

*“United We Stand”*



MANCHESTER POLICE DEPARTMENT  
ANNUAL REPORT  
2002



**MANCHESTER POLICE DEPARTMENT**  
Manchester, New Hampshire



*Annual Report*

*July 1, 2001-June 30, 2002*

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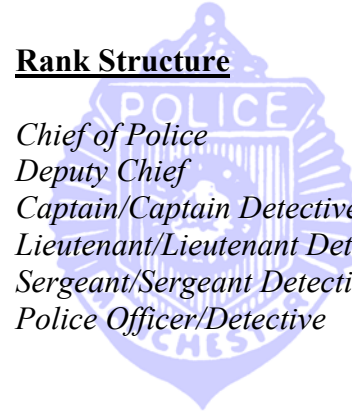
Web Site: [www.manchesterpd.com](http://www.manchesterpd.com)

## *Manchester PD at a Glance*

Organized.....	1846
Sworn Officers.....	202
Civilian Personnel.....	78
Budget.....	\$17.6 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.....	76,987
Motor Vehicle Stops.....	22,796

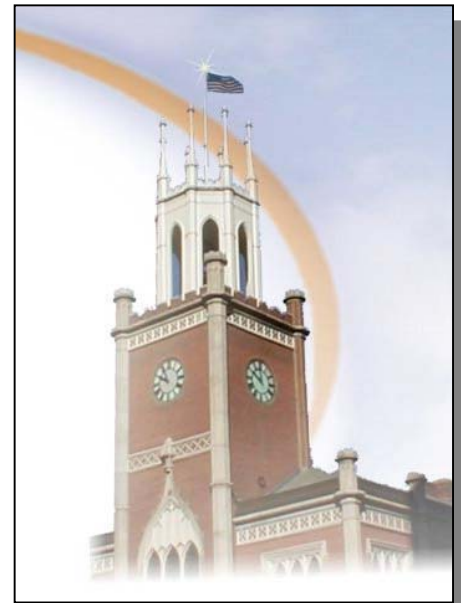
### **Rank Structure**

*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.....	\$204.7 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.....	45,410
Unemployment Rate.....	3.4%
Property Tax Rate per Thousand.....	\$23.82
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





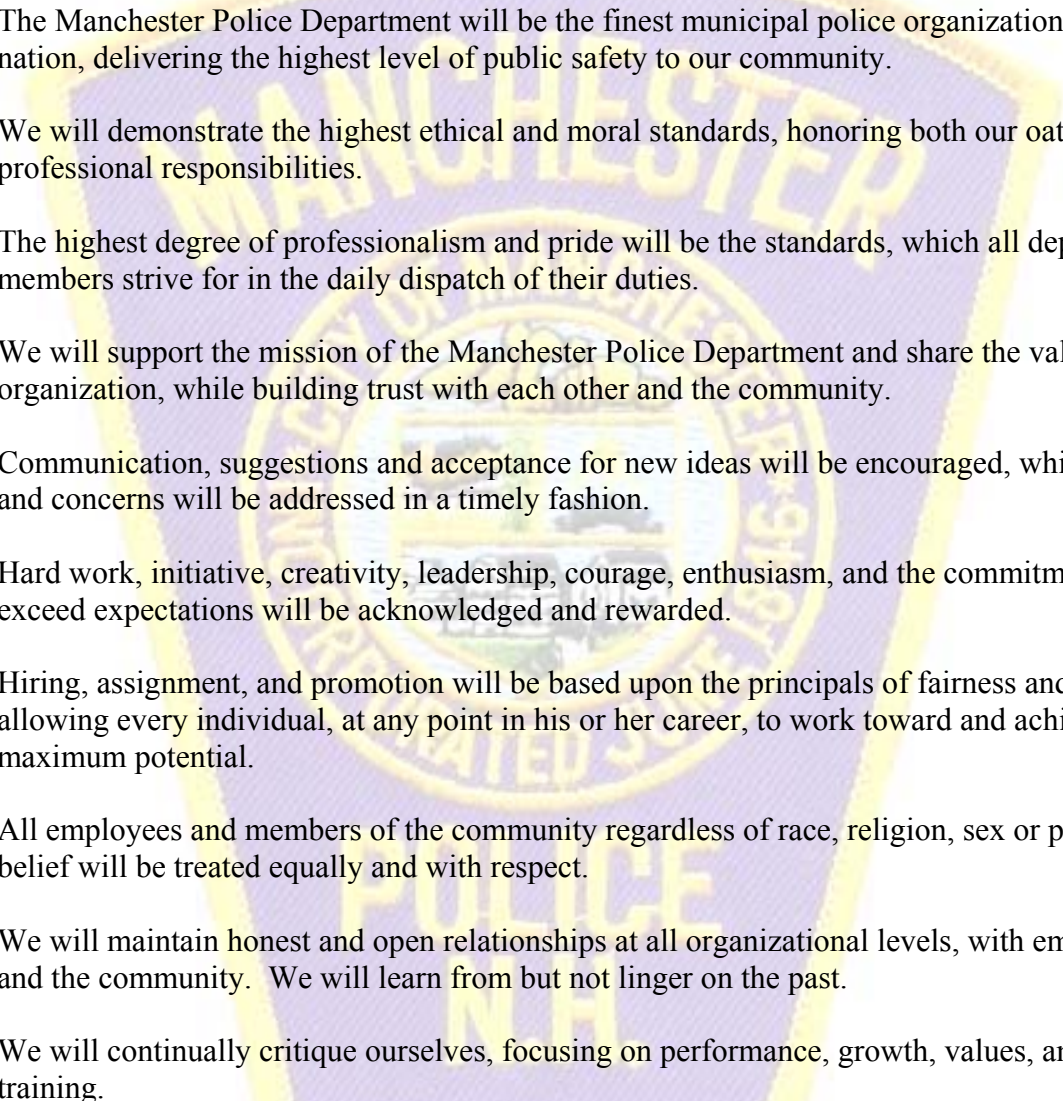
## *Table of Contents*

Vision Statement .....	1	Domestic Violence Unit .....	19
In Memoriam .....	2	Juvenile Unit.....	20
Message from the Police Commission .....	3	Crime Index .....	21
Message from the Chief.....	4	Administrative Division .....	22-23
Professional Standards.....	5	Records .....	24
Patrol Division.....	6-7	Crime Prevention.....	25-26
Special Reaction Team.....	8	Training Unit .....	27-28
Traffic Unit.....	9-10	Communications Unit.....	29
Canine Unit.....	11	Fleet Maintenance .....	30
Community Policing Unit.....	12	Business Office.....	31
Animal Control Unit.....	13	Financial Statement .....	32
Investigative Division.....	14-15	Ordinance Violations.....	33
Special Investigative Unit.....	16	Crimeline .....	34
Operational Chart .....	17	Employee Roster .....	35
Organizational Chart .....	18	Retiree Roster .....	36

*Produced by: Rachael J. Page, Crime Analyst*  
*Printing by: Murroney's Printing*



# *The Vision Statement of the Manchester Police Department*

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- ◆ 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.

*I never dreamed it would be me  
My name for all eternity  
Recorded here at this hallowed place  
Alas, my name, no more my face*

*"In the line of duty" I hear them say  
My family now the price will pay  
My folded flag stained with their tears  
We only had those few short years*

*The badge no longer on my chest  
I sleep now in eternal rest  
My sword I pass to those behind  
And pray they keep this thought in mind*

*I never dreamed it would be me  
And with heavy heart and bended knee  
I ask for all here from the past  
Dear God, let my name be the last*

*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*

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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 2002 Annual Report as evidence of the performance of the dedicated personnel of the Manchester Police Department.

### ***Commissioners:***

**Ralph Garst**

**Fern Gelinis**

**James McDonald**

**Michael O'Shaughnessey**

**John Tenn**

## *Message from the Chief*



### *Chief Mark L. Driscoll*

Significant progress during a very difficult year for our nation and for public safety is what will be remembered when we look back on the past twelve months. There is little that is significant, in any way, compared to the evil acts carried out by fanatic terrorists in our nation's capital, New York City and the skies over Pennsylvania. No American will ever forget where they were, how they learned of and what they saw on September 11, 2001. So many lives were lost and so many lives were saved. Many of those who died lost their lives while saving the lives of others.

After the initial shock, disbelief and anger, all Americans united around the strong belief in the American way of life and demonstrated the courage that has made our country the greatest nation on earth. Yet again, we as a nation and as a people have been tested. It is at times like this that our nation and people look to the military and to public safety officers, both police and fire, to lead the way. Called away from the Police Department to be part of our military response were Officers Dunlap, Keating and Craig, all of whom served their nation proudly and have returned to Manchester safely.

With the goal that Manchester be the safest city in the Nation in which to live, our community immediately reacted to and planned for all possibilities that could potentially be encountered in the days and weeks that followed September 11<sup>th</sup>. That planning, training and networking has and will continue to assure that we will be capable of defending our nation on every level. Our fight against terrorism will require that every individual be keenly aware of their surrounding as it is the little things that will give us the edge and early warning against those that wish to destroy our nation and way of life. A constant state of readiness must be a priority.

While safety concerns must always be in the forefront, it is also important to recognize that the crime rate in Manchester has been reduced a full 10% over the previous year. Manchester's strategy that crime is the responsibility of all Manchester residents and those visiting our community has worked very well in making our city one of the safest in the nation. New programs this year include the implementation Reserve Officers and the development of a 40-member Civil Disorder Resolution Team. Both programs are cost effective and will enhance our ability to maintain a proactive safe community.

