



NEWARK POLICE DIVISION GENERAL ORDER



SUBJECT: COMMUNITY POLICING POLICY	GENERAL ORDER NO. 18- XXXX
SUPERSEDES: NEW	DATED: JULY 12, 2018

This order contains the following numbered Sections:

- I. PURPOSE
- II. POLICY
- III. DEFINITIONS
- IV. RESPONSIBILITY FOR COMPLIANCE
- V. TRAINING
- VI. ORGANIZATIONAL STRUCTURE
- VII. PROCEDURES
- VIII. RESPONSIBILITIES
- IX. REPORTING REQUIREMENTS
- X. EFFECT OF THIS ORDER

Related Policies:

General Order 17-06 BIAS-FREE POLICING
General Order 08-02 COMSTAT UNIT



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I. PURPOSE

This General Order sets forth the Newark Police Division's Community Policing Policy. The purpose of this order is to establish a clear directive as to how the Newark Police Division will promote and build community partnerships, engage constructively with the community, ensure collaborative problem solving, and increase community confidence in the Division.

II. POLICY

The Newark Police Division must do everything in its power to ensure positive interactions between the Division and all members of the community. Community Policing is the responsibility of all Newark police officers, not just special units like Clergy Affairs. All members shall engage in community policing while on patrol, responding to calls, and interacting with residents and other members of the community. The Division therefore seeks every opportunity to establish and maintain close ties with the community and to provide services that meet the community's needs.

Additionally, it is the goal of the Newark Police Division to foster a true collaborative partnership through positive community engagement, build public trust between the Division and the community, and promote safe communities by reducing crime, particularly violent crime. To achieve these goals, the Newark Police Division and its members shall approach all interactions with the public as opportunities to enhance the perception of law enforcement and build upon public trust. The Division shall implement strategies in neighborhoods within each precinct to combat emerging and chronic crime issues and neighborhood disorder. Ensure unified and effective implementation of the Community Policing Policy by continued follow-up.

III. DEFINITIONS

- A. Community Policing- is a philosophy that promotes organizational strategies that support the systematic use of partnerships and problem-solving techniques to proactively address the immediate conditions that give rise to public safety issues such as crime, social disorder, and fear of crime.
- B. Community Service Officer (CSO)- A Newark Police Division Officer assigned to a precinct who will become familiar with the geographic area, its issues, problems, and community leaders; whose principal duty will be to identify and address the community's priorities; and who are not assigned to answer calls for service except in exigent circumstances.
- C. COMSTAT - Comstat, short for "Compared Statistics", is a multi-layered, dynamic, crime reduction tool based on the "SARA" problem solving methodology. The "SARA" methodology instructs that officers Scan the problem, Analyze the factors that contribute to the problem, Respond with the appropriate resources, and then Assess the results. Commanders at all levels of the police department are held accountable for their performance based on the data measured by the above method, therefore, it is essential that the analysis of crime and statistical data are



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channeled upward to the Comstat Unit by the various Commands throughout the city. (Reference: General Order 08-02 Comstat Unit, Section I).

- D. Desk Lieutenant- Under the direction of a captain, a desk lieutenant performs, supervises, trains, disciplines and evaluates personnel by reporting any and all deficiencies. A desk lieutenant is generally responsible for the overall operation of the command and the conduct and performance of all personnel including supervisory personnel. (Reference: General Order 80-1 Responsibilities of Command and Supervisory Personnel, Paragraph VII, Section B).
- E. Executive Officer Lieutenant- An executive officer is the second in command of a precinct/division and shall assume the responsibilities of the commanding officer in their absence. The executive officer is generally responsible for assisting the precinct captain in ensuring effective and efficient delivery of services within their command. (Reference: General Order 80-1 Responsibilities of Command and Supervisory Personnel, Paragraph VII, Section A).
- F. Precinct- A precinct is commanded by a captain and is a geographical area of the City, which provides general police services (patrol, investigative and administrative). Members of the division assigned to patrol duties are generally assigned to one of the main precincts. (Reference: General Order 63-15 Organization of the Police Department, Section II. Paragraph C. and Section IV., Paragraph E).
- G. Sector- a designated geographical area within a particular precinct, within which division members are assigned regularly so that they may become familiar with the local residents.
- H. Sector Integrity- the action of assigning the same officers to the same sectors consistently, giving officers the opportunity to take ownership of their assigned sector(s) and develop lasting positive relationships within their assigned sector(s).

