



Manchester-by-the-Sea Police Department Annual Report 2023

Police Department

On behalf of the members of the Manchester-by-the-Sea Police Department, I am pleased to present our 2023 Annual Report. My intention, as always, is to take a moment to share with you some highlights from 2023.

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, respecting the sanctity of human life and 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 (Does not include all calls for service)

Manchester-by-the-Sea Police Department 2023 Calls for Service

NATURE	2019	2020	2021	2022	2023
911 Calls (900)	786	888	1209	1149	n/a
Alarms (Residential & Commercial Police/Fire)	566	465	462	492	433
Animal Control (All)	483	411	356	430	282
Arrests (Adult)	28	22	40	65	53
Arrests (Juvenile)	1	0	0	1	1
Assault (Including Assault on Police Officer)	6	0	7	2	1
Burglary/Breaking & Entering (Residential, includes attempted)	5	1	3	5	3
Burglary/Breaking & Entering (Commercial, includes attempted)	1	0	0	0	3
Burglary/Breaking & Entering (Motor Vehicle, includes attempted)	1	7	0	2	3
Disorderly Conduct	6	2	0	0	0
Domestic (includes physical, verbal & 209A violations & 209a Served)	25	56	68	29	22
Fraud (all types)	21	35	21	31	35
Harassment (includes phone and other electronic communication)	2	21	44	64	24
Identity Theft	7	85	14	18	21
Juvenile Matters/SRO	27	26	11	17	22
Larceny (all types, including attempted)	27	25	18	29	n/a
Larceny (of Motor Vehicle)	1	1	0	0	1
Missing Persons (Adult)	8	3	11	4	1
Missing Persons (Juvenile)	20	4	10	2	0
Erratic Operation (Motor Vehicle)	98	94	112	102	42
Motor Vehicle Crashes	183	107	119	125	89
OUI (Alcohol or Drugs)	6	5	13	27	10
Protective Custody (Adult)	4	0	8	5	1
Protective Custody (Juvenile)	0	0	0	0	0
Robbery (all types)	1	0	1	0	n/a
Sexual Assault	4	2	4	2	2
Threats (all types)	7	3	3	4	6
Property Damage (town and personal property)	29	31	18	43	26
Town by Law Violation	7	5	0	3	1
Trespassing	10	33	2	10	8

Transition to Regional Dispatch:

In March of 2023, the Town transitioned our in-house dispatch to the North Shore Regional Dispatch Center three months earlier than anticipated as we had reached a critical point with staffing as most of our full-time dispatchers had left to find other opportunities. Police Reform also threw another wrench into the mix as the anticipated loss of our Reserve Officers, who also doubled as part-time dispatchers, came much earlier than we had expected. With that said, the only reasonable route to maintain the level of service our community requires was to make that transition earlier than we had expected. Working with the remaining Dispatchers, Police Officers, and Firefighters, along with other towns and Regional staff members, meetings began weekly in January of 2023 to discuss how the transition was going to happen. After several meetings, we developed a plan which allowed us to make the transition without incident. Without the cooperation of our staff and the support from the Regional Dispatch Center, this initial phase would not have happened as smoothly as it did.

On July 1st the final transition to the Regional Dispatch Center was complete. The installation of new equipment, which included new security features, was installed. This allows the overnight shifts to transition to a safe lobby component but still maintain communication between Regional Dispatch and those residents/visitors who come into the Police Station lobby overnight. If help is needed, then an Officer on patrol will be dispatched back to the station to assist. Residents can also secure themselves in the building with one touch of a button if needed in an emergency situation until Officers arrive back at the Police Station. Currently, the lobby is staffed by an officer from 8 am to midnight. The police department has been operating at a minimum staffing level for many years with typically 2 patrolmen 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 on the road. Having the third officer assigned to the front lobby has been extremely beneficial. The officer that has been assigned to that lobby position has been able to temporarily shut down the lobby window and respond from the station to assist on the road when needed. This has increased our officers' safety and efficiency. We have used this procedure several times over the last year. During that time, any residents or visitors who walk into the lobby would still have access via the intercom button to speak to a Regional Dispatcher and to have an officer return as soon as their call for service has concluded.



