

Merrimack Police

Department



“Service to the Community”

&

“Commitment to Excellence”

Mark E. Doyle
Chief of Police

WELCOME TO THE MERRIMACK POLICE DEPARTMENT!

As your Police Chief, I can assure all citizens that they can expect only the finest in Law Enforcement services from the men and women of the Merrimack Police Department. Your Police Department stands ready to carry out its mission by embracing our motto:

“Service to the Community – Commitment to Excellence”.
Our Police Department’s Community Policing Philosophy is deeply rooted in each officer and all that they do. It is that philosophy which has been instrumental in building, maintaining and renewing community partnerships in Merrimack. Together, we can improve Merrimack’s quality of life and continue to provide our Citizens and their families a safe and nurturing community. Your Police Department is here to serve you every day and we will continue to work hard to meet... and exceed... your expectations. I am proud that I am serving the people of Merrimack with who I consider to be the finest Officers, Dispatchers and Support Staff in the State of New Hampshire....Merrimack should be proud of them, too.
I look forward to serving the people of Merrimack, a community where many of us call home, many come to visit, and everyone can feel safe.

Sincerely,

Mark E. Doyle

Mark E. Doyle



PHARMACEUTICAL DROP BOX



Deposit your unwanted prescription drugs and keep prescription medications away from our children and our H2O supply .

The pharmaceutical drop box allows citizens to dispose of unwanted, unused or expired medications throughout the year. The drop box is located in the lobby of the PD and is available 24X7, no questions asked!

- Acceptable items for return are prescription medications and samples, all over-the-counter medications, vitamins, pet medications, creams, ointments and liquid medications in leak-proof containers;
- The drop box is not suitable for thermometers, syringes, IV bags, bio-waste, aerosols of any type, inhalers and Epi-Pens;
- The drop box is not intended for large quantities of pharmaceuticals from health care facilities.

For additional information, contact the Community Service Officer at 603-424-3774.

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MERRIMACK POLICE DEPARTMENT MISSION STATEMENT



*OUR PRIMARY MISSION IS TO
ENFORCE THE LAWS OF SOCIETY,
MAINTAIN ORDER WITHIN THE
COMMUNITY, PROTECT LIFE AND
PROPERTY, AND TO ASSIST THE
PUBLIC AT LARGE IN A MANNER
CONSISTENT WITH THE RIGHTS
AND DIGNITY OF ALL PERSONS AS
PROVIDED FOR BY THE LAW UNDER
THE CONSTITUTION OF
THE UNITED STATES AND
THE STATE OF NEW HAMPSHIRE.*

WELCOME HOME SERVICEMEN



To pay tribute to all of our Merrimack residents who are serving in the armed forces. The Merrimack Police Department will honor their return by placing a welcome home message on the sign located in front of the station. If you would like to request a message, please contact Mptl. Robert Kelleher at 603-424-3774 or by [e-mail](mailto:rkelleher@merrimacknh.gov)., rkelleher@merrimacknh.gov.



TIPSOFT WEBTIPS

Webtips through Tipsoft, a product of CrimeReports, allows citizens to provide information anonymously through a secure server which in turn forwards the information to the police department. The party submitting the tip is provided a control number and the ability to create their own password to follow up and see if their anonymous tip helped solve a crime and in turn, if they are eligible for a reward which would be distributed by Merrimack Crimeline.

Tipsters have two options for submitting a tip via our secure server:

- 1 - They can access it through our online portal located at: <https://www.tipsubmit.com/>.
- 2 - Another (better) method is for your webmaster to embed the following URL linked to text or image:
<https://www.tipsubmit.com/WebTips.aspx?AgencyID=907>
(this link is direct, no drill down)

After submitting a tip, you will receive the following message:

“Thank you for submitting your tip with us online. Please log back in and use the online Follow-Up feature to check the status of your tip or to provide additional information. Be sure and keep up with your assigned ID#.

IF THIS IS AN URGENT MATTER DO NOT SUBMIT IT HERE ALONE. EITHER CALL US DIRECTLY OR DIAL 911 IF IT IS AN EMERGENCY!”



nixle

Merrimack Police Department has partnered with Nixle, a community alert system, to deliver free public safety alerts and notifications to residents who sign up for the program. The Nixle system allows for both mobile phone and email outreach to the public in emergency as well as community outreach situations. Those interested can register and learn more by visiting the PD's welcome page, www.merrimackpd.org and then click on the Nixle logo to sign on to the program.

