



Mason Police Department

2008 Annual Report

Chief of Police John Stressman

Edited by Jann Lifsey

2008 ANNUAL REPORT

Letter from the Police Chief

This past year, Department members have focused on the fundamentals of making the Mason Police Department an organization this community not only can be proud of, but one that rises towards the top of our field when comparing us to other community police agencies. It has always been our goal to be among the best and the standard for other smaller departments to model themselves after. All this starts with fundamentals of service to you, whom it is our duty to serve and protect.



We started out the year training on the Department Policies and Procedures, reaffirming each officer's and staff member's knowledge and compliance of the Department's rules and regulations. We also stressed quality service as a priority when dealing with the public. To this end, we developed a citizen satisfaction survey, and the feedback has revealed to us that overall, as an organization, we are doing a good job serving our community. We also use these survey forms to communicate with those who feel we haven't done a good job and wish contact. The surveys act as a two-edged tool—one, to determine how to do better in the future; the other, to correct what was done wrong. Sometimes it is a simple fix, and other times it is not so easy, but the ultimate objective is to comply with the expectations of our citizenry and to perform to our maximum potential.

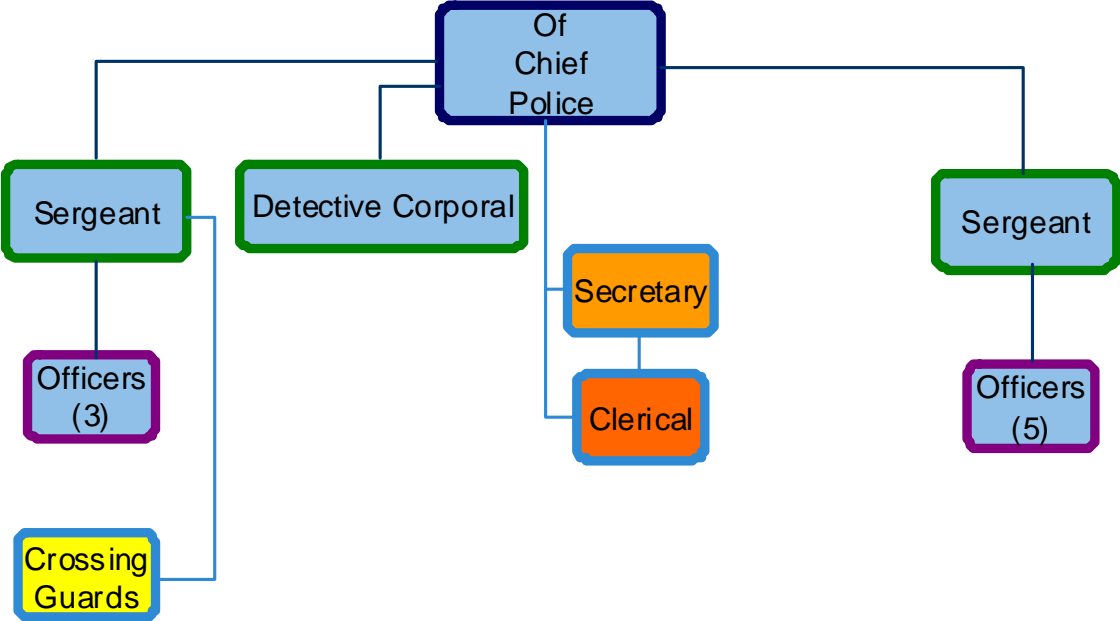
You will read throughout this report about the various work we do and the training areas we stress as fundamental and redundant, learning proficiency through repetition. What you might not notice on the surface is the continuous teaching we do through a constant review process and daily informational sharing of various informational resources. Keeping our employees informed and up to date gives them the confidence to do their jobs efficiently, not being afraid to make decisions because of lack of knowledge.

Finally, one of the most effective and fundamental tools we are stressing is consistency in the service we provide and our application of the laws we enforce. Everything has a procedure, whether it is written by us or in compliance with our partnering agencies. We expect no shortcuts, no favoritism, and no minimizing the importance of an action because of personal prejudices. But we do strive always to make sound decisions which will stand up to any scrutiny from any source, no matter the reason.

I believe the Mason Police Department has come far, and we will continue our efforts towards constant improvement. I am satisfied we do the best we can, am proud to provide quality law enforcement to the City of Mason, and I am very pleased to present the City of Mason Police Department's 2008 Annual Report.

MASON POLICE DEPARTMENT

Staffing Current



Ethics and Standards

Quality of service, conduct of our employees, accountability—officers and staff—and community perception are all driving issues for the Mason Police Department. Throughout my administration as Police Chief, I have stressed accountability for our actions, no matter the consequence, and adherence to a strict citizen complaint process is a priority. Our procedures are modeled after recommended policies of the International Associations of Chiefs of Police, the Michigan Municipal League’s Law Enforcement Action Forum, and member agencies of the Michigan Municipal Risk Management Association.

The Department, at appropriate times, will initiate its own investigations based on internal reviews of an incident. This generally results from reviewing incidents and internal procedural errors are suspected, or when an incident occurs which we believe will cause some scrutiny of our actions. Whatever the reason for an investigation, the purpose is to insure the integrity of our procedures and operations, and community confidence in the conduct of the Mason Police Department.

- Internal investigations: May be ordered when the possible outcome could result in severe disciplinary action—up to termination. The Department initiated two internal investigations based on administrative reviews. Both were sustained, and corrective action was taken.

Generated Administratively	2
Sustained w/Corrective Action	2
Citizen Complaint	0
Exonerated	<u>n/a</u>
Total	2

- Administrative Reviews: For possible infractions of a minor nature which usually would result in some form of reprimand or training enhancement. 13 Administrative Reviews were conducted by supervisors in 2008—3 were generated administratively, and 10 resulted from citizen complaints.

Generated Administratively	3
Cleared Administratively	2
Corrective Action Taken	1
Citizen Complaint**	10
Resolved by Supervisor contact	3
Upheld Officer Actions*	7
Sustained, with Employee corrective Action	0
Sustained, with procedural corrective actions	<u>0</u>
Total	13

*During one investigation and subsequent review of the patrol car video tape, a crime was determined to have been committed by the complainant. The video was sent to the Ingham County Prosecutor for review and appropriate charges were issued.

