


# Rockville City Police Department

## GENERAL ORDER



<b>Subject</b> DEPARTMENT ORGANIZATION		<b>Procedure</b> G.O. # 3 - 3
<b>Authorizing Signature</b> 	<b>Effective:</b> 02-26-10 <b>Revised:</b> 06-22-26	<b>Total Pages</b> 12

### I. POLICY

The organizational structure of the Rockville City Police Department will support the efficient and effective performance of the functions and responsibilities in accordance with its mission.

### 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 extending 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. DIVISION: A subdivision of a Bureau.
- F. EMPLOYEE: All personnel, sworn, and non-sworn
- G. OFFICER: A commissioned (sworn) police officer
- H. OFFICER IN CHARGE (OIC): A Corporal who has satisfactorily passed a departmental OIC competency test and has been designated as such by their unit's Sergeant. The OIC is recognized by the police department as a supervisor of a unit during short or long-term absence of a Sergeant.
- I. 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 mission.

- B. The subdivisions within the organizational structure of the Department are grouped into three major components.
  - 1. Office of the Chief of Police. Commanded by the Chief of Police
  - 2. Field Services Bureau. Commanded by a Major
  - 3. Administrative Services Bureau. Commanded by a Major

V. 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 as needed.
  - 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 as needed.
  - 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. Department - Deputy Chief
3. Bureau - Commander
4. Unit - Supervisor
5. Team - Supervisor

D. Rank structure for sworn personnel

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

VI. OFFICE OF THE CHIEF OF POLICE

The Chief of Police is responsible for the organization, services, and all activities according to the Mission Statement for the Rockville City Police Department. This direction will be accomplished through special orders, policies, directives, guidelines, and verbal direction.

1. The Chief of Police is directly responsible for:
  - a. Maintaining appropriate relations with the public, media, the City Manager, and the Mayor and Council.
  - b. Oversight of the Office of Professional Responsibility (OPR).
    - (1) The Office of Professional Responsibility reviews and investigates any type of complaint against any employee of the Police Department.

- (2) The Office of Professional Responsibility reviews Response to Resistance and Aggression Reports and collisions involving Departmental Vehicles.
- (3) The Office of Professional Responsibility manages the process of recruitment to include background investigations and physical, psychological, medical, and polygraph testing.
- c. Ensuring that policies, procedures, rules and regulations are properly documented, published, distributed, and implemented.
- d. Coordination of the Police Department Chaplain program.
- e. City Wide Alarm System
  - (1) Coordinates the alarm system with the various site coordinators and the alarm company.
  - (2) Add and delete users.
  - (3) Coordinate with the alarm company for needed repairs.
- f. 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.
- g. The City of Rockville Emergency Manager

## VII. FIELD SERVICES BUREAU

The Field Services Bureau is comprised of two divisions, the Patrol Division and the Special Operations Division. The Field Services Bureau Commander presides over both divisions and ensures their objectives and responsibilities are accomplished according to the Department's Mission Statement and direction from the Office of Chief of Police.

The Patrol Division operates under the direction of the Bureau Commander and is led by two Lieutenants who serve as Watch Commanders. The Watch Commanders are responsible for:

