

Public Safety Goals

March 21, 2016

Fire Chief James Burkush

Police Chief Nick Willard

Public Health Director Tim Soucy

Assistant Fire Chief Dan Goonan

Assistant Police Chief Carlo Capano

Deputy Public Health Director Anna Thomas



Public Safety Introduction

- The overall goal of the Public Safety work group (Fire, Police & Health) is to provide the highest level of police, fire, public health, emergency medical services to the community. To reach this goal, we constantly evaluate our performance and search for new and innovative ways to provide better service. The following goals and objectives are not Department specific, but rather are a high level approach to working collaboratively on behalf of the community.

Public Safety Introduction

- Due to the nature of public safety, we recognize that these are all short-term goals that will be ongoing over the next three to five years as well. We also recognize that being able to adapt to changing community needs and circumstances will drive our future goal setting and prioritization.



Goal 1. Improve emergency communications between City Departments, key public safety partners and with City residents.

- **Objective 1 - Implement City-wide Radio Project.**

Strategy : The City has invested in a new two-way radio system that will provide better communication between all emergency agencies in the City. The project, due to be fully functional by October 1, 2016, will allow all agencies to function on the same frequencies during natural or manmade disasters. This will greatly enhance our internal communication capacity and allow us to coordinate resources in a much more effective manner.

Airport Site

New shelter
installed and
powered up



Antennas and Cables
installed

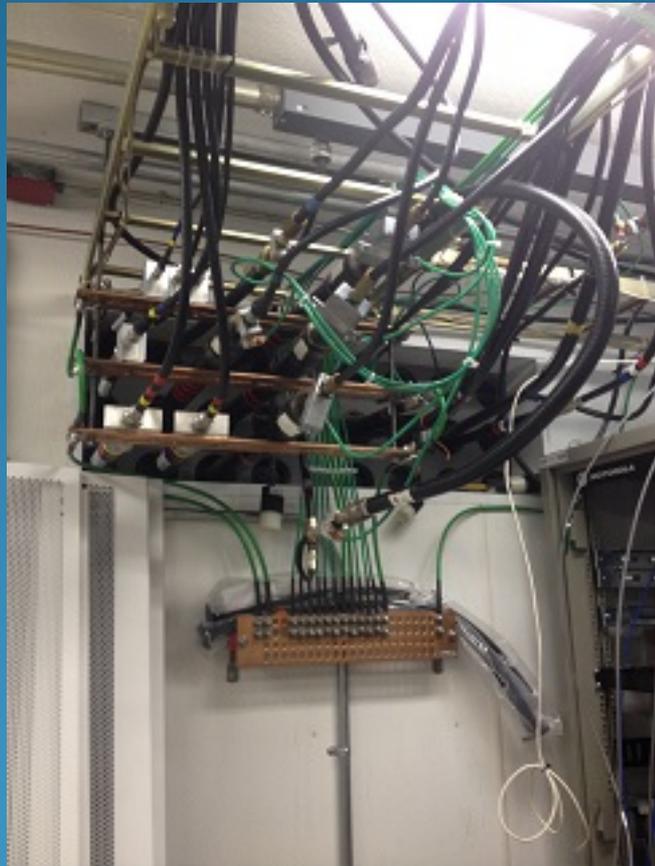
Fire Station 4

- 160' self-supported Tower and antennas installed



Tower Hill

- Cable and antennas installed



Goal 1. Improve emergency communications between City Departments, key public safety partners and with City residents.

- **Objective 2 - Expand Manchester 911 Committee.**

Strategy: This Manchester 911 Committee which is currently comprised of representatives from MFD, AMR, MPD, MHD, CMC and EHS will be expanded to include regional communities of Bedford, Goffstown and Hooksett. This group will help make changes to policy, procedure, levels of training and equipment to reduce incidents that result in property damage and personal injury as well as make the job safer for our employees.



Goal 1. Improve emergency communications between City Departments, key public safety partners and with City residents.

