

LAW ENFORCEMENT ACCREDITATION

Hollis (NH) Police Department

Agency

Hollis (NH) Police Department
9 Silver Lake Road
Nashua, NH 03049

Chief Executive Officer

Chief of Police
Joseph R. Hoebeke

Methodology Overview

CALEA serves as the premier credentialing association for public safety agencies and provides accreditation services for law enforcement organizations, public safety communication centers, public safety training academies, and campus security agencies. The standards are promulgated by a board of 21 commissioners, representing a full spectrum of public safety leadership. The assessment process includes extensive self-assessment, annual remote web-based assessments, and quadrennial site-based assessments. Additionally candidate agencies are presented to the Commission for final consideration and credentialing.

CALEA Accreditation is a voluntary process and participating public safety agencies, by involvement, have demonstrated a commitment to professionalism. The program is intended to enhance organization service capacities and effectiveness, serve as a tool for policy decisions and management, promote transparency and community trust, and establish a platform for continuous review.

CALEA Accreditation is the Gold Standard for Public Safety Agencies and represents a commitment to excellence.



Law Enforcement Accreditation

CALEA standards 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 Programs as benchmarks for professional law enforcement agencies.

CALEA's Founding Organizations:

- **International Association of Chiefs of Police (IACP)**
- **Police Executive ResearchForum (PERF)**
- **National Sheriffs Association (NSA)**
- **National Organization of Black Law Enforcement Executives (NOBLE)**

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EXECUTIVE SUMMARY

Overview:

The Hollis (NH) Police Department is currently commanded by Joseph R. Hoebeke. The agency participated in a remote assessment(s), as well as site-based assessment activities as components of the accreditation process. The executive summary serves as a synopsis of key findings, with greater details found in the body of the report.

Compliance Service Review:

CALEA Compliance Services Member(s) Jay Murphy remotely reviewed 48 standards for the agency on 7/13/2019 using Law Enforcement Manual 6.8. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

CALEA Compliance Services Member(s) Nora Ackerley remotely reviewed 48 standards for the agency on 7/13/2020 using Law Enforcement Manual 6.8. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

Site-Based Assessment Review:

Site-Based Assessment Report was not completed.

CHIEF EXECUTIVE OFFICER PROFILE

Joseph R. Hoebeke

Chief Joseph Hoebeke began his career with the Hudson Police Department in 2001. He graduated from the 125th session of the New Hampshire Police Academy and served with the Hudson Police Department from 2001 to 2016, achieving the rank of Sergeant. He joined the ranks of the Hollis Police Department as a Lieutenant in charge of the Administrative Services Bureau in March 2016, and was appointed Chief of Police on November 3, 2017, with the retirement of then Chief of Police James Sartell.

Chief Hoebeke has a bachelor's degree in Criminal Justice from Norwich University, the Military College of Vermont, and a Master of Science in Justice Studies from Southern New Hampshire University. Chief Hoebeke is passionate about the law enforcement profession and serving the community. He serves as an adjunct instructor at two local colleges, and is a proud veteran of the United States Army, where he served in the infantry and as an instructor for the Non-Commissioned Officer Educational System (NCOES). Chief Hoebeke currently holds a position as the Second Vice President of the New Hampshire Association of Chiefs of Police (NHACOP), and is a part of the organization's Legislative Committee. He also serves as Treasurer for the Hillsborough County Chiefs of Police, and is a member of the Board of Directors for Bridges, which provides services to victims of sexual abuse and domestic violence.

Chief Hoebeke is married to his wife Jaime, a Public Health professional for the City of Manchester, New Hampshire, and they have an eight year-old daughter May.

COMMUNITY PROFILE

Hollis is an upscale bedroom community for the nearby cities of Nashua, Manchester, and Lowell, Massachusetts. The majority of residents of Hollis are concerned with maintaining the rural character of the Town. Emphasis has been placed on preserving farms, woodlands and rolling hills, while allowing the moderate growth of home sites along with business growth to meet residential needs. Hollis boasts a regional high school which regularly is ranked one of the best in the State of New Hampshire. Hollis has also been consistently recognized as one of the safest communities in the State of New Hampshire. Visitors to Hollis enjoy annual events such as the Hollis Strawberry Festival, Hollis Old Home Days, and the Hollis Fast 5K Road Race. Other visitors enjoy stopping at the roadside farm stands or simply “taking a ride in the country”. The Town is governed by a five-member Select Board who are elected to two-year terms. Police Chief Joseph Hoebeke reports directly to the Select Board.

AGENCY HISTORY

The Hollis Police Department has been in continuous operation since the late 1890's when each New Hampshire town appointed a sheriff, whose responsibility was to establish and maintain law and order.

Throughout the first half of the 20th century, the Hollis Police Department consisted of a part-time chief, and varying numbers of part-time patrol officers. These officers used their own cars as patrol vehicles, and operations were conducted from their homes. Since there were no police radios at that time, emergency calls went to the Hollis Telephone office, and the operator on duty would pass the call on to the officer who was on duty via telephone.

In 1974, the Board of Selectmen appointed Paul Bosquet as the first full-time Chief of Police. At the same time, the Ever-Ready Engine House, also known as the G.A.R. building, was established as the first Hollis Police Station and Communications Center. Chief Bosquet oversaw the transition to 24-hour police patrol coverage and launched the Hollis Concept, a federally funded community crime-prevention program in which the police department, town officials, and citizens engaged in personal community responsibility and crime prevention initiatives.

During the 1970s and 1980s, the Town of Hollis, like most of southern New Hampshire, experienced a phenomenal growth in population, forcing schools and other municipal services to grow at a similar rate. In 1988, the town meeting authorized the construction of a new police facility, and that became a reality in January of 1989 when we moved to our new station. The facility was extensively renovated in 2005 which expanded its usable space to over 10,000 square feet.

The Hollis Police Department now consists of fifteen full-time police officers and several civilian employees. Our rank structure consists of a Chief, Captain, Lieutenant, two Sergeants, one Detective, and nine Patrol Officers. Included in our ranks are; defensive tactics and firearms instructors; a D.A.R.E. Officer; a School Resource Officer; and a Mountain Bike Unit. We are a full service, 24-hour-a-day department, serving a community of almost 8,000 people, as well as four public schools.

AGENCY STRUCTURE AND FUNCTION

Police Chief Joseph Hoebeke is in charge of all operations and activities of the Hollis Police Department. He reports directly to a five member Select Board, all of whom are elected Town officials.

Internally, the Hollis Police Department is divided into two bureaus. The Operations Bureau, headed by Captain Brendan LaFlamme, is responsible for all patrol activities as well as a Per Diem kennel employee. The Administrative Bureau, headed by Lt. James Maloney, includes Accreditation Management, the Records Division, Detective Division, School Resource Officer, and civilian maintenance employee. Both Captain LaFlamme and Lt. Maloney report directly to Chief Hoebeke. Chief Hoebeke also has a civilian administrative assistant who reports directly to him as well.

The Hollis Police Department is funded for staffing of fifteen full-time police officers, one part time police officer, and three civilian employees. Our rank structure consists of a Chief, Captain, Lieutenant, two Sergeants, one Detective, one School Resource Officer, and nine Patrol Officers. There is currently one vacant full time police officer position.

AGENCY SUCCESSES

I am proud to present a list of success our agency has realized during the current assessment period. I found the completion of this portion of the CIMRS report to be quite difficult as we have accomplished so much as an agency over the past 12 months. For fear of being too lengthy and verbose, I will attempt to highlight some of the more notable successes we have achieved since our last compliance assessment for the accreditation process.

As with any goal or objective we set at both an individual and organizational level, we have and will continue to manage our accredited status with rigor and a genuine commitment in an effort to better our agency. I am thankful of the efforts of our Accreditation Manager, Lieutenant James Maloney, who performs his duties with the highest level of professionalism and dedication. I also realize that accreditation is not just a title or certificate on a wall or the side of a cruiser; it is and should be the very culture of an agency determined to meeting the ever-changing demands of policing in the 21st Century. The men and women of the Hollis Police Department have demonstrated time and time again that they too embrace the standards recognized by the accreditation body.

