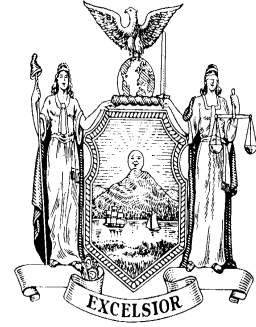




State of New York  
Andrew M. Cuomo, Governor

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Sean M. Byrne  
Acting Commissioner  
Division of Criminal Justice Services

Tony Perez  
Acting Deputy Commissioner  
Office of Public Safety

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# Administrative Study

**FINAL**

North Castle Town Police Department

Westchester County, New York

January, 2011

New York State Division of Criminal Justice Services  
Office of Public Safety  
4 Tower Place  
Albany, New York 12203-3764

# **OFFICE OF PUBLIC SAFETY**



## **Administrative Study**

**North Castle Town Police Department  
Armonk, New York**

**STAFFING ANALYSIS OF THE  
NORTH CASTLE TOWN POLICE DEPARTMENT  
ARMONK, NEW YORK**

**January 2011**

## **ACKNOWLEDGMENTS**

The New York State Division of Criminal Justice Services would like to thank Chief Robert D'Angelo and the members of the North Castle Town Police Department for their cooperation during the course of this study. This report could not have been completed without their assistance.

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# I. Preface

## The Nature of Administrative Studies

Emergencies of the day frequently prevent police administrators from giving adequate attention to the areas of planning and research. Accelerating changes in today's world create unusual pressures on law enforcement agencies and increase the need for flexibility in their management and organization.

The New York State Division of Criminal Justice Services (DCJS) sponsors a number of programs to help public officials meet the many challenges that they now confront. One service in particular, the Administrative Studies Program, offers administrative assistance to local law enforcement agencies, as well as to municipalities exploring the possibility of establishing a police department.

The purpose of the studies is to provide the assistance necessary to aid administrators in combining new ideas, concepts and methods with a professional and objective analysis of local realities. The studies focus on immediate needs and incorporate both historical data and emerging trends. The studies give decision-makers an impartial look at their police department from the perspective of an outside agency.

A request for a study must be made by the head of the agency. When such a request is received, Office of Public Safety (OPS) staff conducts a site visit to meet with the agency head and other officials, tour the police facility, and become familiar with the jurisdiction. OPS staff then conducts research as necessary and prepare a written report with findings, recommendations and options for the chief executive officer's consideration. There is no charge for this service.

The studies focus on issues of special interest to a particular agency. An administrative study might address one or several of the following functions: Patrol; Investigation; Training; Records Management System; Policies and Procedures; Organization; Community Relations; Staffing; Mission Statement; Goals and Objectives; Storing and Accounting for Evidence; Equipment; Patrol Sector Design; and Feasibility of Forming a Police Department where none exists.

Other administrative areas may also be explored in accordance with the wishes of the agency head.

### **Enabling Authority**

DCJS was created by law on September 1, 1972, and conducts administrative studies pursuant to the authority granted by the New York State Executive Law. Article 35, §837 (5) states that the Division shall:

“Conduct studies and analyses of the administration or operations of any criminal justice agency when requested by the head of such agency and make the results thereof available for the benefit of such agency.”

Responsibility for conducting these studies has been assigned to the Office of Public Safety.

### **Disclaimer**

Most of the information, recommendations and suggestions contained in this report are based upon an analysis of data compiled and supplied by the Town of North Castle Police Department. The analysis is thus directly related to the reliability and validity of the information provided. Accordingly, the Office of Public Safety cannot guarantee the accuracy of all submitted data.

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## II. Executive Summary

The following is a summary of the findings and recommendations made pursuant to the Division of Criminal Justice Service's analysis. The recommendations are supported by detailed explanations in the body of the report.

### Findings

1. In August 2010 the NYS Division of Criminal Justice Services, Office of Public Safety (OPS), entered into an agreement with Chief Robert M. D'Angelo to conduct a staffing analysis of the Town of North Castle Police Department.
2. OPS staff members subsequently conducted an on-site visit to interview personnel on September 15, 2010. The Department provided updated information for the final analysis.
3. The Police Department has a complement 34 sworn personnel and five civilians as follows:
  - 1 Chief
  - 3 Uniformed Lieutenants
  - 6 Uniformed Sergeants
  - 1 Detective Sergeant
  - 3 Detectives
  - 20 Uniformed Patrol Officers
  - 34 Total Sworn Officers
  
  - 1 Intermediate Clerk (full time)
  - 1 Dispatcher (part time)
  - 1 Dog Control Officer (65%)
  - 1 Clerical Alarms (50%)
  - 1 Parking Enforcement (35%)
  - 5 Total Civilians

4. Of the twenty Uniformed Patrol Officers, several spend most of their time on collateral duties that the Chief has determined to be necessary.
5. The Uniform Patrol Officers and Uniform Sergeants rotate weekly over three shifts. They work a schedule of four days on and 72 hours off.
6. The Police Department's patrol area is broken down into three Patrol Zones. Post 1 is Banksville, Post 2 is Armonk, and Post 3 is North White Plains. The Zone 3 Officer utilizes the North Plains Community Center Substation.
7. The Department reported 12,051 calls for service in a recent 12-month Period (7/1/09-6/30/10).
8. The total Town Budget for 2010 is \$29,217,747.
9. The Police Department's budget for the same period is \$6,919,237, about 23.7% of the total Town Budget.
10. The Town of North Castle Police Department is accredited through the New York State Law Enforcement Accreditation Program. This program is established within DCJS and is administered by an objective Accreditation Council.

## **Summary of Recommendations/Comments (See Section V for Discussion)**

1. Calculations based on the 12,051 calls for service reported by the Police Department indicate that a **minimum of 13 patrol officers** is needed to respond to calls for service.

Calculations based on the adjusted figure of 9,347 calls for service indicate that a **minimum of 10 patrol officers** is needed to respond to the Department's work load.

The two calculations indicate that a **minimum of 10 to 13** patrol officers is needed to respond to calls for service. **(These minimum numbers do not include the Chief, Lieutenants, Sergeants, Detectives, Desk Officers, and Officers on special assignments who do not regularly respond to calls for service.)**

The current patrol staff has a complement of 20 officers which appears ample to meet the Police Department's work load, even though several of the officers have collateral assignments.

It is recommended that consideration be given to reassessing the current level of patrol staffing.

2. Local officials should consider negotiating with the PBA to possibly eliminate the minimum staffing requirements.
3. Approximately seven Desk Officers are required to staff the Desk 24/7/365. Local officials should explore the possibility of eliminating the position of Desk Officer and turning over the dispatch/record-keeping function to another Police Department, such as the Westchester County Department of Public Safety.
4. If this is not feasible, local officials should confer with the Town Attorney to determine whether having one or more sworn officers in police headquarters during the 0800-1600 and 1600-2400 shifts (who are not specifically designated Desk Officers but would supervise and assist properly trained civilians as needed) could satisfy the provisions of Chapter 104, Laws of

1936. This would relieve sworn officers from desk duty on these shifts and allow them to return to patrol.

5. Departmental records indicate that 1,150 calls were recorded with no officer assigned to the call or no time associated with the call. This is a significant number, about 10% of the total calls for service. Therefore, anyone performing desk duty should receive additional training to insure that all calls for service are recorded properly.
6. The command staff consisting of the Chief and three Lieutenants appears more than ample for a police department with 34 sworn officers
7. The supervisory staff consisting of six uniformed Sergeants and one Detective Sergeant appears more than ample for the size of the North Castle Police Department. It is recommended that consideration be given to reassessing the current level of command and supervisory staffing.
8. A staff of three Detectives (including the Detective Sergeant) appears to be ample to deal with the Department's case load.
9. The current civilian support staff of five employees appears ample for a police department the size of North Castle.

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## **III. Introduction**

### **Task and Methodology**

DCJS received a written request from the Town of North Castle Chief of Police Robert D'Angelo asking the Office of Public Safety to assess the staffing and deployment needs of his agency. In accordance with DCJS procedures, Chief D'Angelo subsequently signed an agreement that outlined the conditions under which the study would be conducted. The agreement assured OPS of the agency's complete cooperation during the course of the study. It also gave OPS staff the authority to examine all relevant documents and to meet with appropriate members of the Department.

OPS staff subsequently visited the town of North Castle Police Department on September 15, 2010, to interview Chief of Police Robert D'Angelo and other department members and obtain a first-hand understanding of key staffing issues. The Chief gave OPS staff a tour of the Department's facilities and a tour of the jurisdiction patrolled by the Police Department.

The analysis that follows is based upon the expertise of the OPS staff, in conjunction with the use of established formulas that analyze reported agency activity. The validity of all recommendations pertaining to patrol staffing levels is heavily dependent upon the quality of the data provided by the Town of North Castle Police Department.

## **Overview of the Town of North Castle**

The Town of North Castle is located in Westchester County and part of it borders the State of Connecticut. The Town covers approximately 26 square miles and has 120 miles of roadway. Major transportation routes within the Town include New York State Routes 22, 120, 128, 433, Interstate I-684, and various town roads and streets.

The Town is both residential and commercial in nature, and the 2000 census listed the population as being 11,821. According to a July 1, 2009, census estimate, the population had risen to 12,177 at that time, an increase of only 3% over the 9-year period. Although the Town has no villages, the Hamlets of Armonk, Banksville, and North White Plains are located within its boundaries. Services within the Town include Police, Fire, Public Works, Rescue/Emergency Services, Schools and Water Treatment Plants.

The Town is governed by a Supervisor and four (4) Town Councilpersons who are elected to office. The fiscal year is the same as the calendar year, January 1 to December 31. The Town's budget for 2010 is \$29,217,747.

The 2000 Census figures showed the ethnic population of the Town to be 92% Caucasian, 2% Black or African-American, 4% Asian, 4% Hispanic and 2% two or more races. The average household income was \$183,808 and average family income was \$219,323 (1999 statistics), and \$60,789 per capita.

As of the 2000 Census, the Town of North Castle had 3,706 single family units, 119 single attached units (Townhouses), 205 family-units and 122 multi-units. The Town does not have any type of low income housing or housing projects. All moderate or middle income housing is in the form of multi-unit style townhouses.

The Town's tax rate per \$1,000 of assessed valuation is \$147.37. The Town has five (5) School Districts and each school district has a different tax rate per \$1,000. Property value of homes in the Town (2000 Census) ranged from \$200,000 to \$1,000,000 or more. The average home was valued at \$592,168 at the time. The value of homes in the Town of North Castle has risen substantially over the years.

The Town of North Castle has no large retail-style shopping malls. The Town is served by retail shopping areas or what would be considered a downtown shopping area. These areas are open style with roadside parking. The Town has seven Strip Malls. These consist of six stores or less and are of individual entrance design with parking areas.

Typical employers in the Town of North Castle are small businesses, school districts, professional and municipal agencies. Large employers are International Business Machines (IBM), MBIA, Swiss RE, Car Quest Auto Parts, Cinemagnetics, Semi-Conductor Packaging, H. Weiss and Company and Westchester County Airport.

The Town's daytime population can rise as high as three times the census figure due to the large number of multi-national corporations within its borders.

Byram Hills is the sole School District in the Town and comprises Wampus Avenue, Crittenden, Coman Hill and Byram Hills High School. Additionally, there is a BOCES Campus in North White Plains.

The Town has one hotel (La Quinta) in Armonk, six churches of various denominations, four banks, twelve town parks and two county parks. Six parks are located in Armonk, two in Banksville, and six in North White Plains. A structure of interest in Armonk is the three-hundred-foot-high Kensico Dam.

The Town hosts various community events during the year. In June there is the Armonk Lions' Fair and Fol-De-Rol three-day weekend, with approximately 7,000 persons in attendance. In September-October, the North Castle Library Outdoor Art Show attracts about 5,000 persons. Other events include the Armonk Sidewalk Sale, Armonk Memorial Day Celebration and Parade, and the Armonk Holiday Town-wide Celebration at Christmas time.

## **Overview of the North Castle Town Police Department**

The North Castle Town Police Department is housed in the Municipal Building, 15 Bedford Road, Armonk, NY 10504 (Westchester County). The Department occupies three (3) floors. The basement contains the officers' locker room, storage and evidence room.

Located on the first floor are the Administrative Offices of the Department, including the Communications and Complaint Desk, Chief's Office, Chief's Secretary, Lieutenants' Office, Sergeants' Office, Patrol Officers' work area, Detective Sergeant's Office, Detective and Juvenile Detective Offices, Arrest Processing, Interview Room, two Detention Cells and Restrooms. The second floor is used mostly for storage. Parking for Police Vehicles and personnel is located in the rear of the Town Hall.

The Police Department provides 24/7/365 enforcement coverage to the Town residents, and has thirty-four sworn personnel as follows.

- 1 Chief
- 3 Uniformed Lieutenants
- 6 Uniformed Sergeants
- 1 Detective Sergeant
- 3 Detectives
- 20 Uniformed Patrol Officers
- 34 Total Sworn Officers

The Police Department also employs 5 civilians as follows.

- 1 Intermediate Clerk (full time)
- 1 Dispatcher (part time)
- 1 Dog Control Officer (65%)
- 1 Clerical Alarms (50%)
- 1 Parking Enforcement (35%)
- 5 Total Civilians

The Police Department Budget for 2010 is \$6,919,237 and the Department reported 12,051 calls for service during the period of July 1, 2009 to June 30, 2010.

The Police Department patrols approximately 120 miles of roadway in the Town's 26 square miles. Major Highways are State Routes 22, 120, 128 and I-684,

in addition to Town roads and streets. The area is divided into three patrol posts. Post 1 is Banksville, Post 2 is Armonk and Post 3 is North White Plains. The Department has a Substation in North White Plains housed in the Community Center on Clove Road. The Officer on Post 3 utilizes the Substation to perform various police functions, thereby eliminating the need for return trips to Police Headquarters in Armonk .

The last collective bargaining agreement between the Town of North Castle and the Police Benevolent Association was in effect from January 1, 2005 to December 31, 2008, Although, it has expired, its terms stay in effect until a new agreement is signed. Under the terms of the agreement, Uniformed Sergeants and Uniformed Officers rotate weekly and work a schedule of 4 days on and seventy-two hours off, for a total of 230.5 work days a year (1,844 hours). In addition, they are required to work five training days (40 hours) and four “plug-in” days (32 hours), for a total of 1,916 hours per year.

The agreement further provides for a minimum of four officers on each shift, with one being a supervisor. When two supervisors are on duty, one is assigned to Desk Duty and the other is assigned to patrol. When only one Sergeant is on duty, he is assigned to a post where he supervises the tour, is available to respond to calls, and acts as a backup for the other two officers on patrol.

It is estimated that the daytime population of the Town increases to over 30,000 persons. The work schedule during the summer months requires considerable overtime. The Department has an Emergency Services Unit within its ranks which provides rapid emergency medical care 24/7 to Town residents. The Department responded to approximately 2,000 residential and business alarms in the past year. It is Departmental policy to have two police vehicles respond to all panic alarms, possible homicides, burglaries, and robberies.

In accordance with Chapter 104, Laws of 1936, only a member of a police department may be assigned to desk duty or act as a desk officer except in a case of public emergency. Under normal circumstances, therefore, civilians are not authorized to perform desk duty. This law applies only to police departments in Westchester County.

The Communications Staff operate the Department’s E911 and NYSPIN Systems, residential and business alarm systems, computer entry and update, and

records. The Communications female employee may be called upon to oversee female prisoners.

The Department has twenty vehicles, six of which are unmarked. Four of these vehicles are awaiting replacement, but two of them can still perform limited use as patrol vehicles. Four vehicles are used for Emergency Services, one is used for the DARE program, one is used for Animal Control and one is out of service. In addition, the Department has three mountain bikes and a 14-foot boat. Vehicles are maintained by the Town Highway Department.

The Town Judge holds court two days and one evening a week and is available to the police when court is not in session. The New York State Police have two substations outside the Town. One is in Somers and the other is in Hawthorne. The Police Department transports defendants to and from the County Jail in Valhalla. The Juvenile Detention facility is located in White Plains on the Grasslands Reservation.

In 2009, the Police Department reported 428 crimes to DCJS. The most common Part I Crimes were Larcenies and Burglaries, and the most common Part II Crimes were Criminal Mischief and Driving While Intoxicated.

The Police Department is proactive in its approach to policing. A bicycle patrol is utilized during clement weather which improves personal contact with the public. Officers on Post 3 who work out of the North White Plains Community Center have an opportunity to work closely with the citizens in that area. A DARE Officer and the Youth Academy maintain direct contact with the youth of the Town.

The Department has trained certified Crime Prevention Specialists to instruct community residents in crime prevention programs, Operation ID, Operation Safe Smiles, VIN Etching, and the proper installation of Child Safety Seats in automobiles.

The Department reported 12,051 calls for service during the period of 7/1/2009 to 6/30/2010. Tabulations of these calls, both by frequency and alphabetically, are included in **Appendix A**.

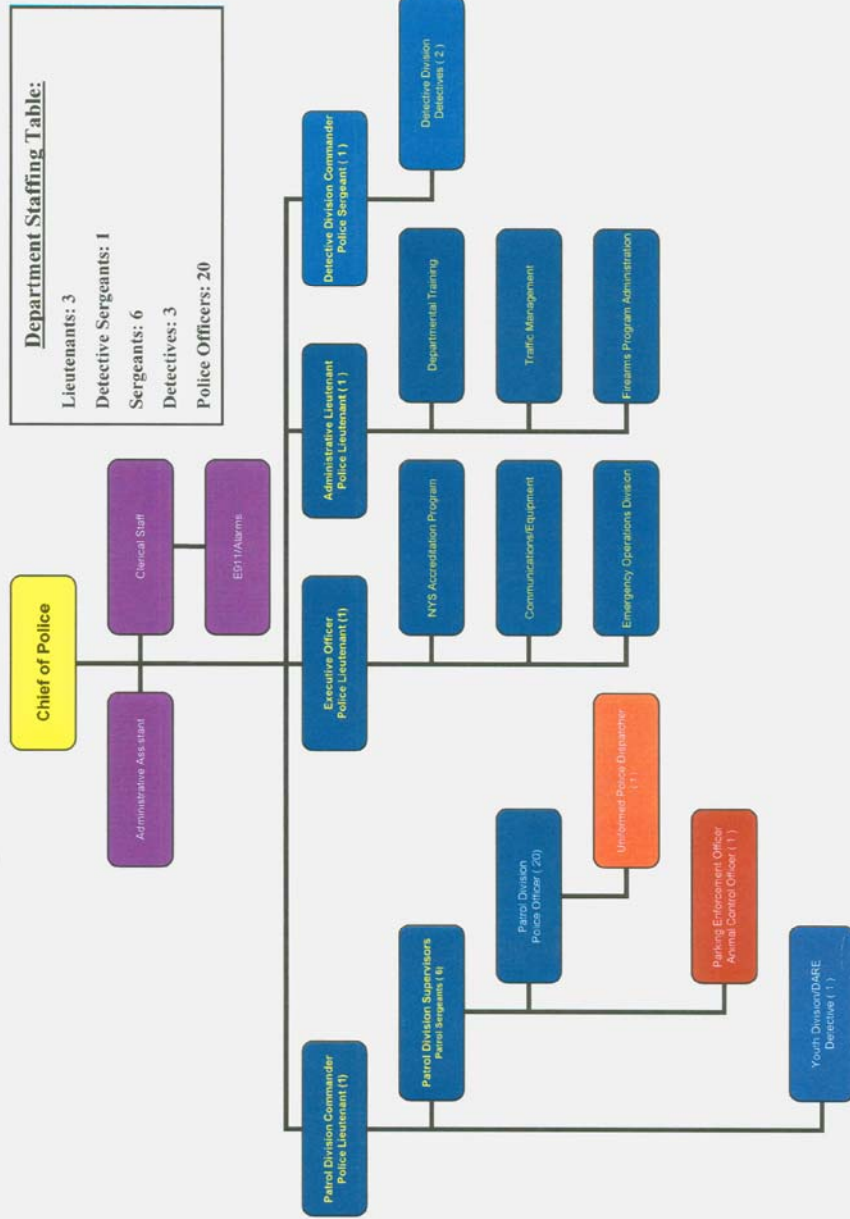
The North Castle Town Police Department is accredited by the State of New York. To maintain its accreditation, the Police Department must comply with 132

standards set by the NYS Law Enforcement Accreditation Council and provide at least 35 hours of training for each sworn officer annually.

