

Q: What are the goals of police patrol? Is it that visibility of police will deter crime, or other reasons? How is the success of police patrols measured?

A: The uniformed Patrol Division is the most highly visible component of the department. Working 24 hours a day, seven days a week, the Patrol Division represents the bulk of the department's staffing. The objectives of the Patrol Division are to:

- Execute the law enforcement responsibilities of the department through preventive patrol and active enforcement of criminal and traffic laws;
- Perform a variety of services, including enforcement, general assistance, emergency assistance, public information, directions, alleviating public hazards, building and property checks, completing detailed reports on all crimes, accidents and other incidents that require police attention;
- Report incidents that impact quality of life to the appropriate administrative staff. This is done so we can work collaboratively with the community to identify and solve community issues together;
- Provide general law enforcement services and assistance to the Needham community;
- Be alert for all nuisances, impediments, obstructions, defects, or other conditions that might endanger or hinder the safety, health or convenience of the public within a patrol area.

It is difficult to measure patrol success as police undertake a broad array of work, but we do look at crime rates, vehicle accident rates, community surveys to address areas of concern.

Q: Are there quotas related to traffic stops or other interventions?

A: No

Q: Policies: What are the NPD's policies & procedures regarding items such as the permissibility of chokeholds, no-knock entry, etc.

A: Needham Police's [Use of Force Policy](#) addresses chokeholds. Regarding No-knock entry: officers must provide sufficient information to the clerk magistrate in their affidavit to justify no-knock entry.

Q: For what infractions are police officers disciplined, and what is that discipline? Does it remain on their records?

A: Police officers may be disciplined for violating criminal laws, violating rules and regulations and/or policies and procedures. The Department uses a progressive disciplinary process that includes oral and written reprimands, suspension, and termination. The goal of progressive discipline is to correct deficient behavior. The Department maintains records regarding discipline in accordance with the collective bargaining agreement. The NPD recently purchased software that acts as a clearinghouse and an early warning system for officer conduct. The software tracks

incidents and allows the Department to set thresholds for further intervention or discipline if applicable.

Q: What are the policies and training related to reasons to pull over motorists or to question people?

A: The Traffic Safety and Threshold Inquiry policies can be found [here](#).

Q: What are the criteria for using handcuffs? Under what circumstances may they be used, and for what period of time?

A: Officers do not routinely handcuff suspects during a threshold inquiry. There is no set rule on length of a threshold inquiry but according to Massachusetts case law it must take no longer than necessary to investigate the circumstances giving rise to the officer's suspicion. It is proper to use handcuffs if more than one of the following factors apply:

- Possibly armed
- Flight
- Precarious location
- One-on-one or officer outnumbered
- Nighttime interaction
- Struggle with officer.

Q: When someone is stopped/detained what are the policies for telling them the reason why?

A: Section 4. C. iv of the traffic Safety Policy ([here](#)) states: "Explain to the violator the reason for the stop." The Department encourages officers to explain why they are detaining someone.

Q: What are the weapons that police regularly carry? What other items does the department have such as crowd control items?

A: The Department-issued handgun is a Smith and Wesson 40 caliber handgun and is issued to all officers. Cruisers are equipped with an AR-15 patrol rifle. The Department also has numerous less-lethal options such as pepper spray, baton, taser, 40MM impact round, as well as protective helmets for crowd control equipment.

Q: What complaints, lawsuits, etc. have occurred in the past three years?

A: All complaints are reviewed and investigated by a supervisor and a lieutenant in charge of professional standards. In the last three years, there have been five complaints against officers and no lawsuits (one complaint alleged two behaviors). The allegations in the complaints consist of untruthfulness (exonerated), language (not sustained), rudeness (reprimand), neglect of duty (written reprimand) and a bias allegation (unfounded), and rudeness (reprimand).

Q: What records does the Town keep around citizens who are questioned (not arrested, but stopped for a period of time unable to leave)?

A: The Department keeps Offense Reports, Arrest Reports, Computer-Aided Dispatch Call Reports, Citations, and Field Interview Reports.

Q: How does the Town hire new officers? What are the recruitment criteria and process?

