

2017 ANNUAL REPORT
OFFICE OF THE CHIEF OF POLICE
Submitted by Chief James McIntyre

The Stoneham Police Department is committed to providing the highest level of professional police services while respecting the constitutional rights of every person living in or visiting the Town of Stoneham. We achieve this mission by working in partnership with the community and by practicing Community Oriented Policing. Serving with compassion and respect to all members of the public, we remain committed to providing these services with professionalism and integrity.

The Office of the Chief manages the overall operation of the Stoneham Police Department and plans for the future in close collaboration with the Town Administrator.

In 2017, the Stoneham Police Department was comprised of 38 full-time police officers. The civilian administrative staff for the department consisted of office manager Erin Sinclair, part-time office assistants Patricia Quinn and Raymie Parker, and Linda Leis, our Domestic Violence Advocate.

Last year, one new officer was added to the ranks of the police department. On August 15, Officer Richard Pacini graduated from the Reading Police Academy.

The following is a roster of the Department's police officers as of December 31, 2017: Chief James McIntyre; Lieutenants David Stefanelli and Tony Kranefuss; Sergeants Steven Nims, Robert Kennedy, David Thistle, Kenneth Wilkins, Thomas Heller, Christopher Apalakis and Christopher Dalis; Officers Sheryl Rotondi, Stephen Carroll, Joseph Ponzio, Paul Norton, Thomas Day, Christopher Copan, Edward Fucarile, William Reinold, David Ryan, Patrick Carroll, Kenneth Bowdidge, Laura Engel, Luc Bourgeois, David Szydlowski, Jonathan Mahoney, Derek McShane, Stephen Aprile, Michael DeCroteau, John Curtis, Brendan Carr, Michael Colotti, Brian Raffaello, John Burton, Arthur Yeomelakis, Kevin Russell, Christopher Murphy, Michael Prudente and Richard Pacini.

The police department had several notable cases in 2017. In January, officers responded to a business in Stoneham Square for a past breaking and entering. Upon reviewing the recorded CCTV from the business, a male suspect can be seen entering the business after prying open the front door. Over the next several days, additional business breaks were reported on Main Street and Montvale Avenue.

Upon viewing the video from the first break, an officer recognized the male as someone he charged with breaking and entering in 2015 and served a nine month jail sentence. The suspect's probation officer as well as corrections officers' familiar with the subject positively identified the male from the 2015 case in the video from the recent break. After an extensive investigation by detectives, the suspect was located, pled guilty, and received a one year jail sentence.

