



SHAKER HEIGHTS

Listening Project

Project Contact Information

Colleen Jackson | Chief Diversity, Equity, and Inclusion Officer

colleen.jackson@shakerheightsoh.gov

Jonathan Ballom | Diversity Coordinator

jonathan.ballom@shakerheightsoh.gov

Liz O'Connor | Principal

liz@strategymatters.org

617 826 6008 x 0

Project Background: Context

The launch of the Listening Project was a result of a 2023 proposed charter amendment by the Shaker Citizens for Fair Ticketing, “a grassroots group with concerns about how public safety operates in the city.” The group raised concerns claiming there were racial disparities in traffic stops in Shaker Heights, among other things.

The City and the SHPD dispute those claims. However, through a series of subsequent discussions between the group and city officials an agreement was reached resulting in a newly created Framework for “Maintaining a Safe and Just Shaker” which sought to review police and public safety practices and was adopted by City Council in August of 2023.

The Listening Project

Context

We know that implicit bias as well as racial profiling are problems in communities across our nation. These intractable problems require attention and collaborative approaches to resolution.

The City of Shaker Heights is fully committed to addressing bias in all of its forms, and to ensuring fairness and impartiality in policing. The City's work in this area is deep and multi-faceted, and includes maintaining adherence to the highest professional standards of public safety including maintaining Commission on Accreditation for Law Enforcement Agencies (CALEA) certification and beyond.

The Listening Project is part of the City's work to achieve this goal, and in so doing, become the most inclusive and safest city in the country.

Data Collected for the Listening Project

Confidence Interval - A snapshot

The data collected through community engagement efforts was intended to function as a guide to community sentiment, rather than as a scientific study that satisfies rigorous statistical standards.

Standard measures of reliability for survey data typically appeal to several factors, including population size, sample size, confidence interval, and margin of error. Industry standards use a confidence level of between 95% and 99% and a margin of error between 4% and 8%. Filling in Shaker's population of ~29,439, and our sample size of 1000+ residents engaged via survey and community engagements provides a good level of precision yielding a 95% confidence level with a $\pm 3\%$ margin of error.

While we did not conduct the analysis which would yield a statistically valid set of results, we have developed a reliable and representative data set which can be used to better understand Shaker Heights, its residents, and their experiences.

Shaker Heights Team: City Staff + Strategy Matters Consultants



[Colleen Jackson](#)
Chief Diversity, Equity, and
Inclusion Officer
City of Shaker Heights, OH



[Liz O'Connor](#)
Principal Consultant
Strategy Matters



[Nike Elugardo](#)
Affiliate Consultant with
Strategy Matters



[Stef Harvey](#)
Affiliate Consultant with
Strategy Matters

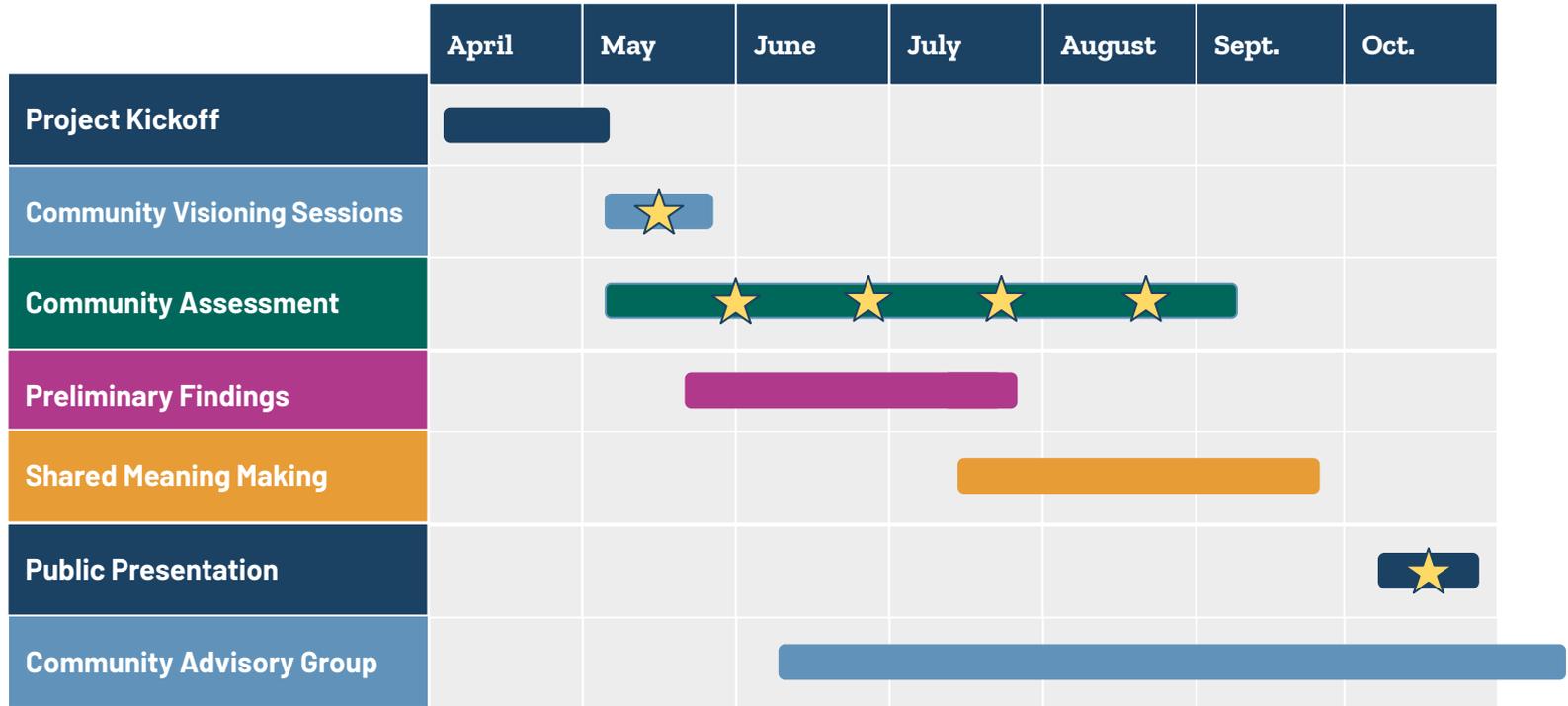


[Jonathan Ballom](#)
Diversity Coordinator
City of Shaker Heights, OH



[Amanda Santos Jewell](#)
Project Manager
Strategy Matters

The Listening Project Process: 2024



Engaging Shaker Residents



Established a Process Management Team. A group of multi disciplinary leaders to guide the work - including SHPD Chief and other city officials.



Development and launch of the Community Advisory Group as outlined in the Framework for “Maintaining a Safe and Just Shaker” including community leaders, business owners, and residents to guide this work and advise the Mayor, the Police Chief, the Chief Administrative Officer, and City Council following the recommendations from the Listening Project.



Meetings with **Shaker Heights Police Department** officers to hear their concerns and ideas.

Engaging Shaker Residents



Focus Groups for Residents

- School Safety Personnel
- Three Groups for Shaker Youth
- Senior Residents
- Community Members from Moreland and Lomond neighborhoods



Community Meetings & Conversations

- Teen Summit ~70 Youth
- Two Town Halls ~100 Shaker Residents
- Council's DEI Committee Meeting
- Community Leaders Dialogue
- Community Events

(Metro Teen Summit, Multiple Moreland Neighbor Nights, Chagrin Lee Block Party, Thornton Park Youth Connect, Shaker Safety Day, Shaker Middle School Back to School Bash)



Public Perception Survey

- With over 960 resident responses

Executive Summary

What We Heard

Shaker Heights is a safe community, residents agree on this. Most also believe that Shaker Heights has an excellent, responsive, and respectful police department. In fact, the 2023 Community Attitude Survey shows that safety is among the top reasons for new residents to cite when asked why they moved here.

Many, however, have concerns about the various ways the Shaker Heights Police Department (SHPD), neighboring departments, and private security officers interact with residents; particularly, youth and people of color.

How can these two things be true at the same time?

Many residents have experiences with multiple police and security officials. Interactions skew both positive and negative. Additionally, people worry about the experiences of others while maintaining their own experience as resoundingly positive. This report seeks to untangle these perceptions to locate areas for concern and growth while avoiding painting officers or the SHPD with too broad a brush.

Executive Summary

What We Heard

Where are the areas for growth according to residents? **In building strong, respectful community relationships**, particularly with youth of color. This concern might be summed up with an observation from Shaker Heights' Chief Diversity, Equity, and Inclusion Officer, Colleen Jackson that, *"some communities and residents 'are policed' while others rely on police to protect them."*

While this is a blunt and broad statement, we believe that it is a true reflection of the views expressed by residents throughout the city. While there is no consensus on this, it does create an opportunity to strengthen community - police relationships by attending to this perception.

It's important to note that the SHPD is appreciative of and open to this discussion. They want to both hear from residents and make changes to ensure Shaker Heights is the safest and most welcoming, inclusive city in the country.

About Shaker Heights, Ohio

Shaker Heights is a Cleveland suburb, abutting the City's eastern city limit. It is an exceptionally pretty place with six square miles of magnificent tree-lined streets, 200 miles of sidewalks, historical architecture, lakes, parklands, and playgrounds. Nearly 30,000 people call Shaker Heights home.

The public and private schools in the City are nationally recognized and are sources of tremendous community pride. Many families move to Shaker Heights for the sense of safety and access to these great schools.

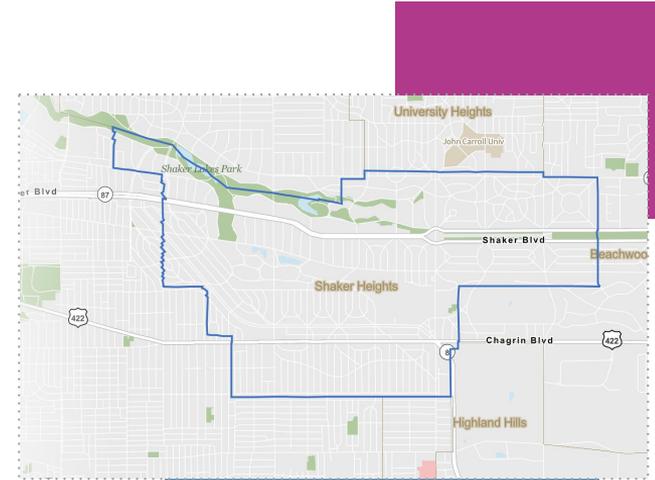
Its diverse population is made up of a mix of newcomers from across the globe and long-time Shaker residents. Shaker is full of active, engaged residents with a strong sense of community making the city a special place.



Crime and Community Safety

Shaker Heights, Ohio is 65% safer than other US cities with a crime rating of 65 (in which 100 is the safest). Its residents likelihood of being victimized by crime is very low compared to the rest of the state (1 in 1690 compared to a 1 in 341 across Ohio).

Shaker Heights is also nationally recognized for its new and leading edge *Mental Health Response* program which was recently granted a competitive federal grant and is already a target for replication around the region. This and other programs ensure that the city's residents get fast, reliable, and appropriately trained responses to calls for service.



Who participated?

