

# SPOKANE C.O.P.S.



## 2020 ANNUAL REPORT





# ACKNOWLEDGEMENTS

We at Spokane C.O.P.S. want to take a moment to acknowledge the community around us. As an organization, we exist to make this community better and safer. But that only happens when the community steps up and rises to the challenge. Our volunteers give of their time freely and serve passionately to make us all safer. Our Board members do the same. Our Mayor, City Council members, and other city officials all support us and promote us within the community. We can't be who we are without YOU being who you are.

thank you!

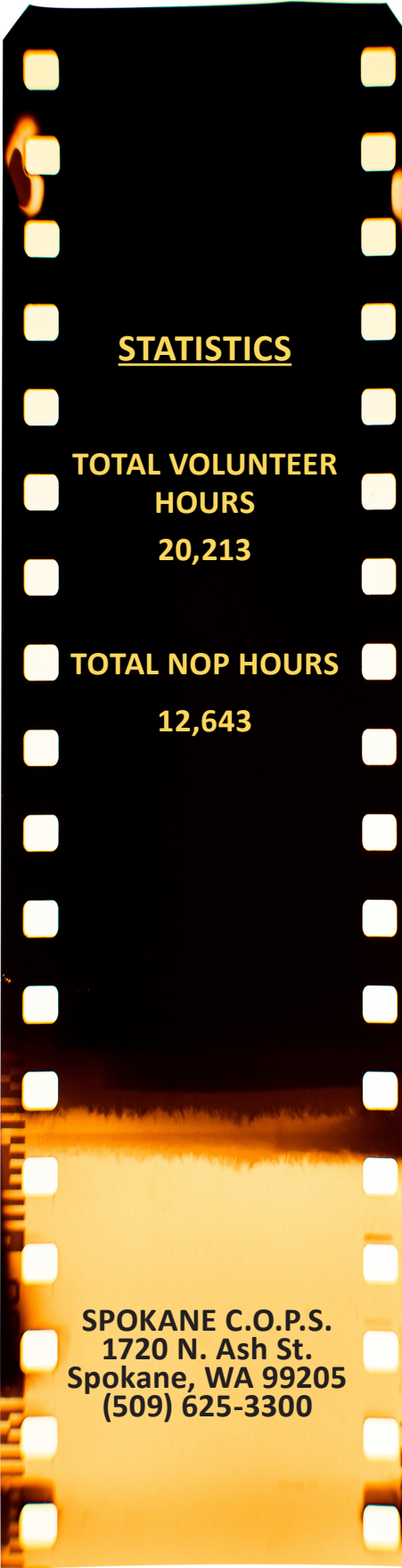




# MISSION STATEMENT

The mission of Spokane Community Oriented Policing Services (C.O.P.S.) is to promote and support a safe community. We provide crime prevention education and public safety programs by neighborhood volunteers in partnership with the City of Spokane, the Spokane Police Department, the Washington State Department of Corrections, and community stakeholders to improve the quality of life in the entire community.





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## FROM THE CHAIRMAN



2020 was a strange year for everyone. I don't think any of us have experienced anything quite like living in a pandemic. All of us had to change how we go about business, and it was no different for Spokane C.O.P.S. We had to re-think how to keep moving forward and keep working to keep the community safe while still adhering to safety guidelines. I'm proud to report that during this time when many business sadly struggled and floundered, Spokane C.O.P.S. saw strong growth. We got creative during this time to figure out how to make it all work, and through it all, we saw a large increase in the number of volunteers we have. We saw our volunteers jump into our programs where they could and we saw all of these volunteers making their streets safer in positive, healthy ways. As Chairman of the Board, I'm incredibly impressed with staff and volunteers this year and I am excited to see what 2021 has in store for us.

And thank you to the people of Spokane for getting involved and making Spokane the great city that it is.

**Kelly Cruz**  
Chairman of the Board

## FROM THE CHIEF OF POLICE



Most of us couldn't wait for 2020 to end. While many went in to survival mode, the economy was in a recession and many organizations downsized, the C.O.P.S. program continued to grow and thrive. Volunteers increased, programs expanded and gaps in service to the community were filled by C.O.P.S. volunteers. Two particular programs that saw increases in participation and provided crime prevention and outreach to neighborhoods were the NOP (Neighborhood Observation Patrol) and Paws on Patrol units. Additionally the Off Road Patrol got its wheels under them as they expanded to providing a presence in many areas of Spokane's parks that were seldom patrolled or hard to access. This is in addition to the many other programs offered to the community.

The C.O.P.S. program has something for everyone willing to serve their community. Every day provides a new experience and an opportunity to serve something greater than oneself. Sir Robert Peel deduced that to truly live in a peaceful and safe community, all must be involved in ensuring law

and order (law enforcement being the only ones who are employed full time to focus all their attention on this endeavor). The Spokane Police Department is grateful for the C.O.P.S. program, and the C.O.P.S. volunteers, who have answered the call. They truly embrace Mr. Peel's policing principle that community must also embrace "duties which are incumbent on every citizen in the interests of community welfare and existence." We look forward to another year of partnership and mutual effort towards creating and maintaining neighborhoods we are all proud to live in.

**Craig Meidl**  
Chief of Police - Spokane Police Department



# 2020 BOARD OF DIRECTORS



Kelly Cruz, Chair  
West Central Association  
of Business



Karen Stratton, Vice Chair  
Spokane City Council



Laura McAloon, Treasurer  
Attorney



Scott Burkart  
Department of Corrections



Brandy Dickinson  
Compliance Inspector



Larry Valadez  
Federal Corrections  
Retired



Luvimae Omana  
Police Ombudsman



Major Eric Olsen  
Spokane Police Liaison



Doug McGuire  
MAT Liaison



# FROM THE EXECUTIVE DIRECTOR



**Patrick Striker**  
Executive Director

Patrick joined Spokane C.O.P.S. in April of 2015. His background is diverse, having been in leadership roles in a number of varied organizations in the area. Patrick moved out to Spokane some years ago to attend Whitworth University, where he received his Bachelors in Theology/Philosophy, and later achieved his Masters of Business administration from Green Mountain College.

He enjoys Spokane C.O.P.S. because of its mission and the people it serves. He thinks it's a great organization and sees the difference it makes in the lives of everyday people. He thinks this staff are amazing and appreciates how much time his volunteers and Board of directors give to the organization.

Every year brings its own unique challenges and 2020 certainly brought more than its fair share. Our job, as an organization, is to build community. Specifically, of course, it's about using the community and building community as it relates to crime prevention. So when COVID happened and we had to stay away from each other through quarantines and social distancing, a very interesting question developed: how do you use the community when you aren't allowed to have a community? This is not something any of us had experienced before.

So we got creative. We realized that, at least temporarily, some of the things we had done in the past couldn't happen until this was all over – no group meetings, no big barbecues, no fun events. All the things we love most would have to stop for a little while. Once we made our peace with that, we pushed forward hard on the things we could do: NOP patrols can still happen, just not with multiple people. So NOP on your own or with people from your immediate household. Outdoor events are good when in small groups and socially distanced, so let's push Paws on Patrol to do more. Let's get outside on ATVs and get into areas we are needed. Let's run supplies to those who are homebound and can't get what they need. Let's continue to use the C.O.P.S. shops by checking emails and phone calls, but responding to people via phone and email instead of having them come into the shop. And so we did. We kept pushing forward and watched our organization actually grow this year, when so many organizations were struggling.

There is a silver lining to every cloud, and my hope is that all of us will see the importance of community. I think many of us have taken the ability to be together for granted our whole lives. We didn't always see the value in those around us. But once that got taken away and we weren't allowed to be with others, I think that changed the perspective of many of us. And my hope is that moving forward, we see a value in each other we hadn't noticed before, and we embrace our communities as the vessel to accomplish so many great goals, including that of safe, crime-free neighborhoods.

**Patrick Striker**  
Executive Director



# STAFF



Michael St. Victor | Office Manager

Michael has been the administrative anchor for Spokane C.O.P.S. for almost 20 years. Originally from the East Coast, after college and military service, he worked in the printing industry before coming to Spokane. He started as a volunteer at C.O.P.S. Southeast in 1997. He worked closely with the original founders of Spokane C.O.P.S. and is intensely proud of his role in the organization through 23 years of service.



Sandi McIntyre | Programs Manager

Before she was hired as Spokane C.O.P.S. Programs Manager, Sandi served the Spokane Community as a Police Officer for 25 years. During that time, she became passionate about Community-Oriented Policing and became a Neighborhood Resource Officer at C.O.P.S. Neva-Wood. She became certified by the National Institute of Crime Prevention. When it was time for her to retire from the Police Department it was a great transition for the C.O.P.S. Program to hire her. She continues to share her expertise and excitement in the way of Crime Prevention. She is now our Programs Manager and loves spending time with our staff and our volunteers.



Traci Ponto | Crime Victim Advocate

Traci moved to the Spokane area from East Wenatchee. She served as a volunteer with Spokane Police department for 2 years while attending college and then was hired as a patrol officer for SPD in 1994. She worked patrol for the first 10 years of her career. During those years she served on the Dignitary Protection team, Field Training Officer, TAC officer and Mounted Patrol. The last 15 years of her career she became a Neighborhood Resource officer. She started the C.O.P.S. Mounted Patrol Unit in 2018 and retired in 2019 from the department when she took the position of a Crime Victim Advocate with Spokane C.O.P.S.



Tamra Brannon | Crime Victim Advocate

Born and raised in Yakima, Tamra moved to Spokane after attending Washington State University and Perry Technical Institute. She has always been very active in the Spokane community through philanthropic efforts and involvement in organizations that benefit the wellbeing of Spokane. Tamra also brings with her a diverse background in martial arts and self-defense instruction which lends itself to the work she does with the empowerment of victims through her role as a Crime Victim Advocate.





