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**ORDER NUMBER**

TYPE DEPARTMENT GENERAL ORDER		AUTHORITY TIMOTHY D. SINI POLICE COMMISSIONER		SIGNATURE	
SUBJECT/TOPIC/TITLE COMMUNITY RELATIONS FUNCTION					
DISTRIBUTION ALL MEMBERS OF THE DEPARTMENT		SECTION CREATED 06/01/92	DATE EFFECTIVE	DATE AMENDED	

**RULES AND PROCEDURES**

**CHAPTER 26: TITLE: COMMUNITY RELATIONS**

**SECTION 1: TITLE: COMMUNITY RELATIONS FUNCTION**

**I. PURPOSE**

To establish responsibility and objectives of the community relations function.

**II. POLICY**

To foster and preserve open avenues of communication between the Department and the diverse communities which it serves in an ongoing effort to identify, understand and solve the contemporary problems facing those communities.

**III. DEFINITIONS**

A. Community - a group of people with a common characteristic or interest living together within a particular area.

B. Community Relations Database (CRD) - a database maintained as part of the Department's system of records for the purpose of tracking information regarding community issues and concerns.

C. Community Liaison Officer (CLO) - a sworn officer assigned to the Community Response Bureau who is detailed on a full time basis to a designated Precinct in order to conduct community relations functions.

D. Community Oriented Police Enforcement (COPE) Officer - a sworn officer assigned to a specific Precinct to act as liaison between the community and the police department and assist the community in solving neighborhood problems.

E. Community Relations - the positive interaction between the people and the police, representing their unity and commonality of purpose.

F. Language Access Coordinator (LAC) - the sworn officer responsible for coordinating language assistance services throughout the Department.

G. Language Access Plan (LAP) - an administrative roadmap that explains how SCPD will implement measures to provide meaningful access to police services to persons with limited English proficiency.

H. Latino Community Advisory Committee (LCAC) - a committee comprised of representatives from Latino community organizations and advocacy groups which convenes quarterly to offer feedback regarding Departmental programs and performance.

I. School Resource Officer (SRO) - a sworn officer assigned as an on-site liaison between a particular school/school district and the Department.

**IV. REFERENCES**

N/A

**V. RULES AND REGULATIONS**

N/A

**VI. PROCEDURE**

A. RESPONSIBILITIES

1. All Department Personnel

a. It is the responsibility of every member of the Department to promote strong and meaningful community relations through the fair and equitable provision of police services.

b. Through the diligent performance of duty, every member of the Department will promote broad community engagement and foster confidence and trust in the Department.

2. Community Response Bureau

a. The Community Response Bureau (CRB) shall be the lead command responsible for coordinating all Department-wide community relations initiatives as described in this Chapter.

b. Goals and objectives of the CRB:

(1) Strengthen relationships and build opportunities for open communication between the Department and Suffolk County's geographic and demographic communities.

(2) Increase participation of individuals from minority communities working in partnership with the Department on public safety issues.

(3) Respond to community concerns in an honest, timely equitable and respectful fashion.

**B. LANGUAGE ASSISTANCE**

1. The Commanding Officer of the CRB is designated as the Language Access Coordinator for the Department

2. The Language Access Coordinator (LAC) shall be responsible for the provision of all language assistance services

a. The LAC shall create, maintain and distribute a list of Department members who are authorized to provide interpretation and translation services as part of their routine duties (DAI List as defined in Rules and Procedures Chapter 26, Section 5, Language Access Plan and Policy).

b. The DAI List shall be maintained as described in Rules and Procedures Chapter 26, Section 5.

c. The CRB shall be responsible for the coordination and provision of translation services for the Department as described in Rules and Procedures Chapter 26, Section 5.

3. The Language Access Plan

a. The LAC shall create, maintain, review and update the Department's Language Access Plan (LAP).

b. The LAP will detail how the Department will implement its policies and procedures in order to provide meaningful access to those with limited English proficiency.

c. The LAP shall be reviewed and updated at least annually, utilizing:

(1) Input from Community Liaison and C.O.P.E. Officers

- (2) Input from the Community Advisory Committee
- (3) Review of information recorded on Community Meeting/Presentation forms
- (4) Review of information recorded on Interpretation Tracking forms
- (5) Information obtained from written Community Surveys
- (6) Information exchanged via the Department's internet portal and social media pages

d. The LAC shall cause the LAP to be translated into Spanish, and other non-English languages which are commonly used within the County.

e. The LAC shall distribute the LAP as broadly as possible throughout the Police District, and shall ensure that it is available in print in Department buildings with public access, on the Department's website, and in any other location in the County where individuals go to seek police assistance.

f. The LAC shall redistribute the LAP anytime a significant change is made.

