

**TITLE: CRIME PREVENTION UNIT/
POLICE COMMUNITY RELATIONS UNIT****CODIFIED: 78.1****EFFECTIVE: 07/23/04****RESCINDS/AMENDS: SOP and G 10****PAGES: 18****PURPOSE**

The purpose of this directive is to establish and delineate guidelines for operation of the Department's crime prevention and community services programs.

DISCUSSION

Effective law enforcement agencies strive to create an integrated, responsive and proactive criminological approach. Maintaining a community service component is an effective means of integrating responsive enforcement functions and anticipatory preventative programs to propagate a coordinated approach toward achieving the Department's strategic and tactical goals.

POLICY

It shall be the policy of the Department to develop and perpetuate a firm commitment to proactive community services and crime prevention programs

The Department shall maintain close ties with and respond to the needs of the community in a courteous and professional manner.

It shall further be the policy of the Department to take steps to correct practices, actions or attitudes that may contribute to community tensions and grievances.

PROCEDURE**CRIME PREVENTION UNIT**

78.1.01 The responsibility of Crime Prevention Programs will be that of the Crime Prevention Unit

Sergeant, who will report to the Technical Services Lieutenant, who will in turn report to the Support Services Captain. The Crime Prevention Unit Sergeant will assign officers to present the Crime Prevention Programs on an on-going basis.

78.1.02 The Unit's function is to develop, implement and administer structured Crime Prevention Programs with the goal of reducing crime. The Crime Prevention Unit's duties shall include speaking to various groups on crime prevention methods, distributing crime prevention literature, staffing information booths, alerting victims on how best to avoid future victimization, developing crime prevention materials for the use of the media and coordinating or maintaining liaison with groups and organizations.

78.1.03 The Crime Prevention Unit will inform all officers as well as non-sworn personnel of all Crime Prevention Programs offered by the Unit. It will advise the community with whom they come into contact of specific approaches and techniques of crime prevention as recommended by the Crime Prevention Unit and the Santa Fe Police Department.

78.1.04 Three (3) full-time sworn police officers are assigned to the Crime Prevention Unit to assist the Unit Sergeant. Officers are assigned to present the existing Crime Prevention Programs and to assist in the development of new programs when a need is identified. In addition to their Crime Prevention duties, these officers will perform duties and responsibilities related to the Community Relations Function, on an as-need basis.

78.1.05 The Crime Prevention Unit will provide priority crime prevention programs as follows:

- A. Neighborhood Watch
- B. Business Watch
- C. Residential/Commercial Security Survey
- D. Drug Abuse education
- E. Gang Resistance Education And Training (G.R.E.A.T.)
- F. Personal Protection
- G. Crime Prevention/Safety Tips
- H. Crime Prevention Through Environmental Design (CPTED)

I. Crime Stoppers Program**J. Safe Haven****K. Bicycle Safety**

78.1.06 The programs will target geographic areas on the basis of an analysis of local crime data provided by the Department's Crime Analyst.

78.1.07 The programs will address, on request, the community perceptions or misperceptions of crime.

78.1.08 The programs will be evaluated for effectiveness on an annual basis.

78.1.09 The Crime Prevention Unit will assist in organizing crime prevention groups in residential areas.

78.1.10 The Crime Prevention unit promotes programs for all citizens and proprietors in areas targeted for such activity.

78.1.11 The Crime Prevention Unit will maintain liaison with interested community groups through the presentation of outlined programs.

78.1.12 The Crime Prevention Unit will provide crime prevention input, upon request for development and/or revision of zoning policies, building codes, fire codes, and residential and commercial building permits. This input will be presented to the City of Santa Fe Safety Committee by the representative of the Police Department on an as need basis.

NEIGHBORHOOD WATCH

78.1.13 The City of Santa Fe Police Department's Neighborhood Watch Program is designed to educate and train the community in crime prevention.

A. Upon contact with an interested citizen, the Crime Prevention Unit Sergeant will assign an individual from within the unit to contact the citizen via telephone or in person.

B. The assigned officer will provide the citizen with the following information for organizing a neighborhood watch meeting:

1. The meeting should be held in the evening and on a weekday, so as to have a greater participation.

2. The officer and interested citizen will agree upon a tentative date for the meeting with an alternate date for the convenience of all interested neighbors.

3. The officer will provide the citizen with Neighborhood Watch Meeting invitations, created by the Crime Prevention Unit.

4. The citizen is advised to contact the assigned officer as to the exact date, time, and address of the meeting two (2) weeks prior to the meeting to assure sufficient time for preparation of area statistics, hand-outs and availability of the officer to attend the meeting.

C. Upon scheduling a meeting date, the officer will advise the Crime Prevention Unit Sergeant, to address possible overtime /comp-time issues.

D. The officer will then prepare area statistics for the following crimes.

1. Burglary
2. Larceny
3. Vandalism
4. Suspicious Persons/Activity
5. Suspicious Vehicles

E. The officer will prepare the amount of materials needed two (2) days prior to the meeting that will consist of the following:

1. Santa Fe Police Department Neighborhood Watch Booklet., provided by the National Child Safety Council. This booklet provides information on various techniques to reduce the probability of losses. This booklet will clearly state: "The recommendations contained in this booklet are not intended to make your home BURGLAR-PROOF. However, it may reduce the probability of losses occurring if properly applied and maintained."
2. Neighborhood Watch window stickers.
3. Neighborhood Watch signs - (one for each street).

4. Various handout material for property inventory and marking property for identification.
- F.** The officer will attend and conduct the Neighborhood Watch meeting, using the current lesson guide that will cover information detailed in printed material.
1. If comments/concerns/complaints are addressed at the meeting, the following working day, the Crime Prevention Officer will make those concerns/complaints known to the appropriate Police Department Unit and/or other city division, requiring follow-up by that unit/division. A disposition is required from that unit/division within one (1) week of receipt.
 2. The Crime Prevention Officer will then make contact with the Neighborhood Watch member(s) informing them of the action taken and the outcome.
- G.** Upon completion of the Neighborhood Watch Meeting, the officer will obtain a list from the meeting host. The citizen will be given an additional seven (7) days to obtain a complete list of names and addresses of residents who are interested in participating in the program.
- H.** At no time will the information received by any assigned officer be released to anyone who is not a participant in this Neighborhood Watch Program.
- I.** Upon the officer receiving a full and current list of the participants in the program area, the Crime Prevention Officers will maintain this information.
- J.** The officer will encourage the Neighborhood Watch area participants to hold a meeting approximately every six- (6) months to sign in new residents and exchange information.
- K.** For the first month following the organization or re-organization of each Neighborhood Watch Program, the Crime Prevention Officers will make contact with the Chairperson/Block Captain, monthly to follow-up on concerns/complaints/additional information as requested by Neighborhood Watch members.