**NEIGHBORHOOD  
RESOURCE  
OFFICERS (NROs)**



Kelly Mongan  
C.O.P.S. Southwest



Jacob Willard  
C.O.P.S. Southeast



David Kaurin  
C.O.P.S. Logan



Deanna Storch  
C.O.P.S. Nevawood



C.J. Pavlischak  
C.O.P.S. West



Keith Cler  
C.O.P.S. Northwest



Dale Wells  
C.O.P.S. North Central



Jeremy Howe  
C.O.P.S. Northeast



Seth Berrow  
C.O.P.S. East Central



# COMMUNITY CORRECTIONS OFFICERS (CCOs)



Scott Burkart  
CCO Supervisor



Justin Tuttle  
C.O.P.S. Nevawood



Sandy Sheppard  
C.O.P.S. Nevawood



Ryan King  
C.O.P.S. Nevawood



Jeremy Snook  
C.O.P.S. Nevawood



Pat Hills  
C.O.P.S. East Central



Marjorie Garza  
C.O.P.S. East Central



Travis Huntsinger  
C.O.P.S. Southwest



Jeff Overholser  
C.O.P.S. Southwest



Chris Schilling  
C.O.P.S. Logan



Matt Keller  
C.O.P.S. Logan



Ryan Austin  
C.O.P.S. West



Lindsay Johanson  
C.O.P.S. West



Jeff Hawkins  
C.O.P.S. Northeast



Al Warren  
C.O.P.S. Northeast



Erik Phillips  
C.O.P.S. North Central



Todd Fix  
C.O.P.S. North Central

# CRIME PREVENTION PROGRAMS

Our programs are what make us who we are. All the service that we provide to this community at the shops or out in the community define us and make us all safer. This year, we had to drastically re-think how we do our programs. In March, when words like “Corona virus” and “pandemic,” followed by “quarantine” came into our lives, we knew we had to get creative to continue serving this community. A lot of the events and places where we engage the community weren’t able to happen, so rather than giving up, we decided to get creative. We ran food, medicine, or other needed supplies to shut-ins who didn’t have options. Our volunteers returned C.O.P.S. shop emails and phone messages from their homes rather than at the shops. Since we couldn’t be in the shops as much, we encouraged our volunteers to go out and patrol and help in that way. We pushed our programs to go outside as much as we could, promoting Paws on Patrol, Mounted Patrol, and even starting an entirely new program, the Off Road Patrol to help push back against crime and yet still be in compliance with COVID restrictions. In the end, for as crazy and difficult as this year was, our organization actually grew during this time. We added more volunteers and new programs, and saw a great resurgence of our various patrols. Read on to see more of what we did in 2020.





# PAWS ON PATROL

**P**aws on Patrol is a program strictly designed around dogs and people. It was a natural fit with this program, structured at getting people and their dogs out of their houses, meeting their neighbors and walking around their neighborhoods and local parks. We put our volunteers through an orientation, covering some crime related scenarios and things to watch for. We want to make use of all the walkers by teaching them how to observe crime in and around their neighborhoods. The next part was to teach them how to report it. It is very important to report what you see!

The message is getting more eyes out looking around and this prevents crime happening in parks, parking lots, alleys etc. Criminals do not want to be seen, so usually if they see us walking, they leave the area. We were so proud to have partnered with downtown and Browne's Addition Walkers (BrownesWatch) in Coeur d Alene park this year. We logged hundreds of hours and gained so many volunteers and great dogs to the program. We also produced a 12-month calendar by using our own volunteers and their dogs! We have had a regular corps of volunteer walkers with a total of 440 people participating in our one-hour neighborhood observation and reporting walks, combined with Paws, Downtown and Browne's Addition Walkers.



**"We are very proud to be part of this organization. We believe that more eyes and ears that are out in the public the better. We can help control some of the crime in the city of Spokane and we enjoy meeting people and telling them about our group. Plus it is fun when we can get together as a group and walk around parks and places we might not think about going for a walk. I think that together we all can make a difference!"**

**Mike, Judy & Max**





# NEIGHBORHOOD OBSERVATION PATROL

**N**eighborhood Observation Patrol was a huge success this year during COVID time. So many people wanted to volunteer, and get out of their house, walk or drive their own vehicles with our car door magnets. We taught them what to look for, ex: car is running no one in it, slow moving car in the neighborhood looking at houses, expired tabs on vehicle that looks to be abandoned, people sleeping in motorhomes and cars, etc.. This year we were able to expand learning Intelligence Based Patrolling. This is where the volunteers are given info from the Spokane Police Department and NROs. Volunteers go into the areas, sit and observe, drive by and visually assess the veracity of the complaint or nuisance information. Through various social media apps, they developed working relationships with hundreds of people around the city. The shop would ask where residents would like them to patrol while on NOP. This led to thousands of interactions with area residents. Many drug houses were reported and watched. Many chronic neighborhood problems were addressed. Hundreds of abandoned cars were removed from streets through these efforts. Over 100 cases of solid waste and illegal dumping were reported and cleaned up through this effort. We were also able to continue to patrol the school areas and paid attention to the walking school routes. Even though kids weren't walking to school some of these routes were not safe to walk and this gave the city and the neighbors the extra attention and extra time they needed to make the walking school routes safe for kids.



## STATISTICS

**OUR VOLUNTEER NEIGHBORHOOD  
OBSERVATION PATROL PROVIDED  
OVER 12,643 HOURS OF SERVICE  
TO THE SPOKANE COMMUNITY.**



## PROGRAM SPOTLIGHT

I believe the NOP program is beneficial in several ways. The most common, patrolling in marked cars through parking lots and around schools for example, provides a mischief deterrence for the public. I've had people wave and thank us. This approach also applies to patrolling and being recognized around specific problem homes and apartments. This not only provides a deterrence for the bad guys but can be comforting to victims. A third function is working with our NRO Jake to observe and photograph houses he's identified. This is done incognito with a goal of identifying stolen property, suspicious foot traffic and photographing cars whose owners aren't supposed to be associating with the homeowners.

There are other benefits. Basically, I think the NOP program provides an excellent bang for the buck. It's my favorite.

John D  
C.O.P.S. Volunteer

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Neighborhood Observation Patrols allow me to travel sections of the community not normally seen and discover interesting new sections of town. There are patrols where I also see and experience events one usually only reads about or sees on TV. After making a patrol, I feel that I have contributed to the security of my neighborhood and am making a difference.

Recently, on a late evening patrol, I stopped to speak with a man and women who described a suspicious man walking on N. Driscoll Blvd shouting at passing cars. As I turned onto that street, a man in a school parking lot called me over to report the same suspicious man walking south. I found him walking in the street shouting and waving his hands. I backed away and called 911. Afterwards, I followed him at a distance down N. Driscoll Blvd to W. Gordon Ave. where a patrol car stopped him. What would have happened if I hadn't been there patrolling? Having a presence enabled people to flag me down because I was in a marked vehicle, and I was able to keep an eye on things until the police got there.

Robert H.  
C.O.P.S. Volunteer



Get involved, stay invested and increase your interactions amongst your neighbors and your neighborhood will naturally have a strong bond.

## STATISTICS

OVER **600** BLOCKWATCHES  
ACROSS SPOKANE

# BLOCK WATCH

**B**lock Watch is the backbone of what we do at C.O.P.S.. The idea behind Block Watch is really twofold. First, we want to train you up on identifying problems and what to do about them. That house that you believe to be selling drugs. What can you do to deal with it? How do you report that? What information should you be getting? And who do you give it to? Or, if your neighborhood is getting hit with car prowls, how do you fight back against that? Are there tricks to keeping your car safer? Can you get more police presence? Are there ways to discourage prowlers from coming down your street? Whatever the issue is that you and your neighbors are concerned about, we can help. We will meet with you and your neighbors and find out what your concerns are. We'll listen to YOU. Then, we'll help you start dealing with those problems. We'll get you in contact with people who deal specifically with those issues you are seeing – the right city official, the right police officer, whoever it might be. We'll help you come up with a solid plan to deal with those issues. We can get you and your neighbors working together and educated so you can make your neighborhood safe again. And that brings up the second main thing that a Block Watch can accomplish: a sense of community. Often, it is the fear of crime that is worse than the crime itself. It's that sense of not being able to sleep well at night because of concerns for safety, of constantly feeling like you have to guard your property, all of those things that lower your quality of life. Once you have a good Block Watch and you start to learn how to combat the issues you are seeing, and you start to develop good relationships with your neighbors, you will find that your fear begins to go away. When you have a handle on those issues, when you know your neighbors are looking out for you and you're looking out for them, you'll begin to enjoy your neighborhood again. Just like you should.

For 2020, staff and volunteers worked to really re-think and re-do how Block Watch works. In the large scheme of things, Block Watch is more important now than it has ever been. Most people don't know their neighbors. Most people don't know how to effectively report issues, or even what to look for. Combine that with law enforcement that is typically overwhelmed and needing community members to step up, and Block Watch becomes incredibly critical. But Block Watch can feel outdated as it is written, so we took staff and a crew of volunteers, and dug in to it: what is Block Watch? How do we make it relevant to today's culture? How do we explain it to others? How does it operate on a daily basis for neighbors? What is required to be a Block Watch rep? Is there a better reporting mechanism? We went through all of these questions and more over a series of meetings, and in the end, came out with a product that is true to the concept of Block Watch but re-packaged in a way to be more accessible. We updated our Block Watch portion of the website, updated our forms, updated all handouts, and then started getting the word out. The result has been an increase in Block Watches throughout the city of Spokane and a net positive gain of community members who feel their streets are becoming theirs once again.



## PROGRAM SPOTLIGHT

I'm Lynn Conner and my husband and I live on the South Hill. In 2019 after attending the Spokane County Sheriff's Citizen Academy, to learn more about my son's job as a deputy, I heard about Block Watch.

It was the solution to our neighborhood problems! We had property crime and a former neighbor with a lengthy criminal record, that was threatening individuals and causing other issues.