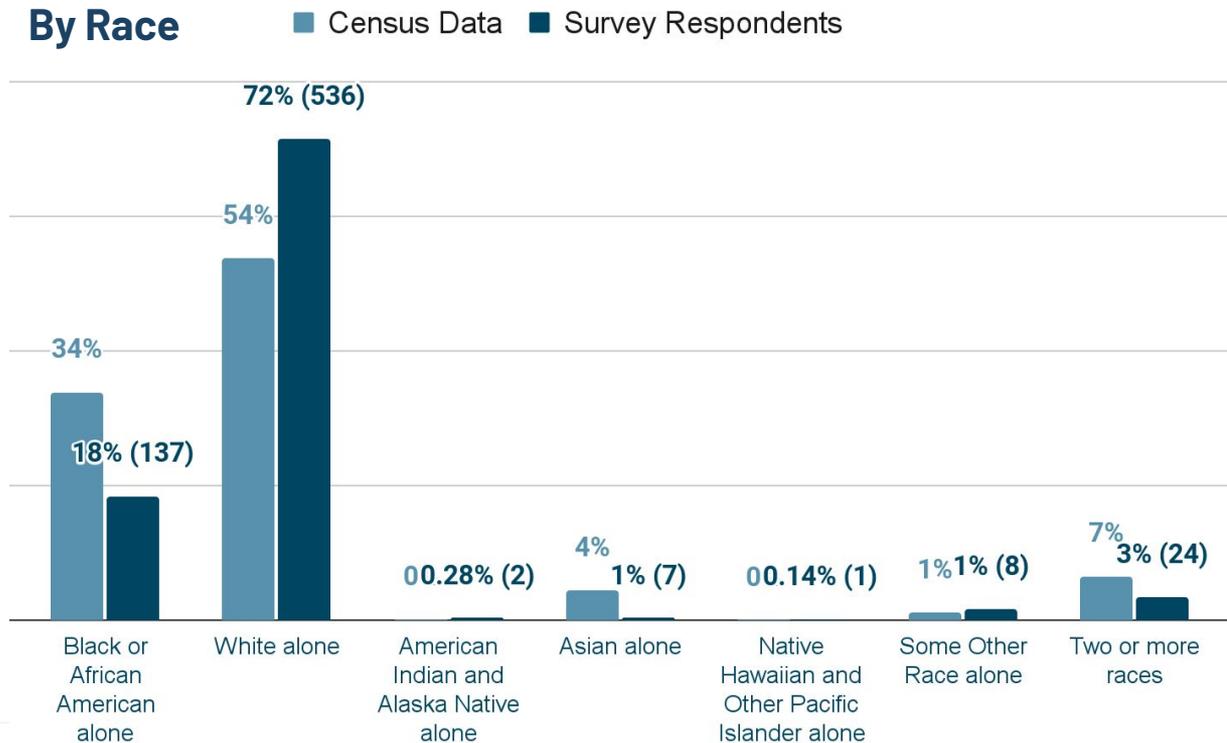
Was participation representative?

To assess the Listening Project's reach, we've compared Shaker Heights census data to survey respondent demographic data.

Important note:

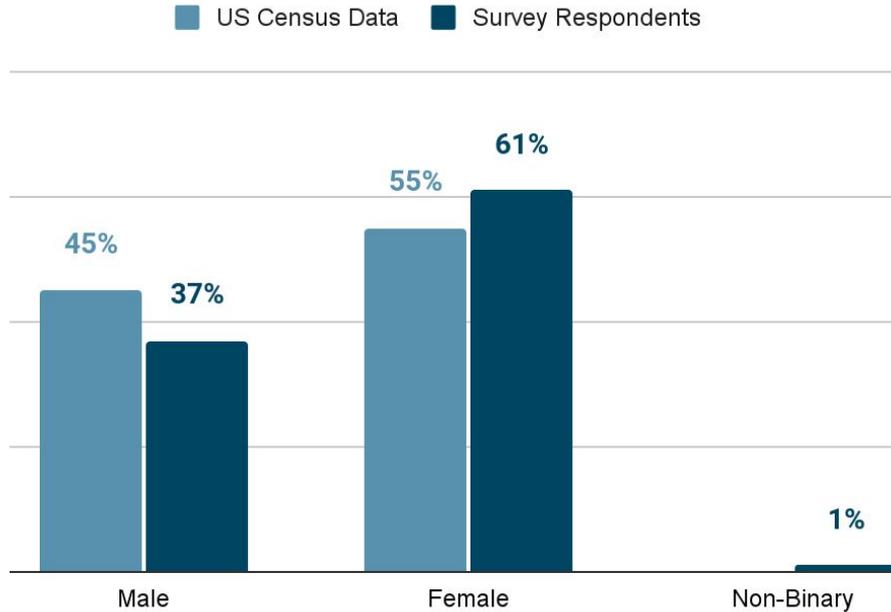
This data does not include those who participated in other engagements as those residents were not asked to provide their racial identification. Some of those engagements were specifically designed to increase participation by Black residents. Outreach was conducted accordingly.

By Race



Who participated?

By Sex



By Age

The average age of Shaker residents is 41 years old. The average age of survey respondents was above 50 years old.

Important to note: Youth were engaged in four different ways - the Teen Summit, three separate focus groups, and on-the-ground engagements.

Beyond Surveying



Focus Groups for Residents

We spoke with ~45 residents, predominantly people of color in neighborhood settings. Focus group attendees ranged in age from 14 to over 80.



Community Meetings & Conversations

Between the Teen Summit, Town Halls and other convenings, we spoke directly with over 230 residents of all ages, races, and from all neighborhoods.



Listening Project Findings

Perceptions of Safety Shaker Residents Overall

What we Learned

Overall, residents feel safe here.

Traffic safety, including pedestrian and bike safety, often top residents' concerns.

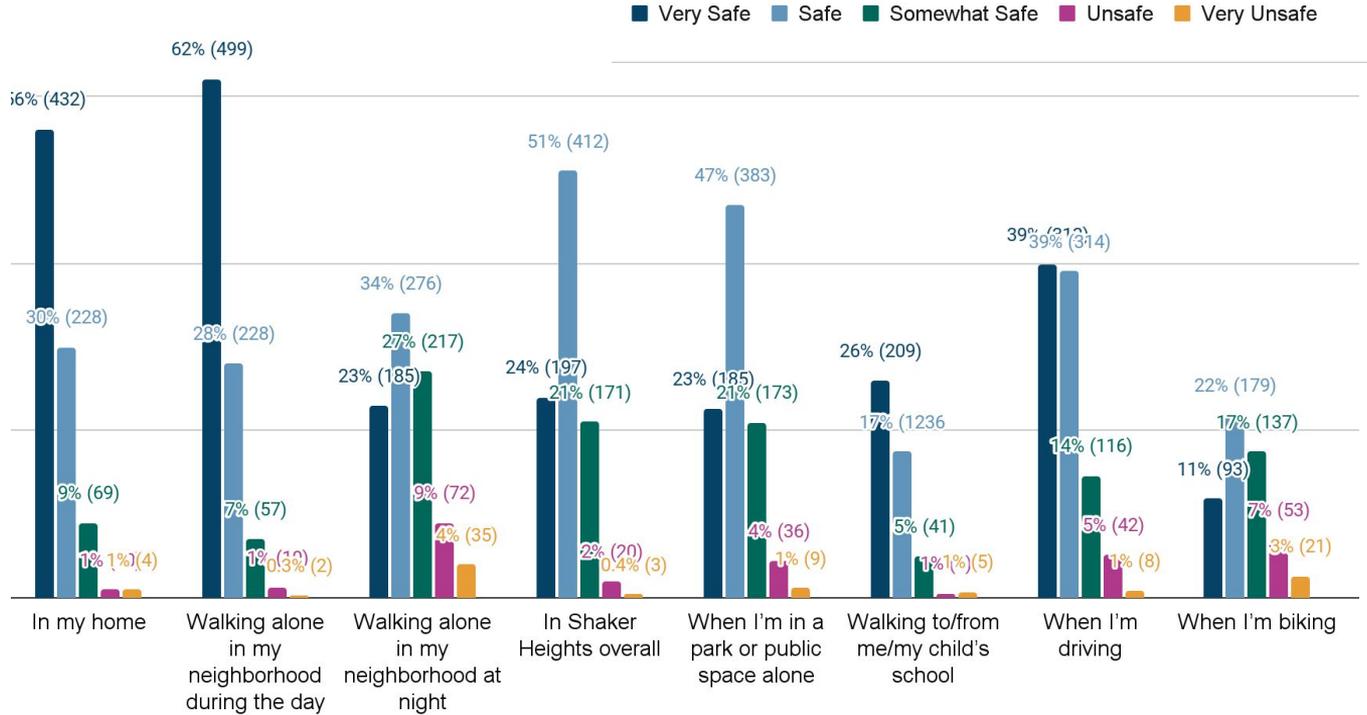
A significant number of residents also cite theft and guns as concerns.

Feelings of safety vary by age, neighborhood, and race, with youth and people of color less likely to feel safe than their older, white neighbors. Residents of Moreland feel the least safe among neighborhood comparisons.

These subcategories and the perceived differences are explored in the findings below.

All Shaker Residents

Based on your personal experience, please rate how safe you feel in Shaker Heights in the following situations. (N: 833)

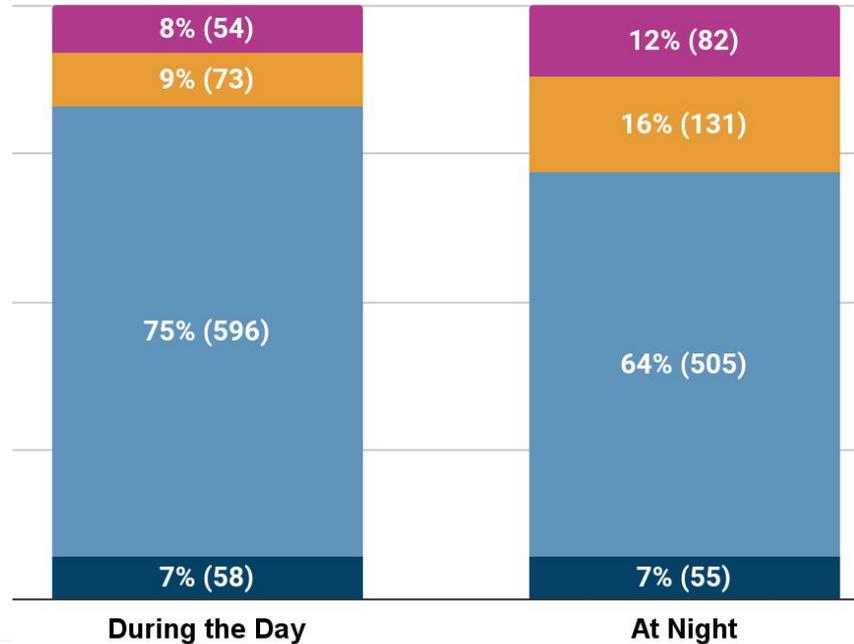


All Shaker Residents

Based on your personal experience in the last 12 months, do you think safety in your neighborhood during the **day** has improved? (N:798)

