



To: Hooksett Police Commission
15 Legends Drive Hooksett
New Hampshire 03106
From: Public Safety Strategies Group LLC
Re: Consulting Services
Date: November 14, 2012

The following is a summary of services provided by the Public Safety Strategies Group to the Hooksett Police Department from October 16, 2012 – November 14, 2012. This report covers only those efforts related to areas that are not confidential.

- The cross representative committee finalized and published the strategic plan. The committee is prepared to oversee the implementation of the plan during the next year.
- The website is up and running and the upkeep has been handed off to the department. The website is intended to be a living document with content such as news releases, alerts, statistics and event photographs added on a regular basis.
- Job descriptions for the administrative division and the SRO were completed. The department needs to review the job descriptions continually ensuring they match the responsibilities and duties of the position.
- PSSG's review of SOPs was completed. The process occurred in collaboration with several committees reviewing the two four-inch binders of SOPs. In total, 158 SOPs along with associated addendums and attachments were reviewed. The result was that 66 items (either SOPs or attachments) were either purged as they were not relevant to Hooksett or merged to create more streamlined SOP's. New SOPs were developed when there was not an appropriate SOP in place. After the review and tracking of changes by PSSG based on committee discussions, the bureau division commanders conduct a final review, approve the changes, and put the SOPs into their final format for review and approval by the Commission. The administrative coordinator has a database of all SOP's and copies of all actions taken on each SOP.

The training and testing program related to the SOP's is prepared and the department will use it to keep employees up to date on changes along with guiding periodic review and updating of the SOP's.

The Commission has previously (1998 and 2000) adopted, as an SOP, the Town of Hooksett Personnel Plan. The Town updated that plan in 2010; however the



Commission is operating on the 2000 plan. PSSG highlighted the Towns Personnel Plan to indicate where the department operations differ from the Town's or when there is an SOP related to a section of the Towns Plan. The Commission needs determine if it will update its operation to reflect that of the town.

- Met with the police manager on October 16, October 23, and October 30. During the October 23 meeting, the manager advised PSSG that the Commission wanted the four tasks above completed by November 14, 2012.
- Attended the Police Commission meeting October 16.
- Met with Commissioner McHugh on November 14 and advised her of the status of deliverables.

This is the final monthly summary from PSSG related to the implementation of the audit recommendations. As a standalone report, PSSG has provided the Commission with a summary of the original findings and the status of the recommendations.