



# Garner Police Department Written Directive

**Chapter:** 100 - Organization

**Directive:** 110.02 - Organizational Structure

**Authorized by:** Chief Brandon Zuidema

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**CALEA Standards:** 11.1.1, 11.1.2, 11.2.1, 11.2.2, 11.3.1, 11.3.2

**Last Revision:** May 19, 2014

## 110.2.1 - Policy

The Garner Police Department is the primary law enforcement agency in the Town of Garner and is charged with providing a full range of law enforcement services.

## 110.2.2 - Organizational Structure (11.1.1; 11.1.2)

- A. The Garner Police Department's organizational chart depicts the components of the organizational structure of the Police Department. The organizational chart will be reviewed and updated as needed. The chart is made available to all personnel.
- B. The Department is organized into three major components:
  - 1. Office of Chief of Police,
  - 2. Administrative Bureau, and the
  - 3. Operations Bureau.

## 110.2.3 – Office of Chief of Police

The Chief of Police is responsible for the overall direction and management of the Department. The Chief reports directly to the Town Manager and supervises the Department. The Chief directly supervises the Administrative Captain and the Operations Captain.

## 110.2.4 – Administrative Bureau

The Administrative Captain assumes oversight for the Administrative Bureau and reports directly to the Chief of Police. This position is responsible for managing internal affairs investigations for the department, administration of the budget and asset forfeiture funds, publishing the department's annual report, handling grant applications and maintenance, serving as the department planner and providing backup to accreditation. This position is responsible for supervising the Administrative Lieutenant, the Records Manager and the Accreditation Specialist. The Administrative Bureau consists of the following components:

- A. Administrative Division:
  - 1. Administrative Lieutenant:

The Administrative Lieutenant is responsible for conducting audits and inspections for the department, as well as serving as the backup Internal Affairs Administrator. This position assumes responsibility as the fleet coordinator, mobile video recording (MVR) coordinator and

manages the radio system. The Administrative Lieutenant will also serve as the OSSI System Administrator for the Department, as well as coordinate assignments for all volunteer positions. The Administrative Lieutenant reports directly to the Administrative Captain and is responsible for supervising the Personnel and Training Sergeant.

2. Personnel and Training Unit:

The Personnel and Training Unit is responsible for Recruitment and Hiring and for Departmental Training. As the coordinator of training, the Personnel and Training Sergeant is responsible for reviewing and managing the training material of the instructors, scheduling of in-service, oversight of roll call training and external course requests, as well as updating all employee training records. This position also oversees the Department's fitness program and FTO program. The Personnel and Training Sergeant reports directly to the Administrative Lieutenant.

B. Records Division:

1. Records Manager:

The Records Manager provides administrative support to the Office of the Chief of Police and the other Divisions within the agency. The Records Manager is responsible for supervising the Records Unit; this includes providing training and oversight on the operations of the Records Management System (RMS), ensuring the quality control of records and serving as both the DCI Terminal Area Coordinator (TAC) and CJLEADS Administrator. This position coordinates the Department's promotional processes and oversees payment of bills and check requests. The Records Manager reports directly to the Administrative Captain and is responsible for supervision of the Criminal Records Clerks and the Quartermaster.

2. Criminal Records Clerks

Criminal Records Clerks are responsible for storage, maintenance, dissemination, and appropriate disposal of Departmental records and reports. Their tasks include entering police reports, tracking warrants and court process (papers forwarded to the Department for service in our jurisdiction), as well as providing copies of official reports and other police-related information to the public, Department personnel, and other law enforcement agencies. Often, one or more of the Criminal Records Clerks will be assigned additional tasks to include providing administrative support, dispersing petty cash, serving as the Assistant DCI TAC and/or backup to the Quartermaster. Criminal Record Clerks report directly to the Records Manager.

3. Quartermaster

The Quartermaster is responsible for the intake, processing, storage, and disposal of all property and evidence taken into custody by the Department. Additional tasks include oversight of the equipment and supply function, as well as serving as the Respiratory Program Manager for the Department. The Quartermaster reports directly to the Records Manager.

C. Accreditation Unit:

1. Accreditation Specialist:

The Accreditation Specialist is responsible for managing the Department's status as a Commission on Accreditation for Law Enforcement Agencies (CALEA) accredited agency. The Accreditation Specialist maintains all Department directives, ensures adherence to CALEA standards, and maintains the Department's database for tracking forms and documents. This position reports directly to the Administrative Captain.

**110.2.5 - Operations Bureau**

The Operations Captain manages the Operations Bureau which is inclusive of the Criminal Investigations, Patrol, and Support Services Division. This position reports directly to the Chief of Police and supervises the Lieutenants over each of the three Divisions, as well as the Crime Analyst. The Operations Captain serves as the Facilities Coordinator and Public Information Officer for the department, in addition to assuming responsibility as the backup administrator over the budget.

