

Hampden Public Safety



FIVE-YEAR STRATEGIC PLAN

2018-2023

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Introduction

Hampden Public Safety is a progressive public safety agency providing police, fire, emergency medical and code enforcement services for the citizens of Hampden. Our core belief is to work in partnership with the community to provide services that enhance the quality of life for all citizens. To assist in identifying and providing those services, Hampden Public Safety endorses a thorough and complete strategic planning process.

The strategic planning process seeks to answer the following questions:

1. Where are we now? (What are our strengths, weaknesses, opportunities and threats?)
2. Where do we want to be? (5 years)
3. How will we get there? (What are our goals? What is our plan to reach those goals?)
4. How will we know when we get there? (What are our performance measures?)

A strategic plan is used to set priorities and allocate resources toward a common goal. It's intended to serve as a guide, subject to adjustments, to reflect the changing environments in which the agency must operate. An effective strategic plan not only guides toward a common goal, but identifies when success has been accomplished.

The employees of Hampden Public Safety are committed to using the strategic plan as a guide to accomplish the vision of the agency, "To enhance the quality of life for all citizens."

Strategic Planning Methodology

1. Complete a SWOT analysis (Strengths, Weaknesses, Opportunities and threats). A SWOT analysis is a comprehensive assessment of the internal and external factors that affect the agency and its ability to provide public safety services.
2. Hampden Public Safety Supervisors meet monthly to discuss agency issues. The broad strategic goals were developed over several months of discussion and deliberation on the future direction of Hampden Public Safety.
3. Supervisors met with employees and received feedback on specific objectives for each of the goals. The objectives are the specific tasks and activities identified to assist the agency in obtaining the goals.
4. The Hampden Public Safety Advisory Committee reviewed the goals and were given the opportunity to provide feedback and input. The committee is made of citizens who meet regularly to discuss, support and provide input on a variety of public safety issues.
5. Supervisors collated the input from employees and citizens. The goals and objectives were finalized and composed into a workable plan.
6. Progress made toward attainment of goals and objectives will be discussed at each monthly supervisor meeting. If needed, modifications to the plan can be made then.

Hampden Public Safety Today

Hampden Public Safety provides police, fire, emergency medical and code enforcement for the citizens of Hampden. The department is led by a Public Safety Director.

Police Department: Consists of 11 full-time officers and several reserve officers. There are three Sergeants, one of which is assigned to Hampden Academy as the School Resource Officer. One of the full-time officers is assigned to the Maine Drug Enforcement Agency and another has the role of Investigator. The Investigator handles sex crimes and other complex criminal investigations. There are 1.5 officers per 1,000 residents. In 2014, the national average was 2.3 and the New England average was 2.2.

Fire Department: Consists of 11 full-time employees, most licensed at the paramedic level and several call (part-time) firefighters. There are three lieutenants with one responsible for fire inspections. Two other paramedic/firefighters are responsible for code enforcement and building inspections.

- **Fire Inspector/Health Inspector-** Reviews all fire and life safety issues. Investigates Health Officer related complaints and serves as the alternate Building Inspector and Code Enforcement Officer.
- **Code Enforcement Officer/Plumbing Inspector-** Reviews all land use, shore land use and other zoning related issues. Review, permit, and inspect all internal plumbing and SSWD installations. Manages Code Enforcement Division workflow and serves as an alternate Fire and Building Inspector.
- **Building Inspector-** Reviews any Maine Uniform Building and Energy Code (MUBEC) issue. Review, permit, and inspect all buildings for MUBEC Compliance and serves as an alternate Plumbing Inspector.

Geography/Population Trends

The Town of Hampden is located along the Penobscot River, has 39 square miles and approximately 101 miles of roadways. Hampden is home to Regional School Unit #22 which comprises the towns of Hampden, Winterport, Newburgh and Frankfort. Currently there are approximately 2,200 students in the school district. Hampden has a significant residential base with several small sub-divisions scattered throughout the community. Hampden is home to several businesses ranging from local hardware stores, to a Federal Postal Processing Plant. Hampden has two large fuel companies and a trucking company responsible for hauling heavy industrial fuels, chemicals, and building materials. Hampden will soon be home to a 144,000 sq. ft. solid waste processing and recycling facility.

