

Nashua Police Department 2013 Annual Crime Report

*Compiled by:
Nashua Police Department Crime Analysis Unit
April 2014*



Chief Executive Officer

Chief John Seusing

Deputy Chief of Operations

Andrew Lavoie

Deputy Chief of Uniform Operations

Christopher Peach

Mission

The Nashua Police Department strives to improve the quality of life in our community and to protect people and property in partnership with the citizens of Nashua.

Purpose of Report

The **Nashua Police Department's 2013 Annual Crime Report** represents crime and disorder issues reported to police between January 1, 2005 and December 31, 2013. This report provides annual statistics to law enforcement and city leaders to develop and strengthen prevention and suppression strategies as it relates to crime and disorder.

ANNUAL Crime REPORT

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INTRODUCTION

CITY OVERVIEW

Nashua, New Hampshire is a city located in the Hillsborough County of Southern, New Hampshire. Nashua extends 36 square miles and has a population of approximately 89,000 people. Nashua is one of the largest cities in New Hampshire, second to Manchester, NH. (Census 2010; State & City Quick Facts) Nashua is nicknamed “The Gate City” and was the only community twice-honored by being named “The Best Place to Live in America” by Money Magazine. (<http://www.gonashua.com/LivingHere/HistoryofNashua/tabid/896/Default.aspx>)

DEPARTMENT OVERVIEW

The Nashua Police Department has 179 total sworn personnel and 69 full-time civilian personnel at its headquarters at 0 Panther Drive, Nashua. The Department is open 24 hours a day, 7 days a week. The Nashua Police answers to a board of 3 Police Commissioners appointed by the Governor of New Hampshire: Police Commissioner Thomas Maffee, Police Commissioner Robert Valade, and Police Commissioner Carl Andrade (effective 2014). All are residents of Nashua.

The Nashua Police Department works to improve the quality of life in the Nashua community, and to protect people and property in partnership with the citizens of Nashua. The Department has a variety of specialized team resources including: Accident Reconstruction Unit, Animal Control Division, Bicycle Unit, Canine Unit, Ceremonial Unit, Crime Analysis Unit, Crime Scene Unit, Crisis Negotiation Unit, Dive Team Search and Recovery Unit, Domestic Violence Unit, Hazardous Device Unit, Media Relations Unit, Motorcycle Unit, Parking Enforcement Unit, Photography Unit, Polygraph Unit, Problem-Oriented Policing Unit, Special Reaction Team, and a Traffic Enforcement Unit.

ACCREDITATION

The Nashua Police Department is one of 800 law enforcement agencies in North America that is accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). CALEA, formed in 1979, provides law enforcement agencies an opportunity to voluntarily demonstrate that they meet an established set of law enforcement standards. The Nashua Police Department was originally accredited in 1991 and was reaccredited in 1996, 2001, 2004, 2007, 2010, and 2013. During the most recent assessment, the Nashua Police Department completed the rare and honorable “Perfect Assessment” with none of the 480 standard files returned for correction. The Department was commended for having an outstanding on-site assessment during the Commission Hearing in March, 2013. The Commission voted unanimously for the Nashua Police Department to receive its seventh accreditation award.

Hillsborough County: Nashua

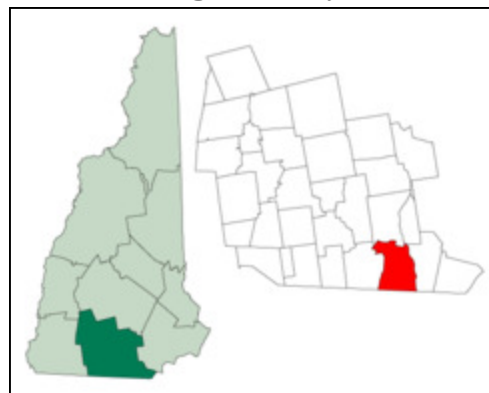


Photo: Courtesy of Wikipedia.org



Photo: Courtesy of Leslie O'Shaughnessy Studios



Photo: Courtesy of CALEA. Marks of Public Safety Excellence

CALLS FOR SERVICE

OVERALL

Calls for Service increased 9% in 2013 from the average. Figure 1 shows that Calls for Service consistently increased over the past several years, with a slight decline in 2012 and 2013.

DAY OF WEEK

Figure 2 details Calls for Service by Day of Week. Overall, calls were relatively consistent throughout the week, with the least amount of calls occurring on Sundays and the most amount of calls occurring on Fridays, then Tuesdays respectively.

TIME BLOCK

Figure 3 details Calls for Service by Time Block—a four hour time period. Most Calls for Service occurred between 1600 to 2000 hours (22% of all calls) and 0800-1200 hours (21% of all calls).

DAY OF WEEK BY TIME BLOCK

When looking at Day of Week by time block (see Table 1), the busiest times per day were:

- Sunday: 1600-2000 (22%)
- Mondays: 1600-2000 (23%)
- Tuesdays: 0800-1200 (23%)
- Wednesdays: 0800-1200 (23%)
- Thursdays: 0800-1200 (22%)
- Fridays: 1600-2000 (22%)
- Saturdays: 1600-2000 (21%)

TOP CALLS FOR SERVICE

- Top call reasons included:
- Motor Vehicle Stops (32%)
- Check Conditions (4%)
- Ambulance Calls (4%)
- Follow-Up (4%)
- Subject Stop (4%)
- Building Security Checks (3%)
- Accidents (3%)
- Activated Alarm (3%)
- Give Advice (3%)

