



City of Grosse Pointe Woods
Department of Public Safety

2012 Annual Report

Director of Public Safety

Andrew L. Pazuchowski

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**CITY OF GROSSE POINTE WOODS
DEPARTMENT OF PUBLIC SAFETY**



ANDREW L. PAZUCHOWSKI, Director

20025 Mack Plaza
Grosse Pointe Woods, MI 48236-2397

February 1, 2013

Mr. Alfred John Fincham III
City Administrator
City of Grosse Pointe Woods
20025 Mack Plaza
Grosse Pointe Woods, MI 48236

Dear Mr. Fincham,

On behalf of the members of the Department of Public Safety, I am pleased to present to you, Mayor Robert Novitke, and the members of the City Council the Annual Report for 2012. Our Department has worked diligently during this past year to provide the best possible services for the citizens of this beautiful and vibrant community to ensure that it will remain a safe place to live and work. I am very proud of each and every one of our team members for their efforts, dedication, and courage.

Our department faces new and unexpected challenges on a daily basis. Due to the economic decline which has seriously affected the public sector, I have continued to focus on increasing area patrols and utilizing our Auxiliary officers to concentrate on monitoring vacant and foreclosed homes, and patrolling the business district alleyways. The Auxiliary bike patrol program implemented last year has proven to be an effective and cost-efficient method.

As a licensed paramedic, I recognize the importance of training and reinstated the Emergency Medical Technician program last year. In the past, the officers were all medical first responders. At present, 21 are now certified as emergency medical technicians. We plan to continue the program in order to expedite emergency treatment while the Advanced Life Support unit is responding to a medical emergency.

In addition, the change in our Detective Bureau made last year to switch from a four-year rotation to a permanent staff has proven to be an enhancement to our department by allowing the detectives to utilize their knowledge and expertise throughout the duration of their careers.

As the Director of Public Safety, I feel it is important to enhance the efficiency and organization of the Public Safety Department. We made significant progress in both of those areas early in 2012 with a major remodeling project. Our dispatch center doubled in size in February of 2012 when in-house renovations by the Department of Public Works employees were completed. The result is a working environment which enables our dispatchers to be close in proximity to the Police Records Department. This coincided with an opportunity we had to purchase a used state-of-the-art dispatch desk at a fraction of the cost of a new one.

In an attempt to educate the community on how Police and Fire Departments operate, we initiated the Citizen's Public Safety Academy in the fall of 2012 with the consent of our city council. The Academy is a free six week program open to any resident or business owner in Grosse Pointe over the age of 18 with no felony records. The sessions were open to 60 applicants and took place once a week for two hours. The topics covered included investigation techniques, identity theft, internet safety, and money scams. The sessions proved to be valuable not only as a learning opportunity for the residents and business owners but also as an opportunity for the Public Safety Department to see things from a different perspective. We recognize that our strongest partners in preventing crime are the members of this community and we hope to see the Academy continue in the future.

2012 was also the beginning of what might become an annual charity event. Over 800 spectators witnessed a basketball game at Grosse Pointe South High School between members of the Grosse Pointe Fraternal Order of Police Lodge 102 and the Detroit Lions. The result was a \$2,500 donation to both the Grosse Pointe/Harper Woods Special Olympics as well as to Services for Older Citizens.

As an approach to community policing and as a way to reach out to our youth, Detective Daniel Koerber, who maintains an office located in Grosse Pointe North High School, continues to be a liaison in our schools. He has been successful in interacting with the school administration and students. By developing this approach, I believe we have been able to successfully address current issues our youth are facing and better ensure safety within our schools. Our department is continually working on safety precautions to prevent the tragedies which have struck other communities from touching our own.

Our statistics for the year 2012 include our first homicide in over 30 years. We also experienced 257 Index and 432 Non-Index crimes, a total of 689 crimes, which represents an increase of 18 percent from the 585 crimes reported last year. However, it should be noted that the overall increase in Index crimes is attributed to larcenies and auto theft, with the exclusion of the one criminal homicide case. As in previous years, we continue to see larceny as the highest index crime experienced in our community. There were 169 reported larcenies in 2012, an increase of 20 percent from the 141 reported in 2011.

There were 15 actual fires with a fire loss of \$140,000.00 reported in 2012. This was a 25 percent increase from the 12 actual fires with a fire loss of \$92,000.00 reported in 2011.

In 2012, we had 46 auto thefts, 17 more than in 2011. However, 23 of the 46 stolen vehicles were taken from the St. John's Hospital parking lot. This was largely due to the unsupervised entry gate. St. John's Hospital no longer charges a parking fee and has made the decision not to have security personnel at the entry gate, which increases the likelihood of a perpetrator entering and exiting the parking lot undetected. I have met with St. John's security personnel to discuss this matter. They have indicated that they do not intend to change their parking lot policy at this time.

As we move forward into the future, the Department of Public Safety is excited for the opportunity to embrace whatever challenges may arise. We are continually improving our processes so that we can act quickly to provide our community with the high level of service they deserve. Every situation is important to us whether it is the protection of our young and innocent children in school, a business owner in need of assistance, an elderly resident in need of the friendly reassurance of a daily phone call from our dispatch staff, rescuing those who are trapped in a burning building, maintaining the safety of those who drive on our roads, or helping a stray dog who has lost his way home.

I am proud and honored to serve as the Director of Public Safety for the City of Grosse Pointe Woods and look forward to years of continued service. I will lead the Department in a professional and courteous manner to the best of my ability.

I would like to thank Mayor Novitke, members of the City Council, and all of the citizens we serve for your continued support in our mission to maintain the safety and improve the quality of life in the City of Grosse Pointe Woods.

Sincerely,

Andrew L. Pazuchowski

Andrew L. Pazuchowski, Director
Department of Public Safety

MISSION STATEMENT

The Mission of the Grosse Pointe Woods Department of Public Safety is to continually strive to improve the safety and quality of life within our community. This will be accomplished through a broad based combination of traditional and innovative police, fire and emergency medical services while always protecting constitutional and basic human rights. All members of the Department will at all times stand accountable for their conduct.

“Never Forget”



**Annual Remembrance of the Twin Towers
September 11, 2011**

INTRODUCTION

Each year, the Grosse Pointe Woods Department of Public Safety prepares an annual report of crime statistics for the City of Grosse Pointe Woods, the Michigan Incident Crime Reporting (MICR), and the Federal Bureau of Investigation Uniform Crime Report (UCR). This data is compiled from offenses reported to the Department of Public Safety, monthly police reports, and individual crime incident reports.

