

UPPER DARBY TOWNSHIP

DEPARTMENT OF POLICE

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Superintendent of Police
MICHAEL J. CHITWOOD



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29 October 2018

Ms. Randy Friedman
President / Director of Training
The RITE Academy
965 Baisley Trail
The Villages, FL 32162

Dear Ms. Friedman,

Last week marked one full year since the Upper Darby Police Department hosted the RITE Academy *Train the Trainer* program. The impact of this education remains highly visible across the spectrum of our law enforcement agency. Officers continue to make reference to their location on the “emotional ladder” and the “racial intelligence” coin can be found on prominent display at agency workstations. It has become clear to the command staff that the emphasis on emotional and social intelligence has resonated with the officers working in the field.

The “Ladder” has proved to be a particularly effective tool. It continues to provide an effective frame of reference for officers who strive to support each other during the average work day. It has made a clear difference in the morale of several officers who used to struggle while processing emotions. The difference is also visible in the area of service delivery. In the past, a large portion of our complaints received against individual officers centered on rude behavior or a lack of courtesy. More recently, the lion’s share of complaints have shifted to differences over procedure, or the rule of law, and away from the perception of the Officer’s attitude. This is a desirable shift in the dynamic of citizen complaints.

In a culturally diverse community such as Upper Darby Township, it is extremely critical that stakeholder relationships receive appropriate care and concern. The RITE program has brought another dimension to an already successful endeavor in community engagement. This added effort is reflected in the steady stream of compliments that flow into the administrative offices. The Upper Darby Police Department wishes the RITE Academy continued success with this valuable educational program and looks forward to continuing our effective collaboration.

Very truly yours,

Michael J. Chitwood
Superintendent of Police