

A group of approximately 30 San Jose Police Department officers are posed for a group photo in front of a modern, multi-story police station. The officers are arranged in several rows, some standing and some kneeling. In the foreground, there are two white police motorcycles on the left and a blue and white patrol car on the right. The patrol car has a white star emblem on its side. The building behind them has large windows and a dark sign that reads "SJPD". The ground is wet, reflecting the scene.

SJPD

Community Oriented Policing

Community Oriented Policing



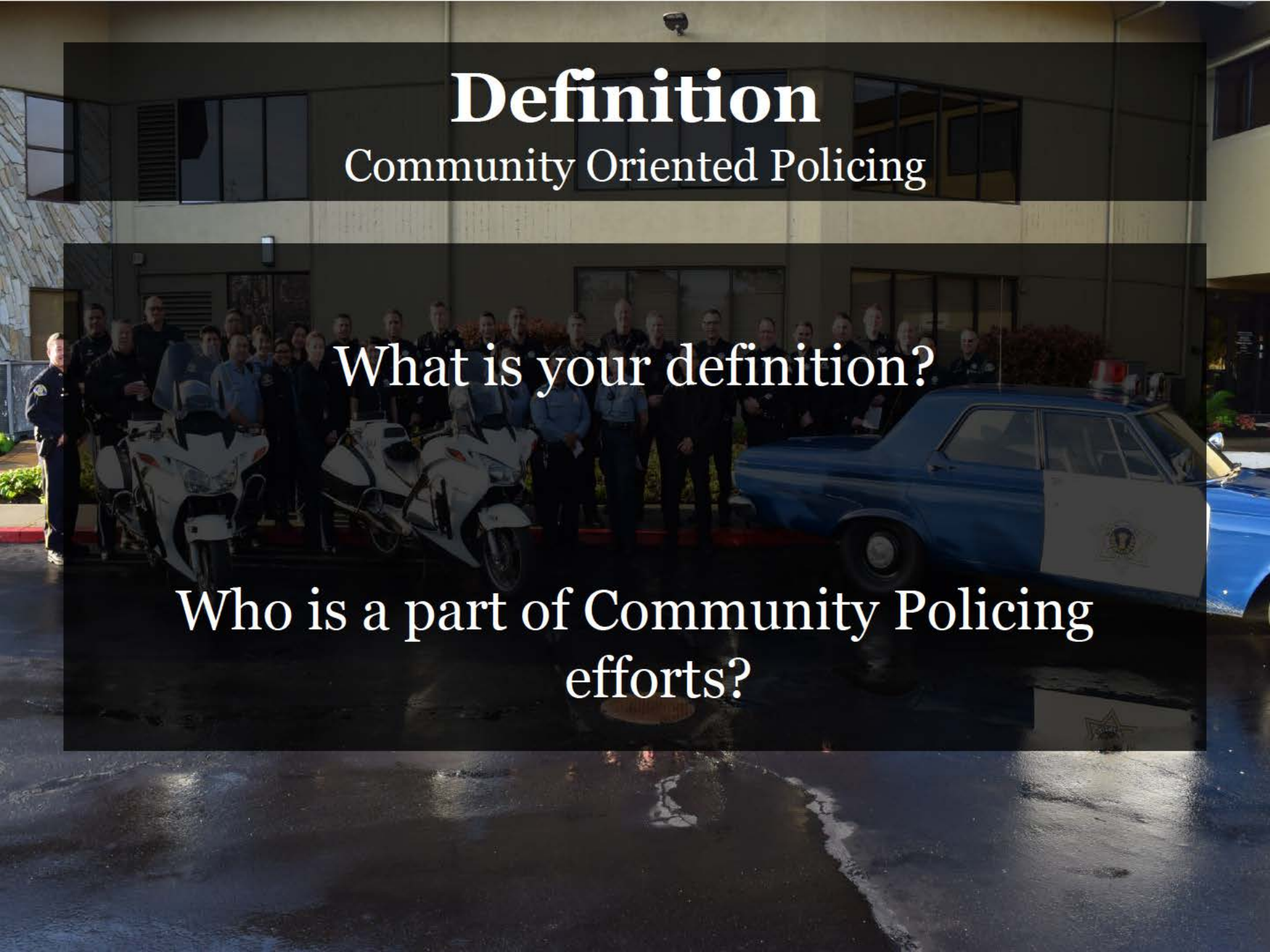
- Definitions
- Principles
- SJPD History of C.O.P.
- Role of PSCS and PSRD

Definition

Community Oriented Policing

What is your definition?

