

Criminology & Criminal Justice Spring Colloquium

Carrying Out Problem-Oriented Action Research with the Police

Clinical Professor Michael Scott



“Problem-oriented”

What Is Problem-Oriented Policing?

PROBLEM-ORIENTED POLICING (POP) is an approach to policing in which **(1) DISCRETE PIECES OF POLICE BUSINESS** (each consisting of a cluster of similar incidents, whether crimes or acts of disorder, that the police are expected to handle) are subject to **(2) MICROSCOPIC EXAMINATION** (drawing on the especially honed skills of crime analysts and the accumulated experience of operating field personnel) in hopes that what is freshly learned about each problem will lead to discovering a **(3) NEW AND MORE EFFECTIVE STRATEGY** for dealing with it. POP places a high value on new responses that are **(4) PREVENTIVE** in nature, that are **(5) NOT DEPENDENT ON THE USE OF THE CRIMINAL JUSTICE SYSTEM**, and that **(6) ENGAGE OTHER PUBLIC AGENCIES, THE COMMUNITY AND THE PRIVATE SECTOR** when their involvement has the potential for significantly contributing to the reduction of the problem. POP carries a commitment to **(7) IMPLEMENTING THE NEW STRATEGY, (8) RIGOROUSLY EVALUATING ITS EFFECTIVENESS**, and, subsequently, **(9) REPORTING THE RESULTS** in ways that will benefit other police agencies and that will ultimately contribute to **(10) BUILDING A BODY OF KNOWLEDGE** that supports the further professionalization of the police.

Defining Problems

“...discrete pieces of police business...”



Problems Commonly Addressed by Police

Abandoned children	Child neglect and abuse in institutions (correctional facilities, churches, youth organizations, foster care)	Fighting (aka Mutual combat)
Abandoned property		Flash mobs (groups that assault random victims) (aka Wilding)
Abandoned/derelict vehicles		Food and drug contamination (intentional)
Abandoned/derelict/unsafe buildings	Child neglect and abuse in the home	Forgery
Accidental shootings	Child pornography on the Internet	Fraud against the elderly
Acquaintance rape (aka Date rape)	Chronic public inebriation	Fraudulent return of retail merchandise
Age-impaired driving (aka Elderly drivers and Teenage drivers)	Clandestine drug labs	Fraudulent schemes (including Telemarketing fraud) (aka Scams, Grifting)
Aggressive driving	Computer hacking	Fraudulent use of another's identity (aka Identity theft)
Alarm soundings (including car alarms)	Consensual sex with a minor	Fraudulent use of long distance calling cards/numbers
Animal bites	Credit card and check fraud	Gambling in public places
Animal cruelty (including animal fighting)	Crime as gang initiation rite	Gang vs. gang violence
Animal endangerment	Crowd disorder and violence during festivals, concerts, sporting events, political demonstrations	Gasoline drive-offs
Animal waste	Crowd disorder during labor-management conflicts	Graffiti
Animal-vehicle crashes (especially deer)	Cruising	Hate crimes (aka Bias crimes)
Arson for profit (form of insurance fraud)	Currency counterfeiting	Hazardous loads spilling onto highway
Arson to conceal evidence of other crimes	Dangerous animals	Hazardous materials scares (e.g., Anthrax)
Assault of transportation-system passengers	Day laborer problems	Hazardous parking
Assault of transportation-system staff	Dignitary and celebrity protection	Hijacking of delivery trucks
Assaults in and around bars	Disorderly conduct on transportation vehicles and stations	Hit-and-run drivers
Assaults in workplaces (aka Workplace violence)	Disorderly youth in public places	Home invasion robbery
Auto theft for export across land borders	Document fraud (e.g., identification, immigration documents)	Homicide (domestic)
Auto theft for export through seaports	Domestic disputes	Hostage taking
Auto theft for parts (chop shops)	Domestic violence (aka Spousal abuse)	House parties
Auto theft from car dealerships and rental agencies	Domestic violence among immigrant populations	Illegal dumping of hazardous waste
Auto theft from parking facilities	Drive-by shootings	Illegal touching (groping)
Auto theft from streets and driveways	Driver and passenger injuries in traffic crashes	Illegal vehicle towing operations
Bank robbery	Drug houses/shooting galleries	Impersonating police officers
Bombs and bomb threats	Drug trafficking across borders	Inattentive driving (e.g., use of electronic devices while driving)
Bribery of public officials	Drug trafficking by gangs	Indecent exposure by females (e.g., exposing breasts during public celebrations)
Broken glass hazards	Drug trafficking in apartment complexes	Indecent exposure by males (e.g., exposing genitals in public)
Building intrusion alarms	Drug trafficking in motels	Industrial/commercial noise (e.g., trains, nightclubs)
Bullying in schools	Drug trafficking in or near schools	Injured animals
Burglary (commercial)	Drug-impaired driving	Insurance fraud (auto)
Burglary (residential)	Drug-related assault	Insurance fraud (life)
Burglary at school and recreation buildings	Drunken driving	Insurance fraud (property) (includes fraudulent theft loss claims)
Burglary at storage facilities	Embezzlement	Joyriding
Burglary of open/unlocked garages	Exploitation of trafficked children	Juvenile fire setting
Carjacking	Exploitation of trafficked women	Juvenile runaways
Child custody disputes	Exposure of children to hazardous materials	Kidnapping (aka Abduction, False Imprisonment)
Child fatalities (including Shaken baby deaths and Munchausen by Proxy syndrome)	Extortion (aka Blackmail)	Landlord-tenant disputes
Child neglect and abuse among immigrant populations	Failure to pay for food/hotel services	
	False reporting of sexual assault	
	Fear of crime	
	Fencing stolen property (aka Stolen goods markets)	

