

**43.1 ORGANIZATIONAL STRUCTURE**

- .1 The organizational structure of the Hagerstown Department of Police is depicted on the department organizational chart. The organizational chart shall be updated as changes occur, and shall be included in all departmental rules and regulations.
- .2 The department is headed by the Chief of Police who is directly accountable to the City Administrator. The organizational subdivisions and personnel within the personal span of control of the Chief of Police are:
  - .1 Operations Bureau.
  - .2 Special Services Bureau.
  - .3 Administrative Assistant.
  - .4 Communications and Information Manager.

Additionally, the Chief of Police sits on the Board of Directors of the Washington County Narcotics Task Force and Washington County Special Response Team, to which HPD members are assigned.

- .3 The Operations Bureau is under the direct command of the Operations Captain. Included within the Operations Bureau are the following components:
  - .1 Patrol Division – The Patrol Division is commanded by a lieutenant appointed by the Chief of Police, and is comprised of 4 squads (A, B, C, & D).
  - .2 Special Operations Division – The Special Operations Division is commanded by a lieutenant appointed by the Chief of Police, and is comprised of the following components/personnel:
    - Downtown Squad.
    - School Resource Officers.
    - Automated Speed Enforcement.
    - HPD Members who are assigned to the Washington County Joint Warrant Squad.
    - Directed Patrol Unit.
    - Auxiliary Police Unit
    - Parking Enforcement.
  - .3 Civilian Services Division – The Civilian Services Division is comprised of the following components/personnel, all of which report directly to the Operations Captain:
    - Vehicle Maintenance.
    - Chaplin Corps.
    - Community Service Officers.
  - .4 Training Division – The Training Division is under the command of the Training and Safety Sergeant and is comprised of the following components/personnel:
    - Academy recruits
    - Recruitment and Training Coordinator
  - .5 Crime Data and Intelligence Analyst.
  - .6 Administrative Specialist

- .4 The Special Services Bureau is under the direct command of the Special Services Captain. Included within the Special Services Bureau are the following components:
  - .1 Investigative Division –The Investigative Division is commanded by by a lieutenant appointed by the Chief of Police, and is comprised of the following components/personnel:
    - Administrative Secretary
    - Criminal Investigators (Detectives)
    - Victim/Witness Unit
    - HPD Members who are assigned to the Washington County and DEA Narcotics Task Forces. Included as a component of the NTF is the Gang Task Force.
  - .2 Support Services Division – The Support Services Division is under the command of the Support Services Administrator and is comprised of the following components/personnel:
    - Western Maryland Regional Crime Laboratory
    - Records Unit
    - Accreditation Manager
    - Evidence/Property Custodian
    - Facilities Maintenance Personnel.
    - Information Technology
  - .3 Professional Standards Division – The Professional Standards Division is comprised of the following components/personnel, all of which report directly to the Special Services Bureau Captain:
    - Research and Grants Administrator.
    - Internal Affairs Administrator.
  
    - Crime Prevention Officer.
    - Administrative Lieutenant
  - .4 Safe Streets Program Coordinator.

## 43.2 RESPONSIBILITIES OF EACH ORGANIZATIONAL COMPONENT

### .1 OFFICE OF THE CHIEF OF POLICE

The Office of the Chief of Police is responsible for the overall management of the department, including operational efficiency, budgeting, planning, allocation and distribution of personnel and resources, and responding to the needs and inquiries of the public. The Chief of Police establishes departmental policy and maintains interaction with other City, County, State, and Federal agencies.

- .2 **ADMINISTRATIVE COORDINATOR:** The Administrative Coordinator assists the Chief through the coordination and execution of various administrative activities and functions at the direction of the Chief of Police. This position is also responsible for maintaining the department personnel files and other administrative files.

- .3 **COMMUNICATIONS AND INFORMATION MANAGER:** This position transmits crime information between the police department and the public through the department's web page, social media and other written and televised outlets for the purpose of engaging the community in the department's crime reduction efforts.