Who is a part of Community Policing efforts?



Definition

Community Oriented Policing

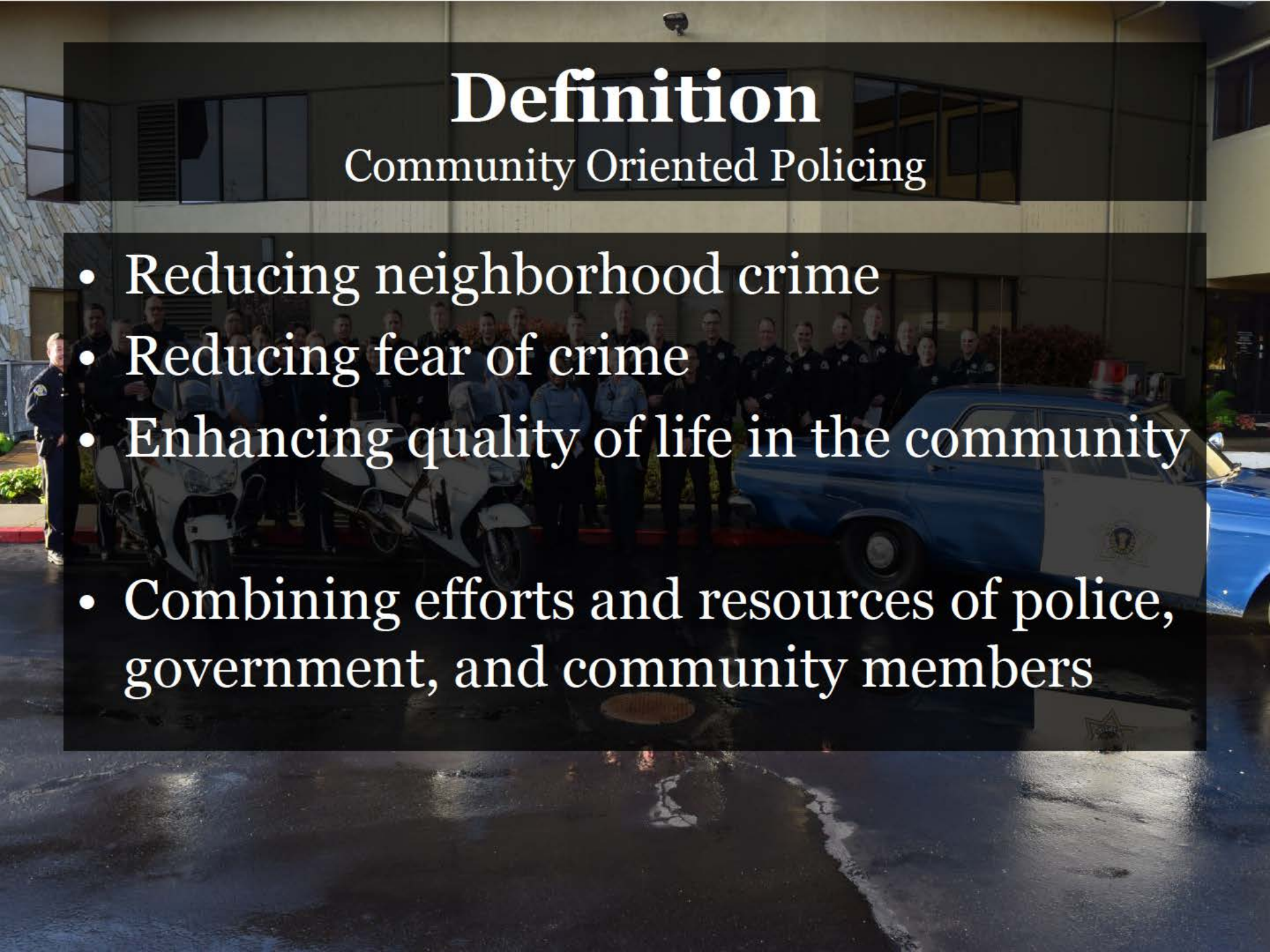
Community policing is a philosophy, management style and organizational strategy that promotes proactive problem solving and police-community partnerships to address the causes of crime and fear as well as other community issues.



