

Asheville Police Department Standard Operating Procedure			
SOP 3008 - Watch Command			
Original Issue:	5/12/2014	Last Revision:	1/27/2026
Replaces:	SOP 1010-A Watch Commander		

Contents

Introduction

Procedures

3008.1 Watch Commander Responsibilities

3008.2 Watch Commander Availability

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 [outside of regular business hours](#).
 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 serve as the on-site public information officer at major events as needed.
 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 command shift.

- C. Information on how to contact the on-duty watch commander must be made available to department employees. Any changes to the department's watch commander shifts will be sent to the Patrol Business Services Specialist or the Patrol Division commander's designee to update the watch commander schedule.

By order of:

A handwritten signature in black ink that reads "Jackie Stepp". The signature is written in a cursive style with a large initial 'J' and 'S'.

Jackie Stepp
Interim Chief of Police