

**To:** Public Safety & Regulatory Services Committee  
**From:** Deputy Chief Tim Dolan  
**Date:** 08/25/04  
**Re:** Community Oriented Policing Additions

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## COMMUNITY ORIENTED POLICING ADDITIONS

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### Minneapolis Police Department Five-Year Plan August 25, 2004

**Request:** We were asked by City Council to add quantity and quality measurements to the Minneapolis Police Five Year Plan for uniformed officers efforts in crime prevention, problem solving, and investigative work. Those measurements are already there for 911 response.

**Action:** In Key Performance Measurements, under “To Report to Mayor/City Council,” we will add an item 6. This will be titled “Quantity/quality of police interaction in crime prevention, problem solving, and investigative work.” The definition will read: “We will implement a “task management” system within the MPD for assignment of meetings, issues, or problems to officers.”

In addition, in Key Initiatives, under item 1 (Institutionalizing Community Policing), we will reference the above Key Performance Measurement.

**Note:** We envision this task management too much the same as the Outlook version we all have. This system might even work for us. In short we want to be able to assign projects/problems, give direction as to desired outcomes, and track the effort, time, and completion of these efforts. This system will greatly assist supervisors with coaching, monitoring, and evaluating efforts other than response to calls for service.

We were also asked to task quality. This effort will assist in tracking quality, but we are not going to ask for feedback on every assignment or call for service. We also have limited ability to survey, and we will use that as able. Accountability is a major aspect of what delivers quality. In effect, “what gets measured gets done.” This task management system will be incorporated into CODEFOR – our operational measurement tool.