

# Who's your Chief? Sector Policing and Public Safety through Your Eyes.

## **Purpose**

This case study examines how the Police Department can deliver tailored services to small neighborhoods.

## **Strategic Initiatives**

Service Excellence  
Civic Engagement

## **Lessons**

**Lesson #1:** Developing new and enhancing existing relationships will result in mutual understanding of sector needs and desires.

**Lesson #2:** Validation that the program is effective, which will be accomplished by survey, comparative reports and field monitoring.

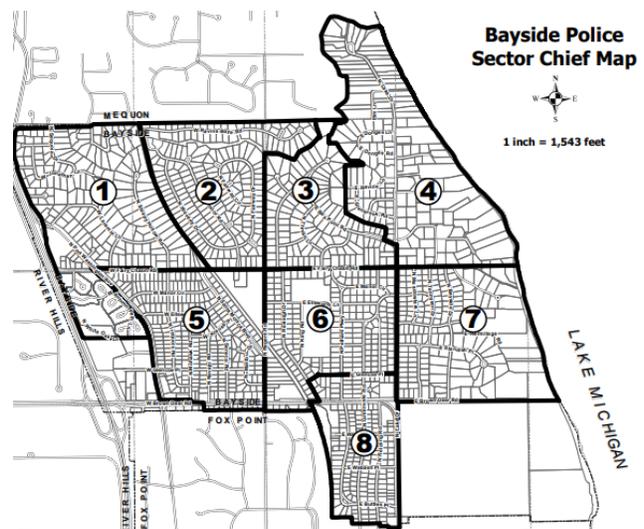
**Lesson #3:** Intra-departmental performance measurement and analysis will reveal opportunities for Village-wide service improvements.

This case study examines how the Police Department will deliver personalized services to neighborhoods. Just as with the “cop on the beat” who walked a small area and learned the nuances of his residents, so too will the Bayside officer who will understand the needs of his sector because of personal contact. The program commences in January 2019 and is part of the over-arching philosophy of community-based policing.

It's no secret that residents are more likely to report crimes, suspicious activity, and generally interact with the police if they feel they have a “personal” connection with the Police Department. At the same time, police officers (to be referred to as “Sector Chiefs”) who are responsible to develop that personal connection will understand the needs of their sector based upon data, history and anecdotal information derived from the community.

Based upon population saturation within small geographic areas of the Village, eight sectors will be laid out upon which the police officers will focus. The Sector Chief will better meet the needs of his or her

residents when frequent, meaningful contact is made.



## **Outcomes**

The program contains two phases for 2018/19 - Developing relationships and on-going validation.

Early efforts will analyze collected data that depicts neighborhood issues, satisfaction with neighborhood behaviors, opinions of service by the Village (not just the Police Department) and fear of crime or threats to lifestyles.

More than just building relationships, identifying problems and collaborating on solutions will be foundational to the success of the program.

## **Contacts**

The initial effort is to have each Sector Chief introduce himself/herself and the program to every resident in the sector electronically, by mail, or in person (metric goal is 100% saturation by mail, twice, 30 days apart); contact does not necessarily begin with a “face to face” meeting.

The Sector Chief will also conduct monthly “mobile meetings” designed to generate two-way. A goal of the program is to attain 20% saturation each month until 90% of the residents have met their Sector Chief by the 3<sup>rd</sup> quarter of 2019. The Sector Chief will also be responsible for creating a network of neighbors to enhance community communication and share resources as well as concern.

Sector Chiefs will conduct one sector-wide event or multiple smaller events annually reaching 70% of the sector residents. A survey will allow the Sector Chief to determine priorities for his / her sector and the residents’ perception of village appearance, communal behaviors, and threats to the community.



## **Ongoing Authentication**

Each Sector Officer will contact each residence and business in his/her sector at least semi-annually and report his/her findings to the managing lieutenant. The Chief of Police will review the results of their efforts and the needs of their sector quarterly and will allocate available resources if needed. The Chief of Police will also discuss findings with the Village Manager.

Periodic validation of the program’s effective is important. This program must be dynamic and adaptive to the changing environment.

## **Intra-departmental Coordination**

In second phase of the 2019 program, employees of the Public Works Department would be introduced to the concept and “paired” with the Sector Chief. It is expected that through interpreting what is observed by “two sets of eyes”, that sector is better understood by the Sector Chief and his/her constituent residents.

## **Conclusion**

Sector Chiefs will bring an added personal touch to public safety and increase the trust that the residents of Bayside have in their public safety providers. Better reporting of incidents and needs will originate at the residents’ level because of a deeper connection to the Police Department and Village. Service is enhanced, residents feel connected, and everyone benefits.