

# SPRINGFIELD POLICE DEPARTMENT

## Standard Operating Guideline

<b>Effective Date:</b> 03/29/2016	<b>Supersedes Policy Dated:</b> 05/31/2014	<b>Rescinds:</b>	<b>SOG Number:</b>  <b>302.6</b>
<b>Accreditation Index:</b> 91.1.1, 91.1.6, 91.4.1			
<b>Part Title:</b> Support Services		<b>Chapter Title:</b> Community Relations	
<b>Chief of Police:</b>			

## Community Policing Services

### I Policy <sup>1</sup>

It is the philosophy of the Springfield Police Department to provide for community security to include reducing fear of crime and victimization. Toward that end, Police Department employees shall use long term strategies, educational approaches, interact closely with neighborhood associations, utilize community problem-solving techniques, and implement proactive community-oriented crime prevention programs. Although the Community Services Section is tasked with providing specialized services in these areas, all employees shall assist in this mission.

### II Definitions <sup>2</sup>

**Community Event** – A gathering of three or more persons that officers attend to provide a presentation or otherwise represent the Police Department.

**Citizen Contact** – When an officer is contacted or makes contact with a citizen in a non-enforcement manner and substantive communication occurs.

### III Procedure

#### 1 ROLE OF POLICE DEPARTMENT EMPLOYEES

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1 Policy statement revised, punctuation correction and minor wording change, per Policy Change Order 15-080.

2 Definitions revised, capitalization and minor wording change, per Policy Change Order 15-080.

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- 1.1 All Police Department employees are expected and required to assist the community with the solution of problems beyond standard calls for service response.
  - 1.2 In conjunction with their other duties, officers shall do the following: <sup>3</sup>
    - 1.2.1 Provide referral to community organizations;
    - 1.2.2 Provide materials and tips related to crime prevention;
    - 1.2.3 Refer requests for commercial or residential security surveys;
    - 1.2.4 Assist with remediation of PIO Service Requests;
    - 1.2.5 Log community events;
    - 1.2.6 Participate in community events;
      - 1.2.6(a) Participating officers shall complete the Community Meeting / Presentation / Event Report ([SPD Form # 02-OP-0401](#)) and forward it to the Community Services Section Support Sergeant. <sup>4</sup>
    - 1.2.7 Identify and resolve citizen concerns.
- 2 **ROLE OF COMMUNITY SERVICES SECTION PERSONNEL**
- 2.1 Commander (Lieutenant) <sup>5</sup>
    - 2.1.1 Coordinates and directs delivery of community services on a city-wide basis
    - 2.1.2 Assists in the development of community-involvement policies for the department
    - 2.1.3 Improves department practices concerning police interaction with the community
    - 2.1.4 Assists with identifying training needs
    - 2.1.5 Assists in the establishment of new community groups
  - 2.2 Community Services Section Support
    - 2.2.1 Sergeant <sup>6</sup>
      - 2.2.1(a) Tracks and maintains liaison with residential and business-area community groups, neighborhood watch groups, church groups, and others
      - 2.2.1(b) Assists in the establishment of new community groups
      - 2.2.1(c) Provides immediate supervision to all Police Area Representative (PAR) Officers, Drury Substation Officers, Crime Prevention Officers, and the

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<sup>3</sup> Section 1.2 revised, syntax change, per Policy Change Order 15-080.

<sup>4</sup> Section 1.2.6(a) revised, syntax change, per Policy Change Order 15-080.

<sup>5</sup> Section 2.1 revised, punctuation and minor wording changes, per Policy Change Order 15-080.

<sup>6</sup> Section 2.2.1 revised, punctuation and minor wording change, per Policy Change Order 15-080.

