


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date November 1, 2015		APD.SOP.7030 Community Oriented Policing Section (COPS)
Applicable To: All Community Services Division employees		
Approval Authority: Chief George N. Turner		
Signature: Signed by GNT		Date Signed: 10/23/15

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1. PURPOSE

To establish responsibilities and procedures for sworn and non-sworn employees of the Community Oriented Policing Section (COPS).

2. POLICY

2.1 It is the policy of the Atlanta Police Department to establish proactive community partnerships and exemplify principles established in the Community Oriented Policing model.

2.2 The COPS shall maintain proper oversight to ensure that proactive community partnerships and personalized strategies are developed and tailored for the unique needs of each community to reduce crime and improve the quality of life.

3. RESPONSIBILITIES

3.1 Responsibilities of the Organization

3.1.1 The COPS Commander shall be responsible for coordinating the administering of the community based crime prevention programs. The COPS Commander shall work closely with the zone commanders to serve as a liaison between the police department and community groups, social organizations, business groups, civic organizations, schools, and other organized groups. (CALEA 5th ed. standard 45.2)

3.1.2 The COPS Major shall monitor the implementation of this directive.

3.1.3 The COPS shall develop and implement proactive and preventative law enforcement strategies that shall have a direct impact on the department's efforts to reduce crime and disorder.

3.1.4 The COPS shall aim to increase the public's knowledge and understanding of the philosophy of community policing. COPS shall compare current neighborhood governances with past



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practices and assumptions of traditional policing to improve law enforcement delivery. COPS shall also build collaborative partnerships between police and community stakeholders through organization and healthy community team building.
(CALEA 5th ed. standard 45.1 & 45.2)

- 3.1.5 The COPS is comprised of the Community Liaison Unit, Police Athletic League, Crime Prevention Inspectors, Lesbian, Gay, Bisexual, and Transgender (LGBT) Liaison, Hispanic Liaison, and Path Force Unit. Members of these units shall work as a team to identify community issues, develop strategies and implement innovative policing solutions within neighborhoods.
1. Community Liaison Unit responsibilities include but are not limited to:
 - a. Establish and foster partnerships within the community;
 - b. Develop and implement proactive and preventative law enforcement strategies;
 - c. Increase the public's knowledge and understanding of community policing through educational and training initiatives regarding community oriented policing strategies; CALEA 5th ed. standard 45.1.1 (b)
 - d. Build collaborative partnerships between the Police Department and the citizens within the community alongside the Crime Prevention Inspectors; CALEA 5th ed. standard 45.2.1
 - e. Encourage citizen participation in crime prevention programs including Neighborhood Watch Groups and Meetings;
 - f. Coordinate and monitor the use of the Mobile Community Outreach Police Station (MCOPS) vehicle for community outreach and other law enforcement functions;
 - g. Attend community meetings including Neighborhood Planning Unit meetings to address community safety issues;
 - h. Collaborate with other government agencies, departmental units, community organizations, the faith based community and other appropriate groups to address community concerns; and
 - i. Complete other functions, as directed by his or her supervisor.
 2. Police Athletic League responsibilities include but are not limited to:
(APD.SOP.3192)
 - a. Formulate sports programs to provide intramural competition targeting at risk children;
 - b. Provide educational programs to assist youths with homework and areas of educational deficiencies;
 - c. Provide individual counseling to students and youths; referring troubled youths to appropriate agencies for assistance;
 - d. Coordinate employee intramural sports competition within the Police Department;



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- e. Maintain liaison between the department and interested citizens for volunteer services; and
 - f. Complete other functions as directed by his or her supervisor.
3. Crime Prevention Inspectors responsibilities include but are not limited to:
(APD.SOP.7032)
- a. Interact with Community Liaison Officers, beat officers, crime analysts and serve as liaisons between the department and the community to prevent crime;
 - b. Encourage citizen participation in crime prevention programs including Neighborhood Watch Programs and other types of crime prevention initiatives;
 - c. Contact victims of property crimes to offer assistance with security surveys and other programs like Operation Identification;
 - d. Conduct a wide variety of crime prevention activities;
 - e. Maintain permanent files on Neighborhood Watch and Business Watch programs;
 - f. Attend various community meetings including the Neighborhood Planning Unit meetings to address community safety issues in their neighborhood;
 - g. Assist each of the precincts with various community groups and organizations like the Zone Citizen Advisory Councils; and
 - h. Complete other functions as directed by his or her supervisor.
4. Lesbian, Gay, Bisexual, and Transgender (LGBT) responsibilities include but are not limited to:
(APD.SOP.6170)
- a. The LGBT Liaison shall, at all times, represent the Atlanta Police Department at LGBT social and community advocacy functions in a professional and courteous manner;
 - b. The LGBT Liaison shall identify, through crime data and patrol efforts, areas where bias and hate crimes against the LGBT community have occurred and inform the LGBT community through awareness seminars;
 - c. The LGBT Liaison shall provide the COPS Commander, or their designee, the information for LGBT-related events. They shall make arrangements to attend these functions;
 - d. The LGBT Liaison shall monitor statistical and reporting data regarding bias and hate crimes against the LGBT community and relay significant changes to the Community COPS Commander and the LGBT community;
 - e. The LGBT Liaison Unit shall conduct crime prevention and business safety seminars in the City of Atlanta, particularly in neighborhoods where LGBT businesses and residents are concentrated;



