

Glendale Heights Police Department

GENERAL ORDER # 2300

SUBJECT: Crime Prevention/Community Oriented Policing

ACTIVE DATE: 11-04-2019

RESCINDS: GO #2300, issued 09-24-2018

AUTHORITY: Douglas R. Flint, Chief of Police

RELATED DOCUMENTS:

.01 Purpose

This order defines the Department's community oriented policing policy and philosophy, and establishes the duties and responsibilities of Department members performing under the community oriented policing philosophy. It defines the community involvement activities between the Glendale Heights Police Department and members of the community.

.02 CALEA Standards

45.1.1, 45.1.2, 45.1.3, 45.2.1, 45.2.2,

.03 Policy

The Glendale Heights Police Department is committed to community oriented policing as a Department-wide philosophy. This approach requires the Department to work together with the community to explore proactive approaches to solving problems and reducing crime. Through the strategies employed by community oriented policing, the Glendale Heights Police Department is dedicated toward building this partnership and providing a full-service, community integrated approach to law enforcement.

The need for a strong alliance between the police and the citizens is paramount. This alliance will result in strong public support of the police mission, assistance in problem identification, and cooperative efforts in resolving community issues. Public input also helps insure that Department policies reflect the needs of the community.

.04 Definitions

Beat Coordinator—A patrol sergeant responsible for the community oriented policing activities within his/her assigned patrol beat.

Beat Officer—A patrol officer, community service officer, or detective assigned to a specific beat, generally for a minimum of one year, in furtherance of the community oriented policing philosophy.

Community Oriented Policing (COP)—A philosophy and organizational strategy that promotes a partnership between the people and their police. It is based on the premise that both the police and the community must work together to identify, prioritize, and solve contemporary problems such as crime, drugs, fear of crime, social and physical disorder, and overall neighborhood decay, with the goal of improving the overall quality of life in the community.

Community Oriented Policing (COP) Coordinator—The Community Outreach Specialist shall serve as the Community Oriented Policing Coordinator.

ORDER

.10 General Goals

The goals of the Department's Community Oriented Policing Philosophy are as follows:

1. Improve the public's perception of police by working with the community to address problem areas of mutual concern with an emphasis on forming a "partnership" with the community.
2. Identify root problems which require repeated police response to an area, and seek creative solutions to these problems.
3. Improve relations with the village's growing, culturally diverse population through sensitivity training and interaction.
4. Reduce criminal activity through proactive measures to counter drug-related offenses, juvenile crime, and gang activity.
5. Reduce the community's fear of crime and its perception of crime.
6. Provide appropriate referral assistance for issues and problems beyond the scope of law enforcement and governmental intervention.
7. Assist and support local efforts to identify and provide positive alternatives to gangs and drugs for the youth of the community.

.15 Objectives

The goals of the Department's Community Oriented Policing Philosophy are as follows:

1. The Department shall develop and coordinate the organization of crime prevention programs for citizens who request this service or where a particular need is identified. Under the guidance of command staff, the Community Oriented Policing (COP) Coordinator, and Beat Coordinators, these programs shall address police and public concerns pertaining to security, safety, and policing efforts in specific areas.
2. The Department shall maintain an active role in community interest groups and civic organizations with an emphasis on positive exchange of police and citizen concerns.
3. The Department shall promote training and education for its members to foster a working knowledge of community oriented policing and problem solving principles.
4. Department administration shall seek ways to reduce paperwork and call loads of Department members to create more time for problem identification, problem solving, and citizen interaction.

.20 Community Involvement Function

The Glendale Heights Police Department shall establish and maintain direct contacts with organizations, businesses, and community groups which operate within Glendale Heights or have an impact on the Glendale Heights community. Because the conduct of each Department employee reflects on the Department as a whole, all employees share the burden of achieving our community involvement goals.

The Department's community involvement goals include:

1. Establishing liaison with formal community organizations and other community groups, or establishing community groups where needed.
2. Encouraging all personnel to use their participation, creative skills and enthusiasm in furtherance of the community involvement function.
3. Developing community involvement policy that includes citizen participation with the police as a means of addressing community concerns and problems.
4. Publicizing Departmental objectives, problems, and successes related to community involvement.

5. Conveying information obtained from community organizations and groups to members of the Department.
6. Improving Departmental practices related to community involvement.
7. Developing problem oriented and community oriented policing strategies.

.25 Liaison with Community Groups

A. The COP Coordinator shall have primary responsibility for coordinating the formation and organization of Neighborhood Watch groups within the community. The respective Beat Coordinator or a member of the beat team shall assist in coordinating these groups. Department members and these groups shall meet and address concerns pertaining to security, safety, and quality of life within the neighborhood. Any member attending meetings of these organizations shall subsequently provide a written memorandum of the concerns brought up at the meeting, as well as proposed solutions. The memorandum shall be forwarded through the chain of command to command staff for review and recommendations.

