

**Truro Board of Selectmen Meeting
Truro Public Library
Wednesday, March 1, 2017**

Members Present: Chair Paul Wisotzky; Maureen Burgess, Jay Coburn, Robert Weinstein, Janet Worthington

Present: Town Manager Rae Ann Palmer; Assistant Town Manager Kelly Clark; Police Chief Kyle Takakjian; Police Visioning Consultant Bill Reilly

Chair Paul Wisotzky called the meeting to order at 4:30 p.m. and turned proceedings over to Police Visioning Consultant Bill Reilly.

Mr. Reilly reviewed the process needed to arrive, through consensus, at a vision statement that was succinct, inspiring and attainable. He explained the survey process that was conducted online through 179 Survey Monkey responses and 6 paper submissions. Mr. Reilly said 66% of the responses expressed positive attitude towards the present police force, 21% were negative and the remaining 13% were neutral or hard to categorize. The most often used response for a future Police Department was “professional.” Mr. Reilly said this adjective had “strategic ambiguity” because it is a word with multiple meanings.

Age demographics of those survey were skewed to older residents. Categories of respondees included break down by part-time resident voters, part-time resident non-voters, full-time residents and also included a break down by age groups. Mr. Reilly distributed spreadsheets showing the breakdown and annotating the terms and words that had been repeated. Rae Ann Palmer noted that one common thread that appeared was the word *community*.

Nine focus groups met on February 15 and 16, 2017. The focus groups revisited questions from the survey but had additional open ended questions. Focus groups were composed of police officers, a mixed citizens group, Police Dispatchers, business representatives, younger citizens, Police command staff, another mixed citizens group and the Selectmen, who responded to the questions by phone. Many repeated words emerged from the focus groups, including *professional, evolving, and current*.

The Selectmen, Town Manager, Assistant Town Manager and Police Chief examined the focus groups’ folder which contained all questions and responses, a synopsis of the repeated words and an analysis of the data. Mr. Reilly said two things that surprised him were the younger groups desire to keep things the same and the amount of services that the present police force provides.

Police Chief Kyle Takakjian commented on the response that the Police Department should be more up-to-date in technology since he considers the present Department very state of the art. Further study of the responses revealed specific references to fingerprint scanners and use of Facebook. Chief Takakjian considers the newer staff members very adept at any new technology, but he said there is a trade-off that they might be less adept at human interactions. Paul Wisotzky said that the term “empathy gap” has been coined to explain this.

Returning to the synopsis of the focus groups, Bill Reilly called attention to the person by person comments from each group. He discussed the demographics of how many people grew up in

Truro – mostly the younger focus group and some from the business community. Other focus group members were mostly permanent residents who had retired to Truro.

Finally, the Selectmen set about the task of creating the vision statement from the findings of the survey and focus group. They added and eliminated words from the list of repeated descriptions with a look at what fit and what was contradictory. Since “professional” appeared so often but had strategic ambiguity, the group discussed the connotations of the term. Mr. Reilly suggested that the statement be created with the vision for what the Police Department was to be ten years into the future.

The agreed-upon key word that got the statement started was “community.” The group collaborated intently to craft a vision statement that everyone could support. They decided to include “professionalism” and “excellence” in the draft. The group narrowed down concepts, word choices and phrasing, constantly revising until arriving at a vision statement:

To be a community-oriented Police Department that protects and supports Truro with compassion, integrity, professionalism and a commitment to excellence.

Police Chief Kyle Takakjian said this was a vision statement he can convey to his department. He distributed a statement that the Police had written prior to the visioning focus exercises, and everyone noted that it aligned with the visioning statement they had just created.

Bill Reilly outlined some possibilities for the selection process of the next Police Chief. He said the process can be what the Selectmen want it to be. He suggested keeping it an open process that does not discourage internal candidates from applying. He discussed use of assessment centers that offer role playing tests, involvement of the community, professional search agencies, and advertising. He said assessment consultants can range anywhere from \$10,000 up to six figures.

Rae Ann Palmer reviewed the process used to hire the Fire Chief. Scores from a written test, panel evaluations and formal interviews had determined the ten top candidates. She also recalled the process the Town had used to select her.


Kyle Takakjian recommended conducting full background investigations of Police Chief finalists, even though the process could be expensive. He also suggested going back and examining how previous decisions had been reached in selections of Police Chiefs. Paul Wisotzky concurred with him.

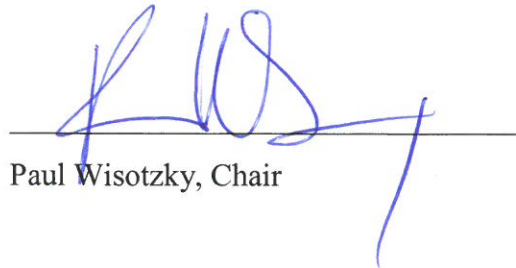
Mr. Reilly cautioned that the entire Board of Selectmen not be the Search Committee because that is all conducted in open meeting. The Selectmen may want to make the decision in Executive Session. However, two Selectmen could be on a Search Committee. Ms. Palmer respectfully requested that she be included in a Search Committee.

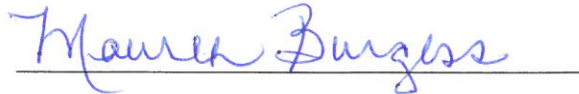
ADJOURNMENT

Jay Coburn moved to adjourn. Maureen Burgess seconded, and the motion carried 5-0. The meeting was adjourned at 8:00 p.m.

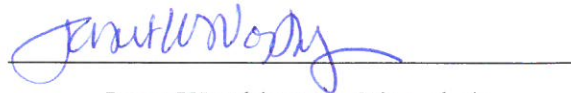
Respectfully submitted,

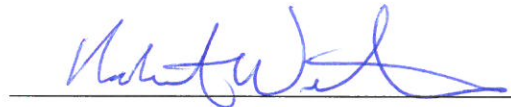

Mary Rogers, Secretary


Paul Wisotzky, Chair


Maureen Burgess


Jay Coburn, Clerk


Janet Worthington, Vice-chair


Robert Weinstein

Public Records material of 3/1/17 meeting

1. Survey Monkey results and spreadsheet
2. Focus groups' folder from 2/15/17 and 2/16/17