

OFFICE OF OPERATIONS

ORDER NO. 1

January 22, 1997

TO: All Concerned Personnel, Office of Operations

FROM: Director, Office of Operations

SUBJECT: COMMUNITY-POLICE PROBLEM SOLVING FORM AND REPORTING CRITERIA

PURPOSE

This Order establishes the Community-Police Problem Solving (C-PPS) Form and reporting criteria.

INFORMATION

Community-Police Problem Solving is an integral component of the Department's Community Policing philosophy. To assist Department personnel in their C-PPS efforts and to standardize a report format, a C-PPS Form has been developed. The C-PPS Form will also provide a means for capturing and sharing C-PPS information, resources and success stories. The C-PPS Form has been developed as a hard copy form. In addition, reporting criteria has been established to assist personnel in determining the need to report a C-PPS effort.

The C-PPS Form follows the Scanning, Analysis, Response and Assessment (SARA) problem solving model.

Community-Police Problem - Defined

A community-police problem is defined as:

- * Two or more incidents that are similar in nature;
- * Incidents that are causing harm, or have the potential to cause harm;
- * Incidents that are of concern to the community; and,
- * Incidents in which there is an expectation for the Department to take some action in response to the problem.

Community-Police Problem Solving
Form and Reporting Criteria
Page 2
1.2.1

PROCEDURES

Reporting Criteria

When members of the Department become aware of a community-police problem that meets one or more of the following criteria, a C-PPS Form may be completed. The criteria for reporting a C-PPS effort includes:

- Significant community-police problems, as defined above;
- Problem solving that would utilize unique resources or strategies, regardless of size or scope;
- Problems that do not necessarily meet one of the above criteria but could be used as a training opportunity for personnel not familiar with the C-PPS process and report form; or,
- Other community-police problems as approved by a supervisor.

NOTE: This form should not be considered to be a measurement of the quantity of C-PPS efforts initiated by an officer or Area. Instead, it should be considered a tool to record valuable information for future use and reference, and to assist officers as they conduct C-PPS activities. All requests by officers to complete a C-PPS Form shall be reviewed and approved by a supervisor.

Use of Form

The C-PPS Form is used to document problem solving efforts. A master C-PPS Form is attached to this Order for duplication as necessary (Attachment No. 1). Progress is also being made to include the form as a template on the Local Area Network (LAN) system. Also attached to this Order is a C-PPS Form exemplar (Attachment No. 2), that may be used as a general guide to assist officers in their reporting efforts.

The information captured by the form will provide documentation of problem solving efforts and facilitate information gathering for future reference by Department personnel when conducting similar efforts. Until further notice, Community Policing Group (CPG) has agreed to act as the central repository for reported C-PPS efforts, which officers may use as a C-PPS resource and problem solving tool. Officers may contact CPG for information contained in the C-PPS database.

COMPLETION OF FORM

Problem I.D. Number:

Area administrative offices shall assign administrative file numbers to C-PPS Forms. The number shall begin with the last two digits of the current year, followed by the Area number, followed by a sequential three digit number (i.e., 96-03-001). The assigned number shall be placed in this field.

Date:

The date the community-police problem was approved for reporting shall be entered in this field.

Originator:

The reporting officer shall select the option that most closely reflects the origin of the complaint received. The options are as follows:

- * Community Member
- * Department Employee
- * Councilmanic Concerns
- * City Agency
- * Outside Agency
- * Other

In addition, the name, address and phone number of the originator shall be placed in the boxes provided.

Problem Location:

Many abatement and zoning procedures require that any evidence of nuisance activity related to a residence or business be site specific. A specific address should be used to target a particular problem location when possible. The C-PPS Form is documentation that may be considered as evidence in abatement and zoning hearings.

Problem Type:

List the most serious community-police problem associated with the location.

Community-Police Problem Solving
Form and Reporting Criteria
Page 4
1.2.1

Basic Car:

The basic car number of the problem location shall be placed in this field. If a problem crosses basic car boundaries, the basic car of the officers assigned primary responsibility for reporting shall be designated in this field.

Reporting District (RD):

The Reporting District (RD) where the problem is located shall be entered in this field. If the problem crosses RD boundaries, the RD of the specific address as previously listed should be used.

Supervisor:

The immediate supervisor of an employee assigned a C-PPS report shall be responsible for reviewing and supervising the officers' C-PPS efforts and final report. The concerned supervisor's name shall be entered in this field and he/she should remain up to date on the progress of the C-PPS effort. This supervisor should provide the assigned officer assistance and support as needed. Upon review of the final report, the supervisor shall sign the hard copy of the report and forward the report to the Area office.

Officer Assigned/Serial:

The last name, first name, middle initial and serial number of the officer assigned C-PPS reporting responsibilities shall be entered in this field. When more than one officer is assigned to a particular problem solving effort, one officer should be designated as the lead/reporting officer by his/her immediate supervisor.