The strength of our department comes as a result of our employees. This year, many experienced department members have retired and we wish them well. The Recruitment and Selection officers have performed admirably in identifying new department members that have stepped forward to take on the challenge of public safety.

Needless to say, the entire Department owes a huge thank you to the citizens of Manchester for their confidence in their Police Department and for their warm support. I would also be remiss in my responsibilities if I did not thank all members of the Police Department, both sworn and civilian, for their dedication and performance during a most difficult year.

While it has been a difficult year, it has also been a very good year as your Police Department has become stronger and stands ready to serve you and assist our city, state and nation against any threat to our American values and our American way of life.





## ***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

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 2001, there were a total of nine (4) internal affairs investigations conducted. The complaints fell into the category of excessive force. After investigating the complaints, it was found that all four complaints were unfounded.

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.

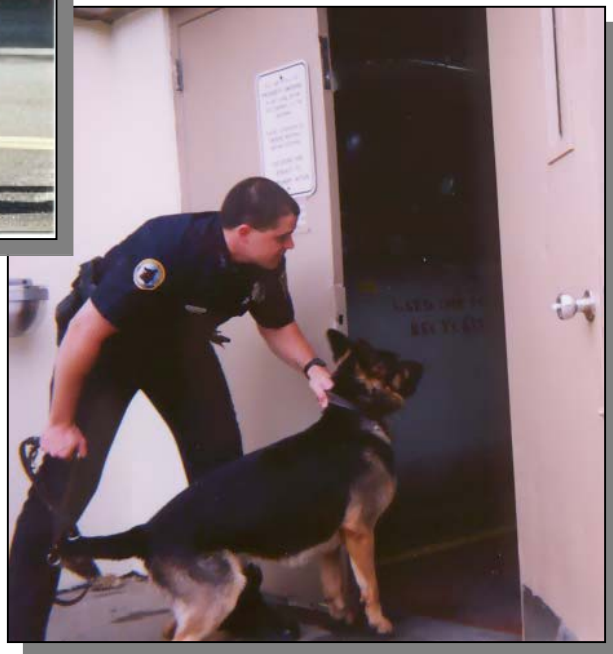
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***“The Manchester  
Police  
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professional  
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ensure agency  
integrity...”***

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# *Patrol Division*





***Deputy Chief Robert M. Duffey  
Retired***

Well, another year has passed and thank God, none of our officers has been seriously hurt. All reports start and end with that premise, for nothing is more important. New officers have come aboard and some old friends have left, and we forge along. Good Luck to Sgt. Waligura, Off Jim Ahern and our most venerable Lt. of all Chuck Holmes.

All of the Patrol division performed so well all year. The shifts, under the able command of our shift captains and supervisors, kept the city safe and toed the unending line against crime. The various divisions did even better than past years and that is hard to believe! We continue to interact with the community and put our best foot forward. The Traffic division did an unbelievable job in getting us up and running for the civic center, and was well helped by personnel from all divisions.

Congratulations are in order for our K9 team, as they did so well in their trials winning several awards, against more experienced animals. Speaking of animals, by the time you read this, we will have two brand new horses to upgrade our department from our first two which have served us so well. We wish them a happy retirement as well! Finally along the same vein, Dave Dydo and Dennis Walsh continue to set the standard for animal control divisions in the nation.

Community policing has evolved into such a powerful problem solving force that we sometimes hear about the solution BEFORE we hear about the problem. Our SRT team, still commanded by Capt. Leidemer, continues to be the best there is.

I would like to also thank all of the other divisions that work so seamlessly with the Patrol officers. There is no more team effort than that of a police department and every employee here, regardless of whether they wear a uniform or not, is a great part of that team. Thanks to each of you, and thanks to Chief Driscoll for giving us the unending support we need to be so effective.

Although I often repeat it, the final thanks go to the street officer, the very backbone of any police department. I respect and admire each of you, and I ask only that you keep being the professionals that you are and most of all stay safe.

Along with several others, Sue and I are retired as you read this. Hopefully, we have been successful in reaching each of you to tell you that we will miss you all and that these years with the MPD have been the finest of our lives. I have been privileged to work with the finest, most dedicated group of officers, supervisors and civilians that one could possibly hope for. One more time, thanks to all of you, and especially our committee for our wonderful party. Thanks to Chief Driscoll for giving me the opportunity he did. Please stay safe and know that you will always been in Sue's and my thoughts and prayers...

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***“There is no more  
team effort than that  
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uniform or not...”***

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## *Special Reaction Team*



*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 situation 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 it’s 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.

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***“For our team to continue to be successful, it is imperative that we remain properly trained and equipped.”***

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This year we had over twenty activations covering everything from “drug raids” to barricaded subjects. We also continued to provide tactical assistance to neighboring communities when requested.

In addition to the traditional “call outs”, this year the Team worked very closely with the US Department of Justice, specifically the Drug Enforcement Administration’s High Intensity Drug Traffic Area (HIDTA) task force in their efforts to combat the distribution of illegal drugs in our community.





### ***Lieutenant Marc P. Lussier***

The Manchester Police Department Traffic Division is part of the Patrol Division and falls under the span of command of the Deputy Chief of Patrol. Members of the Traffic Division include: Supervisors Lieutenant Marc P. Lussier and Sergeant James O. Kinney; Auto Theft Investigator Charles Piotrowski; Traffic Investigators John Buchan, Jeffery Kelley, Brian Blais, and Paul Grugan; Motor Vehicle Enforcement Officers Kevin Ainsworth and Robert "Duke" Harrington; Division Secretary Barbara Fletcher; Parking Control Officers Belinda Scarborough, Krystyna Donati, Linda Quinn and Laura "Kay" Bourgeois; and 40 School Crossing Guards.

The Traffic Division underwent some significant changes this past year. Both Lt Tracy and Sgt Winn were promoted and left the division for the midnight shift in Patrol. Supervision of the Mounted Unit was transferred to the Community Police Unit, so we bade farewell to Officers Kevin Kincaid and James Ahern, and their faithful steeds Amigo and Shorty. Parking Control also saw changes, with Pauline Corriveau moving to the Records Division and several months later, Laura "Kay" Bourgeois was hired as our new mobile PCO. At the same time supervision of the Ordinance Violations Bureau fell under the purview of the Traffic Division Lieutenant.

The Traffic Division is responsible for the investigation of serious motor vehicle crashes and fatalities, auto thefts, motor vehicle enforcement and education, coordination of security and traffic flow for special events, parking control, school crossing guards, and a variety of road races, walk-a-thons, parades, fireworks, and "Riverfest."

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***“The Traffic Division underwent some significant changes this past year.”***

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Sgt Kinney and I were welcomed to the Traffic Division and quickly assumed the responsibilities of overseeing the summer concert series and coordinating the opening of the Verizon Wireless Arena. Added to the issues which would normally need to be addressed for such events were security concerns following the terrorist attacks of September 11, 2001. At a time when the country was only just beginning to grapple with balancing convenience with security, many issues had to be considered. It is a testament to both our department and our community, that both the opening and the concerts experienced high attendance and no serious incidents. The civic center opened without issue and with much praise. The police department as a whole received many accolades for a fine job, especially concerning the ease with which pedestrian and motor vehicle traffic flowed and the professionalism of all personnel in dealing with the public.

Sadly, we have witnessed an increase in motor vehicle fatalities this past year. Sr. Jeanette Plante of Notre Dame College was struck and killed while crossing North Elm St. Kevin Lang succumbed to injuries he suffered after driving his motorcycle into a cruiser which was safely stopped on Queen City Ave on a motor vehicle stop. Suzanne Thorgerson was killed after a vehicle driven by Remy Casimir traveled the wrong way on South Willow St and struck the vehicle in which she was a passenger. Casimir was indicted for negligent homicide and the matter continues in the court process. And lastly, Erick Hebert was killed in a motorcycle accident on Wellington Hill Rd, after losing control of his motorcycle.

Aside from fatalities, there were far too many serious motor vehicle crashes to acknowledge all the victims, but I would like to mention one. William Milonas, AKA Captain Stan, a long time friend to the department, was struck while crossing Kelley Street and remains hospitalized.

Motor vehicle enforcement continues throughout the city. This past year our officers responded to 6,244 accidents, initiated 23,390 motor vehicle stops, and issued 11,942 summonses. Much of the Traffic Division's efforts were directed towards school zones and residential neighborhoods. Operation Neighborhood Safe Passage was initiated and addressed the specific concerns of Manchester neighborhoods. In this week long initiative, well over 200 summonses were issued by the Traffic Division. In addition, members of the Traffic Division, in conjunction with the NH State Police, continue to do motor vehicle enforcement throughout the summer months.

Working closely with the Highway Enforcement Division of the NH State Police, we continue to conduct inspections of all city taxis. This year we added a new component: surprise inspections. We identify numerous deficiencies, but to the owners' credit, they have worked well with us in correcting any problems we discovered. Our ultimate goal is to make certain that Manchester's taxis are safe for riders, and with the cooperation of the taxi owners, this program has been a success. Another joint effort with the NH State Police was this year's Sobriety Check Point on June 22nd. As a result of this endeavor, four arrests were made for operating under the influence of alcohol, two people were taken into custody for illegal possession of alcohol, and two more were arrested on drug related charges. In addition, three motor vehicle summonses and twelve warnings were issued. A total of 187 vehicles were checked.

Officer Piotrowski's hard work is paying off. The last annual report sited 407 motor vehicle thefts, a decrease of 15% over the prior year's. This year that number has dropped to 271, a decrease of 33%, and there were 84 arrest relating to stolen cars.

