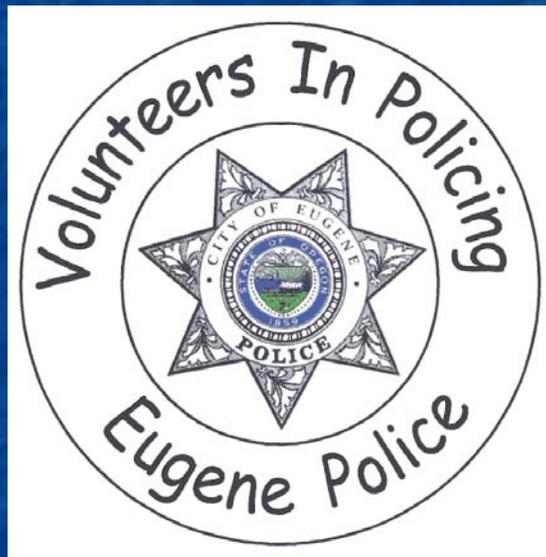


2006 COPS Conference



*Citizen Volunteers:
the heart and soul of
community policing at the
Eugene Police Department*

Carrie Chouinard
Volunteers in Policing Program Coordinator
Eugene Police Department (Oregon)

Agency & Program Information

- Volunteers utilized on a limited basis prior to 1999
- City Council approved funding of a full-time Volunteers in Policing (VIP) Program Coordinator in 1999
- Administrative Aide to support VIP Program hired in July 2006
- Eugene, Oregon population 145,000
- 300 employees (180 sworn, 120 civilian)
- 85 volunteers ranging in age from 17 to 87

Benefits of Eugene Police Department's (EPD) Volunteers in Policing Program?

- Volunteers provide us with the ability to use existing funds and paid personnel in a more productive manner
- The VIP Program increases citizen participation and involvement in the law enforcement community
- The delivery of services to the community is improved with the support of volunteers

Funding

- \$50,000 grant awarded by the U.S. Department of Justice/Office of Community Oriented Policing Services in September 2003
- \$15,000 grant awarded by the Department of Homeland Security Office for Domestic Preparedness (Citizen Corps) in June 2004
- Donations
- Line item in budget as of July 1, 2006

Who volunteers at EPD and where do we get them?

- Students
- Retirees
- People who work full-time
- Individuals who want to work for the department in sworn or civilian positions
- Citizens' Police Academy
- Summer Youth Academy
- High School & College Volunteer/Internship Fairs
- Volunteer Booths at Community Events & Shows at Fairgrounds
- Newspaper articles
- Website

Start out Small
& Build on
Your Successes

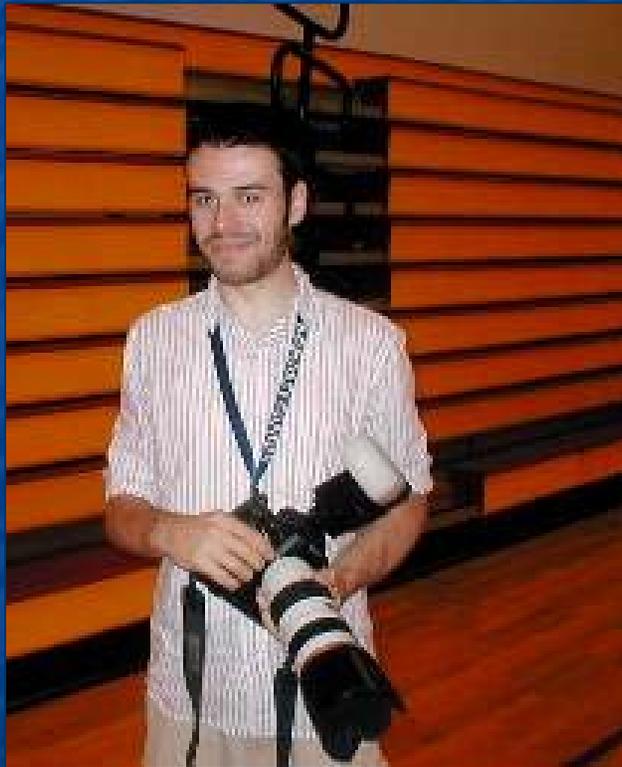
Clerical/Administrative Support

- Financial Crimes Unit
- Forensic Evidence Unit
- Internal Affairs
- Public Information Office
- Quartermaster
- Records Section
- Volunteers in Policing Administration



Photographers

Minimal Investment, Huge Return



We maintain a pool of volunteers who have their own digital cameras and are good photographers.