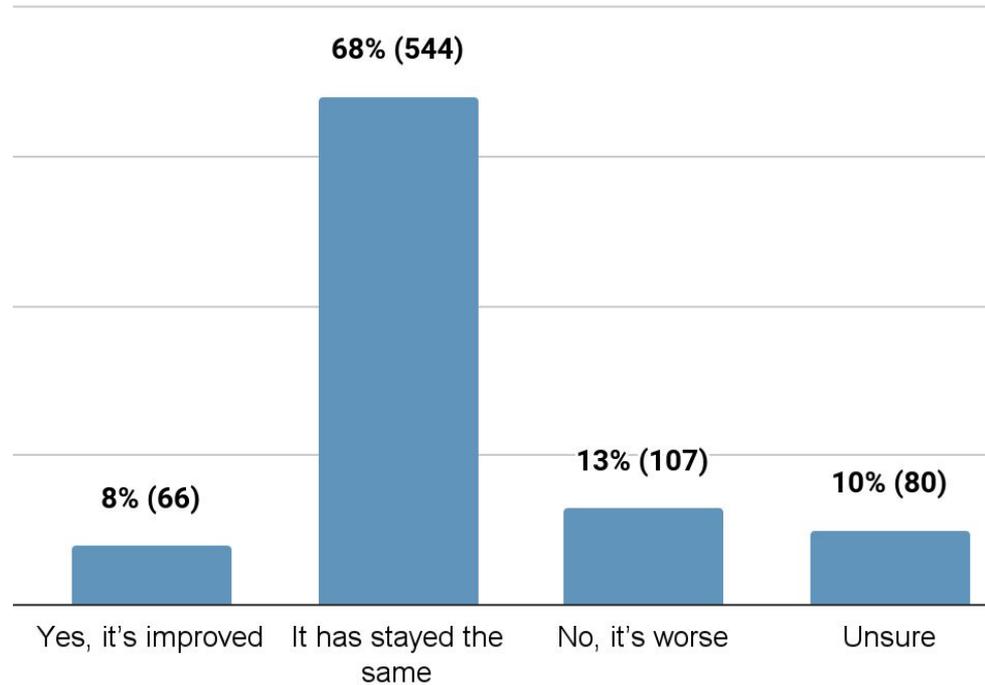
Based on your personal experience in the last 12 months, do you think safety in your neighborhood **at night** has improved? (N: 796)

- Yes, it's improved
- It has stayed the same
- No, it's worse
- Unsure



All Shaker Residents

Based on your personal experience in the last 12 months, do you think safety in your neighborhood **overall** has improved? (N: 797)



All Shaker Residents

Which of the following are your top five concerns regarding public safety in your neighborhood? (N: 783)

72% (559) | Traffic Safety

60% (468) | Theft and Burglaries

31% (240) | Gun Violence

24% (186) | Other

23% (178) | Destruction/ Vandalism

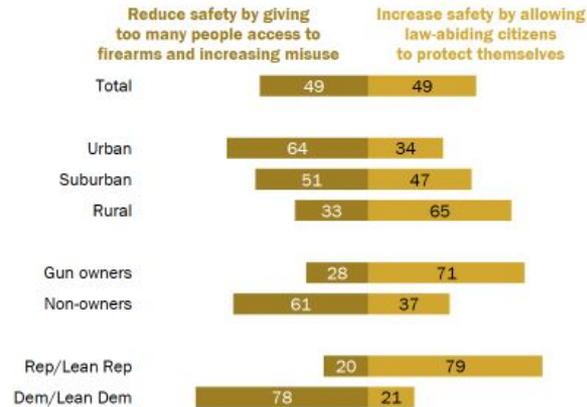
Speeding
Pedestrian safety
Traffic congestion
Youth conduct
Drug use
Noise
Not knowing neighbors

Ohio's Gun Laws

On the changing gun laws. This issue may rise in the ranking of public concern in the coming year. Ohio is a shall-issue state with concealed handgun licenses issued at the county level by a county sheriff. There is no permit, background check, or firearms registration required when buying a handgun from a private individual.

Stark differences in views on whether gun ownership does more to increase or decrease safety in the U.S.

% who say gun ownership does more to ...



Note: No answer responses not shown.

Source: Survey of U.S. adults conducted June 5-11, 2023.

PEW RESEARCH CENTER

This is part of the shifting landscape of community perception of safety. The evidence is mixed on how open-carry laws impact perceptions of safety overall, but there are some notable and relevant national concerns emerging. Specifically, those who live in rural areas, are gun-owners, and lean or identify as Republican tend to feel safer when gun ownership rates are higher. Those who lean Democratic/are registered Democrats, live in urban areas, and do not own guns are more likely to believe that gun ownership reduces safety.

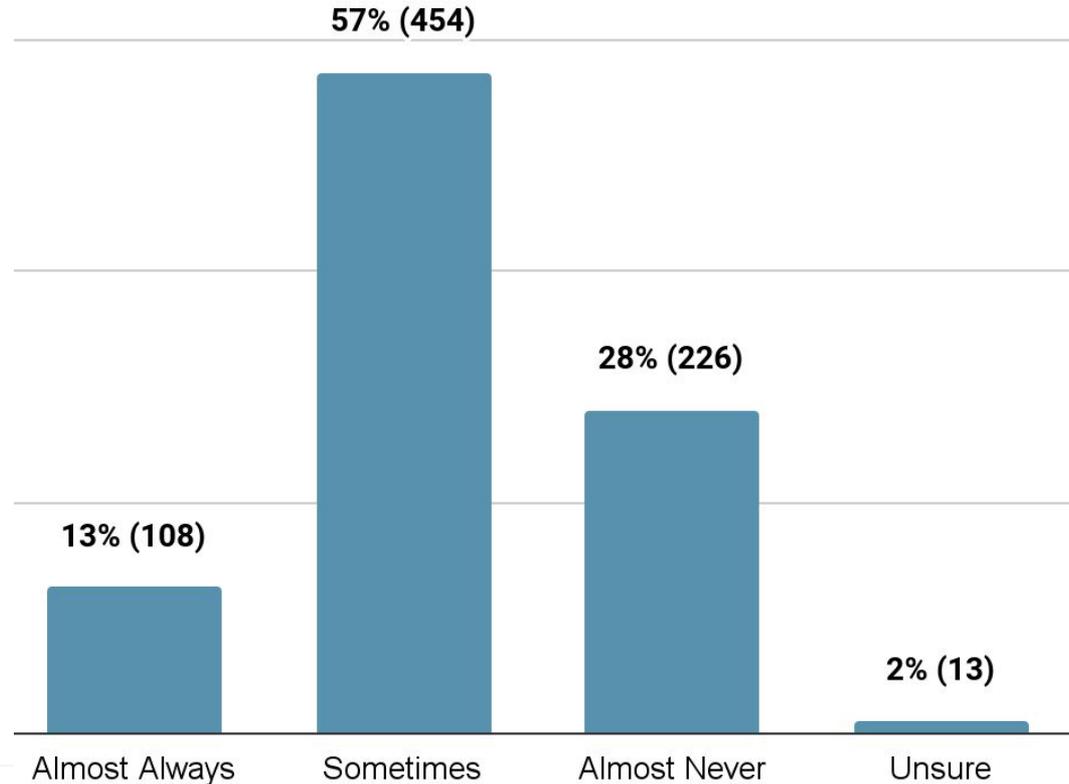
Ohio's Gun Laws

From a policing perspective, open-carry laws pose their own challenges, specifically:

- Open carry may escalate conflicts and lead to an increase in violence in some situations. The presence of visible firearms can intensify confrontations.
- Open carry laws complicate law enforcement's response to potential threats, making it difficult for officers to identify and respond to dangerous situations. Police officers face challenges in quickly determining whether an armed individual poses a threat or is simply exercising their legal right to carry a firearm.
- More guns on the street has an overall effect on officer perception of safety when responding to calls.

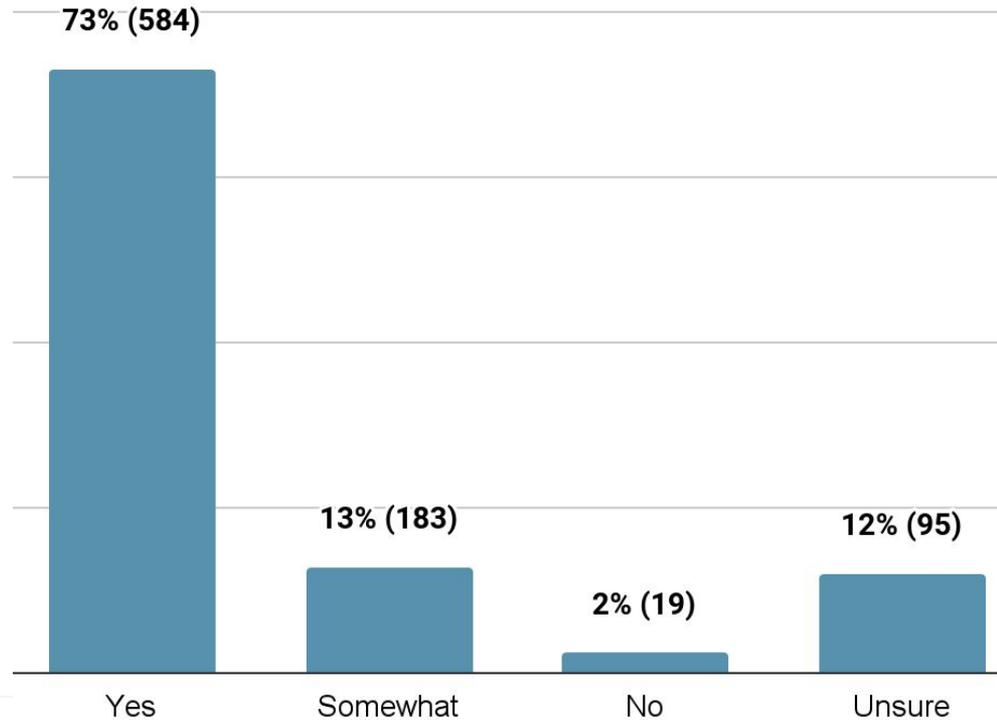
All Shaker Residents

How often do you see Shaker Heights police officers in your neighborhood? (N: 801)



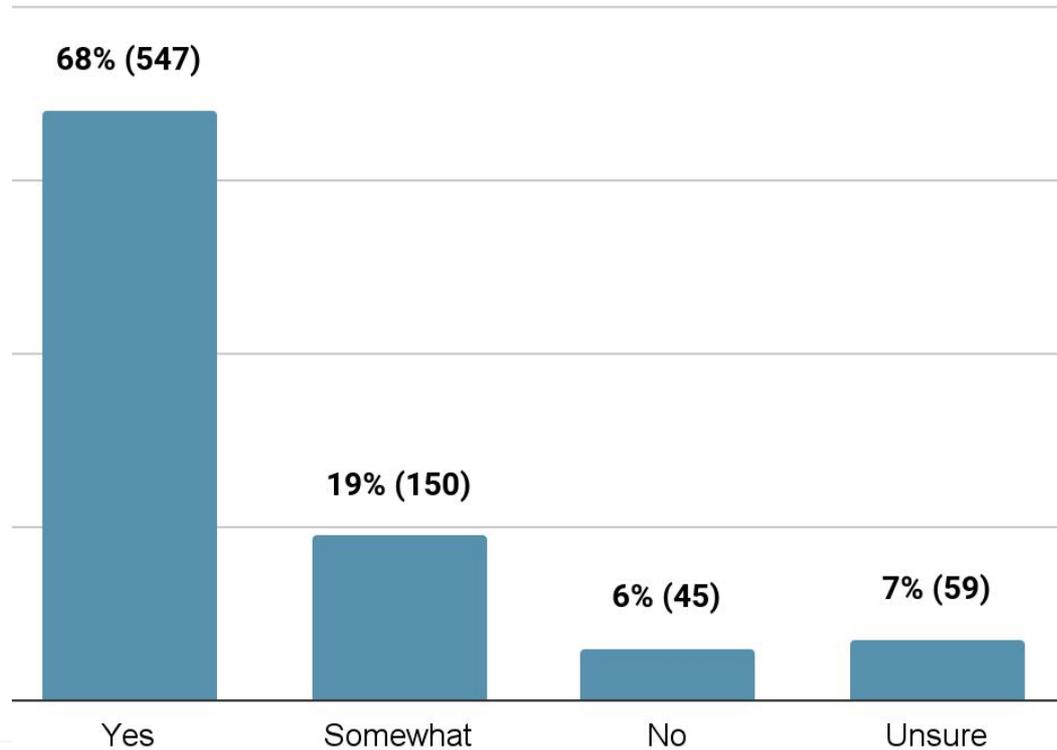
All Shaker Residents

Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect? (N: 801)



All Shaker Residents

Do the Shaker Heights Police Department officers in your neighborhood make you feel safe? (N: 801)



Beyond the Survey

We asked residents similar questions in focus groups, interviews, community conversations, and at public events to increase participation by groups underrepresented in the survey.

