

ORGANIZATION

WILLIAMSTOWN POLICE DEPARTMENT POLICY & PROCEDURE NO. 4.29	EFFECTIVE DATE: 07/19/2022
MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED: 11.1.1; 11.1.2; 11.2.1; 11.2.2; 11.3.1; 11.3.2; 11.4.5; 12.1.1; 12.1.2; 12.1.3; 16.4.1	REVISION DATE: 07/19/2022
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I. GENERAL CONSIDERATIONS AND GUIDELINES

This agency is structured into a series of components. The structure of the department provides management with a means for assigning responsibility to a single supervisor or manager, as well as letting employees know to whom they are accountable.

The ranks of the police department reflect the para-military nature of the organization. The executive head of the department is the Chief of Police. The subsequent ranks provide a structure for the various levels of authority and responsibilities throughout the organization.

All employees are given the authority to make the decisions and use the available resources that are necessary for the successful completion of their assigned duties. Each employee accepts the accountability for their decisions. Employees confronted by an exceptional situation are expected to consult with their immediate supervisor. In the event that this consultation is impossible each employee will exercise their best judgment while keeping in mind the goals and philosophies of the department.

[11.3.1]

II. POLICY

It is the policy of the department that it be so structured as to efficiently accomplish the missions of the agency and effectively allocate and use personnel resources.

III. PROCEDURES

A. Rank Structure / Organization Responsibility [11.1.1]

A.1. CHIEF OF POLICE: The Chief of Police is the highest-ranking sworn position within the police department and the Chief Executive Officer of the department. The Chief is appointed by the Town Manager. The sworn authority of the Chief of Police is derived from M.G.L. Chapter 41 Section 97. **[12.1.1] [M.G.L. c. 41, §97]** The Chief of Police shall be in immediate control of all town property used by the department, and of the police officers, who shall obey his orders. The Select Board shall enact suitable regulations governing the police department and the officers thereof.

The Chief of Police is responsible for overseeing and directing the operations of the police department in the enforcement of law, protection of life and property, and prevention and suppression of crime, in accordance with Massachusetts General Laws and local bylaws and all other related work as required.

A.2. LIEUTENANT: Lieutenant's rank is achieved by the department promotional process. The Lieutenant is superseded in rank by the Chief. A Lieutenant reports to the Chief of Police and assumes those duties in the Chief's absence.

The Lieutenant is responsible for overseeing and directing the operations of the police department in the enforcement of law, protection of life and property, and prevention and suppression of crime, in accordance with Massachusetts General Laws and local bylaws and all other related work as required.

A.3. SERGEANT: Sergeant's rank is achieved by the department promotional process and is superseded in rank by Lieutenant. A Sergeant is generally assigned as a Shift Supervisor.

The position of Sergeant is held by a sworn police officer. The primary duty of the Sergeant is the supervision of assigned personnel to ensure the proper performance of patrol and other police duties. Sergeants are held directly responsible for subordinate's quantity of work, quality of work, effectiveness, efficiency and general conduct. They are leaders who must have the ability to motivate people to perform at optimum levels. Sergeants are responsible for the planning, organizing and directing of activities on their shift.

A.4. ACCREDITATION MANAGER: Under the direct supervision of the Chief of Police, this position is responsible for managing the agency's certification/accreditation process, and is the agency's primary liaison with the Massachusetts Police Accreditation Commission (MPAC) on all matters concerning certification/accreditation. The primary duties

of this position include reviewing, editing, amending and/or developing agency written directives (rules and regulations, policies and procedures, etc.) to comply with certification/accreditation standards. They are also responsible for ensuring that the agency is properly and adequately prepared to demonstrate its compliance documentation during the on-site assessment process. To accomplish these objectives and effectively manage the certification/accreditation process, the Accreditation Manager must have effective organizational, interpersonal and written communication skills.

- A.5. POLICE OFFICER: Police Officer's rank is achieved by the department selection process and is superseded in rank by Sergeant. A police officer is generally assigned as a patrol officer or investigator.

The primary duties, responsibilities and essential functions of a police officer include but are not limited to the following: Patrol and Incident Response; Investigations; Arrest-Related Activities; Evidence/Property Management; Record and Report Management; Appear in court and testify as a witness in an official proceeding (e.g., court, Civil Service hearing) to assist in fulfilling the Department's role in the judicial and administrative process; Community Relations by communicating with youths to facilitate police-community relationships and deter criminal behavior.

- A.6. CIVILIAN PERSONNEL: Dispatcher. **[16.4.1]**

The Dispatcher is responsible for performing all telecommunicator duties for the Town of Williamstown and any other tasks as ordered by the Police Chief. They are under the supervision of the Chief of Police and work at the direction of sworn personnel.

B. Organization

- B.1. ORGANIZATIONAL STRUCTURE AND COMPONENTS: The department structure has been organized to carry out the mission of the department with the available personnel. **[11.2.2]**
- B.2. ADMINISTRATION: The Chief of Police oversees the operation of the police department and provides for overseeing the delivery of patrol and investigative services to the community; planning, development management and control of those administrative functions necessary to support both patrol and investigative operations; providing internal security, audit, and investigative oversight to other components of the department.
- B.3. PATROL

Patrol shall consist of uniformed officers assigned to staff the patrol routes of the department, including officers assigned to foot and vehicle patrol.

