THE MISSION OF THE PORTLAND POLICE DEPARTMENT IS TO MAINTAIN A SAFE CITY BY WORKING IN PARTNERSHIP WITH THE COMMUNITY TO PREVENT AND REDUCE CRIME, PROTECT LIFE AND PROPERTY, HELP RESOLVE NEIGHBORHOOD PROBLEMS AND PROTECT THE RIGHTS OF ALL.
Dear Friends:

On behalf of the entire Portland Police Department, I am pleased to present the 2014 Annual Report.

Each year when I sit down to compose this introduction, I am reminded of the many accomplishments of the men and women of the Department who demonstrate a remarkable work ethic and unwavering commitment to the safety of our community on a daily basis. I am proud of them and salute their service.

In keeping with the goals outlined in our 2011-2016 Strategic Plan, in 2014 we remained committed to partnering with the community, maximizing resources and promoting service excellence. Towards these ends, we strengthened our relationships with existing community partners while seeking new collaborations. We adopted new technologies and encouraged inter-agency cooperation to improve efficiency. And we implemented new training and procedures aimed at improving service delivery.

Our efforts appear to be paying off as our crime statistics continue to mirror the nationwide trend of reduced crime.

This year was not without challenges, however. High-profile allegations of police misconduct in other cities have prompted heightened scrutiny and criticism of officers. This has generated a positive cultural shift as law enforcement agencies seek to earn the confidence of all community members, but it has also placed considerable pressure upon officers. The often negative attention has also exacerbated ongoing difficulties in recruiting new officers. And while we have seen a decrease in crime, we continue to see an increase in drug use and the ravages of drug addiction.

In closing, I would like to thank you, our community members, for the support and encouragement you give us every day. As we celebrate 20 years of community policing, I think it fitting to acknowledge your role in keeping Portland a safe and welcoming place for all.

Mike
Located on the southern coast of Maine, the City of Portland consistently ranks as one of the best places to live in America. While the City’s excellent restaurants, top-notch health care services and thriving arts scene are notable, there is no doubt that Portland’s consistently low crime rate contributes to its quality of life as well.

The men and women of the Portland Police Department are dedicated to ensuring the safety and well-being of all members of the community. From community policing to criminal investigations and routine patrol to specialized services, PPD personnel strive to keep Portland safe.

In order to effectively carry out its mission, the Department is divided into four primary functional areas: Administration, Uniformed Operations, Emergency Communications and Criminal Investigations.

**Police Administration**

The Administration is comprised of the Office of the Chief plus a number of support positions:

- The Police Attorney provides legal services in areas ranging from labor and employment law to search and seizure. She also ensures Department compliance with City, State, and Federal law.

- The Neighborhood Prosecutor utilizes a wide range of legal tools to solve neighborhood problems and address quality of life issues.

- The Principal Financial Officer oversees all fiscal aspects including budgeting, payroll, purchasing, and financial grants management.

- The Personnel Office oversees all human resources needs including recruitment, hiring, benefits, and retirement.

- The Internal Affairs Unit guarantees the integrity of the Department by ensuring the highest standards of professionalism from all employees. The Unit investigates complaints against personnel, tracks the use of force by police officers and administers the Department’s Performance Management System.

**Uniformed Operations**

The Patrol Division is the largest and most visible component of the Portland Police Department. More than 80 uniformed officers patrol the City 24/7 responding to calls for service and proactively preventing problems. Additional officers are assigned to perform traffic enforcement and accident investigations, Jetport patrol, and Peaks Island patrol. A Major and six Lieutenants run the day-to-day operations of patrol. Officers are assigned to one of six teams and work a hybrid schedule of four 10-hour and five 8-hour shifts allowing for a concentration of personnel during the busiest time periods. Each team plays an important role in serving the community. The dedication of these officers to serve their community is not only demonstrated in their daily responsibilities, but in their desire to be involved and active members of the Department.

At least half of all patrol officers are members of a specialty team such as the Dive Team, Hostage Negotiator Team, Special Reaction Team, K9 Team, or Bomb Team. Additionally many officers volunteer their free time to participate in community events.
The Community Policing Division is responsible for a number of important services and tasks within the Department. This division offers direct support to Patrol through its proactive Senior Lead Officer program and provides neighborhood problem-solving via the Community Policing Coordinator program. Senior Lead Officers are assigned to neighborhood sectors throughout the City and on Peaks Island while Coordinators are civilian employees embedded in the neighborhoods of the Portland Peninsula as well as the City’s Portland Housing Authority properties. Coordinators and SLO’s work closely with residents, businesses, patrol officers, and other City departments to reduce crime and enhance the quality of life for citizens and businesses in their assigned areas.

