



Apex Police Department General Order



Title Command Authority		Order Number 205-20
Effective Date: December 1, 2020	Amends: General Order 205-17a	
CALEA Standard: 1.1.1, 1.2.3, 4.3.4, 11.1.1, 11.2.1, 11.3.1, 11.3.2, 12.1.1, 12.1.2, 12.1.3, 12.1.4, 33.4.1	Rescinds:	
Reference: Organizational Charts GO 302 – Personnel Complaint Investigations GO 1501 – SRT Command and Control Structure	Pages: 23	
Forms: F205 – Supervisory Staff Meeting Roster		

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Purpose

The purpose of this directive is to establish and delineate, define, or describe the organizational structure of the Apex Police Department and to establish the departmental command authority.

Policy

It will be the policy of the Apex Police Department to have a formal organizational structure by which the functions of all components are arranged, defined, directed, and coordinated. Protocols for command authority are designed to clarify authority, alleviate confusion, and ensure uninterrupted leadership.

Definition

Command Staff – The Command Staff of the Apex Police Department consists of sworn personnel at the rank of Lieutenant and higher, the Communications Manager, and the Records/IT Manager.

Essential Employee/Position – Those employees in a sworn position or an employee whose job duties and responsibilities provide 24-hour operational service. Essential employees are required to work even when the Town of Apex suspends its administrative functions. For purposes of this

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order, the term “Essential Employee” is designated as “Service Critical Personnel” as defined by Town of Apex Administrative Policy 104 – *Inclement Weather and Emergency*.

Executive Staff – The Executive Staff of the Apex Police Department consists of sworn personnel at the rank of Captain or higher.

Limited Service Employee (LSE) – An employee appointed to a position for which either the average work week required by the Town over the course of a calendar year is less than 20 hours, or continuous employment required by the Town is less than 12 months. (**SOURCE:** Town of Apex Personnel Policy)

Non-Essential Employee/Position – Those employees in a position whose job responsibilities are primarily administrative in nature and can be delayed without any negative impact to the employees, citizens or community.

Reserve Police Officer – A limited service, part-time, sworn position, which functions as a Police Officer when assigned to a specific division, unit, section, function or assignment. The Reserve Police Officer is classified by the Town of Apex Human Resources Department as a Police Officer – LSE.

Supervisory Staff – The Supervisory Staff of the Apex Police Department consists of sworn personnel at the rank of Corporal and higher, Communications Shift Supervisors, and members of the Command Staff.

Procedure

1. The Apex Police Department derives functional authority pursuant to the following:
 - Town of Apex Code of Ordinances, Article III
 - North Carolina General Statute (NCGS) 20-183
 - NCGS 20-215.5
 - NCGS 122C-263
2. All employees, prior to assuming sworn status, will take and subsequently abide by an oath of office to enforce the law and uphold the Constitution of the United States of America and the Constitution of the State of North Carolina. Sworn positions within the Apex Police Department are: (1.1.1) (1.2.3)
 - *Police Officers of various rank, who are delegated with the authority to enforce all laws and statutes of the State of North Carolina, and the Codes of Ordinances of the Town of Apex*
3. Prior to any assignment in which a newly hired officer is allowed to carry a firearm or is in a position to effect an arrest, except as part of a formal field training program, the officer must: (33.4.1)
 - Complete Basic Law Enforcement Training (BLET)

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- Receive training and copies of, or access to, General Orders through an approved document management system (i.e. PowerDMS) regarding the policies and procedures related to use of force, issued and authorized firearms, less lethal instruments, and any other applicable written directives (4.3.4)

Delegation of Authority and Obedience to Orders

1. Organizational components are established to maximize operational effectiveness, and so that each employee reports and is accountable to only one supervisor. (11.3.2)
2. Each organizational component will be under the direct command of only one supervisor. (11.2.1)
3. The span of control for an individual supervisor will be limited to the number of employees that can be effectively supervised.
 - The span of control for each supervisor will be determined by the nature of the work involved and the employees performing the work.
 - An individual supervisor's span of control will generally not exceed 10 employees.
4. Employees assigned to specific duties will be:
 - Granted commensurate authority to effectively execute the delegated task (11.3.1 (a))
 - Held accountable for proper use of delegated authority (11.3.1 (b))
5. Each supervisor will be accountable for the performance and activities of subordinates under his/her immediate control, as well as the proper execution of all duties assigned. (11.3.2)
6. Employees are individually and collectively accountable for their actions and are required to conduct themselves according to applicable laws, regulations, and written directives.
 - Employees are responsible for seeking clarification on any policy, procedure, written directive, order, or rule of conduct that they do not fully understand.
7. Orders, whether written or oral, from a superior officer/supervisor will be clear, concise, and in understandable language. No superior will knowingly and willfully issue an order which violates any law or Town of Apex/department policy.
8. An employee will obey all lawful orders given by a superior officer/supervisor and recognize the authority of any superior officer/supervisor, including all lawful orders relayed from a superior officer/superior by another employee of the same or lesser rank, as if given directly by the originating supervisor. (12.1.3)

