

POLICE DIVISION

DESCRIPTION

The Police Division responds to citizen complaints, provides patrol coverage, enforces traffic laws, investigates criminal activity, and provides educational programs on such topics as drug awareness and crime prevention. In addition, the Division conducts crime analysis, investigates animal complaints, operates citizen police academies, and provides emergency communications for the County.

Except for several specialized components of the organization that report to the Chief of Police, the Police Division consists of two primary commands, Support Operations and Field Operations. Support Operations is responsible for the Administrative Services and Support Services Bureaus and the Division’s Fiscal Record Unit. Field Operations encompasses the Patrol Bureau, the Investigative Bureau, and the Special Operations Group. The Patrol Bureau is the largest single component of the Police Division, making up nearly half of the Division’s sworn complement. The Patrol Bureau operates three stations, in geographically distinct areas of the County, allowing the Division to better deploy officers and resources, while focusing on quality of life issues and engagement within communities Countywide. By dividing the agency into functions associated with various organized entities, the Division formally establishes and categorizes components according to job function and defines organizational philosophies.

The Police Division’s mission is to provide innovative and collaborative police services for a safe and thriving Henrico.

OBJECTIVES

- To achieve total professionalism through training, commitment, and action within the rule of law in response to the needs of the community.
- To establish as a cornerstone of all Division endeavors, a partnership with the community based upon mutual trust and integrity.

FISCAL YEAR 2021 SUMMARY

Annual Fiscal Plan

Description	FY19 Actual	FY20 Original	FY21 Approved	Change 20 to 21
Personnel	\$ 71,483,904	\$ 71,264,411	\$ 72,577,342	1.8%
Operation	6,283,120	7,898,557	7,520,429	(4.8%)
Capital	517,257	244,995	215,945	(11.9%)
Total	<u>\$ 78,284,281</u>	<u>\$ 79,407,963</u>	<u>\$ 80,313,716</u>	<u>1.1%</u>
Personnel Complement*	855	863	863	0

*Complement includes sixteen complement II positions funded by State revenue (Wireless 911 funds) in the Special Revenue Fund.

Police (cont'd)

PERFORMANCE MEASURES

	FY19	FY20	FY21	Change 20 to 21
Workload Measures				
Total Calls for Service	208,950	211,395	213,868	2,473
Number of Animal Calls	16,997	17,196	17,397	201
Number of Part I Crimes	8,608	8,709	8,811	102
Number of Criminal Arrests	21,519	21,771	22,026	255
Number of Traffic Arrests	47,191	47,743	48,302	559

OBJECTIVES (CONT)

- To eliminate opportunity for crime and reduce fear of crime through Intelligence-Led Policing (ILP) and the Division's policing strategy Technology Enhanced Modern Policing Operations (TEMPO). TEMPO is the efficient use of intelligence in deployment and resources to effectively prevent, deter, and respond to crime and quality of life concerns.
- To extend compassion impartially to all persons, regardless of the nature of the interaction through fairness and understanding in response to those with whom contact is necessitated.
- To hold all division personnel accountable to the highest standards of conduct in performing Police's services to the community and embracing the ideals of the division's Constitution and democratic society.
- To provide the Division's employees with an environment in which to work that is sensitive to their needs and conducive to the accomplishment of the highest quality work.

BUDGET HIGHLIGHTS

The FY2020-21 proposed budget for the Police Division totals \$80,313,716, representing an overall increase of \$905,753 or 1.1 percent from the previous approved budget. The personnel component increased by \$1,312,931 or 1.8 percent from the previous approved fiscal year reflecting increased health care costs.

Included in the Police Complement are sixteen communication officer positions whose salary and benefits are funded in the Special Revenue Fund. The County receives funding to support these positions from the State 911 Services Board, which distributes to localities a portion of the E-911 service fee collected by the State. The State cellular tax is \$0.75 per month charged to each cellular phone.

The operating component is funded at \$7,520,429 in FY2020-21 a decrease of \$378,128 or 4.8 percent from the previous fiscal year. This decrease supports an overall 5.0 percent reduction in Operating expenses county-wide due to projected reductions in revenues associated with impacts of the pandemic.

The capital component totals \$215,945 a reduction of \$29,050 or 11.9 percent under last fiscal year. Additionally, the vehicle replacement program in the capital portion of the budget will be suspended this year. This is intended to be a one-time reduction and it is anticipated this will be restored in FY2021-22.

