



MEDFORD POLICE DEPARTMENT

2023 ANNUAL REPORT



This report was compiled by the Medford Police Department Public Information Officer. Additional data for this report was gathered through the Medford Police Department - Records Management System (RMS). This third-party software is utilized for tracking calls for service, police reports, crash reports, and arrests. Data collected from this system is a cursory look at the scope of our police records. It is not meant to be an in-depth or overall examination of the data.

Cover photos are from the Medford Police Department National Night Out on August 1, 2023, taken by Matthew Bosco, Bosco Productions

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Cover photos by Matthew Bosco, Bosco Productions

MESSAGE FROM THE CHIEF

Dear Medford Community,

As we wrap up another remarkable year, I express my heartfelt appreciation and admiration for the exceptional men and women of the Medford Police Department.

It is with great pride that I present to you the 2023 Annual Report of the Medford Police Department, which highlights our esteemed team's exceptional achievements and unwavering dedication. This report is a testament to the exemplary service provided by our officers and staff, who have consistently gone above and beyond their call of duty to ensure the safety and well-being of our community.

Throughout the year, our officers have demonstrated professionalism, courage, and compassion in the face of numerous challenges. They have showcased their commitment to upholding the highest law enforcement standards while fostering strong relationships with the community we proudly serve.

Moving forward into the new year, I am confident that the men and women of the Medford Police Department will continue to demonstrate their steadfast commitment to excellence. Their resolve, teamwork, and tireless efforts underscore their status as some of the finest law enforcement professionals in the Commonwealth.

Thank you all for your continued support and trust. Together, let us strive for an even safer and brighter future for the City of Medford.



Jack D. Buckley

Jack D. Buckley | **Chief of Police**

COMMAND AND SUPERVISORY STAFF

Office of the Chief of Police

Chief Jack D. Buckley, **Chief of Police**

Lieutenant Harold MacGilvray, **Accreditation Manager**

Lieutenant Patrick Duffy, **Body-Worn Camera Unit**

Division of Administration and Finance

Captain Barry Clemente, **Division Commander**

Lieutenant Joseph Gagliardi, **Finance Manager**

Michael Salvi, **Emergency Communications Supervisor**

Division of Police Operations

Captain Paul Covino, **Division Commander**

Lieutenant Leo Sacco III, **Detective Unit Commander**

Lieutenant Michael Fahey, **Shift Commander**

Lieutenant Charles Hartnett, **Shift Commander**

Lieutenant Carl Brooks, **Shift Commander**

Lieutenant Rory Lockowitz, **Shift Commander**

Division of Professional Standards, Development and Training

Captain James Benoit, **Division Commander**

Lieutenant Joseph Casey, **Training and Records Access Officer**

PROMOTIONS

January 2023

Captain James Benoit
Lieutenant Carl Brooks
Sergeant Richard Ziobro



August 2023

Sergeant Jason Montalbano



RETIREMENTS

February 2023

Sergeant Shawn Hughes
Traffic Supervisor Millie Cardone

May 2023

Civilian Clerk Diane Riley

NEW HIRES

August 2023

Dispatcher Kevin White

November 2023

Officer Robert Keith
Civilian Lawrence Mayo



RETIREMENT LUNCHEON

Over the last three years, a total of 21 officers have retired from our department. Unfortunately, due to the COVID-19 pandemic, we were unable to hold proper celebrations to honor their service at the time. However, the department held a luncheon on December 28, 2023, where we recognized and celebrated the contributions of these 21 officers and also Father Robert E. Casey, who served as the department's Chaplain from 1988 to 2021.

Detective Patricia R. Sullivan 1985-2020
Captain Alan F. Doherty 1980-2020
Detective Sergeant James F. Perillo 1983-2020
Patrol Officer William J. Butts 1986-2021
Patrol Officer Robert M. Kelley 1988-2021
Patrol Officer Robin M. Doherty 1988-2021
Patrol Officer Richard E. Lebert 1983-2021
Lieutenant Dennis L. Durham 1981-2021
Detective Sergeant Paul J. Mackowski 1985-2021
Captain John T. Conway 1988-2021
Lieutenant Mark B. Rudolph 1981-2021
Patrol Officer Guy C. Leone 1986-2021
Sergeant David M. Buono 1986-2022
Lieutenant Vincent M. DiStefano 1986-2022
Sergeant Joseph M. Byrnes 1998-2022
Patrol Officer Paul F. Giordano 1986-2022
Detective Lawrence J. James 1988-2022
Lieutenant James D. Colorusso 1983-2022
Patrol Officer Patrick O'Keefe 1988-2022
Patrol Officer Richard Raso 1999-2022
Detective Sergeant Shawn J. Hughes 1994-2023



**THANK YOU ALL FOR
YOUR DEDICATED SERVICE TO MEDFORD**

IN MEMORIAM



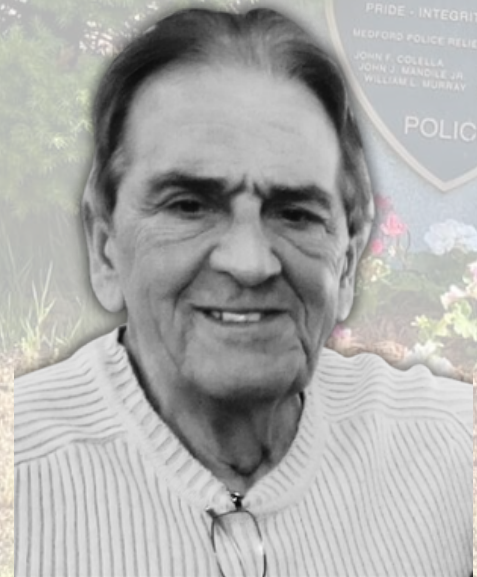
Mary Conway
Traffic Supervisor
January 26, 2023



John McLaughlin
Patrolman
August 13, 2023



William Murray
Detective Sergeant
September 26, 2023



Charles Tringale
Patrolman
October 8, 2023

The Division of Administration and Finance, led by Captain Barry Clemente, oversees various support operations, including 911 center, training and equipment, assignment office, grants, cruisers and equipment, juvenile compliance, and working with the Board of Health.

In 2023, the Medford Police Department and the Board of Health participated in National Drug Takeback Day, hosting the event twice a year. We partnered with Wegmans to offer two drop-off sites, one at Medford City Hall Lot and the other at Wegmans. Residents could drop off their unwanted or expired medications at either of these locations. In total, about 1000 pounds of drugs and medications were collected and destroyed at an incineration plant by the DEA.

The division continues to work closely with the Board of Health and has hosted vaccination clinics for COVID-19 vaccines and flu shots. We continue working together to keep our Public Safety members and community safe and informed.

In 2023, we received \$409,000 in state and federal grants for our 911 Dispatch Center. This funding allowed us to purchase essential equipment and laptops for our police vehicles and fire apparatus. We were also able to provide annual training to our dispatchers and officers covering important topics such as Procedural Justice, Implicit Bias, and Stress Resiliency. We received an additional \$45,000 for our Behavioral Support Unit, which was utilized to purchase new equipment for our officers on the street.

The division collaborates with our Community Engagement Unit, which has expanded as officers engage with our community through various events. These include the Holiday Toy Drive, partnering with COPS for Kids with Cancer, planning and participating in our second annual National Night Out, working with religious leaders, conducting senior safety presentations, partnering with schools, having coffee or lunch with officers, working with Scout groups, organizing the annual senior citizen holiday dinner.



The Division of Administration and Finance has community programs for quality-of-life issues. We provide File of Life cards to our residents that share medical data and emergency contacts with first responders. This has helped thousands in the city. We also have Smart 911, where residents can create a safety profile for our dispatchers to share important information with first responders, such as emergency contacts and disability indicators.



The division collaborates with the Department of Public Works to acquire and maintain police vehicles. In 2023, we acquired four new police vehicles, three of which were 2022 Hybrid Explorers. These new vehicles replaced older patrol division vehicles that had been in use for nine years, and will help our department and officers better respond to the needs of our community. One of the newly acquired vehicles is a 2023 Ford F150 Pickup Truck, which was purchased using Mitigation Funds provided by the Encore Casino.

The pickup truck is specifically assigned to our Traffic Division to provide education and traffic safety measures for our city. All of our vehicles were received and put into service in November 2023. Our Department also received \$130,000 to purchase signboards through the Mitigation Funds from the Casino. These sign boards have been placed strategically throughout the city to notify our community of traffic-related information. See the Traffic Division page for more information on this initiative.

DIVISION OF POLICE OPERATIONS

The Division of Police Operations, led by Captain Paul Covino, consists of the Patrol Division, the Detective Division, and the Traffic Division. The Patrol Division is made up of 56 Patrol Officers, 12 Sergeants, and 5 Lieutenants. The rank structure in Patrol consists of Patrol Officers who are the frontline responders to all calls ranging from 911 emergencies to general service requests. These officers are supervised by the sergeants on their shift, while the lieutenant serves as the shift commander and oversees everyone on the shift.