With funding from the New Hampshire Highway Safety Agency, we conducted several seat belt enforcement campaigns directed towards educating both children and their parents about the need for children to wear seatbelts. Working with the Highway Safety Agency, we also held our annual Seatbelt Challenge at each of the city's high schools. At the statewide challenge, Memorial High took second place, and West High School, third place.

Our Parking Control Officers saw an increase in the hours of enforcement this past year. With the opening of the Verizon Wireless Arena, the hours of parking enforcement were extended to 8:00 p.m. every night during the week, and Saturday enforcement began. As a result of public outcry, the Saturday enforcement was short lived. Without question, the extended hours of enforcement was a driving force behind the Ordinance Violations Bureau breaking the million dollar mark this past year, collecting over \$933,450 in parking fines. After several months without a mobile PCO, it was very helpful when we were finally able to hire Laura Bourgeois. She addresses parking issues throughout the city, tows abandoned cars, and booting vehicles which owe excessive parking fines. In June of 2002 she booted 42 vehicles, bringing in over \$9,800 in parking fees.

Looking forward to the next fiscal year, we hope to see a reduction in speeding motor vehicles, accidents, and other motor vehicle related incidents in the city; and make Manchester streets as safe as possible for the pedestrian and traveling motorist.

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***“...we hope to  
make  
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motorist.”***

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***Sergeant Mark Fowke***

Professionalism and dedication to achieving excellence. These powerful words reflect the attitude of each member of the Manchester Police Canine Unit. These men and women, with their canine partners, are dedicated to providing the very best in tactical support to their fellow officers and to our community. Continuous, rigorous training enables the teams to maintain and enhance their unique abilities.

Each canine team must certify annually to standards set forth by a nationally recognized Police Canine organization. The standards of the United States Police Canine Association Inc. require proficiency in Obedience, Agility, Search, Criminal Apprehension, and Tracking. Testing to nationally accepted standards provides police agencies with a baseline on which training and future development may be built. Constant analysis of response data and the objective consideration of each K9 team's performance during deployments provide the most relevant and specific information on which situational training is based. A combination of both sources of data ensures the ultimate development of specialized skills unique to the K9 team, and ensures our success as a unit.

At full compliment, the members of the K9 unit have become a team dedicated to excellence and

success. They have worked and trained together toward a common goal... to make every K9 team the best K9 team available to their brother officers and to the community. Their efforts were rewarded when members of the Manchester Police Canine Unit swept United States Police Canine Association regional trials held in Pelham NH, winning numerous event awards and bringing home the Manchester Police canine unit's first "1<sup>st</sup> place team trophy". Their success continued in Canada, where competitors took several overall and competition trophies in St. John, New Brunswick.

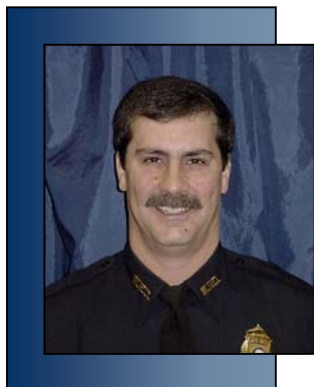
Most important to every member of the unit and to the community are the everyday successes that our K9 teams experience while on duty. Officers continuously deploy their four legged partners in situations ranging from searching for lost children to confrontations with dangerous felons. From each situation, new tactics are developed and new training methods derived, and our opportunity to provide unparalleled service is expanded.

Our goal of utilizing analysis, development, and training to consistently improve the quality of service that we provide has not changed. Our members remain tenaciously bound to these objectives and to tirelessly serving our department, and our community.

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***“Our goal of utilizing analysis, development, and training to consistently improve the quality of service that we provide has not changed.”***

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***Sergeant Michael DiSabato***

As in the past years, the Community Police Unit has been busy delivering personalized service to citizens and businesses within the City of Manchester. We continue to foster neighborhood groups so that we can work together on issues that cause concerns, fears, or may effect the quality of life in their neighborhood.

The partnerships that were made within the different neighborhoods were celebrated with cookouts in conjunction with National Night Out. National Night Out is an opportunity for neighborhoods to celebrate a crime and drug free neighborhood and to send a message to criminals that they have a partnership with the police department and that together we will rid the area of crime. This was a great success not only for the bond that is made between residents and the police, but also for the residents taking ownership of their neighborhood. The importance of residents being aware of who is living in or what is going on in their neighborhood has been highlighted by the tragic events of 9-11.

The Community Police unit also partnered with other city agencies in forming a Community Enhancement Team. This Team is made up of members from the building and zoning departments, parks and recreation, health, fire, and highway departments as well as the Mayor's office. The team concept is to address neighborhood concerns in a unified approach. Although this is in its infancy stage, we have already addressed many issues such as trash, parking, and building conditions that were affecting our neighborhoods.

The Community Police Unit continued with the annual alcohol compliance checks of area businesses that sell alcoholic beverages. Of the 114 stores, 30 of them failed the compliance check. It is the Manchester Police Departments goal to achieve 100% compliance, which is not unrealistic. Even if we meet this percentage, we will still continue with the checks and rechecks to protect the youths of our city.

The Manchester Police Department is committed to do what we can to protect all citizens who live and visit our city, and to make your personal contact with a police officer a positive experience, no matter what the circumstances.

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***“The Manchester Police Department is committed to do what we can to protect all citizens who live and visit our city...”***

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*Animal Control Officer Dave Dydo*

As the supervisor of the Animal Control Division, I am constantly reviewing and evaluating the Division's performance. I have made a commitment to provide the citizens of Manchester quick, efficient and professional service in all related animal complaints.

The year 2002 has been fairly consistent in comparison to previous years. We had 2 confirmed cases of rabies - 1 involving a bat the other a raccoon. We have seen an increase in wildlife complaints with a focus mainly on the fox population. Public safety concerning diseased wildlife is the responsibility of this Division.

Animal Control Officer Walsh attended a 2-day workshop in Enfield, NH on euthanasia. The ACO's still take advantage of in-house training programs and attend the UNH Animal Control Academy. The City Clerks Office reports that during the fiscal year 2002 there were 9,030 licensed dog owners in the City Of Manchester. This is an increase from 8,765 owners in 2001.

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***“As the City of Manchester continues to grow and expand, so does the challenge for the Animal Control Division.”***

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We are in the 3rd year of the West Nile Virus activity. Our Division works in conjunction with the Manchester Health Dept. and State officials in submitting suspect birds. We also continue to shelter found stray animals at the Manchester Animal Shelter, which is now operated by the F.M.A.S.

As the City of Manchester continues to grow and expand, so does the challenge for the Animal Control Division. Confronted with routine calls for service, seasonal adjustments, nature cycles and the unknown (trends, fads, diseases, etc) we look for your input and request you contact this Division with feedback on how we are doing.

In today's environment, the ACO is vigilant to its community and stands ready to serve.



# *Investigative Division*





*Captain Richard O'Leary*

Members of the Department's Detective Unit, Juvenile Unit, Domestic Violence Unit and Special Investigations Unit are tasked with resolving many of the complex cases that come before the Manchester Police Department on a daily basis. The 40 members of the Investigative Division review and participate in investigations of serious misdemeanors and Part I crimes. Some of those crimes include but are not limited to violent assaults, arson, homicide, crimes against the elderly and narcotics offenses. The division draws from each of the sub units to maintain a compliment of investigators specially trained in forensics as it relates to crime scene investigation.

This past year 2001 was a challenging year for members of the division. In January, Dennis Carlson was arrested in connection with various narcotics and stolen firearms charges. He is currently serving a 12-year sentence in the Federal Prison system. Members of the Juvenile and Detective Units obtained a conviction in the case of Jessica Fleetwood. The young mother was charged with homicide after she suffocated her 2-month old son to death. In July 2001, members of the division were in the process of executing an arrest warrant for Shawn McMannus from Massachusetts. While attempting to take him into custody, McMannus opened fire at the detectives. He fired between 8-10 rounds from a Glock .45 cal semi-automatic handgun. He is currently serving a 28-year prison sentence.

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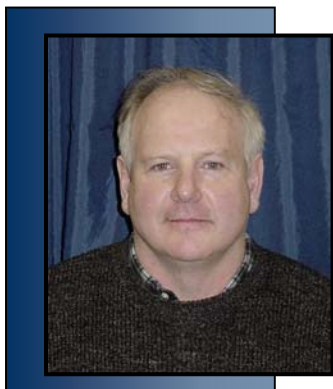
***“...we thank the public for putting their trust in us as we strive to make Manchester a safe community for all to live and work in.”***

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Members of the unit continued to work on several high profile “cold cases” throughout 2001. Members also continued to assist various State and Federal Task Forces aimed at targeting drug and gambling offenses. September 11 changed the way we approach many investigations as they relate to domestic security and safety. The Division is in constant touch with other local, State and Federal Agencies to ensure our community's safety.

Keeping up with the technological advance that has come to Law Enforcement was not overlooked in 2001. The Division took delivery on items geared towards digital photography. The Division continued to provide advanced in-state and out-of-state training for its members. This training will ensure the highest level of competence amongst members. That translates to better service to the people we are sworn to protect.

Lastly, the Investigative Division wishes to express its most sincere thanks to all agencies that have worked with us over the past year in our efforts to curtail crime. Additionally, and in light of September 11, 2001, we thank the public for putting their trust in us as we strive to make Manchester a safe community for all to live and work in.



