

Manchester Police Department 2012 Annual Report



Manchester Police Department

Manchester, NH

Annual Report 2012

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A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY

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In Memoriam

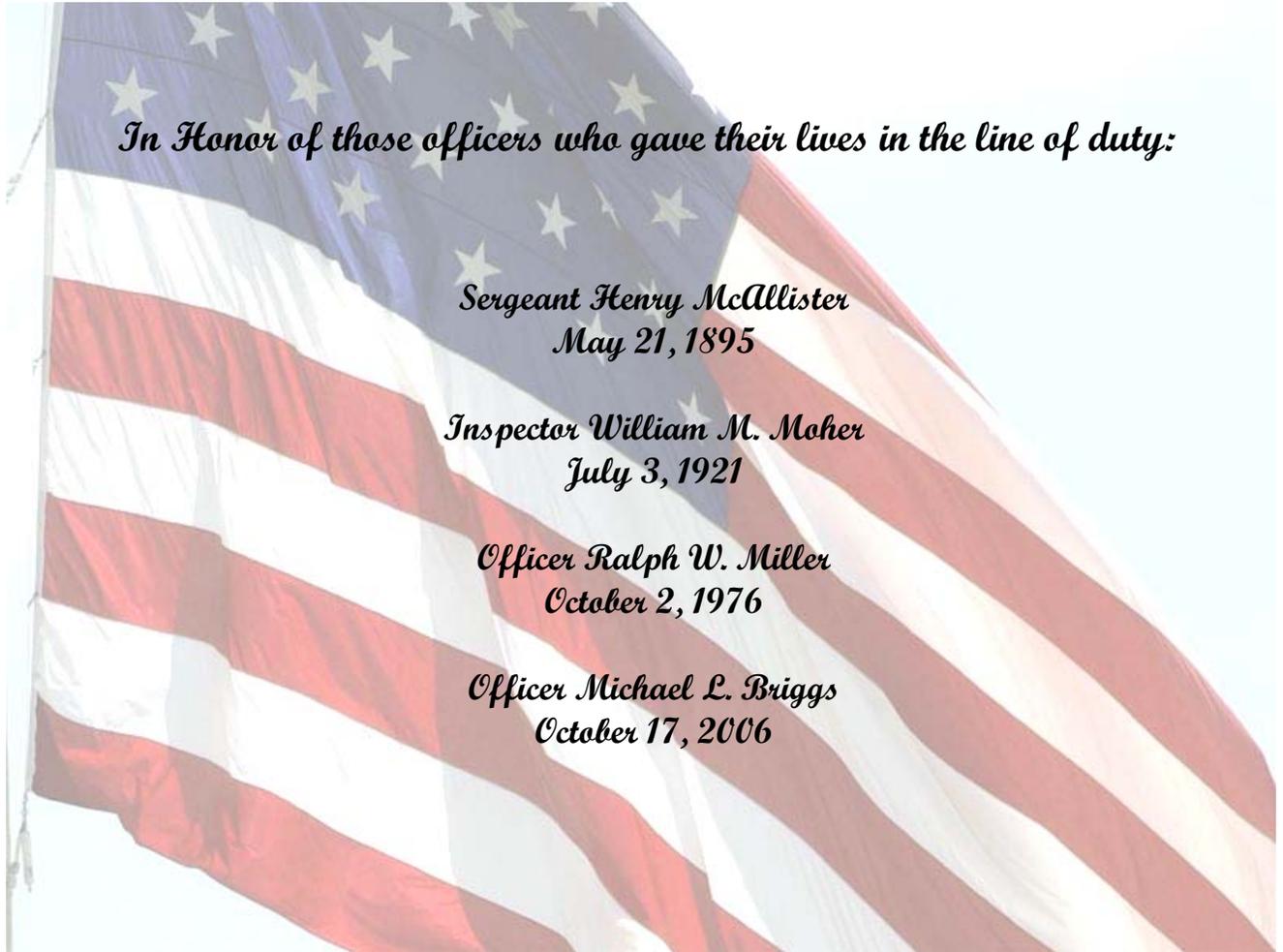
In Honor of those officers who gave their lives in the line of duty:

*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 MEMORIAL

I NEVER DREAMED IT WOULD BE ME
MY NAME FOR ALL ETERNITY
RECORDED HERE AT THIS HALLOWED PLACE
ALAS, MY NAME, NO MORE FACE
IN THE LINE OF DUTY I HEAR THEM SAY
MY FAMILY NOW THE PRICE WILL PAY
MY FOLDED FLAG STAINED WITH THEIR TEARS
WE ONLY HAD THOSE FEW SHORT YEARS
THE BADGE NO LONGER ON MY CHEST
I SLEEP NOW IN ETERNAL REST
MY SWORD I PASS TO THOSE REMIND
AND PRAY THEY KEEP THIS THOUGHT IN MIND
I NEVER DREAMED IT WOULD BE ME
AND WITH HEAVY HEART AND BENDED KNEE
I ASK FOR ALL HERE FROM THE PAST
DEAR GOD, LET MY NAME BE THE LAST

WITH RESPECT AND ADMIRATION
WE REMEMBER THESE
MANCHESTER POLICE OFFICERS
WHO GAVE THEIR LIVES
IN THE LINE OF DUTY

SERGEANT HENRY McALLISTER MAY 21, 1895

INSPECTOR WILLIAM MOHER JULY 3, 1921

OFFICER RALPH MILLER OCT 2, 1976

OFFICER MICHAEL BRIGGS OCT 17, 2006

MPD Mission Statement

The mission of the Manchester Police Department is to continually enhance public safety and quality of life for New Hampshire's largest city. We will work in partnership with those living in and visiting our community.

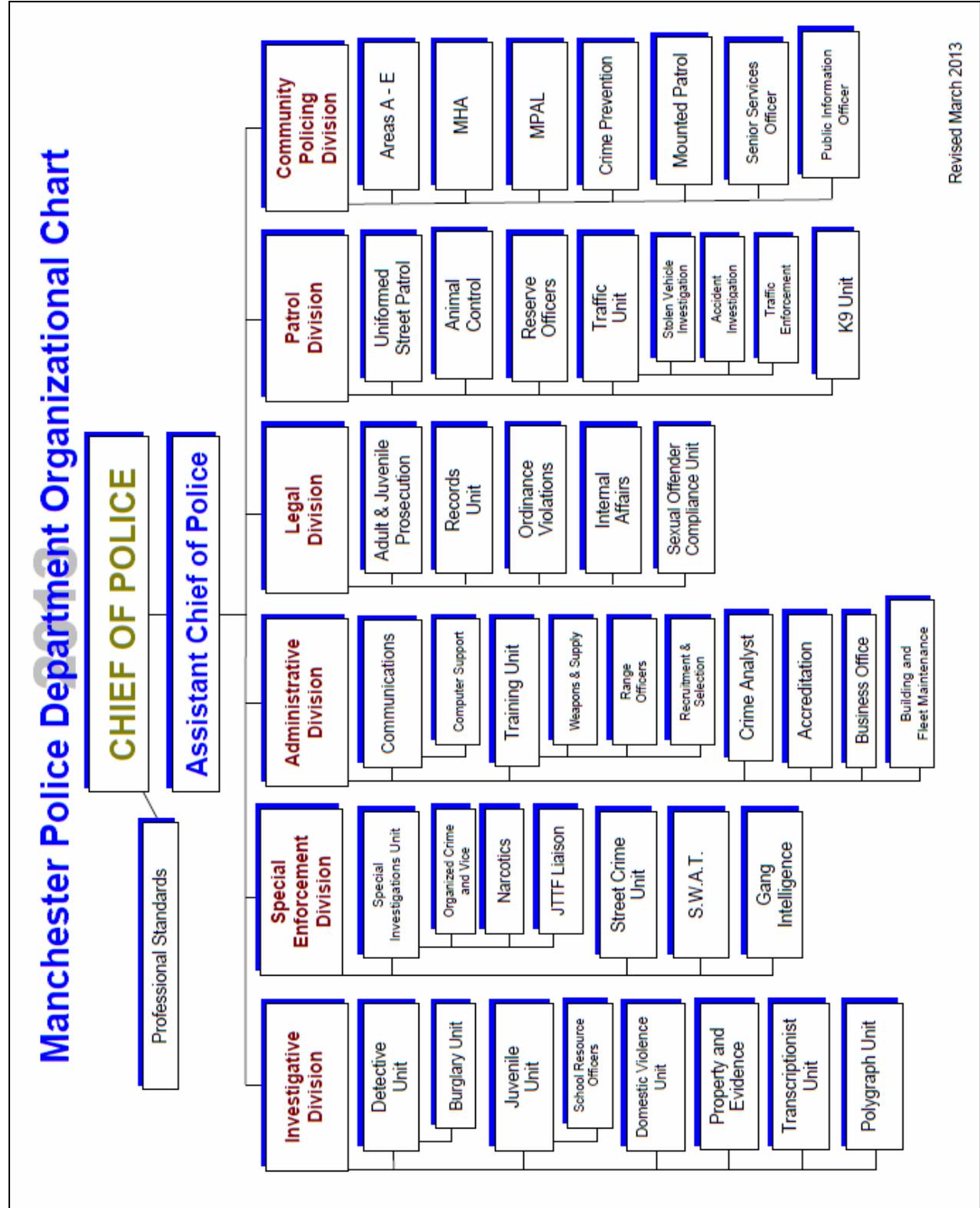
The preservation of life, protection of property, prevention of criminal behavior and the creation of a safe environment shall be our foremost responsibility. These responsibilities will be carried out in the most professional manner possible, with integrity and fairness, and in a manner that effectively and efficiently coordinates resources.