- **Objective 3 – Keep the Community Informed.**

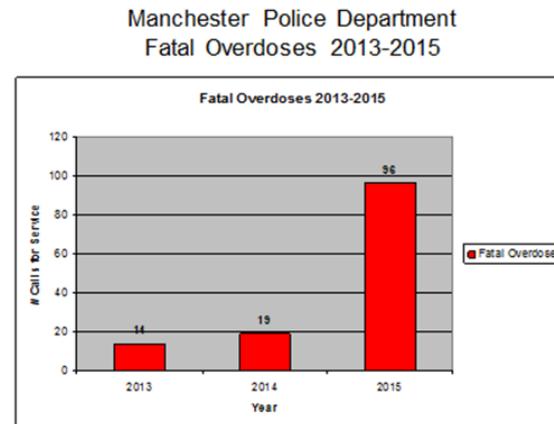
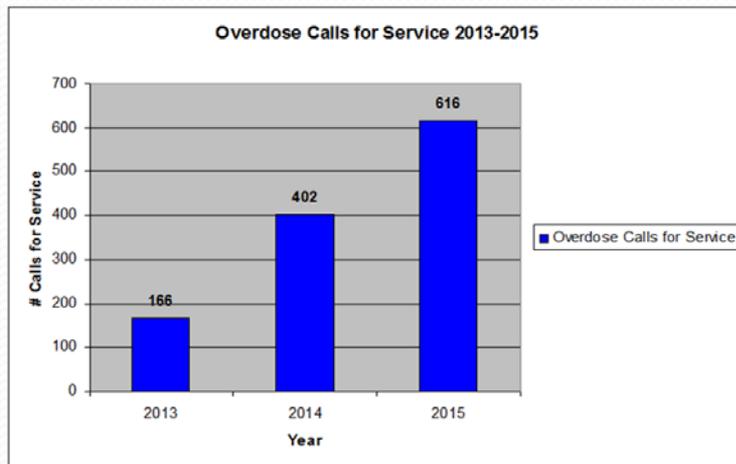
Strategy: An informed community is a safer, healthier and better prepared community. We are committed through a customer focused approach to make sure Manchester's residents have information to not only be prepared to handle a large scale emergency, but to find help and services they need every day. This approach has to include the expanded use of social media, websites, and on the ground communication.



Goal 2. Continue to address the opioid, heroin and fentanyl epidemic in the Community.

- **Objective 1 – Reduce the Number of Addicted People.**

Strategy: Through ongoing law enforcement activities, reduce the quantity of prescription pills, heroin and fentanyl making it onto the streets of the City.



Goal 2. Continue to address the opioid, heroin and fentanyl epidemic in the Community.

- **Objective 1 – Reduce the Number of Addicted People.**

Strategy: Continue to work on building strong relationships between police, fire, health and our private partners to provide on scene services and support to victims and families. Explore how a Community Paramedicine project may assist in helping addicted people expeditiously find treatment and recovery options.



Goal 2. Continue to address the opioid, heroin and fentanyl epidemic in the Community.

- **Objective 1 – Reduce the Number of Addicted People.**

Strategy: Collaborate with Hope with New Hampshire Recovery and the new recovery center on Valley Street to establish protocols which will allow MPD, MFD, MHD or AMR to fully utilize the services they will offer regarding treatment and recovery for addicted people.



Goal 2. Continue to address the opioid, heroin and fentanyl epidemic in the Community.

- **Objective 2 – Prevent the Next Generation of Drug Users.**

Strategy: Continue to provide education, training and direction to Manchester Schools regarding the current heroin epidemic. Utilize the EMS Training Officer to strengthen our work with the Manchester School District Administration to provide educational training to all High School and Middle School aged children. Explore how to expand age appropriate drug education to elementary school children to build resiliency in this group of children.



Goal 2. Continue to address the opioid, heroin and fentanyl epidemic in the Community.

- **Objective 2 – Prevent the Next Generation of Drug Users.**

Strategy: Roll out an evidence based media campaign with messaging around prevention, intervention, treatment and recovery, focusing on positive stories.



Goal 3 Assure the community is prepared for a natural or man-made disaster.

