

On Behalf of the men and women of the Hollis Police Department, I thank you for your interest in our 2019 Annual Report. As has been the case for my two year tenure as Chief of Police, I have the honor of presenting the body of work produced by the civilian and sworn staff of the Hollis Police Department and each year, I am left with a feeling of gratitude for having the privilege to work with and for such amazing individuals. In 2019, we expanded on the great work executed in 2018, and while last year was outstanding, this year was even better.

The Hollis Police Department is a full-service law enforcement agency responsible for providing professional police services to the residents and visitors of the Town of Hollis. In 2019, the Hollis Police Department responded to 22,855 calls for service, which includes both self-initiated activities and citizen-initiated requests for service. Within these calls for service, officers conducted 4280 motor vehicle investigatory stops, made 266 arrests (in-custody, summons, and protective custody), investigated 127 motor vehicle crashes, completed 528 incident reports, and conducted 60 field interviews.

The Hollis Police Department is staffed by 15 full-time police officers, and one part-time police officer, who are assigned within the Patrol Division, Detectives, Administration, or as a School Resource Officer. We are also supported by two full-time and one part-time civilian employees. The Hollis Police Department facility is open 24 hours per day, seven days a week. We also house the Hollis Communications Center, which provides emergency dispatch services for police, fire, EMS, and public works agencies for the jurisdictions of Hollis, Brookline, and Mason.

In July 2019, the Hollis Police Department completed its first annual compliance check for our accreditation through the Commission on Accreditation for Law Enforcement (CALEA). In July 2018, the Hollis Police Department became one of only 14 law enforcement agencies in the State of New Hampshire to obtain status as a nationally accredited agency. The purpose of CALEA is to improve the delivery of public safety services, primarily by maintaining a body of standards developed by public safety practitioners, which cover a wide range of up-to-date public safety initiatives, or best practices. Additionally, CALEA also establishes and administers an accreditation process whereby it recognizes professional excellence of agencies on both a national and international level.

In 2019, we continued to experience challenges in recruiting and retaining a qualified and diverse workforce. Our agency dealt with the resignations of Officer Nicholas McPhee, Officer Craig Conant, and Officer Brooke Kennedy. In November 2019, I received notification from Officer Nicholas Collishaw that he would be serving on military duty for a period of 10 months, with an expected return date of September or October 2019. We did, however, add Officer Kyle Connors and Officer Michael Trapani to our workforce, thereby inching closer to full-staffing levels. It is our hope that we will achieve full staffing levels, which is an important organizational goal, in the early part of 2020. Although our agency is experiencing many of the same staffing challenges that agencies across the state and across the country are grappling with, we continue to work diligently to take innovative and progressive approaches to our recruitment and selection efforts. Strategies such as our employee recruitment incentive program have resulted in the referral of a number of highly qualified applicants for our police officer vacancies.

Our agency continues to maintain a strong presence on social media in an effort to better connect and communicate with residents on a variety of topics, to include public safety awareness, crime alerts, community events and programs, and safe driving practices. The use of social media also provides us with a mechanism to share examples of the exemplary actions of our officers, not only related to providing police services to the Town of Hollis, but also to recognize their involvement with community and volunteer programs, such as Special Olympics of New Hampshire and support of the Children's Hospital at Dartmouth (CHaD), to name just a few.

In 2019, we also saw a slight increase in the number of burglaries when compared with the 2018 calendar year. There was a total of 7 burglaries in 2019, when compared with 2 recorded burglaries in 2018. I would remind members of the community that it is important to take precautions to safeguard your property. Practices like locking doors and windows, keeping shades closed, lighting exterior portions of homes, and contacting us for vacant home checks, can all be effective ways to deter the commission of thefts and other property related crimes on your property. Although it is impossible to fully prevent these crimes from occurring in any community, please know that we are working hard to conduct directed patrols

in all sectors of town in an effort to increase our presence with the hope of deterring and detecting criminal acts.

It is important that I recognize the professional staff, officers, and volunteers that make up the Hollis Police Department, who continue to serve daily with honor and take tremendous pride in providing the highest levels of police services to our community. Each and every day, our staff endeavors and stands committed to meeting our mission, which is to protect life and property, and to maintain order within the Town in a fair and impartial manner. Moreover, we are proud of being a nationally accredited law enforcement agency and stand committed to developing and implementing strategies aimed at meeting the demands of policing in the 21st Century.

I would like to extend my sincere appreciation to the Hollis Board of Selectpersons, the Hollis Budget Committee, Town Administrator Lori Radke, Finance Director Rachael Gosselin, all the members of Town Departments and Committees, the staff and teachers of SAU 41, and most importantly, the members of our wonderful community, for your continued support of the men and women of the Hollis Police Department. We continue to be humble servants of this community, and know that partnerships, transparency, and trust are critical components of a professional law enforcement agency. The level of support we receive from our community members and Town partners are valued and are appreciated by each and every member of the Hollis Police Department. THANK YOU!

