

Greer Police Department

General Order 510.2

Patrol Organization And Administration

This order consists of the following numbered sections:

- I. PATROL FUNCTION
- II. STAFFING
- III. ROLL CALL
- IV. RADIO COMMUNICATIONS
- V. SPECIAL PURPOSE VEHICLES
- VI. COLLATERAL PROCEDURES

By Order of: *Matt Hamby*
Chief of Police

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CALEA 11.3.3; 12.1.4; 41.1.1; 41.1.2; 41.1.3; 81.2.5

I. PATROL FUNCTION

A. Patrol Objectives

Specific goals and objectives for the Patrol Division are formulated in accordance with General Order 110.1. Objectives shall be reasonably attainable, quantifiable and measurable and should be restated and reviewed at least annually.

B. Coordination with Other Components

The Patrol Division will encourage and support the exchange of information with other Department components for the purpose of coordinating performance.

Intra-departmental coordination by the Patrol Division is manifested through encouraging support and exchanging information with other Divisions, Sections and units of the Police Department by the following methods and procedures:

1. Supervisory Staff Meetings
2. Department meetings attended by all personnel.
3. Attendance of investigators at patrol roll call meetings.
4. Posting of directives and other information on roll call clipboards.
5. Communication by formal and informal memoranda.

D. Twenty-Four Hour Law Enforcement Response and Coverage

The City of Greer Police Department provides 24 hour, seven days a week police service to its citizens.

II. STAFFING

A. To provide for continuous 24 hour coverage, patrol officers will remain available for calls until relieved by officers assigned to the next shift. Minimum manpower requirements are established by the Chief of Police.

B. Squad and Beat Assignments

1. Assignments to squads will be determined by the Chief of Police in conjunction with the Patrol Division Commander based on the needs and effective operation of the Department.
2. The patrol squad supervisor will assign patrol officers to a specific patrol area.
 - a. The squad supervisor may make area assignments for segments of a shift; e.g., changing assignments during the shift or allowing for a change in area due to manpower changes during the shift.

- b. The squad supervisor may include volume of activity, familiarity with the area, continuing investigative work, etc., as criteria for assignment of an officer to an area.
- c. Squad supervisors will normally assign personnel to permanent patrol area assignments to enhance their knowledge of the area and to allow them to become acquainted with persons, businesses, organizations and hazards within the area.
- d. Officers and supervisors assigned to patrol will work permanent 12 hour shifts as designated by the Patrol Commander. Normal shift hours are: First shift - 0700 hours to 1900 hours; Second Shift -1900 hours to 0700 hours. Patrol shifts work a rotation of two days on, three days off, three days on, two days off with all shift officers having the same days off. Patrol officers rotate from day to night assignments every four months.

Officers assigned to Echo Team consist of traffic, k-9 (See 510.2.5), and mid-shift positions. Time and day assignments are made generally based on call volume and opportunity to provide optimal supplemental patrol coverage assistance. These time and day assignments may be adjusted as needed.

- e. Shift trades between officers for a specified period of time are permissible. Such trades shall be submitted and reviewed for approval the Patrol Division Commander.
- f. Supervisor's Span of Control

In order to ensure adequate supervision, guidance and coordination of patrol officers, the span of control for the first line supervisor generally shall not exceed ten (10) officers. This requirement may be waived in the event of an emergency or during special events.

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III. ROLL CALL

- A. Roll Call will be held daily in the first 15 minutes of each shift.
- B. The Patrol Squad Supervisor will brief on-coming officers with information regarding daily patrol activity, with particular attention given to unusual situations and changes in the status of wanted persons, stolen vehicles and major investigations. The Squad Supervisor will notify officers of schedules and assignments and any changes therein. Officers will be notified of any new directives or changes in directives and will be evaluated by their supervisor regarding their readiness to assume patrol. Such evaluation may include a personnel inspection. It is the duty of each officer to write down any BOLOs for wanted persons or vehicles.
- C. If roll call is delayed for some or all officers for any reason, the squad supervisor will contact each officer and conduct an informal roll call to ensure the officer has the information necessary to properly perform his/her duties.
- D. Officers will be familiar with notices posted on bulletin boards, roll call clipboards, crime analysis notifications, as well as any mail placed in their mailbox and email account.

IV. RADIO COMMUNICATIONS

A. Intra-Agency

Officers will use their unit number for identification in all radio transmissions and will exercise appropriate radio protocol as defined in General Order 510.3.

