Accountability Systems in Problem Solving

Richard Thomas
Chief of Police
Port Washington, Wisconsin
Accountability Systems

- Deployment Model
- Alignment of resources
- Briefing room/bulletin boards
- 3 month status reports using SARA model:
  - S (Jan-March)
  - A (April-June)
  - R (July-Sept)
  - A (Oct-Dec)
- Annual department meetings
Accountability Systems

First Line Supervisor evaluations

Problem Solving:

1. recognize interrelationships of problems and relate to ultimate goal
2. be perceptive, see major parameters and requirements of problem
Accountability Systems

First Line Supervisor evaluations

**Problem Solving:**

3. handle diversity of problems
4. take appropriate action and establish priorities
Accountability Systems

Annual Officer evaluations

Problem Solving:

1. perceive/identify beat problem’s using current stats, call history, supervisory or citizen input
2. come up with a plan of action
Accountability Systems

Annual Officer evaluations

**Problem Solving:**

3. identify measurable goal
4. develop brief plan to address the concern
5. decode if changing the course of action is needed
6. measure success
Accountability Systems

- Officer monthly ride alongs
- Web Site: www.pwpd.org
Accountability Systems

- Handouts
  - Officer evaluations
  - Supervisory evaluations
Lincoln Police Department
&
POP Accountability

Making it Part of the Culture
What we believe

- Community Policing is the way we do business
- Every person we contact is a “client”. Some happy to see us, some happy to see us go.
- We treat everyone with respect
- Problem Orientated Policing projects are integral to community policing
- Thinking “outside the box” is encouraged
Right From the Start......

- Recruit Officer training
- Police Teams invested

Commendations in team area

POP Project Form
Part of Daily Operations

- Daily Briefing
- Problem Resolution Team
- Stronger Safer Neighborhoods
- Community collaborations
- ACUDAT Analyzing Crime Using Data About Trends
Sliding Glass Door Burglary

- ACUDAT Analyzing Crime
- Involve others
- 22 Apartment Complexes
- 100 informational fliers
- Tenant newsletters
- Police patrol
- News Media
- 24 offenses prior to the detail 8 after
- One beat 9 prior 2 after
- Number of offenses in the city did not change
Problem Resolution Team

- Mayor Sponsored Committee
- Worst Properties
- All Regulatory Agencies city and community
- Cooperative Effort
- Work as a team
Football Detail

- A few people show up every year for a Nebraska football Game
- 90,000 people converge on a 2 block area
- Cooperative project multiple governments
Prostitution

- Undercover operation conducted by street cops
- Training
- Community Involvement
- Prostitutes and Johns arrested
Transients Downtown

- Community complaints
- Partnerships Downtown Lincoln Association, University of Nebr Lincoln
- Enforcement, education, involvement
Open Garage Door

- 2000-2008 18% of all Burglaries
- 2,048 Offenses
- Routine Patrol
- Knocking on doors in the middle of the night
- Thanks for waking me up

Exemplary Program
Innovative Burglary Prevention

Each year, Southeast Team police officers work hundreds of residential burglaries resulting in hundreds of thousands of dollars in loss to the victim. In many of these cases, the perpetrators didn’t have to work to enter these homes; they simply walked in through an open garage door. About 18% of all residential burglaries involve an open garage door, a crime of opportunity that increases exponentially with good weather. Leaving your garage door open is an easy invitation for thieves to ride golf carts, bicycles, tools, the beer in the spare refrigerator, or the family van.

With this in mind, late shift Officers Keith White, Paul Alcain, Tony Ortiz, John Rude, Tim Abell, Eric Ranges, Chad Hein, Alan Greer, and Jason Pilger, led by Sergeant John White, developed a project to reduce the opportunity for this crime. The project is simple: during unannounced time officers drive through the neighborhoods looking for open garage doors. When they find one they knock on the door, wake up the owner, and educate them about the dangers of leaving the garage door open overnight. It’s a great project that has lasting effect, because when a police officer is talking to you on your front porch at 3:00 a.m., it will cause you to double check your garage door before bedtime for the rest of your life.

During Spring 2007, within a month and a half, these officers knocked on 101 doors in the Southeast Team area and the results speak for themselves. Open garage burglaries were down this year from 94 at that point in 2006, to 54 in 2007. This is a one-third reduction. This is an outstanding example of Southeast Team Officers seeing a problem and taking the initiative to educate the community and prevent these crimes from occurring.