IV. RESPONSIBILITY FOR COMPLIANCE

All Division members shall be responsible for complying with this policy. Command and Supervisory Officers will review, understand and comply with this policy and shall also ensure that all subordinate personnel read and acknowledge understanding of this directive.

V. TRAINING

The Training Unit will develop and provide topic-specific training to enhance the efficient implementation of the Division's Community Policing Policy and shall ensure:

- A. Division members are trained on the concepts of Community Policing – Improving Police Efficacy and Building Trust. The goal of this training is for officers to understand the core concepts of Community Policing in order to build better relationships within the communities that they serve. Continuing training will also be conducted to reinforce the



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principles of Community Policing using visual and scenario based training that promotes the development and strengthening of partnerships between the police and community;

- B. community members are trained, during the citizen clergy academy, on concepts of procedural justice and legitimacy to better understand how a police officer should interact with the public during a traffic stop or other contact;
- C. police recruits and newly promoted supervisors are trained on community engagement methods and techniques to build positive relationships within the community;
- D. Community Service Officers receive advance training in community engagement methods and strategies to strengthen relationships between the NPD and the community; and
- E. all Division members are trained in de-escalation techniques.

VI. ORGANIZATIONAL STRUCTURE

A. Decentralized Implementation

- 1. The Division recognizes that the unique and diverse nature of the City requires individualized solutions that will address challenges faced by all groups within the community.
- 2. Precinct commanders have the autonomy to address the specific concerns of the communities they serve and to use available personnel and discretionary resources under their command to target crime or emerging violence.
- 3. Precinct commanders are responsible for implementing Neighborhood Policing Plans, which include strategies and tailoring techniques that are unique to their precinct's crime conditions to provide a more localized approach to problem-solving and crime reduction.

B. Geographic Responsibility

- 1. Maintaining sector integrity when possible allows assigned officers to better recognize emerging crime trends and community issues that are most prominent in their respective sectors. Sector integrity gives officers assigned to a sector the autonomy to engage with the community, a stake in their assignment and the area they serve, and a sense of pride in realizing the goals relating to crime suppression within their sector.
- 2. Sector integrity promotes positive engagement with the community and offers members an opportunity to develop lasting positive relationships with the public they serve. Maintaining sector integrity offers the community consistency in outreach, engagement, and allows for Division members to attend community meetings and community events within their sectors.



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3. Supervising sergeants will actively manage and deploy the resources under their command to maintain sector integrity in response to calls for service where practical. Maintaining sector integrity will allow officers to spend more time in their respective areas, increasing their opportunities to strengthen community relationships.
4. This structure encourages accountability for crime levels and community engagement in a member's geographic area of responsibility which can be reviewed through the COMSTAT process.

VII. PROCEDURES

- A. Procedural justice refers to the idea of fairness in the processes that resolves disputes. The way in which community members develop opinions about specific interaction with officers are based primarily upon two things; the outcome of the encounter and the process of the encounter. In short, procedural justice is concerned not only on what officers do, but also with the way they do it.
 1. Division members shall employ the concepts of procedural justice with a focus on these four guiding principles:
 - a. The first guiding principle of procedural justice is fairness and consistency. Perceptions of fairness are driven not only by outcomes but also by the fairness and consistency of the processes used to reach those outcomes.
 - b. The second guiding principal of procedural justice concerns voice. All people want to be heard, and involving people or groups in the decisions that affect them affects their assessment of a given situation. Everyone wants to feel as though they have a measure of control over their fate. Having voice in situations that may be somewhat out of their control (such as whether they get a traffic ticket) helps them to feel that their opinions matter and that someone is listening to their side of the story, taking them seriously, and giving some consideration to their concerns.
 - c. The third guiding principal of procedural justice is transparency and openness of process. Transparency means that the processes by which decisions are made do not rely upon secrecy or deception. In other words, decisions unfold out in the open as much as possible as opposed to behind closed doors. Nobody likes to feel that their future is being decided upon another person's whim. When officers are as transparent as possible, community members are more likely to accept officers' decisions—even if they are unfavorable to them.
 - d. The fourth guiding principal of procedural justice is impartiality and unbiased decision making. Impartial decisions are made based on relevant evidence or data rather than on personal opinion, speculation, or guesswork. When officers take the



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extra few minutes to make apparent to others the data used to make decisions, understanding and acceptance readily ensue.

