City of Great Falls, Montana

POLICE DEPARTMENT



2019 ANNUAL REPORT

Overview

The Great Falls Police Department annual report for 2019 contains the activities of the following five bureaus: Patrol, Investigations, Support, Communications, and Records. Some of the more notable events that occurred during the year will be highlighted.

Violent crime continues to increase across the city and the year concluded with a couple of high profile incidents that has generated a lot of attention in the community. One of the crimes involved the beating death of a 5 year old boy and the other was a triple homicide that occurred at a local casino. The Mayor has requested a series of town hall meetings beginning in March of 2020 in order to listen to the publics concerns, provide an accounting of the activity, and possibly find some community wide solutions.

In response to the continued violence across the city we have been able to forge new federal partnerships with the FBI and DEA in an effort to obtain federal prosecutions and expand our enforcement capabilities. In addition we have developed a new task force with the Cascade County Sheriff's Office to focus on violent criminals and employ some proactive efforts to prevent some of the violence.

Our communication system received a large boost from the State of Montana as money set aside by the legislators is being allocated to update critical communications infrastructure around the state. As part of the update we will need to make important decisions on whether to upgrade our equipment to a more efficient and effective system that we tested earlier in the year and was recommended from the independent study that was completed. The decision to upgrade, along with the purchase and install has to be complete by the fall of 2020 in order to capitalize on this opportunity.

New call taking software along with a crime analytics module was purchased through a state 9-1-1 grant and will be installed in early 2020. This will allow more functionality with our existing records management system and provide capabilities we have not had to this point. Cell phones were deployed to the Patrol Bureau on a trial basis in order to meet the demand for service and increase efficiencies. The feasibility of keeping these phones will be examined in the coming budget year. The partnership with FirstNet has enabled us to acquire the phones at a reduced cost and we will determine if they will be affordable in the next budget year.

Aggressive recruiting and hiring of officers has allowed us to be fully staffed, however I will be requesting 6 additional officers in the next budget in order to meet the continued demand for service across the city.

Chief David Bowen

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PATROL BUREAU

2019



YEAR END REPORT

Patrol Bureau Overview- *Captain John Schaffer*

2019 was another challenging year for the Patrol Services Bureau (PSB). Patrol Services continues to provide a great customer service product for the community that was enhanced with the pilot program of a new shift schedule. The pilot was so successful in keeping with our priorities; it was made permanent with the start of the New Year. The new schedule was able to provide our officers with adequate training needed to do their jobs safely and professionally by incorporating training days with all patrol staff twice every 28 days. In addition, the High Risk Unit added additional training days as a result. There were some challenges to moving to new hours and shift patterns but none the schedule committee did not anticipate. Adjustments were made but none occurred that put an undue burden on the community, the department or the officers. The additional officers in the field during peak call times provided more undedicated time for our officers to be proactive. Customer service was enhanced with decreased response times. Officers responded to 1049 more calls for service in 2019 and were able to decrease response times by 17% or 93 seconds per call. For perspective, 984 hours of wait time by our customers was eliminated in 2019.

Technology upgrades seemed to be necessary in 2019 and will likely continue to be a point of emphasis in 2020. PSB tested and evaluated a software program from a company called Visual Labs. It provided streaming video, GPS and digital camera capabilities. The product was also a body camera if needed. The GFPD team liked the platform but decided all the capabilities were not needed at this time. PSB did decide it was time for Patrol officers to have smart phones available. Firstnet was awarded the RFP for 28 phones for patrol officers. A webinar was hosted and Zuercher Field Ops, a smart phone application that links officers directly to the RMS/CAD system was examined. The functionality was impressive but it was decided to evaluate how well Firstnet works with our officers before committing. Field Ops will be revisited in mid-2020. The patrol office was upgraded so supervisors can see where officers are deployed (AVL) at all times. Patrol squads are no longer briefing by using a projector and now have a system connected to a monitor. Sam's Club provided a $1500 community grant for the monitoring system. Patrol Officers are now using their assigned smart phones for navigation, accessing the internet and Carfax for Police.

Data Driven Approach to Crime and Traffic Safety (DDACTS) as a philosophy continues to be utilized by the Patrol Services Bureau. This past year saw the resignation of Jeff Hedstrom in City Mapping who provided the "heat" maps for this program. His replacement has been behind the curve when learning the software program and gaining access to our RMS and we were unable to gather all data in time for this report. Look for a supplemental DDACTS document when available. Outputs in the DDACTS were up considerably in 2019. PSB officers increased their outputs by 74%! This had a direct impact on traffic collisions in the area. In the DDACTS area, a variety of crimes and crash types are tracked and compared to a five-year average. Some of the positive results in the DDACTS area were a reduction in injury crashes (-29.6%) while non-injury crashes saw a negligible uptick (.06%).

The Directed Enforcement Team (DET) has been a real asset in addressing crime trends. This team has adapted to address whatever problems arise in our community. The DET group were able to address problem houses, problem criminals, auto thefts, assisting patrol with search warrants and DUI enforcement. The DET group's priorities also included the DDACTS and BRIC zones. The DET saw an increase in DDACTS outputs of 212% in 2019! They continue to affect the BRIC zone by utilizing the 24/7 alcohol addiction program outlined by Municipal Court. Look for the DET to play a more active role with violent crime, narcotics and major cases in 2020.

City Wide Baseline Analysis

City Wide - Annual Baseline Stats Analysis										
Incident Type	2014	2015	2016	2017	2018	AVG	ST DEV	2019	% CHANGE	Z-SCORE
Grand Count (All Calls)	38,235	37,992	42,072	43,717	43,655	41,134.2		48,884	18.8%	
DDACTS Crime Count	25,347	24,857	28,255	29,016	25,727	26,640.4			-100.0%	
Accident Count	2,285	2,180	2,114	2,170	2,003	2,150.4		2,333	8.5%	
Crash - H& R	645	633	547	588	533	589.2	38.8	647	9.8%	1.489
Crash - Injury	246	288	288	261	174	251.4	18.0	255	1.4%	0.199
Crash- No Injury	1394	1259	1279	1321	1296	0.0	51.7	1434	19.9%	0.995
Agg. Assault	27	23	30	38	21	29.5	5.5	21	-28.8%	-1.545
Arson	5	8	10	9	4	8.0	1.9	9	12.5%	0.535
Assault	280	290	274	309	285	288.3	13.3	359	24.5%	5.330
Auto Theft	141	144	251	249	323	196.3	53.8	307	56.4%	2.060
Burglary - Commer	37	74	43	52	41	51.5	14.0	66	28.2%	1.032
Buglary - Residential	273	261	315	246	276	273.8	25.7	320	16.9%	1.802
Complaint - General	1960	2105	2339	2710	2524	2,278.5	283.5	3264	43.3%	3.477
Complaint - Juve	400	303	344	327	302	343.5	35.7	392	14.1%	1.358
Disorderly Conduct	278	229	303	224	230	258.5	33.2	178	-31.1%	-2.421
Disturbance - Family	585	525	495	486	602	522.8	38.7	622	19.0%	2.562
Disturbance - General	2442	2456	2298	2702	2770	2,474.5	145.2	3287	32.8%	5.597
Disturbance - Juve	113	110	151	143	202	129.3	18.0	232	79.5%	5.707
Disturbance - Noise	353	280	247	273	392	288.3	39.4	440	52.6%	3.856
DUI	164	172	170	158	120	166.0	5.5	153	-7.8%	-2.373
Fireworks	198	146	168	153	123	166.3	20.0	119	-28.4%	-2.365
Fraud	246	244	415	416	299	330.3	85.3	328	-0.7%	-0.026
Info General	797	1111	1016	889	1687	953.3	119.8	3175	233.1%	18.553
Larc From Auto			484	488	611	486.0	2.0	630	29.6%	72.000
MIPA	20	25	15	23	21	20.8	3.8	23	10.8%	0.597
MIPT	20	28	25	35	51	27.0	5.4	57	111.1%	5.523
Narcotics	305	251	282	273	182	277.8	19.4	301	8.4%	1.201
Offense against Family/Child	46	31	36	56	65	42.3	9.6	142	236.1%	10.389
PFMA	226	216	214	246	238	225.5	12.7	239	6.0%	1.065
Rape	13	7	6	2	3	7.0	3.9	3	-57.1%	-1.016
RAD	499	343	407	447	403	424.0	57.0	449	5.9%	0.438
Robbery	23	33	20	36	23	28.0	6.7	42	50.0%	2.099
Runaway	189	188	222	170	192	192.3	18.8	211	9.8%	0.999
Sex Offense	162	171	202	216	114	187.8	22.0	174	-7.3%	-0.624
Shoplifting			605	878	959	741.5	136.5	813	9.6%	0.524
State Law	175	169	189	234	179	191.8	25.4	164	-14.5%	-1.090
Suspicious	1867	1931	2526	2674	3036	2,249.5	355.1	3209	42.7%	2.702
Theft	2431	2418	1564	1480	1026	1,973.3	452.2	930	-52.9%	-2.307
Traffic Stops	8897	8115	9800	9823	6108	9,158.8	708.9	11,331	23.7%	3.064
Trespass	262	234	301	353	401	287.5	44.7	391	36.0%	2.317
Vandalism	692	703	784	655	652	708.5	47.1	637	-10.1%	-1.519
Wanted Person	1221	1513	1704	1543	1262	1,495.3	174.2	1265	-15.4%	-1.322

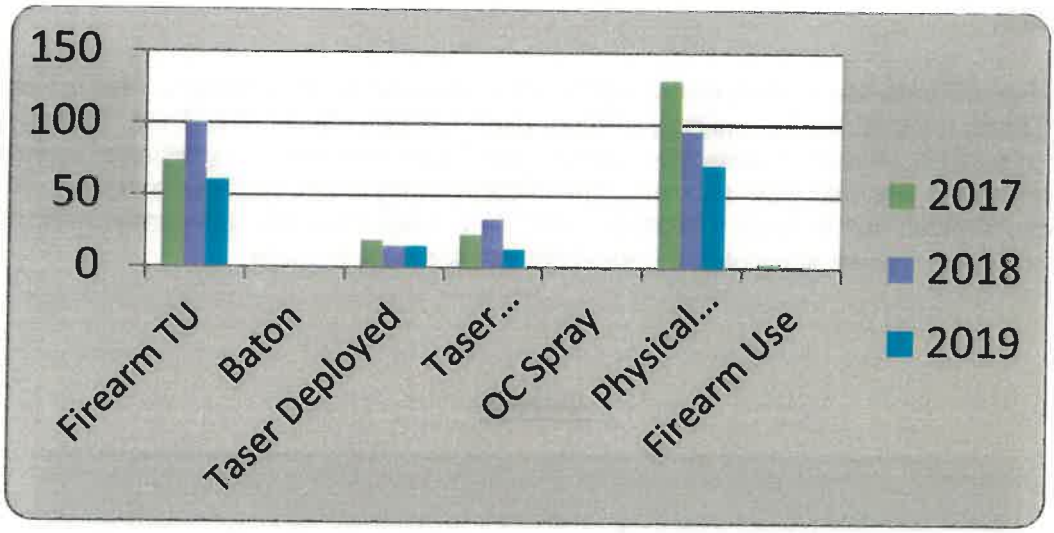
**A "Z-score" is the data point's score in relation to the mean score. For Instance, a Z-score in red indicates a variance that should be paid attention to. A Z-score in green shows little variance. One example may be in Hit and Run Crashes that show an increase of 9.8% over the five-year average. When the average number of crashes is subtracted from this year's crashes, it is divided by the standard deviation (the average deviation in the category) and the Z-score is obtained. In this case it is 1.489 indicating little variance from the 5 year group.*

USE OF FORCE ANALYSIS

As per Policy **205,** a documented analysis of the Use of Force reports will be conducted annually by the Patrol Services Captain to assist with identifying training needs, equipment upgrades, and/or policy modifications.

The 2019 use of force review has resulted in the following information being compiled. Of all bureaus within the department, the Patrol Bureau is the largest, and used the majority of the force.

