

# Peoria Police Department Policy and Procedure Manual

## Policy 5.07 Community Services



**“Our Community...  
Our Commitment”**

### I. POLICY

The Peoria Police Department is committed to the establishing and implementing of community relations and crime prevention programs, and is committed to establishing close ties with, and responding to, the needs of the citizens it serves. The policy of the Department is to establish, staff, and maintain a Community Services and Crime Prevention component, to be known as the Community Services Section, within the Department. The Section shall be the responsibility of the Community Services Supervisor. While this Section is established to directly address community services and crime prevention, it shall be the responsibility of all Department employees to positively promote these programs and address these areas of concern. (45.2.1.b)

### II. PROCEDURE

#### A. Crime Prevention

1. Community Services Supervisor Responsibilities: The Department's Crime Prevention component functions as part of the Community Services Section, whose activities are administered by the Community Services Supervisor. It is the responsibility of the Community Services Supervisor to supervise the activities performed by the Community Services personnel with regard to crime prevention activities. The Community Services Supervisor shall: (11.1.1)

a. Ensure crime prevention programs are addressed by the type of criminal activity and geographic area based on current crime data. (45.1.1.a)

b. Ensure the crime prevention programs are conducted in a manner that clarifies any misconceptions on the part of the community. (45.1.1.b)

c. Ensure these programs are reviewed and evaluated on a regular basis by the Community Services Section to ensure their effectiveness. (45.1.1.c)

2. Community Services Responsibilities: Community Services employees shall be responsible for the dissemination of information to citizens. This shall include, but is not limited to:

a. Presentations in area schools.

b. Business and home security surveys.

c. Establishment of Neighborhood Block Watch Programs.

d. Training of officers in Departmental Community Services and Crime Prevention programs.

e. Conducting of two annual Citizens' Academies to educate the citizens of the community in the operations, philosophy, and services of their police department.

f. Establishing an Explorer Program to expose the youth of the community to a career in law enforcement, to be coordinated by, a sworn supervisor as designated by the Chief of Police..

g. Coordinating a Crime Free Multi-Housing (CFMH) Program for the apartment complex and mobile home park management staff to help them eliminate crime from their establishments.

h. Coordinating a crime free Mini-storage (CFMS) Program.

3. Officer’s Responsibilities: Patrol and CIB officers shall be responsible for informing citizens of the various Community Services and Crime Prevention programs available when appropriate. They shall inform citizens of potential crime problems either by contacting them in person, through the security awareness program, or by informing Community Services employees of a problem. Officers responding to calls for service at identified Crime Free Multi Housing and Multi Storage properties shall enter a narrative into CAD for those calls.

4. Liaisons

a. The Community Services Section shall help develop Community Services and Crime Prevention programs with interested community groups including the local school district, citizen organizations, and civic organizations. The Section shall establish and maintain liaisons to provide a means of exchanging information and ideas to increase the community services and crime prevention efforts of the Department. (45.1.2)

b. The Community Services Section shall attempt to become aware of related proposed changes and revisions in local ordinances, building codes, zoning policies, etc., which impact the operation of the Section, and shall provide input, through the Chief of Police, to the appropriate City administrator regarding potential security problems or risks. (45.1.3)

B. Crime Prevention Programs

1. Neighborhood Block Watch: This program provides a method in today's mobile society for people to meet their neighbors and discuss security problems of mutual concern.

a. It focuses on small groups watching out for each other in a given geographic area.

b. It is a vehicle to increase awareness, both in problems as they affect the whole community, and in how these problems affect individuals.

c. For a neighborhood to become a certified Neighborhood Block Watch Group and receive program

signage, it must meet certain standards to ensure the program is effective and not just a facade. The requirements of the homes in an area wishing to become involved are as follows:

(1) A minimum of 50% participation of all residents is required.

(2) Participation in Operation Identification (residents mark their valuables property with electric engraving pens).

(3) Display operation identification stickers.

(4) Security measures must have been upgraded to meet Police Department specifications.

(5) Display Neighborhood Block Watch signs on the front of the residence.

(6) Family Data Sheets must have been completed and returned.

(7) Registration form for group is completed and returned.

(8) Conduct a minimum of two (2) Neighborhood Block Watch meetings annually. It will be the responsibility of the Neighborhood Block Watch Captain to ensure that the above criteria are met.

d. The Community Services Section shall assist in establishing Neighborhood Block Watches upon request from neighborhood groups, and in areas targeted by the Department based upon an annual review of crime statistics.

