

City of Troy

July 21, 1995

95-85

PERF

Mr. John Lusardi
1120 Connecticut Avenue, NW, Suite 930
Washington, D.C. 20037

Dear Mr. Lusardi:

Enclosed is a nomination from the City of Troy Police Department for your Third Annual Herman Goldstein Excellence in Problem Solving Award.

The nomination is for our Community Policing Officers, Douglas Warren and Alan Haggerty, who have organized the community into various partnerships with the police to solve neighborhood community problems.

Officer Haggerty has been a board member of the Troy Community Coalition and with their help has organized the "Neighbor by Neighbor" program and Troy "Jam Fests".

Officer Warren has organized the business community into two police/business informational FAX networks and has established a satellite community policing office.

The efforts of these officers has helped the Department grow from the implementation stages of community policing in 1990 to the development of a long range strategic map aimed at helping plan the community's future.

Sincerely,

TROY POLICE DEPARTMENT



Lawrence R. Carey
Chief of Police

LRC/lp

500 W. BIG BEAVER ROAD TROY, MICHIGAN 48084

Bldg. Inspections	524-3344	Dept. of Public Works	524-3370	Library	524-3546	Purchasing	524-3338
City Assessor	524-3311	Engineering	524-3383	Museum	524-3570	Recreation (Parks)	524-3484
City Attorney	524-3320	Finance	524-3411	Personnel	524-3338	Traffic Engineer	524-3379
City Clerk	524-3318	Fire	524-3419	Planning	524-3364	Treasurer	524-3334
City Manager	524-3330	Information	524-3300	Police Dept.	524-3443		

POLICE OFFICER OF THE YEAR

ALANHAGGERTY

The nomination of Officer Alan Haggerty centers around his handling of an attempted child abduction investigation, and the contributions he has made to the youth of Troy.

On December 8, 1994 our Department received notification of an attempted abduction of a schoolgirl after she had exited a school bus. The suspect fled when the victim resisted his attack. The incident appeared similar to an attempted abduction reported just a few hours earlier in Auburn Hills. Officer Haggerty responded to the scene and took charge of the investigation.

Officer Haggerty's handling of the investigation was most noteworthy. He coordinated efforts between our Department and the Auburn Hills Department, and solicited the appropriate help from other Departmental units. Officer Haggerty directed the search activities to the subdivision where the suspect vehicle was located. This proved to be key to the investigation and the subsequent arrest. He put aside his personal agenda and virtually spent the next three days working on this case. He initially worked late into the night so that a suspect composite could be developed. He notified school authorities about the incident and then, resting only a couple of hours, returned early the next morning to distribute the composites to school bus drivers.

He spent considerable time with the victim and her family in order to keep them updated and establish a rapport with the victim. Child victims need tremendous support to get them through the criminal justice experience. Recognizing this, Officer Haggerty put forth the effort to accomplish this end.

The successful resolution of this case has brought accolades to the Department and its members. It is relatively rare that a suspect of this type is caught, and by doing so, a sense of security and pride within the community was instilled.

In addition to his regular duties, Detective Alan Haggerty has served in various capacities with at least 12 youth-oriented agencies or committees. As an example, Al served on the original task force for the development of "Care House." He currently serves on the task force to examine and revise the "Care House" investigative protocol. The "Care House" program is an innovative approach to child abuse investigations in Oakland County. The program's vitality is due, in part, to the energies and dedication of persons like Alan Haggerty.

Al is affiliated with several organizations such as "Michigan and Ontario Juvenile Officers Association" and "Troy Youth Assistance." Additionally, he is a board member of the "Troy Community Coalition" and is an Advisory Board Member of the "Triad Mental Health Clinic."

He has also served on the following:

- Executive Board Member - Troy Community Coalition
- Member of Troy Youth Assistance
- Task Force member for Child Abuse and Neglect Council for updating Oakland County Protocol for Child Sexual Abuse information

Department assignments:

- Jam Fest Committee
- Department Representative to Morse and Wattles Schools Neighbor by Neighbor Projects
- Representative to Dispute Resolution Committee
- 1994 Child Abuse and Neglect Council Child Advocate Award

1992 POLICE OFFICER OF THE YEAR

OFFICER DOUGLAS A. WARREN

It is with great pleasure that the Department has named Officer Douglas A. Warren as its "Police Officer of the Year."

While still in high school, Doug became a charter member of the Troy Police Department's Law Enforcement Explorer Post which had been organized under the auspices of the Boy Scouts of America. After graduation from Clawson High School in 1969, he began his career with the Department. During the first 2-1/2 years with the Department, he served in what was then a cadet's position. In addition to working the radio, Doug was frequently called upon to serve as a school crossing guard or animal control officer. In February of 1972, he was appointed to the position of police officer.

During his career, Officer Warren has spent all of his time in the Patrol Division where he's been assigned to a patrol shift or to the Traffic Safety Unit. For the past twenty years, Doug has displayed an energetic attitude toward his duties and responsibilities. With the advent of Team Patrolling, that energy was felt by many more of the "customers" in his area. As a member of Team Six, Doug may spend the morning stopping off at a school or two - getting to know the faculty. If time permits, he may then stop and have lunch with the students just to let them know that cops are pretty nice people.

