

MANCHESTER POLICE DEPARTMENT  
*Annual Report*



*A Proud Past. A Strong Future.*

2009

# 2009 ANNUAL REPORT

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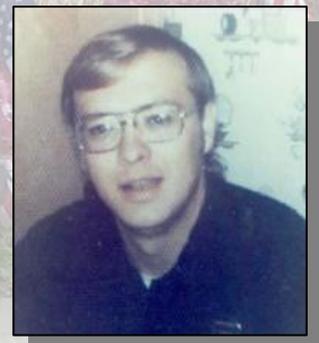
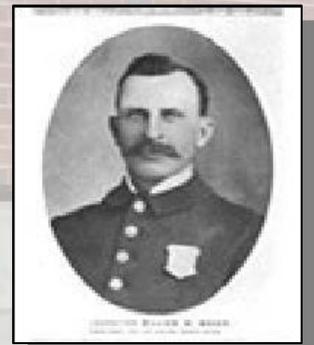
DEDICATED TO THE MEMORY OF MANCHESTER  
POLICE OFFICERS WHO HAVE GIVEN THEIR LIVES IN  
THE PERFORMANCE OF DUTY

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



# FROM THE CHIEF



In 2009 the Manchester Police Department completed the process of reorganization. The process began in order to provide public safety to the community in a more efficient manner. Reducing crime and improving the quality of life within the City of Manchester is the goal of the Manchester Police Department.

As we strive to meet these goals the department recognizes the need to include all our citizens regardless of racial, ethnic or socio-economic backgrounds in our community policing efforts.

The demographics of Manchester have changed drastically over the past decade. In 2009 we set out to broaden our community outreach to segments of the population with whom the Manchester Police Department have traditionally not have had any meaningful dialogue.

Part of this effort has been to develop ties with the refugee population of the city which has grown steadily over the last few years. This outreach was spearheaded by our expanded Community Police Division. Through community meetings and regularly occurring interaction with different refugee groups we are assisting members of those groups to assimilate into community.

A Community Advisory Board (CAB) was established which consists of citizens from various minority groups that reside in Manchester. The CAB has helped the department open lines of communication with a diverse group of residents so we can work together to tackle quality of life problems. We also have been assisting neighborhoods throughout the city in establishing crime watch groups. Community policing is all about working together with citizens from every part of the city. There should not be any neighborhoods in our city that are considered the *bad part of town*.

In 2010 the men and women of the Manchester Police Department look forward to working with all for you to keep your neighborhoods safe.



From the top: Chief Mara swears in new Lieutenant James Soucy. ~ Chief Mara participates in the Law Enforcement Torch Run benefiting the Special Olympics.



