

**Metropolitan Nashville
Police Department
Strategic Business Plan FY10**



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**Metropolitan Nashville Police Department
Results Matter Strategic Business Plan
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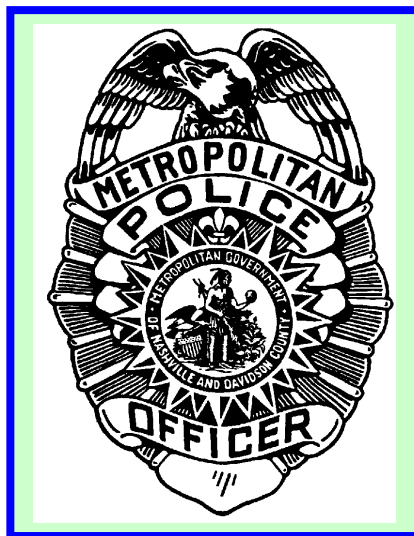


**DEPARTMENT
NAME**

Metropolitan Nashville Police Department

DEPARTMENT MISSION STATEMENT

The Mission of the Metropolitan Nashville Police Department is to provide community-based police products to the public so they can experience a safe and peaceful Nashville.



The MNPD Strategic Business Plan is a multi-year plan. The Strategic Business Plan including program measures, outputs, and efficiencies are reviewed on an annual basis prior to the ending of the fiscal year. This ensures timely review of performance measures and goals as the needs of the community change.

{CALEA 11.6.4.E}

Strategic Business Plan

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ISSUE STATEMENTS

Issue Statement One

As the demand increases for accountability of performance by the public, government will increase its awareness of police performance and raise the level of acceptable standards for the quality of the department's service.

Issue Statement Two

The changing and increasingly multi-cultural populations in Nashville will result in a demand for more specialized services, more diversified workforce and more efficient utilization of departmental resources.

Issue Statement Three

The changing and increasing demands on the criminal justice, health and social services infrastructure will result in early release of criminals, lack of drug and mental health treatment, a backlog in the Courts, all of which impacts the department's ability to enforce the law and problem solve and increases the amount of time officers spend on non-law enforcement activity.

Issue Statement Four

As Nashville and surrounding counties become more one (1) community, criminal mobility increases, as does the demand for law enforcement services. The MNPDP must meet this demand.

Issue Statement Five

With increasing participation by citizens in neighborhood groups and an expectation of partnerships with the department, a demand for resources skilled in the community policing philosophy and practices will be expected.

Issue Statement Six

As the new generation of employees becomes more demanding, this will result in challenges for the department in the areas of recruitment, retention, management, training and challenging job assignments.

Issue Statement Seven

Changing technologies and methodologies will enhance the ability of the law enforcement agencies to solve more crimes and to provide improved services to the community.

Issue Statement Eight

An increase in the availability of real time information will allow a more timely and accurate deployment of resources, officers and communication with the public.

Issue Statement Nine

Continued changing crime trends in areas such as terrorism, violent crimes, drug abuse, computer crimes, and others, will challenge the department's ability to allocate human and other resources and may divert focus away from current community law enforcement efforts.



STRATEGIC GOALS

- Goal One** By 2010, the crime rate , as defined as the reduction in reported incidents utilizing UCR data, will be reduced by:
1.5% in the occurrence of violent crimes
5% in the occurrence of property crimes
6% in the total Part I crimes reported
- Goal Two** By 2010, community policing, defined as trust, communication, and partnerships between the Police Department and the community, will be evidenced by 85% of the community reporting they feel safe in there homes and neighborhoods.
- Goal Three** The MNPD will increase its efforts to establish trust and communication within its culturally diverse communities by building partnerships with community groups and maintaining a proactive and aggressive recruitment strategy.
- Goal Four** By 2010, the rate of cases solved (as measured by the clearance level) for targeted crimes will be as follows: Compared to 2007 figures
7% increase for forcible rape cases
16% increase burglary cases
12% increase homicide cases
- Goal Five** The traffic fatality rate will be decreased 2% by 2010.
- Goal Six** The implementation of the Advanced Records Management System (ARMS) will enable the dissemination/exchange of information within the department more quickly and efficiently, enabling field based reporting and resulting in a more efficient document flow process, reduced information errors, and an increase in time officers can devote to proactive policing in our neighborhoods.

LINES OF BUSINESS

Line of Business One – Purpose Statement

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, planning, and quality assurance products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Line of Business Two – Purpose Statement

The purpose of the Field Operations Line of Business is to provide community oriented policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Line of Business Three – Purpose Statement

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

LOB Four-Purpose Statement

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

OPA PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and quality assurance products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Office of Professional Accountability

Program Purpose Statement

The purpose of the Office of Professional Accountability Program is to provide misconduct investigations and educational and community outreach products to the Metropolitan Nashville Police Department leadership, employees, and the public so they can have confidence in and knowledge of the investigative process, findings that are thorough, fair and timely, and the assurance of professionalism throughout the department.

**Family of Measures: Result
Measure(s)**

*excludes cases pending criminal litigation & cases where employee may be unavailable.

Percentage of cases completed within 45 days*(Key)
Percentage of recommendations accepted by the Chief of Police
Percentage of cases resolved by settlement
Percentage of cases that require additional investigation and/or referral back to a Patrol Station

**Family of Measures: Output
Measure(s)**

misconduct investigations completed
educational sessions completed
community meetings/media appearances conducted
polygraph examinations conducted

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of misconduct investigations completed in 45 days

**Family of Measures: Demand
Measure(s)**

misconduct investigations anticipated
educational sessions anticipated
community meetings/media appearances anticipated
polygraph examinations anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per investigation

Please list measures, if any, for this program that might be determined via a public survey.

