

VALOR ACCOUNTABILITY BADGER RESPECT  
TRUTH ORDER PROTECT MISSION **AUBURN**  
**HONOR** ETHICS COURAGE DIGNITY VISION  
**EXCELLENCE** FAITHFUL BRAVE **POLICE**  
LOYALTY HERO MORAL COURTESY OATH  
**PROFESSIONALISM** JUSTICE **DEPARTMENT**  
LIBERTY VALOR CITIZEN ENFORCEMENT  
VISION PUBLIC CORE VALUES **2009**  
SERVE HONESTY LAW PASSION COURAGE  
PARTNERSHIP CIVILITY EMPATHY **ANNUAL**  
INTEGRITY QUALITY FEARLESS DEPENDABLE  
PURPOSE DUTY DEDICATION PEACE **REPORT**

# *Our Mission*

TO PROTECT THE QUALITY OF LIFE IN OUR COMMUNITY  
THROUGH THE CORE VALUES OF HONOR, EXCELLENCE,  
LOYALTY AND PROFESSIONALISM

## *Purpose Statement*

IN PARTNERSHIP WITH THE COMMUNITY WE PLEDGE TO:

- ◆ PROTECT THE LIVES AND PROPERTY OF OUR FELLOW CITIZENS
- ◆ PREVENT CRIME BY AGGRESIVELY PURSUING VIOLATORS OF THE LAW
- ◆ MAINTAIN OUR OATH OF HONOR: “Honor, Integrity and Respect is never betrayed. I will always hold myself and others accountable for having the courage to do the right thing.”
- ◆ VALUE HUMAN LIFE, RESPECT THE DIGNITY OF EACH INDIVIDUAL AND RENDER OUR SERVICES WITH COURTESY AND CIVILITY.

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## 2009 City Government



Mayor	John Jenkins
Councilors	Raymond Berube
	Michael J. Farrell
	Robert Hayes
	Daniel Herrick
	Robert Mennealy
	Ronald Potvin
	David Young
City Manager	Glenn Aho
Assistant City Manager	Laurie Smith

## 2009 City Demographics

County	Androscoggin
Population	23,203
Square Miles	67

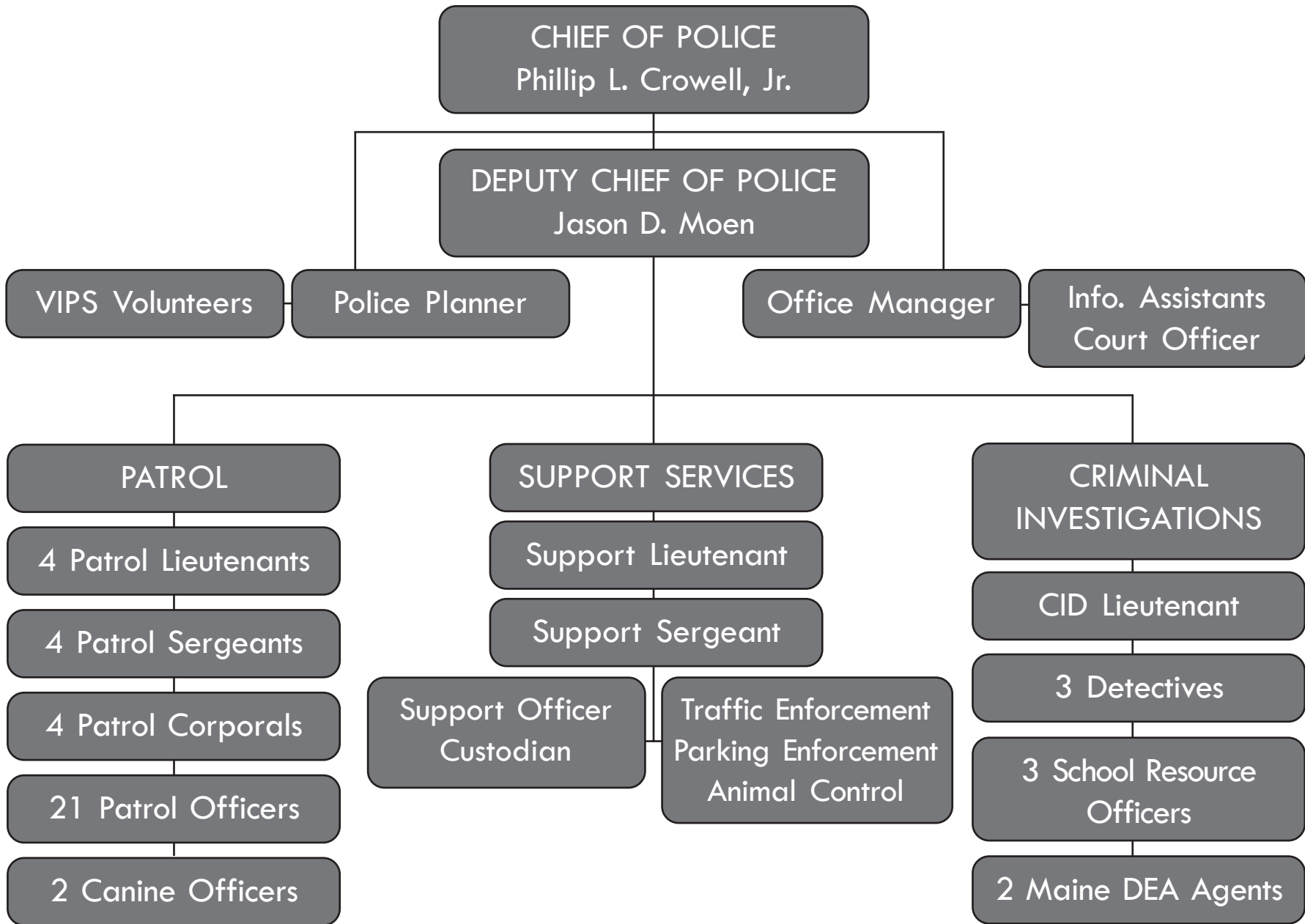
## 2009 At a Glance

Homicide	0
Rape	7
Robbery	13
Aggravated Assault	13
Burglary	140
Theft	680
Motor Vehicle Theft	20
Arson	4
Adult Arrests	1505
Juvenile Arrests	318
OUI Arrests	123
Traffic Accidents	1183
Domestic Arrests	167

The City of Auburn has made a commitment to providing *superior customer service at an affordable cost*. The Auburn Police Department strives to provide VALUE and SERVICE as we serve our customers by:

- |   |   |
|---|---|
| <b>V</b> alidating their concerns           | <b>S</b> aying 'please' and 'thank you'         |
| <b>A</b> cknowledging their complaints      | <b>E</b> ncouraging feedback                    |
| <b>L</b> istening to what they say          | <b>R</b> esponding with professionalism         |
| <b>U</b> sing their names when possible and | <b>V</b> erifying a complaint                   |
| <b>E</b> mpathizing whenever possible.      | <b>I</b> nitiating timely responses to requests |
|   | <b>C</b> ourteousness and                       |
|   | <b>E</b> xemplifying a positive attitude.       |

# Organizational Chart



## *Sworn Personnel*

Chief of Police	Phillip L. Crowell, Jr.
Deputy Chief	Jason D. Moen
Lieutenants	Paul Labarre Richard Coron Timothy Cogle Kevin Mulherin Scott Watkins
Sergeants	Eric Audette Gary Boulet Anthony Harrington James Lawlor James Robicheau
Detectives	Chad Syphers Jason Moore
Corporals	Barry Schmieks Kristopher Bouchard Donald Gosselin Steven Gosselin Laurie Woodhead

## *New Members*

Donald Cousins	Meghan Fenton
----------------	---------------

## *Retirement*

Lieutenant J. Michael Lemay, after 28 years of service to the Auburn Police Department.

## *Patrol Officers*

Eric Bell	Scott Laliberte
Normand Bilodeau	David Madore
Stephen Burns	Marshall McCamish
Paul Caouette	Terrence McCormick
Shawn Carll	Bernice Mowatt
Michael Chaine	James Phillips
Scott Corey	Thomas Poulin
Jason Croft	Stephen Pugliese
A. James Daigle	Benjamin Quinnell
Matthew Dailey	Michael Richard
Matthew Elie	Randy Robbins
Steven Hammerton	Matthew Tifft
Christopher Hatfield	Aaron Washington
Matthew Johnson	Nathan Westleigh

## *Civilian Personnel*

Office Manager	Rita Beaudry
Police Planner/VIPS	Liz Allen
Information Assistant	Claire Barclay
	Rebecca Lacasse
Court Officer	Richard Mercier
Parking Enforcement	Roger Perreault
Maintenance	Daniel Davis
Animal Control	Wendell Strout



It is with great pride that I present to you the **2009 Annual Report** for the Auburn Police Department.

The success of our department was a direct result of the men and women who serve our community with honor, excellence, loyalty and professionalism. Their daily efforts, hand-in-hand with our community partnerships, delivered many accomplishments that the citizens of Auburn can be proud of.

Like any corporation, we are accountable to our shareholders. You - our citizens, taxpayers, residents, business owners, and visitors - are our shareholders. Service delivery decisions are made with our shareholders in mind.

A disturbing trend in 2009 which challenged law enforcement leaders was the increase in the number of officers who have been shot and killed in the line of duty. Nationally, firearms-related fatalities were up approximately 25 percent this year, with many of the deaths occurring in five multiple-fatality shooting incidents that have shaken the law enforcement profession. My responsibility, as your police chief, is to protect our community and ensure each and every officer goes home to their own family at the end of their shift. This was not the case for 125 officers across the country in 2009. Targeted training, to ensure officer safety, has been woven into every course instructed to our staff. In the upcoming year, we will take the lessons learned from these tragic deaths and solidify them into our daily practices. These 125 fallen heroes will never be forgotten and our thoughts and prayers will be with their families.

In an effort to meet the growing needs of our community, the police department must be creative in its delivery of "superior service at an affordable cost." COPSAP (Community Oriented Problem Solving Analysis Project) is an exciting project we initiated in 2009. We will receive American Reinvestment and Recovery Act grant funding in 2010 to hire a crime analyst. Our strategy will be to bridge the gap between the way the criminal justice system currently measures productivity and the kind of help our community really wants from us.

The planning, delivery, and evaluation of criminal justice services will be based upon a sound knowledge of what our customer needs and expectations are, with emphasis placed upon solving community problems **with** the community not **for** the community. This project is innovative and ground breaking. It will link information technology, analysis and problem solving with our numerous partners and will sustain a strong and vital economic foundation for our community to build upon.

*Philip L. Crowell Jr.*

# Uniform Crime Report 2009

The Uniform Crime Reporting Program collects information 8 Part One criminal offenses from 16,000 Law Enforcement Agencies throughout the United States. These offenses are serious crimes by nature and in volume. However, not all crimes are reported. Although serious by societal definition, kidnapping is not reported or tracked on a national level. The UCR program limits the reporting of offenses known to the eight selected crime classifications because they are most likely to be reported and most likely to occur with sufficient frequency to provide an adequate basis for comparison.

The crime rate in the City of Auburn has risen approximately 13% from 2008. However, nearly 60% of those crimes reported were solved. We must, as a community and as an agency, focus on that fact. We are proud to have such a high success rate.

