Community Relations

351.1 PURPOSE AND SCOPE
The purpose of this policy is to provide guidelines for community relationship-building.
Additional guidance on community relations and outreach is provided in other policies, including the:

- Hate Crimes Policy.
- Limited English Proficiency Services Policy.
- Communications with Persons with Disabilities Policy.
- Chaplains Policy.
- Patrol Function Policy.
- Suspicious Activity Reporting Policy.

351.2 POLICY
It is the policy of the Redding Police Department to promote positive relationships between members of the Department and the community by treating community members with dignity and respect and engaging them in public safety strategy development and relationship-building activities, and by making relevant policy and operations information available to the community in a transparent manner.

351.3 MEMBER RESPONSIBILITIES
Officers should, as time and circumstances reasonably permit:

(a) Make casual and consensual contacts with community members to promote positive community relationships (see the Detentions and Photographing Detainees Policy).

(b) Become reasonably familiar with the schools, businesses and community groups in their assigned jurisdictional areas.

(c) Work with community members to identify issues and solve problems related to community relations and public safety.

(d) Conduct periodic foot patrols of their assigned areas to facilitate interaction with community members. Officers carrying out foot patrols should notify SHASCOM of their status (i.e., on foot patrol) and location before beginning and upon completion of the foot patrol. They should also periodically inform SHASCOM of their location and status during the foot patrol.

351.4 SURVEYS
The Department should arrange for a survey of community members and Department members to be conducted at least annually to assess the condition of the relationship between the Department and the community. Survey questions should be designed to evaluate perceptions of the following:
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(a) The overall performance of the Department
(b) Overall competence of Department members
(c) Attitude and behavior of Department members
(d) Level of community trust in the Department
(e) Safety, security or other concerns

A written summary of the compiled results of the survey should be provided to the Chief of Police.

351.5 COMMUNITY AND YOUTH ACTIVITIES AND PROGRAMS
The Department should organize or assist with programs and activities that create opportunities for department members and community members, especially youth, to interact in a positive setting. Examples of such programs and events include:

(a) Department-sponsored athletic programs (e.g., baseball, basketball, soccer, bowling).
(b) Youth leadership and life skills mentoring.
(c) School resource officer/Shasta Youth Leadership Camp.
(d) Neighborhood Watch and crime prevention programs.

351.6 INFORMATION SHARING
The Social Media Team should develop methods and procedures for the convenient sharing of information (e.g., major incident notifications, significant changes in department operations, comments, feedback, positive events) between the Department and community members.

351.7 LAW ENFORCEMENT OPERATIONS EDUCATION
The Department should develop methods to educate community members on general law enforcement operations so they may understand the work that officers do to keep the community safe. Examples of educational methods include:

(a) Development and distribution of informational cards/flyers.
(b) Department website postings.
(c) Instruction in schools.
(d) Department ride-alongs (see the Ride-Along Policy).
(e) Force options with community member participation.
(f) Youth internships at the Department.
(g) Citizen academies.

Instructional information should include direction on how community members should interact with the police during enforcement or investigative contacts and how community members can make a complaint to the department regarding alleged misconduct or inappropriate job performance by department members.
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351.8 SAFETY AND OTHER CONSIDERATIONS
Department members responsible for community relations activities should consider the safety of the community participants and, as much as reasonably practicable, not allow them to be present in any location or situation that would jeopardize their safety.

Department members in charge of community relations events should ensure that participating community members have completed waiver forms before participation, if appropriate. A parent or guardian must complete the waiver form if the participating community member has not reached 18 years of age.

Community members are subject to a criminal history check before approval for participation in certain activities, such as citizen academies.

351.9 TRANSPARENCY
The Department should periodically publish statistical data and analysis regarding the department’s operations. The reports should not contain the names of officers, suspects or case numbers. The community relations coordinator should work with the community advisory committee to identify information that may increase transparency regarding department operations.