

Hendersonville Police  
February 2024

# IACP Trust Building Campaign



Submitted By

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# Vision, Mission, and Values



## **Mission**

Serve with Excellence

## **Vision**

To be a leader in 21st Century Policing

## **Values**

Integrity, Respect, and Professionalism

# Introduction

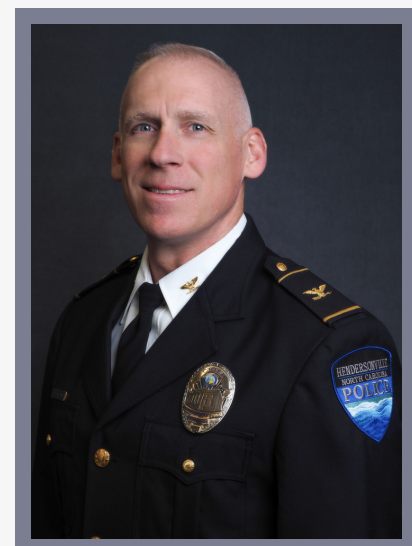
Welcome to the Hendersonville Police Department's report of our pledge to complete the International Association of Chiefs of Police Trust-Building Campaign. In these pages, you will see the extraordinary steps the agency has taken to fulfill all twenty-five best practices. We started this journey in March 2023 to ensure that we meet the highest standards and most current leading practices in law enforcement.

We know that society's expectation of law enforcement has changed dramatically since 2020. We also know how imperative it is that we continue to evolve as an organization to meet the varying needs of our community. To put it plainly, we simply cannot function today the way we did yesterday. We must constantly adapt our practices.

I am happy that our staff embraced this challenge and adopted the idea of the trust building campaign as their own. This was not just another meaningless effort, but an effort to deliver real results. Implementing the measures will make us better and more responsive to 21st century policing.

We hope this report communicates our desire to be a leader among departments across our profession. This pledge confirms our commitment to constant improvement and adherence to the highest policing standards.

In the end, we want our current and future residents, and our many visitors, to know that we are well trained, highly motivated, and passionate about professional providing. We will improve and learn from every situation. With your help, we will be the best law enforcement agency in western North Carolina, if not the entire state. Thank you for your support and for allowing us to serve this community.



# The Trust Building Campaign

The IACP Trust Building Campaign seeks to enhance trust between police agencies and the communities they serve by ensuring positive community-police partnerships that promote safe, effective interactions; create strategies to prevent and reduce crime and improve the well-being and quality of life for all.

To join the campaign, police agencies must pledge to implement twenty-five (25) key policies and promising practices over the next thirty-six (36) months. These policies and practices represent six (6) key focus areas that are essential to enhancing the trust and collaboration between communities and police.

## Key Policies and Promising Practices

### Bias-Free Policing

1. Establish a policy on bias-free policing.
2. Increase transparency and accountability of police use of force. Publish use of force and complaint process policies.
3. Provide officers with training and coaching on cultural responsiveness.
4. Train officers on the unique makeup and needs of their communities based on country of origin, religious and cultural practices, etc. which may conflict with local laws.

### Use of Force

5. Adopt the elements of the National Consensus Policy on Use of Force into the agency's policies and procedures. Publish use of force policy.
6. Provide regular training on the agency's use of force policy. Training should include scenario-based exercises that incorporate de-escalation techniques.
7. Document all use of force beyond handcuffing in agency records. Review these records on an annual basis to identify trends that need to be addressed in policy and training.
8. Participate in the National Use of Force database.

### Leadership and Culture

9. Establish an agency policy or statement that recognizes the sanctity of life and the importance of preserving human life during all encounters. Adopting the IACP Oath of Honor will meet this requirement.
10. Participate in accreditation, certification, or credentialing process that has an independent organization that reviews an agency's policies and procedures.
11. Ensure training and policy reflect a culture of equity, diversity, inclusion, accountability and that promote procedural justice for community members and employees alike. Establish an employee wellness program that includes both physical and mental health.
12. Establish an employee wellness program that includes both physical and mental health.
13. Conduct a culture assessment of the organization, with steps taken to address areas of concern.
14. Provide body armor to officers and require the wearing of soft body armor while on uniformed patrol.





