

# Resource Manual for St. Louis Park Block Captains



**Compiled by the  
St. Louis Park Neighborhood Watch  
Block Captain's Advisory Council**

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# Introduction

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# Section 1

# **City of St. Louis Park Police Department Mission**

Provide citizens with quality service, professional conduct and a safe environment in which to live, work and learn. The St. Louis Park Police Department is committed to an active partnership with our community as we work together to solve problems and prevent crime and disorder.

# **City of St. Louis Park Police Department Core Values**

We believe that service to the public is our reason for being, and we strive to deliver quality services in a highly professional and cost-effective manner.

We believe that preventing crime and disorder is the best and most economical law enforcement solution.

We recognize our interdependent relationship with the community we serve, and we are continually sensitive to changing community needs.

We believe that ethics and integrity are the foundation blocks of public trust and confidence, and that all meaningful relationships are built on these values.

We believe that our employees are the department's greatest resource. As professionals, we continually strive to improve the quality of our skills.

Our department's mission, values and goals are, at all times, in harmony with the mission, values and goals of the City of St. Louis Park.

# **C.O.P.**

## **Community-Oriented Policing**

### **A Definition**

In 1995, the St. Louis Park Police Department committed itself to a major shift in its service delivery philosophy. The shift was from the traditional model of policing (which involved rapid response, random patrol and investigative follow-up) to the Community-Oriented Policing Model. Dr. Robert Trojanowicz defines Community-Oriented Policing as:

“A new philosophy of policing based on the concept that police officers and private citizens working together in creative ways can help solve contemporary community problems related to crime, fear of crime, social and physical disorder and neighborhood decay. The philosophy is predicated on the belief that achieving these goals requires that police departments develop a new relationship with the law-abiding people in the community, allowing them a greater voice in setting local priorities and involving them in efforts to improve the overall quality of life in their neighborhoods. It shifts the focus of police work from handling random calls to solving problems.”<sup>i</sup>

Community-Oriented Policing consists of two core components: community partnership and problem solving. The movement toward these two ideas has been initiated and shaped by concerned police executives throughout the country.

### **Community Partnership**

Establishing and maintaining mutual trust is the central goal of community partnerships. Police recognize the need for cooperation with the community. In the fight against serious crime, police have encouraged community members to come forth with relevant information. In addition, police have spoken to neighborhood groups, participated in business and civic events, worked with social agencies and taken part in educational and recreational programs for school children.

Community partnership means adopting a policing perspective that exceeds the standard law enforcement emphasis. This broadened outlook recognizes the value of activities that contribute to the orderliness and well-being of a neighborhood. Building trust, however, will not happen overnight; it will require ongoing effort. But trust must be achieved before police can assess the needs of the community and construct the close ties that will engender community support.

# Problem Solving

Problem solving is explained as:

“The theory behind problem-oriented policing is simple. Underlying conditions create problems. These conditions might include the characteristics of the people involved (e.g. offenders, potential victims and others), the social setting in which these people interact, the physical environment and the way the public deals with these conditions.

A problem created by these conditions may generate one or more incidents. These incidents, while stemming from a common source, may appear to be different. For example, social and physical conditions in a deteriorated apartment complex may generate burglaries, acts of vandalism, intimidations of pedestrians by rowdy teenagers and other incidents. These incidents, some of which are brought to police attention, are symptoms of the problems. The incidents will continue so long as the problem that creates them persists.”<sup>ii</sup>

As police recognize the effectiveness of the problem solving approach, there is a growing awareness that community involvement is essential for its success. Determining the underlying causes of crime depends, to a great extent, on an in-depth knowledge of the community. Therefore, community participation in identifying and setting priorities will contribute to effective problem solving efforts by the community and the police. Cooperative problem solving also reinforces trust, facilitates the exchange of information and leads to the identification of other areas that could benefit from the mutual attention of the police and the community.

For this process to operate effectively, the police need to devote attention to—and recognize the validity of—community concerns. Neighborhood groups and the police will not always agree on which specific problems deserve attention first. Police may regard robberies as the biggest problem in a particular community, while residents may find derelicts that sleep in doorways, break bottles on sidewalks and pick through garbage cans to be the number one problem. Under community policing, the problem with derelicts should also receive early attention from the police with the assistance of other government agencies and community members.

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<sup>i</sup> Moore, Mark H., Robert Trojanowicz, and George L. Kelling. *Crime and Policing*. Perspectives on Policing. Washington D.C. National Institute of Justice and John F. Kennedy School of Government. Harvard University. 1988 p.10.

<sup>ii</sup> Eck, John E. and William Spelman, et al. *Problem Solving: Problem Oriented Policing in Newport News*. Washington D.C. Police Executive Research Forum. 1987 p. 16.

# The Ten Principles of C.O.P.

- 1. Philosophy and Organizational Strategy.** Community policing is both a philosophy (a way of thinking) and an organizational strategy (a way to carry out the philosophy) that allows the police and the community to work closely together in new ways to solve the problems of crime, fear of crime, physical and social disorder, neighborhood decay and the overall quality of life in the community.
- 2. Commitment to Community Empowerment.** Community-Oriented Policing's organizational strategy first demands that everyone in the police department, including both civilian and sworn personnel, must investigate ways to translate the philosophy of power-sharing into practice.
- 3. Decentralized and Personalized Policing.** To implement true community policing, police departments must also create and develop a new breed of line officer who acts as a direct link between the police and the people in the community.
- 4. Immediate and Long-Term Problem Solving.** The community policing officer's broad role demands continuous, sustained contact with the law-abiding people in the community. Together then, they can explore creative new solutions to local concerns, with private citizens serving as supporters and as volunteers.
- 5. Ethics, Legality, Responsibility and Trust.** Community-Oriented Policing implies a new contract between the police and the citizens they serve—one that offers hope of overcoming widespread apathy while restraining any impulse of vigilantism.
- 6. Expanding the Police Mandate.** Community-Oriented Policing adds a vital, *proactive* element to the traditional *reactive* role of the police, resulting in full spectrum police service.
- 7. Helping Those with Special Needs.** Community-Oriented Policing stresses exploring new ways to protect and enhance the lives of those who are most vulnerable—juveniles, the elderly, minorities, the poor, the disabled and the homeless.
- 8. Grass-Roots Creativity and Support.** Community-Oriented Policing not only promotes the judicious use of technology, but it also rests on the belief that nothing surpasses what dedicated human beings, talking and working together, can achieve.
- 9. Internal Change.** Community-Oriented Policing must be a fully integrated approach that involves everyone in the department, with community policing officers serving as generalists who bridge the gap between the police and the people they serve.
- 10. Building for the Future.** Community-Oriented Policing provides decentralized, personalized police service to the community. It recognizes that the police cannot impose order on the community from the outside, but that people must be encouraged to think of the police as a resource that they can use in helping to solve contemporary community concerns.

