


DPS STANDARD OPERATING PROCEDURE			
	SUBJECT: CRIME PREVENTION & COMMUNITY RELATIONS DPS SOP 2010-17	SECTION(S): ALL	DISTRIBUTION: ALL PERSONNEL
	ISSUING AUTHORITY: CRAIG A. STONE ASSOC. V.P. & CHIEF, CAMPUS SAFETY AND EMERGENCY MANAGEMENT SERVICES (ELECTRONICALLY SIGNED)	EFFECTIVE DATE: AUGUST 6, 2010 REVISED DATE: OCTOBER 30, 2023	SUPERSEDES:

Crime Prevention & Community Relations

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REFERENCES:

- Syracuse University Department of Public Safety (DPS) website: <https://dps.syr.edu/>
- SOP 2006-12 DPS Duty Manual
- SOP 2011-19 Social Media
- SOP 2012-07 Media and Public Information

ATTACHMENTS: None

I. APPLICABILITY: This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety employees.

II. PURPOSE: The purpose of this standard operating procedure is to establish and circulate procedures and policies for Crime Prevention and Community Relations. This policy will encompass all operational functions relative to the DPS Special Events, Community Policing Section. Both an effective Crime Prevention program along with positive and interactive Community Relations are foundational building blocks for the philosophy of Community Policing. Community policing encourages a way of thinking and a way to carry out the philosophy allowing law enforcement and the community to work together to solve criminality, to address underlying community problems, and to improve upon neighborhood living conditions. This SOP is meant to address and define those core mission oriented requirements.

III. POLICY: It is the policy of the DPS to integrate various strategies for building effective community relations by integrating the indirect communications from social networking and the messages reported in the media with the day to day direct contacts made by the DPS employees with its constituents while providing services. It is through the consistent and sustained application of community policing principles and the establishment of specific policies, goals and objectives that these goals will be realized. The guidance towards these goals is provided by the DPS Duty Manual and the DPS SOP's, which are specific to and consistent with the DPS mission and vision statement.

It is the duty and responsibility of all employees of the DPS to enhance the safety and quality of life of the community it serves by implementing the tenets of the DPS's community relations strategy, and for achieving the DPS's crime prevention goals.

IV. DEFINITIONS:

- A. Crime Prevention: The anticipation, recognition and appraisal of a crime risk and the initiation of some action to remove or reduce it.

V. PROCEDURES:

A. Crime Prevention Duties:

1. The function of the DPS Special Events, Community Policing Section and assigned officers includes, but is not limited to:
 - a. Conducting security vulnerability surveys and providing recommendations for security improvements. These surveys will

only by conducted by Crime Prevention personnel who are appropriately trained and certified. **(12.2.1) (85.3.1)**

- b. Speaking to various groups on crime prevention methods;
 - c. Distributing or otherwise providing crime prevention and community relations literature: **(12.3.1 b)**
 - d. Staffing information booths or tables at public events;
 - e. Alerting potential victims on how to best avoid future victimization; **(12.3.1 b)**
 - f. Developing crime prevention materials for use by the media; and **(12.3.1 b)**
 - g. Developing or maintaining liaison with neighborhood and or community groups.
 - h. Document program details and accomplishments as directed for report/review preparations, and
 - i. Posts programs on Crime Prevention calendar
2. The DPS will seek to develop partnerships and resources within the residential and business communities to build problem-solving coalitions, to instill a sense of mutual responsibility for enhancing public safety, and to increase the community's capacity to resolve issues related to crime and the fear of crime. The Special Events, Community Policing Section will implement and coordinate programs to address community perceptions or misperceptions of crime by:
- a. establishing liaison with existing community organizations or establishing community groups;
 - b. assisting in the development of community involvement policies for DPS;
 - c. publicizing DPS objectives, community problems, and successes on social media and the DPS web site;
 - d. communicating crime trends and problems between citizens, businesses, and the agency; and
 - e. supporting DPS policy, procedure and practices bearing on police community interaction. **(12.1.1 b) (12.1.2) (12.3.1 a) (45.1.2 a-e) (45.1.1 b) (10/19/23)**
3. The DPS Crime Prevention initiatives may be based on crime and incident data and community input indicative of the types of problems that pose the greatest concern to the community and where this activity is most geographically prevalent. The Special Events, Community Policing Section will work with University and City Planning, Code Enforcement, Zoning bureaus and offices to address crime concerns.
4. The DPS crime prevention initiatives are formulated with the intent of identifying and targeting problems to be addressed, considering each segment of the population served, and facilitated by applying the philosophy of community policing; proactive community interaction; and the

establishment of positive, working relationships with community organizations and the individuals within the community

5. The DPS Special Events, Community Policing Section is tasked to implement/coordinate crime prevention programs by analysis of crime or incident type and geographical locations to determine where they may be effective on the basis of the processed crime intelligence data. **(12.1.1 a) (45.1.1 a)**

6. Semi-Annual Report: The DPS Special Events, Community Policing Section will either perform or cause to be conducted a documented comprehensive written evaluation of community involvement function of the department's crime prevention programs at least twice every year. **(TS)**

