LAW ENFORCEMENT ACCREDITATION

Keene (NH) Police Department

Agency

Keene (NH) Police Department
400 Marlboro Street
Keene, NH 03431

Chief Executive Officer

Police Chief
Steven Russo

Methodology Overview

CALEA serves as the premier credentialing association for public safety agencies and provides accreditation services for law enforcement organizations, public safety communication centers, public safety training academies, and campus security agencies. The standards are promulgated by a board of 21 commissioners, representing a full spectrum of public safety leadership. The assessment process includes extensive self-assessment, annual remote web-based assessments, and quadrennial site-based assessments. Additionally candidate agencies are presented to the Commission for final consideration and credentialing.

CALEA Accreditation is a voluntary process and participating public safety agencies, by involvement, have demonstrated a commitment to professionalism. The program is intended to enhance organization service capacities and effectiveness, serve as a tool for policy decisions and management, promote transparency and community trust, and establish a platform for continuous review.

CALEA Accreditation is the Gold Standard for Public Safety Agencies and represents a commitment to excellence.

Law Enforcement Accreditation

CALEA standards reflect the current thinking and experience of Law Enforcement practitioners and researchers. Major Law Enforcement associations, leading educational and training institutions, governmental agencies, as well as Law Enforcement executives internationally, acknowledge CALEA's Standards for Law Enforcement Agencies© and its Accreditation Programs as benchmarks for professional law enforcement agencies.

CALEA's Founding Organizations:

- **International Association of Chiefs of Police (IACP)**
- **Police Executive ResearchForum (PERF)**
- **National Sheriffs Association (NSA)**
- **National Organization of Black Law Enforcement Executives (NOBLE)**

TABLE OF CONTENTS

Executive Summary

Chief Executive Officer Profile

Community Profile

Agency History

Agency Structure and Function

Agency Successes

Future Issues for Agency

First Annual Compliance Service Review

Second Annual Compliance Service Review

Third Annual Compliance Service Review

Fourth Annual Compliance Service Review

Site-Based Assessment Review

Community Feedback and Review

Standards Related Data Tables

EXECUTIVE SUMMARY

Overview:

The Keene (NH) Police Department is currently commanded by Steven Russo. The agency participated in a remote assessment(s), as well as site-based assessment activities as components of the accreditation process. The executive summary serves as a synopsis of key findings, with greater details found in the body of the report.

Compliance Service Review:

CALEA Compliance Services Member(s) N/A remotely reviewed 45 standards for the agency on 3/18/2017 using Law Enforcement Manual 5.23. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

CALEA Compliance Services Member(s) William Benson remotely reviewed 39 standards for the agency on 4/18/2018 using Law Enforcement Manual 5.23. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

CALEA Compliance Services Member(s) Dorris Certain remotely reviewed 69 standards for the agency on 3/27/2019 using Law Enforcement Manual 5.23. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

CALEA Compliance Services Member(s) Marc Duguay remotely reviewed 50 standards for the agency on 9/20/2019 using Law Enforcement Manual 5.23. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

Site-Based Assessment Review:

From 10/28/2019 to 10/30/2019, William Welch/Rae Fergerson visited the agency following a consultation with the chief executive officer regarding critical issues impacting the organization since the last assessment. These issues were identified as:

- Retention And Recruitment - The most significant issue facing the Keene Police Department is recruitment and retention of qualified personnel. The agency is currently down more the 12% of it workforce and has limited minority representation. The Agency has worked diligently with the City Human Resources on new hiring incentives. The goal is to attract candidates from heavier populated areas of the State and certified police officers from in State or out of State. Incentives include monetary bonuses for completion of agency goals, extra vacation leave and relocation assistance.

- Use Of Force - The agency has an excellent Use of Force Policy coupled with continuous training around the Use of Force continuum and annual Firearms training. Over the last assessment period the department was involved in 4155 Custodial arrest resulting in 228 Use of Force reports, which means the agency uses force less then .05% of the time.

- Crininal Investigation And Criminal Intelligence - Detectives do not have investigation specializations, and are assigned a balance of types of investigations. The lieutenant does recognize that individual detectives are more versed on certain types of investigations and will try to assign investigations based on demonstrated skills whenever possible.
  The agency is fortunate to have a forensic interviewer assigned to the division, who primarily manages juvenile sexual assault cases. She works closely with the Cheshire County Child Advocacy Center to assist with the provision of services and resources to assist in the recovery of victims.

- Community Engagement - The forensic interviewer detective is an energetic and enthusiastic participant is fundraising events. She actively recruits officers and other staff involvement. Often, she spearheads fundraising events that raise money dedicated to the provision of services within the community. Examples include procuring

backpacks and school supplies for children whose families cannot afford supplies, Beards for Bucks, Toys for Tots, and a Christmas program that includes firefighters and children shopping for the holidays.
Another successful community outreach program of the agency is the presentation of active shooter training that initially began in schools, and is in its tenth year. By word of mouth throughout the City, corporations, businesses both large and small, churches, professional associations, and numerous other organizations began asking for the training. Requests for the program are at an all time high, including seventy-five presentations last year. In addition, the same organizations request to program when new employees , volunteers, or staffers come on board. The presentation clearly has a positive outcome for participants.
A significant outreach of the agency includes the assignment of a patrol officer as the liaison the Keene State College. This officer works in conjunction with the college administration to identify possible concerns of students as well as nearby residents.

- Property And Evidence - The agency has a robust evidence storage area. It is well organized and clean. Evidence is tracked in the records management system. All high-risk items are secured separately in safes, and lockers inside a locked fence in the room. Clear evidence bags are used that provide an additional layer of security when conducting inventories, inspections, and audits.

During the Site-Based Assessment Review, the assessment team conducted 12 interviews regarding the topical areas previously defined. The interviews were with agency members and members of the community. The approach not only further confirmed standards adherence, but also considered effectiveness measures, process management and intended outcomes.

CHIEF EXECUTIVE OFFICER PROFILE

Steven Russo

Police Chief Steven Russo is a native of the Bronx, NY and is a graduate of theUniversity system of NH (BS, Criminal Justice Management). He was appointed a police officer in the Keene Police Department June 28th, 1999 after a 21 year career on active duty in the United States Army, retiring as a Sergeant Major. He attended and graduated from the 119th New Hampshire Police Academy in October, 1999. In the course of his career, Chief Russo served in assignments in uniformed patrol, as a detective assigned to the New Hampshire Drug Task Force, as a patrol Sergeant, a detective Sergeant, a Lieutenant commanding the Bureau of Special Servicesand as the Captain of Administrative Services for seven years prior to being appointed Police Chief in April, 2017.

Chief Russo has attended Roger Williams University First Line Supervisors course as well as their Mid Management level course. He has also attended the Federal Bureau of Investigation's Law Enforcement Executive Development Seminar as well as numerous other Law Enforcement and Military Leadership courses to include the DEA's Drug Unit Commanders Course and the United States Army Sergeants Major Academy.

COMMUNITY PROFILE

Keene was originally founded in about 1732 as Upper Ashuelot and was granted a charter of incorporation in April of 1753 by Governor Wentworth of New Hampshire, and was re-named the town Keene. In March of 1874 a new municipal charter was adopted, and Keene was re-chartered as a city. Today Keene serves as the county seat for Cheshire County, the home to Keene State College (the former Normal School), the commercial and industrial hub of southwestern New Hampshire, and home to approximately 25,000 people.
Glass and brick production have passed into history, and major employers now include The Cheshire Medical Center, Smith Medical Systems, Timken Super Precision, Janos Technologies, Markem-Imaje Corporation, CS Wholesale Grocers, and Liberty Mutual and National Grange Mutual Insurance. Employment, church, education, shopping, restaurants, and entertainment draw thousands of people daily, keeping Keene an active and vibrant community. The

City government operates under a strong City Manager who is responsible for the day-to-day administration of city operations, including hiring and firing of personnel. The City Manager reports to the Mayor and City Council.

AGENCY HISTORY

In the early years, public safety in Keene (or Upper Ashuelot) was provided by militia and provincial troops and focused more on protecting the population from the French and their Indian allies. Keene appointed its first three constables in 1806 who dealt with the vices of drinking, gambling, and horseracing. By 1825, replicating portions of a system implemented in Portsmouth, Keene adopted a new model of policing and appointed its first six police officers. It was not until1864 when municipal records identify a Chief of Police, Alfred S. Davis, drawing an annual salary of $50.00.

The year Keene became a city, 1874, was very significant to the police department. The new city charter gave a defined structure to the department, a budget, and a section in the annual report. It also established the office of the City Marshall as the chief executive officer of the department, and so it would remain for almost 100 years. As time progressed, so did the department. Radios, motor vehicles, telecommunications, and a host of technological, legal and social innovations would establish a pattern of constant self-assessment and improvement in the Keene PoliceDepartment and law enforcement, generally.

The Keene Police Department of the 21st century is a general service municipal police department. The department employs a Police Chief and two Captains who oversee two divisions, the Field Operations Division and the Administrative Services Division. The Field Operations Division includes the Bureaus of Uniformed Patrol and Criminal Investigations, which provide the patrol and investigative functions critical to municipal law enforcement. In addition to the formal bureaus within the Field Operations Division, the Division Captain also oversees special teams, which include the Tactical Team, the Honor Guard, the Collision Analysis Team and theCollege Liaison Officer. The Administrative Services Division includes the Bureau of Special Services (property management, animal / traffic light control, community events planning, and community services officer), the Bureau ofProsecution, Bureau of Records, and Parking Services. This division is also responsible for recruiting, training, facilities, quartermaster functions, and accreditation. The police station, nowtwelve years old, is located at 400 Marlboro Street. There are two sub-stations, one at Keene High School for the School Resource Officer and one at Keene State College for the College Liaison officer.

AGENCY STRUCTURE AND FUNCTION

The major functions of the Police Department are established by City Code and include the responsibility to enforce laws, investigate crimes, and prosecute cases in court, be prepared to respond to all types of emergency situations ranging from hostage situations to major disasters, oversee downtown public parking facilities and operations, provide animal and traffic light control services, educate the community in the law, crime prevention, and strategies on how to reduce and prevent crime on both a personal and business level.

The services provided by the Keene Police Department are undertaken to contribute to the safety and security of the community. Protecting life, property, and maintaining order within the City are our top priorities as we work to make Keene safe for its residents, and inviting to those who visit. It is also our mission to treat everyone with respect and fairness.

The major organizational components of the Department include: The Office of the Police Chief; The Field Operations Division; The Administrative Services Division.

The responsibilities of the Office of the Police Chief include, but are not limited to; the general management and leadership of the Department, including the authority to direct and control all members of the Department in their normal course of duty, and the efficient and economical use of all Department equipment and resources, Internal Affairs, and Emergency Management.

The responsibilities of the Field Operations Division include, but are not limited to, Patrol Services, response to accidents and critical incidents, Law Enforcement, Criminal Investigation Services, Administrative Investigations, Police-Juvenile

Operations, including Prosecution, School Resource Officer, College Liaison Officer, and performing such other duties as may be necessary to ensure the Department accomplishes its mission and provides a safe environment for the community. Major Sub-units of the Field Operations Division are Bureau of Patrol, Bureau of Criminal Investigation and Special Teams.

The responsibilities of the Administrative Services Division include, but are not limited to, General Administrative Services, Office of communications, Managing Criminal Justice Information Services, Budget and Finance Matters, Parking Services, Recruiting and Training, District Court Prosecution and CALEA Accreditation. Major Sub-units of the Administrative Services Division include, but are not limited to, Bureau of Special Services, Property management, Animal / traffic light Control, Communications, Facilities, Quartermaster functions, Accreditation, Parking Services, Prosecution and Records.

AGENCY SUCCESSES

The Agency maintains an increased police presence in the downtown area to help improve the perception of safety. Select and procure a police K9 to be paired with our new handler and achieve USPCA Patrol Dog certification or the equivalent. Continue established partnerships with other city departments to deal effectively and mutually with quality of life and life safety issues. Continue to integrate community policing concepts into the patrol division with the concept that every sworn officer is a Community Policing Officer.

Remain current with the national conversations that are taking place with respect to re-thinking what our nation's Law Enforcement Mission will look like in the future, while ensuring our own processes, practices, and goals remain in line.

FUTURE ISSUES FOR AGENCY

Continually review and address recruiting, hiring and retention practices in a timely manner to retain our certified officers.
Fill police officer vacancies with the best candidates possible. Hiring 3 to 4 new police officers would be ideal in order to fulfill our funded positions.

Continue with the on-going hiring process of a qualified full time police dispatchers.

Provide up to date, value oriented instruction on the safe and effective use of issued weapons, both lethal and non-lethal, and address matters pertaining to the use of physical and deadly force to ensure compliance with State laws, best training practices, applicable case law, and the National perspective. This will be done in concert with results from the Departments annual Use of Force and Pursuit reports, as well as feedback from training iterations and public comment as necessary.

