

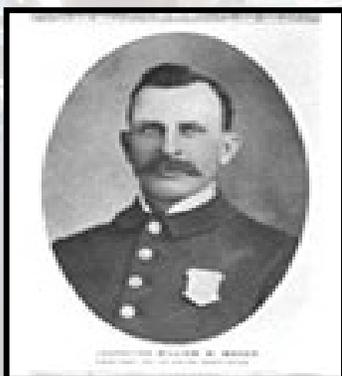
Manchester Police Department  
New Hampshire



2008 ANNUAL REPORT

DEDICATED TO THE MEMORY OF  
MANCHESTER POLICE OFFICERS WHO HAVE GIVEN  
THEIR LIVES IN THE PERFORMANCE OF DUTY

**Sergeant Henry Mcallister**  
May 21, 1895



**Inspector William M. Moher**  
July 3, 1921

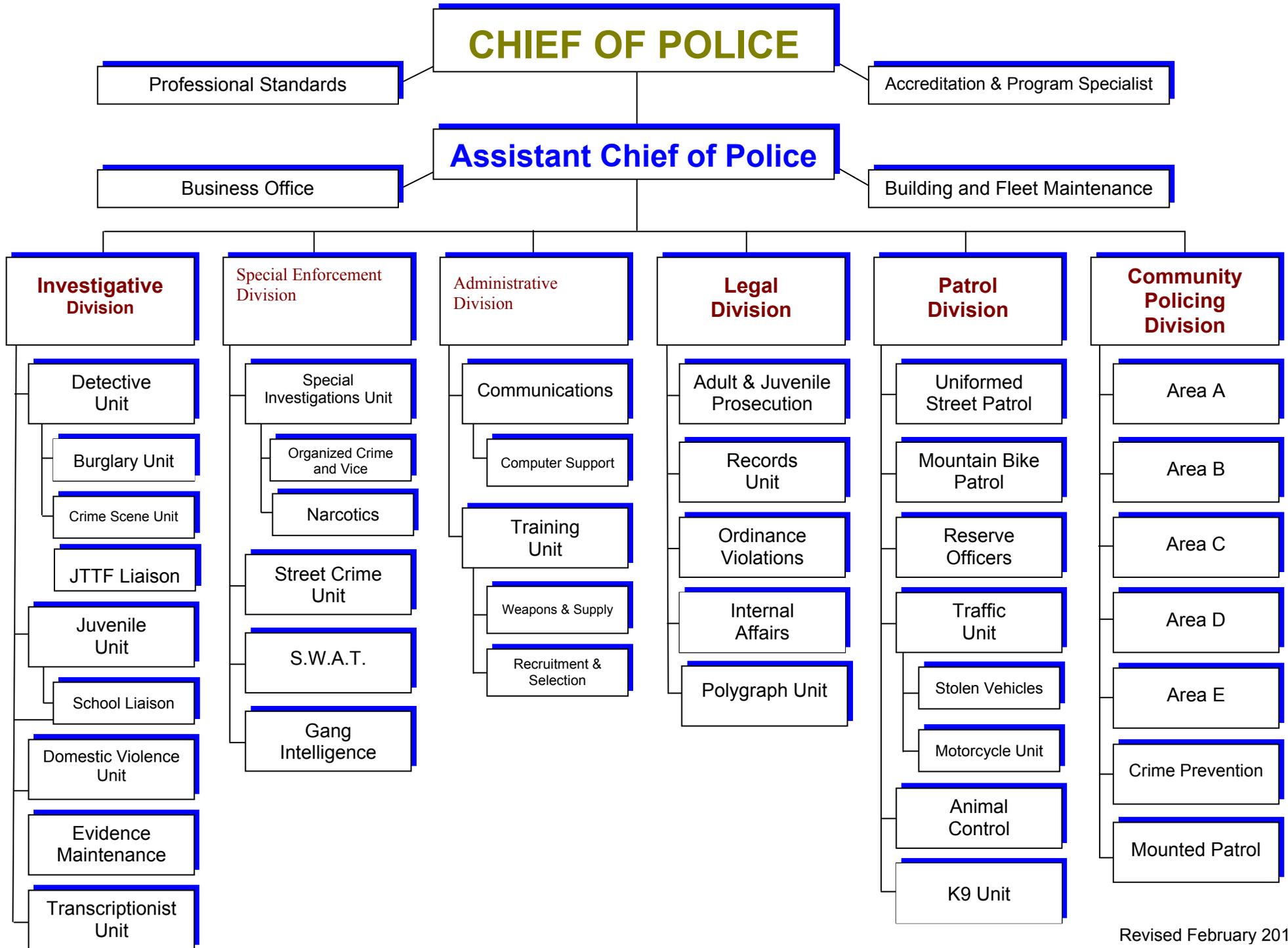


**Officer Ralph W. Miller**  
October 2, 1976



**Officer Michael L. Briggs**  
October 17, 2006

# Manchester Police Department Organizational Chart



## MESSAGE FROM THE CHIEF

2008 was a transitional year for the Manchester Police Department. The department saw a change of leadership with the retirement of Chief John Jaskolka and my appointment as chief in April.

The department then began a restructuring process and went from having three divisions to having six. The original three divisions were Administrative, Investigative, and Patrol. The three new divisions are Community Policing, Special Enforcement and Legal.

The rank structure of the Police Department was also changed with the elimination of two of the three deputy chief positions and the addition of four new sergeant positions and one new lieutenant position. These changes were made to place more emphasis on and lower level supervision and less emphasis on upper-level administrative positions. Prior to these changes we have not altered our organizational structure in any significant manner in decades. These changes were necessary in order to deliver police services in a more and more efficient manner and help transform the Manchester Police Department to a proactive community policing agency.

The Manchester Police Department also wanted to send a message to the citizens of Manchester that we were going to go back to the days when people knew the police officers that patrolled their neighborhood. That message was relayed by changing the colors of our cruisers to black and white from white and blue. The black and white cruiser symbolizes those days.

