

## **SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 21.3**

### **CLASSIFICATION / DELINEATION OF DUTIES: FIELD OPERATIONS**

**ADJUSTED DECEMBER 2014**

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#### **21.3.1 Captain Assigned to Field Operations**

##### **GENERAL RESPONSIBILITIES:**

The Field Operations Division Captain shall manage and administer the Field Operations Division's material, fiscal, and personnel resources in the most efficient and effective manner. He/she shall ensure that the personnel of this division are motivated, assigned, and supervised in a productive manner. He/she shall continually review and evaluate this division's performance and with the Chief of Police's approval, implement changes to improve its operation.

The Field Operations Captain shall supervise and coordinate the activities of the various shifts and Field Operations teams. He/she shall create and sustain a work environment that promotes and encourages a flow of communication with this division.

He/she shall evaluate the abilities of his supervisory personnel to determine their capability to occupy their position. He/she shall foster harmonious relationships between divisions, the public, other law enforcement agencies, City departments, and other community groups.

**INSPECTION:** The Field Operations Captain shall make periodic inspections of the Field Operations Division's various functions and become aware and informed of conditions within this division. When conditions are discovered which need correction, or are contrary to the various laws, rules, regulations, or policies governing the operation of this Department, he/she shall take appropriate action. He/she shall document all non-compliance and report this in writing to the Chief of Police. He/she shall be responsible for the personnel under his/her command fulfilling their responsibilities. He/she shall either review or delegate the review of subordinate's reports.

**BUDGET:** He/she shall submit to the Chief of Police within the required time period an operational budget for this Division.

**COMMUNICATION OF INFORMATION:** He/she shall keep the personnel of this division informed of current issues. He/she shall meet on a regular basis with the ranking officers of this division. He/she shall regularly consult with the Chief of Police, Assistant Chief, and other Division Commanders to determine current problems or requirements. He/she shall communicate to personnel of this Division such instructions, policies, and any other important matters relating to the operation of the Police Department.

**PROBATIONERS:** He/she shall ensure the proper management and supervision of the Field Training Program. The purpose of the F.T.O. program is to train and to evaluate the

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probationer's fitness for the position occupied. The Field Operations Captain shall ensure that there is documentation on the level of fitness of the probationers and this written report is forwarded through the chain of command to the Chief of Police.

**TEMPORARY HOLDING FACILITY (THF):** He/she shall be responsible for overseeing the operation of the THF and will ensure that all applicable policy, regulations, and laws are adhered to as outlined in G.O. 72.1 .

**UNUSUAL EVENTS:** The Field Operations Captain shall, upon becoming aware of an unusual or major police incident, either ensure that an appropriate police action is taken or shall assume command of the incident. If notification of other divisions or command personnel is necessary, he/she shall be responsible. He/she shall be responsible for briefing the Chief of Police of any unusual or major incident.

**PERSONNEL ASSIGNMENT:** The Field Operations Captain is responsible for the assignment of all personnel under his/her command even if it is delegated to other command personnel.

**MISCELLANEOUS DUTIES:** The Field Operations Captain shall be responsible for performing other miscellaneous duties or responsibilities.

### **21.3.2 Lieutenant Assigned to Field Operations**

**SUPERVISOR:** A Field Operations Lieutenant shall have direct responsibility for supervision and management of all assigned personnel. In the absence of the Division Commander, he/she shall assume command of the Field Operations Division and in the absence of command officers, shall assume command of the Police Department. In the absence of a Field Operations Sergeant, he/she shall assume these responsibilities.

**INSTRUCTION AND TRAINING:** The Field Operations Lieutenant shall disseminate Department policies and procedures to the personnel under his/her supervision. They shall supervise the roll call training tasks of the Field Operations Sergeants or other assigned personnel. The Field Operations Lieutenant is responsible for determining and recommending the training needs of his/her subordinate(s).

