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CSU FULLERTON POLICE DEPARTMENT GENERAL ORDER NUMBER 1-1

ORGANIZATION AND DIRECTION

- SUBJECT:** Department Organization, Chain of Command and Written Directive System
- PURPOSE:** To describe the organization of the CSU Fullerton Police Department and to assign authority and responsibilities, to delineate chain of command and to establish the authority for the Department's written directive system.
- POLICY:** The organization of the CSU Fullerton Police Department will support the effective and efficient accomplishment of Department responsibilities and functions. The Department will have a comprehensive written directive system that is designed to ensure that employees have a clear understanding of expectations and constraints relating to performance of duties.

PROCEDURE:

I. Organization

- A. The University Police Department is part of the organizational structure of the campuses within the California State University System. System-wide policies and certain administrative procedures emanate from the Office of the Chancellor. However, the operational program and implementation of policies is administered locally. The lines of authority flow from the President, through various administrators to the Chief of Police. At CSU Fullerton, the Chief of Police reports to the Vice President for Administration and Finance, who in turn reports to the President of the University; Administrative direction, therefore, may come from managers who have no sworn authority, while law enforcement direction is the responsibility of the Chief of Police. [CALEA 11.1.1]
- B. The CSU Fullerton Police Department's organizational structure includes divisions, sections and units, each of which is assigned specific functional areas of responsibility. Included are activities, which are directly related to carrying out the Department's objectives or are in support of them. [CALEA 11.1.1]
- C. The Department is organized as follows [CALEA 11.1.1]:
1. Reporting directly to the Chief of Police are the Captain(s), Lieutenant(s), and the Assistant to the Chief. [CALEA 11.2.2, 52.1.3]

2. Reporting directly to the Operations Lieutenant in the Operations Division are the Patrol Sergeants, Communication Dispatchers and the Community Service Specialists at the Irvine Center. [CALEA 11.2.2]
 3. Reporting directly to the Administrative Captain is the Investigations Sergeant, the Community Services Corporal, and the CALEA Coordinator. [CALEA 11.2.2]
 4. Reporting directly to the Support Services Captain is the Records Supervisor and the Emergency Management Coordinator. [CALEA 11.2.2]
 5. The Assistant to the Chief is responsible for maintenance of Department files and archives including personnel, Worker's Compensation, training files, and other department files. The Assistant to the Chief processes travel authorizations for Command Staff, manages recruitment processes and maintains Department's Auxiliary and Philanthropic accounts and performs clerical assistance for the Chief and Police Department.
- D. The major responsibilities of each area in the Administrative Division include [CALEA 11.1.1]:
1. The Administrative Captain shall serve as the Internal Affairs investigator, Public Information Officer, a working member of the campus Workplace Violence Committee and Behavioral Intervention Team and will investigate sensitive cases involving campus employees. Management of Department training is a responsibility of the Administrative Division. [CALEA 52.1.3]
 2. The Investigations Unit supervised by the Investigations Sergeant is responsible for investigating major cases as assigned by the Chief, filing cases with the District Attorney, performing pre-hire personnel backgrounds, giving crime prevention presentations, serving on task forces, and the evidence handling process.
 3. The Community Services Unit supervised by the Community Services Corporal provides crime prevention programs, acts as liaison to student and community organizations, staffs contracts for security at the library and bookstore, provides building lockups and unlocks, and provides escorts. The Community Services Unit consists of the Community Services Corporal and student assistants serving as Community Service Officers.
 4. The CALEA Coordinator is responsible for maintaining General Orders and CALEA accreditation files, processing monthly payroll, requisition for purchase orders, monitor and review department budget and provide finance and budget reports.

E. The responsibilities of each area in the Support Services Division include:

[CALEA 11.1.1]:

1. The Support Services Captain serves as a liaison to University's Clery and Title IX compliance officer for the University. A working member of the campus Workplace Violence Committee and Behavioral Intervention Team and administer special projects for the Chief of Police.
2. The Police Records Supervisor is responsible for supervising police records and property and evidence personnel.
 - a. The Records Bureau is responsible for the control and maintenance of all police-reported incidents, crime collision, and stolen property reports as well as, the processing of arrest reports for the North Justice Center. The Records Bureau follows the California Public Records Act guidelines for the dissemination of all requests for department police records and provides crime statistic reporting to the Department of Education, Bureau of Criminal Statistics and the Department of Justice. The Records Supervisor, in collaboration with the Dean of Students, prepares campus crime statistics for the campus Annual Security Report (ASR), as mandated by the Jeanne Clery Act. Additional responsibilities of the Records Bureau include LiveScan fingerprinting services, campus key issuance, background records checks, and the management of the campus lost and found property.
3. The Emergency Management Coordinator is responsible for ensuring operational readiness of emergency equipment, maintenance of the Emergency Operations Center, providing training and readiness drills for the campus and updating the campus Emergency Operations Plan.

