

## ***New Haven Police Civilian Review Board Recommendations February 2024***

The following are some recommendations that have been made in the past with some new updates.

-Front lobby of the Police Department (Recommendations: Reach out to local State Reps to assist with obtaining grant money, Visit Guilford, Milford and West Haven Police Department lobby areas for comparison, develop a community team to assist. The Chair would like to help work on this with you.)

### Recommendations for front lobby of Police Department

1. Currently, the lobby does not feel welcoming. The CRB suggests considering a long term plan for abandoning the current facility and seeking a location and facility that project the opposite, like a welcome center; for example, a house on the green downtown, where kids, adults and police officers are sitting on the steps outside chatting; with public restrooms open 24/7 and a reception area. Another option is considering an entire upgrade especially of the front lobby.
2. The CRB is recommending that the PD update the rules of conduct inside the Police Department and have them posted. Maybe it might say no disturbing the peace or... Then also have consequences. If any of these things occur you will be given 1 warning, if it happens a second time you will be asked to remove yourself from the premise and if it occurs a third time action may be taken against you.
  - a. The CRB suggests visiting other departments to draw comparisons for changing the feel of the lobby, creating something that feels welcoming with a quiet room right off the lobby that can be used for conferences with individuals who come in the lobby.
  - b. The CRB suggests considering how to make the public feel more like the police are putting themselves between the public and danger, rather than the police protecting themselves from the public.
  - c. Consider having public parking accessible so that someone who wants to come in and make a complaint can have somewhere to park. The entire area is surrounded by Police Parking and makes it inaccessible to the public.
  - d. Make the lobby more community friendly (ie add a community board) and more inviting (lighting, signage, color).
  - e. Front desk officers should be more attentive, polite and solicitous to people who approach the front desk.
  - f. Officers in the lobby should turn on their body cameras when they engage with civilians. We also think that Milestone system should continue to operate even if its not triggered by motion.

### -Making an IA Report

Recommendation: Although a scan code was added to the window it is located in the right corner and hard to see. In addition maybe a pocket with paper copies and directions is added (ie fill out and slide it under the door or drop it off between the hours of .. and ... on ... days.)

### -Confidentiality should be a focus for anyone in the lobby

Recommendation: There should be a side room available for officers to use to speak to individuals making complaints so others do not have to hear what they are discussing in the lobby.

### -Training

Recommendation: Consider further training for officers on working with individuals with Autism and Mental Health disorders.

### -Other

Recommendation:

-We recommend that the police department establish a follow up procedures in potentially traumatizing situations for civilians to check in with the individuals involved. This should be done with a certain time period after an incident (ie a week, two weeks and if they don't receive a response maybe have a team do a home visit.).

-There should be a protocol in place to determine necessary steps to search a vehicle, an area or a person so personal items are put in a specific place (ie evidence bag) and logged. This is key for handling firearms.

-Guardians: Youth and Individuals with Significant Intellectual Disabilities should have their guardians present before they are questioned or investigated. The Department needs to explore an agency connection or division that can assist with determining if an individual's guardian needs to be contacted.

-The Town Hall was using an office on the first floor for a remote location. What is the status of this location? Is this office specifically designated to the PD? How do you feel about the CRB setting up an office in this location?