

GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES		
Chapter 11	Organization and Administration	
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The Greenville Police Department shall establish and maintain an organizational structure to ensure the unity of command and to delineate the line of authority, responsibility, and communications.

11.1 Organizational Structure

11.1.1 ORGANIZATIONAL STRUCTURE

CALEA Standard: 11.1.1 (Description of Organization)

The Chief of Police shall have overall command of the Police Department. The Deputy Chief reports directly to the Chief. Four Bureau Commanders who report to the Deputy Chief, make up the rest of the Command Staff. In addition, the Office of Internal Affairs and the Public Information Officer will report directly to the Chief of Police. An Assistant City Attorney and an assigned paralegal shall provide advice to the Chief and Department personnel on legal issues and provide training as needed.

The Emergency Response Team and Crisis Negotiation Team are under the direct authority of the Deputy Chief of Police. The Accreditation Coordinator, the Accounts Payable/Purchasing position, Police Chaplains and the Honor Guard also report to the Deputy Chief.

The Administrative Services Bureau Commander shall command the Logistics and Strategic Services Division. The Administrative Services Bureau Commander holds the rank of Major. The Commander of the Logistics Division and Strategic Service Divisions will hold the rank of Lieutenant.

The Patrol Bureau Commander shall command the Patrol Division and hold the rank of Major. Zone Commanders shall hold the rank of Captain.

The Criminal Investigations Bureau Commander holds the rank of Major. A Deputy Bureau Commander shall assist the Criminal Investigations Bureau Commander and shall hold the rank of Lieutenant.

The Special Operations Bureau Commander holds the rank of Major and commands specialized units within the department.

The organizational Divisions and Units of the Greenville Police Department are grouped to reflect the functions of each Bureau in the organizational structure. The Bureaus and their respective subunits are as follows:

CHIEF OF POLICE

Public Information Officer

Internal Affairs

Deputy Chief

Crisis Negotiation Team (CNT)

Honor Guard

Emergency Response Team (ERT)

Chaplain

Accounts Payable/Purchasing

Accreditation

ADMINISTRATIVE SERVICES BUREAU**LOGISTICS DIVISION**

Communications
 Property & Evidence
 Police Technology Specialist
 Animal Protective Services
 Virtual Response Unit
 Police Technology & Projects
 Crime Analyst

STRATEGIC SERVICES DIVISION

Community Outreach
 Alarm Coordinator
Career Services
 Training
 Personnel & Recruiting
Youth Outreach
 PAL & Police
 Explorers

Reserve Officers Unit**Paralegal****Court Liaison****Planning & Research****PATROL BUREAU****Zone Commanders**

Shift A
 Shift B
 Shift C
 Shift D

SPECIAL OPERATIONS BUREAU

Gang Unit
 Criminal Intelligence
 Violent Crime Reduction Unit
 NPU 1
 NPU 2
 Housing Authority

School Resource Officers

Traffic Safety Unit

Civilian Crash Investigators

CRIMINAL INVESTIGATIONS BUREAU

Financial Crimes
 Computer Crimes
 B&E / Auto Larceny
 Property Crimes
 Task Force Officers

Special Victims Unit

Victims Advocate

Major Crimes

Forensic Services

Civilian Forensic Tech

The Greenville Police Department's organizational structure and functions are depicted graphically on an organizational chart. The Organizational Chart shall be updated and reviewed as needed by the Administrative Services Bureau Commander. The Greenville Police Department Organizational Chart shall be available to all Department personnel and the public. New and archived copies will be maintained on file by the Administrative Services Bureau Commander.

11.2 Unity of Command**11.2.1 SUPERVISORY COMMAND**

CALEA Standard: 11.2.1 (Direct Command/Component)

Each organizational component of the Greenville Police Department shall be under the direct command of only one supervisor. When two supervisors of the same unit are on duty and supervising the same area of responsibility, the chain of command shall be determined by seniority and time in grade.

