

COOLIDGE POLICE DEPARTMENT		
	CHAPTER 11 ORGANIZATION AND ADMINISTRATION CALEA Standard(s):	General Orders
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11.1 Organizational Structure

The Department shall be organized as follows:

Office of the Police Chief

Includes the Police Chief and assigned personnel. The Police Chief is responsible for the operation and management of the Department and is the Department's chief law enforcement officer. All personnel report to the Chief through their chain of command. The Commanders report directly to the Police Chief.

Field Services Division

Managed by the Field Services Commander, the Field Services Division includes all personnel assigned to patrol, training and investigative (detectives) duties, their first-line supervisors and any non-sworn support personnel assigned to the division.

Support Services Division

Managed by the Support Services Commander, the Operational Support Division includes all personnel assigned to Dispatch/Communication, Records, Crime Analysis, Property and Evidence.

11.2 UNITY OF COMMAND; COOPERATION; COORDINATION

A. Unity of command is hereby established. Each organizational component is under the direct command of only one supervisor. Each employee of the Department is accountable to only one supervisor at any given time.

B. Commanders and supervisors are responsible for encouraging and ensuring the exchange of information necessary for the effective provision of law enforcement services to the community. All available methods to communicate information, including face-to-face meetings and the use of electronic information

systems (email, voice mail, bulletins, etc.) should be used in an effort to maintain the flow of information.

C. Commanders and supervisors are responsible for coordinating among various department units as necessary to ensure the effective provision of law enforcement services to the community. Cooperation with efforts to coordinate activities, whether planned or unplanned, is expected.

11.3 Chain of Command

A. The chain of command within the Department shall be from the Police Chief to the Commanders, through the various levels of command to the line level employee.

B Except where otherwise provided, personnel shall follow the chain of command in all matters related to the operations of the Department, or that may be of concern to the Department.

C. A lower ranking employee may be delegated authority for a situation based on seniority or expertise. Authority shall be delegated by a supervisor to a lower ranking employee; orders from that lower ranking employee shall be treated as though originating from the delegating supervisor.

D. All employees shall recognize that responsibility is accompanied by commensurate authority. Each employee is accountable for the use of delegated authority.

11.4 Rank structure

A. Ranks within the Department shall be as follows:

- Police Chief. The Police Chief is the head of the Department, as per City of Coolidge City Code 33.15 and reports to the City Manager. The Police Chief may delegate or grant particular authority to employees of the Department as may be necessary for the efficient administration of the Department.
- Commander. Manager of a Division within the Department. This person may act as the Police Chief when designated to do so by the Chief or by the City Manager.

The Support Services Commander

- The Support Services Commander is directly responsible to the Chief of Police. Responsible for planning, supervising and reviewing the activities of all personnel assigned to the Support Services Division. The Support Services Commander shall also have the authority and responsibility of the day to day operations of the following:
 - Public Information Officer
 - Grants
 - Planning and research
 - Professional standards
 - Community relations
 - Personnel
 - Budget
 - Building and grounds
 - Equipment
 - Records Division
 - Communications
 - Pre-employment
 - Fleet management
 - Contractual services

Field Services Division Commander

- Field Services Division Commander is directly responsible to the Chief of Police. Responsible for the planning, supervising and reviewing the activities of all personnel assigned to the Field Services Division. The Field Services Commander shall have the authority and responsibility of the day to day operations of the following:
 - Patrol
 - Support Services
 - Reserve Officers
 - Explorers
 - Jail operations
 - School resource
 - D.A.R.E.
 - Task Force (Gang/Narcotic)
 - Investigations
 - Criminal/General Investigation
 - Technical Services

Sergeant/supervisor. First-line supervisor of a unit.

Patrol Sergeant

- The Patrol Sergeant is directly responsible to the Field Services Division Commander. Responsible for the patrol of the City observing for traffic and fire hazards and violations of the law; advises and assists the Officers under his supervision on police calls as needed. Assigns Officers to station or patrol duties as needed; evaluates performance and keeps accurate personnel records of Officers under his supervision. Compiles and reports daily public safety activities. Checks equipment daily and sees that all equipment is in good repair and properly maintained.
- This position involves coordinating the efficient performance of several Police Officers. A Patrol Sergeant must be able to assume a leadership roll and have considerable knowledge of police procedures. General and specific instructions are received from the Commander respectively on police matters.

Police Communications Supervisor

1. The Police Communications Supervisor is directly responsible to the Support Services Commander. The Police Communications Supervisor is responsible for the training, scheduling, supervising and evaluation of the work of subordinate police dispatchers and assists them in their duties when required. Checks phone logs, radio log, and incident reports for accuracy and quality; and provides constructive critique and guidance. Prepares periodic reports on calls for police or fire service, coordinates communications with other law enforcement agencies.
2. Handle all the duties the same as a dispatcher. General and specific instructions are received from the Support Services Division Commander.

