



# CITY OF CONCORD

## REPORT TO THE MAYOR AND CITY COUNCIL

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

**DATE:** April 24, 2017

**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 April 24, 2017 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 the Police Department report and voted in support of the Fire Department report with one abstention due to a possible conflict of interest with one of the report's recommendation. The board also voted 5-1 to recommend to the City Council to support the reinstatement of the community service officers program to handle some routine calls for service for the Police Department.



## 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: 2017 – Annual Public Safety Report**  
**DATE: April 3, 2017**

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 2016. This report will focus on three areas and will be based upon statistics as of December 31, 2016. 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.

	2014	2015	2016
Full Time Sworn Officers	84	84	86
Total Calls for Service	56,613	57,075	48,502
<b>Offenses Reported</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Murder	0	0	3
Rape	29	16	23
Robbery	14	19	18
Aggravated Assault	54	89	72
Simple Assault	615	878	796
Criminal Threatening	146	154	147
Burglary	148	139	156
Theft	901	818	759
Auto Theft	37	19	54

Arson	9	6	10
Criminal Mischief	471	405	440
Sex Offenses	113	77	74
Drug Offenses	480	592	593
Criminal Trespass	207	144	122
	<b>2014</b>	<b>2015</b>	<b>2016</b>
Reportable Accidents	1,107	1,284	1,238
Traffic Enforcement	16,793	18,584	11,270
DWI Arrests	159	154	136
Intoxication Prot. Custody	215	257	242
Domestic Violence Restraining Orders	323	372	361

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.

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 became known as the Problem Oriented Policing (POP) Unit and has proven to be highly successful. Extensive positive feedback regarding the POP Unit has been 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.

Beyond the high level of activity generated by this Unit, 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/summer of 2017 and we anticipate continued success in addressing the community's needs and fostering the police and community bond.

During 2016 the Department aggressively utilized the Bicycle Unit to address neighborhood concerns. Bicycle patrols were conducted predominantly in the downtown and southern 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 had been occurring within specific geographic areas in 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, conducts training sessions on various domestic violence issues, and actively works with Victim Advocates and the Crisis Center to assist domestic violence victims in receiving 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 300 registered sex offenders residing in Concord. During 2016, the Department conducted 1,077 registration events and also conducted 357 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 remains at the forefront in the State in investigating computer related crimes including child pornography, 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 Department has continued to make traffic safety one of its primary goals in the community. Last year, the Department issued 2,636 traffic citations and more than 8,600 warnings. In addition, 136 impaired drivers were arrested and removed from the City's roadways.

In 2016, there were 1,238 reportable traffic accidents in Concord. These accidents resulted in injury to 275 individuals. There were 24 accidents involving a pedestrian and 10 involving a bicyclist. There were 2 fatal accidents that occurred

in Concord in 2016 (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 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 several 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 2016, the Department continued with the use of the 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, five officers have been trained as motorcycle officers. The Department’s police motorcycles have also been present during numerous community based events including parades, road races, and National Night Out.

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.

The Community Services Division continues its success in strengthening the Department’s philosophy of “community policing” throughout the City. This Division has fostered a 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, 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”, and National Night Out. The Community Services Division has also put on many training sessions such as Active Shooter Education, Rape Aggression Defense courses, 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 food pantries with a “Stuff a Cruiser” campaign in held in conjunction with to the NH Food Bank.

The Department remains committed to addressing illegal drug usage, distribution, and sales in the community. In 2016 the Department assigned an additional investigator to the Drug Enforcement Unit in an effort to enhance the Department’s response to the illegal drug epidemic facing not only the City, but the entire State.

During 2016, there were 15 overdose deaths in Concord attributed primarily to Fentanyl/heroin overdoses. This is a marked increase from 2015 which saw 10 overdose deaths. 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 implementation team, which has an anticipated implementation date in the fall of 2017. Additionally, the Department successfully applied for grant funding through the NH Opioid Abuse Reduction Initiative (Project Granite Hammer) in the amount of approximately \$75,000. 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 101.525 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. There are currently 10 sworn position vacancies in the Department. The Department currently has four police officers in field training and one police officer in training at the Police Academy. Three new officers are scheduled to begin employment with the Department during the beginning of April 2017.

