



**Services Division**, with responsibilities for:

Accreditation,  
Facility and Budget,  
Public Information,  
Recruitment,  
Training,  
Volunteers,  
Communications (E911),  
Grants Function,  
Vehicles,  
Animal Control Officer,  
Technology and Records (GIS and Data Management City Addressing),  
Social Media and Community Outreach,  
Off-Duty Assignment,  
Forms Coordinator  
Honor Guard

(Note) Administrative Assistant to the Chief handles Personnel Files  
Special Response Team (SRT) and Internal Affairs reports directly to the Chief of  
Police or his designee.

**B. Levels of Supervision:**

1. Command Staff – Chief and Captains
2. Management Staff – Lieutenants and above
3. Supervisory Staff – Sergeants, Civilian Unit Supervisors, and above.

### **11.1.2 Organizational Chart**

To ensure it is compatible with the Department’s overall goals, the organizational chart will be reviewed at the time of the Annual Comprehensive Fiscal Annual Report (CAFR) and updated as needed by the Chief. The chart will be accessible to all agency personnel by way of PowerDMS.

#### **11.2.1 Employee Accountability**

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

#### **11.2.2 Direct Command, Component (CALEA Standard 11.2.1)**

Although each departmental unit is under the direct supervision of only one supervisor, under no circumstances will a supervisor leave personnel unsupervised for any time at the beginning of, during, or at the conclusion of any particular shift or tour of duty until properly relieved by another supervisor. The optimum span of control will be considered throughout the entire rank structure of the Department. The optimal number of subordinates per supervisor will vary according to the particular level of management. As the rank increases, the span of control should decrease. The number of subordinates per supervisor should not exceed ten (10) in the case of sergeants, and proportionally less as rank increases, except where no practical alternative exists.

### **11.3.1 Responsibility/Authority**

- A.** When an employee is given responsibility, it shall be accompanied by commensurate authority for the effective execution of said responsibilities.
- B.** Each employee is accountable for the use of delegated authority.

### **11.3.2 Supervisory Accountability**

All supervisors shall be responsible for the compliance of all personnel under their command and will remain accountable for the activities of employees under their immediate command. A member of the Supervisory Staff may suspend or countermand a rule, order, procedure, or directive for a temporary period during emergency circumstances and then only when failure to do so would obstruct the achievement of department objectives or would otherwise adversely affect the operations of the Police Department. In such cases, the supervisory staff member shall immediately forward a written explanation to the Chief of Police, via their chain of command. An employee receiving an unlawful, unjust, or improper order shall, at the first opportunity, report the incident in writing to the Chief of Police via the chain of command.

### **11.4.1 Administrative Reporting Program**

The New Bern Police Department's administrative reporting program is designed to compile, generate and distribute administrative and analytical reports. Reports are generated at various intervals depending on the need and type of report. The Agency Reports Listing contains a list of reports utilized by the agency:

- A. Listing of all administrative reports.**
- B. The person or position responsible for the formulation of the report.**
- C. Purpose of the report.**
- D. Frequency of the report.**
- E. Distribution of the report.**

### **11.4.2 Accountability for Agency Forms**

The development and use of pre-printed forms in the department activities should be consistent with the records maintenance and data processing requirements of the department. A forms review process has been established to ensure that information captured on department forms is necessary and not duplicated. The development of department or divisional forms may commence at any level of the organization. Suggestions for new forms or changes in existing forms should be submitted with distribution and accreditation standard references through the Chain of Command to the designated Forms Coordinator (Accreditation Manager) in the Services Division. The Forms Coordinator will submit all form changes to the Chief of Police for approval prior to use. Once forms are approved for use, the Forms Coordinator will assign a NBPD form number and notify the person that submitted the form request. The number will be included on the form.

### **11.4.3 Accreditation Maintenance**

The New Bern Police Department will use an automated system (PowerDMS) and the Agency Reports Listing to ensure periodic reports, reviews, and other activities mandated by the Accreditation Standards are accomplished.

#### **11.4.4 Computer Software Policy**

Because of the security configurations applied to the systems, only the city's Network/Systems Administrator or designee may install software on computers attached to the agency's network. Any file that is downloaded must be scanned for viruses before it is run or accessed. Virus software is installed and actively running on all servers and workstations owned or connected to the department's network. Users are prohibited from downloading and installing any software, without the prior approval of a member of city's Information and Technology Department and then only after the software has been scanned, verified to be virus free and in compliance with the license for the software. Portable flash drives that have been used on systems outside of the agency must be inspected and scanned by the city's Network/Systems Administrator or designee for viruses prior to being used in any department computer. Only encrypted flash drives are authorized to be used on the department's network/systems. The department's Technology and Records Unit will ensure that portable flash drives provided to the department will be setup with encryption. All maintenance procedures must be performed by the city's Network/Systems Administrator or designee to include installation of all hardware or software applications

#### **11.4.5 Notify CEO of Incident with Liability (CALEA Standard 11.3.3)**

The ranking patrol supervisor shall immediately notify the employee's Division Captain or, if after hours, the on-call Captain who shall in-turn notify the Chief of Police of an incident involving death, serious injury or property damage, or the potential of same in which the department may be liable.

**11.4.6 Additional Notifications to Management Staff.** Communications shall make notification to all members of Management Staff for instances to include but not limited to:

- A. \*Homicides.
- B. Mutual Aid request that will require more than 25% of a shift's resources.
- C. \*Any incident involving the Governing Board (City Manager, Board of Aldermen or Department Heads).
- D. \*Any incident involving officer discharge of a firearm. (excluding euthanizing animals and departmental training)
- E. \*Any employee death.
- F. Any event where there may be a question as to the department's liability.
- G. Publicity generating or significant news events (major crimes).
- H. Aircraft Crashes.
- I. Armed Robberies-
- J. Boat Accidents which have serious injuries, fatalities or missing persons.
- K. Drowning.
- L. High Risk Missing adults/children.
- M. Hurricanes, floods, or other conditions involving the evacuation or potential evacuation of city residents.
- N. Kidnapping for ransom and extortion when the release of information will not hinder the investigation or endanger the victim or others.
- O. Any pursuit with a motor vehicle.
- P. Any sexual assaults.
- Q. Unattended or Suspicious Deaths.
- R. \*Tactical Situations.
- S. \*Traffic Fatalities.
- T. Escape of an arrested person.

- U. In the event a detainee must be admitted to a medical facility immediately, to ensure that adequate personnel are available to guard the detainee for the time period required.
- V. Any situation which may escalate and subsequently require mass arrests and field processing of arrestee.
- W. Any call for service involving the discharge of a firearm by a citizen.
- X. Vehicle crashes involving department vehicles

\* The ranking patrol supervisor shall notify the employee's Division Captain, or if after hours, the on-call Captain by telephone or in person.

#### **11.4.7 Death Notification of an Employee On or Off-Duty**

In the event of the serious injury or death of an employee while in the line of duty or off duty, the ranking patrol supervisor shall immediately notify the employee's Division Captain or, if after hours, the on-call Captain who shall in turn notify the Chief of Police, Police Chaplain when available and the city's Safety Officer.