

POLICE DEPARTMENT

On behalf of the members of the Manchester by-the-Sea Police Department, I am pleased to present our 2019 Annual Report. My intention, as always, is to take a moment to share with you some highlights from 2019.

Since taking over as your Chief of Police on November 1, 2019 I would be remiss if I did not thank Chief Ed Conley for his leadership, guidance and service to the town over the past 2 ½ years. I would also like to take this opportunity to thank the men & women of the department who work tirelessly every day to serve and to protect our community. In my almost 28 year career I have never worked with a more dedicated group of individuals who work together as a team to accomplish our overall mission; I thank all of them for that and I am excited to work with you all as we move forward.

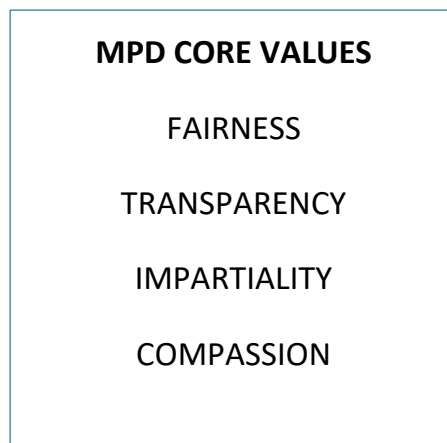
MISSION, VISION, & CORE VALUES

OUR MISSION STATEMENT

The Manchester by-the-Sea Police Department, in partnership with the Manchester by-the-Sea community, is committed to maintaining tranquility, to respecting the sanctity of human life and to reducing risk for all. We seek to accomplish this mission through accountability, transparency, strategic partnerships, community engagement and the selection and professional development of high quality personnel. Above all, the Manchester by-the-Sea Police Department seeks to provide services with compassion, dignity and the highest level of customer service.

The members of the Manchester Police Department value:

- the right of all individuals in our community to be treated with understanding, compassion, dignity and respect;
- the rule of law and its application;
- a work environment that and promotes respect, communication,



fair, impartial and sensitive

recognizes all employees understanding, accessibility, cooperation, and trust;

2019 Highlights:

Sergeant Leonard N. Andrews:

2019 began on a sad note when in January the Manchester by-the-Sea Police Department lost one of our long time icons, Retired Sergeant Leonard N. Andrews. Sergeant Andrews “Neil” retired in 2011 after serving 30 plus years with the department. He was a true mentor to all of the younger officers who came up through the ranks under his leadership. Sergeant Andrews was truly compassionate about this department and community. He was also the nephew of the late Chief of Police L. Allen Andrews. Neil will be deeply missed by his family and all of the members of the Manchester Police Department.



Ret. Chief Ronald Ramos and
Ret. Late Sergeant Leonard
N. Andrews Circa 1985

State Accreditation:

In January of 2019 after months of solid work by the entire department we were able to obtain state Accreditation. Accreditation is a self-initiated evaluation process by which police departments strive to meet and to maintain standards that have been established *for* the profession and *by* the profession. These carefully selected standards reflect critical areas of police management, operations, and technical support activities. They cover areas such as policy development, emergency response planning, training, communications, property and evidence handling, use of force, vehicular pursuit, prisoner transportation and holding facilities. The program not only sets standards for the law enforcement profession, but also for the delivery of police *services* to citizens of Manchester by-the Sea and the Commonwealth of Massachusetts.

Achieving accreditation from the Massachusetts Police Accreditation Commission is a very significant accomplishment and a recognition highly regarded by the law enforcement community.



Chief Conley, Chief Fitzgerald, Officer Machain receiving the Department's Accreditation Award

Benefits of Accreditation

The standards for accreditation impact the officer and public safety, address high liability/risk management issues, and generally promote operational efficiency throughout the agency. The benefits are therefore many and will vary among participating departments based on the *state* of the department when it enters the process. In other words, the benefits will be better known when the department quantifies the changes that it has made as a direct result of achieving accreditation. Generally, these changes involve policy writing, facility improvements and equipment purchases. Listed below are some of the more common benefits.