11.3 Authority and Responsibility

11.3.1 AUTHORITY AND RESPONSIBILITY

CALEA Standard: 11.3.1 (Responsibility/Authority)

Greenville Police Department employees at every level within the Department shall have the authority to make the decisions required for the effective execution of their responsibilities. Each employee shall be held accountable for the use of their delegated authority.

11.3.2 SUPERVISORY ACCOUNTABILITY

CALEA Standard: 11.3.2 (Supervisory Accountability)

Supervisors at each level in the Department are accountable for the performance of employees under their immediate supervision. Greenville Police Department employees shall be accountable to only one supervisor at any given time. Chapter 12 of the Greenville Police Department's Policy and Procedures Manual defines the procedure to be followed by employees who receive conflicting orders from different supervisors.

11.3.3 CHIEF NOTIFICATION

CALEA Standard: 11.3.3 (Notify CEO of Incident with Liability)

The Chief of Police, or designee, shall be notified immediately by the commanding supervisor of any significant incident where a question as to the department's liability may exist or may result in heightened community or media interest. These incidents include, but may not be limited to, the following:

- Suspected or Reported Excessive Use of Force
- Any Use of Force Resulting in Serious Bodily Injury
- Vehicle Pursuit Resulting in Serious Motor Vehicle Accident or Injury
- Arrests Involving Unusual Circumstances or "High-Profile" Individuals
- Possible Civil Rights Violations
- Violations of Criminal Law by Departmental Personnel
- Any Incident Involving Departmental Personnel that Resulted in Significant Property Damage
- Any Incident Involving a Departmental Employee's Failure to Act Resulting in a Serious Injury or Significant Loss of Property
- Domestic Situations involving Departmental Personnel

No departmental employee shall imply or accept financial liability for loss or damage on behalf of the City of Greenville. Any inquiries concerning financial liability will be referred to the Assistant City Attorney.

11.3.4 POLICE ACTION RESULTING IN DEATH OR SERIOUS INJURY

CALEA Standard: 11.3.4 (Police Action Death Investigations)

Departmental policy covering Response to Resistance Aggression, Motor Vehicle Crashes, and the Office of Internal Affairs provide for specific direction with regards to investigative authority of any officer involved event which results in serious bodily injury or death. The Chief of Police has the ultimate authority in requesting criminal investigative assistance from an outside entity. As in any other criminal offense, the District Attorney's Office is responsible for reviewing detailed case information to determine the appropriateness of criminal charges.

The Greenville Police Department's Public Information Officer will provide basic details of the event during an initial press briefing after conferring with the Chief of Police. If the incident is turned over to another agency for

investigation, any subsequent press briefing will be conducted by that agency, unless otherwise requested by that agency and agreed to by all agencies involved.

As part of the annual use of force/response to resistance aggression training, sworn personnel and other enforcement personnel will review the process for both criminal and administrative investigations involving departmental personnel. All other department personnel will be provided an awareness level training brief which documents the process for their knowledge.

Upon promotion, supervisory personnel will be provided a block of instruction that covers the entire process for managing an incident involving a police action resulting in death or serious injury. At least biennially, all supervisory personnel will participate in training on the process for handling these types of incidents. The training process should cover best practices, any recent agency events, and changes to the process.

The State of North Carolina maintains a database that keeps track of officers involved in critical incidents that result in death or serious bodily injury (G.S. 17C-15). The immediate supervisor must report all incidents through the Chain of Command to the Office of Internal Affairs and Assistant City Attorney. The Office of Internal Affairs in conjunction with the Assistant City Attorney will provide a written letter of notification to the officer involved of their rights and the procedural process for appeal. Data for the incident should be provided to the Police Research Specialist who will provide a report to the State of North Carolina.

11.4 General Management and Administration

11.4.1 MANAGEMENT INFORMATION SYSTEM

CALEA Standard: 11.4.1 (Administrative Reporting Program)

The Greenville Police Department shall have a management information system and an administrative reporting program to provide reliable information for management decision-making. The management information system will provide information used to forecast workloads, prepare budgets, and determine personnel and other resource requirements. This information will be derived from data sources including, but not limited to:

- Group A and Group B Criminal Offenses
- Arrests
- Uniform State Citations
- Traffic Collision Summaries
- Calls for Service Summaries
- Response Time Summaries
- Personnel Usage Summaries
- Vehicle Usage Summaries

As part of the Logistics Division, the Crime Analyst shall be responsible for preparing statistical summaries for criminal activity within the agency's jurisdiction and corresponding enforcement activities. Traffic enforcement and other enforcement activities will also be monitored and recorded in statistical format as needed.

