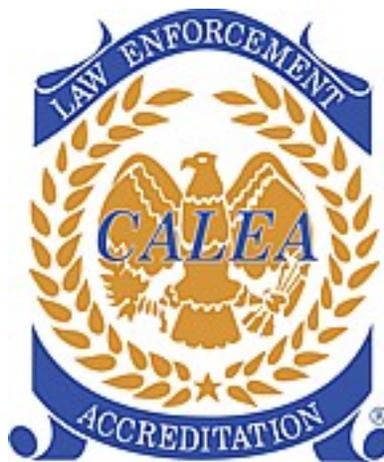




# South Portland (ME) Police Department Assessment Report



2017

**South Portland (ME) Police Department  
Assessment Report  
December 2017**

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**A. Agency name, CEO and AM**

South Portland Police Department  
30 Anthoine Street  
South Portland, ME 04106  
Telephone: (207) 799-5517

Edward Googins, Chief of Police  
Lieutenant Frank Clark, Accreditation Manager

**B. Dates of the On-Site Assessment:**

November 27-29, 2017

**C. Assessment Team:**

1. Team Leader: Carl SCHINNER  
Chief of Police  
La Plata Police Department  
101 La Grange Avenue  
La Plata, MD 20646  
(301) 934-1500 Ext – 2631
  
2. Team Member: Christopher CIUCI  
Deputy Chief of Police  
Berlin Police Department  
240 Kensington Road  
Berlin, CT 06037  
(860) 828-7080

**D. CALEA Program Manager and Type of On-site:**

Mr. Paul MacMillian

This is an initial accreditation for this B-size agency of 62 personnel; authorized 54 sworn full-time officers and eight non-sworn full-time personnel. The agency is being assessed under the 5<sup>th</sup> edition for the Law Enforcement Advanced Accreditation standards.

The agency utilizes PowerDMS software.

**E. Community and Agency Profile:**

**Community Profile**

South Portland was first settled in 1630, and it grew to become a small residential community with many farms. In March 1895, South Portland was incorporated as a town after it split from the town of Cape Elizabeth, based on a disagreement on a future source of public drinking water. Three years later South Portland became a city, destined to receive its drinking water, like Portland, from Sebago Lake.

South Portland has grown to be the fourth-largest city in Maine. Known for its working waterfront, South Portland is situated on Portland Harbor and overlooks the skyline of Portland and the islands of Casco Bay. Due to South Portland's close proximity to air, marine, rail, and highway transportation options, the city has become a center for retail and industry in the region.

**Governance**

The City of South Portland operates under a charter form of government with a council-manager government structure. The Council consists of seven members who are elected to staggered three year terms. In addition to two at-large councilors, there are five councilors representing each of the five City districts. Councilors are limited to serving three consecutive terms. Elections are held in November. The Council is the policy making body of City government and directs the City Manager as to budget, finance and policy issues.

**Agency Profile**

The South Portland Police Department is organized into two (2) divisions, Patrol & Community Service and Investigations & Support Services. The Patrol & Community Services Division is staffed by uniform and plain clothes officers, and includes the agency's Community Response Unit (CRU) and School Resource Officer (SRO). The Investigations & Support Services Division is comprised of criminal investigators, crime scene personnel, and task force officers assigned to the Maine Drug Enforcement Agency (MDEA), Computer Crimes, and Safe Street Task Force.

The agency receives its communication function from the Portland Regional Communications Center. The agency participates in a regional SWAT Team, Crisis Negotiations Team, and Dive Team.

**Demographics Report**

	Service Population *		Available Workforce**		Current Sworn Officers		Current Female Sworn Officers	
	#	%	#	%	#	%	#	%
Caucasian	23,300	91.1%	127,109	95.6%	52	98.1%	5	9.4%
African-American	537	2.1%	2,260	1.7%	0	0%	0	0%
Hispanic	563	2.2%	1,861	1.4%	0	0%	0	0%

Other	1,177	4.6%	1,728	1.3%	1	1.9%	0	0%
Total	25,577	100%	132,958	100%	53	100%	5	9.4%

In 2016, the United States Census data estimated the population of South Portland to be 25,577. Caucasians represent 91.1% of the population; Asians are the second largest people group represent 3%; Hispanics at 2.2%; African-Americans are the fourth largest people group at 2.1%; Individuals who describe themselves as two or more races represent 1% of the population; American Indians, Alaska Natives, Pacific Islanders and other ethnicities make up the remaining .6%. Females are the predominant gender making up 52.3%.

The median household income in South Portland is estimated to be \$56,250. The Town has approximately 11,484 housing units. Approximately 42.6% of the population 25 years of age or older hold a bachelor's degree and 12.3% of the population lives at or below poverty level. It is worth noting that the percentage of population living below the poverty level is somewhat skewed because the Southern Maine Community College (SMCC) campus is located within the city's borders. As such, some of SMCC's student population is included in the poverty percentage.

### **Future Issues**

There are several important issues facing the South Portland Police Department. Like the vast majority of law enforcement agencies in the United States, recruiting and retaining sworn personnel is very challenging. Unfortunately, because of a cumbersome and drawn out hiring process, due to civil service ordinances, the challenge is greater for the SPPD. Although the agency has been working for nearly two (2) years to have the ordinances amended, there has been little progress. This, unfortunately, allows other law enforcement agencies, with streamlined hiring processes, to have an added advantage on the limited pool of qualified candidates.

SPPD's recruitment plan is solid and focuses on attracting candidates who will not only be good law enforcement officers, but ones who will be a good fit to serve and protect the citizens of South Portland. Since applicant numbers for sworn positions are down considerably, the agency will need to streamline its hiring process and work hard to enhance its salary and benefits to gain a competitive edge.

