	<b>Matthews Police Department</b>		
	<b>General Order: DEPARTMENT ORGANIZATION AND FUNCTIONS</b>	<b>Section 02: Administrative Requirements</b>	<b>Order #: 02-01</b>
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## **I. PURPOSE:**

To provide the employee with an understanding of the general makeup and organizational structure of the Matthews Police Department.

## **II. CROSS REF:**

CALEA STANDARD(S): 11.1.1, 11.3.1

## **III. DISCUSSION:**

1. The organization of the Matthews Police Department is in accordance with management principles recognized by law enforcement professionals. The Department placed job tasks, functions and responsibilities in a structure that allows its many components to effectively interact with one another to accomplish its mission. The Department's organizational structure ensures that the efforts of all Department personnel are adequately coordinated, directed and supervised while providing professional police services to the community.
2. The Department is organized into two (2) Bureaus: the Operations Bureau consisting of Patrol Division 1 and Patrol Division 2; and the Support Services Bureau consisting of the Professional Standards Division, and the Criminal Investigations Division.

## **IV. POLICY:**

It is the policy of the Matthews Police Department to adhere to principles of organization recognized and accepted by law enforcement professionals. To effectively perform tasks and assignments, the Department is committed to ensuring that each employee is given the authority, organizational support and training. It is the policy of the Department to hold each employee responsible for their individual performance. Supervisors and command officers are accountable for the proper supervision of their subordinates.

## **V. DEFINITIONS:**

**DEPARTMENT:** "Department," when standing alone and capitalized, will be used to mean the Matthews Police Department and includes all personnel and subdivisions under the command of the Chief of Police.

**BUREAU:** A "Bureau" is a functional unit of the Department commanded by a Captain (Sworn).

**DIVISION:** A "Division" is a functional subdivision of the Department commanded by a Lieutenant (sworn).

**SECTION:** A "Section" is a functional subdivision of a Division supervised by a Sergeant (sworn) or a Supervisor (civilian).

**SQUAD:** A "Squad" is an alternate term for a Section, usually within the Patrol Division.


**UNIT:** A "Unit" is an alternate term for a Section.

**TEAM:** A "Team" describes groups of individuals performing like tasks but who may not be assigned to the same functional subdivision, e.g., Special Response Team. Such individuals share common administrative and training needs and/or requirements.

**CORPS:** A "Corps" is an alternate term for a Team.

**DETAIL:** A "Detail" describes the "temporary" assignment of an individual(s) to staff a special event or to perform other duties because of Department need or an officer's duty status. The term "temporary" does not limit the length of time an individual(s) may be assigned to a detail based on the Department's need or individual's status.

**CHAIN OF COMMAND:** The "Chain of Command" refers to the hierarchy of supervision between

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the Chief of Police and every individual within the organization. It is a series of positions, each of which directly commanded by the one immediately above it. Each individual's chain of command is determined by his/her assignment within the Department (division, unit, etc.) The chain of command includes both those individuals who are superior to and subordinate to any particular employee.

## **VI. ORGANIZATIONAL PRINCIPLES:**

The Department has been structured to accomplish its mission using the organizational principles listed below:


1. All necessary police functions are assigned to specific components within the Department and that similar or related functions are assigned to the same organizational entity;
2. Responsibility for a specific function is matched with the authority necessary to perform it;
3. Each police function is assigned to only one organizational component;
4. Special details are created because a valid, demonstrated need exists;
5. The chain of command is clearly defined so that command personnel and supervisors know which employees report to them and, conversely, subordinate personnel know to which supervisor they are to report. No individual reports to more than one supervisor at any given time and each organizational component is under the direct command/supervision of only one commander/supervisor;
6. The authority to act is placed as close to the level of execution as possible;
7. Personnel to whom authority is delegated are held accountable for the use of that authority or, conversely, the failure to properly use it; and
8. Command officers exercise control over their areas of responsibility through the development of policy and procedures while first line supervisory personnel direct and review routine activity.