BICYCLE PATROL

This program is designed to get the officer out of the cruiser and place him in an environment where he can patrol in a particular area and establish contact with the residents.

Officers assigned to this patrol, park their police vehicle at a pre-determined safe- house, they then remove their bicycle from a rack in the rear of the cruiser and patrol a specific area. The officer is encouraged to make at least one contact with a member of the particular neighborhood. Should an officer receive a call to respond to a location that is not in the immediate area of his bike patrol, he will return to his cruiser, load the bike and travel to the call.

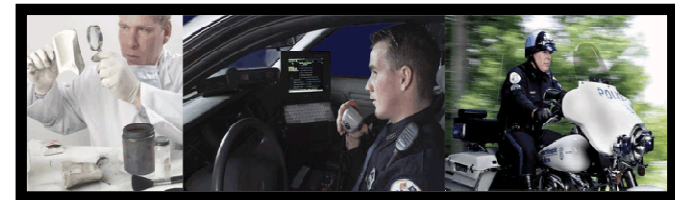
This program accomplishes several goals; first, the officer attracts young people living in the area and always engages in conversation; second, it is a method to patrol areas in a manner that would not bring attention to him. If a potential criminal is looking for a marked police cruiser to drive by, the officer on the bicycle has that measure of surprise.



MERRIMACK CRIMELINE

Also going live on-line will be Merrimack Crimeline's new website, www.MerrimackCrimeline.org. Merrimack Crimeline is an independent organization of volunteer citizens that work closely with the Police Department in its efforts to suppress crime in the community. Merrimack Crimeline's website will provide a variety of information and resources to the public as well as providing a link to the Webtip application. The Webtip application has been generously provide to the Police Department by Merrimack Crimeline.

The Merrimack Police Department along with Merrimack Crimeline are excited about this new technology being implemented and the opportunities it presents to aid the Merrimack Police Department in its mission to make our community a safer place to live.



OFFICER APPRAISAL PROGRAM

In keeping with the philosophy of the Merrimack Police Department, which is **“Service to the Community”** & **“Commitment to Excellence”**, supervisory officers conduct periodic evaluations on the officer’s level of service.

In order for any organization to determine whether it is providing the appropriate level of professional service, feedback from citizens is essential. With that as a basis, every twelve weeks Sergeants or Lieutenants will extract information from the calls for service. They will contact the individual making the request and ask several questions relating to the level of service which was received. For example, was the officer polite? Was the dispatcher helpful? Was there anything else that you thought that should have been done but was not?

Answers to these questions directly affect the level of service that is expected from every member of our department.

DIRECTED PATROL

Directed Patrol is selective enforcement given to areas within the community that have experienced an increase of a particular crime or dangerous situation. For example, if there was a road in town that has just been repaved, and the speed of the motorists increase, we would set up a “Directed Patrol” to monitor the traffic. This would encompass having marked patrol units running radar in the area, or using the radar display boards to monitor traffic behavior. Or, if a particular area of town had experienced an increase of vandalism or theft, we would set up a “Directed Patrol” in these areas. This would be done by having both marked and unmarked units working the area. This establishes a higher exposure of police presence and would enable us to determine the cause of the situation and take the necessary steps to deter any further problems.



K-9 PROGRAM

Gunny was purchased from Compatible Canine Services, out of Brookline, MA. Gunny is a male, born in 2008, sable in color. He weighs approximately 80 pounds.

Gunny and Officer Walters attended and passed the Boston Police Patrol Canine School. Currently they are certified as a K9 team for in the following areas:

- Building Searches
- Tracking
- Obedience
- Evidence Recovery
- Apprehension
 - Long Bite
 - Vehicle Deployment
 - Deployment with Gun Fire
 - Outing with Verbal Commands
 - Pat-down Searches

Also experienced in:

- Crowd Control
- Cell extraction

Officer Walters and Gunny train daily as well as attend on-going certifications classes, to maintain and increase their proficiency level

BASEBALL / TRADING CARDS PROGRAM

With the assistance of Cross Photography and Papergraphics of Merrimack, the Merrimack Police Department now has started a **Baseball/Trading Card** program. Officers within the department now have sets of cards that have the officer's picture on the front and a short biography and personal quotation on the back. It is our hope that this program, with the information provided on the card, will able us to develop a growing and congenial relationship with the youth in our community.