Developing a succession plan is critical for the future success of SPPD. Currently there are thirteen (13) sworn personnel who are eligible for retirement. Six (6) of those individuals are either members of command staff or hold a supervisory position. Thus, developing a strong succession plan which includes enhancing the career development of future commanders and supervisors is a priority for the organization.

In April 2011, SPPD's Communications Division was consolidated with the Portland Police Department. As a result, SPPD was forced to use the Sungard public safety software for dispatch, as well as mobile and records management. The adoption of

Sungard was less than ideal for SPPD, as it required the agency to develop numerous work-around strategies to perform day-to-day law enforcement functions. Fortunately, a new public safety software suite has been identified as a capital improvement priority for both communities and is expected to be funded and purchased as early as 2019.

The agency works hard to engage the citizens and business communities of South Portland. However, the agency has found the community outreach strategies that were historically successful are becoming less effective. Thus, Chief Googins' goal is to enhance public interaction through the use of innovative online services, social media, and other technologies.

Historically, SPPD has been in leader amongst Maine law enforcement community in researching and acquiring new technologies, which has allowed the agency to police more efficiently and effectively. However, with the continuous development of new and the enhancement of existing technologies, SPPD has had difficulty securing the funding to either upgrade or purchase new technologies. Thus, it is Chief Googins' goal to pursue all available funding sources to acquire and implement the needed technologies so SPPD can continue to keep its community safe through data driven policing.

### **CEO Biography**

Edward Googins began his law enforcement career with the Portland (ME) Police Department in May of 1974. During his tenure he worked in various assignments to include the Special Services Division, where his responsibilities included the safety and security of Portland's islands and waterfront. He also served in SPPD's traffic and internal affairs unit.

In January of 1985 he was promoted to the rank of Lieutenant serving as a Shift Commander in the Patrol Division and then as Commander of the Special Services Section. In 1989 he was promoted to the rank of Captain serving as the Commander of the Patrol Division, a position he held until his retirement in September of 1994. Upon retirement, Mr. Googins was appointed by City Manager Jerre Bryant as Chief of the South Portland Police Department.

Chief Googins is a past President of the Maine Chiefs of Police Association and was their representative on the Governor's Commission on Domestic and Sexual Abuse, as well as the Homicide Review Panel. He is also a member of the International Association Chiefs of Police, Maine Association of Police-Retired, and the FBI National Academy Associates. He has served on the boards of Family Crisis Services and Friendship House, and presently serves as a board member on the Maine Gun Safety Coalition and Day One. He also serves on the Southern Maine Community College Law Enforcement Advisory Committee and is the Maine Chiefs representative to the CJIS Northeast Working Group.

## **F. Public Information Activities:**

Public notice and input are cornerstones of democracy and CALEA accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the Commission that otherwise may be overlooked.

### **a. Public Information Session**

The public information session was held on Monday, November 27, 2017, in the South Portland Community Center. The session started at 6:02 PM and concluded after the two participants spoke.

Ms. Leann Dodge works in South Portland and enjoys a good working relationship with the South Portland Police Department. Ms. Dodge manages the Higher Education Alcohol Prevention Project (HEAPP). She noted in her comments that Lieutenant Frank Clark serves as a part of the HEAPP leadership team. During her comments she also noted the SPPD works hard to strengthen ties with local colleges.

Ms. Nancy Glover is a local psychiatric/mental health nurse who informed the assessment team she had questions on how SPPD officers respond to calls for service with individuals with mental health challenges. Ms. Glover was not aware of any negative interactions SPPD officers have had with individuals suffering from a mental illness, thus the assessment team quickly explained the CALEA standard and encouraged her to speak with Chief Googins after the public hearing.

After the public hearing Chief Googins was able to explain the training SPPD officers receive on dealing with individuals who have mental illness. By policy, SPPD requires all sworn personnel to attend forty (40) hours of crisis intervention training in the first year of employment.

The public session closed at 6:21 PM.

### **b. Telephone Contacts**

Eight (8) phone calls were received during the call-in session, which was held on Monday, November 27, 2017 between 1:00 PM and 3:00 PM. Each caller provided positive comments about Chief Googins, the agency and voiced support for the agency's accreditation efforts. The callers included Scarborough (ME) Police Chief Robbie Moulton, Portland (ME) Police Chief Mike Sauschuck, and Resident Agent in Charge/Secret Service David Watson. Ms. Karen Shepard from CALEA, Gregory Murphy of the Manchester (NH) Police Department, Kevin Joyce of the Cumberland County Sheriff's Office, Bill Wilmot of the Claremont (NH) Police Department, and John

McGregor of the Hudson (NH) Police Department also called during the phone in session.

- c. Correspondence  
No correspondence was received.
- d. Media Interest

Mr. David Harry, a journalist with *The Forecaster*, a local media outlet attended the agency's public hearing. A positive article about the agency's pursuit of national accreditation was published online on November 30, 2017.

- e. Public Information Material

The agency produced and distributed an informative media release packet as part of the media plan. The release contained information regarding the onsite assessment process and the dates and times of both the public hearing and telephone call-in session. These notices were posted on social media, the town's website and in public access areas of Town facilities.

- f. Community Outreach Contacts

The assessment team spoke with Mr. Pedro Vazquez, a local resident who contacted Lieutenant Frank Clark after reading a public notice about the assessment. The notice had been posted at a local recreation center. Mr. Vazquez noted to the assessment team that he believes the South Portland Police Department (SPPD) is doing a good job in partnering with the community. He added he and his family have a lot of trust in the agency and believes the accreditation process will only make the agency better. He closed the conversation by stating he was proud that SPPD was taking a leadership role in Maine by being one of the few accredited law enforcement agencies.

Mr. James Tasse, Bicycle Coalition of Maine, called to inform the assessment team that SPPD proactively addresses both bicycle and pedestrian safety. Mr. Tasse noted to the assessment team that SPPD proactively works to enforce both bicycle and pedestrian safety.

