

 NORFOLK Department of Police	Administrative General Order – 415		Crime Prevention & Community Relations
	Office of Preparation: Strategic Management Division (jah)		
	CALEA:	45.1,.2	
	VLEPSC:	ADM.21.01,.02	
LEGAL REVIEW DATE:	May 9, 2014	PRESCRIBED DATE:	5/20/14
City Attorney:	Danya Ringer	City Manager/Director of Public Safety:	Marcus Jones
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:			

Purpose

The purpose of this order is to outline the responsibilities of the Norfolk Department of Police's Crime Prevention Section and to describe the Department's community relations strategies.

Policy

It is the policy of the Crime Prevention Section to promote a safe environment for the communities, businesses, and visitors within the city and to develop, implement, coordinate and evaluate departmental crime prevention efforts aimed at protecting the citizens from victimization by anticipating, recognizing and assessing the crime risk opportunity and initiating appropriate action to eliminate or reduce the opportunity for crime to occur.

Supersedes:

1. G.O. ADM-415, dated March 14, 2009
2. Any previously issued directive conflicting with this order

Order Contents:

- I. General Information
- II. Crime Prevention Responsibilities
- III. Crime Prevention Security Surveys
- IV. Community Relations Plan
- V. Community Relations Responsibilities
- VI. Speakers Bureau
- VII. Police Athletic League

I. General Information

- A. In order to reaffirm the Department's commitment to crime prevention programming and positive community relations, this directive provides:
 - 1. An outline of the Crime Prevention Section's responsibilities as coordinator of the Department's crime prevention and community relations programming; and
 - 2. A description of the specific crime prevention and community relations responsibilities assigned other divisions in the promotion of crime prevention and community relations efforts.
- B. While the Crime Prevention Section is responsible for the coordination of crime prevention and community relations programs, all personnel share the responsibility for promoting crime prevention, fostering positive community relations, and ensuring that the Department's crime prevention and community relations objectives are accomplished.
- C. The Department is committed to preventing and correcting actions, practices and attitudes that may contribute to community tensions and grievances involving the Police Department.
- D. The crime prevention and community relations responsibilities of the Crime Prevention Section are closely related. Positive community relations are an important by-product of a sound and responsive crime prevention program.

II. Crime Prevention Responsibilities (CALEA 45.1.1,,2,,3, 45.2.1)(VLEPSC ADM.21.01,,02)

- A. The responsibilities of the Crime Prevention Section are:
 - 1. To foster a more proactive police effort aimed at reducing crime by reducing criminal opportunity;
 - 2. To develop a systematic approach to crime risk reduction;
 - 3. To assist and coordinate crime prevention programs and strategies throughout the department;
 - 4. To increase the participation of the police and the community in crime prevention efforts and in so doing increase communications, cooperation and understanding between the police and the community;
 - 5. To develop community-wide crime prevention programs involving the police and the community;

6. To establish and maintain liaison with interested community groups and incorporate into the Department's crime prevention programming those community interests which are appropriate and feasible;
7. To provide training in crime prevention attitudes, skills and techniques to departmental personnel, public service representatives and community members; and
8. To periodically evaluate departmental programs and activities in order to make the Department's crime prevention efforts as efficient and productive as possible.
9. To assist Zoning and Planning with improvement of site plans through the Crime Prevention through Environmental Design Program.
10. To assist the Zoning Task Force on enforcement of targeted properties with violations and assists in the investigations through other departments and commands.
11. To provide educational material, when requested, to other commands within the Norfolk Department of Police.

B. The Department's crime prevention priority programs are:

1. The Neighborhood Watch Program;
2. The Business Watch Program;
3. The Residential and Business Security Surveys; using CPTED principles (Crime Prevention through Environmental Design);
4. Police Athletic League (PAL) Program;
5. Site Plan Evaluation;
6. Community Outreach Programs; (TRIAD, National Night Out, the Crime Prevention Awards, etc.);
7. The Speakers Bureau;
8. Other priority programs as designated by the Chief of Police.

C. The Crime Prevention Section shall ensure that priority programs target crime types and geographic areas based on local crime data.

- D. Each year, prior to the annual goals and objectives process, the Crime Prevention Section shall evaluate all crime prevention programming. Adjustments to priority programming will be reflected in the Unit's yearly objectives, which will be publicized to all Departmental personnel through the goals and objectives.
- E. The establishment of crime prevention priorities will ensure that the Department offers broad based crime prevention services which will:
 - 1. Assist in organizing crime prevention groups in residential areas targeted for, or requesting, such activity;
 - 2. Promote crime prevention programs for all citizens and proprietors in areas targeted for, or requesting, such activity;
 - 3. Provide input, upon request, into the development and/or revision of zoning policies, building codes, fire codes, and residential and commercial building permits.

