



Manchester Police Department 2005 Annual Report

MANCHESTER POLICE DEPARTMENT
Manchester, New Hampshire



Annual Report

July 1, 2004 - June 30, 2005

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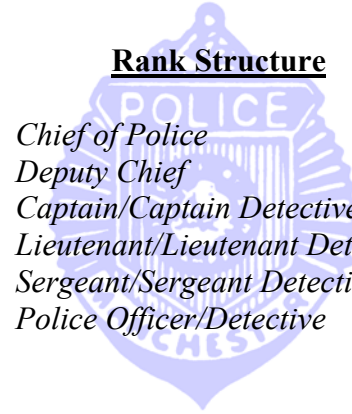
Web Site: www.manchesterpd.com

Manchester PD at a Glance

Organized.....	1846
Sworn Officers.....	200
Civilian Personnel.....	65
Budget.....	\$20.2 million
Median Age.....	40
Mean Years of Service.....	9.3
Facilities.....	5
Marked Patrol Vehicles.....	35
Unmarked Vehicles.....	19
Specialty Vehicles.....	15
Mountain Bikes.....	21
Motorcycles.....	4
Horses.....	2
Canines.....	8
Total Calls for Service.....	104,968

Rank Structure

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



City of Manchester at a Glance

Founded.....	1810
Government.....	Mayor and 14 Aldermen
City Budget.....	\$250.4 million
Area.....	33.9 sq. miles
Population (2004 Estimate).....	109,310
Under 20 Population(2000Census)....	28,090
Police Officer/Population Ratio.....	1 per 547
Population Density.....	3225 per sq. mile
Registered Voters.....	56,286
Unemployment Rate.....	3.4%
Property Tax Rate per Thousand.....	\$27.82
Public School System Population.....	17,391
Public Schools.....	23
Non Public Schools.....	8
Colleges and Universities.....	11
Hospitals.....	2
Congressional Representatives.....	Senator Judd Gregg Senator John Sununu Rep. Jeb Bradley Rep. Charles Bass

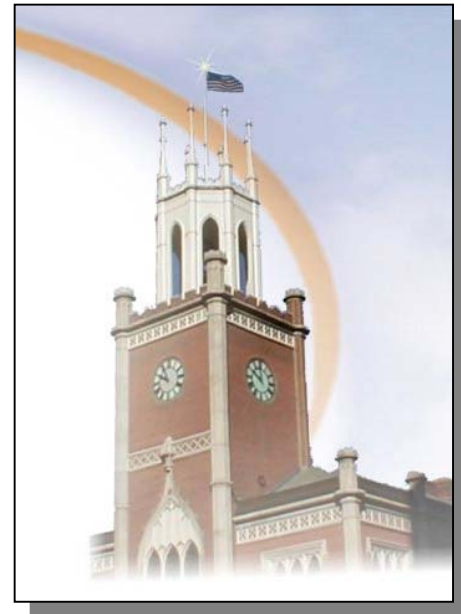




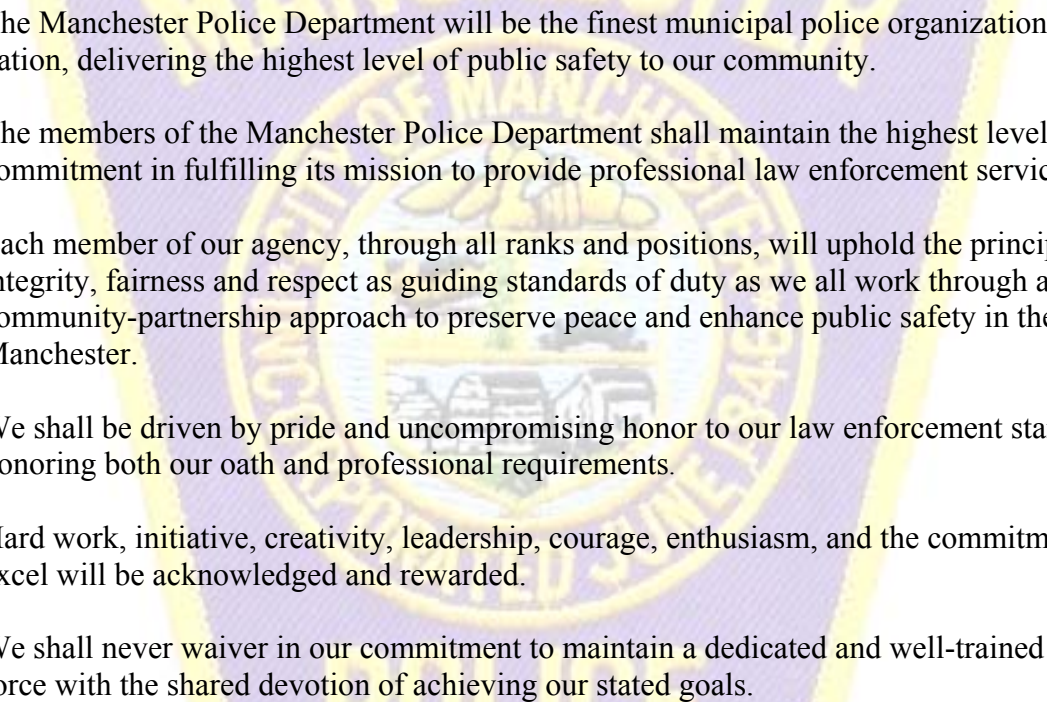
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Produced by: Rachael Page & Cynthia Saad

Cover photos taken by Rachael Page at the 2005 NH Law Enforcement Memorial in Concord, NH

The Vision Statement of the Manchester Police Department

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- A large, semi-transparent purple and yellow Manchester Police Department badge is centered in the background. The badge features the word "MANCHESTER" at the top, "POLICE N.H." at the bottom, and a central emblem with a ship and the words "CITY OF MANCHESTER" and "ESTABLISHED 1781".
- ◆ The Manchester Police Department will be the finest municipal police organization in the nation, delivering the highest level of public safety to our community.
 - ◆ The members of the Manchester Police Department shall maintain the highest level of commitment in fulfilling its mission to provide professional law enforcement services.
 - ◆ Each member of our agency, through all ranks and positions, will uphold the principals of integrity, fairness and respect as guiding standards of duty as we all work through a community-partnership approach to preserve peace and enhance public safety in the City of Manchester.
 - ◆ We shall be driven by pride and uncompromising honor to our law enforcement standards, honoring both our oath and professional requirements.
 - ◆ Hard work, initiative, creativity, leadership, courage, enthusiasm, and the commitment to excel will be acknowledged and rewarded.
 - ◆ We shall never waiver in our commitment to maintain a dedicated and well-trained work force with the shared devotion of achieving our stated goals.

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

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

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

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

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

***Sergeant Henry Mcallister
May 21, 1895***

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

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

Message from the Police Commission

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

The personnel of the Manchester Police Department, both sworn and civilian, are proud to be a part of one of the finest police departments in the United States. This is affirmed by our affiliation with the Commission on Accreditation for Law Enforcement Agencies, Inc., which we became a part of in March 1990, and re-accredited in 1995, 2000 and 2003. Each and every one of our members plays an integral part in the success of our department. Our most important goal is to ensure the safety and well being of the citizens of Manchester.

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

The Manchester Police Commission is proud to be a part of the 2005 Annual Report as evidence of the performance of the dedicated personnel of the Manchester Police Department.

Commissioners:

Calvin Cramer

Nury Marquez

James McDonald Sr. (Chairman)

Thomas Noonan

John Tenn (Clerk)

Message from the Chief



“ A police department can only be as good as the support it gets from its citizens. This support is what makes the Manchester Police Department the outstanding department it is and the City of Manchester such a great place to live.”

Chief John A. Jaskolka

This past year has again proven to be both challenging and exciting for the Manchester Police Department. As our City continues to grow in leaps and bounds, so do the needs for police services, especially in our vibrant downtown area.

This year we not only welcomed the NH Fishercats to their new downtown ballpark, but also several new businesses. It is not uncommon to have a ballgame in the park, a concert at the Verizon Arena and an event in the Theater District all going on at the same time. All bring a tremendous number of people to the downtown area. As a department we have continued to make changes to deal with these events for the betterment of the city and the department.

This past year our staff has been very busy preparing for our upcoming Re-Accreditation process. The Manchester Police Department was the 143rd Police Department in the United States to receive National Accreditation, an award we have enjoyed since 1990. We are currently preparing for our mock on-site in August in preparation for the National Accreditation team's arrival in December.

We also continue to seek out qualified candidates for police officer positions. Our staff has worked very hard to keep our current complement numbers up. We also thank the Board of Mayor and Aldermen for approving the hiring of 4 new police officer positions to increase our complement to help deal with the increase in population and the added calls for service.

Our police officers continue to be deployed by our Armed Forces to serve our country in fighting the war on terrorism. We salute these individuals who put their lives, families, and careers on hold out of their own dedication to our great country. Meanwhile, our officers here at home continue to receive updated and specialized training in terrorism detection and prevention.

