

GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL

Chapter 46	Critical Incidents, Special Operations and Homeland Security	
Date Initially Effective: 09/01/1994	By the Order Of: <p style="text-align: right;">Mark Holtzman, Chief of Police</p>	
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As a law enforcement community, we must recognize that the traditional response of “surround and contain” may not be adequate to address the immediate need for law enforcement intervention. The rapid establishment of an Incident Command System could determine the difference between the life and death of a large number of people in certain in-progress incidents.

The purpose of this directive is to establish guidelines and procedures for the most appropriate responses to tactical situations and unusual operational incidents. Specific procedural considerations for responding to unusual occurrences and effecting special operations assignments are detailed in the Greenville Police Department’s *ALL HAZARDS AND EMERGENCY OPERATIONS PLAN*.

46.1 Critical Incidents

46.1.1 PLANNING RESPONSIBILITY

CALEA Standard: 46.1.1 (Planning Responsibility)

The Mayor of the City of Greenville may impose by proclamation prohibitions and restrictions as necessary because of an emergency or critical incident, to maintain an acceptable level of public order and services, and to protect lives, safety, and property in accordance with City Ordinance Title 5, Chapter 3, Section 5-3-11 and North Carolina General Statute, 14-288. 12.

The Greenville Police Department shall work in coordination with the Emergency Management Plan for the City of Greenville as adopted by City Council, Code Ordinances, Title 5, Chapter 3, *Emergency and Rescue*. Periodically Greenville Police Department officials will meet with Greenville Fire-Rescue officials to identify and remedy any potential coordination problems that could arise. The Fire-Rescue Chief has authority and control of both Emergency Medical services and the Fire Department services. The Chief of Police or a designee shall direct Greenville Police Department personnel to act in cooperation with the City of Greenville Emergency Management Plan during disasters, civil disturbances, and civil defense emergencies.

The Greenville Police Department Deputy Chief or a designee shall be responsible for planning for response to unusual occurrences and critical incidents, and shall be the principal advisor to the Chief of Police.

The Chief of Police will coordinate disaster preparedness plans with other emergency services within the county. In the event of a critical incident, the on-duty supervisor shall be the incident commander until the Chief of Police or a designated command officer assumes those duties.

First Responders

The following general definitions and guidelines are for first responders to an incident. As an incident grows, escalates, or otherwise evolves, it will become necessary to expand the response accordingly. The GPD *All Hazards and Emergency Operations Plan* provides guidelines when expansion of a response is necessary.

Single Command

The on-duty supervisor or ranking officer shall become the single Incident Commander and is responsible for the overall management of the incident until relieved of these duties. The Incident Commander will approve any action plan and coordinate all activities.

Incident Command Post

The location where the Incident Commander will execute command functions, collect information, and brief personnel. The Command Post shall be within the area of the incident, but out of immediate danger.

Initial Briefing

Once the Incident Commander has assessed the situation, units on the scene should be quickly briefed as to the nature of the incident, response plans, and individual assignments.

Staging Area

Staging areas are locations designated by the Incident Commander near an incident area where resources available for assignment are temporarily located. Incident Commanders should identify a staging area if they are anticipating additional responding units.

Rapid Deployment of Officers

The Incident Commander may identify a situation that necessitates an immediate deployment by available personnel. Such situations could include an active shooter in a school or a business, a hostage rescue, or an injured officer or civilian rescue. If the first arriving officer determines that, in fact, an active shooting is in progress, the officer will contact communications and notify them that they are entering the incident location. The first arriving officer shall not wait for the arrival of officers to engage, isolate and neutralize the threat.

- Contact Officer: The first (1st) line of response is the initial officer to arrive on scene.
- Rescue Team: Rescue Teams should be dispatched into the building or area as soon as the threat has been neutralized or a sufficient number of contact teams have been deployed. Their responsibility is to locate the injured, provide immediate necessary treatment, and evacuate.
- Perimeter Team: The responsibility of the Perimeter Team is to shrink the established perimeter, provide for safe evacuation, and cut off suspect escape routes.
- Evacuation Team: Evacuation Teams will be responsible for the controlled removal of innocent parties once suspects are contained or eliminated. The evacuation should be orderly to minimize trauma and include the establishment of a safe area.

46.1.2 ALL HAZARDS & EMERGENCY OPERATIONS PLAN

CALEA Standard: 46.1.2 (All Hazards Plan)

The *Greenville Police Department All Hazards and Emergency Operations Plan* and the *City of Greenville Emergency Operations Plan* provide procedures for responding to critical incidents. The *GPD All Hazards and Emergency Operations Plan* in conjunction with the *City of Greenville Emergency Operations Plan* serves as the Department's All Hazards Plan and adheres to standard Incident Command System (ICS) protocols. The incident command system is designed to be used wholly or in part, depending on the scale of the situation, to efficiently and effectively address planned and unplanned incidents that exceed the scope of normal operations. Key to the incident command system is the division of duties and responsibilities. It provides for a clear point of control and can be expanded or contracted according to the situation.

Mutual Aid Agreements for Unusual Occurrences

The Greenville Police Department has mutual aid agreements with other local law enforcement agencies in accordance with Chapter 2 of the Greenville Police Department Policy and Procedures Manual, City of Greenville Ordinance Title 5, 5-1-21, and North Carolina General Statute 160A-288. In the event of an unusual occurrence, Mutual Aid procedures are outlined in the *GPD All Hazards and Emergency Operations Plan*.