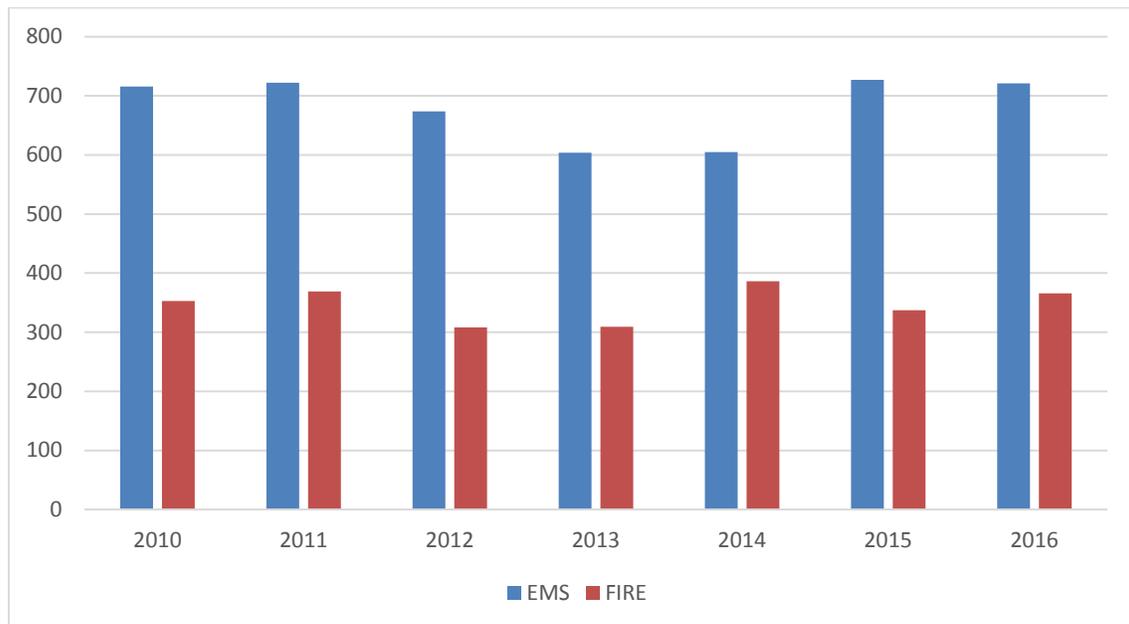
The population of the Town of Hampden grew from 6,328 in 2000 to 7,257 in 2010, an increase of approximately 15%. The estimated population in 2014 was 7,392.

In January of 2017, OnlyInYourState.com highlighted the 10 best cities in Maine to raise a family. Hampden was chosen as #1.

Workload Trends

Fire/EMS

Hampden Fire/EMS-2010-2016

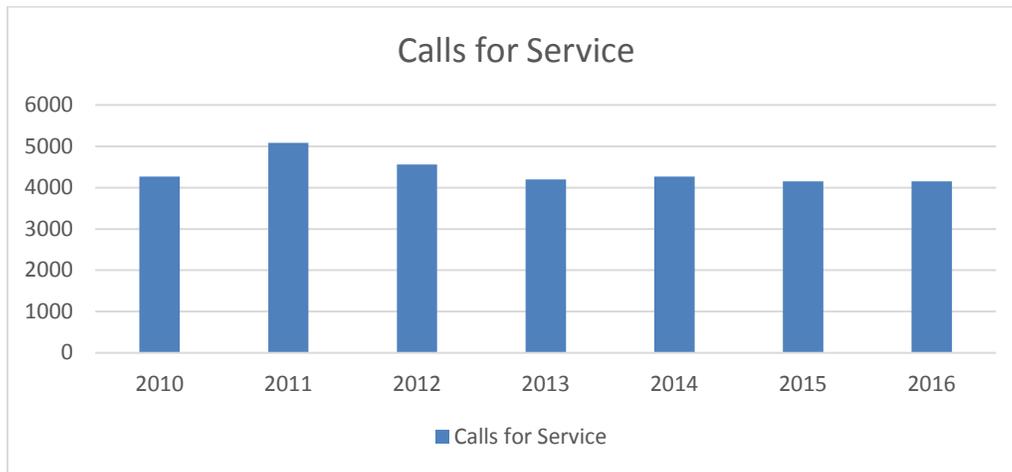


The calls for service, as measured by a computer-aided dispatch program, ranged between a low of 308 in 2012 to a high of 369 in 2011. Fire calls for service include building and cooking fires, hazardous material spills and other incidents requiring the response of a fire engine.

The EMS calls for service, also measured by a computer program, ranged from a low of 604 in 2013 to a high of 727 in 2015. In 2012, Hampden Ambulance stopped conducting primary Advanced Lifesaving Support to neighboring communities. This likely accounted for a brief reduction in calls from 674 in 2012, to 604 in 2013 and 605 in 2014. The call volume increased substantially in 2015 to 727. EMS calls for service include personal injury accidents, medical emergencies, search and rescue and other citizen requests for transport to the hospital.

