

Chapter: 45	Crime Prevention and Community Involvement
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Chapter 45 Crime Prevention and Community Involvement

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45.1.1 Activities

The development and implementation of crime prevention and community relations programs will be prioritized according to the needs of the community.

A. Targeting programs by crime type and geographic area on the basis of crime data

Officers shall review crime statistics within the City and their Community Policing District (CPD) and use the information to develop programs designed to increase public awareness of potential crime problems in defined geographic areas, with the ultimate goal being to reduce crime through proactive crime prevention programs.

B. Targeting programs to address community perceptions or misperceptions of crime

The department is committed to the development, implementation, and perpetuation of proactive, and coactive, crime prevention programs. These programs will strive to anticipate, recognize, and appraise current crime, traffic, and quality of life issues. Once defined, action will be initiated to eliminate, or reduce issues. An important part of crime prevention efforts includes public education in crime prevention measures. Crime prevention is a primary function for all officers. Each officer has an individual responsibility for achieving the goals of crime prevention and community involvement programs.

C. Conducting a documented evaluation of crime prevention programs, at least once every two years

At least once every two years, Operations Lieutenants will conduct an evaluation of crime prevention programs in their areas of responsibilities and forward to the Division Captain for review and recommendations. The documented evaluation will include specific recommendations to improve, continue, discontinue, or add new programs. The final evaluation will be forwarded to the Chief of Police for review.

45.1.2 Organizing Prevention Groups

Sound community policing as practiced by the New Bern Police Department requires officers to establish a working relationship with the citizens in their areas. Each [Community Policing District](#) Team will assist in organizing crime prevention groups in business and residential areas and will maintain communications with these groups.

The Community Watch Program consists of groups within neighborhoods that are organized for the purpose of increasing awareness of human social trends and to provide current solutions with special emphasis on the reduction of crimes.

When organizing and communicating with community watch groups, the following should be considered and addressed.

1. Establishing liaison with existing community organizations or establishing community groups where they are needed.
2. Assisting in the development of community involvement policies for the agency.
3. Publicizing agency objectives, community problems, and successes.
4. Communicating crime trends and problems between citizens, businesses and the agency.
5. Supporting agency practices bearing on police community interaction.

The Business Emergency After Hours Registration (BEARS) is established to assist in community policing and crime prevention activities. The system requires that a specific decal number be assigned to each business. This will allow an officer to call in a decal number to Communications and expedite identifying a rear entrance to the business and locating a responsible person/key holder to respond to the business if needed. Based upon availability, volunteers designated by the department will contact the businesses in the city for membership in the BEARS program. If a designated volunteer is unavailable to interview a new business, a CPD officer will complete the interview necessary to ensure NBPD Form #64 will be completed with accurate, up-to-date information. The completed form will be returned to the Technology and Records Unit for entry into the CAD system. Decals will be affixed to the front and rear of businesses by the CPD officer, volunteer or business owner.

All employees of the New Bern Police Department are encouraged to support the efforts of crime prevention and community outreach. Examples in which employees may provide support include, but are not limited to:

1. Providing basic crime prevention information to citizens when answering calls for service and
2. Encouraging citizens to participate in crime prevention activities such as National Night Out and Neighborhood Watches.

45.1.3 Prevention Input

The Traffic Unit Supervisor will routinely be assigned to attend monthly Planning and Zoning Board meeting to ensure that crime prevention concerns are addressed prior to construction and provide the minutes to the Office of the Chief. The department will use the Crime Prevention Through Environmental Design (CPTED) concept, to participate in the development and/or revision of zoning policies, building codes, fire codes, residential and commercial building permits. The CPD Officer will provide security recommendations upon request to any interested citizen or businessperson that is building or remodeling a structure in the City of New Bern.

45.2.1 Activities

The New Bern Police 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 enhance the quality of life and provide a safer environment.

It is the responsibility of every employee in the department to work toward improved community relations. When employees learn of problems or concerns from the community impacting upon community relations, those problems and concerns not immediately corrected should be forwarded to the appropriate Division Captain through the Chain of Command.

A. Establishing liaison with existing community organizations or establishing community groups where they are needed

Each Community Policing District Team shall assist in organizing crime prevention groups throughout the City. These crime prevention groups shall be set up in geographic areas targeted through statistics, as well as, in other areas requested by the business and residential community. The CPD officers shall maintain liaison with these groups to encourage continued interest and participation. This shall be accomplished by various means including participation in the Annual "National Night Out" in August.

