

GENERAL ORDER 11
ORGANIZATION
EFFECTIVE DATE: March 22, 2024
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PURPOSE: The purpose of this chapter is to describe the organization and administration of this agency and the agency’s application of organizational principles. The application of these organizational principles and administration of the agency will reflect the division’s core values and mission statement.

11.1 ORGANIZATIONAL STRUCTURE

11.1.1 ORGANIZATIONAL STRUCTURE (LE1)

A. **Division of Police:** The Division of Police is a part of the Public Safety Department of the City of Mansfield, and is organized into the Office of the Chief of Police, Office of the Deputy Chief, a Community Services Bureau, and a Special Operations Bureau.

B. **Office of Chief of Police:** The Office of the Chief of Police is comprised of the Chief of Police and his or her administrative assistants who are responsible for administration, personnel and budgeting. Special

Investigations, including the Division's Internal Affairs, also report directly to the Chief of Police. All specialized assignments, such as Reserve/Auxiliary, Police Advisory Board, Youth Program Specialists, Fitness Instructors, K-9 teams, Crash Reconstruction, ASORT/SWAT, Honor Guard, Chaplains, Terrorism Liaison Officer, Range Master and Range Officers, Motor Unit, and HNT report directly to the Chief of Police for administrative and operational guidance, unless otherwise directed. The Chief of Police is responsible for directing all functions, operations, and activities of the Mansfield Division of Police. The Deputy Chief of Police, the Special Operations Bureau Commander, and the Community Services Bureau Commander; report directly to the Chief of Police.

- **Special Investigative Section:** The Special Investigative Section (SIS) is divided into two shifts under the direction of the Special Investigations Section Commander. This section is primarily responsible for investigation of criminal activity related to narcotics, weapons, gang activity, conspiracy investigations, vice, asset forfeiture, and internal affairs. This section also includes the METRICH Task Force.

C. Office of the Deputy Chief: The Office of the Deputy Chief of Police (otherwise referred to as the Assistant Chief) is comprised of the Deputy Chief, and is responsible for support functions, operations, and activities of Support Services; including Records, Administrative Lieutenant, and the PSCC. The Deputy Chief is responsible for policy and procedure development and other duties as assigned by the Chief of Police. The Deputy Chief of Police also acts the Deputy Project Director for the METRICH Drug Taskforce/SIS as well as the internal affairs function at the direction of the Chief of Police.

- **Records Section:** The Records Section is under the direction of an Operations Supervisor. The records section is responsible for the maintenance of reports, and records of this agency. The section includes transcribing personnel responsible for transcribing dictated statements and reports, and Police Aides, assigned to information desk duties.

- **Public Service Communications Center (PSCC):** The PSCC is under the direction of an Operations Supervisor who reports to the Deputy Chief. The PSCC is responsible for the handling of incoming calls for police and fire services as well as handling 911 dispatches for the city.

D. Community Services Bureau: The Community Services Bureau is comprised of the patrol and traffic sections, K-9 teams and Neighborhood Impact Section. The Bureau Commander will be responsible for overseeing all functions, operations, and activities of the Bureau. In addition the Community Services Bureau Commander is responsible for policy and procedure development, reporting and analysis, complaint management, and other duties as assigned by the Chief of Police or Deputy Chief of Police.

- **Patrol Section:** The patrol section is divided into four shifts each under general direction of a watch commander. The fourth shift commonly referred to as "mid-watch" has personnel reporting to the designated lieutenant for the hours worked on second or third shift. The patrol section is primarily responsible for routine law enforcement duties, including but not limited to patrol, traffic law enforcement, investigation of traffic crashes, preliminary investigation of crimes, calls for service, and maintaining the general health, welfare, and peace in the community. In addition, watch commanders and patrol supervisors are responsible for ancillary duties including range coordination, forecasting training needs, special duty assignments, field training supervision, and scheduling.

- **Traffic Section:** The traffic section is under the general direction of a traffic supervisor. The section is primarily responsible for hit-skip investigative follow up, parking meter control, special events planning, special duty assignment, and traffic enforcement programs to include grant application and management. The Traffic Section oversees the Motor Maintenance Unit.