## **VII. CHIEF OF POLICE**

- A. The Chief of Police is hired by the Town Manager and directs the operations of the department to best achieve the goals the Town Manager and Board of Commissioners express for the safety and service needs of the community.
- B. The Chief of Police formulates the policies and procedures of the department and is responsible for the overall direction of the operation of the department.
- C. The Office of the Chief of Police support staff reports directly to the Chief of Police. The support staff provides secretarial and administrative support to the Office of the Chief of Police and other Department elements as needed. In addition, the OCP Support Staff assists the Chief of Police, Assistant Chief of Police, or Deputy Chiefs of Police in any project or matter as required.

A full-time civilian crime analyst reports to the Chief of Police. This position is responsible for the analysis of long-term crime trends and other data-driven forecasts that allow the Department to plan for future needs, responsibilities, and other changes. The analyst(s) conduct short-term, tactically driven crime analysis in coordination with the Department's operational divisions. The crime analyst maintains liaison with the CMPD Crime Analysis Unit and other agency members assigned to similar duties.

A full-time civilian Administrative Assistant reports to the Chief of Police. This person is

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responsible for administrative oversight of the Office of the Chief as well as Fiscal oversight of the department budget, including issuing of purchase orders and paying of bills.

Additionally, a full-time Public Information Officer (PIO) reports to the Chief of Police. The position is responsible for dissemination of information to the community and news media in accordance with all applicable laws. Other duties may include managing the department's social media accounts, website, and various communications platforms.


- D. In the absence and unavailability of the Chief of Police and the Assistant Chief of Police, the Chief of Police shall designate an Acting Chief of Police, with the concurrence of the Town Manager, to act on his/her behalf. The acting Chief of Police will share the same level of responsibility as the Chief of Police and will bear the same authority as the Chief.

#### **VIII. ASSISTANT CHIEF OF POLICE**

- A. The Chief of Police has the authority to promote and appoint command staff members to the rank of Major who will serve as the Assistant Chief of Police.
- B. The Assistant Chief of Police assists the Chief of Police in directing the operations of the department to best achieve the goals the Town Manager and Board of Commissioners express for the safety and service needs of the community.
- C. The Assistant Chief of Police assumes command of the agency in the absence of the Chief of Police.
- D. The Assistant Chief of Police has direct oversight and supervision of the Special Services Bureau Commander, the Operational Services Bureau Commander, and the Police Administrative Services Supervisor.

#### **IX. BUREAU COMMANDERS:**

- A. The Chief of Police has the authority to promote and appoint Command Staff members to the rank of Captain who will serve as Bureau Commanders.
- B. The Special Services Bureau Commander has direct oversight of and provides direction, guidance, and supervision to the Commanders of the Criminal Investigations Division, the Office of Professional Standards Division.
- C. The Police Administrative Services Supervisor has direct oversight of the Telecommunications and the Records Units.
- D. The Operational Services Bureau Commander has direct oversight of and provides direction, guidance and supervision to the Commanders of the Patrol Divisions. The Operational Services Bureau Commander and Special Services Bureau Commander will jointly appoint specific command staff members to specialty positions and assignments such as the Special Response Team.
- E. The Bureau Commanders are responsible for the following:
  - 1. Providing direction and guidance to the commanders of the divisions within the Department;
  - 2. Assisting the Chief of Police in the preparation of the Department's multi-year strategic plan and evaluating the goals and objectives of the divisions assigned to them;
  - 3. Reviewing and evaluating suggested operation and/or problem-solving plans prior to implementation;


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4. Coordinating activities/operations of subordinate personnel;
5. Providing critique of operations and evaluates the performance of bureau personnel;
6. Representing the Department at public and/or governmental meetings;
7. Overseeing the recommendation for, and imposition of, disciplinary action for Department personnel;
8. Directing the implementation of the Department's community policing plan/operations to enhance communication with all segments of the community;
9. Participating in the preparation and implementation of the Department's budget;
10. Overseeing the activities of all subordinate units and personnel; and
11. Assisting the Chief of Police in any project or matter as required.