- L.** The program will be evaluated annually by the Crime Prevention Unit.

BUSINESS WATCH

78.1.14 The City of Santa Fe Police Department's Business Watch Program is a public service provided by the Crime Prevention Unit, and is designed to educate the business community on Crime Prevention Methods using various instructional guides and video presentations.

- A.** Upon request from an interested individual in the business sector of the community, the Crime Prevention Unit Sergeant will assign an individual from within the unit to contact the person via telephone or in person.
- B.** The following information will be provided to the interested person in the initial contact:
1. The kind of information that is offered to business owners, management, and employees in the training session(s), i.e., check fraud, detection of shoplifters, credit card fraud, etc.
 2. The officer and interested business person will agree on a tentative date for the training with an alternative date to enable the business person to schedule his/her employees.
- C.** The officer will advise the interested person about the materials that will be used for the presentation(s) that will consist of the following:
1. "Business Crime Prevention Tips" pamphlets.
 2. Business Watch Member stickers for windows.
 3. Data Information Sheets to be used for suspect information in case of a hold-up or shoplifter.
 4. Armed Robbery training.
 5. Shoplifting training.
 6. Violence in the workplace.
- D.** The interested business person will be advised to contact the assigned officer as to the exact date, time, and address of the presentation at least two

- (2) weeks before the presentation, to assure sufficient preparation time and the availability of the officer.
- E. The assigned officer will advise the Crime Prevention Unit Sergeant if the presentation is to be held after the Officer's normal work shift.
 - F. The assigned officer will contact the interested businessperson two (2) days prior to the presentation to obtain the approximate count of participants, so as to provide sufficient amounts of handout material.
 - G. The officer will attend and conduct the presentation.
 - H. The officer will encourage the business to request periodic presentations to train new employees.
 - I. A list of Business Watch members will be kept and maintained by the Crime Prevention Unit.
 - J. The officer will contact the Business Watch group every six- (6) months for follow-up and revitalization of the existing program.
 - K. The program will be evaluated annually by the Crime Prevention's Unit Commander.
- fifth/sixth grade teachers hosting the program in the classroom.
- C. During the meeting with involved school personnel, the Officer will determine the day of the week, and time best suited for each session, taking into consideration the scheduled classroom programs.
 - D. The Officer will schedule classes. Ideally, the Officer will allow two days weekly for administrative duties and if necessary utilize that time for rescheduling classes that have been canceled due to holiday, snow-day, or teacher-in-service day.
 - E. The Officer will provide each hosting teacher with a brief overview of the Drug and Gang Programs.
 - F. The Officer may find it necessary to privately discuss issues that are either identified by the officer or brought to his/her attention by a student. In the event the matter is of a legal or emotional nature, the officer will promptly notify school officials and/or the juvenile unit. Once the information has been turned over to the appropriate authorities, the Officer will have no further involvement. At no time will the Officer promise the student confidentiality, as the duty of the officer is to ensure the safety and well-being of the child, as well as the prompt reporting of all crimes, whether the child is a victim or a suspect.

DRUG/GANG AWARENESS

78.1.15 The Crime Prevention Unit will provide drug and gang awareness programs for all ages in an effort to educate the public on the many risks of abusing illegal as well as prescription substances and consequences of being involved in gang activity. The assigned Crime Prevention Officers will conduct the greatest portion of the education.

- A. The Crime Prevention Unit Commander will make assignments of the Officers as requested/required to ensure that elementary schools, public and private, within the City of Santa Fe are involved. At special request and after approval, by the Unit Commander an officer may be assigned to present the program within schools outside the city limits.
- B. Upon receipt of the assignment, the Officer will contact the principal/director of each assigned school to schedule a meeting with him/her and
 - G. Upon request for a Drug/Gang Awareness/Prevention presentation by interested groups, other than schools participating in the programs, the Crime Prevention Unit Sergeant will assign a Crime Prevention Unit Officer to provide the interested group with a Drug/Gang Awareness/Prevention presentation.
 - H. The assigned Officer will make contact with the representative of the interested group to obtain the following:
 1. Type of group/organization.
 2. Approximate number of participants.
 3. Approximate age of participants.
 4. Tentative date, time and location requested for presentation.

5. Availability of video equipment.
 6. Special interests/topics in the area of substance abuse.
- I. The officers will prepare printed material on the subject matter with consideration to special interests.
 - J. The officer will make contact with the group representative no later than two (2) days prior to the scheduled presentation to confirm the time, location and number of participants.
 - K. The officer will arrive at least 15 minutes prior to the scheduled time in order to set up video equipment, if necessary or any other teaching aides.
 - L. The officer will conduct the presentation according to the lesson guide attached, and distribute printed material to all participants. The officer should ensure that sufficient time at the conclusion of the presentation is allotted for questions and answers.
 - M. The program will be evaluated annually by the Crime Prevention Unit.

CRIME STOPPERS PROGRAM

78.1.16 The Crime Stopper Program is supported by the Crime Prevention Unit which is responsible for media relations regarding the publication and dissemination of the "Crime of the Week" and the Crime Stopper Fugitive Bulletin.

78.1.17 The Santa Fe Police Department will support the crime fighting capabilities of the Crime Stopper Program by providing a Crime Stoppers Coordinator under the direction of the Crime Prevention Sergeant. The Crime Stopper Coordinator will safeguard the confidentiality of all callers as well as other individual rights as protected by the Intelligence process.