Patrol Use of Force Type



Use of Force Type

Use of Force Type	2017	2018	2019
Firearm (Threatened Use - TU)	74	100	61
Firearm Use	3	1	1
Baton	0	0	1
Taser Deployed	19	15	15
Taser Threatened	23	34	13
OC Spray	0	0	0
Physical Restraint	131	96	72
Total	**250**	**245**	**163**

Use of Force by Bureau

Use of Force	2017	2018	2019
Patrol	245	241	162
Investigations	4	4	1
Support Services	1	0	0
Total	**250**	**245**	**163**

SUMMARY

Overall, Use of Force decreased during 2019, while physical restraint/strikes, firearm threatened use and Taser, constitutes the majority of force used. Officers utilized the Taser similarly in 2019 compared to 2018. All other areas have seen a significant decrease. Our officers were involved in three shootings this past year with only one officer having to use his firearm (Shelby MT). The other two involved our federal partners. ACCS (Arrest, Control, Combative and Survival) refresher training was implemented to assist officers with use of force.

Arrests

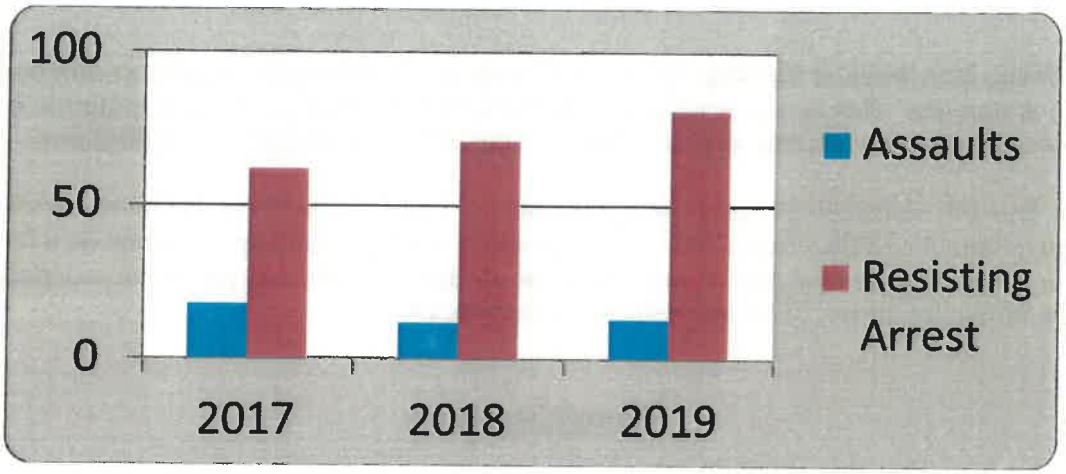
Arrests	2017	2018	2019
Adult Arrests	6722	5109	3217
Juvenile Arrests	929	524	643
Totals	**7651**	**5633**	**3914**

Arrests have seen a steady decrease since 2017 when the legislature designated which misdemeanor arrests could be made. This resulted in fewer persons being arrested for offenses as they were cited and released. Many times to commit additional offenses. In addition, 2019 saw jail overcrowding reach new levels.

Use of Force per Criminal Charge

Year	Use of Force	Criminal	Average % force needed per charge
2017	250	7651	3.2%
2018	245	5633	4.3%
2019	163	3914	4.2%

OFFICER ASSAULTS & INJURIES

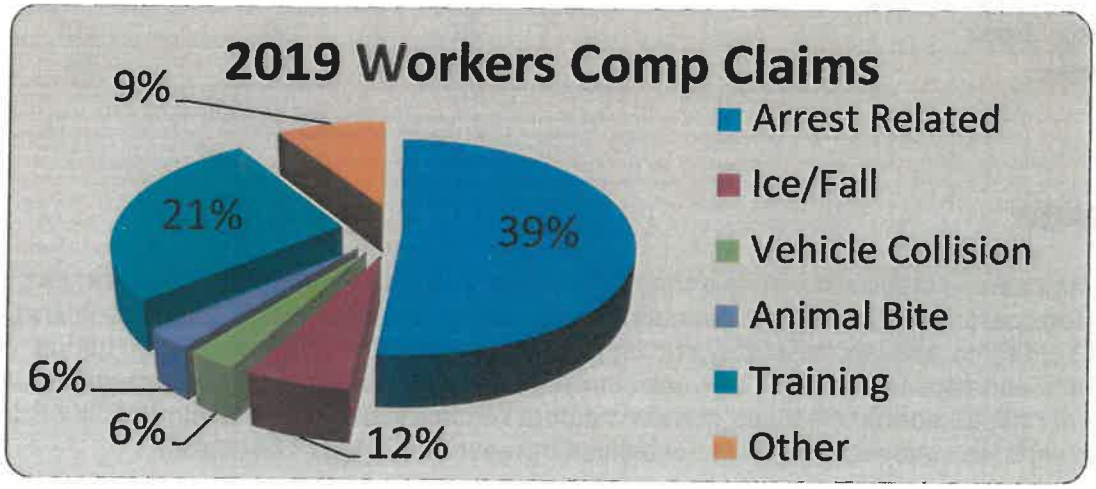


The number of assaults against officers increased by 8% from last year and resisting arrests has increased 14% from 2018 and 30% since 2017. The following is the Data from 2017 through 2019.

- **2017** **:18** assaults against officers / 62 resisting arrest
- **2018** **:12** assaults against officers / 71 resisting arrest
- **2019** **: 13** assaults against officer/ 81 resisting arrest

Worker's Compensation

Worker's Compensation claims were also reviewed for 2019. There were 33 claims (same as 2018) during the year, of these 19 of these during arrest related, nine (9) were related to department training, one (1) involved a vehicle crash, two (2) were slips, trips, falls, other accidental related, and one (1) animal bite. The majority of injuries resulted during the arrests of criminals. The GFPD has invested in the ACCS Defensive Tactics program that provides officers with the tools to contain combative/resistive subjects. In addition, precautionary measures have been taken to be ever cognizant of potential injury risks during training.



VEHICLE PURSUIT ANALYSIS

As per Policy **205 Pursuit Review,** the Patrol Services Captain will conduct an annual written analysis of pursuits. This analysis will assist with the identification of possible patterns or trends involving vehicular pursuits that may indicate training needs and/or policy modifications.

In 2019, four (4) vehicular pursuits were initiated by Great Falls Police Officers, which was a decrease of one (1) (-20%) from 2018. One Hundred percent of initiated pursuits were for felony offenses. Regarding termination of pursuits, One ended with the escape of the suspect (25%) while the remaining three (75%) were ended by a collision.

Pursuit Reasons

Reasons for Pursuit	2017	2018	2019
Misdemeanor Offense	2	0	0
Felony Offense	4	3	4
Traffic Offense	4	1	0
Agency Assist	0	1	0
Totals:	**10**	**5**	**4**

Pursuit Terminated Reasons

How Pursuits were Terminated	2017	2018	2019
Terminated by Supervisor/officer	3	3	0
Traffic Collision	2	1	3
Apprehension	2	0	0
Eluded Apprehension	1	1	1
Stop Sticks	2	0	0
Total:	**10**	**5**	**4**

SUMMARY

There has been a stabilization in lowering the number of pursuits in the last two years, as officers are no long pursuing vehicles for minor and misdemeanor offenses. Of the four (4) vehicle pursuits three (3) of them were terminated by ending a collision in which none resulted in injuries. A new approach was taken in the last two years in relation to vehicle pursuits where officers will not pursue for misdemeanor offenses or stolen autos. We have also worked with the City Attorney's Office to address suspects that flee in vehicles to prevent this type of behavior.

BIASED-BASED PROFILING REVIEW

As per policy **205,** an annual review of biased based profiling in traffic contacts, field contacts, asset seizure and forfeiture efforts will be conducted by the Patrol Services Bureau Captain.

The following chart utilizes percentages from the 2010 Census of area demographics to the traffic enforcement by race of those contacted.

Traffic Enforcement Compared to Race Demographics

Jan - Dec 2019							Within Sub-Group		
Traffic Stops	Cited	Warned	Sub-Group	Cited/Warned overall % of total #	GF/BE/MAFB	Population %	Cited	Warned	
White Male	1395	2607							
White Female	1034	1885	6921	84.2%	55,294	87.9%	35%	65%	White
Native American Male	176	206							
Native American Female	165	211	758	9.2%	3019	4.8%	44%	56%	Native American
African American Male	61	146							
African American Female	26	59	292	3.5%	942	1.49%	30%	70%	African American
Hispanic Male	50	67							
Hispanic Female	13	6	136	1.7%	3058	4.13%	46%	54%	Hispanic
Asian Male	17	24							
Asian Female	6	26	73	.89%	588	.93%	31%	69%	Asian
Other Male	5	17							
Other Female	5	7	34	.41%	25	.83%	29%	71%	Other
Total	2953	5261	8214	99.9%	62,881	100.00%	36%	64%	

SUMMARY

During 2019, GFPD officers cited individuals 36% of the time and gave warnings 64% of the time on traffic stops.

The minority populations were contacted in small percentages compared to Caucasians.
As in similarity to previous annual reports, as cultures blend, it becomes more difficult for officers to determine an individual's race, forcing them to "guess". That in and of itself may contribute to skewed data. As we reach the end of the decade and the start of a new census, it is likely populations will change in next year's analysis.

2020 Goals and Objectives

The 2020 goals and objectives were determined based on the needs of the bureau and agency as a whole to provide a better customer service product.

- Continue to develop and participate in the Data Driven Approaches to Crime and Traffic Safety Model to decrease the amount of crashes and property crimes in the designated DDACTS Zone. We are hosting a school in June that will provide new strategies to our model.

- Continue to collaborate with the Support Services Bureau to develop a comprehensive plan to ensure required training is provided to all officers of the agency. A Patrol Sergeant was attached to the Training Coordinator to ensure effective and efficient use of our training time and schedule.

- The Patrol Services Captain is also the Tactical Coordinator for the High Risk Unit. Working with the Montana Tactical Officers Committee, develop a mechanism for the GFPD HRU to become a regional resource for the area with a reimbursement-funding program in place.

- Develop with our Great Falls Public Schools partners an "Adopt a School" program where patrol officers are spending some time on each shift in the area elementary schools in an effort to provide outreach and security.

- Expand the Directed Enforcement Team's mission to deal with the continued growth of violent crime in our community.

INVESTIGATIVE BUREAU 2019



YEAR END REPORT

Investigative Bureau Overview- *Captain Jeff Newton*

During 2019, the Investigative Bureau underwent a tremendous amount of change. I took over at the Bureau Captain January 1, 2019. Due to retirements and resignations, the entire agency dealt with short staffing issues, and the Investigative Bureau was not immune from these challenges. During the year, multiple open vacancies were filled, to include two HIDTA positions, one Internet Crimes Against Children position (that remained vacant for 5 months), one Special Victims Unit position, one School Resource Officer, one Sexual Violent Offender Registry position (that remained vacant for 9 months), and one General Case investigator to retirement (the position remained unfilled due to staffing). The positions were left open for periods of time to allow staffing levels in the Patrol Bureau to stabilize. However, the incumbent investigators maintained a tremendous work ethic and continued to proudly serve our community. Investigators continued to work multiple violent crimes, and unfortunately finished 2019 working a triple homicide. Other challenges involved dealing with the increase in technology requirements, to include training, for proper investigation of crimes. Toward the end of 2019, we facilitated new partnerships with the Federal Bureau of Investigation, Drug Enforcement Administration and the Cascade County Sheriff's Office. We look forward to these new partnerships as we move into 2020.

General Case

In 2019, investigators from the General Case unit were assigned 100 cases (supervisory assignments) and self-initiated another 152 cases, for a total 252 investigations. This represents an increase in case load of approximately 7%. It should be noted here that this increase does not account for the General case Unit being short one detective for the majority of the year due to retirements and a manpower realignment in the Patrol Services Bureau. To clarify, the General Case Unit worked 7% more cases overall while being short one investigator. It should also be noted that general Case assisted the special Victims Unit during 2019 by investigating several sex offenses where only adult were involved and by managing the Sexual Violent Offender Registry program until the Special Victims Unit could be brought back up to full staff. These goals were also accomplished by active cooperation with the Patrol Services Bureau, who worked more cases to completion than in years past and with General Case Investigators providing oversight and direct support when required.