The Neighborhood Prosecutor uses a wide-range of legal tools to tackle persistent quality of life problems in the City while the Youth Services Officer focuses solely on youth outreach and development of youth-oriented programs. This division also includes school resource officers assigned to Portland, Deering, and Cheverus High Schools.

Investigations:

After patrol officers respond to a crime scene, they forward their preliminary findings to the members of the Criminal Investigations Division. This division includes 16 detectives, four evidence technicians, administrative personnel, and three sworn officers assigned to the Maine Drug Enforcement Agency. The division is divided into six specialty areas: Crimes Against People, Crimes Against Property, Forensic Services, Property and Evidence, Court Services, and the Crime Reduction Unit. Detectives interview victims and witnesses while evidence technicians collect and process evidence in an effort to develop information that leads to the identification, and ultimately, the arrest of a suspect. Of note, Portland’s Criminal Investigations Division is one of only three in the state that conducts its own homicide investigations.

The Crime Reduction Unit targets emerging trends such as robberies, burglary sprees or street-level drug trafficking. The unit was designed to be agile and responsive to issues identified through the Department’s COMPSTAT system. CRU members also conduct bail checks, investigate crime tips, and work closely with detectives to identify and arrest suspects.
Emergency Communications:

The Portland Police Department serves as the host agency for the Portland Regional Communications Center which provides emergency communications services to the Cities of Portland and South Portland and the town of Cape Elizabeth. A total of 37 telecommunicators working 8 or 12 hour shifts answer 911 and non-emergency calls and dispatch police, fire and ems units. Telecommunicators juggle multiple tasks including maintaining telephone and radio communications and accurately documenting information and activity in complex software programs while maintaining situational awareness of multiple simultaneous emergencies. They provide life-saving medical instructions, obtain and convey officer safety information, and coordinate multi-jurisdictional responses to major incidents. In 2014, the Portland Regional Communications Center received and coordinated response to 66,190 911 calls—a 4% increase from 2013. More than 70% of those calls originated from a cell phone. Of note, the Portland RCC handles just over 10% of all 911 calls placed in the State of Maine. The next busiest Public Safety Answering Point receives approximately 32% fewer calls.
FOOTBEATS MEET FACEBOOK

Officers Joe Chappel and Graham Hults brought a new twist to the traditional holiday footbeats this year: they chronicled their daily interactions on the PPD Facebook page. Photos of Graham and Joe playing with local kids, hamming it up with business owners, or snuggling with dogs drew hundreds of likes and plenty of new followers to the PPD Facebook page. Moreover, their efforts enabled the Department to highlight the positive aspects of policing that are often overlooked.

PROMOTIONAL PROCESS

The Department undertook a comprehensive redesign of the sworn officer promotional process in 2014. The old process, which emphasized traditional civil service promotional criteria including a generic written test and seniority, was universally panned as arbitrary and ineffectual. The new process, which emphasizes real-world knowledge, skills and abilities specific to Portland PD, is designed to promote the most qualified officer—not necessarily the best test taker. The new process also incorporates a professional development component including a multi-day leadership training which will kick off the promotional cycle each year. Approved by the Civil Service Commission in late 2014, the new process will be full implemented in 2015.

PERSONAL PROTECTIVE EQUIPMENT

Portland Police Department Evidence Technicians are frequently exposed to bio-hazards while working crime scenes. While many of these hazards can be mitigated through the use of basic personal protective equipment (gloves, coveralls, eye protection), the threat of exposure to airborne contaminants is of increasing concern to law enforcement agencies across the country. In 2014, the Department purchased respirators for use by its Evidence Technicians. This equipment will mitigate the dangers of airborne contaminants allowing the ET’s to work in potentially hazardous conditions for extended periods of time.

ELDER ABUSE GRANT

The Portland Police Department partnered with Family Crisis Services to obtain a $300,000 federal grant targeted at providing services to victims of elder abuse. Two officers will attend a train the trainer course early in 2015 in which they will learn how to identify victims of financial and physical abuse. These officers will then return to the Department and share their knowledge with other officers thus expanding the number of field officers knowledgeable of the signs of abuse.

