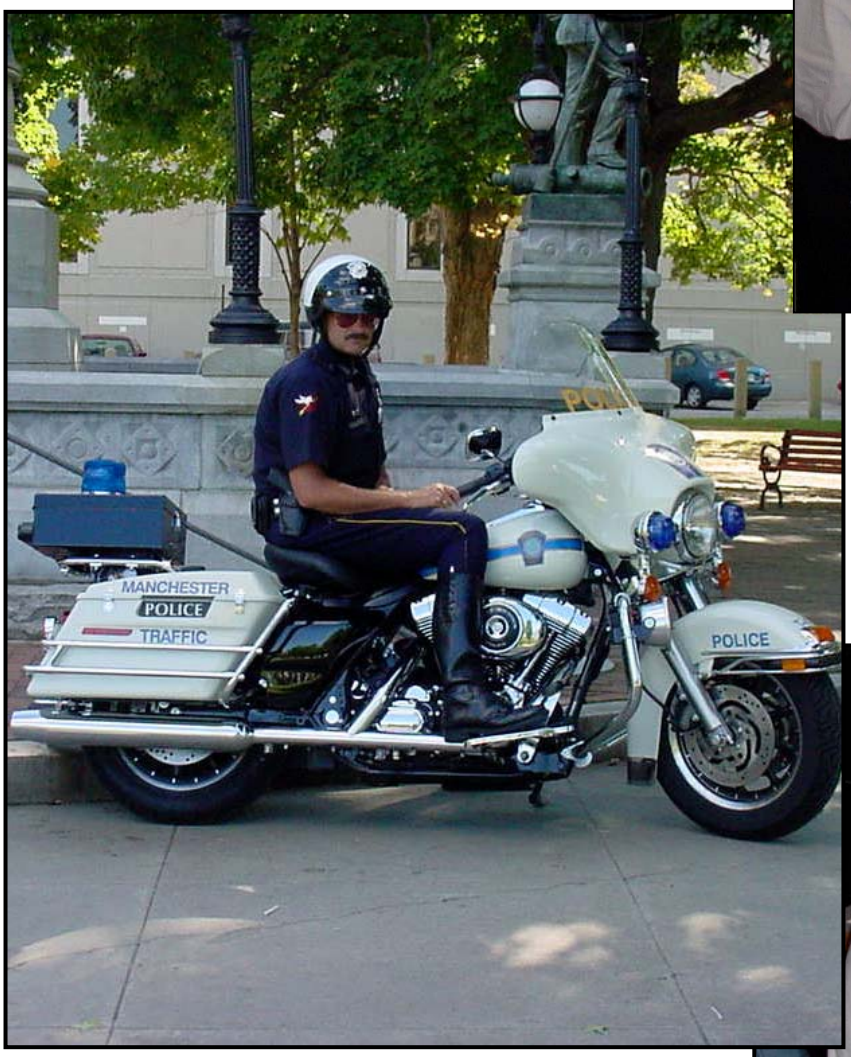
Manchester New Hampshire Police Department



"Committed to Excellence"

"Community Oriented Policing"

Annual Report 2001

MANCHESTER POLICE DEPARTMENT

Manchester, New Hampshire

Annual Report

July 1, 2000-June 30, 2001

351 Chestnut Street, Manchester, New Hampshire 03101
Telephone (603) 668-8711
Main Fax (603) 668-8941
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Manchester Police Department at a Glance

Organized.....1846
Sworn Officers.....202
Civilian Personnel.....78
Budget.....$16.3 million
Median Age 37
Mean Years of Service.....10
Facilities.....5
Marked Patrol Vehicles 36
Unmarked Vehicles 18
Specialty Vehicles 6
Mountain Bikes.....18
Motorcycles 3
Horses 2
Canines 9
Total Calls for Service.....68,278
Motor Vehicle Stops.....24,404

Rank Structure

Chief of Police
Deputy Chief
Captain/Captain Detective
Lieutenant/Lieutenant Detective
Sergeant/Sergeant Detective
Police Officer/Detective

City of Manchester at a Glance

Founded 1810
Government .....Mayor and 14 Aldermen
City Budget.....$187.6 million
Area.....33.9 sq. miles
Population.....107,006
Under 18 Population.....23,358
Police Officer/Population Ratio.....1 per 540
Population Density.....3156.5 per sq. mile
Registered Voters.....49,639
Unemployment Rate 2.5%
Property Tax Rate per Thousand $30.49
Public School System Population.....17,189
Public Schools 20
Non Public Schools.....11
Colleges and Universities 4
Hospitals 2
Congressional Representatives .....Senator Judd Gregg
Senator Bob Smith
Rep. John Sununu
Rep. Charles Bass

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THE VISION STATEMENT
OF THE
MANCHESTER POLICE DEPARTMENT

- The Manchester Police Department will be the finest municipal police organization in the nation, delivering the highest level of public safety to our community.

- We will demonstrate the highest ethical and moral standards, honoring both our oath and professional responsibilities.

- The highest degree of professionalism and pride will be the standards, which all department members strive for in the daily dispatch of their duties.

- We will support the mission of the Manchester Police Department and share the values of the organization, while building trust with each other and the community.

- Communication, suggestions and acceptance for new ideas will be encouraged, while issues and concerns will be addressed in a timely fashion.

- Hard work, initiative, creativity, leadership, courage, enthusiasm, and the commitment to exceed expectations will be acknowledged and rewarded.

- Hiring, assignment, and promotion will be based upon the principals of fairness and merit allowing every individual, at any point in his or her career, to work toward and achieve their maximum potential.

- All employees and members of the community regardless of race, religion, sex or political belief will be treated equally and with respect.

- We will maintain honest and open relationships at all organizational levels, with employees and the community. We will learn from but not linger on the past.

- We will continually critique ourselves, focusing on performance, growth, values, and training.

A Policeman's Prayer

Dear Lord, be with me on my beat
This day and every day.
Grant that each weary block I walk
May ease a brother's way.

Let me be kindly to the old
And to the young be strong,
But let me triumph over those
Whose acts are cruel and wrong.

And when my own last summons comes
And I stand in Your Court,
Lord, may my rest with You be long,
And my punishment be short.

Author Unknown

These officers were killed in the line of duty while serving the citizens of Manchester…

Sergeant Henry Mcallister
May 21, 1895

Inspector William M. Moher
July 3, 1921

Officer Ralph W. Miller
October 2, 1976

Message from the Police Commission

Under the City Charter, the Police Commission provides citizen input to the Chief of Police and the Board of Mayor and Aldermen in the form of consulting, advising, and policy recommendations. Members of this Commission meet monthly and serve on several Police Department committees. We assist the Chief in maintaining the safety and security of the community.

The personnel of the Manchester Police Department, both sworn and civilian, are proud to be a part of one of the finest police departments in the United States. This is affirmed by our affiliation with the Commission on Accreditation for Law Enforcement Agencies, Inc., which we became a part of in March 1990, and re-accredited in March 1995. We are pleased to announce our third successful re-accreditation in 2000. Each and every one of our members plays an integral part in the success of our department. Our most important goal is to ensure the safety and well being of the citizens of Manchester.

We truly appreciate the fact that the Board of Mayor and Aldermen support our department, but without the help and cooperation of the residents and businesses of the City, it would be impossible to maintain the high quality of service provided by the Manchester Police Department.

The Manchester Police Commission is proud to present the 2001 Annual Report as evidence of the performance of the dedicated personnel of the Manchester Police Department.

Commissioners:

Ralph Garst, Fern Gelinas
James McDonald, Michael O'Shaughnessey, Gil Vaal

Message from the Chief

Chief Mark L. Driscoll

The accomplishments of the Manchester Police Department this year have been many. Adaptability and change are a part of our organization. We have welcomed new employees and congratulated veterans on their much deserved retirements. Serious cases have been solved and community-policing efforts have been rewarding. Our commitment to a safe learning environment in our schools continues to require our greatest attention, while the expansion of the school resource officer program has been well received and has become a cornerstone of "Safe Manchester Schools."

Continued professional growth in each division and unit within our organization has brought both stability and a higher level of public safety to the citizens and business community to whom we are responsible for. Our success is directly related to the quality and dedication of the 288 sworn police officers and civilian employees that work for the citizens of Manchester every day. Without their commitment, Manchester would not be the fine community that we presently enjoy.

"…all three Divisions of the Police Department have demonstrated excellence this year and deserve special recognition…"

Clearly all three Divisions of the Police Department have demonstrated excellence this year and deserve special recognition for their performance, but it is that officer in uniform that should be particularly admired. Often forgotten, is the uniformed officer that responds and reacts to the community's calls for help. He or she is the point of the spear on which our community relies. He or she is the person that walks in harm's way, with a calling assigned by God, guided only by instinct and training. When that courage is combined with the support of a team and our community policing approach, we are destined to achieve even greater success in the year to come.