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# Traditional vs. Community-Oriented Policing

## Questions and Answers

<u>Question</u>	<u>Traditional</u>	<u>Community</u>
<b>Who are the police?</b>	A government agency principally responsible for law enforcement	Police are the public, and the public are the police. The police officers are those who are paid to give full-time attention to the duties of every citizen
<b>What is the relationship of the police force to other public service departments?</b>	Department priorities often conflict with each other	The police are one department among many responsible for improving quality of life
<b>What is the role of the police?</b>	Focus on solving crimes	A broader problem solving approach
<b>How is police efficiency measured?</b>	By detection and arrest rates	By the absence of crime and disorder
<b>What are the highest priorities?</b>	Crimes that are high value and those involving violence	Whatever problems disturb the community the most
<b>What, specifically, do police deal with?</b>	Incidents	Citizens' problems and concerns
<b>What determines the effectiveness of police?</b>	Response time	Public cooperation
<b>What view do police take of service calls?</b>	Deal with them only if there is no "real" police work to do	Vital function and great opportunity
<b>What is "police professionalism"?</b>	Swift, effective response to serious crimes	Keeping close to the community
<b>What kind of intelligence is most important?</b>	Crime intelligence (study of particular crimes or series of crimes)	Criminal intelligence (information about the activities of individuals or groups)

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# Traditional vs. Community-Oriented Policing

## Questions and Answers

<u>Question</u>	<u>Traditional</u>	<u>Community</u>
<b>How do the police regard prosecutions?</b>	As an important goal	As one tool among many
<b>What is the essential nature of police accountability?</b>	Highly centralized; governed by rules, regulations and policy directives; accountable to the law	Emphasis on local accountability to community needs
<b>What is the role of headquarters?</b>	To provide the necessary rules and policy directives	To preach organizational values

# Section 2

# Neighborhood Crime Watch



## Block Captain Program

### Mission Statement

**Neighborhood Watch Block Captains** serve to actively contribute to the safety and well being of The City of St. Louis Park. Such efforts include maintaining a connection with the St. Louis Park Police Department and St. Louis Park residents to facilitate and strengthen citizen investment and participation in neighborhood and community issues. Primary goals are **problem prevention, early problem identification, intervention and problem resolution.**

# The Block Captain's Role

## St. Louis Park Neighborhood Watch Block Captains

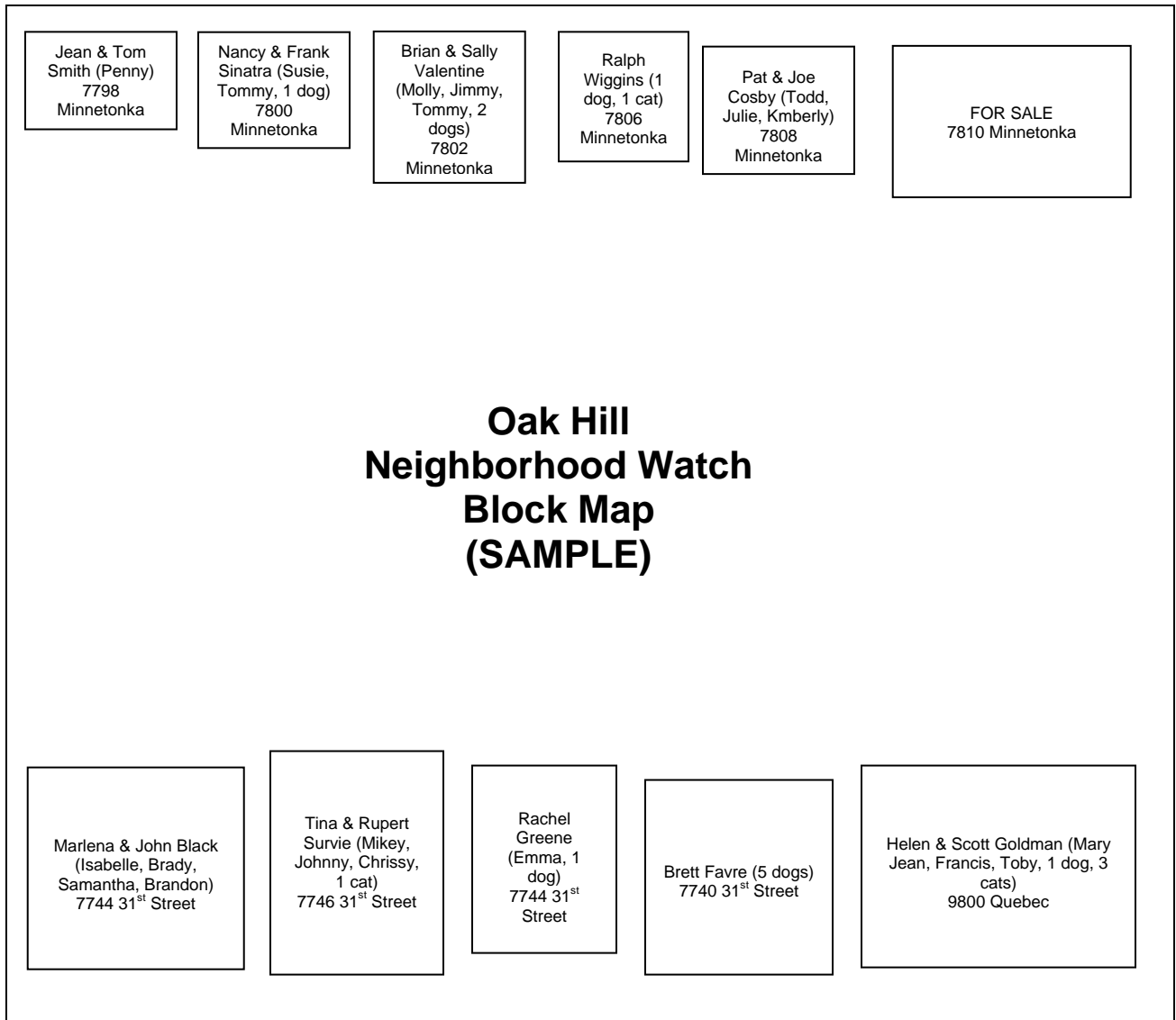
1. Provide **support, communication, education and leadership** for the citizens of their block.
2. Work **in partnership with the St. Louis Park Police Department** to facilitate communication with citizens on their block.
3. **Energize** citizens on their block to take an active interest in their community.

