

# POLICE DIVISION

## DESCRIPTION

The Police Division responds to citizen complaints, provides patrol coverage, enforces traffic laws, investigates criminal activity, and provides educational programs on drug awareness and crime prevention. The Division also 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 bureau, Support Services bureau, and the 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. Operating three stations in geographically distinct areas of the county allows 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 eliminate opportunities for crime and reduce the fear of crime through a commitment to proactive prevention and a close working association with all citizens, businesses, and governmental agencies.
- To achieve the highest level of safety possible on our streets through education, enforcement, and high visibility.

## FISCAL YEAR 2022 SUMMARY

### Annual Fiscal Plan

Description	FY20 Actual	FY21 Original	FY22 Approved	Change 21 to 22
Personnel	\$ 73,115,757	\$ 72,577,342	\$ 80,836,202	11.4%
Operation	6,599,810	7,520,429	7,520,429	0.0%
Capital	162,490	215,945	244,995	13.5%
Total	<u>\$ 79,878,057</u>	<u>\$ 80,313,716</u>	<u>\$ 88,601,626</u>	<u>10.3%</u>
Personnel Complement*	864	864	864	0

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

*Police (cont'd)*

## PERFORMANCE MEASURES

	FY20	FY21	FY22	Change 21 to 22
<b>Workload Measures</b>				
Total Calls for Service	194,591	194,905	190,580	(4,325)
Number of Animal Calls	15,411	16,295	16,366	71
Number of Part I Crimes	8,165	8,313	8,223	(90)
Number of Criminal Arrests	21,188	21,813	21,696	(117)
Number of Traffic Arrests	41,786	46,925	44,389	(2,536)

## OBJECTIVES (CONT)

- To hold ourselves accountable to the highest standards of conduct in performing our service to the community and embracing the ideals of our Constitution and democratic society.
- To establish as a cornerstone of all Division endeavors, a partnership with community that is based upon mutual trust and integrity.
- To achieve total professionalism, through training, commitment, and action within the rule of the law, in response to the needs of our community.
- To provide for our employees an environment in which to work that is sensitive to their needs, and conducive to the accomplishment of the highest quality of work.
- 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.

## BUDGET HIGHLIGHTS

The FY2021-22 approved budget for the Police Division totals \$88,601,626, representing an overall increase of \$8,287,910, or 10.3 percent, from the previous approved budget. The personnel component increased by \$8,258,860, or 11.4 percent, reflecting employee compensation and health care cost increases.

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 budgeted at \$7,520,429, as part of the budget request process all accounts were reviewed against needs and expenses were reallocated resulting in many adjustments. One of these adjustments was reallocating \$100,000 to augment the ballistic safety program for Police Officers. In FY2021-22, this funding will replace expiring equipment as well as provide equipment to Officers who graduate from recruit academies.

The capital component totals \$244,995 an increase of \$29,050, or 0.4 percent, based on structure restored from the prior fiscal year impacted by the COVID-19 pandemic. Additionally, the vehicle replacement program, funded in the Capital Improvement Plan portion of the budget, totals \$3,024,000 and continues to provide funding for the replacement of vehicles in FY2021-22.

## DEPARTMENTAL HIGHLIGHTS

### AWARDS AND RECOGNITION

The Police Division retains recognition as a professional law enforcement agency through efforts to maintain international accreditation. At the close of 2020, the Police Division is one of only 22 agencies worldwide to have achieved this designation.

Mothers Against Drunk Driving (MADD) recognized 5 officers for their work in 2020. One was the top officer in the Central Virginia Region, ranked number two in the State, and was interviewed on a local radio channel to recognize his hard work. Among the other officers was the first female Henrico County officer to win the award. All Patrol officers ranked in the top 10 within the Region and top 20 within the State. Another officer was recognized by MADD as the August Officer of the Month nationwide. This officer has won the award in the past and spent most of their career teaching and training other officers across the State.

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. 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 Axon Corporation's Officer Safety Plan with updated body worn camera and TASER technology. The Police Division 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, and has improved video retention accuracy, provided consistent video labeling, and assisted gathering videos from multiple officers on a single call for service. This program has also significantly reduced administrative data entry for frontline officers.

The Critical Incident Response/Peer Support Team provides resources, information, education, and support to Police Division members who encounter multiple and varied stressful situations while performing 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. In 2020, there were 5 trainings for the team. There are 51 peer members on the team and an average of 30 plus hours a month are spent on critical incidents and peer to peer support.

