



CITY OF LAWRENCE

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PRESS RELEASE

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Ed Davis to Train Lawrence Police Customer Service, De-escalation Training for Lawrence PD

July 12, 2017, Lawrence, MA- Mayor Daniel Rivera, with former Boston Police Commissioner Ed Davis and Police Chief James Fitzpatrick, announced a series of trainings for the Lawrence Police Department that will be led by Edward Davis, LLC and his team at a press conference today. The trainings will focus on customer service, de-escalation, interactions with the public, conflict resolution, perception vs. reality, cultural understanding with a focus on ESL, problem solving and maintaining community relationships. Every sworn officer will participate in the training series. “The Lawrence Police Department was divided, demoralized and decimated for far too long,” said Mayor Daniel Rivera. “We now have a diversified, energetic and professional police force that will not only benefit from training with Commissioner Davis and his team, but it will reinforce and improve protocols on the crucial work these officers do on a daily basis. We are shifting our focus to increase the customer service satisfaction, trust between the community and the police and making our streets safer.”

The training series will include three (3) community relations/customer service training sessions using the highest level of industry standards followed by one (1) half day training on officer well-being. The courses are designed to increase positive customer interactions and community satisfaction with the Lawrence Police Department through understanding, communication, respect and relationship building in a multicultural, densely populated urban environment. “Our police force has come a long way both in numbers and in training and I thank Mayor Rivera for his leadership in helping to prioritize staffing our force,” said Police Chief James Fitzpatrick. “These training sessions with Former Commissioner Davis and his team will further train our police force, including our newest officers, in a way that increases their relationships with the public and strengthens the trust between the community and the police.”

“The business world equivalent to community policing is customer service. I applaud Mayor Rivera and Chief Fitzpatrick for recognizing this training and realizing the officers on the beat are the most important part of a police department,” said Ed Davis.

About the Instructors:

Edward Davis is the President and CEO of Edward Davis, LLC, a security and business strategy firm. Davis has brought together a team of security and technology solutions experts including former federal, state, local law enforcement, military officials, corporate leaders and attorneys with strong links to academic institutions, national and international government and intelligence entities. The Davis team

lends their expertise to crisis response, risk management, cyber and insider threat, facility assessment and design, audit and compliance, thought leadership and policy, government consulting, IoT protection and product strategy. Davis represents fortune 500 companies and other corporations including Motorola Solutions, Uber, Deloitte, Draft Kings and the Red Sox, as well as high tech startups and government agencies.

Former Police Commissioner of the Boston Police Department and Chief of the Lowell Police Department. Davis retired from law enforcement after 34 years. He administered 6 world championship celebrations and led the highly successful response to the Boston Marathon bombing. His success in organizational change resulted from a strong commitment to Community Policing. His model resulted in 50 and 35% decreases in serious crime in two major cities in Massachusetts. He is a recognized expert in crisis management and community policing. He brings with him a strong record of interagency collaboration and a broad range of local, state, national and international experience in law enforcement and public safety.

Commissioner Davis has worked internationally on terrorism and policing in Singapore, London, Northern Ireland, Jordan and Israel. Commissioner Davis served on the Police Executive Research Forum's (PERF) Board of Directors and was a founding member and first President of the Massachusetts Major City Chiefs Association. He has worked as an advisor to the Chicago police and is a member of the Federal Court Monitor team for the New York Police Department.

Davis is a frequent contributor to CNN, FOX News, and USA today. He has appeared on Meet the Press, and 60 minutes. He is a current Security Consultant to CBS Boston station WBZ. Davis provides thought leadership to mitigate and manage Cyber Security threats. He is a Fellow at Harvard's Institute of Politics and has lectured extensively at Harvard and MIT on the pertinent issues of Cyber Security and Terrorism. He is serving on the advisory board of Raytheon Cyber. He serves as an advisor to several venture backed startups including Cybric, Mark 43, and Shooter Detection Systems.

Commissioner Davis has been recognized for his efforts locally and nationally, including through the Police Executive Research Forum, the International Association of Chiefs of Police and the Major Cities Chiefs Association. He has received Honorary Doctorates from Northeastern and Suffolk Universities and the University of Massachusetts at Lowell. He holds a Professional Director Certification from the American College of Corporate Directors, a public Client directors education and credentialing organization. Past and current Board and Advisory appointments include: Police Executive Research Forum's (PERF), LoJack, Mark 43, Cybric, Inc., Raytheon Cyber, Uber, Shooter Detection Systems, Sarcos, Sensity, Mutualink, NetBio and American Gaming Association.

Dr. Kevin Gilmartin is a behavioral scientist specializing in law enforcement related issues. Gilmartin is author of the book, "Emotional Survival for Law Enforcement: a Guide for Officers and Their Families," is a guest instructor at the FBI Academy's Law Enforcement Executive Development Institute, and an adjunct instructor at multiple law enforcement academies and institutes around the country. His training sessions focus on helping police officers strike an appropriate and healthy balance between professional and personal life roles; to improve overall quality of life for themselves and their families and to avoid falling into a "hyper-vigilance biological rollercoaster."

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