

CITIZENS ADVISORY PANEL (CAP)



DEPARTMENT MANUAL

3/01/23

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WHAT IS THE CITIZEN'S POLICE ADVISORY PANEL (CAP)

The CAP , a community-oriented police advisory body, is a forum for police-community interaction to address public safety, community engagement, and related issues to further enhance the quality of life in Tiburon. The Panel is intended to reinforce the Police Department's commitment to policing in partnership with the community.

MISSION STATEMENT

The Tiburon Police Department is committed to a policing model that includes significant community engagement. To that end, the mission of the Panel is to serve as a resource for the Chief of Police in formation of strategies, development of policing concepts, and increasing public awareness regarding police department policies and procedures.

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ROLE AND PURPOSE OF CAP MEMBERS

The role of the Citizens Advisory Panel is to help the Police Department achieve its mission by encouraging and enhancing communication with the community it serves. The CAP provides suggestions, recommendation, and feedback on Department policies and procedures to ensure best practices are in-place and operational. The CAP will facilitate interaction between the Police Department and the Town's residents via a diverse yet representative body derived from a wide section of the community. The CAP will assist the police department in establishing the highest standards for police accountability. CAP acts solely in an advisory capacity and may not be involved in the final decision making process.

GUIDELINES FOR THE CAP

The following guidelines will be used in the formation and activities of the CAP:

- The CAP should be a diverse cross-section of community members representing both the residential and business community.
- The CAP will meet quarterly at the Tiburon Police Department at a time convenient for the majority of CAP members.
- Is designed to provide for member input on department policies and procedures.
- Is designed for open discussion regarding trends in law enforcement, such as uses of force, police pursuits, and other significant police issues.
- The CAP has no input on discussions regarding specific employee personnel issues.
- The CAP acts solely in an advisory capacity.
- The CAP is expected to provide input on policing topics the Chief of Police deems appropriate and timely.
- Is expected to maintain a consistent partnership between the community and law enforcement.
- Serve to help reduce crime and enhance the quality of life for all citizens.
- Establish goals that can be accomplished through positive and open communication.
- Establish a process to enhance community dialogues at meetings and other events to enhance public trust.
- Create processes to help address issues of bias-based policing.
- Improve interaction between police and citizens through education and training.
- Establish a community process to gain input that includes all diverse community groups.
- Strengthen and ensure the application of equal protection under the law for all persons.
- Each member is expected to contribute.

QUALIFICATIONS

Members of CAP play a vital role in the communication and problem-solving efforts undertaken by the Chief and the community. CAP members learn about and use problem-solving techniques to promote positive changes in their town. The most important qualities a CAP member can bring to the organization are a positive attitude, a desire to learn, and an eagerness to “roll up their sleeves” and take action to solve community problems. CAP members should be well-informed on the state of affairs in their town. Volunteering as a CAP member demonstrates dedication to helping fellow community members, working with the police to improve quality of life, and improving communication both within their community and between their community and the police. Every member of the CAP must be committed to treating all people with respect and dignity.

ROLES

CHIEF OF POLICE

One role of the CAP is to advise the Chief on public safety, crime, and quality-of-life issues impacting the town. They should respect the leadership of the Chief, who will consider them their “go to people.” In turn, the Chief will ensure fairness within the CAP and be receptive to community members’ concerns. While panel members should keep in mind that not all problems can be solved immediately and that the Chief has ultimate authority over the Police Department, the Chief should strive towards constructive solutions to resolve issues in the Town of Tiburon.

Along with determining policing issues for discussion by the CAP, the Chief is also responsible for choosing certain members of the CAP in consultation with the Town Manager, designating a department liaison to the CAP, excusing panel members deemed necessary for the benefit of the panel as a whole, and extending certain member term limits on a case-by-case basis.

The Chief should:

- Identify appropriate and timely policing topics.
- Make the final decisions regarding certain CAP membership, including appointments in consultation with the Town Manager and removal on a case-by-case basis.
- Ensure the provisions of the CAP Manual are being followed, in consultation with the Town Manager.
- Provide insight and assistance to their CAP.
- Provide CAP members with information on the current crime trends being addressed as well as projects undertaken by the Department.