.4 **WASHINGTON COUNTY NARCOTICS TASK FORCE:** This is a multi-jurisdictional unit comprised of officers from this department, the Washington County Sheriff's Office, and the Washington County State's Attorney's Office. The WCNTF has the primary responsibility for investigating and enforcing controlled dangerous substance laws within Washington County. It is responsible for detection, investigation, arrest, and prosecution of persons who violate CDS laws, regardless of the sophistication of the illicit operation. Some of the HPD members assigned to the WCNTF also serve as Temporary Federal Officers (TFO's) with the DEA Task Force, a located in the same office as the WCNTF. *NOTE: This component is included within the span of control of the Chief of Police due to the fact that he sits on the WCNTF Board.*

.5 **WASHINGTON COUNTY SPECIAL RESPONSE TEAM:** This is a multi-jurisdictional unit comprised of officers from this department and the Washington County Sheriff's Department. The SRT has the primary responsibility for responding to and resolving situations requiring skills, training, and equipment not typically available to the average police officer such as hostage takers, snipers, execution of high risk drug search and seizure warrants, apprehension of known violent criminals, and to provide protection to V.I.P.'s. *NOTE: This component is included within the span of control of the Chief of Police due to the fact that he sits on the WCSRT Board.*

.6 **OPERATIONS BUREAU**

The Operations Bureau provides the basic law enforcement services to the citizens of the City of Hagerstown. The Operations Captain assists the Chief of Police through delegated command authority and responsibility of the following organizational components:

.1 **Patrol Division:** The Patrol Division has primary responsibility for the initial law enforcement response to calls for service 24 hours per day, seven days per week. The Patrol Division maintains a pro-active patrol attitude in order to detect criminal activity and reduce the opportunities for offenders to commit crimes, maintains peace and order, protects life and property, and enforces State, County, and City laws in a fair and impartial manner. The Patrol Division is comprised of 4 patrol squads. Each squad has two groups, with each group under the supervision of a patrol sergeant. Team/Group assignments are made by the Patrol Division Lieutenant and depicted on the Department roster. Depending on staffing limitations, a squad may be reconfigured with a single sergeant.

.2 **Special Operations Division:** The Special Operations Division has primary responsibility for the delivery of specialized law enforcement services. Commanded by a Lieutenant, it is comprised of the following components:

➤ **Downtown Squad:** Personnel assigned to this component are responsible for addressing crime and disorder problems in the downtown area. While this is not a specialized assignment, vacancies on the Downtown Squad, both supervisory and non-supervisory, shall be filled according to the following procedure:

- The Chief of Police shall notify all sworn personnel when an opening or openings are to be filled.
- All interested personnel shall submit a letter of interest to the Chief of Police.
- The Chief of Police shall determine if the assignment of any of the interested personnel would be beneficial to the Department. If so, the Chief shall make the selection(s) from that group.
- If no personnel express interest in the assignment, or if the Chief deems that none of the interested personnel would be appropriate for the assignment, the Chief may select any sworn personnel.
- No minimum time in grade requirement exists for assignment to the Downtown Squad.
- Seniority will be one of the factors considered by the Chief of Police, however it will not be the sole factor.

- School Resource Officers: During the school year SRO's work in and around the local high school and their feeder schools (in the city limits) providing community oriented policing strategies. When school is not in session, SRO's are assigned to the Downtown Squad.
- Parking Enforcement Officers: These are civilian personnel authorized to enforce City parking ordinances. Their primary objective is metered parking, and they may enforce all other parking ordinances, including scofflaws and vehicle booting, throughout the City.
- Automated Speed Enforcement Program Administrator: This position is assigned to a patrol officer who ensures the efficient operation of the City's automated speed cameras, and may be assigned other traffic enforcement related responsibilities..
- Joint Warrant Squad (HPD Members Only): This unit has the primary responsibility for ensuring service of legal process forwarded to the Joint County Warrant Squad for service, particularly all process related to HPD cases. HPD members act as liaison between the department and other agencies in matters involving legal process.
- Directed Patrol Unit: This unit employs team policing to address crime and disorder problems where the need for focused and innovative strategies is identified. Examples include, but are not limited to, high crime areas, drug trafficking/dealing; weapons violations, and areas periodically inundated with specific crime or disorder problems. This unit is also has prime responsibility for the Department's gang investigation functions, and High Priority Offender and Safe Streets functions.
- Auxiliary Police Unit: This unit is comprised of civilian volunteers and performs the following functions:
  - Respond to and provide traffic and crowd control at the scene of accidents, fires, and special events within the City limits.
  - Conduct CPTED studies of residences after burglaries have been committed.
  - Assist with neighborhood canvasses after specific crime series have occurred.
  - Assist officers on accident scenes with exchanging involved persons information.
  - Patrol areas of the City and report suspicious activity, crimes in progress, and any other condition relevant to crime and disorder.