Products

Misconduct Investigations
Community Briefings
Interagency Collaborations Meetings
Court Appearances
Policy Recommendations
Polygraph Examinations & Reports
Mayor's Briefings
Statistical Reports
Informational Brochures
Speaking Engagements
Investigative Reports

BHS PROGRAM

Line of Business Purpose Statement

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Behavioral Health Services

Program Purpose Statement

The purpose of the Behavioral Health Services Program is to provide counseling, consultation, and education products to public safety personnel, victims of crime, and the public so they develop better coping skills.

Family of Measures: Result Measure(s)

% of customers randomly surveyed bi-annually, who report the information and services they received were helpful. (Key)

Family of Measures: Output Measure(s)

counseling sessions provided
death notifications provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of counseling sessions provided

Family of Measures: Demand Measure(s)

counseling sessions anticipated
death notifications anticipated
Training/educational hours expected

Family of Measures: Efficiency Measure(s)

\$ Per counseling session provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Recruit Psychological Screening Reports
Peer Support Training Classes
H.R. Management Advisory Notices
Customer Satisfaction Surveys
Customer Satisfaction Survey Reports
Counseling Sessions
Psychological Fitness for Duty Reports
Critical Incident Stress Debriefings
Police Advocacy Support Services
(PASS) Educational Newsletters
(All Department counseling components)
Internal Employee Consultations
Regional Critical Incident Stress Debriefings
Death Notifications

SD PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Strategic Development

Program Purpose Statement

The purpose of the Strategic Development Program is to provide police-related policy and program development, monitoring, analysis, and evaluation products to the Metropolitan Nashville Police Department management team and other personnel, community groups, the public, and other government agencies, so they can use the information and policies to make the Police Department more efficient, effective, and enhance the public’s ability to make their community safer.

**Family of Measures: Result
Measure(s)**

Percentage of component commanders reporting that Strategic Development products help them 1) allocate resources, 2) deploy personnel, and 3) develop strategies.

**Family of Measures: Output
Measure(s)**

programs reviewed
Grants administered
Policy revisions completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

\$___ Grant Funds administered

**Family of Measures: Demand
Measure(s)**

programs anticipated
Grants anticipated
Policy revisions anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per Grant dollar administered

Please list measures, if any, for this program that might be determined via a public survey.

Products

Reports (Crime Reports, workload analysis, evaluations, surveys, policy drafts, CALEA standards)
Interdepartmental Forms; Policy Drafts
Program Delivery Plans
Internal Customer Responses
Technical Assistance Consultations
Grant Monitoring Services
Grant Applications;
Grant Program Evaluations
Grant Modification Requests
Grant Training sessions
Program Training sessions
Counsel meetings
Survey Responses

AP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Accreditation Program

Program Purpose Statement

The purpose of the Accreditation Program is to provide program and policy products to ensure the Metropolitan Nashville Police Department maintains its nationally accredited status.

**Family of Measures: Result
Measure(s)**

Percentage of CALEA Standards successfully met (**Key**)
Percentage of Proofs collected

**Family of Measures: Output
Measure(s)**

of CALEA Standards successfully met
of Proofs collected

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of CALEA Standards successfully met

**Family of Measures: Demand
Measure(s)**

of CALEA Standards successfully anticipated to be met
of Proofs anticipated to be collected

**Family of Measures: Efficiency
Measure(s)**

\$ per accreditation standard completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Accreditation files
Standard Proofs
Accreditation Reports
On-Site Reviews
Mock On-Site Reviews

CP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Case Preparation

Program Purpose Statement

The purpose of the Case Preparation Program is to provide timely case preparation products to the Metropolitan Nashville Police Department and the District Attorney's Office so they can know the laws of the State of Tennessee and the Metropolitan Government, and make informed decisions to pursue criminal prosecutions.

**Family of Measures: Result
Measure(s)**

Percentage of personnel who achieve a score of 85% or better on legal training tests. (Recruits)
Percentage of case preparation requests completed within 30 days (**Key**)

**Family of Measures: Output
Measure(s)**

case preparations completed
search warrants prepared
technical consultations conducted
training session hours

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of case preparations completed

**Family of Measures: Demand
Measure(s)**

case preparations anticipated
search warrants anticipated
technical consultations anticipated
training session hours anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per case preparation completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Legal Opinions
Case File Preparations
Technical Consultations
Search Warrants
Grand Jury Case Files
Legal Training Sessions

I PROGRAM

Line of Business Purpose Statement

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Inspections

Program Purpose Statement

The purpose of the Safety/Inspections Program is to provide quality assurance products to the Metropolitan Nashville Police Department to insure the resources of the department are at all times compliant with safety policies and are ready for deployment.

Family of Measures: Result Measure(s)

% Change in the number of subpoenas issued to MNPD personnel processed vs. same reporting period last year.

Family of Measures: Output Measure(s)

Petty Cash Audits Completed
Subpoenas Processed
Facility Incident Reports Completed
Personnel Inspections Completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of personnel compliance inspections completed

Family of Measures: Demand Measure(s)

Petty Cash Audits anticipated
Subpoenas anticipated
of Facility Incident Reports Completed
#Personnel Inspections Completed

Family of Measures: Efficiency Measure(s)

\$ Per compliance inspection completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Security Checks
Safety/Compliance Inspections
Subpoenas processed

TR PROGRAM

Line of Business Purpose Statement

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Training

Program Purpose Statement

The purpose of the Training Program is to provide recruiting, educational, and developmental products to Metropolitan Nashville Police Department personnel and other law enforcement agencies so they can perform their duties safely, professionally, effectively, and lawfully.

