

21ST CENTURY POLICING REPORT TO THE COMMUNITY

2021



CLOVIS
POLICE

CLOVIS POLICE DEPARTMENT

To those we serve, we want to be the best.



TABLE OF CONTENTS

CHIEF'S MESSAGE TO THE COMMUNITY	1
PILLAR 1: BUILDING TRUST & LEGITIMACY	2
PILLAR 2: POLICY & OVERSIGHT	5
PILLAR 3: TECHNOLOGY & SOCIAL MEDIA	7
PILLAR 4: COMMUNITY POLICING & CRIME REDUCTION	10
PILLAR 5: TRAINING & EDUCATION	12
PILLAR 6: OFFICER WELLNESS & SAFETY	14

A MESSAGE TO THE COMMUNITY

The Clovis Police Department is dedicated to serving the citizens of Clovis, and we are pleased to present our second 21st Century Policing Report to the Community.

Our department serves a community of 122,000 people, and the “Clovis Way of Life” is not just a motto but a culture and a belief. We are proud to be ranked as the safest city in the Central Valley, and Clovis was also recently named the #1 “Best City in California to raise a family.” These are true testaments to all of the employees, volunteers, and community partners who work diligently to provide a secure community for us to thrive.

The President’s Task Force on 21st Century Policing, established in 2015 under President Barack Obama, set six guidelines or pillars of recommendations for law enforcement. We have taken these recommendations seriously, and this report details the ongoing commitment by the Clovis Police Department to follow the guidelines set forth in these six pillars.

Law enforcement as a whole faced many challenges in the past year, and our department faced both the pandemic and a devastating fire in our mountain communities. We have been overwhelmed by the strength and support of our community members, and I would like to offer my sincerest thanks and that of the entire department. Our mission will always be to provide superior protection and service in a manner that builds public confidence and improves the quality of life in our community, and together, we continue to make our city a great place to live.



CURT FLEMING
CHIEF OF POLICE

PILLAR 1

BUILDING TRUST & LEGITIMACY



The Clovis Police Department adopted community policing concepts in the early 1990s and has continued to strengthen our community relationships over the last two decades. We view the growth of our city as an opportunity to build on these relationships as we move forward through 2021 and for many years to come. In the following pages, you will see many examples of how our officers keep Clovis the safest city in the Valley year after year by partnering with the community members we serve.

Since the publication of our first Report to the Community in 2020, we have worked hard to expand upon many of the programs and ideas identified in the final report of The President's Task Force on 21st Century Policing.

A FEW EXAMPLES IN PILLAR 1 ARE:

- Building Trust Through Transparency
- Celebrating Iconic People in Our Nation's History
- Striving for Diversity in Hiring and Recruiting
- Procedural Justice Modeling

ENSURING TRANSPARENCY

The Clovis Police Department continues to work to ensure transparency in our daily activities. Over the years, our department has built a strong relationship with local media by making our staff available upon request and partnering with the media on community events. Transparency builds trust, and we also strive to demonstrate this daily on our social media platforms with posts and replies to provide two-way communication and engagement with our community members. Our transparency efforts also include the public availability of our policy on our city website, "Facebook Live" Q&A sessions with the Chief, and our recent commitment to provide full debriefs with body-worn camera footage for critical incidents within 72 hours. As we collaborate with different groups throughout the city, we are continuing to look for ways to expand our transparency with the public. It will always be our goal to be open and forthcoming with information unless revelation would place someone in danger or compromise a criminal investigation.