Problems Commonly Addressed by Police

Loitering in public places	Robbery of fraudulently-induced victims (e.g., vehicle buyers)	Traffic congestion around schools
Loose livestock	Robbery of johns	Traffic congestion at special events
Loud car stereos	Robbery of pharmacies	Traffic congestion during rush hour
Loud vehicles	Robbery of school students	Traffic congestion in entertainment districts
Marijuana cultivation in indoor grow houses	Robbery of taxicab drivers	Traffic control at emergency rescue scenes (e.g., vehicle crashes, fires)
Marijuana cultivation on outdoor public and private land	Robbery of tourists	Traffic signal violations (aka Running red lights and stop signs)
Mass evacuation of citizens during emergencies	Robbery or panic alarms	Trafficking in human body parts
Mass shootings	Serial murder	Transient encampments
Missing persons	Sex with animals	Trash scavenging
Misuse of 911	Sex with corpses (necrophilia)	Turnstile jumping (fare beating)
Mobile drug trafficking (e.g., via cell phones and vehicles)	Sexual activity in public places	Unauthorized parking on private property
Mortgage fraud	Sexual assault of women by strangers	Underage drinking
Motor vehicle-train crashes	Shooting weapons as celebration	Unlicensed driving
Motorcycle crashes	Sleep-deprived driving	Vandalism in cemeteries
Murder for hire	Smash and grab burglary	Vandalism in parks
Murder of prostitutes	Speeding in residential areas	Vandalism of schools
Neighbor disputes	Speeding in school zones	Vandalism on transportation vehicles, routes and stations
Noisy animals (e.g., barking dogs)	Speeding on highways	Vehicle intrusion alarms
Obscene phone calls	Stalking	Vehicle lockouts
Offensive odors	Street racing	Victimization and accidental injury of transient persons
Open-air drug markets	Street robbery (aka Muggings)	Weapons trafficking
Organized crime	Suicides	Window peeping
Organized illegal gambling	Target shooting near occupied dwellings	Witness intimidation
Panhandling	Terrorism	
Parking in handicapped spaces	Theft from autos in parking facilities	
Pedestrian injuries/fatalities	Theft from autos on streets and driveways	
Physical and emotional abuse of the elderly	Theft from hotel rooms	
Pickpocketing	Theft from laundry/vending machines	
Prescription fraud and abuse	Theft from yards	
Prostitution (organized child sex rings)	Theft of art and artifacts	
Prostitution in indoor locations (call girls, escort services, massage parlors, brothels)	Theft of auto parts (e.g., hubcaps, license plates/stickers)	
Prostitution in outdoor locations (aka Street prostitution)	Theft of bicycles	
Protection of controversial speakers	Theft of cargo from trains, trucks, ships, and shipping containers	
Public corruption	Theft of electronics (including computers, cell phones, portable music players)	
Public urinating and defecating	Theft of grease (for resale in manufacture of biofuel)	
Purse snatching	Theft of human hair (for wigs)	
Pushing persons into path of trains	Theft of library books	
Reckless bicycling	Theft of livestock	
Reckless/aggressive boating	Theft of mail	
Recovering stolen autos	Theft of rare/valuable plants (e.g., ginseng)	
Retail theft (aka Shoplifting)	Theft of scrap metals	
Robbery at automated teller machines	Theft of utilities (water, gas, electricity, cable TV)	
Robbery of convenience stores/service stations	Thefts from construction sites	
Robbery of delivery persons	Ticket scalping	
Robbery of drug dealers/buyers	Toy guns	

Assaults by and of college students in and around college bars on weekend nights



“Action research”

Academic research demands....

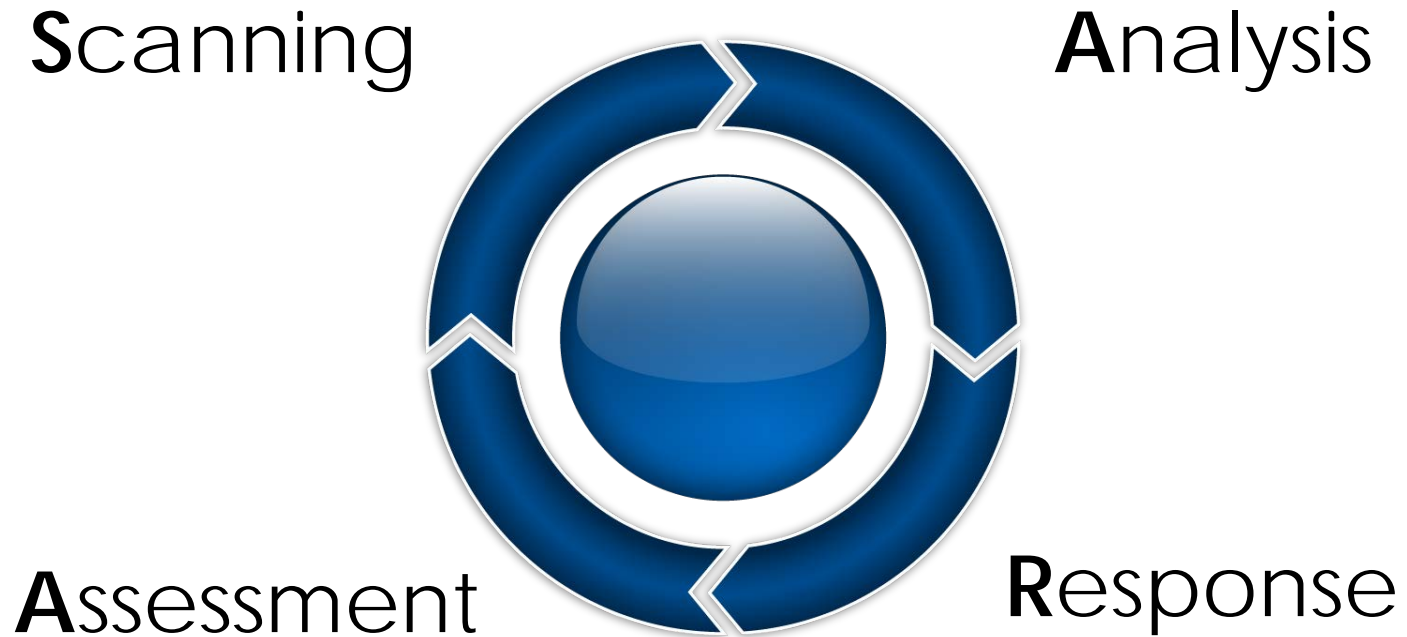
...researcher independence and objectivity