The repainting of the cruisers also symbolized the essence of community policing which is the police and the community working together to accomplish common goals. The cruisers were repainted by the students at the Manchester School of Technology with paint and materials provided by the department. Many of the students express pride now when they observe one of the cruisers that were repainted drive by.

## PATROL

The Manchester Police Departments Patrol Division is often referred to as the back bone of the department. Officers assigned to this division are the first to respond to many incidents in the city. They handle a wide variety of calls for service. Some of those calls include taking reports, follow up to complaints regarding neighborhood problems, accident investigation, serving court paperwork, motor vehicle enforcement and many others. The department responds to over 100,000 calls for service a year. There are currently 102 officers assigned to the patrol division. They cover three shifts a day 365 days a year.

The command staff of the patrol division has been reorganized over the past year to provide better supervision and service to the community. The Deputy Chiefs position was eliminated and replaced by a Captain. The elimination of the Deputy Chief Position allowed for more front line supervisors to be assigned to patrol. A Lieutenant over sees each shift and there are currently 13 Sergeants assigned to the division.

There are also specialty units assigned to the Patrol Division. The largest is the Traffic Unit. The Unit is supervised by a Lieutenant with the assistance of a Sergeant. The Traffic Unit Sergeant is one of the most challenging assignments in the department the Sergeant is responsible for working with many charities and city departments helping to organize parades, walk a thons, road races and other community events. He is also responsible for organizing police support for presidential and other VIP visits. Over the course of a year the Traffic Sergeant may help organize police support of over 70 special events in the city. The Unit is broken up into two groups. The investigative group investigates serious or fatal accidents and hit and run accidents. The also have an officer that investigates auto theft and thefts of motor vehicle parts. The enforcement unit is responsible for target problem areas for special enforcement. They also operate then police motorcycles.

The Animal Control Unit is responsible for handling animal complaints in the city. They respond to complaints of sick, abused or injured animals. They will also assist home owner with naissance animals. They have a great deal of training and experience in this area.

The Reserve Officer Program is also overseen by the patrol division. There are currently 12 reserve officers working for the Manchester Police Department. All are retired Manchester Officers. Even though they are retired they receive the same training each year full time officers receive. They assist the patrol division by serving subpoenas and other court paper work. They also assist with presenting cases to the Grand Jury. By using these officers in this capacity it frees up full time officers to do other functions.

The Manchester Police Departments Patrol Division is the largest in the State of New Hampshire. It is also one of the busiest and best trained. We offer a variety of services to the community and work to make Manchester a safer place to live, work and raise your family.

## INVESTIGATIONS

As Captain of the Investigative Division I take great pride in the accomplishments unit members achieved this past year. Most important, I'm proud to mention our personnel successfully executed their missions to bring many law offenders to justice to ensure the City of Manchester remains an attractive and safe community. The Division is comprised of various components. Each component or unit is tasked with specific functions that fall under the general category related to crime investigation. The units are described as follows: Detective Unit, Domestic Violence Unit, Juvenile Unit, and the Evidence Unit.

The strategies we have incorporated throughout the year in our efforts to investigate criminal offenses and operate adjunct support systems have truly made a difference. Collectively, assigned personnel took on numerous challenges during the past year. In addition to conducting extensive follow-up on homicide cases unit members worked on a number of significant or high profile cases throughout 2008. Of particular note I wish to recognize the efforts put forth by our investigative team in the homicide investigation and subsequent trial preparation work surrounding the killing of Manchester Police Officer Michael Briggs.

On October 16<sup>th</sup> 2006, Officer Briggs was gunned down and tragically lost his life as a result of this shooting the following day. Despite high emotions associated with the incident, a fair, impartial and comprehensive investigation needed to be conducted in efforts to solve this crime. As in all homicide cases, significant follow-up work continues up to and during a criminal defendant's trial. In the two years following the death of Officer Briggs, investigators steadfastly remained committed and focused on assigned duties (from suspect identification, evidence collection and cataloging, conducting numerous interviews, arrest and subsequent pre-trial preparation work as directed by the prosecution team).

On November 13, 2008 a Hillsborough County Jury returned a guilty verdict on the person who took Officer Briggs' life, finding him guilty of Capital Murder. Additionally, in previous hearings, guilty verdicts were reached in a number of the other major crimes this same defendant had been involved in. It can clearly be established that the successful outcome of bringing Officer Briggs' murderer to justice for committing major crimes is a result of the hard work of many individuals involved in the investigation and prosecution of these cases. These positive efforts brought closer to a difficult chapter in our Department's history.

Notwithstanding these formidable tasks and accomplishments, unit investigators and support personnel were faced with additional challenges this past year investigating the two homicides that were committed in 2008. Presently, murder defendant Todd Peters is awaiting trial for the brutal beating deaths of Edith Riley and Timothy King which occurred at a Valley St. residence on October 11, 2008.

Another noted major case investigation conducted by unit members this year includes the solving of the Arron Kar homicide which occurred in January 2007. After a lengthy investigation three defendants were arrested for this crime in February 2008. The accused murder suspects, Roscoe White, and brothers Michael and Sergio Soto are pending trial on first degree murder charges.

Two Unit Detectives were officially recognized by the City of Portland Maine for their efforts in assisting Portland Detectives in their follow-up to a cold case homicide which occurred in Portland in 1986. At the conclusion of an investigation, with assistance of Manchester Detectives,

Manchester resident Roger Bernier was arrested at his Maple St. address in our city and is currently awaiting trial on homicide charges in Maine.

Unit members took part in yet another joint law enforcement operation this year by participating in fugitive apprehension efforts in June during the United States Marshals Service Operation Falcon 2008. Multiple arrests of individuals wanted on outstanding warrants were taken into custody during this successful operation.

