

GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
Chapter 45	Crime Prevention and Community Involvement	
Date Initially Effective: 09/01/94	By the Order Of: Mark Holtzman, Chief of Police	
Date Revised: 04/24/17	Date Reissued: 06/30/17	Page 1 of 9

The Greenville Police Department shall work to promote the prevention, resistance, and suppression of crime through a variety of crime prevention/community involvement efforts. The Department shall seek to establish and maintain community involvement and awareness of crime prevention practices through informal contacts and formal programs.

45.1.1 COMMITMENT TO CRIME PREVENTION

CALEA Standard: 45.1.1, 45.1.2, 45.1.3

The Greenville Police Department is committed to the principles of crime prevention and to the development, implementation, and perpetuation of comprehensive, proactive programs and procedures that identify and assess crime risks and formulate positive responses to reduce criminal activity. It is the responsibility of every member of the Department to work toward achieving the Department's crime prevention goals and objectives.

Crime Prevention Function

The Community Outreach Division and Youth Outreach Division are the organizational units responsible for the coordination and implementation of the crime prevention activities of the Greenville Police Department. The units are assigned to the Administrative Services Bureau.

The Community Outreach Division shall be responsible for, but not limited to the following activities:

- Coordinating the development and continuation of the Community Watch Program
- Presenting crime prevention programs upon request to community groups
- Selecting, developing, maintaining, and promoting a variety of programs relating to crime prevention, security, and personal safety in residential and commercial areas
- Conducting home and business security surveys upon request
- Disseminating informative literature related to crime prevention, personal safety, and other law enforcement concerns of interest to the general public

The Youth Outreach Division shall be responsible for, but not limited to the following activities:

- Coordinating the School Resource Officer program and maintaining a relationship with the Pitt County School system
- Managing the Police Athletic League program and developing opportunities to impact youth
- Designing, promoting and implementing the Summer Youth Academy

All employees of the Greenville Police Department are responsible for:

- Providing basic crime prevention information to citizens when answering calls for service
- Encouraging citizens to participate in crime prevention activities
- Providing community involvement and ensuring that each contact with the public inspires respect for the Greenville Police Department and its employees
- Identifying sources of conflict between the Department and the community, encouraging efforts to resolve them, and forwarding any applicable information to a supervisor

- Notifying the appropriate Community/Youth Outreach Division whenever a crime risk situation within the community exists that could benefit from services provided.

At a minimum, the Community Outreach Division will be staffed by one police officer designated as the Crime Prevention Officer who shall be responsible for planning, coordinating, and implementing crime prevention activities. In addition to the Crime Prevention Officer, other personnel may be assigned to conduct crime prevention activities depending upon Departmental and community needs.

The Greenville Police Athletic League Program (PAL Program) is a function of the Youth Outreach Division. The PAL program is a program for at-risk children in grades K-8 and is designed to allow the children to engage in activities in a positive environment. There is a small fee for a set number of children and there are two different sites that operate every afternoon during the week and all day during the summer. The program is operated by both civilian and sworn personnel with the Greenville Police Department. The mission of the PAL program is: To build trust and understanding between youth, police officers and their community through diverse educational programs and athletic activities; inspiring youth to become successful and realize their full potential.

Selection of Priority Crime Prevention Programs

One of the priorities of the Community Outreach Division is to disseminate information to the citizens of Greenville about methods for reducing and preventing crime. The Community Outreach Division will prioritize available crime prevention programs and practices and target program selections by identifying community perceptions or misperceptions of crime. Information will be produced and provided by Zone Commanders, Watch Commanders, shift officers, and the Planning and Research Specialist. Identifying crime types, trends, activities, and geographic areas will be used to determine crime prevention strategies and programs that may help address those identified problems. Based on the information provided, the Community Outreach Division will provide support and assistance by initiating prevention responses to identified problems.

Where there is sufficient community interest, the Community Outreach Division, in conjunction with zone supervisors, zone officers, and other appropriate Department and City components shall attempt to establish appropriate community groups and organizations and assist them with the accomplishment of their goals and objectives.

The Community Outreach Division and Youth Outreach Division shall maintain liaison with interested community groups, Community Watch Block Captains, the corporate community, civic organizations, Pitt County Schools, private schools, other police departments, and the North Carolina Crime Prevention Officer's Association in order to further improve the effectiveness of the crime prevention/community services activities available to the citizens of Greenville.

