

2020 Annual Report



HOLLIS POLICE DEPARTMENT

9 Silver Lake Road

Hollis, New Hampshire 03049

Website: www.hollisnh.org/police



A Message from the Chief of Police

Joseph R. Hoebeke



Mission Statement: We are a dedicated and trustworthy family of law enforcement professionals who pride ourselves on being approachable, and we are devoted to strengthening our safe and thriving community.

On behalf of the dedicated members of the Hollis Police Department, I am pleased to present our Annual Summary Report for 2020. This report details some of the remarkable accomplishments made by the exceptional staff of the Hollis Police Department, who provide the highest level of service to our safe and thriving community. Our engaged community, supportive governing body, and diligent department members have delivered another year of positive public safety impacts throughout the Town of Hollis.

The Hollis Police Department is a Nationally Accredited full-service law enforcement agency dedicated to enhancing public safety through trust, innovation, community partnerships, and excellence in service. We are staffed with an allocated workforce of 15 full-time police officers and 1 part-time police officer (full-time certified), who are assigned within the Patrol Division, Command Staff, Detective Division, or as a School Resource Officer. We are also supported by two full-time, one part-time non-sworn members, and one volunteer Department Chaplain, who perform critical functions necessary to ensure a high level of operational performance.

For the first time in many years, we maintained our current staffing levels and did not see the departure of any employees. Although we operated with one full-time police officer vacancy throughout the year, we were able to complete a hiring process on a full-time New Hampshire certified Police Officer, who will join the ranks of our agency in January 2021. With this hire, we will achieve full staffing levels for the first time since 2018. This is a remarkable achievement given the complexities of recruitment, hiring, and retention within the law enforcement

profession. I wish to thank all of the department members who assisted in our efforts to recruitment and hire capable, competent, and courageous officers; in particular, Lieutenant James Maloney has worked incredibly hard to recruit and process more than 50 candidates.

I would be remiss if I did not mention that recruitment and hiring are a collective effort of all agency members, and we know that our employees are often times the best ambassadors of the Hollis Police Department and the policing profession as a whole.

Each year, when we provide this report, we reflect on the number of organizational achievements our agency has made. I think I speak for all of our community in saying that 2020 was a challenging year, in many ways. In March, our society was faced the emergence of the COVID-19 pandemic, which has devastated communities across the State of New Hampshire and the United States. Upon initial presentation, our agency was faced with the uncertainty of how the virus would impact our ability to provide critical services with the community. However, given our preparation relative to policies and procedures and emergency management, we were able to carefully and successfully navigate these challenges by gradually and logically implementing strategies and processes aimed at mitigating risk to our employees and residents. We take immense pride in knowing that not a single employee of this agency has tested positive for the COVID-19 virus. Although we had three officers who were required to quarantine for exposures either at work or outside of work, our planning efforts were proven to be successful in managing this crisis. As I often times tell people, if you plan for a crisis, like a pandemic, when it is imminent or already has begun, you are too late. Our planning and preparation proved to be highly effective and as such, we were able to maintain the very high level of service that our community deserves and has come to expect.

It is also important to speak to the events that transpired following the death of George Floyd in Minneapolis, Minnesota. These tragic events triggered nationwide outrage towards racial injustice with renewed calls for police reform. In this difficult climate, the Hollis Police Department has emerged as a role model agency in the State of New Hampshire and across the country. Many, if not all of the recommended reforms identified in the aftermath of such incidents are practices already found in the policies that the Hollis Police Department has been following for years.

This is, in part, due to the fact that we are a Nationally Accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA), but also because we embrace a culture of innovative, ethical, and transparent policing practices that allow us to meet the demands of policing in the 21st Century. We are proud of the relationships that we maintain with our community, and will work to build and strengthen positive and lasting partnerships with all demographics of our population, including the various minority-based populations that visit or call Hollis home.

I am also proud to report that the Hollis Police Department completed a five-year strategic planning process, which allowed us to re-evaluate our mission and vision statements, establish core values, and develop nine strategic goals with detailed performance measures. I am thankful of the efforts of the Strategic Planning Committee, which was comprised of both

sworn and non-sworn members. They actively participated in more than eight months of work in order to develop a thoughtful and detailed roadmap for future success.

