



To: Hooksett Police Commission
15 Legends Drive Hooksett
New Hampshire 03106
From: Public Safety Strategies Group LLC
Re: Consulting Services
Date: August 16, 2012

The following is a summary of services provided by the Public Safety Strategies Group to the Hooksett Police Department from July 10-August 11, 2012. This report covers only those efforts related to areas that are not confidential.

- The working group on records is in the process of final edits and changes to the SOP's relating to report writing and dispatch functions. Once completed the Acting Chief will forward the SOP's to the Commission for approval and inclusion in the updated manual. The working group will then work on an implementation strategy for the changes including training for the officers on the new procedures.
- Records management working group will also work to finalize the categorization of the incident codes.
- The changes will free up officers time and allow for more patrol and enforcement activities.
- Continued the mentoring process to include;
 - Interaction with the patrol lieutenant, sergeants, and patrol members.
 - Meeting with new recruits and their Field Training Officers.
 - Meetings with administrative and support personnel.
- The team completed the outline for the strategic plan and with the Acting Chief established a working group of department members. This group will help refine and finalize the mission, vision and values statement along with the strategic goals and objectives. The working group will evaluate the needs of the community and department (based on the audit and additional outreach) and incorporate this information into the goals, objectives and strategies.
- Initial meetings have occurred regarding the department misdemeanor arrest warrant process. Over the next month the process will be finalized, and changes will be implemented that will streamline the process and bring accountability in line with the chain of command.



- The general SOP committee met seven times and achieved the following:
 - Purged two unnecessary SOP's as well as three unnecessary addendums.
 - Completed track changes on 15 current SOPs.
 - Combined two SOP's into one.
- Met with department members to review and finalize the website layout, and learn the updating process. Each member of the department received a draft of the site along with a request to provide further input on the content. Once the transition of all the computers is complete, the website will go live.
- The vendor delivered the new server and computers. The administrative coordinator set up each of the new computers, created a back up of files on each of the old computers and coordinated the set up of the equipment with the vendors and employees along with handling the day-to-day implementation. PSSG assisted as needed.
- Began research on other CAD/RMS systems.
- Continued to work on civilian job descriptions.
- Provided the opportunity for two department members to learn the oral board process and participate in interviews. Provided the opportunity for one department member to shadow the process.
- Assist the department with media release and outreach.
- Assisted the commission with its Annual Report.
- Worked with the Acting Chief on shaping the new SRO process with input from the schools.