

FALMOUTH POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

Effective Date: February 5, 1996	Number: 54
Distribution: All Personnel	Rescinds:
Subject: Community Relations	
Signature, Chief of Police:	
Reviewed/Revised: Jan. 13, 1997; Jan. 16, 1998; Feb. 1, 1999; Oct. 15, 2005; Oct. 7, 2013; Dec. 12, 2019	
Refer to	

PURPOSE

The purpose of this policy is to formally establish the community relations function with the Department.

POLICY

It is the policy of the Falmouth Police Department to establish and maintain close ties with the community. The goal is to create open lines of communications between the Department and the community so that mutual understandings exist, and the Department is better able to respond to the needs of the community.

PROCEDURE

A. Responsibility

1. The Chief of Police or his/her designee is responsible for developing and coordinating the Department's community relations programs.
2. Community relations programs may be formal or informal and may be implemented on a permanent or temporary basis.
3. Community relations programs may be implemented by any component of the Department at the direction of the Chief of Police.
4. The responsibility for achieving the Department's community relations objectives is shared by all Department employees through their daily efforts to provide quality services.

5. On an annual basis, the Chief of Police will evaluate all community relations programs to determine if they still address community concerns.

B. Planning

1. A Community Relations Plan will be developed that will include methods for:
 - a. establishing liaison with formal community organizations and other community groups;
 - b. developing community relations policies for the Department as a whole;
 - c. publicizing Department objectives, problems and successes;
 - d. conveying information transmitted from citizen organizations to the Department;
 - e. improving Department practices bearing on police community relations; and
 - f. identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations and conferences with supervisors.
2. The Department will continue to use the various feedback methods available to the citizens (e.g. website submissions, electronic and mailed comment cards, formal complaints and compliments, etc.)" to evaluate community perceptions with respect to:
 - a. overall Department performance;
 - b. overall competence of Department employees;
 - c. officer attitude and behavior toward citizens; and
 - d. recommendations and suggestions for improvement.
3. Based on community input and Department experience, those actions, practices and attitudes which may contribute to community tensions and grievances shall be identified and, to the extent possible, corrected.