**A number of Citizen Complaints were generated by three individuals naming the Chief of Police, a supervisor, and two officers. Because of the nature of the complaints and the conflict of interest, all were forwarded to the City Administrator’s Office; thus, are not included in these totals.

INVESTIGATIONS

Detective Corporal Lynne Mark



The role of the investigator is to facilitate an investigation from the time a crime is committed until it is adjudicated in the courts. When a citizen makes a complaint to the Mason Police Department, a uniform officer usually takes it. The officer prepares a written report that includes known names, a scenario of what happened, any physical evidence that may remain at the scene, and

photographs. The report then is reviewed by the detective and continues with any additional follow up that is necessary in order to complete a case. Follow up could entail additional interviews, development of other witnesses, collection of additional evidence, submission of evidence to the Michigan State Police Crime laboratory, and following up with any other local or out-of-the-area agencies for additional information. Often, the Mason Police Department works with other agencies to combine information in order to develop “leads” for our own cases.

Once this information is collected and reported in a continuing “case file” that is a part of the original report, the entire case is then presented to the Ingham County Prosecutor’s Office for their review. It is the office of the Prosecutor that issues warrants—not the Police Department, as is oftentimes reported in the press. There is a tall burden that the individual officers and the detective must meet prior to the Prosecutor’s Office issuing a criminal warrant—that is, “above and beyond all reasonable doubt.” In the matter of a civil case, the burden of proof is “a preponderance of the evidence,” which is a lesser standard than for any criminal case. The Prosecutor’s Office either issues or denies the warrant request, or sends it back to our department for additional follow up. Once a warrant has been issued, the requesting officer takes this warrant to the District Court where he/she validates it before a judge or magistrate. Depending on the type of case and/or the past history of the person that the warrant has been issued for, Mason Police Department personnel may contact that person and advise him/her of the warrant and the need to turn him or herself in. Once the person is arrested, he/she is fingerprinted and then arraigned before the court, where a bond amount is set. At this same court appearance, the new court dates are established for the case. The Prosecutor’s Office then sends subpoenas to the officers and witnesses in the case advising them of those dates.

The Mason Police Department maintains a strong working relationship with other area police agencies. By doing so, we continue a strong open line of communications, which facilitates coordination of investigations with those crimes which cross jurisdictional boundaries.

A few examples of types of investigations undertaken in 2008 are as follows:

- A subject who indicated she had a handgun confronted a Mason citizen who was leaving her work place. The suspect got into the victim's car and demanded to be driven to a certain area. The victim drove as directed, and at a stop light, the suspect fled the vehicle and ran. The victim drove until she could locate and flag down a patrol officer and report the incident. The victim knew the road names but not the jurisdiction, which was later determined to be in Flint, Michigan. The victim returned to Mason and made a complaint with our office. An investigation ensued, and ultimately, a suspect was developed and arrested. The suspect pled, and the case did not go to trial.
- A citizen reported that while her vehicle was parked in a local "park & ride" during the day, her catalytic converter was stolen. A joint investigation with the Clinton County and Ionia County Sheriff Departments led to five suspects. The converter from the Mason incident was recovered and matched up with "tool marks" left on the converter and the exhaust pipes of the damaged car. The subjects were arrested in Whitmore Lake, Michigan, and prosecuted in Clinton County after an agreement was made by the Ingham County Prosecutor's Office for the trial to be held there. One suspect has pled, while the others are still involved in the judicial process.
- A subject who had a volunteer relationship with the Mason Police Department many years ago identified himself to military personnel in Macomb County as an active Mason Police Officer and displayed a badge. Our department was notified, and an investigation was initiated. I contacted the Macomb County Sheriff Department and ultimately, the badge was seized and returned to our department as evidence. This case was then forwarded to the Macomb County Prosecutor, who authorized charges against the subject. This matter is currently scheduled for trial.



In-Service Training 2008

Sergeant Donald Hanson

In 2008, the Mason Police Department continued to commit many resources towards in-service training for our officers and command staff. Approximately 900 hours were committed, in addition to the many hours of mandatory legal and procedural updates—on-line training, routing of reading materials, training bulletins and use of other EMD communications—that all our officers must be familiar with. We feel that by investing resources towards in-service training, which the Department, by policy, has determined is a on-going effort, our officers will be more proficient, and be better equipped to meet the constant variety challenges they face daily. Specialized training also helps individual officers learn new specific skills, which enhance the capabilities of the Department.



We first emphasized a core training curriculum, which included training in many of the better known and traditional skills that all our officers need to be trained in and be proficient at. They included areas such as:

Firearms Training and Qualification, comprising several different firearms training sessions to maximize proficiency and decision-making skills officers must display while using pistols, patrol rifles, and shotguns. This included one full day of scenario-based simunitions training, during which we partnered with the Ingham County Sheriff's Office Training Staff.

State of Michigan Crash Report Update Training, an update course regarding the proper methods of investigating, reporting, and submitting vehicle crash reports when required by the State of Michigan.

C.P.R. and First Aid Training, re-certification for our officers.

Emergency Vehicle Operations Training, a classroom and hands-on course taught at the Michigan International Speedway. Officers were instructed and tested on emergency vehicle operations, driving tactics, and related legal issues.

Defensive Tactics, which trains officers in use-of-force, suspect approach, various defensive tactics techniques, and the proper application and locking of hand-cuffs and arrest procedures.

We also continued to have individual officers trained in new and existing specialized law enforcement topics. Several officers were then able to return as trainers for the other officers. Some of the specialized training that officers attended in 2008 included:

Legal Update Course, an area of law enforcement that continues to change as case law and society change.

Explosive Awareness Course, an overview course taught to officers to help them recognize and deal with incidents involving explosives.

Drug Identification and Trend Course, which taught some officers the most recent trends in illicit drug trafficking, use, and how to recognize illicit drugs.

Latin Culture and Language Course, a course taught to educate and assist officers in understanding and dealing with Hispanic individuals and the Hispanic culture.

Sudden Death In-Custody Workshop, a course intended to educate officers in how sudden in-custody deaths may occur, and how to prevent them.

Sex Offender Investigation Training, a course taught to assist and teach officers and clerical personnel the necessary skills to ensure our department and offenders are in compliance with the Sex Offender Registry Act.

