

Work Session

Agenda Item #	2
Meeting Date	November 23, 2015
Prepared By	Suzanne R. Ludlow City Manager

Discussion Item	City Manager's Quarterly Report
Background	The City Manager has historically provided the City Council with periodic financial and other reports during the fiscal year.
Policy	The City Council is the policymaking making body for the City of Takoma Park and establishes work priorities for the staff. The City Manager provides the City Council with updates on the City's financial condition and staff activities to assist the City Council in the performance of its duties.
Fiscal Impact	N/A
Attachments	Quarterly Financial Report and Powerpoint
Recommendation	For discussion only.
Special Consideration	

FISCAL YEAR 2016

FINANCIAL REPORT

FOR THE THREE MONTHS ENDED

SEPTEMBER 30, 2015

THE CITY OF
TAKOMA PARK



EXECUTIVE SUMMARY

General Fund Revenues

The General Fund is the chief operating fund of City of Takoma Park and supports the regular day-to-day activities of the City, such as police protection, street and park maintenance, and general administrative functions. The General Fund's activities are supported primarily from two sources: taxes and utility fees and intergovernmental revenues.

Certain General Fund revenues are cyclical in nature. For example, property tax receipts and tax duplication payments are received during a certain period of time during the year. Other revenue sources are received on a monthly basis and, as a result, are more evenly distributed throughout the fiscal year.

As of September 30, 2015, General Fund revenues totaled \$4,757,647 or 21% of the Fiscal Year 2016 budgeted amount. Explanations are provided for revenue categories where collections were less than 25% of the budgeted amount or where significant variances were noted.

The largest single source of revenue for the City's general operations is real property taxes. Total collections as of September 30, 2015 were \$631,986 approximately 6% of budgeted amount. The City usually collects the majority of the real property taxes in October and January. In October, the City received \$5.25 million.

The City received \$8,684 or 3% in personal property tax revenues, and revenues related to Railroad and Public Utilities were not received during the first quarter. On Oct 15, the city received \$19,089 personal property tax revenue. The first quarter payment for Admission and Amusement taxes and Highway tax were not received in September, 2015. These revenues are not disbursed in a consistent manner, and payments are expected to be received later in the fiscal year.

Income Taxes are another major source of operating revenues for the City. By September 30, 2015, the City received income tax revenues totaling \$74,919 or 3% of budgeted amount. Due to the timing of payments, most of the income tax revenues will be collected later in the fiscal year.

Revenue from use of money and property was \$1,026 about 7% of the budgeted amount. Investment rates of return continue to be less than anticipated.

Charges for services collections were \$170,900, or 15% of budgeted amount as of September 30, 2015. The most significant variance pertains to Rental Inspection fees and the related Waste Collections. Invoices for these fees are expected to be processed in December 2015.

The total intergovernmental revenue collections for the first quarter totaled \$3,641,622 or 63% of budget. Revenues related to support for the Takoma/Langley Recreation Center, and cable

fees were not received during the first quarter. The first quarter payments for Library Aid and Police Rebate were not received in September 2015. These revenues are collected by the County and remitted on a quarterly basis to the City. Payments to the City may take a couple of months.

Stormwater Management Fund

Revenues for the Stormwater Management Fund as of September 30, 2015 totaled \$51,710 or 9% of the budgeted amount.

Fund expenditures totaled \$51,610 or 8% of the budgeted amount.

Speed Camera Fund

As of September 30, 2015, fines collected for the Speed Camera Fund totaled \$437,229 or 24% of the budgeted amount.

Fund expenditures totaled \$355,195 or 19% of the budgeted amount.

Special Revenue Fund

The Special Revenue Fund revenues totaled \$10,814 or about 1% of the budgeted amount as of September 30, 2015. Grant reimbursements are prepared on a quarterly basis. The first quarter ended September 30, 2015. Grant reimbursements may not be received for several months, pending the review and approval of the grantor.

Fund expenditures totaled \$54,332 or 2% of the budgeted amount.

GENERAL FUND REVENUES

FOR THE THREE MONTHS ENDED

SEPTEMBER 30, 2015

REVENUES BY SOURCE:	Budgeted FY 2016	Actual To Date	Uncollected Revenue	% Collected
Taxes and Utility Fees				
Real Property	11,371,340	631,986	10,739,354	5.56%
Personal Property	353,500	8,684	344,816	2.46%
RR and Public Utilities	196,250	7	196,243	0.00%
Penalties and Interest	30,000	23,833	6,167	79.44%
Admission and Amusement	135,000	-	135,000	0.00%
Additions and Abatements	-35,000	-492	-34,508	1.41%
Highway	341,665	-	341,665	0.00%
Income Tax	2,700,000	74,919	2,625,081	2.77%
Total--Taxes and Utility Fees	15,092,755	738,937	14,353,818	4.90%
Licenses and Permits	57,104	13,903	43,201	24.35%
Fines and Forfeitures	215,500	136,058	79,442	63.14%
Use of Money and Property	15,000	1,026	13,974	6.84%
Charges for Services				
Inspection Fees	320,740	515	320,225	0.16%
Public Parking Facilities	95,000	27,774	67,226	29.24%
Waste Collection & Disposal Charges	70,700	-	70,700	0.00%
Recreation Programs and Services	560,000	109,678	450,322	19.59%
Library Fines and Fees	35,500	6,778	28,722	19.09%
Passport Services	45,000	20,325	24,675	45.17%
Copying	100	-	100	0.00%
Advertising--Bus Shelters	6,000	-	6,000	0.00%
Farmer's Market	5,600	-	5,600	0.00%
Recyclable Sales	3,000	-	3,000	0.00%
Mulch Sales	20,000	3,560	16,440	17.80%
Telephone Commissions	15	-	15	0.00%
Special Trash Pickup	10,000	2,270	7,730	22.70%
Total--Charges for Services	1,171,655	170,900	1,000,755	14.59%
Intergovernmental Revenues				
Police Protection (State)	431,752	100,111	331,641	23.19%
State & County Projects	187,000	-	187,000	0.00%
Bank Share Tax	5,643	5643	-	0.00%
Library Aid	149,624	-	149,624	0.00%
Police Rebate	945,540	-	945,540	0.00%