DEPARTMENTAL HIGHLIGHTS

AWARDS AND RECOGNITION

The Police Division retains recognition as a professional law enforcement agency through its efforts to maintain international accreditation. At the close of 2019, the Police Division is one of only 20 agencies worldwide to have achieved this designation.

In 2019, the Police Division placed first in the Virginia Association of Chiefs of Police Law Enforcement Challenge for the Best Traffic Safety Program. This is the 15th consecutive year the Police Division earned the first-place award at the state level.

In December of 2019, the Criminal Justice Services Board of the Virginia Department of Criminal Justice Services recertified Henrico County as a Certified Crime Prevention Community (CCPC). This is the County's fifth recertification since its initial certification in 2003. The County will submit for recertification again at the end of 2022. The goal of the CCPC program is to publicly recognize and certify localities that implement a defined set of community safety strategies as part of a comprehensive community safety/crime prevention effort. To obtain certification and recertification, a locality must meet twelve core community safety elements/strategies augmented by a minimum of seven approved optional elements. This recertification is a major accomplishment and a true example of the many partnerships within Henrico County.

OFFICER SAFETY INITIATIVES

In FY2018-19, the Division implemented an Officer Safety Plan with updated body worn camera and TASER technology. The Police Division has continued to build on this plan by adding Computer Assisted Design (CAD) Integration to the Body Worn Camera Program. The Axon Body Worn Camera Program will match an officer's video to his or her assigned call for service, with no additional action from the officer. This has improved the accuracy of retention, provided consistent labeling of videos, and assisted in gathering videos from multiple officers on a single call for service. This program has also significantly reduced the administrative data entry for the frontline officer.

Extending officer safety beyond the physical hazards of the job, the Division implemented a Critical Incident Response/Peer Support Team to provide resources, information, education and support to Police Division members who encounter multiple and varied stressful situations in the performance of their duties. This initiative is an integrated approach involving multiple resources such as Critical Incident Stress Management (CISM) and Stress First Aid – a comprehensive response to traumatic events, critical incidents, and peer support. In November 2019, the Police Division received certification from the Virginia Department of Health, Office of Emergency Medical Services for the Critical Incident Response/Peer Support Team, recertification occurs every 3 years.

COMMUNITY SAFETY INITIATIVES

The Police Division remains committed to ensuring a safer community. Patrol units now respond to an average of nine mental health calls a day, and these calls are often complex and time and labor intensive. To mitigate the growing demand for resources related to these crises, provide better service to consumers and the community, and to protect the safety of officers, the Police Division staffs several collaborative initiatives addressing mental health crises and recovery.

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Henrico County's Crisis Intervention Team (CIT) consists of selected staff from Henrico County's Police and Fire Divisions, Sheriff's Office, and Mental Health and Developmental Services. This team responds to citizens in psychiatric crisis with the goal of avoiding unnecessary hospitalization or incarceration. The County's CIT Crisis Receiving Center (CRC) is located at Parham Doctors' Hospital and is staffed by CIT trained police officers, Henrico Mental Health Emergency Services clinicians, a peer specialist and medical staff. In calendar year 2019, out of 881 individuals seen at the CRC, 662 were placed under a temporary detention order. The others were offered alternative services or were hospitalized voluntarily. The CRC staff has assisted more than 5,552 residents since December 2012. As demand has increased, the CRC is now open 24 hours a day, seven days a week.

Another component of Henrico County's CIT program is the community response continuum and the STAR teams (Services to Aid Recovery). This program is a coordinated outreach initiative between CIT trained police officers, Fire, Sheriff, and Mental Health clinicians and Henrico Public Schools. The STAR team includes utilization of other county agencies such as the Henrico Department of Social Services, Building Inspections, Community Advocacy Groups and Community Maintenance to help resolve the needs of consumers while minimizing the number of emergency calls they generate. Additionally, the Youth STAR team brings together schools, law enforcement, mental health, and other resources to identify and attempt to prevent youth with mental health conditions from entering the juvenile justice system. School security teams and school resource officers attend the STAR team meetings on a weekly basis and conduct visits with students as needed. Combined, the two STAR teams average seven to eight visits per day and saw approximately 2,920 consumers in 2019, a 32% increase from 2018.