Other notable contributions toward this effort are:

- Patrol supervisors working diligently to exhaust all reasonable investigative means prior to sending cases to the Investigation Services Bureau.
- Direct assistance from the Directed Enforcement Team in several on-going investigations.
- Increased cooperation between HIDTA, SVU and GC to quickly and efficiently accomplish tasks and stabilize events and investigations that have previously taken weeks to accomplish.
- As in 2017 and 2018, ISB will refrain from misdemeanor investigations that are not organic to felony cases already being investigated.

2019 saw several notable cases and events for General Case. Some of those are:

- Five (5) homicides during 2019 (a 16% decrease), six adult kidnappings (50% increase), three arson investigations, four Missing Person's investigations and numerous Aggravated Assault investigations (including several shootings). One of the suspects

involved went on a crime spree in early 2019; committing a rape, a separate home invasion, and a separate homicide by arson. He was arrested and is awaiting trial.

- Two suspects committed several home invasions, two kidnappings, and multiple accounts of Assault with a Weapon. Cooperation between all ISB units culminated with the arrest of one suspect by the High Risk Unit.
- A burglary of a local jewelry store that tied to a several burglaries across several states. General Case detectives were able to provide critical evidence and information that resulted in the suspect's apprehension in another state.
- Multiple drug-related overdose death investigations.
- Numerous Elder Abuse and financial exploitation crimes.
- General Case assisted the Montana Department of Criminal Investigation with three Officer involved Shootings (300% increase).
- A burglary of North 40 where General Case detectives worked diligently with HIDTA to identify a suspect who was quickly apprehended by HRU. The suspect was charged the majority of the firearms were recovered.
- A triple homicide where the suspect killed three people and critically injured a fourth. The suspect was tracked by technological means and engaged in a shootout with law enforcement when he was located (approximately three hours after the commission of his crimes). The suspect was killed, but this investigation is on-going.

In 2019, General Case investigators pioneered cellphone technological and historical investigation for this agency by use of a software product that came at a considerable investment in both time and money. Since that investment, this software has been used 1,503 times by the GFPD in various investigations. The information provided via this software, which is only available pursuant to a search warrant or when exigency exists, has provided critical information; both historically and when time is critical. Notable investigations where this technology was utilized to good effect include many of the drug-related overdoses, nearly every kidnapping investigation, the above noted apprehension of a triple homicide suspect, the apprehension of the two noted suspects and several apprehensions of fugitives with active felony warrants for their arrest. This technology continues to be explored and plans are being made to further expand this department's capabilities in this area.

Special Victims Unit:

The Special Victim's Unit (SVU) is comprised of several specialized positions. There are three "hands on" offense investigators, one ICAC Detective, one SVOR Detective, and a supervisor. Coming into the year, the SVU was assigned two "hands on" offense investigators and the remaining positions were vacant, due to the priority to maintain the staffing levels in patrol.

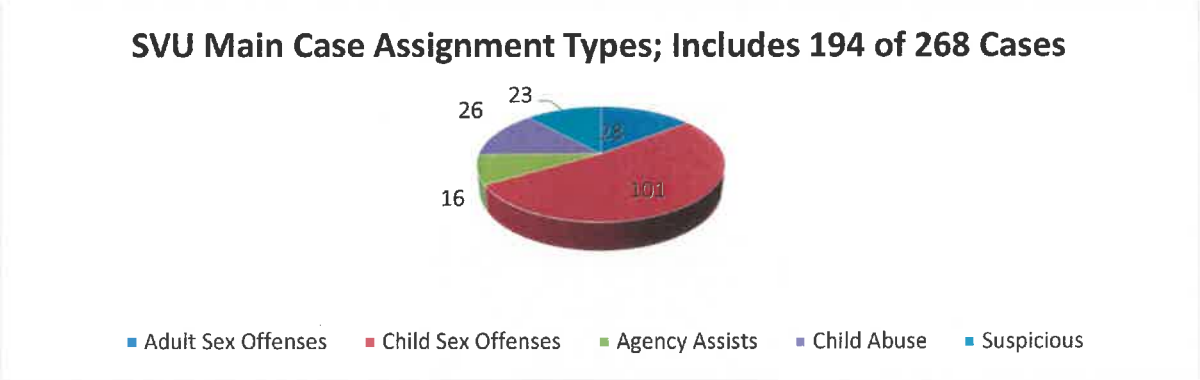
Throughout the year, positions were filled. Detective Dusatko joined the unit in May as an investigator. Detective Bambenek transitioned from SRO to the ICAC position in June. Detective Fisher joined the unit as the SVOR Detective in October.

The SVU was assigned 268 cases for the year. With 248 cases the previous year, this is an increase of 8%. We continued to utilize HSI to assist with ICAC investigations, MT DCI to help with follow up on certain cases, and other portions of ISB to help with case overflow.

Special Victims Unit Investigations:

Some notable cases involving significant resources were:

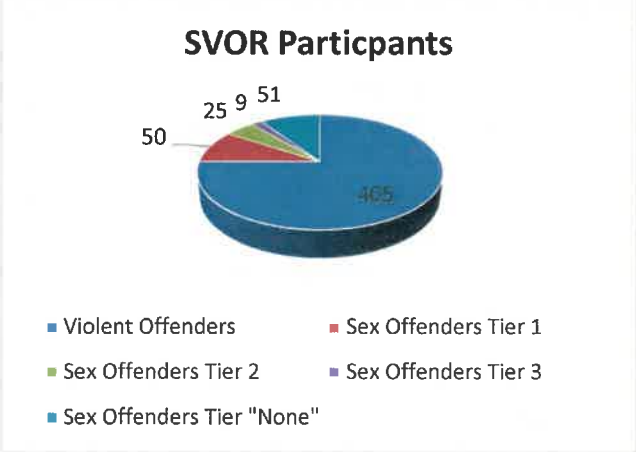
- A suspect was investigated after his child ran away in 2018. A disclosure by the child led to a large scale investigation, and he was charged several counts of Incest and Indecent Exposure. He was sentenced to a cumulative 600 years in prison in 2019.
- Detectives were called out to assist with a possible kidnapping attempt of a young girl. As a result, a suspect was charged with Attempting Kidnapping and took plea agreement for Intimidation.
- A suspect was investigated after suspiciously inserting himself into a missing child case. Ultimately, he was found to have been grooming and molesting young girls. He was charged and is awaiting the court process.
- An employee at the Children's Receiving Home was investigated and arrested for physical abuse of several of the children placed at the home.
- A suspect was investigated for child abuse, which resulted in her conviction for 11 counts of Assault on a Minor, as well as a Perjury charge. This case was caught on in-home surveillance video, which required hundreds of hours of video to be reviewed. Volunteers were utilized in this case.
- Detectives were activated to investigate the beating and neglectful death of a five year old.. SVU is primary on the case. His mother, reported father, and an acquaintance are charged in this case with Deliberate Homicide, and several other charges stemming from the investigation. The case is set for trials in spring of 2021.
- ICAC participated in an operation overseen by the CCSO. The operation involved prostitution, human trafficking, and the exploitation of children over the internet. Several arrests were made, which created continuous follow up investigation.
- A suspect was arrested for Human Trafficking after a suspicious call at a local motel. It was determined he was selling his reported wife and coercing her involvement in the prostitution business. This case also involved several people from the community, who were investigated and/or charged in the investigation.

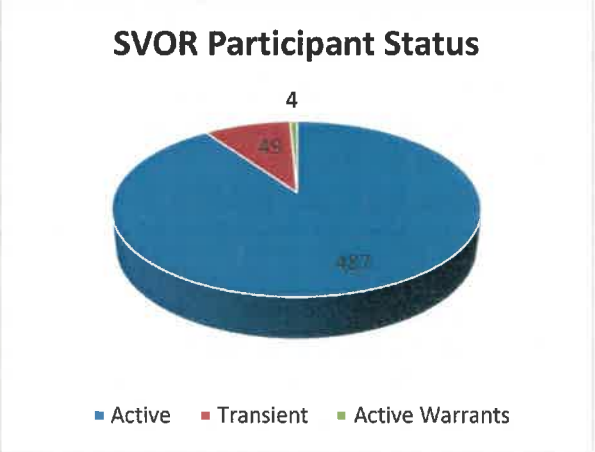


Sexual Violent Offender Registry/Drug Endangered Children:

For the majority of the year, SVOR duties were covered by the ISB Sergeant assigned to SVU. After Detective Fisher was assigned, he took over the program and has made several changes for efficiency sake. He has filed five cases for "Failure to Register" since taking over in October. Within a short amount of time, the program was current with its participants.

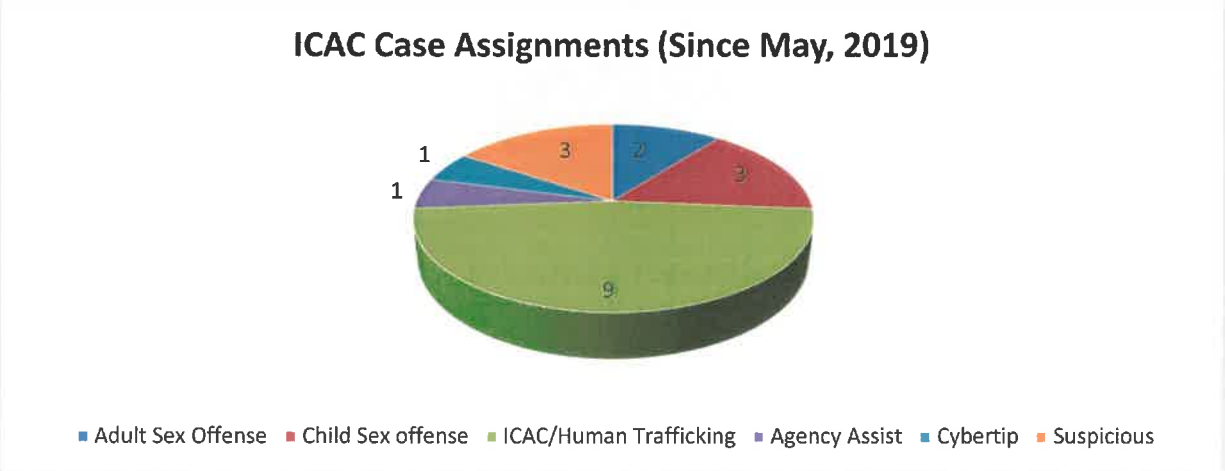
As part of a restructuring of how cases were investigated and assigned, Detective Fisher has also taken over Drug Endangered Children (DEC) cases from HIDTA. This hybrid position is new to the agency and appears to be working well. Detective Fisher has filed charges in several DEC cases to date. In the latter part of the year, Detective Fisher was assigned and investigated nine DEC cases.





Internet Crimes Against Children:

The assigned ICAC detective, Detective Bambenek, assumed his new position in June. He was assigned 19 cases for follow up investigation. Several cases were triggered by Cyber-Tips, spin-offs from other investigations, or direct reports he received.

