



# Everett Police Department

45 Elm St, Everett, MA 02149

## Support Services

# Support Services Division

The Support Services Division of the department is responsible for conducting a variety of operational and non-operational support activities that aid the members of the Department in providing law enforcement and investigative services to the community. These activities offer daily, ongoing support ensuring that our officers have the equipment, training, and support to provide high-quality law enforcement services to the people of Everett.

Embedded within the Support Services Division are the E-911 Dispatch Center, Training Unit (TU), Animal Control (ACO), Criminal Investigations Unit (CIU), Special Criminal Investigations Unit (SCIU), Crime Analysis Unit (CAU), EVAPorate Violence Project, and the Community Services Unit (CSU). Some of our Support Services are highlighted here, for more information on Everett PD's Units, please see our past annual reports located on our website:

[https://everettpolicema.com/?page\\_id=187](https://everettpolicema.com/?page_id=187)

## Training Unit

Included within the Support Services Division is the Training Unit (TU), which is responsible for managing the in-service training requirements as well as the professional development and other training requirements for veteran officers. In addition, the unit manages the volunteer and intern programs for the department.

In 2023, the EPD completed several department-wide trainings to include Municipal Police Institute online classes covering these topics: legal updates, frontline digital evidence, trauma-informed policing, officer response to interpersonal violence, duty to intervene, hate crimes, 212 degrees: preventing officer crisis, and CPR. Other department-wide trainings included use of Tasers, CPR/AED, weapons qualifications, health and wellness, defensive tactics/verbal judo, policy, and use of force review. In addition to department-wide training, each specialized unit receives continued and simultaneous training throughout the year.

## Animal Control Unit

Animal Control also falls under the Support Services Division. The Animal Control Officer (ACO) is in charge of all facets related to domesticated and wild animals throughout the city. The ACO helps identify lost/stolen or injured animals and enforces city ordinances related to animal issues. In 2023, the ACO responded to over 558 calls for service resulting in 34 police reports. The ACO has built a solid working relationship with local rescue organizations, the officers at the department, and the community. This relationship includes helping local families obtain resources needed to keep their animals safe and healthy! In 2023 the ACO assisted 121 stray dogs, successfully returning 101 of these to their owners. Over the year the ACO assisted with adopting out 20 dogs, assisted with 21 owner surrenders and rendered aid and assistance to 48 injured animals. None of the dogs that received assistance from the ACO were euthanized.



# UOF stats and complaints

## Use of Force Incidents

The Support Services Division tracks and documents use of force incidents in the department. The incidents can be tracked by officer, force type, citizen involvement, and other factors. In 2023, there were 38 use-of-force incidents, representing 0.14% of all police contacts for the year. In some of these incidents, more than one officer was required to use force in the same incident. Forty-six officers used force in 2023. During this period, there were no officer-involved shootings. The first table below breaks down the use of force incidents by type over the last three years. The additional tables below focus on 2023.

Type of Force Used	# of Incidents 2023	# of Incidents 2022	# of Incidents 2021
Firearm Discharged	0	0	2
Firearm Displayed	3	14	9
Hands/Feet	9	6	9
Less Lethal	0	3	0
Taser	13	9	6
Verbal/Presence	1	2	3
Baton	1	0	0
Type Not Listed	NA	5	NA

UOF: Race & Gender	Male	Female
White	6	1
Black	10	1
Hispanic	8	0
East Indian	1	0
Middle Eastern	1	0
Unknown	5	0

UOF Reason	Count
Restrain Suspect for Safety	2
Effect Arrest	18
Defend Self	13
Defend Another	2
Prevent Violent Felony	1
Unknown	1

Call Type	Count
Call for Service	29
Self-Generated	4
Traffic Stop	4
Unknown	1

## External Complaints

In 2023, there were a total of six complaints filed against officers by a citizen. Five of these complaints were unfounded/exonerated. One performance of duty complaint was sustained.

## Internal Complaints

In 2023, there were 7 internal complaints/investigations into officer activity. These 7 complaints were sustained.

### Complaints by Type:

Complaint Type	Count
Performance of Duty	2
Discourtesy	3
Excessive UOF	1
Policy Violation	4
Neglect of Duty	1
Harrassment	1
Criminal Misconduct	1

## Filing a Complaint

A citizen's complaint can be filed in person, via the phone, mail, or electronically. For more information on this process, please contact the Patrol Shift Commander at 617-389-2120 or go to Everett Police Headquarters at 45 Elm Street Everett, and speak to the Patrol Shift Commander.



# Criminal Investigations Unit (CIU)

The CIU, traditionally known as the Detective Division, investigates crimes occurring in the city of Everett. Cases may be referred to the unit from other law enforcement agencies, referred for follow up from the Patrol Division, or received as a direct call for assistance. The CIU also works closely with the Middlesex District Attorney on homicides, domestic violence, and sexual assault investigations while also assisting as needed on other pending matters. During 2023, 363 cases were referred to the CIU for follow up by Patrol, and 367 cases were assigned to a member of the CIU.

