

## GENERAL ORDER 45.2.5

### Problem Solving

**GENERAL ORDER CROSS-REFERENCE: None.**

### SUMMARY

Describes the Department's community problem solving methodology.

### DISCUSSION

Problem solving requires a partnership between the Department and the community.

The Department is committed to supporting citizens in their efforts to reduce victimization and to optimize safety and livability in neighborhoods, parks, schools, and business districts.

### POLICY

#### I

The Department will utilize its resources, information and networks to assist citizens to identify problems in neighborhoods, parks, schools and business districts; identify causes; develop response strategies; and implement strategies as deemed possible and appropriate.

#### II

The Departments Community Services Unit is responsible for the coordination of the Departments Problem Solving effort. The methodology shall be **S.A.R.A.:**

**Scan** - Problem identification. May be initiated by a citizen or any department member.

**Analysis** - Verifies problem by collecting data. Documentation may occur through neighborhood meetings, neighborhood watch, department staff, social service agencies, crime analysis, etc.

**Response** - Action taken. May be directed patrols, knock and talks, criminal investigation, neighborhood action, chronic crime property or nuisance abatement, referrals to other city departments and/or agencies, etc.

**Assessment** - Effectiveness of Response. May be comparison of crime activity, citizen attitudes, chronic crime property or nuisance abatement results, etc.

### **III**

The Community Services Unit shall be responsible for developing forms and procedures that will facilitate and support the SARA methodology.

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