**P O L I C E D E PAR T M E N T**

2017 ANNUAL REPORT

**BUREAU OF ADMINISTRATIVE SERVICES**

The calendar year of 2017 saw the seventh full calendar year in our new police station. The department again thanks the citizens of Watertown for this wonderful facility.

Our community room is the police department’s main training room and meeting room as it used almost daily. It also serves as our back-up emergency operation center & media press release area. It is also popular for town meetings, Watertown community meetings, elections and related training activities. The community room was reserved in advance two hundred and twenty-six times over the year.



Police Department Community Room

In 2017, The Governor’s Highway & Safety Bureau granted the Watertown Police Department a traffic enforcement grant to fund several mobilizations, such as: Click It or Ticket, Drive Sober or Get Pulled Over, You Lose Road Respect, Impaired Driving, and Don’t Text and Drive

The department applied in June 2017 to the federal government to hire three police officers through the nationally competitive COPS Hiring Program Grant. Out of the Thirty Massachusetts department’s which applied only two were awarded this grant.

The department received a State 911 Department Training Grant. This grant allows the department to send our public safety dispatchers to mandatory and additional enhanced training. We also received a State 911 Incentive and Support grant. This grant is used to purchase dispatch support equipment or supplement personnel cost to improve and enhance our abilities to perform this service. This grant was enhanced for this year because the department will be accepting 911 calls directly from cell phones. Currently, most police department’s 911 cell phone calls go to the state police first and then are re-directed to individual communities.

The police department continued its partnership with Advocates. (our state mandated health professional organization) The department has a multi-year Department of Mental Health grant to provide better services to our citizens who are experiencing a crisis due to mental health or substance abuse issues. The goal of this grant is to divert those persons experiencing a mental health crisis from the criminal justice system to treatment with mental health professionals. This grant allows us to have a mental health professional work directly with our officers for 40 hours per week. The department will continue to diligently seeking additional alternate funding avenues to continue and extend this valuable partnership.

The police department also continues to work very closely with Watertown’s Wayside Multi-Service Center in order to meet the needs of our juvenile citizens. We also are involving our patrol officers in their regional Crisis Intervention Training (CIT). CIT is an international standard for law enforcement training specifically designed to increase awareness; improve understanding and response to individuals impacted by psychiatric illness, developmental disorders and co-occurring substance use disorders. This grant provides 5 CIT trainings a year until June 2019 and the department is committed to sending a minimum of ten percent of our sworn officers to this 40hour training.

The department was officially awarded full Accreditation in 2015 through the Massachusetts Police Accreditation Commission. To achieve this status the department had to meet three hundred and twenty-two (322) of carefully selected standards which address critical areas such as policy development, use of force, training requirements, emergency response planning, records and communications, property and evidence handling, vehicular pursuits, and holding facilities. Massachusetts is one of 25 states to offer an accreditation process for the police profession. The department is committed to maintaining this accreditation status and having a successful reassessment in 2018.

The department is using our Meggitt Training Systems virtual firearms training simulator system for all our officers. Monies were gifted to the department to enable this purchase. This law enforcement virtual training simulation system effectively supports marksmanship and judgmental training needs of our officers. The single screen configuration includes both marksmanship training and video training modes to provide a multi-tiered training program. Marksmanship training ranges from basic to advanced. This type of judgmental training system enhances the understanding of shoot/don’t shoot situations, de-escalation practices and the corresponding use of force decision making process.

The system is capable of supporting training of multiple trainees simultaneously, using up to eight (8) system-controlled weapons, during judgmental video training, thus allowing them to engage in team training. During individual marksmanship training, the system emulates a range-type training environment where each trainee may shoot a different exercise, and in accordance with range safety/spacing guidelines, the system can support training of up to four (4) trainees simultaneously.

The Department is maintaining our prescription drug disposal box in the lobby of our station. This drop off box is available to our residents 24 hours a day, 365 days a year. In addition, the department also participated in the DEA’s 14th National Prescription Take-Back day in September. The department disposed of 260.5 pound of unwanted prescription drugs.

During 2016 the police department entered into a regional partnership with eight other police departments to create a Regional Incident Stress Management Team (CISM). After the Boston Marathon Bombing and Watertown capture incident a serious need was realized to help officers prepare for and respond to critical incidents with a focus on their psychological wellness and care. The regional team was expanded by another 2 departments during 2017.

The department continued in its first full year as a member of the Critical Incident Stress Management Team. The CISM team serves as regional peer support officers to assist participating communities in responding to major critical events and those officers who have been affected by these incidents. Watertown Department CISM team members responded to nine callouts for services. Such services as; death of an officer, homicide, fatal accidents and grief debriefs.