System Activation

The initial responding on-duty supervisor to an incident is designated the Incident Commander until relieved of that responsibility. The Incident Commander determines the need for initiating the Incident Command System. The Incident Commander shall make the initial assignments necessary in an attempt to stabilize or control the situation. The on-duty supervisor will continue as the Incident Commander until the Chief of Police or a designee assumes command of the scene.

Initiation of the ICS can occur any time an incident occurs, with little or no notice, which requires the immediate action of responding officers to control the situation to prevent loss of life, serious injury, or the reduction of significant property damage.

The first step in determining the need to activate the ICS is to gather intelligence upon arrival to determine the appropriate actions to take. The Incident Commander shall identify the possible need for the following:

- Additional Police Response
- Fire/Rescue Responses or Standby
- Need for the Establishment of Perimeters
- Notification of Command Staff
- Need for Rapid Deployment of Officers
- Establishment of a Command Post
- Establishment of a Staging Area
- Implementation of the Police Department's Emergency Operations Plan to the appropriate level

Analysis of Incidents

Any incident that requires the activation of the Police Department's ICS System will require the completion of an after-action report by the Incident Commander. These after-action reports will be forwarded through the chain of command and reviewed by Command Staff and the Training Unit to evaluate police response and identify any training effectiveness or additional needs.

46.1.3 COMMAND FUNCTION

CALEA Standard: 46.1.3 (Command Function)

Command Function

The command function has overall responsibility for a situation. The command function normally begins with the first officer or supervisor on a scene. As the scene grows and/or resources arrive, the command function may be transferred to greater levels of command and accountability. Under the ICS protocols, command may be a single Incident Commander or a unified command. Most police specific incidents within the city limits will be under a single Incident Commander. In less complex incidents, the Incident Commander may serve multiple roles including command, operations, logistics, planning and finance. The incident command function is responsible for addressing the following:

- Activating the incident command system to the level necessary to address the situation;
- Establishing a command post at a location appropriate to facilitate future incident activities;
- Determining the need or potential need for additional personnel resources and initiating the notification and mobilization of those resources;
- Establishing a unified command, if necessary;
- Obtaining support from other agencies, if needed;
- Determining an appropriate location for, and establishing a staging area;
- Ensuring public information and media relations needs are addressed by the designated public information officer;
- Ensuring responder safety needs are addressed; and
- Preparing an after-action report.

Command Protocol following the activation of the ICS will follow the Command Authority outlined in the Department's All Hazards and Emergency Operations Plan. Once the on-duty supervisor is relieved of his or her duties as the Incident Commander, the line of succession of command of the Greenville Police Department is as follows:

- Chief of Police
- Deputy Chief
- Field Operations Bureau Commander

46.1.4 OPERATIONS FUNCTION

CALEA Standard: 46.1.4 (Operations Function)

The operations function is responsible for tactical operations at an incident. Primary responsibilities of the operations function include:

- Determining the need for, and establishing perimeters (inner and/or outer)
- Conducting evacuations if or when necessary
- Maintaining scene security, command post security and other security needs
- Providing for transportation, processing, and confinement of detainees if necessary
- Traffic control and direction
- Post incident investigations

46.1.5 PLANNING FUNCTION

CALEA Standard: 46.1.5 (Planning Function)

The planning function is responsible for providing planning services for an incident. In most situations, a thorough operations plan and incident briefing will fulfill the planning function requirements. In others, the designated incident commander or supervisor can fulfill the duties of the planning function. For incidents that are geographically large, temporally extended, or otherwise complex, a separate planning function may be necessary to ensure the availability of resources needed to sustain operations. Responsibilities of the planning function include:

- Preparing a documented action plan for the incident
- Intelligence/information gathering and dissemination
- Participating in a Continuity of Operations Plan (COOP)/Continuity of Government Plan (COG)
- Planning for demobilization

46.1.6 LOGISTICS FUNCTION

CALEA Standard: 46.1.6 (Logistics Function)

The logistics function is responsible for providing services that support the operational activities of an incident. A separate logistics function is generally not necessary on operations of shorter duration and can be included in the operational planning. However, in more complex incidents and incidents of longer duration, the logistics function is responsible for addressing the following needs:

- Communications needs such as communication equipment, interoperability, tele-communicators, dispatch plans, etc.
- Transportation
- Medical support
- Supplies and specialized team and equipment needs

46.1.7 FINANCE/ADMINISTRATION FUNCTION

CALEA Standard: 46.1.7 (Finance/Administration Function)

The primary responsibility of the finance/administration function is the management of the financial needs of an incident. Most incidents will not require a separate finance/administration function. The incident commander or a designee will generally ensure most finance/administration duties, including recording time and expenses, and documenting injuries or liability issues, are accomplished. Command Staff officers are issued City of Greenville purchase cards and are authorized to make purchases within established limits as necessary in emergency or exigent circumstances. Responsibilities of the finance/administration function, whether a responsibility of the incident commander or of a separate entity, include:

- Recording personnel time;
- Procuring additional resources;
- Recording expenses;
- Documenting injuries and liability issues; and
- Preparing appropriate reimbursement documents, if applicable.

The East Carolina University Disaster Contingency Plan does not provide for specific involvement by the Greenville Police Department. However, the Greenville Police Department shall provide assistance to the East Carolina University Public Safety Department pursuant to existing mutual aid agreements.

