
Community Relations

335.1 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:

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

335.2 POLICY

It is the policy of the Colorado State University Police Department to promote positive relationships between department members 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.

335.3 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, Contacts 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 and the department community outreach officer to identify issues and solve problems related to community relations and public safety.
- (d) Conduct periodic foot/bike patrols of their assigned areas to facilitate interaction with community members. Officers carrying out foot/bike patrols should periodically inform Dispatch of their location and status during the patrol.

335.4 COMMUNITY OUTREACH OFFICER

The Chief of Police or the authorized designee should designate a member of the Department to serve as the community outreach officer. He/she should report directly to the Support and Events Division Corporal and is responsible for:

- (a) Obtaining department-approved training related to his/her responsibilities.

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- (b) Responding to requests from department members and the community for assistance in identifying issues and solving problems related to community relations and public safety.
- (c) Working with community groups, department members and other community resources to:
 - (a) Identify and assist in solving public safety problems within the community.
 - (b) Organize programs and activities that help build positive relationships between department members and the community and provide community members with an improved understanding of department operations.
- (d) Working with the Operations Division Commander to develop patrol deployment plans that allow officers the time to participate in community engagement and problem-solving activities.
- (e) Recognizing department and community members for exceptional work or performance in community relations efforts.
- (f) Attending University council and other community meetings to obtain information on community relations needs.
- (g) Assisting with the department's response to events that may affect community outreach.
- (h) Informing the Chain of Command of developments and needs related to the furtherance of the department's community outreach goals, as appropriate.

335.5 SURVEYS

The department should arrange for a survey of community members and department members to be conducted periodically to assess the condition of the relationship between the Department and the community. Survey questions should be designed to evaluate perceptions of the following:

- (a) 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.

335.6 COMMUNITY ACTIVITIES AND PROGRAMS

The community outreach officer should organize or assist with programs and activities that create opportunities for department members and community members, to interact in a positive setting. Examples of such programs and events include:

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- (a) Police-community get-togethers (e.g. Bicycle Rodeos, Housing and Dining cookouts, meals).
- (b) Youth leadership and life skills mentoring.
- (c) Neighborhood Watch and crime prevention programs.(e.g. Walk of Lights, Take Back the Night, Safety Survey)

335.7 INFORMATION SHARING

The community outreach officer should work with other University resources to develop methods and procedures for the convenient sharing of information between the Department and community members. Examples of information-sharing methods include:

- (a) Community meetings.
- (b) Social media (see the Department Use of Social Media Policy).
- (c) Department website postings.
- (d) Community based training (e.g. Student/Parent Orientation)

Information should be regularly refreshed, to inform and engage community members continuously.

335.8 LAW ENFORCEMENT OPERATIONS EDUCATION

The community outreach officer 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) Instruction in schools.
- (c) Scenario/Simulation exercises with community member participation.
- (d) 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.

335.9 SAFETY AND OTHER CONSIDERATIONS

Department members responsible for community relations activities should consider the safety of the community participants and, as much as reasonably practical, not allow them to be present in any location or situation that would jeopardize their safety.

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

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335.10 TRANSPARENCY

The Department will publish annually the Fire & Safety Report.

335.11 TRAINING

Subject to available resources, members should receive training related to this policy, including training on topics such as:

- (a) Effective social interaction and communication skills.
- (b) Cultural, racial and ethnic diversity and relations.
- (c) Building community partnerships.
- (d) Community policing and problem-solving principles.
- (e) Enforcement actions and their effects on community relations.

Where practical and appropriate, community members, especially those with relevant expertise, should be involved in the training to provide input from a community perspective.

335.11.1 STATE-MANDATED TRAINING

The department is responsible for ensuring that members attend community policing and community partnership training as required by CRS § 24-31-315.