4100  COMMUNITY INTERACTION

A.  Policy

Police - community interaction is based upon the principle that in a democratic society the police are an integral and indivisible element of the public they serve. Community relations are manifested by positive interaction between the people and the police and represent their unity and common purpose. Establishment of a liaison with community organization and community groups is an effective and recommended method to enhance this interaction.

A system of law and its enforcement is not superimposed upon an unwilling public in a free society; the law is created by the people themselves to control the behavior of those who would seek to interfere with the community welfare and existence.

The department must strive for the establishment of a climate wherein an Agent may perform his duties with the acceptance, understanding, and approval of the public. Additionally, the willing and practiced participation of the people in enforcing the law is essential for the preservation of freedom.

4101  COMMUNITY LIAISON BY COMMANDERS

A.  Policy

Commanders have a responsibility to cultivate and maintain community contacts. They shall take an active role in identifying and addressing law enforcement needs within the community.

B.  Procedure

1. Quarterly, the Sector Liaison Unit will prepare a report addressing the Department’s response to community concerns by sector. The purpose of this shall be to evaluate the effectiveness of various programs and initiatives within the Department. This quarterly report shall be forwarded through the chain of command to the chief of police.

2. It is incumbent upon all members of the Police Department to forward relevant information regarding community concerns and issues to other personnel who deal with, or may be in a position to impact these concerns or issues. The respective Sector Logs are the means by which this information is documented and conveyed.

3. The City of Lakewood conducts citizen surveys biennially and includes attitudes and opinions of police with respect to:

   a. overall agency performance;
   b. overall competence of agency employees;
   c. citizens’ perception of officers’ attitudes and behavior;
   d. community concern over safety and security within the service area; and,
   e. citizens’ recommendations or suggestions for improvement.
A. Policy

The department must be responsive to the needs and problems of the community. While the department's task is governed by law, the policies formulated to guide the enforcement to the law must include consideration of the public will. This responsiveness must be manifest at all levels of the department by a willingness to listen and by a genuine concern for the problems of individuals or groups. Employees will ensure that these problems and concerns, either from individuals or groups, are conveyed to the department. The total needs of the community must become an integral part of the programs designed to carry out the mission of the department.

Community Oriented Problem Solving (COPS) is an innovative approach to law enforcement that provides employees with the opportunity to expand their role in assisting the community to combat its problems. Employees are in a unique position to identify situations that are worthy of attention, and they are given the responsibility to develop and implement solutions. Mobilizing various segments within the community, in both the private and public sectors, to develop strategies directed toward identifying problems is a key concept in the successful implementation of community oriented problem solving.

COPS is an interactive process between employees and the citizens who work or reside in the community to mutually develop ways to identify problems and concerns. Working together, they assess viable solutions and provide valuable resources from both the Police Department and community to address the problems or concerns. This process includes publicizing department objectives, problems and successes alike to the community. The purpose of COPS is to identify the underlying causes of recurring problems and to eliminate those causes. One means to measure the competence of agency employees, officers' attitudes toward citizens, community concerns, perceptions of crimes and recommendations for improvement of services is a citizen survey. Conducted at regular intervals, the citizen survey is designed to measure the agencies performance and attitude with respect to the service it provides to the community.

B. Procedure

1. In order to better serve the community, department members who become aware of problems or potential problems in the community will develop a course of action to resolve the problems.

2. Employees are encouraged to utilize the following strategy in dealing with problems identified as requiring a department response to community concerns.

   a. Scanning: Instead of relying only on broad, legal concepts (robbery and burglary for example), employees are encouraged to group individual, related incidents that come to their attention as "problems" and define problems in more precise and, therefore, useful terms.

   b. Analysis: Employees working on a well-defined "problem" then collect information from a variety of public and private sources - not just police data. They use the information to illuminate the underlying
nature of the problem and suggest its causes and a variety of options for its resolution.

c. Response: Working with citizens, businesses, and public and private agencies employees tailor a program of action suitable to the characteristics of the problem. Solutions may go beyond traditional criminal justice system remedies to include other community agencies or organizations.

d. Assessment: The employees evaluate the impact of these efforts to see if the problems were actually solved or alleviated.

e. Maintenance: Periodic review of problem status should be completed to determine if further action is necessary.

3. Division chiefs, Patrol, and Investigation Division commanders will routinely monitor and assess the COPS process and make recommendations to the Department Command Staff as appropriate.

4103 SECTOR LIAISON UNIT

A. Policy

The Sector Liaison Unit is established to implement innovative community crime prevention, community resource referral and enforcement action. The establishment of the Sector Liaison Unit does not relieve other department personnel from the responsibility of developing and implementing community-police partnerships and facilitation of problem-solving strategies as circumstances dictate.

B. Procedure

1. The Sector Liaison Unit consists of selected police agents working under the direct supervision of the North, West and South sector commanders. Duties, which are subject to review and change, include:

   a. Crime Prevention Program

      (1) Senior Outreach Liaison Program

      (2) Explorer Post Program

      (3) City Watch 8 Crime Prevention Programming

      (4) False Alarm Program
b. Neighborhood Dispute Resolution

c. Speaker/Community Presentations

d. Targeted Multi-Family Housing, Hotel/Motel Interdiction

e. Participation in department/community/neighborhood group meetings

f. General Service Requests

2. Sector Liaison Unit agents are each assigned to work in one of three patrol sectors in the city. Requests for community presentations, mediation services and targeted enforcement efforts are assigned based on those geographic areas. The Sector Liaison Unit members will maintain a liaison with various department, city and community work groups and organizations to constantly evaluate the value of programs currently offered.

4104 DEPARTMENT SPEAKERS

A. Policy

The department recognizes its obligation to educate local citizens as to how they can minimize their risks of becoming victims of violent crime. The department also realizes its responsibility to inform the community about police operations, procedures, and the reasons behind each.

Police employees who volunteer for speaking presentations shall, in addition to their regular duties, give oral presentations and programs on crime prevention and community relations' topics to local groups and organizations.

B. Procedures

1. The Patrol Services Technician receives requests for presentations. They are then forwarded to the appropriate Sector Liaison Unit agent or the sergeant of the Department team having the expertise in the requested area for assignment to a speaker.

2. Police Agents and Sergeants are authorized to receive overtime for presentations done on their regular off-duty time.

3. When selecting an employee to give the presentation, the Sergeant shall select an individual with known interest and expertise in the subject area involved. (Example: burglary prevention, child abuse, etc.).

4. The Sergeant shall attempt to contact a potential speaker as far in advance of the presentation date as circumstances allow. At least 2 to 3 days lead-time should generally be anticipated.
5. The employee handling the presentation shall be responsible for picking up and returning any departmental equipment needed for the presentation (electronic equipment, displays, etc.).

6. Employees who are doing presentations off duty shall advise their own supervisor that they will be handling a presentation assignment. Any scheduling conflicts shall be decided in favor of the employees' regular duty assignment.

7. Employees eligible for overtime (cash or compensatory time) shall complete an overtime slip and submit it to their supervisor.

8. Personnel completing a speech or presentation shall document the pertinent information using the on-line Report of Speech or Presentation log located on each sector’s web pages.