



# CITY OF CONCORD

*New Hampshire's Main Street™*

## REPORT TO THE MAYOR AND CITY COUNCIL

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

**DATE:** March 26, 2019

**SUBJECT:** Annual Report of the Public Safety Board

### **Recommendation**

Accept this report from the Public Safety Board.

### **Background/Discussion**

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 25, 2019 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, Fire Chief Daniel Andrus, and Deputy Fire Chief Sean Brown. The board voted unanimously to accept the Police Department report and the Fire Department report. The board also voted unanimously to recommend exploring funding for a new Police Department Headquarters.



# 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: 2018 – Annual Public Safety Report**  
**DATE: March 12, 2019**

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 2018. This report will focus on three areas and will be based upon statistics as of December 31, 2018. These three areas include Crime Statistics, Department Initiatives, and the State of the Department.

## Crime Statistics

The following table contains crime statistics for the Concord Police Department for the last three calendar years.

	2016	2017	2018
Full Time Sworn Officers	86	86	86
Total Calls for Service	48,502	48,633	48,922
<b>Offenses Reported</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Murder	2	1	0
Rape	23	23	15
Robbery	18	23	19
Aggravated Assault	72	74	73
Simple Assault	796	820	881
Criminal Threatening	147	159	247
Burglary	156	140	114
Theft	759	759	819

Auto Theft	54	39	37
Arson	10	7	7
Criminal Mischief	440	487	432
Sex Offenses	74	80	88
Drug Offenses	593	505	553
Criminal Trespass	122	152	178
	<b>2016</b>	<b>2017</b>	<b>2018</b>
Reportable Accidents	1,238	1,322	1,419
Traffic Enforcement	11,270	9,588	10,616
DWI Arrests	136	101	125
Intoxication Prot. Custody	242	280	342
Domestic Violence Restraining Orders	361	318	329

The information provided in this table demonstrates that the City's crime statistics have remained relatively stable over the last several years.

### **Department Initiatives**

The Command Staff routinely assesses the Department's response to the needs of the community. As a result the Department implements initiatives designed to address these needs as they evolve over time.

The Department's Computer Crimes Unit remains at the forefront in the State in investigating computer related crimes including child sexual abuse images, fraud, and other offenses involving computers, smart phones, tablets, and other digital media. 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. The Department has acquired state of the art equipment through grants and partnerships with federal agencies and works collaboratively with the State's Internet Crimes Against Children (ICAC) Task Force. Department personnel assigned to the Computer Crimes Unit receive extensive specialized training in order to conduct forensic analysis of computers, tablets, and smart phones. The Department is committed to providing the resources necessary for the success of this unit. The demands on this unit have continued to grow over time and the Department has proactively assigned another investigator to the Computer Crimes Unit in order to meet these demands.

The Department continues with its Sex Offender Tracking Program (STOP) to monitor registered offenders. As of this report, there are approximately 300 registered sex offenders residing in Concord. During 2018, the Department conducted 1,244 registration events and also conducted 360 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 has continued to make traffic safety one of its primary goals in the community. Last year, the Department issued 2,172 traffic tickets and 8,440 warnings. 125 impaired drivers were arrested and removed from the City's roadways.

In 2018, there were 1,419 reportable traffic accidents in Concord. These accidents resulted in injury to 229 individuals. There were 18 accidents involving a pedestrian and 6 involving a bicyclist. There were 3 fatal accidents that occurred in Concord in 2018 (Traffic accidents covered by the NH State Police on the interstates that run through Concord are not included in these statistics.).

The Department continues to participate in citywide traffic management planning and mitigation projects. 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.

The Department continues to have representatives active with the City Traffic Operations Committee as well as Safe Walks to School. The Department participated in the statewide "Commute with Care – Operation Safe Commute" enforcement initiative, and also participates in a number of grant funded initiatives including DWI Patrols, Downtown Pedestrian Safety Patrols, Loudon Road Safety Enforcement Patrols, Seatbelt Enforcement Patrols, and School Bus Safety Patrols. All of these activities are funded through the NH Highway Safety Agency.

During 2018, the Department continued with the use of police motorcycles 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 and additional officers will be trained during the spring of 2019. The Department's police motorcycles have also been present during numerous community based events including parades, road races, National Night Out and other community events.

During 2018 the Department continued to utilize the Mountain Bike 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 Department has trained two officers to become Police Mountain Bike Instructors and has utilized these officers to improve the skills of the Department's Mountain Bike Unit members as well as providing training to officers from other Department's throughout the State.

The Community Services Division continues its success in strengthening the Department's philosophy of "community policing" throughout the City. This Division has fostered a strong collaborative working relationship between the police and the community in an effort to solve community problems and improve quality of life issues. This Division is responsible for facilitating the spirit of cooperation between the public and the Department. This Division serves as the Department's liaison between residents, businesses, social groups, non-profit organizations and schools in ways that inform, educate and communicate information necessary for all parties.

