



Town of Truro Police Department Policy and Procedures	<i>Number:</i> 1-1
	<i>Classification:</i> Organization
<i>Subject:</i> Organizational Structure and Job Descriptions	<i>Reference:</i>
	<i>Expiration:</i> Upon Revision
<i>By Authority of:</i> Kyle Takakjian, Chief of Police	<i>Date:</i> May 26, 2017
<i>Rescinds:</i> ADM-4.02, 4/19/2011	

CALEA/ Mass Standards: 11.1.1; 11.1.2; 11.2.1; 11.2.2; 11.3.1; 11.3.2; 12.1.2; 21.2.2

I. PURPOSE

This order establishes the organizational structure and provides guidelines for command and officer authority and accountability.

II. POLICY

The Truro Police Department shall be organized in a manner that provides effective and efficient public safety services the Town of Truro. Each employee is accountable for providing a high level of service and supervisors are responsible for the activities of all employees under their immediate control.

III. PROCEDURE

A. Organizational Structure

1. The Truro Police Department shall consist of 4 functional divisions – Patrol, Support Services, Communications and Professional Standards - as depicted in the organizational chart (See Appendix A). **11.1.2**

2. The **Chief of Police** is responsible for the overall command and administration of the agency, as well as the external relations of the department with other agencies. The Chief of Police is responsible for setting department policy and procedures as well as the town’s Emergency Management Director. The following personnel report directly to the Chief of Police

- a. Lieutenant
 - b. Administrative Assistant (Civilian position)
3. The **Lieutenant** reports directly to the Chief of Police and is second in command of the Department. The Lieutenant is the Commander of the following Divisions within the Department
- a. Patrol Division
 - b. Support Services
 - c. Communications
 - d. Professional Standards

Specifically, the Lieutenant has additional collateral duties including, but not limited to: Media Relations & the Public Information Officer (PIO), and Community Outreach Coordination.

4. The Lieutenant as **Commander of the Patrol Division** reports directly to the Chief of Police and is accountable for the duties and responsibilities assigned to the Patrol Division. Those duties include, but are not limited to: Direct oversight of the Patrol Sergeants, scheduling of officers and dispatchers, coordination of the department's Community Policing efforts, Special Events planning, coordination of Police Matrons, and coordination of the mental health / community outreach Officers, special patrol functions.
5. The Lieutenant as **Commander of Support Services Division** reports directly to the Chief of Police and is accountable for the duties and responsibilities assigned to the Support Services Division. Those duties include, but are not limited to: Coordinator of recruit and in- service training, oversight of the Detective Unit, coordination of the property and evidence function, coordination of the Dispatch Center and 911 System.
6. The **Commander of the Communications Division** reports directly to the Chief of Police and is accountable for the duties and responsibilities assigned to the Communications Division. Those duties include, but are not limited to: Dispatch Functions
7. The **Commander of the Professional Standards Division** reports directly to the Chief of Police and is accountable for the duties and responsibilities assigned to the Professional Standards Division. Those duties include, but are not limited to: Internal Affairs & Discipline and Accreditation Management

8. Truro Police sergeants are generally accountable for the operations of a particular shift or unit, the duties and responsibilities outlined in the sergeant's job description, and collateral duties as assigned by the Lieutenant or Chief of Police.
9. The Communications Supervisor reports directly to the Lieutenant and is accountable for the operations of the Dispatch Center including 911 services.
10. Truro Police officers are accountable for providing a high level of customer service to the general public and may, from time to time, supervise other officers. Officer duties and responsibilities are further outlined in the police officer's job description.
11. Telecommunicators shall have the responsibility for the efficient operations of the Dispatch Center. Telecommunicators report to the Communications Supervisor but are responsible for completing duties and assignments as given by Shift Commanders or the Command Staff. Telecommunicator duties and responsibilities are further outlined in the Telecommunicator's job description
12. Civilian personnel are accountable for providing a high level of customer service and, under normal circumstances, will not supervise sworn personnel. Civilian personnel duties and responsibilities are outlined within the particular job description and all civilian employees fall under department policies and procedures to the same extent as sworn personnel.
13. Specialty Assignments. Both sworn and non-sworn members of the department may be assigned collateral duties including but not limited to the following:
 - a. Shift Officer-in-Charge (OIC)
 - b. Accident Investigator
 - c. Firearms Instructor
 - d. Motorcycle Officer
 - e. SWAT Team Member
 - f. Fleet Maintenance
 - g. Crime Prevention
 - h. Elder Affairs / Community Outreach
 - i. Juvenile Officer
 - j. Sexual Assault Investigator
 - k. Evidence Officer
 - l. Website Coordinator
 - m. Breathalyzer, Officer-in-Charge (OIC)

14. Whenever the Chief of Police will be absent from duty for an extended period of time, the Lieutenant will be the Acting Chief of Police.

B. Administration Division

1. The **Administrative Assistant** reports directly to the Chief of Police and is responsible for the following duties and responsibilities; Administration of the Police Records, Payroll and Billing functions, Computer Services coordinator (LEAPS, CJIS, IMC), firearms licensing, technical and administrative support

C. Unity of Command

1. Each employee shall be accountable to the supervisor (sergeant or OIC) assigned to the shift or unit. An employee is accountable to only one supervisor at any given time and, in those situations where more than 1 supervisor may be working a shift, the supervisors shall assure that officers understand reporting relationships.
2. In the case of those officers with a specialty, the officer may report to a different supervisor to carry out the duties and responsibilities of the particular specialty. The supervisors and officers will confer to assure that assignments and orders do not conflict.
3. While the Chief of Police is responsible for the overall functioning of the department, each employee has the authority to make those decisions necessary for the effective execution of their responsibilities. Each employee is encouraged to exercise their authority within the parameters of department policy and procedure and each officer will be held accountable for the use of such authority.
4. Each supervisor is accountable for the activities of those employees under his/her command.

D. Command Protocols

1. Whenever the Department engages in an operation involving more than one Division, and/or more than one shift, the initial command of the operation will be assigned to the supervisor of the Division/shift initiating the event or involved in the activity, unless otherwise directed by the Duty Commander or the Chief of Police.

2. In those situations where the Detective Division responds to the scene, the Detective will take over command of the crime scene.
3. The Shift Supervisor will take direction from the Detective to provide any support required for the investigation and crime scene security.
4. In critical incident situations or those situations involving use of the NIMS protocols, the Incident Commander will have overall command and assign command responsibilities in line with ICS protocols.

E. Job Descriptions

The Administrative Assistant to the Chief of Police will maintain a set of Job Descriptions for the various positions, both sworn and civilian, within the Department. Copies of the Job Descriptions are contained within the “Manual of Rules and Regulations for the Government of the Police Department of the Town of Truro Massachusetts, Dated *March 21, 2012*. A copy will be maintained on the Department Shared Drive.

IV SUMMARY

The above stated policy and procedure is meant to provide general guidelines to Truro Police employees regarding their authority to act and responsibility for carrying out their duties.

This policy and procedure is for Truro Police use only and is not meant to enlarge an officer's criminal or civil liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this directive, if proven, can only form the basis of a complaint by this department, and then only in an administrative proceeding.