

HAYWARD POLICE DEPARTMENT

FY 2020 KEY SERVICE GOALS AND METRICS

Division	#	FY 2020 Goals	FY 2020 Measures	Status
Office of the Chief	1	Improve communication with the community	Recruit & select Community Advisory Panel members and hold at least three meetings.	ACHIEVED/ ONGOING Recruitment and selection of CAP members complete. Coordinating schedules of panel members.
	2	Enhance organizational accountability and standards.	Maintain annual recertification process with CALEA	ACHIEVED/ ONGOING
	3	Enhance internal flow of communication	Develop digital bulletin board program	ACHIEVED
	4	Continue to increase employee satisfaction and inclusion	Hold monthly management and supervisor meetings	ACHIEVED/ ONGOING
Patrol Division	5	Improve police facilities to keep pace with space and needs	Remodel / reconfigure police facilities as needed	ONGOING - Remodel Report Writing Room Sergeant Office
	6	Reduce crime and the fear of crime	Increase the use of technology and information	ACHIEVED/ ONGOING Situational Cameras, Star Chase,
	7	Align patrol structure to meet service demands	Reevaluate patrol division deployment	ACHIEVED - POA MOU Agreement kept deployment the same
	8	Enhance internal flow of communication	Quarterly Lieutenant and Sergeants meetings	ACHIEVED/ ONGOING

HAYWARD POLICE DEPARTMENT

Division	#	FY 2020 Goals	FY 2020 Measures	Status
Special Operations Division	9	Development of strategic community engagement program following critical incidents aimed at reducing the fear of crime.	Finalize protocol and implementation.	ONGOING Developed security guidelines for faith/ community-based organizations. Developing presentations and protocols for implementation.
	10	Continue and enhance community policing outreach	Development and implementation of community engagement specialist position.	ACHIEVED Created and filled Community Engagement Specialist position
	11	Focus on employee communication skills and increase internal and external mental health training to include partnering with Alameda County Behavioral Health	Incorporate ICAT, de-escalation, and mental health related instruction into annual training curriculum.	ACHIEVED/ ONGOING Scenario based training contained communication/ de-escalation elements. Some staff members attended 40-hour CIT course facilitated by Alameda County Behavior Health.
	12	Expand recruitment efforts to address staffing vacancies and increase recruitment diversity	Fill sworn and professional staff vacancies; expand recruitment programs with focus on improving diversity. Data analysis to guide recruiting efforts.	ONGOING Hired annuitant to lead recruitment efforts. Expanded recruiting team with a focus on educational institutions, military, and diversity events. Worked with HR and contractors to analyze data for guiding future recruitment efforts

HAYWARD POLICE DEPARTMENT

Division	#	FY 2020 Goals	FY 2020 Measures	Status
Investigations Division	13	Reduce and prevent juvenile involvement in the juvenile justice system by providing access to support systems	Implement (3) new programs related to juvenile diversion, life skills, and restorative justice	ACHIEVED Two lead Program Assistants hired. Three programs up and running: Diversion Program, Restorative Justice Program and Life Skills Program. 31 youth and families received services in first four months of programs.
	14	Align Division structure and staff to better meet service demands	Expand Homicide Unit's duties to include investigation of Robberies; Disband Spec. Duty Inv. Unit and repurpose staff to other division units	ACHIEVED/ ONGOING SDIU disbanded. Robbery move to Homicide by end of 2020. Vice/ Intelligence Unit operational in July 2020.
	15	Utilize technology and resources to expand intelligence led policing throughout the agency to combat crime	Expand camera program; move program to Investigations; create Vice-Intelligence Unit to include Crime Analysis Unit	ACHIEVED/ ONGOING Vice/Intelligence Unit expected in July 2020. Camera expansion program proposal being created.
	16	Implement succession program to maintain and increase Investigations Division unit continuity	Create (6) Indefinite Term Detective positions in vital units	ACHIEVED All positions filled.

HAYWARD POLICE DEPARTMENT

Division	#	FY 2020 Goals	FY 2020 Measures	Status
Support Services Division	17	Complete Enterprise upgrade on CAD	Train staff and evaluate any ongoing New World issues.	ACHIEVED Completed Enterprise upgrade. Worked with IT in resolving any New World issues.
	18	Remodel of Records Section	Work with vendor and Facilities for implementation.	ACHIEVED Completed Records Section Remodel
	19	Improve communication with employees	1:1 meetings with all staff employees.	ACHIEVED/ ONGOING Met with all staff employees and working with Unit managers as to developing a team approach in resolving Unit issues.
	20	Propose Record Supervisor position due to SB 1421	Fill position.	ACHIEVED - Held recruitment and selected incumbent.

SIGNIFICANT RESOURCE CHANGES PLANNED FOR FY 2021

1. Reduction in General Fund supplies and service expenses over budget baseline in response to the projected shortfall in the General Fund in FY 2021.
2. Program reductions, including freezing 10 Police Officer positions in FY 2021.