Definition

Community Oriented Policing

- Reducing neighborhood crime
- Reducing fear of crime
- Enhancing quality of life in the community
- Combining efforts and resources of police, government, and community members



Definition

Community Oriented Policing

- Collaborative effort to identify problems and solutions of crime
- Mutually beneficial ties between police and community members



Definition

Community Oriented Policing

- Develop strong and self-sufficient communities where serious crime cannot flourish
- Seeks the input and talents of all members of the community



Principles

Community Oriented Policing



3 Traditional tactics of Professional Crime Fighting:

1. Motorized patrol
2. Rapid response to calls for service
3. Reactive investigation of crimes

Principles

Community Oriented Policing

Greatest potential for improved crime control:

1. Diagnosing and managing problems in the community that produce serious crimes
2. Fostering closer relations with the community
3. Building self defense capabilities into the community itself



12 Principles

Community Oriented Policing



#1: Reassesses who is responsible for public safety and redefines the roles and relationship between the police and the community

12 Principles

Community Oriented Policing

#2: Requires shared ownership, decision making and accountability, as well as sustained commitment from both the police and the community

- Identify and prioritize problems that plague their communities
- Develop and implement innovative and effective responses to the problems
- Determine appropriate resource management
- Evaluate and modify responses as needed to achieve the desired result

12 Principles

Community Oriented Policing

#3: Establishes new public expectations of, and management standards for, police effectiveness

Measuring qualitative standards by the community through:

- Satisfaction surveys
- Quality of life assessments
- Problem-solving successes
- Levels of community participation



12 Principles

Community Oriented Policing



#4: Increases understanding and trust between police and community members

- Police must be aware and sensitive to the multicultural populations they serve
- Follow up and feedback to community members keeps them engaged and invested

