

## GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES

<b>Chapter 11</b>	<b>Organization and Administration</b>	
<b>Date Initially Effective: 09/01/1994</b>	<b>By the Order Of: Mark Holtzman, Chief of Police</b>	
<b>Date Revised: 03/20/2019</b>	<b>Date Reissued: 10/11/2019</b>	<b>Page 1 of 8</b>

The Greenville Police Department shall establish and maintain an organizational structure to ensure the unity of command and to delineate the line of authority, responsibility, and communications.

### ***11.1 Organizational Structure***

#### **11.1.1 ORGANIZATIONAL STRUCTURE**

CALEA Standard: 11.1.1 (Description of Organization)

The Chief of Police shall have overall command of the Police Department. The Deputy Chief reports directly to the Chief and three Bureau Commanders, who report to the Deputy Chief, make up the rest of the Command Staff. In addition, the Office of Internal Affairs and the Public Information Officer will report directly to the Chief of Police. An Assistant City Attorney shall provide advice to the Chief and Department personnel on legal issues and provide training as needed.

The Emergency Response Team and Crisis Negotiation Team are under the direct authority of the Deputy Chief of Police. The Accreditation Coordinator, the Accounts Payable/Purchasing position, Police Chaplains and the Honor Guard also report to the Deputy Chief.

The Administrative Services Bureau Commander shall command the Logistics and Strategic Services Division. The Administrative Services Bureau Commander holds the rank of Major. The Commander of the Logistics Division and Strategic Service Divisions will hold the rank of Lieutenant.

The Field Operations Bureau Commander shall command the Patrol Division and Special Operations Division. The Field Operations Bureau Commander holds the rank of Major. Zone Commanders and the Special Operations Division Commander shall hold the rank of Captain.

The Criminal Investigations Bureau Commander holds the rank of Major. A Deputy Bureau Commander shall assist the Criminal Investigations Bureau Commander and shall hold the rank of Lieutenant.

The organizational Divisions and Units of the Greenville Police Department are grouped to reflect the functions of each Bureau in the organizational structure. The Bureaus and their respective subunits are as follows:

#### **CHIEF OF POLICE**

Public Information Officer  
Internal Affairs

#### **DEPUTY CHIEF**

Crisis Negotiation Team (CNT)  
Honor Guard  
Chaplain  
Emergency Response Team (ERT)  
Accreditation  
Accounts Payable/Purchasing

**ADMINISTRATIVE SERVICES BUREAU**

**LOGISTICS DIVISION**

Parking Enforcement  
 Communications  
 Property & Evidence  
 Police Technology Specialist  
 Animal Protective Services  
**Information Technology Services**  
 Records  
 Front Desk  
 False Alarm Coordinator

**STRATEGIC SERVICES DIVISION**

<b><u>Planning &amp; Research</u></b>	<b><u>Cops &amp; Barbers</u></b>
	SRO
<b><u>Community Outreach</u></b>	<b><u>Youth Outreach</u></b>
Personnel & Recruiting	PAL
Community Project Coordinator	Explorers
Training	

**FIELD OPERATIONS BUREAU**

**ZONE COMMANDERS**

Community Service Clerks  
 Shift A           TSU  
 Shift B           GHA  
 Shift C           NPU  
 Shift D

**SPECIAL OPERATIONS DIVISION**

Center City Units	Gang Unit
K-9 Unit	Citizen Volunteers
Reserve Officers	

**CRIMINAL INVESTIGATIONS BUREAU**

**MAJOR CRIMES UNIT**

**FORENSIC SERVICES UNIT**

**CRIME ANALYST**

**VIOLENT CRIME REDUCTION UNIT**

Task Force Officers      Warrant Unit  
 Gun Violence Reduction Unit

**PROPERTY CRIMES UNIT**

B/E & Auto Larceny  
 Computer Crimes  
 Financial Crimes

**SPECIAL VICTIMS UNIT**

Domestic Violence  
 Juvenile Unit  
 Victim’s Advocate

**SPECIAL INVESTIGATIONS UNIT**

DEA Task Force Officer  
 Criminal Intelligence Officer

The Greenville Police Department’s organizational structure and functions are depicted graphically on an organizational chart. The Organizational Chart shall be updated and reviewed as needed by the Administrative Services Bureau Commander. The Greenville Police Department Organizational Chart shall be available to all Department personnel and the public. New and archived copies will be maintained on file by the Administrative Services Bureau Commander.