It is the goal of the St. Louis Park Police Department to have a Block Captain and (possibly) a Co-Captain on each block in St. Louis Park.

The Block Captains **should hold at least one meeting per year with block residents**. The National Night Out picnic is held on the first Tuesday of August and can be the annual block meeting. One other meeting during the year is beneficial to the residents of your block.

It is a good idea for the Block Captain to **welcome any new residents** and provide them with any material available from the neighborhood association or the city. Block Captains should also **keep an up-to-date block map with resident information**. (A sample block map is shown on the following page, 2-3).

# Sample Block Map



# Duties and Responsibilities

A shared responsibility between a minimum of **two households as Captains or “Co-Captains” is suggested**. This provides a back-up should one Captain be unable to attend meetings or develop the program. The St. Louis Park Police Department encourages Captains and Co-Captains to **make at least a one-year commitment**.

This page describes the Captains' duties in more detail:

1. Develop and maintain an ongoing conversation between the members of your block and the St. Louis Park Police Department. You will be the **liaison between neighbors and the police**. Should the need arise; Captains may be called on to “re-broadcast” urgent information to their neighborhood regarding an incident or crime pattern. An **up-to-date block map is essential**. Seek the assistance of others to maintain an accurate block map as neighbors move in and out.
2. Make sure your block has **at least one meeting a year**. Normally, we count the National Night Out block party as your yearly meeting.
3. **Enroll neighbors as participants**, Co-Captains and future Captains.
4. **Make sure households** not in attendance **receive the information** that is shared at each meeting.
5. **Greet new neighbors** that move into the neighborhood and introduce them to the Neighborhood Watch Program. Provide them with an information packet.
6. **Represent your block at Neighborhood Association meetings**.
7. **Participate in the training programs** conducted for Block Captains by the Block Captain's Advisory Council.
8. **Inform Community Outreach** if you or someone else cannot continue as Block Captain. If this happens, it would be more efficient if you found your own replacement and reported this information to Community Outreach.
9. **Be a good listener**.
10. **Involve everyone** (including youth). Be sure to enroll as many neighbors as possible in planning, implementing and identifying issues.

# So what's in it for me?

Current block captains have cited **Neighborhood Pride** as the number one reason for becoming a Neighborhood Crime Watch Block Captain. Other reasons include commitment to the safety of the neighborhood, communicating with and getting to know your neighbors, civic duty and giving back to the community.

More specifically,

1. **Reducing the risk of being a crime victim.** The risk is reduced because participants learn how to take preventive measures that substantially decrease the likelihood of becoming a crime victim at home and work.
2. **Being prepared to respond to suspicious activity.** Part of the Neighborhood Watch Program is **training your neighborhood to call 911** and how to effectively communicate suspicious activities to the police department.
3. **Neighborhood Watch Signs.** Criminals know that a neighborhood with a Neighborhood Watch sign is not an easy target because residents have taken the necessary steps to deter crime in their neighborhood. They know they are being observed. **DO NOT** depend on the crime watch signs to be the only deterrent of criminal activities. An **active** neighborhood is the best deterrent.
4. **Access to criminal activity information.** Neighborhood Watch Programs are designed to keep participants informed of criminal trends and patterns so they are better prepared to recognize and prevent criminal activities in their neighborhood.
5. **Knowing your neighborhood.** Neighborhood Watch promotes getting to know your neighbors and their regular patterns so that you will be able to recognize activity that *doesn't* fit regular schedules and, therefore, can be further investigated.
6. **Reducing fear.** Neighborhood Watch serves as a network for communicating criminal activities in the community. This results in reducing the fear of crime and making your community more livable.
7. **Beyond crime prevention.** Once the criminal activities have been addressed and the fear of crime has been reduced, Neighborhood Watch participants can move on to address other issues that may concern the community as a whole.

# Maintaining Your Neighborhood Watch Group

As an established Neighborhood Watch group, there are a number of activities that can be utilized to promote continued participation in the program. Use the power of the established group to everyone's advantage.

When a neighborhood **works together** to help take care of its residents, a safer and more cohesive neighborhood is created. The amount of **crime in the neighborhood is decreased** and a greater sense of well being is felt by all of the residents.

1. **Sign Posting Celebration:** Celebrate the first group achievement by getting together at the sign location.
2. **Recycling:** Work together as a group to recycle products and raise money for the Watch Group to purchase signs (if necessary) or other items for the good of the entire neighborhood.
3. **Group material purchasing:** Some businesses give discounts on large orders. Get together to make purchases of building material, plants and gardening supplies.
4. **Neighborhood Associations:** A delegate from your block can attend any Neighborhood Association that exists in the community. Residents can rotate attendance and your block can have an input in the planning and policy making for your area.
5. **Emergency planning:** Your block can get together to plan what to do in an emergency. Take inventory of special skills and equipment in case of a heavy storm or other emergency in your area.
6. **Telephone Calls / Visits:** Create a schedule to check on the elderly and shut-ins to ensure everything is all right with them.
7. **Working parties:** If residents have similar needs such as painting, gardening, housecleaning, snow shoveling, etc., they can work together to get the work done easier and faster.
8. **Holiday activities:** A community center or neighborhood church may donate space for a multi-family dinner. Decorating homes (or the block itself) can also be done together.
9. **Progressive dinners:** Portions of the meal are held at each house on the block and the entire population of the block goes from house to house until the meal is finished.

- 10. Car pooling:** Ride share not only to work (if possible), but also to shopping centers or the grocery store.
- 11. Block gardens:** Either a space common to all of the residents or an unused piece of land at someone's home can be used as a neighborhood garden. A harvest celebration can be held at the end of the growing season.
- 12. Exercise groups:** Walking together or joining an aerobics class with other neighbors can make exercise easier and more fun.
- 13. Block parties:** These get-togethers promote communication and relationships with neighbors. Don't forget to invite the neighborhood police officer or other city officials.

