



# Garner Police Department Written Directive

**Chapter:** 800 – Operations

**Directive:** 850.01 – Crime Prevention/Community Relations

**Authorized by:** Chief Brandon Zuidema

**Effective Date:** May 1, 2014

**CALEA Standards:** 45.1.1, 45.1.2, 45.1.3, 45.2.1, 45.2.2, 45.2.3, 45.2.4, and 45.2.5 (5<sup>th</sup> Edition)

**Last Revision:** May 7, 2007

## 850.1.1 - Purpose

The purpose of this directive is to describe the Garner Police Department's commitment to Crime Prevention and Community Relations. The Department will develop and implement comprehensive programs designed to foster and improve police/community relations, and to anticipate and appraise crime risks and initiate action to reduce or remove such risk.

## 850.1.2 - Policy

The Garner Police Department is committed to establishing close ties with and responding to the needs of the community as well as to the development and perpetuation of crime prevention programs for the community.

## 850.1.3 - Definitions

Community Services Unit - A unit within the Support Services Division that conducts and oversees the community relations and crime prevention functions for the Department and organizes other services designed to involve the community.

Crime Prevention - The anticipation and recognition of a crime risk with the initiation of an action to reduce or eliminate the risk.

Community Watch (also commonly referred to as Neighborhood Watch) - A program of neighborhood groups organized to generate action and awareness through the community and to build personal, neighborhood, and community safety while also reasserting positive community control.

## 850.1.4 - Crime Prevention Function

- A. The Community Services Unit has primary responsibility for crime prevention program development and coordination.
  1. The Community Services Unit serves as a central repository of technical knowledge, video, printed material, and crime prevention reference information for use by all Department personnel.
  2. The Community Services Unit will develop, maintain and coordinate Department programs and presentations relating to crime prevention, security, personal safety, etc. These programs will be designed to educate the citizens of the Town of Garner with the proper techniques and basic fundamentals of crime prevention, which will decrease the chance of a citizen becoming a crime victim. The Community Services Unit will coordinate any such program at the request of a citizen group, business, organization, school, etc. within their jurisdiction.

- B. Individual patrol officers are expected to play a role in the community with regard to crime prevention. Officers are encouraged to take advantage of every opportunity to interact with our residential and business community. Liaison with recognized leaders in their respective patrol areas should be maintained. Officers are encouraged to utilize resources provided by the Community Services Unit.
- C. The Support Services Division Lieutenant is responsible for review and evaluation of the crime prevention function.

#### **850.1.5 - Selection of Priority Programs and Program Evaluation (45.1.1; 45.1.2; 45.1.3)**

- A. One of the priorities of the Community Services Unit is to educate the citizens of Garner and to empower them to assist in the reduction and prevention of crime through various selected programs.
  - 1. Designated programs will address community perceptions or misperceptions of crime.
  - 2. The Community Services Unit will prioritize and target programs by crime type, seriousness, and geographic area based on the monthly report produced by the Crime Analyst.
- B. The Department offers and promotes free crime prevention programs for areas targeted for such activities upon request. The cornerstone programs of the Department's crime prevention effort focus on the following:
  - 1. Working cooperatively with neighborhood residents to solve problems in the neighborhoods and coordinating the development of community watches;
  - 2. Planning, coordinating, and implementing crime prevention activities of the Department and presenting programs upon request from community groups (schools, day-care centers, senior citizen groups, civic groups, etc.) to educate citizens;
  - 3. Conducting home and business security surveys upon request;
  - 4. Disseminating crime prevention information on personal safety and other law enforcement concerns; and
  - 5. Coordinating counseling programs dealing with rape, suicide, domestic violence, and alcohol awareness.
- C. The Community Services Unit will conduct an annual evaluation of all Departmental crime prevention programs according to qualitative and quantitative criteria. This evaluation will be in written form and will be used to determine the operational value and priority of individual crime prevention approaches and programs.
- D. Upon request from the Planning Department or Inspections Department, the Community Services Unit will provide input into the development or revision of zoning policies, building codes, and residential and commercial building permits.

#### **850.1.6 – Effective Community Collaboration and Relations (45.2.1)**

- A. The Community Services Unit is responsible for the following related to establishing and maintaining working relationships with the community :
  - 1. Establishing liaison with formal community organizations and other community groups:

- a. The Community Services Unit is to maintain liaison with interested community groups, the corporate community, civic organizations, the Wake County School System, other police departments, the North Carolina Crime Prevention Association and the North Carolina Community Watch Association.
  - b. Input from these entities may be incorporated into crime prevention and community services activities.
2. Informing all personnel that they are responsible for achieving the Department's community relations objectives;
  3. Developing community relations policies for the Department;
  4. Publicizing agency objectives, problems, and successes;
  5. Conveying information transmitted from citizen organizations to the agency;
  6. Improving agency practices with a bearing on police-community relations;
  7. Identifying training needs through interviews with citizens representatives, consultations with those involved in internal investigations, and conferences with supervisors; and
  8. Establishing community groups where such groups do not exist.
- B. The Department is committed to identifying actions, practices, and attitudes that contribute to community tensions and grievances.
1. Concerns voiced by the community and potential problems that have a bearing on police activities within the community will be addressed by the Department through problem oriented and community policing strategies.
  2. Solutions will be implemented throughout the Department, with all personnel being instructed on the need for, and the details of, such plans.

**850.1.7 - Surveys and Reports (45.2.2; 45.2.3; 45.2.4; 45.2.5)**

- A. Triennial Survey: A survey of citizen attitudes and opinions will be conducted at a minimum once every three years.
1. The survey will measure the following areas:
    - a. Overall Department performance;
    - b. Overall competence of Department employees;
    - c. Citizens' perception of officers' attitudes and behavior;
    - d. Community concern over safety and security within the Department's service area; and
    - e. Citizens' recommendations and suggestions for improvements.
  2. The survey may be conducted by mail, in person, on-line and/or by telephone, and may be combined with questions relating to victimization and other issues. The survey will be conducted on a random sampling of the Town's population.

3. Citizen input derived from the survey will be used to assist in the decision making process of the Department, as well as in the development of policy and procedures. The result of the survey shall be provided to the Chief of Police, all Department personnel, and the community.
- B. Quarterly Reports: At least quarterly, the Community Services Unit staff shall prepare and submit to the Chief of Police, through the chain of command, a report that indicates at a minimum the following:
1. A description of current concerns voiced by the community;
  2. A description of potential problems that have a bearing on police department activities in the community;
  3. Recommended actions that address the previously identified problems; and
  4. Progress made toward addressing previously identified concerns and problems.
- C. Any employee receiving information about community concerns or problems which should be addressed by the department, should forward the complaint to the Community Services Unit (via email, voice mail, in person, etc.) even if that employee is already addressing the complaint. If the employee chooses to handle the concern or problem on their level, they need to notify the Community Services Unit of their efforts/solutions and the impact/outcome of it. Information obtained by the Community Services Unit shall be listed in each quarterly report.