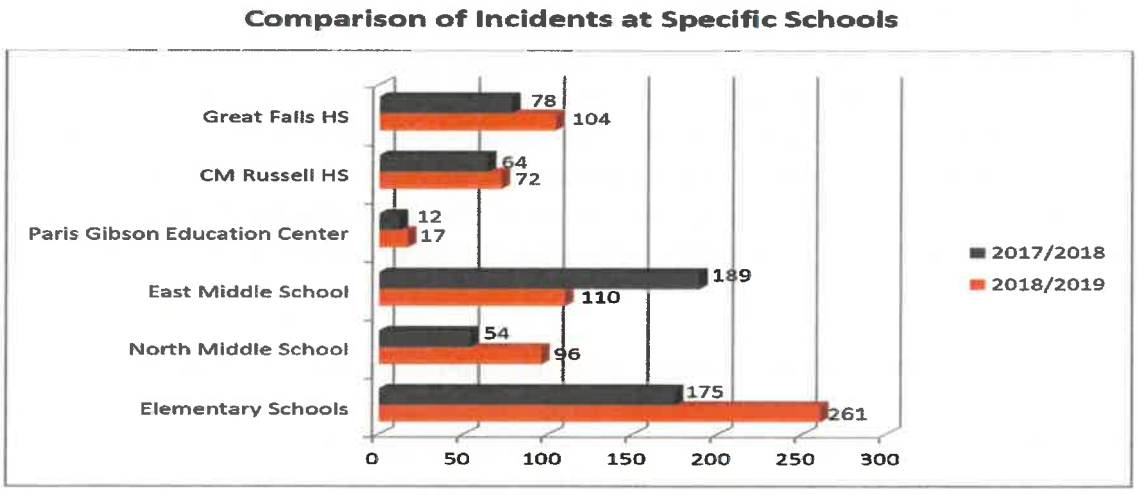


School Resource Officer Program:

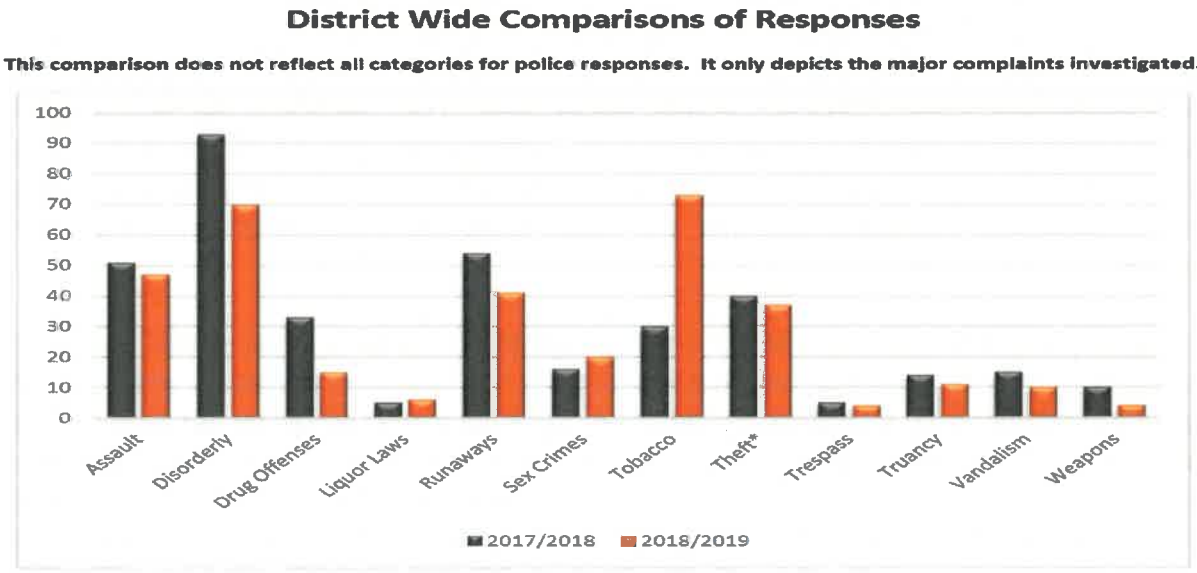
During 2019, Detective Houston settled into his new role as the SRO assigned to Great Falls High School. Detective Rosteck took over duties as the SRO assigned to East Middle School (and associated elementary schools). Detective Frick and Detective Taylor continued their services to North Middle School and CMR High School, respectively. The objective of the SRO program is first and foremost, to keep the school setting safe. SRO's were utilized both during the day and after hours to investigate incidents or circumstances that affect school security. Several incidents were investigated, and there were not any major sustained incidents at Great Falls Public Schools.

In its 22nd year, 2018-2019, the SRO's investigated 660 complaints in the school district. This statistic is up 15% from the year before and is partially due to a "zero tolerance" policy regarding vaping and tobacco use. Investigated incidents include, but are not limited to; assaults, disorderly conducts, thefts, vandalism, narcotics, runaways, truancies, minor in possession (alcohol/tobacco), trespasses and weapon complaints. Redistricting and construction continue to be factors in the statistics for school being varied from year to year. 62 students participated in the diversion program and 61 of the students successfully completed the program. The SRO's also met with 1,747 students, providing approximately 410 hours of informal counseling to these students for everything from personal to school related problems. Both of these programs (diversion and counseling) are pivotal for keeping kids out of the criminal justice system and the schools safe. Data indicates that only 9.2% of those counseled needed formal law enforcement intervention.

SRO's and other ISB staff continue to work closely with the school district in teaching Safariland's "Emergency Response to an Armed Intruder" to the district employees. The goal of this training is to instill a protective mindset among the staff to prepare them to defend their students, themselves and their classroom. To date, over 800 educators have been trained in this program and the feedback has been incredibly positive. The program remains strong and is one of the most popular community resources the department utilizes. The School Resource Officers again had another active year, as summarized in the attached charts:



The incidents in the previous graph represent School Resource Officer responses to complaints within the schools.



Montana Violent Offenders Task Force:

In February of 2018 GFPD assigned a fulltime officer to the United States Marshal's Service (USMS) Montana Violent Offender Task Force. This was in response to the rise in violent crime in Great Falls over the previous years. The impact was immediate and anticipated as shown in the following statistics. During 2019 the total of 1918 total case clearances (arrests) is a new record for the statewide MTVOTF. The task force located in Great Falls cleared 774 cases (arrests), which is their best productivity since inception of the task force.

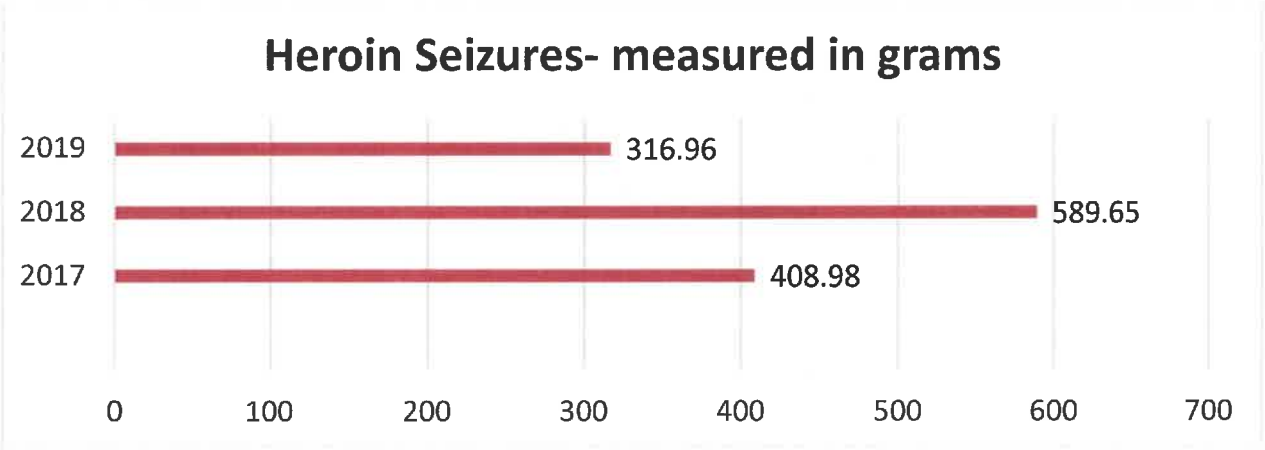
***Russell Country Drug Task Force:* (RCDTF)**

Lt. Mike Grubb the HIDTA Task Force commander, Chief's Budget Assistant Dede Bergan and Account Clerk Leann Jackson continued their excellent work on the audits from Rocky Mountain HIDTA. 2019's audit was perfect with no deficiencies. During 2019, RCDTF also experience staffing shortages. However, during the year, two vacant positions were filled. Conrad Police Department continued to partner with the Task Force by providing an officer. By the end of 2019, the Drug Enforcement Administration has committed a full time Agent to work with the Task Force. In addition, Montana Adult Probation and Parole committed a full time P&P Officer to also work with the Task Force. Homeland Security has also committed a full time Agent to the Task Force, but that was postponed due to their staffing shortages. At the end of 2019, the RCDTF was fully staffed.

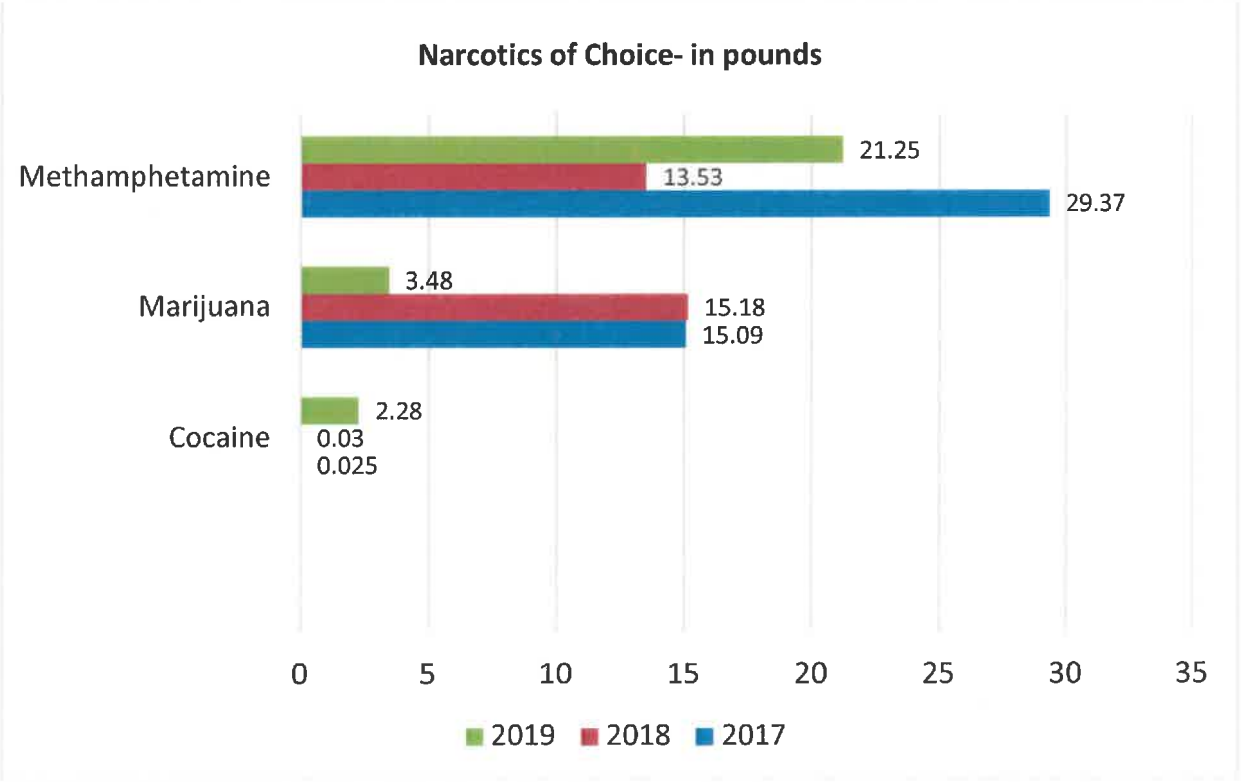
The RCDTF did not investigate any working methamphetamine labs in 2019. RCDTF dealt with the remnants of an old lab that was not functioning. Methamphetamine lab investigations have decreased over the previous years due to cheap and plentiful methamphetamine originating from super labs in Mexico flooding the market in the United States.

Heroin seizures were down 46% in 2019, but it continues to be a problem for our community. Investigators have seized heroin laced with Fentanyl, and there have been overdoses in our community due the mixture of drugs. Investigators and other officers continue to carry Narcan to assist those suffering from an opioid overdose, or if an officer becomes exposed to Fentanyl.

Heroin Seizures



Other Seizures



SUPPORT BUREAU

2019



YEAR END REPORT

Support Services Bureau Overview - *Captain Robert Moccasin*

During the 2019 calendar year, the Support Services Bureau consisted of 5 sworn officers and 6 civilians; which is down from 2018. One sworn position was not filled due to personnel needs within the Patrol and Investigative Services Bureaus. The bureau also supervised 25 active volunteers under the direction of the Volunteer Coordinator.