YEAR 1 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: N/A
On 3/18/2017, the Year 1 Remote Web-based Assessment of Keene (NH) Police Department was conducted. The review was conducted remotely and included 45 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.1.2 Code of Ethics* (LE1)	**Compliance Verified**
1.2.9 Bias Based Profiling* (LE1)	**Compliance Verified**
1.3.6 Reporting Uses of Force* (LE1)	**Compliance Verified**
1.3.7 Reviewing Reports of 1.3.6* (LE1)	**Compliance Verified**
1.3.11 Annual/Biennial Proficiency Training* (LE1)	**Compliance Verified**
1.3.13 Analyze Reports from 1.3.6* (LE1)	**Compliance Verified**
11 Organization and Administration	
11.1.1 Description of Organization (LE1)	**Compliance Verified**
11.4.5 Notify CEO of Incident with Liability (LE1)	**Compliance Verified**
12 Direction	
12.1.2 Command Protocol (LE1)	**Compliance Verified**
15 Planning and Research Goals and Objectives and Crime Analysis	
15.2.1 Annual Updating/Goals and Objectives* (LE1)	**Compliance Verified**
17 Fiscal Management and Agency Property	
17.4.2 Cash Fund/Accounts Maintenance* (LE1)	**Compliance Verified**
21 Classification and Delineation of Duties and Responsibilities	
21.2.2 Job Description Maintenance and Availability (LE1)	**Compliance Verified**
22 Compensation Benefits and Conditions of Work	
22.2.4 Victim Witness Services/Line of Duty Death (LE1)	**Compliance Verified**
22.3.5 Extra-Duty Employment (LE1)	**Compliance Verified**
26 Disciplinary Procedures	
26.1.4 Disciplinary System (LE1)	**Compliance Verified**
26.1.6 Appeal Procedures (LE1)	**Compliance Verified**
31 Recruitment	
31.2.1 Recruitment Plan (LE1)	**Compliance Verified**

Standards	Findings
31.2.2 Annual Analysis* (LE1)	**Compliance Verified**
32 Selection	
32.2.1 Background Investigations (LE1)	**Compliance Verified**
33 Training and Career Development	
33.1.5 Remedial Training (LE1)	**Compliance Verified**
33.4.1 Entry Level Training Required (LE1)	**Compliance Verified**
33.5.1 Annual Retraining Program* (LE1)	**Compliance Verified**
35 Performance Evaluation	
35.1.2 Annual Evaluation* (LE1)	**Compliance Verified**
35.1.9 Personnel Early Warning System* (LE1)	**Compliance Verified**
41 Patrol	
41.2.2 Pursuit of Motor Vehicles* (LE1)	**Compliance Verified**
41.2.3 Roadblocks and Forcible Stopping* (LE1)	**Compliance Verified**
41.2.7 Mental Illness* (LE1)	**Compliance Verified**
41.3.6 Protective Vests/Pre-Planned High Risk Situations (LE1)	**Compliance Verified**
42 Criminal Investigation	
42.1.6 Criminal Intelligence* (LE1)	**Compliance Verified**
46 Critical Incidents Special Operations and Homeland Security	
46.1.3 Command Function* (LE1)	**Compliance Verified**
46.1.9 Annual Training* (LE1)	**Compliance Verified**
46.1.10 Active Threats* (LE1)	**Compliance Verified**
52 Internal Affairs	
52.1.1 Complaint Investigation (LE1)	**Compliance Verified**
55 Victim/Witness Assistance	
55.2.6 Next-of-Kin Notification (LE1)	**Compliance Verified**
61 Traffic	
61.1.3 Violator Procedures (LE1)	**Compliance Verified**
61.1.11 DUI Procedures (LE1)	**Compliance Verified**
70 Detainee Transportation	
70.1.7 Procedures Escape* (LE1)	**Compliance Verified**
71 Processing and Temporary Detention	
71.2.1 Training of Personnel* (LE1)	**Compliance Verified**

Standards	Findings
71.4.3 Inspections* (LE1)	**Compliance Verified**
81 Communications	
81.3.1 Communications Center Security (LE1)	**Compliance Verified**
81.3.2 Alternate Power Source* (LE1)	**Compliance Verified**
82 Central Records	
82.1.6 Computer File Backup and Storage* (LE1)	**Compliance Verified**
83 Collection and Preservation of Evidence	
83.1.1 24 Hour Availability (LE1)	**Compliance Verified**
84 Property and Evidence Control	
84.1.2 Storage and Security (LE1)	**Compliance Verified**
84.1.6 Inspections and Reports* (LE1)	**Compliance Verified**

Response from Agency Regarding Findings:

CEO Feedback not provided.

YEAR 2 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: William Benson
On 4/18/2018, the Year 2 Remote Web-based Assessment of Keene (NH) Police Department was conducted. The review was conducted remotely and included 39 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.1.1 Oath of Office (LE1)	**Compliance Verified**
1.2.1 Legal Authority Defined (LE1)	**Compliance Verified**
1.3.8 Removal from Line of Duty Assignment Use of Force (LE1)	**Compliance Verified**
1.3.10 Demonstrating Proficiency with Weapons (LE1)	**Compliance Verified**
11 Organization and Administration	
11.1.1 Description of Organization (LE1)	**Compliance Verified**
11.3.1 Responsibility/Authority (LE1)	**Compliance Verified**
12 Direction	
12.2.2 Dissemination and Storage (LE1)	**Compliance Verified**
17 Fiscal Management and Agency Property	
17.5.3 Operational Readiness (LE1)	**Compliance Verified**
22 Compensation Benefits and Conditions of Work	
22.2.2 Benefits Program (LE1)	**Compliance Verified**
22.2.7 Employee Identification (LE1)	**Compliance Verified**
25 Grievance Procedures	
25.1.1 Grievance Procedures (LE1)	**Compliance Verified**
26 Disciplinary Procedures	
26.1.3 Sexual Harassment (LE1)	**Compliance Verified**
32 Selection	
32.2.7 Medical Examinations (LE1)	**Compliance Verified**
32.2.8 Emotional Stability/Psychological Fitness Examinations (LE1)	**Compliance Verified**
33 Training and Career Development	
33.1.4 Lesson Plan Requirements (LE1)	**Compliance Verified**
33.1.6 Employee Training Record Maintenance (LE1)	**Compliance Verified**
33.1.7 Training Class Records Maintenance (LE1)	**Compliance Verified**

Standards	Findings
34 Promotion	
34.1.4 Job Relatedness	**Compliance Verified**
35 Performance Evaluation	
35.1.7 Employee Counseling (LE1)	**Compliance Verified**
35.1.9 Personnel Early Warning System* (LE1)	**Compliance Verified**
41 Patrol	
41.2.1 Responding Procedures (LE1)	**Compliance Verified**
41.3.5 Protective Vests (LE1)	**Compliance Verified**
42 Criminal Investigation	
42.1.3 Case File Management (LE1)	**Compliance Verified**
43 Vice Drugs and Organized Crime	
43.1.1 Complaint Management (LE1)	**Compliance Verified**
44 Juvenile Operations	
44.2.3 Custodial Interrogation (LE1)	**Compliance Verified**
46 Critical Incidents Special Operations and Homeland Security	
46.1.1 Planning Responsibility (LE1)	**Compliance Verified**
46.3.4 Hazmat Awareness (LE1)	**Compliance Verified**
52 Internal Affairs	
52.2.3 Investigation Time Limits (LE1)	**Compliance Verified**
54 Public Information	
54.1.3 News Media Access (LE1)	**Compliance Verified**
61 Traffic	
61.1.2 Uniform Enforcement Procedures (LE1)	**Compliance Verified**
61.1.7 Stopping/Approaching (LE1)	**Compliance Verified**
70 Detainee Transportation	
70.1.1 Pre-Transport Prisoner Searches (LE1)	**Compliance Verified**
71 Processing and Temporary Detention	
71.2.1 Training of Personnel* (LE1)	**Compliance Verified**
71.4.3 Inspections* (LE1)	**Compliance Verified**
81 Communications	
81.2.1 24 Hour Toll-Free Service (LE1)	**Compliance Verified**
81.2.2 Continuous Two-Way Capability (LE1)	**Compliance Verified**

Standards	Findings
83 Collection and Preservation of Evidence	
83.2.4 Equipment and Supplies (LE1)	**Compliance Verified**
84 Property and Evidence Control	
84.1.1 Evidence/Property Control System (LE1)	**Compliance Verified**
84.1.6 Inspections and Reports* (LE1)	**Compliance Verified**

Response from Agency Regarding Findings:

CEO Feedback not provided.

YEAR 3 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Dorris Certain
On 3/27/2019, the Year 3 Remote Web-based Assessment of Keene (NH) Police Department was conducted. The review was conducted remotely and included 69 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.2.3 Compliance with Constitutional Requirements (LE1)	**Compliance Verified**
1.2.4 Search and Seizure (LE1)	**Compliance Verified**
1.2.8 Strip/Body Cavity Search (LE1)	**Compliance Verified**
1.3.2 Use of Deadly Force (LE1)	**Compliance Verified**
1.3.3 Warning Shots (LE1)	**Compliance Verified**
1.3.5 Rendering Aid After Use of Weapons (LE1)	**Compliance Verified**
1.3.6 Reporting Uses of Force* (LE1)	**Compliance Verified**
3 Contractual Agreements for Law Enforcement Services	
3.1.1 Written Agreement for Services Provided (LE1)	**Compliance Verified**
12 Direction	
12.1.3 Obey Lawful Orders (LE1)	**Compliance Verified**
12.2.1 The Written Directive System (LE1)	**Compliance Verified**
16 Allocation and Distribution of Personnel and Personnel Alternatives	
16.3.1 Program Description (LE1)	**Not Applicable by Function**
16.3.2 Selection Criteria (LE1)	**Not Applicable by Function**
16.3.3 Entry Level Training (LE1)	**Not Applicable by Function**
16.3.5 In-Service Training (LE1)	**Not Applicable by Function**
16.3.6 Use of Force Training & Firearms Proficiency (LE1)	**Not Applicable by Function**
16.4.2 Training (LE1)	**Not Applicable by Function**
22 Compensation Benefits and Conditions of Work	
22.2.8 Military Deployment and Reintegration (LE1)	**Compliance Verified**
26 Disciplinary Procedures	
26.1.1 Code of Conduct and Appearance (LE1)	**Compliance Verified**
32 Selection	
32.1.1 Selection Process Described (LE1)	**Compliance Verified**

Standards	Findings
33 Training and Career Development	
33.4.3 Field Training Program (LE1)	**Compliance Verified**
33.5.3 Accreditation Training (LE1)	**Compliance Verified**
33.6.2 Tactical Team Training Program (LE1)	**Compliance Verified**
33.8.2 Skill Development Training Upon Promotion (LE1)	**Compliance Verified**
35 Performance Evaluation	
35.1.1 Performance Evaluation System (LE1)	**Compliance Verified**
41 Patrol	
41.1.4 Agency Animals (LE1)	**Compliance Verified**
41.2.4 Notification Procedures (LE1)	**Compliance Verified**
41.2.5 Missing Persons (LE1)	**Compliance Verified**
41.2.6 Missing Children (LE1)	**Compliance Verified**
41.3.8 In-Car Audio/Video (LE1)	**Not Applicable by Function**
42 Criminal Investigation	
42.2.7 Informants (LE1)	**Compliance Verified**
42.2.10 Interview Rooms (LE1)	**Compliance Verified**
43 Vice Drugs and Organized Crime	
43.1.5 Covert Operations (LE1)	**Compliance Verified**
46 Critical Incidents Special Operations and Homeland Security	
46.2.7 Special Events Plan (LE1)	**Compliance Verified**
52 Internal Affairs	
52.1.2 Records Maintenance and Security (LE1)	**Compliance Verified**
52.1.3 CEO Direct Accessibility (LE1)	**Compliance Verified**
52.2.1 Complaint Types (LE1)	**Compliance Verified**
61 Traffic	
61.3.3 Escorts (LE1)	**Compliance Verified**
61.4.1 Assistance Highway Users (LE1)	**Compliance Verified**
61.4.3 Towing (LE1)	**Compliance Verified**
70 Detainee Transportation	
70.1.2 Searching Transport Vehicles (LE1)	**Compliance Verified**
70.1.8 Notify Court of Security Hazard (LE1)	**Compliance Verified**
70.2.1 Prisoner Restraint Requirement (LE1)	**Compliance Verified**

Standards	Findings
71 Processing and Temporary Detention	
71.1.1 Designate Rooms or Areas (LE1)	**Compliance Verified**
72 Holding Facility	
72.1.1 Training User Personnel* (LE1)	**Not Applicable by Function**
72.4.1 Securing Firearms (LE1)	**Not Applicable by Function**
72.5.3 Sight and Sound Separation (LE1)	**Not Applicable by Function**
73 Court Security	
73.1.1 Role Authority Policies (LE1)	**Not Applicable by Function**
73.3.1 Weapon Lockboxes (LE1)	**Not Applicable by Function**
73.4.2 External Communications (LE1)	**Not Applicable by Function**
73.5.12 Securing Firearms (LE1)	**Not Applicable by Function**
73.5.18 Designated Control Point (LE1)	**Not Applicable by Function**
81 Communications	
81.2.8 Recording and Playback (LE1)	**Compliance Verified**
81.2.12 Misdirected Emergency Calls (LE1)	**Compliance Verified**
81.2.14 First Aid Over Phone (LE1)	**Not Applicable by Function**
82 Central Records	
82.3.4 Traffic Citation Maintenance (LE1)	**Compliance Verified**
83 Collection and Preservation of Evidence	
83.3.2 Evidence Laboratory Submission (LE1)	**Compliance Verified**
84 Property and Evidence Control	
84.1.3 Temporary Security (LE1)	**Compliance Verified**
84.1.4 Security of Controlled Substances Weapons for Training (LE1)	**Compliance Verified**
91 Campus Law Enforcement	
91.1.1 Risk Assessment and Analysis* (LE1)	**Not Applicable by Function**
91.1.3 Campus Background Investigation (LE1)	**Not Applicable by Function**
91.1.4 Campus Security Escort Service (LE1)	**Not Applicable by Function**
91.1.5 Emergency Notification System (LE1)	**Not Applicable by Function**
91.1.7 Behavioral Threat Assessment (LE1)	**Not Applicable by Function**
91.1.8 Security Camera Responsibilities* (LE1)	**Not Applicable by Function**
91.1.9 Emergency Only Phones and Devices* (LE1)	**Not Applicable by Function**
91.1.10 Administrative Investigation Procedures (LE1)	**Not Applicable by Function**

Standards	Findings
91.2.1 Agency Role and Responsibilities (LE1)	**Not Applicable by Function**
91.3.1 Agency Role and Responsibilities (LE1)	**Not Applicable by Function**
91.4.1 Position Responsible for Clery Act* (LE1)	**Not Applicable by Function**

Response from Agency Regarding Findings:

CEO Feedback not provided.