- There is significant support for the police across diverse communities (geographic, racial, generational).
- There are some concerns about the deployment of resources from SHPD

We heard this question many times, "Why do we need two patrol cars at a traffic stop?"

- There are calls for decreased sworn presence to non-criminal activities (e.g. mental health crisis situations and 911 calls) with the hope of increased unarmed first responder capacity for the City.

Most adults feels safe in Shaker. Many youth do not.

High school students are concerned about violence in and around their school. They expressed feelings of disrespect and mistrust by police - and other adults - due to being young and/or Black. Almost all youth participants reported they would like SHPD to know that they are interested and willing to work together for a safer, more inclusive community.

LARCHMERE COMMERCIAL DISTRICT

SHAKER SQUARE

FAIRMOUNT CIRCLE

BLOC AT ALMAR

VAN AKEN DISTRICT

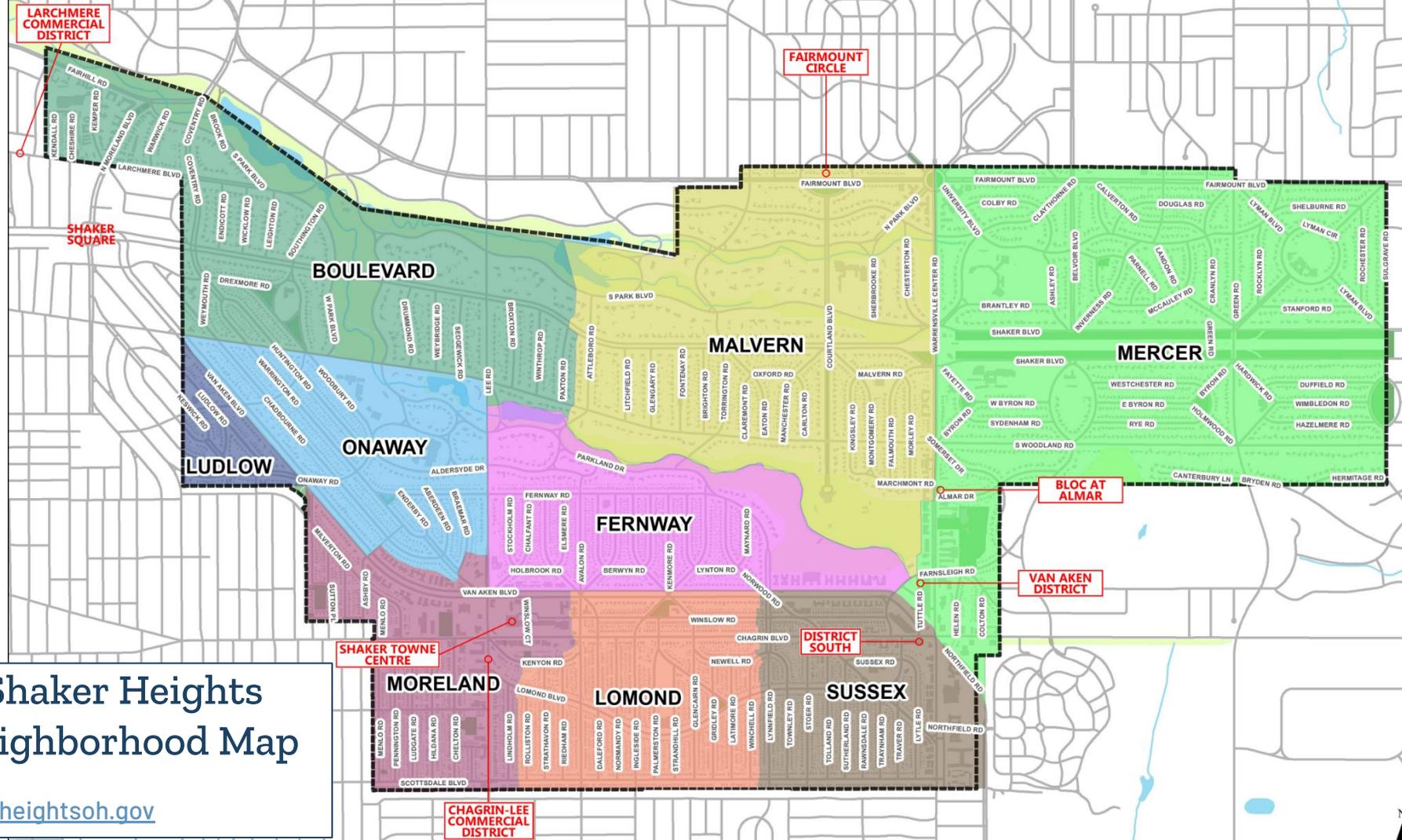
DISTRICT SOUTH

SHAKER TOWNE CENTRE

CHAGRIN-LEE COMMERCIAL DISTRICT

Shaker Heights Neighborhood Map

shakerheightsoh.gov



Perceptions of Safety By Neighborhood

Takeaways

Many residents take great pride in Shaker's history of working to be safe and inclusive for all.

Regardless of their view of police, residents were quite concerned about the findings and reportings from the Fair Ticketing campaign. People were eager to come out and address the problems highlighted in that report.

There seems to be significant agreement – across all neighborhoods and groups within the City – that more traffic enforcement is needed and, generally, police are “fair” in their dealings with the public.

I have had positive interactions with Shaker Heights police in almost all instances I find police here are respectful, kind, and ready to help.”

- Survey respondent

Takeaways

Most residents that participated suggested changes including

More traffic enforcement

regardless of race and aside from their concerns about overarching racial injustice and inequity

&

More attention to true community building

including practices that center inclusion of all Shaker residents in all settings

Takeaways

In other words, most residents agree on the following statements:

- Racism and racial inequities exist, here and everywhere.
- Inclusivity and fairness need to be addressed across the City.
- The problem is bigger than policing.
- Police practices are not likely to be the area which offers the biggest lever for community change.
- Residents need to do their own work and part to build community cohesion and address problems.

"I think it is important for people to know the police and police to know the community. As a parent of two black boys, as they grow more independent and are walking/biking/driving/being in the community alone, I want them to be viewed as a friendly neighbor rather than a suspicious threat. And I want them to view the police as helpful and someone they can go to in need rather than someone to be afraid of."

- Shaker resident & parent

Takeaways

Some believe that the focus on policing itself is distracting and misplaced in that it may inhibit progress by taking resources (time, attention, funding) away from areas of greater concern and higher impact for moving toward racial harmony and justice.

For example, affordable housing, school culture, equity and management of public works investment, transparency in all city departments, and cross-racial community building, just to name a few.

“Although it can be hard at the municipal level, I’d like to see Shaker try policies that address root causes of violent crime. These include guns, poverty, inequality, and the concomitant social alienation that drives people to antisocial behavior and crimes of desperation. Most obviously, Shaker government should expand and promote existing social services.”

- Survey respondent

Takeaways

As we focused on police practices specifically, we learned that trends in public safety and experiences of safety differed across neighborhood groups.

- There seems to be some correlation between living in a more racially diverse and/or less affluent neighborhood and feeling that safety is decreasing.
- In other neighborhoods, residents have fears that “outsiders” are bringing in public safety problems and challenges.
- People of color, regardless of neighborhood, are more likely to respond that the city is less safe than it was a year ago.

There are multiple and complex causes of changes to perceptions of safety, including divisive rhetoric in national politics, new open-carry laws for gun owners, and fears about public health issues ranging from COVID to the increasing presence of fentanyl in every community in the country.

"I live near the Cleveland border and am most concerned about people from Cleveland coming into our neighborhood at night for burglary."

- Shaker resident

What we learned

We had a focus group specifically inviting Lomond and Moreland residents to discuss their concerns and offer their ideas about how to build community safety to ensure proper representation in our findings. Here we've offered a summary of focus group comments, which are also reflected in the survey. We see these neighborhoods as willing and happy to work collaboratively with police with some concerns that can be addressed along the way.

Police make our community safer	We still have work to do	I'd like to see
<ul style="list-style-type: none">● <i>"I feel safe and police respond well"</i>● <i>"I feel confident in police response"</i>● <i>"I think the police are much better than they were as far as equitable treatment of black residents"</i>● <i>"I appreciate the crisis intervention training"</i>	<ul style="list-style-type: none">● <i>"I would like the police to know me and my children are residents and we are community involved"</i>● <i>"I would like SHPD to know that by large we are good people and not to automatically treat us like animals"</i>● <i>"We all want to feel safe and be treated fairly"</i>	<ul style="list-style-type: none">● <i>"More recreational opportunities for area teens and preteens"</i>● <i>"More police presence and engagement"</i>● <i>"More focus groups with SHPD in the room"</i>● <i>"Police be more engaging and friendly to seem less intimidating"</i>● <i>"More SHPD transparency about officer misbehavior"</i>

What we learned

It is notable the data shows that within many of Shaker's neighborhoods residents fear that "outsiders" (people who are perceived to not live or work in Shaker) are driving crime and disorder.

In Moreland, we see something else: **a feeling that residents from Moreland are treated as outsiders within their own City.** Here is one quote that sums up the sentiment echoed elsewhere in outreach and engagement:

"I would feel safer if I thought the Moreland community was looked at and truly considered a part of Shaker by more affluent residents and public officials in our city. We are not in Cleveland, although some people look at us that way because we are predominantly African American and working class. We pay Shaker taxes for example, but are left out of signage that Shaker puts in other parts of the City for holidays, etc. We are rarely covered in Shaker Magazine or featured in city advertising. Yet, we exist."

What we learned

Another emerging concern is that while more police presence would be helpful, some police discretion on what to attend to might be misaligned with resident priorities. Long term residents, both owners and renters, want to build a community with more attention to quality of life issues and want more help from the City in achieving that.

Residents want more:

- Community directed policing focused on community engagement and conflict de-escalation
- Enforcement of noise and nuisance laws (i.e. loud mufflers and motorcycles)
- Attention to drug use and dealing
- Enforcement of zoning or ordinances addressing absentee landlords and vacant and neglected lots

It is important to note that while Moreland's residents responses to feeling respected by police are comparable to other neighborhoods, Moreland residents are less likely to feel police presence is creating safety.

Takeaways

People remain concerned that their personal and limited experience is not sufficient to determine where there is systemic bias or discrimination in traffic enforcement or other police operations. Additionally, the significant disparity between Black residents' feelings of safety, belonging, and inclusion and white residents feelings of safety, belonging, and inclusion are important and feed an ongoing concern about disparities in experience based on race.

Yet these differences may be related to factors quite distinct from local police tactics, operations, or community relationship building. Shaker Heights, like the rest of the country, struggles to build equitable access to opportunities like affordable housing, quality schools, and recreational facilities. Long standing wealth inequality, a national history of redlining, and long standing racial discrimination create and sustain inequities which in turn, drive worries about disparities in residents' experiences of policing. All of these related inequities bear on Black residents' experience of "belonging" overall.