Police Activities League

- Summer day camp for kids age 11-13
- Designed to offer activities ranging from organized competitive sports and recreational activities to arts, educational and social skill development programs
- Police officers along with teen and adult volunteers mentor the kids and participate in games and activities



Police Substations

◆ Bethel ◆ City Center ◆ West University ◆ Whiteaker ◆

- Help police staff maintain community access by greeting the public, providing phone reception and distributing information on police services.
- Trusted volunteers manage the substations when station managers are absent.



Property Control Unit



- Purge property that is no longer of evidentiary value
- Clean the property cage
- Help transport unclaimed property to and from auction or charity

Radar Program

A Partnership between Eugene Police and the Planning & Development Department

- Neighborhood volunteers are trained to operate radar guns and log license plate numbers of vehicles traveling 10+ miles over the speed limit
- EPD volunteers enter information into a database as part of a traffic calming effort where educational letters are mailed to the registered owners of the speeding vehicles.

Match Agency Needs with
Talents, Interests & Availability
of Citizen Volunteers

Seniors On Patrol

open to retirees age 50+

- Implemented in 2001
- 13 volunteers, teams of 2, one shift/week
- 40-hour training academy & 40+ hours of field training
- Patrolling bike paths and streets
- Disabled parking enforcement
- Home vacation checks
- Participate in community policing and crime prevention efforts
- Shuttle a marked police decoy car
- Serialized & Valuable Property Identification



Speakers Bureau

- Based on referrals from the department, volunteers present material to community groups on the topic of consumer scams, fraud and identity theft.

FRAUD

A presentation by the
Eugene Police Department
Financial Crimes Unit

in conjunction with
Volunteers in Policing

Eugene woman loses \$100,000 to fraud
A 47-year-old Eugene woman was defrauded out of more than \$100,000 by a thief who called her to say she was invited for a million dollar prize, but to continue to be a finalist she had to send the company \$5,000. She did, then got another call saying she was one among the 75 finalists and needed to send another \$5,000 to continue in the contest. She did. This continued until she has sent over \$100,000 in the years.

To report a crime in progress Dial 911

To report a past crime (including financial crimes) Dial 682-5111

To contact the Financial Crimes Unit Call Sergeant Rex Barrong 682-5106

To schedule a Fraud Prevention Presentation for your group, or to inquire about volunteer opportunities, contact Carrie Chouinard at 682-5355

Family Riches Attract Unscrupulous Dudes
Eugene Police Department Financial Crimes Unit—Page 1

Squad Car Maintenance Team

open to retirees age 50+

- Implemented in 2004
- 16 volunteers, teams of 2, one 4-hour shift/week
- On-the-job training
- Ensure lights are functioning properly
- Check fluid levels
- Inventory and restock vehicle trunks
- Wash vehicles inside and out
- Teddy Bear Program administration
- Shuttle vehicles needing mechanical work to and from Public Works



Episodic Volunteer Opportunities

- Volunteers are recruited to be role players for special activities such as:
 - Disaster/Emergency Preparedness Exercises
 - Crisis Negotiation Team Training Scenarios
 - SWAT Team Training Exercises



Unusual Opportunities



Detectives occasionally ask for volunteer assistance with short-term projects.



Keys to Success

- Support must start at the top (Police Chief).
- Designate an employee or volunteer as manager of volunteers.
- Involve unions in program development.
- Agency website should have an obvious link to volunteer opportunities.
- Take advantage of the multitude of FREE resources from the National VIPS Program, www.policevolunteers.org.
- Be selective in who you accept; thorough screening is crucial.
- Make sure volunteers feel part of your agency's "family."
- Recognize volunteers (National Volunteer Week, President's Volunteer Service Awards, agency awards ceremonies, feature articles in newsletters, birthday cards, years/hours of service awards, and the simple but heartfelt "thank you").
- Involve seasoned volunteers in training new volunteers – saves additional staff time and rewards volunteers with leadership roles.

For more information about the Eugene Police Department's Volunteers in Policing Program:

- Contact Carrie Chouinard at 541-682-5355 or carrie.f.chouinard@ci.eugene.or.us
- Check out our web page at: www.eugene-or/gov/police

“You cannot live a perfect day without doing something for someone who will never be able to repay you.”

John Wooden