The Patrol Division consists of the men and women you see daily patrolling our city and responding to calls. They conduct the preliminary investigation needed to gather evidence of a crime to identify a suspect and bring charges in court against the suspect. However, these officers also respond to medical calls for service. They are all certified first responders who can render basic first aid and CPR and operate AEDs. One of our most prevalent medical calls is assisting individuals with mental health disorders.

Our officers undergo extensive training to learn how to assist individuals with mental health disorders and respond appropriately to their needs. We ensure that our officers receive annual training to stay up-to-date with the latest techniques and practices. We currently have two clinicians working with our officers as co-response teams, and we are actively searching for a third. These clinicians follow up on all mental health-related calls to provide ongoing mental health care for the patient. They have proven to be a great additional resource for us when responding to calls that have a mental health component.

The Division of Police Operations has recently welcomed a new police K9 named Rico and who is assigned to his handler, Officer Kevin Conway, a 15-year veteran of the department. After completing Basic K9 Training Academy, the duo is now certified for tracking and article searching and will undergo specialized training for ballistic search to enable them to sniff out guns and explosives. They will be working alongside K9 Seamus and Lt. Harold MacGilvray, who has been a K9 officer for 12 years. K9 Seamus and Lt. MacGilvray are also certified for basic tracking and article search as well as drug search for a specialty.

The Division of Police Operations is without a doubt the largest division, but it is not so large that we lose track of each other. I am delighted to announce that we have had five births this past year. I mention this because it's important to remember that we are not just colleagues, but a family. Police officers have a job that is not only dangerous, but officers encounter situations that the average person will never see, nor should they. Officers lives and families are impacted by the tragedies that we witness through the course of our duties. It has been proven that officers need a way to deal with the stress caused by this job. Celebrating life's joys, like the birth of a child, can help to balance out the hardships we face in our work.



Stress is something that builds over time in a profession such as ours. By the time an officer realizes this, their life has been impacted by that undetected stress. In the past year, the Medford Police Department has officially become members of the Greater Boston Critical Incident Stress Management (CISM) Group. This group is comprised of trained police officers and licensed clinicians. They assist in the debriefing of officers after being involved with serious calls that may impact the lives of these officers. The CISM Group provides a safe space for officers to process their experiences and receive professional support, helping mitigate the impact of stress on their mental health. It is being part of groups like the Greater Boston CISM team, participating in trainings that we send our officers to about police mental health, a wellness program that Chief Buckley started in 2020, and paying attention to our officers' mental wellbeing that will give our officers a better chance to enjoy their lives with their families.

The Medford Police Department Division of Professional Standards, Development and Training, led by Captain James Benoit, provides thorough investigation and commitment to accountability during the internal affairs process. The division adheres to the beliefs and governing values of the Medford Police Department's Mission Statement. The Professional Standards Division is committed to ensuring members of the department provide the highest quality professional law enforcement services to our community. The division is directed under the leadership of one (1) captain, who collaborates with (1) lieutenant and one (1) patrol officer.

In 2023, the Division of Professional Standards was expanded to include training, hiring, and development. The division also included the Body Worn Camera Unit (BWC) and oversaw the procurement of BWC equipment, training, and policy and procedure development. The BWC training was conducted utilizing internal and external resources to ensure thorough instruction and indoctrination in properly using the new BWC equipment. Prior to the completion of the Body Worn Camera Policy (2023-01) and the commencement of the BWC pilot program in December of 2023, oversight of the Body Worn Camera Unit was transferred to the Office of the Chief of Police.

Peace Officer Standards and Training Commission (POST)

The Medford Police Department remains current concerning the reporting requirements of the Massachusetts Peace Officer Standards and Training (POST) Commission. The Massachusetts POST Commission was established as part of the criminal justice reform enacted in Chapter 253 of the Acts of 2020 to focus on improving public safety and increasing trust between law enforcement members and the public. The POST Commission is charged with implementing a mandatory certification process for police officers, including decertification, suspension of certification, or reprimand in the event of certain police misconduct; receiving, investigating, and adjudicating officer misconduct complaints and improper use of force; and maintaining and publishing officer information, including certification status, suspensions, and disciplinary records. By establishing the POST Commission, the Commonwealth has taken an important step to improve public safety and increase trust between members of law enforcement and the communities they serve.

In 2023, the POST Commission recertification process focused on officers whose last names begin with the letters I through P. All thirty-four (34) Medford Police Officers whose last names begin with the letters I through P successfully met the necessary requirements and were certified for three (3) years.

Training

The Division of Professional Standards, Development, and Training coordinates and directs the department's training efforts. Additionally, the division maintains training records and officer files to ensure employees' professional development is met. Officers are required to attend 40 hours of in-service training each year. In 2023, in-service training was held at the Municipal Police Training Committee (MPTC) Lynnfield Police Academy. It covered the following classes: Legal Update, Trauma Informed Policing, Officer Wellness, Officer Response to Personal Crises, Duty to Intervene, Hate Crime, Frontline Digital Evidence, CPR and First Responder medical training. Annual in-service training allows officers to continue education and training in current issues and topics relevant to policing in compliance with the requirements of the Peace Officer Standards and Training (POST) Commission Police Officer Certification Standards.

Beyond the annual in-service academy training, the MPTC requires all Officers to qualify for proficiency in department-issued firearms. In coordination with the division, the department's Firearms Training Unit schedules officers' attendance at firearms range training sessions twice a year and maintains officers' training records. During firearms training, officers are trained and tested in all weapons platforms, including rifles, less lethal shotguns, shotguns, and pistols. In addition to qualification testing, Officers go through a series of drills and scenario training to reflect real-world applications.

In addition to firearms qualification and range training, the Middlesex Sheriff's Office (MSO) provides the department with the use of the MSO Mobile Training Center (MTC), a portable, self-contained trailer with a built-in use-of-force scenario-based training simulator. The MTC simulator provides interactive scenario-based training for officers to apply the appropriate use of force tactics along with de-escalation and communication skills to real-life video scenarios.

Officers who are cross-trained in Emergency Telecommunications and Dispatching attend both 911 certification for newly appointed officers and dispatchers and 16 hours of 911 recertification continuing education each year. In 2023, recertification classes included topics such as Constitutional Law, Integrating Communications and Tactics (ICAT), Implicit Bias, Incident Command System (ICS), Liability, Domestic Violence, Building Resiliency and Understanding Stress, and Testifying in Court for Dispatchers.

Other specialized trainings were completed in 2023, including command and supervisory staff attending the FBI LEEDA training series, monthly training of officers assigned to Northeast Massachusetts Law Enforcement Council (NEMLEC) Regional Response Team (RRT), Motor Unit, and weekly K9 Handler Training.

PM AM

The Medford Police Department continues utilizing the PM AM platform to comply with department policy and procedures and training management. PM AM is a centralized policy management, distribution, and enforcement platform that allows for the automation of new and updated department-issued policies, directives, and training. The platform currently provides for creating, managing, disseminating, and reporting police policies to ensure compliance and understanding.

BlueTeam

In February 2023, department implemented the BlueTeam platform. BlueTeam Next Gen is a user-friendly, step-by-step internet-style interface technology where officers record incidents such as Use of Force, Motor Vehicle Pursuits, and on-duty/Cruiser-Involved Crashes. Incidents are easily entered and routed through the chain of command for review and approval. BlueTeam Next Gen directly interacts with IPro.

IPro is a specialized application designed to support Professional Standards and supervisory staff. IPro and BlueTeam work together and support the department's needs, as the application platforms are structured to receive, record, and maintain any BlueTeam incidents or submitted reports. IPro is also used to aid in the prompt assessment of incidents such as the Use of Force, allowing for transparency and the streamlining of information. Additionally, the intake of reports allows for data collection and processing.

Filing a Citizen Complaint

A citizen can file a complaint with the Medford Police Department by meeting directly with the Shift Commander/Commanding Officer or utilizing the department's website and online Citizen Complaint Form. The complaint form can be located by visiting www.medfordpolice.com, selecting the "INFO/REQUEST FORMS" menu, and finding the "Citizen Complaint Against Officer Form." Complaints can be filed on any day, any time, and at any citizen's request. After initial submission and review, the Medford Police Department Division of Professional Standards Captain will contact the reporting person and gather additional information regarding the complaint.

Note: To thank or commend an officer, visit the "INFO/REQUEST FORMS" menu and select "Citizen Thank or Commend Officer."

Department Development and Hiring

The Medford Police Department Division of Professional Standards, Development, and Training actively seeks to employ highly qualified police officer candidates and civilian telecommunicators/dispatchers. The division successfully conducted multiple background investigations and hiring processes during 2023, resulting in the appointment of one (1) out-of-state police officer, two (2) student police officers scheduled to graduate from the MPTC-Lynnfield Police Academy in January of 2024, and one (1) civilian 911 telecommunicator/dispatcher. An additional background investigation process resulted in the selection of three (3) more student police officer candidates, scheduled to begin at the Cambridge/Northeastern Police Academy in January 2024.

