

# 2023 Annual Report

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## HOLLIS POLICE DEPARTMENT

A Nationally Accredited Law Enforcement Agency

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9 Silver Lake Road

Hollis, New Hampshire 03049

Website: [www.hollisnh.org/police](http://www.hollisnh.org/police)



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# A Message from the Chief of Police

Joseph R. Hoebeke



*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.*

Dear Hollis Community Members:

On behalf of the dedicated men and women of the Hollis police Department, I am pleased to present the 2023 Annual Report, which provides a summary of the activities and accomplishments of the Hollis Police Department over the past year. 2023 was another busy year for the Hollis Police Department and we remain steadfast in our commitment to providing highly professional and effective public safety services that you can rely upon 24/7.

As I write this report, I reflect on the many challenges law enforcement agencies all over the United States face, most notably in the areas of recruitment and retention of quality police employees, building strong community relationships through trust and transparency, and meeting budget challenges.

In regard to budget challenges, this remains an important issue for our agency and all the public safety entities operating within the Town of Hollis. Public safety budgets rely upon property tax revenue almost exclusively, and the Town of Hollis has many budgetary priorities to balance. How the Town manages these priorities will affect how we staff town agencies, and how much we can compensate, train, and equip our employees. There is, without question, a nexus between appropriate budgeting and the quality of services in which the community receives.

Our department is competing with numerous bordering and regional law enforcement agencies for a limited pool of qualified police officer applicants. Oftentimes many of these agencies have

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significantly greater resources and opportunities to provide to potential applicants, which presents smaller police departments with challenges as it relates to recruitment and retention of personnel. These agencies are also actively recruiting certified law enforcement professionals from other agencies, which adds an additional layer of complexity to this issue. As such, it is important that the leadership of the Hollis Police Department and the Town of Hollis continues to place an emphasis on retaining agency members with a primary focus on employee health and wellness, professional and personal development, and by continued and demonstrated community support for the challenging and ever-changing responsibilities that are fundamental to our role as police officers.

The recruitment and retention of law enforcement professionals is a national crisis. Hiring quality individuals to serve in the important role of police officer is a priority for our police department. Unfortunately, it has become very difficult to attract quality candidates willing to take on the job of a police officer. This is a problem affecting law enforcement agencies across the Granite State and all over the country. Applications are down significantly, and the job market has become very competitive. Every police department in the State is hiring and the applicant pool is shallow. Up until September 2023, we were operating at full-staffing levels; however, the retirement of MPO Richard Bergeron created a vacancy that we are struggling to fill. Currently, we maintain this vacancy and are working hard to find the right fit to join our team. Additionally, and with the population steadily increasing in our Town, it is likely that an expansion of staffing levels will be needed in the coming years to meet the public safety service demands of our growing community.

Regardless, our police department staff has done a remarkable job of doing more with less. We will continue to work with the community and our governing body to find ways of meeting community needs. We must look for ways to leverage technology and policy as force multipliers so we can successfully address public safety challenges and meet service expectations. The use of data driven approaches and updated equipment are just some of the ways we can address significant community concerns that might arise.

Traffic safety is a common concern I hear about in the community, and this has repeatedly been expressed through citizen feedback on the community surveys we have utilized over the past 6 years. Excessive speeding is the primary traffic safety concern. Unfortunately, we have limitation in regard to personnel to address these concerns, which is why supplemental funding sources, like those provided by the Office of Highway Safety, are so important in helping to create safer roadways within the Town of Hollis.

I remain concerned about the very high numbers of impaired drivers we are experiencing on our roadways. In 2023, the Hollis Police Department made fifty (50) impaired driving arrests. Although this is a slight decrease in the total impaired driving arrests recorded in 2022 (57

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arrests), the consistently high numbers of impaired drivers on our roadways is a problem that cannot be ignored.

In response to the foregoing, we have worked very hard to provide a high level of training to our officers in detecting impaired drivers. This year, Officer Julie Hinckley was certified as a Drug Recognition Expert, which provides our agency with an excellent tool for determining impairment of drivers who may be under the influence of substances other than alcohol. Moreover, we have committed to certifying each officer in Advanced Roadside Impaired Driver Enforcement (ARIDE), which has elevated our agency's ability to keep Hollis roadways safe through enhanced enforcement targeting impaired drivers.

We continue to emphasize community policing initiatives and partnerships to combat crime and to strengthen police/community relations. The problems we routinely face require strong partnerships between the police department, community members and community organizations. As members of the Hollis community, we all have a shared obligation for the policing that occurs here. The members of the police department embrace the daily opportunities to serve the public and address community concerns, and we continue to embrace the philosophy and goals of our citizens and the governing body. We deliver services to our community with pride and professionalism, recognizing we are always ambassadors of the Town.