Challenges to effective law enforcement operations can come in many forms. To this end, our agency faced an unusual challenge when our Police Headquarters building suffered major flood damage on September 6, 2008. Evidence storage areas in our building's basement evidence holding facility were greatly affected. Evidence Unit staff members conducted post-flooding cleanup operations for many months after the flood. 744 items were held in the flooded areas and Evidence Technicians worked diligently to catalog and identify affected items. I give praise and credit to our Evidence Technicians for the work they completed on this project. As of this writing it does not appear that any major case will be compromised from the flooding incident.

In closing, I wish to take this opportunity to thank the community for its support. Additionally, I wish to express our appreciation to all the local, state, county and federal law enforcement groups and various prosecution agencies we partner with on a daily basis. Moreover at the close of a successful year I wish to thank all of the dedicated members of the Investigative Division's "team" for the efforts they put forward this past year. Together they have accomplished a great deal. More importantly, their efforts have, and continue to make the Manchester Police Department's Investigative Division an effective working unit that provides a high level of service to the community. Together we look forward to the upcoming challenges the New Year will bring and we remain committed to our stated missions.

## SPECIAL ENFORCEMENT DIVISION

The Special Enforcement Division consists of four units, the Special Investigations Unit (SIU), the Special Weapons and Tactics Team (SWAT), the Street Crime Unit (SCU), and the Gang Unit. This Division was created in July of 2008 as part of the reorganization plan implemented by the Chief. Each component falls under the general supervision of the Captain of the Special Enforcement Division and carries out its own primary mission required to meet its specific needs and fulfill departmental objectives.

## SPECIAL INVESTIGATIONS UNIT (SIU)

The Special Investigations Unit is directly supervised by Sgt. Robert Moore and Sgt. Frank Swirko, and overall command rests with the Special Enforcement Captain. The unit had another very successful year in 2008, which can be directly attributed to the "Operation Drugs and Guns" (DAG) initiative. The City of Manchester funded this initiative in 2007 in an effort to combat drug crimes, with extra attention given to those involved in violence and the illegal use of firearms. Operation DAG involves undercover officers from the Manchester Police Department's Special Investigations Unit (SIU), Street Crime Unit (SCU) and Manchester SWAT. I would be remiss in my duties if I failed to mention the many partnerships we have developed over the years and their assistance in this endeavor. Special thanks to the New Hampshire State Police (SWAT,NIU), FBI Operation Safe streets Gang Task Force, DEA/HIDTA Task Force, NH Attorney General's Drug Task Force, US Immigration and Customs Enforcement (ICE), US Attorney's Office, Hillsborough County Attorney's Office, Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), Hillsborough County Sheriff's Office and the NH Department of Corrections Division of Field Services.

The undercover officers and investigators who worked on these cases over the course of the year did an excellent job. A summary of the results from the past year follows....

### Arrests/Warrants

119 suspects arrested  
41 search warrants executed

### Seizures

5.6 pounds of cocaine  
13 ounces of crack cocaine  
5.2 ounces of heroin  
92 pounds of marijuana  
390 tablets of XTC  
278 Oxy tablets  
628 assorted Prescription pills  
32 firearms  
\$165,301 in U.S. Currency

These investigations and arrests include all levels of drug dealers from street level to top suppliers. Some notable cases include the January arrest of Frank Burwen. He was arrested for Possession w/intent to sell marijuana, Illegal Possession of Heroin as well as several D.V.P. violations. The search warrant at his residence resulted in the seizure of 9 weapons (7 long guns and 2 handguns), a half pound of marijuana, a small amount of heroin, an "inoperable" hand grenade as well as a vast amount of ammunition. Another noteworthy case involved the arrest of Roscoe White. He was charged with 6 counts of the Sale of a Narcotic Drug and was later charged with First Degree Murder relative to a January '07 homicide which occurred in Manchester.

On June 13<sup>th</sup>, 2008, the arrest of Carlos Marsach, Eddie Torres and Stacy Carr resulted in the seizure of approximately 80 pounds of marijuana, 1 pound of cocaine, 370 XTC tablets, 4 firearms and over \$125,000 in U.S. Currency. During the latter part of '08, the Special Enforcement Division coordinated a roundup of suspects from Operation DAG. State and Federal warrants were issued for 36 suspects for this roundup, of which a majority of them were arrested. Another noteworthy investigation resulted in the arrest of Alnardo Suarez, a high level cocaine and crack dealer in Manchester. As a result of the search warrant executed at his residence, over one kilogram of cocaine, 2 ounces of crack, 64 ounces of marijuana, \$3,200 and 2 handguns were seized.

## STREET CRIME UNIT (SCU)

The newly formed Street Crime Unit commenced operations during the month of July, 2008. The unit consists of three officers, Detective Emmett Macken, Detective Derek Sullivan and Detective Paul Thompson. The officers primarily work in a plain clothes capacity and operate unmarked vehicles.

Under the direct supervision of Sergeant Frank Swirko and overall command of the Special Enforcement Captain, the Street Crime Officer is responsible for identifying problems within the community, creating possible solutions for these problems and implementing the solution. The assignment is proactive and they also assist other members of the Department in problem identification, problem solving solutions and carrying out those solutions.

From July through December of 2008, these Officers have been responsible for arresting 95 suspects, issuing 48 summonses and completing 114 field cards. Additionally, they are assisting with nuisance property complaints, prostitution complaints, drug problems, warrant service and surveillance.

## SPECIAL WEAPON AND TACTICS UNIT (SWAT)

The Manchester Police Department SWAT Team was established in 1975. As previously mentioned, The Manchester Police Department SWAT team is one of four units assigned to the department's Special Enforcement Division. Every position assigned to the SWAT Unit is a collateral duty assignment and there are no full time SWAT positions. The three main components in SWAT include the Entry Team, the Crisis Negotiator Unit and the Sniper Unit. Tactical activations for the SWAT Team are primarily for high-risk warrant service operations. Most of the warrant service requests come from the Special Investigations Unit. Requests for high-risk warrant service have also been received from the FBI, DEA and ATF. In 2008, the SWAT Team was activated on 24 occasions, consisting primarily of high risk warrant service operations. Other callouts consisted of barricaded subjects as well as "buy bust" high risk motor vehicle take downs.