C. COMMUNITY ENGAGEMENT PROGRAMS

1. Community Liaison Officers (CLOs)

a. Assignment

(1) CLOs are assigned to the CRB and detailed to a Precinct on a full time basis.

(2) Selection

(a) Members of the Service seeking assignment as a CLO shall forward a Transfer Application (PDCS-1036) through their chain of command to the CRB.

(b) A panel consisting of the Commanding Officer of the CRB, the Deputy Police Commissioner and two (2) CLOs will conduct interviews on an as-needed basis to fill vacancies.

(c) Bilingual members seeking assignment as CLO shall identify all languages spoken on their Transfer Application.

(1.) Preference for assignment will be given to members who speak a non-English language which is commonly spoken in the Precinct of requested assignment.

(2.) Bilingual members must have a current language assessment on file.

(3.) Bilingual members selected for assignment as CLO must take the DAI certification assessment as described in Rules and Procedures Chapter 26, Section 5.

b. Duties

(1) Arrange, coordinate publish and attend monthly meetings of community residents.

(a) Members required to attend

(1.) Precinct C.O., X.O. or Captain

(2.) CLO

(3.) An officer assigned to patrol duties in that Precinct.

(b) Agenda

(1.) Old business - follow-up to requests or questions from prior month's meeting

(2.) New information regarding Department operations, initiatives programs and incidents

(3.) Question and answer

(2) Review, on a monthly basis, all concerns submitted to SCPD by members of his or her precinct to assess community issues.

(3) Refer all complaints of police misconduct involving discriminatory policing to a supervisor.

(4) Meet at least once a week with the Precinct commander to communicate any concerns or issues that he or she has received during the previous week, along with any other relevant information pertaining to SCPD's relationship with Suffolk County residents.

(5) Identify organizations operating in the geographic area covered by the Precinct, to include:

(a) Community groups, civic organizations and their leaders

(b) Advocacy groups serving particular demographics

(c) Religious organizations and leaders

(d) Schools

(e) Unofficial leaders with status in the community

(6) Literature and signage - CLOs shall post and maintain the required signage and literature in all public access areas of the Precinct to which they are assigned.

c. Reporting

(1) Each CLO shall maintain a daily record of activity reflecting:

(a) Community events attended

(b) Educational presentations

(c) Interactions with individuals

(d) Issues identified and action taken

(2) Each CLO shall post their hours of availability in a conspicuous location in the public areas of their Precinct of assignment, and on the Department's web site.

(3) Each CLO shall submit a semi-annual report to the Commanding Officer of their Precinct detailing community issues addressed over the prior six months and actions taken on those issues.

2. Community Oriented Police Enforcement (COPE) Officers

a. Assignment

(1) COPE officers are assigned to each Precinct's COPE Section.

(2) Selection of COPE officers shall be made by the Precinct commander.

(a) Selection preference shall be given to those bilingual officers speaking a non-English language which is commonly spoken in the Precinct of their assignment.

(b) Bilingual members selected for assignment as COPE officers must take the DAI certification assessment as described in Rules and Procedures Chapter 26, Section 5.

b. Duties

(1) All COPE officers shall engage in routine community policing and community outreach, which may include:

(a) Attending neighborhood association meetings to provide input or answers

(b) Attending school functions to educate children about safety and crime prevention

(c) Assisting the community in solving non-emergency problems, and addressing community decay issues such as abandoned vehicles, graffiti, abandoned buildings, code enforcement violations, and illegal dumping

(d) Meeting with business owners to provide input or answers

(e) Helping the community to become self-reliant

(2) COPE officers shall not be called upon to enhance or replace routine patrol operations except in emergency situations with the expressed permission of the Precinct commanding officer.

(3) COPE officers shall actively engage with individuals in their respective areas of assignment, e.g., officers assigned to units in business districts should interact with business owners, and officers assigned to school and residential areas should interact with school personnel and residents.

c. Reporting

(1) COPE officers shall submit to their supervisors a monthly activity report documenting:

(a) The amount of time they dedicated to community-oriented policing activities

(b) The type of community-oriented activities in which the officers have engaged

(c) The organizations and individuals the officers have contacted

(2) COPE supervisors shall enter COPE officer activity into IRS via the CLO/COPE Tour Report.

