



CITY OF CONCORD

REPORT TO THE MAYOR AND CITY COUNCIL

FROM: Councilor Amanda Grady Sexton, Chair, Public Safety Board

DATE: March 31, 2015

SUBJECT: Report From The Public Safety Board On The State Of Public Safety In The City Of Concord

Recommendation

Accept this report from the Public Safety Board.

Background

In accordance with section 30-3-25(b) of the Code of Ordinances for the City of Concord, the Public Safety Board met on March 30, 2015 and reviewed reports from the Police Chief and the Fire Chief on the state of affairs in their respective departments.

The board heard testimony from Police Chief Brad Osgood and Fire Chief Daniel Andrus. The board voted unanimously to accept their reports and to transmit them to the City Council as written.



City of Concord, New Hampshire

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Bradley C. Osgood
Chief of Police

TO: Public Safety Committee
FROM: Bradley C. Osgood, Chief of Police
SUBJECT: 2014 – Annual Public Safety Report
DATE: March 23, 2015

At the request of the Chair, I respectfully submit this report to the Public Safety Committee detailing Public Safety-Police in the City of Concord at the close of 2014. This report will focus on four areas and will be based upon statistics as of December 31, 2014. The four areas will be Part I Crime, Part II Crime, Traffic Safety and the state of the Department.

Part I Crime*

Part I Crime, or index crime, by definition includes murder, forcible rape, robbery, aggravated assault, arson, burglary, motor vehicle theft, and larceny/theft. These eight offenses reflect the level of serious crime within a community. The City of Concord had 1,197 Part I Crimes reported in 2014. The following is a breakdown of those offenses:

<u>Part I Crime</u>	<u># of Offenses</u>
Murder/Manslaughter	0
Rape	26
Robbery	14
Aggravated Assault	54
Arson	9
Burglary	148
Motor Vehicle Theft	37
<u>Larceny</u>	<u>909</u>
TOTAL	1,197

This number is a reduction of approximately 5% from the previous year (2013 - 1,257 Part I Crimes). The five year trend shows that Part I Crime has remained relatively steady with slight yearly fluctuations; however, 2013 and 2014 data represents a notable trend of a reduction in reported Part I Crimes.

Part I Crime is also reported as a crime rate per 100,000 people. Part I Crime rates are broken down into two categories: Violent Crime Rate (Murder/Manslaughter, Rape, Robbery, and Assault) and Property Crime Rate (Burglary, Larceny, Motor Vehicle Theft, and Arson).

The Violent Crime Rate in Concord for 2014 was 219 compared with 247 in 2013. For comparison purposes, the Violent Crime Rate in 2013 for select New Hampshire Cities was the following: Manchester – 677, Nashua – 209, Derry – 171, Rochester – 352, Dover – 162. (2013 was the most recent year that Uniform Crime Report (UCR) data is available.)

As of this report the Department's Clearance Rate for Violent Crime in 2014 is approximately 70%. However, several cases involving violent crime are still open and under investigation. The clearance rate for these offenses will be affected by the outcome of these open cases. Clearance rate refers to those offenses cleared by an arrest, exceptionally cleared, or classified as unfounded or no crime involved.

The Property Crime Rate in Concord for 2014 was 2,570 compared with 2,682 in 2013. For comparison purposes, the Property Crime Rate in 2013 for select New Hampshire Cities was the following: Manchester – 3,799, Nashua – 2,582, Derry – 2,093, Rochester – 4,312, Dover – 1,862.

* Part I Crime statistics for 2014 are subject to change due to continued investigation and reclassification of offenses.

Part II Crime

Part II Crimes by definition are many of the crimes that are less serious than the Index Crimes. These include: simple assault, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy, and weapons offenses. The City of Concord had 4,611 Part II Crimes reported last year. This number is essentially the same as the year previous (4,546). The trend with Part II Crimes has remained relatively steady over the last 5 years.

The Police Department aggressively targets many areas measured in this category. We pro-actively take action in the area of domestic violence, we have a comprehensive strategy to enforce DWI laws, and we pursue drug dealers and users within the community. As an overall measure, we arrested 2,847 different individuals for a total of 4,586 charges last year.

In August of 2014 the Department initiated a special assignment in response to numerous citizen and business owner complaints of disruptive properties, aggressive panhandling, loitering, disorderly conduct, and quality of life issues. Two patrol officers were removed from their patrol assignments and were assigned to focus their attentions on these matters.

