



Shorewood Hills Police Department /  
Community Listening Session  
Executive Summary

May 15, 2016

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## The Process

On Sunday, May 15, 2016, a conversation relative to the Shorewood Hills Police and community relationships was held at the Shorewood Hills Village Hall. All Village residents were invited to attend. The meeting was facilitated by an outside, independent facilitator, to ensure the most open communication possible.

The goals of the session were to introduce the Police Officers and get to know them better, to hear about what the duties and responsibilities of officers are, and to get suggestions for how to continuously improve Police-Community relationships. Participants were asked to break into smaller groups, and discuss three questions: (1) what is working well; (2) what needs improvement; and (3) how to communicate better in the future. Each smaller group included a facilitator who took notes to document the comments and suggestions made by participants.

Over 50 residents attended the session, and dozens of others responded to an on-line opportunity to provide input, or sent comments to the Village by email.

This report provides a brief summary of the significant themes that emerged from citizen input. The report includes, as an appendix, an unfiltered list of all of the comments and suggestions that were documented during the session, and received through on-line comments.

## Shorewood Hills Police –Community Conversation Summary

As one might expect with this type of process, different participants had different perspectives on the questions discussed. The differences are likely attributable to many factors, including different personal experiences. This does not mean that one perspective or another is valid or invalid – it simply reflects the reality that our perceptions and perspectives are shaped by varying life experiences. Participants' concerns are being described, whether or not there were incidents that evoked the concerns -- in other words, some issues appear to be proactive, rather than in response to actual incidents.

The following is a description of the significant themes that emerged from the process.

### **Compliments:**

Some participants described positive experiences and interactions and overall satisfaction with the services provided by the Department. Participants expressing this perspective described officers as friendly, respectful, considerate and responsive. Participants expressed appreciation for 24-hour coverage, vacation checks, officers on bikes, non-emergency courtesy and health checks, frequent and visible patrolling, good presence and safety around the school, and regular traffic and parking enforcement. Many participants said they highly value the fact that the Village has its own police department.

### **Concerns:**

- a. Some participants expressed concerns about the nature of police interactions with the public, particularly with teenagers and younger adults. Participants expressing this perspective described officers as too aggressive in looking for violations, too aggressive in their interventions, and too punitive in their approach. Participants expressed concern that officers sometimes choose to intervene aggressively in response to low-level violations (such as underage drinking) where there is no indication of a disturbance or threat to public safety. Some participants expressed concern that aggressive intervention under such circumstances may itself lead to a heightened risk of injury, and an unhelpful and negative relationship between officers and the community. Some participants suggested that officers exercise judgment and discretion differently, in a manner that involves a less aggressive approach to teens and young adults, and a greater emphasis on working with youth and families outside the formal legal process.
- b. Some residents requested better policing of bicyclists' behavior.
- c. There is a perceived need for a more sensitive approach to policing especially as it relates to diverse populations and how people feel about their interactions with police. Some participants fear racial profiling.
- d. Some participants miss the ability to have direct telephone access to the police department at all times, rather than having to call 911, particularly for non-emergency situations. Some also miss the ability to maintain a spare set of keys at the fire station. Some would like to see more opportunities for ride- along.

- e. Some participants expressed a desire to see more “Community Policing” e.g. more proactive positive interactions among officers and residents and officers spending less time in their squads, and more time in friendly engagements with residents while on foot or bike patrols.
- f. Some participants expressed concerns that officers appear “militarized,” or that officers appear to have “high-powered” or excessive equipment.

## Shorewood Hills Police –Community Conversation

Following, are common comments heard for each question. “Common” generally means from at least three tables, and more than one individual. These include comments at the meeting, as well as on-line prior to the meeting.