Looking ahead, the challenges will be many. Our city is experiencing both growth and changes that have and will continue to significantly impact community quality of life issues. Although we enjoy a very low crime rate for a city our size, it would be very difficult to convince each of Manchester's 4,000 residents victimized by Part I Crime this year, that Manchester is a safe city.

The Department, working with our City Fathers must plan and implement proactive measures that ensure Manchester's crime rate continues to fall. This can only be done if the Police side of Public Safety is recognized and supported as one of the bedrock services upon which other systems and functions are built. With this principal in mind, the Police Department will prepare and present a comprehensive five-year personnel plan to the Mayor and Aldermen, outlining and demonstrating the need for growth in our Uniform and Support Divisions. This plan will ask that our personnel complement be significantly increased, thus ensuring a proactive and safe living environment into the future.

Any annual report message without a sincere thank you to both the sworn and civilian employees of the Police Department and the Police Commission would be incomplete, for were it not for them, none of us would want to call Manchester our home.

Deputy Chief James Stewart

The Investigative Division is comprised of four units: Detective Unit, Juvenile Unit, Domestic Violence Unit and Special Investigative Unit. Members of the division are charged with the investigation of serious misdemeanor crimes and all Part I crimes of which there were approximately 4,000. These involve arson, aggravated felonious sexual assault, burglary, robbery, first and second-degree assault, and homicide. Specialized personnel within the units also investigate explosions, fraud, crimes against the elderly, and sexual exploitation of children. The division also has personnel who are highly trained and skilled in crime scene investigation.

The year 2000 was both a busy and exciting year for the Investigation Division. Several major investigations were undertaken and brought to conclusions. Highlights include the October 2000 guilty plea of James Martin for the July 1999 shooting death of his wife Debra Martin, and on November 14, 2000, after an extensive and exhaustive ten-day trial, Vaclav Plch was found guilty for the July 1999 murder and dismemberment of Mary Stetson. This particular case proved to be one of the most taxing investigations ever undertaken by the Manchester Police Department.

"The year 2000 was both a busy and exciting year... several major investigations were undertaken and brought to conclusions."

Investigators also traveled both within the United States and out of the country to follow up on leads in various investigations. Trips to the village of Guynilla, Puerto Rico and Orlando, Florida resulted in the arrest of three subjects for the homicide of Jose Becerril. Another trip to Calgary, Alberta, Canada resulted in critical information relative to an open homicide case.

New and more sophisticated equipment was added to the division. The evidence processing lab was renovated into a modern, user-friendly facility. This also included the addition of a Mysonics Ductless Fume Enclosure to better protect evidence technicians from airborne carcinogenic particles associated with evidence processing. The division also added a new state of the art computerized polygraph, which is not only used in criminal investigations but also for pre-employment examinations.

Once again, the Investigative Division wishes to extend its sincere thanks to all the local, state and federal agencies that we have worked so close with during many of our joint investigations.

Deputy Chief Dale K. Robinson

The Administrative Division accomplished much during fiscal year 2001. We started out with a greatly reduced budget, which hampered some programs, but through innovation, we managed to complete the year and still accomplish some goals. I would like to thank every member of the division for their dedication and hard work. It is truly the people that make an organization what it is, and I feel there could be no better group than those that make up this division!

"Together, this cooperative effort is making Manchester a safer place to work, live, and raise a family."

The Training Unit remained very busy during the year recruiting and hiring to fill many vacancies. The second half of the fiscal year saw a full training schedule for all employees. Sgt. Reilly and his men are to be commended for their hard work and dedication. Without their efforts, we could not have accomplished as much as we did during these difficult times.

We were successful in transitioning the Alarms management from Crime Prevention to the City Clerk's Office while assuming the responsibilities of taxi licensing and inspections. The cooperation from our people and theirs has made the trade somewhat painless.

In the area of grants, we were awarded our fourth Local Law Enforcement Block Grant. The entire award was earmarked for completing our Mobile Computing/Automated Dispatch program. Street Sweeper funding has allowed us to combat gangs and drug dealing in the city as well as help with getting the Manchester Police Athletic League Building into shape.

Significant accomplishments were made possible through the efforts of our own personnel working with other local, county, state and federal agencies. Together, this cooperative effort is making Manchester a safer place to work, live, and raise a family.

Deputy Chief Robert Duffey

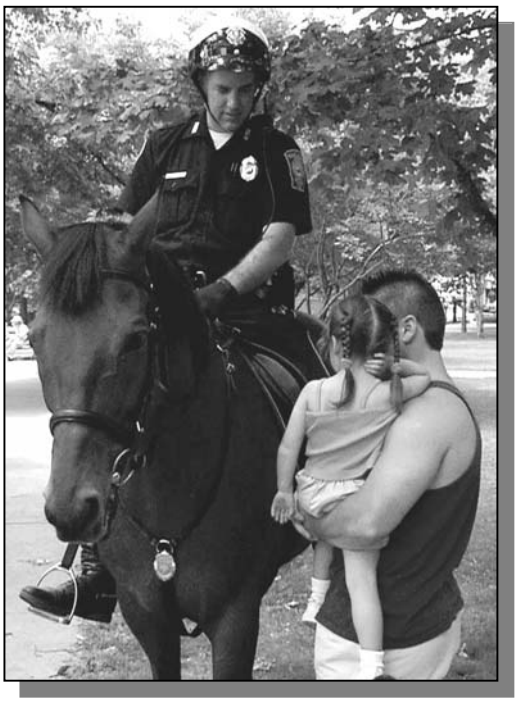
As I write this message, it seems as though we are again going through a period of transition. In just a few days, one of our respected and senior Captains, Michael Tessier, will be retiring. Michael's retirement led me to reflect on the many other fine officers that have retired in the past year, and then to further reflection on how far this Department, and this Division, have come.

Our Patrol Division is now more professional, younger and more technically proficient than ever. The basic tools of every day necessity of the Patrol Officer now are provided, and all equipment is kept in top-notch condition. Training, SOPs, Rules and Regulations, and Law govern almost everything we do on a daily basis. Soon, we will have laptops available, and needed information will be available at an officer's fingertips.

Yet the one gratifying fact that I have observed over the past year, and in past years, is that the basic instinct that has served the Officers of the Manchester Police Patrol Division over the years has not left. We still have great " street cops". We have Officers who have a natural instinct for knowing when a criminal will strike. We have others who are professionals at lending a sympathetic ear. Still more, are effective at resolving various types of family situations, or determining when it is best to make an arrest or not. In short, we have a great Patrol force comprised of tremendous, professional officers and supervisors, alike, all of who have a bright future in law enforcement, and we are lucky to have them.

All aspects of the Patrol Division continue as in past years. The Traffic Division continues to be the premiere investigative and enforcement division in the State of New Hampshire. Our Mounted Patrol has gained respect and admiration while learning the tools of their trade more and more. Our SRT Team is second to none, both in the execution of missions and in the training that they receive under the leadership of Captain Glenn Leidemer. Sergeant Michael Disabato is now a recognized expert in the field of Community Policing and has never been known to say no to a request for the use of his Community Resource Officers. Our Animal Control unit is top notch. All of these people, as well as every Police Officer in the City, make this a better place to live.

"…we have a great Patrol force comprised of tremendous, professional officers and supervisors..."



In addition, just in recent weeks, we have been most fortunate to acquire some long needed clerical help in the pleasant voice and face of Mary Makris. Mary has taken to her new job like a whirlwind and already things in the Patrol Division are more organized, efficient and user friendly than they have ever been before. It is already difficult to envision what the Division was like before Mary arrived. Like any police department, the Patrol Division is the core of operations and where all police activities start. It is indeed ironic that officers who work so well in the Patrol Division are frequently moved out of it into other worth while endeavors. But perhaps that is the Patrol Division's greatest contribution - to continue to produce fine, outstanding police officers who progress in their career, keeping the City safe while doing so. Having been on the street not so very long ago myself, I am constantly in awe of the work that is accomplished and I encourage you all to continue to do the fine job that you do to make Manchester one of the best places to live in the State, and in the Nation.

"…every police officer in the city make this a better place to live."

Captain Dennis Glennon

The Manchester Police Department continues to maintain professional standards to ensure agency integrity, efficiency, and the fair and impartial administration of law enforcement in the Manchester community. The Professional Standards Unit is responsible for meeting this challenge.

The Professional Standards Unit is responsible for the administration of personnel complaints and internal investigations in a prompt, thorough, and judicious fashion. Additional responsibilities include the maintenance of all records concerning complaints and investigations and ensuring strict confidentiality. The unit also reviews all positive and negative disciplinary matters, incidents involving the use of force, police-involved automobile accidents, police pursuits, employee evaluations, and probationary reports.

