

Community Safety - \$72,746,657

The City of Roanoke seeks to *foster a community where citizens feel safe and they and their property are safe in their homes, businesses and neighborhoods*. The City ensures that our community comes together to plan for and to the extent practical, prevent harm from man-made and natural risks. The City takes steps to ensure our homes, businesses, public places, streets, and neighborhoods are safe and desirable places to live, work and play. The City ensures that when a response is necessary it is done in as efficient, fair, and appropriate manner as practical.

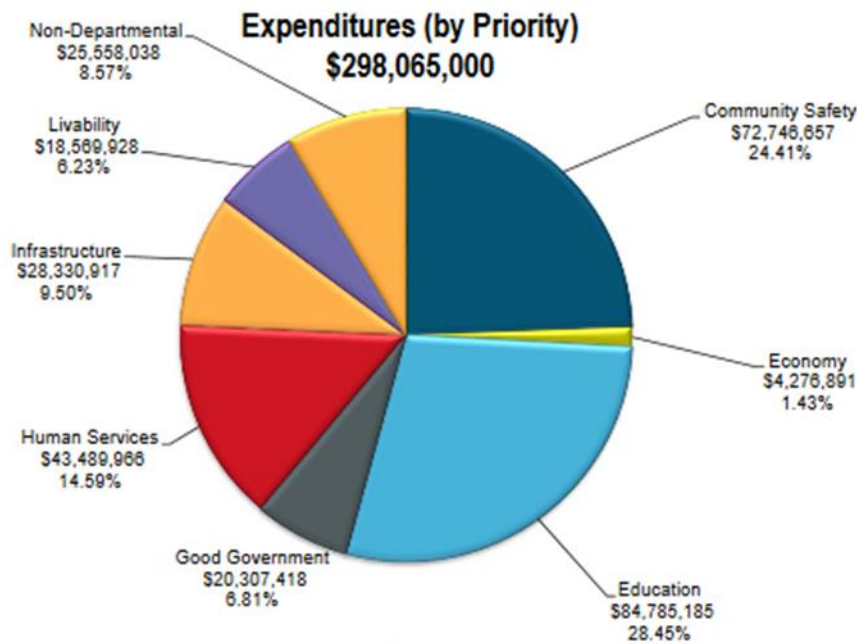
The City seeks to achieve these stated objectives through the use of the following strategies:

Prevention – The City invests the time, money and resources necessary to ensure that to the extent practical harm to property or persons is prevented through the use of programs, education, and code and law enforcement and addressing underlying causes including poverty, trauma, and inequity.

Responsiveness – The City maintains the equipment and personnel necessary to meet or exceed established national standards related to response time for public safety and that our resources and services will be delivered in an equitable and just manner.

Communication & Engagement – The City invests the time, money and resources necessary to ensure the ability to reliably communicate to and engage with the general public, between staff locally and throughout the region during routine business operations and times of emergency response.

Quality of Standards and Laws – The City ensures that our codes, practices and policies are consistent with recognized best practices and are legally sound



Prevention

Implementation of processes or programs to lessen the impact of identified hazards and potential incidents. The outcomes that will result in successfully addressing this causal factor include:

1. **Strategic planning**
Effective prevention relies on forward thinking that anticipates the future environment and identifies its projected hazards. Programs and services are then planned to minimize or eliminate the potential incidents.
2. **Social safety programs in neighborhoods and commercial areas**
Social safety programs expose citizens and areas to community resources that educate and encourage positive behavior and activity while placing critical emphasis on pro-active prevention measures.
3. **Hazard mitigation through design, technology, and infrastructure**
Cost-effective and sustainable actions taken to reduce or eliminate the risk to human life and property from hazards through internal and external assets.

Responsiveness

Reacting appropriately to incidents, hazards, and requests. The outcomes that will result in successfully addressing this causal factor include:

1. **Reasonable response times in keeping with prioritization of critical needs**
Responding to an incident, hazard, or service request with an appropriate sense of urgency, given the nature of the incident or request, in a manner that conforms to prescribed standards.
2. **Offender consequences**
Violations of relevant laws and ordinances should result in consequences vetted through best practices in keeping with the criminal justice system.
3. **Proactive risk assessment and resolution**
The systematic identification of potential hazards and dangers that may exist within the community and acting appropriately to lessen risks while educating citizens on mitigating losses of property, accidents, and personal injury. Effective risk management requires thorough analysis and follow-up based on events and outcomes as assessed by well-qualified and trained staff.
4. **Equitable resource allocation**
Citizens and visitors to Roanoke shall be given equitable and unbiased access to public safety resources and services. Asset distribution should also occur equitably, and in a manner that aligns with the overall community safety goals.

Communication

Operational processes that facilitate the timely exchange of information through various means. The outcomes that will result in successfully addressing this causal factor include:

1. **Effective emergency warning system**
Effective warning systems alert the region to hazards and threats in sufficient time for individuals to respond appropriately and implement established disaster plans.
2. **Appropriately trained staff**
Well-informed and skilled employees have technical and institutional knowledge that allows them to effectively handle customer requests.
3. **Community awareness, education, engagement, and assessment**
Coordinated, timely, and continued conveyance of effective public communication programs encourage community involvement and empower citizens with a sense of personal responsibility by engagement in neighborhood organizations, neighborhood watch programs, and educational programs.
5. **Community involvement in strategic planning**
Citizen engagement in the development and implementation of the City's comprehensive and strategic plans.

Quality Standards and Laws

Operational techniques and activities that sustain the quality of services to satisfy given requirements. The outcomes that will result in successfully addressing this causal factor include:

1. **Compliance with local, state, and national regulations and accreditation best practices**
Standards serve as a framework to ensure that systems, policies and procedures are in keeping with nationally recognized best practices, and compliance ensures that all impacted parties know what is expected and how to achieve it.
2. **Criminal and civil adjudication**
Provide an independent, accessible, responsive forum for the just resolution of civil and criminal disputes.
3. **Protect the constitution and laws**
Protect all of the rights and liberties guaranteed by the U. S. and Virginia constitutions.
4. **Preserve the rule of law**
Citizens make the laws that govern them and agree to obey those laws; ensure that they are fair and equally applied to everyone.