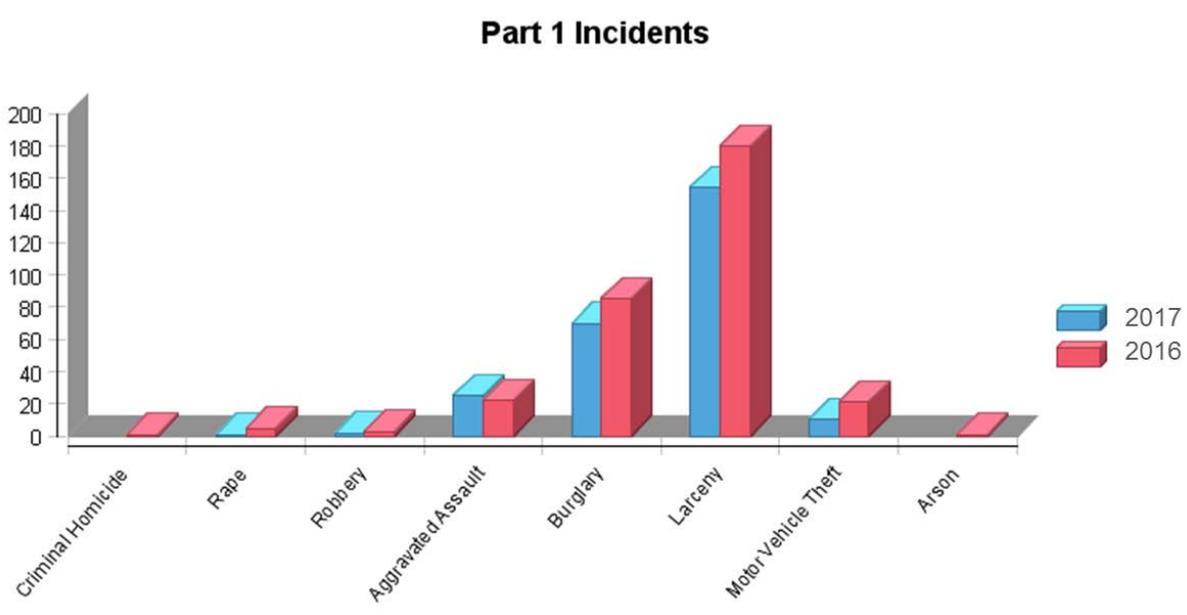
In February, an officer took a report from a resident concerning the theft of items, including a firearm, from their home while they were away on vacation. Detectives learned that a potential suspect in this case had been arrested by the state police on an unrelated matter and responded to interview the suspect. During the interview it was learned that the suspect hid the stolen handgun at a relative's apartment in Burlington. The detectives obtained a consent to search the apartment from the suspect and relative, locating the handgun. The suspect was convicted of charges relating to the theft of the firearm and received an 18 month jail sentence.

Also in February, officers responded to Saint Patrick Church, for a male who had broken into a depository stealing cash. The church custodian observed a male use a screwdriver forcibly open a container used by parishioners to make cash donations when lighting religious candles. The custodian was able to take several photographs of the suspect as he was fleeing the church. These photos were circulated to area police department and the media, which resulted in the male being located and arrested in Lynn. The suspect was convicted of charges relating to the break and received a 2 ½ year jail sentence.

In May, Stoneham Police detectives, assisted by area detectives assigned to the Southern Middlesex Regional Task Force, executed a search warrant at a Stoneham residence. The search warrant was the result of an investigation into the sale of heroin by the resident. The day the search warrant was to be executed, detectives conducted surveillance of the residence and observed the suspect conduct a hand-to-hand transaction in front of his home. A search of the residence revealed a large quantity of drugs, which resulted in the suspect being arrested for multiple drug related charges including trafficking over 100 grams of heroin, distribution of heroin, as well as possession of class A, B, and E drugs. The criminal case is on-going.

In September, Stoneham detectives participated in a task force conducting surveillance of a serial bank robber. During the investigation, information was gathered leading detectives to believe that the suspect was going to conduct a robbery of a Stoneham bank. On the day the robbery was to take place, detectives monitored the suspect as he traveled through Stoneham, changed clothes to those worn in other robberies and began to walk towards the entrance to the bank. Detectives took the suspect into custody before he entered the bank and charged him with the attempted robbery. The criminal case is on-going.

In comparing the crime statistics from 2016 and 2017, the instances of violent crime were down 9% and property crimes were down 18%. The following graph compares the instances of 8 types of crimes during this two year period.



In closing, I would like to thank the officers and civilian staff of the Stoneham Police Department for all their hard work over the past year.

2017 ANNUAL REPORT
PATROL OPERATIONS SECTION
Submitted by Lieutenant Tony Kranefuss

The Stoneham Police Department Patrol Operations Section currently consists of 29 uniformed officers; 1 lieutenant, 6 sergeants and 22 officers.

The men and women of the patrol operations section perform the most visible and recognized function within the Stoneham Police Department. They are the ones in uniform and in marked cruisers who are the first to respond to calls. In 2017, there were 16,892 incidents logged which is a 1.5% increase from last year. There were 136 arrests and 17 people placed into protective custody. When officers are not on calls, they promote public safety through visibility and the education and enforcement of motor vehicle laws. Officers made over 1,700 motor vehicle stops and issued 555 citations. Over 2,000 parking tickets were issued throughout the year.