III. Crime Prevention Security Surveys

- A. The Norfolk Department of Police shall offer the community a Crime Prevention Security Survey program. This program will provide for the security inspection of business, commercial, and residential properties for the purpose of recommending security improvements designed to reduce criminal opportunity.
- B. The Crime Prevention Section shall schedule and conduct business security surveys upon request, to the extent permitted by time and available personnel.
- C. Officers investigating and reporting a residential burglary shall inform the victim that a residential security survey is available upon request. If the victim requests that a residential survey be performed, the officer shall:
 - 1. If qualified, make a visual inspection of the premises and advise the victim in writing using PD 532, Crime Prevention Survey – Residential, of recommendations to improve security.
 - 2. If the officer is not qualified to conduct the survey, or time does not permit and rescheduling is not practical, the officer shall forward the survey request to the Crime Prevention Section. The victim will be advised that a crime prevention officer will call to arrange scheduling.

The term "qualified", as used in this directive, is defined as those officers who have:

- a. Completed crime prevention training on conducting residential

security surveys; and

- b. Demonstrated their competency to the Officer in Charge of the Crime Prevention Section; and
- c. Received the Crime Prevention Section approval to conduct residential security surveys.

IV. Community Relations Plan

- A. The responsibility for achieving the Department's community relations objectives is shared by all personnel.
- B. In order to unify and focus community relations efforts, the attached Crime Prevention and Community Relations Plan (Attachment A) provides direction to division commanders in designing and implementing specific strategies while also assisting personnel in their everyday dealings with the public.
- C. The plan contains many specific provisions, yet the listing of specific elements should not be considered all-inclusive. Additional positive efforts are encouraged.

V. Community Relations Responsibilities

- A. The responsibilities of the Crime Prevention Section in the area of community relations are:
 - 1. To establish and coordinate the community relations activities, training and programming within the Department;
 - 2. To establish and maintain close ties with the community;
 - 3. To coordinate the identification and resolution of specific problems arising between the department and the citizens of Norfolk;
 - 4. To promote community relations strategies which are designed to respond to community needs; and
 - 5. To evaluate programs and activities in order to make the Department's community relations efforts as efficient and productive as possible.
 - 6. To regularly evaluate and maintain the Norfolk Police Department's Crime Prevention and Community Relations Plan.
- B. Community relations programs are evaluated annually to ensure that they continue to address community concerns. The results of these reviews are forwarded to the

Chief of Police each year.

VI. Speakers Bureau

- A. The Speakers Bureau is an opportunity to directly involve the entire Department in crime prevention and community relations activity.
- B. Various divisions from the department are available to make presentations to community and professional groups. Attachment B outlines the presentations that are available to the public. The attachment also indicates the unit or division responsible for each of the presentations.
- C. The Crime Prevention Section shall serve as the coordinator of the Speakers Bureau, and shall process and account for all requests for speaker services.
- D. Requests for a presentation are referred to the Crime Prevention Section and the unit forwards it to the appropriate division or unit for handling.
- E. Requests for speakers may be accepted and handled within commands without referral to the Crime Prevention Section.

VIII. Police Athletic League

The Crime Prevention Section shall organize and serve as mentors in various athletic programs provided by the Norfolk Recreation Centers, Boys and Girls Clubs, and various organizations that assist disadvantaged children.

Attachments:

- A. Crime Prevention and Community Relations Plan
- B. Speakers Bureau Presentations

Norfolk Department of Police
Crime Prevention and Community Relations Plan

In order to unify and focus the Department's community relations efforts this community relations plan is established. This plan is intended to offer direction to division commanders in designing and implementing specific strategies while also assisting personnel in their everyday dealings with the public.

- I. Every effort should be made to establish liaison with formal community organizations and other community groups. Such efforts will involve:
 - A. The Crime Prevention Section through Block Security programs (residential, business and other community groups);
 - B. The Patrol Divisions through attendance at civic league and other community meetings;
 - C. All division through participation in the Speaker Bureau;
 - D. All personnel through their daily contacts with the general public and representatives of various groups; and
 - E. All personnel through accurate and appropriate referrals for community service.
- II. A community relations policy is established to provide all personnel the overall intent of the Department's community relations program. The Norfolk Department of Police is committed to:
 - A. Establishing and maintaining close ties with, and responding to the needs of the community;
 - B. Correcting actions, practices, and attitudes of officers that may contribute to community tensions and grievances; and
 - C. Soliciting and utilizing community input in the development of law enforcement policies.
- III. The Department's objectives, challenges, and successes will be publicized by way of the Public Information Office:
 - A. Through Crime Line Chronicles and other television and media programming;
 - B. Through its Public Information Officer function and contacts with media representatives; and
 - C. Through use of the Crime Line Program in conjunction with the Detective Division.

- IV. Information of a community relations nature, transmitted from citizen organizations to a Department member, will be handled as follows:
 - A. The employee will attentively and accurately ascertain the information;
 - B. The employee will make note of the information and forward it to his/her commanding officer;
 - C. The commander will act on the information or forward it to a higher authority, as may be appropriate; and
 - D. Commanding officers, regardless of the action taken by him/her, will forward the information to the Crime Prevention Section for filing and action or further referral, if needed.

