

# CHARLOTTESVILLE POLICE DEPARTMENT



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Type of Directive: GENERAL ORDER	Number: 45-99
<b>ORGANIZATION OF DEPARTMENT COMMANDS</b>	Date: May 4, 2020
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Authorization: Chief R.M. Brackney	Follow-up Date: Annually

**I. POLICY**

It is the policy of the Charlottesville Police Department to organize its command structure to support the effective and efficient accomplishments of Departmental responsibilities and functions.

**II. PURPOSE**

The purpose of this directive is to describe the organization of the Charlottesville Police Department and to assign responsibilities, functions and duties.

**III. PROCEDURE**

The Department is composed of the following parts; The Office of the Chief of Police, the Field Operations Division, the Support Operations Division, The Administration Division and the Criminal Investigations Division. Each component is assigned a specific law enforcement role, i.e. line or staff functions. The organizational structure is established to designate how work is to be divided among the various components of the Department. Specifically, the Department’s organization is as follows:

**A. OFFICE OF THE CHIEF OF POLICE**

The Office of the Chief of Police consists of the Chief of Police, the Executive Assistant to the Chief of Police (non-sworn position), the Office of Professional Standards, the Public Information Officer (non-sworn position) and the Chaplain.

**1. The Office of Professional Standards**

The Office of Professional Standards is a component of the Office of the Chief of Police. The Office of Professional Standards reports directly to the Chief of Police. The main functions of the Office of Professional Standards is to facilitate the recording, registering, and controlling of the investigations of alleged or suspected misconduct within the Charlottesville Police Department. The Office of Professional Standards is responsible for the following:

- a.) conducting internal investigations as assigned by the Chief of Police

- b.) oversight of the departments disciplinary process to ensure fairness and objectivity;
- c.) maintaining the confidentiality of internal investigations and records; and plan, research and implement special projects at the direction of the Chief of Police;
- d.) provide analysis research in problem areas;
- e.) provide program and policy analysis of ongoing departmental programs and practices;
- f.) prepare other departmental documents as directed by the Chief of Police;
- g.) responsible to adhering to **GO 517.01 Internal Investigations and Citizen Complaints;** and
- h.) coordinates the Departments awards and recognitions program.

2. The Public Information Officer (PIO)

The Public Information Officer (PIO) is a non-sworn employee who reports directly to the Chief of Police. The PIO is also the point of contact within the department to handle all official responses to third party requests for information or public documents made under the Virginia Freedom of Information Act (VFOIA). The PIO is responsible for the following:

- a.) responsible for arranging and coordinating department press conferences;
- b.) responsible for creating and coordinating press releases;
- c.) responsible for releasing the daily bulletin as authorized by the Chief of Police;
- d.) managing and routinely updating the departments social media sites;
- e.) responsible for adhering to the policy and guidelines listed in **GO 523.25-Media Relations;**
- f.) responsible for collecting copies of all records responsive to a VFOIA request;
- g.) previewing the responsive documents to determine whether any or all may be exempt from being disclosed under VFOIA;
- h.) preparation of a written response to the request that complies with the requirements of Code of Virginia §2.2-3704(B); and
- i.) responsible for adhering to the policy and guidelines listed in **GO 523.20-Handling Requests for Information Under the VFOIA.**

3. The Executive Assistant to the Chief of Police

The Executive Assistant to the Chief of Police is a non-sworn employee who reports directly to the Chief of Police. The Executive Assistant to the Chief of Police handles a variety of assignments which include but are not limited to the following:

- a.) plans, organizes, and provides administrative activities such as clerical

- assistance, transportation and the purchase of supplies and equipment;
- b.) assists the Chief of Police with the planning and scheduling of the Chief's daily agenda and meetings;
- c.) plans, organizes and facilitates department meetings as directed by the Chief of Police;
- d.) answers and directs all phone calls that go through the Office of the Chief of Police to the appropriate location while also assisting citizens with inquiries;
- e.) manages and controls all access to personnel files for the Department; and
- f.) assists the Chief of Police with any and all other daily activity assigned.