## **Recruitment, Hiring and Retention**

15. Embrace the guardian officer rather than the warrior mindset in recruiting and training.
16. Establish minimum educational standards or equivalency requirements that can be met by prior life experience. Provide officers with the opportunity for advanced education and training opportunities.
17. Verify potential hires with the national decertification database before hiring experienced officers.
18. Include measures of problem-solving, trust-building, and cultural responsiveness in metrics of officer performance.

## **Victim Services**

19. Train officers in Trauma-Informed Responses.
20. Train officers on best practices, resources, and tools for communicating with community members who do not speak English or whose ability to communicate is impaired.
21. Establish partnerships to provide for mental health, substance abuse, and youth deflection/diversion resources in their community.

## **Community Relations**

22. Educate communities on the dynamics of policing and set reasonable expectations for their police. Establish shared expectations of the role police have in the community and solicit review and input from the community on agency policies and procedures.
23. Establish a clear and timely complaint process that does not require written or sworn statements to submit. Complaint processes and policies should be accessible to all.
24. Conduct a regular recurring survey of the community to measure the level of trust in the police.
25. Establish written strategies to engage with youth and marginalized groups in the community to develop positive relationships with police officers and how to interact safely with police.

Agencies and organizations demonstrating a serious commitment to implementing the key action items in all six (6) areas will become publicly recognized members of the Trust Building Campaign and will receive Trust Building Campaign awareness pins that can be displayed on each officer's uniform. (SOURCE: IACP Website, Trust Building Campaign, <https://www.theiacp.org/iacp-trust-building-campaign>)



## 1. Adopt a Bias-Free Policing policy.

- GO 212, *Bias-Free Policing*, was revised and published on March 21, 2023. In it, the department makes it clear that policing based on any type of bias is not tolerated.
- The agency adopted a resolution through city council reaffirming our adherence to bias-free policing in January 2024.

## 2. Increased transparency and accountability of police use of force. Published use of force and complaint process policies.

- GO 801, *Use of Reasonable Force*, has been revised several times to meet current best practices. The most current version was updated and published on April 13, 2023.
- GO 801, *Use of Reasonable Force*, is published and available to the public on the city's website using the following link: [801 - Use of Reasonable Force - Hendersonville Police Department \(NC\) - PowerDMS](#)
- GO 208, *Complaints and Allegations*, has been updated to include "Application of Service" complaint procedures. This new procedure allows for a structured, but less formal, investigative process for demeanor complaints only. Misconduct and excessive force allegations remain processed through traditional internal investigative processes as outlined in the policy.
- GO 208, *Complaints and Allegations*, is published and available to the public on the city's website using the following link: [208 - Complaints and Allegations - Hendersonville Police Department \(NC\) - PowerDMS](#)

## 3. Provided officers with training and coaching on cultural responsivity.

- All Officers are required to complete the Community Policing Defined course through COPS Training Portal. The course link is: <https://learn.copstrainingportal.org/enrol/index.php?id=150>.
- Community Policing Defined is an eLearning course that provides learners with a basic awareness and understanding of the fundamental principles and best practices of community policing. This course examines practical problem-solving methodologies and applies best practices of community policing.
- Officers are taught cultural sensitivity and bias awareness training during the new officer orientation phase, field training, and during in-service training.
- All sworn officers are required to complete state mandated in-service training annually. HPD has completed the following classes minimally since 2022:
  - a. Enhanced Community Engagement (2022)
  - b. Juvenile Justice Issues and Challenges (2023)
  - c. Enhanced Community Policing (2023)
  - d. Juvenile Justice Issues: Communication and Engagement (2024)
  - e. Increasing Professionalism (2024)

## 4. Trained officers on the unique makeup and needs of their communities based on country of origin, religious and cultural practices, etc. which may conflict with local laws.

- GO 212, *Bias-Free Policing*, mandates that officers receive training during their FTO process and during annual department wide training.
- Officers participate in annual mandatory City of Hendersonville DEI (Diversity, Equity, and Inclusion) training.
- Officers are trained on the unique cultural makeup of Hendersonville throughout the field training process.
- Officers receive training in community policing, provided online through the COPS Training Portal and required of all sworn personnel.