We have experienced some personnel changes over the past year with the resignation of Records Clerk Amanda Cusato, and the retirements of long serving members Master Patrol Officer Richard Bergeron and Maintenance Technician Daniel Danahy. These team members contributed much to our organizational culture and provided high levels of service to our safe and thriving community. Although it is difficult to lose employees like this, we consider ourselves very fortunate to have welcomed Records Clerk Kelly Dillon and Maintenance Technician Blake Minckler to our team to fill these important roles within the organization. As previously mentioned, we are still working to fill the vacancy created by the retirement of Master Patrol Officer Bergeron.

We are also excited to announce the promotion of Lucas Ilges from Master Patrol Officer to Sergeant, the promotion of James Maloney from Lieutenant to Captain, and the reassignment of Sergeant Jon Tate from Patrol Supervisor to Administrative Services Bureau Sergeant. Additionally, we also advanced Joshua Hooper, Derek Gyles, Kyle Connors, and Michael Trapani from Police Officer to Master Patrol Officer following their successful completion of the selection process.

Training is and will remain a top priority for the Hollis Police Department as it is critical for us to provide robust training opportunities for our team members. There is no doubt that highly trained officers are more capable, competent, and confident, and they can actually reduce



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organizational risk and liability. In 2023, more than 2,300 training hours were provided to both sworn and non-sworn members, all while doing so in a fiscally responsible manner. Captain James Maloney completed the internationally recognized three-week Senior Management Institute for Policing (SMIP) course as facilitated by the Police Executive Research Forum (PERF), and several agency members completed instructor level courses, which benefited our agency, and accommodated team member requests for training in areas of interest to them. Additionally, each sworn member of our agency has completed the 40-hour Crisis Intervention Team (CIT) Training, which aims to provide better way to address individuals in mental health crisis. Finally, we implemented an Unmanned Aerial Surveillance (UAS) Unit, which will provide an opportunity for interested agency members to be trained and certified as UAS Pilots. This equipment will also provide us with the ability to provide enhanced public safety services to our community.

Our agency also completed a large-scale Squad Room Modification Project, which provides our Patrol Division with expanded space for the completion of reports, storage of equipment and paperwork, and the packaging of evidence. I can tell you that our team members were actively involved in this improvement project, providing their feedback on the area's layout, paint and floor colors, and storage equipment. Although this might seem like an otherwise mundane accomplishment, the improvement of this workspace has elevated employee morale while presenting a more professional, conducive working environment for officers. We remain grateful to our residents and the governing body for allowing us to fund this project.

The final achievement I wish to highlight in this report is the successful completion of our annual compliance review for our status as a nationally accredited law enforcement agency through the Commission on Accreditation for Law Enforcement Agencies (CALEA). In July 2023, a Compliance Service Manager from CALEA reviewed a pre-determined percentage of our standards for compliance and adherence to the rigorous requirements as established by CALEA. I report, with great pride, that this review did not identify any standards related issues, which is a testament to the efforts of our incredible Accreditation Manager, Captain James Maloney, and the work of our team members. Accreditation is important to ensure we are meeting the ever-changing methods of policing in the United States and doing so in accordance with nationally accepted best practices. We are proud to be recognized as one of only 21 nationally accredited law enforcement agencies in the State of New Hampshire. There is no doubt that accreditation has made us better and helped strengthen the organizational culture of excellence that has defined the Hollis Police Department for many years.

In closing, and despite the challenges of policing in the United States, we understand our objective remains to serve the residents and guests of our community in a superior manner. Average is not and will never be acceptable, and we recognize this high standard of professionalism is an expectation in our community. I remain incredibly proud of the Hollis Police Department and the great group of employees serving our community. We expect our

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team members to serve the community with compassion, professionalism, and integrity, and there is no doubt that they do this with unwavering commitment and dedication. We will continue to work with our community to solve problems and provide highly effective public safety services, all of which are aimed at making Hollis proud. Hollis is an outstanding community, and the employees of the Hollis Police Department will continue to collaborate with community members and stakeholders to ensure this remains true for years to come.

In Service to You,

Joseph R. Hoebeke  
Chief of Police

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## **LAW ENFORCEMENT OFFICER CODE OF ETHICS**

**As a Law Enforcement Officer**, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all persons to liberty, equality and justice.