E. Special Operations Bureau: The Special Operations Bureau is comprised of the Detective Section, Office of Professional Standards, and Forensic Science Section under the general direction of a Captain who serves as the Special Operations Bureau Commander. The Bureau Commander is responsible for overseeing all functions, operations, and activities of the Bureau. In addition the Bureau Commander is responsible for policy/procedure development, Internal Affairs assignments, grant management and other duties as assigned by the Chief of Police. The Special Operations Bureau Captain oversees the Division's Crime Analyst and also serves as the Division's Accreditation Manager.

- **Detective Section:** The detective section is comprised of the major crimes and juvenile units and is primarily responsible for the investigation of criminal activity, preparation of criminal cases for prosecution, and background investigations. Under the general direction of a section supervisor, the section is divided into two shifts.

- **The Office of Professional Standards Section:** (OPS) is under the general direction of a Professional Standards supervisor. The section is responsible for overseeing the accreditation and training functions to include classroom, range, and physical fitness training room. The OPS Supervisor serves as the Training Officer and coordinates new personnel processing, divisional training as well as the Accreditation Coordinator. The section is also responsible for furthering Division goals and objectives.

- **Forensic Science Section:** The Forensic Science Section (FSS) is divided into four areas of responsibility and operates under the direction of an Operations supervisor. The units or areas of responsibility are Property Control, Crime Scene Processing, Laboratory, and Automated Fingerprint Identification System (AFIS). The FSS is the property custodian for all found, recovered and evidentiary property in addition to crime or incident scene processing and collection, analysis and storage of evidence.

- **Neighborhood Impact Section:** The Neighborhood Impact Section is under the general direction of a Neighborhood Impact Supervisor. The section is primarily responsible for community problem solving and education to include administering the Reserve, Auxiliary, and Volunteers in Police Service (VIPS) functions, School Resource Officer (SRO) program, Drug Abuse Resistance Education (DARE) program, Police Athletic League (PAL), Police Explorers, and various crime prevention and community relations initiatives including neighborhood watch.

11.1.2 ORGANIZATIONAL CHART

The Division of Police has an organizational chart that is reviewed and updated as needed. This chart is accessible to all personnel via the intranet (CopNet) and postings within the division's facility.

11.2 UNITY OF COMMAND

11.2.1 UNITY OF COMMAND

Each employee shall be directly accountable to only one supervisor at any given time.

11.2.2 ORGANIZATIONAL COMMAND

Each organizational component is under the direct command of only one supervisor.

11.3 AUTHORITY AND RESPONSIBILITY

11.3.1 RESPONSIBILITY AND COMMENSURATE AUTHORITY (LE1)

A. Each member of the agency will assume the authority to carry out any and all duties and responsibilities that are delineated in these orders by personnel policy, by Charter, and/or by any law or ordinance governing any particular member's conduct.

B. Each member shall be accountable for their use of delegated authority.

11.3.2 SUPERVISORY ACCOUNTABILITY

The primary responsibility and accountability for the performance activities of an employee rests upon the employee's immediate supervisor.

11.3.3 NOTIFYING THE CHIEF OF POLICE (LE1)

The Chief of Police and Command Staff will be notified immediately via email unless otherwise noted or as soon as practical of the following incidents by a supervisor in charge of the incident or his/her designate:

- Accidental or Intentional Shootings
- Assaults/Injury on/to Police personnel resulting in hospital treatment. (Phone)
- Homicides (Phone)
- Suspicious Deaths
- Fatal traffic crashes
- Discovery of real or suspected explosive device(s)
- Hostage Barricade situation (Phone)
- Officer actions that result in serious physical harm or death of another (Phone)
- Serious incidents involving off duty police personnel (Phone)
- Any incident which in the supervisor's opinion will result in widespread media coverage
- Suicides
- Aggravated Robberies
- Rape or Sexual Assaults
- Fatal or life threatening traffic crashes
- Accidental Deaths
- Incidents involving off duty personnel
- Incidents involving immediate family members of division personnel

11.4 GENERAL MANAGEMENT AND ADMINISTRATION

11.4.1 ADMINISTRATIVE REPORTING SYSTEM

A. **Administrative Reports:** Administrative reports include annual reports, periodic reports of division activity, and a variety of periodic reports required by policy and/or accreditation standards. These reports are outlined in the Time Sensitive CALEA Standards Report..

