Calls for Service- Walmart, Gates, NY Gates Police Department

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This research was conducted by Alysia Cornell, a student working with the Gates, New York Police Department. The paper is based on a research project CPSI had completed in 2011 on the Analysis of Dispatches to the Hudson Avenue, Rochester Wal-Mart see (http://www.rit.edu/cla/cpsi/WorkingPapers/2011/2011-10.pdf).

Introduction and Comparison

In 2011, the Center for Public Safety Initiatives looked at the 2010 data for the Hudson Avenue Walmart. This Walmart was selected for study because it was "the most common location for Rochester calls for service in 2010," with 1,114 calls (Juchniewicx, Drake, & Klofus, 2011, p. 1). The study conducted by the Center for Public Safety Initiatives looked at call volume and nature, larceny and non-larceny calls, the cost attributed to calls, and an in-depth look at the larceny calls; looking at what was stolen, what the outcome of the cases were, and a look at the demographics of those arrested (Juchniewicx, Drake, & Klofus, 2011). The study found that these calls for service were small in proportion to the total number of calls the city received, however, a significant amount of police resources were used for these calls (Juchniewicx, Drake, & Klofus, 2011).

In 2012, the Gates Police Department conducted a similar study to look at the number of calls they received in 2011 to the Walmart (2150 Chili Avenue) in their jurisdiction. This study looked at the call volume and nature, the time spent on these calls, and during what time of day the calls occurred, and the study looked directly at vehicle lockouts performed by the police in the Walmart parking lot. The study also focused on larcenies, what time were larcenies more likely to occur, how much time was being spent by the police on each larceny, was there a day of the week or month they were more likely to occur, what was being stolen, and what was the patrol disposition of the calls. The following table offers a side by side comparison of the call data of the two Walmarts.

1490 Hudson Avenue- Walmart	2150 Chili Avenue- Walmart
1,114 Calls for service	1,268 Calls for service
785 hours spent on 991 calls for service. Other calls considered administrative.	818 hours spent on all calls for service (472 hours spent on larceny calls)
Average 2.7 calls a day in a full year	Average 3.5 calls a day in a full year
Responded 334 days out of the year	Responded 347 days out of the year
Majority of calls between 11am and 8pm	Majority of calls between 11am and 10pm
446 calls for larceny (average 37 a month)	337 calls for larceny (average 28 a month)
Average 57 minutes per larceny call	Average 1 hour 24 minutes per larceny call
Average 39 minutes per non larceny call	Average 39 minutes per non larceny call
47% of calls were larceny	27% of calls were larceny
6% of calls were a family issue	1% of calls were a family issue

The table shows that the Gates Walmart has more calls for service than the Hudson Avenue Walmart, but the Hudson Avenue Walmart has more larceny calls, however the Gates Police Department spends more time on their larceny calls than the Rochester Police Department does.

GPD: Call volume

In 2011, the Gates Police Department had 31, 316 calls for service, of those calls, 1,268 were to the Chili Avenue Walmart. Of all the calls the Gates Police Department received only 4.05% were to this Walmart. Breaking down the 1,268 calls, the majority of calls taking place at this Walmart were for motor vehicle accidents, parking tickets, and larcenies. In 2011, the Gates Police Department responded to 1,061 motor vehicle accidents, 68 or 6.41% of those took place in the Walmart parking lot. During this time there were also 1,061 parking tickets issued, 155 of those tickets or 14.71% were issued in the Walmart parking lot. The majority of calls the GPD received to Walmart were for larcenies. There were 1,089 calls for service for larcenies in Gates,

337 of those larceny calls were to Walmart or 30.95%, in months like December, that percent rose to over 50% of the larceny calls the police department received occurring at Walmart. The department also responded to 14 forgery calls.

GPD: Time

While only 4.05% of the police departments calls are for Walmart, that is still a substantial amount of calls for one place. The police department also spends a considerable amount of time on these calls. In 2011, the police department spent 817 hours and 35 minutes on calls at Walmart, they averaged 39 minutes a call. Looking again at motor vehicle accidents, parking tickets and larcenies; 50 hours and 26 minutes were spent on motor vehicle accidents, an average of 45 minutes per call, 17 hours and 14 minutes were spent writing parking tickets, an average of 7 minutes per ticket, and for larcenies, the Gates Police Department spent 471 hours and 59 minutes, averaging 1 hour 24 minutes for each call. While only 31% of the police department calls to Walmart are for larcenies, the larcenies take up over half (57%) of the police departments time spent there. This is a considerable amount of time spent in one location; this means the police department in 2011, lost one officer for eleven 40- hour work weeks responding to larcenies at Walmart.

