

## **SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 21.4**

### **CLASSIFICATION AND DELINIATION OF DUTIES AND RESPONSIBILITIES: INVESTIGATIONS DIVISION**

**ADJUSTED DECEMBER 2014**

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#### **21.4.1 Captain Assigned to Investigations**

**GENERAL RESPONSIBILITIES:** The Captain of Investigations shall have general supervision and personal direction of the Investigations Division subject to the orders of the Chief of Police. He/she shall see that all cases that should be investigated for the purpose of apprehending, questioning and prosecuting offenders, together with the recovery of lost and stolen property, are properly investigated.

**ASSIGNMENTS:** The Captain of Investigations, as he/she deems it necessary, shall assign the officers of his/her division to certain classes of cases. He/she shall assign cases for investigation and shall advise and assist the investigations assigned thereto. He/she shall assign the Investigations Lieutenant to supervise the work of the members of the detectives working property crimes and general crimes.

He/she shall prepare members of his/her detail for their daily duties and shall inform himself/herself of all special orders, assignments or other duties so that he/she may see that such duties are promptly performed.

**UNUSUAL CRIMES:** The Captain of Investigations shall personally supervise the investigation of unusual or major crimes, or designate a subordinate officer in his/her stead.

**SCAT:** The Investigations Captain shall have control and supervision over the personnel assigned to the Specialized Crimes Action Team.

**RECORDS UNIT:** The Investigations Division Captain is responsible for the operation of the Records Unit.

**PROGRESS REPORTS AND RECORDS:** The Captain of Investigations shall keep thoroughly informed to the progress of all major investigations, and as frequently as may be required by the facts, inquire into and receive oral and written reports relative to the progress of all other investigations.

**EQUIPMENT:** The Captain of Investigations shall be in charge of and responsible for the equipment used by the Investigations Division.

**COORDINATION:** The Captain of Investigations shall work in close harmony with the Chief of Police in all matters, especially those that concern vice, gambling and the sale, use and traffic of narcotics.

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**VICE:** All crimes involving vice shall be handled at the direction of the Captain of Investigations.

**UNUSUAL EVENTS:** The Captain of Investigations shall promptly bring to the attention of the Chief of Police all serious crimes and unusual events concerning police work.

**OTHER LAW ENFORCEMENT AGENCIES:** The Captain of Investigations shall work in close cooperation with the prosecuting attorneys and other law enforcement agencies.

**DISCIPLINE:** The Captain of Investigations shall be charged with exacting the proper performance of duty from all persons assigned to his/her detail and will be particularly responsible for the efficiency, discipline, general conduct and appearance of the members of his/her detail.

**SUBPOENAS:** The Investigations Division shall oversee the proper service of all subpoenas assigned to the department.

### **21.4.2 Lieutenant Assigned to Investigations**

**GENERAL RESPONSIBILITIES:** The Investigations Division Lieutenant shall be responsible to the Captain of Investigations.

He/she shall have charge and control over the police personnel assigned to the Investigations Division subject to the orders of the Captain of Investigations.

He/she shall daily check the work of members under his/her command to determine whether cases assigned to them are properly and promptly investigated.

He/she shall devote his/her whole time and energy to the duties of his/her office and give his/her best efforts to the prevention of crime, investigation and solution of criminal cases involving all persons and the apprehension and prosecution of all offenders.

**REPORTS:** He/she shall assist in preparation with the division's material submitted for inclusion in the department's annual report.

**CONDUCT:** The Investigations Lieutenant shall be responsible for the conduct and efficiency of the persons under his/her command.

**CASE DISPOSITION:** The Investigations Lieutenant shall be responsible for the disposition of all cases assigned to his/her detail.

**RECORDS:** The Investigations Lieutenant shall maintain such records of case assignments, investigations and work performed by members of his/her division as may be necessary. He/she shall be responsible for the maintenance and good order of the records of the Investigations Division. He/she shall be responsible for forwarding to the Records section such records as are needed by that section.

He/she shall provide general supervision and personal direction to the members of the division and assure that all cases brought to their attention are investigated with the objective of apprehension and prosecution of offenders.

The Investigations Lieutenant shall maintain complete and accurate records of the division's expenditures and availability of funds retained by them. As such, he/she will be held accountable for the proper disbursement and control of all funds used by the division.

#### **21.4.25 Lieutenant Assigned to Homeland Security/Special Events Unit (HSSE)**

**GENERAL RESPONSIBILITIES:** The Lieutenant assigned to the Homeland Security and Special Events Unit (HSSE) shall be responsible to the Captain of Investigations.

He/she will have charge and control over the HSSE Unit. He/she shall be responsible for the conduct and efficiency of the persons under his/her command, including Special Event Per Diem Officers.

He/she will assign personnel to oversee and provide a police/public safety plan for all special events that occur within the city, including but not limited to the July 4<sup>th</sup> City Picnic and Fireworks Show, Events at Levi's Stadium, events at the Santa Clara Convention Center, and events at Great America Theme Park.