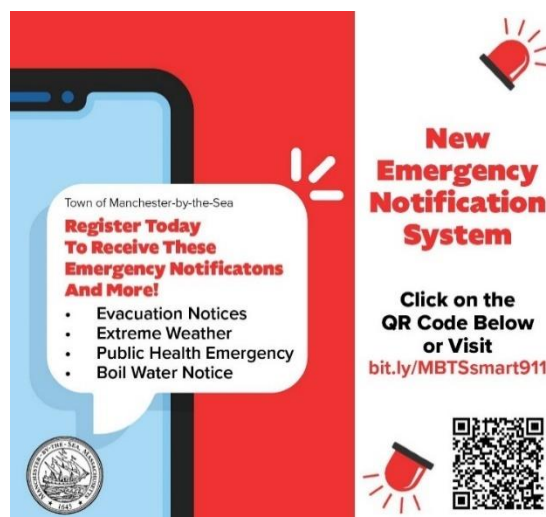
Ted Costa from Senator Tarr's Office presents Dispatchers Elwell and Reilly with a Citation of Appreciation on a job well done as the Town transitioned to Regional Dispatch.

Smart 911:

Since joining Regional Dispatch, the Emergency Alert system used by the Town of Manchester-by-the-Sea has changed from CodeRed to Smart911 (postcards were sent to all residents in September 2023). The primary reason for this change was to complete the transition to Regional Dispatch. The switch to Smart911 does not incur a cost to the Town and is more user-friendly.

The Town uses these reverse 911 phone calls for things such as, but not limited to, boil water notices, public health emergencies, evacuation notices, and extreme weather emergencies.

All residents and those interested in receiving emergency notifications from the Town will need to register their preferred contact information with our new vendor to ensure they receive these critical reverse 911 calls and texts. Please visit the town's website www.manchester.ma.us for more information on how to register.



Community Policing:

Community policing is a proactive approach to law enforcement that builds strong relationships and partnerships between the police and the community they serve. For a small agency like ours, community policing means actively engaging with the local community, understanding their needs and concerns, and working collaboratively to find effective solutions. It includes implementing community outreach programs, conducting community meetings, and promoting open communication channels between the police and residents. By fostering trust, cooperation, and mutual respect, community policing can enhance public safety and create a sense of shared responsibility for maintaining a safe and thriving community. In 2023 our department took community policing to new levels. Along with officers logging over 200 park and walks (park and walk is a self-initiated event where an officer is interacting with the public),

we hosted many events throughout the year. (See pictures below). We are thankful for the relationships we have made, and we look forward to fostering new ones in 2024.



Comprehensive Emergency Management Plan/Emergency Management:

Throughout 2024, with the assistance of our Regional Coordinator Matt Kolholnen, we were able to review and update the Town's Comprehensive Emergency Management Plan (CEMP). A Comprehensive Emergency Management Plan is essential for any community to ensure the safety and well-being of its residents during times of crisis. Such a plan outlines specific procedures and protocols to be followed in the event of various emergencies, such as natural disasters, terrorist attacks, or public health crises. By having a well-developed plan in place, a

community can effectively respond to emergencies, coordinate resources and response efforts, and minimize loss of life and property damage. Additionally, a comprehensive emergency management plan helps to establish clear lines of communication among different agencies and organizations involved in emergency response, fostering effective collaboration and coordination. It also provides guidelines and training for community members, empowering them to take appropriate actions to protect themselves and to assist others in times of crisis. Ultimately, a Comprehensive Emergency Management Plan enhances the overall resilience and preparedness of a community, ensuring that it can effectively mitigate, respond to, and recover from emergencies. After several months the plan was ultimately approved by our Selectboard.

