Rockville City Police Department
GENERAL ORDER

Subject **DEPARTMENT ORGANIZATION**		Procedure **G.O. # 3 - 3**
Authorizing Signature	**Effective: 02-26-10** **Revised: 07-18-14**	**Total Pages** **17**

I. POLICY

The organizational structure of the Rockville City Police Department will support the efficient and effective accomplishment of the Department functions and responsibilities.

II. PURPOSE

This General Order designates the organizational structure of the Rockville City Police Department establishing a chain of command for span of control.

III. DEFINITIONS

A. Bureau

A primary subdivision of the Department

B. Chain of Command

The unbroken line of authority extends from the Chief of Police through a single subordinate at each command level down to the level of execution.

C. Commanding Officer

The officer having command, either permanently or temporarily, of a bureau, division or unit

D. Department

The entire organization known as the Rockville City Police Department

E. Employee

All personnel, sworn and non-sworn

F. Officer

A commissioned (sworn) police officer

G. Officer in Charge (OIC)

A corporal on duty, supervising a particular component having satisfactorily passed a departmental OIC competency test and having been so designated by their Unit's Sergeant.

H. Unit

Ordinarily a functional component of a bureau

IV. ORGANIZATIONAL GROUPINGS

A. The Rockville City Police Department organizational structure includes bureaus, divisions, teams, units and individuals. Each assigned specific functional areas of responsibility, which include activities that are directly related to carrying out or supporting the Department's objectives.

B. The subdivisions within the organizational structure of the Department are grouped into four major components.

1. Office of the Chief of Police

Commanded by the Chief of Police

2. Field Services Bureau

Commanded by a Police Major

3. Special Operations Bureau

Commanded by a Police Major

4. Administrative Services Bureau

Commanded by a Police Major

V. OFFICE OF THE CHIEF OF POLICE

A. The Chief of Police is responsible for the direction of all activities of the Rockville City Police Department. This direction will be accomplished through written and oral orders, policies, directives, guidelines, as well as by personal leadership.

1. The Chief of Police is directly responsible for:

a. Maintaining appropriate relations with the public and media.

b. Ensuring the inspectional services function of the department is carried out.

B. Ensuring the application of the internal affairs functions of the department.

C. Ensuring that policies, procedures, rules and regulations are properly written, conveyed and implemented.

D. Coordination of the Police Department Chaplain program.

E. Community Services Officer

1. Crime prevention is one of the primary functions of the Rockville City Police Department.

2. The aim is to create in the minds of the Rockville residents and business persons an awareness of the roles they can individually and collectively play in the reduction and/or prevention of crime. Also to encourage individual, group, school, neighborhood, and community follow up and activities to reduce/prevent crime.

3. The Community Service Officer is assigned the primary responsibility for effective implementation of the department's crime prevention program.

F. Victim Advocate

1. The Victim Advocate makes direct contact with victims apprising them of basic criminal justice procedures and makes referrals to relevant resources.

2. The Victim Advocate works with police officers to supplement and enhance their follow-up efforts with the victims of crime.

VI. FIELD SERVICES BUREAU

The Field Services Bureau consists of two Lieutenants who are Watch Commanders, the Patrol component, and the Crime Analyst.

A. The Bureau Commander is responsible for:

1. Training

a. Reviews, approves and schedules all training requests submitted by employees of the department. These requests will come through the training committee.

b. Training Records Management

c. Process and maintain training records for all Department employees.

d. Submits training records to the Maryland Police and Correctional Training Commission as required.

2. Crime Analysis

a. The Crime Analyst's responsibility is for the collection, collation, and analysis of crime data received by the Department.

b. This data is then used to aid all units of the police department in meeting their tactical crime control and prevention objectives by:

(1) Identifying and analyzing methods of operation of individual criminals.

(2) Providing crime pattern recognition.

(1) Providing analysis of data.