Action research demands...

...researcher's full engagement with the team seeking to address a problem:

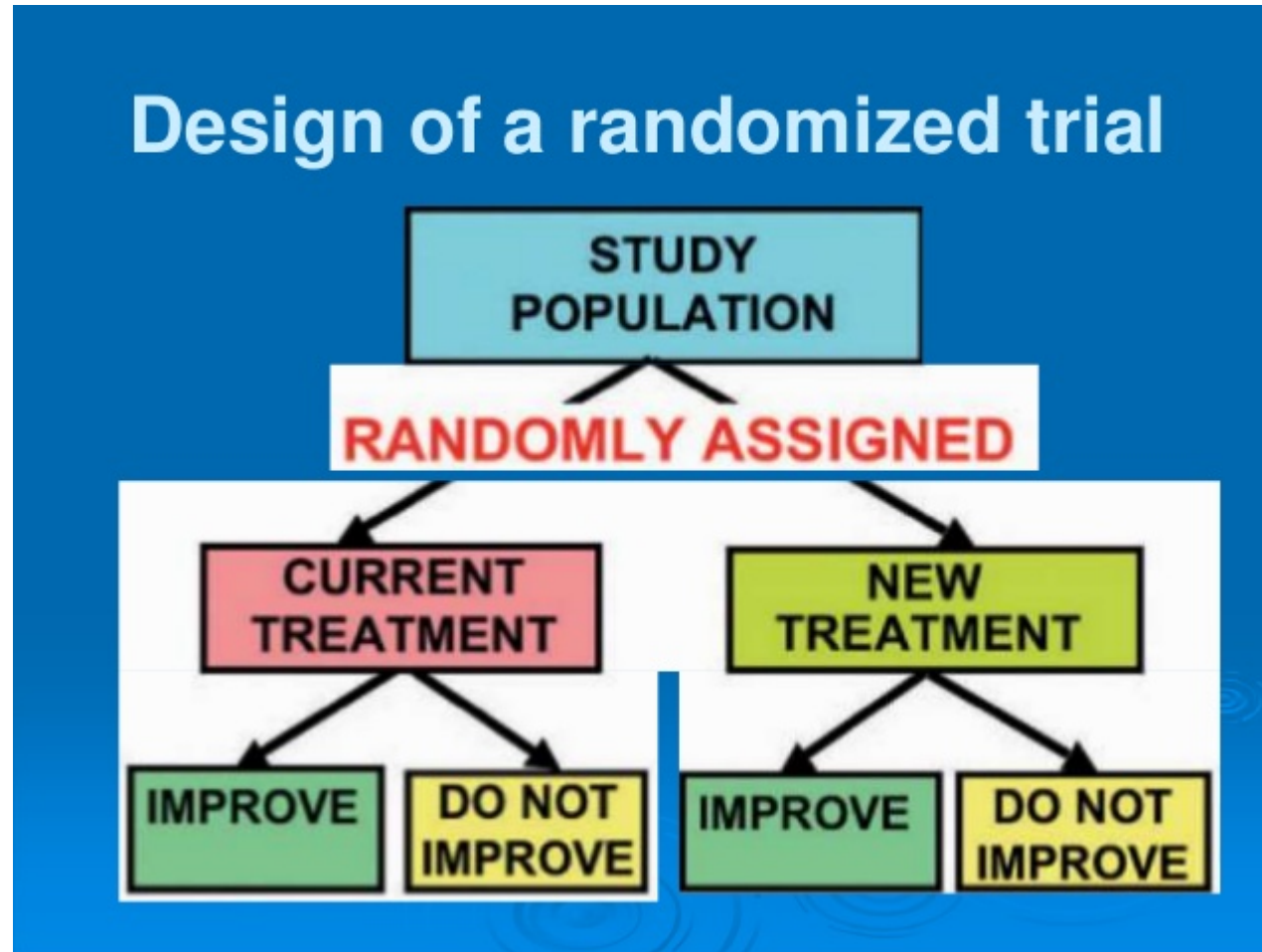
- Defining it
- Studying its causes
- Developing and implementing new responses to it
- Evaluating impact of new responses on it