1. Oversight of all patrol operations, attend roll calls and provide pre-shift briefings.

- a. Monitor calls for service and ensures appropriate deployment of resources.
  - b. Command and control of all serious incidents until conclusion or properly relieved and conduct debriefs at the conclusion of the incidents.
  - c. Administrative review of all documented actions by patrol personnel
  - d. Administrative tasks assigned by the bureau Commander and/or office of the Chief of Police.
  - e. Assure all proper notifications through the chain of command.
  - f. Attendance and/or command of special events to include planning and preparation of *Special Event/Incident Action Plans and after actions*.
  - g. Receiving and properly responding to complaints and concerns from the public.
  - h. Assisting the Office of the Chief in planning, policies, personnel/disciplinary matters, personnel assignments, and logistical decision making.
  - i. Administrative Duties such as but not limited to evaluations, awards, commendations, counseling, performance improvement plans (PIP), scheduling, overtime assignments, City incident reports/accidents, preparing department memorandums and oversight of department policies.
  - j. Department representative to city civic groups and attend meetings.
  - k. Provide leadership, guidance and support to supervisors and officers.
  - l. Ensure personnel comply with department policies, procedures and professional standards.
2. Maintains liaison with the District and Circuit courts for officers assigned to Field Services Bureau.
  3. Ride Along Program
    - a. Receives and reviews all applications for ride alongs. Make assignments as appropriate.
  4. Ensuring that information regarding Field Services operations is forwarded through the chain of command, in a timely and appropriate fashion.
  5. Reviewing all correspondence submitted by personnel assigned to the Field Services Bureau to ensure accuracy and completeness, in accordance with departmental policy and procedure.

#### VIII. SPECIAL OPERATIONS DIVISION

The Special Operations Division (SOD) is contained within the Field Services Bureau and consists of several units. This division is commanded by a Lieutenant. The Special Operations Division Commander

presides over all units assigned within. The Special Operations Division consists of the Traffic, Special Assignment Unit, Criminal Investigations, Community Engagement, Evidence Unit, and the Crime Analyst.

A. The Traffic Unit

1. The Traffic Unit are uniformed police officers who address specific concerns and complaints concerning the movements and safety of pedestrians and vehicles. They also respond to investigate and document vehicle collisions. Their duties and assignments are tasked at the direction of the Division Commander.

B. Special Assignment Unit (SAU)

1. The Special Assignment Unit is tasked with protecting the quality of life with responsive public safety methods of patrol and investigation.
  - a. To assist in the reduction of serious crime from occurring in the community.
  - b. To investigate complaints of ongoing unlawful activity within the City of Rockville.

C. Criminal Investigations Unit (CIU)

1. The investigations unit is assigned to investigate a wide range of criminal offenses within the City of Rockville. Refer to General Order 4-16 for more information.

D. Community Engagement Officer (CEO)

1. The School Liaison program assigns officers as points of contact for all primary and secondary schools in the City of Rockville. See General Order 4-33.
2. Officers assigned to this program concentrate their efforts in the following areas:
  - a. Act as a resource with respect to delinquency prevention.
  - b. Provide guidance on law enforcement issues to both students, parents, and staff in an academic setting.
  - c. Be a readily available resource to students and assigned schools.
  - d. Help to explain the role of law enforcement in society.
  - e. Refer to General Order 4-33 for more information

E. Community Services Officer (CSO)

1. Crime prevention is one of the primary functions of the Rockville City Police Department.
2. The aim of this program is to create, in the minds of the Rockville residents and businesses, an awareness of the roles they can individually and collectively play in the reduction and/or prevention of crime. It is 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 through education, events, and diplomatic interactions.
4. Refer to General Order 3-5 for more information

E. Crime Analysis

1. The Crime Analyst's responsibility is for the collection, collation, and analysis of crime data received by the Department.
2. This data is then used to aid all units of the police department in meeting their tactical crime control and prevention objectives by:
  - a. Identifying and analyzing methods of operation of individual criminals.
  - b. Providing crime pattern recognition.
  - c. Providing analysis of data.

F. Property Control

1. The Property Control Unit is assigned within the Special Operations Division. This person Unit manages the procedures for handling, securing, disposition and regulation of all evidence and property that comes into the possession of the Rockville City Police Department. See *GO 4-17 Property Control* for details.

VIII. ADMINISTRATIVE SERVICES BUREAU

The Administrative Bureau is comprised of three divisions: Fiscal Management, Support Services and Management Services. The Administrative Services Bureau Commander presides over the three divisions and ensures their objectives and responsibilities are accomplished according to the Department's Mission Statement and direction from the Office of Chief of Police.