The primary objective of this annual report is to provide a reliable set of criminal justice statistics for police administration, operations, and management. The localized study of crime data enables personnel to assess the influence of crime in areas, neighborhoods, and people. Similarly, crime statistics permit analysis among neighboring jurisdictions and with those of similar populations and other characteristics. A broad examination of the crime data allows individuals to view the nature and movement of crime, underlying changes, and fluctuations throughout the City of Grosse Pointe Woods, the State of Michigan, and the United States.

The Department of Public Safety is committed to improving the reliability and validity of our crime reporting data. We are attempting to achieve this goal by study and analysis of major crime indexes and understanding the impact of classification revisions mandated by the State. As a result, some offense categories have decreased, while others have increased. Our efforts are to provide a reporting system that will be more accurate, valid, reliable, and compatible with State and Federal standards.



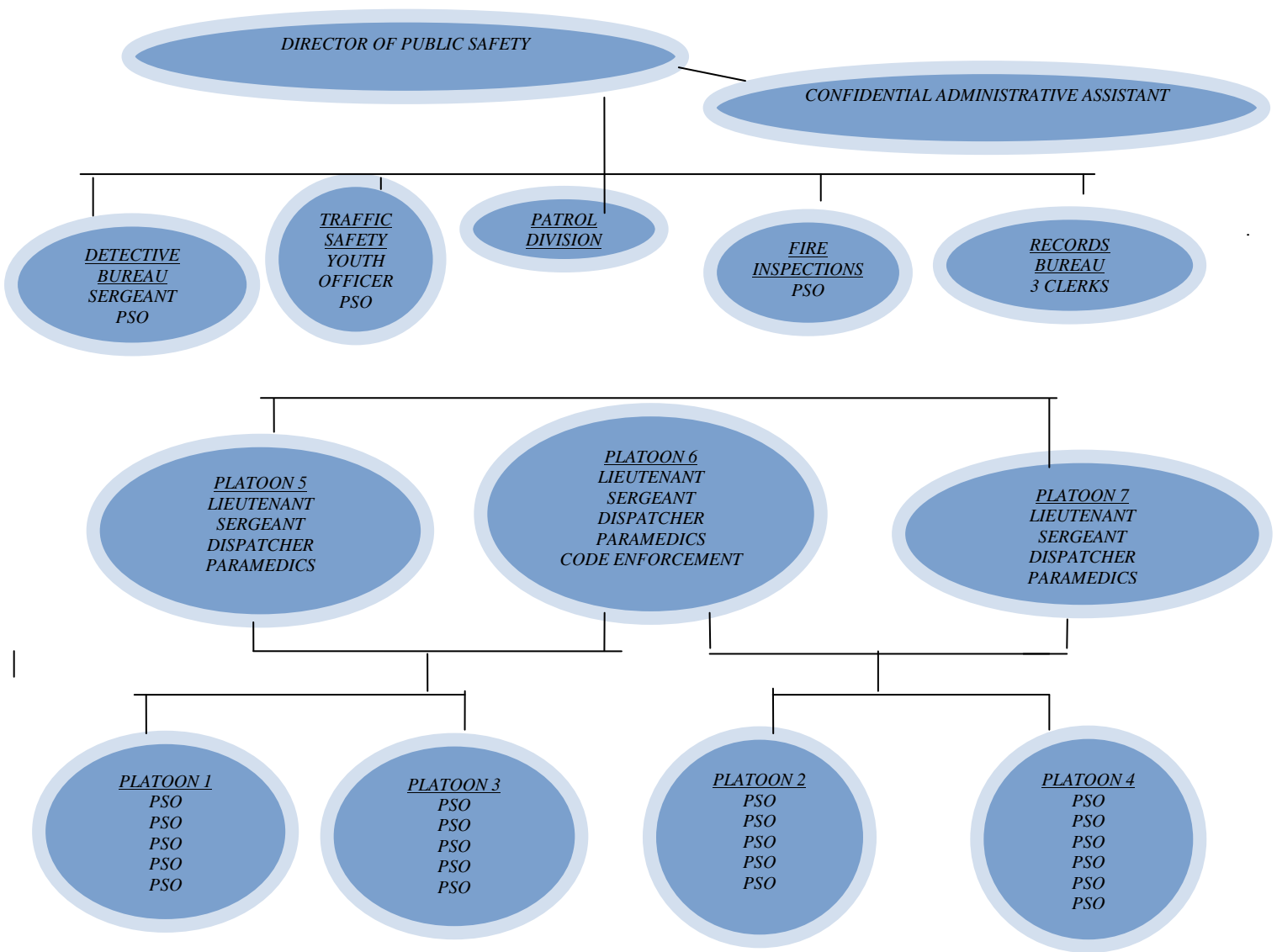
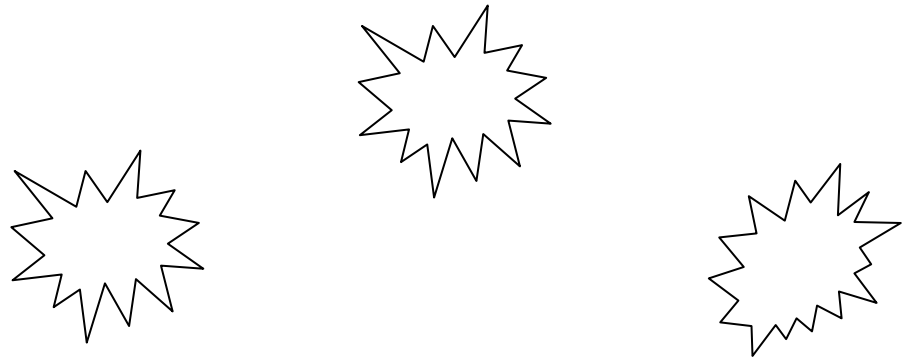
Members of the Grosse Pointe Woods Department of Public Safety are pictured above.

ORGANIZATION CHART

The Organization Chart is a representation of the configuration of the shining stars of the Grosse Pointe Woods Public Safety Dept.