2. Police legitimacy means people have trust and confidence in the police, accept police authority, and believe officers are fair. Division members shall build public confidence and strive to achieve legitimacy by employing concepts of procedural justice.
3. Division members shall treat all people with dignity and respect at all times, and during every interaction shall employ the concepts of procedural justice. During each interaction, Division members shall strive to attain the highest degree of ethical behavior and professional conduct at all times.

B. Community Engagement and Partnerships

1. It is the responsibility of all Division members, regardless of rank, position, or unit of assignment, to positively engage members of the community with the goal of fostering productive relationships and a collaborative effort to promote safer communities.
2. The Division continues its open dialogue by way of community partnerships and engagement strategies (listed in Section V., paragraph B., sentence 4.) with the community as an opportunity to share experiences and identify differing viewpoints. These dialogues will be productive, based in facts, and continuous; and will not occur just in times of crisis. The Division will work with communities to identify their concerns, develop effective crime prevention activities, and coordinate the collaborative response.
3. Foot Patrols: Recognizing that community policing involves a symbiotic relationship between officers and those they serve in making a neighborhood a safe place to live, the Division shall make foot patrols a priority. Developing this connection involves communication through regular contacts. Officers on foot patrol have an opportunity to stop and talk to those with whom they come in contact. An officer has time to have a conversation and learn what is going on in the neighborhood. These personal interactions generally develop a sense of security for those who live or work in the neighborhood the officer patrols. Those feelings of security can translate into a deeper trust between the officer and those he or she serves.
4. The Division has established and will establish a variety of community partnerships and engagement strategies which are designed to encourage positive community interactions and relationships. These strategies include, but are not limited to:
 - a. Precinct Community Meeting - Precinct Commanders will host monthly community meetings within each precinct to allow community residents, other community stakeholders and police to discuss chronic problems within each precinct where an ongoing dialogue can exist. These community meetings provide an opportunity for police and community residents to exchange information about



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conditions in each neighborhood, to identify crime and disorder problems, and to develop strategies to combat those problems. The meeting also provides an opportunity for precinct commanders and community members to get to know one another.

- b. CommUnity and Cops meetings are town hall style meetings held monthly by the Consent Decree and Planning Division that are designed to seek and respond to input from the community regarding the implementation of Consent Decree mandates. To achieve real and sustainable reform in the Newark Police Division the community and the Division must work together. These meetings serve as a key mechanism for building partnerships with the community.
- c. Enhanced Media Communication: The Division will use traditional media (print and broadcast), social media including but not limited to Facebook, Twitter, and Nextdoor, the NPD's official Website located at npd.newarkpublicsafety.org and the "Newark PD App" mobile application, to continually communicate with the public. This communication must strike a delicate balance between protecting the investigation and keeping the public well-informed. The dissemination of criminal investigation information, including police-involved shootings, will be accurate and timely.
- d. Juvenile Services Section

The Juvenile Services Section is responsible for the safety, well-being, and processing of all juveniles taken into custody. This section is also responsible for developing/continuing programs designed to prevent juvenile delinquency; diverting juvenile offenders out of the juvenile justice system; facilitating stationhouse adjustments; participating in community recreational youth programs. The Commander of the Juvenile Services Section shall have line authority over the Precinct School Resource Officers (direct, day-to-day contact and assignment) and the Precinct Commanders shall have staff authority over the Precinct School Resource Officers (administrative-vacations, sick days, etc.). (Reference: General Order 63-15 Organization of the Police Department, Section IV., Paragraph G).
- e. The G.R.E.A.T. program is taught by sworn Division members with the objective of helping young people become responsible members of their communities by teaching and reinforcing how to set realistic goals, resist pressures, positively resolve conflicts, and truly understand how gangs impact the quality of life in any community, regardless of the economic level. Division members will refer to the general order entitled "Gang Resistance Education and Training (G.R.E.A.T.) Program."
- f. Enhanced procedural communication with victims of crime.