Figure 1

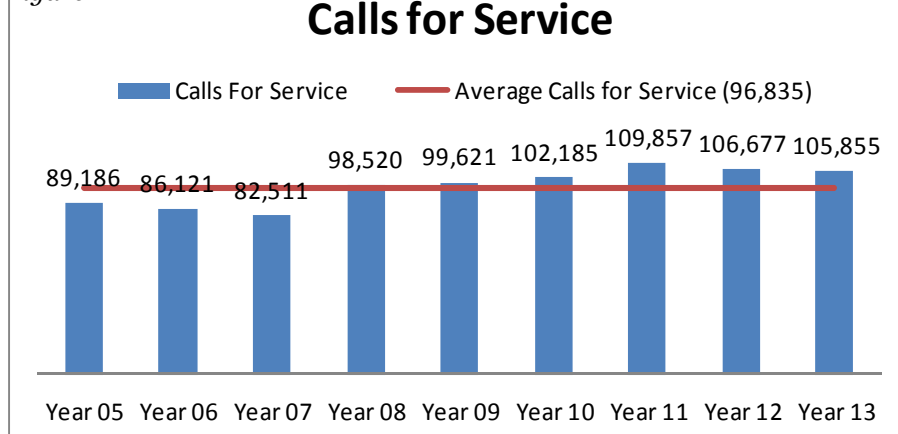


Figure 2

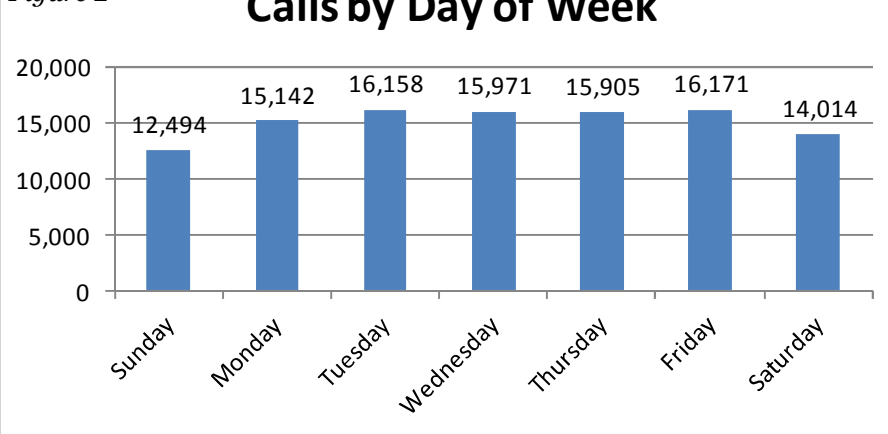
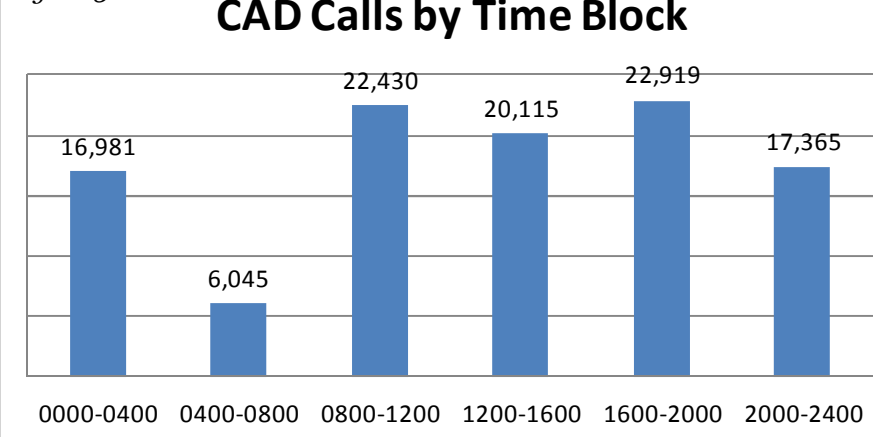


Figure 3



Day of Week	0000-0400	0400-0800	0800-1200	1200-1600	1600-2000	2000-2400
SUNDAY	19%	4%	18%	19%	22%	18%
MONDAY	15%	6%	22%	20%	23%	15%
TUESDAY	15%	6%	23%	19%	22%	15%
WEDNESDAY	14%	6%	23%	19%	21%	16%
THURSDAY	16%	6%	22%	20%	21%	16%
FRIDAY	16%	7%	21%	18%	22%	17%
SATURDAY	18%	5%	18%	19%	21%	19%

CRIMES KNOWN TO POLICE

DEFINITION

Crimes refer to the unduplicated count of NIBRS-based incidents reported to the police. In the instance that a case involved multiple crimes, the hierarchy crime (according to the federal Uniform Crime Reports, UCR) was used to identify the offense. Average is calculated by adding the counts of years 2005 through 2012 and dividing by 8 (years). See Table 2.

OVERALL CRIMES

Overall, crimes against persons, property, and society have collectively decreased slightly over the past several years, with a 3% decrease in 2013 from the average.

Total Person Crime counts for 2013 were 14% below the average, at 1,086 person crimes reported. (Figure 4)

Total Property Crimes decreased 2% from the average. (Figure 5)

Total Crimes Against Society have been on a steady rise in the past 5 years, but experienced a dip in 2013. However, compared to the average, this still represented a 10% increase from the average. (Figure 6)

Total Other Crimes/Non-Crimes reported to the police saw a 6% increase in 2013 from the average. These include “All Other Offenses”, “Traffic Offenses”, “Runaways”, and “Police Information” reports.

Figure 4

TOTAL PERSON CRIMES

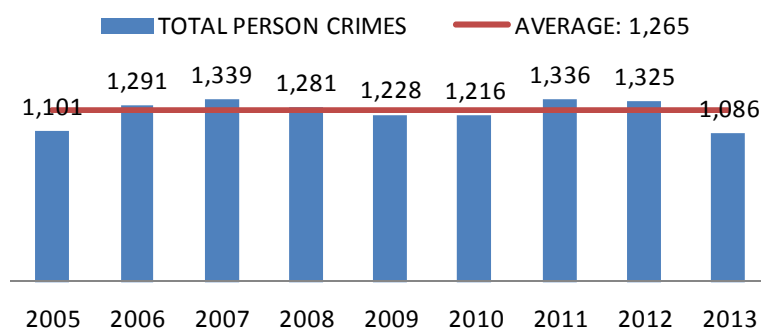


Figure 5

TOTAL PROPERTY CRIMES

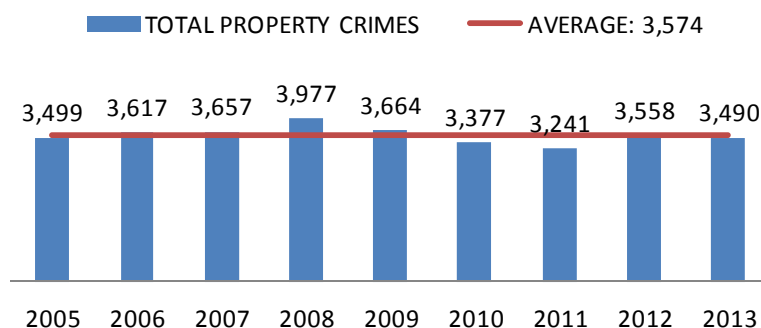


Figure 6

CRIMES AGAINST SOCIETY

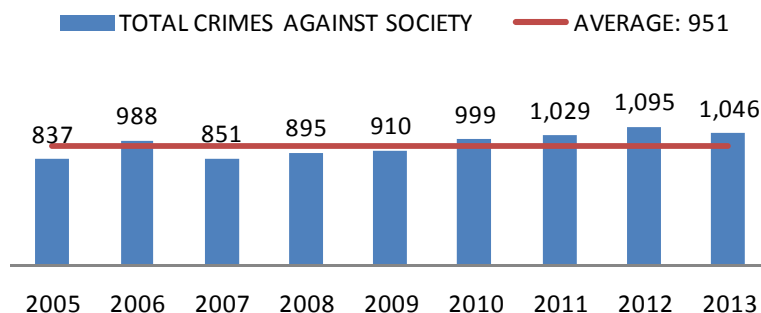


Table 2 Crime Category	Year 2012	Average 2005-2012	Normal Range	Year 2013	% Change Average-2013
PERSON	1,325	1,265	1,153-1,376	1,086	-14%
PROPERTY	3,558	3,574	3,369-3,778	3,490	-2%
SOCIETY	1,095	951	865-1,036	1,046	+10%
PERS/PROP/SOC COMBINED	5,978	5,789	5,571-6,007	5,622	-3%
OTHER CRIMES/NON CRIMES	3,708	3,324	2,954-3,694	3,515	+6%

*Indicates statistical significance (z-score threshold).