Department Personnel:

- 1 Director of Public Safety
- 1 Confidential Administrative Assistant
- 1 F/T Administrative Clerk
- 2 P/T Administrative Clerks
- 3 Lieutenants
- 4 Sergeants
- 25 Public Safety Officers
- 5 Paramedics
- 2 F/T Dispatchers
- 4 P/T Dispatchers
- 1 F/T Code Enforcement Officer
- 1 P/T Code Enforcement Officer



DEPARTMENT PERSONNEL

Director of Public Safety

Andrew L. Pazuchowski

Lieutenants

*Joseph Cardosi
John Kosanke
John Ross*

Sergeants

*Richard Dutcher
David Gardzella
Keith Waszak*

Detective Sergeant

Raymond Yonkowski

Detectives

*Kevin Bonk
Anthony Chalut
Daniel Koerber*

Fire Inspector/Public Safety Officer

Joseph Provost Jr.

Medical Technicians

*Mark Bletch
Anthony Calappi
Wayne Culver
Charles Krantz
Corey May*

Clerk Dispatchers

*Agnes Burcar
Patricia Czech
Thomas Holloway
Jared Swartz
Gregory Tourville
Sally Van Raemdonck*

Public Safety Officers

*Mark Agnetti
James Arthur
Brian Conigliaro
David Empson
Darrell Fisher
Walter Galat
Gerald Genna
Joseph Hazuka
Neal Kapoor
Quincy Lefergey
Daniel Marietta
Jeffrey Martel
Martin Mitchell
Matthew Muzia
Scott Nota
Robert Raymond
Ryan Schroerlucke
Kyle Seidel
James Thompson
Brian Urban
Dennis Walker*

Code Enforcement Officers

*Jeanne Brys
Debbie Reed*

Administrative Clerks

*Diana Cormier
Diane Janis
Charlene Ortleib*

Confidential Administrative Assistant

Claudette Darga

SPECIAL RECOGNITION

At an Awards Ceremony held in the Court on October 25, 2012, special honors were given out to members of the Grosse Pointe Woods Department of Public Safety who had made outstanding contributions during the year.

Public Safety Officer Darrell Fisher received a Department Commendation in recognition of his tenacious work ethic, alertness and prompt action on June 25, 2012 when he observed an unknown subject exiting a garage while on routine patrol. Although the suspect fled on foot after Officer Fisher attempted to conduct a field interview, he was later arrested along with an accomplice.

Court Officer James Lafer was presented with a Citizen Citation in recognition of his investigative efforts, hard work, and assistance to the Public Safety Department in the apprehension and prosecution of individuals with outstanding misdemeanor and felony warrants.

In recognition of his exemplary alertness, efforts and prompt action on June 26, 2012, Officer Daniel Marietta received a Department Commendation. While on routine patrol, Officer Marietta observed three subjects walking in the street. Utilizing his extensive experience and applying previous knowledge of larceny from auto subjects in recent incidents, Officer Marietta conducted a field interview. Subsequently, all three subjects were arrested and charged with possession of stolen property. As a result, several LFA and UDAA cases were solved.

A Department Meritorious Service Award was presented to Officer Kyle Seidel for his actions on May 12, 2012. Without direction or request from a supervisor, Officer Seidel initiated an investigation to locate a home invasion suspect who had attempted to elude police. As a result, the suspect was arrested and several home invasion cases were solved.

Sergeant Keith Wasczak also was presented with a Department Meritorious Service Award for his efforts to make our community a safer place. In an attempt to apprehend individuals with outstanding felony and misdemeanor warrants, the Department researched establishing a Warrant/Fugitive Apprehension team. Sergeant Wasczak was given the responsibility of its implementation and strategic planning. Because of his efforts, exceptional skills, and sense of duty, several unresolved warrants have been resolved, and numerous subjects were arrested.



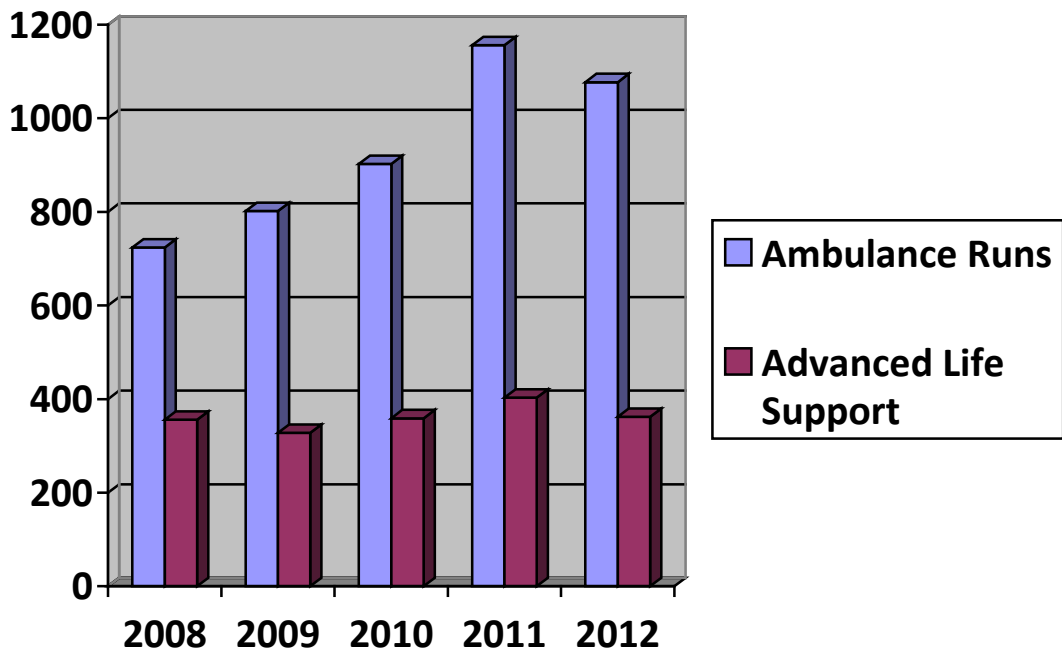
Pictured from left to right are Director of Public Safety Andrew Pazuchowski, Sergeant Keith Wasczak, Officer Daniel Marietta, Officer Kyle Seidel, and Court Officer James Lafer. Officer Darrell Fisher was not present.

EMERGENCY MEDICAL SERVICES

The Department operates an Advanced Life Support ambulance staffed by five Paramedic/Firefighters: Mark Bletch, Anthony Calappi, Wayne Culver, Charles Krantz, and Corey May. These five staff members work a 24-hour, 3-platoon system.