During the past assessment period, we developed and implemented a number of agency initiatives aimed at furthering the ‘tradition of excellence’ that has defined the Hollis Police Department for many years. In alignment with the report on Policing in the 21st Century, we renewed our commitment to employee well-being. Every employee, both sworn and non-sworn, completed a Tri-Metrix Personality Assessment, which was facilitated by our risk management insurer Primex. Once completed, a member of Primex provided an in-person training to our employees on how to interpret the results, and to bring a higher level of self-awareness to the difference we all possess relative to personality characteristics and job performance. I was so impressed with this process, we now utilize it to create character based questions for our one on one Executive level recruit interview .

We also continue to work hard at empowering our employees to provide their input on how to improve agency operations. During the summer 2019 performance evaluation period, we conducted “Stay Interviews” with every agency employee. The intent of conducting these interviews was to identify factors that both improved or lowered employee morale. Much of the input provided was then used by me, the Command Staff, and our supervisors to create a more harmonious and productive work environment. It was also used as a mechanism to conduct a career counseling of sorts with the employee, where we could identify potential subject areas of interest to him/her.

Another significant success achieved related to gaining comparable wages for our union employees during collective bargaining negotiation process. Over the course of several weeks, we worked with union representatives and elected officials to agree to a contract containing wages and other benefits that are competitive with surrounding agencies and based on the market value of many agencies within the Southern New Hampshire region. This collaborative effort demonstrated the power of effective communication and the importance of advocating for the betterment of our staff. It also demonstrated the strength of the relationship that exists between our employees, the governing body, and community members, who continue to be extremely supportive of our efforts to make our wage scale more competitive.

In September 2019, Captain Brendan LaFlamme graduated from the 277th session of the FBI National Academy in Quantico, Virginia. Captain LaFlamme, who serves as the Executive Officer for the Hollis Police Department, is the first member of this agency to attend the FBI National Academy. As you are likely aware, this program of rigorous academic studies allowed Captain LaFlamme to network with law enforcement professionals from across the world, and provided him with the opportunity to further develop his already strong command level management and leadership abilities.

As one is likely to gain from reading the foregoing information, we, as an agency, place considerable emphasis on employee well-being. As such, we are proud to have developed and implemented an agency wide wellness program,

which is comprised of a spiritual component, mental health and resiliency, and physical wellness. Our Department Chaplain, Pastor Mike Rattin, continues to be an ever-present piece of our agency operations. We also worked with mental health professionals to develop and implement a mental health program, which includes a voluntary mental health check-up to be offered to employees on an annual basis. Lastly, we invested \$10,000.00, a cost offset by a \$1,500.00 grant from Walmart, to update fitness equipment in our Fitness Room. In order to foster an environment of improved physical health and activity, we issued a department-wide special order allowing employees to exercise on-duty for a ½ period during their shift.

I would be remiss if I did not mention the initiation of a Strategic Planning process, which is being facilitated by nationally recognized consultant Dr. Kimberly Miller. This process, which began in February, allowed us to conduct a thorough SWOT analysis, which led to an update of our mission and vision statements. Additionally, we identified core values and an agency tagline, and will continue to work to finalize our strategic goals. We are hopeful that our Strategic Plan will be finalized and published by the end of July 2020.

Finally, we continue to make improvements to agency equipment, technology, and infrastructure. In January 2019, we purchased and began using an Automated Fingerprinting System (AFIS), which allows for the digital submission of fingerprints to the New Hampshire State Police (Live Scan). The purchase of such equipment aligns with our efforts to embrace paperless tracking of documentation. We also completed improvements to our parking lot, which was an expensive but needed expenditure. Last, but certainly not least, we updated agency issued patrol rifles, thereby allowing us to return the federally issued LESO rifles we once utilized.

In closing, I know the previous sections have included a number of agency initiatives and successes. It is, however, to reiterate that we are most proud of being a nationally accredited agency law enforcement agency. Our members are extremely proud of this distinction and we remain committed to improving upon our organizational culture, a culture that is based on professionalism, service, integrity, and compassion.

FUTURE ISSUES FOR AGENCY

As recent events have demonstrated, policing in the 21st Century is rapidly evolving and requires a commitment to transparency and accountability. We at the Hollis Police Department embrace transparency and accountability as the fundamental cornerstone to building and strengthening relationships with the members of our community and all those we serve. Although we enjoy a strong level of cooperation and mutual respect with community members, we know that such relationships are fragile and require an unwavering commitment.

We know that in the weeks, months, and years ahead, there will be continued efforts at reforming policing across the country. Although the reformation of policing practices is not a new concept, recent events in Minneapolis and other areas across the country have acted as a catalyst for widespread, fundamental criminal justice reform. As a small agency, we have embraced best practices, accountability, and transparency, and we know that accreditation ensures and demonstrates our ongoing commitment to providing the most compassionate, professional, and ethical services to the people we serve. These tenets are embedded into the very fabric of our organizational culture, as well as each and every employee, both sworn or non-sworn.

We do, however, know that we can and should do a better job at informing our community about the processes and practices we follow to best serve the public. A notable future challenge will be in keeping our community informed of our efforts at following best practices through progressive approaches that conform with nationally recognized standards established by CALEA, as well as the six pillars identified in the report on Policing in the 21st Century. Although many in our community are aware of our progressive philosophies, there are many more that are unaware of our ongoing efforts to ensure that we are a model law enforcement agency in this State and across the country.

As we wrote about in the CIMRS report we completed in July 2019, recruitment and selection of officers continues to be a challenge for our agency and agencies across the country. I often speak to members of the public, students, and law enforcement practitioners about this ‘perfect storm’ of sorts as it relates to a lack of a suitable and diverse pool of candidates. If we consider many of the recent events that have occurred in our nation, such as the COVID-19 pandemic and the highly scrutinized and often times hateful sentiments towards the policing profession, we know that the recruitment, selection, and retention of officers will become even more difficult. I do believe that we, as an agency, are strong in the area of retaining qualified employees. We work incredibly hard to create a culture and environment of inclusiveness, and we value each and every member of the organization. As odd as it may sound, we see the current events happening at a national level as almost benefitting our agency in terms of recruitment and selection. We have an incredibly supportive community that values its public service entities. We feel that we can market this to potential applicants and use the strong relationships we enjoy with our community as a means to draw an even more diverse pool of candidates into any hiring processes that we conduct.

Lastly, I expect that employee wellness and resiliency will continue to be a future issue and area of focus for our agency. There are considerable demands on the policing profession which can impact an employee’s physical, mental, and spiritual health and well-being. We need to be sure that we are paying attention to the needs of our employees and that we are providing them with the resources and opportunities to better themselves both personally and professionally. This in no way should be misinterpreted that we will not continue to hold employees to the very high and rigorous standards we embrace, but we must remain mindful of ensuring that our employees are equipped with the tools to maintain a high level of mental, physical, and spiritual wellness.

YEAR 1 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Jay Murphy

On 7/13/2019, the Year 1 Remote Web-based Assessment of Hollis (NH) Police Department was conducted. The review was conducted remotely and included 48 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.1.2 Code of Ethics* (LE1) (MMMM)	Compliance Verified
1.2.9 Biased Policing* (LE1) (MMMM)	Compliance Verified
4 Use of Force	
4.2.1 Reporting Uses of Force* (LE1) (MMMM)	Compliance Verified
4.2.2 Written Use of Force Reports and Administrative Review* (LE1) (MMMM)	Compliance Verified
4.2.4 Analyze Reports* (LE1) (MMMM)	Compliance Verified
4.3.3 Annual/Biennial Proficiency Training* (LE1) (MMMM)	Compliance Verified
15 Planning and Research, Goals and Objectives, and Crime Analysis	
15.2.1 Annual Updating/Goals and Objectives* (LE1)	Compliance Verified
17 Fiscal Management and Agency Property	
17.4.2 Cash Fund/Accounts Maintenance* (LE1)	Compliance Verified
21 Classification and Delineation of Duties and Responsibilities	
21.2.2 Job Description Maintenance and Availability* (LE1) (M M M M)	Compliance Verified
22 Personnel Management System	
22.1.8 Employee Identification (LE1)	Compliance Verified
26 Disciplinary Procedures and Internal Investigations	
26.1.1 Code of Conduct (LE1)	Compliance Verified
26.1.4 Disciplinary System (LE1)	Compliance Verified
26.2.1 Complaint Investigation (LE1)	Compliance Verified
26.2.2 Records, Maintenance and Security (LE1)	Compliance Verified
33 Training and Career Development	
33.5.1 Annual In-Service Training Program* (LE1) (M M M M)	Compliance Verified
35 Performance Evaluation	
35.1.2 Annual Evaluation* (LE1)	Compliance Verified
35.1.9 Personnel Early Intervention System* (LE1)	Compliance Verified