REVENUES BY SOURCE:	<u>Budgeted</u> <u>FY 2016</u>	<u>Actual</u> <u>To Date</u>	<u>Uncollected</u> <u>Revenue</u>	<u>%</u> <u>Collected</u>
<i>In Lieu of Police</i>	2,515,147	2,515,147	-	100.00%
<i>In Lieu of Roads Maintenance</i>	743,199	743,199	-	100.00%
<i>In Lieu of Parks Maintenance</i>	72,913	72,913	-	100.00%
<i>In Lieu of Crossing Guard</i>	182,384	182,384	-	100.00%
<i>Takoma/Langley Rec. Agreement</i>	87,650	-	87,650	0.00%
<i>Hotel Motel Tax</i>	104,000	22,225	81,775	21.37%
<i>Cable Franchise Fees</i>	245,000	-	245,000	0.00%
<i>Cable—Operating</i>	77,000	-	77,000	0.00%
Total--Intergovernmental Revenues	5,746,852	3,641,622	2,105,230	63.37%
Miscellaneous				
<i>Tree Fund</i>	25,000	25,000	-	100.00%
<i>Sales of Impounded Property</i>	1,000	8	992	0.80%
<i>Other</i>	25,000	4,567	20,433	18.27%
<i>Insurance Claims</i>	-	21,211	-21,211	0.00%
<i>Administrative Fees--Parking</i>	4,000	2,415	1,585	60.38%
<i>Federal Grant</i>	2,000	-	2,000	0.00%
<i>Donations</i>	3,000	2,000	1,000	66.67%
Total--Miscellaneous	60,000	55,201	4,799	92.00%
Total Operating Revenues	22,358,866	4,757,647	17,601,219	21.28%
Sale of City Property	5,000	-	5,000	0.00%
<u>Total Revenues</u>	22,363,866	4,757,647	17,606,219	21.27%

GENERAL FUND EXPENDITURES
 FOR THE THREE MONTHS ENDED
 SEPTEMBER 30, 2015

EXPENDITURES BY DEPARTMENT:	Budgeted FY 2016	Expenditures To Date	Available Balance	% Expended
General Government				
Legislative	207,750	32,218	175,532	15.51%
General Management	786,275	184,219	602,056	23.43%
Finance	701,150	153,489	547,661	21.89%
Legal	273,100	28,419	244,681	10.41%
Information Systems	669,950	209,132	460,818	31.22%
Human Resources	314,450	84,070	230,380	26.74%
City Clerk	294,500	54,501	239,999	18.51%
Total--General Government	3,247,175	746,048	2,501,127	22.98%
Public Safety				
Office of the Chief	534,130	141,191	392,939	26.43%
Communications	578,900	108,895	470,005	18.81%
Operations	3,787,910	648,900	3,139,010	17.13%
Support Services	1,406,780	255,583	1,151,197	18.17%
Administrative Services	707,970	132,548	575,422	18.72%
Total--Public Safety	7,015,690	1,287,117	5,728,573	18.35%
Public Works				
Administration	559,125	94,993	464,132	16.99%
Building Maintenance	888,700	154,081	734,619	17.34%
Equipment Maintenance	492,000	101,665	390,335	20.66%
Right-of-Way	1,052,550	162,558	889,992	15.44%
Solid Waste Management	888,708	188,765	699,943	21.24%
Gardens	233,275	47,752	185,523	20.47%
Urban Forest	262,900	21,375	241,525	8.13%
City Engineer	322,200	45,105	277,095	14.00%
Total--Public Works	4,699,458	816,294	3,883,164	17.37%
Recreation				
Administration	403,485	75,656	327,829	18.75%
TP Recreation Center	246,550	43,951	202,599	17.83%
Community Programs	200,813	33,008	167,805	16.44%
Athletic Fields/Facilities	55,000	5,900	49,100	10.73%
Camps	119,310	36,393	82,917	30.50%
Before/After School Programs	139,007	15,011	123,996	10.80%
Community Center	615,340	109,143	506,197	17.74%
Total--Recreation	1,779,505	319,062	1,460,443	17.93%