Family of Measures: Result Measure(s)

Percentage of Officers achieving 75% or higher on departmentally required examinations and/or practical performance tests

Family of Measures: Output Measure(s)

persons trained
recruit training sessions conducted
In-Service Classes conducted

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of persons trained

Family of Measures: Demand Measure(s)

persons expected to be trained
recruit training sessions anticipated
In-Service Classes anticipated

Family of Measures: Efficiency Measure(s)

\$ Per training session

Please list measures, if any, for this program that might be determined via a public survey.

Products

Annual Training Sessions
Training Resource Analysis Reports
In-Service Sessions
Recruit Training Sessions
Other Law Enforcement Training Sessions
Remedial Training Sessions
Weapons Repair and Maintenance Services
Special Police Commission Packages
Trainee Operations
NCIC Training Sessions

CA PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Crime Analysis

Program Purpose Statement

The purpose of the Crime Analysis program is to provide tactical, administrative, and strategic level crime analysis products to the executive leadership, management teams, and operational sections of the Metropolitan Nashville Police Department, so they can make decisions, allocate resources, in support of crime reduction initiatives.

**Family of Measures: Result
Measure(s)**

Percentage of component commanders reporting that **Crime Analysis** products help them 1) allocate resources, 2) deploy personnel, and 3) develop strategies.

**Family of Measures: Output
Measure(s)**

of **COMPSTAT** Reports Delivered
of Manpower allocation reports for Patrol

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of reports delivered

**Family of Measures: Demand
Measure(s)**

of **COMPSTAT** Reports anticipated
of Manpower allocation reports for Patrol

**Family of Measures: Efficiency
Measure(s)**

\$ Per **COMPSTAT** Report delivered

Please list measures, if any, for this program that might be determined via a public survey.

Products

Reports (Daily Crime Incident Reports, Be on the Lookout (BOLO) Reports, Weekly Crime Synopsis Reports, Weekly Sector Reports, Weekly Crime Analysis Reports, Monthly Statistical Report, Special Crime Analysis Reports)

Line of Business Purpose Statement

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Facility Security

Program Purpose Statement

The purpose of the Facility Security Program is to provide security products to Metropolitan Nashville Police Department personnel and members of the public working or visiting the MNPD Criminal Justice Center to ensure a safe location and work environment.

Family of Measures: Result Measure(s)

Percentage of safety incidents that involve personal safety incidents or breaches to the security of the facility.

Family of Measures: Output Measure(s)

of Facility Incident Reports completed
safety/emergency exercises completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of Facility Incident Reports completed

Family of Measures: Demand Measure(s)

of Facility Incident Reports completed
safety/emergency exercises completed

Family of Measures: Efficiency Measure(s)

N/A

Please list measures, if any, for this program that might be determined via a public survey.

Products

Security Checks
Security Escorts
Reports

P&E PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Operational Support Line of Business is to provide support functions, professional and ethical accountability, training, and evidence storage products to the Metropolitan Nashville Police Department operational components so they can have the resources they require to achieve their results.

Program Name

Property & Evidence

Program Purpose Statement

The purpose of the Property and Evidence Program is to provide secured storage and evidence disposal products to law enforcement so they can maintain the integrity of evidence, have contraband destroyed, and return property to the rightful owners.

**Family of Measures: Result
Measure(s)**

% of property items permanently disposed of (Disposition includes all dispositions that remove the property permanently from P&E inventory for the reporting period including, but not limited to: returns to owner, destruction, auction, and deposits.).

**Family of Measures: Output
Measure(s)**

of new items received
of items disposed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Property cases handled

**Family of Measures: Demand
Measure(s)**

of new items anticipated
of items anticipated to be disposed

**Family of Measures: Efficiency
Measure(s)**

\$ Per cases handled

Please list measures, if any, for this program that might be determined via a public survey.

Products

Cases Handled
Auctions
Chain-of-Evidence Documentations
Evidence Disposals

FTO PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Field Training Officer

Program Purpose Statement

The purpose of the Field Training Officer Program is to provide training products to the Metropolitan Nashville Police Department so they can receive well-trained, professional, community oriented police officers.

Family of Measures: Result Measure(s)

Percentage of Officers in training that receive a score of **80%** or higher on their OIT (Officer in Training) Assessment test. **(Key)**
Percentage of positive monthly Field Training Officer (FTO) or supervisory evaluations of officers in training with evaluations that increase incrementally

Family of Measures: Output Measure(s)

of officers in training being provided with FTO products

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of FTOs Provided

Family of Measures: Demand Measure(s)

of Field Training required for Officers in Training per year

Family of Measures: Efficiency Measure(s)

\$ Per Field Training Officer

Please list measures, if any, for this program that might be determined via a public survey.

Products

(FTO) Programs
Officer In Training (OIT) Evaluations
FTO Training Sessions
OIT Remedial Training Sessions
OIT Training Services
Evaluation Databases
Technical Consultations

SE PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Special Events Program

Program Purpose Statement

The purpose of the Special Events Program is to provide public safety products to the citizens of Nashville and Davidson County, the business community, and the various private, commercial, and other entertainment venues to reduce the usage of on duty police personnel.

Family of Measures: Result Measure(s)

Percentage of special events that do not require the utilization of on-duty personnel. (Key)

Percentage of special events that do not involve serious crimes, traffic accidents or significant disruption of services.

Family of Measures: Output Measure(s)

of special events conducted
of man hours utilized for special events

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of special events conducted

Family of Measures: Demand Measure(s)

of Special Events anticipated
of man hours utilized for special events

Family of Measures: Efficiency Measure(s)

\$ per man hour utilized for special events

Please list measures, if any, for this program that might be determined via a public survey.

