

CHAPTER 1

COMMUNITY SERVICES UNITS

A. INTRODUCTION

To achieve and maintain positive and productive police-community relations, the police and community must act as a partnership, working together to find solutions to problems of mutual concern. Both parties must show each other mutual respect, maintain continuous communication, and exhibit the willingness and flexibility to make adjustments in their respective objectives and desires in response to an evolving social environment. Community Services Units have been created and have been assigned the responsibility to proactively work toward the achievement and maintenance of these goals.

B. COMMUNITY SERVICES UNIT COMPOSITION AND ASSIGNMENTS

1. Troop Staff Services Section Commanders shall be responsible for the supervision of full-time Community Services Officers (CSOs) assigned to their respective Troops. They shall also oversee all Community Services-related activities of their respective Troop's alternate CSOs. Full-time and alternate CSOs shall serve in their positions with the approval of the respective Troop Commander.
2. Troops A through R shall have a minimum of one full-time CSO responsible for safety education, community relations, crime prevention, school security duties, and public information duties. Each Station without a full-time CSO shall have an alternate CSO assigned. Additional full-time CSO positions may be created, if necessary, and approved by the Deputy Commissioner of Administration and Professional Responsibility. Station assignment of full-time or alternate CSOs shall be submitted via Department Correspondence, **Form SP 3-201**, to the **Director, Communications Office, Executive and Administrative Offices**. Full-time CSOs shall NOT serve as Troop Education Officers (TEOs), Firearms Instructors, Cardiopulmonary Resuscitation Instructors, etc.

C. SELECTION CRITERIA FOR COMMUNITY SERVICES OFFICERS

Full-time and alternate CSOs perform a wide variety of duties and should possess the following traits:

1. Well-rounded job knowledge and experience.
2. Knowledge of current and evolving social issues and problems.

3. Excellent public speaking skills.
4. The ability to effectively converse with local political, business, and community leaders.
5. Extroverted, patient, and empathetic personality.
6. Moderate social views.
7. Neat, well-groomed personal appearance.
8. Sincere desire to conscientiously perform the duties of a CSO.
9. Ability to develop and write emergency response and exercise plans.

D. OFFICE FACILITIES, EQUIPMENT, ATTIRE, AND DUTY HOURS

1. Suitable office space and automotive equipment shall be made available for CSOs within each Troop.
2. CSOs, as a general rule, shall perform their duties in uniform; however, some duties may be performed in appropriate civilian attire.
3. Satisfactory performance of CSO duties requires a degree of flexibility in shift scheduling. In the absence of the CSO, an alternate shall be assigned to fulfill the CSO's duties.

E. DUTIES AND RESPONSIBILITIES

1. Director, **Communications Office**:
 - a. Administer all activities of the Community/Special Services Section.
 - b. Exercise functional authority over all community services programs and activities.
 - c. Ensure the annual review and evaluation of enforcement and prevention programs relating to juveniles is submitted to the Commissioner.
 - d. Review all duties and activities of the Community/Special Services Section.

- e. Ensure an evaluation to determine the effectiveness of crime prevention programs and activities is conducted annually.
 - f. Ensure the periodic publicizing of the Department's objectives, problems, and successes in the area of community relations.
 - g. Ensure the Community Services Assessment Report is prepared and submitted quarterly, through channels, to the Commissioner. This report shall include:
 - (1) A description of current concerns voiced by the community.
 - (2) A description of potential problems affecting law enforcement activities within the community.
 - (3) A statement of recommended actions addressing the identified concerns and problems.
 - (4) A statement of progress made toward addressing the previously identified concerns and problems.
 - h. Ensure **the required** information/**data** is entered into the Community Services Activity Reporting System (refer to Appendage **A**) **on the** PSPiNet by the tenth day of each month for the preceding month's activities.
 - i. Ensure correspondence documenting school emergency exercises is prepared and submitted as required.
 - j. **Administer and maintain the Department's presence on social media outlets.**
 - k. **Maintain liaison with the Governor's Office of Communications to publish information about Department initiatives and handle media inquiries, when appropriate.**
2. Troop Commanders:
- a. Ensure a sufficient number of full-time and alternate CSOs are assigned to meet the requirements of this regulation and any additional community services needs of the Troop.
 - b. Ensure Department policies, procedures, goals, and objectives established for this program are being met.

- c. Support the organization of and participation in community recreational youth programs by CSOs, alternate CSOs, and all personnel.
 - d. Ensure all reporting requirements of this manual are met.
 - e. Ensure members newly appointed as CSOs are not utilized as TEOs, Firearms Instructors, and daily Communications-Desk Unit relief for Police Communications Officers, etc.
3. Staff Services Section Commanders:
- a. Supervise the routine operations of CSOs; e.g., submission of reports, record keeping.
 - b. Maintain a locked storage area for **equipment** and giveaway items.
 - c. Ensure CSOs are scheduled in accordance with community needs.
 - d. Review and forward all reports as required in this manual.
4. Community Services Officers: Whether performing community services, safety education, delinquency prevention, crime prevention, or public information duties, CSOs:
- a. Maintain relationships with other law enforcement agencies, particularly municipal police departments.
 - b. Establish and maintain liaison with elected officials, community organizations, and community groups to:
 - (1) Convey information from citizens' organizations to the Department.
 - (2) Ensure community groups are established, where needed.
 - (3) Devise plans to prevent crime and lower traffic incidents/crashes.
 - (4) Minimize community tensions.
 - (5) Apprise officials, organizations, and groups of available State Police services.