The Vidant Hospital Disaster Plan does not provide for specific involvement by the Greenville Police Department. However, the Greenville Police Department shall provide assistance to the Vidant Health Company Police pursuant to existing mutual aid agreements.

The operating procedures of the Pitt County Sheriff's Office and the Pitt County Detention Center do not provide for specific involvement by the Greenville Police Department in the event of an unusual occurrence. However, the Greenville Police Department shall provide assistance to the Pitt County Sheriff's Office pursuant to existing mutual aid agreements.

The operating procedures of the North Carolina Department of Corrections facility located in Pitt County does not provide for specific involvement by the Greenville Police Department in the event of an unusual occurrence at that facility.

46.1.8 EQUIPMENT

CALEA Standard: 46.1.8(Equipment Inspection), 11.4.1(Administrative Reporting Program)

Emergency Response Equipment

Inventories and inspections of emergency response equipment and munitions shall be adhered to as follows:

- Equipment designated and maintained by the Greenville Police Department for use in unusual occurrences shall be inspected at least once each quarter for operational readiness by the ERT Team Leader.
- The use and maintenance of chemical munitions are the responsibility of the ERT. The chemical munitions inventory shall be inspected at least quarterly by the ERT Commander.
- Protective helmets and chemical munitions masks are issued to each ERT member and shall be inspected at least quarterly during a line inspection pursuant to Chapter 53 of the Greenville Police Department's Policy and Procedure's Manual.

Air Support

The Greenville Police Department does not own or maintain aircraft, with the exception of unmanned aircraft. Fixed and rotary wing aircraft support is available upon request from the North Carolina State Highway Patrol, the North Carolina State Bureau of Investigation, and the North Carolina National Guard. Requests for air support for

immediate needs such as vehicle pursuits, wanted persons, etc. must be approved and initiated by the on-duty supervisor. Air support needs for planned events and operations such as surveillance, undercover operations, special events, etc. will be requested in advance and included in the appropriate approved operation/event plan.

46.1.9 ALL HAZARDS PLAN TRAINING

CALEA Standard: 46.1.9 (All Hazards Plan Training), 11.4.1 (Administrative Reporting Program)

All sworn personnel, civilian communications staff, and civilian property and evidence staff will receive annual training on the Department's *All Hazards and Emergency Operations Plan*, to include the ICS (Incident Command System). Biennial training exercises, such as tabletop exercises, Emergency Response Team Mock Call-Outs, training involving outside agencies, or Rapid Deployment exercises will be conducted through the Department's Training Unit or the City of Greenville's Emergency Management Plan. All training will be documented and maintained on file in the Training Coordinator's office.

46.1.10 ACTIVE THREATS

CALEA Standard 46.1.10 (Active Threats), 11.4.1 (Administrative Reporting Program), 46.1.12 (Crowd Control Response Training)

An "active threat" is defined as any incident that by its deliberate nature creates an immediate threat or presents an immediate danger to the community. All sworn personnel and telecommunicators are trained in the rapid deployment of officers to incidents involving active shooters. However, that same response can be applied to any situation that is defined as an "active threat".

Examples of active threats include, but are not limited to:

- Active shooter
- Violence at educational facilities
- Civil disturbance situations
- Hostage situations
- Armed barricaded person
- Bomb threats

The Department recognizes the responsibility it has for protecting the citizens of Greenville and for this reason, when circumstances dictate; public notifications should be utilized in order to increase awareness and safety of the public. As part of this notification, other local agencies should be notified if the situation becomes less contained, is not isolated to a single residence/private business, and the threat poses a danger to a larger population. The on-duty supervisor will be responsible for contacting the on-call Public Information Officer for the dissemination of all related information.

In the event the determination is made to send out a public safety and awareness announcement, the announcement shall be articulated in a manner that does *not* cause pandemonium or mass hysteria. All alerts for the public shall be relayed in a calm manner while providing only necessary, crucial information and with clear directions.

Civil Disturbance Team

The Greenville Police Department assigns all sworn personnel to the Civil Disturbance Team (CDT) which is designed to respond to potential or actual civil disturbances. The CDT is scheduled to participate in known special events and may provide callback status for response at the request of the Deputy Chief of Police or on-call member of Command Staff. The CDT may be deployed to assist other agencies upon request with approval of the Chief of Police or his designee.

Personnel are assigned to CDT teams by the Deputy Chief of Police based on their current assignment. So as not to adversely affect the operational components of the Greenville Police Department, assignments are periodically evaluated by the Deputy Chief of Police in conjunction with the CDT Commander.

At a minimum, an initial mobile field force "Operator" training is required for all sworn employees. Training for crowd control response is mandatory for all sworn employees at least once every four years.

Operators are issued the following equipment:

- Gas mask & filter
- Turtle soft-gear
- Kevlar helmets (stenciled with a personal identifier)
- Forearm & shin guards
- Moving tool

The CDT Commander is responsible for the inspection and maintenance of all equipment. Munitions utilized by the CDT are controlled, deployed, and maintained by members of the Emergency Response Team.

The Mobile Field Force Commander is responsible for the overall tactical operation of the CDT teams. However, Field Operations Bureau Sergeants and Investigations Bureau Sergeants are trained as squad leaders and will perform these duties during deployment. Otherwise, Greenville Police Department Policy and the Department's *All Hazards and Emergency Operations Plan* outlines the appropriate response for responding to active threats.