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- Any willful, careless, negligent, or other failure or refusal to follow a lawful order or manifestation of disrespect to a superior officer/supervisor or dispute of a lawful order will be deemed insubordination, and may subject the employee to disciplinary action up to and including termination. (12.1.3)
9. If an employee is given any instruction or order which conflicts with any previous instruction or order he/she has received, the employee will call this fact to the attention of the superior officer/supervisor/person issuing the second order. The employee will advise the superior officer/supervisor/person issuing the last order of the conflict. (12.1.3)
- If the conflict is not resolved at that point, the employee will obey the last order issued and will not be considered disobedient of the order previously issued.
 - Previous orders or instructions will be countermanded, modified, or canceled only when necessary and for the good of the department.
 - All superior officers/supervisors/person countermanding, modifying, or canceling a previous order given by an originating supervisor will be held accountable for such action, and will be required to articulate why the order was canceled to the Chief of Police, through the chain of command.
 - General Orders and other written directives are considered orders. Supervisory instructions to violate a written directive are considered conflicting orders and will be addressed as outlined above.
10. If an employee receives an unlawful order to perform some act or function (an order that is clearly criminal in nature and/or a violation of any law or Town of Apex Ordinance and that is readily identifiable as such), the employee will:
- Whenever possible, immediately advise the supervisor issuing the order of the employee's interpretation of that order
 - If the conflict is not resolved at that point, and the order still stands and it is still readily apparent that the order is unlawful, the employee will not be required to obey
 - As soon as possible after any incident of this type, the involved supervisor and employee will meet with the next supervisory level in the chain of command to review and attempt to resolve the issue
 - If the employee has reason to believe that the supervisor's order was a deliberate attempt to intentionally commit an unlawful act, the employee will report the incident as an allegation of misconduct according to procedures set forth in General Order 302 - Personnel Complaint Investigation

Command Protocol – Generally

1. General Department Operations (normal, day-to-day activities) – The chain of command as established in this General Order is to be followed. (12.1.2 (d))
2. Situations Involving Personnel of Different Divisions, Units, Section, and/or Functions – For situations where personnel from different divisions, units, sections, and/or functions are

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engaged in a single operation, the on-duty supervisor is in command of the situation until relieved by an officer of higher rank, or as designated by a specific written directive, Patrol Lieutenant, Division Commander, Deputy Chief of Police, or Chief of Police. (12.1.2 (c))

3. Exceptional Situations – During critical incidents and exceptional situations, the on-duty supervisor is in command of the situation until relieved by an officer of higher rank, or as designated by a Patrol Lieutenant, Division Commander, Deputy Chief of Police, or Chief of Police. During tactical situations in which the Special Response Team (SRT) has been activated, the SRT Commander is in tactical command of an incident as outlined in General Order 1501 – *SRT Command and Control Structure*. (12.1.2 (b))
4. In the absence of the Division Commander, the Division Commander will be responsible for the succession of command within their respective division.

Command Protocol – Absence of Chief of Police (12.1.2 (a))

1. In the event of a planned absence of the Chief of Police, the Deputy Chief of Police will serve as the Acting Chief of Police. In the event of a planned absence of both the Chief of Police and Deputy Chief of Police, the Chief of Police will designate an Acting Chief of Police.
2. In an unplanned absence or emergency situation where the Chief of Police is unreachable, the position of Acting Chief of Police will be assumed according to the following order:
 - Deputy Chief of Police, or in his/her absence
 - Patrol Division Commander, or in his/her absence
 - Administrative Division Commander, or in his/her absence
 - Criminal Investigations Division Commander
3. The Acting Chief of Police will have authority and accountability commensurate with that position; however, will only act upon matters that need to be addressed during the absence of the Chief of Police.
 - Matters such as promotion, demotion, discipline, reassignments, etc. can normally wait until the Chief of Police is available.
 - **(NOTE:** The Acting Chief of Police has the authority to manage the department's immediate needs and may temporarily suspend employees, etc. in accordance with applicable written directives.)
 - The Acting Chief of Police will attend and represent the department at all meetings normally attended by the Chief of Police if they occur during the Chief's absence (i.e. Town Department Head Meetings, etc.).
 - The Acting Chief of Police will make appropriate effort to keep the Chief of Police informed of any matter or issue that arises during the absence.
 - In the event the Town Manager names an Acting or Interim Chief of Police, that person will have full authority as designated by the Town Manager.