The Community Services Division has organized many events throughout the City such as "Coffee with a Cop", "Lunch with a Cop", "Police Readers", "Ice Cream Patrols" and National Night Out. The Community Services Division has also put on many training sessions to include Active Shooter Education, Rape Aggression Defense courses, Home Healthcare Safety Education, and bicycle safety events. Through these training and education sessions, the Department has been able to maintain open communication and foster a positive, cooperative relationship with the public. The Division has also participated in events involving the immigrant community and assisting local charities to include the NH Food Bank.

One of our biggest initiatives that was undertaken during 2018 was the implementation of a Comfort Dog program. Comfort Dogs are utilized by police departments to engage with citizens that have suffered a traumatic event or may suffer from mental health issues. This type of dog is also used to interact with the public and students at schools, hospitals and other settings. Comfort Dogs also interact with department staff and serve as a positive outlet in dealing with the job related stress associated with police work. Although not fully implemented, this program has already been met with great success. The Department's Comfort Dog, Liberty, is expected to complete all of her training and certifications and be fully on board with the Department by May of 2019. The Department's Comfort Dog program is believed to be the first in the State of New Hampshire and can become a model for other agencies, both in New Hampshire and across the country, looking to implement a similar program.

The Department remains committed to addressing illegal drug usage, distribution, and sales in the community. During 2018, there were 16 overdose deaths in Concord attributed primarily to Fentanyl/heroin overdoses. In addition to enhanced enforcement efforts, the Department has been actively involved in multi-disciplinary discussions of alternate methods of addressing this crisis. Members of the Department participate in the Merrimack County Drug Court team, the Prescription Drug Monitoring Program, the Capital Area Substance Use Disorder group and various other groups geared towards addressing the illegal drug epidemic. Additionally, the Department successfully applied for continued grant funding through the NH Opioid Abuse Reduction Initiative (Project Granite Shield) in the amount of approximately \$65,000. This funding will be utilized by the Department to offset overtime costs associated with conducting illegal drug investigations in the City.

## **State of the Police Department**

As of this report, the Concord Police Department has an authorized strength of 102.725 FTE staff members. Of this number, 86 are sworn Police Officers and the remainder are civilian support staff including Dispatchers, administrative support staff, and other part-time individuals.

The sworn staff consists of 1 Chief, 2 Deputy Chiefs, 8 Lieutenants, 9 Sergeants and 66 Officers. As of this report, there are 3 sworn position vacancies in the Department. The Department currently has four police officers in field training and three police officers attending the Academy.

At the end of Fiscal Year 2019 (June 30, 2019), there will be 14 members of the Department eligible for retirement. These individuals represent a significant number of the ranking officials and it will be very important to keep up a vigorous hiring program to fill vacant positions as they become open.

Currently there are 21 sworn members (officers and supervisors) and 2.3 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 Services Division is staffed by one Lieutenant, one Sergeant, a Community Resource Officer, a Domestic Violence Officer and Traffic Enforcement position.

The Police Communications Unit (Dispatch) is staffed by 1 Supervisor and 7 Dispatchers. The Patrol Division has 56 sworn personnel assigned (46 patrol officers and 10 supervisors).

Since fully trained and tenured officers are generally assigned to CID and other “specialty” assignments, 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 needs of the community. Administration constantly evaluates crime and service trends and adjusts staffing accordingly.

Internally, the primary issue facing the Department revolves around staffing. The current staffing shortage is due primarily to a large number of retirements over the last several years as well as several officers leaving for other Departments or leaving police work entirely. It should be noted that the Concord Police Department is not alone in facing this challenge. Departments across the State are also dealing with a reduction in qualified police officer candidates thereby increasing the competition to hire the most promising candidates. Staffing issues have limited the ability of the Department to fully staff all units and resulted in staff being reassigned in order to meet the staffing needs of the Patrol Division. This shortage particularly affected the Community Services Division. As a result of this shortage,

during 2018 the highly successful Problem Oriented Policing Unit (POP Unit) could not be fully staffed due to the need to assign resources to the Patrol Division. The Department looks forward to incorporating a version of the POP Unit sometime in 2019. Staffing issues also affected the Criminal Investigations Division as one supervisor position went unfilled and the Youth Services Unit ran short one investigator. It is anticipated that during 2019 the Department will have made significant strides in staffing and that all positions will be filled at some point during the year.

The Department is actively engaged in recruiting efforts in order to find qualified police officer candidates, however the limitations caused by the staffing shortage as well as the additional work burdens placed on personnel due to this shortage are of note. During 2018, through the distinguished effort of its members, the Department was able to provide exceptional police services to the community. The Department's staffing remains a concern to the Command Staff and the greatest priority as we continue through 2019.

In addition to staffing, as the Department looks towards the future, the need for a new Police Headquarters has becoming increasingly imperative. The space needs of the Department have far exceeded that which is available in our current building. Police Headquarters as it stands today does not meet the needs of a police agency of our size, nor does it meet recognized standards for police buildings in terms of security, ADA compliance, or officer/civilian safety. The process of addressing this pressing issue needs to start moving forward soon as projects of this nature take many years to complete.