An organization chart provided by the Police Department is included on the following page.

# Department Organization – Town of North Castle Police Department

## Department Manual Section 102.01 Attachment # 1



**Department Staffing Table:**

Lieutenants: 3  
 Detective Sergeants: 1  
 Sergeants: 6  
 Detectives: 3  
 Police Officers: 20

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## **IV. Patrol Staffing Analysis**

### **Patrol Division**

The allocation of staff is a critical issue in any law enforcement agency. By far, the largest part of a police department budget consists of personnel costs.

Patrol is the most fundamental of all law enforcement operations. Uniformed police officers assigned to conspicuous patrol vehicles provide the basic services for which the police department was established. The patrol force seeks to prevent criminal activity by creating the appearance of omnipresence, thus generating the impression that offenders will be immediately apprehended.

Patrol responsibility is not limited to the prevention of crimes and the apprehension of offenders. The patrol force is also a service unit, providing assistance and emergency care in the event of injury, sickness, loss of property, or even citizen inconvenience. Uniformed officers are usually the first, and sometimes the only contact the public has with the Police Department. The importance of adequate staffing, deployment, supervision and training for patrol can hardly be overemphasized.

An exact means for determining the optimum number of officers to be allocated to the law enforcement function has yet to be developed. Nevertheless, an equitable distribution of enforcement strength by time and area can be achieved with reasonable precision.

Two steps are required to achieve this objective. The first task is to identify the number of staff years required. Once that is done, the specific staffing requirements can be calculated.

## **Determining the Minimum Number of Patrol Officers Needed**

### **The Formula**

Two variables largely determine the number of officers who are necessary to staff the patrol force adequately: the number of calls for service for a given period of time (from which the number of staff years can be identified), and the average length of time that each officer is available for duty on a yearly basis. A staff year is 2,920 hours, which is the amount of time that is required for one officer to provide 7/24/365 service for a year.

Utilizing a formula developed by the International Association of Chiefs of Police (IACP), the steps outlined below are taken. The formula is a “rule of thumb” that provides a reasonable estimate of the number of officers required for patrol duty.

The rationale of the formula is that approximately one-third of a patrol officer’s time should be spent on responding to calls for service and approximately two-thirds of a patrol officer’s time should be spent on police activities other than calls for service.

To achieve this, the estimated time spent on a call for service (approximately 30 minutes in most police departments) is multiplied by three. In effect, a patrol officer is allotted 1.5 hours for each call for service. One-half hour is allotted to respond to the call for service and one hour is allotted to perform duties other than respond to calls for service, often referred to as “buffer” activities or duties.

These other police activities might include routine patrol, door checks, crime prevention, community relations, meetings, crowd control at civic or cultural events, traffic direction and control, report writing, vehicle servicing, personal needs, etc. The two-thirds of a patrol officer’s time that is not spent responding to calls for service is referred to as the “buffer factor.”

The steps in estimating the number of staff years needed to respond to calls for service are as follows.

1. The total calls for service for each tour of duty are obtained for a recent twelve-month period. A call for service is not limited to a complaint in the department's record system. Rather, it includes any instance in which an

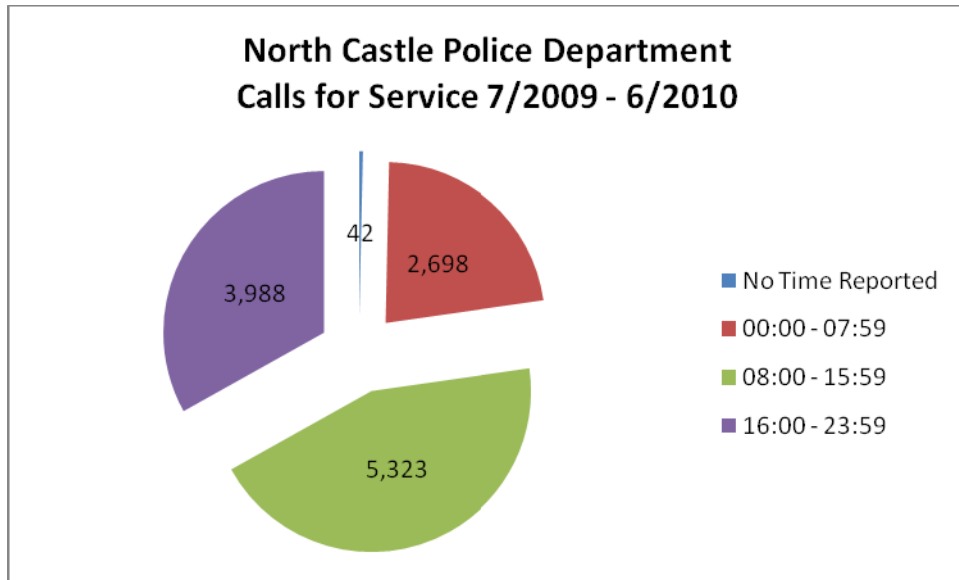
officer is dispatched to provide service, and in some instances when an officer self-initiates activity; e.g, a traffic stop where a traffic ticket is issued.

2. The 12-month total is multiplied by the average time required to respond to a call for service and complete the preliminary investigation. This provides the number of hours per year spent in handling calls for service. Previous studies have shown that the average time required to respond and investigate adequately at the preliminary level by members of a patrol force is approximately 30 minutes (.50 hours) in most departments.
3. These time-on-call figures are then multiplied by three to allow time for activities other than responding to calls for service. This is referred to as the “buffer factor” and was described earlier in this section.
4. The total hours are then divided by 2,920 (one staff year), the number of hours necessary to cover one 8-hour shift for one year ( $8 \text{ hours} \times 365 = 2,920$ ). The quotient equals the number of staff years of coverage needed for the particular tour of duty.

### **Applying the Formula to the North Castle Town PD**

The first activity in the analysis is to apply the formula just described, utilizing calls-for-service data for a recent twelve-month period broken out by patrol shifts. OPS staff has computed the number of patrol officers needed to respond to calls for service using two sets of figures. In the first computation, the number of calls for service (12,051) provided by the Police Department was used. In the second computation, OPS staff eliminated certain categories of events that it felt should not be considered calls for service for purposes of this study and included them as part of the “buffer factor.” This resulted in a substantially lower number.

Following is a pie chart which depicts the 12,051 calls reported by the Police Department, broken down by the three shifts.



*Chart 2*

**Computation #1 — Using the 12,051 calls for service reported by the PD**

The following calculations are based on the total of 12,051 calls for service provided by the North Castle Town Police Department. (Forty-two of the calls were not identified by time, so this figure was divided by three and 14 calls were added to each shift.)

Shift	Total Calls for Service
12 to 8	2,698 + 14 = 2,712
8 to 4	5,323 + 14 = 5,337
4 to 12	3,988 + 14 = 4,002
<b>Total</b>	<b>12,051</b>

Next the numbers of calls for service are multiplied by .50 hours to get the average time expended by officers on calls for service over the year.

Shift	Estimated Hours Spent on Calls for Service
12 to 8	2,712 x .50 = 1,356
8 to 4	5,337 x .50 = 2,668.5
4 to 12	4,002 x .50 = 2,001

These time-on-call figures are then multiplied by three to allow for police activities other than responding to calls for service.

<b>Shift</b>	<b>Total Coverage Hours Required</b>
<b>12 to 8</b>	<b>1,356 x 3 = 4,068</b>
<b>8 to 4</b>	<b>2,668.5 x 3 = 8,006</b>
<b>4 to 12</b>	<b>2,001 x 3 = 6,003</b>

The numbers in the previous table are divided by 2,920 hours (one staff year) to determine the number of staff years required to fill an eight-hour shift for one year. A staff year is obtained by multiplying 365 days x 8 hours, and equals 2,920 hours.

<b>Shift</b>	<b>Staff Years Needed for 24/7/365 Coverage</b>
<b>12 to 8</b>	<b>4,068 ÷ 2,920 = 1.39</b>
<b>8 to 4</b>	<b>8,006 ÷ 2,920 = 2.74</b>
<b>4 to 12</b>	<b>6,003 ÷ 2,920 = 2.06</b>

Once the total number of staff years for each tour of duty is determined, the next step is to ascertain the number of patrol officers needed to fill these staff years adequately.

One staff year is equal to 2,920 hours (365 x 8). However, patrol coverage cannot be achieved by simply assigning one officer for each staff year. Consideration must be given to those factors which make an officer unavailable for duty. These factors include regular days off, vacations, sick leave, personal leave, holidays and other factors, which affect an officer's availability for patrol duty.

The potential available hours for each officer are 365 days a year of eight-hour tours of duty, or 2,920 hours (365 x 8). From department records, an average figure is determined for each factor specified in the preceding paragraph. The total of these averages will show the average number of hours in a year that each officer is unavailable for duty.

This figure is then subtracted from 2,920 potential hours to give the hours actually available in a year. The hours available are divided into 2,920 hours and

the quotient is the assignment/availability factor. Multiplying the number of staff years needed by this factor will determine the number of patrol officers necessary to staff each tour 24/7/365.

The following data concerning the number of **unavailable** days comes from the North Castle Town Police Department:

<b>Factor</b>	<b>Average Number of Days</b>	<b>x 8 = Staff Hours</b>
<b>Regular Days Off</b>	<b>134.50</b>	<b>1076.00</b>
<b>Vacation</b>	<b>16.50</b>	<b>132.00</b>
<b>Personal Leave</b>	<b>5.00</b>	<b>40.00</b>
<b>Sick/Injury</b>	<b>12.00</b>	<b>96.00</b>
<b>Court Time (on duty)</b>	<b>0.00</b>	<b>0.00</b>
<b>Training</b>	<b>5.00</b>	<b>40.00</b>
<b>Compensatory Time</b>	<b>21.00</b>	<b>168.00</b>
<b>Other</b>	<b>0.00</b>	<b>0.00</b>
<b>Total</b>	<b>194.00</b>	<b>1,552.00</b>

The resulting figure represents the average number of hours that an officer **is not available** for duty each year. When this number is subtracted from the potential staff year of 2,920 staff hours (365 days x 8 hours) the difference represents the total number of hours that an officer **is available** for duty.

<b>Potential Yearly Hours</b>	<b>Average Unavailable Yearly Hours</b>	<b>Average Available Yearly Hours</b>
<b>2,920</b>	<b>-1,552</b>	<b>= 1,368</b>

The 2,920 hours in a staff year are then divided by the total hours available per year to calculate the assignment/availability factor. This factor is used to determine the total number of personnel needed to fill the number of staff years required by the workload of the agency.

<b>Total Hours in Staff Year</b>	<b>Hours Available</b>	<b>Assignment / Availability Factor</b>
<b>2,920</b>	<b>÷ 1,368</b>	<b>= 2.13</b>

The calculations indicate that 2.13 patrol officers are required to fill each of the staff years determined previously.

The 2.13 assignment/availability factor is multiplied by the number of staff years to determine the actual number of patrol officers needed to staff each shift.

<b>Shift</b>	<b>Staff Years Required</b>	<b>Assignment/Availability Factor</b>	<b>= Number of Patrol Officers</b>	<b>Actual Number of Patrol Officers Required</b>
<b>12 to 8</b>	<b>1.39</b>	<b>2.13</b>	<b>2.96</b>	<b>3</b>
<b>8 to 4</b>	<b>2.74</b>	<b>2.13</b>	<b>5.83</b>	<b>6</b>
<b>4 to 12</b>	<b>2.06</b>	<b>2.13</b>	<b>4.39</b>	<b>4</b>
			<b>Total</b>	<b>13</b>

Using all 12,051 calls for service reported by the Police Department, the formula indicates that a minimum of 13 full-time patrol officers is needed to respond to calls for service. **(This number does not include the Chief, Lieutenants, Sergeants, Detectives, Desk Officers, and Officers on special assignments who do not regularly respond to calls for service.)** Police Department staffing is discussed further in Section V.

**Calls for Service Eliminated by OPS staff**

The Police Department reported 12,051 calls for service during the period of July 1, 2009 through June 30, 2010. In the following pages, OPS staff has adjusted the number of calls for service reported by the Police Department to eliminate activities that it believes are not appropriate to classify as calls for service for these particular activities.

The times for 42 calls for service were not recorded, so the appropriate shift could not be identified. It was decided to spread these calls evenly over the three shifts, so each shift was credited with 14 additional calls for service.

For the purposes of this study, OPS staff removed the larger categories (those with more than 100 entries for the year) that it feels do not qualify as calls for service for these activities. These categories are discussed below.

**Calls for Service Eliminated by Shift**

	<b>‘A’ Shift</b>	<b>‘B’ Shift</b>	<b>‘C’ Shift</b>	<b>Total</b>
Patrol Details	746	174	522	1,442
Door Checks	801	1	5	807
Hot Line	52	188	185	425
Personnel Sick Reports	54	91	114	259
Special Details	53	74	71	198
Department Equipment	38	72	7	117
Dept. Equip. Vehicle Maint.	11	106	0	117
Desk*	<u>67</u>	<u>431</u>	<u>212</u>	<u>710</u>
<b>Total Decrease in Calls</b>	<b>1,822</b>	<b>1,137</b>	<b>1,116</b>	<b>4,075</b>

*(\*Note: The total number of responses under the category of “Desk” is shown to be 710. However, the number of Desk responses is actually 1,147 because, for the purpose of clarity, 437 Desk responses are included in the other 7 categories, mostly “Hot Line” and “Personnel Sick Reports.” A detailed list of the 1,147 calls responded to by the Desk Officer is included in Appendix E.)*

“**Patrol Details**” include checking town parks and schools for criminal mischief and suspicious persons. These activities should be considered part of routine patrol and should be included as part of the two-thirds of a patrol officer’s time that is not devoted to responding to calls for service.

“**Door Checks**” would also fall under routine patrol.

“**Hot Line**” is a direct line that is connected to the Westchester County Dispatch Center so that the Center can be notified of a serious crime or incident immediately. The Hot Line is operated by the Desk Officer, rather than a patrol officer, and should not be considered a call for service.

Likewise, calls for service described as “**Personnel Sick Report**” and “**Desk**” were removed because they are processed by the Desk Officer and do not require a response by a patrol officer.

“**Special Details**” refer to officers hired by a private person or organization to perform traffic direction and control, provide police presence at a construction site, or provide security at a private residence. These activities should not be considered part of patrol.

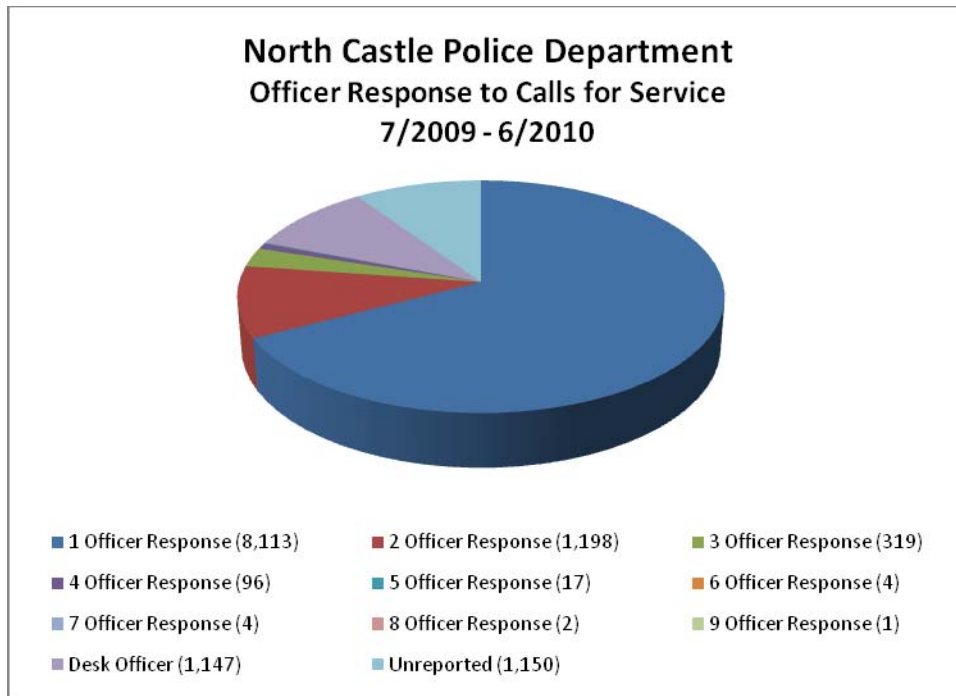
**“Department Equipment”** and **“Department Equipment Vehicle Maintenance”** mean that patrol officers are called in to Headquarters to check their vehicles’ fluid levels, tire inflation, etc. Once again, these activities should be considered part of the two-third thirds time that an officer is performing duties other than responding to calls for service.

In the previous paragraphs, it was indicated that the 12,051 calls for service reported by the Police Department would be reduced by 4,075 to account for activities that should not be considered calls for service, but rather “buffer” activities. Breaking the 4,075 calls down by shifts results in a reduction of 1,822 calls on the ‘A’ Shift, 1,137 calls on the ‘B’ Shift, and 1,116 calls on the ‘C’ Shift.

### **Calls for Service Added by OPS staff**

OPS staff is of the opinion that it is reasonable to count each multiple car response as a call for service because at least one additional Patrol Officer and one additional patrol vehicle are tied up at an incident and are not available to respond to other calls for service. The Police Department’s 1,371 multiple car responses increase the number of calls for service as follows: 186 on the ‘A’ Shift, 633 on the ‘B’ Shift, and 552 on the ‘C’ Shift. Detailed tabulations of the multiple-car responses are included in **Appendices G through J**.

The following pie chart illustrates the number of multiple car responses during the year and the number of vehicles that responded.

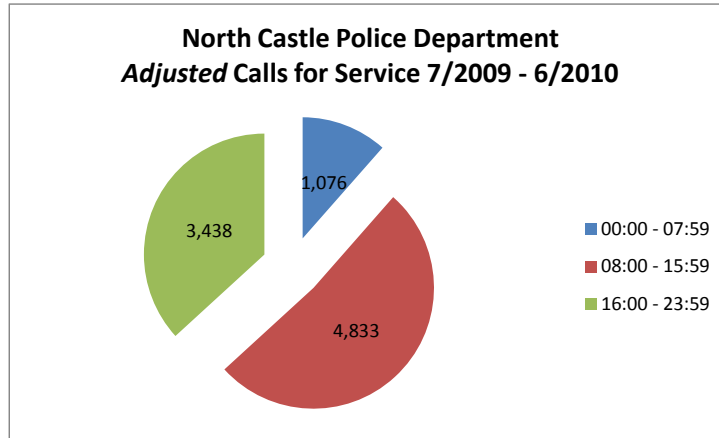


*Chart 3*

The tabulation below describes how the Department's reported calls for service were adjusted by shift.