Accreditation:

- Provides a norm for an agency to judge its performance.
- Provides a basis to correct deficiencies before they become public problems.
- Requires agencies to commit policies and procedures to writing.
- **Promotes accountability among agency personnel** and the evenhanded application of policies.
- Provides a means of independent evaluation of agency operations.
- Minimizes an agency's exposure to liability, builds a stronger defense against lawsuits, and has reduced liability insurance costs.
- Enhances the reputation of the agency and increases the public's confidence in it.

Obtaining state accreditation is considered a prestigious award and aims to reassure the general public that the law enforcement profession is trained, prepared and ready to handle routine calls for service including large scale emergencies. Agency *preparedness* begins with having a current written directive system that incorporates best practices into agency policies and operational plans. Currently, there are 357 Law Enforcement Agencies in the Commonwealth of Massachusetts and only 89 of the 357 are fully accredited. I would like to thank Officer Ryan L. Machain with assisting me as the Assistant Accreditation Manager during this self-evaluation process. Without his knowledge and diligent efforts this award would not have been possible. Since my appointment as Chief, Officer Machain has been promoted to Accreditation Manager and he will continue to maintain this award as we move forward.



Chief Conley, Chief Fitzgerald, Officer Machain receiving the Department's Accreditation Award

Public Safety Vessel:

In March of 2019 an opportunity presented itself to the Town where we were able to secure a surplus United States Coast Guard 25ft Defender Safe Boat at a significantly reduced cost. The vessel, a 25-foot 2006 Defender model Safe Boat, was used to patrol the waterways of Manchester-by-the-Sea this past summer. The boat was previously owned and maintained by the U.S. Coast Guard, and was taken out of service recently as the Coast Guard transitions to using new 27-foot versions of the vessel.

As we all know over the past few years and more so in 2019, there has been an increase in boating traffic as our Harbor has become progressively more popular to transient boaters. The purchase of the new 25ft safe boat allows all of the public safety departments in town to have 24/7 access to our waterways to respond **safely** to incidents in our jurisdiction in **all** types of weather. For the Police Department the summer of 2019 was heavily concentrated on training and familiarizing our officers to the local waterways. Currently, the Police Department has five officers assigned to the Harbor Patrol who work in conjunction with our Harbormaster. Our Harbormaster Bion Pike's knowledge and willingness to work together as a team has been a tremendous asset for the Manchester by-the Sea Police Department. We also must remember that the Police Department and Harbormaster's mission will overlap. Our goal moving forward is to continue to foster an excellent working relationship with the Harbormaster's office, and this will continue to help us accomplish our overall mission of public safety for the community and its visitors.

International Chiefs of Police (IACP) One Mind Campaign Pledge:

In May of 2019 I was pleased to announce that we had completed a pledge to improve our response to those suffering from mental illness in our community. The Pledge is part of an initiative called the One Mind Campaign started by the International Association of Chiefs of Police (IACP), a 30,000 member professional association for law enforcement that provides training, technical assistance, and recruitment services. To join the One Mind Campaign, law enforcement agencies must pledge to implement four promising practices in a 12-36 month period to ensure successful future interactions between police officers and persons with mental illness.

In the law enforcement community, mental illness has become a common focus, with some departments estimating that as many as 20% of their calls for service are related to mental health issues. As Police Chief I made the decision to join the International Association of Chiefs of Police's One mind Campaign. "By pledging to this campaign it provides our officers the necessary tools and the ability to take a more proactive approach while building partnerships within the community in helping persons affected by mental illness.

In completing the One Mind Pledge, the Department has established a sustainable partnership with a local mental health organization (Lahey Behavioral Health), developed and implemented a model policy to address officers' interactions with those affected by mental illness, and I have ensured all of the full-time staff has received and completed mental health awareness and crisis intervention training. The 40-hour Crisis Intervention training curriculum includes education on various de-escalation techniques as well as live role-play scenarios of officers responding to persons who need mental health assistance.

For more information about the One Mind Campaign, please visit the IACP's website: <http://www.theiacp.org/onemindcampagin/>. A list of all agencies who have taken the pledge is also available there. On May 22, 2019 the department received its official certificate for fulfilling the goals of the One Mind Pledge.

