


# TEXARKANA POLICE DEPARTMENT

## GENERAL ORDERS MANUAL

<b>SUBJECT</b>	<b>Organizational Relationships</b>		
<b>NUMBER</b>	<b>1101.04</b>	<b>EFFECTIVE DATE</b>	<b>June 01,2010</b>
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<b>APPROVED BY</b>		<b>ALEAP Standards</b>	1.07

### I. Purpose and Scope

- A. The Texarkana Police Department is comprised of numerous positions that work in concert to achieve its goals, objectives and mission. The Services Division Commander maintains a complete and detailed description for all of the positions within the Department.

### II. Policy

- A. It shall be the policy of the Texarkana Police Department to formulate, derive and publish a series of job descriptions, duties, responsibilities and other mandates that serve to define the positions within the Department. Each member of the Agency carries the responsibility to understand, recognize and support the following guidelines.

### III. Departmental Positions

#### A. Chief of Police

1. This is an exempt position responsible for the general management of the Texarkana Police Department. The Chief of Police is responsible for planning, directing, and controlling all activities of the Agency, and the Chief of Police reports to the City Manager on daily operations as well as the Mayor / City Board of Directors and Civil Service Commission on activities of the agency.
  - a. The Chief of Police, as the Chief Executive Officer of the Texarkana Police Department, has the ultimate responsibility for protection of life and property, preservation of law and order as well as the investigation and suppression of all crimes and enforcement of Arkansas State Laws and Texarkana Arkansas City Ordinances.
  - b. In the absence of the Chief of Police, a division commander may be appointed to act in his capacity until his return.
  - c. Specific responsibilities and duties of the various Divisions described in the General Orders Manual may be expanded or modified at any time by the Chief of Police.
  - d. The Chief of Police is responsible to prepare an annual budget and monitor Departmental expenditures.

Page 1 of 9 <b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships	<b>Revision Date: May 10, 2017</b>

- e. Participates with the Bi-State Justice Center Law Enforcement Advisory Committee (LEAC) in formulating policy for the Communications & Records Center and other areas within the building as applicable.

**B. Police Captain—Division Commander**

1. This is an exempt position that is responsible for the general supervision, management, and operations within his / her assigned Division, and the Captain reports directly to the Chief of Police.
  - b. Division commanders are responsible for the deployment of manpower within their Division consistent with the needs of the Department and the City of Texarkana Arkansas.
  - c. Division commanders provide guidance and direction to Police Lieutenants serving as Assistant Commanders. They have primary responsibility for the supervision of the Lieutenants within their Division while ensuring the Lieutenants schedule available manpower to meet the mission of their respective Division and its assignment.
  - d. The Texarkana Police Department’s Patrol Division, Services Division, and Criminal Investigations Division are commanded by Police Captains. The Division Commanders comprise the Command Staff element of the Department, and the Commanders assist the Chief of Police in managing daily operations of the Department.
  
2. The Patrol Division Commander is responsible for the general supervision, management and operations within the Department’s Patrol Division. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Patrol Division Commander:
  - a. Manages and provides direction to individual Patrol Division squads;
  - b. Determines the allocation of squad manpower and resources in response to crime trends;
  - c. Manages and provides proactive direction to the Special Operations Section;
  - d. Manages and coordinates the Patrol DWI/Traffic Section;
  - e. Manages and coordinates the Police Patrol Dog Section (K-9 Unit);
  - f. Manages and coordinates police vehicle maintenance and fleet accidents;
  - g. Manages and coordinates the Texarkana Housing Authority Officers;
  - h. Ensures citizen complaints are investigated and handled in a timely manner;
  - i. Other duties as assigned by the Chief of Police.
  
