

CONCORD POLICE DEPARTMENT
CONCORD, NEW HAMPSHIRE

Bradley C. Osgood
Chief of Police



Annual Report
FY 2019

Table of Contents

<u>Section</u>	<u>Page</u>
Mission and Vision Statements	3
Message from Chief Bradley C. Osgood	4
Table of Organization The table of organization details the organizational structure of the Department.	5
Revenue/Expense Appropriation Summary This includes a summary of the Department’s budgeted appropriations and revenues.	6
Service Indicators This table includes the statistical performance of the Department in certain areas identified as important measurements of service to the community.	6
FY 2020 Goals These are the Department’s strategic goals for the upcoming fiscal year.	7
FY 2019 Goals and Status Report This report identifies our 2019 goals and our performance relating to them.	7
FY 2019 Accomplishments	12
Personnel Summary	13

MISSION STATEMENT

The mission of the Concord Police Department is to protect life and property, maintain order and attempt to resolve the community's needs by coordinating the required resources.



VISION STATEMENT

The success of the Concord Police Department is dependent on a shared vision. In order to create an environment in which our employees are proud to work, it is vital that we encourage open communication, individual responsibility, cooperation and respect among the various divisions within the department.

Through this positive interaction we will uphold and promote the essence of Esprit De Corps.

- We will strive to be a highly regarded professional organization
- We will forge a partnership with the community through trust, honesty and integrity.
- We will respect the rights and dignity of all individuals.

Through a process of continuous improvement we will plan for a future enhanced by technology, education and training, remaining open to new ideas and concepts in law enforcement.



City of Concord, New Hampshire

POLICE DEPARTMENT
35 Green Street • 03301-4299
(603) 225-8600
FAX (603) 225-8519
www.concordpolice.com

Bradley C. Osgood
Chief of Police

I am pleased to present the Fiscal Year 2019 Concord Police Department Annual Report for review.

Our intention with this report is to provide an overview of the Department and the significant Department events that occurred during FY19. Also included are the FY19 Budget goals and our performance related to those goals, and a summary financial report of the FY19 Police Budget. It is our hope that this report will be of assistance to those reviewing it.

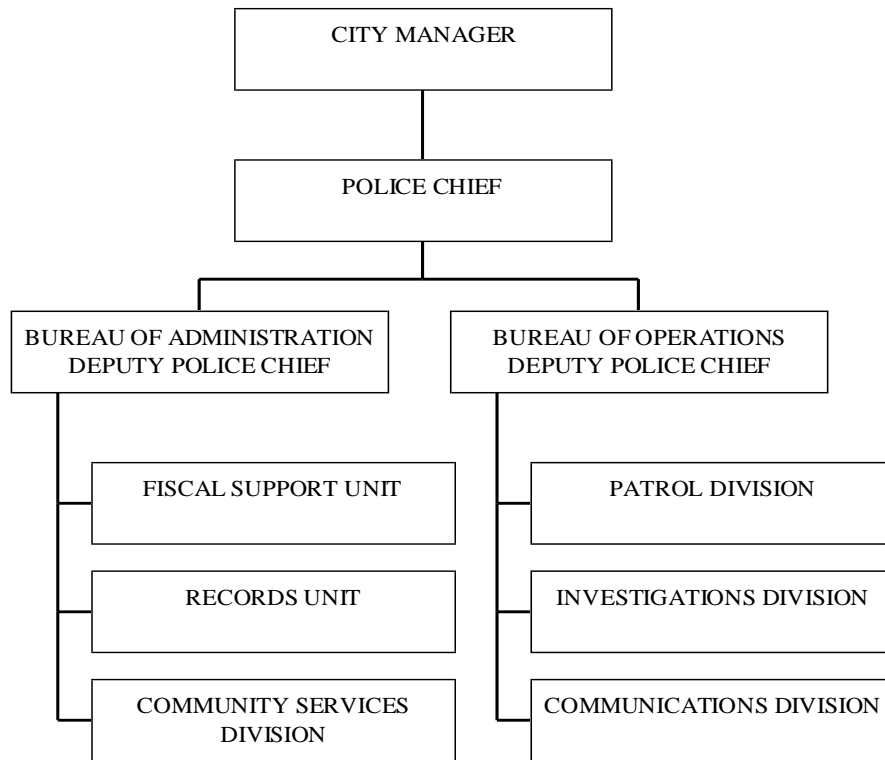
The men and women of the Concord Police Department work very hard to provide quality police services to this community. Their commitment to excellence is expected by the citizens of Concord and as a result, the city continues to be a safe place to live, work and visit. I am proud of our performance and look forward to serving this community in the year ahead.