F. The major responsibilities of each area in the Operations Division include

[CALEA 11.1.1, 11.1.2]:

1. The Operations Division and is responsible for vehicle fleet and equipment requisition and readiness, for special event planning and staffing, for management of patrol schedules and assignment of overtime, for administration of the K-9 unit, for preparing operations plans and serving as incident commander at major events on campus.
2. The Patrol Section responds to calls for service; provides proactive patrols of the campus in vehicles, on bicycles, and on foot; and documents incidents and crimes in Department reports. The Patrol Section consists of four rotating patrol shifts. A Sergeant supervises each shift with a Corporal, who serves as a field training officer and crime scene investigator, and who will supervise in the Sergeant's absence. Every shift is also staffed with Police Officers.
3. The Irvine Center is currently staffed by two Community Service Specialists (Security Guards) who are part-time employees. The Irvine Center is staffed during hours when the campus is open and students are present. The Department provides found property

function, live-scan fingerprinting, building unlocks and lockups, security in parking lots, and enforcement of parking regulations as well as overall security service in the building.

4. The Communications Unit operates the Dispatch Center and manages radio and telephone communications. The Communications Unit receives calls, dispatches patrol and parking personnel, monitors activity, enters information on calls into the Department RIMS (records management system), and monitors the alarm system.
- G. The Department organizational chart will be updated as needed to reflect chain of command, lines of authority, position, rank and authorized personnel strength. A copy of this chart is available on CSUF PD website, police.fullerton.edu
- H. The chain of command for sworn personnel within the University Police Department is as follows [CALEA 12.1.2d]:
1. Chief of Police
 2. Captain
 3. Lieutenant
 4. Sergeant
 5. Corporal
 6. Officer in Charge
 7. Officer
- I. Command Protocol
1. In the absence of the Chief of Police, the Chief of Police shall designate which of his Command Staff shall act as the Department Executive Officer. If no designation is made the highest ranking person available shall assume command. In the absence of Command Staff, the Patrol Sergeant on duty shall assume this role, unless specified otherwise in advance.[CALEA 12.1.2a]
 2. In normal day-to-day Department operations, the chain of command established by the Department organizational chart will be adhered to. [CALEA 12.1.2d]
 3. In Department situations involving personnel of different functions engaged in a single operation where prior command authority has not been assigned, the highest-ranking officer shall assume command. However, supervisors are cautioned not to arbitrarily assume command in normal situations from junior ranking members without sound justification. [CALEA 12.1.2c]
 4. In exceptional situations where two officers of equal rank are the senior officials present and where functional assignment is not a determining factor, then seniority shall be used to determine who is in charge. [CALEA 12.1.2b]

5. For all pre-planned and special events, an Officer-in-Charge will be assigned as part of the event-planning phase.

J. Communication, Coordination and Cooperation among Department functions.

1. Members of all Department functions will attend daily roll-call briefing, as a method of facilitating communication and coordination of any events scheduled during the day [CALEA 12.1.4].
 - a. Attending these briefings will be the members of Uniform Patrol, Investigations, Community Services, and available dispatch/records personnel who are on duty at the time of the briefing.
 - b. The Patrol Watch Commander will facilitate these briefings.
2. Briefings will also be held prior to any scheduled major events on campus [CALEA 12.1.4].
 - a. These briefings will include members of all Department functions who are working the event.
 - b. The supervisor who has been designated as the Officer in Charge will facilitate special event briefings.
3. Following any major events on campus, all employees involved will have a post-event briefing to discuss incidents, which occurred during the event and facilitate discussion on recommendations for improvements for future events [CALEA 12.1.4].
4. Further communication between functions will be accomplished at Management meetings, Supervisors meetings and Department meetings, which will be facilitated by Command Staff or the Chief of Police [CALEA 12.1.4].

II. Definitions:

A. Organizational Definitions

1. **Department:** The California State University Fullerton Police Department also known as the CSU Fullerton Police Department.
2. **Division:** The first subordinate organizational unit within the Department.
3. **Section:** A functional unit, which may be a sub-unit of a division or under the immediate direction of the Chief of Police. It may be commanded by any rank, depending on its size and the nature and importance of its function.
4. **Unit:** Any number of employees of the Department regularly grouped together under one head to accomplish a police purpose.