PILLAR 1

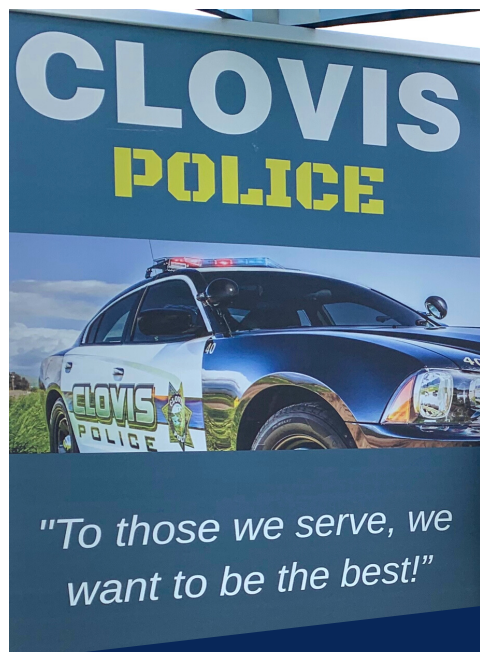


CELEBRATING CULTURE

With the population of Clovis nearing 122,000 people, our community is continually becoming more diverse. Our organization's goal is to continue to connect with and celebrate all cultures within our community, in part by hosting and participating in a number of events throughout the year. Though the COVID-19 pandemic shut down many events, we still found a way to celebrate and honor Dr. Martin Luther King Jr. in holding our 16th Annual Community Breakfast virtually this year alongside the Reverend Dr. Martin Luther King, Jr. Unity Committee of Fresno. Dr. King's legacy is something we at the Clovis Police Department cherish, and we host this event each year in collaboration with community leaders, clergy, and volunteers. This event is a great reminder of King's belief that "hate cannot drive out hate; only love can do that."

VALUING DIVERSITY WITHIN OUR STAFF

Employees from all backgrounds make up the workforce of the Clovis Police Department. Our belief is that our staff should be a reflection of the diversity within the community we serve. Our Citizen Diversity Recruitment Committee provides input to assist us in reaching all backgrounds during our recruiting efforts, and we strive to recruit only the best employees. Currently, 35% of our police officers come from a diverse background. While we still have work to do in this area, we continue to make great strides.



PILLAR 1



COMMUNITY INVOLVEMENT

Policing in the 21st century is so much more than just enforcing the letter of the law. It's about finding meaningful solutions to systemic problems in communities by connecting with the stakeholders in those communities. Coffee With a Cop, Neighborhood Watch, and our Beat Corporal Program invite two-way conversations with our staff in a comfortable, non-enforcement setting. With recent pandemic restrictions, our staff has also become quite creative with drive-by parades for birthdays, appearances in classrooms via Zoom, and more recently walking beats in our downtown area to meet and greet with our local business owners.



PROCEDURAL JUSTICE

In our role as trusted community guardians, we represent all members of our community. Unequal treatment, bias, and discrimination are not tolerated in any form within our organization, and our citizens expect nothing less than this standard. All of our staff receive yearly training on crisis intervention, implicit bias, and procedural justice principles. Throughout our organization, from Officer to the Chief of Police, we prioritize providing exceptional service to all we encounter in our work.



PILLAR 2

POLICY & OVERSIGHT

Clovis Police Department policy and procedures are guided by our community values and designed to ensure our officers clearly understand what is expected of them in their day-to-day duties. We welcome public input on everything we do, and we are mindful of public expectations as we review and edit our policies. National events often lead to policy change for all law enforcement, and we will always strive to implement policies that represent law enforcement best practices for our officers and the people we serve.

Policy and oversight are taken very seriously at the Clovis Police Department. Here are some examples of what we are doing to ensure our policies reflect our mission and goals:

MAKING OUR POLICY PUBLIC

In October 2018, then-Governor Jerry Brown signed Senate Bill 978 into law. In compliance with SB 978, the Clovis Police Department has added its entire policy manual to the City of Clovis website. The policy manual is immediately updated any time a change is made, no matter how small. We do this to ensure our community can easily review our policies and have their questions answered.

UPDATING POLICY CONTINUOUSLY

Our policy manual is facilitated through Lexipol, a privately owned policy manual developer that services 8,000 agencies and municipalities across the nation and ensures we stay updated on new laws as soon as they are enacted. All updates are completed by a team of attorneys that specialize in police policy. Though no two police agencies are exactly alike, most of us agree that the majority of law enforcement policies should be the same or similar across the nation.

DID YOU KNOW?