#### **X. ORGANIZATIONAL STRUCTURE SPECIAL SERVICES BUREAU:**


The Special Services Bureau is organized into the following Divisions: Criminal Investigations, Professional Standards Division. The Special Services Bureau also supervises and coordinates administrative and operational oversight of the Asset Forfeiture program.

- A. The Criminal Investigation Division is commanded by a lieutenant who reports directly to the Deputy Chief of Police, Special Services Bureau. The Criminal Investigations Division is comprised of the Street Crimes Unit and Investigations Unit. The Criminal Investigations Division provides administrative and operational oversight of the Asset Forfeiture Program. Finally, the Division assists the Bureau Commander in any project or matter as required
  1. A sergeant, who reports directly to the Commander, Criminal Investigations Division, supervises the Special Investigations Unit. The Special Investigations Unit:
    - a. Maintains liaison with the drug enforcement efforts of allied agencies, as required;
    - b. Prepares, analyzes and disseminates intelligence on illegal narcotics trafficking to other line units and allied agencies as appropriate;
    - c. Undertakes specialized surveillance/enforcement/prevention efforts as directed;
    - d. Coordinates narcotics/asset forfeiture activities with the Mecklenburg County District Attorney's Office;
    - e. Provides support to other entities within the Department with drug and vice investigations, asset forfeiture, interviews and interrogations, and investigative follow-up;
    - f. Assists the Investigations Division Commander with any project or matter as required; and
    - g. Supervises the civilian property technician and coordinates the agency's property and evidence rooms responsibilities.
  2. The General Investigations Unit is supervised by a Sergeant who reports directly to the Commander, Criminal Investigations Division. The Unit is responsible for the in-depth investigations into those issues and offenses that are both time-

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consuming and demand an expertise developed through specialized training and experience. The Investigations Unit:

- a. Conducts criminal follow-up investigations which may be extensive, time-consuming or require a specialized investigative expertise and in which solvability factors are present;
  - b. Supports other Divisions with initial investigations which, by the nature of the incident, e.g., homicide, suicide, rape, etc., require continued follow-up and attention;
  - c. Conducts administrative inquiries into matters involving the Town or the Department (other than internal investigations) which will benefit from the expertise of trained investigators;
  - d. Maintains liaison with the Department of Social Services and coordinates and/or conducts investigations into reported abuse offenses;
  - e. Coordinates the Department's response to cases involving domestic violence, child abuse incidents, missing persons, and/or crimes against the elderly, including cooperation with agencies such as the Child Advocacy Center;
  - f. Maintains liaison with the Mecklenburg County District Attorney Office on major criminal investigations;
  - g. Serves as the information clearinghouse for organized criminal activity/gang intelligence collected by the Department;
  - h. Assists with pre-employment background investigations, as needed; and
  - i. Liaise with appropriate agencies concerning the investigation of computer-related crime.
- B. The Office of Professional Standards Division is commanded by a lieutenant, who reports directly to the Special Services Bureau. The Division is comprised of the Internal Affairs Unit, the Training Unit, and the Recruitment and Background Unit. In addition, the Office of Professional Standards Division oversees the Department's grant management process, specifically the grant-funded vest reimbursement program, the Jag Grant process. Finally, the Division assists the Bureau Commander in any project or matter as required.
1. The Internal Affairs Unit is supervised by a sergeant, who reports to the Commander, Office of Professional Standards Division. When necessary and appropriate, the internal affairs function, including its entire chain of command, has the authority to report directly to the Chief of Police. The Internal Affairs Unit provides administrative oversight for all complaints filed with the Department and conducts internal investigations into more serious allegations of misconduct, or as directed by the Chief of Police and serves as the Quartermaster and Fleet Manager for the agency. Additionally, the Internal Affairs Unit:
    - a. Provides the Chief of Police with an objective assessment of the Department's adherence to established policies and procedures by conducting staff inspections when directed;
    - b. Collects and maintains statistical information on uses of force, internal investigations, and other requested criteria as directed by the Chief of Police;
    - c. Serves as department quartermaster;