GPD: Vehicle lockouts

The Gates Police Department performs a service to its community which the Rochester Police Department does not; vehicle lockouts. There were 89 vehicle lockout incidents that the police department responded to. The department spent 29 hours and 39 minutes performing this service, averaging about 20 minutes per call. The majority of these calls took place between 1pm and 10pm. Other business parking lots such as Home Depot (2361 Buffalo Rd) and Staples (2036 Chili Avenue, same plaza as Walmart) were also looked at to see if they had a similar number of

vehicle lockout incidents as Walmart; both locations had zero vehicle lockout incidents for 2011.

GPD: Larcenies

Since larcenies represent a high number of calls for the Gates Walmart, they were looked at more closely. The majority of larcenies in 2011 occurred between 11am and 9pm. There was no significant pattern pointing to larceny calls occurring within any given week or month. The months with the largest number of calls were December, 45 calls (51.14% of all GPD larceny calls that month), October, 36 calls (33.96% of all GPD larceny calls that month), November, 34 calls (31.19% of all GPD larceny calls that month), and April, 31 calls (40.79% of all GPD larceny calls that month).

GPD: Stolen Items

The top three stolen items from the Chili Avenue Walmart are clothing (24%), followed by electronics (16%), and health and beauty products (16%). While electronics are not the most frequently stolen item, they are the most costly item being stolen and they are the reason Walmart has added night asset protection. Below is a table showing how the items being stolen from the Chili Avenue Walmart compares to the items being stolen from the Hudson Avenue Walmart.

1490 Hudson Avenue- Walmart	2150 Chili Avenue- Walmart
30% Clothing	24% Clothing
25% Various Merchandise	16% Electronics
13% Makeup	16% Health and Beauty
11% Toiletries	16% Various Merchandise
7% Electronics	7% All other merchandise
5% Alcohol/Food	5% Sporting Goods
3% Baby Supplies	3% Housewares
3% Housewares	3% Personal Documents
2% Jewelry	2% US Currency
1% Not Reported	2% Toys and Games

GPD: Patrol Dispositions and Larcenies

Every larceny call does not end in an arrest. Out of the calls made from the Chili Avenue Walmart to the Gates Police Department to report a larceny, 77% ended in an arrest. Below is a chart comparing the patrol dispositions of RPD and GPD to their respective Walmarts.

1490 Hudson Avenue- Walmart	2150 Chili Avenue- Walmart
55% Crime and Arrest Report	77% Arrest
12% Services Rendered	14% Incident Report
9% Complainant Refused Prosecution	2% Services Rendered
4% Gone on Arrival	2% Other
3% 911 Code Not Specified	1% Matters Adjusted
2% Matters Adjusted	1% Cancelled
2% Other	1% Gone on Arrival
1% Arrest Report	
1% Incident Report	
1% Cannot Locate Complainant	

GPD: Work to be done

There is still work to be done with this project. Work is being done to look at the demographics of those arrested in larceny cases, as well as the outcome of the cases of those arrested for larceny. The Gates Police Department also needs to address the issue of the time discrepancy between larceny arrests for their department and RPD (the RPD average time is 57 min per larceny job, the GPD average time is 84 min per larceny job). Questions to be answered concerning the time discrepancy are is it a procedure, policy, or other factor that is the cause for the extra time spent on larceny jobs.

Conclusion

The Gates Walmart has recently added asset protection in the evening. The current

prediction is that the police department will receive more calls to Walmart than it has in the past.

To accommodate for this likely increase in calls, the police department needs to work with

Walmart to initiate ways to reduce the number of larcenies that occur as well as reduce the time
the officers spend responding to larceny calls.

After conducting this research, we visited the Hudson store to look at physical differences between that store and the one in Gates. As well as there being noticeable differences in the store layout, we also spoke with security and found some differences in internal policies between the Hudson and Gates stores.

No store and no police agency are the same; store layouts, store procedures, as well as police procedures all impact these results. Examining the differences in procedures of the Walmart stores and police agencies can help us determine what are the most effective practices, so that police departments can lessen the time and money spent responding to larceny calls, and can spend more time in the community. It may be beneficial to examine a third Walmart store in another jurisdiction, because a third perspective would mostly likely offer different policies and procedures than those found at the Gates Walmart and Hudson Walmart which would offer another beneficial comparison in the search for finding the most effective way to handle larceny jobs at the Walmart in Gates.

References:

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