A CDT bike team is comprised of personnel assigned to the following units: Center City, Gang, Housing and Neighborhood Police officers. CDT bike team members are trained and certified through IPIMBA.

As part of the ICS, the Operations function shall be responsible for determining the appropriate secure location to shelter the public until the threat has been contained and eliminated.

The Deputy Chief will be responsible for completing a documented annual review of the department's "Active Threats" policy and related training needs.

46.2 Special Operations

46.2.1 SPECIAL OPERATIONS

CALEA Standard 46.2.1 (Special Operations Activities)

The Greenville Police Department's *All Hazards and Emergency Operations Plan* provides specific guidelines and responsibilities for personnel assigned to special operations or responding to unusual occurrences. Specific instructions and guidelines are provided for the following situations:

- Active shooter response (rapid deployment)
- Hostage/barricaded suspects
- Bomb threats
- Hostage Negotiations
- Emergency standby/mobilization of personnel
- Mass arrests

It is the responsibility of the first responding officers and on-duty supervisor to take immediate steps to stabilize, control, and/or contain a situation. This includes identifying the possible need for, and taking initial steps to initiate any of the following:

- Need for rapid deployment of officers and
- Additional police response/mobilization of additional personnel

- Fire/Rescue response or standby
- Need for the establishment of perimeters
- Notification of command staff
- Establishment of a command post
- Establishment of a staging area

Additional Police Officers to Supplement Other Operational Components

The Chief of Police or a designee may assign police officers to perform some operations when normal assignments are not adequate for an event or situation. The Chief of Police shall designate a supervisor as the special operation or special event Command Officer as necessary. The Command Officer shall have the ultimate responsibility for the supervision of all personnel assigned to the special operation or special event. The Chief of Police or the designated Command Officer may request personnel to volunteer to work special operations activities or special events. If necessary, the Chief of Police or designated Command Officer may assign personnel to work special operations activities or special events.

Special operations that may require assignment of additional police officers include:

- ERT call outs
- Coverage of special events
- Coverage of civil disturbances
- Coverage of civil defense emergencies
- Search and rescue missions
- VIP and dignitary protection

Coordination of Special Event/Operation Components and Other Operational Components

The designated Command Officer of a special operation shall be responsible for coordinating all aspects of the special operation with the Commanders of other operational components. Commanders of other operational components shall be informed of all special operations taking place in their areas of responsibility, unless otherwise required by operational necessity.

46.2.2 EMERGENCY RESPONSE TEAM (ERT)

CALEA Standard: 46.2.1 (Special Operations Activities) 46.2.2 (Tactical Team Selection), 42.2.3 (Tactical Team Equipment)

The Emergency Response Team (ERT) shall be immediately activated for verified hostage, armed barricaded persons, active shooter, murder/attempted murder warrant service, explosives at a target location, specialty breaching, terrorists/extremist's ties, aggravated assault against LEO arrest warrant, and sniper situations. In other situations, the Chief of Police or Officer in Charge of the Department shall hold or delegate the authority to activate the ERT. In other pre-planned events where ERT's assistance is desired but not mandatory, a Risk Assessment Matrix shall be completed prior to a response from ERT. The Risk Assessment Matrix operates on a points system and is intended to assist personnel in determining the need for Emergency Response Team activation. Upon deployment, the ERT shall be responsible for securing the inner perimeter of a hostile crime scene, deploying chemical agents, suppressing direct gunfire and other imminent threats, entering buildings, searching for and securing suspects, and otherwise making buildings and crime scenes safe as necessary.

Emergency Response Team Staffing

The Greenville Police Department ERT shall consist of a unit of specially qualified police officers who are selected, trained, equipped, and deployed in high-risk law enforcement situations. The members of the ERT are assigned other full-time duties and serve on the ERT as needed. The ERT operates under the tactical command of the ERT Commander. The Chief of Police or Officer in Charge of the Department shall hold strategic command of the ERT.

Assignment to the ERT is subject to approval by the Chief of Police. To be eligible for consideration for assignment to the ERT, police officers must:

- Not be on any disciplinary or performance probation
- Have a minimum of one year of uninterrupted service with the Greenville Police Department
- Meet established physical and mental fitness, agility, and firearms proficiency standards

The selection process for ERT personnel includes:

- Submission of written request for consideration
- Successful completion of established physical fitness, agility, and firearms proficiency tests
- Satisfactory completion of an oral interview
- Review of candidates' personnel files
- Psychological screening to assess candidates' mental suitability for ERT duties
- Satisfactory completion of a written test

Emergency Response Team Equipment

The Greenville Police Department shall provide specialized equipment for ERT operations. ERT personnel may purchase and use additional personal uniforms and equipment subject to approval by the ERT Commander and the Chief of Police. ERT personnel are responsible for the care, maintenance, and operational readiness of assigned personal equipment. Personal equipment assigned to ERT personnel includes:

- Portable communications systems
- Light systems
- Chemical agent masks
- Body armor
- Utility uniforms and boots
- Ballistic helmets
- Binoculars and spotting scopes
- Weapons systems

Additional ERT equipment shall be maintained in a state of operational readiness in the ERT vehicle as outlined in Chapter 41 of the Greenville Police Department Policy and Procedures Manual. Additional ERT equipment includes:

- Ballistic shield
- Breaching devices (rams, pry bars, etc.)
- Chemical munitions
- Distraction devices

Emergency Response Team Training and Documentation

All Greenville Police Department personnel assigned to the ERT shall participate in training and readiness exercises on a periodic basis. The ERT Commander shall be responsible for documenting the ERT training and readiness exercises and maintaining the records for future reference.