CRIME STOPPER INFORMATION

78.1.18 Crime Stopper Tip File

- A. The Crime Stoppers tip information is not to be incorporated into any case file without permission from the Crime Stoppers

Coordinator, and the Support Services Captain or C.I.D. Lieutenant

78.1.19 Informant Anonymity

- A. Informants to the Crime Stoppers Program often request anonymity. This request to remain anonymous shall be respected unless the informant waives the request.

78.1.20 Crime Stoppers Coordinator Files

- A. The Crime Stoppers Coordinator will be responsible for documenting, and forwarding information to the operational units for investigative purposes.
- B. The Crime Stoppers files will be maintained by the Crime Stoppers Coordinator in agreement with the Santa Fe Crime Stoppers Program Board of Directors.
 1. All files are confidential and access to the information contained is restricted to the Crime Stoppers Coordinator. Release of information to agency personnel is at the discretion of the coordinator or the Criminal Investigations Lieutenant and will be handled in accordance with the procedures outlined in this Directive.
 2. All Crime Stoppers files, log books, computer system and tip information are the property of the Santa Fe Crime Stoppers Program.

78.1.21 Follow-up On Tip Information

- A. The Crime Stoppers Coordinator will forward tip information to the appropriate operational unit supervisor for their investigative evaluation. The supervisor will then determine how the information will be utilized using the following guidelines:
 1. All Crime Stoppers tip information should be put into operational use within ten (10) working days from the date of receipt by an operational unit.
 2. Information that has been kept over ten days from the time the tip was received by the Crime Stoppers Coordinator must meet the ten (10) point criteria for the intelligence

permanent file in order to remain in the intelligence system.

78.1.22 Intelligence Use

- A. If a supervisor or other person receiving the information decides the information will not be used operationally, they will the Crime Stoppers Coordinator stating such disposition.
- B. Crime Stoppers information will not be submitted and incorporated into the intelligence files unless the information meets the requirements as stated in this Directive.

78.1.23 Notification of Tip Use to the Crime Stoppers Coordinator

- A. Operational units, detectives, agents, and officers receiving crime stoppers information must notify the Crime Stoppers Coordinator of the dispositions and/or findings of their investigation.
- B. Notification of disposition will be within two (2) weeks of receipt of the crime stoppers tip. If more time is necessary due to the length of the investigation, the Crime Stoppers Coordinator will be briefed on a weekly basis. This will allow the Coordinator to keep the caller informed (since the crime stopper informant does not leave a phone number, but is instructed to call the Coordinator on a weekly basis for update(s) on the investigation).

- C. Notify the Crime Stoppers Coordinator of the disposition of the investigation and evaluation of the confidential informant information.
- D. Have the confidential informant contact the Crime Stoppers Coordinator or Detective for payment

78.1.25 Eligibility of Callers

- A. Any adult or juvenile who directly contacts Santa Fe Crime Stoppers through its published telephone number and gives information which leads to the arrest, or a juvenile indictment or equivalent will be eligible for a Santa Fe Crime Stoppers reward, if the crime is a felony including but not limited to the following:
 1. Homicide
 2. Rape
 3. Armed robbery
 4. Aggravated assault and battery
 5. Receiving and/or selling stolen property
 6. Destruction of property
 7. Trafficking in controlled substances
 8. Wanted persons
 9. Burglary

RESPONSIBILITIES

78.1.26 The administration of the Crime Stoppers program is overseen by an independent board. The Board is charged with the responsibility of overseeing, administering, and determining awards, as directed by the Santa Fe Crime Stopper by-laws.

- A. The number of board members may vary at the discretion of the Crime Stoppers Board of Directors.
- B. The Santa Fe Police Department is charged with the responsibility of:
 1. Selecting and advertising a “Crime of the Week”;
 2. Receiving and investigating information received from Crime stoppers informants;

FINANCING CONFIDENTIAL INFORMANT

78.1.24 All operational units, detectives, agents and officers wishing to utilize the Crime Stoppers program for financing a confidential informant must observe the following guidelines.

- A. Notify the Crime Stoppers Coordinator of the proposed investigation.
- B. Have the confidential informant contact the Crime Stoppers Coordinator and obtain a Crime Stoppers number as well as give any/all information as it must be documented as a Crime Stopper tip.

3. Maintaining accurate logs on information received, and monies paid;
 4. Providing a coordinator who will act as a representative of the department and provide professional advice and assistance to the Crime Stoppers Board;
 5. Providing a telephone (public service #955-5050) and the personnel necessary for proper operation of the Crime Stoppers program.
- C. The Crime Stopper Coordinator is also responsible for compiling statistics as necessary for presentation to the department, the board, or the media.
- D. The position of Crime Stopper Coordinator will be an officer of any rank, appointed by the Chief of Police, to represent the department and oversee the internal operations of the Crime Stopper Program.
1. The current designated Coordinator will be a Crime Prevention Officer.
- E. All personnel, sworn and civilian, will cooperate with the Crime Stopper Coordinator and maintain a coordinated effort to assure that the goals and objectives of the Crime Stoppers program are attained, while strict confidentiality is maintained.

CRIME OF THE WEEK

78.1.27 Santa Fe Crime Stoppers will offer up to \$1,000.00 for information leading to the arrest of an adult or a juvenile offender for crimes that are selected and advertised as a "Crime of the Week."

- A. The "Crime of the Week" will be selected by the Investigation Bureau Commander(s), and submitted to the Coordinator by Thursday of each week.
- B. The Coordinator will be responsible for assuring that the assigned case agent submits all necessary information pertinent to the case, i.e., photographs, reports, etc.
 1. The Coordinator will then deliver the information to the Crime Prevention/Community Relations Unit

Sergeant who will assign an officer from the unit to prepare the information to be recorded/published by local news media.

- a. The assigned officer shall be responsible for preparation of the news release, recording the release at area radio and/or television stations, and providing the Coordinator with a copy of the release for informational purposes.

CRIME PREVENTION/COMMUNITY RELATIONS SHOW CARS

78.1.28 The Crime Prevention Unit has been assigned a 1984 Chevrolet Corvette and 1986 Chevrolet Camaro to be utilized as Crime Prevention/Community Relations cars. The cars are public relations tools to be used in promoting the Dug/Gang Awareness programs and demonstrate the commitment of the Santa Fe Police Department to the community.