PATROL DOG COMPETITION

Portland Police Officer Christian Stickney and his partner K-9 Blaze won first place in a regional police patrol dog competition in September. Christian and Blaze, who have been working together since last spring, bested 22 other teams from all over the northeast. Blaze, a two year old Belgian Malinois, was certified to work the street in August and received his narcotics certification in the fall.

ENHANCED COOPERATION

With resources limited at all levels of law enforcement, the need for cooperation among agencies has become more acute. This year, PPD benefitted from state and federal cooperation in two significant investigations: a heinous assault on a child and an extensive drug trafficking investigation. In October, officers responded to the report of an assault on a child in East Bayside. Evidence Technicians processed the scene developing evidence which quickly enabled them to identify a possible suspect. Expedited analysis by the Maine State Police Crime Laboratory positively matched the suspect to DNA found at the scene and with the assistance of the United States Marshall’s Office and the Southern Maine Violent Offender Task Force, the suspect was arrested in Boston and extradited back to Maine.

The Department also worked closely with federal and state partners as part of an extended drug trafficking investigation. Members of the PPD Criminal Investigations Division worked cooperatively with the FBI and Maine Drug Enforcement Agency conducting surveillance and gathering intelligence. The investigation culminated in early January 2015 with simultaneous raids on three Portland locations resulting in three arrests and the seizure of drugs and cash.
2014 Personnel Changes

We welcome the following officers and civilian employees hired in 2014:

**Police Officers**

Christoper Gervais  Joseph Chappell  Kathryn Phelan  Heidi Johnston

Andrew Castonguay  Zachery Grass  Zachary Theriault

**Telecommunicators**

Katherine Dillon  Katherine Nowicki  Shannon Dougherty  Patrick Hastings

**2014 Personnel Changes**

Tiffany Bates
Executive Assistant

Sara Fleurant
Parkside Community
Policing Coordinator

Rich Bianculli
Neighborhood
Prosecutor

On July 3, 2014, Chief Sauschuck was honored to promote Aaron Pepin to the position of Lieutenant. Aaron, a sixteen year veteran who also serves as Commander of the Special Reaction Team currently commands the C Team.

**Retirements**

The Portland Police Department bid farewell to two veteran officers in 2014 with the retirements of Lieutenant Janine Roberts and Officer Bob Pelletier. We are pleased to report that Janine was appointed Acting Chief of the Westbrook Police Department in September joining other PPD alumni currently serving as Police Chiefs in the local area: Ed Googins (South Portland), Richard Rizzo (Brunswick), and Tony Ward (Sabattus).
Commendations and Awards

For coordinating an international effort to obtain assistance for a suicidal woman.

Commendation of Merit
Telecommunicator Supervisor Anthony Favreau

For convincing an armed, suicidal man to surrender to officers.

Commendation of Merit
Telecommunicator Cheryl Brewster

For identifying a suspect in a series of arson fires.

Commendation of Merit
Sergeant David Mulry and Detective Bryan Letarte

For identifying a suspect in an armed robbery.

Commendation of Merit
Detective Richard Beaumont

For the safe execution of a traffic stop in which a loaded firearm and illegal drugs were found.

Commendation of Merit
Officers Dan Aguilera and Jim Keddy

For the arrest of a suspect in a series of luxury motor vehicle thefts.

Commendation of Merit
Detectives Barry Cushman and Paul Murphy

For the identification of a suspect in a armed robbery at a pharmacy.

Commendation of Merit
Detective Richard Beaumont and Evidence Technician Victor Cote

For the successful recovery of a human trafficking victim.

Commendation of Merit
Officers Dan Townsend and Mark Keller

For the arrest of a suspect in a series of commercial burglaries.

Commendation of Merit
Detectives Eli Chase, Jeff Tully and Mark Gibbons

For executing a traffic stop which led to the arrest of two drug traffickers.

Commendation of Merit
Officers Dan Aguilera and Kyle Brake

For the identification and arrest of a suspect in a burglary and assault of a child.

Commendation of Merit
Evidence Technician Chris Stearns, Detective Scott Dunham, and Officer Jon Reeder

For providing invaluable assistance to a local resident suffering from significant physical and mental health conditions.