46.2.4 CRISIS NEGOTIATIONS

CALEA Standard 46.2.4 (Crisis Negotiator Selection)

Hostage/Crisis Negotiators

The Greenville Police Department Crisis Negotiation Team (CNT) is comprised of police officers trained in hostage and crisis negotiations. The CNT operates under the tactical command of the ERT Commander. The CNT has a team leader for organizational responsibilities, while the Chief of Police or designee shall hold strategic command of the CNT.

The CNT shall be immediately activated for verified hostage, armed barricaded persons, and sniper situations. Upon deployment, the CNT shall be responsible for establishing communications with suspects and coordinating their surrender and the release of any hostages.

In situations such as *high-risk* searches and service of arrest warrants where the ERT has been requested to assist, the Crisis Negotiation Team should also be contacted by Communications. When possible two members shall respond to the command post on standby in the event an armed barricaded or hostage situation should arise. In that event, the on-scene CNT member shall notify Communications to activate the remaining CNT members. In other situations, the Chief of Police or designee shall hold or delegate the authority to activate the CNT.

Eligibility and Criteria for Selection of Crisis Negotiators

The Greenville Police Department CNT shall consist of a unit of specially qualified police officers who are selected, trained, equipped, and deployed in high-risk law enforcement situations. The members of the CNT are assigned other full-time duties and serve on the CNT as needed. Assignment to the CNT is subject to approval by the Chief of Police. To be eligible for consideration for assignment to the CNT, police officers must:

- Not be on any disciplinary or performance probation
- Have a minimum of one year of uninterrupted service with the Greenville Police Department

The selection process for CNT personnel includes:

- Submission of written request for consideration
- Possess good verbal and problem-solving abilities
- Satisfactory completion of an oral interview
- Review of candidates' personnel files
- Psychological screening to assess candidates' mental suitability for CNT duties

Crisis Negotiation Team Training and Documentation

All Greenville Police Department personnel assigned to the CNT participate in training and readiness exercises on a periodic basis. The CNT Team Leader shall be responsible for documenting the CNT training and readiness exercises and maintaining the records for future reference.

Crisis Negotiation Team Equipment

The Greenville Police Department shall provide specialized equipment for CNT operations. Team personnel are responsible for the care and maintenance of CNT equipment. Equipment assigned to CNT includes:

- Throw phone
- Remote camera system

46.2.5 SEARCH AND RESCUE

CALEA Standard 46.2.5 (Search and Rescue)

For the purposes of this policy, a search and rescue mission is defined as a coordinated effort to locate individuals missing in a wilderness area, in large bodies of water, or elsewhere. Search and rescue missions usually involve use of aircraft, boats, other specialized vehicles and individuals with specialized skills and training.

The Greenville Police Department does not maintain the personnel, equipment, or training to conduct search and rescue missions as defined above. When the need for such operations arises, the Chief of Police will assign an incident commander to request assistance from, and coordinate efforts with, appropriate agencies and organizations in accordance with the Incident Command System.

Greenville Police Department personnel will provide immediate assistance in accordance with their qualifications and training to injured persons when performing the duties of the first responding emergency agency. Police personnel will provide disaster sites and other scenes with surveillance and protection to prevent looting and other crimes.

46.2.6 VIP SECURITY/DIGNITY PROTECTION

CALEA Standard 46.2.6 (VIP Security Plan)

When the Greenville Police Department is charged with the responsibility of providing security for a VIP, dignitary, or any other person in need of special security, the following provisions shall apply.

- The Chief of Police shall designate one person as the Supervisor and Coordinator of the security detail. The supervisor/coordinator of the security detail shall be responsible for the coordination of operations within the Greenville Police Department and with outside agencies. The supervisor and coordinator of the security detail shall coordinate with Greenville Fire/Rescue to ensure that sufficient personnel and equipment are available, and that routes to the nearest hospital or appropriate medical facilities have been established.
- Greenville Police Department personnel engaged in the security detail may be required to wear a designated identifier such as color-coded identification badges. If worn, the identifier shall be located conspicuously on the outer lapel, front pocket, or collar. Greenville Police Department personnel engaged in the security detail shall have priority access to a Greenville Police radio channel. The security detail shall conduct advance inspections of facilities and sites to be used by VIP's.
- The police officer assigned to the criminal intelligence function shall be responsible for compiling and analyzing intelligence and identifying possible threats to the VIPs. Travel routes and alternate travel routes should be planned and reconnoitered to determine the safest and most expedient route.
- Equipment considerations for the security detail shall include: the use of marked and unmarked vehicles, the use of body armor for the VIP's and security detail, and weapons systems available to the security detail.

46.2.7 SPECIAL EVENTS PLANNING

CALEA Standard 46.2.7 (Special Events Plan)

The Chief of Police shall designate one person as the Supervisor and Coordinator for the coverage of a special event. The Supervisor/Coordinator of the special event shall be responsible for the coordination of efforts inside the Greenville Police Department and with outside agencies and organizations. Logistical requirements shall be determined based on the estimates provided by the special event Supervisor/Coordinator. The Special Event Supervisor/Coordinator shall prepare an after-action report following the completion of the event.

