

Status Report on Previous Year Key Indicators for the Addison Police Department 2010

Vision 1 The Town Center is well underway, in accord with the Town Center Development Plan, and its design and amenities engender and project a desirable sense of place.

Goal 3 *Design an environment conducive to community gathering.*

Objective 2: Reach agreement with Park District regarding Signature Park Project.

Police Department Key Indicators In Support of Goal 3

- The department will supply trained personnel in Crime Prevention through Environmental Design (CPTED) principles to assist in development and planning phases of the Main Street Plan and the Park District Signature Park Project.

Status:

- The department has trained Officers in Crime Prevention through Environmental Design (CPTED) who are available and may be called upon for assistance when needed.
- Due to a downturn in the economy the majority of the Town Center development is on hold.

Vision 2 Our social and economic assets elevate community life.

Goal 1 *Cultivate and champion student learning and schooling.*

Objective 1: Support community investment in the schools.

Objective 2: Articulate the interdependence of student achievement and community economic vitality.

Objective 3: Broaden the value of life-long learning in the community.

Police Department Key Indicators In Support of Goal 1

- The Department will provide staff and resources to support the following programs and initiatives related to schools and life-long learning; SPC, DARE, School Liaisons, School Crisis Committee, Intergovernmental Agreements,

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develop school operational plans for graduations, evacuations, and other special events, teen/adult CERTS programs, Citizen Police Academies, SALT, Police Explorers, and Continuing Education for Police Officers.

Status:

- The department continues to have Officers teach and staff programs such as Gang classes for faculty, DARE, CERTS, SALT, SPC, Henry Hyde Resource Center and the Police Explorers.
- The Police Department also continues to conduct Rapid Response training in different schools throughout the District.

Goal 2 *Acknowledge and celebrate our community's diversity and unity.*

Objective 1: Encourage and support programs or celebrations that embrace culture and expand awareness.

Objective 2: Enhance communication and interaction with and between ethnic communities.

Objective 3: Encourage community-wide participation and involvement.

Police Department Key Indicators In Support of Goal 2

- The department will continue and support programs that embrace, expand and create interaction/participation between the various ethnic groups. Some of the programs that are offered at the Henry Hyde and SPC neighborhood resource centers are tailored towards a specific ethnic group, i.e. ESL classes, but a vast majority of the programs are offered to everyone in the community and an effort is made to encourage participation by every ethnic group in the numerous crime prevention programs offered.
- The department will offer CERTS, Citizen Police Academy, and other programs in Spanish at the Henry Hyde Resource center.

Status:

- The department continues programs that expand and create interaction and participation between various ethnic groups to the general public as well as at the SPC and Henry Hyde Resource Center.
- In 2010 there were two CERT classes offered in Spanish. The goal is to have two more in 2011.

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- The Henry Hyde Resource Center, which is primarily attended by the Hispanic population, offers preteen and teen CERTS classes.
- A Spanish CERT class was conducted for the Hispanic Parents Association at Addison Trail High School.

Goal 3 *Facilitate diverse populations' assimilation through information and outreach about community values and expectations.*

Objective 1: Develop programs at the Neighborhood Resource Center with the goal of assimilation.

Objective 2: Participate in the expansion of school-based community outreach programs.

Police Department Key Indicators In Support of Goal 3

- The department will provide personnel and resources at the neighborhood resource center to staff and develop programs related to assimilation. The department will provide personnel and resources that support current school-based community outreach programs, i.e. District #4 Outreach Meetings. In addition, the department will pursue grant opportunities and in-kind support of school-based community outreach programs.

Status:

- The HHRC Director has applied for and received grants to assist Resource center staff in providing community based outreach programs.
- Crime Prevention Officers attend both Resource centers daily and provide seminars such as Stranger Danger, Home Alone, Babysitting resources, Police Explorer Program, teen Citizens Police Academy and life skills development.
- The Henry Hyde Resource Center, which is primarily attended by the Hispanic population, offers preteen and teen CERTS classes.

Goal 4 *Ensure safety across the community.*

Objective 1: Expand police staffing for a more visible police presence.

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Objective 2: Create high expectations and continue to deploy actions to assure safety on each and every street in every neighborhood.

Police Department Key Indicators In Support of Goal 4

- The department will work with the Village to increase staffing levels to work towards a more visible police presence. In addition, with the increased manpower, programs will be initiated to address crime trends or patterns. i.e. the establishment of the Community Response Unit, Truck Enforcement Unit, and Directed Patrol. Also, on an annual basis all specialty units will be reviewed to decide if they should be dropped, re-deployed, expanded, or left as is.