In December 2023, members of the division attended a Background Investigation Seminar. Topics focused on recruitment, retention, hiring, background training and investigations, legal updates, and civil service laws and procedures. This training benefited the division as education and knowledge application ensure the highest standards in development and hiring procedures.

Also in December, the division hosted a Police Officer Information Session for individuals interested in learning more about the police officer examination and hiring process. Civil Service Commission representatives presented information and answered questions regarding the process. Additionally, a law enforcement consulting firm representative offered test preparation strategies and a detailed review of practice questions and scenarios. A January 2024 date was also scheduled for an additional Police Officer Information Session to better inform and prepare future police officer candidates for a law enforcement career.

The Medford Police Department concurs with the President's Task Force on 21st Century Policing, which stated: "To build a police force capable of dealing with the complexity of the 21st Century, it is imperative that agencies place value on both educational achievements and socialization skills when making hiring decisions. Hiring officers who reflect the community they serve is important not only to external relations, but also to increasing understanding within the agency."

**NEW YEAR POLICE
NEW CAREER
POLICE OFFICERS**

JOIN OUR TEAM! Apply to take the exam
Deadline to apply: Jan 16

BENEFITS:

- ✓ Serve your community with a rewarding and challenge career
- ✓ Competitive base salary with opportunity for overtime and details
- ✓ Paid holidays and vacation
- ✓ Education incentive pay

SCAN ME TO APPLY TODAY

MINIMUM REQUIREMENTS:

- High school diploma or equivalent
- Valid driver's license
- At least 21 years old, no max age
- Must pass the written civil service exam, physical abilities test, background investigation and medical and psychological evaluations
- Must be able to qualify for a MA License to Carry a Firearm

The City of Medford is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. VISIT WWW.MEDFORDPOLICE.COM FOR MORE INFORMATION

BODY-WORN CAMERA PROGRAM

The Medford Police Department recognizes the importance of public trust and accountability within the community. Body-worn cameras (BWCs) are useful tools for documenting crime, crash scenes, or other police-involved events, which may include incidental evidence or contraband confiscation and documentation. The use of BWC equipment only enhances the Medford Police Department's ability to document and review statements, incidents, and events and preserve video footage, audio information, and evidence for investigative and prosecutorial purposes.

Parallel with the core values described in the department's Mission Statement, the Medford Police Department will respect all individuals' privacy and interests and focus on officer professionalism in using BWCs. Proper training and policy have been completed, which structure the appropriate times, places, and uses of BWCs. Medford Police Officers have been trained on when to activate the BWC. This activation occurs in conjunction with official law enforcement duties and is consistent with department policy and the law.

During 2023, a collaborative effort resulted in the development and approval of the Medford Police Department Body Worn Camera Policy (2023-01). This policy was developed to ensure officer compliance and training, highlight clear procedures, and structure body-worn camera footage's audit and review process. These safeguards are to ensure proper review and BWC compliance.

The BWC Unit trains, manages, and maintains all Body-Worn Camera equipment. The Office of the Chief of Police is responsible for overseeing the unit. The unit consists of one (1) lieutenant and one (1) officer who have received specialized training in Motorola Solutions, the Body-Worn Camera and its equipment, and the WatchGuard Platform.

On September 17, 2023, the Medford Police Department Body Worn Camera Policy (2023-01) was issued. In November, a pilot group was created, consisting of two (2) lieutenants, five (5) sergeants, twenty-four (24) patrol officers, and one (1) detective. On December 4, 2023, the BWC Pilot Program officially began. After a successful pilot program, the department-wide implementation of BWCs was scheduled for January 4, 2024.

TRAFFIC DIVISION

The Traffic Division of the Medford Police Department is comprised of two sergeants and two traffic officers. Their primary responsibilities include investigating motor vehicle crashes, managing parking issues, and ensuring overall traffic safety and enforcement.

The division has received SpeedAlert Radar and Message signs from All Traffic Solutions, which were obtained through the MRS Grant and Encore Casino Grant. These signs are used to notify the public of important announcements such as street sweeping, snow emergencies, and other messages that need to be passed along to the public in real-time. Equipped with advanced technology, these signs also provide real-time feedback to drivers, displaying their current speeds and promoting awareness of safe driving practice. By raising awareness and encouraging responsible driving habits, the aim is to significantly reduce the number of crashes and ensure the overall safety of our residents and visitors.



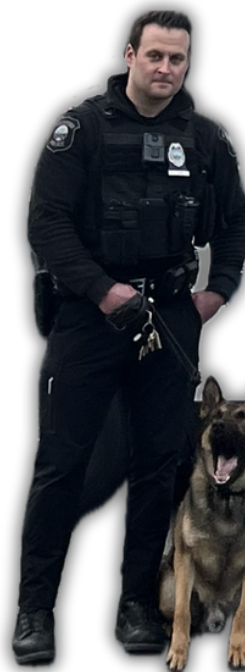
The Traffic Division continues its partnership with Medford Public Schools in various ways. Last year, they sponsored 225 high school students of legal driving age to attend InControl Driving School. This school provides comprehensive training to these students that focuses on practicing safe driving without distractions. The course includes speed and control training of vehicles. Upon completing the program, the students became eligible for lower insurance costs, depending on their insurance providers.

In addition to sponsoring students for advanced driver training, the division also partners with Emily Stein and SafeRoads Alliance to implement a program utilizing funds from the MRS Grant. This program aims to educate not only high school-aged students but also elementary and middle school-aged students about the rules of the road. Additionally, health teachers at the schools have implemented a program to ensure that students understand road safety rules. The program is also designed to inform parents if their children are driving while engaged in distracting behavior such as texting.

K9 UNIT

The Medford Police Department has two working police dogs named K9 Rico and K9 Seamus. K9 Rico is a one-and-a-half-year-old German Shepherd from the Czech Republic, while K9 Seamus is also from the Czech Republic and will be eight-years-old in May. Both dogs were bred to be working dogs.

Officer Kevin Conway is K9 Rico's handler, and they are certified as a Patrol K9 team after graduating from the Massachusetts State Police K9 Patrol School on December 22, 2023. They are currently assigned to the Field Service Division and work patrol shifts. In the spring, they will attend the Massachusetts State Police Detection School to specialize in ballistic detection.



**OFFICER CONWAY
& K9 RICO**



**LT MACGILVRAY
& K9 SEAMUS**

K9 Seamus is a certified Patrol and Narcotic Detection dog assigned to Lt. Harry MacGilvray. Together, they graduated from the Massachusetts State Police K9 Patrol School in May 2017 and the Massachusetts State Police Narcotic Detection School in August 2017. After working in Field Services, Lt. MacGilvray was promoted, and currently, he and Seamus work alongside Officer Conway and K9 Rico.

The K9 Patrol teams are efficient in tracking suspects and missing persons, conducting building searches, and searching for evidence. Additionally, the Narcotic detection K9 teams are well-trained in locating hidden narcotics, while the ballistic detection K9 teams can find firearms and ammunition through the scent of black powder.

The Medford Police K9 Unit works in collaboration with the Massachusetts State Police K9 Unit, Malden Police K9 Unit, Everett Police K9 Unit, and Peabody Police K9 Unit to provide 24/7 coverage for the cities of Medford, Malden, Everett, and Town of Peabody. Moreover, MPD K9 Unit is available to neighboring cities and towns that require K9 assistance.

The Medford Police K9 Unit performs demonstrations throughout the year for local schools, youth groups, and civic organizations.

Behavioral Support Unit

The Medford Police Department has a Behavioral Support Unit that is comprised of two full-time behavioral health clinicians. They co-respond with a police officer to calls for service involving mental health disorders. Furthermore, they follow up with individuals either in-person or over the phone to ensure they receive the necessary referrals to additional services. The main goal of these follow-ups is to provide the required support to those in need.



Taylor Theriault



Jose Rivera

2023 Co-Responses and Diversions

Month	# of Co-Responses	Total Diversions
May	16	4
June	19	4
July	22	2
August	23	1
September	14	1
October	28	5
November	15	4
December	13	2
Total	150	23

NOTE: The reason for our lack of tracking prior to May was due to the fact that DMH switched to a more efficient database in terms of entering data, however, the previous database held and tracked our data once it was entered so we did not need to track it separately.

EMERGENCY COMMUNICATIONS

In 2023, the Medford Emergency Communications Division received 15,331 calls for service within the State 911 system, an increase of 705 calls from the previous year. The Medford Emergency Communications Center also manages the business lines for the Medford Police and Fire Departments, which are meant for non-emergency calls. However, individuals often use these business lines instead of calling 911 for emergencies.