- c. Maintain communication between the Department and community groups in the event of threatened or overt civil disorder within the Troop, in an effort to reduce tension and disorder. Collaborate with the Heritage Affairs **Section** in the event of threatened or overt civil tension. **This includes working as a member of the Tension Response Team in conjunction with the Heritage Affairs Section.**
- d. Conduct **periodic** interviews with a community group or citizen representative for the purpose of identifying training needs for the Department. The name, title, organization, telephone number of the group or individual interviewed, and interview results shall be submitted, via email, to the **Director, Communications Office.**
- e. Offer recruiting materials to all interested individuals.
- f. Monitor all strike situations within the Troop area. Initiate and update associated CLEAN Messages in accordance with OM 7-1, Emergencies and Unusual Occurrences; and AR 9-6, CLEAN/Administrative Messages—Criminal Investigations.
- g. Endeavor to educate the citizens of the Commonwealth regarding all aspects of safety and the role of the Department and law enforcement in society.
- h. Plan, prepare, and present safety education programs to youth, adults, organizations, etc., modifying each to conform to local community needs and conditions.
- i. Maintain liaison with school officials within primary jurisdiction of their assigned Station to:
 - (1) **Educate students, staff, and administration on public safety information, as needed.**
 - (2) Create or update annually Station tactical response plans to include extensive and accurate site information regarding subject schools.
 - (3) Assist school administrators, as needed, in creating or updating crisis response plans to be used by their personnel in dealing with emergencies, particularly those involving criminal acts.

- (4) Facilitate exercises at one school in each Station's primary jurisdiction on a calendar year basis for the practice and refinement of the Station's response procedures to school-based critical incidents, to include:
- (a) A review of tactical response plans by Station personnel for the particular school involved.
 - (b) A tabletop exercise held at the school to discuss strategies and expectations with school officials regarding response to a critical incident scenario by Department and school personnel, including factors such as:
 - 1) Command structure.
 - 2) Lockdown/evacuation procedures.
 - 3) A review of the physical layout of the school.
 - 4) Staging areas.
 - 5) Issues related to the news media, parents, and others who may arrive at the site or otherwise seek information.
 - 6) Access to the building and various areas within it.
 - 7) Any other pertinent questions or concerns.
 - (c) If desired, a drill involving the practice of tactical movements of members within the school.

NOTE: Larger-scale exercises involving role players and other agencies may be conducted. If so, the appropriate county Emergency Management Agency coordinator should be contacted well in advance of the actual event and should be considered a valuable resource in the planning and conduct of such exercises.

- (d) Submitting Department Correspondence to the Director, **Communications Office**, through channels, for each exercise within the Station area. The correspondence shall be submitted within ten

days following the exercise and shall include: date, time, and location of the exercise; names of members participating on-site at the subject school; any other agencies involved; a description of the exercise scenario; observations regarding the planning, conduct, and results of the exercise; and any problems or shortcomings discovered which would have a negative effect on preparedness.

- (e) Follow-up to ensure any **necessary** corrective actions are taken.
- (5) Ensure the requirements of OM 7-1, Chapter 15, Incidents Occurring on School Property, are met for the program schools.
- j. Prepare and provide safety information, crime statistics, and crime prevention activities and information to the news media, when requested.
 - k. Ensure an adequate supply of all community services literature (e.g., traffic safety, crime prevention) is made available at the Troop level for distribution upon request.
 - l. Maintain records and prepare reports as required by the Department.
 - m. Target crime prevention programs and activities by type of crime and geographic area, on the basis of related data, to address community needs, perceptions, or misperceptions of crime.
 - n. Assist municipal police departments in organizing crime prevention programs upon request and consistent with existing policies.
 - o. Develop and coordinate, with the approval of the Troop Commander, policies and guidelines with banks and other financial institutions regarding a safe, silent alarm response.
 - p. Adhere to policies and procedures set forth in AR 6-1, Department Information, when performing public information duties.
 - q. Become certified through enrollment in the Department Instructor Development course **and Media Relations course**.

- r. Establish and maintain contact with the Heritage Affairs **Section** through the sharing of information regarding community issues that may create civil tension.
 - s. **Utilize Troop social media accounts, as appropriate, to educate and inform the public regarding Department initiatives, events, and ongoing incidents. Social media activity should adhere to policies and procedures set forth in AR 6-1.**
5. Alternate Community Services Officers: Assume responsibility for duties and functions of the CSO during the absence of the CSO or as otherwise directed by the Troop Commander.
6. Personnel: Ensure any information relative to community concerns is relayed to the CSO of the affected area.