SWEARING IN CEREMONY FOR CHIEF MILLER
Chief Kenneth C. Miller Remarks
September 1, 2010

Thank you City Manager Young, Mayor Knight, City Council, friends and guests. I am honored to be your police chief and I respect and accept the many challenges that come with the role. I want to thank Assistant City Manager Speedling for his support throughout this transition period and I look forward to working together as we make this City and the GPD better places to live and work.

I feel obligated to offer a special thank you to Assistant Chief Crotts. Serving as an interim police chief is a difficult job –a thankless job really, and he took on some difficult work in that role. I appreciate the longstanding support and presence of my friends and colleagues, several of whom have made the trip here today. Finally, I would like to thank my family –most of whom are here today, and in particular my wife, Kris – you have allowed me to pursue my dreams and have supported me every step of the way.

Through the oath I have taken before you, I have committed to serving everyone in our community –and everyone within the Greensboro Police Department, to make Greensboro safer, to enhance community trust in the GPD, and to improve esprit de corps among the men and women of this organization. These have become my priorities as Chief, and these must be the priorities of every employee of the GPD.

In beginning with crime, I should point out that GPD has done well in reducing it. But we must never be satisfied that we've reduced it enough –or in all the right places. We must continually strive to focus our resources in ways that improve responsiveness and effectiveness, and we must make patrol staffing a priority. We must focus on criminals and crime at the neighborhood level and we must engage public and private stakeholders as active partners in reducing crime. Our effectiveness requires also that we have holistic strategies to address repeat offenders, criminal gangs, and the fallout from an overburdened and under-resourced criminal justice system.

The second priority is building trust within the community. This requires us to become more open, accessible and transparent in our operations and our thinking. It requires that we examine our disciplinary processes and conduct rules to better align them with best practices elsewhere and ensure that they balance departmental and employee needs. It requires that we create new goals and expectations for our public information function to improve communication flow from the department to the community through the media and other channels. And it requires that we are responsive to those who need us, and that we treat all people fairly, and with dignity and respect.

Being a Chief is an extraordinary opportunity to serve. But it is only one of many avenues to meaningful service in any police department. Every employee –sworn and non-sworn alike, can make exceptional contributions to the organization and the community it serves, and can enjoy a meaningful career

without ever having been promoted. It is the acceptance of individual responsibility, the yearning to improve, and exertion of leadership to push for change that distinguishes a career worth living. It is my belief that when we create an engaging environment and provide our staff with clear expectations of performance and leadership, with the right training and equipment, with the effective supervision and rewards –pride within the organization will improve dramatically. And the quality of our service will rise with it.

The work ahead will not be easy and it will not be quick. It will require clear direction, discipline and patience to stay the course, and it will require leadership at every level to succeed. And while we will begin by assessing our current state and benchmarking for the future, I am confident that we will set the bar high and we will reach it.

Thank you for joining us on this day and may God bless each and every one of you.