

2024 Annual Report

Manchester, New Hampshire Police Department



Chief of Police
Peter A. Marr

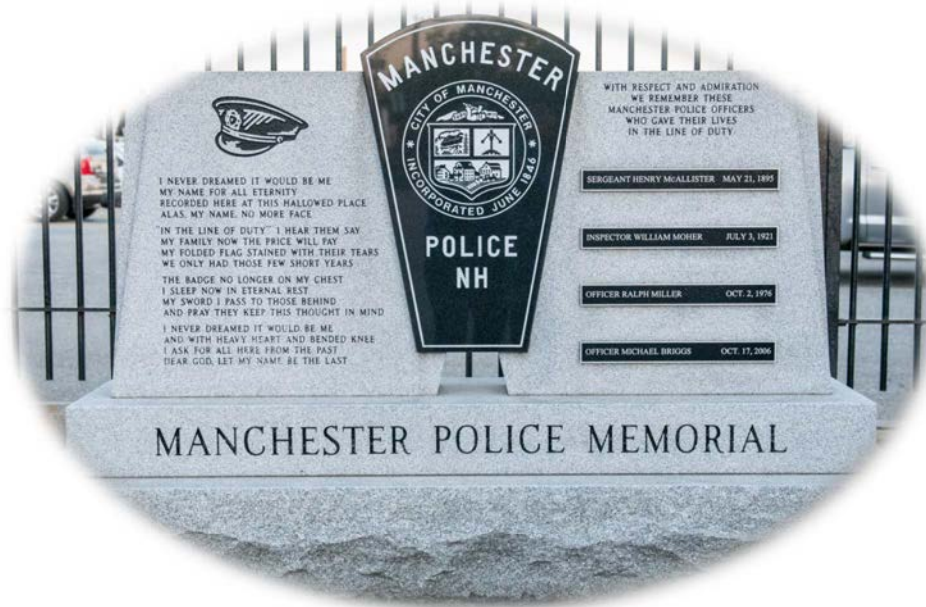
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Compiled Jan/Feb 2025 by the Crime Analysis Unit

MESSAGE FROM THE CHIEF

This past year was one of change and progress for Manchester, NH. It marked the beginning of Mayor Jay Ruais' first term and a period of significant development, with new affordable housing projects rising across the city. We also continued to see a decline in overdoses thanks to the dedicated efforts of the Health Department, Fire Department, area hospitals, non-governmental organizations, and of course, our own police department. This year also brought a leadership transition within the Manchester Police Department, as Chief Aldenberg retired after four years of outstanding service as Chief. I am honored to step into this role and to introduce this annual review, highlighting the outstanding work of our department throughout 2024.

One of the most significant moments of the year was the conviction of Harmony Montgomery's killer. The dedication and tireless effort put into this case set a gold standard for investigative work. Sgt. Jack Dunleavy and Detective Max Rahill were the leads on the case. Detective James Pittman was recognized as the 2024 Officer of the Year due to his hard work and for his relentless pursuit of justice, a testament to the caliber of officers we have in this department. Our city's crime rate continues to decline, with a 15% reduction in total crime from last year and a 31% decrease compared to the ten-year average. Additionally, our commitment to community engagement remains strong, reflected in an 85% citizen satisfaction score from those who had direct interactions with our officers and call takers.

The Manchester Police Department remains a leader in innovative policing initiatives. Our Crisis Intervention Team and Mobile Crisis Response Team continue to redefine how we support individuals in crisis. Out of 584 crisis-related calls, 85% were diverted from emergency room visits, ensuring more appropriate and effective care. The Adverse Childhood Experience Response Team connected 475 households with vital services, strengthening families and building resilience in our community's youth.

Our Community Response Unit played a key role in the city's 21% reduction in fatal opioid overdoses, demonstrating the effectiveness of post-overdose outreach. In gun crime enforcement, we saw a 3% reduction in total gun crimes, a 4% drop in gunfire incidents, and a 22% decline in non-fatal shootings. Our detectives achieved outstanding case clearance rates, with 57% of all gun crimes resulting in arrests and 71% of non-fatal shooting cases leading to arrests.

I am incredibly proud of the men and women of this department and the work they do every day. Looking ahead, one of my top priorities is to fully staff the Patrol Division to unprecedented levels, allowing us to enhance our current services while also focusing on hotspots, criminal activity, and quality-of-life concerns. As we move into 2025, we remain committed to providing the highest quality police services, strengthening our partnerships, and forging new ones. The future of Manchester is bright, and I am excited for what lies ahead for both this city and this department.

- Chief Peter Marr

DEPARTMENT AT-A-GLANCE

Sworn Rank Structure:

Chief:	1
Assistant Chief:	1
Captains:	6
Lieutenants:	9
Sergeants:	27
Officers:	225
Reserve Officers:	30
(not counted toward overall complement; work 8 hours/month)	

Non-Sworn / Professional Staff: 69

* Numbers reflect authorized positions.

Fleet:

Marked Cruisers:	63
Unmarked Vehicles:	23
Specialty Vehicles:	12

Calls for Service: 102,541

Proactive:	56,994
Reactive:	45,547

Population Served: 115,644

(According to the 2020 Census)

Police Commissioners

John G. Cronin, Eva Castillo, John Mercier, Gene Brown, Paul Harrington

MISSION

The mission of the Manchester Police Department is to continually enhance public safety and quality of life for New Hampshire's largest city. We will work in partnership with those living in and visiting our community. The preservation of life, protection of property, prevention of criminal behavior and the creation of a safe environment shall be our foremost responsibility. These responsibilities will be carried out in the most professional manner possible, with integrity and fairness, and in a manner that effectively and efficiently coordinates resources. We believe that cooperation, teamwork and concern for each other are essential to our success and will enable us to combine our diverse backgrounds, skills and styles to achieve our stated mission.

ACCREDITATION

The Commission on Accreditation for Law Enforcement Agencies (CALEA) was established in 1979 and provides public safety agencies an opportunity to voluntarily demonstrate that they meet an established set of over 450 professional standards.

The Manchester Police Department received its first accreditation through CALEA in 1990 and was reaccredited in 1995, 2000, 2003, 2006, 2009, 2012, 2015, 2018, and 2021. MPD is currently in its last year of this current accreditation cycle with the goal of achieving reaccreditation in December 2025.



DEPARTMENT INITIATIVES

CRISIS INTERVENTION TEAM (CIT) AND MOBILE CRISIS RESPONSE TEAM (MCRT)

The Crisis Intervention Team (CIT) is a front-line program utilized daily that works to assist in the resolution of all matters related to crisis in the Manchester community. The team is comprised of 112 sworn officers and eight civilian members (dispatchers/supervisors) whose focus is the recognition of those suffering from a mental illness and the prevention of suicide. These crisis situations have expanded over the years to now include offering support services to families suffering from the loss of a loved one, juvenile interventions and extensive work with drug addicted and/or homeless persons. Manchester's most vulnerable population continues to be a primary focus and concern of the CIT and as such the attempts to engage this population has expanded through other programs such as Homeless Outreach. It is not uncommon to find many who identify as homeless to also have mental health issues and/or drug addiction issues. Our focus continues to be on managing these situations through the use of clinical means rather than involvement of the criminal justice system.

A big component of CIT is the Mobile Crisis Response Team (MCRT). This is a collaborative team comprised of both CIT trained police officers and mental health professionals (clinicians, peer counselors and interns) from Greater Manchester Mental Health (GMMH), who respond to in-progress crisis situations. MCRT continues to be a major asset to the city in terms of response to calls involving adults and juveniles in crisis.

The MCRT in Manchester pairs a Manchester Police Officer with the mental health professionals needed to help mitigate a crisis involving mental illness, suicidal ideations, death of a loved one or some combination of any of these factors. During the week, an officer is with MCRT from 4 p.m. to 10 p.m. and on the weekends, an officer is assigned from 4 p.m. to 9 p.m. The MCRT team is able to provide individuals with immediate access to care and evaluation from a mental health professional. The model provides better care for the community and lessens the burden on area emergency departments and hospitals.

This past year, the Manchester Police responded to 584 calls for service which required a co-response with GMMH. Of those 584 calls for service, 309 of them were direct referrals from MPD. The team was successful in diverting 85% of persons seen from any hospitalization. The 15% who were not diverted included immediate referrals to substance abuse treatment programs, placement with a family member or a friend, placement at a shelter or other appropriate placement other than a hospital. Since the inception of the CIT/MCRT program at MPD, the diversion rate has consistently been between 95%-96% strictly based on a hospitalization at the time of assessment.

Although the 988 program (Rapid Response) is a federally mandated program, most of the MCRT program initiatives continue in the pursuit of best outcomes for all persons feeling suicidal, in crisis, or just needing support provided by professionals connected to mental health services. The CIT program is strong. It is supported both inside the department by the administrators and outside by the mental health service agencies MPD partners with.

ADVERSE CHILDHOOD EXPERIENCES RESPONSE TEAM (ACERT)

Manchester Police is proud to partner with the Adverse Childhood Experiences Response Team (ACERT), a multidisciplinary initiative designed to support children who have been exposed to violence and other traumatic events. ACERT members receive trauma-informed training to engage with families, assess needs, and implement support measures to mitigate the impact of these experiences. This includes referrals to critical services such as support groups, mental health counseling, early childhood education, or child-parent psychotherapy. The ACERT program operates in partnership with The Mental Health Center of Greater Manchester, Amoskeag Health, UpReach Therapeutic Equestrian Center Inc, YWCA, Waypoint, Big Brothers Big Sisters of New Hampshire, The Moore Center, Friends of Aine (youth grief/bereavement services), Girls at Work (empowering girls through woodworking), Live Free Recovery and the Manchester Police Athletic League. These collaborations enhance ACERT's ability to address the complex needs of children and families in the community.

Throughout 2024, Manchester Police played a key role in advocating for the continued funding for ACERT, resulting in the allocation of American Rescue Plan funds to sustain the program. Additionally, MPD supported strategic planning efforts and enhanced the team's accessibility by adopting Convey911, a translation technology that helps communicate more effectively with families whose primary language is not English. This innovation has improved in-person commu-

DEPARTMENT INITIATIVES

nication with families, ensuring more effective engagement and better outcomes.

Thanks to the efforts of Manchester's core ACERT partnership team, the program has become a model, inspiring communities to develop their own. In 2024, MPD and ACERT hosted numerous police agencies from across New Hampshire, providing opportunities to observe the program in action and gain insights for their own initiatives.

Building on these efforts, the two advocates hired at the end of 2023 transitioned to fully managing referrals through an innovative online database developed collaboratively by MPD and ACERT team members. This streamlined application has enhanced service delivery and is now being adopted by other ACERT programs. The Manchester Police further advanced the program by introducing a feedback survey for families who interacted with ACERT. This questionnaire gathers valuable insights to refine practices and ensure the program remains responsive to the community's needs.

In 2024, ACERT provided services to 475 households, delivering critical information, connections, and advocacy that these families might not have otherwise received. Through collaboration with community partners, barriers were removed, and essential services were delivered to children and their families, fostering resilience and recovery. The Manchester Police remains committed to its partnership with ACERT and will continue to champion efforts that support vulnerable children and families. Together we are building a safer and stronger community.

COMMUNITY RESPONSE UNIT (CRU)

The Community Response Unit began in 2021 as a collaboration between police and health officials to connect with people who are struggling with substance use disorders. Since that time, Manchester Police has continued post-overdose outreach efforts with CRU.

Five days a week a team of two plain clothes officers, a community health worker, and a substance abuse harm reduction specialist go into the community and contact individuals who have overdosed within the previous 48 hours. The team checks on the person's wellbeing and attempts to connect the person with resources. They also offer harm reduction kits with Narcan, mouth shields for CPR, and other safety items. The kit also includes outreach pamphlets and health department business cards. Often times acquaintances of these people are also sought out as a proactive approach to preventing more overdoses.

The program is designed to connect individuals with additional resources and facilitate follow up from community health workers. The goal is to make a connection that continues, reduces the number of overdoses, and more specifically reduces the number of overdose fatalities.

The CRU demonstrated a successful 2024 that highlighted program improvements, strong evaluation, and most importantly a contribution to the City's 21% decline in fatal opioid overdoses. Beginning in early 2023, Manchester Police improved reporting mechanisms for team members and developed a dashboard to track outreach efforts. The increased data capacity has enabled the collection of important metrics that can be used to assist with outcome evaluations. As part of the new team reporting mechanisms, a flow-chart of how to conduct a follow-up was created to help guide team members towards the proper referrals to be made. This flow chart helped further organize the efforts of the team.

The "Community Response Unit – Follow Up Stats" dashboard showed the team made 627 follow-up attempts and of those attempts made 132 successful contacts (21%). This data continues to show that locating individuals who have overdosed within the past 72 hours is increasingly difficult, mostly due to a significant portion of impacted individuals being unhoused or transient. Nevertheless, 132 contacts is significant and the CRU team saw success in providing "leave-behind kits" with naloxone and other harm-reduction tools. Of the 132 successful contacts, 103 accepted a leave behind kit; 27 were connected to Manchester's Director of Overdose Prevention; 41 were referred to other services; and 10 were connected with the Health Department's Public Health and Safety Team (PHAST).

As these efforts continue, the team is encouraged with the decline in fatal overdoses in Manchester. While there is more work to be done, the importance of post-overdose outreach is evident.

DEPARTMENT INITIATIVES

POWER ENGAGE

At the Manchester Police Department, we value community feedback and citizen engagement. MPD invested in Power Engage, a software tool that keeps citizens informed, measures satisfaction and helps to boost morale. We're able to keep citizens informed by sending automated texts with officer status, pre-arrival instructions, case updates, and victim notifications. We are also able to send automated text surveys to people who had direct contact with our call takers and the officers who responded to their call for service in order to measure our community's satisfaction with their service. Power Engage is also a morale booster for officers. Officers are able to see the positive comments made about them and the service they provided on monitors located in Dispatch and the Officer Typing area. Additionally, officers get emailed these positive comments once a week providing feedback from those they serve. This technology was implemented in 2023 and this past year provided the first full year of feedback scores. In 2024, we had a Survey Response Rate of 25.47% and a Citizen Positive Satisfaction Score of 84.68%.







I did not interact with any officers I did place a call out of concern and they were very quick	Great response and Great questions when asking how do I know the person that I am doing a wellness check on
The officers were very friendly, showed a lot of concern and gave me all the information I needed	She was very professional and very nice. She made sure I was okay and didn't need medical attention. And she arrived at the accident right away. Thank you MPD!
Dispatch was very helpful and again made sure I was okay and did not need medical attention. She told me an officer would be there shortly. Again thank you MPD	The officer that came was very professional and kind
Officers arrived quickly and handled the situation professionally	Call taker assured me that action would be taken
The officer was excellent. Very professional very efficient	Just like the officer professional and very efficient.

DEPARTMENT INITIATIVES

GUN CRIME

In 2024, Manchester PD’s continued focus on gun violence in the community resulted in declines across three main gun violence metrics: gun crimes, gunfire incidents, and non-fatal shootings. The year saw 201 total crimes during which a firearm was used in the commission of that crime. Of the 201 total gun crimes, 66 were gunfire incidents where a gun was actually discharged. Seven of these were non-fatal shootings where an individual was struck by gunfire, but was not killed. These totals represent declines in most areas – both compared to 2023 and compared to the 3-year average:

Figure 4

	2024 vs 3-Year Average	2023 vs 2024
Gun Crimes	 1%	 -2.89%
Gunfire Incidents	 -13.16%	 -4.34%
Non-Fatal Shootings	 -50%	 -22.22%

These declines are the result of many efforts, including increased prioritization and focus on gun-related incidents, focusing on places in the city where gun crimes cluster, implantation of new technology, and street outreach efforts aimed at minimizing conflicts among young people.

