

PROCEDURES:

Command Structure (01-06-01)

The organizational components of the Department are the Office of the Chief and divisions, sections or units. The command of a section, component or unit is the responsibility of a supervisor who will be appointed by the Chief of Police. His or her rank and grade (or classification) shall be commensurate with the number of personnel assigned to his/her command and the complexity of the tasks involved. Reporting directly to the Chief of Police are two Division Majors and a Captain who shall supervise all personnel in the Uniform Patrol Division, Criminal Investigations, Special Operations Unit, Administrative Services, Support Services Division and Office of the Chief of Police, which includes Office of Professional Standards. The commander of defined divisions should normally be the rank or grade of Captain or above. The commander of various defined units and sections should normally be the rank of Lieutenant, Manager or Sergeant. Other ranks of command shall be added as necessary and shall be assigned at those levels commensurate with authority and responsibility. The Commanding Officer, who is normally a Captain, of the Office of Professional Standards will also report directly to the Chief of Police.

Chief of Police (01-06-02)

The Chief of Police is the Department's chief executive officer, and is the final Department authority on all matters of policy, operations, promotions, budget and discipline. The Chief is responsible for planning, directing, coordinating, controlling and staffing of all Department activities; for its continued and efficient operation; for the enforcement of discipline within the Department; for maintaining the Department's relationship with the citizens, the City government, and other agencies; and for the successful accomplishment of Departmental mission, goals and objectives.

He/she shall regularly conduct staff meetings to ensure positive communications and continued efforts toward accomplishment of the Department's mission and goals, and ensure, through component status reports; he/she is constantly informed of the department's operations and activities.

Major and Captain (01-06-03)

There are two Majors and one Captain in the department who are appointed and serve at the discretion of the Chief of Police. Each Major and the Captain will serve as the Commander responsible for one of three Divisions which are Operations, Office of the Chief and Support Services Division. These positions are responsible for directing, managing, supervising, and coordinating the activities and operations of the Uniform Patrol, Criminal Investigation, Office of the Chief, Professional Standards, Support Services, Administrative Services, Special Operations and Traffic Enforcement units. These Senior Command positions coordinate assigned activities with other units, departments, and outside agencies; and provide highly responsible and complex administrative support to the Chief of Police.

Authority: Subject to the direction of their superior officers, the rules of the Department and City, and laws of the State of Georgia, the Major and/or Captain will exercise immediate

authority over the unit or section he/she is assigned to lead and all the components of that command.

He/she shall have authority over those personnel assigned to his/her unit or area of supervision and over certain matters of discipline and operations within that area. He may initiate command action outside of his normal scope of authority when a delay necessary to inform the proper authority would result in damage to the best interest of the Department or the public. All command action outside normal authority shall be followed by notification to the Chief of Police.

General Duties and Responsibilities: Shall be responsible for the direction and control of all personnel under his/her supervision to ensure the proper performance of duties, compliance with department rules, regulations, policies and procedures, ordinances, state laws, applicable federal laws, and the Constitutions of the State of Georgia and the United States.

Will be responsible for the proper organization and assignment of duties within his/her area of supervision to ensure the necessary performance of police functions in the accomplishment of the department's mission, goals and objectives.

Will assume higher command in the absence of the Chief of Police and will provide for continuation of Command/Supervision within his/her purview in the event of his/her absence.

Shall prepare correspondence and reports relating to activities of the functional section or unit he/she is responsible for and ensure that information is conveyed up and down the chain of command.

Shall be responsible for regularly conducting open inspections of all assigned personnel, components, and equipment under his/her command and shall direct the correction of inadequate situations found in the inspections.

Shall be accountable for the performance of subordinates, shall counsel employees assigned to his/her command in the performance of their duties, conduct formal performance appraisals of their work, and shall take suitable action in any case of misconduct or incompetence.

Shall be responsible for providing meaningful leadership, and shall promote harmony, discipline, morale, and cooperation within his/her area of supervision and with other units of the department.

See job description for further details

Command Staff (01-06-04)

The Chief of Police pursuant to Department authority will appoint Division Commanders. A Division Commander will have the rank of Major or Captain. He/she shall report directly to the Chief of Police. The designated Senior Command Staff of the Johns Creek Police Department will be comprised of the Chief of Police, the two Division Majors, and the Captain over Office of Professional Standards.