LEADERSHIP AT MEETINGS

The Chief will attend and lead each CAP meeting. The Chief may select up to two (2) CAP members to assist with keeping minutes of CAP meetings. These individual(s) may be removed from this role at the discretion of the Chief. Positions will be held on an annual basis.

ROLE WITHIN TPD

CAP members are considered official volunteers of the Department. Members act as liaisons between the Town and the Department and play a pivotal role by informing the TPD of community concerns. CAP members also contribute to the TPD's community engagement efforts by participating in community functions in which the TPD engages with the community.

COMMUNICATION RESPONSIBILITIES

CAP members should form constructive relationships through open and honest two-way communication. Members are a resource for their communities, and should seek out ideas, concerns, and observations about current quality-of-life and crime issues within their community. Members play a vital role in communicating community ideas and concerns to the Chief. Relevant information from the community can include, but is not limited to, ideas for improving public safety, uses of force issues, police pursuits, preventing burglaries, enhancing traffic safety, and addressing other challenging issues. All members should be prepared to offer ideas and to participate in discussions on public safety issues. The CAP should also use all available means to communicate important information to the community whenever possible. The Chief will provide members with "public safety announcements" to distribute within the community. CAP members shall be willing to provide their email address and telephone number to the Chief as well as share it with fellow CAP members for communication purposes.

COMMUNICATION STRATEGIES

- Use an energetic approach when discussing a community's issues.
- Communicate that a problem does not have to continue to exist.
- Collaborate as a group to resolve ongoing issues.

PROBLEM-ORIENTED COMMUNITY MEMBERS

In the spirit of problem-solving oriented policing, CAP members should become familiar with the SARA model (Scanning, Analysis, Response, and Assessment), employed by most law enforcement agencies in the United States. This model of problem-solving addresses ongoing crime and quality-of-life issues in an organized manner. Information about the SARA model can be found at <http://www.popcenter.org/about/>.

SOCIAL MEDIA

Because of the sensitive nature of some information at CAP meetings, the Chief should ensure CAP members' outward communication is consistent with TPD Social Media policies. To gain an understanding of those requirements, members will be provided and required to read TPD Policy #321 - Department Use of Social Media, #323 – Media Relations, #806 – Records Maintenance and Release. Members should honor these guidelines and policies while communicating on social media or other electronic means as a representative of CAP.

CAP MEETINGS

MEETING SCHEDULE / DURATION

The CAP meetings with the Chief shall be held quarterly and be a minimum of one hour in length. CAP meeting dates, times, and locations shall be posted on the Department website in advance of the meetings. As these meetings are open to the public, the names of CAP members are also made public upon request to members of the public.

PASSIVE MEETINGS

CAP meetings are considered "passive meetings." As such, all meetings are open to the public. However, there is no right to public comment. The CAP may allow invited guests to speak as part of a presentation or discussion. Such attendees may include but are not limited to other Town agencies or Departments. The invited guests are not members of the public and are not restricted to public comment rules.

QUORUM

The number of CAP members is set at the first meeting in July (beginning of each Fiscal Year). The membership must be at least 6 but no more than 8. For voting purposes, a quorum is a simple majority of the number of total CAP members, with a simple majority needed for an item to pass.

AGENDAS

The Chief shall appoint two CAP members to serve as leaders. The appointed leaders shall develop a meeting agenda in collaboration with the Chief, who is responsible for determining the appropriate and timely policing issues for CAP in advance of each regularly scheduled CAP meeting. (Topics covered could include an update from the Chief, overview of crime event/community police engagement plans or strategies.) The Recording Secretary of the Panel (Recording Secretary), who is the Department's Administrative Services and EOC Coordinator or designee shall ensure that the meeting dates, times, and locations are published on the Department website as soon as possible. The Recording Secretary is also responsible for

recording minutes, distributing information including minutes to the CAP members, and maintaining CAP records.

MINUTES

The Recording Secretary of the Panel is responsible for recording minutes. This position is held by the Department's Administrative Services and ECO Coordinator. The Recording Secretary should take notes during regular meetings with special focus on action items (what, who, by when) and any decisions made. The Recording Secretary is responsible for maintaining the minutes of the meetings.