Products

Special Event Officers
Traffic enforcement and direction
Event Security
Dignitary protection
Extra Duty Personnel

CP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Central Precinct Program

Program Purpose Statement

The purpose of the Central Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the Central Precinct.

**Family of Measures: Result
Measure(s)**

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

**Family of Measures: Output
Measure(s)**

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

**Family of Measures: Demand
Measure(s)**

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

EP PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

East Precinct Program

Program Purpose Statement

The purpose of the East Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the East Precinct.

Family of Measures: Result Measure(s)

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

Family of Measures: Output Measure(s)

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

Family of Measures: Demand Measure(s)

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

Family of Measures: Efficiency Measure(s)

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

SP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

South Precinct Program

Program Purpose Statement

The purpose of the South Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the South Precinct.

**Family of Measures: Result
Measure(s)**

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

**Family of Measures: Output
Measure(s)**

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

**Family of Measures: Demand
Measure(s)**

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

HP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Hermitage Precinct Program

Program Purpose Statement

The purpose of the Hermitage Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the Hermitage Precinct.

**Family of Measures: Result
Measure(s)**

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

**Family of Measures: Output
Measure(s)**

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

**Family of Measures: Demand
Measure(s)**

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

WP PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

West Precinct Program

Program Purpose Statement

The purpose of the West Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the West Precinct.

Family of Measures: Result Measure(s)

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

Family of Measures: Output Measure(s)

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

Family of Measures: Demand Measure(s)

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

Family of Measures: Efficiency Measure(s)

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

NP PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

North Precinct Program

Program Purpose Statement

The purpose of the North Precinct Program is to provide continuous patrol, investigative, first response, enforcement, and community policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust within the North Precinct.

**Family of Measures: Result
Measure(s)**

Percentage change in the occurrence of violent crimes
Percentage change in the occurrence of property crimes
Percentage change in the total Part I crimes reported (**Key**)

**Family of Measures: Output
Measure(s)**

Community policing contacts and meetings made
Calls for service received
Personal Crime cases received
Property Crime cases received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

calls for service received

**Family of Measures: Demand
Measure(s)**

Community policing contacts and meetings anticipated
Calls for service anticipated
Personal Crime cases anticipated
Property Crime cases anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per call for service response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Routine Patrols; Fleet Inventories
Vehicle Inspections; Contingency Plans
Transports; Medical Screenings
Intersection Controls; Personnel Inspections
Hit & Run Crash Investigations
Home Safety Inspections; Traffic Controls
Facility Inspections; Speeches
Community Surveys; Lesson Plans
Arrests
Manuals; Alarm Responses
Bike Patrols, Horse Mounted Patrols
Budget Preparations
Log Book of Subpoenas
Log Book of Directives
Arrest Citations; V.I.P. Escorts
Traffic Citations
Community Meetings; Roll Call Trainings
Community Coordinators; Open Houses
Crime Prevention Presentations
Referrals
Cops & Readers Programs
Static Displays; Police Reports
Special Operations & Stings
Safety Roadblocks
Media Interviews; Returned Properties
Radar Certifications
Monthly Reports;
Traffic Crash Reports
Counseling Sessions; Award Nominations
Emergency Drills (Incident Command System)
Intelligence Sharing Meetings; Evaluations
Daily Activity Reports; Extra Patrol Logs
Hospital Security Assignments; Searches
Goals & Objectives Reports; Inspections
Disciplinary Actions;
Driving Under the Influence (DUI)
Roadblocks
Business Surveys; Citizen Complaint
Documentations
Accreditation Files

SRO PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

School Resources Program

Program Purpose Statement

The purpose of the School Resources Program is to provide personnel and training products to Metropolitan Middle and High Schools so that students can enjoy a safe environment for education.

**Family of Measures: Result
Measure(s)**

Percentage of middle and high school students involved in violent or drug related incidents as measured by MPD offense reports.

**Family of Measures: Output
Measure(s)**

of School Resource Officer hours delivered
of GREAT and DARE training hours delivered
of children participating in GREAT and DARE programs

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of School Resource Officer hours delivered

**Family of Measures: Demand
Measure(s)**

of School Resource Officer hours expected
of GREAT and DARE training hours expected
of children anticipated to participated in GREAT and DARE programs

**Family of Measures: Efficiency
Measure(s)**

\$ Per SRO service hour delivered

Please list measures, if any, for this program that might be determined via a public survey.

Products

GREAT / DARE Training
Mentoring
School Security, Arrest Reports, Incident Reports
SRO Training Sessions
Youth Educational Programs
On -Site Contingency Planning
On-Site Community Access

PTF PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Patrol Task Force Program

Program Purpose Statement

The purpose of the Patrol Task Force Program is to provide selective enforcement products to citizens residing in Metropolitan Department of Housing Authority properties to enhance the quality of life in those areas.

**Family of Measures: Result
Measure(s)**

Percentage change in the number complaints received
(Key)
Percentage change in special enforcement operations completed

**Family of Measures: Output
Measure(s)**

of complaints investigated
of arrests in target areas
of special enforcement operations completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of complaints investigated

**Family of Measures: Demand
Measure(s)**

of complaints anticipated
of arrests anticipated in targeted areas
of special enforcement operations anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per arrest completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Arrests
Offense. Arrest, Supplement, reports
Monthly Reports
Selective Patrols
Enhanced Enforcement Operations
Problem Solving Strategies

TRAFFIC PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Traffic

Program Purpose Statement

The purpose of the Traffic Program is to provide investigative and enforcement products to the public so they can experience safe and timely travel.