Program topics will include, but are not limited to:

- Business security
- Residential security
- Sexual assault
- Senior citizen crime awareness
- Domestic violence
- Child safety
- Operation Identification
- Security surveys
- Financial crimes
- Shoplifting

Prevention Input

When the opportunity exists, or upon request from the Planning, Neighborhood Services, and/or Inspections Departments within the City of Greenville, the Community Outreach Division shall provide crime prevention input

into the development and/or revision of zoning policies, building codes, fire codes, and residential commercial building permits.

The Department also maintains a select group of officers who are trained in Crime Prevention through Environmental Design otherwise known as CPTED. CPTED is the practice of planning and using an area effectively to achieve reduction in the fear and incidence of crime and an improvement of the quality of life for residents and visitors. The intent is to remove or reduce opportunities for crime by examining and changing various aspects of a building, the site, the location, and how the place is used. Effective lighting, visibility surrounding a building/residence, access control, and traffic plans are just some of the areas examined and discussed by trained officers with members of the community who have requested a CPTED assessment.

Property owners or property managers are the only ones authorized to make a request for a CPTED assessment and all requests must be forwarded to the Office of the Community Outreach Division for documentation of the request and assignment of a CPTED officer. Request forms are available to the public through police officers or Community Services Clerks. All completed forms shall be forwarded immediately to the Community Outreach Division.

Once the Community Outreach Division has received and assigned a request, the assigned CPTED officer will have ten (10) days to contact the requesting party and initiate the CPTED assessment. Once contact has been made by the CPTED officer, the assessment must be completed and submitted to the Crime Prevention Officer within thirty (30) days. Larger assessments, such as those for large apartment complexes or commercial property, shall be completed and submitted within sixty (60) days of assignment.

In order to maintain reporting consistency, a uniformed CPTED assessment shall only be used. The completed report shall contain the following:

- Name of officer assigned
- Date assigned
- Requesting party's name
- Requesting party's contact information
- Requesting party's desired location for a CPTED analysis
- Completed checklist
- Written site audit
- Signed disclaimer
- Signed Confidentiality statement
- Date completed

Crime Prevention Program Evaluation

The effectiveness of crime prevention programs shall be evaluated annually. The evaluation may be reported in qualitative terms and will be used to determine the operational value of crime prevention programs implemented or under consideration. Evaluations may include the viewpoints of the citizens involved and the overall effectiveness of the resources being utilized. After each evaluation, the Community Outreach Division shall recommend whether existing crime prevention programs should remain functioning, be modified, or be discontinued.

45.2.1 COMMITMENT TO THE COMMUNITY

CALEA Standard: 45.2.1, 45.2.2, 45.2.3

The Greenville Police Department is dedicated to developing policies and implementing programs and services that will establish a positive relationship between the citizens of the community and police in order to provide a safer environment.

The following value statements of the Greenville Police Department further support the Police Department's commitment to the community.

- The Greenville Police Department actively solicits citizen participation in the development of police activities and programs that impact their neighborhood.
- The Greenville Police Department is committed to participating in programs that incorporate the concept of a shared responsibility with the community in the delivery of police services.
- The Greenville Police Department believes integrity and professionalism are the foundations for trust in the community.
- The Greenville Police Department is committed to an open and honest relationship with the community.

Information concerning the Greenville Police Department Mission Statement, Value Statements, goals, objectives, problems, successes, and any other information lawfully appropriate for public release will be made available to citizens through:

- Press conferences and press releases authorized by the Chief of Police
- Forums, meetings, and speaking engagements with the community, civic groups, and organizations
- Local government public access television channel
- Monthly Police Community Relations Committee meetings
- City of Greenville and Greenville Police Department website

Shared Responsibility for Community Involvement Function

Through the general discharge of their law enforcement duties and through proactive interaction with citizens and community groups, all Greenville Police Department personnel share the responsibility for achieving the Department's community involvement objectives. Through facilitation of, and attendance at neighborhood meetings, community functions, and similar events, Field Operations Bureau supervisors and zone officers share community involvement responsibilities with other components of the Department. Unless otherwise specified, departmental personnel should document any concerns brought to their attention during these events and forward them to the Community Outreach Division.

Civic Liaison Program

The Civic Liaison Program signifies the Department's commitment towards proactive interaction with community groups. The program is designed to afford the opportunity for community groups to work together with the Greenville Police Department regarding the resolution of issues. In order to accomplish this and ensure no active community group is without a contact, each community group will be assigned a specific employee by the Chief of Police or designee to act as their point of contact from the Department. Attendance by the liaison at various meetings will also provide the forum for community involvement regarding the development of policies for the Department.

