

The Village of Franklinville Police Department

General Order

Subject: Departmental Goals and Objectives:

Departmental Wide Community Policing Policy and Actions

Policy:

All organizations must have defined goals and objectives. The Village of Franklinville Police Department's goal is to attain a Departmental wide philosophy and Policy of Community Policing. To attain this goal, all members of the Franklinville Police Department will be asked to submit ideas through the chain of command as to how to attain and better Community Policing policies, ideas, community relationships, etc. To help facilitate this, please see the following Definitions. These definitions may help Personnel understand the goal of the Departmental wide Community Policing Policy that we are trying to achieve.

Definitions:

1. Community — The people living and/or working in a particular area, as well as people who share formal or informal interests and characteristics that bring them together. This includes but is not limited to people's shared geographies, activities, ideals, languages, and norms.
2. Community Policing — A philosophy emphasizing community involvement in crime prevention efforts through three core components: Community Partnerships, Organizational Transformation, and Problem Solving (Gill et al 2014; Office of Community Oriented Policing Services).
 - a) Community Partnerships — Are involved in defining, prioritizing, and addressing crime problems. The Police Department forges relationships with the people who live and work in the Community. These partnerships may help develop trust and transparency, leading to more efficient and effective policing and better community-police relationships.
 - b) Organizational Transformation — Flattens the department by decentralizing units. This provides decision-making authority and accountability to line-level officers working with Community Partners to solve problems. Provides executive support for community partnerships and collaborative problem-solving.

- c) Problem Solving — A process that uses police AND community members' expertise to identify and understand the underlying issues that create crime, disorder, fear of victimization. (Gill et al 2014).

SARA Problem Solving Model

S = Scanning - Identify and prioritize problems. Determine the nature and scope of the problem.

A = Analyze - Analysis problem to gain a thorough understanding of all possible contributing factors.

R = Response - Develop solutions to bring about lasting reductions in the number and extent of problems.

A = Assessment — Evaluate the response and adjust if necessary.

3. Community Engagement — Community engagement is key to the implementation of Community Policing. Community Engagement refers to activities that foster positive interactions between community members and members of the Franklinville Police Department, employ Community Policing ideals, create opportunities for constructive exchanges, and foster collaboration between the Community and Franklinville Police Department, while enhancing trust and legitimacy. Officers of the Franklinville Police Department will be expected to positively engage with the community through formal community engagement, informal community engagement, and daily problem solving. Patrol Officers play the most critical role in Community Engagement. We expect our Patrol Officers to maximize positive interactions with the public throughout the shift, build relationships with residents, community groups, and businesses (Formal and informal). Just by conducting foot patrols (weather and call volume permitting), Officers can create these relationships with the community.

Procedural Justice:

For Community Policing to work, the Police must be perceived as legitimate and worthy of community collaboration. According to research, "citizens are more likely to cooperate with the Police and obey laws when they view the Police's authority as legitimate." Research finds that practicing procedural justice is "the most important pathway to Police legitimacy." Further, procedural justice not only can "enhance legitimacy" but also may "reduce reoffending, and promote citizen satisfaction, confidence, compliance, and cooperation with the Police." (Lorraine Mazerolle et al., "Legitimacy in Policing: A Systematic Review," Campbell Systematic Reviews, 9, no.1 (January 2013)).

Principles of Procedural Justice:

1. **FAIRNESS** in the process;
 - a. Treat everyone with respect and dignity
 - b. Ask for compliance (if and when possible)

- c. Explain why you are doing what you are doing. (if and when possible)
 - d. Give options over threats
 - e. Answer their questions (as needed)
2. **TRANSPARENCY** in actions;
- a. Share as much information as possible
 - b. Give a reason if you are unable to share any information
3. **OPPORTUNITIES** for voice;
- a. Include public voices in discussions
 - b. Utilize Town Hall meetings, Polls and surveys, and open forums so community can be heard.
 - c. Embrace the voices of your Community
4. **IMPARTIALITY** in decision making;
- a. Officers must consider all sides of a situation
 - b. Ensure each side is given consideration
 - c. **LAW ENFORCEMENT OFFICERS MUST BE UNBIASED.** Officers cannot allow their personal feelings, beliefs, or opinions to unfairly influence their actions.

The Chief of Police, along with members of his command staff, are initiating several community policing techniques that will begin this summer, including “walking the beat” having the patrols spend time on each street of our village. Several other community policing initiatives will be put in place as our community policing initiative expands over time.

CITIZENS INVOLVEMENT AND TRANSPARENCY

One of the major changes involving police reform, besides community policing, is the willingness for the police department to listen to the citizens of their community and to be transparent when it comes to their police force. As part of being more transparent, the Franklinville Police will now invite all citizens to fill out a Comment/Compliment/Complaint Form for any contact with a member of the Franklinville Police Department. The form will be added to the village’s website and all forms will be reviewed by the Chief of Police and/or other designated individuals and will be investigated when appropriate. Below is a copy of the form.



Village of Franklinville Police Department

Comment/Compliment/Complaint Form

This form is to be completed by any citizen who wishes to make a Comment, Compliment an Officer for outstanding performance, or to make a Complaint against a Franklinville Police Officer. The completed form should be dropped off at the police station or mailed to the Franklinville Police Dept. Attn: Chief of Police, [address]. The Complainant will be contacted within three (3) days of receipt of the completed form. NOTE: Complaints may be made by phone to any Supervisor. Anonymous complaints will be investigated but may not be able to be completed due to lack of information.

Person making the Comment/Compliment/Complaint (Please Circle One)

NAME: _____ DOB: _____ SEX: _____ RACE: _____

ADDRESS: _____

PH# _____ WORK# _____ CELL# _____ E-Mail: _____

Case# (IF KNOWN) _____ Incident Date/Time: _____

Incident Location: _____

OFFICER(S) INVOLVED

Name: _____ Badge# _____ Race: _____ Sex: _____

Name: _____ Badge# _____ Race: _____ Sex: _____

Name: _____ Badge# _____ Race: _____ Sex: _____

WITNESS(ES)

Name: _____ Phone: _____

Address: _____

Name: _____ Phone: _____

Address: _____

Name: _____ Phone: _____

Address: _____

Give Details on the next page.