B. The Bureau Commander and Watch Commanders are responsible for:.

1. Oversight of the patrol teams. All personnel assigned to the patrol section are sworn police officers.

a. Uniformed police patrol - 24 hours per day - 7 days per week.

b. Response to calls for service.

c. Traffic direction, control, and enforcement.

d. Traffic accident investigation.

e. Response to major incidents.

f. Unusual, special, emergency operations.

g. Warrant service.

2. Field Training Officer (FTO) program

Oversees and coordinates the field training officer program for sworn police officers.

3. Court Liaison

Maintains liaison with the District and Circuit courts for officers assigned to Field Services Bureau.

4. Property / Records Liaison

Coordinates with the Administrative Services Bureau the proper handling of property/evidence and records involving officers assigned to the Field Services Bureau. Any problems found by the Administrative Services Bureau are brought to the Captain's attention to be resolved with the officer.

5. Communications Liaison

Coordinates with the Administrative Services Bureau the communications function of the Department involving officers assigned to the Field Services Bureau. Any problems found by the Administrative Services Bureau are brought to the Captain's attention to be resolved with the officer.

6. Payroll Review

Reviews all time sheets from employees assigned to the Field Services Bureau, to ensure they are properly filled out before they are submitted to the Chief's secretary for final review and submission to the Finance Department.

7. Ride Along Program

Receives and reviews all applications for ride alongs. Make assignments as appropriate.

8. Radio Maintenance

Management of the radios used by the Field Services Bureau. This includes ensuring that the radios receive scheduled preventive maintenance and ensuring any defects are repaired.

9. Ensuring that information regarding Field Services operations is forwarded to the Chief of Police, in a timely and appropriate fashion.

10. Reviewing reports submitted by officers assigned to the Field Services Bureau to ensure accuracy and completeness.

VII. SPECIAL OPERATIONS BUREAU

The Special Operations Bureau consists of several components. The seven major components are,Directed Patrol, Street Crimes Unit, Criminal Investigations Unit, Community Enhancement Code Enforcement Unit, Photo Enforcement Unit, Records Management and the Neighborhood Services Division.

A. Directed Patrol

1. The Directed Patrol is an assignment of uniformed police officers to address specific concerns and complaints.

2. The Directed Patrol utilizes many strategies to address a variety of complaints including traffic issues. These include, but are not limited to:

   a. Radar / laser enforcement.

   b. Officer Tuttle decoy program.

   c. Speed indicator.

   d. Marked patrol.

   e. Unmarked patrol.

   f. Motorcycle patrol.

   g. Coordinates the towing process and actively participates in the abandoned automobile removal program.

3. This unit provides a highly intensive presence in the 355 corridor and town center area-using vehicle, foot, motorcycle and bicycle patrol techniques.

4. Parking enforcement officers

   a. Patrol City streets on foot, on Segways or in a vehicle to enforce parking and other regulations applicable to non-moving vehicles.

   b. Issue parking tickets for violations observed including expired meters and illegally parked vehicles.

   c. Collect parking meter monies and deliver monies to the bank.

B. Street Crimes Unit

1. The Street Crimes Unit is charged with providing a neighborhood commitment to any area

of the City needing their assistance.

2. The goals of the Street Crimes Unit are:

a. To eliminate open air Controlled Dangerous Substance (CDS) selling.

b. To reduce the incident of CDS possession and distribution.

c. To prevent gang activity from forming in the community.

d. To provide a problem solving resource for the community.
e. To prevent serious crime from taking a foothold in the community.

f. To investigate narcotics complaints.

C. Criminal Investigative Unit

1. The investigations unit is assigned to investigate any district level cases initiated by Rockville City Police Officers.

a. These cases consist of robberies, aggravated assaults, burglaries, thefts, assaults, sex offenses (other than rape) and missing persons.

b. An officer assigned to investigations will be required to maintain an appropriate level of communication and cooperation with officers of the Rockville City Police and the Montgomery County Police.

2. School Liaison

a. The School Liaison program assigns officers as points of contact for all primary and secondary schools in Rockville.

b. Officers assigned to this program concentrate their efforts in the following areas:

(1) Act as a resource with respect to delinquency prevention.

(2) Provide guidance on law enforcement issues to both students and staff in an academic setting.