Supervisory Officers/Commanders (01-06-05)

Supervisors will be appointed by the Chief of Police pursuant to department authority and promotional policy, as applicable. This position shall report directly to the Commanding Officer of the unit or section they are assigned. In certain positions, supervisory officers may report directly to the Chief of Police at his/her discretion. Their rank designation shall be commensurate with authority and responsibility. Supervisory employees may hold a rank of

Sergeant, Lieutenant, and Corporal or be a civilian but be designated as the Commander over their unit or function. The designation of Commander does not change the supervisor's permanent rank, classification or seniority in the department. Other units/functions that have designated supervisors appointed as commanders include, but are not limited to:

K9 Unit
Special Weapons/Tactical Team
Administrative Services
CID
Traffic Safety Unit
CSI/Evidence
COPS Unit
Johns Creek Alpharetta Forsyth (JCAF) Task Force
Criminal Intelligence Function
Office of Professional Standards

Authority: The Supervisor shall have authority over personnel assigned to his/her area of supervision and over certain matters of operations and discipline within that area. His/her authority shall extend to personnel regularly outside that area when delay necessary to inform the proper supervisory authority might be detrimental to the Department's best interest, or the best interest or safety of the public. All command action outside normal authority shall be followed by notification to the appropriate Division Commander or Supervisor.

General Duties and Responsibilities: Shall be responsible and accountable for the direction and control of personnel assigned to a specific unit, shift, or function of the Department to ensure the proper performance of duties, adherence to rules, regulations, policies and procedures, ordinances, state laws, applicable federal laws, and the Constitution of the State of Georgia and the United States.

Shall be primarily responsible for the delivery of basic services to the public and the accomplishment of the department's mission, goals and objectives.

Shall ensure that personnel under his/her control conduct their assignments, they are complete, thorough, accurate and in such a manner that compliments one another in all matters, and shall ensure a high degree of lateral cooperation and exchange of information are maintained.

Shall regularly conduct inspections of all personnel under his/her control, and shall direct the correction of any discrepancies or situations of inadequacy found by the inspection.

Shall confer on a regular basis with his/her supervisor on operational activities, problems, and needs of his/her area of supervision and shall keep his/her superior informed of any situations which affect the operation or welfare of the Department.

Shall formally evaluate the performance of all employees under his/her direction in accordance with Department procedures.

Shall perform other more specific duties as required in accordance with those duties and responsibilities described in the Departments job description for his/her job classification or as may be required.

Shall be responsible for providing meaningful leadership, including on the job training, and shall promote harmony, discipline, morale, and cooperation within his/her area of supervision and with the various other units of the Department.

See specific job descriptions for more detail.

Police Officer (01-06-06)

Police officers are appointed by the Chief of Police in accordance with the rules and procedures of the Department and shall report directly to an assigned supervisor within the unit, function, duty, assignment, or squad in which he/she is assigned.

Authority: Subject to law, department rules, and the directions of immediate division supervisors, the police officer shall direct a specific police function, such as the investigation of a criminal case, investigation of traffic accidents, handling calls for service, etc.

General Duties and Responsibilities: The police officer should recognize that he/she performs the basic police service for the citizenry, shall be courteous with the public, and be alert for emergencies and incidents affecting the public welfare.

He/she shall be responsible for initial and secondary response to reports of crimes, accidents, civil disorders, and other calls for service within his/her area of assignment.

Any assistance rendered to the public shall be handled in the most efficient manner available and in accordance with Department guidelines.

Shall make prompt accurate reports, as required, to his/her immediate superior upon completion of the services rendered.

Shall perform such other specific responsibilities as described in the job description for the classification of police officer or as may be required.

Civilian Employees (01-06-07)

All civilian employees shall be appointed by the Chief of Police in accordance with the rules and procedures of the Department and shall report directly to an assigned supervisor within the unit, function, duty or assignment in which he/she is assigned.

Authority: Subject to law, department rules, and the directions of immediate supervisors, a civilian employee may hold a position in the Department comparable to a sworn commander, supervisor or employee, but without sworn status. While holding such a position, the civilian employee shall have the authority of the comparable position in dealing with personnel within the unit or section and in matters pertaining to the unit or section. Civilian employees in a non-supervisory role shall have that authority granted by their respective supervisor to perform an assigned task or function unless otherwise specified by the Chief of Police. The positions/functions in the department designated as civilian are as follows:

Records Clerk/TAC

Records Supervisor

Crime Scene Investigator/Evidence Technician

Accreditation/Certification Manager

Executive Administrative Assistant (Chief of Police office)

Administrative Assistant(s) (Support Services)

General Duties and Responsibilities: See the job description for each particular position or job classification.