- A. The vehicles may be used for parades, school presentations, special events and promotions and at the request of interested citizen groups.
- B. The Crime Prevention Unit will authorize the use of the cars based on the event or presentation requested and the image that will be presented by our participation.
- C. The Crime Prevention Unit Sergeant will assign an officer from within the unit who will be responsible for the condition and maintenance of the vehicles.
- D. Those authorized to operate the vehicle will be officers assigned to the Crime Prevention Unit and are currently authorized to drive a city vehicle.
- E. Instruction for use:
 1. The vehicles will be clean and prepared for use at all times.
 2. The vehicles will be operated in a safe, efficient manner in accordance with the City of Santa Fe Safety Manual.
 3. The vehicles are not considered emergency vehicles although they maybe equipped with

emergency lights, siren and police radios.

4. Passengers will be permitted in accordance with the Department's Ride along Program or written permission from the Unit Sergeant.
5. The assigned officer will be in full uniform when displaying the vehicle at any Community function.
6. The officer will have a portable radio available for emergencies.
7. The following safety equipment will be available for use and stored in the vehicle:
 - a. Safety Flares
 - b. First Aid Kit
 - c. Blankets (2)
 - d. Safety Vest

PERSONAL PROTECTION

78.1.29 The Crime Prevention Unit will provide programs providing information with regard to personal protection for all age groups. This program will provide suggestions in an effort to decrease the participant's susceptibility to personal attack.

- A. Upon request, the Crime Prevention Unit Sergeant will assign a Crime Prevention Officer to provide the presentation.
- B. The assigned officer will contact the interested party in order to obtain a tentative date, approximate number of participants and the approximate age of the group to be addressed.
- C. The following programs will be provided as determined by the approximate age of the participants.
 1. "Rape Awareness" presentations will be provided to adult women/men.
 2. "Crime and the Elderly" will be provided to senior citizens.
 3. "Safe Haven" will be provided to school age children. (REFER TO SECTION 78.1.30 OF THIS DIRECTIVE)

4. "Officer Friendly" presentations will be provided to pre-school age children. League.

- D. The assigned officer will conduct each presentation.
- E. The officer will provide printed material at the time of the presentation as well as presenting a suitable video selected by the officer from the Video Library which is maintained in the Crime Prevention Unit.
- F. The program will be evaluated annually by the Crime Prevention Unit

SAFE HAVEN

78.1.30 Safe Haven is a community service program provided by the Public Service Co. of New Mexico in conjunction with local Law enforcement Agencies, which provides help to any child when request for help is needed.

- A. The Crime Prevention Officer will act as liaison between the community and the Public Service Co.
- B. The Crime Prevention Officer will incorporate the Safe Haven Training, which includes a training film, into elementary schools.
- C. The Crime Prevention Officer will provide training of the guidelines of Safe Haven as follows.
 1. Ask questions of the child to ensure that an actual emergency exist
 2. Call Police Dispatch to contact the proper agency, police, fire, rescue, or ambulance.
 3. Do not place the child in the company vehicle.
 4. Do not touch the child unless it is necessary to render first - aid or medical assistance. (This would follow the first aid policies of the entity involved.)
 5. Do not transport the child from the original contact location.
 6. Do not provide water or food to the child.

7. If the child should elect to leave your location do not try to restrain them.
 8. When help arrives, relay the information, as you know it.
 9. Report the incident to your respective supervisor as soon as possible.
- D.** The Community Relations Officer will be in contact with personnel from Public Service Co. and provide any assistance required.

CRIME PREVENTION AND SAFETY TIPS

78.1.31 The Santa Fe Police Department's Crime Prevention Unit under the Direction of the Support Services Commander and the Sergeant of the Unit will provide Crime Prevention and Safety Tips to assist citizens in recognizing, reporting and deterring crime and to suggest practices and procedures for Safety.

- A.** The Sergeant of the Crime Prevention Unit will assign an individual within the Unit who will, on a monthly basis, provide to the Community with Crime Prevention and Safety Tips.
- B.** Crime Prevention and Safety Tips will be, but not limited to, the following subjects:
 1. Poison Prevention for Children
 2. Driving Safely and Seat Belt Use
 3. Crimes Against the Elderly
 4. How to Detect Scams and Con Artists
 5. Preventing Residential Burglary
 6. How to Prevent Larceny
 7. Vandalism
 8. How to Prevent Car Theft
 9. Halloween Safety Tips
 10. Holiday Shopping Tips
- C.** In the interest of public safety, the officer will contact the news media via telephone, facsimile or in person to relay concerns of the Santa Fe City Police Department of Safety and Crime Prevention Methods and to alert the public of such risks.
- D.** The officer will on request of the news media (radio and newspapers), prepare the information to be given in written form, to be approved by the Crime Prevention Unit Sergeant prior to the release of the document.
- E.** The officer will, on a monthly basis, release to the local media, a crime prevention tip or a safety tip, and will use the following method to prepare the release:
 1. Research information to be released
 2. Provide factual information only
 3. Any statistical information that is available
- F.** Upon request of the news media (radio and/or television), the officer will do live and pre-recorded segments on Crime and Safety Tips which are currently being experienced by the Public (burglaries, purse snatchers and crimes against persons).

COMMUNITY RELATIONS

78.1.32 The Santa Fe Police Department has established the Community Relations Function, as a part of the Crime Prevention Unit to develop, implement and administer structured community oriented programs, such as:

- A.** Bike Rodeos
- B.** Red Ribbon Campaign
- C.** Finger Printing
- D.** Special Olympics Law Enforcement Torch Run
- E.** Law Enforcement Day
- F.** Programs requested by the Community
- G.** Kid Safe
- H.** Station Tours
- I.** Liaison with various Groups and Organizations
- J.** Child Identification and fingerprinting
- K.** Citizens Police Academy
- L.** Explorer Program
- M.** Teen Court

78.1.33 The responsibility of the Community Relations Function is assigned to the Crime Prevention Unit Officers. The officers answer to the Crime Prevention Unit Sergeant who reports to the Technical Services Lieutenant, who in turn reports to the Support Services Captain.

