Gainesville Police Department

Protect and Serve
Why Gainesville?

Presentations

- Georgia Municipal Clerks and Finance Officers Association
- Georgia Municipal Association
- CALEA / Vera Institute of Justice
Why Gainesville?

Awards

- 2003 Trendsetter Award
  Georgia Municipal Association

- 2008 City of Diversity Runner-Up
  National League of Cities
City of Gainesville
Mission Statement

To enrich the community of Gainesville by practicing good stewardship of resources and providing innovative and exemplary service for all people.
City of Gainesville

Originally known as Mule Camp Springs

- The county seat
- Incorporated in 1821
- 32.95 square miles
- 540 miles of Lake Lanier shoreline
Municipal Services

- Airport
- Golf Course
- Parks & Recreation
- Planning & Development
- Police and Fire Protection
- Public Transit
- Public Works
- Water and Sewer
Population

- Residential vs. Daytime

- Between 1990 and 2000, the city experienced a population increase of 44.2%, compared to the state growth during this period of 26.4%.

2000 Census Facts
## Diversity

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>65.2%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>15.7%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>0.3%</td>
</tr>
<tr>
<td>Asian</td>
<td>2.7%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>0.1%</td>
</tr>
<tr>
<td>Some other race</td>
<td>14.3%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>33.2%</td>
</tr>
</tbody>
</table>

*2000 Census Facts*
What do I expect from my City Officials as a Hispanic in the community?

THERE ARE TWO TYPES OF HISPANICS/ LATINOS:

1. “....Hispanic American that speaks very good English and he/she has lived in the United States for a long time and understands the system well, what is expected is a treatment like to any other citizen of Gainesville....”

2. “...Hispanic Immigrant that doesn't speak English that doesn't understand the system, but that is contributing with their work, the official should have Patience....”

Winston (43, Editor, Father, Mexico)
Meeting the Challenges of Diversity

- Language Barriers
- Cultural Differences
Language Barrier Solutions

- Provide documents in English and Spanish.
- Bilingual signage.
- Bilingual employees.
- Notices and press releases submitted to Hispanic radio and newspaper.
Language Barrier Solutions

- Provide non-Spanish speaking employees key words/phrases in Spanish to facilitate communication.

- Secure a translator when detailed instructions are necessary so the customer knows exactly what is needed.

- Strategies to ensure language access.
Cultural Difference Solutions

- Educate the Hispanic population on codes and ordinances.
- Presentations about municipal operations to homeowners associations, civic groups, and concerned citizens that included non English speaking residents.
- Cultural diversity training for employees.
EDUCATING
THE COMMUNITY
AND
SERVICE PROVIDERS
Citizen's Government Academy
Community Oriented Policing Program
Community Oriented Policing Program
Community Oriented Policing Program
Neighborhood Watch Program
Citizens Police Academy
Embracing the Community
Embracing the Community

The Gainesville Multicultural Committee seeks to increase exposure to, and appreciation of, the broad spectrum of artistic expression and talents that exists among the Northeast Georgia community.
Embracing the Community

- Christmas is One Language
- Multicultural Festival
- Cultural Crossroads Concert
- Annual Latin Gala
Embracing Diversity
Thank you for allowing us to serve you. If you would like to comment on the service you have received please call Frank Hooper, Chief, Gainesville Police Department, 770-534-5252 or City Manager, Bryan Shuler at 770-535-6865, or do one of the following:

1. If you’re at the Police Department and desire an immediate response ask to speak to the On-Duty Watch Commander.
2. You may also call the Hall County Communications Center at 770-534-5251. Ask to speak to the On-Duty Watch Commander.
4. Mail comments or concerns to:
   Office of Professional Standards,
   118 Jesse Jewell Parkway, Gainesville, Georgia 30501.

The Gainesville Police Department’s Policy and Procedure governing our complaint process is available upon request to the Chief of Police, Frank Hooper, 770-534-5252.

Remember, YOU’RE THE REASON we put customer service first!

Gracias por permitirnos servirlo. Si quiere hacer algún comentario con respecto al servicio que usted ha recibido, por favor llame a Frank Hooper, Jefe del Departamento de Policía de Gainesville, al 770-534-5252 o también puede llamar al Administrador de la Ciudad, Bryan Shuler al 770-535-6865. Además, hay otras maneras de damos sus comentarios:

1. Si usted se encuentra en el Departamento de Policía y desea una respuesta inmediata, pregunte por el Comandante en Guardia.
2. También puede llamar al Centro de Comunicaciones del Condado de Hall (Hall County) al 770-534-5251. Pida que lo comuniquen con el Comandante en Guardia.

El Procedimiento y Políticas del Departamento de Policía de Gainesville en cuanto a la forma en que se atienden los sus reclamos está disponible si usted se la solicita a Frank Hooper, Jefe de la Policía, al 770-534-5252.

Recuerde, USTED ES LA RAZON por la cual nosotros consideramos que el cliente siempre está primero.
Hispanic Community Outreach

ADMINISTRATIVE OFFICE
HOURS ARE
8:00 AM - 5:00 PM
This Phone is for After Hours Use. If a Police Officer is Needed, After Hours, This Phone will Automatically Connect You to Central Communications and An Officer Will Be Dispatched to You.

DE LA OFICINA ADMINISTRATIVA
HORAS DE OPERACION
8:00 AM – 5:00 PM
PARA LOS SERVICIOS
PROVEHIDOS POR EL
DEPARTAMENTO DE
POLICIA DE
GAINESVILLE,
TENEMOS ASISTENCIA
DE Lenguaje
DISPONIBLE SIN
COSTO.
United States Department of Justice Civil Rights Audit Compliance

- Language Services
- Bilingual Signage
- Court Services
Police Chief Frank Hooper  
(770) 535-5625 
fhooper@gainesville.org  

Crime Prevention Officer Joseph Britte, Jr.  
(770) 287-0893 
jbrittte@gainesville.org  

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