Hostage Negotiator and Crisis Intervention Course, a week-long course that we sent one of our officers to in order to become a well-trained law enforcement Negotiator. The officer would be used in the most serious incidents, and might also be utilized by another police agency, if necessary.

Simunition FX Scenario Instructor Course, a course that taught officers in the safe and proper use of Simunition FX weapons and equipment, in order to safely teach scenario-based training to the Department.



Investigating and Prosecuting Criminal Sexual Conduct Cases, a seminar intended not only to assist officers in the investigation methods regarding sexual assault cases, but also in working in conjunction with sexual assault medical specialists and prosecutors for successful prosecution.

In 2009, we intend on continuing our investment in the education and training of our officers, clerical staff, and command staff. Some of our goals for 2009 are to enhance our Field Training Program, emphasize investigations and detective skills, and to continue to train and emphasize the use of scenario-based training and decision making.

2008 FIREARMS TRAINING

Officer Robert Mentink

The Mason Police Department's 2008 firearms training program saw continued development of the patrol rifle program, as well as the implementation of outside group technique improvement training.

All MPD officers attended Active Shooter Training, sponsored by the Ingham County Sheriff's Office, at the old White Pine Academy building in Leslie, Michigan. The Department has invested equipment and training staff, working in cooperation with the ICSD training staff, to provide the most effective scenario based training possible to our officers. Simmunitions—live fire-marking rounds—have been integrated into both of the specialized training sessions. The Ingham County Sheriff's Department also provides rifles, specially designed for simmunitions, to enhance the officers' training experience, providing officers with a real world situation response to critical situations. The Department has two hand guns dedicated as simmunition training weapons, which the officers use at the training as well.

Officers continue to train four times annually in proficiency, basic skill, and decision making. Two of the sessions are outside training; one, an indoor, low-light training; and the fourth, a simmunitions, live fire, situational training. Officers also compete during the summer shoot for the Top Gun Award. This competition has evolved over the years to include the use of all three duty weapons, and the officer displaying the most proficiency has his/her name placed on a plaque displayed in the Department's squad room.

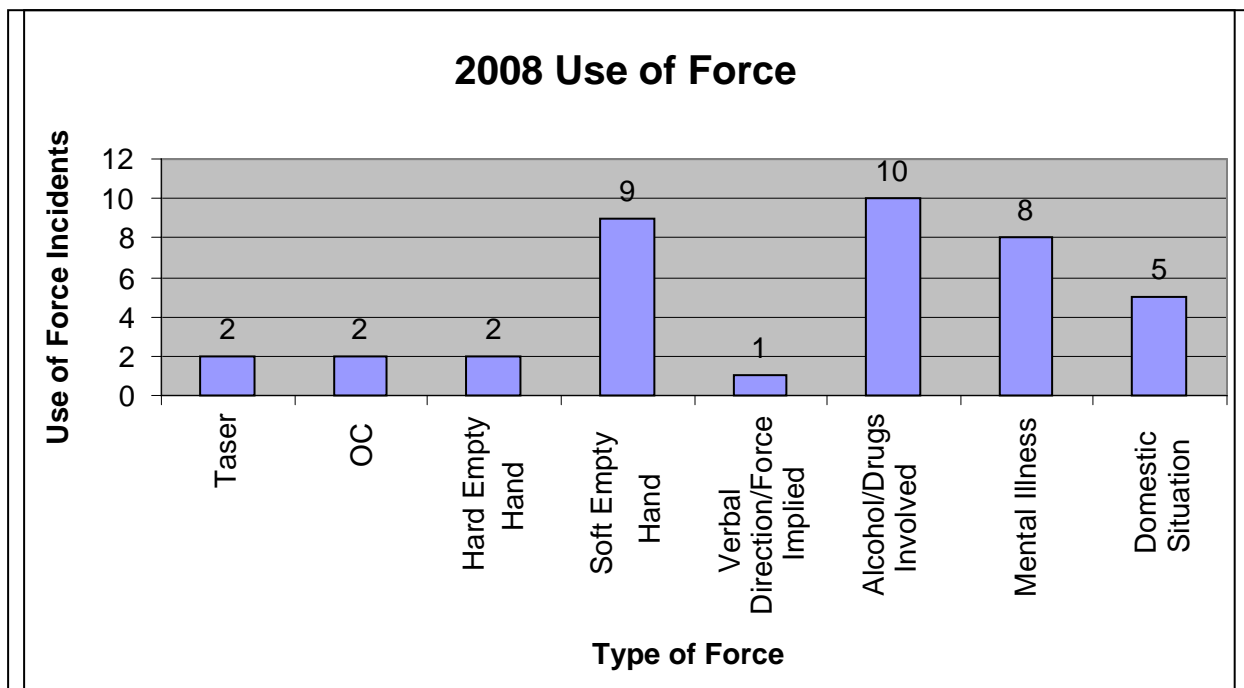


USE OF FORCE AND SUBJECT CONTROL TRAINING

Officer Matt Thorne/Chief John Stressman

During 2008, officers were again trained in the use of force, both lethal and non-lethal, and PPCT (Pressure Point Control Tactics) as part of their annual defensive tactics training regimen; covering the medical, legal, and tactical aspects of use of force. Officers watched training videos, were briefed on legal updates, and participated in practical exercises. Two sessions were held, consisting of two four-hour blocks to maximize the student/instructor experience. The goal of this training was to maximize the officers' proficiency, reaction, and decision making when faced with any level of threat made towards them or another person.

For 2008, there were 15 reported Use-of-Force incidents. Incidents are tracked by the mandatory completion of a Use-of-Force Form, in compliance with Department procedures—the intent being documentation of the incident and review for areas additional training may be needed. Below is a chart breaking down the particular elements of the use of force, and the factors involved.



The following is an actual 2008 event highlighting the importance of this training: An officer was dispatched to check on a person walking down the middle of a roadway. As the officer located the person, he noticed the man displayed some unusual and aggressive behavior which was directed towards the officer. While the officer was performing a pat-down for weapons, the man suddenly turned and violently attacked the officer. The officer was able to extract his pepper spray canister and spray the OC (Oleoresin Capsicum) towards the attacker, with little effect. The attacker then attempted to escape on foot; however, the officer was able to unholster his Taser® (Electro Muscular Disabling Device) and successfully apply it to the attacker, subduing him and placing him under arrest. It was later determined that alcohol and mental illness were both factors in the attacker's behavior. This incident and the in-car video recording of the force applied are now used as part of the in-service training for use of force and subject control.