B. The Beat Coordinators shall have the primary responsibility for maintaining active roles within community interest groups, civic organizations, and homeowners associations located within their respective beats, with an emphasis on the positive exchange of police and citizen concerns. Whenever possible, a beat member should attend meetings of these organizations and subsequently provide a written memorandum of the concerns brought up at the meeting, as well as proposed solutions. The memorandum shall be forwarded through the chain of command to command staff for review and recommendations.

C. A Department member who has special expertise or knowledge may be called upon to present a program to community organizations or groups. In some cases, persons from outside agencies or organizations may also be called upon for the same reason.

.30 Responsibilities—Patrol Supervisor

In addition to existing responsibilities outlined in all Department directives, the patrol supervisors shall:

1. Monitor beat folders located on the Addison Consolidated Dispatch Center(ACDC) Portal.
2. Expeditiously review all Scanning, Analysis, Response and Assessment (SARA) proposals submitted by members (see OP #2305).
3. Recommend strategy changes or improvements on SARA projects.
4. Allow time for beat patrol officers to collect data and have interaction with citizens in their beats.
5. Allow time for meetings between beat officers and their community oriented policing coordinators.
6. Allow members the opportunity, time, and authority to identify and prioritize problems and make decisions about solving them.
7. Watch for signs that residents are manipulating members into doing things the citizens should be doing themselves.
8. Attend community meetings with beat officers when practicable.
9. Foster creative problem solving through brainstorming.
10. Ensure members are performing community policing tasks correctly and in a timely fashion.
11. Ensure a department representative attends local block and park parties.
12. Make a reasonable effort to have a department representative attend appropriate community events when members are available.

.31 Responsibilities—Community Oriented Policing Coordinator

A. In addition to all regular and assigned duties, the COP Coordinator’s duties shall minimally include:

1. Conducting the Neighborhood Watch organization, meeting facilitation, and mailing list.

2. Coordinating the quarterly Village-wide Neighborhood Watch meeting. The COP Coordinator shall submit a memorandum detailing the meeting, guest speakers, and concerns expressed by community members.
3. Publishing and distributing a quarterly Neighborhood Watch Newsletter.
4. Assisting with the Citizens Police Academy.
5. Ensuring frequent interaction and communication with the Beat Coordinator and other members of the beat team.
6. Coordinating SARA project records (see OP #2305).
7. Providing a monthly report of the Department's community policing activity.
8. Interaction with other non-law enforcement service and support agencies.
9. Participation in department community events and crime prevention programs as appropriate.
10. Safety Town instruction and tours.

B. The COP Coordinator shall submit the monthly COP report, which will include a Neighborhood Watch meeting memorandum to the Deputy Chief of Operations. After review, the Deputy Chief of Operations shall forward the COP report and Neighborhood Watch meeting memorandum to the Chief of Police for review. The Chief of Police shall utilize the information provided in these reports to address community concerns and identified problems, establish policies, and best direct police resources.

.32 Responsibilities—Investigations Sergeant

In addition to all regular and assigned duties, the Investigations Sergeant's duties shall minimally include:

1. Coordinating the Citizens Police Academy (curriculum, recruitment, instructor development, etc.).
2. Ensuring that the School Resource Officers submit a weekly email summary to supervisory staff regarding current gang and drug activity.
3. Networking with criminal justice agencies.
4. Attend Monthly Neighborhood Watch Meetings.

.33 Responsibilities—School Resource Officer

In addition to all regular and assigned duties, the School Resource Officer's duties shall minimally include:

1. Drug Abuse Resistance Education (D.A.R.E.) program instruction.
2. Participation on local committees.
3. Interaction with other non-law enforcement service and support agencies.
4. Submission of a weekly email summary to supervisory staff regarding current gang and drug activity.
5. Assist with Safety Town instructions and tours.
6. Attend school sponsored events as requested.
7. Junior Police Academy program instruction.

.34 Responsibilities—Beat Coordinator

Department Beat Coordinators shall be responsible for the community oriented policing activities within his/her assigned patrol beat and shall conduct semiannual beat meetings with beat officers.

.35 Responsibilities—Patrol Officer

In addition to all regular and assigned duties, the patrol officer's duties shall minimally include:

1. Permanent assignment to one of four specific patrol beats for a minimum of one year.
2. Initiation of creative responses to neighborhood problems.
3. Utilization of problem solving techniques and SARA model (see OP #2305).
4. Weekly face-to-face contacts with complainants regarding chronic problems.

5. Recruitment of Neighborhood Watch members.
6. Frequent personal interaction with beat residents, utilizing foot patrol and other patrol methods.
7. Frequent interaction and communication with Beat Coordinator and other members of the beat team.