In addition to the above volunteer functions, some of the Auxiliary Police Unit members may be selected (after submitting an application successfully completing a background investigation), to serve as part-time, paid Police Operations Support Aides. In this capacity they perform the following functions:

- Maintains visible foot patrol in designated areas of downtown Hagerstown, responding to general questions from the public, assist members of the public as appropriate, and reporting suspicious and/or criminal activity, traffic violations, or other activity which may be detrimental to the general public or property.
  - Operates street crime surveillance camera system to alert police crime and disorder, and to assist with "in-progress" or "just occurred" crime and disorder.
  - Completes initial investigative reports for minor incidents not expected to require follow-up investigation (e.g. destruction of property, found property, vandalism, etc.)
- .3 **Civilian Services Division:** The primary responsibility of the Civilian Services Division is to provides operations support through the deployment of specific paid and volunteer civilian staff. It is comprised of the following components:
- Vehicle Maintenance Technician: This position's primary responsibility is to ensure the department's fleet is kept in good working order and that vehicle problems are addressed swiftly and efficiently. This requires performing some minor maintenance and seeing that vehicles are delivered to their destination for repair and service. This position is also responsible for ensuring maintenance records are maintained, and for assisting other city employees with acquisition and disposal of fleet vehicles.

- Chaplain Corps: Law enforcement chaplains are clergy persons who provide non-denominational pastoral care to Department members. Members of the Chaplain Corps are selected due to their passionate interest in, and the specialized training for pastoral care in the world of law enforcement. This pastoral care is offered to all people, regardless of race, gender, sexual orientation, national origin, creed, or religion. It is offered without cost or proselytizing.
  - Community Service Officers: These are part-time civilians who staff the front desk and conduct other assignments not requiring sworn personnel. These personnel assisting the public with obtaining police related information and referrals, operate the switchboard, monitoring crime cameras, and carrying out a variety of activities not requiring sworn personnel.
- .4 **Training Division**: This component has responsibility for recruitment and processing of police applicants, overseeing the training function, and overseeing HPD's police academy trainees. It is supervised by a sergeant and is comprised of the following components:
- Police Academy Recruits (HPD Members Only): This component consists of all HPD personnel who are attending an entry level training program.
  - Recruitment and Training Coordinator: This civilian position coordinates and manages the Department's recruitment activities and the selection process components. This position also assist the Training and Safety Sergeant with accomplishing the Department's training goals and requirements, and serves as the Department quartermaster.
- .5 **Crime Data and Intelligence Analyst**: This position analyzes criminal activity and intelligence in order to identify crime trends and crime series, forecast future criminal activity, and provide useful data and information to authorized law enforcement personnel, parole and probation agents, the State's Attorney, and other authorized personnel.
- .6 **Administrative Specialist**: This position provides a wide range of mid-level clerical support activities for the Operations Bureau.

## .7 SPECIAL SERVICES BUREAU

- .1 **Investigative Division**: This component initiates and conducts specialized and follow-up investigations. Commanded by a Lieutenant, it is comprised of the following components:
- Criminal Investigation Unit: Comprised of a sergeant and detectives, The responsibilities of this unit are:
    - initiate and conduct in-depth criminal investigations;
    - conduct follow-up investigations on cases originating in other Department Divisions;
    - arrest and assist in the prosecution of those persons who violate the criminal laws of the City and State;
    - conduct follow-up investigations of missing persons;
    - provide assistance with and coordinate investigative activities with other agencies outside the department;
  - Washington County Narcotics Task Force (HPD Members Only): HPD members assigned to the WCNTF work with its other members to carry out the WCNTF mission. A component of the WCNTF is the Gang Task Force which specializes in gang-related information and intelligence gathering and distribution, and serves as local liaison with state and federal agencies during gang-related investigations.
  - Victim/Witness Assistance Unit: This unit is responsible for ensuring the effective delivery of victim/witness assistance by the department. The unit provides such services as informing victims and witnesses about the status of investigations involving them, assisting with the return of property, referring victims and witnesses to other public and private organizations, relaying information to investigating officers from victims and witnesses, assisting investigating officers with scheduling lineups, interviews, and other required appearances with victims and witnesses, and maintaining liaison with other groups interested in victim/witness advocacy such as the State's Attorney's Office.