TECHNOLOGY

Sgt. Ed Hude

The past year, 2008, realized continued development of the Ingham County Technology Improvement Cooperative projects. The projects being tackled by the Mason Police Department and other area member law enforcement agencies included the development of the Field-Based Reporting module. This program will allow completion of most reports from police cars, with data then being transmitted back to the server, and then to the Department. The Ingham County Prosecutor's Office also started to work on developing a system to work with Vision Air. The continued development of this project by them would greatly assist law enforcement agencies in Ingham County with electronic data submission to the Prosecutor's Office. In 2008, we continued working with the Ingham County Technology Committee in the development of the Vision Air Records Management system. In addition, we continued to work on the in-car computer-aided dispatch module and the computerized information disbursement to each car. This included the development of the Field-Based Reporting module, which will allow completion of most reports from the police car. The data will then be transmitted back to the server, and then to the Department.

During the month of July, the member agencies applied to the State of Michigan for an Electronic Crash Capture and Submission Grant. The grant would provide funding for the development of an electronic traffic crash reporting program in conjunction with the Vision Air records management system. The grant was officially awarded to the group on December 31, 2008. Development by Vision Air will start in 2009.

On October 9, the Ingham County Technology Committee, which we are a part of, received an award from the Michigan Digital Summit held in Lansing. The award was for "Best Information Technology Collaboration among Organizations." To qualify, organizations presented with this award must have demonstrated special efforts to facilitate inter-organizational technology projects, such as data sharing to make possible greater cooperation between agencies for

increased efficiency. The interagency Vision Air records management project qualified for this award.

The change over to the Wireless data link between our building and the Ingham County building has been an outstanding investment. Access speeds have increased considerably. There have been only two outages of that system. That was due to power outages. A battery backup was installed to reduce that problem.

The L-3 digital in-car video system has also been functioning well. Down times have been minimal. The videos have helped in obtaining some criminal convictions.

At the 2008 Michigan Chiefs of Police Conference I was also provided the opportunity to give a presentation on utilizing amateur radio communications as a source of back-up communications during disasters and other emergencies.



Sergeant Ed Hude with Dale Williams, State Manager for Michigan, American Radio Relay League

SCHOOL RESOURCE OFFICER

Officer Steve Chick



This is my fourth year as the School Resource Officer. I have accomplished many goals towards developing good relations between the students, school staff at the High School and Middle School level, and the police. However, I felt that there was still something lacking when it came to the elementary school-aged students. I began to think about experiences when I would go into the elementary schools. I would enter these schools and students

would ask me who was in trouble and why I was there and it left me with an uneasy feeling. I decided at that point I really needed to focus on spending more time with these students to develop a healthy student/police rapport. I know from my experience, many students have had some contact with law enforcement—some good, and some bad, and my goal was now to develop a rapport with these students so that they understood police officers are people too.



I targeted the two elementary schools—North Aurelius Elementary and Alaiedon Elementary—outside the Mason City limits, as well as those within it. This gave me a great opportunity to partner with the Ingham County Sheriff's Office Deputy Jody McGuire. Deputy McGuire and I made arrangements with Alaiedon Elementary and North Aurelius Elementary to visit each class room. We introduced ourselves, explained what our duties were, talked about why we had different uniforms, and answered questions. It was a great way to make a positive connection with the students. I also made similar

contacts at the elementary schools inside the City limits—Cedar Street Elementary and Steele Street Elementary. After doing the visits to each classroom, I went back to the schools several times just to roam the halls and stop into classrooms when appropriate. I then went back periodically to spend time with the students during their lunch hours, allowing me to interact with them in a positive manner. As a result of my visits, students now greet me and don't question why I am there. They now know it is not uncommon to have police officers in the school. I think that it makes them feel safe and really helps them understand that officers are just people who are doing a job—even though they happen to wear uniforms and carry guns. These special contacts in the elementary schools were in addition to the classes I taught in the various classrooms throughout the school year.



A significant change for all Ingham County schools in 2008 was the creation and implementation of the SAFE Schools Initiative. I, and Sergeant Don Hanson—as a part of a county-wide implementation team—have been working with the Mason School District to get this plan under way. The SAFE Schools Initiative is a collaborative effort by all police agencies and school districts in Ingham County to have a uniform response plan for responding to active threats in our schools. The plan will give consistency to all the schools' lock-down procedures and the ways police officers respond to those lock downs. I helped introduce this plan to the schools' staff members, including giving them a short presentation and having them view a video. Since this presentation, I have been working with the schools to bring their lock-down plans up to date. The schools have been doing an excellent job conforming to the new plan, and I believe that with this joint effort between the schools and police, our schools will be much safer places.





MASON BICYCLE PATROL PROGRAM

Officer Steve Chick



The bicycle program continues to be a positive addition to the Mason Police Department, as the bicycles add a proactive approach to policing. The City's residents seem to like seeing the bike officers out on patrol in their neighborhoods, as it gives them a chance to have up-close contact with the officers in a casual, non-adversarial way. Perhaps this is because an officer on a bicycle may appear more



approachable than an officer in a vehicle. The officers also have the opportunity to make public contact with the residents to find out what's happening in their neighborhoods and identify any budding problems before they occur.



On the other hand, potential criminals might think twice about committing crimes when they know that bicycle officers could show up unexpectedly at any time and catch them at the crime scenes. One of the greatest benefits of the bike patrol is the ability to quietly slip into areas that cruisers can't go. This is very handy in tighter areas, in the parks, and on the Hayhoe nature trail.



In 2008, officers utilized the bicycles for special details such as the Fourth of July Parade, the 5-K run, Down Home Days, and the Christmas Light Parade. During these events officers used the bicycles to patrol the various functions and, in the case of the parades, to monitor the parade routes to make sure everything was running smoothly and that the citizens remained safely away from the participating vehicles. Officers also utilized the bicycles to ride up and make



contact with the citizens before and after these events.