- **Clovis Police Officers do not have traffic ticket quotas. We trust our officers to use sound discretion in issuing tickets and keeping our motoring public safe.**
- **Our policy requires our officers to provide identification when asked. We expect our officers to freely give this information.**

PILLAR 2



REPORTING & REVIEWING USE OF FORCE

The Clovis Police Department use of force policy is detailed and has been recently updated to allow for greater transparency and information release. Any time force is used, officers must notify a supervisor to report their use of force, and supervisors immediately review the incident to confirm actions taken were within policy. Our policy includes requirements for de-escalation techniques and rendering medical aid in addition to requirements of transparency. In compliance with a new California law, AB 748, our department releases body-worn camera footage of a critical incident within 45 days of a request. In 2020, the Clovis Police Department had one officer-involved shooting, and we provided a press briefing within 72 hours of the incident to speak about the encounter in its entirety.

PROHIBITING BIAS-BASED POLICING

Our officers attend yearly anti-bias policing training, even though it is only required every five years. Per our Policy 402.3, bias-based policing is strictly prohibited. This policy is not new, and bias-based policing has never fit into our Clovis PD culture. It is important to us to respect and protect the dignity of every individual we come into contact with, and we will continue to educate our officers on fair and impartial policing. Although an agency our size is not yet required to do so, we will also start collecting data on traffic and pedestrian stops per the Racial and Identity Profiling Act beginning this July.

COLLECTING DATA FOR REVIEW

The President's Task Force on 21st Century Policing recommends that police departments collect data on all officer-initiated detentions, all use of force incidents, and a census of all sworn officers to a national agency. The Clovis Police Department complies with all national Uniform Crime Reporting guidelines and has transitioned to the FBI's National Incident-Based Reporting System, which will ensure our statistics accurately reflect crime in our community.

PILLAR 3

TECHNOLOGY & SOCIAL MEDIA



The Clovis Police Department has a long history as the valley's leader in the use of cutting-edge law enforcement technology. New technologies have helped us to reduce our response times and provide additional information for officers to assist with their decision-making as well as to connect with our community and improve our service. Utilizing advanced technology while respecting and protecting citizens' privacy rights is a high-value priority for the Clovis Police Department.

Here are several examples of technological tools and social media outlets we are currently using to solve crime while building trust and credibility with our community:

LIVE 911

In 2020, the Clovis Police Department implemented Live 911, a software program that enables 911 calls to be live-streamed directly to a patrol officer's patrol vehicle. This allows officers to be immediately alerted to active emergencies one to two minutes before a dispatcher would have time to dispatch the call. In just the first few months of use, this technology has been credited with saving at least two lives.

UNMANNED AERIAL VEHICLES

As of March 1, 2021, the Clovis Police Department has a total of 23 unmanned aerial vehicles and 18 certified UAV pilots, all of whom have passed a required FAA test to obtain their licenses. Our UAVs are utilized to respond to calls for service and are never flown around the city in a patrol function. All community comments on this program are taken seriously, and we can assure that privacy rights are viewed as sacred by our department. UAVs help us to maximize safety for officers and the public and are most commonly used to give our officers an aerial view of areas where suspects may be hiding.

In April 2020, the Clovis Police Department conducted a 90-day pilot program in which a UAV was sent as a first responder to emergency calls. The UAV was sent ahead of officers to provide a real-time aerial view and important safety and tactical information to ensure a more efficient and safe response for all parties.

PILLAR 3



BODY-WORN CAMERAS

Since our first Report to the Community in 2020, we have achieved our goal of issuing a body-worn camera (BWC) to every officer in our department, contributing to both our efficiency and transparency efforts. BWC technology is rapidly advancing, and we will continue to carefully consider privacy rights and community comments before expanding our program.

LICENSE PLATE RECOGNITION CAMERAS

Since our 2020 Report to the Community, we have accomplished our goal of covering all major intersections and ingress points across the city with fixed cameras, and we have also equipped two patrol vehicles with license plate recognition (LPR) cameras. Our LPR program has proven to be very successful and receives at least one alert of a stolen or dangerous vehicle per day. As with all of our technology, personal privacy rights are paramount, and the use of this system is carefully audited.