We believe that cooperation, teamwork and concern for each other are essential to our success and will enable us to combine our diverse backgrounds, skills and styles to achieve our stated mission.



Organizational Chart

Manchester Police Department Organizational Chart



Revised March 2013

Police Commission

Commissioners

Pictured from Left to Right:
Mark E. Roy
Woullard H. Lett
Richard M. Bunker, Chairman
William M. Clifford
Eva Castillo-Turgeon



Police Commission Meetings:

- First Wednesday of each month at 9:00am. Call (603) 668-8711 ext. 5403 to confirm the meeting date.
- Meetings are held at the Manchester Police Department - 405 Valley Street, Manchester, NH 03103.
- Meeting notices/agendas are posted one week prior to each meeting at the City Clerk's Office (City Hall), at the main City Library (Pine Street), and on the Police Department Blog.

Contact the Commissioners:

The Commissioners can be contacted by:

Mail: c/o Manchester Police Department

E-mail: ManchesterPD@manchesternh.gov

City Charter (11/5/96) Section 3.11 Department Boards and Commissions

- (a) In order to provide citizen input to the city departments, the board of mayor and aldermen may establish commissions to consult, advise and make policy recommendations to the department heads and board of mayor and aldermen on matters appropriate to the department.
- (b) Upon request of the board of mayor and aldermen or the department head, the commission may advise the board or the department head on specific matters referred to the commission.
- (c) The commission shall have no responsibility for personnel decisions or administration of the department unless otherwise required by state statute or this charter.
- (d) If specifically requested to do so by the mayor, the commission may serve as a nominating committee to recommend a candidate to the mayor for department head.
- (e) Upon request of the board of aldermen the commission shall assume the policy making authority of the board of aldermen in accordance with Section 2.04 of this charter. The board of alderman shall retain the right to rescind such action.

Message from the Chief

Chief David J. Mara



To say the least, the year 2012 was an eventful year for the Manchester Police Department. On March 21, 2012, Officer Dan Doherty was shot several times by Myles Webster and would have died had it not been for his own heroic efforts. What happened in the aftermath of Dan being shot clearly illustrates that the Manchester Police Department is comprised of a special group of men and women, and that they have the unwavering support of the citizens of Manchester.

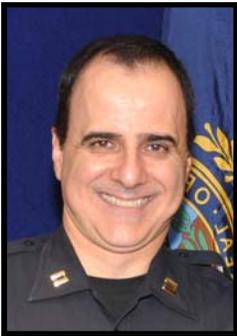
It started with police officers responding to his location and keeping him alive by administering first aid until he could receive medical attention. It then continued with dispatch and responding officers working together to do a search of the area for Webster. The fast actions of the officers who responded to the area resulted in the capture of Webster and prevented him from harming anyone else in the community. The ensuing investigation that was conducted was relentless and thorough.

The ensuing trial was televised and reported on extensively by several media outlets. Because of this coverage, the citizens of Manchester and thousands of other people got the opportunity to see how dedicated and professional their police officers are. Because of their efforts, and those of the Attorney General and Hillsborough County Attorney Offices, Myles Webster was convicted of Attempted Murder and sentenced to sixty-years-to-life and will never pose a threat to anyone else in the community again.

The overwhelming outpouring of support that the people of Manchester gave Dan Doherty and our department reinforces why Manchester is a great city to work for.

MPD Office of Professional Standards - Legal Division

Captain Robert Cunha



Legal Division

The Manchester Police Department Legal Division is comprised of multiple units:

Adult Arraignment Prosecution – consists of a Lieutenant and Officer assigned as police arraignment prosecutors in the 9th Circuit – Manchester District Court five days a week. The Lieutenant’s duties also include overseeing all police prosecutors and the Ordinance Violations Bureau. He is the agency’s liaison to the courts, city solicitor’s office, county attorney’s office, public defenders and attorneys representing the city/police department in civil litigation. The adult arraignment prosecutors negotiated 840 changes of plea in 2012 in lieu of trials. That in conjunction with 604 changes of plea at motor vehicle summons pre-trial conferences resulted in a significant court overtime savings to the agency.

Juvenile Prosecution – consists of an officer assigned to handle juvenile case prosecution throughout the legal process to include trial prosecution. This is a truly challenging position especially for a sworn officer that is not an attorney. We have been fortunate in that we have had juvenile prosecutors throughout the years that have been able to perform at a high level and this continues to be the case. In 2012, there were 276 juvenile arraignments with 413 juvenile petitions being filed.

Records Unit – a civilian unit consisting of a supervisor and seven records specialists. The Records Unit’s duties include, but are not limited to, the processing of any paperwork associated with an arrest (5,993 arrests in 2012) or the issuance of a motor vehicle summons (6,940 mv summonses issued in 2012). The Records Unit responsibilities also include responding to “right to know” requests, processing of pistol permit applications and the tracking of domestic violence petitions, stalking orders and bail conditions in the agency’s I-LEADS system.

Ordinance Violations Bureau (OVB) – consists of a manager and two administrative assistants. The OVB’s duties include, but are not limited to, the processing of city ordinance summonses as issued by all city agencies and the subsequent collection of fines. The OVB also works in conjunction with the city’s Parking Enforcement to collect parking fines and parking boot fees. The OVB processed 42,990 ordinance citations in 2012 (inclusive of parking tickets).

Sex Offender Compliance Unit (SOCU) – consists of two police officers. The SOCU unit is responsible for registering and ensuring the statutory compliance of the city’s convicted sex offenders. The SOCU unit in conjunction with our state and federal law enforcement partners conducted 3,230 compliance checks in 2012 (versus 3,240 in 2011) and 34 arrest warrants were prepared in 2012 for persons found to not be in compliance with their reporting requirements. The vigilance

of the SOCU unit results in a higher level of compliance by offenders, which equates to a safer community. The SOCU also has the responsibility of collecting DNA samples from people arrested by the Manchester PD for felonies who are subsequently convicted, but receive no incarceration or probation.

Crisis Intervention Team (CIT) – officers on the team are primarily assigned to the Patrol and Community Policing Divisions, but the program was administrated in 2012 by the Lieutenant assigned to the Legal Division. The CIT program is designed to provide the community with officers specially trained in dealing with persons that suffer from mental illness. CIT officers are called upon to de-escalate difficult encounters and connect the person with services within the community, and the program has been a successful one. In 2012, efforts were put forth to not only conduct refresher training for our current CIT officers, but arrangements were made to certify additional officers, which was accomplished in January of 2013, bringing our total number of CIT certified officers to 23.

The hard work of other divisions within the agency resulted in a challenging work load for the Legal Division. The dedicated members of the Legal Division met the challenges of 2012 and will meet the challenges of 2013.

Professional Standards Unit

The Manchester Police Department is committed to providing quality law enforcement to the City of Manchester. One of the ways that we honor this commitment is by adhering to a high level of professionalism while carrying out our duties in an objective manner. The Manchester Police Department Office of Professional Standards is responsible to ensure that we remain true to this commitment so that the trust and cooperation of the public we serve is not lost.

The Office of Professional Standards processes citizen complaints as well as citizen compliments and maintains a record of each. The Office of Professional Standards oversees the internal investigations into alleged violations of Manchester Police Department procedures or other misconduct by any member of the Manchester Police Department. All investigations are conducted objectively and every effort is made to get them completed in a timely manner. The Office of Professional Standards also is responsible to review uses of physical force by our officers, police-involved car accidents, and motorized pursuits to verify that state law and MPD procedures are complied with.