***Sergeant Robert Moore***

The past year was a very successful one in SIU. Numerous indictments were handed down in both state and federal court as the result of several wire taps that were carried out during joint investigations with the NH State Police, the NH Drug Task Force and HIDTA. As a result, a number of our top drug traffickers were arrested along with a number of lower and mid level traffickers. Some highlights from last year were:

- ◆ Federal indictments and arrests of Todd Burley and other members of his cocaine distribution network. This included his source of supply from Massachusetts. This group was selling upwards of ten kilos of cocaine per month.
- ◆ The conviction of Angel Roldan under the state “drug kingpin” statute which carries a minimum mandatory sentence of 25 years to life. Roldan was moving as much as 9 kilos of cocaine per week at one point. This case also netted other longtime local dealers such as Charles “Chico” Lagoa Jr.
- ◆ The federal indictment and arrest of Orlando Amaro-Ramos and associates for operating a large heroin distribution ring. Amaro-Ramos was selling several hundred bags of heroin per day in Manchester.
- ◆ Federal indictments and arrests of Kermit Ceasar and several associates for selling large quantities of crack cocaine in Manchester.

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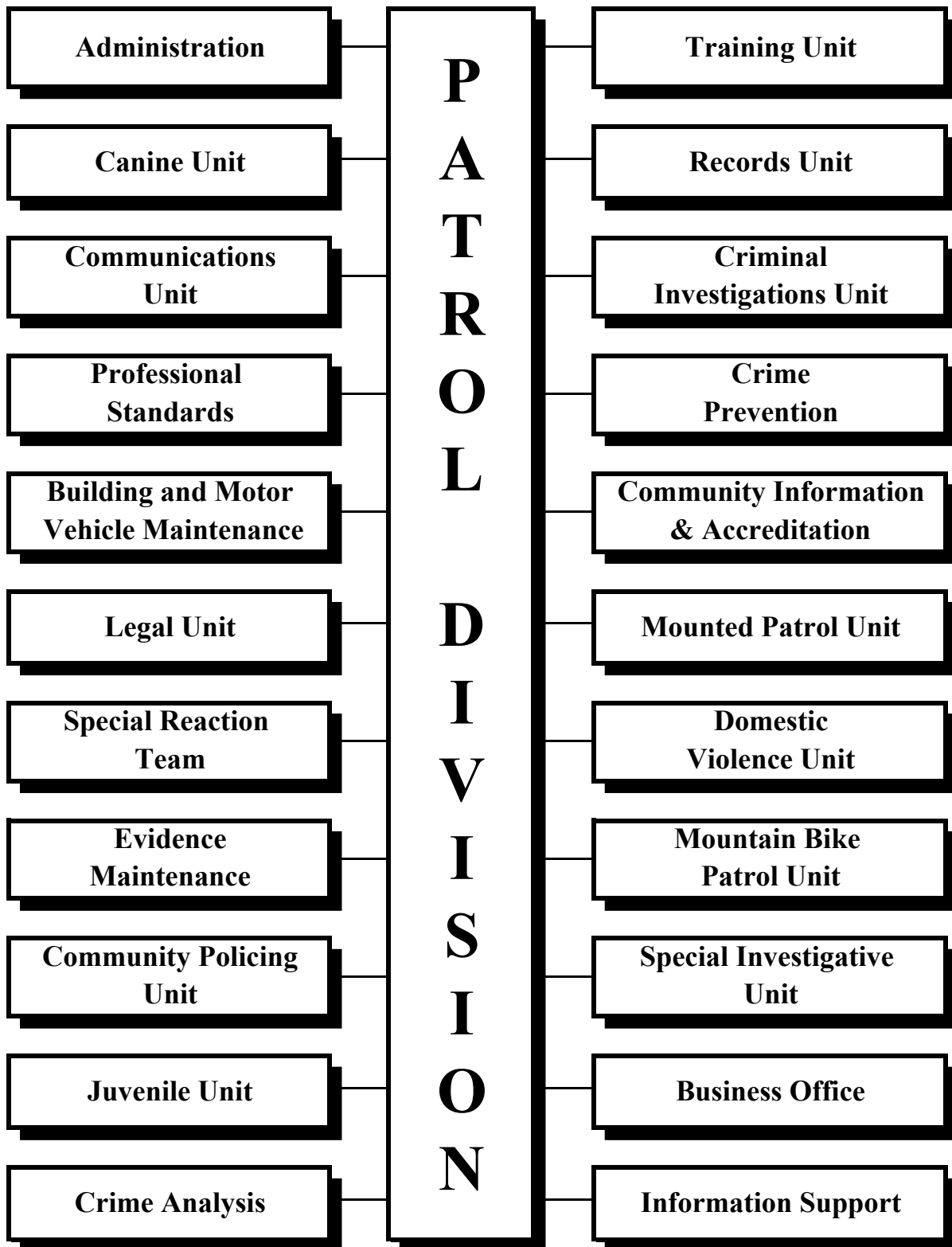
***“These cases would not be possible without assistance from the many officers who pass on information they receive.”***

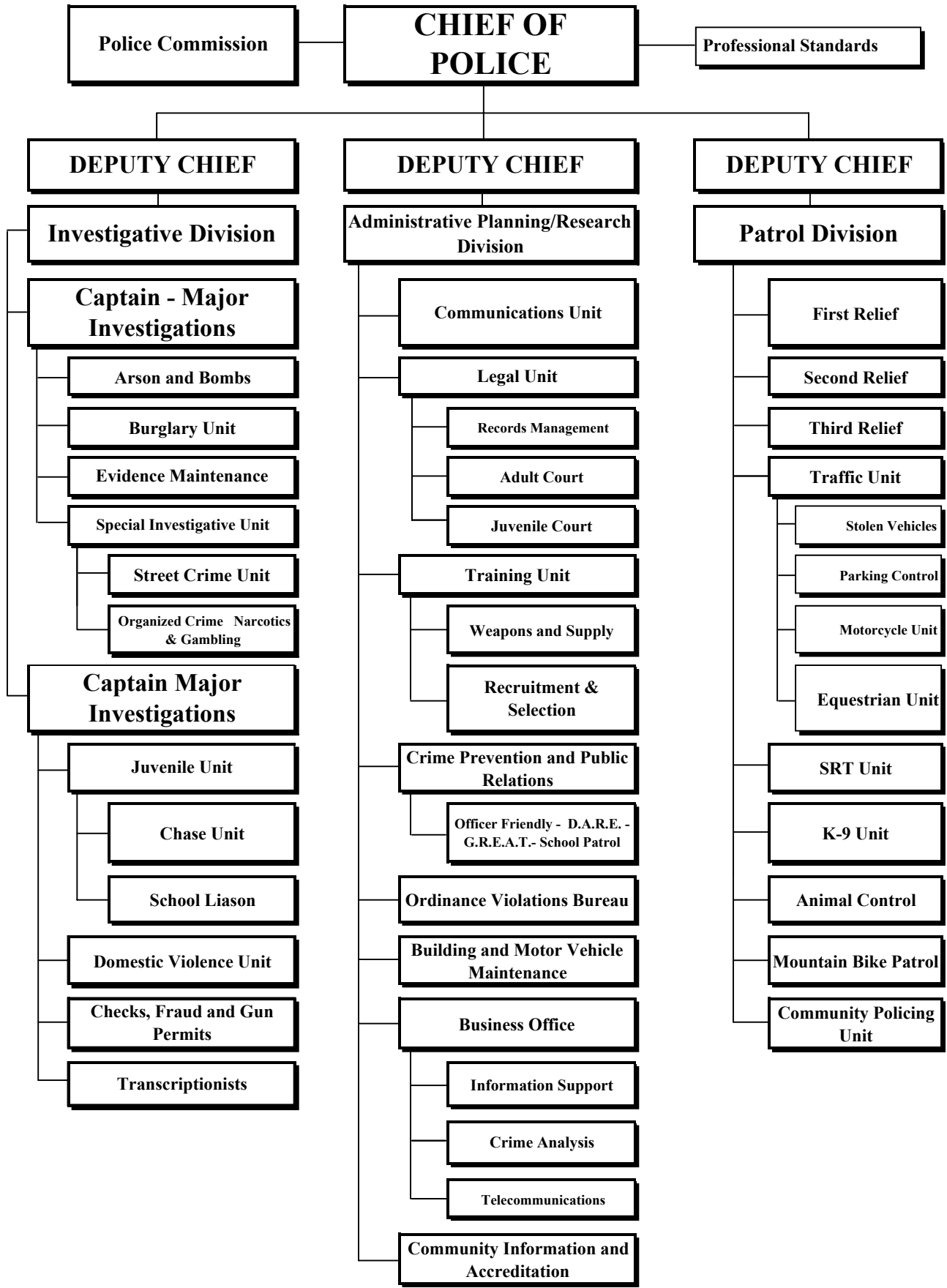
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These cases would not be possible without assistance from the many officers who pass on information they receive. Thank you to all who have contributed to the success we had this past year.



# Manchester Police Department Operational Chart







***Detective Peter Bartlett***

Over the past year, The Manchester Police Domestic Violence Unit has maintained a level of service that is surpassed by no other agency in the State of New Hampshire. The Domestic Violence Unit has been able to stay this course of excellence due to the hard work and dedication from the unit members, as well as the conscious efforts from the Patrol Officers who are the first responders in many of these calls.

The cooperative effort we have with the Hillsborough County Attorney's Office, YWCA Crisis Service and The New Hampshire Department of Corrections, to fight domestic violence remains strong. Detective's Peter Bartlett, Steven Olson, Marty Swirko and Probation Officer Paul Jacques all attended a week of training in Duluth Minnesota at the Battered Woman's Justice Project. This Project is nationally recognized as the "model" for Domestic Violence Units and teaches Domestic Violence as a community problem and how it takes an entire community to stop the "Cycle of Violence". The Training focused on the "Community Response to Domestic Violence" and proved to be very positive for the officers attending.

