

Manchester by-the Sea Police Department Annual Report 2022



Police Department

On behalf of the members of the Manchester-by-the-Sea Police Department, I am pleased to present our 2022 Annual Report. My intention, as always, is to take a moment to share with you some highlights from 2022.

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.

By the Numbers

Manchester by-the-Sea Police Department 2022 Calls for Service

NATURE	2019	2020	2021	2022
911 Calls (900)	786	888	1209	1149
Alarms (Residential & Commercial Police/Fire)	566	465	462	492
Animal Control (All)	483	411	356	430
Arrests (Adult)	28	22	40	65
Arrests (Juvenile)	1	0	0	1
Assault (Including Assault on Police Officer)	6	0	7	2
Burglary/Breaking & Entering (Residential, includes attempted)	5	1	3	5
Burglary/Breaking & Entering (Commercial, includes attempted)	1	0	0	0
Burglary/Breaking & Entering (Motor Vehicle, includes attempted)	1	7	0	2
Disorderly Conduct	6	2	0	0
Domestic (includes physical, verbal & 209A violations & 209a Served)	25	56	68	29
Fraud (all types)	21	35	21	31
Harassment (includes phone and other electronic communication	2	21	44	64
Identity Theft	7	85	14	18
Juvenile Matters/SRO	27	26	11	17
Larceny (all types, includes attempted)	27	25	18	29
Larceny (of Motor Vehicle)	1	1	0	0
Missing Persons (Adult)	8	3	11	4
Missing Persons (Juvenile)	20	4	10	2
Erratic Operation (Motor Vehicle)	98	94	112	102
Motor Vehicle Crashes	183	107	119	125
OUI (Alcohol or Drugs)	6	5	13	27
Protective Custody (Adult)	4	0	8	5
Protective Custody (Juvenile)	0	0	0	0
Robbery (all types)	1	0	1	0
Sexual Assault	4	2	4	2
Threats (all types)	7	3	3	4
Property Damage (town and personal property)	29	31	18	43
Town by Law Violation	7	5	0	3
Trespassing	10	33	2	10

Motor Vehicle Stops (total)	1107	747	1117	1787
"Walk-in" reports	262	354	662	747
Mental Health response including with clinician	33	51	51	44
Parking Violations Issued		1345	1131	884

Officer Alfred Powers & Police Photographer Richard Towle:

I would be remiss if I did not start by mentioning the passing of Manchester Police Officer Alfred Powers and Manchester Police Photographer Richard Towle. During 2022 the town lost two icons and retired members of the Manchester Police Department. Each dedicated their lives to the town and worked as valued members of the Police Department for many years. Retired Officer Alfred Powers retired on June 30, 1986, and passed away on Saturday, June 25, 2022. Richard Towle served as the Department Photographer and as a member of the first Auxiliary Division from the 1960s into the 2000s and was tenacious in his work ethic and support for the Department.

These two men will be deeply missed by their families and the members of the Manchester by-the-Sea Police Department, and they will never be forgotten.

Community Goals and Objectives:

The Manchester by-the-Sea Police Department recognizes that we are the conservators of a public asset. We continue to be 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 continue to be formed by direct proactive community relations and engagement with our stakeholders. The Manchester by-the-Sea Police Department's objectives continue to target and to work with five specific groups that prioritize our goals and support our mission statement. These groups include our youth and senior populations, the business community, local boards, and our boating population.

Also, in 2022 as part of our outreach with our residents the department proudly continued to maintain its partnership with Lahey Behavioral Health, and a co-responding clinician. Sgt. Stephen Louf continues to lead our first department Outreach Team, comprised of several other officers, who dedicate themselves towards community engagement and problem solving with residents who are suffering from both mental health and/or substance use.

The Department continues with grant funding through the Commonwealth's approved stewardship program organized by MED-Project LLC to assist with our ongoing pharmaceutical take-back program. Currently residents can bring in their unused medications 24-hours a day

and drop them in our drop box in the front lobby for disposal. Just remember all sharps should be taken to the Board of Health in a sealed container as we cannot accept them.