Police Officer

3. A Police Officer is responsible for the rapid and efficient performance of specialized duties under emergency conditions involving personal hazards. Work is normally performed under the supervision of a superior officer, but the Police Officer may frequently have to use independent discretion in emergencies.
4. Enforce the Code and Ordinances of the City of Coolidge and laws of the State of Arizona.
5. Investigates suspicious conditions and complaints, makes arrests of persons who violate the laws and ordinances.

6. Checks doors, windows, and premises of unoccupied buildings or residences in order to detect any suspicious conditions.
7. Directs traffic, investigates traffic accidents, and issues citations for traffic violations.
8. Promotes favorable public relations in public contact situations.
9. Provides public general information pertaining to public safety and crime prevention. Participates in comprehensive in-service trainings.
10. Conducts investigations at crime scenes; takes photographs, fingerprints, gathers physical evidence, obtains witness statements, prepares reports, and does follow-up as necessary.
11. Performs related duties as assigned or required.

B. Administrative Assistant

1. The Administrative Assistant is directly responsible to the Support Services Division Commander. The Administrative Assistant plans, schedules, and performs a variety of clerical, secretarial, and technical work related to the function to which assigned. Screens visitors, telephone calls, and mail; giving information where judgment, knowledge, and interpretation of policies, procedures, and regulations are necessary. Takes and transcribes dictation of letters, memoranda, and reports; including material of a confidential nature. Composes correspondence on a variety of matters with a minimum of instruction; correspondence on a variety of matters with a minimum of instruction. Maintains files, logs, and records related to the operations of the Police Department. Completes applications requesting funding for training schools and accomplishes requests for reimbursement; maintains departmental personnel files and handles correspondence concerning background investigations on applicants for employment.
2. Assists with other administrative details and departmental functions as assigned. Occasionally required to perform as dispatcher.

C. Records Supervisor

1. The Records Supervisor is directly responsible to the Support Services Division Commander. The Records Supervisor directs the work of records personnel, developing the workflow process to ensure maximum efficiency. Coordinates Police records operations with those of other Police Department divisions to provide for the maximum distribution and utilization of available information.

2. Responsibilities include developing procedures for records maintenance and data entry. The Records Supervisor also performs the duties of a Record Clerk as necessary.

D. Records Clerk

1. The Police Records Clerks are directly responsible to the Records Supervisor. The Police Records Clerk performs responsible and varied clerical and public contact duties of a highly confidential and sensitive nature in receiving, processing, filing and retrieving police related information from the public, other police agencies and department sections. The Records Clerk is responsible for distributing reports as required. Work involves the maintenance of computerized and manual files of varied complexity. Records Clerk performs clerical tasks and duty assignments including processing arrest and crime reports for court, County Attorney, and other agencies. Disseminates information relating to police matters by telephone or through written correspondence.
2. The Police Records Clerk compiles statistical information for reports. Records Clerk must be aware of all current information and instructions concerning Security and Privacy Act.

E. Policy and Procedures Analyst

1. The Policy and Procedures Analyst will analyze, compile, and otherwise formulate current and future policy and procedures for the department. Continually evaluates policy and procedures to ensure compliance with CALEA standards. The Policy and Procedure Analyst reports directly to Support Services Commander.

F. Dispatcher

1. The Dispatcher is directly responsible to the Communications Supervisor. The Dispatcher handles all incoming calls from the public and other agencies, directing them to the appropriate person or department. Receives and directs all persons coming to the police department for assistance, receiving information and complaints and supplying appropriate information when possible.
2. Operates base radio and maintains constant radio contact with mobile units on assigned frequency. Receives request for police, fire, or

- emergency medical service; dispatches necessary units and follow-ups up to ensure accurate receipt and understanding.
3. Records information received or transmitted by radio; keeps continuous record of the status of mobile units on board. Reviews length of time mobile units are on a call and notifies supervisor regarding non routine matters.
 4. Operates computer terminal, uses NCIC and ACIC system to provide written notification to various agencies of significant police matters, such as complaint investigations and dispositions, stolen vehicles, and other criminal activities.
 5. Monitors and communicates with other agencies including Sheriff's Department. Relays pertinent information or requests for information to responsible personnel.
 6. Completes incident and activity cards on all appropriate radio traffic. Files data and performs other routine clerical work. Performs other related work as required.
 7. The Dispatcher must become ACJIS certified within 6 months of hire.

B. Non-sworn employees shall have the same authority as sworn employees in the same pay range, except as it may relate to the exercise of police powers. Regardless of position or assignment, sworn employees shall not be commanded *in the exercise of police powers* by non-sworn employees.

11.5 Seniority

A. Seniority is determined first by rank, second by total time served in rank, and third by total time served on the Department.

B. Seniority between employees of equal rank shall not be exercised except in emergency situations and then only when necessary. Employees are expected to work together and cooperate with one another toward effective provision of police services.