In 2017, the department used extensively two electric assist bicycles, to allow our officers to spend more time reaching out to our community. The generous monies were made available by the Watertown Police Foundation. This program was well received by members of the community and participating officers. This effort will continue with the recruitment of more participating officers and the acquisition of two new traditional bicycles to the fleet.

The department continues to participate in the Middlesex County Interagency Mutual Aid Agreement. This agreement allows the police officers of the communities who have signed the agreement to exercise police powers in any other community who is also part of this agreement, with some restrictions; mainly the police officer must be *on-duty* at the time. All violations of the law are covered under the agreement, including motor vehicle violations. Thus, a Watertown Police Officer can enforce the laws of the Commonwealth in any of the cities and towns within Middlesex County that sign this agreement.

The department continued its collaboration and partnership with the Organized Crime Drug Task Force (OCDETF - Federal) and Suburban Middlesex County Drug Task Force (Regional Municipal)

Maintaining these partnerships are ever more important as we battle the national opioid drug epidemic causing so much distress in our communities and families.

During 2017, the department added emergency EPI-Pens for adults and juveniles. EPI-Pens are used for emergency reactions to allergic events. This equipment is carried in the patrol supervisor’s vehicle. All department vehicles carry Narcan for opioid overdoses.

In 2017, our Records Department answered 1,834 public records requests for various department records information. Such information as police incident, arrest, accident and statistical reports.

**SWORN PERSONNEL CHANGES - 2017**

**PROMOTIONS:** None

**APPOINTMENTS:**

Meghan K. Murphy 10/13/2017

John K. St. Onge (reinstatement) 12/18/2017

**RETIREMENTS:**

Robert M. Kelly 02/28/2017

**RESIGNATIONS:** None

**DECEASED:** None

**CIVILIAN PERSONNEL CHANGES – 2017**

**PROMOTIONS:** None

**APPOINTMENTS:** None

**RETIREMENTS:** None

**RESIGNATIONS:** None

**DECEASED:** None

###### DETECTIVE DIVISION

The Detective Division is comprised of the Investigative Unit, Licensing Unit, Juvenile Unit, Domestic Violence Unit, Drug Unit and the Prosecutor’s Unit. Members of the division investigated numerous crimes, initiated investigations, inspected licensed premises and were involved in programs for juveniles, the elderly, the business community and the public.

The Detective Division has continued to work closely with other area departments, including Federal agencies in the area of drugs, gaming, organized crime, sexual assault, financial crimes and firearms. Our detectives attend monthly detective meetings where they exchange information with area detectives. These meetings have provided us with valuable information on criminal activity in our area and have enabled us to establish relationships with detectives and agents from various departments. The NEMLEC task force detectives have set up an email system where information is shared on a daily basis. This tool has been exceptional in identifying suspects. The Watertown Police Department continues its association with COPLINK, an investigative tool, which gives us access from multiple data sources including identification of previously unknown relationships. This has become an invaluable resource for the Detective Division.

Throughout the year, there was a continued effort to scrutinize reported crimes. This strategy revealed that many crimes that were reported were unfounded or false and that many employees committed reported commercial larcenies.

In 2017, the Detective Division investigated/followed-up numerous cases, of these cases approximately 220 incidents were closed through criminal charges being sought (arrest, warrants, or summons), determining that the case was unfounded, closed after exhausting all possible leads or at the victim/involved persons request. Several crimes were solved and criminal charges sought, the following cases are a sample of significant crimes resulting in criminal prosecution:

* Investigation was conducted into the ‘Carlos’ heroin and cocaine distribution network. This particular heroin and cocaine distribution network was very organized and consisted of several layers of hierarchy which operated in the Middlesex County area, including Watertown, to distribute heroin and cocaine. The investigation consisted with the majority of the distribution taking place in the Middlesex County area, specifically several locations within Watertown, Waltham and Newton areas (approx. 15 locations). The heroin and cocaine distribution network, worked as a courier/runner style business with the users placing a call to a dispatch number and speaking to the boss would then dispatch the courier/runner to the user’s location. The users would also contact the courier/runner directly. As a result of this investigation detectives conducted several controlled buys (8 total) into this heroin and cocaine distribution network. This investigation was based on physical surveillance, electronic surveillance utilizing a GPS tracking devices and cellular phone toll analysis. Because of this investigation, 80 grams of Fentanyl, U.S. Currency and Treasury checks were seized, as well as criminal charges for those involved.
* After receiving crime tips about possible drug activity in the west end of Watertown, another narcotic investigation was conducted. This particular investigation resulted in criminal charges as well as the seizure of fentanyl, cocaine and crack cocaine.
* After a six-month investigation, which included controlled narcotic purchases, the use of GPS tracking devices, and other investigative methods, oxycodone pills, U.S. Currency and a firearm were seized, as well as criminal charges sought for the involved dealer.
* Several other crimes involving domestic violence and sex offenses were investigated; however, we are prohibited by law from disclosing information.