B. **Responsibility for reports:** The Chief of Police is responsible for assembling data and other information to effectively and efficiently operate the Division of Police. Components and sections are responsible for submitting periodic reports to the Chief of Police specifying information required by policy and/or Commission on Accreditation for Law Enforcement Agencies (CALEA) standards. The Records Section is responsible for

submitting information necessary to complete the Uniform Crime Report that is to be forwarded to the F. B. I. The Chief of Police, in conjunction with officers responsible for sections, components, functions or those with special duties and responsibilities, will prepare an annual report detailing the activities and performance of the agency and its members.

C. Purpose of reports: The agency will use administrative reports to assist in allocating personnel and other resources, preparing budgets and other requests for anticipated needs, to set departmental goals and objectives, to assist bureaus in developing short term and long range objectives, and to evaluate progress toward goals and objectives. Other reports, such as periodic accreditation reports, will be used to ensure compliance with policy and standards and to assess progress toward goals outlined by the agency.

D. Frequency of reports: The Time Sensitive CALEA Standards Report will serve as a guide for the frequency of administrative reports necessitated by policy and utilized as documentation of review of periodic reports, reviews, and other activities mandated by accreditation standards.

E. Distribution of reports: The Time Sensitive CALEA Standards Report will serve as a guide for the distribution of administrative reports necessitated by policy and/or accreditation standards.

11.4.2 ACCOUNTABILITY/REVIEW OF AGENCY FORMS

Forms development and review: Forms development, modification, approval, and review will be done periodically or as needed by the administrative assistant to the chief and/or the functions that utilize the forms, as indicated by a revision or publication date on the form. The Chief of Police or his designee will be responsible for approval of all forms prior to use.

Changing or adopting forms: Any member of this Division may propose a change to a form and/or recommend the development/implementation of a new form. The proposed form should be submitted to the office of the chief, who will be responsible for reviewing the form and forwarding the proposed form through the chain of command for review, comments, suggestions for further input, and/or adoption and implementation.

11.4.3 ACCREDITATION REVIEWS

Accreditation activities: The accreditation manager for the Division of Police will be responsible for ensuring that periodic reports, reviews, and other activities mandated by applicable accreditation standards are accomplished. A Time Sensitive CALEA Standards Report will serve as a guide for the frequency of reports necessitated by policy and will identify the responsible personnel and/or functions. This matrix is utilized as documentation for the review of periodic reports, reviews, and other activities mandated by accreditation standards.

11.4.4 IMPLEMENTATION OF COMPUTER HARDWARE & SOFTWARE

The City's Information Technology Division (IT) shall determine configuration of equipment. Installation or removal of any equipment or software must be approved by the Information Technology Division with the approval of the chief of police. Such software authorization and installation includes, but is not limited to operational software, screen savers and games.

Only software that has been licensed or authorized and hardware acquired or approved by the Information

Technology Division shall be permitted. Duplication of software is prohibited. Equipment may not be attached to or detached from the network without the permission of the Information Technology Division. Equipment cannot be moved without the approval of the Information Technology Division.

Information Technology Division personnel may reconfigure systems and delete any unauthorized software and data that may be discovered, shall notify the Chief of Police should a violation of this chapter be detected.

Web access via division systems shall be restricted without prior authorization. E-mail addresses will be assigned to approved personnel which may be used for non-city business pending no additional cost to the city.

More information on this topic can be found in City Policy and Procedure Manual;

CROSS REFERENCE TO STANDARDS AND POLICIES: General Orders 15.1.1, 17.1.1, 33.6.1, 35.1.1, 42, 43.1.1, 44.1.1, 45.1.1, 51.1.1, 52.1.2, 54.1.1, 61.1.1, 61.2.1, 61.3.1, 72, 73.1.1, 81, 82, 84.; City Policy and Procedure Manual

CROSS REFERENCE TO FORMS: Personnel Organizational Chart, Functional Organizational Chart, Job Descriptions, Shift Deployments, Annual Report, Monthly Report, Accreditation Audit Worksheet, Forms Matrix, Accreditation Standards Report, Case Summaries, UCR Report