**I will** keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

**I will never** act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminal, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize **the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession...law enforcement.**



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## COMMAND STAFF



Joseph R. Hoebeke  
**Chief of Police**



Captain Brendan T. LaFlamme  
**Operations Bureau Commander**



Captain James J. Maloney  
**Administrative Services Bureau Commander**

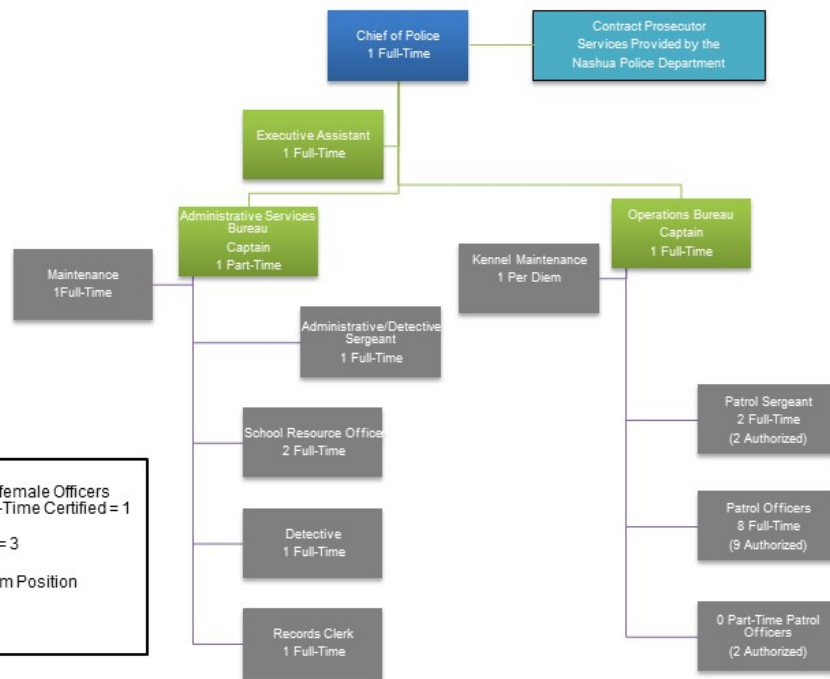


Karen Lawton  
**Executive Assistant**



# ORGANIZATIONAL CHART

## HOLLIS POLICE DEPARTMENT Organizational Chart



Full-Time Sworn Personnel = 16  
As of 10/31/2023: 13 male and 3 female Officers  
Part-Time Sworn Personnel (Full-Time Certified = 1  
(male)  
Full-Time Non-Sworn Personnel = 3  
(1 male & 2 female)  
Kennel Maintenance is a Per-Diem Position  
17 Sworn Personnel  
3 Non-Sworn Personnel

*A Nationally Accredited Law Enforcement Agency*

*Updated October 2023*

*A Nationally Accredited Law Enforcement Agency*

*Updated October 2023*

3 Non-Sworn Personnel  
17 Sworn Personnel  
Kennel Maintenance is a Per-Diem Position  
(1 male & 2 female)  
Full-Time Non-Sworn Personnel = 3  
(male)

1 Full-Time  
Sergeant/Captain

(2 Authorized)  
Patrol Sergeant  
8 Full-Time  
(9 Authorized)

## DEPARTMENT PERSONNEL

<b>OFFICE OF THE CHIEF OF POLICE</b>	Chief of Police	1
	Executive Assistant	1
	Contract Prosecutor (Nashua Police Department)	1

<b>OPERATIONS BUREAU</b> PATROL DIVISION SQUADS (3)	Captain	1
	Patrol Sergeants	2
	Officers	9
RECORDS DIVISION	Records Clerk	1
KENNEL MAINTENANCE*	Kennel Maintenance (Per Diem)	1
<b>OPERATIONS BUREAU TOTAL</b>		<b><u>14</u></b>

<b>ADMINISTRATIVE SERVICES BUREAU</b>	Captain	1
	Administrative Sergeant	1
	Detective	1
	School Resource Officers	2
	Maintenance Technician	1
<b>ADMINISTRATIVE SERVICES BUREAU TOTAL</b>		<b><u>6</u></b>

<b>DEPARTMENT TOTAL</b>	<b><u>21**</u></b>
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\*Per Diem Kennel Maintenance position is not considered as part of the authorized staffing level.

\*\*The above reflects HPD's authorized strength at full staff, but these numbers fluctuate with changing staffing levels.

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# **EXCELLENCE IN POLICING**

## **CALEA LAW ENFORCEMENT ACCREDITATION**



The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) was created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations. The founding organizations were: International Association of Chiefs of Police (IACP), National Organization of Black Law Enforcement Officers (NOBLE), National Sheriff's Association (NSA), and the Police Executive Research Forum (PERF).