78.1.34 The assigned officers are primarily responsible for achieving the Department's Community Relations Objectives, however, the responsibility is ideally shared by all personnel to ensure the success of all community relation contacts. A unified, coordinated effort requires the participation, enthusiasm, and skills of all Department personnel.

78.1.35 The Crime Prevention Unit, Police Community Relations Function shall inform all officers and non-sworn personnel, by posting information in special orders or distributing fliers, of the programs performed by the Unit to achieve the Department's community relations objectives.

78.1.36 A function of the Crime Prevention Unit is to provide the public with up-to-date Community Prevention information and gain/increase the valued support through involvement in various community oriented events.

78.1.37 In order to coordinate community relations programs, the Santa Fe Police Department has developed a Community Relations plan that includes the following provisions:

- A. Establishing liaison with formal community organizations and other community groups.
- B. Developing community relations' policies for the agency.
- C. Publicizing agency objectives, problems and successes.
- D. Conveying information transmitted from citizens' organizations to the agency.
- E. Improving agency practices bearing on Police Community Relations.
- F. Identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations and conferences with supervisors.

G. Establishing community groups where such groups do not exist.

78.1.38 The Crime Prevention Unit Commander will be responsible for the preparation and submission of a quarterly report to the Chief of Police which will include the following:

- A. A description of current concerns voiced by the community;
- B. A description of potential problems that have a bearing on law enforcement activities within the community;
- C. A statement of recommended actions that address previously identified concerns and problems

COMMUNITY RELATIONS LIAISON

78.1.39 The officers assigned to the Community Relations function will establish liaison with formal community groups, including but not limited to, the following:

- A. Chamber of Commerce
- B. Civic groups within Santa Fe
- C. Active Neighborhood/Business Watch groups
- D. Special Events Committees
 - 1. Red Ribbon
 - 2. Special Olympics Law Enforcement Torch Run
 - 3. Drug Abuse Advisory Council

78.1.40 Liaison with these groups will be initiated by the interested group. Once a relationship is established, the assigned officers will maintain contact by initiating future presentations based upon the needs and concerns of said groups

78.1.41 The Santa Fe Police Department's objectives, problems, and successes will be publicized by media releases utilizing the methods set forth in the directive for public information relating to non-crime news.

COMMUNITY RELATIONS UNIT RESPONSIBILITIES

78.1.42 The Crime Prevention Unit Sergeant and officer(s) assigned Community Relations will assist in developing policies for the agency by identifying and addressing the opinions and attitudes of the public received via the Community Relations survey. An annual survey of citizen attitudes and opinions shall be conducted in regard to:

- A. The overall agency performance;
- B. The overall competence of Department personnel;
- C. The attitude and behavior of officers towards citizens;
- D. Concerns with safety and security;
- E. Recommendations for improvement.

78.1.43 Every employee of the department shall receive training in basic community relation needs, as determined by:

- A. Interviews with citizens;
- B. Consultations with the Internal Affairs Unit;
- C. Consultations with supervisors.
- D. In the event the Department is unable to provide training in the identified area, the Planning and Research/Training Sergeant will be responsible for locating outside sources for training.

78.1.44 The Community Relations Unit will establish community groups where such groups do not exist by encouraging currently active and inactive groups to invite surrounding area residents in their area to participate thereby enlarging current Neighborhood Watch programs and creating new programs where none exist.

78.1.45 The Community Relations Unit maintains a supply of educational materials on a wide variety of topics, including but not limited to, Traffic Safety, Drug Awareness, Rape, Arson, Physical Abuse, etc. These materials are made available to the public during Law Enforcement Day, Station Tours and other Community Relations Programs as well as on request.

BIKE SAFETY RODEO

78.1.46 The bike safety program has been developed in an effort to educate bicyclists on current laws and safety practices.

78.1.47 The program is designed to target the community's youth, ages' 6-12, as this particular age group represents the majority of cyclists.

78.1.48 The program will include classroom discussion, a bicycle information test, a bicycle inspection and an obstacle course. The entire program will be commonly known as a Bicycle Rodeo.

- A. Upon request by an interested community, civic, or private organization, the Community Relations Unit Sergeant will assign the coordination and presentation of the event.
- B. Contact will be made by the assigned officer with the interested party for the purpose of obtaining the following information:
 - 1. requested date of Rodeo
 - 2. location of Rodeo
 - 3. number of expected participants
 - 4. average age of participants
 - 5. number of volunteers available.
- C. The Community Relations Officer will prepare for the presentation by following the check list below.
 - 1. Gather printed material for distribution to participants as necessary for ages.
 - a. Head Smart Activity Book or similar activity book suited for 6-12 year olds.
 - b. Bicycle Traffic Laws from State of N.M. Traffic Safety Bureau, which is suitable for 8-12 year olds.
 - c. AAA or National Child Safety Council Booklet (NCSC) Bicycle information test with/answer sheet (most appropriate for 10-16 year olds).
 - d. Information regarding bicycle helmet and how to properly fit.
 - e. AAA or NCSC Bicycle Inspection Checklist.
- D. The Officer will determine if facilities/location have equipment available for Bicycle Safety Video which can be used in classroom structure.

- E. The Officer will coordinate the Bike Rodeo with the volunteers.
- F. The officer will conduct discussion. Printed material will be distributed at this time.
 - 1. Presentation will cover all information in printed material. Discussion will include practices/procedures that can be taken to prevent bicycle theft.
 - 2. Volunteers may conduct inspections.
 - 3. Rodeo/Obstacle Course will be chosen and conducted by the officer with the assistance of volunteers. Course will be selected with regard to the average age of the participants.
- G. The Officer will issue certificates of completion upon completion of all stations of the Bike Rodeo, paying special attention to bicycle inspection and Obstacle Course.
- H. The program will be evaluated annually by the Police Crime Prevention Unit.

RED RIBBON CAMPAIGN

78.1.49 This program is designed to create awareness concerning:

- A. Alcohol and other drug problems facing every community.
- B. Build community coalitions to implement alcohol and other drug prevention strategies.
- C. Support healthy drug free life-styles.
- D. Encourage neighborhood prevention planning and activities.

