

# Mentor Police Department



## 2017 Annual Report

# TABLE OF CONTENTS

• Table of Contents	1
• Foreword	3
• Mission Statement	4
• Introduction	5
• Police Officer/Civilian Employee of the Year	5
• Distinguished Awards	6
• Victim's Assistance Program	7
• Historian	8

## **ADMINISTRATION DIVISION**

• Introduction	9
• Court Services	9
• Community Services	10
• Personnel & Training	12
• Field Training Officer Program	13
• Range and Defensive Tactics	14
• Vehicle and Fleet Maintenance	14

## **OPERATIONS DIVISION**

• Introduction	14
• Patrol Bureau	14
» Traffic Services	15
» Special Events	16
• Criminal Investigations Bureau	19
» Computer Forensics	19
» Video Forensics	20
» Evidence Technician Program	20
» Narcotics	21
» School Resource Officer	22
» US Marshals Northern Ohio Violent Fugitive Task	23
» Force Significant Events	23
» Volunteer Police Chaplain Program	24

## **SPECIALTY TEAMS**

- Accident Investigation Unit (AIU) 24
- Aggressive Criminal Enforcement (ACE) 25
- Bike/ATV 26
- Explosive Ordnance Disposal (EOD) 26
- Hostage Negotiation Team (HNT) 28
- K- 9 Unit 29
- Special Weapons and Tactics (SWAT) 30

## **SUPPORT SERVICES**

- Introduction 30
- Communication Division 31
- Corrections Unit 32
- Property and Evidence 33
- Records Department 35

## **ORGANIZATIONAL CHART** 36

# Foreword

As Chief of Police, I am proud to present the 2017 Annual Report for the City of Mentor Police Department. This report details the activities of and progress made by the department in 2017.

The format is a compilation of individual section reports brought together into a single document. This allows for a unique overview of department operations as viewed by the personnel who are responsible for program implementation. The Mentor Police Department continues to receive much support from the City Manager, his staff, other city departments, and City Council. It is vitally important to also acknowledge the support offered by the citizens of this community. They have allowed us to make a major impact on the delivery of police services in the city and attain the goals we established at the beginning of the year.

As we have seen across the nation this past year, there continue to be new challenges facing law enforcement on a daily basis. This makes the support we receive from our community all the more important. The men and women of the Mentor Police Department will continue to work hard to meet these new challenges with the ultimate goal of keeping our citizens safe and continue to earn the support we have received from them.



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Kevin Knight  
Chief of Police

# Mission Statement

**W**e, the members of the Mentor Police Department, vow to uphold the Constitution of the United States and the State of Ohio, to maintain order, and to protect life and property. We pledge to promptly deliver the highest quality service and wisely use available resources. We shall strive to improve the quality of life for the community, and endeavor to be role models.

**W**e will accomplish our mission through innovation, problem-solving, and community involvement.

**I**n accepting this challenge, we will genuinely pursue our core values of Integrity, Caring, Fairness, and Professionalism.

## **INTEGRITY**

**We are dedicated to** individually upholding the public trust and being held accountable for performing our duties ethically, morally, and honestly.

## **CARING**

**We are dedicated to** showing concern, courtesy, and sensitivity to ourselves, fellow employees, and those we serve. We will be compassionate and treat everyone as we wish to be treated.

## **FAIRNESS**

**We are dedicated to** treating all persons with respect, understanding, and dignity. We will consistently use common sense in a non-discriminatory fashion to promote harmony and equality.

## **PROFESSIONALISM**

**We are dedicated to** providing the community with a competent, responsive, and supportive department. We will provide quality service through effective communication, cooperation, and personal involvement. Our commitment to excellence in all we do will present a professional image.

The Mentor Police Department consists of three major divisions, each responsible for separate duties and functions, but designed to offer support to each other. Currently the Police Department consists of the Administrative Division, Operations Division, and Support Services Division. The Command Staff of the Police Department is made up of the Chief of Police, who oversees the entire Department, and three Captains each of whom commands one of the three Divisions. The Command Staff works at coordinating all the efforts of the Police Department to achieve the Department's goals and objectives. The Chief and the Captains are assisted by two full time secretaries. The Victim's Assistance program is directed through the office of the Chief of Police.

### **Police Officer of the Year and Civilian Employee of the Year**

Early in 2018, the employees of the Mentor Police Department, sworn and civilian, are given the opportunity to nominate and vote for the officer of the year and the civilian employee of the year for the previous year. These awards are given to employees who embody the principles of the Mentor Police Department, maintain a standard of excellence in their daily work, and serve as role models to their co-workers.

We are proud to announce that the personnel of the department have named Patrolman James Collier and Administrative Assistant Karen Brooks as employees of the year for 2017.



Patrolman Collier joined the Mentor Police Department on December 27, 1988. During his tenure with the MPD Officer Collier's focus has been to put the citizens of Mentor first and he has contributed to our community in a variety of ways.

Officer Collier has received many awards throughout his career, the most recent being the 2018 Crime Prevention Practitioner of the Year. He served on the SWAT team from 1995-2001 and in the Detective Bureau from 1996-2013, where he made an impact investigating high profile cases such as burglary rings and crimes against children and the elderly. Detective Collier was also instrumental in bringing the Evidence Technician Training Program to the MPD.

In 2013, Detective Collier joined the Crime Prevention Unit. He quickly became a Crime Prevention Specialist and a Certified Child Safety Seat Technician. Ptl. Collier has taken over and led the grant duties for MPD's very successful Retail Theft Grant (the Retail Detail). The program has flourished since its inception four years ago and is appreciated by local retailers and replicated by outside agencies because of the detail's impressive results.

Ptl. Collier has been a dedicated and hardworking officer and he will leave a large void when he retires in 2018. He is most deserving of this award.

Karen Brooks joined the Mentor Police Department on April 9, 2012 and works as an Administrative Assistant to the Captains. In addition to her work for the Captains, in 2017, Karen worked with Captain Gunsch to renovate the Patrolman's lounge. She used her talents to make a dramatic difference to update and modernize the lounge. Karen brought in police-related artwork to decorate the lounge and the officers were very appreciative of her efforts.

Karen is always helpful to her fellow employees. Her friendliness is contagious and she demonstrates professionalism, helpfulness, and true loyalty to the officers and to the Mentor Police Department. She is very deserving of this award.

Congratulations to Patrolman James Collier and Administrative Assistant Karen Brooks on their awards!

## **2017 Distinguished Awards**

In an effort to recognize outstanding work and achievement, the Mentor Police Department has adopted the Lake County Association of Chiefs of Police (LCACP) Award Program. The awards consist of a citation bar to be worn on the officer's uniform and an account of the award to be placed in the officer's personnel file.

Some awards are issued internally through the department. The Medal of Honor, Distinguished Service, Combat Cross, Injured on Duty, and Life Saving Award are normally awarded by the LCACP awards committee. Occasionally an officer is recognized for his or her achievements by outside agencies and businesses.

Officer of the Year Award - 2017

Ptl. James Collier

Civilian of the Year Award - 2017

Karen Brooks

### **Exceptional Service Award:**

Ptl. Daniel Shaw

Patrolman Dan Shaw was presented the Mentor Police Department's Exceptional Service Award at the City Council Meeting on Tuesday, 3/21/17. On 2/17/17, while traveling on the interstate outside of Columbus, Ohio, Shaw rescued the driver of a motor vehicle that had crashed into a utility pole and caught on fire. Shaw pulled the driver out of the vehicle as the driver's legs had caught on fire and the vehicle became fully engulfed with flames. Shaw received a letter from the father of the driver. He recognized Shaw as a real hero and thanked him for saving his son's life.