B. Assisting in the development of community involvement policies for the agency

The New Bern Police Department is committed to the development and perpetuation of community crime awareness and prevention programs in order to assist the citizens and visitors of the city in making their families, homes, and businesses more secure. Crime awareness and prevention is the responsibility of every member of the New Bern Police Department. The department endorses a proactive approach to crime prevention by developing partnerships and maintaining open lines of communication with the community. The department encourages our citizens to be actively involved in crime prevention strategies and all other aspects of providing for the public's safety.

C. Publicizing agency objectives, community problems, and successes

The New Bern Police Department is committed to informing the community and the news media of events of public interest that are handled by or involve the Department. Agency objectives, community problems and successes will be shared with citizens' organizations.

D. Conveying information transmitted from citizens' organizations to the agency

Information transmitted from community watch meeting to the agency will be reported in writing to all Operations Lieutenants and reported on during Supervisory Staff meetings.

E. Improving agency practices bearing on police community interaction

The Department maintains a community policing district management system as its core of service delivery. Each officer is assigned a community policing district for an extended period of time in order to

develop interactive relationships with the citizens on a daily basis. Officers are viewed as the problem-solvers for their assigned community policing district. Their focus is to build partnerships within the community to lessen the crime impact.

Crime prevention programs will be conducted throughout the City of New Bern. Activities may include but are not limited to the following:

1. Gang and drug-related crime prevention programs in schools and within the community.
2. Security surveys conducted for businesses and residences.
3. Dissemination of information to the community regarding the prevailing types of local crimes.
4. Community Watch Programs
5. Child Safety Programs

F. Developing problem oriented or community policing strategies, if any

Community Policing strategies are encouraged department wide.

45.2.2 Quarterly Progress Report (CALEA Standard 45.2.1)

At least quarterly, the Operations Captain will submit a written community involvement report via the Chain of Command to the Chief of Police. The report will include, at a minimum, the following:

- A. A description of current concerns voiced by the community**
- B. A description of potential problems that have a bearing on law enforcement activities within the community**
- C. A statement of recommended actions that address previously identified concerns and problems**
- D. A statement of progress made toward addressing previously identified concerns and problems**

45.2.3 Procedures for Transmitting Information (CALEA Standard 45.2.1)

Department personnel who become aware of a non-criminal or quality of life issues voiced by the community, or information transmitted from community watch meetings to the agency will be reported in writing to all Operations Lieutenants. Identified issues will be reported upon during Supervisory Staff meetings.

45.2.4 Citizens Survey (CALEA Standard 45.2.2)

On a daily basis, citizens may comment on police performance by accessing the Department's internet web page and completing the available survey. The purpose of soliciting comments from the citizens of New Bern is to ensure that the Department is providing the best police service possible. This survey will solicit comments to reveal attitudes and opinions of the New Bern Police Department with respect to:

- A. Overall agency performance**
- B. Overall competence of agency employees**
- C. Citizens' perception of officers' attitudes and behavior**
- D. Community concern over safety and security within the agency's service area**
- E. Citizens' recommendations and suggestions for improvements**

Survey results will be reviewed routinely by the Chief of Police or designee to identify any critical issues that need attention as soon as possible. At least once every two years survey results will be compiled by the Operations Division Captain.

45.2.5 Survey Summary to CEO (CALEA Standard 45.2.2)

A written summary of the compiled results from the citizen survey will be provided to the Chief of Police.

45.2.6 CALEA Accreditation Public Comment (CALEA Standard 45.2.3)

At least annually, the New Bern Police Department will post on the departmental website, for a period of at least 60 days, the attached link for the CALEA Accreditation Public Comment Portal and a notice to its service community announcing the availability of the CALEA public access portal, in order to allow for comment on the performance of the agency. <https://cimrs2.calea.org/64>