The Detective Division also works closely with our outside partners in the social services field to aid and assist people we come in contact with or become aware of that may be in need. Helping people with addiction and/or other issues is a primary focus not only of the Detective Division but the department as a whole.

**PERSONNEL CHANGES**

The Detective Division did not have any personnel changes in 2017, however, the division is still working understaffed as we are still down one position due to budget constraints.

**LICENSING UNIT**

In order to encourage cooperation between the Business owners of licensed establishments in the City and the Police Department, with the intent to detect possible violations of the laws and regulations governing licenses, members of this unit conducted inspections of various licensed establishments during both day and night time hours. Any irregularities observed during these inspections were investigated and appropriate action taken whenever deemed necessary.

In addition to their normal duties, the division also conducted alcohol-related sweeps aimed at curtailing teenage involvement in such activity. Package stores, clubs, and restaurants were monitored and youths questioned as to proper identification. The success of these operations is a result of the educational efforts of this division directed towards the liquor establishments and the strong enforcement action by the Watertown Licensing Board.

The following is a report from the Detective Licensing Division for the year of 2017 relative to license applications. These applications were submitted for investigation and report. The applications were generated by the Police Department as well as submitted by the Town Manager’s Office and the Watertown Licensing Board. (Note: the totals are an estimate and may or may not reflect the final total numbers.)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **APPLICATIONS:** | ***Processed*** |  | ***Approved*** |  | ***Denied*** |  | ***Susp/Rev*** |
| **Firearm Applications** |  |  |  |  |  |  |  |
| License to Carry - CL A | 139 |  | 139 |  | 0 |  | 0 |
| FID CL C | 3 |  | 3 |  | 0 |  | 0 |
| FID CL D | 0 |  | 0 |  | 0 |  | 0 |
| ***TOTAL*** | ***142*** |  | ***142*** |  | ***0*** |  | ***0*** |
| **Alcohol Applications** |  |  |  |  |  |  |  |
| One Day Permits | 58 |  | 58 |  | 0 |  | 0 |
| Sunday Closings | 0 |  | 0 |  | 0 |  | 0 |
| Special Closing Hours | 2 |  | 2 |  | 0 |  | 0 |
| ***TOTAL*** | ***60*** |  | ***60*** |  | ***0*** |  | ***0*** |
| **Other Applications** |  |  |  |  |  |  |  |
| Auctioneers Special | 0 |  | 0 |  | 0 |  | 0 |
| Block Party | 16 |  | 16 |  | 0 |  | 0 |
| Constable | 3 |  | 3 |  | 0 |  | 0 |
| Entertainment | 1 |  | 1 |  | 0 |  | 0 |
| Fair/Carnival | 7 |  | 7 |  | 0 |  | 0 |
| Hackney Carriage | 34 |  | 34 |  | 0 |  | 0 |
| Hackney Driver | 90 |  | 80 |  | 10 |  | 0 |
| Ice Cream Drivers | 5 |  | 5 |  | 0 |  | 0 |
| Livery Drivers | 12 |  | 12 |  | 0 |  | 0 |
| Livery Vehicles | 18 |  | 18 |  | 0 |  | 0 |
| Motorcycle Ride | 1 |  | 1 |  | 0 |  | 0 |
| Outdoor Concert | 0 |  | 0 |  | 0 |  | 0 |
| Peddler | 6 |  | 6 |  | 0 |  | 0 |
| Raffle & Bazaar | 12 |  | 12 |  | 0 |  | 0 |
| Road Race/Walk-A-Thon | 8 |  | 8 |  | 0 |  | 0 |
| Solicitor | 41 |  | 39 |  | 2 |  | 0 |
| Tag Day | 0 |  | 0 |  | 0 |  | 0 |
| Texas Hold'em | 2 |  | 2 |  | 0 |  | 0 |
| ***TOTAL*** | ***256*** |  | ***254*** |  | ***21*** |  | ***0*** |
|  |  |  |  |  |  |  |  |

##### JUVENILE UNIT

During the year 2017, this department encountered youths for various incidents. There were 206 reports generated that involved juveniles with 12 (+3) being arrested and 21 (+8) juveniles summonsed to court.

Due to personnel cuts in the division, we currently do not have a detective solely assigned to juvenile issues.