Employees expressing a desire to act as a liaison or those recommended for the position by their supervisor shall submit a memorandum through the chain of command to the Chief of Police or his designee. Appointments will be made as need dictates.

Community Outreach Supervisor

As the program coordinator, the Community Outreach Supervisor is responsible for:

- Maintaining a current list of community groups
- Identifying and establishing civic liaison groups
- Maintaining ongoing communication and support to liaisons
- Collecting liaison reports and other communications from liaisons
- Notify the appropriate Bureau Commander if a monthly report is not received from a liaison
- Compiling collected information into a quarterly Civic Liaison Report as follows:
 - Total number of liaisons
 - Total number of compiled hours spent for all liaisons on community functions.
 - Total number of community concerns addressed during the month by liaisons.

- Specific concerns expressed by the community.
- Recommended solutions and/or action taken as reported by the liaisons.
- Descriptions of potential problems bearing on law enforcement activities.
- An outline of any special presentations conducted.
- Submitting the Civic Liaison Report to Command Staff quarterly
- Annually conducting an audit to measure the effectiveness of and citizen satisfaction with the Civic Liaison Program
- Retaining Civic Liaison Reports for a minimum of three (3) years
- Identifying and reporting inactive groups (no activity for three (3) months)

Responsibilities of the Bureau Commanders and Supervisors

It is the responsibility of Bureau commanders to remain informed and aware of all liaison activities within their command. Furthermore, upon receipt and review of the Quarterly Civic Liaison Report the Bureau commanders shall disseminate the report to affected supervisory personnel under their command.

The Bureau commanders shall ensure appropriate actions are taken to address community concerns and problems. Any action taken to address reported problems shall be forwarded in writing by the Bureau commanders to the appropriate liaison and to the Community Outreach Supervisor. Any action taken that is expected to go beyond thirty (30) days shall be reported at least once monthly to the liaison until the action has ended by the Bureau commanders.

Supervisors shall review pertinent information from the report to their subordinates.

Liaison Responsibilities

Upon appointment as a Department liaison, the employee shall be responsible at a minimum, for submitting a monthly report, attending meetings, providing crime prevention information, initiating solutions to reported community concerns or needs, and encouraging input from those within the community group. Other responsibilities or actions may be required periodically and should be handled accordingly.

The liaison shall be proactive and provide timely responses to issues brought forth and work towards limiting the number of personnel required to implement a solution or to address a problem. This will limit any unnecessary delays, minimize citizen frustration, and avoid repetitive work by other personnel.

Immediately upon appointment the following shall be done:

- Make contact with the community group representative
- Provide contact information
- Clarify the group's geographic boundaries, if applicable
- Forward contact information and any other pertinent information to the Community Outreach Supervisor
- Identify future community group meeting dates, times, and locations
- Plan for attendance at all meetings
- Notify the group representative that in-person contact shall be monthly at a minimum, unless otherwise agreed upon mutually

It is the primary responsibility of the liaison to attend scheduled meetings and to be prepared to provide a brief presentation. Topics may vary depending on current crime trends or issues brought forth by the community group. However, information pertinent to the safety and well-being of the community should be disseminated routinely through methods, such as email and or any other method agreed upon between the liaison and the representative. Liaisons shall be expected to provide during the meeting the following:

- An open forum for citizens to voice concerns or problems noted within their geographic area
- Crime prevention information
- Discussion of the Department's strategic goals and objectives
- Current crime and calls for service data for the specific geographical area

- *Authorized* updates on “public interest” cases affecting the City
- Upcoming police events
- Discussion of policy and procedure questions and documentation of citizen input
- Request citizen input to problems and/or issues
- Develop or assist in developing problem oriented or community policing strategies
- Encourage citizens to act as “eyes” and “ears” for their area

At the conclusion of a meeting the liaison shall:

- Submit an overtime card as required by policy
- Forward, in writing, any recommendations or issues outside the scope of the liaison to the appropriate bureau commander
- Follow-up on any previous issues
- Ensure the Community Outreach Supervisor is advised of any significant or re-occurring issues as soon as possible
- Facilitate any special requests for a guest speaker from the Department
- Submit the monthly report via email to the Community Outreach Supervisor by the last day of the month
- Submit a monthly report via email even if the community group did not meet by the last day of the month
- Submit a brief memo to the Community Outreach Supervisor with any recommendations that would have a fiscal impact on the Department