At our initial meeting we met with our NRO Jake Willard and Spokane C.O.P.S. Program's Manager, Sandi McIntyre. Seven of our 9 neighbors attended, asked questions, and signed up their phone numbers and email addresses. Five of the 9 neighbors have had altercations with our criminal former neighbor. He is very dangerous and as I write this he is being arraigned for being a felon in possession of a firearm. We take his presence in our neighborhood, as he keeps returning, as a serious threat. NRO Willard has emphasized how dangerous this individual is.

With our network of communication in the neighborhood we alert each other when issues come up. Several of us have security cameras which we check each morning for issues.

Block Watch has informed us of ways to be proactive and alert to potential problems. We've not had any packages stolen or any break-ins and we make sure no one's home looks vacant.

Thank you,

Lynn Conner - Block Watch



# MOUNTED PATROL UNIT

Spokane Police department originally had a Mounted Patrol in the 1970's and through the 1990's. The unit rode strictly in Riverfront park and served in an outreach function. We attended open houses, schools and rode in parades. In 1998 the unit returned to patrol and the outreach program ended. In 2018 Executive Director met with Spokane Police officer Traci Ponto and together they formed a plan to bring the Mounted Patrol back to the families and into the city parks. The unit recognized that all city parks had some sort of problem whether it was disorderly conduct, alcohol or drug related problems and suspicious activity. We realized early on that these park problems could not be solely a police problem but actually a community problem. The community needed to be more involved with activities in their city parks that would draw families into the parks and help eliminate crime. This is where C.O.P.S. Mounted Patrol comes in to play. We recognized that horses were a natural draw for families who want to see them up close and pet. This created an opportunity to talk to families about COP shops, crime prevention and why we were in their city parks.

This 2020 season started off with another 25 new horse and riders and we geared up for a productive patrol season riding in over 15 city parks. C.O.P.S. Mounted Patrol used Two Eyes Horsemanship and experienced BLM Mustang trainer Nate Ostrander to work with our volunteers and their horses in preparation of entering the city parks. Our season was adjusted as we entered different Covid phases but we kept moving forward in some sort of capacity. We started off our season with a neighborhood parade for a little girl who was diagnosed with an illness. 8 horses were led one by one down the street along with 1st responders. We then found ourselves invited by several assisted living centers whose residents were having difficulties with the isolation. We were able to provide several horses at each venue and our ground support held up signs decorated with the horses' names on them, Happy Mother's day as well as other warm greetings. We handed out our famous trading cards which were a huge hit with the older generation. Our horses were led outside from window to window where residents awaited through open screens to greet them. The smiles from the residents radiated through window screens. This year one of our volunteers, Brittney Davis competed for and won the title of Miss Spokane Interstate Rodeo Queen! During her interviews she spoke about her passion of being a Spokane C.O.P.S. Mounted Patrol volunteer. Queen Brittney will also hold the title for 2021. Having a young lady on our team that represents all of Spokane Rodeo is very impressive and we have partnered with her for several events as well as for our upcoming season.

This summer we were invited by Northeast Youth Center to give a show and tell. We provided a horse, a mule and of course our royalty Queen Brittney. We hosted it at Jim Hill park and rotated the 3 groups around to the children so that they could learn about each one. We handed out trading cards and Queen Brittney's signed photograph. Our volunteers patrolled our city parks this summer stopping to talk with our community members about our program. We ended the season with two Book Rodeos as Brentwood elementary was getting ready for their school season.

During this time our Drillteam had several rodeos scheduled and continued to practice in the event the rodeos went on. By spring of 2020 we had been invited by Lind Combine Derby, Colville Rodeo and Davenport Rodeo to perform our tribute to all 1st responders and military personnel. Our volunteers logged over 1500 hours during the 2020 season and graced the front page of the Spokesman Review. Despite being an unconventional season for us we moved in a forward direction and are looking forward to the 2021 season.





## PROGRAM SPOTLIGHT



I always admired my dad, a Spokane City policeman. As a child, I knew he was one of the good guys and he has always been my hero. My favorite part of his job was when he was a Mounted Patrol Officer. I always got to go with him to parades, rodeos and places with the horses. We kids became friends and the Mounted Patrol was life. I grew up spending summers traveling and representing the Spokane Police Department Mounted Patrol. Oftentimes I was the pooper scooper in the parades, following the guys and horses. I wanted to be like them, like him, riding their horses and talking with people and making a kid's dream come true to pet a horse. That was my little girl dream.

Though I chose a different career path, being a Mounted Patrol daughter never left me. My love for horses continued to grow. Dream of dreams, I became a member of the Spokane C.O.P.S. Mounted Patrol. My little girl dreams, watching my daddy ride our horse and be the policeman have come back. Now I have made him equally as proud of me, doing what he did. For me, riding my horse, Daisy, in the Spokane City Parks has brought it full circle. I grew up loving what they did for the community and now I get that honor. I love sharing my love for horses with families in our city parks. Watching their eyes light up, kids and grown-ups alike, makes everything worth it. Best memory from last year: when an older woman nearly cried as she got to touch our horses. She was filled with joy, life and memory. I also love sharing my memories of the 70-80s MPU family. To now represent the men and women of Law Enforcement in Spokane with my horse, as part of the Mounted Patrol, is an honor and show of respect to the history and progress of these great men and women. Our team is family. I ride with pride.

Ellie Gillespie



# BICYCLE SAFETY



People use bicycles in this community and for good reason: bikes are great methods of transportation that keep us fit and in shape, are good for the environment, and provide a fun means to get where we want to go. But having said that, bikes are stolen very frequently. If left outside or not properly secured, it's not uncommon for someone to walk outside to get their bike...only to find that it is gone. The police department is typically pretty effective at catching bike thieves, but trying to figure out who the bike's owner is can be problematic. And that's why on a typical (non-COVID) year, Spokane C.O.P.S. registers anywhere from 600-1000 bicycles. We get the person's name, address, phone number, get the serial number and other distinguishing characteristics off the bike, take a photo, and document it all. Then if a bike is found, we can track down the owner and return it to them.



In addition to registering bikes, but we promote bike safety to keep people safe while riding. We typically put on bike rodeos for kids and give out free helmets, too! We want kids to stay safe, so any child who needs a helmet and doesn't have one can come to a C.O.P.S. shop and we will give them one at no cost. Not only that, but our NOP teams have coupons for free ice cream cones from various local fast food companies, and we will give coupons to kids who are wearing their helmets as a way of promoting safety.

In 2020, we had to get creative for bike registrations and bike safety, as we did for all of our programs. Area swap meets and big bike events are where we typically register most of our bikes. Without those events, we focused on individual bike registrations. Not only that, but we really evaluated our methods for registering this year. In the past, we put the bikes on a site that could be cumbersome to get the info out of. Detectives, volunteers, and others had to call in during business hours and request information to see if a found bike was on the site and get the owner info. It worked, but it certainly wasn't fast and easy. So we updated our System that we use to report crimes to be able to register bicycles. By having this all done in-house, we were able to make a database that was easily searchable by any volunteer or any detective. Since bicycles get turned in a lot at the shops, we gained the ability to search for the bike on-the-spot and see if we had the contact information for the owner. This was a massive time saver for us all and helped reunite multiple bikes with their owners this year.

Not only that, but we continued to get helmets to kids who needed them. One thing we saw this year was a re-discovery of the outdoors for many people, since they couldn't do as much indoors. As a result, we saw many kids needing helmets and we rose to the occasion. We worked with neighborhood councils, Frontier Behavioral Health, CPS, and multiple other groups to get helmets to kids who needed them.





# PROPERTY AND MEDICATION DROP OFF

Found Property has been very important to the citizens over the years. If an item is found and you think it is stolen or lost and you don't know what to do with it, please turn it into your local copshop. We have had turned into the copshops found wallets, purses, social security cards, credit cards, Military Papers etc. This has happened 100's of times this year. The volunteers work so hard to track down the owners before having to put the unclaimed property in the property room. The owners are so thankful and most the time start to break down because they are getting back a piece of their lives they thought were gone. It really feels nice to be a volunteer and know you have really made someone's day a little brighter.

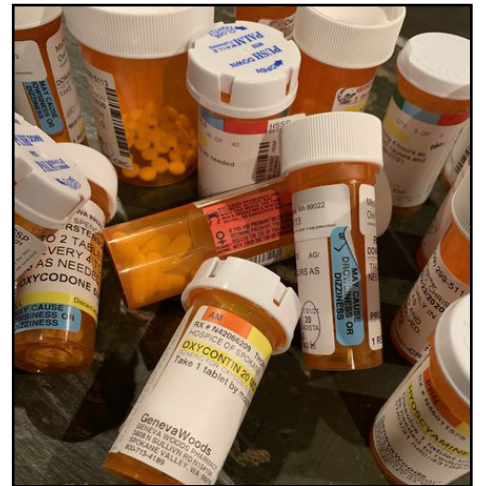
What do you do with medications that you no longer need? This question comes up a lot in the community. Often, people end up with lots of different types of medications and they are unsure where to take them. Perhaps a relative died and now they have all those leftover drugs. Perhaps a person didn't need to use all of a prescription and now they want them out of the house. Whatever the reason may be, people struggle with what to do. Dumping them down the drain puts the meds into the water supply, which is not good. Throwing them out is simple enough, but we all know dumpster divers are a problem and they are often looking for exactly things like that. So what do you do? Take them to your neighborhood C.O.P.S. shop. Our shops can take your meds and make sure they are properly disposed of. This takes the burden off of you, reduces your risk, and keeps the meds from being improperly used. It's a simple thing, but it's yet another way we can keep this community safe.

2020 saw us invest in lock boxes for the shops to deal with both meds and any other dangerous items dropped off at a C.O.P.S. shop. Since our volunteers weren't in the shops as much due to COVID, we needed to create a way to keep dangerous items safe until we could get them to their destination. So we equipped all shops with a digitally locking box that enables us to take in items like meds or other sensitive things, and be able to keep them safe until we can deal with them. Our goal is always to keep dangerous items off of our streets, and this is a further way to help us to that end.