**Adjustments to Reported Calls for Service**

<u>Shift</u>	<u>Reported</u>	<u>Decreases</u>	<u>Increases</u>	<u>Calls Allowed</u>
"A" (2400-0800)	2,712	- 1,822	+ 186	1,076
"B" (0800-1600)	5,337	- 1,137	+ 633	4,833
"C" (1600-2400)	<u>4,002</u>	<u>- 1,116</u>	<u>+ 552</u>	<u>3,438</u>
<b>Totals</b>	12,051	- 4,075	+ 1,371	<b>9,347</b>



*Chart 4*

The above chart illustrates how the 9,347 adjusted calls for service were spread over the three shifts. As indicated earlier, the 4,075 calls for service in the eight categories listed below were removed from the 12,051 reported calls for service because they are considered buffer activities to be completed during the two-thirds time that patrol officers are not responding to calls for service.

These categories are **Door Checks, Patrol Details, Special Details, Desk Officer Calls, Hot Line, Department Equipment, Department Vehicle Equipment Maintenance, and Personnel Sick Reports**. Eliminating these categories reduces the number of calls for service to 7,976. OPS staff then increased this number by 1,371 to give the Police Department credit for multiple car responses ( $12,051 - 4,075 = 7,976 + 1,371 = 9,347$ ).

**Computation #2 — Using the 9,347 adjusted calls for service**

For reasons stated previously, the following calculations are based on the adjusted total of 9,347 calls for service, rather the 12,051 calls for service reported by the Police Department.

Shift	Total Calls for Service
12 to 8	1,076
8 to 4	4,833
4 to 12	3,438
<b>Total</b>	<b>9,347</b>

Next, the numbers of calls for service are multiplied by .50 hours to get the average time expended by officers on calls for service over the year.

<b>Shift</b>	<b>Estimated Hours Spent on Calls for Service</b>
<b>12 to 8</b>	<b>1,076 x .50 = 538</b>
<b>8 to 4</b>	<b>4,833 x .50 = 2,416.5</b>
<b>4 to 12</b>	<b>3,438 x .50 = 1,719</b>

These time-on-call figures are then multiplied by three to allow patrol officers time for activities other than responding to calls for service.

<b>Shift</b>	<b>Total Coverage Hours Required</b>
<b>12 to 8</b>	<b>3 x 538 =1,614</b>
<b>8 to 4</b>	<b>3 x 2,416.5 =7,250</b>
<b>4 to 12</b>	<b>3 x 1,719 = 5,157</b>

The numbers in the previous table are divided by 2,920 hours (one staff year) to determine the number of staff years required to fill an eight-hour shift for one year. A staff year is obtained by multiplying 365 days x 8 hours, and equals 2,920 hours.

<b>Shift</b>	<b>Staff Years Needed for 24/7/365 Coverage</b>
<b>12 to 8</b>	<b>1,614 ÷ 2920 = .55</b>
<b>8 to 4</b>	<b>7,250 ÷ 2,920 = 2.48</b>
<b>4 to 12</b>	<b>5,157 ÷ 2,920 = 1.77</b>

The assignment/availability factor was established to be 2.13 earlier in this report, so the staff years needed for each shift are multiplied by this figure to determine the number of patrol officers needed to fill those staff years.

<b>Shift</b>	<b>Staff Years Required</b>	<b>Assignment/Availability Factor</b>	<b>= Number of Police Officers</b>	<b>Actual Number of Police Officers Required</b>
<b>12 to 8</b>	<b>.55</b>	<b>2.13</b>	<b>1.17</b>	<b>1</b>
<b>8 to 4</b>	<b>2.48</b>	<b>2.13</b>	<b>5.28</b>	<b>5</b>
<b>4 to 12</b>	<b>1.77</b>	<b>2.13</b>	<b>3.77</b>	<b>4</b>
			<b>Total</b>	<b>10</b>

Using the adjusted figure of 9,347 calls for service, the formula indicates that a **minimum** of 10 full-time patrol officers is needed to respond to these calls. **(This number does not include the Chief, Lieutenants, Sergeants, Detectives, Desk Officers, and Officers who do not regularly respond to calls for service.)** Police Department staffing is discussed further in Section V.

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## V. Discussion and Recommendations

### A. Patrol

As was discussed earlier, the Department has a complement of twenty full-time Uniform Patrol Officers, several of whom have collateral duties which reduce their availability for patrol. One is assigned to administrative duties as the Town-wide Emergency Manager for the Town Supervisor's Office, one is assigned to administrative duties due to a previous injury, and one is a certified DARE instructor who serves as a School Resource Officer and investigates complaints involving youths.

In the first computation in Section IV, the **minimum** number of patrol officers needed to respond to calls for service in the Town of North Castle was determined to be 13 (3 on nights + 6 on days + 4 on afternoons), based on the 12,051 calls reported by the Police Department. When the adjusted number of 9,347 calls was used in the second computation, it was determined that a **minimum** of 10 (1 on nights + 5 on days + 4 on nights) patrol officers would be needed to respond to calls for service. (These minimum numbers do not include the Chief, Lieutenants, Sergeants, Detectives, Desk Officers and Officers on special assignments who do not regularly respond to calls for service.)

Of course, at the present time, the results on the night shifts (0000-0800) of either method would have to be increased to comply with the minimum staffing provisions of the collective bargaining agreement, which require a minimum of three Patrol Officers and a Desk Officer on each shift. However, even if there were no minimum staffing requirements, the Chief would probably want to assign a minimum of two officers to patrol on the night shift.

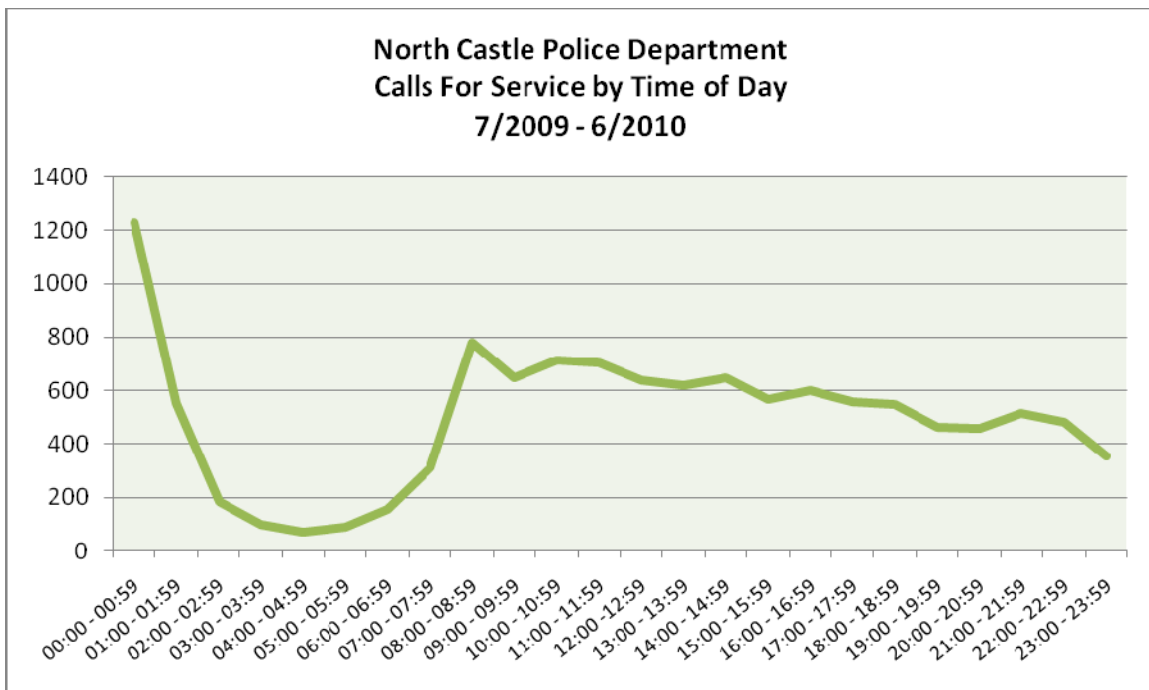
The current Police Department budget is \$6,919,237. Dividing this amount by 12,051 calls for service indicates that each response costs about \$574. Dividing the same amount by 9,347 calls for service works out to about \$740 per response.

To estimate how much a category of calls for service is costing the Town, the number of calls for service in a category can be multiplied by the cost per

response. For example, the Police Department responds to about 2,000 residential and business alarms annually.

The total cost for responding to alarms is therefore about \$1.15 million (\$574 x 2,000) or about \$1.48 million (\$740 x 2,000), depending on which figure for a call for service is used. It should be noted, however, that the Police Department realizes about \$80,000 per year in revenue from the sale of alarm permits and responses to excessive false alarms.

The following chart illustrates the Department's total calls for service by time of day for an entire year.



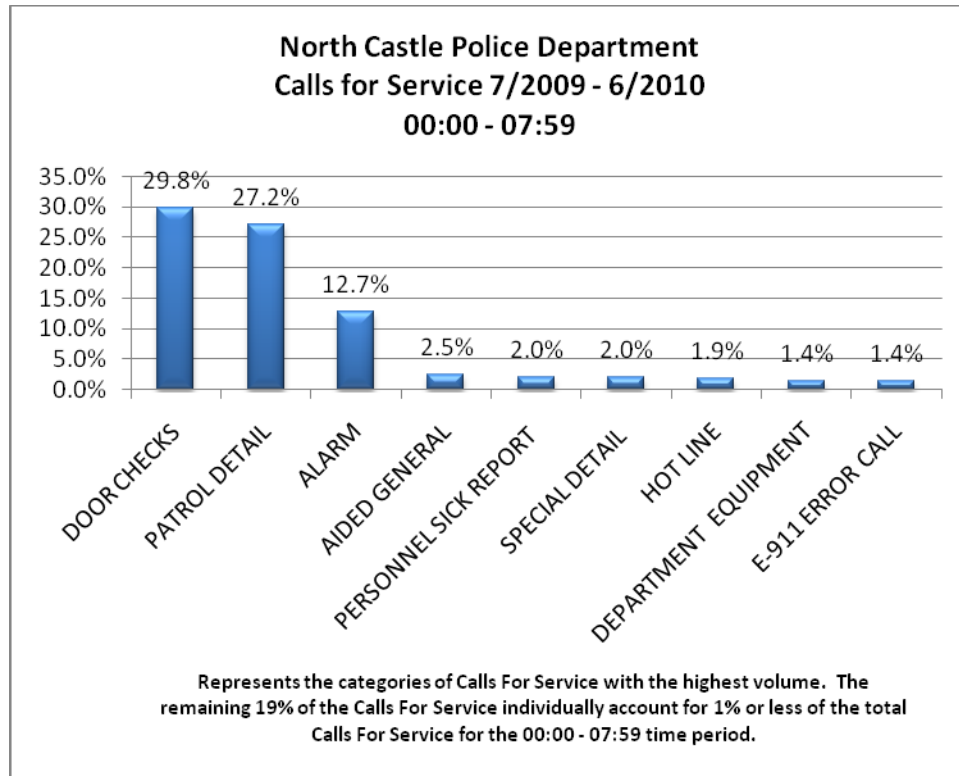
**Chart 5**

The above chart identifies the times of calls for service for an entire year reported by the Police Department. As can be seen from this chart, calls for service on the 8:00 am-4:00 pm shift and the 4:00 pm-midnight shifts vary between 800 to about 400 throughout the year. Shortly after midnight, the calls for service spike to over 1,200 and rapidly taper off to less than 200 by 3:00 a.m. Between the hours of 3:00 a.m. and 7:00 a.m., there are fewer than 200 calls per hour for the year. Then activity increases to about 400 calls per hour between 7:00 a.m. and 8:00 a.m.

It should be noted that the figures in this chart are for an entire year and must be divided by 365 to arrive at the average number of calls received per day. For example, when the 1,200 calls between midnight and 1:00 a.m. (the Department's busiest period) are divided by 365, it indicates that the Department received an average of 3.3 calls for service per day during that time period. The Department's least busy period was between 3:00 am and 7:00 am, when the calls were 200 or fewer per hour. Dividing 200 by 365 indicates that the average number of calls for service per hour during this period of time averaged about .55 calls per hour.

It should also be noted that "minimum staffing" requirements provide that a minimum of four officers (one a Sergeant) be assigned to each shift and that one serve as the Desk Officer. This means that there is a minimum of three officers on patrol at any given time. The previous analysis shows that the number of calls for service averages between .55 and 3.3 calls per hour on any given day of the year. This means that each patrol officer responds to between .18 ( $.55 \div 3$ ) and 1.1 ( $3.3 \div 3$ ) calls for service per hour on average. These estimates are based on the 12,051 calls reported by the Police Department. If, as recommended by OPS staff, the eight categories of calls for service described in Section IV were eliminated, the number of calls responded to by each Patrol Officer would be substantially lower.

The following chart provides a breakdown of the frequency of calls for service with the highest volume on the midnight to 8:00 a.m. shift by category from July 1, 2009 to June 30, 2010.



***Chart 6 - Night Shift (0000-0800)***

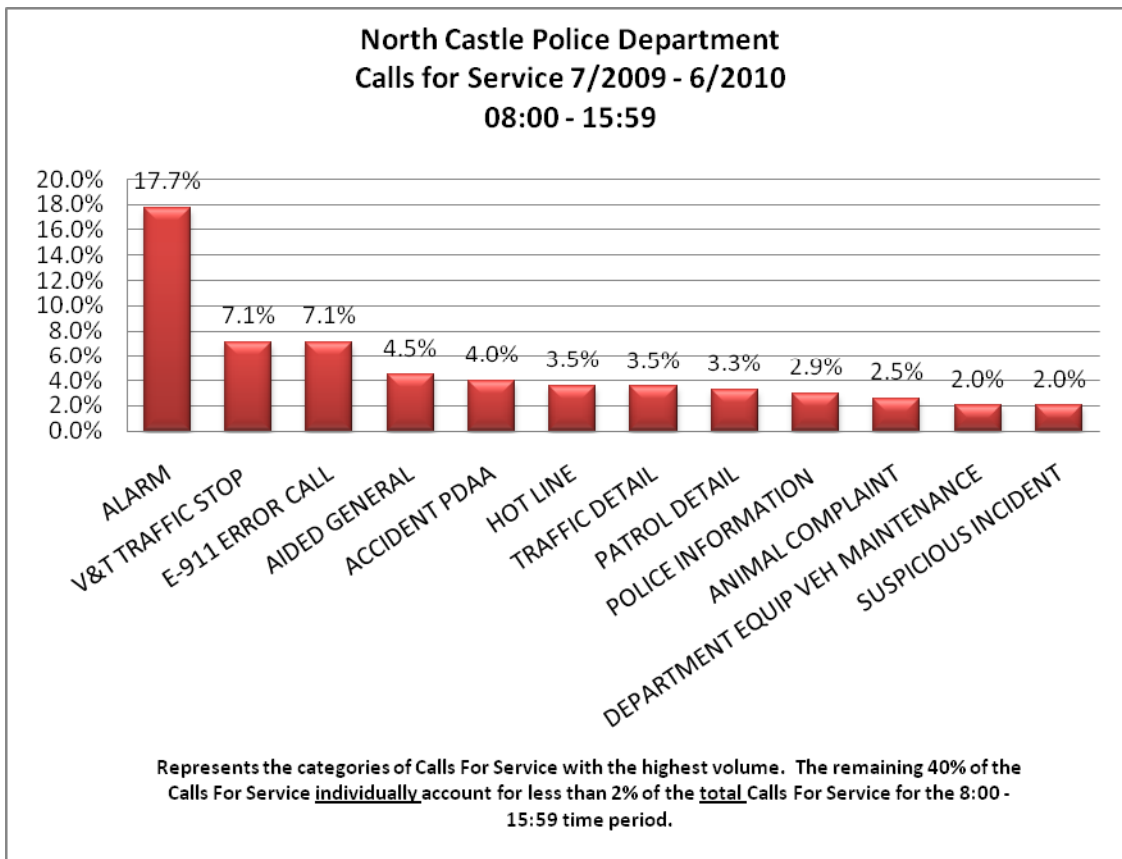
The Police Department reported 2,712 calls for service on the midnight to 8:00 a.m. shift (“A” Shift) for the year. The above chart illustrates that the two largest categories of calls for service on this shift are “Door Checks” (29.8%) and “Patrol Detail” (27.2%). These two categories account for most of the spike in calls for service (from 400 calls to 1,200 calls) that occurs during the first hour of the night shift. For the reasons discussed in Section IV, OPS does not consider “Door Checks” and “Patrol Detail” to be calls for service. Rather, they should be performed in the two-thirds time that is allotted for duties other than responding to calls for service (The Buffer Factor). The same is true for “Personnel Sick Report” (2.0%), “Special Detail” (2.0%), “Hot Line” (1.9%), and “Department Equipment” (1.4 %).

Omitting these categories reduces the total number of calls for service by more than 64% ( $2,712 - 1,736 = 976$ ). Dividing 976 by 365 indicates that the midnight to 8:00 a.m. shift responds to an average of 2.67 calls for an entire shift. Dividing 2.67 calls by 8 hours shows that officers respond to an average of one-third of a call for service per hour.

In light of the minimal demand for police services from midnight to 8:00 a.m., local officials may want to discuss the costs and benefits of maintaining a night shift of the current size (minimum of one Sergeant and three Patrol Officers, one of whom is assigned to Desk Duty) and decide whether it should be reduced or eliminated. Of course, these are matters that would have to be negotiated with the PBA.

A detailed breakdown of the Police Department’s calls for service on the “A” shift (0000-0800), both by frequency and alphabetically, is included in **Appendix B**.

The following chart provides a breakdown of the frequency of calls for service with the highest volume on the 8:00 a.m. to 4:00 p.m. shift by category from July 1, 2009 to June 30, 2010 as reported by the Police Department.



