



## **CHIEF'S CITIZENS COUNCIL September 17, 2013**

- 1) CHIEF HARTEAU**
  - a. Overview of MPD
- 2) SUBCOMMITTEES**
  - a. Community Engagement/Outreach
  - b. Hiring/Recruitment/Promotions
  - c. Training
  - d. Accountability
- 3) ACTION ITEMS – Next steps**
  - a. Media / Communications
- 4) SUBCOMMITTEE MEETING DATES**
  - a. Community Engagement/Outreach
  - b. Hiring/Recruitment/Promotions
  - c. Training
  - d. Accountability
- 5) (Next) CHIEF'S CITIZENS COUNCIL** (November 12)
  - a. Discuss differences in the regular and extended Chief's Council
- 6) (Next) EXTENDED CHIEF'S CITIZENS COUNCIL** (October 24)
- 7) QUESTIONS?**

### **Community Engagement/Outreach**

Four Themes/priorities emerged:

1. Increase Officer face time and community engagement
  - a. Find opportunities during shift or regular day –Youthlink example of stopping by or chief holding meetings there

- b. Events - existing and creation of new opportunities
- c. Improve officer interaction when at events  
(talking to public vs. each other)

## 2. Community Strategy

- a. Advisory committee to help identify, prioritize resource needs; provide testimony and written plans to city leadership i.e. size of force, allowing for community outreach opportunities, marketing & public relations campaign, etc.

## 3. Public Relations Plan

- a. Hire a firm to handle
- b. Improve public relations & assist in hiring & recruiting the new MPD

## 4. Educate the Public

- a. Share Chief's message of MPD 2.0 and her agenda
- b. 911 call taker protocol
- c. Police protocol & response
- d. Public safety strategies
- e. Internal process such as discipline & training
- f. Educate our 16-25 year olds (most complaints from them)

## **Recruitment/Hiring/Promotion Subcommittee**

We came to the general conclusion that we need to define what we want our officers to be/qualities to possess and that we must focus on recruitment. Thus these categories captured the majority of our time and attention.

We also talked about the other subcommittee topics. Recruitment is all about community outreach. Bad hiring is going to lead to the need for more training and accountability.

### 1. Define what we want as qualities in our officers

- a. Life skills
  - Discretion
  - Common sense
- b. Compassionate
- c. Diversity skills/cultural competency
- d. Representative of the community
- e. Knowledgeable of laws and rights
- f. Integrity
- g. Ability to think quickly

- h. Ability to perform under stress
- i. Interpersonal/people skills
- j. Empathetic

## 2. Recruitment

- a. Jazz up the name for the Police Explorers so it is more attractive for youth
- b. High school sporting teams
- c. Videos
  - Life in the day of an officer.
  - Life in the day of a recruit.
- d. Use recruits to recruit while they are still in the academy
- e. Use CSOs to recruit
  - Younger people connecting with youth
- f. Use the beat officers to recruit
- g. Use PAL to recruit
- h. Make better use of Step Up/Urban Scholar
- i. Create a Citizen's Academy for youth.
  - Would need a name change to entice the younger generation.
- j. Use School Resource Officers
- k. Youth Partnerships
  - Bolder Options
  - Y
- l. Find a way to reach female youth
- m. Find a way to get on social media that youth are following
- n. Find a way to connect with youth long before they are thinking about post-high school plans.

## 3. Hiring

- a. Use community members in the selection process
  - LAPD model of using community members in the interview process

## **Training Subcommittee Meeting**

Recommended Training Focuses:

### 1. Attitude and Language

- a. Ownership and Accountability to the Lower Ranks
- b. Us vs. Them Perceptions
- c. New Officers
- d. Sensitivity
- e. How to Approach with Respect

### 2. De-Escalation

- a. Communicating Under Stress
- b. Understanding Stress and Way to Cope
- c. How to Listen and Defuse

3. Customer Service Training
  - a. How to Apologize
  - b. Building Community Relationships
  - c. Listening to Others
  
4. Recognizing Trauma and Crisis
  - a. CIT (Crisis Intervention Team) Training
  - b. Acknowledging Loss

### **Accountability Subcommittee**

Recommendations:

1. Accountability
  - a. Definition of Accountability for the Community and Police
  
2. Training
  - b. New Officers and importance of self-accountability and what that means.
  - c. Sergeants-best practices in supervisory coaching and understanding the importance of their role.
  
3. Process
  - a. Information to Community on what/How it works
  - b. Relationship building through Churches
  - c. Information sessions at Church services
  
4. Utilize/Improve existing Police internal process to support police accountability
  - a. Performance Raises
  - b. Performance Reviews