The Greater Manchester Council on Domestic and Sexual Violence works tirelessly to keep the community and all parties involved in Domestic Violence prevention motivated to help victims through their difficult situations. Lara Grady an Advocate with the Manchester Police Department held the co-chair of this Council. Nearly 2000 cases came through the unit this past year and Andrea Clement, Lori Quinn and Suzanne Schank continue to provide professional and comprehensive assistance to the many victims requesting our help.

As in years past, Community outreach continues to be a large part of the unit's function. Education and awareness about Domestic Violence has become an essential service the unit provides to many different community groups in Manchester. Families in Transition and the New Hampshire Cadet Academy have both benefited from this service.

The Unit also hopes to make some significant changes to how children are assisted through Domestic Violence situations. Children were effected by this family violence in 33 % of the cases handled in 2001. This staggering figure prompted the Unit to seek some progressive ways to help these children deal with the reality they endure on a daily basis. The unit applied for a federal grant through the VAWO (Violence Against Woman's Office) to explore and implement a Supervised Visitation and Exchange Service in order to help with the transitional exchange and or visitation of children with a non-custodial parent as their case progresses through the "system". This service will ensure safety for victims and their children and will help stop further abuse by the batterer. In addition, a child advocate position was sought to make children an important part of the DV process, so they are advocated for just as vehemently as the parent victim.

Finally, the Domestic Violence Unit would like to recognize all those involved in keeping victims in these cases from further harm. It does not go unnoticed that some of these situations are both dangerous and unpleasant for Police Personnel. Hopefully with the continued professionalism possessed by this agency, victims of Domestic Violence will always feel well protected and safe.

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***“...the Domestic Violence Unit would like to recognize all those involved in keeping victims in these cases from further harm.”***

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***Lieutenant Paula Glennon  
Sergeant Kevin Kelly***

Over the past year, we have welcomed several officers to the juvenile unit, notably Officers Brian Riel, Richard Nanan, Lori Tremblay and Kim Goodrich. Officers Tremblay, Goodrich and Nanan, along with Officer's Jay Morris, Scott Fuller, Andy Vincent and Timothy Craig, are assigned to the Juvenile Division's School Resource Officer program. In addition to their full time School Resource Officer positions, Officers Nanan, Craig, Tremblay and Goodrich have completed their DARE certification schooling and provide DARE instruction to the children enrolled in the City of Manchester's Junior High and Middle Schools. All of these officers have done an exemplary job over the past year in contributing to the safety and overall well being of students enrolled in the Manchester Schools.

In addition to the SRO program, the Juvenile Division has three Detectives assigned to the CHASE (Child Abuse and Sexual Exploitation Unit). Detectives James Flanagan, Michael Biron and Kristen Taylor work in conjunction with several local agencies, specifically the Division of Child and Family Services (DCYF) and the Hillsborough County Attorney's Office, in an attempt to make Manchester a safer place for Manchester's youth. Detective Flanagan has also been given the assignment as lead investigator in the recent Diocese of Manchester investigations and has been working alongside the Hillsborough County Attorneys Office and the New Hampshire Attorney Generals Office.

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***"...we continue to  
strive towards the  
common goal of  
providing the  
residents of  
Manchester with an  
enjoyable, safe  
environment..."***

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Officers Carlo Capano, Craig Rousseau and Brian Riel round out the division and are assigned to handle juvenile delinquency crimes. Det. Capano recently graduated from the Backster School of Polygraph in May of this year, while Det. Rousseau has been given the assignment of handling all crimes occurring at the Youth Development Center (YDC), in addition to his regular duties.

The JOLT (Juvenile Offender [monitoring] Team), which involves two police detectives accompanied by a Juvenile Probation Officer, check on youths that are placed on Conditional Release through the courts and has continued to be a success. Accountability is key to this program and violators are brought before the court in an expeditious manner, sending a clear message to the offenders. CLASS (Collaboration to Locate Absent Students) started at the end of the school year. Investigators team up with school attendance officers to locate and return chronically absent students. We look forward to continued success with this program throughout the following school year.

Investigations involving juveniles as offenders and/or victims continued to show a slight increase as compared to last year. The division investigated over 200 more cases and approximately 50 more victims reported incidents when compared to last years statistics. Statistics also revealed that overall, juvenile cases increased by 11% as compared to 2000 statistics.

By working in conjunction with various social service, law enforcement and school agencies, we continue to strive towards the common goal of providing the residents of Manchester with an enjoyable, safe environment from where we can continue to enjoy a good quality of life.



## *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	1998	1999	2000	2001	2000–2001 Change
<b>Murder</b>	1	3	2	0	-100%
<b>Rape</b>	58	35	41	49	+20%
<b>Robbery</b>	112	122	145	118	-19%
Commercial	22	51	35	38	+9%
Residential	15	7	15	14	-7%
Street	44	43	66	43	-35%
Miscellaneous	31	21	29	23	-21%
<b>Aggravated Assault</b>	57	65	54	85	+57%
<b>Total Violent Crime</b>	228	225	242	252	+4%
<b>Burglary</b>	644	760	603	597	-1%
Commercial	174	223	147	173	+18%
Residential	470	537	456	424	-7%
<b>Larceny</b>	2656	2667	2683	2360	-12%
from Building	853	892	829	768	-7%
from Motor Vehicle	503	600	609	504	-17%
from Person	37	29	23	27	+17%
of Bicycle	241	211	188	146	-22%
Shoplifting	268	266	285	288	+1%
All Others	754	669	749	627	-16%
<b>Auto Theft</b>	441	434	407	310	-24%
<b>Arson</b>	69	57	53	53	no change
<b>Total Property Crime</b>	3810	3918	3746	3320	-11%
<b>Crime Index Total</b>	4038	4143	3988	3572	-10%



## *Administrative Division*





***Deputy Chief Dale K. Robinson***

As in past years, this has been an extremely busy year for the Administrative Division. Often times, the support services go unnoticed, but truly no police department could function without these services. Much too often, it is taken for granted that our building will be clean and neat, that our vehicles will be safe and operable 24/7. I'm sure none of us takes the time to wonder what happens to a report that is submitted, how many people handle it, and how much information is taken off it and passed on or stored for future reference. There is a group of people behind the scenes that keep things flowing, keep us working like a precision clock—ticking away day after day. To all those in the support services of the Administrative Division, I thank you for your hard work and dedication over the last year.

Over the past year, we have finally been able to see the fruit from the seeds that were planted in previous years. Mobile data terminals are up and running in our route cars. The AFIS system is finally on line and being used. We are in the process of updating our communications system, so that we will have communication with other jurisdictions. We have, once again, received another block grant—our fifth. That, along with being recognized as a Weed and Seed location, has assisted our department in receiving federal grants that will help make Manchester a safer place to work, live and raise a family.

As we close out this year, we also see much change ahead as there are many upcoming promotions, due in part to the retirements of Deputy Chief Robert Duffey and Deputy Chief James Stewart, with whom I worked hand-in-hand. I wish the best to both of them and I look forward to working with their replacements in the upcoming year.

Again, I wish to thank all members of the Department for their tireless efforts in providing the highest quality of police services to the citizens of Manchester.

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***“...I wish to thank all members of the Department for their tireless efforts in providing the highest quality of police services to the citizens of Manchester.”***

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***Donna Beauparlant***

Storage has always been at a premium throughout this building. State law mandates that we must retain the original white copies of incident reports and accidents for four years. These, along with the yellow copies that must be kept for two years to comply with our Standard Operating Procedures, create a massive amount of paperwork for the Records Division to maintain. We had ten years of casework in boxes piled up on the shelves and on the floor in the third floor storage area on the south end of the building. To help us get storage relief, Administration gave us the go ahead to get up to three years of reports microfilmed. Moe LeClerc stepped up to the challenge and with the help of Pauline Corriveau, removed the staples and duplicate paperwork from every single file, bot investigative and accident, for the years 1993, 1994 and 1995. Their work saved thousands of dollars in the cost of each years microfilming. They completed their task in a timely fashion and the microfilm cassettes for all three years now sit in a cabinet in the Detective Division waiting to be viewed as needed.

On May 31, 2002, Kay Greenough retired after 27 years with the Department. She had been in the Records Division for over 15 years and was in charge of the warrants and civil protection orders. Kay took her duties very seriously and we miss her presence.

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***“I would like to give praise to the hard working staff in the Records Division.”***

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I would like to give praise to the hard working staff in the Records Division. They have all carried extra duties this past year due to absences for surgery, illnesses and retirement. Each time they have all pitched in to help get the work done. Most of our tasks are under a time restraint and there is little room for error. The data we enter is used by every division to help them do their jobs and we work hard to get the information entered and filed away quickly and accurately. I would also like to give a special mention to my assistant Gisele McCarthy whose knowledge of everyone’s jobs, strong computer skills and unending patience have been a great asset while she filled in for others and trained replacements.

We are looking forward to the arrival of a new clerk to fill our staff. He/she will be assigned to the front desk and his/her main duties will be working with customers and mail requests. We’re also anxiously watching the changes that are taking place in the booking area with the on-line booking and in the cruisers with the mobile data terminals and on-line reporting to assess how they affect our work in Records. Sometimes change can be a good thing.





***Sergeant Lloyd Doughty***

As with past years, we in Crime Prevention have remained extremely busy. Through the efforts of the Unit and with the continued assistance of our colleagues in the Community Policing Unit we have been able to continue to bring our important message to our citizens and visitors.