### **Knights of Columbus Blue Coat of the Year Award:**

Ptl. Colleen Petro

## **Department Excellence Award:**

Ptl. Paul Balongie

## **Lake County Chief's Life Saving Award:**

Ptl. Christian Lawrence

On January 4, 2017, Patrolman Christian Lawrence was presented the "Life Saving Award" by the Lake County Association of Chiefs of Police for his life saving actions on the night of 13 November, 2016. Patrolman Lawrence observed a vehicle stopped in the middle of the intersection of Center Street and Tyler Boulevard. The vehicle was in drive and he found the female driver unresponsive with her foot on the brake. Based on his observations of the female's breathing and his training, Patrolman Lawrence recognized that the female was suffering from an opioid overdose. He immediately administered Nasal Narcan to the female which enabled her to recover and thus saved her life.



## **Mentor Police Department Victim Assistance Program**



The Mentor Victim Assistance Program addresses the needs of crime victims in the cities of Mentor and Mentor on the Lake. This program has served over 5,500 victims since its beginning in 1997. The program currently employs one full time Victim Advocate who works with the police department, court, and prosecutor's office in assisting victims through the criminal justice process. A volunteer also provides clerical assistance to the program.

The goal of the program is to provide prompt, personalized services to citizens victimized by crime from the victim's initial police report through sentencing. Services provided included court accompaniment, crisis intervention, complete explanation of the criminal court process, referrals to counselors and social service agencies, notification of court hearings, assistance in obtaining protection orders, notification and awareness of the VINE (Victim Information and Notification Everyday), and assistance in completing Victim Impact Statements and Victims of Crime Compensation applications.

The program works in concert with the Mentor Municipal Court Judge, Probation Officers, Lake County Victim Assistance Office, and other community agencies in the best interests of all crime victims to provide quality services. Victims of domestic violence are provided with comprehensive services including safety planning, referrals, and information packets. In 2017, this program partnered with other agencies to ensure that domestic violence and stalking victims received improved



access to information, support, and advocacy needed to obtain Civil Protection Orders. Additionally, in September 2017, our program partnered with the City of Mentor Prosecutor's Office and the Cleveland Rape Crisis Center to host training on Human Trafficking that was well attended by judges, police officers, attorneys, probation officers, advocates, and social services providers throughout Lake County.

The Mentor Police Victim Assistance Office is located within the Mentor Police Department Building and can be reached at 440.205.2438.

During the Fiscal Year 2017, The Mentor Police Department Victim Assistance Program assisted 270 Victims involving the crimes as follows:

Sexual Abuse/ Assault	5
Domestic Violence	95
Aggravated Menacing	37
Assault	26
OVI Injury/ Crashes	5
Aggravated Vehicular Assault	6
Phone Harassment	4
Burglary	18
Theft	36
Criminal Damaging	17
Criminal Trespassing	3
Robbery	6
Civil Protection Order Violation	7
Child Endangering	2
Kidnapping	1
Stalking	2

## **Historian**

In late 2010, it was decided that the police department needed to make a special effort to preserve its history. The volunteer position of a Police Historian was created to document, record, and honor past officers and the history of the department. Officer Tim Abbott volunteered to be the Historian. In the spring of 2011, display cases crafted by the city road department woodshop were installed in the patrol hallway where officers passing them are reminded of the rich history of their department and the citizens that are served.

Donations were received from retired officers and others in an effort to preserve the past and honor those officers with some treasured photographs, memorabilia, and old equipment. Both display cases are filled, but their content is frequently getting updated. Since today is tomorrow's history, the department is constantly collecting items, especially photographs of officers and current equipment.

## Administration

The Administrative Division is responsible for the Community Services Unit, Court Services Unit, grant procurement and management, labor contract management, personnel, training, research and project management, liaison with the City IT department, and working with Public Works to manage the Department's fleet of vehicles.

Due to several recent retirements the department offered a police officer entrance exam in 2016. The hiring process is a very detail oriented and involved endeavor and continued into 2017. As a result of the hiring process, four officers were hired and are currently working in Patrol. One other was hired but did not complete the training program.

There were two significant technology related projects started in 2017. The first involved settling on an electronic ticketing solution for the department. The second project was getting body worn cameras for the patrol force. Both projects are scheduled to be implemented in early 2018.

The Police Vehicle Maintenance staff did another fantastic job of maintaining the police vehicles. Five new cruisers were outfitted with necessary vehicle equipment and put in service. Six additional cruisers were purchased to be put in service in 2018. In addition to maintaining the fleet our maintenance crews worked with the IT department to install new computer related equipment in marked vehicles. In between these involved activities all police vehicles received regular maintenance and were repaired as needed. Our vehicle maintenance team takes great pride in our vehicles and it shows in the quality of their work.

## Court Liaison



Court Security

The Court Liaison Officer, a sworn Mentor Police Officer, is responsible for the security and safety of the Mentor Municipal Court. During the summer of 2017, the full-time Court Officer position was transferred back to the Patrol Division and the Court position is now comprised of three part-time Officers. This makes scheduling much more flexible with a cost savings to the City. There are also two additional part-time Officers (unarmed) that manage the front door of the Court and Police Department entrance. They make sure all persons entering have business with these areas and are scanned for weapons, contraband, etc.

The Court Officer performed daily security checks of the courtrooms, all offices, hallways, stairwells, and outer perimeters. Panic alarms were tested monthly and the results documented. The Court Officer discussed and reviewed safety and security issues with the Bailiffs and the front door Officers. One such issue involved adding additional camera locations due to blind spots in the

Courtroom and outer areas. This idea was presented to Judge Trebets and the Judge agreed. Additional cameras were installed in strategic locations and can now be viewed by management and on the computer in the Court Officer's office.

The Court Officer works very closely with the Mentor Police Department's Records, Jail, and Dispatch Center, along with the Court and Prosecutor's office personnel. The Court Officer appeared at all arraignments in the Mentor Municipal Court in lieu of the arresting Officers. At this appearance when defendants plead guilty or no contest the Court Officer advised the judge of basic facts of each case along with any prior criminal and/or traffic history. When defendants plead not guilty, the officer advised the Judge of any prior criminal and/or traffic history so the Judge could set bond. The Judge would usually ask the Court Officer for a bond recommendation, but it was up to the Judge to accept the bond recommendation or adjust it to what he felt was appropriate for each case.

The Court Officer ensured timely delivery of official documents to and from the Courts including criminal complaints, arrest reports, traffic citations, warrants, jail commits, and subpoenas. An additional duty included transporting prisoners between the Court and Lake County jail.

Prisoner transportation was accomplished through the use of a 2006 GMC Savana prisoner transport van. The transportation section of the van has two separate units holding five prisoners each. This allowed separation of male and female prisoners or co-defendants, if needed. The van was also used for legal document delivery and other official police department business.

## **Community Service Unit 2017**

All members of the Mentor Police Department, as part of an officer's normal operation and contact with the public, perform the function of community service. The Community Service Unit has continued to cultivate a positive image for the police department through educational programming in addition to interacting with the public on a daily basis.

For the past eighteen years, the Unit has completed extensive informational and statistical packets for the annual awards presented by the Northeast Ohio District American Automobile Association. The City of Mentor received top honors for the sixth year with the prestigious platinum award in showing leadership for traffic safety programming and projects.

The Mentor Police Department Community Service Unit participated in a variety of Community and Business Safety Events. For the past 28 years the Unit has sponsored the third grade seat belt program and poster contest where we focus on educating third graders from all nine Mentor Elementary Schools about the importance of proper seatbelt safety and regulations. The school poster contest winners

AAA Safety Advisor Lori Cook presenting the platinum award to MPD



received many prizes donated by local businesses and were invited to the Great Lakes Mall and presented their awards during Heroes Day in May.

Another program coordinated by the Community Service Unit is the Officer Phil Safety Program. This program encompasses all elementary schools (K-5) and is sponsored by local businesses and provides a presentation by a ventriloquist animator along with safety books given to each student. This program emphasized general safety issues including bullying, drug abuse, and peer pressure. This is the 34th year for the Officer Phil program and it was featured in a News Herald article.