PERSON CRIMES

ASSAULT OFFENSES

The majority of Person Crimes reported were for assault offenses (85%). See Figure 7 and Table 3. All assault sub-categories decreased from the average: Aggravated (-18%), Simple (-7%), and Intimidation (-49%). The decrease in intimidation reached the level of statistical significance (using z-score).

HOMICIDE OFFENSES

Notably, there were 5 homicide events in Nashua in 2013 (resulting in 6 deaths):

- Duane Rolfe (7/2/47) was arrested for murdering his sister, Judith Rolfe. (January) Rolfe was found not guilty by reason of insanity in March 2014.
- Unique Gould was arrested for murdering her 2 year old son through excessive discipline. (April) She plead guilty to Manslaughter in March 2014.
- Two elderly victims, William Grant (5/28/30) and Eleanor Grant (3/23/35), were stabbed to death in their living room. Suspect Shawn Burne (8/26/75) committed suicide shortly afterwards. (June)
- Reginald Danboise (6/14/46) reportedly murdered his wife, and then hung himself. (July)
- Christina Hill (10/17/60) was murdered at 32 Chestnut Street. (September) Daniel Burke (8/10/62) plead guilty to Negligent Homicide in April 2014.

KIDNAPPING

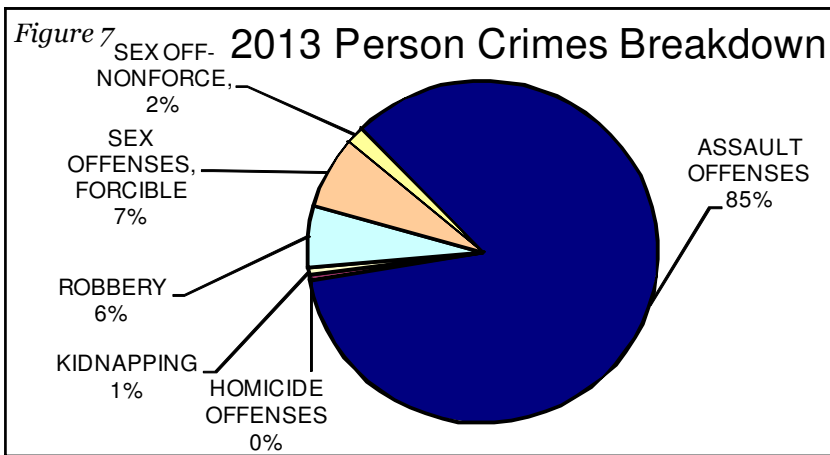
There were 8 reports of kidnapping in 2013, which is well below the normal range. This category included domestic violence cases, interference with child custody, criminal restraint, and abductions. Note that there were no stranger abductions or attempted stranger abductions in 2013.

ROBBERY

In 2013, robberies increased 41% from the average. 32% of all robberies involved a knife/cutting instrument. A third involved no weapon/personal weapons (hands/feet/etc.), and 27% involved a firearm. Notably, there was a 42% increase in the use of firearms (12 to 17), and a 67% increase in the use of a knife/cutting instrument (12 to 20) in robberies from 2012 compared to 2013. Robberies occurred at: commercial businesses (45% of all robberies), on the street (23% of all robberies), residences (21% of all robberies), and other locations (11% of all robberies).

Of the commercial robberies, most (68%) occurred at convenience stores. Of the robberies at residences, over half were home invasions (54%).

In addition, most robberies in 2013 occurred in March (10; similar to 2012), August (10), July (8), and September (7). The biggest increases as compared to 2012 were seen in July, August, and September.



Crime Category	Year 12	Average 2005-2012	Normal Range	Year 13	% Change Average-2013
ASSAULT OFFENSES*	1,141	1,082	1,003-1,161	919	-15%
Aggravated Assaults	94	94	81-108	77	-18%
Simple Assaults	907	806	740-872	749	-7%
Intimidation*	139	182	148-215	93	-49%
HOMICIDE OFFENSES*	1	2	1-3	5	+150%
KIDNAPPING*	16	18	15-21	8	-56%
Abduction/Attempted	0	2	0-3	0	-100%
Domestic/Interference with Child Custody, Criminal Restraint*	16	17	14-19	8	-53%
ROBBERY*	48	44	36-51	62	+41%
SEX OFFENSES, FORCIBLE	103	87	73-100	74	-15%
SEX OFFENSES, NONFORCIBLE	16	32	24-41	18	-44%
TOTAL PERSON CRIMES	1,325	1,256	1,153-1,376	1,086	-14%

*Indicates statistical significance (z-score threshold).

PROPERTY CRIMES

OVERALL

Overall, Property Crimes decreased (-2%) from the average of the past 8 years.

ARSON

Year 2013 represented the lowest count of reported arsons in at least the past 8 years.

BURGLARY

Burglaries decreased 14% from the average. The majority (80%) of all burglaries were residential. 18% burglaries were into commercial businesses. The remaining burglaries were into other locations (such as schools, churches, etc.). Note that commercial burglaries showed the largest decrease (-44%) from 2012 (2012 had a spike from the average in commercial burglaries). Otherwise, 2013 count of burglaries is consistent with previous years. Residential burglaries remained relatively the same as 2012.

COUNTERFEIT/FORGERY

Counterfeit/Forgery met the level of statistical significance as it increased 57% in 2013 from the average. This was mostly due to the crime of Forgery.

DESTRUCTION

Destruction to property included graffiti, smashed windows, BB gun damages, punctured tires, and more. Destruction decreased 17% from the average. Almost half of Destruction reports involved damages to a motor vehicle (without entry). 29% of damages were to

“Other” (such as mailboxes, walls, etc.). 19% were to residences, and 7% were to businesses. Decreases from the previous year were seen in damages to commercial businesses (-29%) and to motor vehicles (-15%).

LARCENY/THEFT OFFENSES

The majority of property crime reports were for larcenies, such as shoplifting, theft from a building, and all other larcenies. Larcenies saw a 4% increase from the average.

MOTOR VEHICLE THEFT

Motor vehicle theft decreased 29% from the average. Motor vehicle thefts peaked in 2013 in June, July, August, and December in 2013, accounting for half of all stolen vehicles.

