

**CITY COUNCIL AGENDA ITEM**  
**CITY OF SHORELINE, WASHINGTON**

<b>AGENDA TITLE:</b>	Shoreline Police Department's Community Storefront Program
<b>DEPARTMENT:</b>	Police Department
<b>PRESENTED BY:</b>	Tony Burt, Police Chief Leona Obstler, Storefront Officer Deneese Elfenson, Storefront Officer

**PROBLEM/ISSUE STATEMENT:** The Storefronts play an integral role in our community. They provide a valuable resource concerning the sharing of information on many levels. Our storefronts offer many programs to our citizens and are responsible for implementing those programs specific to the needs of Shoreline. The Storefront Officers develop and present crime prevention and other community programs. These programs are free to the community: Landlord Training Program, Citizen's Academy, Retail Theft Program, School Safety Patrol, Block Watch, Business Watch and CPTED (Crime Prevention Through Environmental Design). Our Storefront Officers also have additional duties which include Court Transports, School Resource Officers, attend Council of Neighborhoods meetings, attend Community Notification Meetings for recently released Level II and Level III sex offenders, present Annual Block Watch Captain's Meeting, coordinate National Night Out Against Crime and provide ongoing training and annual recognition for police volunteers. Officer Obstler will explain in detail each of these programs and their benefit to the community.

In addition to the programs listed above our storefront officers also publish articles in our Block Watch publications as well as Currents. They also provide the information on our website and teach numerous classes on various topics throughout the city to community groups. Our Storefronts provide an invaluable crime prevention and communication resource for Shoreline.

**BACKGROUND:** In 1996 the City of Shoreline opened its first Community Storefront Offices or Shoreline Neighborhood Police Centers. There are two neighborhood storefront offices in the City of Shoreline. Each storefront is staffed by one full-time officer and approximately 10-15 citizen volunteers who are asked to donate at least four hours per week. The volunteers combined, contribute over 4,000 hours each year to Shoreline Police and the community. It is the Volunteers who consistently allow the storefront to be open and make one-on-one assistance available to citizens.

Storefront Officer's work within a Community Policing philosophy. Community Policing is a philosophy of policing based on the concept that police officers and private citizens

working together in creative ways can help solve contemporary community problems related to crime, fear of crime, social and physical disorder and neighborhood decay. The philosophy is predicated on the belief that achieving these goals requires that police departments develop a new relationship with the law abiding people in the community, allowing them greater voice in setting local priorities, and involving them in efforts to improve the overall quality of life in their neighborhoods. It shifts the focus of police work from handling random calls to solving problems.

We have a Storefront Standard Operating procedure (SOP) with an appendix or "menu" of basic programs. The ability of a storefront to successfully implement any specific program takes training, time, technology (access to computers and the network), and the willingness of the volunteers to want to "work" the program.

Program selection at each storefront can also be fueled by citizen surveys detailing what are their specific community needs. For example, in 2001 citizens in Shoreline were sent surveys and a prevalent comment was that they may have been a crime victim but never heard back from the police. Storefronts implemented a Victim Call Back Program. Shoreline's call back program calls back on all burglaries, some larcenies, fraud, identity theft and mail theft. Precinct staff created an Identity Theft brochure which is mailed to victims. Additionally, through this call back program Crime Prevention Services are offered to victims, including one-on-one security of "CPTED" surveys, follow-up reports, Block Watch, and Operation ID. Volunteers were also trained in CPTED to ensure the program's success and assist Officers in the many contacts in the community.

### **RECOMMENDATION**

No action is required. This is one of a continuing series of briefings on key City programs.

Approved By:      City Manager  City Attorney \_\_\_\_

### **ATTACHMENT A**

Police Community Storefronts Performance Measures and Budget (from the 2006 Budget)