Ms. Jennifer Kirk is a member of the Ferry Village Neighborhood Association. During an interview with the assessment team, Ms. Kirk noted SPPD has a positive relationship with her community. Officers attend neighborhood meetings and events from time-to-time and have provided productive training about theft prevention. She also informed the assessment team the agency's canine demonstrations at community events are very popular with children and adults.

Mr. Craig Gorris is the General Manager of General Growth Properties, the agency that manages the Maine Mall, which is the largest mall in the state. He noted to the assessment team he has managed nine (9) malls in eight (8) states, and finds SPPD to be the most interactive he has worked with in his tenure. He further added he meets quarterly with Chief Googins and members of command staff to discuss emerging or ongoing issues.

Mr. Gorris informed the assessment team SPPD has conducted active shooter drills at the mall and automatically increases patrols of the property when the terrorist threat level is raised. During this assessment period, the agency has also assisted with traffic mitigation and has provided education on organized retail crimes.

## **G. Essential Services**

### **Law Enforcement Role, Responsibilities, and Relationships and Organization, Management, and Administration. (Chapters 1-17)**

Maine Revised Statute Title 30-A § 2671 and Title 17-A § 15, South Portland Code of Ordinances, as well as the agency's written directives outline the role, responsibilities and legal authority for the South Portland Police Department.

The agency utilizes a hierarchical organizational structure that grants employees the commensurate authority to successfully carry out their duties and responsibilities in a safe, efficient and effective manner. The agency's structure ensures employees are only accountable to one supervisor. The assessment team noted several times the agency's written directives are well thought out, practical and provide employees with the guidance needed to perform their everyday duties as well as provide the proper direction during unusual occurrences.

All employees of the agency have subscribed to and abide by an oath of office and a canon code of ethics. Proofs of compliance demonstrated that the agency employees received biennial ethics training.

### **Goals and Objectives**

In its most recent review, the agency has identified fourteen (14) goals and objectives to either achieve or work towards. The goals and objectives fall within eight (8) categories to include: community involvement; recruitment and hiring; career development/training; accreditation; communications; equipment; energy efficiency; and safety. Each goal has an assigned leader and a brief statement on how the goal is to be achieved.

Community Involvement goals include partnering with a non-profit in an effort to receive a Drug Free Communities Grant; holding community forums on substance abuse and mental health issues; implementing new towing regulations; and, printing a series of

police “baseball” cards to assist in agency’s community policing efforts. The agency printed “baseball” cards a few years back and Chief Googins’ noted they were very popular with children and adults. He noted the cards with the agency canines were the most popular.

The agency’s goals and objective closely align with Chief Googins future issues of increasing training for middle management in the area of career development and revising the civil service ordinance in the recruitment and hiring are listed as agency priorities.

**Based Profiling**

The agency has a well written and comprehensive policy that places a prohibition on any form of bias based profiling. During this self-assessment period, SPPD received no complaint of bias based profiling.

**Traffic Warnings and Citations – 2014**

Race/Sex	Warnings	Citations	Total
Caucasian/Male	N/C	798	798
Caucasian/Female	N/C	342	342
African-American/Male	N/C	53	53
African-American/Female	N/C	10	10
Hispanic/Male	N/C	N/C	N/C
Hispanic/Female	N/C	N/C	N/C
Asian/Male	N/C	5	5
Asian/Female	N/C	7	7
OTHER	N/C	125	125
TOTAL	5,493	1,340	6,833

N/C = Not Collected

**Traffic Warnings and Citations - 2015**

Race/Sex	Warnings	Citations	Total
Caucasian/Male	N/C	565	565
Caucasian/Female	N/C	289	289
African-American/Male	N/C	44	44
African-American/Female	N/C	13	13
Hispanic/Male	N/C	N/C	N/C
Hispanic/Female	N/C	N/C	N/C
Asian/Male	N/C	6	6
Asian/Female	N/C	1	1
OTHER	N/C	87	87
TOTAL	5,656	994	6,650

N/C = Not Collected

**Traffic Warnings and Citations -2016**

Race/Sex	Warnings	Citations	Total
Caucasian/Male	N/C	550	550
Caucasian/Female	N/C	233	233
African-American/Male	N/C	49	49
African-American/Female	N/C	11	11
Hispanic/Male	N/C	N/C	N/C
Hispanic/Female	N/C	N/C	N/C
Asian/Male	N/C	6	6
Asian/Female	N/C	6	6
OTHER	N/C	16	16
TOTAL	4,406	874	5,280

N/C = Not Collected

As depicted in the charts above approximately 16% of the traffic enforcement performed by SPPD officers' results in a citation being issued. Eighty-six (86.3%) percent of the traffic enforcement activity during this self-assessment period involved Caucasian motorists; 5.6% African-Americans; 1% Asian; and 7.1% other people groups.

There is some disparity in the agency's traffic enforcement activity compared to its population, as noted above 86.3% of the traffic enforcement resulting in citations during the initial self-assessment period involved Caucasians who represent 91.1% of the population. African-Americans represent 2.1% of the population, but were subject 5.61% of citations received.

Owing to the fact that the agency has not received any bias based profiling complaints strongly suggests the SPPD officers are acting in good cause and the officers' enforcement actions are a result of circumstances encountered and not as a result of bias based policing or racial profiling.

**Use of Force**

SPPD policy dictates officers may only use the amount and duration of force which is reasonable, given the facts and circumstances perceived by the officer at the time of the event to effectively bring an incident under control in self-defense or defense of another person.

Each officer using force is required to complete a use of force report. From these reports, the agency prepares its annual analysis. The analyses were found to meet CALEA standards and displayed a systematic process of dissecting data in an attempt to identify any trends, training needs, equipment upgrades and/or policy modifications.

