<table>
<thead>
<tr>
<th><strong>1 COMMUNITY SERVICES:</strong></th>
<th><strong>2 OPERATIONAL ENHANCEMENTS:</strong></th>
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</thead>
<tbody>
<tr>
<td>Seek to improve the dissemination of public information, increase opportunities for community interaction and involvement, and improve customer service.</td>
<td>Enhance law enforcement responsiveness by taking specific measures to improve organizational effectiveness and efficiency.</td>
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<th><strong>3 EMERGENCY MANAGEMENT:</strong></th>
<th><strong>4 EMPLOYEE SERVICES:</strong></th>
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<td>Implement organizational and facility-related enhancements to its Emergency Management Program to better prepare personnel and the community to respond to disasters and crisis events.</td>
<td>Maintain positive, constructive relationships with its sworn and civilian staff to ensure that they are properly equipped to achieve their personal and professional goals.</td>
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<th><strong>5 CONTRACT SERVICES AND REGIONALIZATION:</strong></th>
<th><strong>6 INTERDEPARTMENTAL COOPERATION:</strong></th>
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<td>Focus on contracting opportunities and participation in regional initiatives in order to maximize available budget resources.</td>
<td>Continue to collaborate with all City departments to support events, activities and initiatives assuring a positive public image to residents, businesses and visitors in our City.</td>
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<th><strong>7 CRIME MITIGATION:</strong></th>
<th><strong>8 ENHANCING THE PUBLIC IMAGE OF THE DEPARTMENT:</strong></th>
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<td>Expand the use of analytics through reports and deeper communication to reduce crime.</td>
<td>Reflect a positive public image through our safety, service, and professionalism.</td>
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</table>

*New for 2016*
**Goal 1: Community Services**
1.1 – Conduct community meetings
1.2 – Maintain and support Neighborhood Watch activities
1.3 – Enhance Citizens Academy course types
1.4 – Seek feedback on all aspects of BPPD community services
1.5 – Enhance BPPD “Crime Watch” series with introduction from the Chief
1.6 – Increase public/community information, awareness and services through the improvements to the current BPPD website
1.7 – Maintain and continuously improve a business outreach program
1.8 – Improve the awareness and the management of issues related to the increase of homelessness in Buena Park
1.9 – Optimize volunteer recruitment, training and resource allocation

**Goal 2: Operational Enhancements**
2.1 – Prioritize officer response to calls for service
2.2 – Eliminate investigation thresholds for selected offenses and investigate/record all offenses crossing each Detective’s desk
2.3 – Create a voicemail system for Dispatch
2.4 – Transfer personnel billing function to the Finance department
2.5 – Review and improve security measures at selected sites
2.6 – Develop departmental phone tree notification system
2.7 – Ensure proper allocation to direct and indirect costs
2.8 – Conduct forms and procedures review

**Goal 3: Emergency Management**
3.1 – Move Emergency Management responsibility to the Administrative Lieutenant
3.2 – Complete development of the Emergency Operations Center
3.3 – Increase Emergency Management training

**Goal 4: Employee Services**
4.1 – Enhance education and training opportunities
4.2 – Recognize employee achievement
4.3 – Improve Peer Support

**Goal 5: Contract Services and Regionalization**
5.1 – Continue to Explore Offering Contract Services and Collaborations

**Goal 6: Interdepartmental Cooperation**
6.1 – Continuously improve overall collaboration with other City departments
6.2 – Coordinate Patrol activities and Code Enforcement
6.3 – Coordinate Traffic Enforcement and Traffic Engineering

**Goal 7: Crime Mitigation**
7.1 – Improve the use and communications of crime analytics

**Goal 8: Enhancing the Public Image of the Department**
8.1 – Begin residential foot patrol
8.2 – Publicize image building stories and communication
8.3 – Practice professionalism through consistent uniform

*New for 2016*