



Colorado Springs Police Department

General Order

200 Community Relations

Section 200 – Community Collaboration

Effective Date: 7/5/2021

Supersedes Date: 6/30/2014

.01 Purpose

The purpose of this directive is to outline department community relations functions.

.02 Cross Reference

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.03 Discussion

Police functions and organizations are instruments created by society to preserve order and security. Both the community and police organizations benefit from a relationship of mutual understanding and goodwill. The contact officers have with community members are the most important elements of such a relationship. The Community Relations Unit exists to ensure this relationship is positively developed and maintained.

.04 Policy

The Colorado Springs Police Department (CSPD) will actively engage in ongoing efforts to improve its relations with the community it serves. To this end, the Community Relations Unit acts as a focal point for police efforts, to create and maintain a climate of cooperation and trust, to gather information about citizens' concerns, and to respond effectively to them.

.05 Definitions

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.10 Functions of the Community Relations Unit

In its broadest sense, the mission of the Community Relations Unit is to ensure channels of communication remain open between the police department and the public, and to assure that developing or potential problems are addressed constructively.

Specific functions of the unit include:

- Assisting in the formulation of policy concerning police/community relations in general, and relations with disaffected groups in particular.
- Continually evaluating department policies affecting community relations and recommending constructive changes.
- Publicizing agency community relations objectives, successes, and problems by use of press conferences, press releases, and public information meetings as necessary.
- Assisting in providing seminars, workshops, and other educational presentations for public and private organizations.
- Arranging speakers for neighborhood organizations, public and private agencies, schools, businesses, and other groups.
- Expediting the flow of information between the department and concerned citizens.
- Answering inquiries concerning department operations and procedures.
- Identifying training needs for department members by conducting interviews with citizens, citizen groups, and police supervisors.
- Serving as a mediator or negotiator between the department and citizen groups when problems arise.
- Assisting divisional crime prevention officers in identifying areas where Neighborhood Watch groups could be established or where other crime prevention activities could be helpful.
- Bringing to the attention of the chief of police and other police administrators any actual or potential problems in police/community relations.
- Monitoring, evaluating, and interpreting information from the community and conveying it to the chief of police. Maintaining regular contact with community-based organizations by meeting regularly with the leaders or attending meetings as appropriate.

- Developing and promoting programs leading to increased cooperation between the police and the community.
- Overseeing the administration of the CSPD Cadet Program, to include significant activities and any issues or concerns.
- Representing the office of the chief of police when personally contacting citizens who have either written or called the chief of police regarding issues of concern, and reporting the results of the contact to the chief of police.
- A community relations officer will be a standing member of the Police Athletics League (PAL) board until such time as they leave the Community Relations Unit.
- Drafting letters on behalf of the chief of police to citizens or organizations.
- Assuming the responsibilities of the Public Information Office (PIO) as scheduled.
- Acting as the personal representative of or special assistant to the chief of police for community relations.
- Performing special functions pertaining to community relations, at the direction of the chief of police.

.15 Responsibilities of all Department Members

The effective functioning of the Community Relations Unit is dependent upon its members being aware of the broad range of department activities that impact community relations. Liaison with both general and specialized operational components is essential. Both the Community Relations Unit and the other units have the duty to ensure that liaison is continual, cooperative, and effective.

Whenever any department member receives information from a citizen or community group that would be considered as a problem or concern, and would have a bearing on law enforcement activities that may impact community relations, that member will forward the information either verbally or in writing to the Community Relations Unit.

It will be the ongoing responsibility of those supervising a department program to periodically inform the Community Relations Unit of the program's status. This may be done either in writing or orally and will include information relating to how the program is impacting community relations, any successes and/or failures, any additional resources required for the program to be more effective, and how the program is received by the affected elements of the community.

It will be the responsibility of the Community Relations Unit to ensure that the chief of police is kept informed of the progress being made by these programs. This may be done either in writing or orally, at the direction of the chief.

.20 Reporting Structure

It will be the responsibility of the Community Relations Unit meet with the chief of police, as needed, to provide information and report on ongoing community relations efforts. At a minimum, the report should include the following:

- A description of current concerns voiced by the community and by community groups.
- A description of potential problems that have a bearing on law enforcement activities concerning community relations.
- A statement of recommended actions that address previously identified concerns and problems.
- A statement of progress made toward addressing previously identified concerns and problems.

.30 Volunteering in Uniform

Regularly, department members are asked to participate in civic, charitable, or humanitarian events while in uniform. To volunteer for such events, the department has developed an approval process.

Sworn members of the department wishing to donate time in a CSPD uniform for civic, charitable, or humanitarian reasons must have the event approved by the chief of police or designee. A memo will be forwarded via the officer's chain-of-command to the chief of police, requesting permission to participate in such an event.

The employee will also need to sign the Police Officer Volunteer Agreement form. This agreement acknowledges that the employee will perform such services without promise, expectation, or receipt of compensation for services rendered and that the employee will not be covered under worker's compensation.

Attachments

[Police Officer Volunteer Agreement](#)