



Community Oriented Policing



2011-2012
Annual Work Plan

Introduction

Community Oriented Policing (COP) is based on the concept that Norman police officers and Norman citizens work together in creative ways to help solve contemporary community problems related to public safety including crime, fear of crime, social and physical disorder, and neighborhood decay. The City of Norman made a major commitment to revitalizing the COP philosophy in the police department and the community. That commitment included adopting a five year implementation plan that consists of objectives such as community assessment and readiness, education, partnership and community engagement, problem identification and solution, image and recruiting improvement, and a monitoring component. As a continuation of this commitment the police department will also establish annual work plans to ensure that the goals of the five year plan are accomplished in a timely fashion.

The specific goals for the Annual Work Plan for 2011-2012 fiscal year are:

- 1. Assess the needs and desires of the community in reference to policing in the community.**
- 2. Provide all Norman Police Department personnel with continuing education on COP related activities and programs.**
- 3. Provide COP philosophy, crime prevention and crime identification training to selected city employees.**
- 4. Offer and deliver COP philosophy, crime prevention and crime identification training to civic groups, educational institutions, social service agencies, businesses, the media and other members of the community.**
- 5. Work in partnership with the community and community groups to address public safety issues.**
- 6. Develop and research a plan to assist officers with efforts to network with public and private agencies within Norman.**
- 7. Develop and implement new programs that would assist in building partnerships and educating the community in COP.**
- 8. Implement the concept of problem identification and solution using the COP philosophy.**
- 9. Continual improvement of the Norman Police Department's image.**
- 10. Continual monitoring of the strategic plan.**

Goal 1: Assess the needs and desires of the community in reference to policing in the community.

Success defined: Feedback from customers through community meetings and a potential independent survey instrument that would be used to assess the customer's perception of what police priorities should be in the next fiscal year.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Community interaction meetings to address community issues and concerns with members of the public.	<ol style="list-style-type: none"> Schedule meetings in different geographical or demographical areas. A tentative agenda as follows: <ul style="list-style-type: none"> Deliver updates on current status of COP. Deliver updates of hiring, training and other issues related to the Public Safety Sales Tax. Discuss Crime Prevention and Crime Identification as requested. Document concerns and summarize information. Identify resources and responsible parties to address the concerns identified. Provide information obtained to the correct police employees (i.e. beat officers) to increase their knowledge base of the customer's desires and concerns. 	<p>February</p> <p>May</p>	<p>Major Ritchie</p> <p>Lt. Teuscher</p>		

<p>Start a partnership with the University of Oklahoma in researching a cost effective and validated survey to assist in collecting feedback from the community.</p>	<ol style="list-style-type: none"> 1. Identify or create a validated survey that is cost effective to help collect feedback from the community. 2. Document and summarize the feedback obtained from the survey. 3. Supply information to members of the department and use data in goal setting as well as prioritizing response. 	<p>June</p>	<p>Lt. Teuscher</p>		<p>This survey should focus on the following areas:</p> <ol style="list-style-type: none"> a. Police response times b. Police crime prevention efforts c. Police presence in neighborhoods d. Traffic enforcement efforts e. Over-all satisfaction of the police services
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Goal 2: Provide all Norman Police Department personnel with continuing education on COP related activities and programs.

Success defined: Employees should use their training to better deliver quality services to the community. This training should also help employees in dealing with problems or potential problems that are identified in the community.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Structure and implement a training plan to provide selected personnel with presentation development and delivery skills.	<ol style="list-style-type: none"> 1. Develop a four (4) hour course outline, content and PowerPoint. 2. Coordinate with all Bureau Commanders in order to schedule training. 	June	Sgt. Newell Sgt. Smith		T.E.A.M. concept
Structure a training plan to provide personnel with Problem Oriented Police training to include the "broken window" concept.	<ol style="list-style-type: none"> 1. Develop a four (4) hour course outline, content and PowerPoint. 	June	Sgt. Smith Sgt. Newell		P.O.P. Training

Goal 3: Provide COP philosophy, crime prevention and crime identification training to selected City of Norman employees.

Success defined: Select a Crime Prevention Officer to assist in training selected groups in areas of COP, Prevention, as other related topics. Selected groups can use the information they receive to understand the goals of COP and reasons for its implementation. Both the police and the selected groups can use the partnerships to improve crime awareness and prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Give COP related training to selected groups within the City of Norman workforce. This years training should focus on Traffic Control.	1. Schedule time for presentations. 2. Deliver presentations.	June	Lt. Teuscher, Sgt. Newell Sgt. Smith		

Goal 4: Offer COP philosophy, crime prevention and crime identification training to civic groups, educational institutions, social service agencies, businesses, the media and other members of the community.