**Chart 7 – Day Shift (0800-1600)**

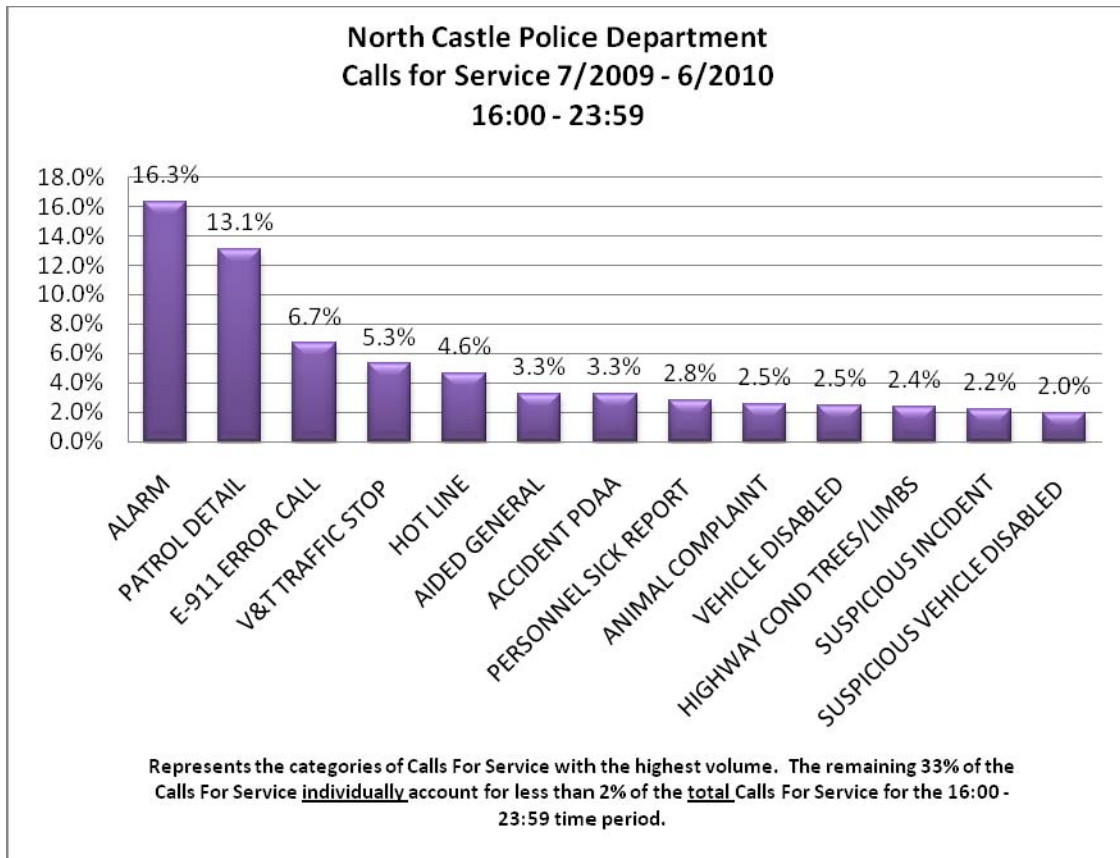
The Police Department reported 5,337 calls for service for the year on the 8:00 a.m. to 4:00 p.m. shift (Day Shift). The largest category of calls on the Day shift is “Alarms,” which refers to responses to residential and business alarms (17.7%). The next largest categories of calls are “V&T Traffic Stops” (7.1%) and “E-911 Error Calls (7.1%). All other categories are less than 5% each.

For the reasons indicated in Section IV, OPS does not consider “Hot Line” (3.5%), “Patrol Detail” (3.3%) and “Department Equipment Vehicle Maintenance” (2.0%) to be calls for service. Rather, they should be performed in the two-thirds time that is allotted for duties other than responding to calls for service (The Buffer Factor).

Omitting these categories reduces the total number of calls for service by 8.8% ( $5,337 - 470 = 4,867$ ). Dividing the 4,867 adjusted calls by 365 indicates that the Day Shift responds to an average of 13.3 calls per day.

Further dividing the 13.3 hours by an 8-hour day indicates that the average number of calls per hour on the ‘B’ shift is 1.66. Assuming that there is always a minimum of three officers on patrol, this works out to an average of .55, which is less than one call per Patrol Officer per hour ( $1.66 \div 3 = .55$ ). Of course, if there are more than three Patrol Officers working, which is sometimes the case, the number of calls per officer per hour would be commensurately lower.

A detailed breakdown of the Police Department’s calls for service on the “B” Shift (0800-1600), both by frequency and alphabetically, is included in **Appendix C**.



***Chart 8 – Afternoon Shift (1600-2400)***

The Police Department reported 4,002 calls for service for the year on the 4:00 p.m. to midnight shift (Afternoon Shift). The largest categories of calls are “Alarms” (16.3%), “Patrol Detail” (13.1%), “E-911 Error Calls” (6.7%), and “V&T Traffic Stops” (5.3%). The remaining categories are less than 5% each of the total calls for service.

For the reasons discussed in Section IV, OPS does not consider “Patrol Detail” (13.1%), “Hot Line” (4.6%), and “Personnel Sick Report” (2.8%) to be calls for service. Rather, they should be performed in the two-thirds time that is allotted for duties other than responding to calls for service (The Buffer Factor).

Omitting these categories reduces the total number of calls for service by 20.5% ( $4,002 - 820 = 3,182$ ). Dividing the 3,182 adjusted calls by 365 indicates that the Afternoon Shift responds to an average of 8.7 calls per day.

Further dividing the 8.7 hours by an 8-hour day indicates that the average number of calls per hour on the Afternoon Shift is 1.1. Assuming that there is

always a minimum of three officers on patrol, this works out to an average of .37, which is less than one call per Patrol Officer per hour ( $1.1 \div 3 = .37$ ). Of course, if there are more than three Patrol Officers working, which is sometimes the case, the number of calls per officer per hour would be proportionately lower.

A detailed breakdown of the Police Department's calls for service on the "C" Shift (1600-2400), both by frequency and alphabetically, is included in **Appendix D**.

### **Recommendation #1**

Calculations using the number of calls for service provided by the Police Department indicated that a minimum of 13 officers is needed for patrol. Calculations using the adjusted number of calls for service indicated that a minimum of 10 officers is needed for patrol. (These minimum numbers do not include the Chief, Lieutenants, Sergeants, Detectives, Desk Officers, and Officers on special assignments who do not regularly respond to calls for service.)

The current patrol staff has a complement of 20 officers which appears ample to meet the Police Department's work load, even though several of the officers have collateral assignments.

It is recommended that consideration be given to reassessing the current level of patrol staffing.

### **Recommendation #2**

Local officials should consider renegotiating with the PBA to possibly eliminate minimum staffing requirements because there are times when three patrol officers and a Desk Officer are not needed. The Chief of Police needs flexibility in determining staffing needs for each shift.

#### **B. Desk Officers**

Although Chapter 104, Laws of 1936, requires that anyone assigned to desk duty be a sworn police officer, it does not require that every police department have a desk officer. This law applies only to Westchester County, and OPS staff is not aware of any other county in New York State with such a requirement. As part of the minimum staffing requirements of the collective bargaining agreement, a

minimum of four officers (one a Sergeant) is assigned to each shift and one serves as Desk Officer.

Approximately 7 Desk Officers are required to staff the Desk 24/7/365. This number is determined by dividing one staff year (2,920 hours) by the number of hours that a sworn officer is available in the North Castle Police Department (1,368 hours). The quotient indicates that 2.13 officers are needed to cover one shift 365 days a year. Because the Desk is staffed on all three shifts, 2.13 is multiplied by 3 to arrive at a figure of 6.39 officers, which we have rounded off to 7 officers.

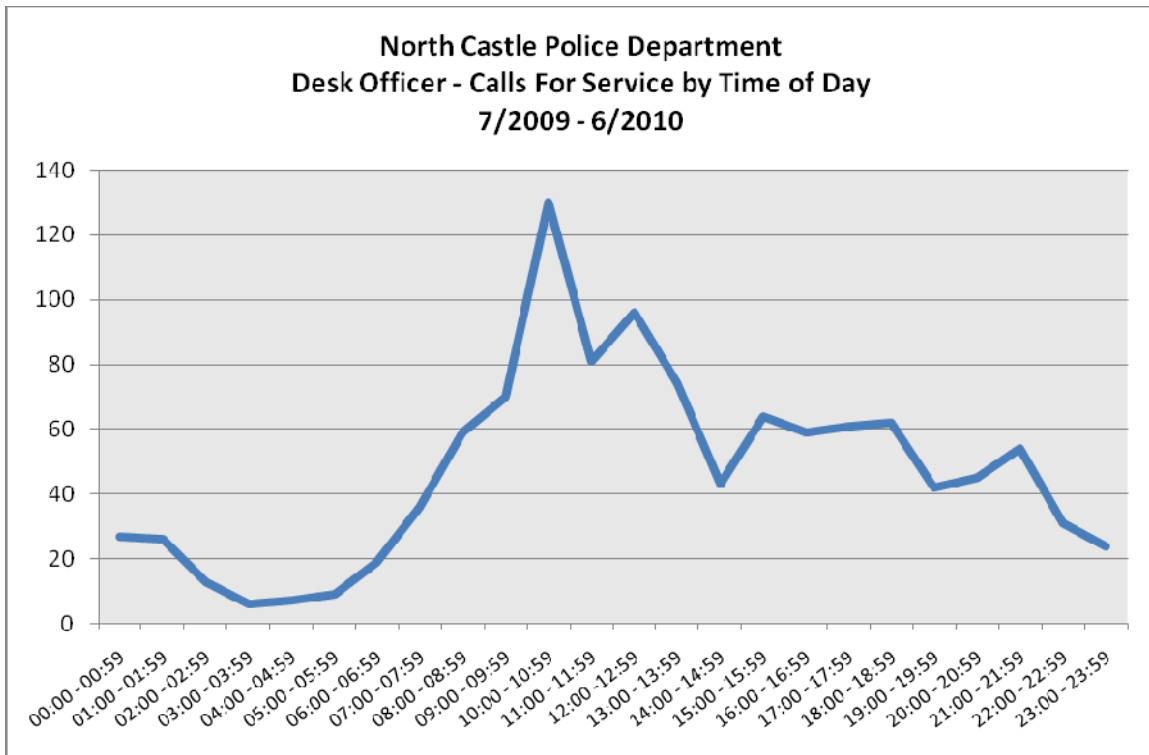
Police officers are highly trained professionals who are authorized to enforce the general criminal laws of the State. It is not an efficient use of resources to assign them to desk duty unless there is no other alternative.

There are usually sworn police officers other than the Desk Officer at Headquarters during the day and afternoon shifts. Local officials may want to consult with the Town Attorney to determine if having sworn officers at Headquarters, such as the Chief, Lieutenants, Detectives, etc. during those times who would oversee and assist civilian desk personnel would satisfy the definition of "Desk Officer" under Chapter 104 of the Laws of 1936.

If so, that would relieve some Patrol Sergeants or Officers from desk duty on the day and afternoon shifts and permit them to perform their primary duty, which is patrol. If this is determined to be not feasible, local officials may want to explore the possibility of negotiating with another police department, such as the Westchester County Department of Public Safety, to assume its dispatching and related record-keeping duties.

The Department currently relies on new state-of-the-art computer aided dispatch (CAD) and records management software from Total Computer Group. However, in reviewing the Department's calls for service, OPS staff learned that 1,150 calls were recorded with no officer assigned to the call or no time associated with the call. This is a significant number, about 10% of the total calls for service.

The records indicate that 1,147 of the total calls for service were handled by the Desk Officers. The following chart illustrates the Desk's total activities by time of day throughout the year.



**Chart 9**

The chart indicates that the Desk Officers handle most calls for service at about 11:00 a.m., and then the activity tapers off gradually throughout the day and afternoon shifts. The Desk is least active between the hours of 2:00 a.m. and 6:00 a.m. The Desk Officer responds to 1,147 calls per year, about 3.14 calls per day and .13 per hour ( $1,147 \div 365 \div 24 = 3.14 \div 24 = .13$ ).

The Desk Officers also dispatch about 10,904 calls for service per year ( $12,051 - 1,147 = 10,904$ ). This amounts to an average of about 30 dispatches per day, 10 per shift, or about 1.25 per hour.

Detailed breakdowns of the calls for service processed by the Desk Officers, both by frequency and alphabetically, are included in **Appendix E**.

### **Recommendation #3**

Local officials should explore the possibility of eliminating the position of Desk Officer and transferring the dispatch/record-keeping function to another

police department, such as the Westchester County Department of Public Safety. This may require negotiation with the PBA.

#### **Recommendation #4**

If this is not feasible, local officials should confer with the Town Attorney to determine whether having one or more sworn officers in police headquarters during the 0800-1600 and 1600-2400 shifts (who are not specifically designated Desk Officers but would supervise and assist properly trained civilians as needed) could satisfy the provisions of Chapter 104, Laws of 1936. This would relieve some sworn officers to return to patrol duty.

#### **Recommendation #5**

Anyone who performs Desk Duty should receive additional training to insure that they record the time and date a call for service is received, the time it was dispatched, the name of the patrol officer assigned to the call, the time the officer arrived at the scene, and the time the officer checked back in service.

### **C. Command Staff**

The Police Department has three Lieutenants. Lt. Fisher serves as Executive Officer and Sex Offender Unit Commander, with collateral duties of NYS Accreditation Program Manager and Emergency Services Unit Administrator. Lt. Harisch serves as Patrol Division Commander and Youth Division Commander, with the collateral duty of Specialized Duty Assignment Coordinator. Lt. Simonsen serves as Administrative Lieutenant and Firearms Instruction Unit Commander, and has the collateral duties of overseeing the Computer/Records Management System, the Traffic Management Unit, and the Department Armorer. The three Lieutenants oversee 7 Sergeants, so their span of control is about 2.3 subordinates each ( $7 \div 3 = 2.3$ ).

## **Recommendation #6**

The command staff consisting of the Chief and three Lieutenants appears more than ample for a police department with 34 sworn officers.

### **D. Supervision**

The Department has six uniformed Sergeants and one Detective Sergeant. Sgt. Barnett is assigned as Commander of the Traffic Unit, and assists the Emergency Services Unit and provides DARE instruction as collateral duties. Sgt. Ferrara commands the Bicycle Unit and the Commercial Vehicle Enforcement Unit, and assists the Emergency Services Unit as a collateral duty. Sgt. Cuffe is Commander of the Emergency Services Unit and serves on the Zone 5 Cause and Origin Team.

Sgt. Hufnagle commands the Accident Investigation Unit and coordinates the Duty Schedule. Sgt. See serves as the Police Counter Sniper, and as collateral duties assists the Emergency Services Unit and is the M4 Armorer/Smith & Wesson Armorer. Sgt. Murray serves as the Department's Chief Property/Evidence Clerk. The six uniformed Sergeants oversee 20 Patrol Officers, so their span of control is about 3.3 subordinates each ( $20 \div 6 = 3.3$ ).

## **Recommendation #7**

The supervisory staff consisting of six uniformed Sergeants and one Detective Sergeant appears more than ample for the size of the North Castle Police Department. It is recommended that consideration be given to reassessing the current level of command and supervisory staffing.

### **E. Detective Division**

Determining the optimum number of investigative personnel for a police department is more subjective than estimating patrol strength and deployment. There is no valid established method or formula for staffing an investigative unit.

Unlike patrol, no single time frame can be assigned to the follow-up investigation process. In the case of patrol, an average of 30 minutes committed to each call for service can be used to estimate the number of staff hours required. In the case of follow-up investigations, a crime might be solved in hours or it may

take days, months or years of investigation, with no closure of the case. Further, a detective's duties include not just the investigation phase, but periodic contact with the victim(s) concerning progress of a case.

As a rule of thumb, the International Association of Chiefs of Police (IACP) has recommended that approximately 10% of a police department's sworn personnel be assigned to investigative duties. The North Castle PD has three sworn officers assigned to the Detective Division, and this is in line with the IACP's recommendation.

Det. Sgt. Thomas commands the Detective Division and supervises two Detectives. He works the Day Shift and is off weekends. The two Detectives alternate weekly between the 8:00 a.m. to 4:00 p.m. shift and the 3p.m. to 11p.m. shift. All Detectives work weekdays and are off weekends. Each Detective is assigned about 73 cases.

The Police Department reported the following Part 1 crimes for the years 2005 to 2009. Part I crimes consist of five personal and three property crimes. The five personal crimes, commonly referred to as violent crimes, include murder, non-negligent manslaughter, forcible rape, robbery and aggravated assault. Serious property crimes include burglary, larceny and motor vehicle thefts. The most common Part I crimes reported by the North Castle Police Department in 2009 were larceny and burglary.

<i>Part 1 Crimes 2005-2009 (As of 7/10/10)</i>				
<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>
<i>108</i>	<i>82</i>	<i>129</i>	<i>108</i>	<i>101</i>

*Chart 10*

Part II crimes include disorderly conduct, simple assault, criminal mischief, offenses against public order, driving while intoxicated, fraud, liquor law violations, forgery, etc. The most common Part II crimes reported by the North

Castle Police Department in 2009 were Criminal Mischief and Driving While Intoxicated. The Police Department reported the following Part II crimes for the years 2005 to 2009.

<i>Part 2 Crimes 2005-2009 (As of 7/10/10)</i>				
<i>2005</i>	<i>2006</i>	<i>2007</i>	<i>2008</i>	<i>2009</i>
<i>270</i>	<i>287</i>	<i>249</i>	<i>314</i>	<i>327</i>

*Chart 11*

A tabulation of the Part I and Part II crimes reported by the Police Department from 2005 to 2009 is included in **Appendix F**.

**Recommendation #8**

A staff of three Detectives (including the Detective Sergeant) appears to be ample to deal with the Department’s case load.

**F. Civilian Support Staff**

There is no uniform method of determining how many civilians are needed in a police department to support the sworn personnel. This is a matter that must be left to the judgment of the Chief of Police.

The North Castle Police Department employs five civilians. The Intermediate Clerk is a full-time employee, while the Dispatcher, Dog Control Officer, Alarms Clerk, and Parking Enforcement Officer work part time. The Chief of Police has determined that these positions are necessary for the efficient operation of the Police Department.

**Recommendation #9**

The current civilian support staff appears ample for a police department the size of North Castle.

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## **VI. Conclusion**

The objective of this report is to give decision-makers an impartial look at their police department from the perspective of an outside agency. Officials reading the report should be aware that the recommendations made herein are professional opinions on our part.

The recommendations made in this report are meant only to enhance what OPS already considers to be a professional law enforcement agency.

Officials should also be aware that staffing analysis is not an exact science. However, OPS feels that an equitable distribution of enforcement strength by time and area can be achieved with reasonable precision.

Our judgments and subsequent recommendations are based on generally accepted principles and the expertise of OPS staff. We therefore believe that this report provides a sound basis for discussion at the local level.