- Investigation Division Administrative Secretary: This position performs secretarial duties, assists CIU personnel with various administrative tasks, and carries out various data management functions related to the Investigative Division.
- .2 **Support Services Division**: The Support Services Division provides services required by the department in the support of operational activities. Additionally, this component carries out duties related to the Department's budget and finance functions. Overseen by the Support Services Administrator, it consists of the following divisions and units:
- Western Maryland Regional Crime Lab: The advanced forensic science capabilities of this unit allow for the following responsibilities: Identify and process controlled dangerous substances submitted by law enforcement agencies of the State; perform other forensic testing (fingerprint processing, crime scene processing, paint comparisons, physical evidence comparisons); operation of photography laboratory; research and development for new and expansive forensic capabilities; forensic liaison with other law enforcement; process confiscated money; provide expert witness testimony in court; public service appearance; and, administrative duties associated with all the above responsibilities.
  - Central Records Unit: This unit is the department's centralized records repository that provides police records maintenance, control, and retrieval. The Central Records Unit maintains police records in a variety of electronic and non-electronic formats, and ensures that records are maintained in a manner consistent with state and federal privacy and security mandates. Required information is tallied and forwarded for UCR reports. The division conducts records checks for other agencies, maintains office supplies and blank report forms for the department, completes weekly payroll records, and performs a variety of financial functions such as purchase requisition and invoice processing.
  - Accreditation Manager: The civilian assigned to this function coordinates and inspects accreditation activities throughout the department, initiates efforts that improve compliance levels and meets those standards where the department has not been in compliance; acts as liaison with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) on accreditation matters; reviews all department orders, manuals, procedures and orders for accreditation compliance.
  - Evidence Custody and Control: This component is responsible for the operation of the department's evidence room, management of the evidence custody and control function, and integrity of all evidence under the custody and control of the Hagerstown Police Department.
  - Information Technology: This component is staffed by members of the City IT Department who are assigned to HPD. They are responsible for the overall management of HPD's IT systems and equipment.
  - Facilities Maintenance: This component provides janitorial services for the police building, and ensures proper maintenance of the building equipment.
- .3 **Professional Standards Division**: This Professional Standards Division is comprised of the following components/positions:
- Research and Grants Administrator (Lieutenant): The Director of Research and Grants is responsible for identifying and applying for grant funding to support the HPD mission, goals, and objectives. This position ensures required reports are filed and documentation is maintained, and is the liaison between HPD and grant sources. This position also conducts research relevant to the HPD mission and provides information to other department components and personnel.
  - Internal Affairs Administrator: This is a sworn supervisory position responsible for administering the internal affairs function by recording, registering, and controlling the investigation of complaints against personnel. This position also manages the Department's personnel early warning system.
  - Administrative Lieutenant: This position provides administrative support for the Department by managing, executing, and/or contributing to a variety of projects and administrative functions.

- **Crime Prevention Officer:** This position manages the Department's various crime prevention strategies and programs such the Crime-Free Housing program, the Excessive Use of Police Services Ordinance, CPTED functions, Citizens Police Academy, and requests from the public for police crime prevention services. This position also provides training on community policing topics to Department personnel.
- .4 **Safe Streets Program Coordinator:** This position coordinates the administration of the Hagerstown Police Department's Safe Streets Program, ensures strategies align with the core Safe Streets Initiative goals as defined by the Governor's Office of Crime Control and Prevention and/or Chief of Police, and maintains a clear accountability structure to measure progress.

### 43.3 ORDER OF RANK

- .1 The order of rank for sworn supervisory personnel is as follows:
  - .1 Chief of Police
  - .2 Captain
  - .3 Lieutenant
  - .4 Sergeant
- .2 In the event of the absence or disability of the Chief of Police, the Chief shall appoint a Captain to assume the duties and responsibilities of the Chief of Police. Such appointment shall be made at the discretion of the Chief. If the Chief is not available to make this designation, the appointment shall be made by the City Administrator.
- .3 In the event the above appointment is not made, the order of precedence for command authority in the Chief's absence shall be as follows:
  - .1 Captain, in order of seniority.
  - .2 Special Services Captain
  - .3 Patrol Lieutenant.
  - .4 Special Operations Lieutenant
  - .5 Investigative Division Lieutenant.
  - .6 Remaining sworn supervisory personnel in order of rank and seniority.