5. **Platoon:** A unit of employees assigned to a designated span of time (watch) for duty purposes.
6. **Squad:** A unit composed of officers, usually a subunit of a watch.
7. **Beat:** A geographical area of variable size to which one or more officers are specifically assigned to accomplish policing responsibilities.
8. **Watch:** A designated span of time within a 24-hour period during which personnel are actually engaged in the performance of their duties, also known as shift.

B. Personnel Definitions

1. **Employee:** Any individual assigned to the University Police Department, including officers and civilians.
2. **Civilian:** Designates any Department employee who is not sworn.
3. **Command Officer:** Members of the Department having the rank of Lieutenant or higher.
4. **Officer in Charge:** Any member below the rank of Command Staff in charge of an organizational unit.
5. **Supervisor:** Employees of the Department assigned to positions requiring exercise of immediate supervision over the activities of other members and employees.
6. **Chain of Command:** The vertical Chain of Command shall be adhered to in the transmittal of commands of communications between the Chief of Police and all subordinate officers and employees. In the event of misconduct, on the part of an officer or employee, emergency disciplinary action may be taken outside the chain of command and across the lines of supervisory responsibility.
7. **Seniority:** Status attained by length of continuous service generally based upon the date of appointment to a specific job classification.
 - a. Seniority among officers and employees will be established by date of hire; or if the same, by date of Department correspondence recommending hire.
 - b. Seniority among ranks of Corporal through Sergeant will be established by date of appointment/promotion; or if the same, seniority will be as announced by the Chief of Police.

C. Additional Terminology

1. **Department Manuals:** Reference guides specifying the rules and regulations governing the conduct of personnel and the operations of the Department, as well as specifying Departmental policies and procedures.

All manuals in force in this Department are issued by authority of the Chief of Police. Compliance with the provisions of Departmental manuals is required.

2. **Lawful Order:** Any written or oral directive issued by a superior officer to any subordinate or group of subordinates in the course of police duty which is not a violation of any law, or any Departmental rule or regulation.
3. **Rules/Regulations:** A set of specific guidelines to which all employees must adhere.
4. **Policy:** Designates a governing principle of management and reflects the objectives, philosophy and direction of the Department.
5. **Procedure:** Designates a step-by-step outline of action to be followed for the accomplishment of a task.
6. **General Orders:** Permanent directives concerned with policy, rules, and procedures affecting more than one organizational component. Issued by the Chief of Police.
7. **Personnel Orders:** Announcements of change in status of personnel, such as promotions and inter departmental transfers. Issued by the Chief.
8. **Special Orders:** Directives affecting only a specific segment of the organization or statements of policy or procedure regarding a specific circumstance or that which is of a temporary or self-canceling nature. Issued by Supervisors or Command personnel.
9. **Memorandum:** Transmitters of information of interest, not necessarily directives, or documentation to provide written direction at levels of command not authorized to issue general or special orders. Issued by Supervisors or Command personnel.

III. Command Structure – Authority and Responsibility

A. Chief of Police

1. The Chief of Police is the chief executive officer of the Department and the final Departmental authority in all matters of policy, operations and discipline. The Chief of Police exercises all lawful powers of the office and issues such orders as are necessary to assure the effective performance of the Department.
2. Through the Chief of Police, the Department is responsible for the enforcement of all laws and University directives coming within its jurisdiction. The Chief of Police is responsible for planning, directing,

coordinating, controlling and staffing all activities of the Department. The Chief is responsible for enforcement of rules and regulations within the Department, for the completion and forwarding of such reports as may be required by competent authority, and for the Department's relations with the students and University staff.

B. Command Staff (Captain(s) and Lieutenant(s))

1. Subject to direction from the Chief of Police, Command Staff has indirect control over all officers and employees within the Department. In the absence of the Chief, (when designated) he/she shall assume all the duties and responsibilities of that office.
2. In addition to the general and individual responsibilities of all officers and employees, Command Staff are responsible for the following:
 - a. Command: The inspection, direction and control of personnel under his/her command to assure proper performance of duties and adherence to established rules, regulations, policies and procedures. Providing for continuation of command or supervision in his/her absence.
 - b. Loyalty: The development and maintenance of an esprit de corps and loyalty to the Department.
 - c. Discipline and Morale: The maintenance of discipline and morale within the Department and the investigation of personnel complaints not assigned elsewhere.
 - d. Inter-Divisional Action: The promotion of harmony and cooperation within other units of the Department. Initiations of proper actions in cases not regularly assigned to his/her command when delay in action might result in failure to perform a police duty.
 - e. Organization and Assignment: Proper organization and assignment of duties within the sections and units under his/her command to assure proper performance of Departmental functions.
 - f. Reports and Records: Preparation of required correspondence and reports, and maintenance of records relating to the activities of his/her command. Assurance that information is communicated up and down the chain of command as required.
 - g. Maintenance: Assurance that equipment, supplies and materials assigned to his/her command are correctly used and maintained.

