



INTEGRITY \* RESPECT \* LAWS AND THE CONSTITUTION \* ACCOUNTABILITY \* PROBLEM SOLVING \* PROFESSIONALISM

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## MEMORANDUM

DATE: August 18, 2011  
TO: John Szerlag, City Manager  
FROM: Gary G. Mayer, Chief of Police  
RE: Police Department Volunteer Program

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The purpose of this memorandum is to take a moment and report the implementation of an active volunteer program.

We believe in operational excellence and realize that there is always room for improvement. This is especially important as we continue the downsizing of the Troy Police Department. We need to be continuously innovative and make incremental improvements to our operations while reducing the level of service that we provided in the past. The financial reality is to focus on finding ways to do fewer things well, instead of doing everything poorly. We realized that the citizens who have attended our Citizen's Police Academy and understand our operation were an excellent source of volunteers and asked for their help. As you will read below our efforts have paid off.

### INTERNAL

A year ago we had no volunteers directly in our building. Coordinated by Lieutenant Chris Stout, we now have volunteers in the police building, in the following positions:

- Contacting crime victims to keep them informed them of the status of their case. Approximately 4 hours a week.
- Entering pawn shop/gold transactions data into our database. Approximately 4 hours per week.
- Assisting the Records Department. Two at approximately 4 hours per week each.

We are currently doing background investigations on several other candidates to fill volunteer roles.

### EXTERNAL

The Citizens on Patrol volunteers began on July 7, 2011. There are 20 volunteers that have been trained by members of our Directed Patrol Unit. The volunteers patrol in their own vehicles and look for suspicious activity and report it to the Troy Police Department. These additional eyes and ears in the community will help watch for crimes in progress, suspicious circumstances or other matters needing the response of a sworn officer. While the volunteers help they cannot replace the value of sworn uniformed officers on patrol in the community.

In July, these volunteers worked a total of 62.5 hours patrolling subdivisions and parks. We will continually evaluate the effectiveness of this program and expect to expand the number of volunteers in the future.

In conclusion, you can see that we have gone from no volunteers to 24 in less than one year. This is a work in progress and we will make incremental changes as needed to make this a positive experience for the volunteers who give so generously of their time and the citizens we serve. Future reports will be included in the *ICMA Implementation Plan and Progress Report - Police Department*.