

**TYLER POLICE DEPARTMENT
GENERAL ORDER**

COMMUNITY RELATIONS

14.200

REVISED 01/12/10

EFFECTIVE 03/01/93

14.201 PURPOSE

The Tyler Police Department is committed to establishing close ties with and responding to the needs of the community. In furthering this commitment, each officer is responsible for coordinating the community relations function through community involvement, crime prevention education, problem resolution, and close public contact.

14.202 RESERVED

14.203 COMMUNITY RELATIONS FUNCTIONS

- A. The Patrol Supervisors will be directly responsible to the Patrol Commander for:
1. Establishing liaison with formal community organizations and other community groups.
 2. Developing community relations policies for the agency.
 3. Publicizing agency objectives, problems, and successes.
 4. Conveying information transmitted from citizen groups and organizations to the agency.
 5. Improving agency practices bearing on police-community relations.
 6. Identifying training needs through interviews with citizen representatives, consultations with those involved with internal investigations, and conferences with supervisors.
 7. Establishing community groups where such groups do not exist.
- B. The Public Information Officer will be directly responsible to the Chief of Police for:
1. Coordinating news release activities and maintaining a liaison with the media.
 2. Serving as the Department Spokesperson pursuant to General Order 14.100
- C. The Community Response Officers will be directly responsible to the Community Response Sergeant as determined by the Community Response Commander for:
1. Working with the community and patrol officers in identifying major ongoing problems within the beats. Once problems are identified, they will assist the community and officers in developing goals to find permanent solutions to the problems.
 2. Identifying Quality of Life Problems within the beats that cause an ongoing need for a police response and target these Quality of Life problems for a resolution.
 3. Acting as a central source within the beats to disseminate complaints and information involving major concerns as well as Quality of Life Concerns within the beats. They will make certain that all officers and supervisors working the particular beats are aware of the concerns within the beats through personal correspondence, email, etc. They will act as the main contact person within the beat for citizens wanting to report major concerns as well as any Quality of Life Concerns. This does not relieve other patrol officers within the beats from their taking and actively working on citizen complaints. It is the responsibility of all patrol officers to work on and resolve major problems within their beats as well as any Quality of Life Concerns brought to their attention.
 4. They are to train community leaders and neighborhood residents in techniques to identify and ultimately solve both major and Quality of Life problems within their beats so that eventually less police response will be necessary.
 5. They will develop nuisance abatement strategies for property that has been an ongoing problem in the beats. They will complete and file the necessary paperwork with the State

Attorney General concerning the targeted property. They will follow-up with the Attorney General's Office periodically to determine the status of the abatement and update with any new pertinent information as necessary. They will keep the neighborhood residents and officers updated as to the status of the targeted locations.

6. They will work with other City, State, and local departments and agencies in enforcing City Code and Ordinance Violations, criminal offenses, and Quality of Life problems.
7. They will notify the Narcotics Unit of drug locations identified by the community and work with Narcotics and patrol officers to eliminate drug locations. Worked with other units in the department in solving beat problems.
8. They will organize neighborhood watch groups and programs, and keep an updated list of all the watch groups and Block Captains.
9. They will maintain a record of the problems being reported and worked within their assigned beats and update the status of the problems as needed or when changes occur.
10. They will cultivate and enhance community relations within their assigned beat and in complete support of the beat officers.
11. They will administer Crime Prevention Programs within their assigned beats when necessary.
12. They will complete a monthly report to the Community Response Sergeant outlining problems and concerns within their assigned beat and the status of each problem or concern.

D. The Public Service Officer (PSO) will be directly responsible to the Community Response Sergeant as determined by the Community Response Commander for:

1. Initiate and complete minor investigations (i.e. Abandoned Vehicles, Parking Complaints, Gas Drive-Offs, Motor Vehicle Criminal Mischief, etc. These cases where there is no or limited contact with suspects in these cases.
2. Handle Lobby Calls at the main Police Department lobby. When necessary, the Public Service Officer's will work the Front Lobby Desk.
3. Contact complainants to take sworn statements and receive additional information for reports.
4. Assist in traffic direction at accident scenes, major crime scenes, fire scenes, and special events.
5. Assist the Community Response Team with certain long term projects and problems approved by the Community Response Sergeant.
6. Handle Telephone Reporting override calls.
7. Handle animal calls that require any follow-up action.
8. Work lost and found property cases as well as abandoned property calls.
9. Issue parking citations for parking and handicapped parking violations.
10. Assist in traffic flow problems and assist motorists with stalled vehicles.
11. Assist with funeral escorts.

E. Community Response Sergeant

1. The Community Response Sergeant will see to the overall operation of the Community Response Team on a daily basis and report to the Community Response Commander.
2. The Community Response Sergeant will supervise the Public Service Officers on a daily basis.

F. Department Personnel

1. It is the responsibility of all Police Department personnel to promote good community relations, recognizing that the actions and demeanor of Department personnel in dealing with the general public have a significant effect on the image of the Department and ultimately its overall effectiveness and level of acceptance within the community we serve.
2. In serving the public, each employee shall make their contact one that inspires respect, not only for the employee as an individual and professional, but one that generates the

- cooperation and approval of the public community.
3. The Department is committed to correcting actions, practices, and attitudes that may contribute to community tensions and grievances.
 4. Community relations objectives are shared by all personnel, resulting in a unified coordinated effort requiring participation, enthusiasm, and individual skills.

14.204 COMMUNITY RELATIONS PROGRAMS

- A. Community Relations Programs provide citizen groups information on making their families, homes, and businesses more secure, and work to establish crime watch programs where none exist.
- B. Establish additional programs and or community groups when community problems make it necessary to effectively do so.
- C. At least monthly any member of the department with relevant information concerning community problems will provide the Community Response Sergeant with the details, which shall be included with the monthly statistical report submitted to the Investigative Division Commander via the chain of command. The report submitted by the Community Response Sergeant will include at a minimum the following;
 1. A description of concerns voiced by the community within the Beat;
 2. A description of potential problems that have a bearing on law enforcement activities in the community within the Beat;
 3. A statement of recommended actions that address previously identified concerns and problems.
 4. A statement of progress made toward addressing previously identified concerns and problems.
- D. A copy of Community Response Sergeant's monthly report is to be forwarded to the Investigative Division Commander who is responsible for compiling all of the information from the various sources and submitting the final report to the Chief of Police. The Crime Analyst will also receive a copy of this report for inclusion into the Departmental Monthly Report.

Approved: 01/12/10

Two handwritten signatures in black ink. The signature on the left is written in a cursive style and appears to be 'Angie'. The signature on the right is also in cursive and appears to be 'Sundell'.