Commendatory Letter
Suna Shaw

For the identification and arrest of a prolific motor vehicle burglar.

Commendation of Merit
Detective Paul Murphy

Law Enforcement Award
Sergeants Kyle Tilsley and Pat Lally, Detectives Paul Martin and Wayne Geyer and Trooper Ron Turnick

For successfully locating the victim of a stabbing.

Commendation of Merit
Officer Zach Finley and K9 Mako

Law Enforcement Award
Sergeants Kyle Tilsley and Pat Lally, Detectives Paul Martin and Wayne Geyer and Trooper Ron Turnick

For rescuing a woman threatening to jump off an I-295 overpass.

Commendation of Merit
Officer Christian Stickney and K9 Blaze

Citizen Award
Gabriel Selfe

For successfully locating a missing twelve year old girl.

Commendation of Merit
Detective Christian Stickney and K9 Blaze

For identifying a suspect responsible for making a series of threats against Mercy Hospital.

Unit Commendation
Sergeant Dean Goodale, Detectives Eli Chase, Jeff Tully, Kelly Gorham, Lisa Sweat, Mark Gibbons, and Josh McDonald

For providing invaluable assistance to a local resident suffering from significant physical and mental health conditions.

Commendatory Letter
Suna Shaw

Law Enforcement Award
Trooper Kyle Willette, Detective Lauren Edstrom, and Special Agent Pat Clancy

For their professional handling of communications during a Presidential visit.

Unit Commendation
Supervisors Andrew Dziegielewski and Anthony Favreau, Telecommunicators Brad Williams, Brian Cole, Cheryl Brewster, Jennifer Lee, Jeremy Turner, Jessica Ramsay, Kevin Dickinson, Lance Mazer, Phil Viola, Stephanie Nowicki, and Jon Cosenza

For their response to a serious motor vehicle accident.

Unit Commendation
Sergeant Jacob Titcomb and Officers Evan Bomba, Jennifer Lamperti, and Vincent Rozzi

For coordinating resources and response in the wake of a tragic fire.

Unit Commendation
Supervisors Andrew Dziegielewski and Anthony Favreau, Telecommunicators Brian Cole, Heather Grant, Herb Dennison, Jeremy Turner, Mitch Lutzke, Sanela Napijalo, Shannon Dougherty, and Stephanie Nowicki

For discovering a large amount of cocaine during a proactive hotel check.

Unit Commendation
Sergeant Eric Nevins and Officers Sara Clukey and Matt Casagrande

For safely resolving a call involving an armed man threatening suicide.

Unit Commendation
Sergeant Charles Libby, Officers Chris Sibley, Dave Argitis and Steve Black
Commendations and Awards

For providing exceptional service in the wake of an unexpected, severe summer storm.

Unit Commendation
Supervisor Andrew Dziegielewski, Telecommunications Chelsey Beard, Cheryl Brewster, Genn Cardullo-Branco, Kevin Dickinson, Shannon Dougherty, Susan Gorham, Jennifer Lee, Mitch Lutzke, Svetlana Mijikovic, and Stephanie Nowicki

For identifying and arresting a serial burglar.

Unit Commendation
Evidence Technician Victor Cote, Detectives Mark Gibbons and Jeff Tully, Officers Matthew Rider and Sean Hurley

For locating and rescuing a male who fell into Casco Bay.

Unit Commendation
Sergeant Tim Farris, Officers Chris Coyne, Jon Roberts, Ryan Gagnon, and Terry Fitzgerald

For safely resolving a barricaded subject call involving a psychotic male.

Unit Commendation
Sergeant Charles Libby, Officers Dan Knight, Dan Rose, Dave Argitis, Ian Gelb, Les Smith, and Mark Kezal

For locating an attempted murder suspect despite severe weather conditions.