The Medford Police and Fire Departments responded to over 37,000 responses/calls for service last year, and the Medford Emergency Communications Center played a crucial role in getting the information from the caller and dispatching the call to responders promptly.

Medford Emergency Communications Division exceeded the accuracy goal of 95% for 2023. They answered 911 calls with a 99.85% call answer time, improving quality assurance by 0.16% from the previous year and increasing service quality by 0.4%.



In 2023, the Medford Emergency Communications Division trained dispatchers in several areas beyond the required state guidelines. Training areas included Back to Basics, mental health calls, Radio Operations, Emergency Operation Command, Emergency Management, NEMLEC, and the expanded Certified Training Officer program.

The Medford Emergency Communications Division has established strong relationships within the community by actively participating in community events and emergency operations plans. They are committed to maintaining their high-quality service to the community.



OFFICER WELLNESS PROGRAM

The Wellness Team initiated a fitness challenge at the beginning of the year for the entire department. The challenge was comprised of various activities such as running, sit-ups, and push-ups. The officers were divided into two groups and received points based on their performance in each activity. Moreover, certain incentives were provided to the officers who achieved specific fitness levels. The tests were conducted every three months to measure the progress, and the challenge ended in June.

In June, the Wellness Team organized a presentation for the officers, inviting Nora Oliver, a health and wellness coach to the station. Nora's presentation was about making healthier choices that can lead to a healthier lifestyle. During the session, she provided valuable tips on selecting more balanced meal options. Nora also highlighted the correlation between poor food choices and the negative impact they have on mental health and bodily function.

Every year, during our National Night Out event in August, the Wellness Team sets up and manages a homemade obstacle course for children. The course consists of several physical challenges, such as a shuttle run, balance beam, low hurdles, battle rope pull, low crawl, and rock wall.

In August, a new business called Stretch Lab offered free demonstrations to police officers who experience muscle tightness or imbalance. Using trained professionals, Stretch Lab practices assisted stretching methods to help individuals feel more energized, flexible, and rejuvenated. This method is more effective than stretching alone.

The Wellness Team regularly shares workout ideas in the fitness room, giving officers the opportunity to try out new exercise routines. They are also available for one-on-one consultations with officers, discussing how to approach workouts to achieve specific fitness and nutritional goals.

Chief Buckley initiated the Wellness Program with the physical and mental health of officers in mind. The program aims to improve the overall wellbeing of officers by promoting physical fitness and managing stress. Research has shown that there is a direct relationship between these two factors. Sergeant Greg Gianino and Officer Rikki Raymond were chosen by Chief Buckley to develop and manage the Medford Police Department Wellness Program. Both officers have been certified by MPTC (Massachusetts Police Training Council) as Health and Wellness Officers. As Wellness Officers, their responsibility is to create an environment and opportunities for officers to achieve their health and wellness goals.



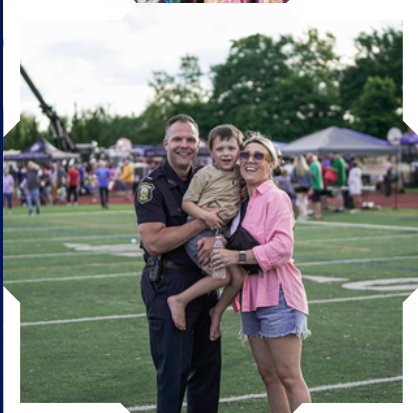
COMMUNITY ENGAGEMENT UNIT

In 2021, the Community Engagement Unit (CEU) was established while planning the National Faith & Blue event. The CEU is aligned with the mission statement of the Medford Police Department, which aims to proactively partner with the Medford citizens by providing quality policing in collaboration with the community, thereby enhancing the quality of life. The CEU aims to cultivate relationships with the community through social media channels and community events to establish a partnership between the citizens and the police department and create a safer and more hospitable community for everyone.



CEU MONTHLY EVENTS

- January** - Islamic Cultural Center meet and greet, First Responder Blood Drive
- February** - Boy Scout visit, Donation to Free Range Market for Ukraine, Black History Month
- March** - Senior Scam presentation, Project Transition station tour
- April** - Return of Police Community Meetings, first Community Inclusion Day, Drug Take Back
- May** - Scout Safety Day, Haitian Flag Day, Police Appreciation Coffee at Target
- June** - Pride Month celebrations, Juneteenth, Car Seat Safety event, Circle the Square
- July** - Middlesex Sheriff's Camp, Blue & White flag football game, Blood Drive
- August** - National Night Out
- September** - Fishing Derby, Brazilian Flag Day, Senior Scam presentation
- October** - Tufts Community Day, Coffee With A Cop, Drug Take Back
- November** - Thanksgiving Food Drive
- December** - Holiday Toy Drive/Stuff-A-Cruiser



POLICE • COMMUNITY PARTNERSHIPS

Our department hosted the second annual National Night Out at Hormel Stadium in Medford on August 1, 2023. It was a massive success, with over 3,000 people enjoying a variety of activities, including free food and ice cream, a homemade obstacle course, lawn games, Touch-a-Truck vehicles, a dance performance, K9 demonstrations, face painting, a Mass State Police Airwing flyover, a dunk tank, and more. This event has been gaining popularity, and we are thrilled to see how it will continue to grow in the future.



SAVE THE DATE
AUGUST 6, 2024

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Arthur's Pastry Shop



MEDFORD POLICE DEPARTMENT AWARDED CUMMINGS GRANT



In 2023, the Medford Police Department was awarded a grant through the Cummings Foundation's \$30 Million Grant Program. The department was awarded \$105,000 over three years, which will go toward community engagement programs. The department was selected from nearly 300 applicants. It was among 150 non-profit organizations representing a wide variety of causes, including food insecurity, social justice, education, and mental health services, spanning over 40 different cities and towns.

The Medford Police Department plans to use the grant funding to expand on existing community engagement initiatives such as National Night Out, Community Inclusion Day, Holiday Toy Drive, and Senior Safety. The department also hopes to create new programs, some specific to the community's youth population, which will be made possible by the funding. These programs foster positive relationships between the police department and the community, enhance trust, and promote public safety.

SOCIAL MEDIA ENGAGEMENT 17

Our department's website is an essential source of information and resources for the community. It serves as a central hub for important updates from the department, such as press releases, community events, and a daily dispatch and arrest log. Additionally, there is a section dedicated to providing information on career opportunities for those interested in becoming police officers. Furthermore, the website includes a section with online forms that can be used to submit public records requests, report traffic concerns, and file officer complaints and commendations.



WWW.MEDFORDPOLICE.COM



Facebook "Likes" increased from 5,400 in 2022 to 6,600 in 2023.



Instagram followers climbed from 3,112 in 2022 to 3,612 in 2023.



In 2023, we started utilizing **LinkedIn** for recruiting purposes and have 1,358 followers.



Our department **YouTube** is used mostly to identify wanted subjects and has over 32,000 views.

The Medford Police Department aims to use social media as a means to educate, engage, and inform the community about our activities. The purpose is to provide residents with information about the challenges faced by the community and equip them with tools to ensure their safety. Social media offers a unique opportunity to enhance transparency with the community. By interacting with our social media channels, residents can help us identify suspects, locate missing persons, and stay aware of incidents happening in real-time.

Please note: Our department's social media channels and website are not meant for reporting crimes by the general public, as they are not constantly monitored. In case of an emergency, please dial 911. For reporting non-emergency crimes and other police-related matters, please call our business line at 781-395-1212.



BEYOND THE BADGE

My name is Zachary Pierre, and I started working at the Medford Police Department in June 2022. Prior to working at the Medford Police Department, I worked at the Brigham & Women's Hospital as a Security/Police officer for six years, which jump-started my career in law enforcement.

Reaching into the depths of my journey as a former immigrant from Haiti, I recall arriving on these shores with dreams as vast as the ocean that carried me here. I embarked on a journey of resilience, determination, and unwavering belief in pursuing a better life. My journey, rooted in the rich soil of Haiti, has shaped not only the person I am today but also the dedicated officer proudly wearing the badge of service. Each shift, I carry the echoes of my past—a past that taught me the value of community, compassion, and unity. My experiences as an immigrant has instilled in me an unyielding commitment to creating a safer and more inclusive environment for all, transcending borders and backgrounds. Beyond the uniform, my heart beats with the rhythm of a story that goes beyond the police tape. It is a narrative of overcoming obstacles, fostering understanding, and bridging the gap between cultures. My mission extends beyond enforcing the law; it is a call to build bridges, tear down walls, and champion the values that make our society stronger. I share this with you not as a boast but as an invitation to see beyond the surface.

Together, let us redefine the narrative of what it means to wear the badge, embracing diversity and acknowledging the unique perspectives that each officer brings to the force. My empathy and selflessness are admirable qualities that contribute greatly to the well-being of our community. I look forward to continuing this journey together, making a lasting impact beyond the department walls.