Another goal of the Community Service Unit has been to present the Mentor Police Department in a positive way to the youth of the City of Mentor. Officers assisted with bicycle licensing and provided flyers for the purchase of low cost bicycle helmets to each school. In 2017, 46 helmets were fitted and sold to the general public.

The Community Service Unit continued to coordinate the police department's Helmet Safety Citation program. This program rewards children for wearing their helmets while practicing safe riding techniques. When officers issue a safety citation it can later be redeemed at the Police Department for great prizes. In 2017, fourteen police officers participated, issuing 195 safety citations to area children. Officer Kevin Hatch won the title as the top bicycle helmet citation writer for the department in 2017.



In conjunction with the National "Drive Sober or Get Pulled Over" campaign, Lake County Crime Prevention Task Force and the police department co-sponsored the "Protect and Serve Tavern" at the Great Lakes Mall. Guest servers were local chiefs of police affiliated with the Lake County Chiefs Association. This event reinforced the message of safe/responsible driving throughout the holidays and year round.

The officers in the Unit hold certifications as child safety seat technicians and assist residents with proper child safety seat installations. In 2017 officers installed 72 child safety seats and were recognized by The Greater Cleveland Safe Kids Coalition for the "2017 Outstanding Efforts in Child Passenger Safety" Award.

The "Prevent-A-Gram" program is still in effect. Daily reports are received from patrol regarding observations of potential criminal targets (such as open garage doors). Residents living at the identified addresses are then made aware through a police department mailing. In 2017, volunteers sent out 196 Prevent-A-Grams to citizens.

The Unit has been charged with preparing, writing, and administering most of the grants and donation requests for the department. In October 2017, the department was awarded the High Visibility Traffic Enforcement Grant and the unit will continue

to administer the Ballistic Vest grant. In late December, the department was once again awarded the Retail Crime Deterrence grant, which will be administered through 2018 and has been highlighted in several newspaper articles and newscasts.



2017 was a very busy year for the Community Services Unit. In addition to the above, we participated in a variety of activities such as “Buckle Down”, National Night Out, Hidden In Plain Sight and a heroin education program which partnered with Mentor Schools. We also attended health and safety fairs with Lake Hospitals, Lake County Fair, and Sam’s Club.

Safety talks were also given at the Mentor Senior Center, Crossroads, Broadmoor School, Small Hands Big Dreams Academy, KinderCare pre-schools along with Mentor Plains United Methodist and Central Assembly of God church.

The Unit held demonstrations with high school students throughout the year at Mentor High and Lake Catholic regarding current roadway safety issues, such as distracted and sober driving, during prom and homecoming weeks. In addition, officers gave internet safety talks to Garfield and Memorial PTA groups. Also, as in years past, the Unit coordinated the International Walk to School Day with several elementary schools and the Mentor Police Department. The Unit also participated in Mentor Fire Department’s Safety Village Program for 3<sup>rd</sup> grade students.

The Unit continued as the police liaison for five “regular” part-time adult school crossing guards. We thank them all for their service.

## **Personnel and Training Unit**

During 2017 the department invested 10,662 hours in training to maintain and improve the skill levels of sworn officers and civilian employees. Of those, 2,088 hours were free training. Training is required for specialized units as well as basic police functions.

The Ohio Peace Officer Training Commission requires each Ohio Peace Officer to attend annual Continuing Professional Training for compliance with the Ohio Administrative Code. To comply, all sworn officers were required to complete twenty hours of legislated training in 2017. All officers received over the minimum number of required training hours. Topics included legal updates, trauma informed policing, procedural justice, police legitimacy, practical application of force, and many more.

The detectives received training in several areas specifically suited to their job such as opiate overdose death investigations, undercover online investigations, meth lab – first responders training, employment background investigations, and human trafficking, among others. Members of specialty units, such as the Hostage/Crisis

Negotiator Team, attended advanced training. For example, the Juvenile Officer and Victims Advocate attended training titled: "Responding to Victims' Needs". The Community Services Unit completed Child Passenger Safety training and the Accident Investigation Unit had a member receive training in Crash Data Retrieval Analysis.

Training is a crucial function that prepares the committed police officer to safely meet every challenge on the job. The Mentor Police Department strives to provide all officers with the tools they need to set the department above all others in the area. Our commitment to training maintains our police department on the cutting edge of police professionalism. As we pursue our core values of Integrity, Caring, Fairness, and Professionalism, the Mentor Police Department will continue to train officers to be able to do their job to the best of their abilities to help keep the community safe.

## **Field Training Officer Program**

One of the goals for 2017 was for the two Field Training Officer (FTO) program supervisors, Lt. Majernik and Sgt. Kloski, attend an FTO Supervisor Class. This was accomplished by both attending a 40-hour course held in North Las Vegas that reviewed the San Jose Model training program. One new FTO, Ptl. Hildebrecht, attended a three-day FTO course as well. Unfortunately during the course of the year we lost three FTO's from the program; those will hopefully be replaced early in 2018. An FTO meeting was held with a review and training on how to properly score the Daily Observation Report. This way each new officer gets evaluated using the same standards. The FTO's and new officers continued training on a 10-hour format and feel that is working well for both the department and the recruit.

The Mentor Police Department trained four new officers in 2017. One officer finished with the Ohio State Highway Patrol Basic Academy and later successfully completed the FTO program. Two others were hired in March of 2017 and also successfully completed the FTO program. The fourth new officer is nearing the completion of the FTO program.

The FTO program continued to be successful. The program is designed to ensure the recruit is capable of functioning as a one man patrol unit by the end of training. Two of the new officers had extensions during their FTO program to ensure they had the knowledge and skills necessary before going on the road by themselves. The FTO's did a good job addressing the areas that needed improvement and kept the FTO supervisors informed of how the trainees were performing.

2017 was the fourth year of the Sergeant Mentoring Program. Sgt. Mike Danzey was promoted in August and is currently progressing through the program. This program has helped make sure each new sergeant is given all the information necessary to be successful.

## **Range and Defensive Tactics**

During 2017 the Police Department continued its very active range program. This program is run twice each month in conjunction with the Defensive Tactics program. There were several range courses designed to not only simulate real world scenarios, but to keep officers proficient with their duty weapons. One primary goal of the range and defensive tactics program is to keep officers proficient with each of the many tools available to them during the course of their work day. This is accomplished by relevant training scenarios and exercises.

There are currently seven range officers on the department. Each has received ongoing, advanced training to help improve the firearms portion of our training program. They each bring a unique element to the program, though all are committed to improving the firearm capabilities of all our officers.

## **Police Vehicle Fleet Maintenance**

In 2017 the Mentor police fleet performed satisfactorily without any major problems. The newer Ford Explorers continued to perform well as police vehicles. As in the past, Mentor's equipment maintenance mechanics continued to be proactive on maintaining the police fleet to very high standards.

## **Operations Division**

The heart and soul of the Mentor Police Department is the Operations Division. The officers and detectives that make up the Patrol Bureau and Criminal Investigations Bureau maintain a safe environment for all citizens that live, work, and play in the City of Mentor. Each unit has its own objectives and responsibilities to provide effective and efficient delivery of police services which is the overall goal of the Operations Division. In 2017, the Operations Division played an integral part in providing security for Mentor on Tap (June), Fourth of July Concert and Fireworks, the Mentor Super Boat Grand Prix and Headlands Beach Fest (July), Mentor City Fest (August), several Mentor Rocks Concerts throughout the summer, and the Lake Health Northern Ohio Marathon (October).

## **Patrol Bureau**

Officers assigned to the Patrol Bureau are the backbone of the day to day operations of the Mentor Police Department.

