35%
Burglary	0500		382	516	-25.97%
Larceny - Theft (except Motor Vehicles)	0600		787	791	-0.51%
Motor Vehicle Theft	0700		101	109	-7.34%
Arson	0900		8	4	100.00%
<b>Total Part I</b>			<b>1602</b>	<b>1715</b>	<b>-6.59%</b>



# TRENDS

## 15 YEAR STATISTICAL TRENDS



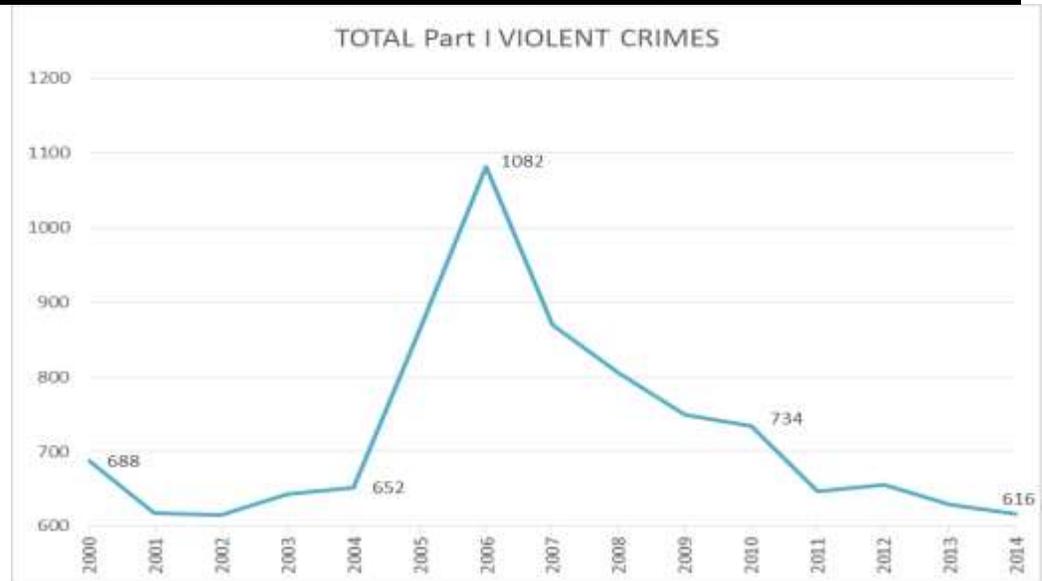
## PART I TRENDS

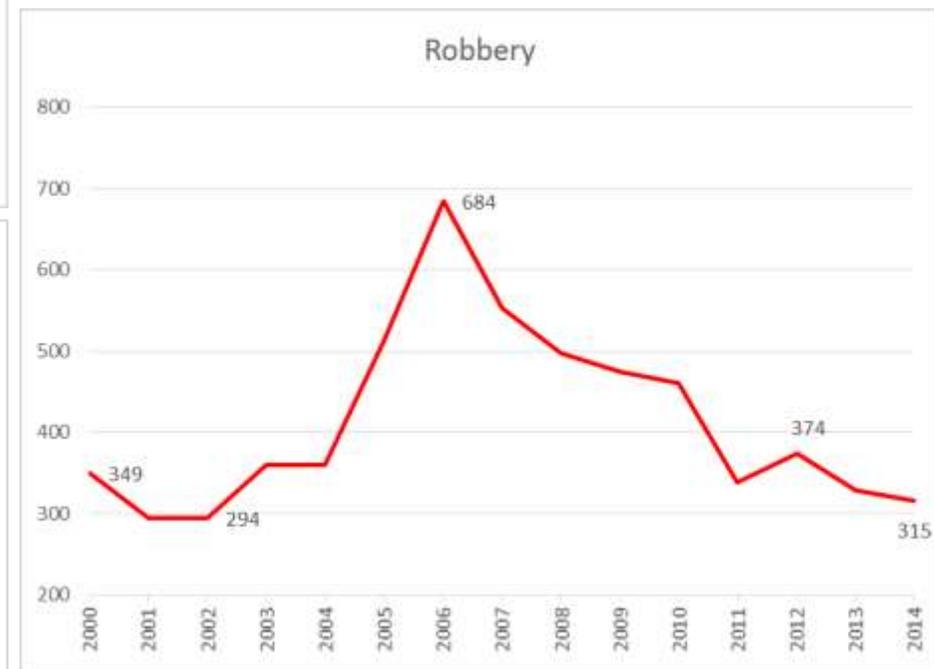
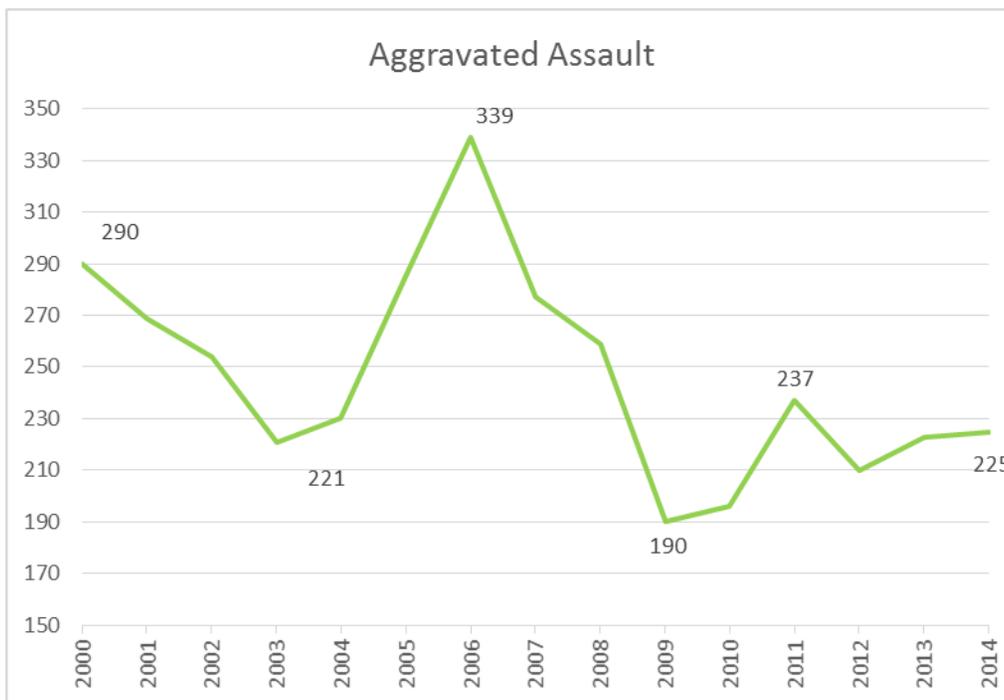
Part I Offense Classification	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	AVERAGE	2013-2014 Change	AVERAGE-2014 Change
<b>Criminal Homicide</b>																		
A. Murder / Non-Negligent Manslaughter	9	8	9	12	11	21	16	20	16	13	9	10	15	13	10	13	-23.08%	-21.88%
B. Manslaughter by Negligence	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	0.00%	0.00%
<b>Forcible Rape</b>																		
A. Rape by Force	36	38	47	46	48	39	39	15	32	67	55	58	53	59	63	46	6.78%	35.97%
B. Attempts to Commit Forcible Rape	4	8	11	5	3	6	3	5	1	5	12	3	3	5	3	5	-40.00%	-41.56%
<b>Robbery</b>																		
A. Firearm	349	295	294	359	360	512	684	552	497	474	460	339	374	329	315	413	-4.26%	-23.70%
