

CITY of SAN DIEGO
MEMORANDUM

FILE NO: 450
DATE: June 30, 1989
TO: Southeastern Personnel
FROM: Jerry Sanders, Captain
SUBJECT: The Problem Oriented Policing Process et Southeastern
Division

Problem Oriented Policing is designed to effectively solve persistent beat problems. A process to facilitate the program at Southeastern Division is equally important so that an effective and simple flow of information will not create complicated or unnecessary paperwork. This memo will detail that process, other key program points, and roles for each of the individuals involved in the program.

PROCESS

1. Officer selects POP target.
2. Officer fills out Preliminary Information Sheet. Sheets will be kept in POP file cabinet or in Staff Sergeant's offices.
3. Information Sheet is placed in POP in-basket in Staff Sergeant's Office.
4. Staff Sergeant gives copies of information sheet to Captain, the officer's sergeant and lieutenant, places copy in beat book and posts copy on POP bulletin board under heading of new POP projects.
5. Staff Sergeant opens new POP file and places in POP file cabinet in line-up room.
6. Staff Sergeant makes entry on Monthly Status Report.
7. Officer fills out Detail Sheets in POP file and works project, keeping journal in file.
8. Problem solved and case file is moved to closed files to be used later for case studies or examples.

RESOURCE INFORMATION

An important component of problem solving is knowing what resources are available and who to contact when problems arise. A rolodex with resource

information will be maintained in the Staff Sergeant's Office. So that the rolodex can be regularly updated, officers and sergeants need to place copies of business cards or other resource information in the Staff Sergeant's POP in-basket attaching a very brief explanation of the resource and its possible uses.

POP BULLETIN BOARD

The POP Bulletin Board (locked glass bulletin board) will be used to post notices of the Monthly PAAC Meeting, the Monthly Status Report, and new POP projects. Other relevant announcements pertaining to the program will also be placed on the board. The Staff Sergeant will be responsible for monitoring the bulletin board.

MONTHLY PAAC MEETING

The Staff Sergeant will schedule the Monthly PAAC Meeting and will produce an agenda and notice for dissemination to patrol and PAAC members. The Staff Sergeant will also put a copy of the agenda in the line-up book. Guest speakers, including other agencies and officers working projects, will be on the distribution list. Individuals with ideas for guest speakers or who want to volunteer to discuss their projects should contact the Staff Sergeant or their watch coordinator. Meetings will be held on the second Thursday of the month and will be chaired by the Captain.

MONTHLY STATUS REPORT

The Monthly Status Report will be maintained by the Staff Sergeant. Changes in the status of projects should be submitted as changes occur. The report is useful in that it reduces duplication of effort, allows for all levels to see what projects are being worked, provides information for community meetings, and gives supervisors a mechanism to monitor the problem solving efforts of their officers.

ROLES

- ° Officers and Community Service Officers are expected to identify persistent beat problems and, when appropriate, attempt to solve the problem using the POP approach.
- ° Sergeants are expected to be knowledgeable about the POP process and available resources. They will be able to guide, assist and encourage officers with the projects. They will be knowledgeable about projects their officers are working and monitor them so that officers receive direction and guidance when necessary. Officers will be evaluated on their knowledge and use of the process, when appropriate.

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- ° Lieutenants will fill much the same role as the sergeants in encouraging, assisting and guiding. Sergeants will be evaluated on their understanding and use of the POP process. Lieutenants will be knowledgeable about projects being worked by their officers.
- ° The Captain will have an overall knowledge of the projects being worked and encourage the use of problem solving. He will ensure that everyone in the Division knows, understands and uses the program when applying traditional police methods is inappropriate. He will also monitor the entire program and implement changes when needed. The Captain will also provide resource assistance when appropriate and develop new resources.
- ° The STAFF SERGEANT shall be the primary POP Coordinator at the Area Command. Responsibilities include:
 - ° Scheduling monthly PAAC Meetings, selecting guest speakers, (including officers to discuss their POP projects), and sending out agendas.
 - ° Maintaining and updating resource rolodex.
 - ° Monitoring and updating POP bulletin board.
 - ° Maintaining Monthly Status Report.
 - ° Scheduling new officers for training.
 - ° Overall coordination with Central Coordinator.
 - ° Resource for Division, especially watch coordinators.
 - ° Briefing Captain on regular basis.
- ° WATCH COORDINATOR will be officers or agents assigned to different watches. Duties will include.
 - ° Providing POP training to new officers.
 - ° Attending PAAC meetings and taking information back to squads.
 - ° Technical assistance to other officers and sergeants on watch.
 - ° Attending POP in-service training provided by Central Coordinator or Staff Sergeant.
 - ° Assisting Staff Sergeant with selecting officers to discuss their projects at the PAAC meetings.

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- Provide project updates to Staff Sergeant due at PAAC Meetings.
- Briefing Captain on projects.
- Coordination with Staff Sergeant.

POP is an ongoing process to assist us in doing the most effective police work possible. As a process, it is flexible and requires open and regular communication to keep it viable. I welcome your feedback at any time to insure that POP at Southeast supports rather than hinders our policing efforts.

Jerry Sanders, Captain
Southeastern Division

JS:lrd