Anything you can think of that brings the neighborhood together is a good idea. Do not be afraid to suggest some type of activity. The group can only benefit from becoming involved with its members.

## Top Tips and Do's & Don'ts

### TOP TIPS

Ask neighbors to bring their calendars to meetings to facilitate setting future meeting dates.

Put out a collection can at meetings to cover your expenses.

Go door-to-door the week of the event for verbal RSVPs.

Enroll your paper carrier to help distribute flyers.

Combine meetings with adjoining Neighborhood Captains.

Have a sidewalk chalk art contest for the kids.

Institute a "Dog Watch Award" to recognize and acknowledge the dog walkers and their contributions to looking out for the neighborhood.

Include activities and conversations for the young and the old.

Find the neighbor who loves to plan parties to help.

### DO'S & DON'TS

**Don't** insert flyers or other information into mailboxes (it's against the law), but deliver them in person, or hang them on the door.

**Don't** wait until the last minute.

**Don't** expect too much from yourself the first year.

**Don't** try to do it all yourself; find at least one assistant.

**Do** enroll a nearby school or church to provide the meeting room.

**Do** ask other leaders what works and what does not work.

**Do** always start and end meetings on time. Allow for new neighborhood members to stay, socialize and get information normally reserved for the initial meeting.

**Do** have fun.

**Do** be a good listener.

# Four Basic Components of a Successful Meeting

Meetings are a key component to effective organizing efforts. They enable people to get to know each other, share information, make decisions, plan the implementation of decisions and review past actions or activities. It is vitally important that careful attention is given to all four components of effective meetings: **planning, inviting, conducting and following up.**

At the end of this section is a Leader Checklist, which can be a tool for you to use as you plan and run meetings.

## 1. Planning

- Planning can be done by a group of residents or by one or two individuals.
- Identify the reason for the meeting and what you want to accomplish.
- Determine how much notice people need (usually seven to ten days), and how long it will take to invite people.
- Set the date, time and meeting place.
- Arrange for refreshments and childcare, if necessary.
- Determine the number of households to be included and delegate who will invite which households.
- Set a deadline for inviting to be completed and have one person check with others to see how they are doing.
- Get invitations or other material you want to use when inviting.
- Write the agenda for the meeting. Decide who will chair the meeting and who will fill other roles. Set time limits for each agenda item. Arrange to get materials, information or guests needed for the meeting.

## 2. Inviting

- Personally inviting your neighbors ensures good participation.
- Be prepared, know what to say and choose times when people will be home.
- Get a commitment from people.
- Give reminders shortly before the meeting. (You may use the sample invitation on page 2-12, or customize your own for your particular neighborhood).

## 3. Conducting

### Preparing:

- ✓ Arrange the room so everyone can see. A circle or semi-circle is best.
- ✓ Make sure the chairperson has reviewed the agenda.
- ✓ Have materials and refreshments ready.
- ✓ Have an attendance sheet.
- ✓ Arrive early, greet people and establish a friendly, informal atmosphere.
- ✓ Use name tags if needed.
- ✓ Designate someone to take meeting minutes.

### **Chairing the Meeting:**

- ✓ Begin on time.
- ✓ Spend time on introductions.
- ✓ State the purpose and what you hope to accomplish at the meeting.
- ✓ Review the agenda and time limits.
- ✓ Encourage good discussion. Provide clear information to the guests. Listen to and respond to people's concerns. Keep the discussion moving, and point out areas of agreement.
- ✓ Decide on the next step(s). Check that everyone is clear on what is being decided.
- ✓ Make assignments and recruit volunteers for each. Set timelines and processes for volunteers accomplishing tasks.
- ✓ Set the next meeting date, or at least decide which month you want to meet again.
- ✓ End with a summary of what has been accomplished and what has been decided. Thank people for coming.

### **Encouraging Participation:**

- ✓ Ask questions. Use the group's knowledge rather than lecture to them.
- ✓ Call on people who aren't talking by name.
- ✓ Refer to stories or experiences of people in the group to illustrate points.

### **Sticking to the agenda:**

- ✓ Mention areas of agreement and summarize them before continuing.
- ✓ Defer long discussions until later in the agenda, to after the meeting or to the next meeting.
- ✓ If discussion on one point is getting long, ask the group if they want to move to another point, or have them decide which other agenda item to leave out.
- ✓ If an individual is dominating the discussion, try looking away from that person, ask them to talk about the topic with you after the meeting or mention that the time is getting short. Ask them to do something specific with their idea and report back, or ask them to help keep track of the time so you can stick to the agenda.
- ✓ If someone tries to dominate discussions, find a task for them, such as keeping time, recording, refreshments, providing information on a topic, etc.

## **4. Follow-up**

- Get together with people who planned the meeting to review what happened.
- Review decisions made and volunteer assignments and assign someone to check that volunteers understand their tasks and get them done.
- Arrange to get information or resources needed for the next meeting.
- Set deadlines for tasks to be accomplished before the next meeting.
- Set a date for the planning meeting for next block meeting.
- Make sure people who weren't at the meeting are briefed on what happened, and encourage them to attend the next meeting.
- Mail attendance sheets and meeting minutes to Community Outreach. You may want to request crime prevention material also.

# Leader Checklist for Meetings

## Before the Meeting

- Have a planning meeting.
- Identify the purpose and goals of the meeting.
- Set a date, time, place and chairperson.
- Arrange for refreshments, childcare, etc.
- Arrange to get needed materials.
- Set a deadline by which everyone is invited and decide who will invite whom.
- Write an agenda with time limits.
- Make sure the hosts, chair and other specific roles understand their tasks.
- Check with people who are inviting neighbors to see how they're doing.
- Hand out reminder notices one or two days before the meeting.

## At the Meeting

- Relax and enjoy yourself.
- Have people sign the attendance sheet.
- Start on time.
- Stick to the agenda.
- Encourage participation.
- Make specific group decisions.
- Hand out any materials.
- Make clear assignments.
- Set the date and topic for the next meeting.
- Leave time for socializing.

## After the Meeting

- Review the meeting with the planning group.
- Make sure volunteers understand their tasks.
- Set deadlines for tasks.
- Arrange to contact people who did not attend the meeting and give them any materials.
- Set the date for planning for your next meeting/event, or assign someone to do that when it is closer to the designated date.
- Send the attendance sheet and meeting minutes to Community Outreach.

