



**Maryland-National Capital Park Police  
Prince George's County Division**



**DIVISION DIRECTIVE**

|   |                                   |   |                                |
|---|-----------------------------------|---|--------------------------------|
| TITLE<br><b>PROBLEM ORIENTED POLICING</b>                               |                                   | PROCEDURE NUMBER<br><b>PG480.0</b>                                  |                                |
| SECTION<br><b>Operational Procedures</b>                                | DISTRIBUTION<br><b>A</b>          | EFFECTIVE DATE<br><b>06/01/17</b>                                   | REVIEW DATE<br><b>05/01/21</b> |
| REPLACES<br><b>PG480.0 "Problem Oriented Policing", issued 06/01/04</b> |                                   |   |                                |
| RELATED DIRECTIVES<br><b>PG320.0</b>                                    | REFERENCES<br><b>CALEA 15, 44</b> | AUTHORITY<br><i>S.R. Johnson</i><br><b>Chief Stanley R. Johnson</b> |                                |

**I. PURPOSE**

The purpose of this directive is to establish procedural guidelines for the use and administration of Problem-Oriented Policing.

**II. POLICY**

The Maryland-National Capital Park Police, Prince George's County Division, has established a system to identify, analyze, and resolve crime and problems that affect the parks system, its patrons, and its community.

The Division has established this system, so that problem solving becomes a routine part of the police function. This approach involves Division personnel and community members working together to provide an unsurpassed level of police services throughout the parks system.

The Division shall encourage and support officers in their use of the problem-solving process to eliminate or reduce problems throughout the parks system.

This ideology is consistent with the values of our agency.

**III. DEFINITIONS**

A. Operation CARE

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This is the title given to our agency's approach to problem-oriented policing. Operation CARE will involve a concerted effort to inform the public of our concern for their welfare as it relates to the use and enjoyment of the Commission facilities in their neighborhoods.

With Operation CARE, the Division hopes to forge lasting partnerships between the Park Police and the many diverse communities in which we serve.

#### **B. Problem**

A group of incidents, similar in one or more ways, directly concerned to both the police and the community. A problem may also be a group of incidents that may predictably occur.

#### **C. Problem Solving Process**

The process involves four distinct stages: Scanning, Analysis, Response, and Assessment. These stages are referred to as S.A.R.A.:

1. **SCANNING** - Identifying problems and bringing them to the attention of a supervisor.
2. **ANALYSIS** - Learning and understanding the problem's causes and effects.
3. **RESPONSE** - Developing and implementing solutions that can reduce or eliminate the problem.
4. **ASSESSMENT** - Determining whether the response was implemented correctly and whether it had a positive effect on the problem.

#### **D. Problem Analysis Guidelines**

Prior to choosing a response to a problem, an officer must have a thorough understanding of the problem itself. The following three areas should be considered when analyzing a problem.

##### **1. ACTORS**

It is important to know something about the people involved in an incident. These people can be referred to as "actors." Actors can include victims, offenders, and others who may in one way or another, be involved in the incident (witnesses, etc.).

##### **2. INCIDENTS**

When analyzing a problem, an officer should consider the physical and social environment that a problem occurs within. He/she should consider what occurred

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prior to, during, and after an incident. Finally, an officer should note how the actions of those involved (actors) affected the incident.

3. RESPONSES

An officer should be aware that problems affect different groups in different ways. The groups affected include community members, other government agencies, and the media. Understanding how these groups are affected, an officer can determine how serious a problem is perceived. A group's response to a problem can affect the officer's determination of response.

**IV. PROCEDURES**

A. Administration

1. Assistant Chief, Field Operations:

The Assistant Chief, Field Operations shall ensure that any needed support services are appropriate and available.

The Assistant Chief, Field Operations may also assign projects to officers based on crime analysis or citizen complaints.

The Assistant Chief, Field Operations shall include Problem-Oriented Policing projects in the monthly report to the Division Chief. This document will include details of new projects and status reports on the existing projects.

2. Operation CARE Coordinator:

The Assistant Chief, Field Operations shall select/appoint the Operation CARE Coordinator.

The coordinator shall ensure that projects are not duplicated by other officers or areas of operation. The coordinator shall ensure that projects are conducted in accordance with this directive. The Operation CARE Coordinator will keep the Assistant Chief, Field Operations informed of Operation Care Projects.

The coordinator shall assign each approved project a case number that will allow him/her to track projects as they progress through the various stages of the problem-solving process.

The coordinator will be responsible for maintaining the Project Log Book. The Log Book will contain an outline of each project and will reflect the current status of each project.

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The coordinator may also conduct crime analysis in an effort to identify problems for future assignment.

The coordinator shall chair the Operation CARE Committee. He/She shall conduct regular meetings with the committee at which time-sensitive projects will be discussed for additional input and guidance.