Upon completion of an investigation, the Chief of Police will provide a written or verbal notification to the complainant and employee concerning the results of an investigation. Final disposition of the case may be any of the following:

1. *Sustained*: The allegation is substantiated.
2. *Unfounded*: The allegation is false or not factual.
3. *Exonerated*: The incident occurred, but the member/employee acted lawfully, properly and in accordance with procedure.
4. *Not Sustained*: The allegation is not substantiated. No sufficient evidence was uncovered to prove or disprove the allegation.
5. *Misconduct Not Based on Complaint (Sustained)*: Substantiated misconduct which was not based or alleged in the initial report.

Complaint Procedures

If any individual wishes to lodge a complaint against a department employee or a particular procedure, that person need only:

1. Notify any Police Supervisor
2. Notify the Officer in Charge
3. Notify the Professional Standards Unit
4. Notify the Chief of Police

"The Manchester Police Department continues to maintain professional standards to ensure agency integrity…"

Complaints made either in person, by telephone, by U.S. Mail, or e-mail will be accepted and investigated. Confidentiality is assured at all times.

In the calendar year of 2000, there were a total of nine (9) internal affairs investigations conducted. The complaints fell into one of the following general categories:

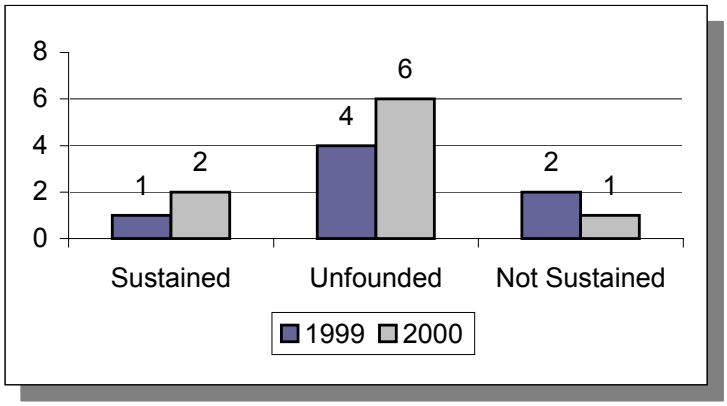
1. Assault	1
2. Conduct Unbecoming Officer	1
3. Excessive Force	1
4. Theft	3
5. Perjury	1
6. False Arrest	1
7. Reckless Conduct	1

After investigating the nine complaints, it was found that:

Two complaints were sustained
Six complaints were unfounded
One complaint was not sustained

The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department. The preservation of these standards will continue to enhance the positive relationship between the Manchester Police department and the community it serves.

"The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department."



Sergeant Shawn Fournier

The Communications Division of the Manchester Police Department is comprised of more than two dozen professional men and women. As a team, they perform the department's call taking and emergency dispatching responsibilities. They also gather and disseminate all police related information, which assists law enforcement personnel in the performance of their duties and also benefits the community. Both the department and community can take pride in the degree of professionalism that is found in the members of the Communications Division.

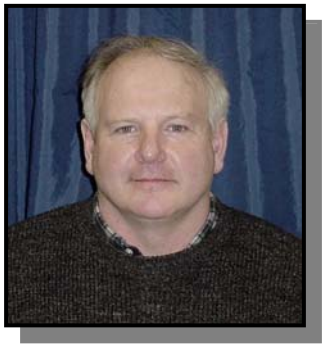
The Communications Division is continually evolving to meet the increasing demands of law enforcement. Many changes have taken place during this past fiscal year. Enhanced technologies have improved the traditional tools of the division – telephones, two-way radio and the computer. Digital Comdial phone systems, Mobile Data Terminals and enhanced SPOTS and C-PLIMS systems illustrate the evolutionary status of the division.

With the change, the responsibilities of the Communications Division have increased. The division has assumed the responsibility of the booking procedure including processing, fingerprinting and photographing of all individuals arrested at the Manchester Police Department. The implementation of digital cameras and a task specific computer program have served to improve the quality of the booking process.

Some changes have been made to address the specific needs of personnel assigned to the Communications Division. Recent uniform upgrades have improved the appearance and comfort of these personnel. A redesign of the dispatch center has greatly improved the work environment, making it more conducive to the tasks performed by the members of the Communications Division.

Despite the transitional status of the division, one aspect of the division remains constant – its commitment to provide the citizenry of Manchester, New Hampshire and the members of the law enforcement community with professional, quality service.

"Both the community and department can take pride in the degree of professionalism that is found in the members of the Communications Division."



Sergeant Robert Moore

We had another successful year in SIU. Operation Street Sweeper was again at the heart of this year's success. Working with the NH State Police, the NH Drug Task Force, HUD and HIDTA, we implemented a three phase operation that targeted all levels of drug trafficking, from street dealers to our top suppliers. To date, over 80 individuals have been arrested. Indictments and warrants have been issued for a number of others and more are expected. A few of the highlights for the past year were the following:

"Operation Street Sweeper was again at the heart of this year's success. To date, over 80 individuals have been arrested."

- the arrest of Angel Roldan and a number of his associates, including Danny Brown and Nick Champagne. Roldan was considered to be the top source for cocaine to southern NH moving as much as 9 kilos of cocaine per week. During this investigation, we were able to intercept three armed subjects just prior to them carrying out a home invasion and anticipated murder.

- the arrest of Dennis Carlsen for receiving stolen property, to include a number of stolen firearms. Carlsen was found to be in possession of numerous stolen items at two properties on Spruce Street.

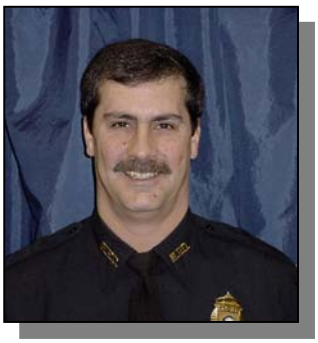
- the arrest of Jose Tabares after he sold one half kilo of cocaine to a SIU undercover officer.

- the arrest of Willis Aquino after he sold 2 kilos of cocaine to an undercover officer.

- the arrest of Zavory Miller who was in possession of over 4000 tabs of XTC and hundreds of vials of Ketamine.

- the arrest and conviction of Gregory Scarlet for operating a significant bookmaking operation.

These cases would not be possible without the assistance received from the many officers who pass on information they receive. Thank you to all who have contributed to the success we had this past year.



Sergeant Michael DiSabato

It is that time of year for our Departmental annual report, where we are asked to write a page on our unit and what we have done over the past year. As I ponder the many accomplishments that the officers of the Community Police Unit have done, and decide which ones to highlight, I came up with a different approach for this topic. You hear about community police and the first thing most people attribute to this is an officer on a bike, riding in their neighborhood. Since this is some-what true of the concept or philosophy, I have decided to dedicate this article to explaining:

What is Community Policing?

Community Policing is a philosophy that involves management style, organizational strategy and community involvement. With these three elements working together, we can address the causes of crime and fear, and become pro-active in solving the problems that bring about these issues. Working together, with positive communication, and implementation of ideas, solutions to problems can be put in place.

Approximately three years ago, we changed our organizational structure of our patrol division. The city was divided up into three sectors (“1”-Commercial Street and West Side, “2”-Commercial Street East- Lake Ave North, “3”-Commercial Street East-Lake Ave South). Officers were then distributed amongst the three sectors, and remain within the sectors despite shift changes. The idea behind this is that the residents get to know the officer in their neighborhood and the officers know who lives where. With this set up, the officers become familiar with the area and houses, and can determine if a problem is occurring or if something is “out of place”. By responding to the same address several times for the same type of problem, the officer can start to look for the root of the problem in attempts to solve it.

The management team of the Police Department encourages officer’s involvement in their community/neighborhood in which they patrol. The management team encourages the officers to be creative to solve problems, which have become repetitive in calls for service for the officer, or issues that effect the quality of life of residents, by utilizing internal and external resources. The officers can assist in

“Community Policing is a philosophy that involves management style, organizational strategy and community involvement.”

starting up neighborhood watches or meetings, which brings cohesiveness and open lines of communications to the area. The department has many internal components to help solve problems. Whether it is the assistance of another division, or educational resources from Crime Prevention, such as safety/security tips. For external resources, the officers also use other city agencies if the problem is not criminal in nature.

The third and most important part of Community Policing is the community involvement. The city has a population of over one hundred thousand, and with the assistance of your eyes and ears, together we can be proactive and investigate matters before they become issues. As you drive about the city, you will see many signs on street corners such as "Neighborhood Watch Area" or "Crime Watch Area". Some of these areas have very active neighborhood groups, and some are inactive. This past year it has been the goal of the Community Police Unit to re-initiate the inactive areas. We have been talking with the neighbors and creating that partnership between the residents and the police so that we can work together to ensure a peaceful quality of life. By having regular meetings with the residents and the police, we open up the lines of communication, which creates a neighborhood bond with personal service, and together we work on problems or issues that effect their area, no matter how small.

"Together, we can head off potential problem areas or issues, and continue to make Manchester a great place to live and raise a family."