Another initiative that we have pursued in response to the needs of the community is the implementation of a new Overdose Outreach Follow-up Team. This team was established with the intention of conducting follow-up interaction with residents who have experienced a recent overdose to be able to offer a variety of treatment options for substance use recovery. The creation of this team was spear-headed and organized by Sergeant Stephen Louf of the Manchester Police Department and Chief Paul Francis of the Essex Police Department with the hopes of regionalizing their efforts.

As Chief of Police I feel we need to take a proactive approach when dealing with this epidemic. Even though our **yearly numbers are small**, if we can make a difference in one person's life then I feel that this team has done its job. This Outreach Team consists of both Manchester and Essex Police Officers along with members of Lahey Behavioral Health and One Stop (prevention and screening services) from Gloucester, MA. The goal of this team is to encourage and assist individuals to seek treatment and recovery by reminding those who are struggling with addiction that they are not alone and that there are services available to help.

SRO (School Resource Officer):

On November 1, 2019 the new Essex Police Chief Paul Francis and I were pleased to announce the implementation of our new SRO (School Resource Officer). With a few minor changes in staffing responsibilities, after several meetings with the Manchester/Essex School District Administration, and with the approval of the Board of Selectman and School Committee the Manchester Police were ready to move forward with the implementation of this important position.



SRO Andrea Locke assisting with a raffle winner with a ride to school in a police car

The SRO Program is based upon the fundamental premise that when schools, police, prosecutors, and other service agencies work collaboratively and proactively, the safety, mental health, and well-being of the youth are best served. By working together to educate the school community, to coordinate efforts, and to share information, the Manchester Essex Regional School District and the Manchester and Essex Police Departments through the SRO Program will strive to: (1) prevent violence involving the students of the Manchester Essex Regional School District; (2) prevent the use, abuse, and distribution of alcohol and other controlled substances involving students of the Manchester Essex Regional School District; and (3) provide a safe, secure, violence-free, and nurturing school environment. **Most importantly**, it will develop positive relationships with students and parents thereby enhancing

the relationship of the Manchester and Essex Police Departments with the community. It will also strive to provide a positive role model for students and to re-build the relationships with the young people of the two communities that have been lacking for some time.

After a selection process conducted by School Officials, both Manchester and Essex Police Departments, and parents, Officer Andrea Locke was chosen to be the Department's first SRO. Officer Locke has been a member of the Manchester Police Department since 2007 when she began working as a Parking Enforcement Officer. In July of 2010 Andrea became a full-time Dispatcher and worked in that capacity until June 2018 when the opportunity arose for her attend the full-time Police Academy from which she graduated in November 2018 and assumed a new role as a full-time Patrolman. Andrea holds a BA in Criminal Justice from Curry College and has been a tremendous asset to the Department during her time serving the town. Since starting her role as SRO she has already made a significant impact to the MERSD community. I look forward to continuing this relationship with the school community as we move forward.

By the Numbers:

Calls for service for 2019 are incidents which require the response of a police officer(s). They may be a past crime, motor vehicle accident, medical aid or even a lost motorist. Calls for service are restricted to non-discretionary patrol responses and observed traffic violations. These numbers do not include proactive events initiated by the police officer such as directed patrols, school posts, and community policing initiatives such as a park and walk.

Manchester by-the-Sea Police Department 2019 Calls for Service

NATURE	2019
911 Calls (900)	786
Alarms (Residential & Commercial Police/Fire)	566
Animal Control (All)	483
Arrests (Adult)	28
Arrests (Juvenile)	1
Assault (Including Assault on Police Officer)	6
Burglary/Breaking & Entering (Residential, includes attempted)	5
Burglary/Breaking & Entering (Commercial, includes attempted)	1
Burglary/Breaking & Entering (Motor Vehicle, includes attempted)	1
Disorderly Conduct	6
Domestic (includes physical, verbal & 209A violations)	25
Fraud (all types)	21
Harassment	2
Identity Theft	7
Juvenile Matters	27
Larceny (all types, includes attempted)	27
Larceny (of Motor Vehicle)	1
Missing Persons (Adult)	8
Missing Persons (Juvenile)	20
Erratic Operation (Motor Vehicle)	98
Motor Vehicle Crashes	183
OUI (Alcohol or Drugs)	6
Protective Custody (Adult)	4
Protective Custody (Juvenile)	0
Robbery (all types)	1

