




City of Manassas Police Department General Duty Manual



Effective Date: 09-15-2010	GENERAL ORDER	Number: 07-15
Subject: Community Involvement/ Crime Prevention		
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Accreditation Standards: 12.1.4/ 44.2.4/ 45.1.1 / 45.1.2/ 45.1.3/ 45.2.1 / 45.2.2/ 45.2.3/ 45.2.4/ 45.2.5/ 61.3.5	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 4

PURPOSE:

To establish the crime prevention and community involvement functions performed within the department.

POLICY:

The achievement of objectives related to the community involvement function is a responsibility shared by all department members. The Community Services Sections (CSS), a component of the Administrative Services Division (ASD) is responsible for community based service programs, crime prevention, and the Public Information Program. Patrol officers and Investigative Services Divisions' detectives utilize a Neighborhood Team concept to accomplish the community involvement function on a day-to-day basis. The Department is committed to the development and perpetuation of programs in support of these functions and to establishing close ties with and responding to the needs of the community.

DISCUSSION:

Responsibility for achieving the Department's community involvement and crime prevention is shared by all members. A well-organized community involvement program can be an effective means of preventing crime, eliciting public support and can identify potential problems areas. The active liaison between CSS and the Neighborhood Teams facilitates the accomplishment of community involvement objectives.

PROCEDURE:

I. Community Services Section

- A. This section works toward the following goals:
 - 1. Identifies and addresses problems arising between the Department and all segments of the community.
 - 2. Establishes formal relationships with community groups.
 - 3. Delivery of public information on a regular basis.
 - 4. Reduces and prevents crime and the fear of crime through the provision and support of services and programs geared towards the needs of the general public and specific groups in order to improve quality of life in the City.
- B. CSS periodically attend patrol roll calls and actively liaison with other members of the ISD and PSD to share information of mutual interest.
- C. A wide variety of planned community based activities are undertaken by the Department as a means of increasing public support, dialogue, and understanding. Activities include, but are not limited to:
 - 1. Formal participation in and liaison with civic, social, business or other public and community groups.
 - 2. Presentation of programs to community groups and organizations addressing crime prevention or other aspects of departmental programs, objectives, activities, development, successes and problems.
 - 3. Pre-planned media releases in support of departmental programs in cooperation with the Public Information Officer.

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4. Soliciting and gathering, at all opportunities, citizen and community input regarding departmental activities and responsiveness to community needs.
- D. Programs Administered.
1. The following programs are administered by the Community Services Section:
 - a. Neighborhood Watch Programs.
 - b. Manassas City Crime Solvers programs
 - c. Public Tours of the Department.
 - d. Public Information Program
 2. An annual Crime Prevention Programs Evaluation is conducted of all crime prevention programs to determine program effectiveness, program benefits, need for program modification, and recommendations for program continuation or elimination. The evaluation report is submitted to the Chief of Police thru the Division Commander.
 3. A monthly activity report is prepared and submitted to the Division Commander documenting the section's activities in the previous month. The Division Commander then forwards the report to the Chief of Police.
- E. Quarterly Community Concerns Report
1. The Community Services Section is responsible for the quarterly preparation and submission of a report to the Chief of Police through the Division Commander that includes, at a minimum, the following elements:
 - a. A description of any current concerns voiced by the community.
 - b. A description of potential problems that may have bearing on law enforcement activities within the City.
 - c. A statement of any recommended actions that address the identified concerns and problems.
 - d. A statement of progress made toward addressing previously identified concerns and problems.
 2. CSS prepares the above report using information garnered from the Neighborhood Teams and other members who have information relevant for inclusion in the report. CSS also tracks the progress of actions taken regarding previously identified concerns after checking the status with the member/unit assigned that task.
- F. The following liaisons are conducted by the Community Services Section:
1. Neighborhood Watch/Citizen Groups
 2. Crime Prevention through Environmental Design (CPTED)
 3. Residential /HOA/ Civic and Business Associations
 4. Liaison with schools as needed.
 5. The Virginia Crime Stoppers Association
 6. Members of the media
 7. International , national, state and regional/local crime prevention associations