78.1.50 Upon receipt of request for participation by this agency, the Community Relations Unit Sergeant will make the assignment of one Community Relations Officer to participate in the coordination of this event.

- A. The assigned officer will make contact, by telephone, with the Red Ribbon Committee Chairperson or appropriate party to confirm this agency's involvement.
- B. The assigned officer will attend coordination meetings as scheduled by the chairperson of the Red Ribbon Committee.

- C. The assigned officer will carry out various tasks as requested by the Committee Chairman to include but not limited to:
 - 1. assisting in media relations;
 - 2. identifying/providing activities to take place at the scheduled kick-off of a week filled with activities and presentations;
 - 3. assist, as necessary, with the distribution of Red Ribbons in public schools and the sale of Ribbons at various pre-determined locations.
- D. The assigned officer will attend the final committee meeting, which serves as a critique of the preceding event and ideas for improving the upcoming year's Red Ribbon Campaign.
- E. The program will be evaluated annually by the Crime Prevention/Police Community Relations Unit.

FINGERPRINTING

78.1.51 Fingerprinting is a public service provided by the Police Department through the Department's Crime Prevention/Community Relations Unit under the direction of the Support Services Commander.

- A. Fingerprints for the public are done each Wednesday from 8:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m.
- B. The Crime Prevention/Community Relations Sergeant will assign an officer within the unit to assist in providing this service.
- C. When there are two (2) or more individuals to assign for fingerprints, a rotating assignment of officers will be done by the Unit Sergeant.
- D. The assigned officer will check each fingerprint card for correct information and will assist the citizen in filling out the card.
- E. The assigned officer will have the citizen sign the fingerprint card, in his/her presence, on the space provided.
- F. The assigned officer will request that the citizen provide photo identification at which time the officer will verify the signature appearing on the card with that on the identification. If no photo

identification can be provided, the officer will not provide the fingerprinting service.

- G. The officer will print the citizen with special care taken to assure clear and legible fingerprints.
 - 1. Prints should be legible from the tips of the finger, to the finger's first fold.
- H. After completing the fingerprint card the citizen will be directed to the reception personnel for signing out and payment for the fingerprinting.
- I. Upon the request of the Sergeant of Planning and Research Unit, the Sergeant of the Crime Prevention/Community Relations Unit will assign an individual from within the unit to assist in fingerprinting of applicants to the City of Santa Fe Police Department.
- J. The program will be evaluated annually by the Crime Prevention/Community Relations Unit.

SPECIAL OLYMPICS - LAW ENFORCEMENT TORCH RUN

78.1.52 The Special Olympics Law Enforcement Torch Run is a cooperative effort by law enforcement officers who run a symbolic torch across the state in support of New Mexico Special Olympics.

78.1.53 Each law enforcement agency provides, with the assistance of the Department's New Mexico Special Olympics Coordinator, officers in running and relaying the torch with the final destination of the Special Olympic games held each summer in Albuquerque.

- A. The Crime Prevention/Community Relations Unit Sergeant will assign the coordination of this event to a Crime Prevention/Community Relations Officer.
- B. Upon receipt of the information packet from New Mexico Special Olympics, the assigned coordinator will contact the Special Olympics office to confirm our participation.
- C. The coordinator will attend all meetings/training sessions as scheduled by the Special Olympics Office.
- D. Upon receipt of further information packets pertaining to fund raising and sponsorship, the coordinator will take necessary steps to recruit runners within this department and other local law enforcement agencies.
 - 1. The coordinator shall make contact with officers/detectives in an effort to recruit interested participants by attending briefings and/or any other method in which a large number of personnel can be contacted.
 - 2. The coordinator will also make contact with other law enforcement agencies by telephone, fax or e-mail, and/or any other method in which a large number of agencies can be contacted to include them in the Special Olympics Law Enforcement Torch Run.
- E. Once a list of runners is obtained, the coordinator will assign each runner with a start/finish point. This information will be given to each officer on the day of the run.
- F. The coordinator will maintain records of funds raised by officers and by way of corporate sponsorship, to be turned in to the New Mexico Special Olympics office, as it is collected. The Special Olympics office will maintain records of funds received.
- G. The coordinator will arrange for news media coverage by way of press release on the event. The information packet received from the New Mexico Special Olympics will have sample releases.
- H. The coordinator will be responsible for obtaining volunteers/on-duty personnel for the purpose of providing escorts for the runners for their safety during the run. In addition, the coordinator shall:
 - 1. Submit a memo to Patrol Division Commander requesting available on-duty Public Safety Aides/officers for the purpose of safety escorts and traffic assistance.
 - 2. Identify any civic organizations and volunteers that will be willing to assist with refreshment posts and various small tasks as necessary.
- I. The coordinator will ensure that time schedules set by the New Mexico Special Olympics are met and this department delivers the torch by way of

relay to the next participating agency in a timely manner.

- J. The coordinator will ensure that each officer has purchased or has raised the required amount of money entitling them to have the Olympic Runners T-shirt.
- K. The coordinator and any interested runners will attend the victory party held in Albuquerque at a pre-arranged location, sponsored by N.M.S.O. This celebration directly precedes the opening ceremony of New Mexico Special Olympics Games.
- L. The program will be evaluated annually by the Crime Prevention/Community Relations Unit.

LAW ENFORCEMENT DAY

78.1.54 The Santa Fe Police Department Crime Prevention/Community Relations Unit will host an annual Law Enforcement Day in which an invitation will be extended to Law Enforcement Agencies statewide, to provide the public an opportunity to view and obtain information regarding crime prevention, special functions, and equipment from various participating agencies.

78.1.55 All Crime Prevention/Community Relations Unit Officers will participate in this event.

78.1.56 The Community Relations Unit Commander will make the assignment of event coordinator.

- A. The coordinator shall determine the most appropriate date in which scheduling with the selected location is feasible. The amount of public access available and cooperation of the site management will determine the location.
- B. A different location should be selected annually in an effort to reach the vast majority of the public.
- C. A letter of invitation will be drafted, approved and mailed to Law Enforcement Agency heads requesting their participation.
 - 1. This invitation will be mailed no later than 60 days prior to the scheduled date requesting RSVP no later than two (2) weeks prior to the event.

