

ATHENS-CLARKE COUNTY POLICE DEPARTMENT

Written Directive: 1.22

Title: Community Liaison Program

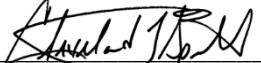
Effective Date

06/19/19

Next Review Date

7/1/2020

Compliance Standards: CALEA Law Enforcement (CLE), CALEA Communications (CC), State Certification (SC)

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Rescinds:	Authorization  _____ Police Chief Cleveland Spruill

This Written Directive is for Departmental use only and does not apply in any criminal or civil proceeding. This Written Directive should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this Written Directive will only form the basis for Departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

1.22.1 PURPOSE

The purpose of this directive is to establish a program that affords the Police Department and community groups the opportunity to work together to resolve neighborhood issues. It also provides a means to effectively measure citizen satisfaction with police services. This is accomplished by assigning employees as community liaison representatives ("liaisons") to each community group that is approved by the Chief of Police. Liaisons will function as points of contact between community groups and the Police Department, attend meetings and maintain contact with community groups, and report to the Chief of Police on community concerns via a monthly report through the assigned district lieutenant. Liaisons are appointed by the Chief of Police or their designee and are a crucial part of the Department's community oriented policing goals, enabling the Department to keep in touch with the community and know what the community's concerns are.

[CLE 45.1.2 a; CC 2.6.2]

1.22.2 POLICY

It is the policy of the Athens-Clarke County Police Department to provide the best possible service to its citizens. The Department is committed to establishing close relationships with and responding to the needs of the community. To accomplish this, the Department takes a pro-active position regarding community concerns, a responsibility shared equally by all members of the Department regardless of rank or assignment.

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1.22.3 GENERAL

- A. Recommending Community Liaison Representatives (liaisons):
 - 1. The liaison is an ancillary responsibility, assigned to a police officer or higher, and / or a civilian employee.
 - 2. Any department employee may recommend appointment of a liaison to a group, by sending a memorandum to the Chief of Police through their chain of command. The memo should include whether the individual making the recommendation wishes to act as the liaison for the group.
 - 3. Since the Community Liaison Program interacts with more than 80 different community groups county wide, some liaisons may be assigned to more than one community group.
- B. Compensation

Employees attending liaison meetings during non-work hours are eligible for compensation through the Athens-Clarke County Unified Government payroll system based on the employee status.

1.22.4 RESPONSIBILITIES

- A. Liaisons will:
 - 1. Identify the community representative and define the geographic boundaries or location (if available) of the community group. Forward the geographic boundaries along with any contact information to the Community Outreach Commander. The Community Outreach Commander will forward the group's boundaries to the Crime Analysis Unit, which will enter the information into ACISN or other department resources, allowing liaisons access to crime data for each community group.
 - 2. Work to proactively address problems and community concerns.
 - 3. Submit monthly Liaison Reports to the assigned district lieutenant with a carbon copy sent to their immediate supervisor and Deputy Chief.
 - 4. Attend scheduled meetings or arrange a substitute if for some reason they cannot attend a meeting. Not all community groups meet monthly; however, regular contact means monthly. During the calendar year, if contact cannot be made with the group or a representative at least quarterly, the liaison will notify the Community Outreach Commander. The Chief of Police may consider classifying the community group inactive, in which case the liaison may be reassigned.
 - 5. Pro-actively respond to community concerns and act as a facilitator between their community group and the Police Department. An experienced, pro-active liaison that provides timely, thorough examination of, and response to, community issues can save the Department considerable time and repetitive work. Often a brief phone call can

provide a satisfactory response to a citizen, thus solving a problem and eliminating the need for further queries and responses. Issues that are not resolved at the earliest opportunity may escalate, causing citizens to become frustrated and dissatisfied with police service, resulting in detailed, time-consuming written responses on issues brought to the attention of County Commissioners or the County Manager.