Additional personnel may be assigned to work a special event when normal patrol assignments are not adequate. The use of Special Operations personnel is outlined in this directive section entitled *Deployment of Tactical Teams and/or Police Officers to Supplement Other Operational Components*.

Prior to the special event, the designated special event Command Officer shall submit a written plan for police coverage of the event to the Chief of Police that will include:

- An estimate of traffic and crowd control
- An estimate of crime problems expected for the event based on past experience or the experience of other agencies with similar events
- An estimate of Police Department personnel requirements
- Specific assignments of Police Department personnel

Traffic Direction and Control during Special Events

Prior to a special event, the Field Operations Bureau Commander or the designated event commander shall ensure that a contingency plan for traffic direction and control is developed and in place. Traffic direction and control plans should address the following problems and special circumstances:

- Ingress and egress of vehicles and pedestrians
- Provisions for parking
- Spectator control

- Public transportation
- Provisions for relief of police officers assigned to point control duties
- Provisions for news media
- Alternate routes for through traffic
- Temporary traffic controls and parking prohibitions
- Emergency vehicle access

The Greenville Police Department has access to a helicopter through the North Carolina Highway Patrol, Special Operations Section. The Highway Patrol encourages local agencies to use their services whenever the need arises. The helicopter is stored at a nearby airport.

46.2.8 EVENT DECONFLICTION

CALEA Standard: 46.2.8 (Event Deconfliction)

Event deconfliction is the process of determining when law enforcement personnel are conducting events in close proximity to one another at the same time. By entering information into an event deconfliction system about a planned event prior to its execution, officers will not unknowingly target or conflict with another law enforcement officer or compromise another investigation. This is particularly important for agencies in concurrent or contiguous jurisdictions that are involved in high risk activities such as undercover operations, surveillances, execution of search warrants, or fugitive apprehensions.

When certain elements (e.g. location, date and time) are matched between two or more events/operations, a conflict (or hit) results. Immediate notification is then made by the deconfliction system to the involved agency personnel. The event deconfliction process is a pointer system, alerting officers that they may be operating near one another.

When a conflict exists, both agencies are notified in order for them to determine the nature of the conflict and individually decide the extent to which they wish to share case details.

The Greenville Police Department, in an attempt to avoid dangerous confrontations and/or unintentional consequences for law enforcement personnel and our citizens, will enter qualifying events into the RISSafe System. All information entered is considered confidential and law enforcement sensitive.

The following activities/events shall be entered into the event deconfliction system:

1. The service of search warrants;
2. Delivery of any contraband from a suspect who is not arrested, but permitted to leave pending further investigation ("buy-bust");
3. Predetermined surveillances, whether stationary or mobile, including those occurring in our agency's jurisdiction or the jurisdiction of a non-participating law enforcement agency;
4. Deployment of undercover investigative personnel;
5. Any other high-risk or specialized law enforcement activities that would benefit from event deconfliction.

Personnel conducting field operations as described above shall ensure that these operations are entered into the event deconfliction system either online or by telephone. All operations requiring entry into the event deconfliction system shall be made as soon as information is available, but at least two hours prior to the event taking place, if possible.

Information entered into the deconfliction system shall include:

1. Date and time of planned operation;
2. Type of operation;
3. Location of the operation, including any staging areas;
4. Information about the suspect(s), including full names, aliases or monikers, date of birth, vehicle information, phone numbers, contraband to be purchased and amount of money involved;
5. Lead and participating agency names;

6. Name and agency of the person entering the operation, including cellular telephone number, along with a secondary point of contact for the operation.
7. Specify the radius of deconfliction (if not preset by the deconfliction system).

If a conflict with other law enforcement activity is identified both of the contact personnel will be notified by the event deconfliction system or watch center personnel. Each affected law enforcement entity is responsible for contacting one another and resolving the conflict before taking further action. Investigating personnel must refrain from executing any operations until identified conflicts have been resolved. Unresolved operational conflicts will be immediately referred to command/supervisory level personnel.

Any exemption or deviation from this procedure shall be considered on a case-by-case basis and approved only by a command/supervisory level officer.

Deconfliction Search

Any pre-planned events, as designated above, should have a designated deconfliction search officer. The deconfliction search officer is required to search the event deconfliction system prior any pre-planned operation to ensure there are no conflicts.

Training and Access

All personnel with assignments that may require them to perform event deconfliction shall receive training enabling them to obtain appropriate security access and to navigate through the event deconfliction system. The Criminal Intelligence Officer and Supervisory personnel in the Special Investigations Unit will be responsible for training departmental and the administration of the event deconfliction system.

Target and Investigative Information Deconfliction

Event deconfliction applies to geographical conflicts that occur at the same time and in the same proximity. Target and investigative activity deconfliction will apply to subjects, gangs, locations, telephone numbers, vehicles, and other investigative information about criminal activity.

Upon opening an investigation on any activity involving the criteria listed above, information shall be queried and/or stored through available national, regional, or local systems to determine whether another agency has an ongoing investigation with common investigative information, to reduce parallel investigations and to promote investigative collaboration. If a conflict is discovered in either target or investigative activity, contact shall be made with the other agency to resolve and coordinate issues and information.