4. The Chaplain

The Chaplains are non-sworn volunteers who are ordained or licensed ministers. The Chaplains are appointed by the Chief of Police and they report directly to the Chief of Police. The Chaplains must adhere to the policy and guidelines listed in **GO 340.15 – Police Chaplains Program**

**B. FIELD OPERATIONS DIVISION**

The Field Operations Division Commander reports directly to the Chief of Police. The Field Operations Division provides the major line element of the Charlottesville Police Department and is charged with the following responsibilities:

1. Patrol Bureau

There are three uniformed patrol shifts in the Patrol Bureau. The uniformed patrol shift responsibilities include:

- a.) provide twenty-four hour police patrol;
- b.) respond to all ECC calls for service;
- c.) proactively patrol the city for violations;
- d.) support and supervision of community service officers assigned to the division;
- e.) regulation of traffic and investigation of accidents;
- f.) enforcement of parking ordinances;
- g.) providing school crossing guards at school crossings if required;
- h.) enforcement of animal laws and ordinances;
- i.) all police line operations up to the point where a specialized component must take over due to the complexity or nature of the incident;
- j.) aggressive patrol and crime prevention;
- k.) preliminary investigation of most crimes and complete investigation of others;
- l.) preparation of reports relating to crimes or incidents; and
- m.) providing a variety of non-criminal services to the public.

## 2. K-9 Team

The K-9 Team is assigned to the Patrol Bureau and are distributed amongst the three patrol shifts according to operational needs. The K-9 Team is required to maintain a flexible work schedule so that the team may respond to any situation where it may be best utilized by department personnel. The primary objectives in the implementation of the canine and officer is to:

- a.) reduce crime and the fear of crime by high visibility patrol;
- b.) to provide a support function to patrol by utilizing the special aspects of a canine, such as but not limited to:
  - building searches;
  - field searches;
  - drug sniffing searches;
  - crowd control;
  - suspect apprehension;
  - tracking;
  - explosives detection; and
- d.) provide the department with a community relations aspect.

## 3. Traffic Unit

The Traffic Unit provides specialized support in the areas of traffic enforcement, traffic control and accident investigation. The Traffic Units responsibilities include but are not limited to:

- a.) assisting in the investigation of traffic accidents which cause serious injury or death;
- b.) conducting follow-up hit and run investigations;
- c.) reviewing accident investigation reports;
- d.) maintaining traffic accident statistics;
- e.) conducting selective enforcement activities;
- f.) developing traffic safety programs;
- g.) working with other jurisdictions on common traffic problems;
- h.) acting as a liaison with City traffic engineers;
- i.) resolving citizen complaints concerning traffic problems;
- j.) providing traffic control for special events; and
- k.) provide motor escorts as needed

The traffic officers may utilize motorcycles on a year round basis when the weather is appropriate and safe for their usage. Officers utilizing the motor

cycles must have a Class M endorsement on their Virginia driver's license as well as have successfully completed a department approved motorcycle training course. The primary objective of the motorcycle usage is for the reduction of traffic deaths and injuries by the detection and apprehension of traffic violators through the proactive use of radar, laser and other selective enforcement techniques. The secondary objective is to address complaints received from the department and citizens of specific locations of violations. The motorcycle operators responsibilities include:

- a.) investigating complaints of excessive vehicular speed;
- b.) proactively enforce traffic violations throughout city utilizing the benefits of motorcycle patrol;
  - the motorcycles ability to remain hidden the motorcycles ability to safely execute U-turns;
  - the motorcycles ability to be highly mobile;
- c.) providing motorcycle escorts as directed;
- d.) perform accident reconstruction;
- e.) conduct follow-up investigations of hit and run reports; and
- f.) assist other law enforcement agencies with dignitary motorcades.