STOLEN PROPERTY OFFENSES

Stolen property offenses (including receiving stolen property) showed a continuous increase over the last four years, with the highest count seen in 2013 (97% increase from the average).

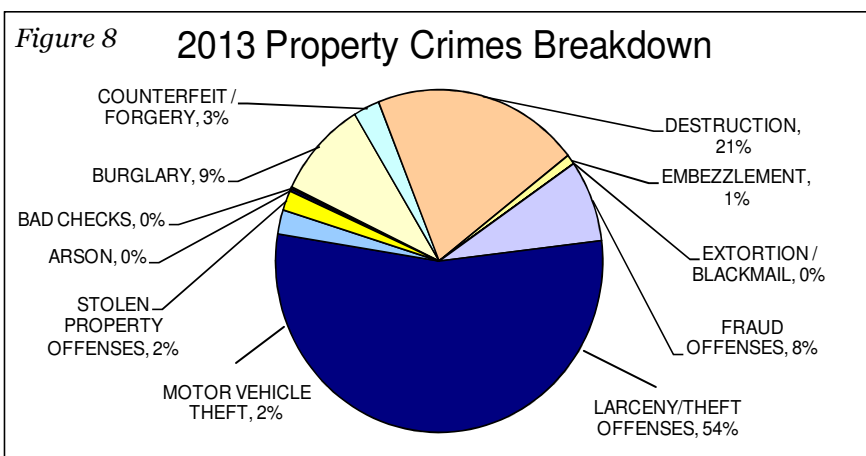


Table 4

Crime Category	Year 12	Average 2005-2012	Normal Range	Year 13	% Change Average-2013
ARSON	31	27	17-38	9	-67%
BAD CHECKS	9	11	7-16	6	-45%
BURGLARY	373	376	336-415	322	-14%
COUNTERFEIT /FORGERY*	58	58	42-74	91	+57%
DESTRUCTION	770	864	763-965	717	-17%
EMBEZZLEMENT	27	34	26-42	32	-6%
EXTORTION	1	1	0-1	1	0%
FRAUD OFFENSES	230	231	191-270	268	+16%
LARCENY/THEFT	1,912	1,828	1,685-1,971	1,899	+4%
MV THEFT	90	112	83-142	80	-29%
STOLEN PROPERTY*	57	33	20-45	65	+97%
TOTAL PROPERTY CRIMES	3,558	3,574	3,369-3,778	3,490	-2%

*Indicates statistical significance (z-score threshold).

CRIMES AGAINST SOCIETY

OVERALL

Overall, Crimes Against Society progressively increased since 2007, with a 10% increase in 2013 from the average of the last 8 years. See Table 5 and Figure 12 for details.

The majority of Crimes Against Society included disorderly conduct (23%), driving under the influence (21%) and drug offenses (31%). See Figure 13 for details.

Increases were seen in several categories. Specifically, trespassing increased 31% from the past 8-year average, rendering it statistically significant.

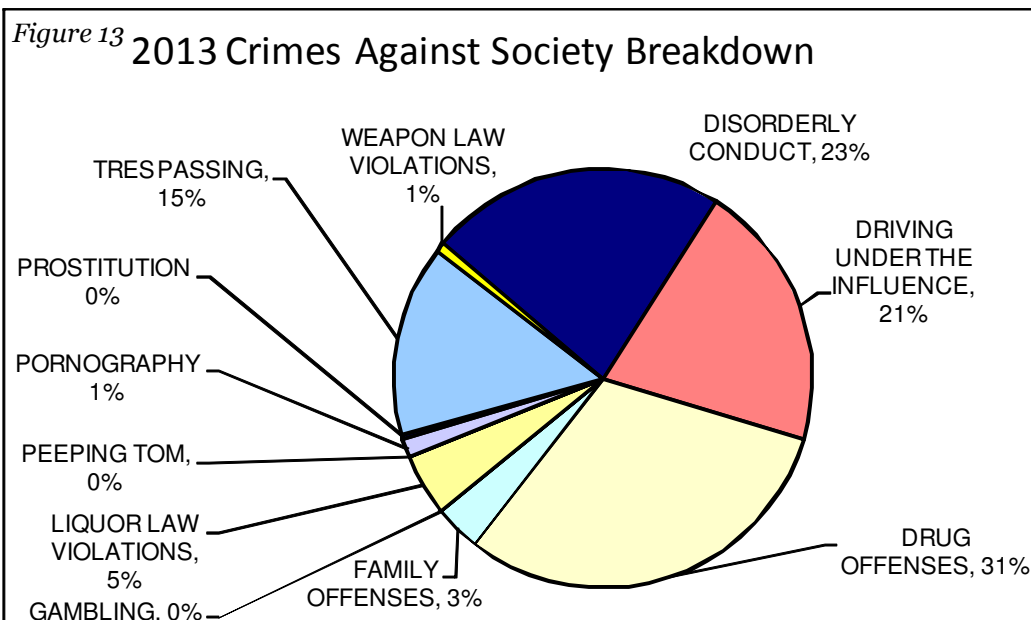
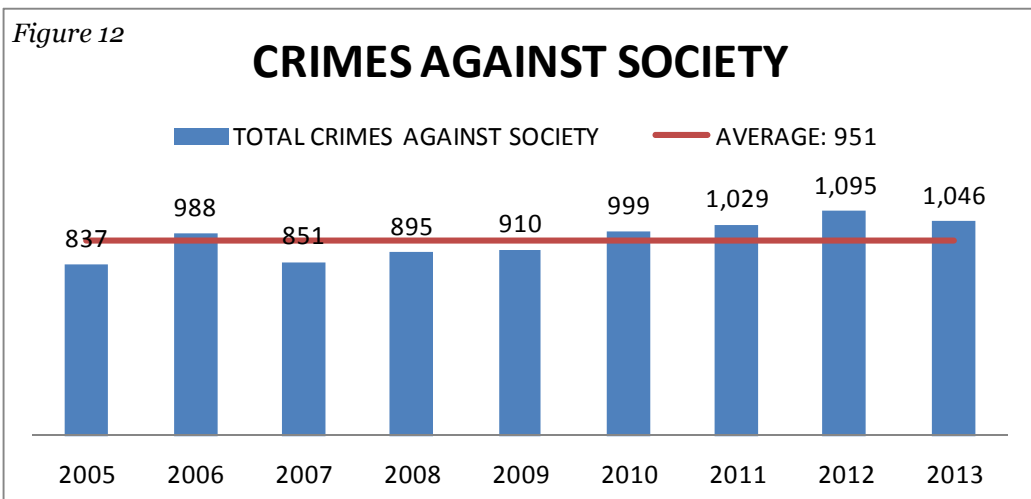


Table 5

Crime Category	Year 2012	Average 2005-2012	Normal Range	Year 2013	% Change Average-2013
DISORDERLY	250	231	208-255	240	+4%
DRIVING UNDER THE INFLUENCE	249	229	195-264	216	-6%
DRUG OFFENSES	328	250	207-292	322	+29%
FAMILY OFFENSES	45	39	34-44	38	-3%
GAMBLING	1	0	0-1	0	NA
LIQUOR LAW VIOLATIONS	63	54	36-72	49	-9%
PEEPING TOM	0	0	0-1	0	NA
PORNOGRAPHY	16	9	5-13	16	+78%
PROSTITUTION	9	7	3-11	3	-57%
TRESPASSING*	125	118	104-132	155	+31%
WEAPON LAW VIOLATIONS	9	12	8-16	7	-42%
TOTAL CRIMES AGAINST SOCIETY*	1,095	951	865-1,036	1,046	+10%

*Indicates statistical significance (z-score threshold).

