


NORTHAMPTON POLICE DEPARTMENT		
Administration & Operations Manual		
Policy: Agency Structure And Organization		AOM: A-102
Massachusetts Police Accreditation Standards Referenced: [11.1.1], [11.4.4], [11.1.2], [54.1.1], [11.2.2]		Issuing Authority <hr/> John D. Cartledge Chief of Police
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I. Introductory Discussion

This directive establishes the structure of the Police Department and provides for the application of certain basic organizational principles. It is intended to ensure that each employee understands their role and position within the department, as well as that of all of the other department members, and that the existing chain of command is clearly delineated to all personnel.

II. Formal Chain of Command [11.1.1]

The Northampton Police Department is headed by the Chief of Police and is divided into two functional Divisions that are headed by officers with the rank of Captain.

Within each Division, there are additional components, functions and sub-components that are supervised by personnel that are accountable to the Captain, thus establishing a formal chain of command within the department.

III. Office of the Chief of Police

A. The Chief of Police is the Chief Executive Officer of the Department and the final departmental authority on all matters of policy, administration, operations and discipline. The Chief of Police is appointed by and reports to the Mayor.

1. Authority & Responsibility: The Chief of Police has authority and responsibility for the management, direction, and control of the operations and administration of the agency and as such the Chief has the authority and responsibility to establish a formal organizational structure and to delegate their authority, as they deem necessary. Additionally, the Chief of Police is responsible for the duties by rank and assignment prescribed for that rank, and ultimately responsible for the successful accomplishment of the Department mission. Furthermore, the Chief of Police is responsible for establishing Rules & Regulations and Policies & Procedures for the department.
2. Required Notifications to the Chief: The Chief of Police or their designee shall be notified forthwith about any critical or major incidents that pose a significant threat to the public safety or large scale loss of property, including but not limited to natural disasters, major civil disturbances, acts or threats of terrorism, active shootings, conflagrations and any incidents resulting in the opening of the City's Emergency Operation Center. The Chief of Police or their designee shall also be immediately notified about the serious injury or death of a police officer or employee, the death of a prisoner, the death of any person resulting from the actions of a police officer, or the arrest of any police officer or employee. The Chief of Police or their designee shall be notified as soon as possible by the Captain of Operation or Captain of Administration of any incident or matter that creates potential liability for the department, that is likely to create heightened community interest or that are of major consequence to the Department and/or the City. Contact shall be made by phone call or text message. [11.4.4]

B. Span of Control: Organizational components/functions within the personal span of control of the Chief of Police are grouped by function, and include the following:

1. Operations Division
2. Administrations Division

IV. Operations Division

A. Command: The Operations Division is headed by an executive administrator that normally holds the rank of Captain. The Operations Division Commander is responsible

directly to the Chief of Police, and is responsible for the duties by rank and assignment for the rank of Captain.

- B. Span of Control: The organizational components within the span of control of the Operations Division Commander include the following:
1. **Patrol**: The Patrol Component of the Operations Division is generally responsible for response to requests for service, as well as the investigation of crime and the enforcement of laws and ordinances. Additionally, patrol is concerned with crime and disorder prevention and engages in creative problem solving to proactively address problems pertaining to not only crime, but also quality of life issues. As a general statement, the patrol component of the police department serves as the most visible agency component and is the backbone of the police agency.
 - a. **Command**: Patrol shifts shall generally be commanded by officers holding the rank of Lieutenant. Each Shift Commander generally has two officers holding the rank of Sergeant under their command. Normally, the senior sergeant on duty shall serve as Officer-in-Charge of the Shift in the absence of the Lieutenant.
 2. **Detective Bureau**: The Detective Bureau Component of the Operations Division is generally responsible for investigations and prosecutions of all felonies, thefts, frauds, burglaries, check cases, aggravated assaults and other serious cases requiring extended investigation. The Court Administrator and Property and Evidence Clerk operate out of this bureau. [11.1.2]
 - a. **Command**: The Detective Bureau shall generally be commanded by an officer holding the rank of Lieutenant with an officer holding the rank of Sergeant being assigned as second in command.
 3. **Traffic**: The Traffic Unit is responsible for the management of traffic and parking related issues for the police department. Additionally, the Traffic unit is involved in traffic engineering projects, accident investigation analysis, and outside traffic details, parades and motorcades.
 - a. **Command**: The Traffic Unit shall generally be commanded by an officer holding the rank of Sergeant.
 4. **Community Service Officer**: Community Service Officers are unarmed civilian employees of the Police Department who provide response to non-emergency and non-enforcement calls for service, in order to allow sworn police officers more time for enforcement, problem solving, and crime prevention activities.
- C. Additional Responsibilities: Additionally, the Operations Division Commander is responsible for the management of:

1. Internal Affairs

2. Personnel Selection
3. Public Information [54.1.1]
4. Promotion of Personnel

V. Administration Division

A. Command: The Administration Division is headed by an executive administrator normally holding the rank of Captain. The Administration Division Commander is responsible directly to the Chief of Police, and is responsible for the duties by rank and assignment for the rank of Captain.

B. Span of Control: Organizational components within the personal span of control of the Administration Division Commander include the following:

1. Community Services Bureau: The primary functions of the Community Service Bureau are to provide community outreach to promote partnerships; to increase understanding and interaction through education; to experiment with new programs and ideas to enhance police service and quality of life; to obtain additional funding through grants and other sources; to identify community concerns, wants and needs; to assist in the recruitment process; and to increase the department's professional standing. Community Service Officers (CSO) operate out of this bureau. The Community Services Bureau is responsible for the management of department programs including:

- a. Special Projects
- b. Administrative Support

1) **Command**: The Community Services Bureau shall generally be commanded by an officer holding the rank of sergeant.

2. Records Bureau: The Records Bureau serves as the information repository of the police department, and it is here that all reports, logs and other related documents are processed and stored. Agency computer operations are centered in the Records Bureau.

- a. **Command**: The Records Bureau shall generally be commanded by a civilian Supervisor of Records & Information Services, who shall also supervise civilian clerical personnel.

3. Animal Control Officer: The Animal Control Officers enforce state statutes and City ordinances and ensure the protection of residents against health and safety risks from domestic and wild animals.

- a. **Command**: The Lieutenant in Charge responsible for overseeing the Animal Control Officer.

4. Traffic Control Officers: Traffic Control Officers are civilian, non-sworn employees of the Police Department who are limited to providing traffic control services in the City of Northampton.

a. **Command**: Traffic Control Officers will be supervised by Operations Division Commander.

C. Additional Responsibilities: Additionally, the Administrations Division Commander is responsible for the management of Administrative Services including, but not limited to:

1. Scheduling of personnel.
2. Procurement.
3. Fleet maintenance.
4. Maintenance of police station physical plant.
5. Personnel grievance complaints and
6. Reviewing employee injury claims.

VI. Organizational Chart

The Department shall post a formal organizational chart that graphically displays the organization of department components and functions into bureaus, shifts and units in the appropriate Division as well as showing the chain of command and lines of authority within the Department. The organizational chart shall be posted in the police station in a manner that makes it accessible to all personnel. The organizational chart will be made available to the public upon request. [11.1.2]

The organizational chart shall be reviewed by the Captain of Administration and the Administrative Assistant as necessary due to changes of structure within the organization.

VII. Unity of Command

A. Each employee shall be accountable to only one Supervisor at any given time.

B. Each organizational component shall be under the direct command of only one Supervisor. [11.2.2]