


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date September 30, 2014		APD.SOP.7010 Community Services Division
Applicable To: All Community Services Division employees		
Approval Authority: Chief George N. Turner		
Signature: Signed by GNT		Date Signed: 9/30/2014

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1. PURPOSE

To establish policies and procedures for the efficient and effective management of the Community Services Division.

2. POLICY

2.1 It is the policy of the Atlanta Police Department to establish proactive community partnerships and embody principles established in community oriented policing through strategic planning, decentralized decision making, and transparency of operations.

2.2 The Community Services Division (CSD) shall ensure proper oversight of the Community Oriented Policing Section, Airport Section and Special Operations Section.

2.3 While operational tactics may vary, the underlying philosophy of each section falling under CSD shall be to ensure that proactive community partnerships are established and personalized strategies are developed and implemented that are tailored for the unique needs of each community to reduce crime and improve the quality of life. CALEA 5th ed. Standard 45.1, .45.2

3. RESPONSIBILITIES

3.1 Responsibilities of Sworn Employees

3.1.1 Division Commander

1. The Community Services Division commander is 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.



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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 partnerships, progress, areas of concern, upcoming events and fiscal accounting of Departmental funds within the Division. CALEA 5th ed. Standard 45.2.2

3.1.2 Section Commander

1. Section commanders shall plan, organize, direct, and monitor the operations of their sections. They shall establish goals, provide appropriate policy and guidelines for operations, allocate and monitor manpower resources among their units, and prepare annual budgets.
2. Section commanders shall coordinate and monitor strategies within their unit. He or she shall personally respond to and direct activities regarding serious concerns or incidents, large scale events, or serious allegations and matters involving CSD 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 periodic updates.
3. Section commanders shall maintain liaison with business owners, community leaders, neighborhood watch groups, assistant district attorneys, zone commanders, and other law enforcement agencies to stay abreast of mutual concerns.

3.1.3 Unit Commander

1. Unit commanders are responsible for the efficient and effective operation of their respective units. They shall direct the watch supervisors in their responsibilities for the maintenance and accuracy of unit files and reports including Kronos timekeeping, Daily Activity Sheets, 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 Commanders with progress reports monthly 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 be forwarded to the appropriate unit and transparency is maintained for the benefit of the community.

3.1.4 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 calls for service are answered. Unit Supervisors shall ensure community concerns are promptly addressed.
3. Unit supervisors shall review, log, and assign citizen concerns, review officer's strategies, approve request for time off, and certify the Daily Activity Sheet.



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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.

3.1.5 Community Services Division Officer

1. Officers assigned to SOS, Airport, and COPS shall comply with existing standards in written directives.
2. CSD officers assigned to COPS Section shall report to one central location and be assigned to an area such as a Zone or NPU for which they shall be held primarily responsible.
3. Officers shall develop partnerships within their area of responsibility that include:
 - a. Businesses;
 - b. Non-profit organizations;
 - c. Faith based organizations;
 - d. Neighborhood Watch groups;
 - e. Other Law Enforcement Agencies;
 - f. And other partnerships, as directed by his or her supervisor.
4. Officers shall interact with members of the community and document concerns.
5. Officers shall develop strategic crime reduction and prevention plans targeted for the unique needs of their assigned area.

4. ACTION

4.1 Organizational Structure

4.1.1 The Community Services Division is composed of three sections, as indicated below:

1. Community Oriented Policing Section (COPS)
2. Special Operations Section (SOS)
3. Airport Section.

4.1.2 The Community Oriented Policing Section commander shall implement the (COPS) program.

4.1.3 The Community Oriented Policing Section (COPS) is comprised of the Community Liaison Unit, the Weed and Seed Unit, the Police Athletic League, and the Crime Prevention Inspectors. The employees in these units shall work as a team to identify community issues, develop strategies and implement solutions within neighborhoods.

1. The Community Liaison Unit personnel shall:



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CALEA 5th ed. Standard 45.2.1

- a. Establish and foster partnerships within the community;
 - b. Develop and implement proactive and preventative law enforcement strategies;
 - c. Increase knowledge and understanding of community policing to current neighborhood governances through educational and training initiatives;
 - d. Build collaborative partnerships between the Department and the citizens within the community alongside the Crime Prevention Inspectors;
 - e. Encourage citizen participation in crime prevention programs including Neighborhood Watch Groups and Meetings;
 - f. Attend community meetings including Neighborhood Planning Unit meetings to address community safety issues;
 - g. Collaborate with other government agencies, departmental units, community organizations, the faith based community and other appropriate groups to address community concerns; and
 - h. Complete other functions, as directed by his or her supervisor.
2. The Weed and Seed Unit personnel shall:
- a. Implement programs and develop cooperative relationships to enhance the quality of life for citizens in the Weed and Seed communities;
CALEA 5th ed. Standard 45.2.1 (a)
 - b. Develop and implement proactive and preventative law enforcement strategies;
 - c. Participate in community projects that support the development of the youth and other members of the community; and
 - d. Complete other functions, as directed by his or her supervisor.
3. The Police Athletic League personnel shall:
- 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 and refer troubled youths to appropriate agencies for assistance;
 - d. Coordinate employee intramural sports competition within the Department;
 - e. Maintain liaison between the Department and interested citizens for volunteer services; and