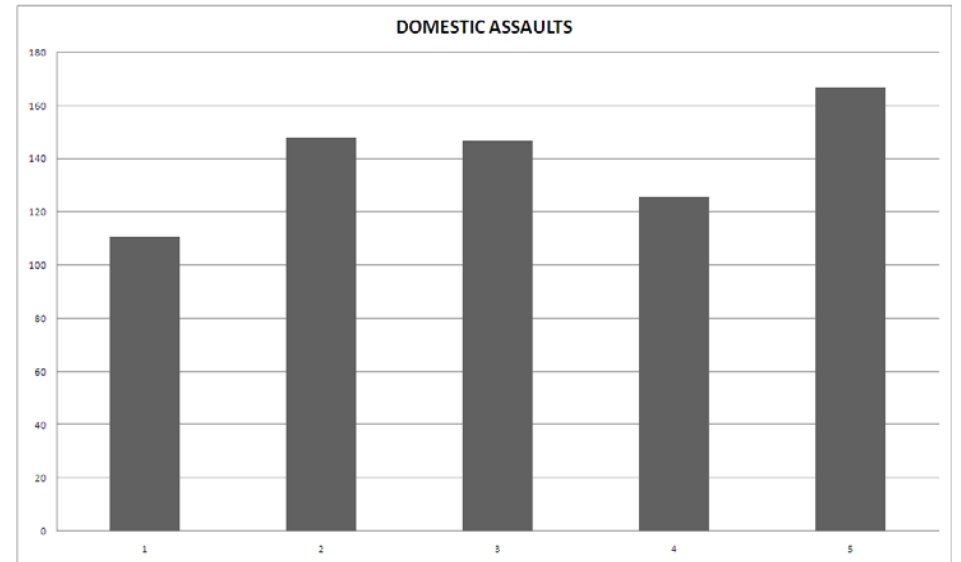
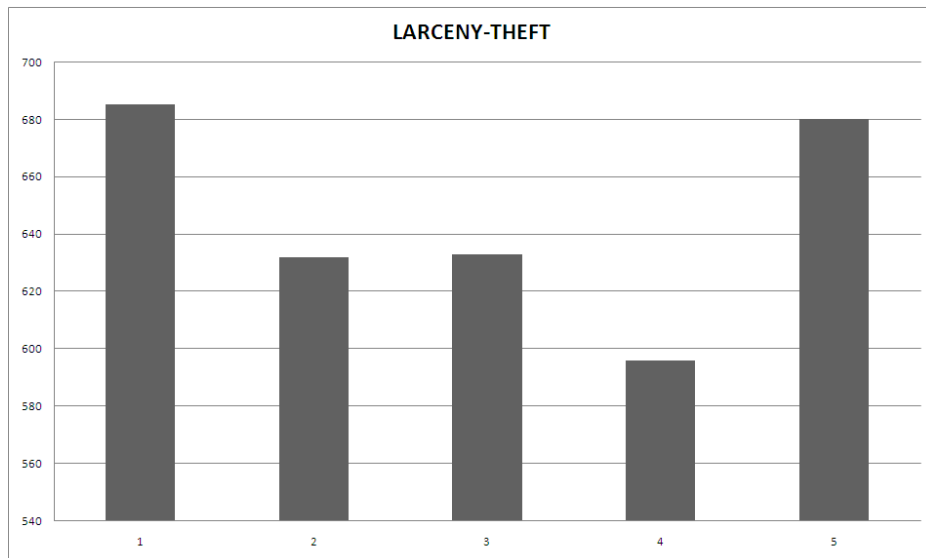
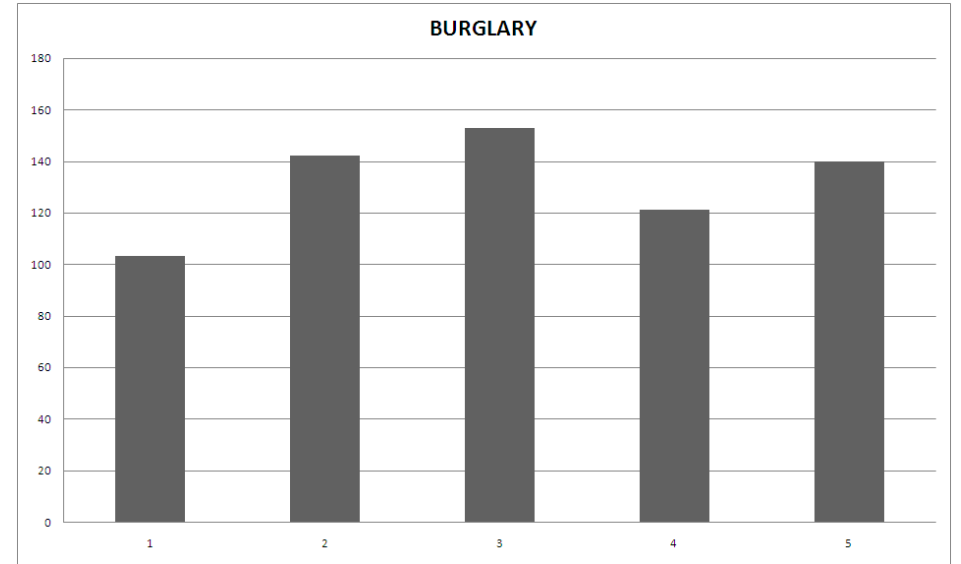
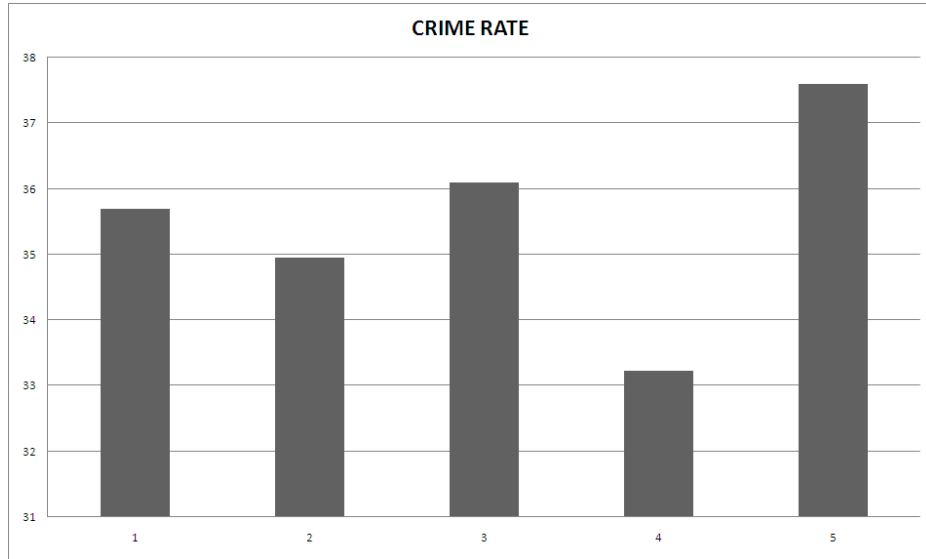
We've seen a significant increase in **specific** crimes. Burglaries have risen from 121 in 2008 to 140 in 2009. Thefts have gone from 596 to 680 and aggravated assaults have decreased from 19 to 13.

In 2009, 877 UCR qualifying Part One crimes were committed. Think about this as you wonder what your police department does on a daily basis. If you combine these UCR report crimes with the non-qualifying crimes, accidents and required activities, you will develop a picture of the department that serves you and where those services are put to use.

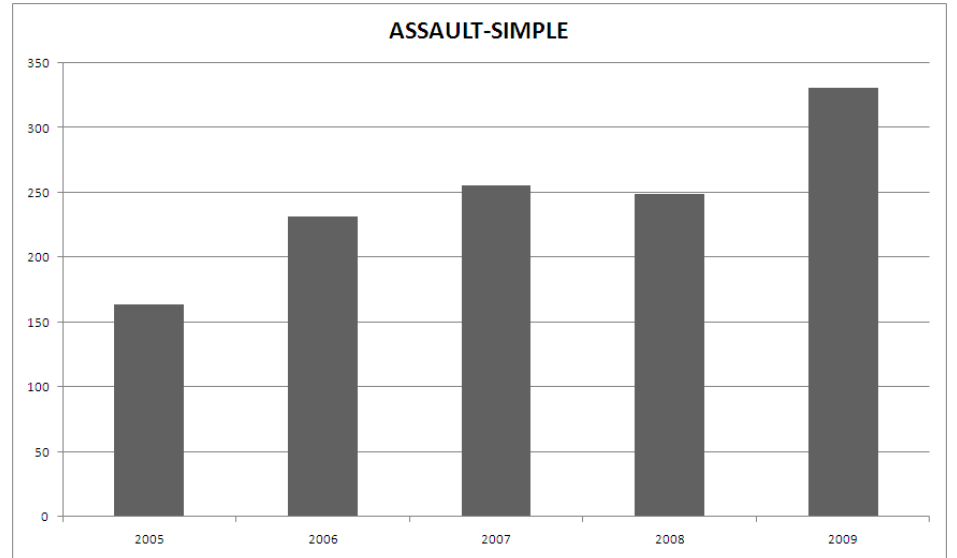
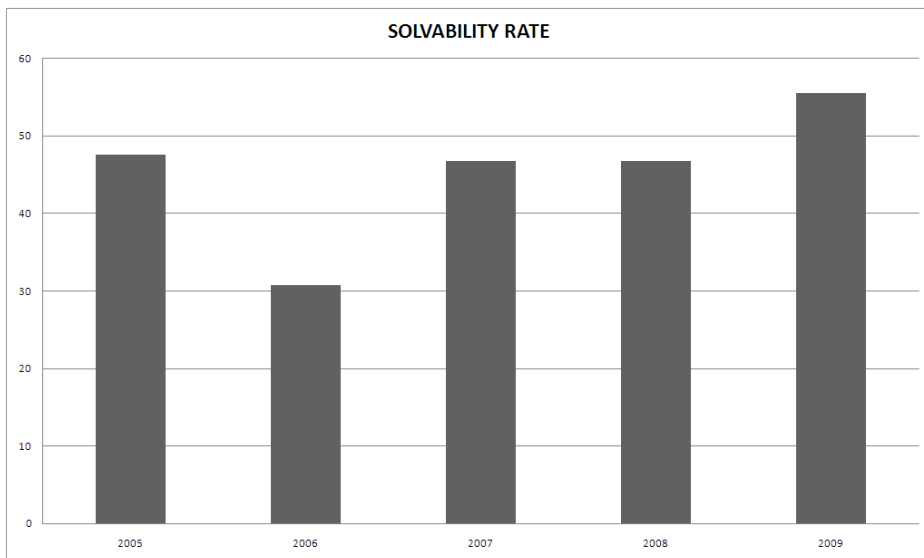
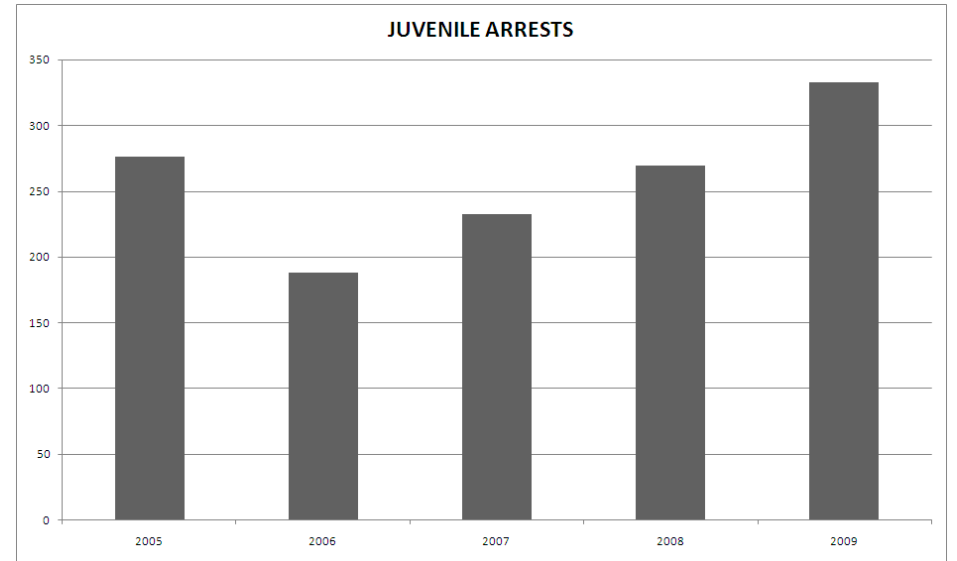
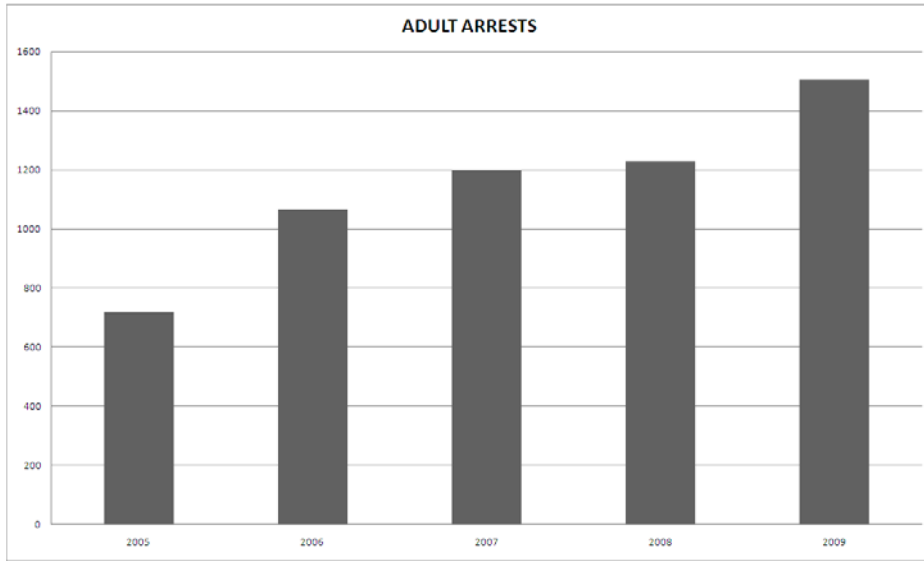
	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>5 Year Average</b>
HOMICIDE	0	0	2	1	0	<b>1</b>
RAPE	4	6	6	7	7	<b>6</b>
ROBBERY	6	7	10	13	13	<b>10</b>
ASSAULT-AGGRAVATED	7	10	11	19	13	<b>12</b>
BURGLARY	103	142	153	121	140	<b>132</b>
LARCENY-THEFT	685	632	633	596	680	<b>645</b>
MOTOR VEHICLE THEFT	35	29	32	24	21	<b>28</b>
ARSON	3	0	3	0	3	<b>2</b>