Workload Trends: Police

Police-2010-2016



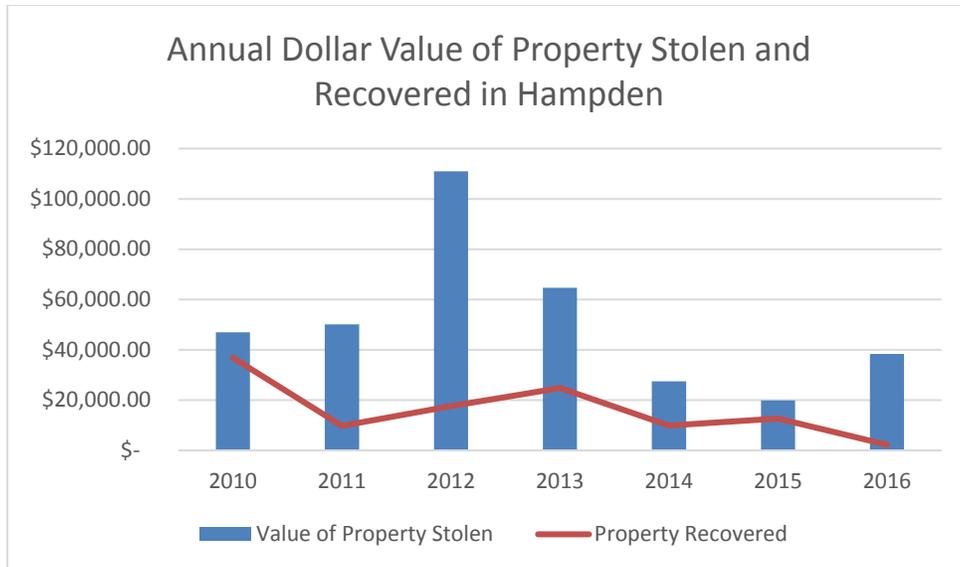
Total Hampden Police Department calls for service, as measured by the Penobscot County wide computer-aided dispatch (CAD) program, ranged from a 4148 in 2015 and 2016 and 5084 in 2011. Calls for service include any report to Hampden Public Safety, criminal charges, citizen assists and self-initiated activity.

Crime Trends - Index Crimes



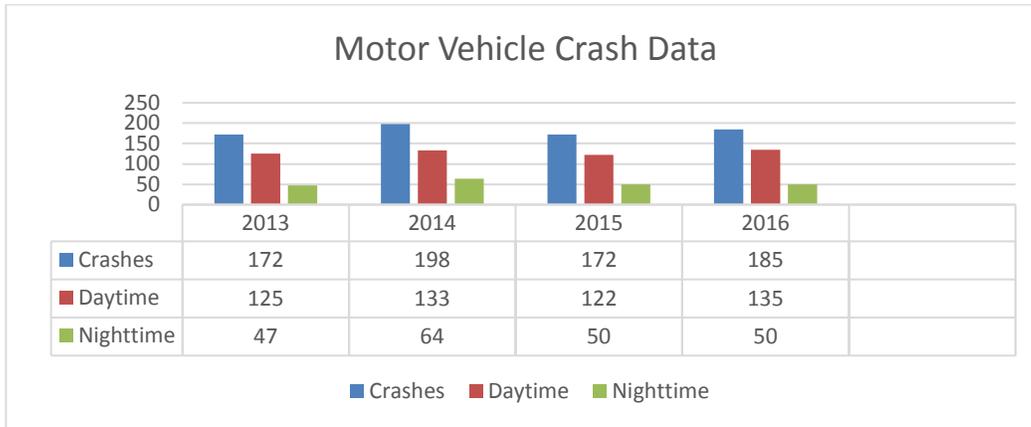
The FBI collects data from all law enforcement agencies. This program is known as “UCR” (Uniform Crime Reporting). The data collected is **limited to the offenses of murder, forcible rape, robbery, assault, burglary, larceny, motor vehicle theft, and arson**. The data is used to measure trends and distribution of crime throughout the country.

The crime index offenses were chosen for measuring purposes because combined, they represent the most common problems. Crimes are further broken down into a violent crime category (murder, forcible rape, assault, and robbery), or a property crime category (burglary, larceny, motor vehicle theft, and arson).



It's important to note that UCR data collected is based solely on police investigation as opposed to final dispositions. One should also keep in mind that there is a vast array of crimes committed daily that do not fall into either of the two recognized UCR categories; and therefore, are not indexed under this program. More information about the UCR Program may be found here: http://www.maine.gov/dps/cim/crime_in_maine/cim.htm