B. Inter-Agency

All routine, non-emergency communication with a unit from another agency will be relayed through the dispatcher who will contact the dispatcher from the other agency. Direct radio communications with another agency should only occur during emergencies, joint operations or when authorized by a supervisor.

C. Incident Response

1. A single unit will generally be dispatched to handle routine calls for service. However, the nature of some calls may require additional units be dispatched for purposes of safety as well as more effective handling of a situation. Any additional units dispatched on a call are expected to clear the scene as soon as it has been determined that their presence is no longer needed to deal with the situation.
2. Two units will normally be dispatched on the following types of calls:
 - a. Officer needs immediate assistance.
 - b. On-scene arrest for a felony or violent misdemeanor.
 - c. Any crime in progress.
 - d. Any crime having just occurred where there exists a need to check the area for suspects. One unit should respond directly to the scene while the other unit checks the area for suspects.
 - e. Calls involving weapons, other than simple calls for hunters.
 - f. Domestic disputes.
 - g. Neighbor troubles.
 - h. Disturbances involving intoxicated or disorderly persons.
 - i. Mental investigations.
 - j. Alarms.
 - k. Open door or window calls.
 - l. Warrant service
 - m. Any other call with a known or suspected potential for violence.

- n. Upon request of the responding unit if, based on the officer's judgment, a need exists for additional units to respond either because of the known serious nature of the call or insufficient information exists about the call and additional units may be needed for the purpose of safety or more effective handling of the situation.

V. SPECIAL PURPOSE VEHICLES

A. Bicycles

1. Bicycles shall only be utilized by those officers designated as Bike Officers who are responsible for their condition and maintenance.
2. Designated officers shall utilize the bicycles to augment their normal daily patrol duties and during special events. The bicycle may be taken on vehicular patrol utilizing the bicycle racks available at Police Headquarters.
3. Officers on bicycle patrol will be equipped with a portable radio and will remain in service and available for calls.
4. Officers on bicycle patrol will not attempt to stop moving motor vehicles for traffic violations or any other offense by any means other than verbal commands and hand signals.
5. The designated bicycle uniform and safety equipment will be utilized at all times while engaging in bicycle patrol.
6. Bicycle patrol officers are encouraged to interact with community members and merchants in an effort to establish a relationship with the community they serve.

B. Emergency Response Team Vehicle

The ERT vehicle is utilized solely to transport members of ERT and store emergency equipment that may be needed in association with an ERT callout. Use of the vehicle is restricted to the Emergency Response Team. The ERT Commander is responsible for maintaining the equipment and keeping an accurate inventory. The ERT vehicle requires no further training or licensing requirements to operate.

C. Drones Unmanned Aircraft Systems- Refer to General Order 570.1.5

VI. COMMUNITY-ORIENTED POLICING

The Greer Police Department adheres to the philosophy of Community-Oriented Policing (Community Outreach). It is the policy of the Department to not only utilize the proven, traditional styles of policing, but to join with the Community and our City government in focusing on the root causes of crime.

A. Empowerment

Empowerment includes the delegation of authority and responsibility necessary to identify and resolve those public safety- related issues confronting our employees, thus enabling them to analyze problems and design effective solutions.

B. Problem-Solving

The primary concentration of the Department will be to find long-term solutions to the problem of crime. In furtherance of this goal, officers are encouraged to try new, innovative solutions. Successful problem-solving is the key to improving the quality of life within our communities.

1. Problem solving requires that officers be allowed to try not only the safe and proven traditional solutions, but also new, imaginative and even unorthodox solutions. Officers should recognize that not all solutions will be successful. There is always the risk of failure.
 - a. The Department not only accepts the risk taking but encourages it.
 - b. Employees will be commended for their successes but not chastised for their failures.
 - c. The resources of the Department will be focused on assisting officers in problem resolution.
 - d. Patrol Based Initiatives is an approach to policing which is designed to increase effectiveness by attacking underlying problems that give rise to incidents that consume patrol and detective time. To be effective, it relies on the expertise and creativity of officers to study problems carefully and develop creative solutions. It also requires closer involvement with the public to make sure that the police are addressing the needs of the citizens.

C. Accountability

The Police Department, Community and City government are all accountable for the success or failure of the Community Outreach concept. The Greer Police Department lives up to that accountability by inviting it's employees, the Community and the City government to assist in defining community problems and suggesting and implementing the proper solutions.

D. Responsibility

The responsibility for management oversight of the Community Outreach concept is vested with the Administrative Lieutenant. It is the responsibility of all sworn officers to adopt the Community Outreach philosophy and to utilize problem solving techniques during the course of their duties throughout the City.