Unit Commendation
Lieutenant Robert Doherty, Telecommunications Herbert Dennison and Louis Leary, Officers Matthew Casagrande, Michael Galietta, Michele Cole and K9 Kaine, Bethany Murphy, Thomas Reagan, Sara Ouley, Christian Stickney and K9 Blaze, Erin Clark

Law Enforcement Award
Detective Joe Fagone

Law Enforcement Awards
For locating and detaining a burglary suspect.
Deputy Harbor Master Kevin Battle
For their support and assistance with the T.S.A. Canine Program.
TSA Director Robert Selby and TSA Coordinator Elizabeth Ferguson
For assisting with the arrest of a combative subject.
Law Enforcement Award
Lieutenant Larry LaPointe
Citizen Award
James Talbot and John Vatulas

Administrative Awards
For improving the Animal Control program at PPD.
Sergeant John Nueslein
For securing Line of Duty Death federal benefits for the Johnsey family.
Administrative Award
Bethanne Poliquin and Clarkson Woodward
Citizen Award
James Poliquin
For preparing and delivering a patrol tech school at PPD.
Evidence Technicians Chris Stearns, Victor Cote, and Kevin MacDonald, ret

For taking on additional responsibilities in the absence of a Traffic Unit supervisor.

OFFICER OF THE YEAR
Evidence Technician Victor Cote

CIVILIAN OF THE YEAR
Telecommunications Supervisor Andrew Dziegielewski
Commendations and Awards

Citizen Awards

For calling 911 to obtain assistance for her mother who was having difficulty breathing.
Madelyn Farr (five years of age)

For successfully disrupting a rampage by an intoxicated, armed motor vehicle operator.
Norman Chamberlain

For his long-term commitment to and support of the Portland PD.
Bob Marley

For successfully intervening in an attempted suicide on the Casco Bay Bridge.
Roy Hopkins

For delivering CPR to a young male experiencing seizure-like symptoms.
Philip Boyd

For ongoing assistance to patrol officers.
Shannon Hutchison

For assisting officers in the capture of a felon.
Rodney Addison

For her kindness and support.
Kellie Greenleaf

For intervening to stop an assault.
Frank Mackie and Ron Kelton

For indexing the Portland PD Standard Operating Procedures.
Margery Niblock

For supporting Portland PD programs.
Brian Beaulieu

Photo Courtesy of Corey Templeton
In January 1994, the Portland Police Department opened its first community policing center. Described by then Chief Mike Chitwood as “a totally new strategy for the delivery of police services,” the programs and services offered at the center were derived from a series of community surveys designed to measure the needs of the neighborhood. Once the needs were identified, the Department partnered with service providers and other community entities to offer the desired services. For example, through a partnership with the University of Southern Maine nursing program, the Parkside Center became an area health center offering health screenings and clinics. The Department also partnered with the Boys and Girls Club and the YMCA to offer recreational programs.

The overwhelming success of the Parkside Center quickly led to the opening of a second center on Munjoy Hill followed by a Midtown Center. Today, there are five Community Policing Centers in the City. A civilian coordinator is assigned to each center. The coordinators act as a centralized resource for community members in need of assistance and work closely with other neighborhood stakeholders to develop suitable programs and strategies to effect positive, long-term changes in their neighborhood.

The duties of the Community Policing Coordinators are as diverse as the neighborhoods they serve. All of the coordinators manage the hotspots and disorderly house programs in their respective neighborhoods. They meet monthly with representatives of other City Departments and focus their collective resources on addresses with an inordinate number of public disorder complaints or a single drug complaint. The Coordinators also participate in the Community Partnership for Protecting Children, a collaborative effort to help at-risk kids in the City’s poorest neighborhoods. Additionally, they staff the Community Policing Centers, facilitate problem-solving and crime prevention efforts in their respective neighborhoods and coordinate activities for low-income or at-risk youth.

**COMMUNITY POLICING CENTERS**

**East Bayside**
44 Mayo St  
(207) 553-9863

**Midtown**
26 Portland St  
(207) 772-1371

**Munjoy Hill**
101 Atlantic St  
(207) 756-8135

**Parkside**
85 Grant St  
(207) 756-8137

**West End**
166A Brackett St  
(207) 780-0495

**Portland Housing Authority**
14 Baxter Boulevard  
(207) 773-4753

**Twenty Years of Community Policing**

Officer Lisa Sweatt 2002  
Summer Cadets 2010  
Bayside Health Fair 2013

Sergeant Bill Ridge and Officer Dan Knight with Hillary Clinton 1994  

Parkside Community Policing Coordinator Clarkson Woodward 1995  
Munjoy Hill Community Policing Coordinator Janine Kaserman 2012
The Portland Police Department participates in the federal Uniform Crime Reporting program, a system designed to provide a uniform method of tracking crime across the country. The FBI collects, publishes and archives all UCR data so that interested parties can easily obtain reliable crime statistics.