Resources:

All resources, such as another City entity or community/business organization, utilized to solve the problem shall be listed in the Resource section of the form, which can be found on page two. This information is crucial to providing information to officers researching resources for future C-PPS efforts.

Narrative:

The narrative section shall follow the Scanning, Analysis, Response and Assessment (SARA) problem solving model. A subheading for each portion of the SARA model shall be included in the narrative.

A definition for each of the SARA subheadings is as follows:

Scanning:

Under this subheading, the problem is identified and stated. Interviews and investigations that will help identify the problem should be included in this section.

Analysis:

This subheading is used to report the sources employed to gain in-depth information about the problem and problem location; (e.g., crime statistics from the Crime Analysis Detail, suspect M.O., the number and times of repeat calls for service, etc.). Any detailed information about the problem should be included. Officers and community members should ask as many questions as possible about the problem in order to develop a broad perspective of the issue at hand. Resources should be listed that can help answer those questions and solve the problem. A true community-police partnership in the C-PPS process is important. Therefore, officers shall involve the community in all aspects of the SARA process. Any community involvement should be reported in those sections.

Response:

In this subheading, employees should prepare a detailed work plan to solve the problem. The plan should identify goals, strategies, resources and time lines to solve the problem. Potential barriers to the plans should also be identified, with strategies to overcome them. It should also be noted in this subheading when components of the plan are completed. Finally, measures of effectiveness should be determined and identified.

Assessment:

This subheading is used to report the results of the plan's implementation, based on the methods of measurement developed in the Response section. The Assessment should include an evaluation as to whether the project should continue, a new plan be developed, or the project closed out.

Area Commanding Officers' Responsibilities

Effective immediately, Area commanding officers shall ensure that the C-PPS Form is used as the instrument for reporting C-PPS efforts. Commanding officers shall ensure that completed C-PPS Forms are maintained at the Area office in accordance with established procedures. It is recommended that Area offices maintain files on computer floppy disks for easy research and report access.


Community-Police Problem Solving
Form and Reporting Criteria
Page 6
1.2.1

1.2.1
1.2.1
1.2.1

Area commanding officers shall forward copies of the disks, or hard copy forms, for those that are not generated by computer, to CPG by the last business day of each month.

Community Policing Group has agreed to act as the central repository for reported C-PPS efforts, (which officers may use as a C-PPS resource and problem solving tool). The Office of Operations, Evaluation and Administration Section shall be responsible for monitoring compliance with this Order.

Any questions related to the C-PPS Form or reporting criteria shall be directed to CPG at (213) 847-4882.


BAYAN LEWIS, Assistant Chief
Director
Office of Operations

Attachments

DISTRIBUTION "A"

COMMUNITY-POLICE PROBLEM SOLVING

PROBLEM ID NUMBER:

DATE:

ASSIGNMENT INFORMATION

ORIGINATOR:

- ☐ Community Member
☐ Department Member
☐ Councilmanic
☐ City Agency
☐ Other

Name: _____

Address: _____

Phone Number: _____

PROBLEM LOCATION:

PROBLEM TYPE:

BASIC CAR:

RD:

SUPERVISOR: / DATE:

OFFICER ASSIGNED/SERIAL:

NARRATIVE: Use the S.A.R.A. Model Headings (SCANNING: Identify the problem, location, dates, times; ANALYSIS: Sources used to obtain detailed information and involved parties, who, what, when, where, why and how; RESPONSE: Strategies applied to problem, establish short/long term goals; ASSESSMENT: Evaluate effectiveness of response. If no impact go back to analysis.) Use continuation sheet for additional.

RESOURCES UTILIZED

| RESOURCE TYPE | CONTACT NAME | ADDRESS | PHONE # | ADDITIONAL |
|---------------|--------------|---------|---------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

CONTINUATION SHEET

Los Angeles Police Department

| | | | |
|---------------|---|-------------|---------------------|
| PAGE NO. 2 | TYPE OF REPORT Community-Police Problem Solving Report | BOOKING NO. | DR NO. 96-02-002 |
|---------------|---|-------------|---------------------|

SCANNING:

The problem consists of 415 transients and trespass suspects in a vacant, fenced lot on the southwest corner of Roadway St. and Sideways Bl., 24 hours a day, seven days a week.

Problem notification:

The first complaint was received in July, 1996 from Ms. Tara Cotta, the property manager of the South East Garden Homeowner's Association. Their condominium complex is located on the same corner and surrounds the lot where the transients are living. Eight of the residents had complained at a Homeowner's Association board meeting about the problem.

Councilman Smith's office called and stated they received approximately seven to ten complaints from area residents in a six week period. There were five known calls for service generated at this location in a two month period on Day and PM Watch hours. While they were on patrol, Basic Car officers received numerous complaints from area residents about the transient problem. Upon responding to the location, officers found signs of a transient camp, but no transients. The vacant lot had several overgrown trees and piles of trash on the property.