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- d. Supervises the Recruitment and Background Officer and processes;
- e. Oversees the disciplinary process;
- f. Manages the Department's motor vehicle fleet including coordination with the Town's Department of Public Works; and
- g. Manages the Department's alternate methods of transportation to include bicycles, and associated equipment
- 2. A sergeant who reports directly to the Commander of the Office of Professional Standards Division supervises the Training Unit. The Training Unit coordinates all Department training activities and:
  - a. Conducts mandated in-service training that include academic, skills, and firearms re-qualification and enhanced training;
  - b. Provides liaison with the North Carolina Training and Standards;
  - c. Maintains the academic, skills, and firearms training records for all personnel;
  - d. Coordinates and assists as needed in the conduct of any specialized training sponsored by the Department;
  - e. Prepares roll call training material for the Department;
  - f. Conducts the Citizen Police Academy;
  - g. Coordinates the Department's field training program;
  - h. Provides oversight and maintenance responsibility for all Department weapons and weapon-related equipment, including ballistic armor; and
  - i. Oversees management of secondary and extra-duty employment;
  - j. Assists the Division Commander in any project or matter as required

#### **XI. ORGANIZATIONAL STRUCTURE POLICE ADMINISTRATIVE SERVICES BUREAU:**

The Police Administrative Services Bureau is commanded by the Police Administrative Services Supervisor, a non-sworn employee who is equivalent to the rank of Captain and reports directly to the Assistant Chief of Police. The Police Administrative Services Bureau is comprised of two (2) units/ sections, the Records Unit and the Communications Section.

- A. The Communications Section is overseen by two civilian supervisors who have a rank equivalent to a sergeant and who report directly to the Police Administrative Services Supervisor. The Communications Section is responsible for the following:
  - 1. Receives, processes, prioritizes, and dispatches requests for police service via the 911 emergency call system and by way of the Department's business telephone exchange;
  - 2. Monitors officer response to and clearance from calls for service;
  - 3. Provides administrative support to field units by processing requests for criminal/wanted checks, motor vehicle registration or driver's license information or teletype entries;
  - 4. Advises citizens who call for service on non-police matters;
  - 5. Processes and compiles via the computer-assisted dispatch (CAD) system, calls for service information, wanted check or motor vehicle/driver's license information;




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6. Provides control numbers for all calls for service via CAD;
  7. Controls access to Police Department areas; monitors the department's closed circuit and intercom system;
  8. Manages all aspects of the Department's participation in the Criminal Justice Information System and National Crime Information Computer system functions; and
  9. Attends training as assigned.
- B. The Records Section is staffed with two (2) Records Clerks, who report directly to the Police Administrative Services Supervisor. The Records Section is responsible for the following:
1. Processing and retention of all departmentally generated reports;
  2. Necessary and appropriate reporting of crime statistics, as required by the S.B.I. and F.B.I.;
  3. Data entry of citations and warning tickets;
  4. Provide notary service;
  5. Responsible for providing professional friendly service to all visitors to Police HQ; and
  6. Attends training as assigned

## **XII. ORGANIZATIONAL STRUCTURE OPERATIONAL SERVICES BUREAU:**


The Operational Services Bureau is organized into the two Patrol Divisions. The Operational Services Bureau supervises and coordinates administrative and operational oversight of the Special Response Team.

