

October 19, 2022

Chief McGillen
Candia Police Department
74 High Street
Candia, NH 03034

Re: Risk Management Assessment
Candia Police Department
October 3, 2022

Chief McGillen,

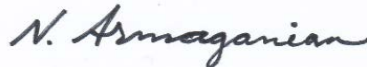
Thank you for accompanying me and my colleague, Risk Management Consultant Derek Martel, around the building as we conducted a site assessment of the Candia Police Department. This assessment was conducted at your request for the purposes of identifying any deficiencies and/or potential safety hazards. We viewed the building from a risk management perspective and did not discuss operational issues and/or policies.

As we walked through the building, I discovered some areas of the police department that I consider deficient. I outlined my observations in the attached pages and summarized my findings in a section titled *Recommendations*. I recognize that some recommendations can be addressed immediately, while others may require additional planning and budgeting. That said, making any changes is not mandatory, it is a local policy decision.

Before proceeding with any changes, I would encourage you to have a local building inspector confirm the town is following all applicable codes, rules, and ordinances. If additional clarification is needed, I would suggest the town consult with your local Fire Department and/or State Fire Marshal's Office.

Please keep me apprised of any actions you take as suggested in my report. You may use a response such as: *Completed, Under Consideration, Not Under Consideration, Considering-Waiting for Budget Review, etc.* If you have any questions, I invite you to call. Again, thank you for your time and your attention to mitigating risk.

Sincerely,



Nicole Armaganian
Risk Management Consultant
603-225-2841 xt199; narmaganian@nhprimex.org

***Town of Candia Police Department
Risk Management Assessment and Recommendations***

Department Overview:

The Candia Police Department provides full-time and part-time police coverage 24-hours a day, 7-days a week. The department is comprised of seven full time officers (1-Chief, 1-Lieutenant, and 5-Officers), one full time administrative assistant, two part-time officer, and one part-time animal control officer. There are no specialty units or task forces established within the department.

The station is open for walk-in business but contact with a department staff member depends on the presence of an officer or the administrative assistant. There is a doorbell on the outside of the entrance, but it only summons someone when in the police department. Communication Services (Dispatch and emergency calls) is provided by the Rockingham County Sheriff's Office. The Police Department uses the services of an attorney to assist with prosecution of arrests up to the felony level. Any felony level cases are prosecuted with the assistance of the Rockingham County Attorney's Office. The Candia Police Department patrols approximately 30 square miles with a town population of 4,013. They average approximately 15, 325 calls for service per year.

The department has five Ford Explorers they use for cruisers: a 2022, 2021, 2020, 2019 (Detail car), and a 2017. The cruisers are kept at the PD when not in use. The department currently has a vacancy for one full-time officer.

Facility:

The Candia Police Department has been in this building since 1989. It is located within a stand-alone structure that is also occupied by the Town Hall. Both locations are notably marked for public visibility. Public access to Town Hall is from a side entrance located on the west side of the building. Public access for the Police Department is at a back entrance located on the south side of the building. There is no wheelchair access into the Police Department. The building has three floors (main, upstairs, and basement) and is not equipped with an elevator.

Although public access is from two different outside locations, Town Hall and Police employees can access the different sites through interior doors.



Access/Security:

The Police Department is equipped with a fire and an intrusion alarm system with a direct connect to third party supplier, Pelmac Fire Company. The building is also equipped with a sprinkler system.

There is an interior and exterior camera system. These interior cameras are not connected to a third-party vendor. These cameras monitors are viewed only when someone is in the building, but the system does record and is on a 90-day auto overwrite.

There are interior cameras mounted throughout the PD and also at the entryway of Town Hall. There are exterior cameras viewing the west and south sides of the building and parking lots. There are no exterior cameras located to view the north side of the building (front of Town Hall) and no camera viewing the east side of the building (generator side of building).

The main entrance into the Police Department is from a parking lot located on the south side of the building. Entry is from a single door which leads to a small lobby area. This entryway has overhead cover to protect from outside elements. Once inside the waiting area, there is a door to enter the PD. That door is locked and only opened by authorized personnel.