Henrico's CIT team has consistently remained on the forefront of crisis intervention care and has shared their knowledge and success stories with others. To date, the team has trained 1,966 first responders from 39 jurisdictions or agencies. CIT instructors offered over 424 hours of instruction in the many CIT training initiatives including the CIT Basic Class, the CIT Refresher Class, the CIT Regional Train-the-Trainer, and basic academies for police, communications, and Henrico County Security in the General Services Department. CIT Refresher classes have been delivered to 492 first responders previously trained in the CIT Basic Class. Additionally, Henrico County's CIT instructors offered Mental Health First Aid for Public Safety (MHFA-PS) trainings this year to 52 first responders, for a total of 192 first responders who have now been trained in this model.

In 2018, the Division created the Threat Assessment Team (TAT). Threat assessment is the process of documenting and evaluating identified threats in a coordinated manner to interrupt people on a pathway to commit violence in schools, workplaces, houses of worship, transportation centers, shopping malls, government agencies, and other public gathering sites. The TAT ensures the necessary follow-up is conducted and appropriate Police Division assignments are made until the threat has been properly mitigated. Case examples could include a social media threat to commit a mass shooting or a threat to bomb a school. The TAT team consists of trained supervisory personnel from several internal police disciplines, to include CIT, School Services, Patrol, Crime Analysis and Strategic Evaluation (CASE) Unit, and the Criminal Investigations Section. Since its inception, the TAT has conducted 195 threat assessments.

OUTREACH AND ENGAGEMENT

Recruiting qualified police officers that represent the diversity of Henrico County remains a top priority for the Police Division. The Division has maintained its expanded recruiting team throughout FY2019-20 and will continue to do so in FY2020-21. During the first half of FY2019-20, the Division's Recruiting Team attended over 60 recruiting events and job fairs at various colleges, community events, and military bases (local, statewide, and out-of-state). The Division hosted four recruiting Open House events at the Public Safety Building, the Eastern Henrico Recreation

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Center, and the Varina Library, and engaged in other recruiting initiatives involving Henrico County Public Schools Career and Tech programs, focusing on upcoming graduates. The Division also continues to actively recruit at various military bases and was named a Top “Best for Vets” Employer in 2019.

In 2019, the Division created the Citizens’ Recruiting Advisory Board to engage local community stakeholders in discussions on best practices for improving and enhancing the Division’s vision for service and to enhance collaboration with its community partners. The Board has provided guidance on recruiting, community relations, and transparency, and has served as a focus group for development of the Division vision and mission. The Division also collaborated with one of the members of the Board to produce a contemporary college textbook on Policing perceptions versus reality.

The Police complement includes a total of thirty-five School Resource Officers. The School Resource Officer Program is a joint effort between the Police Division and the Henrico County Public Schools. Henrico County Public Schools provides funding for seventeen of these Officers while the Police Division funds the remaining eighteen School Resource Officer positions. In Henrico County, at least one School Resource Officer is assigned to every high school and middle school. All School Resource Officers (SRO) and Supervisors receive forty hours of in-service training annually to certify or recertify as Juvenile Services Officers. This specific regimen of training was established by the Police Division to set a new precedent regarding how School Resource Officers engage both students and parents in a school environment. Some examples of this forty-hour block of instruction consisted of Cultural Influences on Teenagers, Youth Mental Health and Emotional Issues, Interacting with Students with Disabilities and Special Needs, and Conflict De-Escalation.

The Police Division supports the Police Athletic League (PAL) by providing three PAL School Resource Officers to work with the program. PAL officers present safety lessons, assist students with homework during the afterschool program, and work with PAL summer camp, mentoring students and supporting a positive and enriching environment. The PAL officers also assist with a variety of other programs including open basketball gym events and chess club, which is open to all Henrico County youth.

Throughout the year, the Police Division supports a wide variety of additional community outreach and engagement efforts including rabies clinics, National Night Out block parties, International Walk to School Day and other pedestrian safety initiatives, Shred-It document shredding and fraud prevention events, Prescription Drug Take Back events, the Faith-based Community Coalition, and the Henrico County Community Day. The Division hosts annual Citizen, Senior Citizen, and Youth Academies to educate members of the community about the functions of the Police Division and to further support the Division’s mission of providing a safe and thriving Henrico.