In January I was fortunate to be selected by the Massachusetts Emergency Management Agency along with MEMA's Deputy Director Pat Carnevale and Assistant Director for Planning and Preparedness David Bryant to represent Massachusetts at the National Hurricane Center in Miami Florida for a week-long training on how to plan and make operational protective action decisions for hurricanes. Being a coastal community, which is prone to severe weather, this training was very beneficial for our future planning in emergency management.



L-to R: MEMA's Dep. Director Pat Carnevale, Asst Director of Planning and Preparedness Bryant & Chief Fitzgerald @ the National Hurricane Center Miami Florida January 2023.

New Staff Members/Sgt. Gilson Promotion:

With the additional staff authorized for FY24, we have hired the remaining two positions. I am pleased to report that Officer Chelsie Reilly (former Dispatcher) and Officer Kevin David (former Reserve Officer) have been given conditional offers of employment pending the completion of the Police Academy which is scheduled to begin this February.

In 2023 Officer Sean Mullins & Officer Ronald Ramos both graduated from the Lynnfield Police Academy. Officers Mullins and Ramos endured approximately 24 weeks of intensive physical and academic training in a variety of topics, such as criminal and Constitutional law, de-escalation and defensive tactics, and emergency vehicle operations. Officer Ramos is the nephew of Retired Chief Ronald Ramos. We are please to have both Officer Mullins and Ramos on board to fill our vacancies.

Filling a full-time vacancy, Officer David Ko, who joins our ranks from Gordon College Police, was sworn in at a Selectboard meeting in May 2023. Officer Ko's family attended this occasion, and we are happy to have him on board.

Earlier in 2023 Officer Jennifer Gilson was promoted to the rank of Sergeant. A brief ceremony was held during a Selectboard meeting with family, friends, and other department members as she was sworn in by the Town Clerk, and was pinned by her father, Retired Sergeant Alan Gilson. We wish her all the best in her new role and heartfelt congratulations as she became the department's first female Sergeant.



Sgt: Gilson being sworn into her new role as Sergeant.



Officers Mullins (left) and Ko (right) being sworn as full-time Police Officers.



Officer Ramos (center) at his Academy Graduation.

Harbor Patrol 2023:

2023 was somewhat uncharted territory for the Manchester Police Department as we were able to get a sworn police officer on the water on a full-time basis. Sgt. Richard Newton was selected to be the full-time member of the Manchester Police Department to take on the harbor patrol and enforcement. Sgt. Newton has extensive local knowledge of the waters in Manchester, formal training as a Crew Member, Search & Rescue through NASBLA (National Association of State Boating Law Administrators) and has been a member of the harbor department since the early 2000s. The Manchester Police Department was also able to utilize the wealth of knowledge Officer Roger Thurlow was able to provide as a retired member of the Massachusetts Environmental Police.

The summer began rather rainy with very few good weekends of which to speak. As time went on, the weather improved. The enforcement of boating safety laws as well as lobster regulations increased. Our primary goal was to educate, rather than fine and when prudent, a written or verbal warning was issued.

During our time on the water this summer we were able to begin the training of other officers to become crew members on the public safe boat. While this training is still in the beginning stages, we hope to continue this practice next year with on-duty personnel at no additional cost to the town.

Here is a brief synopsis of the activity generated by the Manchester Police Department during marine patrol in the summer of 2023:

- We were able to respond to assist other departments on six (6) occasions. These were for true emergencies received from Channel 16 when the Manchester Police Department was in the vicinity to respond and assist. These communities included Beverly, Salem, Marblehead, and Gloucester.
- We reported 46 “directed patrols”. This is primarily a focused patrol on a specific area where many boats and boaters congregate, typically Sand Dollar Cove and Kettle Cove. These patrols can last for just a few minutes but up to an hour depending on the number of boats in the area. During these “directed patrols,” the harbor patrol would enforce keeping safe anchoring distances to swimming areas and to detect any other violations and to handle them accordingly. This was also helpful in documenting the number of boats in a particular area.
- We were able to effectively conduct a total of 37 boardings (vessel stops) in Manchester. During these boardings, a full safety inspection was conducted documenting safety equipment deficiencies so that the boater may correct said deficiencies and a boater’s safety guide was typically provided. Of these 37 boardings, a total of 24 violations were documented by either a written warning or civil citation. The remaining 13 either had no equipment violations or received a verbal warning.
- We also responded to 14 other calls for service in the harbor. These calls ranged from a medical emergency, a 911 hangup or open line, to a courtesy boat inspection.