Throughout 2024, Manchester PD continued to host bi-monthly Gun Violence Operations and Intelligence Forums with local, county, state, and federal partners about all gun related crimes. These meetings have greatly assisted in the sharing of information about prolific offenders, coordinating responses to events, and emphasizing the relentless follow-up on incidents. The hard work of Manchester Police Officers, Detectives, and our partners is showing not only with the reduction in gun violence in Manchester, but also with increased case clearances. 57% of all gun crimes resulted in an arrest and 71% of non-fatal shooting incidents resulted in an arrest. 44% of gunfire incidents are also solved. These clearance rates are outstanding and illustrate the dedication, focus, and effort Manchester PD places on these violent crimes.

During the past year, MPD continued to leverage ShotSpotter technology to assist with responding to and investigating gunfire incidents. ShotSpotter uses audio sensors to detect gunfire, which is then reported to the police department within one minute, allowing for quicker response, identification and apprehension of shooters, and collection of evidence. Additionally, some gunfire incidents are never reported to the police (or reported long after the event) and ShotSpotter has significantly helped identify events that would have been otherwise unknown.

ShotSpotter has been a key tool to MPD’s gun violence response efforts. There have been numerous success stories due to ShotSpotter alerts.

The coming year will continue a strong, coordinated effort aimed at ending gun violence in Manchester. Through our ongoing efforts and increased accountability from the courts on gun offenders, greater impacts will be seen, resulting in a safer community for all.

OFFICE OF THE CHIEF OF POLICE

The Office of the Chief of Police is responsible for the management and strategic planning of the Manchester Police Department. It is comprised of the Chief of Police, Assistant Chief of Police, Chief of Staff (Lieutenant), Public Information Officer, Crime Analysis Unit, Critical Incident Stress Management/Wellness Officer, Chaplain, Business Office, Accreditation and Internal Affairs.



Chief Peter Marr was promoted to Chief of Police on December 8, 2024. He has served as a law enforcement professional for 25 years beginning his career in 2000 as a patrol officer with the Montgomery County Police Department in Silver Spring, Maryland before joining Manchester Police in 2003. Chief Marr is a graduate of the Montgomery County Police Academy, and completed additional training at the N.H. Police Standards and Training Academy.

During his tenure with Manchester Police, Chief Marr has served as a Patrol Officer, SWAT Team member, a Detective in various units, Patrol Sergeant, Detective Sergeant, Patrol Shift Commander, Captain of the Legal and Professional Standards Division, and most recently as the Assistant Chief.

Chief Marr is a veteran of the U.S. Marine Corps having served in the infantry from 1992 to 1996 as a squad leader with the 2nd Battalion 2nd Marines and was honorably discharged at the rank of Corporal. He served in Operation Uphold/Support Democracy in Haiti and Operation Assured Response in Liberia.

Chief Marr earned a Bachelor of Arts degree in History with a focus on the Middle East, and a minor in Political Science, from the University of New Hampshire in 2000. Most recently he received his Master's degree in Criminal Justice, with a focus on Public Safety Administration from Southern New Hampshire University in 2022. He graduated from the FBI National Academy as a member of Session #286 in 2023.

CRIME ANALYSIS UNIT

The Crime Analysis Unit (CAU) is responsible for gathering, analyzing, and interpreting data and information related to criminal activity to help officers prevent, solve, and respond to crime more effectively. The analysts review and collect data from police reports, calls for service, crime databases, other law enforcement agencies and publicly available resources and use this to provide criminal intelligence on patterns, trends and hotspots that can be used throughout the department. This data includes the who, what, when, where, how and why crime is emerging and in what areas. The Unit is also responsible for mapping crime, calculating and tracking crime statistics, and for creating graphs, charts and timelines to help better understand crime in the City of Manchester.

The Crime Analysis Unit began a new era at Manchester PD in 2023. For nearly 15 years, the police department had only one crime analyst to cover the entire department. In recognition of the value crime analysts bring to policing, MPD now has five full-time analysts. With the expansion, the department now has one strategic crime analyst whose focus is on high-level strategic crime analysis to support the department's mission and focus; two analysts are assigned to the Investigative Division to provide direct analysis capabilities and case support for detectives; and two crime analysts are assigned to the Real-Time Crime Center (RTCC) located in the Communications Center to provide immediate, tactical support to officers and investigators as incidents happen.

MPD Crime Analysts provide vital resources to public safety by using data and analysis to inform our personnel. From providing analysis and research on cases, assisting in identifying suspects by leveraging open sources, Fusus and ShotSpotter technology, to helping investigators identify a key piece of evidence for a case, and conducting assessments of crime problems for better resource deployment, these analysts have become critical to police operations. Manchester PD continues to be a leader in the use of crime analysis to drive decision-making and enhance policing efforts.

EMPLOYEE MENTAL HEALTH AND WELLNESS

Ensuring the mental health and wellness of the employees of the Manchester Police Department remains one of MPD's top priorities. The ability of sworn officers and civilian personnel to consistently perform critical and essential job functions, to ensure the public's safety, is at the core of policing. The Manchester Police Department recognizes the direct positive correlation between prioritizing one's own mental health and wellness and the ability to perform essential job functions. If an employee is not in good physical and mental condition, they cannot ensure the public's, their colleagues', or their own safety. Prioritizing mental health and wellness, as an agency, unequivocally aids personnel to be healthier, happier, safer, and better able to perform their job functions.



Officer Justin Breton is MPD's full-time Mental Health and Wellness Coordinator; his partner is the department's Comfort Dog, Patch. Officer Breton is responsible for planning, designing, implementing, and evaluating a comprehensive mental health and wellness program for all employees of MPD. The mental health and wellness program has a balanced emphasis on physical fitness, nutrition, finances, family health, mental health, peer support, critical incident stress management, and overall wellness, that meets the needs of MPD employees for the duration of their careers and into retirement.

Officer Breton serves as the coordinator of the department's new Mentor Program, the Critical Incident Stress Management Team as well as the coordinator for the Southern New Hampshire Critical Incident Stress Management Team. He serves as a co-chair on the City of Manchester's Employee Wellness Committee and also serves on the Board of Directors of the New Hampshire Police Association which allows him to advocate at the state level for comprehensive mental health and wellness support services for the entire New Hampshire First Responder community.

Officer Breton also leads the department's Mental Health and Wellness Committee which is comprised of a diverse group of MPD employees, retirees and family members who work together to identify ways to improve the support services available to our employees and their families.

MENTAL HEALTH & WELLNESS COMMITTEE

Officer Breton leads the department's Mental Health & Wellness Committee (MHWC) which is made up of a diverse group of MPD employees, retirees and family members. Together they work to identify ways to improve the support services available to employees and their families. A strong family and friends network is vital in the law enforcement profession as it provides a crucial support system for personnel who face high levels of stress, danger, and emotional strain on a daily basis. A close-knit, supportive family and friends circle can offer stability and encouragement. A strong family also fosters a healthy work-life balance, helping personnel manage the emotional challenges of the profession while ensuring they remain present and engaged both at work and at home.

The MHWC worked together in 2024 to continue the following family support services:

- Family Tubing Night - bringing together MPD families for some recreation, food and fun! This year's event was held at McIntyre Ski Area.
- Manchester Police Family Association (MPFA) - this year saw the continued rejuvenation of the organization formerly known as the Manchester Police Wives Association. Moving forward, the association will be inclusive of all Manchester police family members and employees. The Manchester Police Family Association will partner with the MPD to bolster existing and new support services for all MPD employees and their families.

EMBEDDED CLINICAL SUPPORT SERVICES



Susan Brown, LCMHC, MLADC is an Embedded Mental Health Clinician at Manchester Police Department, working with the Mental Health and Wellness Coordinator, Officer Justin Breton, helping to develop and implement mental health and wellness initiatives throughout the department. She is honored to be working within a department that has made mental health and wellness a priority.

Susan is currently at the department 20 hours weekly, as part of her role as Lead Clinician and Trainer at Forge, VFR Health.

Susan brings a broad range of clinical and personal experience and passion to her work. Susan re-

EMPLOYEE MENTAL HEALTH AND WELLNESS

ceived her master's degree from Antioch New England Graduate School and she has worked in the mental health and substance use field for over 30 years. She has had the privilege of working with the first responder and military population for the last half of her career. She is a Licensed Clinical Mental Health Counselor, a Licensed Master Alcohol and Drug Counselor, and she is an Emergency Responder & Public Safety Certified Clinician. She has been involved in critical incident response for 25 years and is an active part of the Southern New Hampshire Critical Incident Stress Management Team. Susan's father retired from the fire service as a chief and served in the Army National Guard, her husband served in the Marine Corps and retired from law enforcement, and she served over 10 years as an EMT-I. She truly understands the value of prevention efforts, education, normalizing discussions around mental health and wellness, early intervention, and making support and services easily accessible.

Throughout 2024 she has been an integral part of and resource for Manchester Police Department's Peer and CISM Team. Susan has co-facilitated monthly team meetings and ongoing training. She is available to all MPD personnel for brief intervention, support, and referral to additional services if needed. She has assisted in the development and facilitation of yearly in-service training, new hire training, specialty units, and supervisor training. An additional benefit of having Susan as an embedded clinician is having 24-hour access to a skilled and familiar, culturally competent mental health professional.

Susan Brown and Officer Breton worked together to successfully implement the following employee support services and trainings:

- Armor Up Retreats for First Responders & Critical Incident Stress Debriefing (CISD) Facilitator Preparation Training Retreat, in partnership with Camp Resilience.
- New employee mental health and wellness training
- MPD's in-service 2024 training week's mental health and wellness curriculum focused on sleep, physical fitness, and nutrition; these topics were delivered utilizing an experiential learning model with additional assistance from the Vertical Dreams Rock Climbing Gym, located here in Manchester.

"The members of Manchester Police Department serve with dedication, pride, and honor. Never knowing what their day will bring, they without hesitation, answer calls presenting varying levels of challenge and risk. They are skilled, resilient, and serve without expectation of praise or acknowledgment. As the Embedded Mental Health Clinician for Manchester Police Department, it is an honor to be part of a department that embraces and prioritizes the mental health and wellness of their employees. We are always assessing and reevaluating the effectiveness and relatability of our services and interventions, striving to identify strengths, gaps, and areas of needed improvement. Our goal is to help our employees thrive, from their hire date through retirement." - Mrs. Susan Brown, LCMHC, MLADC

INTERNSHIP OPPORTUNITIES FOR YOUNG PROFESSIONALS

The MPD Mental Health & Wellness program believes it is an honor and privilege to provide baccalaureate students with educational opportunities, through internships, which prepare students to succeed as professionals in the social welfare and social services fields. Our internship field placement opportunities help prepare young professionals to work effectively with diverse individuals, families, groups, organizations and community partners in order to optimize their performance as they enter the workforce.

In 2024, the department was fortunate to have two social work student interns from the University of New Hampshire assigned to the Mental Health and Wellness Program.



Ms. Skylar Samanica is 22-years-old from New Bedford, MA, and is currently attending the University of New Hampshire. Majoring in Social Work and minoring in Psychology, she graduated with her bachelor's degree in May of 2024 and is in the process of completing the University's Accelerated Program to receive her Master of Social Work degree in 2025. Growing up in a first responder family, her ultimate career goal is to specialize in first responder mental health and wellness; ensuring that all first responders have access to the necessary support and services in order to prioritize self-care, which will further ensure their ability to serve and protect their community. In her full aca-

EMPLOYEE MENTAL HEALTH AND WELLNESS

demic-year fieldwork placement at the Manchester Police Department, working under the direct supervision of Mental Health and Wellness Coordinator Justin Breton, she was able to accomplish that and beyond.

Ms. Caroline Maciejko is 22-years-old and from Norton, MA. She is a senior at the University of New Hampshire studying Social Work with a minor in Justice Studies. She is set to graduate in May 2025 with her bachelor's degree. She plans to take a year off to find work and look for schools that offer a good Social Work graduate program to obtain her master's degree. Having law enforcement family members, Ms. Maciejko has seen the degree of work law enforcement officers have to endure on duty. Her goal within her career is to work within police departments to ensure first responders have proper mental health and wellness support, resources, and proper self-care. Doing so will allow them to feel more secure to continue their work in the community. Ms. Maciejko completed all that and more during her full academic-year-long internship at the Manchester Police Department, working under the supervision of Mental Health and Wellness Coordinator Justin Breton.

CRITICAL INCIDENT STRESS MANAGEMENT & PEER-TO-PEER SUPPORT TEAM (CISM TEAM)

The CISM Team is comprised of twenty-nine volunteer, sworn and civilian employees. Each team member is trained through the International Critical Incident Stress Foundation (ICISF) to provide fellow employees with individual and group crisis interventions as needed. Members of the MPD CISM Team are also members of the Southern New Hampshire Regional CISM Team, which provides mental health support services to first responders all over the state of New Hampshire. The CISM Team receives essential clinical coordination from Susan Brown and Forge Health, Veteran & First Responders. The CISM Team is also lucky to be supported by numerous culturally competent licensed community mental health providers specializing in First Responder mental health & wellness.

MENTOR PROGRAM

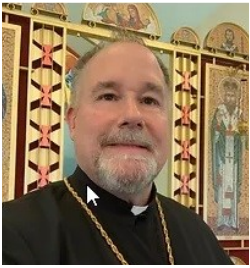
In 2024, the Manchester Police Department launched its Mentoring Program as a key initiative outlined in its five-year strategic plan. Recognizing the importance of supporting new hires, both sworn and civilian, the program is designed to foster strong, mutually beneficial relationships between experienced, trusted veterans and new employees. Through guidance, insight, and developmental opportunities, veteran employees help newcomers navigate the challenges of a law enforcement career, while also enhancing the department's recruitment and retention efforts. The program is a vital part of our commitment to ensuring the success and professional growth of all employees; helping them set and achieve career goals while contributing to a positive and supportive work environment. As part of our overall policy, the Manchester Police Department is dedicated to recruiting, training, and retaining the best individuals, and providing ongoing opportunities to promote the success and well-being of every member of the team.

MENTAL HEALTH AND WELLNESS CONSULTATIONS

In 2024, MPD initiated a Mental Health and Wellness Consultation Program to support employees in managing the unique stressors of law enforcement work. This proactive initiative addresses the elevated risk of mental health challenges among personnel, while reducing stigma and fear of job-related repercussions that often deter individuals from seeking help. The consultations provide a confidential and accessible platform to promote early identification of mental health and resiliency concerns. The program aims to enhance employee well-being, normalize interactions with mental health professionals, and increase access to support services. By fostering self-awareness and education on mental health, wellness, and resilience, the initiative helps connect employees to counseling, peer support, chaplaincy, and other resources, contributing to both personal and professional growth. We would like to thank the following qualified culturally competent mental health professionals who helped make this support service successful: Candice W. Alizio, MA, LMFT, CISM, MBCBT, of Shift Consulting & Counseling, Julia DeLotto, LICSW In Bloom Therapeutic Counseling, Emily Foskitt, CMHC and Nick Pigeon, LICSW, MLADC Through Liberty Counseling.

EMPLOYEE MENTAL HEALTH AND WELLNESS

POLICE CHAPLAIN



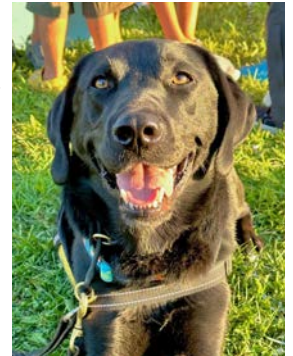
The department's Police Chaplain, Father Thomas Steinmetz, is a lifetime resident of the city. He graduated from Manchester Central High School in 1974, St. Anselm College in 1978 and married his wife Kathy that same year. They have three adult children and several grandchildren. Fr. Tom was a career police officer with the Manchester Police Department and retired as a Detective Lieutenant in 2002 after 24 years of service. Fr. Tom provides comfort and counseling to members of the police department and their families when they have been involved in a critically stressful situation or if they seek counsel for personal reasons. Fr. Tom also assists the department by presiding over swearing-in ceremonies and fallen officer commemoration ceremonies. Fr. Tom is also an active member of the department's Critical Incident Stress Management Team.