In July 2018, the Hollis Police Department was awarded our initial CALEA accreditation. In March 2022, the Hollis Police Department successfully completed a comprehensive reassessment evaluation for CALEA re-accreditation, and in November 2022, the Department was awarded accreditation for a period of four years.

The standards upon which the Law Enforcement Accreditation Program is based reflect the current thinking and experience of law enforcement practitioners and researchers. Major law enforcement associations, leading educational and training institutions, governmental agencies, as well as law enforcement executives internationally, acknowledge CALEA's Standards for Law Enforcement Agencies and its Accreditation Program as benchmarks for today's modern law enforcement agency. For more information about CALEA, please visit their website at – [www.calea.com/](http://www.calea.com/).

- CALEA accreditation requires an agency to develop a comprehensive, well thought out, uniform set of written policies. This is one of the most successful methods for reaching administrative and operational goals, while also providing direction to personnel.
- CALEA Accreditation standards provide the necessary reports and analyses a CEO needs to make fact-based, informed management decisions.
- CALEA Accreditation requires a preparedness program be put in place so an agency is ready to address natural or man-made unusual occurrences.
- CALEA Accreditation is a means for developing and improving upon an agency's relationship with the community.
- CALEA Accreditation strengthens an agency's accountability, both within the agency and the community, through a continuum of standards that clearly defines authority, performance, and responsibilities.
- Being CALEA Accredited can limit an agency's liability and risk exposure because it demonstrates that internationally recognized standards for law enforcement have been met, as verified by a team of independent outside CALEA-trained assessors.
- CALEA Accreditation facilitate an agency's pursuit of professional excellence.

***EXCELLENCE IN POLICING***

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# **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.**

## ***COMMITTED TO EXCELLENCE***

Members of the Hollis Police Department are charged with the mission of:

- **Creating and maintaining meaningful and positive relationships with the community.**
- **The protection of life and property.**
- **Preserving the peace.**
- **Preventing Crime.**
- **Detecting and arresting violators of the law.**
- **Enforcing all laws coming within the department's jurisdiction.**
- **Responding to all public emergencies.**

Members of the Hollis Police Department, as public officers, are committed to treat all persons with whom we come in contact with respect and dignity. We believe it is our duty to conduct ourselves with truth and honesty at all times. We will be vigilant and courageous in our pursuit of justice, will preserve and defend the constitution, and will enforce all laws with impartiality and compassion. Moreover, each member of the Hollis Police Department will always remain true to the tenets of the Law Enforcement Code of Ethics, and the Law Enforcement Oath of Honor.

Hollis Police Officers will serve all citizens with pride and commitment, and attempt to mirror that nobility in our personal lives. If you wish to recognize one of our employees, please review our Citizen's Guide to the Hollis Police Department's Commendation/Complaint Procedures.

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## EXCELLENCE IN POLICING



Employee of the Year/Chief's Achievement Award  
**MPO Kyle Connors**



Lifesaving Award  
**MPO Derek Gyles**



Chief's Achievement Award  
**Executive Assistant Karen Lawton**



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## RETIREMENTS



MPO Richard Bergeron  
**Retired September 2023**  
**23 Years of Service**



Maintenance Technician Daniel Danahy  
**Retired June 2023**  
**8 Years of Service**

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## **PROMOTIONS**

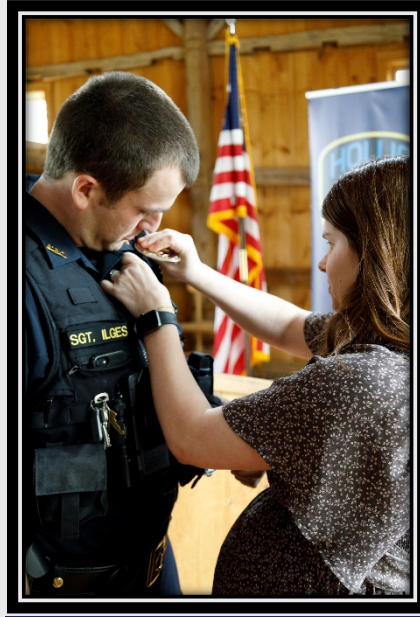


James Maloney  
**Promoted from Lieutenant to Captain**  
**April 1, 2023**

Captain James Maloney joined the ranks of the Hollis Police Department in January 2018, after serving 23 years with the Nashua Police Department, retiring as a Captain assigned to the Legal Bureau. At that time, Captain Maloney was immediately thrown into the accreditation fire, helping our agency receive its initial accreditation award in 2018, and leading us to our first reaccreditation award in November 2022. In his time of service with the Hollis Police Department, Captain Maloney has injected a positivity within our organizational culture that has strengthened employee morale while increasing the levels of professionalism and effectiveness of service.

