

	RUTGERS UNIVERSITY POLICE DEPARTMENT WRITTEN DIRECTIVE SYSTEM		2:4
	COMMUNITY SERVICES		
	Effective Date: 02-14-2020	Supersedes: 2:4 (06-18-2018)	

2:4-1 PURPOSE

The purpose of this directive is to codify this department's organizational structure as it pertains to the Community Services Unit and to provide all department personnel with a clear understanding of the Community Policing Philosophy as it stands as the guiding principle of this department.

2:4-2 POLICY

It is the policy of this department to employ crime prevention, community-oriented policing and problem-oriented policing strategies to the fullest extent to better serve the community.

2:4-3 GENERAL

- a. Community policing consists of two complementary core components, community partnership and problem solving; with the goal to reduce crime and disorder by carefully examining the characteristics of problems in our community and then applying appropriate problem-solving remedies.
- b. Modern policing requires a reasonable balance between its reactive and proactive functions. Crime prevention demands an integrated, coordinated department response. As such, the crime prevention function includes the following provisions to establish priorities for action:
 1. Targeting programs by crime type and geographic area on the basis of an analysis of local crime data
 2. Targeting programs to address community perceptions or misperceptions of crime
 3. Evaluating the effectiveness of crime prevention programs
 4. Addressing quality of life issues throughout the University Community
- c. The Chief of Police of each geographic division shall designate a supervisor with overall responsibility for the department's community service initiatives and those related responsibilities discussed both within this directive and throughout the written directive system.
- d. The Community Services function will be additionally staffed with additional supervisors, police officers and civilian employees as directed by the Chief of Police.
- e. The Community Services Supervisor shall assist the department's juvenile function in establishing and organizing crime prevention and other community groups in the areas targeted for such activity and shall maintain continuous liaison with these groups, formal community organizations, and other interested community groups.
- f. The Community Services Supervisor shall conduct an evaluation of crime prevention programs, at least biennially.

- g. Although all police personnel shall strive to achieve community-oriented and problem-oriented policing objectives, the Community Services Unit is designated as having primary responsibility for achieving this department's community relations objectives. Personnel will focus their efforts on developing a rapport with students, faculty and staff members to foster an environment in which information related to crime and other offenses can be obtained, collated and analyzed for the good of the students, faculty and community at large. This network will facilitate the sharing of information between school, police and community officials so plans can be developed to reduce the incidence of youth crime.
- h. Community Policing initiatives provide police officers and students an opportunity to interact in a non-confrontational setting, fostering an understanding of each other's role in society. Police officers should represent all that is good within society and provide an example for others to emulate at this early learning stage.
- i. The Community Services Unit shall be responsible for the following tasks; including, but not limited to:
 - 1. Serve as a "police liaison" to the University Community's many units, organizations, governments and divisions (i.e. housing, athletics, residence life, etc) and groups for those issues, area, and matters where a law enforcement input is necessary, appropriate and needed.
 - 2. Assist in developing this department's community relations policies and procedures
 - 3. Assist in developing problem oriented or community policing strategies to those problems established at: 2:4-3(b)(1& 2).
 - 4. Organize crime prevention groups target for such activity at 2:4-3(b)(1& 2) and maintain a liaison as appropriate.
 - 5. Publicize department objectives, problems, and successes in accordance with Directive 11:9 Press Releases/Media Relations
 - 6. Providing crime prevention input into development and/or revision of zoning policies, building codes, fire codes, and residential/commercial building permits where appropriate and permitted by law and University Policy.
 - 7. Informing all personnel about the agency's community education objectives;
 - 8. Initiating and facilitating enforcement activities intended to address safety concerns and practices (i.e. traffic, pedestrian, quality of life, etc...)
 - 9. Perform follow up investigations and/or assist the investigations division with investigations of crimes, incidents, etc as directed.
 - 10. Perform security surveys of new and existing University facilities (see 2:4-4).
 - 11. Provide information, assistance, and support to crime victims.
 - 12. Conduct uniformed and plainclothes patrols upon their own initiative and as directed.
 - 13. Conveying information transmitted from citizens' organizations to the department through the chain of command
 - 14. Make recommendations to the Chief of Police for improving department practices relating to public safety-community relations through the appropriate supervisor

15. Providing terrorism awareness information within this department's service area.
 16. Involve the news media in the public education function.
 17. Identify department training needs through interviews with citizen representatives, consultation with those involved in internal investigations, and conferences with supervisors
- j. Department personnel assigned to the Community Services Unit remain an employee of the police department, supervised under our formal chain of command and subject to all written directives, rules and regulations.
 - k. Department personnel can arrange classroom or instructional presentations on a wide variety of related topics. Personnel can participate in classroom discussions about laws, values, community and civic responsibilities, criminal procedure, or police discretion.
 - l. The Community Services Supervisor shall submit a quarterly report to the Chief of Police, minimally containing the following information:
 1. A synopsis of community service activities for the quarter
 2. A description of current concerns voiced by the community
 3. A description of potential problems that have a bearing on law enforcement and public safety communications activities within the community
 4. Recommended actions that address previous/current concerns and potential problems
 5. A statement of progress made toward addressing previously identified concerns and problems
 - m. Matters of immediate concern shall be reported to the Chief of Police by the quickest possible means through the chain of command.
 - n. Personnel who become aware of any concerns voiced by the community or who become aware of any potential problems that have a bearing on law enforcement activities within the community shall promptly notify the Community Services Supervisor so that this information can be included in the monthly report for consideration.