COMFORT DOG PROGRAM

Manchester Police's Comfort Dog, Patch, is a five-year-old Labrador Retriever. Patch is a certified member of the internationally recognized Alliance of Therapy Dogs.

Patch's primary role in the police department is to provide peer support, crisis response, victim/witness advocacy, and community outreach. However, since becoming a part of the department, MPD has found ways to incorporate him into as many of the specialty divisions and community-based support service programs as possible. Patch is also utilized as part of the Mobile Crisis Response Team (MCRT), the Adverse Childhood Experiences Response Team (ACERT), the Crisis Response Unit (CRU) and the Critical Incident Stress Management Team (CISM).

Patch's calm demeanor and attentiveness help him to immediately engage anyone that he encounters. He's helped bring the police department closer to the citizens, visitors and businesses MPD is working to keep safe. The connections that Patch has been able to help the police department facilitate are immeasurable.



The Manchester Association of Police Comfort Dogs would like to thank the Sentry Roofing team for their continued generosity of donating dog food on a monthly basis for Patch. They would also like to thank Dr. Chara Batchelder and the veterinary team at the Veterinary Emergency Center of Manchester for their wonderful medical care and veterinary support services for Patch when needed.

NATIONAL NIGHT OUT

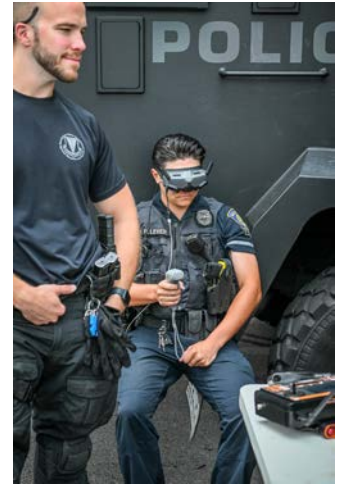
The Manchester Police Department participated in the 2024 National Night Out (NNO). NNO is an annual community-building campaign that promotes strong police-community partnerships and neighborhood camaraderie to make neighborhoods safer, more caring places to live and work. Nationwide, there are over 16,000 police departments and communities that participate in this amazing community building event. This year, MPD was joined by over forty community partners, and had our largest turnout from community members in event history.

NATIONAL FAITH AND BLUE WEEKEND

The Manchester Police Department participated in the 2024 Faith & Blue Weekend. This initiative is designed to reinforce the connections between law enforcement professionals and the communities they serve through the reach of our faith-based community. These connections are built through activities that are held in churches and neighborhoods of every kind across the United States, jointly hosted by faith based organizations and local law enforcement entities. During Faith & Blue weekend, members of the Manchester Police Department joined the staff and students of St. Catherine of Siena School for a touch-a-truck event and an intense game of officer vs. student dodgeball!

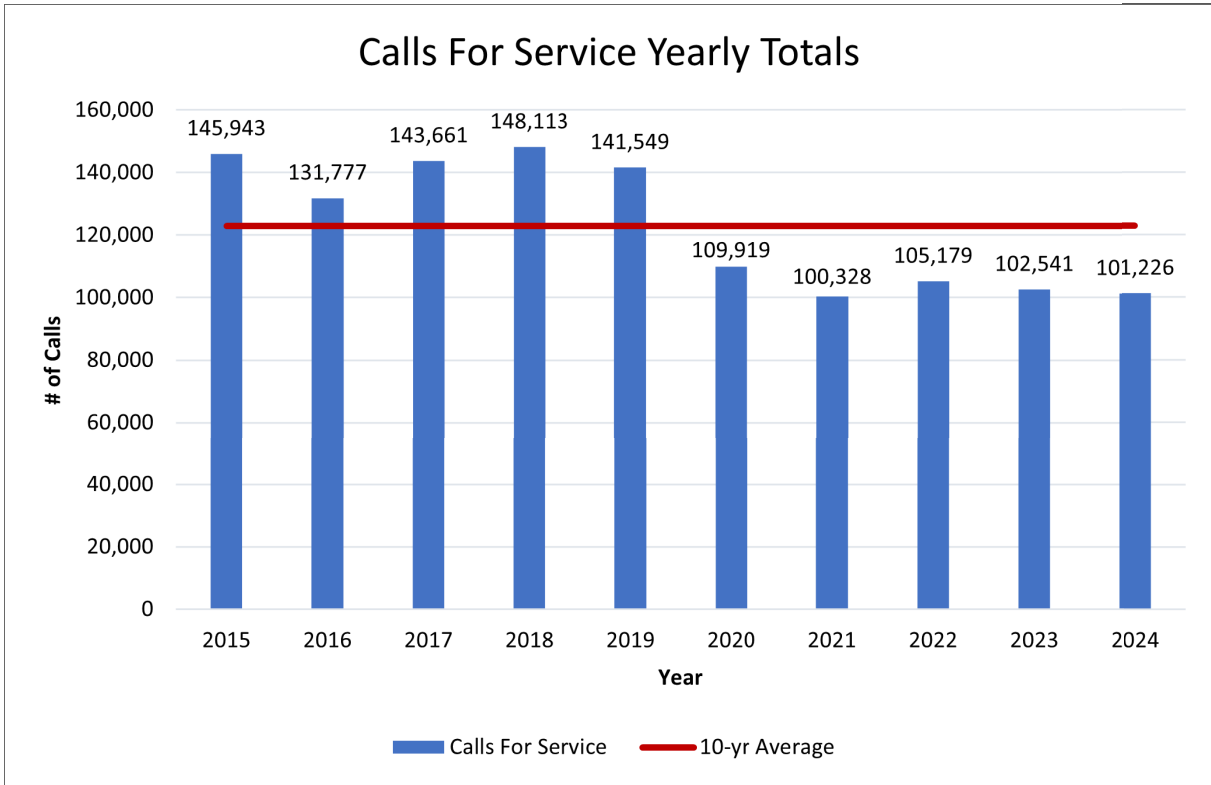
EMPLOYEE MENTAL HEALTH AND WELLNESS

2024 National Night Out



PATROL DIVISION

Figure 1



Calls For Service in 2024 saw an 18% decrease from the ten-year average of 122,789 and a 1% decrease from 2023. The Manchester Police Department continues to strive to be as proactive as possible when it comes to policing. In 2024, there were **48,694** officer-initiated Calls For Service which accounts for 48% of the total Calls For Service. These self-initiated calls include motor vehicle stops, business checks, hot spot patrols, and special attention checks. Officers responded to **52,532** reactive Calls For Service reported by the public via the business line and/or 911.

Table 1

Top 5 Reactive Call Types

Call Type	Count
Check Condition of Subject	5,263
Check Area for Problem	3,657
Alarm Burglary	3,612
Accident	2,943
Unwanted Subject	2,183

*The significant decrease of calls in 2020 and 2021 can be attributed primarily to the Covid-19 pandemic which saw various stay-at-home orders, people working remotely from home, unemployment, business shut downs, and event cancellations, many of which continued into 2021.

PATROL DIVISION

The Patrol Division is the backbone of the Manchester Police Department. It is the largest division in the agency as well as the State of New Hampshire. It is one of the busiest and best trained. They provide a variety of services to the community of over 115,000 residents and strive to make Manchester a safer place to live, work and raise a family. The officers are responsible for patrolling the city limits of Manchester, which is comprised of over 33 square miles.

Patrol officers are assigned to specific sectors within the city limits and answer reactive calls for service as well as conducting self-initiated proactive calls. They are responsible for the overall protection of lives and property, maintaining law and order, and responding to requests for service - emergency, non-emergency, criminal and non-criminal incidents. Being assigned to a specific sector allows the officers to become familiar with the area they routinely service while utilizing the close relationships they establish with community members in their area.

The Division is staffed under the command of a Captain, three lieutenants, seventeen Sergeants, and currently 112 uniformed Officers, which are divided amongst three shifts providing 24-hour service 365 days a year. In addition, the Department's K-9 Unit, Drone Unit, Mobile Field Force Unit and Mentoring Program also fall within the Patrol Division. During 2024, the patrol division has made advancements in training, community engagement, advanced equipment, and a focus on officer wellness, resiliency and retention.

This past year proved, once again, to be a challenging one for the Patrol Division with personnel shortages due to retirements, resignations, reassignment, injuries, promotions and military deployments. Despite this, the patrol officers continued to provide professional, unwavering service and many were recognized for their hard work and dedication.

The following patrol officers were recognized as **Officer of the Month** during 2024:

- **January:** Officer Collins
- **February:** Officers Irwin and Reagen
- **March:** Officer Nelson
- **April:** Officers Biery and Sardo
- **May:** Officer Newell
- **August:** Officer Benway
- **September:** Officer Ruddell
- **October:** Officer Schriber

And the following patrol officers were recognized and received awards during 2024:

- **Certificate of Recognition:** Sergeant O'Leary and Lieutenant Lovejoy
- **Honorable Service Medal:** Officers Biery and Levesque
- **Lifesaving Award:** Officers Duffield, Megan, Tucker and Hennessy
- **Police Purple Heart:** Sergeant Hardy
- **Meritorious Unit Citation:** Officers Hennessey, Coughlin, Hare and Vouglas
- **Unit Achievement Citation:** Sergeant Dunleavy
- **Chief's Achievement Award:** Sergeant Dunleavy

MOBILE FIELD FORCE UNIT

The Mobile Field Force Unit is responsible for handling civil disturbances that take on a lawless element intent on the damage of property, injury of persons, and interference with normal business and traffic operations. The Unit is comprised of 56 full-time officers who have received advanced training in the management of crowd and control techniques. If a civil disturbance develops or is expected, preservation and/or restoration of law and order becomes the primary objective of the Manchester Police Department.

PATROL DIVISION

DRONE (UAS) UNIT

The Unmanned Aircraft Systems (UAS) Unit, commonly known as the Drone Unit, is dedicated to enhancing the operational capabilities of the Manchester Police Department, local law enforcement, and federal partners. The Unit provides a valuable aerial perspective that aids officers in managing public safety events, traffic incidents, temporary perimeter security, and other specialized situations. UAS can also be rapidly deployed for tactical overwatch, search and rescue operations, and entry into potentially high-risk structures.

The unit is a collateral assignment and is currently comprised of 15 pilots. Each pilot is highly trained and holds a Federal Aviation Administration (FAA) Part 107 certification to operate an Unmanned Aerial System. The unit also operates under a Certificate of Authorization (COA) with three types of airframes which allows the UAS Unit to be available for both day and night operations. To support drone deployments, two fully marked police cruisers have been outfitted to support the drone equipment which is utilized daily. These cruisers are capable of storing, charging and live streaming footage which increases operational awareness.

The UAS Unit or portions thereof can be requested for use by the various agency entities, such as: patrol, traffic, detectives and special enforcement. The UAS Unit limits human exposure and enhances the overall safety in life-saving critical missions. The UAS Unit is also available to other law enforcement agencies through mutual aid requests.



PATROL DIVISION



PATROL DIVISION

K-9 UNIT

The Manchester Police Department's K-9 Unit is comprised of seven highly trained teams all of which are assigned to the Patrol Division. They provide direct support to each division within the department as well as providing mutual aid to a number of outside agencies. The teams are spread throughout each shift allowing immediate response to in-progress and violent crimes.

Six of the K-9 teams are dual-purpose with the responsibility to complete both patrol (tracking, building searches, area searches, felony car stops, evidence searches, etc.) and scent specific tasks (narcotics, ballistics, explosives). One K-9 team is a single-purpose drug detection K-9 with enhanced capabilities. The primary function of each team is to locate people, evidence, and contraband however if the situation presents itself, they can be used to apprehend resistive and violent suspects.

Each team holds a scent specific certification. Four K-9's are cross-trained to conduct sniffs for explosive and ballistic-related material. These teams have shown to be extremely valuable in locating contraband connected to violent offenses, specifically firearm-related crimes. They also provide heightened security at a variety of high profile public events such as parades, foot races, concerts as well as providing mutual aid to larger events like the Boston Marathon. In addition to these large scale events, the teams assist in securing venues for dignitary visits working with federal counterparts.

The three remaining teams are trained to detect illicit drugs in areas that are concealed with vehicles, buildings and packages. These teams are very busy assisting the department's proactive Patrol Division, Special Enforcement Division and providing mutual aid to other state and federal agencies.

The training of this unit is significant and ongoing which makes the K-9 unit the most highly deployed, effective and tactical asset the department provides. The teams routinely respond to violent and high risk calls for service to provide additional support with the hope to resolve situations quickly and peacefully.

Over the course of 2024, the Unit saw the retirement of K-9 Duke. K-9 Duke provided a high level of support to the department and community which will never be overlooked. Once retired from service, K-9's fall under the care of the Manchester Association of Police K-9's (MAPK-9) which is a 501(c)(3) nonprofit organization that provides financial, medical, and retirement benefits to our teams. www.mapk9603.org

The K-9 Unit certifies to the standards set forth by the U.S. Police Canine Association (USPCA) for patrol, tracking and specialty detection annually. This past year, the teams traveled to Merrimack, NH to compete in the yearly U.S. Police Canine Association, Region 4 Field Trials. The training/certification included teams from around the New England region, and New York. Moving through events such as Obedience, Evidence Searches, Suspect Searches and two phases of Apprehension, these teams conducted themselves professionally and were a true representation as to the quality and dedication this unit provides. Each team earned a National Certification while also performing at such a high level that they took home multiple awards in each of these events.



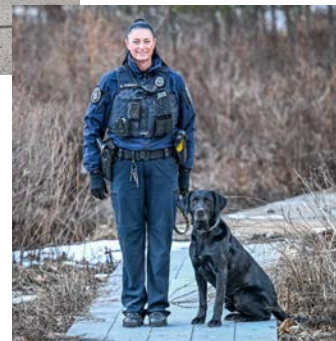
PATROL DIVISION

In 2024, the K-9 teams were deployed 305 times. Their activities included:

- 150 arrests
- 153 narcotics searches
- 123 patrol-related activities (tracking, felony car stops, building/area searches, evidence searches)
- 65 ballistic searches
- 22 explosives searches

They helped locate:

- 1,005 grams cocaine
- 502.4 grams heroin/fentanyl
- 249.5 grams methamphetamine
- \$210,728 cash
- 8 firearms
- 33 spent shell casings
- 1,005 live rounds of ammunition
- 3 bullet fragments
- 1 magazine



New addition: K-9 Ralph
(Patrol/Explosives)



New addition: K-9 Rook
(Patrol/Explosives)



New addition: K-9 Mario
(Patrol/Explosives)

INVESTIGATIVE DIVISION

The Investigative Division is comprised of five individual units. These units are: Juvenile, Domestic and Sexual Violence, Criminal Investigations, Cybercrime and Evidence. Each unit is tasked with investigating crimes that fall within their specialized area of responsibility, but they will often collaborate when needed.

The past year was another busy year for the Investigative Division. In 2024, the Juvenile Unit’s investigation into the murder of Harmony Montgomery led to the trial and conviction of Adam Montgomery for Second Degree Murder, amongst other charges. The sacrifice and unending determination of everyone involved in this investigation was truly remarkable and a testament to the power of teamwork, demonstrating that when individuals come together with a shared goal, even under the most difficult circumstances, incredible feats can be achieved. That dedication will carry on in the efforts to locate Harmony and allow her to be brought to a proper resting place.

The table below outlines the number of cases assigned, and arrest/search warrants obtained by each unit within the Division. The numbers do not necessarily reflect all of the cases investigated by the division.

Table 2

Investigative Unit	Number of Cases Assigned	Number of Arrest Warrants Obtained	Number of Search Warrants Obtained
Criminal Investigations	1,156	342	211
Juvenile Unit	1,018	107	85
Domestic and Sexual Violence Unit	793	260	78
Cybercrime Unit	71	15	156
Totals	3,038	724	530

JUVENILE UNIT

The Juvenile Unit is tasked with investigating crimes committed against or by juveniles. The detectives with the Juvenile Unit are assigned to one of three areas: Delinquency, Child Abuse and Sexual Exploitation (ChASE) or School Resource Officer (SRO).