North Central has quite a history of found property and being able to return things to their owners, this day was no different.

I had received a call regarding "stuff" a woman had found in her backyard. She said there were medications, wallets, as well as credit cards and credit applications from several people. We advised her to bring the things in and we would take a look to see what we could do. She (her name is Alice) brought in 3 bikes, and 6 backpacks, and 2 misc. bags full of stolen items. So the McFall sisters and I logged everything in (including vital medications) and started trying to get ahold of people. The names on the med bottles is where we started looking, so we turned to Facebook. The serial numbers on the bikes were not registered so we weren't sure if we would find the owners. But as it turns out (as we found out from the first person we were able to contact) everyone that owned something in this group of items all knew each other. And for the first time, we were able to return everything to the actual owners and the person that did the robberies (who was known to the first person we contacted) was taken into custody within a 12 hr. period. We were able to get the medications back in time so that no one went without their needed meds. Between Facebook and the names on the medication bottles, we were able get in touch with a cascade of people. A happy ending for everyone involved except the one that stole everything from his friends.

Eric  
C.O.P.S. North Central





# OFF ROAD PATROL

Spokane has incredible parks. Few cities can boast of the beauty we have around us, and our parks can be a great draw for people in the area to come visit. Not only does Spokane have parks throughout the city, but we also have beautiful rural parks that are incredible to walk or bike through. But particularly in those rural parks, crime can be an issue. Since they are public spaces but out in secluded areas, they can be great places to attract crime. Drug deals, human trafficking, car prowls at trailheads, and all sorts of other issues can, and do, occur in those areas. Not only does it make it so that everyday people don't feel safe in the parks and tend to stay away, but those criminal issues then spill over into the residential areas. Those drug deals that happen in the trailhead parking lots bring drugs right back into the community. The car prowlings, the stolen merchandise, all of the issues effect the rest of Spokane. Since some of these rural parks become hubs for this activity, and since that activity can then effect the city overall, we wanted to help get in there deal with these issues. The problem is that those areas where things are happening can be very difficult to access. The best way to get in there and have a presence and be able to cover large distances would be by ATV.

As result, we put together the Off Road Patrol. We worked closely with the Parks Department, and we put together patrols of volunteers on four-wheelers. Not only that, but most of the patrols saw a Spokane Park Ranger come out with us. We went to places like Palisades Park, High Bridge, Peoples, Beacon Hill, and rural parks that were seeing a lot of issues. We would meet for each patrol and ride deep into the parks and have a presence.

The intent, as is true for any of our programs, was to observe and report. Our volunteers were not making arrests, not interrogating anyone, not doing anything to create problems. Most of what we did was talk to people. Everyone we saw in the parks, we would stop and say hello and tell them what we were up to. Just letting people know we were there allowed park-goers to feel safer and we got an overwhelmingly positive response from people. Any issues that we saw, we reported. Or, if we had a Ranger with us, the Ranger would deal with it. It was pretty incredible some of the issues we saw: drug deals, massive amounts of drug paraphernalia in the parks, large encampments, vandalism, signs of human trafficking, human waste, and trash. LOTS of trash surrounding camps and, sadly, often overflowing into the river. The times that we did see issues, the Rangers were very effective in working with people. Over the course of the summer, we spoke to hundreds of people. We noticed fewer issues and heard from people we talked to that word was getting around that there were patrols in the area. It ended up being a very fun program and one we were excited to do with the Rangers. The fact that people were feeling safer in the parks and that the parks were beginning to see fewer issues that could affect the rest of the city, tells us we were on to something with this program.





## PROGRAM SPOTLIGHT

Working alongside the Off Road Patrol group of Spokane C.O.P.S. was an exceptional experience that fulfilled two parts of our mission; interacting with the community and proactive patrols to handle calls that otherwise would be challenging to deal with using traditional patrol methods.

Patrick and his crew treat the parks and park patrons with the utmost respect, and their approach mirrors the Ranger's approach on handling quality of life issues, assisting park patrons, and keeping parks clean and safe. Rangers were able to utilize their equipment which was a tremendous asset that helped our team get into areas that typically would require access on foot.

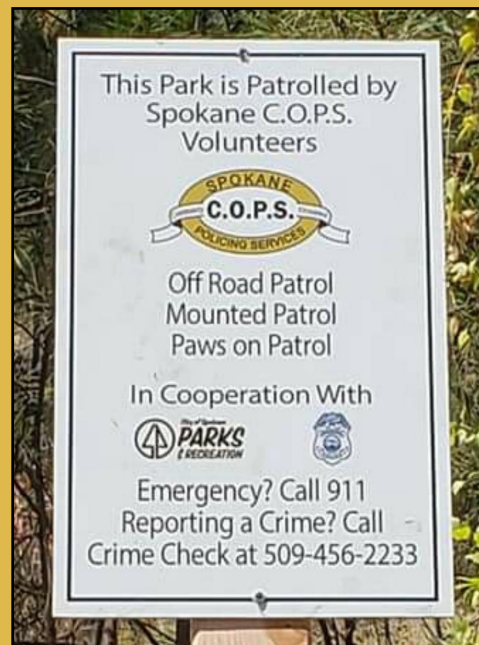
Additionally, while we strive to patrol safely and have a lot of tools at our disposal, having 3+ volunteers in the area with us created safety in numbers and an environment with command presence that ultimately helped create a safe space for our Rangers and citizens we were interacting with. Having extra hands was helpful for getting gates open for the Fire Department while Rangers dealt with a gentleman experiencing a mental health crisis last year. This allowed the Rangers to focus on the task at hand, and the volunteers were a force multiplier for us.

Spokane C.O.P.S is an exceptional organization to work with, their mission serves our community, and we are proud to be partners with them and their volunteers.

Thanks,

Justin Worthington, Park Ranger Supervisor

City of Spokane Park Rangers





# LATENT FINGERPRINTING



**L**atent, by definition, means hidden or unseen. Latent fingerprints are an impression of a person's friction ridge skin that is left behind after touching a surface. Latent Fingerprinting is a program that is truly about Community Oriented Policing at its best. When cars are prowled, there is not always a police officer who is going to respond to the location where this happened. Our volunteers take the time to call back the citizen, who was a victim of vehicle prowling. These victims get one on one help and assistance and feel they are not forgotten. Our volunteers are trained by the SPD/SCSO Forensic Department on how to properly lift prints. They learn what kind of dust to use and how to dust for fingerprints, they learn different methods and technology being currently utilized. They are also taught the importance of proper paperwork, packaging, court testimony etc. Our volunteers must go to class once a year to keep up with their mandatory training.

**"This is something where I feel like I'm trying to do something to help the victim and any other potential victim. I've had my car broken into twice, I've been there, and I know how horrible it feels."**  
Marcia P.



## PROGRAM SPOTLIGHT

The Forensic Unit would like to thank all the volunteers who put their personal time and effort into assisting in the collection of latent prints. Without you, no one would respond to the all-too-frequent vehicle thefts or prowls in Spokane. Because of your hard work, evidence is collected, citizens feel validated, and we're able to search prints in ABIS and ultimately tie someone to the crime. Keep up the good work!

Lacey Miller  
Forensics Unit  
Spokane County Sheriffs Department

## STATISTICS

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IN 2020 C.O.P.S. VOLUNTEERS  
WORKED WITH 493 VICTIMS OF CAR  
PROWLS TO ATTEMPT A  
FINGERPRINT LIFT



# CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

Crime Prevention Through Environmental Design is something that is incredibly helpful for trying to reduce your risk of being victimized. The reality is so much of crime comes down to crimes of opportunity and the fact that criminals tend to operate in areas where crime feels like “home.” CPTED is aimed at minimizing or even eliminating opportunities, and making a neighborhood feel like a place where a criminal wouldn’t feel like they belong. There are so many simple tricks and ideas to make your home and your neighborhood safer, and with some fairly minimal investments for products, if needed, and re-thinking how you do a few things, you can begin to feel safe at home again. CPTED works, and in terms of getting a fair amount of output for fairly minimal input, CPTED ranks towards the top of the list of things you can do.

2020 saw us invest in training of volunteers to learn how to do an assessment. Due to COVID, we were restricted on getting to community members’ houses and assessing them, so we focused on our training. We went back through our training class we offer and worked to make sure it was relevant, focused, and easy to understand. We worked with volunteers to be able to offer the training virtually and get ourselves in a position to be ready and get out into the field when safe to do so. We updated our material we give to community members about CPTED, and we also re-thought the process of how we give a copy of the assessment to community members: can we do it instantaneously (while still fresh in their minds), with all of our notes, and still create digital version for us back at the office? With new volunteers trained up and a better, more efficient assessment process, we are ready for 2021!





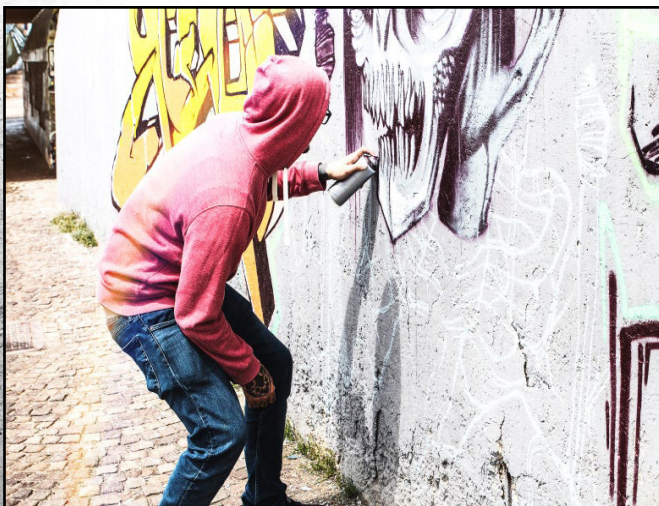
# BUSINESS WATCH

**B**usinesses often have concerns that relate to crime and safety around their business. Theft, graffiti, transients, dumpster diving, all are just a handful of things that businesses have approached us about specifically. One great way to help is with Business Watch. If you, as a business, are seeing issues that concern you, odds are pretty good that the businesses around you are seeing those same issues. By forming a Business Watch, where businesses work together, work with us, and work with their NRO, we can deal with some of these systemic issues. Business Watch is about educating and empowering businesses. They have a vested interest in giving their patrons a good, safe experience, and we want to help them do that.