To the right of the waiting area, is a service window monitored by the Administrative Assistant. The service window is made of ballistic glass. These walls, as well as the remaining interior walls of the building are not equipped with ballistic protection. And no portion of the exterior of building has ballistic protection.



When leaving the waiting area, you enter another small entryway. This entryway is labeled with a ceiling mounted illuminated exit sign.

The door straight ahead is not for public access. It leads to the Town Hall. It is accessible from the PD side but kept locked from the Town Hall side. The door on the left is used to access the police department.



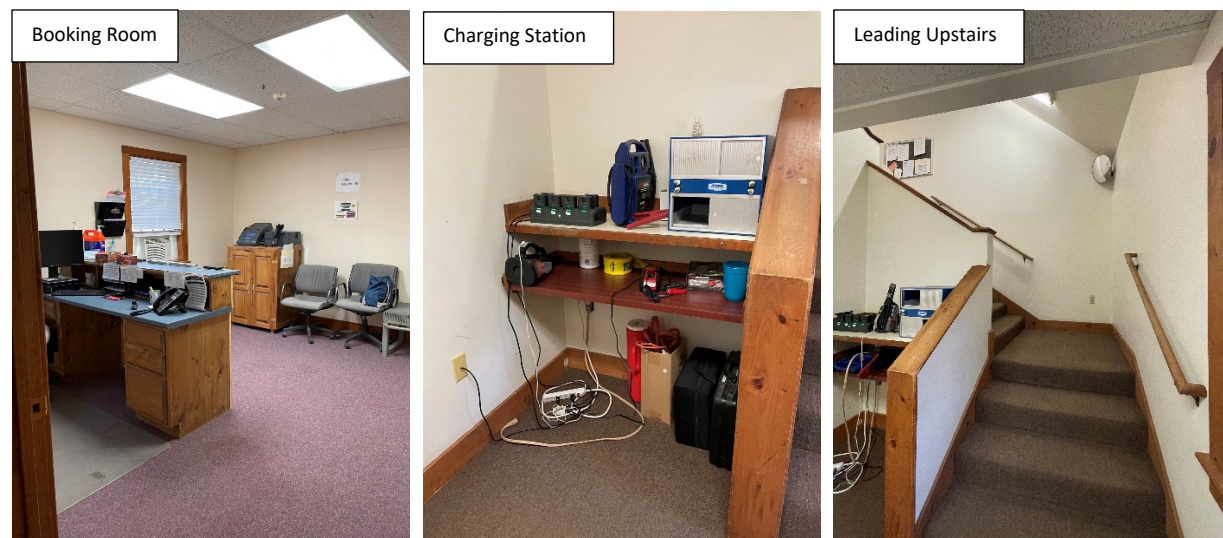
Interior of Police Department:

Main Floor:

When entering the police department from the lobby, the booking area is on the right. To the left is a radio charging station, which is adjacent to a staircase leading to the basement, and a staircase leading upstairs.