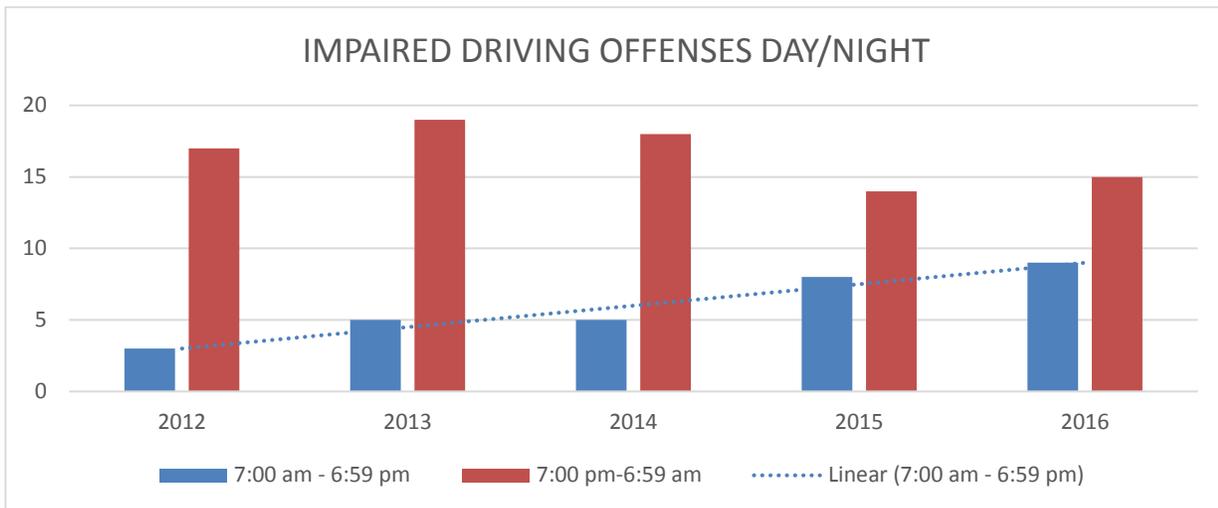
Traffic Trends



Motor vehicle crashes have been consistent over the past four years.

Driving/Operating Under the Influence

Between 2012 and 2016, Hampden saw an average of 22.4 arrests per year for driving under the influence of intoxicants. One component changed dramatically in 2015 and 2016, when we saw increase in the number of offenses occurring during the daytime hours (7:00 am – 7:00 pm). The number of OUI offenses occurring during the daytime hours ranged from 10-17.39% between 2012-2014. However, in 2015, that percentage skyrocketed to 36.36%; and then increased even further, to 37.5% in 2016.



The fact that more people are driving while impaired, and doing so during the hours that businesses and schools are open, is a serious, community-wide safety concern.

Moving Violations

Between 2010 and 2016, Hampden Police Department issued nearly 12,000 traffic citations and warnings. This included nearly 900 citations for speeding and more than 200 seatbelt citations.

Capital Improvement and Equipment

A key component to a multi-year strategic plan is to identify capital improvement projects and long-range equipment needs. Hampden Public Safety has identified the following projected expenditures:

| <u>ITEM</u> | <u>APPROX. COST</u> | <u>REPLACEMENT DATE</u> |
|------------------------|---------------------|-------------------------|
| Police Vehicle | \$17,000 | 2017-2018 |
| Radios | \$30,000 | 2022-2025 |
| Fire Engine | \$400,000+ | 2023 |
| Air Bottles | \$10,000 | 2020 |
| Ambulance | \$200,000 | 2026 |
| Thermal Imaging Camera | \$10,000 | 2016-2018 |
| Handguns | \$6,000 | 2019-2020 |
| Cardiac Monitor x 2 | \$80,000 | 2028 |
| Pickup Truck | \$40,000 | 2018-2020 |

Grants

Hampden Public Safety has been extremely successful over the last several years in securing grants for equipment, training, and enforcement-related activities. The following is a list of some of the equipment obtained through grants:

- Brush Truck-\$118,750
- Repeater, antenna, and associated communication equipment -\$6,311
- Taser-\$777
- Ballistic Shield-\$1,136
- Air Packs-\$59,850
- Physical Fitness-\$7,952
- Cascade System-\$38,000
- Jaws of Life-\$44,888
- Turnout Gear-\$16,378

Hampden Public Safety personnel will continue to seek grant opportunities to further enhance the equipment, training and ultimately the service to our citizens.

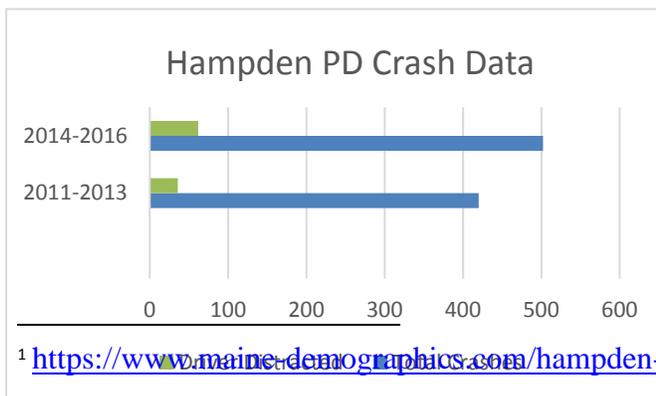
Emerging Activity

Fraud: The use of the internet, cell phones and other technology to facilitate criminal activity has increased over the last several years. Scammers attempt to obtain personal and bank account information under false pretenses and/or through intimidation.

Alzheimer's/Dementia: The State of Maine has the highest median age in the country. (44.2) The median age for residents of the Town of Hampden is 42.6.¹ Hampden Public Safety has seen an increase in Alzheimer's and Dementia related calls for service. The calls include medical emergencies and search and rescue.