2020 saw a large influx of businesses coming to us with concerns. As businesses saw a number of issues they were concerned with and that were affecting their business operations, we saw them looking for solid, positive methods of curbing those issues. Businesses were looking for creative ways to deal with getting spray painted with graffiti, with transients decreasing the number of people coming to their shops, with brazen shoplifters, and many other challenges. We began orchestrating meetings with businesses, bringing in the area NRO, and exploring options to deal with these issues. We were able to get businesses working together, learning how to report issues, learning what can be done and what can't from a legal standpoint for the police department, getting NOP patrols coming out to help provide a presence and act as a deterrent, providing CPTED assessments with recommendations, and working to empower businesses to fight back positively against unwanted behavior.

2020 also saw us completely re-do all of our materials for Business Watch. We wanted to make it as easy as possible for businesses to get involved and start dealing with issues. As a result, we took all of our material and went over it piece by piece, and created a packet for businesses that explains how to get involved and what to do. We then began working to get businesses linked up with the businesses around them and get them connected. Our volunteers started to check in regularly while on NOP patrols to keep the businesses feeling connected.





“

When a window is broken and someone fixes it, that is a sign that disorder will not be tolerated. But, one unrepaired broken window, is a signal that no one cares, and so breaking more windows costs nothing.

”

## CODE ENFORCEMENT REPORTING

Code Enforcement plays an important role as partners with us in fighting crime in Spokane. Unfortunately, many people aren't aware of the Broken Window Theory – the idea that areas that are run-down, have graffiti, broken down vehicles, overgrown lawns, etc., act as an attractant to criminal behavior. Our goal is to educate community members on the importance of keeping neighborhoods clean and well-maintained to act as a natural deterrent to crime. By working with Code Enforcement to report issues, we try and get those code violations dealt with. It's easy to think of code violations as frivolous and not worth the time to fix, but we want people to understand that connection between the appearance of a neighborhood and the crime it sees.

For 2020, our shops really focused on getting out and reporting issues. In particular, we focused on Code Enforcement issues in school zones in an effort to keep kids safe to and from school. Even with schools being shut down in the spring, we kept working in anticipation of opening up in the fall and being able to send kids to school on safer routes. We also worked online through various social media platforms to try and educate community members on the importance of working with Code Enforcement and dealing with violations. In the end, we saw high numbers. For instance, between our patrols and people coming into the shops, we reported over 150 abandoned vehicles this year, over 100 illegal RVs, over 300 transient camps, over 100 graffitied properties, and hundreds of other Code Enforcement issues as well.

### STATISTICS

IN 2020 OUR C.O.P.S. SHOPS  
REPORTED OVER 1,000  
VIOLATIONS TO  
CODE ENFORCEMENT





## MOBILE RADAR

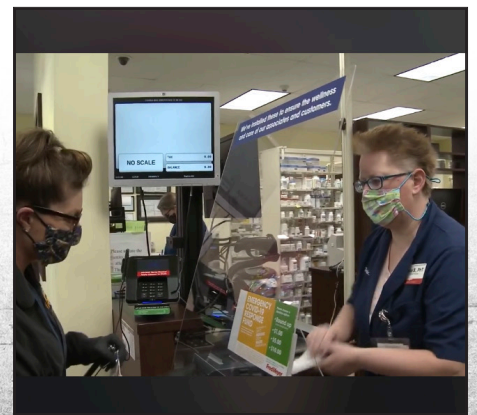
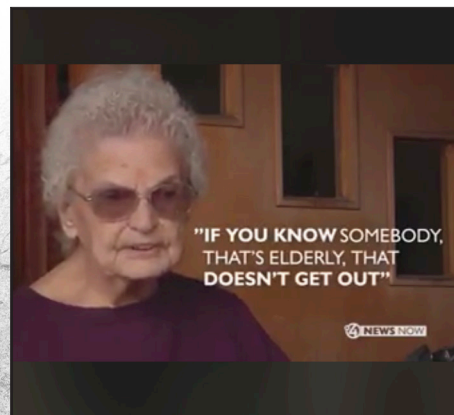


Our mobile Radar Team is based out of C.O.P.S. Southwest. They are very committed to keeping the Community Safe by placing this machine in “high speed” areas. A lot of the speeding complaints come through the traffic unit and passed down to us. This gives our volunteers an opportunity to be “pro-active”. They pull the radar machine all over the city. The importance of this unit is 2-fold:

- 1) As soon as it is seen by the driver, the brakes come on and they slow down.
- 2) It makes the complaining neighbors feel the city is listening to them and we are trying to listen and solve the problem. Our Volunteers are great listeners!

## QUARANTINE SHOPPER PROGRAM

The shopper program came about during the COVID-19 pandemic. We as staff could not standby and do nothing, knowing we had to close our C.O.P.S. shops and still do our jobs. So, we came up with this program. We assisted over 100 citizens who were scared, unhealthy or unable to go get their own prescriptions or groceries. We opened a cell phone line, let the local media, the local grocery stores and local pharmacies know we were here, willing to help them shop and were excited to do so. We would get their list, do the shopping, and then deliver back to their houses. We were so happy to do this for the citizens. We were thanked repeatedly and told how this saved so many people from suffering and worrying. The smiles and tears said everything. It was truly an eye opener for all of us who did not realize how many people who need help only have themselves and have no one to help them out during their time of need. We made it a priority to try and find extra resources for these individuals who needed the extra community support in the future.





# VICTIM CALL-BACKS

Our city has done a great job in educating our communities on when to report a property crime to Crime Check. However once you have reported the crime what happens next? Often times victims do not hear back on the report they have just filed which can cause them to wonder ‘Why am I taking the time to call Crime Check?’ Our victim callback program helps answers those questions and concerns. Our volunteers speak to victims and let them know what they can expect next. They walk them through the process of protecting themselves against identity theft/fraud and scams, car break-ins, and so many other things.

These callbacks are incredibly important to build relationships with our community members, our police department and our C.O.P.S. shops. Victims have often told our volunteers they were not expecting a call back and are very grateful for the contact. Many victims of vehicle prowling have not updated their police reports to reflect stolen identification or personal documents which can lead to identity theft and fraud down the road. With making these connections we are building stronger partnerships with our community.

My name is Sharon Shanks, and I am a retired Corrections Officer at the Spokane County Jail. When I retired, I was looking for something rewarding to do with my time. I heard about the volunteer program with Spokane C.O.P.S.. I was specifically interested in volunteering at C.O.P.S. West because it is a neighborhood I was very familiar with since the Jail is near there.

This has more than met my desire to make a difference in my community. Although I live in a neighboring rural community, Spokane has been my home for most of my life and I have always worked in Spokane.

I come to work on Thursdays and work at the front desk. This entails answering the phones, meeting with anyone who stops in the shop (when COVID protocols allow) and calling back citizens who have reported problems they have encountered. When I talk to citizens, I start by listening to determine what problem they are having and what help they are requesting. Each call is different but what is the same is they are wanting someone to give them some guidance. A lot of the calls I get are related to drugs in the area. Sometimes it is about a vehicle or RV someone is living in on their street or it could be an actual drug house. I then get as much information as I can get so that I can write a report and refer it to the NRO or CVA in our office. I talk to people all the time about the importance of documenting what they are seeing (including photos if they are able.) I also explain how to report the continual problems to Crime Check and why this is so important in helping them with the problem.

I may start talking to a citizen who is angry when they call. It is so rewarding when they realize you are there to help them and they start to calm down. That is when they start to listen to any suggestions you may have that will help them make a difference to their situation. I have a lot that end up thanking me for listening and giving them help. Even if I cannot solve their problem, they seem to be thankful that someone is trying to help them.

I will say that my most rewarding call I made was to a citizen who decided to become a volunteer at C.O.P.S. West after talking to me about what I did there. This made my day. To this day, this is my partner every Thursday and he is the absolute best.

Sharon Shanks

C.O.P.S. West



# CRIME VICTIM ADVOCACY

2020 has been an exceptional year for our two Crime Victim Advocates, Tamra Brannon and Traci Ponto. With the COVID season extending throughout the year, our Advocates were referred by many different agencies including, Lincoln County Sheriff's department, Spokane Police Department Behavioral Health Unit, Neighborhood Resource officers, Department of Corrections, Patrol and Detectives division. This dynamic duo prides themselves on their professionalism and the ability to 'think outside of the box' when it comes to working with victims. Our mission is to serve the hurt and the harmed. Often times individuals do not identify as being a 'victim of a crime' or 'a survivor'. Not all individuals identify actions or experiences as 'criminal'. Our Victim Advocates support all individuals regardless if the crime was reported. Our primary goals are to respond to the emotional, psychological, or physical needs of crime victims. We assist to stabilize their lives after victimization and assist victims in understanding and participating in the criminal justice system. Our goals are to restore a measure of security and safety for our victims. The advocates can assist victims and literally hold their hand through the process of filing for an order, preparing victims to testify as well as providing witness testimony themselves. This year the Office of Crime Victim Advocacy reached out to Patrick Striker to let him know the unit had seen an increase of 217 percent ! Tamra and Traci continue to talk to groups establishing how the CVA unit would be beneficial.

## STATISTICS

OUR ADVOCATES HAD **6,135**  
INDIVIDUAL CONTACTS AT  
OUTREACH EVENTS SHARING INFO  
ABOUT VICTIM SERVICES.

