

**TOWN OF WEST HARTFORD**  
**Action Plan for Improving Community Engagement & Trust**

**May 04, 2022**

<b>No.</b>	<b>Action / Decision</b>	<b>Lead Staff</b>	<b>Status</b>	<b>Next Steps</b>
1.	Conduct & participate in community engagement efforts to educate the community and to solicit input regarding departmental operations	Town Manager (TM); Chief Riddick	Ongoing community outreach and attendance neighborhood / business meetings.	Update on the Community Relations Division's HANOC youth program.
2.	Review existing use of force policies and revise as deemed necessary	A/C Terra; Chief Riddick	Updated and compliant to POSTC and Police Accountability Bill standards.	Ongoing review
3.	Ensure that all permissible departmental policies are available online.	A/C Terra; Lt. Lazure	Continue to update and post departmental policies online. Currently nine policies are posted on the PD webpage: Social Media; Drug Testing; Use of Force; Use of Deadly Force; Investigation of the Use of Force; Fair and impartial Policing; Police Pursuits; Citizen Complaint Procedure; Crowd Management	Preparing additional policies for review on the PD website.
4.	Achieve state accreditation	Lt. Moffo	Onsite inspections and policy reviews were conducted and the WHPD Tier 1 accreditation	Waiting for POSTC approval

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			application was submitted to POSTC.	
5.	Provide assistance and necessary information to the Citizen Police Review Board (CPRB).	TM; A/C Riccobon; A/C Terra; Corporation Counsel	Police “ride alongs” were completed for almost all CPRB. Three internal affairs reports were submitted to the CPRB and the police findings were sustained.	CPRB members participation in scenario based simulator training.
6.	Body Cameras	Information and Technology; Amanda Martin; A/C Terra	Axon Body cameras were purchased and police personnel have been trained. All personnel are utilizing body cams.	Replacement of the Watch Guard in-car dashcams with Axon products.
7.	Review equipment acquired through 1033 program and recommend policy changes as deemed necessary	A/C Terra; A/C Riccobon	All required equipment was returned to the military.	N/A
8.	Review police department’s responsibilities related to human services to determine if some duties should be assigned to other municipal departments or agencies. Develop opportunities to expand community policing activities within the patrol division.	Lt. Vafiades; Asst. Chief Riccobon; Astrid Calderon; Social Worker Police Liaison - Samantha Inniss	<p>For the month of April:</p> <ol style="list-style-type: none"> <li>1. Social Work Police Liaison received about 24 referrals via email, phone, and walk in.</li> <li>2. SWPL accompanied WHPD on scene six times, on a few of those calls the fire department and health department were also involved to assess the conditions of the home.</li> <li>3. SWPL accompanied officers to an encampment</li> </ol>	Continued implementation and evaluation.

			<p>to offer resources and support to relocate.</p> <p>4. SWPL and mobile crisis collaborated on a call for a resident who demonstrated mental health concerns. The interventions include a behavioral health assessment, visiting nurse to assist with med administration and preparing meals</p>	
9.	Increase minority hiring to better reflect town demographics	TM Ledwith; HR; Police Admin	<p>All police personnel participated in Cultural Competency and DEI Training provided by Lorenzo Boyd Ph.D.</p> <p>Since 2018, 40% of WHPD hires have been persons of color and women.</p>	Continue to work with HR to increase our targeted efforts to reach our underrepresented groups. Specifically, we will focus on improving our recruitment of Hispanics and Asians, who are severely underrepresented, and continuing our efforts to recruit more Black and female candidates.