This specialized assignment (Problem Oriented Policing (POP) Unit) proved to be highly successful. Extensive positive feedback regarding the POP Unit was received from members of the City Council, the Concord Coalition to End Homelessness, the Friendly Kitchen, the cold weather shelters and many other citizens and business owners.

The POP Unit was extremely active in the Downtown area conducting more than 150 Foot Patrols and 150 Directed Patrols. During the course of these assignments more than 30 traffic citations and 6 written warnings were issued. Additionally, 121 criminal arrests were initiated by members of this assignment. Beyond this notable activity, perhaps the greatest success and accomplishment of the POP Unit has been the furtherance of community policing in the City of Concord. This assignment requires being able to identify and solve problems. Members of the POP Unit collaborate with various City departments, state agencies, and other community stakeholders to solve problems once identified. It is the intention of the Department to continue with the implementation of the POP Unit as we move into the spring and summer of 2015 and anticipate continued success in addressing the community's needs and fostering the police and community bond.

The Department aggressively utilized the Bicycle Unit to address neighborhood concerns. Bicycle patrols were conducted predominantly in the downtown and south end areas of the City due to the high nature of pedestrian and bike traffic in those areas. However, the patrols were also utilized as necessary throughout the City to address concerns based upon analysis of criminal activity that has been occurring within the City. The Bike Unit Commander compiles statistics on the Unit and utilizes department data in developing strategies to address neighborhood concerns. The Bicycle Unit played a crucial role in the Department's response to addressing homelessness issues in the downtown area and also has been very important in promoting the community policing philosophy of the Department.

The Domestic Violence Unit continues to be very successful in addressing domestic violence issues within the City. The officer assigned to this unit follows up on domestic related cases and also conducts training sessions on various domestic violence issues. In 2014, these training sessions included a presentation on domestic violence at the Concord Contemporary Club, a safety presentation to the Penacook Senior Club, training new volunteers at the Crisis Center on police response to domestic violence and lethality assessment protocol, and spoke to classes at NHTI about domestic and sexual violence on campus. In addition, the Domestic Violence officer made presentations to classes at Concord High School on

Healthy Relationships vs. Unhealthy Relationships, spoke with new Residents and Health Center Doctors at Concord Hospital about recognizing the signs of Domestic Violence and how to approach victims and conducted a presentation at New England College on Domestic Violence and Police Response.

The Domestic Violence Officer, in conjunction with the Merrimack County SART team, met with representatives of the Concord Fire Department to begin planning a program of training for First Responder / EMS Response to Sexual Assaults, and has also coordinated with the NH National Guard to present Domestic Violence/Sexual Assault Training for Military Personnel.

In addition to these activities, the Domestic Violence Unit officer followed up on cases involving domestic violence and actively worked with Victim Advocates and the Crisis Center to assist domestic violence victims in receiving any services or support that they may need.

The Department continues with its Sex Offender Tracking Program (STOP) to monitor registered offenders. As of this report, there are approximately 250 registered sex offenders residing Concord. During 2014, the Department conducted 1,086 registration events and also conducted 592 compliance checks under the Department's STOP Program to ensure that registered offenders are complying with all of the requirements of their registration.

The Department's Computer Crimes Unit continues to be at the forefront in the State in investigating computer related crimes including child pornography, fraud, and other offenses involving computers, smart phones, tablets etc. The Department's expertise and equipment is utilized not only by members of the Concord Police Department but also by investigators from other local, county, and state agencies.

Traffic Enforcement

The Department has continued to make traffic safety one of its primary goals in the community. Last year, the Department issued 4,492 traffic tickets and more than 12,000 warnings and arrested 159 intoxicated drivers.

In 2014, there were 1,107 reportable traffic accidents in the community. These accidents resulted in injury to 291 individuals. There were 27 accidents involving a pedestrian and 12 involving a bicyclist. No fatal accidents occurred in Concord in 2014 (Traffic accidents covered by the NH State Police on the interstates that run through Concord are not included in these statistics.). The number of reportable traffic accidents occurring in the City continues to be at its lowest level since 2004.

The Department continues to have representatives active with the City Traffic Operations Committee as well as Safe Walks to School. The Department has enthusiastically participated in the statewide "Commute with Care – Operation Safe Commute" enforcement initiative. The Department participates in several grant funded initiatives including DWI Patrols, Downtown Pedestrian Safety

Patrols, Loudon Road Safety Enforcement Patrols, and Seatbelt Enforcement Patrols. All of these activities are funded through the NH Highway Safety Agency.