Standards	Findings
40 Crime Analysis and Intelligence	
40.2.3 Criminal Intelligence Procedures* (LE1)	Compliance Verified
41 Patrol	
41.2.2 Pursuit of Motor Vehicles* (LE1)	Compliance Verified
41.2.3 Roadblocks and Forcible Stopping* (LE1)	Compliance Verified
41.2.4 Notification Procedures (LE1)	Compliance Verified
41.2.7 Mental Health Issues* (LE1)	Compliance Verified
42 Criminal Investigation	
42.1.3 Case File Management (LE1)	Compliance Verified
46 Critical Incidents, Special Operations, and Homeland Security	
46.1.3 Command Function* (LE1)	Compliance Verified
46.1.9 All Hazard Plan Training* (LE1)	Compliance Verified
46.1.10 Active Threats* (LE1)	Compliance Verified
46.3.2 Hazmat Awareness (LE1)	Compliance Verified
54 Public Information	
54.1.3 Media Access (LE1)	Compliance Verified
61 Traffic	
61.1.2 Uniform Enforcement Procedures (LE1)	Compliance Verified
61.1.4 Informing The Violator (LE1)	Compliance Verified
61.1.10 DUI Procedures (LE1)	Compliance Verified
70 Detainee Transportation	
70.1.1 Pre-Transport Prisoner Searches (LE1)	Compliance Verified
70.1.2 Searching Transport Vehicles (LE1)	Compliance Verified
71 Processing and Temporary Detention	
71.2.1 Training of Personnel* (LE1)	Compliance Verified
71.4.3 Inspections* (LE1)	Compliance Verified
72 Holding Facility	
72.1.1 Training User Personnel* (LE1)	Not Applicable by Function
72.4.1 Securing Weapons (LE1)	Not Applicable by Function
72.5.3 Sight and Sound Separation (LE1)	Not Applicable by Function
73 Court Security	
73.1.1 Role, Authority, Policies* (LE1)	Not Applicable by Function

Standards	Findings
73.3.1 Weapon Lockboxes (LE1)	Not Applicable by Function
73.4.2 External Communications (LE1)	Not Applicable by Function
73.5.12 Securing Weapons (LE1)	Not Applicable by Function
73.5.18 Designated Control Point (LE1)	Not Applicable by Function
81 Communications	
81.2.11 Misdirected Emergency Calls (LE1)	Compliance Verified
81.3.2 Alternate Power Source* (LE1)	Compliance Verified
82 Central Records	
82.1.6 Computer File Backup and Storage* (LE1)	Compliance Verified
83 Collection and Preservation of Evidence	
83.3.2 Evidence, Laboratory Submission (LE1)	Compliance Verified
84 Property and Evidence Control	
84.1.6 Inspections and Reports* (LE1)	Compliance Verified

Response from Agency Regarding Findings:

We have no additional comments to add to this compliance report. We are appreciative a Mr. Murphy's time and thoroughness in reviewing our accreditation files.

V/R,

Joseph R. Hoebeke
Chief of Police

YEAR 2 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Nora Ackerley

On 7/13/2020, the Year 2 Remote Web-based Assessment of Hollis (NH) Police Department was conducted. The review was conducted remotely and included 48 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.2.3 Compliance with Constitutional Requirements (LE1) (MMMM)	Compliance Verified
1.2.9 Biased Policing* (LE1) (MMMM)	Compliance Verified
4 Use of Force	
4.1.1 Use of Reasonable Force (LE1) (MMMM)	Compliance Verified
4.1.5 Rendering Medical Aid Following Police Actions (LE1) (MMMM)	Compliance Verified
4.2.4 Analyze Reports* (LE1) (MMMM)	Compliance Verified
4.3.1 Authorization: Weapons and Ammunition (LE1) (MMMM)	Compliance Verified
4.3.4 Prerequisite to Carrying Lethal/Less Lethal Weapons (LE1) (MMMM)	Compliance Verified
11 Organization and Administration	
11.1.1 Description of Organization (LE1) (MMMM)	Compliance Verified
12 Direction	
12.1.2 Command Protocol (LE1)	Compliance Verified
12.1.3 Obey Lawful Orders (LE1)	Compliance Verified
22 Personnel Management System	
22.2.2 General Health and Physical Fitness (LE1)	Compliance Verified
22.2.5 Extra-Duty Employment (LE1)	Compliance Verified
26 Disciplinary Procedures and Internal Investigations	
26.2.4 Complaint/Commendation Registering Procedures (LE1)	Compliance Verified
26.3.2 CEO, Notification (LE1)	Compliance Verified
26.3.3 Investigation Time Limits (LE1)	Compliance Verified
31 Recruitment and Selection	
31.2.1 Recruitment Plan (LE1)	Compliance Verified
31.5.7 Emotional Stability/Psychological Fitness Examinations (LE1)	Compliance Verified
33 Training and Career Development	
33.1.6 Employee Training Record Maintenance (LE1)	Compliance Verified

Standards	Findings
33.4.3 Field Training Program (LE1) (M M M M)	Compliance Verified
41 Patrol	
41.2.1 Responding Procedures (LE1)	Compliance Verified
41.2.2 Pursuit of Motor Vehicles* (LE1)	Compliance Verified
42 Criminal Investigation	
42.2.1 Preliminary Investigations Steps (LE1)	Compliance Verified
44 Juvenile Operations	
44.1.1 Juvenile Operations Policy (LE1)	Compliance Verified
46 Critical Incidents, Special Operations, and Homeland Security	
46.1.9 All Hazard Plan Training* (LE1)	Compliance Verified
46.2.7 Special Events Plan (LE1)	Compliance Verified
61 Traffic	
61.1.3 Violator Procedures (LE1)	Compliance Verified
61.4.1 Motorist Assistance (LE1)	Compliance Verified
61.4.2 Hazardous Roadway Conditions (LE1)	Compliance Verified
70 Detainee Transportation	
70.1.6 Procedures, Transport Destination (LE1)	Compliance Verified
70.2.1 Detainee Restraint Methods (LE1)	Compliance Verified
81 Communications	
81.2.10 Emergency Messages (LE1)	Compliance Verified
81.2.13 First Aid Over Phone (LE1)	Not Applicable by Function
82 Central Records	
82.1.1 Privacy and Security (LE1)	Compliance Verified
82.1.2 Juvenile Records (LE1)	Compliance Verified
83 Collection and Preservation of Evidence	
83.2.6 Report Preparation (LE1)	Compliance Verified
84 Property and Evidence Control	
84.1.5 Records, Status of Property (LE1)	Compliance Verified
84.1.6 Inspections and Reports* (LE1)	Compliance Verified
91 Campus Law Enforcement	
91.1.1 Risk Assessment and Analysis* (LE1)	Not Applicable by Function
91.1.3 Campus Background Investigation (LE1)	Not Applicable by Function

Standards	Findings
91.1.4 Campus Security Escort Service (LE1)	Not Applicable by Function
91.1.5 Emergency Notification System (LE1)	Not Applicable by Function
91.1.6 Behavioral Threat Assessment (LE1)	Not Applicable by Function
91.1.7 Security Camera Responsibilities* (LE1)	Not Applicable by Function
91.1.8 Emergency Only Phones and Devices* (LE1)	Not Applicable by Function
91.1.9 Administrative Investigation Procedures (LE1)	Not Applicable by Function
91.2.1 Agency Role and Responsibilities (LE1)	Not Applicable by Function
91.3.1 Agency Role and Responsibilities* (LE1)	Not Applicable by Function
91.4.1 Position Responsible for Clery Act* (LE1)	Not Applicable by Function

Response from Agency Regarding Findings:

CEO Feedback not provided.

YEAR 3 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Dorris Certain

On 7/9/2021, the Year 3 Remote Web-based Assessment of Hollis (NH) Police Department was conducted. The review was conducted remotely and included 0 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
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Response from Agency Regarding Findings:

CEO Feedback not provided.