12 Principles

Community Oriented Policing



#5: Empowers and strengthens community based efforts

- Provide resources and information

12 Principles

Community Oriented Policing

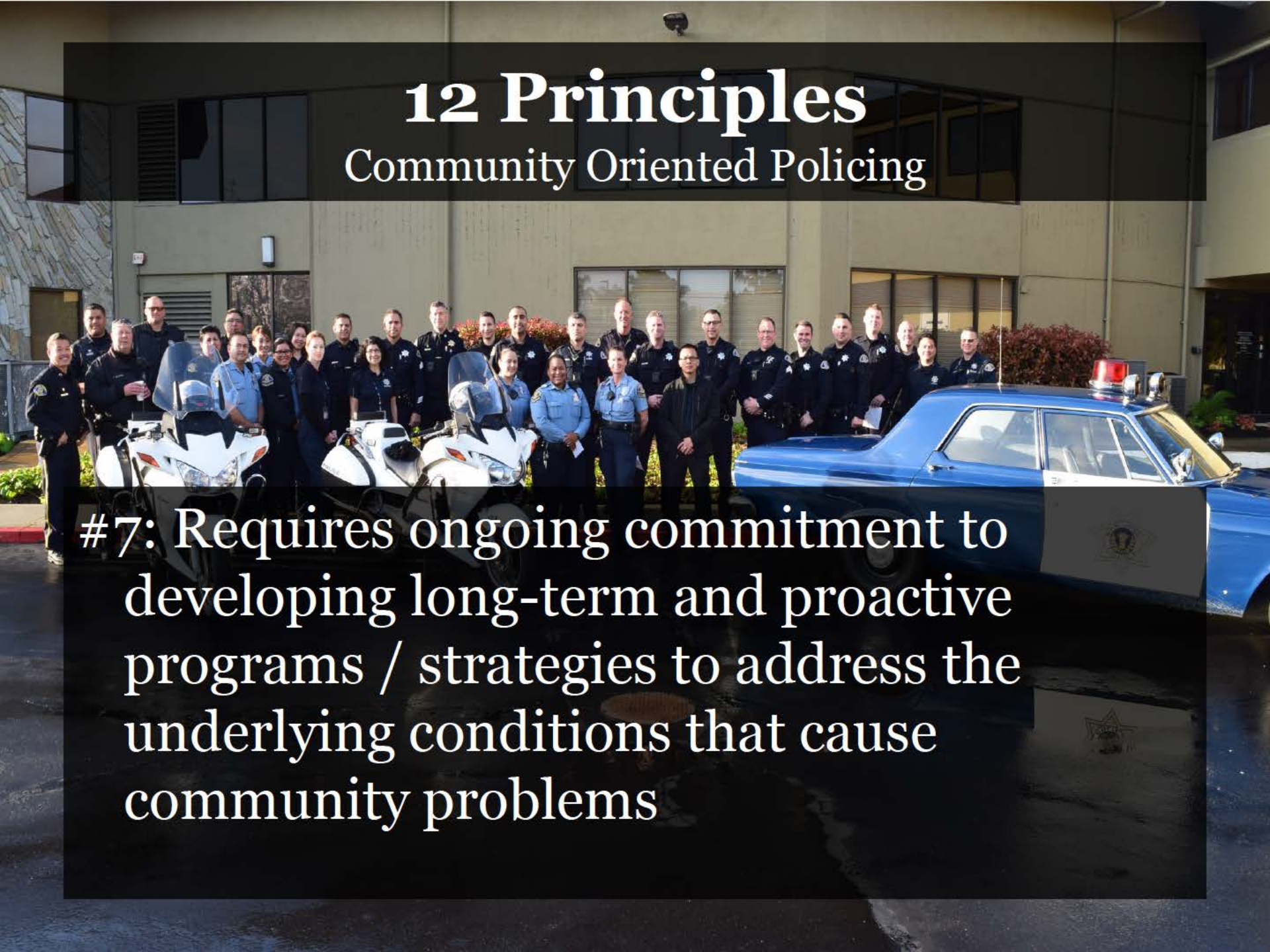


#6: Requires constant flexibility to respond to all emerging issues

- Remove involved subjects of a 415 in a bar?
- Take “homeless” individuals to a shelter?
- Transporting 647F’s to a detox shelter?
- Mandatory mediation on 273.5 or 415N?

12 Principles

Community Oriented Policing



#7: Requires ongoing commitment to developing long-term and proactive programs / strategies to address the underlying conditions that cause community problems

