



ANNUAL REPORT 2022

LONDONDERRY POLICE DEPARTMENT

268A Mammoth Road, Londonderry, NH 03053

www.londonderrynhpd.gov



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FROM THE CHIEF'S DESK

Hello and thank you for talking a few minutes to learn more about your police department here in Londonderry.

To say that we are proud to serve our community and those who visit is an understatement. These are not just words, but a mantra instilled in us since Chief Joseph E. Ryan took the helm in 1996. He began a tradition of fiscal prudence, department pride and mostly importantly community partnerships. He made sure to instill these values in his command staff and in his succession planning. He could not have passed on the agency and these values to anyone better than he did when William Ryan Hart, Jr. became Chief of Police in 2011.

Bill modernized the agency through technology, through professional accreditation, and by building a regional reputation of excellence built on our motto, "Expect Excellence." We know that YOU, our citizenry and business community, expect excellence in everything we do. We do our best day in and day out to attract the best employees we can, both civilian and sworn. For decades we have been considered a destination law enforcement agency within New Hampshire and New England, which is why we attract so many certified officers from others agencies. This does not happen by chance. It happens because of the culture we and those before us have built over many years. It is a reputation of excellence, of honesty, of transparency, and of caring.

We care about everything we do, from the smallest, most mundane task to the most complicated and critical services we provide in emergency times. My pledge as your newly appointed Chief of Police is to continue with the same Pride, Spirit and Tradition that chiefs before me have instilled not only in the staff here at LPD, but also within the community. Without your emotional and philosophical support, we cannot succeed. It would be impossible. We know that we are supported by our community each and every day, which is why, in part, we attract and retain only the best police officers and civilian staff. Without your support and trust, we could not do our jobs.

In closing, I look forward to the challenges we will face together to keep our community one of the safest in the region, and to the partnerships we will continue to build.

My door is always open; my phone is always on.

Kim Alan Bernard

Chief of Police



FINANCIAL AUDIT REPORT

Capt. Cheetham, with assistance from Executive Assistant Suzanne Hebert, completed and authored our 2022 independent financial report, which includes an analysis of hours worked, hours billed to vendors, monies collected from private persons and entities, and grants.



Special Investigative Funds

Applicable Policy: Special Investigative Funds P-A-129

Prior Report Recommendations:

- The special investigation fund should be audited during any change of leadership. No further recommendations at this time.

2022 Action:

- This fund was not used in the 2021 calendar year.

Management of Cash Fund (Petty Cash Fund)

Applicable Policy: Management of Cash Fund P-A-128

Recommendations:

- Per CALEA standards, this account is spot checked by the Services Division Captain quarterly, without notice and then reported directly to the Chief of Police.

Purchasing Procedures

Applicable Policy: Purchasing Procedures - A-123 and Londonderry Municipal Code Title VI - Purchasing Policy (*Revised: May 26, 2014*) Memorandum Order 10-02: Purchasing Guidelines

2022 Actions:

- CALEA review has created multiple new reports and audits that will be conducted several times annually, some of which will be unannounced reviews.

Grants

Applicable Policy: Memorandum Order 11-07

2022 Action:

- We continue to coordinate with the Town of Londonderry Finance Department Grant Consultant on all grants and have assigned one lieutenant to apply for all LPD grants. All our ballistic vests are purchased with grant monies. We also receive state grant money for special traffic enforcement, which is maintained currently by Lt. Lee on the midnight shift.

Property and Evidence Management

2022 Actions:

- Our evidence room was audited as part of our CALEA accreditation process and was one of the shining moments during our accreditation process. Our evidence storage and management has been called a “gold standard” for other agencies to replicate.

Payroll, Overtime, Detail Billing

Relative Policy: P-116- Form Flow: Overtime & Payroll Forms

Recommendations:

- Transition to the Town’s online payroll platform.

2022 Actions:

- The Services Division coordinated with Town Finance Department employees to develop specific payroll codes for the LPD, which must be specialized for myriad of activities our employees undertake. This is still a work in progress project.

