

# NEW YORK STATE POLICE REFORM AND REINVENTION COLLABORATIVE

Town of Carroll Police Department

William R. Nelson, Chief

Russell Payne, Supervisor

# INTRODUCTION

On June 12th, 2020, Governor Andrew Cuomo signed Executive Order #203 which charged that, “each local government must convene stakeholders for a fact-based and honest dialogue about the public safety needs of their community. Each community must envision itself the appropriate role of the police.” The focus is for each community in an effort to eliminate racial inequities in policing, modify and modernize policing strategies, policies, procedures, and practices and to develop better practices to better address the particular needs of communities of color, to promote public safety, improve community engagement, and to foster trust. In response of the Governor’s Order, the Town of Carroll Police Department immediately began a comprehensive review of all aspects of the Police Department. Additionally, Carroll Police formed a group of stakeholders to create that honest dialogue.

The plan shall be offered for public comment, and after consideration of such comments, shall be ratified by Resolution or adopted by Local Law, no later than April 1, 2021.

# Stakeholders

William R. Nelson – Resident/Police Chief

Russell Payne – Resident/Town Supervisor

Sue Rowley – Resident/Town Clerk

Ken Dahlgren – Resident Town Council

Ron Lemon – Resident/School Bus Driver/Pastor Koinonia Fellowship

Tracy Magnuson – Resident/Business Owner

Dan Sisson – Resident/Frewsburg Water Department/Assistant Fire Chief

Acacia Barber – Resident/Senior Frewsburg Central School

Anna Torres-Carvella – Resident/Senior Frewsburg Central School

Courtney Boardman – Resident/Senior Frewsburg Central School

## Municipality Demographics :

96.5% White  
.4% African American  
1.3% Hispanic  
.5% American Indian  
1.2% 2 or More Races  
.1% Asian

Population: 3524 (2010) Census

## Agency Demographics :

Agency Size: 4 (Part-time)  
Rank Structure: Chief and 3 Patrolman  
Division: Patrol Only  
Shift Coverage: Chief – Morning Shift  
Patrolman – Afternoon & Evening Shifts  
Patrol Shifts Range Between 5 and 6 hours

The Town of Carroll Police Department is a small part-time agency that takes pride in serving the community. When Carroll officers are not working calls for service are handled by the Chautauqua County Sheriff's Office or the New York State Police. Carroll officers take pride in their ability to spend more time in the community handling the quality of life issues requested by the residents.

The results of the Police Reform Survey indicate that Carroll Officers are performing the services that the residents most desire.

The Town of Carroll Police Department will take the information gained from the New York State Police Reform and Reinvention Collaborative and continue to re-evaluate the services provided, seek public input, and always strive to improve operations.

# Department Operations

- Serve & Protect Lives and Property
- Maintain the Peace
- Assist with Quality of Life Issues
- Respond to all Calls for Service
- Vehicle and Traffic Enforcement
- Parking Enforcement
- Vacation House Watch
- Investigate Crimes
- Accident Investigation
- Arrest when Mandatory and/or Appropriate
- Provide Court Security
- Assist other Law Enforcement Agencies/Mutual Aid
- Assist with medical related calls for service

# Sir Robert Peel's – Nine Principles of Policing

1. The basic mission for which police exist is to prevent crime and disorder.
2. The ability of the police to perform their duties is dependent upon public approval of police actions.
3. Police must secure the willing cooperation of the public in voluntary observance of the law to be able to secure and maintain the respect of the public.
4. The degree of cooperation of the public that can be secured diminishes proportionately to the necessity of the use of physical force.
5. Police seek and preserve public favor not by catering to public opinion but by constantly demonstrating absolute impartial service to the law.

## Sir Robert Peel's – Nine Principles of Policing (Cont.)

6. Police use physical force to the extent necessary to secure observance of the law or to restore order only when the exercise of persuasion, advice and warning is found to be insufficient.
7. Police, at all times, must maintain a relationship with the public that gives reality to the historic tradition that the police are the public and the public are the police; the police being only members of the public who are paid to give full-time attention to duties which are incumbent on every citizen in the interests of the community welfare and existence.
8. Police should always direct their action strictly toward their functions and never appear to usurp the powers of the judiciary.
9. The test of police efficiency is the absence of crime and disorder, not the visible evidence of police action in dealing with it.

## 3 Core Ideas

1. The goal is preventing crime, not catching criminals. If the police stop crime before it happens, we don't have to punish citizens or suppress their rights. An effective police department doesn't have high arrest stats; its community has low crime rate.
2. The key to preventing crime is earning public support. Every community member must share the responsibility of preventing crime, as if they were all volunteer members of the force. They will only accept this responsibility if the community supports and trusts the police.
3. The police earn public support by respecting community principles. Winning public approval requires hard work to build reputation: enforcing the laws impartially, hiring officers who represent and understand the community, and using force only as a last resort.

