

Metropolitan Police Department □ Washington, D.C.



GENERAL ORDER



Subject:

**Police Sponsored Community
Programs and Services**

Series	Number	Distribution	Change Number
204	2	A	1
Effective Date			
September 17, 1991			
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The purpose of this order is to establish an effective and efficient department-wide community relations program. This order consists of the following parts:

**PART I Responsibilities and Procedures
Members of the Department**

- A. Policy.
- B. Programs
- C. Contacts.
- D. Foreign Languages Services.
- E. Conferences Rooms.

**PART II Responsibilities and Procedures for
Special Assignment Personnel**

- A. Police Community Services Coordinator.
- B. School Safety Patrol Coordinators.
- C. Special Emphasis Program.
- D. The Crime Solvers Unit.

**PART III Responsibilities and Procedures for
Supervisory and Command Personnel**

- A. Commanding Officers.
- B. Commander, Community Relations Division.
- C. Director, Communications Division.

PART I

A. Policy.

1. It is the policy of the department to utilize its community relations program as a principal tool in accomplishing its mission of protecting life and property through the prevention and detection of crime. To accomplish this goal, the department and each of its organizational elements must become an integral part of the community by establishing and maintaining open lines of communication with all community groups whether formally organized or not.

2. Respect for the department by the community must be earned by each member through the delivery of quality police services and the display of proper demeanor. To that end, members shall:

- a. Devote constant attention to being polite, courteous, helpful, friendly, sensitive, and considerate of all people; and
- b. Strive for and develop strong community support by fostering open lines of communication between themselves and the citizens they serve.

B. Programs.

1. Say "Hi" - Officer Friendly Program.

- a. A city-wide Say "Hi" - Officer Friendly Program has been established to:
 - (1) Promote a chain reaction of friendliness between members of the department and citizens of the community, and
 - (2) Strengthen the bond of friendship between police officers and children as well as adult members of the community.
- b. Every member of the department shall make an effort to participate in this program by means of a pleasant exchange with children and adults consisting of the informal greeting "hi" and a wave of the hand.

2. Crime Prevention Education Program.

- a. A department-wide Crime Prevention Education Program has been established to help citizens of the community learn simple, inexpensive, and effective steps to protect themselves, their homes, and business places from becoming the target of a crime.
- b. Films, video tapes, literature, and slide programs are available at the Community Relations Division that cover a wide range of crime prevention topics such as burglary, robbery, women's safety, narcotics, confidence games, and thefts.

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- c. When a crime prevention education program is requested by a community group, the films, video tapes, literature or slide programs shall be presented by the district Community Services Office in which the community group is located, unless it is more appropriate that the presentation be made by another organizational element.

3. Speaker's Bureau Program.

- a. In order to expedite the processing of speaking requests, each commander and director shall submit, to the Community Relations Division, the name of a member of his command and his alternate who shall serve as liaison officers between the organizational element and the Community Relations Division for the purpose of making arrangements to fulfill speaking requests.
- b. Whenever the Community Relations Division receives a request for speakers or presentations on operational aspects of the various organizational elements of the department, the Community Relations Division will complete PD Form 842 (Speaker's Request Form) and forward it for action to the liaison officer at the concerned organizational element.
- c. Upon receipt of PD Form 842, the liaison officer shall:
 - (1) Contact the requester and make final arrangements concerning the time and place the presentation is to be given;
 - (2) Assign the presentation to an appropriate speaker and give the speaker a copy of PD Form 842; and
 - (3) Return a completed copy of PD Form 842 to the Community Relations Division upon completion of the speaking engagement.
- d. Whenever requests are made directly to a district they shall be referred to the Police Community Services Coordinator who shall execute PD Form 842 and handle the request as stated above.

- e. Whenever requests are made directly to any other organizational element, the requester shall be advised to contact the Community Relations Division. The Community Relations Division shall instruct the requester to submit his request in writing to the Commander, Community Relations Division. Request shall include:
- (1) The name of the organization or group,
 - (2) The topic to be discussed and the time allotted to the speaker,
 - (3) The time, date, and location of the meeting,
 - (4) The number of persons expected to attend, and
 - (5) The name and telephone number of the person making the request.
- f. Speaker's Request Policy.
- (1) Speakers shall not be provided to organizations whose by-laws are racially restrictive.
 - (2) Speakers shall not appear outside the District of Columbia, unless the appearance:
 - a. Is part of a program in which members from other police jurisdictions are also participating;
 - b. The occasion is a nationally or internationally oriented meeting or conference; or
 - c. The speaker requests a waiver of the policy to permit him/her to speak on his/her work before a group of which he is a member.
 - (3) Speakers shall not appear to speak in an official capacity before a single college class as a supplement to the professor's regular lecture. Speakers shall be permitted, however, to speak to an assembly of several classes.