# Special Criminal Investigations Unit (SCIU)

The SCIU mission is to suppress overt and covert drug dealing, prostitution, and other types of crimes of a sensitive nature. The SCIU accomplishes its mission by targeting street-level and mid-level drug dealing through the use of undercover officers, confidential informants, and decoys. The unit is also involved with task forces at the federal level, which are comprised of officers from other local and state agencies. In addition, detectives of this unit assist other agencies in their efforts to address multi-jurisdictional drug distribution in neighboring communities.



## CIU & SCIU Highlights

- On 12/6/23, the SCIU conducted an undercover investigation into drug sales around the city of Everett. Seized were various amounts of Cocaine, Oxycodone, and Marijuana with drug paraphernalia including a scale and packaging. Additionally, investigators recovered and seized over \$61,000 in cash.
- The SCIU conducted a street-level narcotics investigation on 11/6/23 that resulted in the seizure of approximately 100 grams of cocaine and 130 grams of fentanyl packaged for distribution. Additionally, \$1,265 in cash was seized.
- A motor vehicle search warrant was executed by the SCIU on 8/8/23. Approximately 50 grams of fentanyl, approximately 14 grams of cocaine packaged for distribution, and over \$6,000 in cash were recovered.
- On 6/29/23 the CIU located an ATM skimming device in the City of Everett. The device is used by criminals to steal victims banking information. A PSA with a photo of the device was put out to the community.
- On 3/16/23, the CIU arrested a 20-year-old Dorchester man on Armed Robbery charges stemming from a late-night incident on 2/21/23 where a man was robbed of his personal belongings on Dexter St parking lot across from Encore.

EVIDENCE



A detective in the CIU is also responsible for all firearms licensing and renewals, and the registration of all sex offenders. Encompassed in this are Licenses to Carry (LTC) and all Firearms identification Cards (FID). In 2023, the EPD issued 173 Resident Class A Large Capacity LTCs, 23 renewals for Law Enforcement Officer LTC, and 18 Over 70 Years of age Renewal of FID/LTC.



# EVAPorate Violence Project

The EVAPorate Violence Project (EVAP) is part of the CIU. EVAP provides direct care services to victims of domestic violence, sexual assault, and stalking crimes and in support of law enforcement cases. Direct care services include: (i) assistance with 209A Abuse Prevention Orders (APO), Victim Impact Statements and Victim Witness Statements; (ii) case management; (iii) court advocacy in the District and Probate and Family Courts; (iv) crisis intervention; (v) liaison between clients and the Department of Children and Families (DCF), employment, housing, schools, and other agencies; (vi) safety planning; (vii) facilitation of Support Groups and meetings; (viii) coordination of referrals to other services (e.g., food pantries, housing assistance, shelters, etc.); and other victim advocacy. EVAP, also, provides services to victims and their families who may not have APOs or who may have been referred to EVAP outside of the Everett Police Department for help (e.g., Cambridge Health Alliance/Whidden Hospital, DCF, Everett City Government, Everett Public Schools, Massachusetts Office for Victim Assistance, Tufts Medical Center Community Care, the National Domestic Violence Hotline, Safelink, local businesses, community, and religious organizations, and by other crime victims previously served by EVAP).

In 2023, EVAP received and recorded: (i) 399 active 209A Abuse Prevention Orders; (ii) 205 cases involving EPD action; (iii) 18 incidents of sexual assault related to family violence; and (iv) 17 cases involving domestic violence that required Harassment Prevention Orders. Further, EVAP responded to 38 cases involving youth impacted by family violence, of which cases were referred by the DCF and/or Everett Public Schools. Of the total number of survivors responded to in 2023, which was 454, 287 clients served were adults and 167 were children reported as victims. Of this number, 300 victims of domestic violence identified as female, 128 identified as male, 6 identified as non-binary, and 20 identified as transgender.

EVAP provided a continuum of care to 369 victims of domestic violence and provided advocacy services to 257 clients. Of this number, 45 cases were assisted with emergency shelter and housing, and 53 cases remain active through 2024 where advocacy services (e.g., court advocacy and renewal of 209A Orders) are still required. It is important to note that in 2023, EVAP experienced 142 referrals and calls for emergency housing matters not related to active domestic violence, sexual assault, or stalking crime victim cases. EVAP referred these cases to state and partner agencies for help. EVAP referred 110 cases involving domestic violence, sexual assault, and stalking implications to Portal To Hope (PTH) for additional aid (e.g., emergency shelter, Benevolence Project, legal aid, housing, and interpreter assistance). PTH provided 330 hours of support service to EVAP in 2023.

EVAP facilitated community outreach activities via online video interface and in-person public forums in 2023 including:

- A) Domestic Violence Task Force;
- B) Job Shadowing Program in partnership with Suffolk University;
- C) MPTC Law Enforcement presentations re: domestic violence;
- D) Outreach to agencies for referral and resource sharing;
- E) Violence prevention training for students at Everett High School; and
- F) Other domestic violence roundtable meetings with civic groups and local businesses.



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<http://www.everettpolicema.com/>



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This report was compiled by the EPD Crime Analysis Unit.

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