Thank you for your interest in our organization and I welcome any questions or comments regarding our Department.

Sincerely,

Bradley C. Osgood
Chief of Police

CONCORD POLICE DEPARTMENT ORGANIZATIONAL CHART



CORE RESPONSIBILITIES

1. The Bureau of Administration oversees all of the fiscal functions and responsibilities of the Department, as well as the in-service training of Department personnel and recruitment of new officers. The Bureau of Administration also maintains police records and oversees Department equipment, vehicles, and facilities. The Community Services Division also operates under this Bureau and coordinates the Department's efforts in community policing and community engagement.
2. The Bureau of Operations consists of the following three Divisions:
 - a) Patrol Division: Performs day to day police functions which include responding to calls for service, traffic enforcement, criminal investigation, and community policing initiatives.
 - b) Investigations Division: Investigates major crimes, drug investigations, and juvenile offenses.
 - c) Communications Division: Receives information via various mediums and subsequently dispatches the information to officers in the field. Coordinates the dissemination and retention of criminal history and motor vehicle records.

BUDGET DETAIL

	2017	2018	2019	2020
	Actual	Actual	Estimated	Budget
Revenue				
PD Licenses and Permits	\$5,977	\$2,000	\$2,000	\$2,000
Drug Forfeiture/Restitution	\$17,066	\$12,754	\$6,000	\$10,000
School District Payments	\$146,658	\$150,103	\$155,310	\$237,175
Reports, Prints, and Copies	\$23,672	\$22,783	\$450	\$500
Cruiser Rental Fee	\$22,847	\$38,120	\$19,500	\$27,000
Police Patrol Services	\$7,353	\$10,574	\$6,400	\$6,400
Police Witness Services	\$13,307	\$8,057	\$5,600	\$6,000
Special Police Duty Services	\$186,286	\$321,321	\$177,000	\$275,000
Non-metered Parking				
Penalties	\$99,132	\$115,281	\$75,000	\$100,000
False Alarm Penalties	\$25,325	\$36,608	\$25,000	\$25,000
Miscellaneous	\$4,967	\$17,517	\$7,500	\$9,700
Total Revenue	\$562,588	\$736,623	\$479,760	\$698,755
Expense				
Compensation	\$7,206,763	\$7,414,573	\$7,649,940	\$7,895,314
Fringe Benefits	\$3,655,697	\$3,957,527	\$4,163,824	\$4,252,082
Outside Services	\$204,598	\$205,852	\$214,580	\$264,681
Supplies	\$173,974	\$172,259	\$178,250	\$203,210
Utilities	\$92,532	\$71,400	\$73,460	\$74,870
Insurance	\$161,790	\$157,109	\$149,140	\$140,410
Capital Outlay	\$0	\$2,500	\$0	\$0
Total Expense	\$11,495,353	\$11,981,220	\$12,429,194	\$12,830,567

	2017	2018	2019	2020
<u>SERVICE INDICATORS</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Projected</u>
1. Total Calls for Service	47,968	49,451	47,335	48,500
2. Total Reportable Traffic Accidents	1,291	1,350	1,447	1,400
3. Total Traffic Fatalities	1	1	5	2
4. Total Traffic Summonses Issued	2,029	2,176	1,991	2,200
5. Total DWI Arrests	107	133	108	125
6. Total Domestic Violence Related Arrests	257	293	303	315
7. Drug Abuse Violations (Persons Arrested)	284	307	284	325
8. Total Part I Violent Crime Arrests	44	47	31	42
9. Total Custodial Arrests	2,382	2,611	2,831	2,850

