



KANSAS CITY, MO. POLICE DEPARTMENT

PROCEDURAL INSTRUCTION

DATE OF ISSUE

01-06-10

EFFECTIVE DATE

01-05-10

NO.

09-13

SUBJECT

Operational Plans-Performance Measurement System

AMENDS

REFERENCE

RESCINDS

I. INTRODUCTION

To establish guidelines and procedures for the completion of Operational Plans based upon the defined Expected Outcomes. The goal of this process is to utilize the Operational Plans as an evaluation tool for all levels within the Department.

II. PROCEDURES

- A. The Expected Outcomes have been defined by the Board of Police Commissioners, the Chief, and the Bureau Commanders. The Strategic Plan and other reports, studies, and documents, such as the Performance Audit and the Citizen's Survey completed by the University of Missouri-Kansas City, have been used in the process of defining the Expected Outcomes.
- B. The Expected Outcomes are as follows:
 - 1. Improve overall quality of police services.
 - 2. Increase visibility.
 - 3. Employ a dedicated, engaged work force.
 - 4. Maintain mutually effective and respectful relationships.
 - 5. Through prevention and suppression of crime, make Kansas City a safe place to live, work, and play.
- C. When establishing Goals, Objectives, Tasks, and Activities, they should not be the same as the current activities and daily duties, but should be above and beyond the day to day operations.
- D. Division commanders will develop Goals from which they will create an Operational Plan. Each Goal should be tied to one or more of the Expected Outcomes. Division commanders must be cognizant of the budget impact of their Goals and recognize the fiscal year deadlines. They will ensure the Goals are communicated to all members in their division.

- E. Watch Commanders or equivalent ranks in non-patrol divisions will then establish measurable Objectives that are relevant to the Expected Outcomes as outlined in the operational training. The Objectives will be communicated to the Sector Sergeants or supervisors and all members within the division.
- F. Sergeants and supervisors will gather project and activity plans and ideas from their individual subordinates to establish Tasks to meet the Objectives.

III. EVALUATION

- A. Operational Plans will be evaluated for continuous results during CSTAR meetings and during member mid/yearly evaluations.
- B. Divisions that do not report on a regular basis during CSTAR will complete and submit through their chain of command to the Chief of Police annual reports or reports as requested by the Chief of Police. Those Divisions are as follows:
 - 1. Research and Development Division
 - 2. Fiscal Division
 - 3. Facilities Management and Construction Division
 - 4. Training Division
 - 5. Information Services Division
 - 6. Human Resources Division

IV. TIMELINE

The Division Operational Plan Application will be utilized in the completion of this process.

- A. The Chief of Police and the Bureau Commanders shall review the Expected Outcomes, make any changes, and communicate them to the members within their command by August 1st.
- B. September 1st - Division Commanders will establish and communicate Goals for the next Operational Plan calendar year to subordinates.

- C. October 1st - Objectives, Tasks, and Activities or project plans will be established by the Watch Commanders or non-sworn equivalent and Sector Sergeant or Supervisors.
- D. October 15th - Objectives, Tasks, and Activities or project plans will be communicated to the Division Commander.
- E. November 1st - Division Commanders will communicate the Operational Plan to the Bureau Commander for review and approval. Bureau Commanders have access to the individual division plans through the Operational Plan Application.
- F. From November through January 1st, the Bureau Commanders and Division Commanders will review and approve or change the Operational Plans.
- G. January 1st - the final version of the Operational Plans will be approved by the Bureau Commander and implemented by Division Commanders.

James D. Corwin
Chief of Police

Adopted by the Board of Police Commissioners this _____ day of _____ 2009.

Mark C. Thompson
President

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OPERATIONAL PLANS

