

# Asheville Police Department Policy Manual

**Chapter:** 11 - Special Operations

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## Associated Directives

[Policy 400 - Authority, Jurisdiction, and Mutual Aid](#)

[Policy 513 - Rapid Response](#)

[SOP 3101 - Hazardous Materials Response](#)

## Introduction

The following guidelines are established to ensure an organized, orderly response to demands that exceed the routine response capabilities of on-duty officers. Critical incident response should follow the structure of the National Incident Management System, which includes the Incident Command System. There are numerous special operations, emergencies, and unexpected situations that may require a concentration of resources and specialized expertise beyond what conventional response methods can provide.

## Policy Statement

It is the policy of the Asheville Police Department (APD) to adopt the National Incident Management System (NIMS) for advanced planning and response to critical incidents, [and to participate and train personnel on local emergency operations protocols](#). All major incident responses, whether routine or emergency, will adhere to NIMS protocols.

## Definitions

After Action Report: a compiled report containing information and analysis of the response to incidents requiring the implementation of an incident management system.

Command Post: a centralized base of operation established near the site of an incident at which primary command functions are executed.

Critical Incident/Emergency: any incident, event, natural disaster, or situation that exceeds the agency's routine operational capabilities and requires a coordinated, urgent response to ensure public safety, preserve order, and protect life and property. Examples may include floods, hurricanes, wildfires, hazardous materials incidents, active assailants, or civil disturbances. [1.24]

Event Operational Guideline: the overall plan for the management of an incident, which may include the identification of operational resources and assignments.

Incident Command System (ICS): a system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work towards stabilizing an incident while protecting life, property, and the environment.

Incident Commander: the authority on the scene that assumes the command functions of a critical incident.

## Rules and Procedures

### 1100.1 Incident Command System Activation

- A. The Incident Command System (ICS) facilitates the organization, control, and effective use of personnel and resources for agencies responding to an incident. The ICS designates a clear point of control and may expand or contract as needed. Not all ICS components need to be activated during system operation.
- B. A single command should be used when the incident is a law enforcement operation within the department's jurisdiction. The most qualified ranking supervisor on site will be designated as the Incident Commander and will have overall responsibility for the incident.
- C. A unified command system should be used when the incident is within a single jurisdiction and more than one agency shares management responsibility, or when it is multi-jurisdictional. A representative from each affected organization will be appointed to represent that agency's interests and contribute its resources to incident stabilization and management. [46.1.3 e]

- D. The ICS should be implemented in response to **critical incidents** or situations that require coordination and control of personnel and/or equipment beyond the scope of routine response, including, but not limited to, the following: [46.2.1 a] [46.1.10 c]
1. Incidents involving multiple agencies.
  2. Multijurisdictional incidents.
  3. Large pre-planned special events, such as parades or other large gatherings.
  4. When an emergency situation or major crime warrants increasing the number of responding personnel by activating additional members or components of the department.
- E. The ICS should also be considered for use in response to department calls for service that require responses from numerous department members, units, or specialty teams, for example, hostage/barricaded subjects, homicides, and special operations. [46.1.3 a]

## **1100.2 Incident Command**

- A. The incident commander sets objectives and priorities and is responsible for overall incident or event management. The incident commander may **determine which incident command system components are required** and assign staff to manage them **as needed**. [1.24]
- B. As an incident **progresses**, incident command may be transferred to the most qualified person on the scene as needed. **Larger, citywide, or regional responses may require activation of the city's emergency operations plan and the transfer of incident command to an external agency**. Any change in commander requires a full briefing for the incoming incident commander **and announcement of the change in command**.
- C. **As appropriate to the situation**, the incident commander **is responsible for**:
1. Activating the **incident command system** after evaluating and assessing the incident.
  2. Establishing a command post. [46.1.3 b]
  3. The overall direction and deployment of department members, including designating members to serve as section chiefs as needed.

4. Establishing a staging area, if necessary. [46.2.1 a] [46.1.3 f]
  5. Obtaining support from other agencies, if necessary, and **coordinating** department activities with outside agencies. [46.1.3 d]
  6. If necessary, designate a Public Information Officer (PIO) for media relations. The PIO is responsible for providing information deemed in the public interest. Media briefings will be conducted as necessary. [46.1.3 g] [46.1.10 a]
  7. Maintaining the safety of all department employees. [46.1.3 h]
  8. Maintaining command of the members responding to the incident.
  9. Preparing a documented after-action report [46.1.3 i]
- D. The department will not destroy personal or abandoned property unless it poses an immediate risk of danger to officers or members of the public. The department will coordinate to have any items deemed necessary be seized, picked up, and transferred to a secure location by a property retrieval group.

