

MAUI COUNTY POLICE DEPARTMENT

GENERAL ORDERS
CHAPTER 302
COMMUNITY RELATIONS

Effective date: 12/18/19

Revision date: 11/26/19

Rescinds G.O. 302.1 (8/25/06)

New materials underscored

Accreditation Standards: 11.1.1, 31.1.1,
45.1.1, 45.1.2, 45.2.1, 45.2.2

COMMUNITY RELATIONS SECTION
G.O. 302.1

I. PURPOSE

To establish the function of the Maui Police Department's Community Relations Section.

II. POLICY

The Department encourages all personnel to establish and maintain direct contact with the community, creating an air of cooperation and service. This cooperation acts as an effective means of eliciting public support and can help identify issues of concern and respond to them before they become problems, therefore increasing public confidence in the Department.

III. ORGANIZATIONAL STRUCTURE

- A. This section shall consist of a Lieutenant, a Sergeant, five Police Officer IIIs, and an Office Operations Assistant.
- B. The Lieutenant is responsible for the function of the Community Relations Section and reports to the Assistant Chief of Support Services.
- C. The Sergeant reports directly to the Lieutenant and is responsible for the crime prevention function.

IV. FUNCTION

- A. The Maui Police Department shall maintain a Community Relations Section for the purpose of:
 - 1. Establishing liaison with formal community organizations and other community groups
 - 2. Informing all personnel that they are responsible for achieving the agency's community relations objectives

3. Developing community relations policies for the Department
4. Publicizing Department objectives, problems and successes
5. Conveying information transmitted from citizens' organizations to the Department
6. Improving agency practices bearing on police-community relations
7. Identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations and conferences with supervisors
8. Involve with the Department of Personnel in the recruitment effort for the Maui Police Department by assisting in planning recruitment strategies and procedures, including soliciting new employees from various community organizations and schools and participating in career days and other appropriate local events
9. Establishing community groups where they are needed
10. Assists in organizing crime prevention groups in residential and business areas and maintains liaison with these and other interested community groups, and
11. Supervising the Cadet Program.

B. The crime prevention function provides for, but is not limited to, the following:

1. Targeting programs by crime type and geographic area on the basis of an analysis of local crime data.
2. Targeting programs to address community perception or misperceptions of crime.

V. OPERATIONAL PROCEDURES

A. Recruitment training

1. The commander shall ensure that all personnel within the Community Relations Section assigned to recruitment activities receive training on personnel matters that provide knowledge and skills in the following areas:
 - a. The Department's recruitment needs and commitments

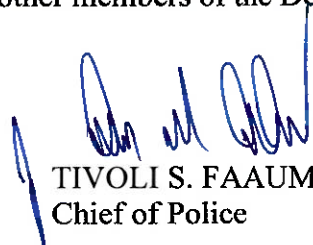
- b. Career opportunities within the Department
- c. Salaries and benefits
- d. Types of departmental training, i.e. recruit class, recall training, etc.
- e. Federal and state compliance guidelines
- f. The community and its needs
- g. Understanding of different ethnic groups and subcultures
- h. Techniques of informal record-keeping systems for candidate tracking
- i. Familiar with the Maui Police Department's selection process, including the Department of Personnel Services selection process
- j. Knowledgeable of other jurisdictions recruitment programs
- k. Characteristics that disqualify candidates
- l. Medical requirements, and
- m. Knowledgeable of the Equal Employment Opportunity/Affirmative Action Plan.

B. Reports

In addition to submitting the commander's monthly activity report, the Community Relations Commander is responsible for, but is not limited to, submitting the following reports:

- 1. At least quarterly to the Chief of Police a report that includes, at a minimum, the following elements:
 - 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; and

- d. A statement of progress made toward addressing previously identified concerns and problems.
2. Annually submit a written evaluation report to the Chief of Police of the effectiveness of crime prevention programs.
- C. The Community Relations Commander shall conduct a survey of citizen attitudes and opinions annually and forward the survey results to the Research Analyst. The Research Analyst shall compile the results and submit a written summary to the Chief of Police. The survey questions shall address the following:
1. Overall performance of the Department;
 2. Overall competence of Department employees;
 3. Officers' attitudes and behavior toward citizens;
 4. Concern over safety and security within the Department's service area as a whole; and
 5. Recommendations and suggestions for improvements.
- D. Transmittal of Relevant Information
1. Employees having relevant information for the quarterly community involvement report shall submit a memo to the Community Relations Commander.
 2. The Crime Prevention Sergeant will meet at least monthly with the Community Oriented Policing Officers and the School Resource Officers to discuss issues mentioned in Paragraph B1.
 - a. The Crime Prevention Sergeant shall report in writing to the Community Relations Section Commander any relevant information received from his meeting with community organizations and other members of the Department.



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Chief of Police