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- Community Services Section Support Corporal
- 2.2.1(d) Provides oversight for all special events
  - 2.2.2 Corporal <sup>7</sup>
    - 2.2.2(a) Plans and coordinates resources for all special events
    - 2.2.2(b) Maintains liaison with residential and business-area community organizations and agencies
    - 2.2.2(c) Receives, tracks, and assigns for follow-up all service requests received from the City's Public Information Office
    - 2.2.2(d) Coordinates and monitors any community block grants
    - 2.2.2(e) Maintains and oversees the day-to-day operations of the Mobile Community Resource Vehicle (MCRV)
  - 2.2.3 Crime Prevention Officers <sup>8</sup>
    - 2.2.3(a) Prepare and deliver community crime prevention and safety programs
    - 2.2.3(b) Target crime prevention programs using crime analysis data to identify type of crime and geographic location
    - 2.2.3(c) Target community programs to address citizen perceptions, misperceptions, and fears of crime
  - 2.2.4 Police Area Representative (PAR) Officers <sup>9</sup>
    - 2.2.4(a) Track and maintain liaison with residential and business-area community groups, neighborhood watch groups, church groups, and others within their assigned area of responsibility
    - 2.2.4(b) Facilitate and coordinate department, city, and community resources to address identified long-term issues and projects within their assigned area
    - 2.2.4(c) Assigned to areas of responsibility, as needed, in accordance with established zones/beats <sup>10</sup>
  - 2.2.5 Drury Substation Officers <sup>11</sup>
    - 2.2.5(a) Work with the Drury University community and administration in providing community-based police services to the campus area

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<sup>7</sup> Section 2.2.2 revised, punctuation changes, per Policy Change Order 15-080.

<sup>8</sup> Section 2.2.3 revised; grammar, punctuation, and syntax changes; per Policy Change Order 15-080.

<sup>9</sup> Section 2.2.4 revised, punctuation and syntax changes, per Policy Change Order 15-080.

<sup>10</sup> Section previously numbered 2.2.4(c) regarding PAR supervision deleted, subsequent section reworded and renumbered, per Policy Change Order 15-080.

<sup>11</sup> Section 2.2.5 revised, grammar correction and punctuation change, per Policy Change Order 15-080.

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#### 2.3 Center City Zone Squads

##### 2.3.1 Sergeant

2.3.1(a) Coordinates and directs community policing services, problem solving, and resources to a pre-defined policing zone/area.

2.3.1(b) Responsible for the supervision of the Center City Zone Squad

##### 2.3.2 Corporal

2.3.2(a) Coordinates and directs community policing services, problem solving, and resources to a pre-defined policing zone/area.

##### 2.3.3 Officers

2.3.3(a) Work with the community to identify problems, develop solutions, and marshal government and community resources to implement those solutions and to provide police services of a community-based nature to a specific geographic area.<sup>12</sup>

### 3 COMMUNITY POLICING ON CAMPUS

#### 3.1 Missouri State University and Drury University Substations

3.1.1 The City of Springfield Police Department and the Board of Trustees of Missouri State University and Drury University have entered into an agreement for providing enhanced law enforcement services within and around the MSU campus and Drury campus.

3.1.2 The primary purpose of the police substation is to provide a visible police presence, enhance public safety, prevent crime, and enforce City of Springfield ordinances as well as state law at both campus locations.<sup>13</sup>

3.1.2(a) The SPD shall make available any information to MSU and Drury University, which can be lawfully provided, that would enable them to fully assess potential threats to the campus community or any portion thereof. (CALEA 91.1.6)<sup>14</sup>

3.1.2(b) The SPD is not responsible for administrative functions which are the primary responsibility of the university, unless specifically addressed in the written agreement. Those functions may include:

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<sup>12</sup> Section 2.3.3(a) revised, grammar correction, per Policy Change Order 15-080.

<sup>13</sup> Section 3.1.2 revised, punctuation and minor wording changes, per Policy Change Order 15-080.

<sup>14</sup> *5<sup>th</sup> Edition* removed from all CALEA standard references throughout the entire policy, per PCO 15-080.