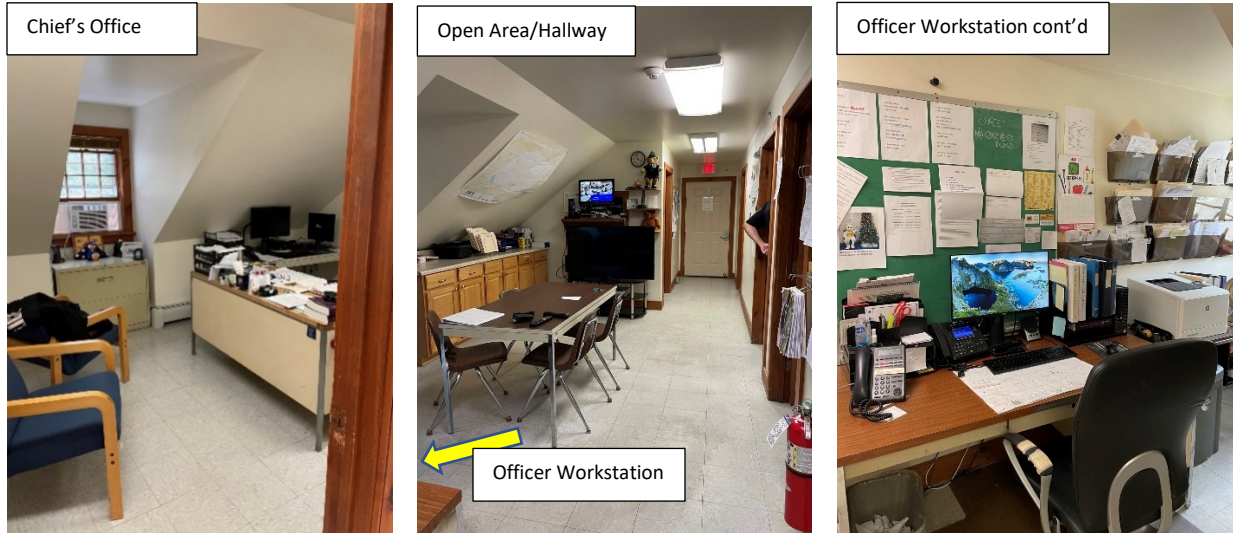
The booking room contains a bench with handcuffs for prisoner securement. It is equipped with a countertop for fingerprint processing, an Intox machine, and a computer for entering detainee information. In the summer months, the window holds an air conditioning unit.

The booking room can only accommodate single arrests. And it does not have sight and sound separation between adult detainees and juveniles.



Upstairs:

The upstairs of the PD is a combination of single rooms with doors (Chief's Office, Lieutenant's Office, kitchen), as well as an open area. The room located at the top of the stairs is the Chief's Office. The open area has been converted into an eating and report writing area. In addition to a table and chairs, this open area holds filing cabinets, a TV, and a camera monitoring screen. There is also a single desk tucked into the left side of this area which has been converted into a workstation. Although kept very neat, this upstairs area is crowded and provides no privacy, particularly if holding a conversation or talking on the telephone. The slanted ceiling in this area makes it difficult to efficiently utilize the space.



This open area also serves as a hallway that leads to more rooms and another small open area.



As you leave this area and continue down the hall, there is a door labeled with a ceiling mounted illuminated emergency exit sign. This door leads to another hallway containing separate rooms. These rooms are used as a classroom style training room (also where the furnace is located), there is a bathroom, and another office space.



Hallway w/exit sign



Bathroom

Basement:

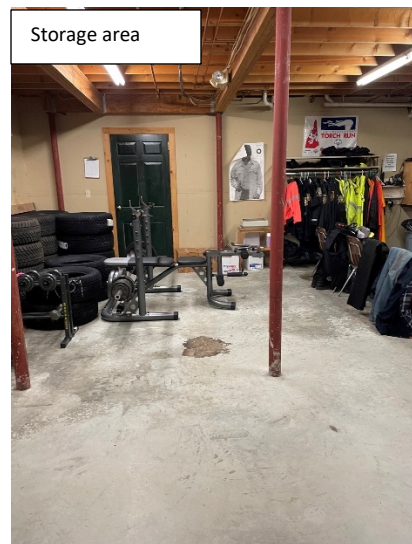
To the left of the charging station, is a staircase which leads to the basement. The basement is one large garage-style room. Lockers line the back wall and there is a changing area in front of the lockers. There is a weight bench, a rack for police jackets/gear, storage for cruiser tires, etc.



Leading Downstairs



Locker room area



Storage area

Just off this area is a small room used for the storage of animal control equipment. And there is another room used to store evidence. In addition to evidence, this room houses old personnel files, department firearms, old uniforms/gear, and department ammunition. The evidence room is not ventilated but does contain a dehumidifier. Access into the evidence room is controlled and restricted to the assigned evidence officer and the chief.

Animal Control EQ



Evidence Room



When passing through the basement door, it leads to the location of the electrical panel and data storage rack which supplies utilities for the entire building.

Electrical Panel



Data Storage Rack



This concluded my building walkthrough of the Candia Police Department.