The Mason Police Department Bicycle Patrol Program raised over \$650.00 at the 2008 Spaghetti Dinner Fund Raiser. A special thank you goes to Mrs. Shirley Grieves, the fundraiser organizer,



and the management and staff of the Mason A&W Restaurant, who generously gave their resources and time. This money will be used for bicycle maintenance, accessories, and uniforms.



NEIGHBORHOOD WATCH

Officer Kris Service

The Neighborhood Watch program was initiated by the Mason Police Department after a rise in residential burglaries during the late 1990's. The first groups started in the Eugenia, Brookdale, and Warner neighborhoods. Since then, watch groups have been organized throughout the City, and there are 10 of them established at this time. In 2008, residents in Cherry Grove Apartments, Sycamore Village Mobile Home Park, and Kiwanis Village expressed interest in the Neighborhood Watch program. They are planning on establishing their own watch groups in 2009.

Every watch group receives training in home security, crime prevention, and reporting. They also can receive home security surveys to identify security problems and have recommendations made for improvements. Currently, there are three officers conducting these surveys—Officer Mark Reckling, Officer Matt Thorne, and I.

The Mason Police Department, as a whole, does its best to address crime and safety issues, but we need the eyes and ears of everyone in the community to identify suspicious persons and situations and to witness crimes being committed. This is where the Neighborhood Watch groups really can help out. Through training provided, they learn to pay attention to things out of the ordinary and to “watch out” for their neighbors and their neighborhoods.



CHILD CAR SEAT INSPECTIONS

Officer Kristopher Service

An active Child Car Seat Inspection program has been in effect at the Mason Police Department for many years now. In 2006, I attended a 5-day, 40-hour class put on by the National Highway Traffic Safety Council. There I learned to install over 100 different brands, makes, and models of car seats before passing the exam to become a certified car seat installer/inspector. In 2008, I assisted approximately 53 Mason and Ingham County residents and families in safely installing child safety seats in their vehicles. Some of these were eligible to receive free cars seats which had been donated to our department by Evenflo upon the successful completion of my 2006 training. When they were available, new seats were provided to people who could not afford their own and to replace seats that were no longer safe for use. With the change in booster seat legislation in Michigan in 2008, the Mason Police Department is anticipating a greater need for booster seats. Therefore, we have acquired several cases of low-back booster seats from Evenflo.



EVIDENCE ROOM

Evidence Room Manager Sandy Stacy



The Evidence Room is continually going through changes. Sgt. Don Hanson and I attended the International Association for Property and Evidence class. The class was a 2-day session on May 15 and 16, 2008, hosted at the Charlotte Community Center. As reported in 2007 by Officer Thorne, the new RMS evidence module was implemented in the Evidence Room. This new reporting system has allowed us to keep better, more accurate records of evidence. In July of 2008, I was assigned the responsibility of the Evidence Room. Since then, I have started a totally new location system for our evidence. Evidence is assigned to a location according to its offense. This categorizing has been implemented for a few reasons. First, it provides timely retrieval of evidence when it is required to be signed out. Second, it allows us to group together items for disposal, found property, and safekeeping. These three groups take up valuable space. Storage by category will give us a timelier manner of returning items to owners and an improved control of disposal. Finally, it will assist when we have to move everything to the new building. There is a lot to be moved.

During the year of 2008, we have taken approximately 238 items into the Evidence Room. These items range from the size of a credit card or smaller, to the size of a large box, or even larger. We are severely limited in our current space. With our new facility we will be welcoming several improvements for our Evidence Room. These improvements are badly needed to update our department's technology, preservation of evidence, and security. Our room will have a better controlled environment for retaining evidence such as DNA and will include a security entry system for assigned individuals. The new evidence room will be a better functional area for the contents. The new facility will allow our department to move forward in an improved and positive direction.

DEPARTMENT CHAPLAIN

In October of 2008, the Mason Police Department was pleased to introduce the new Department Chaplain, Pastor Charles Foerster. Pastor Foerster is the current Pastor of the All Saints Lutheran Church in Mason, and has been since 2006. Pastor Foerster is a graduate of the Trinity Lutheran Seminary in Columbus, Ohio, where he holds a Master of Divinity Degree. Before devoting his life to God's Mission, Pastor Foerster worked for over 20 years in the food preparation industry after achieving his culinary certificate at North Western Michigan College in Traverse City, Michigan.

Pastor Foerster has offered his time and energy to participate as a volunteer with the Mason Police Department and, in like, is providing his time and efforts to the benefit of the community. His role as pastor involves representing the Department and attending Department functions and ceremonies as needed, and he has made himself available for counseling and individual support for those who request it.



SUPPORT STAFF OPERATIONS

Secretary Jann Lifsey

The year 2008 continued to be another busy one for our clerical division. Part-time staff, Sandy Stacy and Cindy McNamara, each had a one hour each day increase in their hours. We also received assistance in the office from Officer Rick Girard. He helped us out in a light-duty capacity after being injured in February trying to apprehend a subject who had broken into a residence.



Sandy took several training classes during the year. She attended classes to update her Records Management Systems (RMS) skills, as well as a class in Michigan Incident Crime Reporting (MICR). She also attended Evidence School so that she would be knowledgeable when she took on her new duty as evidence room manager on July 1. She is scheduled to work with evidence from 1-3 p.m. daily. Access to the Evidence Room is now restricted to Sandy and the two sergeants, Don Hanson—who is the evidence coordinator/supervisor—and Ed Hude—who coordinates media duplication and retention.

Cindy went to Sex Offender Registration class to learn the newest updates in the registration program. She works with Officer James Duthie to make certain that the local sex offenders register on time and follow all the registry requirements. The State of Michigan's SOR program is now on line, which helps ensure that records are updated in a timely fashion.

We obtained one new piece of equipment in 2008—that being a new PC for Cindy and Sandy. Their old one had worn out and needed to be replaced.



Crossing Guards

Secretary Jann Lifsey

Our adult crossing guards were back at their posts in 2008, keeping Mason's school children safe. They endured snow, ice, rain, cold, and heat to make sure that their charges got to school, and then home again.

The Mason Police Department oversees the crossing guard program, but Mason School District partners with the City of Mason in employing the guards. Currently, we have seven full-time guards and four substitutes. We did have two changes in staff in 2008. Bonita Gibbs replaced Phil Lintz at the Columbia/Bush Street crossing after school had started its fall session. Phil did not return due to health reasons. Kelly McNamara replaced Delbert Pierson at the Columbia/McRoberts Street crossing later in November. The Department did not add any substitute crossing guards to the payroll, but we are always looking for people willing to take on the position. We never seem to have enough substitutes when we need them.