5. **Adopted the elements of the National Consensus Policy on Use of Force into the agency's policies and procedures.**
- GO 801, *Use of Reasonable Force*, contains elements set forth in the National Consensus Policy on Use of Force.
  - GO 801, *Use of Reasonable Force*, meets the guidelines of accreditation for the North Carolina League of Municipalities Risk Reduction Review, the North Carolina Law Enforcement Accreditation, and the Commission on Accreditation for Law Enforcement Agencies.
  - GO 801, *Use of Reasonable Force*, is published and available to the public on the city's website using the following link: [801 - Use of Reasonable Force - Hendersonville Police Department \(NC\) - PowerDMS](#)
6. **Provided regular training on the agency's use of force policy. Training should include scenario-based exercises that incorporate de-escalation techniques.**
- The agency reviews GO 801, *Use of Reasonable Force*, annually during in-service training. Specifically, during firearms training and Subject Control and Arrest (SCAT) training. Officers sign a roster verifying the review of the policy at the completion of each training session.
  - GO 801, *Use of Reasonable Force*, is reviewed with new officers during the New Officer Orientation program and with leaders during New Supervisor Orientation training.
  - The department has employed a training simulator into our use of force training curriculum. We use the Virtra training simulator annually since 2022. We are in the process of scheduling semi-annual or quarterly training using the Virtra system starting in 2024.
  - Virtra training sessions incorporate scenarios in which the officer is presented with a scenario that requires the officer to identify a problem, create a dialog with the person in the video, and offer solutions for the problem's resolution. Officers are evaluated on their successful interaction rather than resorting to force.
  - We used the 2023 annual Taser training to incorporate a de-escalation role play in which officers used verbal techniques to bring a situation to a successful conclusion. Going forward we will add the use of simunitions role playing to further our de-escalation training.
7. **Created a policy to document all use of force beyond handcuffing in agency records. Review these records on an annual basis to identify trends that need to be addressed in policy and training.**
- In March 2023, the agency, in conjunction with the North Carolina Association of Chiefs of Police, participated in the first of its kind development of an agency culture assessment.
  - Due to this assessment, the entire agency completed online training Changing Perceptions: A Fair and Impartial Policing Approach, through COPS Training Portal in November 2023.
  - Changing Perceptions: A Fair and Impartial Policing Approach, is an eLearning course, provides an opportunity for learners to assume the roles of three different law enforcement officers in an interactive video-based simulation, make decisions for these officers, and experience the consequences of their choices. The modules train officers on the effect of implicit bias and provide them with the information and skills they need to reduce and manage their biases.
  - GO 102, *Mission, Vision, and Values*, addresses our work regardless of a person's background.
  - GO 201, *Code of Conduct*, establishes that the agency has adopted the IACP Code of Ethics in support of cultural diversity.
  - GO 206, *Prohibition Against Harassment*, prohibits all forms of harassment and discrimination of any person because of his/her ethnic origin, gender, religion, age, or disability.
  - GO 212, *Bias-Free Policing*, affirms the department's commitment to unbiased policing in all encounters between officers and members of the public through the ethical application of services while enforcing laws in a fair and equitable manner.
  - GO 609, *Recruitment Plan*, outlines that the department is an equal opportunity employer without regard to race, color, gender, religion, sex, age, or national origin.



**8. Participated in the National Use of Force database.**

- The Hendersonville Police Department began reporting Use of Force incidents to the National Use of Force Data Collection system monthly starting in November 2023 in support of the IACP Trust-Building Campaign.
- The department also reported all historical data dating back to the inception of the database in 2019.

**9. Established an agency policy or statement that recognizes the sanctity of life and the importance of preserving human life during all encounters. Adopting the IACP Oath of Honor will meet this requirement.**

- GO 801, *Use of Reasonable Force*, Page 2, Procedures, Duty to Intervene and Report Excessive Force, #1 states: “The preservation of life is a paramount responsibility for all sworn personnel.”
- All sworn personnel within the agency openly and verbally recite the IACP Oath of Honor at all department ceremonies.
- The preservation of life being our highest priority is reinforced with all new officers during the New Officer Orientation Phase.
- GO 801, *Use of Reasonable Force*, is published and available to the public on the city’s website using the following link: [801 - Use of Reasonable Force - Hendersonville Police Department \(NC\) - PowerDMS](#)

**10. Participated in accreditation, certification, or credentialing process that has an independent organization that reviews an agency’s policies and procedures.**