Prescription Drop Box Program

The agency has a Prescription Drop Box Program which affords citizens who have medications, which are no longer needed or are expired, to be disposed of in a steel, mailbox style drop box as a receptacle for the disposal of prescription medications. Drop boxes are constructed in a manner that will only allow the public to place items in the box and they will not have the capability to retrieve items once dropped in a box. Drop boxes are permanently secured in the lobby of the Greenville Police Department headquarters as well as in satellite locations. The drop boxes are monitored twenty-four (24) hours a day by a camera system. Drop boxes are available to the public only during those hours the lobby of each facility is open to the public.

Citizens are allowed to anonymously drop off prescription pills in a drop box and are not required to complete any type of paperwork to do so. Since drop boxes are intended solely to be used as a receptacle for prescription pills that are no longer needed; liquids, hypodermic needles, or any type of biohazard materials shall not be accepted into the drop box. Illicitly manufactured controlled substances shall not be collected or received as a part of this program.

Drop boxes will not be opened for any other purpose but the official collection of medications. Prescriptions that have been dropped off by a citizen will be considered the property of the Greenville Police Department and will not be returned to the citizen.

Deputy Bureau Commanders, Zone Commanders or Lieutenants assigned to areas where drop boxes are located shall be responsible for ensuring the drop box is maintained in a secure manner and that all collections are done so in a safe and cautious manner. In order to ensure the integrity of the program, all prescription medications that are disposed of in the drop box shall be:

- Collected by the assigned Lieutenant with a second sworn person of his/her choosing on a bi-monthly basis, unless the drop box is at capacity prior to the next scheduled date. Gloves shall be worn by both collectors.
- Sealed in a clear plastic bag with the date collected, time collected, and the weight documented on the tape used to seal the bag
- Initialed by the Lieutenant and the assisting sworn person who remove the drugs
- Identified as found property by attaching an evidence label indicating the property is found property and for destruction

Once the prescription medication has been packaged, it will be submitted to property and evidence and a corresponding Property Report will be completed indicating in the report narrative that the property is a “drop box turn-in” and is for destruction

All prescription medications that are collected through the program shall be destroyed by the Property and Evidence Unit personnel during their routine property destruction.

Special events, such as Pill-Take-Back events, are held to provide additional opportunities for citizens to turn in medications. Documentation will be completed consistent with the process utilized for the drop box located at agency facilities. Annually, a report shall be completed by the Community Outreach Division supervisor that summarizes the number of special events the Department has participated in. A summary of the total number of drop box collections will be calculated with the assistance of the Property and Evidence Supervisor. Additional information contained in the annual report shall include the total weight of prescription medications collected from the Department’s drop boxes. This report shall also be used to gauge the effectiveness of the Greenville Police Departments Prescription Drop Box Program.

Emergency Assistance Registration Program

The Police Department seeks to ensure that consistently high levels of public safety services are available to all members of the City of Greenville, including people who may require special consideration in order to access services. The registration program allows parents, guardians, relatives, or other caregivers the ability to register individuals with special needs and/or disabilities with the Department. It is the intent of this program to offer guidance and direction to public safety workers in responding to and assisting those people with special needs and/or disabilities with whom they will have contact in the performance of their duties and responsibilities. The ability to identify these individuals, their places of employment, educational facilities, and residence are valuable resources in instances when or if emergency responses by law enforcement, fire protection personnel, or both are needed.

Reporting of Special Needs Individuals

1. The Greenville Police Department shall make reasonable efforts to publicize the Emergency Assistance Registration Program database.
2. Families, guardians, caregivers, or the individuals with special needs and/or disabilities may voluntarily contact the Greenville Police Department to request participation in this program.
3. Police officers are to be cognizant of special needs and/or disabled individual(s) they may come across when they respond to calls. If officers are able to identify individual(s) who have special needs and/or disability, they shall try to ascertain, as specifically as possible, what that need might be.
4. The officer may request if the special needs and/or disabled individual or the parent, guardian, relative, or caregiver of the individual would like to volunteer for this program. Written permission should be recorded on the Emergency Assistance Registration Request form prior to being entered into CAD.
5. The following information shall be obtained:
 - a. Special needs or disabled individual’s name
 - b. Date of birth
 - c. Phone number
 - d. Residential address or place of employment
 - e. Appearance (height, weight, hair and eye color, scars, marks, and/or tattoos
 - f. Social Security Number
 - g. Driver’s License #
 - h. Nature of special need or disability
 - g. Current photo