SPIDR TECH CUSTOMER SERVICE

In early 2020, the Clovis Police Department contracted with SPIDR TECH, a web-based platform, to survey members of the public who have sought Clovis Police assistance. Following a call to our department, the system sends a text message to the caller informing them their request has been entered and providing an approximate wait time for an officer to respond. The system then provides status updates, and once the call is closed, a brief survey is sent to the caller. It is important to note that the system is programmed for specific call types and would never put a victim in danger.

This software has improved the efficiency and volume of surveys distributed and received from our community and has given our citizens a platform for their voices to be heard. We are proud to share that we consistently reach our goal of earning a service rating above 90%, with an overall approval rating of 94.7%.

PILLAR 3



BOMB ROBOT

The Clovis Police Department Explosive Ordnance Disposal (EOD) Unit is a regionally recognized unit covering several counties within our region. Our EOD Unit is equipped with an advanced technology robot, purchased with the help of a homeland security grant, that allows our technicians to view and handle potential threats from a safe distance. Our technicians have attended the FBI Bomb Technician course in Alabama and train 24 hours per month with other local agencies to ensure interoperability.

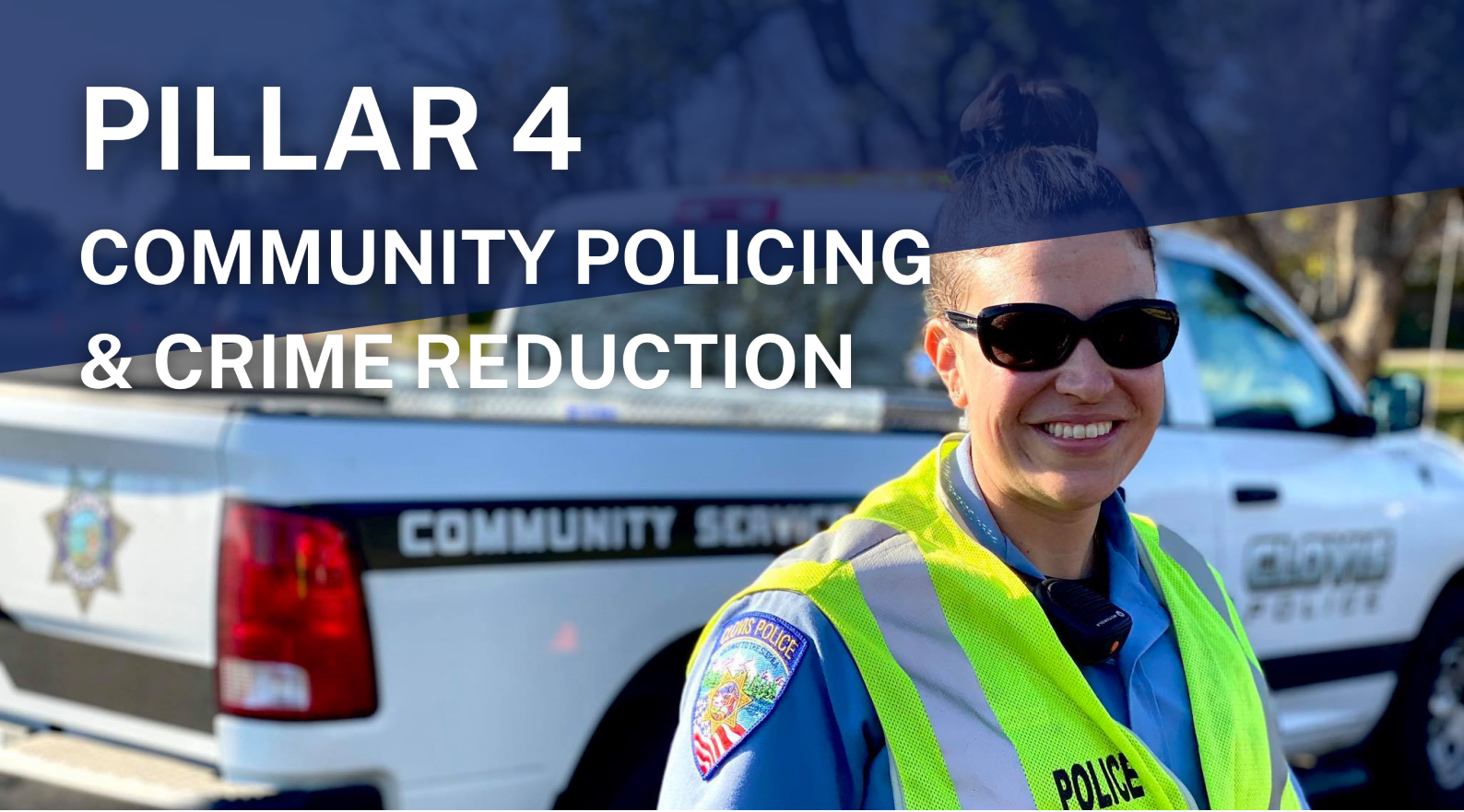
SOCIAL MEDIA

The President's Task Force on 21st Century Policing discusses the importance of disseminating information quickly and across different platforms. The Clovis Police Department is dedicated to maintaining a free flow of information, and subscribers to our many social media pages know they will often see up to the minute updates on critical situations throughout the City of Clovis. Quite often, traditional media outlets use details or share links from our posts because we promptly distribute information on these platforms to ensure transparency. Our department is active on Twitter, Facebook, Instagram, Nextdoor, YouTube, and LinkedIn, and we also have our own Clovis PD App and recently developed JoinClovisPD.com. We also recently hired a civilian Public Affairs and Information Supervisor for the City of Clovis, previously employed as a station manager for a local media affiliate, to complement and expand our organization's engagement with our community and local media outlets.



PILLAR 4

COMMUNITY POLICING & CRIME REDUCTION