SITE-BASED ASSESSMENT

7/9/2021

Planning and Methodology:

STATISTICS AND DATA TABLES

Overview

The following information reflects empirical data submitted by the candidate agency specifically related to CALEA Standards. Although the data does not confirm compliance with the respective standards, they are indicators of the impact of the agency's use of standards to address the standards' intent

Traffic Warnings & Citations - Reaccreditation Year 1

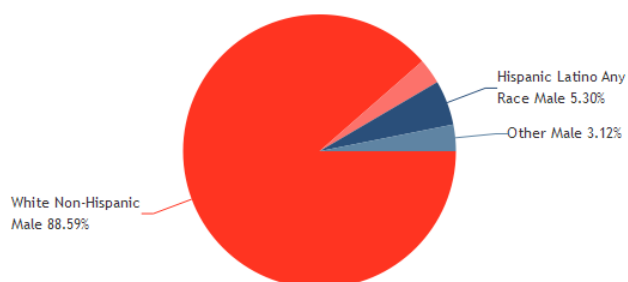
Data Collection Period: 1/1/2018 - 12/31/2018

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	2957	159	3116
Black Non-Hispanic Male	100	7	107
Hispanic Latino Any Race Male	177	14	191
Other Male	104	4	108
White Non-Hispanic Female	2186	95	2281
Black Non-Hispanic Female	42	1	43
Hispanic Latino Any Race Female	87	8	95
Other Female	58	1	59
TOTAL	5711	289	6000

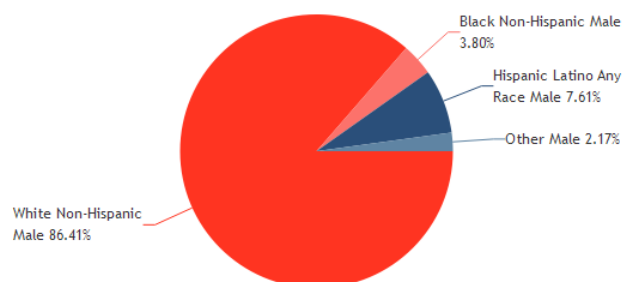
Reaccreditation Year 1 Notes:

Note: Total numbers of motor vehicle citations and warnings may not be the same as the total number of motor vehicle stops conducted.

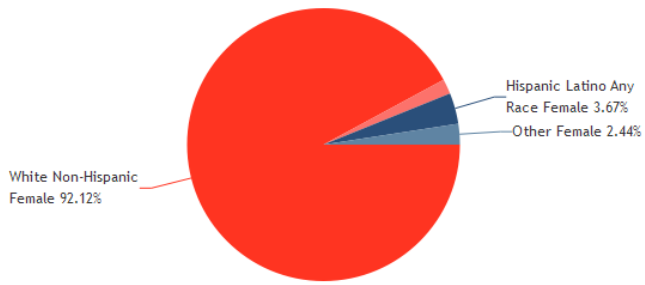
Male Warnings



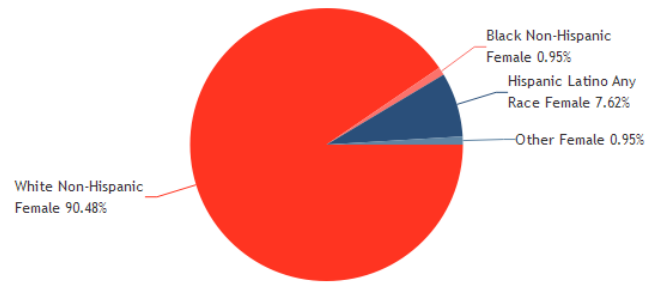
Male Citations



Female Warnings



Female Citations



Legend

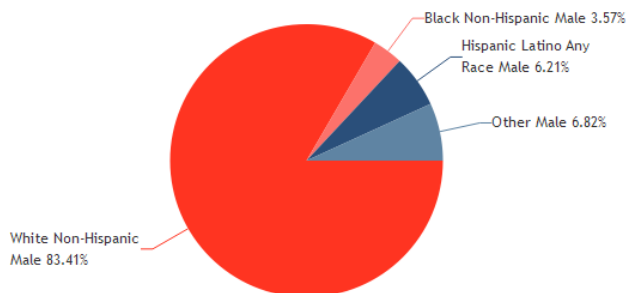
White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

Traffic Warnings & Citations - Reaccreditation Year 2

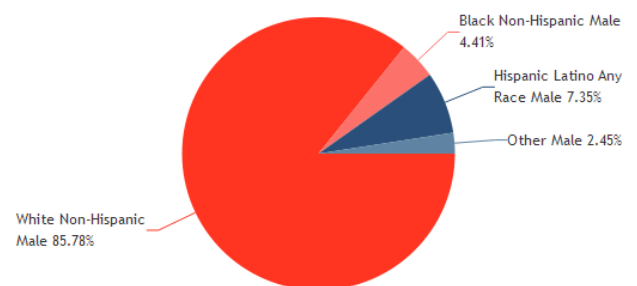
Data Collection Period: 1/1/2019 - 12/31/2019

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	1895	175	2070
Black Non-Hispanic Male	81	9	90
Hispanic Latino Any Race Male	141	15	156
Other Male	155	5	160
White Non-Hispanic Female	1381	88	1469
Black Non-Hispanic Female	18	0	18
Hispanic Latino Any Race Female	59	8	67
Other Female	63	7	70
TOTAL	3793	307	4100

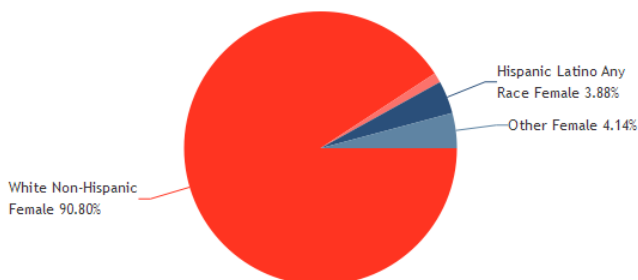
Male Warnings



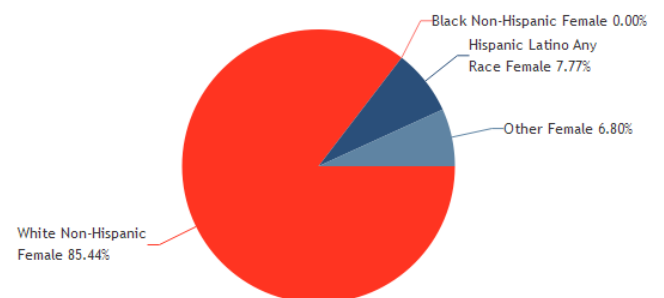
Male Citations



Female Warnings



Female Citations



Legend

White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

Biased Based Profiling

Year 1 Data Collection Period: 1/1/2018-12/31/2018

Year 2 Data Collection Period: 1/1/2019-12/31/2019

Complaints from:	Year 1	Year 2
Traffic Contacts	0	0
Field Contacts	0	0
Asset Forfeiture	0	0

Reaccreditation Year 2 Notes:

The Hollis Police Department did not receive any complaints filed against members relative to biased-based policing.

Complaints

Complaints

Legend

Traffic Contacts	
Field Contacts	
Asset Forfeiture	

Use Of Force - Reaccreditation Year 1

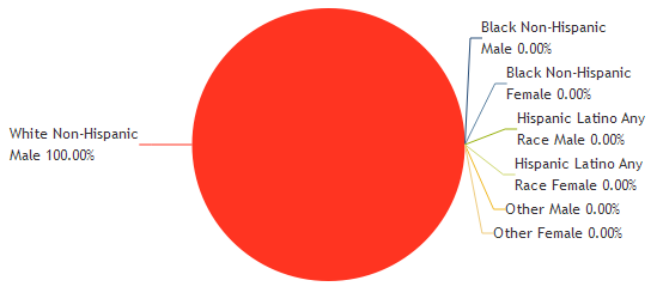
Data Collection Period: 1/1/2018 - 12/31/2018

