

Service Excellence Action Plan for Police and Public Safety - Police Operations

Dimension	Action Step	Timeframe
Knowledge Communication Process Improvement	Create an operations handbook for first line supervisors and patrol teams that will include samples of the most visited crime incident reports that UMBPD experiences, as well as an ACRS template, a use of force template, a departmental accident template, and a standards of conduct policy. This handbook will aim to restore and refresh officer's knowledge and ensure consistency and seamless communication. It will allow for increased legitimacy, trust, integrity and engagement with community members.	Assign to small group in August with completion by Dec 31 2024.