OUR ADVOCATES HAD **917**  
1:1 CONTACTS WITH PEOPLE  
AFTER VICTIMIZATION  
TO WORK THROUGH  
AND OFFER RESOURCES

“You came into my life when I was hopeless and scared. You showed me genuine compassion during a time that I felt utterly broken. Thank you for helping me put the pieces of my life back together. You are a blessing to this community.”

J.S. - DOMESTIC VIOLENCE SURVIVOR



# NEIGHBORHOOD C.O.P.S. SHOPS

From Neighborhood Observation Patrol to Latent Fingerprinting to Block Watch, it all comes together and is coordinated from our 9 shops. The C.O.P.S. shops are the base of operation where all the action is. Here our volunteer presidents work with C.O.P.S. staff to ensure that our programs are successfully implemented across the various neighborhoods of Spokane. These shops are in the neighborhoods and work with real citizens across Spokane. They are also community centers where meetings or other events can be held and serve as a stopping place for Spokane Police and Washington State Department of Corrections to write reports and do other work. The shops are great repositories for information, so stop by and meet your local volunteers!

## Statistics

Abandoned vehicles .....	257	Junk Vehicles .....	38
Accident Report Forms Given Out.....	25	Land Use Violations .....	78
Animal Problems .....	17	Landlord/Tenant Issues .....	46
Bicycle Registrations.....	56	Latent Fingerprint Requests .....	493
Block Watch Inquiry .....	185	Loud Noise/Parties .....	53
Call-Backs for SPD.....	1,502	NRO Call/Inquiry/Visit .....	185
City Service Referrals.....	185	Prescription Med Drop Of .....	23
Community Presentation Outreach Contacts .....	600	Program Outreach Contacts.....	3,250
Crime Against Person .....	70	Property Crime Misc.....	211
Crime Victim Advocacy Outreach Contacts.....	7,052	Property Lost.....	16
DOC Clientele Shop Usage.....	1,440	Right of Way Violations .....	53
Domestic Violence.....	33	RV Illegally Parking .....	103
Drug House.....	52	Social Service Referrals.....	215
Event Outreach Contacts.....	1,113	Solid Waste/Garbage .....	111
Fire Hazard .....	19	SPD General.....	136
Found Property .....	118	SPD Officer Shop Usage.....	6570
Gang Related .....	58	Substandard Building .....	6
General Inquiries.....	555	Traffic/Speeding Issues.....	42
Graffiti .....	135	Transient Camps.....	201
ID Theft/Fraud .....	132	Vehicle Theft/Prowl (reported to shop) .....	57
Illegal Dumping.....	78		

**TOTAL VOLUNTEER  
HOURS**  
**20,213**



## MY C.O.P.S. VOLUNTEER EXPERIENCE

My experience with the C.O.P.S. Volunteers in East Central has been nothing short of inspiring. The core group that makes up the EC Shop has a deep desire to serve their community, the Spokane Police Department, and Department of Corrections in ways that cannot be measured. Their contacts with people who they meet at the front door, speak to on the phone, and see out on NOPS Patrols and other events provides a valuable service, positive contacts, and follow up to the community members of Spokane that would not occur otherwise.

As police departments always strive to improve the way they operate, the C.O.P.S. Volunteers in EC provide what I would call a “Best Practice” model of what a partnership between law enforcement and community should look like. C.O.P.S. Volunteers provide personal contact for crime victims, who sometimes feel their voice is not being heard. They answer questions about crime, follow up with Neighborhood Resource and Department of Corrections Officers, and refer victims to other needed services. Over the few years I worked with these volunteers, I have come to know them well and call them friends. Our city is better served by our C.O.P.S. Volunteers, and I am grateful for all of them.

Captain Tracie Meidl  
Spokane Police Department



# C.O.P.S. NORTH CENTRAL



C.O.P.S. North Central has had quite the volunteer boom during these trying days. We went from 9 volunteers to over 20, with more applications to process and more every week it seems like. With the higher volume of volunteers, we have a couple of options (as currently, we operate Mon-Fri 10am to 2pm) in front of us. We will be looking at expanding hours, developing shifts, alternating days, and/or expand the days of operation. I am very excited about this because although we have been able to operate every weekday for the past 10 years at North Central, we have not had enough volunteers to do shifts. The volunteers here are go-getters and dedicated.

Latent Fingerprinting is a program that almost every NC volunteer is trained and certified in. We try to respond to any request, whether at the shop or on site. Ed Wattawa (our Lead Printer) is a multiple forensic latent fingerprint “gold letter” recipient (which means, prints he has lifted from a vehicle he is printed, has come back with a match) and that is not an easy feat. The multitude of processes a print goes through alone is impressive, but the smallest details of a possible print is lifted, and Ed really takes his time to complete a truly thorough examination of every vehicle that comes in.

We are looking ahead to a better year with even more growth and community engagement. North Central will be planning fundraising and observable social events in Jan and Feb of 2021 for the new year. We look forward to serving and working with our neighbors.



Nevawood has BEEN BUSY, even during COVID-19 times. Our statistics for the year included working the front desk, calling back victims, working on found property, and maintaining communication with our block watches. During December we kept coming in and answering our voice mails from citizens, continuing to help. We also took this month to make contact with our Block Watch Representatives and keep them updated. We have doubled in our Block Watch membership. We helped the CCO's with their offenders who came and reported in weekly. All this and slowly but surely, we made the time to enter our reports and hours into the system on the computer.



## C.O.P.S. NORTHEAST



C.O.P.S. Northeast is open Monday thru Friday at the North Police Precinct. It serves the historic Hillyard neighborhood. The north side commander is responsible for the entire North half of Spokane. There are two detectives, a lieutenant, a sergeant and a Neighborhood Resource Officer, helping the captain. Department of Corrections has two officers stationed here and they supervise the offenders released from jail or prison.

The volunteers work the front desk just inside the front door, greeting citizens who come in or call in need of assistance. Our volunteers are highly trained to confidently handle calls for service or complaints. Being that this is a police precinct, our clientele can tend to be a bit different than other C.O.P.S. Shops, and need for Police

assistance greater. C.O.P.S. Northeast is the primary shop for all medication/prescription drop offs for the community and this year, we saw a high volume turned into our shop - which was great that those drugs didn't end up out on the streets or into the hands of people who shouldn't have them. Instead, they went into our disposal facility and were properly counted and documented.

This past year our shop has grown with volunteers and staffing. Tamra Brannon, one of the Crime Victim Advocates with C.O.P.S. is headquartered out of the Northeast shop as well as the acting President heading up the operations of the shop and coordinating the volunteers. We are excited to continue to grow and engage in our beloved north side community in 2021!

The C.O.P.S. NE volunteers are a wonderful group of folks who provide an invaluable level of help to DOC each day. The volunteers are our eyes and ears at the front desk each morning. They let us know when DOC offenders report and are diligent in maintaining professional yet compassionate interactions with each supervised individual. Our volunteers are an excellent source of information and are quick to provide whatever resource information is available when asked. They are even known to bring in wonderful snacks to make sure we don't get too hungry! We are so very grateful to have the C.O.P.S. NE volunteers on our team each day!

Jeffrey Hawkins  
Washington State Dept. of Corrections



2020 was a challenging year for obvious reasons. The highlights and actions at C.O.P.S. Northwest demonstrate a very active and “lean forward” get it done attitude. We managed to generate a School Neighborhood Observation Patrol on the last day of school before the Governor’s shut down in March for five of seven schools in our area using six volunteers in the mornings and afternoons. Five schools were observed with C.O.P.S. vehicles or private vehicles with the door magnets, and volunteers out on the sidewalks in their Polo shirts or other C.O.P.S. gear. Our Shred Day event was held in September and was supported by LDS Youth. This was very successful. That event generated some great donations and we unloaded shred materials from 153 cars totaling over 10,000 pounds.

In the spring we did do a lot of extra Neighborhood Observation Patrols, paying extra attention to our public parks, playgrounds, schools and small business districts. We gave extra late-night patrols to the Garland and Monroe street business districts and even checked back alleys. During these we called in several abandoned vehicles, reported illegal camping in Clark, Audubon, Coeur d’ Alene, Corbin and Shadle Parks. The year closed out kind of like the spring. We reduced hours and manning in the shops due to Covid19. Select volunteers went in only on Monday, Wednesday, and Fridays, to clean the shop, check voice mails and emails.

We also closed out the year with a children’s underwear and socks drive. 26 bundles of socks and underwear were delivered to Transitions Home Yard Cottages, and 14 bags delivered to the West Central Community Center for distribution to underprivileged children in their school programs where children that don’t have access to the internet at home can complete their remote learning at the center gym and rooms under adult supervision. In 2021 we look forward to starting some “Park Watch” and Block Watch’s in the Shadle area.



## C.O.P.S. SOUTHEAST



Southeast is fortunate to have had the opportunity to gain volunteers even in the face of Covid. Our Southeast Community continues to work together toward improving our quality of life. Our shop has been spending time assisting our NRO in dealing with nuisance issues, possible drug involved situations, code enforcement and school safety issues even though we are unable to man the desk as usual.

We have been providing fingerprinting services as well, one morning a week. Many thanks to Jerry and John for our safety screen. We also have NOP observers who are monitoring our shopping areas and some volunteers provide Paws Patrol at the Southgate Soccer Park and Playground. Southeast continues to provide the community with information about our City Services and accessing the services of our police department.



# C.O.P.S. LOGAN



The Logan shop was extremely involved in NOP activities. Through the Next Door social media app they developed working relationships with hundreds of people in the NE area. The shop would ask where residents would like them to patrol while on NOP. This led to more than 300 hundred interactions with area residents. Several drug houses were reported and watched. Many chronic neighborhood problems were addressed. Literally over 100 abandoned cars were removed from streets through these efforts. Over 100 cases of solid waste and illegal dumping were reported and cleaned up through this effort.

During the time the schools were open the Logan shop went every school day and did safety patrols around crosswalk and drop off areas. A meeting was set up with Our C.O.P.S. shop, Patrick, school

district and the city to implement better safety measures based on feedback from patrols and crosswalk guards. Unfortunately they shut down schools before date of meeting. Recently the shop has received requests to do safety patrols again.

