

DEPARTMENT GENERAL ORDER 99-47

OFFICE of the CHIEF OF POLICE
REPLACES: SOP 501.19.00

DATE: September 2, 1999

COMMUNITY RELATIONS

I. PURPOSE.

To enhance the department's standing as an integral part of the community, the adoption of various community relations and educational programs will serve to bolster a positive and cooperative relationship with the various client groups which comprise the City's population. As such, the following guidelines have been established to provide direction for the establishment/implementation of community relations programs, and to assist in the prevention and suppression of crime.

II. DEFINITIONS.

Community Relations - Methods by which the Police Department strengthens its relationship with the community via programs dedicated to substantiate and reinforce common interests.

Crime Prevention - Programs and strategies undertaken by the Police Department which are intended to anticipate and forestall criminal activity within the community as a whole, or a subdivision thereof.

III. COMMUNITY RELATIONS FUNCTION.

All department employees shall be expected to provide the maximum in courtesy and service to each member of the general public with whom the employee may have contact. During the course of such contacts, each employee will strive, through individual demeanor and professional service, to foster a positive image of the Police Department, and be as responsive to community needs as possible.

In addition to the general community relations responsibilities shared by all employees, a formal Community Relations Unit shall operate under the direct guidance and control of the

Commander of the Field Operations Bureau. The command and line staff assigned to the Community Relations (Involvement) Function shall be tasked to provide:

- 1). Establishing liaison with formal community organizations and civic groups (DARE school programs, neighborhood/business watch organizations).
- 2). Educating sworn and non-sworn personnel to the fact that all employees bear a responsibility in achieving the department's community relations objectives.
- 3). Developing draft policy ideas for submission to the Chief of Police.
- 4). Ensuring the publication of agency objectives, problems, or successes (City newsletter - "City Views").
- 5). Relaying information from citizen/business groups to the department, or a sub-unit thereof, in an accurate and timely manner.
- 6). Critiquing existing department community relations practices/programs and recommending improvements. This may also include the creation of new programs to address outstanding issues.
- 7). Evaluating and identifying training needs in connection to community relations. Sources of information to be considered in this regard are interviews with citizens, Internal Affairs investigators, and supervisors.
- 8). Providing advice and guidance in the establishment of community groups as needed.

The Commander of the Field Operations Bureau shall monitor the planning, organization, and operations of the unit's activities, and serve as an informational conduit between the unit and the Chief of Police.

VI. COMMUNITY SERVICES REPORT.

Officers assigned to the Community Services Unit shall prepare and submit a monthly report to the Commander of the Field Operations Bureau. This report will include information in regard to:

- 1). DARE/Safety school class activities.
- 2). Residential/business security inspections.
- 3). Business/organizational safety presentations.
- 4). Meetings with community organizations.
- 5). Crime phone activity.
- 6). Citizen's Academy.

and shall additionally address the following areas:

- 7). A description of current concerns as voiced by community groups (business/neighborhood watch groups, civic organizations, etc.).
- 8). A written description of actual, perceived, or potential problems that have a bearing on law enforcement activities within the City (traffic violations, parking concerns, street light outages, etc.).
- 9). Recommendations to address previously identified concerns and problems. Such recommendations may involve suggestions for directed enforcement activity, or in the event a problem could more appropriately be resolved by another City department or agency, to request the information be forwarded to the correct office for remedial action.

The bureau commander shall include the above information in his own monthly report to the Chief of Police and will be responsible to include a section detailing the progress made in addressing previously identified concerns and problems.

A. Informational Input

In those instances where administrative or line personnel receive information relating to a community group's concerns, a potential problem, or a critique of an existing program/enforcement activity, the employee(s) involved shall be expected to relay the data, either through verbal or written means, in a timely fashion to the Community Services function. Such communications shall, whenever possible, include:

- 1). The date the information was received.
- 2). Source of information.
- 3). An explanation detailing the area of concern.
- 4). Suggestions and/or possible alternate courses of action.
- 5). Employee's name and DSN.

The Community Services unit shall incorporate such input into their monthly report so that same may be integrated into the department's decision-making process.

V. EVALUATION OF COMMUNITY RELATIONS PROGRAMS.

The Police Department's community relations programs shall be periodically evaluated by the Commander of the Field Operations Bureau and the unit's staff. Each individual program will be reviewed in turn, to determine the program's effectiveness, the amount of resources (personnel and materials) required to conduct the program, and if same should be continued. Suggested alterations to specific programs to better serve community needs shall be forwarded to the Chief of Police at the conclusion of the review process. Changes will then be initiated as necessary.

BY ORDER OF:

RICHARD T. MORRIS
Chief of Police

RTM:dld

CALEA Reference: 45.1.1/45.1.2/45.2.1
45.2.2/45.2.3