David Mara  
*Chief of Police*



Gary Simmons  
*Assistant Chief of Police*



James Kinney  
*Captain  
Legal Division*



Jonathan Hopkins  
*Captain  
Patrol Division*



Kevin Kelley  
*Captain  
Special Enforcement  
Division*



Frederick Roach  
*Captain  
Administrative Division*



Gerald Lessard  
*Captain  
Investigative Division*



Richard Reilly  
*Captain  
Community Police Division*

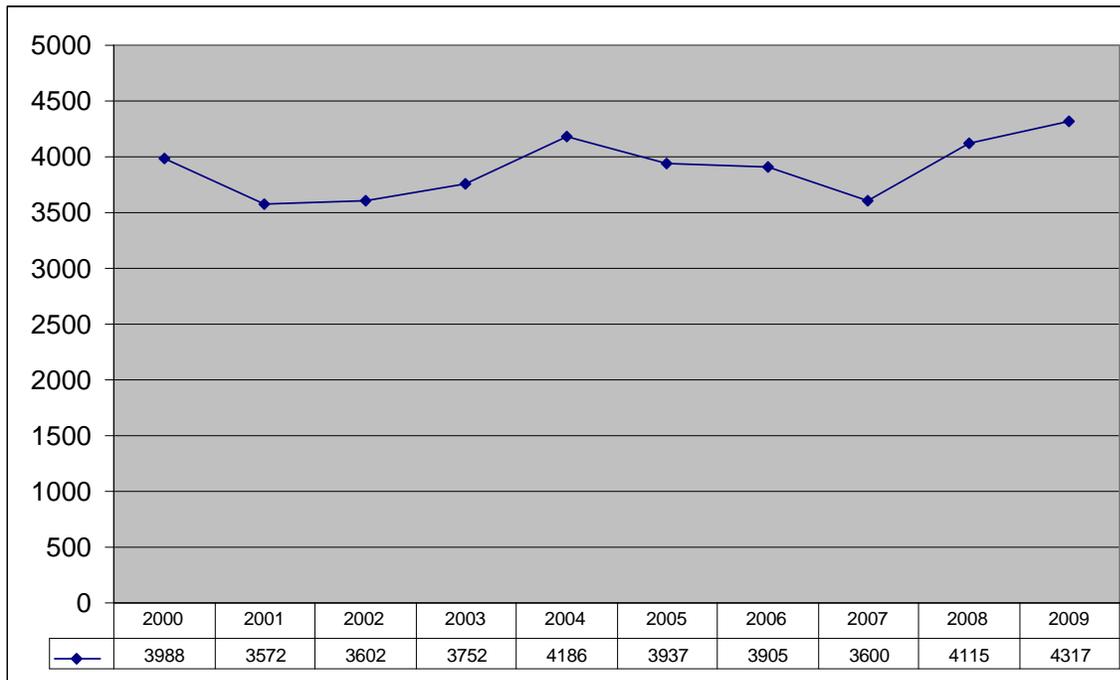
MPD LEADERSHIP

# 2009 CRIME STATISTICS

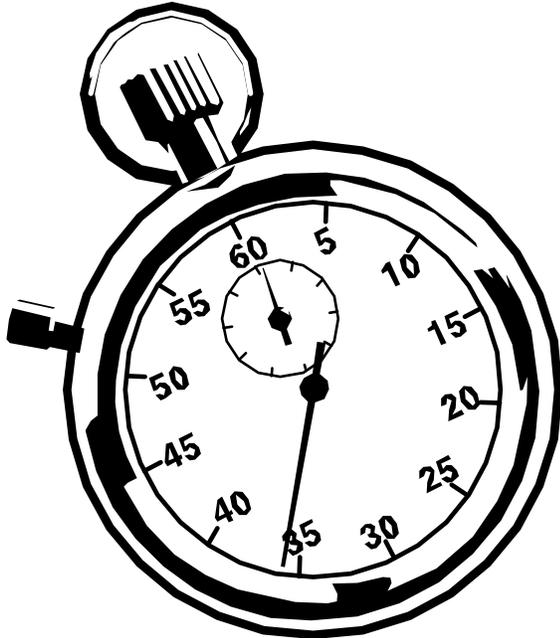
## INDEX CRIME TOTALS: PART I OFFENSES

Part I Offenses	2008	2009	% of Change
Murder	2	3	50%
Rape	30	43	43.3%
Robbery	170	172	1.2%
Aggravated Assault	255	284	11.4%
<b>TOTAL VIOLENT</b>	<b>457</b>	<b>502</b>	<b>9.8%</b>
Burglary	592	774	30.7%
Larceny	2774	2832	2.1%
Vehicle Theft	267	166	-37.8%
Arson	55	43	21.8%
<b>TOTAL VIOLENT</b>	<b>3688</b>	<b>3815</b>	<b>3.4%</b>
<b>TOTAL PART I CRIMES</b>	<b>4115</b>	<b>4317</b>	<b>4.9%</b>

## 10 YEARS OF INDEX CRIMES



# 2009 "CRIME CLOCK"



One  
**CRIME INDEX OFFENSE**  
Every 2 hours

One  
**VIOLENT CRIME**  
Every 17 hours

One  
**PROPERTY CRIME**  
Every 2 hrs 30 minutes

One  
**MURDER**  
Every 121 days

One  
**RAPE**  
Every 8 days

One  
**ROBBERY**  
Every 51 hours

One  
**AGGRAVATED ASSAULT**  
Every 31 hours

One  
**BURGLARY**  
Every 11 hours

One  
**LARCENY**  
Every 3 hours

One  
**AUTO THEFT**  
Every 2 days

One  
**ARSON**  
Every 8 days

The Crime Clock should be viewed with care. Being the most aggregate representation of Manchester crime data, it is designed to convey the annual reported crime experience by showing the relative frequency of occurrence of the index of offenses. This mode of display should not be taken to imply a regularity in the commission of crimes; rather, it represents the annual ratio of crime to fixed time intervals.