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- 3.1.2(b.1) Background investigations of students, faculty, and staff;
- 3.1.2(b.2) Campus Security Escort Services;
- 3.1.2(b.3) Campus Emergency Notification Systems;
- 3.1.2(b.4) Campus Security Cameras;
- 3.1.2(b.5) Campus Emergency-Only phones;
- 3.1.2(b.6) Non-Criminal Administrative Investigations;
- 3.1.2(b.7) University Federal or State reporting requirements.
  - 3.1.2(b.7.1) The SPD may lawfully provide information pertaining to criminal activity within the patrol area to assist the universities in completing required reports. (CALEA 91.4.1)
- 3.1.2(c) As part of the crime prevention efforts Research and Development shall complete a documented Campus Risk Assessment and Analysis once every three years. (CALEA 91.1.1)
  - 3.1.2(c.1) The report will be based on information from SPD CAD and RMS data for the MSU and Drury Campus as identified in the written agreement. (CALEA 91.1.1(a) and 91.1.1(b))
  - 3.1.2(c.2) The report will focus on risks relating to criminal activity and property loss to the university and individuals. (CALEA 91.1.1(c) and 91.1.1(e))
  - 3.1.2(c.3) The report will not include non-criminal risks involving accidents and liability issues unless specifically addressed in the written agreement. (CALEA 91.1.1(d) and 91.1.1(f))
  - 3.1.2(c.4) The final product will include an analysis conclusion and recommendations to be made to campus officials. (CALEA 91.1.1(g))

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#### **4 CRIME PREVENTION PROGRAMS**

- 4.1 Crime prevention programs will be established by analyzing local crime data and evaluating the concerns of the community through solicitation of citizens' viewpoints collected by public meetings, surveys, etc.
- 4.2 These programs will address community perceptions or misperceptions of crime.
- 4.3 Crime prevention programs will be constantly evaluated to determine whether they should be continued, modified, or discontinued.<sup>15</sup>

#### **5 CRIME PREVENTION GROUPS**

- 5.1 The Community Services Section will assist in organizing residential and business crime prevention groups, such as:
  - 5.1.1 Neighborhood Watch Groups
  - 5.1.2 Neighborhood Associations
- 5.2 The Community Services Section shall conduct residential and commercial CPTED (Crime Prevention Through Environmental Design) surveys as requested.<sup>16</sup>

#### **6 NEIGHBORHOOD ASSOCIATIONS AND WATCH GROUPS**

- 6.1 Liaison
  - 6.1.1 The Community Services Section maintains liaison with all neighborhood associations and neighborhood watch groups.
- 6.2 Tracking
  - 6.2.1 The City of Springfield Planning and Zoning Department tracks information on all neighborhood associations.
- 6.3 Delivery of Services
  - 6.3.1 Police employees shall record and refer all requests for crime prevention, safety education, and community service programs to the Community Services Section.<sup>17</sup>
  - 6.3.2 Any police officer may be called upon to assist with the delivery of these services to the community.

#### **7 COMMUNITY RELATIONS<sup>18</sup>**

- 7.1 The Community Services Section shall maintain strong community relations by doing the following:

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15 Section 4.3 revised, comma added, per Policy Change Order 15-080.

16 Section 5.2 revised, wording change, per Policy Change Order 15-080.

17 Section 6.3.1 revised, word change, per Policy Change Order 15-080.

18 Section 7 revised, outline reorganized, per Policy Change Order 15-080.

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- 7.1.1 Establish a liaison with formal community organizations and community groups;
- 7.1.2 Maintain an open line of communication between those community organizations/groups and the department;
- 7.1.3 Aid in the formation of community groups where they are needed;
- 7.1.4 Continually evaluate methods of police/community relations;
- 7.1.5 Identify department training needs through the use of information provided by citizen representatives, internal investigations, and supervisors;
- 7.1.6 Develop and update community-relation policies for the department;
- 7.1.7 Coordinate with the Public Affairs Office to publicize agency objectives, problems, and successes;
- 7.1.8 Involve all agency personnel in achieving the department's community relations objectives by familiarizing them with the various crime prevention programs and providing updates on newly instituted activities.

## **8 DELIVERY OF COP SERVICES <sup>19</sup>**

- 8.1 Street Lighting and Environmental Improvements
- 8.2 Community Concerns
- 8.3 Neighborhood Watch
- 8.4 Special Events
- 8.5 Tracking Delivery of Services
  - 8.5.1 Community Events
    - 8.5.1(a) Community Meeting / Presentation / Event Report
  - 8.5.2 Service Requests
    - 8.5.2(a) Receiving PIO Service Requests
    - 8.5.2(b) Tracking by Public Information Office
    - 8.5.2(c) Assignment
    - 8.5.2(d) Follow-up, Reporting

## **IV Attachments**

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<sup>19</sup> Section 8 revised; Police Chaplains and Volunteers removed from list of COP services, subsequent sections renumbered accordingly, per Policy Change Order 15-080.