



## Community Engagement

Your Department, Shared vision,

September 2012

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## Overview

Cambridge Police

1. Service Calls Snapshot
2. How we service calls
3. Policy Changes and Initiatives
4. Training our officers receive

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## Service Calls in Operation

Cambridge Police

- When you dial 911 or call the Police Department
- CAD-Computer Aided Dispatch
- CAD –the dispatcher types information about the call for service on a computer that is linked to the computer in the officers cruiser.

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Cambridge Police

## Snap Shot of 2011

- In 2011 the Cambridge Police Department responded to approximately 117,000 call for service.
- 80-85% of calls are quality of life service calls
- We respond on average, to between 300-350 calls for service a day.

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Cambridge Police

## 2011

- In 2011 the Cambridge Police Department responded to 1373 noise complaints
  - Construction, dumpster, loud music.
- We responded to 20 leaf blower violations
- We responded to 2580 "physical disorder" complaints ranging from barking dogs, misc. disturbance, gangs.

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Cambridge Police

## Your thoughts?

- What are your thoughts about the number and types of calls?
- What do you find most useful about this information?
- What information do you need to better understand this data?

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## Service Calls in Operations

- Park and walk- is a response to a repeat call for service or problem in an area.
  - Officers will be dispatched to a park and walk during the “problem time”. Conduct enforcement as needed.
  - Parks in walks at libraries, parks, squares
  - In areas for bike enforcement
  - Truck and motor vehicle enforcement

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## Service Calls in Operation Cont.

- Directed Patrol- similar to a park and walk, officer will be directed to a specific area for enforcement- truck, speeding, bike enforcement.
- Park and walks facilitates more community engagement
- More enforcement during a directed patrol.

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## Example of a CAD Call

- [Faint text]
- [Faint text]
- [Faint text]
- Thoughts about how an officer should approach this call...
- [Faint text]

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Cambridge Police

## Basketball Diaries

- Familiar call- kids being loud in the park
- 1. Kids immediately disperse when the see the cruiser
- 2. They doing nothing and wait to hear from us
- 3. They run...
- 4. There is a confrontation.
- 5. what else could happen?

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Cambridge Police

## Community Perceptions

- Police harassment
- Police behavior is biased (if it involves children of color)
- Police misuses power
- Police response is not legitimate
- Ignoring wrong doing

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Cambridge Police

## Perception=Reality

- Personal experiences are key
- Consider what individuals are reacting to during an encounter with the police.
  - Understanding that police and the community all bring; bias, stereotypes, perceptions (baggage) to every encounter.

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Cambridge Police

## Paradigm shift

- "How we do things matters as much as why" Lisa T.
  - Actions must be legitimate not just lawful
  - Use discretion in ways that fit the with the values of the community ( unbiased and fair)
  - Changing what control looks like

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Cambridge Police

## CPD Paradigm Shift in Practice

### Training of Officers

- Procedural Justice and legitimacy
- Fair and Impartial Policing training.

### Policy Creation and practices

- Biased policing policy
- Analysis of discretionary arrests
- Alternative resolutions to complaints
- Discretionary arrest policy

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Cambridge Police

## Biases based policing policy Example of Practice

- Introduce him/herself to the individual(s); and state the reason for the interaction, as soon as practical
- During the course of motor vehicle stops, the officer should provide information before asking the driver for his/her license and registration.

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**What are your  
questions?**

**THANK YOU**

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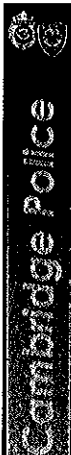
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### **Next Steps**

- Before we roll this out to the neighborhoods we want your feedback and would like you to respond to 2 questions
- 1. What in this presentation worked well for you?
- 2. What suggestions do you have for change?

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