*“Anpil men fè
chay la pi lejè”*

This Haitian proverb emphasizes the important of unity and collaboration, and facing life challenges.



As I sit down to reflect on my journey from Belarus to the United States, and from a sports coach to a police officer in Medford, I am filled with a sense of pride and accomplishment. My name is Pavel Halauko, and this is the story of how I ended up serving the community in a city that I now call home.

Born into a military family in Belarus, I was imbued with a sense of duty and discipline from a young age. My father retired as a Colonel, and my brother also served with distinction, retiring as a Lieutenant Colonel in the military police. These figures in my life set a strong example of service and commitment, which would later influence my career choices.

Arriving in the United States in 2005, I was fortunate to experience minimal language barriers due to my English studies in school and university back in Belarus. I brought with me a passion for sports and a Master's degree in Sports, which allowed me to work as a coach for over a decade in Brookline, Massachusetts. During this time, I trained a wide range of individuals, from six-year-old children to athletes at Boston University and Boston College, and even seniors aiming to stay fit.

However, as fulfilling as coaching was, I felt a yearning for a different kind of service—a role where I could make a more direct impact on the safety and well-being of the community. The discipline and leadership skills I had honed through my years in sports and my family's military background naturally paved the way for a career in law enforcement.

In 2022, I made the decision to join the Medford Police Department. As for my choice of Medford, it was a combination of the city's need for officers with diverse linguistic abilities and a strong sense of community that resonated with my own values. The Medford Police Department, known for its dedication to public service and community engagement, felt like the right place to start this new chapter of my career.

One of the challenges I faced when I first came to the United States was adapting to a new culture and way of life. Understanding the nuances of American culture took time and patience. My proficiency in Russian, a skill relatively rare in the department, offered a bridge to better serve and connect with Medford's diverse population, ensuring that language barriers do not impede the pursuit of justice and community assistance.

As I reflect on my favorite aspect of being a police officer, it's the daily interaction with people from all walks of life that stands out. Each day presents a new opportunity to help someone, to learn something, and to contribute positively to society.

For those who may be interested, my journey has also been one of personal growth. The transition from coaching to policing has taught me the value of adaptability and the importance of lifelong learning.

In closing, I would like to share a thought in Russian, which captures the essence of my commitment to my new role:

“Служение обществу – это не просто работа, это призвание, которое требует отдачи и посвящения каждый день.”

(Serving the community is not just a job, it is a calling that requires dedication and commitment every day.)



BEYOND THE BADGE



BEYOND THE BADGE

My name is Talita Ferro and I have been with the Medford Police Department since 2022. As an immigrant from Brazil, my journey to becoming a police officer in Medford has been driven by a profound sense of duty and a desire to serve the community I now call home. Arriving in the United States seven years ago, I was immediately struck by the warmth and support of the community here in Medford. It was this welcoming embrace that inspired me to give back in a meaningful way.

With previous experience in law enforcement, I recognized the opportunity to contribute to the safety and well-being of my newfound community. My decision to pursue a career in law enforcement was deeply influenced by the strong, resilient women in my family who have served as both role models and mentors.

Since joining the Medford Police Department, I have been unwavering in my commitment to upholding the values of justice, integrity, and service. Each day, I am driven by the opportunity to make a positive impact, to protect those in need, and to foster trust and cooperation within our diverse community.

As I continue on this journey as a police officer, I am dedicated to ensuring the safety and security of all residents, regardless of background or circumstance. With determination and compassion, I look forward to facing the challenges ahead and fulfilling my duty with honor and distinction.

À medida que continuo nesta jornada como policial, estarei empenhada em garantir a segurança de todos os residentes, independentemente de sua origem ou circunstância. Com determinação e compaixão, espero enfrentar os desafios que se apresentam e cumprir o meu dever com honra e distinção."





BEYOND THE BADGE

My name is Orlando Deras, Jr. and I started working for the Medford Police Department in April of 2022 as a 911 Dispatcher. I was fortunate enough to grow up in Malden, MA. My parents immigrated to the United States from Panama and El Salvador before I was born. My father left a war-torn country to provide a better life for his family. My mother left her entire family behind for better opportunities. I grew up speaking Spanish at home and am fluent in reading and writing Spanish as well. I worked for the Malden Police Department as a Cadet assigned to Communications as a 911 Operator. That experience prepared me to grow into a role here in Medford where I now dispatch Police, Fire, and EMS.

Before I entered this career, I did not picture myself dispatching. All I knew was that I wanted a job that helps people and is exciting. Once I was hired in Malden I noticed how quickly dispatchers worked and how efficient they were. I was taken away and didn't know how I could ever be at the level that they were at. Now that I have a few years under my belt, I find myself very comfortable doing this job and am able to do it efficiently. Dispatching has taught me a lot throughout the years and has given me the opportunity to help those in need and help those in need that speak Spanish. I know what it is like to need help and I am always happy to make the experience better by providing my language skills. I am very thankful for the opportunities and acceptance that the Medford Police Department has given and shown me. I am also grateful for the guidance that my coworkers and supervisors have given me throughout my time working.

As a Dispatcher that is behind the mic and behind the scenes, I am glad I had this opportunity to express myself about my job. A message I have for the public is to never hang up if you accidentally call 911! Stay on the line or accept our call back as it is usually us trying to make sure you are okay. I also encourage anyone who has any interest in being a 911 dispatcher to look into it as there are always centers hiring. Although it may seem intimidating, it is possible with time and determination.

"El éxito no puede ser posible sin obstáculos."

As the son of immigrants looking to the United States for a better life, I am additionally grateful to have the career I have to give back to this great nation and community.



CRIME REPORTING AND SUBMISSION

The Medford Police Department submits its data to the Massachusetts State Police Reporting Unit and utilizes the National Incident-Based Report System (NIBRS) classification system. The Federal Bureau of Investigation (FBI) uses this system nationwide to gather, analyze, and develop crime statistics and quantifiable data. In January 2021, the NIBRS system became the primary crime reporting system for the nation, as the prior 'Uniform Crime Report' summary reporting system was officially retired.

NIBRS is separated into two distinct groups of Part A & Part B offenses. Part A offenses are significant incidents that might remain unsolved. Part B offenses are only counted if a party is arrested for the offense. Part A offenses are broken into three categories: 'Crimes Against Persons,' 'Crimes Against Property,' and 'Crimes Against Society.' Massachusetts is a non-codified state, and some particular laws can fit different NIBRS definitions simultaneously. By way of example, a larceny could be 'Shoplifting,' 'Embezzlement,' or 'Theft from a Building.' The computerized record system for the police department makes its best recommendation for the offense based upon the Massachusetts General Law listed as having been reported.

The Medford Police Department employs a civilian in the Computer Operations Division who reviews each police report and actively validates and checks for the proper coding of NIBRS offense submissions. This comprehensive reporting system is necessary yet time-consuming. We are in the process of hiring a new Crime Analyst who will take over this responsibility.

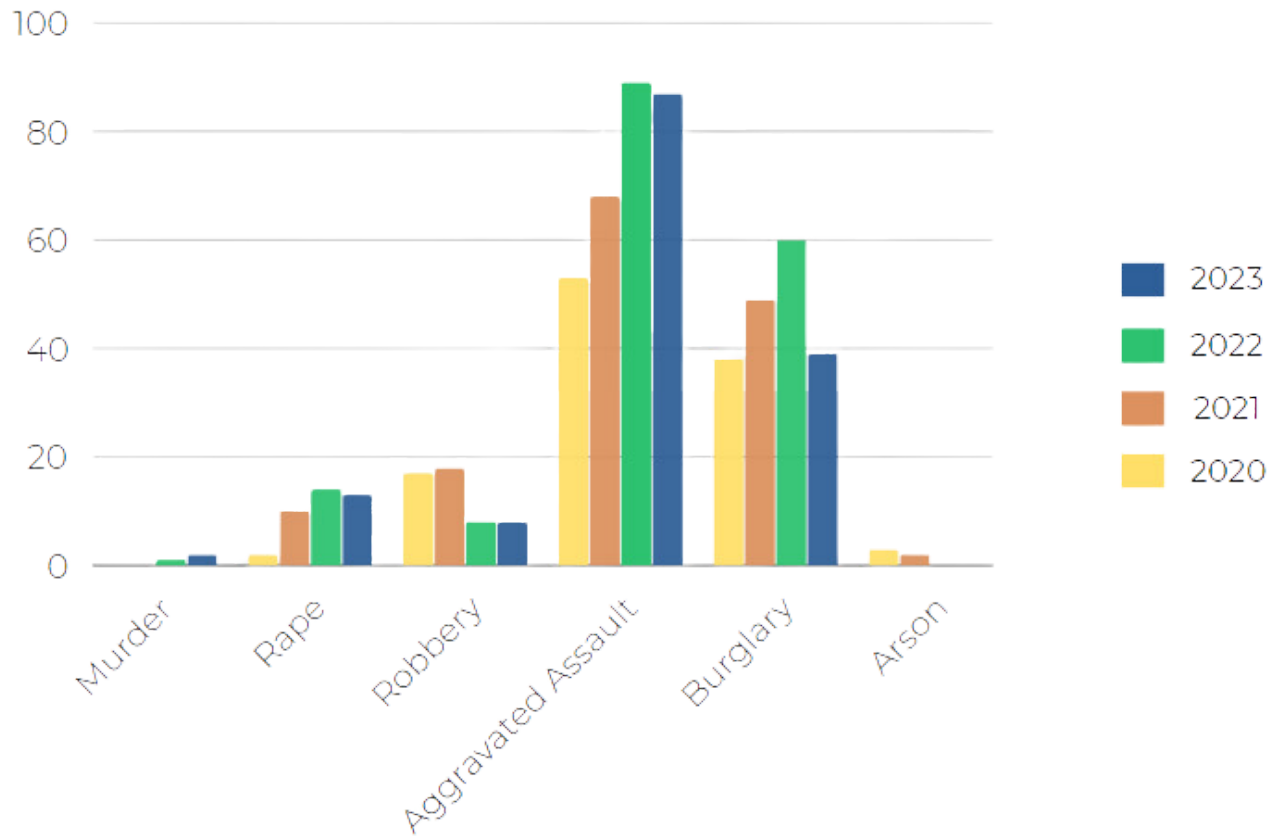
Additional data for this report was gathered through the Medford Police Department - Records Management System (RMS). This third-party software is utilized for tracking calls for service, police reports, accident reports, arrests, and citations. Data collected from this system is a cursory look at the scope of our police records. It is not meant to be an in-depth or overall examination of the data.