2. Other Drug Awareness Programs: The Community Services Section shall provide drug awareness programs to the community by conducting community presentations. The Section shall also be available to teach drug awareness in the primary and secondary schools and for interested citizen groups.

3. Safety Awareness Programs: Upon request, the Community Services Section shall provide lectures to the public on various personal safety issues, such as sexual assault awareness, child abduction prevention, robbery prevention, and shoplifting prevention.

4. Crime Free Housing Program: The Crime Free programs are designed to help owners and managers of rental properties keep drugs and other illegal activities off their properties. The purpose of the program is not to serve the property managers, but to EDUCATE them and their tenants to improve livability of the neighborhoods by reducing crime. The most effective way to deal with any

illegal activity on rental property is through a coordinated effort between property managers, tenants, and the police.

a. Rental properties that participate in the Crime Free programs have three (3) phases to complete. Managers and staff attend a class conducted by the police department, upgrade their properties to standards set by the police department, and conduct a Crime Prevention meeting for the tenants.

b. After a property completes all three (3) phases of the program, they become fully certified. At that point, Crime Free street signs are posted on the property and the property managers will begin receiving weekly printouts containing CAD information on calls for service at their property. An assigned member of the section will run the appropriate CAD query and send the results to the property managers. So that property managers can follow up as needed, officers responding to calls for service at identified Crime Free Multi Housing properties shall enter a narrative into CAD for those calls.

c. To maintain the integrity of the Crime Free Multi-Housing status granted by this Department, Public Education Specialists shall perform compliance audits as follows:

(1) Twice per year, assigned personnel shall conduct on-site audits of each property enrolled in the Crime Free Multi-Housing Program to ensure compliance with program procedures.

(2) The results of these audits shall be forwarded to the Community Services Supervisor for review.

5. Crime Free Mini-Storage Program: This program addresses crime problems in mini-storage facilities and builds on effective property management and lessee screening. The most effective way to deal with any illegal activity on rental property is through a coordinated effort between property managers, lessees, and the police.

a. Rental properties that participate in the Crime Free Mini-Storage program have three (3) phases to complete. Managers and staff attend a class conducted by the police department, upgrade their properties to standards set by the police department, and conduct a Crime Prevention meeting for the lessees.

b. After a property completes all three (3) phases of the program, they become fully certified. At that point, Crime Free street signs are posted on the property and the property managers will begin receiving weekly printouts containing CAD information on calls for service at their property. An assigned member of the section will run the appropriate CAD query and send the results to the property managers. So that property managers can follow up as needed, officers responding to calls for service at identified

Crime Free Multi Housing properties shall enter a narrative into CAD for those calls.

c. To ensure the integrity of the Crime Free Mini-Storage status granted by the Department, Public Education Specialists shall conduct audits twice per year to determine whether each property enrolled in the program is complying with program procedures.

6. Neighborhood Block Watch Newsletter: This quarterly newsletter is distributed to all Neighborhood Block Watch Captains, and Co-Captains and made available to citizens throughout Peoria. The newsletter is designed to educate the public on current crime trends, and to enhance communications between the police and the citizens we serve.

7. Department Tours: Department Tours are conducted for interested citizens and/or citizen groups upon request. These tours serve as an educational tool to increase knowledge of the inner workings of the police department.

### C. Community Services

1. Community Services Supervisor Responsibilities: The Community Services Supervisor shall be responsible for supervising the overall Community Services and Crime Prevention activities.

2. The Community Services Supervisor shall establish provisions, relative to Community Services, that encompass the following areas. These areas may be combined with the crime prevention efforts mentioned above.

a. Become a mediator with formal community organizations and other community groups regarding problems and concerns, suggestions on new programs and how to improve on existing programs, information sharing, etc. (45.2.1.h)

b. Create realistic and effective policies regarding Community Services for the Department. (45.2.1.c)

c. Promote the agency's objectives regarding problem identification and solution in the area of Community Services. (45.2.1.d)

d. Ensure concerns voiced by citizen organizations are communicated up the chain of command. These concerns come through: (45.2.1.e)

(1) Citizen comments during Citizen Police Academies.

(2) Feedback from the Citizen Survey.

(3) Feedback from Neighborhood Block Watch Advisory Board.

