



# Herndon Police Department GENERAL ORDERS

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## **ORGANIZATION AND ADMINISTRATION**

### I. POLICY

The department has an established organizational structure to provide an effective system for command, authority, and operational responsibility.

### II. AGENCY JURISDICTION

The department's jurisdiction in the Town of Herndon consists of 4.25 square miles set by corporate limits and located within western Fairfax County. A detailed map of the Town of Herndon is maintained and updated as needed in the CAD system and in the Communications Section. Department personnel shall be familiar with the jurisdiction's boundary and limits.

### III. ORGANIZATIONAL STRUCTURE <11.1.1>

The Herndon Police Department's structure is comprised of the Office of the Chief of Police, the Field Operations Division, and the Support Services Division. The Office of the Chief of Police provides direction and maintains accountability, and the divisions are dedicated to the delivery and support of police services. The department is separated into sections, further divided into functional units to provide specific services and support.

#### A. Office of the Chief of Police

The Chief of Police has the authority and is responsible for the overall management, direction, and administration of the department, which includes law enforcement operations and support services. As a department head, the Chief of Police reports directly to the Town Manager. The Chief of Police will appoint an Assistant Chief to serve second in command, in addition to their other routine responsibilities. The Chief of Police also maintains functional oversight of internal affairs investigations, public information releases, and is the designated emergency management official for the Town of Herndon. **<12.1.1>**

##### 1. Administration

The Chief of Police directs the activities of the police program managers to support budget and fiscal responsibilities, grant management, planning and research, projects, policy development, accreditation and professional standards, and personnel administration.



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2. Internal Affairs

The Chief of Police will oversee the internal investigation process to determine facts and findings of allegations of wrongdoing involving police personnel. The Chief of Police will assign an Assistant Support Services Commander to serve as the Internal Affairs Commander responsible for investigating complex cases regarding allegations of police misconduct generated from internal or external complaints. On matters involving assigned internal investigations, the Internal Affairs Commander will report directly to the Chief of Police.

3. Public Information

The Chief of Police will authorize public information activities and information dissemination through the Public Information Specialist and the FOIA Specialist who are functionally assigned to Support Services.

4. Emergency Management

The Chief of Police is the designated emergency manager for the Town of Herndon and delegates routine responsibilities, as appropriate, to a Deputy Emergency Manager. The Deputy Emergency Manager will serve as the principal planner and adviser to the Chief of Police on critical incidents, special events, and is responsible for necessary updates to emergency plans and policies.

B. Field Operations Division

The Field Operations Division is commanded by the Field Operations Commander and is assisted by two Assistant Field Operations commanders. The Field Operations Commander oversees the supervision and delivery of police services provided by the Patrol Operations Section and the Traffic Unit. The Field Operations Commander shares responsibility with the Support Services Commander as an acting authority for the Chief of Police when necessary.

1. Assistant Field Operations Commanders are responsible for the Patrol Operations Section and provide supervision and operational direction of patrol squads to ensure quality delivery of police services. Assistant Field Operations Commanders also oversee the Field Training Program, the canine program, and other operational activities.

2. Patrol squads, each supervised by a Sergeant and/or a Corporal, provide 24-hour continuous police coverage for the community to respond to calls for



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service, investigate crime, render assistance to persons in need, preserve the peace, and prevent crime.

3. Traffic Unit

The Traffic Unit is supervised by a Sergeant who coordinates all specialized traffic enforcement, traffic safety initiatives, and parking enforcement operations.

C. Support Services Division

The Support Services Division is commanded by the Support Services Commander who is assisted by three Assistant Support Services Commanders. The Support Services Commander oversees the supervision and support of services provided by the Resource & Development Section, Investigations Section, Communications Section, and the Public Information Specialist.