Community Service Officers (Parking Enforcement) – These officers are sworn **only** to enforce parking ordinances and direct traffic. They are not authorized to perform general law enforcement duties. These Community Service Officers are responsible for but not limited to:

- a.) patrolling assigned areas of the City to check for parking violations;
- b.) issuing citations for parking violations;
- c.) aiding citizens who have questions concerning parking ordinances;
- d.) directing traffic as assigned;
- e.) fill in as required for school crossing posts; and
- f.) notifying the registered owners of all police ordered towed vehicles where the towed vehicle is stored and the need to retrieve the vehicle.

School Crossing Guard Section - The School Crossing Guard Section is under the direct supervision of the Traffic Unit Supervisor. The members of this section are sworn in to direct traffic and do not become involved in general law enforcement activities, except to provide information to the traffic officers on violations observed. This section is responsible for but not limited to:

- a.) control vehicular traffic at designated school crossings;
- b.) cross pedestrians traffic at designated school crossings;

- c.) report violations by drivers or pedestrians; and
- d.) direct traffic at other assigned locations when necessary or assigned.

4. Telephone Reporting Unit

Telephone Reporting Unit is a component of the uniformed patrol shift. Members working this position shall be assigned to the second or third shift and be assigned to the supervision of a shift sergeant. The Telephone Reporting Unit will perform a variety of functions that will permit uniformed officers to remain in the field as much as possible. These functions include but are not limited to:

- a.) taking reports by telephone and in person at the police department;
- b.) processing arrested persons for the court;
- c.) processing prisoners;
- d.) handling information and other non-emergency calls by phone or at the police department lobby;
- e.) fingerprinting of police department applicants; and
- f.) perform any designated administrative function at the Police Department that would otherwise prevent a patrol officer from being available “in the field.”

5. Community Service Officer(s) (Patrol)

The Community Service Officer(s) (CSO) assigned to the Patrol Bureau are a non-sworn employees who are assigned to the second shift of the Patrol Bureau. The patrol CSO's are utilized in various areas of the city which consists of large populated areas such as shopping malls. The CSO's primary mission is to provide information and directions to our citizens and visitors/tourists who visit the City of Charlottesville. The responsibilities of the CSO Officers also include but are not limited to:

- a.) being a visible presence in their assigned areas;
- b.) monitoring parking situations and issuing parking tickets when applicable;
- c.) monitoring the daily activities in their area of assignment and notifying the Emergency Communications Center of any situation that would require a police officer or other emergency personnel to respond; and
- d.) conduct traffic direction when needed.

6. Animal Control Officer (ACO)

The Animal Control Officer (ACO) is a non-sworn employee. The ACO is responsible for:

- a.) enforcement of state and local laws regarding animals within the city;
- b.) maintaining animal control equipment belonging to the city;

- c.) preparing reports and maintaining records on animal control actions; and
- d.) fill in as required for school crossing guards and directing traffic as needed.

7. School Resource Officers (SRO)

The School Resource Officers (SRO) are tasked with maintaining a close liaison with the youth, parents and schools of the City of Charlottesville. The responsibilities of the SRO's include but are not limited to:

- a.) assisting classroom teachers in teaching specific lessons on crime awareness, drug resistance and legal subjects;
- b.) arranging field trips, guest speakers, and demonstrations on specific topics relating to law enforcement and criminal justice;
- c.) assisting students with resource support for school or behavior issues, and personal issues;
- d.) advising the school administration on matters pertaining to the handling of juveniles , police procedures and the criminal and juvenile justice systems;
- e.) keeping records of all school and police activities involving the school resource officer;
- f.) keeping police administration advised of program needs; and
- g.) providing necessary security to create a safe learning environment.

