

GENERAL ORDER

April 2016

Immediately

II-22

Distribution: All Employees

Subject: **COMMUNITY AWARENESS, COMMUNITY SERVICE OFFICERS AND
CRIME PREVENTION**

Index as:	Community Survey	Crime Prevention
	Community Awareness	CSO
	Community Service Unit	Volunteers
	Community Relations	

Accreditation Standards: 45.1.1, 45.1.2, 45.1.3, 45.2.1, 45.2.2
 Cross Reference: G.O. I-2, Philosophy and Goals
 G.O. II-24, Community Resource Centers
 CAD SOP IV-03 Volunteer Selection
 Replaces: G.O. II-22, Community Awareness (March 12, 2019)

This Order establishes procedures for maintaining effective two-way communication with the diverse community served by the Department. It also implements organized crime prevention and crime awareness programs. It consists of the following sections:

- I. Policy
- II. Definitions
- III. Community Awareness Division
- IV. Community Service Officers, Uniform Services Bureau
- V. Speakers

I. POLICY

A. All employees of the St. Petersburg Police Department, sworn and civilian, are responsible for enhancing the quality of life of the citizens of St. Petersburg, for implementing the tenets of the Department's mission, values and philosophy and goals (see <J:\Research\GeneralOrders\I Philosophy of Policing\I-02 Mission, Values and Goals.pdf>) and for achieving crime prevention and community goals for safe neighborhoods.

B. It is the responsibility of every employee to develop partnerships and resources within the community and to build problem-solving partnerships, while enhancing a sense of mutual responsibility for public safety. The Department is committed to correcting actions and practices which may contribute to community tensions and grievances.

C. All personnel shall promote positive community relations, recognizing that their actions and demeanor have a significant effect on the image of the Police Department and, ultimately, its overall effectiveness and level of acceptance by the community.

D. The Community Awareness Division serves as a source of information concerning crime prevention programs and police activities. The Division also coordinates community involvement activities, and disseminates related information.

E. The Community Service Officers (CSO), Uniform Services Bureau, shall establish and maintain a meaningful and productive partnership with the community. The goal of the CSO is to identify and resolve community-based problems in order to enhance the quality of life for all of the citizens of our community.

II. DEFINITIONS

A. Auxiliary – A civilian who is interested in contributing to the betterment of the community by an affiliation with the Police Department in a part-time, non-sworn capacity; e.g., senior citizen, Chaplain, volunteer or member of the Public Safety Cadet Program.

B. Volunteer – Unpaid citizen. (Refer to Auxiliary.)

III. COMMUNITY AWARENESS DIVISION

A. Manager, Community Awareness Division:

1. Is responsible for coordination, policy development, supervision and evaluation of the community involvement efforts of the Department;

2. Maintains liaison with all senior staff members to ensure continuous, integrated and coordinated response to further the community relations effort;

B. The Community Awareness Division shall coordinate the recruiting, training and assignment of volunteers wishing to serve the City of St. Petersburg by providing unpaid service to the Police Department, excluding, the Volunteer Road Patrol, Uniform Services Bureau and the Public Safety Cadet Unit, Youth Resources Section, Investigative Support Services, Investigative Services Bureau.

C. Community Awareness Division

1. The Community Awareness Division shall:

a. Educate citizens about the functions and operations of the St. Petersburg Police Department and, working with the Public Information Officer, publicize the Department's objectives, problems and successes.

b. Work to identify sources of conflict between the police and the community and to encourage efforts to resolve them.

2. The Manager, Community Awareness Division, shall provide the Chief of Police with a quarterly report detailing:

a. A description of current concerns and trends voiced by the community;

b. A description of potential problems that have a bearing on law enforcement activities within the community;

c. A statement of recommended actions that address previously identified concerns and problems; and

d. A statement of progress made towards addressing previously identified concerns and problems.

3. All employees shall forward to the Manager, Community Awareness Division all information and reports which affect relations with the community and which address any subject area cited in this Order.

4. The Manager, Community Awareness Division, conducts a random survey of community attitudes and opinions on a bi-annual basis.

a. The survey will minimally address the:

1) Overall agency performance;

2) Overall competence of agency employees;

3) Citizen's perception of officer's attitudes and behavior;

4) Community concern over safety and security within the agency's service area; and

5) Citizen's recommendations and suggestions for improvements.

b. The results of the survey will be compiled and analyzed with a written summary provided to the Chief of Police.

5. Crime Prevention

- a. Participate in the use of Crime Prevention Through Environmental Design (CPTED) practices and procedures in cooperation with the City's Planning and Development functions.
- b. Present crime awareness and crime prevention programs to local citizen groups, civic associations, church groups, minority organizations, business groups and various statewide associations.

IV. COMMUNITY SERVICE OFFICERS, UNIFORM SERVICES BUREAU

A. The Community Service Officers, Uniform Services Bureau:

- 1. Is responsible for coordination, policy development, supervision and evaluation of the crime awareness and crime prevention efforts of the Department.
- 2. Shall regularly evaluate the effectiveness of the Department's crime prevention and community involvement programs by conducting a documented evaluation of the programs annually.
- 3. Shall initiate contact and maintain liaison with community groups and organizations.
- 4. Work to identify mutual problems and encourage mutual problem solving.
- 5. Work with formal and informal community groups, encouraging two-way communication and increased understanding of community issues and police procedures. Formal organizations include:
 - a. Community/Police Council
 - b. Crime Watch Coordinators
 - c. Business and neighborhood organizations.

B. Crime Prevention

- 1. The Community Service Officers shall:
 - a. Provide crime awareness and crime prevention procedures and programs that will assist the public in lowering the victimization rate and addressing citizen perceptions and misperceptions of crime.
 - b. Inform the public that the prevention of crime is a cooperative effort between the police and citizens.
 - c. Develop crime prevention programs by crime type and geographic area, based on information from the Intelligence Led Policing Unit.
 - d. Organize and work with crime awareness and crime prevention groups through the Neighborhood Crime Watch and Business Crime Watch programs.
 - e. Present crime awareness and crime prevention programs to local citizen groups, civic associations, church groups, minority organizations, business groups and various statewide associations. Examples of programs are:
 - 1) Neighborhood Crime Watch.
 - 2) Business Crime Watch Program.
 - 3) Burglary, fraud and robbery prevention programs.
 - 4) Sexual battery prevention.
 - 5) Domestic violence programs.
 - 6) Home security surveys.
 - 7) Participation in "Operation ID."
 - 8) Proper use of 911.
- 2. The Community Service Unit may call upon the Community Awareness Division for assistance in the promotion of crime prevention initiatives.

VI. SPEAKERS

A. The Community Awareness Division shall serve as the coordinator of the Department's speakers in order to:

1. Assist with preparing presentations on subjects requested by the community;
2. Continually revise and improve the quality and content of materials and presentations;
3. Encourage a more enlightened outlook on police policies and procedures.

B. Arranging for Presentations

1. The Manager, Community Awareness Division, will:
a. Coordinate with the appropriate Assistant Chief or Division Manager in the selection of a suitable speaker for the requested topic;
b. Provide the selected speaker with topic information, the type of audience, and any necessary written or visual materials.

2. The Assistant Chief or Division Manager supplying the speaker shall select an appropriate speaker and make any necessary schedule arrangements for the speaker.

3. Personnel selected as speakers shall make arrangements to obtain any necessary materials from the Community Awareness Division.

Anthony Holloway
Chief of Police