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- f. Complete other functions, as directed by his or her supervisor
 4. The Crime Prevention Inspectors personnel shall:
CALEA 5th ed. Standard 45.2.1
 - 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;
CALEA 5th ed. Standard 45.1.2
 - c. Contact victims of property crimes to offer assistance with security surveys and other programs;
 - 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.
- 4.1.4 The Airport Section is comprised of the Special Operations Unit (the Canine/Bomb Technician Unit/EOD), the Investigative Unit, the Administrative Unit, and the Section Patrol. They directly support the Department of Aviation's efforts to provide safe and secure facilities on a daily basis, which enable the movement of customers and goods to and from their respective designations:
 1. The Airport Section personnel shall:
 - a. Work in conjunction with the Federal, State and Local agencies to ensure Hartsfield-Jackson Atlanta International Airport maintains compliance with International, Federal, State and Local regulations and standards as they relate to the functions of the Department;
 - b. Provide services to the Hartsfield-Jackson International Airport, including the terminal complex, automated people movers, the Rental Car Center, cargo facilities, runways, ground transportation, area parking lots, construction zones and all other airport property; and
 - c. Complete other functions, as directed by his or her supervisor.
- 4.1.5 The Special Operations Section is comprised of SWAT (Special Weapons and Tactics), Motors Unit, DUI Task Force, Helicopter, Hit and Run, Mounted Patrol, Traffic Control Inspectors, Special Events Permit Unit, and Commercial Vehicle Unit. These units shall work in conjunction with Federal, State and Local agencies. Hostage Negotiators, and Honor Guard are also included, and participation in these units are strictly voluntary:



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1. The SWAT personnel shall:
 - a. Handle Tactical calls, i.e. Barricaded gunman, hostage, warrant execution, high risk search, hazardous material and bomb calls;
 - b. Assist the Training Academy in training recruits and in-service officers;
 - c. Assist with crowd control and critical incidents utilizing community interaction skills encompassed by principles of Community Oriented Policing;
 - d. Complete other functions, as directed by his or her supervisor.
2. The Motors Unit personnel shall:
 - a. Enforce traffic laws in neighborhoods;
 - b. Manage traffic flow at all large events;
 - c. Escort public officials; and
 - d. Complete other functions, as directed by his or her supervisor.
3. The DUI Task Force personnel shall:
 - a. Target problem areas within the city;
 - b. Enforce traffic laws in neighborhoods;
 - c. Strive to prevent DUI related accidents and deaths;
 - d. Conduct educational presentations;
 - e. Attend meetings as required by the Governor's Office of Highway Safety; and
 - f. Complete other functions, as directed by his or her supervisor.
4. The Special Events Permit Unit shall:
 - a. Review all out door event applications, street and lane closer applications and approve or disapprove the applicant's security plans;
 - b. Work with the Mayors Office of Special Events on all outside events;
 - c. Assist at major events with aerial perspectives of crowd and traffic control;
 - d. Assist with public Official escorts;
 - e. Oversee and maintain the Police Departments barricades;
 - f. Assists in developing the plan of action for the Police Department for every event that SOS handles, (these include but are not limited to all parades, presidential details and the New Years Peach Drop) ; and



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- g. Complete other functions, as directed by his or her supervisor.
5. The Helicopter Unit personnel shall:
 - a. Assist with vehicle and foot pursuits;
 - b. Assist with public official escorts;
 - c. Assist at major events with aerial perspectives of crowd and traffic control;
 - d. Complete other functions, as directed by his or her supervisor.
6. The Hit and Run Unit personnel shall:
 - a. Investigate vehicle and pedestrian fatalities;
 - b. Investigate hit and run accidents;
 - c. Assist on special details; and
 - d. Complete other functions, as directed by his or her supervisor.
7. The Mounted Patrol Unit personnel shall:
 - a. Assist with community and school presentations;
 - b. Assist with crowd control for special events;
 - c. Assist with traffic enforcement in neighborhoods; and
 - d. Complete other functions, as directed by his or her supervisor.
8. The Traffic Control Inspectors shall:
 - a. Enforce parking laws in the downtown area;
 - b. Enforce daily traffic laws at and around the City Hall complex;
 - c. Assist with special details; and
 - d. Complete other functions, as directed by his or her supervisor.
9. The Hostage Negotiators shall:
 - a. Provide assistance in hostage situations or other critical events, as necessary and appropriate



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10. Honor Guard shall:

- a. Represent the Department at ceremonial occasions such as parades, funerals, graduations, and other functions, as directed by the Commander of the Special Operations Section, and the Chief of Police.

