A. PURPOSE

This directive delineates lines of authority, responsibility, training, and establishes the organizational structure of the New Smyrna Beach Police Department.

This policy shall apply to all New Smyrna Beach Police Department members, including volunteers, auxiliary officers, and part-time personnel.

The purpose is to provide members with a clear organizational structure with a chain of command that is to follow. The Departmental organizational structure aids in educating members of their areas of responsibilities and to whom they will be held accountable.

This Directive is for internal use only, and does affect the standard by which civil liability is measured in any judicial proceeding.

B. DISCUSSION

The New Smyrna Beach Police Department is a para-military organization that operates via the chain-of-command concept and is responsible for providing law enforcement services to the City of New Smyrna Beach. It is intended that the efficiency and effectiveness of this organization be maximized through this organizational structure and process.

C. AUTHORIZATION / TRAINING

Only the Chief of Police may authorize members, paid, non-paid, full time, or part time, to perform certain functions, duties, responsibilities, or to utilize City/departmentally owned property or equipment.

All members of the Department shall be properly trained and/or certified in their respective assignments/duties prior to or when assigned, in accordance to all applicable federal, state, or ordinance requiring such training, certification, and/or re-certification.
Every member will receive appropriate training prior to being assigned, issued, utilizing, operating, or possessing any City/Department owned property, weapons, or vehicles. A demonstration of proficiency by the member shall be required.

Permanent or deliberate loss of any pre-requisite skills, certifications, or knowledge may result in the transfer, re-assignment, discipline, suspension, demotion, or termination of any member.

D. **RANK STRUCTURE**

**Chief of Police:** Is the head of the Police Department and is responsible for the direction, administration, command, and discipline of the Department. The Chief of Police reports directly to the New Smyrna Beach City Manager.

**Deputy Chief of Police:** Is a sworn officer and a member of the command staff. The Deputy Chief is second in command and reports to the Chief of Police.

**Lieutenant:** Lieutenants are sworn officer and responsible for command of a Division. Lieutenants report to the Deputy Chief of Police.

**Sergeant:** Sergeants and Master Sergeants are sworn members of the Department. Sergeants are either supervisors of squads or special functions within the chain of command. A supervisor has direct supervision and control over the personnel in his/her command. The New Smyrna Beach Police Department is an organization with an assignment of responsibility and accountability throughout the rank structure.

- To the degree that a supervisor is responsible and accountable for the performance of their subordinates, they must be granted commensurate authority in order to properly discharge their supervisory responsibility. A sergeant is the first level of supervision, and it is his/her primary responsibility to guide, train, direct, and motivate those over whom he/she has control. Sergeants report to the Division Lieutenant that he/she is assigned to.

**Corporal:** A Corporal is a sworn member of the Department who will provide supervision for officers in a specific squad to direct operational duties and activities associated with law enforcement.

- A Corporal will perform the general duties of police work in patrolling of assigned areas, protects the public and enforces the laws through appropriate means including arrest. A Corporal may carry out various additional operational assignments on community relations, personnel scheduling, special contracts for service, crime prevention, or other assignments as directed by command. They will not complete administrative tasks such as evaluations, supervisory inquiries or disciplinary actions. Corporals report to the Sergeants of their assigned squads.

**Police Officer:** Police officers are sworn law enforcement officers who are assigned to perform police duties. Police officers report to their assigned sergeant.

**Civilian Members:** Civilian members are non-sworn members of the Department that perform various duties that support the law enforcement function. Civilian members shall report to a sergeant, supervisor or Division Commanding Officer that is assigned to the civilian’s specific division or unit.