The Portland Police Department tracks these specific crimes (known as Part I Crime) as part of an effort to effectively measure, predict and map crime throughout the City. Part I Crimes are defined as either Violent or Property Crime. Violent Crime consists of Murder, Aggravated Assault (including Elevated Aggravated Assault and Criminal Threatening with a Dangerous Weapon), Gross Sexual Assault and Robbery. Property Crimes include Larceny (Theft by Unauthorized Taking, Theft By Deception, Motor Vehicle Burglary, Attempted Burglary), Commercial Burglary, Residential Burglary, Unauthorized Use of Property (Motor Vehicle Theft) and Arson. Tracking this data on an ongoing basis enables police commanders to identify emerging trends, allocate resources, and focus prevention efforts more effectively.

The following charts provide an overview of crime in Portland in 2014. For more information, please visit the Crime Analysis section of our website: http://me-portland.civicplus.com/734/Crime-in-Portland

As seen above, Calls for Service (CFS) and Arrests increased slightly in 2014 while there was a slight decline in the number of reported Criminal Incidents.

A total of 179 Violent Crimes were reported in 2014—a 1% decline from the 181 Violent Crimes reported in 2013. Of note, Aggravated Assaults increased by 21% from 2013 to 2014 while robberies decreased by 22%. For the third consecutive year, a single homicide was reported in Portland.

Property crime continues on a downward trend with every category except Arson recording declines in 2014. Overall, we saw a 17.6% decrease in property crime over the past year.
Drug and alcohol addiction remain problematic in the City of Portland. As shown in the chart above, Drinking in Public calls increased by more than 15% in 2014 while Layout/Incapacitated Person calls were up by just over 2.5%. Of note, police response to layouts and chronic inebriants has declined substantially since the successful implementation of the Homeless Outreach and Mobile Engagement (HOME) Team program in 2010. Street outreach workers now provide direct intervention with individuals who are exhibiting disruptive or unsafe behaviors. These interventions increase the safety of both the individual and the community by helping individuals relocate to a more appropriate place—the Milestone emergency shelter or other appropriate social services—where they are more likely to receive needed services. In the year prior to standup of the Home Team, police officers responded to more than 1500 layout calls, approximately 72% more than the 433 calls recorded in 2014.

In keeping with the nationwide trend, the City continues to see an upward trend in drug overdoses. In 2014, police officers responded to 334 overdoses, a 26% increase over 2013.

While the chart displays calls directly associated with drug and alcohol use, it is worth noting that many other calls for service involve drugs or alcohol. These include alcohol fueled fights, public disorder complaints and assault calls as well as property crimes driven by drug addiction. Additionally, 87 motor vehicle accidents reported 2014 were alcohol related with nearly 30% of those accidents resulting in personal injury.

### Mental Health Response

Nationally recognized as one of just six Law Enforcement/Mental Health Learning sites, the Portland Police Department remains at the forefront of providing a specialized response to people with mental illness. The Department’s program includes:

- All PPD officers receive Crisis Intervention Training—a 40 hour course to prepare officers to recognize and effectively respond to people suffering from a wide-array of mental illness.
- A full-time Coordinator supervises and manages a robust co-responder program, facilitates Crisis Intervention Training and collaborates with other providers to share information and effectuate system-wide service improvements.
- The Department partners with Opportunity Alliance to provide a full-time co-responder who is dispatched to calls for service, conducts crisis assessments and stabilization of subjects and provides follow-up and referrals.
- Master’s levels interns working under the supervision of the Coordinator serve as co-responders. They work part-time in a non-pay status gaining invaluable hands-on experience while meeting degree requirements.

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<th>Mental Health Related CFS 2012-2014</th>
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<td><strong>Behavioral Health</strong>*</td>
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<tr>
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<td>563</td>
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* The chart above displays mental health related calls for service. It also reveals the difficulty all law enforcement agencies have measuring the magnitude of mental health problems in the community. While some calls are easily classified as mental-health related at the time of the call, in other cases, the impact of behavioral health on the call may not be as obvious. A federal grant provided us funding to manually analyze all calls for service from 2010 through 2012. In 2012, manual analysis alerted us to nearly four times as many mental health related calls than the number yielded by a straight data query. We assume that this data discrepancy continues and we are working, along with the Department of Justice and other concerned parties, to improve data collection to better understand the scope of the mental health problem and more effectively focus our resources.