# PLEASE PLAN TO ATTEND OUR ANNUAL NEIGHBORHOOD CRIME WATCH MEETING

We will be discussing:

- 
- 
- 
- 
- 
- 
- 
- 
- 

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

*Refreshments will be served.*

If you are unable to attend, but would like more information, please call

\_\_\_\_\_ at \_\_\_\_\_.

**BUILDING A STRONGER COMMUNITY ONE BLOCK AT A TIME.**

# Mediation Information

## What is Mediation?

Mediation is an alternative dispute resolution process where the parties involved in a dispute meet with a neutral third person to discuss a fair solution. Mediation is used as an alternative to a court proceeding.

## What is a Mediator?

A mediator is a volunteer or professional who assists the parties in reaching a fair solution. The mediator does not take sides and is not concerned with “right and wrong”. Their main goal is helping the parties reach agreement.

## When is Mediation Useful?

Mediation is useful if there is a dispute between neighbors, consumers and businesses, landlords and tenants, family members, students, employers and employees, citizens and agencies, residents and cities, offenders and victims, etc.

## What are the Benefits?

1. Both parties agree to work together to reach an agreement.
2. Faster solution to the dispute.
3. Discussions are confidential.
4. No blame is placed. Win-Win is emphasized, rather than Win-Lose.
5. Saves money—service is usually free of charge.
6. No court proceedings (where everything is public).
7. Agreement is made by the parties involved, not a judge.

For more information on mediation services in this area, call the Community Mediation Services, Inc. at (763) 561-0033.

# Neighborhood Safety Reminders

The St. Louis Park Police Department encourages residents to work in partnership with them to help keep our neighborhoods safe. Review these important safety reminders and share them with your family.

## Please Practice These Safety Habits

- Be aware of your surroundings at all times.
- Always lock your doors, even if you only plan to be in your yard.
- Always lock your car, and do not leave personal items in the car.
- Remind children not to talk to, or approach, strangers.
- Tell your children not to answer the door or phone when they are home alone.
- Do not answer your door if you are unsure of who it is, or if you feel unsafe.
- Consider updating doors and locks, or installing an alarm system.
- Improve exterior elements (such as lighting with motion detectors).
- Keep bushes near house windows trimmed so someone can't hide behind them, and patrol cars have a clear view of your house.
- Join Operation ID and engrave your property. Keep a list of all your valuables.
- For more information, or to arrange for a home premise survey, please contact St. Louis Park Police Department Community Outreach at (952) 924-2661.

## When You See Suspicious Activity

- If something does not look or feel right, it probably isn't. Trust your instincts!
- Let the police know what's happening. They can't help you if you don't tell them.
- NEVER hesitate to call 911. It does not have to be an emergency.
- Pay attention to details. Write down important information and contact the police with information as soon as possible.

# Section 3

# **St. Louis Park Police Department Organization**

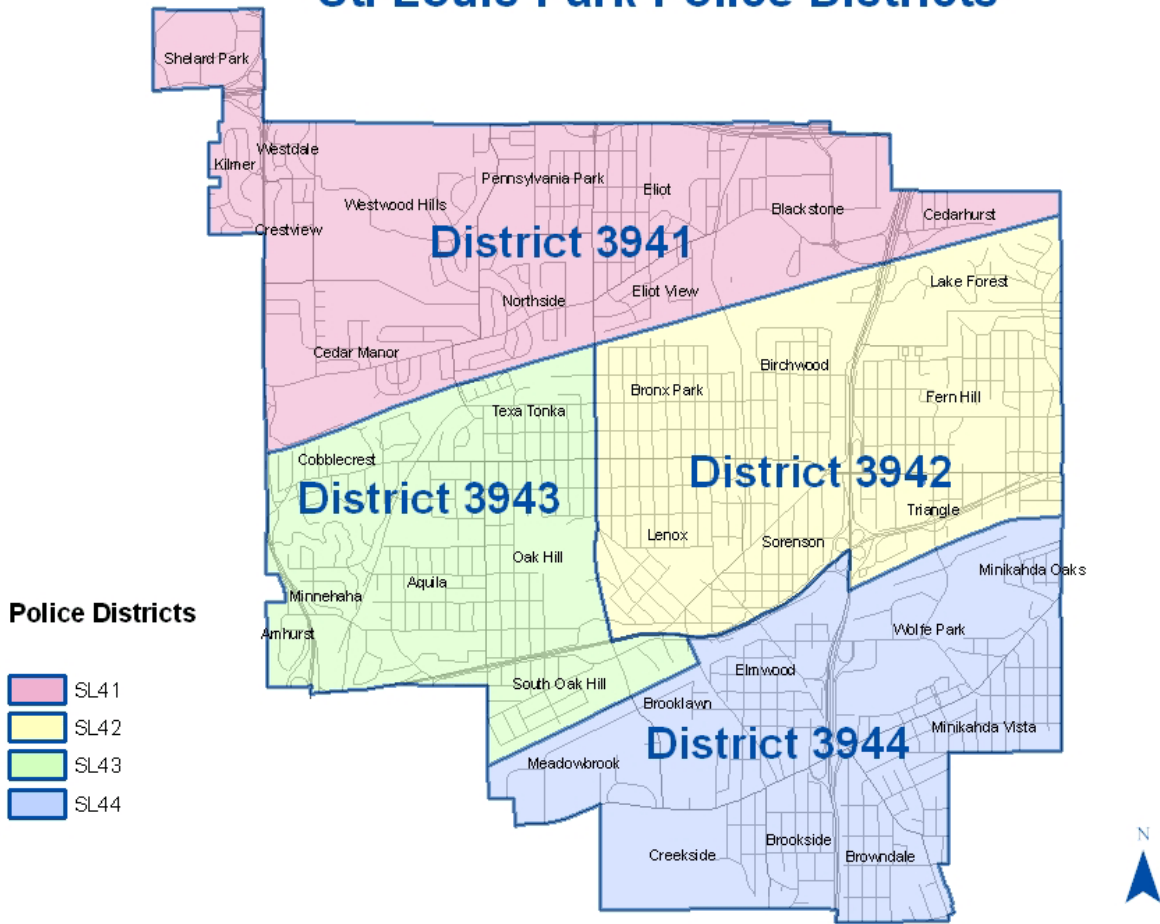
The St. Louis Park Police Department has a total of 74 employees. 51 are sworn police officers, eleven are dispatchers, four are Community Service Officers and the remaining eight are office personnel. (A copy of the organizational chart is on the following page).