Takeaways

Finally, a local narrative about the “problem” of “outsiders” is having a polarizing and negative impact on the City’s Black residents.

This is not a police problem, and they cannot solve it. Rather, it is a resident concern we heard many times in many settings and one about which police should be aware. When community groups talk in general terms about “outsiders,” it is likely that those in a racial minority in the room will perceive themselves as being labeled part of the “problem.”

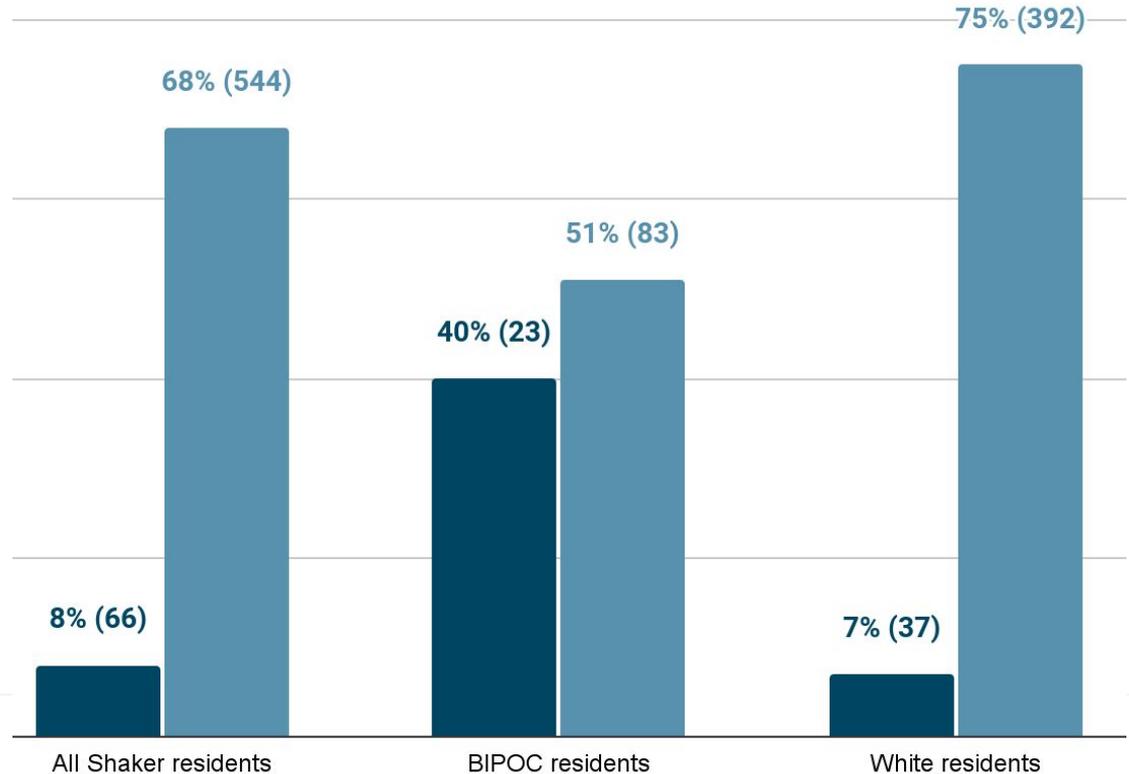
While we can’t say with certainty whether those causing traffic or other quality of life problems are Shaker residents or not, the divisiveness of the conversation about “outsiders” here should be noted, and to the greatest extent possible, reduced or eliminated for the sake of community safety, cohesion, and inclusion for all.

Police & Community Relations

- Yes, it's improved
- It has stayed the same

All respondents (N: 797)
BIPOC respondents (N: 164)
White respondents (N: 525)

This chart illustrates respondents **by race** who responded "Yes, it's improved" and "It has stayed the same" when asked, "Based on your personal experience in the last 12 months, do you think safety in your neighborhood overall has improved?"



Erosion of Trust

A National Issue

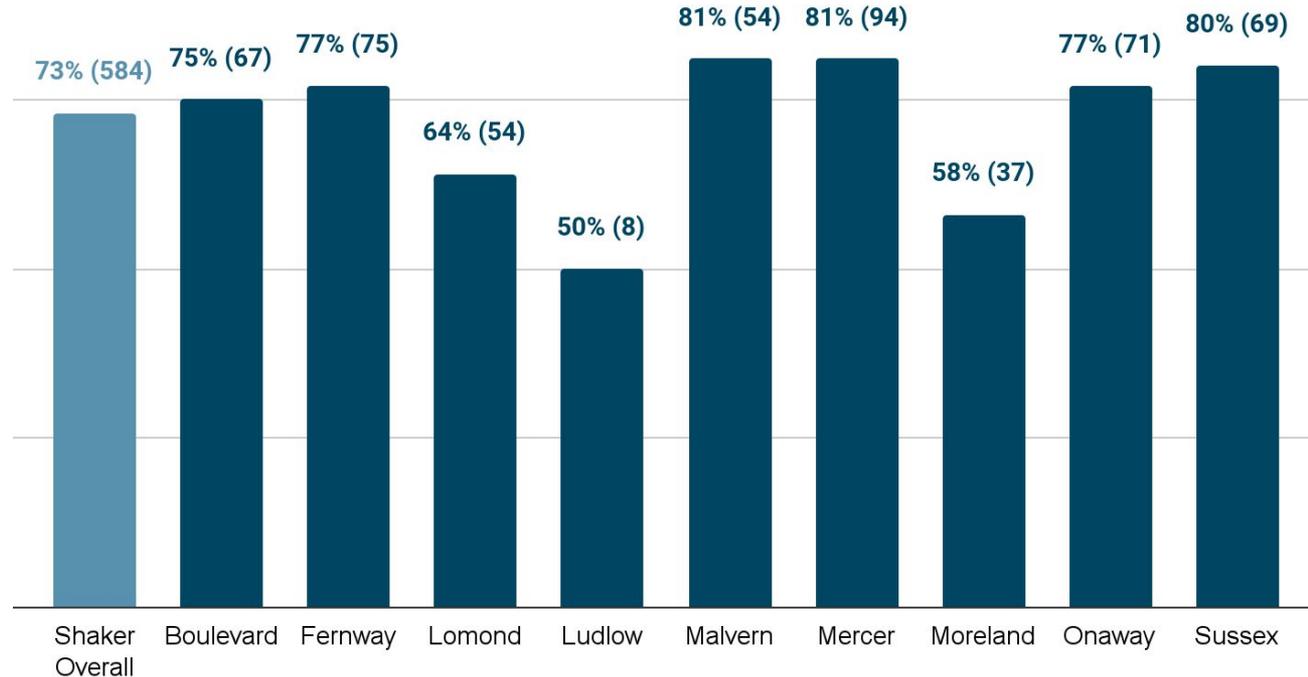
Over the past few years, there has been a significant erosion of public trust in police across the US. The causes are multiple and complex, and the “trust gap” is wider among some groups than others.

According to Gallup, a national leader in public opinion polls conducted worldwide, confidence in the police has fluctuated but generally trended downward in recent years:

- In 2019, 53% of Americans expressed confidence in the police
- This dropped to a record low of 43% in 2023
- The erosion of trust has been particularly pronounced among people of color, with a 2022 Gallup poll finding that only 30% of non-white Americans surveyed had "a great deal" or "quite a lot of confidence" in the police, compared to 53% of white Americans.

Police & Community Relations

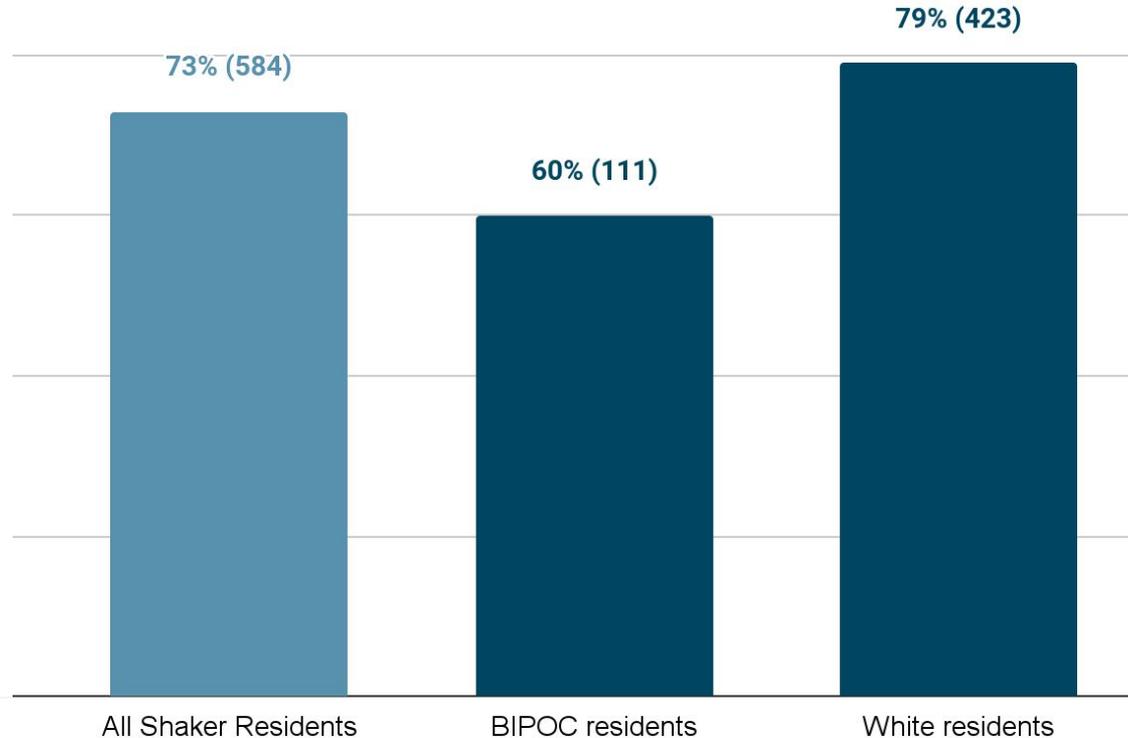
This chart illustrates respondents **by neighborhood** who responded “Yes” when asked, “Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?” (N:801)



Police & Community Relations

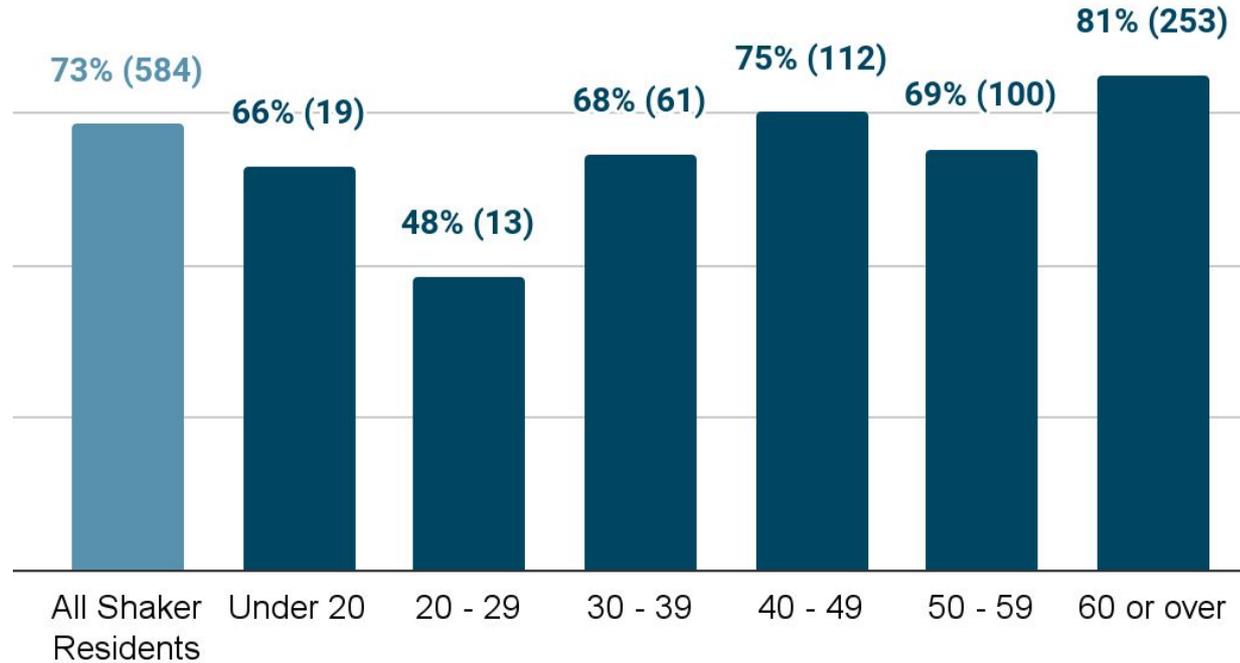
All respondents (N: 801)
BIPOC respondents (N: 186)
White respondents (N: 534)

This chart illustrates respondents **by race** who responded “Yes” when asked, “Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?”