### **1. What is working well?**

- A. That we have our own department and do not outsource
- B. Friendly, courteous and professional help
- C. Very visible squad presence
- D. Very responsive in a timely manner
- E. Everyone, especially our seniors, feels safe
- F. Schools and children are safe
- G. Heavy parking and speed enforcement

### **2. What Needs Improvement, or Other Suggestions**

#### **A. Improvements Needed:**

- a. Community policing training, we are too militaristic and over-zealous in approach
- b. Too much “high-powered” equipment on persons and in cars for the situation
- c. Less reactive and more proactive
- d. Too aggressive and too punitive
- e. Nepotism in department
- f. Do we encourage drinking and driving by teens because they are afraid of being followed when they walk at night?
- g. Poor relations with kids and teens
- h. Some homophobic and racist comments were rumored to have occurred. In a follow-up investigation after the meeting, there was no evidence found that substantiated those accusations.
- i. Weapons on personal Facebook pages of at least one officer is offensive and inappropriate
- j. Appear to be looking for violations and issues instead of really engaging with residents
- k. Hire first time officers and then train them to be too rigid
- l. General attitude of Policing is not to be helpful, but punitive. It starts with the Chief.

#### **B. Suggestions: These Were Mingled in with Improvements**

- a. Get out of the cars and walk around more; at least roll down windows and wave or acknowledge people
- b. Create more interactions and fun activities with kids and teens

- c. Needs to be a way to talk directly to an officer after 5 –not comfortable calling 911 for everything.
- d. Have summer internships for teens
- e. Have a friendlier access point at the office-not just bullet-proof window.
- f. Adapt some form of policies around bicycles not stopping at yield or stop signs
- g. Improve resolution of ticket process

**3. How to Communicate Better in the Future**

- A. Have more interpersonal interaction
- B. E-mails and texts at emergency times ala UW system
- C. Have crime stats in bulletin
- D. Have more open forums like this
- E. More transparency in policies
- F. More biking and walking around
- G. Data shared when/why policy formulated

## Consultant's Suggestions Based on This Report

Based on the comments above, it is recommended that the Village/Police Department begin working on a response plan to the residents beginning with these items:

1. Officers should participate in extensive Community Policing training perhaps with UW-Madison as trainers, as they deal with young people in various situations daily. This entails, among other things, learning how to better act informally with people in the community through building relationships and getting to know residents as individuals as much as possible. It is developing those relationships through outreach and interaction, leading to mutual respect.
2. Create a Task Force consisting of officers and residents (including youth) on improving youth relations in the Village.
3. Research "best practices" of other like departments in the country, especially as it relates to interpersonal communication with this type of community.
4. Training for officers on effective communication skills, especially in regard to interacting on an informal basis with residents and the ability to converse without intimidating etc.
5. Create greater transparency of police policies and procedures.
6. Hold annual Open Forums for residents including all departments
7. Add to current newsletters and Village Bulletin, more information on crime statistics, policing information, new statutes etc.
8. Review budget expenditures for police equipment. Are they comparable to other like departments? Create a budget process which ensures that the requests meet the actual needs of the department's activities.

Overall, there seems to be a need for a more balanced approach between community relationships and enforcement in policing in the Village.

Respectfully Submitted,  
Ann Zanzig  
AZ Consultants, LLC



## Appendix

This appendix provides an unfiltered list of all of the comments and suggestions that were documented during the session, and received through on-line comments. A copy of the meeting agenda and an introductory overview provided by the Police Department are also included.

## Shorewood Hills Community Conversation, 5/15/16

### WHAT'S WORKING WELL?

- Strong consensus among this group: it's important to have a local police department
- No serious issues: most things working well
- Child safety around school is good—speed humps are effective
- Police visibility is positive
- Police are available: appreciate their response to calls—feel safe because of it.
- Appreciate the officers' use of discretion during traffic stops, i.e., the use of warnings vs issuing tickets. It's better to have a learning rather than punitive experience
- Related to "f" above: appreciate Department doesn't view citations as a revenue-generating source.
- Police are polite and friendly
- MANY like the vacation checks
- Like 24 hour police coverage
- Like bike officers
- Rapid response (health)
  - Checkup (courtesy)
  - Accessible
- Kind, efficient for health check (person location)
  - Compassionate
  - Personal interest / concern
- Careful, detailed, professional investigation
- Personal, direct contact – community
- Good police presence (appearance)
- Compassionate detailed work
- Experienced and rooted in community
- Is visibility good or oppressive?
- Visible / available
- Community involved / useful – Shorewood School
- Neighbor disputes
- Managed tough situation – death / fire
- Move trees / hazards out of road
- Placement for department office – convenient
- To the best of my knowledge, SHPD is performing admirably. I rest secure in the knowledge that Shorewood Hills has its own highly competent, accountable hometown police force.
- We feel safe walking around the Village due to the frequent patrolling. Thank you for making our community a safe place!
- the drive through by police cars throughout the neighborhood
- Policing and ticketing of over 2 hour violators on Marshall Ct.
- Question 1: What is working well with policing in the Village?:
- Seeing the squad cars now and then gives me, a senior citizen, a feeling of security.