National Incident Based Report System (NIBRS)

Part A Offenses - Complete Years

	2020	2021	2022	2023	Average
Total	1662	1258	1498	1668	1521.5
Murder and Nonnegligent Manslaughter	0	0	1	2	0.75
Kidnapping/Abduction	5	1	6	6	4.5
Rape	2	10	14	13	9.75
Statutory Rape	0	0	2	1	0.75
Aggravated Assault	53	68	89	87	74.25
Simple Assault	196	165	240	235	209
Intimidation	80	76	63	57	69
Arson	3	2	0	0	1.25
Burglary/Breaking & Entering	38	49	60	39	46.5
Counterfeiting/Forgery	16	14	24	12	16.5
Destruction/Damage/Vandalism of Property	118	68	165	149	125
Embezzlement	10	3	1	1	3.75
Extortion/Blackmail	3	2	6	3	3.5
False Pretenses/Swindle/Confidence Game	17	71	81	64	58.25
Credit Card/Automatic Teller Fraud	48	37	4	1	22.5
Impersonation	1	2	0	0	0.75
Welfare Fraud	411	57	6	12	121.5
Wire Fraud	28	14	0	8	12.5
Identity Theft	55	77	101	204	109.25
Hacking/Computer Invasion	1	0	0	0	0.25
Robbery	17	18	8	15	14.5
Pocket-picking	5	5	5	11	6.5
Purse-snatching	1	0	0	0	0.25
Shoplifting	83	78	90	166	104.25
Theft From Building	30	19	20	37	26.5
Theft From Coin Operated Machine or Device	0	1	0	0	0.25
Theft From Motor Vehicle	105	105	73	88	92.75
Theft of Motor Vehicle Parts/Accessories	72	54	75	63	66
All Other Larceny	176	176	235	218	201.25
Motor Vehicle Theft	40	45	73	100	64.5
Stolen Property Offenses	4	1	0	0	1.25
Drug/Narcotic Violations	27	23	36	47	33.25
Pornography/Obscene Material	3	4	2	4	3.25
Prostitution	1	0	0	3	1
Weapon Law Violations	12	11	18	22	15.75
Animal Cruelty	1	2	0	0	0.75

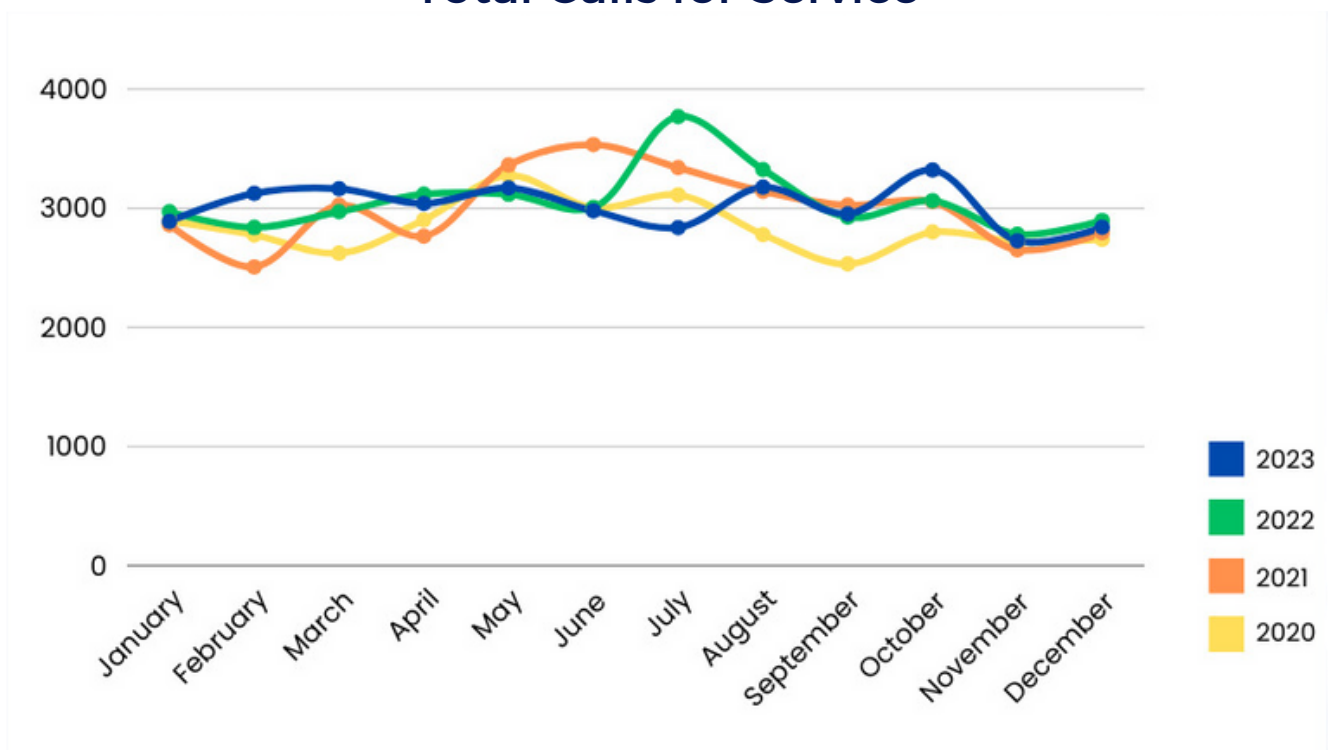
PART A CRIMES 2020-2023



TOTAL CALLS FOR SERVICE

Month	2020	2021	2022	2023	Avg	2022-2023 % Change
January	2897	2861	2970	2890	2836	-3%
February	2776	2507	2839	3124	2811.5	10%
March	2623	3025	2970	3167	2870	7%
April	2903	2765	3117	3039	2881	-3%
May	3274	3362	3117	3171	3231	2%
June	3002	3535	3006	2979	3130.5	-1%
July	3113	3341	3770	2837	3169	-25%
August	2778	3142	3325	3177	3030	-4%
September	2532	3025	2925	2952	2858.5	1%
October	2800	3056	3064	3321	3060.25	8%
November	2717	2651	2781	2727	2649	-2%
December	2738	2794	2897	2840	2733	-2%
Total	34153	36064	36781	36224		