During 2014, the Department continued with the use of a police motorcycle to help address traffic safety concerns. The Police Motorcycle Unit continues to be met with great success and support from both members of the Department and the community. Currently, six officers have been trained as motorcycle officers with one additional officer scheduled to be trained during the spring of 2015. The Department's police motorcycle has also been present during numerous community based events including parades, road races, and National Night Out. Planned for 2015 is the addition of a second Police Motorcycle to the Department's fleet.

Generally, Police activity and participation in citywide traffic management planning and mitigation projects has been effective. Many neighborhood traffic issues have been resolved through a multi-pronged approach involving education, engineering, and enforcement resulting in increased safety for all. The Police Department will continue to remain responsive to the concerns of the neighborhoods and will also continue to make traffic enforcement activities a priority in the coming year.

State of the Police Department

As of this report, the Concord Police Department had an authorized strength of 99.525 FTE staff members. Of this number, 84 are sworn Police Officers and the remainder are civilian support staff including Dispatchers, Records Professionals, and other part-time individuals.

The sworn staff consists of 1 Chief and 2 Deputy Chiefs, 8 Lieutenants, 9 Sergeants and 64 Officers. Two new police officers are scheduled to begin employment in April 2015 which will leave the Department with one sworn police officer vacancy. The Department currently has one police officer in field training and three police officers in training at the Police Academy.

At the end of the 2015 fiscal year (June 30, 2015), there will be 11 members eligible for retirement. These individuals represent a significant number of the ranking officials of the Department. It will be very important to keep up a vigorous hiring program to fill vacant positions as they become open.

Currently there are 20 sworn members (officers and supervisors) and 1.5 civilian support staff assigned to the Criminal Investigations Division in 3 areas: Youth Services Unit (includes School Resource Officers), Criminal Investigations Unit and Drug Enforcement Unit.

The Community Resources Unit is staffed by a Sergeant, a Community Resource Officer, a Domestic Violence Officer and a vacant Traffic Enforcement position.

The Police Communications Unit (Dispatch) is staffed by 1 Supervisor and 7 Dispatchers. The Patrol Division has 55 personnel assigned (45 patrol officers and 10 supervisors). Since fully trained and tenured officers are generally assigned to

CID and other “specialty” posts, vacant positions are sometimes held in these assignments. Patrol will have newly hired officers assigned to it as this Division can absorb the staffing deficit while they are training. All assignments are done with an eye towards maximizing service delivery in a cost effective and fiscally responsible manner.

The Administration of the Police Department continuously assesses staffing levels and the assignment matrix to make appropriate adjustments in order for the Department to best meet the current needs of the community. Administration constantly re-evaluates crime and service trends and adjusts staffing accordingly.

The Department has plans to implement a new Community Services Division which would oversee the community policing initiatives of the Department and foster the Department’s philosophy and commitment towards community policing. This Division would be staffed by the former Lieutenant of the Planning and Analysis Unit and the Sergeant of the Community Resources Unit and oversee the community policing activities of the Community Resources Unit, the Domestic Violence Unit, and the Problem Oriented Policing Unit. Positive change is anticipated with the planned implementation of the Community Services Division.

One area of concern remains with the staffing level of non-sworn support staff, particularly in the Record’s Unit. Current staffing levels require that the Records Unit be closed to the public for periods of time during normal business hours. These closures take place during payroll processing and also at times when staff is using vacation or sick leave. Currently, the Records Unit only has two daytime staff members. This staffing number had previously been at 5.5 FTE’s in the 1990’s. Although technology has allowed for a limited reduction in Records staff, the current staffing levels have dropped below a level which allows the Department to properly provide service to the public during normal business hours. The Department will be presenting a proposal to add another full time Records staff member to be included in the FY 2016 budget.



CITY OF CONCORD

REPORT TO THE PUBLIC SAFETY BOARD

FROM: Daniel L. Andrus, Fire Chief
DATE: March 16, 2015
SUBJECT: Report from the Fire Chief on the Fire Department for the Year 2014

I am very pleased to present this summary report on the activities of the Concord Fire Department for the year 2014. The report is divided into several sections. The first section is a statistical summary of the type and number of incidents to which the department responded during the year. It reports some key changes compared to 2013. The second section focuses on accomplishments during 2014. The final section provides information on recommendations for the Department.