**Use of Force**

	2014	2015	2016
Firearm	0	0	0

CEW	4	1	3
Baton	0	1	0
OC**	0	1	0
Weaponless	121	102	107
Total Uses of Force (Reports)	159	117	130
Total Use of Force Arrests (Incidents)	77	61	72
Complaints	3	0	1
Total Agency Custodial Arrests	583	599	549

\*\* Pepperball OC Application

By policy, any force beyond handcuffing, requires a use of force report. As depicted in the chart above, the agency's use of force incidents to custodial arrest ratio in 2014 is 13.21%, 10.18% in 2015; and, 13.11% in 2016. In examining use of force compared to calls for service, SPPD use of force incidents ratio to calls for service was .21% in 2014; .018% in 2015; and, .21% in 2016.

It should be noted SPPD's firearms training greatly exceeds the requirements by the Maine Criminal Justice Academy. The agency's firearms training includes scenario based drills, as well as escalation and de-escalation training where officers transition from lethal force to less-lethal force and vice versa. It was clear to the assessment team the firearms training staff works hard to provide realistic training scenarios in an effort to increase an officer's chance of surviving a lethal encounter.

### **Personnel Structure and Personnel Process (Chapters 21-35)**

Chapters 21 through 35 form the core standards addressing personnel structure and process. The most common areas of concern are discipline, grievance process, performance evaluations, recruitment/selection and promotions.

SPPD maintains thorough job descriptions on all of its varied positions. Job descriptions serve as the foundation for each employee's expected job performance. The job descriptions serve the agency and community well in clarifying those expectations and are readily available to all.

The agency's written directives describe the retirement, health insurance, disability and death benefits, liability protection programs, as well as employee educational benefits. The agency encourages employees to take care of their physical fitness and general health. The agency does provide all members a well-equipped workout room.

The agency's written directives on secondary employment are well written and provide officers with appropriate guidance. Sufficient controls are in place to balance an officer's ability to work secondary employment while ensuring the agency's credibility.

The agency conducts personnel evaluations on an annual basis for both non-probationary sworn and civilian employees. Supervisors are responsible for meeting with

their subordinates to discuss the performance evaluation and to develop future performance goals and to discuss career development.

**Grievances**

Several documents govern the agency’s grievance procedures. The first, the collective bargaining agreement between the city and the South Portland Patrol Association. The second, the collective bargaining agreement between the city and the South Portland Command and Supervisory Unit, and the last document is the City of South Portland Personnel Manual. Each of the three governing documents meet CALEA’s best standards for grievance procedures.

**Formal Grievances**

Grievances	2014	2015	2016
Number	1	2	0

As noted in the chart above, the agency has experienced a low number of grievance this assessment cycle. According to Officer Phil Longanecker, the President of the South Portland Patrol Association, he believes a part of the reason there are few grievances is Chief Googins maintains an open line of communication with the bargaining unit’s leadership. This allows potential issues to be handled quickly.

**Disciplinary Actions**

The agency’s disciplinary process is designed to reward positive and modify or change substandard behavior. Thus, SPPD embraces progressive discipline and routinely uses counseling and training as first steps to correct substandard behavior.

**Personnel Actions**

	2014	2015	2016
Suspension	0	2	0
Demotion	0	0	0
Resign In Lieu of Termination	0	0	0
Termination	0	0	0
Other	4	5	3
Total	4	7	3
Commendations	38	34	45

\*\*Includes oral or written reprimands and above.

The agency’s written directives on disciplinary matters are very straight forward, as is the SPPD’s code of conduct. Moreover, the agency’s anti-harassment policy does not condone or tolerate any form of harassment. Provisions allow reporting of harassment to the involved employee’s direct supervisor, the Chief of Police, or the City Manager.

There were no trends noticed in the agency's disciplinary actions this assessment period. SPPD's Early Warning System (EWS) was adopted in October 2015 with a goal of identifying possible problematic behavior prior to it becoming a disciplinary issue. Benchmarks for the EWS include use of force incidents, departmental vehicle collisions, sustained internal affairs investigations, and supervisory disciplinary actions.

### Recruitment and Selection

The agency's recruitment plan is analytical and progressive. However, as noted earlier, the agency's ability to expedite its hiring process is hindered by the current civil service process. Despite proposing changes for nearly two (2) years, the obstacle remains.

The recruitment plan encourages all employees to be recruiters. Officers who successfully recruit a new hire are rewarded with time off. The agency attends and recruits at various colleges and other learning institutions. As part of the recruitment plan, the agency continues to forge and foster relationships with diverse community members and groups, in an effort to attract and retain minority candidates.

Sworn Officer Selection Activity in the Past Three Years

Race/Sex	Applications Received	Applicants Hired	Percent Hired	Percent of workforce population
Caucasian/Male	N/C	7	8.24%	43.4%
Caucasian/Female	N/C	1	1.18%	47.6%
African-American/Male	N/C	0	0	1%
African-American/Female	N/C	0	0	1.1%
Hispanic/Male	N/C	0	0	1.1%
Hispanic/Female	N/C	0	0	1.2%
Other	N/C	0	0	4.6
Total	85	8	9.41%	100%

N/C = Not Collected

During an interview with Lieutenant Frank Clark he relayed to the assessment team SPPD participates in approximately 10-12 job fairs per year, including ones hosted by the Department of Labor. He noted to the assessment team building a diverse workforce is a priority for the agency, thus Chief Googins is always looking for innovative ways to recruit and retain quality applicants who will be a good fit to serve the South Portland community.

SPPD's selection process is well defined and the criteria is provided to candidates upon application. SPPD's background process includes but is not limited to: a medical and psychological examination; written examination; oral interviews; reference inquiries; and drug screening. Applicants who are hired are placed on entry level probation for a year.

### Training and Career Development

SPPD's written directive on training, like its other written directives, was straight forward and well-conceived. SPPD officers routinely exceed the state's minimum requirements. Proofs of compliance demonstrated that SPPD officers receive legal update training on an annual basis.