The Team is well trained and supervised, having a solid foundation built on the quality of previous training received through years past. As tactical concepts, principles and violence in our society continue to evolve, it is imperative that team commanders, team leaders and negotiators continue to attend credible training courses and bring back the most current tactics and information to their teams. Special thanks to the Mayor, Board of Alderman and all those who provided information and assistance to us throughout the year. Through this collaborative effort we will continue to provide the citizens of Manchester with a safer community in combination with an enhanced quality of life.

## CANINE UNIT

Over the past twenty-one years I have had the honor of working with the men and women assigned to the Manchester Police Canine Unit. Many of these people are no longer active in the unit and others have retired from police work altogether yet, we continue to rely on these people for support and they continue to help our unit to progress. Our current handlers possess this type of dedication and we expect the same from our new handlers.

In 2008 there were three hundred and sixty-seven canine responses that resulted in one hundred and twenty-six arrests. On only six occasions were the dogs commanded to physically apprehend an individual. The canine teams also performed thirty-five public demonstrations. These demonstrations allow the officers to interact with the public and educate them on the use of police canines in law enforcement today. During these demonstrations the officers also have the opportunity to help positively influence the children of this community.

With support from community and the Board of Mayor and Aldermen the Canine Unit was able to add two new dogs in 2008. Officer Scott Ardita and K-9 Lou and Officer Jacob Tyler and K-9 Bud attended and graduated from the Boston Police Canine Academy. The new police dogs were purchased with donations made by Lou's Custom Exhaust and Bud's Garage. Equipment to aid in caring for these dogs at the officers' home has been donated by Sam's Club, Petco, and by PetSmart.

In August Officer Nicole Ledoux retired K-9 Fritz and opted to pursue other career goals. Officer Ledoux and Fritz were valuable members of this unit for eight years. This team always performed well. Nicole and Fritz found an escaped prisoner hiding in a river in Nashua during his last week of work.

In the fall of 2008 two new handlers were assigned to the Manchester Police Canine Unit. Officers Kelly McKenney and K-9 Monty and Thomas Ouellette and K-9 King will be attending the 2009A Manchester Police Canine Academy. Officer Chris Biron will also be attending this academy with a new partner, K-9 Colt. Officer Biron is retiring K-9 Annika after seven successful years.

The Manchester Police Canine Unit is committed to develop and train at a level that will ensure our continued success for the apprehension of criminals, locating lost individuals, recovery of evidence, drug interdiction, and community service.

## PROFESSIONAL STANDARDS UNIT

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 the 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.

In the calendar year of 2008 two formal internal affairs investigations were conducted. One investigation found that at least one of the Manchester Police Department Standard Operating Procedures had been violated and the allegation was sustained. The other investigation concluded that a number of rules and regulations of the Manchester Police Department had been violated and the allegations were sustained.

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

The Manchester Police Department has started utilizing a new format for identifying or recognizing an employee for their actions. A brochure has been developed, detailing how a citizen could submit a compliment or complaint and is available at the Police Station.

### **To Commend Exceptional Performance by a Manchester Police Employee:**

The best way to commend the actions of a Police Department employee is to write a brief letter describing the incident and the actions you think were exceptional. Information such as the date, time, and the location will help identify the employee if you do not know his/her name. If you choose not to write, you may ask to speak to the employee's supervisor and make a verbal commendation. Commendations received by the Manchester Police Department are forwarded to the employee with a copy placed in his/her personnel file. Although our employees do not

expect to be thanked for everything they do, recognition of exceptional services is always welcomed. This kind of feedback helps us know if we are doing a good job.

**To File a Complaint Against a Manchester Police Employee:**

Complaints will be accepted from any source, whether made in person (351 Chestnut Street), by mail, or over the phone (603-668-8711 ext. 307). You may also submit a complaint via e-mail to [jkinney@manchesternh.gov](mailto:jkinney@manchesternh.gov). The Professional Standards Unit, when it becomes aware of complaints or allegations against a department member, may conduct an independent investigation or may refer the complaint to the appropriate command for investigation. The average case takes 30-90 days to complete; this would depend on the complexity of the case and availability of witnesses. Once the investigation is concluded, the Chief of Police will notify you by mail of the findings.

**Citizen’s Complaints Lodged in 2008**

Citizens filed a total of thirty-eight complaints in 2008. All of these complaints were investigated by the Manchester Police Department and resulted in the following findings:

TYPE	# OF CASES	UNFOUNDED	UNSUBSTA	SUBSTA	EXONER
Rudeness	11	2	3	2	4
Ineffective Police Service	1	0	0	0	1
Excessive Force	2	1	0	0	1
Harassment	3	1	1	1	0
Improper Police Action	12	5	3	1	3
Conduct Unbecoming a Police Officer	4	1	2	1	0
Improper Conduct	1	1	0	0	0
Racial Bias	2	1	1	0	0
Unlawful Detention	1	0	1	0	0
Evidence Tampering	1	0	0	0	1
Totals	38	12	11	5	10

\* Note: Some complainants made allegations including two or more of the above complaint categories.

## LEGAL DIVISION

2008 has seen a number of changes within the Department. One of the changes has resulted in a change in the name of what had formerly been known as the Records Division. We are now called the "Legal Division." The Legal Division is now comprised of the records, prosecution and ordinance violations bureau. Each unit has been extremely busy during the past year. The department has fully implemented its new records management system which has resulted in a few challenges as we become better skilled at utilizing all that the system offers. The Division is responsible for processing all reports, citations and ancillary paperwork prepared by department employees.

During the year, Legal Division personnel have processed the paperwork for more than 100,000 events including 6,240 arrests, motor vehicle citations and violations of city ordinances. Division personnel continue to work diligently in keeping up with the additional arrests, summonses, trials, appeals, mediation sessions, applications for warrants and concealed pistol permit applications that coincides with the department's proactive approach to maintaining a safe community. The Division is also tasked with responding to requests for reports by civilians and other law enforcement agencies.