Overview of Emergency Operations

The following table presents an overview of the Fire Department's emergency response activity for 2014 compared to 2013.

Type of Call	2013	2014	% Change
Fires*	194	173	-10.82%
Overpressure, rupture, explosion, overheating	16	16	0%
Rescue/emergency medical services incidents	4,745	5,048	6.39%
Hazardous condition (no fire)	202	238	17.82%
Service calls	635	677	6.61%
Good intent calls	568	578	1.76%
False alarms	861	900	4.53%
Severe weather/natural disasters	30	15	-50.00%
Special incident types	7	1	-85.71%
Total	7,258	7,646	5.35%

*Building fires decreased from 73 to 37, a decrease of 49.32%.

2014 Accomplishments

The year 2014 saw many accomplishments for the Concord Fire Department. Some of those accomplishments include:

1. A new Engine 4 was delivered and placed into service after extensive training for all members.
2. The City received a grant in the amount of \$483,516 for new self-contained breathing equipment and associated training through the Assistance to Firefighters Grant Program.
3. The Department successfully combatted a major fire at the Yankee Trucking facility on Hall Street which threatened multiple exposures, including a business on Langdon Street and a gasoline tanker parked at the site.
4. Promotional testing for the ranks of Battalion Chief and Fire Lieutenant was completed with new eligibility rosters being adopted for both positions.
5. One member was promoted to the rank of Battalion Chief and two members were promoted to the rank of Fire Lieutenant.
6. A year long trial period with a 24 hour shift schedule was begun in October. Approximately 80% of the fire departments in the US use a 24 hour shift schedule. It also offers advantages in operational continuity and improved communications between Administration and front line employees, as well as some small cost savings.
7. The Fire Department participated with multiple other emergency response agencies in an active shooter simulation exercise at Concord Hospital.
8. Several members were certified as ice rescue technicians through the regular quarterly training program.
9. Preliminary work was completed to implement an online system for citizens to obtain burn permits.
10. A significant life safety hazard was abated with the closure of the Vegas Block apartment building. The closure order was upheld by a court after an on-site presentation from the City's Fire Marshal.
11. Sixteen Department members attended a swiftwater rescue certification course sponsored by the Department.
12. Several improvements were made in Department facilities. Air conditioning systems were installed at the Broadway and Manor Stations. Heating systems were also upgraded at these stations. The Broadway Station received a new roof. Roof repairs were made at the Central and Manor Stations.
13. The Department's Explorer Program continues in its fifth year with bi monthly training nights and other activities.
14. The Fire Department began participating in discussions with the New Hampshire Bureau of Emergency Medical Services, Concord Hospital, and the Greater Concord Visiting Nurse Association on the feasibility and need for a mobile integrated health care/community paramedicine initiative.
15. The Capital Area Mutual Aid Fire Compact was awarded a grant from the New Hampshire Division of Homeland Security and Emergency Management in the amount of \$499,403 to upgrade to a simulcast system. This is the first phase of a planned three year upgrade to the region's communications infrastructure.

16. Thirteen students completed the pilot course offering of a Firefighter I training program offered by the Career Regional Technical Training Center at Concord High School in conjunction with the New Hampshire Fire Academy and the Concord Fire Department.
17. The Communications Center began work on a continuity of operations plan to assure uninterrupted emergency communications services in the event of an event which required the evacuation of the Fire Headquarters facility.
18. A Firefighter EMT selection process attracted 138 applicants. Four candidates were hired and completed a two week recruit training academy prior to being assigned to emergency response duties.
19. Battalion Chief Ken Folsom retired from the Department with 30 years of service and Firefighter Martin Verville retired with 27 years of service. Two other members of the Department resigned.
20. Battalion Chief Brian Saltmarsh was named the Grange State Firefighter of the Year.
21. A new three year contract was successfully negotiated between the International Association of Firefighters Local 1045 and the City.
22. The two union locals representing Concord's fire officers and firefighters held several community benefit efforts and raised money for Operation Warm, providing winter coats to 156 needy children, and for the Muscular Dystrophy Association.
23. The Fire Department hosted training on the state's Web EOC program for City staff from several departments. This training will significantly increase the number of employees who can function in the City's emergency operations center.
24. The Department did extensive preparation for a potential outbreak of the Ebola virus through the purchase of protective equipment and training in handling infected patients.
25. The state placed a cache of equipment for transporting bariatric patients (patients with high body mass indexes) at the Concord Fire Headquarters for use throughout the region. The Department's Bureau Chief for Emergency Medical Services and Professional Standards conducted several training sessions for Concord Fire Department personnel and other departments throughout the region and state.
26. An unusual snowstorm in November generated major power outages and other impacts. The Fire Department responded to 112 calls for service in a 24 hour period during the storm. The regional communications center received 623 emergency phone calls and dispatched 251 incidents in the nine hour period from 3:00 p.m. to midnight on November 26th.
27. The Department was able to use several structures on Old Loudon Road for practical training prior to their demolition.
28. The Department continues to maintain an active presence on social media with over 2,000 followers on FaceBook and over 400 followers on Twitter. Regular posts include safety related topics and Department activities.
29. The Fire Department was pleased to be a partner with the Concord Police Department and other safety related agencies in a very successful Night Out Against Crime in Rollins Park in August.
30. Several policies were updated, including overtime hiring, the response policy, controlled substances, reflective jackets, accident reporting, reserve apparatus, and standard structural fire attack. New policies were developed and implemented covering live fire training structures, water rescue emergencies, and service animals.

