



<b>WRITTEN DIRECTIVE</b>	No. PD18-1501	Page: 1 of 6
Subject:  COMMUNITY RELATIONS / CRIME PREVENTION	Effective Date:	02-27-18
	Supersedes/ Amends:	PD15-1501
	Reference:	45.1.1, 45.1.2, 45.1.3, 45.2.1, 45.2.2, 45.2.3 45.2.4



## I. Purpose

The purpose of this directive is to establish guidelines for the formal crime prevention and community relations programs of the Lynchburg Police Department.

## II. Policy

### 45.2.1 E

It shall be the policy of the Lynchburg Police Department to establish a partnership with the community through frequent and positive contacts by all employees, and to preserve the peace and maintain order in our community by preventing crime and protecting people and property.

## III. Procedure

### A. RESPONSIBILITIES

1. The Chief of Police will ensure that the department remains committed to the development and perpetuation of community crime prevention programs.
2. The Major of the Field Operations Bureau will be responsible for the administration of the crime prevention and community relations programs of this department.
  - a. The Special Operations Division Lieutenant will coordinate department crime prevention and community relations programs.
  - b. Other employees of the department may assist in Community Action Team sponsored programs on an as-needed basis.
3. It will be the responsibility of every employee of the department to promote good relations with the community, regardless of race, creed, color, national origin, age, handicap, or religion.
4. Employees of the Lynchburg Police Department will strive to accomplish our mission by:

### 45.2.1 B

- a. educating those we serve
  - b. working cooperatively to solve neighborhood problems
  - c. providing crime prevention information to our citizens
  - d. fostering positive relationships and neighborhood self-sufficiency
  - e. offering assistance and advice to crime victims.
5. The Chief of Police will:
- a. address police-related community concerns as they are made known
  - b. take corrective action when such concerns are traceable to the actions, practices or attitudes of employees of this department.

B. CRIME PREVENTION PRIORITY PROGRAMS

45.1.2, 45.2.1

1. Commercial/Residential/Personal Security
  - a. Neighborhood Watch -- the Special Operations Division Lieutenant will be responsible for the consideration of establishing neighborhood watches on request and also in targeted areas
  - b. Security Surveys -- the Special Operations Division Lieutenant will be responsible for providing security inspections of residences and businesses as needed or requested.
  - c. Operation Identification -- the Special Operations Division Lieutenant will be responsible for providing department-owned engraving tools to the public upon request.
  - d. Security of persons and property -- Community Action Team personnel should:
    - 1) identify observed personal safety hazards
    - 2) provide advice regarding measures that may reduce the possibility of a person becoming a victim of a crime.

45.1.2

2. Commercial/Asset Security
  - a. Personnel of the Community Action Team, or the officer or employee deemed most appropriate, will visit merchants and businesses in targeted areas to distribute printed material and offer programs on crime prevention to the

owner/managers of businesses and their employees.

- b. Focus topics covered by such programs will include, but not be limited to, the following:
  - 1) Shoplifting -- instruct merchants and their employees on how to reduce and prevent losses.
  - 2) Robbery -- identify weaknesses and make recommendations for improvement in the physical layout as well as the operating procedures of a retail business; instruct employees on how to react in such occurrences.
  - 3) Burglary -- conduct security surveys identifying weaknesses and making recommendations for improvements in areas of physical and operational security.
  - 4) Worthless Documents/Fraud -- advise what merchants and their employees can do to reduce their losses from bad checks and instruct on the proper procedure to follow if a bad check is received.
  - 5) Bank Alarm Procedure -- instruct financial institution personnel on the Lynchburg Police Department *Bank Alarm Safe Response* procedure.
  - 6) Identity Theft / Internet Fraud (scams) – identify tactics used by those that conduct scams, fraud, and identity theft.

**45.1.1 A**

3. The Special Operations Division Lieutenant will be responsible for the following:

- a. targeting programs by crime type and geographic area on the basis of a review of local crime data

**45.1.1 B**

- b. targeting programs to address community perceptions or misperceptions of crime

**45.1.1 C**

- c. evaluating the effectiveness of crime prevention programs annually

- 1) Such evaluation will be documented in the Community Action Team Annual Report and submitted to the Major of the Field Operations Bureau by January 31 of each year.
- 2) The Major of the Field Operations Bureau will be responsible for reviewing the evaluation and submitting it with appropriate comments to the Chief of Police.