Each year, the Municipal Police Training Committee requires Massachusetts police officers to receive a minimum of 40 hours of annual training while the State 9-1-1 Department requires 16 hours of training relating to dispatching 9-1-1 calls. Officers have gone to various trainings including CPR, First Responder, criminal law, criminal procedure, combating extremism and radicalization.

It is well known that the country is in the midst of an opioid epidemic prompting President Trump to declare a “National Health Emergency”. Opioid overdose is the leading cause of injury death in Massachusetts. This past year, the Stoneham Police Department implemented a nasal naloxone program for officers in an attempt to respond to the devastating effects of this opioid crisis.

Naloxone, commonly known as Narcan, is an opioid antagonist which means it displaces the opioid from receptors in the brain. An overdose occurs when the opioid is on the same receptor site in the brain that is responsible for breathing. Naloxone usually acts dramatically, allowing slowed or absent breathing to resume. Naloxone is both safe and effective and has no potential for abuse and has been used by medical professionals for decades.

In 2017, the police department responded to forty-two drug overdoses with four resulting in death. Since the implementation of the naloxone program in July, the police department administered Narcan fifteen times during active overdoses with a 100% recovery rate.

The Stoneham Police Department would like to welcome its newest officer, Richard Pacini. Officer Pacini attended the Reading Police Academy graduating in August. Officer Pacini was appointed as an official member of the Stoneham Police Department on August 16, 2017. We wish Officer Pacini great luck and success in his career.



In December 2017, the Stoneham Police Department implemented the use of electronic control weapons, often referred to by the common brand name “TASER”, which are electro-muscular disruptors that override the central nervous system. Such weapons provide officers with an additional less-lethal control option. The Department made electronic control weapons available to authorized officers who obtain the training specified by the Commonwealth of Massachusetts and consistent with the policies and recommendations of the Municipal Police Training Committee, as well as TASER.

The Police Executive Research Forum performed a study regarding the use of ECW’s. Overall, the study showed that use of ECWs is associated with a 70% reduction in the chances of an officer being injured compared to agencies that do not use ECWs; also the odds of a suspect being injured are reduced by more than 40% in ECW agencies compared to non-ECW agencies.

The Stoneham Police Department’s grant administrator, Sergeant Christopher Apalakis, has obtained over \$100,000 in Grants to be used for training, traffic enforcement, and pedestrian and bicycle safety. These grants are seen as opportunities to support law enforcement and public safety activities in our community; to assist victims of crime and to implement programs that improve the criminal, civil, and juvenile justice systems. The grants acquired, especially through the Executive Office of Public Safety, are intended to reduce the number of fatalities, injuries, and economic losses related to motor-vehicle crashes on our roadways. The following are just a few of the grants acquired by Sergeant Apalakis over the past year: Drive Sober or Get Pulled Over December 9, 2016 – January 1, 2017, Distracted Driving Mobilization April 7, 2017- April 28, 2017, Click It or Ticket May 8, 2017 – May 29, 2017, Drive Sober or Get Pulled Over August 14, 2017 – September 4, 2017.

The Stoneham Police Department continues its membership in the North Eastern Massachusetts Law Enforcement Council (NEMLEC), which is a consortium of 65 law enforcement agencies within Middlesex and Essex Counties. As a member of NEMLEC, our department is able to call upon the resources of the organization for support and assistance when a need arises. These resources include a Special Weapons and Tactics (SWAT) team to assist in high-risk operations, a Regional Response Team (RRT) to assist in maintaining public order during a demonstration or disaster, a Motorcycle Unit to assist with traffic control, a School Threat Assessment and Response System (STARS) to assist during a school related emergency, as well as other specialized units, investigative tools and personnel. Sergeant Kennedy is assigned to the STARS team and is the Assistant Commander of the team. Sergeant Heller is assigned to the SWAT team. Over the past year Sergeant Kennedy responded to 4 STARS team activations while Sergeant Heller responded to 9 SWAT activations in NEMLEC communities.