# C.O.P.S. SOUTHWEST



We started the year out with a bang by getting two new volunteers. It seems that more of the community on the lower South Hill to Garden Springs and Browne's Addition were using the shop. Walk-in traffic continues to increase and they brought in found items, old medicine, Nuisance house complaints and sadly even victimization of some individuals.

Then COVID-19 hit and closed us down until June. Three volunteers felt that if we kept the shop clean, practiced safe hygiene and social distancing we could reopen the shop. A few of our volunteers were of high risk and they declined coming back until this virus is under control. But that didn't stop them from policing Coeur d'Alene Park in Browne's Addition. Three of them started a park patrol along with other volunteers from the neighborhood and began being the eyes for the Spokane Police

Department's South Precinct. They picked up trash and litter left by the homeless, reported homeless encampments and such. The program was a trial idea of Captain Meidl of the South Precinct and was so successful that Peaceful Valley ask for some help in getting it going down there.

With the Shop being closed from February till mid-June we lost opportunities to deploy the SPD speed radar sign and boy was it needed. It seemed as though every neighborhood was complaining of speeding traffic. We had the unit deployed for 148 days at various locations on the South Hill. Most of our complaints were coming from the north/south traffic corridors and a few east and west. In a normal year the radar unit would be out for 180 days minimum. Neighborhood observation patrols were also limited due to the virus with vehicle occupancy. We also worked with citizens in the Garden Springs area about establishing three Block Watches and in the Eagle Ridge area, we had citizens requesting Block Watch information.





C.O.P.S. West was able to modify their hours to accommodate the community through this unconventional season. We gained 5 new front desk volunteers with backgrounds in Code Enforcement, EMT, Reserve deputy Sheriff, retired Corrections officer, amongst a few.

In July we painted the C.O.P.S. shop to give it a fresh updated look and it received a warm welcome from the West Central Community.

In addition to our exterior facelift, we removed the West/Wood Memorial sign and gave it a fresh coat of paint to match the building. During its removal we found this was the first time it had been removed since resurrected in 1992. One of our very own staff members, Tamra, painted the beautiful sign and staff signed the back of it before putting it back up in its place.

This winter we set about updating the interior to make it warm and inviting for our customers and our volunteers. Fresh paint, new counter tops, appliances and flooring and many many volunteer hours put towards it.

Our C.O.P.S. shop is open 5 days a week and our volunteers are quite busy running the front desk. We now have 4 volunteers who are latent fingerprint certified! This Christmas we welcomed back our Santa and Mrs Claus to wave at our neighbors as they drove by the shop. Our volunteers continue to NOP our city parks and nuisance houses and are working with their Neighborhood Resource officer and Crime Victim Advocate.





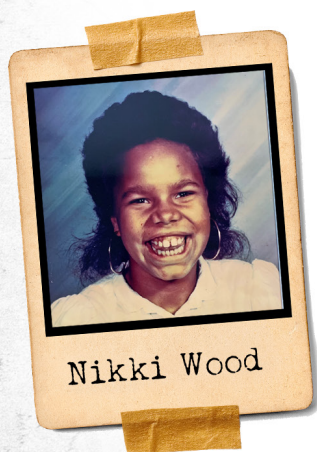


West Central began its life as a neighborhood in 1887, when it was platted for Nettleton's Addition. It was a "streetcar suburb," swiftly growing along with the increasingly prosperous nation. In the 1940's the neighborhood was a posh and prosperous residential community.

Neighbors who have lived in the West Central community for years talk about the days you could leave your doors unlocked but they saw unwelcomed changes developing in the 1970's. In 1974 during the world's fair, visitors saw how inexpensive property was in West Central and quickly bought it up and turning them into rental properties. Rental properties that soon fell into disrepair and residents began to see decline of their neighborhood.

By 1980, the 185-block area inhabited by 14,000 people was dubbed "Felony Flats" or the "Twilight Zone." West Central seemed to fit the stereotype of modern urban problems--poverty, welfare, drugs, family breakup, gangs, sexual violence, teen pregnancy, dropouts, and abandoned houses and cars. Less than a quarter of the houses were owner-occupied.

Transiency and drugs bred crime. In the 12-block area around the school, 300 felonies per year were reported, including burglary, rape, and drug sales. Residents practiced survival skills more than nurturing or community-building skills.



Then on October 21st, 1991, 12 year old Rebecca West and 11 year old Nikki Wood headed to the local convenience store to buy snacks. They never returned home. Their families reported them missing to the police and two hours later Nikki Wood's body was discovered in the Seven Mile area under a burning pile of debris. Rebecca was never found.

Despite the tragedy, this story is not about despair. It is about the collaborative efforts the neighborhood pulled together to ensure nothing like this would ever happen again.

The neighborhood anger resulted in a large meeting at the West Central Community Center. The neighbors all had their own stories about calling the police and no one responding. But in the midst of all this anger, they realized they had to let go of the attitude that these were 'police problems' and recognized that the neighborhood was also part of the problem. They started looking at the police department and the community as a partnership and so began the Police-Community efforts.



In May of 1992, Bob Lipe, a local store owner and long-time neighborhood resident, agreed to rent a storefront building to the city for a dollar a year. Thus establishing Spokane's very first Community Oriented Policing Services the new building became branded as a 'COP Shop'. Volunteers from the neighborhood remodeled the building that was once a flower shop and staffed it. They memorialized the girls on a sign that still hangs today on the front of the building 'West/Wood Memorial'. The COP Shop is staffed with a Neighborhood Resource Officer, two Department of Corrections officers and a Spokane C.O.P.S. Crime Victim Advocate all who operate out of the building located at 1901 W Boone.

The non profit organization, Spokane Community Oriented Policing Services educates citizens to take responsibility for the conditions in their neighborhood that they have the ability to change, barking dogs, abandoned vehicles, broken windows, nuisance houses, drug houses, all of the things that the police don't see anymore because they are busy going from one call to the next. The community decided to create a presence by putting C.O.P.S. West right in the heart of the neighborhood where the citizens could walk in and out.

Over the past 28 years, the COP Shop has become tired looking and worn. Paint chipped off, outdated colors and an overall appearance both outside and in, that the old girl was tired.



This past spring the back of the building was hit with a Molotov cocktail and a brick through the window. Neighbors hearing about the damage quickly came to the shop and boarded up the broken window, painted over the smoke damage and installed cameras. In July of 2020, the volunteers set about updating the shop's exterior appearance and quickly were contacted by a property management that wanted to be involved. The management team walked around the building making notes of what needed to be fixed and set off acquiring the building supplies at no charge to the COP Shop. Within two weeks the exterior of the building had been repaired, the chimney had been fixed and a fresh coat of gold and black covered the walls and brick of the building. Countless folks stopped by to thank the volunteers for painting, remarking on 'how wonderful and inviting' the COP Shop now is.

In November, we began to think about updating the interior and set about making this happen. Our volunteers spent countless hours painting, refurbishing counter tops, installing new flooring and creating pallet walls throughout the building. We were finally able to reopen for officers the week of Christmas and provide a clean, fresh inviting atmosphere with wonderful workspace.

C.O.P.S. West continues to be the hub of crime prevention in West Central: for neighborhood Block Watches, volunteers who go out in different forms of Neighborhood Observation Patrol, and for the community reporting concerns to the Crime Victim Advocate and the Neighborhood Resource Officer.

Today when you walk through the front doors of C.O.P.S. West you will see the portraits of Nikki Wood and Rebecca West beautifully framed to serve as our reminder that we have triumphed through tragedy and to quote American Cultural Anthropologist, Margaret Mead, 'Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed it is the only thing that ever has'.

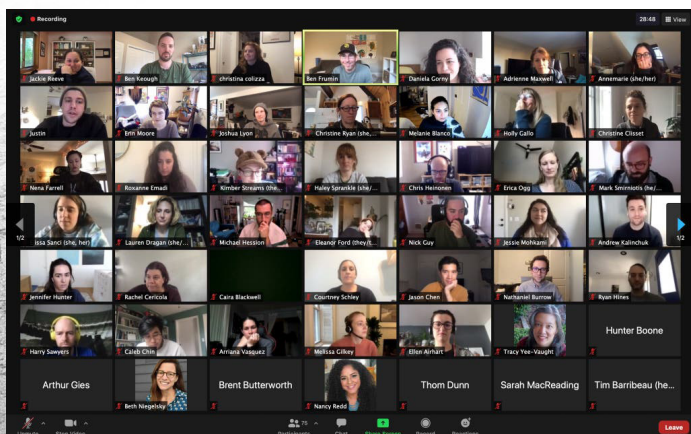


# TUESDAY TRAININGS

When the quarantine hit last spring, we had to shut down our shops. Of course, none of us knew how long this all would last, so we hoped for the best. Summer came and things seemed to be opening up again, even if it was slowly. Once fall came and COVID numbers started going back up and things started shutting back down again, we knew we would be shut down for the winter. So we got creative again. What could we do to stay effective and stay relevant for the community over the winter? The first thing we did was get our volunteers set up to be able to check shop emails and voicemails from home if they wanted. This allowed them to still serve the community, but be safe in the process.

Then we started thinking about it and realized this winter would be a good time to do trainings. Crime prevention is an overwhelmingly large category, and people come into the shops for so many different things. There is so much out there that we as an organization can offer to help people. But it is only helpful if our volunteers know about it. Does our average volunteer know what Block Watch is and how it can reduce crime? Does the volunteer know how to help get someone set up with Block Watch? Does the average volunteer know what CPTED is and how it also reduces the risk of crime? Does our average volunteer know about protection orders and when they might be needed for someone? Does the average volunteer know what our Crime Victim Advocates do and how they can help out?

