

Manchester by-the Sea Police Department Annual Report 2020



Police Department

On behalf of the members of the Manchester-by-the-Sea Police Department, I am pleased to present our 2020 Annual Report. My intention, as always, is to take a moment to share with you some highlights from 2020.

MISSION, VISION, & CORE VALUES

OUR MISSION STATEMENT

The Manchester-by-the-Sea Police Department, in partnership with the Manchester 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,

MPD CORE VALUES

FAIRNESS

TRANSPARENCY

IMPARTIALITY

COMPASSION

fair, impartial and sensitive

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



L to R Sergeant Richard C. Newton, Lt. Mark A McCoy, Chief Todd J. Fitzgerald, Sergeant Christopher Locke, Sergeant Stephen Louf, Detective Michael Richard, Officer Sean Mullins

2020:

First, I would like to take this opportunity to thank the men & women of the department who work tirelessly every day to serve and protect our community. The past year was one that we have not seen in well over a century. The continued commitment and dedication to the citizens of Manchester by-the-Sea while working on the front lines of this pandemic will not be forgotten.

Detective Sergeant Kenneth S. Sucharski:



Ret. Detective Sergeant Sucharski circa 1978

During 2020 the Manchester by-the-Sea Police Department lost a valued member of the department. Retired Detective Sergeant Kenneth S. Sucharski passed away suddenly leaving his wife Sharon and his son Evan. Detective Sergeant Sucharski spent a significant part of his career leading the former Cape Ann Drug Task Force and received many accommodations from past Boards of Selectmen throughout the Cape Ann area for his vital role as a task force member.

Detective Sergeant Sucharski was a lifelong resident of Manchester by-the-Sea and graduated from Manchester Jr. Sr. High School with the class of 1967. After high school he enlisted in the United States Marine Corps and did three tours in Vietnam where he was ultimately wounded in action and was the recipient of the Purple Heart.

Detective Sergeant Sucharski will be deeply missed by his family and all the members of the Manchester by-the-Sea Police Department.

COVID-19

There is no easy way to sum up how 2020 began. In January we began hearing about the possible effects of Corona Virus now commonly known to us now as COVID-19. At that time here at the Police Department we began planning for all the possible impacts that the virus would have on our daily operations and staff.

On March 7th, 2020 a pandemic response plan was issued by Chief Fitzgerald to the Police Department. Shortly thereafter the W.H.O (World Health Organization) declared a global pandemic as COVID-19 began to spread rapidly throughout the world.

With little known about the virus at that time, the Board of Selectman carefully reviewed the information we had relating to COVID-19 and took many proactive measures to ensure the safety of our residents by closing the parks, beaches and other public areas. Schools began to operate remotely, and Governor Baker ordered many closings of other private businesses to protect our residents and prevent the spread of the virus by not overwhelming our health care system. The measures that were taken and more importantly the difficult decisions to close our local public spaces by our Board of Selectmen, I believe were the reasons why we were able to effectively keep our numbers to a minimum in town at the beginning of the pandemic.

Similar to most other small police agencies in the area, in March we implemented a 12-hour on, 12-hour off, 7-days on and 7-days off shift rotation. This was to minimize the number of shift changes in a week, which in turn allowed less staff interacting with each other on a daily basis. It also reduced the reliance on our Reserve Officer staff and allowed us to always keep a group of full-time career Officers healthy and ready to respond. These shift rotations lasted through May of 2020.

As spring advanced some closures were rolled back as the State and Town saw a decline in the active daily cases. I am fortunate to say that through this point none of our Police personnel had tested positive for COVID-19.

As we progressed into the summer months, we remained focused on the spread of COVID-19. Several protocols were put into place to prevent the potential spread of COVID-19 within the department and some remain in place still today.

However, as we further navigated through the fall and closed in on the beginning of the holiday season several staff members became ill and tested positive for COVID-19. This in turn left us with 4 positive cases which forced 8 other police department employees to have to quarantine, leaving us extremely short staffed for a few weeks. I am happy to report that all our personnel recovered quickly, and no other remaining staff members have become symptomatic since then.



We continue to remain vigilant about the spread of COVID-19 within the Police Department and our community. I would like to thank all of the residents who came forward throughout the year with generous donations of food for our Officers and other items such as cleaning supplies, N-95 masks and other PPE (personal protective equipment) that was in short supply in the beginning stages of this pandemic. Your thoughtfulness and support throughout the year has been welcomed and appreciated by all members of the Police Department.

It has been a difficult year for many in dealing with COVID-19; however, I'm feeling confident that there is light at the end of the tunnel. At the writing of this report, the Commonwealth of Massachusetts is implementing a plan to roll out the COVID-19 vaccine in January of 2021.