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## COMMUNITY SAFETY INITIATIVES

The Police Division remains committed to ensuring a safer community. Officers respond to an average of nine mental health calls a day, these calls are often complex and labor intensive. Due to COVID, there is a lack of psychiatric beds in Virginia. Consumers are often kept in emergency rooms for longer periods of time without treatment. The Crisis Intervention Team Officers strive to be proactive by reducing hospitalizations and incarcerations by partnering with other county agencies to assist those persons with a mental illness or crisis in the community, while providing better safety, services, and resources to those needing extra help. The Police Division staffs several collaborative initiatives addressing mental health crisis and recovery.

Henrico County's Crisis Intervention Team (CIT) consists of selected staff from the Police division, Fire division, 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 FY2019-20, 1,021 individuals were seen at the CRC. The CRC staff has assisted more than 6,000 residents since December 2012.

Another component of Henrico County's CIT program is the community response continuum. This includes the STAR (Services to Aid Recovery) teams' program coordinating outreach between CIT trained police officers, Fire, Sheriff, Mental Health, and Henrico Public Schools. The STAR team includes using 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. Combined, the two STAR teams average seven to eight visits per day and saw approximately 1,998 consumers in 2020. The STAR team has been innovative in maintaining visits and contacts with those who need the extra services. The number of documented visits has decreased due to COVID and schools not being in session. The focus of the STAR team was changed to assist Patrol with Mental Health Calls for service and divert consumers from hospitals and jail. A mobile response team that includes police and mental health clinicians has been explored to bring much needed services to those in the community.

To date, the team has trained 2,014 first responders in the CIT Basic classes from 39 jurisdictions or agencies. In 2020 due to COVID-19, one CIT Basic class was offered to 25 students. In 2021, we anticipate offering virtual CIT Basic classes until we can return to in-person classes. Over 180 students received CIT Refresher training in one in-person class prior to COVID's onset and several virtual classes. CIT instructors offered additional training to over 600 students in Mental Health First Aid (MHFA), How Being Trauma Informed Improves Criminal Justice System Responses (TIC-CJ), in academies and in-service sessions.

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. TAT teams consist of trained supervisory personnel from several internal police disciplines including School Services, Patrol, CIT, Crime Analysis and Strategic Evaluation (CASE) Unit, and the Criminal Investigations Section. The Threat Assessment Team has investigated 54

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cases in 2020. Since its inception, the TAT has conducted 257 threat assessments. A National Association of Counties award was given to the Threat Assessment Team in 2020.

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### OUTREACH AND ENGAGEMENT

Recruiting qualified police officers that represent the diversity of Henrico County remains a top priority for the Police division. Due to the COVID-19 pandemic, the division has had to reduce its recruiting team throughout FY2020-21 and hopes to be able to expand in FY2021-22. During the first half of FY2020-21, the Division's Recruiting Team has had to adopt new strategies to achieve recruiting goals which were previously accomplished through in-person events. New strategies include conducting 20 virtual events, attending 10 virtual career fairs, attending two Game Changer events, as well as additional virtual efforts. Additionally, the Recruiting Team has significantly expanded its social media footprint on Facebook, and Twitter. Other strategies include billboards on I-95, radio advertising on five local radio stations, and the Indeed job posting website. Chief English has also taken an active role in participating in virtual recruiting events. The Recruiting Team will continue to develop innovative ways to engage with potential applicants.

In 2020, the Division continued its partnership with the Police Chiefs Citizens' Advisory Team to engage community stakeholders in discussions on best practices for improving and enhancing the Division's vision for service and to enhance collaboration with community partners. This Team has provided guidance on recruiting, community relations, transparency, and has served as a focus group for developing the division vision and mission.

The Police complement includes a total of thirty-five School Resource Officers (SRO) in a joint effort between the Police Division and the Henrico County Public Schools. HCPS provides funding for seventeen officers while the Police Division funds the rest. At least one SRO is assigned to every high school and middle school. All School Resource Officers and Supervisors receive forty hours of in-service training annually to certify or recertify as Juvenile Services Officers. Some examples of this forty-hour block of instruction include cultural diversity and implicit bias, youth mental health and emotional issues, interacting with students with 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 where they mentor students and support a positive and enriching environment. The PAL officers also assist with a variety of other programs, open to all Henrico County youth, including open basketball gym events and chess club.

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 further support the Division's mission of providing a safe and thriving Henrico. In 2020 due to the COVID-19 pandemic, the Division was unable to take part in certain community engagement events including National Night Out, Henrico County Community Day, and two Shred-It events.