C. Watch Commanders

1. The Watch Commander during his/her tour of duty exercises the same authority and has the same responsibilities as commanding officers, subject to authority of a Lieutenant, a Captain and the Chief of Police. In the absence of the Watch Commander, the senior available member of the watch is in charge, unless otherwise provided. [CALEA 11.3.1a]

2. In addition to general and individual responsibilities of all members and employees, the Watch Commander is specifically responsible for the following:
 - a. Good Order: The general and good order of his/her command during tour of duty to include proper discipline, conduct, welfare, field training and efficiency.
 - b. Roll Call/Briefing: Conduct of prescribed roll calls, communication of all orders or other information at briefings and inspection and correction of his/her command, as necessary.
 - c. Reporting: Reporting as required by the Operations Lieutenant. Maintenance of such records as specified by higher authority.
 - d. Personnel Complaints: Inquiry into personnel complaints against officers or employees under his/her command in accordance with the appropriate Departmental directive.
3. Patrol Division Watch Commander, additional authority, includes [CALEA 11.3.1a]:
 - a. In the absence of those members of the Department who regularly exercise authority over the Department, the Patrol Division Watch Commander shall be designated as the ranking authority of the Department.
 - b. This authority and responsibility is not limited or confined to his/her own division, but shall include supervision over and responsibility for all Department personnel.

D. Supervisors [CALEA 11.3.2]

1. A supervisor may be assigned to field or staff duties. During his/her tour of duty, he/she must closely supervise the activities of subordinates, making corrections where necessary and commending where appropriate.
2. Also, each supervisor is specifically responsible for the following:
 - a. Leadership: Effective supervision demands leadership. Provision of leadership shall include on-the-job training as needed for efficient operation and coordination of effort when more than one officer or employee is involved.
 - b. Direction: Supervisors must exercise direct command in a manner that assures the good order, conduct, discipline and efficiency of subordinates. Exercise of command may extend to subordinates outside his/her usual sphere of supervision if the police objective or reputation of the Department so requires or if no other provision is made for personnel temporarily unsupervised. This authority shall not be exercised unnecessarily. If a supervisor requires a subordinate other than his/her own to leave a regular assignment, the supervisor so directing will inform the subordinate's supervisor as soon as possible.

- c. Enforcement of Rules: Supervisors must enforce Departmental rules and regulations and ensure compliance with Departmental policies and procedures.
- d. Inspection: Supervisors are responsible for inspection of activities, personnel and equipment under their supervision and initiation of suitable actions in the event of a failure, error, violation, misconduct, or neglect of duty by a subordinate.
- e. Assisting Subordinates: Supervisors shall have a working knowledge of the duties and responsibilities of their subordinates. They shall observe contacts made with the public by subordinates, be available for assistance or instruction as may be required and take active charge when necessary.

IV. Unity of Command

- A. Each employee is accountable to only one supervisor at any given time. [CALEA 11.2.1]
- B. Each organizational component is under the direct command of only one supervisor. [CALEA 11.2.2]

V. Authority and Responsibility

- A. At every level within this Department, responsibility is accompanied by commensurate authority. [CALEA 11.3.1a]
- B. Each employee is given the authority to make decisions necessary for the effective execution of their responsibilities. [CALEA 11.3.1a]
- C. Each employee is accountable for the use of delegated authority. The delegation of authority should be consistent with this Department's values and mission statement. [CALEA 11.3.1b]
- D. Every supervisor will be held accountable for the activities of employees under their immediate control. [CALEA 11.3.2, 11.3.1b]

VI. Written Directive System

- A. The agreement between the Board of Trustees of the California State University and the Statewide University Police Association required the development of a System-wide Policy Manual for University Police Departments.
 - 1. This manual is designed to establish policies that are applicable to all campuses in the C.S.U.
 - 2. In addition there is a set of System-wide Guidelines for University Police Departments that address more specific subjects affecting either administration or operations in C.S.U. police agencies.

3. Each Chief of Police is charged with establishing policies and procedures that are specific to his/her own Department, however, these procedures may not conflict with the System-wide Manual.

