	<b>ANDOVER POLICE DEPARTMENT GENERAL ORDER</b>	Number: P3111
		Page: 1 of 2
		Distribution: All
Title: WELCOME TO ANDOVER PROGRAM		Section: PROGRAMS
Issued: 01/31/2012	Effective: 02/28/2012	Revised: 03/05/2020
Rescinds: All Previous	Amends:	
CALEA References:		
Review: Annual	Authority: Chief Michael A. Keller	

## I. Purpose

The purpose of this General Order is to provide guidelines and to establish criteria for the “Welcome to Andover” program.

## II. Policy

The Andover Police Department is committed to establishing and maintaining professional relationships and open communication channels between the police department staff and the community they serve. It is the policy of the Andover Police Department that a department member will attempt to contact and establish a proactive and professional relationship with all new Andover residents.

## III. Definitions

- A. “Welcome to Andover” Packet:** A “Welcome to Andover” packet is an envelope containing brochures and information on the police department’s objectives, programs and services, as well as, informational material from the City and other major Andover entities such as the schools and hospital, that is delivered to individuals and families moving into Andover.


## IV. Regulations

(This section intentionally left blank).

## V. Procedures

### A. New Resident Identification

- Whenever a new individual or family purchases a home and moves into the city limits of Andover, establishing city services, such as sewer, recycling and trash, the City’s Administration Office personnel will be responsible for forwarding the individual/family’s name, new address and service activation date to the Communications Section.
- The Communications Section will maintain a supply of “Welcome to Andover” packets that contain brochures and information on all of the police

	<b>ANDOVER POLICE DEPARTMENT GENERAL ORDER</b>  <b>Title: WELCOME TO ANDOVER PROGRAM</b>	Number: P3111
		Page: 2 of 2
		Section: PROGRAMS

department’s programs and services. Additionally, the packet will contain city informational material as provided by the City’s Administrative Office, as well as, informational material provided from major Andover entities such as the Andover School District, Andover Chamber of Commerce and the Kansas Medical Center. Any additional information or materials will not be included in the packet without prior approval of the Chief of Police.

Rev. 02012019

3. The Chamber of Commerce will be responsible for constructing the “Welcome to Andover” packets and delivering them to the Police Department. The Communications Section will be responsible in adding approved police department material into the packets. The Community Outreach Coordinator will be responsible for delivering and maintaining a supply of “Welcome to Andover” packets to the apartment complexes within Andover, such as Sunstone, Cloud Ridge, Andover Crossing and Andover Landing.
4. With the information provided by the City’s Administrative Office, the police department’s Communications Section will be responsible for preparing a form letter from the Chief of Police, a Police Department return label, and an address label that contains the resident’s name, address and date of service activation. The letter will be placed in the “Welcome to Andover” packet and the labels will be affixed to the packet. The completed “Welcome to Andover” packet will then be placed in the Community Outreach Coordinator’s box for assignment to an officer and delivery following the date that city services are scheduled to be activated.
5. The Communications Section will maintain a database of names and addresses to which “Welcome to Andover” packets have been delivered.

Rev. 02012019

Rev. 02012019

**B. New Resident Contact**

1. An Andover officer, who is assigned a “Welcome to Andover” packet for delivery, will make every effort to make personal contact with the individual/family to whom the packet is addressed. The officer will identify themselves by name, as an Andover Police Officer, and as the HOA/neighborhood liaison officer if appropriate. The officer will welcome the new residents to Andover and provide the individual/family with the “Welcome to Andover” packet. Additionally, the officer shall provide the individual/family one of their business cards and offer to answer any questions that the new residents might have.
2. After at least two unsuccessful attempts to deliver the “Welcome to Andover” packet, on the third attempt the officer will leave the packet at the residence near the front door.