

SAN DIEGO POLICE DEPARTMENT

**Mid-City Division
City Heights East**

**Areas Of Knowledge
Operations Manual**

**Jerry Sanders
Chief of Police**

SAN DIEGO POLICE DEPARTMENT

CITY HEIGHTS EAST

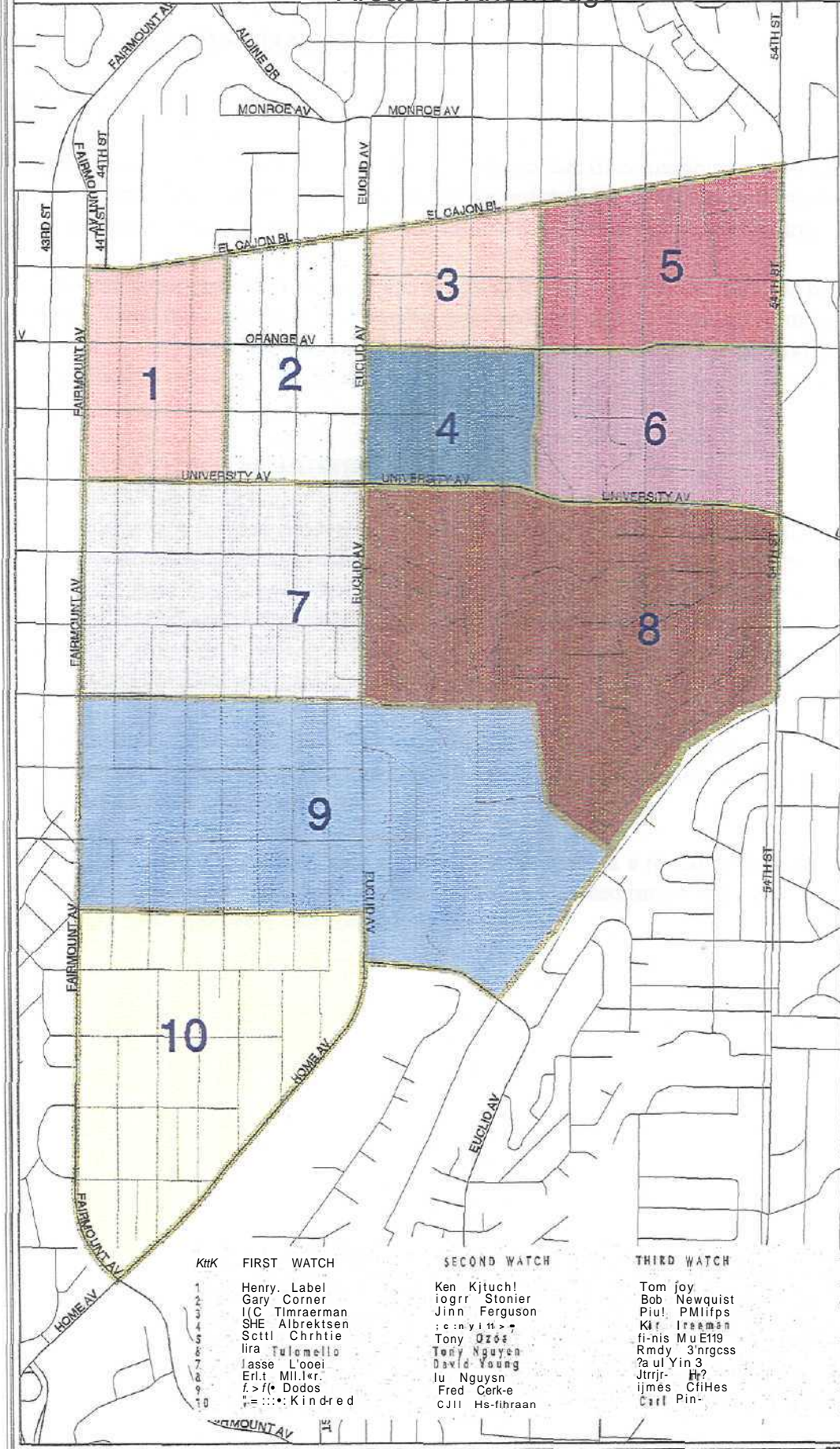
GOAL STATEMENT

THE GOAL OF THE CITY HEIGHTS EAST SERVICE AREA IS FOR OFFICERS TO BE AWARE OF SPECIFIC PROBLEMS IN ASSIGNED AREAS OF KNOWLEDGE. THE OFFICERS WILL WORK IN A TEAM PARTNERSHIP WITH SQUAD SERGEANTS, OFFICERS, DETECTIVES, AND COMMUNITY MEMBERS. OFFICERS WILL REINFORCE QUALITY COMMUNICATION BETWEEN INVESTIGATIONS AND ALL THREE PATROL WATCHES, AND OPTIMIZE THE USE OF AVAILABLE RESOURCES TOWARDS PROBLEM SOLVING EFFORTS.