- a. This will assist the coordinator in arranging for special needs of each display/presentation and any necessary accommodations.

- D. A memo requesting the participation of various specialized areas will be directed to the Administrative and Operations Deputy Chiefs of the Department.
- E. Periodic contact will be made with site management and participating agencies to coordinate and trouble shoot as necessary and to make any changes or alterations needed to ensure the smooth operation of the event.
- F. The coordinator will collect and/or purchase ample printed material to be presented and distributed to the public.
- G. On the day of the event, the coordinator will have a general knowledge of the number of participating agencies; however, the location of each agency display will be assigned by the event coordinator in the order of arrival.
- H. Periodically, throughout the event, the coordinator will maintain close contact with participants to ensure that all needs are met.
- I. Within fourteen (14) working days following the event, a letter of appreciation will be mailed to the head of each participating agency. This letter will be drafted by the event coordinator, approved by The Crime Prevention/Community Relations Unit Sergeant and signed by the Chief of Police.
- J. The program will be evaluated annually by the Crime Prevention/Police Community Relations Unit.

SPECIAL PROGRAMS

78.1.57 The Santa Fe Police Crime Prevention/Community Relations Unit will provide special programs to interested private and civic organizations upon request. These various programs will be provided in an effort to educate and create an awareness of the involvement of the Police Department within the community.

- A. Upon request for a Special Program, the Crime Prevention/Community Relations Unit Sergeant

will assign a Crime Prevention/Community Relations Unit Officer to fulfill the request.

- B. The Officer will make contact with the interested party to determine the specific type of program to be conducted, as well as a tentative date for the presentation, the number, and the approximate age of the participants.
- C. The Officer will research the requested topic(s) and obtain printed material to distribute to the participants.
- D. Programs that may be requested include, but are not limited to, the following:
 - 1. Appearance by Safety Pup
 - 2. Seasonal visits from Santa Claus to the hospital wards, local shelters, private nursing centers and any other location as deemed suitable by the coordinator of this event.
 - 3. Poison prevention target pre-school age children.
 - 4. Career Fair to include the adult population, as well as school-age children.
- E. Items that are distributed at the special programs by the Police Crime Prevention/Community Relations Unit staff are obtained by the Unit officers through contacting local organizations and merchants for donations such as candy, toys, etc.
 - 1. The officer will prepare a letter to the organization or merchant, requesting the donated items, which will be approved by the unit Sergeant.
 - 2. Unsolicited items will be distributed according to the donor's request, if feasible.
 - 3. The assigned officer/coordinator will make suitable arrangements for delivery or pick up of items.
 - 4. A letter of appreciation will be sent to the organization, merchant or citizen not more than seven (7) days after distribution.
- F. The Unit Sergeant and the Police Crime Prevention/Community Relations Officers on an

annual basis for improvement and additions will evaluate the Special Programs.

EXPLORER PROGRAM

78.1.58 The Explorer Program is sponsored by the Santa Fe Police Department and Chartered with by the Boys Scouts of America, our Explorer Program is designed to give young men and women the opportunity to explore the Law Enforcement career field.

- A. The Department will provide each participant with the following uniform:
 - 1. Short Sleeve light gray shirt;
 - 2. Black trousers;
 - 3. Basket weave trouser belt;
 - 4. Black leather shoes;
 - 5. Police Explorer Badge.
- B. The Boys Scouts of America will provide Liability Insurance.
 - 1. Liability insurance will be updated on an annual basis after approval to re-charter the program is received from the Chief of Police.

78.1.59 Our Department started its Explorer Program in 1997 and is assigned to the Department's Crime Prevention/Community Relations Unit.

78.1.60 The Crime Prevention/Community Relations Unit Sergeant will assign an Officer from within the Unit as the Coordinator of this program.

- A. The Coordinator's responsibilities will include, but are not limited to the following:
 - 1. Actively recruit members by promoting the program when visiting local middle and high schools;
 - 2. Provide information about the program at community events and meetings he/she attends;
 - 3. Encourage current members to actively recruit participants at their respective schools;
 - 4. Schedule and/or provide training for all members in the areas of :

- a. Traffic control,
 - b. Radio communications,
 - c. Officer safety,
 - d. Crime prevention,
 - e. Gang activity,
 - f. Drug education,
 - g. Alcohol education,
 - h. Departmental policies and procedures.
5. The Coordinator will maintain training files for each member;
6. The Coordinator will, on a quarterly basis, check with each participant's respective school to ensure compliance with academic and conduct requirements.
7. The Coordinator will collect a fee of \$7.00 per year per participant, which will be logged in a ledger and turned over to the Boys Scouts of America Advisor.
- C. The qualifications for entry into the Explorer Program are as follows:
- 1. Must be between the ages of 13 and 20
 - 2. Must be enrolled in School and maintain a C+ average
 - 3. Have no arrest or conviction record for serious offenses
 - 4. Have parental permission if under 18 years of age
 - 5. Be able to attend Explorer meeting once a month
 - 6. Be able to provide additional voluntary services to the Department.
- D. In addition to the above requirements, Explorer Candidates should have an interest in a Law Enforcement career.
- E. The application process for entry into the Explorer Program is as follows:
- 1. The candidate submits an application for review to determine if the above conditions are met.
 - 2. An oral interview of the qualified candidate is then conducted.
 - 3. A limited background investigation will then be completed on each Explorer applicant prior to acceptance in the Program
- F. Officer elections for the positions of Captain, Lieutenant and Sergeant will be conducted by the membership on a yearly basis.
- 1. These Officers will be responsible for scheduling and conducting monthly meetings, as well as scheduling volunteers to assist the Department's Crime Prevention/Community Relations Unit.
- G. Each participant will be allowed to ride-along with officers while on patrol, once a month, during daylight hours only. The Ride-Along program provides the Explorer with the opportunity to observe the Officers as they work in the field.
- 1. The Coordinator will schedule ride-along requests and insure that the explorer is in possession of a ride-along waiver signed by a parent/guardian. Upon completion of the ride-along, the coordinator will note the ride-along officer's name on the waiver and debrief the explorer as to whether the ride-along proceeded without incident. Waiver forms shall be filed in accordance with Directive 92.1

CITIZEN POLICE ACADEMY

78.1.61 The Citizen's Police Academy is a joint effort between the Santa Fe City Police Department, New Mexico State Police and the Santa Fe County Sheriffs Department. The curriculum spans twelve weeks and. Participants must be at least 18 years of age to apply.