- (4) Speakers shall be permitted to speak, lecture, or participate in panel discussions at schools and colleges in the District of Columbia, provided a written request has been received and approved by the Director, Community Relations Division.
- (5) Members shall be permitted to speak to a single college class, on their own time, in an unofficial capacity, if they so desire.
- (6) Members may accept an honorarium for speaking or for lecture services which are conducted on their own time, provided they first obtain appropriate approval for outside employment and take annual leave to speak in an unofficial capacity.

4. Special Emphasis Program

- a. The Community Relations Division has established the Special Emphasis Program to seek and encourage members of the Hispanic community to gain total community involvement.
- b. Members of the department needing the assistance of the Special Emphasis Program Coordinator shall contact the Community Relations Division.

5. School Safety Patrol Program.

- a. A city-wide School Safety Patrol Program has been established to instruct students in:
 - (1) traffic safety,
 - (2) administer the School Safety Patrol Program,
 - (3) train and supervise civilian crossing guards,
 - (4) give attention to members of the Boy's and Girl's Clubs, schools, civic groups, and
 - (5) those juveniles who may be found loitering areas of potential trouble.

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6. Crime Solvers Program.

- a. The Crime Solvers Program is intended to serve as a three-pronged attack against crime by utilizing the police, the community, and the media.
- b. Each week one unsolved felony case shall be designated as the "Crime of the Week" and will receive special media coverage.
- c. Citizens who provide information which leads to an arrest and indictment in the "Crime of the Week" investigation shall receive up to \$1,000.00 reward.
- d. Citizens who provide information which leads to an arrest and indictment in any felony case, other than the "Crime of the Week," shall receive a reward ranging from \$50.00 to \$1,000.00.
- e. All reward funds are obtained through private donations and are administered entirely by a volunteer group of civilians known as the Crime Solvers Committee.
- f. Citizens who wish to give information may do so anonymously by dialing the 24-hour Crime Solvers Confidential Number.
- g. Individuals who call the Crime Solvers Confidential Number will be assigned an identification number to ensure anonymity, and the information pertaining to any felony case will be relayed to the investigator(s) handling the case.
- h. Members should emphasize to citizens that this program adheres to strict confidentiality of all callers.

C. Contacts.

1. All community relations contacts as described in Parts IB2-6 that relate to requests from civic or neighborhood groups, business associations, unions, schools, churches, the news media, etc., and which are not related to a specific complaint requiring police action, shall be documented by the member handling the request on PD Form 327 (Report of Citizen's or Civic Association Meeting Attended).
2. Contacts to be documented include but are not limited to lectures, speeches, presentations, radio or television appearances, attendance at civic meetings, and tours or exhibitions conducted by members of the department.

D. Foreign Language Services.

1. Members coming in contact with a foreign national unable to communicate in English should attempt to determine the person's native language. The official in charge of the Communications Division should then be contacted to determine the availability of a member capable of conversing with the foreign national.

2. In the event that the services of a member is required to assist with translation, the request for assistance shall be made to the official in charge of the requested member's organizational element.

3. Members should seek assistance through the embassy or legation of the foreign national in the event that the department is unable to assist with translation.

E. Conference Rooms.

1. Definitions.

- a. "Conference room" as used in this order shall mean a community room, conference community room, roll call room, or any other space or room designated by the district commander for use by community or civic groups or organizations.
- b. "Community organization" as used in this order shall mean any civic or community oriented group or organization within the District of Columbia whose primary interest is civic or community affairs.

2. Use of Conference Rooms.

- a. The conference room may not be reserved more than 30 days in advance of the date it is to be used. The 30 day restriction shall not, however, apply to the scheduling of university or college classes.
- b. When determining priorities for the use of the conference room, formal courses of instruction such as college courses should be second in priority to use of the conference room by community organizations.

- c. Community organizations within the confines of their respective district shall be given priority for use of the conference room over community organizations based outside the confines of the district. No community group based outside the confines of the district shall be allowed to use the conference room without prior approval of the district commander.
- d. The conference room shall not be made available to partisan political organizations or groups for the purpose of organizing or carrying out a political protest or demonstration.
- e. The conference room shall not be used for political rallies or campaigns without the prior approval of the Office of the Mayor.
- f. No fees of any kind shall be charged by the organization using the conference room. Commercial organizations and profit-making groups or activities shall not be permitted to use the conference room.
- g. If the use of the conference room is canceled by an official due to a police emergency or other compelling reason, it shall be that official's responsibility to assure that the representative of the affected community organization is notified of the cancellation.