12 Principles

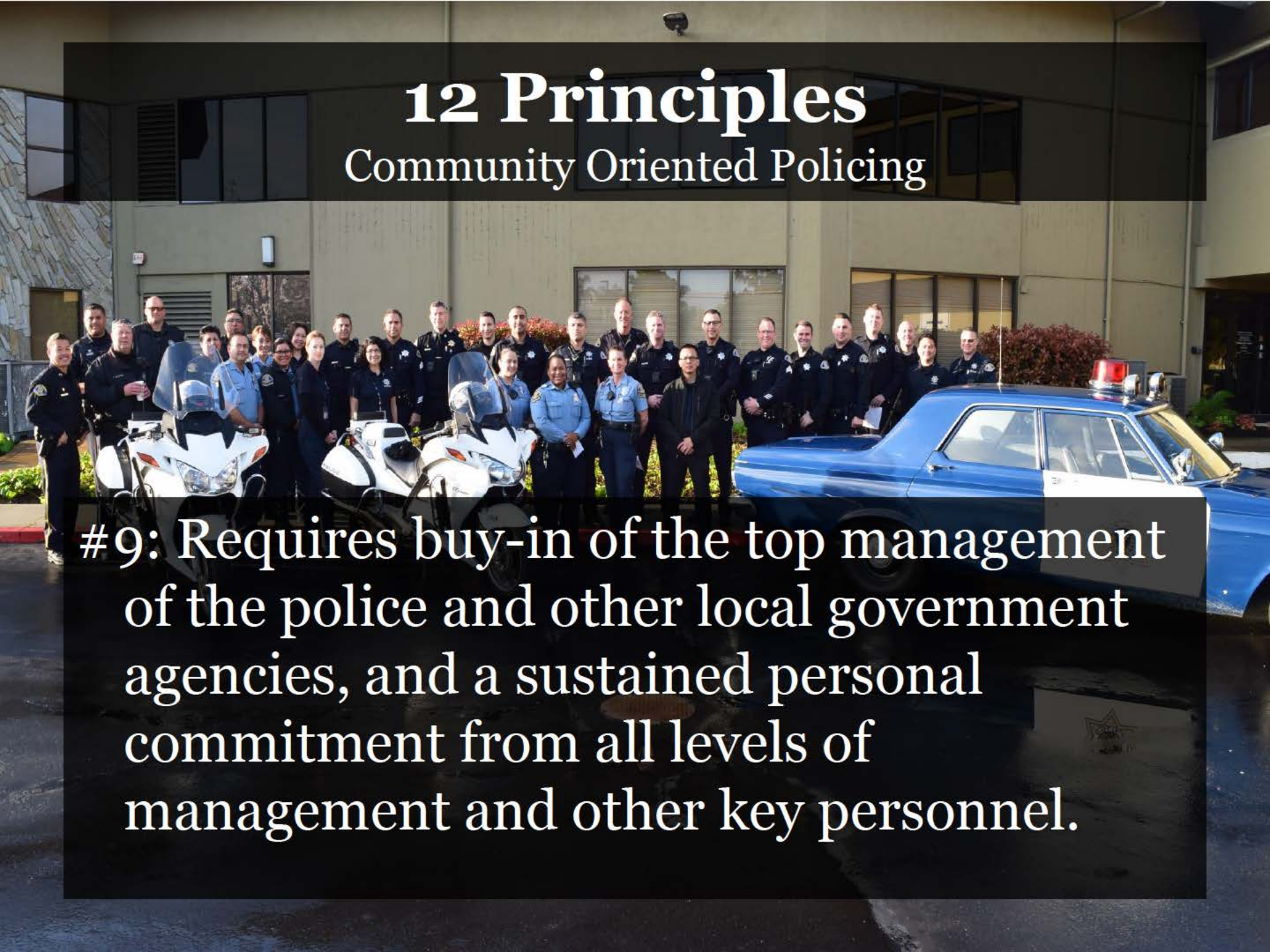
Community Oriented Policing



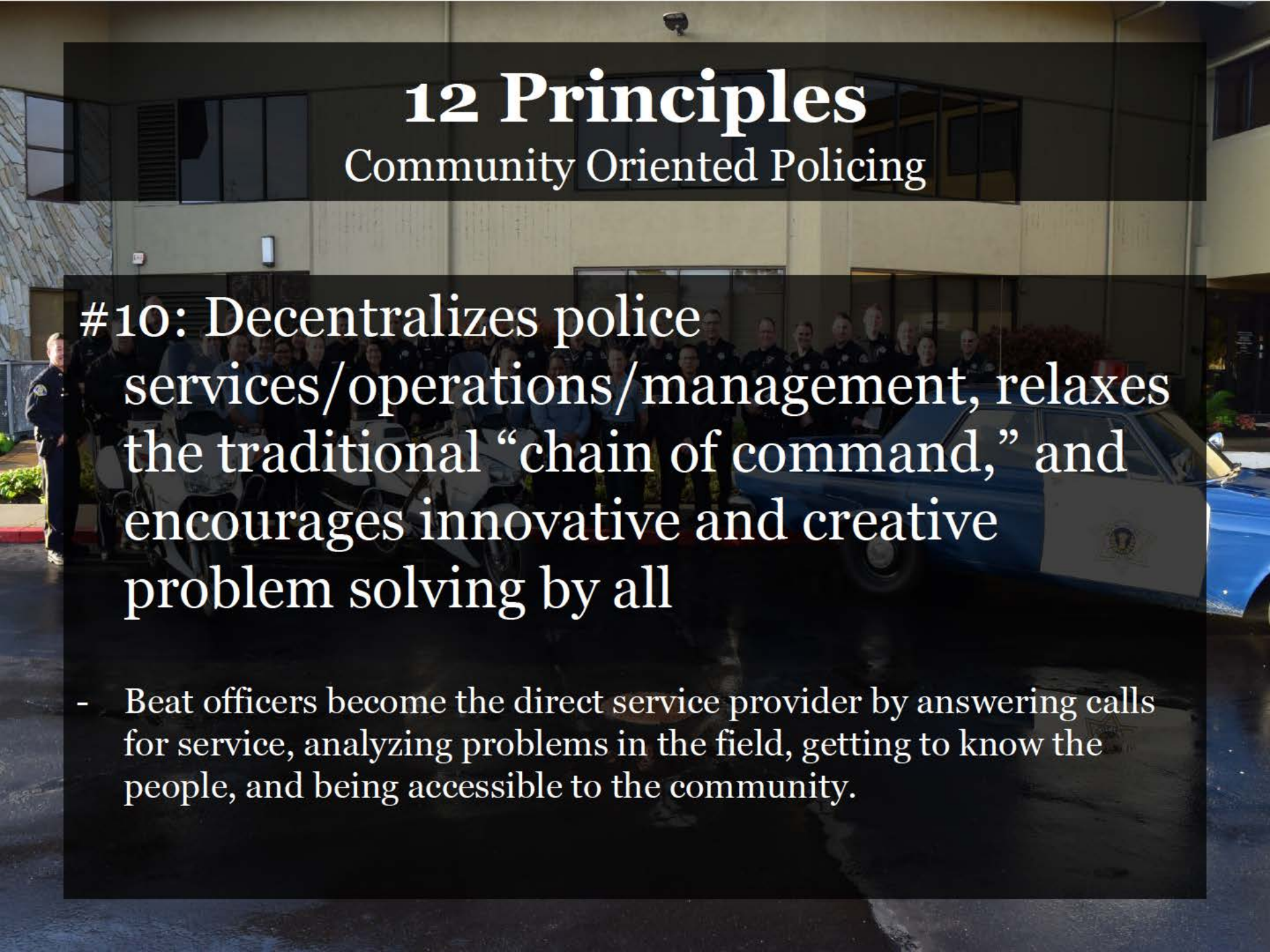
#8: Requires knowledge of available community resources and how to access and mobilize them, as well as the ability to develop new resources within the community