Unity of Command

1. Each division, unit, section, and/or function comprising the department will fall under the direct command of one supervisor. Each employee is assigned to a division within the department and will be held directly accountable to only one supervisor at any given time. Under normal conditions, questions relating to policy, procedure, personnel matters, or related considerations will be referred to the employee's immediate supervisor. This will not interfere with the option any employee has to come directly to the Chief of Police to discuss concerns, complaints, issues, and ideas that serve to address those concerns, complaints or issues; improve police operations; or gain clarification of an issue in question. Matters of an extremely personal or confidential nature may be brought directly to the attention of the Chief of Police. (12.1.2 (d))
2. Supervisors are encouraged to respond actively to any matters referred to them by subordinates. Supervisors should report back to their subordinates concerning any action taken in response to their request, or concerning the reason why action was delayed or denied. In the event that the reporting employee is not satisfied with the action taken, the employee may request that he/she and his/her immediate supervisor confer with the next level of supervision, up to and including the Chief of Police.
3. Nothing in this section is to be construed to restrict the opportunity for employees to communicate with other town departments on specific issues as outlined in Town of Apex policies.
4. An employee of lesser rank may be designated by proper authority, and with the approval of the Chief of Police, as being in command of higher-ranking employees for a specific and limited operation, activity, task, or period of time.
5. This General Order does not prevent a supervisor from issuing an order to an employee outside the supervisor's immediate responsibility when that action is necessary and appropriate.

Communication, Cooperation and Coordination (12.1.4)

1. Employees will ensure proper communication, coordination, and cooperation among all agency divisions, units, sections, and/or functions and personnel as outlined in rules, regulations, General Orders, Standard Operating Procedures, and other written directives.
2. Employees will coordinate their efforts with other employees of the department so that their teamwork may ensure maximum achievement and continuity in attaining the objectives of the department.
3. Employees are charged with the responsibility of fostering and maintaining a high degree of cooperation within the department.

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4. Employees will, in accordance with established written directives, immediately take appropriate law enforcement action toward aiding a fellow employee or other officer exposed to danger, or in a situation where danger might be reasonably expected or impending.

Departmental Staff Meetings (12.1.4)

1. The Chief of Police will conduct staff meetings on a regular basis with Executive Staff, Command Staff, and Supervisory Staff for purposes of discussing matters of departmental information or concerns, coordinating departmental efforts in ongoing and upcoming activities, and ensuring cooperation among all agency components.
 - Staff in attendance at meetings are responsible for accurately and thoroughly transmitting relevant information, other than confidential information, to their staff. If a regular attendee is absent, that person's direct supervisor is responsible to ensure relevant information is transmitted (i.e. if a Lieutenant is absent, the Division Commander is responsible to brief the Lieutenant upon his/her return).
 - If a staff member is unable to attend a meeting, he/she is responsible for appointing a designee to attend in his/her place.
2. Each Division Commander, as well as unit supervisors, should conduct regular meetings with employees under their command for purposes of discussing matters relating to division or department operations.

Organizational Structure and Functions (11.1.1)

1. The Apex Police Department's Organizational Chart depicts the components of the organizational structure of the department. The Function Chart depicts the functions of each component of the department. The Organizational and Function Charts are to be reviewed and updated as needed. The charts are made available to all personnel by posting on department bulletin boards, in an approved document management system (i.e. PowerDMS), or in another manner as approved by the Chief of Police. (11.1.1)
2. The department is organized into the following major components:
 - Office of Chief of Police
 - Administrative Division
 - Patrol Division
 - Criminal Investigations Division

Office of Chief of Police (12.1.1)