Compliance

Event deconfliction is a key component of officer safety during planned police operations and high-risk investigations. Consequently, failure to comply with this policy may result in disciplinary action.

46.2.9 Unmanned Aircraft System

The Greenville Police Department utilizes an Unmanned Aerial System or UAS (also identified as an Unmanned Aircraft Vehicle, UAV, sUAS, or in laymen's terms: a drone) as a stand-alone operation in support of a variety of law enforcement activities. Operation of the UAS will comply with all local, state and federal regulations, including Federal Aviation Administration Part 107, governing its use. Operation and deployment will comply with the guidelines of any Certificate of Authorization (COA) issued by the Federal Aviation Administration. All deployments of the UAS must be specifically authorized by an on-duty supervisor.

Agency use of the UAS is intended to complete tasks that are more easily, effectively and safely accomplished through air deployment. The UAS shall be operated with regard to all safeguards afforded by the Constitution of the United States.

Permitted Uses

The UAS is intended for the following objectives:

- To assist the incident command function or on-duty supervisor at a critical incident, weather-related disaster or other public safety activity with gaining knowledge to allow for planning and coordinating an effective response.
- To assist in missing-person investigations, fugitive tracking, item location and recovery as well as other search and rescue missions.
- To provide aerial support for Emergency Response Team call-outs and to assist in the tactical deployment of their officers and equipment in emergency situations.
- To provide an aerial visual perspective for officers involved in crowd control, traffic incidents, unknown disturbances, weather-related damages and other emergency activities.
- To document a crime scene, crash scene, or other major incident scene.

The UAS will be available for use in all operations of the police department and upon the request of fire/rescue supervisory personnel to reach areas that are inaccessible under normal circumstances.

Prohibited Use

Under routine use, the following restrictions will apply to use of the UAS:

- In accordance with the FAA's small UAS rule 14c part 107;
- If in conflict with an issued Certificate of Authorization.
- Outside of visual site lines of the operator or visual observer, unless a waiver is obtained
- Outside of the scope of flights permitted by the FAA,
- In conflict with any other FAA regulations,
- In compliance with NCGS 15A-300.1, or
- As the housing system for any weapon.

The use of the UAS during peaceful protests is prohibited, unless specific credible intelligence necessitates the monitoring of counter-protestor interactions or threatened violence against the demonstration. Use of the UAS in these instances require approval by the Chief of Police or his designee.

Deployment

The UAS requires the authorization of the on-duty supervisor and notification of the on-call Command staff personnel. During emergency situations and active threat situations, the on-duty supervisor can authorize use of the vehicle until Command staff personnel are notified. Upon deployment, notification should be made to the Chief of Police or his designee, by the authorizing authority.

- Operation of the UAS will only be by department members who have acquired the mandatory licensing through the FAA and maintain current licensure.

A pre-flight briefing and documented inspection will be conducted for every flight to include:

- Review of the weather conditions (documented)
- Mission goals and expected steps for how to achieve them
- Procedures to follow in the case of an emergency (mechanical failure, operating error, loss of communication link, or weather conditions)
- Review of NOTAMS (Notice to Airmen) and temporary flight restrictions (documented)
- Specified flight area, to include maximum ceiling and floor
- Back-up communication methods
- Condition of equipment (documented)
- In-flight checks of weather conditions and NOTAMS should be conducted at a minimum of every four hours.
- A post-flight inspection of equipment is required for every flight and should be documented.
- Must be in possession of a current UAS permit as required by NCDOT
- Operators must log total hours of use and maintain the documentation indefinitely

Training

Team members assigned to operate any UAS must have and maintain current certifications required to operate the aircraft. A Remote Pilot -Small Unmanned Aircraft Systems Airman Certificate is required by the FAA and must be re-issued every two years.

In-service operation training is required at least quarterly and should be documented and retained with the department's training unit.

Equipment Storage

Equipment will be housed in a water-proof/weather proof carrying case any time it is not being utilized for operations or training purposes. Storage will be at the ERT Commander's discretion; either in the operator's vehicle or with ERT equipment when not in use.

Maintenance

The UAS team leader is responsible for ensuring that maintenance is conducted at regular intervals, as suggested by the UAS manufacturer. Documentation of maintenance shall be maintained along with pre-flight inspection records by the team leader. Any changes, upgrades or updates to software must be made in conjunction with manufacturer recommendations and must have approval from the Chief of Police or his designee.

Digital Media

The systems utilize an SD card for video/photographic recording. Upon completion of any mission, all photographs and video must be documented in a supplementary investigation and the SD card placed in property. All media obtained during any investigative deployment of the UAS will be retained in compliance with all other photographic evidence requirements from Chapter 83 of the Policy and Procedures manual.

Reporting Requirements

Upon any crash involving the UAS, immediate notification should be made to the on-duty supervisor who will then contact the on-call member of Command Staff. Crash reporting should be in compliance with 14 CFR 107.9. The FAA requires notification within 10 days, in certain circumstances when a UAS is involved in a crash. Any crash involving serious injury to any person, any loss of consciousness or property damage in excess of \$500 will be documented. Documentation should include:

- Circumstances leading to the accident
- Identification of the property damaged and the extent of the damage, if any/known
- Number of persons injured and the extent of the injuries, if any/known

Flight Audits

Flight logs, documentation and videos will be audited at regular intervals by the ERT Commander and UAS team leader to ensure compliance with regulations. The audit will be documented and forwarded to the Chief of Police for review. An annual analysis of the program will be conducted by the ERT Commander to ensure compliance with regulations, documentation, and to evaluate usage.