Delinquency Detectives are assigned to investigate delinquent acts committed by persons under the age of 18. Delinquent acts are defined as any act that would constitute a felony or a misdemeanor if committed by an adult.

ChASE Detectives are assigned to investigate cases of sexual or physical abuse committed against or by minors. They work as part of a multi-disciplinary team involving the Hillsborough County Attorney’s Office and the Child Advocacy Center to conduct investigations in a manner that is designed to reduce further trauma to the victims.

There are ten officers assigned as School Resource Officers. These officers are assigned to the four high schools and four middle schools in the city. Their duties include providing a safe environment for the students to learn as well as investigating any crimes that occur on school grounds. Manchester Police SRO’s take pride in becoming a part of their school communities and developing positive interactions with the students.

During the month of October, detectives from the Juvenile Unit helped spearhead fundraising and awareness for the Granite State Children’s Alliance ‘Blue for Bucks’ campaign, which seeks to gain critical funding for local Child Advocacy Centers (CACs). Detectives Adrienne Davenport and Canada Castricone, along with members of the Manchester CAC, created an event hosted at Bonfire Restaurant & Country Bar in which all tips received for the day were donated to the CAC. The event was a huge success!

INVESTIGATIVE DIVISION

Over the past year, the Juvenile Unit and the Division for Children, Youth, and Families (DCYF) created a liaison program in which DCYF caseworkers are embedded within the Juvenile Unit at MPD several times a week. This program is designed to improve communication, remove barriers, and create better outcomes for the children and families MPD serves. This has proven to be a very beneficial initiative for both agencies.

CRIMINAL INVESTIGATIONS UNIT

The Criminal Investigations Unit is responsible for investigating all violent crimes such as homicides, assaults and robberies; property crimes such as burglaries, arson, thefts to include stolen firearms/vehicles, shoplifting/organized retail crime and fraud. While each detective assigned to this unit is responsible for general investigations, some specialize in one class of crime (i.e., arson, auto theft and fraud) which requires advanced training.

They are also responsible for processing crime scenes for evidence such as latent fingerprints, blood evidence, and shoe/tire imprints. Detectives are trained in the use of a FARO laser scanner to render 3D images of the scene which can later be reviewed on a computer; unmanned aircraft systems or drones for aerial imagery of a scene; and the National Integrated Ballistic Information Network (NIBIN).

Three new full-time detectives (Detectives Whiteman, Grant and Daigneault) were added to fill vacancies due to promotions and re-assignments. In addition, Sergeant Ryan Boyton and Lieutenant Tom Dubois were re-assigned to the Unit from Patrol during this past year. The Unit also maintains one officer in career development. In November, the Crime Analysis Unit hired new analyst Emily Bevins who was assigned to the Unit to assist detectives in their cases.

Unit Detectives continue to attend and instruct numerous trainings with our local, state and federal partners. One highlight from this past year was when Detectives were able to partner with Make-A-Wish to grant the wish of becoming a Detective For A Day to one of their kids.

Several members of the Unit received awards and accolades in 2024:

- **Harmony Montgomery Case**
 - **Chief's Achievement Medal:** Detective Max Rahill
 - **Unit Achievement Citation:** Captain Sean Leighton, Detectives Max Rahill and Ray Lamy
 - **Certificate of Recognition:** Detectives Adam Bergeron-Rosa, Garrett Bombard, James Pittman, Kevin Shields and Administrative Assistant Roxanne Pittman
- **Officer of the Month:** Detective James Pittman, Detectives Amber Robichaud and Jon Whiteman
- **Civilian of the Quarter:** Administrative Assistant Roxanne Pittman

In addition to these awards, Detective Ray Lamy was selected as the Law Enforcement Officer of the Year by the International Association of Financial Crimes Investigators New England Chapter. Detective Lamy was also awarded the Chief's Achievement Medal in conjunction with this in recognition of his efforts to successfully recover more than \$1 million in stolen assets from various victims.

Detective James Pittman was also named the MPD Officer of the Year for 2024.

DOMESTIC & SEXUAL VIOLENCE UNIT

The Domestic and Sexual Violence Unit (DSVU) consists of five domestic violence investigators, one adult sexual assault investigator, a full-time victim advocate, one advocate from Amoskeag Health and one advocate from YWCA assigned to the Adverse Childhood Experiences Response Team (ACERT).

The Unit works in conjunction with the Domestic Violence Project. This project is a grant-funded community-based effort to support all victims of domestic violence and aims to hold offenders accountable for their actions. By working with the REACH Crisis Services, the Hillsborough County Attorney's Office, and the NH Department of Corrections, this project serves the Manchester community to better educate everyone about domestic violence, keep victims safe and hold offenders accountable.



INVESTIGATIVE DIVISION

As part of MPD's ongoing effort to prioritize service of protection orders to keep victims safe, in 2024, the Manchester Police served a total of 387 Domestic Violence Orders of Protection, 263 Stalking Orders of Protection, 3 Emergency Protection Orders and 14 Notices of Hearings, for a total of 667 civil orders served.

While 2024 saw a notable reduction in the total number of homicides for the year, two of them were domestic related. The DVSU detectives investigated both of these cases thoroughly and continue to diligently follow-up on each while working alongside the NH Attorney General's Office.

CYBERCRIME UNIT

Detectives assigned to the Cybercrime Unit are trained in the recovery of digital evidence from mobile and non-mobile computing devices. Their mission is to assist in the investigation of crimes that involve the use of such devices at any stage, whether in their planning or commission. Given that technology is so pervasive in today's society, there are cyber aspects to virtually all types of crime – from child exploitation to drug and human trafficking to homicide. The Cybercrime Unit is part of the NH Internet Crimes Against Children (ICAC) Task Force and works closely with its counterparts from other local, state, and federal agencies to stay abreast of the current best practices in digital evidence recovery. The Cybercrime Unit is equipped with the latest computer hardware and software forensic tools to find the files hidden on cell phones and computers that perpetrators do not want found. The Unit's current complement consists of a Sergeant, four Detectives and an FBI Task Force Detective who handle ICAC tips, data extractions, and other investigations. In 2024, the Cybercrime Unit handled the following:

- 13 residential search warrants
- 143 electronic search warrants
- 439 cell phone / tablets processed
- 81 computers processed
- 140 video evidence recoveries

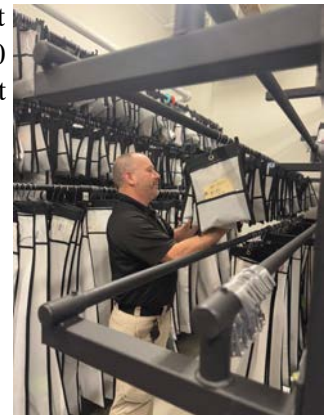
In November 2024, several members of the Cybercrime Unit worked on a joint operation with the Department of Homeland Security. This operation was brought as part of Project Safe Childhood, a nationwide initiative to combat the growing epidemic of child sexual exploitation and abuse. As a result, three defendants were arrested and charged with attempted sex trafficking of a minor.

EVIDENCE UNIT

The Evidence Unit is comprised of three civilian employees, overseen by a civilian Evidence Unit Supervisor. Together they are responsible for the processing, storage and release of all evidence and property that comes into the possession of the Manchester Police Department. It is their duty to ensure the integrity of all items brought in and stored, and to fulfill all requests for discovery and analysis. The Unit oversees 200,000 items, the oldest of which dates back to the 1960's, which are secured in sixteen different storage rooms.

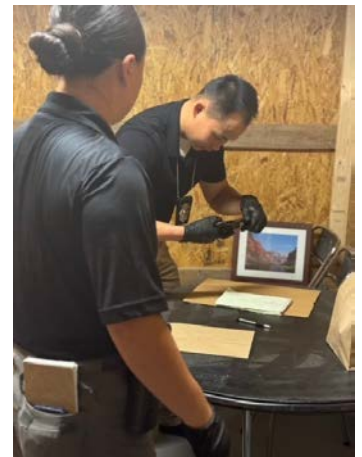
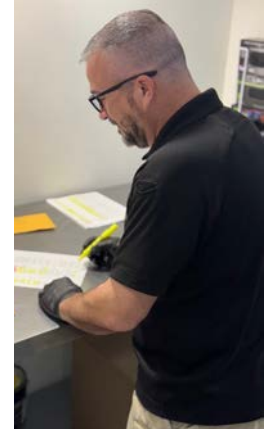
In 2024 the Evidence Unit:

- Processed 11,352 items
- Purged 9,485 exhibits through means of disposal, release, donation, or auction
- Donated 40 bicycles to the City's bike collective
- Processed over 10,000 requests from attorneys and officers
- Completed 149 firearm return requests
- Completed 523 E-Trace submissions on firearms
- Manually entered 600 exhibits from an archived records management system (RMS) into the department's current RMS



INVESTIGATIVE DIVISION

The Evidence Unit in partnership with the NH Food Bank donated 87 pounds of food in 2024. The Unit also hosted numerous police recruits, interns, new hires, students and a teenager from the Make-A-Wish program. In conjunction with the NH Attorney General's Office, the Unit was asked to help redesign the 10,000 sexual assault kit series boxes. Evidence Technician David Dydo was recognized by the City for his years of service and retired in January 2025 after 40+ years with the department.



SPECIAL ENFORCEMENT DIVISION

The Special Enforcement Division (SED) is comprised of four specialized units. Three units are designated as investigative units with their assignments centered on violent crime, gangs and narcotics. These units are the Special Investigations Unit, Street Crime Unit and Anti-Crime Unit. The fourth unit is the Special Weapons And Tactics Team (SWAT). Given the nexus and overlap between guns, drugs and violent crime, Unit investigations often intersect. As such, it has become common practice that division members often work as one collective investigative body to address those investigations of an exigent nature determined by a threat to public safety. The SED detectives possess specialized skill sets and are trained in intelligence gathering, surveillance and advanced investigative methods, as well as tactical planning and high risk arrest operations. SED currently has four detectives assigned to two separate federal task forces which help address drug trafficking and violent crime within the City of Manchester, throughout New Hampshire and surrounding states. Task force participation brings federal resources that help support Manchester investigations and those cases which go beyond New Hampshire's borders.

Increased seizures in various categories of illegal drugs and firearms demonstrate the highly effective investigative drive of unit detectives, combined with the added support from federal, state and local partners.

This year, the Anti-Crime Unit, using a myriad of investigative techniques and resources, seized almost 100 firearms illegally possessed and/or used in the furtherance of criminal activity. Seventy-nine arrests were made in conjunction with these seizures.

In 2024, SED expanded its capabilities by working closely with federal partners to disrupt human trafficking operations within the City of Manchester. This joint enforcement operation was extremely successful, resulting in several arrests. MPD hopes to continue expanding this capability with continued cross-divisional support.

Also in 2024, a comprehensive, long-term investigation led by SIU detectives, in collaboration with New Hampshire and Massachusetts law enforcement agencies and federal partners, resulted in a major drug organization takedown. The operation, which included controlled drug buys and extensive surveillance, culminated in the execution of several search warrants on vehicles and residences. This effort led to the largest seizure of cocaine in the Unit's history - over 184 kilogram - along with 2.7 kilograms of heroin/fentanyl and a quantity of U.S. currency. Five individuals were arrested in connection with the operation, significantly disrupting a large-scale drug trafficking network in the region.

ARRESTS / WARRANTS

- Total Arrests: 277
- Arrest Warrants: 48
- Search Warrants: 157

Table 3

	2023	2024	% change 2023 vs 2024
Cash Seized	\$21,874	\$508,135	2,223%
Firearms Seized	39	138	254%

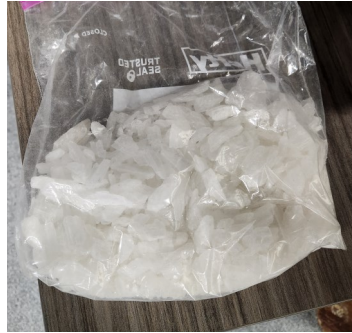
* Cash seized does not include forfeited assets.

Table 4

Narcotics Seizures	2023	2024	% change 2023 vs 2024
Heroin/Fentanyl (grams)	6,441	11,301	75%
Cocaine (grams)	5,864	187,465	3,097%
Crack-Cocaine (grams)	1,487	886	-40%
Methamphetamine (grams)	20,327	36,421	79%
Oxycodone (pills)	119	1,307	998%
Adderall (pills)	565	298	-47%
Marijuana (pounds)	29.1	170	485%

SPECIAL ENFORCEMENT DIVISION

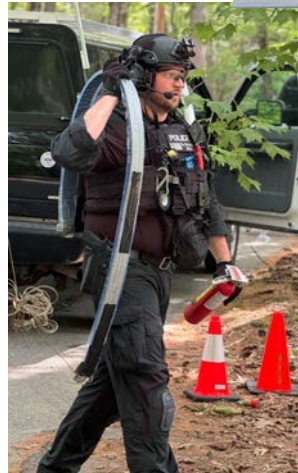
Cash, drugs and weapon seizures.



SPECIAL WEAPONS AND TACTICS TEAM (SWAT)

In 2024, SWAT handled operations consisting of:

- 43 high risk arrest/search warrants
- 5 call out/barricades
- 5 event/dignitary protection



LEGAL AND PROFESSIONAL STANDARDS DIVISION

The Legal and Professional Standards Division is comprised of sworn and non-sworn employees who make up the Records Unit, Sex Offender Compliance Unit, Adult Arraignment Officer, Legal Process Officer, Ordinance Violations Bureau, Training and Recruitment Unit and the Office of Professional Standards. As demonstrated by the facts and figures that follow, the work done by the members of this Division is crucial to the ongoing successful operations of the Manchester Police Department and their efforts greatly contribute to public safety in the City of Manchester.

In 2024, as in the prior year, the Division continued to be plagued by staffing issues. The Records Unit operated under staffed for most of the year.

With regard to recruitment in 2024, the Manchester Police Department continued to experience a shortage of qualified police candidates in conjunction with an increasing number of officers retiring or leaving law enforcement for the private sector. Even in these challenging times, the Training Unit was able to achieve a net gain of two officers for 2024. The Training and Recruitment Unit remained committed to exploring innovative ways to increase our complement of sworn officers and continues to work on having a strong online presence. The MPD has its own recruitment website, www.joinmanchesterpd.com. The Unit also put together a presentation for offering a hiring bonus to certified officers. This was implemented by the department with three certified officers qualifying for the bonus in 2024.

RECORDS UNIT

The Records Unit is the central record keeping component of the Manchester Police Department. Records must be submitted in accordance with policy, and maintained completely and accurately. The Records Unit provides officers, investigators, prosecutors, and other employees with immediate access to stored information, arrests and warrant information, and continuously updates records as cases go through the court system. Successful prosecution of criminal defendants would not be possible without the crucial work performed by the members of the Records Unit.

In 2024, the Records Unit faced significant staffing issues. Some staff members left for other opportunities within the Department, while others left the Department to pursue opportunities in the private sector. As a result of this ongoing challenge, the Records Unit had to limit services to the public several times throughout the year. However, despite the lack of personnel, the Unit continued to be productive during the past year.

During 2024 members of the Records Unit processed the following:

- In-person requests for documentation (not including interagency requests): 1,172
- Requests for accident reports: 2,700
- Criminal arrest packets: 4,847
- Summonses: 2,177
- 1,500 Probable Cause Hearings; with the end of Felonies First program on December 31, 2023, the Records Unit was tasked with setting up these hearings and distributing case material to the City Solicitor's Office for the first time since 2017.
- Received, entered and put out for service 320 Restraining Orders (domestic violence/stalking)
- Processed and issued over 350 NH Resident Pistol/Revolver Licenses

SEX OFFENDER COMPLIANCE UNIT (SOCU)

The SOCU was first established in 2010 and was formed to comply with the federal sex offender registration standards set forth in the Wetterling Act, Walsh Act, and Meghan's Law. The SOCU was initially funded by the United States Department of Justice.