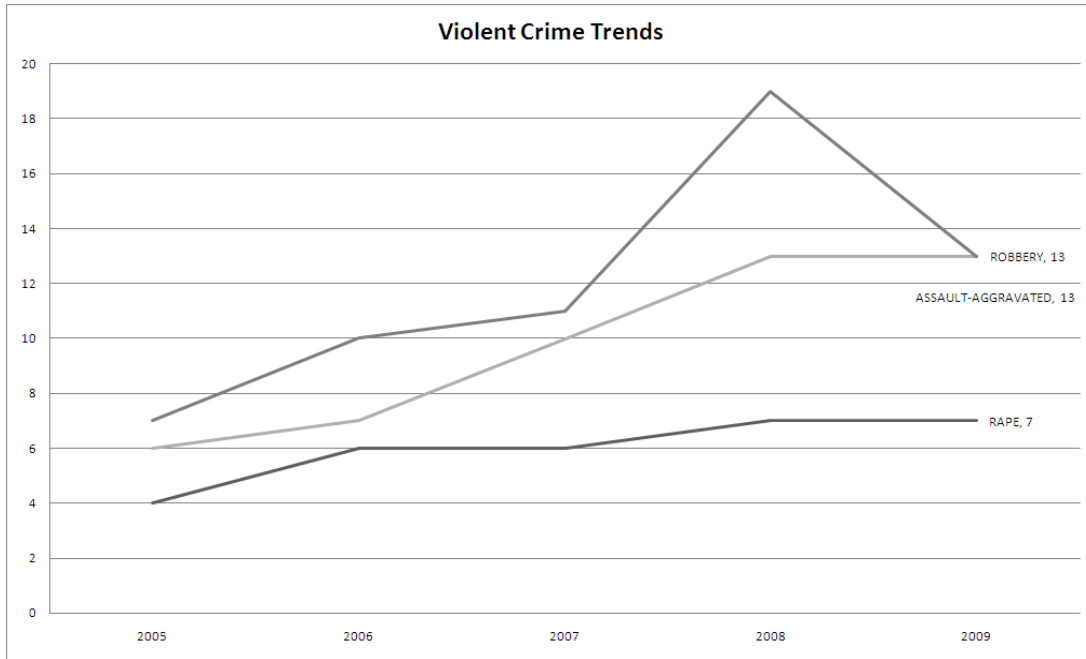


# Comparative Crime Statistics



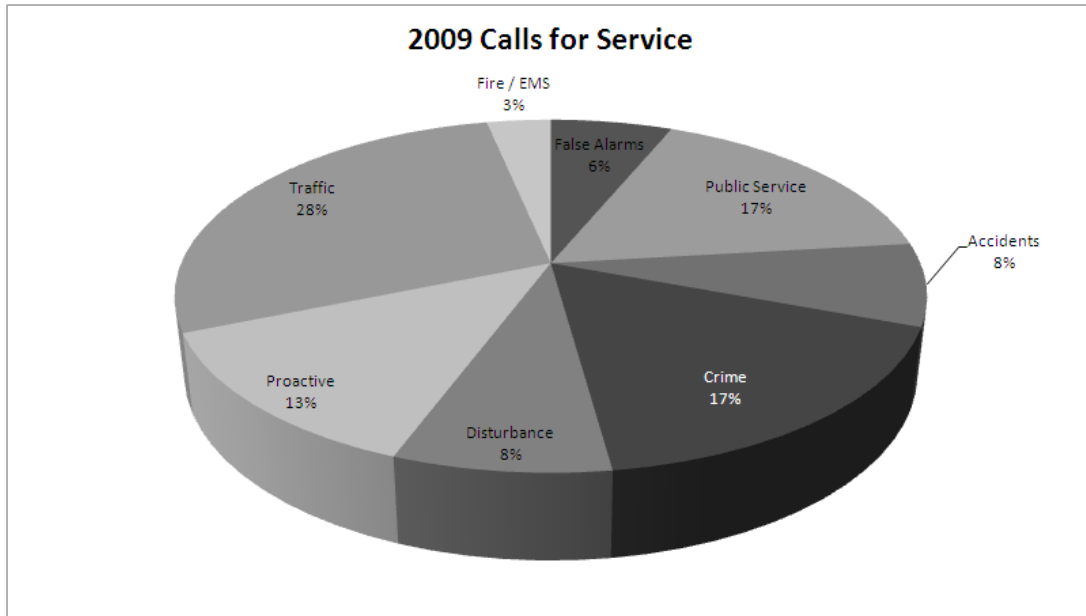
# Comparative Crime Statistics





### 2009 Crime Trends

Data shows an increase in violent crimes against persons. Auburn is fortunate to have very few incidents. However, this increase is significant and will require further analysis and a directed response.



**We responded to 23,342 calls for service in 2009.**

**Public Service Calls** are calls in which we assisted other departments, attended to broken-down vehicles, served administrative paperwork, and other constituent-related tasks.

**Proactive Calls** are sex offender checks, vacant house checks, domestic violence checks, business checks and any other self-initiated calls that were not dispatched.

# Sex Offender Monitoring

In 2006, a “one-to-one” sex offender monitoring program was implemented. Currently, each patrol officer is assigned a sex offender to check on and monitor.

The City of Auburn currently has 55 registered sex offenders. In previous years, this number was approximately 70. We attribute this change to our watchful efforts in safeguarding our community. An integral part of the program is the neighbor and community notification process. When an officer conducts a home check, sex offender notification flyers are distributed to neighbors.

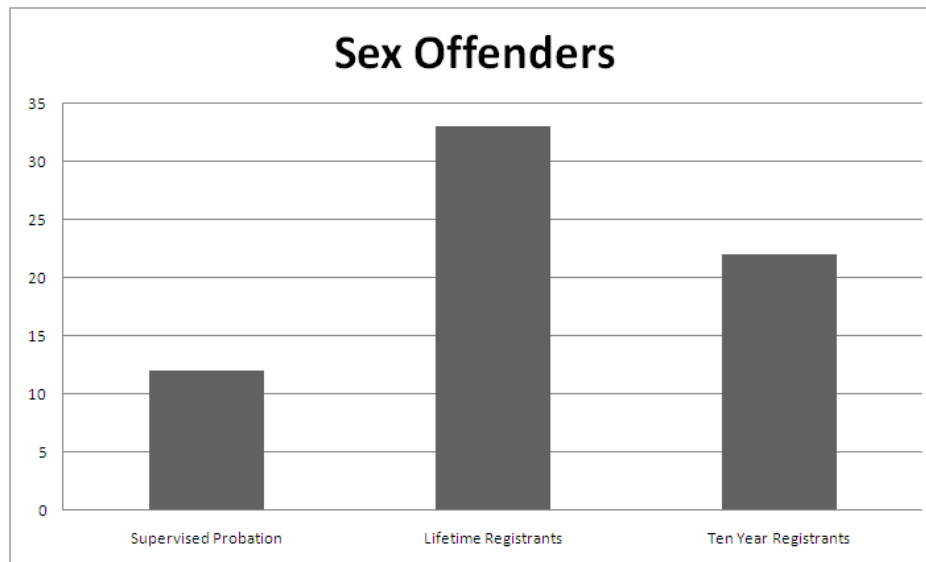
At least once a month, the officer verifies the offender’s residence and looks for violations. Last year, officers conducted more than 600 home checks and seven offenders were arrested for failing to register or update their information. Because mobility rates of students in our neighborhood elementary schools is so significant (Washburn – 57.1% and Walton – 41%), it is imperative to maintain our scheduled monitoring of sex offenders to ensure proper notification to parents regarding the location of a convicted abuser.

As an added precaution, the Criminal Investigation Division maintains and updates a “Sex Offender” notebook in each principal’s office in our ten schools, the Superintendent of Schools office and the Boys and Girls Club. For more information on our sex offender monitoring program, please contact Lieutenant Scott Watkins.

*It is important to note that this innovative approach to sex offender management has come under intense scrutiny and is currently being challenged in the courts.*

Lifetime Registrants are required to register every 90 days. Ten Year Registrants are required to register once per year. The crime of which the offender was convicted determines which category they fall in.

There are exceptions, but generally the Lifetime Registrants have committed Gross Sexual Assault (minor or adult victims) or Unlawful Sexual Contact. Ten Year Registrants are generally the offenders who have been convicted of Sexual Abuse of a Minor or Possession of Child Pornography.



# *Domestic Violence Safety Team*

“Police officers know that when we go into a home to arrest an abuser, we look at the child in the room and **KNOW** that without interventions, THAT child may either be abused or become an abuser. We must make every effort to safeguard the ‘silent voice behind the door –children who bear witness to domestic violence.’”

*Chief Phillip L. Crowell, at Domestic Violence Vigil, 2009*

In 2009, the Auburn Police Department responded to approximately 377 calls for service relating to Domestic Violence. Of the 377 calls, there were 135 arrests perpetrated by both male and female offenders. Arrests included Domestic Violence Assault and related crimes (DV Reckless Conduct, PFA violations, Violations of Bail, Tampering with a state’s witness). 25 percent of the offenders were female. 120 arrests were made for DV Assault, 9 for DV Terrorizing, and 6 for DV Stalking.

With the increased numbers of Domestic Violence calls for service and the seriousness of injuries, data illustrated that, although we didn’t know where the next offense was going to occur, we did know that the most likely offenders were REPEAT offenders. Removing an offender who was in violation of conditions significantly lowered the recurrence.