- **Objective 1 – Assure We Are Ready As First Responders.**

Strategy: Jointly cross train and participate in drills and exercises designed to test our preparedness capabilities. These include, but are not limited to active shooter scenarios, evacuation exercises, testing points of dispensing, preparing for incidents at Seabrook Station and the Manchester-Boston Regional Airport, and assuring the full functionality of the City's Emergency Operations Center (EOC) and alternate EOC.



Goal 3 Assure the community is prepared for a natural or man-made disaster.

- **Objective 2 - Public Education.**



- Strategy: Continue with pre-emptive messaging to the community on how to prepare for a natural or man-made disaster. Knowing what supplies to maintain in your home, where emergency shelters will be located, or how to shelter in place are examples of messaging that can help protect life during an emergency.

Goal 3 Assure the community is prepared for a natural or man-made disaster.

- **Objective 2 - Public Education.**

Strategy: Expand access to first aid, CPR and mental health first aid classes in the community.



Fire Department Goals and Objectives

STAFFING

In 2008 the Fire Department had a compliment of 220 Line Personnel
Since July of 2011 our compliment has been reduced to 190 Line Personnel

Immediate Goals -

- Reconsider the staffing needed for a ladder truck on the west side
8 Firefighters needed

1 – 3 Years -

- Staff ladder truck at Station 10 – servicing the East side of the City of Manchester
8 Firefighters needed
- Staff ladder truck at Station 5
8 Firefighters needed

Long Range -

- 4 person staffing on each piece of in service fire equipment

Fire Department Goals and Objectives

FACILITIES

Immediate Goals:

- Replace Station 9 at a new location to improve response times in the South end of the city
- Begin much needed renovations on Stations:
Complete kitchen and bath at Station 10
Headquarters and most of the stations need significant energy efficient updates

1-3 Years:

- Replace Station 6 in the vicinity of its present location
- Seek Grant funding for a dedicated fire training facility

EQUIPMENT

- Continued funding for MER
- Increase funding for PPE which includes: personnel protection including SCBA and Turn Out Gear

Police Department Goals and Objectives

- Expand Use of Predictive Policing tactics:

Since July of 2014, with part 1 crime rates increasing, we started changing our philosophy of policing, looking toward predictive policing and use of “Hot Spots” rather than “Reactive Policing”.

- Train all MPD employees with ALERRT Training “Advanced Law Enforcement Rapid Response Training” dealing with officers responding to any type of active shooter situation.