6. Make every effort to personally address their community's concerns without any unnecessary referral(s) from unit to unit within the Department. However, since some groups or issues require more attention than the liaison can provide without using other resources within the Department, a liaison might not be in a position to address a specific concern. For example, a liaison might refer a drug complaint to the Drug Task Force or request an extra patrol from patrol officers. **The liaison is still responsible for monitoring and reporting on the status of the complaint and coordinating their efforts through the District Lieutenant.** To help provide a comprehensive effort to the community group and the Department, also consider implementing other activities such as those listed below:
 - a. Monitor and advise your group of calls for service and crime activity.
 - b. Join or monitor any social media (Facebook pages, listservs, NextDoor, etc.) presence associated with the community group for communications that could require police action.
 - c. Advise your group of progress on significant cases, police events such as Citizens' Police Academy, Youth Summer Camp, new reporting systems, computer technology, facility changes, ACCPD job announcements, or other items that may be of interest to the group.
 - d. Bring beat officers, supervisors, or members of special units to monthly meetings when necessary and / or appropriate.
 - e. Advise the community group on police procedure and policy.
 - f. Encourage ride-along opportunities.
 - g. Initiate and forward recommendations to the appropriate supervisors.
 - h. Participate in consultations with community representatives to address challenging issues.
 - i. Develop problem oriented or community policing strategies, if any.
7. Ensure the District Lieutenant is aware of re-occurring or significant issues and any efforts taken to resolve the issue(s). There can be up to a month's time lapse between the liaison's meeting and when their report is completed and forwarded through the chain of command. Some community leaders are affiliated with several community groups and since the Chief of Police attends many community meetings, he needs to know about significant or re-occurring issues and the efforts to resolve them as soon as practical.
8. Disseminate Information to Community Groups: Distribution of crime related information usually consists of providing data contained in the Community Crime Map, News Releases, or other permissible resources and updates on major cases that

concern the community. This information is “raw data” which can change, but is accurate at the time of release (cases can be unfounded, and classification of reports can change). When discussing a significant case, liaisons should use any press releases distributed by the Public Information Office and should consult with their supervisor, the District Lieutenant, and / or the Public Information Office if unsure what information may be given to their community.

[CLE 45.1.2 c, d]

9. Submit recommendations having fiscal impact in a brief memo to the Chief of Police through the chain of command. The memo should describe the problem and its recommended solution. Prior to submission, attempt to resolve situations through other efforts (for example, extra patrol).
10. Maintain records of community liaison activities, community concerns received and recommended solutions and problem-solving efforts, for future reference in the event further information is needed.
11. Encourage community members to act as “eyes and ears” for the Police Department, actively working with and supporting the liaison to address and resolve community concerns.
12. If unable to address concerns to the satisfaction of the community group, consult with the District Lieutenant to ensure all avenues of addressing the problem have been explored. Once the liaison’s supervision and Deputy Chief are satisfied a comprehensive strategy has been employed to address the problem, the supervisor and the liaison should meet with the community association and attempt to resolve the matter.
13. Contact the Community Outreach Commander or assigned District Lieutenant with any questions regarding their responsibilities as a liaison.

B. The Liaison Program Supervisor (Community Outreach Commander) will:

1. Coordinate the Community Liaison Program under the direction of the Chief of Police, establishing community liaison groups where needed.
2. Provide support to liaisons.
3. Maintain a record of liaison reports submitted by liaisons for reference and continuity.

C. Assigned District Lieutenants will:

1. Report on issues that are identified and addressed within their respective district during the Strategic Response System meetings.
2. Communicate and coordinate efforts with Community Liaisons in their assigned districts.
3. Schedule a regular, monthly meeting in the assigned districts to communicate with citizens about the concerns being brought forward, and the steps taken to address them.

D. Supervisors will:

1. Ensure monthly liaison reports are submitted on time by their employees who are assigned liaison duties.
2. Include liaison efforts and activities in annual evaluations of employees assigned liaison duties.

E. Deputy Chiefs will:

1. Keep informed of liaison activities within their command.
2. Ensure appropriate actions are taken to address community concerns and problems. Such efforts and their results will be reported to the affected liaison(s), with a copy sent to the Community Outreach Commander. If efforts continue beyond thirty days, the liaison will be advised of their status monthly until the activity ends. This communication is important so that liaisons can advise community groups regarding the Department's efforts to address their concerns.