I especially must thank the members, both sworn and civilian, of our department for their dedication and continued support to the department and to our mission to provide the highest level of professional police services to the citizens of Manchester.

I would be remiss if I did not also thank the citizens of Manchester for their continued support and confidence in this department. A police department can only be as good as the support it gets from its citizens. This support is what makes the Manchester Police Department the outstanding department it is and the City of Manchester such a great place to live.



Deputy Richard O'Leary

At the end of this fiscal year it gives me great pleasure to highlight the many achievements that were made by members of our agency's Investigative Unit. As the unit's Deputy Chief, 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 Juvenile Unit, the Domestic Violence Unit, the Special Investigations Unit (SIU) and the Evidence Unit. Collaboratively unit members perform various functions specific to their unit assignments associated with criminal investigations and adjunct support systems tasks.

In reflecting on the past year's challenges, it's fitting to note our many successes including work done on major felony cases:

- In the fall of 2004, after significant investigation and subsequent prosecution hours were completed, a verdict was reached in the first-degree murder trial of Uno Kim. After being found guilty of the brutal murders of elderly brothers Gury and Theodore Joseph in our city, this defendant is now serving a life sentence for his crimes.
- Additionally in November of 2004, after an exhaustive investigation was conducted in the killing of victim Lawrence Lemieux, the person responsible for this crime, Dickiens Etienne, was convicted on a charge of first degree murder. He is presently serving a life sentence.
- Oct. 4th, 2004 responding officers and unit investigators discovered a gruesome triple homicide had been committed in a Manchester residence. A young mother, Trisha Doyle and her two small children James (age two) and Gillian (age four) had been found murdered in the home of a relative. The victims' brother and uncle, Christopher Bernard was subsequently charged in these killings, and thereafter pled guilty to three counts of first degree murder in April 2005. He is now incarcerated serving a life sentence. Recognition for the successful investigation of these heinous crimes was presented to department personnel by the State's Attorney General.

Notwithstanding these formidable tasks and accomplishments, unit investigators and support personnel were faced with additional challenges this past fiscal year including the current death investigation of murder victim Amie Riley.

- In May 2005 defendant Carrie Menard was charged in this formerly unsolved crime and is now awaiting trial on a first-degree murder charge.
- Defendant Caryn Acevedo awaits trial after a lengthy and ongoing homicide investigation for the murder of William Burns, which also occurred in May 2005.

- Defendant Charles Rawlings is in custody and awaits court hearings on numerous charges involving the attempted murder, kidnapping and aggravated felonious sexual of a female victim in a case which also occurred in May 2005.

In addition to follow-up work being conducted in these crimes, arrests were made in a number of bank robberies and grocery store robberies that occurred throughout the year. Each case involved significant research and investigation and successful outcomes were reached in the following robbery cases:

- Defendant Dan Lopez arrested in September 2004 (two bank robbery cases).
- Two bank robberies and a liquor store robbery cleared with arrest of defendant Candido Logan, also taken into custody in September 2004.
- Another bank robbery was cleared with the arrest of Eric Roszkowski (May 2005).
- The June 2005 arrest of Dan Childs cleared yet another bank robbery case.
- Also in June of 2005 Edward Gibbs was arrested for an open bank robbery case allowing investigators to close this investigation successfully.
- Four grocery store robberies were cleared with the June 2005 arrest of defendant James McCarthy.

Other major crimes cleared by investigators this year include:

- A significant prescription fraud case worked by investigators, which resulted in the conviction of pharmacist Dana Haselton.
- The conviction of defendant Josh Hurd who had discharged a firearm at police officers in a center-city neighborhood.

A successful community law enforcement operation involves building, strengthening and maintaining partnerships with other agencies. These endeavors were executed once again this year in various programs unit members were involved with, in affiliation with other agencies, to include our Knock and Talk initiative our Street Sweeper assignments, our Juvenile Offender Locator Program, Project Safe Neighborhood details and our Collaboration to Locate Absentee Students (CLASS) program. These unique programs and specialized assignments enabled our partnership groups to enhance our response and investigative efforts in narcotic trafficking, warrant execution assignments and probation compliance checks. These programs have contributed to our overall success in providing unique crime suppression and investigation services to the community.

Although far from being a complete description of the Investigative Division's work year, the comments in this document reflect and highlight just a small portion of the many cases and activities unit members were involved in this year. Each day dedicated staff members work their duty tours, accomplish significant goals, and execute their assignments effectively. I take pride in the work done by all assigned personnel, the accomplishments they made this past year, and their ongoing service to this community.



Deputy Glenn Leidemer

As reflected in the Department's organizational chart, the Patrol Division is made up of 3 shifts plus a number of individual Units each having specific responsibilities. In total, the 150-plus person division is comprised of 3 Captains, 4 Lieutenants, 13 Sergeants, 125 Police Officers and 8 civilians.

Approximately 100 Officers are divided between the shifts. The Units vary in size from the Traffic Unit with a compliment of 15 sworn and civilian personnel, the Community Police Unit with 14 sworn personnel to the 2 person civilian Animal Control Unit. In addition, the Department's Civil Disturbance Resolution Team, Special Reaction Team, K-9 Officers, Equestrian Officers, Senior Services Officer and the Police Athletic League Officer also fall under the umbrella of the Patrol Division.

As has become the norm, this annual report covers another year full of activity. The Gang Interdiction Detail, noise ordinance and speed enforcement details were conducted proved to be effective tools in addressing community complaints. I am also pleased to report that each SRT 'call out' resulted in a safe and successful resolution. The Mounted Unit is now housed at the Youth Detention Center, which affords them a much larger area. Our Community Police Unit continues to be admired by other agencies and our Senior Services Officer and his programs gained national recognition. The list could continue, but as each Unit generates its own Unit message, I will avoid 'stealing their thunder' by listing their accomplishments. However, as a representative of the Administration, I would be remiss if I did not mention that we continue to be impressed with the extraordinarily high level of professionalism, commitment and dedication to duty each member of the Division brings to the City.

During the past year the Patrol Division added 9 new Officers to its compliment. As a representation of the type of individual this Department is recruiting; when the new Officers graduated from the New Hampshire Police Standards & Training Council Academy among the list of their accomplishments was garnering; the prestigious Arthur Kehas award given to the most outstanding cadet, the Jeremy Charron Military Leadership Award, the overall physical fitness award - both the male and female categories - and one of our Officers was selected to receive an academic scholarship to attend the NH Technical Institute to further his education.

While, thankfully, Manchester has not experienced a significant act of terrorism I believe it important to report that on those occasions when a potential incident has necessitated a specialized response, the Patrol Division in concert with other City agencies - particularly the Health and Fire Departments - provided a well coordinated and effective response. That is a direct reflection of the level of training, preparation and cooperation held by the City's emergency responders.

As this fiscal year draws to a close the Department will soon begin our re-accreditation assessment conducted by the Commission on Accreditation for Law Enforcement Agencies. To that end, the Patrol Division continues to remain in compliance with all applicable CALEA standards and we are prepared to successfully meet the challenge of re-accreditation.

As always the annual report provides a formal opportunity to extend the sincere thanks of the Patrol Division to the citizens of Manchester for their continued assistance in furthering our goal of making our community a safer and better place in which to live and work. In Manchester, the community policing philosophy remains alive and well!

In closing, since September 11th, 2001 MPD has seen a total of 11 officers activated to fight terrorism. Three of our City's finest still remain on active duty, deployed overseas. Please keep them in your thoughts and prayers.



Deputy Gary Simmons

During the past year the units encompassing the Administrative Division continue with their efforts of service to the department, whether through support in the form of records management, fleet maintenance, training and dispatch, they become directly involved in every aspect of the department in one form or another. They are for the most part the behind the scene crew supporting our daily needs in law enforcement.

Through most of this past year Records and Ordinance Violations continued to manage despite manpower shortages. As we move ahead these positions should be filled in the near future, creating more efficiencies in those units. Communications continues its quest to provide information to officers on the street, safely dispatch calls and handle the increased volume of calls for service that have become more of the norm in this recent year. Communications has seen its share of personnel change, many of which tax both the remaining personnel but the street officer as well, as each deals with the inexperience of a new dispatcher, and shortages. Despite those changes however, civilian personnel maintain the priority of officer safety in their daily duties, and our current compliment of dispatchers remain dedicated in their duties.

The Training Division has continued with is approach to hire the best candidates for the department, whether it is sworn or civilian. Unfortunately many of today's applicants are removed from the list of candidates due to our background checks, however we still feel our stance on past transgressions is necessary to maintain our search for topnotch law enforcement personnel.

Our department fleet has seen the replacement of all our cruiser units and each city department will be working with the city to set up scheduled replacement of all the city fleet. It is anticipated that with time this will alleviate a considerable portion of our maintenance budget and keeping newer safer cars on the road.

The Crime Prevention Unit has scheduled and worked directly with Community Policing in scheduling a variety of demonstrations, educational classes and safety clinics. It continues with its effort to start a Citizen Police Academy in the near future.

Our court personnel remain committed to both prosecution and keeping the court docket through the arraignment and initial hearing process running efficiently. The amount of personnel necessary to handle the court process has increased with the workload and continues to run smoothly.