We continue to work closely with the various prosecuting agencies including the Hillsborough County Attorney's office and City Solicitor's office. Additionally the division works in conjunction with the Manchester District Court to enter and maintain case dispositions for our files, as well as enter warrants (735), domestic violence petitions (535), and handle out of town paperwork and annulments.

The three prosecutor's assigned fulltime to the Division are responsible for handling every case that is brought before the court. Prosecutors work tirelessly to resolve each case and strive to be fair in the manner in which the cases are prosecuted. The department's prosecutors of both adult and juvenile cases work to resolve their cases with expediency and at the least cost to the Department all while attempting to achieve the desired results. Community service is frequently utilized to resolve non-violent cases and as a community we have seen the benefit of the service, as has the individual and non-profit agencies.

The Manchester Police Department has undergone a reorganization of its command staff during the past year. New ideas and protocols are being put in place and the Legal Division has embraced these changes and looks forward to becoming more efficient and innovative as we continue to assist the Manchester Police Officers and the public.

## JUVENILE UNIT

The Juvenile Unit has had another successful yet busy year. Overall, the number of crimes reported in 2008 involving juveniles was down 4% and the total number of victims associated with those cases reported was down 16%. The Unit currently has 15 investigators, two supervisors and one administrative assistant. The Unit investigates all crimes that have been committed by or against juveniles and is divided into the following areas: School Resource Officers (S.R.O.'s), Child Abuse and Sexual Exploitation (C.H.A.S.E.), Delinquency crimes, Internet Crimes Against Children (I.C.A.C.) and sex offender registration.

Seven investigators are assigned as SRO's: Detectives Nicole Ledoux, David Sullivan, Keith Chandonnet, Jaime Branch, Kim Barbee, Eric Desmarais, and Simmon Beaul. The SRO's primary attention is school safety by investigating any and all crimes related to their assigned Schools.

The CHASE investigators are responsible for investigating crimes committed against or by juveniles that involve physical and sexual abuse. There are three investigators assigned to CHASE: Detectives Rick Nanan, Chris Sanders, and Tim Chapel. Delinquency investigators are responsible for all other crimes committed by or against juveniles. Those investigators are: Brian Riel, Mike Dunlap, and Rob Tremblay.

The Department remains committed to fighting crimes against children involving the internet. This is a relatively new area to Law Enforcement and the Department has assigned Detective Tim Craig to investigate these cases. Detective Craig is a member of the New Hampshire ICAC, which is comprised of 5 different Law Enforcement agencies who have teamed up to investigate these crimes throughout the State. Detective Craig was also a recipient of the 2006 Attorney General's Cyber Crime Investigator award and has been through extensive training across the country. Det. Rob Tremblay has also received advanced training in computer forensics and also investigates computer crimes.

The Department also has a full time investigator assigned to register sex offenders. Detective Victoria Catano has the responsibility of registering and monitoring the over 360+ sex offenders who live in Manchester. The Department is committed to strictly monitoring offenders with a zero tolerance policy for violators. These compliance checks resulted in approximately 500 home visits resulting in 14 arrests for offenders not living at their address provided during their registration. On January 01, 2009 NH law changed and placed all sex offenders into a three tier system and making the most serious offenders register 4 times per year. In 2008 we expect to have over 1700 registrations.

The Unit is supported by our administrative assistant, Cindy MacLeay.

Over the past year, there were many high profile cases that were investigated by the Juvenile Unit:

In 2005, Stephen Raymond was beaten with a baseball bat in front of his home and died 10 months later. Last year Robinson Garcia was found guilty of second degree murder and sentenced to 30-60 years in prison. Larry Barbosa pled guilty to a reduced charge of manslaughter and will serve 10-20 years in prison.

Brian McCullough was arrested for child pornography after an internet investigation discovered McCullough was the second highest ranked viewer of child pornography in the country at the time of his arrest. His case is pending in court.

Carl Peterson was indicted on numerous Federal charges of possessing child pornography. Peterson's computer was found to have hundreds of suspected pictures. He is currently wanted by the US Marshall's Office on those charges.

Scott Philbrick pled guilty to 10-23 years in state prison for the crime of aggravated felonious sexual assault for the violent rape of a six year old female.

In closing I would like to thank our community partners who work closely with the Juvenile Unit. The collaboration between the various agencies such as the Hillsborough County Attorney's Office, the Child Advocacy Center, and the Division of Children Youth and Families remains strong. Residents can be assured our goals continue to keep our youth safe and aggressively hold those accountable who prey on them.

## FLEET MAINTENANCE

The Police Department Maintenance had a devastating set back on Sept. 6, 2008. We had a major flood happen to us again, but this time it was more than anyone could imagine. A culvert pipe was broken on the Merrimack St. side of the building, causing river like water to wash into the lower floor of the department. After the rain had stopped the result was a total loss to the bottom floor of the department. The department lost the complete firing range, ammo, guns, and other supplies. The building backup generator, the main electrical panels, and all the electrical had to be replaced. The complete gym and cafeteria had to be replaced... The community policing office was a loss. The custodial office and supplies. The main Elevator and electrical components a loss. The garage parts inventory, vehicles files, tire balancer, electric welder, all electrical drills and power tools, and vehicle electrical scopes and testers. All the tool boxes had to be emptied, cleaned, sprayed and wipe down all the hand tools. The vehicle lift and all the hydraulic jacks had to be all rebuilt. We lost six vehicles, a new animal control van, maintenance truck, two undercover vehicles, a radar trailer, and two Ford Crown Vic. K-9 vehicles, complete with K-9 inserts, radars, and K-9 supplies. Also lost were three Police Harley Davidsons. The ramp going southerly to Merrimack St. was washed out and had to be rebuilt. The department rented an enormous portable generator and had electrical wires run into the main panel to get us temporary power. We also had two portable generators running 24-7 with extension cords throughout the building getting power to different areas. These generators ran non stop for months, until the new building generator and electrical panels were complete. Fuel was brought in twice daily. The Department never shut down through this devastating time. Eckman Construction was hired to do the cleanup and reconstruction of the damage. After months of renovations we are now back up and running at 100%.

