

**DIRECTIVE 45.2  
COMMUNITY INVOLVEMENT**

<b>Issue Date: 04/09/2020</b>	<b>By Order of Chief of Police</b>
<b>Rescinds: (Issue 09/10/2015)</b>	<b>CALEA Standards</b>
<b>Pages: 3</b>	<b>Referenced: 45.2.1 &amp; 45.2.2</b>

**This directive consists of the following sections:**

[45.2.1 Community Involvement Process](#)

[45.2.2 Citizens Survey](#)

**POLICY AND PROCEDURE:**

The Miami Township Police Department is committed to the establishment of close ties with the community it serves. The department will strive to promote and maintain positive communications between the department and the citizenry so as to be responsive to their needs and concerns.

**[45.2.1 Community Input Process](#)**

The community relations function shall be the responsibility of the Support Services Supervisor. The Support Services Supervisor is vested with the authority and responsibility for developing and coordinating the department's community relations activities. To obtain these objectives the department's community relations plan includes provisions for the following:

- [Liaison With Community Organization & Community Groups](#) - The objective of the community relations program is to establish direct contact with the community through interaction with individuals, businesses, schools, community groups and civic and professional organizations. This interaction will promote open lines of communication through which the department can address current concerns and potential problems that impact both the police and the community. Further, these relationships shall provide the department with a means of providing information to and increasing the public's awareness of the role of police in the community. To establish these objectives, the department will establish liaison with existing community organizations and establish community groups where they are needed.
- [Development of Community Involvement Policies](#) - Input from the community can help ensure that agency policies reflect the needs of the community. The community involvement function shall assist in the development of community involvement policies for the department that reflect the department's objectives and input from the community. This may be accomplished by department service

surveys and by considering information collected from formal and informal meetings with elected officials, community leaders, community groups, school officials and other interested persons or groups.

- [Publicizing Agency Objectives, Community Problems and Successes](#) – The department shall publicize agency objectives, community problems and successes through the Township newsletter, website, Township cable access channel and other media outlets. The department shall also make available information through the publication of goals, annual and monthly reports and the tri-annual survey results.
- [Conveying Information Transmitted from Citizens Organizations to the Agency](#) – The community involvement function shall transmit information from citizens and organizations through Crime Prevention and Community Relations reports.
- [Improving Agency Practices Bearing on Police Community Interaction](#) – The community relations function shall review and analyze input from the community concerning police practices and make recommendations on those practices that affect police/community relations. Monthly, the department shall distribute the Miami Township Police Quality Assurance Surveys to citizens having contact with the agency and the results shall be distributed through email to supervisory staff and posting in the patrol room. The Miami Township Police Department is committed to correct any actions, practices or attitudes with the department that may have an adverse effect on community relations, community tensions and grievances. Corrective actions may be accomplished through policy and procedure review, employee training programs and other personnel actions.
- [Developing Problem Oriented and Community Policing Strategies](#) – The Miami Township Police Department is committed to problem oriented and community policing strategies. The department has officers in specialized assignments of Crime Prevention/Community Relations Officers. These positions allow these officers to dedicate his/her efforts to crime prevention, community relations and problem-solving activities without having to meet the demands and distractions of responding to patrol dispatches. The agency believes that this is an effective means to increase community cooperation with the police and to improve operational efficiency.

### [Quarterly Progress Report](#)

The Community Relations/Crime Prevention Officer shall file a quarterly report with the Chief of Police that includes the following information:

- A description of current concerns voiced by the community.
- A description of potential problems that have a bearing on law enforcement activities within the community.
- A statement of recommended actions that address previously identified concerns and problems.
- A summary of meetings attended by police personnel performing community relations functions.

- A statement of progress made toward addressing previously identified concerns and problems.

#### *Procedures for Transmitting Information*

Any employee having relevant information for the quarterly progress report shall transmit that information in writing or through roll call to the Community Relations/Crime Prevention Officer who are tasked with transmitting relevant information received in the quarterly progress report.

#### **45.2.2 Citizens Survey**

##### *Quality Assurance Surveys*

The Investigations Supervisor or his/her designee shall be responsible for the development, distribution and tabulation of the monthly quality assurance surveys. The survey shall ask for a rating of services delivered from the initial request to disposition. The Investigations Supervisor or his/her designee shall maintain a record of the information received from the surveys. A summary of the service ratings and rate of surveys returned will be included in the department's monthly report.

##### *Biennial Citizen Survey*

The Miami Township Police Department may once every two years, prepare a survey of citizens attitudes and opinions with respect to:

- Overall Agency Performance
- Overall Competence of Agency Personnel
- Citizens Perception of Officers Attitudes and Behavior
- Community Concern over Safety and Security in Miami Township
- Citizens Recommendations and Suggestions for Improvement

##### *Survey Summary to Chief of Police*

The Chief of Police or designee shall be responsible for the development, distribution, tabulation and analysis of the biennial survey. The results and specific concerns that have been identified shall be forwarded to the Chief of Police in report form.

The Chief of Police shall make public, the results of the survey, specific concerns that have been identified and any planned corrective actions.