



Fire Department

The members of the Berlin Fire Department are dedicated and highly skilled in providing professional services in areas of fire suppression, rescue, hazardous materials, first responder EMS and weather related incidents with an emphasis in fire prevention, life safety, code enforcement and public safety education.

The members of the Fire Department provide their services to the citizens of our City with professionalism, dedication and integrity. Through hard work, education and dedication in conjunction with the support of our residents, businesses and City Administration both appointed and elected we continue to provide these valuable services on a daily basis. The Fire Department responded to 550 calls for service from our citizens.

The Categories are as follows for the calls for service:

Fire: All categories of actual fires encountered; 44 Calls for service = 8%

Rescue & Emergency Medical Services: All categories of Rescue and EMS: 116 Calls for service = 21%

Hazardous Condition: All calls pertaining to Leaks, Spills, Carbon Monoxide issues, Air Craft Stand By, etc.: 146 Calls for service = 26%

Service Call: All calls pertaining to service to the public and other agencies: 121 Calls for service = 22%

Good Intent Call: All calls for mistaken or unfounded upon arrival: 24 Calls for service = 4%

False Alarm & False Call: All calls pertaining to malicious to faulty and unintentional activation of equipment: 99 Calls for service = 18%

Special Incident Type: Mutual Aid given to surrounding communities: 5 Calls for service = 1%

The Fire Prevention Division continues to go above and beyond the call of duty to improve the quality of life for the citizens of Berlin. The Fire Prevention Division year after year has been the focal point of the Fire Department's efforts to minimize fire loss in the community. This is achieved by the programs that are offered to local businesses, schools, health care institutions and the public in general.

The Fire Prevention Division is tasked with a variety of life safety code enforcement, fire reporting and inspection, regulating and inspecting construction of new buildings and inspection of existing buildings for compliance with the State of New Hampshire Fire Code.

The methods employed by the Fire Prevention Division in completing these tasks focus on fire and life safety code inspections, plan review and fire safety education sessions. Superior customer service, enhanced operational continuity, along with completing inspections and excellent coordination with other City Departments. This is a proactive and customer based service oriented approach and our commitment to overall safety to ensure that life safety of our residents and visitors to our City is on the forefront of our future endeavors and goals.

We have also participated in in the following Public Relations events (Touch a Truck, Parade of Lights, Berlin High School Homecoming, Fire Extinguisher and Safety Training to Local Businesses and Schools, Fire Safety Talks to the Community, Sponsor of the Annual New Hampshire Fire and Life Safety Calendar Contest) during the year.

Fire Prevention Division Inspections	
Place of Assembly	40
Oil Burner	37
L.P. Gas	50
New Construction	3
Wood Burner/Pellet Chimney	2
Health Care	3
Complaints Investigated	25
Foster Care	4
Day Care	3
Fire Alarm/Sprinkler	3
Miscellaneous	67
Public Education (910 Students)	18
Multiple Family	26
Plan Reviews	25
Certificate of Occupancy	9
Blasting Permits	5
Total	320

The Training Division establishes standards, identifies needs to ensure that all staff are adequately prepared to perform duties through professional development, education, instruction and presentation. The Division evaluates the progress so that all staff have the knowledge and skills to proficiently perform their duties as first responders in a safe manner to reduce injury and death to the public and to ourselves as well.

Respectfully Submitted,

Thaddeus J. Soltys II,
Assistant Fire Chief



Police Department

The mission of the Berlin Police Department is to protect the lives and property of the citizens of the community, consistent with the Constitution of the United States. We continue to serve the community in a way that reflects the morality, beliefs, and customs of the citizenry we serve.

Community: The challenge of the opioid crisis within our community persists. We continue to work with various law enforcement entities to deal with the crisis, a battle that is wreaking havoc not only within our community but throughout the State. We actively pursue grants that can enhance our ability to combat the opioid problem. These grants allow us to increase our efforts, while at the same time lessening the financial burden on the citizens of the community. The Center of Hope remains a ray of light for those who battle addiction, and we support those who stand together to assist those in need of services.

The Berlin Police Department has enhanced its partnership with local businesses and government agencies by offering employee training that will enable them to better manage people who may become disgruntled or agitated. MOAB (Management of Aggressive Behavior) remains a beneficial model for those in positions of public contact, enabling employees to recognize and react to individuals who exhibit signs of impending anger or hostility. Interaction by individuals trained in this type of circumstance can often diffuse a situation before it becomes dangerous. The Department also consistently seeks to expand its outreach to citizens and

increase visibility in our community. Officers regularly speak to various groups about public safety and personal safety planning.