Family of Measures: Result Measure(s)

% change in fatal crashes which, at the conclusion of the investigation, are attributed to the at-fault, impaired driver

Family of Measures: Output Measure(s)

The number of DUI arrests made.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of crash investigations

Family of Measures: Demand Measure(s)

The number of DUI arrests anticipated.

Family of Measures: Efficiency Measure(s)

\$ Per crash investigations completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Crash Investigations
Hit & Run Investigations; DUI Tests
Laser Certifications; M.A.D.D. Meeting
Motorcycle Safety Courses; V.I.P. Escorts
Antique Car Checks; Vehicle Releases
Safety Roadblocks
Prisoner Transports
Traffic Analysis Reports
Budget Presentations; Accident Reports
Speed Timing Devices; Traffic Citations
Traffic Statistics Reports
DUI Roadblocks; Radar Certifications
Fatality Investigations; Medical Screenings
Highway Safety Grants; Vehicle Inspections

EC PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Emergency Contingency

Program Purpose Statement

The Emergency Contingency Program provides equipment management, training and response to critical incidents for the Metropolitan Nashville Police Department to ensure the safety of MNPD personnel and the public during response to critical incidents that may involve Chemical, Biological, Radiological, Nuclear or Explosive (CBRNE) elements.

**Family of Measures: Result
Measure(s)**

Percentage of equipment that meets OSHA standards when inspected (any equipment that fails inspection is removed or replaced immediately.) **(Key)**

**Family of Measures: Output
Measure(s)**

1. # pieces of equipment inspected in accordance with OSHA regulation
2. # of threat and vulnerability assessments and contingency plans prepared and implemented for facility of interest and / or special events or assignments
3. # of annual training sessions related to terrorism awareness, responder operations and incident command.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of examinations

Family of Measures: Demand Measure(s)

1. # pieces of equipment inspected in accordance with OSHA regulation anticipated.
2. # of threat and vulnerability assessments and contingency plans prepared and implemented for facility of interest and / or special events or assignments anticipated.
3. # of annual training sessions related to terrorism awareness, responder operations and incident command. anticipated.

Family of Measures: Efficiency Measure(s)

- \$ For equipment inspection and repair
- \$ For examination and updates of facilities of interest
- \$ Per training session

Please list measures, if any, for this program that might be determined via a public survey.



Products

- Training Sessions
- Equipment Inspections
- Facility Inspections
- Emergency Responses
- Contingency Plans
- Training Updates
- First Responder Bulletins
- Grant Reports
- Equipment Inventories
- Lesson Plans
- Monthly and Annual Reports
- Accreditation Files
- Water Operations
- Hazardous device mitigation operations

SCG PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

School Crossing Guard

Program Purpose Statement

The purpose of the School Crossing Guard Program is to provide pedestrian and car traffic control products to school children, other pedestrians and motorists so they can safely commute to and from school.

**Family of Measures: Result
Measure(s)**

Percentage of students who commute to and from school daily without injury or incident in areas monitored by School Crossing Guards.

**Family of Measures: Output
Measure(s)**

of School Crossing Guards provided
of protected school crossings

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of Protected School Crossings

**Family of Measures: Demand
Measure(s)**

of students enrolled in the Davidson County school system that requires A School Crossing Guard
of locations requiring a School Crossing Guard

**Family of Measures: Efficiency
Measure(s)**

\$ Per School Protected

Please list measures, if any, for this program that might be determined via a public survey.

Products

Protected School Crossings
School Crossing Patrols
Intersection Controls
Pedestrian Traffic Controls

TI PROGRAM

Line of Business Purpose Statement

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

Tactical Investigations

Program Purpose Statement

The purpose of the Tactical Investigations Program is to provide specialized technical assistance products to law enforcement agencies, fire agencies, and the public so they can quickly, safely, and effectively conduct searches.

Family of Measures: Result Measure(s)

Percentage change in the utilization of tactical units by patrol

Family of Measures: Output Measure(s)

of searches completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of searches completed

Family of Measures: Demand Measure(s)

of calls for searches expected

Family of Measures: Efficiency Measure(s)

\$ Per Search

Please list measures, if any, for this program that might be determined via a public survey.

Products

Searches

- Canine Searches
- Aviation Searches
- Hazardous Devices Disposal Searches

SWAT PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Field Operations Line of Business is to provide community-policing products to the public so they can have crime deterred and have a safe, orderly environment through a partnership of trust.

Program Name

S.W.A.T.

Program Purpose Statement

The purpose of the S.W.A.T. Program is to provide S.W.A.T. and Crisis Negotiation Response products to all divisions of the Metropolitan Nashville Police Department and the public so they can resolve high-risk and other special tactical situations with reduced risk of disabling injury or death.

**Family of Measures: Result
Measure(s)**

Percentage change in the number of times SWAT team is utilized by field/investigative units for high profile warrant service.

**Family of Measures: Output
Measure(s)**

of S.W.A.T. and Crisis Negotiation responses provided
of warrants executed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of warrants executed

**Family of Measures: Demand
Measure(s)**

of S.W.A.T. and Crisis Negotiation response requests anticipated.
of warrants expected to be executed

**Family of Measures: Efficiency
Measure(s)**

\$ Per response provided

Please list measures, if any, for this program that might be determined via a public survey.

Products

Crisis Responses
Negotiations
Reserves

SI PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Special Investigations

Program Purpose Statement

The purpose of the Special Investigations Program is to provide information, analysis, security, special investigations, and surveillance to members of the Metropolitan Nashville Police Department, other law enforcement agencies, and the community, so they can reduce and prosecute crime.