B.4. DETECTIVES

The Detective is responsible for identifying criminal activity, investigating criminal behavior, and pursuing and apprehending criminal offenders.

B.5. DISPATCH

B.5.a. Dispatch consists of civilian Dispatchers and sworn police officers performing dispatch functions including handling E911 calls; located at the police station. Services are provided to the Williamstown Fire Department and Northern Berkshire Emergency Medical Services.

B.5.b. Dispatch is responsible for sending and receiving radio and telephone communications, dispatching Department of Public Works when needed, dispatching appropriate police, fire, and EMS personnel, performing emergency medical dispatching, recording all incidents of crime, police, and fire activities in the appropriate logs, conducting cell checks and providing services to people at the lobby window.

B.6. ORGANIZATIONAL CHART

The Police Department Organizational Chart is appended to this policy. It graphically displays the agency's organizational structure. It shall be updated by the Chief of Police whenever a change to the department's organization is made to reflect those changes. This chart is a public record and may be released to the public upon request. **[11.1.2]**

C. Succession of Command Protocol

C.1. A plan is in place to ensure the continuity of command in the absence of the Chief, due to a planned or unplanned event where the Chief is not available. The plan will ensure that executive level leadership is always available. **[12.1.2(a)]**

C.2. During day-to-day operations where the Chief is absent for less than one week, the most senior ranking officer shall address executive command level issues. This officer may deal with issues that clearly fall under the existing policies and procedures of this agency. Issues which are beyond the scope of existing policies and procedures should be deferred until the Chief returns or is conferred with. Issues which, in the judgment of this officer require immediate action may be addressed. A report of the issues and actions shall be prepared for presentation to the Chief upon his/her return. **[12.1.2(d)]**

C.3. In the event of a planned absence in excess of one week, the Chief will designate an acting Chief. In the event of a sudden, unplanned absence or incapacitation, the succession of command is as follows:

The most senior ranking officer will be in charge of the Department and shall be responsible for addressing executive command level issues. **[12.1.2(a)]**

D. Unity of Command

- D.1. Each member of the department shall be accountable to one supervisor at any given time. If another supervisory officer needs to assign an officer not directly under their supervision, that supervisor shall consult with the officer's supervisor prior to such assignment whenever possible. **[11.2.1]**
- D.2. Generally, when engaged in a police function, the senior officer shall be in charge. When personnel of the same function are engaged in a single operation, seniority shall be determined by rank, followed by time in rank, followed by time in service. In situations where personnel of the same rank, but different functions engage in a single operation, the senior officer of function under which operation falls shall be in charge. **[12.1.2(c)]**
- D.3. In times of emergency, seniority shall be determined by rank, followed by time in rank, followed by time in service, regardless of function. **[12.1.2(b)]**
- D.4. An employee of lower seniority may be placed in command of an operation by a senior officer if the employee possesses a high degree of specialization or expertise for that operation. **[12.1.2(b)]** The Chief or his/her designee may place an employee in the position of command outside of the normal command structure. When operating under the Incident Command System all personnel will follow the chain of command established by the Incident Organizational Chart rather than those of the Williamstown Police Department.

E. Span of Control

The term "span of control" refers to the number of persons reporting to any one supervisor. Assignment of supervisors in the police department will be done in a manner that will ensure a manageable span of control whenever possible. In an emergency or unforeseen circumstance, or whenever the needs of the department require it, the Chief of Police may require sufficient supervisors to work overtime in order to reduce the span of control to a reasonable number until their presence is no longer required.

F. Accountability

Supervisors are responsible for directing the efforts of their employees and ensuring that they are performing satisfactorily. Supervisors shall be accountable for the activities of employees under their immediate control. **[11.3.2]** It is the responsibility of all supervisors to notify the

Chief, or in his absence, the designee, via home phone, cell phone, or in person, of any incidents where there may be a question as to the agency's liability or which may result in heightened community interest. Supervisory discretion must be used in judging the severity of the incident in determining whether the notification must be made immediately or if the notification may wait for the Chief's next scheduled duty day. **[11.4.5]**

G. Obedience to Orders

- A.1. Employees are expected to be familiar with and comply with all lawful orders, rules and regulations, and policies and procedures issued by the department. Employees are required to obey any lawful order of a superior, including any order relayed from a superior by an employee of the same or lesser rank in accordance with Section 8.0 of the Manual of Rules and Regulations. **[12.1.3]**
- A.2. Unlawful Orders: Unlawful orders are addressed in Section 8.0 of the Manual of Rules and Regulations. **[12.1.3]**
- A.3. Conflicting Orders: Conflicting orders are addressed in Section 8.0 of the Manual of Rules and Regulations. **[12.1.3]**
- A.4. Unjust or Improper Orders: Unjust or improper orders are addressed in Section 8.0 of the Manual of Rules and Regulations.

H. Delegation of Authority

Each commander, supervisor, or employee to whom responsibilities are delegated shall have commensurate authority to make decisions necessary for the effective execution of their responsibilities. **[11.3.1(a)]** The delegation of authority by a superior rank to a lower rank shall not relieve the higher rank of responsibility for that which has been delegated. **[11.3.1(b)]** The delegation of authority shall be consistent with the agency's organizational values and mission statement.