**COORDINATION:** The Field Operations Lieutenant shall coordinate the activities under his/her supervision and ensure the effective and efficient use of all Department's resources in achieving the Department's goals and objectives. He/she shall be responsible for the evaluation and motivation of his subordinate(s).

**COMMUNICATIONS:** The Field Operations Lieutenant shall be responsible for developing and sustaining communications with the personnel under his/her supervision, within the Department, between Divisions, and other City Departments, and the community. He/she shall strive to encourage cooperation and understanding within the Police Department.

**PATROLLING:** The Field Operations Lieutenant shall be knowledgeable about the various reports or other statistical data relating to police activity and ensure the dissemination of this

information to the subordinate(s). He/she shall recommend to the Division Commander improvements in deployment of personnel or methods of improving the police service. He/she shall report to the Division Commander any unusual events or occurrences.

**INSPECTION:** The Field Operations Lieutenant shall make regular inspections of the City and ensure the appropriate action is instituted in all police incidents. He/she shall make regular inspections of the Temporary Holding Facility to ensure that the conditions are within established standards. He/she shall make regular inspections of the booking of prisoners to ensure that the process is lawful. He/she shall ensure that appropriate police action is taken on all incidents under his/her supervision.

**MAJOR INCIDENTS:** The Field Operations Lieutenant shall monitor the radio communication system (including the CAD display) to ensure that he/she is aware of the police activity and shall respond and supervise unusual or major police incidents.

**PRESS RELEASES:** In the absence of a superior officer or the established PIO, and consistent with the Press Release Policy (see [General Order 54.1](#)), the Field Operations Lieutenant shall be responsible for the press releases relating to a major event. He/she shall forward a written copy of the press release through the chain of command to the Chief of Police.

**MISCELLANEOUS DUTIES:** The Field Operations Lieutenant shall perform other required tasks that may be assigned to him/her.

**DISCIPLINE:** The Field Operations Lieutenant shall be responsible for assisting, conducting, or making recommendations in Internal Affairs investigations. He/she shall take the appropriate action when personnel of this Department are not performing as required or who violate any laws, rules, regulations, policies, procedures, or orders governing the operation of this Department. He/she shall ensure that this information is forwarded in written form, through the chain of command, to the Chief's Office. He/she shall make preliminary investigation of all citizen's complaints reported or assigned to him/her and, where warranted, forward a written report, through the chain of command, to the Chief of Police.

**TRAFFIC:** The Day Shift Lieutenant shall ensure that the traffic enforcement objectives of the Department are achieved. In the absence of traffic supervisors, he/she shall have active supervision over personnel assigned to this task.

**RESERVE POLICE:** A Field Operations Lieutenant shall ensure the proper and appropriate utilization of reserve officers assigned to his/her watch. He/she shall ensure that the reserve officer is utilized consistent with Department rules, procedures, and objectives. He/she will also be responsible for the Reserve Police Officer hiring process.

**REMAINING IN CITY LIMITS:** The Field Operations Lieutenant shall not leave the City limits except on official duty and he/she shall ensure that another supervisor has been delegated authority to oversee his/her duties. He/she shall advise Communications of his/her absence and replacement.

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WATCH COMMANDER ACTIVITY REPORT: The Field Operations Lieutenant will be responsible for completing the Watch Commander Activity Report, as described in [General Order 41.2.6](#).

### 21.3.3 Sergeant Assigned to Field Operations

SUPERVISION: The Field Operations Sergeant shall have responsibility for supervising and motivating assigned subordinate(s). In the absence of other command officers, the senior Field Operations Sergeant shall assume the responsibility of a Field Operations Lieutenant.

REPORTING FOR DUTY: The Field Operations Sergeant shall require his/her subordinate(s) to report for duty on time. He/she shall ensure that subordinate(s) are dressed and groomed according to Department standards. The Field Operations Sergeant, upon reporting to duty, shall report to the Commanding Officer. As sergeants are entitled to ½ hour of shift preparation each day, they are expected to be ready for work 30 minutes before their scheduled start time.

