



Alexandria Police Department

Directive 12.1



COMMUNITY LIAISON PROGRAM

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12.1.01 PURPOSE AND POLICY

The purpose of this directive is to establish a program that affords the Police Department and civic 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 civic liaison representatives ("liaisons") to each civic group that is approved by the Chief of Police. Liaisons will function as points of contact between civic groups and the Police Department, attend meetings and maintain contact with civic groups, and report to the Chief of Police on community concerns via a monthly report. Liaisons are appointed by the Chief of Police or 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.

[45.2.1.a]

It is the policy of the Alexandria Police Department to provide the best possible service to its citizens. It 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 by all members of the Department.

[45.2.1.b]

12.1.02 GENERAL**A. Recommending Civic Liaison Representatives (liaisons):**

1. The liaison is an ancillary responsibility, usually assigned to a police sergeant or higher, or a civilian supervisor or commander. With the consent of the Chief of Police, other employees may accept liaison responsibilities, and receive credit towards the P-Program (see Police Directive 4.16, P-Program).
2. Anyone may recommend appointment of a liaison to a group, by sending a memorandum to the Chief of Police through the Community Relations Division. 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 100 different civic groups citywide, some liaisons will be assigned to more than one civic group. Due to the number of civic groups, it is likely that each supervisor and commander, will be assigned to at least one civic group. Each supervisor or commander will be assigned a civic group before second (or third) civic groups are assigned. *An assignment exception will be granted to supervisors and commanders serving in positions that are exempt.*

B. Exempt Positions:

The following positions are exempt from being assigned a civic group:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

C. Compensation:

Employees attending liaison meetings during non-work hours are eligible for overtime compensation. These meetings qualify as special details. See Police Directive 4.15, Overtime for further information.

12.1.03 RESPONSIBILITIES**A. Liaisons will:**

1. Identify the civic representative and define the geographic boundaries or location (if available) of the civic group. Forward the geographic boundaries along with any contact information to the Community Liaison Program Coordinator in the Community Relations Division. The Community Liaison Program Coordinator will forward the group's boundaries to the Crime Analysis Section, which will enter the information into the PRISM system, allowing liaisons access to crime data for each civic group.

2. Work to proactively address problems and community concerns.
3. Submit monthly Liaison Reports in WebRMS.
4. Attend ~~regularly~~ scheduled meetings or arrange a substitute if for some reason they cannot attend a meeting. Not all civic 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 Liaison Program Coordinator. The Chief of Police may consider classifying the civic group inactive, in which case the liaison may be reassigned.
5. Pro-actively respond to community concerns and act as a facilitator between their civic 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 City Council members or the City Manager. **[45.2.1.c.&d.]**
6. Make every effort to personally address their community's concerns without unnecessarily referral 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 Vice-Narcotics or request a beat check from patrol officers. **The liaison is still responsible for monitoring and reporting on the status of the complaint.** To help provide a comprehensive effort to the civic 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. Advise your group of progress on significant cases, police events such as citizens' academy, youth camp, new reporting systems, computer technology, facility changes, APD job announcements, or other items that may be of interest to the group.
 - c. Bring beat officers or members of special units to monthly meetings.
 - d. Advise the civic group on police procedure and policy.
 - e. Encourage ride-alongs.
 - f. Initiate and forward recommendations to the appropriate commanders.

- g. Participate in consultations with community representatives to address challenging issues.
 - h. Develop problem oriented or community policing strategies, if any.
7. Ensure their commander 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 civic meeting and when their report is submitted in WebRMS. Some civic leaders are affiliated with several civic 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 Civic Groups: Distribution of crime related information usually consists of providing data contained in PRISM or updates on major cases that concern the community. Liaisons are encouraged to use the data located in PRISM. 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 Media Services Unit and should consult with their commander or the Media Services Unit if unsure what information may be given to their community. (See also Directive 10.7C for guidance.)
 9. Submit recommendations having fiscal impact in a brief memo to the Chief of Police through Fiscal Management. A purchase request form is not required; however, it may be used in lieu of the memo if the form is preferred. The memo must contain all information required by the form. The memo or form should describe the problem and its recommended solution. Prior to submission, attempt to resolve situations through other efforts (for example, directed 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. Have an officer or detective currently assigned to the area of their liaison group, or other appropriate personnel, attend a meeting with them when appropriate.
 12. 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.
 13. If unable to address concerns to the satisfaction of the civic group, consult with their commander to ensure all avenues of addressing the problem have been explored. Once the liaison's commander is satisfied a comprehensive strategy has been employed to address the problem, the commander and the liaison should meet with the civic association and attempt to resolve the matter.