At the end of Fiscal Year 2017, there will be 8 members of the Department eligible for retirement. These individuals represent a significant number of the ranking officials. 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 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 Services Division is staffed by one Lieutenant, one Sergeant, a Community Resource Officer, Domestic Violence Officer and a Traffic Enforcement position.

The Police Communications Unit (Dispatch) is staffed by 1 Supervisor and 7 Dispatchers. The Patrol Division has 56 personnel assigned (46 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 needs of the community. Administration constantly re-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 (six in 2016) as well as several officers leaving for other Departments (three in 2016) or leaving police work entirely (three in 2016). 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. 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 2016, through the distinguished effort of its members, the Department was able to provide exceptional police services to the community. The Department's staffing is a critical concern to the Command Staff and the greatest priority as we continue through 2017.



## CITY OF CONCORD

**FROM:** Daniel L. Andrus, Fire Chief

**DATE:** March 16, 2017

**SUBJECT:** Report from the Fire Chief on the Fire Department for the Calendar Year 2016

I am very pleased to present this summary report on the activities of the Concord Fire Department for the year 2016. 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 2015. The second section focuses on accomplishments during 2016. 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 2016 compared to 2015.

Type of Call	2015	2016	% Change
Fires*	185	218	17.84%
Overpressure, rupture, explosion, overheating	12	24	100%
Rescue/emergency medical services incidents	5,421	5,463	0.77%
Hazardous condition (no fire)	191	181	-5.24%
Service calls	826	939	13.68%
Good intent calls	642	655	2.02%
False alarms	801	810	1.12%
Severe weather/natural disasters	4	6	50%
Special incident types	9	3	-66.67%
Total	8,091	8,299	2.57%

\*Building fires decreased from 37 to 33.



## **2016 Accomplishments and Events**

The year 2016 saw many accomplishments and events for the Concord Fire Department. Some of those accomplishments include:

1. A reorganization of the Department resulted in the addition of a second Deputy Chief and the creation of a full time training officer and a full time emergency medical services officer, as well as achieving a more efficient use of the Department's officer corps and being cost neutral due to the elimination of one position.
2. Fire sprinkler systems were installed at the Broadway, Manor, and Heights Fire Stations. Fire alarm upgrades were completed at all four stations. This work was facilitated by a \$208,850 grant from the federal Assistance to Firefighters Grant Program.
3. Several promotions were made during the year, including Deputy Chief (1), Fire Marshal (1), Training Captain (1), and Lead Dispatcher (1).
4. Three new employees were hired, including an Emergency Medical Services Captain (1), Firefighter Paramedic (1), and Fire Dispatcher (1).
5. Four additional large metal storage containers were procured and added to the four existing containers at the training site on Loudon Road. The containers were arranged in a three story configuration, permitting simulations of multi-story buildings for interior fire suppression work and laddering operations.
6. A new Engine 5 was delivered and placed in service at the Manor Fire Station.
7. Ninety new portable radios were ordered and delivered and will be placed in service in early 2017.
8. The Department participated in the National Night Out event organized by the Concord Police Department and had a great deal of interest in fire and injury prevention information, fire apparatus, and a large slide.
9. Firefighter Paramedic Keith Richardson was named the New Hampshire State Grange Firefighter of the Year.
10. Fourteen students, including four women, are enrolled in the Concord High School Career Regional Training Center Program in Fire Science.
11. Several building improvements were made, including the replacement of the roof and front driveway at the Manor Station.
12. The Fire Department was a pilot site for the implementation of a new emergency medical services information system. The feedback from the pilot was used for making improvements prior to a statewide rollout of the new system on July 1<sup>st</sup>. Battalion Chief

Aaron McIntire received an award from the State of New Hampshire for his work in overseeing this project.

