

# The NYPD Needs a Customer-Service Re-Boot

In “The NYPD Needs a Customer-Service Re-Boot” (The New York Observer, June 9, 2016) Steve Cohen discusses the pressing matters that the NYPD must deal with every day and how the Department interacts with everyday citizens on matters they perceive as less important. He maintains that “... Every interaction between police and civilians should be an opportunity to build trust and mutual respect,” and that, “... When the NYPD fails to respect a person’s time or take his concerns seriously – even when the crime is relatively minor — it widens the gap between them. That is not good for the Department, the individual, or the City.”

To read the full article, click on the link below.

[The NYPD Needs a Customer-Service Re-Boot | The New York Observer](#)