OTHER CRIMES/NON-CRIMES

OVERALL

The majority of Other Crimes/Non-Crimes known to police were police information reports. See Figure 14.

The all other offenses category included false alarms, false reports, selected domestic violence offenses, littering, out of town warrants, protective custody, reckless conduct, resisting detention or arrest, and similar. This category saw a 9% increase in 2013 from the average.

Traffic/City ordinances included conduct after an accident, dog control, drivers' license prohibition, driving after revocation/suspension, habitual offender, involuntary emergency admissions, suspended registrations, and similar. This category saw a 14% reduction in reported offenses.

Runaways decreased 21% from the average. In addition, the age groups of most runaways was 16 years old. See Figure 15 and Table 6.

Police information reports were comprised of officer safety reports, suspicious activities, gang/drug information, suicides, sudden deaths, and other intelligence reports. These were **not crimes** reported to police, but rather were events or intelligence gathering reports. These reports increased 16% from the average.

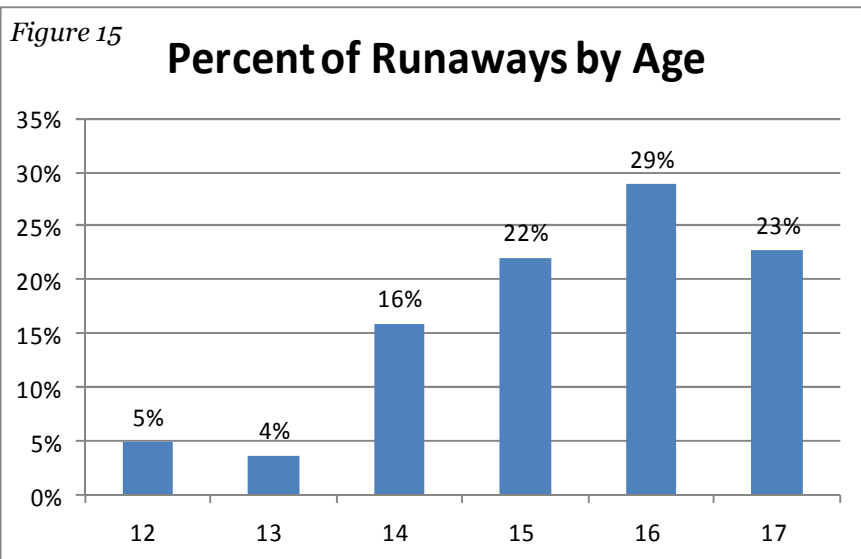
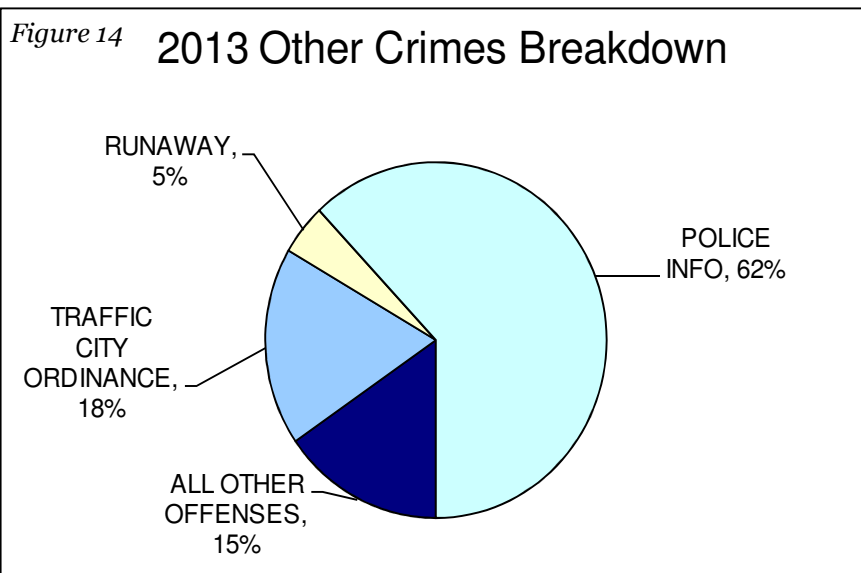


Figure 15: The majority of Runaways were 16 years of age at the time that they ran away.

Table 6

Crime Category	Year 2012	Average 2005-2012	Normal Range	Year 2013	% Change Average-2013
ALL OTHER OFFENSES	589	497	408-587	541	+9%
TRAFFIC/CITY ORDINANCES	641	739	562-916	633	-14%
RUNAWAY	210	204	173-235	162	-21%
POLICE INFORMATION	2,267	1,883	1,476-2,291	2,179	+16%
TOTAL OTHER CRIMES/ NON-CRIMES	3,707	3,324	2,954-3,694	3,515	+6%

*Indicates statistical significance (z-score threshold).

ARRESTS

The count of Total Arrests increased 3% from the average over the past 8 years. See Table 7. The majority of arrests were for all other offenses (27%), simple assault (12%), and traffic/city ordinances (10%).

