Town of Mooresville
Mooresville Police Department
Strategic Framework

Vision

To contribute to the economic and social well being of our community by working in partnership with citizens to keep Mooresville a safe place to live and work.

Mission

The Mooresville Police Department is committed to enhancing the quality of life in our community by working cooperatively with the public and within the framework of the Constitution to enforce the laws, preserve the peace, reduce fear, and provide for a safe environment for all of our citizens.

Performance Measures

% of priority calls responded to within 4 minutes	90%
% of all calls for service responded to within 8 minutes	90%
% survey respondents who feel safe based on police survey	80%
% of survey respondents who agree that the Police Department conducts itself in a professional manner	80%
% of survey respondents who are satisfied with police service based on survey	80%

Goals

Employees
To recruit, retain, and train Department members while maintaining a high level of communication and respect for one another.

Community Involvement
To maintain trust and to form lasting partnerships with the community through community projects, public relations, quality service, and effective communications.

Policing
To maintain a high quality of life through active crime prevention, effective enforcement, and problem solving.

Administration/Operations
To effectively and efficiently utilize the available resources to accomplish the Department's mission in serving the community.

Strategies

1. Improve recruiting through relationships with Basic Law Enforcement Training, community colleges, and local advertising emphasizing the positive aspects of working for the Mooresville Police Department and shift administrative responsibilities for recruiting and hiring to civilian employees (Anderson).
2. Train using staff instructors to do most of the training. Supplement training by building on external training of some personnel to develop in-house programs (Anderson).
3. Cultivate an environment where individual worth is recognized, individual development is encouraged, and open communication is facilitated (Crone).
4. Complete specific career development plans for employees aligning their goals with the Department's strategic plan (Anderson).
5. Keep Department as close to fully staffed as possible, with zones' staffing based on demand.
6. Work with Risk Management to move towards becoming a "star" organization to enhance the safety of our personnel and assure officers have the best equipment to keep them safe.

7. Keep citizens informed about crime and crime prevention matters using the media, Web Site, Town newsletter, email, etc. (Shaffer).
8. Identify and develop relationships with formal and informal leaders in the community (Blocker, Hillard).
9. Expand "Cops for Kids" and encourage and facilitate two-way discussions between police personnel and other groups in the community, including seniors, minorities, and others (Blocker).
10. Maintain involvement in community organizations and civic groups.
11. Expand field officer training to areas beyond patrol such as School Resource Officer training, community leader interactions, CID, records, communications, etc. (Robbins).
12. Develop officer mentoring program for implementation in the following year (Anderson).

13. Create a crime prevention officer position to impact environmental design, crime prevention by business, community watch, residential crime surveys, etc. (Crone).
14. Enhance identification of problem areas, repeat offenders, and community concerns and concentrate activities accordingly and promptly (Majors & Captains).
15. Identify and utilize other community resources that can aid in problem solving (Captains).
16. Work to improve traffic congestions at selected intersections through effective traffic enforcement (Patrol Captains).

14. Continue efforts to assure that sufficient staff are on duty at peak times (Crone, Hillard, Robbins).
15. Work with Human Resources to assure appropriate compensation for overtime (Crone, Hillard, Robbins).
16. Solicit input from employees about budget priorities and strategies for presenting budget proposals to the Town Manager and Town Board (Crone).
17. Keep up to date with technology and equipment and hire staff members to install and maintain the equipment (Brammer, Hillard).