Daily Reports/Patrol Bureau End of Shift (EOS) Reports

The Patrol Bureau End of Shift reports are used to keep personnel informed of major crimes, traffic collisions, arrests, and other important activities. These reports are done via email and available for review to all police personnel. These activity reports are completed by the watch commander, or designee, at the end of each tour of duty.

Annual Reports

The Greenville Police Department Annual Report will be completed based on the calendar year end and will be due by June 30th of the following year. The report will provide comparative data and statistics and account for the activities of the Department.

The Public Information Office will publish the annual report. Resources needed to complete the report will be determined and requested as needed by the Public Information Office. Resource information will include information from activities and progress concerning Department goals and objectives and summary reports from each Bureau or Units within the Department. The report is available on the agency website and electronic copies of the Annual Report are available upon request.

Staff Inspections

The Office of Strategic Services reports directly to the Administrative Bureau Commander and is responsible for Staff Inspections. The Greenville Police Department shall conduct staff inspections as outlined in Chapter 53 of Greenville Police Department Policy and Procedures.

Policy Creation and Revision

The Office of Accreditation shall:

- Evaluate all directives, special orders, or similar documents of the Department to determine compliance with accreditation standards
- Hold primary responsibility for the writing of new Departmental directives, policies, and procedures as necessary and revising existing directives, policies, and procedures to correspond with policy and practice.

Command Staff Meetings

The Greenville Police Department's Command Staff will hold periodic staff meetings in order to exchange information and ideas, discuss policies and procedures, and identify, analyze, and solve problems. The Command Staff consists of the following personnel:

- Chief of Police
- Deputy Chief
- Administrative Services Bureau Commander
- Criminal Investigation Bureau Commander
- Patrol Bureau Commander
- Special Operations Bureau Commander

Specific days and times may vary according to schedules of the command staff. Attendance is mandatory for all Command Staff members unless otherwise approved by the Chief of Police. Command Staff members will be responsible for disseminating information from staff meetings to their respective personnel.

Suggestion Management

Input toward general management may be gathered through the utilization of employee suggestions and recommendations for improvements from all levels within the Department. Suggestions may be relayed to management personnel from any employee through two different methods.

For less formal suggestions, a suggestion box is available in the roll call room. The box is monitored by the Patrol Bureau Commander. Upon receipt of an informal suggestion, the Bureau Commander will present the suggestion during the next Command Staff meeting. If the suggestion is determined to be feasible, it will be assigned to an employee for a follow-up study and implementation.

The *Suggestion Management System Idea Sheet* should be utilized for more in-depth or formal ideas and suggestions that an employee would like considered for implementation. Whenever possible, the narrative section should include financial consideration, agency benefits, lists of all persons directly affected, and any other pertinent information that can be of use in evaluating the idea. The *Suggestion Management System Idea Sheet* shall be submitted through the employee's chain of command.

Once received by the Chief of Police, one of the following actions will be implemented:

- Submit the idea to a committee for study
- Request further discussion/review by the Command Staff
- Send to an appropriate Department employee for further research
- Approve and assign for implementation
- Disapprove the suggestion

- Take any other action required for evaluation purposes
- If the idea affects only one Bureau, the Chief may assign the idea and implementation to the appropriate Bureau member(s)

Once an idea has been received and reviewed and a decision for action made, a copy will be returned to the originating member to advise them of the status of their idea. One copy along with the response will also be placed in the employee's personnel file.