A. Fiscal Management

1. The Bureau Commander works directly with the fiscal manager on matters regarding the department budget, procurement, and the working relationship with the City Finance Department.
2. Financial management prepares the departmental budget and monitors it throughout the fiscal year. Management of department property including the purchasing of new equipment. Financial management is accomplished at the direction of the Office of the Chief through the Administrative Bureau Commander

B. The Support Services Division

1. This division is led by a Lieutenant. The Support Services Commander oversees all units assigned within. The Support Services Division is responsible for the following:
2. Communications – Is responsible for operations in dispatch office. Police Communication Operators monitor phones and alarms, and dispatch calls for service 24 hours a day, seven days a week. See General Order 6 -2 *Communications* for more information
3. Parking Enforcement – Is primarily responsible for parking violations and abandoned vehicles. See General Order 4-26 *Parking Enforcement* for more information.
4. Photo Enforcement –Is responsible for the processing, approval and administration of Photograph enforced traffic violations. See General Order 4-47 *Photo Enforcement Unit* for more information.
5. Neighborhood Services – Is responsible for animal services related complaints, including licensing, and cruelty cases. *General Order Pending*

C. The Management Services Division

1. The division is commanded by a Lieutenant. The Management Services Commander presides over all the units within the division. The Management Services Division is responsible for the following:
2. Quartermaster – is responsible for purchasing equipment requested by sworn and non-sworn personnel which is deducted from allotted uniform allowances. The quartermaster also issues all uniforms and uniform equipment during a new employee on-boarding process. The quartermaster receives all uniforms and uniform equipment from employees separating from the police department. The quartermaster works with the department Fiscal Manager regarding purchasing, spending allocated funds and tracking expenses.

3. Training – The training Sergeant is responsible for the maintenance of all training records, registration of training, providing liaison to training academies, and personnel records required by the Maryland Police and Corrections Training Commission (MPCTC).
4. Accreditation – The accreditation manager identifies standards and proofs for reporting to the Commission on Accreditation for Law Enforcement Agencies (CALEA) on a regular basis. The accreditation manager reviews department policies and practices to verify compliance of accreditation standards. The accreditation manager makes recommendations through the Chain of Command to the Office of the Chief of Police based on accreditation standards.
5. Records – The police department maintains the means to keep records of police incidents through reporting. Records must be available for review, analysis, investigations and MPIA requests. Personnel assigned to duties in records are trained to locate, review, redact, and expunge records when necessary.
6. Technology/IT – The police department relies on many forms of technology to fulfill the mission of the department and use contemporary best practices as standards set by COMAR, MPCTC, and City Policy. Technology used by the police department includes software programs, computers, and modern camera systems. The police department has a personnel member of the City of Rockville Information Technology Department assigned to it for maintenance and trouble shooting. The police department has sworn members who are recognized as mentors of technology and are utilized to diagnose and resolve minor issues of technology.

IX. ANCILLARY SERVICES AND RESPONSIBILITIES

- A. There are several tasks and responsibilities that are handled to maintain the service of public safety to the community. These tasks are often given to personnel based on their interests and expertise. Ancillary services and responsibilities are coordinated by members of the Command Staff and monitored based on department needs. Examples of Ancillary Services:
  1. Fleet Management
  2. Homeland Security
  3. Body Worn Camera
  4. Mobile Data Computers
  5. Mobile/Portable Police Radios
  6. Firearms
  7. Field Training Officer Program
  8. Mentor Program
  9. Intoximeter Program

- B. All ancillary services and responsibilities should be monitored by the Bureau Commanders and managed in accordance with the Office of the Chief of Police.

X. UNITY OF COMMAND

- A. 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 Police Shift Supervisor for day-to-day operations when the Police Communications Supervisor is not available.
    - b. Police Communications Operators are accountable to the Support Services Commander 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 Support Services Commander 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 reasonably believed to be either unethical or unlawful.
  - 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. 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 office of 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 is also 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 and the Deputy Chief 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.