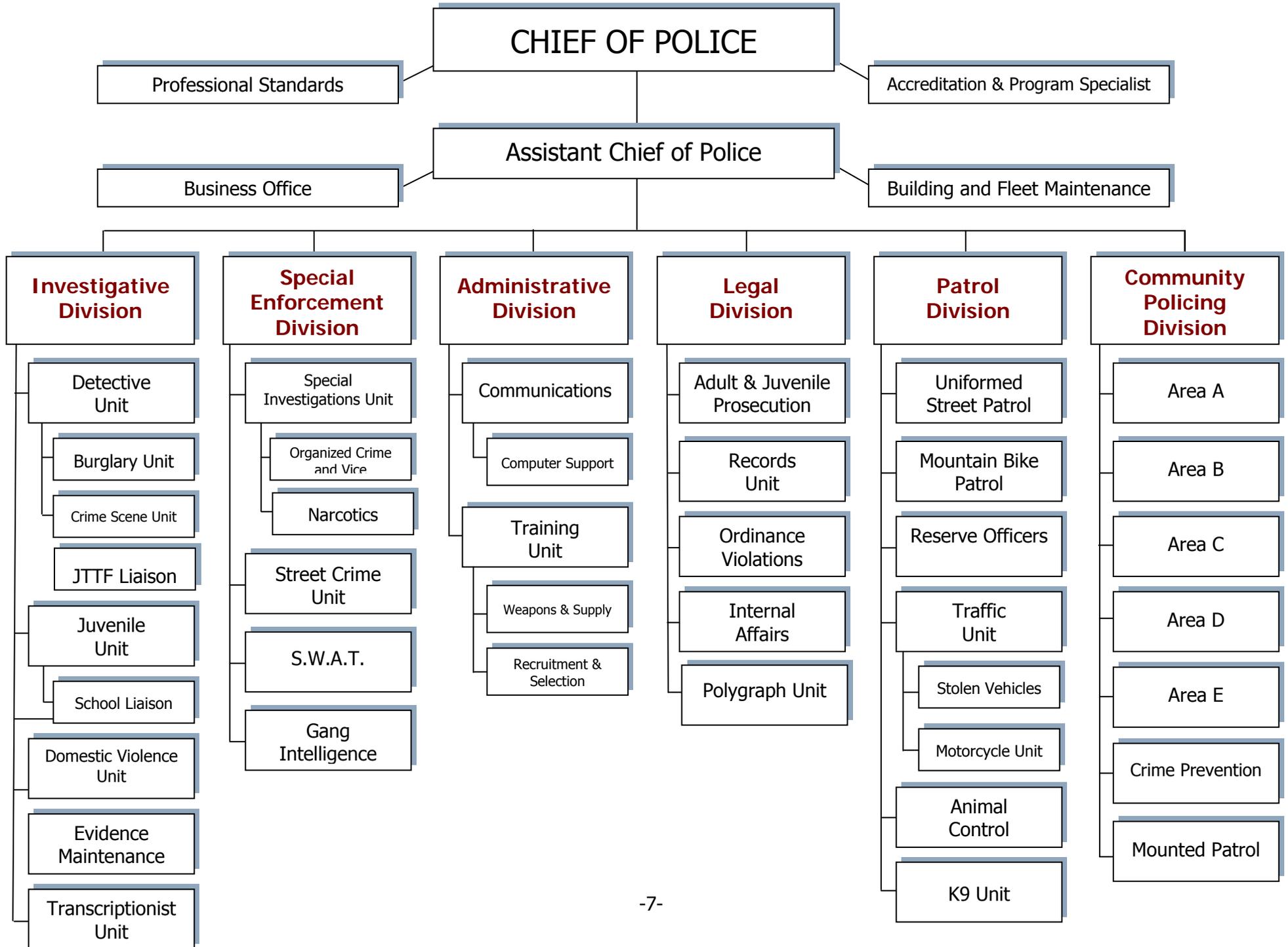
# ARREST STATISTICS

2009 ADULT & JUVENILE ARRESTS						
PART I CRIMES	ADULTS	Offense	Booked	JUVENILES	Booked	Total Arrests
		Murder	3		0	3
Rape	19	2	21			
Robbery	52	9	61			
Aggravated Assault	149	20	169			
Burglary	60	27	87			
Larceny	326	89	415			
Vehicle Theft	13	5	18			
Arson	1	4	5			
<b>Subtotal</b>	<b>623</b>	<b>156</b>	<b>779</b>			
PART II CRIMES	ADULTS	Simple Assault	1291	194	1485	
		Fraud	53	2	55	
		Forgery & Counterfeiting	28	0	28	
		Receiving Stolen Property	46	10	56	
		Vandalism	137	36	173	
		Weapons Violations	26	5	31	
		Prostitution	34	0	34	
		Drug Violations	365	67	432	
		DUI	372	0	372	
		Liquor Offenses	165	38	203	
		Disorderly Conduct	336	70	406	
		All Other Offenses	1407	318	1725	
		<b>Subtotal</b>	<b>4260</b>	<b>740</b>	<b>5000</b>	
<b>GRAND TOTAL</b>		<b>4883</b>	<b>896</b>	<b>5779</b>		

# CALLS FOR SERVICE

	Abandoned Vehicles	Acc's	Alarms	Animal Complaints	Arguments	Domestics	Fights	MV Stops	Noise	Parking	Unwanted Subjects	All Others	TOTAL
<b>January</b>	50	605	446	82	61	178	38	2,134	71	282	92	3,738	7,777
<b>February</b>	45	449	362	96	37	173	29	2,324	76	235	113	3,953	7,892
<b>March</b>	50	411	314	123	65	211	84	2,696	83	238	116	4,610	9,001
<b>April</b>	70	311	409	173	64	230	85	2,336	85	115	110	4,596	8,584
<b>May</b>	70	357	378	199	83	196	92	2,684	93	104	100	4,828	9,184
<b>June</b>	83	376	329	177	74	201	82	2,589	97	103	102	4,775	8,988
<b>July</b>	126	351	466	208	74	208	94	2,802	84	94	105	5,017	9,629
<b>August</b>	110	335	494	191	103	200	86	2,290	78	87	127	4,766	8,867
<b>September</b>	143	332	414	180	86	223	68	2,272	78	86	98	4,428	8,408
<b>October</b>	79	373	417	147	67	197	78	2,135	53	85	123	4,258	8,012
<b>November</b>	70	333	400	110	72	184	58	2,205	89	70	77	4,770	8,438
<b>December</b>	78	445	489	161	35	180	48	1,924	89	141	91	4,166	7,847
<b>TOTALS</b>	974	4,678	4,918	1,847	821	2,381	842	28,391	976	1640	1254	53,905	102,627

# Manchester Police Department Organizational Chart



## OFFICE OF THE ASSISTANT CHIEF

The Manchester Police Department continues its pursuit of combating crime and providing public safety while being cognizant of the costs associated with that endeavor. We continue to look for less costly alternatives to providing the best public service and safety for the citizens of Manchester.

We accomplish this by continually reviewing our methods for efficiency, productivity and effectiveness. Additionally we repeatedly seek out grant or other funding opportunities to assist us with more program opportunities and to limit the strain on our yearly operational budget. We have worked closely with the Board of Mayor and Alderman to provide funding for some initiatives such as our Guns and Drugs program, Weed N Seed, and assisted the BMA and Department of Public Works in the implementation of our Motorized Replacement Schedule. Recognizing the cost associated with motor pool replacement the city working with various departments scheduled an aggressive motor pool replacement policy that keeps departments updated with safe and efficient vehicles, and moves the costs out respectively to better plan out the city budget that has less of an effect on the taxpayer.

The department in its efforts in attaining other funding opportunities was awarded \$1,080,000 in 2008. Although that funding often extends out over the fiscal year it is a barometer of the success the department has had in seeking out funding opportunities. This funding has assisted in speed enforcement, DWI initiatives, Violence against Woman's programs, drug enforcement operations and technology, to name a few.