### DOMESTIC VIOLENCE UNIT

The Domestic Violence Unit was established in 1992 and investigates over 200 cases a year.

The DV unit provides legal advice, support and assistance to other agencies and victims, with the emphasis being placed on the safety of the victim and prosecution of the abuser.

In 2017 the department investigated three hundred and twelve (312, -32) domestic related incidents, which resulted in the arrest of eighty-two (82, -28) individuals. This department also received and processed one hundred forty-three (143, **-**31) restraining orders during this year.

The DV Officer monitors all domestic related incidents and conducts follow-ups and contacts victims and defendants when necessary. The DV Officer also attends round-table discussions at on a monthly basis. These meetings are with representatives from the District Attorney’s Office, victim-witness advocates and domestic violence officers from surrounding cities and towns. The DV Officer also publishes a domestic “Hot Spots” list in the department’s weekly bulletin and through our e-mail system, which keeps officers updated with current domestic related issues within the Town.

TRAINING

Detectives attended numerous training courses throughout the year in specialized areas of law enforcement. Detectives also spoke to civic and public organizations on the topic of identity fraud, burglaries and crime prevention.

**PROSECUTORS UNIT**

The Prosecutor's Unit continues to work effectively with the Middlesex County District Attorney's Office.  The Prosecutor’s Unit was involved in handling over 740 cases in 2017.  The 740 cases are tracked from arraignment thru adjudication. Most cases are seen 4-5 times over the course of the year before adjudication.    This includes initial Arrests, Summonses and clerk magistrate hearings and all juvenile issues.   The Prosecutor’s office also handles scheduling officers for district court, superior court and juvenile court.   Prosecutor’s office also handles all evidence.  This includes identifying, storing, tracking and working with the MA State Police Lab for testing.  It is also responsible for the Town of Watertown Drug Take Back Program.

**COMMUNITY AND STAFF DEVELOPMENT DIVISION**

**DIVISION STAFFING**

In 2017, the Community and Staff Development Division consisted of one Lieutenant and one Sergeant overseeing five sworn officers, one civilian contractor and a volunteer civilian internship position.

The School Resource Office Unit consists of one Officer at the High School and one Officer at the Middle School.

The Crime Analysis Unit consists of one full time Crime Analysis & Data Integrity Officer.

The Information Technology Unit consists of one full time System Administrator position and one full time Technical Services Officer, which was unfilled for the second half of 2017. Due to the pending retirement of the previous System Administrator, the CSD Division took over supervision of the System Administrator position. The Technical Services Officer filled the open System’s Administrator position; leaving the Technical Services Officer position vacant until new recruits have completed their training in 2018.

The Jail Diversion Program/Clinician is contracted to Advocates Inc. and staffed by a civilian clinician employed by Advocates through Department of Mental Health funding.

**SCHOOL RESOURCE OFFICERS AND COMMUNITY OUTREACH**

The School Resource Officers worked to build relationships with students, parents and school staff. These Officers contributed to a sense of security amongst the schools while providing guidance to students, parents and staff. They conducted sensitive investigations, they worked proactively to divert youths from the criminal justice system and they served as ombudsmen to needed services.

The School Resource Officers and Sergeant assigned to the Community and Staff Development Division regularly attended Community Based Justice meetings. This meeting is a collaborative between school personnel, public safety professionals, and social service providers to help identify at-risk youths and provide them with positive alternatives to steer them away from crime and violence, and work with the administration to assist in obtaining necessary services for students.

The School Resource Officers served as active members of the NEMLEC STARS team. Officer Kerry Kelley continued as an Assistant Commander of this unit. The School Resource Officers developed and applied expertise in areas of addressing school threats and providing much needed services to students.

The Division uses surveys to measure citizen’s fear of crime and satisfaction with the Police Department. The survey also gives citizens an opportunity to make recommendations on how the Department can improve its quality of service. On a quarterly basis, 100 random surveys are mailed to citizens who have had law enforcement contact with the Department. The Department continues to receive a positive response to the survey.

The Division has continued oversight of the Jail Diversion Program and the Advocate’s clinician position. The purpose of the clinician is to allow the Department to provide better services to citizens who are experiencing a crisis due to mental health or substance use disorder issues. The program focuses on creating alternatives to arrest, or criminal charges for people whose criminal behavior is directly due to mental illness or substance use disorder. In recent years, a significant effort has been exerted to engage community members prior to a crisis stage.

The Watertown Police Department joined the Police Assisted Addiction Recovery Initiative. This organization provided the Department grant funding to support the Jail Diversion Clinician role. Subsequently overtime funds were made available for the Clinician to be working on opioid related cases.