EXPENDITURES BY DEPARTMENT:	<u>Budgeted</u> <u>FY 2016</u>	<u>Expenditures</u> <u>To Date</u>	<u>Available</u> <u>Balance</u>	<u>%</u> <u>Expended</u>
<i>Housing & Comm. Development</i>				
<i>Code Enforcement</i>	511,335	128,668	382,667	25.16%
<i>Landlord-Tenant</i>	95,850	21,539	74,311	22.47%
<i>Administration</i>	185,075	27,007	158,068	14.59%
<i>Rent Stabilization</i>	139,500	25,878	113,622	18.55%
<i>Community Development</i>	484,200	73,954	410,246	15.27%
<i>Affordable Housing</i>	272,700	31,443	241,257	11.53%
<i>Total--Housing & Comm. Dev.</i>	1,688,660	308,489	1,380,171	18.27%
<i>Communications</i>	553,050	97,251	455,799	17.58%
<i>Library</i>				
<i>Library</i>	1,145,780	216,616	929,164	18.91%
<i>Computer Learning Center</i>	94,800	17,211	77,589	18.16%
<i>Total--Library</i>	1,240,580	233,827	1,006,753	18.85%
<i>Debt Service</i>	376,800	20,581	356,219	5.46%
<i>Non-Departmental</i>	1,329,809	700,214	629,595	52.66%
<i>Capital Outlay</i>	2,661,654	125,319	2,536,335	4.71%
<u>Total Expenditures</u>	24,592,381	4,654,203	19,938,179	18.93%

OTHER FUNDS REVENUES
FOR THE THREE MONTHS ENDED
SEPTEMBER 30, 2015

REVENUES BY FUNDS	<u>Budgeted</u> <u>FY 2015</u>	<u>Actual</u> <u>To Date</u>	<u>Uncollected</u> <u>Revenue</u>	<u>%</u> <u>Collected</u>
<i>Special Revenue Fund</i>	2,992,768	10,814	2,981,954	0.36%
<i>Stormwater Management Fund</i>	588,750	51,710	537,040	8.78%
<i>Speed Camera Fund</i>	1,801,200	437,229	1,363,971	24.27%

OTHER FUNDS EXPENDITURES
FOR THE THREE MONTHS ENDED
SEPTEMBER 30, 2015

EXPENDITURES BY FUNDS	<u>Budgeted</u> <u>FY 2016</u>	<u>Expenditures</u> <u>To Date</u>	<u>Available</u> <u>Balance</u>	<u>%</u> <u>Expended</u>
<i>Special Revenue Fund</i>	2,569,057	54,332	2,514,725	2.11%
<i>Stormwater Management Fund</i>	684,750	51,610	633,140	7.54%
<i>Speed Camera Fund</i>	1,912,010	355,195	1,556,815	18.58%

FISCAL YEAR 2016

1st Quarter Report

July 1 – September 30, 2015



Admin

(includes HR, Finance, IT)

- Recruited and selected new Deputy City Manager, Finance Director, and Newsletter Editor from competitive applicant pools
- Formalized Technology Steering Committee and developed new Technology Investment Strategy for FY 2017, consistent with the IT Strategic Plan
- Created cross-departmental employee team comprising key staff below the Senior Leadership Team level to improve organizational communication and collaboration
- Transitioned to new financial software system (Tyler)
- Implemented the time-management system (Kronos), and integrated it with the new finance software
- Renovated Finance Office space



Communications

City TV

- Produced 30 programs (11 in July, 6 in August and 13 in September) for a total of 46 hours of programming.
- Provided audiovisual support to 22 events held in the Auditorium which were not televised.

Web

- Prepped the new website for and launched to public beta shortly after the end of Q1.

Website Stats		
	Q4 FY 15	Q1 FY16
# of users	34,494	32,724
# of pageviews	127,241	118,447
Pages Visits per Session	2.36	2.34
Average Session Duration	2:20	2:01
Facebook Followers (approx)	1908	1994
Twitter (approx)	1232	1382
Bounce Rate PC	47.62%	46.73%
Bounce Rate Mobile	57.96%	55.22%
% of Mobile Users	34.58%	35.42%
Mobile Pageviews	35,948	35,525
Average Mobile Site Duration	1:40	1:43

Housing & Community Development

Anti-Litter Initiative

- Organized a local celebration of “National Sick of Signs Month” in September with residents and HCD Code Enforcement staff removing illegally posted signs from around the community; received regional publicity.
- Expanded ongoing monitoring activity conducted by Code Enforcement staff to include 25 commercial sites, rental housing facilities, and open space / recreational areas

Bike and Pedestrian Safety

- Awarded Maryland Bikeways grant of \$100,000 on September 29 for the expansion of Capital Bikeshare; funds will be used for two 15-dock bike share stations, one along New Hampshire Avenue, the other in the Crossroads
- Awarded \$660,141 in funds for Grant Year H for the Safe Routes to School program; enables capital improvements along Lincoln Avenue (\$395,000).
- Safe Routes to School staff organized the highly successful “I Can Shine Bike Camp” at the Takoma Academy during the week of July 6 – July 10. [youtube.com/watch?v=BH447Z5FteY](https://www.youtube.com/watch?v=BH447Z5FteY)
- Conducted a direct mail campaign, targeted to roughly 900 households located along frequently traveled pedestrian routes, in advance of Code Enforcement staff’s inspection activities, to encourage residents to remove overgrown vegetation on public sidewalks and ensure safe walking routes for students and others.

Housing & Community Development

Grants

- Launched the FY16 Façade Easement Grant program (\$79,375) w/ CDBG funds
- Initiated preliminary work on the FY17 CDBG program – held informational meetings, solicited proposals, reviewed applications, presented funding recommendations to Council
- Closed the Community Grants FY15 program (11 grants)
- Launched Community Grants FY16 program (16 grants); held two training sessions with grantees; finalized grant agreements and reporting documents.