3. School Resource Officers (SROs)

a. Assignment

(1) SROs are assigned to the Community Relations Bureau at the discretion of the Commanding Officer of the CRB.

(2) SROs assigned to individual Precincts are assigned at the discretion of that Precinct Commander.

b. Duties

(1) Establish and maintain a close partnership with school administrators in order to enhance a safe school environment.

(2) Assist school officials in emergency crisis planning and building security matters.

(3) Increase the visibility and accessibility of police to the school community.

(4) Build working relationships with the school's staff and student and parent groups.

(5) Develop and implement classes in law related education to support the educational efforts of the faculty.

(6) Collaborate with guidance counselors and other student support staff to assist students and to provide services to students involved in situations where referrals to service agencies are necessary.

(7) Assist in conflict resolution efforts.

(8) Interact with students and promote the profession of police officer by being a positive role model.

c. Reporting - SROs shall enter their daily activity into the CLO/COPE Tour Report.

#### 4. Recruitment Section

a. All recruitment efforts will focus on providing equal opportunity for all applicants regardless of race, color, religion, gender, gender identity, age, national origin, sexual orientation, political affiliation, disability, marital status, or any other factor not directly related to job performance.

b. The Commanding Officer of the Community Relations Bureau shall maintain a database of, and consult with, community organizations and institutions that have demonstrated an ability to foster awareness of the Department's equal opportunity entrance process.

b. Officers are assigned to the Recruitment Section at the discretion of the Commanding Officer ~~of the Community Relations Bureau~~ who shall ensure that the diversity of the Department and the communities it serves is reflected in the staffing of the Recruitment Section.

c. Duties

(1) Officers will maintain positive and productive relationships with community leaders, educational institutions and religious organizations throughout the diverse communities of Suffolk County.

(2) Continuous efforts will be made to recruit eligible applicants at high schools and colleges.

(3) Officers shall promote the benefits of policing as community service.

5. Community Survey Program

a. Direct solicitation survey

(1) The Commanding Officer of CRB shall conduct a satisfaction survey of community and political leaders within the Latino community regarding the success of:

(a) The Department's LEP efforts;

(b) All programs and efforts of the CRB designed to engage the Latino community.

(2) This survey shall be conducted on a quarterly basis.

(3) Information obtained through direct solicitation shall be recorded with sufficient specificity to allow accurate identification, tracking, analysis and reporting.

b. The Commanding Officer of the CRB will develop a written survey instrument.

(1) The written community survey shall solicit assessments of:

(a) The CRB's success in engaging the community

(b) Overall perceptions of the Department's performance

(c) Success of the Department's LEP efforts

(d) CRB community engagement programs and efforts

(2) The Commanding Officer of the CRB shall make the written community survey available in all non-English languages identified as relevant in Chapter 26, Section 5.

(3) The Commanding Officer of the CRB shall distribute the written community survey as broadly as possible throughout the Police District, and shall ensure that it is available in print in Department buildings with public access, on the Department's website, and in any other location in the County where individuals go to seek police assistance.

(4) Completed community surveys shall be returned to the CRB for analysis.

(a) The CRB will forward completed surveys to the Research and Development Section.

(b) The Research and Development Section shall provide the CRB with an analysis of the data retrieved from completed community surveys for review and action.

#### D. Community Relations Database

1. The CRB shall maintain a database for the storage of information required by this Chapter.

2. The Commanding Officer of CRB, or his/her designee, shall enter, or cause to be entered into the database information contained on the following Department forms:

a. Interpretation Tracking Form, (PDCS-7042)

b. Community Survey

c. Community Meeting Report, (PDCS-1310)

d. Activity reports

(1) C.O.P.E. monthly activity reports;

(2) C.O.P.E./CLO tour reports.

3. The Commanding Officer of CRB shall utilize the database to conduct quarterly analysis of CRB programs, Department LEP efforts and LAP updates.

**VII. ACCREDITATION STANDARDS**

- A. CALEA - 54.2.3, 54.2.8, 54.2.10
- B. NYSLEAP - 29.1, 29.2

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Commanding Officers are directed to inform all members of their respective commands of these amendments.

**END**