Berlin's officers support NH Special Olympics locally and throughout the State. Our partnership with the organization has been ongoing for many years, and we look forward to a continued relationship. We embrace the opportunity to meet the athletes and admire their work ethic. We give them support but are very much gifted in return as well. It is a very humbling experience for which we are grateful.

ATV's: The City has progressively developed into a mecca for ATV activity. This year's August ATV Festival grew considerably, bringing more people than ever to visit and enjoy what our area has to offer. The inaugural Polaris RZR event held at Jericho Mountain State Park in September of 2016 can only be termed a success. Thousands came to our community and region, giving area businesses an opportunity to showcase their products and enhance their financial success. The Berlin Police Department has become an integral part of the planning and success of these events. Many of our officers heard nothing but praise for the activities they participated in and thanks from many patrons for our contribution to their experience in our City. We take great pride in the success of these events, working in conjunction with the City of Berlin and the Androscoggin Valley Chamber of Commerce.

"Call to Duty" Memorial: Our Memorial Golf Tournament was a resounding success. Local businesses and citizens continue to contribute and attend this yearly event, and we thank them for their

support and generosity. Tournament proceeds benefit the scholarship fund and perpetual care for the memorial which is located at the front of our Department. As the fund grows, scholarship opportunities for students who wish to enter the criminal justice career field expand. We hope in the future to increase the number and value of these scholarships for deserving students in the Berlin/Gorham area.

Building: The Berlin High School Building Trades program is transforming our building, and the students and instructor have done great things. Lockers have been replaced in our locker room, and the basement in general has been completely renovated. The work they have done is excellent, and we who use these facilities on a regular basis thank each and every person who worked on the project.

Department: The police officers role in society continues to grow. Increased training is an absolute necessity to adjust and react to these changes. Our interaction with individuals with mental health issues is increasing, as the availability of treatment and assistance for those in need falls behind. We are under increased scrutiny each and every time we deal with someone in crisis. The level of training is increasing and ongoing, assisting us in making the end result of these interactions as much of a success as is possible.

Personnel: Fiscal year 2017 saw many changes within the Department. Donald Valliere, Maintenance, retired at the end of 2016. Don was a fixture at the Department for 30 years, and we wish him well in his retirement. In early 2017, Detective Luc Poulin resigned from the

Department. During his tenure, Luc rose through the ranks from patrol to detective/juvenile officer. He has chosen to enter the private sector, owning and operating his own business, and we wish him success in his new venture.

When someone departs, opportunity opens for others. Daniel Arguin was hired for the maintenance position; we welcome Dan and wish him success in his new position. Jon Imperial was hired to fill a patrolman position. As a former member of the Gorham Police Department, Jon came to us fully trained and certified as a former member of the Gorham Police Department. We welcome him and wish him well in his new position.

We are strengthened by members of the Berlin Police Commission. Jerry Nault, Marc Tremblay, and Pierre Morin form a commission that is strong and community oriented. Each member brings something from their respective backgrounds that enhances our Department. All have worked in the private sector at some time, and several have a backgrounds related to the criminal justice system. Each are uniquely qualified to be in their respective positions, balancing the needs of the community and our Department.

STATISTICS July 2016-June 2017

Total Calls for Service	22,465
Accidents	222
Accidents Within an Intersection	44
Animal Complaints	211
Assaults	107
Assist to Berlin Ambulance	962
Assists from Gorham PD	50
Assists to Gorham PD	74
Assists to other Berlin Departments	419
Burglaries	35
Criminal Threatening	105
Dog Complaints	353
Domestic Violence Incidents	219
DWI Violations	52
Felonies	191
Juvenile Arrests	44
Juvenile Incidents	201
Milan Calls for Service	812
Misdemeanors	1,032
Motor Vehicle Stops	3,321
Motor Vehicle Violations	418
Motor Vehicle Warnings	2,525
Parking Tickets	425
Protective Custody Arrests	72
Restraining/Stalking Orders	72
Sexual Assaults	37
Thefts	279
Total Arrests	763
Vandalism/Criminal Mischief	199
Verbal Arguments	61

Respectfully submitted,
Peter Morency
 Chief of Police