1. The Office of the Chief of Police is responsible for Professional Standards, budget preparation and management, Internal Affairs, planning and research, and overall leadership of the organization. The Office of the Chief of Police consists of the following personnel and functions:
 - Chief of Police
 - A sworn position responsible for the overall direction, management and leadership of the Apex Police Department, supervision of subordinate staff, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Town Manager
 - Reports to the Town Manager
 - Deputy Chief of Police
 - A sworn position responsible for managing and directing specific activities and functions, as determined by the Chief of Police; supervising subordinate staff; preparing and overseeing the department's budget; preparing and overseeing purchase orders, requisitions and fiscal accounts for the department; managing grants; planning and research; processing citizen complaints, internal affairs, and providing oversight for the Professional Standards Unit; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Chief of Police
 - Responsible for the oversight of the Special Response Team (SRT) and/or the Crisis Negotiation Team (CNT) when the assigned commander of the team is at a rank of Captain or higher
 - Designated the Public Information Officer (PIO)
 - A member of the Executive Staff
 - Reports to the Chief of Police
 - Professional Standards Supervisor
 - A sworn position at the rank of Sergeant or higher, responsible for the personnel complaint investigation process, the department Early Warning System, review of parking ticket appeals, accreditation, risk management, staff inspections, property control audits, review and revision of departmental written directives, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Deputy Chief of Police or Chief of Police
 - Reports to the Deputy Chief of Police
 - Accreditation Manager
 - A civilian position responsible for overseeing the accreditation processes as offered by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and the North Carolina Department of Justice, the risk management process offered by the North Carolina League of Municipalities and/or other entities, and assisting the Professional Standards Supervisor with staff inspections, property control audits, review and revision of departmental written directives, and for carrying out the duties and responsibilities in the

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- applicable job description and other duties as assigned or directed by the Professional Standards Supervisor, Deputy Chief of Police, or Chief of Police
- Reports to the Professional Standards Supervisor
- **Administrative Coordinator**
 - A civilian position responsible for assisting the Chief of Police, the Deputy Chief of Police, and the Administrative Division Commander with carrying out administrative functions of the department, managing payroll records, maintaining custody and security of administrative files, ensuring department supplies are available, carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Chief of Police
 - Reports to the Chief of Police

Administrative Division

1. The Administrative Division is responsible for Property and Evidence, Quartermaster, Crime Analysis, Training, Internship Program, CAPA Program, Chaplain Program, and Support Services Unit, which includes Community Policing Officers (CPOs) and Limited Service Employees (LSE)-Reserve Officers. Additionally, the division is responsible for assisting in budget preparation and management, recruitment, selection, fleet services and facility management, as well as the Communications Center, Records Unit, and Information Technology Unit. The Administrative Division consists of the following personnel and functions:
 - **Administrative Division Commander (11.2.1)**
 - A sworn position at the rank of Captain or higher, responsible for managing and directing the activities of the Administrative Division, supervising subordinate staff, assisting with budget preparation and management, recruitment and selection, facility management, fleet services, and oversight of the Property/Evidence, Quartermaster, Training, Support Services, Internship Program, CAPA Program, and Chaplain Program functions of the department, as well as for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Deputy Chief of Police or Chief of Police
 - The designated coordinator for Prison Rape Elimination Act (PREA), Department Safety, Training, Honor Guard, and Social Media functions
 - A member of the Executive Staff
 - Reports to the Deputy Chief of Police
 - **Support Services Supervisor**
 - A sworn position at the rank of Sergeant or higher, which works with the Administrative Division Commander to ensure appropriate staffing and supervision is available, and is responsible for supervision of subordinate staff including the CPOs, LSE-Reserve Officers, CAPA Program, Internship Program, assisting with departmental inspections, fleet services and facility

- management, off-duty and extra-duty assignment scheduling, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
- Reports to the Administrative Division Commander
- Training Supervisor
 - A sworn position at the rank of Sergeant or higher, which works with the Administrative Division Command and is responsible for the scheduling and coordination of various training classes for departmental personnel; coordinating the Apex Field Training and Evaluation Program, Internship Program, in-service training, Training Committee, recruiting, and the newly hired employee orientation program; and carries out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Administrative Division Commander
- Training Officer
 - A sworn position at the rank of Police Officer I or higher, which works with the Training Supervisor and is responsible for assisting the Training Supervisor in the duties outlined above, as well as for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Training Supervisor, Administrative Division Commander, Deputy Chief of Police, or Chief of Police.
 - Reports to the Training Supervisor
- Limited Service Employee (LSE)-Reserve Police Officer
 - A limited service, part-time, sworn position, which functions as a Police Officer when assigned to a specific division, unit, section, function or assignment
 - Responsible for, as applicable to the particular assignment, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, engaging the community through community policing activities, for carrying out the duties and responsibilities in the applicable job description (for Police Officer I) and other duties as assigned or directed by the Support Services Supervisor; a sworn member of the Supervisory, Command, or Executive Staff; Administrative Division Commander; Event/Incident Commander; Deputy Chief of Police; or Chief of Police
 - Unless otherwise noted due to a specific function or assignment, an LSE-Reserve Police Officer reports to the Support Services Supervisor
 - **NOTE:** LSE-Reserve Police Officers may report to a different division based on department needs.