Guidance on how lesson plans should be developed are well articulated. Once a lesson plan is developed it must be approved by the training officer, Chief of Police, and/or The Board of Trustees of the Maine Criminal Justice Academy.

The agency notes in its training and career development policy the selection of field training officers is crucial to the success of the new officer, as well as the agency. Thus, field training officers (FTO) are selected based on their values, tactics, competencies and attitudes, as the agency believes these important characteristics will be transferred to inexperienced officers. FTO's are required to attend training prior to having a newly hired officer assigned to them. The agency uses a modified San Jose model requiring recruits to complete a minimum of eight (8) weeks program. The agency's field training records are detailed and thorough.

Remedial training within the agency is individualized to the need of the employee. Remedial training is not considered punitive in nature, but designed to improve performance deficiencies, and increase the employee's knowledge, skills and abilities.

In an interview with Deputy Chief Amy Berry, a member of the Board of Trustees of the Maine Criminal Justice Academy, she noted many of the agency's sworn staff hold certifications for specialized assignments through Maine Criminal Justice Academy (MCJA). These certifications include breathalyzer operators; drug recognition experts; K9; physical fitness (Cooper Institute based); mechanics of arrest restraint and control; and, firearms. Deputy Chief Berry noted the agency does not have a collision reconstructionist at this time, but plans are to provide the training to a qualified officer sometime in the future. Most of the certifications require initial training either approved or administered by the MCJA.

## **Promotions**

The agency's promotional policy is well written and defines the promotional process for the ranks of sergeant through deputy chief thoroughly. Pursuant to the City of South Portland Code of Ordinances, Chapter 19, Article II, the City's Civil Service Commission shall have the responsibility of administering appropriate testing and generating an eligible register of promotional candidates for the ranks of sergeant, lieutenant or deputy chief. The Chief of Police, or designee, under the authority and direction of the City Manager shall have the responsibility for administering the department's remaining promotional process, and shall work in concert with the City's Human Resources Department and Civil Service Commission.

Sworn Officer Promotions			
	2014	2015	2016
GENDER / RACE TESTED			
Caucasian/Male	6	0	0
Caucasian/ Female	0	0	0
African- American/Male	0	0	0
African- American/ Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE ELIGIBLE AFTER TESTING			
Caucasian/Male	6	0	0
Caucasian/ Female	0	0	0
African- American/Male	0	0	0
African- American/ Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0
GENDER/ RACE PROMOTED			
Caucasian/Male	1	0	0
Caucasian/ Female	0	0	0
African- American/Male	0	0	0
African- American/ Female	0	0	0
Hispanic/Male	0	0	0
Hispanic/Female	0	0	0

The agency's portion of the promotional process includes an oral interview with the chief, city manager, and others as appointed by the chief, the examination of an investigative report that was written more than six (6) months prior to the promotional process, an "in-basket" exercise, and a review of the candidates work and training history.

**Law Enforcement Operations and Operations Support (Chapters 41-61)**

SPPD provides 24-hour patrol coverage via five (5) patrol shifts working eight (8) hours shifts. Six (6) officers are assigned to each patrol team, who bid for their shift of

preference annually. Minimum staffing is four (4) officers and a supervisor. When staffing allows, supervisors direct patrols to areas with quality-of-life issues and/or crime or traffic problems.

The city is divided into four (4) beats. Beats 7, 6, 5, and 4 which run geographically from the west to the east. The agency currently has two canine teams and are in the process of adding a third. The agency prefers German Shepherds as they are easy to cross train for patrol duties, tracking, and drug detection.

SPPD's patrol fleet consists of well-equipped Ford Interceptor sport utility vehicles. The agency has two (2) vehicles equipped with License Plate Recognition (LPR) technology, two (2) motorcycles, bicycles, an evidence collection vehicle for the crime scene technicians, an MRAP acquired through the military's 10-33 program, and access to a mobile command vehicle that is a regional asset shared with the City of Portland's police and fire departments.

SPPD has policy in place regarding both missing adults and juveniles. The agency thoroughly investigates all reports of abandoned, abducted, and missing persons and runaways. Whether adult or juvenile, the initial investigation requires the gathering of as much information about the missing person as possible, to include a description and photograph at a minimum. Radio broadcasts are also used to quickly get information out to local and surrounding areas.

The agency's guidelines on the recognition of persons suffering from mental illness are well written. The agency requires all personnel to be trained in the recognition of those suffering from mental illness and how to deal with them. Most notably, Chief Gogins informed the assessment team all new officers are required to attend Crisis Intervention Training (CIT) within the first year of employment. In addition to the initial training, personnel are required to be retrained at least every three (3) years.

In February 2017, the agency began employing the use of body worn cameras and implemented a policy which governs their mandatory use. The body worn cameras program was partially funded by the City and partially through a grant. The agency took an integrated approach and choose cameras manufactured by WatchGuard. The agency was already using WatchGuard cameras for the in-car camera system.

The agency purchased twenty-four (24) body cameras, officers are required to sign a camera out at the beginning of their shift and return them prior to the end of their tour of duty. The new technology has been well received by officers and it's the agency's hope this technology will assist officers in documenting interactions with the public, crime scenes, and protect officers against fraudulent complaints.

In October 2016, the agency began carrying Naloxone (Narcan) to assist opiate overdose victims and have successfully administered the lifesaving drug during this assessment period. The agency established a policy on its use and all SPPD officers are

trained on how to deploy it. It is included in the medical / AED bag of each cruiser, and the vast majority of officers are also individually carrying it. Narcan is provided to the department, free of charge, by the Office of the Maine Attorney General.

**Crime Statistics and Calls for Service**

Calls for service experienced an 8.3% reduction from 36,361 in 2014, to 33,337 in 2015. Service calls rebound slightly in 2017 by 1.2%.