The garage maintenance schedule was put on hold for months, due to our records getting destroyed in the flood. We are just getting caught up and starting to do the routine maintenance every 3,000 miles like we did before. The dealerships had to take care of the major repairs that we didn't have the equipment to do ourselves. We were able to do jobs like brakes, tires, repair lights and radios, and any other repair that could be done on the floor.

The department purchased five new vehicles this year. Three were put out on the routes, one was a new Animal Control Van and the last one was a new K-9 vehicle with a new K-9 insert installed. I also moved route cars around to try and even off the mileages on them.

The department is changing the graphics and colors on the Police vehicles to Black and Whites. We now have twenty four vehicles out on the street that are the new graphics. These vehicles were painted by the Manchester School of Technology for no charge. The only charge is the cost of material. The instructor Keith Roberge and the kids doing the work have done a terrific job. The graphics are cut out by Hank Balch of GreenBear company.

The building maintenance has had a tough year trying to keep the building clean, with all the mess from the flood. Everyone tracking dirt into the upper floors. Our two custodians have had a great attitude and not getting upset over all the extra work added to their already busy work schedule. Our Building and Custodial Supervisor has had numerous extra jobs added to his list of maintenance work and done a terrific job getting all the work done.

The garage technicians have had patience and dedication to the department for having to deal with very bad conditions from the flood. They worked through water, mud and fumes to keep the vehicles up and running the best that they could. Their only concern is to keep the fleet up to the best of conditions and for the safety of the officers that drive these vehicles daily.

## COMMUNITY POLICING DIVISION

The Community Policing Division has undergone a great deal of change during 2008 as the agency has re-asserted its emphasis on community policing philosophy and had been re-aligned with the changing organizational structure instituted by Chief David Mara. The ease of this transformation was aided by the foundation set by retired Sergeant Kevin Kincaid.

The changes have included both personnel and organizational changes. Organizational changes include combining the community policing function and the crime prevention functions to create what is now referred to as the Community Policing Division. The CP Division has been strengthened by being named one of six divisions that presently make up the Manchester Police Department. It is led by a captain and sergeant. This change has put the CP Division on equal footing with the other five divisions and has created a heightened sense of collaboration among the Captains who lead them.

Among other changes is the practice of what we call the *Area System of Community Policing Management* instituted in August of 2008. The purpose of the system is to define the areas that community policing officers are expected to work and permit them to become familiar with the residents and the business people in that area.

In return, the residents and the business people would know their community police officers and had a means to contact the officer to handle community problems. Each officer assigned to an area was issued a cell phone. During the first weeks of this operation, officers were instructed to work their areas and engage as many residents and business owners as they could and supply them with business cards. The officers utilized Crime Watch group meetings, committee meetings, non-profits, and professional organizations to "get the word" out.

Phone calls to the officer's cell phones have increased considerably. These phone calls represent calls that would have otherwise been made to the police department and possibly required a dispatched patrol officer. Theoretically, the patrol officer was relieved of the call and could divert his or her time to other calls-for-service or officer-initiated activity. On a larger scale, this prevents crime and reduces the crime rate which is the desired end result of this effort.

The actual "blue print" of this system is defined as having 7 areas. These are Areas A through E, plus MHA West and MHA East. The geographic patrol zones were defined as "Areas" to distinguish them from the patrol sector system. They are smaller than sectors and were established by crime statistics and population density. The MHRA sites are the sixth and seventh areas, each of which has one officer. These officers are based at offices at the Rimmon Heights family housing area and the South Elm St. housing area.

Several "area officers" have dual roles. For example, Officer Gallant is assigned to the Neighborhood Enhancement Team (NET) operations, and Officer Ampuja is the liaison to the Community Watch Groups. Both of these officers are assigned to Area C. Both have done an excellent job balancing their responsibilities. Officer O'Keefe of Area D is assigned to the MPAL facility and each of the other officers are assigned to assist with elderly services and other tasks as they arise.

CP Officers Scott Tardiff and Marc Lachance are mounted officers and have unique added responsibilities. In addition to caring for the horses and making numerous public appearances, the officer's primary responsibility is covering the downtown business area and adjacent city blocks. Officers Lachance and Tardiff are grateful for the volunteers and financial support

provided by the business community to support what has become a fixture in the Manchester downtown community.

The Crime Prevention Unit, as stated in the aforementioned introduction, is now a part of the Community Policing Division and falls under the same chain of command. Officer Paul Rondeau retained his responsibilities as the Crime Prevention Officer.

Officer Rondeau speaks to more people, more groups, and conducts more community training than many other officers. Throughout the year, he has conducted numerous workplace safety seminars, woman's safety clinics, refugee orientations, business and residential security surveys, and presents the "Crime of the Week". He is also active with parents with autistic children organizations and serves on the Governor's Council on Autism.

Officer Rondeau is also the department liaison to the CrimeLine organization. CrimeLine is a non-profit organization with an independent board of directors and has no financial or organizational ties to the Manchester Police Department. Officer Rondeau supervises the payouts and attends the monthly meetings to offer advice and introduce cases. CrimeLine received 100 tips in 2008. They paid six rewards totaling \$4,900.00 and recovered \$16,698.00 in recovered property and drugs valued at \$63,000.00.

Officers Bolduc (retired) and Officer Rondeau also organized the Senior Walks which occur annually in spring and fall. This program was done in collaboration with the Elliot Hospital and Senior Services. This is a bi-annual program for the Community Policing Division and remains an important part of our senior services program.

There are several programs offered by the Community Policing Division that are best defined as "Direct Community Services." These services may venture outside more traditional policing. The best example of this is managing operations at the Manchester Police Athletic League/Officer Michael Briggs Community Center.