12 Principles

Community Oriented Policing



#9: Requires buy-in of the top management of the police and other local government agencies, and a sustained personal commitment from all levels of management and other key personnel.

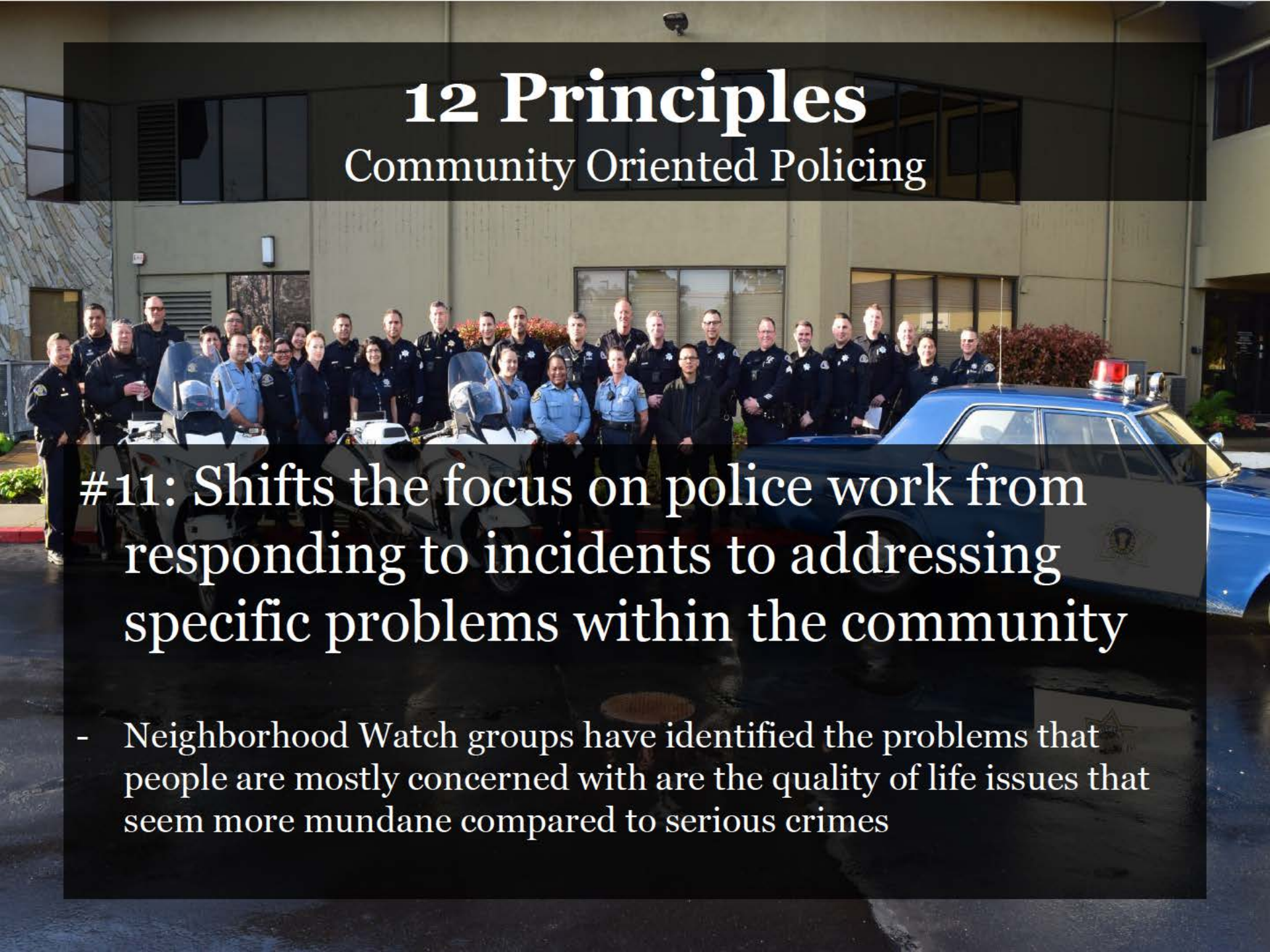
A group of police officers in dark uniforms are standing in front of a modern police station building. A blue patrol car is parked on the right side of the frame. The scene is set during the day with some shadows, suggesting it might be late afternoon or early morning. The building has large windows and a stone-textured lower section.