**Family of Measures: Result
Measure(s)**

Percentage of investigations leading to enhanced prosecutions of criminals carrying illegal firearms (**Key**)

**Family of Measures: Output
Measure(s)**

of enhanced illegal gun cases prosecuted

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

investigations conducted

**Family of Measures: Demand
Measure(s)**

of enhanced illegal gun cases anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per investigation

Please list measures, if any, for this program that might be determined via a public survey.

Products

Gang Investigations
Terrorism Investigations
Organized Crime Investigations
Persistent Offender Investigations
Dignitary Protection Details
Protection Assignments
Enhanced Firearms Prosecutions (Project Safe
Neighborhoods)
Hate Crimes/Subversive Activity Investigations
Computer Forensic Investigations

YS PROGRAM

Line of Business Purpose Statement

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Youth Services

Program Purpose Statement

The purpose of the Youth Services Program is to provide investigations and counseling products to child victims, families, schools, and youth offenders, so they can experience a resolution of their case and youth offenders do not commit additional crimes in the community.

Family of Measures: Result Measure(s)

Percentage of runaways returned home
Percentage of assigned cases cleared (**Key**)

Family of Measures: Output Measure(s)

assigned cases managed
cases & calls for service processed
runaway cases managed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

cases managed

Family of Measures: Demand Measure(s)

assigned cases anticipated
cases & calls for service anticipated
runaway cases anticipated

Family of Measures: Efficiency Measure(s)

\$ Per case managed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Cases Managed
Case Files (Investigative Reports, Warrants Preparation, Case Summaries, Evidence tracking, Statements, Search Warrants)
Arrests (Serving Warrants)
Notifications (District Attorney, Medical Examiner, Department of Children Services, Police Chaplain, Police Counseling Services)
Monthly On-call Lists
Training Sessions (Police Academy, Public, Other Agencies)
Division Statistical Reports
Press Releases
Accreditation Files
Speaking Engagements (Media, Public Forums, etc)
Program Evaluations
Juvenile Arrest Data Modifications
Criminal Investigations and Juvenile Status Offenses
Juvenile Arrest Files
Missing/Runaway Child Lists
Child Alert Releases
Brochures/Hand-outs
Confidential Juvenile Data Release Authorizations
National Center for Missing and Exploited Children Reports
Counseling Sessions
National Crime Reports (NCIC)

DV PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Domestic Violence

Program Purpose Statement

The purpose of the Domestic Violence Program is to provide domestic violence reduction and awareness products to all persons affected by domestic violence so they can lessen the risk of becoming a victim of future domestic violence.

**Family of Measures: Result
Measure(s)**

Percentage change in the occurrence of domestic assault
(Key)

**Family of Measures: Output
Measure(s)**

investigative reports completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Investigations conducted

**Family of Measures: Demand
Measure(s)**

investigative reports anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per investigation completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Investigative Reports
Warrants Preparation
Arrests
Warrant Transports
Case Summaries
Notifications
DA, Medical Examiner, DCS, Chaplain, Counseling
Services
Files
Case Files, Accreditation Files, Personnel Files
Internal Reports
Monthly On-call Lists
Intelligence Reports
Monthly, Quarterly, Annual Reports
Disciplinary Reports
Homicide Summary Reports
Personnel Involved Domestic Violence
Reports
Financial Reports
Warrant and Sweep Reports
Domestic Violence Homicide Lists
Search Warrants
Evidence Deliveries
Suspect, Witness, and Victim Statements
Citizen Complaint Data Entries
Training Sessions
Police Academy, Public, Other Agencies
Lesson Plans
Press Releases
Manuals
Speaking Engagements
Media, Public Forums
Brochures
Crisis Domestic Violence Counseling
Sessions
Orders of Protection Documents
Grant Endorsement Letters
Victim Contacts

W PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Warrants

Program Purpose Statement

The purpose of the Warrants Program is to provide housing, modification and warrant service products to the MNPd, citizens and other law enforcement agencies both within and outside of Davidson County.

**Family of Measures: Result
Measure(s)**

% Change in the number of warrants served by the Warrant Section.

**Family of Measures: Output
Measure(s)**

Total umber of warrants served

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of Warrants served

**Family of Measures: Demand
Measure(s)**

Total umber of warrants anticipated

**Family of Measures: Efficiency
Measure(s)**

**\$ per Warrant Served
\$ per Mental Transport**

Please list measures, if any, for this program that might be determined via a public survey.

Products

Investigative Reports, Warrant Preparations
Arrest Reports
Warrant Transports
Case Summaries
Case Files
Monthly On-call Lists
Police Reports
Monthly Reports, Quarterly Reports
Annual Reports, Disciplinary Reports
Accreditation Files; Personnel Files
Extradition Responses
NCIC Reports
Warrants

F PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Fugitives

Program Purpose Statement

The purpose of the Fugitives Program is to provide arrest, transport, and extradition products for the Davidson County District Attorney and law enforcement agencies so they can commence with trial and/or incarceration proceedings in a timely manner.

**Family of Measures: Result
Measure(s)**

Percentage of Davidson County District Attorney initiated extraditions completed (**Key**)
Percentage of out-of-state law enforcement agencies extraditions completed

**Family of Measures: Output
Measure(s)**

fugitive arrests made
fugitive transports to Nashville completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of fugitive arrests made

**Family of Measures: Demand
Measure(s)**

fugitive arrests expected
fugitive transports back to Nashville expected

**Family of Measures: Efficiency
Measure(s)**

\$ Per fugitive transport

Please list measures, if any, for this program that might be determined via a public survey.