A: Needham Police Officers are hired in accordance with the Civil Service Law, (M.G.L. c. 31) and the Personnel Administration Rules. A written examination is administered by the Commonwealth of Massachusetts Human Resource Division every two years, consisting of a written multiple-choice test written by the Human Resources Division. Candidates who take and pass a civil service exam are placed on an eligible list, which is ranked by test score. Those who score the highest will be placed at the top of the list and will be the first candidates considered for any available positions. When the Needham Police has a vacancy to be filled, the Town's Human Resources Department submits a requisition to the Human Resources Division for a certified candidate list for a permanent fulltime police officer. The number of candidates of the certified list that is requested depends on how many vacancies are to be filled. The equation used by Civil Service is to provide two candidates for each position to be filled, plus one additional candidate (" $2N + 1$ ").

Once a candidate receives notification that the Town of Needham is hiring a police officer, and he or she signs the certified list by the deadline, the hiring process begins. The process includes: a candidate orientation; a drug test; completion of an application packet; a background investigation; candidate interview; and a recommendation submitted to the Chief. Conditional job offers are provided to the selected candidates, pending the passage of a physical exam, a physical abilities test, and a psychological test. The Town Manager as appointing authority interviews all candidates before a final offer is made.

Once all the conditions have been met, the candidates are enrolled in a 29-week Municipal Police Academy. The candidates must successfully complete the recruit officer course curriculum under MGL 41 §96B to be a sworn police officer. Upon graduating from the Police Academy, the new officers complete a 12-week Field training with Needham Police Training Officers.

Q: Why does the Department believe that it needs the current level of patrol staffing? Is there a report laying this out?

A: The 2017 staffing study is available [here](#).

Q: What is the content of the Department's training program? What is optional vs required? What percent of officers have completed training? How many hours does the training represent? What are the continuing education/certification requirements for police officers? What about "warrior style" training?

A: Crisis Intervention Training

The Needham Police Department made a commitment to the International Chiefs of Police One Mind Pledge in December of 2017. NPD had already begun training personnel in Crisis Intervention Training and had already established a community Crisis Intervention Team (CIT).

NPD immediately began taking steps to continue the CIT training; review and reissue an updated Handling the Mentally Ill Policy, seek out and schedule Mental Health First Aid training for the entire department, and work on developing a protocol for our partnership with other mental health organizations in our community.

40-hour Crisis Intervention Training Program Components Include:

- | | |
|---|--|
| * Understanding Mental Illness & Developmental Disabilities | * Officer Self-care/SEMLEC |
| * Co-occurring Disorders | * Suicide Assessment and Prevention |
| * "Hearing Voices" | * Federal and Local Veteran Initiatives |
| * Psychiatric Medications | * National Alliance on Mental Illness (NAMI) |
| * Community Resources | * Emergency Petitions |
| * Court Interventions | * Probation Interventions |
| * Police Officer Safety | * De-escalation Techniques |
| * State Hospital Visit and Patient Interviews | * Role Play Scenarios |
| * DYS Site Visit | |

The Town of Needham Community Crisis Intervention Team (CCIT) was established in September of 2016. There are monthly core team meetings and quarterly community stakeholder meetings. The core team is made up of members of the Needham Police Department, the Needham Fire Department, Needham Public Health Nurses, Needham Social Workers, Needham Council on Aging, Needham Youth Commission, Needham Public Schools Nurses, and Riverside Community Health.

NPD currently has 49 sworn personnel. Eighteen Officers received training in Crisis Intervention or roughly 36% of the department. NPD plans to continue to train officers as scheduling allows. Two officers were certified as recently as November of 2019.

NPD updated its **Handling the Mentally Ill** Policy on August 1, 2017. Command staff reviewed it and made some changes based on feedback from CCIT partners, community hospital ER staff, and certified CIT trained officers. NPD's goal is to continue to review the policy moving forward and make necessary changes.

In January and February of 2018, NPD certified all sworn and non-sworn staff in Mental Health First Aid. This includes Police, Dispatchers, and civilian staff. In January this year, some of NPD's newly hired personnel received the training, and others were scheduled to go in March and June. Unfortunately, those classes were canceled due to COVID. They will be re-scheduled as classes become available again.

NPD received its One Mind Completion Certificate in February of 2019. It has brought about some great changes in how the department operates as a Police Department in Mental Health Response. Having our staff on the right track whether sworn or unsworn keeps us on the mission of providing mentally ill persons with the best care and service we can.