There are so many ways to help prevent crime, and we want our volunteers to be well-trained and well-educated so they can help the community. So this fall, we started a weekly virtual training. Every Tuesday, we had a different topic that we covered. Those topics ranged from Block Watch, to Emergency Management, to CPTED, and so many other things. Each training would be led either by a staff member, police officer, volunteer, or whoever was an expert in that field. These trainings have been well-attended, and have allowed our volunteers to be more effective at what they do. Not only did we start offering these trainings live virtually, but each session was recorded and put into our System. This allowed for volunteers who couldn't be there live to go back and watch. Even volunteers who had been there and just wanted a "refresher" now have the ability to do that. I think the community will find our volunteers to be even more helpful than they've ever been.





# THE SYSTEM

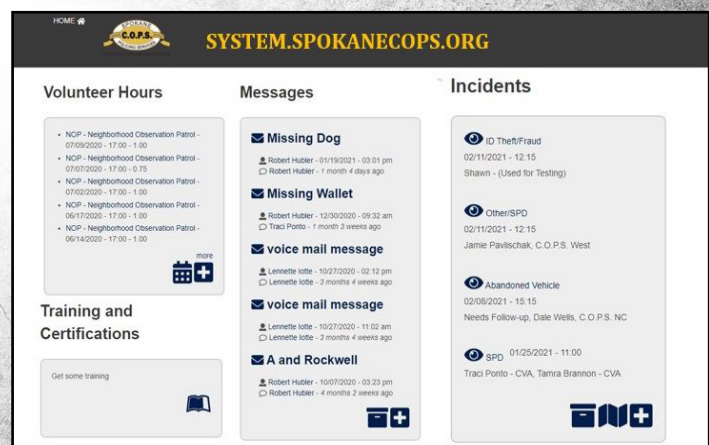
Observe and report. Take info from people. Pass reports on to NROs. Get complaint reports to Code Enforcement. We do a LOT of reporting in the C.O.P.S. shops and deal with a LOT of information. As this organization has continued to grow and expand, the question needed to be asked: how do we create a system for reporting things that allows us to be timely, accurate, and accessible to all volunteers, NROs, Code Enforcement, etc? In the “olden days,” reports were filled out by hand, then given or mailed to the appropriate party. The problem was that this was cumbersome and slow, created a lot of work for volunteers, was often difficult for others to read, wasn’t searchable, information couldn’t be easily shared, the list goes on and on of flaws. So we knew we needed to get creative. We are living in a digital age, and the ability is out there, but how do we find it? We searched and searched for a platform that could do all these things, plus so many other ideas we had. We found platforms and programs that did some, but not all, of what we wanted.

About this time, Shawn Gants showed up. Shawn is a full time computer programmer and wanted to give back to his community. He and the Executive Director spoke and quickly saw that Shawn could create a program that was custom-built for what they needed. So they started the process. It took a while – as a volunteer, Shawn still had his full time job, but he put in the time and after many months of ideas, prioritizing, beta testing, getting feedback, and so many other time consuming efforts, “The System” (as we call it), was ready to go.

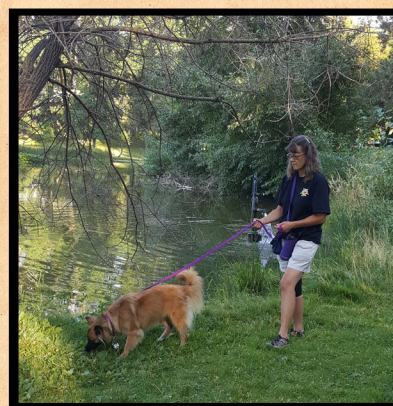
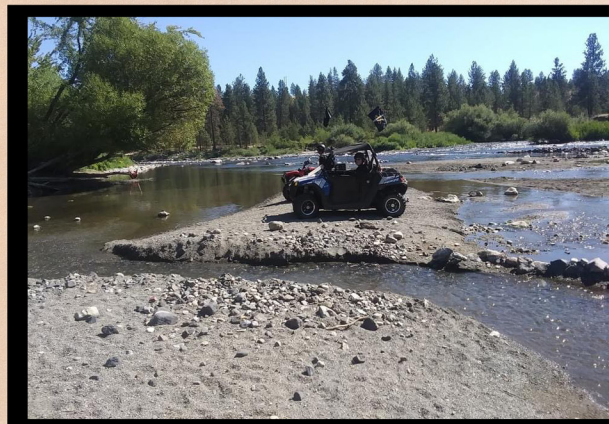
We rolled it out and continue to refine and expand, and while it is still not perfect, it is pretty amazing what we can do with it. When we take reports in the C.O.P.S. shops from community members, it allows us to get all their information typed up in an easy-to-read format, sends it to the relevant party based on the type of issue it is, and logs it so anyone on our System can see it. It also gives “Next Steps,” so our volunteers can make sure the community members know all the tools available to them to deal with this issue. The System is web-based, so our NOP patrols can use it while on patrol: rather than taking notes, going back to the shop, and filling out paperwork, NOPPERS can use their cell phone to report and even take pictures. It logs the reports and sends them where they need to go. NOPPERS can create a report in under a minute, right on the spot. This was exactly what we wanted! But why stop there? Our programmer added a mapping ability, so NOPPERS, NROs, etc, can click on the map and see exactly where all the reports are happening, giving us a good idea of what’s going on around town at a glance. Not only that, but volunteers can log their hours and contact other volunteers as well. Then we decided to go even farther with it: most of our programs require specific training, and often it needs to be done every so often. Trying to track that is daunting. So we added the ability to add trainings and certifications for the volunteers, so at a glance we know who has been trained in what. It even notifies them when one of their certifications is about to expire.

At this point, we were on a roll. With COVID, and volunteers not being in the shops to get information, we added the ability to send an email to all volunteers by using a dynamic list that enables us to target specific shops and programs to reach specific volunteers. Finally, we added the ability to store training videos in the System. We know that it’s easy to forget things you’ve learned, so we started recording the trainings and housing them in the System. If a volunteer wants to go back and learn how run a Block Watch meeting, or how to do a CPTED assessment, or any of the other topics, it’s all there for them. And any of those things can be accessed at any time from the comfort of their own home.

We’ve come a long ways in almost 30 years as an organization, and our System is just another step we’ve taken to be efficient, helpful, and relevant.







## 2020 EVENTS

















## WHAT TO WATCH FOR IN 2021

2020 was a year none of us expected and it changed how must of us do business. As 2021 starts off, we know that at least the first part of this year will still be ruled by COVID. But hopefully, as the year progresses, people will continue to wear masks, stay socially distanced, and make use of the vaccines. And in time, life can return to normal. Here is what we are looking at on the horizon for C.O.P.S. this year:

**Bike Patrols** - So much of what we do at C.O.P.S. is based on the community getting out into the community and being trained on how to observe and report. Our NOP patrols were the originals, and we since expanded to the Mounted Patrol, Paws on Patrol, the Off Road Patrol, and just encouraging neighbors to know what is going on in their area. Recently, there has been interest expressed in bicycle patrols. Bikes are great, healthy way to get around and allow us the chance to talk to our neighbors while we get some fresh air. Volunteers have been asking if we could have a presence in other areas, too, which are experiencing crime. Places like the Centennial Trail, some of the rural parks, and other areas that tend to see problems are a great place to have volunteers provide a presence. As usual, our volunteers will be unarmed, no one is making arrests, but having that presence to act as a deterrent and allow people to feel safer is a great thing. Look for that coming soon!

**RAISE** - A victim advocacy program that stands for Release All Insecurities & Stand Empowered, this unique approach to strengthening the wellbeing of our victims will be launching in 2021. Spokane County is plagued with high rates of violent crimes. This impacts not just the victims of those crimes, but the observers which include children of the abused. This program was born from a desire to decrease the rate of revictimization and the yearning to increase the quality of life for those impacted with trauma. We have partnered with key members of the mental health, law enforcement and educational community to form a team of professionals to assist victims to build a skillset of resiliency. Our program will include hands on classes that will teach situational awareness, evasion and escape tactics and other methods of strengthening a survival mindset. We know there is a great need to empower this sector of our community and we are excited to be able to offer a solution to this most deserving population. Our program will be ran out of our new Victim Advocacy Center which is centrally located in the West Central neighborhood.



# COMMUNITY PARTNERS

CITY OF SPOKANE

SPOKANE CITY COUNCIL

SPOKANE POLICE DEPARTMENT

WASHINGTON STATE DEPT. OF CORRECTIONS

SHERIFF'S COMMUNITY ORIENTED POLICING EFFORT (S.C.O.P.E.)

SPOKANE COUNTY DEPT. OF EMERGENCY MANAGEMENT

SPOKANE FIRE DEPARTMENT

LUTHERAN COMMUNITY SERVICES

FRONTIER BEHAVIORAL HEALTH

SPOKANE REGIONAL HEALTH DISTRICT

INSTANT SIGN FACTORY

GONZAGA PREP

WHITWORTH UNIVERSITY

YWCA

NORTHWEST FAIR HOUSING ALLIANCE

WASHINGTON STATE CRIME PREVENTION COUNCIL

KNOX PRESBYTERIAN CHURCH

FIRST PRESBYTERIAN CHURCH

PEPSI COLA

URM

FRITO LAY

JENNIFER'S AUTO

FRANZ BAKERY

SPOKANE PARKS FOUNDATION

SPOKANE PARKS & REC

SPOKANE PARK RANGERS

SPOKANE PUBLIC SCHOOLS

POLICE ADVISORY COMMITTEE

WASHINGTON STATE DEPT. OF COMMERCE

GREATER SPOKANE SUBSTANCE ABUSE COUNCIL

SCHOEDEL & SCHOEDEL ACCOUNTING

SPOKANE COUNTY PROSECUTOR'S OFFICE

PENCE PROPERTIES

CHEAPER BY THE MINUTE

PAPERMILL PRINTING

COPY RITE PRINTING

NATIONAL COLOR GRAPHICS

KXLY

KREM

KHQ

CITY CHANNEL 5

C PROFESSIONALS

SCHAWN GANTS

EVENT RENTS

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