



To: Hooksett Police Commission
15 Legends Drive Hooksett
New Hampshire 03106
From: Public Safety Strategies Group LLC
Re: Consulting Services
Date: April 9, 2012

The following is a summary of services provided by the Public Safety Strategies Group to the Hooksett Police Department from March 18 – April 9, 2012. This report covers only those efforts related to areas that are not confidential.

- Organized a paperwork flow “working group” consisting of department members to begin the process of streamlining the report writing and paperwork flow processes.
- Conducted two meetings with the paperwork working group. Initial meetings resulted in immediate changes and outlined future changes to include;
 - Dispatch entering the shift in the dispatch screen
 - ID # for businesses to be entered by dispatch
 - Review and consolidation of Master Name database
 - Limiting the number of records checked through dispatch
 - Dispatch adding involved parties
 - Updating officer warning notices in Computer Aided Dispatch (CAD) system
 - Dispatch now entering and cancelling all Hooksett arrest warrants
 - Dispatch supervisor now performing daily system back-up
 - Department forms template developed that will be loaded on all department computers
 - Auto populating the Hooksett “HKS” identifier in dispatch screen eliminating the need to continually type that information
- Paperwork flow focus group will review all SOP’s relating to the process for needed updates and changes.
- Members of the paperwork flow focus group attended a meeting /training with another user of Micro Systems CAD/RMS.
- SOP review process continues, recent progress includes identifying 27 SOP’s that either need to be completely purged and eliminated. Several SOP’s are better suited for training or for inclusion in the rules and regulations.
- Assisted with the organization, planning, setup and implementation of the Safety Day.
- Planned, organized and facilitated a 4 day Child Passenger Safety (CPS) Technician training at the HPD. Thirteen new CPS technicians were trained including 3 from HPD.
- Participated in an oral board for lieutenant candidates.
- Continued mentoring process to include;
 - Daily meetings and/or interaction with command staff members
 - Continuing to ride-along and meet with patrol members
 - Mentoring and training of administrative and support personnel
- Implemented process for all detectives at the daily detective staff meeting to review all patrol generated reports.
- Continued to work on the SOPs, job descriptions, evaluations, discipline and the overall strategic plan.