

Police / Citizen Contact: 4 Principles for Building Relationships

A resource from the webinar presented by Chief Richard Myers (retired)

Community Oriented Policing

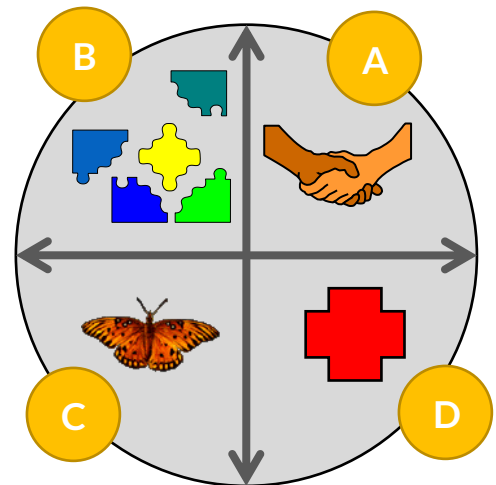
a philosophy that promotes organizational strategies, which support the problem-solving techniques, to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime

Eras of Policing

- Political
- Professional
- Community Policing

Community Policing

- Forming Partnerships
- Problem Solving
- Positive Change
- Prevention



Community Policing is NOT

- Soft on crime
- Top-down approach
- Aimed at one social class
- A quick fix solution

4 Principles for Building Relationships / Procedural Justice

1. Dignity and respect
2. Providing a voice
3. Neutrality and transparency
4. Earning and keeping trust

Dignity and Respect

Strategy: share lessons learned

- Respecting privacy
- Preserving reputations
- Treating offenders respectfully

Providing a Voice

- Overcoming historic training to avoid a street debate
- Listening patiently takes time
- Allow stories to be told

Neutrality and Transparency

Neutrality

The state of not supporting or helping either side in a conflict, disagreement, etc.; impartiality

Neutrality strategies

- Scripting citizen contacts
- Factual, impartial, and caring language

Examples:

I saw you drive through the red light.

becomes

I observed this vehicle roll through the intersection of a red light.

I stopped you because it looked like you didn't belong here.

becomes

I noted the vehicle was driving well below the speed limit and frequently stopping, so I'm simply checking to see if any help is needed.

Transparency

- Time consuming
- Explain “hows” and “whys”
- Public Information Officer (PIO) educates and informs
- Admitting our mistakes
- Getting ahead of the story
- Proactive with bad news

Transparency strategies

- PIO function
- Citizens academies
- Ride alongs
- Liaison officers
- Tribal reports
- Blogs

Earning and Keeping Trust

Trust is TOUGH to earn, EASY to lose. Once lost, it is twice as tough to earn back.

- Cannot be demanded
- Is not automatic
- Relationship, person by person

How to increase trust in your community

Create opportunities for positive police/citizen interaction

- Coffee with a Cop

Neighborhood based relationships

- Foot beats
- Assigned liaison officers
- “Adopt-a-Cop”

Develop strong volunteer programs

Tribal advisory councils with police chief and staff

Listening sessions

- Important after critical incidents
- Allow all persons to provide input
- Avoid defensiveness
- Acknowledge why people may feel how they’ve expressed
- Be as transparent as possible in providing details

Kitchen Cabinet

- Community leaders

- Go to the people – don't assume they will come to you
- Foster healthy relationships with local media
- Train officers on all aspects of procedural justice

Collaborate

- With other service providers
- Throughout your tribal government
- With adjoining municipalities

Facilitate

- Connect community members with services that can benefit them
- Connect with new partners and providers
- Be the ambassador for your officers

Acknowledge and Reward

Police officers do what they know is being measured and is counted and acknowledged

- Acts of compassion, humanity, integrity
- Elements of officer conduct that contribute to increased respect and transparency