Products

Fugitive Arrests
Fugitive Transports

FS PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Forensic Services

Program Purpose Statement

The purpose of the Forensic Services Program is to provide forensic analysis products to the Metropolitan Nashville Police Department and other criminal justice agencies so they can have identities of persons confirmed and have evidence and suspects identified.

**Family of Measures: Result
Measure(s)**

Percentage of cases where the investigator reports that Forensic Services provided the forensic support that was needed for major crime scene investigations (**Key**)
Percentage change in the number of crime scenes processed compared to same time previous year

**Family of Measures: Output
Measure(s)**

crime scenes processed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Of crime scenes processed

**Family of Measures: Demand
Measure(s)**

anticipated crime scenes processed

**Family of Measures: Efficiency
Measure(s)**

\$ Per processed crime scene

Please list measures, if any, for this program that might be determined via a public survey.

Products

Processed Crime Scenes
Processed Latent Prints
Notifications (District Attorney, Medical Examiner, and other Investigative Components)
Case Files
Monthly On-call Lists; Evidence Collections
Police Reports
Monthly Reports, Quarterly Goals and Objectives Reports
Annual Reports, Disciplinary Reports
Training Sessions (Police Academy, Public, Other Agencies)
Manuals
Accreditation Files; Personnel Files
Speaking Engagements (Media, Public Forums)
Identification Reports (Photographs, Crime Scene Sketches, fingerprint comparison reports)
Mug Shots
Fingerprint Cards
Ballistic Reports and Identifications
Fingerprint Identifications (from latent prints)
Suspect Identifications
Fingerprint Services
Lab Processes
Process Crime Scenes
Identify Arrestees
Processing Photos

ID PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Identification Program

Program Purpose Statement

The purpose of the Identification Program is to provide identification and analysis products to the Metropolitan Nashville Police Department and other criminal justice agencies so they can have identities of persons confirmed and have evidence and suspects identified.

**Family of Measures: Result
Measure(s)**

Percentage of arrestees whose identification is confirmed within 2 minutes of request (**Key**)
Percentage of latent prints processed (identified, entered into the Automated Fingerprint Identification System, AFIS, or filed)

**Family of Measures: Output
Measure(s)**

arrestees identified: (**AFIS 10 print search**)
latent comparisons completed
Automated Fingerprint Identification System (AFIS)
latent prints entered

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

latent comparisons completed

**Family of Measures: Demand
Measure(s)**

arrestees anticipated: (**AFIS 10 print search**)
latent comparisons anticipated
Automated Fingerprint Identification System (AFIS)
latent prints anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per latent print processed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Processed Latent Prints
Fingerprint Cards
AFIS Entered Latent Prints
Latent/Suspect Comparisons
Maintain Latent Files
Maintenance of Criminal History Files (mug
shots, arrests, and fingerprints)
Fingerprint Identifications (from latent prints)
Court Testimonies
Suspect Identifications
Fingerprint Services
Lab Processes
Identify Arrestees

CIP PROGRAM

**Line of Business
Purpose Statement**

The Investigative Services Line of Business is to provide criminal investigative products to the Metropolitan Nashville Police Department, the community, and other agencies so the Department can solve crimes and the public can enjoy a reduced risk of becoming a victim.

Program Name

Criminal Investigations Program

Program Purpose Statement

The purpose of the Criminal Investigations Program is to provide investigative products to the community so they can experience a community safe from violent and property crime offenders.

**Family of Measures: Result
Measure(s)**

**Percentage change in the occurrence of reported rape (as defined by UCR) (KEY)
Percentage change in the occurrence of reported Auto Theft**

**Family of Measures: Output
Measure(s)**

**# of rapes reported (as defined by UCR)
Auto Theft cases Reported
of cold cases solved**

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

cases investigated

**Family of Measures: Demand
Measure(s)**

**# of rapes anticipated (as defined by UCR)
Auto Theft cases anticipated
of cold cases anticipated**

**Family of Measures: Efficiency
Measure(s)**

N/A

Please list measures, if any, for this program that might be determined via a public survey.

Products

Case Investigations
Investigative Reports, Warrants
Arrests (Serving Warrants)
Case Summaries
Case Files; Search Warrants
Sexual Offender Files
Murder Lists
Homicide Summary Reports
Pawn Shop Logs
Stolen Property Identifications
Property Tracings

IT PROGRAM

Line of Business Purpose Statement

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Information Technology Program

Program Purpose Statement

The purpose of the Information Technology program is to provide information technology support products to this Metro department so it can efficiently and securely meet its needs.

Family of Measures: Result Measure(s)

Percentage of mission critical application uptime

Family of Measures: Output Measure(s)

support responses made

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of application support responses made

Family of Measures: Demand Measure(s)

support responses anticipated

Family of Measures: Efficiency Measure(s)

\$ support response made

Please list measures, if any, for this program that might be determined via a public survey.

Products

IT Problem Responses
Security Firewalls
PC Installations
Training Sessions
Inventory & Asset List Updates
Software / Hardware Evaluations
Software / Hardware Research Reports
Internet Updates (Press Releases, Wanted Posters, etc.)
Information Technology (IT) Security Access Updates
Network Component Updates
Server Updates
Technology Demonstration Sessions
Information Technology Research Studies
Technology Purchase Request Forms
Dispatch Mapping Updates
Internet Crime Maps
Dynamic Accident Reports
Technology Spending Planning Sessions
I.T. Case Management Project Management Reports

HR PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Human Resources

Program Purpose Statement

The Human Resource Division is responsible for the implementation and interpretation of departmental and civil service related policies, programs, and procedures. In addition, this division ensures that all employees, in the Nashville Metropolitan Police Department, receive fair and equal treatment according to state and federal guidelines.