When reviewing our budget expense comparison sheet you will note over 90+% of our budget is salaries and less than 10% for operations. Obviously the use of other funding sources is necessary to continue our crime fighting and prevention efforts. The department will continue to remain diligent to providing the best public safety options for the citizens of Manchester in the future.

## COMPARISON OF EXPENSES AND REVENUE BUDGETS FOR FY 2008/2009

Account Name	FY2008	FY2009
Regular Salaries & Wages	\$15,839,462	\$16,295,443
Overtime Salaries	\$947,750	\$1,193,050
Special Salaries	\$85,110	\$91,401
<b>Total Salaries &amp; Wages</b>	<b>\$16,872,322</b>	<b>\$17,579,894</b>
Health Insurance	\$0	\$0
Dental Insurance	\$0	\$0
Life Insurance	\$0	\$0
Workers Compensation	\$371,361	\$0
Disability Insurance	\$16,757	\$0
Police State Retirement	\$1,454,184	\$0
City Contributory System	\$448,892	\$0
FICA	\$464,286	\$0
Staff Development	\$20,000	\$25,000
Uniform Allowance	\$100,000	\$110,000
<b>Total Employee Benefits</b>	<b>\$2,875,480</b>	<b>\$135,000</b>
Other Services	\$13,875	\$14,875
<b>Total Purchased Prof Svcs</b>	<b>\$13,875</b>	<b>\$14,875</b>
Servive Agreements	\$75,800	\$146,305
Laundry Services	\$64,125	\$76,250
Maintenance & Repairs	\$14,200	\$14,200
Vehicle Repairs/Parts	\$110,000	\$110,000
Contracts	\$500	\$500
Rental-Building	\$0	\$0
Leases- All	\$20,000	\$26,345
<b>Total Purchased Prop Svcs</b>	<b>\$284,625</b>	<b>\$373,600</b>
Insurance-CGL	\$96,083	\$0
Telephone	\$77,000	\$77,000
Postage	\$6,000	\$7,000
Teletype	\$5,000	\$5,000
Advertising	\$6,000	\$6,500
Printing, Publishing & Binding	\$14,000	\$14,000
Travel, Conferences & Meetings	\$4,000	\$4,000
Duplicating Services	\$0	\$0
<b>Other Purchased Services</b>	<b>\$208,083</b>	<b>\$113,500</b>
Film & Processing	\$3,500	\$3,500
General Supplies	\$67,000	\$72,000
Ammunition	\$34,000	\$49,000
Microfilm & Films	\$10,000	\$10,000
Gas, Oil & Diesel Fuel	\$250,000	\$275,000
Tires & Batteries	\$25,000	\$30,000
Minor Apparatus & Tool	\$5,000	\$5,000
Custodial Supplies	\$27,000	\$27,000
Fire Extinguishers	\$2,000	\$2,000
Court Cases- Meals	\$1,000	\$1,000
Books	\$5,000	\$5,000
Periodicals	\$700	\$700
Natural Gas	\$36,000	\$41,500
Electricity	\$110,000	\$111,500
Freight	\$5,000	\$5,000
Construction Materials	\$2,000	\$2,000
<b>Total Supplies &amp; Materials</b>	<b>\$583,200</b>	<b>\$640,200</b>

Account Name	FY2008	FY2009
Equipment	\$10,000	\$10,000
Bike Patrol	\$7,400	\$7,400
Furniture & Fixtures	\$6,000	\$10,000
Mounted Patrol	\$10,000	\$10,000
<b>Total Capital Outlays</b>	<b>\$33,400</b>	<b>\$37,400</b>
Dues/Fees	\$2,900	\$2,900
Provisions	\$1,500	\$1,500
Medical Supplies	\$1,600	\$1,600
Miscellaneous	\$0	\$0
K-9	\$18,000	\$18,000
Special Projects	\$692,860	\$60,000
<b>Total Miscellaneous</b>	<b>\$716,860</b>	<b>\$84,000</b>
<b>Total For Agency</b>	<b>\$21,587,845</b>	<b>\$18,978,469</b>
<b>Restricted</b>	<b>\$2,851,563</b>	<b>\$0</b>
<b>Net Dept. Appropriation</b>	<b>\$18,736,282</b>	<b>\$18,978,469</b>

### Revenues

Account Name	FY2008	FY2009
School Chargebacks	\$548,260	\$534,777
Bounced Check Fees	\$250	\$250
Copy Acc/Invest Reports	\$45,000	\$42,000
Records Checks	\$0	\$0
Fingerprints	\$10,000	\$10,000
Photograph Sales	\$2,000	\$2,000
Auction	\$2,000	\$2,000
Extra Details- Admin Fee	\$97,000	\$97,000
Investigative Reports	\$12,000	\$500
Bicycle Fees	\$0	\$0
Booting Fees	\$0	\$0
Witness Fees	\$95,000	\$95,000
Gun Permits	\$6,500	\$7,500
Game of Chance	\$500	\$0
Towing License	\$13,000	\$12,000
Violation First Offense	\$11,000	\$11,000
District Court Fines	\$90,000	\$75,000
Parking Fines Courts	\$0	\$0
Cruiser Rental	\$10,000	\$15,000
Parking Tickets	\$0	\$0
Towing Fine	\$0	\$0
Prior Year Restitution	\$4,000	\$2,500
Reimbursed O/T Salaries	\$36,606	\$36,606
Extra Detail Revolving Fund	\$12,000	\$0
Miscellaneous	\$100	\$100
	<b>\$995,216</b>	<b>\$943,233</b>

