



CONCORD POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

NOTIFICATION OF POLICE CHIEF & COMMAND STAFF

GENERAL ORDER: 05.01

CREATED: February 8, 2021

ISSUE DATE: January 17, 2025

CALEA STANDARD: 11.3.3

EFFECTIVE DATE: January 20, 2025

ACTION: Amends general order dated December 12, 2024.

05.01.0 **PURPOSE**

The purpose of this general order is to establish a written policy which provides minimum guidelines for the notification of the Chief of Police or designee and respective command level officers of serious police occurrences, inquiries regarding agency liability, and incidents which may result in heightened community interest.

05.01.1 **POLICY**

The immediate notification of the Chief of Police or designee and respective command level officers regarding serious police incidents is critical to the effective management and direction of a coordinated police response, and for establishing liaison with external support agencies and City of Concord officials. It shall be the policy of the Concord Police Department to ensure that the Chief of Police and command level officers are promptly or immediately notified of serious incidents as outlined below.

05.01.2 **DEFINITIONS**

A. COMMAND LEVEL OFFICER

Officer with the rank of police lieutenant or higher.

B. WATCH COMMANDER

A designated police lieutenant, or higher authority, who is responsible for oversight of department field operations.

05.01.3 **NOTIFICATION OF POLICE CHIEF OR DESIGNEE**

- A. The Chief of Police or designee shall be notified as soon as practicable of all serious incidents involving coworkers where an increased likeliness of death or serious injury to persons, caused a significant loss of property, or any serious incident that may result in significant liability to the City of Concord or any coworker.

- B. Serious incidents include, but are not limited to:
1. Person shot at or by a coworker that occurred on or off duty.
 2. Death or serious injury to any coworker that occurred on or off duty.
 3. Death or serious injury to any coworker or individual requiring hospitalization as a result of police action or inaction.
 4. Any demonstration that is planned to be held at or on the grounds of any City of Concord property or with referenced attention toward a City of Concord official or coworker.
- C. In addition, the Chief of Police or designee shall be notified as soon as practicable of any significant or unusual occurrence that will likely result in agency liability, heightened community interest, or intense news media attention.
- D. Notification to the Chief of Police or designee shall be made by phone by the appropriate command level officer or watch commander as soon as practicable after becoming aware of such an event.

05.01.4 NOTIFICATION OF COMMAND LEVEL OFFICERS

- A. Prompt notification of appropriate command level officers shall be made in any of the following situations;
1. Homicides or suspicious deaths occurring within our jurisdiction.
 2. The serious physical injury or death of any coworker regardless of duty status; and, all on-duty serious injuries or illnesses that require medical treatment.
 3. The involvement of any coworker, regardless of duty status, in a deadly force incident.
 4. Any time SWAT is activated.
 5. Occurrences resulting in loss of life, or multiple serious injuries, requiring significant staffing for police mobilization and intervention (i.e., train derailment, major fires, explosions, aircraft crashes and civil unrest).
 6. Vehicular pursuits that result in death or serious injury to any person, or significant property damage.
 7. The arrest of a department coworker.
 8. When a coworker is temporarily relieved of duty for causes related to personal conduct, in order to avoid undue disruption of work, to protect the safety of coworkers or city owned property. Refer to [**General Order 03.17 Personnel Investigations & Discipline: Temporary Relief from Duty.**](#)
 9. Equipment or system failures that present an immediate or imminent threat to providing police services.
 10. Any occurrence, which the watch commander or command level officer deems appropriate, to notify the Chief of Police and appropriate command level officers.

05.01.5 MANNER OF NOTIFICATION

- A. The responsible command level officer shall ensure the appropriate bureau commander receives notification.
- B. Bureau commanders bear the responsibility for ensuring the Chief of Police receives notification as required by this general order.
- C. All necessary means should be used to effect the prompt notification of command level officers, including police radio, office telephone, cellular telephone, home telephone, or personal contact at their residence.
- D. If the initial attempts to contact a command level officer fail, subsequent attempts should be continued on a periodic basis until such time as contact has been established or a higher command authority authorizes such attempts to be discontinued.

05.01.6 AVAILABILITY OF COMMAND LEVEL OFFICERS

- A. Command level officers shall ensure that accurate and updated information is provided to their subordinate supervisory staff and the Communication Center as required to contact them in the event of an emergency. This includes, but is not limited to:
 - 1. Radio call number.
 - 2. Cellular telephone number (department assigned and personal, if applicable).
 - 3. Home telephone number (if applicable).
 - 4. Home address.
 - 5. Department issued email address.
- B. Command level officers should make every reasonable effort to remain accessible for emergency notification via one of the means indicated while on duty and off duty.
- C. Whenever command level officers will be unavailable for approved leaves of absence due to out of town travel or other anticipated reason, the following procedures shall be observed:
 - 1. Command level officers shall notify their subordinate coworkers accordingly and specify that emergency notices be routed to the next higher authority.
 - 2. Command level officers shall furnish their immediate supervisor an emergency contact number and destination information.
 - 3. Command level officers shall notify the Chief of Police's administration manager to include absences, or periods of unavailability, onto the Chief's calendar.



JAMES S. HUGHES
CHIEF OF POLICE