**Family of Measures: Result
Measure(s)**

1. Percentage of applicants (civilian and sworn) who complete the hiring/promotional process. (KEY)
2. Percentage of leave and attendance alternative status employees.

**Family of Measures: Output
Measure(s)**

1. # of background investigations completed. (sworn and civilian)
2. # of recruitment events attended.
3. # of personnel transactions entered into EBS.

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of background investigations completed

**Family of Measures: Demand
Measure(s)**

1. # of background investigations anticipated. (sworn and civilian)
2. # of recruitment events anticipated.
3. # of personnel transactions anticipated to be entered into EBS.

**Family of Measures: Efficiency
Measure(s)**

\$ Cost per transaction completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

Personnel Transactions
Grievance Hearings
Scheduled Employee Development Sessions/Activities
Federal compliance Postings
Leave and Attendance Records
Media Responses
Policy Interpretations
Personnel Files
Promotional Registers
Employment Verifications
Employment Registers
Charging Documents (Disciplinary)
Recruitment and Background Packages
and Investigations
EEOC investigations
FMLA / Military Program
Career Development Counseling

FIN PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Finance

Program Purpose Statement

The purpose of the Finance program is to manage and support the financial functions and to prepare and present the budget needs of the Police Department.

**Family of Measures: Result
Measure(s)**

Percentage of budget variance
Percentage of billings requiring finance charge
Percentage of grant reimbursements approved

**Family of Measures: Output
Measure(s)**

of billings with finance charges completed
of grant reimbursements completed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of payment approvals completed

**Family of Measures: Demand
Measure(s)**

of billings with finance charges anticipated
of grant reimbursements anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ per billing completed

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Budgets
- Payroll Authorizations
- Performance Reports
- Financial Reports
- Grant Proposals
- Grant Reports- Fed., State
- Payment Approvals (P-card, Voucher, P.O., Petty Cash)
- Bank Statement Reconciliations

PRO PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Procurement

Program Purpose Statement

The purpose of the Procurement program is to provide purchasing transaction support products to this Metro department so it can obtain needed goods and services in a timely and efficient manner.

**Family of Measures: Result
Measure(s)**

Percentage of department purchases made via p-card*
*Only P-Card purchases received and processed by the Fiscal Section

**Family of Measures: Output
Measure(s)**

of purchases completed by the Fiscal Section
of fleet data changes made

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of purchases completed

**Family of Measures: Demand
Measure(s)**

purchases anticipated by Fiscal Section
of fleet data changes anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ Per purchase completed by Fiscal Section

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Petty Cash Balance Statements
- P-Card Transactions
- Delegated Transactions
- Purchasing Division Transactions
- Requisitions
- Supply and equipment issuances
- Purchase Orders
- Product Specifications

RM PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Records Management

Program Purpose Statement

The purpose of the Records Management program is to provide record management products to this Metro department so it can manage records compliant with legal and policy requirements.

**Family of Measures: Result
Measure(s)**

Percentage of reports scanned and available to the public within 72 hours.
Percentage of data entries that meet accuracy standards (as determined by error reports)

**Family of Measures: Output
Measure(s)**

of entered
of reports received

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of data entries (Represented as reports) produced

**Family of Measures: Demand
Measure(s)**

of record inventories anticipated
of reports anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ per record stored

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Records inventories
- Records disposition authorizations
- Records transmittal lists
- Records destruction lists

RiM PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Risk Management

Program Purpose Statement

The purpose of the Risk Management program is to provide safety enhancement and risk management products to this Metro department so it can prevent accidents and injuries and effectively respond to accidents and injuries that occur.

**Family of Measures: Result
Measure(s)**

Percentage of injury claims approved

**Family of Measures: Output
Measure(s)**

of injury claims processed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of injury claims processed

**Family of Measures: Demand
Measure(s)**

of injury claims anticipated

**Family of Measures: Efficiency
Measure(s)**

\$ per injury claim submitted

Please list measures, if any, for this program that might be determined via a public survey.

Products

- Accident Reports Analysis
- Safety Inspections
- IOD Reports
- Safety Training Sessions
- Safety Investigations
- Safety Policies
- Risk Management Plans

Workplace Safety Inspections

OSHA Compliance Inspections

In-line-of-Duty Injury Case Managements

Injury Records

In-line-of-Duty Administrative Management Services

In-line-of-Duty Determinations

Safety Enhancement Advisories

Light Duty Recommendations

In-line-of-Duty Injury Reports Reviews

DEL PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support services to departments so they can efficiently and effectively deliver results for customers.

Program Name

Departmental Executive Leadership

Program Purpose Statement

The purpose of the Departmental Executive Leadership program is to provide business policy and decision products to this Metro department so it can deliver results for customers.

**Family of Measures: Result
Measure(s)**

Percentage of departmental key results achieved

**Family of Measures: Output
Measure(s)**

community requests and speaking engagement completed
referrals made
Disciplinary actions processed

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

of referrals made

**Family of Measures: Demand
Measure(s)**

community requests for meetings or appointment anticipated
referral requests anticipated

**Family of Measures: Efficiency
Measure(s)**

Cost per request response

Please list measures, if any, for this program that might be determined via a public survey.

Products

Signs Contracts
Memorandums of Understanding
Newsletters
Present Oral & Written Media Releases
Letters
Cards
Testimonies / Court Appearances
Speaking Engagements and Appointments
Awards & Certificates
Grievance Reports
Use of Force Reports
Crash Reports
Citizen Police Academy Classes
Legal Bulletins
Be-On-Look Out (BOLO)/Alerts
Disciplinary Actions
Referrals
Department Statistics
Logs
Personnel Injury Reports
Parade Permits
Gun Permits
Receptions