# LEGAL DIVISION

The Legal Division is comprised of the records, prosecution and ordinance violations bureau. Each unit has been extremely busy during the past year. The challenge to keep up with the always present paperwork in the records unit continues. 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 102,000 events including 6,768 arrests, 10,685 motor vehicle and city ordinance citations. 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, media outlets 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. The close of the Hillsborough County Superior courthouse in Manchester at the end of 2009 has placed an additional strain on the department, as we have had to adjust how we transfer case files. The Legal Division also works closely with the Manchester District Court and the Manchester Family Court to enter and maintain case dispositions for our files, as well as enter warrants (834), domestic violence petitions, stalking orders 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 utilized when appropriate to resolve non-violent cases. The Manchester community has reaped the benefit of this service, as has the individual and non-profit agencies.

The Manchester Police Department Legal Division will strive to become more efficient and innovative as we work to assist the public and the Manchester Police Officers who help to keep Manchester safe.

## ACCOUNTABILITY MEASURES

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 (603-628-6132 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 2009

**Citizens filed a total of thirty-four complaints in 2009. All of these complaints were investigated by the Manchester Police Department and resulted in the following findings:**

<b>TYPE</b>	<b># of cases</b>	<b>Unfounded</b>	<b>Unsubstantiated</b>	<b>Substantiated</b>	<b>Exonerated</b>
Rudeness	10	4	0	5	1
Ineffective Police Service	6	4	0	2	0
Excessive Force	10	6	0	0	4
Harassment	1	1	0	0	0
Improper Police Action	4	1	1	2	0
Neglect of Duty	1	0	0	1	0
Improper Conduct	8	5	0	3	0
Racial Bias	0	0	0	0	0
Official Use of Position	1	1	0	0	0
<b>TOTALS</b>	<b>41</b>	<b>22</b>	<b>1</b>	<b>13</b>	<b>5</b>
* Note: Some complainants made allegations including two or more of the above complaint categories.					

# COMMUNITY POLICE DIVISION

The prior 12-month period represents the second year the Community Policing Division has operated as a division within the agency, taking its place among the other five divisions. The significant change has offered the division a chance to address community problems and loiter on specific addresses and places without interruption.

The ability to investigate community problems without the interference of responding to traditionally dispatched calls-for-service or providing services routinely provided by other police personnel has enabled community policing officers to effectively resolve problems efficiently and often without the need to tie up other police services.

Many calls-for-service come directly through the Community Policing Division office or through the officer's "community cell phones." This process has prevented those repeated calls from going through our often overburdened dispatch center or police service specialists at the front counter.

Many of the problems brought to the attention of the Community Policing Division through these means never become a concern for the other divisions because the issue had been both received and resolved within the Community Policing Division. This process breeds efficiency by enabling other police services to focus on their specific missions without interruption caused by time-consuming neighborhood nuisances that may take months to achieve a long term solution.

The aforementioned problem-solving mechanism best describes the "front-line" of what Community Policing does on a day-to-day basis. The backbone of the Community Policing Division are the officers who work "area patrols." Eleven of the fourteen patrolmen assigned to the division are assigned to these patrols. One of those eleven positions has been vacant as a result of a retirement. "Areas" are smaller than patrol routes or sectors and enable CP officers to have intimate knowledge of what is happening in those communities because of their frequent contact with residents.

These day-to-day operations are however frequently interrupted and overshadowed by the need for police personnel to be in the community en masse to promote the principals of community policing, crime prevention, and violence reduction.

In this reporting period, Community Policing Division personnel either participated in or assisted with a number of programs designed to promote crime prevention and community involvement. Among these include National Night Out, Weed and Seed Block Party, Senior Christmas Light Tour, Crimeline Community Fair, NH Home Show, and a number of cultural fairs routinely held in August each year. While these programs are often time consuming and arguably a diversion from our front line operation, they are incredibly popular

and provide a valuable opportunity to educate the public about the accessing policing services and the basic principles of community policing.

The Crime Prevention Unit, presently staffed by Officer Paul Rondeau, has been very busy during this reporting period. This service provides for a number of programs including workplace violence prevention education, women's safety clinics, Officer Friendly, and the Eddie Eagle Gun Safety Education program. Officer Rondeau also serves as the liaison to the Governors Council on Autism and is the department liaison to Manchester's Crimeline.

Manchester Crimeline remains a very important partner of the Manchester Police Department. Manchester Crimeline has risen in popularity over the past year due in large part because of their leadership and interest in standing at our side at many community events. Many of the aforementioned community events are attended by Crimeline representatives for the purpose of promoting their mission and offering crime prevention materials.

Crimeline data is maintained by the calendar year. An examination of the key Crimeline statistics is positive evidence of its growing popularity and effectiveness. Between 2008 and 2009, the number of tips rose from 100 in 2008 to 140 in 2009. In the same time period, the annual cash value of payouts rose from \$5,200.00 to \$10,200.00.

Crimeline operates a very successful golf tournament that both raises money and awareness among the business community as well as a very popular Crimeline Community Fair in the Manchester's thickly settled retail district on South Willow Street. The event on South Willow Street has proven to be our best access to a community that is essential to the economic success of Manchester.