To file a compliment or complaint against an employee of the Manchester Police Department:

Compliments or complaints will be accepted from any source, whether made in person (405 Valley Street), by mail, or over the phone by contacting our “Officer In Charge” (603-668-8711). You may also submit a compliment or complaint via e-mail to manchesterpd@manchesternh.gov. We simply ask that persons filing a compliment or complaint be completely truthful when doing so. Compliments are forwarded to the MPD employee with a notation made to their monthly evaluation, and in the case of written compliments, a copy of same is placed in their personnel file.

The Manchester Police Department Office of Professional Standards Unit, when it becomes aware of complaints 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. The findings will fall into one of the following categories:

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.

The Manchester Police Department mission cannot be accomplished without the trust and cooperation of the community. The Office of Professional Standards strives to ensure the Manchester Police Department is deserving of that trust and cooperation.

Citizen's Complaints Lodged in 2012

Thirty-nine citizens filed a total of forty-nine complaints against Manchester PD employees in 2012. In comparison, forty-seven citizens filed a total of fifty-eight complaints in 2011; and forty-two citizens filed a total of fifty-eight complaints in 2010.

All of these complaints were investigated by the Manchester Police Department and resulted in the following findings for 2012:

<u>Type</u>	<u># of Cases</u>	<u>Unfounded</u>	<u>Unsubstantiated</u>	<u>Substantiated</u>	<u>Exonerated</u>
Rudeness	11	11	0	0	0
Unnecessary/Excessive Force	5	3	0	0	2
Improper Conduct	5	1	2	1	1
Bias Based Complaint	1	1	0	0	0
Ineffective Service	18	11	0	7	0
Lost Property	2	1	1	0	0
Illegal Activity	2	2	0	0	0
Refusal to ID	1	1	0	0	0
Threatening Behavior	2	2	0	0	0
Improper Police Action	2	1	0	1	0
Totals	49	34	3	9	3

*Note: some complainants made allegations including two or more of the above complaint categories

Community Policing Division

Captain Richard Reilly



The Manchester Police Department is the 2012 recipient of the New England Chief's of Police Association Community Policing Award among communities with populations in excess of 50,000 people. I wish I could end there; however, it takes hard work, ingenuity, and a department-wide effort to achieve this accomplishment. Every member of this agency has contributed to this recognition and has reason to be proud. That being said, I will continue with our report.

The Manchester Police Department continues to benefit from the idea that a designated division possessing the responsibility of promoting community-oriented policing can favorably and economically improve resident policing services, and secure a more positive future for the agency in a world often wrought with negative public opinion or diminished confidence. It is proof that a small investment of dedicated personnel and resources can gain long-lasting dividends for this agency and community. Many of these dividends often go unseen and may not be realized for years.

The Department of Justice Office of Community Oriented Policing defines community policing as a philosophy that promotes organizational strategies, which supports the use of partnerships and problem solving techniques, to proactively address the conditions that give rise to public safety issues such as crime, social disorder, and fear of crime.

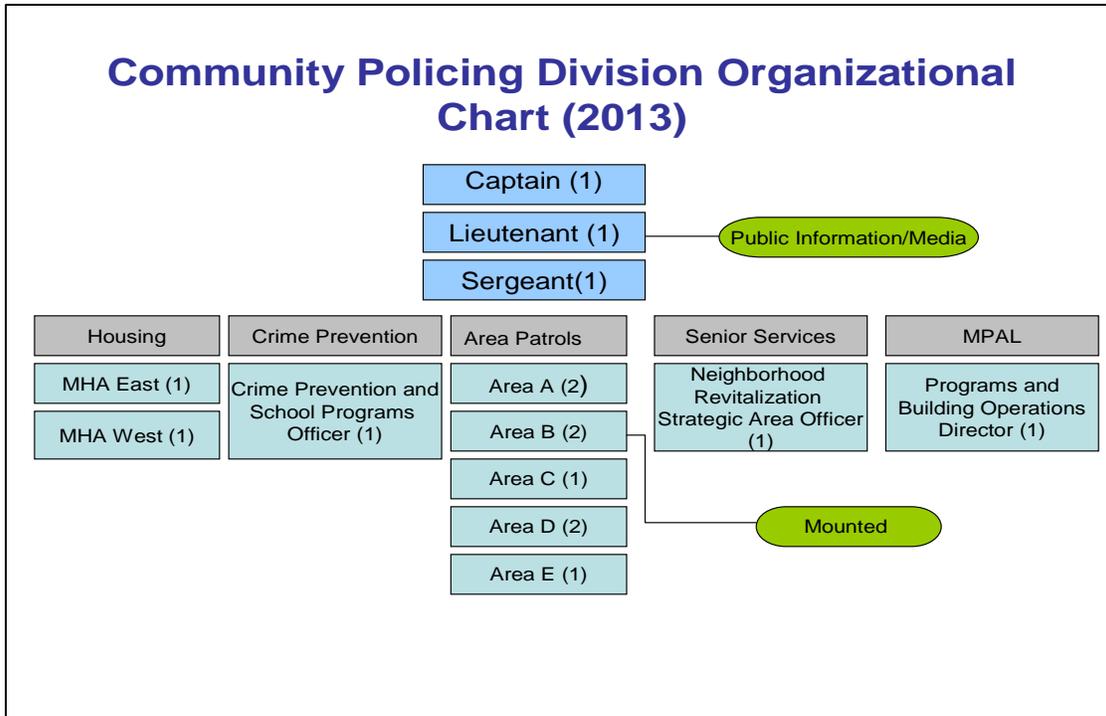
While we certainly agree with the aforementioned definition and operate as a Division within the parameters of that definition, I often attempt to break it down in more simple terms. Words like “partnership building” and “problem-solving-techniques” represent the community policing officer’s daily tasks. Those same words can, however, become very tiresome among community policing practitioners on both the policing and community side of the equation.

Community policing is simply a means of operating a police force based on the premise that residents and businesses want to participate in policing their neighborhoods versus simply being policed. Considering that we generally operate with 205 – 215 officers among a resident population of about 109,000, it is prudent to energize residents and businesses to organize themselves in the interests of public safety, community improvement, and the reduction of fear of crime. In this sense, the act of community policing throughout our organization is both practical and economical.



Community Policing Division

Community Policing Division Organizational Chart (2013)



We began the year with 15 officers, including a command staff of a Sergeant and Captain. At the conclusion of 2012, Lt. Maureen Tessier was assigned to serve as the Division's Lieutenant. With Lt. Tessier comes more responsibility for the Division. The department's public information responsibilities are now based in the Community Policing Division. In addition to her divisional supervisory responsibilities, she will be the central figure facilitating the release of public information and developing public media programming. Lt. Tessier's experience and leadership is highly valued and will certainly strengthen our community policing efforts.

The challenge for the Community Policing Division is not unlike many departments who have dedicated community policing staffs. For the most part, the Manchester community consisting of both residents and businesses has embraced the community policing strategy. The real challenge is promoting that strategy internally among our peers, many of whom carry heavy caseloads and an increasing number of calls-for-service.

The challenge is to create new opportunities for all personnel to get involved with the act of community policing without necessarily being assigned to the specialized unit. If we expect to be successful in encouraging our peers to practice community policing, we must also try to address the issue of workload, especially the increasing number of calls-for-service for our patrol personnel.

Community Policing Division

Reducing workload to encourage our community policing goals is no easy task. The department received 103,103 calls-for-service in 2012. In 2011 we experienced 103,642 calls-for-service. These numbers represent both officer-initiated calls and reactive calls that had resulted from a call from a citizen. According to our computer records, 56,985 of those 103,103 calls-for-service were initiated by an officer. The total number can fluctuate for a number of reasons; some as simple as the number of officers we have.

Despite the daunting task of reducing these calls, we have started a program in 2012 that has allowed the Community Policing Division to receive a weekly list of addresses and locations that have generated three or more calls-for-service in a seven day period. The contents of the list permit us to make a determination if the calls are officer-initiated or a reactive call-for-service.

If an address is identified on this list, it is assigned to a Community Policing Officer. That officer will investigate and/or take any action necessary to prevent further calls for our patrol personnel at that address or location. Actions may include: mediation between neighbors; referral to other city or social service agencies; ordinance citation; or arrest(s). Some addresses may require a simple counsel of a resident or a referral to another Division, i.e. Traffic Unit, Street Crime, or Juvenile Unit.

Ideally we hope to prevent our officers from going to the same addresses time and time again. This may take a phone call or several months of mediation or enforcement to resolve a problem. Regardless of “the numbers”, this practice is another layer of service for our residential and business community and permits our agency to make a more efficient use of our personnel resources.

We understand that a resident does not care about our year-end calls-for-service numbers; however, we also understand that residents or business owners do take notice if they no longer have to call the police repeatedly for the same problem with no end in site. The program is long overdue, and a clear advancement in the area of identifying problems in the community and formulating solutions.