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A victim-centered approach to investigating crimes is essential to accomplish the law enforcement mission. Victims who can tell their story and testify as a witness are key to successful investigations and prosecutions. When encountering a potential victim, it is important to remember that victims may not be comfortable coming forward and working with law enforcement. They may need help to feel stable, safe, and secure. Victims may fear law enforcement or not tell a complete story. It is crucial to understand that victims need support and understanding in order to help make the case investigation—and subsequent prosecution a success.

When Division members encounter a victim of a crime in the course of their duties, it is critical that they begin to develop rapport and establish trust by:

- i. Taking time to explain who they are, answer questions they might have, and acknowledge and address their fears;
 - ii. Being sensitive to cultural differences and language barriers and using an interpreter when needed;
 - iii. Conducting interviews in a setting in which the victim feels safe when feasible, only after the victim's needs have been assessed and any urgent needs have been met;
 - iv. Being patient and giving the victim time to stabilize and begin their recovery process; and
 - v. Investigators shall assume an informal role as a victim advocate by advising victims of any critical changes in the status of the investigation promptly and ensuring that victims are given the right to be heard at all stages of the criminal investigative process with the understanding that information sharing may be diminished due to the pressing needs of the criminal investigation.
- g. Community COMSTAT- The Division holds this meeting in different neighborhoods on a quarterly basis, where citizens are able to get a “behind the scenes” look on how each precinct commander is held accountable by the Public Safety Director and the Chief of Police for the rise and/or fall of crime rates affecting their neighborhoods.
- h. The Police Division has also established the Citizens Public Safety Academy, aimed at fostering a close working relationship with the members of our community, and different faith-based groups; the academy specifically focuses on building trust and establishing close cooperation, while in the process becoming more transparent as an agency. During their time in the academy, community members become more familiar with the operational procedures of the Police and Fire Divisions, as well as those of the Office of Emergency Management. The



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participants in this partnership graduate from the academy after completing a 6-9 week program.

- i. **Gun Buy Back Program**
The Gun Buy Back Program offers an opportunity for participants to turn-in firearms, B-B guns, and replica weapons to Division personnel. This program is outlined in the Division Special Order entitled "Gun Buy Back Program."
- j. **Trauma to Trust: Police/Community Collaborative Training Sessions**
Training to increase the capacity for police and the community to respond positively to trauma in the wake of violence. The goal of this training is to understand the symptoms of community trauma and vicarious trauma as well as build necessary skills to address and problem-solve when trauma arises. These trainings will focus on the development and maintenance of trust between police and community members/partnerships.

C. Problem-Solving Policing

1. The Division is committed to reducing crime, particularly violent crimes, in all communities by using a problem-solving approach to policing. Using this approach, community issues and crime incidents are examined to identify their roots, to develop new preventative methods for addressing the issues, and to encourage a proactive and comprehensive approach to problem-solving policing and community relations.
2. Problem-solving policing requires that police officers and members of the community work cooperatively to:
 - a. Scan to identify problems that cause concern for the community and the police;
 - b. Analyze to determine the causes of problems and develop useful solutions;
 - c. Respond by implementing the best course of action; and
 - d. Evaluate regularly and assess the chosen course of action to determine its effectiveness.
3. Division Members shall utilize this four step problem-solving approach known as the S.A.R.A. Model. If success has not been achieved, then further analysis and a different set of responses may be needed.

VIII. RESPONSIBILITIES

A. Division-Wide Responsibilities



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1. All command personnel will support implementing the Division's Community Policing Policy for the bureaus/division and units under their command. This support will include, but is not limited to:
 - a. designating unit members to regularly attend meetings or other community events;
 - b. ensuring that members under their command proactively engage the community and conduct non-enforcement encounters; and
 - c. consulting with the Commander of the Community/Clergy Affairs Unit , to recommend modifications in the implementation of the Department's community relations strategy or unit-level participation.
2. Precinct Commanders will review current precinct-level strategies for which they have geographical responsibilities, for the purpose of:
 - a. recommending specific strategies, use of resources, or additional precinct strategies to supplement the effectiveness of the current strategies, and
 - b. providing the necessary resources and support for the successful implementation of the strategies.

B. Operations Bureau

1. Community/Clergy Affairs Unit

While the community-relations strategy of each precinct and area will be unique to the community it serves, the Commander of the Community/Clergy Affairs Unit, has the authority and responsibility to establish additional guidelines and protocols in an effort to promote a consistent and efficient implementation of the Division's Community Policing Policy.