Many people often, and in some cases accurately, associate community policing operations as a service reserved only for residents, city parks, rail trails or an answer to the graffiti problem. The Community Policing Division recognizes that the business community is a necessary and integral part of every community. This concerns the locally-owned small business to national chains and manufacturing firms. In many cases, businesses provide the skeleton on which communities succeed. Many become local gathering places or a point-of-reference from which a community gains its identity.

During this reporting year, the Community Policing Division has contributed to a number of business-oriented programming. Among these include our continuing effort to sustain a retail watch group in the South Willow Street retail community. Although this watch group began at the Mall, it quickly spread to other retail centers in the area. Crime prevention programs were provided as well as some direct services leading to a number of arrests in response to area thefts.

We have also embarked on an effort with our colleagues in the Traffic Unit to curb loitering in a number of parking lots on South Willow St. which was deterring customers from businesses and providing the gathering groups an opportunity to damage property and participate in other undesirable behaviors.

Recognition of our efforts on South Willow Street culminated with Officer Mark Ampuja receiving the New Hampshire Retail Association's Law Enforcement Partner of the Year Award. Mark was nominated by the Retail Crime Watch Group situated at the Mall of NH. New Hampshire Governor John Lynch presented him the award on March 3, 2010 in a ceremony in Concord, NH before a group of representatives from the retail association and the State Legislature.

The business community also enjoys a strong and unique presence in the Elm St. business district. This area is identified as "Area B" in Community Policing. Area B is a CP patrol area served by Officers Lachance and Tardiff. These officers patrol this area by horseback and are primarily responsible to what is otherwise known as the downtown area. Their presence serves as an effective deterrence to unwanted behavior, improved pedestrian safety, and safe parks and rails-to-trails. An unintended consequence of the mounted teams is contributing to the effort to improve the reputation and attractiveness of "downtown" so it is in a stronger position to attract new businesses and residents.

Another component of our business operations is more on the enforcement side of our operations. The first of which is our responsibility to monitor second-hand dealer compliance with city ordinances. This type of business is better known as a pawn shop. Pawn shops are required to provide a copy of every transaction to the Police Department no later than 72 hours after that transaction. The transaction data is entered into the computer system and later compared with items reported as taken in burglaries and thefts. Records can provide a suspect and produce an arrest.

Due to the increase in the number of burglaries and thefts in the community, it is essential that we remain cognizant of who is 'pawning' items with regularity and making certain that pawn shops are operating within the rules governing their business practices.

A second task associated with business regulation concerns the sales of liquor to under-aged people. Throughout this reporting period, Community Policing Division personnel, State Liquor Commission inspectors, and a number of under-aged volunteers joined forces to test the compliance of businesses in possession of a license to sell liquor.

In this reporting period, 348 compliance checks were conducted at retail outlets. Thirty of those challenges resulted in the store selling to the minor for a 91% compliance rate. In the same reporting period, 460 compliance checks were conducted at bars and/or restaurants. Fifty four of those challenges

resulted in the bar and/or restaurant selling to the minor for an 88% compliance rate. Overall compliance rate for all points-of-sale is 90%. Many could accentuate the negative in this operation; however I would suggest that a 90% compliance rate demonstrated over 808 challenges is a credit to a responsible business community.

Beyond business oriented tasks, the Community Policing Division is strongly connected to the social service community. Much of this contact occurs through the Weed and Seed strategy. The Weed and Seed strategy is a collaboration of service providers, law enforcement and government agencies, and residents. The most basic of descriptions of this strategy is the collaboration's effort to "weed" out criminal behavior and backfill that void by "seeding" problem areas with social services and resident involvement.

The Community Policing Division is among the primary partners in the Weed and Seed coalition; along with the US Attorney's Office, the Manchester Health Department, and the Office of the Mayor. The total number of partners consists of approximately 60 organizations. Many of those are community serving non-profits and government agencies.

The division also works with up to 50 watch groups; all of whom have recently re-committed themselves as active groups. Members of the Community Policing Division continue to represent the department at every watch group meeting. The division assists these groups with community safety needs, accessing services, and with event planning. Event planning may include block parties, neighborhood revitalization, and major events such as National Night Out.

The Community Policing Division has also established a strong relationship with the minority community. The Department has established a Community Advisory Board. The board consists of leaders from the minority communities and several directors from minority serving agencies. Examples of this include the Minority Health Coalition, Latinos on the Move, and the New Hampshire Coalition of African Organizations.

Cultural diversity and relations with the many cultures in Manchester have become a primary task of the Community Policing Division. An example of this work is our efforts to produce workshops for the African refugee community. This is often done in collaboration with the aforementioned New Hampshire Coalition of African Organizations and the Somali Bantu Association. During this reporting year we hosted a number of workshops on a variety of subjects including; American policing, parental rights and responsibilities, youth gangs, immigration law, traffic enforcement and licensing, and accessing State social services.

Efforts to sustain our engagement with all cultures in this city will remain an important component of our overall community policing package. For

community policing to be successful in any neighborhood requires participation of 100% of the people 100% of the time.

Among those 100% are our senior citizens. Seniors are vulnerable to unique crimes. Such offenses may be theft, on and off-line fraud, and institutional or domestic abuse. Because of the complexity of senior law enforcement services, the Community Policing Division has reinstated the Senior Services Unit.

It is our intent to provide our seniors with the best possible service through the use of communication and education on basic crime prevention practices. The Senior Services Unit will work closely with all senior service agencies in an effort to promote this effort and make it accessible to everyone.