B. Knife or Cutting Instrument	112	102	101	85	116	156	245	226	181	194	156	118	149	128	110	145	-14.06%	-24.28%
C. Other Dangerous Weapon	29	23	22	43	38	53	60	30	34	22	42	31	26	21	32	34	52.38%	-5.14%
D. Strong Armed	11	10	11	22	31	20	30	9	13	9	9	3	10	9	9	14	0.00%	-34.47%
<b>Assault</b>																		
A. Firearm	197	160	160	209	175	283	349	287	269	249	253	187	189	171	164	220	-4.09%	-25.50%
B. Knife or Cutting Instrument	290	269	254	221	230	285	339	277	259	190	196	237	210	223	225	247	0.90%	-8.91%
C. Other Dangerous Weapon	60	85	45	54	44	58	79	57	65	33	45	62	61	50	69	58	38.00%	19.38%
D. Hands, Fists, Feet - Agravated	78	43	59	62	65	91	79	78	80	62	66	67	61	54	55	67	1.85%	-17.50%
<b>Burglary</b>																		
A. Forcible Entry	51	55	73	65	45	43	73	44	44	27	27	36	25	50	29	46	-42.00%	-36.68%
B. Unlawful Entry - No Force	101	86	77	40	76	93	108	98	70	68	58	72	63	69	72	77	4.35%	-6.17%
C. Attempted Forcible Entry	1195	1111	1212	1111	1389	1393	1433	1335	1423	1414	1327	1102	1248	1263	940	1260	-25.57%	-25.38%
<b>Larceny - Theft (except Motor Vehicles)</b>																		