Success defined: Education of customers on the philosophy and goals of COP as well as to improve partnerships for crime awareness and addresses crime prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Provide COP related information to all groups when requested and proactively deliver a minimum of two presentations this year.	1. Revise and update presentations as needed. 2. Use calendar to schedule events. 3. Deliver presentation as requested.	June	Lt. Teuscher, Sgt. Newell Sgt. Smith		

Goal 5: Work in partnership with the community and community groups to address public safety issues.

Success defined: Education of customers on the philosophy and goals of COP as well as to improve partnerships for crime awareness and prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Make a presentation available to address the COP philosophy, crime prevention and crime identification for selected groups.	<ol style="list-style-type: none"> 1. Use the COP calendar to schedule presentations when requested. 2. Deliver presentation as requested. 	Continuing	Lt. Teuscher, Sgt. Newell Sgt. Smith		
Continue the T.E.A.M. concept and partnerships with school systems.	<ol style="list-style-type: none"> 1. Schedule presentations with principals, counselors and teachers. 	Continuing	Lt. Teuscher Sgt. Smith Sgt. Newell		
Community interaction meetings to address community issues and concerns with members of the public.	Same as in Goal 1				

Goal 6: Develop and research a plan to assist officers with efforts to network with public and private agencies within Norman.

Success defined: Research and develop ways to accomplish all Norman businesses receiving one on one contact with a Norman Police Officer focusing on partnership building and resource sharing. This interaction will be a benefit to both customers and police employees.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Continue goal of personal one on one contact with every business in the City of Norman.	<ol style="list-style-type: none"> 1. Develop and implement a plan to accomplish this with current manpower. 2. Establish point of contacts for businesses, update BID and/or alarm information. 3. Make information obtained available for officers. 4. Provide resource information to officers through shift level training opportunities. 	June	Major Maisano Major Ritchie Major Younger All commissioned personnel	In Progress	Captain Gibson

Goal 8: Implement the concept of problem identification and solution using the COP philosophy

Success defined: Continued philosophy change from reactive approaches to proactive approaches.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Community interaction meetings to address community issues and concerns with members of the public.	Same as in Goal 1				
Continued development of employee performance expectations that prioritize problem identification / solutions. Evaluated parameters should reflect qualitative as well as quantitative measures appropriate to COP.	1. Develop performance expectations for commissioned personnel that focus on problem identification and solution as well as partnership building.	January	Major Younger Captain Praizner	In Progress	
Structure a training plan to provide personnel with Problem Oriented Police training to include the "broken window" concept.	1. Develop a four (4) hour course outline, content and PowerPoint.	June	Sgt. Smith Sgt. Newell		P.O.P. Training

Goal 9: Continued improvement of the Norman Police Department's image

Success defined: A continued goal of positive and proactive interaction with customers. Positive feedback from the customer survey especially in over-all satisfaction would be desired.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Continue public relations campaign emphasizing on positive police interaction with children and business owners.	1. Distribution of new COP posters and pamphlets to all schools by beat officers.	September	Lieutenants		
	2. Distribute COP related information and develop partnership stickers to present to business owners during visits.	June	Lieutenants		
	3. Continued development of a new web site that emphasizes COP and recruiting.	January	Major Younger IT Department	In Progress	

Goal 10: Continual monitoring of the strategic plan.

Success defined: All goals and issues are addressed and complete by the end of fiscal year.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Develop an Annual Work Plan.	<ol style="list-style-type: none"> 1. Create goals that will be achieved during FYE 2012. 2. Assign tasks to personnel to be completed. 3. Follow up with assigned personnel to ensure tasks will be completed on time. 	June	Major Ritchie, Major Maisano, Major Younger Lt. Teuscher		
Review of activities, plans and goals.	<ol style="list-style-type: none"> 1. Ensure that activities, plans and goals that were planned for FYE 2011 have been completed. 	June	Major Ritchie, Captains Lieutenants		
Annual review of long term goals.	<ol style="list-style-type: none"> 1. Review goals completed as well as future goals to ensure that Community Policing stays on schedule. 	June	Major Maisano Major Ritchie Major Younger		



Community Oriented Policing



2012-2013
Annual Work Plan

Introduction

Community Oriented Policing (COP) is based on the concept that Norman police officers and Norman citizens work together in creative ways to help solve contemporary community problems related to public safety including crime, fear of crime, social and physical disorder, and neighborhood decay. The City of Norman made a major commitment to revitalizing the COP philosophy in the police department and the community. That commitment included adopting a five year implementation plan that consists of objectives such as community assessment and readiness, education, partnership and community engagement, problem identification and solution, image and recruiting improvement, and a monitoring component. As a continuation of this commitment the police department will also establish annual work plans to ensure that the goals of the five year plan are accomplished in a timely fashion.