8. Crisis Negotiations Team (CNT)

The Crisis Negotiation Team is made up of sworn officers who are assigned to various areas of the department. When activated, they fall under the direct command of the Crisis Negotiations Team Leader who reports directly to the Field Operations Division Commander. All members of the team receive specialized and ongoing training. This teams responsibilities include but are not limited to:

- a.) to establish communications with barricaded, suicidal or armed subjects;
- b.) to control and conduct all communication with a subject;
- c.) gain intelligence for support of other units;
- d.) to effect the surrender of the subject through negotiations; and
- e.) to adhere by the policy and guidelines in **GO 538.03-Crisis Negotiations Team.**

9. Crisis Intervention Program Coordinator

The Crisis Intervention Program Coordinator is a non-sworn member who assists officers of the department in receiving specialized training in crisis intervention. The purpose of the Crisis Intervention Program Coordinator is to help guide officers with interactions between law enforcement and those living with mental illness and those who are in crisis. It is designed to improve the way law enforcement and the community respond to people experiencing a mental health crisis. The Crisis Intervention Program Coordinator assists officers by:

- a.) identifying members of the community who are affected by a mental illness and assist in directing them to the proper services needed;
- b.) developing working relationships with mental health professionals and/or other related organizations as a resource to assist in facilitating the needs of a community member affected by a mental illness; and
- c.) regularly attending monthly review meetings to inform the Department of the identity of community members who suffer from mental illness in a collaborative effort to assist those citizens who may be in the need of services.

## **C. SUPPORT OPERATIONS DIVISION**

The Support Operations Division Commander reports directly to the Chief of Police. The Division provides the operational support for the police department. The Division components are as follows:

### **1. Hiring/Retention Bureau**

The Hiring/Retention Bureau is a component of the Support Operations Division. The responsibilities for this Bureau are but not limited to:

- a.) coordinating the recruitment of personnel;
- b.) coordinating with the Quartermaster to ensure new employees receive their required issued gear;
- c.) coordinates new employees initial orientation training and administrates the HR function of hiring for the department;
- d.) coordinates the enrollment of police officer recruits at the regional training academy;
- e.) conducts back ground investigations on all perspective employees of the Charlottesville Police Department;
- f.) manages the departments electronic access system (key fobs); and
- g.) manages the issuance of departmental identification cards.

### **2. Training Bureau**

The Training Bureau is a component of the Support Operations Division. The responsibilities of this bureau are as follows:

- a.) analyzes training issues and pertinent statistics and prepares reports and/or recommendations for departmental requirements and plans;
- b.) oversees completion of mandatory retraining of all sworn and non-sworn personnel at approved training sites;
- c.) maintains records of names of attendees, dates of attendance, test scores, lesson plans, certificates, and other data required by state law or departmental policy;
- d.) participates in planning and development of in-house training programs



- and selects qualified instructors and schedules training sessions;
- e.) investigates or conducts research on the availability of specialized training programs for departmental personnel. Distributes brochures and/or notices of programs of interest to the command staff;
- f.) coordinates travel and lodging arrangements for visiting instructors; and
- g.) coordinates registration, lodging and travel for employees.

3. Logistical Support Unit

The Logistical Support Unit is a component of the Administration Division. The Logistical Support Unit responsibilities include but are not limited to:

- a.) management of the Departments camera systems (body worn camera's and MVR system), and the departments radios;
- b.) conducting vehicle equipment and safety inspection for all vehicles assigned to the department;
- c.) maintenance of comprehensive records for the inspection, maintenance, assignment, and reported damage of all department vehicles;
- d.) coordination of routine maintenance and repair of departmental vehicles;
- e.) making recommendations on all matters pertaining to the entire fleet; and
- f.) other related duties as assigned.

4. Information Management Services

Information Management Services is a component of the Support Operations Division and is made up of non-sworn employees to include one supervisor. The responsibilities of the Information Management Services include but are not limited to:

- a.) providing the public reception function for the department;
- b.) maintaining records of warrants, accidents, crime, arrests, and other incidents;
- c.) answer the police business telephone lines and sending and receiving teletype messages for the department;
- d.) maintaining court liaison and providing proper records to the court as needed;
- e.) inputting and maintaining data for the submission of incident based reporting reports; and
- f.) disseminating official reports and records.