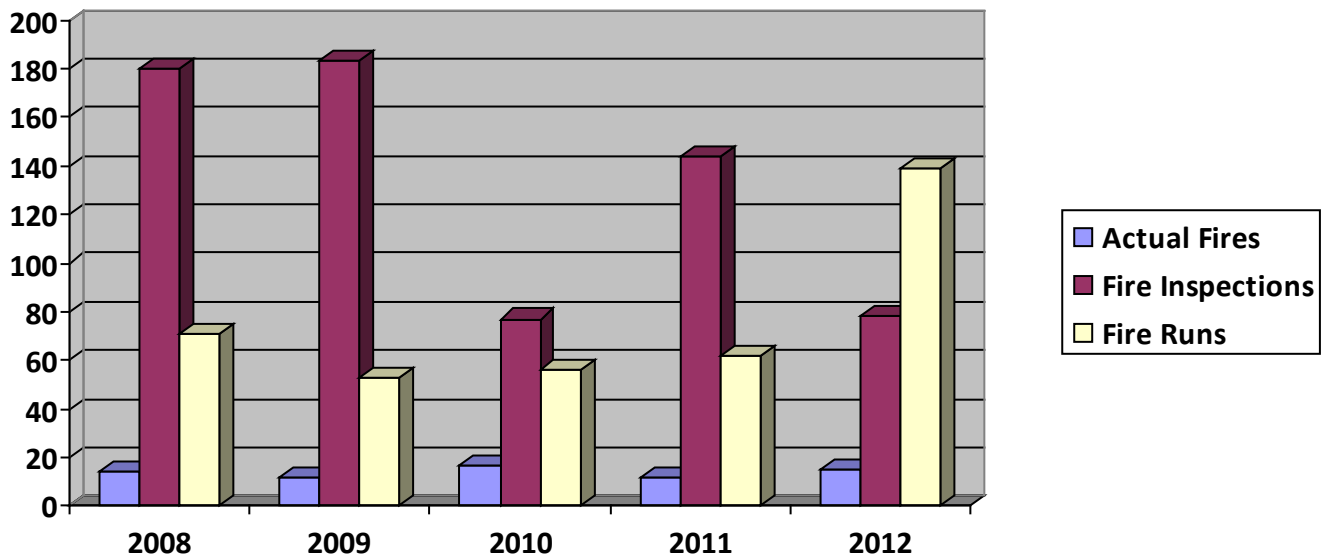
On every ambulance run, in addition to two paramedics, a public safety officer responds. With enhanced technology and equipment, paramedics can begin advanced lifesaving procedures and transmit reports to area hospitals before the patient arrives. Electronic ambulance report writing and billing continue to be utilized by the Department. All of the patrol vehicles are equipped with an Automatic External Defibrillator (AED).



	2008	2009	2010	2011	2012
Ambulance Runs	724	802	902	1156	1077
Adv. Life Support	356	328	359	403	362
% Adv. Life Support	49%	41%	40%	35%	38%

FIRE OPERATIONS

The Department prides itself on its quick response to all emergencies. In 2012, we provided mutual aid to Eastpointe, Harper Woods, Grosse Pointe Farms, Grosse Pointe Shores, and St. Clair Shores. There were 16 fires in these communities requiring mutual aid. Fire Inspector Joseph Provost continued with our commercial business fire inspections.



	2008	2009	2010	2011	2012
Actual Fires	14	12	17	12	15
Fire Inspections	180	183	77	144	78
Fire Loss	\$613,700	\$438,500	\$193,400	\$92,000	\$140,000
Fire Runs	71	53	56	62	139

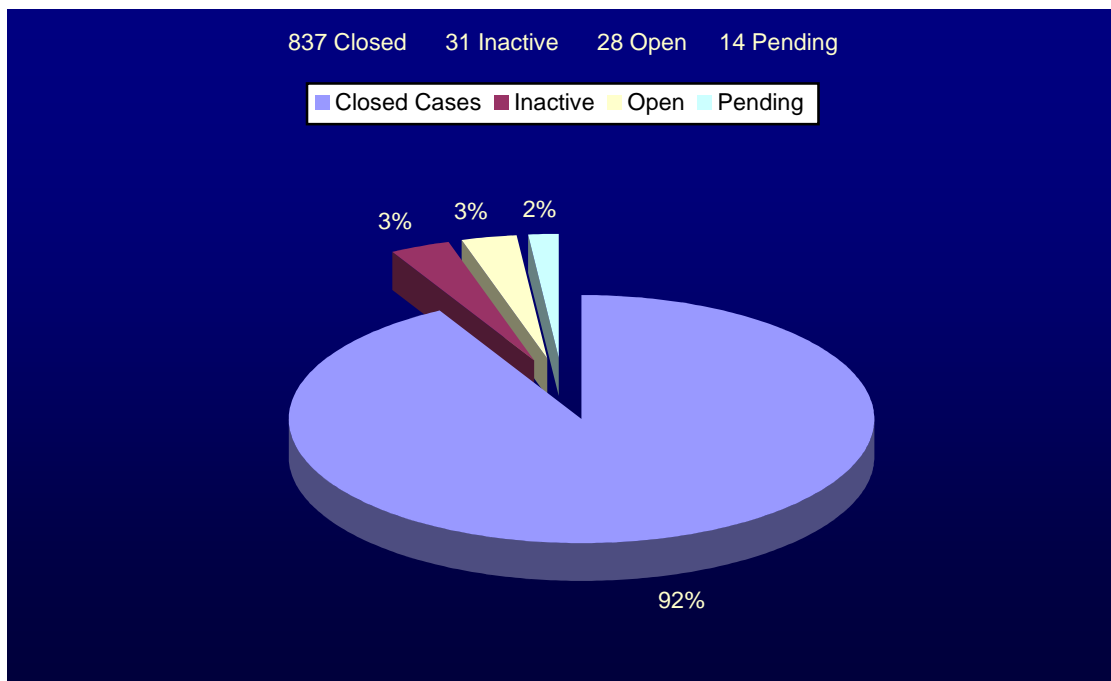
There were no fatalities or any serious injuries as a result of the 15 actual fires this year.

DETECTIVE BUREAU

The Detective Bureau is the Criminal Investigation Unit for the Department. The detectives assigned to this unit are responsible for investigating all crimes committed against persons or property in the community. They are available to respond to a crime scene 24 hours a day. All detectives receive specialized training to develop and enhance their investigative skills including attending legal update training and meetings with detective bureaus from neighboring jurisdictions. The Detective Bureau is also responsible for monitoring businesses that possess a Michigan liquor license to ensure compliance with Michigan liquor laws.