Solicitation - Acceptance of Donations

Relative Policy: P-114 Solicitation & Acceptance of Donations

- The town of Londonderry has a very active community that generously donated to functions and causes of the Londonderry Police Department. Items donated to community functions do not meet the requirement to be listed under Policy P-114. There were few donations that required record keeping.

2022 Action:

All donations were submitted to the Town Finance Director for reporting to the Town Council.

POLICY REVIEW

Capt. Morrison completed the first yearly assessment after our initial CALEA assessment process awarding LPD CALEA accreditation yet again. The following policies were reviewed and updated in that process:

- Reviewed and updated all job descriptions
- Updated A-131 Department Organization - Department reorganization with the creation of Professional Standards Division
- Updated A-115 Uniform Specifications
- Updated A-136 Social Media Use by Employees
- Updated S-406 Employee Exit Policy

2023 COMMAND STAFF



Kim Alan Bernard
Chief of Police



Jason Y. Breen
Deputy Chief of Police



Captain Patrick Cheetham
Services Division



Captain Mark Morrison
Professional Standards
and Accreditation



Captain Timothy O'Donoghue
Airport Division

EMPLOYEE GRIEVANCES

The LPD consists of two primary unions, the newly created Londonderry Police Employees Association (LPEA) which was formerly AFSCME Local 3657, and Londonderry Administrative Employees Association (LAEA). We are proud to report that no grievances were filed during the 2022 calendar year. This is another example of the excellent relationship between LPD leadership, the LPEA, and the LAEA Public Safety Employees.

OFFICE OF THE CHIEF OF POLICE ANNUAL REPORT EMPLOYEE GREIVANCE SUMMARY

JANUARY 2022 - DECEMBER 2022

THE FOLLOWING IS A SUMMARY OF THE EMPLOYEE GRIEVANCES RECEIVED AND
SUMMARY FINDINGS OF THE GREIVANCE PROCESS COMPLETED BY THE
LONDONDERRY POLICE DEPARTMENT IN ACCORDANCE WITH
LABOR AGREEMENTS

Not one grievance was filed against LPD leadership from any of the Department's collective bargaining units in 2022.

Please note there have been a total of six (5) grievances filed in the past ten (10) calendar years (2012-2022).

COMPLAINTS AGAINST EMPLOYEES

Each complaint filed against officers or employees of the Londonderry Police Department were subsequently investigated for veracity by administrative employees at the rank of lieutenant or above. The below chart details the date of the complaint, its finding, and internal tracking number. In an administrative review (ADR), the Department initiates its own review of an employee’s conduct to ensure that we aspire to best practices. Compare the total number of complaints against the approximately 33,000 calls for service to which we respond annually and the estimated 100,000 citizen contacts or interactions that do not generate a call for service.

Tracking Number	Finding
Employee Complaints	
22-1-EC	Resulted in employee discipline
22-2-EC	Exonerated
22-3-EC	Unfounded
22-4-EC	Unfounded
Internal Affairs Investigations	
22-1-IA	Unfounded
Administrative Review <i>(For Policy Compliance and Training Recommendations)</i>	
22-1-ADR	Resulted in updated finding on IA investigation (sustained to not sustained)
22-2-ADR	Resulted in a review of phone and internet service being provided by Consolidated Communications with suggestions for redundancy.
22-3-ADR	Resulted in re-training employees on communication between dispatch and private entities.

UNFOUNDED - The incident complained of did not occur.

EXONERATED - The incident complained of occurred, but the employee’s actions were lawful and proper.

NOT SUSTAINED - There is insufficient evidence to prove or disprove the allegations of the complaint.

SUSTAINED - The allegation is supported by a preponderance of the evidence.

USE OF FORCE

Capt. Mark Morrison of the Professional Standards Division stores, records and compiles the Department's Use of Force reports after each incident is reviewed by the duty supervisor, watch commander, and Operations Division Commander for adherence to LPD Policy and NH RSA 627:5, which details the allowable use of force by a law enforcement officer in the State of New Hampshire.