A. Autos	680	631	677	561	872	919	959	849	863	789	724	614	593	672	476	725	-29.17%	-34.37%
B. Trucks and Buses	345	305	325	344	332	281	322	301	404	459	404	352	505	444	342	364	-22.97%	-6.13%
C. Other Vehicles	170	175	210	206	185	193	152	185	156	166	199	136	150	147	122	170	-17.01%	-28.29%
<b>Motor Vehicle Theft</b>																		
A. Autos	3086	3052	3615	3851	3861	3905	4131	3462	3738	3385	3345	3043	2987	2724	2609	3386	-4.22%	-22.95%
B. Trucks and Buses	547	456	502	692	530	472	495	536	492	471	417	436	371	337	274	469	-18.69%	-41.52%
C. Other Vehicles	507	425	480	640	491	402	428	449	448	416	363	398	331	305	225	421	-26.23%	-46.50%
<b>Arson</b>																		
A. Autos	12	6	6	28	23	36	30	38	21	25	35	20	6	9	19	21	111.11%	-9.24%
B. Trucks and Buses	28	25	16	24	16	34	37	49	23	30	19	18	34	23	30	27	30.43%	10.84%
<b>Total Part I</b>	<b>5569</b>	<b>5278</b>	<b>6025</b>	<b>6351</b>	<b>6463</b>	<b>6689</b>	<b>7176</b>	<b>6249</b>	<b>6485</b>	<b>6045</b>	<b>5852</b>	<b>5247</b>	<b>5272</b>	<b>4963</b>	<b>4452</b>	<b>5874</b>	<b>-10.30%</b>	<b>-24.21%</b>