F. Community Liaison Citizen Representative Responsibilities

1. Community groups share responsibilities of the program with the liaisons.
2. Observe and report issues affecting the safety and quality of life of their neighborhoods.
3. Offer assistance with the development of community involvement policies for the Department.

[CLE 45.1.2 b]

4. Use their assigned liaison as a point of contact for any issues involving the Police Department.
5. Educate community group members concerning the proper protocol for contacting and sharing information with Police Department personnel.
6. Actively partner with the liaison to solve problems and address issues, sharing responsibilities and efforts to keep their neighborhood safe.
7. Provide the Police Department with the geographic borders of the community association in order to receive crime activity information.
8. Consider establishing a Neighborhood Watch Program and participating in the Citizens' Police Academy.
9. Notify their liaison of any change in leadership of their community association.

G. All personnel should attempt to advise the appropriate liaison of important events or concerns in the county. The Community Outreach Commander can assist in determining which liaison is assigned to an area.

1.22.5 REPORTING

[CLE 45.2.1e]

A. Liaison Report

1. Liaisons must submit a Liaison Report through the assigned District Lieutenant to the Office of the Chief (his/her Administrative Assistant) as soon as possible after the completion of the meeting, but no later than the close of business on the first business day of the following month, with a carbon copy to their immediate supervisor and Deputy Chief.
2. Reports are to be sent via email, making certain that they include the form found in appendix A (Liaison Report) of this directive, as well as any other relevant information.
3. Community concerns, if any, along with the liaison's efforts to address the issues and any further recommended solutions, will be documented in the Liaison Report.
4. Prior to the seventh (7th) of each month, the Chief's Administrative Assistant will combine the pertinent information from the Liaison Reports into one report summarizing the information received for the previous month and make the report available to all police personnel for consideration.

APPENDIX A-LIAISON REPORT

Reporting Period	The <u>MONTH AND YEAR</u> you are preparing this report for
Organization	The <u>NAME</u> of the organization or civic association
Contact Information	Enter the Name, Phone Number, and Email Address for the Organization's point of contact
Social Media Platforms	List the social media platforms used by the organization (i.e. Facebook, NextDoor, etc.)
Was there an association meeting held this month?	<u>YES OR NO</u> Is all that is needed in this field
Where was it held?	Please enter the <u>PHYSICAL ADDRESS</u> . i.e. 3035 Lexington Road Front Training Room If a meeting was not held then "N/A" applies
What date & time was it held?	Date & time of <u>CURRENT</u> month's meeting If a meeting was not held then "N/A" applies
Did you attend the meeting?	<u>YES OR NO</u> If you had a substitute attend the meeting for you, you may enter their name here. If a meeting was not held then "N/A" applies
City Officials	<u>SENIOR</u> members of the Department or other County / Government <u>OFFICIALS</u> present at the meeting – please place their name(s) here. If there were no City/ Government officials – then "0" applies
Attendance	The <u>NUMBER ONLY</u> of members of the Organization / Community Association present at the meeting you attended. If a meeting was not held then "0" applies
Next Meeting Date / Time	The Date and Time of the <u>NEXT</u> scheduled meeting
Community Concern(s)	Concerns expressed by members and officers of the Organization / Community Association. The concerns could be, but are not limited to, areas of interest to community residents that are or could develop into problems affecting quality of life in the community. (Example: Drug dealers on the corner, traffic running stop signs, or a crime committed in their area). If there are no concerns "N/A" applies
Recommended Solution(s)	Suggestion(s) you presented or recommendation(s) you made to alleviate concerns expressed. If there are no concerns "N/A" applies
Hours Spent this Month	The <u>Hours and Fractional Hours</u> you spent this month. No words are to be entered in this field.
Comments	Enter data regarding contact you made via telephone / email with your organization / community association representative in the event there was no meeting this month. Enter all other information you feel is noteworthy regarding your interactions with this organization / community association: ACCPD news – crime prevention literature - ACCPD job announcements - information flyer - progress made towards previously identified concerns & problems, etc.