UNUSUAL OCCURRENCES / MAJOR INCIDENTS: The Field Operations Sergeant shall be present at any unusual or major incident and supervise the activity of subordinate(s). The Field Operations Sergeant shall ensure that appropriate action is taken by his/her subordinate(s) in all incidents they are assigned.

PERFORMANCE EVALUATION: The Field Operations Sergeant shall be responsible for evaluating the performance of his/her subordinate(s). Subordinate(s) should be periodically observed performing assigned tasks. The Field Operations Sergeant shall review the Department's monthly reports concerning subordinate's activities.

SUPERVISING SUBORDINATE(S): The Field Operations Sergeant shall remain in the field except for official business that requires his/her presence at the Police Administration Building or other indoor locations. He/she shall review subordinate(s) reports and inform the subordinate(s) of any deficiencies. The Field Operations Sergeant shall maintain and sustain lines of communication with subordinate(s), other personnel of the Division, other police Divisions, along with other law enforcement agencies, City Departments, community groups, and individuals.

The Field Operations Sergeant shall monitor the police communication system to ensure an awareness of ongoing activities. When three or more vehicles are dispatched, the Field Operations Sergeant shall respond and supervise the incident. The Field Operations Sergeant shall determine the legality of all arrests. The Field Operations Sergeant shall review all incidents in which subordinate(s) must use force in the performance of their duty, following [General Order 1.5.3](#). The Field Operations Sergeant shall become aware of the police activity in his/her assigned area and keep subordinate(s) informed. The Field Operations Sergeant shall recommend improvements or changes in the operation of this Department.

The Field Operations Sergeant shall be responsible for reviewing reports, traffic citations, collision reports, and other documents submitted by Patrol Officers, for: accurate event

documentation, legality, investigation procedures, etc. He/she will also identify deficiencies or acknowledge exemplary reports.

**DISCIPLINE:** The Field Operations Sergeant shall take corrective or disciplinary action when a subordinate is not performing as required. The action taken shall be consistent with the City and Department Disciplinary Procedures. The Field Operations Sergeant shall ensure the documentation and reporting of any disciplinary violations or inadequate performance through the chain of command to the Chief of Police. As requested, the Field Operations Sergeant shall assist, conduct, and make recommendations in Internal Affairs Investigations.

**TRAINING:** The Field Operations Sergeant shall determine and recommend the training needs of his/her subordinate(s). He/she shall conduct regular roll call training programs and critique subordinate(s) involvement in police incidents in order to improve their skills.

**REMAINING IN CITY LIMITS:** The Field Operations Sergeant shall remain within the City limits of Santa Clara except in fresh pursuit or on official business with the approval of a Commanding Officer. He/she shall advise the police communication system of his/her status, absence from the City, and expected return.

**TRAFFIC:** The Field Operations Sergeant shall have supervision over traffic subordinate(s) when a traffic supervisor is not on duty. He/she shall ensure that the traffic subordinate(s) are employed in a manner that would achieve the traffic enforcement objectives of this Police Department.

**VEHICLE ACCIDENTS:** The Field Operations Sergeant shall respond to vehicle accidents involving his subordinate(s) and ensure a thorough investigation is made. If an accident is outside the City limits, a determination of whether to respond shall be based on: (1) the seriousness of an accident or if an injury is involved; (2) the distance to be traveled. Most accidents within this County would be appropriate for response.

**ON-THE-JOB INJURIES:** The Field Operations Sergeant shall ensure that appropriate reports are completed when a subordinate incurs an on the job injury. If the injury requires hospitalization, the Field Operations Sergeant shall ensure notification of the subordinate's listed emergency persons and a commanding officer.

**COMMENDATIONS:** The Field Operations Sergeant shall ensure that his/her subordinate(s) are commended for outstanding work and shall, through the chain of command, inform the Chief of Police.