YEAR 4 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Marc Duguay
On 9/20/2019, the Year 4 Remote Web-based Assessment of Keene (NH) Police Department was conducted. The review was conducted remotely and included 50 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.2.5 Arrest with/without Warrant (LE1)	**Compliance Verified**
1.3.1 Use of Reasonable Force (LE1)	**Compliance Verified**
1.3.4 Use of Authorized Less Lethal Weapons (LE1)	**Compliance Verified**
1.3.9 Authorization: Weapons and Ammunition (LE1)	**Compliance Verified**
1.3.12 Issuing Written Directives (LE1)	**Compliance Verified**
16 Allocation and Distribution of Personnel and Personnel Alternatives	
16.3.1 Program Description (LE1)	**Not Applicable by Function**
16.3.2 Selection Criteria (LE1)	**Not Applicable by Function**
16.3.3 Entry Level Training (LE1)	**Not Applicable by Function**
16.3.5 In-Service Training (LE1)	**Not Applicable by Function**
16.3.6 Use of Force Training & Firearms Proficiency (LE1)	**Not Applicable by Function**
22 Compensation Benefits and Conditions of Work	
22.3.2 General Health and Physical Fitness (LE1)	**Compliance Verified**
34 Promotion	
34.1.3 Promotional Process Described (LE1)	**Compliance Verified**
34.1.7 Promotional Probation (LE1)	**Compliance Verified**
41 Patrol	
41.3.2 Equipment Specification/Replenishment (LE1)	**Compliance Verified**
41.3.8 In-Car Audio/Video (LE1)	**Not Applicable by Function**
42 Criminal Investigation	
42.2.1 Preliminary Investigations Steps (LE1)	**Compliance Verified**
44 Juvenile Operations	
44.1.1 Juvenile Operations Policy (LE1)	**Compliance Verified**
44.2.1 Handling Offenders (LE1)	**Compliance Verified**
44.2.2 Procedures for Custody (LE1)	**Compliance Verified**

Standards	Findings
46 Critical Incidents Special Operations and Homeland Security	
46.1.2 All Hazard Plan (LE1)	**Compliance Verified**
46.1.4 Operations Function (LE1)	**Compliance Verified**
46.1.5 Planning Function (LE1)	**Compliance Verified**
46.1.6 Logistics Function (LE1)	**Compliance Verified**
46.1.7 Finance/Administration Function (LE1)	**Compliance Verified**
46.3.1 Liaison with other Organizations (LE1)	**Compliance Verified**
61 Traffic	
61.1.4 Informing The Violator (LE1)	**Compliance Verified**
61.1.5 Uniform Enforcement Policies (LE1)	**Compliance Verified**
61.3.2 Direction/Control Procedures (LE1)	**Compliance Verified**
61.4.2 Hazardous Highway Conditions (LE1)	**Compliance Verified**
70 Detainee Transportation	
70.1.6 Procedures Transport Destination (LE1)	**Compliance Verified**
70.4.2 Rear Compartment Modifications (LE1)	**Compliance Verified**
71 Processing and Temporary Detention	
71.3.1 Procedures (LE1)	**Compliance Verified**
71.3.3 Security (LE1)	**Compliance Verified**
71.4.1 Physical Conditions (LE1)	**Compliance Verified**
71.4.2 Fire Prevention/Suppression (LE1)	**Compliance Verified**
71.5.1 Security Concerns in Designated Processing or Testing Rooms/Areas (LE1)	**Compliance Verified**
72 Holding Facility	
72.1.1 Training User Personnel* (LE1)	**Not Applicable by Function**
72.5.3 Sight and Sound Separation (LE1)	**Not Applicable by Function**
74 Legal Process	
74.1.1 Information Recording (LE1)	**Compliance Verified**
81 Communications	
81.2.3 Recording Information (LE1)	**Compliance Verified**
81.2.4 Radio Communications Procedures (LE1)	**Compliance Verified**
81.2.5 Access to Resources (LE1)	**Compliance Verified**
82 Central Records	
82.1.1 Privacy and Security (LE1)	**Compliance Verified**

Standards	Findings
82.1.2 Juvenile Records (LE1)	**Compliance Verified**
82.2.1 Field Reporting System (LE1)	**Compliance Verified**
82.2.2 Reporting Requirements (LE1)	**Compliance Verified**
82.2.3 Case Numbering System (LE1)	**Compliance Verified**
83 Collection and Preservation of Evidence	
83.2.1 Guidelines and Procedures (LE1)	**Compliance Verified**
83.2.6 Report Preparation (LE1)	**Compliance Verified**
84 Property and Evidence Control	
84.1.5 Records Status of Property (LE1)	**Compliance Verified**

Response from Agency Regarding Findings:

CEO Feedback not provided.

SITE-BASED ASSESSMENT

12/9/2019

Planning and Methodology:

The agency is being impacted by the retention and recruitment of qualified officers. The agency has installed several initiatives and incentives to maintain current staffing levels and increase recruits with such things as signing bonuses and relocation assistance. The agency is located in a rural part of the state and completes with more populated regions.

Community involvement was strong function of the agency, working with local businesses, Keene State College, and civic organizations. Several interviews were arranged by the agency for the assessment team to interact with representatives from the various community partners, which verified just how much the police department is involved with the community it serves.

The agency had identified areas that needed improvement, one was storage and security of larger items, temporary measures had been put in place which satisfied standards, a more permanent solution was already planned and should be implemented within the next few months.

Retention and Recruitment

The most significant issue facing the Keene Police Department is recruitment and retention of qualified personnel. The agency is currently down more the 12% of it workforce and has limited minority representation.
One of the major problems for the recruitment effort is the rural location of the City of Keene, located in the western part of the State isolates prospective candidates from the more populated and attractive destinations within the State of New Hampshire. The Agency has worked diligently with the City Human Resources on new hiring incentives. The goal is to attract candidates from heavier populated areas of the State and certified police officers from in State or out of State.
Incentives include monetary bonuses for completion of agency goals, extra vacation leave and relocation assistance. The Chief is moving forward with a plan to help bolster the efforts to recruit minorities, such as meeting with minority leaders, one such leader is Dotti Morris who is the Associate Vice President for Diversity and Inclusion at Keene State College. Other plans include reaching out to minority students at local colleges for input and suggestions. A concentrated effort on a more focused awareness through social media and the agency website to make prospective candidates more knowledgeable about opportunities offered by the Keene Police Department.

Standards Issues:

N/A

Suggestions

The Agency needs to continue it's effort to implement a short and long term strategy to recruit and retain qualified people especially targeting it minority population. The use of social media will make prospective candidates more knowledgeable about opportunities offered by the Keene Police Department.

Use of Force

The agency has an excellent Use of Force Police coupled with continuous training around the Use of Force continuum and annual Firearms training. Over the last assessment period the department was involved in 4155 Custodial arrests resulting in 228 Use of Force reports, which means the agency uses force less then .05% of the time. The agency prides itself on the amount of training not only on Use of Force but de-escalation of incident that otherwise might have resulted in the Use of Force. The Use of Force is reported on a inhouse form developed by the department. The form is

very user friendly with check off boxes to indicate type of force used, weapon used, Dog deployed, injury to either the officer or suspect etc. The form is a supplement to the actual police report, once the form is completed its reviewed by a supervisor and forwarded up the chain and command where its determined whether further action such as policy review or officer action needs to be taken.

Standards Issues:

N/A

Suggestions

A suggestion that the agency consider the Use of Form be approved by not only the line Supervisor but also a division Commander of Command Staff. The form is reviewed by Command Staff anyway so having that additional approval would issue some checks and balances.

Crininal Investigation and Criminal Intelligence

While the agency experiences manpower shortages, criminal investigations has a 35% vacancy of detectives. Agency philosophy is to mentor and teach interested patrol officers to manage cases themselves, unless the investigation is of a serious and complicated nature, where time would be a factor. Additionally, patrol officers who are interested in processing crime scenes are given on-the-job training leading to increased proficiency in forensics. In this way, officers are placed in positions to succeed, and to increase their level of investigative skills. The practice also helps to instill a sense of pride and ownership in bringing investigations to conclusion. The outcome for the agency assists in the management of cases assigned to detectives, as well as developing officers for future assignments.

Detectives do not have investigation specializations, and are assigned a balance of types of investigations. The lieutenant does recognize that individual detectives are more versed on certain types of investigations and will try to assign investigations based on demonstrated skills whenever possible.

The agency is fortunate to have a forensic interviewer assigned to the division, who primarily manages juvenile sexual assault cases. She works closely with the Cheshire County Child Advocacy Center to assist with the provision of services and resources to assist in the recovery of victims.

The criminal intelligence function is managed by the criminal investigations' lieutenant. Criminal intelligence is a responsibility of all agency staff, who route any statutorily relevant information to the lieutenant. Electronic intelligence is held by the lieutenant in password protected files. Intelligence related to potentially dangerous individuals is also maintained in files held by the SWAT supervisors.

Agency personnel use confidential informants to conduct drug purchases due to the fact that most officers are known in the city of Keene. The administration captain maintains informant files. Any detective or officer developing an informant formant that is going to work must first have the approval of the criminal investigations' lieutenant, who notifies the captain, and the informant package will be completed. No other personnel have access to the informant files.

Standards Issues:

No issues

Suggestions

Strengthen the vetting of information and more frequent purging of criminal intelligence.

Instead of criminal intelligence being held in two separate divisions, consolidate the function where one designated criminal intelligence officer has sole responsibility for vetting, storage, and dissemination.

Community Engagement

The forensic interviewer detective is an energetic and enthusiastic participant in fundraising events. She actively recruits officers and other staff involvement. Often, she spearheads fundraising events that raise money dedicated to the provision of services within the community. Examples include procuring backpacks and school supplies for children whose families cannot afford supplies, Beards for Bucks, Toys for Tots, and a Christmas program that includes firefighters and children shopping for the holidays. These children once identified are given an amount of money to purchase gifts for family members and something for themselves. She reports that the results have been rewarding and the program is expanding every year.

The agency maintained a Police Athletic League (PAL) program until 2018. A decrease in volunteers caused the program to shut down. Currently there is a committee in place to brainstorm ways to get City youth to participate in athletic activities. Hockey is a prominent sport in the region, and an Ice rink is next door to the police department, that could potentially be a resource for such a program.

Another successful community outreach program of the agency is the presentation of active shooter training that initially began in schools, and is in its tenth year. By word of mouth throughout the City, corporations, businesses both large and small, churches, professional associations, and numerous other organizations began asking for the training.

The training was developed by a now 26-year veteran of the agency, who in talking about the program demonstrates his passion about it. He feels that the provision of the program is so critical, he accommodates businesses that have second and third shift sessions.

The format and structure is a classroom environment, and the emphasis encourages discussion, questions, and includes opportunities to explore how to react to and put oneself in the best position to survive, based on the run, hide, fight philosophy." The presentation also includes the bluntness of the fact that one may not survive a situation. An important caveat is to have an individual plan based on run, hide, fight, and if your role is of a caretaker, assist others.

An additional component of the instruction includes what to expect when law enforcement arrives, to understand officers will conduct the business of neutralizing the shooter(s), in an aggressive manner, and how survivors should respond to officers. The participants are instructed how to act, recognizing that officers don't necessarily know who may be accomplices of the identified shooter.

Requests for the program are at an all time high, including seventy-five presentations last year. In addition, the same organizations request to program when new employees , volunteers, or staffers come on board. The presentation clearly has a positive outcome for participants.

A significant outreach of the agency includes the assignment of a patrol officer as the liaison the Keene State College. This officer works in conjunction with the college administration to identify possible concerns of students as well as nearby residents. He attends weekly meetings at the college, and focuses much of his patrol activities in the area of the college, to include off campus student apartments. He reports that much of his focus is to reduce the number of noise complaints from residents, that result from partying students.

At the beginning of a semester, this officer participates in the orientation process, that includes parents and students. He presents on staying safe, how to report incidents to police, and the alcohol laws of New Hampshire. All is designed to reduce the opportunities for students to become victims or make poor judgement decisions. He reports that it is an ongoing effort, but he believes that it is helping.