Sergeant David Thistle is our Department’s Domestic Violence Officer and heads up the Stoneham Police Department Domestic Violence Unit (DVU) which consists of a sergeant and a civilian advocate, Linda Leis. Patrol officers responded to 149 reports of domestic violence in 2017. We investigated 17 reports of restraining order violations and conducted 188 protection order services. In 2017, the Domestic Violence Unit directly assisted 80 victims, ranging in age from 18-85.

The Domestic Violence Unit of the Stoneham Police Department is committed to assisting victims of domestic violence and holding offenders accountable for their actions. This is accomplished with our close working relationship with the Middlesex County District Attorney’s office and our partnership with RESPOND Inc. The Domestic Violence Unit also works collaboratively with the Department of Transitional Assistance, Department of Children and Families, Mystic Valley Elder Services, Middlesex County Sheriff’s Department, and other victim centered organizations. The Stoneham Police Department participates in a high risk team that serves the Woburn District Court community, designed to oversee instances of domestic violence that have a high potential for lethality to the victim. Out of the 44 cases brought before the team, Stoneham had 11.

Sergeant Thistle also continues to work with the Middlesex County District Attorney’s office to provide training to other police officers and prosecutors. This training is focused on High Risk domestic violence investigations, investigating and documenting reports of strangulation, and how trauma will affect a victim’s presentation on scene

as well as their memory of the incident. The Stoneham Police Domestic Violence Unit also works closely with the Stoneham Alliance Against Violence (SAAV), with Linda Leis serving as its vice-chairman. SAAV works to raise awareness to the problem of domestic violence within our community. We also provide training, education and support to survivors of domestic violence as well as providing knowledge to the younger residents of Stoneham about appropriate dating relationships and bullying. A program facilitated by Mrs. Leis was geared towards elders living in public housing addressing the topic of bullying among older adults.

Mrs. Leis was invited to by Regis School of Nursing in Medford to present a training for nursing school professors on the issue of recognizing victims of domestic violence. A similar training was conducted for Hallmark Health's Healthy Families staff who provide outreach to single mothers. Further, Mrs. Leis and Sergeant Thistle were asked to sit on a domestic violence services panel to raise awareness among Hallmark Health hospital medical personnel.

The Stoneham Fire and Explosive Investigation Unit, consisting of a member of the Stoneham Police Department and members of the Stoneham Fire Department responded to three fires in 2017. The members of the unit have graduated from the Massachusetts Fire Academy's Advanced Fire Investigation program as well as receiving training in Preventing and Responding to Suicide Bombings and Incident Response to Terrorist Bombings in Socorro, New Mexico. According the Massachusetts General Law (MGL 148/266) the local fire chief is charged with determining the origin and cause of each fire or explosion within their community. The Fire Investigation Unit also works closely with the Massachusetts State Police Fire and Explosive Investigation Unit. Members of the Stoneham Fire and Explosive Investigation Unit are also active in the Metro Fire Arson Investigators Association.

On Thursday, November 23, at approximately 10:58 p.m., Stoneham Police Department received a report of woman in labor at her home. Upon arrival, Officers Christopher Murphy and Michael Colotti observed a woman who had gone into labor. After realizing the woman would not make it to the hospital before having her baby, officers immediately began providing aid, helping her onto her back and propping her up with pillows before delivering a healthy baby boy.

The Stoneham Fire Department and Action Ambulance arrived on scene soon afterward and transported the mother and her healthy newborn son -- her third child -- to Winchester Hospital. Stoneham Police visited with the family and congratulated them on the birth of their new baby



Officer Michael Colotti holding the baby he helped deliver on Thanksgiving

2017 ANNUAL REPORT
Criminal Investigation Division
Submitted by Detective Lieutenant David Stefanelli

The Criminal Investigations Division (Bureau) of the Stoneham Police Department is responsible for investigating criminal offenses to include crime scene processing, evidence collection, storage and security. We also assist the Middlesex District Attorney's Office with the criminal prosecutions of these offenses. In addition to investigating crimes, we also provide many services to the community.