All you have to do is approach an officer and request that they give you one of their cards. This makes the officer approachable to the youth of Merrimack. You can approach the officers that come into your schools, patrol your neighborhood or assisting at various community functions. There is a list of all the staff on our website so you can collect all the officers' cards.

STATION TOURS

The Merrimack Police Department has long acknowledged that the Merrimack police station is your police station. That is the reason that we have always encouraged groups, or individuals to come to the Merrimack Police Department for a **Station Tour**.

Many times during the year organizations ranging from scout groups, schools, daycare, neighborhood mothers groups, churches along with individuals call the police station to schedule a tour. These are done at your convenience and a police officer will conduct the tour. The officer will walk you through the entire police department. You will be able to see the communications area, the detective division, the administration wing, the patrol officers squad room, the cell area (as long as no one is in lockup), police cruisers and more. You can ask questions about police work and what officers do during their shifts. This is another way that we reach out to the youth in Merrimack.



ANIMAL CONTROL SAFETY PROGRAM

The Merrimack Police Department Animal Control Division runs an Animal Safety Program that is geared towards the pre-school and elementary level. The program will teach children how to be safe around many different animals, from dogs to wildlife and to prevent injuries to the children and the animals. The most important aspect of this program will be to teach the children to have respect, responsibility, and compassion for all types of animals.



GOOD MORNING MERRIMACK

Merrimack has experienced a growth period over the past fifteen years.

One of the areas in which we have experienced growth is the Senior Citizen population. We have two distinct housing areas that are devoted to the seniors, as well as those with disabilities.

In an effort to meet the needs of every citizen in the community, a program called **“Good Morning Merrimack”** was established approximately 20 years ago by Chief Joseph Devine in conjunction with the Visiting Nurses Association.

Senior citizens or persons with disabilities can apply to the police department to participate in this program. The application is forwarded to the Visiting Nurses Association and upon review of the information, the member is placed into the program.

Once in the program the member is required to contact the Merrimack Police Department every morning prior to 10:00 AM. The members will “check-in” with the dispatcher to let us know that everything is okay. If the communications center does not receive the phone call, a telephone call is placed to their residence. If we do not receive a reply, an officer is sent to the residence. The officer will attempt to make contact with the member. If contact is not made, the officer will obtain a key from a predetermined location and will enter the residence to check on the welfare of the member.

The department is also equipped to exchange TTD communications with the hearing impaired. Resources are available to those who are hearing impaired who do not have a TTD machine and wish to participate in the program.

HALLOWEEN SAFETY & FUN DAY

Each year the Merrimack Police Department, the Merrimack Police Association and the Merrimack Parks and Recreation Department host a **“Halloween Safety & Fun Day”**. This is a day that families can come and have a fun filled afternoon. We have a pumpkin carving contest, a haunted house and a Halloween parade, where prizes are awarded. While all the activities are going on, there is popcorn, cotton candy and hot apple cider for all. We do a safety talk for the children and all the children that attend receive a goodie bag. Throughout the day we have judges checking out all the costumes to find one who will win the grand prize for the best costume of the day. Come join us, this is a way to keep the Halloween spirit alive with a safe venue for all.



CHILD SAFETY SEAT

Am I using the best child safety seat for his/her age and weight? Is the car seat installed correctly? When should I graduate my child to the next level of car safety seat? These are typical questions asked by parents about car seats. The Merrimack Police Department offers to the community a **“Child Safety Seat Check-up”** program. You can call the police department and make an appointment to have your car seat(s) checked. We will go over the proper installation and periodic checks that should be done to all safety seats and also check for any recalls on your car seat. We check to see if your child still fits the car seat that you have. Also, as your child graduates to the next level of car seat, you can call to have the installation rechecked.

CHILD SAFETY SEAT LENDING PROGRAM

Also, in conjunction with this program, we offer a **“Safety Seat Lending”** program. If your car seat has a recall or the safety seat was involved in an accident, the Merrimack Police Department will lend you a car seat to use for a period of time until you purchase a new seat for you child. If someone needs a seat for a short period of time because of a child visiting a family member and no car seat is available, you could contact the police department and we would lend the appropriate seat for the child.

