

**LANCASTER POLICE DEPARTMENT
GENERAL ORDERS MANUAL**

Effective Date June 14, 2018		Amended Date		Directive 2.10.1	
Subject Community Relations					
Reference			Approved  Chief of Police		
Distribution All Personnel City Manager City Attorney		TPCA Best Practices Recognition Program Reference 2.24		Review Date January 22, 2019	
				Pages 3	

This Operations Directive is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as a creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Operations Directive, if proven, may only form the basis for a complaint by this Department, and only in a non-judicial administrative setting.

SECTION 1 PURPOSE

The purpose of this policy is to establish close ties with and respond to the needs of the community. Citizens participation and interaction with the police are necessary to promote cooperative efforts in resolving community issues. It is shared responsibility of all department members to establish and promote rapport with members of the community.

SECTION 2 POLICY

It is the policy of the department to build an open relationship and dialog with the community served. This is accomplished through a variety of means to include community forums and meetings, open house, community surveys and specific targeted programs. The department seeks to develop partnerships and resources within the community to build problem-solving groups and to instill a sense of mutual responsibility toward enhancing public safety and to increase the community's ability to resolve issues related to crime or perception of crime.

SECTION 3 PROCEDURES

A. COMMUNITY RELATIONS FUNCTION

1. The Assistant Chief of Support Services will be responsible for coordination, development, evaluation and preparation of activity reports related to community relations functions.
2. It will be the responsibility of the Division Commanders to maintain liaison with all staff members to ensure a continuous, integrated and coordinated response to the concerns of the citizens.
3. The community relation functions are the primary responsibility of the Community Relations Division.

B. DEPARTMENT PERSONNEL

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1. Department personnel will promote good community relations by recognizing that the actions and demeanor of department personnel when dealing with citizens have a significant effect on the public's perception of the department. The department's overall effectiveness and level of acceptance with the members of our community depends on good community relations.
2. Each employee will conduct himself/herself in a professional, courteous and cooperative manner.
3. The department is committed to correcting actions, practices and attitudes which may contribute to community tensions and grievances.

C. COMMUNITY RELATIONS PLAN, GOALS AND OBJECTIVES

1. Ongoing community relations through a variety of programs will be utilized by the department as a means to promote rapport with community groups and organizations. The goals and objectives of these programs (i.e. crime watch, crime prevention and community relations meetings) are to serve as a forum to promote department programs and for citizens to express their concerns or suggestions to the department. The following items should be considered when working with community members:
 - a. exchange of helpful information;
 - b. promote police services that are available to the community;
 - c. discuss department objectives, community problems and successes;
 - d. encourage discussion to promote action aimed at solving problems that may exist;
 - e. educate citizens about the functions and operations of the Lancaster Police Department; and
 - f. obtain input from community groups to ensure that department community relation polices and/or training reflect the needs of the community.
2. Input will be obtained through crime watch meetings and various other sources, including, but not limited to:
 - a. City Council;
 - b. Chamber of Commerce;
 - c. Neighborhood Crime Watch Area Coordinators and other citizen representatives;
 - d. Internal Affairs Investigators; and
 - e. Departmental Supervisors
3. Identify sources of conflict between the department and the community and to encourage efforts to resolve them. Training needs that are identified will be documented and forwarded to the Training Department Division Commander.

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4. Conduct annual evaluations regarding department community relation plans and programs.
5. Utilize information obtained from crime watch meetings, which may provide direction in development or modification of department policies, procedures, and training and community relations programs and convey the information to the department, as applicable.

D. PROGRAMS

1. **Public Information Programs** – As part of the community relations plan, publicize department objectives, problems and successes through departmental reports and public budget documents.
2. **Community Relations Programs** – As part of the community relations plan, meet with civic groups, minority groups, home owner associations, crime watch groups and persons individually, to exchange information, establish liaison with formal community organizations and other community groups, and convey information back to the department for development of other community relations programs when necessary.
3. **Crime Prevention Programs** - As part of the community relations plan, provide citizen groups with information on making their families, homes and businesses more secure, and work to establish crime watch neighborhoods when none exist.
4. The department will work for the establishment of additional programs and/or community groups when there is a valid need and/or desire from the community. The department also encourages voluntary employee participation in community recreational youth programs whenever possible.

E. SCOPE AND RESPONSIBILITY

1. All members of the department shall know and comply with all aspects of this directive.
2. All Division Commanders and supervisory personnel are responsible for ensuring compliance with provisions and intent of this directive.