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## **VII. APPENDICES**

- Appendix A** Total Calls for Service by Frequency and Alphabetical
- Appendix B** Calls for Service on the 00:00 – 08:00 Shift by Frequency and Alphabetical
- Appendix C** Calls for Service on the 08:00 – 16:00 Shift by Frequency and Alphabetical
- Appendix D** Calls for Service on the 16:00 – 24:00 Shift by Frequency and Alphabetical
- Appendix E** Calls for Service handled by the Desk Officers by Frequency and Alphabetical
- Appendix F** Tabulation of Part 1 and Part 2 Crimes reported by the Police Department from 2005 to 2009
- Appendix G** Multiple Officer Response – Department Summary
- Appendix H** Multiple Officer Responses on the 00:00 – 08:00 shift
- Appendix I** Multiple Officer Responses on the 08:00 – 16:00 shift
- Appendix J** Multiple Officer Responses on the 16:00 – 24:00 shift

**APPENDIX A**

**North Castle Police Department  
Total Calls for Service  
7/1/2009 - 6/30/2010**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ALARM	1,948	16.2%
PATROL DETAIL	1,442	12.0%
DOOR CHECKS	807	6.7%
E-911 ERROR CALL	682	5.7%
V&T TRAFFIC STOP	616	5.1%
AIDED GENERAL	435	3.6%
HOT LINE	425	3.5%
ACCIDENT PDAA	374	3.1%
ANIMAL COMPLAINT	263	2.2%
PERSONNEL SICK REPORT	259	2.1%
POLICE INFORMATION	254	2.1%
VEHICLE DISABLED	222	1.8%
SUSPICIOUS INCIDENT	215	1.8%
HIGHWAY COND TREES/LIMBS	213	1.8%
TRAFFIC DETAIL	199	1.7%
SPECIAL DETAIL	198	1.6%
ASSIST OTHER AGENCY	184	1.5%
SUSPICIOUS VEHICLE DISABLED	161	1.3%
ASSIST CITIZEN	159	1.3%
DARK HOUSE REC'VD	139	1.2%
PARKING COMPLAINT	138	1.1%
ORDER OF PROTECTION	135	1.1%
UTILITY ELECTRIC	123	1.0%
SUSPICIOUS PERSON	121	1.0%
DEPARTMENT EQUIPMENT	117	1.0%
DEPARTMENT EQUIP VEH MAINTENANCE	117	1.0%
ASSIST CIT FINGERPRINTS	90	0.7%
SUBPOENA RECEIPT OF	78	0.6%
ACCIDENT PIAA	77	0.6%
DISPUTE GENERAL	72	0.6%
TOWN ORD. COMPLAINT	69	0.6%
COURT PRISONER TRANSPORT	68	0.6%
COURT OFFICER DETAIL	66	0.5%
V&T GENERAL	64	0.5%
DISPUTE DOMESTIC	61	0.5%
ERRATIC DRIVER	61	0.5%
HIGHWAY COND ICE/SNOW	60	0.5%
WARRANT	60	0.5%
PROPERTY LOST	59	0.5%
PROPERTY DAMAGED	56	0.5%
HIGHWAY DEBRIS	54	0.4%
ASSIST CIT WELFARE CHECK	52	0.4%
HIGHWAY COND MAINT/REPAIR	47	0.4%
NOISE GENERAL	47	0.4%
LARCENY	46	0.4%
COMM REL ACTIVITY CHILD SEATS	40	0.3%
EDP	40	0.3%
UTILITY DIG SAFELY NOTIFIED	38	0.3%
FIRE SMOKE CONDITION	36	0.3%
TRAFFIC LIGHT MALFUNCTION	32	0.3%
CRIMINAL MISCHIEF	31	0.3%
SUPP INCIDENT REPORT	30	0.2%
CIVIL COMPLAINT	29	0.2%
PROPERTY FOUND	29	0.2%
YOUTH COMPLAINT	28	0.2%
UTILITY CABLE	27	0.2%
UTILITY WATER	27	0.2%
ACCIDENT LEAVE SCENE	25	0.2%
TRAFFIC ENFORCEMENT	23	0.2%
UTILITY GAS	21	0.2%
ELECTION POLLS	20	0.2%
FIRE UTILITY	19	0.2%
IDENTITY THEFT	19	0.2%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ABC VIOLATION	1	0.0%
ACCIDENT LEAVE SCENE	25	0.2%
ACCIDENT PDAA	374	3.1%
ACCIDENT PIAA	77	0.6%
AGGR HARASSMENT	18	0.1%
AGGR UNLIC OPERATION	6	0.0%
AIDED GENERAL	435	3.6%
ALARM	1,948	16.2%
ANIMAL COMPLAINT	263	2.2%
ASSAULT	8	0.1%
ASSIST CIT FINGERPRINTS	90	0.7%
ASSIST CIT WELFARE CHECK	52	0.4%
ASSIST CITIZEN	159	1.3%
ASSIST OTHER AGENCY	184	1.5%
ATTEMPTED BURGLARY	4	0.0%
BURGLARY	15	0.1%
CIVIL COMPLAINT	29	0.2%
COMM RELATIONS ACTIVITY	12	0.1%
COMM REL ACTIVITY CHILD SEATS	40	0.3%
COMM REL ACTIVITY YOUTH	8	0.1%
CONFIDENTIAL INVESTIGATION	2	0.0%
COURT OFFICER DETAIL	66	0.5%
COURT PRISONER TRANSPORT	68	0.6%
COURT TESTIFY	1	0.0%
CPS COMPLAINT	2	0.0%
CRIM POSS CONTR SUBST	1	0.0%
CRIMINAL CONTEMPT	5	0.0%
CRIMINAL IMPERSONATION	1	0.0%
CRIMINAL MISCHIEF	31	0.3%
DARK HOUSE REC'VD	139	1.2%
DEATH	5	0.0%
DEATH INVESTIGATION	1	0.0%
DEPARTMENT EQUIPMENT	117	1.0%
DEPARTMENT EQUIP VEH MAINTENANCE	117	1.0%
DISPUTE CIV/CUSTODY	4	0.0%
DISPUTE DOMESTIC	61	0.5%
DISPUTE GENERAL	72	0.6%
DNA COLLECTION	4	0.0%
DOOR CHECKS	807	6.7%
DWAI DRUGS	2	0.0%
DWI	5	0.0%
E-911 ERROR CALL	682	5.7%
EDP	40	0.3%
ELECTION POLLS	20	0.2%
ERRATIC DRIVER	61	0.5%
FAMILY COURT SUMMONS	15	0.1%
FIRE BRUSH	12	0.1%
FIRE GENERAL	11	0.1%
FIRE RESIDENCE	8	0.1%
FIRE SMOKE CONDITION	36	0.3%
FIRE UTILITY	19	0.2%
FIRE VEHICLE DISABLED	10	0.1%
FIREWORKS	8	0.1%
FLOODING	11	0.1%
FRAUD	6	0.0%
GRAFFITI	2	0.0%
GUN SHOTS	13	0.1%
HARASSMENT	11	0.1%
HAZ MAT	1	0.0%
HIGHWAY COND MAINT/REPAIR	47	0.4%
HIGHWAY COND ICE/SNOW	60	0.5%
HIGHWAY COND TREES/LIMBS	213	1.8%
HIGHWAY DEBRIS	54	0.4%

**APPENDIX A**

**North Castle Police Department  
Total Calls for Service  
7/1/2009 - 6/30/2010**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
TRAFFIC SAFETY	19	0.2%
AGGR HARASSMENT	18	0.1%
ZONE C&O TEAM CALL	18	0.1%
UTILITY	17	0.1%
BURGLARY	15	0.1%
FAMILY COURT SUMMONS	15	0.1%
TRANSPORT	15	0.1%
PEDDLING/SOLICITING	14	0.1%
GUN SHOTS	13	0.1%
LARCENY GRAND	13	0.1%
COMM RELATIONS ACTIVITY	12	0.1%
FIRE BRUSH	12	0.1%
TRAFFIC SIGN MISSING/DAMAGED	12	0.1%
FIRE GENERAL	11	0.1%
FLOODING	11	0.1%
HARASSMENT	11	0.1%
FIRE VEHICLE DISABLED	10	0.1%
ASSAULT	8	0.1%
COMM REL ACTIVITY YOUTH	8	0.1%
FIRE RESIDENCE	8	0.1%
FIREWORKS	8	0.1%
LARCENY FROM VEHICLE	7	0.1%
MISSING PERSON	7	0.1%
PROPERTY SAFEKEEPING	7	0.1%
AGGR UNLIC OPERATION	6	0.0%
FRAUD	6	0.0%
ILLEGAL DUMPING	6	0.0%
LOUD PARTY	6	0.0%
UNRULY PERSON	6	0.0%
CRIMINAL CONTEMPT	5	0.0%
DEATH	5	0.0%
DWI	5	0.0%
TRAFFIC ENF DWI	5	0.0%
TRESPASS	5	0.0%
ATTEMPTED BURGLARY	4	0.0%
DISPUTE CIV/CUSTODY	4	0.0%
DNA COLLECTION	4	0.0%
MARIJUANA POSS	4	0.0%
OPEN DOOR / WINDOW	4	0.0%
VEHICLE DISABLED STOLEN	3	0.0%
CONFIDENTIAL INVESTIGATION	2	0.0%
CPS COMPLAINT	2	0.0%
DWAI DRUGS	2	0.0%
GRAFFITI	2	0.0%
LITTERING	2	0.0%
MOTORIST ASSIST	2	0.0%
RECKLESS ENDANGERMENT	2	0.0%
TERRORISM	2	0.0%
UNRULY GROUP	2	0.0%
ABC VIOLATION	1	0.0%
COURT TESTIFY	1	0.0%
CRIM POSS CONTR SUBST	1	0.0%
CRIMINAL IMPERSONATION	1	0.0%
DEATH INVESTIGATION	1	0.0%
HAZ MAT	1	0.0%
MENACING	1	0.0%
MISSING PERSON JUVENILE	1	0.0%
POWER OUTAGE	1	0.0%
PUBLIC LEWDNESS	1	0.0%
SCHEME TO DEFRAUD	1	0.0%
SUBJECT STOP	1	0.0%
SUBPOENA SERVED	1	0.0%
SUSPICIOUS PACKAGE	1	0.0%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
HOT LINE	425	3.5%
IDENTITY THEFT	19	0.2%
ILLEGAL DUMPING	6	0.0%
LARCENY	46	0.4%
LARCENY FROM VEHICLE	7	0.1%
LARCENY GRAND	13	0.1%
LITTERING	2	0.0%
LOUD PARTY	6	0.0%
MARIJUANA POSS	4	0.0%
MENACING	1	0.0%
MISSING PERSON	7	0.1%
MISSING PERSON JUVENILE	1	0.0%
MOTORIST ASSIST	2	0.0%
NOISE GENERAL	47	0.4%
OPEN DOOR / WINDOW	4	0.0%
ORDER OF PROTECTION	135	1.1%
PARKING COMPLAINT	138	1.1%
PATROL DETAIL	1,442	12.0%
PEDDLING/SOLICITING	14	0.1%
PERSONNEL SICK REPORT	259	2.1%
POLICE INFORMATION	254	2.1%
POWER OUTAGE	1	0.0%
PROPERTY DAMAGED	56	0.5%
PROPERTY FOUND	29	0.2%
PROPERTY LOST	59	0.5%
PROPERTY SAFEKEEPING	7	0.1%
PUBLIC LEWDNESS	1	0.0%
RECKLESS ENDANGERMENT	2	0.0%
SCHEME TO DEFRAUD	1	0.0%
SPECIAL DETAIL	198	1.6%
SUBJECT STOP	1	0.0%
SUBPOENA RECEIPT OF	78	0.6%
SUBPOENA SERVED	1	0.0%
SUPP INCIDENT REPORT	30	0.2%
SUSPICIOUS INCIDENT	215	1.8%
SUSPICIOUS PACKAGE	1	0.0%
SUSPICIOUS PERSON	121	1.0%
SUSPICIOUS VEHICLE DISABLED	161	1.3%
TERRORISM	2	0.0%
THEFT OF SERVICE	1	0.0%
TOWN ORD. COMPLAINT	69	0.6%
TRAFFIC DETAIL	199	1.7%
TRAFFIC ENFORCEMENT	23	0.2%
TRAFFIC ENF DWI	5	0.0%
TRAFFIC LIGHT MALFUNCTION	32	0.3%
TRAFFIC SAFETY	19	0.2%
TRAFFIC SIGN MISSING/DAMAGED	12	0.1%
TRAINING	1	0.0%
TRANSPORT	15	0.1%
TRESPASS	5	0.0%
UNRULY GROUP	2	0.0%
UNRULY PERSON	6	0.0%
UTILITY	17	0.1%
UTILITY CABLE	27	0.2%
UTILITY DIG SAFELY NOTIFIED	38	0.3%
UTILITY ELECTRIC	123	1.0%
UTILITY GAS	21	0.2%
UTILITY WATER	27	0.2%
V&T GENERAL	64	0.5%
V&T TRAFFIC STOP	616	5.1%
VEHICLE DISABLED	222	1.8%
VEHICLE DISABLED STOLEN	3	0.0%
VEHICLE DISABLED STOLEN RECOVERED	1	0.0%

**APPENDIX A**

**North Castle Police Department  
Total Calls for Service  
7/1/2009 - 6/30/2010**

**Calls sorted by Frequency**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
THEFT OF SERVICE	1	0.0%
TRAINING	1	0.0%
VEHICLE DISABLED STOLEN RECOVERED	1	0.0%
VEHICLE REPOSSESSION	1	0.0%
WEAPON GENERAL	1	0.0%
	<b>12,051</b>	

**Calls sorted Alphabetically**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
VEHICLE REPOSSESSION	1	0.0%
WARRANT	60	0.5%
WEAPON GENERAL	1	0.0%
YOUTH COMPLAINT	28	0.2%
ZONE C&O TEAM CALL	18	0.1%
	<b>12,051</b>	

**APPENDIX B**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
00:00 - 7:59**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
DOOR CHECKS	801	29.7%
PATROL DETAIL	746	27.7%
ALARM	338	12.5%
AIDED GENERAL	65	2.4%
PERSONNEL SICK REPORT	54	2.0%
SPECIAL DETAIL	53	2.0%
HOT LINE	51	1.9%
DEPARTMENT EQUIPMENT	38	1.4%
E-911 ERROR CALL	38	1.4%
ACCIDENT PDAA	30	1.1%
VEHICLE DISABLED	31	1.1%
ANIMAL COMPLAINT	28	1.0%
HIGHWAY COND TREES/LIMBS	27	1.0%
ASSIST CITIZEN	26	1.0%
V&T TRAFFIC STOP	24	0.9%
ASSIST OTHER AGENCY	20	0.7%
HIGHWAY COND ICE/SNOW	20	0.7%
NOISE GENERAL	20	0.7%
SUSPICIOUS INCIDENT	20	0.7%
SUSPICIOUS VEHICLE DISABLED	19	0.7%
UTILITY DIG SAFELY NOTIFIED	18	0.7%
POLICE INFORMATION	19	0.7%
ACCIDENT PIAA	14	0.5%
PARKING COMPLAINT	12	0.4%
DEPARTMENT EQUIP VEH MAINTENANCE	11	0.4%
UTILITY ELECTRIC	11	0.4%
HIGHWAY COND MAINT/REPAIR	8	0.3%
HIGHWAY DEBRIS	9	0.3%
SUSPICIOUS PERSON	8	0.3%
TRAFFIC DETAIL	8	0.3%
DISPUTE DOMESTIC	6	0.2%
DISPUTE GENERAL	7	0.3%
ELECTION POLLS	6	0.2%
TRAFFIC LIGHT MALFUNCTION	7	0.3%
ASSIST CIT WELFARE CHECK	5	0.2%
COURT PRISONER TRANSPORT	5	0.2%
DARK HOUSE REC'VD	5	0.2%
FIRE SMOKE CONDITION	5	0.2%
PROPERTY DAMAGED	5	0.2%
UTILITY WATER	5	0.2%
FIRE VEHICLE DISABLED	4	0.1%
TOWN ORD. COMPLAINT	4	0.1%
ACCIDENT LEAVE SCENE	3	0.1%
DWI	3	0.1%
EDP	3	0.1%
LOUD PARTY	3	0.1%
OPEN DOOR / WINDOW	3	0.1%
ORDER OF PROTECTION	3	0.1%
TRANSPORT	3	0.1%
UTILITY CABLE	3	0.1%
UTILITY GAS	3	0.1%
V&T GENERAL	3	0.1%
YOUTH COMPLAINT	3	0.1%
CIVIL COMPLAINT	2	0.1%
CRIMINAL MISCHIEF	2	0.1%
ERRATIC DRIVER	2	0.1%
FIRE RESIDENCE	2	0.1%
PROPERTY FOUND	2	0.1%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ACCIDENT LEAVE SCENE	3	0.1%
ACCIDENT PDAA	30	1.1%
ACCIDENT PIAA	14	0.5%
AGGR HARASSMENT	1	0.0%
AIDED GENERAL	65	2.4%
ALARM	338	12.5%
ANIMAL COMPLAINT	28	1.0%
ASSIST CIT WELFARE CHECK	5	0.2%
ASSIST CITIZEN	26	1.0%
ASSIST OTHER AGENCY	20	0.7%
ATTEMPTED BURGLARY	1	0.0%
BURGLARY	1	0.0%
CIVIL COMPLAINT	2	0.1%
COURT PRISONER TRANSPORT	5	0.2%
CRIMINAL MISCHIEF	2	0.1%
DARK HOUSE REC'VD	5	0.2%
DEATH INVESTIGATION	1	0.0%
DEPARTMENT EQUIPMENT	38	1.4%
DEPARTMENT EQUIP VEH MAINTENANCE	11	0.4%
DISPUTE DOMESTIC	6	0.2%
DISPUTE GENERAL	7	0.3%
DOOR CHECKS	801	29.7%
DWI	3	0.1%
E-911 ERROR CALL	38	1.4%
EDP	3	0.1%
ELECTION POLLS	6	0.2%
ERRATIC DRIVER	2	0.1%
FIRE BRUSH	1	0.0%
FIRE RESIDENCE	2	0.1%
FIRE SMOKE CONDITION	5	0.2%
FIRE UTILITY	1	0.0%
FIRE VEHICLE DISABLED	4	0.1%
FIREWORKS	1	0.0%
FLOODING	1	0.0%
HIGHWAY COND ICE/SNOW	20	0.7%
HIGHWAY COND MAINT/REPAIR	8	0.3%
HIGHWAY COND TREES/LIMBS	27	1.0%
HIGHWAY DEBRIS	9	0.3%
HOT LINE	51	1.9%
LARCENY	1	0.0%
LOUD PARTY	3	0.1%
MISSING PERSON	1	0.0%
NOISE GENERAL	20	0.7%
OPEN DOOR / WINDOW	3	0.1%
ORDER OF PROTECTION	3	0.1%
PARKING COMPLAINT	12	0.4%
PATROL DETAIL	746	27.7%
PERSONNEL SICK REPORT	54	2.0%
POLICE INFORMATION	19	0.7%
PROPERTY DAMAGED	5	0.2%
PROPERTY FOUND	2	0.1%
SPECIAL DETAIL	53	2.0%
SUBPOENA RECEIPT OF	1	0.0%
SUPP INCIDENT REPORT	2	0.1%
SUSPICIOUS INCIDENT	20	0.7%
SUSPICIOUS PERSON	8	0.3%
SUSPICIOUS VEHICLE DISABLED	19	0.7%
TOWN ORD. COMPLAINT	4	0.1%

**APPENDIX B**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
00:00 - 7:59**

**Calls sorted by Frequency**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
SUPP INCIDENT REPORT	2	0.1%
TRAFFIC SIGN MISSING/DAMAGED	2	0.1%
UNRULY PERSON	2	0.1%
WARRANT	2	0.1%
AGGR HARASSMENT	1	0.0%
ATTEMPTED BURGLARY	1	0.0%
BURGLARY	1	0.0%
DEATH INVESTIGATION	1	0.0%
FIRE BRUSH	1	0.0%
FIRE UTILITY	1	0.0%
FIREWORKS	1	0.0%
FLOODING	1	0.0%
LARCENY	1	0.0%
MISSING PERSON	1	0.0%
SUBPOENA RECEIPT OF	1	0.0%
TRAFFIC ENFORCEMENT	1	0.0%
TRAFFIC SAFETY	1	0.0%
UNRULY GROUP	1	0.0%
UTILITY	1	0.0%
ZONE C&O TEAM CALL	1	0.0%

**2,698**

**Calls sorted Alphabetically**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
TRAFFIC DETAIL	8	0.3%
TRAFFIC ENFORCEMENT	1	0.0%
TRAFFIC LIGHT MALFUNCTION	7	0.3%
TRAFFIC SAFETY	1	0.0%
TRAFFIC SIGN MISSING/DAMAGED	2	0.1%
TRANSPORT	3	0.1%
UNRULY GROUP	1	0.0%
UNRULY PERSON	2	0.1%
UTILITY	1	0.0%
UTILITY CABLE	3	0.1%
UTILITY DIG SAFELY NOTIFIED	18	0.7%
UTILITY ELECTRIC	11	0.4%
UTILITY GAS	3	0.1%
UTILITY WATER	5	0.2%
V&T GENERAL	3	0.1%
V&T TRAFFIC STOP	24	0.9%
VEHICLE DISABLED	31	1.1%
WARRANT	2	0.1%
YOUTH COMPLAINT	3	0.1%
ZONE C&O TEAM CALL	1	0.0%