14. Contact the Community Liaison Program Coordinator with any questions regarding their responsibilities as a liaison.

B. The Community Liaison Program Coordinator will:

1. Coordinate the Community Liaison Program under the direction of the Chief of Police, establishing community liaison groups where needed.
2. Ensure the monthly Community Liaison Report is available for the Chief of Police to review. [45.2.1e]
3. Provide support to liaisons.
4. Maintain a record of liaison reports submitted by liaisons for at least three (3) years, for reference and continuity.

C. Supervisors will:

1. Ensure monthly liaison reports are submitted on time by their employees who are assigned liaison duties.
2. Include liaison activities under the category of "Public Service" in annual evaluations of employees assigned liaison duties.

D. Captains will:

1. Keep informed of liaison activities within their command.
2. Review monthly liaison reports under their command.
3. Ensure appropriate actions are taken to address community concerns and problems. Such efforts and their results will be reported to the affected liaison(s) and documented in WebRMS. 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 civic groups regarding the Department's efforts to address their concerns.

E. Civic 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. Use their assigned liaison as a point of contact for all issues involving the Police Department.
4. Educate civic group members concerning the proper protocol for contacting and sharing information with Police Department personnel.

5. Actively partner with the liaison to solve problems and address issues, sharing responsibilities and efforts to keep their neighborhood safe.
 6. Provide the Police Department with the geographic borders of the civic association in order to receive crime activity information.
 7. Consider participating in the Citizens' Police Academy.
 8. Notify their liaison of any change in leadership of their civic association.
- F. **All personnel** should attempt to advise the appropriate liaison of important events or concerns in the city. The Community Liaison Program Coordinator can assist in determining which liaison is assigned to an area.

12.1.04 REPORTING

A. LIAISON REPORT

1. Liaisons must submit a Liaison Report in WebRMS by the last day of each month regardless of whether the group met.
2. Reports shall include the information in Appendix A, Liaison Report, 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. Report any changes in office holders and contact persons for their liaison group in WebRMS. Include the names, addresses, work and home telephone numbers, and email addresses, if available.

B. COMMUNITY LIAISON REPORT

1. WebRMS will compile information from the Liaison Reports into the monthly Community Liaison Report and send it to the Chief of Police on a monthly basis. A copy of the monthly Community Liaison Report will be published on the Departments website.
2. The Community Liaison Report will include, but is not limited to: **[45.2.1a.b.c.]**
 - a. Concerns of the community.
 - b. Descriptions of potential problems bearing on law enforcement activities.
 - c. Recommended solutions as reported by the liaisons.
 - d. The total number of liaisons assigned to the program.

- e. The number of hours spent that month on community liaison functions by liaisons.
 - f. The number of community concerns addressed that month by liaisons.
3. The names of any liaisons not turning in their reports will be listed at the end of the report.
4. Supervisors having group meetings and seeking ideas for community oriented policing projects should review recent monthly reports. Beat officers are also encouraged to review this information.

BY AUTHORITY OF:

Michael L Brown
Chief of Police

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
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. 3600 Wheeler Ave. Community 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 City / 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 / Civic 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 / Civic 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 of King and Washington Streets, bicyclist 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 (See time decimal hours chart attached). No words are to be entered in this field.
Comments	Enter data regarding contact you made via telephone / email with your organization / civic 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 / civic association: APD news – crime prevention literature - APD job announcements - information flyer - progress made towards previously identified concerns & problems, etc.

APPENDIX A - LIAISON REPORT

Time Chart

Minutes	Decimal	Minutes	Decimal	Minutes	Decimal	Minutes	Decimal
1	= 0.02	16	= 0.27	31	= 0.52	46	= 0.77
2	= 0.03	17	= 0.28	32	= 0.53	47	= 0.78
3	= 0.05	18	= 0.3	33	= 0.55	48	= 0.8
4	= 0.07	19	= 0.32	34	= 0.57	49	= 0.82
5	= 0.08	20	= 0.33	35	= 0.58	50	= 0.83
6	= 0.1	21	= 0.35	36	= 0.6	51	= 0.85
7	= 0.12	22	= 0.37	37	= 0.62	52	= 0.87
8	= 0.13	23	= 0.38	38	= 0.63	53	= 0.88
9	= 0.15	24	= 0.4	39	= 0.65	54	= 0.9
10	= 0.17	25	= 0.42	40	= 0.67	55	= 0.92
11	= 0.18	26	= 0.43	41	= 0.68	56	= 0.93
12	= 0.2	27	= 0.45	42	= 0.7	57	= 0.95
13	= 0.22	28	= 0.47	43	= 0.72	58	= 0.97
14	= 0.23	29	= 0.48	44	= 0.73	59	= 0.98
15	= 0.25	30	= 0.5	45	= 0.75	60	= 1