45.3.1 Ride-Along Program

Administration

A. Citizen Participation in the Ride-Along Program

1. The applicant must be 18 years of age or older or be an active participant in a police department function, such as Public Safety Cadets or Citizen Volunteers.
2. The applicant may obtain a Ride-Along Program Application Form (NBPD Form #65) at the Technology and Records Unit located at the Police Department Headquarters Building. Once filled out by the applicant, the form can be turned into the police facility or mailed to Technology and Records Unit at least two weeks prior to requested ride-along date.
3. Technology and Records Unit will conduct the following checks of the applicant. The results of the checks will be noted in the appropriate sections of the application form.
 - a. Criminal History – Purpose Code C
 - b. Driver’s License Inquiry
 - c. Aegis Check
 - d. Information Central, Ride-Along data base.
4. Technology and Records Unit will forward the application to the Shift Sergeant responsible for the time requested on the ride-along form. If the Shift Sergeant approves the application, he/she will contact the applicant to schedule the ride-along. If the Shift Sergeant denies the application, he/she will indicate the reasons in the “Comments” section of the form and contact the applicant and inform the applicant that they were not approved for a ride-along. Approved applications will be maintained by the Shift Sergeant until the ride a long has been completed.
5. Upon completion of the applicant’s ride-along with the officer, the officer and/or on-duty supervisor may write comments on the form regarding any problems or observations made during the ride-along prior to submitting with daily paperwork.
6. The application form will be returned to Technology and Records Unit to be attached to the original criminal history response. All application paperwork will be maintained on file by Technology and Records Unit for a period of two years and then destroyed in accordance with record retention protocol. The Technology and Records Unit will enter all completed application data into the Ride-Along data base on the department’s intranet page for tracking and research purposes.

B. Participation in the Ride-Along Program

1. Citizens whose applications are approved are allowed one ride-along opportunity with a maximum duration of eight (8) hours within a six-month period, not to exceed two within a calendar year unless they are active participants in a police department function.

2. Three (3) ride-along opportunities with a maximum duration of eight (8) hours each within a three-month period, not to exceed twelve (12) within a calendar year are available for police applicants, currently in the hiring process.
3. Any law enforcement officer, employed by a local, state, or federal law enforcement agency, may participate in the Ride-Along Program. The officer or employee must present valid, appropriate identification prior to requesting to ride with an officer.

Conduct of Ride-Along Participant

- A. It is the applicant's responsibility, to arrive at least 15 minutes prior to the scheduled starting time.
- B. The on-duty supervisor will assign the person participating in the Ride-Along Program to an officer. Any change in status, i.e., change of vehicle, etc. must be conveyed to Communications. The supervisor should not assign the participant to an officer who is related or has a close personal relationship with the participant (i.e., spouse, son or daughter, boyfriend, or girlfriend).
- C. All ride-alongs will be recorded via radio to Communications. The name of the person riding-along and the vehicle number shall be recorded at the beginning of the ride-along. Communications will document the time of the ride-along. Following the completion of the ride-along, officers shall notify Communications that the ride-along has been completed and the location where the ride-along was completed (normally the Police Department).
- D. Officers conducting a ride-along will brief the participant on emergency radio procedures to be used only in the case of a true emergency.
- E. Officers will make every effort to ensure the safety of ride-along participants and not expose them to unnecessary serious risks or danger. If, however, some emergency should arise, the participant must immediately and without question comply with any order or directions given by the officer.
 1. Ride-along participants are not active participants; they are observers.
 2. Participants are not to leave the patrol car at the scene of any police activity without first obtaining permission from the officer.
 3. Participants must wear seat belts, in accordance with department policy.
 4. Officers will not permit ride-along participants to engage or assist in police activities to include but not limited to: checking buildings, directing traffic, or driving a police vehicle.
- F. Ride-along participants will be required to present a neat and clean appearance and wear appropriate business-like attire. Casual clothing such as jeans, shorts and T-shirts is not permitted.
- G. Participants may NOT use cameras, tape or digital recorders while riding due to the possible conflicts with evidence collection.
- H. Only duly sworn law enforcement officers participating in the Ride-Along Program may be armed. Civilians and non-sworn police personnel will not carry a weapon of any kind while participating in the Ride-Along Program.
- I. Exceptions to this policy and procedure as to who may be authorized to participate in the Ride-Along Program may be made only with the approval of the Chief of Police or his designee.

45.3.2 Citizens Police Academy

The Citizen Police Academy is a multiple week course consisting of instruction, demonstrations, and hands-on activities in the different areas of police work, for members of the general population. Presentations on traffic enforcement, criminal investigations, forensics, and firearms are some of the topics covered. The overall goal of the program is to provide to the community an insight into the police department's duties and functions, and to form a partnership with the community.

45.3.3 Public Safety Cadets

Applicants must be between the ages of fourteen and twenty. Applicants must be of good moral character, in good health, and successfully pass a background investigation. Membership shall not be denied due to physical handicap however, restrictions may be necessary regarding certain activities. Applicant will be required to participant in physical fitness training.