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- f. LGBT Liaison Unit and the Hispanic Liaison Officer shall provide bilingual crime-prevention information and programs to the LGBT community; and
 - g. The LGBT Liaison Unit shall host meetings to allow business owners, residents, and community activists to meet with officials from their neighborhood precincts.
 5. Hispanic Liaison responsibilities include but are not limited to:
(APD.SOP.6143)
 - a. The Hispanic Liaison Unit shall, at all times, represent the Atlanta Police Department at LEP social and community advocacy functions in a professional and courteous manner;
 - b. The Hispanic Liaison Unit shall identify, through crime data and patrol efforts, areas where bias and hate crimes against the LEP community have occurred and inform the LEP community through awareness seminars;
 - c. The Hispanic Liaison Unit shall provide the Community Oriented Policing Section (COPS) Commander, or their designee, the information for LEP- related events. They shall make arrangements to attend these functions;
 - d. The Hispanic Liaison Unit shall monitor statistical and reporting data regarding bias and hate crimes against the LEP community and relay significant changes to the COPS Commander and the LEP community;
 - e. The Hispanic Liaison Unit shall conduct crime prevention and business safety seminars in the City of Atlanta, particularly in neighborhoods where LEP businesses and residents are concentrated;
 - f. The Hispanic Liaison Officer shall provide bilingual crime-prevention information and programs to the LGBT community; and
 - g. The Hispanic Liaison Unit shall host meetings to allow business owners, residents, and community activists to meet with officials from their neighborhood precincts.
 6. Path Force Unit (PFU) responsibilities include, but are not limited to:
(APD.SOP.7035)
 - a. The PFU commander shall foster an alliance and maintain direct points of contact with Atlanta Beltline partners; to include, Department of Parks and Recreation, Department of Watershed Management, Department of Public Works, Atlanta Fire Rescue Department and others.
 - b. The PFU commander shall meet on a regular basis with Beltline partners to develop solutions for existing and future issues along the Atlanta Beltline, adjoining parks and communities.
 - c. The PFU officer shall proactively patrol and monitor the Atlanta Beltline, adjoining parks, and communities to provide a safe and secure path route and green-spaces for the enjoyment of the public.



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3.2 Responsibilities of Sworn Employees

3.2.1 Division Commander

1. The Community Services Division Commander shall be responsible for the overall operation of the division. He or she shall ensure that division personnel comply with established policies, procedures, and rules of the division and department.
2. The division commander shall be responsible for reporting monthly to the chief of police on the activities of the division during the previous month, to include the partnerships, progress, areas of concern, upcoming events and fiscal accounting of departmental funds within the division. CALEA 5th ed. standard 45.1.1 (c)

3.2.2 Section Commander

1. The section commander shall plan, organize, direct, and monitor the operations of their section. They shall establish goals, provide appropriate policy and guidelines for operations, allocate and monitor manpower resources among their units, and prepare annual budgets.
2. The section commander shall coordinate and monitor strategies within their section. He or she shall personally respond to and direct activities regarding serious concerns or incidents, large scale events, or serious allegations and matters involving COPS officers. He or she shall notify the division commander on progress and changes in the status of strategies, partnerships, and areas of concern by providing quarterly updates. CALEA 5th ed. standard 45.1.1 (c)
3. The section commander shall maintain a collaborative community partnership between the Atlanta Police Department, Atlanta residents, business partners, community leaders, neighborhood watch groups, assistant district attorneys, zone commanders and other stakeholders to stay abreast of mutual concerns and solutions to problems that shall also increase the trust in the police department.

3.2.3 Unit Commander

1. Unit commanders are responsible for the efficient and effective operation of their respective units. They shall direct the supervisors in their responsibilities for the maintenance and accuracy of unit files and reports including Kronos timekeeping, Daily Activity Reports, personnel files, and monthly unit performance reports.
2. Unit commanders shall develop and coordinate proactive strategies as necessary to respond to community needs. They shall personally respond to, and oversee matters of significant impact on the community.
3. Unit commanders shall provide their section commander with monthly reports regarding community concerns, partnerships, and effective strategies.
4. Unit Commanders shall ensure that vital information is communicated between watches, units, and to community partners by maintaining close liaison with other entities. He or she shall ensure that all appropriate information is forwarded to the appropriate unit and transparency is maintained for the benefit of the community.