The SOCU has multiple functions and responsibilities. The primary goal of the SOCU is to maintain a database on all registered sex offenders and to ensure their compliance with state and federal laws. The SOCU accomplishes this primarily by completing sex offender registrations and conducting unannounced compliance checks on registered offenders. Registrations involve updating offender details, including employment status, address, phone numbers, motor vehicles, and online social media identifiers. Common violations include failure to report or inform about changes in employment or social media identifiers. When probable cause is found, SOCU officers initiate investigations and complete arrest warrants.

The SOCU collaborates with many outside agencies to accomplish this mission. In addition to their regular duties, SOCU officers are deputized by the U.S. Marshals Service and are members of the Violent Offender Task Force. The

LEGAL AND PROFESSIONAL STANDARDS DIVISION

SOCU's work is vital to ensuring the safety of Manchester's residents.

Manchester, the largest city in New Hampshire, faces a unique situation with a high number of registered sex offenders. This is due in part to the presence of the Calumet House and Hampshire House, which are state and federal transitional correctional facilities responsible for housing many new registrants. Additionally, Manchester offers a variety of substance abuse treatment and rehabilitation resources, attracting transient sex offender registrants from outside the city.

In 2024, SOCU participated in "Operation Trick or Treat," a statewide enforcement initiative that involved over 400 sex offender compliance checks across New Hampshire. The operation resulted in:

- 37 arrests, including 18 for failure to register, 4 for other offenses committed by sex offenders, 15 non-sex offender arrests, and 2 firearm seizures.

SOCU's significant contributions included:

- 156 compliance checks
- 6 compliance checks resulted in identifying offenders as non-compliant
- 7 sex offender arrests for failure to register (FTR)
- 4 sex offender arrests for other violations (non-FTR)

Also during the past year, the SOCU continued working with the State of NH Sex Offender Registry (SOR) to collect DNA samples from registrants to ensure that samples are properly entered into CODIS (Combined DNA Index System). CODIS is a tool that enables federal, state and local forensic laboratories to exchange and compare DNA profiles electronically, thereby linking serial violent crimes to each other and to known offenders.

During 2024, the SOCU processed:

- 2,411 registrations (offenders are required to register on a quarterly, semi-annually, or yearly basis depending on their offender status)
- Approximately 543 registered sex offenders monitored (the number fluctuates as sex offenders move in and out of the city)
- 822 compliance checks
- 46 investigations into non-compliance

SOCU also assisted the Training and Records Unit by completing ten pre-employment background checks, 57 pre-employment polygraphs and covering court arraignments.

ADULT ARRAIGNMENT OFFICER

This officer conducts all arraignments for the Manchester Police Department at Manchester District Court, on adult defendants.

In 2024 the Adult Arraignment Officer conducted approximately:

- 168 motions to revoke bail
- 11 motions for preventative detention
- 5,994 bail out arraignments (offender is released on bail and is given a later court date for arraignment)

LEGAL PROCESS OFFICER

The Legal Process Officer (LPO) position was created in April 2022 to improve the service rate of subpoenas to civilian witnesses in criminal court cases where an arrest was made by Manchester Police. The LPO also provides assistance to outside law enforcement agencies wishing to serve witnesses residing in Manchester. This is an important function as criminal cases are rarely ever successfully prosecuted in court without the testimony of those involved. The addition of the LPO has produced results far exceeding the initial expectations. Since the position's inception in April 2022, the rate of subpoena service to civilian witnesses has more than quadrupled.

In 2024, the LPO handled:

- 3,293 subpoena service attempts
- 2,108 completed subpoena services

The numbers listed show this position is needed and provides a necessary service to make sure cases are as successful

LEGAL AND PROFESSIONAL STANDARDS DIVISION

as they can be in the courts. This position also helps to make sure victims and witnesses are aware of the court hearings as cases progress through the court system.

ORDINANCE VIOLATIONS BUREAU

The Ordinance Violations Bureau processes citations issued by any city department authorized to do so. The Bureau is administratively part of the Police Department and, in conjunction with the departments involved, is responsible for preparing citation forms, distributing these forms to the departments as needed, and collecting, accounting for, and depositing all monies received from citation penalties according to procedures established by the City Finance Officer. Additionally, the Bureau is responsible for initiating the appropriate judicial proceedings with regard to citations that are not paid.

In 2024, the Bureau processed 505 City Ordinance Violations issued by MPD for infractions, such as drinking in public, camping, and violating park curfews. These ordinance violations totaled \$30,750 in fines, of which, \$29,300 is still outstanding.

TRAINING AND RECRUITMENT UNIT

The Training and Recruitment Unit consists of one sergeant and four officers who are responsible for the department's in-service training, use of force program management, equipment procurement, internship program, training newly hired certified and non-certified police officers, and ensuring compliance with the State of NH training mandates. The Unit is also responsible for the selection and hiring of all new officers and civilian dispatchers, as well as ensuring that all sworn, non-sworn, and reserve officers in the Department are properly equipped.



Recruitment

A total of 44 new personnel (sworn and non-sworn) were tested, selected, and hired in 2024. When compared to 2023 with 30 hires, the Training Unit exceeded the number of hires in all areas through an aggressive recruitment and testing strategy.

- 29 new police officers were hired to include five certified officers and 24 non-certified officers.
- 15 new dispatchers were hired
- The 2024 police attrition rate was 27 officers, which included 18 resignations, and 3 terminations. For the first time since 2022, hiring exceeded attrition netting a positive gain of two officers.
- The Dispatch attrition rate was eight dispatchers which included one supervisor. There was one termination and seven resignations. Of the resignations, two transferred to other positions within the department (one became an officer, the other an analyst).

The Training and Recruitment Unit developed and conducted the following hiring/recruitment initiatives in 2024:

- Streamlined the sworn testing process by conducting in-person testing while continuing the use of virtual testing to capture the largest number of applicants.
- Use of modified physical fitness testing standards during the hiring process. If candidates pass at the modified standards and are hired, they undergo a rigorous PT program through the department to prepare them for the state's training academy.
- Maintained representation at the NH Police Standards and Training Council Academy training events and assigning an MPD cadre to recruit classes serving to highlight the professionalism and standards of MPD.
- Continued to maintain a robust Internship Program attracting college students to work and interact with the department. In 2024, this program netted two hires to include an officer and a dispatcher.

LEGAL AND PROFESSIONAL STANDARDS DIVISION

- Conducted exit interviews with resigning officers to determine trends and areas of improvement, with regard to retention.
- Received \$100,000 for a certified hiring bonus pilot program. This program would provide \$10,000 in three installments to newly hired certified officers. At the end of 2024, \$30,000 had been allocated to three certified officers.
- Participated in 17 in-person recruitment events and career fairs at the following locations: Norwich University, Plymouth State University, University of New Hampshire, Southern New Hampshire University, Trinity High School, New England College, Saint Anselm College and Husson University.

Training

The Training Unit continues to coordinate and conduct annual in-service training for all sworn members of the department. The program model used in 2024 is known as Quarterly Training Event (QTE). The QTE consists of a single day of training encompassing a specific topic for the day. Topics change each quarter and the program consists of three training topics. Additionally, the program incorporated a single day of firearms training to include qualification and skill building exercises. By the end of 2024, every officer had completed a total of three single training days and a single day of firearms training for a total of four training days.

Topics covered during the 2024 QTE included firearm qualifications and skill builders, TASER 10 certification, patrol tactics, wellness, less lethal, use of force and legal review.

Manchester Police continues to be the only law enforcement agency in New Hampshire to provide this level of annual training which far exceeds the State of NH's recommended training standards. On August 31, 2020, the New Hampshire Commission on Law Enforcement Accountability, Community, and Transparency (LEACT) recommended that police officers should receive a minimum of 24 hours of annual in-service training. This will become mandatory by January 1, 2025. MPD's QTE model currently exceeds the mandated training requirements by providing 31 hours of in-service training.

The following in-house training courses were hosted by MPD in 2024:

- Yoga for First Responders
- CIT Certification
- Pursuing Advanced DUI Investigations
- Social Search - Techniques for Locating Missing Youth in the Digital Age
- Active Violence Call Considerations for Dispatch
- Pre-Attack Indicators

The Training Unit also conducted five in-house academies for newly hired officers. These in-house academies are designed to provide training and assessment for newly hired officers to prepare non-certified officers for attendance at the NH Police Standards and Training 16-week Academy and certified officers for the MPD Field Training Officer Program.



Other

- Fielded the new T10 TASER, issuing 248 TASERs across 20 training days
- Replaced all department AEDs with the new STRYKER AED, improving employee safety
- Certified 42 officers in CPR/AED
- Completed a total of 82 in-service training days for all sworn personnel
- Acquired new Red Dot Pistol Optics for department issued firearms improving officer capability and survivability. The new optics will be fully fielded by the end of 2025

LEGAL AND PROFESSIONAL STANDARDS DIVISION

OFFICE OF PROFESSIONAL STANDARDS

The Office of Professional Standards is managed by the Captain of the Legal Division and is responsible for all investigations of citizen complaints, administrative investigations, and internal affairs investigations.

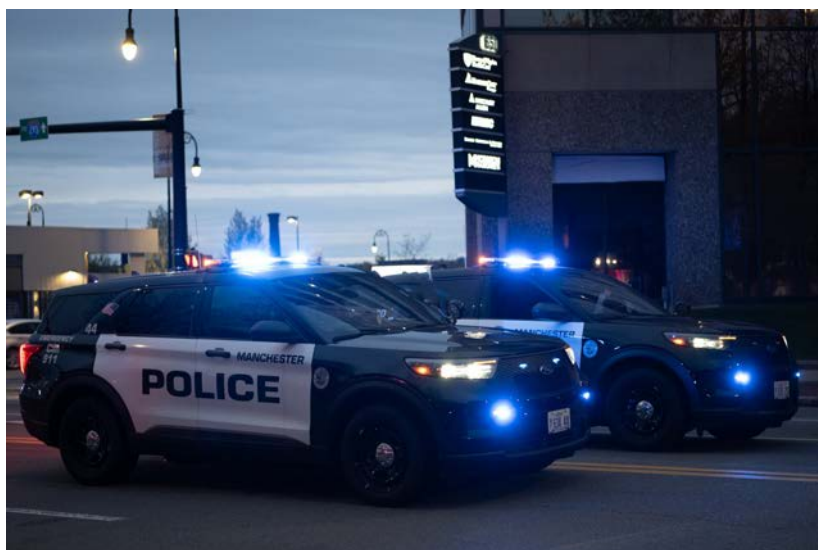
In 2024, the Office of Professional Standards initiated 43 investigations, 22 of which stemmed from citizen complaints and 19 originated internally from MPD Administration. This latter category of investigations typically involves determining if an MPD officer or employee has violated department procedure or other established protocol, but could also include more serious allegations. The 43 investigations initiated this past year compare to 53 investigations in the previous year (2023). This is a decrease of 23% in overall complaints from 2023 to 2024.

Of the 43 investigations conducted in 2024 by the Office of Professional Standards, there were two investigations that were designated with an Internal Affairs control number. Such investigations are typically more serious, with the potential to involve formal discipline, up to and including termination, if warranted.

The investigations initiated by the Office of Professional Standards in 2024 resulted in informal or formal discipline for the accused officer or employee in 17 out of 43 instances, which demonstrate the Manchester Police Department's commitment to accountability and continuous improvement. One positive trend to note, when comparing 2023 to 2024, is that, in the most recent year, approximately 40% of investigations resulted in informal or formal discipline, while in the prior year, approximately 42% of the investigations resulted in discipline showing a slight decline.

In January 2023, the New Hampshire Police Standards and Training Council established the Conduct Review Committee (CRC). The CRC was created by the Governor's LEACT (Law Enforcement Accountability, Community, and Transparency) Commission in June of 2020 in response to the national outcry for law enforcement reform and oversight after the George Floyd incident. The CRC consists of four law enforcement personnel, three civilians, and a staff attorney.

In accordance with NH State Law (RSA 106-L:2), if a complaint alleges that an officer has committed a crime, deliberately lied, exhibited any kind of bias against an individual (racial, religious, or otherwise), or has used excessive force, the matter must be reported to the CRC within 15 business days of the Department receiving the complaint. In 2024, the Manchester Police Department reported 10 allegations of officer malfeasance to the CRC. In all 10 instances, the CRC concluded that, either the MPD did not need to report the incident at all (i.e., it was done so out of an abundance of caution), or it was found that officers did nothing wrong. All the incidents that have been reviewed from 2024 showed no wrong doing by any officer. This record demonstrates the high level of professionalism displayed by the men and women of the Manchester Police Department as they carry out their duties.



ADMINISTRATIVE DIVISION

The Administrative Division consists of the Communications Unit, Information Technology, and Building and Fleet Maintenance. The members of this division keep the department running and are responsible for much of the behind the scenes operations.

COMMUNICATIONS



The dedicated Communications Unit works around the clock - 24 hours a day, 365 days a year - to support police officers and other personnel. The Unit is comprised of two sections: Emergency Services Dispatchers and Police Services Specialists. The Unit is overseen by the Communications Manager and consists of five Emergency Services Supervisors, sixteen Emergency Services Dispatchers, five Police Services Specialists (PSS), and two Crime Analysts.

Each of the three shifts is staffed with at least one supervisor, two dispatchers, and two call takers, except for the midnight shift, which is staffed with one call taker.

The Communications Unit experienced personnel changes in 2024 with the retirement of a long serving Communications Manager. This position was filled internally with another dedicated and experienced member of the Unit. Also, for the first time in several years, the Com-

munications Unit became fully staffed with eleven out of sixteen dispatchers being hired in 2024.

The Unit is responsible for handling incoming emergency and non-emergency phone calls, radio traffic, and foot traffic in the police station lobby. Despite working in a fast-paced and often stressful environment, they consistently deliver high quality service to both the citizens of Manchester and the officers.

In recognition of their outstanding work, one of the Police Services Specialists was selected as Civilian of the Quarter in 2024. This honor is a testament to the dedication and excellence demonstrated by the entire team.

In 2024, the Police Services Specialists (PSS) completed 3,100 police reports, managed the online reports system, assisted with lobby traffic, and maintained various critical databases.

In total, the Communications Unit received approximately 145,000 phone calls, an average of 397 phone calls a day, and handled over 102,000 calls for service, an average of 279 calls for service per day.

Looking ahead to 2025, the Unit is excited about a much needed upgrade to the Communications Center's flooring, which will enhance both the functionality and appearance of the workspace. They also remain committed to exploring new technologies, improving and developing as a unit to better serve the department and the community.

INFORMATION TECHNOLOGY

The Information Technology Unit works closely with the City of Manchester's Information Systems Department in keeping the police department's data and networks safe. The two members of the Unit also work on the computer systems located in the police cruisers to keep them functioning. They are always seeking ways to improve data retention, security, and information sharing.

BUILDING AND FLEET MAINTENANCE

Building and Fleet maintenance involves corroboration with the City's Facilities Department and Central Fleet. The Manchester Police Department has 94 vehicles in its fleet, many of those being specialty vehicles designed and maintained for specific purposes such as the two Bearcats, the crime scene van, and the Mounted Unit's pickup truck and trailers. Equipping and maintaining these vehicles couldn't be done without the help of Central Fleet.



COMMUNITY AFFAIRS DIVISION

The Community Affairs Division encompasses the Community Policing Unit and the Traffic Unit. The division has one Captain, a Lieutenant and three Sergeants. The Community Policing Unit is overseen by two Sergeants who supervise twelve officers and two animal control officers. The Traffic Unit is overseen by a Sergeant who supervises eight officers. Four traffic officers are assigned to investigate crash incidents while the other four are assigned to traffic enforcement throughout the city.