Opiate Epidemic: In 2016, the State of Maine averaged one overdose death per day, totaling 376. This is a 39% increase over 2015, when 272 deaths were recorded.² The Hampden Police Department began carrying Narcan in each of its vehicles in 2016. Narcan has been administered fourteen times by Hampden Public Safety personnel since 2012, including twice by a police officer; and 2,380 times across the State of Maine in 2016 alone. This number is up from 1565 in 2015.³ The Town of Hampden has experienced two Fentanyl related overdose deaths since 2015. The opiate epidemic has also been a factor in criminal activities such as burglaries and thefts.

Distracted Driving: In 2015, 3477 people were killed and 391,000 were injured in motor vehicle crashes resulting from distracted driving⁴. In 2016, there were 3,395 crashes in Maine attributed to distracted driving. Of those, 191 were fatalities. 20% of the 3,395 crashes involved a driver talking, texting, or otherwise operating an electronic device.⁵



In Hampden, we have seen an increase in the number of crashes caused by distracted drivers. Between 2011 and 2013, 8.6% of the total crashes were determined to have been caused by distracted driving. Between 2014 and 2016, that percentage increased to 12.4%.

¹ <https://www.maine-demographics.com/hampden-demographics>

² <http://bangordailynews.com/2017/02/02/news/state/a-deadly-record-maine-averaged-more-than-an-overdose-death-per-day-in-2016>

³ <http://www.pressherald.com/2017/04/11/maine-breaks-record-for-drug-overdose-deaths-in-2016/>

⁴ National Highway Traffic Safety Administration

⁵ <http://wgme.com/features/drive-safe/pay-attention-7-stats-about-distracted-driving-you-cant-ignore>

Community Services

Hampden Public Safety endorses a customer service philosophy toward its citizens. The following services are offered:

- Residential and business property checks.
- Fingerprinting for employment
- Telecare Program (See Appendix #1)
- Good Neighbor Program (See Appendix #2)
- School Resource Officer at Hampden Academy
- Chimney Inspections
- Blood Pressure Clinics
- CPR/First Aid Courses
- EMS Clinical Rotation Site
- Rx Drug Collection
- Hampden Public Safety Citizen Advisory Committee
- Coffee with Hampden Public Safety (See Appendix #3)
- Motor vehicle lockouts
- Smoke Alarm/Red Cross Program (See Appendix #4)

Our Vision

To enhance the quality of life for all citizens.

Our Mission

The Hampden Public Safety Department is committed to creating a safe environment for all citizens. This is done by working in partnership with the community to identify and resolve public safety concerns. All Hampden Public Safety employees are devoted to providing professional and progressive fire, medical and police services.

Statement of Values

Hampden Public Safety employees will:

- Be accountable and responsive to the public.
- Display a high level of integrity in the performance of their duties.
- Be honest, sincere and compassionate.
- Strive for excellence.
- Treat citizens and co-workers with respect.
- Promote safety in all aspects of the job.
- Work cooperatively with citizens to address public safety concerns.

Goals

1. **CRIME:** A reduction in crime is an expectation of citizens. This can be done by building trust and developing partnerships with the community. Reducing crime increases the feeling of safety and improves the quality of life for all citizens.
2. **COMMUNITY OUTREACH:** Building partnerships with the community is an essential component of an effective public safety department. Actively seeking opportunities to engage citizens builds trust and legitimacy thus improving the effectiveness of public safety services.
3. **TRAFFIC SAFETY:** In 2014, over 32,000 lives were lost in the United States as a result of a traffic crash. The impact of these tragedies adversely affects states, communities, neighborhoods and families. Hampden Public Safety will work with citizens to promote vehicle, bicycle and pedestrian safety.
4. **RECRUITMENT AND RETENTION:** Hiring and retaining highly skilled, trained and community minded employees is a core component to the success of Hampden Public Safety. Supporting individual growth and skill development will empower employees to provide an exceptional public safety service to the community.
5. **PRE-INCIDENT PLANNING:** Identifying and recognizing hazardous situations before a critical incident occurs is essential to the safety of the community. Hampden Public Safety will collaborate with organizations, businesses, schools and other entities to identify and develop plans to prevent, mitigate, respond to and recover from hazardous incidents.
6. **RESPONSE TO SERVICE:** A safe and timely response promotes the protection of lives and property. Hampden Public Safety will monitor and strive to improve the response time to calls for service.
7. **PUBLIC EDUCATION:** Providing educational opportunities to all demographics of the community is essential. A citizen armed with public safety knowledge can reduce the risk of becoming a victim of crime and/or a fire and medical related incident.
8. **TECHNOLOGY/EQUIPMENT:** Technology is constantly evolving and expanding. Hampden Public Safety will seek to utilize the latest technology advances in order to engage and educate citizens.
9. **PROMOTE HEALTH AND WELLNESS:** Healthy employees are more productive and able to provide the highest quality service to citizens. Hampden Public Safety will promote and encourage a healthy lifestyle for all employees.