The Detective Bureau is staffed by four seasoned detectives with a combined Grosse Pointe Woods work experience of 80 years. Detective Sergeant Raymond Yonkowski is the Detective Bureau Commander of the unit who oversees Detective Bureau operations. Detectives Kevin Bonk and Anthony Chalut are assigned adult criminal cases by the DB Commander. Detective Daniel Koerber investigates both adult and juvenile criminal cases. Together, these detectives are responsible for investigating crimes, collecting and preserving evidence, identifying perpetrators, interviewing witnesses, interrogating suspects, and preparing cases for successful prosecution.

92% of the 910 Criminal Cases assigned to the Detective Bureau in 2012 are closed.



DETECTIVE BUREAU (continued)



Our trio of in-house detectives is pictured above. From left to right are Detective Anthony Chalut, Detective Kevin Bonk, and Sergeant Detective Raymond Yonkowski.

Detective Daniel Koerber, the Department's Youth Officer, is responsible for any crimes and or violations involving persons under the age of 17. He has an office located at Grosse Pointe North High School and has become a direct liaison with school administrators, teachers, and students. Detective Koerber is an educator and mentor for all students in the Grosse Pointe School System. Detective Koerber is also responsible for traffic safety, overseeing crossing guards, conducting traffic and speed studies, and investigating traffic-related incidents as well as the community crime prevention program.



Detective Daniel Koerber is pictured above.

SPECIAL RESPONSE TEAM (SRT)

The Special Response Team (SRT) is a specially trained 10-man cross-jurisdictional law enforcement team which responds to potentially dangerous situations. The SRT serves arrest warrants to dangerous subjects, intervenes in hostage situations, works on counter-terrorism missions, provides perimeter security for high-profile events, and provides assistance in other high-risk situations.

In 2012, the SRT was activated on 7 separate occasions. These activations resulted in multiple arrests and recovery of stolen property and other paraphernalia.



DEPARTMENT TRAINING

Each year, officers train with the specialized rescue tools and fire equipment used by the Department. The Department participated in 1,785 hours of in-house training. The Department also amassed over 639 hours of Police and Fire training courses at local community colleges and other training facilities. The Department spent 2,424 hours of training in 2012.



Pictured above are Grosse Pointe Woods Department of Public Safety Officers training with the Amkus Rescue Tool

REGIONAL COOPERATION EFFORTS

We would like to express our appreciation and gratitude to our Mutual Aid partner cities: Grosse Pointe, Grosse Pointe Farms, Grosse Pointe Park, Grosse Pointe Shores, and Harper Woods. The dedication and loyalty of each of these cities has been invaluable in our efforts to keep our communities safe.

In addition, we have once again reached out to the City of St. Clair Shores in our continued effort to comply with Governor Rick Snyder's appeal to Michigan cities to share services. Police Chief Michael Walleman of St. Clair Shores was kind enough to allow us to utilize the services of his officers in providing security for our annual fireworks. Our Mutual Aid partner cities also each provided two officers for this event.



Left to right: Officers Gary Sems, David Burmeister, Anthony Rich, and Joseph Chomiak.

CROSSING GUARDS

The children of our community depend upon our Crossing Guard team for their safety when walking or riding a bicycle on their route to school or home. No matter what the weather is, our team of guardian angels is ready to guide and protect our children. We are very grateful to them for their dedication.



Pictured above left to right are:

Bottom Row: Vaughn Izzard, Lynda Orzechowski, Janet Hughes, Lori Cardosi, Marjorie Warhurst, Marjorie Schneider, and Janet Stratmann.

Middle Row: **Public Safety Officer/Crossing Guard Coordinator** Daniel Koerber , Julie Clark, Sharon Stephanic, Kathleen Tarantine, Lisa Carmer, Theodore Colborn, William Westwood, Charlotte Monaghan, and **City Administrator** Alfred Fincham.

Top Row: Ann Izzard and Barbara Jones.]

AUXILIARY UNIT

The volunteer Auxiliary Unit is a vital resource for the Department. Not only do they assist officers at community events such as the annual fireworks and Fire Safety Open House, but they also provide assistance at fire scenes, perform fire hose testing protocols, and perform other essential duties.

The Auxiliary Unit underwent 191 hours of training and devoted 716 hours of service to the City of Grosse Pointe Woods in 2012. They are an indispensable part of our community.



Pictured above left to right are:

Bottom Row: Bryan Wollenweber, Sergeant Charles Thomas, Mark Higgins, John Mowatt.

Middle Row: Dr. Jose Carrion, Ryan Allemon, Allen Herfi, Richard Defauw.

Top Row: Angelo Girtsas, Keith Kurtz, Captain David Podeszwick, Sergeant Jerome Haraburda, and Jeffrey Moore.

Not pictured: Patrick Berns, Sergeant Thomas Curcuri, Nick Pizzurro, Lucy Quinn, Archie Stewart, Martin Van Almen, and **Detective Sergeant/Auxiliary Unit Coordinator Raymond Yonkowski.**

THE GROSSE POINTE WOODS CITIZENS' ACADEMY



Members of the Citizens' Academy are pictured above with Director of Public Safety Andrew Pazuchowski (far left) and City Administrator Alfred Fincham III (far right).

The Public Safety Department was proud to introduce the Citizens' Academy in 2012 to offer the citizens and business owners in Grosse Pointe Woods the opportunity to interact and learn more about our municipality. The six-week courses were held in two-hour sessions each week during September and October. There was a limit of 60 participants for the classes which were offered at no charge.

The purpose of the Academy was to accomplish 3 goals:

1. To educate the citizens of Grosse Pointe Woods in Public Safety Department procedures, fire safety, and crime prevention.
2. To allow the citizens of Grosse Pointe Woods to meet the men and women who serve and protect them.
3. To improve communication between the public and the department by providing the Grosse Pointe Woods Public Safety Department the opportunity to meet and hear from the citizens that they serve.

Topics covered during the sessions included traffic enforcement, accident investigation, alcohol enforcement, Dispatch Operations, Court testimony and proceedings, youth officer functions, traffic safety concerns, K-9, Fire Operations, fire safety, crime prevention, Detective Bureau investigations, identity theft, scams, first aid, CPR, and AED operations.

In the hopes on continuing to build a sense of community spirit, we plan to offer the Citizens' Academy again in 2013. The Department believes that education is the most effective tool for gaining understanding and support from the community.

FIRE SAFETY OPEN HOUSE

We had an excellent turnout for the annual Fire Safety Open House on October 13th despite the chilly weather. Children and adults had the opportunity to interact with Police, Fire, and EMS personnel. The attendees learned how to escape from a simulated burning house, procedures for extinguishing fires from personal clothing, and tips on electrical safety.

