


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date August 13, 2020		APD.SOP.7010 Community Services Division
Applicable To: All Community Services Division employees		Review: 2024
Approval Authority: Chief Rodney Bryant		
Signature: Signed by RB		Date Signed: 8/13/2020

Table of Content

1. PURPOSE	1	4. ACTION	3
2. POLICY	1	4.1 Organizational Structure	3
3. RESPONSIBILITIES	1	4.2 Operating Hours/On-Call Schedule	8
3.1 Responsibilities of Sworn Employees	1	4.3 Roll Call Briefings	8
3.1.1 Division Commander	1	5. DEFINITIONS	8
3.1.2 Section Commander	2	6. CANCELLATIONS	9
3.1.3 Unit Commander	2	7. REFERENCES	9
3.1.4 Unit Supervisor	2	8. SIGNIFICANT CHANGES	10
3.1.5 Community Services Division Officer	3		

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 (COPS), Airport Section, and Special Operations Section (SOS).
- 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 6th 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. They shall ensure that Division personnel comply with established policies, procedures, and rules of the Division and Department.



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



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 6th 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. They shall personally respond to and direct activities regarding serious concerns or incidents, large scale events, or serious allegations and matters involving CSD officers. They 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. They 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 requests for time off, and certify the Daily Activity Sheet (Form APD 607).



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



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, SRS, and COPS shall comply with existing standards in written directives.
2. CSD officers assigned to COPS 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 four 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 Police Athletic League, Path Force Unit, 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:



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



(CALEA 6th 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 Police Athletic League personnel shall:
 - a. Formulate sports programs to provide intramural competition targeting at risk children.
 - b. Provide educational programs to assist youth with homework and areas of educational deficiencies.
 - c. Provide individual counseling to students and youth and refer troubled youth 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.
 - f. Complete other functions, as directed by his or her supervisor
3. The Crime Prevention Inspectors personnel shall:

(CALEA 6th 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 6th ed. Standard 45.1.2)
 - c. Contact victims of property crimes to offer assistance with security surveys and other programs.



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



- 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. The Path Force Unit personnel shall:
- a. Proactively patrol the Atlanta Beltline and adjoining parks and communities to create a safe path and green space for residents and visitors.
 - b. Monitor the activities along the Atlanta Beltline, adjoining parks, and communities, and take appropriate action when necessary to accomplish the task.
 - c. Be required to patrol the Atlanta Beltline, adjoining parks, and communities to meet with citizens and become familiar with the Atlanta Beltline, adjoining parks, and communities. Officers shall maintain high visibility to the public.
 - d. Be proactive along the Atlanta Beltline, adjoining parks, and communities. The Path Force Unit shall develop ways to take preventative action to deter criminal activities within the Atlanta Beltline, adjoining parks, and communities.
 - e. Be responsible for responding to calls for service within the Atlanta Beltline, adjoining parks, and communities. It shall be the officer's responsibility to monitor radio communication in their assigned zones. Officers shall also ensure that incidents are properly documented in accordance with APD.SOP.3060, "Reports and Report Writing."
- 4.1.4 The Airport Section is comprised of the Special Operations Unit (Canine/Bomb Technician Unit/EOD), Airport Special Response Team, Investigative Unit, Administrative Unit, and Section Patrol. They directly support the Department of Aviation's efforts to provide safe and secure facilities daily, which enables the movement of customers and goods to and from their respective designations:
- 4.1.5 The Airport Section personnel shall:
- 1. 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.
 - 2. 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.
 - 3. Complete other functions, as directed by his or her supervisor.



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



- 4.1.5 The Special Operations Section is comprised of SWAT (Special Weapons and Tactics), Motors Unit, High Intensity Traffic Team (HITT), Aviation Unit, Accident Investigations Unit (AIU), Mounted Patrol and Strategic Response 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:
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.
 - d. Complete other functions, as directed by his or her supervisor.
 3. The HITT 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.
 - f. Complete other functions, as directed by their supervisor.
 5. The Aviation Squad 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.



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



6. The Accident Investigations Unit personnel shall:
 - a. Investigate vehicle and pedestrian fatalities.
 - b. Investigate hit and run accidents.
 - c. Assist on special details.
 - 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.
 - d. Conduct Inspections of Horse Drawn Carriages.
 - f. Complete other functions, as directed by his or her supervisor.
8. The Strategic Response Unit personnel shall:
 - a. Coordinate the planning and implementation of police operations at designated major events.
 - b. Work closely with the other divisional commander's planning of designated major events as well as the personnel and equipment resources for the designated event operation.
 - c. Coordinate and review of all Event Action Plans (EAP) submitted as part of a JOC activation event.
 - d. Lead the development of all incident plans originating in the COD.
 - e. Review all "Event Action Plans" for any Type V – Class A-D
 - f. Facilitate entertainment industry work performed in Atlanta while safeguarding the interests of Atlanta's residents and businesses.
 - g. Ensure that all equipment, tele-communications, computer, network, etc. is maintained and working properly, and in a constant state of preparedness in the event of JOC activation.
 - h. Compile list of all that should have access during a JOC activation. Prepare a secure process of access into an activated JOC with a credential system in place.
 - i. Manage the operations of the following discretionary resources:
 - i. The Civil Disturbance Unit
 - ii. The Bicycle Reaction Team



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



iii. The Field Force Extrication Team

iv. Unmanned Aircraft Systems

4.2 Operating Hours/On-Call Schedule

4.2.1 The SOS and Airport Sections 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.

4.2.2 COPS shall operate two shifts (day and evening) 7 days a week and the shift hours shall be determined by the Section Commander.

4.2.3 The Strategic Response Unit shall operate one shift (day) 5 days a week unless units within the section are activated. the hours then shall be determined by the Chief of Police or their designee.

4.2.4 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.

4.2.5 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

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 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.



Atlanta Police Department Policy Manual
APD.SOP.7010
Community Services Division



- 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.
- 5.14 Videotape Storage Area: A secure area that is accessible and not subject to extremes of heat or humidity.

6. CANCELLATIONS

APD.SOP.7010 Community Services Division, effective September 30, 2014.

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

APD.SOP.2170 Honor Guard
APD.SOP.4010 Traffic
APD.SOP.4020 Zone Discretionary Unit
APD.SOP.4025 FOD Investigations
APD.SOP.4030 Citizen Advisory Council
APD.SOP.4040 Special Operations Section
APD.SOP.4041 Aviation Unit
APD.SOP.4042 Hostage Negotiators
APD.SOP.4043 SWAT



Atlanta Police Department Policy Manual

APD.SOP.7010 Community Services Division



APD.SOP.4044 Tactical Field Operator
APD.SOP.4070 Bicycle Patrol
APD.SOP.4080 Mounted Patrol
APD.SOP.7030 COPS
APD.SOP.7032 Crime Prevention Unit
APD.SOP.7035 Path Force Unit
APD.SOP.7036 APD Explorer Program
APD.SOP.7037 HOPE Team
APD.SOP.7050 Code Enforcement

8. SIGNIFICANT CHANGES

Revisions were made to entire policy.