Professional Development and Continuing Education

Massachusetts Police Training Council (In-Service Training) Relevant Topics (All Personnel)

- * Procedural Justice
- * Response to Domestic Violence
- * Dynamics of Addiction
- * Interaction with Youth
- * People with Alzheimer's
- * Human Trafficking
- * Responding to Mental Illness Calls

Additional Relevant Training (Some Personnel)

- * Racial Diversity
- * Responding to Hearing Impaired Crisis Calls
- * Communication Assessment Tactics
- * Collaborative Problem Solving
- * De-Escalation Training (Our Use of Force Instructors attended this training to update and incorporate it into all our Use of Force Training)
- * Call Taking for Mental Health-Related Incidents
- * Cultural Diversity Training (In December of 2019 eight officers completed this training and the intent was to send more as classes were added, however COVID 19 put this on hold).
- * Two Officers are assigned to the Metro-Lec Crisis Negotiation Team – They attend monthly trainings.

In House Department Certifications

Annual Use of Force Review- (Classroom 4 Hours.)

This annual review provides the basis for all use of force training at NPD. The NPD's Use of Force and Electronic Control Weapon (Taser) Policies are reviewed and discussed. De-escalation tactics are reviewed and practiced. Additionally, The Municipal Police Training Committee Use of Force Model is reviewed. The Use of Force Model provides police officers with guidance of threat perception, perceived subject actions, and what a Reasonable Officers response should be to what the officer perceives.

Defensive Tactics- (8 Hours twice annually)

Defensive Tactics training incorporates the knowledge of the Use of Force and policy review with the hands-on component. Proper escorting, handcuffing both compliant and non-compliant

individuals, open hand techniques, blocks, strikes, baton use, taser use, and grappling make up defensive tactics training. These tactics are stressed to avoid injuries to both the officer and the subject. Proper defensive tactics often reduces the need for higher levels of force needed by the police.

Spring Firearms Training - (8 Hours)

Both patrol rifle and handgun MPTC Qualifications are done every spring. Once qualifications are completed, firearms training begins. Officers review the fundamentals of marksmanship and weapons manipulation and progress to more advanced drills. Such drills include decision-making scenarios such as shoot, do not shoot, target recognition drills. The MPTC Qualification includes de-escalating from lethal force to less-lethal options.

Force-On-Force Training-

During the training scenarios, the officers are tasked to work through proper decision-making regarding weapon use, target identification. Officers are stressed and must perform through auditory exclusion and tunnel vision during these scenarios. Scenarios range from an active shooter scenario to a teenager that does not want to go to school. Training scenarios also include an individual who presents to officers in a lethal manner and becomes compliant requiring the officer(s) to de-escalate their force option and take into custody the individual appropriately.

Taser Recertification-

All scenarios start where the officer either successfully or unsuccessfully attempt to verbally de-escalate the situation before any force or a taser deployment is needed. Often, based on the officer's tactics, and verbal de-escalation abilities, the role player will be taken into custody without a taser deployment.

Fall Firearms Night Training –

Same type of training as spring range but in low-light or no-light.

Use of force reporting-

All use or perceived use of force requires a report. Reports are reviewed by the Training Officer, Admin Sgt/DT instructor, as well as a Lieutenant before it is sent to the Chief to review.

Q: What is the role of police officers in schools?

A: The School Resource Officer (SRO) plays an important and distinct role in responding to student misbehavior to ensure school safety and promote a positive and supportive learning environment for all students. The SRO is responsible for investigating and responding to criminal misconduct. Both the Schools and Police acknowledge that many acts of student misbehavior that may contain all the necessary elements of a criminal offense are best handled through the school's disciplinary process.

Q: Under what circumstances are police called in for situations with students?

A: The principal or designee and the SRO use their reasoned professional judgment and discretion to determine whether SRO involvement is appropriate for addressing student misbehavior. In such instances, the guiding principle is whether misbehavior rises to the level of criminal conduct that poses (1) real and substantial harm or threat of harm to the physical or psychological well-being of other students, school personnel, or members of the community (i.e. assaults, bullying, sexual assaults, thefts, illegal substance issues) or (2) real and substantial harm or threat of harm to the property of the school. The SRO does not serve as a school disciplinarian, as an enforcer of school regulations, or in place of school-based mental health providers. The SRO does not use police powers to address traditional school discipline issues, including non-violent disruptive behavior.

Q: How often does this happen?

A: That is not quantifiable due to the nature of the work.

Q: What grade level does the SRO interact with?

A: The SRO's assist with all grade levels.