Our PIO has become well versed in the theory and practice of Public Information Officer responsibilities and has been called up to assist with instruction at various seminars in that regard. He continues to provide daily press matters as well as related matters of community interest to various press outlets, which has increased our communications with the public as well.

One of our main goals for the coming year is identifying and installation of a new Cad/Rms system for the department. As the backbone of our record management and communications function, the need to tread carefully is obvious. A committee of various representatives throughout the department has been involved in this process. Their expertise in their areas of responsibility has been a valuable tool in this selection process.



Donna Beauparlant
Records Supervisor

The year seemed to fly by. If the saying were true that the devil loves idle hands, he wouldn't be very happy in the Records Division.

We've processed the paperwork for more than 100,000 cases during the past year. Even though the reports are now entered directly into the computer system by the officers, four part hard copies are printed

out so that there is a white copy to keep in the permanent records file, a yellow copy to be used as the court notes, a pink copy for the Detective Division and an orange copy to be used by the Juvenile Division.

For us, these computer generated case notes have made a couple tasks easier as copies of the reports can now be printed directly from the computer screen.

1. Gisele and Barbara no longer need to photocopy the officers notes to attach to their subpoenas for court because they can print their own and
2. Maddie no longer has to pull and return white case notes in the File room to answer the requests for notes from the Probation Dept., individuals and companies at the window or by mail

And, speaking of our file room, that too has saved us valuable time because we can now store five years of white notes in there which cuts down on the cases that have to be pulled from storage boxes or copied from microfilm.

Records clerk Moe is ahead of schedule on preparing the white copies to be microfilmed. He pulls out all the staples on each case and removes the duplicate copies of court paperwork. This effort saves the department thousands of dollars in fees charged by the microfilm processor.

Sue's efforts spent in pulling tickets and sending out hundreds of letters each month makes the Court's Mediation Day possible. This process gives defendants that pled not guilty to the Dept. of MV, a chance to speak with our Arraignment Officers at District Court to settle their cases without a trial. Through this process, about half of them plea guilty to the charge and this saves both time and money for the department.

For a couple months, the process of recording and preparing the out of town domestic protective orders, MV summonses and subpoenas for service was taken on by the DV Unit in Detectives. They soon realized that this was a time consuming task and it was given back to Records Asst. Supv. Gisele who handles the job responsibly.

There have been a few snags in our new format of sending our original court notes to the City Solicitor, especially with the continued and fail to appear cases. The Attorney's fail to return these cases and we need them back immediately when a new trial date is issued or there is an arrest and the notes have to be available for the arraignment session. This issue has been addressed and we are making progress.

And lastly, our long time Records Clerk Faye Allaire retired at the end of March to spend more time with her family. She'll be the busiest grandmother in Sandown and we all wish her well.



Sergeant Ernie Goodno

The Manchester Police Canine Unit is best described as professional, dedicated and hard working. The officers and their canine partners work as a team to provide a variety of services to their fellow officers and the community of Manchester. I, with the assistance Sgt. John Dussault are the administrative and training supervisors for the unit. We are excited to be part of an excellent unit and we know that the success of our unit will continue due to the professionalism, dedication and work ethics of the canine teams that solidify our unit as a whole.

The Unit is comprised of eight K-9 teams. They are trained to locate suspects of crimes, lost persons, evidence recovery and some are trained for narcotic detection. The K-9s versatility makes them a valuable tool for the department. The unit continues to train at a vigorous and professional level. Training is conducted on a variety of situations so that we are prepared for the most basic to the more bizarre scenarios we may encounter. The entire unit adheres to the standards set forth by the United States Police Canine Association (U.S.P.C.A.) for Police Dog #1 (patrol work) and Police Dog #2 (tracking) Certifications.

On June 3, 4 & 5 2005 the Manchester Police K-9 Unit participated in the U.S.P.C.A. Region #4 annual Police Dog #1 Certification Trials. The E. Windsor CT Police Department hosted this competition. Thirty K-9 teams from NH, MA, CT, NY, NJ and Hungry competed in these events, our unit was represented by six K-9 teams. The competition consist of 6 different events, obedience, agility, suspect search, evidence recovery, criminal apprehension and criminal apprehension with gunfire and handler protection. There were 30 individual awards given for the top K-9 teams in the various events. Our six teams captured 15 of the 30 available, including 1st and 3rd place for the entire competition. On June 24 & 25 three of our teams competed in the U.S.P.C.A. Region #9 Certification Trials. Twenty K-9 teams competed in these events and our three teams captured a large variety of awards for the individual events as well as 1st and 2nd place for the overall competition. Their success at these events represents the handlers and dogs hard work and dedication to the performance of their duties.

Effective May 1, 2005 Off. Jean Roers retired her K-9 partner "Mack". Mack served the department for over 5 years with the apprehension of criminals and narcotic detection. Mack was Off. Roers 2nd partner in the K-9 unit and she has decided to move on to other aspects of police work. We wish Mack a comfortable retirement and success to Off. Roers with her future endeavors during her career.

Off. Marc Lachance and his K-9 Partner "Taggart" received a medal for their efforts with locating a missing elderly woman in Manchester. The woman had not been heard from or seen for a couple of days so her family became alarmed. Being unsuccessful with searching her home and woods behind her home the family called MPD for assistance. Initial responding officers also checked the residence and woods and did not locate the woman. Off. Lachance and Taggart were called to conduct a more thorough search of the woods. In less than ten minutes Taggart made his way through the thick underbrush and located the woman who had fallen and was unable to move. The woman said she had been lying there for several days. She suffered from extreme dehydration and some minor injuries. Off. Lachance and Taggart may very well have saved her life.

The Manchester Police Canine Unit is committed to develop and train on a level that will ensure our continued success for the apprehension of criminals and recovery of evidence and much more in order to keep Manchester a safe community.



Sergeant Scott Legasse

The Manchester Police Department Domestic Violence Unit is part of a Coordinated Community Response to combat domestic violence and sexual assault. In 1996, the Manchester Police Department partnered with the YWCA Crisis Service, the Hillsborough County Attorney's Office and the New Hampshire Department of Corrections-Probation and Parole Office to create the Domestic Violence Project. The Project consists of 15 members from the various agencies and our goals are to increase the safety of the survivors and to hold offenders accountable through aggressive prosecution.

In 2004 there were 2599 domestic violence calls for service reported. There were 1132 arrests made in connection with those reports. This is the highest amount ever reported. In comparison, in 2002 there were 1732 reports. This is a 50% increase of domestic violence calls for service.

The Project has continues to receive Federal and State funding to support our efforts. In 2003, the City of Manchester was awarded a \$500,000 grant by the Department of Justice. We have recently re-applied for a \$400,000 extension. Additional funding has been provided through the New Hampshire Attorney General's Office.

The Team members have worked very hard over the past year. As the unit supervisor I would like to thank them for their hard work and dedication to keep survivors safe and holding the offenders accountable to the highest level. Our approach is unique in the New England area and we will continue to fight domestic violence.



Sergeant Robert Moore

The past year has been another very busy one for the Special Investigations Unit. We initiated one of the most extensive wiretap investigations we have ever been involved with. This multi agency effort into drug trafficking and money laundering has led to the arrest of at least 20 individuals and the seizure of numerous assets from these suspects.

The central figure of this investigation, Christopher Bouchard, age 32, has been charged under the state Drug Enterprise Leader statute which carries a minimum mandatory sentence of 25 years to life. Evidence in this investigation shows that Bouchard was responsible for overseeing the shipment of millions of dollars worth of marijuana and cocaine to New Hampshire. More arrests are expected.

Some other highlights were:

- ◆ The arrest of Keith Materas and Peter Deprisco for selling crystal meth. Seized during a search warrant at their home were crystal meth, XTC, LSD and over 2,000 prescription pills.
- ◆ The arrest of Michael Hunt for possession of cocaine with intent to sell as he was arrested with over a half kilo of cocaine, \$12,000 cash and a handgun.
- ◆ The arrest of Jose Gonzalez at the Econolodge in possession of 5 ounces of cocaine, crack, a handgun and \$3,000 in cash.

Overall, over 60 individuals were arrested on felony drug offenses and 26 search warrants were executed with the following seizures.

- ◆ More than 3 kilos of cocaine, 7 ounces of crack, over 16 grams of pure heroin (equal to almost 1,000 bags), an ounce of crystal meth, 86 pounds of marijuana, 5 handguns and over \$45,000 in US Currency.

As always, we are grateful to all those who provided information and assistance to us and made this a successful year.



Captain David Mara

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

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

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

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

In the calendar year of 2004 nine formal internal affairs investigations were conducted. One complaint was sustained, seven complaints were unfounded, and one complaint was unfounded with substantiated misconduct which was not based or alleged in the initial report.

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

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.

Professional Standards

Information such as the **date**, **time**, and the **location** will help identify the employee if you do not know his/her name.