As comfortable as he is working with children, Doug feels just as content working with the business community. The key to Officer Warren's success has been his ability to get to know people, understand their problems and concerns, and then do whatever is possible to contribute to the maintenance and improvement of his customers' quality of life. His accomplishments during 1992 included the following.

- o As the result of information he developed about a burglar, the West Bloomfield Police Department apprehended a subject who admitted to several such crimes.
- o In February, Electronic Data Systems expressed appreciation for the way he handled a disturbance call at one of their facilities.
- o In March, the Vickers Corporation expressed appreciation for the way he handled a problem with solicitors at their business.
- o For the second year, he actively participated in the Job Shadowing Day for middle school students.

- In July, he rescued a potential drowning victim from Sylvan Glen Lake.
- In September, he met with members of EDS Security to discuss strategies to solve problems being experienced at several of their buildings.
- In October, the residents of a particular subdivision publicly expressed their appreciation for the way he and other Team Six members resolved a problem that had been plaguing their neighborhood.
- In October, he represented the Department as an expert panelist at the Third Annual, Problem Oriented Policing Conference held in San Diego, California.
- In December, he followed-up on one of several larceny of ~~for~~ ~~stated~~ ~~the~~ ~~description~~ of the perpetrator and the *modus operandi* were very similar, he requested that a composite sketch be made and then saw to it that the sketch was widely distributed. As a result of that extra effort, - a suspect was identified and ultimately apprehended.

In the words of Chief Lawrence Carey, "Officer Douglas Warren epitomizes the professional community police officer." We would be remiss in not thanking his wife, Sandy, and their children Rebecca, Russell, and Steven for sharing Doug with the citizens of Troy!

In 1991, as part of our implementation of community policing, the Troy Police conducted a Public Opinion Poll in an effort to improve the services that the department provides and to improve the quality of life within the City of Troy. The survey was designed for two specific tasks; first, to measure the degree of community satisfaction with the police and police personnel; and second, to learn the safety concerns and needs of the community. While the results of the survey showed us that the citizens were supportive of their police department, it also indicated that the people of Troy were in favor of a change to a more proactive police force that would ensure the security of the community. Through the police survey, the citizens were able to list the concerns of the community in the order that the people felt they should be addressed. These priorities ranged from "catch criminals to "subdivision patrol" to "enforce traffic violations on main roads".

The survey also showed this department that a feeling of alienation from the police was beginning to surface in the community. Surveys indicated that the citizens wanted better communication with the police. They requested follow up information of their calls for service, crime reports, and dispositions of court cases. They also indicated that they wanted response to neighborhood problems with less government bureaucracy. The people of Troy indicated to us that they want more contact with the police and wanted to be aware of what was happening in the community. It was found that the small, sometimes non police, neighborhood problems affected the quality of life in our community.

In essence, the survey indicated to this department that a new path of policing was called for. New steps and new

activities would be needed to best serve the citizens of the community. In response to that call, this department undertook a community policing project (unofficially dubbed "Service Through Partnership") that focused on the police and the citizens working together to address quality of life issues and public safety needs and concerns as identified by the members of the community.

The first step in the project was the creation of the Troy Community Coalition. The Coalition began early in 1990 when a group of concerned parents sponsored a community workshop to address the problem of underage drinking. The police department, as part of the twelve original conference attendees, helped in forming a permanent group to support alcohol, tobacco and drug abuse prevention programs. This permanent group quickly gained the support and resources to become an effective force against the problem of alcohol, tobacco and drugs. Within a year of its birth, the Community Coalition applied for and received federal funding from the U.S. Department of Health and Human Services' Center for Substance Abuse Prevention to develop a comprehensive plan for the City of Troy.

The goal of the coalition is to fight drugs through the education of citizens, supporting and fostering existing programs, funding new programs, advisory counseling, advocacy; and providing the evaluation and training necessary for the battle against drugs.

Not only has the coalition been successful in its battle against alcohol and drugs, it has been a source of inspiration to the other members of the community as well. The group has inspired the community to get involved. The Community Coalition has become the catalyst for many new and remodeled community

groups. The Neighbor By Neighbor, Friday Night Jam Fests, and Troy Futures programs are examples of this inspired community involvement and cooperation.

The Neighbor By Neighbor program originated with a dual purpose. First, was to serve the traffic concerns and quality of life issues of the neighborhoods, as this was a prevalent concern indicated by the citizens in the police survey. And second, to give the neighborhood children extra activities, especially for the children of working parents. The program is a partnership between community groups working together to empower neighborhoods to improve their quality of life. The founding group, which was comprised of residents, police and fire department representatives, school personnel, and local businesses, created two surveys. One survey was designed for the area residents and one was for the area businesses. Both surveys measured the level of interest of community involvement. The Morse Elementary School area was chosen as the first area that this program would be implemented. The surveys were mailed to the residents and businesses and the response was a tremendous success. The residents were ready and willing to take control of their neighborhood.