.36 Responsibilities—Community Service Officer (CSO)

In addition to all regular and assigned duties, the CSO(s) duties shall minimally include:

1. Initiation of creative responses to neighborhood problems.
2. Utilization of problem solving techniques and SARA model (see OP #2305).
3. Response to increased range of non-criminal, service-oriented calls.

.40 Addison Consolidated Dispatch Center Portal

A. Each patrol beat shall be assigned a beat folder within the portal which should contain pertinent data for the beat including:

1. Extra watches and vacation house watches
2. Trespass warning lists
3. Any other information that the beat member or supervisor deems appropriate

B. Officers are required to examine the contents of beat folders and all other applicable folders located on the ACDC Portal at the start of their watch and perform whatever action is required therein.

.45 Crime Prevention Programs

The Department has developed and maintained a series of specific crime prevention programs, which are intended to reduce the incidence of crime and increase the quality of life in the community. Programs may also be used to target community perceptions about crime. The key to any successful crime prevention program is an active, involved, and educated public. The following Department programs are used to achieve these goals:

1. School programs such as D.A.R.E.
2. Safety Town education programs and tours
3. Police Department tours
4. Neighborhood Watch quarterly meetings and block meetings
5. Neighborhood Watch newsletter
6. Residential and business security surveys
7. New business visits and updates to key holder lists
8. CrimeStoppers hotline
9. Citizens Police Academy
10. Child Safety Seat programs
11. National Night Out annual event
12. Attendance at neighborhood park parties and block parties
13. Bike Patrol Unit

.50 Extra Watch Requests

A. All Extra Watches must correspond to a complaint number. An officer, Community Service Officer (CSO), or the Community Outreach Specialist shall complete the Extra Watch form. It must contain all available information. The maximum length of an Extra Watch shall be thirty (30) days, unless a longer period of time is approved by the Patrol Sergeant.

B. The Patrol Sergeant shall review and approve/sign the Extra Watch form. The form will then be forwarded to the Records Section and uploaded on to the ACDC Portal.

.55 Extra Watch Procedures

A. Officers are primarily responsible for performing Extra Watches, as these patrols are intended to check for and prevent criminal behavior. Extra Watches shall be completed by officers every shift, call load permitting. Officers shall take any corrective or enforcement action necessary, and file appropriate reports, for any incidents arising out of an Extra Watch.

B. Once an Extra Watch is completed, the officer shall enter the activity via the squad car computer's Premier System. Officers should write any comments or notes on the Extra Watch form. All completed Extra Watches shall be logged via the Premier System for documentation and tracking purposes.

C. CSOs shall access the ACDC Portal to review Extra Watches for informational purposes. CSOs should be aware of problem areas and issues they may encounter during their patrol and assignments. In the event a CSO discovers suspicious circumstances or criminal conduct, he/she shall summon assistance from sworn officers to investigate.

.60 Expired Extra Watch Requests

Extra Watches shall be removed from the ACDC Portal by the Records Section upon their expiration date. Extra Watch copies shall be retained by the Records Section for ninety (90) days.

.65 Business Watches

A. During the night shift (1900 hrs.—0700 hrs.), the assigned beat officer shall be responsible for conducting the designated business watches within his/her beat each night after 0100 hrs. All other businesses in each beat may be checked at any time during the night shift. Should a beat officer be unavailable to conduct his/her assigned business watches, the Watch Commander shall delegate the responsibility to a cover officer.

B. Upon starting the business watches, the officer shall send a Premier message to the Records Section with the watch number(s) of the business or businesses he/she will be checking. Since an officer is to report the start time of each watch, an officer shall not send in more than three watches at a time.

C. Records Technicians shall indicate on the Business Watch Log (Appendix A) the time the officer starts the watch and the officer's badge number. The Records Section shall maintain the Business Watch Log sheets.

D. Officers are encouraged to perform periodic business checks during all shifts while on their tour of duty. Officers shall also periodically check open businesses as part of their normal patrol duties during all shifts.

.70 Vacation House Watch—Initiation

A. A Vacation House Watch form shall be completed and signed by the requesting resident. Under special circumstances, a supervisor may authorize the form to be filled out by a member of the Department without the required signature (e.g. a last minute request where a resident cannot make it to the Department to file the form). The completed Vacation House Watch form must contain all available information.

B. The requesting resident is to read the Vacation House Watch Resident Information Letter and may choose to complete the Consent for Residential Search form. A copy of the residents Driver's License shall be taken in order to verify identity.

C. The Records Section shall upload the Vacation House Watch form on to the ACDC Portal.

.75 Conducting Vacation House Watches

A. Community Service Officers (CSOs) are primarily responsible for performing Vacation House Watches. CSO's are responsible for accessing the ACDC Portal to view current Vacation House Watches. Vacation

House Watches shall be completed by the CSOs every day, call load permitting. Patrol officers may, and are encouraged to, complete Vacation House Watches as part of their daily activity.