78.1.62 The purpose of the academy is to develop a positive relationship between citizens and Police through education. With better understanding in the criminal justice system, and increased understanding of the tasks police officers face in their daily work, it becomes easier for police and citizens to find realistic solutions to neighborhood problems.

A. The Crime Prevention/Community Relations Unit Sergeant will assign a Coordinator for this

- program for this Department, Coordinators for the New Mexico State Police and the Santa Fe County Sheriffs Departments will be assigned by those agencies.
- B.** Coordinators and members of this department will actively recruit participants for this program through daily contact with the public.
- C.** Coordinators will conduct a Triple I background investigation on each applicant. Applicants must be free of any felony convictions. Misdemeanor arrest or violations will be evaluated in a case by case basis.
- D.** Instructors are personnel from the Santa Fe City Police Department, New Mexico State Police and the Santa Fe County Sheriffs Departments who teach in their own areas of expertise.
- E.** Instruction/training are provided in the following areas:
- History of the Departments
 - Community Policing
 - Street and Prison Gangs
 - Traffic Investigation
 - Criminal Investigations
 - Crime Scene Investigations
 - Use of Force/K-9/S.W.A.T.
 - Decisional Shooting
 - Domestic Violence
 - Police Pursuit Driving
- F.** Participation in the Academy must commit to one night a week for twelve-week period. A minimum attendance of 80% of the class is required in order to receive a certificate of completion.
- G.** Classes are held on Thursday evenings from 6 p.m. to 9 p.m. The instruction is at the Santa Fe City Police Training room.
- H.** A graduation ceremony completes the Citizens Police Academy. The Chief of Police or his/her designee will host the graduation and present participants with Citizen Academy Certificate.

- I.** There is a \$25.00 fee to attend the program, which will be collected by the Alumni Treasurer on the first night of class.

CITIZENS POLICE ACADEMY ALUMNI

78.1.63 All Citizens Police Academy graduates are provided the opportunity to join the Santa Fe Police Academy Alumni. The Academy Alumni was formed to support the Department in many community activities.

- A.** The Alumni meets once a month and act as an unofficial public relations group within the city to and help educate the general population about various programs offered by or supported by the Department.

STATION TOURS

78.1.64 Station tours are provided for citizen groups who show an interest in the daily operations of the Santa Fe Police Department.

- A.** Upon request to the Crime Prevention/Community Relations Unit Sergeant, the tour will be assigned and scheduled to accommodate the interested group.
- B.** Information to be obtained by the assigned officer will be:
1. The approximate number of participants in the tour group.
 2. The average age of the participants.
 3. The length of time the group has allotted for the tour.
 4. Any area of special interest within the department.
 5. Special needs, i.e., handicapped, etc.
- C.** The assigned officer will make telephone contact with the group coordinator, one working day prior to the scheduled day of the tour, to confirm the appointment.
- D.** Notification will be made with commanders involved in the area to be toured on the day of the tour.
- E.** Upon arrival of the tour participants, all adult participants will be required to sign in with Reception personnel. Groups of children will

require that the adult Chaperone provide a list with the children's names as well as log their names in the Department' visitors' log book, prior to allowing the group into the secured area of the Police Department.

- F. The tour will consist of the following areas and a brief description of each:
 - 1. Trophy Case
 - 2. Team offices
 - 3. Investigations Division
 - a. Burglary/White Collar
 - b. Narcotics
 - c. Violent Crimes
 - d. Crime Scene Technicians including darkroom
 - 4. Chief's Offices
 - 5. Crime Prevention/Community Relations
- G. Throughout and at the end of the tour, the assigned officer will take special care in allowing ample time for questions and answers.
- H. Taking into account the average age group of the participants, printed safety materials will be distributed to all participants.
- I. All groups are to be properly escorted in accordance with security requirements.
- J. The program will be evaluated annually by the Crime Prevention/Community Relations Sergeant and Officers.

- D. Distribute the approved news release to local news media by hand delivery, facsimile, telephone or mail.

TRAFFIC REPORT

- 78.1.66** The Crime Prevention Unit Sergeant, or his/her designee, will:
- A. Provide the community and news media with daily information, Monday through Friday, on traffic hazards, accidents, and construction that could delay the public.
 - B. Receive news releases from the Santa Fe Streets Division, Public Service Company, etc., on traffic delays due to construction.
 - C. Receive information from the Santa Fe Police Patrol Division on scheduled escorts (i.e., funerals, mobile homes, portable buildings, etc.).
 - D. Compile the information received for release on the next business day's traffic report.
 - E. Contact the Santa Fe Police Dispatch at 7:45 a.m., Monday through Friday, for any accidents or further traffic delays not already received.
 - F. Begin contacting local radio stations by telephone at 8:00 a.m. to release the traffic report.

TEEN COURT

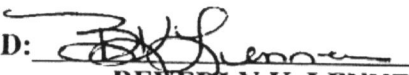
78.1.67 Teen Court is designed to develop respect for authority and the community and stop potential delinquent behavior in teens. Teen Court capitalizes on positive peer influence. Teen Court's jury members, attorneys, bailiffs, and clerks are all teens.

78.1.68 The Crime Prevention/Community Relations Unit Sergeant will assign an Officer from within the Unit to participate as an advisor, provide security or other assistance as requested by the Santa Fe County Teen Court coordinator of this program.

PUBLIC INFORMATION

NON-CRIME NEWS

- 78.1.65** The Crime Prevention Unit Sergeant, upon request or receipt of such formation, will:
- A. Collect information
 - B. Compose a written news release
 - C. Submit the completed news release to the Chief of Police and Administrative Deputy Chief for approval.

APPROVED: 
BEVERLY K. LENNEN
 Chief of Police

DATE: 07-23-04

Drafted 11/03 (awm)