**Volunteers:** Volunteers are civilians who volunteer their time and do not receive any form of compensation for services rendered. Volunteers may or may not be sworn police officers. Volunteers must go through the same application process for the position they are assigned.
E. POSITIONS

1.2.1 Career Development: Sergeants and police officers may elect to participate in the Department’s Career Development Program. All participants are equal in rank/authority as that of non-participants except by virtue of seniority or assignments. The classifications are:

1. Police Officer 1st class
2. Senior Police Officer
3. Master Police Officer
4. Master Sergeant

Each classification may be distinguished by uniform accouterments such as chevrons/stripes and badges.

1.2.2 Field Training Officer (FTO): An FTO is a sworn police officer who has demonstrated a good attitude, job knowledge, and performance records, and has the ability and desire to train others. This position is a temporary assignment. Assignment to this position requires specialized training.

1. An assignment as a field training officer is at the discretion of the Chief of Police and is not considered a promotion or permanent position. An FTO reports to his/her assigned sergeant.
2. An FTO’s primary responsibility is to perform regular/normal police functions/duties. An FTO has the additional responsibility to provide structured field training/evaluation of newly hired police officers and to conduct in-service, advanced, or remedial training to co-workers.

1.2.3 Canine Officer: Canine Officers are sworn law enforcement officers who are members of the Department with the additional duty of handling and caring for the Department's canines. This is a temporary assignment. Assignment to this position requires specialized training and equipment.

1. This assignment is at the discretion of the Chief of Police and is not a promotion or permanent position. Canine officers report to their assigned supervisor.
2. The canine officer's primary responsibility will be to perform police patrol duties required of all other department officers.

1.2.4 Youth Services/D.A.R.E./PAL: This is a temporary assignment and the officer reports to the Criminal Investigative Unit Supervisor. Officers assigned to Youth Services are primarily responsible to interact with the community’s youth, provide specialized training in drug resistance and gang recognition, provide for after school youth activities and events.

1. This assignment is at the discretion of the Chief of Police and is not considered a promotion or permanent position. Officers report to their assigned supervisor.

1.2.5 Motor Officer: Motor Officers are sworn law enforcement officers with primary responsibility for activities that are traffic related. This is a temporary assignment. Assignment to this position requires specialized training and equipment. Motor Officers may perform police patrol duties as required of all other department officers.

1. This is an assignment made at the discretion of the Chief of Police and is not considered a promotion or permanent position. Motor Officers report to their assigned supervisor.

1.2.6 Detective: Detectives are sworn law enforcement officers assigned to the Criminal Investigative Unit. Detectives have the primary responsibility for investigations of specific cases that are closed with the arrest of a suspect(s) or, when no further leads can be determined. This is a temporary assignment. Assignment to this position requires specialized training and equipment.
1. The detective’s position is nonsupervisory. This assignment is at the discretion of the Chief of Police and is not considered a promotion or permanent position. Detectives report to their assigned supervisor.

1.2.7 Task Force: Police Officers are temporarily assigned to the Volusia County Drug Task Force. During the assignment, the officer reports to the supervisor in charge of that unit. Primary duties include covert investigations of narcotic violations. This is a temporary assignment. Assignment to this position requires specialized training.

1. This is an assignment made at the discretion of the Chief of Police and is not considered a promotion or permanent position.

1.2.8 Animal Services Officer (ASO): The New Smyrna Beach Police Department Animal Services Officer will investigate animal bites and animal complaints. They educate and inform the public through intervention of the true nature and importance of the duties performed, improving the quality of life for the animals and citizens of New Smyrna Beach. The ASO reports to the Special Operations Sergeant.

1.2.9 Victim Advocate: The Victim Advocate is a non-sworn position that reports to the Criminal Investigative Unit Supervisor. The Victim Advocate’s primary responsibility is to provide guidance and assistance including but not limited to: acting as a liaison between a victim and other governmental agencies; assistance with accommodations; food and clothing; referrals to other resources, and transportation issues.

1.2.10 Crime Analysis Technician: The Crime Analysis Technician is a non-sworn position that reporting reports to the Criminal Investigative Unit Supervisor. The Crime Analysis Technician collects data, which is generated into grafts/charts that identify peaks and valleys in crime trends and “hot spots”.