During this year we continued to foster relationships with the Press. While reporting on some of the many things we do here with the Community Information Officers position, we took the opportunity to keep the public informed in the matters of Crime Prevention when they pertained to the matters at hand. From this approach we were consulted on many occasion relative to Crime Prevention. This was an additional benefit and a direct result of our efforts in fostering the press relationships. I strongly believe that this additional assistance from the media outlets has helped us in getting our Crime Prevention message out to the public. It is our intention to continue this practice, thus insuring that the important message continues to get out to the public.

D.A.R.E., G.R.E.A.T. and Officer Friendly, our school programs, continue to be a major focus of the Unit. We continue to have an outstanding relationship with both Manchester's Public and Parochial schools as a result of these programs. This is a credit to the three officers that present the programs on a full time basis during the school year. Officers Richard Gilman, Terrance McKenzie and Christopher Biron have met the challenges presented to them and often find the time to not only do this as part of their job but also donating time to their respective schools to make the programs a complete success. This year they had had some assistance in their endeavors. Four of our School Resource Officers were trained in the D.A.R.E program and thus assisted with that program. I wish to recognize SRO's Timothy Craig, Kim Goodrich, Richard Nanan and Lori Tremblay for their work in getting the important D.A.R.E. message out to Manchester's youth. Our experience has been that these programs do work and continue to be an important part of our Crime Prevention package.

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***“Through the efforts of the unit, we have been able to continue to bring our important message to our citizens and visitors.”***

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While speaking on the topic of youths, the Manchester Police Athletic League continues its valuable work in this area. As reported last year, the Manchester Police Athletic League has purchased the former Saint Cecilia's Hall and renovations are well under way in making this a viable venue for the many programs of Manchester PAL. It is the PAL Boards hope that this building will hold its first event in the upcoming year. This is an ambitious endeavor however it

is a goal that all hope to achieve. As for programs our largest, PAL Thundersticks Lacrosse, has to put it mildly, taken off! Offering both girls and boys leagues from mid adolescents to high school, the program has grown to the point where we may have to start turning some young people away because of lack of space for teams. This would only be done as a last resort and we will do everything to not have this happen. The summer ice hockey clinic, the ice hockey teams,

the Miller Cup and the Stovepipe Tournament have also enjoyed huge success. PAL continues to be a valuable program and we can only expect it to grow.

Business, Home and Residential safety continues to be another area in which we focus. Officer's Gilman, McKenzie and Biron have made many presentations on these and a variety of related topics. We have also continued in presenting many long-standing programs. Our building tours, Women's Safety Clinic, Child ID Program (in conjunction with the Queen City Kiwanis Club), and the ever popular New Hampshire State Home Show appearance are just a few of the many ways we fulfill the need for Crime Prevention information getting to the public.

Manchester Crimeline continues to assist this agency by providing monetary rewards to tipsters regarding criminal activity in our City. As you may recall, last year Manchester Crimeline and the Family of homicide victim Walter Page, along with some very generous anonymous benefactors, posted a large reward for information in this case. While we all hoped that this would be the motivating factor in leading to the resolution of this case this did not turn out to be the fact. It did however bring attention to Manchester Crimeline and while the results were not what were hoped for, there was a positive benefit in that more people know about and now assist in making Manchester Crimeline work. This past year Manchester Crimeline awarded a total of \$6,750 for information that lead to 20 arrests/indictments in 14 cases. These case involved drugs, bank robbery, robbery, burglary, fugitive and gambling. Obviously Manchester Crimeline is an important part of our agency and we thank the dedicated individuals that make Manchester Crimeline work for us.

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***“We, in the Crime Prevention field, have a tremendous opportunity to get our message out to a receptive and concerned citizenry.”***

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There is so much to talk about with the Crime Prevention Unit and our programs. This year we have successfully offered a Pharmacy Robbery Prevention Seminar done in conjunction with the New Hampshire Board of Pharmacy, Bank Robbery Prevention Seminars Drug Awareness Presentations and Neighborhood Watch programs, to name just a few. This year however Crime Prevention and its ramifications have taken on such a special meaning as a result of the tragic events of September 11th. We in the Crime Prevention field have a tremendous opportunity as a result of this event, to get our message out to a receptive and concerned citizenry. It is our duty and objective to see that this occurs. To this extent we will continue to be proactive with our programs to insure that Manchester remains a safe city for citizens and guests to enjoy.



***Sergeant Richard Reilly***

The Training Unit has had another busy year of delivering timely and quality programs to all of our personnel. The training staff is responsible for the Manchester Police Recruit Academy and in-service training for civilian and sworn police personnel, coordination of firearms training and less lethal proficiency, and maintaining the agency's weapons inventory. We are also responsible for recruitment and selection of civilian and sworn personnel. The training staff consists of Officers Ernie Goodno, John Dussault, and Robert Cunha. Each of them are to be credited with what has been a remarkable year.

The Training Unit also maintains minimum training standards to fulfill mandates set by the New Hampshire Police Standards and Training Council and the Commission on Accreditation for Law Enforcement Agencies. We are pleased to report that we have either met or surpassed all minimum requirements this year required by both organizations.

Like many organizations throughout the country, the Manchester Police Department was not immune to the urgency to expand our law enforcement role to fulfill the needs of homeland security. Throughout the year, all personnel were supplied with an abundance of information concerning their role as first responders to a terrorist incident. This culminated in a series of training programs offered to all of our personnel presented by representatives of the Manchester Police, Fire and Health Departments.

Homeland Security training also organized our community-wide effort to respond to natural disasters as well. Sworn personnel received training on the incident command system, personnel protection and safety, strategies and tactics in response to a terrorist incident, and identified and discussed the implications associated with the various weapons of mass destruction. Supervisory personnel received training segments on the Immigration and Naturalization Service and a history lesson surrounding the problems in the Middle East. The multi-disciplined approach to this training effort is just one example of the quality of services and inter-agency cooperation the citizen's of Manchester can depend on.

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***“...the training unit has been able to sustain a varied and continuous training regimen for our personnel.”***

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The dramatic changes in the global, national, and local communities continue to emphasize the term "preparedness". As part of this effort, the Civil Disturbance Resolution Unit was assembled. Each of the 40 officers assigned to the team were equipped with the most current protective equipment available and trained for the specific task of hostile crowd control. After several months of research and supervisory training, the team began training in April 2002. The business and residential community can expect a quick and reliable response from this unit in the event of hostilities.

Despite the dramatic changes, the training unit has been able to sustain a varied and continuous training regimen for our personnel. In addition to the First Responder to a Terrorist Incident program, other large scale training programs included Driver's Safety, Cultural Diversity, Federal Firearms Law, Crisis Negotiations, Mobile Data Terminal and CPLIMS Report Writing, and the 2002 Use of Force Program.

## *Training Unit*

One of the more important components of the annual training process is the Use-of-Force program. All sworn personnel are required to fulfill this obligation. The 2002 program was a varied program that included refresher training on all of our less lethal defensive tools. These include oleoresin capsicum (pepper) spray, expandable baton, and less lethal munitions. In a separate use-of-force training program, Officer John Dussault qualified all of our personnel in the use of their firearms during 2001 and is presently qualifying a number of personnel with their sidearm, M-16, and shotgun for 2002.

A strong training commitment was made to the significant growth in technology at the Manchester Police Department. With the assistance of Hugh Mallet, Lisa Gerber, and Officer David Laferriere, we have been able to develop and sustain proficiency in the use of the new mobile data terminals, CPLIMS, AFIS, and on-line booking. Officer Cunha also re-certified 55 intoxilizer operators throughout the year. All sworn personnel received training in at least one of the listed technology oriented programs.

The past fiscal year also saw a significant growth in the Manchester Police Department's training capability. Another generation of firearms and rifle instructors have been trained throughout the year and now assist the training staff on a regular basis. In addition to the aforementioned computer personnel, Sgt. John Hopkins of Patrol and Detective Lt. Thomas Steinmetz have contributed to our homeland security training programs. The Communications, Traffic, and Domestic Violence Units have all made significant contributions to the training effort.

Agencies such as the Department of Justice, US Attorney General's Office, New Hampshire Traffic Safety Institute, INS, the Bureau of Alcohol, Tobacco and Firearms, New Hampshire Police Standards and Training Council, and the Manchester Fire and Health Departments have all contributed throughout the year.

The recruitment/selection segment of the unit has been extremely busy throughout the year. The Manchester Police Department has been fortunate to find 11 outstanding individuals to fulfill the role of police officer. We also selected five individuals to assume part-time officer positions with our agency. Equally meeting the high standards necessary to gain employment with our agency were 12 people selected for dispatcher and police service specialists positions.

We did not have go far to find qualified people to serve as part-time police officers. The agency was able to tap into approximately 120 years of police experience when five of our retired officers seized the opportunity to serve the community on a part time basis. After successfully completing an MPD part-time officer training program, these experienced officers were cleared to perform a variety of tasks throughout the agency. Each of the officers successfully maintained their certifications with the New Hampshire Police Standards and Training Council.

The training staff is looking forward to new challenges throughout the year. The training staff will continue to introduce and facilitate new programs to coincide with the needs of the men and women of Manchester Police Department to allow them to meet their responsibilities to the community efficiently and safely.

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***“The training staff will continue to introduce and facilitate new programs to coincide with the needs of the men and women of Manchester Police Department...”***

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***Raymond Puglisi***

The Communications Division of the Manchester Police Department is comprised of 3 departments, Emergency Dispatch Communications, Booking and Information Support. Combined, the Communications Division is comprised of almost 30 professional men and women. They gather and disseminate all police related information, which assists law enforcement personnel in the performance of their duties and also benefits the community.