**REPORTING OF IMPORTANT, UNUSUAL, OR MAJOR INCIDENTS:** The Field Operations Sergeant shall report to his/her Commanding Officer and other supervisors relieving him/her, of upcoming or unusual incidents and the actions being undertaken.

**MISCELLANEOUS:** The Field Operations Sergeant shall perform other required task(s), as required.

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### 21.3.5 Sergeant Assigned to THF/Vacation Relief

**RESPONSIBILITIES:** The Sergeant assigned to the THF/Vacation Relief position will supervise the day-to-day operation of the THF, ensuring all applicable policies and regulations are adhered to. He/she will supervise the department's Jail Service Officers (JSOs) and ensure they are performing their duties as expected, and that they are trained in compliance with current regulations. The Sergeant assigned to the THF/Vacation Relief position will ensure that the Prisoner Transportation Vehicle is serviceable and ready for use when needed.

He/she will assume the duties of an Operations Patrol Team when the need arises due to vacations, injury, or other reason. He/she will retain their THF responsibilities even when they have been assigned to an Operations Patrol Team.

The Sergeant assigned to the THF/Vacation Relief position will report to the Administrative Lieutenant.

### 21.3.4 Sergeant Assigned to Traffic

**RESPONSIBILITIES:** The Sergeant assigned to the Traffic Unit shall have active direction and supervision over all personnel assigned to the unit including Motorcycle officers, officers assigned to Traffic Investigator, and the CSO's assigned to parking control.

**REVIEW OF REPORTS AND INVESTIGATIONS:** The Traffic Sergeant shall be responsible for the review of all traffic citations and collision reports prepared by Motorcycle Officers and shall supervise the investigation of all major injury and/or fatal accidents. He/she shall respond to such accidents on his/her own or as directed by the Traffic Lieutenant or the on-duty Watch Commander upon notification.

**PERFORMANCE EVALUATIONS:** The Traffic Sergeant shall ensure that the Department's objectives, goals, and policies are being adhered to and achieved. He/she shall take action when a subordinate is not performing as required or violates Departmental rules, policies, or regulations. He/she shall periodically review the performance of his/her subordinates with regard to the type and number of citations being issued and shall direct their activity into areas where increased enforcement is indicated either by accident statistics, reported violations, or citizen's complaints.

**TRAINING AND PLANNING:** The Traffic Sergeant shall assist in determining and recommending training needs of subordinates, and shall be responsible for the planning of traffic related special events at the direction of the Traffic Lieutenant and shall supervise the implementation of such planning.

COMMUNICATION: The Traffic Sergeant shall develop and maintain communications within the Department's various Divisions and its sub-units, other City Departments and the community.

ASSISTANCE: The Traffic Sergeant shall assist in other Field Services Division duties as required.

**21.3.5 Police Officer Assigned to Field Operations**

GENERAL RESPONSIBILITIES: Every Field Operations officer in carrying out his/her duties and functions of the department, namely, preserving the public peace, protection of life and property, prevention of crime, arrest of law violators, and proper enforcement of all laws and ordinances by responding to calls for service and self-initiating activity.

BEAT RESPONSIBILITY: The Field Operations officer shall be held accountable for what occurs on his/her beat.

REPORTING FOR DUTY: He/she shall report for duty at the time specified by his/her senior officers. He/she shall, before going on duty, become fully acquainted with the information on file for that purpose, description of wanted persons, stolen cars, stolen property, and all official information posted for that purpose. This will be found on our bulletin board.

The Field Operations officer shall report for duty in regulation uniform and keep it in a presentable condition. He/she shall always wear his/her badge in plain view on duty.

PATROLLING OF BEAT: The Field Operations officer shall not loiter around the station after briefing. He/she shall stay on their beat as much as possible in order to properly respond to calls for service. The officer shall also be aware of what is occurring within the city and respond to those areas in the event the officer(s) responsible for those areas are unavailable.