We look forward to providing the citizens and visitors of Manchester Harbor with the best service again next year. Our working relationship with Bion’s Harbor Department and its staff continues to be an example to other communities across the Commonwealth.

North Shore Health Project Grant:

In September of 2023, we received a second \$10,000 grant from the North Shore Health Project as part of the POST Overdose Aftercare Program. The Grant money can be used to:

- Purchase Narcan for the community and officers
- Educational in-services about addiction, overdose, and harm reduction
- Purchasing equipment (office supplies, costs for educational literature, and handouts)
- Overtime costs associated with the above training.
- Overtime costs associated with door knocks and community outreach that support our overdose and mental health outreach team supervised by Sergeant Stephan Louf.

As a result of this funding, we are planning to offer training to all town staff in the use of nasal naloxone (Narcan) spray with the assistance of Chief McNeilly and his staff. This training will also involve instruction on the use of a stop-the-bleed kit which includes things like the use of

tourniquets and quick clot. In early 2024 we will use additional funding to purchase wall-mounted boxes for municipal buildings including school buildings that will house the Narcan and bleeding control kits, and epinephrine (EPI Pens) for allergic reactions to be used in the event of an emergency.

Accreditation:

As we end 2023, we are at our midpoint review for this cycle of Accreditation. Over the past year, Officer Machain has been diligently working towards the transition to the new 6th edition standards. Accreditation is an involved process that takes significant time. Officer Machain currently dedicates 8 hours a week to the transition to the new standards. As part of his regular duty along with answering calls for services, he maintains our monthly reviews for certain requirements. These requirements range from Officer's certifications, to maintaining equipment, and to making sure that everything is documented. He also assists Sergeant Louf in ensuring that our holding facility is secure and up to date with state inspections. Accreditation is a three-year cycle that ensures that all standards are met monthly.



Accreditation Manager Officer Machain attends MPAC Conference.

Chiefs Corner:

As part of our efforts to connect with the community, I have begun a monthly "Chief's Corner" to keep Manchester-by-the-Sea residents informed about the Department and issues of interest. This short article will be posted on all our social media sites and the *Manchester Cricket*. Please look out for it and share it with your friends.

Northeastern Massachusetts Law Enforcement Council:

In October, all Cape Ann community police departments met and decided to become members of the Northeastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC can bring about numerous benefits to the community and our agency itself. By becoming a part of NEMLEC, a small police department can enhance its capabilities, strengthen relationships with neighboring departments, and improve overall public safety.

Firstly, joining NEMLEC provides access to a wide range of resources and specialized units that may not be economically feasible for our small Cape Ann police department to maintain on its own. By pooling resources, departments within NEMLEC can share equipment, personnel, and training programs. This allows smaller departments to tap into expertise and acquire advanced tools and technologies that promote efficient law enforcement practices. Benefits such as tactical response units, specialized investigative resources, and intelligence-sharing platforms can greatly enhance the effectiveness of a small police department.

Additionally, NEMLEC fosters collaboration and cooperation among law enforcement agencies in the region. Through regular meetings, joint training exercises, and information sharing, participating departments can establish strong relationships and enhance communication channels. This collaboration ensures a coordinated response to emergencies, effectively tackling crime and providing seamless support during major incidents. By working together, small police departments can leverage the collective knowledge and experience of their counterparts, leading to improved strategies and outcomes.