- V. In order to improve practices bearing on police-community relations the Department will provide the following:
 - A. Training of personnel in community relations and related topics (recruit training, in-service training and specializing training such as sessions offered by the Department of Human Resources);
 - B. Annual evaluation of community relations program (performed by the Crime Prevention Section); and
 - C. Use of community recommendations and suggestions for improvement.

- VI. As part of the evaluation process, the Crime Prevention Section shall identify training needs through:
 - A. Information received from community groups and actions taken;
 - B. Interviews with citizen representatives;
 - C. Discussions with the Office of Professional Standards regarding areas of community concern and complaints; and
 - D. Input from Department's supervisors regarding problems and needs.
 - E. Consult with the Training Unit concerning identified training needs.

Recommendations for improvement will be forwarded to the Chief of Police.

- VII. Every effort should be made to establish community groups where such groups do not exist. Such efforts will involve:
 - A. The Block Security Program (residential, business and other community groups);
 - B. The Speakers Bureau;
 - C. All crime prevention programming; and
 - D. All personnel through their daily contacts with the general public and representatives of various groups.

Norfolk Department of Police Speaker Bureau Presentations

The Norfolk Department of Police offers the following Speaker Bureau presentations to the public. It is preferred that these presentations be given to organized groups of 20 or more individuals. Requests for presentations should be made through the Crime Prevention Section at 664-6901.

Animal Protection Unit

Animal Protection: Members of the Animal Protection Unit are available to provide lectures to civic groups, clubs, school groups, organizations, and classes, on careers in animal protection, enforcing animal control laws, rabies control, pet care, and safety while handling animals.

Crime Prevention Section

Block Security: Officers of the Crime Prevention Section are available to provide information on how to start Block Security in your neighborhood. The program designed to sue community based volunteers, which requires neighborhood concern, awareness, and action coupled with police cooperation. This proactive crime reduction effort will enhance neighborhood security, heighten powers of observation, and encourage mutual assistance and concern among neighbors. (Printed materials al also available.)

Church Watch: Officers of the Crime Prevention Section are available to provide information about specific crime risks facing religious organizations. Methods used to detect potential crime risks and methods of prevention will be presented.

Crime Prevention Section – Home and Business Security: Officers of the Crime Prevention Section are available to provide programs consisting of lectures, demonstrations, and films on how to detect and ward off potential crime hazards in the home or business. (Printed materials are also available.)

Personal Safety for Women: Officers of the Crime Prevention Section are available to provide a program designed to make women more aware of the everyday hazards and occurrences of physical and sexual assaults, with instructions and techniques to thwart the potential attacker. This is an audience participation program (Printed materials are also available.)

Senior Citizen Safety Awareness Program: Officers of the Crime Prevention Section are available to provide programs consisting of lectures, demonstrations, and film presentations covering specific crime risk problems facing our older community members. (Printed materials are also available.)

The Bicycle Rider – Laws that Govern: Officers of the Crime Prevention Section are available to provide lectures informing the bicycle rider of the rules of the road, license requirements, safety tips, and possible penalties for violations. (Printed materials and licensing applications are available for distribution.)

Detective Division

Functions of the Detective Division: An investigator from the Detective Division is available to provide information regarding the daily operation of such units as the Robber, Burglary, Auto, and Larceny Squads, and how you, the citizen, can aid in these types of investigations. Lectures are available on a limited basis.

Gangs: Gang awareness presentations will be provided to civic leagues and adult special interest groups.

Juvenile Crimes: An investigator from the Detective Division is available to provide lectures focusing on the juvenile as the victim of crime, as a perpetrator of crime, and the measures which are being taken by the police and the courts to deal with these problems. Lectures are available on a limited basis.

Worthless Checks and Forgeries: The investigative staff of the Economic Crimes Unit is available to discuss the hazards of quasi-negotiable instruments and fraud. Presentations are available on a limited basis to professional organizations.

Patrol Division

Narcotics and Dangerous Drugs: Uniformed members of the patrol divisions are available to provide drug presentations, with a visual display to civic groups. Lectures are available on a limited basis.

Precinct Patrol: Uniformed members of the patrol divisions are available to provide information describing the role of patrol officers in police work. Lectures are available on a limited basis.

Traffic Unit

Functions of the Traffic Unit: Officers of the Traffic Unit are available to provide information of traffic control, safety tips on motor vehicle operation, accident investigation and the traffic offender's day in court.

Highway Traffic Safety: Officers of the Traffic Unit are available for Highway Safety presentations on topics such as driving under influences, defensive driving, safety belts, what to do if involved in an accident, traffic laws, and the Virginia DMV Point System, among others.

Vice and Narcotics Division

Narcotics and Dangerous Drugs: An investigator from the Vice and Narcotics Division is available to present information regarding the hazards of drug usage, penalties for selling illegal drugs and narcotics. Presentations are available on a limited basis to professional organizations. (Printed materials are also available.)