2. The Commander of the Community/Clergy Affairs Unit shall ensure that:
 - a. the overall management, monitoring, and auditing of the implementation of the Division's Community Policing Policy.
 - b. community activities and events are developed, scheduled, and conducted consistent with the Division's Community Policing Policy.
 - c. administrative support and training are provided for the successful implementation of the Division's Community Policing Policy.



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- d. that Community Policing Policy materials and promotional items are made available on the NPD website.
 - e. dialogue is maintained by way of regular meetings with community stakeholders to discuss how community policing efforts are meeting the public safety goals and needs of the community.
 - f. each precinct commander is notified, in writing, if funding is available to be used and managed as outlined in existing policy.
 - g. a **quarterly report** is prepared, and submitted through the chain of command to the Public Safety Director, that includes, at minimum, the following elements:
 - i. a description of current concerns voiced by the community;
 - ii. a description of potential problems that have a bearing on law enforcement activities within the community;
 - iii. a statement of recommended actions that address previously identified concerns and problems;
 - iv. a statement of progress made toward addressing previously identified concerns and problems; and
 - v. an analysis conducted on implemented strategies by crime type, geographic area, and the community perceptions, or misperceptions, of crime. The analysis will document the evaluation of crime prevention programs and strategies and will be conducted based on crime data.
 - h. a review of city-wide community relations endeavors through the COMSTAT process is conducted weekly to analyze the breadth, extent and effectiveness of the implemented problem-solving strategies and community partnerships including officer outreach, particularly outreach to youth.; and
 - i. coordination of efforts with each Precinct Commander and their Community Service Officers.
3. Precinct commanders **shall**:
- a. provide for the overall management, monitoring, and auditing of their precinct's implementation of the Division's Community Policing Policy;
 - b. ensure the Neighborhood Policing Plans are developed for designated neighborhoods within each precinct and ensure that the plan is completed, re-analyzed and re-implemented on a bi-annual basis;



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- c. ensure the precinct's law enforcement efforts are supported by actively organizing community members to become involved in the problem-solving process;
- d. participate in community meetings;
- e. ensure that communities that have taken back their neighborhoods are given the necessary support to sustain safe communities;
- f. ensure community organizers participate in community meetings;
- g. designate two Division members to serve as the Community Service Officers and ensure that the Community Service Officers are assigned the following:
 - i. individual unit number in the 90/91 series (190/191, 290/291, 390/391, 490/491, 590/591, 690/691);
 - ii. a vehicle;
 - iii. a city-issued cellular telephone (Reference NPD General Order 09-07 Police Division Issued Cellular Smart Phones, Tablets and Electronic Devices);
- h. ensure the Community Service Officers' name and unit number shall be reflected on the daily tour sheet;
- i. ensure the Community Service Officers are assigned to a 4/2 flex schedule (0900-1700/1400-2200 hours);
- j. ensure Community Service Officers are provided with a point of contact list for all houses of worship, schools, businesses, shelters, and community groups;
- k. ensure the Community Service Officers are provided with a point of contact list for all city agencies (i.e. Sanitation, Traffic & Signals, Code Enforcement, etc.);
- l. ensure referrals and/or problem-solving are addressed by the Community Service Officers;
- m. ensure Community Service Officers are informed about all events and crime occurring within the command;
- n. ensure Community Service Officers receive training from the Community Affairs Unit on the procedure for establishing Neighborhood Block Watch Associations and target hardening;



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- o. ensure all Neighborhood Block Watch Associations are registered within the respective command and with the Community Affairs Unit;
 - p. ensure complaints received on the Community Complaint Form are tracked and addressed;
 - q. Refer to the Reporting Section of this memorandum regarding reporting requirements;
 - r. develop, monitor, and provide for the overall management of the precinct-level strategies with input from the community and the appropriate precinct personnel; and
 - s. be accountable for their command's crime prevention efforts and quality of life concerns. A review of community relations endeavors through the COMSTAT process will provide a forum for analyzing the effectiveness of the implemented strategies and the Division's support of field operations. Additionally, this review will provide the Divisions executive management members a level of oversight to:
 - i. monitor the precincts' response to the public's concerns as it relates to that precinct's chronic crime conditions;
 - ii. coordinate with the mobilization efforts of the Community/Clergy Affairs Unit and other governmental and non-governmental agencies;
 - iii. sustain participation in the Division's community programs and attendance at community events (e.g., Occupy the Block, community meetings);
 - iv. identify the Division's community policing policy's relationship to complaints against Department members made by members of the community;
4. Precinct Executive Officers **shall**:
- a. monitor, assign, and ensure the closure of automated Community Concerns assigned to their precinct;
 - b. ensure City service requests are initiated and followed-up upon with the appropriate agency/unit;
 - c. coordinate with the community service officer and provide support for the implementation of the community relations strategy at the precinct level;
 - d. on a daily basis, be accountable for the proper implementation of this directive.