Cultural Programming

Solicited Proposals for the winter 2016 “We are Takoma” series and the Annual Holiday Art Sale

Home Repair Program

- Selected 16 properties for the FY16 Exterior Home Repair Program; the properties were inspected, repairs were assessed; initial work orders were prepared and bid requests were distributed to approved contractors. Required tree and roofing work is anticipated to be completed in November.



Housing & Community Development

New Ave Projects

- Completed Crossroads Green Space improvements, with a neighborhood celebration held on July 28.
- Dance Exchange held its final performance of “The New Ave: A Place To ...” at Hampshire Tower on July 18.
<http://danceexchange.org/projects/this-is-a-place-to/>

Parking Study

- Awarded a MWCOG Technical Assistance Grant for \$30,000 on July 22 for a comprehensive parking study of the community; released on-line Resident Parking Survey on September 29. <https://goo.gl/sf2j1w>

Landlord-Tenant Affairs

- Held two Fair Return Rent Increase Petition workshops in September; 12 landlords participated
- HCD staff partnered with the City Clerk’s office, PW’s Sustainability Manager and the Police Department’s Emergency Preparedness Manager, staffing a table and conducting outreach at 15 rental housing properties during the months of August and September. Landlord-Tenant handbooks were distributed and questions about the Department’s landlord-tenant services were answered.

Vacant and Blighted Property Activities

A coordinated effort by Montgomery County Code Enforcement, City Code Enforcement and City Police resulted in the boarding up of a condemned four unit rental building in foreclosure. A single family illegal rental house in foreclosure was condemned, vacated and secured.

Library

Children's Programming

- Our Summer Quest interactive reading adventure program for kids dominated much of the activity throughout the summer; Campfire on July 20, and the finale party on September 19. A total of 199 kids signed up, reading a total of 1104 books.
- A record number of children's book authors began visiting the Library in September and continued through the fall, courtesy of Politics and Prose Bookstore. Picture book creators Mac Barnett and Christian Robinson introduced kids to "Leo, A Ghost Story" on September 3, followed by graphic novelists Eleanor Davis and Andrew Weng ("Flop to the Top") on September 21, Liz Pinchon (the "Tom Gates" books) on September 27, and picture book author Ed Vere ("Max the Brave") on September 29.
- A very special Harry Potter Party, the creation of Eli Protas as part of his Bar Mitzvah project, was held on a Friday night, September 25. More than 60 kids dressed in costume, made crafts, played games, and enjoyed such treats from the books such as jelly beans and butter beer.
- Held our first Amharic Story Time, with Karen MacPherson and Kidist Desta on August 22, for kids ages 4-8. We plan to do more in the future.

Library

Adult Programming

- The Friends of the Library Fortnightly Book Club held discussions of Australian author Tim Winton’s “Cloudstreet” on July 15, and Rwandan novelist Scholastique Mukasonga’s “Our Lady of the Nile” on September 16.
- The popular Sunday afternoon MOOC discussions resumed in September in the Computer Center. Hosted by Rebecca Brown and Patti Mallin, the new series, “Introduction to the American South: Its Stories, Music and Art,” is taught on-line by folklorist William Ferris at UNC-Chapel Hill.
- On September 24, Library Director Ellen Robbins facilitated a focus group as part of Montgomery County Library’s “Summit” on library services throughout Maryland, and Montgomery County in particular. TP Library staffers Nic Fontem and Phil Shapiro also attended the day’s events.



Public Works

Facility Maintenance

- Painted police station lobby area on 1st floor
- Installed protective wall covering in the Azalea Room
- Installed bottle water filler and replaced water fountain on 2nd floor of Community Center
- Replaced water fountain in Spring Park

Green Home Energy Challenge (GHEC) and Neighborhood Energy Challenge (NEC)

- Completed canvassing with interns to promote GHEC and NEC
- 18% of all single family homes in the city have registered
- 20 residents have received Green Home Energy Certifications and 16 rebates issued for participants through City program
- 4 neighborhood information sessions were held, also Public Meeting held and City TV filmed
- Low and Moderate Income Program provided 28 energy audits, 14 retrofit projects currently underway as a result

Polystyrene Ban Implementation

Mailed notices to all businesses about the law

Created webpage for information related to the ban, available alternatives and cost analysis

Provided technical assistance and funding for 3 local food service businesses to assist in transition (Polo Campeon, Tijuana, Crossroads farmers Market vendors)



Public Works

Dog Park

- Finalized site plan drawings and stormwater management plans
- Submitted application to MNCPPC for use of parking lot for staging and construction of entrance area over their property
- Submitted an easement agreement to Montgomery County Public Schools to allow installation of a stormwater facility and address erosion from the adjacent tennis court area.

Food Waste Program

- Brought the entire collection program in house as of August 1.
- Adjusted collection day to be the same as trash/recycling pick-up for all participants
- 1,500 participants

Flower Avenue Green Street Project

- Installation of 49 LED street lights on Pepco poles along Flower Avenue in July. Estimated annual reduction of energy by 40,000 kwh.