Standards Issues:

No issues

Suggestions

N/A

Property and Evidence

The agency has a robust evidence storage area. It is well organized and clean. Evidence is tracked in the records management system. All high-risk items are secured separately in safes, and lockers inside a locked fence in the room. Clear evidence bags are used that provide an additional layer of security when conducting inventories, inspections, and audits.

Three smaller audits are conducted annually in addition to the required Appendix K audit. There have been no unresolved discrepancies during the accreditation period. The custodian has two back-up personnel who can assist as necessary.

Bicycles and large items are stored in another part of the building that includes a shed, secured by its own lock. The shed and bicycles are inside a locked chain link fence, and a steel cable connects all bicycles for another layer of security. The area is video monitored.

Vehicles that are evidence are stored inside a locked chain link fence in the City public works building. No public works personnel have access to the locked gate. The agency reports that the area is used infrequently.

Standards Issues:

N/A

Suggestions

The vehicle evidence storage location while video monitored is not an ideal security situation. The chain link fence is eight feet high, has been damaged from a large vehicle crashing into it, and large vehicles are higher than the fence. It would be very easy for someone to get inside.

Brainstorm other means to secure evidence vehicles that would be totally controlled by agency property staff.

Summary:

Number of Interviews Conducted: 12
Assessors' Names: William Welch/Rae Fergerson
Site-Based Assessment Start Date: 10/28/2019
Site-Based Assessment End Date: 10/30/2019

Mandatory (M) Compliance	162
Other-Than-Mandatory (O) Compliance	0
Standards Issues	0
Waiver	0
(O) Elect 20%	0
Not Applicable	27
Total:	189

Percentage of applicable other-than-mandatory standards:	0 %

COMMUNITY FEEDBACK AND REVIEW

Public Information Session

Only one resident Bradford Hutchinson spoke at the public information session, he is a 35 year resident of Keene and a frequent visitor of the downtown area. He spoke to the professionalism of agency personnel, citing the fact that he has interaction for years, both on the good side, and not so good side of law enforcement. He also reported observing how officers interact with people, showing respect even when taking someone into custody.

He reports that officers respond quickly to calls for service, that they are helpful, that they don't have "attitudes", and that he recommends the agency for reaccreditation.

Telephone Contacts

Greg Murphy: Manchester Police Department Accreditation Manager

Mr. Murphy is the chair of the New England accreditation PAC. He fully supports reaccreditation, having known the agency for years, and having watched progress from recognition to accreditation. He participated in the mock assessment and believes the agency is well deserving of being reaccredited.

Rob Malay: Superintendent of Keene School District

Mr. Malay is in support of reaccreditation. He reports that the agency is an incredible partner, works collaboratively to increase safety in the schools. There is one school resource officer assigned to the high school, but will respond to the middle and elementary schools as necessary. Together a memorandum of understanding was established for Safe Schools Law for reporting purposes. He believes that there is a great sense of checks and balances in the agency, and that the chief is an active participant.

Bill Wilmot: Claremont Police Department Accreditation Manager

Mr. Wilmot is the secretary of the New England accreditation PAC. He reports having worked with the agency since 2009. He states that the agency is doing everything to maintain accredited status, and he supports reaccreditation.

Correspondence

N/A No correspondence was received throughout this assessment.

Media Interest

N/A

Public Information Material

All public information Material was made available, the public was made aware of the upcoming assessment of the Keene Police Department and informed of the opportunities to comment on the agency.

Community Outreach Contacts

Several community members and business people were interviewed during this onsite. Local Businesses were impressed with the professional and courteous manner in which the Keene Police Department interacted with the community,

representatives from Keene State College was of the same sentiment.

STATISTICS AND DATA TABLES

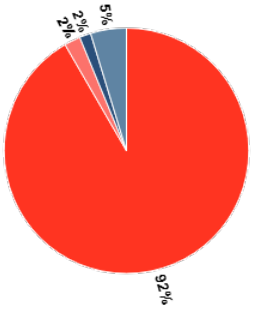
Overview

The following information reflects empirical data submitted by the candidate agency specifically related to CALEA Standards. Although the data does not confirm compliance with the respective standards, they are indicators of the impact of the the agency's use of standards to address the standards' intent

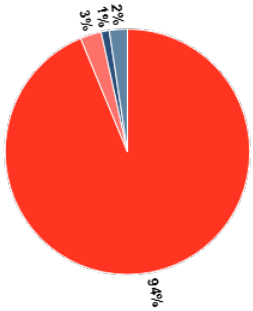
Traffic Warnings & Citations - Reaccreditation Year 1

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	2441	435	2876
Black Non-Hispanic Male	57	13	70
Hispanic Latino Any Race Male	40	5	45
Other Male	126	11	137
White Non-Hispanic Female	1886	191	2077
Black Non-Hispanic Female	14	13	27
Hispanic Latino Any Race Female	15	3	18
Other Female	138	18	156
TOTAL	4717	689	5406

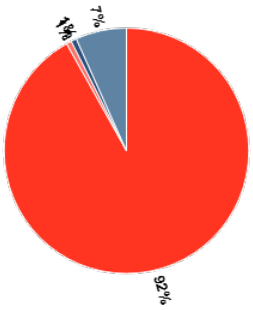
Male Warnings



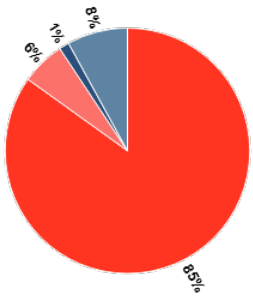
Male Citations



Female Warnings



Female Citations



Legend

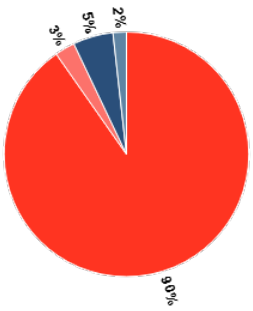
White Non-Hispanic Male	
Black Non-Hispanic Male	

Hispanic Latino Any Race Male	
Other Male	

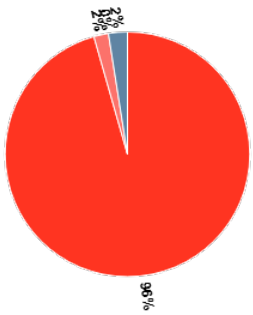
Traffic Warnings & Citations - Reaccreditation Year 2

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	2616	346	2962
Black Non-Hispanic Male	77	7	84
Hispanic Latino Any Race Male	154	0	154
Other Male	51	9	60
White Non-Hispanic Female	2052	174	2226
Black Non-Hispanic Female	26	1	27
Hispanic Latino Any Race Female	128	13	141
Other Female	26	4	30
TOTAL	5130	554	5684

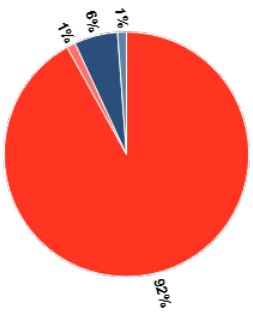
Male Warnings



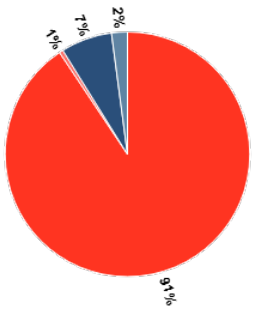
Male Citations



Female Warnings



Female Citations



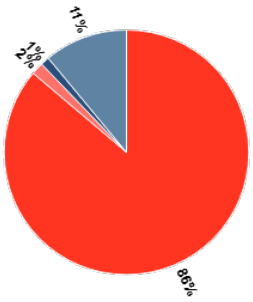
Legend

White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

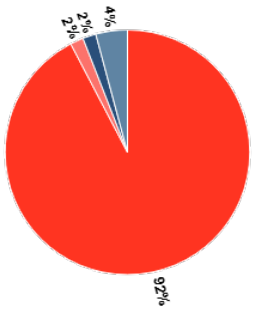
Traffic Warnings & Citations - Reaccreditation Year 3

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	1859	421	2280
Black Non-Hispanic Male	35	8	43
Hispanic Latino Any Race Male	25	8	33
Other Male	238	19	257
White Non-Hispanic Female	1504	219	1723
Black Non-Hispanic Female	17	4	21
Hispanic Latino Any Race Female	14	4	18
Other Female	200	21	221
TOTAL	3892	704	4596

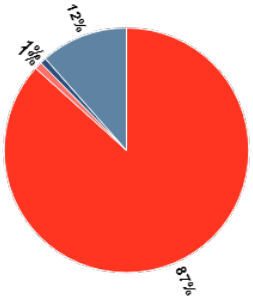
Male Warnings



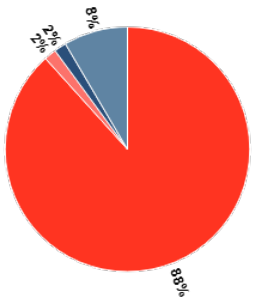
Male Citations



Female Warnings



Female Citations



Legend

White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

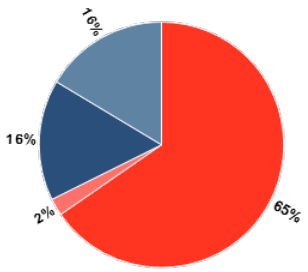
Traffic Warnings & Citations - Reaccreditation Year 4

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	896	226	1122
Black Non-Hispanic Male	31	3	34
Hispanic Latino Any Race Male	218	22	240
Other Male	225	25	250
White Non-Hispanic Female	682	119	801
Black Non-Hispanic Female	8	4	12
Hispanic Latino Any Race Female	178	18	196
Other Female	188	18	206
TOTAL	2426	435	2861

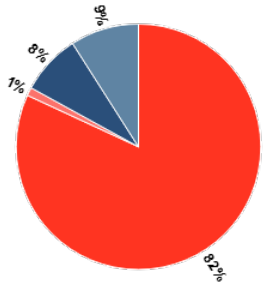
Reaccreditation Year 4 Notes:

These totals include data from 1 January 2019 thru 31 August 2019 only.

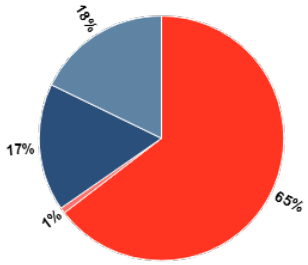
Male Warnings



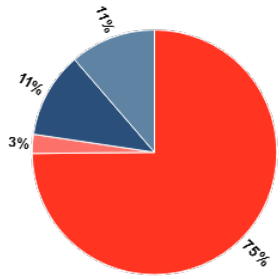
Male Citations



Female Warnings



Female Citations



Legend

White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

Biased Based Profiling

Complaints from:	Year 1	Year 2	Year 3	Year 4
Traffic Contacts	0	0	0	0
Field Contacts	0	0	0	0
Asset Forfeiture	0	0	0	0

Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

Reaccreditation Year 1

Reaccreditation Year 2

Reaccreditation Year 3

Reaccreditation Year 4

Legend

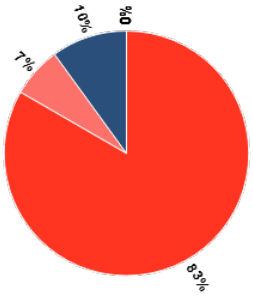
Traffic Contacts	
Field Contacts	
Asset Forfeiture	

Use Of Force - Reaccreditation Year 1

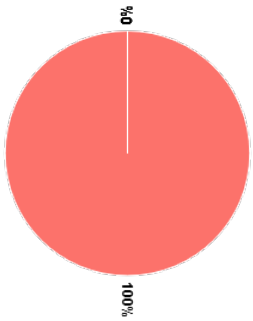
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									30
Discharge		1							1
Display Only	25	1	3						29
ECW									0
Discharge Only									
Display Only									
Baton	1								1
Chemical/OC	10		2						12
Weaponless	97	10	11						118
Canine									0
Release Only									
Release and Bite									
Total Uses of Force	142	13	17	0	0	0	0	0	172
Total Number of Incidents Resulting In Officer Injury or Death	2								2
Total Use of Force Arrests	46	6	10						62
Total Number of Suspects Receiving Non-Fatal Injuries	9	1	1						11
Total Number of Suspects Receiving Fatal Injuries									
Total Agency Custodial Arrests	46	6	10						62
Total Use of Force Complaints									