Police & Community Relations

This chart illustrates respondents **by age** who responded “Yes” when asked, “Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?” (N: 801)



Perceptions of Safety By Race

What we learned

While we have shown throughout this report that the majority of respondents - of all races - believe the SHPD is fair and professional. There are some examples of incidents where Black residents feel targeted resulting in extra enforcement, over policing, and mistrust by police and others. This is extremely important to both SHPD and residents. We found overwhelming support among people of all races for efforts to pay attention to and address this problem.

"I do think SHPD tends to focus too much on black children. I've lived here as an adult since 2001 and not once have I seen officers stopping white children on bikes. Not. Once. I can't tell you how many times I've seen officers stopping black children on bicycles. There is a clear bias in policing here."

"I think the police officers in the community should work to become familiar with the residents through organic engagement such as living in the community, attending community events and visiting/volunteering at schools so that they are familiar with people/kids outside of law enforcement reasons."

What we learned - in context

This reflects national data which shows disparities between the perspectives of Black and white Americans when it comes to police.

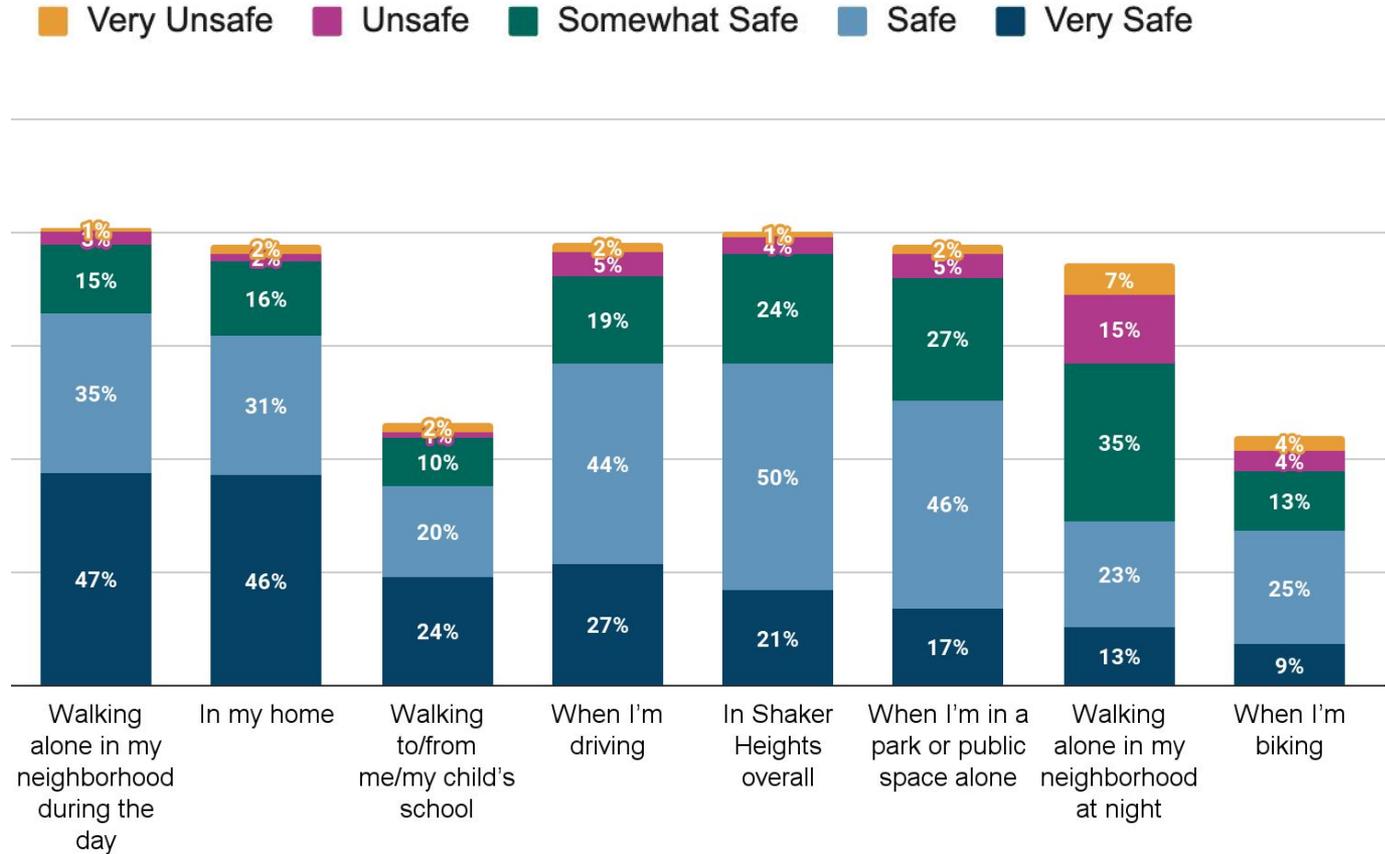
Specifically, “majorities of both Black and white Americans say black people are treated less fairly than whites in dealing with the police and by the criminal justice system as a whole. In a 2019 Center survey, 84% of Black adults said that, in dealing with police, Blacks are generally treated less fairly than whites; 63% of whites said the same. Similarly, 87% of Blacks and 61% of whites said the U.S. criminal justice system treats black people less fairly.” [Pew Research](#)

However, in Shaker Heights, there is a significant level of support for the police and belief in their fairness and professionalism among Black and other BIPOC residents.

BIPOC Respondents

How safe do BIPOC residents feel in the following situations?

(N: 186)

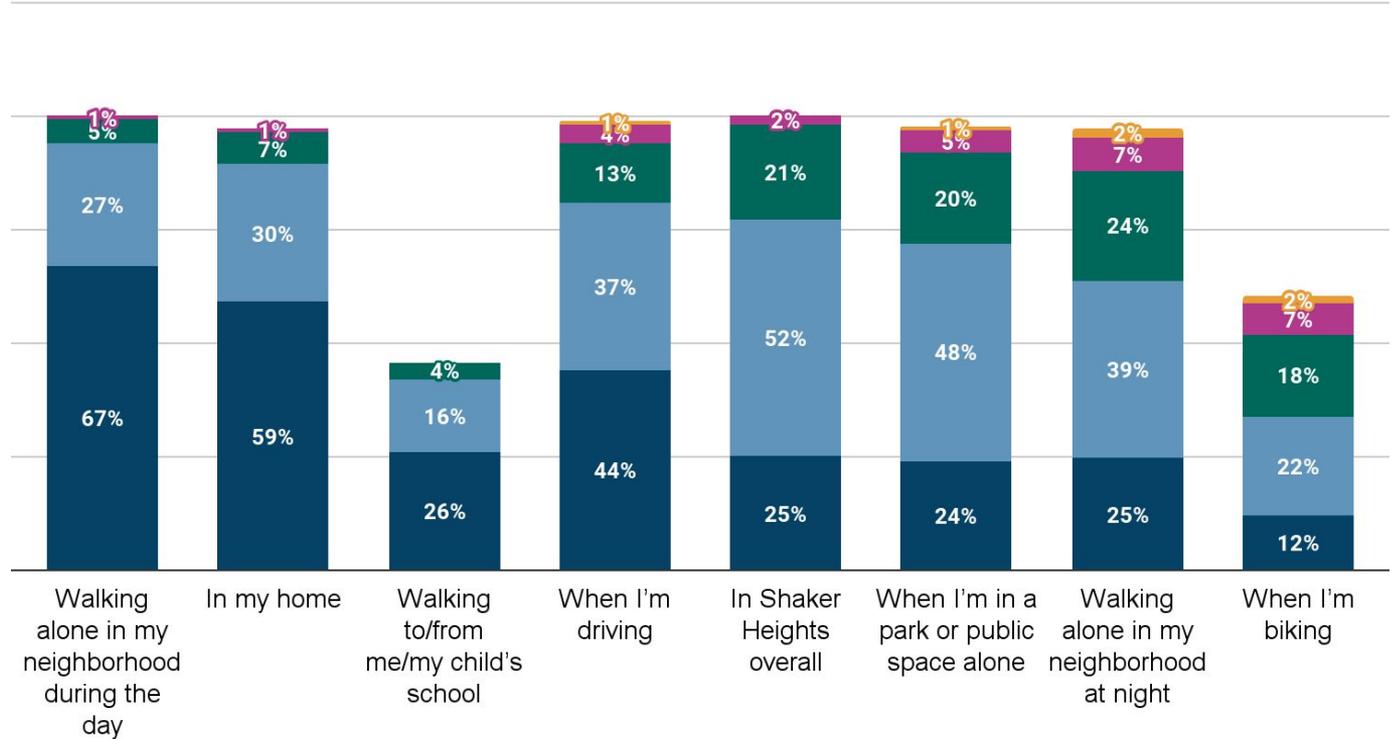


White Respondents

How safe do White residents feel in the following situations?