B. CSU Fullerton Police General Orders

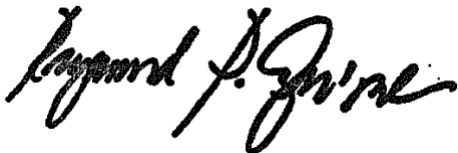
1. The General Orders shall be prefaced by the Department's Values and Mission Statement [CALEA 12.2.1a].
2. The General Orders consists of chapters:
 - a. Chapter 1 – Administration
 - b. Chapter 2 – Personnel Management
 - c. Chapter 3 – Arrest Procedures
 - d. Chapter 4 – Traffic
 - e. Chapter 5 – Patrol Operations
 - f. Chapter 6 – Investigations
 - g. Chapter 7 – Auxiliary Services
 - h. Chapter 8 – Special Operations
3. General Orders, which are permanent directives concerning policies, rules and procedures, will be placed in the Department manual and numbered utilizing a standard format. The first part of the number will be a reference to the chapter, followed by a hyphen and a numerical listing of the orders in that chapter. Example: General Orders 1-1.
4. All General Orders will have the same format, and contain the following information [CALEA 12.2.1d]:
 - a. General Orders Number
 - b. Title and Subject
 - c. Effective date and last review date, if applicable.
 - d. Purpose Statement
 - e. Procedures, which will be the body of the order and will contain procedures and delineated responsibilities for all affected personnel [CALEA 12.2.1h].
 - f. Many General Orders s will also contain Department Policy Statements [CALEA 12.2.1f]
 - g. All General Orders s will be approved and signed by the Chief of Police.
5. Included as part of General Orders 1-3 is the University Police Department's Manual of Rules. This General Order details the code of conduct and rules to which employees must adhere [CALEA 12.2.1g].
6. The University Police Department Manual will contain a Table of Contents and an Index. The Index will list subject matter with reference to the General Orders Number where the subject may be found [CALEA 12.2.1e].

- C. Only the Chief of Police has the authority to issue, modify, and approve Department written directives. The Command Staff may issue memorandums, special orders and procedures, which are binding on employees [CALEA 12.2.1b].
1. Hard copies of the General Orders will be maintained in the Chief's office, CALEA coordinator's office and in the Briefing Room. An electronic copy of the General Orders is also available on the Department's electronic storage space hosted on a University shared server [CALEA 12.2.1c, 12.2.2a, b, 26.1.1].
 2. Input will be sought from each Division, Section and Unit in the Department reference content of all written directives. Completed directives will be reviewed by the Department's SUPA representative [CALEA 12.2.1c].
 3. The General Orders will be reviewed annually and updated, if necessary, by the Chief of Police [CALEA 12.2.1c, e].
 - a. At this time any Orders no longer needed, will be purged.
 - b. Any employee who believes that a subject should be addressed in the form of a General Orders should forward this information through the chain of command to the Chief of Police.
 4. Updating General Orders [CALEA 12.2.1c,e,i, 12.2.2a]
 - a. Proposed revisions will be discussed at staff meetings and/or distributed to all personnel for comment.
 - b. Copies of new General Orders s that become effective outside of the annual revision will be placed in the roll call training binder and all employees will receive training in the changes.
 - c. General Orders maintained on a server will be updated annually, unless there are no substantive changes.
 - d. The CALEA coordinator will update hard copy General Orders as revisions become effective.
- D. Interim Policy Directives, referred to as "Special Orders"
1. The Chief of Police or designee is authorized to issue Special Orders which shall modify General Orders to which they pertain. Special Orders shall remain in effect until such time as they may be permanently incorporated into the manual, if applicable.
 2. Special Orders establish an interdepartmental communication that may be used by the Chief to grant recognition and approval for special dates/events, donning of specific uniform classes and attire, personnel actions such as hiring of new employees, dismissal of employees, retirements, change of assignments, and promotions, etc.

3. Special Orders will be numbered and will be sent out of the Chief's or designee's office.
 4. Special Orders may be abbreviated as "S.O," and will be specified by numerals such as: "18-001".
 5. Standard memorandums will still be used to give direction to the department regarding general information; for example: wearing of mourning bands for certain occasions, letters of appreciation, housekeeping and general station info, memorandums from other campus departments or outside entities, etc. Memos will not be numbered.
 6. Acceptance of Special Orders: All employees are required to read and obtain any necessary clarification of all Special Orders. All employees are required to acknowledge in writing the receipt of review of any new Special Order. Signed acknowledgement forms showing an employee's acknowledgement will be maintained by the Training Sergeant.
- E. At the time that the General Orders is issued or revised, all affected employees will sign a statement of understanding indicating that they have received and reviewed the disseminated directives. The signed statement will be placed in the employee's Department personnel training file. [CALEA 12.2.2c, 26.1.1].

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