1. The Resource & Development Section is led by an Assistant Support Services Commander. The section's responsibilities include training, recruitment, quartermaster, property and evidence, and records management.

a. A Sergeant, assisted by a Corporal, provides supervision and support in a variety of areas related to police personnel operations. Responsibilities include administration of training, recruitment, applicant processing, background investigations and recommendations on hiring, serving as custodian/control officer of property and evidence, and quartermaster duties in adequately managing and procuring the provision of uniforms, equipment, and supplies. Additionally, the Sergeant oversees the Police Information Technology Unit and monitors the provision and management of computer systems, software, and networks for the processing and distribution of police data services.

b. The Records Unit, led by a Records Supervisor, is responsible for the overall administration, enforcement, and implementation of records management requirements to ensure lifecycle accessibility, preservation, conversion, migration, retention, and disposition of official law enforcement records.

2. The Investigations Section, led by an Assistant Support Services Commander, oversees the Criminal Investigations Unit, and other specific assignments.



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- a. Criminal Investigations, led by a Sergeant, consists of general assignment Detectives, and special assignment Detectives selected for specialized task forces and internet crimes/computer forensics specialties. The primary function of the unit is to pursue specific follow-up investigations of criminal offenses within the Town of Herndon and to identify, apprehend, and successfully prosecute criminal offenders.
  - b. Youth Resource Officer - provides a dedicated focus to juveniles and serves as a school resource officer at the middle school and high school in town.
  - c. Crime Analyst - supports investigations and the department in providing qualitative and quantitative analysis of crime and other operational data and alerts.
  - d. FOIA Specialist - serves as the main point of contact for processing public records requests for the department and is responsible for the timely release of records requested by the public, in compliance with Virginia law.
3. The Communications Section, led by an Assistant Support Services Commander, directs the activities of the communications center, manages personnel, equipment, and systems to ensure continuity of operations, and is assisted by Assistant Communications Supervisors. Communications personnel receive, record, and process emergency and non-emergency calls for the department and ensure adequate resources are dispatched to manage calls for service.
  4. The Public Information Specialist has the authority to speak publicly on behalf of the department and the Chief of Police and is responsible for the dissemination of authorized information to the media concerning all newsworthy events and other information regarding departmental operations. The Public Information Specialist manages the department's social media interactions, website, and other public outreach and information efforts.



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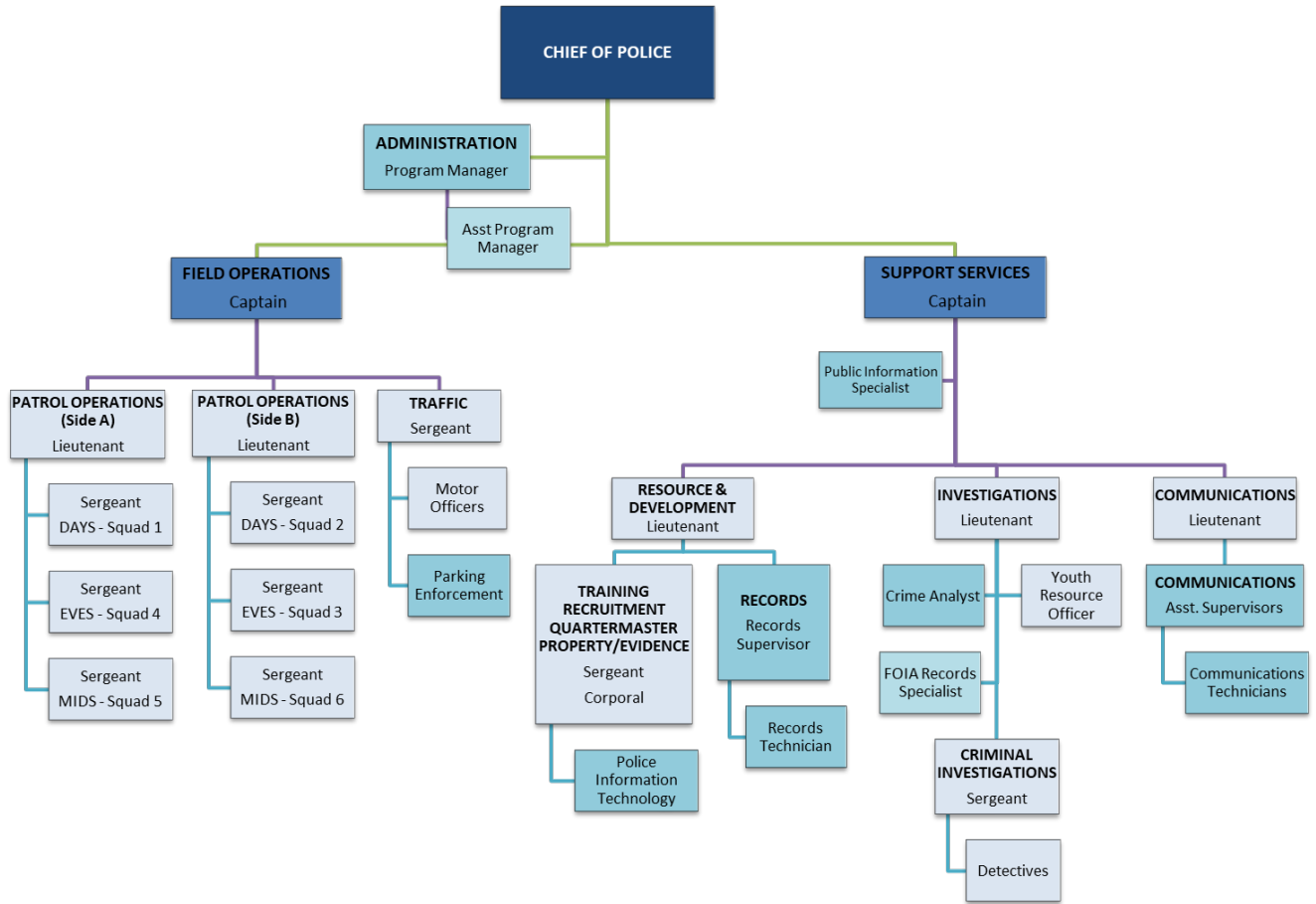
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D. The department's organizational chart, depicted below, is updated as needed and made available to all department personnel and the public.