Calls for Service			
Year	2014	2015	2016
Service Calls	36,361	33,337	33,738

Like many municipal police departments across the nation, South Portland's Part I Crime is driven by larcenies. During this assessment period, though, the percentages ebbed and flowed slightly, in that larcenies represented approximately 83% of SPPD's Part I offenses. Like many communities in America, South Portland is dealing with the peripheral crimes associated with the opioid epidemic, the most prevalent of which is often thefts from unsecured motor vehicles.

**Year End Crime Stats**

	2014	2015	2016
Murder	0	0	0
Forcible Rape	3	8	5
Robbery	8	4	11
Aggravated Assault	27	8	25
Burglary	90	57	74
Larceny	714	563	541
Motor Vehicle Theft	17	19	20
Arson	2	3	1
Totals	861	662	677

The agency's violent crime rate is relatively low. As depicted on the chart above, however, violent crime increased from 3.02% in 2016 to 6.15% of all reported Part I Crime. There was no known causative factor for the reduction in aggravated assaults from 2014 to 2015, which recorded a 70% decrease. During interviews of agency personnel, it appears the 2015 reduction was more of an anomaly, as aggravated assaults increased to a similar number of events recorded in 2014.

The Criminal Investigations Unit (CIU) is under the command of Detective Sergeant Christopher Todd who reports to Deputy Chief Berry. CIU is made up of five (5) detectives, two (2) task force officers, the court officer, and the property and evidence technician. The court officer is responsible for paper service and does not perform any duties associated with courtroom security. Detective Frank Stepnick is assigned to and

works with the Maine Computer Crimes Task Force where he specializes in the forensic analysis of mobile electronic devices.

The Court Officer, Robert Libby, is responsible for obtaining and entering the agency's court documents into local, state, and federal databases. The agency records all required data in regard to legal process including the date and time it was received/assigned for service; the officer assigned for service; the date service is due; and, the date it was served. Officers record all service or attempts of service of legal process in CAD and a Service Tracking Sheet.

### Vehicle Pursuits

The agency differentiates between "pursuits" and lower risk "failure to stop" incidents. The agency reported no pursuits during the three-year assessment period. However, there were fifteen (15) failure to stop incidents during the three-year period. Despite the agency's differentiation, both constitute a pursuit by CALEA definition and are reported in the table below.

The agency defines a "pursuit" as the operation of an emergency vehicle for the purpose of following another vehicle in order to attempt to stop and apprehend an alleged violator or suspect, who ignores or disregards an officer's signal to stop and who operates a vehicle in a reckless manner or in excess of ten (10) miles per hour over the speed limit.

The agency defines "failure to stop" incidents as the operation of an emergency vehicle for the purpose of following another vehicle in order to attempt to stop and apprehend an alleged violator or suspect, who ignores or disregards an officer's signal to stop, but does not operate a vehicle in a reckless manner or in excess of ten (10) miles per hour over the speed limit.

### Vehicle Pursuits

PURSUITS	2014	2015	2016
Total Pursuits	3	5	7
Terminated by agency	1	4	2
Policy Compliant	1	5	7
Policy Non-compliant	2	0	0
Accidents	0	0	2
Injuries: Officer	0	0	0
: Suspects	0	0	0
: Third Party	0	0	0
Reason Initiated:			
Traffic offense	1	2	4
Felony	0	0	1

Misdemeanor	2	3	2
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Personnel assigned to the agency's Office of Professional Standards compile statistics and conduct an annual analysis of the department's pursuit and failure to stop incidents. Each year they also review the department's pursuit and reporting policies and procedures. Lieutenant Frank Clark conducted the analysis for 2016. The analysis indicated there were no injuries or damage to department personnel or property during these incidents. Two suspect crashes resulted in suspect and third-party vehicle damage, but there were no injuries. Lieutenant Clark reviewed their policy and felt their directive appeared to be effectively limiting these types of incidents and accomplishing the overriding goal of officer and public safety.

### **Critical Incidents, Special Operations, and Homeland Security**

Lieutenant Bernard is responsible for special events/emergency operations planning for the agency. He coordinates and establishes plans for special events, demonstrations, dignitary security, and active threats.

The City maintains an All Hazards Emergency Plan to aid in the efficient and effective citywide response to natural and man-made critical incidents. The All Hazards Plan is maintained on the department's intranet. The agency maintains other emergency response plans, including but not limited to those involving incidents at the city's schools, the Maine Mall, Casco Bay Bridge, Portland International Airport, and the Portland Harbor. On an annual basis agency personnel receiving training in the components of the incident command system and the City's All Hazards Plan. During this assessment period, the agency participated in multi-jurisdictional ICS training exercises at the Portland International Jetport.

The agency liaisons with other organizations to facilitate the exchange of information and resource management relating to terrorism and homeland security, with the goal of preempting terrorist acts or events. Those organizations include but are not limited to the Maine Emergency Management Agency (MEMA), the FBI Joint Terrorism Task Force (JTTF), Safe Streets Task Force, the Maine Information and Analysis Center (MIAC), and Homeland Security Investigations (HSI).

The agency has ten (10) officers assigned to the Southern Maine Regional SWAT (Special Weapons and Tactics) Team (SMR-SWAT). The SMR-SWAT team includes the Scarborough and Cape Elizabeth Police Departments. Inclusive in the regional SWAT team which consist of twenty-one (21) tactical officers are four (4) tactical medicals. The SMR-SWAT team works in concert with their colleagues assigned to the Regional Crisis Negotiating Team, which is comprised of personnel from the same agencies.

### **Internal Affairs**

The agency’s policies and procedures reference internal affairs investigation are comprehensive in nature. The agency accepts complaints in a variety of ways to include in person, over the phone and via email. Complaints that are less serious in nature, such as courtesy and minor procedural issues are assigned to line supervisors. More serious violations, such as allegations of excessive force, criminal acts and integrity violations are handled by the agency’s internal affairs function.