CALL REASON	2017	2018	2019	% Difference 2018 - 2019
ABANDONED / HANGUP 911	29	25	26	4%
ABANDONED M V	2	0	5	-
ALARM RESPONSE CALLS	396	381	358	-6%
ANIMAL/DOG BITE	0	9	8	-11%
ANIMAL / DOMESTIC	207	229	187	-18%
ANIMAL / WILDLIFE	75	80	75	-6%
ARSON	0	1	0	-100%
ASSAULT	18	8	8	0%
ASSIST CITIZEN	38	42	40	-5%
ASSIST OTHER AGENCY	84	66	86	30%
BAD CHECK	2	1	3	200%
BURGLARY	14	5	7	40%
BUSINESS CHECK	3884	3016	2561	-15%
COMMUNITY POLICING	281	355	260	-27%
CHECK CONDITIONS	145	215	166	-23%
CRIMINAL MISCHIEF	33	54	36	-33%
CIVIL STANDBY	42	22	15	-32%
CRIMINAL THREATENING	10	6	6	0%
CRIMINAL TRESPASS	25	12	16	33%
DEBRIS IN ROADWAY	83	74	88	19%
DIRECTED PATROL	4616	6791	7305	8%
DISTURBANCE	26	23	23	0%
DISABLED M V	155	156	143	-8%

DOMESTIC DISTURBANCE	28	14	16	14%
DOMESTIC ISSUE	40	22	15	-32%
FINGERPRINTING	281	319	298	-7%
FORGERY	0	0	0	0%
FOUND PROPERTY	81	44	62	41%
FRAUD	43	36	41	14%
FIREWORKS	11	5	10	100%
GIVE ADVICE	296	288	239	-17%
GUNSHOTS	36	12	22	83%
HARASSMENT	26	18	17	-6%
HOUSE CHECK	2761	2523	2322	-8%
HOUSE CHECK REQUEST	254	262	244	-7%
IDENTITY THEFT	17	11	13	18%
JUVENILE ISSUE	37	25	42	68%
JUVENILE TRUANT	4	2	6	200%
JUVENILE COMPLAINT	9	5	6	20%
JUVENILE RUNAWAY / MISSING	0	1	1	0%
LITTERING	2	5	10	100%
LOUD NOISE / MUSIC	21	9	16	78%
LOST PROPERTY	25	20	25	25%
LANDLORD / TENANT DISPUTE	3	4	3	-25%
MISSING PERSON	10	9	4	-56%
MOTOR VEHICLE CRASH	132	127	127	0%
M V LOCKOUT	39	37	29	-22%
M V STOP	7857	6340	4280	-32%
NEIGHBOR DISPUTE	15	7	8	14%
NOTARY	17	11	30	173%
O H R V COMPLAINT	6	7	11	57%
POLICE INFORMATION	304	272	235	-14%
PARKING COMPLAINT	34	47	52	11%
PURSUIT	1	1	1	0%
PROWLER	4	4	4	0%
POLICE SERVICE	46	57	43	-25%
SERVE RESTRAINING ORDER	4	5	12	140%
ROAD RAGE	5	4	4	0%
SCHOOL BUS COMPLAINT	5	16	6	-63%
SEX OFFENSE	4	2	6	200%
SNOW VIOLATION	30	24	25	4%
SOLICITING COMPLAINT	3	0	2	-
SUSPICIOUS M V	179	214	191	-11%
SUSPICIOUS PERSON	55	67	47	-30%

SERVE PAPERWORK	90	68	83	22%
SUSPICIOUS ACTIVITY	95	53	51	-4%
THEFT	53	49	24	-51%
TRAFFIC CONTROL	22	27	29	7%
UNSECURED PREMISE	31	64	39	-39%
VIN VERIFICATION	57	56	45	-20%
VIOLATION OF RESTRAINING ORDER	4	0	3	-
SERVE WARRANT	38	27	22	-19%
WELFARE CHECK	45	30	54	80%
TOTAL CALLS FOR SERVICE	23327	25180	22855	-9%
ARRESTS	304	240	266	11%



MPO Joe Wallent reading to children at the Hollis Social Library.



Members of the Hollis Police Department celebrating the recognition of Maintenance Technician Dan Danahy as the Hollis Police Department 2018 Employee of the Year.



Lieutenant James Maloney speaking with a child during the 2019 Old Home Days festivities.



Captain Brendan LaFlamme following his graduation from the 277th session of the Federal Bureau of Investigations National Academy in Quantico, Virginia.