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									4
Discharge	0	0	0	0	0	0	0	0	0
Display Only	4	0	0	0	0	0	0	0	4
ECW									0
Discharge Only	0	0	0	0	0	0	0	0	0
Display Only	0	0	0	0	0	0	0	0	0
Baton	0	0	0	0	0	0	0	0	0
Chemical/OC	0	0	0	0	0	0	0	0	0
Weaponless	2	3	0	0	0	0	0	0	5
Canine									0
Release Only	0	0	0	0	0	0	0	0	0
Release and Bite	0	0	0	0	0	0	0	0	0
Total Uses of Force	6	3	0	0	0	0	0	0	9
Total Number of Incidents Resulting In Officer Injury or Death	0	0	0	0	0	0	0	0	0
Total Use of Force Arrests	5	2	0	0	0	0	0	0	7
Total Number of Suspects Receiving Non-Fatal Injuries	0	1	0	0	0	0	0	0	1
Total Number of Suspects Receiving Fatal Injuries	0	0	0	0	0	0	0	0	0
Total Agency Custodial Arrests									
Total Use of Force Complaints	0	0	0	0	0	0	0	0	0

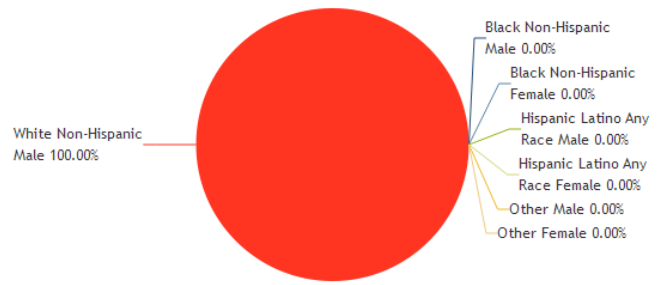
Reaccreditation Year 1 Notes:

The Hollis Police Department does not have K9's. Force was used on two separate occasions on one female subject (during her arrest and when she was removed from her cell)

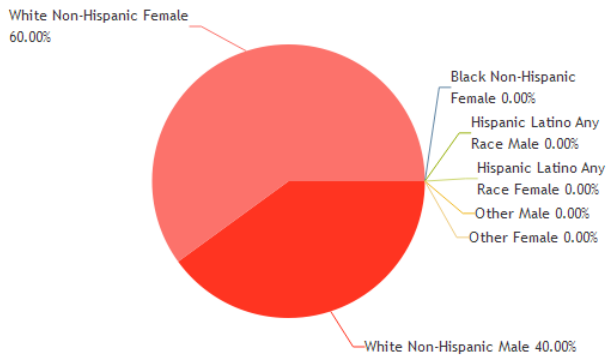
Total Firearm



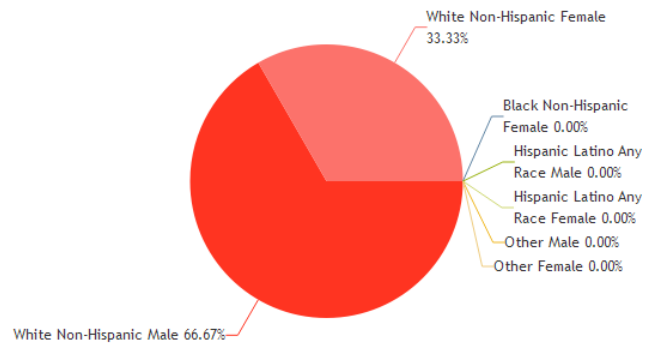
Firearm Display



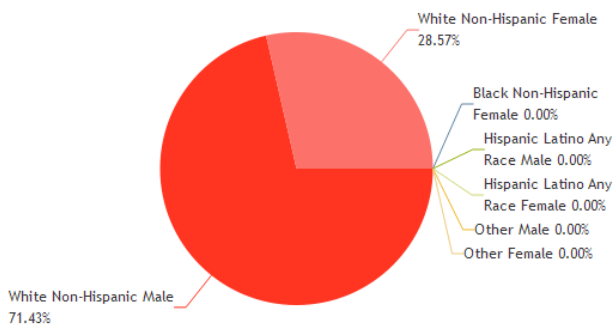
Weaponless



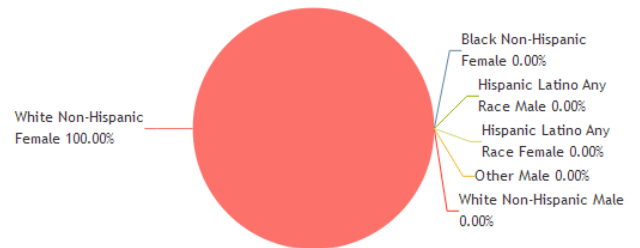
Total Uses of Force



Total Use of Force Arrests



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Use Of Force - Reaccreditation Year 2

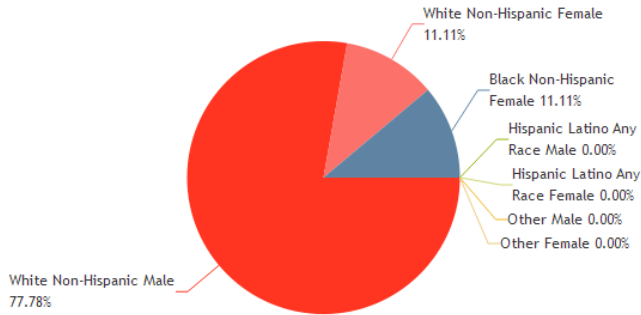
Data Collection Period: 1/1/2019 - 12/31/2019

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									9
Discharge	0	0	0	0	0	0	0	0	0
Display Only	7	1	0	1	0	0	0	0	9
ECW									3
Discharge Only	0	0	0	0	0	0	0	0	0
Display Only	2	1	0		0	0	0	0	3
Baton	0	0	0	0	0	0	0	0	0
Chemical/OC	0	0	0	0	0	0	0	0	0
Weaponless	7	0	0	0	0	0	0	0	7
Canine									0
Release Only	0	0	0	0	0	0	0	0	0
Release and Bite	0	0	0	0	0	0	0	0	0
Total Uses of Force	16	2	0	1	0	0	0	0	19
Total Number of Incidents Resulting In Officer Injury or Death	0	0	0	0	0	0	0	0	0
Total Use of Force Arrests	5	1	0	0	0	0	0	0	6
Total Number of Suspects Receiving Non-Fatal Injuries	1	0	0	0	0	0	0	0	1
Total Number of Suspects Receiving Fatal Injuries	0	0	0	0	0	0	0	0	0
Total Agency Custodial Arrests	149	87	3	1	14	4	5	2	265
Total Use of Force Complaints	0	0	0	0	0	0	0	0	0

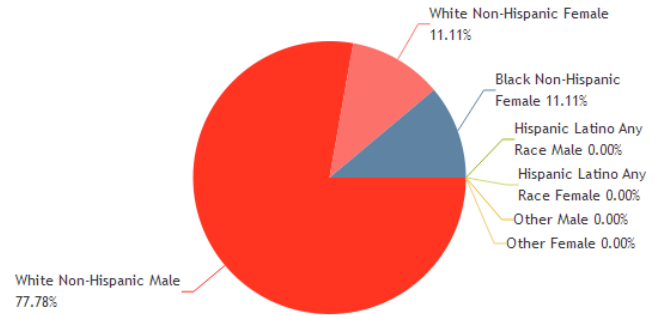
Reaccreditation Year 2 Notes:

The Hollis Police Department had 14 incidents involving Use of Force in 2019. Some of the incidents involved more than 1 person or more than one force alternative.