There have been a number of activities in 2012 that have demonstrated that we are a growing community-oriented police department. The most obvious of those activities were the Cops-N-Kids events at the city elementary schools. The 2012/13 academic year is our second year operating this program. Representatives from every division were present for these events with a wide assortment of vehicles and equipment. As many as 7,500 elementary students enjoyed favorable contacts with a number of officers in the best of circumstances.

Community Policing Division

We cannot underestimate the value of the aforementioned Cops-N-Kids program. Those of us who have participated in these events know how exhausting and labor intensive they can be. This is a small investment that will yield favorable dividends. A highlight this year was our visit to Weston School. The Weston School students conducted a fundraiser for the Mounted Unit, raising \$350.00 for the unit. The children were very proud to present the check, creating a long-lasting memory for they and our Community Policing staff.



Watch group activity remained strong in 2012. Although we have as many as 54 watch groups and captains, a number of them choose to meet electronically or in a time of need. A small number of groups, however, are very active and play a significant role in our community policing program. The watch group program permits residents to voice what is important to them as opposed to us thinking we know what is important. Sometimes those concerns have nothing to do with law enforcement. Issues may include the physical condition of the neighborhood or the desire to have a community social gathering to attract other members. They may also take an opportunity to have a guest speaker from a city or other service organization.

One of the unrecognizable results of a successful watch group program is that residents become accountable to each other. Participating residents are more culturally and behaviorally tolerant of each other, share a desire to improve the quality of life in their community, and do not want to become the cause for concern among their neighbors. Watch group members, and to a small extent, non-members, are more likely to police themselves versus a need for them to be policed.

Highway, health and fire department officials; refugee, immigrant and religious leaders; professional associations, and Aldermen and State Representatives have all been a part of the watch group community. The instantaneous collaboration that exists in Manchester between its police department and other service providers is unmatched and a clear benefit to its residents and business owners. This is demonstrated in our watch group program.

Community Policing Division

Sometimes problems are not restricted to a neighborhood “hot spot” or specific location. The Division excels at that type of work. The Community Policing Division continually strives to be more efficient and responsive to large scale department and community needs. An example of this is exhibited in a significant rise in the number of Burglaries at the beginning of 2012.

The number of Burglaries began 2012 at an alarming rate; 94 Burglaries in January 2012 versus 40 in January of 2011. As we approached the final quarter of 2012, the Burglary numbers continued to decline. We experienced 90 Burglaries in July; then enjoyed consecutive decreases in August (86), September (76), and October (77). October 2011 had 91 Burglaries. In the last report, we predicted that we would experience a potential annual decrease of 60 Burglaries in 2012 as compared to 2011. Based on sources at this reporting time, we actually had an annual reduction of 77 Burglaries (8%).

The successful outcome in the Burglary numbers was due in part to a strong collaboration among the Divisions. A strong investigative effort and directed enforcement activity by patrol and community policing personnel played a big role in our organization’s success. Innovations like *LeadsOnline* implemented in August 2012 also aided in identifying suspects and making arrests.

The Burglary problem also served as a reminder that our community policing practices need to include a strong prevention program and advocacy for victims of Burglary.

Victim advocacy is most frequently and understandably reserved for victims of crimes of violence. Most would agree that the physical and psychological impact of these crimes can be extensive and require prolonged treatment. While victims of burglary often lack the attention received by victims of other crimes, it is important to understand that the way the police respond to a burglary can have a favorable impact on how that victim responds to the event and how they view the police overall. Community policing after all starts at the moment a police officer arrives.

The Division had re-instituted the security survey program in mid-2011 by marketing the service to a number of audiences and through direct invitation. Officer Paul Rondeau, a nationally certified crime prevention officer, had been tasked with following up with victims by offering them a security survey of their home or business. In 2012, we have started to expand that program to victims of Robbery or high-value Thefts.

The difficulty reaching the level of success we would like in the aforementioned area is simply time and personnel. Officer Rondeau has made a significant impact in the area of crime prevention. His efforts have included security surveys, Eddie Eagle gun safety programming in our middle schools, Officer Friendly programs, workplace violence prevention, and women’s safety clinics. More recently, he has been called to conduct security surveys for the Boy’s and Girl’s Club and a number of schools and daycares. This was in response to the December 2012 shooting at an elementary school in Newtown, CT. I expect this trend to continue into 2013.

Community Policing Division

As additional demands are being brought upon the Community Policing Division, it can be increasingly difficult to practice victim advocacy at the high level we would like. Each of the officers is tasked with varied pro-active and reactive responsibilities. That being said, we need to carefully assess our resources and remain aware that priorities can change daily and our flexibility is our most valued asset. Settling for a 'routine' can and will inhibit our effectiveness.

Having identified several changes, additions, or programs we have made in the Community Policing Division in 2012, it is important to discuss the status of our daily operations. Eleven of the thirteen front-line officers assigned to the Community Policing Division are assigned to "Area Patrols." These officers are assigned to smaller routes or neighborhoods, most of which are sections of the city that are generally more populated and statistically generate the most need for police and other city services.

The areas-of-operation are designated Area A through Area E. We also have coverage areas designated MHA East and MHA West. MHA refers to our Manchester Housing coverage areas. The Neighborhood Revitalization Strategic Area (NRSA) blankets all the areas with the exception of MHA West.

Mounted operations are the responsibility of the two officers assigned to Area B. Area B is the downtown business area between Pine Street and the Merrimack River. Officers Marc Lachance's and Scott Tardiff's responsibilities are no different than the other community policing officers assigned to an area. They certainly have an alternative mode of transportation and some added responsibilities associated with the care of the horses and the supervision of a volunteer staff.

Valor continues to be an exceptional addition to the community policing staff. In addition to being ambassadors for the department and the city, their high visibility downtown is a comfort to citizens and a deterrent to criminal activity and nuisance behavior. Shorty has unfortunately developed a degenerative condition that prohibits him from accepting a rider. Shorty was retired and is living comfortably on a ranch in western Massachusetts that cares for horses that are unable to perform as their prior owners expected.

We are presently working with the horse community to acquire a suitable replacement for Shorty. A 'hopeful' had been tested for several months in late 2012; however, that mount refused to accept a rider. The challenge will continue in 2013 as we expect to sustain a valuable program.

Other officers that had been assigned to an area in 2012 are Officers Battistelli and Jajuga (Area A), Officer Maloney (Area C), Officers Linstad and Gillis (Area D), and Officer Goodnow (Area E). Officers Sanders and Devereaux operated in MHA East and West.

Community Policing Division

The promotion of Chris Sanders to the rank of Sergeant in the latter of half of 2012 prompted several assignment changes. Officer Goodnow was assigned to MHA East and Officer Jajuga was assigned from Area A (Westside) to Area E (south end) that had been vacated by Officer Goodnow. Assignment changes are not taken lightly in this division because it is expected that our officers become uniquely entrenched in their communities and possess detailed knowledge of suspicious or criminal activity in the area, and which residents may provide a solution to a community problem.

Also prompted by Sergeant Sanders' promotion was the acquisition of Officer Brian Karoul. Brian joined us at shift change in January 2013. We expect Brian to make a positive impact in our community policing program. He has been assigned to Area A with Officer Tony Battistelli. Brian spent a lot of time on the city's west side during his time in patrol. His knowledge of the area and the people who reside there will clearly serve as an advantage to Brian and the residents in that community.

Responsibilities for the 'area' CP officers include problem-solving in those neighborhoods by coordinating services to achieve positive outcomes. They also include building relationships with residents for the purpose of encouraging them to work with the police and build a sense of ownership among residents for their neighborhoods. Contrary to what some believe, these officers are responsive to high-risk emergency calls-for-service. These officers are not removed from emergency services by virtue of their assignment in the Community Policing Division.

In addition to the aforementioned coverage areas, the Community Policing Division continues to cover a geographic area referred to as the Neighborhood Revitalization Strategic Area (NRSA). The NRSA is a coverage area that blankets over the other CP coverage areas. The NRSA includes both west and east side neighborhoods.

Officer Mark Ampuja is our NRSA Officer. Mark is tasked with spending all of his patrol and community work in the NRSA. His dual tag as the "Senior Service Officer" is a natural fit because of the large number of seniors that reside in the NRSA in senior-designated housing or in private homes and apartments.

The foundation of Mark's senior work is centered on crime prevention and identification, and aiding seniors by coordinating services with seniors to address quality of life issues. Identification of crimes may involve Officer Ampuja identifying crimes that are often associated with seniors. These may include Theft by Deception, Fraud, Identity Theft, and institutional abuse.