- I have nothing but great things to say about our police force. They are professional and always helpful, even sometimes with things that other police departments might not help residents address.
- The presence of the our own police department has a "sentinel effect" in that their mere presence keeps crime at a minimum. Our police have a good reputation for response times and that has been my experience. In my opinion, the police department is the most important part of keeping our village safe. To vend out police services would be the biggest mistake the village could ever make.
- Small force that is appropriate for the size of the community as well as 24-hour staffing. Visible presence around the Village as police officers patrol the streets.
- Quick responses to calls. Helpful, professional and knowledgeable officers.
- the village seems to be safe, although I don't know how much of that has to do with the police
- Visual presence.
- The police people are all respectful, considerate and responsive to requests. I am very pleased with the department.
- Visibility of police cars on Village streets, notifications of crime in the Village via email, and low crime rates.
- Regular patrolling
- I see cars out on the streets and the officer always smiles! Attention at the window in the village hall is always prompt, courteous, and helpful. We feel very safe and I guess do not hear of bad things happening. When my neighbor fell at his front door, a very helpful officer came to check on him and see him off in the ambulance. I am sorry to miss the event on Sunday afternoon. Thank you for taking the time to do this.
- Heavy enforcement of parking and speed limit, general presence/patrol
- Emergency situations are responded to well.
- Staff are generally pleasant
- Continue to hire excellent enthusiastic staff
- Friendly force, low crime, quick response times.
- I am happy to have the opportunity to offer my enthusiastic and unqualified support for the men and women of the Shorewood Hills Police Department. Over the course of 27 1/2 years as a Village homeowner, I have enjoyed multiple positive and constructive interactions with a considerable number of representatives of the SHPD; I have nothing but high praise for their professionalism and grace under pressure. I am grateful every day for their faithful vigilance on behalf of all who value peace and order in this community. I feel safer knowing the SHPD has my back. Thank you.
- Unfortunately we will be out of town during the planned meeting. But I want to write to indicate my support for the Police Department and its employees. I think they do a fantastic job and frankly I cannot think of anything that needs improvement.
- Unfortunately we are unable to join you at the listening session. But we are overall very pleased with the Shorewood police department and would like to express what is working very well:
  - Very responsive -- there have been a few times (maybe 4) when we've had to call the department. None of these have been emergency

situations and yet the response was immediate, professional and very helpful.

- Community involvement -- It means a lot that the department steps in for crossing guard duty (Oxford Road), speaks at Shorewood elementary regarding a variety of safety issues, plays games (at least once per summer) with the Land Rec kids, provides a very clear visual patrol around the school during busy times, and helps with the 4th of July celebrations and other community events. The department's friendly presence is welcome.
- Professional & Detail Oriented -- We had a piece of jewelry stolen by a cleaning lady. We mostly wanted to report the crime for insurance purposes. But the Shorewood detectives conducted such a thorough investigation we believe they "solved" the case and clearly determined the thief. Unfortunately the Madison DA declined to prosecute, but the work of the Shorewood police department gave us great peace of mind and we are greatly appreciative.
- Proactive-- From time to time the department via the Shorewood bulletin updates us on various "crime sprees." These friendly reminders to lock the car doors and screen porches are very helpful.
- The Shorewood Police department is a huge asset to the village! Thank you!!!
- I won't be there--nor will my husband, or my daughter, We are out of town. nevertheless, we believe this session is terrible for police morale and a foolish waste of our tax dollars for the facilitator. The board really disappointed us in squandering our tax dollars on this toadying to demanding, helicopter parents.
- We will be unable to attend this important community conversation, but here are some of our thoughts:
  - Police Service is vital to the Village of Shorewood Hills, it provides security to the Village residents.
  - We do not want Police Service to be outsourced like the Village did with EMS Service.
- Thank you for the invitation to the Listening Session. We will not be attending; As residents for over 50 years we have found the Shorewood Police to be very caring and accommodating. As senior citizens in our 80's, we are interested in reviewing the services of the First Responders and hope to find more about their services in the new Directory which should be coming out soon.