He/she will coordinate the police response to dignitary and VIP visits to the city, will liaison with outside and federal agencies, and will keep the Captain of Investigations notified of any significant occurrence that could impact the department's routine operations.

#### **21.4.3 Sergeant Assigned to Investigations**

**GENERAL RESPONSIBILITIES:** A Sergeant in the Investigations Division will function as a supervisor whenever police officers are assigned to him/her. This could be a regular assignment to his/her specific detail or a short-term assist on an individual case.

Whenever Field Operations Division calls an Investigations Sergeant to the scene of a major crime, the Investigations Sergeant will assume the responsibility for the crime scene and will be in complete charge of the investigation unless relieved by a senior officer.

A Sergeant in the Investigations Division will be responsible for the proper investigation of all cases assigned to him/her. This will include submitting all follow-up reports required by the Division Commander within prescribed time limits.

In addition to the cases assigned to him/her, he/she shall cooperate with all other members of the Department and allied agencies in the furtherance of the goals of the Santa Clara Police Department.

**REPORTS:** The Investigations Sergeant shall make oral and written reports to his/her commanding officer on the progress of each case and shall report for further instructions whenever further progress on the case is unlikely.

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**SECURING EVIDENCE:** The Investigations Sergeant shall collect and preserve the evidence necessary for a successful prosecution of each case wherever possible. He/she shall also secure the aid of trained officers in collecting and preserving evidence at such time that he/she is unable to perform this work himself/herself.

**ASSIGNMENT TO INVESTIGATIONS DIVISION:** A Sergeant assigned to the Investigations Division shall continue in the position by reason of his/her good conduct and general fitness for the duties assigned to him/her, along with the provisions of the Sergeants Movement Program (General Order 16.1).

**SCOPE OF DUTIES:** He/she shall not enter into official department correspondence over his/her signature, nor shall he/she leave the city or the immediate surrounding area to conduct any investigation or perform any act within the scope of his/her duties without the express permission of his commanding officer except in the immediate pursuit of a fugitive.

**PROPERTY:** In all matters relating to property or money coming into his/her possession either as evidence or otherwise, he/she shall be governed by the rules and regulations and instructions of this manual (see [General Order 84.1](#)). He/she shall at no time retain property or money not his/her own for his/her own use.

**HOURS:** A Sergeant in the Investigations Division shall work such hours that may be designated by the Division Commander with concurrence of the Chief of Police.

**SCAT:** The Investigations Sergeant assigned to the Specialized Crimes Action Team is under the direct supervision of the Investigations Captain.

The Sergeant shall have direct supervision of the police officers assigned to the unit, the execution of arrest and search warrants and coordinating the various investigative activities that this unit will be required to perform.

The Sergeant shall control the use and assignment of all personnel, vehicles, equipment and supplies that are assigned to this unit.

The Sergeant shall act as liaison with other law enforcement agencies.

The Sergeant shall continually monitor the activities of the personnel he/she supervises along with any confidential informants associated with his/her personnel.

The Sergeant shall be responsible for collecting intelligence data relating to this unit's activities. Appropriate data will be coordinated with the Department Intelligence Officer.

**HSSE:** The Investigation Sergeants assigned to the Homeland Security Special Events Unit shall include the Intelligence Sergeant, the Stadium Operations Sergeant, and the Special Operations Sergeant, and are responsible to the HSSE Lieutenant.

Sergeants assigned to HSSE will work together to provide the needed police/public safety planning and personnel to maximize the safety of all special events that occur within the city.

They will provide dignitary protection, and assist other members of the investigations Division as directed.

They will liaison with outside and federal agencies.

They will ensure city permitting regulations related to events are adhered to, and notify the HSSE Lieutenant of any unusual or significant events that may impact routine department operations.

They will adhere to ICS principles and they will keep confidential information secret.

SET: The Sergeant assigned to the Special Enforcement Team (SET) supervises the Team's activity and case load, and reports to the Investigations Division Lieutenant. SET is primarily a plain-clothes Team within the Investigations Division that consists of a Sergeant and four Officers. The Team is responsible for responding to emergencies and in progress crimes, assisting Patrol Officers and Detectives with follow-up investigations, monitoring gang activity within the City of Santa Clara, assisting the Specialized Crimes Action Team (SCAT), investigating their assigned cases, and otherwise being a resource to the entire Department when out of the ordinary enforcement action is needed.

#### **21.4.4 Police Officer Assigned to Investigations**

GENERAL RESPONSIBILITIES: A Police Officer assigned to the Investigations Division shall be under the direct supervision of an Investigations Sergeant.

The assignment to the Investigations Division shall be for a time prescribed by the Chief of Police and may continue during this time by reason of good conduct and general fitness for the duties assigned, as indicated by the quality and quantity of work and by reports and recommendation of the officer's supervisor.