The Division continues to provide a full time officer to the Center to supervise those in attendance and maintain day-to-day operational needs. Officer O'Keefe is assigned to this role and also has a seat on the MPAL Board of Directors. The Judo program has become one of our most popular and strongest programs at the Center with boxing not far behind. CP Officers O'Keefe and Ell operate these programs and remain fine examples MPAL's mission of bringing children and police officers together in healthy and productive after-school activities.

The number of active watch groups at the conclusion of 2008 was 55; compared to only 40 in May of 2008. Officer Marc Ampuja is assigned to managing the groups with Tracy Degges of the Health Department. Officer Ampuja has spent the second half of 2008 introducing area CP officers to the watch groups operating inside their patrol Areas. It is anticipated that the officers assigned to areas will manage their own groups and free up Officer Ampuja so that he may direct attention to other areas of responsibility.

Elderly Services is no longer covered by one specialized officer as it had been by retired officers Joe Biron and Jeff Bolduc. It is now the responsibility of all members of the CP Division. Events like the senior walks and the successful Christmas Light Tour have and will continue to be an important part of our program.

Elderly Services is a growing concern among law enforcement agencies throughout the country. The senior population is growing and their vulnerability to crime is well documented. We continue to work closely with senior service providers and the Manchester Housing and Re-

development Authority to meet the needs of our elder citizens. Being accessible to these individuals is of paramount importance.

Officer Malone has provided a number of fraud and identity theft programs to a variety of senior groups as well as coordinate many community meetings between the police department and the seniors. It is expected that these efforts will continue into 2009. I will also venture to report that the senior services officer position will be restored so that we can expand our current senior services program.

The Division has experienced what I describe as both unanticipated and anticipated challenges. The most notable unanticipated challenge concerned the basement flooding in September which resulted in massive property and document loss in the CP Division. Despite the devastation, the patience and attention-to-duty by the officers assigned to the CP Division resulted in no disruption of services.

Office renovations were completed by Thanksgiving. The support provided by Chief Mara, Assistant Chief Simmons, and Business Service Officer Steve Hoeft resulted in a vastly improved work area for the Community Policing Division. This translated into improved moral and overall efficiency. The Community Policing Division also extends its gratitude to many city departments who supported this recovery effort.

The anticipated challenge concerns "manpower." As we moved forward with the new CP Area Management System in 2008, it became apparent that we did not have enough personnel in the Division to staff the Areas to maintain the high quality standards we have set for ourselves.

In the interest of being as inclusive as possible, the operating areas are very large. This can dilute the personal services we hope to provide residents with cell phone operations and one-to-one daily contacts. To combat the staffing concerns, the area officers work "swing shifts." This means the officers work the day shift on the first two of four days and then work evenings on the remaining two days - or vice versa. Additionally, the groups the officers are scheduled to work are different from the neighboring area. This permits officers from the neighboring sector to respond to issues in the vacated area.

Credit for maximizing our coverage and efficiency rests with the officers assigned to the Division. In addition to the previously mentioned officers, Officers Tony Battistelli, Brian Gannon, Kevin Barry, Nate Linstad, Time Feliciano, and Dave Connare have been incredibly flexible with their schedules to meet community demands and attend events. The success of the Division is due in large part to this flexibility.

In addition to the aforementioned retirements, the Community Policing Division had experienced several personnel changes in 2008. Sgts. Ernie Goodno and Maureen Tessier were promoted to Lieutenant and have assumed new assignments and Officer David Dupont was assigned to the Investigative Division. I am grateful for the service and commitment they have made to Community Policing and wish them success in their present roles. We have since been joined by Sgt. Scott Fuller who has brought energy and fresh ideas to the Community Policing Division.

Commentary on the Community Policing Division can not conclude without expressing our gratitude for the many volunteers whose cause is to improve the quality of the life for hundreds of fellow citizens. These include all our friends in the community watch groups, MPAL volunteers, and our past and present Vista workers. Personal recognition is extended to Richard

Bean. Mr. Bean has been a volunteer in the CP Division for over 14 years. His tenure and tireless commitment to our efforts has been incredible.

The Manchester community can expect a continuing level of quality care and service from the officers assigned to the Community Policing Division and encourages everyone to make a personal commitment to assisting us with our mission.

## TRAINING DIVISION

The Manchester Police Department Training Division consists of four police officers who concern themselves and are tasked with the overall training and equipping of police officers and civilian employees as well as the recruitment and selection of these individuals.

During 2008, the Training Division had focused its attention on attracting viable employees, both sworn and civilian, while maintaining an adequate level of training in order to keep current with law enforcement trends.

While balancing the need for training with manpower constraints, the Training Division enrolled police officers and civilian employee in a total of 213 courses of instruction. Courses that were attended included topics such as patrol tactics, firearms, instructor level courses, investigations, forensics, management and professional development.

Additionally, the Manchester Police Department Training Division, in conjunction with Manchester Human Resources, administered two testing processes for police officer during the year of 2008. The results are as follows:

### April 2008

194 Applicants Signed Up to participate in process  
122 Showed Up  
50 Passed  
72 Failed  
11 Police Officers hired

### September 2008

140 Applicants Signed Up to participate in process  
108 Showed Up  
80 Passed  
28 Failed  
8 Police Officers hired

In total, the Manchester Police Department hired the following in 2008:

19 Police Officers  
1 Custodian  
1 Police Dispatcher  
1 Police Services Specialist  
4 Reserve Officers

# ORDINANCE VIOLATIONS

The Ordinance Violations Bureau a division of the Manchester Police Department is tasked with the responsibility of working with each city department that has the authority for enforcing ordinances in the City of Manchester. Although the Parking Division primarily issues most ordinance violations (parking citations) we also handle citations, for the Police Department, Building, Health, Fire, Highway and City Clerks Office.

We also worked very closely with the Manchester District Court and handle all of the Court paperwork for parking citations as well with other city ordinance violations. Ordinance Violations Bureau has a staff of three, Karen Bergeron, Donna Demanche and Dale Robinson. The bureau is open Monday through Friday 8 a.m. to 5 p.m.