### 43.4 CHAIN OF COMMAND

- .1 The chain of command is the direct line of delegated authority and communication between the Chief of Police and Police Department personnel, in descendent and ascendent precedence of rank/position within each division, as represented by organizational charts or precedence of rank.
- .2 Except for unforeseen or emergency circumstances, the command structure shall be adhered to, and internal departmental communications shall follow the chain of command.
- .3 Whenever the department engages in an pre-planned operation involving more than one division, shift, or unit, the overall command of the operation will be assigned to the supervisor of the division/shift/ unit initiating the event, unless otherwise assigned by a Captain or the Chief of Police.
- .4 At the scene of serious crimes requiring specialized investigative efforts, or at an unusual occurrence involving multiple agencies, HPD personnel shall follow Incident Command System protocols for chain of command.
- .5 If Investigative Division personnel are only assisting patrol units (e.g. processing of the scene, providing back-up on a call for service, etc.), the patrol unit is in charge. Under such situations, Investigative Division personnel will only take charge of the situation when directed by a supervisor.

**43.5 RESERVED**

**43.6 UNITY OF COMMAND**

.1 To ensure that employees are aware of what is expected of them, and to promote efficiency and responsibility, employees will only be accountable to one supervisor at any given time. There may be times when a supervisor has to provide direction or give a command to an employee who is outside the chain of command. At other times a supervisor may assume supervision of an employee in the absence of the employee’s regular supervisor. In ordinary circumstances, however, each employee should be able to identify one, and only one, supervisor to whom the employee is accountable. This does not relieve any employee from the responsibility of following the orders of supervisors other than those to whom they are accountable (per section 3.13.), nor will it interfere with a supervisor's authority and responsibility for taking appropriate disciplinary actions (per section 34.1).

.2 The below chart lists the various positions with HPD and the personnel to whom they are accountable.

<b>Job Title</b>	<b>Person to Whom Accountable</b>
Chief of Police	City Administrator
Operations Captain	Chief of Police
Special Services Captain	Chief of Police
Communications and Information Manager	Chief of Police
Administrative Coordinator	Chief of Police
Crime and Intelligence Analyst	Operations Captain
Patrol Division Lieutenant	Operations Captain
Patrol Division Sergeants	Patrol Division Lieutenant
Patrol Officers	Team/Group Sergeant as assigned
Special Operations Division Lieutenant	Operations Captain
Downtown Squad Sergeant	Special Operations Division Lieutenant
Downtown Squad Officers	Downtown Squad Sergeant
School Resource Officers	Special Operations Division Lieutenant
Automated Speed Enforcement Program Administrator	Special Operations Division Lieutenant
HPD Warrant Squad	Special Operations Division Lieutenant
Directed Patrol Unit Sergeant	Special Operations Division Lieutenant
Directed Patrol Unit Officers	Directed Patrol Unit Sergeant
Auxiliary Police	Special Operations Division Lieutenant
Vehicle Maintenance Technician	Operations Captain
Chaplains	Operations Captain



<b>Job Title</b>	<b>Person to Whom Accountable</b>
Investigative Division Lieutenant	Special Services Captain
Investigative Division Administrative Secretary	Investigative Division Lieutenant
Criminal Investigation Unit Sergeant	Investigative Division Lieutenant
Criminal Investigators (Detectives)	Criminal Investigation Unit Sergeant as assigned
HPD Sergeant assigned to WCNTF	Investigative Division Lieutenant
HPD Agents assigned to WCNTF	HPD Sergeant assigned to Narcotics Task Force
Victim/Witness Unit	Investigative Division Lieutenant
Training and Safety Sergeant	Operations Captain
Administrative Specialist	Operations Captain
HPD Academy Recruits	Training and Safety Sergeant
Recruitment and Training Coordinator	Training and Safety Sergeant
Support Services Administrator	Special Services Captain
WMRCL Director (Supervisory Forensic Scientist )	Support Services Administrator
WMRCL Non-supervisory Personnel	WMRCL Director (Supervisory Forensic Scientist )
Records Unit Supervisor	Support Services Administrator
Records Unit Non-supervisory Personnel	Records Unit Supervisor
Accreditation Manager	Support Services Administrator
Evidence and Property Custodian	Support Services Administrator
Information Technology	City IT Manager, with coordination of HPD IT needs through the Support Services Administrator.
Facilities Maintenance Personnel	Support Services Administrator
Research and Grants Administrator.	Special Services Captain
Internal Affairs Administrator	Special Services Captain, with additional authority to report directly to the Chief of Police regarding all internal affairs matters.
Community Service Officers	Internal Affairs Administrator
Crime Prevention Officer	Special Services Captain
Safe Streets Coordinator	Special Services Captain
Administrative Lieutenant	Special Services Captain

**43.7 DELEGATED AUTHORITY AND RESPONSIBILITY**

All responsibility delegated to department personnel shall be accompanied by commensurate authority to carry out the responsibility. Any employee to whom such responsibility and authority is delegated shall be held accountable for the use of the delegated authority.