(4) Comments made through the Citizen Complaint/Commendation Procedure.

(5) The monthly report of Community Services Section activities, which includes a section on citizen concerns.

e. Continue to enhance Department practices bearing on police-community relations.(45.2.1.f)

f. Solicit input from citizen representatives (through the Citizen Survey, Citizen Police Academy, etc.), employees, and supervisors to determine if any training needs can be identified. (45.2.1.g)

g. Establishing community groups in areas where none currently exist and act as a liaison with them to help identify and address concerns. (45.2.1.a)

3. Monthly Reporting: The Community Services Supervisor shall prepare and submit a monthly report via the chain of command to the Chief of Police.

a. This report should include, at a minimum, the following:

(1) A summary of current concerns expressed by the community. (45.2.2.a)

(2) A listing of possible problems that have a bearing on law enforcement operations within the community. (45.2.2.b)

(3) A plan of recommended activities or actions to resolve or alleviate concerns or problems which have previously been identified. (45.2.2.c)

(4) A statement of the progress made toward addressing previously identified concerns and problems. (45.2.2.d)

b. All Department employees are responsible for providing timely information to the Community Services Supervisor when they are made aware of community concerns. This information may be given in person, by memorandum, voice mail, e-mail, etc. The Community Services Supervisor will record all information received and included it in the monthly report. (45.2.3)

4. In January of each year, the Community Services Supervisor, and any other supervisor responsible for community programs, shall evaluate each of their respective on-going Community Services and Crime Prevention programs and submit a report through the chain of command to the Chief of Police. This report shall contain observations and recommendations for changes in existing programs and

proposals for any new programs to be considered to meet community needs.

## 5. Citizen Survey

a. In an effort to identify and correct practices and attitudes that may contribute to community tensions and grievances, and to provide a means for community input, a survey of citizen attitudes and opinions shall be conducted by the Department at least every three years. The survey shall include, but is not limited to, discovery of citizen response to the following:

(1) The accomplishments achieved by the Department in the area of performance. (45.2.4.a)

(2) The general proficiency of Department's employees. (45.2.4.b)

(3) The demeanor and conduct of the officers in dealing with the citizens of the community. (45.2.4.c)

(4) The Department's interest in the safety, security, and well being of the community it serves. (45.2.4.d)

(5) The Department's creativity in formulating effective and realistic recommendations and suggestions for improvement. (45.2.4.e)

b. The survey may be conducted by mail, telephone, or in person, and may be combined with questions relating to victimization and other issues.

c. The survey may be conducted by the Department or by others under Departmental guidance, and shall be the responsibility of the Community Services Section Supervisor.

d. The survey should use established research practices such as random sampling.

e. Survey results shall be made known to the public through agency publications and media releases.

## 6. Other Community Services and Crime Prevention Services

a. Door Hangers: Public education is an important aspect in the deterrence of crime. Crime Prevention door hangers shall be completed and distributed by on-duty patrol officers when they observe an open garage door, open window, unsecured vehicle, etc., that if corrected, could reduce the likelihood of a crime occurring. The door hangers are designed in such a way as to be quickly and easily completed by the patrol officers. The door hangers are then hung on the front or garage door handle.

b. Crime Statistics

Providing information to the citizens regarding crime statistics will be the responsibility of the Records Supervisor.

(1) If the request is for general burglary information, the information will be obtained from the weekly burglary maps produced by the Crime Analyst. Copies of the burglary map will be made available in the lobby of the Main Police Building and will be kept for a three (3) month period. The Crime Analyst will be responsible for maintaining the lobby maps, which will include a copy of the geographical citywide map and statistical totals. No names, addresses, items taken, or modus operandi (M.O.) will be released.

(2) If the request for information is such that the citizen is requesting a "hard copy" of the crime statistics for a particular address or area of the City, they will need to come to the Police Department and contact Records Management. Upon contacting Records Management, the citizen will need to complete a request form and will be advised that Records Management will contact them within five (5) working days to pick up the information. The citizen will also be advised that there will be a fee for these services and that this fee must be paid in advance. In the event there is no written information available to provide the citizen, there will still be a minimum charge of one half hour to account for the department employee's research time.

(3) Records personnel, upon retrieving the requested information, will contact the citizen within the established guidelines to pick up the information.

(4) All completed request forms will be maintained for a period of one (1) year by the Records and Evidence Supervisor.

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