Although the members of the crossing guard program are seldom seen, the jobs they do are extremely important to the children they oversee and to the community. They well deserve the applause they receive at the Crossing Guard Appreciation Dinner that is put on by the Lansing Area Safety Council every year. Kudos to:



Sue Ann Nims – August 1983



Deb Sebold – May 1989



Susan Middlebrook - August 1997



Crystal Fuller – October 2005



Roger Shiery – August 2006



Bonita Gibbs – September 2008



Kelly McNamara – November 2008



Citizen Satisfaction Surveys

In May of 2008, our office took on a special project that we already feel has been very beneficial to the City of Mason. Because our Chief's desire is always to improve the Department's performance and to strive towards what he refers to as "the gold standard of law enforcement," we began sending Citizen Satisfaction Surveys on a regular basis to people who had come into contact with members of our department. From the responses we have received back, we are learning how we can improve our service to the community, as well as identify the strengths and weaknesses of the Department. In 2008, we sent out a total of 185 surveys. The names of the survey recipients were taken from recently-generated police reports. At the time of this writing, 58 completed surveys have been returned to us, along with 2 that were returned for insufficient addresses.



Some of the questions that are asked on our survey involve contact with us in the clerical office, after-hours dispatchers, Mason police officers, and the Department's detective. There is a section which requests input as to how recipients view police coverage in the area of their neighborhoods or businesses, and the overall image of the Mason Police Department within the community. There is also a section on the survey which solicits any additional comments or suggestions recipients wish to provide. Although the surveys are anonymous, there is a place on them for recipients to list their names and telephone numbers if they wish to be contacted for follow-up interviews or additional input. Self-addressed, stamped envelopes are mailed out along with the surveys to make it convenient for recipients to return them.

Originally the Department investigated doing a city-wide survey, but it was decided that this would not be an effective use of staff time and Department finances, especially since statistically it probably would yield a lower rate of response. Members of the Michigan Association of Chiefs of Police—an organization our Chief is actively involved in—who had experience in sending out surveys, recommended that we only send them to police service recipients. They believed this would be more financially prudent and time efficient, since the return rate of such questionnaires is higher, rather than a typically much lower return rate for city-wide surveys.



We are requesting that anyone receiving a survey return it to us as soon as possible. It does not take very long to fill out, as the questionnaire is short and very easy to complete. It is our hope that residents of the Mason community will respond to this request and help us to evaluate and improve our services.

A copy of our performance Survey follows:

MASON POLICE DEPARTMENT
Performance Survey

You recently had occasion to come in contact with personnel of the Mason Police Department. In an effort to provide the highest level of service possible, and with quality of life issues and security of utmost concern, we are interested in your input as to the performance of the Department member(s) you had contact with and the service provided by the Department itself. Your feedback would be greatly appreciated and invaluable to us for future planning and for identifying areas we need to improve in.

Please take the time to help us by completing this questionnaire and returning it to us in the self-addressed envelope we have provided. It is through interaction and open communication with the community that we learn how effective a job we do and what level of confidence Mason residents have in our ability. Thank you for your help. I look forward to your reply.

John Stressman, Chief of Police

Please answer the following questions by checking the appropriate response.

If your initial contact with the Department was by telephone, was the dispatcher courteous and professional? Yes _____ No _____

The number you called was: 911 _____ or 517-676-2458 _____

Approximate time you called? _____ Was this a weekday _____ or a weekend? _____

Were the responding personnel courteous, respectful, and professional? Yes _____ No _____

Was the responding officer professional in appearance? Yes _____ No _____

Did the officer appear knowledgeable of the law and how he/she applied it to your situation? Yes _____ No _____

Were you informed about what the Department could or would do for you? Yes _____ No _____

Were you informed about the legal or procedural process as it applies to your situation? Yes _____ No _____

Overall, were you satisfied with the initial response of the Department? Yes _____ No _____

Depending on the type of complaint, you may have been contacted by a detective. If so, please answer the following questions by checking the appropriate response.

Were you contacted in a reasonable period of time? Yes _____ No _____

Was the detective courteous, respectful, and professional? Yes _____ No _____

Did the detective do a good job investigating your complaint? Yes _____ No _____

2008 CITIZEN SATISFACTION SURVEY RESULTS

185 Surveys Sent in 2008
58 Completed Surveys Returned (2 additional returned for insufficient addresses)
31% of Surveys Responded to by Recipients

Positive Responses	56
Negative Responses	2
Number of Written Suggestions/Comments	29

<i>Respondents' Feedback</i>	Good	Fair	Poor
"The police coverage around my neighborhood/business is:"	48	5	2
"The image of the Mason Police Department within the community is:"	44	9	2

<i>Suggestions/Concerns</i>
4 respondents asked for increased traffic patrol in their neighborhoods due to speeding.
1 respondent asked for additional patrols in her neighborhood due to kids prowling and people hanging out there, causing problems.
3 respondents wanted periodic calls/more feedback as to the status of their pending cases.
1 respondent asked for more police patrol in her neighborhood due to drug trafficking and ordinance violations at a particular residence.
1 respondent was concerned after seeing police patrol vehicles "being driven through stop signs and passing other vehicles at a high rate of speed without sirens or lights on."
1 respondent believes some of the officers are "very cocky."

<i>Positive Feedback</i>
"I was treated exceptionally well."
"Every time they (the police officers) came to my rescue they were always great. I feel I can always depend on them. I am grateful to have them around."
"I was very happy with how my complaint was handled."
"Our complaint was a relatively minor issue but I felt it was handled in a timely and efficient manner."
"Have always found MPD to be courteous, friendly and professional."
"The police were very efficient and dependable for us...seemed understanding and interested."
"(The responding officer) was very nice. Very helpful. Talked to the kids. We love how helpful he was..."
"Officer ___ is very thorough and kind. He was very involved in trying to reconcile the situation ...he called me back and shared with me all the information that he could. Thank you, Officer___ for putting forth that extra effort that not everyone does."
"I just wanted to say thank-you so much to Officer ___. He was great and solved the problem for me right away."
"You guys are doing a great job. Thank you."