(3) Be a readily available resource to students.

(4) Help to explain the role of law enforcement in society.

D. Community Enhancement Code Enforcement Unit

Personnel assigned to the Community Enhancement Code Enforcement Unit are non-sworn and consist of housing code inspectors, commercial property inspectors and landlord/tenant specialist.

1. Housing code inspectors ensure compliance with ordinances and regulations relating to residential properties. This includes:

    a. Property maintenance

    b. Fire and safety

    c. Health
    d. Zoning

    e. Occupational licensing

    f. Construction codes

    g. Use permits

2. Commercial Property Code Inspectors ensure compliance with ordinances and regulations relating to commercial properties. This includes:

    a. Property maintenance

    b. Fire and safety

    c. Health

    d. Zoning

    e. Occupational licensing

    f. Construction codes

    g. Use permits

3. Landlord/tenant specialist investigates landlord/tenant complaints. This position serves as staff representative to the Landlord/Tenant Commission.

E. Neighborhood Services Division.

Personnel assigned to the Neighborhood Services section are non-sworn and consist of Neighborhood Services Officers and clerical personnel. They are responsible for:

1. Animal control - licensing of dogs, picking up deceased animals, handling complaints involving animals, handling animal bite complaints and enforcement of the animal control laws.

2. Assisting in patrol and enforcement of parking throughout the city

3. Assists the traffic unit as time and assignment permits in abandoned motor vehicle enforcement.

F. Records Management

Departmental parking ticket function includes filing the tickets, the coordination of court dates, and follow-up on non-paid tickets. Coordination of the permit parking districts.

G. Photo Enforcement Unit

1. Process red light camera tickets and testifies in court.

2. Process speed camera tickets and testifies in court.

3. Deploys the mobile speed vans.

4. Provides customer service / support.

H. Town Center Unit

1. This unit provides a visible presence and deterrence in the Town Center, King Farm, and Fallsgrove communities.

2. Objectives of the unit

a. Reduce visible signs of loitering and disorderly conduct

b. Improve traffic flow and safety

c. Increase perceptions of safety and security during nighttime hours.

I. Special Events

Coordination of special events with sponsoring organizations.

J. The Special Operations Bureau Commander or the Special Operations Bureau Commander's

designee is responsible for the following tasks or assignments.

1. Court Liaison

   Maintains liaison with the District and Circuit courts for officers assigned to Special Operations Bureau.

2. Property / Records Liaison

   Coordinates with the Administrative Services Bureau for the proper handling of property/evidence and records involving officers assigned to the Special Operations Bureau. Any problems found by the Administrative Services Bureau are brought to the Captain's attention to be resolved with the officer.

3. Communications Liaison

   Coordinates with the Administrative Service Bureau the communications function of the Department involving officers assigned to the Special Operations Bureau. Any problems found by the Administrative Services Bureau are brought to the Captain's attention to be resolved with the officer.

4. Payroll Review

   Reviews all time sheets from employees assigned to the Special Operations Bureau, to ensure they are properly filled out before they are submitted to the Chief’s secretary for final review and submission to the Finance Department.

5. Training

   Reviews, approves (as part of the department training committee) all training requests submitted by employees assigned to the Special Operations Bureau.

6. Radio Maintenance

   Management of the radios used by the Special Operations Bureau. This includes ensuring that the radios receive scheduled preventive maintenance, insuring any defects are repaired.

7. Ensures that a thorough investigation is initiated whenever an officer assigned to the Special Operations Bureau discharges a firearm, either accidentally, or in the performance of his/her duties.

8. Ensures that information regarding Special Operations is forwarded to the Chief of Police, in a timely and appropriate fashion.

9. Reviews reports submitted by officers assigned to the Special Operations Bureau to ensure accuracy and completeness.

VIII. ADMINISTRATIVE SERVICES BUREAU

The Administrative Bureau consists of three components, which are non-sworn positions. One component is administrative support, one component is support services, and the third component is homeland security.