Playgrounds

- Advertised bid for Colby Avenue Playground construction (Oct 16 deadline)
- Held neighborhood meeting to discuss Sligo Mill playground on October 1 and agreed to final design

Public Works

Sidewalk Repairs related to ADA compliance

- Westmoreland Avenue between Elm and the dead end
- Walnut Avenue
- 7700 block of Garland

New Sidewalk Projects

- Issued Notice To Proceed for Cherry Avenue design – CPJ and Associates
- Requested proposal from WRA for Lincoln Avenue design

Stormwater Construction Projects

- Garland Avenue 2 bump outs (traffic calming request) that also provide infiltration
- Walnut Avenue under drain installed to address residential sump discharge
- Added 150 feet of underdrain to Westmoreland Avenue between 1st and 2nd to capture water drainage from adjacent properties impacting sidewalk
- Installed 4 new bio-retention facilities (2 on 4th Avenue, Ritchie Ave and Roanoke & Eastridge)

Stormwater Management Programs

- Dry weather water quality sampling completed in July
- Design development for Hayward Avenue stream restoration and erosion control project, submittal to MDE for permitting expected next quarter

Recreation

Special Events

- Hosted Takoma Plays on Saturday, September 26, 2015 with approximately 275 participants.

Camps

- Held Dribble, Pass, and Shoot Basketball Camp August 10-14 at the Recreation Center with 30 participants.
- Added an additional week of Camp Takoma, to meet the needs of parents during the extra week off of school during the summer (August 17-21).
- Added Summer Stem Camp from July 27-August 7 (12 participants).

Classes + Programming

- Started a Summer Adult Basketball League (8 teams and 80 adult participants)
- Scheduled an additional fitness class to accommodate growth in participation of programming for 55+
- Added three new Afternoon Addition Clubs for the 2015-16 school year: Glee, Creative Writing & Math.

NH Rec Center

- Completed the programming study at the New Hampshire Avenue Recreation Center.

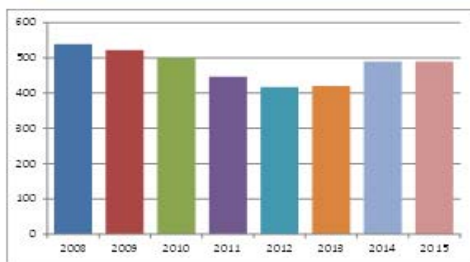


Police Department Takoma Park Jan – Sep 2015 YTD

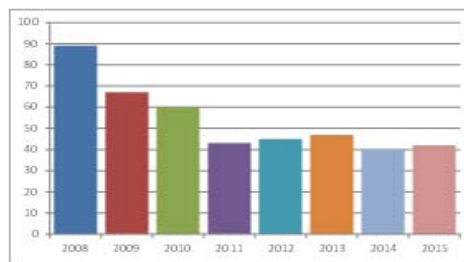


Violent Crime is down. Of the rapes noted for this period, three are cold cases from previous years (one is 40 years old). Vehicle related theft accounts for the slight increase in property crime.

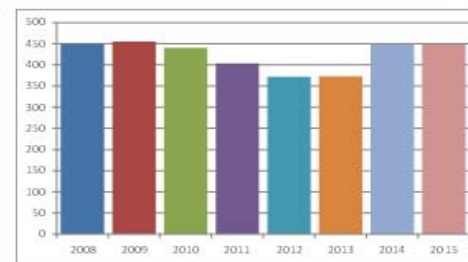
CRIME	2008	2009	2010	2011	2012	2013	2014	2015
Homicide	0	0	0	1	0	1	1	0
Rape	2	1	1	3	0	2	3	4
Robbery	59	39	37	19	33	28	25	16
Assault	28	27	22	20	12	16	11	22
Burglary	104	82	116	94	56	96	87	88
Larceny	260	332	276	247	275	245	316	336
Auto Theft	86	41	48	62	41	32	46	24
TOTAL	539	522	500	446	417	420	489	490



All UCR Part 1 Crimes



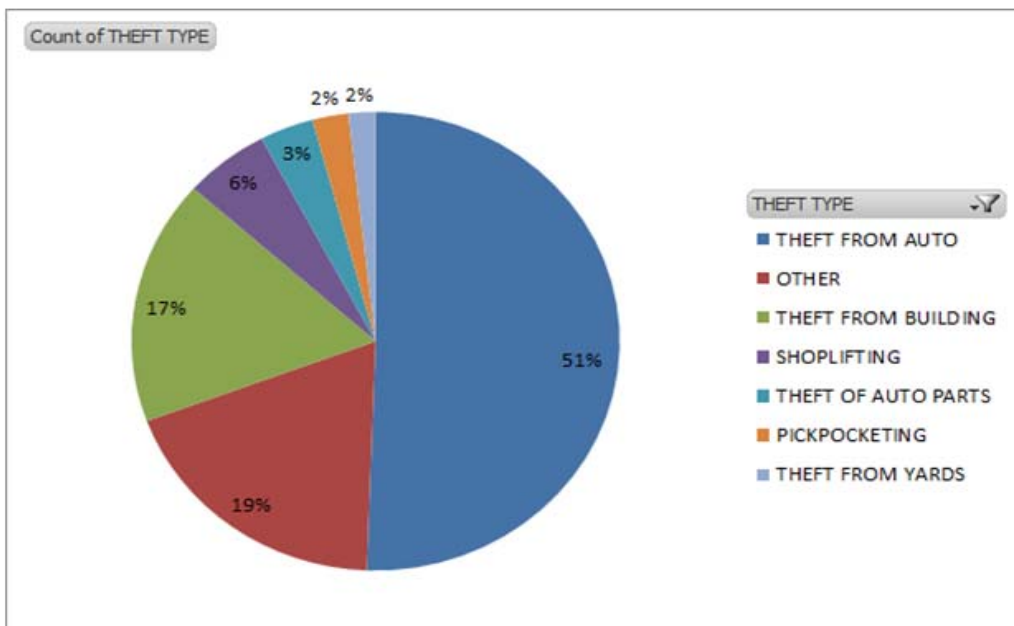
All UCR Part 1 Crimes – Violent (including robbery)