A number of examples have surfaced to demonstrate our early successes. Among these include annual identity theft workshops produced for seniors residing in the many senior centers in Manchester. Another is the growth of the *Just In Case* program. This program is an effort to obtain critical and up-to-date data and photographs of Alzheimer's patients or other citizens with similar illnesses. The program now lists 120 such patients and is expected to be of significant value if or when a patient's whereabouts is unknown. It has given many families a greater sense of security as it concerns their ailing family member.

The Community Policing Division continues to evolve and change with the needs of the community. The basic idea that people are more interested in participating in policing their communities versus being policed will be our driving principal for the foreseeable future. Motivating a community of a 109,000 residents to pay attention to the basic principles of crime prevention and encourage all to promote healthy and safe communities is an economic necessity and a moral obligation.

# ADMINISTRATIVE DIVISION

## TRAINING

The Manchester Police Department Training Division in 2009 consisted of four police officers, three Training Officers and one Recruitment and Selection Officer, who concerned themselves and were tasked with the overall training and equipping of police officers and civilian employees as well as the recruitment and selection of these individuals. During 2009, 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.

In 2009 the Manchester Police Department administered one Police Applicant Exam with the following results:

251 applicants registered to take the exam

147 applicants showed up to take the exam

41 applicants passed the exam process

10 officers were ultimately hired

In 2009, in addition to the 10 officers that were hired, the Manchester Police Department hired the following:

1 Domestic Violence Victim Advocate

5 Emergency Services Dispatchers

1 Police Services Specialist

4 Reserve Police Officers

In addition to the hiring that was conducted in 2009, the Training Division also conducted the following training:

237 Manchester Officers completed mandatory Use of Force Training

237 Manchester Officers completed mandatory Duty Pistol Qualification

237 Manchester Officers completed mandatory Shotgun Qualification

52 Manchester Officers completed mandatory Patrol Rifle Qualification

The Manchester Police Department hosted in excess of eight training courses that covered topics such as Advanced Report Writing, Undercover Investigations, Basic Drug and Meth Safety, Precision Shooting and Defensive Tactics. These courses were attended by over one hundred police officers from a variety of law enforcement agencies.

In addition to the courses of instruction that were hosted by the Manchester Police Department, we facilitated the attendance of employees, both sworn and civilian, in a total of 317 courses of instruction outside the agency.

## COMMUNICATIONS

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 2009, Communications personnel handled 102,627 calls for service to include both routine and 911 emergency calls. 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 3,157 initial police reports and 611 supplemental reports over the phone and in person allowing the officers to remain on the streets to handle more serious calls for service. They also handled and entered 276 pieces of property. Along with taking police reports, the Police Services Specialists handle all foot traffic in the lobby, process daily paperwork, maintain personnel rosters as well as many other important tasks.

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 2010.

# PATROL DIVISION

The Manchester Police Departments Patrol Division provides 24 hr police coverage to the city. Officers from the patrol division are the first responders to emergencies and routine calls in the city. When at full strength, the Patrol Division has 112 officers assigned to it, along with 16 Sergeants, 4 Lieutenants, 4 Civilians, 20 Reserve Officers, and 1 Captain.

There are specialized units with in the patrol division. The largest is the Traffic Unit. Supervisors and Officers assigned to this unit are responsible for investigating serious accidents, Auto Theft, and hit and run accidents. The unit is also responsible for specialized motor vehicle enforcement through out the city. Supervisors in the Traffic Unit work with many outside organizations and agencies on major events taking place in Manchester. These events include parades, road races, and concerts, presidential and other VIP visits. The supervisors in the Traffic Unit help plain around 75 these events a year.

Another specialized unit assigned to the Patrol Division is the K9 Unit. The Manchester Police Department has 9 patrol K9s. These dogs and officers are highly trained. The dogs can be used to search for people or articles. Some of the dogs have received special training to detect drugs. All the dogs live at home with their handlers and families.

The Animal Control officers are also assigned to the Patrol Division. The ACO's are trained to handle animal complaints. These can range from barking and stray dog complaints to handling wild animals that wonder into the city.

The Manchester Police Departments Patrol Division responds to over 100,000 calls for service in the city each year. The officers assigned to the patrol division are dedicated to serving the citizens of Manchester and making the city a safe place to live, work and play.

# 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. 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 its busiest and most successful year ever in 2009, which can be directly attributed to the "Operation Drugs and Guns" (DAG) initiative in combination with federal funding received through the New Hampshire State Police. Operation DAG involved 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**

132 suspects arrested  
64 search warrants executed

### **Seizures**

115 pounds of cocaine  
21.95 grams of crack cocaine  
5.2 ounces of heroin  
257 pounds of marijuana  
434 tablets of XTC  
3,061 Oxy tablets  
318 assorted Prescription pills  
157 firearms  
\$433,497 in U.S. Currency

### **Street Crime Unit (SCU)**

The Street Crime Unit consists of two officers, Detective Emmett Macken, Detective Derek Sullivan and continues to have one vacancy due to the

promotion of Paul Thompson to Sergeant in the early part of 2009. 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.

For 2009, these two Officers have been responsible for arresting 292 suspects and issuing 134 summonses. They have also made hundreds of field contacts, issued dozens of motor vehicle warnings and numerous city ordinance violations. Additionally, they have also assisted 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, ATF and several local police departments. In 2009, the SWAT Team was undeniably the most active unit in the State of New Hampshire, being activated on 44 occasions which consisted primarily of high risk warrant service operations. Other callouts consisted of barricaded subjects as well as "buy bust" high risk motor vehicle take downs and VIP protection duties.

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.