The call activity in the department increased by 262 in 2017 compared with 2016. In addition, the total number of adult arrests increased by 365, a 24% increase over 2016. Thefts and drug offenses were again the leading arrest categories. The number of drug arrests in 2017 increased by 28%



compared to 2016. The causative factor for this increase can be attributed to the overwhelming abuse of illegal narcotics to include heroin, cocaine, and prescription pills. The number of theft offenses decreased by 12% in 2017 as compared to 2016. In response to the increase in drug abuse and related crimes, the department again received a state grant to fund aggressive enforcement targeting retail thefts with a nexus to drug abuse. The detail produced significant results in 2017 with arrests and additional intelligence gathered regarding the operation of retail thefts to support drug addiction.

A major goal and objective of the Patrol Bureau is traffic enforcement directed at reducing the number of motor vehicle accidents occurring on the city’s roadways. The Mentor Police Department actively participated in three State of Ohio Department of Public Safety sponsored traffic enforcement programs: “Drive Sober or Get Pulled Over”, “What’s Holding You Back”, and “Click it or Ticket”.

Officers of the Aggressive Criminal Patrol (ACE) unit did their part in making our city safer by interrupting the flow of illegal narcotics coming into our city with their aggressive criminal and traffic enforcement on our city’s highways and streets.

	2016	2017	Difference	Percent Change
<b>Calls for Service</b>	22,987	23,249	+262	+1%
<b>Criminal Offenses</b>	2,663	2,859	+196	+7%
<b>Adult Arrests</b>	1,490	1,855	+365	+24%
<b>OVI</b>	265	253	-12	-4%
<b>Total On-Street Accidents</b>	1,594	1,600	+6	+0.3%
<b>Total Injury Accidents</b>	339	356	+17	+5%
<b>Traffic Cites</b>	5,473	5,408	-65	-1%
<b>Written Warnings</b>	1,213	1,251	+38	+3%

### **Traffic Services**

Although Traffic Law enforcement is a continuous program throughout the year, at times there were special need cases that needed to be addressed. Traffic Complaints can be addressed in one of several different ways. This may include using the **Speed Monitoring Awareness Radar Trailer (SMART)** which is a portable, self-contained speed display unit that can be towed to sites with speed-related problems. Other ways traffic complaints may be addressed are as follows: special attention on a given street may be requested through the daily bulletin or roll calls, a specific officer may be assigned to spend a certain amount of time on a certain street, and the street may be included as a “traffic calming” street.



In 2017, Lieutenant Dan Molnar managed Traffic Services for the police department. This included fielding complaints and



organizing the traffic calming and SMART trailer programs.

There were 34 official complaints received through various channels. Most of these complaints came through either City Council or citizens in the community. The most common complaint was speeding vehicles. Seventeen of these complaints were assigned selective enforcement. That meant officers documented time spent at a location during a specific period of time. The others were handled by deployment of the SMART trailer or passed on to patrol during roll call. Complaints coming directly from a citizen were followed up with personal contact.

The police department also conducts a Traffic Calming program. The program was assigned to Lt. Dan Molnar and ran from April 3 thru December 11, 2017. Officers are assigned to work at select locations in residential areas during the year in an effort to keep citizens safe and to promote safe driving habits. The City Public Works Department assisted in the Traffic Calming program by posting signs in targeted locations during the year. It was set up in six-week segments, each representing enforcement efforts equally in all four council wards. Enforcement efforts consisted of the posting of traffic calming signs at each location supplemented with traffic enforcement by the patrol force.

### ***Special Events***

In 2017, the Mentor Police Department played an integral part in providing security for several City sponsored special events.

#### Mentor on Tap & Uncorked

On Saturday, June 24, 2017, Officers provided security for the Mentor on Tap & Uncorked event that was held at Mentor Civic Center Park. This event featured 28 Premium Microbrewers, 4 Ohio Vinters, Live Music, and Gourmet Food Trucks. There were no significant police incidents during the event.



#### Rock 'n Rockets

On July 4, 2017, Officers provided security for a special "Rock 'n Rockets" event at the new Mentor Civic Amphitheater. This event featured a concert by Soul Asylum, a 90's alt-rock band, followed by the annual July Fourth fireworks celebration.

During this crowded event there were no significant incidents requiring police response.



### Super Boat Grand Prix

The Cleveland Construction Super Boat Grand Prix Offshore Racing event was held at the Headlands Beach State Park in Mentor on July 22 and 23, 2017. Officers were assisted by other area law enforcement agencies to provide security, traffic control, and race team escorts for this event. Once again the event did not have any significant incidents.



### BeachFest

On Saturday, July 22, 2017, the Mentor Headlands BeachFest was held at the Headlands Beach State Park in conjunction with The Cleveland Construction Super Boat Grand Prix offshore racing event. There were bike and ATV officers patrolling the grounds to provide security for the event. Our Crime Prevention Officers started a new program at this event. They distributed disposable, yet secure, wristbands to parents of small children. The parents were able to put some personal information on the wristband then secure the wristband to their children. This way, if the child got separated from the parents and was later found by officers or city staff, the parents could be quickly contacted and reunited with their child. There were no significant police-related incidents during BeachFest.



### Mentor Rocks Concert Series

On Tuesday evenings throughout the summer of 2017 Officers provided security for the free “Mentor Rocks” summer concert series. Some of the bands that played were Dirty Deeds (AC/DC Tribute), Out of Eden (Eagles Tribute), Victory Highway (Rock/Country/Hits), Post Road (Country), Wanted (Bon Jovi Tribute), Dark Side of the Moon (Pink Floyd Tribute) and Midlife Chryslers (featuring Michael Stanley).



### CityFest

On August 25 and 26, 2017, Mentor officers and private security officers provided security and traffic control for Mentor CityFest. Events included during this two day event were the Mentor CityFest Parade, the Mentor CityFest Color Dash & Walk, fireworks, and live music. Despite the large crowds there were no significant incidents. Our Crime Prevention Officers distributed the child identifying wristbands at this event as they did at BeachFest. They handed out about 700 wristbands between the two events. The feedback on the program was very positive. With all the activities of the weekend there were no serious situations requiring police response.



## **Criminal Investigations Bureau**

The Mentor Police Department Detective Bureau consists of a Detective Lieutenant, a Detective Sergeant, four general duty Detectives, a juvenile Detective, two narcotics investigators, one School Resource Officer, and a secretary. The Detective Lieutenant and Detective Sergeant are responsible for the administration of the Detective Bureau and the management of the Narcotics Unit as well as Internal Affairs investigations, the School Resource Officer program, the Mentor Safety Town program, the Evidence Technician program, the Video Forensic program, the Computer Forensic program, and overall management of all investigations assigned to the Detective Bureau. The Detective Bureau also administers the program of registering armed security officers working in the city. Detectives perform background investigations on applicants for positions within the Police Department.

Detectives were responsible for follow-up on all assigned cases until the case can be cleared or satisfactorily closed. Cases can be cleared in several ways: closed by arrest, referral to another agency, determining no crime was committed, or exhausting all investigative leads. Detectives are also encouraged to self-initiate investigations from information developed by other means such as civilian contacts, confidential informants, referrals from other agencies, and other sources. Detectives are responsible for assisting and supporting the patrol division with investigations when the need arises.



**Mentor Police Department**

👍 36,6k likes ·

The Detective Bureau uses Facebook and Twitter accounts to provide information to the public and to assist with investigations. Several cases have been solved using tips from citizens after surveillance photographs or videos were posted on social media requesting information on the identity of the person(s) involved.

The Mentor Police Department is a member of SPAN (Suburban Police Anti-crime Network) which consists of Detectives from Lake County, eastern Cuyahoga County, and several state and federal agencies. This organization meets once a month to share information on investigations.