The Field Operations officer shall carefully inspect every part of his/her beat as often as possible and by his/her vigilance and actively render it difficult for anyone to commit a crime therein.

He/she shall vary his/her procedure of checking his/her beat as much as possible. He/she shall frequently re-check hazardous places requiring police attention.

USE OF PRIVATE VEHICLES: He/she shall not use his/her or any other private vehicle for purposes of covering his/her beat or for any other purpose whether assigned to a Field Operations car or foot Field Operations unless authorized to do so by his/her commanding officer. Personal cars are not to be taken to beats.

KNOWLEDGE OF BEAT: He/she shall familiarize himself/herself thoroughly with his/her beat. He/she shall become familiar with places of public assembly, official buildings and with the crime-prone areas of his/her Field Operations or beat.

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The officer shall foster good relations with the citizens in his or her patrol area through PR contacts, attendance at Neighborhood Watch meetings, etc.

**CRIME AND ACCIDENT INVESTIGATIONS:** The Field Operations officer shall investigate all traffic accidents or crimes that occur on his/her beat or as may be assigned to him/her. He/she shall interview complainants or informants wherever possible and satisfy all parties concerned as may be consistent with good police work.

**SERVICE REPORTING:** The Field Operations officer shall report leaking pipes, gas mains, sewers, street lights out, power lines down, traffic lights or signs in need of repair, and police equipment not working properly. If he/she observes anything likely to prove dangerous or inconvenient to the public, he/she shall remedy it, if possible, or report it without delay. He/she shall report dead animals found in the streets or public places. He/she shall report immediately any dangerous condition of streets, sidewalks or city property of any kind.

**MINORS:** The Field Operations officer shall be alert for the physical and moral welfare of the children on his/her beat or patrol.

**COMPLAINTS:** When required to interrupt his/her regular patrol to give attention to any complaint, call for assistance, arrest or other duty, he/she shall attend to such duty with businesslike dispatch and courtesy and without unnecessary loss of time.

**OPERATION OF VEHICLES:** When assigned to duty in or on any motor vehicle, he/she shall operate such vehicle at a rate of speed and in such a manner as will enable him/her to observe any conditions or happenings which may require police attention except where prohibited from doing so by the necessity of other duties. He/she shall operate such vehicle at all times in keeping with the laws regarding the same and shall be an example to all citizens in this respect.

**REMAINING IN CITY LIMITS:** The police officer assigned to the Field Operations Division shall remain in the city limits of Santa Clara except in fresh pursuit or on official business with the approval of a supervising officer. He/she shall advise the police communications system of his/her status, absence from the city, and expected return. If appropriate, the law enforcement agency having jurisdiction of the area being visited shall be advised of the reason for being in their area.

**MEAL/COFFEE BREAKS:** Police officers are entitled to one thirty-minute meal break and two fifteen-minute (or one thirty-minute) coffee breaks per eleven-hour tour of duty.

Officers will obtain clearance from police radio prior to these breaks, and once cleared, will proceed directly and promptly to their intended destination. There will be no more than two uniformed officers in a restaurant at one time.

**REPORT WRITING:** Officers will make every effort to complete reports assigned to them in a timely, prompt, and expeditious manner on the same day of assignment if possible. Reports shall be turned in when completed (prior to the end of the shift), to allow for supervisory review.

Saving reports to the end of the shift shall be avoided. The need to write reports at the end of the shift (and incurring overtime) will be scrutinized.

When follow-up or more time constraints make same day completion problematical, officers will fill out an SCPD Report Review Form 051 and obtain a supervisor's approval to delay completion of the report.

In custody reports shall be completed before going home, unless specific approval is granted by the immediate supervisor.