5. The Accreditation and Compliance Manager

The Accreditation and Compliance Manager position is held by a sworn officer and is responsible for the following:

- a.) writing and maintenance of departmental policies and procedures as directed by the Chief of Police;
- b.) ensures that department policies and procedures are updated as needed;
- c.) maintains all the original signed policies and procedures to include changed, updated, and rescinded policies;
- d.) is responsible for distributing policies that have been changed or updated to all department personnel;
- e.) oversees and coordinates the administration of the departments accreditation process to ensure compliance with the Virginia Law Enforcement Professional Standards Commission (VLEPSC) Standards;
- f.) ensures the maintenance of accreditation standard folders containing documented proof of compliance with established standards;
- g.) responsible to prepare for and manage accreditation on-site assessments for re- accreditation;
- h.) responsible to ensure that all department policies comply with the VLEPSC Standards; and
- i.) controls and maintains all the departmental documents on Sharepoint and makes the appropriate changes as needed.

#### 6. Business Application Specialist

The Business Application Specialist is a non-sworn employee who serves as the Computer Software Administrator for the Department. The responsibilities of the Business Application Specialist include but are not limited to:

- a.) manages Enterprise Resource Planning (ERP) applications implementation for the department, including testing, systems configuration, process documentation, reporting and user training;
- b.) oversees systems operations to ensure that the organization's processing and reporting requirements are met;
- c.) identifies issues through ongoing systems monitoring and the evaluation of user requests and complaints;
- d.) determines whether problems result from a configuration, programming, or user error and corrects where possible. Refers to or consults with programmers or systems analysts to resolve more complex issues;
- e.) tests new applications and system updates. Identifies and reports on potential processing problems or issues and refers to a programmer or a systems analyst as appropriate. Tests and validates changes in processing, configuration, and/or systems; and documents new procedures and trains staff where required;
- f.) proposes, evaluates and/or tests proposed configuration or related systems changes. Effecting significant changes in configuration requiring detailed knowledge of the organization's processing and reporting requirements, ERP system operations, configuration paths, testing and reporting procedures;

- g.) develops training materials and trains users and new employees on applying procedures and completing transactions. Documents procedures for distribution to users; develops manuals and workbooks to illustrate transactions by example and through step-by-step exercises; and
- h.) keeps abreast of systems updates by attending conferences, through vendor training, and in consultation with IT professionals and consultants.

6. Sensitive Data Specialist

The Sensitive Data Specialist is responsible for collecting data by reviewing police incidents and cases to determine whether an investigative detention was conducted in accordance with Federal and state law and department policy. The data is used to produce a monthly report detailing the Department's investigative detention activity and to report conduct that is outside of law or policy. The Sensitive Data Specialist reports directly to the Administration Division Lieutenant. The responsibilities of the Sensitive Data Analyst include but are not limited to:

- a.) reviews temporary investigative detention reports;
- b.) reviews case reports;
- c.) reviews incidents reports;
- d.) reviews body worn camera video to verify detention reports;
- e.) makes referrals to appropriate division commanders for follow up reporting;
- f.) completes monthly report for the Chief of Police documenting all temporary investigative detentions;
- g.) collects and documents any other sensitive data that may be required by the division Captain; and
- h.) performs other duties as assigned.

7. SWAT (Special Weapons and Tactics) Team

The SWAT Team has a direct Commander appointed by the Chief of Police who reports directly to the Chief of Police. All members of this unit receive specialized and ongoing training. This Team is responsible for:

- a.) dignitary protection details;
- b.) high risk arrest and search warrant service;
- c.) building searches that involve high risk, i.e. armed suspects;
- d.) resolving incidents involving hostages, barricaded and potentially armed suspects;
- e.) marksman observers; and
- f.) other circumstances as assigned by the SWAT Commander; that require a technically skilled and trained team such as search and

rescue, planned arrests, riots, etc.