In a nutshell, we are implementing personal service to you, our customers. Since the city is growing daily, problems and concerns evolve on a daily basis. Together, we can head off potential problem areas or issues, and continue to make Manchester a great place to live and raise a family.

Sergeant Richard Reilly

The Manchester Police Department Training Unit is responsible for the recruitment, selection, and training of 280 civilian and police personnel. Police personnel account for 202 of these 280 employees. The Commission of Accreditation for Law Enforcement Agencies and the State of New Hampshire set minimum training standards for all of our personnel. The Manchester Police Department meets and exceeds these standards annually. This year has been no exception.

Throughout the year, the Training Unit has coordinated a host of programs for sworn and civilian personnel. Programs targeting all personnel included Cultural Diversity and Cardiopulmonary Resuscitation. Sworn personnel attended programs in Weapon Retention, Expandable Baton, M-16 Rifle, and Mobile Data Terminal training.

On a smaller scale, the Manchester Police Department (MPD) either hosted or facilitated training programs for smaller, more specialized groups. These programs included Mobile Data Terminal training and Ergonomics for Communications personnel, Crisis Negotiations for our SRT negotiators, and Use of Deadly Force by Police Investigations for several of our investigative supervisory personnel. The FBI and the International Association of Chiefs of Police (IACP) instructed the latter two programs at the MPD.

Other MPD training programs included two Manchester Police Recruit Academies, Dispatcher and Police Service Specialists Schools, and monthly K-9 and Special Reaction Team training. The second MPD K-9 Academy in as many years added four dogs to our patrol roster. Sgt. Mark Fowke directed the K-9 Academy as Officers Goodno and Dussault assisted in what proved to be a very successful program.

In addition to hosting and producing courses for our personnel, the training staff is also responsible for getting sworn and civilian personnel to training programs at New Hampshire Police Standards and Training or other reputable training organizations such as the IACP, FBI, and the Institute of Police Technology and Management. Officer Ernest Goodno has been extremely successful in securing seats for department representatives in 70 different training programs throughout the region.

"Throughout the year, the Training Unit has coordinated a host of programs for sworn and civilian personnel."

With the introduction of the M-16 to our arsenal, firearms training and qualifications continues to be an enormous task. Officer John Dussault currently serves as our primary firearms instructor and armoror. In addition to conducting the 2000 and 2001 qualification process with our sidearms, John has trained and qualified 128 additional sworn personnel in the use of the M-16 rifle. We currently have 190 personnel trained and qualified to deploy the M-16 rifle. The deployment of the M-16 rifle remains an integral part of our recruit training program.

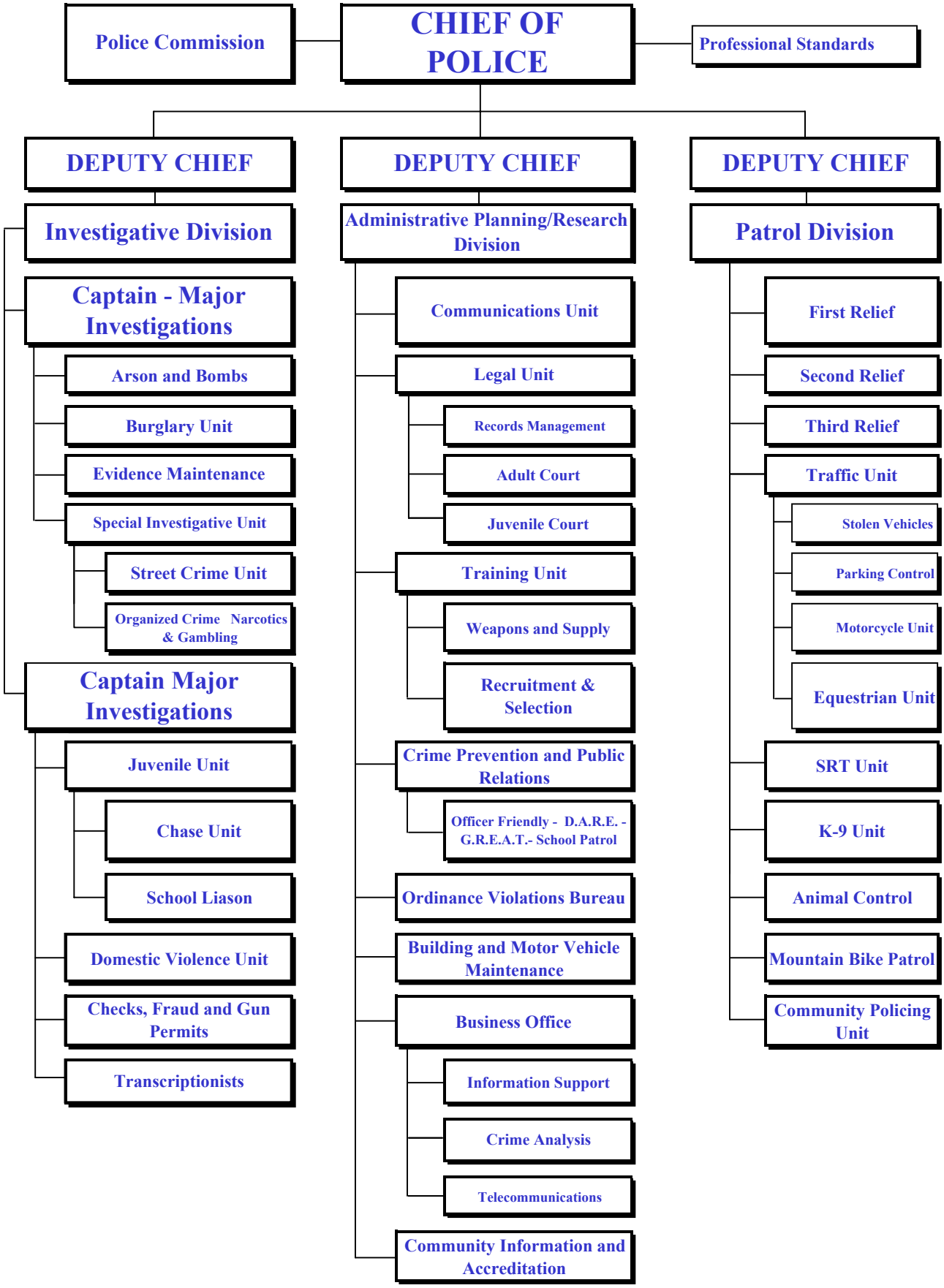
Officer Robert Cunha is our latest addition to the training staff. Officer Cunha replaced Officer Charbonneau who has been promoted to the rank of Sergeant and is currently serving in the Patrol Division. In addition to serving as the MPD Recruitment and Selection Officer, Robert is an experienced defensive tactics and expandable baton instructor. He has been very busy in both areas of responsibility.

"Despite a national trend in Law Enforcement recruitment, we have been very successful in the selection and recruitment process."

We continue to experience a very competitive recruitment and selection environment. Despite a national trend in Law Enforcement recruitment, we have been very successful in the selection and recruitment process. Officers Jerry Biery, Ryan Grant and a host of others assisting with background investigations has resulted in a very productive hiring season.

In addition to the hiring of 17 police officers, seven civilian personnel were added to our roster. Emergency service dispatchers, police service specialists, and a mechanic made up most of the civilian additions.

The training staff is looking forward to another challenging year of providing quality training to all of our personnel. In addition to our current recruitment and training programs, efforts for the coming year include an aggressive firearms qualifications/training program, less lethal munitions training, and second language familiarization.


Police Commission
CHIEF OF POLICE
Professional Standards
DEPUTY CHIEF
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Investigative Division
Administrative Planning/Research Division
Patrol Division
Captain - Major Investigations
Arson and Bombs
Burglary Unit
Evidence Maintenance
Special Investigative Unit
Street Crime Unit
Organized Crime Narcotics & Gambling
Captain Major Investigations
Juvenile Unit
Chase Unit
School Liason
Domestic Violence Unit
Checks, Fraud and Gun Permits
Transcriptionists
Communications Unit
Legal Unit
Records Management
Adult Court
Juvenile Court
Training Unit
Weapons and Supply
Recruitment & Selection
Crime Prevention and Public Relations
Officer Friendly - D.A.R.E. - G.R.E.A.T.- School Patrol
Ordinance Violations Bureau
Building and Motor Vehicle Maintenance
Business Office
Information Support
Crime Analysis
Telecommunications
Community Information and Accreditation
First Relief
Second Relief
Third Relief
Traffic Unit
Stolen Vehicles
Parking Control
Motorcycle Unit
Equestrian Unit
SRT Unit
K-9 Unit
Animal Control
Mountain Bike Patrol
Community Policing Unit

Manchester Police Department
Operational Chart

Lieutenant Richard Tracy

A Lieutenant who oversees a Sergeant, 7 Police Officers, 4 Parking Control Officers, 40 school crossing guards and an office administrator leads the Traffic Division. Annually, we inspect and analyze our division to assure that we are meeting the needs of the public. These goals and objectives are met in a variety of ways.