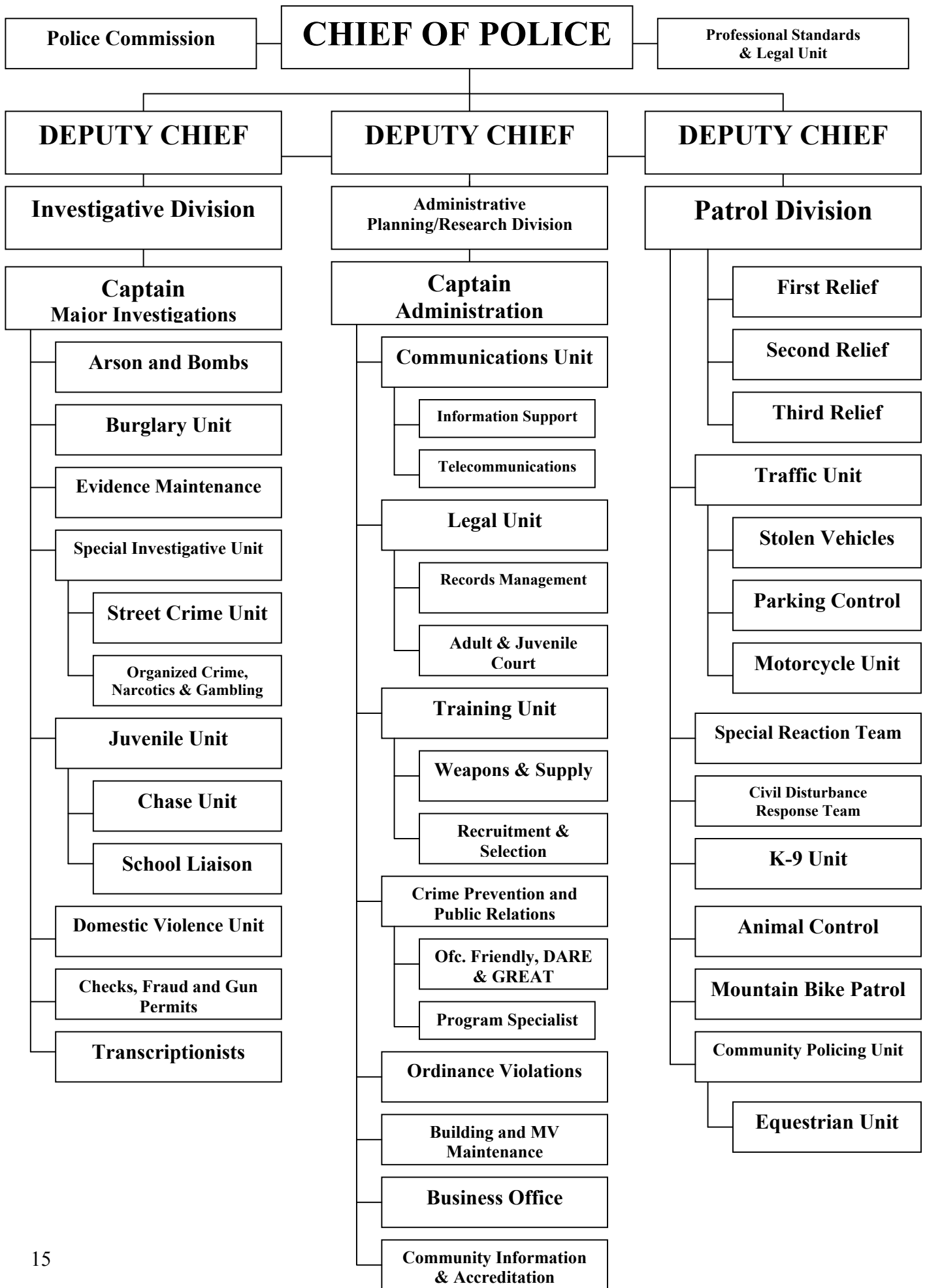
If you choose not to write, you may ask to speak to the employee's **supervisor** and make a verbal commendation. Commendations received by the **Manchester Police Department** are forwarded to the employee with a copy placed in his/her **personnel file**. Although our employees do not expect to be thanked for everything they do, recognition of exceptional services is always welcomed. This kind of **feedback** helps us know if we are doing a good job.

To File a Complaint Against a Manchester Police Employee:

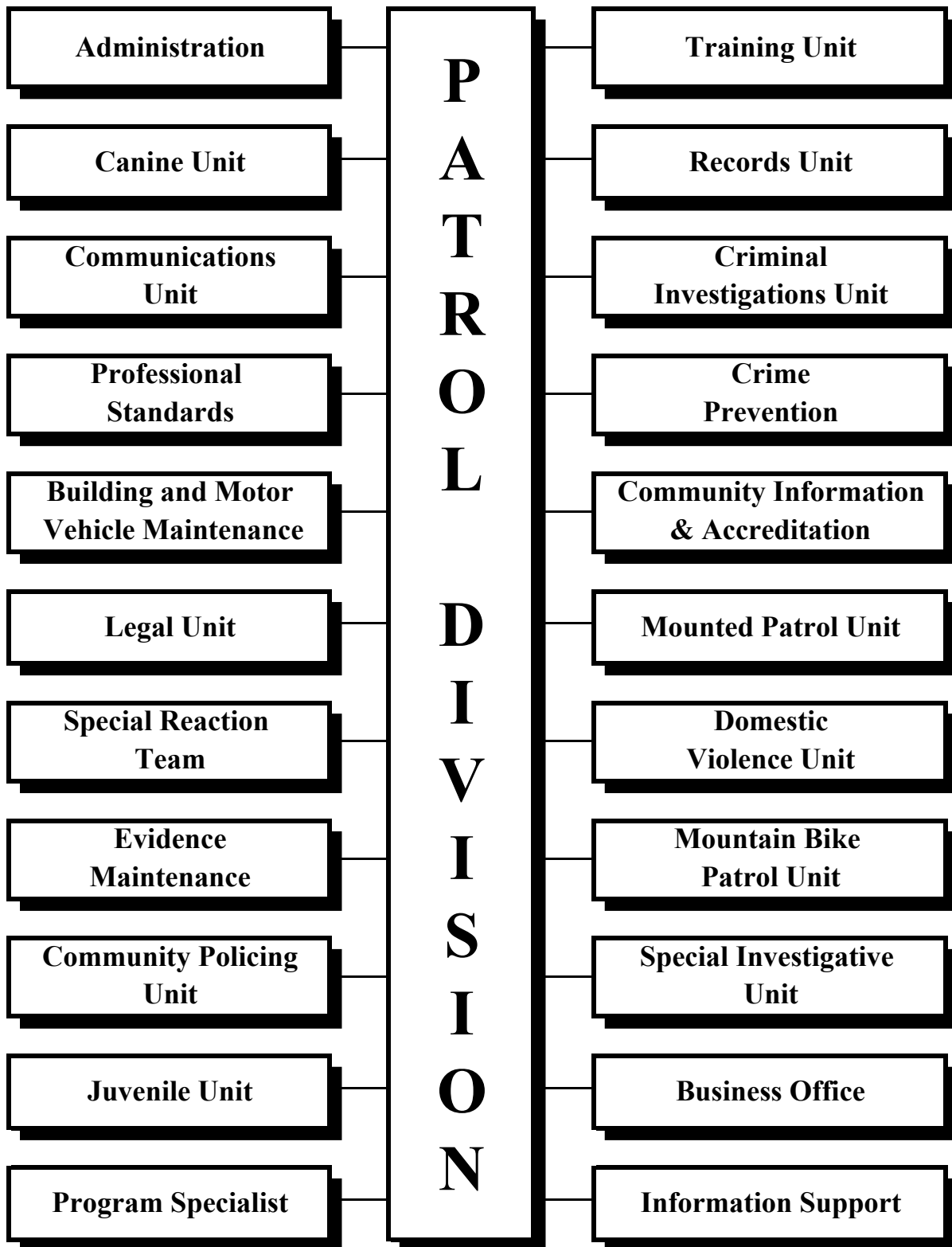
Complaints will be accepted from any source, whether made in **person** (351 Chestnut Street), by **mail**, or over the **phone** (603-668-8711 ext. 307). You may also submit a complaint via **e-mail** to dmara@ci.manchester.nh.us.

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 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.



Manchester Police Department Operational Chart





Rachael Page
Communications Manager

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, 13 Dispatchers, 5 Police Services Specialists and 2 Information Support Specialists provide professional and exceptional public service to the citizens of Manchester and those who visit our city. These fine women and men are truly the lifeline between the general public and the officers they serve.

As the population increases, so do the demands of the Communications Division. Over the past three years, Communications personnel handled an average of 99,992 calls for service to include both routine and 911 emergency calls. 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 Police Services Specialists, who maintain order at the front counter, took close to 2800 police reports over the phone and in person. Along with taking police reports, the Police Services Specialists handle all foot traffic in the lobby, take in evidence, search prisoners, process daily paperwork, maintain personnel rosters as well as many other important tasks which keep them extremely busy.