The Bureau is responsible for maintaining the Sex Offender Registry Information on individuals that live, work or go to school in town. We are also responsible for fingerprinting applicants for door to door solicitor permits, ice cream truck vendors and dealer's in second hand merchandise. Fingerprinting services are also provided to town residents for employment and adoption purposes. We provide the background investigations for prospective police officers; process all new and renewal applications for firearms licensing; and we provide town inspections of various business establishments.

2017 was a successful year for the Bureau, many changes occurred in 2016 and this was our first full year with several new detectives, assignments and initiatives. The Bureau is comprised of 8 full time detectives. Detective Lieutenant David Stefanelli is the Commander of the Bureau and Sergeant Robert Kennedy is the Supervisor. Detective Stephen Carroll is a day detective and also maintains the Sex Offender Registry. Detective Steve Carroll was the lead investigator on a case where in March, a man accused of stealing cash from a Saint Patrick's Parish prayer box was arrested. Detective Steve Carroll was also instrumental in the investigation, search warrant and subsequent arrest of an individual who was arrested for breaking into a residence and is believed to be a suspect in additional house breaks in Stoneham and neighboring communities. Detective Paul Norton is the Juvenile Detective and is a day detective. Detective Christopher Copan is the Court Prosecutor, Evidence Officer, and processes applicants seeking firearms licenses. Detective David Ryan is our Information Technology Computer Specialist and Detective Patrick Carroll is a night detective. Detective Pat Carroll wrote three search warrants in addition to conducting many successful investigations including the arrest of a local dog walker accused of stealing thousands of dollars of valuables from her clients. We also have a full time Narcotics Detective whose name is not mentioned because of the nature of his work. He wrote six search warrants and was instrumental in investigating many drug cases including the arrest of a resident in May who was charged with trafficking heroin and another resident arrested in September with over 100 oxycodone pills in his possession. That same month, he also arrested a serial bank robber as the suspect approached the entrance of Stop & Shop wearing the same clothes as in previous robberies. This detective was also awarded the Middlesex District Attorney's September 11th Award in recognition of his work on a joint investigation that led to a human trafficking conviction of 7-10 years in State Prison.

Throughout the year, detectives attended numerous training and certification programs. Overall, detectives received over 1200 hours of training which is the most the Bureau has ever attended in a calendar year. We all attend 32 hours of annual in-service training, 16 hours of 911 training and were certified in Narcan and TASER. Additionally, to highlight some of trainings and certifications programs, Lieutenant Stefanelli attended a Police Chief and Command Leadership Academy at Endicott College and also became a certified Sexual Assault Investigator. Sergeant Kennedy attended the 80 hour NEMLEC Detective School and Beyond Sandy Hook Training. Detective Norton attended active shooter training. Detective Copan attended court prosecutor training and firearms law update. Detective Ryan attended Technology Threats & Trends in Narcotics, social networking crimes and credit card crimes. Detective Pat Carroll and our Narcotics Detective attended the NEMLEC 80 hour Detective School, a 3 day fingerprint school, an 8 day Street Level Narcotics School and a 2 day homicide investigations training. Several detectives also received certification in DNA Buccal swab collection.

The Bureau also instituted an anonymous drug tip (781-832-0156) and general tip (781-832-0292) text line which also has the capability of voice to text.

In 2017, the Bureau began to work with the town's new full-time Community Addiction Coordinator Elle Simoni. Detectives have been part of a follow-up team which includes the fire department, local hospitals and Action

Ambulance where we share information and then reach out to families and individuals experiencing substance use disorders in order to provide them with treatment and resources. The program is being expanded for 2018 and has been successful in providing people with short and long term treatment options as well as counseling services and education.