Applicants must be currently enrolled in school, have graduated from high school or have their G. E. D. Once accepted, members should maintain a grade point average of 2.0 or higher. Grades will be monitored for high school members only.

Prospective member must bring a completed application form signed by a parent or legal guardian to the second scheduled post meeting attended. A thorough background investigation and records check will be conducted. Once the background investigation has been completed if the prospective member has not been involved in any criminal activity or convicted of any criminal offense, he or she will be eligible for acceptance into the post.

Upon acceptance, the applicant shall be considered probationary for a period of three months. During this probationary period the Public Safety Cadet's membership may be terminated for his/her actions or accusations that may adversely affect the post's credibility or standings.

Post membership is limited to 40 members.

45.3.4 Pharmaceutical Drug Disposal Program

The Operation Medicine Drop Permanent Collection Box is located at the New Bern Police Department, 601 George St. New Bern, NC. The collection box will be monitored by video surveillance 24 hours daily through the New Bern Communications Center. The collection of deposited drugs will occur at least once every two weeks and additional times based on the usage of the collection box.

The intent of the Operation Medicine Drop Permanent Collection Box Program is to provide citizens a convenient method to properly remove unneeded medications from their homes. The New Bern Police Department Forensic Evidence Unit shall be responsible for the collection, documentation and destruction of all pharmaceutical drugs placed in the collection box in accordance with the Comprehensive Crime Control Act of 1984 and NCGS Chapter 15, Article 2, Record and Disposition of Seized, etc., Articles.

45.3.5 C.A.R.E. Program (Call, Answer, Respond, Empower)

The New Bern Police Department C.A.R.E. Program (Call, Answer, Respond, Empower) program is a community outreach program which provides frequent checks on citizens who are seniors, disabled, or who lives alone and may require daily checks to ensure their safety. This program is facilitated through the New Bern Alert (Civic Ready) application. The C.A.R.E. program is a computer system that is set up to call C.A.R.E. subscribers daily to check if they are okay.

When the system dials a customer's number and the customer picks up the line, the system plays a message for them and prompts the subscriber for a response. If the call is unanswered or if the subscriber requests assistance a police officer is dispatched to the subscriber's residence to ensure that they are okay.

A. Purpose

The purpose of this policy is to outline the procedure for advertising, collecting / storage of information, dispatching, responding to the C.A.R.E. subscriber.

B. Prerequisites

The C.A.R.E. program is designed for older adults, disabled persons, shut-ins who live alone, or anyone in our community who needs to be checked upon daily.

C. Advertising

Advertisement of the C.A.R.E. program will be conducted through social media, during community events and calls for service follow ups. Recruitment for the program is continuous with no limit on the number of subscribers. Citizens who are interested in becoming a part of the C.A.R.E. program should be forwarded to the Community Outreach Sergeant to begin the application process.

D. Storage of Information

1. Those interested in subscribing to the C.A.R.E. will complete an application which will be reviewed by the Community Outreach Sergeant for completeness and accuracy. Visitation to the applicant's residence will be by appointment only and the Community Outreach Sergeant will call the applicant to set up the date. No information will be collected about the applicant's medical diagnosis or medications. For applicants who need assistance completing their applications, the Community Outreach Sergeant will conduct an assessment of the applicant's residence to ensure they are suitable candidates for the program. All residential visits will be documented via CAD and only take place in the common area. Since residential visits are not criminal in nature, consent should be sought to utilize the BWC during the visit.
2. Once their application is approved, the applicant's information will be sent to the City Public Information Officer to input the subscriber into the Civic Ready Program. The subscriber emergency contact information will be updated in the CAD system to provide alerts for responding officers. When officers respond to calls for C.A.R.E. subscribers, they shall input CAD updates to help determine if the call was in fact due to a need for assistance or due to error or missed notifications.
3. All applications will be stored in an electronic database organized by address for reference and will be reviewed annually for updated information. This list will be maintained and updated by the Community Outreach Sergeant.
4. If a subscriber is leaving their residence, they must notify the communications center of their name, address, and duration of their absence.

5. Any subscriber who continuously fails to answer the phone, or repeatedly fails to notify the Communications Center of absences may be suspended or removed from the program.
6. The Community Outreach Sergeant will audit the list of subscribers annually and will provide a report documenting the number of subscribers, new subscribers during the past 12 months, number of subscribers who left the program and the number of CFS. The Community Outreach Sergeant will also make recommendations on any changes to the program and/or issues needing to be addressed.