Should a particular idea result in substantial financial savings or significantly improve the efficiency and effectiveness of the organization, the Chief of Police may choose, on a case-by-case basis, to:

- Offer a desired training course to the employee
- Authorize an appropriate block of compensatory time for effort expended;
- Use for future consideration of requests for assignment

SUMMARY OF ADMINISTRATIVE REPORTING ACTIVITIES REQUIRED BY POLICY

The administrative reporting system provides management information on the activities of the agency on a timely basis reflecting comparative data on activities and trends. This system provides information and communication throughout the Chain of Command. A listing of reports, inspections, reviews, and analysis to be submitted by the Office of Accreditation to the Chief of Police and staff members designated by the Chief of Police per policy is as follows. These reports are discussed in further detail in the appropriate chapters of the Greenville Police Department Policy and Procedures Manual.

Schedule of Reports / Inspections / Analysis

Requirement	Responsible	Due Date	Standard
Active Threats	Office of Deputy Chief	Annually	46.1.10
Analysis of Grievances	Office of Internal Affairs	Annually	22.4.3
Analysis of Recruitment Plan	Strategic Services	Annually	31.2.2
Annual Report	Public Information Officer	Annually	11.4.1
Annual Vehicle Inspection	Bureau Commanders	Annually	53.1.1
Assault on Sworn Officer Analysis	Office of Internal Affairs	Annually	4.2.5
Bias Based Review	Office of Internal Affairs	Annually	1.2.9
Body Worn/Mobile Vehicle Camera Audit	Office of Strategic Services	Annually	41.3.8
Budget Requests	Departmental Staff	Annually	17.2.2
CALEA Public Comment Portal Public Advertisement	Office of Accreditation/PIO	Annually	45.2.3
Criminal Intelligence Review	Special Operations Commander	Annually	40.2.3
Early Warning System Evaluation	Office of Internal Affairs	Annually	35.1.9
Goals & Objectives	Chief's Office	Annually	15.2.1
Independent Audit	C.O.G. Finance Department	Annually	17.4.3
Internal Affairs Summary	Office of Internal Affairs	Annually	26.2.5
Juvenile Programs Evaluation	Youth Outreach	Annually	44.1.3
Motor Vehicle Pursuit Analysis	Office of Internal Affairs	Annually	41.2.2
Multi-Year Plan Review	Office of Deputy Chief	Annually	15.1.3
Inventory	Logistics Division Commander	Annually	17.5.1
Policy Review	Office of Accreditation	Annually	12.2.1
Prop. /Evid. Audit	Unassociated Supervisor	Annually	84.1.6
Prop. /Evid. Unannounced Inspection	As Directed by the Chief	Annually	84.1.6
Recruitment Plan Update	Personnel & Recruitment	Annually	31.2.1/31.2.3
Review of Requirements Due	Office of Accreditation	Annually	11.4.3
Special Investigations Funds Independent Audit	Office of Internal Affairs	Annually	43.1.3
Traffic Enforcement/DDACTs	Traffic Safety Unit	Annually	61.1.1

Weapons Qualification/ Proficiency Training Report	Training Unit	Annually	4.3.3
UOF Analysis	Office of Internal Affairs	Annually	4.2.4
	PERIODIC		
Daily Activity Report	Shift Supervisors	Daily/Per Shift	n/a
Line Inspection	All Supervisors	Continual	53.1.1
Generator Inspection	Logistics/Public Works	At least monthly/Full Load Test Annually	81.3.2
Adopt-A-School	Assigned Liaison	Monthly	44.2.4
Fiscal Budget Reports	As Directed by the Chief	Monthly	17.4.1
Community Liaison Report	Community Outreach	Quarterly	45.2.1
Cold Case Review	Major Crimes Supervisor	Quarterly	42.2.7
Equipment Inspection Unusual Occurrences	Unit Commander	Quarterly	46.1.8
Financial Statements	All Personnel Handling Funds	Quarterly	17.4.2
Job Description Maintenance	Admin. Bureau Commander	Every 4 Years	21.2.2
Property & Evidence Procedure Inspection	Logistics Division Commander	Semi-Annual	84.1.6
Citizen Survey	C.O.G. Public Information Officer	Biennially	45.2.2
Crime Prevention Evaluation	Community Outreach	Biennially	45.1.1
Review Victim/Witness Needs	Special Victims Unit	Biennially	55.1.2
Staff Inspections	Strategic Services	Every Four Years	53.2.1
Workload Assessment	Bureau Commanders	Every Four Years	21.2.4
Training Records (In-Service)	Training Unit	On-Going	33.1.7, 33.5.1,46.1.9, 71.2.1
Job Description Maintenance	C.O.G. H.R. Department	Quadrennially	21.2.2
Patrol Bureau Shift Assignments	Patrol Bureau Commander	As Needed	41.1.1
Organization Chart Update	Administrative Services Bureau Commander	As Needed	11.1.1
Prop. /Evid. Assignment Change	As Directed by the Chief	As Needed	84.1.6