Sergeant Kennedy has additional duties as an Assistant Commander of NEMLEC STARS team (Northeastern Massachusetts Law Enforcement Council School Threat Assessment and Response System). In March of 2017, after nearly three years of hard work, the STARS team released a STARS Toolkit and a companion website that provides comprehensive resources to aid schools in their crisis management planning and response. Sergeant Kennedy and School Resource Officer Fucarile also conducted ALICE (Alert, Lockdown, Inform, Counter, Evacuate) training for the public schools and SEEM collaborative.

The following is the number of registered sexual offenders living or working in Stoneham as of December 31, 2017. Additional sex offender information is available online at www.mass.gov/sorb.

Total: 24

Unclassified: 1 offender resides in town.

Level 1: 11 5 reside in town, 5 work in town and 1 has a secondary address in Stoneham.

RISK OF RECIDIVISM IS LOW, NO OFFENDER INFORMATION IS AVAILABLE.

Level 2: 12 4 reside in town, 5 work in town, 2 list Stoneham as a secondary address, and 1 is homeless.

RISK OF RECIDIVISM IS MODERATE, OFFENDER INFORMATION AVAILABLE UPON REQUEST.

Level 3: 0 There are no Level 3 offenders registered that live, work or attend school in Stoneham.

RISK OF RECIDIVISM IS HIGH, INFORMATION ACTIVELY DISSEMINATED TO PUBLIC.

2017 Crime/Data Statistics

Activity Category	2017 Total
FIREARMS LICENSES PROCESSED	151
ARRESTS	136
PROTECTIVE CUSTODY FROM ALCOHOL INTOXICATION	17
CRIMINAL COMPLAINTS FILED	183
ARREST WARRANT APPLICATIONS	17
OUI-DRUGS	3
OUI-LIQUOR	12
BURGLAR ALARMS	652
BUILDING/PERSON CHECKS	3201
CALLS FOR SERVICE	16892
DIRECTED PATROLS	2246
DISTURBANCE CALLS	568
FIREARMS RELATED CALLS	8
MEDICAL AID CALLS	2336
MISSING PERSONS	30
MOTOR VEHICLE ACCIDENTS	662

MOTOR VEHICLE STOPS	1761
COURT SUMMONS SERVICE	175
THREATS/HARASSMENT CALLS	110
DRUG CHARGES	156
OVERDOSES	42
PROTECTION ORDER VIOLATIONS	43
INVESTIGATIONS	97
BUYING, RECEIVING, SELLING STOLEN GOODS, ETC	8
COUNTERFEITING/FORGERY	15
DESTRUCTION/VANDALISM OF PROPERTY	56
DISORDERLY CONDUCT	17
KIDNAPPING/ABDUCTION	1
LIQUOR LAW VIOLATIONS	2
SHOPLIFTING	25
SIMPLE ASSAULT	72
INCIDENT REPORTS	1795

**2017 ANNUAL REPORT
SAFETY OFFICER
Submitted by Officer Joseph Ponzo**

The Safety Officer's office supervises 16 full-time Traffic Directors, 2 part-time Traffic Directors and 5 part-time parking enforcement officers. The traffic directors are the uniformed personnel who work throughout the year, during varying weather conditions, to ensure that pedestrians are able to safely cross streets at the start and end of the school day. Several Traffic Directors serve as parking enforcement officers, working a combined 20 hours per week issuing parking violations for illegally parked motor vehicles as well as enforcing the town's parking placard program.

I continue to work with the planning board and the building department in reviewing site plans and often meet with the heads of town departments to coordinate their needs of the police department. As the Safety Officer, I serve as a member of the Town Administrator's Traffic Advisory Committee and offer recommendations on matters which may impact the safety of pedestrians and motorists.