Problem-solving Process



SARA

Research design and methods



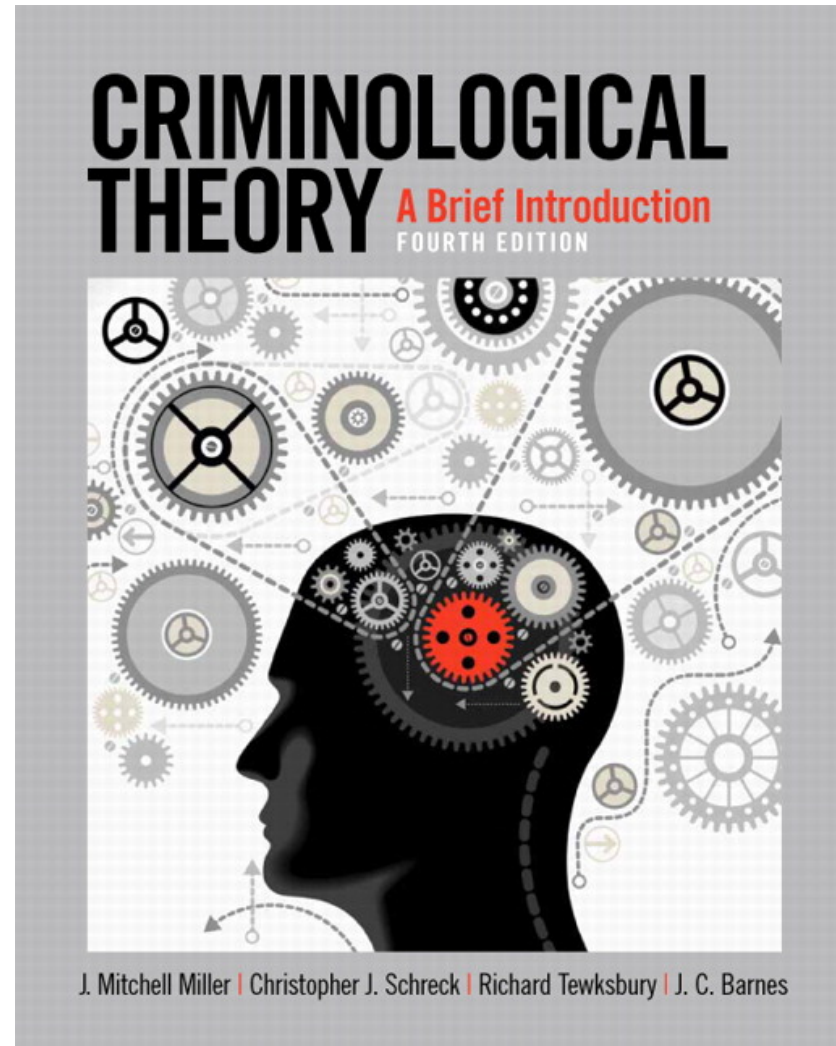
Standards of proof...

- Academic
 - Statistical significance
 - Temporal sequence variables
 - Non-spuriousness
- Problem-oriented policing
 - Aspire for rigor, but settle for less
 - “Good enough” to persuade key decision-makers

Political considerations...

- Shifting priorities
- Pressure for immediate results
- Lack of research culture
- Community tolerances and preferences for police actions
- Transient personnel
- Organizational conflicts (over missions, resources)

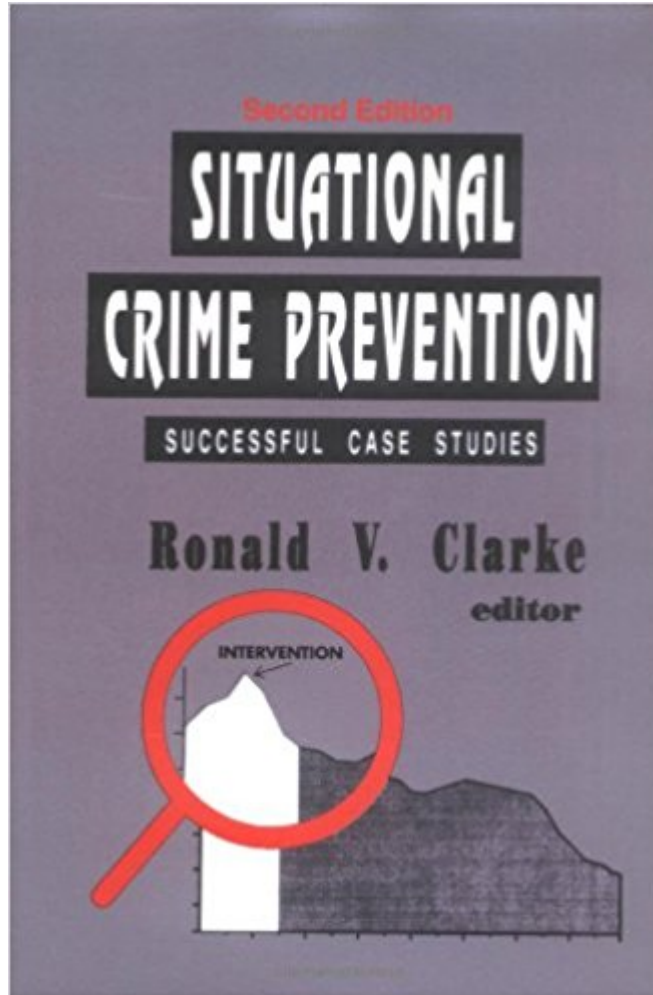
Contributions of criminology



Root Causes of Crime

- poverty
- unemployment
- inequitable distribution of wealth
- racism
- psychopathology
- genetics
- youth
- broken families
- decline in moral values
- poor education
- substance abuse

