

> From: Raymond Leon [REDACTED]
> Sent: Wednesday, May 7, 2025 6:07 PM
> To: Stevenson, Kirsten <Kirsten.Stevenson@hamilton.ca>
> Subject: 2 ideas for police communication
>
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> Hello Officer Stevenson,
>
> I have been brainstorming by myself to think of a way to make the
> police services better and have two recommendations:
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> 1) Create a web form to make it easier to gather feedback from the
> public on what they are worried about. The idea of this form is to
> better understand how certain police actions affect the public
> perception of the police. For example, let's say there's a news
> article on a robbery. The public should be able to comment on the
> police response that they experience. If they think the response
> should be bigger, or they have been worried about the increase in
> robberies in their area, or if they are unhappy with the amount of
> force used to subdue certain people after reading about an event in a
> newspaper, or seeing a video on the news, they should be able to leave
> a comment about a newspaper article that they find and make their
> feelings known to police.
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> The purpose of this exercise is not to fix everything that people are
> worried about, but to identify areas of concern that the public has
> that might be missed by the police. This webform should have no formal
> power, but should be clearly communicated as a way to ensure that the
> community and the police are better aligned in terms of what people's
> worries are versus what police are focused on.
>
> 2) In matters where a police event enters into the mind of the general
> public or a public channel of communication and the story being told
> of the event puts the reputation of the police into question, I feel
> that communication with the public can be better handled than the way
> it currently works.
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> For example, let's say somebody dies, and the police response was
> completely legitimate and justified. But, communication of the police
> is absent or insufficient in response to public concern. The family of
> the person who died says that the police response was overly violent,
> leading to their family member's death. The local newspaper says:
> 'Someone died. Family says the police killed their relative for no
> good reason.'. In cases like this, the police CANNOT and should not
> remain completely silent as it ends up creating distrust.
>
> I feel that the police need to be concerned about how they are judged

- > by the public and how they handle public communication. When a
- > newspaper article implies or suggests that police are not doing
- > something right the police need to respond in a professional way, not
- > with silence, but with an appropriate reaction that instills public
- > trust. You can't have an article in the newspaper that says police
- > killed someone, and a witness says the police did something wrong and
- > then just leave the public with a silent response.
- >
- > I would like to see a webpage on the Hamilton Police website that
- > gives the official police response to public events of note so that
- > even if newspapers provide no information, the public remains informed
- > that the police have taken reasonable steps to handle a situation. If
- > mistakes are discovered, these public communications should be updated
- > to inform the public that corrective actions are being taken. If no
- > mistake was made, police communication should state that it is
- > believed that the situation was correctly handled. Or something like
- > 'the situation will be reviewed, but police response is deemed to be
- > appropriate at the current time', or something like 'no comment can be
- > given until ...'
- >
- > The goal of these communications is to ensure that a reasonable person
- > reading them should understand what the police are doing so they can
- > judge for themselves whether they are happy with what they see, and,
- > over time, lead to a more interactive relationship between police and
- > the public that they serve, with the point of increased interaction
- > being a more educated public better able to give police what they
- > need, and a more informed police service that gets higher quality
- > feedback from police critics.
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- > Raymond
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- > Links:
- > -----
- > [1] <http://www.hamiltonpsb.ca>