



# SJPD

# Community Oriented Policing

# Community Oriented Policing



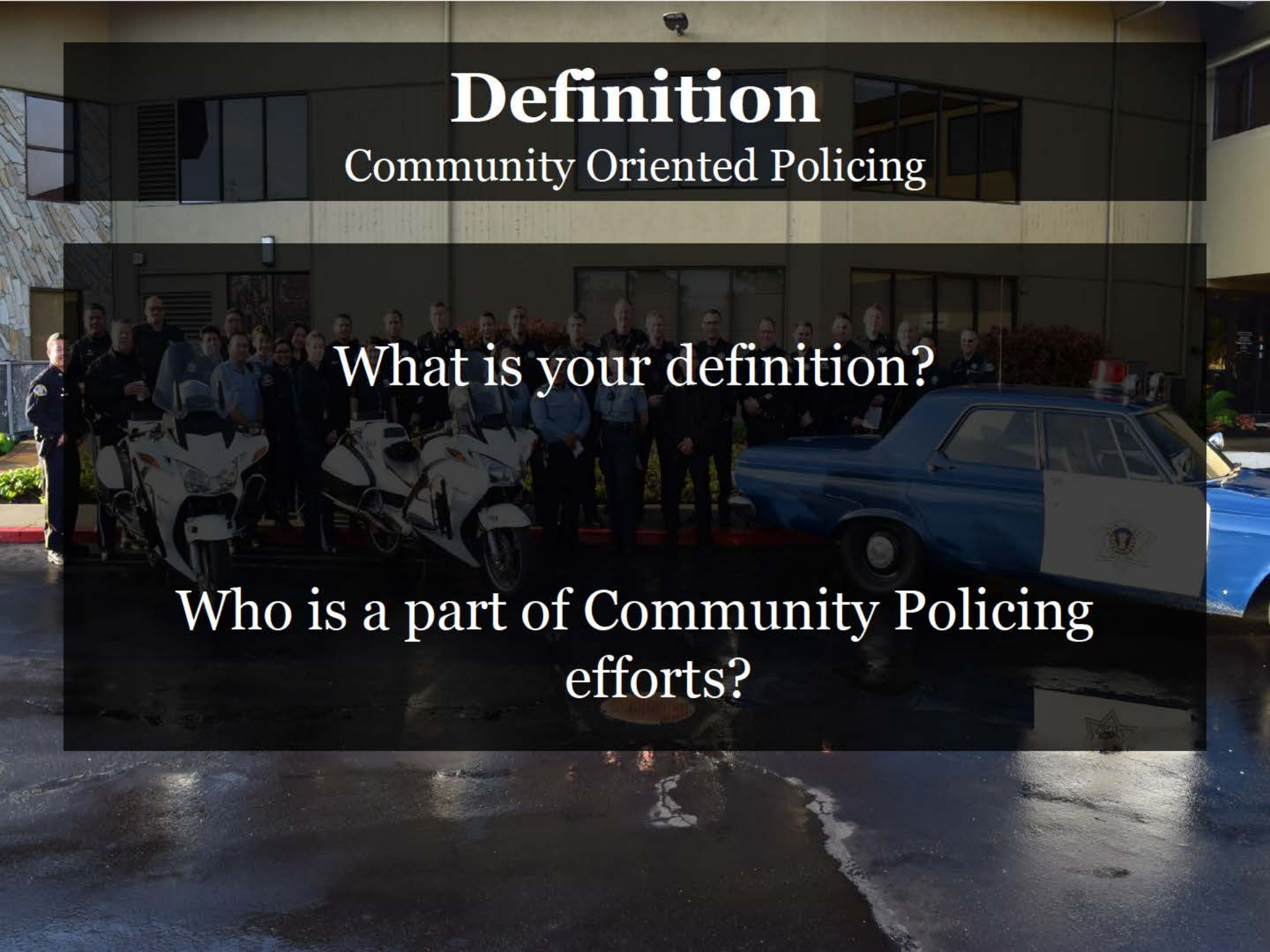
- Definitions
- Principles
- SJPD History of C.O.P.
- Role of PSCS and PSRD