Situational Crime Prevention

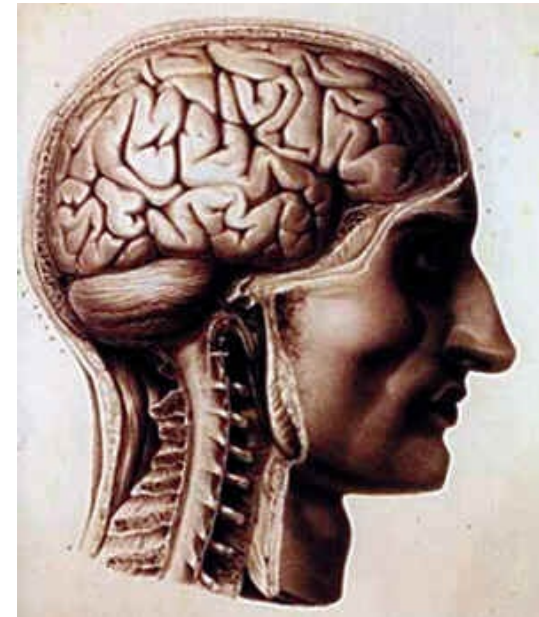


Routine Activity Theory

Crime will occur when a **motivated offender** converges with a **suitable victim** in the absence of a **capable guardian**

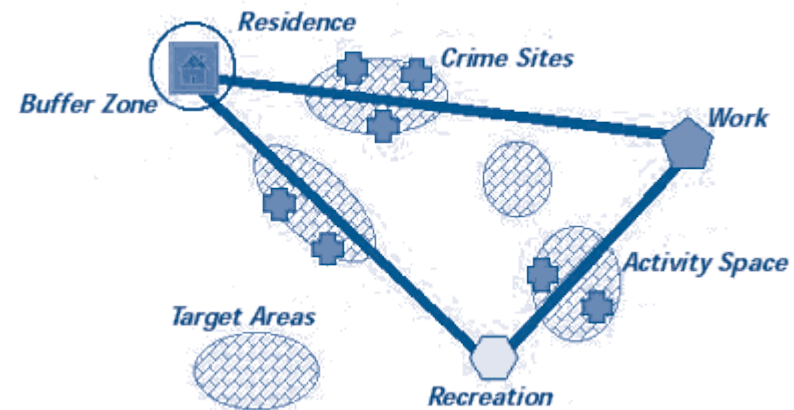
Rational Choice Theory

Offenders, within the boundaries of limited knowledge and their reasoning abilities, choose to commit crimes under certain conditions



Crime Pattern Theory

Offenders' routine travels bring them into contact with physical environments that offer cues about the likelihood of being able to successfully commit a crime there



Crime Triangle



TWENTY FIVE TECHNIQUES OF SITUATIONAL PREVENTION

Increase the Effort	Increase the Risks	Reduce the Rewards	Reduce Provocations	Remove Excuses
Harden Targets <ul style="list-style-type: none"> Steering column locks and immobilisers Anti-robbery screens Tamper-proof packaging 	Extend guardianship <ul style="list-style-type: none"> Take routine precautions: go out in group at night, leave signs of occupancy, carry phone "Cocoon" neighborhood watch 	Conceal targets <ul style="list-style-type: none"> Off-street parking Gender-neutral phone directories Unmarked bullion trucks 	Reduce frustrations and stress <ul style="list-style-type: none"> Efficient queues and polite service Expanded seating Soothing music/muted lights 	Set rules <ul style="list-style-type: none"> Rental agreements Harassment codes Hotel registration
Control access to facilities <ul style="list-style-type: none"> Entry phones Electronic card access Baggage screening 	Assist natural surveillance <ul style="list-style-type: none"> Improved street lighting Defensible space design Support whistleblowers 	Remove targets <ul style="list-style-type: none"> Removable car radio Women's refuges Pre-paid cards for pay phones 	Avoid disputes <ul style="list-style-type: none"> Separate enclosures for rival soccer fans Reduce crowding in pubs Fixed cab fares 	Post instructions <ul style="list-style-type: none"> "No Parking" "Private Property" "Extinguish camp fires"
Screen exits <ul style="list-style-type: none"> Ticket needed for exit Export documents Electronic merchandise tags 	Reduce anonymity <ul style="list-style-type: none"> Taxi driver IDs "How's my driving?" decals School uniforms 	Identify property <ul style="list-style-type: none"> Property marking Vehicle licensing and parts marking Cattle branding 	Reduce emotional arousal <ul style="list-style-type: none"> Controls on violent pornography Enforce good behavior on soccer field Prohibit racial slurs 	Alert conscience <ul style="list-style-type: none"> Roadside speed display boards Signatures for customs declarations "Shoplifting is stealing"
Deflect offenders <ul style="list-style-type: none"> Street closures Separate bathrooms for women Disperse pubs 	Utilize place managers <ul style="list-style-type: none"> CCTV for double-deck buses Two clerks for convenience stores Reward vigilance 	Disrupt markets <ul style="list-style-type: none"> Monitor pawn shops Controls on classified ads. License street vendors 	Neutralize peer pressure <ul style="list-style-type: none"> "Idiots drink and drive" "It's OK to say No" Disperse troublemakers at school 	Assist compliance <ul style="list-style-type: none"> Easy library checkout Public lavatories Litter bins
Control tools/weapons <ul style="list-style-type: none"> "Smart" guns Disabling stolen cell phones Restrict spray paint sales to juveniles 	Strengthen formal surveillance <ul style="list-style-type: none"> Red light cameras Burglar alarms Security guards 	Deny benefits <ul style="list-style-type: none"> Ink merchandise tags Graffiti cleaning Speed humps 	Discourage imitation <ul style="list-style-type: none"> Rapid repair of vandalism V-chips in TVs Censor details of modus operandi 	Control drugs and alcohol <ul style="list-style-type: none"> Breathalyzers in pubs Server intervention Alcohol-free events