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5. Unit Commanders shall encourage teams to proactively develop solutions to the underlying conditions that contribute to public safety problems.

3.2.4 Unit Supervisor

1. Unit supervisors shall direct and instruct subordinates in their duties, provide and recommend training for officers, and ensure officer attendance at community meetings.
2. Unit supervisors shall ensure that community concerns are promptly addressed at all attended community meetings.
3. Unit supervisors shall review, log, and assign citizen concerns, review officer's strategies, approve an employee's request for time off, and certify the Daily Activity Report.
4. Unit supervisors shall develop and assist officers in developing proactive crime fighting strategies. They shall personally respond to and assist with matters that are serious or complex in nature and shall closely monitor targeted crime reduction strategies to ensure proper implementation.
5. Unit supervisors shall provide their unit commander with monthly reports regarding community concerns, partnerships, and effective strategies.

3.2.5 Police Officers / Crime Prevention Inspectors

1. Officers and inspectors assigned to COPS shall adhere to the policy and procedures as they pertain to them in this directive at all times;
2. Officers and inspectors are responsible for promoting crime prevention measures, developing partnerships and working with the community while actively soliciting citizen's involvement in identifying crimes affecting the community's quality of life;
3. Officers and inspectors shall be responsible for developing proactive crime fighting strategies as necessary to respond to the community needs, and ensure attendance at community meetings;
4. Officers and inspectors shall submit a plan of action within ten calendar days after receiving the community concern, project, or partnership as a means of documenting his or her daily activities;
5. Officers and inspectors shall provide their unit supervisor with a monthly report regarding community concerns, partnerships, and effective strategies.

4. ACTION

- 4.1 Outside law enforcement agency information can be an invaluable partnership tool particularly when dealing with bordering agencies and mutual concerns. Exchange of information should be utilized liberally when relating to COPS objectives and includes:

1. GCIC/NCIC criminal history; (as outlined in the GCIC Policy Manual, section 4.5 "Dissemination")
2. BOLO information;



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3. Vandalism trends and gang identifiers;
 4. Information gathered at community meetings.
- 4.1.1 Officers shall maintain communications with zone; specialized units and other local, state, and federal agencies. Specific requests for information can be made via intelligence bulletins, BOLO broadcasts, roll-call briefings, or direct contact with law enforcement officials, community leaders, or private individuals.
 - 4.2 Establishing Partnerships
 - 4.2.1 Partnerships shall be both formal and informal mechanisms to establish trust with the community, exchange information, and improve quality of life for our citizens.
 - 4.2.2 Local businesses and nonprofit organizations can be important partners in the department's community policing initiatives and should be carefully selected to encourage innovative crime fighting.
 - 4.2.3 All community partnerships shall be tasked with solving complex issues and the department shall support their problem solving efforts.
 - 4.2.4 Information received as a result of a partnership and other data shall be recorded daily by the officer responsible for the area in which the community partner is located.
 - 4.3 Outside Referrals
 - 4.3.1 In the event the officer encounters a situation in which an outside agency referral is required, the officer shall notify the appropriate unit or external agency for an appropriate response. Such incidents include but are not limited to:
 1. Child/elderly abuse;
 2. Drug houses;
 3. Code violations.
 - 4.3.2 Such referrals to outside units or agencies in no way lessen the officer's obligation to ensure that the agency receives the referral and a prompt follow up is conducted.
 - 4.4 Preliminary and Follow-up Strategies
 - 4.4.1 Once an area of need is identified through personal observation or via citizen concern, or other community partners, the officer shall immediately document the community issue.
 - 4.4.2 All responses to the issue and activities conducted shall be documented and kept in the units file for minimum period of 3 years.
 - 4.4.3 The COPS Commander shall coordinate the assistance of field officers and COPS officers in the implementation of the strategy.



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4.4.4 The response may require an initial saturation of multiple resources until a satisfactory outcome is achieved. Once a satisfactory outcome is achieved; regular oversight shall be maintained to deter recurrence.

5. DEFINITIONS

N/A

6. CANCELLATIONS

APD.SOP.7030 "Community Oriented Policing Section"; effective April 1, 2012.

7. REFERENCES

APD.SOP.3192 "Police Athletic League"

APD.SOP.6143 "Limited English Proficiency Plan"

APD.SOP.6170 "Lesbian, Gay, Bisexual, and Transgender (LGBT) Liaison Unit"

APD.SOP.7032 "Crime Prevention Unit"

APD.SOP.7035 "Path Force Unit"

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