



POLICE DEPARTMENT GENERAL ORDER

Subject: Community Policing

Order No: 504

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504 Policy

Community Policing provides police services based on the Mission Statement of this Department. Community Policing is dedicated to community safety and quality of life for our citizens through the philosophy of community policing. Community Policing is a specialty function staffed by officers designated as Community Resource Officers (CRO’s), who are trained in the philosophy of community policing and the concept of problem-oriented policing and have the responsibility to provide this service to the citizens of Palm Bay and other related special functions as deemed necessary by the Chief of Police.

504.1 Community Policing Philosophy

Community policing is a philosophy and organizational strategy that promotes partnerships with citizens, community groups, civic organizations, business, educational, and religious groups to work together to identify and develop strategies and programs to resolve community crime and social problems. Community policing rests on the belief that only by working together will the community and the police are able to improve the quality of life in our City. This philosophy demands that all members of the Agency embrace this philosophy and work towards the goals and missions of the Agency.

504.2 Responsibilities

- A. **Coordinated Response** - CRO’s are responsible for coordinating the Agency’s response to neighborhood problems of a criminal and non-criminal nature that are pervasive and have not been successfully solved by traditional call response and investigative methods.
- B. **Problem Solving Strategies** - CRO’s are responsible for identifying long term and on-going problems in a geographic area or neighborhood by using problem solving strategies involving research and surveys, crime analysis and criminal intelligence information, officer input, community meetings, and other resources.
- C. **Problem Solving Process** - These responsibilities are met by responding to these neighborhood or individual problems using a problem-solving process:
 - 1. Identify the problem.
 - 2. Analyzing data and information collected to develop an action plan.

3. Evaluate strategies and identifying resources and partnerships within and outside the Agency to implement the plan.
 4. Recruiting support from the primary officers and supervisors and coordinating the implementation of the action plan.
 5. Monitoring and participating in the action plan.
 6. Assessing results of the plan for closure or modification.
 7. Reporting results of action plans and projects to the field operations commanders and Agency staff.
- D. **Strategies** - CRO's are responsible for increased citizen, police, public, and private agency involvement in strategies to improve the quality of life and enhance public safety. Objectives are as follows:
1. Facilitate improved coordination and allocation of responsibilities among social, criminal justice, and other service agencies by acting as a conduit to prevent and solve community problems.
 2. Initiate and coordinate meetings between agencies that are responsible for solving problems in neighborhoods.
 3. Follow-up on activities to ensure that responsibilities are acted upon and measures taken by appropriate agencies to solve community problems.
 4. Increase the Agency's effectiveness through problem-solving activities and efficient utilization of resources.

504.3 Assignments

CRO's shall be geographically assigned to districts and zones, under the USD Commanders, within the City on a permanent basis to focus their activities and projects on the specific and unique needs of that area or zone. South area CRO is assigned to the USD Bravo Division Commander, North area CRO is assigned to the USD Alpha Division Commander.

504.4 Community Resource Officer (CRO) Duties

- A. Receive reports of ongoing problems referred by case report submitted by officers in other divisions and evaluate reports for problem solving processes and projects.
- B. Create action plans using recognized problems solving processes.
- C. Utilizing recognized problem-solving strategies and methods and partnerships, coordinate the implementation of the action plans.
- D. Analyze and review results of action plans.
- E. Recommend and coordinate changes and different strategies.
- F. Report results of action plans.
- G. Respond to specific crime or social issues as directed by the USD Commanders or designee, and or chain of command, using their specialized skills, resources and partnerships to solve immediate short term or individual problems.

- H. Participate in established citizen or neighborhood groups and associations.
- I. Foster and help develop associations and/or crime watch groups where none exist.
- J. Actively develop partnerships with the business, commercial, academic and private elements of the community.
- K. Create and support crime prevention and community-based programs and events.
- L. Liaison and work with other City departments and outside public agencies to respond to and help solve common problems.
- M. Support the Districts in special events and other programs promulgated within the Uniform Services Division, or by other units.
- N. Conduct surveys of areas or neighborhoods to identify community concerns, crime, and social problems.
- O. Interact with patrol, investigative, and specialty unit officers to identify problems, obtain intelligence information, and research problems.

504.5 Community Resource Unit (CRU) Commander, or Designee, Duties

- A. Review reports of ongoing problems referred by case report submitted by officers in other divisions, evaluate them for problem solving processes and projects, and assign them as cases to the CRO.
- B. Manage the cases in a case management system with unique tracking numbers for each project or action plan.
- C. Monitor and track the plans and cases to insure completion and results.
- D. Participate in established citizen or neighborhood groups or associations with CRO's.
- E. Foster and help develop associations and/or crime watch groups where none exist.
- F. Actively develop partnerships with the business, commercial, academic and private elements of the community.
- G. Create and support crime prevention and community-based programs and events.
- H. Liaison and work with other City departments and outside public agencies to respond to and help solve common problems.
- I. Provide resources within the Uniform Services Division in special events, and other programs promulgated within the division or by other units.
- J. Supervise surveys of areas or neighborhoods to identify community concerns, crime, and social problems.
- K. Interact with patrol, investigative, and specialty unit officers to identify problems, obtain intelligence information, and research problems.

504.6 Monthly Report

- A. Each month CRO's will submit a report to their USD Divisional Commander. The report will include:

1. Case management report, including number of active cases, new cases received, old cases closed.
2. Summary of new cases.
3. Major activities of the unit.
4. Arrest statistics.
5. Summary of community meetings and groups attended.