# Stakeholder - Community Survey

The Police Reform Survey was initially sent out to the Town of Carroll Stakeholders for their input.

On January 5, 2021 Chief Nelson made the Survey available to the public via Facebook for their participation. The survey remained open until January 15, 2021 at which time Sheriff Quattrone of the Chautauqua County Sheriff's Office complied the data.

The results of the survey will be included in this report and made available to anyone interested in viewing the results.

**ANSWER CHOICES**

**RESPONSES**

Elected or Appointed Officials

5.97%

4

Community Liaison (North County)

0.00%

0

Community Liaison (South County)

0.00%

0

Emergency Services (fire/rescue)

4.48%

3

Law Enforcement

2.99%

2

Community member

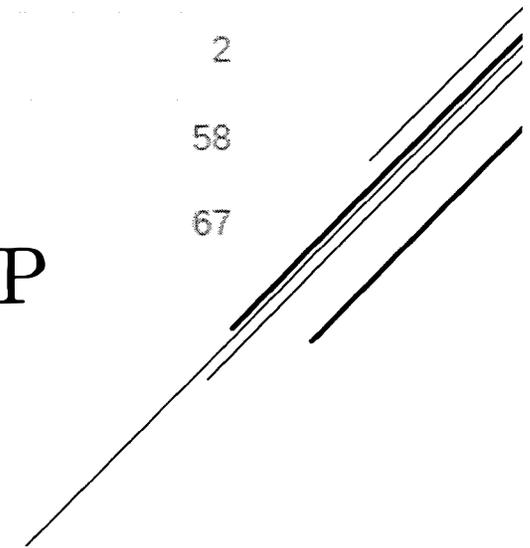
86.57%

58

TOTAL

67

**Q2: WHAT STAKEHOLDER GROUP  
DO YOU BELONG TO?**



# Police Reform Survey Summarized

- 67 Respondents
- 67.16% had contact with police within the last 5 years

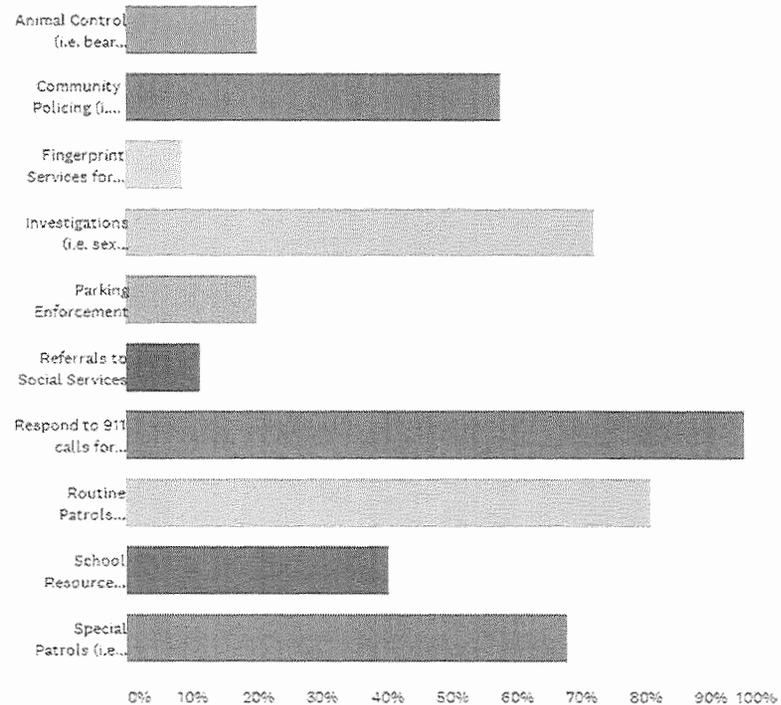
## Stakeholders Group

- 6.06% Elected or Appointed Officials
- 4.55% Emergency Services
- 3.03% Law Enforcement
- 86.36% Community Members