Additionally, the problem of prescription medication theft remains a growing concern for all of us. Officer Ampuja is alert to this concern and educates seniors about the risks associated with prescription theft. Mark has been remarkably successful with connecting with our senior community and providing a friendly conduit through which seniors can access law enforcement services.

Community Policing Division

Unique to the NRSA is the large amount of green space or public places. These may include city parks, school grounds, rails-to-trails, active rails, the Merrimack River shoreline, and the Valley Street Cemetery. This green space will continue to receive a lot of attention well into the foreseeable future.

Law enforcement can play a major role in improving community health by simply providing safe green spaces and places for people to engage in physical activity. If done properly, we can turn otherwise unwelcoming parks and other recreational areas into areas frequented by law abiding citizens who become our eyes and ears in difficult-to-patrol locations.

Despite the fact that Manchester, NH is the most populous and urban environment in New Hampshire, the city has as much as 2,000 acres of green space, recreational facilities, and trails for use by its residents. City parks throughout the community have walking trails, many of which are connected to a growing rails-to-trails system in various stages of development. There is also a sizable amount of private undeveloped lands requiring our attention.

The growth in green space and the interest in promoting active living to improve community health have resulted in a need to promote the use of public spaces by reducing the opportunity for criminal activity with visible patrols and other creative enforcement activity. Increased police visibility will reduce criminal opportunity in public spaces and reduce the fear of crime in these areas.

It is believed that by reducing the fear of crime in public places, especially “green spaces”, more people will use the parks and trail systems. Encouraging the use of these spaces by law abiding citizens will reduce criminal opportunity as well as promote active living and improved community health.

Manchester will continue to see a growth in rails-to-trails and other green spaces for its citizens. It is likely that the growth in these areas will outpace the size of our agency. That being said, recognizing and responding to this issue today can yield favorable outcomes for us in the future.

Terms like green spaces, NRSA, and neighborhood revitalization are used in varied circles. They are, however, most often utilized in the City Weed and Seed Initiative. Weed and Seed is an anti-crime initiative that promotes improved quality of life through community partnerships and resident involvement. It is no accident that this definition also describes the act of community policing.

Weed and Seed is best described as “weeding out” criminal activity in a community and “seeding” that community with services that target a specific problem in that community. Identifying and eliminating the “root” of the problem is a key component of the community policing strategy and the Weed and Seed initiative. Drugs and prostitution are the most notable of community problems that can be reduced with a dose of heavy enforcement followed by “seeding” that neighborhood with services.

Community Policing Division

Those services may include neighborhood revitalization such as improved lighting, signage, landscaping and other changes often associated with Community Policing Through Environmental Design (CPTED). More costly programs such as drug abuse prevention programs or STD awareness initiatives may provide a positive “seeding” response and lasting security for our neighborhoods.

While most of our Weed and Seed partners on both the law enforcement and social services side are firmly entrenched in either the ‘weeding’ or ‘seeding’ sides of this program, the Community Policing Division has the ability to fluctuate between the two ends of the Weed and Seed philosophy by conducting solid enforcement activity and promoting effective crime prevention practices.

In 2012 our agency had been dealing with a rise in the number of burglaries; “weeding out” perpetrators with a solid enforcement plan followed by seeding the community with crime prevention education is a recent example of Weed and Seed activity. Another example we have experienced is our recognizing a rise in domestic violence among refugees resulting from cultural differences. This continues to be seeded with educational programming. Weed and Seed reduces a duplication of services and places limited resources in the right location to produce desired outcomes. The Weed and Seed initiative is an economical and timeless plan that works.

The Community Policing Division continues to maintain valued relationships with the refugee communities in Manchester. The Community Policing Division participates in all city refugee welcoming events as well as operates our own law enforcement programs for refugees or immigrants willing to attend.

The Youth Leadership Academy has been our most ambitious program for youth since the completion of the MPAL/Officer Michael Briggs Community Center in 2004; and it is the centerpiece of our cultural diversity programming that include both refugees, immigrants, and ‘native’ residents.

The Youth Leadership Academy (Y.L.A.) is a product of the department’s Community Advisory Board (C.A.B.). The program was the idea of Nabil Migalli and Eva Castillo-Turgeon, both members of the C.A.B. Eva Castillo is also a Police Commissioner.

The 2012 Leadership Academy consisted of 13 individuals ranging in age from 14 to 21. They represented the countries of Bhutan, Iraq, Mexico, and Sudan. The program included segments on community policing and how it relates to leadership, cultural diversity, the importance of education, the court system, city government, and a visit from the FBI’s Resident Agent in Charge, Kieran Ramsey. We also introduced them to the MPAL program and the MPAL/Briggs Community Center. *(Two of the attendees are MPAL boxers.)*

Community Policing Division

Each of the attendees received a notebook with the program logo. They also received special recognition and certificates from the Board of Mayor and Alderman on December 11 at Manchester City Hall. The group also received a sweatshirt with the program logo at the onset of a special tour of the new building on January 8, 2013.

This group is a charter group and will be utilized as mentors in the next group expected to assemble in March 2013. We are excited about the future of this program and remain hopeful that our graduates will promote good citizenship in their communities and foster positive attitudes toward the police throughout their lives and the lives of those in their company.

The most important task associated with our refugee community is persistence. The organization must remain persistent with its communication with the refugee community to sustain trust between them and the department. A community that does not trust the police department is traditionally an underserved community. Policing in foreign countries, especially those of our refugee residents, is certainly not community policing and is very different from what many come to expect in the United States.

Policing in other countries is often used as a political instrument to control speech, religion, and even the distribution of food and other supplies, often through acts of violence and intimidation. Refugees understand what it is like to be an underserved community and justifiably have reservations or questions about the behavior of government and the police. If the practice of community policing is going to succeed in Manchester, it is going to require trust among all communities. Acquiring and sustaining that trust among this special population remains high priority in the Community Policing Division.

The Youth Leadership Academy is one of several tools we are using to build trust between the police and the refugee and immigrant communities. Our persistent contact with current community leaders combined with a significant role in developing future leaders will yield decades of trust in a growing culturally diverse community.

Obviously there is a need to sustain lines of communication to young people. In response to that need, the Community Policing Division serves as the department's foundation for youth programming. The Youth Leadership Academy is the most recent example of this. Other programs have included anti-bullying programs, Eddie the Eagle Gun Safety program, Cops-N-Kids events, Operation Impact Program (drunk driving), participation in the Salvation Army 'Teen Night', and the Manchester Police Athletic League (MPAL).

Community Policing Division

MPAL is arguably our most ambitious youth program. The Community Policing Division provides an MPAL Program Director to supervise programs and maintain the MPAL/Officer Michael Briggs Community Center. It is also a far-reaching program. The number of children who consistently participate in MPAL/Briggs Center activities average between 45 and 65 children per day. In addition to those participants are MPAL's 150 registered lacrosse players. Other 'off-site' programs include a Police Explorers Post and a rugby program through a partnership with the Amoskeag Rugby Club. Efforts are currently underway to add a wrestling program in 2013.

In addition to using creative programming and extended hours at the MPAL/Briggs Center to attract children to MPAL programs, it had been the intention of MPAL to complete the computer equipped homework lab at the MPAL/Briggs Center during 2012.

The MPAL Homework Lab was completed in the latter half of 2012. The lab was dedicated to Cissy Taylor, a longtime MPAL Board Member who strongly advocated for children and the creation of the homework lab. The MPAL/Cissy Taylor Homework Lab is now in use by MPAL children as they need it. Of course all of the necessary precautions have been taken as it concerns the programming and use of the four computers currently in the lab.

MPAL is an independent organization managed by a board of directors consisting of business and community leaders joined by a small number of police officers who volunteer their time for various MPAL functions and organizational decision-making. The MPAL/Briggs Center was purchased and renovated with funds generated through fundraising efforts and assorted grant awards. MPAL is a registered not-for-profit organization.

The entire Manchester community has a lot to be proud of for its support of the MPAL program and the MPAL/Briggs Center. A personal note of gratitude is extended to our coaches, Robert Proska (Judo) and Joe Francis (Boxing). These valued MPAL partners are an exceptional example of dedication to the community and remain instrumental to the success of MPAL.

All this talk about collaboration and energizing community members to join the police in pursuit of safer and healthier neighborhoods has left little consideration for the person who wishes to participate in promoting safe neighborhoods, but wishes to remain anonymous. Watch group membership, youth mentoring, or serving on a committee are simply not an option for some residents.

We do, however, have Crimeline. Crimeline is a unique opportunity for residents to participate in policing their neighborhoods and remain anonymous. Individuals interested in leaving a tip may call Crimeline directly at 624-4040 or by the preferred method of visiting manchestercrimeline.org. In 2012, Crimeline received 374 tips which resulted in 20 arrests resulting from 55 separate charges. Reward money totaled \$7,400.00 in 2012. Six firearms were recovered as a result of tips as well as the apprehension of a fugitive from justice.

