

to, investigating and solving serious crimes, and we will continue to employ traditional strategies to solve criminal problems.

Community Policing and problem solving strategies give us the opportunity to:

- Identify problems
- Analyze problems
- Develop (long-term) solutions to problems
- Evaluate progress and adjust solutions as necessary

By making an effort to develop long-term solutions to problems, our organization will reduce the amount of time spent on non-criminal situations, thereby reducing demands for service and increasing the amount of time that officers can spend on community problem solving efforts.

How Does Community Policing Work?

- A focus of Community Policing is problem solving. **POLICE WILL STILL RESPOND TO EMERGENCIES.** However, many calls to the police are not police related. They are more effectively handled by other agencies. As the number of these non-emergency calls decrease:
- Officers are able to spend more time working with citizens to solve crime and disorder problems.s
- With better police-citizen communication, officers can more effectively use and share crime information with the public.
- Officers who know both a community's problems and its residents can link people with other public and private agencies that can help solve community concerns.
- No single agency can solve complex social problems alone. A combined community-police effort restores the safety of our neighborhoods and business districts.

Time For A Change

- Public Safety is a city-wide concern. Crime and disorder in our neighborhoods, parks and business districts cause citizen frustration, uneasiness and fear.
- Traditionally, police respond to calls, investigate crimes and make arrests. This process alone does not reduce crime.
- Crime and public safety issues are community problems. They require the commitment of the community and the police to solve them together.
- The Police Department is committed to developing a stronger relationship with the citizens of Concord through Community Policing.

Resource Guide

Customer Service Desk	671-3220
Business Operations/Non-Emergency Reports	
Police Communications/ Dispatch.....	911 - Emergencies 671-3333 - Urgent
Police Administration	671-3200
Business Operations	
Records Bureau.....	671-3240
Investigations.....	671-3030
Special Victims Unit.....	671-3020
Parking Enforcement	671-3259

District Command

Southern District Commander	671-5067
Valley District Commander.....	671-5041

Community Policing

*Building a
Problem Solving Partnership*



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Community Policing – What Is It?

Philosophy

A philosophy and an organizational strategy that promotes police/community partnerships and problem solving strategies.

Partnership in Responsibility

The entire community is responsible for public safety – not just the police. Community Policing recognizes a shared responsibility and connection between the police and community in making Concord a safer, more livable city.

Problem Solving

Police Officers are encouraged to become familiar with the community, listen to citizens' concerns and assist them with problem solving. Problem Solving strategies are used by the community and the police to develop customized responses to problems. Problems are addressed with a four step process:

- Scanning:** Problems are identified.
- Analysis:** Questions are asked to learn everything possible about the problem.
- Response:** Based on careful analysis, a custom made response to the problem is tried.
- Assessment:** The response is evaluated to see if the problem was solved.

Police Role

Community Policing shifts the role of the police officer from incident driven law enforcer, to problem solver and facilitator. Enforcement tactics are not eliminated, the tools available to officers are greatly expanded.

Definition

Community Policing is a philosophy, management style, and organizational strategy that promotes proactive problem-solving. Community Policing promotes police/community partnerships to address the causes of crime and the fear of crime. Community Policing works to enhance public safety and improve the quality of life within the community.

Components of Community Policing

- Redefines the roles and relationships between the police and the community
- Requires shared ownership, decision making and accountability, as well as sustained commitment from both the police and the community
- Establishes new public expectations of and measurement standards for police effectiveness
- New standards include quality of service, citizen satisfaction, cultural sensitivity and responsiveness to community defined issues
- Increases understanding and trust between police and community members. Promotes more contacts, greater communication and information exchange
- Empowers and strengthens community based efforts
- Requires greater flexibility to respond to emerging issues. Manpower and resources must be flexible to respond to problems identified through increased contacts and intelligence developed about current community problems
- Requires long-term strategic planning to address underlying conditions that cause community problems
- Requires knowledge of available community resources and how to access and mobilize them, as well as an ability to develop new resources within the community

- Requires buy-in of the top management of the police and other local government agencies
- Requires internal philosophical support to promote risk taking, creativity and innovation, and a commitment to free officers' time and provide necessary resources
- Decentralizes police services, operations and management, relaxes the chain of command and encourages innovative and creative problem solving by all employees
- Empowers employees by giving them the authority and support to make decisions

Why Do We Need Community Policing?

- Crime and demands for service continue to increase
- Budgets and resources continue to decrease
- We live in a rapidly changing environment, where flexibility in problem solving becomes critical to the success of our organization
- Citizens are becoming more involved in government and want a say in how resources are applied

Community Policing	vs	Traditional Policing
Effective	vs	Efficient
Quality	vs	Quantity
Proactive	vs	Reactive
Problem Solver	vs	Incident Driven

Police agencies traditionally spend only 20-30% of time responding to actual crimes. The remaining 70-80% of time is spent on civil and social issues. The philosophy of Community Policing does not abandon the strategies of traditional policing. Our organization has been very successful in responding