

**NEW CANAAN POLICE DEPARTMENT**

**SUBJECT: ORGANIZATION**

**GENERAL ORDER NUMBER: 87-5-40**

**FILE: ADM 2**

**ORGANIZATION & MANAGEMENT**

**I PURPOSE/POLICY**

The purpose of this general order is to provide organizational principles to the organizational structure of the New Canaan Police Department.

**II RESPONSIBILITY**

It is the responsibility of all members of the department to adhere to this general order.

**III ORGANIZATIONAL STRUCTURE**

**A** The police department will be organized by major function into the following components; Staff Services and Operations Divisions, in addition to other sections and units as described below and/or as depicted in the New Canaan Police Department Organizational Structure Chart.

1. Police Commission- Comprised of three (3) civilian members who will manage and supervise the police department with respect to; the appointment of the Chief of Police and employment of subordinate officers, changes in the classification and compensation of officers, the formulation of rules and regulations, the administration of discipline and changes in traffic regulations.
2. Chief of Police- Under administrative direction of the Police Commission, shall be the executive head of the New Canaan Police Department and shall have the authority and responsibility for the overall management, direction and control of the operations and administration of the department, including the selection, training and management of personnel and the coordination of grievance procedures. This office is also staffed by an executive secretary who reports directly to the Chief of Police.
3. Staff Services Division- This component is under the direct command of the Commander of Staff Services, or captain, and includes primary responsibility for the Management and Technical Services Sections to include; training, personnel, internal affairs, special projects (Accreditation), records/data processing, maintenance and facilities (Holding Facility and Communications center etc.), property management and other related duties as directed by the Chief of Police.

- a. Training Unit- A component of the Management Services Section, and staffed by a sworn officer who reports directly to the Captain of the Staff Services Division. Responsibilities include; coordination and planning of in-service training, field training, career development programs, recruitment testing and selection of applicants, maintaining training records and other related duties.
  - b. Special Projects Unit- A unit of the Management Services Section, it is staffed on an "as needed basis" It is under the direction of the Captain of the Staff Services Division and/or the Chief of Police. Its purpose is to provide staffing for special projects to include accreditation. Responsibilities generally include the administration, coordination and records management of a project.
  - c. Records Unit- A component of the Technical Services Section, this unit is staffed by a civilian employee under the direct supervision of the Captain of the Staff Services Division. Responsibilities of the unit include; data entry, records maintenance and retention, processing of permits, compiling Uniform Crime Report data, and other clerical duties as assigned.
  - d. Property Management Unit- A component of the Technical Services Section, this unit is staffed by a civilian employee under the direct supervision of the Captain of the Staff Services Division. Responsibilities associated with this unit include; attendant record keeping, storage and tracking of property and evidence, data entry, report filing and other clerical duties as assigned.
  - e. Maintenance Unit- A component of the Technical Services Section, this unit is staffed by a civilian employee under the direct supervision of the Captain of the Staff Services Division. Responsibilities include; general maintenance and cleaning of the police building, garage and vehicles; repairing and installing traffic signs, maintaining an inventory of supplies and equipment and preparing reports and budgetary requests.
  - f. School Crossing Guard Unit- A unit of the Technical Services Section, this unit is staffed by part-time civilian employees who are under the direct supervision of the Captain of the Staff Services Division. Their sole role is to safely expedite the movement of children to and from school at specific locations. The day shift commander is responsible for the day-to-day supervision of the crossing guards.
4. Operations Division- This component is under the direct command of the Operations Commander, or captain, and includes primary responsibility for the Patrol and Investigative Sections. The captain is responsible for; uniformed patrol, criminal investigations, youth services, school programs, community relations, crime prevention, public information, animal control, and other related duties as assigned by the Chief of Police. The Captain of Operations reports directly to the Chief of Police.
- a. Patrol Section- This section provides for 24-hour patrol coverage to the town of New Canaan via three shifts of officers. Each shift is commanded by a lieutenant (shift commander) and sergeant, or in their absence, an acting sergeant and/or acting lieutenant. It is responsible for uniformed police service, included but not limited to: preliminary investigations of all complaints; follow-up investigations of minor cases and major cases when not assigned to the Investigative Section; investigation of crimes, offenses, incidents and conditions; making arrests where required; traffic accident investigation, traffic control and enforcement; police preventative patrol; providing assistance to the public in emergencies and non-emergency situations; and the prevention of crime and disorders.

- b. Criminal Investigations Unit- A component of the Investigative Section, this section is under the command of an Investigative Commander, or lieutenant, who reports directly to the Captain of Operations. The unit is additionally staffed by sergeants. The Investigative Section is responsible for investigating major or complex crimes, developing and carrying out intelligence gathering, organized crime and vice operations, and for maintaining professional relationships with other law enforcement agencies and the Office of the State's Attorney.
  - c. Youth Services Unit - A component of the Investigative Section, this unit is staffed by a sergeant whose primary responsibility shall be to; prevent, control and resolve the problem of juvenile delinquency within the community, conduct follow-up investigations, process juvenile diversions and referrals, act as liaison with the school systems and court, prepare court cases and assist patrol officers with juvenile investigations. Other responsibilities include: planning and coordinating crime prevention functions, organizing and administering community relations functions, coordinating school programs, and preparing and disseminating news releases and assisting news media personnel. This unit also includes the School Resource Officers (SROs). The SROs shall be responsible for developing relationships with students in the New Canaan School System and assisting school administrators with various issues. The SROs may be assigned investigations as may be appropriate. This unit is under the direct supervision of the Commander of the Investigative Section.
  - d. Traffic Enforcement Unit- A component of the Patrol Section, this unit is staffed by an officer whose primary responsibility shall be to: enforce traffic laws within the Town of New Canaan and develop solutions to traffic related problems. The officer may operate marked patrol vehicles, unmarked patrol vehicles and/or a department motorcycle. This unit is under the direct supervision of the Captain of Operations. This unit shall consult with the Captain of Staff Services who manages traffic issues that are of a concern to the community. This unit is supervised on a day-to-day basis by the Shift Commander.(See Traffic Operations-Motorcycles G.O. 08-01-114 for additional information.)
  - e. Animal Control Unit- A component of the Patrol Section, this unit is staffed by one full time civilian employee and one part-time civilian employee. This unit's primarily responsibility includes investigating and handling all incidents which involve animals. The day shift commander is responsible for the day-to-day supervision of the animal control officers.
- B** The organizational subdivisions within the personal span of control by the Chief of Police shall include the following:
- 1. The Chief's Secretary
  - 2. Staff Services Division, Captain
  - 3. Operations Division, Captain
  - 4. Internal Affairs, when assigned
  - 5. Special Projects, when assigned