A. Administrative Support

1. Financial management prepares the departmental budget and monitors it throughout the fiscal year. Management of department property including the purchasing of new equipment.
2. City Wide Alarm System

   a. Coordinates the alarm system with the various site coordinators and the alarm company.

      (1) Add and delete users.

      (2) Coordinate with the alarm company for needed repairs.

   b. Administers the citywide card access system.

      (1) Add and delete users

      (2) Set up access levels and schedules

      (3) Coordinate with the alarm company for needed repairs.

3. Quartermaster / Fleet Maintenance

   a. Responsible for working with the Police Equipment and Budget Coordinator in maintaining a supply of uniforms and equipment.

   b. Responsible for maintaining a uniform / equipment inventory for all employees.

   c. Responsible for maintaining an inventory for all police vehicles.

4. Payroll Review

   Reviews all time sheets from employees assigned to the Administrative Services Bureau, to ensure they are properly filled out before they are submitted to the Chief's secretary for final review and submission to the Finance Department.

B. Support Services

1. Departmental communications functions include; radio, telephone, Teletype, and automated data communications and alarm monitoring and specific activities associated with each.

2. Warrant control function consists of record keeping, computer entry and maintenance, assignment for service for all warrants, subpoenas and summonses received by this Department.

3. Departmental property management functions include property in custody, evidence, found and recovered property.

C. Homeland Security

Ensuring the police department develops and implements the appropriate homeland security and emergency preparedness measures to keep the city as prepared as possible.

IX. ORGANIZATIONAL FORMATION

A. Organizational Chart

1. The Departmental Organizational Chart reflects the chain of command, lines of authority and communication within the Department.

2. The Organizational Chart will be updated annually or as the need arises.

3. A copy of the organizational chart is posted permanently in the hallway of the Police Department.

B. Staffing Table

1. The staffing table provides the total personnel strength as authorized by the Mayor and Council of the City of Rockville.

2. The staffing table presents the actual number of personnel by rank or job title, sworn and non-sworn.

3. The staffing table will be updated annually, or as the need arises.

4. A current copy of the staffing table is posted permanently in the hallway of the Police Department.

C. Command Structure

The administrative titles for officers in charge of each bureau, division, section, or unit will be as follows:

1. Department - Chief
2. Bureau - Commander
3. Unit - Supervisor, respective unit
4. Team - Supervisor

D. Rank structure for sworn personnel

1. Chief
2. Major
3. Lieutenant
4. Sergeant
5. Corporal
6. Police Officer 2
7. Police Officer 1

X. UNITY OF COMMAND

A. In order to maintain effective direction, control, and coordination within the department, the number of employees under the immediate control of a supervisor shall not exceed ten (10). This policy, however, shall not preclude the possibility of dealing with unforeseen or emergency circumstances that may require the span of control to exceed the recommended limit.

B. Consistent with the chain of command, each employee shall be accountable to only one supervisor at any given time.

1. Police Communications Operator (PCO)

    a. Police Communications Operators are accountable to the shift supervisor for day-to-day operations.

    b. Police Communications Operators are accountable to the Support Services Coordinator for administrative duties.

2. Neighborhood Services Officers

    a. Neighborhood Services Officers are accountable to the shift supervisor for day-to-day operations.

    b. Neighborhood Services Officers are accountable to Code Enforcement Supervisor for administrative duties.

C. In matters involving departmental issues, the chain-of-command, defined in section III, shall be adhered to, with the following exceptions.

1. Exigent circumstances exist, whereby adherence to the chain-of-command would impair the proper functioning of the department.

2. When a supervisor or their action is at issue, that supervisor may be bypassed.

3. In matters of a personal nature, employees are not required to adhere to the chain-of-command. However, it is suggested that employees notify their supervisor as a courtesy.

D. Command protocol in situations involving personnel of different components engaged in a single operation shall be established as follows:

1. Command structure always will follow the chain of command.

2. Whenever the command structure cannot be distinguished easily by rank, responsibility of command remains with the officer having primary functional responsibility.

3. Whenever command structure is distinguished easily by rank but the officer having primary functional responsibility is of a lower rank, responsibility of command remains with the officer of the highest rank.