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- II. Community Involvement through Community Policing/ Neighborhood Teams**
- A. The department’s community involvement function is realized through the efforts of Patrol Services and Investigative Services Division members working together in Neighborhood Teams. The Neighborhood Team serves a particular geographic area. The team is comprised of a lieutenant, a sergeant, patrol officers, a Traffic Services officer and a detective.
 - B. The Neighborhood Team is a Community Policing method that strives to prevent problems in neighborhoods by involving residents of the community in the identification of concerns and the problem solving process. The Neighborhood Teams work with members of the community to resolve identified problems.
 - C. The Neighborhood Team members and supervisors work together with the Community Services Section and other department members to implement the following:
 - 1. Establishing liaison with formal community organizations and other community groups.
 - 2. Developing community services policies through the Department (as a whole).
 - 3. Publicizing Department objectives, problems, and successes.
 - 4. Conveying information transmitted from citizen’s organizations to the Department
 - 5. Improving Department practices bearing on police-community relations.
 - 6. Identifying training needs through interviews with citizen representative, and consultations with supervisors.
 - 7. Establishing community groups where such groups do not exist and are in need.
 - D. The Neighborhood Team and other department members establish enforcement strategies, action plans and prevention programs to address citizens’ perception of crime. The citizens’ perceptions of crime are garnered from safety audits, complaints, feedback, citizen surveys, calls for service and their communication with the Neighborhood Team.
 - E. The Neighborhood Team and other department members establish enforcement strategies, action plans and prevention programs based on recent or projected crime analysis data indicative of a crime trend in the area.
 - F. Neighborhood Team officers conduct foot, bicycle and mobile patrols in the neighborhoods to which they are assigned in the community to increase the visibility and accessibility of the department.
 - G. Neighborhood Team officers will make every effort to attend community functions occurring in their assigned neighborhood such as HOA and Neighborhood Watch meetings, school functions and neighborhood events.

III. Community Involvement through Citizen Feedback

- A. The department encourages feedback from its residents and service population. The department has established a method for citizens to provide feedback which include:
 - 1. The department utilizes a survey to gather feedback from citizens.
 - a. The “How are we doing?” Survey on the department’s website allows a citizen to remain anonymous if they wish.
 - 2. The survey instruments are used to solicit citizens’ attitudes and opinions regarding:
 - a. Overall department performance
 - b. Overall department competence
 - c. Members’ attitudes and behavior toward citizens
 - d. Concerns regarding safety, crime and fear of crime and security in the City
 - e. Recommendations for improvement
 - 3. The Community Services Sergeant compiles the results of the surveys and provides overall ratings for each category. This report is distributed department-wide.
- B. The Neighborhood Teams each have their own voice mail box and e-mail address from which they receive requests, complaints, and information from citizens.

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IV. Crime Prevention

- A. Crime Prevention is a fundamental responsibility of every officer.
- B. Crime Prevention is a primary function of the CSS's Crime Prevention Specialist who is responsible for:
 1. Informing and educating the public on crime and prevention related matters through media releases, dissemination of informative brochures, and formal and informal presentations to groups on crime and prevention related topics.
 2. Performing residential and commercial security surveys using the elements of Crime Prevention through Environmental Design concepts.
 3. Liaison with all City Neighborhood Watch Associations and other community crime prevention groups.
 4. Establishing Neighborhood Watch Associations and other community crime prevention groups based upon demonstrated need or citizen request.
 5. Conducting station tours to community groups.
 6. Providing crime prevention input to City planning officials regarding zoning policies, building codes, and residential and commercial building permits or plans.
 7. Attending Town Hall meetings and other community events with PSD to enhance the Department's image and visibility in the community and provide opportunities for citizens to interact with the Department.

Attachments: N/A.

Index as: Community Services.
Community Involvement
Neighborhood Teams
Crime Prevention

References: N/A.