## REPORT TO THE PUBLIC SAFETY BOARD

**FROM:** Daniel L. Andrus, Fire Chief  
**DATE:** March 1, 2019  
**SUBJECT:** Report from the Fire Chief on the Fire Department for the Calendar Year 2018

I am very pleased to present this summary report on the activities of the Concord Fire Department for the year 2018. 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 2017. The second section focuses on accomplishments during 2018. 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 the calendar year 2018 compared to 2017.

Type of Call	2017	2018	% Change
Fires*	170	169	-0.6%
Overpressure, rupture, explosion, overheating	14	17	21.4%
Rescue/emergency medical services incidents	5,730	6,213	8.4%
Hazardous condition (no fire)	175	192	9.7%
Service calls	840	877	4.4%
Good intent calls	558	549	-1.6%
False alarms	723	965	33.5%
Severe weather/natural disasters	28	14	-50%
Special incident types	1	3	200%
Total	8,239	8,999	9.2%

\*Building fires increased from 45 to 53, including mutual aid. Building fires in Concord increased from 25 to 29.



## **2018 Accomplishments and Events**

The year 2018 saw many accomplishments and events for the Concord Fire Department. Some of those accomplishments include:

1. Exhaust removal systems were installed at the Broadway, Manor, and Heights Fire Stations. This is a significant step forward for firefighter health and safety and cancer prevention.
2. Major incidents included second alarm fires at 109 Liberty Street, 28 Rolfe Street, and 20 Bog Road and working incidents at 68 South State Street, the New Hampshire State Prison, 14 Graham Road, and the Kennedy Apartments.
3. Selection processes for Firefighter and Firefighter Paramedic were completed, with eligibility rosters being established for each position.
4. Promotional processes for Fire Lieutenant and Battalion Chief were successfully deployed and two year eligibility rosters were adopted.
5. Promotions included two Deputy Chiefs, two Battalion Chiefs, one Captain, and two Lieutenants.
6. The Department applied for and was awarded a grant for \$126,999 for Project FIRST (First Responders Initiating Recovery, Support, and Treatment). This grant will involve law enforcement and Fire/EMS responders in Concord and will be a multi-pronged approach to reducing deaths from opioid abuse.
7. A Training Officer, three Firefighters, a Firefighter Paramedic, and a Fire Dispatcher were hired on probation.
8. Four members retired from the Department.
9. One member resigned from the Department.
10. Several policies were revised, including tuition reimbursement, promotional planning, controlled substances, and highway responses.
11. The Department began its shift to radio fire alarm boxes by installing receiving equipment in the communications center. There is a five year plan for the conversion of the current Gamewell mechanical boxes to radio alarm boxes.
12. Thirteen students are enrolled in the Concord Career Regional Technical Center program on fire science.
13. A three year contract was approved and signed between the City and the Concord Fire Officers Association.
14. The Fire Department participated in the National Night Out event at Rollins Park with vehicles, information, and the ever popular plastic fire helmets.
15. Twelve paramedics completed a five day refresher training program at Concord Hospital for recertification.
16. A total of 556 smoke and carbon monoxide alarms were installed in 130 homes by Fire Prevention Bureau staff as part of the "Get Alarmed New Hampshire" program.
17. The Fire Department coordinated and hosted a tabletop exercise for the City leadership team on an emergency operations center activation.

18. Several Fire Department members were deployed to hurricane and flood stricken areas of the country as part of an Urban Search and Rescue Task Force based in Massachusetts

## **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.

1. Additional Ambulance Company

The demand for emergency medical services continues to escalate, particularly as the large number of people born during the “baby boom” era enter their 60s and 70s. The Department is requesting additional staffing to place a fourth ambulance in service at Central Fire Station. The Fire Department first made this request in 2015. In that year, all three ambulances were out of service at the same time for a total of 201 hours. That number was 202 hours for 2016. In 2017, the number grew to 260 hours and, in 2018, the number was 326 hours, an increase of 62%. Mutual aid for EMS calls into the city has increased from 41 calls in 2015 to 102 calls in 2018.

2. Planning for Current and Future Service Demand

The Heights Fire Station is over 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 need for an additional ambulance was outlined previously. The other three stations are between 45 and 38 years old. The Fire Department has proposed a capital improvement project 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, given changes in the City and its service demands in the last four decades. That project is currently scheduled for the next fiscal year.

3. 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 \$ 234,000 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. With the possibility of the current Superintendent retiring, the Fire Department has requested that this position be hired mid-year in Fiscal Year 2020 to provide for adequate succession planning.

4. Adding an additional Assistant Fire Marshal position to the Fire Prevention Bureau

The Fire Prevention Bureau continues to be a focal point for the City's development efforts. Plan reviews, consultations, development review team meetings, and other development related activities continue to make additional demands on the two staff members assigned to the Fire Prevention Bureau. They are also responsible for place of assembly inspections, school inspections, fire investigations, follow up on complaints, and many other activities. The Department has had very little ability to provide proactive community safety education for many years. An additional position is also needed for succession planning purposes. The Department recommends the addition of an Assistant Fire Marshal position.