2020 also marked an incredible year in terms of infrastructure and technology improvements. We completed a carpeting replacement project, installed a new asphalt shingle roof with a 40-year warranty, completed landscaping improvements for drainage, seal coated and relined our parking lot, and replaced our facility sign. We also expanded on our ability to provide remote access to desktops for command and administrative staff, entered into an agreement for a new body worn and cruiser camera system, and updated fitness equipment in an effort to build higher levels of employee wellness.

In terms of performance metrics, the coronavirus pandemic resulted in our agency prioritizing certain call types aimed at mitigating the risks of exposure to our employees and members of the community. As a result, we saw a reduction in metrics like motor vehicle stops, arrests, and traffic citations issues, when compared to 2019 data. However, we saw significant increases in proactive policing efforts, such as community policing, business checks, and directed patrols, which should demonstrate that officers maintained a high level of service to our residents. In short, the only good crime is the crime not committed; the high level of presence of officers throughout the Town serves as a deterrent to crime. Additionally, it reassures our residents and business owners that their police department is committed to maintaining a high quality of life within the community, free of the fear of crime.

You may notice a different look and feel for the performance metrics that are typically included in this report. It was my intent to provide you with the information you need in a succinct and easy-to-read manner, while highlighting the metrics most often inquired about by the community. I hope you enjoy the new format, and I most certainly welcome your feedback.

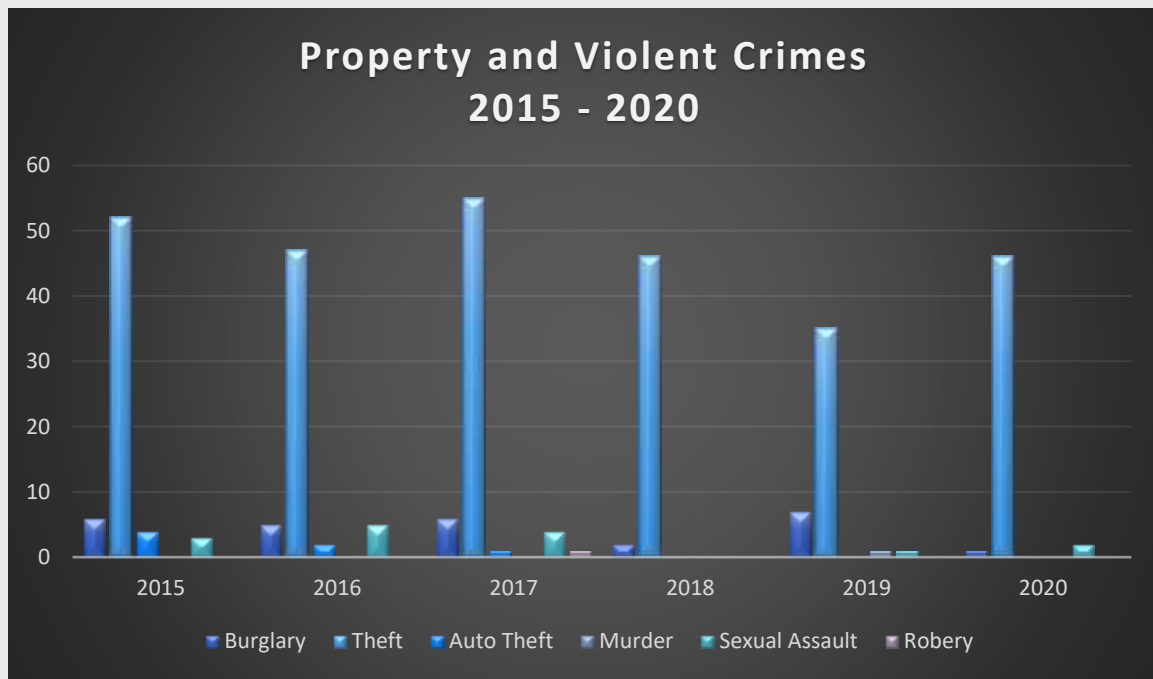
In closing, we are committed to continually evaluating our services to ensure we are meeting the needs of the community in the most effective manner possible. With this being said, the Hollis Police Department looks forward to striving to provide another year of public safety service that exceeds expectations in 2021. Moreover, we remain ever mindful of the tradition of excellence that has defined the Hollis Police Department for many years, a tradition that was built through the efforts of incredible public servants, both past and present. Please know that is the honor of my life to serve as the Chief of Police of the Hollis Police Department and to lead the men and women of this agency in our continued efforts to best protect and serve this safe and thriving community.