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	AVERAGE	2013-2014 Change	AVERAGE-2014 Change	
<b>Violent Crimes</b>																			
Criminal Homicide																			
A. Murder / Non-Negligent Manslaughter	9	8	9	12	11	21	16	20	16	13	9	10	15	13	10	13	-23.08%	-21.88%	
B. Manslaughter by Negligence	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	0.00%	0.00%	
Forcible Rape																			
A. Rape by Force	36	38	47	46	48	39	39	15	32	67	55	58	53	59	63	46	6.78%	35.97%	
B. Attempts to Commit Forcible Rape	4	8	11	5	3	6	3	5	1	5	12	3	3	5	3	5	-40.00%	-41.56%	
Robbery																			
A. Firearm	349	295	294	359	360	512	684	552	497	474	460	339	374	329	315	413	-4.26%	-23.70%	
B. Knife or Cutting Instrument	112	102	101	85	116	156	245	226	181	194	156	118	149	128	110	145	-14.06%	-24.28%	
C. Other Dangerous Weapon	29	23	22	43	38	53	60	30	34	22	42	31	26	21	32	34	52.38%	-5.14%	
D. Strong Armed	11	10	11	22	31	20	30	9	13	9	9	3	10	9	9	14	0.00%	-34.47%	
Assault																			
A. Firearm	197	160	160	209	175	283	349	287	269	249	253	187	189	171	164	220	-4.09%	-25.50%	
B. Knife or Cutting Instrument	290	269	254	221	230	285	339	277	259	190	196	237	210	223	225	247	0.90%	-8.91%	
C. Other Dangerous Weapon	60	85	45	54	44	58	79	57	65	33	45	62	61	50	69	58	38.00%	19.38%	
D. Hands, Fists, Feet - Aggravated	78	43	59	62	65	91	79	78	80	62	66	67	61	54	55	67	1.85%	-17.50%	
D. Hands, Fists, Feet - Aggravated	51	55	73	65	45	43	73	44	44	27	27	36	25	50	29	46	-42.00%	-36.68%	
D. Hands, Fists, Feet - Aggravated	101	86	77	40	76	93	108	98	70	68	58	72	63	69	72	77	4.35%	-6.17%	
<b>TOTAL VIOLENT CRIME</b>	<b>688</b>	<b>618</b>	<b>615</b>	<b>643</b>	<b>652</b>	<b>863</b>	<b>1082</b>	<b>870</b>	<b>805</b>	<b>749</b>	<b>734</b>	<b>647</b>	<b>655</b>	<b>629</b>	<b>616</b>	<b>724</b>	<b>-2.07%</b>	<b>-14.96%</b>	