The APD responded to these calls for service by implementing a Domestic Violence Safety or Follow Up Team. The goals and objectives of the team are to:

- Make survivors aware of what resources and assistance are available in our community
- Provide information regarding obtaining protection from abuse orders
- Encourage survivors to report violations and further offences
- Provide information regarding ADT alarm system
- Strengthen cases for prosecution
- Reduce incidences of recurrence and calls for service

We continue to partner with the Abused Women’s Advocacy Program as well as the Children’s Advocacy Center. Our school resource officers, who receive notification immediately following an event, follow up with the children to ensure their safety and make school officials aware when a child is “acting out of character.” For more information on the Domestic Violence Safety Team, please contact Officer Bernice Mowatt.

*Survivors of Domestic Violence need to be heard!*



# Training & Development

The agency places a great deal of emphasis on training its employees. Lives are saved when officers are properly trained. In 2009, employees completed 3,358.75 hours of training.

In the past, officers were assigned to training based upon scheduling and availability. We now embrace the team training concept. The annual work schedule was modified to incorporate four eight hour training days each year at no extra cost to the city. Training topics are assigned and each department team participates as a unit. *Officers who work together train together.* This concept helps improve officer safety and allows for more cohesion among teams.

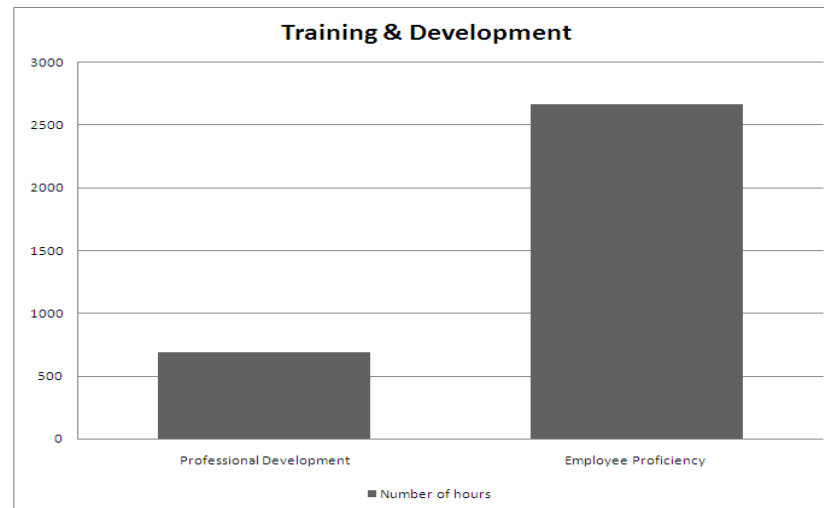


Training day topics included: Firearms, Emergency Vehicle Operations, Deadly Use of Force Decision Making Scenarios, Mechanics of Arrest & Restraint and Personal Empowerment. Officers are also required to complete mandatory training standards issued by the Maine Criminal Justice Academy, a majority of which can be accessed online.

Another vital tool in the delivery of training is the use of Roll-Call training. Watch Commanders assign officers to present 15-20 minute training topics during roll-call. These trainings cover contemporary issues that officers face every day, including Plainclothes Survival, Fire Ground Size-up, Detecting Concealed Weapons, DNA Evidence Collection and Standard Operating Procedures Review.



Staff is looking forward to presenting robust training topics in 2010, including Advanced Active Shooter training, Evidence Collection, Deadly Force Simulations and Employee Wellness. For more information on training, please contact Deputy Chief Jason Moen.



## *Youth Services*

The department has three officers assigned to the school department.

### *Elementary Officer*

Officer Tom Poulin services six elementary schools with a total student population of 1,997 Pre-K to 6<sup>th</sup> grade students. At the elementary level, Officer Poulin is the only connection between families, schools and neighborhoods. This “link” allows all to work together to provide a safe environment for the children of this community. During one hour sessions, for 27 weeks each year, Officer Poulin teaches PEACE (Police Educating Against Child Endangerment) classes to 247 sixth grade students throughout the city. He teaches classes on tolerance thus enabling “community policing” as a way to creating safer neighborhoods and reducing calls for service. He also teaches healthy alternative cooking classes at the Auburn Middle School’s Community Learning Center after school program. Auburn’s 2009 Citizen of the Year award was bestowed upon Officer Poulin for his dedication and commitment to changing lives one child at a time.

### *Middle School Officer*

Officer Ben Quinnell is assigned to Auburn Middle School and Merrill Hill Alternative School whose combined student population is 497. Officer Quinnell is also the department’s juvenile court officer and liaison in the youth court program. This position allows him to refer minor issues through restorative justice alternatives such as community service and early intervention alternatives. Most of these juveniles would normally fall through the cracks of our juvenile justice system. This early and positive interaction has reduced the number of repeat juvenile offenders. Officer Quinnell, along with Officer Marshall McCamish, coordinates the “Badges to Baseball” after school program at the Boys and Girls Club.

### *High School Officer*

Officer Matt Tift is assigned to Edward Little High School and Franklin Alternative School where the combined student population is 1,081. On a daily basis Officer Tift brings a crisis response solution to the school. His primary focus is reducing fears and the delivery of police service to our teenage citizens and their parents.



## High School Officer, con't.

Officer Tifft teamed up with the school technology department and presented classes to students on Internet Safety. The program was geared to provide information regarding the potential dangers associated with Facebook or Myspace such as sexual predators, identity theft and the criminal consequences of harassment or threatening of others using these internet sites.

Family dynamics and demographics, our increasing diverse ethnic population, and the economy are contributing factors as to why the role of

DECEMBER, 2009	ELEMENTARY	MIDDLE	HIGH SCHOOL
Administrator Meetings		17	1
Arrests			5
Assaults	1	1	1
Assist Other Agency	4	0	0
Assist Patrol	4	0	4
Children Troubles		6	1
Classroom Lectures	27	5	1
Consult with Parent		10	30
Contact with Students		300	322
Court – Youth Court		6	
Criminal Mischief	5	1	1
Criminal Threatening		4	1
Crimes OTHER	5		
Criminal Trespass	2	1	0
Custodial Civil Disputes	12		
DHS Referrals	6		
Disorderly Conduct / Fights	2		2
Drugs			4
Harassment	5	8	8
Home Visits	8	3	8
Meetings Other	10	14	5
Motor Vehicle Laws			3
Police Information		3	4
Sex Crimes	4		1
Summonses			7
Teacher Mtg. / Assist Faculty		16	
Theft	3		1
Tobacco			1
Total Contacts in schools	1130		
Weapons (Knife)		1	
<b>TOTAL CALLS FOR MONTH</b>	<b>1228</b>	<b>396</b>	<b>411</b>

the School Resource Officer has dramatically changed over the last 10 years. The educational continuity and safety for students and staff directly impacts our future crime statistics and is the primary reason why we have made it a priority to assign three of our officers to serve as School Resource Officers for the 3,575 students and approximate 620 staff in the Auburn School Department. SRO's work with teachers, administration and guidance counselors to provide a safe learning environment as well as investigate instances of neglect and abuse. For more information on youth services, please contact Lieutenant Scott Watkins.







We are very proud of our *extraordinary* volunteer program. The number of civilian volunteers at the APD grew from just 19 at the close of 2008 to more than 40 in 2009!

Last year, volunteers donated a remarkable **2,758 hours** of service to the APD. The support of these dedicated individuals has a tangible and very powerful impact on our agency. The already limited resources of our agency are stretched further than ever. Volunteers support what our sworn officers and staff do on a daily basis. They help us maximize our resources and allow officers and staff to concentrate on their primary duties. Another benefit is improved community relations. Our volunteers have become law enforcement “ambassadors” and advocates in their community.

Our volunteers assisted ‘in-house’ at the police department, helping out at the administrative level with filing, data entry, answering phones, helping patrons in the lobby and with several special projects. Outside the station, members of our *Citizen Patrol* helped support our Patrol Division by conducting vacant house checks, patrolling retail shopping areas, helping direct traffic at accident scenes, and doing some handicapped parking enforcement. Additionally, they helped out at community events throughout the year, such as National Night Out, the Balloon Festival, the Flagpole Dedication Ceremony, the holiday light display on Vista Drive and countless other special events.

Another facet of our volunteer program is CERT – our Community Emergency Response Team – a collaborative effort of the APD and Androscoggin County EMA. Volunteers are receiving training in basic first aid, search & rescue, and similar disaster preparedness skills so that the APD (and the rest of Androscoggin County) can call on TRAINED volunteers in the event of a major event, such as an ice storm, missing person, etc.

We are proud to report that five of our volunteers have been recognized for their outstanding accomplishments with **2009 Presidential Service Awards**. Claire Barclay, Paul Paradis, Bruce Tilton and David Levesque all received Bronze Level recognition (more than 100 hours of service) and Norman Ness received Silver Level recognition (more than 250 hours of service). Each of these remarkable volunteers was presented with a PSA pin, certificate of achievement and letter from President Obama at a recent Auburn City Council meeting. Additionally, Norman Ness and Paul Paradis received the 2009 *James J. Durant Civilian Recognition Award* from the Maine Association of Police for their outstanding contribution to law enforcement.

Auburn is a strong, vibrant part of Maine and the people who live here care deeply about their families and their community. They are a significant resource for APD. VIPS allows citizens to contribute to their community in a very meaningful way. Our volunteers are truly a “source for the force!”





## *Accreditation*

We are one of only TWO Law Enforcement Agencies in Maine to receive National Accreditation from CALEA, the Commission on Accreditation for Law Enforcement Agencies.

Established in 1979, accreditation serves many purposes. It improves the delivery of law enforcement services by offering a body of standards developed by law enforcement practitioners that covers a wide range of topics. Additionally, it helps to formalize essential management and administrative procedures; establish fair and nondiscriminatory personnel practices; solidify interagency cooperation and coordination; boost citizen and staff confidence, trust and support in the agency; reduce liability and increase internal and external accountability; and institutionalize self-improvement practices in relation to efficiency and effective performance.

Some of the internal benefits of accreditation are: controlled liability insurance costs; stronger defense against lawsuits and citizen complaints; greater accountability within the agency; and improved employee morale. Some external benefits are: staunch support from government officials; increased community advocacy; international recognition for professional excellence; and perhaps most importantly, increased public understanding of police operations/management.

There are currently 463 standards that the Auburn Police Department must meet to qualify for CALEA Accreditation on topics such as: Law Enforcement Role and Authority; Organization, Management and Administration; Direction, Planning and Research; Personnel Structure and Processes; Fiscal Management; Training and Career Development; Recruitment and Selection; Traffic and Law Enforcement Operations; and Communications and Records.

In August of 2010, we will have a re-accreditation on-site assessment.



## *Community Events - The Logistical Perspective*

Throughout the year, the APD provides security for a number of community events. These details include: the Maine Cycling Club Bike race, the Triple Crown 5k Races, the Liberty Festival, the Make a Wish Foundation event, National Night Out, the Balloon Festival, the Dempsey Challenge, and the Parade of Lights.

Each of these require pre- and post-event planning with the organizers and other agencies, such as Auburn Highway, Fire, Lewiston Highway, Lewiston PD, United Ambulance and in the case of the Dempsey Challenge, countless other agencies.

Each event requires that a minimum of two officers be present. To ensure safety of the participants as well as the public, each event requires partial or complete road closures.

### *Auburn PD 'On the Scene'*

The Maine Cycling Club race is a two day event that attracts as many as five hundred bicyclists. The second day of the event requires the closure of the downtown area. The Triple Crown 5k races take place in June, July and August, and each of these events covers different areas of Auburn for the run/walk. The Liberty Festival is an all-day event celebrating the 4<sup>th</sup> of July. This event draws up to 10,000 people to the twin cities. Prior to the event, the police department coordinates with all agencies to insure adequate staff for the event.