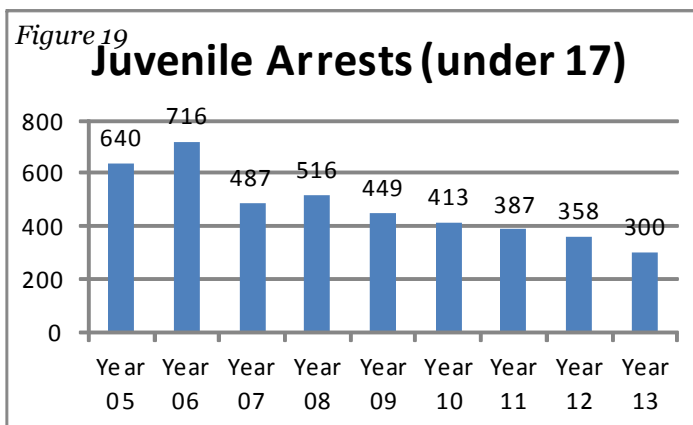
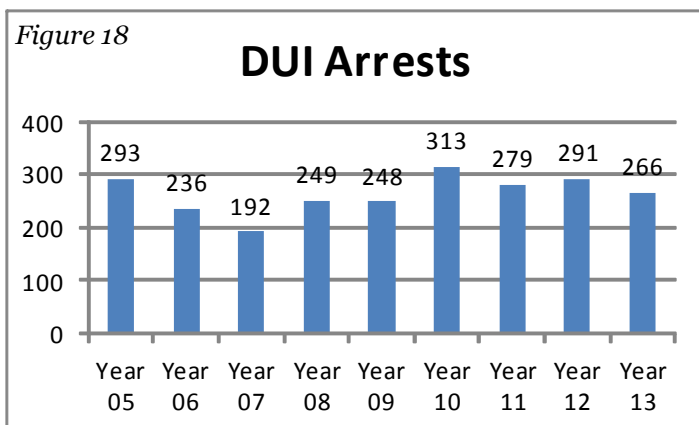
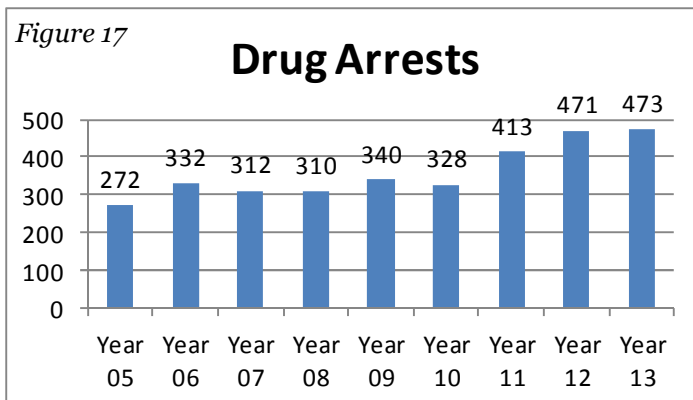
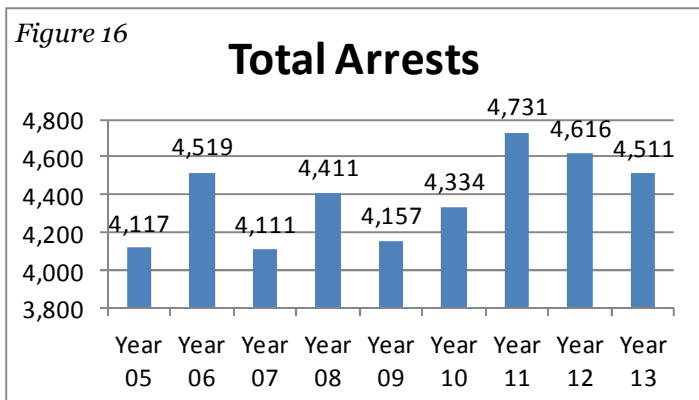
Drug arrests increased 36% in 2013 from the average, and have seen a continuous increase over the past several years. This increase met the level of statistical significance. In addition driving under the influence arrests increased 1% from the average.

Juvenile arrests have declined over the past 5 years, with a 40% decrease in 2013 from the average. The top 3 offenses that juveniles were arrested for included simple assault (16%), larceny (19%, which includes shoplifting), and disorderly conduct (11%). The majority of juvenile arrests were of individuals 16 years of age (34%), 15 years of age (29%), and 14 years of age (16%). Notably, arrests of individuals in particular age groups changed from 2012 to 2013:

- 13 year olds down 43% (38-20)
- 14 year olds down 41% (103-56)
- 16 year olds up 21% (107-120)

ARRESTS	Year 2012	Average 2005-2012	Normal Range	Year 2013	% Change Average-2013
TOTAL ARRESTS	4,616	4,375	4,153-4,596	4,511	+3%
DRUG ARRESTS*	471	347	287-407	473	+36%
DRIVING UNDER INFLUENCE ARRESTS (DUI)	291	263	226-299	266	+1%
JUVENILE ARRESTS(UNDER 17)	358	496	379-613	300	-40%

*Indicates statistical significance (z-score threshold).



TRAFFIC ACCIDENT AND MOTOR VEHICLE STOPS ANALYSIS

The count of all accident calls for service remained relatively consistent over the past several years with a 7% decrease from the average in accidents reported in 2013. See Figure 20 and Table 8.

Figure 21 shows that motor vehicle stops have fluctuated over the past 8 years. Year 2013 represented a 9% increase in motor vehicle stops from the average.

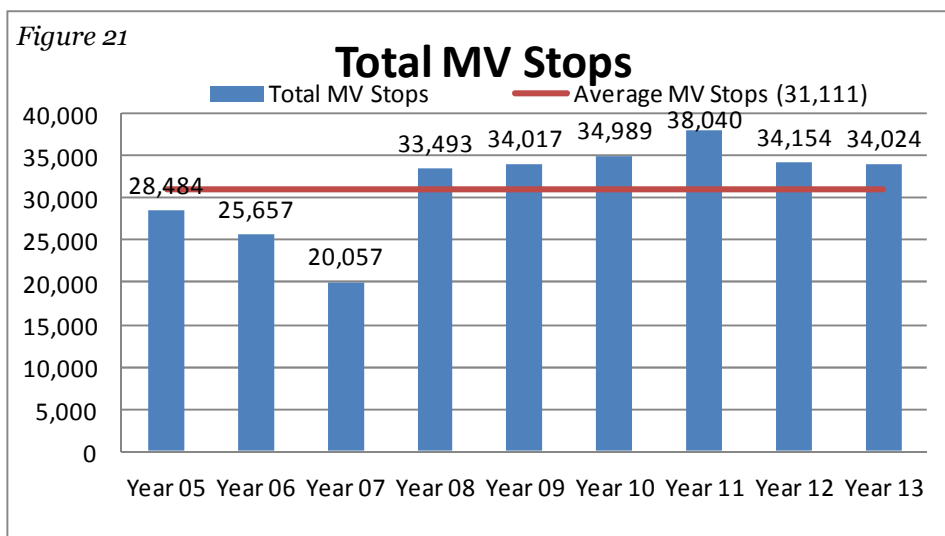
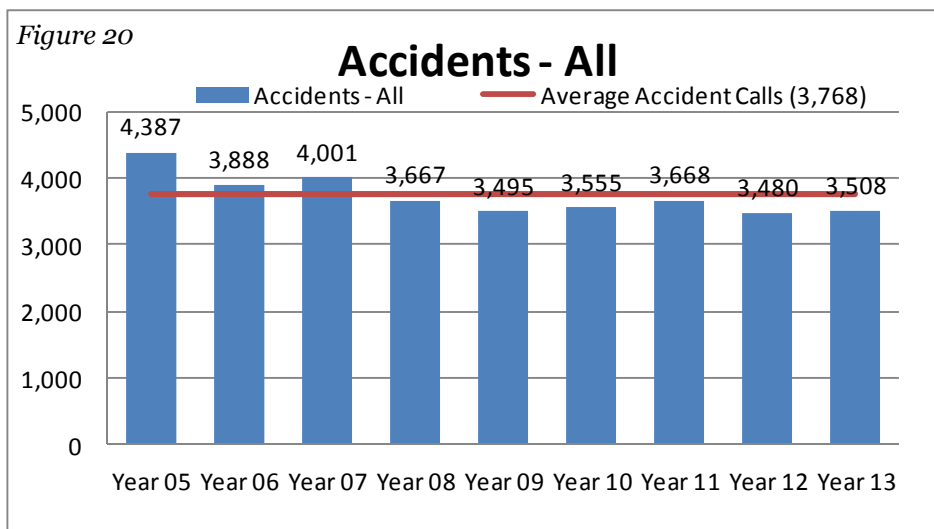