11.6 Orders

A. Employees shall obey any lawful order of a superior including any order relayed from a superior by another employee.

B. Employees are not required to obey any order that is unlawful, unethical or represents unjustified or reckless disregard for life or safety. Responsibility for refusal rests with the employee, who shall be required to justify the refusal. All unlawful or unethical orders shall be reported to the Police Chief through the chain of command.

C. When an employee receives an order that conflicts with a previous order, the employee will inform the supervisor of the conflict. The supervisor shall resolve the conflict and advise the employee of the final order.

11.7 Supervisory Responsibilities

A. All supervisors, including command level supervisors, are responsible for the proper performance of their employees under a variety of conditions and circumstances.

B. Supervisors will:

- supervise subordinates to ensure efficient, effective and correct performance of duties.
- assume command of any situation that logically requires assumption of command
- submit written reports of exceptional employee conduct
- ensure that required reports are completed accurately and completely and submitted on time
- report to the appropriate supervisor or superior any neglect of duty or misconduct by an employee
- comply with [G.O. 26.1.14](#) regarding reports of inappropriate conduct of any type by subordinates.

C. Supervisors may:

- Place any lower ranking employee on administrative leave when necessary or appropriate and immediately submit a written report of both the action taken and the factual basis for that action.
- Issue orders that deviate from written orders during an emergency, reporting those orders to the supervisor's superior as soon as reasonable.
- Delegate duties as appropriate.

C. Patrol supervisors will be available while on-duty to immediately respond and take tactical control of emergencies occurring during their shift, whether or not the emergencies occur within their primary area of responsibility.

D. The first supervisor to arrive at the scene of an emergency will take charge and issue the commands and orders necessary to bring the situation under control or containment. The supervisor shall remain in charge until and unless relieved by a superior or supervisor of a specialty unit that is assuming command of the incident.

11.8 Release from active duty for cause

A. When required for the preservation of good order and discipline, any supervisor may immediately and without written notice place a subordinate on administrative leave pending further investigation. Such a release shall be with pay.

B. The supervisor relieving an employee from active duty shall, as soon as practical, verbally report the action to the supervisor's superior. Within 24-hours a written report will be submitted through the chain of command to the Police Chief detailing all of the circumstances. The Chief shall decide whether further action will be taken, including reinstatement of the employee.

C. When an employee is relieved from active duty, the relieving supervisor may require the surrender of any police credentials and all City owned or Department issued property.

D. Employees released from active duty may not take any police action until they are reinstated and may not work off-duty. Employees shall remain available to attend court as required.

11.9 Emergency Command

In the event of an emergency, as declared by the Police Chief or designee, all personnel and equipment of the Department shall be under the direct command of the Police Chief, or in the Chief's absence, the Chief's designee.

11.10 Administrative Reports

The following reports shall be produced as indicated:

- The Chief shall complete an annual report regarding the activities of the agency, to be presented to the City Manager and Mayor and Council
- A weekly report of activities shall be completed by the Chief each Wednesday, which summarizes the prior week's activities.

11.11 Correspondence

11.11.1 Agency correspondence

A. All correspondence issuing from the Department shall be on approved Department letterhead. All written correspondence from the Police Department, other than that conducted by electronic mail, must be approved and signed by a commander or non-sworn equivalent. Any correspondence bearing the name or signature of the Police Chief must be processed through the Office of the Police Chief.

Envelopes for external correspondence must bear the complete return address of the Department as well as the name and unit of the sender. Units sending out correspondence are responsible for maintaining copies of the letters as appropriate.

B. The use of electronic mail is encouraged when it improves the delivery of service by the Department. Personnel are reminded that all mail shall be professional in tone and content. Any concern as to whether the use of electronic mail or the content of a particular message is appropriate in a specific situation shall be referred to a supervisor.

C. Some units in the Department may find it appropriate to utilize pre-printed form letters for some purposes. Commanders are responsible for monitoring usage and for ensuring that the signatures and information contained in correspondence are accurate and current.

11.11.2 Personal Use of Department Address Prohibited

Employees are prohibited from using the Department address for any personal or private correspondence or business. It is permissible to use the Department address to receive professional journals or related materials that are directly work related.

11.11.3 Council or City Manager Communication and Correspondence

Communications to the Mayor and Council or City Manager shall conform to City policy and shall be approved by the Police Chief.

11.11.4 Official certificates and commendations.

All official certificates (e.g., promotion, training, graduation, etc.) or commendations from the Police Department shall first be approved as to form and content by a Commander or the Police Chief.

11.12 Communication: internal and external

A. Effective communication with the community, within the City and within the Department is critical to success of the core mission of the agency. Personnel are encouraged to ensure that all communication is effective and conforms to City policy. Approved City forms and formats should be used.

B. Employees are responsible for any written or electronic message they sign, authorize or publish. Most written communication is considered public record and may be subject to release. When information in a document is confidential or privileged, the document should be clearly marked as confidential or privileged. At the same time, employees must be aware that simply marking a document confidential does not mean that it will be exempt from release.

C. All communications, whether rendered by memo, electronic mail or electronic messaging, should contain only professionally prepared, business related content.