- The department is accredited through the North Carolina League of Municipalities (NCLM), Risk-Reduction Review, 2nd award. This is the three-year review process conducted by investigators from the North Carolina League of Municipalities.
- The department is enrolled in the self-assessment phase of the Commission on Accreditation for Law Enforcement Agencies (CALEA). Mock assessment begins in March 2024, with an on-site assessment to be conducted summer 2024. The agency’s goal is to receive a Tier 1 accreditation in November 2024.
- The department is enrolled in the North Carolina Law Enforcement Accreditation (NCLEA). Once accredited through CALEA, there are an additional 13 standards the agency must meet. We will re-activate the accreditation process through NCLEA in December 2024.
- We hope to be the first triple accredited agency in North Carolina through NCLM, CALEA, and NCLEA.

**11. Ensure training and policy reflect a culture of equity, diversion, inclusion, accountability and that promote procedural justice for community members and employees alike.**

- In March 2023, the agency, in conjunction with the North Carolina Association of Chiefs of Police, participated in the first of its kind development of an agency culture assessment.
- Due to this assessment, the entire agency completed online training Changing Perceptions: A Fair and Impartial Policing Approach, through COPS Training Portal in November 2023.
- GO 102, *Mission, Vision, and Values*, addresses our work regardless of a person’s background.
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- GO 609, *Recruitment Plan*, outlines that the department is an equal opportunity employer without regard to race, color, gender, religion, sex, age, or national origin.

- 12. Established an employee wellness program that includes both physical and mental health.**
- GO 213, *Physical Fitness Program*, was updated and published on February 21, 2023. This policy encourages officers to participate in on-duty physical fitness activities.
  - The department has a fitness room on the second floor of the police department. It allows for cardiovascular fitness and weightlifting.
  - The department also created a workout area in the garage that allows for more cross fit type physical fitness training.
  - The department funds an embedded mental health clinician at no cost to all department employees. This clinician provides confidential mental health services to all employees in the office or at a separate location.
  - Because of the popularity of the mental health services, the department is exploring app-based mental health access, or the potential of increasing access to the embedded mental health clinician.
- 13. Conducted a culture assessment of the organization, with steps taken to address areas of concern.**
- In March 2023, the agency, in conjunction with the North Carolina Association of Chiefs of Police, participated in the first of its kind development of an agency culture assessment.
  - The assessment includes fourteen distinct dimensions that can be derived from the tool. The tool provides actionable insight to improve employee morale and operational efficiency.
  - The agency continues to work with consultants to review the assessment tool findings and layout next steps.
- 14. Provided body armor to officers and require the wearing of soft body armor while on uniformed patrol.**
- The department promotes officers using a guardian mindset during almost every law enforcement encounter. The understanding that a warrior mindset is necessary, and should be employed, during the most extreme and violent encounters.
  - This dichotomy is reinforced during new employee orientation (to include conversations with the Chief of Police, field training, and supervisor observations).
  - GO 205, *Early Warning System*, was published on March 31, 2023. In it, the agency has procedures in place to review officer conduct if triggering events occur that might indicate an over application of the warrior mindset when a guardian mindset is appropriate.
- 15. Embraced the guardian mindset rather than the warrior mindset in recruiting and training.**
- All sworn officers are issued ballistic soft body armor when first hired.
  - Ballistic soft body armor is replaced for all sworn officers on a five-year, or as needed basis, whichever is sooner.
  - GO 209, *Uniforms and Appearance*, requires that officers wear issued ballistic armor when: wearing the class B uniform, when on patrol or engaged in operational field duties, on special operations or when responding to calls for service where there is a reason to believe that weapons have been or could be present at the incident location, when engaged in an organized search, during SWAT activations, or during any pre-planned, high-risk situation.
  - The civilian animal services officer also wears ballistic soft body armor on calls for service where he/she believes there to be an elevated risk of physical harm from an animal owner/guardian.
  - GO 209, *Uniforms and Appearance*, is published and available to the public on the city's website using the following link: <https://public.powerdms.com/HendersonvilleNC/documents/1773642>
- 16. Established minimum educational standards or equivalency requirements that can be met by prior life experience. Provided officers with the opportunity for advanced education and training opportunities.**
- GO 218, *Promotions*, encourages all officers to seek advanced education and training opportunities. Employees who seek higher education are eligible for tuition reimbursement in accordance with the City of Hendersonville Personnel Policy.
  - F218b, *Promotional Eligibility Criteria*, identifies the promotional requirements for each supervisory position within HPD. There are no formal education requirements, although policy advises formal education is preferred and encouraged.
  - F281c, *Police Officer Career Ladder Matrix*, details the requirements for officers to advance to the next higher level throughout their career. The idea behind this incentive-based program is that an individually better trained officer leads to a collectively better trained department resulting in fewer complaints and uses of force.
  - A leadership development ladder is currently being devised and will be added to policy in 2024.