Captain Maloney oversees the Administrative Services Bureau and serves as our agency's Accreditation Manager. He also oversees professional standards, schedules and accounts for all training programs, including those mandated by Police Academy rule, assists with facilities and fleet management, and supervises our Detective Division and School Resource Officer program. Additionally, Captain Maloney is heavily involved in the Northern New England Police Accreditation Coalition as the Training Coordinator, and he spends countless hours assisting the Police Standards and Training Council with scenario-based training for new recruits.

Captain Maloney is a 1990 graduate of Assumption College in Worcester, Massachusetts, having graduated with a Bachelor of Arts Degree in Politics with a focus on American government and philosophy. As previously mentioned, he retired from the Nashua Police Department after 23 years of service holding the rank of Captain.



Lucas Ilges

**Promoted from Master Patrol Officer to Sergeant  
April 1, 2023**

With the passage of the FY2023 operating budget, we were able to fund a third Sergeant position that existed on record, but had not been funded since the retirement of Sergeant Tracy Dunne in 2014.

Sergeant Lucas Ilges was among five officers who participated in a rigorous promotional process which consisted of a written promotional examination, a written policy examination, and oral board with outside law enforcement practitioners, and a Chiefs Interview. At the end of the process, Sergeant Ilges was ranked as the number one candidate and was selected for promotion.

Sergeant Ilges was raised in Gloucester, Massachusetts and after graduating high school, attended the University of Massachusetts at Boston graduating in May 2014 with a Bachelors Degree in Criminal Justice. Sergeant Ilges played four years of college baseball and at one time, held the record for most innings pitched in school history.

After joining the Hollis Police Department in August 2015, Sergeant Ilges attended and graduated from the 168<sup>th</sup> session of the New Hampshire Police Academy. Throughout his time of service to the Town of Hollis, Sergeant Ilges has served as a Field Training Officer and was a member of the Hillsborough County Sheriff's Office Street Crimes Task Force. He has consistently led our agency in self-initiated activities for many years, and is a hardworking, dedicated, ethical and moral guardian of this community. For over five years, he was an active fundraiser for the Childrens Hospital at Dartmouth, raising thousands of dollars for children and families in need.

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## NEW HIRES



Kelly Dillon  
**Records Clerk**  
**Date of Hire: May 15, 2023**



Blake Minckler  
**Maintenance Technician**  
**Date of Hire: October**

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## **TRAINING**

The Hollis Police Department is committed to a rigorous and comprehensive training program. The level of safety our officers enjoy and the level of protection our citizens receive are directly related to the extensive and ongoing in-service training which is provided.

The Department has a number of certified instructors, who provide training in critical areas, such as: Firearms, De-escalation, response to resistance (which includes the use of the Taser X26P ECD, less lethal munitions, baton, oleoresin capicum, and proper handcuffing techniques), and CPR/First Aid. Additionally, every officer receives annual training on biased-based policing, mental health issues, active threat and critical incident response, ethics, and vehicular pursuit.

In addition to in-house training, the Hollis Police Department continues its partnership with NAMI New Hampshire for the provision of training and certification in crisis intervention. As of December 31, 2023, all sworn members of the Hollis Police Department have completed the 40-hours Crisis Intervention Team (CIT) Training. This important training provides our officers with skills and education to effectively serve persons in crisis.

Additionally, all department employees participate in specialized training on a wide variety of topics. In order to facilitate training opportunities, we utilize online and in-person training programs, facilitated by external organizations and agency approved instructors. A number of officers have received advanced training in drug impaired driving, drone operation, interviews and interrogations, active threat response, criminal investigations, field training, and defensive tactics.

The safety of our officers and the public is and always will be of paramount importance when planning, conducting, and reviewing training programs.

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### **2023 Completed Training**

556 Training Courses

2,334.5 hours total training time for the 2023 calendar year (all employees)

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# NIBRS

## **NIBRS vs. UCR Crime Reporting: How Crime Statistics are Collected:**

The Hollis Police Department submits crime statistics to the New Hampshire Department of Safety, Division of State Police. Ultimately, these crime statistics are submitted to the Federal Bureau of Investigation by the Division of State Police using the National Incident-Based Report System (NIBRS).