<p>“My business was walk-in and I’m very pleased with the outcome.”</p>
<p>“Thank you for your attentiveness and courtesy.”</p>
<p>“I...feel the Mason Police Department handled the situation better than most professionals. All three (officers) were very concerned, and very caring. They showed me what policemen are—well mannered gentlemen.”</p>
<p>“The Detective was asked by the Chief of Police to check on my report of malicious destruction of some small Halloween decorations. Thank you for being on top of things in our little town of Mason. In the future, I will call the police with any incident, regardless if it’s small or not. The detective encouraged me to do so. I appreciate your concern in this incident and do feel that due to your protocol that Mason is a safe place to reside.”</p>
<p>“The Mason Police do a great job for the community. As a Supervisor I have worked with the Mason Police on a number of times over the past 17 years, and they have all been excellent to work with, and always willing to help solve the problem. We appreciate what they all do to help keep us safe.”</p>
<p>“We have always had good experiences with the Mason Police Department.”</p>
<p>“___ was the responding officer for a wellness check. He calmed me down, treated me with respect...”</p>
<p>“...I was very happy with how my complaint was handled.”</p>
<p>“I am very happy that (this questionnaire) was sent out because it gives me an opportunity to thank Officer ___. Not only was she professional and courteous, she was very sympathetic to the difficult situation we are dealing with. (The officer) took a lot of time to make sure (the children) were not scared and...patiently listened to their statements. In addition, she followed up on the situation and updated me on what she had learned. We have the highest respect for Officer ___.”</p>
<p>“(Officer __) has always been so responsive and very thorough. I feel so safe with him handling any of our problems here at our business.”</p>
<p>The “Barney Fife” image of the Mason Police Department is not true. (Mason Police) always did a great job for (our business).”</p>
<p>“Officers __, __, and __ all are very kind and wonderful, also Officer __. These (officers) were very helpful with (my son) and the problems he’s had. (He) really respects and looks up to (them). (They) should get some kind of an award we feel for their outstanding service/work in the community/department. They have really made a positive impact in (my son’s) life. (He) considers (them) as his friends. He doesn’t feel bad if we...ever need to call them again for help. Keep up the Great Job! Wish other children/teens were impacted as much as (my son).”</p>

Visioning the Future

This past summer, members of the City's Administration Staff and Police Department Command Staff participated in a visioning retreat. The focus was looking ahead into what we see as the future in city government services and how to be prepared to continue the current policy of providing the best product possible to our citizens. We came away with a common theme of reasonable growth to meet the increasing demands placed on future employees of the City. It is with this vision we approached the planning and organization of a new City Administration and Police Services, Municipal Complex—a facility planned with enough forethought to accommodate potential growth needs without having to rebuild or add on within 20 years, with an eye towards structural longevity and community pride.



Pictured from left to right...

David Haywood, Zoning & Code Administrator; John Stressman, Chief of Police; Sergeants Ed Hude and Don Hanson
Eric Smith, Assistant Finance Director; Kathy Revels, Finance Director/Treasurer; Martin Colburn, City Administrator

COMMUNITY SERVICE ACTIVITIES

Detective-Corporal Lynne Mark

As officers, we are also a part of the community and are involved in projects other than just “law and order.” Three of the outside projects that I am involved in are:

TRIAD – This is a liaison of law enforcement officers and senior citizens who currently meet on a monthly basis at the East Lansing Police Department. The goal of the group is to keep senior citizens from becoming crime



victims. At the meetings, information

is shared with the seniors on ways to prevent having crimes happen to them. They then are encouraged to take this information and share it with friends and



neighbors. The meetings are also an opportunity for law enforcement to hear of the concerns of seniors who may be witnessing crimes or who are aware of crime trends but haven't made formal reports to their own police agencies. The group now hosts a Senior Prom Dance and fundraiser. This was held at the East Lansing Holiday Inn in 2008. TRIAD uses the funds raised for two major projects:



- Files of Life, and
- No Senior Alone at Christmas



The No Senior Alone at Christmas project has officers and other volunteers working together to make up and distribute baskets of food and gifts to seniors who otherwise might not get anything for Christmas. Many of the recipient

seniors are shut-in's, and the cheerful faces of the volunteers add something special to their days besides just the gifts they are given.



Shop With a Hero – This is a project sponsored by the Ingham County Sheriff Department in which children are paired with officers or firefighters prior to Christmas and shop together at the Mason Meijer Store. In 2008, 4 officers from the Mason Police Department volunteered to be in the event, and hopefully helped make Christmas a little merrier for four Mason area youth. I also represented the Mason Police Department by participating in the Lansing Police Shop with a Cop in Lansing. Officers from all Ingham County police agencies volunteered their time to help area youth buy Christmas gifts for themselves and family members.



Spring Fling 5 K Run/Walk – The Mason State Bank sponsors this annual event, which is held the first Friday of May each year. Twenty years ago, it began as a run with some twenty-five participants. In 2008, there were 978 paid participants and 105 volunteers, with \$11,700.00 netted after our expenses. This money was given to the Mason Public Schools Foundation. I have been a member of the planning race committee and course set-up/tear down for the past 16 years.

Sergeant Ed Hude braved the ice, sleet, and slush to volunteer his time selling newspapers with the Old News Boys to help purchase shoes for needy local children.



Officer Matt Thorne makes a PR visit to a local classroom

And....

...poses for a picture with the youngest recruit our department has ever had (who issued him a ticket). Was that a trick or a treat??



ASSOCIATIONS AND ACTIVITIES

Getting involved in organizations and activities that will benefit the City, its residents, and the community at large is just part of being a member of the Mason Police Department. Participation in various activities and organizations—whether they be job-related and during work hours, or community-orientated and after work—is not only beneficial to others, but is often rewarding to the participants. The following are just a few examples of how some of our members spend their time.

John Stressman, Chief of Police

PANDEMIC INFLUENZA PLANNING COORDINATING COMMITTEE

In 2007, I was invited to sit on the Governor's Pandemic Influenza Planning Coordinating Committee, Public Safety Legal Subcommittee, as a representative of the Michigan Association of Chiefs of Police. I agreed to participate, not just as an MACP member, but as a representative of smaller police agencies, and Mason in particular, to insure all our best interests are represented. I am still an active member of the committee and will remain so throughout its duration. It's been an enlightening and interesting experience, from which I have brought back many ideas to incorporate into our response plans here.