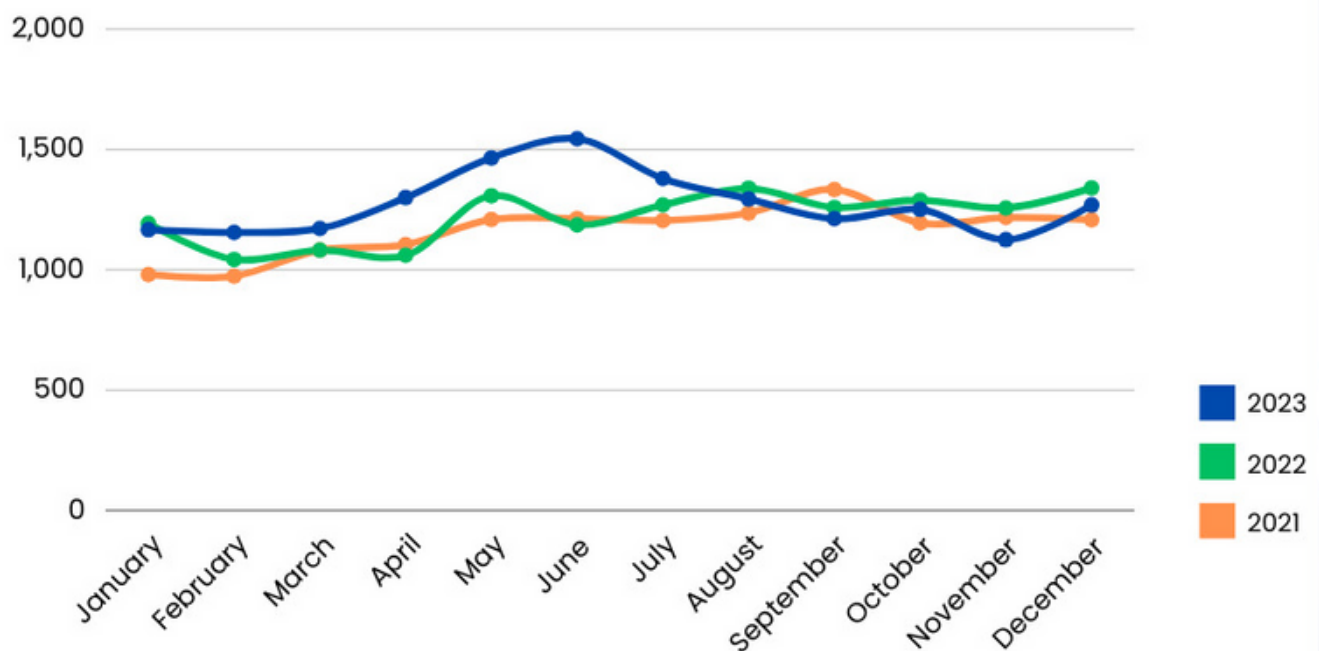
Total Calls for Service



Calls for Service - 911 Calls

Month	2021	2022	2023	Avg	2022-2023 % Change
January	980	1193	1166	1113	-2%
February	974	1043	1155	1057	11%
March	1082	1081	1171	1111	8%
April	1105	1060	1300	1155	23%
May	1209	1308	1465	1327	12%
June	1213	1186	1544	1314	30%
July	1205	1270	1379	1285	9%
August	1236	1339	1294	1290	-3%
September	1334	1259	1212	1269	-4%
October	1194	1290	1251	1245	-3%
November	1217	1257	1125	1200	-11%
December	1208	1340	1269	1272	-5%
Total	13957	14626	15331		
Total Calls for Service	36064	36781	36224		
	39%	40%	42%		

Calls for Service - 911 Calls

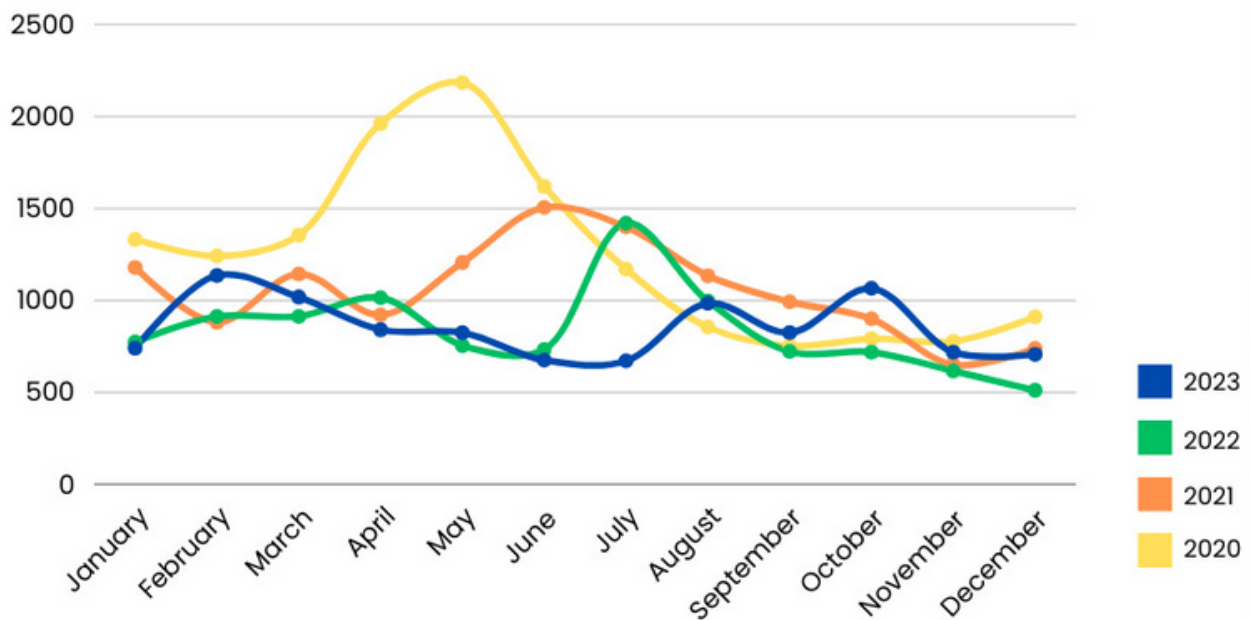


Calls for Service

Proactive Enforcement

Month	2020	2021	2022	2023	2022-2023 % Change
January	1332	1179	774	740	-4%
February	1241	881	913	1136	24%
March	1355	1144	913	1018	12%
April	1962	920	1014	840	-17%
May	2184	1206	754	825	9%
June	1619	1505	733	675	-8%
July	1170	1399	1420	671	-53%
August	855	1134	996	984	-1%
September	752	992	722	824	14%
October	791	900	719	1066	48%
November	778	650	616	719	17%
December	910	738	511	707	38%
Total	14949	12648	10085	10205	
Total Calls for Service	34153	36064	36781	36224	
% Proactive	43%	35%	27%	28%	

Proactive Enforcement

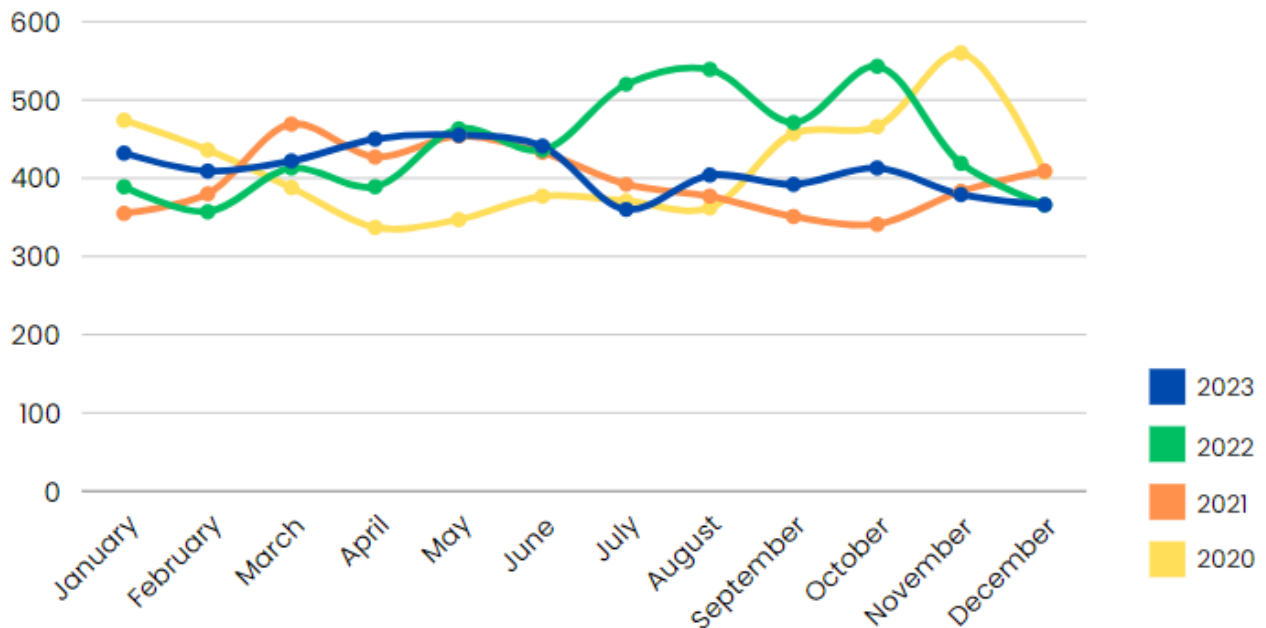


Call types included: MV Stops, Parking Enforcement, Directed Patrol, Premise & Well Being Checks