2:4-4 RISK ASSESSMENT & ANALYSIS

- a. Community services officers conduct risk assessments, commonly known as "security surveys" of university facilities in order to identify vulnerabilities to the existing infrastructure and make recommendations for improvements.
- b. These security surveys are guided by the philosophy of Crime Prevention Through Environmental Design (CPTED). CPTED is defined as the proper design and effective use of the built environment that can lead to a reduction in the fear and incidence of crime, and an improvement in the quality of life.
- c. Frequency of past occurrences, the criticality of the event and loss or replacement costs should be considered. Some factors to consider are crime and incidents reports, vehicle and personal accident reports, potential weather and geographic events, physical and building issues, the surrounding demographic environment, possible negligent human actions or criminal and terrorism actions.
- d. Analysis of past data indicates what has happened and provides insight to future occurrences. Therefore it is critical that these analyses also, minimally, include a

review of prior calls for service, personal accidents; threat assessments and or advisories; police incident reports; event after action reports; and the Police Department's Annual Traffic and Crime Analysis Reports.

- e. While there is no one standard for a security survey, the following are minimally addressed:
 - 1. Building Layout and Pattern of Use;
 - 2. Exterior Access Control;
 - 3. Interior Access Controls;
 - 4. Security of Interior Rooms;
 - 5. Security of Equipment, Supplies and Records;
 - 6. Key Distribution and Control;
 - 7. Deployment of Closed Circuit Television (CCTV) Cameras;
 - 8. Lighting;
 - 9. Vegetation;
 - 10. Electronic Alarm Systems and
 - 11. Established Local Security Procedures.
- f. Properly conducted security surveys will include significant input from the facility staff and take into account facility use during and after regular hours of operation.
- g. Community service officers shall receive training and certification in conducting surveys in order remain current with new developments, technologies, methods, approaches and processes in areas of security as it relates to the academic community and infrastructure being assessed.
- h. At least once every four (4) years the community services supervisor shall cause a risk assessment designed to identify areas where mitigating action can be taken to remove or limit injuries, property loss and costs. Specifically this assessment shall minimally include, but not be limited to:
 - 1. Academic Facilities;
 - 2. Critical infrastructure facilities;
 - 3. Large capacity venues;
 - 4. Medical Care Facilities;
 - 5. Newly constructed or acquired facilities;
 - 6. Residence Halls;
 - 7. Research Facilities; and
 - 8. Other areas identified as particularly vulnerable.
- i. The quadrennial assessment is designed to assess risks to the campus community from criminal activity and accidents as well as the potential or risk of property loss to the University and individuals.
- j. The quadrennial assessment shall also include any areas for which potential liability is determined to exist for the University, one of its departments or processes.
- k. The quadrennial assessment shall include any areas where panic alarms have been installed and shall evaluate the security situation which prompted the

installation of the panic alarm in order to ensure the security need is still relevant and being appropriately met.

- l. The quadrennial assessment shall also include recommendations for either the addition or elimination of campus emergency phones as discussed at Directive 14:9. Recommendations made under this section shall include a needs review which takes into consideration prior police incidents at and around the location as well as prior usage of or anticipated usage of the emergency phone.
- m. The resulting assessment report shall be reviewed, through the Chain of Command, by Chief of Police with geographic responsibility prior to distribution beyond the University Police Department.
- n. These reports, including conclusions and recommendations, shall be forwarded to the department requesting the assessment with a copy sent to the University's Department of Risk Management as well as other University Officials as appropriate.

2:4-5 CITIZEN SURVEY

- a. The Professional Standards Commander shall coordinate a survey of citizen attitudes and opinions, minimally annually. This survey can be conducted by electronically. This survey is designed to minimally assess and address:
 - 1. Overall department performance;
 - 2. Overall competence of department employees;
 - 3. Citizens' perceptions of all employees' attitudes and behavior toward citizens;
 - 4. Community concerns over safety and security within the University Community and
 - 5. Recommendations and suggestions for improvement of department practices.
- b. The Director of 9-1-1 Telecommunications shall coordinate regular surveys of those jurisdictions for which the Communications Center provides Emergency Communications Services. Surveys conducted under this section are intended to supplement and not supplant the agency's efforts pursuant to 2:4-5(a).
- c. The results of these surveys shall be tabulated and forwarded to Executive Director of Public Safety / Chief of University Police (EDPS / CUPD) through the chain of command for review and consideration.
- d. These surveys are an invaluable resource to help determine department goals, objectives, programs, and budget considerations.

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