Community Policing Division

This is 70 more tips than 2011 (304); however, arrests have decreased by 16. The six firearms recovered in 2012 compares favorably to the three recovered in 2011. The number of tips is a most telling statistic as it demonstrates that Crimeline is increasing in popularity as an effective crime fighting tool.

Crimeline is a privately funded organization with an independent board of directors consisting of business and community leaders in Manchester. Officer Paul Rondeau is the department's liaison to the Crimeline organization. The community is very fortunate to have the community leadership necessary to operate this valued program.

Throughout 2012, the Community Policing Division maintained a high level of service to the community while making some refinements along the way. I am personally grateful for the energy and commitment that all of our community policing officers bring to work everyday. Their efforts combined with the efforts of residents and businesses are reasons to be optimistic about the future of Manchester's neighborhoods.

Administrative Division

Captain Fred Roach



Training Division:

The Manchester Police Department Training Division in 2012 consisted of four police officers: a Training Sergeant, two Training Officers and a Recruitment and Selection Officer. The Training Division had been staffed with an additional Training Officer who left the Manchester Police Department during 2011. These officers assigned to the Training Division are responsible for everything from conducting annual State mandated training to providing uniforms and equipment to department personnel. Additionally, the Training Division continued its quest to recruit viable candidates for employment in positions throughout the department.

While balancing the need for training with manpower constraints, the Training Division enrolled 265 employees in various courses of in-service instruction. These courses included such topics as Basic Homicide Investigation, Interview and Interrogation, Background Investigations, Street Crimes, Field Training Officer, Prescription and Basic Drug Training, Civil Disobedience, Less Lethal Instructor, Firearms Instructor, Patrol Interdiction and Autism Awareness. Additionally, 215 full-time officers and 14 reserve officers completed their mandatory firearms qualification and Use of Force Training. Use of Force Training for 2012 consisted of all sworn officers being issued and trained in the carrying and deployment of the Taser X2. The Training Division also conducted the State mandated 3 year physical fitness testing on 30 officers.

The Manchester Police Department, in conjunction with the Manchester Human Resources Department, administered two entry level testing processes in 2012. One testing process was conducted on April 28th 2012 and the other was conducted on November 3rd 2012, both at Memorial High School. The November 3rd testing process was held in order to fill grant funded positions for military veterans. These processes consisted of a written exam followed by a physical fitness assessment consisting of push-ups, sit-ups, bench press, trigger pull and a 1 ½ mile run. This initial process was followed up with an oral interview and, ultimately, an extensive background investigation.

During the testing process on April 28th 2012:

273 applicants signed up to participate

211 applicants actually participated

121 applicants passed the written exam

Of the 121, 75 went on to pass the physical fitness assessment

Of the 75, 58 went on to pass the oral interview

Administrative Division

During the testing process on November 3rd 2012:

75 applicants signed up to participate
60 applicants actually participated
42 applicants passed the written exam
Of the 42, 28 went on to pass the physical fitness assessment
Of the 28, 20 went on to pass the oral interview

During 2012, the Manchester Police Department hired a total of 17 police officers.

Communications Division:

In 2012, the Manchester Police Department Communications Division consisted of 14 Emergency Service Dispatchers and 5 Dispatch Supervisors, working 24 hours a day and 365 days a year. These individuals were responsible for handling all radio communications, 911 calls for service as well as routine business calls that come into the Communications center. Additionally, there are 5 Police Service Specialists, 3 of which were hired in 2012, assigned to the Communications Division, responsible for meeting and greeting the public that come into the Manchester Police Department and for providing a variety of services to police officers and members of the public.

Dispatch:

Calls for service in 2012 decreased by less than 1%, going from 103,642 in 2011 to 103,103 in 2012. Overall, since 2001, calls for service have increased by approximately 3%.

Police Service Specialists:

The Police Service Specialists work extremely hard at keeping order at the front counter. They are the first contact the public has with someone from the police department. Over the past year, the Police Service Specialists completed a total of 3,113 police reports, or an average of nearly 9 reports a day.

Information Support Specialists:

The Manchester Police Department employs two individuals in a capacity of providing computer support for the entire police department. These two individuals have routinely handled the task of keeping the Manchester Police Department “up and running”.

Members of the Manchester Police Department’s Training and Communications Divisions and our Information Support personnel continue to perform above and beyond expectations in order to maintain the highly respected reputation of the Manchester Police Department.

Patrol Division

Captain Jonathan Hopkins



The Manchester Police Department's Patrol Division responds to over 100,000 calls for service in the city each year. The Manchester Police Department's Patrol Division provides twenty-four hour police coverage to the city. Officers from the Patrol Division are the first responders to emergencies and routine calls in the city. The Patrol Division's current compliment is as follows: 1 Captain, 4 Lieutenants, 16 Sergeants, 112 Patrol Officers, 4 Civilians, and 20

Reserve Officers.

There are specialized units within 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 throughout 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 assisted in planning 75 of these events a year.

Another specialized unit assigned to the Patrol Division is the K9 Unit. The Manchester Police Department has 9 patrol K9's. 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 dogs to capturing and relocating wild animals that stray into the city.

The Reserve Officer Program was reinstated to assist with routine tasks such as subpoena delivery, evidence processing, grand jury presentation and training. Reserve officers are former full-time Manchester Officers that have retired and decided to continue to serve the city on a part-time basis. The tasks they are assigned free full-time officers to work on other more serious problems.

The supervisors and patrol officers assigned to the Patrol Division are dedicated to serving the citizens of Manchester and making the city a safe place to live and work.



Special Enforcement Division

Captain Kevin Kelly



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. Brian Leveille, with the assistance of Lt. Shawn Fournier, and overall command resting with Captain Kevin Kelly. The unit had another very successful year in 2012, which can be directly attributed to the “Operation Drugs and Guns” (DAG) initiative funded by the Mayor and Board of Aldermen. Operation DAG involved undercover officers from the Manchester Police Department’s Special Investigations Unit (SIU), members of the Street Crime Unit (SCU) and Manchester SWAT. With the illegal drug and weapon climate constantly changing, it is imperative that we continue to foster our partnerships with other Local, State and Federal authorities. Once again, 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.

Over the course of the year, there were several noteworthy investigations to include the arrests of Nathan Lavallee, Stephanie Kelly, and Victoria Bean. All three subjects were involved in selling large amounts of Heroin in Manchester, ultimately resulting in the seizure of 100 grams of Heroin. Another investigation involved several subjects selling large amounts of Percocet in the city which concluded with the arrests of Karl Vonhusen and Frank Burwen. Officers seized 1,200 Percocet tablets, a handgun, and more then \$14,000.00 in U.S. currency.

During the latter part of 2012, members of SIU worked in conjunction with the United States Postal Service and the New Hampshire State Police on several cases involving suspicious packages scheduled to be delivered to various addresses in Manchester. During the course of these investigations, officers were able to conduct several controlled deliveries which resulted in the seizure of 20 pounds of high grade Marijuana, 4 ounces of Methamphetamine, three firearms, and \$15,700.00 in U.S. currency.

Special Enforcement Division

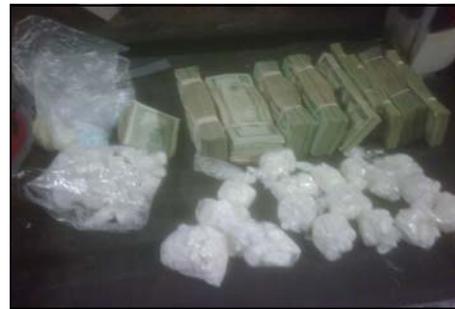
The following is a list of arrests and seizures completed by SIU in the year 2012:

Arrests/Warrants

99 suspects arrested
69 search warrants executed

Seizures

2 pounds of Cocaine
253.3 grams of Crack Cocaine
416.2 grams of Heroin
485.2 ounces of Marijuana
1,780 Oxycodone tablets
2.1 grams MDMA
20 Suboxone tablets
18 handguns/assault rifles/long guns
130 grams of Methamphetamine
\$155,496 in U.S. Currency



Street Crime Unit (SCU)

The Street Crime Unit currently consists of two officers, Detective Michael Donahue and Detective Tom Gonzales. The officers primarily work in a plain clothes capacity and operate unmarked vehicles. Field dress and vehicle assignment varies upon assignment.