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5. Desk Lieutenants **shall**:
- a. manage operations, including personnel and material resources, to provide support for the implementation of the community policing policy at the patrol level;
 - b. monitor the Computer Aided Dispatch (QUEUE) and dispatched radio assignments to identify calls for service that may require a problem-solving-oriented response;
 - c. monitor their officer initiated non-enforcement related interactions with community members and organizations;
 - d. ensure units in their assigned shift maintain sector integrity whenever possible.
6. Community Service Officers **shall**:
- a. Complete an electronic log sheet or a detective log sheet and utilize the following assignment codes:
 - (1) 216 code for community meetings
 - (2) 217 code for community outreach- crime prevention
 - (3) 218 code for community outreach- walk and talk
 - b. Identify Community Interest Areas within the command and provide a detailed list on the Community Policing After Action Report (Reference: Section VII. Reporting Requirements, Paragraph A.).

Community Interest Areas are defined as:

 1. Areas known for chronic criminal activity,
 2. Locations of prior or emerging critical incidents,
 3. Areas where criminal intelligence reports indicate the possibility of future criminal activity,
 4. Locations where the community gathers on a regular or semi-regular basis to hold community functions and police presence is requested or otherwise required.
 - c. Attend community meetings, providing the Newark Police Division Informational Flyer and the Community Referral Form (attached) when appropriate;
 - d. Communicate daily with the precinct commander regarding events occurring within the command, crime trends/patterns, community meetings;



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- e. Discuss community issues with the commander and seek advice if necessary;
- f. Become familiar with the issues, problems, priorities in the area;
- g. Establish and maintain positive/constructive relationships with community leaders, religious groups, the business community, and community at large;
- h. Not answer calls for service except for in-progress calls within the assigned area, when practical;
- i. Submit a weekly report on all activity, including follow-up action on referrals;
- j. Attend training in the establishment of Neighborhood Block Watch Associations and target hardening. This training shall be provided by the Community/Clergy Affairs Unit;
- k. Once trained in establishing Neighborhood Block Watch Associations institute the Block Watches, particularly in areas where crime has occurred;
- l. The Community Complaint Form (attached) shall be completed in instances when a complaint is received. It is the responsibility of the Community Service Officer to take the appropriate actions to abate the complaints;
- m. Provide and maintain a sign-in sheet for community meetings;
- n. Distribute seasonal literature to residents (i.e. snow removal);
- o. Recruit and compile a list of citizens interested in participating in Public Safety Department sponsored events (Public Safety Academy, Community COMSTAT, CERT training, youth oriented events, etc.);
- p. Attempt to gather information on the registration of Confidential Informants and ensure the information is confidentially forwarded to the appropriate section (i.e. narcotic information forwarded to the Special Enforcement Bureau, shooting information forwarded to the Criminal Investigations Division, etc.);
- r. Be responsible for the Division issued cellular telephone which shall be used to communicate with the community;
- s. Provide the Division issued cellular telephone number to residents, community leaders, clergy members, business personnel, etc., to be handed out on business cards during face to face interactions and made available on the NPD website ;
- t. Follow up with all complaints received, provide referrals when necessary;



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u. Shall coordinate efforts with the Commander of the Community/Clergy Affairs Unit or his/her designee.

7. Field supervisors and officers **shall**:

- a. attend and actively participate in community meetings and community events, when notified and available;
- b. coordinate with the community service officer to discuss problems raised at the community meetings or identified through other means (e.g., community member identified, personal observations);
- c. participate in community activities and positively engage members of the community throughout their tour of duty.

NOTE: A Police Action and Event number will be generated for any community interaction utilizing the appropriate codes which will be used to record officer-initiated non-enforcement related interactions with community members, organizations, and businesses.