Recognizing that Watertown, like most other communities in the Commonwealth experienced an increase in opioid overdoses in early 2015, the CSD Division played a significant role in establishing Watertown’s task force W.A.T.E.R.town (Watertown Access to Treatment Education and Resources). A collaborative effort with several municipal agencies, clergy, and service entities has been ongoing to enhance public awareness and prevent unnecessary suffering due to substance use disorder. A community wide awareness event was held at the Hellenic Center in the spring of 2017. Members of the Division have worked to update and maintain the task force social media presence via a new web site: watertown-cares.com and a Facebook page: facebook/watertown.ma.cares.

The Division has joined with the newly established Metro West Collaborative. This organization is comprised of agencies from Waltham, Newton, Belmont, Weston, Lexington and Watertown. The intent of the group is to share information amongst the police agencies and services providers to ensure residents of these communities struggling with an opioid addiction are receiving timely and effective support to recovery.

As part of the Department’s continued response to the increased effects of substance use disorder, the CSD Division implemented a Nasal Narcan program. The department was able to maintain legal authorization from the medical director to carry and dispense Narcan. The department has partnered with the Watertown Health Department to train all police officers in the proper administration of the drug. In 2017 Nasal Narcan was successfully used by the police department on 16 occasions to save the life of individuals suffering from opioid overdoses.

The Watertown Community Foundation issued the Department a $2000 grant to support the Free Community Narcan Program for the third consecutive year. This program has enabled the Watertown Police Department to put a life-saving drug in the homes of individuals and families in need, at no cost.

Officers from the Community and Staff Development Division continue to assist the Watertown Public School System with their crisis management protocols. Officers attend regular meetings with School personnel to discuss procedures to prevent and mitigate emergency situations which could occur on school property. The goal of this crisis management team is to provide a safe environment for students and to adequately prepare of a variety of potential emergencies that could affect school personnel or property.

As a result of these meetings, the Watertown Public Schools have continued with the ALICE (Alert-Lockdown-Inform-Counter-Evacuate) approach to active shooter threats. This program empowers teachers and students with more options in response to an armed intruder with an emphasis placed on evacuations rather than solely locking down and attempting to hide. ALICE Drills have been completed in all public schools with staff and students and will continue on a routine schedule.

Outreach and training in the A.L.I.C.E. program has been expanded to include several private schools and businesses in Watertown to include the Atrium School, the Jewish Community Day School, the Beacon School, St James School, Perkins School for the Blind, EFGB (French School of Greater Boston), Boys & Girls Club, Watertown Town Hall personnel, Advocates Inc., United Electric, the Arsenal Mall, Tufts Health, Care Group Parmenter and Athena Health.

**OTHER COMMUNITY POLICING PROGRAMS**

During the Summer of 2017, the CSD Division collaborated with the Recreation Department to coordinate a street hockey athletic league. The program was referred to as the Cops & Rec. Street Hockey League. Games were held on Sunday afternoons and hosted at Casey Park’s outdoor skating rink, for an eight-week period. Watertown children ages eight through thirteen participated.

The Division continued its collaboration with the Recreation Department to hold two “Family Movie Night” events at the park to the rear of the Watertown Police Department. The events were held in July and August. A Disney movie was played at each event. With funding from the Watertown Recreation Department and the Watertown Police Foundation; pizza, snow cones, popcorn and refreshments were made available. Preceding each movie, face painting, games and other activities were organized for attendees. Each event drew approximately 300 people.

The CSD Division continued its outreach for the annual Fair on the Square as well collaborating with the Watertown Health Department and the W.A.T.E.R.town task force. A “Hidden in Plain Sight” exhibit was assembled, allowing parents to view a mock teenager’s bedroom with examples of common items used by youths to conceal drug paraphernalia.

The Division and the Recreation Department continued the Cops & Rec afterschool program at the Watertown Middle School. This program gave police officers an opportunity to interact with students while playing dodgeball, basketball, floor hockey and flag tag football after school on Wednesdays and Fridays throughout the school year.

The CSD Division continued collaboration with the High School, the Police Foundation and several local businesses to advance plans for a substance free club (Raiders Against Drugs). The premise of the club is to have youths pledge to remain substance free and in return membership will avail them to discounts at area businesses, access to member only parties and other incentives. The Division recruited twenty-one local businesses willing to grant special deals and discounts to club members. In June, more than seventy High School students took the pledge and joined the club. The Division issued photo ID cards to all members for presentation at the twenty-one participating businesses.

The Division has continued its efforts in support of the Kingian Nonviolence community training. Officers provided instruction at a two-day Kingian Nonviolence course in February. Principles from the Kingian Nonviolence curriculum have also been shared with all members of the Watertown Police Department through annual training on the prevention of biased policing.