The Balloon Festival is a three day event in the twin cities. It draws tens of thousands of people to the downtown area and provides numerous fundraising events for different community organizations.

The focus of the two-day Dempsey Challenge is to raise cancer awareness (and funds) for the Dempsey Center for Cancer Hope & Healing at CMMC. This impressive event, which featured a 5k walk/run and bike ride of 10, 25, 50 and 100 miles, required several pre-event logistical meetings.

Each of these community events requires police presence for a number of reasons. The first is public safety. Additionally, the police department has the duty to facilitate road closures. Most importantly, the police department holds the safety and well-being of our community in the highest regard.

# Grant Funding

The Auburn Police Department recognizes the limited amount of resources available from local tax dollars. It's a priority for this department to look to alternative revenues as a means to keep our equipment up-to-date, increase our specialized personnel and especially to reduce the burden on local stakeholders. There are risks involved with working with defective or out-dated equipment. Our staff lives, works and plays in this community too. We want a safe place to do all these things.

With the present state of the economy in this country and our own city, grant opportunities are becoming more limited, complicated and highly competitive. An agency may have many ideas for what they would like to see at their department such as more officers or specialized personnel, new vehicles, new guns, ammunition, even a new building. Our agency looks at our mission, our long term goals and objectives and develops a plan to secure grant funding. Researching funding sources that will support your request is difficult.

This past year, the Auburn Police Department applied for a total of **\$1,468,902**. We are fortunate to have received approximately half of those funds - **\$715,544**.

The police department welcomes the opportunity to continue to apply for grants as we work to augment and sustain our equipment, enhance our performance capabilities and reduce the financial burden on our citizens and business partners. For more information on our grant funding, please contact Officer Manager Rita Beaudry.

AMOUNTS	DESCRIPTION OF GRANT FUNDING
<b>\$19,557</b>	Officer overtime to conduct Seatbelt, OUI, Speed and Holiday enforcement details
<b>\$25,699</b>	Purchase 33 bullet proof vests
<b>\$374,120</b>	Hire two new officers for three years
<b>\$30,864</b>	Officer overtime to conduct underage party patrols, store surveillance and drug disposal events
<b>\$178,859</b>	Purchase equipment: 20 Motorola radios, COBRA – Hazardous Material Team equipment, SCBA Masks, 911 Equipment
<b>\$61,930</b>	Purchase new rifles, gun locks, rifle ammo, TASER holsters and cartridges, hand held laser units, speed sign trailer, patrol mountain bikes, Segway, GPS covert tracking unit and a covert radar unit
<b>\$24,515</b>	Provide wages for a Volunteer Coordinator and supplies for our volunteers

APD's newest patrol officers Meghan Fenton and Donald Cousins with Senator Susan Collins during the Senator's recent visit to Auburn PD to hear about what Federal grant funding means to local law enforcement. Fenton and Cousins were hired through a COPS hiring grant.



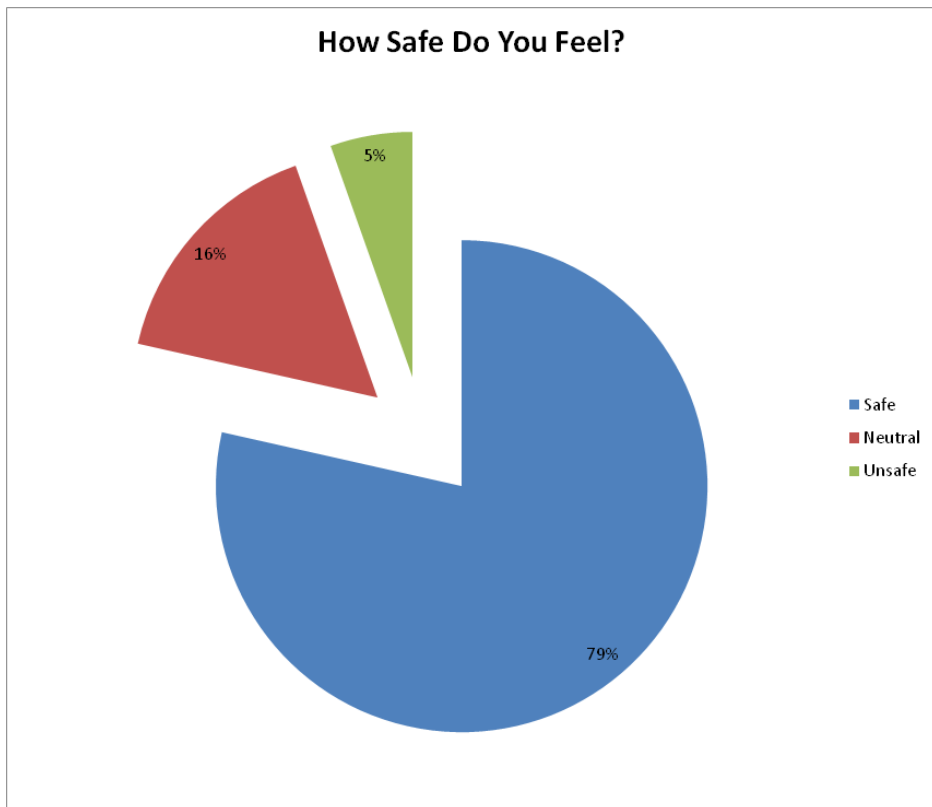
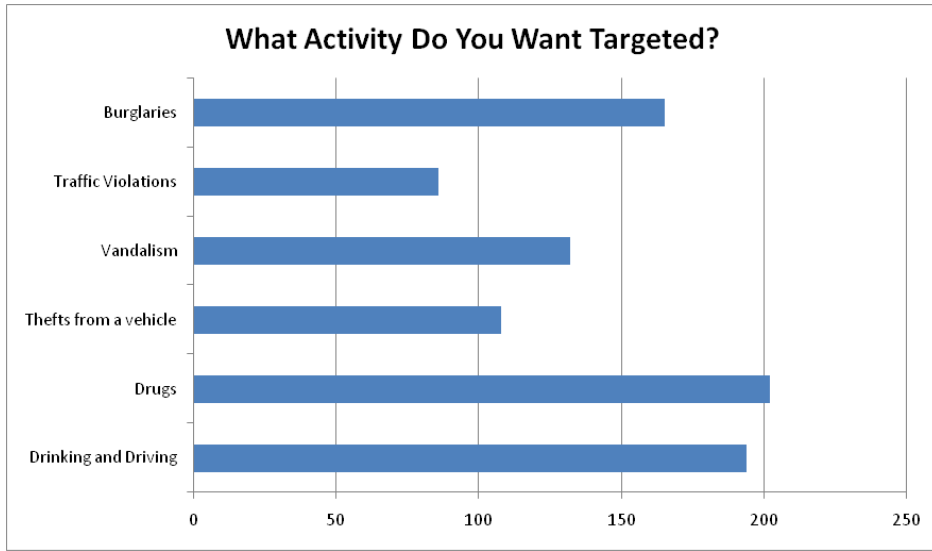
# Community Survey Results

## Community Survey Results

In an effort to provide the best possible services to our community, we created an APD Community Survey to gather input from the individuals we serve each and every day. We collected data on several topics, from demographics and 'customer satisfaction' to service delivery and how the community prioritizes special police services. This data and direct feedback from our stakeholders allows us to better serve the residents and businesses of the City of Auburn.

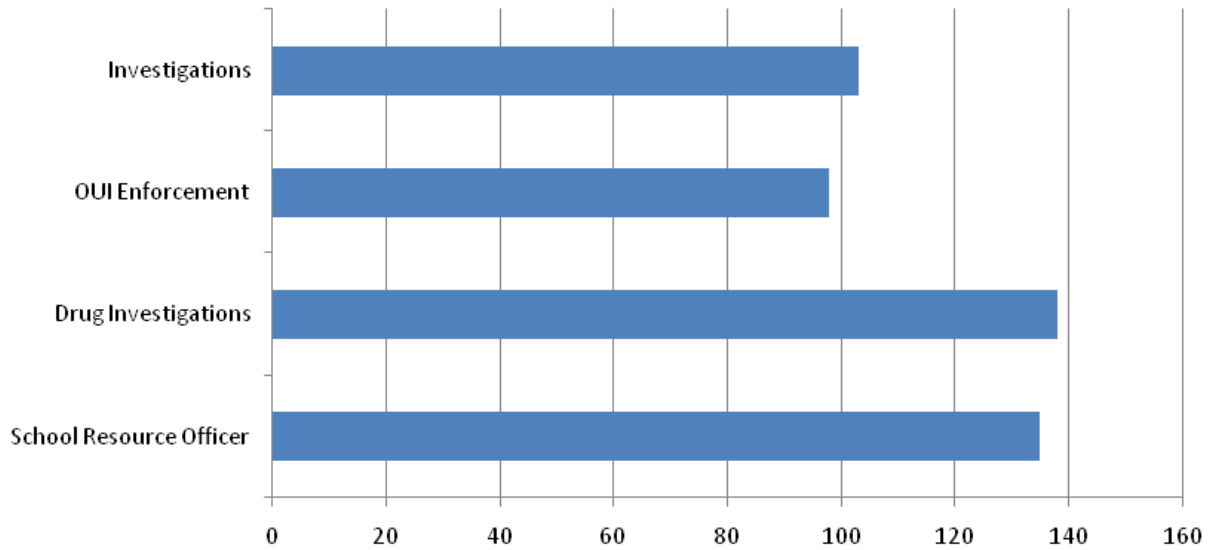
Our ultimate goal of this survey is to continue to build a trusting relationship - a true police/community partnership - with our community. This vital to fighting crime and is among our highest priorities.

We have included some of what we consider to be the most pertinent feedback.