This year, this office distributed 75 Christmas gifts to the students of the Middle School. This program is currently in its fifteenth year and with the help of the Central Middle School P.T.O, this program was once again a huge success.

I continue to educate the children of the elementary schools in programs such as Stranger Danger, Halloween Safety and McGruff "the crime dog", as well as conduct school bus safety with the one school bus associated with the South and Robin Hood Schools.

I continue to attend the monthly Massachusetts Safety Officer's League meetings once a month, where I continue to gain contacts from different police departments as well as organizations such as the Registry of Motor Vehicles and AAA. While attending these meetings I get different pieces of safety information to help write safety articles once a week that are published in both of Stoneham's newspapers.

With the start of the MWRA's Northern Intermediate Pipeline project in Stoneham, many hours per week are dedicated to working with the contractor to ensure a safe work zones, addressing residents' concerns relating to the project, and coordinating with the various other construction projects to ensure work zones do not conflict.

I continue to investigate complaints and suggestions regarding a gamut of safety problems such as traffic safety and school safety to help improve the quality of life for the students and residents of the Town of Stoneham.

2017 ANNUAL REPORT
SCHOOL RESOURCE OFFICER
Submitted by Officer Edward Fucarile

As the only school resource officer for the district, I am responsible for the Stoneham High School, Central Middle School, South Elementary School, Robin Hood Elementary School, and Colonial Park Elementary School. The SRO program is still new in Stoneham and the first few months were spent building upon the relationships with students and staff that was started last year. I have attended and completed a two day training on school law issues. A two day training on the ALICE program. I was involved in the presentation of the ALICE program to the parents of the Stoneham public schools and participated in the training of the Stoneham High School staff on the implementation of the ALICE principles. I also assisted in the training of the Lynnfield Public school on the ALICE principles. I have also attended and completed a course on "Transgender Issues and Police" as well as a "Bomb Threat Assessment" course.

Throughout the school day, my time is spent in the following ways:

- 1.) Attending all 3 lunches with students at Middle School
- 2.) Present in hallway every morning and between periods in order to encourage students to interact with me.
- 3.) Present in the driveway after school during pickup or any problem area that has been identified by the school administration. I have addressed a number of speeding and parking issues observed or brought to my attention, as well as the main crosswalk area issues.
- 4.) Assisting school administration in different disciplinary issues and residency issues.
- 5.) Discuss issues and work with guidance counselors on behalf of students.
- 6.) Suggest and assist in serving of "no trespass orders."
- 7.) Serving as a resource for administration as certain issues have arisen with possible criminal behavior, domestic issues, and the Department of Children and Families.
- 8.) Speaking with students on the importance of good decision making and explaining how they relate to laws and consequences.
- 9.) Spoke with the entire 8th grade about what my role as a SRO is and my path to becoming a police officer. I also spoke with them about their responsibility and accountability theme they were studying.

Additionally, I take part in monthly Community Based Justice meetings with the Middlesex District Attorney's Office at both the Wakefield Vocational School (monthly) and the Stoneham High School (bi-monthly). As a result of the relationships numerous interactions SRO's often have concerning student issues, I formulated a SRO group with surrounding communities SRO's. This is an informal group of SRO's and Youth Officers/Detectives who meet once a month during the school year and share information, resources, training and ideas. This networking opportunity is a great way to share or learn of problems, issues and solutions impacting Stoneham and other school districts.

I take part in monthly meetings for two committees at the high school, the Health and Wellness Advisory Committee and the Spartan Strong Task Force Committee.

I have furthered my education and training by attending and completing the 40 hour Sexual Assault Investigator Certification course sponsored by the Municipal Police Training Committee, and completing an 8 hour Youth Mental Health First Aid course. I attended numerous trainings offered by the Middlesex Partnership for Youth (School Safety Summit: Recognizing and Responding to Today's Terrorism Threats, Navigating the CyberWorld, and Social Media and Technology: Legal and Practical Issues for School and Law Enforcement). I attended the NEMLEC STARS Toolkit Rollout: School Threat Assessment and Response System, and the Massachusetts Juvenile Police Officers Association and National Association of School Resource Officers Association 12th Annual New England School Safety Conference.