## **What is NIBRS?**

NIBRS is a method of collecting data based on each single incident and arrest. For example: During the commission of a residential burglary, the offender then lights the home on fire. NIBRS counts two offenses: burglary and arson.

## **NIBRS categorizes crime in Group A and Group B offenses.**

Group A offenses include Crimes against Persons, Crimes against Property, and Crimes against Society. Crimes against Persons are those in which the victim is always an individual (i.e. murder, rape, assault). Crimes against Property are those which money or property is obtained from the crime (i.e. robbery, burglary, bribery). Crimes against Society represent society's prohibition against engaging in certain types of activity (i.e. gambling, prostitution).

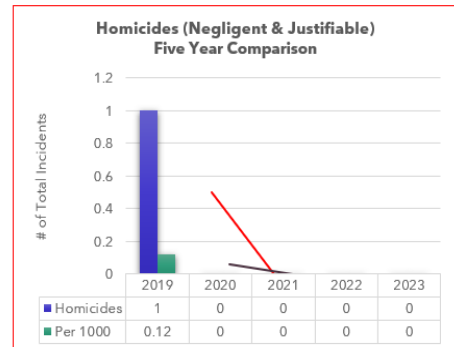
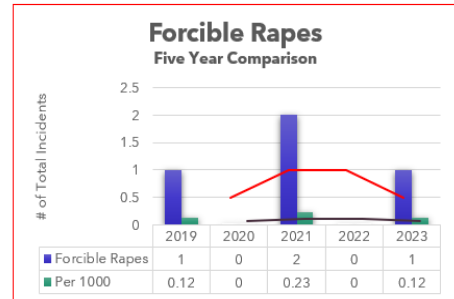
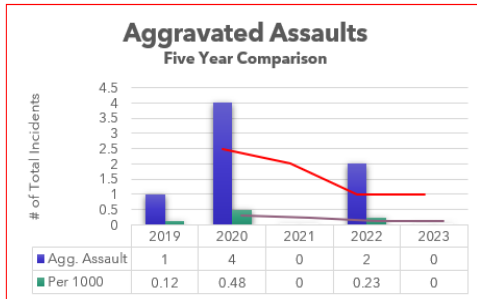
### **NIBRS Group A Offenses include:**

- Murder/Non-Negligent & Negligent Manslaughter
- Justifiable Homicide
- Kidnapping/Abduction
- Forcible Rape, Forcible Sodomy, Forcible Fondling
- Sexual Assault with an object
- Aggravated Assault, Simple Assault, Intimidation
- Incest
- Statutory Rape
- Robbery
- Arson
- Burglary/Breaking & Entering
- Extortion/Blackmail
- Larceny

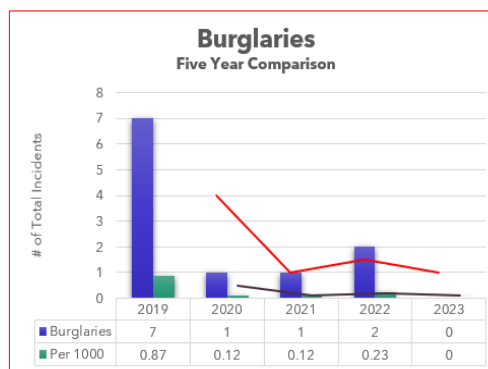
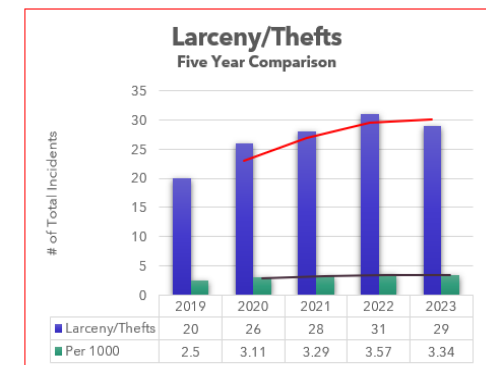
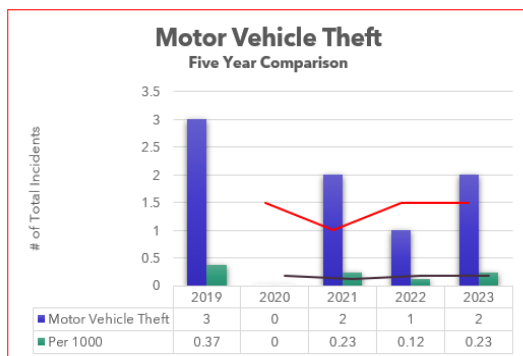
### **NIBRS Group B Offenses are only reported in the event of an arrest, and include:**