Several Department members were instrumental in making this event a success including Detective Anthony Chalut (pictured below with the hoses and dog), Detective Daniel Koerber (pictured below with the masked fireman), Detective Kevin Bonk, Director of Public Safety Andrew Pazuchowski, Fire Inspector Joseph Provost, and our most popular employee – Raleigh the police dog. Our Auxiliary team, led by Captain David Podeszwick, was also invaluable in making this a memorable community event.



SPECIAL OLYMPICS

A crowd of nearly 800 people filled the stands of the Grosse Pointe South High School gymnasium on May 9, 2012 as officers from the Grosse Pointes and Harper Woods and members of the Grosse Pointe/Harper Woods Special Olympics Team played against members of the Detroit Lions in a charity basketball game. The national anthem was sung by music legend Anita Baker. The event was such a success that it is hoped to become an annual event with the potential to grow in popularity each year.

Members of the Grosse Pointe Fraternal Order of Police Lodge 102 donated \$2,500 to both the Special Olympics and to Services for Older Citizens.

Grosse Pointe Woods was represented by Officer Quincy Lefurgey (pictured third from the left in the photo in the top row column on the left side of the page) and by retired officers Stephen Petrik and Thomas Hunke.



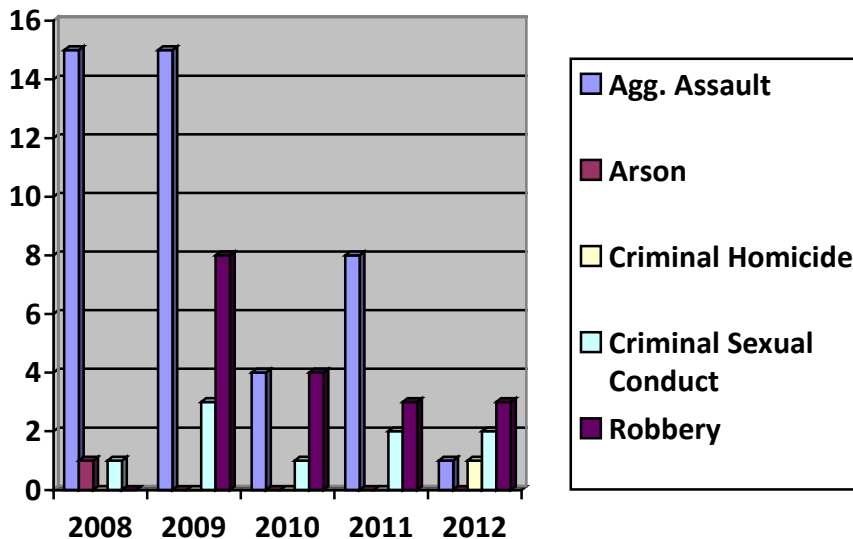
INDEX CRIMES BREAKDOWN

The National Crime Index is composed of selected offenses used to gauge fluctuations in the overall volume and rate of crime reported to law enforcement. Index Crimes are considered to be the most serious of all crimes reported.

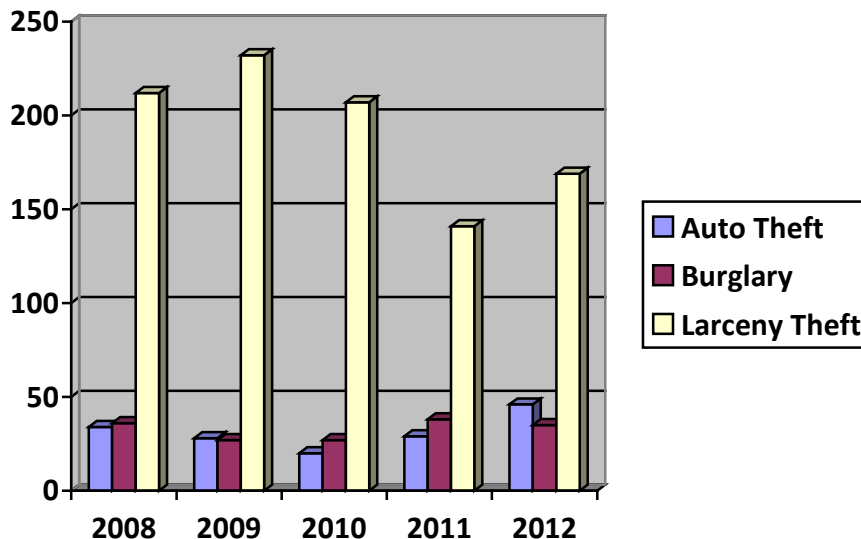
These include the violent crimes of:

- **Aggravated Assault**
- **Arson**
- **Auto Theft**
- **Burglary**
- **Criminal Homicide**
- **Criminal Sexual Conduct**
- **Larceny - Theft**
- **Robbery**

INDEX CRIME TOTALS



	2008	2009	2010	2011	2012
Aggravated Assault	15	15	4	8	1
Arson	1	0	0	0	0
Criminal Homicide	0	0	0	0	1
Criminal Sexual Conduct	1	3	1	2	2
Robbery	0	8	4	3	3



	2008	2009	2010	2011	2012
Auto Theft	34	28	20	29	46
Burglary	36	27	27	38	35
Larceny Theft	212	232	207	141	169

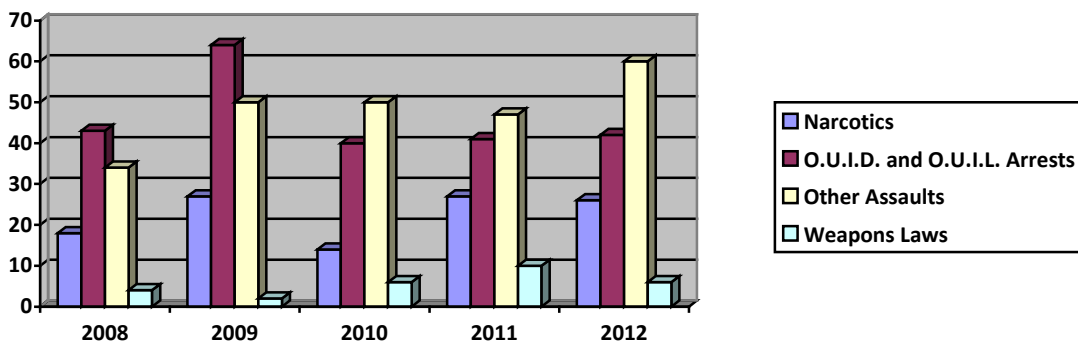
NON-INDEX CRIMES BREAKDOWN

Non-Index offenses encompass all other reportable classifications outside those defined as Index Offenses. Only arrest data involving the Non-Index offenses are reported to the FBI.