HOUSE CHECK

Merrimack is made up of a large residential community. We recognize that the ability to deter crime is a responsibility that our department takes very seriously. To deter crime, we must be visible and vigilant in our efforts to let those who would commit crimes know that their chances of being successful are greatly diminished.

Historically, one of those ways in which we have been visible is the **“House Check”** program. Residents of the community who are leaving their residence for a vacation, for two days or longer, are encouraged to contact the police department and have a house check placed on their home while they are away.

While they are away, an officer will go to their residence at various times of the day/night and will physically walk around the residence checking on the condition. Officers will check that the doors are locked and the windows are secured. If an officer should find what appears to be an unusual occurrence, then the officer would contact a neighbor or whoever was listed as having a key to the residence. This person's name and telephone number will be given at the time of the application for the house check. On occasion, we've had to contact the owner at their destination to determine if an occurrence is normal. For example, if the officer sees a light on in the residence or a vehicle in the yard that was not listed, an inquiry will be made.

We believe that the officer checking the residence will deter any person who may be driving around with the thoughts of burglary.

OPERATION SAFE RETURN

Operation Safe Return is a program designed to assist “Memory Impaired or Non-Verbal persons”. Residents of the community who are themselves, or have a member of their family suffering from a disability which has an effect on their memory or speech may apply to participate in the program. This program is primarily for school-aged children and adults.

Any resident can approach the department and ask for an application. Upon completion of the application process, the participant will be issued an I.D. card and a bracelet, which will have a number on it which will allow an officer to check a record for this number. The identification card and bracelet will also let other cities or towns that they should contact the Merrimack Police Department if they encountered this person. Our records will have pertinent information regarding family members, telephone numbers and other information that will assist the officer in determining where the resident resides.

SELF-DEFENSE/ SEXUAL ASSAULT AWARENESS PROGRAM

Did you know that 4 out of 5 women could be a victim of a crime against them in their lifetime? This alarming national average is the reason the Merrimack Police Department, along with Bridges, a woman’s **Self-Defense/Rape Awareness** seminar. The program is 2 nights and each class is 6 hours. The seminars goal is to make woman aware of programs offered in the local area to help prevent becoming the victim of a crime. We also give helpful tips on how to reduce your risk of being a victim. Topics that are covered are home safety, driving safety, safety at malls and reducing risk while traveling.

The second part of this seminar is a hands on training of various breakaway techniques. A defense tactics instructor from the Merrimack Police Department will show a variety of techniques that you can use if confronted.

This seminar is open to any woman over 18 years old, and from 16 years old if a parent or legal guardian attends the class.

CITIZEN'S POLICE ACADEMY

The Academy's objective is to acquaint the residents of Merrimack with their Police Department. This ten week course enables the participants to understand the professional standards that the Merrimack Police Department demands from its officers. They will obtain knowledge of the day-to-day operations and duties of the various divisions within the Department.

Topics to be covered include:

- Overview of our Organization,
 - Patrol Functions,
 - Criminal Investigations,
 - Community Policing, Accident Investigation,
 - Court Proceedings / Criminal Justice System, Firearms, Arrest Procedures,
 - Defensive Tactics, Communications (911),
 - Animal Control,
- School Resource Officers functions.

Class Participants may ride with a patrol officer for four hours to see firsthand what an officer may encounter during a shift.

This Academy is open to any Merrimack resident 18 years or older.



NEIGHBORHOOD CRIME WATCH

The concern of violent crime is ever present in today's society. Your chances of being a victim of some type of crime in your lifetime are increasing. Being involved in a **Neighborhood Watch** program could give you and your family an added sense of safety and security. Neighborhood watch programs have been involved in the prevention of criminal activity and the apprehension of criminal suspects. Both small and large communities have participated in the program.

This program is available through the Merrimack Police Department and Merrimack Crimeline. This program is designed to further the "Partnership with the Community" philosophy. Upon receipt of the request from the public, the Community Services Officer will speak to members of the particular neighborhood. He will explain the program and how the watch would be additional eyes and ears for the police department. We would ask the neighbors to report any suspicious activity to the police department. Your neighborhood would also have signs at entrances and egresses clearly stating that your particular neighborhood is participating in a neighborhood crime watch.

OPERATION IDENTIFICATION

Operation **Identification** is one component of our nation-wide effort to reduce criminal opportunity. The Operation I.D. program involves inventorying valuables and marking property with an identifying number to discourage burglary and theft and to aid in the recovery and identification of stolen property. Identifiable property is difficult for a burglar, or thief, to dispose of or resell. It is also much easier to prosecute a burglar, or thief, who is caught possessing stolen property, which is marked.