***11.2 Unity of Command***

**11.2.1 SUPERVISORY COMMAND**

CALEA Standard: 11.2.1 (Direct Command/Component)

Each organizational component of the Greenville Police Department shall be under the direct command of only one supervisor. When two supervisors of the same unit are on duty and supervising the same area of responsibility, the chain of command shall be determined by seniority and time in grade.

***11.3 Authority and Responsibility***

**11.3.1 AUTHORITY AND RESPONSIBILITY**

CALEA Standard: 11.3.1 (Authority and Responsibility)

Greenville Police Department employees at every level within the Department shall have the authority to make the decisions required for the effective execution of their responsibilities. Each employee shall be held accountable for the use of their delegated authority.

### 11.3.2 SUPERVISORY COMMAND

CALEA Standard: 11.3.2 (Supervisory Accountability)

Supervisors at each level in the Department are accountable for the performance of employees under their immediate supervision. Greenville Police Department employees shall be accountable to only one supervisor at any given time. Chapter 12 of the Greenville Police Department's Policy and Procedures Manual defines the procedure to be followed by employees who receive conflicting orders from different supervisors.

#### Supervisory Span of Control

Command Staff will be responsible for the organizational components operating within their commands. A supervisor's span of control (number of persons under their command) shall be determined by the Chief of Police.

### 11.3.3 CHIEF NOTIFICATION

CALEA Standard: 11.3.3 (Notify CEO of Incident with Liability)

The Chief of Police, or designee, shall be notified immediately by the commanding supervisor of any significant incident where a question as to the department's liability may exist or may result in heightened community or media interest. These incidents include, but may not be limited to, the following:

- Suspected or Reported Excessive Use of Force
- Any Use of Force Resulting in Serious Bodily Injury
- Vehicle Pursuit Resulting in Serious Motor Vehicle Accident or Injury
- Arrests Involving Unusual Circumstances or "High-Profile" Individuals
- Possible Civil Rights Violations
- Violations of Criminal Law by Departmental Personnel
- Any Incident Involving Departmental Personnel that Resulted in Significant Property Damage
- Any Incident Involving a Departmental Employee's Failure to Act Resulting in a Serious Injury or Significant Loss of Property
- Domestic Situations involving Departmental Personnel

No departmental employee shall imply or accept financial liability for loss or damage on behalf of the City of Greenville. Any inquiries concerning financial liability will be referred to the Assistant City Attorney.

### 11.3.4 POLICE ACTION RESULTING IN DEATH OR SERIOUS INJURY

CALEA Standard: 11.3.4 (Police Action Death Investigations)

Departmental policy covering Response to Resistance Aggression, Motor Vehicle Crashes, and the Office of Internal Affairs provide for specific direction with regards to investigative authority of any officer involved event which results in serious bodily injury or death. The Chief of Police has the ultimate authority in requesting criminal investigative assistance from an outside entity. As in any other criminal offense, the District Attorney's Office is responsible for reviewing detailed case information to determine the appropriateness of criminal charges.

The Greenville Police Department's Public Information Officer will provide basic details of the event during an initial press briefing after conferring with the Chief of Police. If the incident is turned over to another agency for investigation, any subsequent press briefing will be conducted by that agency, unless otherwise requested by that agency and agreed to by all agencies involved.

When a police action results in a death of a person who is detained or under arrest the immediate supervisor must report the incident through the Chain of Command to the Police Research Specialist. The Police Research Specialist will compile the data received and report them promptly to the State of North Carolina.

As part of the annual use of force/response to resistance aggression training, sworn personnel and other enforcement personnel will review the process for both criminal and administrative investigations involving

departmental personnel. All other department personnel will be provided an awareness level training brief which documents the process for their knowledge.

Upon promotion, supervisory personnel will be provided a block of instruction that covers the entire process for managing an incident involving a police action resulting in death or serious injury. At least biennially, all supervisory personnel will participate in training on the process for handling these types of incidents. The training process should cover best practices, any recent agency events, and suggested changes to the process.