## WHAT NEEDS IMPROVEMENT? SUGGESTIONS?

- Group was divided in need for the # of hand guns, rifles, etc., the Department has. Would data in the Village indicate that that level of force is needed in the Village, e.g., how often does an officer in Village have to use a gun? Others responded that the police have to deal with incidents outside of Village/never know what trouble may arise in Village. Group agreed that more conversation re this is needed—at local, state and national level. Local policy should be data-driven.
- Some were concerned with how militaristic dept is—guns, squad markings, uniforms.
- Consensus of group that more community policing is needed: officers should get out of cars and interact with community, particularly children. Police are not connected to public. More foot patrols.
- Police should take advantage of continuing education classes that focus on community policing.
- Need activities—particularly for kids—to get to know police in a positive way
- More could be done by Village to make streets more walkable, e.g., striping.
- Traffic issues, speed
- Kids on skateboards / bikes – reckless
- Lack of lights on bikes
- New residents / Eagle Heights – rule concern
- Adult bike commuter issues
- Priorities of police / inquiries?
  - Fear of police – why?
  - Late night police contacts for safety (scares owner)
- How are tickets vs. warnings determined? Quantity?
- More enforcement of speed issues (excessive) notably in thoroughfares.
- Traffic issues / speed
- Skateboards / children
- Ride bikes in dark – do not respect stop signs
- Rule education for Eagle Heights
- Speed problems with people passing through
- Bikers with no lights running stop signs
- Skateboards
- Enforcement of pedestrian crosswalk at Marshall Court and University Bay (fines could be quite lucrative).
- High handed – overzealous
- Tendency to escalate incidents especially with teenagers
- Blanket policy to stop teens walking at night?
- Teens now drive in Shorewood at night in order to avoid walking – being stopped without cause and told to PBT so we have drinking kids driving through the village to avoid these idiots and overly aggressive police practices.
- Eliminate the conflict of interest with the chief and his son both on the force.
- Get training in community policing so that the force stops viewing the people of the village as “subjects” or “criminals” or “scoff laws”. They work for us.
- No confidence in this chief and the tenor of the attitude of the police toward residents especially the young.
- Get to know us.

- Have the police department represent the people.
- Aggression by police is a real and ongoing problem. This goes back to chief who sets tone . Sooner or later we'll have a very serious problem inflicted by police. We need to get ahead of this problem now.
- There have been many allegations of “homophobic comments” by SPD. This obviously is totally unacceptable and needs to be looked into. We need to have a zero tolerance policy. Anyone found in violation should be fined. The policy always comes back to the chief. If he does not get it he should also be fined. It is way too late in the game to tolerate this kind of deplorable conduct by our police department.
- Police entry into people's houses
- Traffic
- Police officers brandishing guns on their Facebook pages – shows bad judgement, concern about overly aggressive.
- Zero harassment / escalation, instead focus on “community policing” – keeping people safe and getting to know them.
- Stop chasing, hand cuffing, generally harassing our kids
- Zero chasing, zero handcuffs, zero harassing at peaceful gatherings
- Proactive instead of reactive policy. We shared multiple examples of reactive / aggressive policing that we would like to move away from.
- Heavy handed with juveniles – stopped too often for no reason
- Policy on stopping for breathalyzer? Too frequent.
- Report of homophobic remarks by officers.
- Interactions with officers have left negative feelings.
- Want more “community policing” vs. enforcement.
- Problem to complain about officer if chief's son
- Need to damp down situations, not ramp up.
- Don't link heavy gun visibility – rifles, etc.
- Escalating situations
- Racial profiling
  - How do we improve this?
  - Who is being stopped?
  - Training?
  - Outsource data analysis and report to community
- Opportunities for positive interaction
  - Get involved in 4<sup>th</sup> of July
  - Give bicycle permits
- Safety / Communication
- Hiding in bushes to stop bicyclists from running stop sign
- Friendliness / poor interactions / harassment with teenagers – aggressiveness – punitive
- Underage drinking management
- Police communication with community
- Looking for trouble instead of helping
- Trespassing of police into homes
- Speeding down the road to distress at 80 mph
- Following bicyclist
- Shining light on stranger in yard
- Teenagers chased at if home – handcuffing – following kid with no shoes on