Property is marked with an electric engraver, or indelible ink. An engraving pen is available on loan, free of charge, through the Merrimack Police Department. You should mark your property with an identifiable mark that is unique to you. You could use your New Hampshire Driver License number, your initials and your date of birth or if a business your business state tax number. You should not use your social security number as this could allow others to gain access to personal information. Also, you should put NH or the state you reside in before your ID number. This will tell an investigator that this property was stolen from New Hampshire.

When marking your property, it should be placed on a non-removable portion of your property. If marking an object will damage or destroy its usefulness, or detract from its value, do not mark it. For these valuables you should take a photograph or video of your property. All of this information should be recorded and placed in a safe location for easy retrieval, should your property be stolen. This will assist investigators with make, model number, serial number and value.

VIAL OF LIFE

The “**Vial of Life**” program is designed for individuals who live alone, senior citizens or anyone who wishes to provide for their care in the case of fire, sudden illness or other emergencies. The vial of life holds vital personal and medical information that is readily accessible in the home in the case of a crisis or emergency. A red heart decal on the refrigerator door lets emergency personnel know that the resident has a vial of life.

This program is sponsored by the NYNEX Pioneers and RSVP (the Retired and Senior Volunteer Program of Southern NH Services, Inc.). They make the vials available and coordinate distribution in cooperation with Police and other emergency response personnel.



55 ALIVE DRIVER SAFETY PROGRAM

The Merrimack Police Department recognizes that its “Service to the Community” ranges from the young to the elderly. That is why the police department is pleased to offer the **“55 Alive Driver Safety Program”**. This course was developed by AARP and is designed especially for those motorists over 50 years of age. This is an 8 hour course that reviews driving skills and techniques, physical changes as we get older, changes in vehicles and how that effects our driving, safety considerations, potential trouble spots and aggressive drivers/road rage.

The course is taught by police officers that are instructors for AARP. There are no tests to pass the course. Some insurance companies in New Hampshire offer a discount for completing this course and you can use this course to offset points on your motor vehicle record.

HOME/BUSINESS SECURITY SURVEY

The Merrimack Police Department recognizes that many thefts or burglaries occur because the criminal labels its victim as an easy target. Many criminals look for the easiest target to reduce their chances of being caught. That is why the Merrimack Police Department offers to the community **“Home/Business Security Surveys”**. We will come to your home or place of business and do an audit of the security around your home or business.

We will walk around the perimeter of the building looking for easy hiding places or potential entrance points. We will examine the landscaping to see if it poses potential problems for the homeowner or business. We look at the outside lighting and ask questions about how it is used.

We will walk through the house, or business looking for the prime entry points and check to see how well they are secured. We will ask questions about how you normally run your business. What lights are left on a regular basis and if these procedures are ever changed. We also ask what level of security you feel you need for your personal situation.

We then will make suggestions on how you can improve the security around your home, or business, for the level of security you feel that is necessary. These can range from better landscaping and outdoor lighting and improving the entry points by installing deadbolts, pinning windows or other suggestions to meet your requirements.

SCHOOL PARTNERSHIP PROGRAM

The Merrimack Police Department and the Merrimack School District has had a partnership for many years. Officers have gone into the elementary and middle schools and assisted teachers with their safety curriculum. Topics that are covered range from **school bus safety, bicycle safety, stranger awareness, gun safety, how to properly use 911, search and seizure and respect and responsibility.**

The Merrimack Police Department also participates with the school sponsored **“Project Safeguard”**. This is scheduled for 6th, 8th graders. Officers speak with students and parents in this workshop based program. Workshops offered by the Merrimack Police range from Internet safety, drug recognition, effects of alcohol & drugs and use of the DWI goggles.

During the school year, officers from the department are assigned to an elementary school as part of our **“School Reading program”**. They are given a book that the teacher has selected, and the officer reads the book to the class. The officer also answers any questions that the children may have. All of the elementary schools grades 1 through 3 participate.

On occasion an officer will go to a local pre-school or kindergarten. The officer will cover topics that are geared toward these younger children. The officer is at the school for approximately 30-45 minutes of each class.

This is a very worthwhile program that brings the department into a very positive light with the students.