Reaccreditation Year 1 Charts

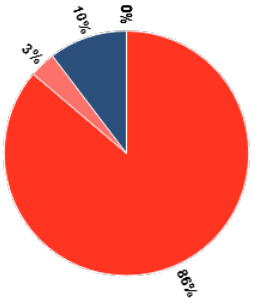
Total Firearm



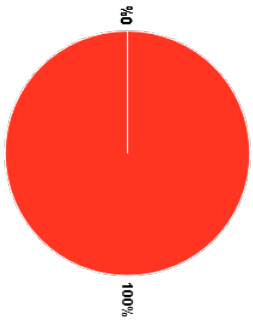
Firearm Discharge



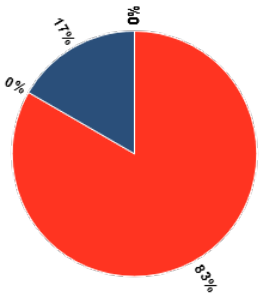
Firearm Display



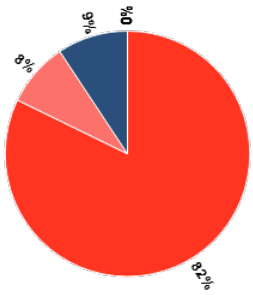
Baton



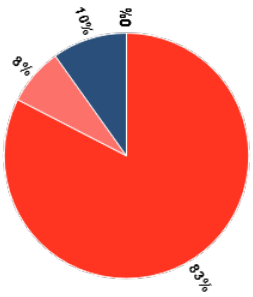
Chemical/OC



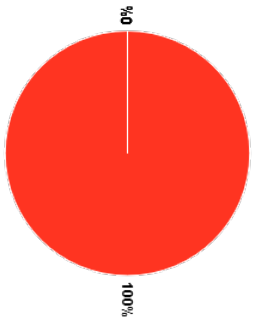
Weaponless



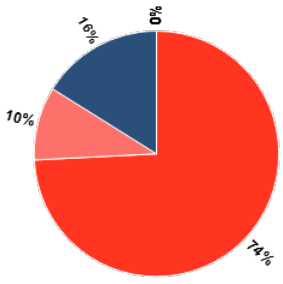
Total Uses of Force



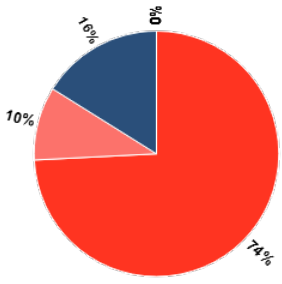
Total Number of Incidents Resulting in Officer Injury or Death



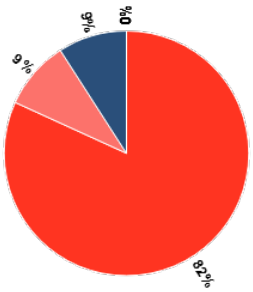
Total Use of Force Arrests



Total Agency Custodial Arrests



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Use Of Force - Reaccreditation Year 2

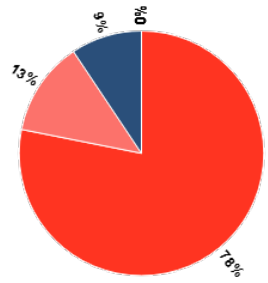
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									32
Discharge	2								2
Display Only	23	4	3						30
ECW									0
Discharge Only									
Display Only									
Baton		1							1
Chemical/OC			1		1				2
Weaponless	46	18	4	3	4				75
Canine									2
Release Only	2								2
Release and Bite									
Total Uses of Force	73	23	8	3	5	0	0	0	112
Total Number of Incidents Resulting In Officer Injury or Death	2								2
Total Use of Force Arrests	33	15	7		1				56
Total Number of Suspects Receiving Non-Fatal Injuries	6								6
Total Number of Suspects Receiving Fatal Injuries	0								0
Total Agency Custodial Arrests	942	426	67	8	1		10	5	1459
Total Use of Force Complaints	2	0	0	0	0	0	0	0	2

Reaccreditation Year 2 Notes:

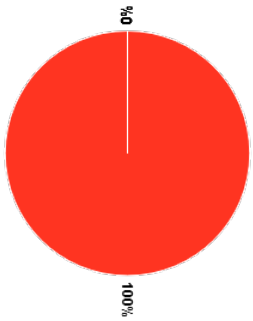
Note: Records concerning Hispanic ethnicity is not searchable data within IMC, therefore some data relative to that may be inaccurate, though the overall numbers are accurate.

Reaccreditation Year 2 Charts

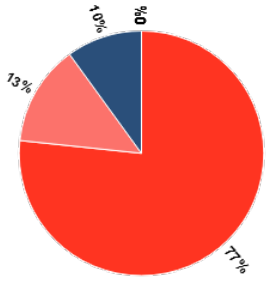
Total Firearm



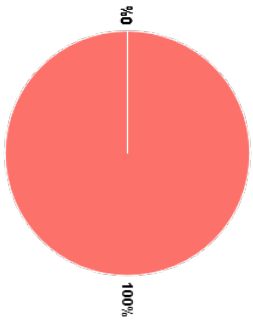
Firearm Discharge



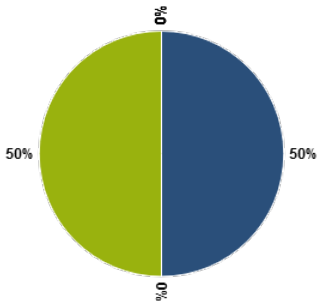
Firearm Display



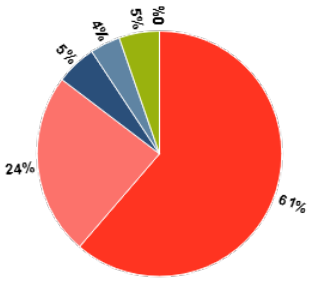
Baton



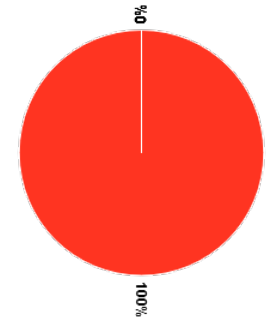
Chemical/OC



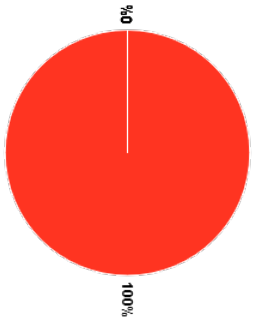
Weaponless



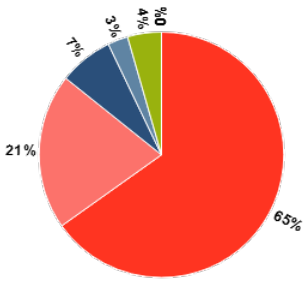
Total Canine



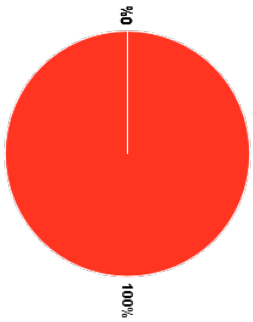
Canine: Release Only



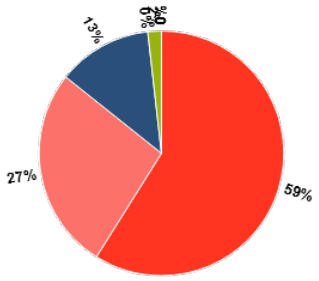
Total Uses of Force



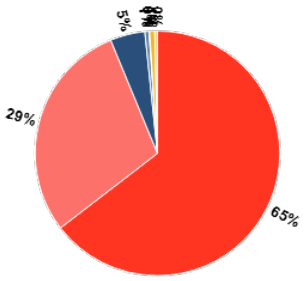
Total Number of Incidents Resulting in Officer Injury or Death



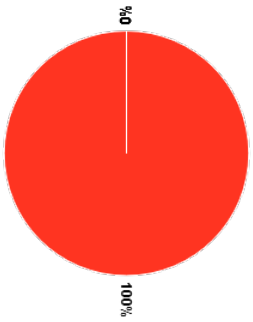
Total Use of Force Arrests



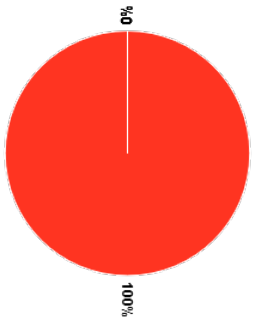
Total Agency Custodial Arrests



Total Use of Force Complaints



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

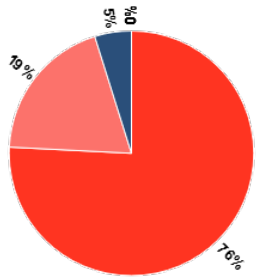
White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Use Of Force - Reaccreditation Year 3

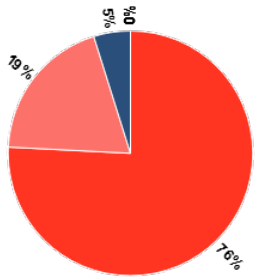
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									62
Discharge	0	0	0	0	0	0	0	0	0
Display Only	47	12	3	0	0	0	0	0	62
ECW									0
Discharge Only	0	0	0	0	0	0	0	0	0
Display Only	0	0	0	0	0	0	0	0	0
Baton	0	0	0	0	0	0	0	0	0
Chemical/OC	3	0	0	0	0	0	0	0	3
Weaponless	65	8	1	0	1	0	0	0	75
Canine									0
Release Only	0	0	0	0	0	0	0	0	0
Release and Bite	0	0	0	0	0	0	0	0	0
Total Uses of Force	115	20	4	0	1	0	0	0	140
Total Number of Incidents Resulting In Officer Injury or Death	2	0	0	0	1	0	0	0	3
Total Use of Force Arrests	55	19	5	0	1	0	0	0	80
Total Number of Suspects Receiving Non-Fatal Injuries	13	0	0	0	1	0	0	0	14
Total Number of Suspects Receiving Fatal Injuries	0	0	0	0	0	0	0	0	0
Total Agency Custodial Arrests	785	311	47	4	8	4	11	1	1171
Total Use of Force Complaints	1								1

Reaccreditation Year 3 Charts

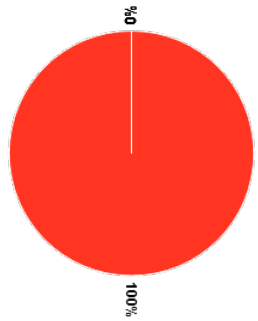
Total Firearm



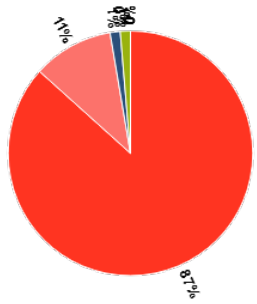
Firearm Display



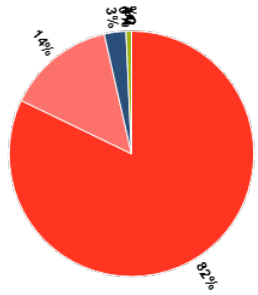
Chemical/OC



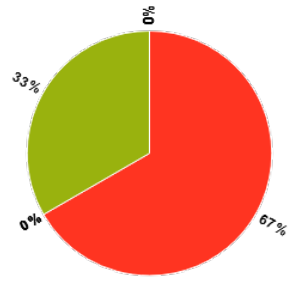
Weaponless



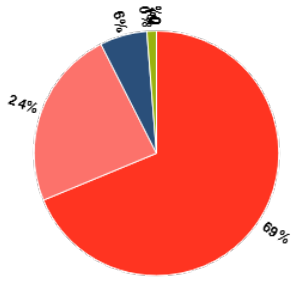
Total Uses of Force



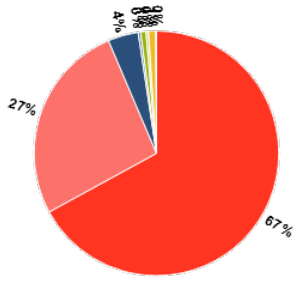
Total Number of Incidents Resulting in Officer Injury or Death



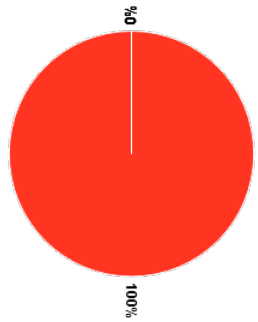
Total Use of Force Arrests



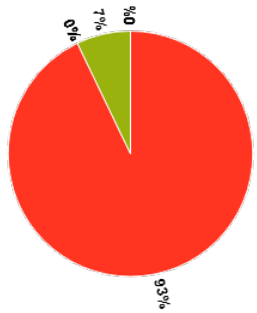
Total Agency Custodial Arrests



Total Use of Force Complaints



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Use Of Force - Reaccreditation Year 4

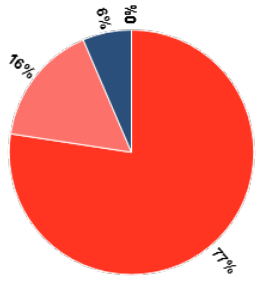
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									31
Discharge	0	0	0	0	0	0	0	0	0
Display Only	24	5	2	0	0	0	0	0	31
ECW									0
Discharge Only	0	0	0	0	0	0	0	0	0
Display Only	0	0	0	0	0	0	0	0	0
Baton	0	0	0	0	0	0	0	0	0
Chemical/OC	2	0	0	0	0	0	0	0	2
Weaponless	22	4	1	1	0	0	0	0	28
Canine									0
Release Only	0	0	0	0	0	0	0	0	0
Release and Bite	0	0	0	0	0	0	0	0	0
Total Uses of Force	48	9	3	1	0	0	0	0	61
Total Number of Incidents Resulting In Officer Injury or Death	2	0	0	0	0	0	0	0	2
Total Use of Force Arrests	47	10	3	1	0	0	0	0	61
Total Number of Suspects Receiving Non-Fatal Injuries	4	0	0	0	0	0	0	0	4
Total Number of Suspects Receiving Fatal Injuries	0	0	0	0	0	0	0	0	0
Total Agency Custodial Arrests	458	173	20	5	1	0	9	3	669
Total Use of Force Complaints	2	0	0	0	0	0	0	0	2

Reaccreditation Year 4 Notes:

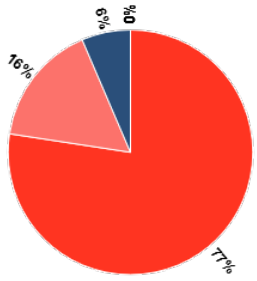
Please also include any other notes relevant to this summary.
A review of the Year 1 Use of Force statistics revealed an error in the total custodial arrest data that had been entered. The correct data entered should have been as follows:
W N-H B N-H His/Lat Other Total
Male Female Male Female Male Female Male Female
926 373 42 7 34 7 9 3 1401

Reaccreditation Year 4 Charts

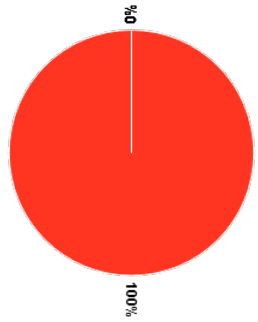
Total Firearm



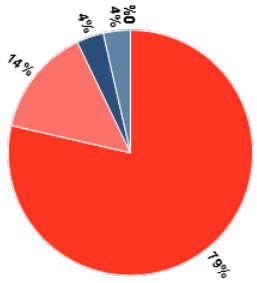
Firearm Display



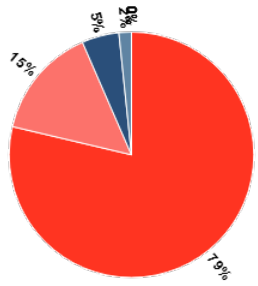
Chemical/OC



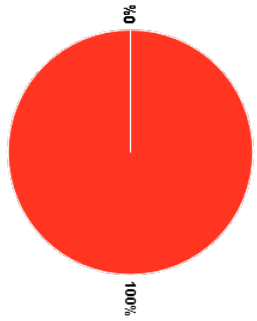
Weaponless



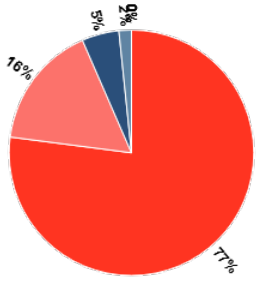
Total Uses of Force



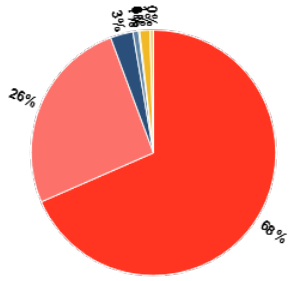
Total Number of Incidents Resulting in Officer Injury or Death



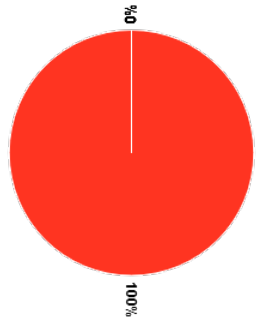
Total Use of Force Arrests



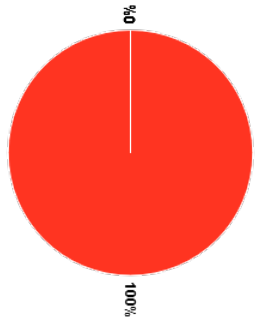
Total Agency Custodial Arrests



Total Use of Force Complaints



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Grievances

Grievances	Year 1	Year 2	Year 3	Year 4
Number	0	0	0	0

Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

Personnel Actions

	Year 1	Year 2	Year 3	Year 4
Suspension	1	2	0	0
Demotion	0	0	0	0
Resign In Lieu of Termination	0	0	0	0
Termination	0	0	0	0
Other		0	0	0
Total	1	2	0	0
Commendations	3	0	1	0

Reaccreditation Year 1 Notes:

Three Keene Police Department members received Captains Citations in 2016.

Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

Complaints and Internal Affairs - Reaccreditation Year 4

	Year 1	Year 2	Year 3	Year 4
External/Citizen Complaint				
Citizen Complaint	18	11	13	10
Sustained	1	3	3	1
Not Sustained	3	2	2	2
Unfounded	4	5	5	2
Exonerated	11	3	3	5
Internal/Directed Complaint				
Directed Complaint	0	1	1	0
Sustained	0	1	0	0
Not Sustained	0		0	0
Unfounded	0		0	0
Exonerated	0		1	0

Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

Calls For Service - Reaccreditation Year 4

	Year 1	Year 2	Year 3	Year 4
Calls for Service	30042	29168	28838	19928
UCR/NIBRS Part 1 Crimes				
Murder	0	0	1	0
Forcible Rape	40	21	25	8
Robbery	16	20	10	7
Aggravated Assault	28	18	9	14
Burglary	97	86	40	17
Larceny-Theft	618	618	564	327
Motor Vehicle Theft	16	21	14	18
Arson	2	3	1	0

Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

Motor Vehicle Pursuit

	Year 1	Year 2	Year 3	Year 4
Pursuits				
Total Pursuits		5	6	3
Forcible stopping techniques used	0	0	0	0
Terminated by Agency	0	2	0	0
Policy Compliant	2	5	6	1
Policy Non-Compliant	0	0	0	0
Collisions				
Injuries				
Total Collisions		2	4	0
Officer	0	0	0	
Suspect	0	0	0	
ThirdParty	0	0	0	
Reason Initiated				
Traffic	2	5	5	1
Felony	0	0	1	2
Misdemeanor	0	0	0	0

Reaccreditation Year 1

2 Pursuits were Policy "Compliant", not Policy "Complaint".

Reaccreditation Year 4

Please also include any other notes relevant to this summary.

Agency Breakdown Report - Reaccreditation Year 1

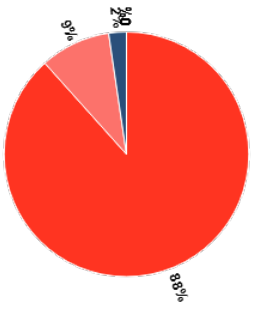
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1								1
Command	2								2
Supervisory Positions	10								10
Non-Supervisory Positions	25	4	1						30
Sub Total									43
Non Sworn Personnel									
Executive									
Managerial									
Supervisory Positions	1	2							3
Non-Supervisory Positions	2	9							11
Sub Total									14
Total									57

Reaccreditation Year 1 Notes:

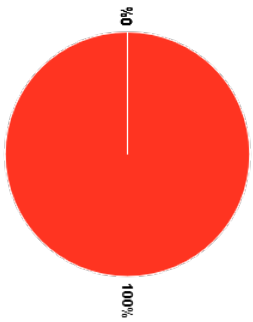
Only Fulltime Personnel are included.

Reaccreditation Year 1 Charts

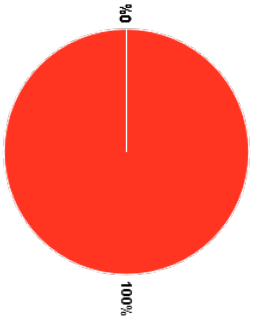
Total Sworn Personnel



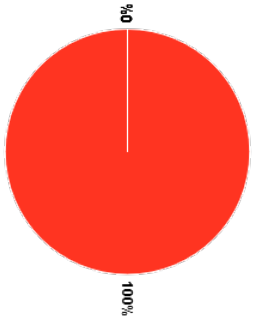
Sworn Personnel: Executive



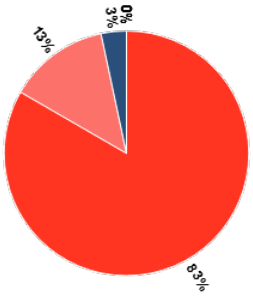
Sworn Personnel: Command



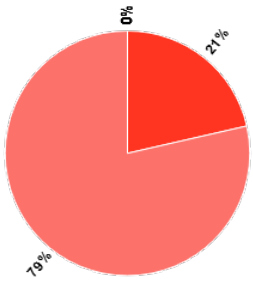
Sworn Personnel: Supervisory Positions



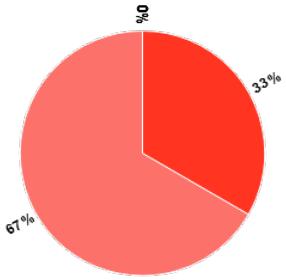
Sworn Personnel: Non-Supervisory Positions



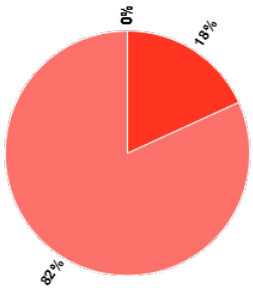
Total Non-Sworn Personnel



Non-Sworn Personnel: Supervisory Positions



Non-Sworn Personnel: Non-Supervisory Positions



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Breakdown Report - Reaccreditation Year 2

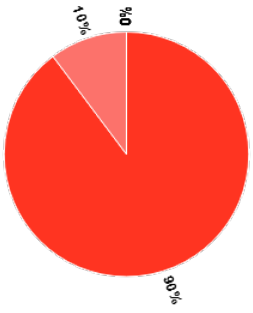
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1								1
Command	2								2
Supervisory Positions	10								10
Non-Supervisory Positions	22	4							26
Sub Total									39
Non Sworn Personnel									
Executive									
Managerial		2							2
Supervisory Positions	1								1
Non-Supervisory Positions	2	9							11
Sub Total									14
Total									53

Reaccreditation Year 2 Notes:

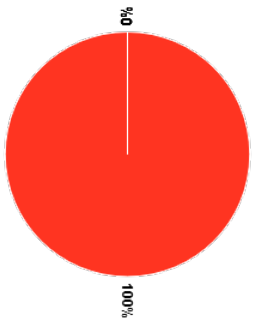
Only full-time personnel are included.

Reaccreditation Year 2 Charts

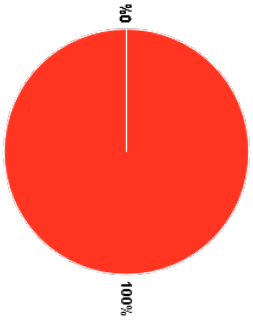
Total Sworn Personnel



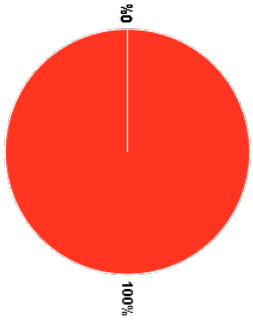
Sworn Personnel: Executive



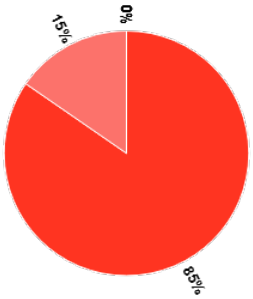
Sworn Personnel: Command



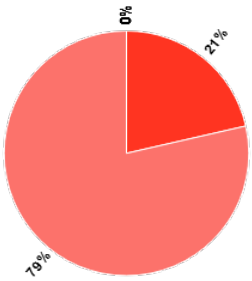
Sworn Personnel: Supervisory Positions



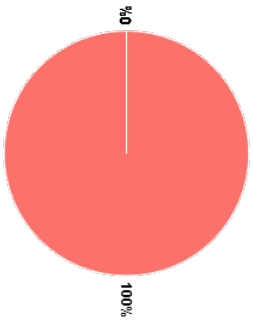
Sworn Personnel: Non-Supervisory Positions



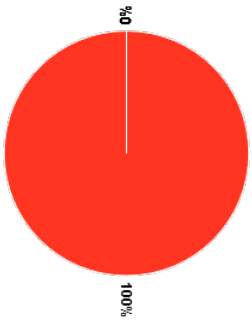
Total Non-Sworn Personnel



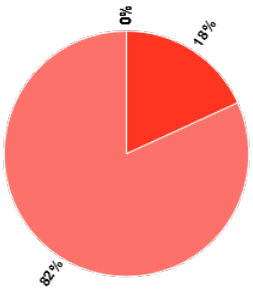
Non-Sworn Personnel: Managerial



Non-Sworn Personnel: Supervisory Positions



Non-Sworn Personnel: Non-Supervisory Positions



Legend

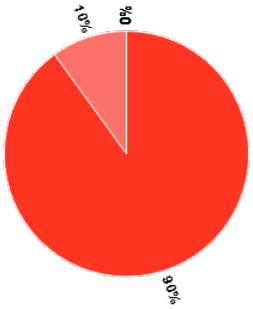
White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Breakdown Report - Reaccreditation Year 3

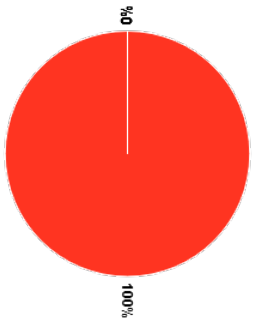
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1								1
Command	2								2
Supervisory Positions	10								10
Non-Supervisory Positions	23	4	0	0	0	0	0	0	27
Sub Total									40
Non Sworn Personnel									
Executive									
Managerial	1	2							3
Supervisory Positions									
Non-Supervisory Positions	2	9							11
Sub Total									14
Total									54