Barbara Fletcher is our office administrator who maintains the flow of over 6,500 accident reports. Our office is open to the public from 7:30 am to 4:30 PM Monday through Friday. During these hours the public is welcome to call or stop by to inquire about the status of their accident report. Barbara manages to keep the office in order, take messages for the investigators and assist the public with their questions regarding traffic concerns.

We currently have 5 "Crash Reconstruction" officers in Kevin Ainsworth, Brian Blais, John Buchan, Jeff Kelley and Paul Grugan. They are all capable of investigating any type of accident including minor hit & run accidents to crashes involving fatality or serious bodily injury. During this fiscal year we investigated one fatal crash - the lowest number of fatalities we have experienced in years. This crash involved an elderly man who was struck by a passing motorcycle while crossing Elm Street. Unfortunately, we experienced a 6% increase in the overall number of crashes from last year to 6,559. Last year we reported on the purchase of a new "Total Station", a mapping system designed to assist us in crash diagrams and reconstruction. In the past year our investigators have used the "Total Station" on several occasions and are becoming quite proficient in its use.

"…Our goal is simple: To make the streets safer for all who use them..."

Our trained and certified motorcycle officers are Robert Harrington, Kevin Ainsworth and Jeff Kelley. They handle funeral processions, VIP motorcades, parades, road races and a variety of other escorts. They are also responsible for a large percentage of the motor vehicle enforcement. With the increase in motor vehicle accidents and the amount of traffic on our city streets we have enhanced our efforts in the area of enforcement and education. This past year we increased our enforcement efforts in school zones and residential neighborhoods. Once again we have teamed up with NH State Police for an additional 24 hours a week of traffic enforcement. As a result of these efforts and those of the patrol division the department as a whole stopped 23,792 vehicles a 7.9% increase from last year. Officers issued over 11,500 motor vehicle violations, an increase of 14.8%.

The largest increase was in the area of speeding citations with a 68% increase from last year. Our goal is simple: to make the streets safer for all who use them for their true intentions, to travel from point A to point B and arrive with out incident.

We have continued with our traffic safety education programs. On June 2nd, the traffic unit ran an effective DWI Roadblock in downtown Manchester. Contact was made with over 250 vehicles. 5 arrest were made, 4 for OUIL (DWI) and 8 motor vehicle summons were

issued at the checkpoint. The public was educated through distribution of handouts to each motorist and the excellent media coverage we received. Our officers deter drunk driving amongst young people by taking part in the "Speed Kills Program" which shows both the legal and emotional side of speeding and drinking & driving. We also participated in the NH State "Seatbelt Challenge", a competitive and fun way to promote the use of seatbelts. Officer Brian Blais of the traffic division and 6 other officers from community police are certified Child Safety Seat technicians. They have assisted numerous families with the proper use and installation of the many child restraint systems. They have also assisted families in need with child seats.

Our Parking Control Officers continue to work with the merchants, and citizens in the downtown area in solving parking problems. PCO's Krys Donati, Linda Quinn and Belinda Scarboro take a proactive approach to this sensitive issue. Their goal is to solve parking problems and create turnover for the public to use while shopping or taking advantage of the wide variety of downtown services. Pauline Corriveau, one of our senior Parking Officers, recently transferred to a position with in the records division. We are currently in the process of hiring her replacement along with seeking additional personnel to assist with the expected parking issues to be associated with the opening of the new Civic Center in November of 2001.

"The traffic division is responsible for coordinating security and traffic flow for the many special events that are taking place in the city throughout the year."

Officer's Ahern and Kincaid along with their mounts Shorty & Amigo have come leaps and bounds since their induction to the traffic division. They recently completed an intense 1-week training course at the University of NH a curriculum ranging from grooming & first aid to tactical decisions and crowd control. The mounted unit, on a regular basis, patrols the cities larger parks, school zones and downtown area. They are often the subject of conversation and well received by the public and most specifically the children and elderly.

Officer Piotrowski assisted by Officer Kelly is responsible for investigating stolen motor vehicle cases. During this fiscal year we had 407 motor vehicles reported stolen. Of those cases, 82 individuals have been arrested or charged with auto theft related crimes. The 407 cases showed a 15% decrease in the number of reported stolen vehicles from the previous year. This was the first decrease we have seen in 5 years. Officer Piotrowski continues to work hand in hand with other agencies from around the state and New England in an attempt to stay on top of latest trends and suspects.

The traffic division is also responsible for coordinating security and traffic flow for the many special events that are taking place in the city throughout the year. The 2001 summer season brought back outdoor concerts at Singer Park. In addition to the concerts, the city will host a variety of road races, walk-a-thons, parades, fireworks, and "Riverfest"

As we look forward to the next fiscal year we continue to prepare ourselves for the opening of the Civic Center and will work hard at making the city streets as safe as possible for the traveling motorist. This will be done through proven enforcement initiatives and educational awareness.

Lieutenant Paula Glennon

This past year brought significant changes to the Juvenile Division. Personnel changes were prevalent throughout the year. Sergeant Richard Valenti remains a constant and significant asset to the division.

The division extended welcomes to Officers Walter Feldhouse and Carlo Capano. Shortly thereafter, we gave a fond farewell to Detective Ron Mello, who took on other endeavors within the Legal Division. After a 12-year hiatus throughout the department, I re-entered the division.

In January, a grant allowed the addition of four school resource officer to the middle schools. Detectives Fuller, Gonzales, Vincent and Craig took over the responsibility in the middle schools as a result of an approved "COPS in Schools" grant. Their addition has allowed for a balance of attention to schools requir9ing significant coverage. Detectives Page, Rousseau and Morris have maintained stability within Manchester's High Schools. Their work in the schools has made a significant contribution to the safety and well being of all enrolled and associated with these schools. Division investigators also played a significant role, stepping in when needed to assist during any anticipated crisis. Many thanks are extended to all police personnel, along with school administrators, staff, students and parents who worked collaboratively to ensure the conclusion of a successful school year.

Investigations involving juveniles as offenders and victims increased slightly from the previous year. The division investigated over 150 more cases and approximately 130 more victims reported incidents as compared to last year's statistics. Statistics revealed that the CHASE Unit saw a 10% increase in reported sex cases; while overall, juvenile cases increased by 5.9% as compared to 1999 statistics.

The JOLT (Juvenile Offender Locator [monitoring] Team) program began in April. This involves a team of police detectives and juvenile probation and parole officers that check on youths that are placed on Conditional Release through the courts. Approximately 20% of those checked on were in violation. Those violations are then brought before the court expediently and a clear message is then sent to violators.

Investigators continue their involvement with numerous agencies for information sharing and diagnosis of problems within the city. By working in partnership with various law enforcement and social service agencies, as well as working closely with the schools, we hope to maintain a safe and enjoyable community within which we can all work and enjoy a good quality of life.

"By working in partnership with various law enforcement and social service agencies…we hope to maintain a safe and enjoyable community"

Sergeant Peter Waligura

In the past year, the Domestic Violence Unit welcomed three new members to the division. Peter Bartlett took over the Detective position on the day shift, and Steve Olson became Marty Swirko's partner on the DART Team. Peter and Steve brought many years of experience to the Unit and both have made great contributions.

Our partnership with the AmeriCorps Program continues to be a success, as Jennifer Petros joined us as a Victim Advocate. Jennifer has quickly become an important member of the Unit.

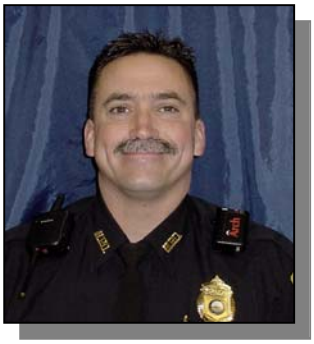
"Members of the unit have continued to provide community outreach to a multitude of groups…"

We have maintained our partnership with the Hillsborough County Attorney's Officer, NH Department of Corrections, and the YWCA Women's Crisis Service. This collaborative effort continues to be an effective method in dealing with domestic violence issues in our community. Members from this partnership made a presentation on this collaborative effort at the National Nova Conference in Miami. This was an honor for the members and something very positive for this department, as over 2,000 people attended this conference from all over the world.

The DART team continued to aggressively handle domestic violence calls. Since the inception of the team in 1997, they alone have been responsible for 717 arrests. In addition, the DART team has followed through on felony cases that have resulted in convictions. Thomas Janikowski was convicted of two counts of AFSA and sentenced to 4-20 years, and Jeffery Larson was sentenced to 7-14 years for AFSA.