The Morse School Partnership began with a Neighbor By Neighbor "Kick Off" Picnic and was an overwhelming success. With over six hundred residents in attendance, and local businesses and civil groups donating their goods and services, the future of the neighborhood was placed in the hands of the neighborhood businesses and residents alike. Partnerships were formed and countless volunteers agreed to donate their time and effort for community improvement projects.

Another project within the Neighbor By Neighbor program that recently developed is the "Villa Park Project". The Villa Park area had been a troubled area. Many of the homes here were "broken families"¹¹ and many of the youths were bored and frustrated, causing problems, and becoming involved in gang activity. Thus, the Villa Park Project was created by the Police, in cooperation with the Community Coalition, to provide a Parks and Recreation Summer Program specifically for the youths in this area. Activities were provided three days a week, as well as side trips, such as the trip to a Detroit Tiger baseball game and to Mud Mania, and special events (these trips were funded by contributions from the businesses in the community). The Rollerblade hockey game against the Police Department in particular was a huge success and there is also a volleyball game and a basketball game scheduled. This project has been and continues to be a very important program to this neighborhood. • The problems that were plaguing the area have decreased. In fact, because of the success we are seeing, a five day a week program is being considered to replace the present three day per week schedule.

The next step was to look at the problem of teenage associated crime and proactive ways in which to deal with these crimes. Teenagers pose a unique problem to law enforcement officials in addressing public safety issues. Because of peer pressure and other adolescent stresses, the relationship between teens and the police is often times very delicate. Teenagers are at an "in between" age where they are too old to be treated as children, but still too young to have the benefits that adults do. And far too often, we see America's youth turn to alcohol,

vandalism, and/or petty crimes simply out of boredom and rebellion. Unfortunately, for some of these teens, this can and will lead to much more serious and dangerous acts, possibly even Part I crimes.

The community had been experiencing curfew, vandalism, and drinking problems in our fast food establishments. Through targeting these areas as a community policing project, we have been able to put an end to teenagers just "hanging out" at these businesses. Realizing that these teens needed a healthy alternative activity, the members of several different community groups came together to provide that alternative. Representatives from the police department, the Parks and Recreation Department, the Community Coalition, Troy Safe Homes, and the Troy Police Explorers put their heads together and came up with the Friday Night Jam Fest program.

Thus, on six Friday evenings in July and August, from 8pm to 11:45pm, the City of Troy held a party for teenagers. There was pizza and pop, live music, and sporting events, and a little something for everyone. The city provided the place and the city personnel set it up (the Parks and Recreation Department transformed a local park into a tame version of Woodstock), the police provided security, businesses supplied goods and services, and even the Department of Public Works got into the act by getting the 1932 Ford Coupe outfitted and operational for the car enthusiasts.

All of the above components contributed greatly to the success of the Jam Fests. However, the reason for that success lies in the hands of the community. The entirety of community involvement is what got the attention of the teens and their

willingness to participate was the very goal of the program.

The police department also formed partnerships with the business community to respond to their concerns. Most recently, a financial fax network has been set up to share information regarding bank related crime as expediently as possible. There had been a rise in bank robberies and the network was instrumental in communicating fraud suspect information and other area banking problems. The partnership has also resulted in the EDS Corporation and the Federal Bureau of Investigation, in conjunction with the Troy Police Department, creating a community policing film on bank robberies aimed at helping bank employees respond when they are the victim of a robbery.

Through the efforts of area Community Policing Officer Doug Warren, EDS, and Building Management, a neighborhood/business police office has also been established in an EDS building located in the northern business district of the city.

A similar network had been implemented with the commercial businesses in the area to address the problem of Larcenies in Buildings, Larcenies From Automobiles, and Unauthorized Driving Away an Automobile. This partnership has been successful for both the businesses and the police and the communication between the agencies has led to the apprehension of an larceny culprit and a suspect caught, in progress, for attempting to steal a vehicle.

The next step taken in the community policing effort was the Troy Futures Program. Initially, the City Manager began the project to get community input as to what direction the city wanted to go, but the response was so great that the program quickly developed into much more. Over four hundred people

responded to the call to "help shape the community's future" in February of 1992. By the second meeting, two hundred forty citizens were actively involved. An all day planning seminar was held and seven task forces were created, each with its own aspect of the quality of life to focus on. These aspects included "The Community"¹¹, "Human Services", "Leisure and Culture", "Preservation and Beautification", "Lifelong Learning", "Economic Vitality", and "Regional Cooperation and Infrastructure".

In 1993, the police department teamed up with the Troy Futures in an effort to help plan the future of our city. The Human Services Mission was developed: "To insure and promote the care and well-being of the citizens of Troy", in which the contribution of the police department would be the provision of a safe environment and the enhancement of the quality of life for our citizens.

This became the central focus of the final step in the community policing project, the Strategic Map. The Strategic Map is a reflection of the mission—"the protection of life, property, and human rights, through law enforcement service", and the department's vision—"to provide progress toward our department's mission by forming a partnership with our community". It also reflects the values of the department and department personnel and defines the roles and responsibilities. Thus, the Strategic Map serves to keep law enforcement efforts focused on what is important in our day to day activities and as a resource for Administrative and Supervisory personnel in guiding the department towards its mission.