This semi-annual report will address the following facets of the community relations program:

- a. An overview of progress made in addressing previously identified community concerns and problems. **(12.3.2 a)**
 - b. An overview of community concerns voiced by community members. **(12.3.2 b)**
 - c. An overview of potential problems that could affect law enforcement, security, and public relations within the community. **(12.3.2 c)**
 - d. Recommendations for action that addresses those concerns and problems identified by the community. **(12.3.2 d)**
 - e. These reports will provide substantial input towards the department's four year evaluation of its crime prevention programs.
7. Two Year Comprehensive Program Evaluation: The DPS Special Events, Community Policing Section will either perform or cause to be conducted a documented comprehensive written evaluation of crime prevention programs at least once every two years. **(TS)**
 - a. This documentation will be in the form of a narrative report outlining feedback from Special Events, Community Policing Section members, and other DPS staff on specific programs and their effectiveness, feasibility for continuation and the need for new initiatives. **(12.1.1 c) (45.1.1 c)**
 8. List of Services: To accomplish its mission the DPS offers a wide range of services to the community in which it serves. A comprehensive list of those services can be found at the following website, <https://dps.syr.edu/>.

B. Community Relations:

1. The DPS recognizes that the role of community relations and involvement is essential and is acknowledged as an effective means of eliciting public support and can serve to identify problems in the making and may otherwise foster cooperative efforts in resolving community issues.
2. The DPS also recognizes that input from the community can also help ensure that the DPS and University policies accurately reflect the needs of the community it serves. The DPS understands and recognizes that the

burden of achieving its community relations objective is a shared, coordinated effort facilitated by the Special Events, Community Policing Section, and requires the participation, enthusiasm and skills of department personnel and communication with other University departments **(12.1.3 a) (12.3.1 c) (45.2.1 b)**

3. The DPS will, when required or requested, provide crime prevention input into the development and/or revision of zoning policies, building codes, fire codes, and academic buildings and residential housing. **(12.1.3 a, b) (45.1.3)**
 - a. The DPS will seek to become proactively involved in the process as an integral element in ensuring that crime prevention concerns from a campus law enforcement perspective are addressed prior to legal enactment of construction.
4. The community relations function serves to provide the following;
 - a. Establish and maintain liaison with existing community organizations and/or play a lead role in establishing community groups when needed. **(12.3.1 a) (45.2.1 a)**
 - b. Assist in the development of community involvement policies for the DPS.
 - c. Publicize the DPS objectives, community concerns, and successes. **(12.3.1 b) (45.2.1 c)**
 - d. Convey information transmitted from constituent organizations to the DPS and to other University departments. **(12.3.1 c) (45.2.1 d)**
 - e. Improve the DPS practices bearing on public safety and community interaction by following the Community Oriented Policing problem solving models. **(12.3.1 d) (45.2.1 e)**
 - f. Play a lead role in the development of problem oriented and or community policing strategies. **(12.3.1 d) (45.2.1 f)**

C. Community Survey:

1. At least once every two years a survey of the community attitudes and opinions is conducted with respect to the following: **(10/30/23) (TS)**
 - a. Overall department performance. **(12.3.3 a) (45.2.2 a)**
 - b. Overall competence of the department staff **(12.3.3 b) (45.2.2 b)**
 - c. Community perception of officer's attitudes and behaviors. **(12.3.3 c) (45.2.2 c)**
 - d. Community concern over safety and security with the department's service area. **(12.3.3 d) (45.2.2 d)**
 - e. Community member's recommendations and suggestions for improvement. **(12.3.3 e) (45.2.2 e)**
2. The results of these surveys will be compiled by the Commander, Community Engagement with a written summary provided to the Chief after completion. **(45.2.2 f)**

D. Risk Assessment:

1. The Special Events, Community Policing Section shall complete a documented Campus Risk Assessment and Analysis once every four years. This assessment and analysis will include: **(TS)**
 - a. Information obtained through incident reports generated through the Department of Public Safety to include CHAIRS2 Incident Reports and records entered into CAD. **(91.1.1 a & b)**
 - b. The assessment and analysis will focus on risks relating to criminal activity and property loss to the university and individuals. **(91.1.1 c & e)**
 - c. The assessment and analysis will include non-criminal risks involving accidents and liability issues. **(91.1.1 d & f)**
 - d. The assessment and analysis will include a conclusion and recommendation to be made to Syracuse University Campus officials. **(91.1.1 g)**

POLICY REVISION HISTORY

NO	SECTION REVISED	DATE ISSUED
1	Formatted, Revised Purpose and Policy statements Pg. 2	7/15/12
2	Added 85.3.1 Standard Cite on Pg. 5	10/05/12
3	Reviewed and Revised re titles and content	8/13/13
4	Reviewed & Revised, added Summary	03/24/14
5	Reviewed, updated	08/14/14
6	Reviewed/Revised	01/19/15
7	Reviewed/Revised re IACLEA and Semi-annual/ 4 Yr Reports	11/27/15
8	Added 91.1.1 Standard and 4 year analysis	01/07/20
9	Revised Evaluation / 2 Year Evaluation	10/30/23