Staffing Changes/Regional Dispatch in 2022:

Since the decision to transition to a regional dispatch and along with the desire to continue to staff our lobby at a minimum of 16 hours per day, the Police Department has been undergoing some operational changes in 2022. The two biggest changes are how we will continue to staff our lobby and the loss of the part-time reserve officer staff.

Police Reform Legislation that passed in Massachusetts in late December of 2020 has directly affected smaller communities such as Manchester who routinely utilize part time Reserve Officers to fill in gaps and openings in patrol officer scheduling. The impact this legislation has had on the use of Reserve Officers has started to affect us sooner than we had anticipated.

The Post Commission has made the decision to *eliminate* Reserve Officers in Massachusetts. The reserve police academy no longer exists; therefore, new Reserves cannot be hired and trained without going to the full-time Police Academy at an exceptional cost to the town. For those Reserve Officers who were already working when the legislation passed, the POST Commission has dictated many requirements for them to meet to remain certified as a police officer. Some of the key requirements include:

- Amassing 2400 hours of police-related on the job experience.
- Completing all classes as part of a “Bridge Academy” (intended to bridge the gap in training between a full-time academy and the part time academy).

If a Reserve Officer can meet these requirements, they have the option to be “bridged” (certified to be hired as a full-time officer). This makes them more marketable in the police field and opens them up to full-time job opportunities in other communities.

Ultimately, all reserve officers have a deadline of January 1, 2027, to either complete the “Bridge” training or seek a career change. Again, this has caused an undue burden on communities such as Manchester, forcing us to reevaluate our staffing model as Reserve Officers leave for full-time positions elsewhere or leave law enforcement all together.

For FY 2024 we have proposed a new staffing model that would add two additional full-time Police Officers. By doing so, this would allow the police department to continue to cover the lobby with a full-time Police Officer 16 hours a day (because of the loss of our in-house dispatchers), to significantly reduce overtime, to eliminate reliance on Reserve Officers to back fill paid time off, and to show a savings on our annual budget of about \$116,000 a year.

The biggest asset for staffing the lobby with a Police Officer is the ability to use the lobby officer in a backup capacity for patrol functions during serious events. The police department has been operating at a minimum staffing level for many years with typically 2 patrol officers on the road covering calls. In almost all incidents that arise, it is common practice in police work that a 2-officer response is required to adequately handle a call for service. This means that all it takes is ONE call (such as a domestic disturbance, neighbor dispute, or vehicle crash) to immediately and completely overwhelm the manpower working on patrol. In many instances we have been fortunate enough to have a few different scenarios play out so that we could handle multiple calls at once. These scenarios include having an officer nearby on a detail duty that was able to break free and to assist, having an administrative officer such as the Lieutenant or Chief available from the station, or having an officer from a nearby jurisdiction able to assist with mutual aid. None of those scenarios are ideal, nor are they guaranteed. Out of necessity, our officers have also developed the skill of being able to juggle and prioritize calls in a way that we can stretch our manpower to its limits and still serve the community. It's also become all too common for officers to split up to attempt to handle separate calls on their own, without backup; however, this is not an effective or safe approach in police work for many reasons.

Having that extra officer assigned to the front lobby would not only be beneficial in handling all sorts of internal duties, but it will also be helpful in alleviating a lot of the concerns listed above and help with the shortage of Reserve staff due to Police Reform. The officer assigned to that position could, in emergency situations, be able to temporarily shut down the lobby window and respond from the station to assist Officers on the road when needed. During that time, any resident that were to walk into the lobby would still have access via push button to speak to a regional dispatcher and to have that officer return as soon as the call concluded.