The measure of success for a police department starts with a strong foundational relationship with the community it serves. In Clovis, our organizational philosophy contains several pillars including protection, respect for individuals, service, being close to those we serve, innovation, and teamwork. We are incredibly proud of the relationship we've built, and continue to build, with our community. This partnership of support is relied upon to keep our community safe and improve our quality of life.

Here are some examples of the many ways we connect with our community, have a positive influence on our youth, and reduce overall crime within our beautiful city:

COMMUNITY SAFETY EDUCATION

The Clovis Police Department is committed to keeping our community safe and helps to train local educators, professional staff, and health care providers on situational awareness and managing active shooter incidents. Members of our SWAT Team also teach a situational awareness class to incoming first-year college students as they move away from home, our Youth Services Division hosts drug education classes with local schools, and we also share helpful information on our social media platforms regarding personal safety and crime prevention measures to help ensure the ongoing safety of our community.

CHAPLAIN PROGRAM

The Clovis Police Chaplains are a diverse group of selfless people dedicated to serving our officers and our community, providing emotional support and resources for those in need. Our chaplains represent various faiths and assist with patrol calls, community events, and any number of other needs within our community including transportation, food, lodging, and counseling. Our chaplains also coordinate efforts with Hinds Hospice to help connect survivors of suicide to essential resources and contributed to the 2020 Fresno County Unity Symposium, bringing local faith leaders, police officers, business leaders, and residents together for a day of healing through humility and dignity.

PILLAR 4

YOUTH SERVICES

YOUTH SERVICES

A recommendation from the 21st Century Policing Task Force is to focus on youth, engaging with those at risk of entering into the juvenile justice system by implementing early prevention programs such as diversion, family interventions, counseling, and restorative justice. Our Youth Services Division does just that, working with youth who commit non-felony crimes in Clovis and their parents to provide alternatives to juvenile hall through community service and counseling. The Youth Services Diversion Program is managed by a Licensed Clinical Social Worker who also acts as a liaison with our local school district and other juvenile programs. The program has helped reduce repeat offenses, and only 15% of participants continue to offend to the point of county probation.