**ACCREDITATION**

As planned, the department underwent a successful assessment in June of 2015 and was subsequently awarded the accredited status. The department has continued its review of the department’s policies and procedures. Hundreds of pages of written policy have been carefully combed through to ensure that they are up-to-date and consistent with the department’s facility and standards. This process shall continue to ensure that the policies remain updated and consistent with accreditation standards. A continual effort will be required in order for the department to maintain compliance with all three hundred and twenty-two standards and be re-accredited in 2018.

**DEPARTMENT TRAINING**

The department ensured that its officers attained the legislative 40-hour minimum mandatory annual training requirement by contracting with the Lowell Police In-Service academy to provide in-service training to all Watertown Officers. The department continued its production of internal trainings which were incorporated into the department’s various software technology mediums (i.e. PMAM and Digital Headquarters) to enhance and go beyond state mandated training.

The department also modified its firearm training regimen. By breaking the typical 8-hour training session into smaller two-hour blocks the department was able to qualify its officers in the various firearms (i.e. Glock 40 pistols, AR15 rifles and less-lethal shotguns) while minimizing overtime expenditures.

Effective July 1st, 2012, state regulations require that all 911 answering points begin following Emergency Medical Dispatch (EMD) procedures. EMD allows the 911 call-taker top provide life-saving instructions to the caller over the telephone increasing the chance of survival and reducing the severity of injuries while the patient waits for emergency personnel to arrive on scene. The department has contracted with Armstrong Ambulance Service to provide EMD support for medical 911 calls. Under this contract Armstrong handles the medical call while WPD civilian dispatchers deploy police and fire assets to the scene of the emergency.

Also, effective July 1st, 2012 all 911 call-takers must receive 16 hours of State 911 approved training per year. The department’s Training Division has been working tirelessly to ensure that all of these new requirements are met.

The Division also continued training with the Meggitt L7 Firearms Training Simulator. The FATS machine is a firearms virtual training simulator that emulates the workings of an actual firearm without the cost of ammunition. The machine is able to render real world judgment scenarios with variable outcomes to help train officers in use of force encounters and how to appropriately make those judgment calls. All members of the department have experienced training on the FATS machine. The training is designed to re-enforce knowledge of the department’s policy on Use of Force and Response to Mental Health Calls. The training also emphasized the use of de-escalation techniques.

All members of the department underwent training to reinforce understanding of the “Response to Active Threats” policy. This training was coordinated by the CSD Division and a member of the department who has served with the NEMLEC SWAT team for over ten years. The curriculum included reinforcement of de-escalation tactics, reinforcement of the key components of the Incident Command System, a review of the evolution on response to “active shooter” scenarios, tactics to help enhance officer’s safety and instruction on the ALICE program to dovetail with the training received by the schools and businesses in Watertown.

In August, the Department collaborated with the Watertown Health Department, the Watertown Fire Department and our counterparts in Belmont to coordinate a one-day large-scale training event. The practical training exercises required all participating agencies to use the Incident Command System in response to active threat and barricade situations. This training opportunity provided valuable lessons in collaboration, communication and use of the Incident Command System.

In addition to the aforementioned training, various officers have also attended training sessions in the following areas: street drugs, drug interdiction vehicle stops, evidence collection and preservation, community policing, ALICE/school safety, active shooter response, legal updates and many others.

**EQUIPMENT**

The Division conducted research into protective equipment for use in critical incidents. As a result, funds were allocated to purchase new tactical vests and ballistic helmets, that are easier and more comfortable to use than previous generations of protective equipment. This equipment has been deployed to all patrol cruisers and other members of the Department. Instruction on the proper function and use of this new equipment was included during multiple trainings this year.

**INTERNSHIP PROGRAM**

The college internship program continued successfully in 2017 with a total of 4 interns going through the program by the end of the year. The Department has partnered with Northeastern University, UMass Boston, Mt. Ida College and other area colleges to greatly expand its internship program. College students interested in a law enforcement career are carefully selected to work with the department, under the guidance of the Community & Staff Development Division. These interns are unpaid and help augment many of the department’s endeavors while gaining important knowledge and insight into the law enforcement profession.

**INFORMATION TECHNOLOGY UNIT**

In 2017, the department completed its deployment of new computers to the entire department. This deployment replaced all of the aging PC’s on our network as part of the normal computer replacement schedule. This, along with regular maintenance, is in effort to secure the integrity and security of the network from outside threats. The department internal message boards were also updated in order to enhance functionality and ease of use.