Our Information Support Specialists 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. We are currently in the process of purchasing a new Computer Aided Dispatch System as well as a new Records Management System which is expected to be fully implemented next year. This will undoubtedly increase proficiency throughout the entire department, as the current system has become outdated.

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.



Richard Ranfos
Fleet Supervisor

The building and Fleet maintenance had a good year this year. Our two full time custodians, Andy Cusson and Martha Hozzman along with our two part time workers, Ruth and Anita who come to us from AARP have done a fantastic job keeping a building that operates 24 hrs a day 7 days a week as clean as it is. Andy, Martha and Ruth work extra hard during May and June trying to strip and wax the floors in our building. Another one of our exceptional workers is Robert (ACE) Wilson, who is our building do it all maintenance man. Ace will tackle any job that is asked of him, no matter how big or small and do it with a smile on his face. I am thankful to have Ace working for this department.

The department has added 5 new laptop computers to our fleet and has ordered another two. We have installed new consoles and mounts for these laptops. The new units have been working out very well. They seem to have less problems than the old MDT's that are in the vehicles now. Hopefully, the department will gradually replace all the old MDT's with new laptops over the course of a few years.

The city MER account has approved the purchase of 8 new vehicles. I was able to find 4 leftover 2005 vehicles from different dealerships. I will order 3 new Ford cruisers and a new E-150 Ford van for ACO. These vehicles will be 2006's. The traffic division will get 2 new Fords to replace the 1996's they are driving. The 1996's are on their last legs and rusting out fast. I will be reorganizing different route cars to try and even off mileages, on the vehicles.

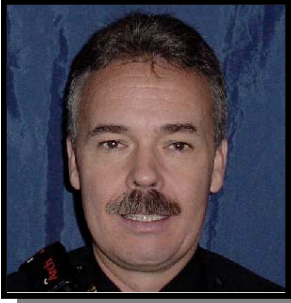
After 7 years of hard work, the department had a new elevator installed. The City hired Lauer Architects to draw up the specs and the Bid was awarded to TRB construction. They had Pine State Elevator do the removal and installation of the new unit. Eric Krueger from the city oversaw the project and did a terrific job keeping everything up to specs. It is a pleasure having an elevator that is not always breaking down like the old one was.

The department approved the garage to purchase Snap-On shop key. This is a software package that eliminates us from purchasing shop manuals for every vehicle we own or new ones we purchase. When the tech develops a problem and can't diagnose it, he will access the computer to determine how to rectify the problem. This software package saves time and eliminates us from bringing the vehicle to the dealership.

The department purchased a new drum lathe and tire balancer for the garage. The old drum lathe was 30 years old and it was starting to give us numerous problems. The old balancer was 15 years old, with the newer vehicles and newer vans the wheels are wider. The old balancer can not balance the wheels. These machines get used 7 days a week and needed to be replaced.

The department does everything possible to keep the maintenance division up to date with modern day repairs. The department has been very generous in letting us purchase equipment to help us make our jobs more efficient and perform our jobs a timely manner. Our main priority is to keep our police vehicles safe and road worthy for the job they have to do.

The maintenance staff in the garage did another terrific job this year in their every day tasks, keeping the vehicles running.



Sergeant Steve Ranfos

The Training Division continues to work hard in an attempt to meet our responsibilities of filling all departmental personnel vacancies, providing all required training and additional supplementary training. The Training Division also oversees emergency management planning and all related Homeland Security issues.

The police hiring process continues to dominate the majority of our time. The Training Unit remains responsible for recruiting the best possible police and civilian candidates. This has proven itself to be a daunting task in the current employment environment. Training Division personnel coordinate and administer all phases of the hiring process in conjunction with the City of Manchester Human Resources Department. Once hired, these new employees participate in our own custom training program, particular to the City of Manchester.

Members of the Training Division attended numerous recruitment seminars at local colleges and universities in an attempt to attract the best possible group of diverse candidates. We have attended job fairs at Saint Anselm's College, The New Hampshire Vocational Technical Institute in Concord, Hesser College and Macintosh College in Dover New Hampshire. We also participated in a two-day police expo drawing thousands of participants that was hosted by the Nashua police department.

Over the last year the personnel assigned to the Training Division have remained the same. This has allowed the existing members to gain particular expertise in their areas of responsibility. Officer Scott Page is in charge of Recruitment and Selection. Officer Page spends the vast majority of his time identifying the best possible candidates, then conducting voluminous background investigations. Officer Page has conducted dozens of background investigations to find a small amount of outstanding employees. This is time consuming and tedious work.

Officer Biery is the Training Officer. His main duty is the training of new police recruits. His outstanding leadership and ability in this area is shown by the award winning results achieved by our recruits upon graduating from the police academy. Officer Eisenbise continues to provide cutting edge firearms training to our new recruits and existing officers. She has attended numerous advanced firearms training classes and was recruited by the SIG Firearms company to participate in testing and evaluation of new firearms.

Over this last year, the Training Division conducted two open police tests, one in the fall of 2004 and one in spring of 2005. Each session drew less than one hundred applicants to the initial test. Upon completion of phase one of the testing, which includes the written exam, fitness test and oral board, we were left with about forty candidates. We have found it difficult filling all vacancies with this small candidate pool.

Candidate attrition remains very high through the background process. This is true for both police and dispatch applicants. Beyond the open police test, we also accepted applications from currently certified police officers throughout the year. We held entry tests for these currently

certified officers on several occasions throughout the year. This testing process consists of a fitness test and oral board. We were unable to hire any officers through this process.

We have continually tried to reach full complement with our civilian employees. The Training Division in conjunction with the Human Resources department held five separate Dispatch exams over the year. We were able to hire three qualified candidates as a result of this, which allowed us to hold one formal dispatch academy. We are still trying to fill all of our Dispatch vacancies.

The staff of the Training Division remained busy in a variety of other tasks beyond hiring and training of our own personnel. Officer Eisenbise attended every recruit academy held by Police Standards and Training to assist with firearms training. Officer Page was also called upon to provide defensive driving instruction to the new police recruits. These acts have resulted in our training staff gaining a high level of proficiency in their respective fields as well as building a good working relation with the Police Standards and Training Council.

Due to the ongoing threat of terrorism, much emphasis was placed on review of the City Emergency Management plan and Homeland Security training. Members of the Training Division attended at least eighteen separate meetings dealing with emergency management planning and training drills. Training Division staff participated in emergency drills dealing with airport crashes, Seabrook nuclear plant radiation leaks, Public Service Company sabotage, biological terrorism and other natural disasters. The primary emergency operation center located at the Manchester Fire Department was opened for several large -scale drills. During the year, a back up emergency operation center was constructed and opened within the Manchester Health Department building. This auxiliary emergency center was used in a citywide disaster drill in the spring of 2005.

Also throughout the year, Officer Eisenbise was able to successfully qualify all patrol personnel in use of our rifles and shotguns. This task was accomplished in a very short time frame. Officer Eisenbise was unable to start the qualifications until the fall of 2004, as she had been re-assigned to the patrol Division for the summer months.

During Use of Force Training this year, sworn personnel were given the State mandated training plus additional hands on training in defensive tactics and live fire on the move shooting. This training was well received by all those that participated. Our own certified personnel conducted the training, savings us money.

The training staff will be going into the upcoming year with several police and dispatch vacancies. We are geared up to try and achieve a full complement of employees by the end of 2005. We have been given additional personnel to help with background investigations, plus we have scheduled another open police exam for fall of 2005. We are also running our Dispatch testing on a monthly basis, trying to get interested parties into the process quicker than in the past. We will strive to improve our in service training by making roll call training more consistent and relevant to the needs of our personnel. It remains our mission to provide the citizens of the City of Manchester with the best-trained and best-equipped officers available.



Sergeant Kevin Kincaid

The Community Police Unit continues in its mission to interact with the community in a positive manner. Efforts continue with the community to resolve issues affecting the quality of life in our neighborhoods.

Our neighborhood watch welcomes a new member to our group. The Friends of Stark Park started up through the efforts of neighbors to reduce illegal activity at the park. There is now a Master Plan for revitalizing the park and reducing crime. Part of the revitalization project involves establishing a PAL playing field. This plan was strongly endorsed by the neighborhood. This is a positive indication of our close working relationship with the community.

The Federal Weed & Seed program continues as a strong link in our community efforts. Police/Community partnerships remain a hallmark of the Community Police strategy. The W&S community police officer Dana Langton, developed and implemented a training program for small business owners offering safety tips regarding robberies, thefts, check fraud and alcohol offenses. The Detective Division and Crime Prevention assisted with this program.



Our Mounted Patrol, a strong link in our community policing concept has been in existence for 6 years, established a more permanent home with the assistance of the Youth Development Center. The horses now have their own stable. Volunteers assist with the care of the horses and school tours take place giving the children an up-close look at the horses and their home. A new horse was obtained through community efforts and a horse-naming contest brought positive attention to the unit and the Department. Public support has been positive. Valor and Shorty patrol daily in the city.

Our PAL program involves hundreds of city youth in a positive wholesome environment. The PAL facility enables the Department to provide the center-city youth programs unavailable or unaffordable to them otherwise. Several youth oriented programs are

Community Police

hosted at the facility as well. Our boxing, lacrosse, football/cheerleading programs continue to provide city youth access to wholesome sporting activities.