Under the direct supervision of Sergeant Leveille, Lt. Fournier and overall command of Captain Kelly, 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 2012, the aforementioned Officers have been responsible for arresting over 150 suspects, and they have made hundreds of field contacts, issued dozens of motor vehicle warnings and numerous city ordinance violations. Additionally, they have continued to assist with nuisance property complaints, prostitution complaints, drug problems, warrant service and surveillance.

Special Enforcement Division

SPECIAL WEAPONS 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. Lt. Shawn Fournier continues to command the SWAT Team, with help from the Assistant Commander, Sgt. Mark Sanclemente. 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 2012, SWAT continued to be the most active unit in the State of New Hampshire, being activated on 32 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 once again 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

Captain Nick Willard



Investigative Division:

The most important aspect of any division is the individual employees who perform their jobs day in and day out. In the spirit of recognizing divisional employees, I believe it is fitting to begin the Investigative Division's submission to the 2012 Annual Report by profiling the outstanding investigative response and work by division members in the Officer Daniel Doherty shooting. On March 21, 2012, Officer Doherty was shot five-times during a foot pursuit of an armed subject. At the time of the incident, officers and detectives from all divisions responded in some capacity and worked cohesively to bring about exemplary results; however, for the purpose of this annual report, I shall focus on division members' contribution.

Detectives and detective supervisors were some of the first off at the scene to assist in rendering aid to Officer Doherty, while other detectives assisted patrol officers with the physical capture of Dan's shooter. Once Officer Doherty was taken to the hospital and the suspect transported to the station, detectives began the investigation in earnest; locating and securing evidence, identifying and interviewing witnesses, and processing a complicated and vast crime scene. During the ensuing months, detectives from the Detective Squad, Domestic Violence Unit and Juvenile Unit conducted a professional and thorough investigation that ultimately made for a smooth prosecution that lead to the defendant receiving a 60-years-to-life sentence.

It is with immense pride that I start the 2012 Investigative Division Annual Report by acknowledging the outstanding work of the detectives who work in the division, and I congratulate all of them for their collective achievement.



Officer Dan Doherty being placed in the ambulance with Sgt. Sean Leighton directing the scene

Investigative Division

The Investigative Division includes the following: Detective Squad, Juvenile Division, Domestic Violence Unit, Evidence Unit and the Transcription Services Unit. Each of these entities are tasked with specific job functions such as follow-up investigations of felony-related crimes that include homicide investigations, robberies, sexual assaults, fraud, computer crimes, child abuse cases, as well as other serious crimes. The Investigative Division is also responsible for the proper storage and security of all property and evidence recovered by members of the agency. The Domestic Violence Unit's primary function is to combat domestic and sexual violence in the community, with a focus on victim support and guidance. The Juvenile Division has an established Child Abuse and Sexual Exploitation investigative component dedicated to the protection of our most vulnerable victims, children. It also provides School Resource Officers at 8 Manchester Schools during the school year.

Additionally, numerous members of the Investigative 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.

Detective Squad:

The Detective Squad had been restructured in 2011. Identifying a need to be more efficient in case management, as well as investigative continuity, the Detective Squad was broken down into smaller, crime specific investigative units:

- Burglary Unit
- Fraud Unit
- General Investigations Unit
- Property Crimes Unit
- Violent Crimes Unit

Thus far, the change to this model has proven to be very successful, as it affords the detectives the opportunity to be more in-tune with the criminal activity that is reported and investigated. Some additional investigative functions require a degree of specialization and detectives are assigned accordingly. These functions include: Arson Investigative Unit; Missing Persons (adult); Polygraph Examination Unit; and Pistol Permit Background investigations. In normal operating periods, the general investigation caseload (active/open investigations) fluctuates between 250-275 open cases. There are occasions, dependant on the frequency of major cases such as homicides or other crimes requiring immediate and lengthy follow-up, at which time the general caseload may climb above the 275 open-case mark. In general, the average caseload for assigned investigators runs between 15-20 cases; this does not include additional tasks such as pistol permit investigations, background investigations for training, polygraph examination, etc.

Investigative Division

The recent rise in pistol permit applications has been an area that has taxed investigators and taken away from an investigator's focus of assigned cases. I have provided a breakdown of application requests for the past three years in an effort to reflect the sudden up-tick in application requests:

Pistol Permit Applications: Three-Year Breakdown:

2010: 1,199 (100 per month, or 23 per week)

2011: 1,134 (95 per month, or 22 per week)

2012: 1,466 (122 per month, or 28 per week)

Since the Connecticut School Shooting on January 14, 2013:

December 14 to December 31: 136 applications

January 1 to January 16, 2013: 144 applications

December 14 to January 16 totals 280 applications (70 applications per week, a weekly pace, if continued, would total 3,640).

***Note**: from 2010 to 2012, the department received a total of 3,755 gun permit applications, which is only 115 more than is expected if the current rate of 70 applications per week continues.

Another notable addition to assist in our investigative efforts was the implementation of Leads Online, which requires secondhand dealers to submit pawn activity online and hold the property for 30 days, which has been a major resource that has already proven effective in recovering victim's stolen property and arresting perpetrators of property crimes.

Domestic Violence Unit:

The Domestic Violence Unit presently consists of three investigators on the day shift, with one investigator specifically assigned to sexual assault investigations. There are also three officers assigned to the Domestic Abuse Response Team (D.A.R.T), who work the evening shift. There is one full time victim advocate that works with the arraignment prosecutors and makes initial victim contact on behalf of the Department. Presently, we have two prosecution advocates assigned to the prosecutor's office. One advocate is full time and the other is part time. These advocates take the case over from the arraignment advocate, to ensure victims' services are continued. One clerk also supports the unit at the courthouse. Sergeant Richard Brennan supervises the unit. The unit has one vacant DART officer position.

Investigative Division

The Domestic Violence Unit had once been part of a wider Manchester/Hillsborough County Domestic Violence initiative; however, that changed in the latter part of 2011 when the county attorney declined further involvement for budgetary purposes. However, the collaboration between the Manchester Police Department, the Department of Corrections-Probation and Parole, and the YWCA Crisis Service continues. The common goal is to combat domestic and sexual violence.

The DART unit conducts random home visits with victims to ensure that Defendants are in compliance with court orders and provide any additional services victims may need. DART members also carry a caseload and investigate reported acts of domestic violence where an arrest has not been made at the time of the report. Additionally, the three advocates also generate added follow up once they contact victims and learn of new information required for successful prosecution of the case. The over-riding goals of the project are to keep victims safe and hold the offenders accountable. The Unit has been a model for 17 years for domestic violence investigation for area law enforcement agencies.

In 2012, members of the Domestic Violence Unit continued to work with other Hillsborough County agencies in developing our county Sexual Assault Resource Team (SART). The State of NH, through the NH Attorney General's Office, has initiated a state wide effort to have each county participate in the SART program to better serve all victims of sexual violence.

Juvenile Unit:

The Juvenile Unit currently has 14 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; and Internet Crimes Against Children (I.C.A.C.).

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. Delinquency investigators are responsible for all other crimes committed by or against juveniles. The Department remains committed to fighting crimes against children involving the internet. Detective Craig is a member of the New Hampshire ICAC, which is comprised of different Law Enforcement agencies around the State who have teamed up to investigate these crimes throughout New Hampshire.

It is important 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 of Hillsborough County, the Office of Youth Services, and the Division of Children Youth and Families remains strong. Residents can be assured our goals continue to be to keep our youth safe and aggressively hold those accountable who prey on them.

Investigative Division

Evidence Unit:

Two evidence technicians are currently assigned to handle, store, release and/or purge all seized or incoming property. The assigned evidence technicians have a broad range of responsibilities that includes recording, storing, retrieving, and when necessary, disposal of MPD evidence. Additionally, evidence personnel are responsible, when the situation requires, for conducting research on cases for court hearings, and/or for circumstances requiring property being returned to owners, or for conducting evidence destruction work. Evidence technicians also respond to major crime scenes for direct evidence collection on an as needed basis, mostly for major crimes such as homicides. Having evidence technicians respond directly to crime scenes has increased our evidence collection and processing effectiveness.

Evidence Technician workload statistics for 2012 are as follows:

Total number of evidence items taken in – 10,390

Cases purged – 1,014

Total number of requests filled by the evidence office—1,548

Transcription Services:

An Administrative Assistant (transcriptionist) is responsible for typing investigative reports and verbatim transcriptions and, when requested, personnel background investigation reports. All vary in length, with many being multiple-page documents. In 2012, our transcriptionist typed 3,071 pages.

The few highlights I have listed in this year's annual report were just a glimpse of the thousands of cases, programs and/or work activities that divisional staff were involved in this past calendar year. 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 division, which provides a high level of service to a community we all are proud to serve.