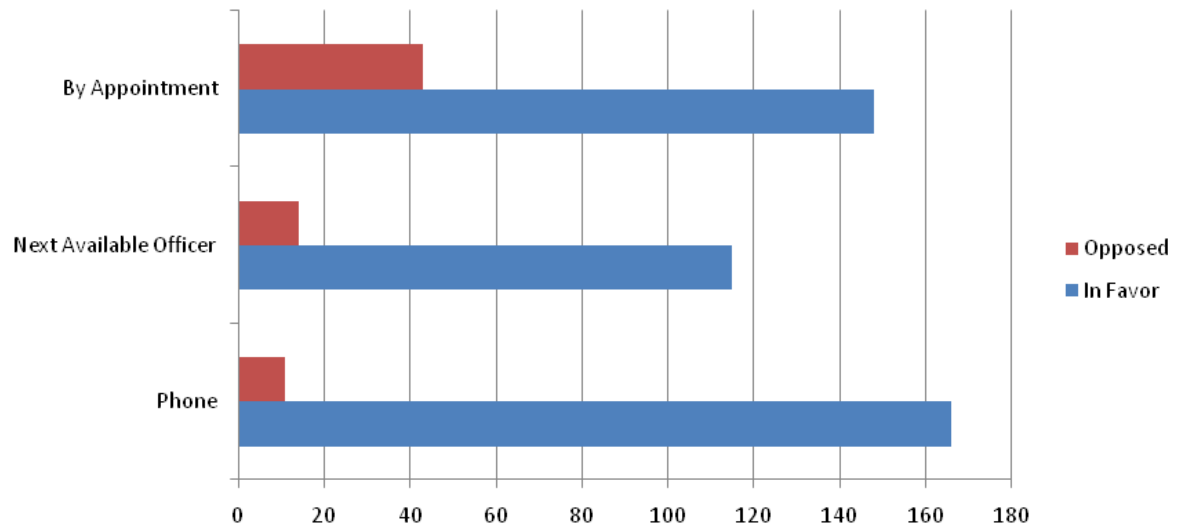


# Community Survey Results

**If a reduction in speciality enforcement was reduced  
what is most critical to maintain?**



**Are you in favor of having your non-emergency call  
handled by . . .**



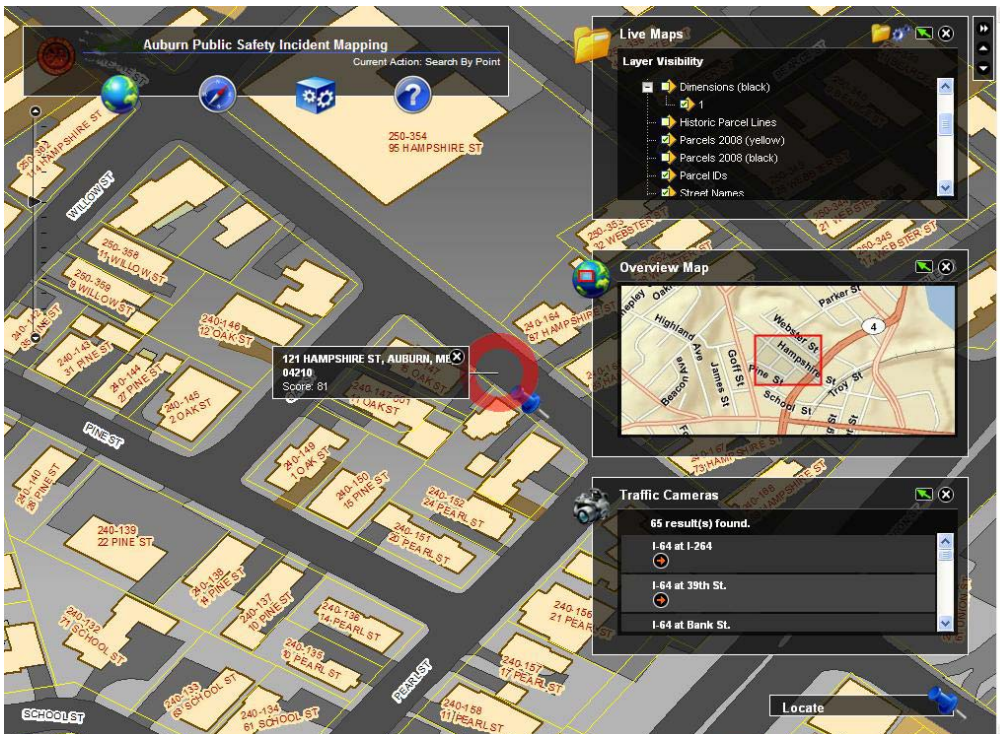
# COPSAP

## *(Community Oriented Problem Solving Analysis Project)*

The current economic situation in our city, state and nationally is forcing all entities to fight for the same tax dollars. We are challenged with supporting our community in the prevention of crime and how to provide “superior services at an affordable cost” without financially burdening our stakeholders.

We must change our response to calls for service from being call driven to being better organized in how we respond to calls, investigate crimes and clear them - even when we are tasked with uneven demands. *Random patrol produces random results.* Rarely is an agency able to plan, develop analytical capacities, or integrate patrol and crime prevention plans. The aim of this project is to enhance problem solving capacity in the department as well as to increase interagency cooperation.

The Auburn Police Department recognized that in order to strengthen our community policing program, we needed to include a crime analyst position within the department who will have access to relational databases and conduct crime mapping using analytically-based problem solving methods.



This project will link information technology, analysis and problem solving with our numerous partners, which will sustain a strong and vital economic foundation for our communities to build upon. It will also permit the flow of information among the public, neighborhood associations, schools and law enforcement personnel throughout the county.

The planning, delivery, and evaluation of criminal justice services will be based upon a sound knowledge of what our customer needs and expectations are, with emphasis placed upon solving community problems *with* the community not *for* the community.

# *Community Oriented Problem Solving Analysis Project*

## *Broken Window Project*



The Broken window theory was implemented in the early 1990's by newly-appointed Police Chief William Bratton of the New York City Transit Police. The theory and subsequent programs proved to be so successful that they were later adopted city-wide. The Broken Window Theory centers around the idea that if you have a problem in the community, no matter how small, it will almost certainly become a larger or more serious problem if left unchecked. *An example of this is graffiti. If Graffiti can be removed in a relatively short period of time it is less likely that others will come along and tag the same buildings.* Police officers, working in partnership with our community, can identify problem areas and proactively focus police manpower and resources to those areas to reduce or eliminate the problem.

### *Loitering*

In 2009, APD Watch Commanders were asked to identify problem areas within the city and develop plans to address them. Excessive loitering on Main Street emerged as an issue, primarily following bar closures. Large crowds gathered, blocking sidewalks. Patrons were often intoxicated, talking loudly and urinating and vomiting in public. Loitering became a Broken Window Project. Officers met with local business owners and found them to be supportive of the project. Owners helped by displaying "no loitering" signs. Officers met with owners of bars and clubs and explained the concerns. Club owners agreed to have their staff work with officers to move people along at closing time. Next came directed patrols. Officers focused their attention on the bar district and monitored the loitering problem. The last phase of the loitering project was an effort to strengthen our city ordinance on loitering.

### *Minot Avenue Speed Enforcement*

Excessive speed on Minot Avenue is another example of a Broken Window Project. Officers have been utilizing "dummy cars" - fully-marked police cars, strategically placed to stand out - in an effort to reduce the speeds at which motorists are traveling. Officers have also increased their overall presence along Minot Avenue by running more radar and conducting selective enforcement details.

### *Impaired Driving*

The impaired driving project focuses on education and enforcement. APD and the management of Club Texas set up a breathalyzer testing station in the parking lot of the club and as patrons were leaving, offered to test their breath alcohol levels. Many people were surprised at their results. Officers then made sure that the patrons had a ride home. A local cab company had a cab on standby at the club for the entire night. We received a lot of positive feedback. Many patrons said that they wish we could do this more often. In addition to increased OUI enforcement, we have designated teams to conduct saturation patrols, which are specifically focused on detecting and apprehending impaired motorists.





## *Red Light Running*

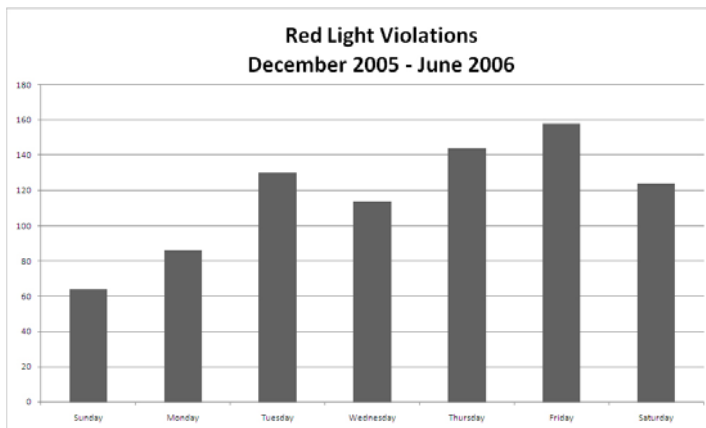
### *The Problem*

Traffic crashes are the single most significant cause of preventable death and injury in North America. In 2007 in the U.S., almost 900 people were killed and an estimated 153,000 were injured in crashes that involved red light running.

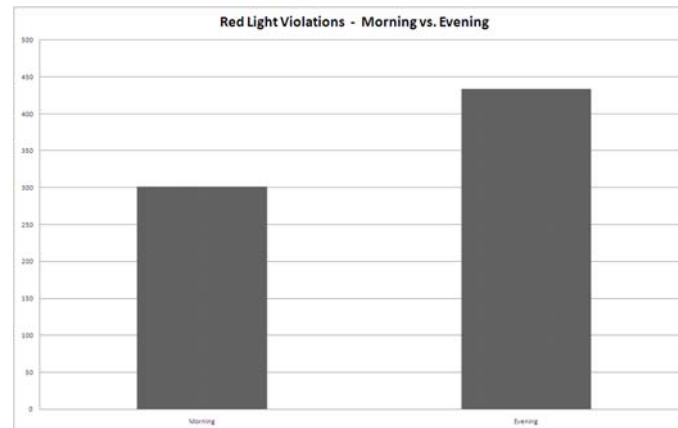
Public costs exceed \$14 billion per year, and more than half of the deaths in red light running crashes are other motorists and pedestrians. There is no doubt that red light runners are dangerous drivers who irresponsibly put others at risk. In America's cities where too often the yellow light has come to symbolize "hurry up" instead of "slow down" red light running is the leading cause of all urban automobile crashes.

We recognize the problem and are deeply concerned about red light running. Accordingly, in an effort to reduce the incidence of red light running, we are launching the "Stop for ME" Initiative - a red light running awareness project.

This project will have a three-pronged approach: **Education** – the initiative will include a coloring contest in Auburn's elementary schools; a 'signature drive,' which will include sending elementary and middle school students home with 'pledge sheets' (driving age adults sign, pledging to always stop for red lights) - the homeroom with the most signatures will win a pizza party to be delivered by APD officers; and an educational "Stop for ME" event at Auburn Middle School. **Observation** – our VIPS volunteers and Explorer cadets will collect data at a busy intersection in Auburn for three weeks; **Enforcement** – following analysis of the data collected, the patrol division will perform targeted enforcement of the intersection.



These charts reflect data collected from a red light running camera which was positioned at the intersection of Minot Avenue and Elm Street between December of 2005 and June of 2006.



## *Innovation: Technology*

As in our everyday lives, technology plays a vital role in the efficient delivery of police services. 2009 saw the completion of a three year project that brought modern law enforcement computer technology to Androscoggin County.

In 2005, we conducted a needs assessment in conjunction with the implementation of the Homeland Security Grant Program – METRO funding. The lack of an effective, efficient records management system (RMS) was identified as the highest priority. Analysis showed that the best way to integrate agencies onto one database would be to bring them online with software that would connect all of the agencies together on a county-wide network.

Implementation of mobile technology brought 59 mobile data terminals (MDT) to Androscoggin County. This allowed every police cruiser to be outfitted with an MDT.

This \$1.8 million collaborative project has increased the Homeland Security capabilities of the region. Mobile access to a regional public safety information database is a force multiplier and supports emergency preparedness. This project has given emergency response agencies the ability to rapidly transfer and electronically share information.

Every patrol car in our fleet is also equipped with an in-car video camera system. This system records a first person view from the front dashboard of the cruiser. The officer is equipped with a small microphone that allows the system to record audio as well. These camera systems have enhanced the delivery of our services by providing clear evidence in the prosecutions of cases.



Deputy Chief Jason Moen explains the MDT system to Senator Susan Collins during a recent visit to the APD.