The Manchester Police Department, through its Community Police Unit, provides two community police officers to patrol the various Manchester Housing Authority (MHRA) sites. MHRA is a strong proponent of the program and funds the positions. Both Officer P. Fleming and S. Gilcreast are well known and welcomed by the residents. MHRA has been a longtime supporter of the PAL football/cheerleading program.

Once again, the MHA is providing financial support and transportation for youth participating in the program. This assistance is invaluable to the program.



Our senior citizen initiatives continue to receive national attention. These programs were recognized as one of the top-25 programs in the country by the IACP. (2005) Officer Bolduc continues providing innovative and challenging programs for our seniors. The annual holiday light tour was a success once again this year. The transit authority and local health care providers are supporters of this program and help to make it a yearly success.

The Manchester Police Departments Community Police Officers participated in numerous programs benefiting our citizens. Officers assisted in Food Drives, Valentine's Day deliveries for seniors and Special Olympic torch runs.

The Manchester Police Department 's Community Police Unit will continue working with the community and community partner's to provide a quality of life environment for all our citizens.



Lieutenant Richard Reilly

This was a year of progress for the men and women serving in the Juvenile Unit. Throughout the year, Detectives Tim Craig and Richard Nanan received training in the field of internet crime investigation. As a result of their commitment to this program, research has been conducted and equipment has been purchased that will enable us to effectively investigate internet crimes against the children of this community. Our internet crime project became operational at the close of the fiscal year.

Another area of progress for the unit is a refined sex offender registration program. Det. Scott Fuller has renewed an otherwise tedious assignment of monitoring as many as 300 offenders in the Manchester community. We presently maintain strict “zero tolerance” on those who choose not to register as required by state law. Each of our 15 juvenile investigators is responsible for assuring sex offender compliance and the issuance of arrest warrants for those who do not comply.

Our Child Abuse and Sexual Exploitation Unit (C.H.A.S.E) has had an incredibly busy year. Cases include the arrests of Judson Stockton and Kevin Larrabee who were involved with raping a child and manufacturing child pornography. Stockton is presently serving 25 years in prison while Larrabee awaits trial. This same case has also led to arrests in Virginia and Ohio for child pornography related offenses. Dets. Flanagan and Tremblay are credited with the successful conclusion of this case.

Another notable event is the arrest of Christopher Cremeans who was charged and convicted on multiple counts of Aggravated Sexual Assault upon two girls, ages seven and eight. Cremeans is now serving between 17 and 35 years in prison. Lester Bailey, charged with two counts of Aggravated Felonious Assault, is now serving five to 15 years for sexual assaulting a 12 year old girl. Dets. Biron and Rousseau are credited with these arrests.

Another substantial event that required the attention of the full unit concerned photographs of a three-year-old girl that were found at a local pharmacy. The photos provided evidence that the child had been assaulted and was in grave danger. A difficult decision was made to publish the photo of the child in various media outlets in an effort to have her identified. The photo was published nationwide and the child was identified. Richard Hawes was later identified as the assailant and arrested. Hawes is now facing federal child pornography related charges and several Capital Sexual Battery charges in Florida. Each of the charges can result in life sentences.

The aforementioned case is a clear example of the kind of teamwork enjoyed in the Juvenile Unit and demonstrates our ability to unify resources found outside and within our agency to meet a common goal. The “all-hands-on-deck” approach to this case resulted in securing a child’s safety and future. Dets. Flanagan, Rousseau, and Riel and Press Information Officer Sgt. Mark Fowke were commended for their efforts during this investigation.

The School Resource Officers (SRO) often represent the front line of juvenile investigation and child protection. During the reporting period, these detectives were Lori Tremblay, Tim Craig, Ken Pitman, Mike Dunlap, Keith Chandonnet, Kim Barbee, and Jaime Branch. The “street level”

Juvenile Division

nature of their position often results in preventing undesirable behavior in the schools and promoting a safe learning environment for the students and staff.

The SRO often addresses many community problems related to the behavior of students in and outside Manchester schools. Fostering communication and understanding between our schools and community reduces community tension and promotes an improved quality of life for the neighboring residents and permits schools to focus on education.

Statistics suggest that we have enjoyed a 5% reduction in the number of delinquencies and CHINS offenses and a 7% reduction in the number of victims. Although we are enjoying a decrease, we must be attentive to the fact that these statistics have been decreasing at decreasing rates for the third consecutive year.

	<u><i>Delinquencies/CHINS</i></u>	<u><i>Victims</i></u>	<u><i>Total</i></u>
2003	1,257	824	2,081
<i>% Change</i>	<i>(-) 14%</i>	<i>(-) 3.5%</i>	<i>(-) 10%</i>
2004	1,192	766	1,958
<i>%Change</i>	<i>(-) 5%</i>	<i>(-) 7%</i>	<i>(-) 6 %</i>

The activities of the Juvenile Unit do not end with traditional investigative work. The Juvenile Unit is home to the Executive Office of the Police Athletic League and remains the focal point of the Weed and Seed and Project Safe Neighborhoods Initiatives, and the JOLT and CLASS programs. These programs and efforts to utilize court diversion programs have and continue to reduce court costs and arguably reduce recidivism rates among juvenile offenders.

Many Detectives serving in the unit also serve in special units. Four members serve on the Civil Disturbance Resolution Team and four others serve on the Special Reaction Team. Both Sergeant Favreau and I serve on these teams as well. Sgt. Favreau serves on the Board of Directors for Makin it Happen, and is a member of the State Advisory Group for Juvenile Justice. He presently serves as President of the Manchester Police Relief Association.

The effort put forth by our personnel in the Juvenile Unit and the corresponding reduction in reported delinquencies, is evidence that we are achieving the correct balance between efficient investigative practices and aggressive delinquency prevention programs. In addition to our efforts in the area of delinquency, our CHASE Unit will continue to serve at the highest level of expertise to assure the security of young victims in the Manchester community.



Lieutenant Richard Valenti

The Manchester Police Department Traffic Division is part of the Patrol Division and falls under the span of command of the Deputy Chief of Patrol. Members of the Traffic Division include: Supervisors Lieutenant Richard Valenti and Sergeant Shawn Fournier. Auto Theft Investigator Charles Piotrowski. Traffic Investigators: John Buchan, Michael Hurley, Brian Blais and Paul Grugan. Motor Vehicle Enforcement Officers: Robert Harrington & Jeff Kelley. Divisional Secretary: Lorraine Martel. Parking Control Officers: Belinda Scarboro, Krystyna Donati, Paula Sawyer, Laura Kay Bourgeois, Maureen O' Neil and 40 School Crossing Guards.

Division Secretary Lorraine Martel was very busy throughout the year assisting customers at the front counter, filing, billing and assisting the Records Division. Lorraine completed Spanish I&II to better assist our Spanish-speaking customers. Lorraine also fills in as a part time Parking Control Officer.

The Traffic Division is responsible for the investigation of serious motor vehicle crashes, fatalities, auto thefts, motor vehicle enforcement and education, VIP motorcade protection, coordination of security and traffic flow for special events, parking control, school crossing guards, road races, walkathons, parades and Fireworks.

Working in unison with the Highway Enforcement Bureau, we conducted our annual inspection of taxicabs licensed by the City of Manchester. During our surprise inspection we found numerous deficiencies, 4 taxis were put out of service. Most of the violations pertained to exhaust and brake issues. The taxi owners worked with us and to their credit repaired deficiencies and had their taxis back in service within a very short time. As a point of interest, the average cab had over 200,000 miles on it.

With funding from the New Hampshire Highway Safety Agency, we conducted several seat belt enforcement campaigns directed towards educating both children and their parents about the need for children to wear seatbelts. Working with the Highway Safety Agency, we also held our annual Seatbelt Challenge at Memorial High, West High and Central High school. At the statewide challenge none of the city teams made it to the finals.

Our Parking Control Officers issued 57,467 parking citations for the calendar year. Ordinance Violations Bureau collected 1,269,080 dollars for the calendar year in parking fines. The department's mobile PCO "Kay" Bourgeois addressed abandoned vehicles, booting and other parking issues.

Officer's Jeffrey Kelley and Brian Blais this year successfully completed their re-certification of North American Standard Level 1, Federal Motor Carrier Safety. Officer Blais and Kelley are the only two local New Hampshire Law Enforcement officers nationally certified to conduct commercial vehicle inspections.

Officer Piotrowski had a busy year; automobile theft decreased from 336 to 317. Officer Piotrowski was able to charge 95 suspects with various motor vehicle offenses. Piotrowski recovered a total of 25 stolen and or abandon automobiles out of Black acres.

Motor vehicle enforcement continued throughout the city. This past calendar year (2004) Department officers responded to 6,715 accidents, initiated 21,975 motor vehicle stops, and issued 11,224 summonses. Much of the Traffic Division's efforts were directed toward school zones, residential neighborhoods and streets that have a high volume of traffic. The Traffic Division, in concert with the New Hampshire State Police, continued to do motor vehicle enforcement throughout the summer months.