FY 2020 GOALS

1. Continue to implement strategies to augment the Department's efforts in combatting illegal drug use in the community. Coordinate departmental efforts with other community stakeholders as well as federal, state, and local law enforcement agencies and the court system. Seek out available grant funding to improve the Department's response to the illegal drug epidemic. Assess Departmental staffing to ensure resources are most effectively deployed in this effort.
2. Foster engagement with the community to further the relationship of the Department with the public. Continue efforts to improve communication and exchange of information with the public through social media in addition to direct interaction with the community, community groups, and businesses. Continue implementation of a comprehensive canine program, consisting of both Community Service based dogs (comfort dogs) as well as traditional Patrol Canines.
3. Continue efforts to work collaboratively with other community stakeholders in developing strategies for dealing with individuals in mental and behavioral health crisis. Continue efforts to coordinate with Riverbend in order to most effectively utilize their Mobile Crisis Unit as well as other community outreach programs. Provide ongoing training to Department personnel in crisis intervention strategies and foster the development and effectiveness of the Department's Crisis Intervention Team.
4. Seek to fully staff all authorized sworn and civilian positions. Continue to implement strategies to increase police officer recruitment efforts, including the use of social media and other innovative methods of creating interest in the Department for prospective candidates.
5. Maintain a comprehensive, data driven, citywide traffic enforcement plan and integrate new strategies and alternate resources as necessary to make the streets of Concord safer for motorists, pedestrians, and bicyclists.

FY 2019 GOALS STATUS

1. Continue to implement strategies to augment the Department's efforts in combatting illegal drug use in the community. Coordinate departmental efforts with other stakeholders including federal, state, and local law enforcement agencies, service providers, and the court system. Utilize available grant funding through Project Granite Shield and any other available sources to improve the Department's response to the illegal drug epidemic.

Status: The Police Department continues to take an aggressive stance in combatting illegal drug issues facing the City. The Department utilizes investigators of the Department's Drug Enforcement Unit to conduct undercover drug investigations and to assist in collecting and disseminating drug intelligence. The Department has also worked closely with stakeholders in the community and throughout the State to include other police agencies, service providers, City Departments and the court system. The Department has a representative actively participating on the Merrimack County Drug Court Team, which began operating during the fall of 2017.

During the fall of 2018, the Police Department received a grant award in the amount of \$65,000.00 through the Law Enforcement Opioid Abuse Reduction Initiative (Project Granite Shield). These

funds have been utilized by the Department to cover overtime costs to conduct illegal drug investigations in the City and surrounding towns. The Department will continue these efforts and regularly assess personnel assignments and initiatives to most effectively address illegal drug usage in the city. During FY19 the Department made 284 arrests of individuals on a total of 552 illegal drug related charges.

The Department also maintains a prescription drug drop box in the lobby of the police department. This drug drop box allows people to drop off their unused or unwanted prescription medications that otherwise could be available for abuse or unauthorized consumption. During FY19, over 700 pounds of prescription drugs have been turned in by members of the community. The Department continues to participate in the United States Drug Enforcement Administration's National Drug Take Back Days. In October the Department took in 287 pounds of prescription drugs in one day under this program. During another Drug Take Back Day in April of 2019, 301 pounds of prescription drugs were turned in for destruction.

The Department continues to work closely with Riverbend's Choices program in helping to refer individuals suffering from drug and other substance abuse issues find treatment.

2. Foster positive community engagement designed to further the relationship of the Department with the community and also address community related concerns. Specific attention will be given to addressing public safety concerns surrounding the homeless community. Continue efforts to improve the communication and level of cooperation with the community to improve quality of life issues facing the City, as well as to deter criminal activity.

Status: The Police Department has been involved in a number of initiatives designed to further its relationship with the community. As part of these initiatives, the Department has hosted several community meetings involving the New American community. At these events, officers meet with the New American community and discuss ways to strengthen their relationship with the Department, as well as how to better understand American law enforcement. In turn, Department members learn more about their culture.

The Police Department assisted in planning and hosting several refugee events to help teach the youth of the New American communities the dangers of drug and alcohol use. The events covered topics such as where youth can turn for help if they are suffering from addiction, how drugs and alcohol affect the body and mind, and the dangers associated with the use of these substances.

The Police Department takes part in the Refugee Mental Wellness Community Council and assisted in planning an event for New Americans and other refugees to help educate those suffering from drug and alcohol addiction. The event was held on March 15, 2019 and was highly successful.