Police Report Totals

Month	2020	2021	2022	2023	Avg	2022-2023 % Change
January	474	355	389	432	412.5	11%
February	436	380	357	409	395.5	15%
March	388	469	413	422	423	2%
April	337	427	389	450	400.75	16%
May	347	454	463	455	429.75	-2%
June	377	433	436	441	421.75	1%
July	371	392	520	360	410.75	-31%
August	362	377	539	404	420.5	-25%
September	457	351	471	392	417.75	-17%
October	466	341	543	413	440.75	-24%
November	560	383	419	379	435.25	-10%
December	408	409	366	366	387.25	0%
Total	4983	4771	5305	4923		

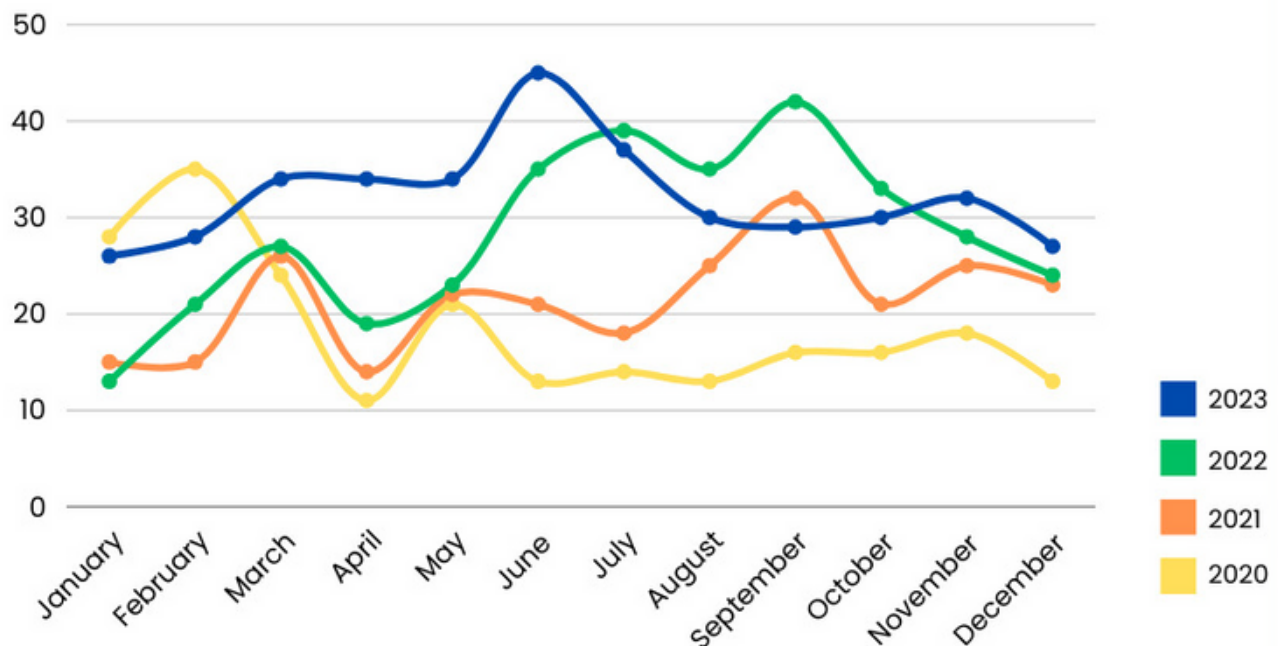
Police Report Totals



Arrests

Month	2020	2021	2022	2023	Avg	2021-2022 % Change	2022-2023 % Change
January	28	15	13	26	20.5	-13%	100%
February	35	15	21	28	24.75	40%	33%
March	24	26	27	34	27.75	4%	26%
April	11	14	19	34	19.5	36%	79%
May	21	22	23	34	25	5%	48%
June	13	21	35	45	28.5	67%	29%
July	14	18	39	37	27	117%	-5%
August	13	25	35	30	25.75	40%	-14%
September	16	32	42	29	29.75	31%	-31%
October	16	21	33	30	25	57%	-9%
November	18	25	28	32	25.75	12%	14%
December	13	23	24	27	21.75	4%	12%
Total	222	257	339	386			

Monthly Arrest Totals



Arrest Demographics

Hispanic Origin					
Race/Sex	2020	2021	2022	2023	Total
ASIAN/PACIFIC ISLANDER	2	0	0	0	2
MALE	2	0	0	0	2
FEMALE	0	0	0	0	0
BLACK	2	0	0	5	7
MALE	2	0	0	5	7
FEMALE	0	0	0	0	0
WHITE	24	28	29	62	143
MALE	22	23	27	54	126
FEMALE	2	5	2	8	17
UNKNOWN	6	7	2	11	26
MALE	6	4	1	9	20
FEMALE	0	3	1	2	6
Total	34	35	31	78	178

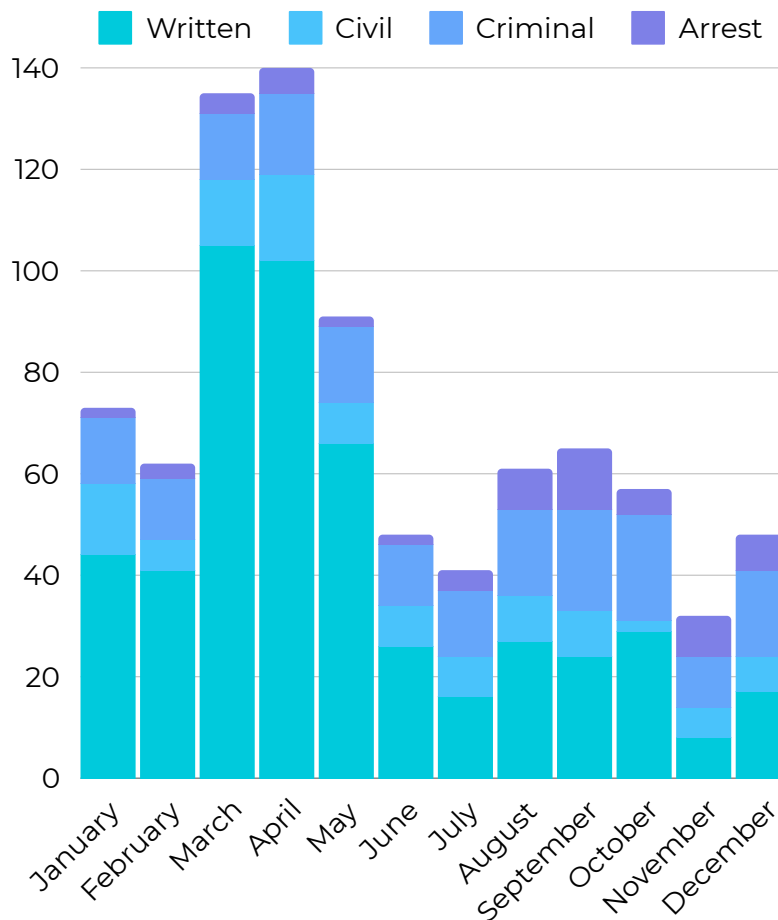
Not of Hispanic Origin					
Race/Sex	2020	2021	2022	2023	Total
AMERICAN INDIAN/ALASKAN NATIVE	0	0	0	1	1
MALE	0	0	0	1	1
FEMALE	0	0	0	0	0
ASIAN/PACIFIC ISLANDER	3	8	15	15	2
MALE	0	7	13	13	33
FEMALE	3	1	2	2	8
BLACK	35	42	56	80	213
MALE	32	35	46	66	179
FEMALE	3	7	10	14	34
WHITE	87	132	169	176	564
MALE	76	104	124	130	434
FEMALE	11	28	45	46	130
UNKNOWN	5	2	17	9	33
MALE	3	2	15	8	28
FEMALE	2	0	2	1	5
Total	130	184	257	281	813

Arrest Demographics (cont.)

Unknown Ethnicity					
Race/Sex	2020	2021	2022	2023	Total
ASIAN/PACIFIC ISLANDER	0	0	0	0	0
MALE	0	0	0	0	0
FEMALE	0	0	0	0	0
BLACK	14	11	13	12	50
MALE	11	10	12	9	42
FEMALE	3	1	1	3	8
WHITE	36	24	30	10	100
MALE	32	19	22	6	79
FEMALE	4	5	8	4	21
UNKNOWN	8	3	8	5	24
MALE	6	2	5	4	17
FEMALE	2	1	3	1	7
Total	58	38	51	27	174

Motor Vehicle Citations

Month	Written Warning	Civil Infraction	Criminal Citation	Arrest	Month Total
January	44	14	13	2	73
February	41	6	12	3	62
March	105	13	13	4	135
April	102	17	16	5	140
May	66	8	15	2	91
June	26	8	12	2	48
July	16	8	13	4	41
August	27	9	17	8	61
September	24	9	20	12	65
October	29	2	21	5	57
November	8	6	10	8	32
December	17	7	17	7	48
Total	505	107	179	62	853



NOTE: This data does not include verbal warnings



Contact Us



(781) 393-4700
For emergencies, dial 911



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