### ***Computer Forensics Unit***

This unit forensically processes phones, computers, and other electronic devices to obtain evidence of crimes. The crimes can include child pornography, importuning, drug trafficking, and other situations where electronic images, communication, or data provide evidence of a crime. The department has assigned one officer to work with the United States Secret Service Electronic Crimes Task Force for training and assistance with examinations. In 2017, this officer conducted 33 electronic device examinations related to crimes in Mentor and in other jurisdictions both within and outside Lake County. He logged a total of 251 hours conducting forensic electronic examinations in 2017. His participation with the Electronic Crimes Task Force will continue in 2018.

### ***Video Forensic Unit***

This Unit consists of two Detectives who process and enhance video and images from various sources. The unit uses a Video Forensic Computer system utilizing Avid and Input Ace software. This is the only system of its kind in Lake County, resulting in numerous requests from other departments as well as city and county prosecutors for assistance with video evidence. Video projects are used in identifying suspects and aid in their successful prosecution. This system allows for enhanced still photos captured from videos to be distributed to media outlets and other law enforcement agencies. The majority of the suspects identified through social media tips in 2017 were through still images captured with this software. In 2017, the unit processed 78 video projects.



### ***Evidence Technicians***

The Mentor Police Department Evidence Technician Program consists of 24 patrol officers as well as all 7 of the detectives in the Detective Bureau. The Evidence Technicians are an asset to the Mentor Police Department. Their duties include photographing and collecting evidence. The photographs they take are of both crime scenes and victims of crimes. The evidence they collect includes fingerprints, tool marks and impressions, shoe and tire prints, as well as DNA and trace evidence such as hairs and fibers left at crime scenes.

Evidence Technicians processed 704 cases in 2017. Their work also includes collecting evidence at the scene of traffic crashes. They assist the crash investigators by photographing the marks left on the roadway and the damage to the vehicles. Detectives, who are also Evidence Technicians, process search warrants and consent searches of homes and businesses to collect evidence relating to their investigations. They are also used to assist other agencies to help process evidence at crime scenes. Evidence Technicians took 13,600 digital photographs of evidence in 2017.

Overdoses from opiate abuse continued throughout 2017. Evidence Technicians collected narcotics and drug abuse instruments from overdose scenes. Some of the more significant cases handled by Evidence Technicians and Detectives this year were two investigations of infant deaths. The evidence collected from each crime

scene was analyzed by investigators and used in conjunction with the findings from the Coroner's office.

Evidence Technicians engage in ongoing training every year. Evidence Technician training is led by two senior Detectives. This training is supplemented by instruction from the Lake County Crime Lab and the Ohio Bureau of Criminal Investigation (BCI). This year the Mentor Police Department conducted two days of evidence technician training. The training focused on: fingerprinting, photography, evidence collection, tool and shoe impressions, trace evidence, firearms, DNA and blood collection, and practical exercises. Fourteen officers from local police agencies also attended the evidence training hosted by MPD. Investigators from the Lake County Coroner's Office instructed MPD evidence technicians and detectives on the latest techniques in death investigations. An investigator from Progressive Insurance instructed officers on researching subjects on social media.

Two Detectives attended the Ohio Identification Officers Association conference this year. This training consisted of case studies of homicide investigations, manner of death investigations, and other complex cases. The OIO conference lasted three days and included workshops on evidence collection in varying environments and conditions. Detectives also attended classes from the Cuyahoga County Coroner's Office. Those classes offered training in wound analysis and cases studies in death investigations.



## ***Narcotics***

In 2017, the narcotics unit primarily investigated drug trafficking offenses in and around the city of Mentor. Narcotics Detectives often worked with the Lake County Narcotics Agency and other agencies such as the DEA. They used confidential informants in many of their investigations. Most potential informants were predominantly addicted to opiates (heroin, Oxycodone, etc.) making them challenging to use for investigations as they are often unreliable while they are addicted to the drug.

The unit also investigates drug thefts. The reporting of prescription drug thefts continues as people who are prescribed drugs need a police report to have their prescriptions replaced. Individuals abusing prescription drugs commonly need refills

before they are due. False theft or loss complaints were combatted with our prescription theft statement. Detectives investigate the prescription history of the person reporting the theft or loss as well as their history of making similar complaints to ensure they are not repeatedly making false claims that drugs were stolen or lost. Since the inception of the form, no one has tried to make a drug theft complaint twice.

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Expenditures

Narcotics spent \$1,205.00 for investigations in 2017. Funds were used to buy narcotics, pay informants, or to otherwise further investigations.

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**2017 Statistics  
(includes patrol investigations)**

Vehicles seized in 2017

**18**

*Vehicles towed but not seized are not included in this list. Some seized vehicles are currently awaiting court forfeiture*

Confidential Informants	<b>12</b>
Buy walks	<b>5</b>
Buy busts	<b>4</b>

Currency Seized	<b>\$25,377</b>
Currency Forfeited to MPD	<b>\$11,743</b>
<i>Pending cases awaiting a court ordered forfeiture are not included.</i>	

*\*Drug weights are no longer included with this report due to new safety standards. Drugs are now initially weighed in the containers in which they are found to reduce the potential for officer exposure. This produces inaccurate statistics for the purposes of this report.*

**School Resource Officer (SRO)**

The SRO is assigned to the Detective Bureau and works at the Mentor High School interacting with the students, faculty, and school administration. He provides a law enforcement figure students can approach for information, guidance, or help. The SRO is responsible for investigating crimes and complaints that are committed on school property and makes arrests when appropriate. The SRO also teaches classes that are law enforcement related and aids in seeing that school board rules and guidelines are followed.

In 2017 the SRO handled 27 investigations that resulted in 10 arrests. Several of these arrests were drug related.

The SRO helps conduct the Mentor Safety Town during the summer months. Safety Town is a program sponsored by the Junior Women’s Club of Mentor. Safety Town teaches young children basic personal and community skills such as fire prevention, traffic rules, stranger awareness, and domestic safety. In 2017 there were two sessions that were each one week long. Each session had a morning and an afternoon class.

**U.S. Marshals Northern Ohio Violent Fugitive Task Force**

The Detective Bureau continued to have one Detective assigned to the U.S. Marshals Northern Ohio Violent Fugitive Task Force in 2017. This appointment has brought together a great network of investigators throughout the state and county. Along with serving Mentor and other Lake County agency warrants, they have worked several proactive patrols around the county. During the Detective’s service with the task force this year, 11 people were taken into custody for warrants, surrendered due to task force efforts, or were arrested during proactive patrols.

**Case Load**

In 2017, the Detective Bureau investigated 355 new cases. Detectives cleared 96 cases by arrest or other means. They closed an additional 158 cases as pending.

Case Load	2014	2015	2016	2017
Total Cases	300	219	334	355
Total Cleared	243	154	245	254
Cleared by Arrest/other means	157	100	118	96
Cases Closed Pending	86	54	97	158

*The numbers indicate cases that were assigned in 2017 and cases cleared or closed in 2017. A portion of the cases carried over from 2016 and were not completed until 2017.*

**Significant Events**

In 2017 the Detective Bureau investigated a variety of cases. Some involved financial crime, theft, burglary, sexual assault, arson, narcotics trafficking, and suspicious deaths. Investigators increasingly use the Internet as a tool during their investigations, especially social media. Investigators regularly communicate with law enforcement officers from other agencies to solve crimes. Those agencies include many municipal police departments in northeast Ohio, Lake County Sheriff’s office as well as several other counties, Lake County Crime Lab, BCI, Ohio Investigative Unit, DEA, ATF, FBI, and the U.S. Marshals Service.



## **Volunteer Police Chaplain Program**

The program was formally instituted in February of 2009. The current members are Rev. Joel Algeri, Rev. Stoney Drain, Fr. Timothy Plavac, Rev. Donald Knipp, and Rev. Brian Landrum.