All UCR Part 1 Crimes – Non Violent



Police Department Thefts from Auto



Auto related thefts represent

54%

of the Total Thefts

and

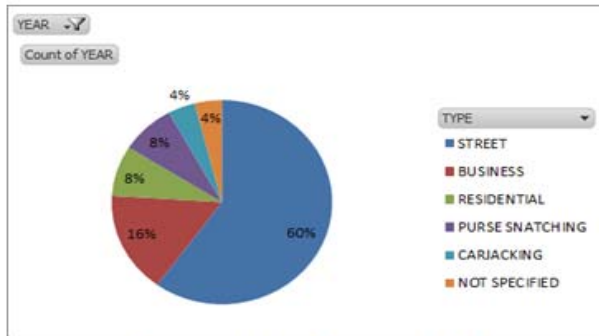
37%

of Total Part 1 Crime

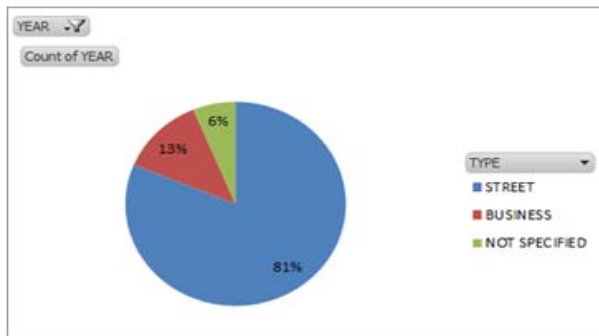
THESE TYPES OF CRIMES ARE *PREVENTABLE*



Police Department Robberies - YTD



Robberies by Type in 2014



Robberies by Type in 2015

Reduction in violent or armed robberies

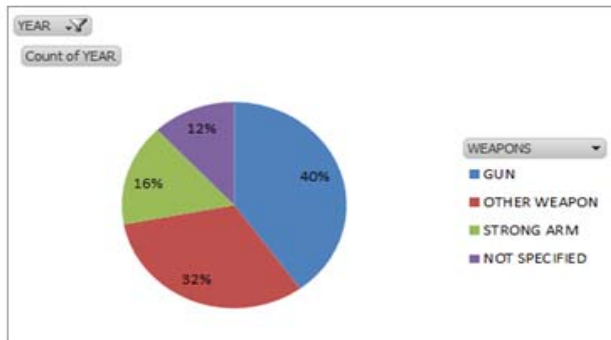
From 2014 to 2015 we can see a reduction in the number of robberies from 25 in 2014 to 16 in 2015.

Also we do not have any purse snatching, residential robbery nor any carjacking indicating a less aggressive type of robbery.

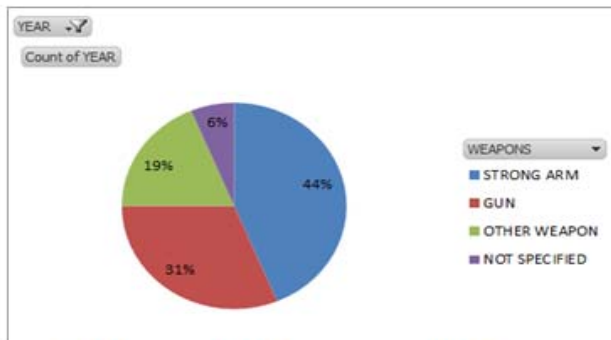
This is confirmed by the data contained in the following slide.



Police Department Robberies Weapons



Robberies by Weapons in 2014



Robberies by Weapons in 2015

Reduction in use of guns

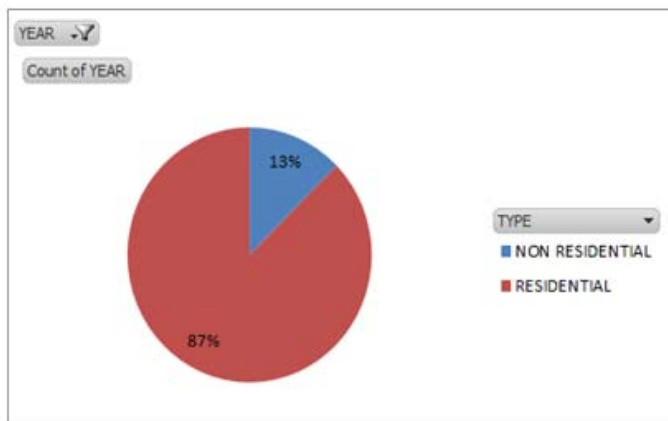
While in 2014 a high number of robberies (40%) were committed using a gun, in 2015 we see a drop in the use of a gun for committing robberies (31%). Also the number of robberies committed using other types of weapons (ex. Knives) has dropped significantly from 32% in 2014 to 19% in 2015.



