

# THE HOLLIS POLICE DEPARTMENT

A Nationally Accredited Law Enforcement Agency

*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 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 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 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 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

*Committed to Excellence*



## PATROL SERVICES

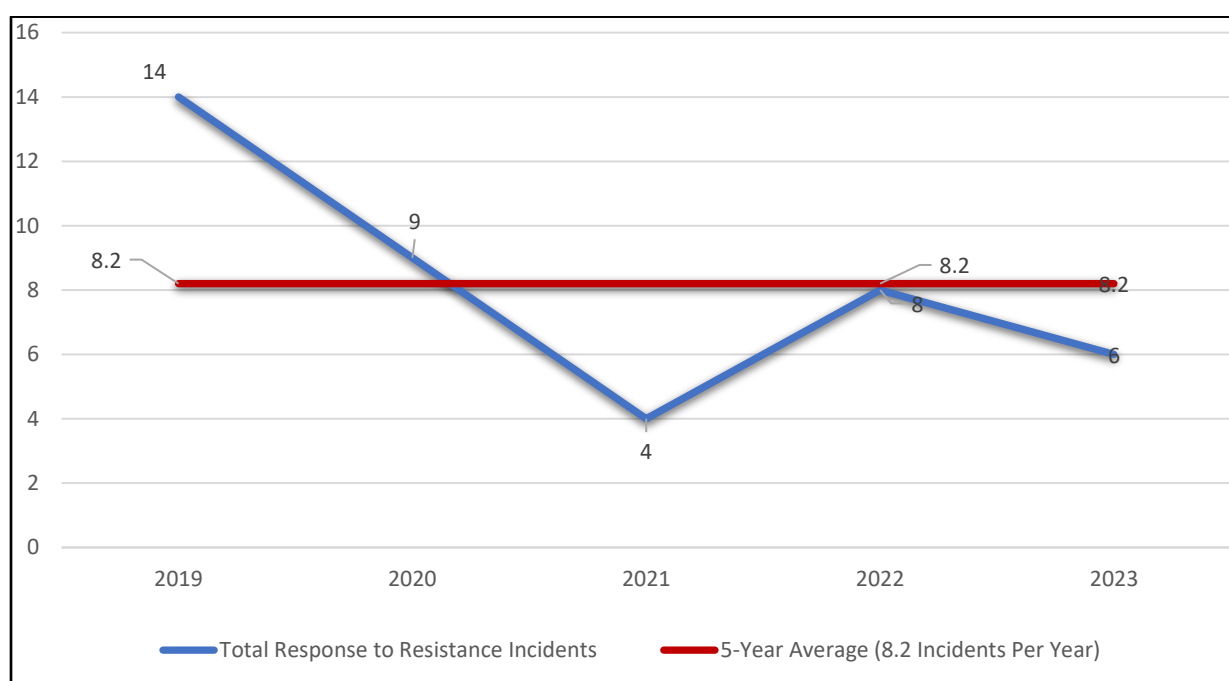
	<u>2022</u>	<u>2023</u>
Total Calls for Service (CFS):	25,956	24,666
Self-Initiated/Proactive Activity:	22,645	21,426
Motor Vehicle Stops:	4361	4300
Traffic Citations:	225	203
Citation Warnings (Verbal & Written):	4413	4470
Arrests:		
On View & Based on Incident	137	132
Summons Arrests	69	64
Protective Custody	11	5
Total:	217	201
<b>Of the 201 total arrests made in 2023, 50 were for Impaired Driving (25%)</b>		
<b>There was a 12% decrease in DUI arrests when comparing 2022 and 2023 data.</b>		

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. 2023 (% 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.

# 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

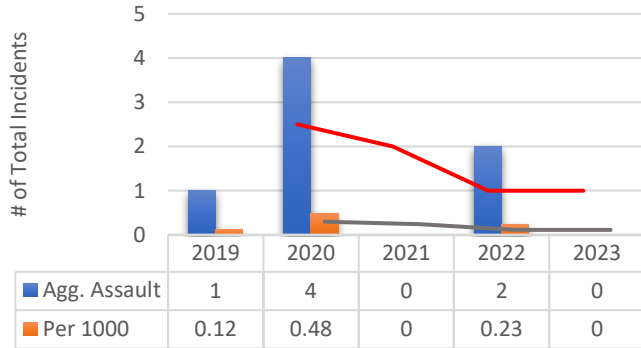
#### NIBRS Group B Offenses are only reported in the event of an arrest, and include:

- 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

# VIOLENT CRIME – CRIMES AGAINST PERSONS

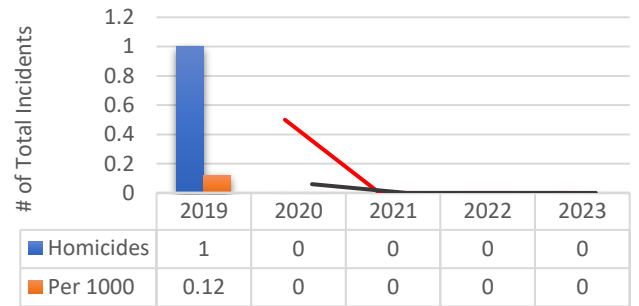
## Aggravated Assaults

Five Year Comparison



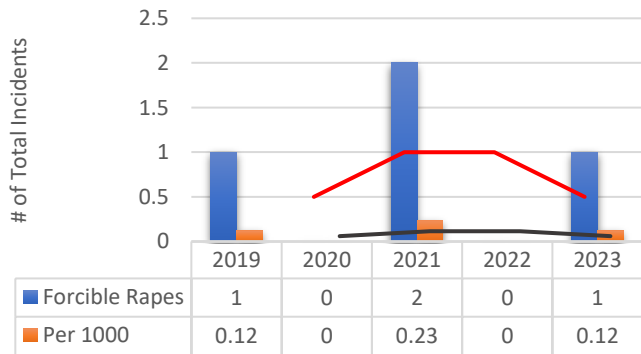
## Homicides (Negligent & Justifiable)

Five Team Comparison



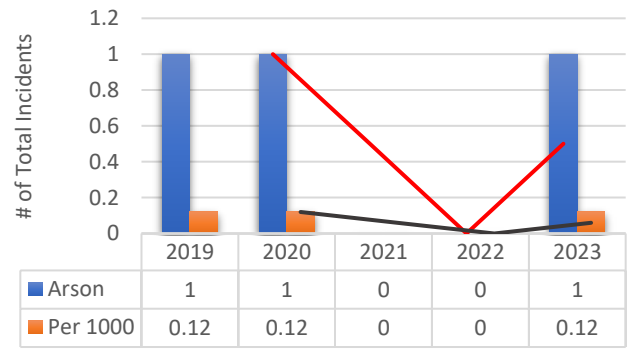
## Forcible Rapes

Five Team Comparison



## Arson

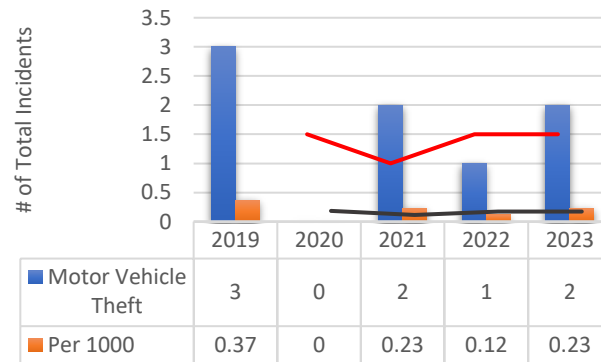
Five Team Comparison



# PROPERTY CRIMES – CRIMES AGAINST PROPERTY

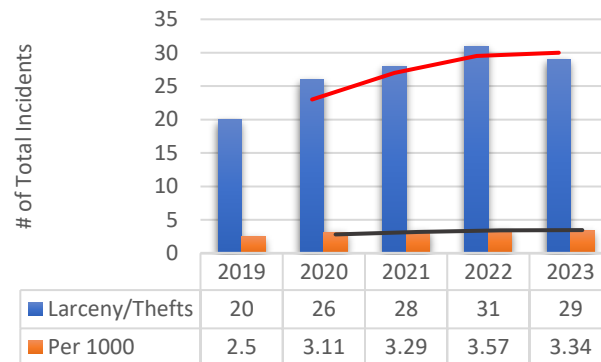
## Motor Vehicle Theft

### Five Team Comparison



## Larceny/Thefts

### Five Team Comparison



## Burglaries

### Five Team Comparison