In September of 2017, the department successfully completed its transition to the new 911 system managed by General Dynamics. As a result of this transition all 911 trained staff required to undergo recertification training ahead of deployment. The training was completed successfully and was funded through the State 911 Department.

The department went live with its new website design in December of 2017 and continues to train personnel in it use and roll out content changes. In addition, the department acquired a new detail billing system to streamline the billing process, reduce paper waste and increase efficiency.

###### BUREAU OF FIELD OPERATIONS

### PATROL DIVISION

The primary mission of the Patrol Division is to serve Watertown’s citizens through a cooperative effort and to protect their property through enforcement of laws and highly visible deterrent activities. The officers of the Patrol Division represent the department’s first response to all emergencies and most calls for service. In 2017 the department was able to fill one existing opening by hiring Student Officer Megan Murphy who is anticipated to graduate from the police academy in 2018. Ms. Murphy will be the eleventh female officer on the department.

During 2017, the Patrol Division responded to 26,347 calls for service and or motor vehicle stops. These calls-initiated investigations and events that resulted in 292 arrests, 6**2** persons being placed in Protective Custody and 405 summonses being issued. These statistics do not reflect all of the officer-initiated contacts made by patrol officers during the course of routine patrol.

Heavy emphasis by the Patrol Division was also placed in the enforcement of traffic regulations in keeping with the goal of moving traffic safely and efficiently on the streets of Watertown. Officers and equipment were assigned to monitor and enforce traffic rules and orders when necessary in keeping with this goal.

Officers were also assigned to “hot spots” for enforcement. These locations are where a large number of accidents or violations occur, or where there are numerous complaints by citizens.

Patrols were adjusted during the course of the year to address increased activity due to crime trends, holidays, special events, and recreational events at parks and playgrounds. Patrols were increased during peak shopping periods in the business districts of Watertown. This was accomplished by using motor patrol, foot patrol, and the use of motorcycles and bicycles. The Patrol Division works in concert with other divisions in the Police Department and outside public and private agencies within the area to accomplish the objective of providing the most effective deployment of personnel possible. Computer data is analyzed to assist in the deployment of police officers to areas in need of police attention.

The Patrol Division, as well as the entire Police Department, is committed to Community Policing. One of the goals of Community Policing is to build a partnership between the police and the community, encouraging interaction between the two so that we can solve community problems together. This partnership also allows the community to let the police know what concerns they have and which issues they feel are important and would like addressed. Officers receive training in Community Policing and are encouraged to increase their interaction with the citizens on their respective patrol routes. Officers are also relieved of their assignment for a portion of their shift to work with the community on various issues and problems.

When Chief Lawn was appointed Chief of Police, one of his first priorities and changes he made was bringing back community policing programs. Chief Lawn is committed to these programs and improving upon the close relationship the department has built with the community.

In 2017, the department once again offered a Citizen’s Police Academy to its residents. This eight-week program “Understanding through Education” is designed to educate residents about what their police do and why they do it. Residents also get to meet many officers during the class and both get to know each other. The department and its officers also get to learn what issues the residents see as important. This is all intended to bring about a closer working relationship.

The department also brought back mountain bikes for officers to use. This allows officers the ability to access locations a police vehicle cannot navigate and makes officers more approachable by its residents, rather than being in a car where residents may be reluctant to approach and interact with officers.

# Bike 1 Image 2017

# **NORTH EASTERN MASSACHUSETTS LAW ENFORCEMENT COUNCIL (N.E.M.L.E.C.)**



The Watertown Police Department continues its membership and commitment with the North Eastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a group of **61** cities and towns that share resources. These NEMLEC cities and towns have a combined SWAT Team (Special Weapons and Tactics), RRT Team (Regional Response Team), a School Threat Assessment Response team (STARS) and a motorcycle unit that will respond to any member community on a moment’s notice. NEMLEC Motor Cycle Unit, RRT & SWAT teams train monthly and are on call to NEMLEC communities to assist with emergency situations. In the past, Watertown Police Officers assigned to these units, assisted the Boston Police Department with security for the Democratic National Convention and the Red Sox World Series baseball games and parades. They also assisted Boston Police with Patriots Super Bowl Parades. The RRT officers have also participated in two Presidential Inauguration security details in Washington D.C.



In 2017 the following NEMLEC units were called the number of times listed.