MICHIGAN ASSOCIATION OF CHIEFS OF POLICE

I continue my work with the Michigan Association of Chiefs of Police as a member of the Legislative Committee, the Awards Committee, and the Environmental Crimes Committee. I have found that the networking and information exchange, as well as the educational experience, has been invaluable in my development as a police administrator and for future planning of the Mason Police Department and its function in the community.



MID-MICHIGAN ASSOCIATION OF CHIEFS OF POLICE

I currently serve on the Board of Directors as Past-President of the Mid-Michigan Association of Chiefs of Police. Having recently served as President, it has been not only a personal honor to me, but also, I feel, a reflection of the regard held for the City of Mason. I will continue to be a driving force to increase the influence of our district's Chiefs in legislative issues in Lansing and in pushing for cooperatives such as would involve joint training programs.

MASON PROMISE SCHOLARSHIP PROGRAM

And finally, but most importantly, I remain a member of the Board of Directors for Mason Promise Scholarship, a program of utmost importance to this community. The education and development of our youth is a high priority and an issue which must be supported. To say “our children are our future” is only a small part of the scholarship program. To provide an opportunity to a young citizen, who would not otherwise be able to seek higher education, or who may have no sense of direction without this kind of incentive, is where the true value lies, and I will continue my association with Promise as long as the Board wants me.



Sergeant Ed Hude

MICHIGAN ASSOCIATION OF CHIEFS OF POLICE TECHNOLOGY COMMITTEE

I continue to serve as a member of the Michigan Association of Chiefs of Police Technology Committee. The committee's objective is to explore new technology for law enforcement in Michigan.



INGHAM COUNTY TECHNOLOGY IMPROVEMENT CO-OPERATIVE (TIC)

I am currently the Mason Police Department's representative to the Ingham County Technology Improvement Co-operative (TIC). The purpose of this co-op is to explore and develop technology that will benefit the member law enforcement agencies in Ingham County. This includes computer software, as well as the associated hardware and communication equipment and systems.



LANSING AREA SAFETY COUNCIL

I am one of the primary instructors for the Lansing Area Safety Council, School Crossing Guard Training Program. I provide instruction to the area school districts' crossing guards prior to the opening of the school year.

AMERICAN RADIO RELAY LEAGUE

I am a licensed amateur radio operator, first licensed in 1965, and am a member of the American Radio Relay League. This is a national organization that represents the interests of amateur radio operators. I hold the position of State Government Liaison for Michigan. Amateur radio operators, while hobbyists, also volunteer their time and skills during emergencies, such as working as severe weather spotters, working in conjunction with the American Red Cross in times of disasters. www.aarl.org



OTHER ASSOCIATIONS

In addition, I am a member of the FBI Law Enforcement Executive Development Association; am a member of the Michigan Association of Chiefs of Police; and am a member of the International Police Association. The latter promotes cooperation amongst international law enforcement, as well as friendship amongst the world-wide members, both active and retired.



2008 Patrol Activities

Calls for Service	3,497
Incident Reports Written	2,202
Arrests	
Misdemeanor/Appearance Citations	252
Felony Probable Cause	26
Warrants	229
Traffic Enforcement	
Total Initiated	1,434
Warnings	949
Hazardous Violations	328
Non-Hazardous	185
Parking	226
Radar Operation Hours	818
Investigations	
Hours of Follow-up	5,580
Warrant Requests	150
Field Contacts	335
Liquor Inspections	173
Juvenile Contacts	
Informal Action	96
Formal Action	101
Property Checks	1,031
Citizen Contacts	905
Special Events and Presentations	320
Bicycle Patrol Hours	161
Administrative	
Court Duty Hours	540
In-Service Training Hours	899

Reported Incidents

	<u>2007</u>	<u>2008</u>
Immigration	1	0
Homicides	0	0
Kidnapping/Abduction	2	1
Criminal Sexual Conduct	12	18
Robbery	0	2
Assaults		
Aggravated	5	9
Non-Aggravated	86	79
Intimidation/Stalking	1	5
Arson	1	1
Burglary		
Forced Entry	25	35
No Force	16	9
Larcenies	154	149
Motor Vehicle Theft	8	9
Larcenies by Fraud	62	37
Damage to Property (Malicious)	66	77
Retail Fraud	43	41
Controlled Substance/Narcotic Equipment Violations	47	39
Misdemeanor Sex Offenses	3	5
Family - Abuse/Neglect/Non-support--Nonviolent	7	2
Liquor Law Violations	39	43
Obstructing Justice/Police	150	146
Weapons Offenses	4	9
Disorderly Conduct	89	80
Operating Under Influence Liquor or Drugs	51	50
Health & Safety/Conservation	26	22
Alarms	95	76
Assistance to other Agencies/Departments	312	278
Ordinance Violations	100	80
Motor Vehicle Accidents	275	239
Suspicious Activities	399	273
"Quality of Life" Non-Criminal Complaints	357	416
Civil Disputes	188	176
Missing Persons	10	5
Juvenile Runaway	8	5
Mental Health	27	13
Traffic Complaint/Violation	19	62



2008 Arrests

<u>Description</u>	<u>2007</u>	<u>2008</u>
Kidnapping (Other)	2	1
Criminal Sexual Conduct		
First and Third Degree	1	8
Second and Fourth Degree	0	9
Stalking	1	5
Robbery	0	2
Felony Assaults	2	9
Misdemeanor Assaults	30	79
Arson	0	1
Burglaries	6	44
Larcenies	7	140
Motor Vehicle Thefts	1	9
Forgeries	2	4
Larcenies by Fraud	11	32
Embezzlements	7	7
Stolen Property	1	1
Property Damage	1	76
Retail Fraud	22	42
Drug Offenses	29	37
Sex Offense - Other	2	6
Child Neglect/Cruelty	5	2
Liquor Violations	24	44
Resisting/Obstructing Police	35	17
Obstructing Justice	122	128
Weapons Offense	2	9
Ordinance Violations	89	51
Impaired Driving/OWI Offenses	55	50
Driving Offenses	36	90
Health & Safety Offenses	0	20
Miscellaneous Offenses	2	46