Members of the unit have continued to provide community outreach to a multitude of groups to raise the awareness of domestic violence incidents, educate the community, and let people know about the variety of resources available to them. In particular, the unit has worked with the International Institute, in an attempt to overcome language barriers as well as different customs. The unit also established a working relationship with ADT Security Services, in setting up the AWARE Program. This allows for personal alarms to be installed, free of charge, for victims who have been determined to be in high-risk situations.

Finally, the Domestic Violence Unit would like to thank all those from the different divisions that have assisted us in the past year.



Sergeant Mark Fowke

With 10 active teams (consisting of one handler and one dog), the Manchester Police Canine Unit remains one of the largest and most proficient in New Hampshire. We are committed to providing immediate support to assist officers and the community in a variety of incidents, critical as well as routine. Skills unique to the canine team necessary to meet these commitments are highly developed through continued training and deployment experience.

Each canine team certifies to standards that are set forth by the United States Police Canine Association. Meeting these standards requires that each team be tested for proficiency in Obedience, Agility, Search, Criminal Apprehension, and Tracking. Teams competing in U.S.P.C.A. regionally sanctioned trials this year have been extremely successful, taking many first place category awards in both novice and open class field competition.

Our monthly training is based on information obtained from response forms that are completed by handlers after each call for service. Basing training scenarios on information obtained in this manner allows trainers to develop necessary skills that are most relevant and crucial to their effectiveness. Monthly evaluation during in service training days provides insight to each teams potential effectiveness. It also provides trainers with an opportunity to prevent the development of potential problems or shortfalls.

Between March 12th and June 15th the fourth Manchester Police Canine Academy was held at the Camp Carpenter Boy Scout facility on Bodwell Road. New teams graduating were Nicole Bujnowski and her canine "Fritz", Paul Fraitzl and Canine "Ike", Chris Goodnow and canine "Wicco", and Eric Knight and canine "Brogan". "Ike" and "Wicco" were purchased with financial assistance through donations provided by the Iams corporation, Stills Power Equipment, and Ikon Office Solutions. Corporate sponsorship allows the Police Department to procure "Guaranteed" stock while minimizing cost to the city. This also helps to maximize the potential service life of the dogs. The dogs are tested for health, temperament and psychological stability prior to being purchased, but are not trained. This allows us to train the animals to our specifications.

"…the Manchester Police Canine Unit remains one of the largest and most proficient in New Hampshire."

My responsibility is to maintain administrative functions of the canine unit, as well as providing the training for the canine academy. In service training is provided by Officers Ernie Goodno and John Dussault, who also assist with documenting the training and certification. Captain Dennis Glennon, although no longer attached to the unit, provides continued assistance to all.

Providing coverage to the City of Manchester "24-7", while maintaining the highest possible caliber of service is a constant goal for all members of the canine unit. Providing advanced and specialized training to enhance the diversity and effectiveness of the unit remains crucial to our continued development.

Through constant analysis, development and training, we hope to consistently improve the quality of service that we provide.

"Each canine team certifies to standards that are set forth by the United States Police Canine Association."

Officer David Sullivan
&
Noah

Officer Maureen Tessier
&
Angus

Paul Beaudoin

The staff of the Manchester Police Department's Business Office is proud to have been of service to the Department in its role of providing Support Services for Law Enforcement in Manchester. As the Business Service Officer I am proud of my staff and thankful for their dedication and commitment to the goals and objectives of this organization. The Business Office is comprised of the following dedicated personnel:

- Dolores LeBlanc is responsible for all accounts payable and fixed assets.
- Lorraine Martel manages the extra details for officers and process Workers' Compensation claims.
- Colleen Driscoll manages the entire payroll and benefits function for the Department.
- Hugh Mallett and Bob Josephson facilitate all of the computer-related issues for the Department. With Bob leaving to work at the City's Information Systems Department, we welcome Lisa Gerber who will start in early July.
- Christine Houghton served as the Crime Analyst and special functions coordinator until her retirement in July 2000. Rachael Page was promoted from dispatcher to fill the Crime Analyst's position and is doing a great job!
- Martin Boisvert is the Grant Coordinator, responsible for writing and managing all of our grants.
- Dawna Rooks is our Financial Analyst I whose job is to keep the Department's finances in order.
- Paul Beaudoin, as Business Services Officer, prepares and manages the budget and oversees the operations of the Business Office.

Along with the above functions it is also the responsibility of the Business Office staff to maintain the telephone system, card access security system, as well as the cellular phone and pager administration for the Department.

This fiscal year has been a challenge in jumping hurdles and avoiding pitfalls in trying to implement mobile computing in our route cars. At June 30, 2001 we had one unit in testing and are within months of full implementation.

A great deal has transpired during the last year. We continue to move forward in implementing new ways to save time and money and make the jobs of officers, supervisors, and support staff easier. We are always open to suggestions and welcome comments as to how the Business Office staff is meeting the needs of the Department.

"We continue to move forward in implementing new ways to save time and money and make the jobs of officers, supervisors, and support staff easier."

COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 99/2000

Account Name	FY2000	FY2001
Regular Salaries & Wages	$9,996,320	$11,709,249
Temporary Salaries	$0	$0
Overtime Salaries	$998,114	$724,941
Special Salaries	$0	$0
Pension Payroll	$121,606	$113,640
Total Salaries & Wages	**$11,116,040**	**$12,547,830**
Health Insurance	$1,450,070	$1,552,211
Dental Insurance	$156,264	$169,391
Life Insurance	$0	$24,994
Workers Compensation	$306,572	$295,045
Police State Retirement	$415,000	$529,046
City Contributory System	$46,557	$0
FICA	$221,421	$323,047
Unemployment Compensation	$0	$0
Staff Development	$9,500	$6,500
Uniform Allowance	$90,000	$100,000
Total Employee Benefits	**$2,695,384**	**$3,000,234**
Other Services	$5,000	$5,000
Total Purchased Prof Svcs	**$5,000**	**$5,000**
Servive Agreements	$75,000	$66,000
Hazardous Waste	$500	$0
Laundry Services	$27,000	$30,000
Maintenance & Repairs	$4,000	$4,000
Vehicle Repairs/Parts	$78,000	$78,000
Contracts	$1,100	$500
Rental-Building	$172	$210
Leases- All	$21,222	$10,000
Staff Certification Compliance	$6,000	$0
Total Purchased Prop Svcs	**$212,994**	**$188,710**
Insurance-CGL	$56,621	$56,621
Telephone	$32,000	$40,000
Postage	$17,000	$17,000
Radio	$4,000	$500
Teletype	$7,200	$7,200
Advertising	$1,500	$2,000
Printing, Publishing & Binding	$15,300	$10,000
Travel, Conferences & Meetings	$5,000	$5,000
Duplicating Services	$11,115	$1,200
Other Purchased Services	**$149,736**	**$139,521**
Film & Processing	$16,000	$18,000
General Supplies	$35,000	$35,000
Ammunition	$18,000	$18,000
Microfilm & Films	$6,500	$6,500
Gas, Oil & Diesel Fuel	$82,400	$100,000
Tires & Batteries	$18,000	$14,000
Minor Apparatus & Tool	$1,000	$1,000
Custodial Supplies	$20,000	$20,000
Fire Extinguishers	$500	$1,000
Court Cases- Meals	$4,000	$750
Books	$4,725	$2,500
Periodicals	$800	$700
Natural Gas	$22,660	$28,000
Electricity	$173,650	$150,000
Freight	$2,300	$1,800
Construction Materials	$1,000	$500
Special Projects	$72,284	$45,000
Total Supplies & Materials	**$478,819**	**$442,750**

Account Name	FY2000	FY2001
Equipment- Other	$12,500	$3,500
Furniture & Fixtures	$9,684	$2,000
Total Capital Outlays	**$22,184**	**$5,500**
Dues/Fees	$2,940	$3,400
Provisions	$900	$3,500
Medical Supplies	$1,500	$900
Miscellaneous	$600	$0
K-9	$17,000	$20,000
Total Miscellaneous	**$22,940**	**$27,800**
Total For Agency	**$14,703,097**	**$16,357,345**
Restricted	**$2,652,505**	**$2,950,355**
Net Dept. Appropriation	**$12,050,592**	**$13,406,990**

