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Approval: Chief of Police	Manual: Policy and Procedure			

I. PURPOSE

The Kinston 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.

II. DEFINITIONS

- A. Crime Prevention: The attempt to reduce and deter crime and criminals. It is applied specifically to efforts made by governments to reduce crime, enforce the law, and maintain criminal justice.
- B. Community Services Unit: A Unit within the Kinston Police Department that aids the Department with community outreach activities.

IV. POLICY

- A. The Community Services Unit serves under the Major of Support Services and includes the following personnel: School Resource Officers, Park Rangers and Community Coordinator. The PCAT Unit also serves under the Major of Support Services and works in conjunctions with the Community Services Unit.
- A. The Kinston Police Department is committed to the principles of crime prevention and to the development, implementation, and perpetuation of comprehensive, pro-active 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.
- B. The Community Services Unit will be responsible for promoting and conducting crime prevention programs in residential and commercial areas targeted for crime prevention activities and upon request from citizens and businesses.
- C. One of the priorities of the Community Services Unit is to disseminate information to the citizens of Kinston about methods for reducing and preventing crime. The Community Services Unit will prioritize available crime prevention programs and practices and target program selections by identifying community perceptions or misperceptions of crime and by analyzing information obtained from reports produced by Crime Analyst. Data provided by Crime Analysis shall identify crime type and geographic area.
- D. The effectiveness of the crime prevention program shall be evaluated annually. The evaluation may be reported in qualitative and/or quantitative terms and will be used to determine the operational value of crime prevention programs implemented or under consideration.


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Evaluations may include the viewpoints of the citizens involved and the overall effectiveness of the resources being utilized. After each evaluation, the Community Services Unit shall recommend whether existing crime prevention programs should remain functioning, be modified, or discontinued.

- E. The Community Services Unit officer is responsible for the coordination and implementation of the crime prevention activities of the Department. The Community Services Unit shall be responsible for, but not limited to the following activities:
 - 1. Coordinating the development and continuation of the Community Watch Program
 - 2. Presenting crime prevention programs upon request from community groups
 - 3. Selecting, developing, maintaining and promoting a variety of programs relating to crime prevention, security and personal safety in residential and commercial areas
 - 4. Conducting home and business security surveys upon request
 - 5. Disseminating informative literature related to crime prevention, personal safety, and other law enforcement concerns of interest to the general public
 - 6. Supervises all community based programs and personnel as assigned by the Chief of Police.

- F. When the opportunity exists or upon request from the Planning, Neighborhood Services, and/or Inspections Department of the City of Kinston, the Community Services Unit shall provide crime prevention input into the development and/or revision of zoning policies, building codes, fire codes, and residential and commercial building permits.

- G. The Community Services Unit acts as the Kinston Police Department liaison with community organizations and groups and shall be responsible for coordinating appropriate personnel to meet and address the needs of community and civic organizations. The following provisions shall apply:
 - 1. Requests from the community groups and organizations for activities involving the Department will be processed through the appropriate Division Supervisor.
 - 2. Department personnel wishing to participate in public relations programs shall coordinate their efforts through the Division Supervisor and the Community Services Unit.
 - 3. The Division Supervisor will assign qualified personnel to participate in community involvement activities.

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- H. All Department personnel shall share the common responsibility of establishing and maintaining “grass roots” community support. Kinston Police Department personnel are encouraged to perform approved community involvement activities that are coordinated through the Community Services Unit.
- I. The 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.
- J. The following value statements of the Department further support the police department’s commitment to the community:
 - 1. The Kinston Police Department actively solicits citizen participation in the development of activities and programs that impact their neighborhood
 - 2. The Kinston Police Department is committed to participating in programs that incorporate the concept of a shared responsibility with the community in the delivery of services.
 - 3. The Kinston Police Department believes integrity and professionalism are the foundations for trust in the community.
 - 4. The Kinston Police Department is committed to an open and honest relationship with the community.
- K. Information concerning the Kinston Police Department Mission Statement, Value Statements, goals and objectives, problems, successes and any other information lawfully appropriate for the public will be made available to citizens through; press conferences and press releases authorized by the Chief of Police; forums, meetings, and speaking engagements with community and civic groups and organizations and local government public access television channel.
- L. In interactions between Kinston Police Department personnel and community and civic organizations, those individuals representing the Kinston Police Department shall convey information transmitted from citizen’s organizations to the appropriate agency personnel.
- M. In the development of its policies and procedures, the Kinston Police Department will consider the concerns expressed by the community through methods outlined in this directive and shall use information conveyed or exchanged through participation in community activities to improve agency practices bearing on community involvement.
- N. All personnel involved in community relations activities shall be responsible for notifying appropriate supervisors or command staff when training needs for the departmental personnel are identified or become apparent through interviews or activities involving community groups. Command staff personnel may initiate consultations with internal investigations personnel and/or conferences with respective supervisors when necessary to achieve the department’s community involvement objectives.

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- O. Where there is sufficient community interest, the Community Services Unit shall attempt to establish appropriate community groups and organizations and assist them with the accomplishment of their goals and objectives.
- P. The Community Services Unit shall maintain liaison with interested community groups, Community Watch Block Captains, the corporate community, civic organizations, Lenoir County Schools, private city schools, and other departments, 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 Kinston.
- Q. Program topics will include, but are not limited to: Business Security, Residential Security, Sexual Assault, Senior Citizen Crime Awareness, Domestic Violence, Drug Awareness, Child Safety, Safe Babysitting, Operation Identification, Security Surveys, Fraud, Forgery, Bad Checks, and Shoplifting.
- R. The Community Services Unit shall prepare and submit quarterly reports in accordance with the requirements presented in Department Policy and Procedures. Concerns or recommendations identified through these reports shall be disseminated to appropriate command level personnel for follow up. The report will include, at a minimum, the following elements; a description of current concerns voiced by the community; a description of potential problems that have a bearing on law enforcement activities within the community; a statement of recommended actions that address previously identified concerns and problems; and a statement of progress made toward addressing previously identified concerns and problems.
- S. The Kinston Police Department is committed to correcting actions, practices, or attitudes that may contribute to community tensions and grievances. Community concerns and potential problems relevant to the Kinston Police Department, and possible solutions, will be addressed during management team meetings. The Kinston Police Department will strive to correct detrimental actions, practices, or attitudes identified within the police department through training, policy changes, or when appropriate, discipline.
- T. The Kinston Police Department recognizes the importance of information obtained through general contact with the public and intends to insure that such information is incorporated into the community involvement/community policing effort. The Community Services Unit shall be responsible for obtaining and evaluating information gathered by agency personnel as a result of routine service delivery. The Community Services Unit officer will review logs from the Communications CAD reports, loud music complaints, information made available through management team meetings, and crime analysis reporting to evaluate and direct efforts of the Community Services Unit.
- U. The Community Services Unit will conduct periodic surveys of the Kinston residents. Results of the citizen's survey will be considered in the development of Department policies and procedures. The survey shall include questions to determine citizens attitudes and opinions with respect to; overall agency performance; overall competence of agency employees; officer's attitudes and behavior toward citizens; concern for safety and security within the Department's service area; concern for safety and security within the

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respondent's neighborhood or community and recommendations and suggestions for improvements.