Plan for Attainment

GOAL 1: Crime

1.1 Reduce crime, the fear of crime, and the causes of crime to help improve the quality of life for all citizens.

Performance Measures:

- Uniform Crime Reports
- Crime Rates
- Clearance Rates
- Spillman Data
- Citizen Surveys

Objectives:

- Attend area crime and drug meetings, and disseminate information to all officers.
- Utilize drug intelligence information to obtain search warrants and build cases.
- Conduct more vigorous bail searches, particularly when affiliated with felony offenses.
- Improve citizen notifications related to crime trends, possibly utilizing the electronic sign.
- Identify crime trends more quickly and make patrol adjustment accordingly.
- Promote Tip Line on Facebook, Twitter, Hampden Highlights, etc.
- Investigate the acquisition of a tracking dog.
- Use Hot Spot mapping to monitor crime trends.
- Provide officer training on crime scene processing. All officers should attend a basic crime scene processing course.
- Obtain Maine Law Enforcement Accreditation.

GOAL 2: Community Outreach

2.1 Build trust and legitimacy through continued conversations with citizens, and work with the community to identify and resolve public safety concerns.

Performance Measures:

- The number of community outreach opportunities
- Social Media
- Citizen Advisory Committee
- Citizen Surveys

Objectives:

- Use social media to notify residents of crime trends.
- Improve public safety website.
- Put vignettes on social media.
- Link website to Facebook.
- Encourage citizens to follow us on social media applications. Put information on business cards.
- Post pictures of public safety employees on social media.
- Provide information to residents via the town newsletter.
- Conduct citizen survey every 3 or 4 years. (*See Appendix 5 for Sample of 2011 Survey*)
- Determine and keep updated a list of community resources. (food cupboards, drug resources)
- Host an Open House annually with demonstrations to highlight equipment and skills.
- Continue to promote smoke detector installation program with American Red Cross.
- Investigate other social media opportunities.
- Continue and expand the Good Neighbor Program.
- Host an annual Citizen Public Safety Academy.

GOAL 3: Traffic Safety

3.1 Reduce the number of injuries and property damage related to traffic crashes.

Performance Measures:

- The number of traffic crashes
- The number of traffic related contacts, i.e. warnings, summonses etc.
- The number of traffic stops

Objectives:

- Develop a traffic safety policy that assigns responsibilities to responders.
- Pursue traffic related grants, focusing on one each year.
- Consistently use the electronic sign.
- Conduct directive patrols in high-crash zone areas. Monthly reports on dates, times and locations.
- Provide traffic-related information to the public through the website, Facebook, and other social media.
- Consistently evaluate high traffic and crash areas. Communicate with the Department of Transportation regarding engineering and signage issues, etc.
- Encourage active traffic law enforcement.

GOAL 4: Recruitment and Retention

4.1 Hire and retain highly skilled, trained, and community-minded employees, and support their personal growth and skills development.

Performance Measures:

- Monitor longevity and turnover.
- Review size and caliber of applicant pools.
- Utilize employee evaluations and encourage feedback.

Objectives:

- Maintain pay and benefits at competitive rates, and slightly above other similar agencies.
- Allow employees to seek training to develop skills and knowledge.
- Accentuate benefit package in job advertisements.
- Continue monthly training program for call department members.
- Implement a “Career Day” at Hampden Academy or UTC with involvement of the Live-in student.
- Actively advertise call department opportunities via social media.
- Increase full-time fire/EMS staffing to 12-13 employees.
- Increase full-time police staffing to 12 employees.

GOAL 5: Pre-incident Planning

5.1 Identify and develop plans to prevent, mitigate, respond to, and recover from hazardous incidents.

Performance Measures:

- The number of hazards identified.
- The number of plans developed.
- The number of hazardous incidents.

Objectives:

- Gather information, building layouts, and hazards within the business community.
- Complete pre-plans for 75% of businesses in town.
- Plan for catastrophic events such as ice storms, chemical spills, etc.
- Conduct active shooter training every two years.
- Review and modify responses to alarms when necessary. (residential and banks)
- Provide education and training to pharmacies and banks regarding robberies, and coordinate response plans with them.

GOAL 6: Response to service

6.1 Respond to calls for service in a safe and timely manner.

Performance Measures:

- The number of public safety vehicle traffic crashes.
- Response times.

Objectives:

- Fire and EMS personnel shall maintain a two-minute exit from the building during day shifts, and three minutes on night shifts.
- Improve run cards to quickly facilitate activation of adequate resources.
- Ensure PRCC has current response information. (hydrant locations, identifications, GPM, etc.)
- Help increase the number of addresses clearly marked with numbers by promoting the house numbering program on the website and social media.

GOAL 7: Public Education

7.1 Provide public safety related educational opportunities to all citizens to help improve safety and reduce crime.

Performance Measures:

- The number of educational opportunities provided.
- The demographics reached.
- The number of citizens attending educational opportunities.
- Spillman data.
- Uniform Crime Reports.