3. The Services Division Commander is responsible for providing administrative and logistical staff support to the Chief of Police and other Division Commanders. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Services Division Commander:
  - a. Investigates operational and administrative issues, complaints and problems while recommending solutions tailored to addressing those issues, complaints and problems;
  - b. Conducts research on administrative and technical matters as requested or directed;
  - c. Manages the Computer Information Section as well as all of the projects contained within this section;
  - d. Manages the District Court Docket Section data entry and records section;

Page 2 of 9	<b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships		<b>Revision Date: May 10, 2017</b>

- e. Manages and provides direction to Personnel & Training;
  - f. Manages and directs the formulation, implementation, dissemination—as well as the processes of purging and updating—of all Departmental policies, rules and regulations;
  - g. Oversees procurement and inventory of Departmental equipment to include all military surplus items;
  - h. Manages and provides direction to the Public Information / Education Officer;
  - i. Manages and provides direction for the administration of the Agency’s local, state, and federal grants;
  - j. Serves as liaison officer to other government, educational, corporate, and law enforcement entities;
  - k. Other duties as assigned by the Chief of Police.
4. The Criminal Investigation Division Commander is responsible for coordinating the operations of the Criminal Investigation Division and supervisory responsibility of the Narcotics Task Force Commander and the Assistant Division Commander. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Criminal Investigation Division Commander:
- a. Supervise, evaluate, coordinate and direct the activities of the Criminal Investigation Division while cultivating the growth and development of the division’s subordinates;
  - b. Monitor, coordinate and evaluate the progress of major investigations while ensuring investigative services are delivered in a prompt, efficient, and professional manner;
  - c. Monitor actions of assigned division personnel for compliance with all statutes and Agency rules and regulations, advise personnel on investigative and supervisory matters and ensure division personnel receive adequate training;
  - d. Promote a positive relationship between the community and the Agency while acting as a liaison with other city department and law enforcement agencies as needed;
  - e. Investigate incidents relating to liability against the City of Texarkana, Arkansas and assist the city attorney's staff in investigative matters;
  - f. Conduct research into investigative and legal matters as directed and prepare a variety of reports on division operations and other subjects as required;
  - g. Develop and implement tactical and operational plans for special events and specific criminal or investigative problems; and
  - h. Develop and implement strategies for combating criminal activity while directing and monitoring the allocation of division resources.

**C. Police Lieutenant—Assistant Division Commander—Shift Commanders**

- 1. This is a non-exempt position responsible for the overall supervision, management and operational demands placed upon the Division in which the Police Lieutenant is assigned. The Police Lieutenant serves as an Assistant Division Commander within his/her Division, and he/she reports directly to the appropriate Division Commander.

Page 3 of 9 <b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships	<b>Revision Date: May 10, 2017</b>

2. The Assistant Division Commanders are responsible for providing management, guidance and direction to Police Sergeants within their respective Division thereby ensuring the continuity of the Department's mission.
3. In the absence of the Division Commander, the Police Lieutenant shall serve as the acting Division Commander carrying the necessary authority appointed therein.
4. The Police Lieutenant—Squad Commander is responsible for the management and supervision of the resources assigned to his/her respective squad or section. Their primary function rests with management requirements while providing guidance to the Police Sergeants assigned to their squad/section. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Uniform Patrol Lieutenant:
  - a. Police Lieutenants assigned to the Patrol Division ensure that police calls for service occurring on their shift are answered in a timely manner;
  - b. Ensures the geographic beats are staffed accordingly and proactively patrolled by the officers assigned to their shift in an effort to carry out the Department's mission;
  - c. Reviews all of the reporting documentation generated on their respective shift thereby ensuring the documentation contains accurate and comprehensive information necessary to meet Departmental standards;
  - d. Formulates and submits suggestions, recommendations and/or corrective action to their respective Division Commander surrounding strategic planning within their Division and relevant crime trends occurring during their shift's duty hours;
  - e. Promotes and directs his/her respective squad/section's response to neighborhoods in transition and takes the initiative to identify the needs of the specific neighborhood while providing citizens with resources as needed.
  - f. In general, acts as the supervisor in charge immediately following all major crime scenes, accidents, or incidents until such time as specialized personnel or other section supervisors assume command of the scene;
  - g. Ensure Departmental policies, rules and regulations are followed by the employees assigned to his/her squad/section;
  - h. Evaluates the performances of the Shift Sergeants and other officers assigned to his/her squad/section and recommends disciplinary action as needed; and
  - i. Other duties as assigned by the Division Commander.
5. The Services Division Lieutenant—Assistant Division Commander reports to the Services Division Commander. This Lieutenant carries the additional responsibility of providing administrative staff support to the Chief of Police as well as the Services Division Commander. The Services Division Lieutenant provides direction, supervision and guidance to those employees serving with the Services Division. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Services Division Lieutenant:
  - a. The Services Division Assistant Commander serves as Internal Affairs Investigator reporting directly to the Chief of Police, when acting within this capacity;
    - (1) The Services Division Commander may task the Planning and Research Supervisor with the responsibility to perform Internal Affairs Investigations who will report directly to the Chief of Police.