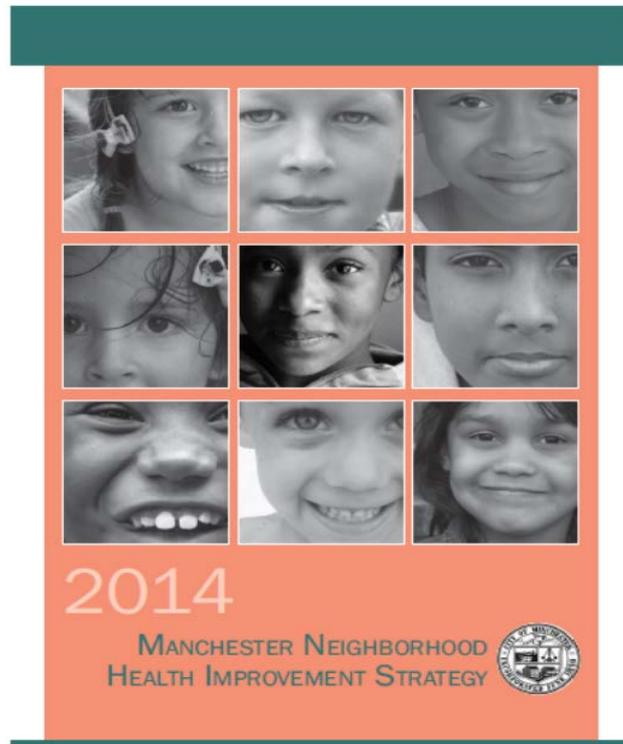
Police Department

Goals and Objectives

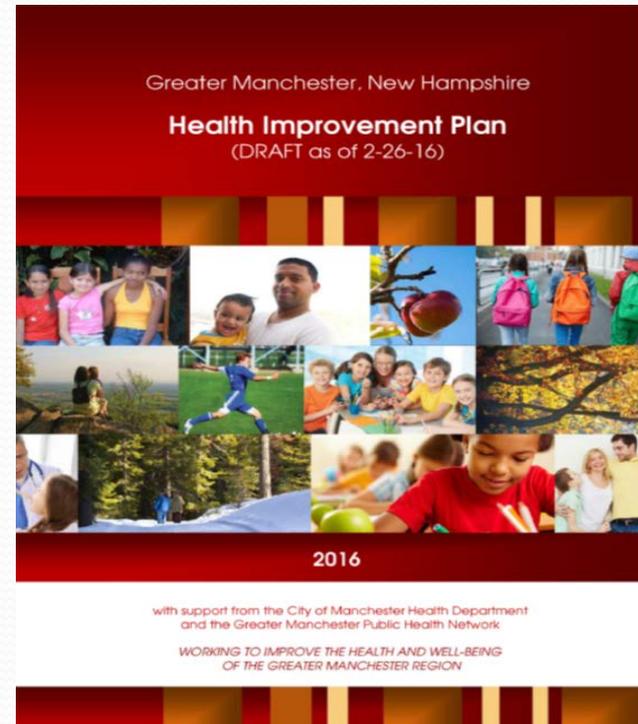
- Protocols set up for officers responding to certain drug related calls notify Hope for NH and request recovery coach to scenes when needed.
- Work with courts on possibility of PR Bails set for certain drug related arrests with conditions involving use of Hope for NH.
- Continue to work with Judge Nadeau in attempt to establish drug court.
- Work with Public Defenders Office in attempt to establish a veteran's court.

Health Department Goals and Objectives

- Neighborhood Health Improvement Plan



- Regional Health Improvement Plan



Next Steps

- Develop Dashboard of Public Safety Indicators

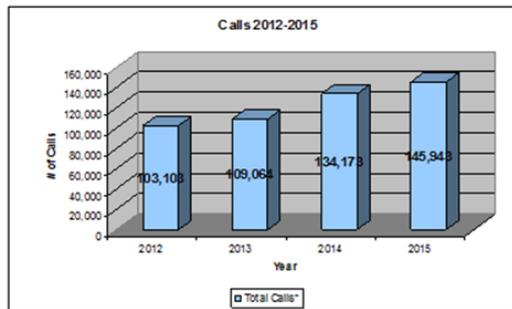
Manchester Police Department

Part 1 Crime Comparison
(during specific time frames)

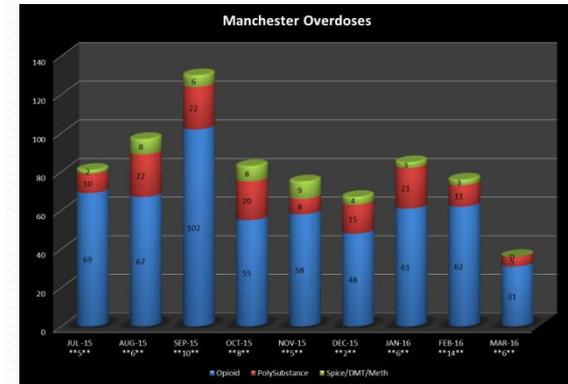
Time Frame	Concept	Total Part 1 Crimes
July 2013-February 2014	Nothing particular in place – plans formulated as needed	3,204
July 2014-February 2015	First attempt at using Hot Spot policing methods	2,865
July 2015-February 2016	Predictive Hot Spot Policing (current method)	2,742

} -11%
} -4%

Manchester Police Department
Calls 2012-2015



*Totals include both Calls to the Police for Service and Officer Initiated Activity, as analysis is required for both call types



Geographic Area

Percent of adults who feel their household is "well prepared" to handle a large-scale disaster or emergency; 2013

Greater Manchester Region

28%

New Hampshire

32%

Next Steps

- Develop Additional Strategies as Conditions Change