# Top Five Services Desired

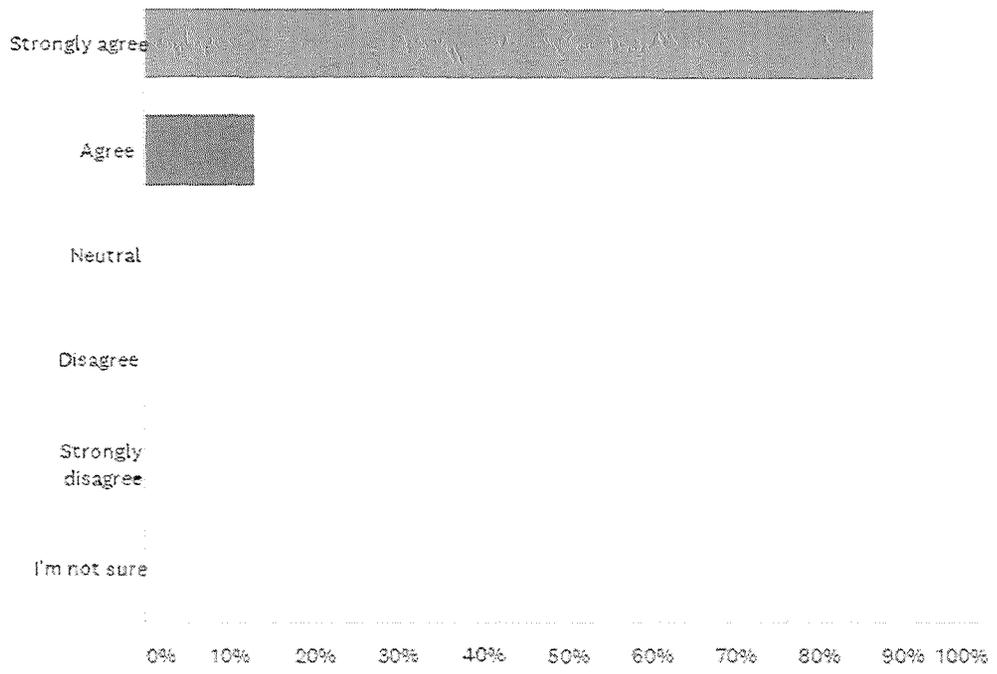
1. Respond to 911 calls for service
2. Routine Patrols
3. Investigations
4. Special Patrols (i.e. drunk driving, seatbelt and speed enforcement)
5. Community Policing

► Answered: 69 Skipped: 0



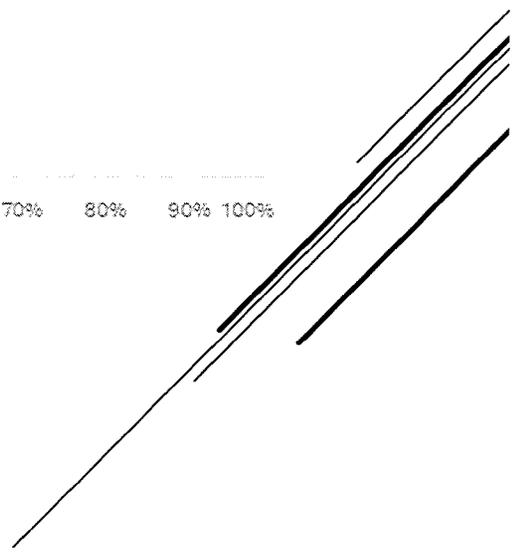
**Q5: PLEASE SELECT THE TOP 5 SERVICES THAT YOU THINK ARE MOST IMPORTANT FOR YOUR POLICE DEPARTMENT TO PROVIDE**

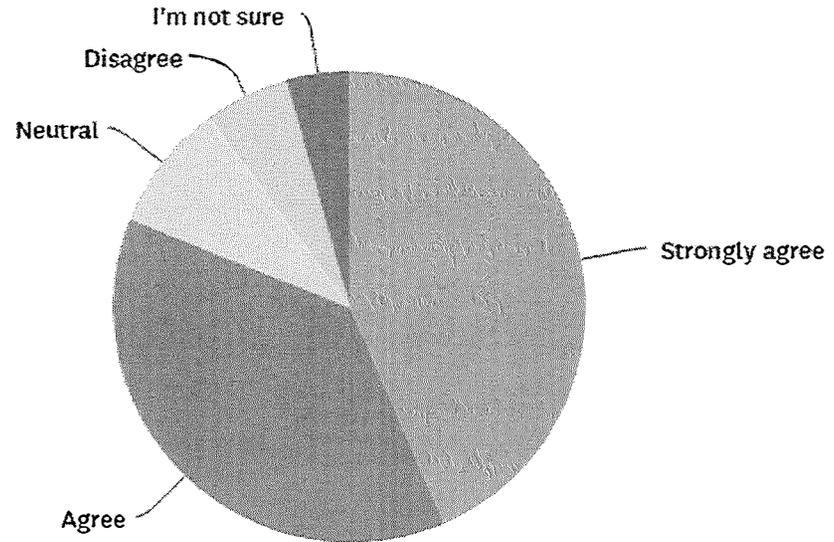
On January 19, 2021 Chief Nelson and Sheriff Quattrone hosted a Zoom meeting about Police Reform and the results of the survey. The meeting was also broadcast via social media using the Facebook platform, which allowed those watching to ask questions during the meeting.