Page 4 of 9	Number: 1101.04	Effective Date: June 01,2010
Subject: Organizational Relationships		Revision Date: May 10, 2017

- b. Working in conjunction with the Services Division Commander, responds to the demands generated when pursuing, applying for or administering local, state, and federal grants having bearing upon the Department;
  - c. Works closely with the Department's Command Staff in the development of Agency goals and objectives critical to the continuance of the Agency's mission.
  - d. Reviews reports, information and other publications in order to develop and present to the Chief of Police and the Command Staff a written summary of the information pertinent to the Department;
  - e. Prepares and monitors the monthly and year-end reports for Agency;
  - f. Assists in the development, revision, and implementation of Departmental policies, procedures, rules and regulations;
  - g. Serves as point of contact for the Computer Services section within the Department;
  - h. Responds to requests for information from City Manager and Board of Directors as directed by the Chief of Police or the Services Division Commander;
  - i. Frequently conducts complex and multifaceted research projects on administrative and technical matters that affect the Department when requested by the Chief of Police or a member of the Command Staff;
  - j. Evaluates the performance of subordinates within his Division and recommends disciplinary action when necessary; and
  - k. Other duties as assigned by the Division Commander.
6. The Criminal Investigation Division Lieutenant—Assistant Division Commander reports to the Criminal Investigation Division (CID) Commander. This Lieutenant supervises the daily operation of the Criminal Investigation Division. The CID Lieutenant frequently assists the CID Commander with planning, directing and making assignments and other activities within the Division in a fair and equitable manner. Although not inclusive of all duties that might arise, the following is a list of essential duties of the CID Lieutenant:
- a. Provides supervision, grant management assistance and guidance to the Sergeants assigned to CID and Detectives assigned to the narcotics section of the Division;
  - b. Responsible for ensuring that all case files are reviewed and approved prior to their submission to the Prosecuting Attorney's Office;
  - c. Required to respond to all major crimes scenes that include robberies, burglaries and homicides. The CID Lieutenant is responsible to ensure the CID Detectives adhere to agency protocol, prudent investigative techniques and all other procedures that govern crime scene operations;
  - d. Prepares monthly, quarterly, and semi-annual narrative and statistical reports;
  - e. Conducts research as necessary for the CID Commander;
  - f. Serves as a liaison officer with other criminal investigators and agencies;
  - g. Evaluates the performances of the Sergeants and Detectives assigned to the Division;

Page 5 of 9	<b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships		<b>Revision Date: May 10, 2017</b>

- h. Sets priorities for Property Crimes Section, Crimes Against Persons Section, Crime Scene Identification Section while coordinating joint investigations with other agencies;
- i. Coordinates joint investigations with the Department's Internal Affairs Officer on incidents surrounding the use of force by members of this Agency; and
- j. Perform other duties as assigned by the CID Commander.