**A. Criminal Investigations Division (CID):**

The Criminal Investigations Division (CID) provides a full range of criminal investigative services to the community by conducting follow-up investigations on reported crimes against persons and property as well as vice-related crimes. Components of this division include:

**1. CID Lieutenant:**

The CID Lieutenant serves as the Criminal Investigations Division Commander. This position manages the division, is accountable for the special investigation fund, handles interview room maintenance and serves as back up PIO. The CID Lieutenant reports directly to the Operations Captain and is tasked with supervising the CID Sergeant and the Special Investigations Sergeant.

**2. General Investigations Unit:**

- a. The General Investigations Sergeant assists the CID Lieutenant in managing this Division and directly supervises the General Investigations Unit. This position reports directly to the CID Lieutenant.
- b. General Investigators are assigned cases for follow-up by the CID Sergeant. The cases include persons and property crimes and consist primarily of felonies. These positions report directly to the CID Sergeant.

**3. Special Investigations Unit:**

- a. The Special Investigations Sergeant assists the CID Lieutenant in managing this Division and directly supervises the Drug Investigators and the Impact Team officers. This position reports directly to the CID Lieutenant.
- b. The Drug Investigators are assigned to investigate drug, gang, vice and organized criminal activities. They conduct surveillance and undercover operations and manage the Department's interest in asset forfeiture cases. These positions report directly to the Special Investigations Sergeant.
- c. The Impact Team positions are considered training positions filled on a rotating basis by patrol officers. The Impact Team officers investigate street-level drug and gang activity, conduct surveillance and assist with investigating crimes under investigation by Drug or General Investigators, and serve as the Department's fugitive team. These positions report directly to the Special Investigations Sergeant.

**B. Patrol Division**

This division provides around-the-clock uniformed patrol services throughout the Town's jurisdiction. The Patrol Division consists of four teams of sworn uniformed personnel working rotating 12-hour shifts. The Patrol Division consists of the following components:

1. Patrol Lieutenant:

The Patrol Lieutenant is responsible for coordinating and facilitating patrol services and community policing efforts throughout the Town. This position is also tasked with completing pursuit reviews, handling alarm and parking ticket appeals, and coordinating court schedules. The Patrol Lieutenant has oversight of the Canine Program, Ride-Along Program and serves as the liaison to Raleigh Emergency Communication Center (RECC). The Patrol Lieutenant reports directly to the Operations Captain.

2. Patrol Sergeants:

Each Patrol Sergeant supervises a Patrol Platoon. The Sergeants work with the Patrol Lieutenant to ensure that the functions of the Patrol Division are carried out 24 hours a day. These positions report directly to the Patrol Lieutenant.

3. Platoon Leaders:

Each Platoon Leader directs members of a Patrol Platoon in carrying out the functions of the Patrol Division. They act as the platoon supervisor in the absence of the Patrol Sergeant. These positions report directly to the Patrol Sergeants.

4. Patrol Officers:

- C. The Patrol Officers are the primary resource for conducting the functions of the Patrol Division. They are responsible for responding to calls for service dispatched by the Communication Center, taking enforcement actions on observed law and traffic violations, checking the security of businesses after normal working hours, and providing law and order within the jurisdiction of the Town of Garner. These positions report directly to the Patrol Sergeants. Support Services Division:

The Support Services Division includes the the Community Services Unit and the Traffic Safety Unit. The division provides support to other Department personnel and units by coordinating community education and neighborhood watch programs, handling primary response to crash scenes and providing traffic safety education and enforcement, and by providing for officers in the schools. This division consists of the following components:

1. Support Services Lieutenant

The Support Services Lieutenant manages the Community Services Sergeant and Traffic Safety Sergeant. The position is tasked with oversight of emergency planning, coordinating special events, managing report review, and serving on the Neighborhood Initiatives Committee. The Support Services Lieutenant reports directly to the Operations Captain.

2. Community Services Unit:

- a. The Community Services Sergeant serves as the Department's Crime Prevention Officer and supervises the Animal Control Officer, the School Resource Officers, and the part-time Services Officers. As the Crime Prevention Officer, this individual is responsible for coordinating the Department's offerings of both the Achievement Academy and Citizens Academy. In addition, he/she will serve as the Neighborhood Watch Coordinator and the Town's liaison for Developmental Services. The position is also tasked with conducting physical security checks for businesses and residences upon request, presenting a variety of crime prevention educational programs to citizen groups, presenting crime prevention displays at local community activities, acting as a liaison with State organizations and conducting other activities designed to aid citizens in reducing their vulnerability to becoming victims of crime. This position reports directly to the Support Services Lieutenant.