## **11.4 General Management and Administration**

### **11.4.1 MANAGEMENT INFORMATION SYSTEM**

CALEA Standard: 11.4.1 (Administrative Reporting Program)

The Greenville Police Department shall have a management information system and an administrative reporting program to provide reliable information for management decision-making. The management information system will provide information used to forecast workloads, prepare budgets, and determine personnel and other resource requirements. This information will be derived from data sources including, but not limited to:

- Group A and Group B Criminal Offenses
- Arrests
- Uniform State Citations
- Traffic Collision Summaries
- Calls for Service Summaries
- Response Time Summaries
- Personnel Usage Summaries
- Vehicle Usage Summaries

The Crime Analyst, reporting directly to the Criminal Investigations Bureau Commander, shall be responsible for preparing statistical summaries for criminal activity within the agency's jurisdiction and corresponding enforcement activities. Traffic enforcement and other enforcement activities will also be monitored and recorded in statistical format as needed.

#### **Daily Reports/Field Operations Bureau End of Shift (EOS) Reports**

The F.O.B End of Shift reports are used to keep personnel informed of major crimes, traffic collisions, arrests, and other important activities. These reports are done via email and available for review to all police personnel. These activity reports are completed by the watch commander, or designee, at the end of each tour of duty.

#### **Annual Reports**

The Greenville Police Department Annual Report will be completed based on the calendar year end and will be due by June 30<sup>th</sup> of the following year. The report will provide comparative data and statistics and account for the activities of the Department.

The Public Information Office will publish the annual report. Resources needed to complete the report will be determined and requested as needed by the Public Information Office. Resource information will include information from activities and progress concerning Department goals and objectives and summary reports from each Bureau or Units within the Department. After the annual report is printed, it will be distributed to all Administrative Staff and to other personnel upon request.

#### **Staff Inspections**

The Office of Strategic Services reports directly to the Administrative Bureau Commander and is responsible for policy creation and revision as well as Staff Inspections. The Greenville Police Department shall conduct staff inspections as outlined in Chapter 53 of the POLICY AND PROCEDURES MANUAL. The Office of Strategic Services shall:

- Evaluate all directives, special orders, or similar documents of the Department to determine compliance with accreditation standards
- Hold primary responsibility for the writing of new Departmental directives, policies, and procedures as necessary and revising existing directives, policies, and procedures to correspond with policy and practice.

### **Command Staff**

The Greenville Police Department's Command Staff will hold periodic staff meetings in order to exchange information and ideas, discuss policies and procedures, identify, analyze, and solve problems, and communicate information to employees of the Department. The Command Staff consists of the following personnel:

- Chief of Police
- Deputy Chief
- Administrative Services Bureau Commander
- Criminal Investigation Bureau Commander
- Field Operations Bureau Commander

### **Meeting Schedules**

Specific days and times may vary according to schedules of the command staff. Attendance is mandatory for all Command Staff members unless otherwise approved by the Chief of Police. Command Staff members will be responsible for disseminating information from staff meetings to their respective personnel.

### **Suggestion Management**

Input toward general management shall also be gathered through the utilization of employee suggestions and recommendations for improvements from all levels within the Department. Suggestions may be relayed to management personnel from any employee through two different methods. For less formal suggestions, a suggestion box is available in the roll call room. The *Suggestion Management System Idea Sheet* should be utilized for more in-depth or formal ideas and suggestions that an employee would like considered for implementation.

Whenever possible, the narrative section should include financial consideration, agency benefits, lists of all persons directly affected, and any other pertinent information that can be of use in evaluating the idea. The *Suggestion Management System Idea Sheet* shall be submitted through the employee's chain of command.

Once the Chief of Police has received the *Suggestion Management System Idea Sheet*, the Chief of Police should take one of the following actions:

- Submit the idea to a committee for study
- Request further discussion/review by the Command Staff
- Send to an appropriate Department employee for further research
- Approve and assign for implementation
- Disapprove the suggestion
- Take any other action required for evaluation purposes
- If the idea affects only one Bureau, the Chief may assign the idea and implementation to the appropriate Bureau member(s)

Once an idea has been received and reviewed and a decision for action made, a copy will be returned to the originating member to advise them of the status of their idea. One copy along with the response will also be placed in the employee's personnel file.