The agency does a good job of balancing employee rights with its duty to conduct fair and impartial investigations. SPPD remains in contact with complainants throughout the internal investigation process with a disposition letter mailed at its conclusion. All complaints are made a part of the agency’s early warning system and are securely stored.

**Complaints and Internal Affairs Investigations**

<b>External</b>	2014	2015	2016
Citizen Complaint	3	0	2
Sustained	2	0	0
Not Sustained	4	0	0
Unfounded	0	0	1
Exonerated	5	0	7
<b>Internal</b>	2	4	2
Directed complaint	2	8	2
Sustained	5	1	0
Not Sustained	0	10	0
Unfounded	2	0	0
Exonerated	6	1	1

\*The findings are higher than the number of complaints, as each complaint contains multiple allegations.

As depicted in the above chart, the ratio of complaints to calls for service is very low. The agency received five (5) external and eight (8) internal complaints during this assessment period. It was clear to the assessment team the agency thoroughly investigates complaints and takes the appropriate actions, which includes counseling, remedial training and progressive discipline.

While the agency designates the responsibility of handling both criminal and non-criminal juvenile issues to all sworn personnel, the Community Response Unit (CRU) handles the bulk of these investigations. Youth Aid Officer Robert Scarpelli is part of the unit and is responsible for investigating juvenile crime and delinquency issues to include runaways. Officer Scarpelli and the CRU are authorized to make case referrals, maintain records of juvenile crime case dispositions, and forward appropriate documentation to

the Department of Health & Human Services in cases where child abuse or neglect is suspected.

CRU works with Juvenile Community Corrections to divert juvenile offenders away from the criminal justice system. South Portland High School is the city's only high school, currently Officer Alfred Giusto is the assigned school resource officer.

### **Detainee and Court Related Activities; Auxiliary and Technical Services (Chapters 70-84)**

The agency utilizes the Cumberland County Jail as its primary facility for the detention, processing, and testing of adult arrestees. The agency maintains a state approved "Short Term Detention Area" at police headquarters that includes a cellblock with two secure cells, allowing detention of persons for up to six (6) hours. According to Lieutenant Frank Clark, the short-term detention area is rarely used by agency personnel.

Juveniles who have been arrested and will not be held are also processed at the South Portland Police station. Juveniles who have been arrested and will be held are transported and processed at the Long Creek Youth Development Center.

All members of the department receive initial training in the policies, procedures, and operation of the cellblock during their field training, and re-training takes place every three years during roll-call sessions. The training includes procedures for dealing with unruly or combative prisoners and fire suppression.

Sergeant Benjamin Macisso is responsible for completing the monthly short term detention area reports which document the overall condition, operational readiness, and safety of the cellblock area. Sergeant Macisso or his designee, conduct routine inspections of the area which are recorded on a log sheet.

In July of 2017, Sergeant Macisso conducted an administrative review of the temporary detention areas and associated procedures. As a result of his review, he concluded the temporary detention area was being utilized in accordance with department policy, CALEA standards, and the space and use of the facility were adequate for the agency's needs. He did not find any corrective action necessary during this reporting cycle.

Officers are prohibited from entering the cellblock area while armed with a firearm or a knife. They must be secured in a weapons locker prior to entry and prior to removing handcuffs or other restraints. Weapons are secured in a gun locker at the end of the hallway. Less lethal or intermediate weapons, including O.C., CEWs and batons, are permitted.

Officers in the cellblock area are required to wear a portable radio, which allows for the immediate reporting of any problems to the Communications Center and other officers.

The agency's portable radios are equipped with a panic button that can also be used for this purpose.

By agency policy, prisoners of the opposite gender, or adult and juvenile prisoners, cannot be detained in the agency's cellblock area at the same time. All detention areas have reasonable access to water and toilets.

## **Communications**

Communication services for the agency are provided through a contractual agreement with Portland Regional Communications Center (PRCC) located in Portland. Aside from the Portland and South Portland Police Departments, PRCC provides dispatch services for the Cape Elizabeth Police Department. The PRCC utilizes Sungard HTE for its computer aided dispatch software. Employing the services of a regional communication center is relatively new for SPPD who entered into an agreement in 2011.

During the assessment, a member of the onsite team visited PRCC and met with the Director Andy Dziegielewski. The center is housed in the Portland (ME) Police Department headquarters with access controlled via keycard. Radio transmissions and phone conversations are recorded and include immediate playback capabilities. Equipment in the center is protected with uninterrupted power supplies and their emergency generator is inspected on a weekly basis and tested on a monthly basis to ensure it is operating properly. The monthly tests are under full load.

The agency has an anonymous tip program where citizens can text in information concerning criminal activity. Staff at the Portland RCC are responsible for screening tips received via the software (Tipsoft). Tips related to in-progress activity, emergency activity, or anything that represents an imminent threat to public or police safety, are handled immediately and the information is entered into the CAD software and handled as any other call for service. In the event the telecommunicator is not sure if the tip meets the criteria for a call for service, they notify the shift supervisor who determines if a dispatch response is required. If the call for service meets the criteria for emergency Police, Fire, or EMS response, the telecommunicator advises the tipster to call 911 for immediate service. Calls for service received over the phone and radio traffic take priority over Tipsoft.

## **Records**

SPPD's records are maintained in a secure area by the agency's records clerk. The agency utilizes the Sungard HTE software to manage the records function. Access to records after hours is available via the Sungard software and are controlled by a password. The ability to add, delete, revise or have "read only" access to records is determined by job function. All agency computers are backed up daily to an on-site server. Passwords are audited and updated annually. The agency complies with the

National Incident Based Reporting System (NIBRS) and submits data on a monthly basis.