**17. Verified potential hires with the national decertification database before hiring experienced officers.**

- The agency checks all new applicants using the National Decertification Index (NDI). The NDI check is the first step in our hiring process.
- The NDI verification of all potential officers is documented in the background packet before a hiring decision is made.

**18. Included measures of problem-solving, trust-building, and cultural responsivity in metrics of officer performance.**

- The city implemented employee evaluation program has six categories, seven for leaders, for which all employees are evaluated. Those categories are: Application of Professional Knowledge, Skills, and Decision-Making (problem-solving), Teamwork (trust-building), Community Relations (trust-building and cultural responsivity), Planning, Organizing, and Time Management (problem-solving), Fiscal and Capital Resource Management (problem-solving), Human Resource Management (problem-solving). For leaders an additional category is: Motivation, Leadership, and Employee Development.
- The city is engaged in a process to review and revise the employee evaluation process. Any new evaluation tool will include problem-solving, trust-building, and cultural responsivity.
- Employees are evaluated on their daily performance through supervisor observations, community feedback, and/or employee information.
- The department revised its mission, vision, and values in 2023. The new mission statement is simply to “*Serve with Excellence.*” Agency leaders hope a simple mission statement frees employees rather than restricting them to a complicated statement.
- The agency adopted three values that reflect what is most important to use. Respect, Professionalism, and Integrity drive our employees. We test these values in the hiring process as well.
- Our Field Training Program focuses on problem-based learning where trainees are encouraged to find solutions to problems rather than doing nothing and responding to the same location/problem over and over.
- The agency is in the process of employing a social worker to build a co-responder model. This model will enhance trust with marginalized communities such as homeless persons, minorities, and youth within the community.

**19. Trained officers in Trauma-Informed Responses.**

- In 2023, all sworn personnel received Lethality Assessment Program (LAP) training in partnership with Safelight. In 2024 all sworn personnel will be trained in LAP 2.0.
- Currently, only about 25% of the sworn officers have completed CIT training. The agency has made this a priority, and the Chief of Police has set a goal of 100% completion by 2026.
- Ten additional officers are registered for CIT training in 2024.
- GO 408, *Mental Commitment Procedures*, encourages officers to use mental commitment over incarceration where appropriate. The department embraces the concept that jail is not the best course of action for those individuals needing mental health treatment.
- The agency is developing a co-responder model with the hiring of a social worker in the fall of 2024. This model will follow many around the country and give officers an additional tool to help those individuals experiencing crisis.
- GO 412, *Criminal Arrests and Processing*, states that all citizens have basic rights spelled out in U.S. Constitution. It is incumbent upon officers to protect individual civil liberties by employing the least harmful strategies.

**20. Trained officers on best practices, resources, and tools for communicating with community members who do not speak English or whose ability to communicate is impaired.**

- GO 112, *Emergency Communications Center*, outlines procedures to communicate with persons who are hearing impaired.
- The City of Hendersonville subscribes to a language line service. In the event of a language barrier, telecommunicators use the conference call function to connect the caller, the service, and telecommunicator to process the call.
- Department employees have been trained in the system and have access whenever a need arises to communicate with a person in need.
- The department recruits bilingual applicants where possible and encourages employees to take courses in functional Spanish and other language course offerings through the local North Carolina Community Colleges.