Should a particular idea result in substantial financial savings or significantly improve the efficiency and effectiveness of the organization, the Chief of Police may choose, on a case-by-case basis, to:

- Offer a desired training course to the employee
- Authorize an appropriate block of compensatory time for effort expended;
- Use for future consideration of requests for assignment

**SUMMARY OF ADMINISTRATIVE REPORTING ACTIVITIES REQUIRED BY POLICY**

The administrative reporting system provides management information on the activities of the agency on a timely basis reflecting comparative data on activities and trends. This system provides information and communication throughout the Chain of Command. A listing of reports, inspections, reviews, and analysis to be submitted to the Chief of Police and staff members designated by the Chief of Police per policy is as follows. These reports are discussed in further detail in the appropriate chapters of the Greenville Police Department Policy and Procedures Manual.

**Schedule of Reports / Inspections / Analysis**

Requirement	Responsible	Due Date	Standard
Active Threats	Office of Deputy Chief	Annually	46.1.10
Analysis of Grievances	Office of Internal Affairs	Annually	22.4.3
Analysis of Recruitment Plan	Strategic Services	Annually	31.2.2
Annual Report	Public Information Officer	Annually	11.4.1
Annual Vehicle Inspection	Bureau Commanders	Annually	53.1.1
Assault on Sworn Officer Analysis	Office of Internal Affairs	Annually	4.2.5
Bias Based Review	Office of Internal Affairs	Annually	1.2.9
Budget Requests	Departmental Staff	Annually	17.2.2
Criminal Intelligence Review	Invest. Bureau Commander	Annually	40.2.3
Early Warning System Evaluation	Office of Internal Affairs	Annually	35.1.9
Goals & Objectives	Chief's Office	Annually	15.2.1
Independent Audit	C.O.G. Finance Department	Annually	17.4.3
Internal Affairs Summary	Office of Internal Affairs	Annually	26.2.5
Juvenile Programs Evaluation	Youth Outreach	Annually	44.1.3
Physical Inventory of Fixed Assets	Logistics Division Commander	Annually	17.5.1
Motor Vehicle Pursuit Analysis	Office of Internal Affairs	Annually	41.2.2
Multi-Year Plan Review	Office of Deputy Chief	Annually	15.1.3
Physical Inventory of Fixed Assets	Logistics Division Commander	Annually	17.5.1
Prop. /Evid. Audit	Unassociated Supervisor	Annually	84.1.6
Prop. /Evid. Unannounced Inspection	As Directed by the Chief	Annually	84.1.6
Recruitment Plan Update	Personnel & Recruitment	Annually	31.2.1
Review of Requirements Due	Strategic Services	Annually	11.4.3
Special Investigations Funds Independent Audit	Office of Internal Affairs	Annually	43.1.3
Traffic Enforcement/DDACTs	Traffic Safety Unit	Annually	61.1.1
Weapons Qualification Program	Training Unit	Annually	4.3.3
Weapons Proficiency Trg. Report	Training Unit	Annually	4.3.3
RRA Analysis	Office of Internal Affairs	Annually	4.2.4
<b>PERIODIC</b>			
Daily Activity Report	Shift Supervisors	Daily/Per Shift	n/a
Facility Inspection Report	Logistics Division Commander	Weekly	53.1.1
Pool/Assigned Vehicle Inspect.	All Supervisors	Monthly	53.1.1
Adopt-A-School	Assigned Liaison	Monthly	44.2.4
Fiscal Budget Reports	Planning & Research	Monthly	17.4.2
Community Liaison Report	Community Outreach	Quarterly	45.2.1
Equipment Inspection Unusual Occurrences	Unit Commander	Quarterly	46.1.8
Financial Statements	All Personnel Handling Funds	Quarterly	17.4.2
Job Description Maintenance	Admin. Bureau Commander	Every 4 Years	21.2.2