#### IV. COMMAND, AUTHORITY, AND RESPONSIBILITY

The department's command structure, established by rank and responsibility, clearly defines lines of authority, promotes coordination and communication, and determines accountability. The following provides additional guidance on command, authority, and responsibility in specific situations. <11.3.1a>

##### A. Normal Operations <12.1.2d>

Each department member is accountable to their established chain of command and must communicate and operate within their chain to keep supervisors



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informed of their activities. Supervisors will be held accountable for the activities of the employees under their supervision.

**B. Emergency Operations <12.1.2b,c>**

Although each organizational component is under the direct command of only one supervisor, any member in a supervisory position may, in an emergency or under circumstances where the interest and welfare of the department necessitates, assume command over a subordinate outside of their direct authority. In an operation in which there is more than one supervisor participating, unless specified in an operational plan or required by ICS protocol, the ranking officer responsible for the operation may relinquish operational control to another supervisor with greater expertise or more experience. This does not, however, relieve the ranking officer of their supervisory responsibilities.

**C. Absence of Chief of Police <12.1.2a>**

In the absence of the Chief of Police, the Assistant Chief, or designee, will provide command and direction to the department.

**D. Delegation of Authority <11.3.1b>**

Delegation of authority may occur depending on the nature of the task(s), the urgency of the task(s), and the availability of a subordinate to perform the task(s). Commensurate authority must accompany the delegated task(s) for effective execution and accountability.

**V. COMMUNICATION AND COORDINATION**

The support and exchange of information among all department personnel and operations is critical to order, accountability, and effectiveness. Effective and efficient communication and coordination practices and procedures ensure information is shared appropriately within the department and that management decisions are based on pertinent and timely information.

- A.** It is essential that the Chief of Police and command staff are notified of events or incidents of significant importance or those that may result in liability or heightened community interest. All available channels of communication shall be used as necessary to make notification of any such events or incidents. The supervisor or lieutenant on duty is responsible for ensuring that all notifications



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are made appropriately. Incidents or events that require immediate notification include:

- Use of force or acts resulting in death or serious injury to an individual or department member
- Major incidents or civil disorder
- Hostage/Barricade incidents
- Public Alerts initiated
- Homicides, attempted homicides
- Significant weather-related incidents
- Major traffic incidents or motor vehicle accidents
- Any incident generating or likely to generate a high volume of media attention <11.3.3>

B. Personnel shall participate in briefings, meetings, activities, or other required interactions as directed or as appropriate, and shall review and respond accordingly to emails, calls, messages, memorandums, or other communication **on a daily basis while on duty.**

1. Emails, Calls, Messages

Department personnel are issued computers, desk phones, and may be assigned cell phones to facilitate efficient communications and support job responsibilities. Department personnel shall promptly respond to emails, calls, and messages while on duty.