SWAT 15 Call Outs

RRT 7 Call Outs

Motorcycle 7 Call Outs

STARS 5 Call Outs

# **PUBLIC SAFETY DISPATCHERS**



There are nine Public Safety Dispatchers that answered over 26,347 calls. The dispatchers answer all calls for assistance for both the Watertown Fire Department and Police Department. The dispatchers come under the Patrol Division of the Police Department. They are the first point of contact for all citizens requesting assistance or directions from either department. The dispatchers answer all E-911 calls, which totaled 2,485 calls in 2017 and are responsible for dispatching all fire apparatus and ambulances when required. They also dispatch all police cars to service and emergency calls, which amounted to 26,347 calls for service last year alone. These dispatchers are also required to make contact with the Registry of Motor Vehicles to obtain vehicle information and confirm warrants on wanted individuals.

Off the E911 calls received by Watertown dispatches, 2,408 were answered, 77 were “abandoned” meaning the caller hung up prior to the call being answered. Of the E911 calls

Received, 48.37 % were wireless. The average time to answer all E911 calls is 00:03.7 seconds. The average duration of all E911 calls received in 2017, was 1:45.6 minutes.

# **TRAFFIC DIVISION**



In 2017 the Watertown Police Department Traffic Division conducted traffic enforcement activities throughout the Town at a reduced capacity of two patrolman positions due to budget cuts.

The Traffic Division has two patrol cars and four Harley Davidson motorcycles assigned to it. Officers operating these motorcycles attended either forty hours of instruction at the Boston Police Motorcycle Training Academy, the M.B.T.A. Motorcycle Training Academy or an eighty hour course sponsored by the Northeast Massachusetts Law Enforcement Council (NEMLEC).

The Traffic Division has a Commercial Vehicle Enforcement Unit. This unit increases the safety of the motoring public and contributes to maintaining the integrity of the town roadways by inspecting commercial vehicles and their drivers for safety, equipment, and weight compliance. This unit consists of one officer who is trained and certified by the U.S. Department of Transportation (D.O.T.) as a federal motor carrier inspector. This officer is also trained and certified by the U.S. Department of Transportation to conduct inspections of commercial vehicles carrying Hazardous Materials.

The Traffic Division is responsible for the Detail Office. The Detail Office consists of one officer who is responsible for scheduling details and overtimes, billing companies and collecting money owed. This Officer also covers routes during personnel shortages, conducts community policing activities and is available to respond to emergency situations as needed.

The Traffic Division supervises one full-time and one part-time civilian parking enforcement officers. These civilian positions allow police officers to dedicate their time to other police duties.

Between January and December 2017, the Traffic Division conducted surveys, studied speed and traffic flows, and conducted investigations for the Watertown Traffic Commission. This information was used by the Traffic Commission in their determination for the addition, replacement, or deletion of traffic signs, rules and regulations.

The Traffic Division has three portable RADAR speed display signs. These signs are portable speed feedback units that display the target vehicle speed on a 3’ x 3’ display window. In addition to speed measurement, these trailers also measure traffic volume. The reports generated by these radar units are used to aid the Traffic Commission in their efforts as well as to determine the level of traffic compliance in particular areas. The speed signs have been effective tools in reducing vehicle speeds in problem areas. The Traffic Division also uses a portable electronic variable message sign to display important traffic and safety information to motorists.

The Traffic Division also supervises twenty-one full time and three alternate school crossing guards. These supervisors are responsible for traffic control and the safe passage of schoolchildren and families in and around the public schools.

In 2017, The Traffic Division received $12,000 in Grants from the Executive Office of Public Safety and The Governor’s Highway Safety Bureau to conduct one “Click it or Ticket” mobilization that allowed the department to conduct high visibility enforcement in an effort to increase seat belt usage. The Department also participated in two “Drive Sober or Get Pulled Over” mobilizations to target and reduce drunk driving and one ‘Distracted Driver’ mobilization focused on people texting while driving.

In the Year 2017, the department issued the following motor vehicle citations:

**TRAFFIC**

15,887 Parking citations

6416 Total moving citations

**2017 Data**

**6416 Citations**

90 Arrests

236 Criminal Complaints

2117 Civil Fines

3973 Warnings

39 OUI:

* 28 OUI Liquor
* 9 OUI Liquor 2nd Offense
* 1 OUI Liquor 3rd Offense
* 1 OUI Liquor 4th Offense

116 Suspended/Revoked Licenses

122 Operating W/O license

**373 Major Accidents and 622 Minor Accidents**

* **225 MV in transport**
* 64 Collision with Parked Vehicle
* **\*20 Collision with Pedestrian**
* **9 Collision with Bicyclist**
* 6 Collison with Utility Pole
* 8 Collision with pole or support
* 8 Collision with Tree
* 9 Collision with Curb
* 2 Other
* 1 Collision with other movable object
* 19 Collision with unknown/fixed object
* 2 Other Non-Collision

***\*One fatal pedestrian accident***