

**TYLER POLICE DEPARTMENT
GENERAL ORDER**

COMMUNITY POLICING PROGRAM

22.600

REVISED 07/10/06

EFFECTIVE 03/23/93

22.601 PHILOSOPHY

- A. The standard method of delivering police services is reacting to incidents reported by citizens. There is a growing recognition that standard "incident-driven" policing methods do not have a substantial impact on many of the problems that citizens want police to help solve. Equally important, enforcing the law is but one of many ways that police can deal with citizens' problems. The Tyler Police Department is dedicated to a problem-solving approach in all areas of its' operations. Employees frequently answer repeated calls at the same locations, deal with the same problem at varied locations, and arrest the same people for the same types of offenses. It is believed that most of these problems will continue if each call is seen as an isolated incident. If a pattern can be identified in these problem areas, attempts can be made to identify and implement solutions. If the cycle of the problem can be broken, police resources will be saved, and can be directed toward other areas.
- B. Community policing grew out of an awareness of the limitations of standard response practices. Patrol officers, investigators, support personnel, and their supervisors can use Community Policing to identify, analyze, and respond on a routine basis to the underlying circumstances that create the incidents that prompt citizens to call the police.
- C. Community Policing operates on three basic principles:
 - 1. **Participation.** Employees from all units should be able to use the procedures as part of their daily routine to develop and foster relationships within the community.
 - 2. **Information.** The system must encourage use of a broad range of information not limited to conventional police data.
 - 3. **Response.** The system should encourage a broad range of solutions not limited to the criminal justice system. Every available resource should be utilized in solving the problems within the community.
- D. Police managers recognize that job satisfaction and participation in decisions influence job performance and make better use of employees' skills and talents. Community policing can make work more interesting through job enrichment and can make working conditions more flexible (e.g., use of task forces, special projects, etc.).
- E. The Department's response to problems should strive to improve public attitudes through increased personal contact between the police and citizens. We recognize how vital citizen action is to crime control and will work closely with them to reduce crime and fear.
- F. Merely reacting to incidents has limited effects on crime and public satisfaction. Rapid response and lengthy follow-up investigations are not needed for many incidents. Officers assigned to individual beats allow more flexibility without reducing effectiveness. Crime analysis can then be used to focus on groups of events rather than isolated incidents in solving community problems.
- G. Community policing ensures that police respond to a wide variety of problems affecting the quality of life, not just crime. It allows the officers to use their experience and knowledge to improve the community they serve.
- H. Our goal is to create a police community partnership that encourages the involvement of the community in all aspects of police operation. The result will be a more effective response to crime and other troubling conditions in our city.

22.602 PURPOSE AND STRATEGY

- A. The purpose of Community Policing is: (1) To be more responsive to the citizens we serve, (2) to resolve problems facing the community and police, (3) empower officers to address problems in their beats through innovation and creativity, and (4) to improve citizen satisfaction, employee satisfaction, and enhance the delivery of police service.
- B. The Crime Analyst will serve an integral part in the Community Policing program. The Crime Analyst will assist all members of the Department in obtaining and disseminating information necessary in problem identification and problem solving. The Crime Analyst will keep records on criminal offense reports, suspect information, intelligence information and other pertinent data, and provide information to the members of the Department.
- C. Community Policing also requires employees to collect information from a wide variety of sources. Employees should enlist support from public and private organizations to develop solutions that meet public needs as well as those of the criminal justice system. Open lines of communication are required by all members in the Department to keep each member informed of the problems and solutions.

22.603 GEOGRAPHIC DESIGN

- A. **Geographic Beats:** In order to implement this program, officers should be assigned to the same beats every day they work. In some circumstances officers may be assigned to areas other than their normal beats.
- B. **Staffing of Beats:** Assignment of officers to beats will be determined by physical size of the beat as well as average number of calls for service. Identified problems may affect assignment of officers to beats.

22.604 PERSONNEL RESPONSIBILITIES

- A. Patrol Division Beat Officers
 - 1. Officers will be required to be familiar with the boundaries of assigned beats and be alert to the needs of the individuals and businesses located therein. Officers will be expected to identify and define specific problem areas found in their beats or reported to the department through other sources. Officers should develop effective means of solving and eliminating those identified problems. In doing this the Officers will meet with the Crime Analyst, Investigative Services Personnel, and any other units or individuals who may be of assistance in problem identification or solving. Officers will be encouraged to be imaginative and innovative in dealing with problem issues as well as using standard police methodology.
 - 2. Officers will complete a daily report each day detailing the day's activity and action taken in attempting to solve identified problem assigned to them.
 - 3. Employees may be required to work on problems at other than their assigned hours.
 - a. This may be accomplished with flex time, overtime pay or Super Flex time (prior supervisory approval will be required).
- B. Sergeants
 - 1. Sergeants will be the immediate supervisor for all assigned officers.
 - 2. The Sergeant will assist Beat Officers in problem identification and gathering information they may need in performing their tasks.

3. Sergeants will assist in developing employee performance plans.
4. The Sergeant will review on a bi-monthly basis the performance of each employee. Progress in dealing with problems will be reviewed with the employee to discuss strengths and weaknesses and make suggestions for improvements. The review may be held sooner if employees require assistance in solving assigned problems. This review will be documented on the employee's evaluation. This will be in addition to the day-to-day assistance and feedback the Supervisor is to provide to the officers.

C. Shift Commander

1. The Shift Commander will be responsible for scheduling of employees' days off, vacation days, etc., and will see that each beat is properly covered based on availability of personnel.
2. The Shift Commander will screen the information from the Sergeant and determine if the Sergeant has adequately reviewed, recorded, and dealt with identified problems.
3. The Shift Commander will be responsible for the overall Community Policing efforts during each shift and will monitor the operations during each shift and make corrections that are necessary. In performing this task, the Shift Commander will evaluate the performance of the Sergeants. The Shift Commander will discuss the evaluation with the Sergeants individually, making suggestions for change when necessary.

- D. Since problem identification and problem solving is based on acquisition and use of information, all units of the Police Department must become involved in the information exchange process. Requests for information between units and divisions must be answered promptly and as completely as possible. The principal function of all employees in the Department will be to assist in the free and rapid flow of information.

22.605 PROCEDURES

Communications will follow the calls for service procedure as set out in the Public Safety Response (PSR) program.

Approved: 07/10/06

A handwritten signature in cursive script, appearing to read "Angie Sunda".