Building a body of policing knowledge

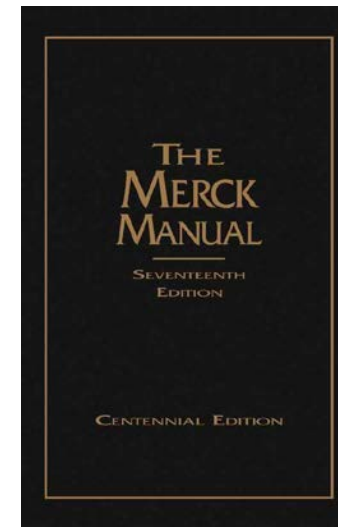
- Based on...
 - Research
 - Good practice
 - Experimentation
 - Exchange of knowledge
 - Documentation and publication



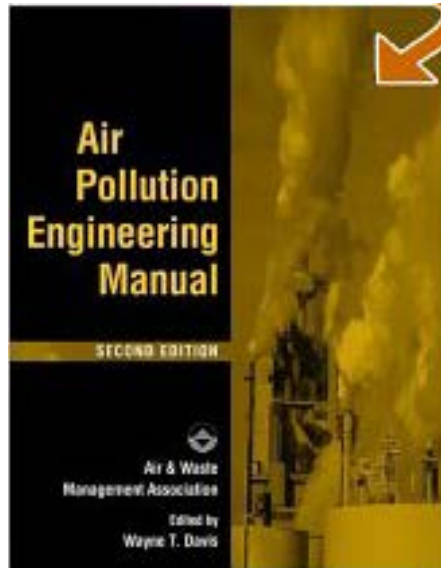
Law



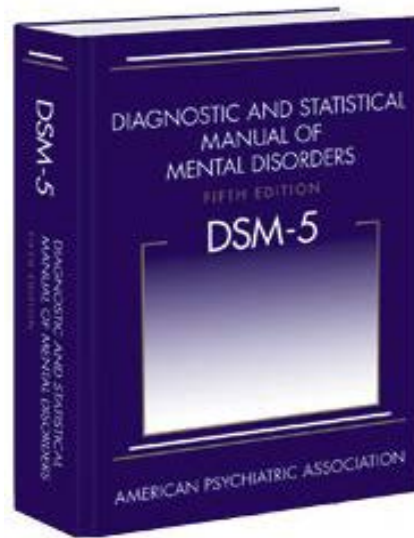
Pharmacy



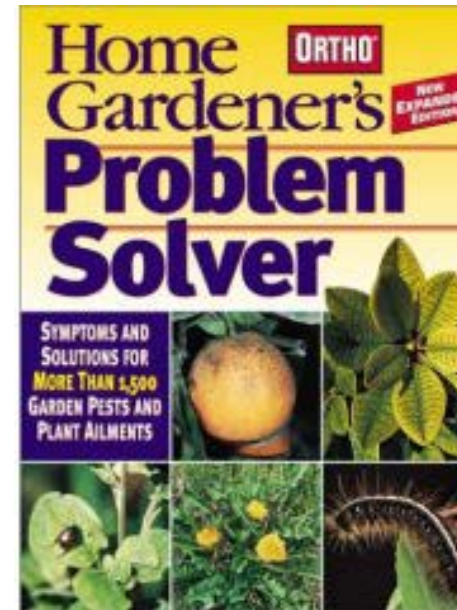
Medicine



Engineering



Psychiatry



Gardening

2013 Herman Goldstein Awards



OPERATION RED LIGHT: MILWAUKEE'S NORTH SIDE PROSTITUTION ABATEMENT PLAN



Milwaukee Operation Red Light – Herman Goldstein Submission Page 1

U.S. Department of Justice
Office of Community Oriented Policing Services



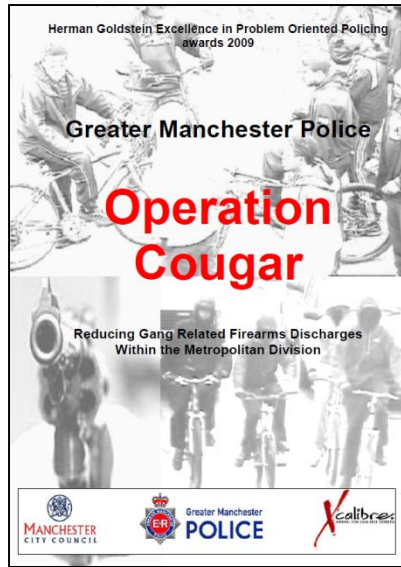
COPS
COMMUNITY ORIENTED POLICING SERVICES
U.S. DEPARTMENT OF JUSTICE

Reducing Theft at Construction Sites: Lessons From a Problem-Oriented Project

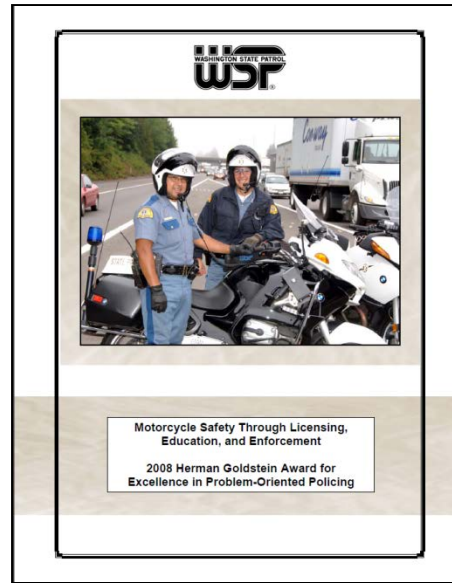
by
Ronald V. Clarke and
Herman Goldstein