The specific goals for the Annual Work Plan for 2012-2013 fiscal year (FYE 2013) are:

- 1. Assess the needs and desires of the community in reference to policing in the community.**
- 2. Provide all Norman Police Department personnel with continuing education on COP related activities and programs.**
- 3. Provide COP philosophy, crime prevention and crime identification training to selected city employees.**
- 4. Offer and deliver COP philosophy, crime prevention and crime identification training to civic groups, educational institutions, social service agencies, businesses, the media and other members of the community.**
- 5. Work in partnership with the community and community groups to address public safety issues.**
- 6. Develop and research a plan to assist officers with efforts to network with public and private agencies within Norman.**
- 7. Continue programs that will assist in building partnerships and educating the community in COP.**
- 8. Implement the concept of problem identification and solution using the COP philosophy.**
- 9. Continual improvement of the Norman Police Department's image.**
- 10. Continual monitoring of the strategic plan.**

Goal 1: Assess the needs and desires of the community in reference to policing in the community.

Success defined: Feedback from customers through community meetings and a potential independent survey instrument that would be used to assess the customer's perception of what police priorities should be in the next fiscal year.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Community interaction meetings to address community issues and concerns with members of the public.	<ol style="list-style-type: none"> 1. Schedule meetings in different geographical or demographical areas. A tentative agenda as follows: <ul style="list-style-type: none"> • Deliver updates on current status of COP. • Deliver updates of hiring, training and other issues related to the Public Safety Sales Tax. • Discuss Crime Prevention and Crime Identification as requested. 2. Document concerns and summarize information. 3. Identify resources and responsible parties to address the concerns identified. 4. Provide information obtained to the correct police employees (i.e. beat officers) to increase their knowledge base of the customer's desires and concerns. 	February May	Major Foster Cpt. Teuscher		

Research a cost effective and validated survey to assist in collecting feedback from the community.	<ol style="list-style-type: none"> 1. Identify or create a validated survey that is cost effective to help collect feedback from the community. 2. Document and summarize the feedback obtained from the survey. 3. Supply information to members of the department and use data in goal setting as well as prioritizing response. 	June	Lt. Keese		<p>This survey should focus on the following areas:</p> <ol style="list-style-type: none"> a. Police response times b. Police crime prevention efforts c. Police presence in neighborhoods d. Traffic enforcement efforts e. Over-all satisfaction of the police services
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Goal 2: Provide all Norman Police Department personnel with continuing education on COP related activities and programs.

Success defined: Employees should use their training to better deliver quality services to the community. This training should also help employees in dealing with problems or potential problems that are identified in the community.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Research and implement a training plan to provide all commissioned personnel with a quality cultural diversity training course.	<ol style="list-style-type: none"> 1. Identify an instructor and course. The course should be a minimum of four (4) hours. 2. Coordinate with all Bureau Commanders in order to schedule training. 	June	Lt. Arnold		
Structure a training plan to provide personnel with Problem Oriented Police training to include the "broken window" concept.	<ol style="list-style-type: none"> 1. Develop a four (4) hour course outline, content and PowerPoint. 	December	Sgt. Smith Sgt. Newell MPO Wilson	Scheduled In-Service	P.O.P. Training Eight (8) hours

Goal 3: Provide COP philosophy, crime prevention and crime identification training to selected City of Norman employees.

Success defined: Inform selected groups in areas of COP, Prevention, as other related topics. Selected groups can use the information they receive to understand the goals of COP and reasons for its implementation. Both the police and the selected groups can use the partnerships to improve crime awareness and prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Give COP related training to selected groups within the City of Norman workforce. This years training should focus on the Streets and Storm Water Divisions.	1. Schedule time for presentations. 2. Deliver presentations.	June	Cpt. Teuscher, Sgt. Newell Sgt. Smith M.P.O. Wilson		

Goal 4: Offer COP philosophy, crime prevention and crime identification training to civic groups, educational institutions, social service agencies, businesses, the media and other members of the community.