DYNAMICS

While dialogue must be respectful, nothing in this policy prohibits reasonable dissent. TPD encourages diverse opinions and ideas that promote public safety and community engagement. Maintaining respectful meeting dynamics will be the responsibility of the Chief. One guideline the Chief may request the CAP to follow is "Rosenberg's Rule of Order,"

Events

NATIONAL NIGHT OUT

National Night Out (NNO) is held on the first Tuesday of August every year. NNO event should be planned by the CAP and directed by the Chief. NNO is intended to foster police-community partnerships, The Chief is asked to make as many officers as possible available to attend the event. Officers should be encouraged to interact with the community members as much as possible.

- ❖ **Time of day:** The event should be held at a time most convenient for likely community attendees. As such, it is often held during the early evening hours spanning dinner time. This is especially true for events that provide food.
- ❖ **Location:** NNO events should be held at a location to maximize the projected number of people in attendance. Decisions regarding location should also consider the time of day, weather conditions, and safe entry and egress of all participants.
- ❖ **Invited entities:** As NNO's purpose is to inform the community about current community safety programs and community resources, as many of these organizations as appropriate should be invited. These should include governmental agencies such as the police, fire department, public works, members from Town Hall. They should also include other relevant for-profit and nonprofit agencies, such as Neighborhood Watch groups and business and community safety groups.
- ❖ **Activities:** NNO should host activities that promote greater camaraderie and encourage community- police interaction. Such activities may include music or games.
- ❖ **Variability:** There is no standard formula for the planning and execution of these events. The purpose of NNO events is to promote community engagement while increasing awareness of local police programs.

- ❖ **Outreach:** TPD should spend a substantial amount of effort on publicizing NNO each year. Mediums can vary from simple flyers and posters to more modern mass electronic media communications.

MEMBER PRIVILEGES

RIDE-ALONG

CAP members will be expected to participate in a ride-along once a year. The ride-along request shall be made in writing for the Chief's approval. The member shall complete all required documentation for the official ride-along. Participating in any unofficial ride-along is prohibited. The Chief has the sole discretion as to when the ride-along takes place and may have to cancel and reschedule a ride-along based on operational needs or circumstances dictated by the Department.

HIRING AND PROMOTIONAL PROCESS

CAP members will be given the opportunity to participate in both the hiring and promotional interview process. In doing so, the CAP is intended to help reinforce the Tiburon Police Department's commitment to policing in partnership with community members.

CAP SELECTION

The Chief, In consultation with the Town Manager, should take into consideration the unique needs of the town when selecting members. The Chief, in consultation with the Town Manager, shall determine the optimum number of CAP members provided that the membership is set at least 6 members but not more than 8 members.

The CAP shall be composed of a cross-section of the community. Members will include:

- 1) Up to 2 residents of The Town of Tiburon.
- 2) Up to 2 members of the Town of Tiburon business community including both large and small businesses.
- 3) A representative from the local education community, chosen by the Chief in consultation with the Town Manager.
- 4) A representative of the Town of Tiburon Police Association, chosen by the Chief in consultation with the Town Manager.
- 5) A representative of the Diversity Inclusion Taskforce, chosen by the Chief upon the Diversity Inclusion Taskforce Chair's nomination of a Taskforce member, who is not also a council member, in consultation with the Town Manager.
- 6) At least one member of the Town of Tiburon Town Council.

- 7) A member of the local Marin community-based social services and/or non-profit organization related to Child Protective, Mental Health, Drug and Alcohol Services, faith-based organization, and/or Ethnic Relations Advisory Groups, chosen by the Chief in consultation with the Town Manager.

Yema Khalif or Hawi Awash, shall serve on the CAP if he or she meets one of the descriptions above.

IDENTIFYING STAKEHOLDERS

When making membership selections, the Chief, in consultation with the Town Manager, should identify as many stakeholders and interest groups in the community as possible. Stakeholders are defined as anyone who lives, works, or has a business or interest in the Town of Tiburon.

DIVERSITY CONSIDERATIONS

As CAP serves as a representative of the town, diversity considerations should play a significant role during membership selection to ensure that the makeup of the CAP accurately reflects all communities it serves. Membership should include residents, merchants, businesses, non-profit organizations, and other community affiliations/stakeholders. CAP should also reflect the town's diversity of ethnicity, race, gender, religion, socio-economic status, age, and members of the LGBTQT community. Finally, the CAP should hold a diversity of thought in the spirit of both productive discussion and accurate representation.