**D. Police Sergeant—Section Supervisor**

1. This is a non-exempt position responsible for the general supervision, management and operations of the personnel assigned to the Sergeant's respective shift/section. While serving within the Patrol Division, the Sergeant acts as the Assistant Squad Commander—Supervisor. While serving within the Criminal Investigation and Services Divisions, the Sergeant acts as a Section Supervisor. Sergeants report directly to an Assistant Division Commander, or Shift Commander, who holds the rank of Lieutenant. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Police Sergeant—Section Supervisor:
  - a. The Police Sergeant is required to exercise initiative, discretion, and good judgment in normal and emergency situations;
  - b. Serves as the first line supervisor for patrol officers and detectives;
  - c. Holds roll call briefings at the beginning of an officer's shift or tour of duty;
  - d. Responsible to complete daily work records associated with his/her squad or section;
  - e. Conducts inspections of weapons, uniforms, and overall appearance of the officers / detectives in his / her squad or section to ensure compliance with the respective policies contained within the Department's General Orders Manual;
  - f. In the absence of the Lieutenant, the Sergeant assumes responsibility of the squad / section;
  - g. Plans, directs, and controls the activities of commissioned and non-commissioned staff in accordance with policies and at the direction of the Lieutenant—Assistant Division Commander;
  - h. Remains responsible for Departmental vehicles and other equipment assigned to their squad or section;
  - i. Remains ready to offer advice, guidance and information to the members of this Agency regarding operational information that surrounds a wide variety of local, state, and federal law;
  - j. In accordance with Departmental policy governing employee performance evaluations, Sergeants are required to evaluate the performances of the officers and civilian employees assigned to their squad or section;
  - k. Police Sergeants must achieve and maintain the ability to observe, report, and record situations clearly and accurately;
  - l. Police Sergeants must develop and maintain good social skills as well as the general intelligence and skills necessary to support effective communication to his/her subordinates;
  - m. Police Sergeants must achieve, maintain and employ levels of knowledge necessary to effect methods of modern policing and supervision;

Page 6 of 9 <b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships	<b>Revision Date: May 10, 2017</b>

- n. Because Police Sergeants serve as the first line of supervision within the Department’s chain-of-command, the Sergeant must achieve and maintain an extensive knowledge of local, state, and federal laws to include rules of criminal procedure, laws governing search and seizure and rules of evidence;
- o. Stand ready to command major incidents or crime scene until properly relieved by higher authority; and
- p. Perform other duties as required by the Squad Commander or Assistant Commander.

**E. Police Officer—Detective—Officer in Charge (OIC)**

1. This is a non-exempt position. Police Officers—Detectives are assigned to work beneath the direct supervision of a Sergeant who serves as a squad or section supervisor. Police Officers—Detectives have the primary responsibility for the protection of life and property as well as the enforcement of local, state and federal laws. Police Officers—Detectives are responsible for the frequent response to/and investigation of, police calls for service and the preparation of subsequent reports which are advanced to the Criminal Investigation Division for follow-up and additional investigation. Police Officers—Detectives must remain available for follow-up to both misdemeanor and felony crimes as so directed by their supervisor. Although not inclusive of all duties that might arise, the following is a list of essential duties of the Police Officer—Detective:
  - a. Patrols a beat or investigates criminal cases in a proactive manner to deter crime while fostering positive community relations;
  - b. Responds to police calls for service in a prompt professional manner;
  - c. Investigates suspicious and criminal activities as directed by supervisors;
  - d. Prepares a wide variety of Departmental reports which are required to be submitted in a timely manner;
  - e. Serves as a point of contact while acting as a community resource during the delivery of professional, basic police services and during periods that involve the investigation and/or follow-up of misdemeanor and felony cases;
  - f. Stands ready to offer frequent testimony on criminal and traffic cases in all applicable courts having jurisdiction within Texarkana, Arkansas;
  - g. Police Officers—Detectives are required to perform their duties in a wide variety of conditions to include both uniformed and non-uniformed assignments while patrolling our jurisdiction in both marked and unmarked police units;
  - h. Police Officers—Detectives make frequent arrests and issue citations during the course of their enforcement efforts;
  - i. Police Officers—Detectives with advanced training and certifications may be required to serve in an additional capacity as a Field Training Officer and assist with the in-service training of new probationary officers; and
  - j. Perform additional duties as required by Departmental supervisors.

