

Asheville Police Department Policy Manual

Chapter: 19 - Crime Prevention

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Policy: 1902 - Community Engagement

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Previously: 1902 - Community Liaison Program, 1451 - Crime Prevention



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Introduction

The purpose of this policy is to establish a program that provides the police department and community groups the opportunity to work together to resolve neighborhood issues. Establishing communication with our community is an important part of the department's community-oriented policing goals.

Policy Statement

It is the policy of the Asheville Police Department (APD) to provide the best possible service to its citizens. The department is committed to establishing close relationships with and responding to the needs of the community.

Rules and Procedures

1902.1 Program Responsibilities

- A. The department's Community Engagement Division is responsible for the following:
 1. Identifying the representatives of and defining community groups' geographic boundaries or location.
 2. Working in conjunction with the City of Asheville Neighborhood Services Specialist.
 3. Working to address [criminal activity](#) and community concerns proactively.

4. Submitting monthly reports and documenting community concerns, actions taken, and progress, or addressing concerns as outlined in this policy.
 5. Regularly attending scheduled community meetings.
 6. Proactively responding to community concerns and acting as a facilitator between the community group and the department.
 7. Making every effort to address the community's concerns without unnecessary referrals within the department. If a complaint must be referred to another [Division](#) or area of the department, the Community Engagement Division is responsible for monitoring and reporting on the status of the complaint.
 8. Ensure department leadership is aware of recurring or significant issues and any efforts taken to resolve the issue(s).
 9. [Works with the Crime Analysis Unit to identify criminal activity, spikes, and patterns.](#)
- B. [Community Resource Officers](#) are encouraged to provide comprehensive services and efforts whenever possible. The following activities are encouraged:
1. Monitoring and advising community groups of calls for service and crime activity.
 2. Advising community groups on progress on significant cases, police events, facility changes, or other items that may be of interest.
 3. Inviting patrol officers or members of special units to meetings.
 4. Advising community groups on police procedures and policy.
 5. Participating in consultations with community representatives to address challenging issues.
 6. Developing and implementing problem-oriented or community policing strategies, where appropriate.
 7. [Conduct Crime Prevention Through Environmental Design \(CPTED\) and/or security assessments upon request or where necessary.](#)
 8. [Assist community groups with the formation and implementation of neighborhood watch programs.](#)

- C. If contact cannot be made with a group or a representative at least quarterly, the Community Resource Officer will notify the Community Outreach Section Commander. The Community Engagement Division Commander may designate the group as inactive.

1902.3 Reporting

- A. Community concerns, if any, along with the [Community Resource Officer's](#) efforts to address the issue and any further recommended solutions, will be documented in the [Community Engagement intake sheet](#). [45.2.1 d]
- B. Community Engagement Division members should notify the [Community Engagement Division](#) Commander of changes in community group contact persons or leadership.

By order of:

A handwritten signature in black ink, appearing to read "ML 24".

Michael Lamb
Interim Chief of Police