Delegated Authority (01-06-08)

The City of Johns Creek is the governing authority and shall have direction and control over the Johns Creek Police Department and its employees. The police officers employed by the City of Johns Creek shall have the powers of peace officers as regulated by law, including the power to make arrests and to execute and return criminal warrants and processes in the City.

To achieve effective direction, coordination and control, all levels of the chain of command and supervision are required to delegate the necessary authority to all subordinate members to allow them to fulfill their responsibilities and to effectively complete all agency and police functions.

With the assignment of responsibility is the commensurate authority to make the necessary decisions to accomplish the task. Each employee of the Department is vested with the authority to make these decisions as required to accomplish any assigned duty, task or function. Each member in whom delegated authority is vested is accountable for the use of such delegated authority, as well as the failure to exercise it.

Appointment of Acting Chief/ Interim Chief (01-06-09)

In those instances where the Chief of Police is incapacitated, in exceptional circumstances or otherwise unable to delegate the position of Interim or Acting Chief in his absence, and to provide for continuation of command, it shall be the responsibility of the City Manager to appoint one of the Senior Command staff to assume the position. He/she will be delegated with the authority to make the necessary decisions commensurate with the position and will act on behalf of the Chief in all matters.

In those instances where the Chief of Police is absent in circumstances that affords planning, the Chief of Police, at his/her discretion, shall designate the assignment of the position, and the appointment will remain in effect for the time period specified. A memorandum or email will designate the Acting or Interim Chief.

In either instance, the Interim or Acting Chief will be vested with all the authority and responsibilities necessary to make any decision commensurate with the position of the Chief of Police and will act on behalf of the Chief of Police in all matters. The following actions by an Acting or Interim Chief of Police will require the prior review and approval of the City Manager:

1. Selection and appointment of new personnel;
2. Dismissals;
3. Promotions;
4. Demotions; and
5. Modification of rules, regulations, policies, procedures, or general orders in non-emergencies.

Emergency situations/non-planned succession of command will be as follows:

1. Major
2. Captain
3. Lieutenant

Organizational Structure and Responsibility (01-06-10)

In order to define responsibility and enhance coordination between various departmental entities, this procedure will delineate the responsibilities of the different components of the Department.

I. Operations/Uniform Patrol/Special Operations Unit

The Operations Division of the department, which is under the direct command of a Major, shall consist of uniform patrol, canine unit, special operations unit, which includes the traffic safety unit and COPS/crime prevention unit and is responsible for those activities associated with the delivery of the department's primary law enforcement services.

- A. The primary functional responsibilities of Operations Division are assigned to the Lieutenants, Sergeants and Corporals of each squad or component:
 - 1. Preventive Patrol
 - 2. Criminal Law Enforcement
 - 3. Traffic Enforcement and Control
 - 4. Case and Incident Reporting
 - 5. Preliminary Investigations
 - 6. Accident Investigations, to include hit and run/fatalities
 - 7. Crime Prevention Efforts
 - 8. Parking Enforcement
 - 9. Tactical Operations
 - 10. Public Service and Community Relations
 - 12. Canine Unit
- B. The agency's appointed North Metro SWAT Team Leader will report directly to the Operations Division Major in functions related to the North Metro SWAT Team. All JCPD North Metro SWAT members shall report to the agency's appointed North Metro SWAT Team Leader for all SWAT related issues.
- C. The Special Operations Unit Lieutenant shall be responsible for certain public relations functions and components to include:
 - 1. Crime prevention, in general
 - 2. Business (SHIELD) and Citizen Watch Programs
 - 3. Public/Community Relations
 - 4. PACT (Police and Citizen Together Program)
 - 5. Bicycle Patrol
 - 6. Social Media Correspondence
 - 7. Traffic Enforcement/Safety Unit
 - 8. COPS Unit
 - 9. Reserve Officer Program

II. Support Services

The Support Services Division, which is under the direct command of a Major, shall consist of administrative services, records, crime scene/evidence technician, criminal investigations, GCIC/NCIC, JCAF Task Force, training.