- Getting out of car
- Police harassment of peace rally
- Facebook page of son of chief with automatic weapon
- Son of police chief on force (nepotism)
- Mental health training
- Transparency in police activity
- Summer internships for teens
- Hiding
- I wish it were possible to organize and staff a residents' key depository at the police station.
- I can't think of anything that could use improvement.
- Enforcing the stop signs. Many drivers don't completely stop. They just roll. I avoided accidents near the 4 way stop sign on Shorewood Blvd near the old village hall. More monitoring of that area.
- no comment
- I've long thought locking access to the rock quarry at night would be useful. Please discuss this. Thank you.
- Watching for speeders and folks that cruise right through the stop sign on UBD.
- N/A There is always a risk with things like listening sessions that the people that attend are the people with complaints. Please know that our family is very happy with our police and I have never heard a negative word from any of our neighbors.
- I think our police are doing an excellent job and have not seen an area in which they could improve. I have lived in the Village for 22 years.
- Community policing, especially around the school at drop-off and pick up time. Bikes are best. Kids can see and speak with police (parents too). Cars are a barrier to this communication.
- Present a more friendly, open face to the community. Stop at bus stops to talk to students. Get out of the patrol cars during the school's drop-off and pick-up to meet and be seen by school families (this would also help with persistent problems with people leaving their vehicles at the turn-around). Roll down the windows, weather permitting, while driving through the neighborhood to be more available to talk with or just wave to residents. Create an office that does not require bullet-proof glass (i.e., no firearms or ammunition stored there) for PD personnel to interact with residents in a more friendly way than the current window. Having more bike and foot patrols, especially around the school and the neighborhood school bus stops to become better acquainted with the Village's youth and to be a more visible presence. Sponsor an event for Village high school students to foster connections.
- Residents need the ability to DIRECTLY contact an officer outside of M-F 8AM-4:30 work day. Not all situations arise to emergency (9-1-1) level but need attention none the less. 9-1-1 dispatchers at times seem clueless about VOSH. Is it possible that officers working PM or night shift could carry a mobile phone and check messages hourly? PLEASE enforce parking regulations and speed limits.
- I was unable to attend the Sunday meeting, but I understand that it was attended by a number of parents concerned with overzealous ticketing of their teenagers. As a parent of two teens, I have no problem with the police enforcing curfew and drinking laws. For the handful of repeat offenders of these laws, perhaps the village could look into community

service opportunities and/or educational classes rather than stiff fines, which I'm guessing are just paid for by these parents. My son has been stopped a couple of times while walking home from a babysitting job or a friend's house after hours. He has been given a friendly warning and I have peace of mind that our community is watching out for him.

- Since you don't have a dispatcher anymore, there is no one to call if there is something suspicious or if a car is parked diagonally across the street. We don't want to bother 911 with this kind of thing. Would be nice to be able to leave a message. As the parents of boys who are now in their early 30ties, we can sympathize with those parents who feel the police are overzealous when dealing with underage teenagers. It seemed VOSH provided new officers with their first full or part time job or training ground as it were. They were very rigid and created the feeling of a "police state." It was always a feeling of relief when the kids turned 21.
- Not aware of anything needing improvement
- I would like the officers to treat youth in the Village with the same respect they expect in return. My now eighteen-year-old, 3.98 GPA, National Merit Finalist, State Champion swimmer, Chicago admitted (one of many talented and responsible youth in the Village) has had two very unpleasant and unproductive encounters with a female officer in the Village. In both cases she was overly aggressive and threatening and went after him with an apparent but unwarranted assumption of his guilt and ill intentions. (One time he was parked at the pool at 10:50 PM not knowing that the "park" was closed, and the second was a minor traffic mistake.) This overly aggressive and disrespectful treatment of our youth only serves as convincing testament to the injustice in the police system.
- I rarely see bicyclists being cited for running stop signs.
- Worry about gossip regarding underage drinking. The "talk" is kids are driving home drunk instead of walking for fear of getting ticketed. This seems like the opposite effect one would hope for. As a parent and daughter of a police officer myself, I would hope the position of "serve and protect" the community would be preferred over "policing and prosecuting". And maybe tell the kid you will follow them home to make sure they return home safe. General visible paradigm shift to protecting residents rather than policing would go far with residents.
- Improve clarity of signage especially where the Village Board has eliminated University Bay Drive parking for individuals attending First Unitarian church serves
- \*Adopt bicycle yield to stop sign legislation (<https://legislature.idaho.gov/idstat/Title49/T49CH7SECT49-720.htm>)
- Create long-term Police budgets including for potential capital equipment, radios, cars so requests for immediate replacements are minimized.
- Continue to hire excellent enthusiastic staff
- Improve resolution process for village tickets (I don't think the initial court date is useful as the judge only asks one to plead guilty or not and this is a financial and employment challenge for many individuals. Consider skipping this step as it feels to be a hoop to jump through.
- Educate Village Board on Police Dept best practices so issues discussed aren't just what someone is interested in talking about
- More speed enforcement, more patrol officers. Especially on the busier streets where children live.