B. In the event CSOs encounter suspicious circumstances or criminal conduct, they shall retreat to their vehicle and summon assistance from patrol officers to investigate.

C. Once a Vacation House Watch is completed, the CSO or patrol officer shall enter the activity via the squad car computer's Premier System. All completed Vacation House Watches shall be logged via the Premier System for documentation and tracking purposes

.80 Expired Vacation House Watches

A. Vacation House Watches will be considered expired after the resident's return date/time has passed. Department members learning that a resident has returned early shall notify the Records Section, who shall remove the Vacation House Watch from the ACDC Portal.

B. All expired Vacation House Watch forms shall be retained for a period of ninety (90) days.

.85 Community Involvement Reports

A. In order to effectively communicate the various community involvement activities of the Department, any pertinent activity or community concerns shall be reported through the chain of command to the Chief of Police. The report shall be in a memorandum format and include the following elements:

1. A description of current concerns voiced by the community, including the names and addresses of the concerned citizens.
2. The forum in which the concerns were expressed or the activity took place.
3. A description of potential problems that might have a bearing on police activity in the community.
4. A statement of recommended actions or actions taken to resolve the concern.

B. In cases where concerns were previously identified by the community, but not yet resolved, the Department member shall report through the chain of command via memorandum the following elements:

1. A description of the previously identified problem.
2. History of the problem, including the original source of the problem and any previous action taken.
3. A statement of the progress made on the concern.
4. A statement of recommended future actions.

C. Certain regular community involvement functions will require a follow-up memorandum, summarizing the activity as well as the community's concerns and recommended actions. These functions include, but are not limited to:

1. Quarterly Neighborhood Watch meetings.
2. Semiannual beat meetings.
3. Block meetings hosted by citizens and attended by officers.
4. Association meetings attended by officers.
5. Character Counts! Coalition meetings.
6. Glendale Heights Youth Commission meetings.

D. The Community Oriented Policing Coordinator shall prepare a quarterly report summarizing the past month's community policing activities. This report should include:

1. Summary of Neighborhood Watch activity.

2. Summary of S.A.R.A. project status.
3. Summary of past month's community events.
4. Summary of future community events.
5. Summary of information received via the Department's Internet web site.
6. Summary of station tours.

E. The Chief of Police shall receive all reports, memoranda, and e-mails regarding community involvement and Community Oriented Policing. This will provide current conditions in the community and allow the Chief of Police to react in a timely manner to alleviate concerns and avert problems. This will also allow the Chief of Police evaluate community involvement programs and assist in the development of new programs or the modification of existing programs.

F. Any Department employee who identifies or receives information relevant for inclusion in the monthly Community Oriented Policing Report shall forward such information in written form to the attention of the Community Oriented Policing Coordinator.

G. The Chief of Police and staff members are strongly committed to correcting any actions, practices, or attitudes that may contribute to community tensions and/or grievances. Corrective action may include:

1. Supplemental training.
2. Policy and/or procedural changes.
3. Disciplinary action where appropriate.

.90 Program Evaluations

Crime prevention programs shall be reviewed and evaluated every two (2) years for continuance, modification, or elimination of programs. A written report evaluating such programs shall be completed by the COP Coordinator, and forwarded to the Office of the Chief of Police. Evaluation criteria should be developed to measure a program's effectiveness, and input should be sought by affected members of the public. New programs shall be identified in concert with the community, to address serious crime problems or where crime prevention activities could be effective.

.95 Crime Prevention Policy Input

The Department shall, when appropriate or requested, provide a crime prevention perspective for the development and/or revision of zoning policies, building codes, fire codes, commercial or residential building permits, or building design, to other Village departments, fire districts, school districts, or other governmental units. The crime prevention perspective shall focus on the enhancement of security and the reduction of criminal opportunity through planning and design.

.100 Survey of Citizen Attitudes

A. At the direction of the Chief of Police, and at least once every two years, the Department shall conduct a survey of citizen attitudes. The Chief of Police shall designate the member responsible for conducting the survey and compiling the results. The survey shall include the following topics:

1. Overall Department performance.
2. Overall competence of Department employees.
3. Officers' attitudes and behaviors towards citizens.
4. Community concerns about safety, crime, and quality of life.
5. Individual concerns about safety, crime, and quality of life within the beat where the respondent resides.
6. Recommendations and suggestions for improvements.

B. The survey may be conducted by mail, in person, by telephone, or via the Department's web site, by either Department personnel or by others designated by the Department.

C. The survey results shall be compiled into a written summary and forwarded to the Chief of Police. The overall results of the survey should be shared with members of the community.