



METROPOLITAN POLICE DEPARTMENT
of Nashville and Davidson County



EL PROTECTOR

Bill Purcell, Mayor

Ronal W. Serpas, Ph.D.
Chief of Police

Officer Juan Borges
El Protector

El Protector Program
STANDARD OPERATING PROCEDURES

SUBJECT: El Protector Program Internal Standard Operational Procedures

PURPOSE: The purpose of this SOP is to provide broad guidelines for recurring task performed El protector personnel.

SCOPE: This SOP applies to all Precinct employees assigned to the El protector program.

1.1 OBJECTIVES

The El Protector personnel are responsible for providing crime control programs for the Hispanic/ Latino community designed to heighten the awareness of crime, educate citizens about ways they can reduce the chances of becoming a victim, encouraging the community to work with the police towards the reduction of criminal activity, reduce the number DUI, seatbelt and procedures of being stop. And, to raise awareness to Metro Nashville Police Department on issues affecting the Hispanic/Latino community In order to accomplish these objectives the Unit will be involved in:

- A. Targeting programs by crime type and a geographical area on the basis of an analysis of local crime data;
- B. Targeting programs to address the community's perceptions or misperceptions of crime; and
- C. Evaluating the effectiveness or crime prevention programs
 - The El Protector personnel will distribute surveys at community based meetings. The survey questions will ask:





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1. Do you think the police department is effectively building partnerships with community groups?
 2. What improvements could the police department make to better serve the communities?
 3. What are three concerns or issues needing to be addressed by the police department?
 4. Please provide recommendations for resolutions to the issues or concerns in question 3.
- D. Working closely with patrol officers and other functions of the Department that support and make possible the furtherance of crime prevention efforts.
- E. Crime prevention and education about robberies, burglaries, gang violence, domestic violence.
- F. Establishing liaison with community organizations and other community groups.
- G. Outreach to Hispanic Churches, businesses, community groups, English as a second language centers, and metro schools.
- H. Develop Hispanic/Latino and general media partnerships.
- I. Create a standardized training program for the Hispanic/Latino community core mission elements in Spanish (Driving issues, Domestic Violence, and Business safety).
- The El Protector personnel shall establish priorities for action on the basis of:
 - The crime types presenting the greatest problems.
 - Where the problems are most severe.
 - Where crime prevention activities could be most productive.
 - What types of crime prevention programs would be most effective.
 - Educational presentations.





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[CALEA 45.1.1]

The El Protector personnel will work with all types of community groups such as:

- A. Businesses
- B. Neighborhood organizations
- C. Hispanic Churches
- D. Spanish Media
- E. English as a second language centers and;
- F. Any and all other interested community groups.

[CALEA 45.1.2]

Typical elements and services that shall be provided by the El Protector personnel:

- A. Establishing liaison with formal community organizations and other community groups;
- B. Informing all personnel that they are responsible for achieving the Precinct Community Affairs Units community relations objectives;
- C. Assist in the development of community relations policies for the Department;
- D. Publicizing the Departments objectives, problems, and successes;
- E. Conveying information transmitted from citizen's organizations to the Chief of Police and the Deputy Chief of the Field Operations Bureau.
- F. Improving the Department's practices bearing on police-community relations;
- G. Identify training needs through interviews with citizen representatives, consultations with those involved in internal investigations, and conferences with supervisors; and





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H. Establishing community groups where they are needed.

[CALEA 45.2.1]

At least quarterly, the person or persons responsible for the community involvement function of the El protector program will prepare and submit to the chief executive officer a report that includes, at a minimum, at least three examples of each of 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.

This report will be prepared by the El Protector personnel and will be called the "Community Concerns" report.

[CALEA 45.2.2]

The Precinct Community Affairs Unit shall be responsible for proper dissemination of citizens concerns and for the collection of documentation detailing actions taken to address the concerns. The supervisor of the Precinct Community Affairs Unit is responsible for preparing the quarterly "Community Concerns" report and for insuring procedures are in place to disseminate citizens concerns to the proper departmental personnel.

[CALEA 45.2.3]

1.2 ORGANIZATION

To accomplish the aforementioned objectives and further expedite its service programs, the Precinct Community Affairs Units shall be organized to include the following components:

- A. The Division Commander
- B. Unit Supervisor—Community Affairs Coordinator





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- C. El Protector Program
- D. Crime Analysis for Patrol Officer
- E. Crime Prevention Officer

1.3 COMMAND

The El Protector personnel shall be commanded by the Unit supervisor; he or she will be designated by the Precinct Commander.