**2,698**

## APPENDIX C

### North Castle Police Department Calls for Service 7/2009 - 6/2010 08:00 - 15:59

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ALARM	942	17.7%
V&T TRAFFIC STOP	380	7.1%
E-911 ERROR CALL	377	7.1%
AIDED GENERAL	238	4.5%
ACCIDENT PDAA	213	4.0%
HOT LINE	188	3.5%
TRAFFIC DETAIL	187	3.5%
PATROL DETAIL	174	3.3%
POLICE INFORMATION	157	2.9%
ANIMAL COMPLAINT	134	2.5%
DEPARTMENT EQUIP VEH MAINTENANCE	106	2.0%
SUSPICIOUS INCIDENT	106	2.0%
DARK HOUSE REC'VD	101	1.9%
ASSIST OTHER AGENCY	91	1.7%
PERSONNEL SICK REPORT	91	1.7%
VEHICLE DISABLED	91	1.7%
HIGHWAY COND TREES/LIMBS	90	1.7%
ASSIST CIT FINGERPRINTS	80	1.5%
ORDER OF PROTECTION	78	1.5%
SPECIAL DETAIL	74	1.4%
DEPARTMENT EQUIPMENT	72	1.4%
PARKING COMPLAINT	72	1.4%
ASSIST CITIZEN	70	1.3%
SUBPOENA RECEIPT OF	66	1.2%
SUSPICIOUS PERSON	64	1.2%
SUSPICIOUS VEHICLE DISABLED	64	1.2%
UTILITY ELECTRIC	62	1.2%
PROPERTY LOST	43	0.8%
PROPERTY DAMAGED	41	0.8%
LARCENY	36	0.7%
HIGHWAY DEBRIS	34	0.6%
V&T GENERAL	34	0.6%
ACCIDENT PIAA	32	0.6%
TOWN ORD. COMPLAINT	32	0.6%
WARRANT	32	0.6%
COMM REL ACTIVITY CHILD SEATS	30	0.6%
COURT OFFICER DETAIL	28	0.5%
DISPUTE GENERAL	28	0.5%
HIGHWAY COND MAINT/REPAIR	27	0.5%
EDP	23	0.4%
DISPUTE DOMESTIC	21	0.4%
TRAFFIC LIGHT MALFUNCTION	21	0.4%
ERRATIC DRIVER	20	0.4%
CRIMINAL MISCHIEF	19	0.4%
HIGHWAY COND ICE/SNOW	19	0.4%
SUPP INCIDENT REPORT	18	0.3%
TRAFFIC ENFORCEMENT	18	0.3%
UTILITY CABLE	18	0.3%
ASSIST CIT WELFARE CHECK	17	0.3%
FIRE SMOKE CONDITION	17	0.3%
PROPERTY FOUND	17	0.3%
CIVIL COMPLAINT	16	0.3%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ACCIDENT LEAVE SCENE	12	0.2%
ACCIDENT PDAA	213	4.0%
ACCIDENT PIAA	32	0.6%
AGGR HARASSMENT	11	0.2%
AGGR UNLIC OPERATION	4	0.1%
AIDED GENERAL	238	4.5%
ALARM	942	17.7%
ANIMAL COMPLAINT	134	2.5%
ASSAULT	4	0.1%
ASSIST CIT FINGERPRINTS	80	1.5%
ASSIST CIT WELFARE CHECK	17	0.3%
ASSIST CITIZEN	70	1.3%
ASSIST OTHER AGENCY	91	1.7%
ATTEMPTED BURGLARY	2	0.0%
BURGLARY	7	0.1%
CIVIL COMPLAINT	16	0.3%
COMM REL ACTIVITY CHILD SEATS	30	0.6%
COMM REL ACTIVITY YOUTH	8	0.2%
COMM RELATIONS ACTIVITY	10	0.2%
CONFIDENTIAL INVESTIGATION	1	0.0%
COURT OFFICER DETAIL	28	0.5%
COURT PRISONER TRANSPORT	11	0.2%
COURT TESTIFY	1	0.0%
CPS COMPLAINT	1	0.0%
CRIM POSS CONTR SUBST	1	0.0%
CRIMINAL CONTEMPT	2	0.0%
CRIMINAL IMPERSONATION	1	0.0%
CRIMINAL MISCHIEF	19	0.4%
DARK HOUSE REC'VD	101	1.9%
DEATH	4	0.1%
DEPARTMENT EQUIPMENT	72	1.4%
DEPARTMENT EQUIP VEH MAINTENANCE	106	2.0%
DISPUTE CIV/CUSTODY	1	0.0%
DISPUTE DOMESTIC	21	0.4%
DISPUTE GENERAL	28	0.5%
DOOR CHECKS	1	0.0%
DWAI DRUGS	1	0.0%
E-911 ERROR CALL	377	7.1%
EDP	23	0.4%
ELECTION POLLS	12	0.2%
ERRATIC DRIVER	20	0.4%
FAMILY COURT SUMMONS	10	0.2%
FIRE BRUSH	3	0.1%
FIRE GENERAL	1	0.0%
FIRE RESIDENCE	3	0.1%
FIRE SMOKE CONDITION	17	0.3%
FIRE UTILITY	9	0.2%
FIRE VEHICLE DISABLED	4	0.1%
FLOODING	5	0.1%
FRAUD	3	0.1%
GRAFFITI	2	0.0%
GUN SHOTS	3	0.1%

## APPENDIX C

### North Castle Police Department Calls for Service 7/2009 - 6/2010 08:00 - 15:59

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
YOUTH COMPLAINT	14	0.3%
UTILITY WATER	13	0.2%
ACCIDENT LEAVE SCENE	12	0.2%
ELECTION POLLS	12	0.2%
LARCENY GRAND	12	0.2%
TRAFFIC SAFETY	12	0.2%
UTILITY DIG SAFELY NOTIFIED	12	0.2%
AGGR HARASSMENT	11	0.2%
COURT PRISONER TRANSPORT	11	0.2%
IDENTITY THEFT	11	0.2%
ZONE C&O TEAM CALL	11	0.2%
COMM RELATIONS ACTIVITY	10	0.2%
FAMILY COURT SUMMONS	10	0.2%
UTILITY GAS	10	0.2%
FIRE UTILITY	9	0.2%
UTILITY	9	0.2%
COMM REL ACTIVITY YOUTH	8	0.2%
PEDDLING/SOLICITING	8	0.2%
BURGLARY	7	0.1%
HARASSMENT	7	0.1%
TRAFFIC SIGN MISSING/DAMAGED	7	0.1%
LARCENY FROM VEHICLE	6	0.1%
NOISE GENERAL	6	0.1%
PROPERTY SAFEKEEPING	6	0.1%
FLOODING	5	0.1%
TRESPASS	5	0.1%
AGGR UNLIC OPERATION	4	0.1%
ASSAULT	4	0.1%
DEATH	4	0.1%
FIRE VEHICLE DISABLED	4	0.1%
FIRE BRUSH	3	0.1%
FIRE RESIDENCE	3	0.1%
FRAUD	3	0.1%
GUN SHOTS	3	0.1%
ILLEGAL DUMPING	3	0.1%
MISSING PERSON	3	0.1%
UNRULY PERSON	3	0.1%
ATTEMPTED BURGLARY	2	0.0%
CRIMINAL CONTEMPT	2	0.0%
GRAFFITI	2	0.0%
MARIJUANA POSS	2	0.0%
MOTORIST ASSIST	2	0.0%
TERRORISM	2	0.0%
CONFIDENTIAL INVESTIGATION	1	0.0%
COURT TESTIFY	1	0.0%
CPS COMPLAINT	1	0.0%
CRIM POSS CONTR SUBST	1	0.0%
CRIMINAL IMPERSONATION	1	0.0%
DISPUTE CIV/CUSTODY	1	0.0%
DOOR CHECKS	1	0.0%
DWAI DRUGS	1	0.0%
FIRE GENERAL	1	0.0%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
HARASSMENT	7	0.1%
HIGHWAY COND ICE/SNOW	19	0.4%
HIGHWAY COND MAINT/REPAIR	27	0.5%
HIGHWAY COND TREES/LIMBS	90	1.7%
HIGHWAY DEBRIS	34	0.6%
HOT LINE	188	3.5%
IDENTITY THEFT	11	0.2%
ILLEGAL DUMPING	3	0.1%
LARCENY	36	0.7%
LARCENY FROM VEHICLE	6	0.1%
LARCENY GRAND	12	0.2%
LITTERING	1	0.0%
LOUD PARTY	1	0.0%
MARIJUANA POSS	2	0.0%
MENACING	1	0.0%
MISSING PERSON	3	0.1%
MISSING PERSON JUVENILE	1	0.0%
MOTORIST ASSIST	2	0.0%
NOISE GENERAL	6	0.1%
OPEN DOOR / WINDOW	1	0.0%
ORDER OF PROTECTION	78	1.5%
PARKING COMPLAINT	72	1.4%
PATROL DETAIL	174	3.3%
PEDDLING/SOLICITING	8	0.2%
PERSONNEL SICK REPORT	91	1.7%
POLICE INFORMATION	157	2.9%
PROPERTY DAMAGED	41	0.8%
PROPERTY FOUND	17	0.3%
PROPERTY LOST	43	0.8%
PROPERTY SAFEKEEPING	6	0.1%
PUBLIC LEWDNESS	1	0.0%
SCHEME TO DEFRAUD	1	0.0%
SPECIAL DETAIL	74	1.4%
SUBPOENA RECEIPT OF	66	1.2%
SUBPOENA SERVED	1	0.0%
SUPP INCIDENT REPORT	18	0.3%
SUSPICIOUS INCIDENT	106	2.0%
SUSPICIOUS PERSON	64	1.2%
SUSPICIOUS VEHICLE DISABLED	64	1.2%
TERRORISM	2	0.0%
TOWN ORD. COMPLAINT	32	0.6%
TRAFFIC DETAIL	187	3.5%
TRAFFIC ENFORCEMENT	18	0.3%
TRAFFIC LIGHT MALFUNCTION	21	0.4%
TRAFFIC SAFETY	12	0.2%
TRAFFIC SIGN MISSING/DAMAGED	7	0.1%
TRAINING	1	0.0%
TRESPASS	5	0.1%
UNRULY PERSON	3	0.1%
UTILITY	9	0.2%
UTILITY CABLE	18	0.3%
UTILITY DIG SAFELY NOTIFIED	12	0.2%

**APPENDIX C**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
08:00 - 15:59**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
LITTERING	1	0.0%
LOUD PARTY	1	0.0%
MENACING	1	0.0%
MISSING PERSON JUVENILE	1	0.0%
OPEN DOOR / WINDOW	1	0.0%
PUBLIC LEWDNESS	1	0.0%
SCHEME TO DEFRAUD	1	0.0%
SUBPOENA SERVED	1	0.0%
TRAINING	1	0.0%
VEHICLE DISABLED STOLEN	1	0.0%
VEHICLE DISABLED STOLEN RECOVERED	1	0.0%
WEAPON GENERAL	1	0.0%

5,323

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
UTILITY ELECTRIC	62	1.2%
UTILITY GAS	10	0.2%
UTILITY WATER	13	0.2%
V&T GENERAL	34	0.6%
V&T TRAFFIC STOP	380	7.1%
VEHICLE DISABLED	91	1.7%
VEHICLE DISABLED STOLEN	1	0.0%
VEHICLE DISABLED STOLEN RECOVERED	1	0.0%
WARRANT	32	0.6%
WEAPON GENERAL	1	0.0%
YOUTH COMPLAINT	14	0.3%
ZONE C&O TEAM CALL	11	0.2%

5,323

**APPENDIX D**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
16:00 - 23:59**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ALARM	651	16.3%
PATROL DETAIL	522	13.1%
E-911 ERROR CALL	267	6.7%
V&T TRAFFIC STOP	211	5.3%
HOT LINE	185	4.6%
AIDED GENERAL	131	3.3%
ACCIDENT PDAA	130	3.3%
PERSONNEL SICK REPORT	113	2.8%
ANIMAL COMPLAINT	101	2.5%
VEHICLE DISABLED	99	2.5%
HIGHWAY COND TREES/LIMBS	95	2.4%
SUSPICIOUS INCIDENT	89	2.2%
SUSPICIOUS VEHICLE DISABLED	78	2.0%
POLICE INFORMATION	74	1.9%
SPECIAL DETAIL	71	1.8%
ASSIST OTHER AGENCY	69	1.7%
ASSIST CITIZEN	62	1.6%
ORDER OF PROTECTION	54	1.4%
PARKING COMPLAINT	54	1.4%
COURT PRISONER TRANSPORT	52	1.3%
SUSPICIOUS PERSON	49	1.2%
UTILITY ELECTRIC	49	1.2%
ERRATIC DRIVER	39	1.0%
COURT OFFICER DETAIL	38	1.0%
DISPUTE GENERAL	37	0.9%
DISPUTE DOMESTIC	34	0.9%
TOWN ORD. COMPLAINT	33	0.8%
DARK HOUSE REC'VD	32	0.8%
ACCIDENT PIAA	31	0.8%
ASSIST CIT WELFARE CHECK	30	0.8%
V&T GENERAL	27	0.7%
WARRANT	25	0.6%
HIGHWAY COND ICE/SNOW	21	0.5%
NOISE GENERAL	21	0.5%
PROPERTY LOST	16	0.4%
EDP	14	0.4%
FIRE SMOKE CONDITION	14	0.4%
HIGHWAY COND MAINT/REPAIR	12	0.3%
TRANSPORT	12	0.3%
CIVIL COMPLAINT	11	0.3%
HIGHWAY DEBRIS	11	0.3%
SUBPOENA RECEIPT OF	11	0.3%
YOUTH COMPLAINT	11	0.3%
ACCIDENT LEAVE SCENE	10	0.3%
COMM REL ACTIVITY CHILD SEATS	10	0.3%
CRIMINAL MISCHIEF	10	0.3%
FIRE GENERAL	10	0.3%
GUN SHOTS	10	0.3%
PROPERTY FOUND	10	0.3%
ASSIST CIT FINGERPRINTS	9	0.2%
FIRE UTILITY	9	0.2%
PROPERTY DAMAGED	9	0.2%
SUPP INCIDENT REPORT	9	0.2%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ABC VIOLATION	1	0.0%
ACCIDENT LEAVE SCENE	10	0.3%
ACCIDENT PDAA	130	3.3%
ACCIDENT PIAA	31	0.8%
AGGR HARASSMENT	6	0.2%
AGGR UNLIC OPERATION	2	0.1%
AIDED GENERAL	131	3.3%
ALARM	651	16.3%
ANIMAL COMPLAINT	101	2.5%
ASSAULT	4	0.1%
ASSIST CIT FINGERPRINTS	9	0.2%
ASSIST CIT WELFARE CHECK	30	0.8%
ASSIST CITIZEN	62	1.6%
ASSIST OTHER AGENCY	69	1.7%
ATTEMPTED BURGLARY	1	0.0%
BURGLARY	7	0.2%
CIVIL COMPLAINT	11	0.3%
COMM REL ACTIVITY CHILD SEATS	10	0.3%
COMM RELATIONS ACTIVITY	2	0.1%
CONFIDENTIAL INVESTIGATION	1	0.0%
COURT OFFICER DETAIL	38	1.0%
COURT PRISONER TRANSPORT	52	1.3%
CPS COMPLAINT	1	0.0%
CRIMINAL CONTEMPT	3	0.1%
CRIMINAL MISCHIEF	10	0.3%
DARK HOUSE REC'VD	32	0.8%
DEATH	1	0.0%
DEPARTMENT EQUIPMENT	7	0.2%
DISPUTE CIV/CUSTODY	3	0.1%
DISPUTE DOMESTIC	34	0.9%
DISPUTE GENERAL	37	0.9%
DNA COLLECTION	4	0.1%
DOOR CHECKS	5	0.1%
DWAI DRUGS	1	0.0%
DWI	2	0.1%
E-911 ERROR CALL	267	6.7%
EDP	14	0.4%
ELECTION POLLS	2	0.1%
ERRATIC DRIVER	39	1.0%
FAMILY COURT SUMMONS	5	0.1%
FIRE BRUSH	8	0.2%
FIRE GENERAL	10	0.3%
FIRE RESIDENCE	3	0.1%
FIRE SMOKE CONDITION	14	0.4%
FIRE UTILITY	9	0.2%
FIRE VEHICLE DISABLED	2	0.1%
FIREWORKS	7	0.2%
FLOODING	5	0.1%
FRAUD	3	0.1%
GUN SHOTS	10	0.3%
HARASSMENT	4	0.1%
HAZ MAT	1	0.0%
HIGHWAY COND ICE/SNOW	21	0.5%

**APPENDIX D**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
16:00 - 23:59**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
UTILITY WATER	9	0.2%
FIRE BRUSH	8	0.2%
IDENTITY THEFT	8	0.2%
LARCENY	8	0.2%
UTILITY DIG SAFELY NOTIFIED	8	0.2%
UTILITY GAS	8	0.2%
BURGLARY	7	0.2%
DEPARTMENT EQUIPMENT	7	0.2%
FIREWORKS	7	0.2%
UTILITY	7	0.2%
AGGR HARASSMENT	6	0.2%
PEDDLING/SOLICITING	6	0.2%
TRAFFIC SAFETY	6	0.2%
UTILITY CABLE	6	0.2%
ZONE C&O TEAM CALL	6	0.2%
DOOR CHECKS	5	0.1%
FAMILY COURT SUMMONS	5	0.1%
FLOODING	5	0.1%
TRAFFIC ENF DWI	5	0.1%
ASSAULT	4	0.1%
DNA COLLECTION	4	0.1%
HARASSMENT	4	0.1%
TRAFFIC DETAIL	4	0.1%
TRAFFIC LIGHT MALFUNCTION	4	0.1%
CRIMINAL CONTEMPT	3	0.1%
DISPUTE CIV/CUSTODY	3	0.1%
FIRE RESIDENCE	3	0.1%
FRAUD	3	0.1%
ILLEGAL DUMPING	3	0.1%
MISSING PERSON	3	0.1%
TRAFFIC SIGN MISSING/DAMAGED	3	0.1%
AGGR UNLIC OPERATION	2	0.1%
COMM RELATIONS ACTIVITY	2	0.1%
DWI	2	0.1%
ELECTION POLLS	2	0.1%
FIRE VEHICLE DISABLED	2	0.1%
LOUD PARTY	2	0.1%
MARIJUANA POSS	2	0.1%
RECKLESS ENDANGERMENT	2	0.1%
TRAFFIC ENFORCEMENT	2	0.1%
VEHICLE DISABLED STOLEN	2	0.1%
ABC VIOLATION	1	0.0%
ATTEMPTED BURGLARY	1	0.0%
CONFIDENTIAL INVESTIGATION	1	0.0%
CPS COMPLAINT	1	0.0%
DEATH	1	0.0%
DWAI DRUGS	1	0.0%
HAZ MAT	1	0.0%
LARCENY FROM VEHICLE	1	0.0%
LARCENY GRAND	1	0.0%
LITTERING	1	0.0%
POWER OUTAGE	1	0.0%
PROPERTY SAFEKEEPING	1	0.0%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
HIGHWAY COND MAINT/REPAIR	12	0.3%
HIGHWAY COND TREES/LIMBS	95	2.4%
HIGHWAY DEBRIS	11	0.3%
HOT LINE	185	4.6%
IDENTITY THEFT	8	0.2%
ILLEGAL DUMPING	3	0.1%
LARCENY	8	0.2%
LARCENY FROM VEHICLE	1	0.0%
LARCENY GRAND	1	0.0%
LITTERING	1	0.0%
LOUD PARTY	2	0.1%
MARIJUANA POSS	2	0.1%
MISSING PERSON	3	0.1%
NOISE GENERAL	21	0.5%
ORDER OF PROTECTION	54	1.4%
PARKING COMPLAINT	54	1.4%
PATROL DETAIL	522	13.1%
PEDDLING/SOLICITING	6	0.2%
PERSONNEL SICK REPORT	113	2.8%
POLICE INFORMATION	74	1.9%
POWER OUTAGE	1	0.0%
PROPERTY DAMAGED	9	0.2%
PROPERTY FOUND	10	0.3%
PROPERTY LOST	16	0.4%
PROPERTY SAFEKEEPING	1	0.0%
RECKLESS ENDANGERMENT	2	0.1%
SPECIAL DETAIL	71	1.8%
SUBJECT STOP	1	0.0%
SUBPOENA RECEIPT OF	11	0.3%
SUPP INCIDENT REPORT	9	0.2%
SUSPICIOUS INCIDENT	89	2.2%
SUSPICIOUS PACKAGE	1	0.0%
SUSPICIOUS PERSON	49	1.2%
SUSPICIOUS VEHICLE DISABLED	78	2.0%
THEFT OF SERVICE	1	0.0%
TOWN ORD. COMPLAINT	33	0.8%
TRAFFIC DETAIL	4	0.1%
TRAFFIC ENF DWI	5	0.1%
TRAFFIC ENFORCEMENT	2	0.1%
TRAFFIC LIGHT MALFUNCTION	4	0.1%
TRAFFIC SAFETY	6	0.2%
TRAFFIC SIGN MISSING/DAMAGED	3	0.1%
TRANSPORT	12	0.3%
UNRULY GROUP	1	0.0%
UNRULY PERSON	1	0.0%
UTILITY	7	0.2%
UTILITY CABLE	6	0.2%
UTILITY DIG SAFELY NOTIFIED	8	0.2%
UTILITY ELECTRIC	49	1.2%
UTILITY GAS	8	0.2%
UTILITY WATER	9	0.2%
V&T GENERAL	27	0.7%
V&T TRAFFIC STOP	211	5.3%