COPS AND KIDS CAMP

Each year in June, our Police Department hosts a highly popular Cops and Kids Camp, bringing kids from all walks of life into an environment where they interact with full-time police officers in a non-enforcement atmosphere. The event hosts approximately 200 school-aged children from throughout our community over four days, and our officers volunteer their time to participate in a number of activities including sports, agility courses, crafts, and a water day and pizza party on the final day of camp. The event was canceled during the COVID-19 pandemic, but we fully intend to bring it back when safe to do so. Our officers genuinely look forward to this event each year and the opportunity to interact with local children.



PILLAR 5

TRAINING & EDUCATION



The last sentence of the Clovis Police Department's mission statement reads, "To those we serve, we want to be the best." One of the many ways our department works toward this mission is through continued training and education that meets the demands of the evolving role of the law enforcement professional. Our department recognizes these evolving training needs and provides its officers with crucial annual training that goes far beyond the minimum standard established by state law to ensure we both meet and exceed the public's expectations.

Here are several examples of our training topics for the year:

- Crisis Intervention
- Mental Health
- Domestic Violence
- Bias Awareness
- De-Escalation
- Interpersonal Communication
- Trauma and Victim Services
- Languages and Cultural Responsiveness
- Procedural Justice and Impartial Policing
- Community Policing and Problem-Solving
- Scenario-Based, Situational Decision Making
- Analytical Research and Technology

ON THE JOB TRAINING

Each month, our officers receive five hours of training on various topics such as those listed above, first aid and CPR, firearms, patrol tactics, driving, and other special and advanced topics in addition to one hour of scheduled department briefing training. In Clovis, our officers complete an average of 180 hours of training every 24 months, well above minimum state requirements. Officers assigned to SWAT, EOD, Crisis Negotiations, and K9 units also train an additional 20-24 hours per month in their respective disciplines.

DID YOU KNOW?

Although the Clovis Police Department only requires its applicants to have completed 30 college units, we encourage our staff to be lifelong learners by continuing their education and training.

Approximately 65% of our sworn staff possess four-year college degrees, and over 10% of staff possess graduate degrees.

PILLAR 5



CRISIS INTERVENTION PARTNERSHIPS

Our department has formed a number of collaborative partnerships with outside agencies to improve our response during a mental health crisis call for service. The Clovis Police Department has partnered with Fresno County Behavioral Health, American Ambulance, Community Regional Medical Centers, NAMI, and other agencies to bring Crisis Intervention Training to our local law enforcement community and improve our services. We also have two mental health clinicians from Kings View Behavioral Health assigned with our patrol staff to respond with officers on calls related to mental health. On average, the clinicians assist officers on 70 mental health calls each month.

DE-ESCALATION VIRTUAL TRAINING

While classroom instruction is still essential, scenario-based training exposes officers to realistic and highly stressful situations. We recently acquired virtual reality training technology that has allowed us to improve officer decision making and de-escalation techniques by exposing officers to a number of high-stress scenarios virtually and better preparing them to face these situations in the field.

DEVELOPING LEADERS

We believe developing leaders from within our agency is vital, and we invest in developing aspiring leaders in our department by providing advanced leadership courses and programs to help our officers and staff lead our department into the future. We are proud to have graduates from several prestigious institutes among our ranks. Our sergeants attend the Sherman Block Supervisory Leadership Institute, an intense eight-month course focusing on decision making and leadership principles, and some of our staff are also graduates of the Law Enforcement Command College and the FBI National Academy in Quantico, Virginia. Within our command staff ranks, 89% have also earned or are pursuing a master's degree.