Brian Heaney, Chief Operating Officer of Kelly Auto Group donates 600 Ford masks to Chief Fitzgerald for department us.

Lastly I would be remiss if I did not thank our Board of Health Chairwomen Paula Filias and all of her board members, our Public Health Nurses Pam Ciccone and Mary Higgins along with Ellen Lufkin for their countless hours, last minute meetings, and late night phone calls throughout the year as we navigated through this pandemic. You have all have made our job in the Police Department that much easier. Thank-you!

Department Promotions & Reserve Officer Academy Graduation:

In January of 2020, we began the process to fill the openings of Lieutenant and Sergeant.

As Chief of Police I had a fiduciary responsibility to create an efficient, cost-effective process of backfilling these leadership openings. Given this, it was my goal to establish a fair, impartial, and transparent system of evaluating each candidate's ability to mirror the successful traits while also providing a cost-effective promotional process for the Town.

At this time, we were able to consult with Law Enforcement Dimensions LLC, a Massachusetts leader in law enforcement training and promotional processes for non-civil service agencies.

LED's principal owner, Attorney John Scheft, assisted us with developing a transparent process that included a written exam, assessment center, and oral presentations.

At the end of the three-month process I was happy to recommend the top two scoring candidates to Town Administrator Greg Federspiel for promotion. These candidates were Sergeant Mark A. McCoy to the position of Lieutenant and Detective Christopher M. Locke to the position of Patrol Sergeant.

Lieutenant Mark A. McCoy has served the Manchester by-the-Sea Police Department for 24 years in various capacities and ranks. Mark currently holds a Bachelor of Science degree in Criminal Justice and is a graduate of Manchester Jr/Sr. High School class of 1992. Lieutenant

McCoy currently serves as the Department's Executive Officer and is in charge of operations & accreditation.

Sergeant Christopher M. Locke has served the Manchester by-the Sea Police Department for 12 years and most recently in the role of Detective. Christopher currently holds a Master of Science in Criminal Justice and is a graduate of St. John's Prep class of 2001. Sergeant Locke is currently assigned to the midnight to 8 a.m. shift.

Reserve Officer Graduation:



On January 30, 2020 three members of our Department completed their 372-hour Reserve/Intermittent Training Academy. They attended the 19th Massachusetts Law Enforcement Training Alliance (MLETA) course in Topsfield, MA, and we are extremely proud of their commitment to this difficult program. These folks attended this academy on their own time in addition to their regular work schedules both within the Manchester by the Sea Police Department and outside. Pictured are

members of our Department attending the graduation exercises along with the graduates: Dispatcher Chelsie Reilly, Auxiliary Officer Andrew Marques, and Reserve Officer Sean Mullins.

Police Reform:

On Dec. 31, 2020, Governor Baker signed "An Act Relative to Justice, Equity and Accountability in Law Enforcement in the Commonwealth."

This reform established a mandatory certification process for police officers and seeks to improve accountability and transparency in the field of law enforcement. The law also aims to support law enforcement agencies in hiring and promoting only qualified applicants.

This new legislation is the direct result of a national conversation about racism, equity and police reform spurred this summer by the tragic and inexcusable death of George Floyd at the hands of Minneapolis Police. This moment served as a catalyst for long overdue conversations locally, statewide, nationally, and globally about race and what can and must be done to ensure our communities are safe, equitable, welcoming and compassionate for all.

In the wake of Floyd's death I issued a statement on June 2, 2020 to the community condemning the actions of the officers involved in Minneapolis and reaffirming our department's earnest commitment to serving and protecting everyone in our community and upholding the sanctity of human life. It was imperative that the community was reminded of these longstanding values of the Manchester-by-the-Sea Police Department at this dark and devastating time in our nation's history.

Further, on June 30, 2020 I updated the community regarding the department's extensive training and dedication to continued growth and improvement through the Massachusetts Police Accreditation Commission's (MPAC) accreditation and re-accreditation process. As a conversation continued nationally about police training, we as a department wanted our community to know that the Manchester-by-the-Sea Police Department operates under the highest modern policing standards and is committed to continuing training, self-reflection and assessment and constantly evolving to meet the needs of everyone in our community.

The Manchester-by-the-Sea Police Department was first certified in February 2018 and accredited in February 2019 by the Massachusetts Police Accreditation Commission. Accreditation is a voluntary process through which successful departments illustrate that their agencies are operating in accordance with the most rigorous of modern policing standards, which are established and evaluated by industry independent law enforcement experts.