**APPENDIX D**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010  
16:00 - 23:59**

**Calls sorted by Frequency**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
SUBJECT STOP	1	0.0%
SUSPICIOUS PACKAGE	1	0.0%
THEFT OF SERVICE	1	0.0%
UNRULY GROUP	1	0.0%
UNRULY PERSON	1	0.0%
VEHICLE REPOSSESSION	1	0.0%
	<b>3,988</b>	

**Calls sorted Alphabetically**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
VEHICLE DISABLED	99	2.5%
VEHICLE DISABLED STOLEN	2	0.1%
VEHICLE REPOSSESSION	1	0.0%
WARRANT	25	0.6%
YOUTH COMPLAINT	11	0.3%
ZONE C&O TEAM CALL	6	0.2%
	<b>3,988</b>	

**APPENDIX E**

**North Castle Police Department  
Calls for Service 07/2009 - 06/2010  
Desk Officer Calls**

**Calls sorted by Frequency**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
HOT LINE	243	21.2%
PERSONNEL SICK REPORT	140	12.2%
POLICE INFORMATION	95	8.3%
ORDER OF PROTECTION	83	7.2%
DARK HOUSE REC'VD	61	5.3%
DEPARTMENT EQUIPMENT	43	3.7%
SUBPOENA RECEIPT OF	40	3.5%
PROPERTY LOST	36	3.1%
ALARM	31	2.7%
WARRANT	30	2.6%
ASSIST CIT FINGERPRINTS	28	2.4%
ASSIST OTHER AGENCY	26	2.3%
SUSPICIOUS INCIDENT	24	2.1%
ASSIST CITIZEN	23	2.0%
UTILITY DIG SAFELY NOTIFIED	22	1.9%
ACCIDENT PDAA	18	1.6%
ANIMAL COMPLAINT	17	1.5%
E-911 ERROR CALL	16	1.4%
IDENTITY THEFT	13	1.1%
HIGHWAY COND MAINT/REPAIR	10	0.9%
UTILITY ELECTRIC	10	0.9%
LARCENY	8	0.7%
VEHICLE DISABLED	8	0.7%
HIGHWAY COND ICE/SNOW	7	0.6%
PROPERTY FOUND	7	0.6%
V&T GENERAL	7	0.6%
FAMILY COURT SUMMONS	6	0.5%
HIGHWAY COND TREES/LIMBS	6	0.5%
SPECIAL DETAIL	6	0.5%
SUPP INCIDENT REPORT	6	0.5%
HIGHWAY DEBRIS	5	0.4%
PROPERTY DAMAGED	5	0.4%
PATROL DETAIL	4	0.3%
TOWN ORD. COMPLAINT	4	0.3%
UTILITY WATER	4	0.3%
CIVIL COMPLAINT	3	0.3%
CRIMINAL CONTEMPT	3	0.3%
ELECTION POLLS	3	0.3%
PROPERTY SAFEKEEPING	3	0.3%
SUSPICIOUS PERSON	3	0.3%
ACCIDENT LEAVE SCENE	2	0.2%
AGGR HARASSMENT	2	0.2%
COURT OFFICER DETAIL	2	0.2%
DISPUTE CIV/CUSTODY	2	0.2%
DISPUTE DOMESTIC	2	0.2%
DISPUTE GENERAL	2	0.2%
FRAUD	2	0.2%
SUSPICIOUS VEHICLE DISABLED	2	0.2%
VEHICLE DISABLED STOLEN	2	0.2%
ZONE C&O TEAM CALL	2	0.2%
ASSIST CIT WELFARE CHECK	1	0.1%
ATTEMPTED BURGLARY	1	0.1%
BURGLARY	1	0.1%
COMM REL ACTIVITY CHILD SEATS	1	0.1%
CPS COMPLAINT	1	0.1%
CRIMINAL MISCHIEF	1	0.1%
DEPARTMENT EQUIP VEH MAINTENANCE	1	0.1%
DNA COLLECTION	1	0.1%

**Calls sorted Alphabetically**

CALL DESCRIPTION	TOTAL CALLS	PERCENT OF TOTAL CALLS
ACCIDENT LEAVE SCENE	2	0.2%
ACCIDENT PDAA	18	1.6%
AGGR HARASSMENT	2	0.2%
ALARM	31	2.7%
ANIMAL COMPLAINT	17	1.5%
ASSIST CIT FINGERPRINTS	28	2.4%
ASSIST CIT WELFARE CHECK	1	0.1%
ASSIST CITIZEN	23	2.0%
ASSIST OTHER AGENCY	26	2.3%
ATTEMPTED BURGLARY	1	0.1%
BURGLARY	1	0.1%
CIVIL COMPLAINT	3	0.3%
COMM REL ACTIVITY CHILD SEATS	1	0.1%
COURT OFFICER DETAIL	2	0.2%
CPS COMPLAINT	1	0.1%
CRIMINAL CONTEMPT	3	0.3%
CRIMINAL MISCHIEF	1	0.1%
DARK HOUSE REC'VD	61	5.3%
DEPARTMENT EQUIPMENT	43	3.7%
DEPARTMENT EQUIP VEH MAINTENANCE	1	0.1%
DISPUTE CIV/CUSTODY	2	0.2%
DISPUTE DOMESTIC	2	0.2%
DISPUTE GENERAL	2	0.2%
DNA COLLECTION	1	0.1%
E-911 ERROR CALL	16	1.4%
ELECTION POLLS	3	0.3%
FAMILY COURT SUMMONS	6	0.5%
FIRE SMOKE CONDITION	1	0.1%
FIRE VEHICLE DISABLED	1	0.1%
FRAUD	2	0.2%
HIGHWAY COND ICE/SNOW	7	0.6%
HIGHWAY COND MAINT/REPAIR	10	0.9%
HIGHWAY COND TREES/LIMBS	6	0.5%
HIGHWAY DEBRIS	5	0.4%
HOT LINE	243	21.2%
IDENTITY THEFT	13	1.1%
LARCENY	8	0.7%
LARCENY FROM VEHICLE	1	0.1%
LARCENY GRAND	1	0.1%
ORDER OF PROTECTION	83	7.2%
PATROL DETAIL	4	0.3%
PERSONNEL SICK REPORT	140	12.2%
POLICE INFORMATION	95	8.3%
POWER OUTAGE	1	0.1%
PROPERTY DAMAGED	5	0.4%
PROPERTY FOUND	7	0.6%
PROPERTY LOST	36	3.1%
PROPERTY SAFEKEEPING	3	0.3%
RECKLESS ENDANGERMENT	1	0.1%
SCHEME TO DEFRAUD	1	0.1%
SPECIAL DETAIL	6	0.5%
SUBPOENA RECEIPT OF	40	3.5%
SUPP INCIDENT REPORT	6	0.5%
SUSPICIOUS INCIDENT	24	2.1%
SUSPICIOUS PERSON	3	0.3%
SUSPICIOUS VEHICLE DISABLED	2	0.2%
TOWN ORD. COMPLAINT	4	0.3%
TRAFFIC DETAIL	1	0.1%

**APPENDIX E**

**North Castle Police Department  
Calls for Service 07/2009 - 06/2010  
Desk Officer Calls**

**Calls sorted by Frequency**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
FIRE SMOKE CONDITION	1	0.1%
FIRE VEHICLE DISABLED	1	0.1%
LARCENY FROM VEHICLE	1	0.1%
LARCENY GRAND	1	0.1%
POWER OUTAGE	1	0.1%
RECKLESS ENDANGERMENT	1	0.1%
SCHEME TO DEFRAUD	1	0.1%
TRAFFIC DETAIL	1	0.1%
TRAFFIC LIGHT MALFUNCTION	1	0.1%
UTILITY	1	0.1%
V&T TRAFFIC STOP	1	0.1%
VEHICLE REPOSSESSION	1	0.1%

**1,147**

**Calls sorted Alphabetically**

<b>CALL DESCRIPTION</b>	<b>TOTAL CALLS</b>	<b>PERCENT OF TOTAL CALLS</b>
TRAFFIC LIGHT MALFUNCTION	1	0.1%
UTILITY	1	0.1%
UTILITY DIG SAFELY NOTIFIED	22	1.9%
UTILITY ELECTRIC	10	0.9%
UTILITY WATER	4	0.3%
V&T GENERAL	7	0.6%
V&T TRAFFIC STOP	1	0.1%
VEHICLE DISABLED	8	0.7%
VEHICLE DISABLED STOLEN	2	0.2%
VEHICLE REPOSSESSION	1	0.1%
WARRANT	30	2.6%
ZONE C&O TEAM CALL	2	0.2%

**1,147**

**APPENDIX F**

**North Castle Police Department  
UCR Part 1 and Part 2 Crimes  
2005 - 2009**

**CRIMES REPORTED BY NORTH CASTLE TOWN PD**

	Year				
	2005	2006	2007	2008	2009
Murder	0	1	0	0	0
Robbery	0	3	0	0	0
Aggravated Assault	5	1	0	3	0
Burglary	11	21	21	29	7
Larceny	87	53	107	73	91
Motor Vehicle Theft	5	3	1	3	3
<b>Part I Total</b>	<b>108</b>	<b>82</b>	<b>129</b>	<b>108</b>	<b>101</b>
Arson	0	0	1	0	0
Cont Substance Sale	0	1	0	0	0
Cont Substance Possession	0	1	2	0	2
Marijuana	17	7	5	16	3
Weapons	0	1	0	1	3
Other Sex Offenses	1	2	0	4	4
Forgery	13	6	4	3	5
Stolen Property	5	1	0	0	1
Criminal Mischief	84	80	79	69	85
Fraud	25	26	14	21	15
Public Order	0	0	0	1	0
Simple Assault	9	8	11	5	13
Family Offenses	5	1	0	0	3
DWI	31	27	25	32	20
Liquor Law Viol.	0	0	0	1	0
Disorderly Conduct	1	1	0	4	1
All Other	79	125	108	157	172
<b>Part II Total</b>	<b>270</b>	<b>287</b>	<b>249</b>	<b>314</b>	<b>327</b>
<b>Grand Total</b>	<b>378</b>	<b>369</b>	<b>378</b>	<b>422</b>	<b>428</b>

*Source: DCJS, Uniform Crime-Incident Based Reporting systems (as of 7/10).*

## APPENDIX G

### North Castle Police Department Calls for Service 7/2009 - 6/2010 Multiple Car Response Summary

#### Multiple Officer Responses

	All Shifts		00:00 - 07:59		08:00 - 15:59		16:00 - 23:59		Time not reported
1 Officer Response	5,871	81.1%	654	77.9%	3,147	83.3%	2,068	78.9%	2
2 Officer Response	1,086	15.0%	158	18.8%	503	13.3%	425	16.2%	
3 Officer Response	224	3.1%	23	2.7%	98	2.6%	103	3.9%	
4 Officer Response	44	0.61%	5	0.60%	22	0.58%	17	0.65%	
5 Officer Response	9	0.12%	0	0%	4	0.11%	5	0.19%	
6 Officer Response	3	0.04%	0	0%	3	0.08%	0	0.0%	
7 Officer Response	3	0.04%	0	0%	3	0.08%	0	0.0%	
8 Officer Response	2	0.03%	0	0%	0	0.0%	2	0.08%	
<b>Total</b>	<b>7,242</b>		<b>840</b>		<b>3,780</b>		<b>2,620</b>		<b>2</b>

#### Calls not included in above distribution

	All Shifts		00:00 - 07:59		08:00 - 15:59		16:00 - 23:59		Time not reported
Desk	710	5.9%	64	2.4%	428	8.0%	209	5.2%	9
Unassigned	734	6.1%	39	1.4%	409	7.7%	255	6.4%	31
Door Checks	807	6.7%	801	29.7%	1	0.02%	5	0.1%	
Patrol Detail	1,442	12.0%	746	27.7%	174	3.3%	522	13.1%	
Personnel Sick Report	259	2.1%	54	2.0%	91	1.7%	114	2.9%	
Special Detail	198	1.6%	53	2.0%	74	1.4%	71	1.8%	
Hot Line	425	3.5%	52	1.9%	188	3.5%	185	4.6%	
Department Equipment	117	1.0%	38	1.4%	72	1.4%	7	0.2%	
Dept. Equip. Veh. Maint.	117	1.0%	11	0.4%	106	2.0%	0	0%	
<b>Total</b>	<b>4,809</b>		<b>1,858</b>		<b>1,543</b>		<b>1,368</b>		<b>40</b>

<b>Total Calls for Service</b>	<b>12,051</b>	<b>2,698</b>	<b>5,323</b>	<b>3,988</b>	<b>42</b>
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<sup>1</sup> The calls not included in the multiple officer response chart were eliminated because they are in the calculation for the "Patrol Buffer" for staffing analysis purposes

<sup>2</sup> The percentages are based on Column Totals, not Row Totals.

## APPENDIX H

### North Castle Police Department Calls for Service 7/2009 - 6/2010

#### Multiple Officer Responses - 00:00 - 07:59

CALL DESCRIPTION	One Officer Response	Two Officer Response	Three Officer Response	Four Officer Response	Desk Officer Response	Unassigned Response
ALARM	283	49	0	0	2	4
AIDED GENERAL	43	20	2	0	0	0
E-911 ERROR CALL	29	2	0	0	6	1
VEHICLE DISABLED	27	1	0	0	1	2
ACCIDENT PDAA	25	3	2	0	0	0
V&T TRAFFIC STOP	20	4	0	0	0	0
HIGHWAY COND TREES/LIMBS	19	5	0	0	1	2
ANIMAL COMPLAINT	18	6	0	0	3	1
NOISE GENERAL	17	2	0	0	0	1
SUSPICIOUS VEHICLE DISABLED	16	1	1	0	0	1
HIGHWAY COND ICE/SNOW	13	0	0	0	2	5
ASSIST CITIZEN	12	5	1	0	7	1
PARKING COMPLAINT	12	0	0	0	0	0
SUSPICIOUS INCIDENT	8	10	2	0	0	0
HIGHWAY DEBRIS	8	0	0	0	1	0
TRAFFIC DETAIL	8	0	0	0	0	0
ASSIST OTHER AGENCY	7	7	2	0	3	1
UTILITY ELECTRIC	6	1	0	0	1	3
TRAFFIC LIGHT MALFUNCTION	5	2	0	0	0	0
HIGHWAY COND MAINT/REPAIR	5	0	0	0	2	1
ELECTION POLLS	5	0	0	0	1	0
PROPERTY DAMAGED	5	0	0	0	0	0
ACCIDENT PIAA	4	6	2	1	0	0
POLICE INFORMATION	4	1	1	0	13	0
SUSPICIOUS PERSON	3	5	0	0	0	0
ASSIST CIT WELFARE CHECK	3	1	1	0	0	0
TOWN ORD. COMPLAINT	3	1	0	0	0	0
FIRE SMOKE CONDITION	3	0	1	0	1	0
TRANSPORT	3	0	0	0	0	0
UTILITY CABLE	3	0	0	0	0	0
UTILITY GAS	3	0	0	0	0	0
YOUTH COMPLAINT	3	0	0	0	0	0
DISPUTE DOMESTIC	2	3	1	0	0	0
UTILITY WATER	2	1	0	0	2	0
COURT PRISONER TRANSPORT	2	1	0	0	0	2
LOUD PARTY	2	1	0	0	0	0
OPEN DOOR / WINDOW	2	1	0	0	0	0
V&T GENERAL	2	1	0	0	0	0
PROPERTY FOUND	2	0	0	0	0	0
DISPUTE GENERAL	1	3	3	0	0	0
FIRE VEHICLE DISABLED	1	3	0	0	0	0
DWI	1	2	0	0	0	0
ACCIDENT LEAVE SCENE	1	1	0	0	0	1
CIVIL COMPLAINT	1	1	0	0	0	0
ERRATIC DRIVER	1	1	0	0	0	0
UNRULY PERSON	1	1	0	0	0	0
DARK HOUSE REC'VD	1	0	0	0	4	0
ORDER OF PROTECTION	1	0	0	0	1	1
TRAFFIC SIGN MISSING/DAMAGED	1	0	0	0	0	1
AGGR HARASSMENT	1	0	0	0	0	0
FIRE BRUSH	1	0	0	0	0	0
FIREWORKS	1	0	0	0	0	0
FLOODING	1	0	0	0	0	0
TRAFFIC ENFORCEMENT	1	0	0	0	0	0
TRAFFIC SAFETY	1	0	0	0	0	0
UTILITY	1	0	0	0	0	0
EDP	0	2	1	0	0	0

Does not include calls for service that were removed that are included in the "Patrol Buffer" of the staffing formula.