Objectives:

- Begin and maintain a relationship with the Hampden Business Association.
- Consistently provide public safety educational programs at the junior high level.
- Increase use of social media and website for educational purposes.
- Provide on-going communication with citizens regarding current public safety trends.
- Implement monthly CPR/First-Aid classes to citizens.
- Visit each school a minimum of three times annually for public education.
- Host quarterly sessions with the elderly communities to provide information and education. Reach out to senior housing locations.
- Promote Home Box.

GOAL 8: Technology

8.1 Implement technology to enhance community engagement and the effectiveness of public safety services.

Performance Measures:

- Timely fulfillment of FOAA requests.
- The number of technological advancements.

Objectives:

- Install a monitor in the apparatus bay to track responding resources.
- Acquire proximity access for station doors.
- Acquire automatic timers with close features for apparatus bays.
- Make officers aware of NESPIN and MIAC equipment. Provide a list.
- Acquire a use-of-force simulator. Seek grant funds.
- Acquire Body Worn Cameras. Seek grant funds.
- Acquire more sophisticated and elaborate cameras for the police vehicles. Send someone to training on the use.
- Acquire mapping equipment for accident reconstruction. Seek grant funds. Send someone to training on the use.
- Acquire crime scene processing kits for each police vehicle.
- Obtain Hot Spot Mapping software to assist with tracking crime and crash trends.
- Update the roads layer sent to the State of Maine Office of GIS to include speed limits.
- Acquire an “I am Responding” computer in the television room and apparatus bay.

GOAL 9: Promote Health and Wellness

9.1 Create a work environment where good health and wellness is encouraged and promoted.

Performance Measures:

- Reduction in work place injuries.
- Reduction in the use of sick time.
- Successful completion of physical fitness standards.

Objectives:

- Develop a measurable wellness program.
- Host a wellness seminar annually and discuss topics including PTSD and dealing with stress, etc.
- Improve the hearing protection policy.

- Utilize Wellness Works programs through Maine Municipal Association. Present at the yearly public safety training.
- Promote the use of the Lura Hoit Pool.
- Provide more incentives to reach fitness goals. In lieu of the yearly assessment, employees provide documented gym sessions for a pre-determined period.
- Hire a fitness instructor to provide education on fitness and nutrition, along with the option of individual meetings to formulate fitness plans.
- Offer extra incentive to employees who complete the yearly assessment in the 70th percentile.

Hampden Public Safety Recommends TELECARE Program for Elderly Residents Living Alone

Hampden Public Safety has partnered with TELE CARE, a free daily call reassurance program offered to area elderly residents living alone.

We recognize that aging is not always graceful, and it certainly isn't easy. We all want to remain independent for as long as possible. Knowing that someone will speak with you (or your loved one) every Monday through Friday is a comforting reassurance.

TELECARE is absolutely free. A volunteer will have daily telephone contact with the enrolled member (Monday-Friday). If they are unable to reach you, they will let us know; and we will stop by your residence to see if you need assistance.

It is our goal to deliver the highest quality progressive services possible to all members of our community. The Good Neighbor Program was implemented in an effort to better serve residents with memory or cognitive impairments. We believe the TELE CARE program is an excellent additional layer of protection for our residents.

We urge all elderly folks living alone to take advantage of this free service.

TELECARE services are provided through Rosscare, an EMHS Member. For more information, or to enroll in the program, please contact them directly at 973-7848, or visit their website, www.rosscare.org.

Should you have any questions or concerns, please contact Sergeant Bailey at 862-4000, or email us at publicsafety@hampdenmaine.gov.

Appendix #1 – Telecare Program

GOOD NEIGHBOR PROGRAM

Purpose: Hampden Public Safety would like to provide support to families affected by Alzheimer's, related Dementia or other memory or cognitive impairment issues. This voluntary program is used to identify, monitor and assist families with the safety of their loved one.

How do I get started? The person with Alzheimer's, related Dementia or other memory or cognitive impairment issues, or an authorized person, can begin the process of enrolling the affected person in the Good Neighbor Program. The authorized person must submit documentation evidencing that person's authority, such as a Power of Attorney, Guardianship, or Advance Directive. The process begins by submitting a completed Participant Form to Hampden Public Safety.

Where do I get the Participant Form? The form is available at Hampden Public Safety; 106 Western Ave or on the website at <http://www.hampdenmaine.gov>.

What happens after the Participant Form is completed? The information on the Form will be made available to public safety personnel should the person become lost or reported missing. A member of Hampden Public Safety will also meet with the person and /or family to assist with providing resources if needed. The information on the Participant Form will be kept confidential by the Town of Hampden to the greatest extent permitted by law, including the privacy of health information under the Health Insurance Portability and Accountability Act (HIPPA).