Recommendations:

- 2022-01: Prisoner Processing**
- 2022-02: Juvenile Facility/Room**
- 2022-03: Privacy**
- 2022-04: Staff Facilities-Locker Rooms**
- 2022-05: Staff Facilities-Showers/Sanitation**
- 2022-06: Handicap Accessibility**
- 2022-07: Emergency Lighting – Signs and Access**
- 2022-08: Site Security**
- 2022-09: Security of Police Records**
- 2022-10: Cyber Security Plan**

Recommendations:

Please note: Execution of any/all recommendation(s) is not mandatory; it is a local policy decision. Please note that any changes or implementation of any kind should be done in adherence with local codes, ordinances, and applicable laws and inspected by the authority having jurisdiction.

(If you cannot implement recommendations for current building, perhaps you can establish a building plan for a new building using some of these suggestions).

2022-01: Prisoner Processing:

Have a separate entrance for escorting detainees into the building rather than through the front door/lobby. A ‘sally port’ type area would be ideal because it allows for security of the prisoner, safety of the officer, eliminates potential third-party interference, and the prisoner escort is protected from the weather. A ‘sally port’ would also allow for safe weapon securement and immediate detention of arrestee before processing.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-02: Juvenile Facility/Room:

Juveniles in custody should be kept separate by sight and sound from adult detainees. When placed in custody, juveniles cannot be in the same lockup area/facility as a detained adult offender. Current booking room/area does not accommodate this required separation.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-03: Privacy:

Create an area/room where private conversations cannot be overheard. The current building lacks adequate construction to maintain privacy. Establish or create a room that can be utilized for taking citizen’s complaints or requiring police attention in a confidential and private manner. It can also be used for conducting interviews and interrogations and to discuss private police matters, such as evaluations, discipline, etc.

Date Completed: _____ Or Estimated Date of Completion: _____ Actions Taken (or to be taken):

2022-04: Staff Facilities-Locker Rooms:

There are currently no separate and adequate locker rooms/changing areas for male and female employees/officers. Currently, lockers for male officers are in an open area of the basement. When changing, an officer could be disturbed by another employee who is accessing the evidence room, or the animal control office, or if needing equipment, etc. An adequate room for female officers is also important. This lack of adequate facility could discourage officers, particularly female officers, from working at the Candia PD.

Date Completed: _____ Or Estimated Date of Completion: _____ Actions Taken (or to be taken):

2022-05: Staff Facilities-Showers/Sanitation:

Because police personnel may encounter blood and other bodily fluids, measures for disinfection of persons and/or equipment should be considered. Such as showers or large sinks for cleaning equipment that is adequately ventilated and lighted.

Date Completed: _____ Or Estimated Date of Completion: _____ Actions Taken (or to be taken):

2022-06: Handicap Accessibility:

The police department entrance is not currently wheelchair accessible. Please coordinate with your local building inspector or code enforcement officer if such an entrance is required.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-07: Emergency Lighting – Signs and Access:

Please coordinate with your local building inspector or code enforcement officer, or even your local Fire Chief, about the necessary points of egress from the top floor and from the basement, as well as the locations of the overhead emergency lighting. I have concerns about the placement of current overhead emergency lighting because these exit doors do not have you exit the building but rather just leaving one room and go into another.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-08: Site Security:

As the generator is power backup for the entire building, consider adding a security camera to the east side of the building overseeing the generator.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-09: Security of Police Records:

Ensure police records/paperwork are kept in cabinets/containers that protect from the environment, particularly fire and water damage. Access to records should be controlled.

Date Completed: _____ Or Estimated Date of Completion: _____
Actions Taken (or to be taken):

2022-10: Cyber Security Plan:

Implement a Cyber Security Plan. Recently there have been several cyber intrusions and denied access incidents within NH Law Enforcement and local government. The department should work with its IT provider to develop a plan to harden its system against these types of attacks and establish a working backup system is in place in the event a cyber-attack should occur. Included should be an Incident Response Plan (sample attached). An Incident Response Plan focuses on the processes you have in place to create a response team with identified roles, have an emergency communication plan, legal plan, identify and categorize the event, call for forensic first response assistance, and contact Primex to work alongside your IT team to remediate a cyber-attack.

Date Completed: _____ Or Estimated Date of Completion: _____

Actions Taken (or to be taken):