PILLAR 6

OFFICER WELLNESS & SAFETY



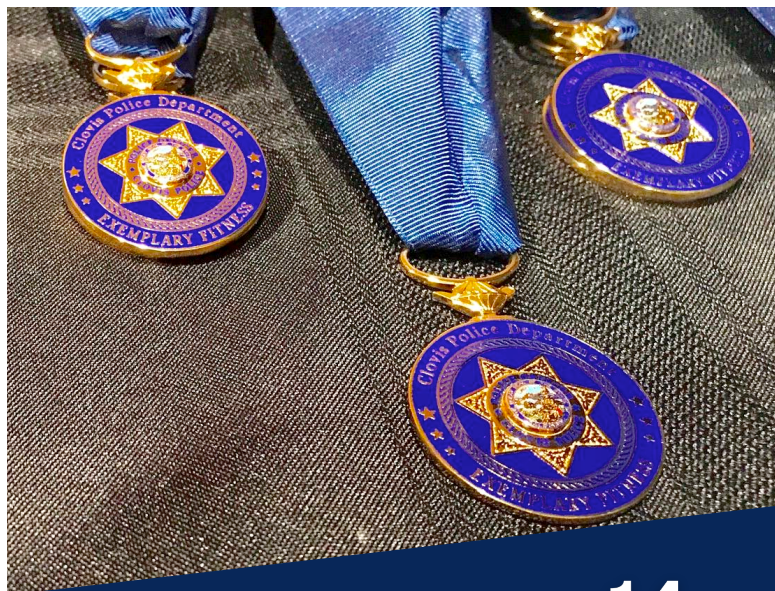
The wellness and safety of our officers are of incredible importance to us and also help to ensure the wellness and safety of our community. With this in mind, we provide our officers with a number of resources to help them maintain a high level of both physical fitness and mental wellness in addition to taking steps to ensure officer safety.

Here are some examples of how we ensure officer wellness and safety:

PHYSICAL FITNESS

The Clovis Police Department is dedicated to providing our officers with the resources they need to stay well, beginning with our department gym. Our gym is equipped with state-of-the-art exercise equipment and is available to all employees 24/7 for use off the clock. We've also partnered with Pinnacle Training Systems to provide our officers with fitness classes, physical training, nutrition planning, health seminars, and blood-testing resources for early detection of health issues.

Every spring, our officers also participate in a mandatory physical fitness test. Depending on their performance, officers can receive compensated time off, a monetary reward, and a department fitness medal for those finishing in the top tier. Annually, approximately 35%-40% of officers finish the fitness test within the top level. This is a level of fitness far beyond average and is notably challenging to achieve. It's essential to us and to the safety of our community that our officers remain both physically and mentally fit, and we will continue to provide our officers with the resources needed to maintain this fitness.



PILLAR 6



MENTAL WELLNESS

Law enforcement officers experience a great deal of trauma and tragedy over the course of their career. The emotional and mental health of our officers is just as important as their physical health, and we continue to expand mental health resources available to our officers. We provide emotional survival training and resources to all of our officers, and we hold an average of 15 critical incident stress debriefings per year to assist our officers in coping with stress created by traumatic incidents. We also recently implemented a long-term personal health program to educate newer officers about balance, awareness, and options they have during their career and recently made a new confidential tool available to our officers that can be used to assess their own mental health. Our department and the City of Clovis also offer confidential, complimentary counseling with a Licensed Clinical Psychologist, and we currently offer several shift schedules to provide flexibility for officers in balancing their work and home lives.

OFFICER SAFETY

We take officer safety very seriously. Our policy requires that employees wear safety restraints in private vehicles while on duty and department vehicles whether on or off duty, and all uniformed personnel wear ballistic vests. All of our officers undergo safety training and have access to a variety of safety equipment both on their person and in their vehicles to ensure they make it home safely. Our patrol teams also have access to advanced equipment to help carry out a variety of missions safely and effectively, and our officers also carry tactical first aid kits, tourniquets, and Naloxone all in an effort to save both officer and civilian lives.



OUR MISSION

To provide superior protection and service in a manner that builds public confidence and improves the quality of life in our community.

OUR PHILOSOPHY

Protection | Respect for Individuals | Service
Quality | Being Close to Those We Serve
Department Members | Participation
Innovation | Teamwork | Communication



CLOVIS POLICE DEPARTMENT

To those we serve, we want to be the best.