The Communications Division is continually evolving to meet the increasing demands of law enforcement. Some of the changes that have taken place during the past fiscal year include additional Mobile Data Terminals for the cruisers, the implementation of On-line Booking, Digital Mugshots and AFIS Fingerprinting. Upgrades to the computer network and internal PC's have prepared the Department for the upcoming implementation of GPS, Mapping and Automatic Vehicle Location systems. Upgrades to the electronic locks have been installed in the Booking area along with new lockers for storage.

The Communications Division is also preparing for deployment of a statewide radio system, which will enhance radio communications between Manchester Police, the surrounding towns and State Police. Manchester Police has been working closely with State Police on this implementation and is expecting to be operational with this system sometime in the fall of 2002.

The Communications Division is committed to providing the citizens of Manchester, New Hampshire and the members of the law enforcement community with professional, quality service.

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***“The  
Communications  
Division is  
continually  
evolving to meet  
the increasing  
demands of law  
enforcement.”***

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***Richard Ranfos***

The garage was extremely busy this past year. Technicians Nick Kantapin and Rich Bourgeois received considerable help from technician Dale Letourneau on the 4-12 shift to do repairs that were unable to be completed during the day.

In November 2001, the department purchased its first maintenance vehicle, a 2002 Ford F-250 4-wheel drive pick up truck. It is equipped with an 8-foot Fischer plow and a tailgate sander. This vehicle worked extremely well during ice and snowstorms. The ramp, which is used for parking vehicles during shift change, is dangerous in inclement weather due to the incline, but the truck, plow and sander were able to keep up with the bad weather. The truck is also used on a daily basis to perform service calls, pick up and dispose of tires, pick-up supplies and transporting bicycles to storage.

In February 2002, the department purchased 20 new Tomar strobe light bars. These light bars are state-of-the-art and have exceptional visibility in comparison to the old Code 3 light bars which had halogen rotators and faded lenses. The technicians did a great job installing the light bars in an efficient and timely fashion.

In June 2002, the department purchases a Snap-On diagnostic power-graphing meter. This tool is used to check the vehicle's computer and determine where a potential problem lies within the vehicle. This technology will save the department several thousand dollars a year by not making the numerous trips to the dealership that were previously necessary.

With the help from Ford, the dealerships have extended vehicle warranties. We have several vehicles that have over 100,000 miles on them. By getting the extended warranties, the department has saved several thousand dollars in repairs that would not have been covered without the extended warranty. Close to 80% of the department's fleet has between 90,000 to 100,000 miles on them. Each year 5-10 vehicles need to be replaced. This year and next, we are not expected to receive any replacement vehicles.

During the summer months, mountain bicycle patrol units are on the streets 24-hours a day. In addition to the vehicle repairs, the technicians are responsible for repairing the mountain bikes. The task of repairing the bicycles keeps our technicians extremely busy.

The garage runs seven days a week. The three technicians in the garage are very reliable and responsible at making sure every vehicle on the road is safe for emergency response 24-hours a day.

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***“The three technicians in the garage are very reliable and responsible at making sure every vehicle on the road is safe for emergency response 24-hours a day.”***

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*Steve Hoeft*

The Manchester Police Department's Business Office is responsible for coordinating the financial and personnel transactions including budget preparation, monitoring and purchasing contracted services, payroll processing, grants and reimbursements and time and leave record keeping. 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 processes workers compensation claims.
- ◆ Colleen Driscoll manages the entire payroll and benefits function for the Department.
- ◆ Rachael Page is the department's Crime Analyst.
- ◆ 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.
- ◆ Steve Hoeft replaced Paul Beaudoin as the Business Service Officer, prepares and manages the budget and oversees the operations of the Business Office.

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***“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.”***

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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.

## COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 2001/2002

Account Name	FY2001	FY2002	Account Name	FY2001	FY2002
Regular Salaries & Wages	\$11,709,249	\$12,323,592	Equipment- Other	\$3,500	\$11,700
Temporary Salaries	\$0	\$0	Bike Patrol	\$0	\$3,500
Overtime Salaries	\$724,941	\$886,947	Furniture & Fixtures	\$2,000	\$2,000
Special Salaries	\$0	\$63,589	<b>Total Capital Outlays</b>	<b>\$5,500</b>	<b>\$17,200</b>
Pension Payroll	\$113,640	\$119,139	Dues/Fees	\$3,400	\$3,600
<b>Total Salaries &amp; Wages</b>	<b>\$12,547,830</b>	<b>\$13,393,267</b>	Provisions	\$3,500	\$2,400
Health Insurance	\$1,552,211	\$1,705,098	Medical Supplies	\$900	\$3,000
Dental Insurance	\$169,391	\$161,036	Miscellaneous	\$0	\$0
Life Insurance	\$24,994	\$21,229	K-9	\$20,000	\$20,000
Workers Compensation	\$295,045	\$300,441	<b>Total Miscellaneous</b>	<b>\$27,800</b>	<b>\$29,000</b>
Police State Retirement	\$529,046	\$632,083	<b>Total For Agency</b>	<b>\$16,357,345</b>	<b>\$17,616,331</b>
City Contributory System	\$0	\$0	<b>Restricted</b>	<b>\$2,950,355</b>	<b>\$3,203,849</b>
FICA	\$323,047	\$327,341	<b>Net Dept. Appropriation</b>	<b>\$13,406,990</b>	<b>\$14,412,482</b>
Unemployment Compensation	\$0	\$0			
Staff Development	\$6,500	\$10,000			
Uniform Allowance	\$100,000	\$100,000			
<b>Total Employee Benefits</b>	<b>\$3,000,234</b>	<b>\$3,257,228</b>			
Other Services	\$5,000	\$5,000			
<b>Total Purchased Prof Svcs</b>	<b>\$5,000</b>	<b>\$5,000</b>			
Servise Agreements	\$66,000	\$60,000			
Hazardous Waste	\$0	\$0			
Laundry Services	\$30,000	\$30,000			
Maintenance & Repairs	\$4,000	\$10,000			
Vehicle Repairs/Parts	\$78,000	\$83,000			
Contracts	\$500	\$500			
Rental-Building	\$210	\$3,600			
Leases- All	\$10,000	\$20,000			
Staff Certification Compliance	\$0	\$0			
<b>Total Purchased Prop Svcs</b>	<b>\$188,710</b>	<b>\$207,100</b>			
Insurance-CGL	\$56,621	\$56,621			
Telephone	\$40,000	\$42,000			
Postage	\$17,000	\$18,000			
Radio	\$500	\$0			
Teletype	\$7,200	\$7,200			
Advertising	\$2,000	\$3,500			
Printing, Publishing & Binding	\$10,000	\$20,000			
Travel, Conferences & Meetings	\$5,000	\$5,000			
Duplicating Services	\$1,200	\$1,200			
<b>Other Purchased Services</b>	<b>\$139,521</b>	<b>\$153,521</b>			
Film & Processing	\$18,000	\$18,000			
General Supplies	\$35,000	\$41,000			
Ammunition	\$18,000	\$18,000			
Microfilm & Films	\$6,500	\$15,000			
Gas, Oil & Diesel Fuel	\$100,000	\$130,000			
Tires & Batteries	\$14,000	\$16,000			
Minor Apparatus & Tool	\$1,000	\$3,000			
Custodial Supplies	\$20,000	\$27,000			
Fire Extinguishers	\$1,000	\$2,100			
Court Cases- Meals	\$750	\$750			
Books	\$2,500	\$2,500			
Periodicals	\$700	\$700			
Natural Gas	\$28,000	\$59,000			
Electricity	\$150,000	\$150,000			
Freight	\$1,800	\$1,800			
Construction Materials	\$500	\$500			
Special Projects	\$45,000	\$68,665			
<b>Total Supplies &amp; Materials</b>	<b>\$442,750</b>	<b>\$554,015</b>			

Revenues		
Account Name	FY2001	FY2002
School Chargebacks	\$450,187	\$450,187
Bounced Check Fees	\$3,500	\$800
Copy Acc/Invest Reports	\$56,000	\$48,000
Records Checks	\$0	\$2,320
Fingerprints	\$9,000	\$6,000
Photograph Sales	\$7,000	\$2,500
Auction	\$10,000	\$10,000
Extra Details- Admin Fee	\$66,000	\$75,000
Investigative Reports	\$9,500	\$6,200
Purchase- Cat	\$9,000	\$0
Purchase- Dog	\$2,000	\$0
Reclaim- Dog	\$4,000	\$0
Bicycle Fees	\$200	\$100
Booting Fees	\$7,500	\$5,940
Witness Fees	\$135,000	\$100,000
Revolver Permits	\$8,000	\$4,000
Alarm Annual Renewal	\$160	\$0
Alarm- Application	\$2,000	\$0
Alarm - Citation	\$5,305	\$0
Meter Hoods	\$8,000	\$8,000
Game of Chance	\$100	\$100
Towing License	\$15,000	\$12,000
Violation First Offense	\$10,000	\$19,000
Highway Waste Viol Fines	\$0	\$0
District Court Fines	\$36,000	\$25,000
Parking Fines Courts	\$7,000	\$404,200
Cruiser Rental	\$5,000	\$5,000
Parking Tickets	\$1,208,886	\$811,686
Towing Fine	\$5,000	\$0
Recycling Revenue	\$100	\$0
Employee Benefits	\$35,000	\$13,164
Prior Year Restitution	\$1,400	\$8,000
Telephone Commission	\$150	\$0
Reimbursed O/T Salaries	\$33,133	\$33,133
Extra Detail Revolving Fund	\$0	\$0
Miscellaneous	\$1,000	\$350
	<b>\$2,150,121</b>	<b>\$2,050,680</b>

## *Ordinance Violations Bureau*



***Barbara Dziura***

The Ordinance Violations Bureau increased revenue by 15% in FY2002. This was due to the aggressive collection and court action by this office for overdue fines and the increased enforcement by the Parking Control Officers.

