



## Police Department Services

A community's quality of life is dependent upon its citizens feeling comfortable, safe and protected. St. Louis Park works diligently to maintain community safety and order, prevent crime, and protect life and property from fire and environmental hazards.

The Police Department's mission is to provide citizens with quality service, professional conduct, and a safe environment in which to live, work and learn. The Police are committed to an active partnership with the community to work together to solve problems and prevent crime and disorder.

In 1995 the Police Department shifted its emphasis from an agency responding to crime to an agency dedicated to preventing crime. This shift resulted in a commitment to the Community-oriented Policing operating philosophy that the department continues to employ today. Community-oriented Policing has been recently recognized as best practices in policing by The President's Task Force on 21st Century Policing Report issued in 2015. Community-oriented policing and partnership building with the community help identify and solve problems before they become more serious issues or turn into crime. The intent is to work on prevention and resolving issues that affect the well being of the community. Preventing crime is defined as, "The anticipation, recognition and appraisal of a crime risk and the initiation of some action to remove or reduce the risk." Community policing emphasizes interaction and partnerships between officers, residents, schools, businesses, places of worship and local city government. Community policing innovations continue to provide new ways to make neighborhoods a safe place in which to live, work and learn.

## Public Safety and Order

The major purpose of the Police Department is to provide a safe and secure city by curtailing crime and disorder in the community. Operational strategies of the Police Department were developed to encompass the entire range of services available to effectively address crime and disorder in addition to quality of life issues. Using established operational strategies, the Police Department works in partnership with other city departments, residents, business owners, school officials and other community members to deliver both proactive and response services. Operational strategies include:

1. Incident Response: Patrol officers responding to routine calls for service (past-action crime reports, animal complaints, etc.).
2. Emergency Response: Patrol officers respond to emergency incidents (medical, fires, vehicle accidents, in progress crimes, etc.).
3. Criminal Investigations: Police work done after a crime has occurred. Patrol Officers fully investigate crimes they respond to, however there are times when Investigators need to conduct further investigation, conduct search warrants, and prepare cases for processing.
4. Preventive/Directed Patrol: Information is collected, analyzed and disseminated to department personnel in an effort to proactively address specific issues (typically, traffic complaints, animal complaints, nuisance properties) and crime trends. Department resources are directed to problem areas and response strategies are created to effectively solve problems.
5. Problem Solving: A systematic process for identifying, analyzing, responding and assessing an issue that may become a problem. This work includes partnerships with all stakeholders. The Department's Information Management Group will assist in the problem solving process. Officers and other department personnel are responsible for conducting the appropriate response strategies.
6. Collateral Services: This encompasses Police services such as animal control, the dispatch center and clerical staff who assist officers in their work.

## Partnership Building

The Police Department understands the interdependent relationship it has with the community and recognizes the importance of keeping the community connected and engaged with the city. When police are assigned to geographic areas for an extended period of time, it gives officers an opportunity to interact with community members and to develop and maintain relationships. When people feel the police are attentive to quality of life issues in the neighborhood, they are more likely to share information which enables police to become more effective at identifying problems or issues that are arising, preventing crime and disorder and solving crime incidents that do occur.

The police department also partners with Hennepin County in the Joint Community Police Partnership (JCPP) which is a collaborative effort of the cities of Bloomington, Brooklyn Center, Brooklyn Park, Crystal, Hopkins, Richfield and St. Louis Park. The mission of the JCPP is to enhance communication and understanding between law enforcement officers and multicultural residents of these cities. By building trust and communication between the police and community members, we will ultimately improve the safety and livability of our communities.

To assist in providing easily accessible services to the community the police department utilizes three substations located throughout the city:

1. The Texa-Tonka Community Oriented Policing (C.O.P.) Shop: A police substation has been established at the Texa-Tonka Shopping Center. This office is also used as an off-site station for officers while on duty.
2. The Excelsior and Grand C.O.P. Shop: A police substation has been established at the Excelsior and Grand complex. This office used frequently by district officers for report writing and follow-up work.
3. The West End C.O.P. Shop: A police substation has also been established at the West End Shopping Center. This office is also used frequently by district officers for report writing and follow-up work.

## Neighborhood Building

Although most people think robbery, assault, and rape would be the crimes of greatest concern to neighborhoods, surveys conducted by the Police Department have consistently shown that residents are far more concerned with “quality of life” issues. Neighborhood surveys are conducted by the department and every neighborhood is surveyed once every two years. The typical issues identified include speeding cars, loud parties, disruptive juveniles and poorly maintained properties. These surveys are followed up by meetings within that neighborhood to address any additional questions on how the department will be addressing the concerns from the surveys.

The quality of life issues, for the most part, cannot be solved by enforcement action alone, so problem solving efforts by the Police Department involve coordinating appropriate city departments, community resources and neighborhood associations.

Quality of life issues require a new set of referrals and partnerships because in neighborhoods, the residents themselves must voluntarily comply with identified neighborhood standards. Partnerships between police and neighborhoods are desirable to raise neighborhood awareness. The Community Liaison staff person works with all neighborhood associations in an effort to build stronger neighborhoods and connections in the community. This helps people to know their neighbors and watch out for each other, creating a better sense of community and sense of security.



A neighborhood association is simply a group of neighbors who come together to coordinate efforts to maintain or improve a neighborhood. It's about developing relationships with each other, the city government and other neighborhoods. St. Louis Park neighborhood associations have no governing authority and cannot implement ordinances or regulations. Most neighborhood associations in St. Louis Park keep neighbors updated through a newsletter or regular email updates and sponsor community building activities. Each year, Neighborhood associations are given an opportunity to apply for grant funding provided by the city for those activities. They also serve as liaisons from their neighborhoods to the city. Neighborhood Leaders assist with information sharing of development projects, road construction projects and various other projects, initiatives and events hosted by the city, and provide feedback regarding those projects.