## HOW TO COMMUNICATE EFFECTIVELY WITH RESIDENTS

- Consensus of the group was that police should be less removed from residents. Police should know residents, particularly Village kids, and residents should know police, in a positive way.
  - Ideas to facilitate that:
    - More police outreach at Shorewood Hills School—bike rodeos, etc. Bike safety could include free bike permits for attendees; police dept stickers for bike helmets.
    - More police outreach at pool—officers should be a frequent positive physical presence there
    - Routine police visits at all neighborhood block parties
    - Police could routinely visit bus stops where middle and high school kids are picked up/let off to chat.
    - Info in Bulletin re law changes that affect residents. Also reminder articles about current laws (e.g., need to stop for pedestrians, bike rules, etc.) and best practices (e.g., reflective clothing, pedestrian safety, helmets, etc.). Info in Bulletin re impounded bikes and lost and found.
    - More meetings between police and public to address issues—Q and A sessions.
- Need a vehicle on communication
  - What venue? Bulletin?
- How do you contact public for various situation? (not necessarily emergency) – make clear
- Label stickers/ magnets with new emergency numbers Police access / contact for medical emergencies
- Communication – how to contact about a concern
  - Technical
- 311 – more urgent type call in Austin, TX
- Blast email messages
- More transparent and regular reporting to residents on police activity – would like to know policing being done on our behalf is fair.
- More protocols and transparency for protocols for more “community” policing.
- Open forums to give the space to discuss topics especially those that are controversial for the Village.
- Although these may be difficult they are important to maintaining pos. community.
- I would like the police to be more visible. Why do we have unmarked cars?
- More communication in contact with citizens – less authoritarian
- More contact “foot patrols”
- Food or bike patrols for talking, not just enforcement
- Less cars and more restorative justice
- Transparency
- Protocol – communication
- Training activities
- More transparent and regular reporting to residents on policy activity data
- More disruption to community of what protocols and training are supporting less aggressive and more community based policing.
- Data on who is being stopped / cited. What to make sure we are not racially profiling in our community and that police are exercising their power in a fair way.
- Would like more notification of crime in the area. Several in group get the alerts sent by UW. Would it be possible for residents to get those UW notices too?
- Police should provide more information about on-going crime and what residents should do in response to it (lock doors, etc.).

- Clear communication of standards / decision matrix communication
- I would appreciate receiving a monthly crime report as a regular part of the Village bulletin.
- E-mail is probably best!
- Email
- Emails are best
- They do a good job now.
- Question 3: How can the department best communicate with you in the future?:
- Village-wide email.
- Question 3: How can the department best communicate with you in the future?:
- If there are burglaries, etc., it would be helpful to receive a village "blast."
- this forum.
- Email is good
- Through newsletters, email and in person if needed.
- email
- Continuing to send blast e-mails can be helpful when there is a widespread problem.
- Email is always quick, or phone call. I do read the village notices.
- Blast notifications.
- Within the Village newsletter is sufficient.
- Text alerts for rare emergencies that may affect me.
- Email blasts are great.