The Ordinance Violations Bureau on a daily basis interacts with members of the parking division which has the responsibility for enforcing all parking regulations in the city. Because of our interaction with the parking division, we have been able to modernize much of our equipment at OVB. Working in conjunction with the Parking Division and Information Systems we now have an online payment system for all parking citations. Also during the last fiscal year, with the approval of the Board of Mayor and Alderman, we instituted a two month "ticket forgiveness program," where all late fees were waved. During this time, we took in approximately \$175,000.

Customer service is one of our main focal points and we have strived to become more user friendly and customer oriented. The bureau issues, residential parking permits and tracks well over 1000 of these permits issued in 2008.

In Fiscal Year 2008, a total of \$1,459,429 in revenue was recorded..

<b>OVB FY2008 REPORT</b>							
<u>SECTION I Revenues FY2008</u>							
YTD 08	\$1,459,428	YTD-07	\$1,234,522	DIFFERENCE			224,906
<b>BREAK DOWN OF MAJOR CATEGORIES - YTD</b>							
FY	PARKING	BOOT FEES	OFFICER OV	DEPT-OV	Garage Fees	COURT-PARKING	COURT-OV
08	\$1,376,448	\$23,510	\$11,303	\$7,050	\$5,219	\$3,015	\$32,882
07	\$1,105,318	\$20,200	\$27,830	\$11,333	N/A	\$9,543	\$59,437
" +/-							
"	\$271,130	\$3,310	-\$16,527	-\$4,283	\$5,219	-\$6,528	-\$26,555
<b>SECTION II TICKETS ISSUE AND CATEGORY FOR THIS WEEK</b>							
CATEGORY		COUNT					
PARKING TICKETS		63,302		(PCO=52,419; Officers=10,883)			
POLICE NON-PARKING		680					
BOOTS		486					
OTHER DEPARTMENTS		291					
GRAND TOTALS		64,759					

## TRAFFIC

The Manchester Police Traffic Unit has the primary responsibility for the planning, analysis, inspection and coordination of the department's traffic service programs. It provides technical accident investigation and is responsible for investigating all fatal and serious personal injury accidents, accidents involving city vehicles with personal injury or serious property damage, and hit and run accidents. The Traffic Unit will also conduct all necessary follow-up investigations and calculate reconstruction evidence.

The unit will review and analyze accident reports and records and develop and coordinate selective enforcement initiatives, including specialized DWI and speed enforcement efforts. The Unit also utilizes traffic survey equipment to identify traffic-related problems in city neighborhoods. The data captured by this equipment allows us to identify problem areas and respond accordingly with enforcement and/or road design improvements in accordance with city policies and interdepartmental cooperation.

The Traffic Unit is also responsible for the maintenance and certification of speed measuring devices and chemical breath test equipment. We supervise the adult crossing guard program, provide traffic safety educational programs and information and act as a liaison with local and state traffic safety groups. Traffic is also responsible for coordinating all major events in the city to insure successful events, inclusive of public safety and traffic control concerns. Escort and/or relay services provided by this unit ensure the safe, orderly and efficient movement of special traffic or the expedient delivery of special items.

Traffic Unit personnel, supervised by a sergeant and lieutenant, include five investigators, four of whom specialize in crash investigations, having attained specialized training in accident reconstruction techniques. The fifth investigator specializes in auto theft investigation and coordinates the department's efforts in detecting and deterring auto thefts in the City. Four additional officers are assigned to Traffic as enforcement officers, responsible for fulfilling traffic enforcement goals and strategies. All of these enforcement officers are certified to operate police motorcycles, transportation that lends itself to more effective detection of motor vehicle violators. An administrative assistant provides the necessary clerical support to ensure the successful and efficient provision of services.

Partnerships with a number of outside agencies allow the Traffic Unit to enhance investigative and enforcement capabilities. Most crucial is the grant funding available through the New Hampshire Highway Safety Agency, allowing heightened enforcement targeting school bus, seatbelt, red light, and speeding violations. DWI enforcement includes patrols and checkpoints. New Hampshire State Police, now inclusive of Troop G, the former New Hampshire Highway Patrol, provides additional resources for enforcement initiatives as well as assistance with safety inspections of taxi cabs and tow trucks. Additionally, their specialized expertise is utilized in investigation of serious motor carrier and school bus accidents.

The Manchester Police Traffic Unit will continue pursuing partnerships, resources and strategies that produce effective traffic services in order to enhance public safety on Manchester roadways and improve the quality of life for City residents and visitors.

## COMMUNICATIONS DIVISION

The Communications Division of the Manchester Police Department is comprised of 4 sections: Emergency Services Dispatch, Police Services Specialists, Information Support Specialists and the Holding Facility. The 5 Dispatch Supervisors, 16 Dispatchers, 5 Police Services Specialists and 2 Information Support Specialists provide professional and exceptional public service to our officers, the citizens of Manchester and those who visit our city.

The demands of the Communications Division continue to grow. During 2008, Communications personnel handled 100,608 calls for service to include both routine and 911 emergency calls. Also during the past year, the department implemented a new CAD (Computer Aided Dispatch) and RMS (Records Management System). The Communications staff did an exceptional job with this difficult transition and put in a lot of hard work during the configuration stages. The Police Services Specialists, who maintain order at the front counter, took 2,892 police reports over the phone and in person allowing the officers to remain on the streets to handle more serious calls for service. Along with taking police reports, the Police Services Specialists handle all foot traffic in the lobby, take in evidence, search prisoners, process daily paperwork, maintain personnel rosters as well as many other important tasks which keep them extremely busy.

Our Information Support Specialists, Hugh Mallett and Rick Polson, do an exceptional job at keeping our computer, phone and security systems up and running. They have continued to keep our equipment in working order while keeping up with new technology demands.

Although the responsibilities of the job are demanding and often stressful, they never lose focus on their top priority: Officer Safety and Public Safety. The Communications Division of the Manchester Police Department will continue to provide the citizens of Manchester and the employees of the Manchester Police Department with professional and quality services. We look forward to another exciting and challenging year in 2009.