During the year, Sgt. Jim Wells the Training Sergeant retired as a police officer and was hired as a Records Supervisor in the Administrative Services Bureau. Lt. Doug Otto filled this position, which also includes the Field Training Coordinator and Public Information Officer for the department.

A Field Training Officer Training Manual was developed for the FTO program. This provides consistent and focused training to the trainee that stresses relevant topics that that will assist the trainee officer to succeed. The Field Training Officers are also being provided with relevant training, equipment, and resources to improve the training environment. The FTO Coordinator has been tasked with focusing on improving the program and working closely with the assigned patrol FTO's to ensure that their needs are being met. The Field Training Program has been very successful and the goal is to make it even better.

The Support Services Bureau being in charge of the majority of equipment used by the department, has consolidated these items to better track and be prepared to replace items as needed. The equipment has also been documented in our Records Management System (Zuercher) which allows the bureau to document what equipment is assigned and to which officer/employee. This is an ongoing process and will be completed on most if not all equipment from all bureaus.

During 2019, the Support Services Bureau took lead on assigning and/or investigating 28 background investigations. These investigations resulted in the hiring of 14 sworn officers, 6 communications officers, 2 Community Service Officers, and 1 Animal Control Officer.

2019 Department-Wide Complaints – *Captain Robert Moccasin*

During 2019, 7 formal complaints were processed against 7 officers (16 in 2017; 15 in 2018). All formal complaints were cleared with a disposition. Of the 7 formal complaints, 2 were cleared as "Unfounded", 2 as "Exonerated", 2 as "Sustained w/Qualifications" and 1 was "Sustained".
The Support Services Captain convenes a Complaint Review Panel annually. The Complaint Review Panel consists of the Deputy City Manager, the County Attorney or Deputy County Attorney and a Citizen at Large/Police Commissioner. The Complaint Review Panel reviews a synopsis of all formal complaints investigated by the Great Falls Police Department. The Panel looks critically at the investigations and offers input on policies, procedures, methods and dispositions of complaint investigations. The panel is not tasked with re-investigating complaints; they are of an advisory/oversight nature.

Support Services Lieutenant - *Lt. Doug Mahlum*

Lt. Mahlum completed his first full year in the Support Services Bureau in 2019. The Support Services Lieutenant oversaw the day-to-day operations of the Support Services Bureau, and directly supervised the Training Sergeant, the Volunteer Coordinator, the Warrants Officer, the Housing Officer, the Process Server, the Support Services Technician, and the Animal Control Officers. Lt. Otto came into the Support Services Bureau, September of 2019, after the retirement of Sergeant Jim Wells.

The Support Lieutenant is responsible for the management of GFPD Policy and Procedure. With the help of Support Captain Moccasin, all GFPD Policy has been entered in to our Records Management System, Zuercher, and is readily available for all personnel and all changes or updates are efficiently tracked within the system.

A function of the Support Lieutenant is to create and administer promotional exams as needed. There were no promotional exams taken in 2019. An eligibility list had been established late in 2018 and 2019 promotions to Master Police Officer were made from the eligibility list. The list has since expired. The officers promoted to Master Police

Officer in 2019 were as follows;

1	Joseph Dusatko	2	Scott Bambenek	3	Richard Brinka
4	Jesse Rosteck	5	Philip Wilberding	6	Joshua Garner
7	Eric Munkres	8	Pat Brinkman **Hired Back at the rank of MPO*	9	Kristi Kinsey

The Support Services Lieutenant also maintains the GFPD years of service files, recognizing employees who have achieved five years, ten years, fifteen years, twenty years, twenty-five years, and thirty years of service. During 2019 numerous GFPD employees achieved these milestones;

5-Years of Service	7-Employees	10-Years of Service	8-Employees
15-Years of Service	3-Employees	20-Years of Service	1-Employee
25-Years of Service	2-Employees	30-Years of Service	2-Employees

In 2019 Lieutenant Mahlum chaired the Commendation Review Board, organized the annual Awards Luncheon, and prepared award narratives and certificates for recognition of excellent performances. The award recipients were recognized for incidents in 2018. They are as follows:

Officer / Citizen	Award	Officer / Citizen	Award
Ofc. Tom Halloran	Ofc. of the Year	Ofc. Kevin Lake	Life Saving
Ofc. Scott Fisher	Life Saving	Ofc. Taylor Hronek	Life Saving
Ofc. Lance Souza	Life Saving	Ofc. Shane Daniels	Life Saving
Ofc. Josh Garner	Life Saving	Ofc. Aaron Frick	Commendation
Ofc. Clayton Henderson	Life Saving x2	Ofc. Donny Gerhart	Awd. Merit
Citizen Ruben Perez	Citizen's Life Saving	Airman Justin Dagsen	Citizen's Life Saving

Lt. Mahlum serves as the agency's Veterans Administration Coordinator, managing "On the Job Training" benefits for qualifying veterans; three veterans claimed such benefits in 2019. Lt. Mahlum has moved the program to what is called "VA ONCE" utilizing a "cloud based" system to report monthly hours of the veterans. This has expedited the benefits to veterans immensely.

Lt. Mahlum coordinates with the University of Providence concerning the GFPD Internship Program, in support of the University's Criminal Justice program. GFPD has continued to bring on more interns and in 2019; had nine (9) University of Providence Interns here at the GFPD. In return for working with the University of Providence, the University provides our agency with eighteen Tuition Vouchers per semester. These vouchers are distributed among sworn and non-sworn employees. In 2019, the vouchers used by GFPD employees were valued at, $41,080.00.

One of the primary functions of the Support Services Lieutenant is that of the hiring process for sworn positions and assisting in the hiring process for civilian positions within the department. Concerning the sworn positions, the Support Lieutenant is involved with every stage of hiring from recruitment, testing, evaluating, interviewing, backgrounds, and background reviews. The civilian positions vary, but the lieutenant is often involved in the interview process and always involved in the background investigation process.

During 2019, the Great Falls Police Department hired for twenty-three positions, civilian and sworn. Fourteen sworn positions, six dispatch positions, two CSO positions, and one Animal Control position were filled. In filling these twenty-three positions, GFPD Background Investigators conducted twenty-eight background investigations.

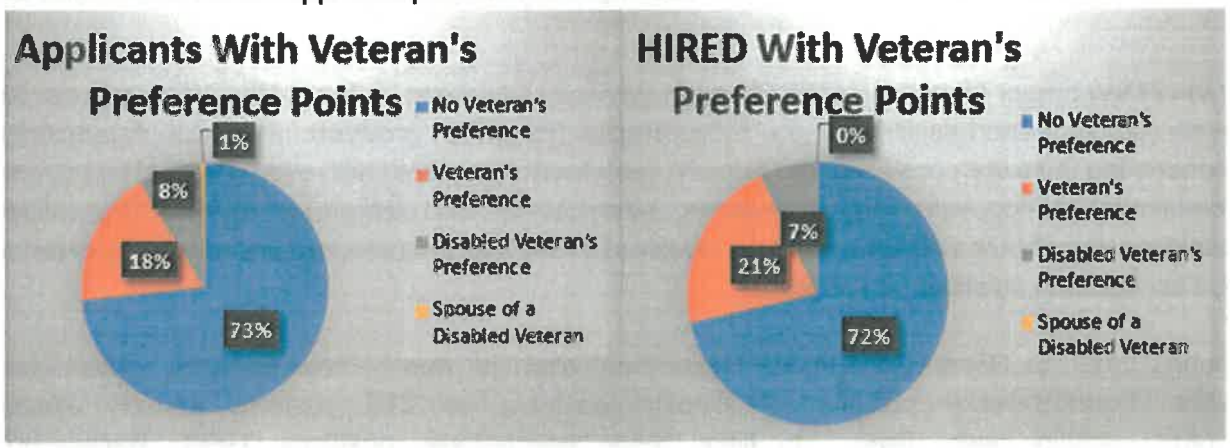
*Note-of the fourteen Sworn Officers hired, twelve were Montana Residents. Four of the residents were hired as Lateral Officers, meaning they had previous Law Enforcement experience.

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The GFPD continued its membership with the Montana Law Enforcement Testing Consortium (MTLETC). The MTLETC allows the GFPD to test candidates three times per year, on three different days of the week each time, and in three different Montana Cities throughout the year. The overall number of candidates taking the MTLETC has been decreasing over time. At this point, it is still in the best interest of the GFPD to continue with the MTLETC. We will continue monitoring this relationship with the MTLETC.

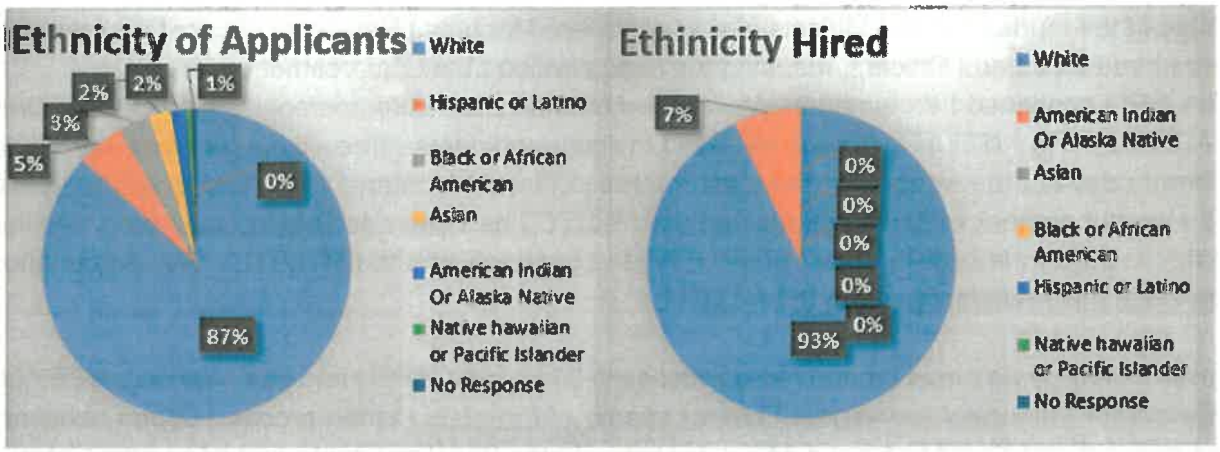
A major change was made to the hiring process in 2019. The GFPD had been utilizing the BPAD (Behavioral Personnel Assessment Device) as one of the tests in the process. Upon review of the exam, it was found to have a 51% pass rate. Since 2014, the exam had been administered to sworn officer candidates 232 times and was passed on 120 times. In January of 2019, we sent the exams to BPAD to be scored by their staff and compared to the scores by the GFPD scorers. We found there was no consistency in scoring and candidates BPAD had failed the GFPD had passed. Overall, there was no consistency in scoring. As of January of 2019, the BPAD is no longer used.

In 2019, the GFPD completed our first complete year utilizing the company, PoliceApp.com. The GFPD used PoliceApp to assist in recruiting candidates for sworn positions and to facilitate all of the pre-employment paperwork. The GFPD hiring process is now all "on-line" and can be completed by the use of any "smart device". PoliceApp has allowed us to engage our candidates through the hiring process. The GFPD has lead other Montana Agencies to follow suit and begin using PoliceApp as well.

During the course of 2019, the GFPD received and evaluated one-hundred and eighty applications for sworn police officer. Our relationship with PoliceApp has allowed us to leverage all recruiting tools and multiply our abilities to find excellent applicants. The following charts are some statistics on our applicant pools and those hired.