Table 8

	Year 2012	Average 2005-2012	Normal Range	Year 2013	% Change Average-2013
ACCIDENTS	3,480	3,768	3,477-4,058	3,508	-7%
MV STOPS	34,154	31,111	25,574-36,648	34,024	+9%
WRITTEN WARNINGS	23,591	21,299	16,163-26,436	23,875	+12%
SUMMONS	4,782	4,407	3,733-5,081	5,436	+23%
VERBAL WARNINGS	3,223	3,290	2,661-3,919	2,305	-30%

*Indicates statistical significance (z-score threshold).

TRAFFIC ACCIDENT AND MOTOR VEHICLE STOPS ANALYSIS *continued*

Motor vehicle warnings and summons increased 12% and 23% respectively from the average. Verbal warnings decreased 30% from the average. See Figures 22, 23, and 24.

Figure 25: 2013 Top Accident Locations

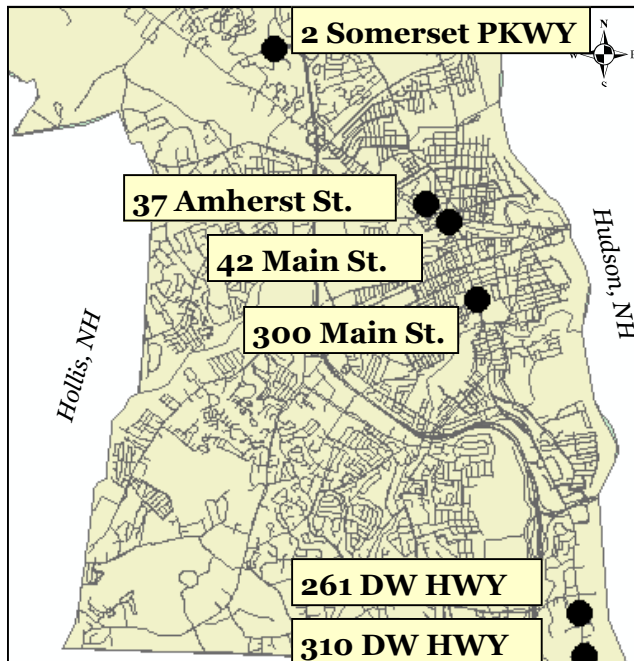


Figure 25 and Table 9 detail the top 6 locations of traffic accidents in 2013. Of note, 310 Daniel Webster HWY (Pheasant Lane Mall) was rated the top accident location in both 2012 and 2013, although there was a decline in accident reports in 2013. 406 Amherst St. and 233 Main St. were top locations in 2012 but were no longer top locations in 2013. 2 Somerset Parkway and 261 Daniel Webster Highway were new top locations in 2013. Of note, all "Top Addresses" for accidents *combined* accounted for only 3% of all accidents citywide.

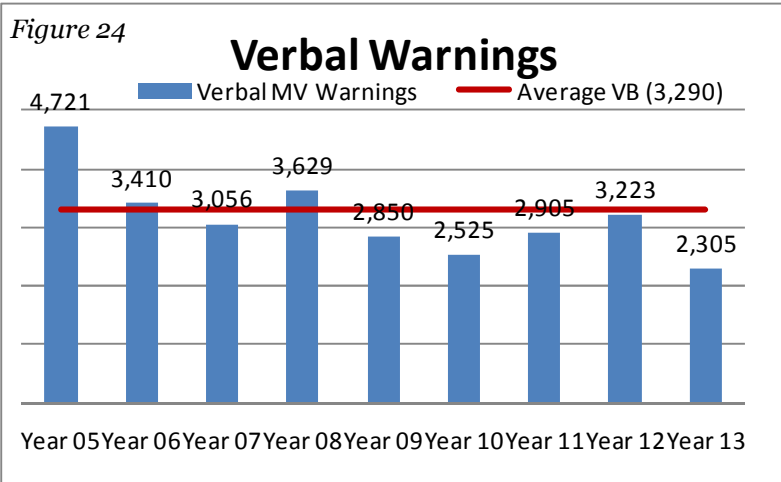
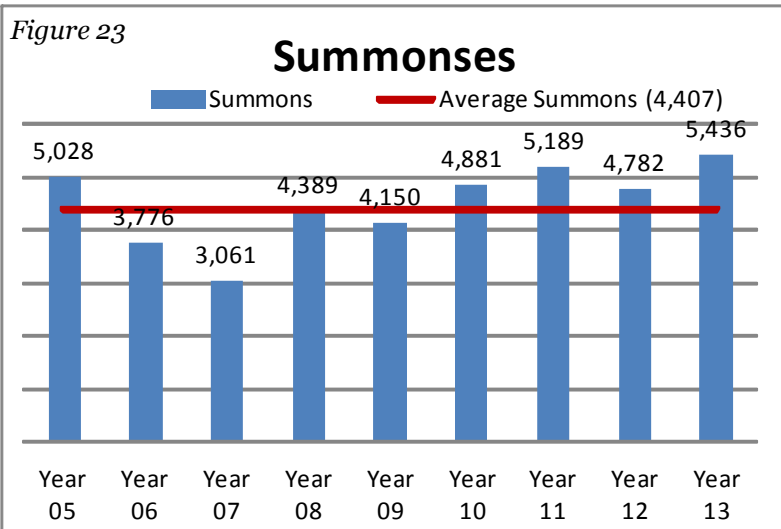
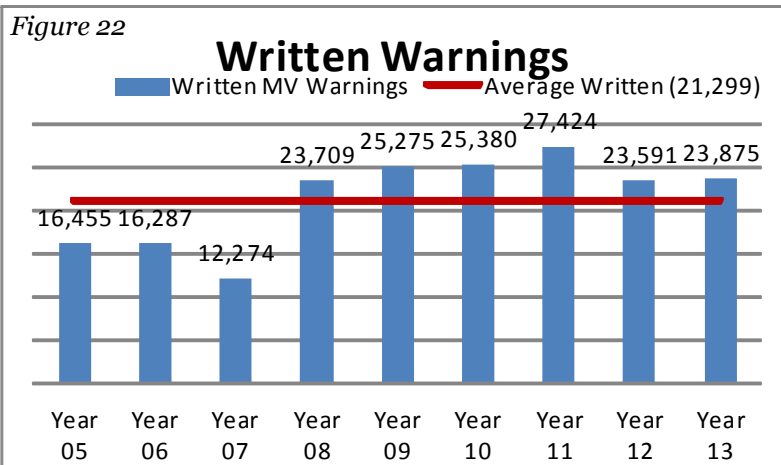


Table 9

Top Address	# of Accidents	% Change from 2012 Accidents
310 Daniel Webster HWY	29	-22%
300 Main St.	23	-38%
37 Amherst St.	16	+23%
2 Somerset PKWY	16	+45%
42 Main St.	15	-6%
261 Daniel Webster HWY	14	+40%

Note that not all calls for service for accidents resulted in a report written. Accident reports are only written for selected incidents such as those involving injury, damage over \$1,000, City vehicles, etc.