- A. Patrol operations are divided into two (2) Divisions, each commanded by a lieutenant who reports to the Commander of the Operational Services Bureau. The Patrol Division Commanders provide geographic accountability across the entire Town for response to calls for service and proactive and reactive patrols. Uniformed officers assigned to the Patrol Divisions are responsible for providing the Department's sustained, around-the-clock police presence in the Town. Sworn personnel are divided into six (7) squads/ unit, each supervised by a sergeant. The Patrol Divisions:
- a. Provide uniformed police response to calls for service;
  - b. Provide directed and/or random uniformed patrol by vehicle or by foot to the City's neighborhoods;
  - c. Preserve the public peace;
  - d. Enforce criminal and traffic laws and municipal ordinances;
  - e. Provide selective/directed traffic and criminal enforcement;
  - f. Direct vehicular traffic, as needed;
  - g. Conduct preliminary investigations and follow-up investigations into criminal activity, as warranted;
  - h. Provide staffing for special events, as needed;
  - i. Investigate traffic accidents;

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- j. Serve court documents, as required;
  - k. Continually enhance communication with, and service to the community, through implementation of the Department's community policing plan/operations;
  - l. Assist with coordination and problem-solving efforts to address specific neighborhood complaints;
  - m. Plan and coordinate Department participation in large scale special events; and
  - n. Assist the Bureau Commander in any project or matter as required.
1. The Special Engagement Detail is supervised by a sergeant, who reports directly to the Patrol Division 2 Commander. The unit sergeant will act as the Coordinator for the K9 unit and is responsible for planning Department participation and security during large-scale Town special events. The Special Engagement Detail Functions:
    - a. Coordinates and conducts surveillance, investigation, and enforcement of illegal narcotics trafficking and problem-solving efforts for the agency in our Focus Four Response;
    - b. Fosters community-police interaction focused on long-term prevention activities and problem-solving;
    - c. Provides liaison between the Department and various community associations;
    - d. Assists in the management and coordination of the agency's crime prevention programs and related special events and activities;
    - e. Conducts supplemental uniformed patrol in areas as assigned;
    - f. Conducts outreach activities within the community;
    - g. Provides oversight of the Department's Citizen Volunteer Program and Reserve Officer Program; and
    - h. Assists the Division Commander with any project or matter as required.
  2. The School Resource Officer Unit is supervised by a sergeant who reports directly to the Patrol Division 1 Commander. These duties include:
    - a. Works with Mecklenburg County Public School officials in a School Resource Officer liaison capacity;
    - b. Participates in the Youthful Offender Program in coordination with the Mecklenburg County District Attorney's Office;
    - c. Provides liaison between the Department and various community associations;
    - d. Fosters community-police interaction focused on long-term prevention activities and problem-solving;
    - e. Conducts supplemental uniformed patrol in areas as assigned;
    - f. Provides oversight of the School Crossing Guard program
    - g. Conducts outreach activities within the community; and



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- h. Assists the Division Commander with any project or matter as required.
- 3. The Traffic Safety Unit is supervised by a sergeant who reports directly to the Patrol Division 1 Commander. These duties include:
  - a. Formulating plans to enforce safe driving habits and reduces crashes;
  - b. Conducting activities that educate the public about highway safety;
  - c. Managing any associated grants pertaining to the unit;
  - d. Oversight of the department's Animal Control Officer

### **XIII. DUTY OFFICER**

The duty officer is the highest-ranking member of the department during those times when he/she is on duty and in the absence of the Chief of Police or any other member of a higher rank of authority.

During any such time, the duty officer bears ultimate authority and responsibility until relieved of such authority by the Chief or a higher-ranking officer of the department.

### **XIV. ORDER OF RANK / AUTHORITY**

Each member of this department is to respond to any lawful and proper order of any superior officer, regardless of his/her departmental assignment.

- A. The order of rank shall be as follows:
  - a. Chief of Police
  - b. Major
  - c. Captain / Police Administrative Services Supervisor
  - d. Lieutenant
  - e. Sergeant/ Civilian Supervisor
  - f. Corporal
  - g. Detective
  - h. Police Officer/ Civilian Employee

### **XV. CHANGES TO THE ORGANIZATIONAL STRUCTURE**

The Chief of Police alone retains the authority to add, change, or modify the organizational structure of the Department.

### **XVI. ORGANIZATIONAL CHART**

The Department maintains a current organizational chart that graphically depicts the Department structure and chain of command.