### **1100.3 Operations Section**

- A. The operations section chief is responsible for conducting tactical operations to carry out the incident action plan, developing tactical objectives, and organizing and directing resources. These responsibilities may include:
1. Establishing perimeters and ensuring proper security measures are in place to control points of entry and exit. [46.2.1 a] [46.1.4 a] [46.1.10 d]
  2. Conducting evacuations. Should the circumstances of an incident require evacuating persons from an area, officers will take such action with the safety of **community members** in mind. [46.2.1 a] [46.1.4 b] [46.1.10 d]
  3. Maintaining command post and scene security. [46.2.1 a] [46.1.4 c]
  4. Providing for detainee transportation, processing, and confinement. [46.1.4 d]
  5. Designation of a property retrieval group, if necessary.
  6. Coordinating traffic control. [46.1.4 e]
  7. Direct handling of investigations, surveillance, missing persons, juveniles, and follow-up investigations of crimes committed during or resulting from the occurrence. [46.1.4 f]

#### **1100.4 Planning Section**

- A. The planning section chief is responsible for developing the action plan to accomplish the objectives, collecting and evaluating information, and maintaining resource status. These responsibilities include, but are not limited to:
  - 1. Preparing a documented incident action plan in the form of an Event Operational Guideline, *whenever possible*. [46.1.2] [46.1.5 a]
  - 2. Gathering and disseminating information and intelligence. [46.1.5 b]
  - 3. Identifying anticipated equipment and manpower needs.
  - 4. Planning post-incident demobilization. [46.1.5 d]

#### **1100.5 Logistics Section**

- A. The logistics section chief is responsible for all service and support needs of an incident, including securing and maintaining essential personnel, facilities, equipment, and supplies. These responsibilities include, but are not limited to:
  - 1. Communications. [46.1.6 a]
  - 2. Securing vehicles for necessary transportation and maintaining records of assignments and availability. [46.1.6 b]
  - 3. Coordinating medical support. [46.1.6 c]
  - 4. Coordinating for specialized team and equipment needs. [46.1.6 e]
  - 5. Coordinating meals and similar services for personnel assigned to the incident as needed for the duration of the occurrence.
  - 6. Obtaining special equipment and emergency supplies as needed from available government resources. [46.1.6 d]

#### **1100.6 Finance/Administration Section**

- A. The finance section is responsible for on-site financial management, including monitoring costs, procuring specialized equipment, contracting with vendors, and estimating costs. These responsibilities include, but are not limited to:
  - 1. Recording personnel time. [46.1.7 a]
  - 2. Procuring additional resources. [46.1.7 b]
  - 3. Recording expenses. [46.1.7 c]

4. Documenting injuries and liability issues. [46.1.7 d]

**1100.7 Mobilization Procedures** [46.1.3 c]

- A. The following guidelines are established to promote orderly response to demands that exceed the routine response capabilities of on-duty police personnel, either in expertise or manpower. For all mobilizations, the on-duty watch commander will serve as the incident commander until relieved by a competent authority. [46.1.3 c]
- B. Authorization for the full deployment of tactical teams will follow the procedures outlined in each team's policy. [46.1.3 b,c]
- C. [In the event of a critical or emergency incident, any employee may be recalled to service during off-duty hours at the discretion of the chief of police. \[1.24\]](#)
- D. Any department member receiving mobilization instructions will treat them as a direct order.
- E. [In the event a critical incident exceeds the department's response capabilities, the chief of police or designee may request assistance from other municipal, state, or federal agencies in accordance with Policy 400 - Authority, Jurisdiction, and Mutual Aid. \[46.1.3 d\] \[46.1.10 b\]](#)
- F. If emergency mobilization requires using the NC Department of Public Safety Viper channel to establish communications with other agencies, the incident commander or another designated function will request that the channel be recorded.
- G. If extensive external resources are determined necessary, the incident commander will appoint an external resource manager to monitor, document, and communicate with responding external agencies.

**1100.8 Training and Preparation**

- A. The Patrol Operations Division commander or designee is responsible for planning the department's response to critical incidents. The Patrol Operations commander or designee will serve as an advisor to the chief of police or the incident commander before, during, and after a critical incident. [46.1.1]
- B. Tactical unit commanders or their designee will conduct a quarterly documented inspection of special weapons, chemical agents, and equipment designated for use in critical incidents or responses. [46.1.8]

- C. Affected department personnel will receive documented annual training on the [City of Asheville Emergency Operations Plan](#), including the Incident Command System. [46.1.9 a]
- D. Biennially, a tabletop or full-scale exercise will be conducted and documented to assess the department's capabilities with the [Emergency Operations Plan](#) and Incident Command System. [46.1.9 b]
- E. The Training and Career Development Section will ensure that any promoted employee will receive the next appropriate level of incident command training.

By order of:

A handwritten signature in black ink that reads "Jackie Stepp". The signature is written in a cursive, flowing style.

Jackie Stepp  
Interim Chief of Police