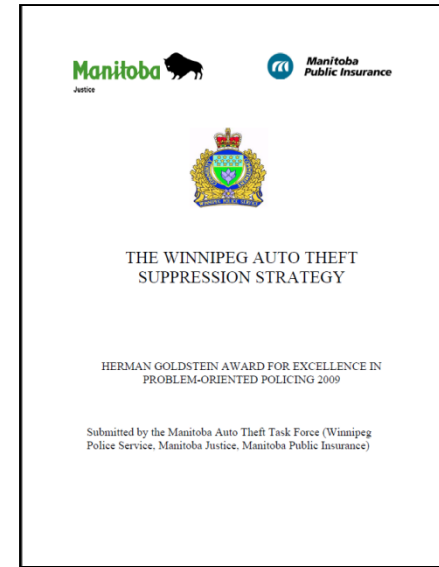
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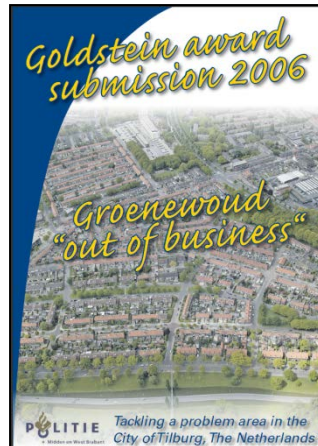
United Kingdom



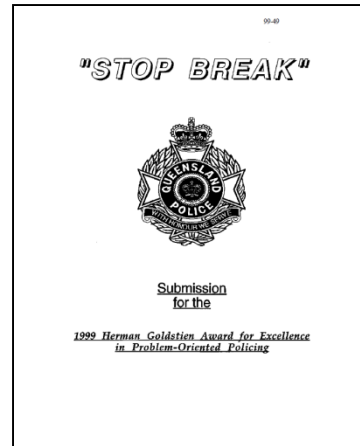
United States



Canada



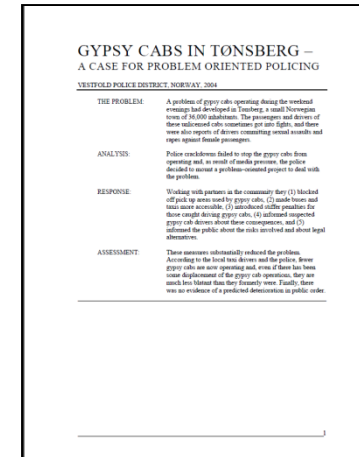
Netherlands



Australia



New Zealand




Norway

Translations

POP Center » Library » Translations

Translations

All documents linked below are in  PDF format. In order to view them you will need [Adobe's free Acrobat Viewer](#).



Crime Analysis Manual (Multiple languages)

In 60 simple steps learn how to generate, collect, use, and analyze data to solve everyday crime and disorder problems.

[Crime Analysis Manual \(Multiple languages\)](#)



Policing Terrorism (Slovene)

This manual, in a series of easy-to-read briefs, provides police executives with everything they need to know to meet the new challenges involved in countering the threat of terrorism in their local communities.



[Policing Terrorism \(Slovene\)](#) PDF

Problem-Oriented Policing Guides

Spanish language translations by: Ministerio de Defensa Nacional, Subsecretaria de Carabineros, Chile



[Campañas de Publicidad para la Prevención del Delito](#) PDF

[Hurto en Tiendas](#) PDF

[Consumo de Alcohol en Menores de Edad](#) PDF

[Tráfico de Drogas en Mercados al Aire Libre](#) PDF

[Intimidación de Testigos](#) PDF

Turkish Language Translations by: Diyarbakir Police Vocational School, Diyarbakir, Turkey



[Sokak Yarışları](#) PDF

About POP (Spanish)

Spanish language translations by: Colonel Jesús Camacho, retired Colonel, Venezuelan National Guard and [World Police Group Organization](#)



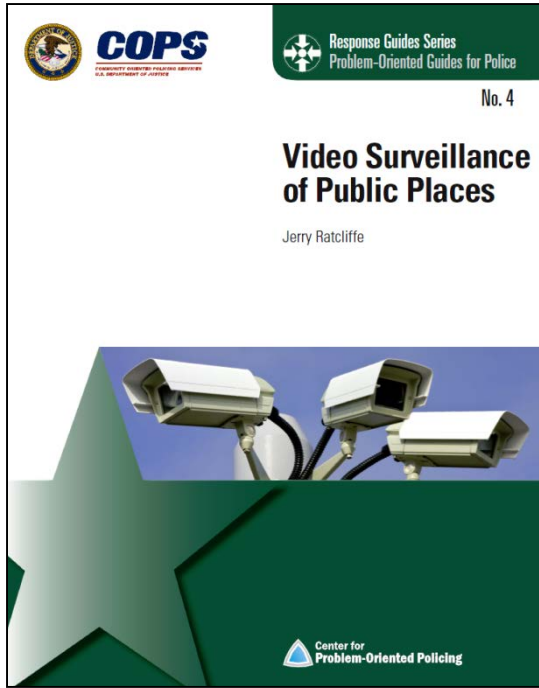
[La Política de Seguridad Pública Orientada a la Solución de Problemas Criminales](#) PDF

[El Modelo "DARE" de Solución de Problemas Criminales](#) PDF

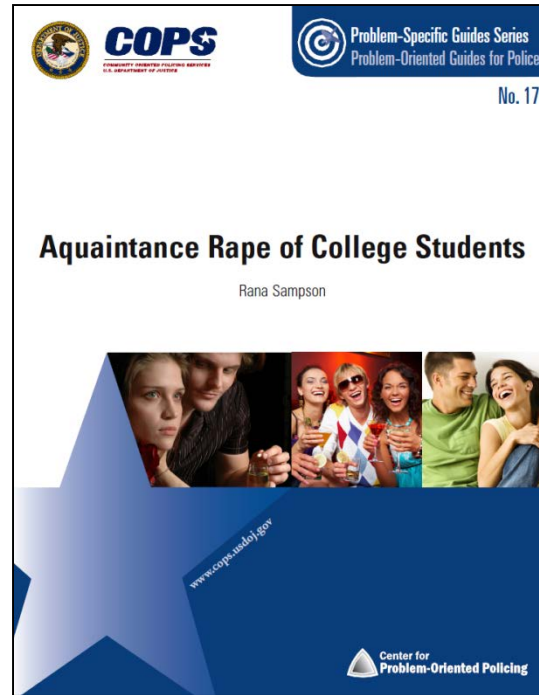
[El Triángulo de Análisis de Problemas \(Triángulo del Delito\)](#) PDF

