

GENERAL ORDER 54.3.1

Community Relations

GENERAL ORDER CROSS-REFERENCE: None.

SUMMARY

Describes the Department's community relations efforts.

DISCUSSION

The effort against crime and disorder is a community responsibility. The Springfield Police Department needs the support and cooperation of the citizenry.

As a government agency, the Springfield Police Department has a responsibility to remain sensitive to community needs. The City of Springfield and the Department have customer relations programs to ensure their responsiveness.

POLICY

I

The Springfield Police Department is committed to correcting actions, practices, and attitudes that may contribute to community tensions and grievances. The responsibility for achieving the Department's community relations objectives is shared by all personnel.

II

The Administrative Sergeant is responsible for the Department's formal community relations program. This program is responsible for: establishing liaison with formal community organizations and other community groups; informing all personnel that they are responsible for achieving the agency's community relations objectives; developing community relations policies for the Department as a whole; publicizing Department objectives, problems, and successes; conveying information transmitted from citizens' organizations to the Department; improving Department practices bearing on police-community relations; identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations, conferences with supervisors; and establishing community groups where such groups are needed.

III

The Community Outreach Coordinator shall submit an annual report to the Chief of Police that includes: a description of current concerns voiced by the community; a description of potential problems that have a bearing on law enforcement activities within the community; and a statement of recommended actions that address previously identified concerns and problems.

IV

Annually, the Management Analyst shall conduct a survey of citizen attitudes and opinions with respect to: overall Department performance; overall competence of Department employees; officers' attitudes and behavior toward citizens; concern over safety and security within the Department's service area as a whole; and recommendations and suggestions for improvements.

VI

Information obtained from community groups, the annual survey and investigation of complaints against the Department or its members shall be used in the annual policy review.

Richard L. Lewis
Chief of Police