1.2.11 Quartermaster: The Quartermaster is a non-sworn position that reports to the Support Services Division Commanding Officer. The Quartermaster serves two major functions: Evidence Custodian and Quartermaster.

1. The primary responsibility of the Quartermaster is the receipt, accountability, and disposition of criminal evidence/contraband, found and/or abandoned, or impounded property.

2. The Quartermaster is also responsible for building maintenance, equipment, uniforms, and department supplies.

1.2.12 Police Evidence and Property Records Technician: The Evidence and Property Records Technician is a non-sworn position that reports to the Support Services Division Commanding Officer and responsibilities include:

1. Provides entry, indexing, storage, maintenance, retrieval and dissemination of Police Department property and evidence and records relating to all property and evidence in accordance with federal, state and local laws, ordinances, rules and regulations.

1.2.13 Records Supervisor: The Records Supervisor is a non-sworn position that reports to the Support Services Division Commanding Officer. The Records Supervisor is responsible in providing supervision of the Police Records section. Primary duties include clerical review and updating of the Records Management System (RMS) database, Uniform Crime Reporting (UCR) and compliance with State retention schedules.

1.2.14 Records Clerk: Records clerks are non-sworn employees whose primary duties include data entry and updating of the Records Management System (RMS) database, Uniform Crime Reporting (UCR) and compliance with State retention schedules. Additional duties include accounting functions associated with police administration. Records Clerks report to the Records Supervisor.
1.2.15  **Parking Citation/Public Records Clerk:** Performs work related to City Parking Enforcement by accepting payment and appeals of parking citations issued, including data entry, answering telephones and other general clerical duties. This position also responds to public records request for body worn camera video by applying proper redaction services. The person in this position reports to the Records supervisor.

1.2.16  **Administrative Specialists I/II:** These are non-sworn positions that accomplish administrative, clerical, payroll, and support services associated with police administration. A person assigned to this position reports to the supervisor or commanding officer of the division that the person is assigned to.

1.2.17  **Reserve Officers:** Reserve Officers are non-paid volunteers who are fully certified police officers that volunteer their time to the Department in service to the City. Reserve Officers may be assigned to any division and report to the Division Commanding Officer or designee.

1.2.18  **Parking Ambassador:** This is a civilian position that reports directly to the Special Operations Supervisor of the New Smyrna Beach Police Department. Parking Ambassadors are responsible for the enforcement parking violations on North Beach, Esther Park, Flagler Avenue, 27th Avenue lot, and other areas as assigned by supervisor.

1.2.19  **Community Service Volunteers:** Community Service volunteers are non-paid volunteers who are not certified police officers. Volunteers include but are not limited to:

1. Chaplains  
2. Citizens on Patrol (COP)  
3. Victim Advocates  
4. Clerical Volunteers

Volunteers may be assigned to any division and report to the Division Commanding Officer or designee.

1.2.20  **Community Services Aid:** A full-time civilian employee assigned to respond to specific types of calls-for-service and to perform certain duties that do not require a sworn law enforcement officer or place the employee at risk. CSA’s are assigned to the Operations Division and report for assignment to the Shift Supervisor.

**F. FUNCTIONS OF DIVISION**

1.2.21  The Police Department is comprised of the Support Services Division and the Operations Divisions, and the following sub-units:

1. Sections; and  
2. Units.

**G. SUPPORT SERVICES DIVISION**

1.2.22  The Support Services Division Commanding Officer is responsible for administering plans, finances, organizes, directs, and controls the resources of the Department and has primary responsibility for the following functions within the agency:

1. Budget & Finance  
2. Evidence and Property  
3. Quartermaster  
4. Records  
5. Technical Services
• Public Information Officer
• Consolidated Dispatch Liaison
• Hardware/Software Coordinator
• Equipment Purchase

