

# New Hampshire Commission on Law Enforcement Accountability, Community & Transparency

New Hampshire State Police  
2020

Colonel Nathan A. Noyes



**Mission:** The New Hampshire State Police is dedicated to providing the highest degree of law enforcement service throughout the State of New Hampshire while maintaining the traditions of fairness, professionalism and integrity.

In order to assist the Commission with researching and formulating recommendations on how law enforcement can better serve our communities, this presentation describes New Hampshire State Police's:

1. Training – General & De-Escalation Specific; and
2. Professional Standards & Policies



# New Hampshire State Police - Training

- NH Police Standards & Training Council
- New England State Police Administrators Compact (NESPAC)
  - Training Includes: Emergency Vehicle Operation School; Firearms Instructor Training; Tactical Training; Supervisor & Leadership Training; Women's Leadership Training;
- International Association of Chiefs of Police (IACP)
  - Best Practices & Policy Development
- Leadership in Police Organizations (LPO)
- Certified Public Supervisors (CPS) & Certified Public Managers (CPM)
- Regional & National Training Opportunities
  - Federal Bureau of Investigation – National Law Enforcement Academy



# New Hampshire State Police – Training

All Troopers Receive

- Use of Force – Winter Defensive Tactics
- Use of Force - Firearms (Spring & Fall)
  - Day and Night Training
  - Classroom & Practical Application – Comprehensive Training
- Summer Simulations
  - Training encompasses statutory law, case law, policy, and recent case reviews.
- Emergency Vehicle Operators Course (EVOC)
- Search & Seizure Training
  - In Conjunction with Federal (US Attorney) and State (Attorney General) Partners
  - Additionally 896 Local Police Officers
- Field Training & Evaluation Program (FTEP)
- Mandatory Policy Review – Fair & Impartial Policing (Moodle)
- Response to Active Shooter
  - Entire Division & Municipal Agencies



# New Hampshire State Police

## Peer Unit Creation & Training

- PEER Unit – Implementation 2010
  - Initial training – Group & Individual Crisis Intervention
  - Concept began to remove stigma within the division
- Mental Health Awareness & De-Escalation
  - 2014 – NHSP & NAMI NH created 45 minute video dealing with de-escalation. Focused on different psychosis, how to respond to different scenarios and practical exercises for viewing.
    - Viewed by 339 Troopers/Officers in 2014
    - Viewed by 372 Troopers/Officers in 2018
  - 2014 – Each troop received presentation on de-escalation techniques & case studies.
    - Every new hire trains with the NH Hospital.
- 2016 –Unconscious Bias Training



# New Hampshire State Police

## Peer Unit Creation & Training

- 2016 & 2018 – Nicholas J. Halias Symposium
  - Unconscious Bias, Mental Health & Society’s Guardians - Training
- 2017 – All members attended “Substance Misuse, Identification & Intervention Training”
  - Addressed substance abuse, mental health concerns and suicide prevention.
- 2018 – Created Mental Health & Wellness Coordinator Position.
  - PEER Unit registered with International Critical Incident Stress Foundation.



# New Hampshire State Police – Peer Unit Creation & Training

- 2018 to Date – Crisis Intervention Team Training
  - Sponsored by National Alliance for the Mentally Ill (NAMI) NH (Grant Funded).
  - 225 Troopers over 3 year period.
  - Training (40 hours) focuses on active listening and de-escalation, recognizing crisis signs and intervention best practices.
  - This training is the Memphis Model. Upon completion, NHSP will far exceed national average of law enforcement personnel trained in CIT.
- 2018 – Resiliency & Wellness Training by Breach Point Consulting
  - Focused on responsibilities of being a police officer and how to cope with the challenges.
  - 270 Troopers attended within 3 days.
  - In 2019, regional training on same topic was held regionally.
    - 17 Troopers attended.



# New Hampshire State Police

## Professional Standards – Policy & Procedure

- Chapter 1 - Rules & Regulations
  - Intended for the guidance of Division Members so they may be informed of their responsibilities, to include:
    - Obedience
    - Obligations
    - Performance Expectation
    - Use of Weapons
    - Rank Structure
    - Relief from Duty
    - Restoration to Duty
    - Personal Conduct
    - Division Property
    - Discipline

Also includes Division Mission Statement, Vision Statement, Collaborative Agreement & Code of Ethics.