3. Requests for Use.

All requests for use of the conference room shall be directed to the district Police Community Services Coordinator.

PART II

A. Police Community Services Coordinator.

The lieutenant assigned as Police Community Services Coordinator for his/her respective district shall be responsible for:

- 1. Coordinating all community relations programs within the district, as described in Part IB;
- 2. Maintaining liaison with the Community Relations Division where it concerns these programs.

3. Submitting to the Community Relations Division, whenever there is a change, the name of a member, and on alternate, who shall serve as liaison officer with the Community Relations Division for the purpose of fulfilling speaking requests under the speakers Bureau Program;

4. Maintaining a file containing the names, addresses, and telephone numbers (home and business) of all elected officers of civic and citizens associations, service clubs, district advisory councils, parent-teacher associations, home-school associations, clergy, and other prominent individuals within the district who may have considerable influence in the community.

5. Seeking out and meeting with as many of the individuals named above as possible;

6. Maintaining a Community Organization Log Book containing the following information:

- a. The name of all scheduled community functions or meetings that require a police representative,
- b. Meeting dates, and
- c. Other pertinent details;

7. Daily checking the Community Organizational Log Book to assure that a police representative is present at every function requiring attendance, and to assure that organizations are notified whenever police representation must be canceled due to other police priorities;

8. Coordinating all requests for use of the conference room.

- a. Upon receipt of a request, the Police Community Services Coordinator shall check to assure that the requesting organization is not prohibited from using the conference room.
- b. If not prohibited, the Police Community Services Coordinator shall confirm or deny the use of the conference room based on availability.

- (1) If the conference room is available, the requesting party shall be informed that a copy of the guidelines for the use of the conference room will be provided to him/her (See Attachment A).

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- (2) If the requesting party is familiar with the guidelines, he/she shall be reminded that the guidelines are posted in the conference room, and that he/she may obtain a copy of the guidelines from the station clerk.
- (3) If the requesting party is not familiar with the guidelines, he/she shall be mailed a copy or may obtain one from the station clerk.
- (4) Copies of the guidelines shall be posted conspicuously in the lobby of the district stationhouse and in the conference room. In addition, the station clerk shall be provided with copies that may be handed out to interested individuals.

c. The Police Community Services Coordinator shall obtain the following information from the requesting party and log it in the Conference Room Log Book:

- (1) The name of the community organization,
- (2) The requesting party's name,
- (3) The requesting party's home and business telephone number,
- (4) The time and date the conference room will be in use,
- (5) The number of persons expected to attend, and
- (6) The nature of the meeting.

d. The Police Community Services Coordinator shall also assure that the conference room is clean and readily accessible to the group. If Community Services personnel will not be available, the station clerk shall be responsible for admitting the group, upon prior notification by the Police Community Services Coordinator to do so;

9. Conferring with immediate supervisors for the purpose of eliminating abrasive behavior on the part of members having problems establishing citizen rapport;

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10. Assisting supervisory or training personnel in preparing community relations material for in-service training programs;

11. Utilizing the School Safety Patrol Coordinators so as to achieve the most efficient and effective results for both the department and the community;

12. Utilizing such district personnel, in addition to School Safety Patrol Coordinators, as may be approved by the district commander to assist in community relations programs;

13. Preparing and submitting to the Community Relations Division, by the 10th day of each month, an original and one copy of PD Form 326 (Report of Police-Community Relations Contacts).

- a. A copy of all relevant PD Forms 327 shall be attached to the monthly report that is submitted to the Community Relations Division. In addition, a complete copy of the monthly report shall be retained at the originating element for a minimum of 90 days.
- b. When briefings or tours are given to groups being personally escorted by a member from another organizational element, the organizational element that scheduled the tour and provided the escort shall maintain statistics and include them on their monthly report.
- c. Statistics shall reflect both the total number of appearances made and the estimated attendance at each meeting. When more than one member attends a meeting, the statistics shall reflect only one appearance.
- d. Organizational elements outside the patrol districts shall disregard those sections of PD Form 326 that are not applicable.
- e. Inquiries concerning the preparation of PD Form 326 shall be directed to the Community Relations Division; and

14. Preparing and submitting to the Community Relations Division, by the 15th day of October, a yearly version of PD Form 326 documenting all community relations contacts for the preceding fiscal year. "For the Month" shall be crossed out and "For Fiscal Year ____" shall be entered in its place. Supporting PD Forms 327 are not necessary for the fiscal year report.

