



To: Hooksett Police Commission
15 Legends Drive Hooksett
New Hampshire 03106
From: Public Safety Strategies Group LLC
Re: Consulting Services
Date: April 27, 2012

The following is a summary of services provided by the Public Safety Strategies Group to the Hooksett Police Department from March 18 – April 28, 2012. This report covers only those efforts related to areas that are not confidential.

- Organized a working group of department members to begin the process of streamlining the report writing and paperwork flow processes to enhance the effectiveness of department operations.
- Conducted two initial meetings with the working group. Meetings resulted in immediate changes along with identification of issues the group will address in the future including;
 - Dispatch entering the shift in the dispatch screen
 - ID # for businesses to be entered by dispatch
 - Review and consolidation of the 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
 - Changes in preparation of criminal complaints for court
 - The working group held two additional meetings to review all SOP’s relating to identifying needed updates and changes.
 - Changes and suggestions should result in the consolidation all information relating to report writing into a single SOP.
 - Information on MDT’s (Mobile Data Terminals) will be reduced to a single SOP specific to the MDT’s.
 - Members of the working group attended a meeting /training with another user of Micro Systems CAD/RMS.
- SOP review process continues. Recent progress includes identifying 27 SOP’s for elimination from the policies and procedures book. Several SOP’s are better suited for training or for inclusion in the rules and regulations.
 - A meeting with the acting chief, command staff and the management transition team resulted in the elimination of some of the 27 SOP’s with changes and adjustments to others.
- Assisted with the organization, planning, setup and implementation of the Safety Day.
- Planned, organized and facilitated a four-day Child Passenger Safety (CPS) Technician training at the HPD. Thirteen new CPS technicians received certification including three from HPD.

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- Participated in an oral board for lieutenant candidates.
- Continued the 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 a process for each detective to review all reports generated by patrol during the daily detective staff meeting.
- Continued to work on the job descriptions, evaluations, discipline and the overall strategic plan.
- Attended and participated in a command staff meeting.
- Assisted with the preparation and coordination of the department swearing in ceremony for promotions and the new patrol officer.
- Researched information and the cost to upgrading Microsoft Office for all department computers.
- Began to storyboard the new website (this is required to obtain an accurate quote for the development of the website). The storyboard includes input from department members.