CITY HEIGHTS EAST

Areas of Knowledge



Legend

- Area 1
- Area 2
- Area 3
- Area 4
- Area 5
- Area 6
- Area 7
- Area 8
- Area 9
- Area 10


 San Diego Police Dept.
 Crime Analysis Unit
 October 22, 1999



	FIRST WATCH	SECOND WATCH	THIRD WATCH
1	Henry Label	Ken Kitch!	Tom Joy
2	Gary Corner	Logan Stonier	Bob Newquist
3	Ilse Timmerman	Jinn Ferguson	Piul PMilps
4	She Albrektsen	Tony Ozor	Kir Freeman
5	Scottie Christie	Tony Nguyen	finis MuE19
6	Iira Tulomello	David Young	Rmdy 3'ngcss
7	Jasse Looei	Iu Nguyn	Pa ul Yin 3
8	Erlt Milker	Fred Cerk-e	Jtrjr- H?
9	f. > f. Dodos	CJII Hs-fihraan	ijmes CfiHes
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 Crime Analysis Unit
 San Diego Police Department

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830'S OPERATIONS MANUAL 1.2

CONCEPT

Officers within a service area frequently encounter a lack of communication between themselves, detectives and officers from other watches. Often, information is lost and efforts duplicated. More often, the busiest parts of the service areas receive the most attention from patrol.

To prevent these problems, officers are assigned to small groups in areas of knowledge. Three officers focus their attention in a smaller area and encourage community members to address concerns in their neighborhoods. This greatly improves communication and increases citizen participation in problem solving efforts.

ORGANIZATION AND DUTIES

The service area is divided into ten (10) areas of knowledge. Each area of knowledge, or A.O.K., has three (3) officers assigned to it. One from each watch. Thirty (30) officers working a service area will result in 24 hour coverage in each of the ten (10) A.O.K.'s. The officers are divided into six (6) squads or "teams" each having a sergeant as "team leader". There are two squads per watch having one day per week in common. These six teams are supported by a service area lieutenant, an investigative sergeant and a team of detectives.

A.O.K. officers are committed to developing expertise in their assigned areas by coordinating problem solving efforts with the other two officers in their A.O.K. and cultivating partnerships with business and community members.

The officer's duty is to impart that expertise to the team at a round table meeting. Officers will share information, identify and prioritize problems to determine the best course of action in addressing these problems and community concerns.



830'S OPERATIONS MANUAL 2.1

DUTIES AND RESPONSIBILITIES OF THE SERVICE AREA LIEUTENANT

It shall be the responsibility of the lieutenant to:

- Oversee the service area sergeants
- Assist in managing problem solving resources
- Liaison with the community
- Assist officers and detectives in the problem solving process as needed
- Periodically schedule and facilitate meetings with the investigative sergeant and patrol sergeants to review problem solving efforts of the detectives, officers and community members



830'S OPERATIONS MANUAL 2.2

DUTIES AND RESPONSIBILITIES OF THE SERGEANTS

It shall be the responsibility of the patrol sergeant to:

- Direct, supervise and review the activities of the team
- Develop and maintain support services, innovative resources, and training techniques for the team
- Be flexible with officer's work hours in support of problem solving efforts
- Coordinate the dissemination of citizen request forms with all supervisors
- Manage assignments of A.O.K.'s pertaining to personnel changes
- Ensure that officers develop an expertise in their A.O.KJs and actively participate in problem solving in the City Heights East area
- Meet periodically with the service area lieutenant, sergeants, and investigative sergeant to review the problem solving efforts of the detectives, officers, and community members



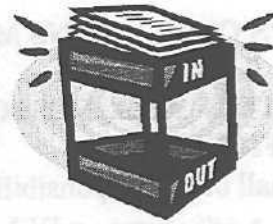
It shall be the responsibility of the investigative sergeant to:

- Coordinate communication between detectives and officers to facilitate problem solving efforts
- Meet periodically with the service area lieutenant and sergeants to review the problem solving efforts of the detectives, officers and community members