Revenues

Account Name	FY2000	FY2001
School Chargebacks	$0	$450,187
Bounced Check Fees	$1,500	$3,500
Copy Acc/Invest Reports	$50,000	$56,000
Records Checks	$4,500	$0
Fingerprints	$7,000	$9,000
Photograph Sales	$5,000	$7,000
Auction	$10,000	$10,000
Extra Details- Admin Fee	$102,000	$66,000
Investigative Reports	$8,500	$9,500
Purchase- Cat	$9,000	$9,000
Purchase- Dog	$2,400	$2,000
Reclaim- Dog	$4,000	$4,000
Bicycle Fees	$100	$200
Booting Fees	$4,000	$7,500
Witness Fees	$135,000	$135,000
Revolver Permits	$5,000	$8,000
Alarm Annual Renewal	$25,000	$160
Alarm- Application	$2,000	$2,000
Alarm - Citation	$98,000	$5,305
Meter Hoods	$8,000	$8,000
Game of Chance	$150	$100
Towing License	$10,000	$15,000
Violation First Offense	$20,000	$10,000
Highway Waste Viol FInes	$250	$0
District Court Fines	$50,000	$36,000
Parking Fines Courts	$7,000	$7,000
Cruiser Rental	$6,000	$5,000
Parking Tickets	$700,000	$1,208,886
Towing Fine	$3,000	$5,000
Recycling Revenue	$500	$100
Employee Benefits	$35,000	$35,000
Prior Year Restitution	$2,000	$1,400
Telephone Commission	$150	$150
Reimbursed O/T Salaries	$32,333	$33,133
Extra Detail Revolving Fund	$0	$0
Miscellaneous	$100	$1,000
	$1,347,483	**$1,699,934**

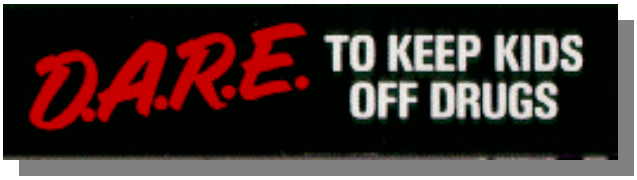
Paul J. Beaudoin
Business Service Officer

Sergeant Lloyd Doughty

This past year the Crime Prevention Unit has continued to be extremely busy. As in the past, we continue to work with our colleagues in the Community Policing Unit bringing the important Crime Prevention message to the citizens of Manchester.

With the New Year came a new responsibility for me. Since January I have assumed the duties as Community Information Officer. This has allowed for more information to get to the news media in a timely fashion and has fostered relationships that have been beneficial to this agency and the media. While I am continuing to learn this new assignment, the position has allowed the opportunity for this agency to be in the forefront of messages pertaining to safety and Crime Prevention. It is my hope that as time goes on these relationships will only foster more information getting out to the public as to the important job we do here at the Manchester Police Department.

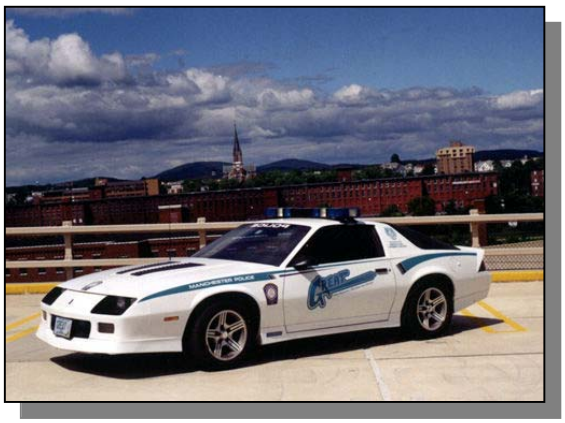
"The Unit continues to make school programs a focus of what we do."



The Unit continues to make school programs a focus of what we do. D.A.R.E., G.R.E.A.T. and Officer Friendly continue to be well received in Manchester's Public and Parochial schools. A personnel change occurred this year with Officer Dan Rivard returning to Patrol. We wish to thank Dan for the great job he did in his tenure as a Crime Prevention Officer. Christopher Biron was selected to fill the vacancy left by Dan's departure. He, along with Officer's Rick Gilman and Terry McKenzie has presented the vital messages of these valuable programs. They have also presented programs dealing with safety both at home and in the workplace, robbery and burglary prevention. There have also been many tours of our facility that they have conducted. Drug awareness presentations have also been presented at various locations. Given my new additional responsibilities, they have stepped up and done even more presentations and exhibits than in past years and I thank them for their assistance and dedication.

We have continued and completed many successful programs this past year. They include the Citizens Police Academy, Women's Safety Clinic, and Child ID Program done in conjunction with the Queen City Kiwanis Club.

The Manchester Police Athletic League has completed the process in purchasing the former Saint Cecilia's Hall. Now the task of turning this building into a



functional facility begins. We are pleased to report that, with the assistance of the former United States Attorney Paul Gagnon and Mark Long of that office, we are well on our way. In the mean time, the PAL programs continue to flourish. Lacrosse, floor hockey, and the PAL Stovepipe Hockey Tournament, just to name a few programs, have been and continue to be very successful.

Manchester Crimeline continues to assist this agency and the citizens of Manchester with rewards for information that leads to the arrest and indictment of individuals involved in criminal activity. This past year Crimeline offered its largest reward in its history, $67,250, for information in the Walter Page homicide. Hopefully this will bring that last piece of the puzzle in this case. Otherwise Crimeline awarded a total of $11,200 for information that led 22 arrests in 19 cases.

"We have continued and completed many successful programs this past year."

In conclusion, the Crime Prevention Unit continues to ensure that the important safety message our citizens require is disseminated. We hope to continue this practice and will strive to meet any new challenges that come our way.

Richard Ranfos

The garage has had an exceptionally busy year. We had a setback when we lost Nate Avery who returned to work at a dealership. Fortunately the department was able to hire Rich Bourgeois, a highly qualified technician, who worked for the Manchester Airport for five years before making the change to the MPD.

The garage had the good fortune of sending Nick and Rich to the Smith & Wesson headquarters in Springfield, Massachusetts for a three-day bicycle maintenance school. The school provided them with the tools for rebuilding bicycles, troubleshooting various problems, as well as repair and maintenance of the bicycles.

During the wintertime, the switch was made to the steel tire chains for the use during bad snowstorms. The previous chains we were using were no longer available to the department. The new steel chains are more effective and can be repaired, whereas the old cable chains had to be thrown away when broken. The technicians did a fine job during the snowstorms working long hours to keep the police vehicles on the road.

We had a very busy year with vehicle repair due to over fifty cruiser accidents – two of which were a total loss of the vehicle. With extensive damage to both vehicles, it is a blessing Officers Mucci and Cunningham were able to return to work in such a short period of time - thankfully, the department continues to purchase full-size cars. Both of the totaled cruisers were replaced with new vehicles thanks to insurance coverage and Barbara O'Connor at Building Maintenance who was able to come up with the extra money needed for replacement. The first vehicle was sold to a salvage yard, and the second vehicle was bought back for parts to use on other cruisers.

In May, we had our drum and rotor lathe rebuilt. This machine gets used seven days a week and this is the first time in 20 yeas that any major repair has been done. Building maintenance also replaced three water heaters in the garage. These heaters had been leaking for three to four years affecting the hot water in the building.

The three technicians in the garage do a great job in their every day duties as well as all the unexpected jobs that they do along the way.

"The three technicians in the garage do a great job in their every day duties…"

Donna Beauparlant

This past year brought about a major change in the arraignment procedure at the district court level. Lieutenant Anthony Fowler was assigned to the records/legal division for six months before his retirement and helped establish the new procedures. The main focus was to cut back on the number of cases that are brought to trial because trials are costly in both time and money for the court system, the City Solicitors Office and the Police Department. In order to accomplish this, Sergeant David Mara and Sergeant Steve Ranfos went to court before the arraignment session began. While Sgt. Ranfos was in the courtroom handling the arraignments, Sgt. Mara spoke with the defendants listing on the docket and worked out pleas to be presented to the judge. This procedure of plea-bargaining has successfully cut back the number of cases that go to trial.

"This past year brought about a major change in the arraignment procedure at the district court level."

The second procedure change dealt with motor vehicle summonses. When a motor vehicle summonses is issued that does not require a court appearance, the defendant enters his/her plea to the Dept. of Safety in Concord. In the past, everyone that pled not guilty was given a trial date by the court. Now, under the new system, letters are sent out each month to approximately 100 defendants for a special arraignment date. At this session, the defendants are met with to work out plea bargains. Once again, this benefits all agencies by cutting down the number of trials, and benefits the citizens by offering them an expedient resolution.

There is also a trickle down effect from these procedures that eventually benefits the records division in that each case that is pled does not have to be set up for trial or copied for the prosecutor and can be filed away after the disposition is entered into the computer.

There have also been changes in our accounting procedure. We used to have our own bookkeeping system to prepare the invoices for new customers that we serve at the window and by mail and once a week we would deposit our cash and checks and enter the money amount into the city finance department. Now, every transaction is entered directly into the city financial system. It is not a user-friendly system and we could not have accomplished the transition without the able assistance of Dawna Rooks of the Budget Division who worked one on one with Sue Soucy and Faye Allaire.

Animal Control Officer David Dydo

July 1, 2001 marks the one year anniversary that the City of Manchester relinquished control of the Animal Shelter to the Friends of the Manchester Animal Shelter. The transition went smoothly and the change over went virtually unnoticed. The contract has been extended for the fiscal year 2001-2002. Kudos to the F.M.A.S. for this major undertaking.