## Violent Crime Trends

- 👮 2006 was the most violent of the 15 year period
- 👮 Violent crime has shown decline since its peak in 2006 \*Violent crime saw a minor uptick in 2012
- 👮 2014 matches the lowest period of violent crime over the 15yr span (2001-2002)

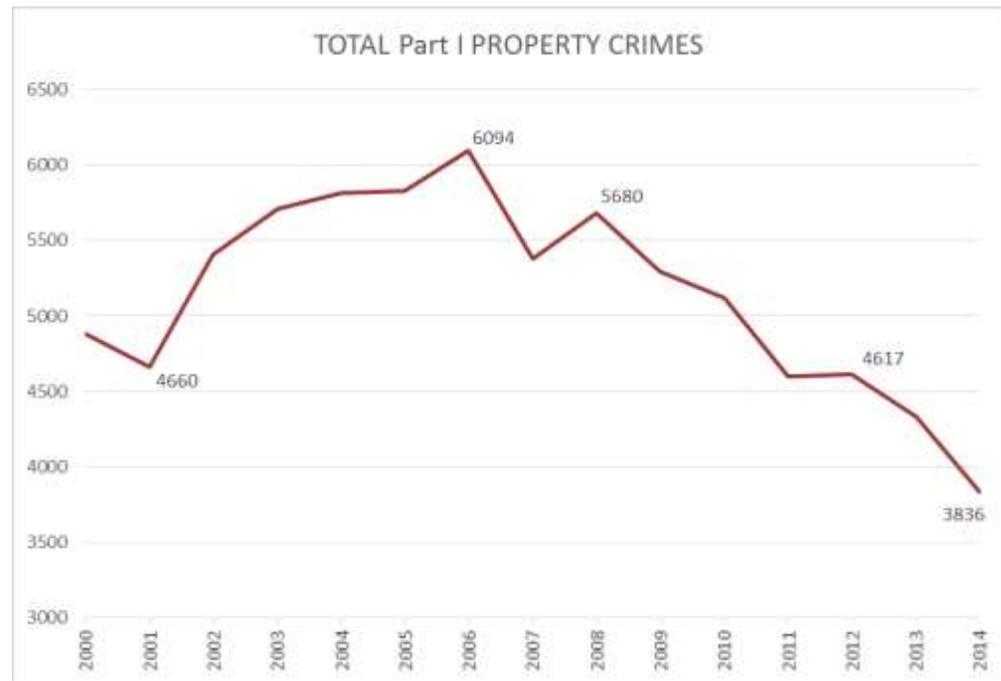




Property Crimes	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	AVERAGE	2013-2014 Change	AVERAGE-2014 Change
<b>Burglary</b>	1195	1111	1212	1111	1389	1393	1433	1335	1423	1414	1327	1102	1248	1263	940	1260	-25.57%	-25.38%
A. Forcible Entry	680	631	677	561	872	919	959	849	863	789	724	614	593	672	476	725	-29.17%	-34.37%
B. Unlawful Entry - No Force	345	305	325	344	332	281	322	301	404	459	404	352	505	444	342	364	-22.97%	-6.13%
C. Attempted Forcible Entry	170	175	210	206	185	193	152	185	156	166	199	136	150	147	122	170	-17.01%	-28.29%
<b>Larceny - Theft (except Motor Vehicles)</b>	3086	3052	3615	3851	3861	3905	4131	3462	3738	3385	3345	3043	2987	2724	2609	3386	-4.22%	-22.95%
<b>Motor Vehicle Theft</b>	547	456	502	692	530	472	495	536	492	471	417	436	371	337	274	469	-18.69%	-41.52%
A. Autos	507	425	480	640	491	402	428	449	448	416	363	398	331	305	225	421	-26.23%	-46.50%
B. Trucks and Buses	12	6	6	28	23	36	30	38	21	25	35	20	6	9	19	21	111.11%	-9.24%
C. Other Vehicles	28	25	16	24	16	34	37	49	23	30	19	18	34	23	30	27	30.43%	10.84%
<b>Arson</b>	53	41	81	54	31	56	35	46	27	26	29	19	11	10	13	35	30.00%	-63.35%
<b>TOTAL PROPERTY CRIME</b>	<b>4881</b>	<b>4660</b>	<b>5410</b>	<b>5708</b>	<b>5811</b>	<b>5826</b>	<b>6094</b>	<b>5379</b>	<b>5680</b>	<b>5296</b>	<b>5118</b>	<b>4600</b>	<b>4617</b>	<b>4334</b>	<b>3836</b>	<b>5150</b>	<b>-11.49%</b>	<b>-25.51%</b>

## Property Crime Trends

- 👮 In 2014, Property Crime was at an all-time low over the 15yr period
- 👮 2014 marked a significant decrease in Auto Thefts of more than 18% from the previous year, and more than 41% as compared to the 15yr average
- 👮 Burglaries decreased in all categories





## KEYSTONE AREA STATISTICS

-  Part I crime has steadily decreased
-  Crime within the Keystone Area has been lowered by more than 21% over the past 4 years
-  Homicides decreased in excess of 62% since 2011
-  Aggravated Assaults remain a concern and are a strategic focal point within the area

Part I Offense Classification	2011	2012	2013	2014	2012 % Change	2013 % Change	2014 % Change	2011 - 2014 % Change
Criminal Homicide	8	7	6	3	-12.50%	-14.29%	-50.00%	-62.50%
Forcible Rape	30	23	34	34	-23.33%	47.83%	0.00%	13.33%
Robbery	176	153	146	153	-13.07%	-4.58%	4.79%	-13.07%
Aggravated Assault	80	85	73	86	6.25%	-14.12%	17.81%	7.50%
Burglary	396	402	425	315	1.52%	5.72%	-25.88%	-20.45%
Larceny - Theft (except Motor Vehicles)	835	785	623	634	-5.99%	-20.64%	1.77%	-24.07%
Motor Vehicle Theft	110	89	71	62	-19.09%	-20.22%	-12.68%	-43.64%
Arson	9	2	3	4	-77.78%	50.00%	33.33%	-55.56%
<b>Total Part I</b>	<b>1636</b>	<b>1539</b>	<b>1375</b>	<b>1288</b>	<b>-5.93%</b>	<b>-10.66%</b>	<b>-6.33%</b>	<b>-21.27%</b>