Recommendations

As noted in the statistical section of the report, the Fire Department continues to experience increasing demand for emergency services. Several action items are needed for the Department to continue to provide high quality fire protection, emergency medical, and rescue services. Investing in prevention and training initiatives will continue to be sound practice

1. Planning for Current and Future Service Demand

The removal of Engine One from service in 2009 has produced many discussions about the need for that resource. The Heights Fire Station is almost 50 years old and decisions about continuing to invest in maintenance versus a new building at the same or a different location need to be made. The Fire Department has proposed a capital improvement project for the next fiscal year which will evaluate the current station network in light of present and projected future demands for service and provide recommendations on the optimal location of facilities. The project also includes a facilities needs assessment to assure that required maintenance is performed in a timely fashion to prevent emergency conditions which can disrupt service delivery and be costly.

2. Creating a second position in the EMS and Professional Standards Bureau

The Emergency Medical Services and Professional Standards Bureau oversees all aspects of emergency medical services training and recertification, fire suppression training, technical rescue skills maintenance, and safety. The implementation of a comprehensive quality assurance process to cover all phases of clinical care requires a great deal of time in patient care report reviews and designing and delivering training. The scope of services provided by the Department requires extensive training and practice to assure that skill levels remain high. The Department is also beginning to plan for a mobile integrated health/community paramedicine initiative in conjunction with Concord Hospital and the Visiting Nurses Association. This initiative has widespread support and offers benefits to the Department and the community, but will require additional resources for continued planning and implementation. An additional position will also provide the necessary resources for fire suppression and technical rescue training.

3. Restoring a second Assistant Fire Marshal position to the Fire Prevention Bureau

The position of public educator in the Fire Prevention Bureau was eliminated several years ago. That staffing reduction requires that the Fire Marshal and Assistant Fire Marshal focus primarily on inspections and plans review, largely neglecting the extremely valuable function of safety education. The workload has also substantially increased. Inspections for places of public assembly have increased from 180 in 2007 to 280 currently. The Fire Prevention Bureau issues approximately 300 permits annually, requiring at least one on-site inspection for each permit. Fire alarm and sprinkler permits require two on-site inspections. Fire investigations place additional demands on an already understaffed unit. The extreme life safety hazards identified in the Vegas Block case highlight the need for a more proactive approach to prevention services.

4. Restoring the position of Fire Alarm and Traffic Technician to the Fire Alarm and Traffic Bureau

The elimination of the Fire Alarm and Traffic Technician position in 2009 has resulted in a substantial increase in the workload of the Fire Alarm and Traffic Supervisor. As a result, normal preventive maintenance is deferred in order to address urgent needs from repairs and from project work. The Fire Department generates revenues of approximately \$ 226,000 from fire alarm box connection fees. That revenue is intended to cover the costs of required maintenance for that system. Ideally, maintenance is performed every six months. That interval has recently been closer to once every eighteen months.

5. Increasing the minimum staffing of the ladder company

The minimum staffing on the ladder company is an officer and two firefighters. Many of the functions performed by the ladder company require that the crew be split. Nationally recognized safety practices dictate that firefighters operate in teams of at least two persons when performing hazardous work. Also, the work of the ladder company can be performed more quickly with an additional firefighter. Increasing the minimum staffing to four persons will permit safer and more effective ladder company operations.