3. Operation CARE Committee:

The committee shall consist of officers selected by the Assistant Chief, Field Operations.

The committee shall discuss projects and make recommendations that will enhance the implementation and administration of the Division's problem-solving process.

The committee will review all Problem-Oriented Policing project forms to ensure they follow divisional procedures. They may also make suggestions to enhance the project and its implementation.

4. Officer's Responsibilities:

All officers are expected to utilize problem-solving methods to identify, analyze, and respond to problems encountered within the parks system. After a problem has been identified, an officer shall discuss the problem with his/her supervisor. If a determination is made to initiate a S.A.R.A. project, the officer shall complete a Problem-Oriented Policing project form. A copy of the problem shall be submitted to the officer's supervisor who will review the form and forward it to the CARE Coordinator via E-Mail and/or thumb drive. The CARE Coordinator will review the form to ensure there is no duplication of a project, and assign a Problem-Oriented Policing project number.

While working on a project, an officer shall maintain written documentation of its progress. This documentation shall include any activities performed in relation to the project. A copy of this information shall be included in the Project form. Upon completion of the project, a final report shall be submitted to the CARE Coordinator, via Chain-of-Command.

If an officer, not assigned to a project, performs a duty or takes an action which influences or involves an ongoing S.A.R.A. project, the officer shall prepare a written summary of those actions for inclusion on the project form.

5. Sergeant's Responsibilities:

The squad supervisor shall be responsible for reviewing an officer's Project Initiation form and forwarding a copy to the CARE Coordinator. The supervisor shall provide support for an officer working a project and will allow a reasonable

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amount of time to handle a project. Supervisors shall ensure that officers coordinate with and inform other officers of the progress of their project.

6. Records Management Section Responsibilities:

The Records Management Section shall provide officers with crime analysis information, provided it is requested in accordance with established Departmental policy.

7. Investigative Operations Responsibilities:

The Investigative Operations Manager or designee shall provide the coordinator with appropriate intelligence information that would indicate a problem that may be handled by a patrol officer or through a cooperative effort between Investigative Operations and Field Operations personnel.

**End of Document**

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**MARYLAND NATIONAL CAPITAL PARK POLICE  
PRINCE GEORGE'S COUNTY DIVISION  
OPERATION CARE - PROBLEM ORIENTED POLICING**



POP # \_\_\_\_\_

APPROVAL DATE:

| Submittal Information | Submitted By: | Date Submitted: | Supervisor Approval Date | Closure Date: |
|-----------------------|---------------|-----------------|--------------------------|---------------|
|                       | Officer       |                 |                          |               |

| Location Information | Beat | Reporting District | Park Number |
|----------------------|------|--------------------|-------------|
|                      |      |                    |             |

**Scan:** *Identify Problem (repetitive long term problem that is not immediately solvable)*

**Analyze:** *Research Indicators / Verify Problem (research, calls for service, resources)*

**Response:** *Indicate Solution (how the problem will be addressed)*

**Assessment:** *Identify Indicators (did the Response solve the problem, use indicators such as calls for service, community response)*





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## **Instructions - (Help File)**

- Λ Re-save this file with a temporary name: Example: Oakcrest trash dumping
- Λ The submitting officer shall complete the Submittal Information, Location, and Problem Description sections. Present to Supervisor for review.
- Λ Upon Supervisor' s approval, send to POP coordinator via E-mail, by attaching the file.
- Λ POP coordinator shall review, log project, and assign a number. The file will be re-saved with the associated POP number, and returned to the supervisor. ***This is the permanent file name, to be used from this point forward.***
- Λ The submitting officer shall submit an activity analysis request to records, to accompany any other information to be cited in the analysis section.
- Λ The submitting officer will update the file with the response and assessment information as appropriate. Contact information and outside resources should be identified, should the problem need re-visiting in the future. Hours spent should be noted as shown.
- Λ Once completed, via your supervisor, send the file to the POP coordinator, via e-mail.

The POP Coordinator shall maintain a copy of all completed POP Projects, and make appropriate notations in the master log. The POP Coordinator shall provide a current list of POP projects to the Administrative Lieutenant, Field Operations monthly.

The Field Operations Lieutenant shall periodically disseminate the log through e-mail. A POP Project directory will be installed at all sub-stations, providing a reference source for future projects.

General tips:

As you use this file where underlining is shown, just type as needed. The form will expand. Within the table boxes, the boxes will expand as necessary for additional information.

Remember, once you receive the initial file back from the POP Coordinator, it will be saved under a new file name, that being the **POP number**. Place all your update information on this file copy.

Any questions, please contact the POP Coordinator or the Administrative Lieutenant.

***Please send any questions or suggestions to the POP coordinator, so that they may be appended to the help file as necessary.***

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