11. Commercial Vehicle Unit shall:

- a. Inspect Commercial vehicles that travel through the city of Atlanta;
- b. Conduct Level 1, 2 and 3 Inspections;
- c. Work with Motor Carrier Compliance Division (MCCD) and other jurisdictions in the inspection process, ensuring the Commercial vehicle traffic is safe for the motoring public; and
- d. Use training in recognition of rolling drug labs in the detection of heavy drugs/money loads that travel through the city as well as vehicles transporting explosives.

4.2 Operating Hours/On-Call Schedule

4.2.1 The SOS Section and the Airport Section operating under the Community Services Division shall be operational 24 hours a day, 7 days a week. The various watch hours shall be determined by each Section Commander. The COPS Section shall operate two shifts (day and evening) 7 days a week and the shift hours shall be determined by the Section Commander. The Community Services Division Administrative Office shall operate during day watch hours Monday through Friday. All schedules are subject to change based upon the operational needs of the Department.

4.2.2 Section Commanders may alter the hours of operation of units within their section according to operational needs and personnel allocation.

4.3 Roll Call Briefings

4.3.1 Each Section shall conduct Roll Call briefings and inspections for their officers. Roll Call inspections shall be conducted in accordance with departmental policy.

5. DEFINITIONS

5.1 Barricaded Person: An individual who resists being taken into custody by using (or threatening the use of) firearms, other weapons, explosives, etc. This person may or may not have taken a hostage or made a threat to do serious bodily injury to others or themselves. Generally, the barricaded person is behind some type of cover or inside a fixed structure.

5.2 Critical Incident: An unlawful incident that is of such severe nature that the lives and safety of others are in immediate jeopardy and may require specialized assistance from the SWAT Team.

5.3 Current Videotape: A videotape that is in use by an officer with his or her name, assignment number, beginning date of use and ending date of use.

5.4 Expended Videotape: Videotape that has been used for recording and has no more available space for further recording. At the direction of the DUI Task Force supervisor, expended



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videotapes shall be stored for a period of 36 months, at which time they shall be submitted to the Property Control Unit for indefinite retention.

- 5.5 Inner perimeter: The immediate area of containment of the danger source where the threat of life and to individual safety is imminent. Such an area is established as close to the threat as is reasonably possible, but at a distance that affords good cover, concealment, and observation for response employees.
- 5.6 Mounted Officer: A law enforcement officer who officially utilizes a police mount in the course of assigned duties and responsibilities.
- 5.7 Mounted Police Team: A police mount and the rider (a sworn Atlanta police officer) who have satisfactorily completed all phases of the fundamentals of Police Mounted Patrol Unit Training.
- 5.8 Mounted Patrol Training Coordinator: A person qualified to conduct basic and in-service training for mounted police teams.
- 5.9 Outer perimeter: A controlled buffer area surround the inner perimeter, at a distance that prevents direct observation or weapons fire by the suspect, within which access is strictly limited to essential response personnel in order to contain the situation and to prevent further escalation or expansion of the incident. The command post is typically located within the outer perimeter.
- 5.10 Police Mount: A horse that has been selected, trained and tested under department's standards and has achieved the desired rating therein.
- 5.11 SWAT: An acronym for Special Weapons and Tactics. A SWAT Team usually refers to a group of about ten officers who have had special marksmanship training and who are equipped with shotguns, sniper rifles, automatic weapons, climbing gear, and other specialized equipment useful in dealing with snipers, barricaded persons, or hostage takers.
- 5.12 Tactical Approach Vehicle: An armored personnel carrier used for protection of law enforcement employees during actual instances of sustained conditions of low caliber gunfire.
- 5.13 Traffic Control Inspector (TCI): Generally, a non-sworn parking enforcement officer that monitors and/or cites illegally parked vehicles.
- 5.14 Videotape Storage Area: A secure area that is accessible and not subject to extremes of heat or humidity.

6. CANCELLATIONS

NA

7. REFERENCES

Commission on Accreditation for Law Enforcement Agencies CALEA 5th ed. Standard 45.1.45. 2

City Code of Atlanta Section 11-2027; 150-29

Georgia Code Sections 40-6-221, 40-6-226, and 40-6-228

Executive Office of Weed and Seed, U. S. Department of Justice