Through the accreditation process our department was evaluated across numerous categories and key indicators, including police management, operations, and technical support activities through established standards in areas such as policy development, emergency response planning, training, communications, property and evidence handling, use of force, vehicular pursuit, prisoner transportation, bias based policing and holding facilities.

To earn accreditation, a department must meet at least 257 mandatory standards and 125 optional standards. However, our department was only required to meet 69 of the optional standards as a result of our size. Regardless, the Manchester-by-the-Sea Police Department met all 257 mandatory standards and 80 optional standards.

After earning our initial accreditation in 2019, we are committed to continuing to strive for re-accreditation every three years. Through this process we thoroughly self-reflect, identify areas for improvement and are visited by MPAC to be evaluated in-person. We meet monthly and continue to review our policies and all use of force incidents which are then reported on. During these meetings we also work to continue with a transparent internal affairs process and analyze other department practices including training and equipment maintenance.

Our officers are all trained in recognizing bias and in diversity and equity, and we continue to prioritize training as a key tool to ensure our department is providing the best possible service and protection to our community.

The national conversation regarding law enforcement reform has also sought to better define the role of police in incidents involving individual(s) with mental illness.

This has long been a conversation in our department as well. In 2019, we also completed our Pledge through the One Mind Campaign to improve our response to those suffering from mental illness. The One Mind Campaign was started by the International Association of Chiefs of Police to improve the interactions between law enforcement agencies and those with mental illnesses.

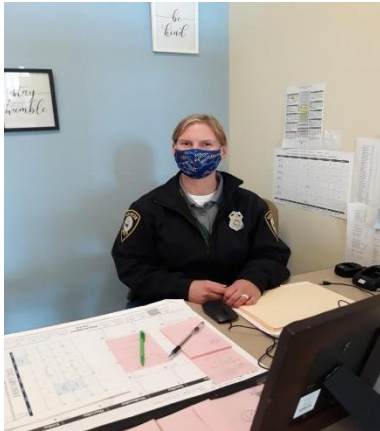
As a result of this pledge we established a sustainable relationship with Lahey Behavioral Health, created and implemented a model policy to address officers' interactions with those affected by mental illness and mental health awareness and crisis intervention and/or mental health first aid training for all full-time staff. Our department also organized and spearheaded the creation of an Overdose Outreach Follow-Up Team in partnership with the Essex Police Department. The team includes members of both departments, Lahey Behavioral Health professionals and representatives from One Stop, a free prevention and screening service. The team meets with residents who have experienced a recent overdose and offers treatment options for substance use recovery.

Additionally, mental health clinicians accompany our officers any time a mental health related follow up is needed in the community following an incident.

I am proud to say that our department already exemplifies the ideals outlined in the state's most recent reform legislation. Our profession should be held to the highest standards and we are committed to actively taking part in these conversations and working to continually improve our services to best serve the people who live in, work in and visit Manchester-by-the-Sea.

Lastly, I would like to remind our community that accountability and transparency has always been our priority. Please read on to learn more about my office hours and ways to connect; maintaining conversations one on one with community members is a key way in which we maintain a dialogue with our town and I welcome residents and business owners to contact us with any questions, concerns or comments.

School Resource Officer:



SRO Locke at her desk at MERSD.

In collaboration with the Manchester/Essex school district and the Essex Police Department the SRO program continued to be successful in 2020.

In November 2019 after much discussion with MERSD & Town officials, parents, and other stakeholders, we were pleased to announce the implementation of our first ever SRO program.

After careful consideration and an intensive interview process, Officer Andrea Locke was appointed to her new role. In a very short period through the beginning of 2020 before the school district went to remote learning because of COVID-19, Andrea developed many relationships with parents, students, and school

officials.



SRO Locke assisting with a lemonade stand.

This was evident this past summer during our “Summer Series” when the Police Department partnered with several local restaurants to offer fun events to bring students and police together. These events organized by School Resource Officer Locke even after the school year was over saw a great turnout especially among the middle school population. I would like to thank Bravo Pizza, The Laughing Gull, Captain Dusty’s, Allies Beach Street Café, and The Mooring for their generosity and participation in this series.

We look forward to continuing our collaboration with the District and the SRO program as the relationship with our youth and the police remains a top priority moving forward in 2021.



Sgt. Stephen Louf and SRO Andrea Locke share an Ice-cream with Middle School Students July 2020

Animal Control:

Our Animal Control Officer position continues to be a shared service between the Town of Manchester-by-the-Sea and the Town of Hamilton. The Animal Control Officer is available to each Town 24/7 to respond to animal emergency calls. All costs are split evenly, and no Town is required to expend more than its one-half (1/2) share of all costs.