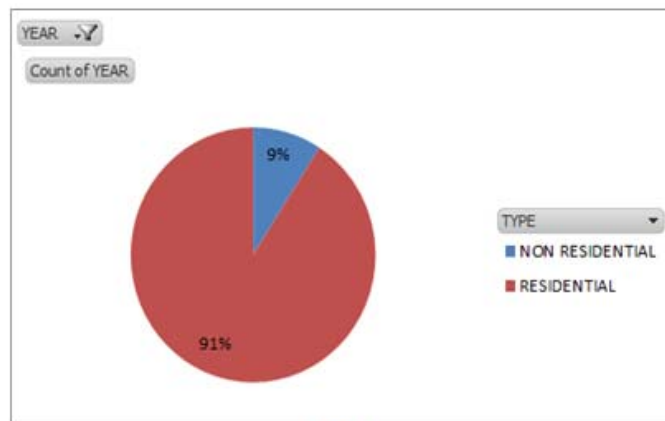
Police Department

Burglaries

Residential vs Non-Residential



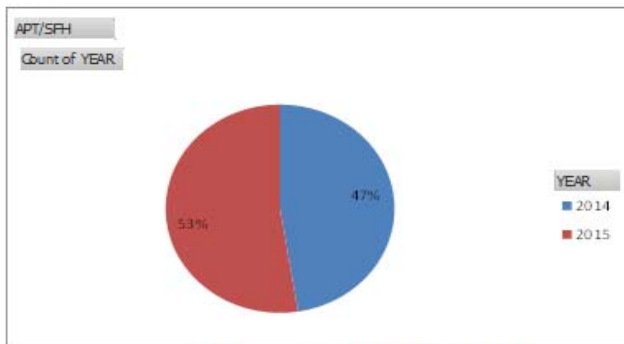
2014



2015



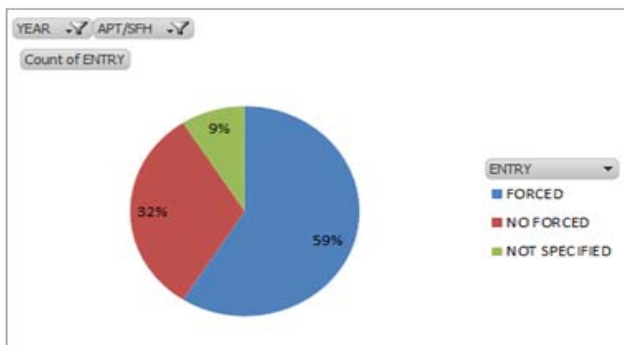
Police Department Burglaries - YTD



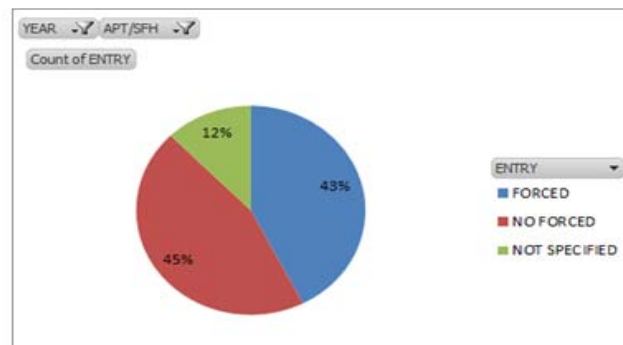
Residential (SFH) Only 2014-2015 YTD

Increase in "No Forced Entry"

We see an increase in residential burglaries targeting single family homes from 2014 to 2015. We also noticed an increase in no forced entry between 2014 (32%) to 2015 (45%).