COMMUNITY POLICING UNIT

The mission and goal of the Community Policing Unit is to establish and maintain close ties with the people and institutions within the City. This commitment increases the effectiveness of the MPD by allowing it to respond to the community with an understanding of the community's needs.



One of the primary issues members of this Unit deal with is the unhoused population. Although this is a task that the Unit welcomes, this past year saw an increase in their workload. Following the Covid-19 epidemic, the City of Manchester experienced an increase in unhoused individuals traveling to the city for various reasons, but primarily for mental health treatment and drug/alcohol programs. While many took advantages of these services, there were many who did not, leaving approximately 135-165 unhoused individuals in the city. Due to this, the City

found many of its parks and downtown areas subjected to increased drug use, open alcohol use, and an increase in both crime and city/state ordinance violations. The feedback from the community, both businesses and residents, was that the unhoused issue was getting increasingly worse, having a negative impact on businesses, residents, and the general quality of life in the downtown area.

While the CP Unit welcomed this challenge, it was clear that it would require an enormous amount of effort, manpower and thinking outside the box to develop solutions and implement new ideas.

With the implementation of federal funds, the MPD was able to form a group of twelve dedicated officers to support the current CP Unit complement. Their role would be to focus on these quality-of-life issues, specifically drug use, assaults, and thefts in the downtown area. Since the inception of this group in July 2024, there has been a noticeable improvement in the targeted areas of city parks and the downtown business district.

Over the past year, the CP Unit has made thousands of arrests in the downtown area and has coordinated outreach services for drug/alcohol addiction, mental health treatment, and were instrumental in getting hundreds of unhoused individuals into treatment and other various programs to aid them in their recovery.

COMMUNITY POLICE PROGRAM COORDINATOR

The Community Police Program Coordinator position was established in 2022 and filled by former MPD Officer Rich Ell, who continued providing Crime Prevention Through Environmental Design (CPTED) surveys, working to integrate cameras on the FUSUS platform and as the Public Health and Safety Team (PHAST) liaison with the Manchester Health Department. Rich also attended community meetings, worked with the Neighborhood Enhancement Team (NET), and attended gun crime and Community Advisory Board meetings.

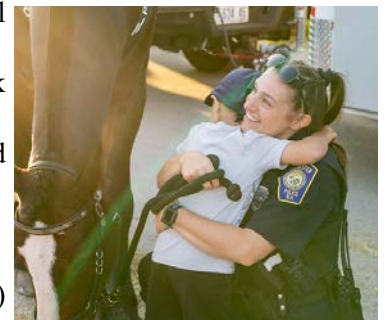
This past year, Rich conducted over 65 commercial, residential and city property CPTED surveys to help improve security and reduce crime. He also conducted numerous house of worship surveys for Homeland Security Emergency Management (HSEM) which helped many of them receive \$100,000 or more in federal grants for security improvements.

CPTED surveys of city parks and hot spots are ongoing and Rich continues to work with city departments to help implement recommendations.

Rich and the CP Unit also completed more than 45 FUSUS platform installs and added the MPD surveillance camera trailer.

MOUNTED UNIT

The Mounted Unit consists of two uniformed officers (Officers McKenney and Miano)



COMMUNITY AFFAIRS DIVISION

and three horses: General Stark, a 19-year-old Clydesdale cross who has been with MPD for nine years; Bruno, an 11-year-old Percheron/Thoroughbred cross, who has been with MPD for three years; and Millyard “Milly”, a 14-year-old miniature horse, who has been with the MPD for over a year.

In 2024, the Mounted Unit attended over 110 community events, including Cops & Kids, senior walks, city parades, and CHaD events interacting with thousands of community members throughout the year. They were also requested to participate in community events in neighboring towns and at other police departments’ open houses. The officers and horses also patrol the downtown area and parks.

SENIOR SERVICE OFFICER

Officer Duquette is the Senior Service Officer, who works directly with the Bureau of Elderly and Adult Services to investigate all complaints of senior exploitation. Officer Duquette conducts numerous presentations on avoiding scams to senior centers throughout the city; plans and coordinates the annual “senior light tour”; oversees the senior walks, maintains the Just in Case program and helps coordinate the Citizen’s Police Academy. He is also a member of the Financial Abuse Specialty Team (FAST) and attends quarterly meetings.

MANCHESTER POLICE ATHLETIC LEAGUE (MPAL)

The MPAL program’s goal is to foster and maintain positive relationships between the youth of Manchester and members of the Manchester Police Department. Officer David Lisboa coordinates and facilitates youth programs to provide a positive environment for local youth. Some of the programs/events through MPAL are: boxing, Judo, and cooking classes; Footrace for the Fallen, Holiday Walkthrough Event, Tactical XMAS, Anthem All-Star in conjunction with NH Fisher Cats baseball, New England Golden Gloves Boxing Tournaments, and numerous holiday donations/giveaways (York Athletic Shoes, toy drives, etc.). MPAL is also the leading ACERT referral along with court diversion referrals.

CRIME PREVENTION

Officer Nate Linstad plays a pivotal role in crime prevention efforts, delivering hundreds of presentations, seminars, and trainings throughout the city and state. He has taken the lead in instructing programs such as Advanced Law Enforcement Rapid Response Training (ALERRT) and Citizen Response to Active Shooter Emergencies (CRASE), designed for both certified law enforcement professionals and non-sworn community members. In addition, Officer Linstad personally instructed every city employee in a three-hour De-escalation and Active Shooter class. This initiative, which began in November and extended through December, involved 30 classes scheduled at various times of day to accommodate all city employees’ schedules. Officer Linstad is also an active member of Crimeline, attending numerous meetings and managing payments to individuals who provide valuable information for ongoing investigations. His dedication extends to coordinating key community programs such as the Citizen’s Police Academy and Cops & Kids, further strengthening ties between the police department and the community.

ANIMAL CONTROL

The Animal Control Officers assist with enforcing city ordinances and state laws pertaining to the regulation and control of dogs and other animals. They investigate complaints regarding stray, sick/injured, vicious and abused dogs as well as other animals.



COMMUNITY AFFAIRS DIVISION

TRAFFIC UNIT

The Traffic Unit's eight uniformed officers are assigned to one of two groups - Traffic Enforcement or the Collision Analysis and Reconstruction Team.

The enforcement officers' responsibilities include targeting motor vehicle complaints, enforcing the NH Motor Vehicle Codes, removing abandoned vehicles from the roadway and other tasks related to keeping the streets of Manchester safe for all residents and visitors.

The Collision Analysis and Reconstruction Team is comprised of four certified crash reconstruction officers who assist with motor vehicle accidents involving serious bodily injury and/or fatalities.

The Traffic Unit is responsible for the approval and coordination of all citywide events (walk-a-thons, road races, parades) through the Special Events Applications process.

The Traffic Investigators are responsible for reviewing all crash reports prior to being sent to the State of New Hampshire. The Unit also maintains the department's Drug Recognition Expert (DRE) and Instructor Program, Child Safety Seat program, radar unit/trailer certifications, Intoxilyzer Operator and Instructor program and the management and revision of the police department's towing contract. MPD has 48 certified Intoxilyzer operators, six child safety seat technicians and three Drug Recognition Experts.

The Unit hosted and instructed several courses at the NH Police Standards and Training Academy including Standardized Field Sobriety Testing for certified police officers, Advanced Roadside Impairment Detection (ARIDE), and Child Safety Seat technician certification. The Unit works in partnership with the NH Highway Safety Agency and the National Traffic Safety Administration to help reduce motor vehicle crashes and to educate the public on driving under the influence of alcohol and drugs and other hazardous driving laws. The officers are highly trained and continue to evolve with changing technologies in order to be the best and brightest traffic investigators in the state.

During 2024, the Traffic Unit provided escorts for Make-A-Wish Foundation, funerals, military, fallen officers, Honor Flight New England, and local/visiting dignitaries. They planned and assisted in the operation of 105 events.

Table 5

Accidents*	2023	2024
Total Accidents	2,480	2,741
Total Accidents with Injury	593	421
Fatal	7	6

*Accidents reported to the state only.

Table 6

	2023	2024
Traffic Citations	1,330	2,081



CRIME STATISTICS

DATA AND METHODOLOGY

The Manchester Police Department participates in the FBI's Uniform Crime Reporting (UCR) Program using the National Incident-Based Reporting System (NIBRS). NIBRS captures comprehensive data on reported crime incidents and arrests.

NIBRS provides standardized definitions of offenses which allows for consistency and uniformity of data. It also provides methodology on how crimes are counted.

Offenses are broken down into two groups - Group A and Group B. Group A, which are the more serious and prevalent offenses, is comprised of 28 categories containing 71 specific offenses in which administrative, offense, property, victim, offender and arrestee data is collected and reported. Group B is comprised of 10 categories/offenses in which only arrest data is collected and reported.

In keeping with best practices and standards set by the FBI, analysis of the following Group A offenses are provided in this report as an index to the general level of criminal activity:

Violent Crimes

Homicide (number of victims)

Rape (number of victims)

Robbery (number of offenses)

Aggravated Assault (number of victims)

Property Crimes

Arson (number of offenses)

Burglary (number of offenses)

Larceny/Theft (number of offenses)

Motor Vehicle Theft (number of vehicles)

Crime can be reported in terms of the number of incidents, victims or offenses as well as a rate. Rate calculations allow comparison between cities of different populations for individual risk assessments.

Comparing crime rates/counts year to year does not give an accurate portrayal of crime trends. During 2020, the pandemic impacted criminal opportunities, penalties and crime reporting. Officers minimized contact with the public to limit virus exposure which also curtailed officer initiated activity such as motor vehicle stops and drug interdiction. A direct comparison of 2019 data to 2020 or 2020 data to 2021 data cannot provide an accurate assessment of crime trends. Therefore, to gain a better picture, the rates/counts for 2024 were also compared to the 10-year average.

Data in this report will vary slightly from the data published by the FBI to their Crime Data Explorer website due to the periodic review of data, updates from investigations and counting methodology.

*Note: In November 2020, the department transitioned to a new records management system (RMS) which allowed for better NIBRS reporting and compliancy. During a NIBRS training in 2022, it was found that the department had been over reporting on Aggravated Assaults. Data from 2021 and going forward portrays a more accurate accounting.

CRIME STATISTICS

OVERVIEW

In 2024 there were:

- 388 violent offenses
- 1,964 property offenses

The violent crime rate for 2024 decreased by 15% compared to 2023 and was down 39% compared to the 10-year average.

The property crime rate decreased by 16% compared to 2023, while there was a 34% decrease compared to the 10-year average. Overall, Manchester's total crime rate decreased by 16% compared to 2023 and decreased 35% compared to the 10-year average.

Table 7

<i>Offense</i>	RATE PER 100,000				
	2023	2024	% Change 2023 vs 2024	10 yr Average	% Change 2024 vs Avg
Murder	7	3	-50%	4	-16%
Rape	43	42	-3%	56	-25%
Robbery	84	57	-32%	118	-52%
Aggravated Assault	250	224	-10%	358	-38%
Total Violent Crime	384	326	-15%	535	-39%
Burglary	166	86	-48%	297	-71%
Larceny/Theft	1,606	1,405	-13%	2,015	-30%
Motor Vehicle Theft	178	150	-16%	168	-10%
Arson	11	10	-9%	17	-41%
Total Property Crime	1,960	1,651	-16%	2,485	-34%
Total Crime Rate	2,344	1,977	-16%	3,020	-35%

Table 8

<i>Offense</i>	COUNT				
	2023	2024	% Change 2023 vs 2024	10 yr Average	% Change 2024 vs Avg
Murder	8	4	-50%	5	-20%
Rape	51	50	-2%	63	-21%
Robbery	99	68	-31%	133	-49%
Aggravated Assault	294	266	-10%	406	-34%
Total Violent Crime	452	388	-14%	607	-36%
Burglary	195	102	-48%	335	-70%
Larceny/Theft	1,891	1,671	-12%	2,289	-27%
Motor Vehicle Theft	210	179	-15%	192	-7%
Arson	13	12	-8%	19	-37%
Total Property Crime	2,309	1,964	-15%	2,824	-30%
Total Offense Count	2,761	2,352	-15%	3,431	-31%

CRIME STATISTICS

Figure 2

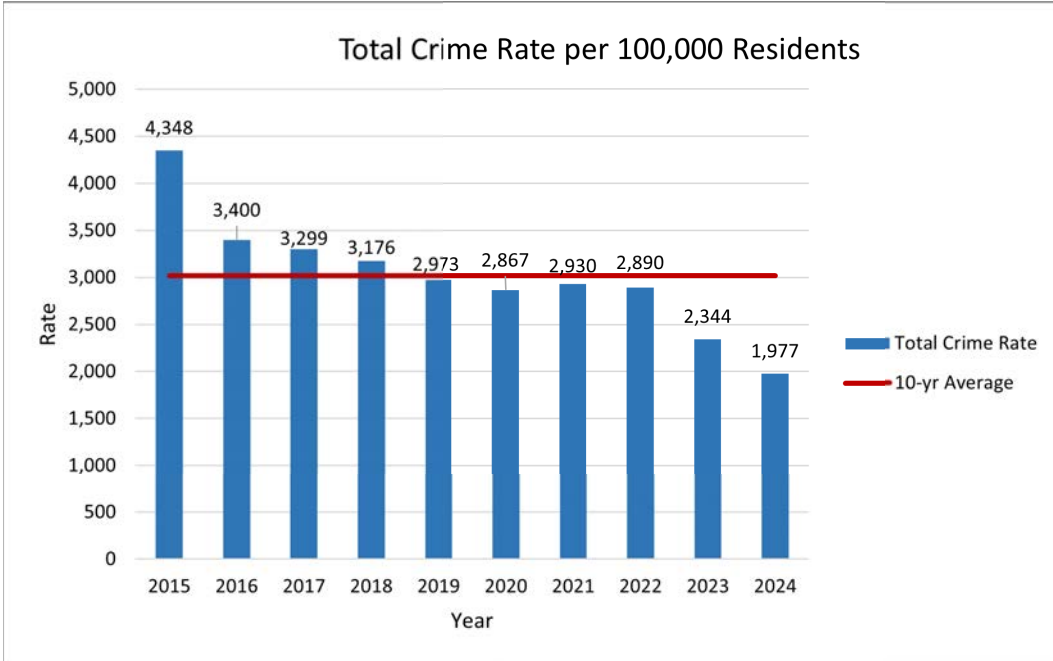
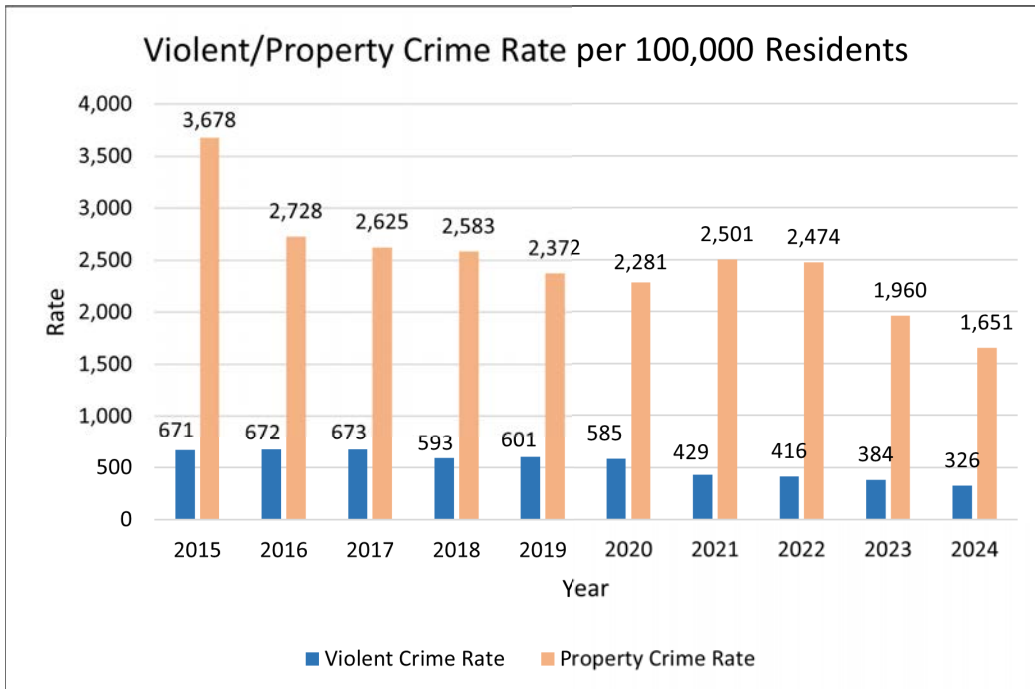


