



# ASHEVILLE POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE



### SOP 3008 - Watch Command

<b>Original Issue:</b>	5/12/2014	<b>Last Revision:</b>	5/24/2024
<b>Replaces:</b>	SOP 1010-A Watch Commander		

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#### ASSOCIATED DIRECTIVES

[Policy 102 – Command and Control](#)

[Policy 206 - Technology Use and Security](#)

[Policy 507 – Serious Incident Notification](#)

#### INTRODUCTION

The purpose of this directive is to outline the duties and responsibilities of the department's Watch Commander.

#### PROCEDURES

##### 3008.1 WATCH COMMANDER RESPONSIBILITIES

- A. The on-duty Watch Commander is responsible for communicating critical information, efficiently managing calls-for-service in the field, ensuring minimum manning of patrol staff on each shift, and responding to and supervising critical incidents or major events that may occur during their tour of duty.
- B. The on-duty Watch Commander will provide overall supervision, guidance, and leadership to officers and subordinate supervisors.
- C. The Watch Commander's routine duties and responsibilities will include, but are not limited to, the following:
  1. Ensuring appropriate supervision is on duty or available for call or consultation.
  2. Efficiently supervising calls for service and field operations.

3. Communicating with lieutenants and supervisors to address problem areas, problem-solving initiatives, and special operations.
  4. Communicating with district supervisors to ensure minimum/adequate staffing is met on each shift.
  5. Utilizing mobile data terminals (MDTs) in accordance with [Policy 206 - Technology Use and Security](#).
  6. [Assessing and triaging new unassigned open tips in the TIP411 program.](#)
  7. Other responsibilities as outlined by department policy.
- D. The Watch Commander's duties during a critical incident or major event will include, but are not limited to, the following:
1. Establish command and control of critical incidents/major events, utilizing the Incident Command System when applicable.
  2. Manage and assign resources as necessary.
  3. Request additional resources as needed.
  4. Ensure command notifications are made and continually update critical information (see [Policy 507 - Serious Incident Notification](#)).
  5. Ensure that [affected](#) community partners receive information regarding the event, e.g., NCDOT, schools, and hospitals.
  6. Coordinate the on-scene media response and act as the onsite Public Information Officer at major events when necessary.
  7. [Coordinate the transfer of command should the incident or event go beyond their assigned shift.](#)
  8. Other responsibilities as outlined by department policy.

### **3008.2 WATCH COMMANDER AVAILABILITY**

- A. A Watch Commander will be available for call or consultation at all times.
- B. The on-duty Watch Commander must notify the Communications Center at the beginning of their Watch Commander shift.
- C. Information for contacting the on-duty Watch Commander must be made available to department employees. Any changes to the department's Watch Commander shifts will

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be sent to the Patrol Administrative Assistant or the Patrol Division Commander's designee to update the Watch Commander schedule.

BY ORDER OF:

A handwritten signature in black ink, appearing to read "ML LH", is positioned above the printed name and title of the signatory.

Michael Lamb  
Chief of Police