12 Principles

Community Oriented Policing

#10: Decentralizes police services/operations/management, relaxes the traditional “chain of command,” and encourages innovative and creative problem solving by all

- Beat officers become the direct service provider by answering calls for service, analyzing problems in the field, getting to know the people, and being accessible to the community.



12 Principles

Community Oriented Policing

#11: Shifts the focus on police work from responding to incidents to addressing specific problems within the community

- Neighborhood Watch groups have identified the problems that people are mostly concerned with are the quality of life issues that seem more mundane compared to serious crimes

12 Principles

Community Oriented Policing

#12: Requires commitment to developing new skills through training in:

- Problem analysis and problem solving
- Facilitation, communication, and mediation
- Community organization
- Resource awareness and development
- Networking
- Cultural competency/literacy



Principles

Community Oriented Policing

4 common elements:

1. Focus on long term solutions
2. Neighborhood based crime prevention programs
3. Decentralization
4. Neighborhood accountability

History

Community Oriented Policing

1988

5 year staffing plan includes direction to research the feasibility of C.O.P.

1992

Division plan implemented. C.O.P. training for management personnel.

1991

New Chief Cobarruviaz commits the dept to transitioning to C.O.P. Task Force commenced to create a Citizen Survey and Division Plan

1993

Full Scale Programming

Examples

Community Oriented Policing



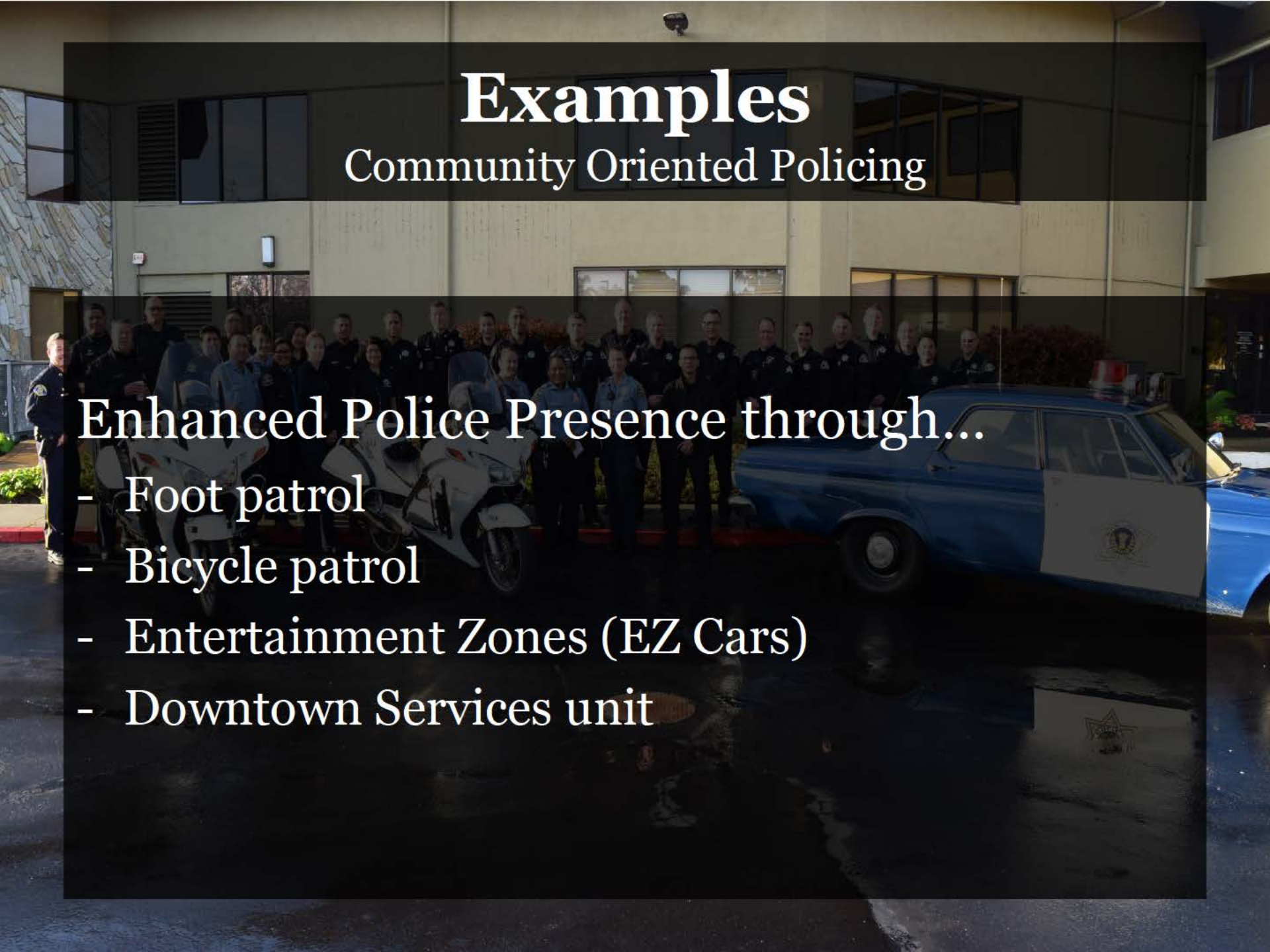
Can you think of any examples??