The City Clerks Office continues with the mass mailing of forfeiture notices to all unlicensed dog owners. As a result, 1082 notices have been mailed. For fiscal year 2001, there were 8,765 licensed dog owners in the City of Manchester. Also, the department's Animal Control Officers issued 238 summons for local ordinance violations.

The Animal Control Officers are very active with directed patrols and enforcement continues to be our focus. Dog fouling is a major problem in city parks and ball fields and the division has made this one of the top priorities.

On the education front, Animal Control Officer Walsh continues to attend the annual Animal Control Academy held at the University Of New Hampshire. Animal Control Officer Dydo attended a 2 day workshop on injectable euthanasia held in West Swanzey, NH, which was sponsored by the American Humane Association. The ACO`s are also taking advantage of various in-house training programs.

The Animal Control Division made a recent purchase of a tranquilizer rifle. It has already shown to be a valuable asset with its use on a mature Black Bear in a densly populated area of the city.

The biggest challenge we are currently facing is the West Nile Virus. Manchester had 3 confirmed cases last year, all of which were crows. We are working with the State as well as the Manchester Health Department in retrieving the dead birds for testing.

Our service to the Community is still our utmost concern and we look forward to the opportunity to assist in any way we can.

"Our service to the community is still our utmost concern…"

Barbara Dziura

The Ordinance Violations Bureau continues in its efforts to retrieve fines from violations of the City of Manchester Code of Ordinances.

From July 1, 2000 through June 30, 2001, 73,244 parking citations were issued bringing in revenue of $ 794,069.00. 295 vehicle were immobilized for unpaid parking fines. Total revenue for the year was $854,948.20, which was $ 44,915.20 more revenue that FY00.

"The Ordinance Violations Bureau continues in its efforts to retrieve fines from violations of the City of Manchester Code of Ordinances."

Total Revenue:

Parking Violations	$ 794,069.00
Building Violations	15,100.00
Health Violations	325.00
Fire Violations	75.00
Highway Violations	25.00
Ordinance Violations	8,735.00
Boot Fees	7,485.00
Bad Check Fees	1,290.00
Overpayments	165.00
Court Parking Fines	5,310.00
Other Court Fines	21,387.20
Meter Hood Rentals	982.00
Total	$ 854,948.20

Captain Glenn Leidemer

The Special Reaction Team (SRT) is responsible for "handling" hostage situations, barricaded subjects, high risk warrant entries, VIP protection and any other high risk situations that may arise. The Special Reaction Team is made up of entry/assault personnel, marksmen and critical incident negotiators. I am pleased to announce that during fiscal year 2001, the Team met its goal of bringing every situation that it was involved with to a safe and successful resolution.

For our team to continue to be successful, it is imperative that we remain properly trained and equipped. To that end, Team members continuously receive specialized training in tactics, firearm proficiency and negotiation techniques. The equipment utilized is constantly updated and includes a variety of automatic weapons, high powered rifles, shotguns, less lethal munitions, bullet resistant vests, ballistic shields and helmets, door breaching devices, distraction devices and chemical munitions. The Department also has an armored personnel carrier that is utilized by the Team.

"…team members continuously receive specialized training in tactics, firearm proficiency and negotiation techniques."

This year we had over twenty activations covering everything from "drug raids" to barricaded subjects. In addition to the traditional "call outs, as the year 2000 was a national election year, the Team was also tasked with assisting the US Secret Service with their duty to provide protection for Presidential and Vice Presidential candidates and their families. This is a responsibility that is not taken lightly and a great deal of time and effort was expended to ensure the safety of those assigned Secret Service protection.

Also worthy of note is the fact that in early 2001, the Team took delivery of its new SRT van. Previously the Team utilized a small 1988 cargo van to house its equipment but required a second vehicle to transport the Team. We now have a 2000 Ford E350 SD 20 foot step van that allows the room needed to efficiently house all or our equipment and at the same time, affords us the ability to transport a fully equipped Team.

Crime Index

The Crime Index is composed of selected offenses used to gauge fluctuations in the overall volume and rate of crime reported to police. The offenses included are the violent crimes of murder, rape, robbery and aggravated assault; and the property crimes of burglary, larceny, auto theft and arson. The Crime Index was developed by the Federal Bureau of Investigation's Uniform Crime Reporting program to standardize the way in which law enforcement agencies report crime statistics.

Crime	1997	1998	1999	2000	1999-2000 Change
Murder	4	1	3	2	-33%
Rape	50	58	35	41	+17%
Robbery	115	112	122	145	+19%
Commercial	18	22	51	35	-31%
Residential	12	15	7	15	+114%
Street	61	44	43	66	+53%
Miscellaneous	24	31	21	29	+38%
Aggravated Assault	81	57	65	54	-17%
Total Violent Crime	250	228	225	242	+8%
Burglary	1066	644	760	603	-21%
Commercial	361	174	223	147	-34%
Residential	705	470	537	456	-15%
Larceny	3193	2656	2667	2683	+1%
from Building	672	853	892	829	-7%
from Motor Vehicle	582	503	600	609	+2%
from Person	35	37	29	23	-21%
of Bicycle	289	241	211	188	-11%
Shoplifting	307	268	266	285	+7%
All Others	1308	754	669	749	+12%
Auto Theft	409	441	434	407	-6%
Arson	75	69	57	53	-7%
Total Property Crime	4743	3810	3918	3746	-4%
Crime Index Total	4993	4038	4143	3988	-4%

Manchester Crimeline

Manchester Police Crimeline Helps Solve Crimes

Manchester Police Department Crimeline was created in an effort to track down suspects involved in unsolved cases. Crimeline personnel appeal to the public for assistance in solving all types of crimes via an anonymous phone number : 624-4040, and through high profile weekly bulletins distributed to the local newspaper and radio stations. Callers are eligible to receive up to a $1,000 cash reward if the information they provide leads to the arrest of a suspect in the crime profiled.

The Manchester Crimeline, Inc. depends on fund-raising events and contributions from public-spirited citizens to maintain its reward fund. The following statistics show the rewards paid out up until the period ending June, 2001.

Awards Paid Out	$146,750.00
Property Recovered	$1,459,169.00
Cash Recovered	$352,694.00
Drugs (Value)	$3,900,077.00
Cases Solved	2,210
Total Rewards Paid	840

Retired police officers and civilians who dedicated their lives to serve the citizens of Manchester

Larry Argo
Donald Albert
Philip Alexakos
Savino Auciello
Robert Benard
Roland Boucher
David Bourget
William Bovaird
Paul Brodeur
Kenneth Brown
Joseph Byron
Ann Caikauskas
Richard Calo
Richard Campbell
Jeanne Cavanaugh
Donald Cloutier
Joseph Cloutier
Calvin Colby
Eugene Cook
Roger Corriveau
Armel Couture
Louis Craig
Robert Croteau
John Crotty Sr.
Rita Demers
Eugene Denton
Gerald Dionne
Philip Doherty
Amar Doudi
Richard Dubois
Ann Dufresne
Joseph Duquette
Louis Durette
Stanley Dziura
Sandra Egan
William Egan
Leonard Englehardt
Peter Favreau
Earl Felch Jr.
Joseph Ferry Jr.
Brian Fielding
Mark Fielding
Edmund Finn
Armand Forest
Anthony Fowler
Richard Gaulin
Donald Glennon
Pauline Gilmour
Daniel Goonan
Charles Gosselin
Ellen Goupil
Roger Goupil
Normand Guillemette
Mark Hewitt
James Hines
Christine Houghton
James Houghton
Kathleen Houle
Cecil Jordan
William Kearney
Thomas King
Archie Landry
Harold Lafond
Anita Lavigne
Gerald Lavigne
Glenn Leach
Leo LeBlanc
Edmund LeBouef
Anthony Lepore
James Lessard
Norman Levesque
David Lord
Arthur Lund
William Luther
Thomas Lynch
Andre Marcoux
Yves Marquis
Joseph Martel
Paul McQuiston
Robert Millette
George Miville
Martin Moran
Fernand Morin
Robert Mulroy
John D. Murphy
Daniel O'Neil Jr.
Paul O'Rourke
Edward Paquette
Anna Parker
Jeffrey Perschau
George Pigeon
Michael Pischetola
Alexander Poulicakos
Roger Provost
David Puchacz
Charles Queen
Robert Remillard
Antonio Ricard
Wayne Richards
Ronald Robidas
Maurice Robidoux
Ernest St.Cyr
Anthony Savage
Walter Schuff Jr.
David Shaw
Michael Sosnowski
Charles Soucy
Paul Soucy
Robert Stewart
Donald Strub
Edward Szelog
Donald Tanguay
Gerald Tanguay
Gary Tibbetts
Roger Tousignant
Guy Tremblay
Gilbert Vaal
Donald Vandal
William VanMullen
Roland Vigneault
William Wagner Jr.
Michael Welsh
Yvette Weymans