11.4.2 ACCOUNTABILITY FOR DEPARTMENT FORMS

CALEA Standard: 11.4.2 (Accountability for Agency Forms)

The Greenville Police Department uses numerous forms in its day-to-day operations. The Department shall adhere to a forms control system in order to meet two goals; to ensure accountability of forms, and to facilitate the development, approval, review modification, and deletion of Department forms. Department forms are divided into two classes; those requiring strict accountability, and those requiring general accountability.

STRICT ACCOUNTABILITY: Accountability is required for both unused and completed forms and is subject to audit.

GENERAL ACCOUNTABILITY: Accountability is required for completed forms only.

Forms become records upon completion. A unit may be required to maintain a copy of the record to complete a task. Unused forms shall be kept available for use by Department personnel.

Personnel wishing to design and implement new forms, or revise an existing form, will submit a copy of the proposed form through the chain of command to the Office of Accreditation who will ensure that the format is consistent with the requirements of the Department and will oversee the review process for new or modified forms. Once designed or revised, all forms will be reviewed through the chain of command for final approval.

before implementation. Upon approval, the form will be assigned a Departmental form control number authorizing use of the form.

The forms control system does not apply to forms supplied or controlled by other departments, agencies, or levels of government, i.e., state-supplied forms, warrants, forms supplied by the courts, and uniform traffic citations.

The Office of Accreditation shall maintain the Forms Control Log and shall assign a form control number to all approved Departmental forms. The form control number shall be an alphanumeric identifier indicating:

- Greenville Police Department
- Form Number
- Month and year in which the form was approved

An example of the format is: GPD: 1:11:93.

11.4.3 ACCREDITATION MANAGEMENT

CALEA Standard 11.4.3 (Accreditation Maintenance); 33.5.4 (Accreditation Manager Training)

The Accreditation Coordinator reports directly to the Deputy Chief of Police. The Accreditation Coordinator shall receive specialized training in Accreditation by completing a training course for new Accreditation Managers, which is held at CALEA conferences or through CALEA approved on-line training. This training shall be completed within one year of being appointed. The Accreditation Coordinator shall facilitate the dissemination of information as required by general management/administrative activities and reporting systems. As such, the Accreditation Coordinator shall:

- Monitor the accreditation/reaccreditation process, conferring with the command staff on matters relating to the accreditation process or status of the Department
- Review and determine the impact of new or revised accreditation standards on the Department; Coordinate the printing and distribution of new or revised directives or accreditation related material as needed
- Maintain files and records required by the accreditation process
- Maintain a listing of all administrative reports to include their purpose; persons, or positions responsible for the formulation of the report; frequency of the report, and distribution of the reports
- Administrator of PowerDMS (accreditation document management system and training software) and CALEA Information Management and Reporting System (CIMRS – Annual Reporting System), by managing user access, document management, and training development/facilitation
- Be responsible for providing appropriate training to other agency personnel assigned to the accreditation process

11.5 Temporary/Rotating Assignments

11.5.1 TEMPORARY ASSIGNMENTS

CALEA Standard 11.5.1 (Temporary/Rotating Assignments)

Temporary assignments within the Department are not routinely available. However, if a specific need is identified or a temporary position becomes available, then personnel selected shall be at the direction of the Chief of Police. Personnel shall be selected based on specific skills, knowledge, and abilities that are pertinent to the position. The duration of a temporary assignment may vary and is subject to modification. Assignment will be finalized through written document.