This program has yielded great results. In July of 2017, Chaplain Drain attended a Police Conference in Virginia. While at the conference he attended seminars on Psychological First Aid and Law Enforcement Stress/Burnout and Self-Care. The program has continued to reach new developments in the way of counseling and officer contact. As the contact between the officers and Chaplains continues to grow, Chaplain Landrum provided dinner to the officers working on the 4<sup>th</sup> of July at the cost of over \$300.00. The Chaplains continue to make their services available by way of counseling, attending holiday parties, hospital visits, counseling children, funerals, and ride-a-longs/departmental visits. Chaplain Drain spent \$685.25 in marriage getaways, candy, lunch and dinners, and letters of encouragement to officers. The Chaplains also attended the swearing in of new officers, the Police Memorial Parade in Cleveland and attended the annual “Kops and Kids” Christmas party. In addition, the Chaplains reported the total donation of approximately \$1,000.00 during their volunteer service to the Mentor Police Department in 2017.

Chaplain Algeri still remains in emeritus status, but has offered to help as his health will allow.

These dedicated men volunteered approximately 137.75 hours to the Mentor Police Department in 2017. One of the goals in 2018 is to increase the number of hours volunteered. Although the overall number of hours volunteered has decreased, the needs of the department continue to change and grow. We hope to add an additional Police Chaplain in 2018 to help increase the presence of their services. It is obvious that their dedication and commitment to this program is still very strong.



MPD Chaplains at Cleveland Police Memorial Parade

## **Specialty Teams**

### **Accident Investigation Unit**

In 2017, Mentor’s Accident Investigation Unit (AIU) assisted in the investigation of seven crashes, down from nine in 2016. These included one fatal crash, two motorcycle crashes, two assists to the Lake Crash Reconstruction Unit (CRU), and two crashes resulting in felony charges.

The MPD AIU conducted 12 monthly trainings in 2017. During each training members spent a full day maintaining proficiency on specialized equipment and software. In addition, much time was spent on the two felony cases as each

required multiple search warrants and extensive follow up. Ptl. Balongie attended a Crash Data Retrieval school at Northwestern University, and he continues to excel in crash investigations.



The fatal crash presented unique challenges. The scene spanned several hundred feet and involved a chain-link fence. The Lake County Prosecutor's Office assisted in the investigation by documenting the scene using their FARO laser scanner. The benefits of using such a device for crash investigation were immediately apparent.

Finally, the AIU saw a couple team member changes in 2017. Ptl. Kevin Hatch joined the AIU and was sent to Basic Crash Investigation school in May.

Ptl. Hatch's prior experience as an automotive and heavy truck technician makes him an asset to the unit. Ptl. Danzey was promoted to sergeant in August of 2017 and was made the AIU Leader. The team currently consists of one sergeant and three patrolmen.

### **Aggressive Criminal Enforcement Unit**

The Aggressive Criminal Enforcement (ACE) Unit conducted a high level of criminal patrol and drug interdiction activity in 2017. In addition to this, the ACE Unit was periodically assigned to different areas of the city to address specific crimes.

Three officers were assigned to the unit throughout the year: Officer Ryan Heramb, Officer Erik Kupchik, and Officer Donald Swindell. These officers were responsible for making 150 drug-related arrests, of which 17 were for drug trafficking. They also made 12 weapons-related arrests and seized 12 illegally possessed firearms from criminals.

Officer Erik Kupchik received the Mothers Against Drunk Driving (MADD) "Top Cop" award for his exceptional effort at traffic enforcement of drunk and drugged driving. Officer Kupchik was chosen for the award from 50 submissions from various northeast Ohio police departments and the Ohio Highway Patrol. Officer Kupchik's accomplishments toward this end were highlighted in an article published by the Lake County News Herald.



The ACE Unit continues to stay current with training, court rulings, and case law. Their success has led the department to add more officers to the unit for increased enforcement in 2018.

## **Bike/ATV Unit**

The MPD Bike Unit is comprised of seven officers and two supervisors and there are currently six officers assigned to the ATV Unit. During 2017, the MPD Bike/ATV Unit officers rode during several special events. Officers were present at the St. Mary's Church Bike Rodeo for the Boy Scouts, the Bradenwood Bike Parade, the Special Olympics Torch Run, Baseball Tournaments at Garfield Park, the Fourth of July Fireworks celebration, Mentor Safety Town, Mentor City Fest, the Headlands Boat Race, and Mentor Beachfest.

The Unit's activity was markedly down from 2016; the Unit was used about 24 times in 2016 and only 10 times in 2017. Due to departmental manpower issues there was no yearly. The bikes were given tune ups and maintained during the season by Ptl. Balongie.

The newly acquired side-by-side was used for Mentor City Fest, Mentor Beach Fest, and the Fourth of July. This provided another response and patrol tool for officers to use. In addition, the side-by-side was a great community policing tool this year at City Fest. Officers met and spoke to numerous people and children about policing and the side-by-side. Many children even got to sit in the side-by-side and activate the lights and sirens.

Both the Bike Unit and the ATV Unit made a positive impact on community events in 2017 making contact with numerous residents during those events. We look forward to increasing our usage in 2018 and having another successful year.

## **Explosive Ordnance Disposal (EOD)**

The Lake County Bomb Squad continued its tradition of providing excellent response to and coverage of incidents involving hazardous materials and devices in Lake, Geauga, and Ashtabula counties. With what began with two bomb technicians from the Mentor Police Department back in 1992, the squad is now well



equipped and staffed to respond to a multitude of hazardous incidents. The squad is recognized as an Accredited Public Safety Bomb Squad by the FBI and National Bomb Squad Commanders Advisory Board. This status entitles the squad to receive bomb disposal equipment distributed by the United States

Departments of Justice and Homeland Security through the field offices of the FBI and the State and local Emergency Management Agencies. In fact, in 2017 the squad was awarded about \$20,000 worth of equipment to improve device mitigation capabilities.

The team consists of four bomb technicians, one explosives detecting K9 team, one support member waiting to become certified as a bomb technician, and two paramedics. The team members were from six area agencies: Mentor Police Department, Mentor Fire Department, Painesville Township Fire Department, Wickliffe Police Department, Concord Township Fire Department, and the Geauga County Sheriff's Department.

The team trains twice each month. This is to ensure continued familiarity with equipment and methods introduced by the FBI and ATF. The FBI coordinated several advanced courses in the Cleveland area for local bomb squads. This afforded our bomb squad members the opportunity to learn new techniques and

discuss trends with other squads from the area. Two of our technicians attended a one-week advanced training in Indiana sponsored by the U.S. Department of Defense and the Bureau of Alcohol, Tobacco, Firearms, and Explosives. This training brought together civilian



and military bomb technicians to work on advanced hazardous scenarios to improve skills and exchange information.

The bomb squad is required to submit incident reports to the U.S. Bureau of Alcohol, Tobacco, Firearms, and Explosives. This system tracks all bomb squad activities and incidents to allow for trends to be identified and communication between squads to be simplified. During the year our bomb squad was utilized 70 times, up from 60 in 2016. Examples of incidents to which the squad responded include: recovery of old dynamite, suspicious packages, recovery of munitions, military ordnance (including several live hand grenades), pipe bombs, and recovery of improvised explosives, among others. Each incident presented a unique challenge for the squad. Fortunately there were no injuries or accidents related to the calls. The team also safely



destroyed property recovered from communities in the region. This included old ammunition (about 350 pounds), fireworks (about 200 pounds), expired gas canisters, flares, and mortars.

In addition to emergency responses, the Bomb Squad participated in several community events throughout the region. These included the Painesville Night Out Against Crime, the Willoughby Hills Touch-a-Truck, and the Perry Nuclear Power Plant Safety Day, among others. We also spoke at the Geauga County Sheriff's Office Threat Assessment presentation to community business people at the Munson Town Hall.

In conclusion, the Explosive Ordinance Disposal Unit has provided a necessary, important service to the residents of Lake, Geauga, and Ashtabula Counties for over 20 years. In light of the ever present risk of attacks by foreign and domestic terrorists, the Squad has proven to be a valuable asset to our community and to the various cities within the three-county region. Continued operation and support is essential to the safety and well-being of the citizens of the City of Mentor and the region.