These include the crimes of:

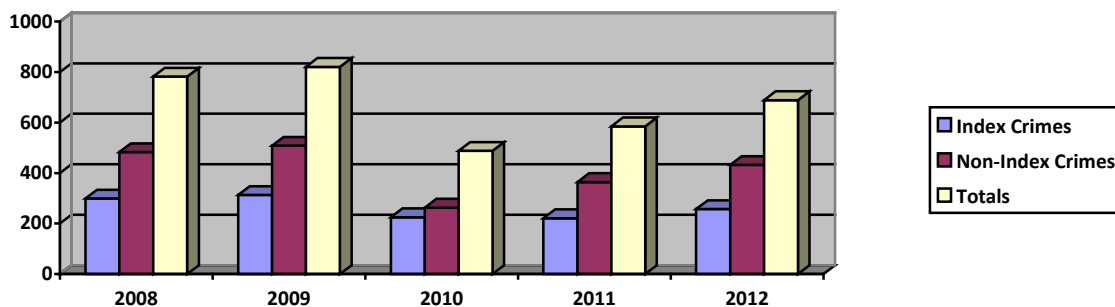
- **Curfew and Loitering Laws (persons under 18)**
- **Disorderly Conduct**
- **Driving Under the Influence of Alcohol**
- **Drug Abuse Violations**
- **Drunkenness**
- **Embezzlement**
- **Forgery and Counterfeiting**
- **Fraud**
- **Gambling**
- **Liquor Laws**
- **Offenses Against the Family and Children**
- **Other Assaults**
- **Prostitution and Commercialized Vice**
- **Runaways (persons under 18)**
- **Sex Offenses**
- **Stolen Property: Buying, Receiving, Possessing**
- **Suspicion**
- **Vandalism**
- **Weapons: Carrying, Possessing, etc...**
- **All Other Offenses**

NON-INDEX CRIMES TOTALS



	2008	2009	2010	2011	2012
Narcotics	18	27	14	27	26
O.U.I.L and O.U.I.D. Arrests	43	64	40	41	42
Other Assaults	34	50	50	47	60
Weapons Laws	4	2	6	10	6

INDEX AND NON-INDEX CRIMES TOTALS

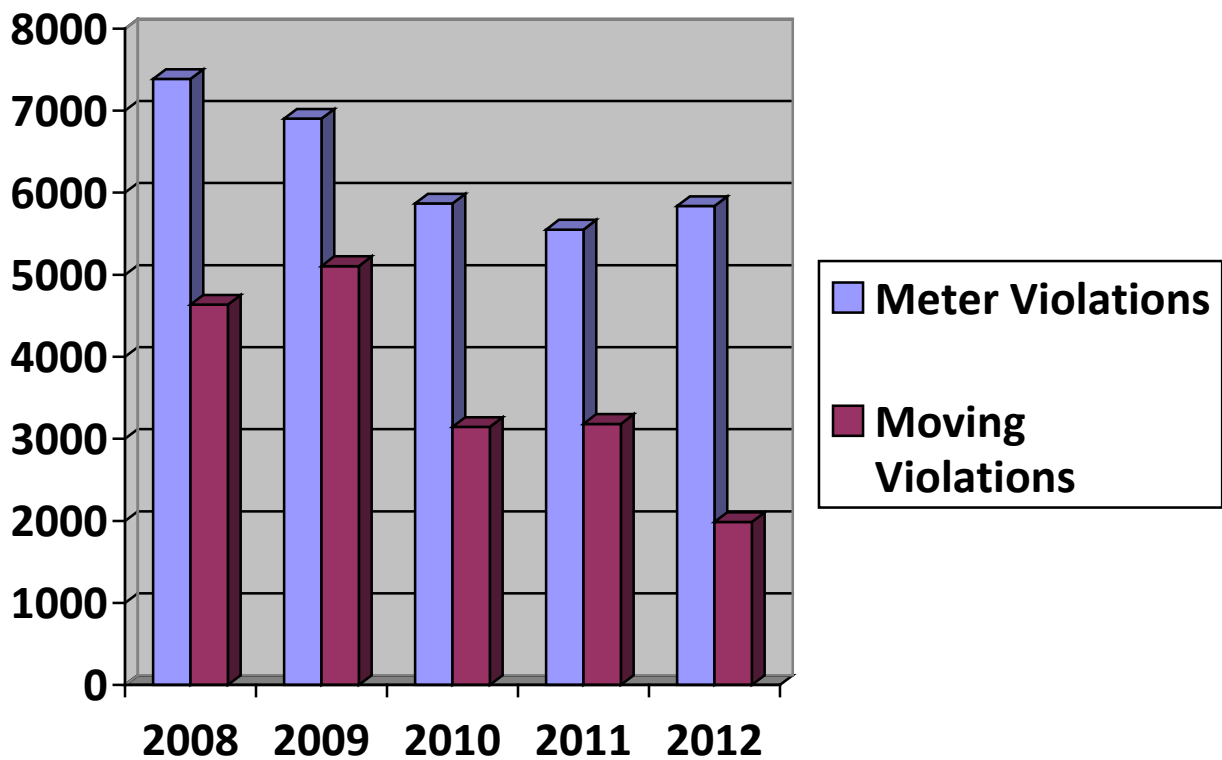


	2008	2009	2010	2011	2012
Index Crimes	299	313	225	221	257
Non-Index Crimes	483	508	263	364	432
Totals	782	821	488	585	689

The 689 Index and Non-Index crimes reported this year represent an 18 percent increase from last year. The five-year average is 673 Index and Non-Index crimes.