4. Crime prevention programs will be made available to all Lynchburg citizens and businesses as staffing and scheduling allow.

C. COMMUNITY RELATIONS

45.2.1 A

1. The Special Operations Division Lieutenant will be responsible for establishing and maintaining a liaison with the neighborhood watches, schools, and other interested community groups.

a. Appropriate members of the department will attend neighborhood watch meetings whenever possible.

45.2.3

b. Employees of this department will note citizen concerns during routine contacts, and will:

1) take necessary action to address these concerns

2) forward information to the appropriate bureau, unit or section supervisor

3) when necessary, forward information to the appropriate City agency.

c. Complaints filed against employees of this department will be handled according to procedures established in directive PD-1601 (*Internal Investigations*)

45.2.1 B

2. Departmental policies and training needs will be developed through a variety of resources, to include review of information gathered from:

a. citizen contacts (civic committees or groups, community leaders, etc.)

1) Copies of certain draft directives may be distributed to citizens for review.

2) A request for response will be included with each such draft directive.

b. professional organizations

c. internal investigations

d. conferences with supervisors.

45.1.3

3. The Special Operations Division Lieutenant will be responsible for:

a. providing input into the development and/or revision of zoning policies, building codes, and residential and commercial construction when requested

b. evaluating all community relations programs biennially

1) Such biennial evaluation will be submitted as part of the Community Action Team Annual Report (each odd year) to the Major of the Field Operations Bureau.

- 2) The Major of the Field Operations Bureau will be responsible for reviewing the evaluation and submitting it with appropriate comments to the Chief of Police.

D. DEPARTMENTAL INFORMATION

45.2.1 D

1. The Special Operations Division Lieutenant will include in his monthly report to the Major of the Field Operations Bureau, the following information:

45.2.2 A

- a. A description of current concerns voiced by the community.

45.2.2 B

- b. A description of potential problems or concerns that have a bearing on law enforcement activities within the community.

45.2.2 C

- c. A statement of recommended actions to address previously identified public concerns and problems.

- d. A statement of progress made toward addressing previously identified concerns and problems.

2. The Major of the Field Operations Bureau will provide a copy of the monthly report to the Chief of Police, who may disseminate this information to other command level personnel as needed.

3. The Special Operations Division Lieutenant will be responsible for maintaining and annually updating a list of foreign language specialists, including sign language specialists for the deaf, which will be distributed to:

- a. all supervisors

- b. the Lynchburg Emergency Communications Center (LYNCOM).

4. Personnel of the Community Action Team will, when necessary, attend Investigations and Field Operations Bureau roll calls to exchange information concerning crime trends, crime prevention, and community relations.

E. COMMUNITY INFORMATION

1. The Special Operations Division Lieutenant will be responsible for maintaining a supply of printed crime prevention and community relations material.

- a. Such material will be made available to the community

- b. Such material will be distributed by officers and civilian employees by various other means, as specified in sections III, B and C.

- 2. The Special Operations Division Lieutenant will be responsible for maintaining a film and video library concerning crime prevention and community relations.
  - a. Such material will be used for programs and for training.
  - b. Such material will be available for use by:
    - 1) interested community groups
    - 2) law enforcement officers.

45.2.1 C

- 3. Community Action Team personnel as well as other designated departmental representatives will utilize the available media to disseminate information to the community regarding objectives, challenges and successes.

45.2.4

- 4. The Special Operations Division Lieutenant will be responsible for coordinating and disseminating a documented survey of citizen attitudes and opinions at least once every two years to obtain citizen feedback regarding:
  - 1) Overall agency performance
  - 2) Overall competence of agency employees
  - 3) Citizens' perception of officer's attitudes and behavior
  - 4) Community concern over safety and security within the agency's service area; and
  - 5) Citizens' recommendations and suggestions for improvements

*Original Signed*

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Raul M. Diaz  
Chief of Police

February 27, 2018

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Date