C. Commander of the Special Victims Division **shall** ensure:

1. Community Alerts and Area Crime Patterns are developed, processed, and disseminated using established procedures;
2. a liaison is designated as a point of contact for the precinct community service officer to communicate with and serve as a resource to address community issues including:
 - a. domestic violence.
 - b. older adults.
 - c. juveniles.
 - d. community alerts and crime patterns.
3. a detective is designated to attend community meetings or other community events, when requested.

D. Commander of General Crimes Division, **shall** ensure that:

1. Community Alerts and Area Crime Patterns are developed, processed, and disseminated using established procedures;
2. a liaison is designated as a point of contact for the precinct community service officer to communicate with and serve as a resource to address community issues including:



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- a. Burglaries.
 - b. Thefts.
 - c. Thefts from Auto.
 - d. Auto Theft.
4. designate a detective to attend community meetings or other community events, when requested.
- E. Commander of Major Crimes Division, **shall** ensure:
1. Community Alerts and Area Crime Patterns are developed, processed, and disseminated using established procedures.
 2. a liaison is designated as a point of contact for the precinct community service officer to communicate with and serve as a resource to address community issues including:
 - a. Homicides
 - b. Shootings.
 - c. Robberies.
 - d. Narcotic Complaints.
 - e. Community alerts and crime patterns.
 3. Designate a detective to attend community meetings or other community events, when requested.
- F. Public Information Office
1. The Commander of Public Information Office, **shall**:
 - a. keep current and ensure the proper maintenance of the NPD website and its accompanying Newark PD Application for smartphones;
 - b. ensure community relations data and associated databases are consistently updated;
 - c. maintain constant communication with traditional media outlets (print and broadcast) concerning to community engagement activities;
 - d. use social media outlets like Twitter and Facebook to continually communicate with the public. This communication must strike a delicate balance between protecting the investigation and keeping the public well-informed;
 - e. ensure that the dissemination of criminal investigation information, including police-involved shootings, will be accurate and timely; and



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- f. ensure all community service officer contact information is posted and updated on the NPD website

G. Office of Professional Standards

1. The Commander of the Office of Professional Standards will conduct quarterly reviews to evaluate the effectiveness of the Division's Community Policing Policy as it relates to the number of community member's complaints against Division members and the reported allegations. This review will also include recommended strategies to positively impact complaints made against Division members by members of the community.
2. This evaluation will be submitted to the COMSTAT Unit and will be included in the review of the implementation and ongoing review of the Division's Community Policing Policy through the COMSTAT process. Complaints against CSOs will be processed in the same manner as complaints against other officers.

IX. REPORTING REQUIREMENTS

A. Each precinct commander **shall** ensure the Community Service Officers:

1. Submit a Community Policing After Action Report on an Administrative Report weekly. The weekly report is to be forwarded to both the Commander of the Community/Clergy Affairs Unit and the Office of the Public Safety Director every Tuesday.
2. The weekly report **shall** include:
 - a. Prominent community issues learned from residents, clergy and business owners/managers/employees:
 - i. to include specific problems addressed and
 - ii. steps taken by NPD and the community toward their resolution;
 - b. Established Neighborhood Block Watch Associations;
 - c. Establishment of youth events;
 - d. Community meetings attended by members, to include:
 - i. Organization and/or Association Name
 - ii. Organization and/or Association President
 - iii. Organization and/or Association Contact Information
 - iv. Location of meeting (specific address listed)
 - v. Time of meeting
 - vi. Topics of discussion
 - vii. Division personnel in attendance
 - viii. Calendar of following month community meetings;



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- e. Youth organization events attended;
- f. Results of recruitment efforts for Department of Public Safety events;
- g. Innovative plans to assist the community in improving quality of life;
- h. Follow-up contact with residents in the area of violent crime incidents;
- i. Documentation of complaints received, actions taken, and all referrals initiated;
- j. Any issues with the department issued cellular telephone;
- k. Identified community interest areas; and
- l. Any other pertinent information.

X. EFFECT OF THIS ORDER

All previous Division orders and memoranda governing community policing and engagement that are inconsistent or in conflict with this order are hereby rescinded. This order shall become effective immediately.

BY ORDER OF:

**ANTHONY F. AMBROSE
PUBLIC SAFETY DIRECTOR**

AFA/BO/lc