



Newport News Police Department - Administrative Manual

ADM-120 - COMMAND PROTOCOL & SUPERVISORY ACCOUNTABILITY

Amends/Supersedes: ADM-120 (03/26/2021)

Date of Issue: 05/29/2023

I. GENERAL

- A. Each operational activity shall come under the command of a single person. The command assignment is to be designated based on both rank and expertise; however, in certain operational activities, a person of lesser rank may be designated to take command when better equipped to resolve the situation. [11.2.1]
- B. Newport News Police Department supervisors are accountable for the performance of the employees under their immediate control. Any lawful order of a superior to a subordinate will be obeyed. [11.3.2; 12.1.3]
- C. In all cases of delegated authority, the person responsible for completing an assignment shall have commensurate authority to complete the task. Employees delegated authority are fully accountable for its use, as well as the failure to use it. [11.3.1(a,b)]

II. PROCEDURE

A. Command Protocol

1. Chain of Command

a. Executive Staff

- 1) Chief of Police: The Chief executive officer within the Police Department, reporting directly to the City Manager or their designee.
- 2) Assistant Chief of the Administrative Services Bureau: Oversees the Communications, Support Services, Planning & Technology Divisions, and the Financial Services and Logistics Support Sections. This position reports directly to the Chief of Police.
- 3) Assistant Chief of the Patrol Bureau: Oversees the North, Central and South Precincts and the Special Operations Division. This position reports directly to the Chief of Police.
- 4) Assistant Chief of the Investigations Bureau: Oversees the Community & Youth Outreach Division, Special Investigations and the Major Crimes Divisions. This position reports directly to the Chief of Police.

b. Command Staff

- 1) Consists of the Executive Staff and the following personnel:
 - a) Captains

- b) Planning & Technology Division Administrator
 - c) Public Information Office Manager
 - d) Financial Management Division Administrator
 - e) Internal Affairs Division Commander
 - f) Logistics Division Manager
 - g) Personnel/Human Resources Designee
- 2) The Command Staff is the upper-level management component of the Police Department. They report to their respective Assistant Chief of Police, except for the Internal Affairs Division Commander and the Public Information Office Manager, who report directly to the Chief of Police. [26.2.3, 26.3.2]
- c. Lieutenants and non-sworn equivalents: Senior line-level supervisors who report to their respective captain or Assistant Chief of Police, depending on assignment.
 - d. Sergeants, corporals and non-sworn equivalents: First line supervisors who report to lieutenants, captains, or Assistant Chiefs, depending on assignment.
2. Employees are to use the chain of command in addressing work-related problems unless extraordinary circumstances dictate the need to do otherwise. [12.1.2(d)]
 3. Policy should not be interpreted as restricting an employee's privilege to meet with command-level staff. To facilitate increased internal personnel communications, all employees may meet with the Assistant Chiefs or the Chief of Police.
 4. If a squad, precinct, or division personnel are used to supplement another squad's personnel, the supervisor of the requesting squad shall maintain command. [12.1.2(c)]
 5. *Crime Scene*: The detective called to a crime scene will assume responsibility for the scene and activities associated with the scene, including delegating tasks to other officers at the scene as necessary. [12.1.2(c)]
 6. *Mutual Aid*: If Newport News Police Department (NNPD) personnel are dispatched to assist another agency under a Mutual Aid request, the responding personnel shall come under the command of the ranking NNPD officer, who shall have overall authority over all NNPD officers. NNPD personnel shall abide by all NNPD policies, procedures and directives [2.1.3(e); 12.1.2(b)]
 7. *Disaster*: If Department personnel are called to assist at the scene of a disaster, the command responsibilities will be appointed by the Chief of Police. [12.1.2(b)]

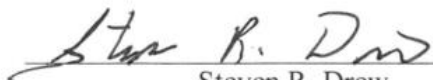
B. Supervisory Accountability

1. The supervisor at each level of supervision will be held accountable for the employees under their control. [11.3.2]
2. The span of control for individual supervisory and management personnel will be limited to the number of personnel who can be effectively supervised and is determined by the nature of the work involved and the type of people performing the work.

3. Each member of the Department is accountable to only one supervisor at any given time. [11.3.2]
4. Any lawful order from a superior to an employee must be obeyed. [12.1.3]
 - a. Lawful orders from a superior to an employee relayed by an employee of the same or lessor rank will be obeyed as if issued by the originating superior.
 - 1) Should the employee deem the order to be unlawful, the employee shall first confirm the order with the supervisor for clarification.
 - 2) If the order is still determined as unlawful by the employee, the employee shall notify the next in line in the chain of command as soon as possible. [12.1.3]
 - b. If an employee receives conflicting orders or directives from superiors, they should advise the superior issuing the last order or directive of the conflict. If this does not resolve the conflict, he should obey the previous order or directive issued.
 - c. The employee receiving conflicting orders or directives by two or more superiors who followed the above guidelines will not be considered disobedient of the order/directive previously issued.

C. Delegated Authority

1. The Chief of Police will appoint an Assistant Chief as acting Chief of Police during absences. The acting Chief of Police will assume the duties associated with the position of Chief of Police. The acting Chief of Police does not have the authority to approve personnel actions such as transfers, disciplinary matters, or salary increases unless that authority is contained in the written directive. [12.1.2(a,b)]
2. In exceptional situations or emergencies, where the Chief of Police is unable to appoint an Assistant Chief to act in their stead, the order of command succession shall be [12.1.2(b)]:
 - a. Assistant Chief of the Patrol Bureau;
 - b. Assistant Chief of the Investigations Bureau; then
 - c. Assistant Chief of the Administrative Services Bureau.
3. In daily department operations, the appointment of “acting” command/supervisory positions will be documented and disseminated to affected personnel. [12.1.2(d)]
4. Acting personnel are delegated the appropriate authority and are expected to use it to carry out the responsibilities of their assigned position. [11.3.1(b)]
5. Salary adjustment for persons supervising in an acting status will be in accordance with [Section 604](#) of the City Personnel Administrative Manual.


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Chief of Police