From July 2, 2001 through June 30, 2002, 86,826 parking citations were issued an increase of approximately 16% from the previous year. There were 257 vehicles were immobilized for unpaid parking fines. The total revenue for the year was \$ 1,011,036.53 and increase of \$ 156,088.33.

### TOTAL REVENUE

<b>Parking Violation</b>	\$ 949,283.73
<b>Building Violations</b>	\$7,375.00
<b>Health Violations</b>	\$175.00
<b>Fire Violations</b>	\$25.00
<b>Ordinance Violations</b>	\$6,256
<b>Boot Fees</b>	\$6,640
<b>Bad Check Fees</b>	\$1,200
<b>Overpayments</b>	\$45.00
<b>Court Parking Fines</b>	\$11,623
<b>Other Court Fines</b>	\$28,413
<b>Total Revenue</b>	\$ 1,011,036.53





# **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, 2002.

Rewards Paid	858
Amount Paid	\$156,650.00
Cases Solved	2,347
Property Recovered	\$1,482,730.00
Drugs Recovered	\$4,513,377.00
Cash Recovered	\$373,194.00

# Manchester Police Department Employee Roster

## **POLICE CHIEF**

Mark Driscoll

## **DEPUTY CHIEF**

Dale Robinson

## **CAPTAINS**

Dennis Glennon  
John Jaskolka  
Glenn Leidemer  
Richard O'leary  
Gary Simmons  
Richard Tracy

## **LIEUTENANTS**

Paula Glennon  
Gerald Lessard  
Marc Lussier  
David Mara  
Mark Putney  
James Winn

## **SERGEANTS**

William Cavanaugh  
Richard Charbonneau  
Michael Disabato  
Lloyd Doughty Ii  
Shawn Fournier  
Mark Fowke  
Thomas Gallagher  
Jonathan Hopkins  
Kevin Kelly  
James Kinney  
Robert Moore  
Albert Moseley  
Steven Ranfos  
Richard Reilly  
Frederick Roach  
Steven Simmons  
James Soucy  
James Stankiewicz  
Richard Valenti

## **POLICE OFFICERS**

Carlo Accorto  
Kevin Ainsworth  
Mark Ampuja  
Charles Anderson  
Mark Aquino  
Scott Ardit  
Kevin Barry  
Peter Bartlett  
Anthony Battistelli  
Mark Beaudry  
Michael Begley  
Eric Beland  
Michael Bergeron  
Jerry Biery  
Marc Bilodeau  
Christopher Biron  
Michael Biron  
Brian Blais  
Robert Blanchard  
Jeffrey Bolduc

John Boles  
Todd Boucher  
Nathan Boudreau  
Michael Boufford  
Jamie Branch  
John Breckinridge  
Daniel Brennan  
Richard Brennan  
William Brennan  
Michael Briggs  
John Buchan  
Nicole Bujnowski  
Karen Burns  
Brian Caldwell  
Carlo Capano  
Keith Chandonnet  
Timothy Chapel  
James Chouinard  
Jean Chouinard  
Stephen Coco  
David Connare  
Brian Cosio  
Kevin Covey  
Timothy Craig  
Robert Cunha  
John Cunningham  
James Curran  
Jeffrey Czarnec  
William Davies  
Andrew Delorey  
Marc Desilets  
Gary Desruisseaux  
Edward Devereaux  
Michael Dunlap  
David Dupont  
John Dussault  
Gregory Edgar  
Eve Eisenbise  
Richard Ell  
Peter Favreau  
Walter Feldhouse  
Timothy Feliciano  
James Flanagan  
Paul Fleming  
Kim Flynn  
Paul Fraitzl  
Robert Freitas Jr  
Scott Fuller  
Jamie Gallant  
Brian Gannon  
David Ghiorzi  
Christopher Gibbons  
Steven Gilcreast, Jr.  
Richard Gilman  
Thomas Gonzales  
Ernest Goodno III  
Christopher Goodnow  
Kimberly Goodrich  
Ryan Grant  
Robert Gravelle  
Kevin Griffin  
Paul Grugan  
Daniel Guerin  
Jeffrey Harrington

Robert Harrington  
Peter Harvey  
Lucas Hobbs  
Curtiss Hoberg  
Stacy Howe  
Michael Hurley  
Christopher Hutcheson  
William Jones  
Robert Keating  
Jason Keim  
Edward Kelley  
Jeffrey Kelley  
Kevin Kincaid  
Eric Knight  
Glenn Kramer  
Marc Lachance  
David Laferriere  
Dana Langton  
Matthew Larochelle  
Brian Last  
Robby Leathers  
Scott Legasse  
Sean Leighton  
Brian Leveille  
Nathan Linstad  
Patrick Malone  
Steven Maloney  
Steven Mangone  
Anna Marie Martin  
Shawn Mccabe  
John Mcinerney  
Terrence Mckenzie  
Robert Mcmurray  
Ronald Mello  
John Morris  
Joseph Mucci  
Kenneth Murby  
Dennis Murphy  
Gregory Murphy  
Richard Nanan  
Brian O'keefe  
Steven Olson  
Warren Olson  
Scott Page  
Charles Panica  
Timothy Patterson  
John Patti  
Kenneth Piecuch  
Charles Piotrowski  
Kenneth Pitman Jr  
Robert Powers  
Stephen Reardon  
Brian Riel  
Daniel Rivard  
Jean Roers  
Paul Rondeau  
Craig Rousseau  
Joseph Ryan  
Gary Sahlin  
Mark Sanclemente  
Christopher Sanders  
Kevin Scott  
Michael Skerry Jr

Benjamin Slocum  
Eric Smith  
Kenneth Sprague  
Theodore Stevens  
William Stockwell  
Thomas Suckley Jr  
David Sullivan  
Francis Swirko  
Martin Swirko  
Scott Tardiff  
Nathanael Taveras  
Kristen Taylor  
Maureen Tessier  
Paul Thompson  
Lori Tremblay  
Andrew Vincent  
James Wallace  
Enoch Willard

## **RESERVE OFFICERS**

Philip Alexakos  
James Hines  
Leo Leblanc  
Paul O'Rourke  
Ronald Piecuch  
Guy Tremblay

## **ACCOUNTING SPECIALIST I**

Karen Bergeron  
Janice St Germain

## **ACCOUNTING SPECIALIST II**

Dolores Leblanc  
Lorraine Martel

## **ADMIN ASSISTANT I**

Gina Charbonneau  
Doris Lemay  
Jeanne Martel  
Madeleine Pinard  
Lori Quinn

## **ADMIN ASSISTANT II**

Kim Demers  
Barbara Fletcher  
Cynthia Macleay  
Mary Makris

## **ANIMAL CONTROL OFFICER**

David Dydo  
Dennis Walsh

## **BUSINESS SERVICES OFFICER**

Steven Hoefl

## **CRIME ANALYST**

Rachael Page

## **CUSTODIAL SUPERVISOR**

Robert Wilson

## **CUSTODIAN**

Adrien Cusson  
Heinz Smith

## **DISPATCH SUPERVISORS**

Brian Bovyn  
Peter Lynch  
Linda Morrisette  
Marian O'Connor  
Suzanne Tellier

## **DISPATCHERS**

William Anderson  
Kathleen Belanger  
Eric Desmarais  
Patricia Drake  
Lynn Eastman  
James Hines  
Suzanne Jonah  
Lisa Kirchner  
Louis Krawczyk, Jr  
Rona Leriche  
Paul O'Rourke  
Stephanie Ouellette  
Andrea Richardson  
Gregory Walsh

## **EQUIPMENT MAINT SUPER I**

Richard Ranfos

## **EQUIPMENT MECHANIC I**

Richard Bourgeois, Jr  
Anusorn Kantapin  
Dale Letourneau

## **EVIDENCE SPECIALIST**

Cheryl Newell  
Melinda Wingren

## **FINANCIAL ANALYST I**

Dawna Rooks

## **INFO SUPPORT SPECIALIST**

Lisa Gerber  
Hugh Mallett

## **ORD. VIOL. SUPV.**

Barbara Dziura

## **PARKING CONTROL OFFICER**

Laura Bourgeois  
Krystyna Donati  
Linda Quinn  
Belinda Scarboro

## **PAYROLL COORDINATOR**

Colleen Driscoll

## **RECORDS SPECIALIST I**

Faye Allaire  
Pauline Corriveau  
Maurice Leclerc  
Barbara Parent  
Suzanne Soucy

***Retired police officers and civilian employees who dedicated  
their lives to serve the citizens of Manchester***

Donald Albert  
Philip Alexakos  
Larry Argo  
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  
Robert Duffey  
Susan Duffey  
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  
Kay Greenough  
Normand Guillemette  
Mark Hewitt  
James Hines  
Charles Holmes  
Christine Houghton  
James Houghton  
Kathleen Houle  
Cecil Jordan  
Clark Karolian  
William Kearney  
Joseph King  
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.  
Bruce Ostrander  
Paul O'Rourke  
Edward Paquette  
Anna Parker  
Jeffrey Perschau  
Ronald Piecuch  
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  
James Stewart  
Robert Stewart  
Donald Strub  
Edward Szelog  
Donald Tanguay  
Gerald Tanguay  
Michael Tessier  
Gary Tibbetts  
Roger Tousignant  
Guy Tremblay  
Gilbert Vaal  
Donald Vandal  
William VanMullen  
Roland Vigneault  
William Wagner Jr.  
Peter Waligura  
Michael Welsh  
Yvette Weymans



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