	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: P3103
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		Distribution: All
Title: COMMUNITY OUTREACH PROGRAM		Section: Programs
Issued: 5/8/2012	Effective: 5/16/2012	Revised: 9/28/2015
Rescinds: All Previous	Amends:	
CALEA References: 45.1.1, 45.2.1, 45.2.2, 45.2.3		
Review: Annual	Authority: Chief Michael A. Keller	

I. Purpose

The purpose of this General Order is to establish guidelines for the department's Community Outreach program.

II. Policy

It shall be the policy of the Andover Police Department to ensure open lines of communication between the department and the community. Department members will share responsibility to initiate and maintain close ties with the community. All members shall be responsive to the community needs by providing quality police services and proactive involvement in the community.

III. Definitions

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IV. Regulations

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V. Procedures

A. Programs

1. The Andover Police Department seeks to promote public safety and public confidence in law enforcement through the following crime prevention and community relations programs:
   a. Neighborhood Associations Liaison Program;
   b. Citizen Satisfaction Survey;
   c. Publication of Crime Prevention Materials;
   d. Garage Door Program;
   e. Ident-A-Kid;
   f. Critters on Patrol;
   g. Vacation Watch;
   h. Ride-alongs;
   i. SPEED Program;

j. Crimestoppers;
k. Good Morning Andover;
l. Social Media Program; and
m. Welcome to Andover Program.

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2. Through these programs the department will be able to keep the community informed of certain crime trends, crime statistics and information to help protect them from being the victim of a crime.
3. Members of the department are encouraged to assist in developing new programs that focus on community relations and crime prevention. New programs will be approved by the Chief of Police prior to being implemented.
4. Members will work with the community to identify and resolve issues and problems which may lead to community unrest. The department shall attempt to identify these problems as early as possible and take the necessary action to reduce the opportunity for the development of greater problems in the future.

B. Coordinator

1. The Chief of Police will assign a department member as the Community Outreach Coordinator.
2. The Community Outreach Coordinator will have the following responsibilities (45.2.1):
   a. Assigning sworn members as liaisons to neighborhood associations, neighborhoods that may not have an established neighborhood association or any business or business group that wish to have a liaison (45.2.1a);
   b. Assist in development of community relations policies for the department (45.2.1b);
   c. Assist in publicizing agency objectives, community problems and successes (45.2.1c);
   d. Conveying information transmitted from citizens' organizations to the agency (45.2.1d);
   e. Improving agency practices bearing on police community interaction (45.2.1e);
   f. Developing problem oriented community policing strategies relative to any identified problems or issues (45.2.1f).
3. The Community Outreach Coordinator will be responsible for submitting a quarterly report to the Chief of Police that includes (45.2.2):
   a. Current community concerns (45.2.2a);
   b. Potential problems that affect law enforcement activities within the community (45.2.2b);
   c. Recommended actions to correct problems and concerns (45.2.2c);
   d. A statement of progress made toward addressing previously identified concerns and problems (45.2.2d).

4. If a community member expresses a community/neighborhood concern to a department member, the department member will notify the Community Outreach Coordinator by email of the concern. The email will include the concern, the area of the concern and what, if any, actions were taken by the member. The notification does not relieve the officer who identified the concern from working with neighborhood liaison and community outreach coordinator to address the problem and notifying command staff as appropriate (45.2.3).