As stated in section one, in 1995 the St. Louis Park Police Department made a commitment to the Community-Oriented Policing philosophy. To assist in the change, the working schedule of the patrol officers was changed from a rotation of eight-hour working days, to a schedule that has a combination of ten and twelve hour shifts. Officers were also able to bid by seniority for geographic areas of the city, which we call police districts. For patrol reasons, we have split the city into four police districts. The 35 neighborhoods that comprise St. Louis Park are all included within the four police districts. (See the city map between pages 4-2 and 4-3). Officers will work in the same police district for a period of one year.

With officers responsible for certain geographic areas, we also overlap some patrol shifts to accommodate our calls for service load. The day shift officers start working at 6:30 A.M. and work until 4:30 or 6:30 P.M. The middle shift officers begin their shift at 4:00 P.M. and work until 2:00 or 4:00 A.M. The overlap occurs when the night shift officers begin at 9:00 P.M. and work until 7:00 A.M. The relief shift officers begin at 10:00 A.M. and work until 6:00 P.M. So, as you can see, St. Louis Park has officers on duty 24 hours a day and seven days a week.

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# St. Louis Park Police Districts



# District Officers for 2009

<b>District 3941</b>	<b><u>Day Shift (0700-1700)</u></b>	<b><u>Middle Shift (1700-0300)</u></b>
	Officer Hinz 215	Officer Tomasko 225
	Officer Nadem 227	Officer McNeil 235
<b>District 3942</b>	<b><u>Day Shift (0700-1700)</u></b>	<b><u>Middle Shift (1700-0300)</u></b>
	Officer Wasmund 212	Officer Herman 229
	Officer Flaherty 200	Officer Riegert 222
<b>District 3943</b>	<b><u>Day Shift (0700-1700)</u></b>	<b><u>Middle Shift (1700-0300)</u></b>
	Officer Maki 219	Officer Jensen 232
	Officer Barnes 230	Officer Peltola 269
<b>District 3944</b>	<b><u>Day Shift (0700-1700)</u></b>	<b><u>Middle Shift (1700-0300)</u></b>
	Officer Lewis 203	Officer Hagen 226
	Officer Fisher 205	Officer Pollitz 257

To call any of the above listed officers, dial **(952) 924-2101** to activate the voice mail system. Then follow instructions and enter the three-digit code to the right of the officer's name.

## St. Louis Park Crime Prevention Fund

The St. Louis Park Crime Prevention Fund has been a valuable asset to the department and the city since 1976. The Crime Prevention Fund is a private, non-profit corporation administered by a volunteer board of directors. 100 percent of all contributions go directly to local crime prevention activities.

The St. Louis Park Crime Prevention Fund uses donations to buy equipment that the police department could not otherwise afford. Money is also used to pay expenses involved with criminal investigations as well as for rewards for tips that lead to an arrest. Crime Prevention Fund money also helps pay for youth programs such as DARE (a drug prevention program) and buy supplies for the Neighborhood Crime Watch program.

Money from the Crime Fund has been used to help purchase a speed trailer, equipment for the Police Reserves and glow lights for children who attend National Night Out block parties.

# ST. LOUIS PARK COMMUNITY PROFILE

Area (square miles) .....	10.64
Population (2000 Census).....	44,126
Number of Sworn Police Officers .....	51
Sworn Police Officers Per 1,000 People .....	1.16
Population Density Per Square Mile.....	4,147
Sworn Police Officers Per Square Mile .....	4.8
Median Age .....	35.7
Average Household Size	
Owner-Occupied Units.....	2.26
Renter-Occupied Units.....	1.77
Average Home Price	
Median Sale Price 2003.....	\$210,000
Median Household Income.....	\$49,260
Median Family Income .....	\$63,181
Housing Units.....	21,972
Single Family.....	11,549
Duplex.....	426
Townhomes / Condominiums .....	2,561
Apartment Units .....	7,436
Schools .....	17
Public .....	7
Private.....	10
Business and Industrial Establishments.....	2,700
Employment Status (Age 16 and Over)	
In Labor Force .....	75.2%
Not In Labor Force.....	24.8%
Fire Class .....	IV
Moody's Financial Rating .....	Aa1

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Sources:     *City of St. Louis Park*  
               *Minnesota Department of Employment and Economic Development*  
               *U.S. Bureau of the Census*

# St. Louis Park Police Department

## Introduction to Crime Statistics

The goal of the St. Louis Park Police Department is to plan, organize, direct and control the activities of departmental employees toward the prevention of crime, enforcement of the laws and protection of life and property by providing efficient and economical police services to the community. The department continually seeks to improve these components of its operations in order to provide the most effective and professional response in all situations—emergency and otherwise.

In analyzing crime statistics, several factors must be taken into consideration:

1. Statistics reflect only reported crime.
2. Population of the city during various times of the day.
3. Proximity of the city to two major metropolitan areas.
4. The demographics of the city.

The police department has no control over any of the above factors. Therefore, the efforts of the department are concentrated on the deployment of personnel, which is evaluated continuously, and services are provided accordingly.

The department continues to improve and adapt its operations in order to provide the best service possible for the needs of the community.

For up-to-date crime statistic information, please visit the City's website at [www.stlouispark.org](http://www.stlouispark.org) and click on "police department" followed by "statistics and maps."

# City Government

## City Council Members

Mayor:	Jeff Jacobs
At-Large:	Paul Omodt
At-Large:	Phil Finkelstein
Ward One:	Susan Sanger
Ward Two:	John Basill
Ward Three:	Loran Paprocki
Ward Four:	C. Paul Carver

## City Council Meetings

The city council meets on the first and third Mondays of each month at 7:30 P.M. in City Hall. When the meeting date falls on a holiday, the meeting is rescheduled (usually to the next evening).

The public is welcome to speak before the city council about any item on the meeting agenda. The agenda lists the items of business that will be considered at the meeting as well as possible actions the council may wish to take on each item. The council is not restricted to the actions listed on the agenda. On the meeting night, agendas are located on the counter just inside the entrance to the council chambers. Agendas are also available from the city manager's office on the Friday before the council meeting and are shown on civic cable channel 35.