During 2020 our Animal Control Officer Hayes Demeule addressed 411 calls for service. That averages out to be about 1.1 calls per day in the Town of Manchester. These responses included domestic animal complaints, kennel and barn inspections, and assisting residents with other animal and wildlife issues.

In the months of March and April, Hayes spent a significant portion of her time assisting patrol officers with monitoring our beaches and parks when those public areas were closed due to COVID-19.

I would like to thank Animal Control Officer Demeule for her continued dedication to the Town and its residents. Her knowledge, compassion for animals and their owners, and her willingness to respond to a call for service at a moment's notice is truly remarkable.

Traffic & NHTSA Grant:

In November of 2020 I was pleased to announce that the Manchester-by-the-Sea Police Department had been awarded a total of \$12,000 in federal grant funds allocated by the Executive Office of Public Safety and Security's Office of Grants and Research (OGR), National Highway Traffic Safety Administration (NHTSA).

The NHTSA provided \$3.2 million to fund traffic enforcement campaigns, safety equipment, and non-enforcement activities to help reduce vehicle crashes and the resulting injuries and loss of life across the country. The funds that we received will allow us to increase our enforcement throughout 2021 beginning with a *Drive Sober or Get Pulled Over* enforcement campaign beginning in January.

Speed and a traffic volume have become a regular concern for many residents. We have worked with several neighborhood groups in 2020 to discuss their concerns regarding speeding and other traffic complaints. This remains an ongoing process. As a result of these meetings, with the assistance of the DPW we were able to recommend several traffic calming measures in those areas of concern such as additional line painting and adding stop signs along with enforcement. Also, as a result we have launched an online Traffic Complaint service on our website. The online traffic complaint form can be found on our website's home page under the community resources drop down. This link allows residents to report violations anywhere and anytime they see them. I urge residents to use this complaint form <https://manchestermapped.com/report-a-traffic-problem/> as the feature will streamline the process and allow us to respond to a traffic complaint efficiently, making Manchester by-the-Sea roadways safer for all.

Community Goals and Objectives:

In 2020 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 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.

2020 has been especially difficult for many. As a result of COVID-19, our daily activities were modified throughout the year especially in the spring when we limited ourselves to public exposure as best as we could so that we could remain healthy. However, the Police Department continues to realize that our strategic goals are formed by direct proactive community policing and engagement with our stakeholders and that must remain a top priority.

Throughout 2020 the Police Department continued to interact with our stakeholders, community groups, and the community at-large. Considering all the COVID-19 protocols for social distancing, officers were still able to log 1,410 different park & walk or directed patrols. Park & walks and directed patrols are self-initiated events where an officer(s) was engaging with the public.

Unfortunately, because of COVID-19 the personal interactions were limited this past year. As a result, we had to look for different ways to connect to our community groups and stakeholders and the community at-large.

In April of 2020 the Police Department began offering a pick-up and delivery service of groceries, prescriptions, over-the-counter medications and other vital supplies to residents identified as higher risk of serious health complications should they contract the novel coronavirus (COVID-19) or for those who are self-quarantined. Out of an abundance of caution for the health and safety of the residents and the officers, items would be delivered to the front door of the home and officers would not enter the home. Residents are notified when the officer arrives so they can get the items immediately. I am pleased to report that many residents took advantage of this service throughout the year and continue to do so. I would like to thank Council on Aging Director Nancy Hammond, Jay Subulkin of Allen's Pharmacy and Crosby's Market for assisting us in this endeavor.

I would like to remind residents that this service is still operational and do not hesitate to take advantage of it. The Manchester-by-the-Sea Police Department can be reached at 978-526-1212 to set up deliveries and for all non-emergency matters. As always, please call 911 for any emergency and police will respond as normal.

Also, in April of 2020 we announced that School Resource Officer Andrea Locke would be hosting a virtual story time for elementary students while school buildings remain closed due to the COVID-19 pandemic. The sessions were broadcast live on the police department's Facebook page at 10 a.m. each Friday and continued through the end of the school year. We found that reading aloud to students was a great way for our department and the SRO could continue to engage with some of the youngest residents in our community during the challenging, uncertain times surrounding the COVID-19 pandemic. I am pleased to announce that this story time was a huge success and well viewed by our students as well as others from outside of Manchester by-the-Sea.



SRO Andrea Locke holding virtual story time

Throughout the year continuing with our goal of effective community engagement, I would like to thank the Manchester by the Sea Police Association for their steadfast commitment to the public safety to this town and their continued generous donations to local charities.