Figure 3



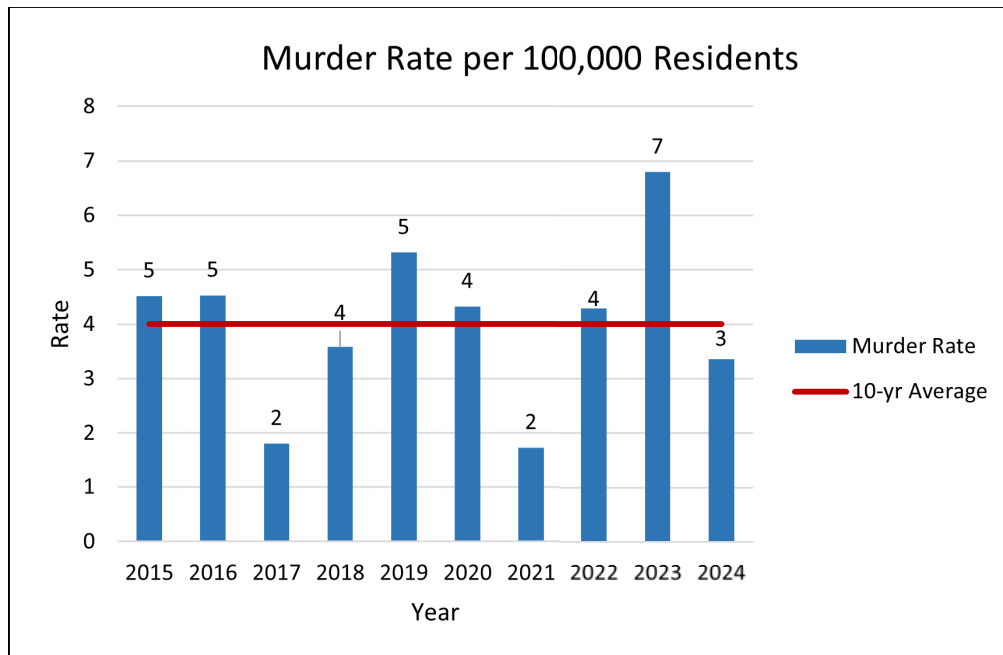
CRIME STATISTICS

MURDER / HOMICIDE - *The willful (non-negligent) killing of one human being by another.*

There were **four** homicides in Manchester during 2024. The murder rate for 2024 was down 50% compared to 2023 and down 16% compared to the 10-year average.

- On January 12, 2024, Jake Chiaradonna was shot and killed during an incident involving Manchester Police Officers. This incident is under investigation by the NH Attorney General’s Office.
- On March 3, 2024, Vernon Hayford was stabbed and killed. The suspect, Carrie Drake, was indicted on one count of second-degree murder.
- On June 28, 2024, Andrew Smith was shot and killed during an incident involving Manchester Police Officers. This incident was investigated by the NH Attorney General’s Office and ruled as justified.
- On December 10, 2024, Brennan Pelio, was shot and killed. The suspect was identified as Alicia Castagnino, who was arrested.

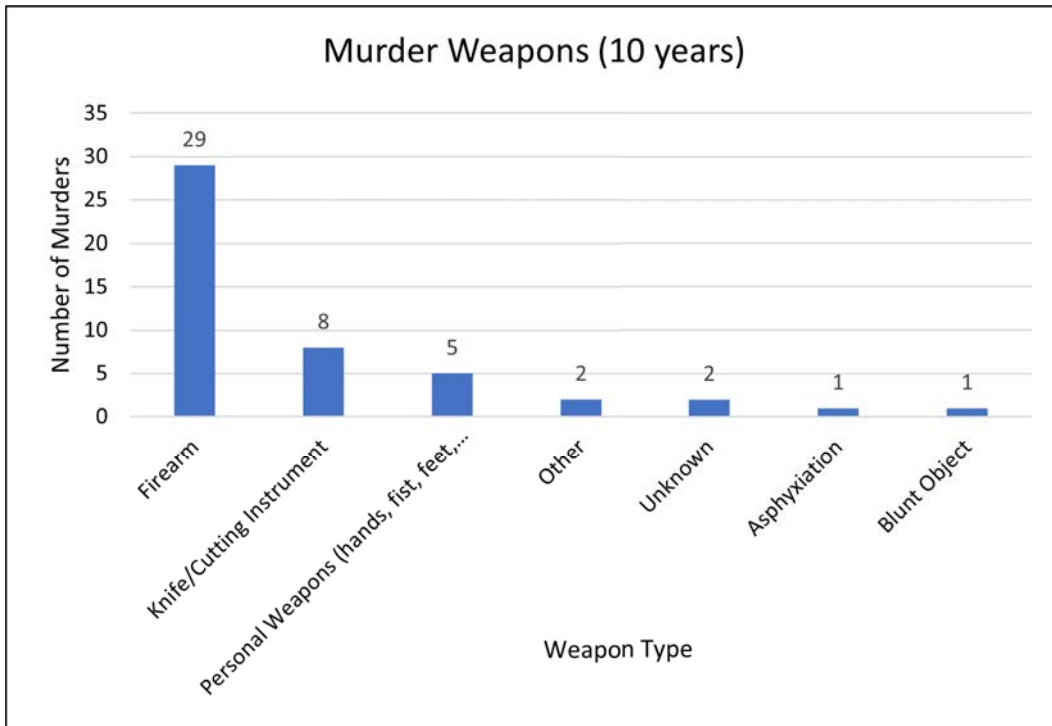
Figure 5



CRIME STATISTICS

MURDER / HOMICIDE - *The willful (non-negligent) killing of one human being by another.*

Figure 6



CRIME STATISTICS

RAPE - *The carnal knowledge of a person, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of his/her temporary or permanent mental or physical incapacity.*

In 2024, there were **50** reported rape victims. The rate of 42 rape victims per 100,000 residents was a decrease of 3% from 2023 and a decrease of 25% compared to the 10-year average.

Attempted rape or assaults to commit rape are included in the data. Statutory rape and incest are not included due to being in a category of their own.

Figure 7

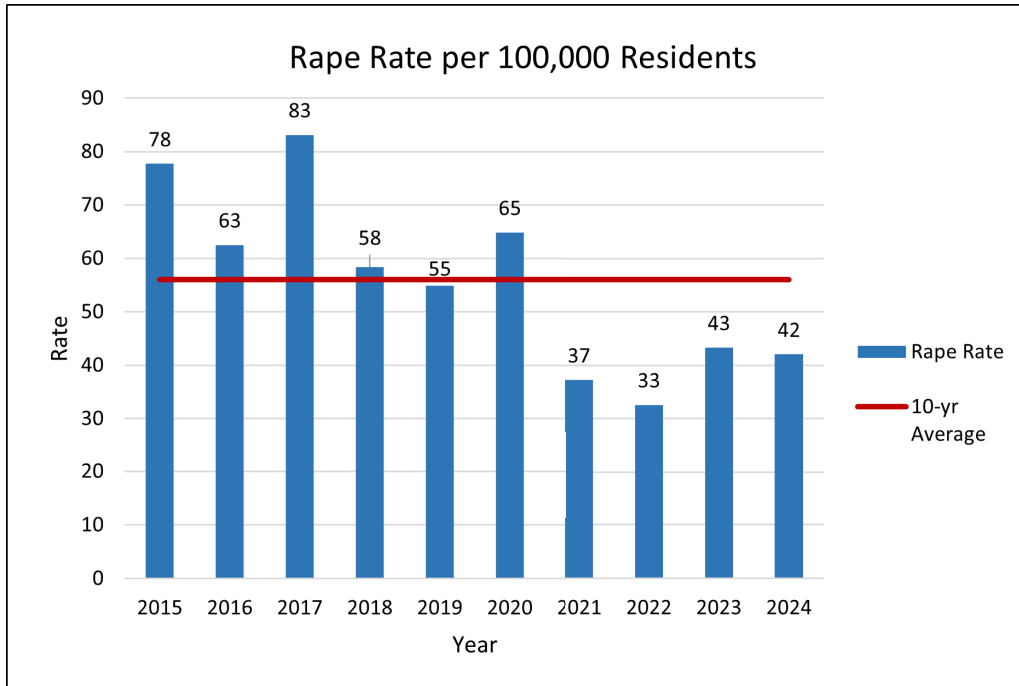
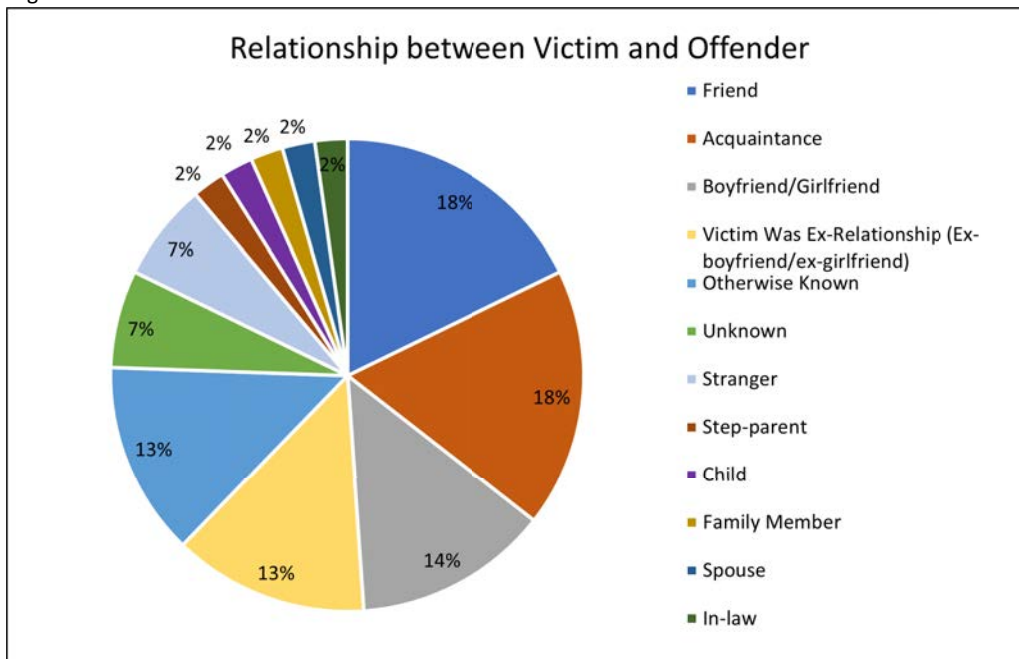


Figure 8

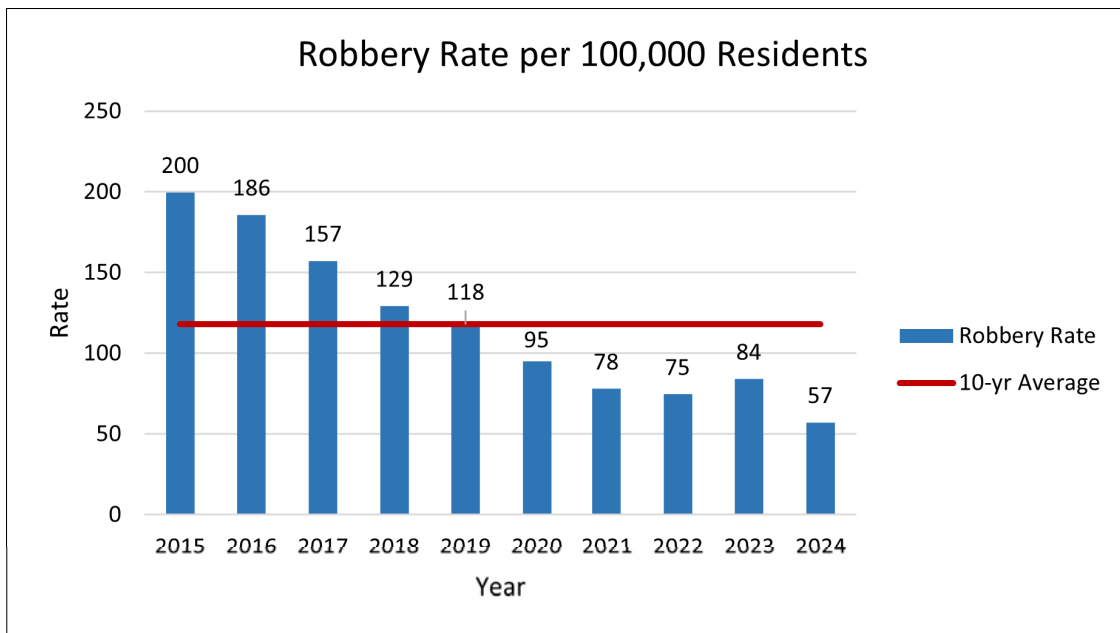


CRIME STATISTICS

ROBBERY - *The taking or attempting to take anything of value under confrontational circumstances from the control, custody, or care of another person by force or threat of force or violence and/or by putting the victim in fear of immediate harm.*

There were **68** robberies reported in 2024 versus **99** in 2023. The robbery rate of 57 per 100,000 residents was a decrease of 32% compared to the 2023 rate and a decrease of 52% compared to the 10-year average rate. Overall, the number of robberies reported and the robbery rate have been on a steady decline since 2014.

Figure 9



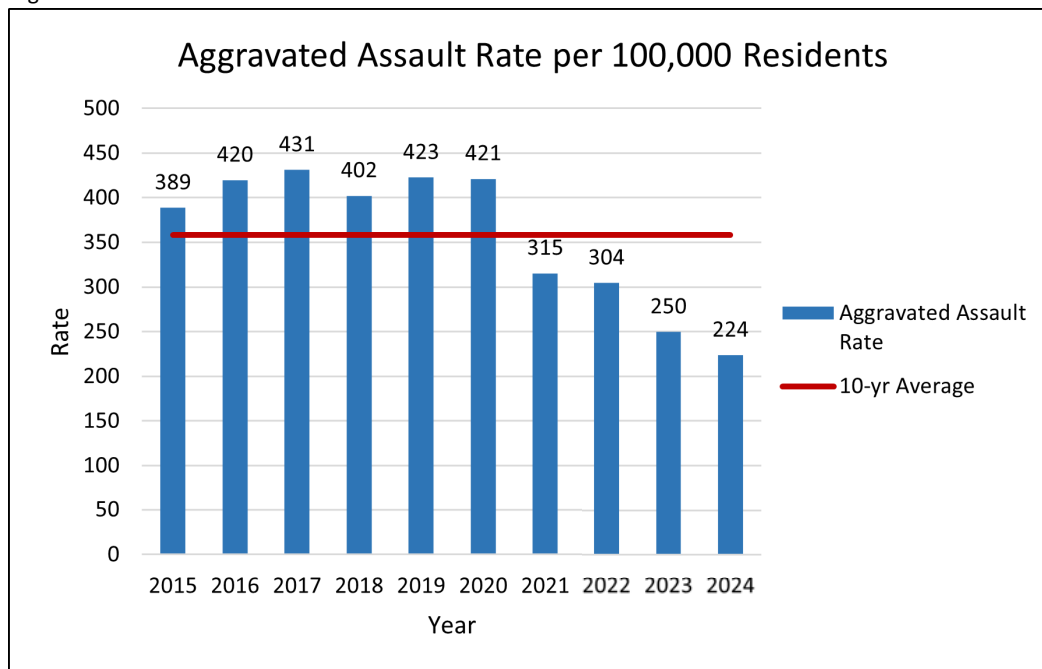
CRIME STATISTICS

AGGRAVATED ASSAULT - *An unlawful attack by one person upon another wherein the offender uses or displays a weapon in a threatening manner, or the victim suffers obvious severe or aggravated bodily injury involving apparent broken bones, loss of teeth, possible internal injury, severe laceration, or loss of consciousness.*

In 2024, there were **266** reported victims of aggravated assault which was a 10% decrease from **294** reported victims in 2023. The aggravated assault rate of 224 per 100,000 residents was an 10% decrease from 250 per 100,000 residents in 2023 and a 38% decrease from the 10-year average rate of 358 per 100,000 residents.