46.3 Homeland Security

46.3.1 HOMELAND SECURITY

CALEA Standard: 46.3.1 (Providing Awareness Information), 46.3.2 (Hazmat Awareness),

All Greenville police officers and civilian employees shall remain alert for suspicious person(s) and/or suspicious situations with potential terrorism significance. Officers on routine patrol shall be alert for suspicious person(s) or situations whose activities suggest a potential link to terrorism. Zone officers shall familiarize themselves with the locations of unattended water facilities, power generators, bus lots, and other potential terrorism targets within their assigned areas and shall periodically check these facilities during their tour of duty.

Terrorism Defined

Terrorism involves acts committed against individual persons and/or the general public, designed to intimidate, harass, and otherwise cripple or eliminate opposition or resistance to political, mercenary, or commercial goals. A precise definition of all of the types of behavior that qualify for such scrutiny is impossible, given the inherent difficulty in predicting terrorist acts, however, the following are among those likely to warrant an officer's attention.

- Persons with an unusual or inexplicable interest in, or presence near, military facilities, secure pharmaceutical facilities, government buildings, utility assets, or other critical infrastructure.
- Persons in possession of sophisticated or unusual weaponry, explosives, or suspected biological or chemical agents.
- Persons in possession of maps, engineering blueprints, photographs of government facilities or significant infrastructures, binoculars, cameras, or unusual communications equipment.
- Persons who express or imply threats, profess agreement with terrorist aims, or whose overheard conversations suggest possible involvement with terrorist planning or activity.

Officers are cautioned that most of the above factors, by themselves, do not imply terrorist involvement.

Control Zones

- Cold Zone – Represents the outer boundary of an emergency incident and the area of least potential for contaminant exposure to workers and others. This area is often intended as a buffer to keep non-responders at a safe distance away from the incident and is the closest police officers should come to the emergency incident due to the lack of proper protective gear.
- Warm Zone – Some potential for contaminant exposure to workers and also contains the decontamination area. The decontamination activity is located upwind of the exposed area. Responders must wear protective equipment while in this zone.
- Hot Zone – Contains the greatest degree of threat to responders and requires the highest level of personal protection equipment. This area must be clearly marked with caution tape or other obvious barrier by properly equipped personnel. Exit from the Hot Zone is accomplished only after thorough decontamination.

Because Greenville Police Officers are only trained on hazardous materials awareness and do not have proper protective gear for CBRNE incidents, officers shall not attempt to approach the scene of a suspected chemical, biological, radiological, or other hazardous area. To the extent possible, officers should remain upwind at a distance of at least five hundred (500) feet and wait for response from the fire department, thus avoiding exposure of all gases, fumes, and smoke.

Hazardous material situations are usually under the direction and control of the Greenville Fire/Rescue; therefore, Greenville Police Department personnel shall coordinate their efforts with Fire/Rescue personnel.

Liaison for Training and the Exchange of Information

The Deputy Chief, or designee, shall serve as the departmental liaison for the participation in terrorism related training, inter-agency planning, and the coordination of terrorism information between the Greenville Police Department and other local, state, and federal agencies. The Deputy Chief, or designee, will also serve as the Department's primary representative in the planning and implementation of countywide emergency preparedness measures.

Reporting and Relaying Information

Any officer who observes suspicious activity believed to be linked to possible terrorism shall submit an incident report. The reviewing supervisor shall ensure that the Command Staff is notified of the incident. The incident report will be reviewed by the Major Crimes Supervisor and Criminal Investigations Bureau Commander to determine the appropriate action.

If an officer or other employee feels that there is an urgency involved, the on-duty patrol supervisor will be contacted for guidance as to whether a federal or state agency should be immediately notified and/or the Incident Command System be implemented to control a situation. If it is necessary to provide immediate information or evacuation of an area within the City of Greenville, the Public Information Officer will be contacted to disseminate information to the public.

North Carolina has established an Information Sharing and Analysis Center (ISAAC) through the U.S. Department of Homeland Security. ISAAC allows for the exchange of critical information among local and state law enforcement, fire, EMS, and others responsible for the health, safety, and security of North Carolina. A toll-free number is available through Communications to report suspected terrorist activity.

Terrorism Awareness

The Community Outreach Division will be responsible for incorporating information on the importance of reporting suspicious activity and terrorism awareness to both community and business groups through established crime prevention programs.

Any release of information involving possible terrorist activity will be processed through the Public Information Officer in accordance with procedures established in Chapter 54 of the policy and procedures manual.

Alert Codes

The North Carolina Security Advisory System is coordinated with the Federal Homeland Security Advisory System and provides a means to inform the citizens of North Carolina of the relative level of threat of a terrorist act. The National Terrorism Advisory System (NTAS) has replaced the color-coded threat scale and is comprised of the following threat conditions or levels:

- Imminent Threat –warns of a credible, specific, and impending terrorist threat against the United States
- Elevated Threat – warns of a credible terrorist threat against the United States
- Additionally, the NTAS Alerts contain a “sunset provision” indicating when a specific date when the alert expires. There will not be a constant NTAS alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert. It may be extended if new information becomes available or the threat evolves.