If you plan to speak to the council, it's best to arrive at the beginning of the meeting. To speak before the council, simply fill out a blue card (available in the council chambers). After you have completed the card, take it to the council table and the mayor will call on you when that agenda item is discussed. You may also leave a message for council members by calling the city council members' message line at (952) 924-2191.

The city council welcomes public participation at all meetings. Arrangements for a sign language interpreter or other assistance can be made by calling (952) 924-2520 at least three days before the meeting.

All regular meetings of the city council are cablecast live on channel 35. Tapes of city council meetings are replayed on Thursdays at 7:00 A.M. and 2:00 P.M. and on Fridays and Saturdays at 10:00 A.M. and 7:00 P.M. School board meetings are cable cast on Mondays at 10:00 A.M., Tuesdays at 7:00 P.M., Wednesdays at 7:00 A.M. and 2:00 P.M. and Sundays at 10:00 A.M. and 7:00 P.M. Videotapes of city council and school board meetings may also be viewed at the St. Louis Park Public Library or by calling the civic television coordinator at (952) 924-2660.

# City Telephone Numbers

(www.stlouispark.org)

Unless otherwise noted, all telephone numbers are area code (952). For direct access, dial the following numbers:

Emergency: Police, Fire, Medical .....	911
General City of St. Louis Park Information .....	924-2500
General Information TDD (Telecommunications Device for Hearing Impaired).....	924-2518
Accounts Payable.....	924-2680
Animal Control.....	924-2133
Apartment Complaints.....	924-2682
Assessing (Property Taxes & Homestead).....	924-2535
Building Permits .....	924-2588
Cable TV (Civic Channels 15, 17 & 96).....	924-2660
Cable TV (Video Classes) .....	924-2528
City Council Information .....	924-2525
City Manager’s Office .....	924-2525
Construction / Utility Projects .....	924-2555
Community Liaison (Neighborhood Associations).....	924-2814
Economic Development .....	924-2197
Elections.....	924-2505
Fire Department (Administration / Information) .....	924-2595
Fire Station #1 (South) .....	924-2597
Fire Station #2 (North).....	924-2598
Flood Plain .....	924-2592
Forestry .....	924-2565
Garbage Collection.....	(763) 783-5423
Garbage Bills.....	924-2111
Homestead.....	924-2534
Housing Inspections .....	924-2588
Housing Authority Information Line (Subsidized Housing, Section 8).....	924-2514
Housing Programs.....	924-2579
Housing Authority TDD (Telecommunication Device for Hearing Impaired).....	924-2668
Human Resources (Jobs).....	924-2520
Human Rights Phone Line .....	924-2506
Inspections Department (Building Permits, Inspections) .....	924-2588
Jobs “Hot Line” .....	924-2527
Liability Claims .....	924-2513
Licenses (Dogs) .....	924-2588
Licenses (Business & Contractor) .....	924-2588
Licenses (Gambling & Liquor) .....	928-2840
Nuisance Complaints .....	924-2589
Official Records.....	924-2505
Parks & Recreation General Information.....	924-2540
Facility Rental.....	924-2540

Nature Center .....	924-2544
Park Maintenance .....	924-2565
Recreation Center .....	924-2540
Youth & Adult Sports .....	924-2540
Weather Cancellation / Event Information .....	924-2567
Planning (Community Development) .....	924-2572
Police General Information .....	924-2600
Administration / Records .....	924-2600
Non-Emergency Service Requests .....	924-2618
Community Outreach .....	924-2661
Crime Tip Line .....	924-2165
Duty Sergeant .....	924-2616
Property Taxes .....	924-2535
Public Works & Engineering .....	924-2555
Recreation Center Rental .....	924-2540
Recycling Collection & Service .....	(763) 783-5423
Snow Emergency "Hot Line" .....	924-2180
Snowplowing .....	924-2563
Storm Water .....	924-2555
Street Lights, Traffic Signals & Stop Signs .....	924-2562
Street Maintenance .....	924-2562
Traffic Sign Requests .....	924-2555
Voting .....	924-2505
Water & Sewer Billing & Service .....	924-2111
Water & Sewer Operations & Maintenance .....	924-2558
Web Site .....	924-2521
Zoning Information (Setbacks) .....	924-2592

# St. Louis Park Public Schools

([www.slpschools.org](http://www.slpschools.org))

Unless otherwise noted, all telephone numbers are area code (952). For direct access, dial the following numbers:

<b>General Information (Telephone)</b> .....	<b>928-6000</b>
<b>General Information (Fax)</b> .....	<b>928-6020</b>
Emergency School Closing Hot Line .....	928-6055
School Board Message Line .....	928-6040
Senior High Athletics Hot Line.....	928-6059
Daily School Bus Hot Line .....	928-6046
Superintendent.....	928-6001
<b>Community Education</b> .....	<b>928-6060</b>
Adult Basic Education.....	928-5343
Adult English Classes.....	928-6746
Adult Enrichment Classes.....	928-6419
Early Childhood Family Education .....	928-6777
Gymnastics.....	928-6781
Senior Programs.....	928-6444
Summer Programs .....	928-6325
Swimming Lessons.....	928-6780
Volunteer Office.....	928-6790
Youth Enrichment Classes .....	928-6782
<b>Kindergarten – 12<sup>th</sup> Grade Schools &amp; Departments</b> .....	<b>928-6000</b>
Community Relations .....	928-6064
Curriculum / Staff Development.....	928-6073
Registration for New Students .....	928-6023
Special Education.....	928-6068
Aquila Primary Center .....	928-6500
Cedar Manor Intermediate Center .....	928-6555
Peter Hobart Primary Center .....	928-6600
Susan Lindgren Intermediate Center.....	928-6700
Spanish Emersion School.....	928-6759
Junior High School .....	928-6300
Senior High School.....	928-6100
<b>Community Centers</b> .....	<b>928-6000</b>
Brookside Community Center.....	928-6060
Central Community Center .....	928-6777
Eliot Community Center.....	928-6060
Lenox Community Center .....	928-6444
<b>Child Care</b> .....	<b>928-6000</b>
Lenox Preschool.....	928-6440
Central Preschool & SuperKids .....	928-6775
Junior High Preschool .....	928-6329
Junior High SuperKids.....	928-6315
<b>Swimming Pools</b> .....	<b>928-6000</b>
Central.....	928-6791
Junior High .....	928-6344
Senior High.....	928-6161

# Section 4

# 911 Response Number

## Introduction

When you dial 911 from any telephone in Minnesota, your call is automatically sent to the proper police or fire dispatch center for the location from which you are calling. When you dial 911 in St. Louis Park your call is answered at the St. Louis Park Police Department.