**43.8 STAFF MEETINGS**

- .1 Staff meetings will be conducted as directed by the Chief of Police. Staff meetings will be announced in advance.
- .2 All Staff meetings will be attended by command staff. In the event a member of the command staff cannot attend a staff meeting, he/she will appoint another supervisor within his/her chain of command to attend in his/her place. Other supervisors are permitted to attend all staff meetings and may be required to attend by the Chief of Police. Other members designated by the Chief of Police may also be required to attend staff meetings.
- .3 Non-supervisory members may also attend all staff meetings.
- .4 Executive sessions may be scheduled after the regular staff meeting. Only command staff personnel will attend the executive sessions.

**43.9 GOALS AND OBJECTIVES**

- .1 Annually, the Chief of Police or designee will solicit input from members of the department in order to formulate and update the goals and objectives for each of the two bureaus (Special Services and Operations). This may be accomplished through one or more of the following methods:
  - .1 Submission by supervisors from each bureau, with input from its members.
  - .2 Submission by department members as relates to their specific functions.
- .2 The Chief of Police will evaluate input received through the above methods and then select the goals and objectives best suited for the coming year. The goals and objectives for organizational components will be posted on the shared drive.
- .3 Annually, the Chief of Police or designee will review the progress made toward the attainment of goals and objectives. The Chief or designee will prepare a written progress report to be posted on the shared drive.

**43.10 EMPLOYEE SUPPORT SERVICES**

- .1 Employee support services for members of the Hagerstown Police Department are provided through the Support Services Administrator and the City Personnel Department. Many of the employee benefits and services are outlined in the City Personnel Manual, these Rules and Regulations, and applicable collective bargaining agreements.
- .2 During an employee's career, unique needs may surface. Employees who have questions pertaining to employee benefits should contact the City Personnel Department directly. Questions regarding other needs or special situations should first be directed to the employee's supervisor. If the supervisor is unable to answer the questions or address the concern, the employee may contact the Support Services Administrator through the chain of command.

**43.11 DAILY REPORTS**

Twice each day, at 0500 and 1700, the Keystone system generates an event capsule report which summarizes the significant occurrences and information of the day. Patrol Supervisors are to use the reports as reference material during roll call or other shift briefings. The system automatically emails each event capsule to all supervisory and CIU personnel. Standards regarding the content and design of the event capsule report will be approved by the Operations Captain who will coordinate as needed with IT to ensure reports are being generated and delivered as intended.

**43.12 WEEKLY REPORT**

Each week, the Operations Bureau Administrative Specialist will prepare a report to summarize weekly activities to be submitted to the City Administrator through established channels.

**43.13 REPORTING INCIDENTS OF POTENTIAL LIABILITY OR HEIGHTENED COMMUNITY INTEREST**

- .1 Incidents involving potential liability issues for the Department/City and those likely to result in heightened community interest are to be reported to the Chief of Police. Policies and procedures are already in place for several of the types of situations which require notification, such as:
  - Use of force (see Chapter 12).
  - Pursuits (see Chapter 17).
  - Internal investigations (see Chapter 34).
- .2 While listing all possible situations is not possible, such notification will be made in all cases where members have allegedly performed in a manner that created an increased likeliness of death or serious injury to persons or significant loss of property.
- .3 In situations where actual death, serious injury, or significant loss of property occurs as a result of or in connection with the performance of a member of this Department, the Chief is to be notified immediately. In all other situations, the supervisor primarily responsible for supervising the incident will use his/her discretion based on the seriousness of the situation, and shall ensure the Chief is notified by the next business day.