## 21. **Established partnerships to provide for mental health, substance abuse, and youth deflection/diversion resources in their community.**

- The Hendersonville Police Department has established enduring partnerships with Mobile Crisis, our local mental health service providers, to ensure that community members facing crises receive the necessary assistance to cope with life-changing demands.
- The Hendersonville Police Department is proud to collaborate with the Trauma Intervention Program (TIP) of Western North Carolina, a nonprofit organization committed to providing immediate assistance to individuals emotionally traumatized in emergency situations. TIP operates through a team of meticulously trained and screened volunteers, available round-the-clock, every day of the year. Serving the Western North Carolina community with pride, TIP volunteers are summoned by law enforcement, fire, and paramedics to offer invaluable emotional support and practical resources to victims, families, friends, witnesses, and bystanders.
- The department collaborates closely with The Hope Coalition, a vital local organization dedicated to guiding rehabilitation, preventing substance abuse, and providing treatment for both adults and youth in Henderson County.
- The department is actively involved in Henderson County Teen Court, a program designed to provide a pathway for teen offenders. Through Teen Court, these individuals are offered a chance for rehabilitation and access to educational resources aimed at guiding them towards correcting their behavior. The goal is to keep them out of the traditional legal system while simultaneously alleviating the caseload burden on local courts.
- The department is in the beginning stages of establishment of a Co-Responder Unit by partnering with Western Carolina University. The goal is to combine the expertise of police officers with that of behavioral health professionals on emergency calls involving behavioral health crises to de-escalate situations and help link individuals with behavioral health issues to appropriate services.
- Develop and implement a model policy addressing law enforcement response to individuals with mental health conditions.
- As detailed in our Strategic Plan, the department is actively expanding the number of CIT (Crisis Intervention Training) officers to better address mental health crises within our community.
- Providing Mental Health First Aid training (or equivalent) to all our non-sworn staff.
- Through our School Resource Officer (SRO) program, SROs interact daily with youth, parents/guardians and members of the school community and divert youth when appropriate to a school-based review rather than the court system.
- SROs actively engage in substance abuse prevention and mentoring initiatives with youth through programs such as the STAR (Sheriffs Teaching Abuse Resistance) and the STAR Camp sessions.
- In conjunction with the Henderson County School System, Officers report to Handle with Care (HWC). HWC is an anonymous reporting telephone system where officers call in with a student's name if that child has an interaction with law enforcement. Officers do not provide details, only the child's name. The school simply handles the child with care the following day.





**22. Educated communities on the dynamics of policing and set reasonable expectations for their police. Established shared expectations of the role police have in the community and solicit review and input from the community on agency policies and procedures.**

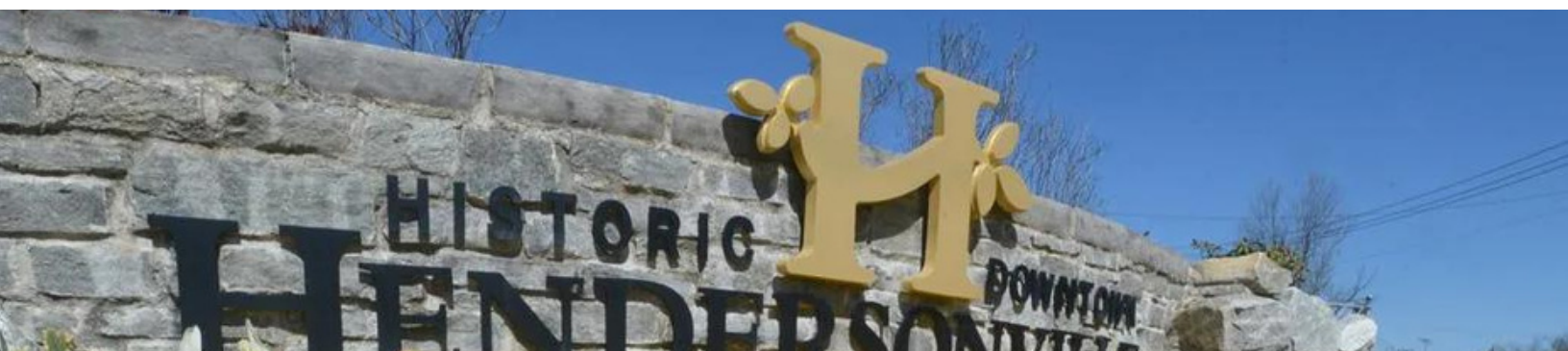
- The department created a Citizen Advisory Board (CAB) in 2021. The group is comprised of civilian volunteers who represent various groups within the community.
- The purpose of the CAB is to inform the Chief of Police and the department on the needs and expectations of the different community groups to help drive better policies.
- One recommendation of the group was to communicate more often with the community with a public report. In January 2022, the department published its first monthly report. It has continued this practice since.
- All public monthly reports can be found here: [Police Transparency | City of Hendersonville, NC | Official Website \(hendersonvillenc.gov\)](https://www.hendersonvillenc.gov/police-transparency)
- Every report includes the following information: a summary from the Chief of Police, calls for service, traffic stops, citations issued, DWI arrests, motor vehicle crashes, criminal arrests, incident reports, drug offenses, larcenies, assaults, employee actions, community tip, complaints and findings, vehicle pursuits and findings, uses of reasonable force and findings, operational/notable events, budget summary, community outreach/special events, grant management, and recruiting/retention.
- Information has been added to the reports based on community feedback.