830'S OPERATIONS MANUAL 2.3

DUTIES AND RESPONSIBILITIES OF THE A.O.K. OFFICERS

It shall be the responsibility of the A.O.K. officer to:



- Seek information and develop a knowledge base in an assigned area of knowledge
- Share knowledge and expertise in the A.O.K. during squad and service area meetings
- Accept tasks assigned by the team leader
- Work collectively with team members and the community in problem solving efforts
- Establish and develop community partnerships within the areas of knowledge
- Check the A.O.K. bins at the start of each shift for updated information
- Read and initial information in the A.O.K. bins
- Utilize community partnerships to develop strategies towards problem solving

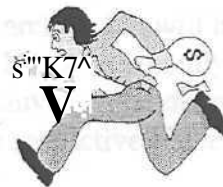
830'S OPERATIONS MANUAL 2.4

DUTIES AND RESPONSIBILITIES OF THE A.O.K. INVESTIGATIVE UNIT

It shall be the responsibility of investigations to:

- Be a resource to A.O.K. officers in support of their problem solving efforts
- Inform officers of specific information and crime trends as they relate to the areas of knowledge
- Recommend strategies and assist officers in addressing problems in their A.O.K.'s
- Assist the service area volunteer in identifying FYI reports to be placed in the A.O.K. bins
- Investigators will be assigned the following sub specialties:

Robbery and 69 PC	Multi-cultural communities and child abuse
459 PC trend tracking	Pawns and civil cases
242 PC and 245 PC	CPTED and hate crimes
- Provide training tools for officers
- Provide verbal or written feedback for officers



DUTIES AND RESPONSIBILITIES OF THE A.O.K. COMMUNITY RELATIONS OFFICER

It shall be the responsibility of the C.R.O. to:

- Support officers and detectives with problem solving efforts by coordinating resources and encouraging community partnerships
- Identify A.O.K.'s where no effective community groups exist, and if there is an obvious need based on community problems, take reasonable steps to see that an effective group is formed and supported
- Meet with citizen groups as needed to discuss problems and share this information with the service area lieutenant and officers as it relates to the respective A.O.K.'s
- Compile and maintain a current list of community groups in each A.O.K. that are able to assist officers in problem solving efforts
- Coordinate training workshops and presentations at which representatives from area services and organizations meet with citizens and officers to exchange information and ideas, and problems
- Report regularly to the division captain and service area lieutenant on the efforts, trends, and problems officers and community groups are experiencing in dealing with issues
- Maintain a log of citizen request forms and provide the lieutenant and sergeants access to that log
- Provide new or transferred officers with service area orientation and A.O.K. assignments
- Maintain a resource rolodex available to all service area personnel



830'S OPERATIONS MANUAL 3.1

SUPPORT SYSTEMS AND STRUCTURE

Use of community volunteers:

- Assist investigations with identifying, copying, and distributing FYI reports in the A.O.K. bins
- Check the archive bin for information that all three A.O.K. officers have initialed and place it in the appropriate A.O.K. three ring binder
- Purge binders of materials which are 12 months old or older



Citizen request forms:

Requests for service from the community will be received by the C.R.O. on a citizen request form. The C.R.O. will review the request and assign the appropriate A.O.K. number to it. The CRF will be distributed to the sergeant who's squad member has that A.O.K. The officer will have four (4) weeks to research and respond to the CRF and then return it to the sergeant for approval. Upon approval, the CRF will be returned to the C.R.O. The C.R.O. will log the return of the form and retain the form for one year. Should the form not be returned within five weeks of the dissemination date, the C.R.O. will send a reminder note to the appropriate sergeant. If the C.R.O. has not received the C.R.F. within one week after sending the reminder note, the C.R.O. will notify the service area lieutenant and the lieutenant will take appropriate action.



A.O.K. bins:

A.O.K. bins for each area will be marked and maintained at the command. Pertinent knowledge obtained by Mid-City personnel should be submitted in written form to the appropriate A.O.K. bin. The officers from each watch will have access to their respective A.O.K. bin. One bin will also be provided for the detectives.



A.O.K- archive:

An archive bin will be available to coincide with the A.O.K. bins. The archive bin will be used by A.O.K. officers to store old information. Volunteers will go through the bins on a monthly basis and put old information in the archive binders. Investigations will have an archive ring binder maintained in the area of the A.O.K. bins. Old information will be placed in the respective binder and will remain there for no less than one year.