- A. The Administrative Services Lieutenant shall be responsible for:
 - 1. Training Unit
 - 2. Records Unit
 - 3. Court/ Council Security
 - 4. Homeland Security and Emergency Operations Planning
 - 5. False Alarm Program
 - 7. GCIC/NCIC

- B. Criminal Investigations Unit (See also Investigations Chapters), under the direction of a Lieutenant, is responsible for those functions in the support area of the department that pertain to criminal investigations with primary functional responsibility for:
1. Crimes against Persons
 - a. Major Crimes
 - b. Homicide and Assaults
 - c. Sex Crimes
 - d. ICAC- Crimes Against Children
 2. Crimes against Property
 - a. Burglary/Robbery
 - b. Vehicle Theft
 - c. General Crimes/Thefts
 - d. Pawn Shops
 3. Crime Scene Investigations
 4. Property and Evidence
 5. Criminal Intelligence Function/Crime Analysis
- C. The Johns Creek Alpharetta Forsyth (JCAF) Task Force Commander reports to the Criminal Investigations Unit Lieutenant. The JCAF Task Force is responsible for the following:
1. Responding to concerns voiced by the community
 2. Conducting residential and security checks
 3. Public Service
 4. Creating action plans to target crimes based on crime analysis and intelligence.
 5. Preventative Patrol
 6. Assisting patrol shifts, when applicable
 7. Conducting follow-up and investigations on criminal intelligence leads and information
 8. Narcotics and undercover investigations
 9. Oversight of Confidential Informants
- D. The Training Coordinator's responsibilities shall encompass all training activities of the agency, to include in-service training, POST Records, Employee Training Records, to include coordination of the Field Training Officer program, and to ensure all GA POST requirements are met annually. The Training Coordinator reports directly to the Administrative Services Lieutenant.
- E. The Support Services Administrative Assistant reports directly to the Major.

III. Office of the Chief

- A. The Office of the Chief (Office of Professional Standards) reports directly to the Chief of Police and is under the command of a Police Captain. Agency members assigned to the office of professional standards are assigned at the discretion of the Chief of Police. The division has primary functional responsibility and oversight for the following:
1. Professional Standards and the Complaint Process
 2. Hiring/Recruitment
 3. Promotional Process Coordination
 4. CALEA Accreditation/Certification
 5. Planning and Research/Special Projects
 6. Policy/Procedures Development
 7. Administrative Reporting Coordination

8. Vehicle/Fleet Maintenance
9. TRV Function
10. Technology/IT Support/Radio
11. Extra Job/Details
12. Quartermaster/Equipment
13. Facilities
14. Public Information Officer (PIO)
14. Budget Preparation/Management

The Executive Administrative Assistant reports directly to the Chief of Police.

Incident Scene Command Protocol (01-06-11)

A. Daily Operations

All calls for police services or police actions shall be responded to without unnecessary delay by an assigned police unit or police officer.

Police officers are accustomed to and capable of handling a wide variety of incidents, nearly all of which are handled independently of other officers and require no additional assistance. Unless circumstances dictate otherwise, the assigned officer will resolve the matter without the assistance of another officer or supervisor.

In most situations requiring assistance to the initially assigned responding officer, necessary assistance can usually be provided by another patrol officer. In those instances where more than one officer of this department responds to an incident or accident scene, the initially assigned officer will have command, control and authority over the scene and shall assume the role of "incident commander". The assigned officer will conduct the investigation in accordance with policies and procedures governing the scope of the incident or criminal activity. All other officers shall make themselves available to assist as required or requested by "incident command" until the incident is resolved or until relieved by a supervisor.

The assigned officer shall only pass incident command responsibility to a supervisor, to another officer or to an investigator upon the *specifically stated direction of a supervisor*. Unless relieved, the initially assigned officer shall be responsible for the security of the scene, the safety and care of any injured, expediting the investigation, and all necessary reports that result. If a member of the investigations division has assumed incident command, or has initiated the call or scene, he/she may only be relieved of scene responsibilities by the Investigations Unit's Commander/Supervisor, shift commander, or by any shift supervisor after consultation and approval by any of the aforementioned commanders.