6. No individual may be entered into CAD database unless the special need has been verified. Acceptable means of verifying a special need for purposes of this program shall include statements by the:
 - a. Individual
 - b. Family members
 - c. Friends
 - d. Caregivers, or
 - e. Medical personnel familiar with the individual
7. Upon request from another public safety agency, the Greenville Police Department Communications Center shall share the information collected within the CAD.
8. Information received that is intended for another agency but submitted incorrectly to this agency shall be accepted and forwarded to the correct agency as soon as possible.
9. All information entered into the CAD database must be updated every six (6) months or when such information changes.
10. Citizens electing to participate in this program shall be advised that the provision of special needs and/or disability information will not result in preferential treatment.

Responsibilities of Communication Personnel

1. Upon receipt of an Emergency Assistance Registration Request form from a citizen or police officer, the telecommunicator will enter the information provided into CAD and review to ensure all data is accurate. The input of this information into CAD will allow the individual to be flagged within the system and the telecommunicator will be alerted when a call for service is made for the program participant.
2. When a call for service comes in for a program participant, the telecommunicator will relay the information reported in CAD to the responding police officer(s) which will allow them to be more prepared and able to provide better care for the individual's needs.
3. Every six (6) months, the telecommunicators will verify the contact information, appearance, and obtain an updated photo (if available) of the program participant.

Confidentiality

The information gathered as part of this program shall remain strictly confidential. The information shall be used only to provide assistance to first responders. No public safety worker shall knowingly violate this confidentiality clause. Citizens who believe their health privacy rights have been violated may file a complaint with the GPD Office of Internal Affairs and U.S. Department of Health and Human Services via the Office of Civil Rights.

45.2.2 REPORTING ON COMMUNITY INVOLVEMENT ACTIVITIES

CALEA Standard: 45.2.2, 45.2.3, 45.2.4, 45.2.5

Police Community Relations Committee (PCRC)

The Police Community Relations Committee (PCRC) was established by the Greenville City Council to serve as liaison between community and police. The PCRC is tasked with bridging communications between the community and the Department, advocating programs, ideas and methods for improving police-community relations, and to provide a forum for bringing community concerns to the staff of the Department. The nine PCRC members include seven citizens representing each City Council member and mayor, the Chief of Police, and the Assistant City Attorney. The PCRC meets monthly. Minutes from those meetings are provided to the Chief of Police and contain information on citizen concerns. That information is relayed from the Chief of Police to appropriate operational functions within the Department.

Citizen Surveys

The Community Outreach Division or designee is responsible for coordinating or conducting periodic surveys of Greenville residents. Results of the citizen survey will be considered in the development of Greenville Police Department policies and procedures. The survey, which must be conducted at a minimum of every three years, shall include questions to determine citizens' attitudes and opinions with respect to:

- Overall agency performance
- Overall competence of agency employees
- Police officers' attitudes and behavior toward citizens
- Concern for safety and security within the Greenville Police Department's service area
- Concern for safety and security within the respondent's neighborhood or community
- Recommendations and suggestions for improvements

The results of the citizen survey will be provided to the Chief of Police in a written summary upon completion.

45.3.1 AGENCY VOLUNTEERS

The agency utilizes citizen volunteers to assist with completing and conducting agency activities. Volunteers assisting the agency, do so completely free of compensation. Agency volunteers are not sworn employees, nor are they authorized to engage in any activities that may give the impression that they are sworn employees.

The pool of citizen volunteers may come from graduates of the Citizens Police Academy, college interns, or local citizens. Each volunteer is required to complete an application and submit it to the Community Outreach Supervisor. Upon application, a background check will be conducted by the Communications Unit and corresponding results will be attached to the application for retention.

Volunteer assignments are made at the discretion of the Chief of Police or his designee. Volunteer assignments may be, but are not limited to: administrative tasks, fingerprinting for non-criminal purposes, Police Athletic League, assisting with traffic control duties for parades, assisting with large events.

All volunteers must complete a familiarization course on volunteer duties, responsibilities and restrictions prior to being assigned as a volunteer. Individuals responsible for traffic control duties must be trained in traffic control techniques. Training for volunteers is the responsibility of the Community Outreach Supervisor, in conjunction with the departmental training coordinator.