LPD Annual Report
Recognition

- Mayors Awards
- LPD Awards
- Web Site
- Evaluations
- Thank You Notes
- EIR Commendations
Officers are honored with the Mayor’s Award of Excellence for their POP community project on prostitution.

Newsletter to all city employees.
## Evaluation

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<tr>
<th>2</th>
<th>4. <strong>Community</strong> – Develops an awareness of community needs and addresses it through problem-solving activities. Utilizes citizen contacts to educate the public about crime prevention strategies.</th>
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<tbody>
<tr>
<td></td>
<td>a. Actively interacts with the community served.</td>
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<td>b. Performs various public services on request and informs citizens, homeowners, business persons, etc., of precautions for avoiding criminal victimization when appropriate.</td>
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<td>c. Makes referrals to other agencies, organizations, and persons to provide additional service to citizens in need of assistance.</td>
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<td>d. Maintains knowledge of activity occurring in area of assignment by reading reports and communicating with others.</td>
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<td>e. Identifies trends in police incidents in area of assignment and formulates plans for dealing with trends when appropriate.</td>
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<td>f. Implements alternative and non-traditional measures for dealing with police problems.</td>
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<td>5. <strong>Officer Specific/goals</strong></td>
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<td>a. Officer will complete a POP project each fiscal year.</td>
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<td></td>
<td>b. Officer will conduct at least three tavern checks a month.</td>
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<td></td>
<td>c. Officer will address traffic problems on the team by issuing officials and warnings for traffic violations.</td>
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From the top down

- Chief’s Staff maintains file of POP projects
- Review of unfinished projects
- Featured in Annual Report
- Selected POP projects available on public web site
POP Projects by Street Officers

- 2006---181
- 2007---160
- 2008---125 as of 8-19-2008 Projecting another 50 projects for the year
- Lincoln Street Officers are responsible for the department’s POP projects
- Look for QUALITY not QUANTITY
Everywhere you look

The Chief's Corner

Thursday, July 11, 2008

Top POPs

POP's are problem-oriented policing projects. I've blogged about them on many past occasions. Around 14 years ago, I created a little one page form called a POP Project Summary, so we could collect a few brief details about these projects. Sgt. Don Schenrout collects the POP project summaries, maintaining an archive and using these as proof that we do what we claim to do when it's time for our accreditation.

Sgt Schenrout sees some really good POP projects that follow the classic SALT problem-solving model: Scout, Analyze, Respond, and Assess. Some POP projects are a little weaker on the analysis and assessment, but they all represent an important aspect of our style of policing: don't just respond to incidents and take reports, think about the problem or the conditions, and how we can address that more effectively. The Chief's Corner sections list 4 examples of good police work wrapped up in classic POP projects.

Last week, I was in Washington, D.C. at the expense of the National Institute of Justice, serving on a panel to discuss the use of police data to support broad community initiatives. With time on my hands, I attended some of the other presentations. Dr. Gary Gordon brought up with one of the slides in his presentation "Taking the Information Highway beyond the Next Interchange." It was a screen shot of another police department's website, Fort Washington, Wisconsin.

The Fort Washington PD posts a short description of their POP projects on their public website. I liked that idea a lot. I think it gives citizens a little bit more insight into what the police do, beyond what they see on the latest episode of Cops. I sent an email to Chief Richard Thomas letting him know of my intention to steal his idea, complimenting his SIP officers on the work reflected in their POP projects, and suggesting that he tell his city manager I said so.

We can't post them all (we completed 160 last year), but Sgt. Schenrout and our public information officer, Officer Katie Flood, are going to pick a few every month and maintain this short summary of POP projects on our website. Look for it in the "What's New" box, and under "Information and Events."

Posted by Tom Casey at 10:44 AM 0 comments

Top POP's on Chief's Blog

Team Office-Bad Tenant POP
Part of Our Culture

- It is what we do everyday
- Creativity is encouraged
- Problem Solving with the community creates trust and shared responsibility
- Residents become partners
- It does take a community to deal with crime
- Neighborhood Revitalization effective tool
The Future

- Stronger Safer Neighborhoods
- Intense effort in core neighborhoods
Web Addresses

- Lincoln Police Web Page
  http://www.lincoln.ne.gov/city/police/index.htm

- Chief’s Corner
  http://lpd304.blogspot.com/

- Lincoln Police POP Projects
  http://www.lincoln.ne.gov/city/police/info/pop.htm
POP Accountability
Making it Part of the Culture

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