# Hamilton Business District STATISTICS



2014 Totals - Hamilton Business District

Part I Offense Classification	Entry Code	Actual Offenses	2014	2013	Change from Previous
Criminal Homicide	0100		0	1	-100.00%
Forcible Rape	0200		2	4	-50.00%
Robbery	0300		28	24	16.67%
Assault	0400		10	7	42.86%
Burglary	0500		30	48	-37.50%
Larceny - Theft (except Motor Vehicles)	0600		150	127	18.11%
Motor Vehicle Theft	0700		7	7	0.00%
Arson	0900		1	1	0.00%
<b>Total Part I</b>			<b>228</b>	<b>219</b>	<b>4.11%</b>

# Hamilton Business District - Total Part I Crime



# Highlights, Initiatives, and Milestones of 2014



The APD Honor Guard proudly represents the entire police department. In 2014, the FOP Queen City Lodge provided the Honor Guard with a new van to facilitate their transportation.



Facebook

We posted it, and you were paying attention!



Who knew stories about our Police K9's would be so popular! This chart represents two posts about K9 Beny, his surgery and subsequent retirement. The outreach was fantastic!





Numerous Community partners donated Police bicycles in 2014.





Our Police Academy was busy...

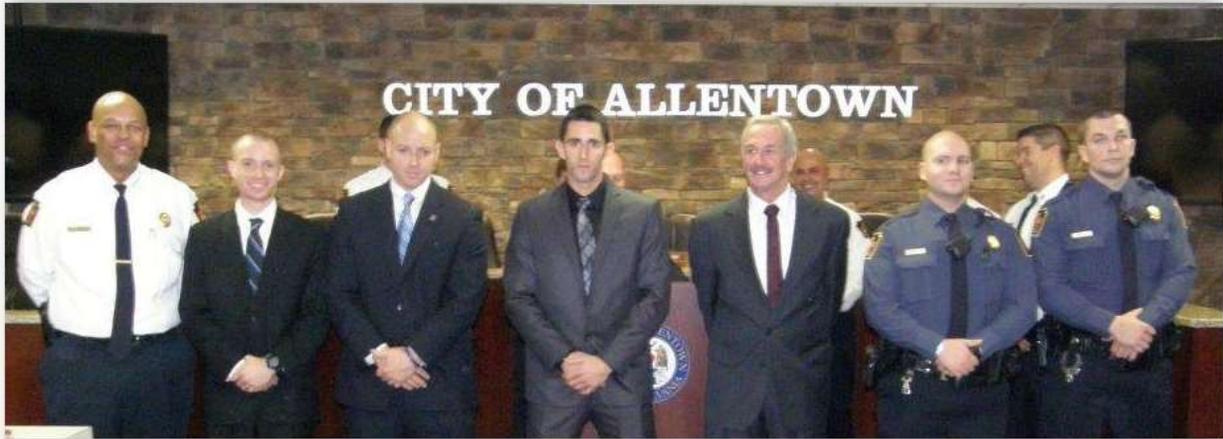


Preparing for graduation...



There were several swearing-in ceremonies throughout 2014...





We focused on several youth programs throughout the year. Our simply message to the children of Allentown, "We're friends!"



"Cops Meet Block" gave kids an opportunity to meet and play with members of the Department and local law enforcement agencies.



The SADD programs from Trexler Middle School and Allen High School showed their appreciation.



The Iron Pigs gave us an opportunity to show off our talents on the field against AFD at Coca-Cola Park!



APD hosted approximately 19 ASD students in the first Youth Police Academy...





Even Melvin from the Phantom's got in on the action!