INPUT

Selection should be made based on a wide range of input and not be restricted to those who openly support or are critical of the Police Department.

Attendance

As with any commitment, regular attendance and active participation is essential. CAP members depend on one another to accomplish goals and poorly attended meetings will be ineffective and not representative. Thus, a member who does not attend a minimum of three (3) meetings in a year, misses two (2) consecutive meetings, or has more than two (2) unexcused absences may be evaluated for replacement by the Chief or Town Manager if the Chief or Town Manager find that removal and replacement is necessary for the benefit of the panel as a whole. An excused absence is one in which the CAP liaison is notified of the absence in advance of the meeting. However, it is understandable if a member occasionally has a scheduling conflict and must miss a meeting.

THE RIGHT TO REPLACE AND SELECT

With the exception of the council appointed CAP member, The Chief, in consultation with the Town Manager, has the authority to decide who may participate on the CAP. The Chief, or Town Manager, at their discretion can also remove members at any time for the failure to adhere to the attendance policy, if such removal is deemed necessary for the benefit of the board as a whole. The Chief or Town Manager are not required to explain the reason for the removal of a member to that member or to any other member. Members are expected to attend every meeting, and meet required commitments of work groups, community activities; and doing any other thing that would make continued service in the best interest of the CAP.

LOGISTICS

BACKGROUND CHECK

All CAP volunteers will be subject to a Level III background check. This background check includes a LiveScan fingerprinting. The Chief shall keep the results of all background checks strictly confidential.

DISQUALIFICATIONS

Potential candidates may be disqualified to participate if they are found to have been arrested or convicted of:

- Crimes of violence (except those at the misdemeanor level e.g., battery)
- Crimes of moral turpitude (e.g., sexual assault, child abuse)
- Property crimes (within last 5 years)
- Weapons violations (within last 7 years)
- Fraudulent crimes
- Crimes of dishonesty

The Chief has the final determination on eligibility and is not prohibited from selecting or removing an individual to serve on the CAP who may have had an arrest or conviction outside of those crimes listed above.

IDENTIFICATION CARDS

Each new CAP member will be given identifying cards validating their role as a CAP member and official volunteer of the TPD. These cards are official property of the Department. They shall be worn or prominently displayed at all meetings and authorized CAP community functions, and always while in an TPD facility. Each card will expire at the end of the member's three (3) years of volunteer service.

PANEL MEMBER TERM LIMITS

The CAP term is limited to three (3) years to allow for participation by other interested parties. Extension for panel members will be considered on an individual's basis by the Chief of Police in consultation with the Town Manager.

FINANCIAL REQUIREMENTS

Members have no financial obligations to their CAP.

MEMBERSHIP RULES AND CODE OF CONDUCT

A CAP MEMBER SHALL

- Make the best effort to fulfill their commitment to the panel.
- Understand that their services are given to the CAP without compensation or promise of future employment.
- Be punctual and conscientious.
- Conduct themselves with dignity, courtesy, integrity, and consideration of others.
- Uphold standards of professionalism and quality in all work.

A CAP MEMBER SHALL NOT

- Have input or discussion regarding specific employee personnel issues.
- Seek information deemed confidential, law enforcement sensitive, or specifics of an ongoing criminal investigation.
- Release any written or oral report of any board activity to any individual, agency, or organization, or provide information about specific police activities unless instructed to do so by the Chief.
- Violate the confidentiality of any information related to matters involving pending or forthcoming civil or criminal investigation.
- Give out any names, addresses or contact information of civilians or of members of TPD unless approved by the Chief.
- Be subject to arrest.
- Participate in physical altercation.
- Hold official authority when not in a CAP sponsored event or conducting other official business, including in the attempt to receive privileges or services.
- Abuse their volunteer credentials, such as in an attempt to be excused for poor behavior; or for personal financial gain e.g., in extortion of money, special discounts, or goods from a business or individual; or in any situation outside of the member's official CAP function, especially in seeking personal gain.
- Behave in an unprofessional demeanor during a TPD or CAP sponsored meeting or event whether towards an individual, Department member, or a CAP member.