### **Evidence Collection and Preservation**

The agency has two employees, Officer Mark Carlton and Officer Richard Mearn, trained as Evidence Technicians (ET). They are assigned to the Criminal Investigation Division and their primary duty is to process crime and crash scenes. They are available to respond to and process a crime scene or traffic collision on a 24-hour basis, at the discretion of the on-duty Shift Commander. Currently the agency does not have a collision reconstructionist and relies on mutual aid to investigate critical and fatal motor vehicle collisions.

The agency's evidence technicians process all major crimes in their jurisdiction with the exception of homicides. By law, the Office of the Attorney General directs and controls the investigation and prosecution of homicides. When a homicide occurs, Assistant Attorneys General assigned to the Homicide Unit of the Criminal Division respond and advise detectives from the investigating agency. The Maine State Police, Portland and Bangor Police Departments are the only three (3) agencies state-wide charged with the responsibility of investigating homicides.

Three officers assigned to patrol have also received training in basic crime scene processing and handle less complex scenes. Agency personnel have access to equipment and supplies for processing scenes including kits and technology used for the recovery of latent fingerprints, cameras necessary for photography or video, and devices for measuring and sketching scenes.

### **Property and Evidence Control**

Sergeant Christopher Todd oversees the custodial property function for the agency. The agency has two officers designated as property and evidence technicians, Officer Mark Carlton and Officer Richard Mearn. Officer Carlton is assigned full-time to the property and evidence function and Officer Mearn fills in as an alternate when Officer Carlton is unavailable.

The agency uses the Sunguard HTE software to manage the evidence and property function. Currently, SPPD does not utilize bar-coding technology to track custodial property.

Custodial property is maintained in the evidence room located at headquarters. Temporary evidence lockers are used to store evidence when no evidence custodians are available. Large items are stored in a secured building within fenced area to the rear of headquarters.

The agency's directives on custodial property handling, packaging, and labeling provide clear and concise directions. Moreover, the directive on temporary storage and the storing of oversized items and hazardous materials were also straightforward. Officers are required by policy to turn in all custodial property prior to the end of their tour of duty.

The assessment team examined the custodial property room with Officer Mearn. The assessment team found the custodial property area to be neat and organized. The assessment team observed all firearms, drugs, and cash and other items of exceptional value are held with a second layer of security in the evidence room. There were no changes in custodians this assessment period.

The agency revised its property and evidence policy to reflect CALEA's best practices in 2016. Annual audits of property and evidence were conducted by a supervisor not routinely or directly connected with the function in 2016 and 2017. No irregularities were noted. Semi-annual and unannounced inspections of their property and evidence procedures were completed in both years. Personnel conducting these inspections found the property room to be in good condition and were confident that established procedures were being followed.

#### **H. Standards Issues:**

The agency had two (2) standards in this area.

1.3.9 A written directive requires that only weapons and ammunition authorized by the agency be used by agency personnel in the performance of their responsibilities. The directive shall apply to weapons and ammunition carried both on and off duty, and must address:

*(a.) the types and specifications of all lethal and less lethal weapons approved for use, including those weapons used by members of tactical teams or other specialized personnel (M)*

ISSUE: The agency's policy failed to address the types and specifications for firearms approved to carry off-duty.

AGENCY ACTION: The policy was revised to include the types and specifications for approved off-duty firearms.

17.4.2 A written directive lists all cash funds or accounts where agency personnel are permitted to receive, maintain, or disburse cash and governs the maintenance of those accounts.

*(a.) a balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits (cash disbursed), and the balance on hand (M)*

ISSUE: The agency's policy stated the balance in the petty cash fund can never drop below \$25.00, however several proofs of compliance showed the account dropping below the minimum.

AGENCY ACTION: The policy was revised to eliminate the minimum cash balance.

**I. 20 Percent Standards:**

CALEA agencies must be in compliance with at least 80% of applicable other than mandatory (O) standards. The agency is free to choose which standards it will meet based on their unique situation.

This section is not applicable as all standards in Tier 1 accreditation are applicable.

**J. Future Performance / Review Issues**

No issues were identified as future performance/review issues.

**K. Table: Standards Summary:**

	<u>TOTAL</u>
Mandatory (M) Compliance	168
Other-Than-Mandatory Compliance	0
Standards Issues	2
Waiver	0
(O) Elect 20%	0
Not Applicable	19
TOTAL	189

**L. Summary:**

The assessment team found the agency's files to be well organized and properly highlighted. The agency's written directives were thorough, well written and easy to follow. There were ten (10) standards that required additional documents which were quickly located and downloaded into PowerDMS. Two (2) files were found to have standard issues which required the agency to revise its policy on cash fund accounts and the approval for weapons the agency authorized to be carried off-duty.

The assessment team noted several times how well prepared the agency was for an initial onsite. Clearly, SPPD benefited from hosting a mock assessment with seasoned assessors. It was clear to the assessment team that agency personnel had been informed about the CALEA process and the many benefits of meeting law enforcements

best practices. It was also clear to the assessment team Chief Googins has worked hard to weave a culture of public service into the fabric of the agency.

The agency is involved in several community policing programs to strengthen its relationship with citizens and business owners. While the assessment team was onsite, SPPD hosted its first "Cop-For-A-Day" Program. The idea is for local residents and business owners to work side-by-side with local law enforcement to address a quality-of-life or crime issue. Chief Googins believes the collaborative effort will not only help address these issues, but serve as the conduit to enhance the relationship between the community and the agency.

The agency is also involved in several other community policing programs designed to strengthen the agency's relationship with members of the community. These programs include Coffee with a Cop, a week long Junior Police Academy Camp for sixth, seventh, and eighth-graders, and collaborates with other Cumberland County communities in offering an eight (8) week Citizen Oriented Policing School (C.O.P.S.) for adults.

During this assessment period, all applicable time sensitive standards were met. The agency was advised the assessment team would submit this report to the Commission for review and decision of accreditation at the next CALEA conference.



Carl Schinner  
Team Leader  
December 15, 2017