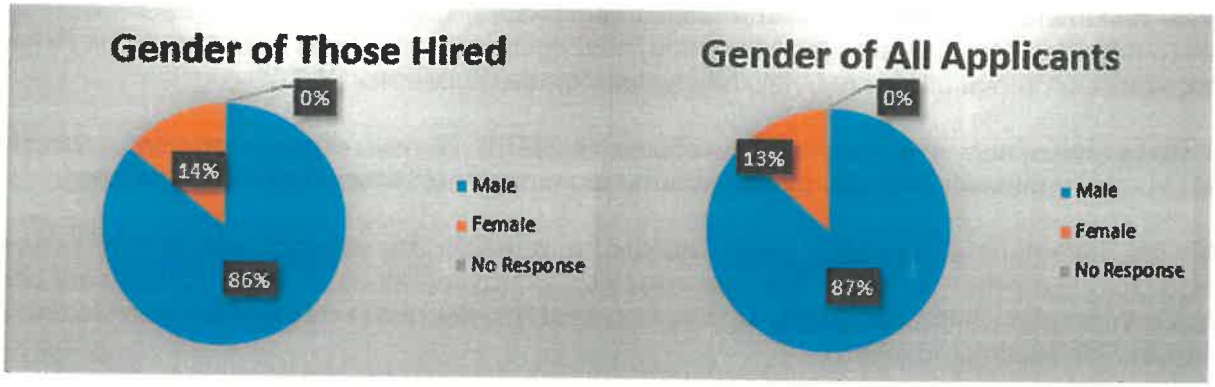


Veteran's Preference Points are calculated once passing scores have been established. Off all 180 applicants, 29% claimed preference points. Off the 14 applicants that were hired, 28% claimed preference points. Our hiring of candidates with preference points is consistent with our total amount of applicants.

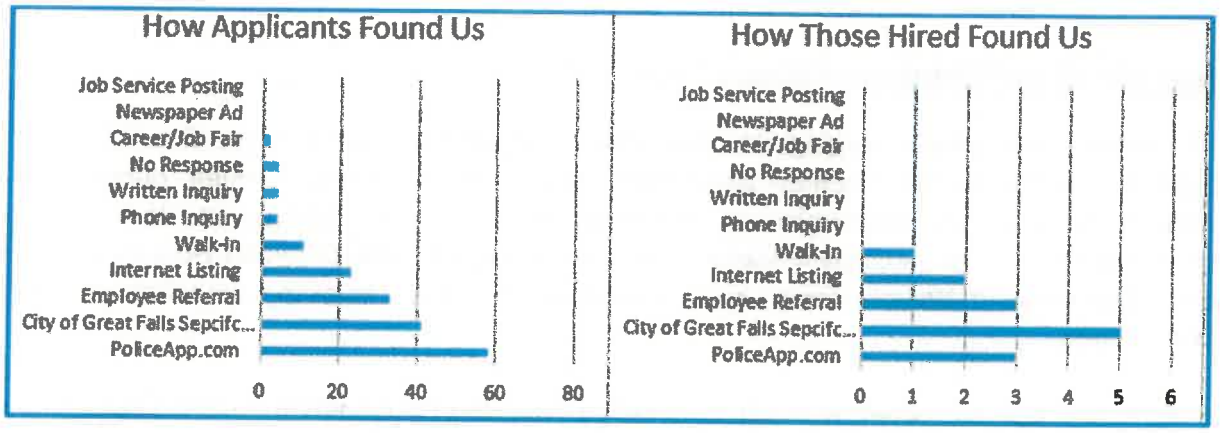


According to the 2018 American Community Survey (ACS) the demographics of Great Falls consist of; 87% White, 5.8% American Indian/Native American, 4.6% Hispanic or Latino, 0.9% Black/African American, 0.9% Asian, and 0.1% Native Hawaiian or Pacifica Islander. The GFPD strives to hire the most qualified applicants who are committed to supporting our community and

our mission here at the GFPD. It is apparent based upon these statistics that we are almost matching our community demographics in our applicant lists, and staying close to it within our candidates hired.



According to www.statista.com, the gender distribution of full-time law enforcement employees in the United States as of 2018 is; 87.4% male and 12.6% female. In 2019 the GFPD had 156 male applicants and 23 female applicants. Viewing the above graphs of not only all of the applicants to the GFPD in 2019, but also the graph of applicants hired, the GFPD is just slightly above the national average in gender demographics in regard to our hiring in 2019.



The above graphs represent how applicants found out about the GFPD openings. This is a "self reporting" feature of PoliceApp. However, it clearly shows our best types of recruiting methods which allows us to better focus our recruiting efforts moving forward in 2020.

At the close of 2019, the Support Lieutenant was engaged in yet another MTLETC hiring process in December. The GFPD has a current pool of applicants to hire from the June 2019 MTLETC and will add to the current applicant pool with the December 2019 testing process.

Training & Community Policing Lieutenant – *Lt. Doug Otto*

The Training Office facilitated 3524 hours of training and hosted over 400 hours of in house training. With the creation of the new patrol schedule and built in training days with this schedule,

the Training Office assisted in providing instructors to facilitate the required training for the patrol teams.

In August, Training Sergeant Jim Wells retired from the Great Falls Police Department as a sworn officer, but moved downstairs, taking a civilian position as the Records Bureau Supervisor. Prior to his retirement, Sgt Wells was instrumental in purchasing suppressors for the department's 25 new patrol rifles. He also assisted in securing funding through the Great Falls Community Police Foundation for the purchase of a new mat system for the department ACCS program.

2019 was also a busy year for hiring new officers for GFPD. 14 new officers were hired, attended MLEA, and completed in-house training prior to beginning their 14 weeks of Field Training.

With the retirement of Sgt Wells, it was decided to transition the sergeant rank in the Training Office to a lieutenant. Lt Doug Otto was selected to become the new Training Lieutenant and Public Information Officer for GFPD. Lt Otto assumed his new role in September upon his return from the FBI National Academy.

Lt Otto made several changes within the training office within the remainder of 2019. Some of these changes were a creating more structured tracking process for individual officer equipment, building an equipment inventory for future new hire officers, and re-organize the Training Office and Special Projects office. Lt Otto worked with Lt Mahlum and Detective Mahlum to being the process to host three investigative-based schools at GFPD in 2020. Last, Lt Otto facilitated multiple media briefs, on camera interviews, and press releases for GFPD.

Volunteer Coordinator – *Adrienne Ehrke*

The Volunteer Corps remains engaged in supporting the department with: vehicle, bike, UTV, and foot patrol, Junk/Abandoned Vehicle Abatement, property and evidence, inmate phone calls, interview transcripts, and casebooks for detectives, event support, aiding with the Citizens Academy and the Citizens Academy Master class, department and patrol vehicle cleanliness, and general office support. We launched a new, False Alarm Program, involving volunteers tracking the false alarms.

The volunteers dug the department out of a serious backlog of abandoned vehicle complaints after treacherous weather prevented the team from much activity in February and March. Adrienne continues to work with the volunteers and the City Attorney's Office to streamline the Abandoned Vehicle process, making it easier and faster for the department and the community. The team resolved the highest number of AV reports to date and towed a record number of vehicles (72 with 17 potential tows still pending as of the date of this status report).

Adrienne continues to be the GFPD Code Red coordinator and trained the new DES Administrative Assistant, Tanya Harshaw, and the CCSO to use Code Red. She spent a couple days in the spring on "flood watch" at the EOC and throughout the year sent several alerts internally for HRU, injured officers, and OIS.

Adrienne remains the department's ID Master and moved the ID station into her office, to make the process easier and faster for all involved.

The department's Facebook page reached a milestone 20,000 likes and continues to grow. It remains one of the most actively followed law enforcement pages in the State.

GFPD Volunteer Corps Stats

Details	2015	2016	2017	2018	2019
Active Volunteers	33	34	28	30	25
Volunteer Hours	6074	3739	3651	3153	2739*
Inmate Calls & Visits Monitored	4300	942	742	560	201**
Abandoned Vehicles – Total Resolved	717	793	1086	1047	1294
Abandoned Vehicles - Towed	7	36	54	37	72
Facebook Followers	6051	10273	13333	16970	20956
Twitter Followers	674	993	1262	1512	1646

**Includes chaplain on-call time, typically 8 hours per month. Over half of the total hours accrued were performed by our four top volunteers (Debra Ruggerie 605, Lisa Meyers 329, Laura Hodges 263, Brenda Fuller 228).*

***Inmate Calls & Visits – the team predominantly monitored the calls of Brandon Craft and, with the abundant number of calls he made, sometimes the volunteers did not record the number of calls they listened to. Adrienne predicts the actual number is closer to 400 calls versus the 201 noted.*

GF Housing Officer – *MPO Rick Brinka*

The duties assigned to the Housing Officer are specifically related to the 7 housing areas located throughout the City. A priority function for Officer Brinka, requested by GFHA/ Officer Brinka has kept the PYAC now HYAC club going and still thriving. Housing staff and Officer Brinka are working together to problem solve and grow the parent participation with HYAC. Officer Brinka had over 1300 citizen contacts in 2019.

Officer Brinka has also been working diligently with the Lease Managers to identify problem residents and dealing with them in the correct manner, by talking with them and correcting the problem or having them evicted per Housing Authority contract. Several residences where narcotics were believed to be located were identified and the residents were dealt with promptly. Officer Brinka continues to work with HIDTA and the Housing Authority Lease Managers in identifying narcotics activity and dealing with it in the correct manner to make the community as safe as possible for the residents.

Housing Officer Stats	2017	2018	2019
Traffic / Criminal Citations	75	29	35
Citizen Contacts	1684	1686	1302
Arrests	39	17	22
Applications Processed	669	591	707
Warrants	28	16	22
Trespassed	14	19	15
Parking Citations	85	63	42
Follow-Up Investigations	15	11	12
Calls Day Shift	189	156	221
Calls Afternoon Shift	284	244	263
Calls Night Shift	179	136	136
Assault	8	24	14
Burglary	3	2	4
Curfew / Juvenile Complaint	33	11	29
Disturbances / Disorderly	143	159	172
State/City Law Violations	11	2	4
Theft	22	18	19
Harassment / Telephone	25	11	2
Vandalism	23	18	21
Sex Offense	5	1	2
Complaint General	62	61	111
Narcotics	5	3	3

Warrants/Baliff Officer – *Master Police Officer Bill Brooks*

	2017	2018	2019
Total Warrants Cleared	53	52	30
Total $ Amount Cleared	$99,452.00	$92,123.00	$77,783.00
Extraditions (Transports)	6	6	4
Total Mileage	1,660	1,644	628
Total Local Transports	13	23	12
Total Bailiff hours	873.5	1,206.5	1310

Master Police Officer Bill Brooks took over the Bailiff/Warrants position in June of 2019 after the retirement of Officer Gerhart. Officer Brooks spent a significant time obtaining full CJIN certification. Officer Brooks performed Bailiff Duties and process server duties as needed.

In 2019, the Cascade County Sheriff's Office (CCSO) requested that Municipal Court Judge Bolstad try and limit the number of individuals incarcerated, which has affected the number of out of county transports. Judge Bolstad has also utilized his discretion to release individuals arrested in other jurisdictions on "OR" release conditions instead of having me travel and transport them back to Cascade County. The judge has reduced the amount of individuals he sentences to actual jail time.

The number of local transports and the total amount of money collected has continued the downward trend. This is again due to the CCSO request that the judge limit the amount of individuals he sentences to jail.

The amount of Bailiff time has increased over the past several years and will continue to do so as more individuals are arrested but either released on scene or booked and released from jail, creating more in court time.

Officer Brooks has also continued Officer Gerhart's program of increased time at the Civic Center performing Community Policing duties. Any reportable criminal activity at the Civic Center has been directed to Officer Brooks.

Support Services Officer- *Master Police Officer Otis Dilley*

Officer Dilley has been in Support Services since November of 2018. In 2019 Officer Dilley was responsible for hosting the Citizen's Academy Master's Class and the Citizen's Academy. The GFPD holds a Spring and Fall Citizen's Academy. Officer Dilley continues to adjust the scheduling to ensure the students are getting what they expect from the classes.

In 2019 Officer Dilley was assigned a neighborhood complaint between a Quality Life Concepts Group home in the Riverview neighborhood. This complaint required him to meet with and inform both sides. This was an educational process for all involved.

Officer Dilley is an integral part of the GFPD hiring process as he sits on all Sworn Officer Candidate Interviews. He also conducted several background investigations for Sworn and Civilian positions, as he is a Certified Background Investigator.

