

PALM BEACH GARDENS POLICE DEPARTMENT		
COMMUNITY RELATIONS FUNCTION		
POLICY AND PROCEDURE 4.2.6.1		
Effective Date : 08/29/00	Accreditation Standards: CALEA 45.2.1, 54.2.1 – 54.2.9 CFA	Review Date:

CONTENTS

- 1. Community Relations Responsibility**
- 2. Provisions of Community Relations**
- 3. Community Relations Responsibilities**
- 4. Community Relations Plan**
- 5. Community Relations Function**

PURPOSE: To establish guidelines for the community relations functions/activities of the department.

SCOPE: This policy and procedure applies to all members.

REVIEW RESPONSIBILITY: Field Operations Division Assistant Chief

POLICY: This department is committed to establishing close ties with and responding to the needs of the community. The responsibility for achieving the department's community relations objectives shall be shared by all department personnel.

1. COMMUNITY RELATIONS RESPONSIBILITY:

- a. The community relations function/activities are hereby established under the direction of the Community Involvement Unit (CIU). Activities in community relations shall be executed by officers assigned to the CIU.
- b. The community relations officers (crime prevention practitioners) shall be responsible for executing all functions associated with establishing liaison with community organizations, schools, and neighborhood groups, communities and associations.

2. PROVISIONS OF COMMUNITY RELATIONS:

- a. All police officers and members shall adhere to the intent of this directive and the department's commitment in maintaining and improving its police-community relations through the use of community oriented policing, crime prevention; traffic safety programs; home security programs; presentations to all sectors of the community; meetings with concerned citizens; giving speeches and seminars; and serving as liaison between the police department and community groups, neighborhoods, etc.
- b. Whenever community leaders, groups or organizations wish to provide input regarding departmental policies/programs which may affect the needs of their community, a letter to the Chief of Police or to the CIU Sergeant will be accepted and reviewed/evaluated to determine proper response in regard to departmental policy. Those providing a letter of correspondence will receive a response from the division affected by the concerns in a timely manner, unless otherwise directed by the Chief of Police.
- c. All community relations programs and activities conducted by CIU will be evaluated by the CIU Sergeant and a report provided to the Chief of Police. Evaluating these programs and activities will allow for

- monitoring of community related needs, concerns or problems to ensure that this unit is effectively meeting department and community concerns.
- d. A monthly report may be prepared and submitted by the CIU Sergeant through the chain of command to the Chief of Police; and shall include, at a minimum, the following:
 - i. A description of current concerns voiced by the community, or section thereof;
 - ii. A description of potential problems that have a bearing on law enforcement activities within the community; and
 - iii. A statement of recommended actions that address the identified concerns and problems.
 - e. In order to recognize problems and suggest recommendations for improvements regarding community needs and police services, the assigned authority or designated officers will conduct a survey of citizens' (or neighborhood associations/community groups) attitudes and opinions at least once every three years. The survey may outline:
 - i. Overall department police-service performance;
 - ii. Overall competence of police employees;
 - iii. Police officer(s) attitude and behavior toward citizens;
 - iv. Types of concern over safety and security within the department's service area as a whole;
 - v. Types of citizen concerns by zones regarding safety and security; and
 - vi. Recommendations and suggestions for improvement in police service.
 - f. The intent and commitment of this department through the activities of all officers and members will be that of corrective actions, practices, and to change attitudes which may contribute to community tensions and complaints.

3. COMMUNITY RELATIONS RESPONSIBILITIES:

- a. Officers assigned to perform community relations activities shall serve as the liaison between the police department and all community organizations, groups and citizens.
- b. The establishment of community groups, where such groups do not exist, will be coordinated by the CIU Sergeant or the Chief of Police or his designee.
- c. Community relations activities, departmental/crime prevention objectives, including problems and successes with the objectives, or events at times will be publicized through the department's newsletter (bulletin) and by other appropriate means.

4. COMMUNITY RELATIONS PLAN:

- a. In order for the Palm Beach Gardens Police Department to more effectively carry out its responsibilities to the community, foster a closer working relationship with the citizens of Palm Beach Gardens, and improving agency practices bearing on police-community relations, a comprehensive community relations program/plan is established. This program shall include, but not be limited to the following:
 - i. Work in conjunction with the youths to develop and implement a school liaison program. This program will identify and provide resources with respect to delinquency prevention; provide guidance on ethical issues in school classrooms; provide individual counseling to students and provide presentations to explain the law enforcement role in the community.
 - ii. Meet with community organizations and community leaders regarding community concerns and needs or other programs within the department's enforcement jurisdiction.
 - iii. Coordinate/develop programs regarding police-community relations/crime prevention.
 - iv. Coordinate and direct social services assistance programs for communities.
 - v. Make recommendations for improvements regarding community needs and police services.
 - vi. Participate in activities such as law enforcement week, mall exhibits, school programs, conferences, or fair displays to promote police-community relations and community oriented policing.

- vii. Develop, outline and provide scheduled dates and visits to Chief of Police regarding school and/or community programs, seminars, meetings, etc.
- viii. Conduct regular meetings regarding crime prevention involving youths and the community.
- ix. Organize tours of the department for those community organizations or schools interested in police career opportunities and police awareness.
- x. Provide feedback and identify training needs through input from citizens, from consultations with those personnel involved in internal investigations, as well as conferences with supervisors.
- xi. Design and initiate an annual questionnaire or evaluation regarding community needs, attitudes, trends, safety and security problems.
- xii. Identify potential problem locations, situations or individuals within the scope of youth activities and recommend police patrol strategies;
- xiii. Perform other duties as assigned by the Chief of Police or designee.

5. COMMUNITY RELATIONS FUNCTION:

- a. Community relations functions performed by officers assigned to the CIU and other members who shall participate in community relations activities will include but not be limited to:
 - i. Establishing liaison with formal community organizations and other community groups;
 - ii. Informing all members that they are responsible for achieving the agency's community relations objectives
 - iii. Developing community relations policies for the agency;
 - iv. Publicizing agency objectives, problems, and successes;
 - v. Conveying information transmitted from citizens' organizations to the agency;
 - vi. Improving agency practices bearing on police-community relations;
 - vii. Identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations, and conferences with supervisors; and
 - viii. Establishing community groups where they are needed.

INDEX AS:

- COMMUNITY RELATIONS FUNCTION

RESPONSIBILITY INDEX

- CHIEF OF POLICE
- FIELD OPERATIONS DIVISION ASSISTANT CHIEF
- CIU SERGEANT
- OFFICERS

DRAFTED: 08-29-2000 FILED: 4.2.6.1.pdf

APPROVED:



Stephen J. Stepp
Chief of Police

03/10/2003

Date