

PORT HURON POLICE DEPARTMENT POLICY AND PROCEDURAL ORDER

			ORDER NO: 45-02
SUBJECT: Community Relations			
EFFECTIVE DATE: Nov. 20, 1990	DISTRIBUTION: A	REVIEWED: REVISED:	Annual
REQUIREMENTS: Quarterly reports to CEO on Community Services, the triennial citizen surveys			
ISSUED BY: Chief Joseph A. Platzer		FORMS:	

I. PURPOSE

The purpose of this order is to establish a community relations program.

II. POLICY

- A. The Port Huron Police Department believes in establishing close ties with, and responding to, the needs of the community. We are equally committed to the concept of a community partnership relative to the police function.
- B. The personal conduct of each employee of the Department is the primary factor in promoting a program of desirable police community relations.
 - 1. The responsibility for achieving the Department's community relations objectives must be shared by all personnel.
 - 2. Tact, patience, and courtesy shall be strictly observed in all appropriate circumstances.
- C. We are committed to avoiding unreasonable policies, practices, and behaviors that contribute to community tension and grievances.
 - 1. Employees must learn to distinguish between the right to hold personal opinion as a citizen and their duties as sworn and civilian members of the Port Huron Police Department.
 - 2. We cannot allow personal opinions or bias to interfere with our responsibility to the community. Any conduct inconsistent with this philosophy, while acting as a member of the department, is not acceptable

behavior.

3. Supervisors are responsible for seeing that this order is followed by their personnel and to take corrective action when unacceptable behavior is found. Supervisors shall instruct subordinates in proper and desirable behavior in dealing with the public.

III. RESPONSIBILITY

- A. The Community Services Officer, he/she is responsible for:
 1. Coordinating Departmental efforts in the development of programs to promote effective police community relations.
 2. Representing the Department when interacting with individual citizens, groups and organizations.
 3. The development of programs to enhance awareness among Department personnel of the important role each person plays in promoting positive police-community relationships.
- B. The Community Services Officer should be assigned to the Chief's office and has access to the Chief of Police as it relates to scheduling appointments, meetings, and other matters of important community concern the Chief may need to be aware of.

IV. ACTIVITIES

To achieve and maintain effective community relations, the following activities will be pursued when time and personnel are available:

- A. Liaison

Establishing liaison with formal and informal community or civic organization and groups including, but not limited to:

 1. Neighborhood Watch groups
 2. Minister Alliance groups
 3. PTA - Parent Teacher Association
 4. Port Huron Housing Commission
 5. Neighborhood Coalitions
 6. Senior Citizen Organizations
 7. Civic and Business Organizations

8. Chiefs – Community Resource Champions

B. Procedures

Developing community relations procedures of the Department including, but not limited to:

1. Promoting participation in community activities by Department personnel.
2. Providing support to the public to achieve various goals of the Community and the Police Department.
 - a. Neighborhood Watch meetings
 - b. Drug awareness education
 - c. Crime education and awareness seminars

3. Publicity

Publicizing Department objectives, problems, and accomplishments shall be accomplished by, but not limited to the following:

- a. Media releases
- b. Use of Neighborhood Watch groups
- c. Cable television programs
- d. Annual and monthly reports
- e. Meetings with various members and groups in the community
- f. Social media

C. Input

1. To improve service to the community, Department members who become aware of problems or potential problems in the community shall forward the information concerning the problems to the Administrative Lieutenant via the chain of command.

This information will be forwarded to the Chief or his designee, if appropriate. A course of action will be developed to address the problems. The attempted solution will be monitored by the Administrative Lieutenant.

2. Public input will be obtained through various sources such as:

- a. City Council meetings.
 - b. Neighborhood Watch meetings.
 - c. Meetings attended by Department personnel.
 - d. Random interviews of those who contact the Police Department for service. This may be accomplished on a regular basis by patrol supervisors and other Department members to determine the level of service being provided.
 - e. Citizen surveys
3. Input can often provide direction or perspective to the development or modification of Department policies, procedures, and programs. The department is receptive to such input.

D. Modification

Modifying, improving, or updating Department policies and procedures as necessary to maintain effective community relations. Generally this will be accomplished through staff review or input.

E. Training

Training needs shall be identified through input from the City Manager, Mayor and Council, citizens, consultation with those involved in conducting internal investigation, and supervisory and non-supervisory recommendations. By quickly identifying training needs the department can take necessary action.

F. Community Groups

This entails identifying those situations that can be best served by bringing together a group of people for the purpose of providing or improving a service, resolving a problem, or providing community support, etc. This includes, but is not limited to:

1. Neighborhood Watch groups
2. Neighborhood Coalitions
3. Local Pastors Alliances

G. Surveys

The Administrative Lieutenant or designee shall undertake a triennial survey to include, at least, the following citizens' attitudes and opinions:

1. Overall Department performance
2. Overall competence of Department personnel
3. Overall attitude and behavior of Department personnel toward citizens
4. Concern over safety and security within the city of Port Huron
5. Concern over safety and security within the patrol sector where the respondent lives
6. Recommendations and suggestions for improvement

The compiled results of the survey will be provided to the Chief of Police upon completion of the written report.

#