
Community Relations

317.1 COMMUNITY RELATIONS RESPONSIBILITIES

Agency Content

The Community Relations Supervisor shall be responsible for developing and coordinating the Department's community relations planning and operations. The Community Relations Supervisor shall serve as a liaison with all staff members to insure that a continuous and coordinated response is maintained by all Departmental components, so as to advance the Department's community relation's efforts.

The personnel assigned to the Community Relations Division shall have primary responsibility for implementing the Department's community relations programs. The community policing personnel will plan and coordinate activities as directed by the Supervisor of the Community Relations Division.

It is the responsibility of all personnel to promote good community relations. The Department recognizes that the actions and demeanor of Department personnel in dealing with the public has a significant effect on the image of the Department and ultimately its overall effectiveness and level of acceptance within the City.

All members of the Department shall deport themselves in a manner that inspires respect, not only for the member as an individual, but also as a member of the Department. This will in turn engender the cooperation and approval of the public.

The responsibility for achieving the Department's community relations objectives is shared by all personnel and all organizational components. Members shall refer citizens to the specialized programs of the Community Relations Division for specific needs.

317.2 COMMUNITY RELATIONS PLAN

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The Department's community relations plan shall include, at a minimum, the following elements:

- (a) Establishing liaison with formal community organizations and other community groups (e.g., school districts, neighborhood associations, etc.) in order to:
 - 1. Exchange information.
 - 2. Identify police service needs.
 - 3. Promote citizen-police contacts.
 - 4. Identify problems and encourage action to solve them.
 - 5. Educate citizens about the functions and operations of the Department.
 - 6. Obtain input to insure that Departmental policies, procedures and training reflect the needs of the community.
 - 7. Identify sources of conflict between the police and the community and to encourage efforts to reduce tension and resolve them.

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Information obtained at meetings shall be conveyed to appropriate staff members and may provide direction in the development or modification of Department policies, procedures and programs bearing on police-community relations.

Publicizing the Department's objectives, problems and successes through:

- (a) Information releases distributed to the local media.
- (b) The Department's annual report.
- (c) Providing programs and speakers on a variety of community relation subjects.

Requests for community relations programs or Departmental personnel to speak will be referred to the Commanding Officer of the Policing Division. The Commander will evaluate requests and, respond appropriately, making a determination as to a course of action and assigning appropriate personnel.

Whenever any member of the Department receives a request for a personal appearance, the member shall adhere to the Department's policy governing "Request for Departmental Speaker".

317.3 COMMUNITY RELATIONS SUPERVISOR RESPONSIBILITIES

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Maintain a liaison with interested community groups, which will include, but not be limited to the following:

- (a) Chamber of Commerce.
- (b) Merchant associations.
- (c) Public and parochial schools.
- (d) Home School Associations and Parent Teacher Organizations.
- (e) Rotary, Lions Clubs and other civic organizations.
- (f) Neighborhood associations and watch groups.
- (g) Onondaga County Neighborhood Watch Association
- (h) New York State Office of Crime Prevention.
- (i) Not-for-Profit Organizations such as the Salvation Army, American Red Cross, Rescue Mission, etc.

317.4 REQUEST FOR DEPARTMENT SPEAKER

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All requests for departmental personnel to speak at public gatherings, luncheons, service clubs, civil associations, etc., will be referred to the Office of Public Relations.

The Office of Public Relations will evaluate the request and, if appropriate, identify the organizational entity best suited to respond to the request.

The Office of Public Relations will notify the command officer of the appropriate organizational entity.

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The Public Relations supervisor or commanding officer will determine which employee will be assigned to the speaking engagement.