The Police Department has participated in several other programs to help promote community interaction with children and adults. With the assistance of several local businesses, the Department hosted several "Coffee with a Cop" events throughout the City and conducted "Lunch with a Cop" and "Police Readers" events throughout the schools in the Concord and Merrimack Valley School Districts. The Department also participated in the "Love Your Neighbor" event at Keach Park, and

hosted bicycle rodeos during which children received instruction on safe bicycle operation and the proper use of safety equipment. The Department collaborated with several community agencies and businesses and was able to give away a number of bicycles and bicycle helmets to those who attended the event.

During FY 2019 the Department has added the D.A.R.E. program back into most of the schools in both the Concord and Merrimack Valley School Districts. D.A.R.E. is designed to teach students at an early age the dangers of drug and alcohol use. This program has been widely successful and appreciated throughout the schools.

During FY 2019, the Department sponsored ten Rape Aggression Defense (RAD) programs. RAD is a comprehensive self-defense course for women and includes situational awareness, prevention, risk reduction and avoidance, and progresses to the basics of hands-on defense training. The RAD system is dedicated to teaching women defensive concepts and techniques against various types of assault by utilizing easy, effective, and proven self-defense tactics. The system of realistic defense provides women with the knowledge to make an educated decision about resistance.

Due to the unfortunate trend of mass shootings occurring in businesses and schools throughout the country, the Police Department has been offering active shooter training seminars. During FY 2019, the Department participated in 16 active shooter trainings with over 600 attendees. The Department has also conducted four safety presentations with local businesses, twelve fraud education presentations for seniors, and seven domestic violence presentations with the New American groups, Concord High School, and other community groups.

Members of the Police Department have presented several internet safety talks in the Concord and Merrimack Valley School Districts to help educate students about the potential dangers of the internet and how to avoid being victimized.

The Department hosted National Night Out at Rollins Park in August 2018. These events promoted positive police and community engagement. Estimated attendance each year was over 3,000 people, with over 100 displays and vendors. The Department's National Night Out has become a banner event for the Department and community, and has greatly assisted in the Department's goal of promoting police and community cooperation and engagement.

During FY 2019 The Police Department proceeded to work on a new initiative to assist in community engagement. The Department partnered with Hero Pups of Exeter, NH, an organization dedicated to training therapy dogs for veterans and first responders dealing with post-traumatic stress disorder and other injuries. The Department received a trained comfort dog that engages citizens that have suffered a traumatic event or suffer from mental health issues, and also helps engage the public at schools, hospitals and other venues. Liberty, the one year old Labrador Retriever and the New Hampshire's first comfort dog, has completed all of her training and is very active within the Department and community. She has participated in many social and community events throughout the City, and has also made many appearances at all of the schools throughout the City. Liberty recently was certified in Florida to assist in interviews of children and other victims of traumatic crimes. Liberty was the first dog in New Hampshire to receive this certification.

In December of 2018, the Police Department was very fortunate to receive a donation of \$50,000 from an anonymous community member. The donor requested that members of the Police Department identify persons and families in need and make monetary disbursements or use the funds to obtain goods and services for the recipients as appropriate. This mission was dubbed Operation Blue Elf and received very good press coverage by the local print and television media in the days leading up to Christmas. Police officers and civilian support staff made great strides in completing this mission by the close of FY 2019. This program has been highly successful and one in which the Department members truly enjoyed participating.

The Police Department is currently working with the Merrimack County Human Services and Riverbend on implementing an Adverse Childhood Experience Response Team (ACERT). This team will be a partnership that will be deployed to serve children who have been exposed to violence. The ACERT members will be trained to respond to incidents, assess situations, and determine next steps that can be taken for the child, such as support groups, mental health counseling, early childhood education, or child-parent psychotherapy. The Department was awarded grant funding of \$60,000.00 by Granite United Way to assist with the ACERT efforts.

The Department is committed to participating in these types of initiatives and continuing to foster the relationship between the Department and the community. All officers are encouraged to participate in community engagement activities. The success of the Police Department in providing the safest community possible is dependent upon a cooperative effort between the Department and the community as a whole.

3. The Continue efforts to identify and implement strategies in dealing with individuals in mental and behavioral health crisis. Coordinate with Riverbend in order to most effectively utilize their Mobile Crisis Unit and provide appropriate training to Department personnel. Re-assess the Department's Crisis Intervention Team and implement any changes necessary to improve the effectiveness of the team. Continue efforts in training Department personnel in crisis intervention strategies.