Property & Evidence Procedure Inspection	Logistics Division Commander	Semi-Annual	84.1.6
Citizen Survey	C.O.G. Public Information Officer	Biennially	45.2.2
Crime Prevention Evaluation	Community Outreach	Biennially	45.1.2
Review Victim/Witness Needs	Special Victims Unit	Biennially	55.1.2
Staff Inspections	Strategic Services	Every Four Years	53.2.1
Workload Assessment	Bureau Commanders	Every Four Years	21.2.4
Training Records (In-Service)	Training Unit	On-Going	33.1.7, 33.5.1,46.1.9, 71.2.1
Job Task Analysis	C.O.G. H.R. Department	Periodically	21.1.1
Field Operations Bureau Shift Assignments	Field Operations Bureau Commander	As Needed	41.1.1
Organization Chart Update	Administrative Services Bureau Commander	As Needed	11.1.1
Prop. /Evid. Assignment Change	As Directed by the Chief	As Needed	84.1.6

#### 11.4.2 ACCOUNTABILITY FOR DEPARTMENT FORMS

##### CALEA Standard: 11.4.2 (Accountability for Agency Forms)

The Greenville Police Department uses numerous forms in its day-to-day operations. The Department shall adhere to a forms control system in order to meet two goals; to ensure accountability of forms, and to facilitate the development, approval, review modification, and deletion of Department forms. Department forms are divided into two classes; those requiring strict accountability, and those requiring general accountability.

*STRICT ACCOUNTABILITY:* Accountability is required for both unused and completed forms and is subject to audit.

*GENERAL ACCOUNTABILITY:* Accountability is required for completed forms only.

Forms become records upon completion. A unit may be required to maintain a copy of the record to complete a task. Unused forms shall be kept available for use by Department personnel.

Personnel wishing to design and implement new forms, or revise an existing form, will submit a copy of the proposed form through the chain of command to the Office of Accreditation who will ensure that the format is consistent with the requirements of the Department and will oversee the review process for new or modified forms. Once designed or revised, all forms will be reviewed through the chain of command for final approval before implementation. Upon approval, the form will be assigned a Departmental form control number authorizing use of the form.

The forms control system does not apply to forms supplied or controlled by other departments, agencies, or levels of government, i.e., state-supplied forms, warrants, forms supplied by the courts, and uniform traffic citations.

The Office of Accreditation shall maintain the Forms Control Log and shall assign a form control number to all approved Departmental forms. The form control number shall be an alphanumeric identifier indicating:

- Greenville Police Department
- Form Number
- Month and year in which the form was approved

An example of the format is: GPD: 1:11:93.

### **11.4.3 Accreditation Management**

CALEA Standard 11.4.3 (Accreditation Maintenance); 33.5.4 (Accreditation Manager Training)

#### **Accreditation Management**

The Accreditation Coordinator reports directly to the Deputy Chief of Police. The Accreditation Coordinator shall receive specialized training in Accreditation by completing a training course for new Accreditation Managers, which is held at CALEA conferences or through CALEA approved on-line training. This training shall be completed within one year of being appointed. The Accreditation Coordinator shall facilitate the dissemination of information as required by general management/administrative activities and reporting systems. As such, the Accreditation Coordinator shall:

- Monitor the accreditation/reaccreditation process, conferring with the command staff on matters relating to the accreditation process or status of the Department
- Review and determine the impact of new or revised accreditation standards on the Department; Coordinate the printing and distribution of new or revised directives or accreditation related material as needed
- Maintain files and records required by the accreditation process
- Maintain a listing of all administrative reports to include their purpose; persons, or positions responsible for the formulation of the report; frequency of the report, and distribution of the reports
- Be responsible for providing appropriate training to other agency personnel assigned to the accreditation process

## ***11.5 Temporary/Rotating Assignments***

### **11.5.1 TEMPORARY ASSIGNMENTS**

CALEA Standard 11.5.1 (Temporary/Rotating Assignments)

Temporary assignments within the Department are not routinely available. However, if a specific need is identified or a temporary position becomes available, then personnel selected shall be at the direction of the Chief of Police. Personnel shall be selected based on specific skills, knowledge, and abilities that are pertinent to the position. The duration of a temporary assignment may vary and is subject to modification. Assignment will be finalized through written document.