### **21.3.6 Police Officer Assigned to Motorcycle Duty**

**GENERAL RESPONSIBILITIES:** A motorcycle officer shall be assigned to his/her detail by the Captain of the Field Services Division and shall be responsible to a sergeant of the Field Services Division.

A motorcycle officer is charged particularly with the enforcement of the traffic laws; however, his/her full duty shall also include all other regular police work that he/she either observes, that is brought to his/her attention or which may be assigned to him/her. He/she shall, in addition to the duties provided herein, perform such other duties assigned to patrol officers as may be consistent with his/her detail.

Motorcycle officers will be subject to callback for the investigation of major injury or fatal traffic collisions. The Traffic Secretary will prepare a list detailing the rotational callbacks schedule.

**WARNINGS:** The motorcycle officer shall take such action as he/she deems advisable and which is consistent with good police work and common sense in the performance of his/her duties such as to instruct, warn, cite or arrest traffic violators.

**OPERATION OF EQUIPMENT:** The motorcycle officer shall himself/herself obey all traffic regulations except when in actual pursuit of a violator and shall then operate his/her motorcycle in the manner provided for the operation of emergency vehicles. He/she shall set an example to the public in the operation of his/her equipment.

**CONGESTION:** The motorcycle officer shall familiarize himself/herself with the traffic flow upon his/her beat, the accident record, and possible congestion points and spots which may be insufficiently safeguarded. He/she shall consider it his/her routine duty to inspect and patrol these locations in the best manner possible to decrease accidents and improve the free flow of traffic.

**VIOLATIONS:** He/she shall note instances of recurring traffic violations or trends which may prove dangerous, and which in his/her opinion require special treatment or additional staffing. These notations shall be referred to his/her Sergeant.

**ACCIDENT SCENE:** He/she shall respond to the scene of any accident or incident that is likely to produce an interruption in the normal traffic condition.

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**PUBLIC GATHERING:** At all large public gatherings he/she shall make sure that the parking at all times leaves openings sufficient to handle any emergency equipment that might be called to the scene. He/she shall maintain as many roads of ingress and egress as may be needed, considering the physical aspect and amount of traffic.

**REPORTING TO COMMANDING OFFICER:** The motorcycle officer shall report to his/her Commanding Officer when conditions prevent him/her from riding his/her motorcycle.

### **21.3.7 Community Service Officer (CSO) Assigned to Field Operations**

#### **CSO I:**

All CSO I's assigned to the Field Operations Division shall be responsible for the enforcement of overtime parking violations, A-frame violations, and traffic control duties, as required.

The CSO I shall take such action as he/she deems advisable and which is consistent with good police work and common sense in the performance of his/her duties, such as instructing and warning traffic violators. He/she shall not, however, show favoritism in any manner nor warn violators when good police work would dictate that a citation should be issued.

**CSO II:** CSO II's assigned to the Field Operations Division shall be responsible for a variety of duties, including:

- Selected Municipal and Vehicle Code enforcement.
- Abandoned vehicle abatement follow-up.
- VIN verifications.
- 40610 CVC citation sign-offs.
- Recovering found bicycles.
- Traffic control.
- Evidence pick-up and delivery to court and Crime Lab (except drugs).
- Vehicle supplies and maintenance.
- Stocking of forms and supplies.
- Transportation of citizens/witnesses.
- Towing of vehicles.
- Minor crime report processing with no suspect information.
- Minor crime scene processing.
- Accident reports involving property damage only (when all parties are cooperative) or misdemeanor hit and runs without suspect information.
- Assisting traffic officers in the investigation of injury accidents.
- North Side Substation Front Desk
- Police Department Front Desk

### **21.3.8 Jail Service Officer JSO:**

The JSOs' primary responsibility is that of maintaining the THF and monitoring arrestees within the facility. While they may have other responsibilities during their shift, none of their other duties may interfere with their ability to respond immediately to the THF to render assistance. All JSOs are assigned to the Field Operations Division and are responsible to the policy outlined in G.O. 72.1