Examples

Community Oriented Policing

Enhanced Police Presence through...

- Foot patrol
- Bicycle patrol
- Entertainment Zones (EZ Cars)
- Downtown Services unit



Examples

Community Oriented Policing

Better surveillance and deterrence of dangerous offenders through...

- Working closely with neighbors and other citizens
- Contact with Probation and Parole officers



Examples

Community Oriented Policing

Increased access to information through...

- Homeland security and other law enforcement databases
- Public resources
 - Community meetings
 - Sjpd.org
 - My San Jose App
 - Other websites including: Fugitive Watch, America's Most Wanted, Crime Stoppers, Megan's Law, etc.

Examples

Community Oriented Policing

Early intervention to prevent escalation of disorder into crime through...

- Tending to broken windows and vacant homes, etc.
- Neighborhood clean-up of dangerous areas through Code Enforcement & Metro Unit

Poco Way 1990's



Examples

Community Oriented Policing

Crime Prevention activities through special programs

- See Info Index “crime prevention programs”

Crime Prevention



Examples

Community Oriented Policing

Shoring up community institutions
(families, churches, schools, businesses,
organizations) through...

- Improving relations
 - Bilingual officers, cultural investments and events
- National Night Out



POLICE • COMMUNITY PARTNERSHIPS

Examples

Community Oriented Policing

Long Term problem solving (as opposed to incident response) through...

- TRAC – example of “differential patrol” to allow easy public access to reporting crime without having a unit respond.
- Anti gang education in schools
- Neighborhood based crime prevention programs

Click the Crime Type Below To Start Your Report

Harassing Phone Call

Lost Property

Theft (Not Burglary)

Vandalism

Theft from Vehicle

Vandalism of a Vehicle

Fraud/Identity Theft/Bad Checks

Examples

Community Oriented Policing

Neighborhood Accountability:

- Neighborhood based crime prevention (neighborhood watch, neighborhood associations)
- SJ Prepared through ownership of shared responsibilities
- Enhancements of lighting, locks, security devices
- Anti-crime practices (i.e. not leaving valuables in vehicles)

Role of PSCS / PSRD

Community Oriented Policing



Role of PSCS / PSRD

Community Oriented Policing

- 1.25 million calls from 2015-2016
- About 500,000 CAD events created

A dispatcher/call taker problem solves as much, if not more, than an officer on the street does... how?

Role of PSCS / PSRD

Community Oriented Policing



Self Perception..

“I’m just a dispatcher”

“I’m just a call taker”

Role of PSCS / PSRD

Community Oriented Policing

Customer service / Service Delivery

- Setting the tone for the ensuing relationship
- Citizen's first or only contact with the police department
- Sets the image for the rest of the department

Role of PSCS / PSRD

Community Oriented Policing

Community Investment:

- Community meetings
- Public Events
- 911 programs in schools
- Citizen Academies
- Sit-A-Longs
- Public Tours
- Public Service Announcements
- Web page segments

**MY WORK
NUMBER IS**

DISPATCHER

9-1-1



Role of PSCS / PSRD

Community Oriented Policing

Evaluations:

- Individual vs Organizational performance
- Public survey on service delivery

Long term and tangible results:

- Less calls for service
- Reduction in crime
- More public cooperation
- Job Satisfaction