Sexual Assault	4
Threats (all types)	7
Property Damage (town and personal property)	29
Town By Law Violation	7
Trespassing	10
Motor Vehicle Stops (total)	1107
*Verbal warnings	578
*Written warnings	403
*Citations	95
*Criminal Complaints (Summons)	44
"Walk-in" reports	262



Chief Fitzgerald, Sgt. McCoy, Sergeant Louf, Off. Johnson, Off. Machain 2019 Memorial Day Parade.

Community Goals and Objectives:

Manchester by-the-Sea Police Department continues to recognize that we are the conservators of a public asset. We are, directly accountable to our residents directly through the Board of Selectman. Our objective is to serve all who work in, live in or visit the Town of Manchester by-the-Sea in a manner consistent with our mission statement and values. Our daily activities and strategic goals are formed by direct proactive community policing and engagement with our stakeholders.

Throughout 2019 the Police Department continued to interact with our stakeholders, community groups and the community at-large. These groups included our youth population, our seniors, various town boards and committees, and the local business community. During the year our patrols logged a combination park and walks and directed patrols totaling 4,230 different events. A park and walk & directed patrols are self-initiated events where an Officer(s) are engaging with

the public at a specific given time.

Currently the Manchester by-the-Sea Police Department has a tremendous relationship with our senior citizen population. In 2019 I would categorize this as one of our most important partnerships. Without the continued support from Nancy Hammond, Director of Senior Services/Council on Aging, who worked closely with Officer Andrea Locke, this relationship would not have become as strong as it has.

As a result of this close relationship, our Department continued to participate in monthly senior luncheons and TRIAD which assists with senior programs and promotes safety. Further, in 2019

we also continued to work with the our partners at Senior Care Inc. out of Gloucester which provides services for seniors who are at risk of self-neglect, financial exploitation, and physical and emotional abuse.

During 2019 we continued to connect to our business community and several community groups such as The Chamber of Commerce, Bike and Pedestrian Committee, Downtown Improvement Committee and the 375th Anniversary Committee, not only at the leadership level but from the top to the bottom of the department. As mentioned above, officers connect to our business owners through targeted “Park & Walks” in different areas of the business community on a daily basis. This partnership is currently at a level that I have not seen in many years. In October of 2019 the Police Department in conjunction with the Manchester by-the Sea Fire Department along with many businesses in town, sponsored a Halloween coloring contest, spearheaded by our School Resource Officer Andrea Locke, which promoted Halloween Safety. This proved to be a huge success with the submission of many beautifully colored Halloween pages completed by local children and culminating with a pizza party at the Fire Station.



2019 Halloween Coloring Contest

Lastly, during 2019 we continue to understand that a significant percentage of our residents we connect with prefer communication via our social media outlets. The Department accomplishes this currently through our Facebook and Twitter Accounts which is managed daily by Detective Chris Locke. I too have created a Twitter account @ChiefFitzMPD. All of our social media accounts are linked to the Police Department and Town websites. Our goal in 2020 is to explore other methods of social media communications such as Instagram and Snap Chat, and continue to strive towards becoming even more transparent and accessible and to reach a broader audience.

Looking Ahead to 2020:

As we continue to move into 2020, we are dedicated to making our stakeholder partnerships even stronger and remaining committed to being transparent via our department statistics, policy and procedures, and public records through our social media and websites. We will enhance our training and remain current in today’s best practices in law enforcement. We will also continue to work collaboratively with Harbormaster Bion Pike and with our neighboring local agencies.

As your Chief and lifelong resident, I remain committed to delivering the highest quality of services through a transparent and community-oriented team approach. I remain honored and humbled to be able to serve the community in which I grew up and to wear the uniform of the Manchester by-the Sea Police Department.

Todd J. Fitzgerald Chief of Police