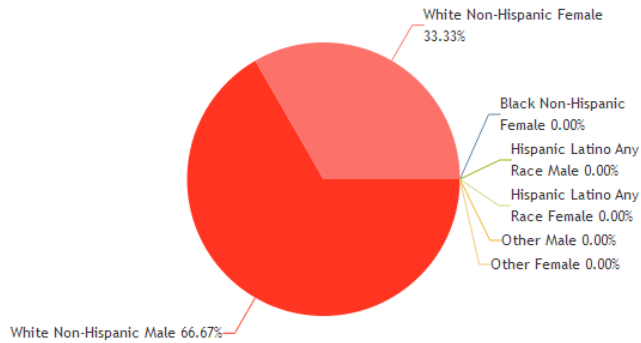
Total Firearm



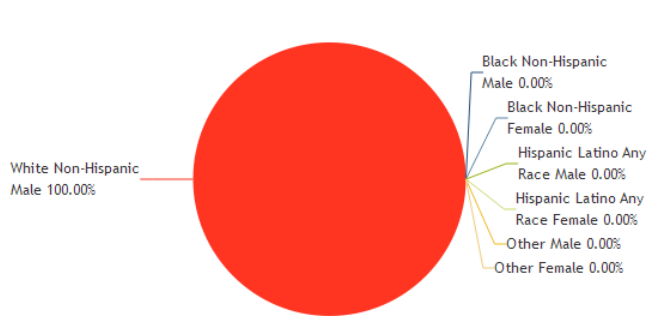
Firearm Display



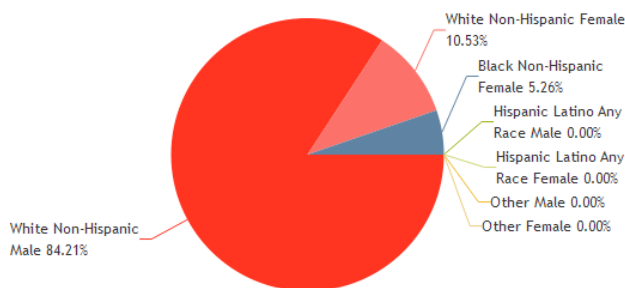
ECW Display



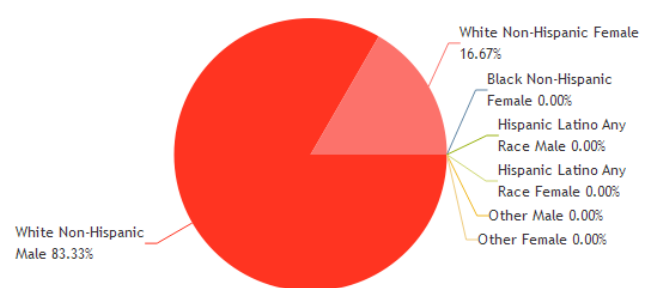
Weaponless



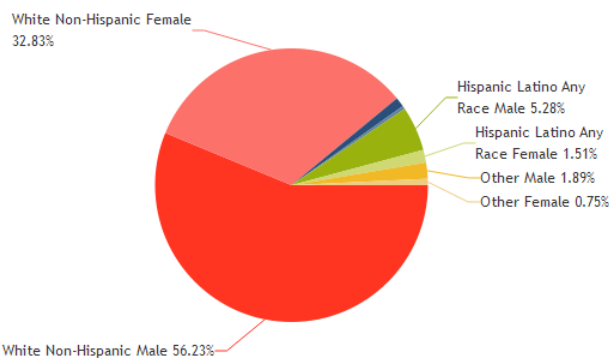
Total Uses of Force



Total Use of Force Arrests



Total Agency Custodial Arrests



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Grievances

Year 1 Data Collection Period: 1/1/2018-12/31/2018

Year 2 Data Collection Period: 1/1/2019-12/31/2019

Grievances	Year 1	Year 2
Number	0	0

Reaccreditation Year 1 Notes:

The Hollis Police Department did not receive any grievances in 2018.

Reaccreditation Year 2 Notes:

There were no grievances filed at the Hollis Police Department in 2019.

Personnel Actions

Year 1 Data Collection Period: 1/1/2018-12/31/2018

Year 2 Data Collection Period: 1/1/2019-12/31/2019

	Year 1	Year 2
Suspension	1	1
Demotion	0	0
Resign In Lieu of Termination	2	2
Termination	0	0
Other	0	
Total	3	3
Commendations	30	65

Reaccreditation Year 1 Notes:

Commendations can be anything from positive recognition from a supervisor or member of the public to actually receiving an award for outstanding police service.

Reaccreditation Year 2 Notes:

One officer was suspended with pay during an ongoing administrative investigation - The same officer resigned in lieu of termination as a result of the investigation. Suspension without pay was not used as a means to discipline in 2019.

One officer was unable to complete the New Hampshire Police Academy academic requirements and resigned in lieu of termination of her probationary employment.

Commendations include: Documented awards, letters of recognition, letters of appreciation and letters of commendation from the both the public and from police supervisors.

Complaints and Internal Affairs - Reaccreditation Year 2

Data Collection Period: -

	Year 1	Year 2
External/Citizen Complaint		
Citizen Complaint	4	2
Sustained	1	1
Not Sustained	2	
Unfounded	3	1
Exonerated	2	
Internal/Directed Complaint		
Directed Complaint	3	2
Sustained	3	1
Not Sustained	0	
Unfounded	0	1
Exonerated	1	

Reaccreditation Year 2 Notes:

Calls For Service - Reaccreditation Year 2

Data Collection Period: -

	Year 1	Year 2
Calls for Service	25180	22855
UCR/NIBRS Part 1 Crimes		
Murder	0	1
Forcible Rape	0	1
Robbery	0	0
Aggravated Assault	2	1
Burglary	2	7
Larceny-Theft	45	33
Motor Vehicle Theft	0	0
Arson	1	1

Motor Vehicle Pursuit

Year 1 Data Collection Period: 1/1/2018-12/31/2018

Year 2 Data Collection Period: 1/1/2019-12/31/2019

	Year 1	Year 2
Pursuits		
Total Pursuits	1	1
Forcible stopping techniques used	0	0
Terminated by Agency	1	1
Policy Compliant	0	0
Policy Non-Compliant	1	1
Collisions		
Injuries		
Total Collisions	0	0
Officer	0	0
Suspect	0	0
ThirdParty	0	0
Reason Initiated		
Traffic	0	1
Felony	0	
Misdemeanor	0	

Reaccreditation Year 1

Our only pursuit was found non-compliant due to a minor procedural error of failure to activate Body Worn Cameras, which did not affect the outcome of the pursuit.

Reaccreditation Year 2

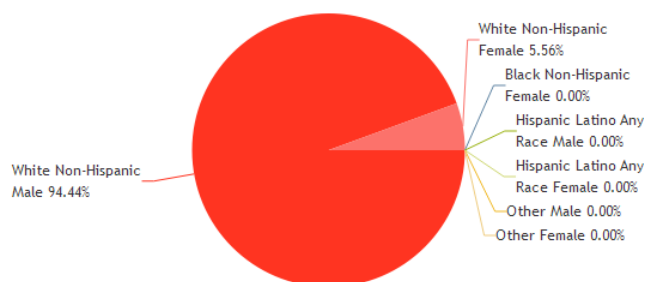
Our one pursuit was initiated by a neighboring agency. We joined with the pursuit when it entered our jurisdiction. The pursuit violated our policy due to our restriction on pursuing vehicles based on traffic violations and excessive speed.

Agency Breakdown Report - Reaccreditation Year 1

Data Collection Period: 1/1/2018 - 12/31/2018

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1	0	0	0	0	0	0	0	1
Command	2	0	0	0	0	0	0	0	2
Supervisory Positions	2	0	0	0	0	0	0	0	2
Non-Supervisory Positions	12	1	0	0	0	0	0	0	13
Sub Total									18
Non Sworn Personnel									
Executive	0	0	0	0	0	0	0	0	0
Managerial	0	0	0	0	0	0	0	0	0
Supervisory Positions	0	0	0	0	0	0	0	0	0
Non-Supervisory Positions	1	3	0	0	0	0	0	0	4
Sub Total									4
Total									22

Total Sworn Personnel



Sworn Personnel: Executive



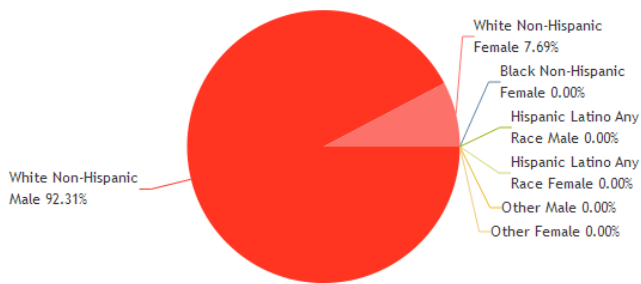
Sworn Personnel: Command



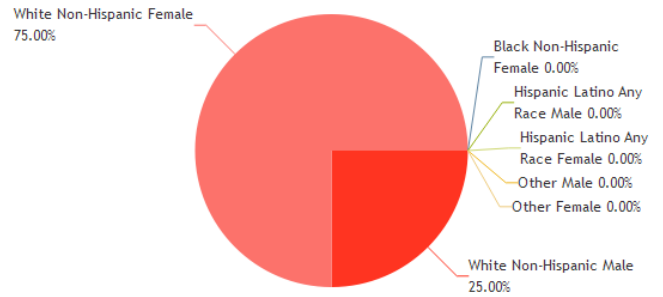
Sworn Personnel: Supervisory Positions



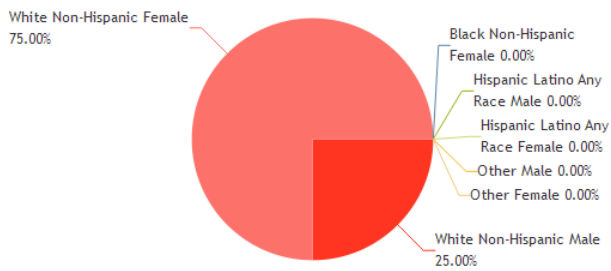
Sworn Personnel: Non-Supervisory Positions