### **Hostage Negotiation Team (HNT)**

The Hostage Negotiation Team (HNT) is a specialized unit within the Mentor Police Department that has been trained to handle communications in crisis and hostage situations. The primary goal of the HNT in any crisis situation is the preservation of life and the peaceful resolution of the crisis through open communication and negotiation, thereby minimizing the need for the use of force. In all hostage situations the ultimate goal is the release of all hostages unharmed and the apprehension of the suspect, while maintaining the safety of the general public and officers involved.

During crisis situations, the HNT is under the control of the scene commander and works alongside patrol officers, SWAT team members, bomb disposal officers, and/or other specialized units. HNT members are also responsible for gathering and providing intelligence to field and tactical commanders in situations where a tactical resolution becomes necessary. The HNT is called upon to communicate primarily with suicidal, armed, and/or barricaded subjects. In 2017 the team members responded to three incidents requiring a negotiator.

The HNT has one team leader and four negotiators. The team trains quarterly reviewing scenarios and practicing with specialized equipment. All five team members attended advanced negotiator training in May. One team member attended the Midwest Crisis Negotiators Conference in Columbus, Ohio, in September. The conference is held annually and is an excellent opportunity for the negotiators to learn about new techniques and equipment as well as to hear first-hand accounts of how particular negotiations were handled around the country. At the 2017 conference, the team received instruction from experts in the field of crisis negotiations from around the country.

## K-9 Unit



The Mentor Police Department K-9 Unit had a very productive and successful year in 2017. The Unit was comprised of two teams: Officer Bill Mackey with K-9 Bo, and Officer Terry Wurgler with K-9 Titan. Whether on street patrol, in training, or attending community events, the K-9 Unit continued to be an important asset to the department and community.

Both K-9 teams were proactively engaged with criminal enforcement activity. Collectively, their enforcement accomplishments in 2017 include: 148 Mentor PD uses, 18 mutual aid uses, 12 building searches, 10 subject tracks, 45 community policing activities, 71 narcotics detection uses, and 16 suspect

control/apprehensions. In addition to this, the K-9 teams assisted Mentor PD officers with 23 misdemeanor and 24 felony arrests.

On one occasion, at night, Officer Mackey came across a person pushing landscape equipment down a residential street. After speaking to the person and becoming suspicious, Officer Mackey, along with K-9 Bo, utilized a reverse track from the suspicious person's location to the scene of the breaking and entering where the landscape equipment had been stolen from. The suspicious person was then arrested.



In late summer, both teams went out of state to attend one week of training hosted by the National Association of Professional Canine Handlers (NAPCH). This training focused on multiple K-9 related topics, training activities, and practical exercises. They also successfully completed certifications from the Ohio Peace Officer Training Commission (OPOTC) in Patrol-Related Canine Unit Evaluations for Criminal Apprehension, Searches, Tracking, and Drug Detection. In addition, Officer Wurgler also became certified as a Patrol-

Related and Special Purpose Unit Evaluator through OPOTC. The teams continue to train twice per month with other area K-9 units as well as with the Mentor SWAT team.

Both teams were actively involved in community policing throughout the year. They gave a demonstration of K-9 capabilities at Hero Days at Great Lakes Mall and at Working Dog Weekend at Lake Metroparks Farmpark. They also participated in the Special Olympics Torch Run and Kids Trick-Or-Treat at Great Lakes Mall. Other public outreach activities included meet and greets during school visits, CityFest, the Fill-A-Cruiser event to help feed the needy, and the Kops and Kids Christmas party.

## **Special Weapons and Tactics Team (SWAT)**

The Mentor Swat Team is partnered with the Hostage Negotiations Team, the K9 unit, and the Lake County Bomb Squad, to form the Crisis Intervention Team for the Mentor Police Department. The Mentor SWAT team has been in existence since 1981 and provides tactical support capabilities to augment the patrol response to a crisis situation. The team consists of 16 officers from Mentor PD and 1 officer from Kirtland Hills PD. During the year the SWAT team responded to one critical incident which resulted in a safe and swift resolution.



The Mentor Swat Team continued to train 10 hours per day, one day per month in 2017. The Sniper Team trained an additional 10-hour day per month. The entire Swat Team also traveled to the Southington tactical training ranges located in Garrettsville, Ohio in September and to Camp Perry Ohio in October for a two-day training session. Additional tactical training was conducted at the

Great Lakes Mall and Lakeland Community College during the year.

In November, Captain Ken Zbiegien was assigned as the Mentor Swat Team Commander. This is his second tour as the tactical team commander. Sergeant Michael Fuduric was also assigned as a Team Leader.

The Mentor SWAT Team has continued to forge ahead in 2017 to become tactically proficient. The team will continue with this goal in 2018.

## **Support Services**

The Support Services Division of the Police Department is comprised of four units that supplement the Patrol Division and Detective Bureau. These units include the Safety Forces Communications Unit, the Corrections Unit, the Records Unit, and the Property & Evidence Unit. The dedicated men and women who work in these units provide a strong supporting cast to the Patrol Division and Detective Bureau which positively affects the overall efficiency and effectiveness of the Police Department.

## Safety Forces Communications Division



The Mentor Safety Forces Communications Division is committed to providing efficient, effective, quality service to the residents and safety forces we serve. We promote TEAMWORK in our center, RESPECT those who have given us their trust, are ACCOUNTABLE to those we serve, maintain INTEGRITY in the performance of our duties, and DEDICATE ourselves to the profession we have chosen.

### 2017

Phone calls answered:

**127,354**

Police Incidents Dispatched: **33,116**

Fire/EMS Incidents Dispatched:

**8,157**

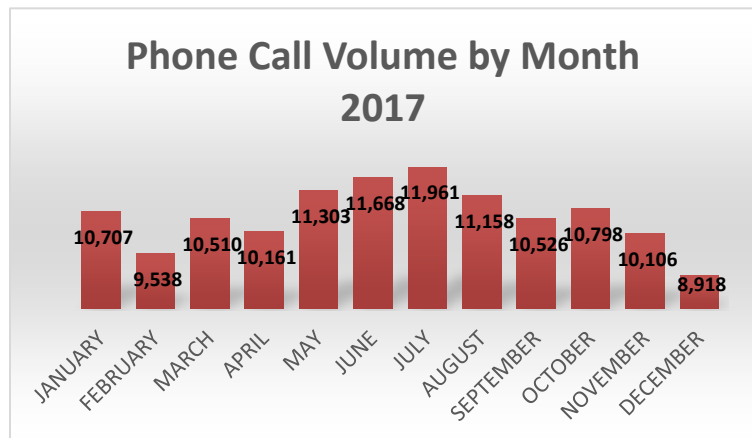
Mutual Aid Box Alarms (M.A.B.A.S)

Dispatched:

**28**

Warrants entered into LEADS/NCIC:

**543**



Linda Hulderman completed her first year as Assistant Communications Supervisor. In addition to learning the core competencies of the position, Linda's focus was on quality control and dispatcher training with the goal of ensuring that outstanding customer service was provided on every call. Part of accomplishing this goal was the addition of several new in-house training classes. Subjects included court preparedness, nasal Narcan administration, and resources for the elderly. Presenters included Lake County Prosecutors Office, Mentor Fire Department, and Lake County Council on Aging. These classes were presented to dispatchers at little to no cost to the City of Mentor. Monthly continuing education subjects included Active Shooter, Domestic Violence & Sexual Assault, Suicide Intervention, and Dementia. Supervisor Hulderman, Dispatcher Tori Hendricks, and Dispatcher Tim Johns successfully completed the Association of Professional Communications Officers (APCO) Training Officer Certification course. Other outside training courses attended by dispatchers included Mass Casualty Incidents, Advanced Emergency Medical Dispatch, and Critical Incident Aftercare for Ohio Safety Service Personnel. Training hours totaled over 500 hours for the year.

