

# Law Enforcement and the Manager's Changing Role

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# Burlington, Massachusetts

- 25,000 pop – 150,000 daytime – 40,000 jobs
- 128 Belt – Technology Highway
- Regional hub for commercial, retail & dining
- Lahey Hospital
- Busiest Mall in New England
- Headquarters to Keurig and Millipore
- Major firms – Oracle, Veracode, Microsoft

# Accreditation

- Massachusetts Police Accreditation Commission –  
Based on national standards
- Requires agencies to commit to policies
- Promotes accountability
- Provides a basis to correct deficiencies
- Enhances public confidence in agency

# Accreditation

- Measures compliance with professional standards
- “Badge of Honor”
- Incorporates best practices and policies
- Voluntary – Chief must be committed
- Approximately 70 accredited of 350

# Policy Review and Training

- Regular conversations with Chief
- Understand latest needs – monitor news
- De-Escalation
- Use of tools – body cameras/tasers
- Evidence Audit
- Opioid epidemic – mental health initiatives
- Stress Education and Training Budget
  - 64 officers – 32 masters, 19 bachelors, 9 associates, 5 n/a
- Internal stress officers and program

# Hiring Process

- Civil Service – 70 years
- State Process
- Restrictions and Lack of Flexibility
- Implement Local Process
- Union, Veterans, Local and State Issues
- New Process to Hire
- Benefits and Quality of Hires

# Use of Social Media

- Communications Overview
- “Community Policing”
- Internal Capacity
- Outside Consultant
- Reverse 911
- Facebook, Twitter, Instagram, Pinterest, Nextdoor, YouTube, Etc.