



City of Medford

Working for You

Continuous Improvement ~ Customer Service



Medford Police Department Cultural Outreach

The Medford Police Department is committed to cultural outreach and improving their relationship with the Latino community.

In 2014, OHSU's School of Nursing initiated the Latino Police Relations project with assistance from Medford's Multicultural Commission and the ESD's Migrant Immigration Program. The goal was to determine how the Latino community felt about our Police Department and the level of interaction with Medford's Police Department.

The results yielded 175 responses and found the majority of respondents felt "somewhat safe" in their community; while a smaller percentage reported a positive relationship with our Police Department. Half of the respondents reported they were "somewhat" trusting of the Medford Police Department, with the remainder divided between trusting police "a lot" and "not at all." The vast majority of respondents considered the services provided by the Medford Police Department as "fair" or "good" (84 %).

The Medford Police Department strives to provide excellent customer service to all citizens and has made the following efforts to improve relations with our Latino community:

Hiring bilingual and bicultural officers.

Medford Police Department currently employs 14 Spanish-speaking people, as well as five officers that are Latino.

Employs a full-time Cultural Outreach Coordinator. Lilia Caballero is Medford Police Department's Cultural Outreach Coordinator. She works hard to provide cultural outreach and looks for additional ways to communicate with our Latino community. Her job includes both group and individual interactions within our Latino community.





Increased presence at community events and activities where positive interactions with the Latino community can occur. These include the following:

- Multicultural Fair
- Hispanic Interagency Committee
- Southern Oregon Latino Scholarship Fund
- UNA VOZ, a Latino advisory group
- Local Spanish radio program
- RCC and ESL educational presentations
- “Camino” magazine monthly article

The Medford Police Department continues to improve their relationship with our Latino community. Earning the trust of all our citizens enhances our ability to provide better services to everyone.



One of the great things about Medford is that it snows in the mountains all around us, but generally doesn't accumulate on the valley floor. Medford Public Works Department must be prepared to respond to snowstorms at any time. They have four fixed-mounted sanders, one drop-in sander (drops into a dump truck bed), two road graders (for plowing) and one plow attachment that mounts to a front end loader. There really are no “snow plows” in the fleet.

When it snows in Medford, our Public Works Department sands streets to provide traction for motorists. It is rarely necessary to plow snow, which is why they utilize existing equipment (road graders) versus purchasing snowplows. Barring some extenuating circumstance, sanding is conducted on arterial and collector streets only. Response is prioritized into specific sanding routes based on previous experience. For instance, Sanding Route 1 begins on East McAndrews Road at Brookdale Avenue and continues to Hillcrest, up Hillcrest to Cherry Lane, turns around at Cherry Lane and comes back down Hillcrest to Pierce Road. These higher elevation streets are historically the hardest hit when the snow flies. There are four designated sanding routes in descending order of priority. The first sanding truck will work Sanding Route 1, the second to Sanding Route 2, etc. Once a route is sanded, that crew is instructed by supervisors in direct contact with the emergency services dispatch center to sand arterial and collector streets in their area.

The process of applying sand to streets for traction, while somewhat hazardous duty, is a relatively simple one. Cleaning it up in the spring is the challenging part. It can take months to clean up the sand that is placed in response to one storm. Sand is detrimental to street sweepers, painted lines, and storm drains. Accordingly, it is a goal of Public Works to provide streets that are safe for the travelling public, with as little sand as possible.

As always, your patience is appreciated as Public Works responds to snow and cleaning up the mess.

January, 2016