The Probationary Dispatcher Orientation and Training Program was restructured in 2017. The approach was focused on building a strong foundation for new hires by providing 64 hours of in-house classroom training prior to beginning any on-the-job training with a Communications Training Officer (CTO). Classroom training includes hands on experience using CAD, roll playing, study guides, and audio review of actual phone calls and radio transmissions. The program is presented by the Communications Supervisors. This method not only leaves the trainee better prepared to begin training in a live dispatch environment, but sets clear expectations of performance standards and lays the foundation for a much more customer service oriented dispatcher. An additional "mentoring" stage was added to the program as



well. Once the probationary dispatcher has reached competency in all areas trained, they perform their duties independently while remaining under the supervision of a mentor prior to final release from the training program. The mentor provides support while the probationary dispatcher builds confidence.

With the new position of Assistant Communications Supervisor came the need for office space. With some ingenuity and planning, a storage closet was converted to fill the need.



Dispatchers were active in the community once again in 2017. Dispatcher Suzy Sitek and Red E. Fox captivated the attention of over 600 elementary school students while presenting the 9-1-1 for Kids program for the ninth year running.

Erica Soeder participated in the Mentor Fire Department's Safety Village for the second year. Several dispatchers, along with Red E. Fox, participated in the Kops N Kids Program, Mentor City Fest Parade, Heroes' Day at Great Lakes Mall, and similar events.

The first annual Mentor Safety Forces Communications Center family picnic was held in August of 2017. The event was a huge success and a great teambuilding exercise. Dispatchers and their families enjoyed games, food, good company, and a relaxing day away from the stress of 9-1-1.



## Corrections Unit

The Mentor City Jail is classified as a 12-Day facility with ten individual cells, two court holding cells, several specialty cells, and administrative offices. The Jail Facility is staffed twenty-four hours a day using a staff of six full-time and two part-time Corrections Officers.

In 2017 there were 816 adults temporarily held for court appearances in the Mentor Municipal Court, 67 adults were sentenced by the Mentor Municipal Court to serve time in our jail, and the average daily population was 3.6 prisoners. In total 2,159

people were processed through the jail in 2017 compared to 2,024 in 2016. Corrections Officers were responsible for collecting bonds and fines for the Mentor Municipal Court when the court was closed. In 2017 a total of \$327,478.00 in bonds and fines was collected by corrections personnel.

During the year, 65 juvenile offenders were processed in the jail. In compliance with the Juvenile Justice and Delinquency Prevention Act quarterly reports regarding these juveniles were completed and forwarded to the Ohio Department of Youth Services.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
<b>Prisoners Processed</b>	<b>2,073</b>	<b>2,155</b>	<b>2,024</b>	<b>2,159</b>
<b>People Sentenced</b>	<b>63</b>	<b>77</b>	<b>69</b>	<b>67</b>
<b>People Temporarily Held</b>	<b>684</b>	<b>696</b>	<b>805</b>	<b>816</b>
<b>Juveniles Processed</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>65</b>

The Mentor City Jail continued to maintain effective per day housing costs by proper food service management. A total of 4860 meals were served in 2017. Meals served in the Mentor City Jail are approved by the State Dietician and inspected by the Health Department on an annual basis.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
<b>Meals Served</b>	<b>4,386</b>	<b>4,560</b>	<b>4,761</b>	<b>4,860</b>
<b>Amount Spent</b>	<b>\$10,331.21</b>	<b>\$9,498.21</b>	<b>\$10,313.09</b>	<b>\$10,510.06</b>

The Mentor City Jail has continued to comply with current jail standards that are mandated by the Ohio Department of Rehabilitation and Corrections Bureau of Adult Detention. The jail received 100% compliance this year on the annual jail inspection. In-house jail inspections and searches were performed weekly. These included full inspection of the cells and other aspects of the jail.

## **Property & Evidence**

The main goal of Property & Evidence is to provide a safe and secure location for all items turned in to the department and to follow a strict chain of evidence. We, as a support department, strive to give quick and efficient service to the police department, courts, and the general public. We made daily trips to the Lake County Crime Lab in order to eliminate any delay in processing the evidence collected.

In 2017, Property & Evidence handled over 6,229 pieces of evidence as compared to 5,600 in 2016. These items were all tracked as to which officer turned in the items, when the items were turned in, and in what location they were stored. Any movement of an item, such as transportation to the lab for analysis, signed out for court, returned to owner, or destroyed, was tracked.

Disposition	2013	2014	2015	2016	2017
Destroyed Items – Drugs	1,837	539	1,183	644	1,005
Prescription Drug Drop Box	75 Bags (1,850 lbs.)	47 Bags (1,329 lbs.)	60 Bags (1,696 lbs.)	55 Bags (1,444 lbs.)	53 Bags (1,610 lbs.)

When items were no longer needed as evidence they were either given back to the owner, destroyed if illegal, or sold at the city auction. In 2017 we destroyed 1,005 drug items. A city auction was not held in 2017 however there will be a Police Auction in the spring of 2018 consisting of many bicycles, tools, and new clothing.



Police Auction



Drug Burn

Property & Evidence has the responsibility of securing and producing copies of Dash Cam and Booking videos for use in court. In 2016 we produced 2,234 DVDs which took 908 hours to complete and in 2017 we produced 2,573 DVDs which took 933 Hours to produce.

Property & Evidence is in charge of completing calibration checks on all radar equipment. Radar units were calibrated during November 2017.

The Property and Evidence unit maintains the Lake County Prescription Drug Drop Box located in the Mentor Police Lobby. The drop box is used by the community to deposit old and/or unwanted prescription drugs. This prevents thousands of prescription medications from being disposed of improperly into our water supply via drains and plumbing. In 2017, 1,610 pounds of medication was collected and properly destroyed by the Lake County Narcotics Agency. The total weight of drugs collected and destroyed over the past 6 years is over **4.5 Tons**.



## Records Department

The Records Department is the central repository for all records produced by the Police Department with the responsibility to store and produce required records as needed. As part of that responsibility we work within our Records Management System, the New World Law Enforcement Records Management System. This system provides us the ability to serve our customers, both internal and external.

Records department personnel continued to produce reports and information through the use of ad hoc data queries for both internal and external requestors. This included requests from the media, requests from various businesses, and requests from individual residents. Again, of particular interest this past year was vehicle accident information resulting from collisions with deer. Numerous information requests of this type have been satisfied for internal and external requestors.



Each month we provide over 30 separate reports to various requestors, both inside and outside of the police department, to be used in the compilation of statistical data for their individual reporting. We prepare and deliver a consolidated departmental monthly report, as well as the local crime/traffic report to be delivered to the City Manager and City Council members and placement on the city web page.

The Records Department continued to administer the off duty job program for the officers. This program provides off-duty police support for all types of activities from weddings and birthday parties, to high school sporting events, to highway maintenance and construction.

A significant accomplishment of the Records Department this past year was the implementation of a departmental training and procedures manual. This manual was utilized to train the new office assistant in conjunction with the instruction of her training partner. The new manual provided a much clearer process of tasks for the new employee and facilitated a faster learning experience for the employee to become familiar with the operations of the Records Department.

The department was operating at less than the full complement of personnel for the first part of the year. Some duties and responsibilities were shifted around to compensate. In March a new full time office assistant was hired to bring us back to full strength. However, at the end of 2017 our Records supervisor and an office assistant retired. Again, some duties and responsibilities were shifted around the Records Department and other sections of the Police Department to compensate for the retirements. We will be reorganizing the Records Department in 2018 and shifting the supervisor duties to the Support Services Commander and hiring a full time office assistant.

# MENTOR POLICE DEPARTMENT

2017