- Bad Checks
- Curfew Violations/Loitering/ Vagrancy
- Disorderly Conduct
- Driving Under the Influence
- Family Non-Violent Offenses
- Liquor Law Violations, Drunkenness
- Peeping Tom
- Runaways (Persons under 18)
- Trespassing
- All Other Offenses

# Crimes Against Persons



# Crimes Against Property



## PATROL SERVICES

	<u>2022</u>	<u>2023</u>
Total Calls for Service (CFS):	25,956	24,666
Self-Initiated/Proactive Activity:	22,645	21,426
Motor Vehicle Stops:	4361	4300
Traffic Citations:	225	203
Citation Warnings (Verbal & Written):	4413	4470
Arrests:		
On View & Based on Incident	137	132
Summons Arrests	69	64
Protective Custody	11	5
Total:	217	201

**Of the 201 total arrests made in 2023, 50 were for Impaired Driving (25%)**

**There was a 12% decrease in DUI arrests when comparing 2022 and 2023 data.**

### MOTOR VEHICLE STOPS (2019 - 2023)

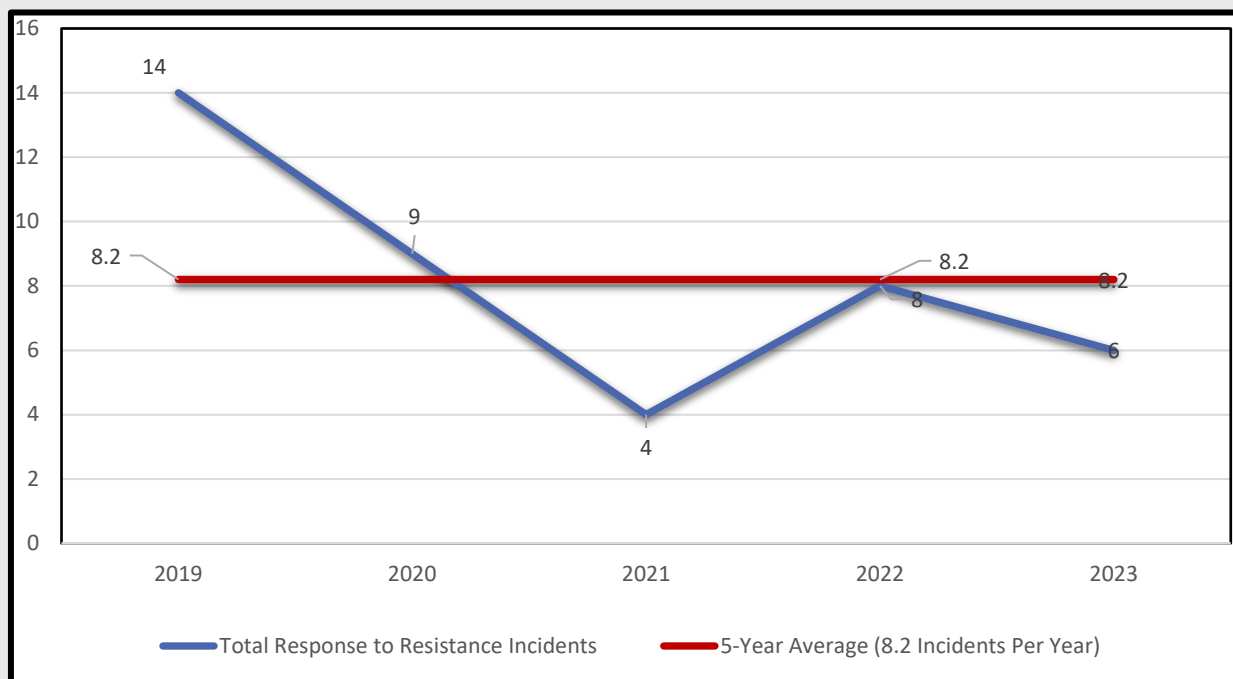
<i>Year</i>	<i>Motor Vehicle Stops</i>	<i>Citations</i>	<i>Citation Warnings</i>	<i>Percentage of Stops Resulting in a Citation</i>
2019	4280	306	4116	7.10%
2020	3133	199	3121	6.40%
2021	3801	194	3746	5.10%
2022	4361	217	4413	5.00%
2023	4300	203	4470	4.72%

### MOTOR VEHICLE COLLISIONS (2019 - 2023)

<i>Collision Type</i>	<i>2019</i>	<i>2020</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2023 vs. 2022 (% change)</i>
Fatalities	0	0	0	1	0	-100%
Non-Injuries	121	78	75	96	108	12.5%
Injuries	26	25	23	21	13	-38%
Total	127	103	98	118	121	2.5%

# RESPONSES TO RESISTANCE

RESPONSE TO RESISTANCE INCIDENTS (2019 - 2023)		
Time Period	Total Response to Resistance Incidents	5-Year Average (8.2 Incidents Per Year)
2019	14	
2020	9	
2021	4	
2022	8	
2023	6	



## DATA NOTES:

\*Only 3% of the 201 total arrests recorded by the Hollis Police Department in 2023 resulted in a response to resistance incident.

