

CAMBRIDGE POLICE DEPARTMENT

Title: *COMMUNITY RELATIONS* **Procedure: 4.301**

Date Issued:

Revised:

PURPOSE:

To establish an atmosphere where an officer may perform his duties with the acceptance, understanding and approval of the community.

To develop and maintain positive community relations by identifying and being responsive to citizen needs and concerns.

POLICY:

The Police Department is committed to establishing close ties with and responding to the needs and problems of the community. While the Department's task is generally governed by law, the policies formulated to guide the enforcement of the law must include consideration of the public will. This responsiveness must be clearly understood at all levels by a genuine concern for the problems of individuals or groups. The needs of the community must become an integral part of the programs designed to carry out the mission of the Department. Community relations is a shared responsibility. Every member of the Department is accountable for promoting good community relations.

PROCEDURE:

RESPONSIBILITIES AND OPERATION

1. The Community Policing Supervisor will have the primary responsibility for the administration of the community relations function. The community relations function is to proactively and reactively respond to community needs in a community relations context. The Community Policing Supervisor will coordinate all Department activities by maintaining open lines of communication with the community and by initiating departmental programs responsive to community law enforcement needs.

2. Every member of the Department, through the general discharge of their law enforcement duties, will strive to achieve a positive relationship with community organizations and individuals.

3. The Community Policing Supervisor will complete a quarterly report, to the Command Staff that will contain:

any current concerns voiced by the community;

potential problems that may have a bearing on law enforcement activities within the community; and

recommended actions to alleviate concerns and problems.

4. The Department will attempt to identify and correct internal practices, or attitudes, that may contribute to community tensions and grievances.

5. At least every two years, a survey of citizen attitudes and opinions will be conducted. The survey will cover:

department performance;

competence and performance of Department personnel;

officer's behavior toward citizens;

citizen's fears about crime and safety in the community and their neighborhoods;

recommendations for improvements.

6. The Community Policing Supervisor is responsible for developing and

administering the survey. Results and recommendations will be forwarded to the Chief of Police through the Chain of Command.

7. Department policies and procedures should reflect the needs expressed by community organizations and individual residents. Citizen input will always be encouraged, and suggestions and opinions will be gathered in the following ways:

- participation and membership by Department members in civic organizations;

- community meetings attended or organized by the Community Policing Unit; and

- citizen's concerns expressed to officers while handling calls for service.