Residential SFH - Entry - YTD 2014



Residential SFH - Entry - YTD 2015



Police Department

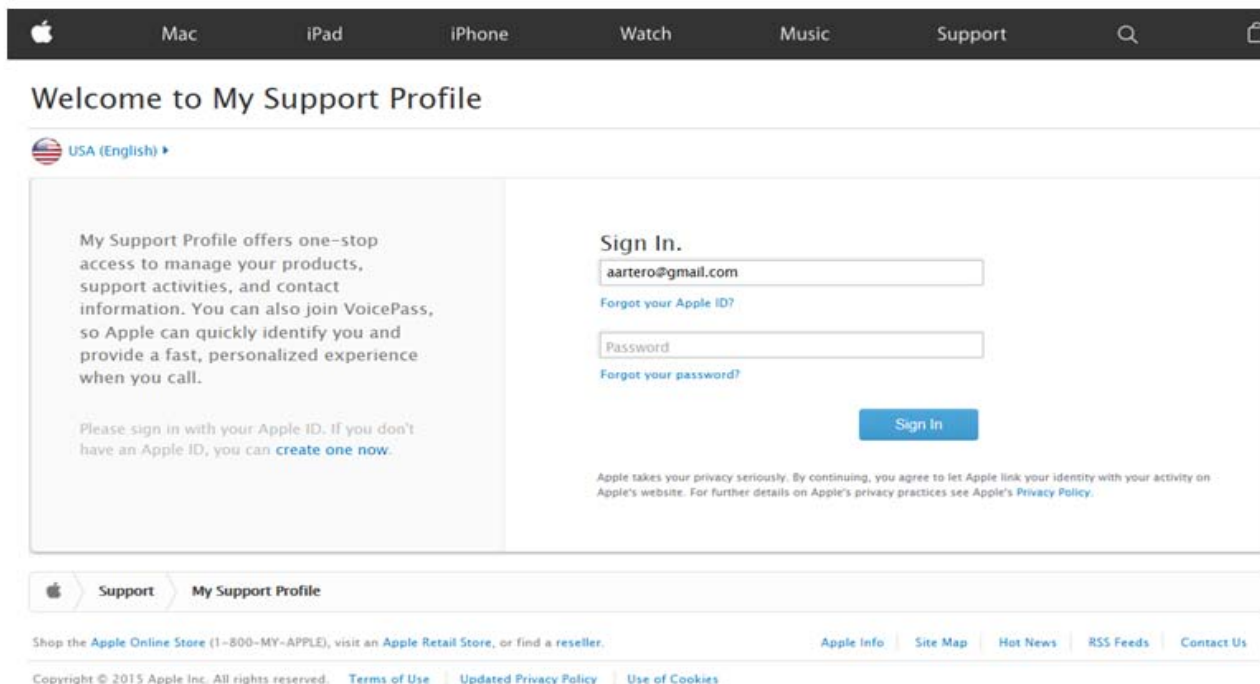
Apple Products



- **Apple ID:** an Apple ID is needed to purchase any products on the Apple Store. If you do not have an Apple ID, you cannot make purchases from the Apple Store and iTunes.
- **Apple My Support Profile:** the Apple website “My Support Profile” provides a snapshot of all apple devices associated to an Apple ID.
- **Serial Numbers:** the Support Profile contains, among other things, the exact Serial Numbers for each Apple device and its association to an Apple ID.



Police Department My Support Profile



The screenshot shows the Apple My Support Profile sign-in interface. At the top, there is a navigation bar with links for Mac, iPad, iPhone, Watch, Music, and Support, along with a search icon and a shopping bag icon. Below the navigation bar, the heading reads "Welcome to My Support Profile". A language selector shows "USA (English)".

The main content area is split into two columns. The left column contains text: "My Support Profile offers one-stop access to manage your products, support activities, and contact information. You can also join VoicePass, so Apple can quickly identify you and provide a fast, personalized experience when you call." Below this, it says "Please sign in with your Apple ID. If you don't have an Apple ID, you can [create one now](#)." The right column is titled "Sign In." and contains a sign-in form with the following elements:

- An email input field containing "aartero@gmail.com" with a "Forgot your Apple ID?" link below it.
- A password input field with a "Forgot your password?" link below it.
- A blue "Sign In" button.
- A privacy notice at the bottom: "Apple takes your privacy seriously. By continuing, you agree to let Apple link your identity with your activity on Apple's website. For further details on Apple's privacy practices see [Apple's Privacy Policy](#)."

At the bottom of the page, there is a breadcrumb trail: "Support > My Support Profile". A footer contains links for "Apple Info", "Site Map", "Hot News", "RSS Feeds", and "Contact Us". The copyright notice reads "Copyright © 2015 Apple Inc. All rights reserved." with links for "Terms of Use", "Updated Privacy Policy", and "Use of Cookies".

<https://supportprofile.apple.com/>





Police Department In the Works



- **Community Cam Program:** If you have a camera, visit our web site and sign up! (If you have problems signing up, contact Cpt. Dan Frishkorn at DanF@takomaparkmd.gov).
- **Police Community Action Team:** This team is comprised of 7 officers who are assigned to Squads or other Units that will focus on neighborhood issues, hot spots and act as liaison for neighborhood watch groups and other community groups.
- **Expansion of Intelligence Led Policing:** Throughout the past year we have increased our capabilities to enhance identification, arrest and prosecution of offenders within the city as well as neighboring jurisdictions. While no one can “predict crime,” near real time analysis provides us with the capabilities to deploy resources where and when crimes are likely to occur.
- **Mutual Aid Agreements (MAA):** We have an MAA with Mont. Co. Police and are working towards competing one with Prince George’s County and the District.
- **Data Sharing and Real Time Intelligence** allows us to have a better view of what is going on in neighboring jurisdictions. The criminals that prey on our residents and businesses commit the same offenses elsewhere. If we can get them off the streets, we don’t care where- it’s a good thing.



Police Department

What We Can Do



- **Report Any Thing Suspicious: See Something- Say Something!** If your Spidey Sense is tingling, there is probably a reason. Let us respond and investigate.
- **Organize a Neighborhood Watch program.** Look out for your neighbors. Get to know them and share information. The police department beat officers can join you in “walking the beat” as well. We will help you organize the program.
- **Call for a Security Survey:** The officer will come out and evaluate and recommend improvements to enhance the security of your home or business. It is FREE.
- **SECURE YOUR HOME:** Over half of our residential burglaries involve unlocked homes. Windows and doors are left open or unlocked and curtains or blinds open exposing your property and your movements to potential thieves.
- **Camera systems** are dropping in price daily. Get one and sign up for the CommunityCam program.
- **Motion Detecting Lights:** With LED technology, low power consumption lighting is affordable and maintenance free. Bad guys don't like to be seen.
- **Awareness is not paranoia.** Be aware of your surroundings, don't be a “phone zombie.”