Success defined: Education of customers on the philosophy and goals of COP as well as to improve partnerships for crime awareness and addresses crime prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Provide COP related information to all groups when requested and proactively deliver a minimum of two presentations this year.	<ol style="list-style-type: none"> 1. Revise and update presentations as needed. 2. Use calendar to schedule events. 3. Deliver presentation as requested. 	June	Cpt. Teuscher, Sgt. Newell, Sgt. Smith, MPO Wilson		

Goal 5: TOGETHER Work in partnership with the community and community groups to address public safety issues.

Success defined: Education of customers on the philosophy and goals of COP as well as to improve partnerships for crime awareness and prevention.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Make a presentation available to address the COP philosophy, crime prevention and crime identification for selected groups.	1. Use the COP calendar to schedule presentations when requested. 2. Deliver presentation as requested.	Continuing	Cpt. Teuscher, Sgt. Newell, Sgt. Smith, M.P.O. Wilson		
Continue the T.E.A.M. concept and partnerships with school systems.	1. Make presentations and officers available to schools upon request.	Continuing	Cpt. Teuscher, Sgt. Smith, Sgt. Newell, M.P.O. Wilson		
Community interaction meetings to address community issues and concerns with members of the public.	Same as in Goal 1				

Goal 6: Develop and research a plan to assist officers with efforts to network with public and private agencies within Norman.

Success defined: Research and develop ways to accomplish all Norman businesses receiving one on one contact with a Norman Police Officer focusing on partnership building and resource sharing. This interaction will be a benefit to both customers and police employees.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Continue goal of personal one on one contact with every business in the City of Norman.	<ol style="list-style-type: none"> 1. Develop and implement a plan to accomplish this with current manpower. 2. Establish point of contacts for businesses, update BID and/or alarm information. 3. Make information obtained available for officers. 4. Provide resource information to officers through shift level training opportunities. 	June	Major Foster Major Younger All commissioned personnel		

Goal 7: Develop and implement new programs that would assist in building partnerships and educating the community in COP.

Success defined: Implementation of the Norman Police Department's Citizens' Police Academy.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Citizens' Police Academy (CPA)	1. Conduct two CPAs.	November June	Cpt. Teuscher, Sgt. Smith, Sgt. Newell, M.P.O. Wilson		
Volunteers In Policing Program Services	1. Research options for a V.I.P.S. program.	December	Cpt. Teuscher, Sgt. Smith		
	2. Develop standards and mandatory requirements for a V.I.P.S. program.	March	C.P.A. Volunteers		
	3. Implement a V.I.P.S. program.	June			

Goal 8: Implement the concept of problem identification and solution using the COP philosophy

Success defined: Continued philosophy change from reactive approaches to proactive approaches.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Community interaction meetings to address community issues and concerns with members of the public.	Same as in Goal 1				
Continued development of employee performance expectations that prioritize problem identification / solutions. Evaluated parameters should reflect qualitative as well as quantitative measures appropriate to COP.	1. Develop performance expectations for commissioned personnel that focus on problem identification and solution as well as partnership building.	January	Major Younger Captain Praizner		
Structure a training plan to provide personnel with Problem Oriented Police training to include the "broken window" concept.	1. Develop a four (4) hour course outline, content and PowerPoint.	December	Sgt. Smith, Sgt. Newell, M.P.O. Wilson	Scheduled In-Service	P.O.P. Training Eight (8) hours

Goal 9: Continued improvement of the Norman Police Department's image

Success defined: A continued goal of positive and proactive interaction with customers. Positive feedback from the customer survey especially in over-all satisfaction would be desired.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Continue public relations campaign emphasizing on positive police interaction with children and business owners.	1. Distribute COP related information and develop partnership stickers to present to business owners during visits.	June	Lieutenants		
	2. Continued development of a new web site that emphasizes COP and recruiting.	January	Major Younger I.S. Department		

Goal 10: Continual monitoring of the strategic plan.

Success defined: All goals and issues are addressed and complete by the end of fiscal year.

Project Activity	Action Steps	Target Date for Completion	Persons Responsible	Status Update	Comments
Develop an Annual Work Plan.	<ol style="list-style-type: none"> 1. Create goals that will be achieved during FYE 2013. 2. Assign tasks to personnel to be completed. 3. Follow up with assigned personnel to ensure tasks will be completed on time. 	June	Deputy Chief Maisano Major Foster Major Younger Cpt. Teuscher		
Review of activities, plans and goals.	<ol style="list-style-type: none"> 1. Ensure that activities, plans and goals that were planned for FYE 2013 have been completed. 	June	Deputy Chief Maisano		
Annual review of long term goals.	<ol style="list-style-type: none"> 1. Review goals completed as well as future goals to ensure that Community Policing stays on schedule. 	June	Major Foster Major Younger		