(N: 536)

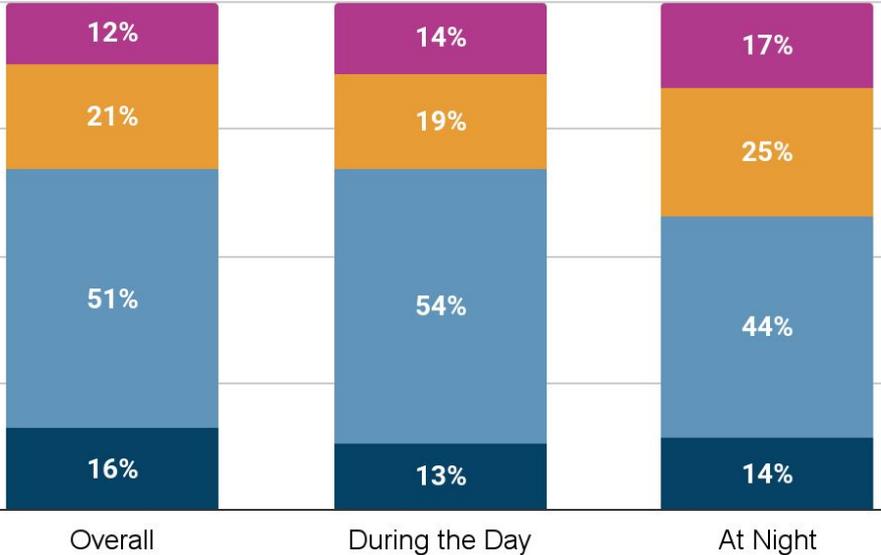
Very Unsafe Unsafe Somewhat Safe Safe Very Safe



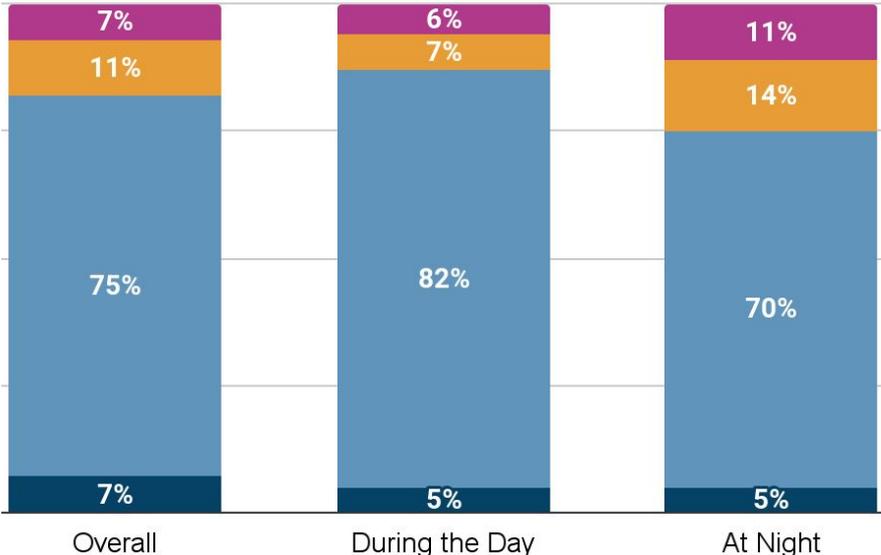
How has safety perceived to have improved, worsened or stayed the same according to residents over the last 12 months?

Unsure No, it's worse It has stayed the same Yes, it's improved

BIPOC Respondents (N: 164)



White Respondents (N: 524)



BIPOC Respondents

What are the
top 5 public
safety
concerns for
BIPOC
residents?
(N: 160)

1. 60% | **Traffic Safety**
2. 49% | **Theft and burglaries**
3. 35% | **Gun violence**
4. 29% | **Other**
5. 26% | **Animal Complaints**

Other here emphasizes lack of police presence, theft, animal complaints, noise pollution, and disorderly youth

White Respondents

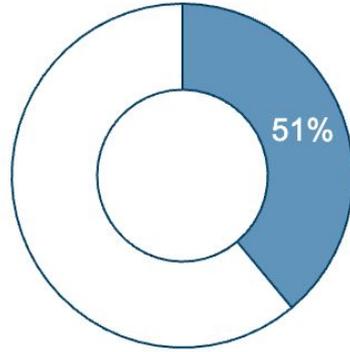
What are the top 5 public safety concerns for white residents?
(N: 522)

1. 76% | **Traffic Safety**
2. 64% | **Theft and burglaries**
3. 29% | **Gun violence**
4. 22% | **Destruction/ Vandalism**
5. 22% | **Other**

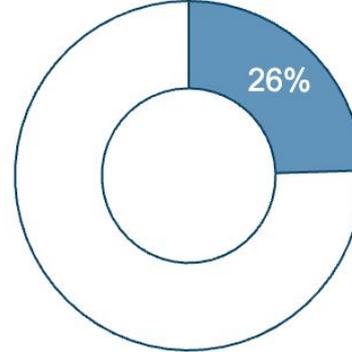
Other here emphasizes traffic safety, noise pollution, gun fire, and drug use

BIPOC Respondents

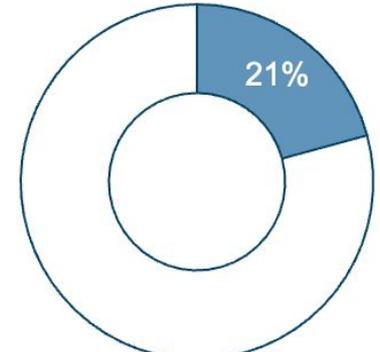
How often do
BIPOC
residents see
officers in their
neighborhood?
(N: 186)



Sometimes



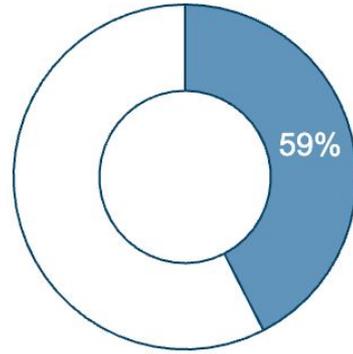
Almost Never



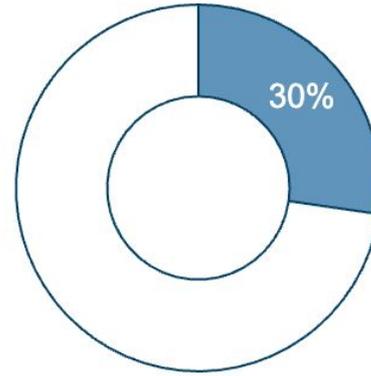
Almost Always

White Respondents

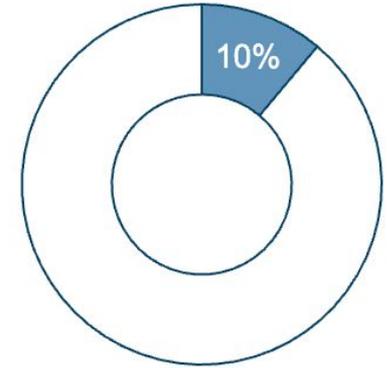
How often do white residents see officers in their neighborhood?
(N: 534)



Sometimes



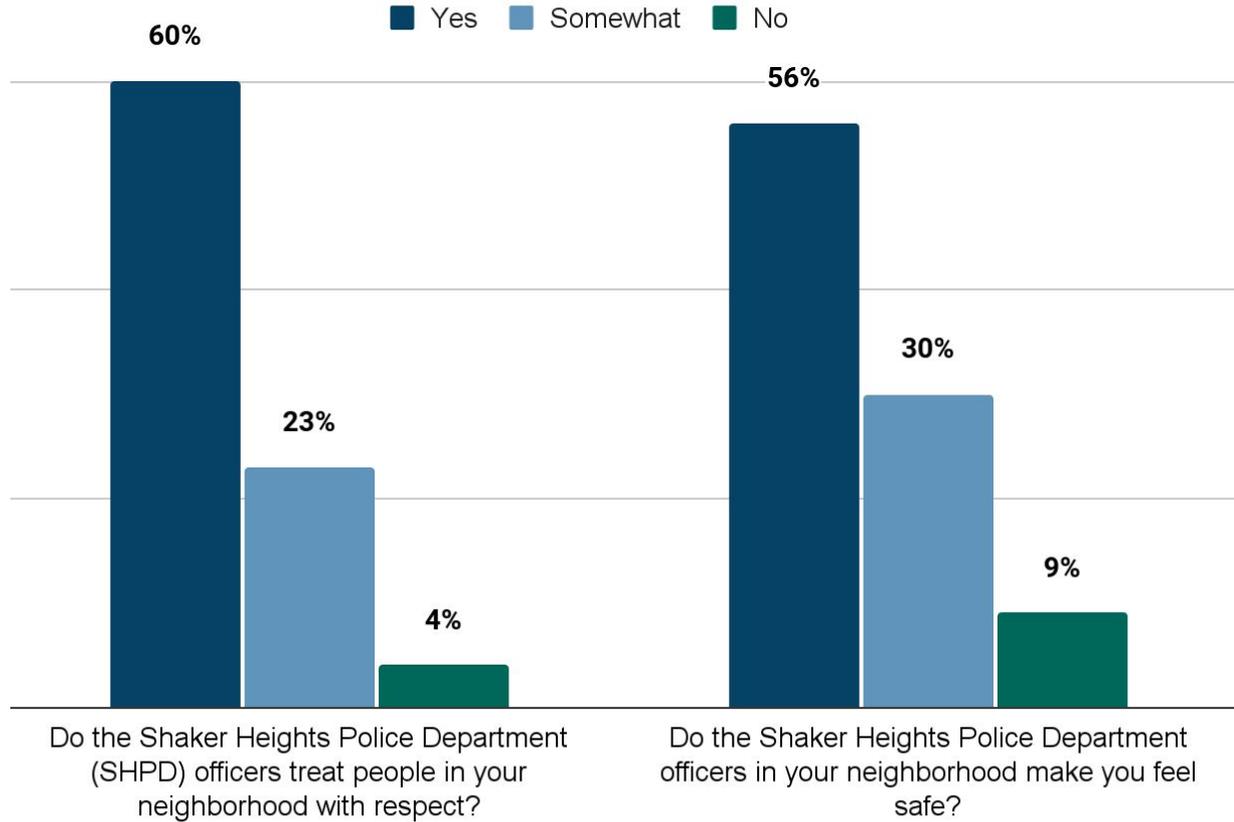
Almost Never



Almost Always

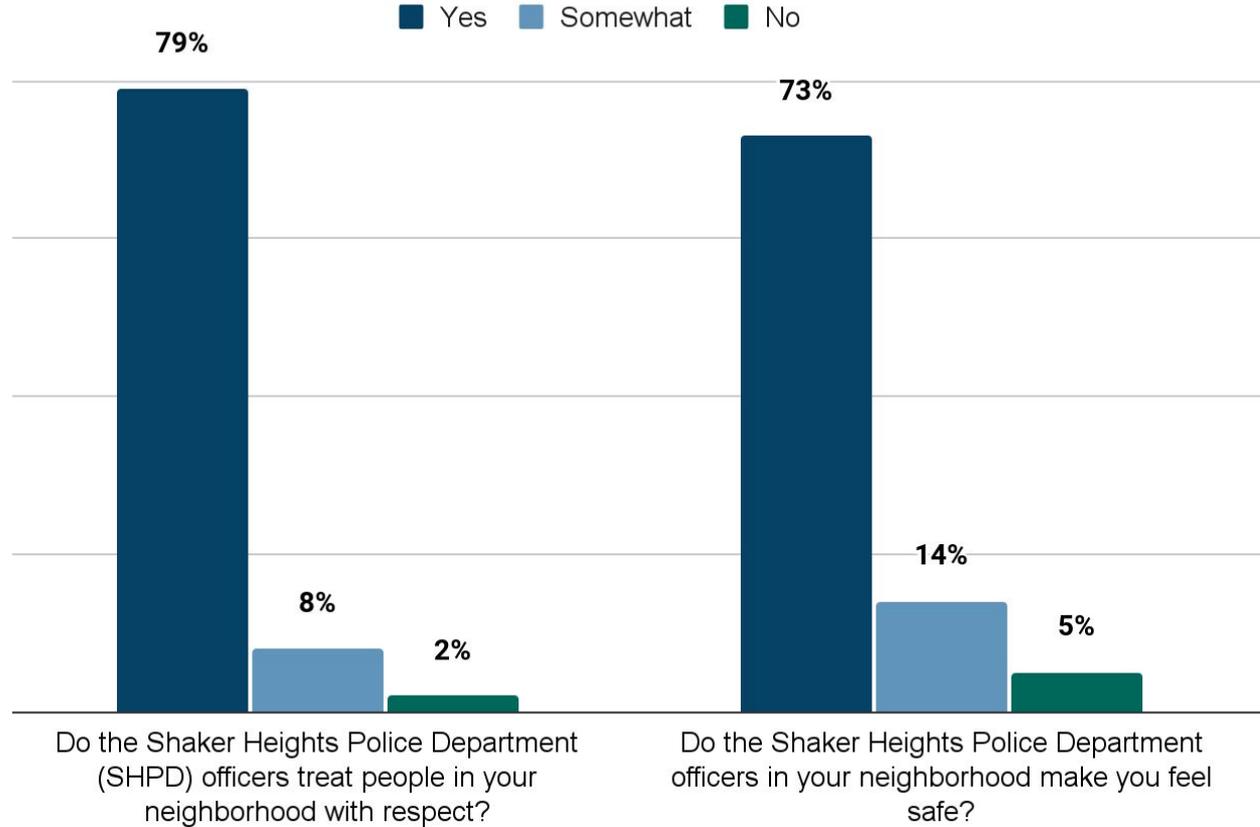
BIPOC Respondents

What are BIPOC
resident
perceptions of
the Shaker
Heights Police
Department and
its officers?
(N: 186)