SPECIAL OLYMPICS PROGRAM

Every year, officers from this department volunteer their time by participating in the **“Special Olympic Torch Run”**. Officers begin their run at the Nashua-Merrimack line and continue through the town to the Merrimack-Bedford line. Some of the officers continue with the run to the check point destination in Manchester. Officers participate by running, riding bicycles or rollerblading, all in support of those less fortunate.

The Merrimack Police Department also sends officers to the New Hampshire Special Olympics opening ceremonies. Police departments from around the state participate in the opening ceremony parade by having marked police vehicles and motorcycles lead these athletes into the stadium at the University of New Hampshire’s campus in Durham.

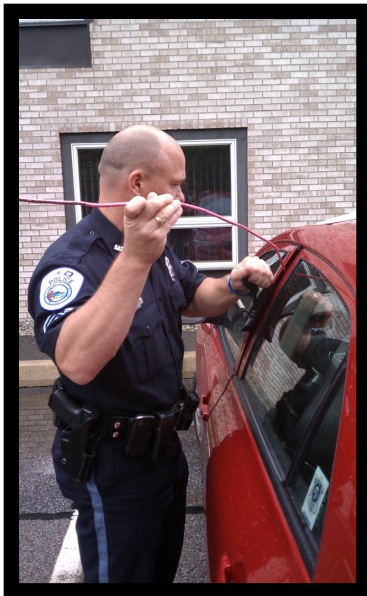
Merrimack Police Department also supports the Special Olympics with handing out medals at the Awards ceremonies for both the Summer and Winter games. Many members of the Merrimack Police Department take part in the Penguin Plunge to raise money to support the Special Olympics every year.



VEHICLE LOCK-OUTS

Have you ever locked your keys in your vehicle? Embarrassed? Don't be, it happens to the best of us. Just give the Merrimack Police Department a call at **424-3774** and we will send an officer to your location.

The officer will ask you to sign a waiver, (in the unlikely event that your vehicle gets damaged), and we will attempt to unlock your vehicle. Our officers are pretty good at this, but, unfortunately there are no guarantees. We may not be able to unlock all vehicles, but we will give it our very best try.



P.A.C.T. PROGRAM

The **P.A.C.T. (Police And Children Together)** program has been part of a collaborative effort between the Merrimack Police Department and the Merrimack School District since 2009. This program is taught to the 5th grade clusters as a core curriculum.

P.A.C.T. lessons focus on:

- Acquiring skills to resist peer pressure
 - Enhancing self-esteem
 - Learning about alternatives to substance abuse
 - Learning anger management and conflict resolution skills
 - Developing risk-assessment and conflict evaluation
 - Reduce violence
 - Build interpersonal and communication skills
 - Resist gang involvement and behavior
 - Strong attention to alcohol/tobacco resistance
- Technique for minors.

SCHOOL RESOURCE OFFICER

The Merrimack Police Department has developed the SRO Program to assist the Merrimack School Department. The School Resource Officer Program is a National Program created to assist the School Departments across the country helping to keep the staff and students safe. Our program started in 1990, with one Officer working at the Merrimack High School. In 2009 a second SRO was assigned to the Merrimack Middle School. These Officers work closely with the School Department to ensure the safety of both students and staff.

WALK-ALONG PROGRAM

It has long been determined that the best method of policing from the standpoint of prevention is to get out and meet the citizens of our community.

This is fundamental to many of our programs. Meeting with the public allows our officers to get to know the residents, as well as the business owners. Once a relationship has been established, the communication factor increases. We become approachable, and the public feels less anxious about requesting assistance, or giving information that may assist us in solving a crime.

This program, **“Walk-Along”**, is designed to get the officer out of the cruiser and into areas where crimes have been committed or the potential for crime is heightened. For example, increased visibility is shown at the shopping centers during the holiday season; or if a group of undesirables is frequenting a particular location, officers will make their presence known by walking around these spots in the efforts to deter crimes from being committed. They will also walk through condominium complexes, elderly housing complexes or neighborhoods, to assure safety to the residents.

HONOR GUARD

The department has a seven-member honor guard. These officers attend community activities, funerals for law enforcement officers, parades and other functions, upon request.

This award winning honor guard brings distinction and credit to the Police Department and to the community of Merrimack.

These officers can be seen during the Memorial Day, Forth of July and Christmas parades held in Merrimack.