**F. Departmental Mandates for Commissioned Officers**

1. Although the nature of our profession remains obvious, Departmental Commissioned Officers shall recognize and adhere to the following conditions that remain applicable to each respective assignment within the Department:

Page 7 of 9 <b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships	<b>Revision Date: May 10, 2017</b>

- a. The mission of the Texarkana Police Department requires all commissioned officers within the agency to make themselves available for duty twenty-four (24) hours per day throughout the year. This allows the Department to provide the necessary protection to the citizens of our community while supplying professional police services.
- b. While the Department attempts to accommodate each and every officer with respect to their assigned squad and regularly assigned days off, the officer must realize their preferred accommodation will not remain possible at all times during their tenure. While factors including seniority, personal situations and any related college schedules may be considered, all decisions regarding personnel shift assignments within the Agency will ultimately be based upon the needs of the Department as it pursues its mission.
- c. As a Commissioned Officer with the Department, the Officer will be expected to submit to the following criteria:
  - (1) The Officer must remain agreeable to work any shift throughout their tenure with the Department;
  - (2) The Officer must remain agreeable to work weekends and holidays throughout their tenure with the Department; and
  - (3) The Officer must remain agreeable to report for duty—at times with short notice—in accordance with the needs of the Department throughout their tenure with the Agency.
- d. Commissioned Officers who have questions, concerns or require additional guidance related to their individual ability to meet these conditions should seek this assistance and counseling byway of a request submitted through the proper channels of the Department’s chain-of-command.

**G. Civilian Employees—Non-commissioned Staff**

- 1. The efficiency and effectiveness of the Texarkana Police Department is enhanced when commissioned and non-commissioned employees are appropriately utilized to perform those functions and assignments that remain best suited for the respective employee’s special knowledge, skills, training and abilities. This Agency relies upon non-commissioned employees—often referred to as civilians—to perform those duties, obligations and assignments that do not require the authority of a commissioned officer. Although not inclusive, the following is a list of the Department’s functions which have been designated to be staffed by non-commissioned employees:
  - a. Communications Personnel;
  - b. Records Personnel;
  - c. Property and Evidence Technician;
  - d. Support Services Personnel;
  - e. Domestic Violence Coordinator;
  - f. Crime Analysis Technician;
  - g. Computer Services Technician; and
  - h. Communications Technician.

Page 8 of 9 <b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships	<b>Revision Date: May 10, 2017</b>



2. It shall be the policy of the Department to shield all non-commissioned employees from the responsibility of performing the duties and assuming the responsibility of a commissioned officer.
  - a. Under urgent circumstances, if a female non-commissioned employee is available, and a female commissioned officer remains unavailable, the non-commissioned female employee may be required to perform the following function:
    - (1) Act as an observer during those times that require the care, detention or photographing of a female.
3. Non-commissioned employees are not afforded any statutory authority to enforce local, state or federal law beyond those specific authorizations afforded under the laws of the State of Arkansas,
4. Non-commissioned employees shall conform to this Department's Standards of Conduct in the same manner as its commissioned officers. All non-commissioned employees are required to submit to criminal history and background checks prior to their employment
5. All non-commissioned employees shall wear photo identification while inside the confines of the Bi State Criminal Justice Building. Non-commissioned employees are also issued Departmental Credentials solely for the purpose of identification.
6. Non-commissioned employees shall submit to in-service training intended to prepare the employee for their assignment within the Department. This training is managed by members serving within the Services Division and is designed to assist non-commissioned employees with the development of new skills and knowledge needed to enhance their career development.
  - a. Newly appointed non-commissioned employees will take part in an orientation program designed specifically to introduce them to the Department. This program will define and explain the Agency's role, purpose, mission, goals, policies, rules and regulations and any other applicable procedures that might relate to the employee's respective assignment.
7. Non-commissioned employees are subject to periodic performance evaluations according to Departmental policy.

Page 9 of 9	<b>Number: 1101.04</b>	Effective Date: June 01,2010
Subject: Organizational Relationships		<b>Revision Date: May 10, 2017</b>