In Service to You,
Joseph R. Hoebeke
Chief of Police

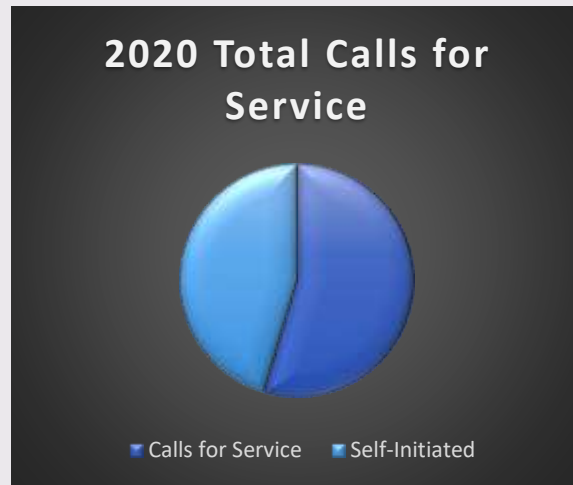
2020 Property Crimes and Violent Crimes

Property Crimes							
Crime Classification:	2015	2016	2017	2018	2019	2020	2019 vs. 2019 % change
Burglary	6	5	6	2	7	1	-86%
Theft	52	47	55	46	35	46	31%
Auto Theft	4	2	1	0	0	0	0
Property Crime Total	62	54	62	48	42	47	12%

Violent Crimes							
Crime Classification:	2015	2016	2017	2018	2019	2020	2019 vs. 2019 % change
Murder	0	0	0	0	1	0	-100%
Sexual Assault	3	5	4	0	1	2	100%
Robbery	0	0	1	0	0	0	0%
Total Violent Crime	3	5	5	0	1	2	100%