Total Non-Sworn Personnel



Non-Sworn Personnel: Non-Supervisory Positions



Legend

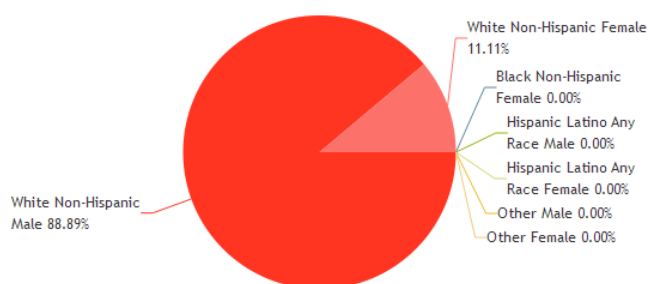
White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Breakdown Report - Reaccreditation Year 2

Data Collection Period: 1/1/2019 - 12/31/2019

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1	0	0	0	0	0	0	0	1
Command	2	0	0	0	0	0	0	0	2
Supervisory Positions	2	0	0	0	0	0	0	0	2
Non-Supervisory Positions	11	2	0	0	0	0	0	0	13
Sub Total									18
Non Sworn Personnel									
Executive	0	0	0	0	0	0	0	0	0
Managerial	0	0	0	0	0	0	0	0	0
Supervisory Positions	0	0	0	0	0	0	0	0	0
Non-Supervisory Positions	1	3	0	0	0	0	0	0	4
Sub Total									4
Total									22

Total Sworn Personnel



Sworn Personnel: Executive



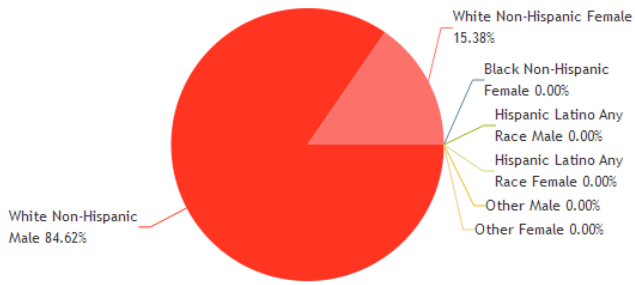
Sworn Personnel: Command



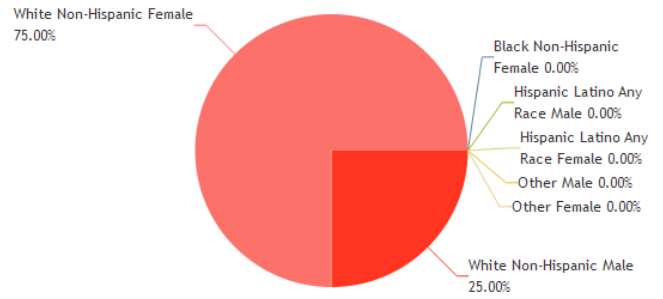
Sworn Personnel: Supervisory Positions



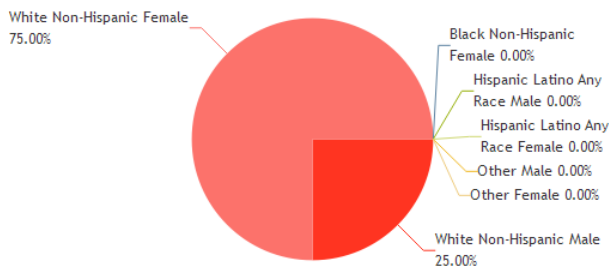
Sworn Personnel: Non-Supervisory Positions



Total Non-Sworn Personnel



Non-Sworn Personnel: Non-Supervisory Positions



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Demographics Report - Reaccreditation Year 1

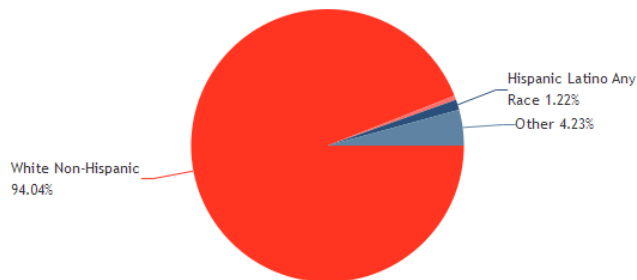
Data Collection Period: 1/1/2018 - 12/31/2018

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	7319	94%	3908	94 %	16	100%	2	12%	15	100%	1	6%
Black Non-Hispanic	40	0%	20	0 %	0	0%	0	0%	0	0%	0	0%
Hispanic Latino Any Race	95	1%	49	1 %	0	0%	0	0%	0	0%	0	0%
Other	329	4%	176	4 %	0	0%	0	0%	0	0%	0	0%
Total	7783		4153		16		2		15		1	

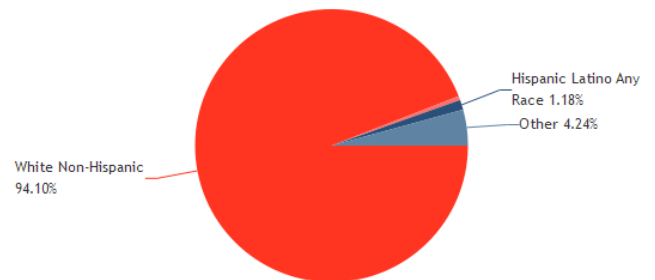
Reaccreditation Year 1 Notes:

The Hollis Police Department currently has 2 Full Time Officer Vacancies.

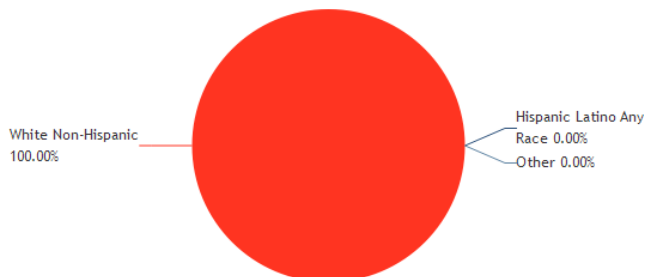
Service Population



Available Workforce



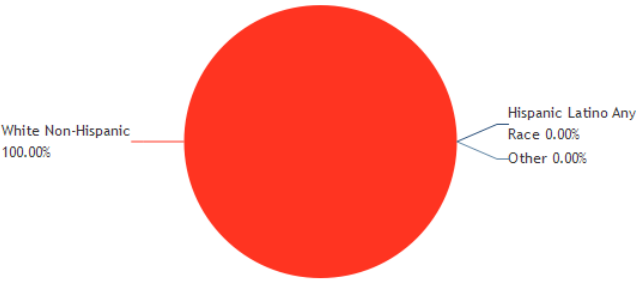
Current Sworn Officers



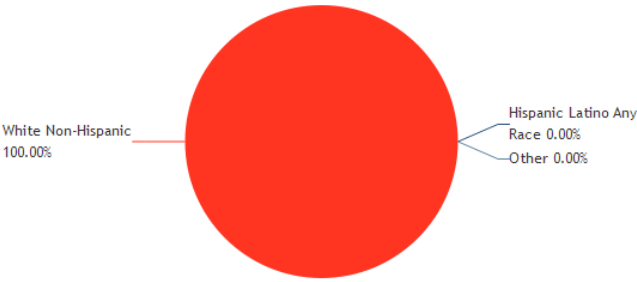
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers

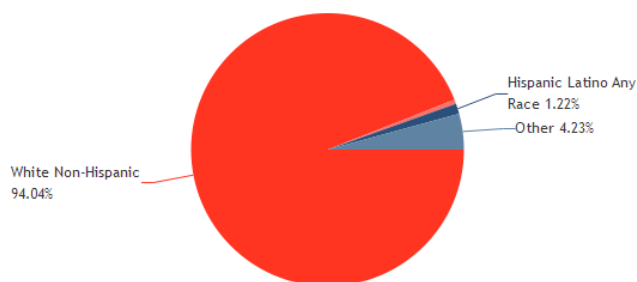


Agency Demographics Report - Reaccreditation Year 2

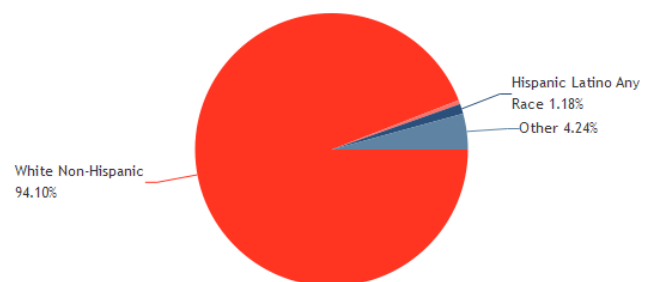
Data Collection Period: 1/1/2019 - 12/31/2019

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	7319	94%	3908	94 %	14	100%	1	7%	16	100%	2	12%
Black Non-Hispanic	40	0%	20	0 %	0	0%	0	0%	0	0%	0	0%
Hispanic Latino Any Race	95	1%	49	1 %	0	0%	0	0%	0	0%	0	0%
Other	329	4%	176	4 %	0	0%	0	0%	0	0%	0	0%
Total	7783		4153		14		1		16		2	

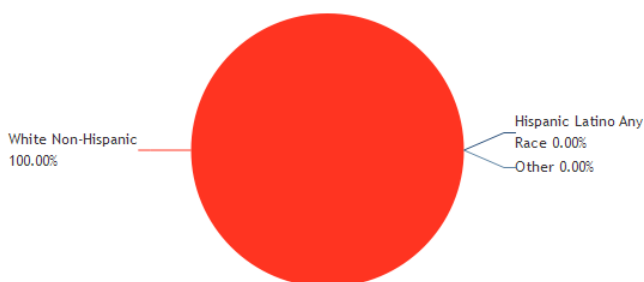
Service Population



Available Workforce



Current Sworn Officers



Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers



Sworn Officer Selection - Reaccreditation Year 1

Data Collection Period: 1/1/2018 - 12/31/2018

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Received									
Applicants Hired	1	0	0	0	0	0	0	0	1
Percent Hired	%	%	%	%	%	%	%	%	N/A
Percent of Workforce Population	6%		0%		0%		0%		N/A

Applications Received

Applicants Hired



Percent Hired

Percent of Workforce Population



Legend

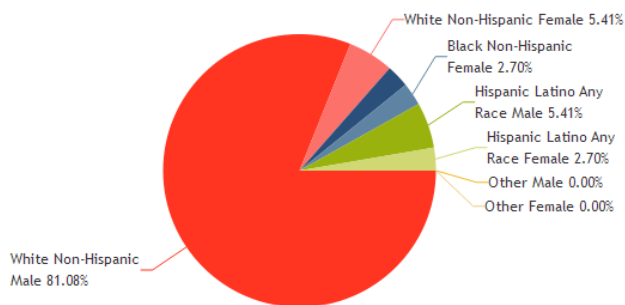
White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Sworn Officer Selection - Reaccreditation Year 2

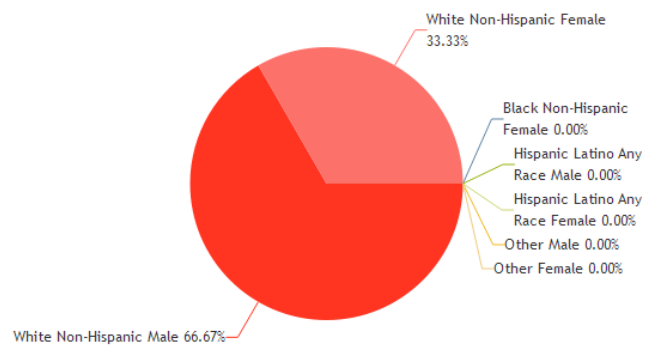
Data Collection Period: 1/1/2019 - 12/31/2019

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Received	30	2	1	1	2	1	0	0	37
Applicants Hired	2	1	0	0	0	0	0	0	3
Percent Hired	7%	50%	0%	0%	0%	0%	%	%	N/A
Percent of Workforce Population	21%		0%		0%		0%		N/A

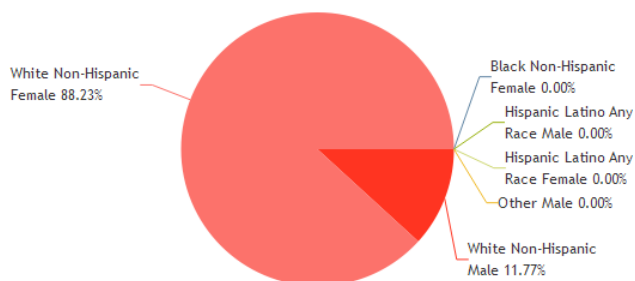
Applications Received



Applicants Hired



Percent Hired



Percent of Workforce Population



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Sworn Officer Promotions - Reaccreditation Year 1

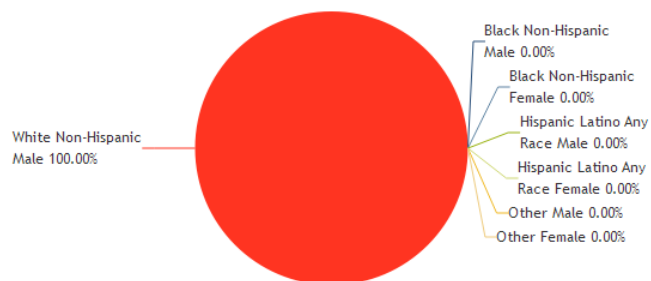
Data Collection Period: 1/1/2018 - 12/31/2018

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	2	0	0	0	0	0	0	0	2
Eligible After Testing	1	0	0	0	0	0	0	0	1
Promoted	1	0	0	0	0	0	0	0	1
Percent Promoted	50 %	%	%	%	%	%	%	%	N/A

Reaccreditation Year 1 Notes:

Hollis PD had one opening for a sergeant in 2018.

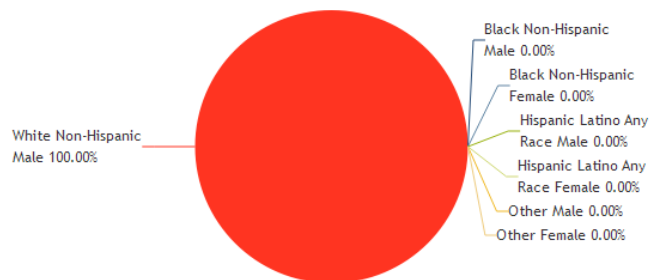
Tested



Eligible After Testing



Promoted



Percent Promoted



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Sworn Officer Promotions - Reaccreditation Year 2

Data Collection Period: 1/1/2019 - 12/31/2019

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	0	0	0	0	0	0	0	0	0
Eligible After Testing	0	0	0	0	0	0	0	0	0
Promoted	1	0	0	0	0	0	0	0	1
Percent Promoted	%	%	%	%	%	%	%	%	N/A

Reaccreditation Year 2 Notes:

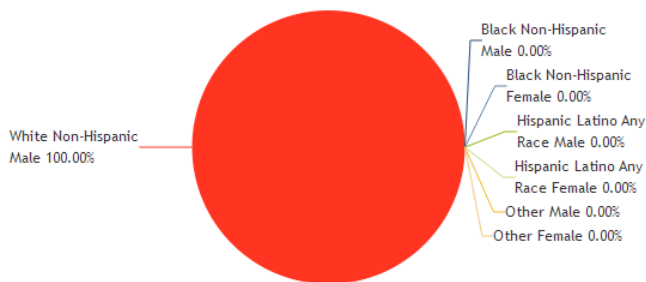
In April 2019, Lt. Brendan LaFlamme was promoted to Captain. His assignment and responsibilities did not change at this time, and his promotion did not create additional promotional opportunities within the Department. This promotion was more of a job reclassification and done to strengthen the command structure of the Department, to elevate the pay scale commensurate with duties and responsibilities, and to strategically plan for the future.

Tested

Eligible After Testing

Promoted

Percent Promoted



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