Dennis Walsh
Animal Control Officer

The Animal Control Division is allocated two full time animal control officers (ACO's) and provides coverage seven days per week. The assistant ACO position was vacated in February 2005 when Kelly McKenney was sworn in as a Manchester police officer. She is missed, but will continue to serve Manchester's citizens admirably in her new role.

ACO's respond to all animal related calls for service, city wide, whether domestic or wildlife related. Primary duties include enforcement, investigations, rabies cases, impounding stray animals, school presentations, and assisting patrol and detective units. People skills are a major requirement for an ACO, as a great deal of our contact results are effected through educating the public.

In fiscal year 2005, the ACO's continued with safety presentations in the city's elementary schools, and gave presentations to private business. Enforcement in the city's parks also continued. Dogs at large, unlicensed dogs, and noise complaints are everyday issues. Cruelty complaints are investigated and prosecuted in court when substantiated and warranted.

Annually, the city clerk's office tracks people who fail to license or relicense dogs. The warrant is prepared, signed by the mayor and aldermen, and presented to the police chief for action. This results in the ACO's being responsible for serving approximately 300 civil forfeitures and approximately 300 summonses to appear in court. A huge "Thank You" goes to community policing for assigning reserve officers to assist in this effort.

Again this year, Ringling Brothers Circus provided training to the ACO's during its stay in Manchester. ACO McKenney and ACO Walsh both attended training at UNH. The Animal Control Division provides animal related training to newly hired police officers and dispatchers. We will continue to strive for efficiency and excellence in service to the city. Thank you to all who help us to be effective.

ANIMAL CONTROL STATISTICS
1 July 2004 – 30 June 2005

<i>Phone calls handled</i>	<i>6300</i>
Calls for service	3085
Safety presentations: elementary classes and business	28
Wildlife calls	430
Impounded dogs	379
Impounded cats	133
Claimed animals	291
Dog bites	90
Cat bites	26
Summonses issued by ACO	267
Recorded warnings by ACO	212
Rabies preparations and transports to state lab	43
Euthanized animals	83



Steve Hoeft
Business Services Officer

The Manchester Police Department's Business Office is responsible for coordinating the financial and personnel transactions, including budget preparation, monitoring and purchasing contracted services, payroll processing, grants and reimbursements. As the Business Service Officer I am proud of my staff and thankful for their dedication and commitment to the goals and objectives of this organization. The Business Office is comprised of the following dedicated personnel:

- Dolores LeBlanc is responsible for all accounts payable and fixed assets.
- Donna Grady manages the extra details for officers and processes miscellaneous cash receipts.
- Colleen Driscoll manages the entire payroll and benefits function for the Department.
- Dawna Rooks is our Financial Analyst I whose job is to keep the Department's finances and projects in order.
- Steve Hoeft, Business Services Officer, prepares and manages the budget and oversees the operations of the Business Office.

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

COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 2003/2004

COMPARISON OF EXPENSES AND REVENUE BUDGETS FOR FY 2004/2005

Account Name	FY2004	FY2005	Account Name	FY2004	FY2005
Regular Salaries & Wages	\$13,627,529	\$13,881,657	Bike Patrol	\$5,000	\$5,000
Overtime Salaries	\$817,218	\$817,218	Furniture & Fixtures	\$3,000	\$3,000
Special Salaries	\$79,567	\$80,955	Mounted Patrol	\$0	\$14,000
Total Salaries & Wages	\$14,524,314	\$14,779,830	Total Capital Outlays	\$8,000	\$22,000
Health Insurance	\$1,859,153	\$2,136,775	Dues/Fees	\$3,800	\$3,800
Dental Insurance	\$187,039	\$219,136	Provisions	\$1,500	\$1,500
Life Insurance	\$20,256	\$24,681	Medical Supplies	\$1,500	\$1,500
Workers Compensation	\$340,077	\$267,061	Miscellaneous	\$0	\$0
Disability Insurance	\$20,666	\$19,983	K-9	\$18,500	\$18,000
Police State Retirement	\$843,080	\$979,057	Special Projects	\$110,670	\$165,670
City Contributory System	\$16,583	\$202,166	Total Miscellaneous	\$135,970	\$190,470
FICA	\$341,597	\$321,623	Total For Agency	\$19,292,743	\$20,219,898
Staff Development	\$10,000	\$17,500	Restricted	\$3,680,159	\$4,255,498
Uniform Allowance	\$100,000	\$100,000	Net Dept. Appropriation	\$15,612,584	\$15,964,400
Total Employee Benefits	\$3,738,451	\$4,287,982			
Other Services	\$8,000	\$8,000			
Total Purchased Prof Svcs	\$8,000	\$8,000			
Servive Agreements	\$60,000	\$65,000			
Laundry Services	\$41,800	\$41,800			
Maintenance & Repairs	\$12,000	\$12,000			
Vehicle Repairs/Parts	\$95,000	\$95,000			
Contracts	\$500	\$500			
Rental-Building	\$3,600	\$5,600			
Leases- All	\$34,000	\$39,000			
Total Purchased Prop Svcs	\$246,900	\$258,900			
Insurance-CGL	\$51,708	\$85,016			
Telephone	\$59,000	\$65,000			
Postage	\$16,000	\$16,000			
Teletype	\$3,600	\$3,600			
Advertising	\$3,000	\$3,000			
Printing, Publishing & Binding	\$24,000	\$24,000			
Travel, Conferences & Meetings	\$4,000	\$4,000			
Duplicating Services	\$2,000	\$2,000			
Other Purchased Services	\$163,308	\$202,616			
Film & Processing	\$13,000	\$13,000			
General Supplies	\$60,500	\$60,500			
Ammunition	\$18,000	\$18,000			
Microfilm & Films	\$10,000	\$10,000			
Gas, Oil & Diesel Fuel	\$123,000	\$123,000			
Tires & Batteries	\$16,000	\$16,000			
Minor Apparatus & Tool	\$4,000	\$4,000			
Custodial Supplies	\$23,000	\$23,000			
Fire Extinguishers	\$2,000	\$2,000			
Court Cases- Meals	\$500	\$500			
Books	\$2,700	\$5,000			
Periodicals	\$850	\$850			
Natural Gas	\$54,000	\$54,000			
Electricity	\$135,000	\$135,000			
Freight	\$5,000	\$5,000			
Construction Materials	\$250	\$250			
Total Supplies & Materials	\$467,800	\$470,100			

Revenues

Account Name	FY2004	FY2005
School Chargebacks	\$495,023	\$525,761
Bounced Check Fees	\$1,700	\$1,000
Copy Acc/Invest Reports	\$51,000	\$53,000
Records Checks	\$0	\$0
Fingerprints	\$10,000	\$9,000
Photograph Sales	\$3,300	\$2,500
Auction	\$15,000	\$15,000
Extra Details- Admin Fee	\$90,000	\$90,000
Investigative Reports	\$14,000	\$10,000
Bicycle Fees	\$0	\$0
Booting Fees	\$9,700	\$13,000
Witness Fees	\$105,000	\$95,000
Revolver Permits	\$7,000	\$7,500
Game of Chance	\$0	\$0
Towing License	\$16,000	\$13,000
Violation First Offense	\$30,000	\$20,000
District Court Fines	\$45,000	\$45,000
Parking Fines Courts	\$8,500	\$8,500
Cruiser Rental	\$5,000	\$5,000
Parking Tickets	\$973,726	\$1,116,492
Towing Fine	\$2,000	\$5,000
Prior Year Restitution	\$4,000	\$4,000
Reimbursed O/T Salaries	\$36,606	\$31,206
Extra Detail Revolving Fund	\$0	\$7,000
Miscellaneous	\$350	\$350
	\$1,922,905	\$2,077,309

Steven L. Hoeft

Business Service Officer



Sergeant Lloyd Doughty

In a word, if one were to sum up what the past year has been about in Crime Prevention, transition and change would be the best descriptors. While our function has always been presenting the most accurate and cost effective means to prevent crime, and we continue to do this, the forums for doing this have change drastically this past year.

As one would note in previous reports, a mainstay of our Crime Prevention programs targeted Manchester's youth population. The means by which this was done was Officer Friendly, D.A.R.E. and G.R.E.A.T. These programs, because of fiscal considerations both at the Manchester School Department and here within our agency, have been eliminated. This was a difficult decision on the parts of administrators at both Departments but one must recognize that everyone must attempt to get the most out of every dollar. In order for the Police Department to be able to respond to an ever-increasing number of calls for service, changes had to be made. Coupled with difficult budgetary considerations the elimination of these programs took place. This allowed two officers to return to the Patrol Division to assist with the calls for service situation.

It should be noted however that we have not completely abandoned our youth. When ever possible, with the remaining Crime Prevention Officer, Officer Paul Rondeau, assisted by Community Policing Officers and Supervisors, continue to visit as many schools, preschools and day care centers as possible to connect with Manchester's youth.