- Who is affected?: The condominium owners that surround the lot, area residents, businesses across the street from the location, area property owners, passersby, Police Department, Councilmanic office and Street Maintenance.

On July 14, 1996 the Senior Lead Officer and patrol officers assigned to Basic Car 2A13 met with the Southeast Garden Homeowner's Association, owners of businesses near the problem location and representatives from the Council Office. The problem was identified, analyzed and a response developed to solve the problem.

ANALYSIS:

Q = Question, S = Source, A = Answer

Q. Who are the suspects?

S. Witnesses, complaining parties and area residents.

A. Unknown male transients as reported by the citizens in the complaints.

Q. When are the suspects usually at the location?

S. Witnesses, complaining parties, area residents and local business owners.

A. According to complaining parties, during the day time and usually at night.

EXEMPLAR

CONTINUATION SHEET

Los Angeles Police Department

| | | | |
|------------|---|-------------|---------------------|
| E NO. 3 | TYPE OF REPORT Community-Police Problem Solving Report | BOOKING NO. | DR NO. 96-02-002 |
|------------|---|-------------|---------------------|

Q. Are there any other known transient camps in the area?

S. Officers, senior lead officers, area residents and business owners.

A. No known locations in the area.

Q. Had there been any recent criminal activity in the area that could be related to this problem?

S. Officers, detectives and CAD detail, area residents.

A. Unable to locate any.

Q. Who is the owner of the property?

S. County records and information already supplied by community member.

A. The property owner, Ms. Kay, had been identified by Ms. Cotta as an elderly woman who did not live in the area.

Q. Has the property owner been notified of the problem?

S. The involved parties.

A. The property owner had been notified by the neighborhood association property manager Ms. Cotta. Her reply was that she was very old and could not physically clean up the place.

Q. How do the suspects get onto the property?

S. Observation, witnesses and area residents.

A. Officers observed a break in the chain-link fence surrounding the property.

Q. What is the condition of the property?

S. Officers observation.

A. Observed the property to be a paved lot that had been a gas station years ago. There were no buildings on the lot. The lot had two overgrown trees that grew up through the pavement, creating shelter by their size and shape. The property looked like a transient camp due to trash piling up and numerous shopping carts on the property.

Q. Were there any other related crimes?

S. The CAD detail and Area detectives.

A. Unable to locate any reported crimes via CAD and detectives. However, possible Health and Safety Code violations exist on the property.

SHORT TERM GOALS:

- Cite the suspects, or arrest them, if appropriate.
- Reduce the activity and the number of complaints.

EXEMPLAR

CONTINUATION SHEET

Los Angeles Police Department

| | | | |
|---------------|---|-------------|---------------------|
| PAGE NO. 4 | TYPE OF REPORT Community-Police Problem Solving Report | BOOKING NO. | DR NO. 96-02-002 |
|---------------|---|-------------|---------------------|

LONG TERM GOALS:

- Eliminate the transient problem from the area.
- Return peace to the community.

RESPONSE:

- Notified all watches of the problem and requested extra patrol from officers assigned to 2A13.
- Southeast Garden Homeowners signed a petition requesting the owner to clean the property.
- Southeast Garden Homeowners signed and delivered a complaint of nuisance activity occurring on the property to the City Building and Safety Department.
- Contacted the property owner and advised of the problem.
- Had the property owner sign a trespass authorization form.
- Informed the owner that the fence was going to have to be repaired and maintained, or replaced with one that would last.
- Have the owner clean up the property.
- The Southeast Garden Homeowners contacted the South Side Graffiti Busters to clean up the location (with property owner approval) and trim the trees.
- On 8-24-96, 2A13 Day Watch arrested three individuals for trespassing on the property.
- On 8-25-96, Graffiti Busters were able to trim the trees up to 6 feet off the ground. The trash was bagged on the property and the shopping carts were placed on the corner.
- On 8-26-96, 2A13 PM Watch issued four RFCs for drinking in public to transients loitering near the property.
- On 8-27-96, the tree trimmings and approx. 30 bags of trash were removed from the property by the Department of Sanitation.
- On 8-28-96, the shopping carts were picked up from the lot by a cart pick-up service.
- The area condominium owners posted No Trespassing signs on the property for the owner and repaired the fence.

ASSESSMENT:

- Conducted an observation check of the location for any activity; none was noted.
- Checked with area residents for any activity; none had been observed.
- Checked with area Homeowner's Association, who reported no new activity.
- Contacted Council Office for any new complaints; none were reported.
- Asked the South East Garden Homeowner's Association to assist in monitoring the location for any future activity.

EXEMPLAR

DATE: 7-15-96

ORIGINATOR:

- Name:** Cotta, Tarra / Southeast Garden Homeowners Assoc.

Phone Number: (213) 472-1234

PROBLEM TYPE:

2A13

214

OFFICER ASSIGNED/SERIAL:

P.O. III Bass, B. #12345

RESOURCES UTILIZED

EXEMPLAR