Status: During FY 2019 the Department worked very closely with Riverbend and Riverbend's Mobile Crisis Unit. The Department utilized the Mobile Crisis Unit when it was safe and appropriate to have the Mobile Unit respond to the scene when officers were dealing with a mental health crisis. This approach allows the patient to be evaluated at the scene and receive the appropriate care or proper referral. Having the patient evaluated at the scene has cut down on extended police involvement and unnecessary transports to the Concord Hospital. During this time period the Concord Police Department has utilized the Mobile Crisis Unit over 200 times. The working relationship with Riverbend has grown strongly this past year. Members of the Department meet with Riverbend and representatives of the Mobile Crisis Unit once a month to discuss the successes and shortfalls of the Mobile Crisis Unit and how we together can improve its effectiveness.

The Department also put on a Work Place Safety training session for Riverbend personnel, to help their employees better deal with unsafe situations as they arise. The Department currently has three Crisis Intervention Team members and plan on adding more members to the Unit. The Department is working with Riverbend to schedule training for the Department's Crisis Intervention Team and other officers. During this time period the Department has responded to 308 calls involving mental health issues. This is a marked reduction in mental health issue calls for service compared to the same time

last year during which the Department responded to 391 calls involving these issues.

The Doorways Program and Choices at Riverbend were also put into place to help those suffering from drug addiction. The Department utilized both programs to refer those seeking help with their addiction.

4. Seek to fully staff all authorized sworn and civilian positions. Continue to implement strategies to increase police officer recruitment efforts, including the use of social media and other innovative methods of creating interest in the Department for prospective candidates.

Status: During this fiscal year the Department has been able to fill all vacancies for sworn personnel. Four new officers were sworn in during April which brought the Department to full staffing. It has been many years since the Department has been able to reach its full staffing compliment. During this year there have been three testing processes initiated whereby 12 new police officers have been hired. Although the Department is currently at full staff, this may be short-lived as it is anticipated that there will be a number of retirements during FY 2020 which will require continued efforts on the hiring front. The police officer hiring pool is still at a critically low level. We receive far more applications for our entry level civilian positions than we do for much higher paying police officer jobs. This is despite our efforts with partnering with local colleges and universities from across the State of NH and beyond. In an effort to address this, the Department has transitioned into a targeted recruitment where good candidates are identified and the actively and aggressively recruited.

On the civilian staffing side, the Department currently has a vacant full-time dispatcher position as well as one part-time position in the Records Unit.

The Department actively utilizes social media to advertise open positions, and the Professional Development Unit routinely attends job fairs as well as interacting with local colleges and universities

5. Maintain a comprehensive, data driven, citywide traffic enforcement plan and integrate new strategies and alternate resources as necessary to make the streets of Concord safer for motorists, pedestrians, and bicyclists.

Status: During FY 2019 the Department conducted 8,376 motor vehicle stops which have resulted in the issuance of 1,991 citations and 6,943 written warnings. The Department proactively utilized its motorcycle unit during the summer months to help ensure safe operating behaviors by the motoring public through the enforcement of motor vehicle infractions. Additionally, the Department utilized funding provided by the New Hampshire Highway Safety Agency to conduct focused patrols on Loudon Rd. for aggressive driving, downtown for pedestrian and bicycle safety, as well as impaired driving patrols throughout the City. The Department deployed the radar trailer in areas of traffic safety concern throughout the City.

Members of the Department actively participate in the City's Traffic Operations Committee and work collaboratively with other City Departments to appropriately address traffic safety concerns throughout the City. The Department will continue to pursue grant opportunities available by the NH Highway Safety Agency as well as other entities to augment the current traffic safety efforts by the Department.

Over the course of FY 2019 the Department issued 1,303 citations for hazardous moving violations as well as 4,076 written warnings for hazardous moving violations. The Department also arrested 109 impaired drivers. During FY19 the Department has responded to 1,447 reportable traffic crashes. 161 of these crashes involved injury to a total of 201 individuals. During this time frame there were three fatal crashes as well as 19 crashes involving a pedestrian and 8 involving a bicyclist. The Department utilizes city-wide crash data in determining areas of the City to focus attention and address improper driving that may be occurring.