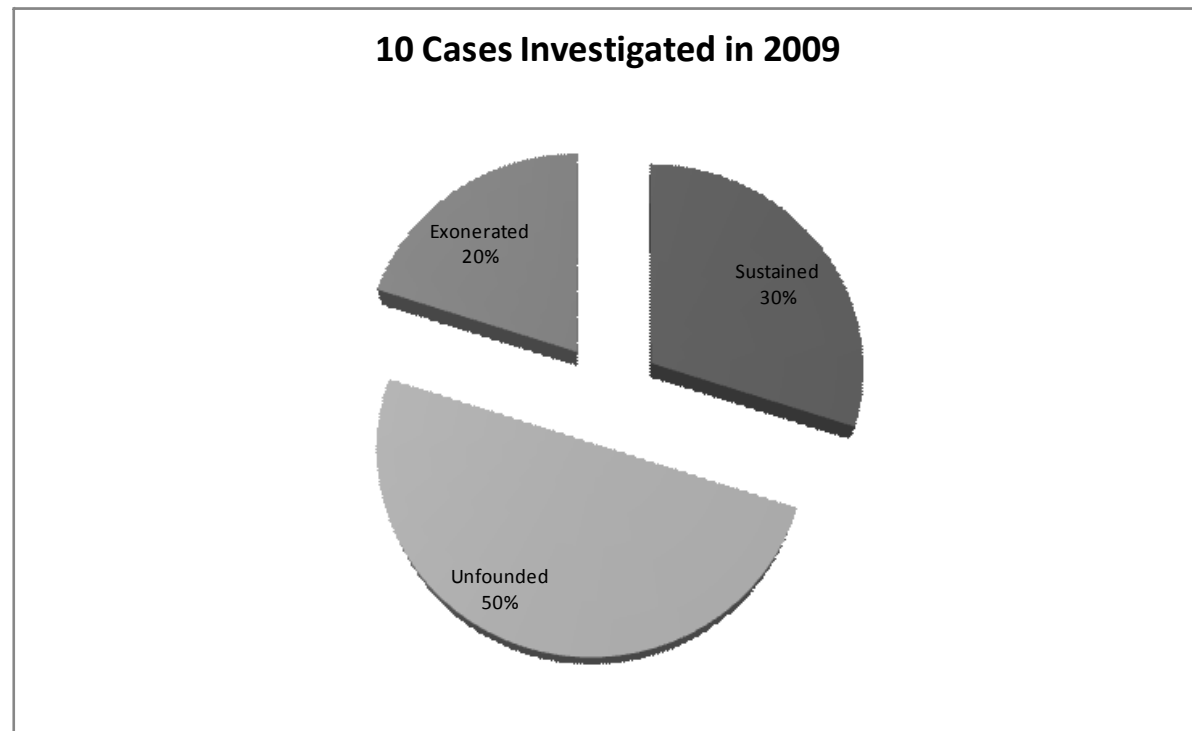
## *Internal Affairs*

The Internal Affairs Unit (IAU) is responsible for receiving, processing, assigning and supervising the investigation of any alleged misconduct or criminal conduct against any member of the Auburn Police Department. The IAU insures that all allegations are investigated thoroughly and objectively.

There were a total of ten Internal Affairs investigations conducted in 2009; a total of six citizen complaints and a total of four department initiated complaints. Of these complaints, five were for department policy violations, one for abusive language, two for conduct unbecoming an officer, one for excessive force and one for a use of force resulting in serious bodily injury. The dispositions of these complaints are as follows:

Discipline for the two sustained policy violations were a written reprimand for one and a two-day suspension for the other. A written reprimand was issued for the abusive language complaint.

Our officers responded to more than 23,000 calls for service, making 950 physical arrests. The officers are conducting themselves professionally and with the spirit and intent of our mission and value statement. After a thorough review and cross reference of the citizen complaints, no pattern of officer misuse of authority or use of force was identified.



# Use of Force Analysis

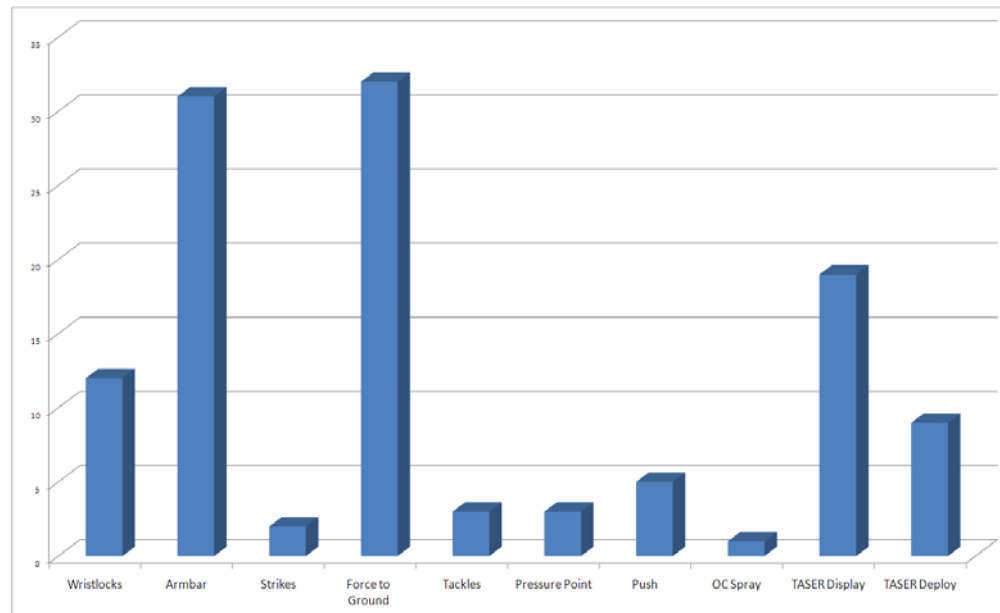
Safely effecting the arrest of an individual requires an officer to use a “continuum of force” to de-escalate the situation. Careful evaluation and review of Use of Force data allows us to insure that our policies are consistent and our training is effective and pertinent. It is also a component of our ‘early warning system’ which insures officer professionalism.

There were a total of 76 incidents where force was applied, involving 146 uniformed officers. This reflects a 20% decrease in UOF occurrences involving 5% more officers than compared to 2008. Reports reflect that 59% of the suspects who had force applied to them were under the influence of alcohol or drugs.

The 2009 analysis shows that:

- 30.2% of all suspects involved were age 18-24
- 41.7% decrease in UOF incidents involving juvenile suspects
- 23.8% increase in juvenile arrest rate
- 46 out of the 76 UOF incidents occurred during the night shift hours of 19:00-06:00.
- 74% of those UOF incidents involved the suspect being under the influence of alcohol and/or drugs
- 5 suspects received medical treatment for injuries received as a result of force being applied
- 6 officers received injuries while deploying force

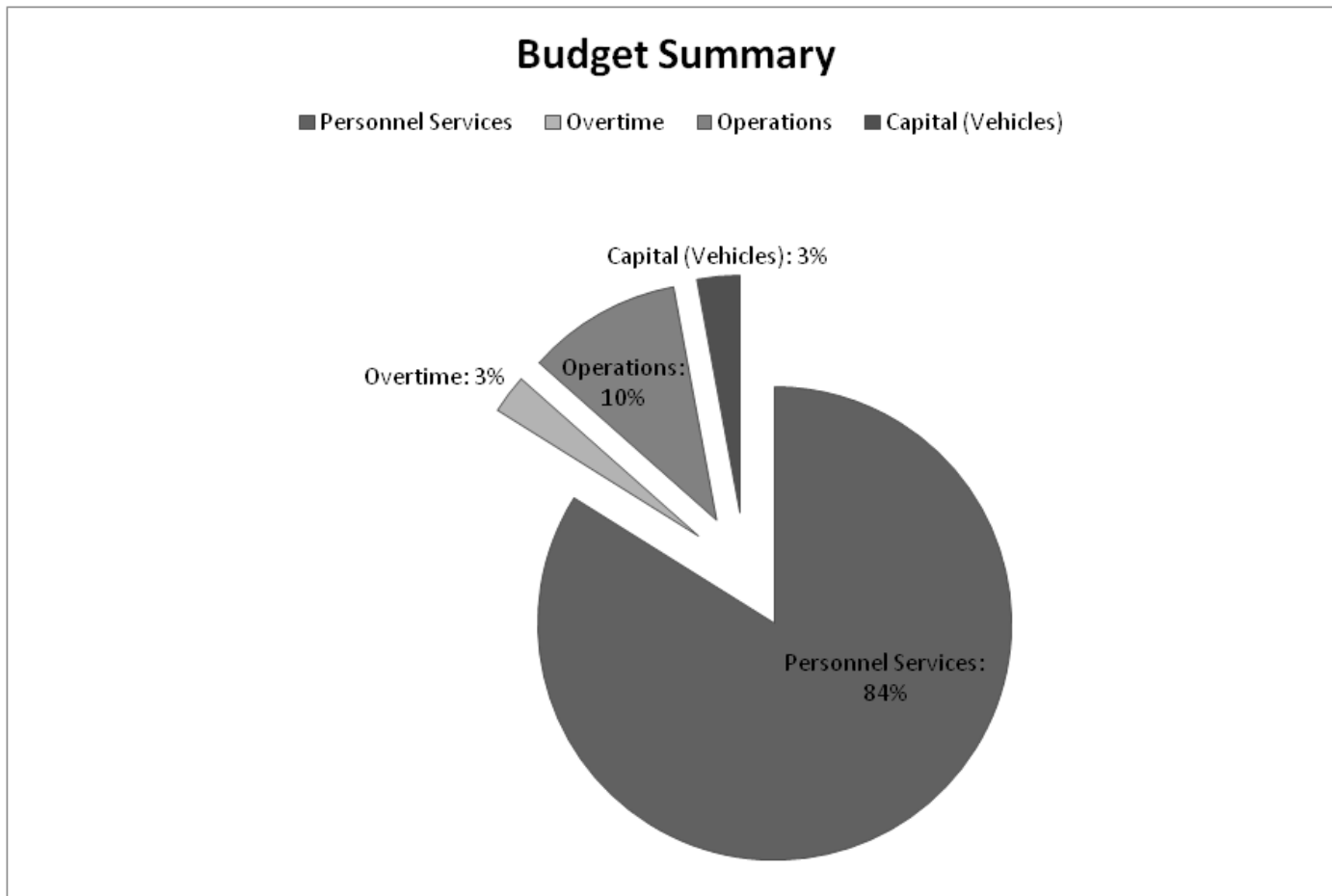
In 28 of the UOF incidents, two or more different types of force had to be deployed against the suspect to gain compliance. Each of these incidents reflected the proper escalation of force in response to the resistance encountered.



# Budget Overview

During these difficult economic times, the Auburn Police Department continued to search for innovative solutions to meeting the needs of our community. However, it became necessary to prioritize according to public safety versus public convenience. At our annual command retreat, we focused on reducing Part 1 Crimes. Part 1 Crimes: homicide, rape, robbery, aggravated assaults, burglary, larceny, motor vehicle theft and arson.

As we move forward, we will continue to analyze data and consider new ways implement cost-saving measures, such as the elimination of motor-vehicle lockout assistance, which occurred in December of 2009. We will continue to focus on the most effective use of our resources to keep Auburn safe.



## Goals & Objectives

**Goal:** encourage active citizen participation in city government; develop the city-wide strategic plan for the incorporation of a community oriented government model; develop a technology based social networking solution for all city departments to participate in the sharing of information; utilize the city manager's Weekly Report to share important and timely information of department activities; solicit, collect and analyze citizen feedback of police services.