These numbers include aggravated assaults between domestic partners and threats of assault/intimidation where a deadly weapon was displayed.

Figure 10



*2020 and prior year counts of Aggravated Assaults were over reported and do not give an accurate assessment when compared to 2021, 2022 and 2023.

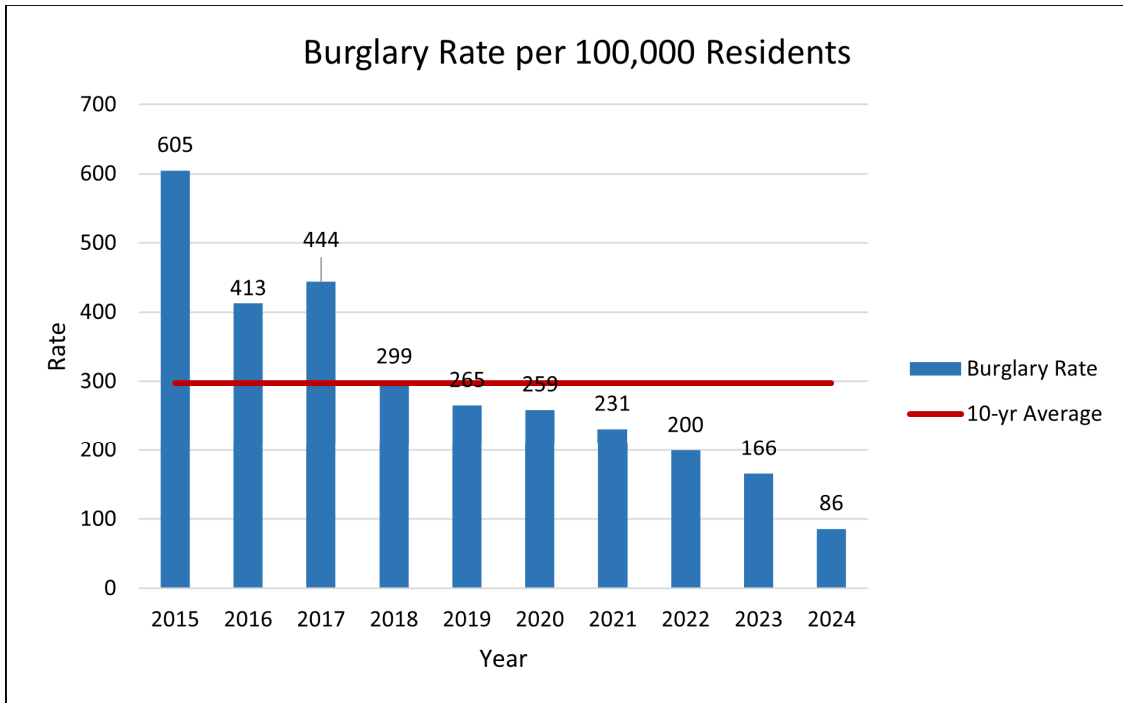
CRIME STATISTICS

BURGLARY / BREAKING AND ENTERING - *The unlawful entry into a building or other structure with the intent to commit a felony or a theft.*

There were **102** burglaries reported in 2024, down 48% from the **294** reported in 2023 and down 70% from the 10-year average.

The burglary rate in 2024 was 86 per 100,000 residents which was a 48% decrease from 2023 and a 71% decrease from the 10-year average.

Figure 11



CRIME STATISTICS

LARCENY / THEFT - *The unlawful taking of personal/business property with the intent to deprive the rightful owner of it permanently.*

This category consists of the following offenses: Pocket-picking, Purse-snatching, Shoplifting, Theft from a Building, Theft from Coin-operated Machine or Device, Theft from a Motor Vehicle, Theft of Motor Vehicle Parts or Accessories, and All Other Larceny/Theft.

There were **1,671** thefts reported in 2024 which was a 12% decrease from the **1,891** thefts reported in 2023 and a 27% decrease from the 10-year average of **2,289**.

The theft rate for 2024 was 1,405 per 100,000 residents, down 13% from 2023 and down 30% compared to the 10-year average rate of 2,015 per 100,000 residents.

Figure 12

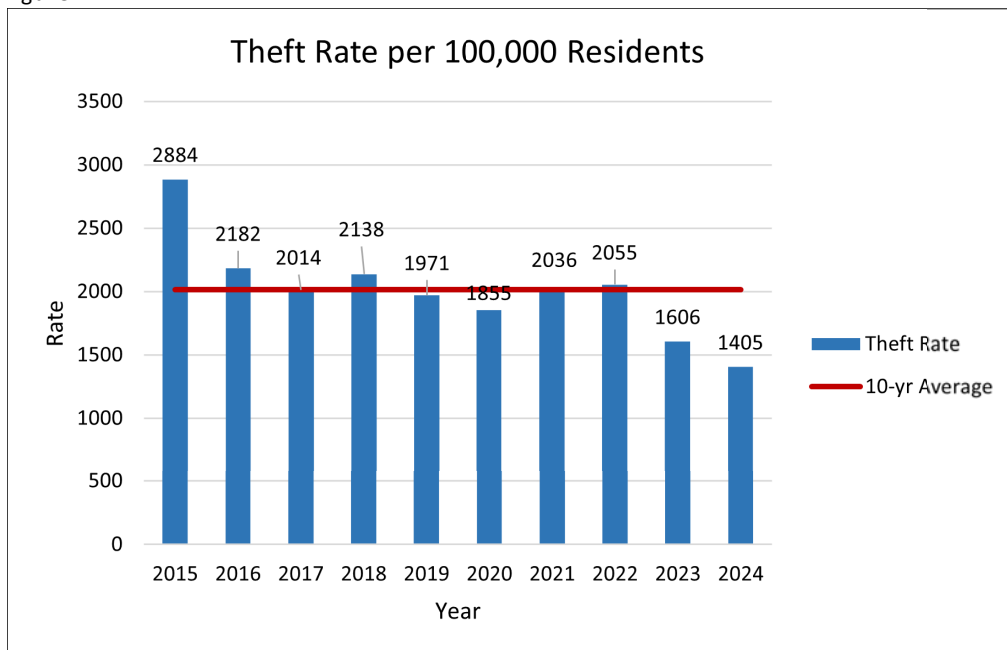
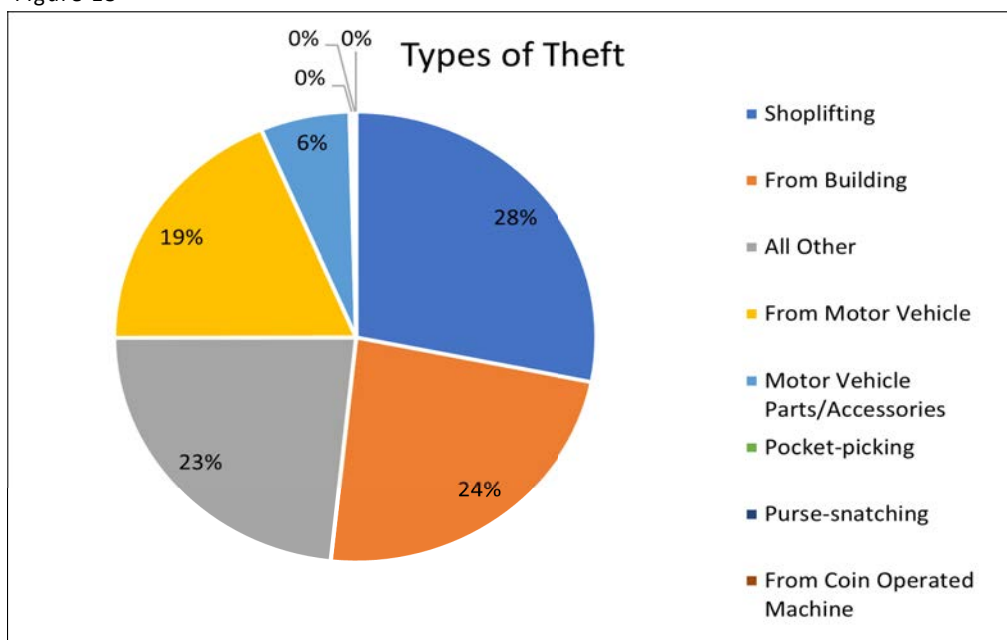


Figure 13



CRIME STATISTICS

MOTOR VEHICLE THEFT - *The theft of a motor vehicle, including automobiles, buses, recreational vehicles, trucks and other motor vehicles.*

There were **179** motor vehicles reported stolen in 2024, a decrease of 15% from **210** reported in 2023 and an 7% decrease from the 10-year average of 192 vehicles.

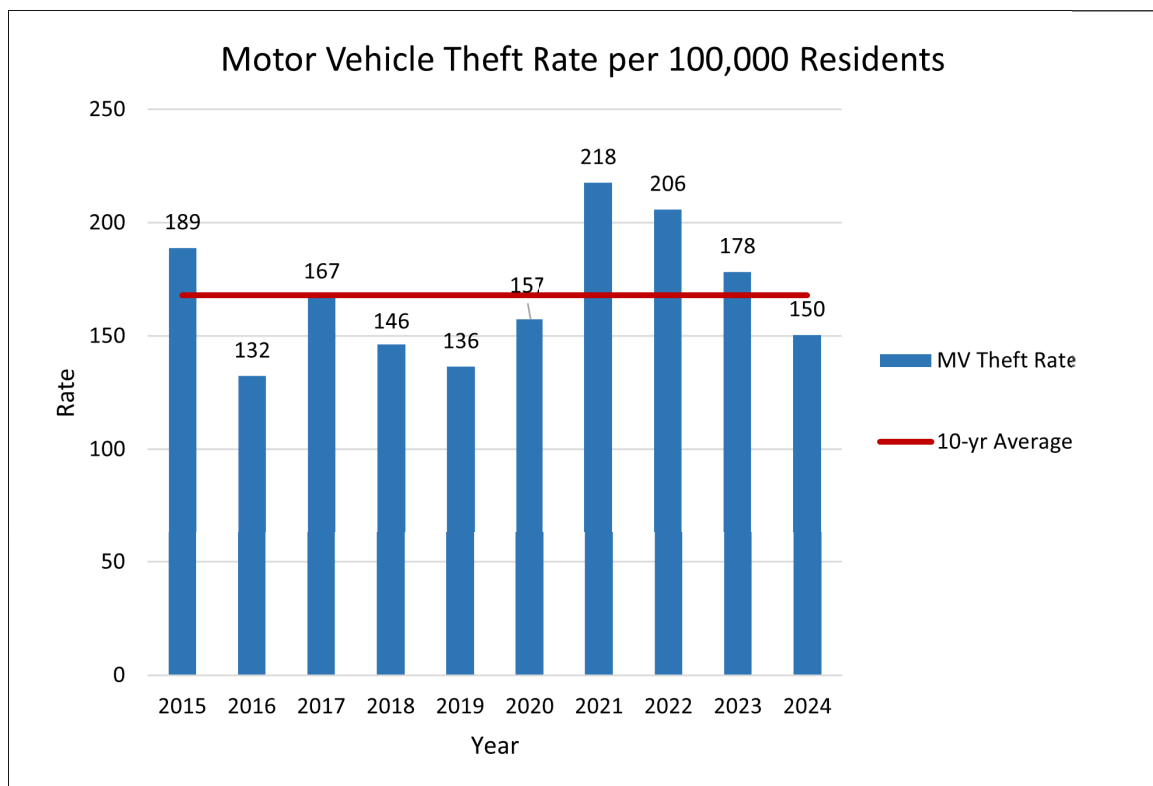
The rate of stolen motor vehicles was 150 per 100,000 residents, down 16% from the 2023 rate of 178 per 100,000 residents and down 10% from the 10-year average rate of 168 per 100,000 residents.

87% of the stolen vehicles were recovered.

Top 5 Stolen Motor Vehicle Makes

- Honda
- Toyota
- Hyundai
- Kia
- Jeep

Figure 14



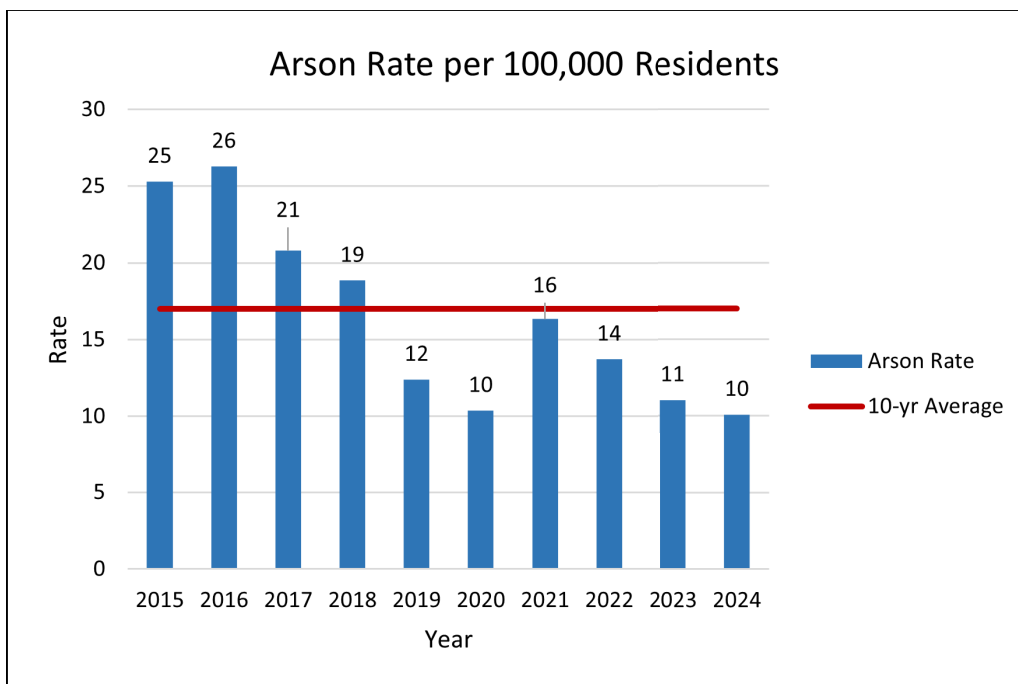
CRIME STATISTICS

ARSON - *To unlawfully and intentionally damage, or attempt to damage, any real or personal property by fire or incendiary device.*

There were **12** arsons reported in 2024, which was a decrease of 8% from 2023 and a decrease of 37% from the 10-year average of **19**.

The arson rate for 2024 was 10 per 100,000 residents which was a decrease of 9% from 2023 and a decrease of 41% from the 10-year average rate.

Figure 15



CRIME STATISTICS

ARRESTS

There were 4,753 arrests in 2024.

- 49% were on-view arrests (Officer witnessed the offense or there was enough probable cause at the time of the incident for an arrest)
- 45% were warrant arrests (Case was investigated and an arrest warrant was issued at a later time)
- 6% were summoned/cited (Offender was issued a ticket or summoned to appear in court)

Figure 16