Reaccreditation Year 3 Charts

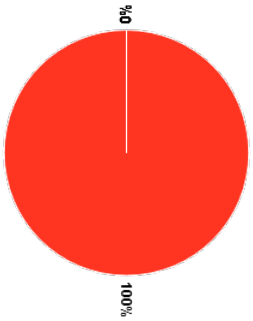
Total Sworn Personnel



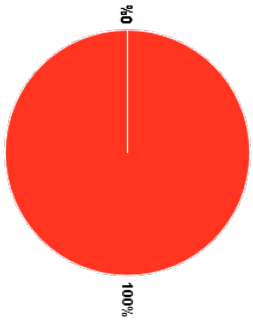
Sworn Personnel: Executive



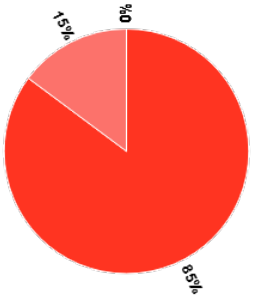
Sworn Personnel: Command



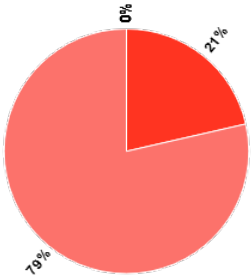
Sworn Personnel: Supervisory Positions



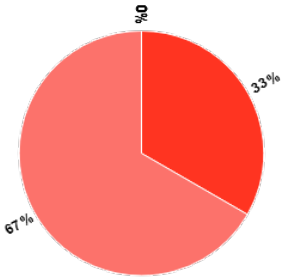
Sworn Personnel: Non-Supervisory Positions



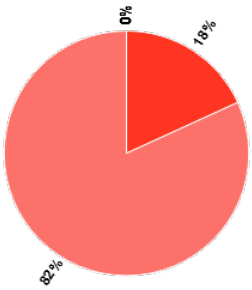
Total Non-Sworn Personnel



Non-Sworn Personnel: Managerial



Non-Sworn Personnel: Non-Supervisory Positions



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Breakdown Report - Reaccreditation Year 4

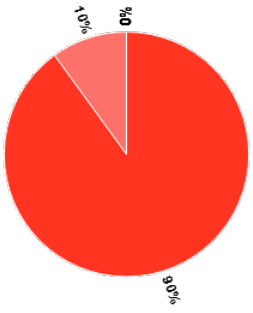
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	1	0	0	0	0	0	0	0	1
Command	2	0	0	0	0	0	0	0	2
Supervisory Positions	10	0	0	0	0	0	0	0	10
Non-Supervisory Positions	23	4	0	0	0	0	0	0	27
Sub Total									40
Non Sworn Personnel									
Executive	0	0	0	0	0	0	0	0	0
Managerial	0	1	0	0	0	0	0	0	1
Supervisory Positions	1	0	0	0	0	0	0	0	1
Non-Supervisory Positions	2	5	0	0	0	0	0	0	7
Sub Total									9
Total									49

Reaccreditation Year 4 Notes:

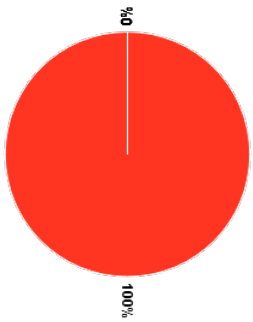
Only includes fulltime employees. Parking Services is no longer a bureau within the Police Department.

Reaccreditation Year 4 Charts

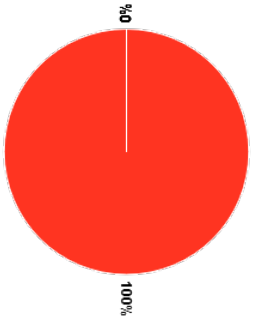
Total Sworn Personnel



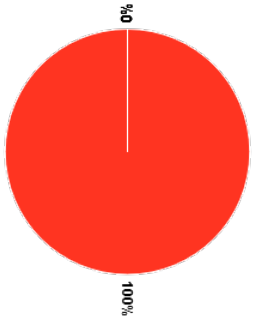
Sworn Personnel: Executive



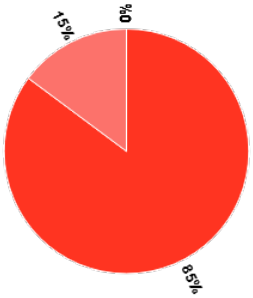
Sworn Personnel: Command



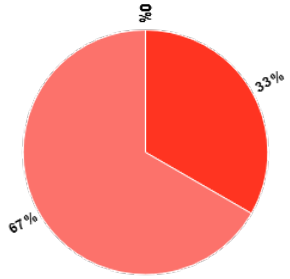
Sworn Personnel: Supervisory Positions



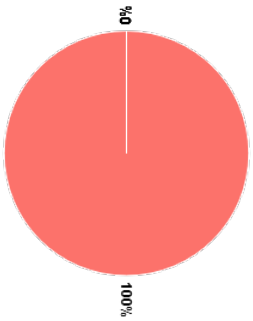
Sworn Personnel: Non-Supervisory Positions



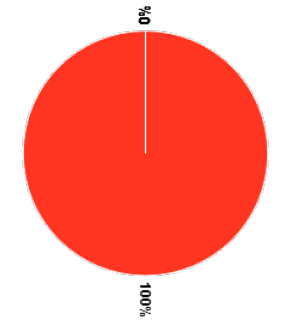
Total Non-Sworn Personnel



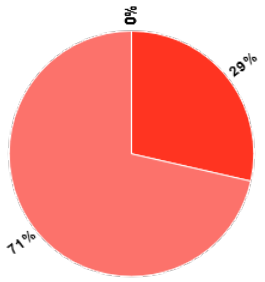
Non-Sworn Personnel: Managerial



Non-Sworn Personnel: Supervisory Positions



Non-Sworn Personnel: Non-Supervisory Positions



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Demographics Report - Reaccreditation Year 1

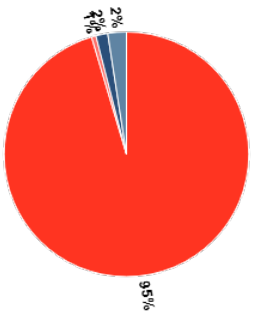
	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	22817	95%	15117	96 %	42	97%	4	9%	42	97%	4	9%
Black Non-Hispanic	141	0%	71	0 %	1	2%	0	0%	1	2%	0	0%
Hispanic Latino Any Race	375	1%	188	1 %	0	0%	0	0%	0	0%	0	0%
Other	585	2%	294	1 %	0	0%	0	0%	0	0%	0	0%
Total	23918		15670		43		4		43		4	

Reaccreditation Year 1 Notes:

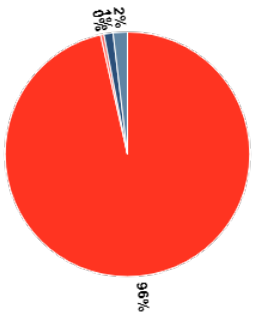
Prior Assessment Female percentage seems to be calculated incorrectly.

Reaccreditation Year 1 Charts

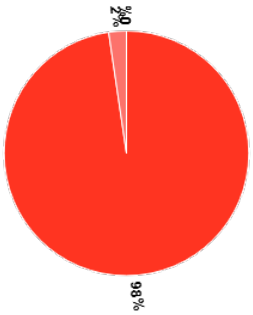
Service Population



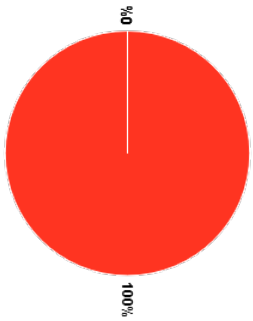
Available Workforce



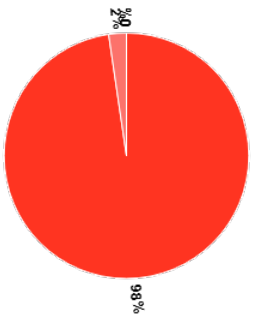
Current Sworn Officers



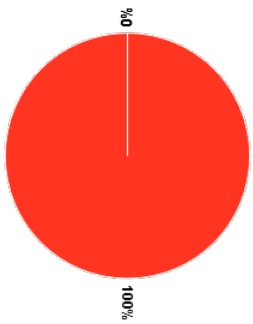
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers



Legend

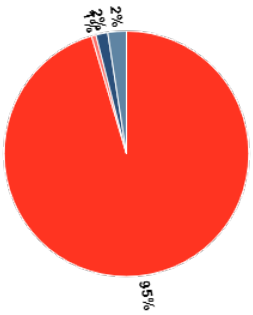
White Non-Hispanic	
Black Non-Hispanic	
Hispanic Latino Any Race	
Other	

Agency Demographics Report - Reaccreditation Year 2

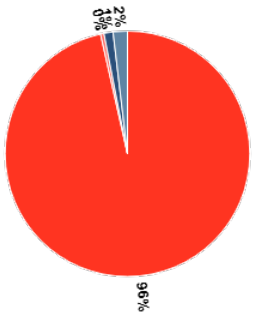
	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	22817	95%	15117	96 %	39	100%	4	10%	42	97%	4	9%
Black Non-Hispanic	141	0%	71	0 %	0	0%	0	0%	1	2%	0	0%
Hispanic Latino Any Race	375	1%	188	1 %	0	0%	0	0%	0	0%	0	0%
Other	585	2%	294	1 %	0	0%	0	0%	0	0%	0	0%
Total	23918		15670		39		4		43		4	

Reaccreditation Year 2 Charts

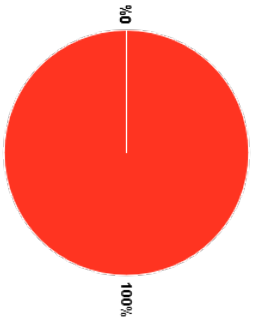
Service Population



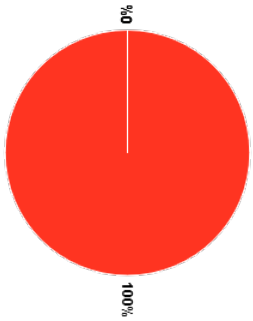
Available Workforce



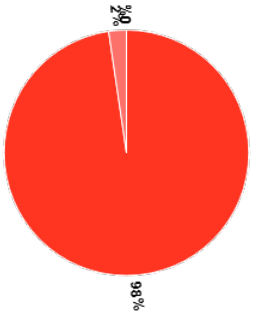
Current Sworn Officers



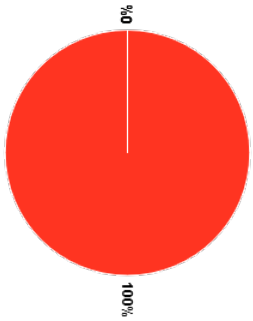
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers



Legend

White Non-Hispanic	

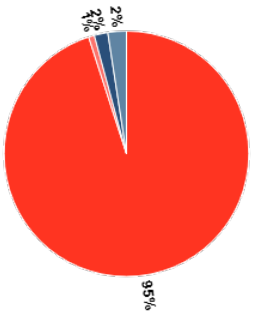
Black Non-Hispanic	
Hispanic Latino Any Race	
Other	

Agency Demographics Report - Reaccreditation Year 3

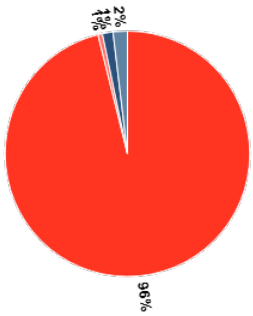
	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	22239	95%	14722	96 %	40	100%	4	10%	39	100%	4	10%
Black Non-Hispanic	180	0%	90	0 %	0	0%	0	0%	0	0%	0	0%
Hispanic Latino Any Race	420	1%	215	1 %	0	0%	0	0%	0	0%	0	0%
Other	570	2%	288	1 %	0	0%	0	0%	0	0%	0	0%
Total	23409		15315		40		4		39		4	

Reaccreditation Year 3 Charts

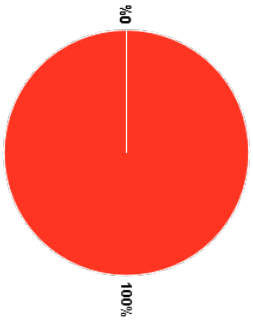
Service Population



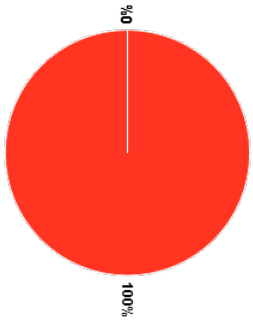
Available Workforce



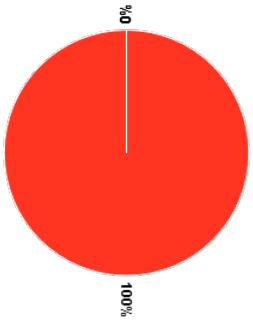
Current Sworn Officers



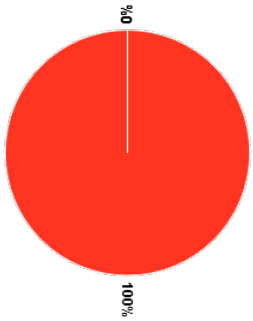
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers



Legend

White Non-Hispanic	

Black Non-Hispanic	
Hispanic Latino Any Race	
Other	

Agency Demographics Report - Reaccreditation Year 4

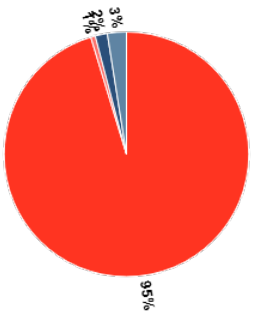
	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	22299	95%	14858	96 %	40	100%	4	10%	40	100%	4	10%
Black Non-Hispanic	141	0%	71	0 %	0	0%	0	0%	0	0%	0	0%
Hispanic Latino Any Race	375	1%	188	1 %	0	0%	0	0%	0	0%	0	0%
Other	585	2%	294	1 %	0	0%	0	0%	0	0%	0	0%
Total	23400		15411		40		4		40		4	

Reaccreditation Year 4 Notes:

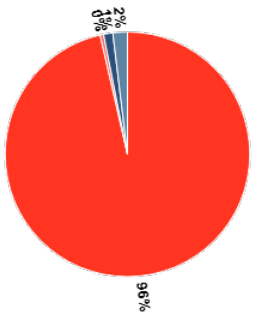
Please also include any other notes relevant to this summary.