6. Training
7. Access control
8. Building maintenance
9. Fleet

1.2.23 Training: A sworn member responsible for providing in-service training to members of the Department. The Department Training Coordinator (DTC) reports to the Support Services Division Commanding Officer. Training to include but not limited to:

1. Florida Department of Law Enforcement required training regarding Mandatory Re-training, Use of Force, and Taser®;
2. Agency Training Scheduling and Registration;
3. Criminal Justice Standards and Training’s (CJSTC) Mandatory and Salary Incentive Program;
4. Advanced and Specialized Training courses for Specialized Units to include but not limited to:
   • Motors
   • Canine
   • Field Training Officers
   • Crime Analysis
   • Breath test Operators
   • Radar Operators
   • Truth Verification Operators
   • FCIC/NCIC operators
   • Instructor certifications
   • Supervision, Management, and
   • Executive training

5. Patrol related training;
6. Field Training Program;
7. Maintenance of all training records to include but not limited to:
   • Certifications
   • Re-certification, DMS, and
   • Other related records and documents

H. OPERATIONS DIVISION

1.2.24 The Operations Division Commanding Officer has primary responsibility for the following functions within the agency:

1. Patrol
2. Investigations
3. Citizens on Patrol (C.O.P.S.)
4. Special Operations
   - Canine
   - SWAT
   - Motors (T.H.I./ Traffic)
   - Special Events
   - Parking Ambassadors
   - Community Service Aides (CSA)
   - Animal Services Officer (ASO)

1.2.25 Patrol Operations: Includes four supervisors with a squad of police officers, motor/canine officer if assigned. Motor/Canine Officers report to Patrol Supervisors. Sergeants report to the Operations Division Commanding Officer.

1.2.26 Investigative Function: Investigations is comprised of and responsible for:

1. Investigations Unit
2. Southeast Volusia County Task Force
3. Crime Analysis
4. Victim Advocate

1.2.27 Criminal Investigative Unit: General assignment investigators are sworn personnel which, under the supervision of the Criminal Investigative Unit Sergeant, are responsible for, but not limited to, the following:

1. Follow up/long term/major investigations;
2. Crime scene management;
3. Preparation and service of search and/or arrest warrants;
4. Interviews/interrogations of victims and suspects; and
5. Other duties designed to protect life and property of the community which include but are not limited to:

   - Property and Persons Crime
   - Technology Crimes
   - Sex Crimes
   - Crimes against Children
   - Crimes against the Elderly
   - Fraud
   - Narcotic Task Force
   - Crime Prevention
   - Intelligence
   - Confidential Informants Files
   - Pawn Shop Data Base
   - Truth Detection
   - Background Investigations

1.2.28 Youth Services: A sworn member reporting to the Criminal Investigative Unit Sergeant, whose primary responsibility is to educate children and young adults to prevent drug addiction and/or from being subjected/submitting to negative peer pressure. Youth Services offers both curricular and extracurricular activities designed to offer the targeted groups other alternatives including but not limited to:

1. Police Athletic League
2. Criminal Justice Education
3. D.A.R.E. Program
1.2.29 Crime Analysis Technician: A non-sworn member who reports to the Criminal Investigative Unit Sergeant. The Technician is responsible to collect, analyze, and chart criminal activity occurring within the city of New Smyrna Beach. The information is shared with Patrol to help identify crime trends and reduce criminal activity by the allocation of the Department’s resources in a more effective and efficient manner.

1.2.30 Victim Advocate: A non-sworn member under the supervision of the Criminal Investigative Unit Sergeant. The Victim Advocate is available to assist victims of crime.