Regional Dispatch:

Over the course of the last half of 2022 and into 2023 Police Department has been working closely with the Fire Department and the team at the Regional Center on the transition. We have been working on upgrades to our radio system and we have started to prepare for the installation and training of the new Central Square IMC record management system. Sergeant Newton and Officer Ryan Machain have been designated as the Department's system administrators for the new records management system. Both Officers will need to dedicate a significant amount of their time over the next year or more on data conversion and continue along with their current patrol and other administrative duties to assure a smooth transition to the new system. Both officers will also need to attend around 100 hours of training on the operation of the new software. I would like to commend the team at Regional especially Director Alyson Dell Isola, Deputy Director Chris Ryan, Operations Manager Lee Ann Delp, and training Coordinator Katrina Shamshak for their continued efforts during the transition and their

willingness to ensure a smooth transition happens. However, I would truly like to give all the praise to the Officers, Dispatchers and Staff at the Police Department for their role in making this transition as smooth as it has been. We have faced the most challenges out of all of the town departments, and you all have gone above and beyond and have exceeded all expectations. Your willingness to put the town's public safety first and get the job done has not only been noticed by me but our residents as well. **THANK-YOU**

Accreditation:

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. 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 because of our size. Regardless, the Manchester-by-the-Sea Police Department met all 257 mandatory standards and 80 optional standards.

In February of 2022 the Police Department received its first re-accreditation award from the Massachusetts Accreditation Commission after it was reassessed in the fall of 2021. I would like to thank Officer Ryan Machain who worked tirelessly on this accomplishment throughout the year. Maintaining Accreditation for a Police Department is a daily task during the year and without Officer Machain's diligence, our success in this program would not be possible, so I truly thank him for guiding us along.

Town's Comprehensive Emergency Management Plan Updated 2022:

Over the course of the spring, summer, and fall I have been working on our local CEMP plan. This plan was last updated many years ago by former Fire Chief Andy Paskalis and was in definite need of updates. We have had monthly meetings with our MEMA coordinator Matt Kolhonen to review the progress of the updates. Matt has been key in assisting us with the revision of this plan. At the end of 2022 the plan is 100% complete in draft form. It has been sent out for review with other town stakeholders. Once their review is complete it will be brought to the Selectboard for final approval and signatures. I anticipate this will happen in the early part of 2023.

School Resource Officer:

In late August of 2022 I was able to have a meeting with Essex Police Chief Paul Francis and Superintendent of Schools Pam Beaudoin to discuss and to review the current SRO Program. As a result of this meeting, it was decided that the SRO program is something that both Police Departments and the School District need to continue.

In October of 2022 our School Resource Officer and the Essex and Manchester Police Departments along with Staff from the Manchester Essex Regional School District were able to partner in a Comprehensive School Threat Assessment Training. This course provides Police Officers and school administrators an opportunity to learn about behavioral threat assessment and how their role on a multidisciplinary assessment team works. Now that the training is completed it leaves the team with a high degree of accuracy and agreement. It prevents teams from overreacting or underreacting to a situation and ensures the best possible outcome for the student(s) involved. This training was a huge success. Along with SRO Locke and I, Lt. McCoy, Officers Sidell and Reilly attended this training along with several Officers from Essex Police Department.

Since being in her role as SRO, Officer Andrea Locke has done an outstanding job and made significant progress with building relationships with the faculty, staff, students, and parents. Both Chief Francis and I look forward to the continued success of this program and working together with the district and the rest of the school community.

On a personal note, on September 26, 2022, along with Essex Police Chief Francis I was appointed to the Mass Chiefs of Police School Safety and Security Committee. This is a group of about 15 Chiefs from across the Commonwealth who will meet monthly to discuss the best practices for school safety, outreach, grants and to make recommendations regarding the police training in this area. I look forward to working with this group moving forward. The safety of our school community has always been important to me and by being involved the Mass Chiefs committee will help give the town insight as to what others are doing and how they are preparing.

Community Policing:

The concept of community policing has been around for a long time and in the US, it can be traced as far back as the 19th century. The primary purpose for its inception was to have police engaging with communities to build strong relationships between its members and law enforcement. One of the earliest and major tactics of community policing involved officers

going on foot patrols through the neighborhoods they serve. In today's modern era, this has evolved to departments incorporating social media and/or community engagement systems to share relevant local information with residents. It has been a vital strategy for cities and towns.