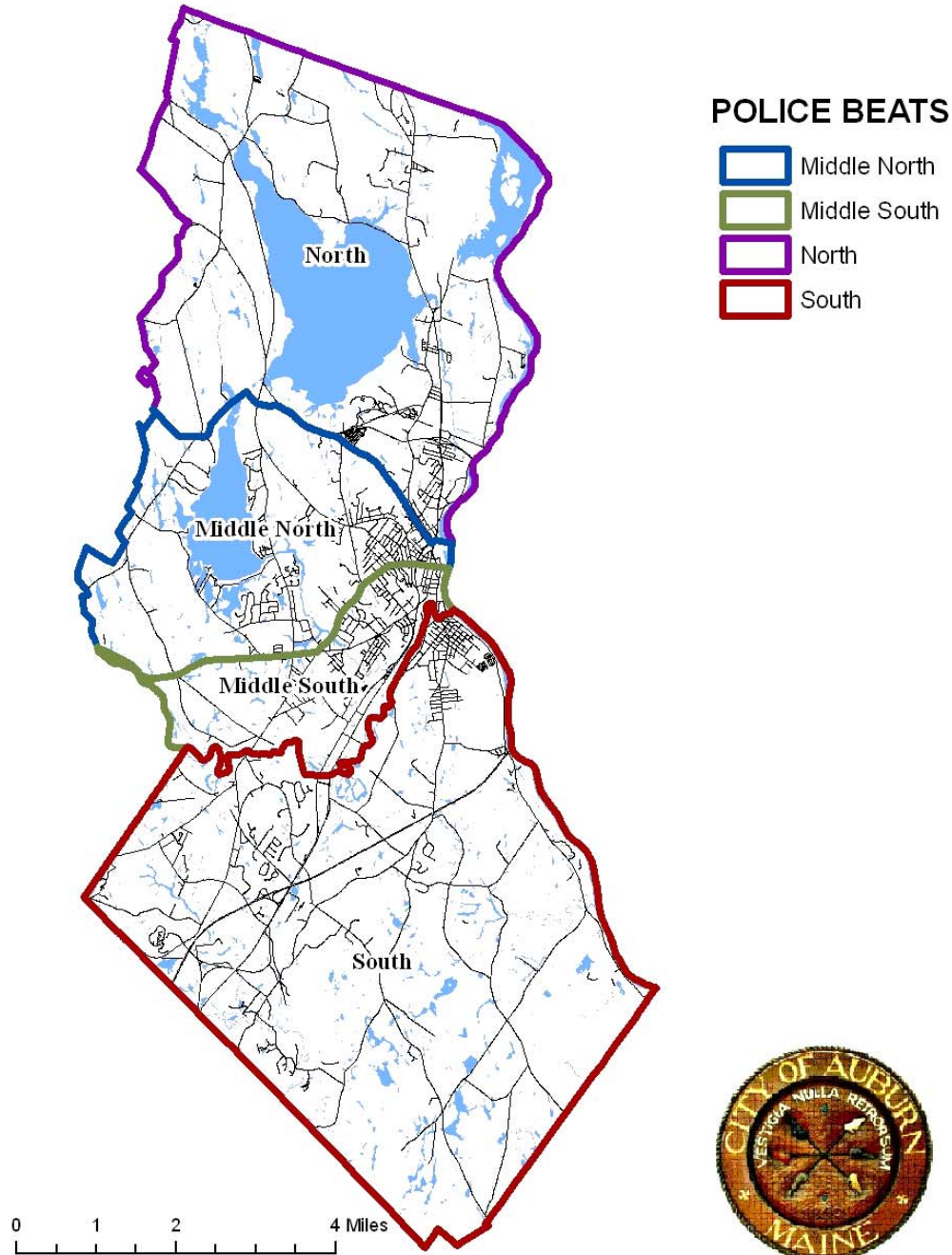
**Results:** the department has fully integrated our communication to the community through social networking. We will continue to work with other city departments to further this effort. We developed a Community Survey and have received over three hundred responses. Our continuing goal will be to increase the number of respondents.

**Goal:** enhance the delivery of quality service; conduct assessment of all department employees to determine specific skill-set trainings needed; create organization succession planning through the development of a mentoring program; utilize accreditation methodology to develop best practices for all city departments; expand the Volunteers in Police Services program to improve delivery of city-wide services.

**Results:** enhancing our service delivery has been a priority this year. We have begun our workload assessments and will continue this project. The mentoring training which was scheduled was canceled. We will be seeking an alternative training session. Our volunteer program continues to grow. We currently have forty volunteers and their services continue to expand. Our CERT (Community Emergency Response Team) training has begun and our Citizen Patrol members worked with the Planning and Permitting Department to implement "Project Good Neighbor."

**Goal:** control costs; evaluate present police methods and programs to provide a more efficient return on each taxpayer dollar; research and assess innovative solutions to reduce taxpayer burden; review current policies and budget allocations to ensure quality fiscal management.

**Results:** the department was successful in receiving grant funding for our COPSAP project. This project will evaluate our current response methods and change how we deliver services. We will be a data driven agency rather than a call driven agency. Being fiscally responsible is on-going and does not only occur during the budget process. Our command team is responsible to provide monthly reports which allow us to ensure quality fiscal management.



The City of Auburn has 67 square miles and over 230 road miles to patrol. We are the largest city east of the Mississippi River. Providing proper patrol coverage to reduce the amount of time needed to respond to a call is vital. In the next year, the department will be realigning our beat areas due to changes in population, housing and industrial developments and retail growth. Our strategy will be to analyze our calls for service and assign officers to the most optimal locations for response in an emergency.

## *Community Events - Our Police-Community Partnership*

The officers, administration and staff of the Auburn Police Department continue to make community outreach a priority and are proud to participate in community events.

### *National Night Out*

This is a unique law enforcement crime prevention event sponsored by the National Association of Town Watch. Our neighborhood event takes place on the first Tuesday of August at Festival Plaza. The event is designed to: Heighten crime and drug prevention awareness; Generate support and participation in local anticrime programs; Strengthen neighborhood spirit and police-community partnerships; and Send a message to criminals letting them know that neighborhoods are organized and fighting back.

The event is an opportunity for neighborhoods to celebrate! Along with the “cookout, visits from the fire department and Red Cross, and a variety of events and activities”, we select a project for the following year. The 2009 project for the next 365 days is entitled: *Community Emergency Response Team (CERT) “Doing the greatest good for the greatest number.”*

CERT is about readiness, people helping people, rescuer safety, and doing the greatest good for the greatest number. CERT is a positive and realistic approach to emergency and disaster situations where citizens will be initially on their own and their actions can make a difference. Through training, citizens can organize themselves to become spontaneous and effective volunteers. They will manage utilities and put out small fires; treat the three major causes of death by opening airways, controlling bleeding, and treating for shock; provide basic medical aid and search for and rescue victims safely.

### *Dempsey Challenge*

This cancer fundraising event to promote the Patrick Dempsey Center for Cancer Hope and Healing at Central Maine Medical Center was held in Auburn/Lewiston on October 4<sup>th</sup>. Twelve staff members trained for several months, running and walking to participate in this 5K event. Plans are in the works to participate again.

### *Special Olympics Torch Run*

Each June, Auburn police officers and staff join other law enforcement agencies throughout the state in bringing awareness to the Special Olympics Program by participating in this 6 mile run.



## *Looking Forward*

This annual report has been our attempt to allow you, our stakeholder, to “look beyond the surface.” We want this to be just the beginning of our journey together. For the Auburn Police Department to be a successful organization, we need the support and participation of our community. If, while reading this report, you discovered that you want to be part of what we are doing, I would encourage you to contact our Volunteer Coordinator. We have a role for you.

2010 is going to be exciting and challenging. It is impossible to predict when we will recover from the economic crisis that we find ourselves in. We will remain focused upon being efficient with your tax dollars. We will continue to be aggressive in our search for grant funding to sustain equipment, technology, personnel and training. We will stay committed to “providing superior service at an affordable cost.”

I would like to thank my staff who participated in the production this annual report:

Deputy Chief Jason Moen  
Office Manager Rita Beaudry  
Lieutenant Kevin Mulherin  
Lieutenant Paul Labarre  
Lieutenant Timothy Cogle  
Lieutenant Scott Watkins  
Sergeant James Lawlor  
Detective Barry Schmieks  
School Resource Officer Thomas Poulin  
School Resource Officer Benjamin Quinnell  
School Resource Officer Matthew Tifft  
Officer Bernice Mowatt  
Officer Marshall McCamish  
And a special thank you to our Editor, Liz Allen

# Police Calendar 2010

## January

Stalking Awareness Month  
Police Budget Preparation  
Analysis Reports  
Maine Criminal Justice Academy Reports  
OSHA Injuries & Illnesses Report  
Survey of Occupational Injuries/Illnesses Report

## February

Ethnic Equality Month  
Police Annual Report  
Goals & Objectives Planning  
CIP (Capital Improvements) Proposals  
Contract Negotiations (Patrol/Detectives and Command Officers)  
Cab Company-Vehicle Inspections

## March

Parenting Awareness Month  
Parenting Education Programs  
Community Activities Report  
Plan Click-It-or-Ticket Program  
Citizens Police Academy

## April

Sexual Assault Awareness Month  
Alcohol Awareness Month  
Child Abuse Prevention Month  
National Volunteer Week 19<sup>th</sup> - 25<sup>th</sup>  
Officer Rodney Bonney Remembrance, April 6  
Animal Control Officer contract negotiation

## May

Senior Citizens Awareness Month  
Education on Elder Abuse, Scams,  
Identity Theft  
Law Enforcement Memorial Week  
Chief's Physical Fitness Challenge  
Memorial Day Parade

## June

Special Olympics Torch Run  
Kick Off the Summer - Youth BBQ's  
Graffiti Clean-up  
Triple Crown – Y-5K Race  
Maine Cycling Bike Race  
Camp Postcard (Peace Officers Striving To Create And Reinforce Dreams)  
SACC (Sexual Assault Crisis Center)  
Celebrity Dinner

## July

Officer Norman Philbrick  
Remembrance, July 7th  
Junior Police Academy  
Liberty Festival  
Triple Crown – Emily's Race  
OUI Enforcement – Highway Safety Grant  
Fire Extinguisher Inspections

## August

Back to School Safety Awareness  
School Crosswalk Education  
Training of School Crossing Guide  
National Night Out  
Balloon Festival  
Triple Crown – 5K Bridge Run  
OUI Enforcement – Highway Safety Grant

## September

Command Staff Retreat  
Citizen Police Academy  
Business Police Academy  
Graffiti Clean-up  
Firearms Training & Qualifications  
St. Dom's – 5K Race  
OUI Enforcement – Highway Safety Grant

## October

Domestic Violence Prevention Month  
Community Education: Winter Parking  
Permits for Winter Parking Relief  
Halloween Safety  
Employee Recognition Banquet  
United Way Campaign Kickoff  
EVOC (Emergency Vehicle Operation Course) Training  
Dempsey Challenge

## November

Runaway Prevention Month  
Veterans Day Parade  
Holiday Enforcement (OUI & Seatbelt) – Highway Safety Grant  
Black Friday Retail Merchants Workshop  
Elections  
Festival of Lights  
Review Mandatory Training

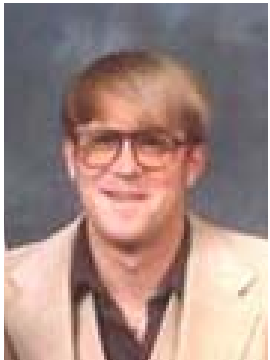
## December

National Drunk & Drugged Driving (3D) Prevention Month  
Holiday Enforcement (OUI & Seatbelt) – Highway Safety Grant  
Inventory of Equipment Readiness

## *In Memoriam*

We remember and we salute the officers who gave the ultimate sacrifice in the performance of their duties. Their courage and their service to the Auburn Police Department will **never** be forgotten.

### *Officer Rodney “Rocky” Bonney*



Officer Rodney (Rocky) Bonney drowned in the line of duty on April 3, 1981.

He died while trying to rescue a young man who had fallen into the Androscoggin River while riding his bicycle across the trestle/foot bridge behind Florian’s Market on Main Street in Auburn.

Officer John Perrino also dove into the Androscoggin and attempted to save both Bonney and the young man, but was unable to. He managed to get ashore and was pulled from the water.

When Florian’s Market was relocated, a park was built on its site. The park has been named “Bonney Park.”

### *Officer Normand Philbrick*



Officer Normand Philbrick died in the line of duty on July 7, 1949.

Fire crews from our sister city were called in to assist with a large fire. While Officer Philbrick was directing traffic, two fire trucks rounded the intersection at the same time, crushing him to death. Officer Philbrick’s duty weapon was bent during the impact.

Officer Philbrick’s weapon is displayed at the Auburn Police Department as a reminder of the ultimate sacrifice he gave to the citizens of our city.

# *The Vision of the Auburn Police Department*

*To deliver perfect service built upon...*

Trust

Respect

Integrity

Consistency

Transparency

Partnerships

Accountability



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