### **MISC. QUESTIONS OR COMMENTS**

- Should the Village formally consider removing the police department and use Madison police instead?
- \$780,000
- Put the words “use good judgement” in the mission statement.
- Degrees 2 of 6 have Bachelor’s Degrees
- Budget \$600-700K?
- Read this – smile – get into some mischief
- Stopping our youth with no probable cause has become standard in our community. What is policy?
- Given considerable data collection does the village track racial profiling data? Results? If not, can this data be collected and -----?
- Goal: balance behavior. Public safety and education / citations / arrests. Determining appropriate behavior for police officers – not escalating problems.
- Police = half of total village budget.
- Positive interactions
- Otherwise, please continue to send out timely alerts and updates via email.
- I would like to see the one-side parking restrictions on my street enforced.

# Addendum A – Agenda

## Your Presence Is Requested at a Listening Session

Topic: Shorewood Hills Police - Community Relations

Where: Village Hall, 810 Shorewood Boulevard

When: Sunday, May 15, 2016

Time: 2:00 p.m. to 4:00 p.m.

The Shorewood Hills Village Board of Trustees and Public Health & Safety Committee cordially invite you to a community conversation on the future of policing in the Village.

### Goals of this session are:

- To give you an opportunity to get to know your neighbors and the police officers better
- To get a better understanding of the day to day operations of those who serve and protect us every day
- To give you an opportunity to provide insights into what works well, what needs improvement and what is missing in Shorewood Hills policing
- To give our police officers an opportunity to share challenges and rewards of being your Police Department

### Agenda for the Listening Session:

Introductions, Goals and Welcome

Presentation: Overview of Shorewood Hills Policing- Primary Goals and Functions

Conversation Café: Informal small group conversations around following questions\* relative to how to improve an already excellent department. What is your vision for the future of the department as it relates to you as residents of Shorewood Hills?

Next Steps –What will we do with the information?

- \* What is working well with policing in the village?
- \* What do you think could use improvement?
- \* How can the department best communicate with you in the future?

Your opinion is very important to us. Hope to see you there! Refreshments will be served.

Please RSVP by Wednesday, May 11, 2016 by calling the Village Hall at 267-2680 or e-mail [info@shorewood-hills.org](mailto:info@shorewood-hills.org).

*(There will be an opportunity to provide input if you cannot attend the listening session)*

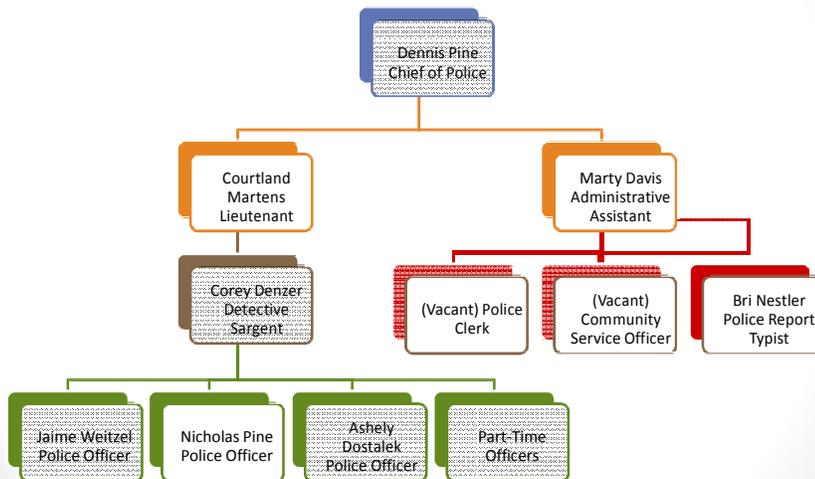
# Addendum B – Shorewood Hills Police Department PowerPoint



## Shorewood Hills Police Department Primary Goals and Functions

Presented by Chief Dennis Pine

### Organizational Chart



## Mission Statement

**The Shorewood Hills Police Department is a professional Police Department dedicated to enhancing the quality of life in the Village of Shorewood Hills by working in partnership with the community to preserve peace, order, and safety while upholding constitutional rights through the enforcement of laws and ordinances.**

*We shall accomplish this mission through:*

- **Solidarity:** We will stand together to uphold the United States and Wisconsin Constitutions and all the rights, responsibilities and laws therein.
- **Honor:** We will stand by our sworn oath and model the code of ethics for all to follow; integrity is our touchstone.
- **Perseverance:** We will do our job, no matter the circumstances.
- **Development:** We will work to improve our service and adapt the changing needs of the community and the diverse people we serve.