# New Hampshire State Police

## Professional Standards – Policy & Procedure

- Division of State Police currently has 109 Policies & Written Directives
  - They encompass:
    - Rules & Regulations
    - General Orders
      - Policies & Professional Standards
    - Special Orders
      - Temporary Orders
    - Training Bulletins
      - Written Directives that are informational or instructional in nature.
  - These policies cover a wide variety of topics areas from Public Relations, to Search & Seizure, to Juvenile Procedures, to Transporting Prisoners, to Fingerprinting, to Sexual Harassment, to Interview & Interrogation.



# New Hampshire State Police

## Professional Standards – Policy & Procedure

### ○ Use of Force Policies

#### ■ Include topic areas such as:

- Force Continuum
  - Police Presence
  - Verbal Persuasion
  - Use of Empty Hand Control/Physical Strength
  - Oleoresin Capsicum Aerosol (OC Spray)
  - Use of Taser
  - Use of Impact Weapons
- Unauthorized Non-Lethal Weapons
- Medical Assistance
- Reports & Administrative Reviews
- Justification for Use of Deadly Force & RSA 627:5



# New Hampshire State Police

## Professional Standards Unit

- Division Professional Standards Unit
  - Personnel – 3 Division Members
    - Unit Commander – Lieutenant
    - Investigators – 2 Sergeant Positions
    - Report directly to the Colonel.
  - The Professional Standards Unit is responsible for maintaining the Professional Standards of Conduct Manual, conducting administrative investigations regarding complaints (internal & external) and reviewing all incidents involving the use of force, pursuits and cruiser accidents.
    - PSU also consults with the Director's Office regarding personnel matters.
  - Completes Annual Report



# New Hampshire State Police Professional Standards

- Current Division Software
  - IAPro – Professional Standards Unit
    - Professional Standards Unit Case Management Software
    - Tracks Internal (Division Initiated) & External (Public) Complaints
    - Use of Force Data
    - Pursuit Data
      - Cruiser & Vessel both
    - Cruiser & Vessel Crash Data
    - Lost/Damaged Property
  - BlueTeam – Division-wide
    - Conduit software – allows information flows through from the field into & out of IAPro.
    - Entire Division contributes to this program.



# New Hampshire State Police

## Professional Standards

- Software Information - Tracking
  - Review Process is completed within the system.
  - Each incident is reviewed.
  - Ability to track data by:
    - Incident
    - Individual
    - Troop/Unit
    - Month
    - Type of Force
- New Records Management System
  - Ability to Track Personnel – Career Long



# New Hampshire State Police Professional Standards

## ○ Policies

- Comprehensive Professional Standards Manual
- Division focuses on:
  - Process Improvement – *Fair & Impartial Policing Policy*
  - Current Best Practices
  - Training
  - Equipment
  - Acceptable Standards

## ○ Protocols

- Criminal Component – Conform with Attorney General's Public Integrity Protocol
- Civil Rights Violations – Conform with Attorney General's Protocol
- Exculpatory Evidence Schedule (EES) – Conform with the Attorney General's Protocol



# New Hampshire State Police Professional Standards

- Future Policy Goals: The New Hampshire State Police – Professional Standards Unit will strive to:
  1. Identify current acceptable and best policy practices;
  2. Send PSU Investigators to specialized training on a yearly basis;
  3. Assign personnel to address policy review and development on a more permanent basis;



# New Hampshire State Police –

- Summary: It is our belief that healthy, well-trained police officers provide better services to our communities.
- Future Division Goals: The New Hampshire State Police will strive to be a forward leaning and training focused law enforcement agency in order to meet and exceed the changing needs of our communities. Some of the ways we will accomplish this are by:
  1. Continuing our investment in de-escalation training;
  2. Increasing division-wide implicit bias training;
  3. Consulting with Subject Matter Experts (SME's) regarding use of force best practices\*;
  4. Maintaining current awareness of changing case law; and
  5. Maintaining transparency & accountability with the Attorney General's Office, Police Standards and Training Council and others within the law enforcement community.



# New Hampshire Commission on Law Enforcement Accountability, Community & Transparency

- The New Hampshire State Police would like to thank the Commission for taking on the responsibility of helping New Hampshire law enforcement with improving our ability to serve the communities where we live and work.
- We are open-minded and recognize the need for continuous process improvement in all aspects of our chosen profession.
- The New Hampshire State Police is honored to have been selected to take part in this process, and please know that we are always available and willing to assist further.