Officer Dilley provided many presentations and tours to different organizations and groups throughout 2019. He also is the GFPD representative to the Substance Abuse Prevention Alliance (SAPA). In that position, he assisted the State of Montana with an Alcohol Compliance Audit and an Alcohol Compliance Sting in July.

Support Services Officer-*Senior Police Officer Christie Swalek*

Christie's time in Support Services began in June of 2019. Since starting in the SSB she has been tasked with several Bureau functions. Christie was tasked on several occasions to research

data for; False Alarms, Zuercher Updates, Equipment Inventory, NARCAN, Training Videos, and Training Files.
Officer Swalek was quickly cross trained to assist in the Citizen's Academy, the Process Server, and assist in the issuance of equipment to all GFPD Officers.

In 2019 Officer Swalek was heavily involved in updating the GFPD's NARCAN program. This included training GFPD and City Court Staff, replacing expired NARCAN, and also reaching out to the Great Falls Retail Association discussing future training of loss prevention staff in the City. Officer Swalek has backfilled on numerous occasions assisting our Process Server and Support Services Technician. She has assisted in civil service and worked on the impounded vehicle assessments. She was relied upon on to assist with media functions as well when needed.

Officer Swalek has been instrumental in developing an inventory tracking system to track all issued equipment. This took quite some time to identify equipment and then track the issuance of such.

Animal Control Officers- *Alisa Ethridge, Tiffany Staigmiller, and Keirston Sapp.*

GFPD Animal Control was short staffed during the months of September and October, prior to Keirston Sapp being hired on December 9th, 2019. ACO Sapp will be working on her own by February of 2020.

Animal Control Yearly Stats

Yearly Totals	2017	2018	2019
Animal at large	1212	703	620
Animal bites	110	90	102
Animal Welfare Checks	265	221	259
Trap Animal	15	15	5
Barking Complaint	205	164	176
Multiple animal permit	31	76	64
Bats	34	64	44
Other	362	0	0
Officer Assists	55	6	20
Citations Issued	87	73	91
Aggressive animal	n/a	169	170
Bee Permit	n/a	5	4
Animal complaint	n/a	276	143
Animal contained	n/a	382	326
Injured animal	n/a	51	82
Livestock	n/a	2	5
Animal in Vehicle	n/a	83	93
Wild Animal	n/a	9	19
Follow up calls	n/a	219	266
Total Calls	***2021***	***2625***	***2565***

**2018 Calls were inflated by 147 calls due to County calls being inadvertently counted as part of the statistics in 2018.*

Support Services Technician – *Jessica Reardon*

In 2019, the Support Services Technician assisted with entering warrants and orders of protection/temporary orders of protection into CJIN/NCIC, as well as assisting with warrant and protection order validations.

Other duties and responsibilities included handling impounded vehicles, conducting background investigations, assisting in gathering information for other background investigations, entering training information in Zuercher, filing training certificates, completing travel requisites/reconciliations, assisting with the hiring process for both sworn and civilian positions, updating the police department portion of the city website, assisting with trainings hosted at the police department, getting training POST certified, managing calendar schedules for the outdoor range, gym, and training room, and assisting co-workers and supervisors with any tasks that needed completed.

Support Services Technician Stats

Type	2018	2019
Warrants Entered	353	614
TPO'S Entered	22	4
Warrants Validated	457	185
TPO'S Validated	12	21
Impounded Vehicles	112	255
Certified Letters Sent	108	257
Vehicles Assessed	46	132
Background Investigations (Pre-Employment, Citizens Academy, LRE	65	172
Training Records Data Entered	25	669
Travel Requisites/Reconciliations	8	64

Process Server – *Tawni Shanks*

The Process Server is responsible for serving civil and criminal subpoenas for municipal court as well as completing CJIN/NCIC Warrant and Temporary Protection Order entry and validation. The Process Server will also serve District Court subpoenas to Sworn Officers and GFPD Civilian staff. Daily, the Process Server delivers papers to and from various city offices, to include; dispatch, police department, country attorney's office, and occasionally the Cascade County

Sheriff's Office. She also hand delvers the agendas to the City Commissioners every Thursday afternoon.

The Montana Criminal Justice Information Network office sends monthly lists of warrants and protection orders to be validated. Tawni checks if the warrants are active, and ensures the information is still correct and modifies the warrants as needed. Tawni checks for aliases, if the person is incarcerated, and whether the warrant needs to be served.
Tawni received Oleoresin Capsicum (OC) training in 2019 to allow her to carry the OC spray and received CJIN Training.

Process Server Stats

Type	2019
Subpoenas served	8,807
County Attorney Subpoena's served to Officers	570
Phone calls to subpoena witnesses	3,714
Warrant/TPO Validations	1,833
Entered TPOs	47
Warrants exported & entered	428
Warrants filed @ Dispatch	3,398
Warrants filed @ Office	540
Cleared Warrants pulled	380

COMMUNICATIONS BUREAU

2019



YEAR END REPORT

COMMUNICATION BUREAU 2019 OVERVIEW- *Manager Karen Young*

At the close of 2019, we saw a slight increase (of 1.19%) in the number of 9-1-1 calls received and a decrease (of 5.29%) in the number of non-emergency telephone calls received compared to 2018.

The decrease is believed to be due to more citizens/businesses using the on-line reporting option for minor crimes and Emergency Responders reducing their request to have the Communications Center make phone calls for them.

Telephone Calls	2018	2019
9-1-1	49,003	49,591
Non-Emergency	122,503	116,016
Total Calls	**171,506**	**165,607**

At the close of 2019 there was an increase (of 14.86%) in the number of calls for service compared to 2018. Law Enforcement 16.29% increase, Fire 6.13% increase, Medical 0.30% increase and Other Agencies 1109.91% increase.

The increase, in part, is attributed to the Zuercher Computer Aided Dispatch (CAD) software and the assignment of Calls for Service (CFS) by Agency. When the Communications Center receives a call for service, this generates a sequential CFS number. When assigning agencies to this Call for Service, Zuercher associates each agency separately. For example, if an incident requires a multi-agency response. There is only one CFS generated but every agency that is associated gets credit for being on the incident.

Calls for Service	2018	2019
Law Enforcement	56,297	65,473
Fire	9,205	9,770
Medical	9,154	9,182
Other Agencies	121	1,464
Total Calls	**74,777**	**85,889**

2019 ACCOMPLISHMENTS

Personnel:

National Public Safety Telecommunications Week – (April 14-20) we dedicate this week to the recognition of those who work as Public Safety Communications Officers' (PSCO) previously referred to as Dispatchers. During this week, the PSCO received a small token of appreciation each day. On Friday, we held the Award Ceremony in the EOC inviting family, friends and co-workers to attend. On Saturday, we ended the week with a potluck BBQ.

- Leslie Fisher received the "Life Saving" award for giving CPR instructions that resulted in the save of a 53 year old male found unresponsive and not breathing

- David Holt received the "Life Saving" award for giving CPR instructions that resulted in the save of a 68 year old male who suffered a heart attack
- Jessica Reardon received the "Life Saving" award for giving CPR instructions that resulted in the save of an 73 year old male found unresponsive and not breathing
- Brandon Skogen received "Special Recognition" for his continued contributions related to the Zuercher software including reports, run cards and paging
- Peter Ingold received "Special Recognition" for his willingness to assist with our State mandated continuing education
- Megan Haynes received "Special Recognition" for her promotion of physical and mental wellness within the Communications Center

Facility:

Emergency Operations Center (EOC) - Over the course of the year, the EOC was available for the following training and events:

- January – 9-1-1 Statewide Plan Town Hall meeting
- February – CPR Certification Class
- March/April – Call Processing Equipment (CPE) demonstrations: Century Link, Central Square, Motorola and WestTel
- April – NPSTW Awards Ceremony
- May – Child Abduction Response Team (CART) presentation; EOC activation due to flooding
- June – CPR Certification Class; EMD Re-Certification Class
- October – 9-1-1 Statewide Plan follow-up Town Hall meeting

Joint Information Center (JIC) – Over the course of the year, the JIC was available to conduct interviews for applicants interested in openings and/or advancements at the Police Department and the Communications Center

Facility Improvements

- Landscaping – dead trees around our building were removed and new ones planted
- Security Cameras were installed
- Our emergency lighting and emergency exit signs were upgraded to LED

Equipment/Technology:

- Began using Rapid SOS
- State 9-1-1 Grant awarded to replace our Call Processing Equipment (CPE)
- New computers, monitors and monitor stands for all work stations

2019 CHALLENGES

Personnel:

Staffing – On January 1, 2019, our staffing consisted of 19 Public Safety Communications Officers (PSCO) 3 of them in their 1-year probationary period. On December 31, 2019, our staffing consisted of 21 PSCO 4 of them in their 1-year probationary period.

The Communication Bureau has 21 of our 22 positions filled:

- One PSCO with just over 2 years' experience resigned and moved out of state
- One Probationary PSCO failed to progress in their training
- Two PSCO completed their 1-year probationary period

Throughout the year, we hired six Probationary PSCO, of these:

- One resigned to take a higher paying job
- One resigned to take a more family friendly job
- Four showed progress in their training

While gaining ground, a constant demand on our staff and especially our trainers has been taxing. Looking at creative scheduling which provides overlap to help with additional staffing during peak periods and looking at ways to reduce the use of sick leave, which will reduce the amount of overtime, which in turn reduces the amount of time spent at work will help reduce this demand.

Facility:

Alternate 9-1-1 location – As stated last year this is still a work in progress. Our agreement with MAFB can work for short durations but they are limited in the services that can be provided from their facility. In reality, reviewing the services provided and reaching out to others to develop options on how to duplicate or reroute those services elsewhere are being looked at. The Cascade County Public Works building is a promising location for our alternate 9-1-1 location.

Equipment/Technology:

Radios – The State now has funding for the next 10 years for their State radio project, which includes the repair and upgrade of their repeater, and radio sites. The funding also includes an upgrade to the radio system at our 9-1-1 Center sometime in early 2020. As stated last year we are not equipped to address technical issues that arise and have to rely on others, if they are available. As we look to the future and address our radio needs, this should include a new position within the City for a full-time employee dedicated to radio communications.

Technology - The pace and expense of new technology is a challenge. As we look forward, we have to weigh our needs within the scope of being fiscally responsible.