2. Posted Memorandums

The department utilizes accessible programs, such as PowerDMS, to communicate and coordinate critical, timely, and important information to members. Personnel shall indicate their acknowledgement and receipt of all posted information in PowerDMS through their electronic signature. PowerDMS is an internet-based program affording convenient and continual accessibility during and outside of duty hours. Department personnel are expected to keep current on posted communications. Supervisors shall ensure that personnel under their command access and acknowledge postings in PowerDMS on a weekly basis.

3. Failure to respond and maintain prompt, proper, and consistent coordination and communication may result in disciplinary action.



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### VI. FORMS

The department will promote efficiency in its operations with the use of various forms. Forms will be created, revised, or deleted on a timely basis to effectively facilitate the mission of the department and streamline processes.

#### A. Development, Modification, and Review of Forms

Forms will be developed or modified by personnel with input from command staff and others knowledgeable in the subject matter. Forms will be reviewed for utilization, revision, or deletion as appropriate. Changes to established forms or development of new forms must be reviewed with the program manager prior to requesting final approval.

#### B. Approval of Forms

The Chief of Police or division commanders will approve all forms.

### VII. WRITTEN DIRECTIVE SYSTEM

A. The department has a written directives system to provide guidance on general responsibilities, specific procedures, standards of conduct, and operations, although it is not intended to address all situations encountered by members of the department. The judicious exercise of discretion is often required, which is supplemented by individual training and experience.

B. Memorandums and other written communication (such as email) may be utilized for necessity to convey an official change in policy or procedure or provide specific instruction or direction to affect an immediate change. Such direction may be temporary or later integrated into approved directives that are binding until formally amended or rescinded.

C. The Chief of Police has sole authority to issue, modify, and approve directives. **<12.2.1b,c>**

D. The written directive system for the department includes the following: **<12.2.1d>**

#### 1. Core Purpose, Values and Mission Statements **<12.2.1a>**

Purpose, values, and mission statements reflect the department's principles and beliefs.





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2. Rules and Regulations <12.2.1g>

Rules and Regulations are designed to serve as a guide in matters of accountability for actions taken, decisions made, and conduct demonstrated. Approved Rules and Regulations are intended as long-term guiding documents and are binding until formally amended or rescinded.

3. General Orders <12.2.1f>

General Orders are operational or administrative policies related to a specific topic and detail the policy or procedure to be followed regarding that topic. Approved General Orders are intended as long-term guiding documents and are binding until formally amended or rescinded.

4. Standard Operating Procedures <12.2.1h>

Standard Operating Procedures are directives specifically defining the department's procedure on certain operations or activities or enumerating departmental policy on various aspects of an issue. Approved Standard Operating Procedures are intended as long-term guiding documents and are binding until formally amended or rescinded.

### VIII. REVIEW AND DISTRIBUTION OF DIRECTIVES

- A. A review of the directives is conducted as needed or recommended to amend or rescind affected directives due to legislation, practice, or policy changes. A review or development of a new directive will also ensure that proposed changes do not contradict existing departmental directives or applicable law. <12.2.1e,i>
- B. Current and up-to-date directives are available and accessible to all department personnel on a shared network drive, as well as through PowerDMS. <12.2.2b>
- C. Employees shall sign for new or amended directives through PowerDMS to indicate receipt. Department members' signature indicates that the member has received, read, and understood the responsibilities pursuant to the directive. <12.2.2a,c>
- D. Any question employees have about any order/directive should be brought to the attention of their immediate supervisor for clarification.



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- E. General directives (except for Standard Operating Procedures) are posted for public review on the department's website.