Moreover, joining NEMLEC enhances public safety by promoting a unified approach to addressing issues within the community. Participating departments can collectively identify emerging challenges and develop proactive solutions. By sharing intelligence and coordinating efforts, they can effectively combat criminal activities such as drug trafficking, gang violence, or organized crime. The small police departments benefit from a broader network of support, making them better equipped to respond to public safety concerns promptly and efficiently.

Furthermore, being a part of NEMLEC offers opportunities for professional growth and development for individual officers. The council organizes various training programs, workshops, and seminars on topics such as leadership, crisis management, and new policing techniques. These initiatives enrich the skill set of officers, fostering a culture of continuous learning and improvement within the department. Small police departments can leverage these resources to enhance the capabilities of their personnel and provide better services to their communities.

In conclusion, joining the Northeastern Massachusetts Law Enforcement Council at a minimal cost per year of \$5,500 can bring numerous benefits to a small police department, almost like an insurance policy. It provides access to specialized units, equipment, and training programs that may not be economically viable individually. Additionally, it fosters collaboration, communication, and cooperation among law enforcement agencies, which leads to enhanced public safety. The resources, expertise, and collective efforts of NEMLEC contribute to stronger and more efficient law enforcement practices. Ultimately, by becoming a part of NEMLEC, a small police department can better serve its community and face the evolving challenges of modern policing at minimal costs to the town. I would like to thank Selectboard for approving my recommendation to join this prestigious group of law enforcement officials. I fully anticipate the town becoming a full member in the early part of 2024.

POST Certifications:

As you are aware, the Peace Officer Standards and Training (POST) Commission for Massachusetts is responsible for the oversight and regulation of law enforcement officers within the state. It sets the standards and qualifications for individuals seeking to become police officers or other law enforcement personnel. The commission also handles the certification and training of officers, ensuring we meet the necessary requirements to serve and protect the community. Additionally, the post-commission has the authority to investigate complaints against officers and take disciplinary action if necessary. Overall, the post-commission tries to play a vital role in maintaining professionalism and accountability within law enforcement agencies in Massachusetts. The implementation of this program has been difficult, especially for smaller agencies with limited staff and time to process all the initial requirements so that Officers can obtain their certifications. This year we needed to complete the certification process of 7 Officers. We were notified on October 7 that all officers had been processed and their certifications were approved.

With that said it has now come to our attention that because of Police Reform legislation (see M.G.L. c. 6, § 116H below), the MPTC is responsible for setting the training standards for School Resource Officer (SRO) in-service training. Anyone who is designated as a School Resource Officer must fulfill certain requirements outlined by the POST Commission to obtain and maintain SRO certification. The POST Commission requires that Officers seeking to become an SRO complete the two-day training approved by the Municipal Police Training Committee, then they will be certified by POST to hold the position of an SRO. This training is supposed to be offered twice during the training year. This MPTC 2-Day SRO In-Service Training Program is in addition to the 40 hours of in-service training required for all veteran law enforcement officers in the Commonwealth.

Currently, we have two certified SROs. Officer Locke is our full-time SRO and mainly handles the Manchester Essex School District. Officer Andiana Sidell became certified as an SRO a short time ago. Officer Sidell assists Officer Locke as needed but mainly she is the liaison between the

Police Department, Brookwood School, and Landmark School. Officer Sidell, as part of her regular Patrol, checks in with both schools.

Conclusion:

In conclusion, the police department's 2023 annual report showcases our unwavering commitment to public safety and community well-being. Throughout the year, the department diligently worked towards enhancing safety measures and fostering positive relationships with the community. Our Officer's dedication and hard work play a vital role in maintaining law and order, stopping crime, and ensuring the overall security of our town. The annual report highlights some of the department's achievements through community policing and provides valuable insight into continuous improvement and professional development. With their professionalism, expertise, and commitment to serving and protecting, the police department remains a cornerstone of our community, instilling trust, and confidence in the public.

As I begin my 32nd 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 who are willing to protect and to serve our community. As your Chief and lifelong resident, I remain committed to delivering the highest quality of services.

Todd J. Fitzgerald
Chief of Police