White Respondents

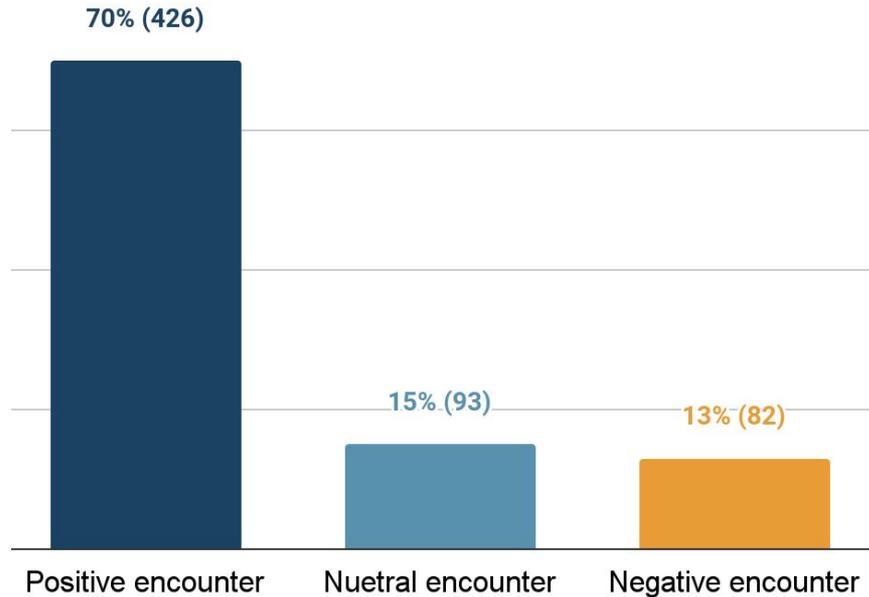
What are white resident perceptions of the Shaker Heights Police Department and its officers?
(N: 534)



Personal Encounters with Police

We asked Shaker Heights residents to let us know if they have ever had a personal counter with SHPD. 78% (625) of Shaker residents said, "Yes" they have had a personal encounter.

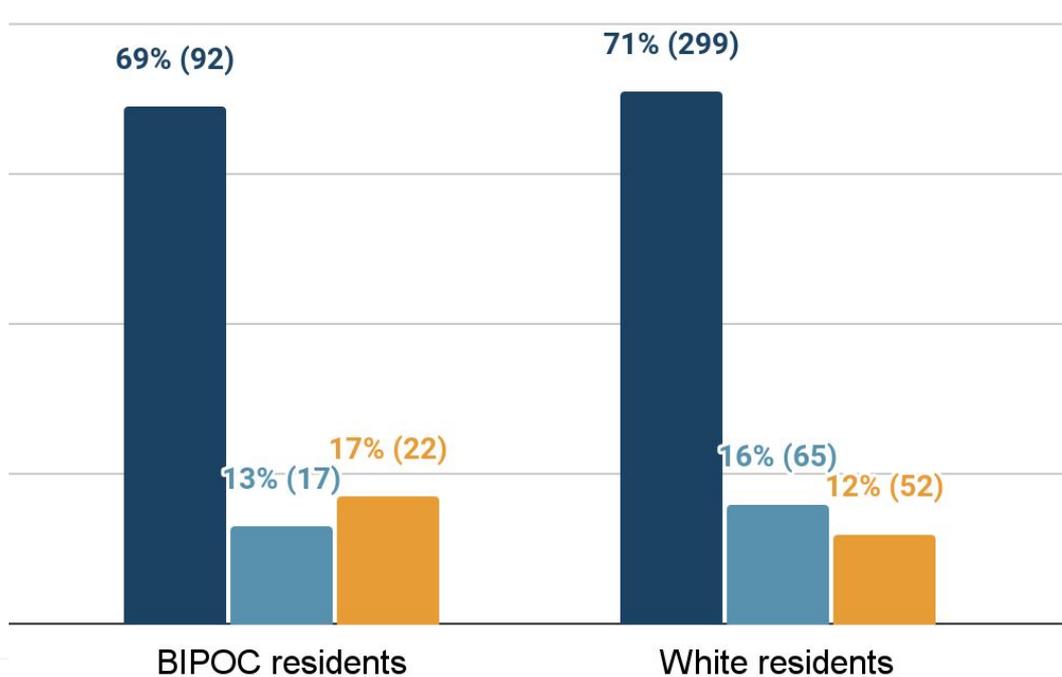
Those 78% of residents reported their encounter experience as a:



Personal Encounters with Police

Resident reports of their experienced personal encounter by race

■ Positive encounter ■ Neutral encounter ■ Negative encounter



Personal Encounters with Police

73% (135) of BIPOC respondents said they have had an encounter with a SHPD officer

69% of those respondents said it was a positive experience

17% said it was a negative experience

13% reported a neutral experience

Type of Encounter

26% Request for assistance

26% Casual encounter

21% Traffic Stop

White Respondents

Personal Encounters with Police

79% (423) of white respondents said they have had an encounter with a SHPD officer

71% of those respondents said it was a positive experience

12% said it was a negative experience

15% reported a neutral experience

Type of Encounter

36% Request for assistance

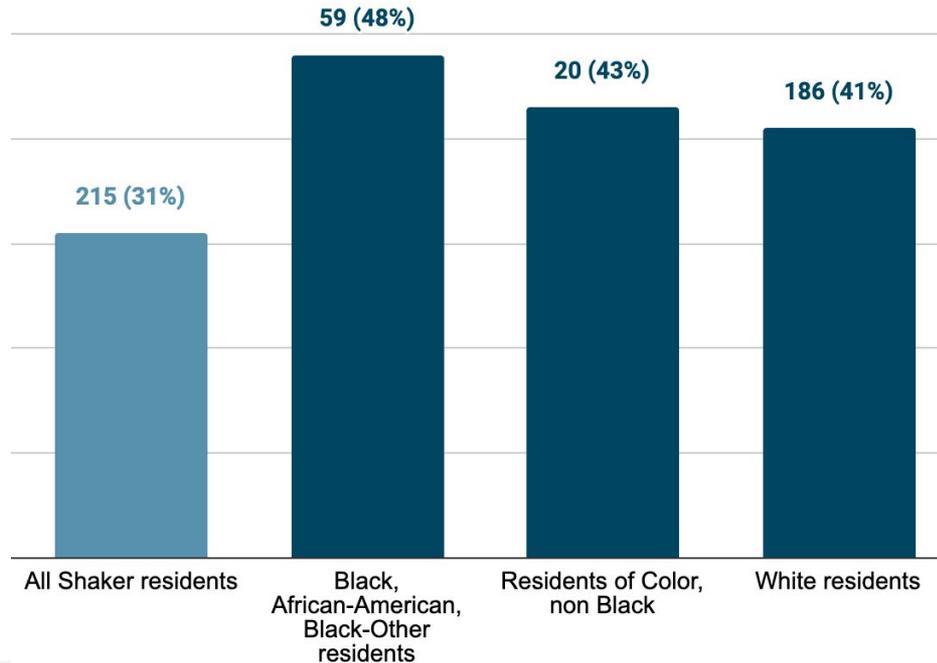
27% Traffic stop

13% Casual encounter

Building a Safer Community

Resident responses that included **“more police”** when asked, “What do you think would help build a safer community?”

A large percentage of survey respondents noted they would like to see increased police presence. This comes in the form of community directed policing, building relationships with residents and being visible, active members of the community rather than just more police for the sake of more police.



About SHPD

Police power is significant. The collateral consequences of any involuntary interaction with police can be very serious for residents. Consequently, police must be vigilant in ensuring that through training, management, and discipline, Departments - and their officers - are always on the lookout for indication that community trust has been, or is being, eroded through real or perceived mistreatment of residents and visitors.

The SHPD is vigilant. They undergo training, receive certifications, establish processes, maintain strong leadership, and build community relationships all oriented towards ensuring zero instances of mistreatment of residents and misconduct by police. They have expressed - repeatedly and sincerely - a desire to learn about these issues and to address them in partnership with residents.

To file a complaint about police misconduct in Shaker Heights, Ohio, you can:

- 1. Fill out a form:** You can pick up a hard copy of the form at the Police Department, download it as a PDF, or start the complaint online. The form asks for details about the incident, including the date, time, officers involved, and any witnesses. You should also provide your name, phone number, or email address so the department can contact you.
- 2. Call the police:** You can call the Shaker Heights Police Department at (216) 491-1220.

Please report
misconduct

The Shaker Heights Police Department promises to investigate all complaints and take corrective action if needed. The Chief of Police will review the complaint and assign it to the appropriate staff member for investigation. The outcome of the investigation will be made available to you.

The City's Next Steps

The deep and serious engagement that so many residents offered to this project is a testament to their commitment to this community and its future.

The Community Advisory Group which was established for the purpose of advising the Mayor, the Police Chief, the CAO, and Council will review this report and provide feedback on the implementation of recommendations from The Listening Project. Any legislative recommendations will be made by the Community Advisory Group to the appropriate Council Committees.

In addition to the work of the CAG the DEI office will continue hosting community discussions and collaboratively working with the SHPD as a starting place to further develop an action plan to respond to learning's from this initiative.

"The community would benefit from more regular opportunities for the police and citizens to share views." - Shaker Resident



"Keeping the community informed about ongoing police training and response to community concerns will always be a good strategy." -Shaker Resident

Contact Information

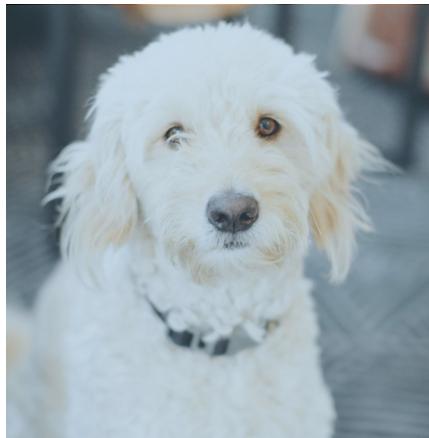
Shaker Heights Project Staff

E colleen.jackson@shakerheightsoh.gov
jonathan.ballom@shakerheightsoh.gov

W shakerheights.gov

P 216-491-3201

A 3400 Lee Road, Shaker Heights, OH, 44120



Thank you

Strategy Matters Consulting Team

E info@strategymatters.org

W www.strategymatters.org

P 617-826-6008

A 717 Washington Street, Dorchester, MA 02124

strategymatters.org