Crime Statistics

Part I Crimes

The FBI breaks statistics into 8 categories called Part I Crimes*:

- Homicide
- Forcible Rape
- Robbery
- Aggravated Assault
- Burglary
- Larceny/Theft
- Motor Vehicle Theft
- Arson

*“These are serious crimes by nature and/or volume, and they are the crimes most likely to be reported and most likely to occur with sufficient frequency to provide an adequate basis for comparison” <http://www.fbi.gov>

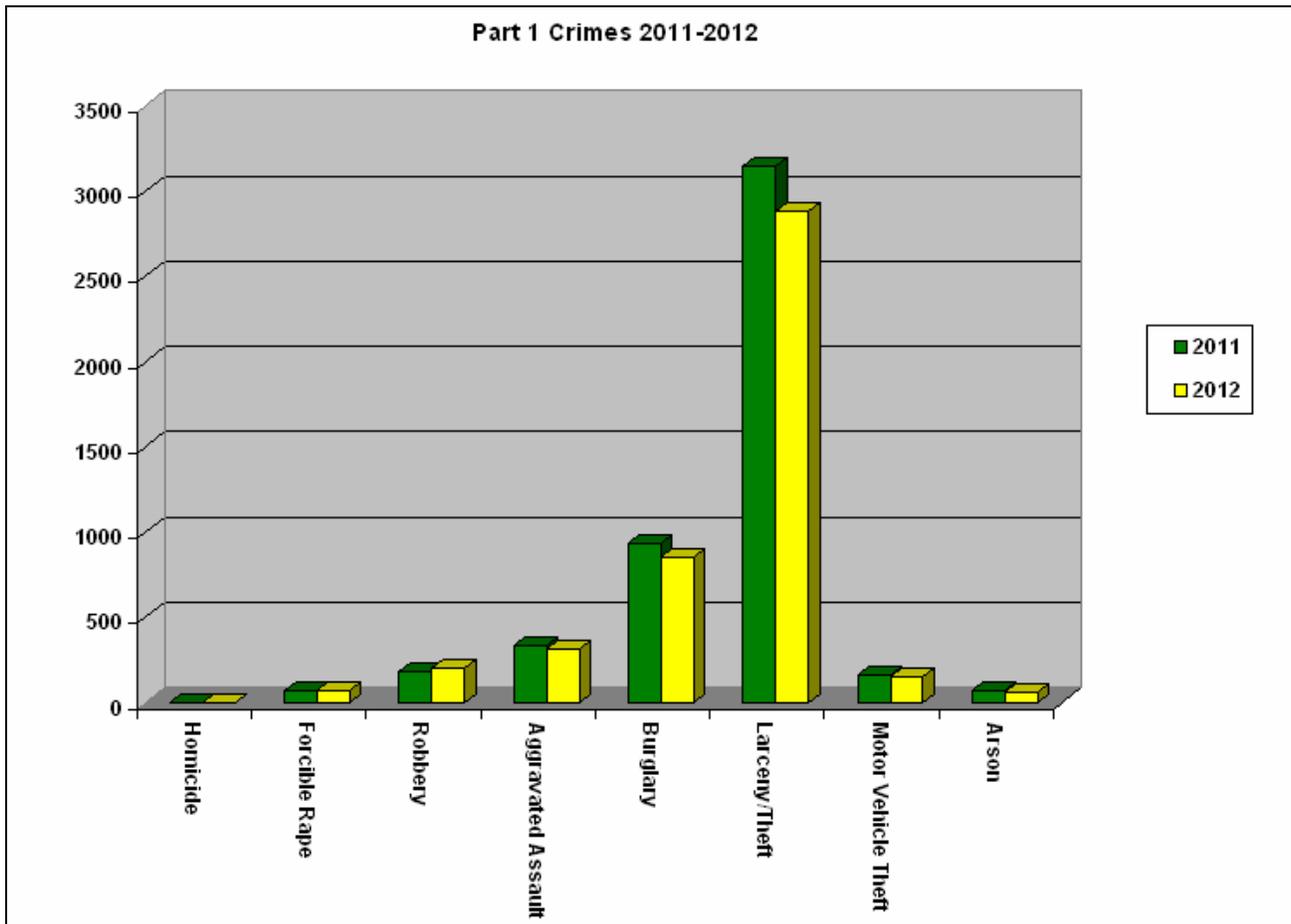
In 2012, the Manchester Police Department reported the following Part I Crimes to the FBI:

<u>Crime</u>	<u>Totals</u>
Homicide	2
Forcible Rape	74
Robbery	205
Aggravated Assault	312
Total Violent Crimes	593
Burglary	854
Larceny/Theft	2,879
Motor Vehicle Theft	152
Arson	56
Total Property Crimes	3,941
Total Part I Crimes	4,534

*Totals are preliminary and are subject to change

A comparison of statistics from 2011 to 2012 shows a 7.5% **decrease** in Part I Crimes:

<u>Crime</u>	<u>2011</u>	<u>2012</u>	<u>% Change</u>
Homicide	2	2	0.0%
Forcible Rape	73	74	1.4%
Robbery	182	205	12.6%
Aggravated Assault	336	312	-7.1%
Total Violent Crimes	593	593	0.0%
Burglary	931	854	-8.3%
Larceny/Theft	3,147	2,879	-8.5%
Motor Vehicle Theft	161	152	-5.6%
Arson	72	56	-22.2%
Total Property Crimes	4,311	3,941	-8.6%
Total Part I Crimes	4,904	4,534	-7.5%



In 2012, the Manchester Police Department responded to 103,103 calls for service:

<u>Month</u>	<u># of Calls for Service</u>
January	8,602
February	7,994
March	8,532
April	8,560
May	9,573
June	9,293
July	8,791
August	9,001
September	8,544
October	8,567
November	8,158
December	7,488
Total	103,103

MPD also made 5,996 arrests:

<u>Month</u>	<u># Arrests</u>
January	483
February	478
March	535
April	480
May	491
June	558
July	560
August	507
September	505
October	498
November	476
December	425
Total	5,996

Awards

In 2012, several members of the police department received awards in recognition of outstanding performance:

Medal of Valor	Officer Daniel Doherty	
Life Saving Medal	Officer Christopher Cunningham Officer John Cunningham Officer Walter Feldhouse Detective Eric Beland Detective Thomas Gonzales Detective Brandon Murphy Sergeant Joseph Mucci Officer Kenneth Brunini Officer Joseph Ryan Officer Michael Buckley Officer Brian Gillotte Officer Austin Goodman	
Meritorious Medal	Sergeant Joseph Mucci Officer Matthew Barter Officer Justin Breton Detective Matthew Larochele Detective Peter Marr Detective Patrick Houghton Detective Michael Bergeron Officer Ian Fleming	
Honorable Service Medal	Lieutenant Carlo Capano Detective Matthew Larochele Detective Anna Martin Officer John Cunningham Officer Justin Breton Officer Scott Ardita Officer Peter Boylan	
Chief's Achievement Award	Detective Kenneth Loui Detective Martin Swirko	
Service Award - 20 years of service	Captain Enoch Willard Lieutenant Scott Legasse Lieutenant Ronald Mello Sergeant James Soucy	
Certificate of Recognition	Sergeant Francis Swirko Detective Eric Beland Detective Marc Bilodeau Detective Brian Caldwell Detective Shawn McCabe Detective Brian LeVeille Detective Andrew Delorey Detective Emmett Macken Detective Brandon Murphy Detective Derek Sullivan Dispatcher Rosaleen Draleaus	Dispatcher Patrick Mills Officer Derek Feather Officer Mark Harrington Sergeant Jamie Gallant Officer Eric Joyal Officer Patrick Mullen

Awards

Officer of the Month	January: Robert McGowen February: John Cunningham March: Dan Doherty April: Patrick Houghton May: Allen Aldenberg June: Walter Feldhouse July: Paul Fraitzl August: Morgan Lovejoy September: Justin Mangum October: Tyler Shaw November: Timothy Feliciano December: Matthew Barter
Officer of the Year-2012	Officer Daniel Doherty
<u>Awards from Outside Agencies</u>	
NH Congressional Law Enforcement Award	Lieutenant Carlo Capano - Unit Citation Detective Matthew Laroche - Unit Citation Officer Richard Ell - Dedication & Professionalism Det. Michael Lavallee - Above & Beyond Call of Duty Det. Thomas Gonzales - Dedication & Professionalism Det. Eric Beland - Dedication & Professionalism Det. Brandon Murphy - Dedication & Professionalism Officer Daniel Doherty - Above & Beyond Call of Duty
2012 Good Samaritan Award-Pastoral Counseling Services	Sergeant Brian O'Keefe
Queen City Rotary Police Officer of the Year	Lieutenant Peter Favreau