- C** As the department's organization is the arrangement of personnel and functions to facilitate accomplishment of departmental objectives and is the means through which personnel are directed and coordinated, the following principles will be followed.
1. Responsibility is clearly fixed to ensure that every function that the department should perform is performed;
  2. Responsibility for every function that a police agency performs is clearly assigned to one person;
  3. Functions which are similar or related in purpose, process, method, or clientele should be grouped together in one or more units.
  4. Duties and authority of units should be clearly defined so that responsibility and accountability can be fixed, and duplication of effort and non-performance of duties can be prevented;
  5. Names of organizational units should reflect purposes;
  6. Spans of control must be broad enough for economical management supervision, but not so broad that managers and supervisors cannot manage or supervise effectively;
  7. Each assignment of duty will be paralleled by commensurate authority to fulfill the responsibility; and
  8. Persons to whom authority is delegated shall be held accountable for the use of authority or the failure to use it.
- D** The department organizational structure shall be depicted on an organizational chart. The chart shall be updated as needed and available to all police personnel.
- E** Each department member shall be issued an official agency identification card. The card shall be returned to the department if the member leaves employment. The identification card shall contain the following items:
1. Photograph
  2. Department Patch
  3. Security Seal and Flag Background
  4. Name
  5. Rank
  6. Date of Hire
  7. Badge Number
  8. POSTC#
  9. Department Name and Address
  10. Expiration Date
  11. Height

12. Weight
13. Hair Color
14. Eye Color
15. Date-of-birth
16. Signature of the Chief of Police
17. Text of Chapter 44 of Title 18 U.S.C.

**F** Citizen requests for personnel identification shall be accomplished as follows:

1. Uniformed officers shall provide the requestor with rank, last name and badge number
2. Personnel in plain clothes, shall show the requestor their Agency issued identification card and badge (provided it does not compromise officer safety or the status of an active investigation)

#### **IV UNITY OF COMMAND**

**A** Department employees are accountable to only one Supervisor at any given time.

**B** Each organizational component shall be under the direct command of only one supervisor.

**C** When a situation arises and personnel from different subsections are engaged in a single operation, command protocol shall be as follows;

1. The patrol officer assigned to the case shall be in charge unless relieved by a supervisor or investigator (re: General Order 89-1-54, Patrol).
2. The investigator assigned to the case shall be in charge of the scene unless relieved by a supervisor.
3. In all instances, when a supervisor relieves a patrol officer or investigator at the scene, the supervisor will then assume control of the situation.
4. Command protocol in single operations involving personnel of different sections or areas shall normally be determined by rank, but a command officer's presence on the scene does not automatically place him in charge of that scene, unless he assumes control and announces that he is taking control.

#### **V SPAN OF CONTROL**

**A** To achieve effective direction, coordination and control, the following guidelines are provided regarding the number of employees under the immediate control of a supervisor:

1. Chief of Police - Three - to include division commanders, and secretary.
2. Division Commanders - Four to Six - to include section supervisors and where appropriate, unit personnel.

3. Shift Supervisors - Six to Twelve - including patrol officers, school crossing guards and animal control officer.

## **VI AUTHORITY AND RESPONSIBILITY**

- A** The success of the police department requires that responsibility be accompanied by commensurate authority. The authority to execute the required functions of the organizational component is delegated by the Chief of Police, through the command structure, to individual employees. Employees will, at every level of the organization, be given the authority to make decisions and perform activities necessary for the effective execution of their responsibilities.
- B** The Chief of Police shall be ultimately responsible for the performance of the police department. In order to assist the Chief of Police in accomplishing the goals and objectives of the department, employees will be delegated with the authority necessary to perform the duties of their assignment.
  1. Each employee, by virtue of their position in the department, will be held accountable for their overall performance and the use or failure to use this delegated authority in accomplishing the responsibilities of their position.

## **VII DISTRIBUTION**

This general order will be reproduced in electronic and traditional media. All sworn personnel shall have access to Department general orders through a read-only file on their individual domain of the Department's computer network. Printed copies and/or CD's will also be placed in locations throughout headquarters so that they are easily accessible to all personnel.

## **VIII EFFECTIVE DATE**

This general order approved by the Police Commission on May 17, 1989, and is effective June 5, 1989.  
Revised January 1991.  
Revised May 1992.  
Revised June 1997.  
Revised July 2000.  
Revised November 2000.  
Revised March 2005.  
Revised July 2008.  
Revised July 2009

Per Order,

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Edward J. Nadriczny  
Chief of Police