XI. OBEDIENCE TO LAWFUL ORDERS

All members shall obey all lawful orders, either verbal or written, of any superior or other members designated to command. This shall include, but is not limited to orders relayed from a superior by a member of the same or lesser rank, General Orders, Personnel Orders, Special Orders and other directives.

Any order may be countermanded in cases of emergency. An employee countermanding a prior order will immediately report the reason to their immediate supervisor.

XII. CONFLICTING ORDERS

No employee, without adequate justification, will intentionally issue an order that is contrary to any order issued by his or her supervisor or department regulation. Personnel who are given an otherwise proper order which is in conflict with a previous order, rule or directive will respectfully inform the officer/supervisor issuing the conflicting order of the conflict. If the officer/supervisor issuing the order does not alter or retract the conflicting order, the most current order will stand. Employees will obey the conflicting order and will not be held responsible for disobedience of the order, rule or directive previously issued. The responsibility for the conflict will be upon the individual issuing the order.

XIII. RESPONSIBILITY AND COMMENSURATE AUTHORITY

A. Commensurate authority shall accompany responsibility. Authority to execute required activities of a particular component in the department is delegated by the Chief of Police through the command structure to individual employees.

B. Accountability for the use of delegated authority attaches to each employee. Each employee also is accountable for the failure to use delegated authority in accomplishing the responsibilities of the position. Exemplary performance as well as poor performance by employees under their supervision should not go unnoticed by supervisors. Supervisors are accountable for their authority and responsibility to apply the department's policies, procedures, rules, and regulations fairly to their subordinates while working to accomplish the goals and objectives of the department. This will be measured through the job performance evaluation process.

C. During a temporary absence, a Bureau Commander or Unit Supervisor will designate an individual to serve in an acting capacity. The acting responsibility may rotate among the individuals within the organization. When no other provision is made by competent authority, the command will automatically fall to the senior ranking subordinate. Seniority is established for command purposes first by rank and secondly, by length of service in such rank. In cases of equal rank and length of service in rank, the officer with the greatest length of service in the Department shall be in command.

D. The Chief of Police will designate an acting Chief whenever he/she will be on a scheduled absence from duty. Personnel Orders will be written whenever an Acting Chief is designated. The Acting Chief has all the authority of the Chief, except in the following instances, unless otherwise

specifically authorized in the Personnel Order.

1. Selection and appointment of new personnel.

2. Dismissals.

3. Promotions.

4. Demotions.

5. Modifications of rules, regulations, General Orders or policies, in non-emergencies.

E. The senior ranking officer on the scene of the following incidents will be responsible for notifying the on-duty or on-call senior police official (senior police official is defined as a Police Lieutenant, Police Captain or the Chief of Police):

1. Deaths of a violent or suspicious nature.

2. Rapes and first or second-degree sex assaults.

3. Critical injury assaults.

4. Fatal traffic accidents.

5. Incidents involving the discharge of a firearm by RCPD Officers, except for authorized range training.

6. Armed robberies or strong-armed robberies in which the victim is injured and requires transport.

7. Fires when serious injury result or extensive damage results, or a family is displaced due to damage.

8. Natural gas emergencies, when evacuation occurs.

9. Disorders involving large groups requiring police intervention.

10. Bomb threats in which evacuation occurs or at any government facility.

11. Crimes against the person of an elected official, diplomat, or his/her family.

12. Personal injury motor vehicle accidents involving Rockville Police Department Employees, on duty.

13. Injuries involving Rockville Police Department Employees, on duty.

14. Serious personal injury motor vehicle accidents involving Rockville Police Department Employees, off duty as soon as we are notified.

15. Serious personal injuries involving Rockville Police Department Employees, off duty as soon as we are notified.

16. Hostage/barricade situations.

17. Any incident, which has the potential of becoming a controversy for the Department or another Department of City Government.

F. Immediately after becoming knowledgeable of the background information on any of the incidents listed, the on-duty or on-call senior police official will notify the Chief of Police. The Chief of Police will then determine further notifications.