# 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

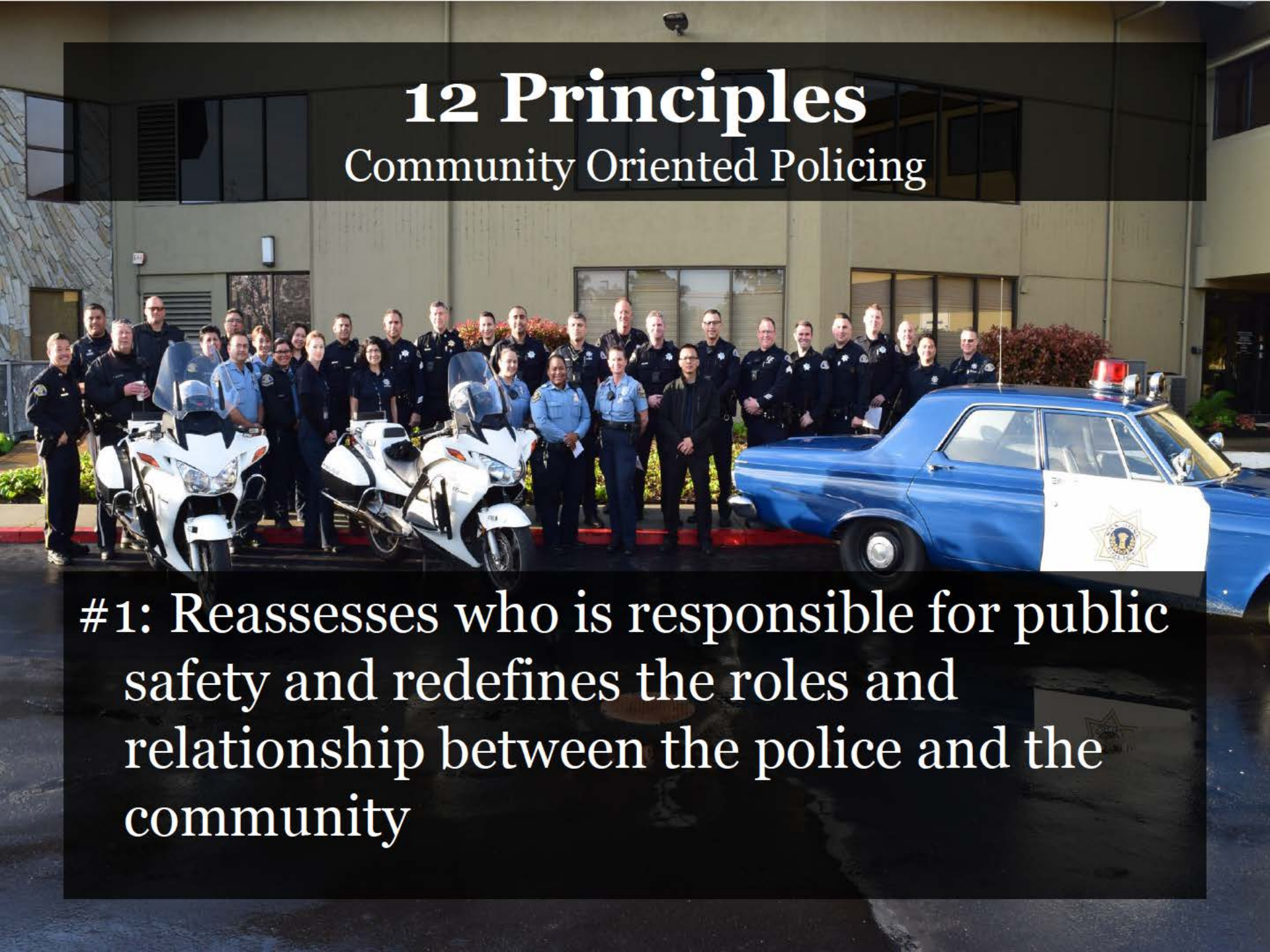
Greatest potential for improved crime control:

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

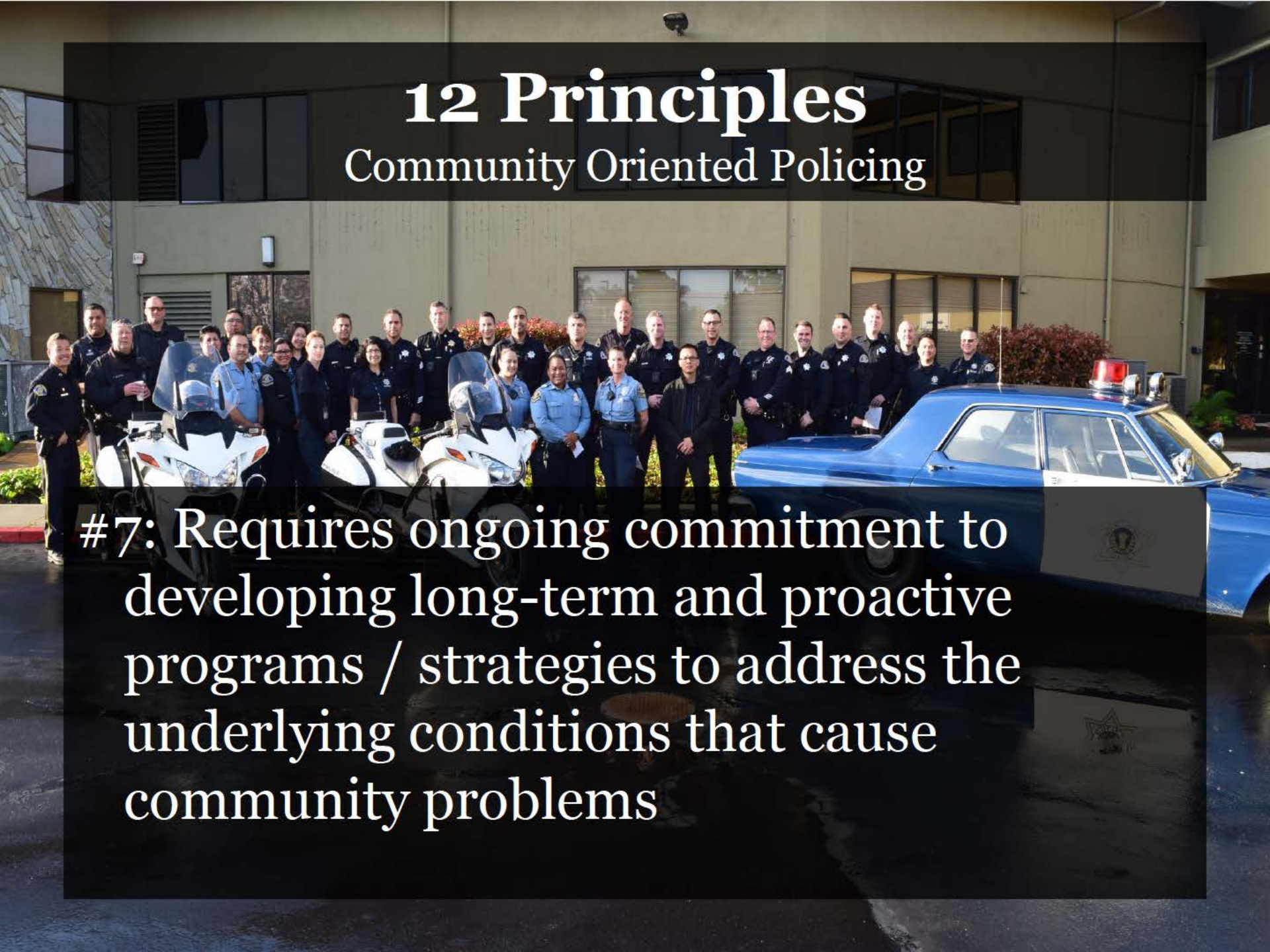


#6: Requires constant flexibility to respond to all emerging issues

- 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.

# 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