[La Prevención del Delito Situacional](#) PDF

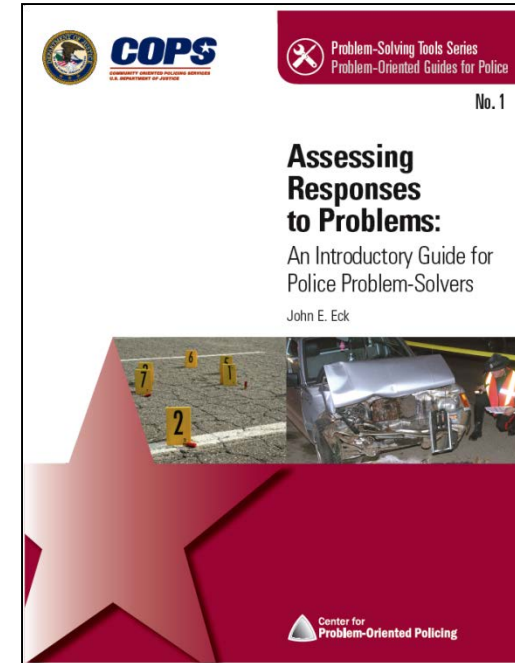
	Arabic IN PRODUCTION
	Bulgarian IN PRODUCTION
	Chinese (Simplified)
	Chinese (Traditional)
	Czech IN PRODUCTION
	Dutch
	English (UK)
	English (US)
	Estonian
	Farsi
	French IN PRODUCTION
	German
	Italian
	Japanese IN PRODUCTION
	Japanese
	Korean IN PRODUCTION
	Latvian IN PRODUCTION
	Portuguese



Responses



Problems



Tools

26th Annual Problem-Oriented Policing Conference

Sponsored by



Center for
Problem-Oriented Policing





Hosted by

The Tempe Police Department

October 24 – 26, 2016 | Tempe Mission Palms Hotel | Tempe, Arizona



South Yorkshire POLICE

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Problem Solving and Demand Reduction

Problem Solving and Demand Reduction Programme

Date published: 02 January 2019 11:55

About the programme

In 2017, South Yorkshire Police was awarded £6.35 million of funding from the Home Office to deliver a national problem solving and demand reduction partnership working initiative over three years.

Our vision

"Creating opportunities to reduce demand for police and partners by embedding a structured problem solving ethos and capability"

U.S. Department of Justice
Office of Community Oriented Policing Services



COPS

COMMUNITY ORIENTED POLICING SERVICES
U.S. DEPARTMENT OF JUSTICE



CRIME ANALYSIS FOR PROBLEM SOLVERS

In 60 Small Steps

Ronald V. Clarke & John E. Eck



Center for Problem Oriented Policing



Intelligence Analysis for Problem Solvers

John E. Eck and Ronald V. Clarke
with contributions by *Gohar Petrossian*






















Center for Problem-Oriented Policing

The mission of the Center for Problem-Oriented Policing is to advance the concept and practice of problem-oriented policing in open and democratic societies. It does so by making readily accessible information about ways in which police can more effectively address specific crime and disorder problems.

Browse our best-practice tools and guides for addressing common crime and disorder problems, organized by category below.

Policing Problems

-  Alcohol & Drug Problems
-  Animal Problems
-  Burglary & Theft
-  Business-related Problems
-  Disorder & Nuisance Problems
-  Elderly Problems
-  Endangerment
-  Frauds
-  Gang Problems
-  Misuse of Police Resources
-  Robbery
-  School & College Problems
-  Sex-related Problems
-  Traffic Problems
-  Vehicle-related Problems
-  Violence Problems
-  Youth/Juvenile Problems

Problem-Oriented Policing: Successful Case Studies (Routledge) (Scott & Clarke, eds)

- Crime and disorder at a budget motel (Oakland, CA)
- Harm and demand associated with vulnerable callers to police (Lancashire, UK)
- Violent offenders (Aurora, IL)
- Burglary of self-storage facility units (Charlotte, NC)
- Sexual assaults in illegal taxis (London, UK)
- Sexual assaults in illegal cabs (Tønsberg, Norway)
- Construction-site burglary (Port St. Lucie, FL)
- Robbery of school-age victims (Enfield, London, UK)
- Opioid abuse in Reno, Nevada
- Gang violence (Boston, MA)
- Disorder associated with day laboring (Glendale, CA)
- Auto theft (Winnipeg, Manitoba, Canada)
- Farm-labor-vehicle safety (CA)
- Drowning of illegal cockle pickers (Morecombe Bay, England)
- Convenience-store crime and disorder (Glendale, AZ)
- Crime-ridden intersection (Portland, OR)
- Crime and disorder in a residential neighborhood (Austin, TX)
- Violent-offender territories (Cincinnati, OH)
- Domestic violence (High Point, NC)
- Domestic violence (Chula Vista, CA)
- Glass attacks in pubs and clubs (Lancashire, UK)
- Crime and disorder associated with homeless encampments (Eureka, CA)
- Convenience-store robberies and murders (Houston, TX)
- Crime and disorder at motels and hotels (Chula Vista, CA)