

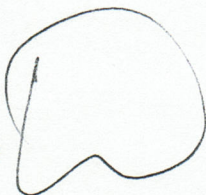


POLICE DEPARTMENT
Inter-Office Communication

To: Russ Blackburn
City Manager

Date: March 7, 2010

From: Tony Jones
Chief of Police



Subject: Gainesville Police Customer Service

The Gainesville Police Department has three primary 2011 goals. These are to reduce UCR Part I crime with an emphasis on property crime, improve customer service, and strengthen and reinvigorate our neighborhood associations.

GPD's customer service initiatives are comprehensive and part of a larger citywide customer service program.

Completed, planned or already underway:

* Community wide forum titled "GPD 2011" emphasizing 2010 successes, 2011 goals, community government, and neighborhood concerns. Occurred February 22nd with approx 63 citizens attending in addition to GPD and City government partner representation. Received heavy media attention. Neighborhood survey results being compiled.

* Emphasis to all supervisors on the importance of customer service. This will be ongoing but was emphasized most recently at an Operations Bureau meeting on February 24th which included all uniform lieutenants and sergeants.

* Periodic "walks" with the community by the Chief and District personnel to tour the neighborhoods & identify ongoing concerns. The first one was complete February 8th in the Hazel Heights NW area. The next one is scheduled for March 6th, 6pm in Azalea Trails. Several others are already scheduled throughout the year.

* Having neighborhood association leaders speak to future police officers (recruits) in the Santa Fe College police academy about "community policing." This was completed with recruit class #114 on March 1st. Capt Book had three neighborhood association leaders speak in panel format. Five members of this recruit class are already hired by GPD.

* Completion of 1-2 citizens' academies. A GPD citizen academy is currently ongoing and will graduate approximately 20 more trained volunteers in April.

* A streamlined internal affairs process. A committee is currently working on this procedure and it will likely result in new procedures by the summer.

- * Expansion of the GPD volunteer program and citizens on patrol. In 2010, GPD began this program and now has approximately 40 trained volunteers and 9 citizens on patrol.
- * Use of media outlets to highlight positive interactions and performances by GPD personnel. This will occur via radio, tv, print, and social networking media and will also utilize the GPD Police Beat monthly episodes. Examples include the current “Behind the Badge” Gainesville Sun articles.
- * GPD Website – Has many areas that citizens / neighborhood associations can look up crime in any area of the city (www.crimereports.com) and is being used frequently. Also has ability to obtain public records portions online of many police reports (“P2C” capability) and observe arrested subjects and what has occurred in the City over the preceding 24 hours. Lastly, there are several help topics related to community concerns like parties, noise, crime prevention etc which provides passive learning.
- * Briefing trainings periodically with all line personnel.
- * Informal customer service discussions at briefings incorporated into other topics that covers tactical operations, critical incidents, and response.
- * Regular attendance at all neighborhood and business associations by front line personnel in addition to supervisors who already attend.
- * This year will result in many promotions at several ranks. GPD will prepare these new supervisory personnel by providing a “command academy” which will involve significant training and mentoring in good supervisory practices. Post-promotion training, customer service and community engagement will be heavily emphasized as part of GPD culture.
- * Daily positive interaction with youth most specifically through school resource officers and Reichert House Youth Academy staff.
- * Creation of a police auxiliary and an active police reserve unit.
- * Leadership Gainesville – Recommend & sponsor one person to attend this Chamber of Commerce annual program.

Long term ideas and/or in need of further discussion :

- * Front desk improvements – Under consideration includes a computer kiosk at the front desk to assist with self reporting. If approved, likely completion would be sometime after the GPD Operations Building is reopened.
- * Online reporting – Was done on limited basis previously but is under discussion for minor and non criminal actions such as lost property or information reports. Time table uncertain.
- * Dr. Banks GPD Building – Long term consideration. One potential use – as a community policing / neighborhood meeting center housing volunteers, crime prevention personnel, and potentially other organizations.