- Threaten other CAP members or officers.
- Use unprescribed drugs or illegal substances during a meeting or event whether or not they officially represent CAP.

DUTY TO REPORT

CAP members are required to notify the Chief as soon as possible if they have been arrested, or have interacted with law enforcement as a suspect, regardless of whether the incident occurred in Tiburon or a different jurisdiction.

DISCIPLINARY ACTION

CAP members' actions are a direct reflection on the TPD. Members may be removed at the Chief or Town Manager's sole discretion from CAP with or without cause. A member may be removed if they violate the CAP Department Manual guidelines. In all cases, the Chief will decide how to proceed. The CAP member must relinquish their official volunteer identification card upon request.

CONCLUSION

This Manual provides insight believed to provide CAP members with the necessary tools to succeed as a member. CAP members are required to acknowledge and sign for a copy of this Manual.

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APPENDIX

CONDUCTING EFFECTIVE MEETINGS

For meetings to be effective, participants need to know what is expected and what is to be accomplished. To ensure productive and efficient meetings:

- Meetings must have an agenda to keep the discussion on topic and on time.
- Meetings must start and end on time (out of respect for members' time and schedules).
- Meetings must be welcoming and encouraging to new attendees.
- Meeting must flow and move forward under the effective guidance of the co-chair(s).
- Meetings must focus on improving the quality of life through problem solving rather than through complaining.
- Meeting minutes must be memorialized and documented (duty of the recording secretary).
- Meetings must develop an action plan with specific action items assigned to individuals.

BASIC PROBLEM-SOLVING TECHNIQUES

- Listen carefully to others. Give everyone a chance to speak.
- Maintain an open mind, even to ideas that you rejected in the past.
- Strive to understand the position of those who disagree with you. Your own knowledge may not be complete until you do so. **Do not** take disagreements personally.
- Do not monopolize the discussion. Be aware that some people may want to speak but are intimidated by more assertive people.
- Do not hesitate to challenge ideas you disagree with. Differences can invigorate the discussion and can make an interesting learning experience for all.
- Remain civil and self-aware during debates. Be friendly. You are encouraged to communicate your thoughts, but do not go overboard.
- Keep the discussion focused on the problems. While humor can go far in helping to resolve issues or problems, it should not be the focus.
- Use the SARA model to identify safety and quality of life issues to officers and community members. Quality of life issues include criminal activity and nuisance related crimes.

THE PROBLEM ORIENTED POLICING CENTER WEBSITE

The Center for Problem Oriented Policing has a website (www.POPCENTER.org) that features links to several problem-solving guidebooks and projects undertaken by law enforcement agencies throughout the world. The website provides an explanation of "Problem Oriented Policing" and provides training materials. It is highly recommended that police officers and CAP members take full advantage of this resource.

COMMUNICATIONS METHODS

- Form letters
- Community and business newsletters
- Calendars
- News articles
- Brochures
- Flyers
- Bulletins
- The media (radio, television, and newspapers)
- Phone calls
- Emails and social networking websites (Facebook, Twitter, Instagram Nextdoor)
- Personal visits and/or informal contacts

Note that this is not an exhaustive list.

NEIGHBORHOOD WATCH

Neighborhood Watch is an organized crime prevention program. It promotes communication and coordination among neighbors. By doing so, it aims to provide community members with the tools to make their homes, streets, and communities more resistant to crime.



SAMPLE AGENDA

Tiburon Police Department Citizen Advisory Panel

February 17, 2023, | 4:00 PM to 5:15 PM

Facilitated by Chief & Leaders

1155 Tiburon Blvd, Tiburon, CA 94920

AGENDA

1. Administration
 - a. Introductions
 - b. Approval of Minutes
2. Committee Reports
 - a. Park Smart
 - b. National Night Out
 - c. Burglary Prevention Program
 - d. Active Shooter
 - e. Community Meetings
3. Chief's Updates
 - a. Recent & upcoming events
 - b. Case Follow-Up Program & other initiative updates
 - c. Crimes/arrests of note
4. Member Updates & Open Forum
5. Next Meeting Dates
6. Next CAP Meeting

Adjournment