I. DEPUTY CHIEF OF POLICE

1.2.31 The Deputy Chief of Police is second in command of the police department and has primary responsibility for:

1. Office of Professional Standards
2. Mentoring, Recruiting, and Hiring
3. Drug Testing/ Medical/ Psychological
4. Infectious Disease Liaison
5. Personnel Records Maintenance
6. Course Registration
7. Accreditation

1.2.32 Professional Standards: Responsible to investigate citizen/internal complaints, discipline review, and review of issues of risk management. Additionally, is responsible to ensure that the Early Warning System: Use of Force, Pursuits, administrative, internal investigation, injuries, and crashes are being properly maintained by data entry from the Division Commanding Officer or designees.

1.2.33 Accreditation Manager: Is a non-sworn member, and is responsible for Policy Development, Review & Dissemination, Record Keeping, PowerDMS, and ensures compliance with accreditation standards and best practices. For day to day activities the Accreditation Manager is supervised by the Deputy Chief of Police. On matters of accreditation the Accreditation Manager exercises staff authority and has direct access to the Chief of Police.

J. OTHER RESPONSIBILITIES

1.2.34 The Chief of Police may assign additional duties and responsibilities to the Deputy Chief and/ or Division Commanding Officers at any time.

K. CHAIN OF COMMAND

1.2.35 The Police Department operates under the direction of the Chief of Police who is in charge of the Department and is vested with the authority of the New Smyrna Beach’s City Charter. The chain of command is as follows:

1. Deputy Chief of Police reports directly to the Chief of Police;
2. Division Commanding Officers report directly to the Deputy Chief of Police;
3. Sergeants are first line supervisors and, depending upon their assignments, may be in charge of a shift or squad in Patrol, or assigned to the Investigative Bureau. Sergeants report directly to their respective Division Commanding Officer.
4. Corporals command officers in a specific squad to direct duties and activities associated with law enforcement. Corporals report to the Sergeants of their assigned squads.
5. A Police Officer is the title of sworn law enforcement officer. Police Officers are assigned primarily to Patrol.
• A Police Officer, who meets the specific job requirements, may be temporarily assigned by the Chief of Police, to the Department’s specialized units such as the Canine, Traffic, Investigations, Training, SWAT, Youth Services, or Task Force. Depending on the assignment, police officers report to their designated supervisor.

6. Civilian Supervisors are non-sworn members who are in charge of support operations such as Records. Civilian Supervisors report directly to their respective Division Commanding Officer.

7. Civilian Support Members are non-sworn employees who staff operations such as Records or other functions within the Department. Depending on assignment, they may report either to a civilian supervisor or to a police supervisor.

8. Community Service Volunteers receive training in certain limited police functions. They have no arrest powers and volunteer their time and efforts to the Department for the benefit of the City. They perform clerical duties, house/premises checks, direct traffic, issue parking citations, and other assignments as directed.

L. COMMAND PROTOCOL

1.2.36 Police supervisors will follow the principle of unity of command in that each member will be accountable to only one supervisor at a given time. Only one (1) person will be in direct command of each organizational component.

1.2.37 Incident Command: An incident will be under the command and control of the division best suited to carry out the ultimate goal of the operation or incident. Only one (1) person will be in a complete command of each situation.

1.2.38 Assuming Command-Senior Rank: To take full command of any situation, the member of senior rank must identify themselves to the member then in charge and announce the intention to assume command. Assuming command will be undertaken only when a situation appears to be beyond the control of the member in charge, or if ordered to assume command by another member of senior rank.

M. COMMAND SUCCESSION

1.2.39 To ensure continuity of command and make certain timely leadership is available in situations when the Chief is out of town, incapacitated, or otherwise unable to act due to exceptional circumstances, command automatically succeeds in the following order, unless otherwise directed:

1. Deputy Chief of Police
2. Designated Division Commanding Officer
3. On-Duty Supervisor
4. Police Officer

1.2.40 In the absence of a Patrol Sergeant a Corporal will assume command of the shift.

1.2.41 In the absence of a Corporal a Field Training Officer will assume the command of the shift if available.

Revised: RR 04/21

Approved: Signature on File
Chief Mike Coffin