# INVESTIGATIVE DIVISION

At the end of this year it gives me great pleasure to highlight the many achievements that were made by members of our agency's Investigative Division. As the Divisional Captain, I take pride in the work ethic our dedicated members exhibited throughout the year and the significant gains our "team" accomplished through the various challenges we faced. Clearly, the efforts put forth by Divisional staff this past year contributed to making the City of Manchester a safe and attractive city, and to this end made our investigative unit a professionally recognized organization.

Divisional components include the Detective Unit, the Domestic Violence Unit, the Juvenile Unit, the Evidence Unit and the Transcription Services Unit. Collaboratively unit members perform various functions specific to their unit assignments associated with criminal investigations and adjunct support systems tasks. Sworn personnel assigned to the Division conduct follow-up investigations of most felony-related crimes to include homicide investigations, robberies, sexual assaults, fraud and computer crime cases, child abuse cases, and conduct investigations into other serious crimes. Our trained investigators conduct crime-scene work at crime scenes using state-of-art technology and the Division is responsible for the proper storage and security of all property and evidence recovered by members of the agency. Our Domestic Violence Unit is part of a wider Manchester/Hillsborough County Domestic Violence initiative with a common goal is to combat domestic and sexual violence in the community. Our Juvenile Unit has an established Child Abuse and Sexual Exploitation investigative component dedicated to the protection of our most vulnerable victims, children who fall prey to child abuse.

Additionally, numerous members of the Division serve on task forces, act as liaisons in various capacities or retain memberships to professional boards and organizations all focusing on our agency's larger goal to serve the public in a community-based approach.

I continue to be impressed with the efficiency and quality of work performed by Divisional members in their day-to-day activities. This year, seven members of the Division were awarded employee of the month recognition, as such its fitting these employees are acknowledged in this annual report letter. Therefore, congratulations go out to the following: Detectives Carlo Accorto, David Dupont, Stacy Howe, Matt Laroche, Jean Roers, and Administrative Assistants Gina Charbonneau and Pauline Corriveau. Additionally, acknowledgement should be extended to Detective Robert Keating, who, as a member of the U.S. Coast Guard was given that service branch's Special Agent of the Year Award. Moreover, recognition goes out to two other Divisional members who, as members of the National Guard, were deployed for extended military duty. Both Detectives Michael Dunlap and Allen Aldenberg should be commended for their military service.

In reflecting on the past year's challenges, it's fitting to note our many successes including work done on major cases and our personnel's involvement in furthering agency operations and directives:

- The successful formation of a burglary unit that resulted in numerous arrests and the closing of a city pawn shop that was identified as a clearing house for stolen items.
- The First Degree Murder conviction in June 2009 of murder defendant Michael Soto for his involvement in the killing of homicide victim Aaron Kar.
- The investigation of two separate homicide cases which occurred on October 22<sup>nd</sup>, Lennox Tibbs murder, all involved parties currently charged; the tragic murder/suicide of Melissa and Jonathan Charbonneau which marked this fall day as a most challenging day for our personnel who acted professionally and executed their assignments effectively.
- The conclusion of a lengthy investigation and subsequent murder convictions in November of Todd Peters in the beating deaths of homicide victims Tim King and Edith Riley.
- The involvement of Divisional members in our agencies collaborative enforcement efforts in the November Safe Neighborhoods Initiative Program formed to address crime and quality-of-life issues in certain targeted neighborhoods in the city.
- The conclusion and successful prosecution in June of Murder defendant Gary Roy for the killing of murder victim Arlene Lopata-Houle.
- The planning of a weapons destruction program whereby fifty firearms are scheduled to be destroyed in a "gun burn" as part of our Evidence Unit's ongoing efforts to purge items held in our evidence and storage facilities as well as the acquisition of evidence storage pods to address current property storage needs.
- The formation of a new Grand Jury presentation team utilizing members of the agency's Reserve Officer Staff which resulted in improved service delivery as a result of the temporary relocation of the Hillsborough County Superior Court facility.
- The DV Unit Continued to receive Grant funding through the Grant to Encourage Arrests, STOP Grant and this year received an additional Recovery Act Grant to maintain funding for a DART Officer and increase the hours of the part time court advocate.

- The CHASE unit has been involved in over 250 investigations involving the sexual and physical abuse of young children and numerous offenders will be spending decades in prison as a result of these convictions.
- DV Sergeant Kristen Taylor was named to serve on a new Committee of the Governor's Commission. The Immigrant Victim Committee is being established at the State level to better serve Immigrant women who are victims of Domestic Violence, Sexual Violence and Human Trafficking.

The above mentioned incidents, identified court proceedings and operational programs are but just a few of the hundreds of cases, programs and or work activities that Divisional Staff were involved in this past fiscal year. Each of the above-described cases required significant research and investigation and often times, involved engaging in information sharing and collaborative work strategies with other agencies. A successful community law enforcement operation involves building, strengthening and maintaining partnerships with other organizations, bureaus and community associations. For this reason, in consideration of the many successes gained this past year, I extend thanks and recognition to the US Attorney's Office, The NH Attorney General's Office, The Hillsborough County Attorney's Office and the many other local, state and federal law enforcement agencies we partner with that strengthen our investigative strategies.

In closing, I extend final recognition to all of the dedicated members of the Investigative Division; both sworn and civilian, for the efforts they put forward this past year. Clearly, this dedicated group of professionals accomplished a great deal. More importantly, their efforts have, and continue to make the Manchester Police Department's Investigative Division an effective working unit, which provides a high level of service to a community we all are proud to serve.