As you may know from watching television programs, your address and telephone number are automatically displayed to the 911 operator when you call. However, it is important that you stay on the line and ***explain what type of help is needed and where it is needed.*** 911 operators are trained to ask you questions that are helpful in determining ***which*** agency should respond and ***how quickly*** they should respond. By answering these questions you are helping them provide the best possible ***response.***

It is also important to remember that calling 911 does not necessarily mean you will get an ***immediate*** response. All police, fire and emergency medical services will respond to your needs as quickly as possible. However, if these agencies are busy, a response will be provided in the order of urgency.

## What if I don't need a response?

If you have a general question about police procedure, or you would like to invite an officer to your block club meeting, please do not call 911. These are types of calls you can handle by calling (952) 924-2618, the non-emergency number to the police and fire dispatch center.

Other police and fire administrative telephone numbers are as follows:

- Police / Fire Communication Center (952) 924-2618
- Police Administration / Records (952) 924-2600
- Fire Administration (952) 924-2595
- Community Outreach-Police (952) 924-2661

## Does it have to be an emergency to use 911?

No. Call **911** in any case when a police, fire or ambulance ***response*** is needed. Some examples are:

- ◆ Sounds of shots or alarms
- ◆ Sounds of glass being broken
- ◆ Disturbances
- ◆ Unfamiliar person in your neighborhood
- ◆ Suspicious vehicle parked on your street or driveway
- ◆ Car driving slowly down your alley with no lights on

## Additional Information

1. State regulation requires all pay phones to be able to dial 911 without depositing coins. Any phone (including privately owned phones) that requires a coin deposit to dial 911 is in violation of the law.
2. All public safety dispatching centers in Minnesota are now equipped to receive TTY / TTD calls from the hearing and speech impaired.
3. If you call 911 for help but are unable (or too afraid) to speak, it is important that you give the 911 operator some indication that you need help. Don't just dial 911 and hang up. Help is **not** automatically sent if you do.
4. If you have a cellular phone (car or portable), you can dial 911 and your call may be answered by the Minnesota State Patrol Dispatchers. If your call requires a response from a local agency, such as St. Louis Park, you will be transferred to the proper dispatcher. There is no charge for a 911 call from a cellular phone.
5. 911 works with poison control. If someone has taken poison, call 911. The 911 operator will notify the appropriate response agency and, if necessary, you will be connected with the Hennepin County Poison Control Center. If you only want information about poisons, you can call (612) 873-2155.
6. There is no cost for dialing 911 to request assistance but there may be costs for services provided, such as ambulance transportation. These charges result regardless of the number dialed.
7. If you wish to speak to St. Louis Park Communications Center staff about the handling of your call to 911, you may call their administrative number at (952) 924-2618.
8. When dialing 911 regarding an incident occurring at another location, (e.g. calling about a loud party across the street), it is important to **specify the exact address and / or location (e.g. intersection of Minnetonka Boulevard and Dakota Avenue) where the incident is occurring if at all possible**. Therefore, it is important that 911 calls are connected to that address to document any possible problems.

# Watching and Reporting Suspicious Activity

Basically, anything that seems even slightly “out of place”, or occurs at an unusual time of day could be criminal activity. If something does not look or feel right, it probably isn't. Trust your intuition! Some of the most obvious events to watch for and report include:

- Any stranger entering your neighbor's unoccupied house could be a burglar.
- A scream heard anywhere might possibly be a robbery or assault.
- Offers of merchandise at ridiculously low prices is an indication of stolen property.
- Anyone peering into parked vehicles may be considering stealing the vehicle, the valuables inside or both.
- Persons entering or leaving a business establishment, office building, school or church after hours could be burglars.
- The sound of breaking glass or any loud explosive noise could mean an accident, burglary or vandalism.
- Persons loitering around schools, parks or secluded areas in a neighborhood could be burglars.
- Non-residents of a neighborhood observed loitering could be burglars.

# Suspicious Events That May Appear Normal

Although every stranger entering your neighborhood may not be a criminal, you should still remain alert. There are many perfectly normal and legitimate reasons for non-residents to be in your area. Everyday mail carriers, repair personnel, door-to-door sales people and delivery personnel are seen and accepted. Criminals are aware of this acceptance and often assume the guise of legitimate business representatives to burglarize homes and stores.

Check identification of all solicitors, meter readers, delivery persons and repair personnel prior to permitting entry into your home. If in the least doubt, call the company before letting anyone in, getting the number from telephone information. (The number given you by the individual may be staffed by a cohort). ***Be suspicious*** of an alleged delivery person with a wrong address or asking if someone else lives there.

Some of the not-so-obvious events to watch for are:

1. **Someone going door-to-door in your neighborhood.** Watch for a short period of time. Take notice whether one or more persons tries a door to see if it is locked, peers into windows or enters a side or back yard. Any one of these actions may indicate a possible burglar. Most suspicious is when one person enters a backyard of the house, while the other remains in the front or in a car following a short distance away. Call the police immediately. **Do not wait until the person leaves.**
  2. **Open or broken doors or windows at a closed business or residence.** When owners are absent, it could mean a burglary is in progress or already completed.
  3. **A beam from a flashlight in a neighbor's home.** Especially if you know that the neighbor is currently away from home.
  4. **Persons making a quick change of vehicles.** May be attempting to elude the police or abandoning a stolen vehicle.
- Never, under any circumstances, permit anyone to enter your home for the purpose of using the telephone. If there is an emergency, offer to make the call for the party. Regardless of how friendly or polite the stranger may appear, avoid the possibility of being robbed or worse.
5. **Human traffic to and from a certain residence.** Is not suspicious unless it occurs on a daily or very regular basis, especially during late or unusual hours. It could possibly be drug-dealing activity.
  6. **Vehicles being loaded with valuables.** If parked in front of a closing business or unattended residence, even if the vehicle is a legitimate looking commercial vehicle, theft may be occurring.