Reaccreditation Year 4 Charts

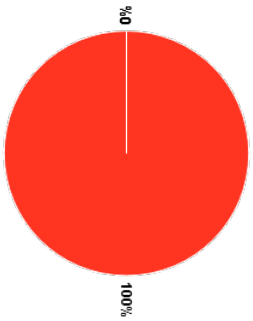
Service Population



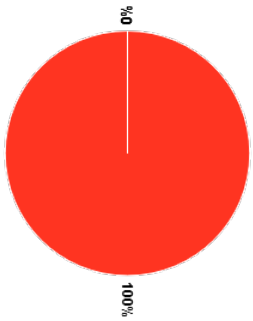
Available Workforce



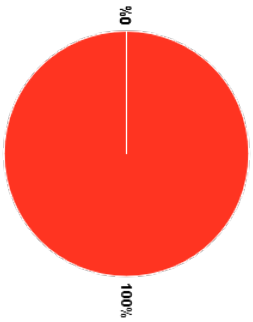
Current Sworn Officers



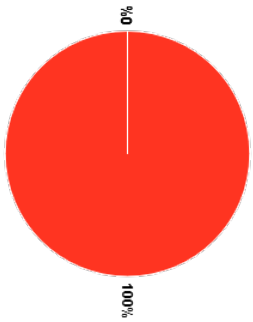
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers



Legend

White Non-Hispanic	
Black Non-Hispanic	
Hispanic Latino Any Race	
Other	

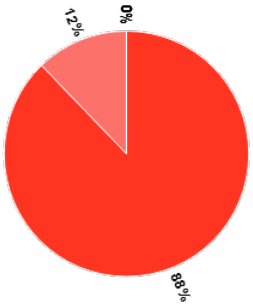
Sworn Officer Selection - Reaccreditation Year 1

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Recieved	539	75	0	0	0	0	0	0	614
Applicants Hired	4	0	0	0	0	0	0	0	4
Percent Hired	1%	0%	%	%	%	%	%	%	N/A
Percent of Workforce Population	9%		0%		0%		0%		N/A

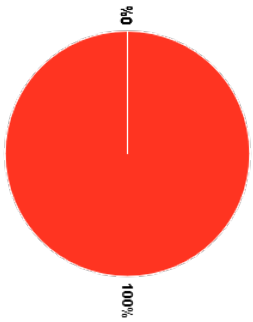
Reaccreditation Year 1 Notes:

Race data is not kept for applicants for Sworn Officer positions. The percent of applicants hired as calculated by CIMRS does not appear to be correct. (4 = percent .65% of 614).

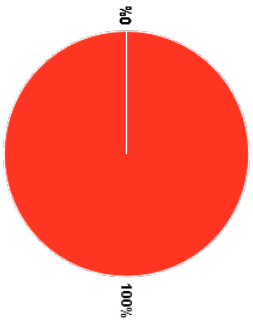
Applications Recieved



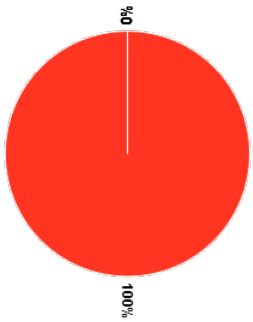
Applicants Hired



Percent Hired



Percent of Workforce Population



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Sworn Officer Selection - Reaccreditation Year 2

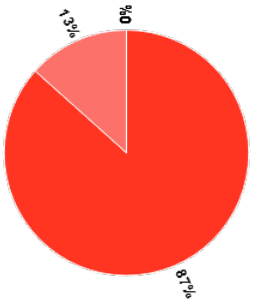
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Recieved	278	43							321
Applicants Hired	4								4
Percent Hired	1%	0%	%	%	%	%	%	%	N/A
Percent of Workforce Population	0%		0%		0%		0%		N/A

Reaccreditation Year 2 Notes:

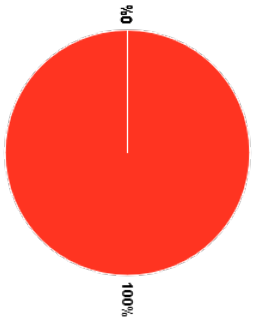
Sworn Officer applicant race and ethnicity data is not collected.

(Note: Unable to complete "Percent of Workforce Population". Was not able to add numbers to the field)

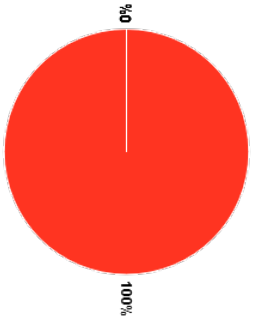
Applications Recieved



Applicants Hired



Percent Hired



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Sworn Officer Selection - Reaccreditation Year 3

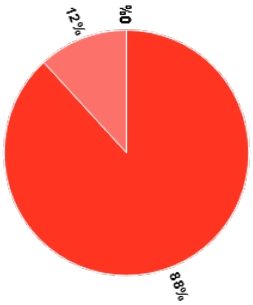
	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Recieved	403	54							457
Applicants Hired	6	1							7
Percent Hired	1%	2%	%	%	%	%	%	%	N/A
Percent of Workforce Population	18%		0%		0%		0%		N/A

Reaccreditation Year 3 Notes:

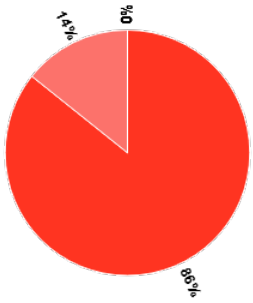
Sworn Officer applicant race and ethnicity data is not collected.

(Note: Percent of Workforce Population is incorrect as there are no values added under other Race categories as that information is not collected)

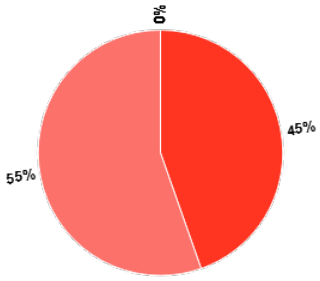
Applications Recieved



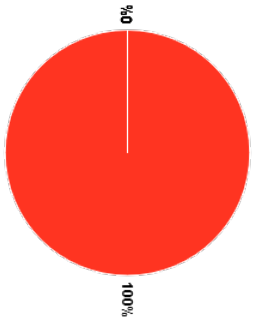
Applicants Hired



Percent Hired



Percent of Workforce Population



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	

Other Female	

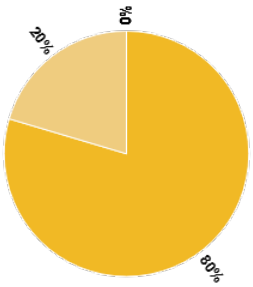
Sworn Officer Selection - Reaccreditation Year 4

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Recieved							78	20	98
Applicants Hired							2		2
Percent Hired	%	%	%	%	%	%	3%	0%	N/A
Percent of Workforce Population	0%		0%		0%		0%		N/A

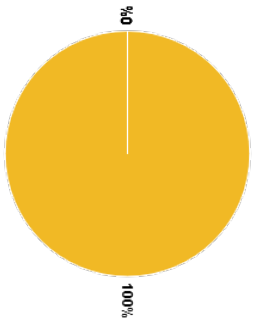
Reaccreditation Year 4 Notes:

Race data is not kept for applicants for Sworn Officer positions. Percent of Workforce Population cannot be accurately calculated as we do not collect race data for our applicants.

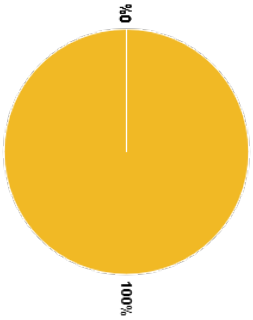
Applications Recieved



Applicants Hired



Percent Hired



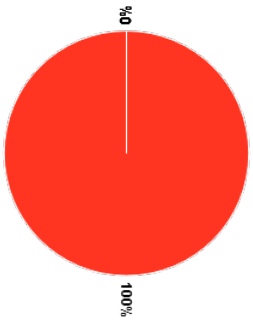
Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

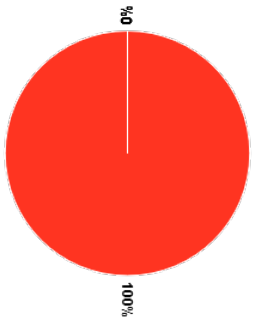
Sworn Officer Promotions - Reaccreditation Year 1

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	8	0	0	0	0	0	0	0	8
Eligible After Testing	3	0	0	0	0	0	0	0	3
Promoted	0	0	0	0	0	0	0	0	0
Percent Promoted	0 %	%	%	%	%	%	%	%	N/A

Tested



Eligible After Testing



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

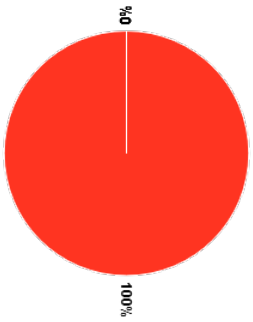
Sworn Officer Promotions - Reaccreditation Year 2

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	0	0							0
Eligible After Testing									
Promoted	3								3
Percent Promoted	%	%	%	%	%	%	%	%	N/A

Reaccreditation Year 2 Notes:

All promotions occurring in 2017 were of candidates from lists established in 2016. There were no promotional processes undertaken in 2017.

Promoted



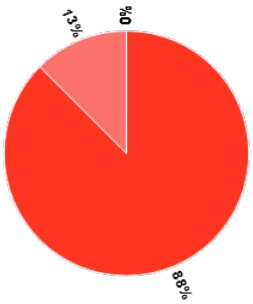
Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

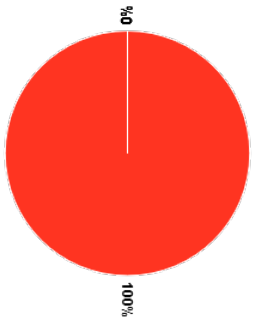
Sworn Officer Promotions - Reaccreditation Year 3

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	7	1							8
Eligible After Testing	3								3
Promoted	2								2
Percent Promoted	29 %	0 %	%	%	%	%	%	%	N/A

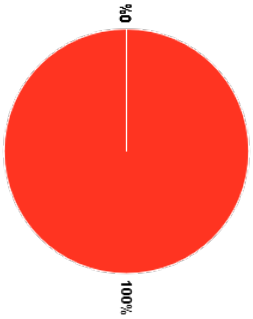
Tested



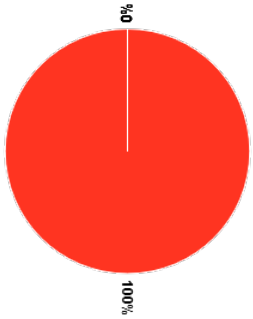
Eligible After Testing



Promoted



Percent Promoted



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

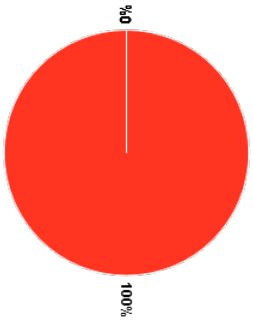
Sworn Officer Promotions - Reaccreditation Year 4

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	5								5
Eligible After Testing	5								5
Promoted	1								1
Percent Promoted	20 %	%	%	%	%	%	%	%	N/A

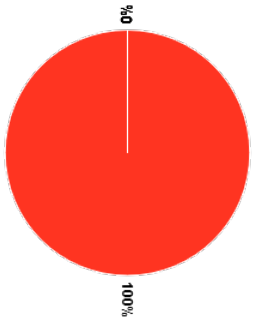
Reaccreditation Year 4 Notes:

Please also include any other notes relevant to this summary.

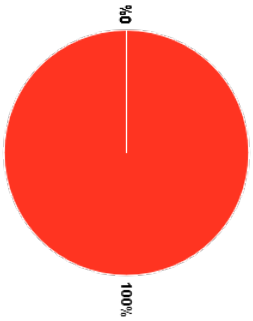
Tested



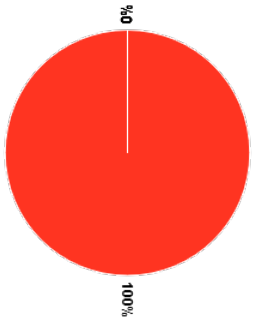
Eligible After Testing



Promoted



Percent Promoted



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	