In collaboration with the police and other city departments, the community liaison also hosts an annual Neighborhood Leaders Forum to bring neighborhood leaders together to learn about city initiatives, share ideas, receive grant applications, and hear from guest speakers.

## Community Engagement

Community Engagement is critical to involve residents in a partnership with the police department. St. Louis Park officers and staff are committed to an active partnership with our community as we work together to solve problems and prevent crime. The police department's Community Outreach group is a full time staff that works on engaging the community through various programs. Community Outreach Programs include:

### Neighborhood Watch

This program involves the active participation of neighborhood residents in cooperation with law enforcement to reduce crime in the community. There are over 300 Neighborhood Watch groups in the city.

## National Night Out

This annual city-wide event is hosted the month of August to bring neighbors outside and to encourage them to get to know one another. Police, Fire, and other city departments go to parties to interact with residents, answer questions and to get the word out about crime prevention.

## Citizens Police Academy

This ten-week training program is an opportunity for citizens who live or work in St. Louis Park to interact with members of the Police Department, increase their understanding of the role and function of the Police Department, and learn how citizens can play an integral part in crime prevention.

## New American's Academy

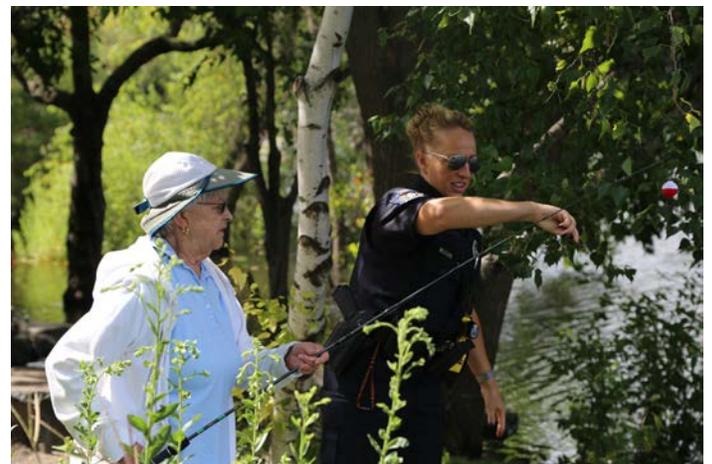
The six week academy is designed for adult immigrants and refugees who want to learn more about police procedures and laws, as well as an overview of other city services. This is done in partnership with the St. Louis Park Community Education Adult Options program.

## Home Premise Surveys

Upon request, an officer will complete a Home Premise Survey of residents' homes in St. Louis Park and advise the homeowners of things that can be done to provide better security for their homes.

## Business Premise Surveys

Upon request, an officer will complete a Business Premise Survey for business owners or managers in St. Louis Park and advise the businesses of things that can be done to provide better security for their businesses.



## Crime Free Multi-Housing Program

This is a three-phase program designed to reduce the incidents of crime and disorder in rental property. Phase 1 is an eight-hour training seminar for apartment owners and/or managers. Phase 2 is a survey of the apartment complex to make sure it meets minimum security requirements. Phase 3 is a crime prevention meeting for tenants. Police officers are assigned to rental properties in their districts. Each officer has continued contact with apartment managers and owners to discuss various issues.

## Bicycle Patrol Program

The bike patrol works primarily in the city's parks and trails, interacting with the public, answering questions and providing information and literature about the city and the parks. Bike patrol also works with other agencies on problem areas.

## Chaplains Program

The department has seven volunteer Chaplains that are available to provide professional, non-denominational services to residents in need and for the Police Department employees and their families.

## Coffee with a Cop

Instead of coming to the Police Department to speak with an officer, this program puts officers in a coffee shop to simply be available for questions. This is also a great way for members of the community to meet their police officers in a casual relaxing atmosphere.

## Cops N Kids programing

The department has implemented a number of youth activities to engage young members of the community. The police department offers an annual safety camp, Cops N Kids Holiday Shopping event, fishing with a Cop event, the Skate Park Extravaganza, Jobs in the Park and mentoring activities with students during winter, spring and summer breaks.

## Police Department Goals and Strategies

1. **Continue to emphasize safety and the prevention of crime and disorder through the use of the Community Oriented Policing philosophy.**



### Strategies

- A. Develop crime prevention partnerships with our schools, businesses, neighborhoods and places of worship.
- B. Continue employee development in Fair and Impartial Policing and Procedural Justice.

2. **Build problem-solving relationships with people in the community. Continue to encourage neighborhood involvement and partnerships to promote a safe and healthy community.**



### Strategies

- A. Provide education on the role of the police department in the community through the New Americans Academy, Citizens Academy, and School Resource Officers.
- B. Building strong neighborhoods through National Night Out, Neighborhood Watch programs and the Neighborhood Associations.
- C. Enhanced Community engagement activities such as Coffee with a Cop and our Cops N Kids programming.
- D. Continue to partner with Hennepin County in the Joint Community Police Partnership to enhance communication and understanding between law enforcement officers and multicultural residents.

3. **Expand the ability of city staff to solve problems, decrease incidents of crime and disorder and assist people in making connections to needed services.**



### Strategies

- A. Identify and address quality of life issue in the community through community surveys and neighborhood meetings.
- B. Engage other city departments, community members, and local businesses to assist in crime prevention.