Status:

- The Community Response Unit began operations in 2010 in an effort to work with landlords, building managers and the Village of Addison to ensure a better quality of life for the residents.
- The department has 2 dedicated Officers to work Truck Enforcement during the day.
- The department reviewed all specialty units and made recommendations as to whether they should be dropped, re-deployed, expanded or left as is.
- The Crime Analyst prepares Crime Analysis reports and forwards them to Field services and Support services.
- Community Policing and Problem Oriented Policing were implemented to improve the quality of life for the citizens of Addison. In 2010, the department conducted 77 Problem Oriented Policing projects.
- The Police held monthly Tenant Landlord Commission meetings to facilitate discussion with landlords regarding concerns or suggestions for improvement. In these meetings they were able to review the Village of Addison Housing Manual, with several proposed changes to be presented to the Village Board for approval. These meetings are also open to the public.
- Information gathered from Officers on patrol and working as part of the Community Response Unit was used to identify vacant buildings and abandoned autos, and handles service requests and the loitering program.
- The Crime Free Multi-Housing Program began in 2010, which enables the Police Department to keep better track of residences having numerous police contacts and then follow-up with the landlord.
- The Community Response Unit deals directly with tenant/community issues and concerns brought to the attention of the Police.

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Vision 3 Our residential neighborhoods and housing meet a high standard of livability.

Goal 1 Foster responsible property owners and occupants in all neighborhoods.

Objective 1: Implement a rental housing certification program.

Objective 2: Review and modify the Village rental licensing ordinance regarding owner responsibility.

Objective 3: Review current rental housing license fees to cover the cost of a rigorous enforcement program.

Police Department Key Indicators In Support of Goal 1

- The department has Crime Prevention personnel that are trained to provide the Crime Free Multi-Housing program to landlords within the community. The Crime Prevention Section will work with the Finance and Community Development Department to require all rental property owners to attend the Crime Free Multi-Housing program.

Status:

- The department has trained officers in the Crime Prevention Section in Crime Free Multi-Housing and is continuing to work with the Finance and Community Development departments to require all rental property owners to attend the program.
- Two ordinances directly related to Crime Free Multi-Housing were adopted in 2009, which requires every multi-family dwelling landlord and property manager to attend a Crime Free Multi-Housing training provided by the Police Department and utilize the Crime Free lease addendum. In 2010 eight classes were held.
- A Village ordinance addressing nuisance abatement related to Crime Free Multi-Housing was adopted. Thirty-four letters were sent to landlords stating their property were in danger of becoming a Chronic Nuisance Property. Due to the letters being send and follow-up by Officers, 18 tenants either left or were evicted.
- The Village created a landlord advisory board, which creates a liaison with the Village in addressing problems that affect both the Village and property managers.

Vision 6 We take pride in quality municipal service delivery.

Goal 1 Assess customer needs.

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Objective 1: Continue to upgrade technology implementation/expansion.

Objective 2: Expand ability for customers to conduct Village business through technology (Internet).

Objective 3: Investigate 311 (non-emergency) phone system.

Objective 4: Create feedback tools, such as time lapse from request to completion.

Police Department Key Indicators In Support of Goal 1

- The Department will continue to incorporate new technology to work towards better service provided to the citizens. On an annual basis the Department will review the use of new technology, i.e. e-mail, cellular telephones, the village web site, and other emerging technology.

Status:

- The department continues to incorporate new technology to provide better services to the citizens by establishing email and wireless laptop access for all personnel which provides information such as Daily Bulletins, Special Watches, Department Policy, Village Ordinances and the Village website.
- The Police Department maintains its own website with its own URL. It is meant to be more user friendly and includes the ability to give feedback via email and learn of department news.
- The Police Department has a Facebook account which allows the public to connect and share information.
- The Police Department receives questions on a regular basis from the Village website, which are handled by the Crime Prevention Sergeant.

Goal 2 *Provide resources to engage and cultivate Village officials and employees.*

Objective 1: Budget and commit funds for ongoing training.

Objective 2: Evaluate current technology and upgrade as needed.

Objective 3: Provide compensation and working conditions that encourage morale and reduce attrition.

Objective 4: Evaluate staffing levels commensurate with increases in service area.

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Goal 3 *Regard employees as ambassadors to Village stakeholders.*

Objective 1: Encourage and facilitate bidirectional flow of information between employees.

Objective 2: Improve procedures for increased effectiveness, including processes for hearing and addressing suggestions, complaints and concerns.

Police Department Key Indicators In Support of Goals 2 and 3

- The Department will increase the training budget as funding allows. In addition, training resources will be reviewed annually to decide the best use of technology and funds.
- The Command Staff of the Department will work with their staff members regarding working conditions. Command Staff members will continue to hold labor management meetings to discuss working condition issues to foster higher morale and professional working relationships.
- The Command Staff will develop a recommendation on manpower needs based upon a study of service needs.
- To increase customer service, the department will participate in the village website Information Development Consultants, (IDC) program. We will provide information for the FAQ section and routing information to insure resident IDC inquiries are forwarded to the proper command staff personnel.

Status:

- The department has increased specialty position training meetings where officers present training topics to other officers.
- Due to budget constraints, the Training budget was decreased.
- Specialty positions were filled as needed with the required training components met.
- The Police Department training matrix was revised and personnel supervising the specialty area were assigned to meet the training requirements, which is addressed during the evaluation process.
- Labor Management meetings were held to discuss issues as needed and continue to foster high morale and professional working relationships.
- The Police Department and Addison Fire Department initiated a training committee. Its purpose is to facilitate cross training in support of providing better service. In 2010, the quarterly training consisted of Grill Safety/Propane Tank Awareness; Severe Weather/Lines Down Safety; Hazmat; and Autism Awareness.