Coinciding with this, the Manchester Police Athletic League continues to thrive and thus another means of connection with the youth continues and I am pleased to report, grows too. The MPAL building is constantly a hub of activity. As a demonstration of the MPAL programs and their value, I am pleased to report that MPAL Boxing saw it first champion crowned early this year. We also saw a runner up in another weight class. These successes, along with increasing numbers in MPAL lacrosse, football, and ice hockey allow for youths and officers to interact and impart important crime prevention messages to the youth of our City. We also are seeing new programs, such as floor hockey, basketball and self-defense as further means to compete this task.

This being said, as noted Officer Paul Rondeau remains in the Crime Prevention Unit. During this past year he has retooled if you will and is now assisting in imparting safety and security messages to the citizens of our City. One of the major requested programs that Paul has presented during this past year is on the topic of workplace safety. After doing a considerable amount of research, Paul has put together a thought provoking and informative program. It has received rave reviews and the requests are increasing.

A truly noteworthy program that has been occurring on a regular basis this year is an off shoot of our very popular Women's Safety Clinic. This program targets Manchester's female minority population. It includes all of the information that has been presented in the Women's Safety Clinic and is presented with the assistance of interpreters, so that this segment of the population receives this important information. We anticipate that these specific requests will continue well into the future.

Coincide these programs with the numerous other presentations and programs that we continue to present from past years, the Crime Prevention Unit remains busy. I remain pleased and proud of the fact that I can say that every request for service or programs has been met for this past

reporting period. This is a result of continued assistance from our Community Policing Unit. Without this assistance the aforementioned would not be true and I truly thank Sergeant Kevin Kincaid and the Community Policing Officers for their invaluable support and commitment to the Crime Prevention function.

A program that continues to be extremely important to families here in Manchester is that of the Child ID program. This year, again answering the call to assist this agency, Dartmouth Hitchcock Manchester provided the financial means for us to purchase another 2000 ID kits. We thank in particular, Mary Ann Aldrich and Jodi S. Stewart of Dartmouth Hitchcock Manchester for their commitment to this program and presenting our needs to their Board of Directors insuring the means to continue well into the future.

An extremely important way that we continue to use to get the Crime Prevention message out to the community is through the various forms of the media that operate in and around our City. Sergeant Mark Fowke continues to act as the department's media liaison. He has been extremely influential in insuring that Crime Prevention messages are delivered to the community. He has built positive relationships with the media and thus media outlets have grown to trust him and the messages put forth. This is extremely important and insures that we continue to have a well informed community that realizes that working with this agency insures a safer City for all to enjoy.

During this year we also welcomed the addition of Cynthia Saad, our Program Specialist assigned to Crime Analysis and Accreditation. Since joining the agency Cynthia has assisted in a variety of tasks related to the aforementioned functions.

With regards to Crime Analysis, Cynthia has quickly acclimated herself to the new Crime Analysis software recently purchased by the department. This is extremely important and will assist various units throughout the agency with forecasts and strategies in dealing with crime.

Cynthia has also been a welcome addition to the Accreditation process. She has been assigned the monumental task of assisting Accreditation Manager Rachael Page in insuring that the agency will be ready for our Accreditation on site visit to take place in December of 2005.

Finally, I would be remiss if I did not include the Crimeline Program as an intricate part of our overall Crime Prevention strategy. Manchester Crimeline has been most helpful this past year in many ways.

This Board recognized during last year that they needed to get the community aware of their presence and do more to make the Crimeline phone ring. I am extremely pleased to report that they have done this by new signage and working on building further media relationships to get the Crimeline name and telephone number out to the public. The result of this effort is a near 40 percent increase in the amount of calls over the previous year. These calls resulted in 25 arrests and a total of \$8,050 in rewards paid during the past year. Obviously Manchester Crimeline continues to be an important part of this agencies success.

Obviously the Crime Prevention Unit and its function continue to be an important part of this agency. We continue to strive to rather than react to problems, be proactive and provide information to lessen the likelihood of becoming a victim of crime. We will continue to take every opportunity to provide our citizens and its visitors with the latest information to insure that they remain safe and secure while conducting business, residing or enjoying the many activities our City has to offer.

Ordinance Violations



Janice St. Germain
Interim Ordinance Supervisor

Parking revenue for FY2005 is \$ 1,165,618.01 with 78,253 parking tickets issued. Citations issued for Building, Fire, Health and Highway departments totaled 453. Manchester Police issued 809 citations for violations of the City Code of Ordinances. Approximately 431 vehicles were immobilized for unpaid parking fines. Total revenue for the year is \$ 1,270,980.41.

TOTAL REVENUE

Parking Violation	\$1,165,618.01
Building Violations	9,100.00
Health Violations	800.00
Highway Violations	400.00
Fire Violations	1,900.00
Ordinance Violations	15,973.00
Boot Fees	19,925.00
Bad Check Fees	1,900.00
Court Parking Fines	4,530.00
Other Court Fines	50,834.40
Total Revenue	\$1,270,980.41

Crime Index

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

Crime	2001	2002	2003	2004	2003–2004 Change
Murder	0	0	4	5	+25%
Rape	49	44	61	62	+2%
Robbery	118	116	158	187	+18%
Commercial	38	39	63	101	+60%
Residential	14	16	15	16	+7%
Street	43	14	13	11	-15%
Miscellaneous	23	47	67	59	-12%
Aggravated Assault	85	82	78	113	+45%
Total Violent Crime	252	242	301	367	+22%
Burglary	597	617	659	755	+15%
Commercial	173	181	226	179	-21%
Residential	424	436	433	576	+33%
Larceny	2360	2443	2433	2687	+10%
from Building	768	491	458	719	+57%
from Motor Vehicle	504	805	756	685	-9%
from Person	27	77	69	52	-25%
of Bicycle	146	112	108	100	-7%
Shoplifting	288	343	305	392	+29%
All Others	627	615	737	739	+0.3%
Auto Theft	310	246	324	305	-6%
Arson	53	54	35	72	+106%
Total Property Crime	3320	3360	3451	3819	+11%
Crime Index Total	3572	3602	3752	4186	+12%

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

James Ahern
Kevin Ainsworth
Donald Albert
Philip Alexakos
Faye Allaire
Larry Argo
Savino Auciello
Roland Boucher
David Bourget
William Bovaird
William Brennan
Paul Brodeur
Kenneth Brown
Joseph Byron
Richard Calo
Richard Campbell
Jeanne Cavanaugh
William Cavanaugh
Jean Chouinard
Donald Cloutier
Joseph Cloutier
Calvin Colby
Roger Corriveau
Armel Couture
Louis Craig
Robert Croteau
John Crotty Sr.
Jeffrey Czarnec
Rita Demers
Eugene Denton
Philip Doherty
Amar Doudi
Mark Driscoll
Richard Dubois
Robert Duffey
Susan Duffey
Ann Dufresne
Joseph Duquette
David Dydo
Barbara Dziura
Stanley Dziura
Sandra Egan
William Egan
Leonard Englehardt
Peter Favreau
Earl Felch, Jr.
Joseph Ferry, Jr.
Brian Fielding
Mark Fielding
Edmund Finn

Barbara Fletcher
Armand Forest
Paul (Glennon) Fox
Anthony Fowler
Richard Gaulin
Richard Gilman
Dennis Glennon
Donald Glennon
Pauline Gilmour
Daniel Goonan
Charles Gosselin
Ellen Goupil
Roger Goupil
Kay Greenough
Mark Hewitt
James Hines
Curtiss Hoberg
Charles Holmes
Christine Houghton
James Houghton
Kathleen Houle
William Jones
Cecil Jordan
Clark Karolian
Edward Kelley
Joseph King
Thomas King
David Laferriere
Harold Lafond
Archie Landry
Anita Lavigne
Gerald Lavigne
Glenn Leach
Leo LeBlanc
Edmund LeBouef
Anthony Lepore
James Lessard
Norman Levesque
Arthur Lund
William Luther
Peter Lynch
Thomas Lynch
Andre Marcoux
Yves Marquis
Joseph Martel
Paul McQuiston, Jr.
Robert Millette
George Miville
Martin Moran
Fernand Morin

Albert Moseley
Robert Mulroy
John D. Murphy
Daniel O'Neil Jr.
Bruce Ostrander
Paul O'Rourke
Edward Paquette
Anna Parker
Jeffrey Perschau
Ronald Piecuch
George Pigeon
Michael Pischetola
Alexander Poulicakos
Robert Powers
Roger Provost
David Puchacz
Charles Queen
Robert Remillard
Antonio Ricard
Wayne Richards
Ronald Robidas
Ernest St.Cyr
Dale Robinson
Anthony Savage
Walter Schuff, Jr.
Kevin Scott
David Shaw
Charles Soucy
Paul Soucy
Thomas Steinmetz
James Stewart
Robert Stewart
Edward Szelog
Donald Tanguay
Gerald Tanguay
Michael Tessier
Gary Tibbetts
Roger Tousignant
Guy Tremblay
Donald Vandal
William VanMullen
Roland Vigneault
William Wagner, Jr.
Peter Waligura
Michael Welsh
Yvette Weymans



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