How could the Good Neighbor Program be helpful? The person with Alzheimer's, related Dementia or other memory or cognitive impairment issues may leave that person's residence or other location either on foot or in a vehicle and be unsure how to get back. If someone calls to report the person missing, Hampden Public Safety will already have most of the required information, including a recent photo. This will expedite the search process and significantly increase the chances of bringing the person home safely.

Who qualifies for the Good Neighbor Program? Any Hampden resident with Alzheimer's, related Dementia or other memory or cognitive impairment issues.

Is there any cost to participate in the Good Neighbor Program? No. This is a service provided by Hampden Public Safety.

How long do I stay in the Program? The affected person will remain in the Program until the person, or an authorized person, provides the Town with written notice of withdrawal from the Program. Hampden Public Safety personnel will periodically contact the affected person, or the authorized person, to make sure that the information on the Participant Form is still accurate. The photo may also be updated.



Appendix #2 – Good Neighbor Program

*Coffee Break Café
is pleased to host a coffee session with
Hampden Public Safety.*

TUESDAY, JULY 18, 2017 7:30 AM – 8:30

Coffee Break Café, 75 Main Road North, Hampden

This is a wonderful opportunity for community members to meet and talk with some of Hampden Public Safety's personnel in a casual, relaxed, social setting.

- Do you have concerns about crime or traffic problems in your neighborhood?
- Would you like information about smoke detectors or fire extinguishers?
- Have elderly family or friends in town and wonder what resources are available?
- Need tips on the safe disposal of medications or diabetic sharps?
- Going away and need us to check on your home while vacant?

We encourage folks to stop by and join us for a cup of coffee. We welcome your questions, comments, concerns and criticism. We value your opinions, and rely on them to develop our services on community needs, and to ultimately attain our Vision—To enhance the quality of life for all citizens.

WE HOPE TO SEE YOU THERE!

Appendix #3 – Coffee with Public Safety

Smoke Alarms Save Lives

The Red Cross in Maine and
Hampden Public Safety are working
together to provide
FREE smoke alarms!

Smoke alarms
reduce your
chances of dying
in a fire by nearly
50 percent.

Hampden Public
Safety will install
**FREE smoke
alarms** and help
you create an
emergency escape
plan.



American Red Cross
Maine

To schedule an appointment for installation, call Hampden
Public Safety at 207-862-4000.

Appendix #4 – Smoke Alarm Program

Hampden Public Safety 2011 Satisfaction Survey

Police Synopsis

How much of a problem are the following issues in Hampden?

- Speeding (84.9%-moderate/big problem)
- Distracted Driving (73.6%-moderate/big problem)
- Drug Usage/Trafficking (72.4%- moderate/big problem)
- Underage Drinking (61.9%- moderate/big problem)

What police services do you feel are important to Hampden?

- Crime prevention programs (91.5%-important/very important)
- Checking on the welfare of senior citizens (91.5%-important/very important)
- Criminal investigation (91%- important/very important)
- Education programs in grades K-12 (90.8%- important/very important)
- Traffic enforcement (85.2%- important/very important)
- Drug enforcement (84.2%- important/very important)

How much impact do you think the following have in reducing crime around your property?

- Reduced availability of illegal drugs. (56.3%-big impact)
- More visible police presence. (47.4%-big impact)
- Willingness of citizens to report (41.9%-big impact)

Based on your personal experience with Hampden police officers, how would you rate them in the following categories:

follow-up, courteousness, response to initial call, knowledge, professionalism, respect for citizens, problem solving and appearance.

- All categories above 60% for good.
- Professional appearance was the highest at 79.6% for good.

How would you rate the overall performance of the police department?

- 74% of respondents rated overall performance as “good”.

Do you feel the police department is helping to raise the quality of life?

- 73.7% of respondents indicated “yes” on this question.

Appendix #5 – 2011 Satisfaction Survey Synopsis

Fire/EMS Synopsis

Based on your personal experience with Hampden Fire/EMS, how would you rate them in the following categories:

follow-up, courteousness, response to initial call, knowledge, professionalism, respect for citizens, problem solving and appearance.

- All categories above 69% for good.
- Response to initial call was the highest at 81.5% for good.

Which fire/ems services do you feel are important?

- Educational programs in grades k-12 (96.5%- important/very important)
- Community relations (96.5%- important/very important)
- Fire Extinguisher training (95.8%- important/very important)
- Fire prevention programs for adults (91.9%- important/very important)
- CPR/AED courses (91.9%-important/very important)
- Chimney inspections (90.4%- important/very important)
- 40% of respondents felt walk-in blood pressure checks was not important.

How would you rate the overall performance of the fire/ems department?

- 89.3% of respondents rated the overall performance as “good”.

To what extent do you know the firefighters/EMS providers?

- 13.1% know them by name
- 35.7% know them by face
- 51.2% don't know them at all

Do you feel the fire/ems department is helping to raise the quality of life?

- 80% responded with “yes”.

All things considered, I am happy with Hampden Public Safety.

- 78.5% agree
- 10.1% slightly agree
- 5.1% slightly disagree
- 6.3% disagree