

CITY OF BARSTOW

CALIFORNIA

POLICIES and PROCEDURES MANUAL:

Subject: **Department Organization and Duties**

INTRODUCTION: The Police Department is responsible for the preservation of public peace and the protection of life and property against all unlawful action in the City of Barstow. It will discharge its responsibilities by taking all possible steps to prevent crime and accidents, to thoroughly investigate suspicious or criminal acts, and to apprehend offenders quickly in all cases where crimes are committed.

The Barstow Police Department supports a Community Oriented Policing philosophy and encourages all employees to work to develop community partnerships and build stronger ties with the community we serve. It is important to remember that every employee serves a vital role in the overall success of the Barstow Police Department.

POLICE OFFICERS: Officers serve the primary role within the Department. All other functions within the Department serve to support the primary duties of our police officers. While every employee performs a function important to the overall Department mission, it is the officer who performs the duties, which are most important to the day-to-day safety of our community. It is the officer who has the greatest impact on our effort to "Protect the Quality of Life" in the Barstow community.

Officers may be assigned to patrol operations, investigations, or other special assignments as needed. Officers should develop a working knowledge of Community Oriented Policing and Problem Solving, so that they can embrace the Department philosophy and work to best serve the needs of our community. Police officers are problem solvers who should look for creative and innovative ways to solve problems that contribute to crime in our community. Officers should look for opportunities to develop partnerships that will enhance the Department's ability to accomplish its law enforcement function.

POLICE SERVICE ASSISTANTS: Police Service Assistants (PSAs) serve a vital role within the department. They store, retain, and retrieve all department records and information. Their role is vital to the success of the department mission, since information is worthless if it cannot be retrieved and presented in a timely and efficient manner.

PSAs maintain a variety of department databases and type reports as needed. They copy and prepare paperwork for distribution to the DA, courts and other allied agencies and often serve as the face of the Department when people arrive at the front counter or call the Department business office. PSAs also serve an important role in the Department's community policing effort, by helping to direct members of the public to the resources that can best meet their needs.

COMMUNITY SERVICE OFFICERS: Community Service Officers provide a number of valuable services to the community. CSOs provide information and training to the community concerning crime prevention programs and methods. They conduct community presentations and serve as the public relations arm of the Department. CSOs also perform valuable fieldwork to support our police officers. CSOs handle a

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number of minor criminal and non-criminal matters to free police officers to focus more time and effort on matters that are more serious as well as problem solving efforts.

DISPATCHERS: The job of a dispatcher is often difficult, and seemingly thankless, but no one serves a more important role when it comes to getting the Department resources where they are needed. Dispatchers handle an endless stream of telephone and radio traffic, while recording important information into department databases. They serve a triage function within the department, assigning priorities to calls for service and insuring appropriate resources are assigned to meet the needs of people in distress. They must balance the need to serve as an efficient fact gatherer and dispatcher of police service, while trying to serve as a calm and friendly voice to people who find themselves in a vortex of panic and disorder. They serve as a critical lifeline not only to our officers, but also to the community as a whole.

CORPORALS: Corporals perform the regular duties of a police officer, and as assigned, may perform the duties of a Sergeant. Corporals have supervisory responsibility and authority, however they best serve the Community in the field as a field supervisor, where they can mentor officers and provide guidance as needed. As a field supervisor, the Corporal is in the best position to set a positive example for officers and to help officers develop critical problem solving tools necessary in a Community Policing environment. The example set by the corporal will often serve as a model for officers, as they look toward professional development and career advancement.

SERGEANTS: Sergeants are the first line supervisors of the department and are responsible for the safe and efficient day-to-day operation of Department functions. Sergeants are responsible to insure that their subordinates have the training and opportunity to succeed, and must insure their employees know and understand not only the procedures in this manual, but the philosophy behind the procedures. Sergeants must constantly examine Department policies to insure they continue to serve a valid Department need.

If sergeants are to develop the trust and support of their subordinates, they must exercise care and concern for the safety, welfare, and quality-of-work-life for those whom they have responsibility. A sergeant should view the welfare of his/her employees at work as a primary responsibility.

Sergeants must serve their subordinates as mentors, coaches, and teachers. They must provide timely and specific information concerning an employee's success as well as failures, keeping in mind that honest mistakes, while trying to do the right thing, are sometimes the cost of doing business.

Sergeants must conduct regular audits and inspections. Audits and inspections should be viewed as opportunities to instruct, mentor, and teach, and not to harass or punish. However, if employees do not respond to mentoring and coaching, sergeants also have a duty to enforce policy and initiate disciplinary action to insure the safe and efficient operation of department functions.

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POLICE SERVICES MANAGER: The Police Services Manager is a non-sworn position and serves as a member of the Chief's executive staff. The Police Services Manager is responsible for the management of all department records. The Police Services Manager supervises the Records Division and has responsibility for Police Service Assistants. The Police Services Manager shall accomplish her duties through delegation of responsibility, mentoring, and development of subordinates, and by empowering all employees to provide the Community the best possible service.

The Police Services Manger also has responsibility for overseeing the contracts for all communications equipment and animal control.

LIEUTENANTS: Lieutenants are members of the Chief's executive staff and, at the discretion of the Chief, are assigned to exercise command over a division within the Department. Lieutenants shall be responsible for either the Operations (Patrol) Division or the Support Division.

The Lieutenant in charge of the Operations Division has responsibility for patrol operations, K-9 program, School Resource Officer program, and Special Response Team.

The Lieutenant in charge of the Support Division is responsible for Investigations Bureau, Communications Bureau, Community Services Bureau, as well as the Training, Backgrounds, and Professional Standards functions of the Department.

Each Lieutenant is responsible for scheduling, planning, and coordinating all services within their respective commands. The Lieutenants shall accomplish their duties through delegation of responsibility, mentoring, and development of subordinates, and by empowering all employees to provide the Community the best possible service.

Either Lieutenant may assume responsibilities and duties of the Chief of Police in his absence or as assigned. If one Lieutenant is absent, the other Lieutenant shall assume responsibility for both divisions

CHIEF OF POLICE: The Chief of Police is the administrative head of the Department. He works for the City Manager and the People of Barstow through their elected officials. He plans, directs, and reviews the work of the Department, formulates Department policies; maintains discipline among employees of the Department; maintains and promotes good public relations with citizens and with all allied law enforcement agencies. The Chief accomplishes his duties through delegation of responsibility, mentoring, and development of subordinates, and by empowering all employees to provide the Community with the best possible service.

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