\*All Response to Resistance incidents are administratively reviewed and all were deemed to be within policy and statutory parameters. The Hollis Police Department contributes data to the National Use of Force Database as maintained by the Federal Bureau of Investigation.

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# **CITIZEN COMPLAINTS**

## **INTERNAL AFFAIRS**

### **ADMINISTRATIVE INQUIRIES**

Citizen Complaints – The Hollis Police Department’s procedures for handling citizen complaints are constituent with national and state standards to assure a prompt and thorough investigation and response to all allegations. This process ensures that these issues are brought to the proper level of departmental management, and appropriately addressed to maintain a high level of integrity, and instill public trust.

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 2023 calendar year, the Hollis Police Department handled 24,666 calls for service (CFS). We investigated one (1) citizen complaint, and conducted four (4) internal affairs investigations and one (1) administrative inquiry. Only complaints and internal affairs investigations result in an adjudicatory finding. Below, please find the results of the four internal affairs investigations and one citizen complaint investigation conducted in 2023.

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

#### **2023:**

Total Citizen Complaints Received and Investigated: 1

Total Internal Affairs Investigations Initiated and Investigated: 4

Total Administrative Inquiries: 1

#### **DISPOSITIONS**

- Unfounded: 2
- Exonerated: 4
- Not Sustained: 0
- Sustained: 1

*\*\*The one administrative investigation completed by the Hollis Police Department did not reveal any policy violations. \*\**

#### **2022:**



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Total Complaints Received and Investigated: 1

DISPOSITIONS

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

*\*\*The two administrative investigations completed by the Hollis Police Department did not reveal any safety or policy violations. \*\**

**2021:**

Total Complaints/Internal Affairs Received and Investigated: 2

DISPOSITIONS

- Unfounded: 3
- Exonerated: 0
- Not Sustained: 0
- Sustained: 1

**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.

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## **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

## JOIN OUR DEPARTMENT

**MORE**  
than  
a  
**JOB...**  
a  
**Career**



- **STRONG ORGANIZATIONAL CULTURE**
- **STRONG COMMUNITY SUPPORT**
- **\$10,000 HIRING BONUS FOR CERTIFIED OFFICERS**
- **STARTING SALARY (NON-CERTIFIED) \$58,269.23**
- **MEDICAL/DENTAL INSURANCE**
- **NEW HAMPSHIRE RETIREMENT SYSTEM**
- **GENEROUS PERSONAL TIME OFF ACCRUALS**
- **11 PAID HOLIDAYS/1 FLOATING HOLIDAY**



**DON'T WAIT— APPLY TODAY**

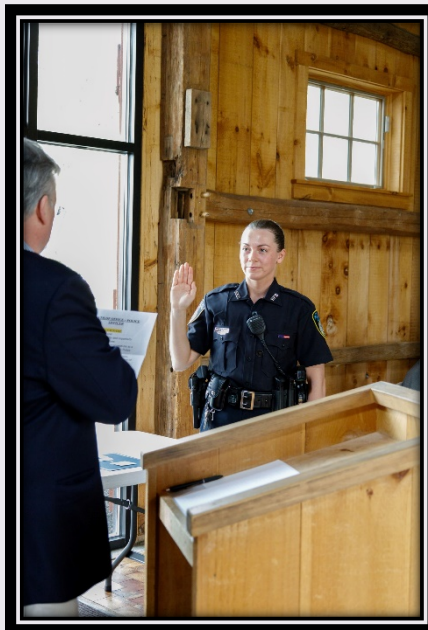


### **Hollis Police Department**

*A Nationally Accredited Law Enforcement Agency*  
9 SILVER LAKE ROAD  
HOLLIS, NEW HAMPSHIRE 030349













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## STAY INFORMED OF DEPARTMENT UPDATES AND EMERGENCY NOTIFICATIONS



- ✓ Social media (Facebook, Nextdoor)
- ✓ Press releases
- ✓ Department webpage
- ✓ Emergency ALERTS (Nixle, Genasys)

[www.hollisnh.org/police](http://www.hollisnh.org/police)