In March the Manchester Police Association partnered with the Doug Flutie Jr. Foundation for Autism and took part in the Autism Awareness patch program. This initiative is to provide support and spread awareness for our community members who are affected by autism. As a result of this effort led by Sergeant Stephen Louf, the Association was able to donate over \$500.00 to the Flutie Foundation. All the proceeds given to the Doug Flutie Jr. foundation for Autism from this patch program will be used for safety programs focusing on keeping people and families affected by autism safe in local communities. If anyone would like to donate and receive your Manchester by-the-Sea Police Autism Awareness Patch, please contact Sergeant Stephen Louf @ 978-526-1212 ext. 5005 or by email loufs@manchester.ma.us



Also, our Officers once again joined police officers and other first responders from across the Commonwealth in support of “No Shave November” sponsored by Home Base. Home Base is a Red Sox Foundation and Massachusetts General Hospital Program that helps Veterans and their families heal from invisible wounds, such as PTSD and traumatic brain injuries. To bring awareness to this cause, officers donated over \$1,500 of their personal money to this foundation. In turn, officers were allowed to grow facial hair from November through January. Female officers were given a reasonable alternative if they wanted to donate.



*L-R: Ret. Officer William Davidson also a veteran and employee of Home Base foundation, Lt McCoy, Sgt Locke, Ofc. Lovasco,
Photo Taken prior to COVID-19 protocols Nov 2019.*

Chief Fitzgerald Announces “Office Hours”



Lastly, as part of our goal to strive for community engagement and transparency, I would like to remind all residents that every first Thursday of the month, I hold office hours from 4-6 p.m. These office hours give residents and visitors a guaranteed time that I will be available to meet.

Information regarding locations for each month is posted on our Facebook page and on the

Police and Town websites. Because of COVID-19, over the summer and fall of 2020 these office hours were held at various outside locations where social distancing requirements could be met. These locations included areas such as Tuck’s Point, Masconomo Park and Seaside One. I would like to thank all who attended. Hopefully I was able to address your concerns and answer any questions you may have had.

I would also like everyone to know that my open-door policy remains in effect and I encourage anyone who has questions about the Police Department or who want to discuss concerns they may have to stop by the station at any time.

Formal office hours will resume on March 4, 2021.

Social Media:



In 2020 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 and our website <https://manchestermapped.com/>. Keeping with our 2020 goals to explore other social media outlets, an Instagram account was established under (manchesterbtspd). All our accounts including our website are updated routinely with current events and helpful safety information. Residents can also follow me on twitter @ChiefFitzMPD.

By the Numbers:

Calls for service for 2020 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 2020 Calls for Service

NATURE	2019	2020
911 Calls (900)	786	888
Alarms (Residential & Commercial Police/Fire)	566	465
Animal Control (All)	483	411
Arrests (Adult)	28	22
Arrests (Juvenile)	1	0
Assault (Including Assault on Police Officer)	6	0
Burglary/Breaking & Entering (Residential, includes attempted)	5	1
Burglary/Breaking & Entering (Commercial, includes attempted)	1	0
Burglary/Breaking & Entering (Motor Vehicle, includes attempted)	1	7
Disorderly Conduct	6	2
Domestic (includes physical, verbal & 209A violations)	25	56
Fraud (all types)	21	35
Harassment	2	21
Identity Theft	7	85
Juvenile Matters/SRO	27	26
Larceny (all types, includes attempted)	27	25
Larceny (of Motor Vehicle)	1	1
Missing Persons (Adult)	8	3
Missing Persons (Juvenile)	20	4
Erratic Operation (Motor Vehicle)	98	94
Motor Vehicle Crashes	183	107
OUI (Alcohol or Drugs)	6	5
Protective Custody (Adult)	4	0
Protective Custody (Juvenile)	0	0
Robbery (all types)	1	0

Sexual Assault	4	2
Threats (all types)	7	3
Property Damage (town and personal property)	29	31
Town by Law Violation	7	5
Trespassing	10	33
Motor Vehicle Stops (total)	1107	747
*Verbal warnings	578	236
*Written warnings	403	233
*Citations	95	36
*Criminal Complaints (Summons)	44	26
"Walk-in" reports	262	354
Mental Health response including with clinician	33	51
Parking Violations Issued		1345

2021:

As we move into 2021, we continue to be dedicated to making our stakeholder partnerships even stronger and remain committed to being transparent via our department statistics, policies and procedures, and public records through our social media and websites. We continue to enhance our training and remain current in today's best practices in law enforcement and focused on the challenges ahead.

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 am confident that 2021 will be better for everyone. I implore anyone who has a question or concern to approach our officers at any time. I have never worked with a more dedicated group of individuals who truly respect and care about our community.

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