13. The Department continues to respond to a high number of overdoses, mostly from the opioid fentanyl. The number of overdoses decreased slightly in 2016 from 2015, from 151 to 140. That number is four times the number of overdoses that occurred in Concord in 2011. Department representatives continue to work with Granite United Way, the Capital Area Public Health Network, and with other groups to share information on the nature and extent of the problem and to aid in the formulation of preventive strategies. The Police and Fire Chiefs also send a joint report each quarter to the City Council on drug and alcohol abuse issues.
14. The Department received approval from the New Hampshire Bureau of Emergency Medical Services for a pilot project with Riverbend Community Mental Health to refer certain patients to their mobile crisis team rather than transporting them to a hospital emergency department.
15. Ten paramedics completed a forty hour refresher training program at the Concord Hospital Simulation Lab.
16. A new simulcast radio system was installed throughout the mutual aid compact service area. The new system allows transmissions over all towers simultaneously, increasing coverage and reducing the need to repeat dispatch information over multiple towers. The system was funded by a grant to the mutual aid compact.
17. The Department's policy on rapid recall for emergencies was revised and implemented.
18. The Department's Explorer Program continued into its seventh year with ten regular participants, including one woman, and Thursday evening meetings cover a variety of topics in fire suppression, rescue, and safety.
19. Crew members at the Broadway Station constructed an addition to house the forestry unit assigned to the station, providing an attractive and functional garage bay at minimal cost to the City.
20. All Concord Fire Department responders were trained in high performance cardiopulmonary resuscitation techniques that have dramatically increased survival rates in other communities.
21. Community benefit work continued throughout the year. The locals representing Fire Department employees sponsored Operation Warm to raise funds for new winter coats for children in need in the community. They also sponsored Operation Crash to educate people, particularly college students, on the realities of being involved in a serious automobile accident. That event was held at the New Hampshire Technical Institute. On duty crews and administrative staff also visited City pools during the summer to distribute free popsicles and to visit with residents. This idea came from Administrative Specialists Deb Marcotte and Melissa Keeler, who also participated in the distribution.
22. A three alarm fire destroyed the Stratham Tire business at 84 Manchester Street on April 15<sup>th</sup>. There were no injuries and the fire did not extend to exposures. Other significant

events included a house fire on Ridge Road (February 22<sup>nd</sup>), a fire at a state warehouse on Stickney Avenue (March 13<sup>th</sup>), a fire in another commercial occupancy at 84 Manchester Street (August 18<sup>th</sup>), an apartment fire in a high rise building at 15 Pitman Street (July 24<sup>th</sup>), and apartment fires at 20-22 Broadway (March 29<sup>th</sup>) and 82-84 South State Street (November 30<sup>th</sup>). A woman was seriously injured jumping from the second floor of the apartment house on South State Street. A Concord resident was seriously injured in a fire at her home on Woodbine Avenue on December 15<sup>th</sup>.

23. Department members trained extensively on response to active shooter events. Classroom sessions were followed by training sessions for each shift at a vacant commercial structure which culminated in a full scale drill involving the Concord Police Department and several other agencies at Concord High School and Concord Hospital on May 14<sup>th</sup>. The City received reimbursement from the New Hampshire Division of Homeland Security and Emergency Management for all costs related to the training.
24. The crew of the Heights Fire Station hosted a 50<sup>th</sup> anniversary celebration for the opening of the station in August. Many active and retired firefighters joined community members for an open house featuring historical displays and antique apparatus.
25. The Department continues to maintain a very active presence in print and electronic media, including social media. WKXL-Radio hosts a weekly segment on Fire Department activities. The Department's FaceBook page has 3,312 followers and its Twitter account has 909 followers

## **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. EMS and service calls increased 19% between 2013 and 2016. In 2015, there were 260 instances of having all three current ambulances out of service. For the three districts served by an ambulance from the closest fire station, between 15% and 20% of calls receive an out of district ambulance due to high call volumes. The Department is requesting additional staffing to place a fourth ambulance in service at Central Fire Station.

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 43 and 36 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. 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.

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 \$ 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.