**23. Established a clear and timely complaint process that does not require written or sworn statements to submit. Complaint processes and policies should be accessible to all.**

- The department accepts complaints made in person, by telephone, in writing, or by any other reasonable method. While we expect complaints to be made in good faith, no person must provide a sworn statement before we accept and investigate their complaint.
- The department also accepts anonymous complaints and those made electronically on the city's website or the department's app.
- GO 208, *Complaints and Allegations*, details the procedures for filing a complaint against a department employee. It also sets out the timeline employees must adhere to when conducting an administrative complaint investigation.
- GO 208, *Complaints and Allegations*, is published and available to the public on the city's website using the following link: [208 - Complaints and Allegations - Hendersonville Police Department \(NC\) - PowerDMS](https://www.hendersonvillenc.gov/208-Complaints-and-Allegations-Hendersonville-Police-Department-NC-PowerDMS)

**24. Conducted a regular recurring survey of the community to measure the level of trust in the police.**

- PowerEngage is utilized to send surveys to people who dial into the 911 center. This tool sends a text message to the phone number that dialed 911 on call types set and sends a four-question survey about the 911 dispatcher and the responding officer. Feedback is at 91.23% positive for the last 30-day period.
- The department is in process of linking PowerEngage to our RMS data, so the software will send updates to a victim/complainant when a detective has been assigned, an arrest has been made, ect.
- An annual survey for the department was posted in 2023, both on the City of Hendersonville website, Facebook, and the police department's Facebook page. The results can be found here - <https://PublicInput.com/Report/5jmpcnyyhqs> .
- There were 218 respondents to that survey. 87 of the respondents were city residents, 38 own properties in the city, 37 work in the city, and 10 own a business in the city. The rest of the respondents either visit the city, worship in the city, or go to school in the city.
- The survey results were around 80% positive, and no one left any comments for improvement for us to follow up on.
- This survey will be conducted yearly as a requirement of CALEA.







**25. Established written strategies to engage with youth and marginalized groups in the community to develop positive relationships with police officers and how to interact safely with police.**

- GO 513, *Juvenile Procedures*, was revised and published on October 25, 2023. It outlines the procedures officers should use when interacting with youth offenders.
- In 2023, in partnership with the Hope Coalition, the first Teen Court was conducted. HPD supports the implementation of this teen diversion program as a least-harm approach to reducing juvenile crimes and recidivism. <https://elementsofhope.org/youth-support>
- HPD has officers in all four public schools within the city limits. We have a Memorandum of Understanding (MOU) with the Henderson County Sheriff's Office to work collaboratively in providing school security during critical incidents. This MOU is signed by the Chief of Police and the County Sheriff and has been accepted by both the County Commissioners and the City Council. <https://www.hendersonvillelightning.com/news/11010-hhs-school-resource-officer-wins-national-rise-award.html>
- HPD has partnered with the Boys and Girls Club of Henderson County, the club of which is located within the city limits, to place an officer in the club during club hours. This agreement is rare with only Grand Rapids, MI being the first to create such a role in Boys and Girls Clubs in the United States.
- HPD has increased its presence during National Night Out since 2021. It had been more than a decade since the agency participated in NNO prior to 2021. <https://www.hendersonvillenc.gov/news/national-night-out>
- HPD will facilitate Christmas with a Cop as a stand-alone program in December 2024. Previously, the department partnered with other public safety agencies to host a "Shop with a Hero" event.







# HENDERSONVILLE POLICE DEPARTMENT

EST. 1847