



U.S. DEPARTMENT OF JUSTICE  
OFFICE OF COMMUNITY ORIENTED POLICING SERVICES

**COPS**

Office of the Director  
145 N Street NE, Washington, DC 20530

September 21, 2017

Robert Metzger  
Chief of Police  
Pasco Police Department  
215 W. Sylvester Street  
Pasco, WA 99301

Dear Chief Metzger,

The U.S. Department of Justice (DOJ) Office of Community Oriented Policing Services (COPS Office) provided technical assistance to the Pasco (WA) Police Department (PPD) on improving police and community relations per your request in May 2015. The COPS Office intends for this letter to acknowledge that we have concluded our work and thank the PPD for its participation and leadership in collaborating with us to conduct this work.

The COPS Office critical response efforts to the PPD fell into five main areas of assistance: peer-to-peer exchanges, training, community engagement, social media, and recommendations.

The COPS Office through its grantee, Police Executive Research Forum (PERF) convened two executive peer-to-peer exchanges to assist the PPD with the preparations for protests and mass demonstrations. The COPS Office through its second grantee, 21st Century Policing, LLC., convened two further peer-to-peer exchanges on best practices on recruitment and hiring with a focus on diversity as well as an exchange focused on the Seattle Police Department's successful micro-community policing plans.

The COPS Office provided training to the PPD in the areas of community policing, communication, procedural justice, and implicit bias. The COPS Office and PERF also worked to initiate conversations among the PPD, Hispanic community leaders, and other stakeholders to improve police and community relations. Due to the engagement, the COPS Office assisted the PPD in developing a social media presence in both English and Spanish on Twitter and Facebook. In addition, the COPS Office and PERF worked to assist in the creation of a social media strategy and policy to support the presence.

Finally, the COPS Office and PERF released a report, *Recommendations on Advancing Community Policing in the Pasco Police Department*. This report provides guidance to the



PPD regarding community policing initiatives, officer training, and other approaches needed to rebuild trust with the community. Findings and recommendations are presented in five key areas: community policing, cultural awareness, diversity, training (especially related to use of force), and outreach (with a particular focus on Pasco's large and growing Hispanic community). The COPS Office released this report on August 22, 2016 in both English and Spanish, and is available at <http://ric-zai-inc.com/ric.php?page=detail&id=COPS-W0809>.

Since May 2015, the PPD has been making great strides to improve the relationship with the community and the communication throughout the agency. The PPD is actively engaging with the community through social media in an impressive manner and becoming a standout agency for its presence.

All of these efforts were coordinated, prepared, and executed through the dedication, commitment, and assistance from the personnel at the PPD. The COPS Office has been honored to provide technical assistance support to the PPD, and we commend you on your efforts. I hope that the Critical Response Initiative has been beneficial to your agency and your community, and we welcome any feedback that you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. E. Chapman', with a long horizontal flourish extending to the right.

Robert E. Chapman  
Deputy Director, Community Policing Advancement  
Office of Community Oriented Policing Services  
U.S. Department of Justice