## APPENDIX H

### North Castle Police Department Calls for Service 7/2009 - 6/2010

#### Multiple Officer Responses - 00:00 - 07:59

CALL DESCRIPTION	One Officer Response	Two Officer Response	Three Officer Response	Four Officer Response	Desk Officer Response	Unassigned Response
FIRE RESIDENCE	0	1	0	1	0	0
SUPP INCIDENT REPORT	0	1	0	0	0	1
LARCENY	0	1	0	0	0	0
MISSING PERSON	0	1	0	0	0	0
CRIMINAL MISCHIEF	0	0	1	0	0	1
BURGLARY	0	0	1	0	0	0
UNRULY GROUP	0	0	1	0	0	0
ATTEMPTED BURGLARY	0	0	0	1	0	0
DEATH INVESTIGATION	0	0	0	1	0	0
FIRE UTILITY	0	0	0	1	0	0
UTILITY DIG SAFELY NOTIFIED	0	0	0	0	11	7
WARRANT	0	0	0	0	2	0
SUBPOENA RECEIPT OF	0	0	0	0	0	1
ZONE C&O TEAM CALL	0	0	0	0	0	1
<b>TOTAL</b>	<b>654</b>	<b>158</b>	<b>23</b>	<b>5</b>	<b>64</b>	<b>39</b>

**APPENDIX I**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010**

**Multiple Officer Responses - 08:00 - 15:59**

<b>CALL DESCRIPTION</b>	<b>One Officer Response</b>	<b>Two Officer Response</b>	<b>Three Officer Response</b>	<b>Four Officer Response</b>	<b>Five Officer Response</b>	<b>Six Officer Response</b>	<b>Seven Officer Response</b>	<b>Desk Officer Response</b>	<b>Unassigned Response</b>
ALARM	747	119	5	0	0	0	0	14	57
E-911 ERROR CALL	357	9	0	0	0	0	0	5	6
V&T TRAFFIC STOP	353	15	1	0	0	0	0	1	10
TRAFFIC DETAIL	166	10	3	1	0	1	0	1	5
ACCIDENT PDAA	146	39	8	0	0	0	0	8	12
AIDED GENERAL	142	76	13	3	0	0	0	0	3
ANIMAL COMPLAINT	95	18	4	0	0	0	0	9	8
VEHICLE DISABLED	77	5	1	0	0	0	0	4	4
SUSPICIOUS INCIDENT	71	13	5	0	0	0	0	11	6
HIGHWAY COND TREES/LIMBS	67	8	2	0	0	0	0	2	11
PARKING COMPLAINT	64	3	0	0	0	0	0	0	5
SUSPICIOUS VEHICLE DISABLED	53	7	0	0	0	0	0	1	3
POLICE INFORMATION	53	6	1	0	0	0	0	58	39
SUSPICIOUS PERSON	48	11	3	0	0	0	0	1	1
ASSIST OTHER AGENCY	43	18	2	3	0	0	1	13	10
UTILITY ELECTRIC	41	5	0	1	0	0	0	6	9
ASSIST CITIZEN	39	10	4	0	0	0	0	12	5
DARK HOUSE REC'VD	37	3	1	0	0	0	0	43	17
PROPERTY DAMAGED	31	4	0	1	0	0	0	4	1
HIGHWAY DEBRIS	29	0	0	0	0	0	0	3	2
TOWN ORD. COMPLAINT	24	2	0	0	0	0	0	3	3
ASSIST CIT FINGERPRINTS	24	1	0	0	0	0	0	26	29
V&T GENERAL	22	3	1	0	0	0	0	6	2
COMM REL ACTIVITY CHILD SEATS	21	1	0	0	0	0	0	1	7
LARCENY	19	3	2	0	0	0	0	6	6
HIGHWAY COND MAINT/REPAIR	18	2	0	0	0	0	0	4	3
COURT OFFICER DETAIL	16	4	0	0	0	0	0	1	7
TRAFFIC LIGHT MALFUNCTION	16	2	0	0	0	0	0	1	2
UTILITY CABLE	16	1	0	0	0	0	0	0	1
ERRATIC DRIVER	15	2	0	0	0	0	0	0	3
CRIMINAL MISCHIEF	14	5	0	0	0	0	0	0	0
TRAFFIC ENFORCEMENT	13	1	1	0	0	0	0	0	3
SUBPOENA RECEIPT OF	13	0	0	0	0	0	0	36	17
ASSIST CIT WELFARE CHECK	12	1	1	0	0	0	0	1	2
PROPERTY FOUND	12	0	0	0	0	0	0	4	1
YOUTH COMPLAINT	11	3	0	0	0	0	0	0	0
CIVIL COMPLAINT	11	2	0	0	0	0	0	1	2
UTILITY WATER	11	1	0	0	0	0	0	0	1

**APPENDIX I**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010**

**Multiple Officer Responses - 08:00 - 15:59**

<b>CALL DESCRIPTION</b>	<b>One Officer Response</b>	<b>Two Officer Response</b>	<b>Three Officer Response</b>	<b>Four Officer Response</b>	<b>Five Officer Response</b>	<b>Six Officer Response</b>	<b>Seven Officer Response</b>	<b>Desk Officer Response</b>	<b>Unassigned Response</b>
TRAFFIC SAFETY	11	0	0	0	0	0	0	0	1
PROPERTY LOST	10	0	0	0	0	0	0	26	7
DISPUTE GENERAL	9	14	4	0	0	0	0	1	0
FIRE SMOKE CONDITION	9	4	1	0	0	0	0	0	3
HIGHWAY COND ICE/SNOW	9	1	3	0	0	0	0	2	4
UTILITY GAS	9	1	0	0	0	0	0	0	0
ACCIDENT LEAVE SCENE	8	2	0	0	0	0	0	2	0
SUPP INCIDENT REPORT	8	2	0	0	0	0	0	3	5
COURT PRISONER TRANSPORT	8	0	0	0	0	0	0	0	3
FIRE UTILITY	6	2	0	0	0	0	0	0	1
LARCENY GRAND	6	1	0	0	0	0	0	1	4
TRAFFIC SIGN MISSING/DAMAGED	6	0	0	0	0	0	0	0	1
NOISE GENERAL	6	0	0	0	0	0	0	0	0
UTILITY	6	0	0	0	0	0	0	1	2
AGGR HARASSMENT	6	0	0	0	0	0	0	2	3
ACCIDENT PIAA	5	16	8	2	0	0	0	0	0
WARRANT	5	1	1	0	0	0	0	19	6
COMM REL ACTIVITY YOUTH	5	0	0	0	0	0	0	0	3
ELECTION POLLS	5	0	0	0	0	0	0	2	5
COMM RELATIONS ACTIVITY	4	3	0	0	0	0	0	0	3
HARASSMENT	4	2	0	0	0	0	0	0	1
PEDDLING/SOLICITING	4	1	0	0	0	0	0	0	3
ORDER OF PROTECTION	4	1	0	0	0	0	0	47	26
FLOODING	4	0	0	0	0	0	0	0	1
LARCENY FROM VEHICLE	4	0	0	0	0	0	0	1	1
EDP	3	11	6	1	0	1	0	0	1
TRESPASS	3	0	2	0	0	0	0	0	0
GUN SHOTS	3	0	0	0	0	0	0	0	0
DISPUTE DOMESTIC	2	11	5	2	0	0	0	1	0
MISSING PERSON	2	1	0	0	0	0	0	0	0
FAMILY COURT SUMMONS	2	1	0	0	0	0	0	5	2
FIRE BRUSH	2	0	1	0	0	0	0	0	0
ILLEGAL DUMPING	2	0	0	0	0	0	0	0	1
TERRORISM	2	0	0	0	0	0	0	0	0
PROPERTY SAFEKEEPING	2	0	0	0	0	0	0	3	1
IDENTITY THEFT	2	0	0	0	0	0	0	9	0
AGGR UNLIC OPERATION	1	2	0	0	0	0	0	0	1
BURGLARY	1	1	2	1	0	0	1	1	0

**APPENDIX I**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010**

**Multiple Officer Responses - 08:00 - 15:59**

<b>CALL DESCRIPTION</b>	<b>One Officer Response</b>	<b>Two Officer Response</b>	<b>Three Officer Response</b>	<b>Four Officer Response</b>	<b>Five Officer Response</b>	<b>Six Officer Response</b>	<b>Seven Officer Response</b>	<b>Desk Officer Response</b>	<b>Unassigned Response</b>
MOTORIST ASSIST	1	1	0	0	0	0	0	0	0
UNRULY PERSON	1	0	0	2	0	0	0	0	0
GRAFFITI	1	0	0	0	0	0	0	0	1
COURT TESTIFY	1	0	0	0	0	0	0	0	0
FIRE GENERAL	1	0	0	0	0	0	0	0	0
LITTERING	1	0	0	0	0	0	0	0	0
LOUD PARTY	1	0	0	0	0	0	0	0	0
OPEN DOOR / WINDOW	1	0	0	0	0	0	0	0	0
SUBPOENA SERVED	1	0	0	0	0	0	0	0	0
TRAINING	1	0	0	0	0	0	0	0	0
VEHICLE DISABLED STOLEN	1	0	0	0	0	0	0	0	0
DEATH	0	3	1	0	0	0	0	0	0
ASSAULT	0	2	1	1	0	0	0	0	0
FIRE RESIDENCE	0	2	1	0	0	0	0	0	0
FIRE VEHICLE DISABLED	0	1	1	1	0	0	0	1	0
MARIJUANA POSS	0	1	0	1	0	0	0	0	0
PUBLIC LEWDNESS	0	1	0	0	0	0	0	0	0
ATTEMPTED BURGLARY	0	1	0	0	0	0	0	1	0
CRIM POSS CONTR SUBST	0	0	1	0	0	0	0	0	0
DWAI DRUGS	0	0	1	0	0	0	0	0	0
MENACING	0	0	1	0	0	0	0	0	0
VEHICLE DISABLED STOLEN RECOVERED	0	0	0	1	0	0	0	0	0
WEAPON GENERAL	0	0	0	1	0	0	0	0	0
FRAUD	0	0	0	0	0	0	1	2	0
CONFIDENTIAL INVESTIGATION	0	0	0	0	0	0	0	0	1
CRIMINAL IMPERSONATION	0	0	0	0	0	0	0	0	1
ZONE C&O TEAM CALL	0	0	0	0	0	0	0	1	10
CPS COMPLAINT	0	0	0	0	0	0	0	1	0
DISPUTE CIV/CUSTODY	0	0	0	0	0	0	0	1	0
SCHEME TO DEFRAUD	0	0	0	0	0	0	0	1	0
CRIMINAL CONTEMPT	0	0	0	0	0	0	0	2	0
UTILITY DIG SAFELY NOTIFIED	0	0	0	0	0	0	0	8	4
MISSING PERSON JUVENILE	0	0	0	0	0	1	0	0	0
<b>TOTAL</b>	<b>3,146</b>	<b>503</b>	<b>98</b>	<b>22</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>430</b>	<b>409</b>

**APPENDIX J**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010**

**Multiple Officer Responses - 16:00 - 23:59**

<b>CALL DESCRIPTION</b>	<b>One Officer Response</b>	<b>Two Officer Response</b>	<b>Three Officer Response</b>	<b>Four Officer Response</b>	<b>Five Officer Response</b>	<b>Six Officer Response</b>	<b>Seven Officer Response</b>	<b>Eight Officer Response</b>	<b>Desk Officer Response</b>	<b>Unassigned Response</b>
ALARM	522	73	3	0	0	0	0	0	14	39
E-911 ERROR CALL	236	16	3	0	0	0	0	0	5	7
V&T TRAFFIC STOP	194	8	2	0	0	0	0	0	0	7
ACCIDENT PDAA	93	17	7	1	1	0	0	0	9	2
VEHICLE DISABLED	81	9	1	0	0	0	0	0	2	6
ANIMAL COMPLAINT	78	13	0	0	0	0	0	0	5	5
AIDED GENERAL	71	49	10	0	0	0	0	1	0	0
HIGHWAY COND TREES/LIMBS	69	10	1	1	0	0	0	0	2	12
SUSPICIOUS VEHICLE DISABLED	63	10	2	0	0	0	0	0	1	2
PARKING COMPLAINT	50	2	0	0	0	0	0	0	0	2
COURT PRISONER TRANSPORT	39	6	1	0	0	0	0	0	0	6
ASSIST CITIZEN	38	12	3	1	0	0	0	0	3	5
SUSPICIOUS INCIDENT	37	26	5	1	0	0	0	0	13	7
ASSIST OTHER AGENCY	31	12	6	3	1	0	0	0	9	7
POLICE INFORMATION	30	4	1	1	0	0	0	0	24	14
SUSPICIOUS PERSON	28	15	3	1	0	0	0	0	2	0
TOWN ORD. COMPLAINT	27	2	0	0	0	0	0	0	1	3
COURT OFFICER DETAIL	27	1	0	0	0	0	0	0	1	9
UTILITY ELECTRIC	26	4	3	0	0	0	0	0	3	13
ERRATIC DRIVER	22	13	0	0	0	0	0	0	0	4
V&T GENERAL	20	3	0	0	0	0	0	0	1	3
ASSIST CIT WELFARE CHECK	19	10	1	0	0	0	0	0	0	0
NOISE GENERAL	18	1	1	0	0	0	0	0	0	1
DISPUTE GENERAL	14	17	4	0	0	0	0	0	1	1
TRANSPORT	12	0	0	0	0	0	0	0	0	0
FIRE SMOKE CONDITION	10	4	0	0	0	0	0	0	0	0
HIGHWAY COND ICE/SNOW	10	1	0	0	0	0	0	0	3	7
ORDER OF PROTECTION	10	0	0	0	0	0	0	0	35	9
ACCIDENT PIAA	9	11	9	0	1	0	0	1	0	0
WARRANT	9	2	0	0	0	0	0	0	9	5
YOUTH COMPLAINT	8	2	1	0	0	0	0	0	0	0
HIGHWAY DEBRIS	8	2	0	0	0	0	0	0	1	0
PROPERTY DAMAGED	8	0	0	0	0	0	0	0	1	0
CIVIL COMPLAINT	7	2	0	0	0	0	0	0	2	0
UTILITY WATER	7	0	0	0	0	0	0	0	2	0
FIRE GENERAL	6	4	0	0	0	0	0	0	0	0
FIRE UTILITY	6	2	1	0	0	0	0	0	0	0
ACCIDENT LEAVE SCENE	6	1	1	0	0	0	0	0	0	2
UTILITY	6	1	0	0	0	0	0	0	0	0
HIGHWAY COND MAINT/REPAIR	6	0	0	0	0	0	0	0	4	2
LARCENY	6	0	0	0	0	0	0	0	1	1
FIREWORKS	5	2	0	0	0	0	0	0	0	0
PEDDLING/SOLICITING	5	1	0	0	0	0	0	0	0	0
UTILITY GAS	4	2	1	0	0	0	0	0	0	1
PROPERTY FOUND	4	1	0	0	0	0	0	0	3	2
TRAFFIC SAFETY	4	1	0	0	0	0	0	0	0	1
SUBPOENA RECEIPT OF	4	0	0	0	0	0	0	0	4	3
UTILITY CABLE	4	0	0	0	0	0	0	0	0	2
GUN SHOTS	3	7	0	0	0	0	0	0	0	0
CRIMINAL MISCHIEF	3	3	0	1	0	0	0	0	1	2
FIRE BRUSH	3	3	0	0	0	0	0	0	0	2
SUPP INCIDENT REPORT	3	1	0	0	0	0	0	0	3	2
TRAFFIC DETAIL	3	1	0	0	0	0	0	0	0	0
TRAFFIC ENF DWI	3	0	0	0	1	0	0	0	0	1
DARK HOUSE REC'VD	3	0	0	0	0	0	0	0	14	15
ASSIST CIT FINGERPRINTS	3	0	0	0	0	0	0	0	2	4

**APPENDIX J**

**North Castle Police Department  
Calls for Service 7/2009 - 6/2010**

**Multiple Officer Responses - 16:00 - 23:59**

<b>CALL DESCRIPTION</b>	<b>One Officer Response</b>	<b>Two Officer Response</b>	<b>Three Officer Response</b>	<b>Four Officer Response</b>	<b>Five Officer Response</b>	<b>Six Officer Response</b>	<b>Seven Officer Response</b>	<b>Eight Officer Response</b>	<b>Desk Officer Response</b>	<b>Unassigned Response</b>
FRAUD	3	0	0	0	0	0	0	0	0	0
DISPUTE DOMESTIC	2	15	13	3	0	0	0	0	1	0
EDP	2	9	2	1	0	0	0	0	0	0
PROPERTY LOST	2	1	0	0	0	0	0	0	10	3
ILLEGAL DUMPING	2	1	0	0	0	0	0	0	0	0
MISSING PERSON	2	1	0	0	0	0	0	0	0	0
FAMILY COURT SUMMONS	2	0	0	0	0	0	0	0	1	2
DNA COLLECTION	2	0	0	0	0	0	0	0	1	1
FLOODING	2	0	0	0	0	0	0	0	0	3
TRAFFIC LIGHT MALFUNCTION	2	0	0	0	0	0	0	0	0	2
LOUD PARTY	2	0	0	0	0	0	0	0	0	0
TRAFFIC ENFORCEMENT	2	0	0	0	0	0	0	0	0	0
HARASSMENT	1	1	1	0	0	0	0	0	0	1
FIRE RESIDENCE	1	1	1	0	0	0	0	0	0	0
DISPUTE CIV/CUSTODY	1	1	0	0	0	0	0	0	1	0
COMM REL ACTIVITY CHILD SEATS	1	1	0	0	0	0	0	0	0	8
AGGR UNLIC OPERATION	1	1	0	0	0	0	0	0	0	0
BURGLARY	1	0	5	0	0	0	0	0	0	1
CRIMINAL CONTEMPT	1	0	1	0	0	0	0	0	1	0
FIRE VEHICLE DISABLED	1	0	1	0	0	0	0	0	0	0
MARIJUANA POSS	1	0	1	0	0	0	0	0	0	0
ASSAULT	1	0	0	2	0	0	0	0	0	1
IDENTITY THEFT	1	0	0	0	0	0	0	0	4	3
UTILITY DIG SAFELY NOTIFIED	1	0	0	0	0	0	0	0	3	4
RECKLESS ENDANGERMENT	1	0	0	0	0	0	0	0	1	0
TRAFFIC SIGN MISSING/DAMAGED	1	0	0	0	0	0	0	0	0	2
CONFIDENTIAL INVESTIGATION	1	0	0	0	0	0	0	0	0	0
DEATH	1	0	0	0	0	0	0	0	0	0
DOOR CHECKS	1	0	0	0	0	0	0	0	0	0
LARCENY FROM VEHICLE	1	0	0	0	0	0	0	0	0	0
LITTERING	1	0	0	0	0	0	0	0	0	0
SUBJECT STOP	1	0	0	0	0	0	0	0	0	0
SUSPICIOUS PACKAGE	1	0	0	0	0	0	0	0	0	0
AGGR HARASSMENT	0	2	0	0	0	0	0	0	0	4
DWI	0	1	1	0	0	0	0	0	0	0
HAZ MAT	0	1	0	0	0	0	0	0	0	0
LARCENY GRAND	0	1	0	0	0	0	0	0	0	0
THEFT OF SERVICE	0	1	0	0	0	0	0	0	0	0
COMM RELATIONS ACTIVITY	0	0	1	1	0	0	0	0	0	0
ELECTION POLLS	0	0	1	0	0	0	0	0	0	1
ABC VIOLATION	0	0	1	0	0	0	0	0	0	0
CPS COMPLAINT	0	0	1	0	0	0	0	0	0	0
DWAI DRUGS	0	0	1	0	0	0	0	0	0	0
UNRULY GROUP	0	0	1	0	0	0	0	0	0	0
UNRULY PERSON	0	0	1	0	0	0	0	0	0	0
ATTEMPTED BURGLARY	0	0	0	0	1	0	0	0	0	0
VEHICLE DISABLED STOLEN	0	0	0	0	0	0	0	0	2	0
ZONE C&O TEAM CALL	0	0	0	0	0	0	0	0	1	5
POWER OUTAGE	0	0	0	0	0	0	0	0	1	0
VEHICLE REPOSSESSION	0	0	0	0	0	0	0	0	1	0
PROPERTY SAFEKEEPING	0	0	0	0	0	0	0	0	0	1
<b>TOTAL</b>	<b>2,067</b>	<b>425</b>	<b>103</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>209</b>	<b>258</b>