► Answered: 68 Skipped: 1

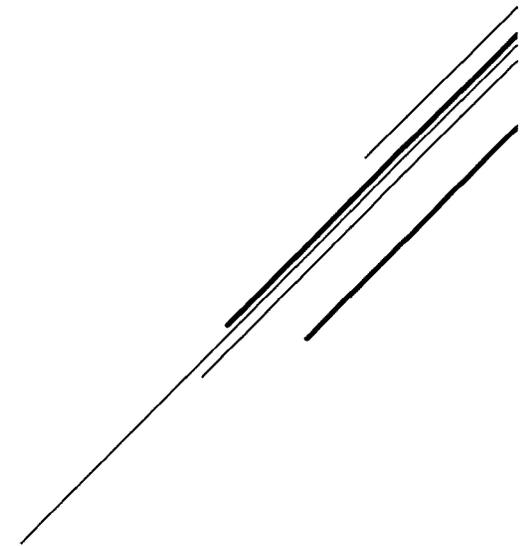
# Q7: POLICE OFFICERS ARE A NECESSARY PART OF YOUR COMMUNITY





► Answered: 69 Skipped: 0

**Q9: POLICE OFFICERS IN YOUR  
COMMUNITY ARE RESPONSIVE TO  
THE PUBLIC'S NEEDS.**

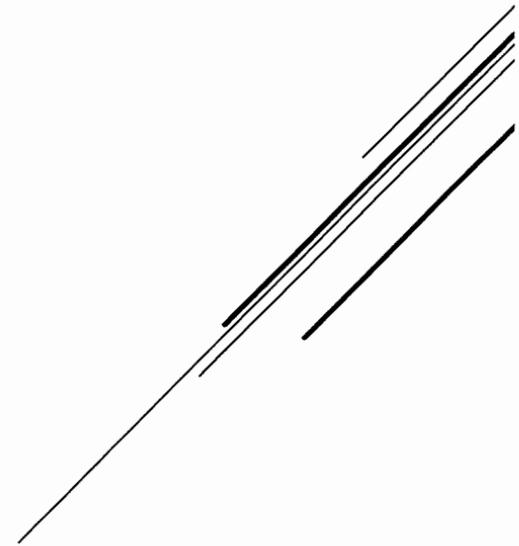


# Anti – Bias Training

Town of Carroll Officers will receive annual In-Service Training

In 2020 Carroll Officers completed Anti-Bais Policing Part 1 and 2

This training was provided by New York Municipal Insurance Reciprocal (NYMIR) Online University



# De-escalation

Taking action or communicating verbally or non-verbally during a potential force encounter in an attempt to stabilize the situation and reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation without the use of force or with a reduction in force necessary. De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning or pausing.

Officers shall use de-escalation techniques and other alternatives to higher levels of force consistent with training whenever possible and appropriate before resorting to force and to reduce the need for force.

# Use of Force Training

Town of Carroll Officers receive annual In-Service Training

In 2020 in addition to In-Service training Carroll Officers received for following:

Use of Force – Community Policing

Use of Force – Decision Making

Use of Force – Ethical Considerations

Use of Force – Liability and Reasonableness

This training was provided by New York Municipal Insurance Reciprocal (NYMIR) Online University

# Use of Force Tracking

- Where practicable, the Chief will respond to the scene to begin the preliminary use of force investigation
- Appropriate documentation
- Complete use of force report by all officers engaging in a reportable use of force incident
- Ascertain if there is a need for discipline, additional training or policy changes

# Officer Wellness

According to the New York State Police Reform and Reinvention Collaborative guidebook, “Studies show that people working in Law Enforcement are at an elevated risk of physical and mental health issues when compared to the general public.”

## Programs Available:

- Employee Assistance Programs (EAP)
- Debriefing/crisis counseling after tragic incidents
- Supervisorial interventions to evaluate physical and emotional stress.
- Consideration given to any other programs that promote officer wellness and well-being.

# ASSISTED DIVERSION PROGRAMS

- Adult Protection
- Mental Health
- Mobile Crisis unit
- Department of Social Services
- Probation
- Substance abuse / OD Mapping
- Medical Evaluations
- (CPS) Child Protective Services

# TRANSPARENCY

- Officers names are clearly displayed on their uniform and will provide name & badge number when requested
- Officers have business cards that can be provided
- Body Cameras
- Freedom of Information Law (FOIL)

# Model Policies Promulgated by the Municipal Police Training Council

## The New York State Law Enforcement Agency Accreditation Standards

Current Policies are already in alignment with accreditation policies and as time permits, we'll evaluate and consider the accreditation process.