I also became radKIDS (a personal empowerment and safety education program) certified by completing the 40 hour Instructor course. During the summer of 2017, the Stoneham Police Department and Wakefield Police Department held two (2) one (1) week camps where we trained approximately a sixty youth from Stoneham and Wakefield in the

radKIDS Personal Empowerment and Safety Education course. I also participated in the week long Middlesex Sherriff's Office Youth Public Safety Academy and will be looking to recruit more of the youth from Stoneham to attend the Academy this summer.

2017 ANNUAL REPORT
PUBLIC SAFETY DISPATCH
Submitted by Head Dispatcher David Luciano

The Public Safety Dispatch Department provides 24-hour civilian dispatching for the Police Department, Fire Department and contract ambulance. The department is comprised of six full-time dispatchers and two part-time dispatchers that operate from a combined dispatch center located in the police station.

During 2017, over 16,900 calls for service were processed through the dispatch center. The center processed over 4,900 calls through the 9-1-1 system. Residents are highly encouraged to use 9-1-1 to report police, fire and medical emergencies. These calls for service received through the 9-1-1 system do not include the numerous business or public information calls that are received by the center or walk-in reports to the police station that must also be processed by dispatch personnel.

Of the calls for service: 13,882 involved the police department, 4,095 involved the fire department and 2,943 involved an ambulance. Added together, these numbers total 20,920 incidents as many calls for service involve a multi-department response.

The day shift dispatched 6,587 calls for service, the evening shift dispatched 6,415 calls for service and the overnight shift dispatched 3,890 calls for service.

In January, the department transitioned to the State's Next Generation 911 Emergency Call System. This system will better allow us to process calls, especially cellular based calls, by incorporating a Google maps like aerial view into the system. This mapping system enhances our ability to plot a caller's location. All department personnel, along with police department personnel attended a one day training course on the use of the new system.

During the year, dispatch personnel also attended training classes covering topics such as: domestic violence intervention, dangerous driving calls for 9-1-1 call-takers, non-emergency call handling, protecting law enforcement responders and positive interactions with difficult people.

In October, Dispatcher Kimberly Hunter was appointed to replace Dispatcher Justin Lindahl, who became a School Resource Officer for West Newbury Police Department. Dispatcher Hunter comes to us with twenty years dispatching experience.

2017 ANNUAL REPORT
STONEHAM AUXILIARY POLICE DEPARTMENT
Submitted by Sergeant Thomas Heller

The Stoneham Auxiliary Police Department is volunteer organization designed to augment the Stoneham Police Department. Some of the responsibilities of the Auxiliary Police are to provide additional patrols of Town owned property, assist with traffic at community events such as Town Day, and the Holiday tree lighting on the common. They will also offer assistance during a Town emergency. When working Auxiliary Police Officers possess the same police powers as a full time police officer. Prior to working as an Auxiliary Officer the candidate is required to attend the Basic Reserve Police Officer Academy sponsored by the Municipal Police Training Committee. In addition to this basic training all Auxiliary Officers are required to re-certify annually in first aid/CRP as well as firearms qualification sponsored by the Stoneham Police Department.

Currently, there are eleven active members on the Auxiliary Police. The following is a list of the active members:

August Niewenhous - Chief
David Luciano – Lieutenant
George Lessard – Sergeant
Daniel Marsden – Sergeant
Geoffrey Buchanan – Patrolman
David Delling – Patrolman

Eugenio Ianniciello - Patrolman
John Lazzaro - Patrolman
Christopher Ponzio - Patrolman
Juan Yopez – Patrolman
Maurice DiCicco – Patrolman

In the year 2017, these individuals donated approximately 200 hours to the Town of Stoneham.