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B. School Safety Patrol Coordinators.

School Safety Patrol Coordinators shall be responsible for performing the activities outlined in Part IB5.

C. Special Emphasis Program Coordinator.

The Special Emphasis Program Coordinator shall be responsible for:

1. Maintaining close liaison with the department's community centers serving the Hispanic community, and holding meetings, as necessary, to assure continuity of the department's Hispanic Community Program;
2. Maintaining close liaison with the leaders of the Hispanic community and attending such meeting, as necessary, to stay abreast of the Hispanic community's concerns;
3. Utilizing the resources of the department to encourage members of the Hispanic community to gain total community involvement, to identify problems, and to assist in their resolution by referring such problems to the agency that can best respond to the need; and
4. Reporting, on a monthly basis, to the Commander, Community Relations Division, any progress made in fulfilling the department's commitments to the Hispanic community. The report shall include information concerning any special efforts made by the staff of the community centers.

D. The Crime Solvers Unit.

The Crime Solvers Unit shall be responsible for:

1. Selecting the "Crime of the Week" that will receive media attention;
2. Coordinating calls received through the Crime Solvers Confidential Number;
3. Forwarding information received to the appropriate investigative unit; and
4. Maintaining confidential and administrative files.

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PART III

A. Commanding Officers.

1. Commanding officers shall be responsible for establishing and maintaining a viable community relations program in their respective organizational element consistent with the functions of their command.

2. Additionally, each district commander shall be responsible for:

- a. Recognizing the important relationship of the districts to the community and utilizing that relationship to the fullest extent possible in promoting sound communications and harmonious relationships;
- b. Establishing and maintaining the closest practicable relationship with the various groups or individuals representing community interests within the district;
- c. Implementing creative community relations programs applicable to the needs of the district.
- d. Attending, whenever possible, Advisory Neighborhood Commission, civic, or citizens association meetings held within the district. If unable to attend, he/she shall designate the Police Community Services Coordinator or another member of the Community Services Section to attend in his place.
 - (1) District commanders shall permit subordinates to accompany them to civic or citizens association meetings, in order to promote better communications between members of their command and community groups.
 - (2) District commanders shall be prepared to discuss police matters related to their district at these meetings.
 - (3) If a subject under discussion is not a police matter, the district commander shall refer the group to the appropriate agency assistance.

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(4) If a meeting involves more than one district, the concerned district commanders shall make arrangements to insure that the department is properly represented at each meeting. If representation cannot be agreed upon, the matter shall be referred to the Patrol Operations Officer for resolution.

e. Periodically making themselves available during evening hours, so that individual citizens who do not belong to an interest group can confer with them about problems of concern to the community. To that end, district commanders shall make efforts to notify citizens of the times and dates that they will be available in their office for meetings;

f. Promoting the Say "Hi" - Officer Friendly Program; and

g. Designating a lieutenant of their command as Police Community Services Coordinator.

(1) Such designation and any subsequent appointment to that position shall be submitted, in writing, to the Chief of Police for final approval.

(2) The lieutenant so designated shall not be assigned to any other duties and shall work the hours designated by the district commander.

3. District commanders shall also be designated as Ward Managers for their assigned wards and shall, whenever possible, attend regularly scheduled Ward Service Area Committee (SAC) meetings. Whenever a district commander is unable to personally attend such a meeting, he/she shall designate the Police Community Services Coordinator or another member of the Community Services Section to attend in his place.

B. Commander, Community Relations Division.

The Commander, Community Relations Division, shall be responsible for:

1. Planning, organizing, and controlling the department's community relations and community crime prevention programs;

2. Coordinating, through the Patrol Operations Officer, the district level community and community crime prevention programs; and

3. Maintaining all official records concerning community relations contacts made by organizational elements of the department, and forwarding a written report of those contacts to the Chief of Police and Office of Finance and Resource Management on a yearly basis;

C. Director, Communications Division.

The Director, Communications Division, shall be responsible for:

1. Maintaining a personnel roster of the names, assignments, home telephone numbers, and the foreign language skill of each member.

2. Ensuring that the roster is made available to members who request the services of an interpreter for the purpose of conducting an investigation; interviewing a complaint, witness, or suspect; or offering assistance to any person.

Isaac Fulwood, Jr.
Isaac Fulwood, Jr.
Chief of Police

Attachment

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