#### **D. CRIMINAL INVESTIGATIONS DIVISION**

The Criminal Investigations Division Commander reports directly to the Chief of Police. The Criminal Investigations Division provides for the investigations of criminal Cases and the collection and the preservation of evidence.

##### **1. Investigations Bureau**

The Investigations Bureau is responsible for the investigation of all assigned criminal cases. The Bureau is divided into five specialized case sections. Those sections include Major Case Section, Property Crimes Section, Special Victim's Section, Narcotics Section, and the Financial Crimes Section. The Investigations Bureau responsibilities include but are not limited to:

- a.) investigate major crimes which occur in the City of Charlottesville;
- b.) cause to be collected, identified and preserved any necessary physical evidence related to investigations;
- c.) prepare cases and present them to the Commonwealth Attorney for formal charging and prosecution of offenders;
- d.) locate, identify, recover, and arrange for the return of recovered stolen property to its rightful owner;
- e.) assist other Divisions of the department with investigations; and
- f.) share with other Divisions crime trends, crime alerts, and wanted and/or dangerous offender information.

##### **2. Forensic Unit**

The Forensic Unit is a direct component of the Investigations Bureau. The Department has sworn officers who are certified Evidence Technicians that are staffed in various Divisions of the Department who are called upon to perform evidence duties on an as needed basis. The Unit's responsibilities consist of but are not limited to:

- a.) providing 24 hour availability of evidence technicians;
- b.) respond to serious crime scenes and process the scene for physical evidence;
- c.) collect, preserve and identify evidence found;
- d.) properly store all evidence;
- e.) present evidence in court as required;
- f.) supervise the reclassification of evidence to property; and
- g.) maintain the departments fingerprint files.

##### **3. Intelligence Analyst**

The Intelligence Analysis position is a component of the Criminal Investigations Division. This position is held by a non-sworn employee. The duties of the Intelligence Analyst includes but is not limited to:

- a.) utilizing a set of systematic, analytical processes directed at providing timely and pertinent information relative to crime patterns and trend correlations to assist operational and administrative personnel in planning the deployment of resources for the prevention and suppression of criminal activities; and
- b.) aiding in the investigative process, apprehensions, and the clearance of cases. The Intelligence Analysis supports a number of department functions, including patrol deployment, special operations and tactical units, investigations, planning and research, crime prevention and management.

## **E. ADMINISTRATION DIVISION**

The Administration Division Commander reports directly to the Chief of Police. The Administration Division provides for the administration function of the department. The Division is comprised of the following components:

### 1. The Budget Analyst

The Budget Analyst is a non-sworn employee who also serves as the Administration Division Commander and is directly responsible for the following:

- a.) the departments financial planning;
- b.) managing of the departments expense's and capital budgets; and
- c.) management of grants.

### 2. The Accounts Payable and Accounts Receivable Coordinator

The Accounts Payable and Accounts Receivable Coordinator is a non-sworn employee who reports directly to the Budget Analyst and is responsible for the following:

- a.) managing and processing the departments bi-weekly payroll;
- b.) managing of the departments credit cards;
- c.) management and tracking of all accounts payable and receivable;
- d.) monitoring of all budget expenditures in accordance with the city's policies and procedures; and
- e.) providing a variety of administrative and support services related to the efficient operation of the police department.

### 3. The Quartermaster Section

The Quartermaster Section is made up of 2 non-sworn positions who report Directly to the Logistical Support Unit Supervisor. The Quartermaster duties include but are not limited to the following:

- a.) procurement management;
- b.) managing the maintenance requirements of the department;
- c.) issuance of department uniforms, uniform items, equipment and supplies;
- d.) storing and controlling department equipment and supplies;
- e.) service, management and issuance of department cell phones; and
- f.) other related duties as assigned.

#### **G. INTERDIVISIONAL COMMAND**

When personnel from two or more Bureaus, Units or Sections are involved in a joint operation, the operation shall be under command of the Bureau, Unit or Section which would normally have the responsibility. In cases where responsibility is not clear the Chief of Police will assign the responsibility and command.