**43.14 REQUIRED PERIODIC REVIEWS AND REPORTS**

- .1 Certain accreditation standards require periodic review, reports, or other activities. In order to ensure that these are accomplished, the Support Services Administrator shall maintain an automated task file that displays on a monthly basis each review, report, or other activity due.
- .2 At the beginning of each month, those persons responsible for periodic reviews, reports, or other activities will receive notification from the Support Services Administrator reminding them of their requirements. The Support Services Administrator shall ensure that periodic reviews, reports, or other activities are completed by responsible personnel. Proofs of compliance will be forwarded to the Accreditation Manager.

**43.15 RESERVED****43.16 PERFORMANCE APPRAISALS**

- .1 The performance appraisal system is an ongoing process of observation of employee performance and subsequent action relative to that observation. The system serves both management and the individual employee. The main purposes of the performance appraisal system are as follows:
  - .1 To provide an objective and fair means for measurement and recognition of individual performance in accordance with prescribed guidelines.
  - .2 To identify employees' effectiveness in their assigned positions.
  - .3 To maintain and improve performance.
  - .4 To provide a medium for personnel counseling.
  - .5 To foster fair and impartial personnel decisions, including but not limited to: potential for promotion; assignment to specialized units; assignments within each unit; selection for specialized training.
  - .6 To identify training needs.
  - .7 To receive input from the employee concerning his/her performance.
  - .8 To encourage employee development by making the employee part of the process, and thereby optimizing productivity.

- .2 Except for the Chief of Police, a performance appraisal of each full-time employee shall be conducted and documented at least annually according to the procedures in this section. For union employees, the rating period shall be the calendar year from January 1 through December 31. Those performance appraisals for each rating period shall be completed, reviewed with the employee, and forwarded to the Chief of Police (through the chain of command) by March 1. For non-union employees, the rating period shall be the one year period starting with the employees hire date or, in the case of reclassification (e.g. a promotion), the reclassification date.
- .3 Annual performance appraisals shall be recorded on the City of Hagerstown Performance Review Rating Form .
- .4 Criteria used for performance evaluations must be specific to the assignment of the employee during the rating period. Accordingly, supervisors shall refer to the employee's written job description (Chapter 4 of the HPD Rules and Regulations Manual) as the source for performance evaluation criteria.
- .5 If at anytime a supervisor deem's that an employee's performance is unsatisfactory, the supervisor shall notify the employee in person and in writing as soon as possible, and no later than 90 days prior to the end of the annual rating period (unless the unsatisfactory performance occurs within the last 90 days of the rating period). The supervisor shall describe the unsatisfactory performance and define the actions that should be taken to improve it. If unsatisfactory performance continues, this information should be included in the final performance appraisal. Depending on the nature of the performance, the employee may be notified in writing via a Counseling Statement or a written performance improvement plan.
- .6 The performance of *probationary civilian employees* shall be evaluated every three months until the end of the probationary period. A complete Performance Review Rating form will not be completed during this period. Instead, the supervisor shall utilize the City's Six Month Probationary Employee Report. The supervisor shall provide the report to the Chief of Police, through the chain of command, regarding the employee's progress. After completing their probationary period, civilian employees are to be evaluated annually using the Performance Appraisal and Development form.
- .7 The performance of *probationary sworn personnel* shall be evaluated according to the requirements of the Field Training and Evaluation Program.
- .8 Supervisors/raters will be provided training prior to conducting performance appraisals. Training may be provided by the City Human Resources Department, the rater's supervisor, other outside sources, or any combination of those sources.
- .9 Employees who wish to contest their appraisals as reported on the Performance Appraisal and Development Form shall forward an appeal request through the Chief of Police to the Human Resources Director. The employee must include in the appeal request sufficient justification to support the appeal. Upon reviewing the appeal request, the Human Resources Director will decide whether to grant or deny the request and the employee will be notified. If the appeal is granted, an appeal date will be set by the Human Resources Director and the employee, supervisor/rater, and Chief of Police will be notified. The Human Resource Director's decision is final.
- .10 For officers assigned as K9 handlers, the K9 supervisor will complete the Yearly K9 Performance Evaluation Form (found in the K9 Program Standard Operating Procedures Manual) and provide it to the handler's regular duty immediate supervisor for inclusion in the employee's annual performance appraisal.
- .11 During the review process at the end of the rating period, the supervisor will review the employee's career goals with the Department. Depending on the employee's interests, the supervisor will provide counseling to the employee relative to such topics as advancement, specialization, or training appropriate for the employee's position.

# Hagerstown Police Department Organizational Chart

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