



# CHATHAM COUNTY POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURES

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**SOP # OPS-053: PROBLEM ORIENTED POLICING**

**EFFECTIVE DATE: 02/01/18**

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### **PURPOSE**

The purpose of this Order is to outline procedures for the implementation of a Problem Solving Policing operation. This Order falls within the general scope and philosophy of Community Oriented Policing and is a method to be used for the identification and solution of problems within the community.

### **POLICY**

The Chatham County Police Department is dedicated to the philosophy of tailoring its services to the needs of the community and to use Problem Oriented Policing (POP) in its service strategies. It shall be the policy of the CCPD to address problems that can be positively affected by a coordinated effort linking the many resources of the community.

### **DEFINITIONS**

*Problem* - A group of incidents occurring in the community that are similar in one or more ways and that are of concern to the Department and the public.

*Strategy* - Plans to focus on the underlying conditions causing the problem(s) that generate, or have the potential to generate, calls for police service.

### **PROCEDURE**

- I. As part of recognizing and defining problems, Officers should look upon the resources that are available, both within and outside of the Department. The following method is the prescribed manner in which the Problem Solving strategy should be used: A. A four point test shall be applied to any problem.
  1. The problem involves a group of incidents.
  2. The events that make up the problem are similar in some way.
  3. The problem is of concern to the public.
  4. The problem falls within the broad scope of the police function. B. A four step process shall be employed.
    1. Scanning - Identify the problem.

2. Analysis - Gather information/data about the problem to develop an understanding of the problem, identify those affected by the problem, and identify available resources to deal with the problem.
3. Response - develop and implement solutions based on analysis.
4. Assessment - Measure the results.

C. The POP model requires documentation of each project to enable the Officer and the Department to accurately evaluate their efforts.

## II. POP PACKET ( FORM 1011)

A. Request to Open POP File - This is the first form completed by the Officer. All required information must be included.

1. The ORIGINATING OFFICER(S) and PAYROLL NUMBER(S) blocks are self-explanatory.
2. Supervisor's review is where the Officer's Chain-of-Command will initial the form, acknowledging that they have reviewed and are cognizant of the project and that they have determined that the proposed project meets the problem solving criteria.
3. In the POP COORDINATOR section, the unit POP Coordinator will sign after a copy of the POP project file cover sheet is submitted for record storage in the unit POP files.
4. UNIT ASSIGNMENT, PROBLEM LOCATION, SERVICE AREA, BEAT and SPECIFIC LOCATION are self-explanatory.
5. In the PROBLEM DESCRIPTION section, the officer should provide details of the problem using clear, concise statements.
6. The WHEN THE PROBLEM OCCURS section should include day of the week and time of day or the frequency of the problem.
7. The RELEVANT COMMENTS/SPECIAL CIRCUMSTANCES section could include the seriousness of the problem, other problems this problem contributes to, and citizen's cognizance of the problem.
8. When completed, the request is forwarded through the Unit POP Coordinator and the Chain-of-Command for review. Disapproval of a POP project will only be issued by the Chief of Police or designee.
9. The Unit POP Coordinator will then forward the REQUEST TO OPEN POP FILE COVER SHEET to the Department POP Manager for number assignment.
10. The Department POP Manager will assign a PROBLEM IDENTIFICATION NUMBER.

- a. The first two digits are the year of the project.
  - b. The second two digits identify the month.
  - c. The fifth digit identifies the unit/precinct where the problem is assigned.
  - d. The final two digits are the sequence number of the project (e.g., 01, 02, etc.). The sequence number begins at 1 each month. (Example: 9203101 = 1992, March, Precinct 1, Project 1)
11. The original of the request form is placed in the Department POP file. The POP Manager will return a copy of the cover sheet with a POP Number assigned to the Unit POP Coordinator.
- B. POP Data Sheet - This form is attached to the front of the POP file. It provides a quick reference of the contacts made with various agencies. Phone numbers are provided for your convenience.
  1. Officers should utilize the COMMENTS section to record agencies that have assisted, and/or problems associated, with the POP process.
  2. The ACTION section (Y/N) will allow the officer (circle Yes or No) to annotate whether each specific agency has taken action after being requested to do so by the CCPD.
  3. Officers will be able to refer back to this section when completing the AWARDS section and the NARRATIVE SUMMARY section.
- C. Preliminary Analysis Worksheet - This form is attached to remind Officers of basic POP principles and to provide sections to identify stakeholders, victims, suspects, and locations.
  1. The PROBLEMS section provides the officer with a worksheet to breakdown information needs.
  2. The SARA MODEL section provides Officers with a log to record when they began and completed each stage of the SARA process.
  3. The AWARDS section affords Officers the opportunity to submit the names of citizens, business owners, and individuals from other Chatham County Departments or other agencies for awards or recognition.
- D. Officer's Log - This form is maintained in the POP file. It provides space for the Officers to record their actions and progress toward completion of the project. This form is periodically reviewed and initialed by the supervisor.
- E. Narrative Summary - Once the POP project has been completed, the Officers use this form to write a summary of the project based on information contained in the other POP forms.

1. The summary is the final step in the ASSESSMENT stage of the POP process.
2. The summary should include a thorough examination of the project and describe the effects and the effectiveness of the actions taken by Officers. It should also identify what outcome was achieved (i.e., eliminating the problem, reducing the problem, etc.).

### III. COMPLETION

- A. When the POP project has been completed, a copy of the completed file shall be forwarded to the Department POP Manager.
- B. The POP Manager shall maintain these files as resource material for future projects and for data collection. The Precinct/Unit may also maintain a copy of the project for informational purposes.

### IV. AWARDS

- A. The POP Award is presented to those Officers who successfully complete a POP project.
  1. Successful completion is defined by the awards criteria listed below.
  2. This award is intended to encourage all CCPD Officers to actively participate in Department POP efforts.
  3. Second and subsequent POP projects will be recognized with the POP Award medal with “wing” identifiers.
- B. Award Criteria (M-Mandatory, A-When applicable)
  1. (M) - The POP folder and contents must be filled out in a legible manner.
  2. (M) - The Officer's supervisor must have been involved at all key points.
  3. (M) - The summary must be understandable to all who read it.
  4. (A) - The project Officer did something tangible to inform other Officers about the subject area.
  5. (A) - The project leads to other projects or assists Officers engaged in similar projects.
  6. (A) - The project develops into or can be utilized as a training tool.
  7. (A) - The project officer must display use of available resources.

### C. Nominations

1. The nominations, which can be submitted by any sworn Officer, must be submitted along with a copy of the POP File Folder (including summary) to the Awards Committee.

2. The nominations will be reviewed and approved by the Awards Committee prior to being sent to the Chief of Police for final approval.
3. The Committee shall consider the nominations at their regularly scheduled meetings and make award recommendations to the Chief of Police who will make the final determination.
4. If the project was the result of a team effort by two or more Officers with no single Officer performing the majority of the work on the project, all Officers of the team may be eligible for a Redwing Award. Nothing in this Order will preclude any Officer from receiving any other type of award for a POP project.
5. Officers are encouraged to nominate individuals, citizens, businesses, other City Departments and other agencies who have contributed to the success of any POP Project.

BY ORDER OF:  
Original Signature on File

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Jeffrey M. Hadley  
Chief of Police