- b. The Animal Control Officer enforces town ordinances and state laws pertaining to animals and answers calls for service and complaints dealing with animals. This position reports directly to the Community Services Sergeant.
- c. School Resource Officers are primarily assigned to a single school to enhance safety and quality of life on the campus. SROs perform general and special-duty law enforcement work in the protection of life and property, enforcement of laws and ordinances, and the promotion of a safe school environment. These positions report directly to the Community Services Sergeant.
- d. Services Officers are part-time, civilian employees who are primarily responsible for patrolling and securing Town parks, responding to after-hours animal control calls for service, and assisting with traffic control functions. These positions report directly to the Community Services Sergeant.

3. Traffic Safety Unit:

a. Traffic Safety Sergeant

The Traffic Safety Sergeant supervises the Traffic Safety Officers. The Sergeant ensures that the functions of the Traffic Safety Unit are carried out. This includes oversight of all traffic equipment, management of the Child Seat Program, Wrecker Program and all taxicab inspections. This position will also serve as liaison to the Department of Transportation, Governor's Highway Safety Program and the Wake County Task Force. The Traffic Safety Sergeant reports directly to the Support Services Lieutenant.

b. Traffic Safety Officers

The Traffic Safety Officers are the primary resource for conducting the functions of the Traffic Safety Unit. They are responsible for responding to traffic-related calls for service, taking enforcement actions on observed traffic violations, and investigating traffic crashes. These positions report directly to the Traffic Safety Sergeant.

c. School Crossing Guards

The School Crossing Guards are responsible for managing traffic control at their assigned post to ensure the safe crossing of children going to and coming from schools in the Town. These positions report directly to the Traffic Safety Sergeant.

D. Crime Analysis Unit:

1. The Crime Analyst conducts statistical analysis of crime, traffic, and related data and provides analytical and investigative support to all components of the Department.
2. This position reports directly to the Operations Captain.

**110.2.6 - Unity of Command (11.2.1; 11.2.2)**

Each organizational component of the Department is under the direct command of only one supervisor. Each employee will be accountable to only one supervisor at any given time consistent with the chain-of-command. This directive does not prevent a supervisor from issuing an order to an employee outside the supervisor's immediate responsibility when this action is necessary.

**110.2.7 - Span of Control**

To maintain effective direction, control, and coordination within the Department, the number of employees under the immediate control of a supervisor will not exceed eight (8) full-time employees. This policy does not preclude the possibility of dealing with unforeseen or emergency circumstances that may require the span of control to exceed the recommended limit.

**110.2.8 - Responsibility and Commensurate Authority (11.3.1)**

Commensurate authority will accompany responsibility. Authority to execute required activities of a particular component in the Department is delegated by the Chief of Police through the command structure to individual employees.

**110.2.9 - Accountability/Delegated Authority (11.3.1)**

Accountability for the use of delegated authority attaches to each employee. Each employee is accountable for the failure to use delegated authority to accomplish the responsibilities of his/her position. This will be measured through the job performance evaluation process.

**110.2.10 - Supervisors Accountable for Employee's Performance (11.3.2)**

Supervisors are accountable for the performance of Departmental personnel under their immediate control and supervision. Employee performance, both positive and negative, shall not go unnoticed by supervisors. While working to accomplish the goals and objectives of the Department, supervisors are accountable for applying the Rules of Conduct and Department directives fairly to subordinates.

## ATTACHMENT A:

<b><u>Component</u></b>	<b><u>Supervisor</u></b>
Accreditation Specialist	Administrative Captain
Administrative Captain	Chief of Police
Administrative Lieutenant	Administrative Captain
Animal Control Officer	Community Services Sergeant
Chief of Police	Town Manager
C.I.D. Lieutenant	Operations Captain
General Investigations Sergeant	C.I.D. Lieutenant
Crime Analyst	Operations Captain
Community Services Sergeant	Support Services Lieutenant
Criminal Investigators (General)	General Investigations Sergeant
Criminal Investigators (Specialized)	Special Investigations Sergeant
Criminal Records Clerks	Records Manager
*Crisis Negotiators	Lieutenant (designated by Operations Captain)
Impact Team Member	Special Investigations Sergeant
*Instructors (General & Specialized)	Personnel & Training Sergeant
Operations Captain	Chief of Police
Patrol Lieutenant	Operations Captain
Patrol Sergeants	Patrol Lieutenant
Personnel & Training Sergeant	Administrative Lieutenant
Platoon Leaders	Patrol Sergeant
Police K-9 Officers	Patrol Sergeant / K9 Supervisor
Police Officers	Patrol Sergeant
Records Manager	Administrative Captain
School Crossing Guards	Traffic Safety Sergeant
School Resource Officers	Community Services Sergeant
Services Officers	Community Services Sergeant
Special Investigations Sergeant	C.I.D. Lieutenant
*Special Response Team Members (SRT)	Lieutenant (designated by Operations Captain)
Support Services Lieutenant	Operations Captain
Traffic Safety Officers	Traffic Safety Sergeant
Traffic Safety Sergeant	Support Services Lieutenant
Quartermaster	Records Manager

\*Part-time Components: only serve under these supervisors while serving in this capacity.