NOTABLE SCAMS

The following table details selected scams that occurred in Nashua during 2013. These are just a few ways that suspects try to scam unsuspecting citizens. Many scams have been ongoing for several years.

SCAM DETAILS
<p>GRANDCHILD SCAM This scam involved suspect(s) pretending to be the grandchild of elderly victims. The suspect called the victims using the actual names of the victims' grandchild, and requested \$4,000-\$6,000, indicating that the grandchild needed money (i.e. just in an accident car and needed the money to repair the vehicle, in jail, or similar). The suspect requested that the cash be transferred via money gram, and requested that the victim not notify the "grandchild's" parents. Victim later discovered that the subject calling was not the actual grandchild. Suspects stole thousands of dollars from multiple victims. Other scenarios included the suspect telling the victim that he was holding a husband or child hostage. This was the most reported scam in 2013.</p>
<p>CASH THIS CHECK SCAM Victims received checks in the mail for rebates, job offers, college reimbursements, secret shoppers, Craigslist transactions (both selling and purchasing), lottery and other winnings, cruises, etc. Victims were asked to cash the checks immediately against their accounts, then wire the money, less the victim's commission/winnings, through Western Union or similar. The original checks were later determined to be fake, and the victim was out the cash. This was the second most reported scam in 2013.</p>
<p>LOAN SCAM This scam involved victims receiving a call indicating that the victim was approved for a loan. But because of certain circumstances (i.e. bad credit), the suspect requested that the victim send \$400 to receive a larger loan. Upon receipt of the \$400 (sometimes via money gram), the suspect then indicated that the victim was denied the loan, and requested additional fees to get the loan to go through.</p>
<p>ON-LINE DATING SCAM This scam involved the victim and suspect meeting each other on an on-line dating website. After getting to know each other on-line, suspect had "an event" occur in which he needed the victim to send him money. For example, the suspect wanted to start a business or the suspect was in trouble and needed money.</p>
<p>UTILITY SCAM TO BUSINESS OWNERS Business owners received a call from a suspect who indicated that he was from PSNH or another utility company. Suspect stated that the utility would be turned off in a half hour if the bill wasn't paid in full. He requested the victims to wire money.</p>
<p>EMAIL SCAM Suspect accessed a victim's email account, and then sent messages to the addressees stored in the victim's email. The message indicated that the "victim" was in trouble and needed money immediately. The recipients believed that the emails were legitimate because they were coming from the actual account of a person whom they know.</p>
<p>MICROSOFT SCAM Suspect called victim, or victim responded to an add/pop up ("Windows Support System") on their computer, regarding their computer running slowly or being at risk of crashing. The suspect asked to remotely access the victim's computer so that the suspect could update the computer over the internet for a small cost. Victim transferred money from a bank account. No work was performed. Some victims had their computers accessed remotely, and suspect retrieved personal information accordingly.</p>

DATA SOURCE

The data in this report was compiled using the Nashua Police Departments records' management system called **Tritech Software Systems (formerly Information Management Corporation; IMC)**. 2005 represents the first full year of data available.

DEFINITIONS

All Other Offenses = All Other Offenses represents all crimes which are not Uniform Crime Reporting (UCR) defined Group A offenses and not included in one of the specifically named Group B crime categories. Examples of 'All Other Offenses' include "Accessory Before/After the Fact", "Aiding and Abetting", "Conspiracy to Commit", "Facilitation of", "Solicitation to Commit", and "Threat to Commit". Generally, traffic offenses are excluded from this category except for "Hit and Run" and "Vehicular Manslaughter".

Average = The Average refers to the sums of the data (2005 through 2012), divided by the number of years (8). Note that totals may not equal 100% due to rounding.

Calls for Service = Calls for Service is the total number of calls self-initiated by officers or called into Communications, inclusive of 911 calls. They also include sex offender registrations, school resource activities, and other non-criminal police reporting and activities.

Crimes = Crimes refers to the unduplicated count of NIBRS-based incidents reported to the police. In the instance that a case involved multiple crimes, the hierarchy crime (according to the federal Uniform Crime Reports, UCR) was used to categorize the offense.

NIBRS = The National Incident Based Reporting System (NIBRS) is a redesign of the Uniform Crime Reporting (UCR) program by the Federal Bureau of Investigation (FBI), and collects more comprehensive data on each crime reported. The categories used in this report are those determined by the FBI as it relates to the uniform reporting of crime and events.

Normal Range = Normal Range is the length of the smallest interval to the largest interval. The Normal Range subtracts the standard deviation from the average to calculate the smallest interval, and adds the standard deviation to the average to calculate the largest interval.

Percent Change = Percent Change is the extent to which a category gains or loses value. The calculation is (new-old)/old times 100. Note that totals may not equal 100% due to rounding.

Statistically Significant Changes = Z-Scores are a statistical measure used in data analysis that quantifies the distances (measured in standard deviations) that a data point is from the mean of a data set. Z-scores are associated with the standard normal distribution (bell curve) as shown to the right. Z-scores equal zero at the mean, are negative to the left of the mean, and are positive to the right of the mean. 95% of the data fits within the normal range. Those Z-score values less than -1.96 or greater than $+1.96$ met the threshold of significance used in this report, and are represented with an asterisk (*).

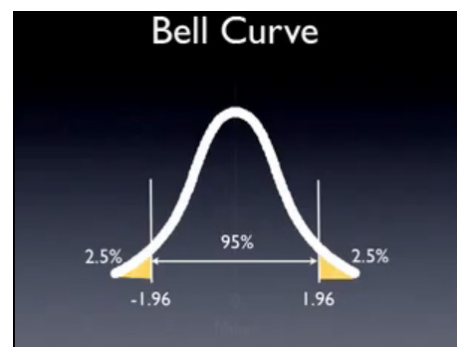


Photo courtesy of YouTube (<http://www.youtube.com/watch?>)