Capt. Morrison is still completing his Use of Force Summary and Annual report but here are a few data points to report thus far:

- 44 separate Use of Force incidents involving 52 people
- 4 officers sustained minor injuries
- 4 non-LPD people sustained minor injuries
- Each Use of Force was reviewed at each supervisory level, and each was ruled justified.
- 7 Motor Vehicle Pursuits – all of which were reviewed at each supervisory level and each was deemed within policy.

TRAINING HOURS

Officer Ryan MacLean, Sergeant Keith Lee and Lieutenant Joseph Bellino managed our 2022 Training Unit not only scheduling training outside of the agency, but in coordinating and managing all of our in-house training such as firearms qualifications and instruction, use of force, defensive tactics, and more. With recent promotions and re-assignments, these duties will now fall upon Lt. Jason Teufel, Sgt. Justin Hallock, and Officer Anthony Marciano in 2023.

Included below are the recorded department training hours for the calendar year ending 12/31/22. The categories of Use of Force, Tactical and Emergency Response, Investigations, and Continuing Education hours are broken down individually.

Category	Training Hours
Use of Force (includes classroom, firearms, DTs, OC, baton and LLIMs)	1,318
Tactical and Emergency Response	2,006
Investigations	287
Continuing Education	2,062
Positional Asphyxia & Agonal Breathing	33.5
Total:	5,706

The average training hours per officer for 63 officers in 2022 was **90.57 hours** per officer.

INFORMATION TECHNOLOGY AUDIT

Per the request of the Professional Standards & Accreditation Manager Capt. Mark Morrison, and in compliance with the department accreditation standards, the Information Technology Division has conducted the Londonderry Police Departments annual audit of computer systems and physical door access for 2022. The audit includes Password security, Door access card authorization, and Computer Data backup and retention. Below are explanation and/or results of the audits that were conducted.

NETWORK PASSWORD SECURITY

The department continues to operate under a standardized password requirement policy. Every user account created is required by Microsoft's Active Directory Group Policy Manager, to adhere to the following guidelines:

- **Password History:** Users must cycle through at least 2 unique passwords before an old password can be reused.
- **Maximum Password Age:** Users are required to change their passwords every 90 days.
- **Minimum Password Age:** Users cannot change their password for at least 10 days.
- **Password Length:** Users must have a password that is at least 8 characters in length.
- **Password Complexity:** Users must create a password which meets the following minimum requirements.
 - Not contain the user's account name or parts of the user's full name that exceed two consecutive characters
 - Be at least six characters in length
 - Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

Along with these password requirements we have also enabled account lockout features which will disable the ability for the user to log into their account when the following criteria are met:

- **Lockout Threshold:** Users can only attempt to log into their account 6 times before the account becomes locked out.
- **Lockout Duration:** Should a user's account become locked out, it will remain locked for 20 minutes before new attempts to log into that account can be made.

- **Reset Account Lockout after:** ensures 20 minutes must elapse after a failed logon attempt.

As part of this annual audit, the IT Division ensured that these settings were applied to all users and that the active user list in the directory matched the current active employee list. We also ensured that users who do not need access to the department network were not granted logon authorization. No discrepancies were found.

IMC (RECORDS MANAGEMENT) PASSWORD SECURITY

Like our Network Password Security noted above, we have also implemented the “Strong Password” feature in our IMC Records Management Software. With this feature applied, users must adhere to the following guidelines.

- **Password History:** Users must cycle through at least 10 unique passwords before an old password can be reused.
- **Maximum Password Age:** Users are required to change their passwords every 90 days.
- **Minimum Password Age:** Users cannot change their password for at least 10 days.
- **Password Length:** Users must have a password that is at least 8 characters in length.
- **Password Complexity:** Users must create a password which meets the following minimum requirements.
 - Cannot contain the users logon ID.
 - Cannot be a word found in the dictionary.
 - Cannot be a proper name.
- **Lockout Threshold:** Users can only attempt to log into their account 5 times before the account becomes locked out and must be unlocked by IT personnel.

As part of this annual audit, the IT Division ensured that these settings were applied to all users and that the active user list in the directory matched the current active employee list. We also ensured that users who do not need access to the Records Management System were not granted logon authorization. No discrepancies were found.