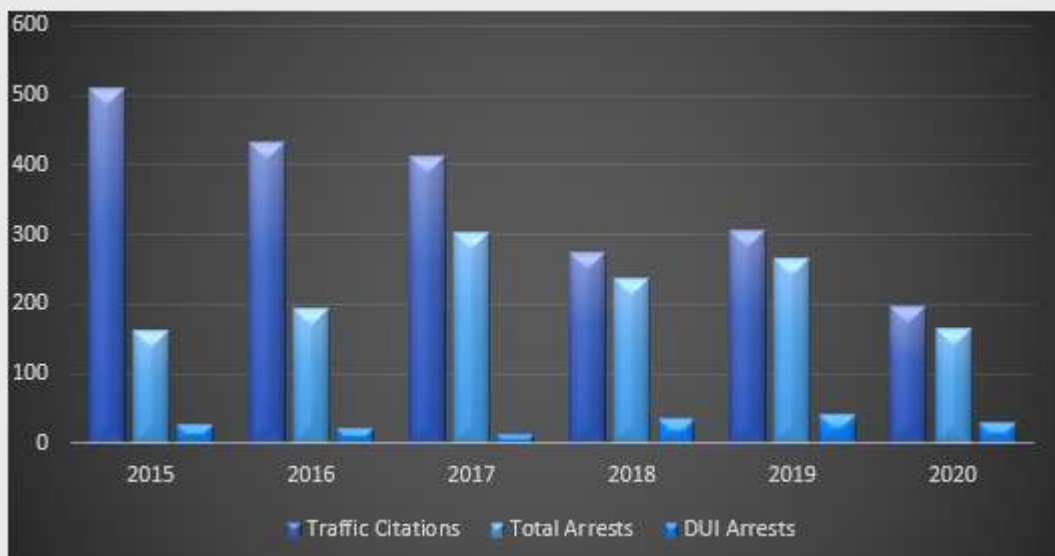


Patrol Services

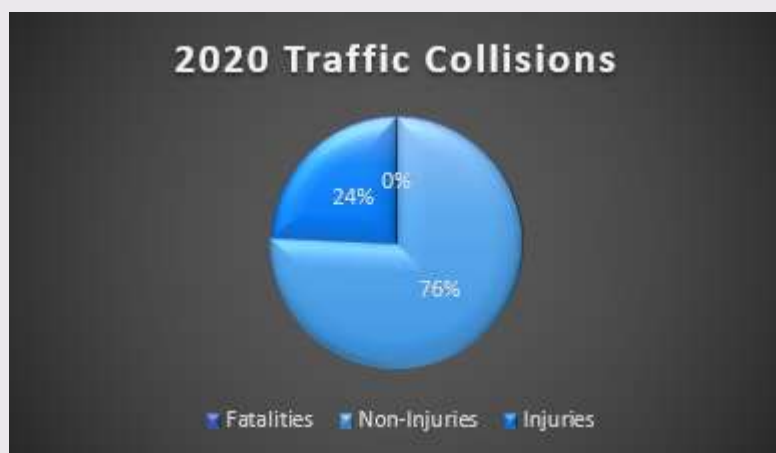


Total Calls for Service (CFS):	23,533
Self-Initiated/Proactive Activity:	19,564
Traffic Citations:	198
Arrests:	
On View & Based on Incident	103
Summons Arrests	52
Protective Custody	10
Total:	165

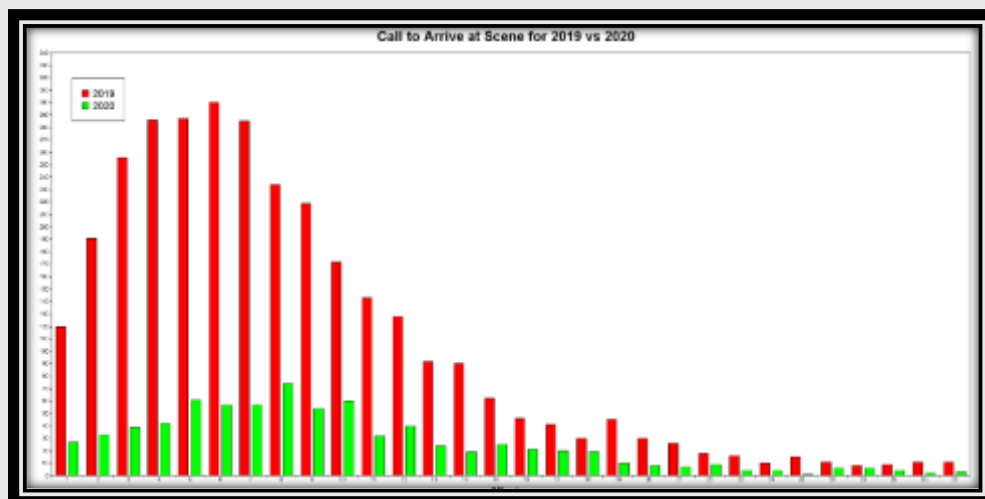
Of the 165 total arrests made in 2020, 29 were for Impaired Driving (18%).



Traffic Collisions							
Collision Type	2015	2016	2017	2018	2019	2020	2019 vs. 2019 % change
Fatalities	0	0	0	1	0	0	0%
Non-Injuries	79	113	111	115	121	78	-36%
Injuries	13	19	21	11	26	25	-4%
Total	92	132	132	127	127	103	-19%



Call Response Times 2019 vs. 2020



Annual Internal Affairs/Citizen Complaint Statistics

The Hollis Police Department is committed to providing the highest quality of services possible to the community and it is incredibly important for the department to be responsive to the needs of all those who visit or call Hollis home. Please click [HERE](#) for more information on the Hollis Police Department's policies and procedures relative to investigations citizen complaints and internal affairs investigations.