VII. COLLATERAL PROCEDURES

A. Documentation for Court Proceedings

1. Whenever an officer makes an arrest, it shall be the officer's responsibility to ensure that all incident reports, warrant applications, statements of fact, witness statements, record checks and computer printouts are properly completed and routed to ensure the case will be properly prosecuted. The officer shall also be responsible for future liaison with the court and prosecutor in regards to potential problems in the case.

2. If an officer is not going to be available for General Sessions Court in Greenville County for reasons such as sick leave, FMLA, vacation, training they are to send a Notice of Unavailability form to the Court. This form will place them on a do not call list for the time they are unavailable. The form is located on the Police Share N Drive on the City Network.

B. Complaint by Mail, Email, or Telephone

When unusual circumstances preclude personal contact by or with a victim, complainant or witness and at the direction of a supervisor, a criminal or non-criminal incident report may be taken by alternate means including telephone, mail, or email. The reporting officer will note in the narrative of the incident report that the information was obtained by means other than in person.

While reports by telephone, mail, or email may allow for more efficient operations for information purpose reports or other minor issues, these methods do not allow for the development of reasonable suspicion or probable cause and as such, additional follow-up such as obtaining statements or evidence collection shall be conducted in person. At no time will officers take reports by means other than in person for incidents involving personal injury.

Required VNI's that may accompany the incident report shall not be issued by telephone. Generally, VNI's shall not be issued by means other than in person unless exceptional circumstances exist and with supervisor approval only. These reasons shall be documented thoroughly in the incident report.

During instances of a state or national emergency, Command Staff may provide additional instructions and mandates involving incident reports taken by telephone, mail, or email.

C. Supervisor Presence / Command Staff Notification Required

1. Incidents of a serious nature normally require the presence of a squad supervisor for the purpose of providing supervision at the scene.
2. Ordinarily, supervisors may use discretion on when to respond to a scene. There are, however, critical incidents that require the immediate presence of a supervisor. Such critical incidents include:
 - a. Homicide and other major crime scenes.
 - b. Natural or man-made disasters; i.e., tornado, plane crash, etc.
 - c. Hostage/Barricaded gunman.
 - d. Accidents involving Police Department vehicles.
 - e. Injured officer(s) or other police employees.
 - f. Officer(s) calling for help.
 - g. All use of force incidents

- h. Traffic collisions with life threatening injury or fatalities
 - i. Any other incident as directed, dispatched or requested.
3. The squad supervisor periodically responds to calls for service assigned to subordinate personnel in order to properly evaluate the performance of those personnel.
4. When a critical incident such as listed above, or an incident with circumstances where there may be a questions as to the agency's liability or those which may result in heightened community interest occur, the Shift Supervisor will respond the scene, immediately contact the Patrol Commander or the Lieutenant on Duty (LOD) and advise him of the situation. The Patrol Commander or LOD will assess the situation, respond as necessary and advise the Chief of Police and Captain. Examples include, but are not limited to:
- a. Incident or arrest involving persons that may be of significant interest to the public or the media.
 - b. Serious damage to city property, with or without an arrest.
 - c. Any conflicting situation with another law enforcement jurisdiction.
 - d. Incidents in which the actions of a Department employee have allegedly performed in a manner that created an increased likeliness of death or serious injury to persons or significant loss of property.
 - e. If the media has contacted the Department in reference to the incident, or if in the opinion of the LOD the media will be alerted, the P.I.O. is to be contacted immediately as well.
- D. Officers shall complete all incident reports, accident reports, Use of Control Techniques statements and Pursuit statements prior to being relieved at the end of the shift.
- E. Officers shall return phone calls from the public in a timely fashion. Communications will the names and phone numbers of people calling Dispatch to contact an Officer to the Officer's City email account. They will also send the message to the Supervisor's email account. On duty Officers will receive a radio message from Communications advising that they have a 10-18E and should check the email and respond to the call as soon as possible. Officers who are off duty are to check their email accounts upon returning to duty.
- It is the responsibility of each Officer to insure he/she can open their accounts and respond to the public's call promptly. It is the responsibility of the Supervisor to follow up with his Officers to insure this is being done. If an Officer is having trouble with email account, they are to advise their Supervisor who will do what they can to fix problem. If the Supervisor cannot fix the problem, they are to notify their Lt. who contact the City's IT personnel. The Officer should contact Communications if they cannot open an email message from a citizen in order to pull it up computer and respond to it without delay.

Individual email accounts will be reviewed by the respective Lt. on a random basis to

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insure messages are read and handled. The City provided email accounts are not and are subject to inspection.