FY 2019 Accomplishments:

1. The Department was awarded a grant from the Law Enforcement Opioid Abuse Reduction Initiative (Project Granite Shield). The award amount from this grant was \$65,000. These funds have been utilized by the Department to cover overtime costs associated with conducting illegal drug investigations in the City and surrounding towns. The Department has been recognized as one of the highest performing Departments in terms of enforcement activity under the Law Enforcement Opioid Abuse Reduction Initiative. The Department is fully committed to allocating the resources necessary in battling the illegal drug issues facing the City and, in addition to seeking out grant funding, will regularly assess personnel assignments and initiatives to most effectively address the problem.
2. The Department was awarded grant funding in the amount of over \$61,000 from the NH Highway Safety Agency for initiatives designed to address roadway safety. These grants provided overtime funding for increased DWI Patrols, Aggressive Driving Patrols, Distracted Driver Patrols, Bicycle and Pedestrian Safety Patrols, Operation Safe Commute Patrols, and Seatbelt Enforcement Patrols. Roadway safety and traffic enforcement remains a priority for the Department and the funding provided by these grants play a critical role in the Department's strategies in keeping the roadways of Concord safe.
3. The Department completed the updating and replacement of its radio system and dispatch center to state-of-the-art communications equipment and dispatch consoles. This new system and equipment replaces antiquated equipment which has outlived its normal life expectancy. This project was extensive and involved relocating the dispatch center in order to retain operational capabilities while the project was taking place. Additionally, new radio receive sites were added throughout the City. The new system is more robust and has enhanced capabilities which will provide better radio coverage throughout the City, which will improve officer safety as well as efficiency.
4. The Department has successfully partnered with Riverbend in the implementation of a Mobile Crisis Unit. The Department utilizes the Mobile Crisis Unit when it is safe and appropriate to have Riverbend personnel respond to the scene where officers are dealing with someone in mental health crisis. This allows the patient to be evaluated at the scene and receive the appropriate care or proper referral. Having the patient evaluated at the scene has cut down on extended police involvement and unnecessary transports to the Concord Hospital. Over the course of the past nine months, the Department has utilized the Mobile Crisis Unit 106 times.
5. The Department was awarded a grant in the amount of \$180,000 through the State of New

Hampshire—Homeland Security Grant Program for the purchase of a new Incident Command Vehicle. This new vehicle will enhance the capabilities of the Department in ensuring effective command during critical incidents, and provide a valuable asset for the Central New Hampshire Special Operations Unit and its member communities. The vehicle has been ordered and delivery is expected in August of 2019.

6. The Department continues to work on a new initiative to assist in community engagement. The Department has partnered with Hero Pups, an organization dedicated to training therapy dogs for veterans and first responders dealing with post-traumatic stress disorder and other injuries. The Department now has a trained comfort dog that is able to engage citizens that have suffered a traumatic event or suffer from mental health issues, and also help engage the public at schools, hospitals and other venues.

DEPARTMENT PERSONNEL SUMMARY

<u>POSITION TITLE</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Chief	1.000	1.000	1.000	1.000
Deputy Chief	2.000	2.000	2.000	2.000
Lieutenant	8.000	8.000	8.000	8.000
Sergeant	9.000	9.000	9.000	9.000
Police Officer	64.000	66.000	66.000	66.000
Records Supervisor	1.000	1.000	1.000	1.000
Adm. Technician III	1.000	1.000	1.000	1.000
Adm. Assistant (Office of the Chief)	1.000	1.000	1.000	1.000
Fiscal Technician III	1.000	1.000	1.000	1.000
Adm. Technician II	1.000	1.000	1.000	1.000
Dispatch Supervisor	1.000	1.000	1.000	1.000
Police Dispatcher	<u>7.000</u>	<u>7.000</u>	<u>7.000</u>	<u>7.000</u>
Subtotal Permanent Fulltime:	97.000	99.000	99.000	99.000
Property Room Technician	0.500	0.500	0.500	1.100
Community Service Aide	0.000	0.000	0.600	0.600
Crossing Guards (Summer-Loudon Rd/N. State St)	0.200	0.200	0.200	0.200
Maintenance Aides (temporary)	0.250	0.250	0.250	0.250
Adm. Technician II	<u>1.575</u>	<u>1.575</u>	<u>1.575</u>	<u>1.575</u>
Subtotal Part-time:	2.525	2.525	3.125	3.725
Department Grand Total – Funded Positions	99.525	101.525	102.125	102.725