## Hours of Operation

- 365 Days Per Year
- 24 Hour Coverage
- Three Shifts Per Day
  - First Shift
    - 7:00 AM to 3:00 PM
  - Second Shift
    - 3:00 PM to 11:00 PM
  - Third Shift
    - 11:00 PM to 7:00 AM
- Office Hours
  - 7:30 AM to 5:00 PM
  - Monday-Friday (except holidays)

## Typical Shift

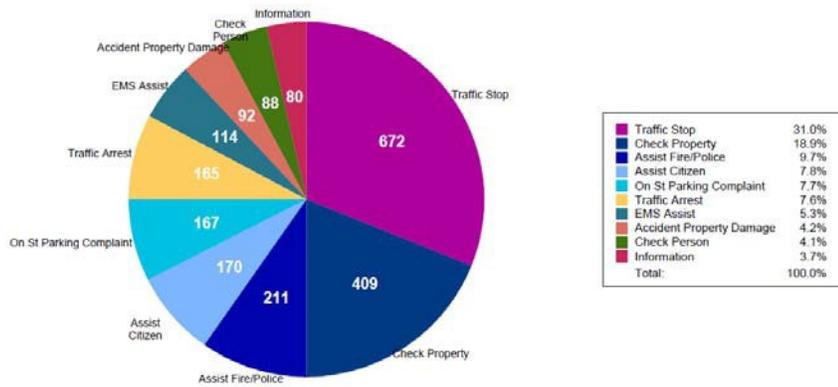
- Pre-Shift Briefing
  - Reviewing Previous Shift Calls for Service
  - Special Bulletins
  - Squad Check
  - Calls Requiring Follow-Up
  - Emails, Voicemails, Policy Updates
- Patrol Duties
  - Respond to Calls for Service
  - Community Events
  - Traffic Enforcement
  - Parking Enforcement
  - Property/ Vacation Checks
  - Report Writing/ Documentation
  - Court Services
  - Miscellaneous Village Business
- Post-Shift
  - Vehicle Maintenance
  - Download Shift Data
  - Prepare for Briefing

## Additional Duties

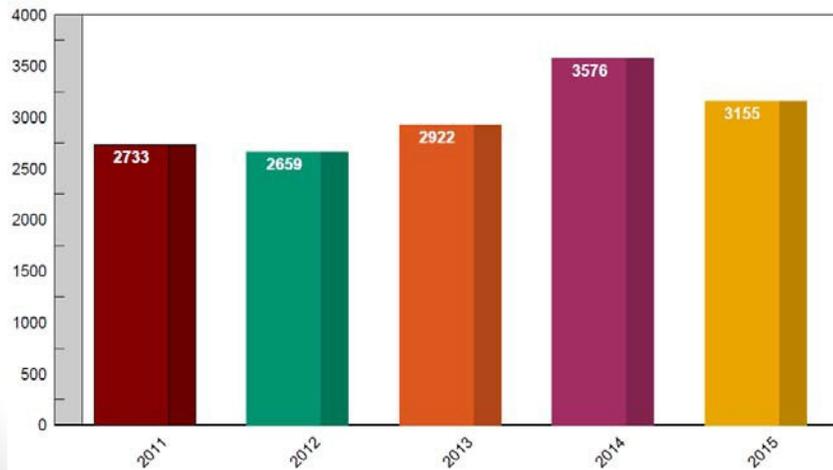
- Mandated Training
  - 24 Hours State Instruction
    - Per Year/ Per Officer
  - SHPD Exceeds Requirements
- Specialized Training
  - Drug Recognition Expert
  - Crisis Intervention Team (Mental Health)
  - Evidence Technician
  - State Certified Instructors
  - Field Training Officers
  - Implicit Bias Training
  - Tactical/Critical Incident Response
  - Intoximeter Certification
  - Radar Trained
- Court Testimony
  - Administrative Review Hearings
  - Municipal Court
  - Circuit Court
  - Prosecutorial Prep

# Top 10 Calls For Service in 2015

Average Monthly Calls for Service in 2015 = 263



# Total Calls From Past 5 Years



**Thank You For Your Continued Support**

The Village of Shorewood Hills Police Department