The officer shall be responsible for the proper investigations of cases assigned.

REPORTS: The officer shall make oral and written reports to the immediate supervisor or if not available, to the Commanding Officer on the progress of each case and shall report for instructions whenever further progress on the case seems unlikely.

SCOPE OF DUTIES: The officer shall not enter into official department correspondence over his/her signature, nor shall he/she leave the city or the immediate surrounding area to conduct any investigation or perform any act within the scope of duties without the express permission of the Commanding Officer except in the immediate pursuit of a fugitive.

#### **21.4.45 Police Officers Assigned to the Special Enforcement Team (SET)**

In addition to 21.4.4, Officers assigned to SET are responsible for responding to emergencies and in progress crimes, assisting Patrol Officers and Detectives with follow-up investigations, monitoring gang activity within the City of Santa Clara, assisting the Specialized Crimes Action Team (SCAT) with their investigations, investigating their assigned cases, and otherwise being a

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resource to the entire Department when out of the ordinary enforcement action is needed. The Team is responsible for Auto Theft and Auto Burglary investigations. All SET members are Detectives, are responsible to the SET Sergeant, and will adhere to 21.4.4.

### **21.4.46 Police Officers Assigned to Homeland Security and Special Events (HSSE)**

Officers assigned to HSSE will work with other HSSE Unit Members to provide the police/public safety planning and personnel needed to maximize the safety of all special events that occur within the city. Officers assigned to the HSSE Unit are responsible to a HSSE Sergeant. They are Detectives and will adhere to 21.4.4.

### **21.4.5 Crime Analyst**

**GENERAL RESPONSIBILITIES:** The Crime Analyst is a non-sworn position in the police department, reporting to the Investigations Lieutenant. This person will be responsible for the conversion of raw data into valid criminal intelligence information.

The Crime Analyst will provide crime analysis information for administrative, investigative and patrol tactical level use. Additionally, the Analyst will respond to requests from the public for releasable crime trend information. He or she will also analyze data and determine trends in criminal activity, including anticipated criminal activity.

### **21.4.6 General Requirements**

**DRESS AND APPEARANCE:** All sworn personnel assigned to the Investigations Division shall comply with the dress standards described in [General Order 92.1](#).

**PROPERTY:** In all matters relating to property or money coming into his/her possession either as evidence or otherwise, all investigations personnel shall be governed by the rules and regulations and instructions of this manual ([General Order 84.1](#)). He/she shall at no time retain property or money not his/her own for his/her own use.

**HOURS:** All employees assigned to the Investigations Division shall work such hours that may be designated by the Chief of Police.

### **21.4.7 Community Service Officer Assigned to Investigations**

**GENERAL:** A Community Service Officer (CSO) assigned to Investigations can be in a number of assignments, including: Court Liaison and Subpoena Services. All CSO's shall wear the assigned uniform, unless special arrangements have been made with individual supervisors.

### **21.4.8 Records Manager**

**GENERAL RESPONSIBILITIES:** The Police Records Manager shall report directly to the Investigations Division Captain. He/she shall supervise and train records unit staff, direct

maintenance of departmental record-keeping systems in accordance with legal requirements, departmental policy and accepted standards; design new forms and procedures for preparation of statistical records, and will be responsible for liaison with the city's computer contractor. The Records Manager will further conduct comparative surveys of costs, procedures, forms, equipment and other office systems and methods; will advise members of the general public of departmental policies, and will be required to direct the Police Department data processing operations. He/she will also perform such activities as assigned by the Investigations Captain.

#### **21.4.9 Records Supervisor**

**GENERAL:** Records Supervisors work under the supervision of the Records Manager, and are responsible for the day-to-day operation of Records.

**SUPERVISION:** Records Supervisors supervise Records Specialists. They assign, coordinate, supervise and evaluate the work of subordinate employees.

**RELEASE OF REPORTS:** Before a police report can be released to a member of the general public, a Records Supervisor shall review the request and authorize the release. The Supervisor will ensure that the individual is entitled to the report, and that no non-releasable information is contained within the report. Any non-releasable information shall be blacked out before the copy is given to the requestor.

#### **21.4.10 Records Specialists**

**GENERAL:** There are two classifications of Records Specialists. Records Specialist II is a non-sworn uniformed position, and with the responsibility of searching female prisoners, this classification is only open to women. Record Specialist I is also a non-sworn uniform position. Both classifications work in the Records section, with at least one Records Specialist II required to always be on duty.

**TYPICAL TASKS:** Under general supervision, Records Specialists perform record keeping tasks related to police functions by using automated and manual systems. They type/transcribe a variety of material such as written or dictated reports. They also operate a two-way police radio, answer telephone calls, and assist citizens at the front desk.

Additional specific information on Records functions and responsibilities are covered in the Records Manual, which is maintained in the Records section.