MOVING AND METER VIOLATIONS

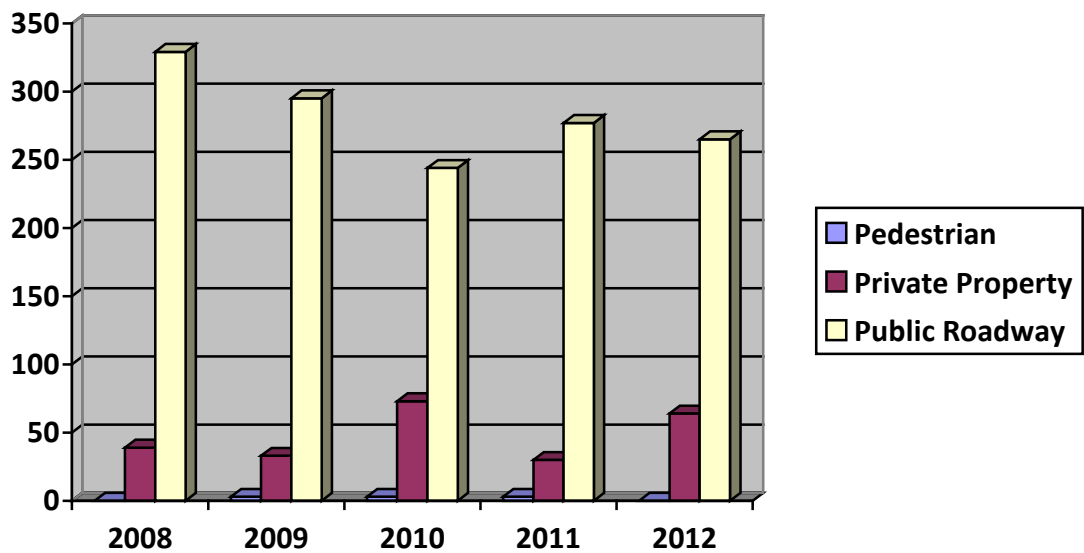
Using computers, updated radars, preliminary breath instruments, and the Cogent Blue Check device in the patrol vehicles, the Public Safety Department continues to enforce traffic violations in the most effective manner possible.



	2008	2009	2010	2011	2012
Meter Violations	7387	6903	5868	5551	5837
Moving Violations	4635	5106	3146	3182	1986

TRAFFIC AND PEDESTRIAN ACCIDENTS

The statistics below include figures for private property are not required to be reported by State law. The State of Michigan, for reporting purposes, does not include or record private property accidents. These types of accident reports are taken as a courtesy to citizens.



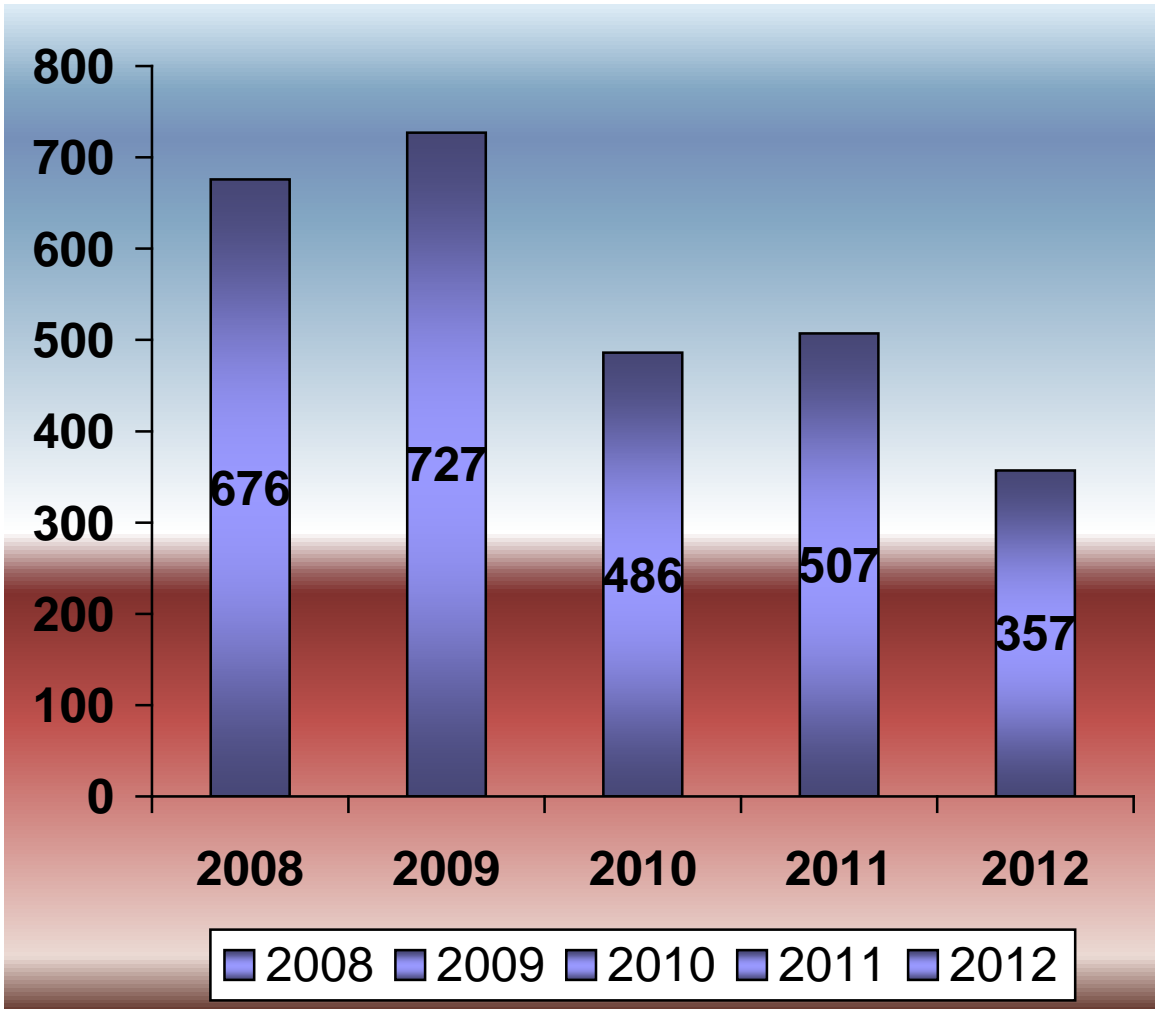
	2008	2009	2010	2011	2012
Pedestrian	0	3	3	3	0
Private Property	39	33	73	30	64
Public Roadway	329	295	244	277	265

There were no fatalities in 2012.

ARREST TOTALS 2008 - 2012

The five year average is 550 arrests per year.

Arrests were down last year by 30 percent.



TOTAL INCIDENTS 2008 - 2012

Since the utilization of CLEMIS, the Department has been able to successfully capture crime statistics on a grand scale. This valuable resource continues to enhance Department operations with its ease of use and impressive capability.

The Department responded to 11,225 calls for service last year.

The five-year average is 12,137 calls for service.

