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			Distribution: All
Title: Neighborhood Association Liaison Program		Section: Programs	
Issued: 5/8/2012	Effective: 5/16/2012	Revised: 7/9/2014	
Rescinds: All Previous		Amends:	
CALEA References: 45.1.1, 45.1.2			
Review: Annual	Authority: Chief Michael A. Keller 		

I. Purpose

The purpose of this General Order is to establish guidelines for the Andover Police Department's Neighborhood Association Liaison Program.

II. Policy

It is the policy of the Andover Police Department to maintain open lines of communications with the community. Officers will make positive contacts with their respective neighborhood association in an attempt to build rapport and gain the trust of the citizens.

III. Definitions

- A. Neighborhood Association:** A group of residents or property owners who advocate for or organize activities within a neighborhood, and includes Home Owner Associations.
- B. Homeowner Association (HOA):** An organization within a subdivision, planned community or condominium that makes and enforces rules for the properties in its jurisdiction.
- C. SARA Model:** A methodical problem solving approach for reducing the impact of crime and disorder problems in a community that involves scanning, analysis, response and assessment.

IV. Regulations

- A. Officers serving in an official capacity within their neighborhood association (i.e HOA board member) will not perform duties related to enforcement of neighborhood covenants [C].

V. Procedures

A. Program (45.1.2)

1. The department will proactively pursue official relationships with existing neighborhood associations and home owners associations by having an officer assigned as a liaison for that neighborhood. The assigned officer will contact the president, board member or neighborhood leader and:



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- a. The officer will explain the Neighborhood Association Liaison Program to the association.
- b. The officer will gather contact information for the association and turn this information into the Community Outreach Coordinator.
- c. Officers should consider using the department letter of introduction (APD Form 65) when doing initial introductions to neighborhood associations.
2. If a neighborhood does not have an established association but would like to form such an organization, a liaison will be assigned to assist.
3. If an association becomes inactive and has no further need for a liaison, the liaison may be unassigned.
4. Patrol Officers and Sergeants will have the primary responsibility for filling liaison assignments as determined by the Community Outreach Coordinator. Lieutenants will have the secondary responsibility for filling liaison assignments. Detectives, School Resource Officers, Captains and the Chief of Police may request to be assigned as a liaison to a neighborhood association.
5. Officers should not be assigned as a department liaison in a neighborhood where they live.
6. To establish rapport and communication, liaisons will make positive contact with their neighborhood. To accomplish this, liaisons will meet with their residents on neutral terms. Taking a case or making a traffic stop should not count as a positive contact, although, informing them of the program during these contacts can help a situation.
7. Liaisons will assist assigned neighborhood associations with on-going problems including, but not limited to, traffic issues, criminal activity, nuisance violations and other persistent problems. Liaisons should encourage neighborhood members to contact the department immediately for matters that are in progress or are emergent in nature.
 - a. If a concern is brought to the attention of the liaison, the liaison will work with the association to develop a solution for the concern. Liaisons should consider using the SARA model for problem solving when assisting neighborhood associations with developing a solution.
 - b. The liaison is responsible for notifying other department members and supervisors if the concern involves an area of their expertise, for example, a speed issue on a certain street in the neighborhood needs to be addressed with the department's Traffic Enforcement Coordinator.
 - c. The liaison will also notify the Community Outreach Coordinator of the concern.
8. The Neighborhood Association Liaison Program will serve as the department's primary conduit for crime prevention efforts in residential areas, and liaisons will target prevention efforts by crime type within their assigned neighborhood and address community perceptions or misperceptions of crime (45.1.1a, b).

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9. Liaisons will not get involved with civil issues in their assigned neighborhood, nor enforce covenants established by Home Owners Associations.
10. Liaisons will keep their assigned neighborhoods informed of area crime trends, available department programs and services, community events and other information as appropriate. Liaisons may assist their assigned neighborhoods with organizing crime prevention activities such as National Night Out.

B. Responsibility

1. The Chief of Police will appoint a department member to act as the Community Outreach Coordinator.
2. It is the responsibility of the Community Outreach Coordinator to assign officers as liaisons to neighborhood associations.
3. Each department member is responsible for knowing and understanding department programs and services.
4. When an officer is assigned as a liaison to a neighborhood association, and annually thereafter, the liaison will meet with their supervisor to develop an action plan. The action plan will include:
 - a. Commentary on the current level of rapport established with the association and the history of the assigned officer's involvement with the association.
 - b. Goals for the upcoming year dealing specifically with improving rapport between the police department and the association, educating the association on department programs, addressing community perceptions or misperceptions of crime, and developing strategies for addressing crime on the basis of crime data within the neighborhood, if applicable.
 - c. Specific objectives for meeting the established goals.
5. The plan will be forwarded to the Community Outreach Coordinator who will have the authority to approve the plan or return the plan to the liaison's supervisor for further development. Plans that have been approved by the Community Outreach Coordinator will be saved into the department's designated computer database for easy access and retrieval.
6. Quarterly, supervisors will provide the Community Outreach Coordinator with a report on the progress made by their officers towards the goals listed in the individual neighborhood association action plans.
7. Liaisons will notify their supervisor and the Community Outreach Coordinator when contact is made with their assigned neighborhood association. Liaisons will provide the date and time the contact was made, the name of the person(s) contacted and a brief description of the nature of the contact.
8. Supervisors will document in the department's designated computer database all appropriate neighborhood association contacts, including when, where and how the contact was made; the number or residents contacted; and the nature of the contact.

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9. The Community Outreach Coordinator will conduct a documented evaluation of the Neighborhood Association Liaison Program once every three years with the primary focus being an evaluation of the department's crime prevention efforts (45.1.1c).