Supervisors are responsible for responding to those incidents of a serious nature to oversee operations or assume command, direct operations, and/or ensure departmental procedures are followed. Among those incidents supervisors should respond to are:

1. Employee injury or death;
2. Any death of a violent or suspicious nature;
3. Any in-progress crime of violent or serious nature;
4. Any traffic accident involving serious injury, death, or major disruption of traffic flow;
5. Use of deadly force by an employee; and
6. All category one (1) crime scenes;
7. All Type I, II and III Use of Force Incidents.

(see applicable policies to see complete list requiring a supervisor's presence)

This section does not preclude the officer from requesting assistance, advice or consultation from a supervisor, or requesting the supervisor take command and control of a scene. This policy does not preclude any other officer or supervisor not on scene from providing input that may be pertinent to the handling or resolution of an incident, nor does it absolve any officer or supervisor of the responsibility of intervening or providing information.

B. Multiple Agency Responses:

On occasion, various agencies or departments will be required to respond simultaneously to the scene of accidents, crimes, or other emergencies in which overall coordination of activities is essential.

To avoid conflicting orders at the scene, the senior ranking officer of the department most affected by the incident will assume control of all units of the various departments assigned to the operation or incident for the purpose of coordination and shall be the overall incident commander, unless otherwise dictated by policy or mutual aid guidelines.

All Department personnel, consistent with this department's internal policies, procedures, their training and their functional capabilities, shall follow the orders of the incident commander to the fullest extent possible.

C. Responsibility for Command of Significant Incidents:

In some situations, the initially assigned officer may require assistance from a supervisor and other personnel due to the complex nature of an incident, its potential for expansion, or the need for a coordinated effort to resolve the incident. These significant incidents include major roadways, or aircraft accidents; civil disorder; natural and manmade disasters; hostage or barricade situations; and special events that may require planning and significant coordination. It is the purpose of this section to establish procedures for police response to these significant incidents. (See also All Hazards Plan/EOP)

1. Responsibility of First Arriving Officer

The first arriving officer will normally identify a significant incident fairly quickly. The officer must immediately make radio notification of the nature of the incident and action being taken or needs to be taken. The officer will assume the role of incident commander and should establish a command post as near the scene as possible but far enough away to assure relative safety. He/she should continue in the incident command role until relieved by a specifically stated directive from a supervisor or commander. He/she should also identify and request assistance as needed. (See also "Command Post Operations")

2. Responsibility of Supervisors

The first-line supervisor will respond to the incident scene immediately upon becoming aware of the existence of a significant incident. The first supervisor to arrive on scene should *assume the role* of incident commander and, if not already done, establish a command post as near the incident scene as possible but far enough away to assure relative safety. (All responding officers shall report to the incident commander at the incident command post.)

In the event the fire department or other agencies are involved in the incident, the command posts should be operated in conjunction with each other to facilitate communications and coordination of efforts.

The incident commander will advise by radio he/she has assumed command and will identify the command by the location of the incident, and shall assume the duties and responsibilities for direct supervision over police units and all other supervisors assisting with the incident.

3. Incident Commander Responsibilities

Upon arrival of the shift commander, the first-line supervisor or the initial responding officer in charge will brief the arriving commander on the nature of the incident and the steps taken to resolve the incident. The shift commander may then assume the incident commander role and will continue in this role until the incident is resolved, reduced in scope, or until command is relinquished to a lower ranking officer.

If the incident is such that a response by a specialized unit or team, such as emergency ordnance (bomb or other explosive device) team or tactical team is needed to perform a function this department hasn't the expertise or capabilities of providing, the incident commander will make the assessment and request assistance from the appropriate agency. In the case of a bomb or other explosive device the GBI Bomb Disposal Unit will be requested and GBI protocols will be followed. In accordance with GBI protocols an assembly point will be designated at a location which is a minimum distance of 1,000 feet from the building or device. This will minimize the danger of a secondary device. [See also SOP 02-51 Suspicious Package/ Bomb or Explosive Device Response Protocols.]

Communications shall notify the Chief of Police and Command Staff of the ongoing incident via a Critical Incident Notification (CIN) message. Upon requesting assistance from any other agency, and as soon as practical, the incident commander or the supervisor shall notify and update the appropriate commander, the Division Major and Chief of Police.

Upon arrival of the requested assisting agency, control of personnel within the very narrow scope of their assigned task may be relinquished to that unit's commander, if required, until resolution or reduction in scope of the incident.