In 2022 the Manchester-by-the Sea Police Department continued with our commitment to our community policing efforts as we believe our success is dependent on the partnerships, we form with our community members and its stakeholders. Above all the Police Department continues to provide its services with compassion, dignity, and the highest level of customer service.

Over the summer 2022 Officers participated in several organized community events:

- Summer Playground Public Safety Day with assistance from MFD, MSP mounted unit, Environmental Police, and Essex County Sheriff K9-Unit.
- Officers volunteered to assist with two motorcycle rides to benefit ALS.
- I presented at Manchester Club
- Officers volunteered to assist me with my monthly office hours where I held an ice-cream social for parents and students of MERSD. We had a combination of about 150 students, parents, and residents attend. It was a huge success!
- Touch-a-Truck event in collaboration with the Library, MFD, DPW and Harbormaster. We were able to work with the Bike and Pedestrian Committee to do helmet checks and distribute about 30 helmets to kids and a few adults. This was another successful event!
- Project Adventure's 1st Annual "Amazing Race "was held in April. Police and youth from 5 communities came together to compete on the challenge course, building relationships along the way! The team from Manchester/Essex took 1st place to beat out teams from Beverly, Lawrence, and Lynnfield.
- April 2022, Senior Care Inc., the Manchester-by-the-Sea Police Department, and the Manchester Council on Aging hosted a rally in support of World Elder Abuse Awareness Month.
- October 2022, Officer Mullins participated in the 13th Annual Cardboard Regatta! He spent countless hours perfecting his craftsmanship in creating his vessel, but ultimately sank midway through the regatta. However, he was able to finish the race, no doubt due to the outpouring of support by Detective Richard, Officers Johnson, Gilson, Kim and Reilly, and Dispatcher Wilson. Officer Mullins came away with third place in the fan vote!

2022 Community Policing Snapshot



Manchester by the Sea Police Department (Official)
November 4, 2022 · 🌐

This afternoon, Detective Richard and Officer Thurlow read "Officer Buckle and Gloria" to Memorial School kindergartners! They also answered questions about safety and what it's like to be a police officer! The students were overjoyed that they came by, and wished them well! Thank you to the Memorial School for having us!



Manchester by the Sea Police Department (Official)
October 9, 2022 · 🌐

Earlier today, Officer Mullins participated in the 13th Annual Cardboard Regatta! He spent countless hours perfecting his craftsmanship in creating his vessel, but ultimately sank midway through the regatta. However, he was able to finish the race, no doubt due to the outpouring of support by Detective Richard, Officers Johnson, Gilson, Kim and Reilly, and Dispatcher Wilson. Officer Mullins came away with third place in the fan vote!

Department Commendations:

In April of 2022, Officers Chute, Sidell and Reilly, along with Manchester Fire Department personnel, attended a brief ceremony to meet a member of the community who was found unresponsive last March. With prompt dispatching, as well as the officers' and firefighters' lifesaving efforts, they were able to resuscitate the party, who amazingly made a full recovery. It was an honor and a privilege for these officers to meet the family. I was pleased to issue a lifesaving award for our department members. Their actions not only reflect well on themselves but the department and the community they serve. **Congratulations on a job well done!**



L-R, Officer Sidell, Chute, Reilly

2023:

As we move into 2023, as always, we continue to be dedicated to our community policing efforts and to making our stakeholder partnerships even stronger. We will continue to enhance our training and to remain current in today's best practices in law enforcement. The constant loss of Reserve Officer staffing and training are going to be the continued focus in the early stages of 2023.

As I begin my 31st year as a Police Officer in Manchester by-the-Sea, I have never worked with a more qualified and dedicated group of Officers and Staff as I do now. The Town is very fortunate to have these dedicated employees that are willing to protect and serve our community. As your Chief and lifelong resident, I remain committed to delivering the highest quality of service through a transparent and community-oriented team approach.

Todd J. Fitzgerald

Chief of Police