During the 2020 calendar year, the Hollis Police Department handled 23,533 calls for service (CFS). There were four (4) Citizen Complaints/Internal Affairs investigations filed against employees of the department. All of the complaints were thoroughly investigated by superior officers of the department. The results of the complaints are listed below.

Please note that complaints may have multiple allegations resulting in more than one disposition per complaint.

2020:

Total Complaints/Internal Affairs Received and Investigated: 4

DISPOSITIONS

- Unfounded: 7
- Exonerated: 5
- Not Sustained: 0
- Sustained: 4

One Internal Affairs Investigation resulted in multiple dispositions given a number of complaints.

2019:

Total Complaints/Internal Affairs Received and Investigated: 4

DISPOSITIONS

- Unfounded: 2
- Exonerated: 0
- Not Sustained: 0
- Sustained: 2

One Internal Affairs Investigation resulted in an employee resigning in lieu of termination.

2018:

Total Complaints/Internal Affairs Received and Investigated: 7

DISPOSITIONS

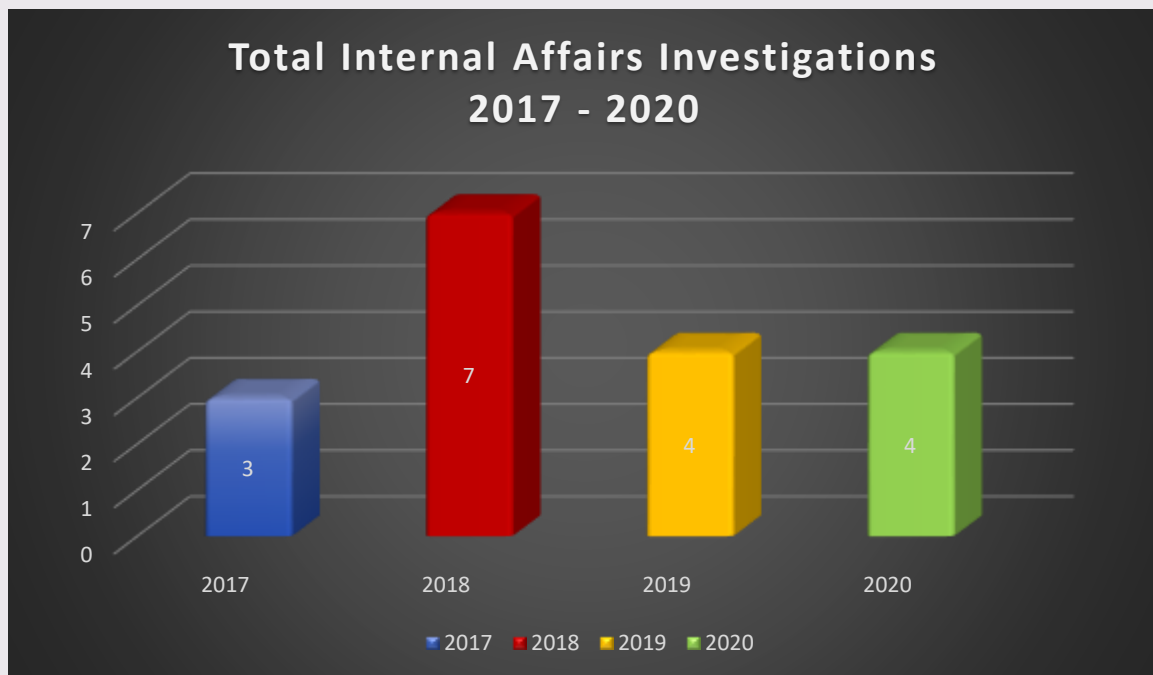
- Unfounded: 2
- Exonerated: 1
- Not Sustained: 1
- Sustained: 4

2017:

Total Complaints/Internal Affairs Received and Investigated: 3

DISPOSITIONS

- Unfounded: 0
- Exonerated: 1
- Not Sustained: 0
- Sustained: 2



Hollis Police Department December 22, 2020

Missing from the Photograph: Sergeant Poulicakos and MPO Kushmerek



Want to learn more? Check us out online!

<https://www.hollisnh.org/police>



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