DOOR ACCESS CARD AUTHORIZATION

Access cards are part of the employees department ID. An audit was conducted to ensure that no former employees were listed as having access to any areas. Below is a list of outside individuals who have been issued a valid access card. We then checked each individual’s authorization to ensure that no employees were permitted to have access to areas that were not authorized. Both audits passed with no violations found.

It should be noted that the access control system reports unsuccessful attempts to gain entry into all areas that have an access card. The report revealed that there were no recent attempts or breaches in access controlled areas within the building.

Outside individuals currently holding access cards: No outside individuals were found at the time of the audit.

COMPUTER DATA BACKUP, SNAPSHOTS AND RETENTION PLAN

The IT Division monitors the backups on a daily basis. This past year we changed over to a new backup system, this is a combination of hardware and software by Unitrends that is used for our system backups. Backups occur every 4 hours and then is synchronized to the Cloud immediately after the backup runs. A daily email is sent to taroy@londonderrynhpd.org with an outline of all jobs from the previous day, the email is checked and kept for our records. A quarterly test is also conducted to ensure that we can restore a file, this was recently performed and found no issue with the restore function.

No reported issues with the backups at this time.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'T. Roy', written in a cursive style.

Thomas A. Roy
LPD IT Manager

COMMUNICATIONS BUREAU REPORT

The LPD Communications Bureau is staffed twenty-four hours a day by six full-time Telecommunications Operators and one Communications Coordinator. The Communications Bureau is responsible for answering all emergency and non-emergency phone calls. Our dispatch center received and generated more than 40,000 phone calls in 2022 (this does not include all other phone calls received or generated from other phone lines within the building):



Phone Calls

CATEGORY	
Incoming Calls	32,533
Outgoing Calls	7,528
TOTAL	40,061

Most phone calls resulted in creating a call for service, which numbered more than 33,000 in 2022. These calls for service could originate from our business or emergency phone lines, officers patrolling our community, or by citizens coming directly to the Londonderry Police Station. The Main Desk in our lobby is also staffed by our communications personnel and is available 24/7.

Call Types

CATEGORY	
Emergency	990
Non-Emergency	8,625
Initiated	23,542
TOTAL	33,157

The Londonderry Police Department Communications Bureau remains ready to answer your call and connect you with your officers. Our Telecommunications Operators are certified by The Association of Public-Safety Communications Officials (APCO) and trained by the New Hampshire State Police. If in doubt, give as a call!

Cory J. Nader - Londonderry Police Department Communications Coordinator

ANNUAL EES REVIEW

Through executive memorandum, the Office of the NH Attorney General requires each police department to submit a compliance letter certifying that it has conducted a review and either found officers who should be added to the Exculpatory Evidence Schedule (EES) or if the review concluded that no such officers should be added. The EES identifies officers with potential credibility issues or excessive use of force incidents. Pros. Chelsea Pande, our full-time prosecutor, conducted this review and submitted our certification letter.

Hon. John M. Formella
New Hampshire Attorney General
c/o Geoffrey W. Ward
Senior Assistant Attorney General
Via email only to: Geoffrey.ward@doj.nh.gov

Dear Attorney General Formella:

Enclosed please find this Department's Exculpatory Evidence Protocol Schedule - Annual Certificate of Compliance for 2022. Please note that while the certification requires Chief Hart and I to certify, unqualifiedly, that we "have sought advice from the County Attorney and the Attorney General when assessing whether conduct should be considered potentially exculpatory[.]" we have not found it necessary to seek such advice during this year's annual review because no close or difficult questions were encountered. This is consistent with Attorney General Foster's March 21, 2017 Law Enforcement Memorandum (the "Foster Memo"), as modified by your April 30, 2018 Law Enforcement Memorandum (the "MacDonald Memo"). See Foster Memo at p. 3 ("If there is a question regarding whether the conduct documented in the file is potentially exculpatory, the Chief should consult with the County Attorney."); MacDonald Memo at. p. 1 (Foster Memo survives, except to the extent of a conflict between the two).

Should you have any questions or concerns, please feel free to contact me or Chief Bernard.

Very truly yours,
Chelsea N. Pande
Prosecutor - NH Bar ID # 274115



Expect Excellence

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