2019 TRAINING OVERVIEW

Hours	Training Course
430	APCO - Continuing Education Hours
32	CJIN – Advanced Record Entry
32	CJIN – Basic Entry
160	CJIN – Re-Certification #15
36	CPR - Re-Certification
32	EMD – Re-Certification
108	MLEA – Supervisor Training Phase III
20	MT APCO Conference (Helena)
24	PSTC – Active Shooter
24	PSTC – Crisis Communications
16	PSTC – In Progress
16	PSTC – What if it were Family
32	Ride Along (CCSO, GFFR, GFPD)
19	Supervisor Training (City of Great Falls)
18	UMBC – Assisting Individuals in Crisis
14	UMBC – Group Crisis Intervention
1013	***Total Hours***

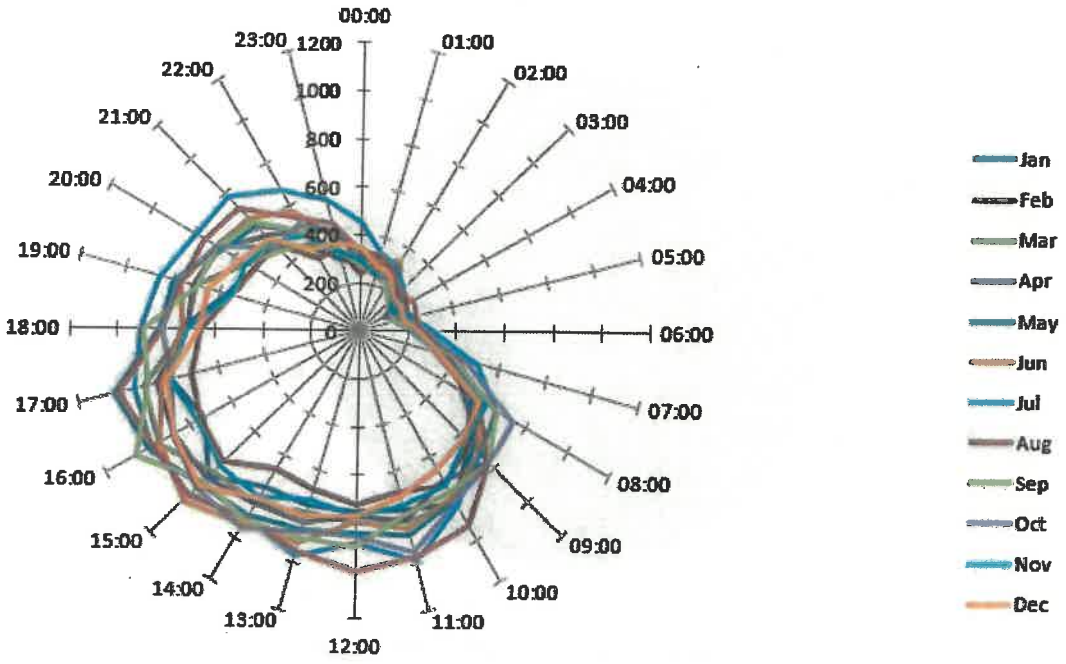
Hours	New Hire Training
52	APCO – Continuing Education Hours
16	CJIN – Advanced Record Entry
16	CJIN – Basic Inquiry
160	CJIN – Full Access Certification
6	CPR - Certification
5	I.T. – Security Awareness & Ransomware
160	MLEA – PSCO Basic (included EMD Certification)
1333	Phase I – Call Taking
608	Phase II – Fire / Medical
584	Phase III – County
360	Phase IV – Police
160	Phase V - Observation
80	Ride Along (CCSO, GFFR, GFPD)
3540	***Total Hours***

4553 TOTAL TRAINING HOURS

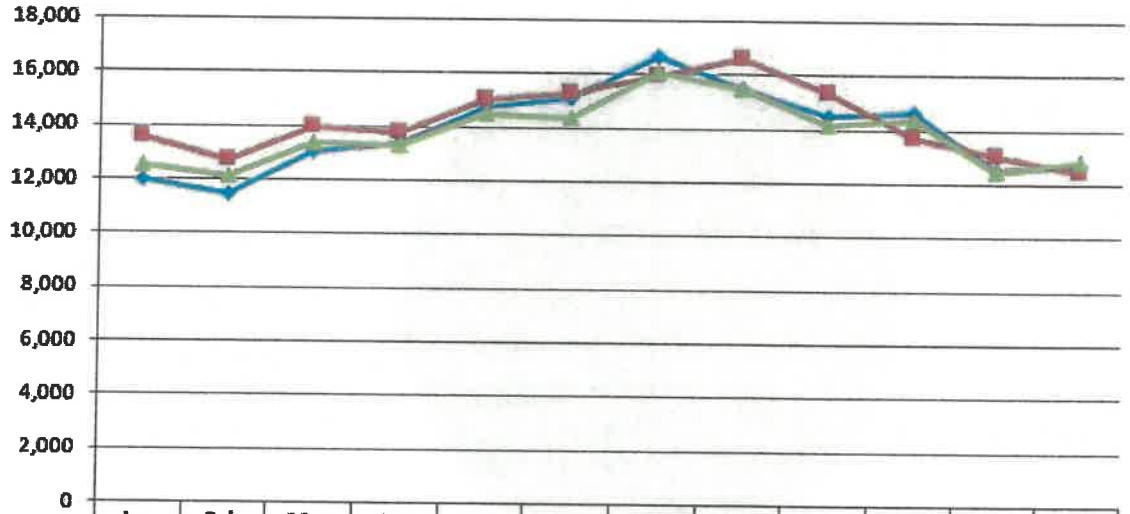
→1013/20 = 50.65 Average Training Hours per PSCO

→3540/6 = 590.00 Average Training Hours per New Hire

Telephone Calls by Time of Day
2019



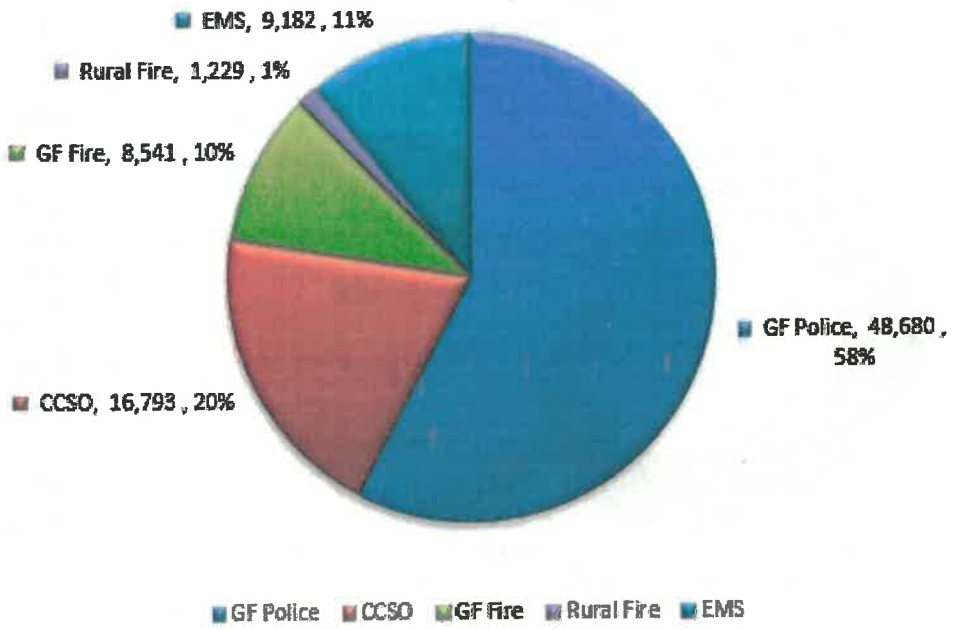
Telephone Call Comparison
2017 - 2019



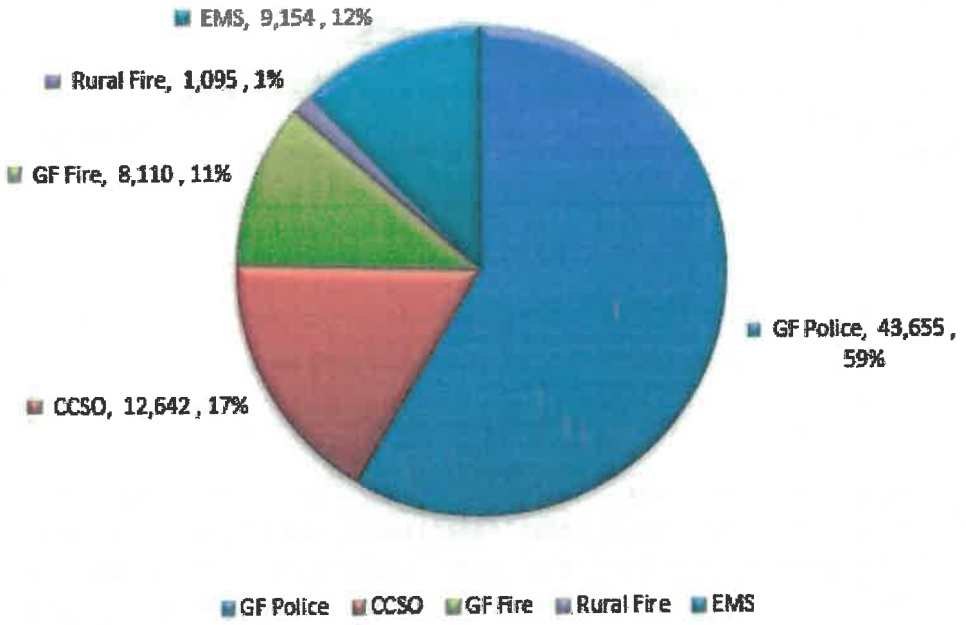
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2017	12,000	11,441	13,045	13,374	14,743	15,061	16,647	15,479	14,493	14,625	12,511	12,749
2018	13,589	12,742	13,984	13,778	15,028	15,265	15,926	16,608	15,329	13,713	13,080	12,464
2019	12,491	12,102	13,377	13,318	14,501	14,383	16,080	15,499	14,144	14,400	12,460	12,852

2017 2018 2019

Total Calls for Service by Agency 2019



Total Calls for Service by Agency 2018



ADMINISTRATIVE SERVICES BUREAU

2019



YEAR END REPORT

Records Bureau Overview- *Manager Rachel Vallie*

2019 was full of incredible changes that allowed the bureau to work more efficiently with a focus on developing processes for efficiency and quality data entry and retention. Staffing was proportionate to workload.

Records:

- Records was fully staffed in 2019 with the exception of the records supervisor position. Deana Flannery stepped down from the supervisor position at the start of the year and it remained open until mid-year when retired Sergeant Jim Wells was selected to fill the vacancy.
- Changes were made to how arrest records are retained. This not only saved staff time, but was also in line with a larger goal of a paperless retention of case files.
- The Montana LEIRA conference was held in Great Falls and most staff were able to attend portions of the two day conference.
- 1198 reports taken via the front counter, phone or web. The CSO position has gradually taken on more complex reports which saves time and resources from Patrol Officers.
- Records staff were trained on processing cash receipts and now enter money transactions directly into the electronic COGF finance system (New World/Tyler).
- SVOR tracking thru Zuercher continued to improve thru communication with the Sheriff's Office and the start of the new SVOR Detective Scott Fisher.
- Electronic records storage research was completed with the assistance of the City Clerk, Lisa Kunz and IT staff. Records staff tested the new process prior to year-end and had a procedural check-list in place for the official start in January 2020.

Evidence:

- An additional position was added starting January 2019; Police Research Technician. This position was created from an existing Police Information Tech position.
- Property audits were conducted on the three most secure evidence locations.
- Gun validations were moved to an evidence function (from Records); the result had a positive impact on accurate data entry and customer service.
- A new drying cabinet was purchased with funds from the Edward Byrne Local Solicitation Grant. It was installed mid-year and sworn staff were trained on proper care and use.
- A new ventilation system was installed in the South evidence rooms. New lighting was also installed in various evidence rooms. This has allowed for a cleaner, safer working environment.
- Additional gun cabinets were built and installed. This has greatly improved the storage organization and accessibility.
- A procedural focus on case dispositions and the addition of one position contributed to the over 6,000 items that were either returned to owners, destroyed or sold at auction
- Evidence staff were trained to create batches/deposits using the COGF financial system. This will allow for a more secure, transparent way of processing security entries in evidence.

Summary:

Staffing was stable in 2019, although movement and some changes in assignments were implemented to accommodate bureau needs. The evidence side of the bureau was finally able to focus on core functions and slowly incorporate all tasks into a more streamlined process. Improved organization, data clean-up and audits have provided a clearer picture of inventory and storage needs.

Records staff worked to their individual strengths for much of the year learning and perfecting the many changes that came in 2018. Staff have learned to effectively use Zuercher and have provided valuable input to improve it even further. All of this resulted in efficiency and a focus on time and cost saving strategies such as implementing electronic record retention and information sharing.

Records Bureau Summary of Events – 2019

Item	*2018*	*2019*
Records:		
Reports Taken	1083	1198
Interviews Transcribed	29	24
Background Checks	1,761	1,545
Revenue Generated from Background Checks	$22,800.00	$19,515.00
Evidence:		
Pieces IN	10,094	10,177
Pieces OUT	3,865	6,245
Revenue Generated from Auction	$3,836.13	$1,996.55
Discovery:		
Number of Requests	1,093	911
Number of CD/DVD Copied	3,811	4,832
Revenue Generated from Discovery	$1,020.00	$1,035.00
Fingerprinting:		
General Public Requests	168	159
SVOR Required	93	49
Revenue Generated from Fingerprinting	$3,670.00	$3,610.00
Total Revenue Generated in Records Bureau	**31,326.13**	**$26,156.55**