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- Police Officers in good standing who retire from or choose to resign from a full-time position with the Apex Police Department may be considered for the position of LSE-Reserve Police Officer at the discretion of the Chief of Police
 - LSE-Reserve Police Officers who retire/resign from an Executive Staff level rank with the Apex Police Department may, with the approval of the Chief of Police, retain their rank for ceremonial purposes; however, they have no supervisory or command authority and are subordinate to the department chain of command
 - Police Officers of lower rank who retire/resign will surrender all previous rank badges, credentials, patches, and insignia and will be issued insignia, etc. at the rank of Police Officer
 - Police Officers from other agencies may be considered for appointment as an LSE-Reserve Police Officer only when it is demonstrated that the candidate brings a unique skill or ability to the department and only with the approval of the Chief of Police.
- Community Policing Officer
 - A sworn position at the rank of Police Officer I or higher, which is responsible for coordinating and attending community events, being a liaison between homeowners associations and business community, preparing and overseeing special projects, assisting with CAPA program, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Support Services Supervisor, Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Support Services Supervisor
- Property/Evidence Clerk
 - A full-time, civilian position with the title of Property/Evidence Clerk, which is responsible for processing, maintaining, and destroying all the evidence and found property that comes into the department, and for carrying out the duties and responsibilities of the applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Designated as the department's Quartermaster
 - Reports to the Administrative Division Commander
- Property/Evidence Clerk (LSE)
 - An LSE, civilian position which functions as a Property/Evidence Clerk and is responsible for assisting the department's full-time Property/Evidence Clerk in processing, maintaining, and destroying all the evidence and found property that comes into the department, and for carrying out the duties and responsibilities of the applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Under the direction of the Property/Evidence Clerk but reports to the Administrative Division Commander

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- Quartermaster
 - A civilian position with the title of Quartermaster, which is responsible for the maintenance and issuance of uniforms and equipment to departmental members, and for carrying out the duties and responsibilities in applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Administrative Division Commander
- Communications Center Manager
 - A civilian position with the title of Communications Center Manager, which is responsible for managing and directing the activities of the Communications Center, ensuring appropriate staffing and supervision is available 24-hours a day, supervising subordinate staff, overseeing activities within the unit, acts as liaison and represents the Town of Apex and department on matters related to Emergency 911 operations, serving as the Terminal Agency Coordinator (TAC) for the department, responsible for working as a Telecommunicator (as necessary), community policing activities, and carrying out the duties and responsibilities of the applicable job description and other duties as assigned or directed by the Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - The Communications Center is responsible for answering administrative and emergency lines, dispatching and/or communicating with police, fire and EMS units, referral assistance, TOA Public Works after-hours dispatching/communicating, police radio maintenance, CAD systems, and DCI/NCIC entries and inquiries
 - A member of the Command Staff
 - Reports to the Administrative Division Commander.
- Communications Shift Supervisor
 - A civilian position with the title of Communicator Shift Supervisor, which is responsible for supervising subordinate staff during a shift; working as a Telecommunicator by answering administrative and emergency phones lines, as well as police radio traffic; dispatching and/or communicating with police, fire, and EMS units; entering information into applicable software systems; making requests for additional resources and referrals; community policing activities; serves as an Assistant Terminal Agency Coordinator (ATAC); and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Communications Center Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Communications Center Manager
- Telecommunicator
 - A civilian position with a title of Telecommunicator, Telecommunicator II, or Senior Telecommunicator, which is responsible for answering administrative and emergency phones lines, as well as police radio traffic; dispatching and/or communicating with police, fire, and EMS units; entering information into

applicable software systems; making requests for additional resources and referrals; community policing activities; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the **Communications Shift Supervisor, Communications Center Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police**

- **Reports to the Communications Shift Supervisor**
- **LSE-Reserve Telecommunicator**
 - A limited service, part-time, civilian position with the title of Telecommunicator, which is responsible for answering administrative and emergency phones lines, as well as police radio traffic; dispatching and/or communicating with police, fire, and EMS units; entering information into applicable software systems; making requests for additional resources and referrals; community policing activities; and for carrying out the duties and responsibilities in applicable job description and other duties as assigned or directed by the **Communications Shift Supervisor, Communications Center Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police**
 - **Reports to the Communications Shift Supervisor**
- **Records/IT Manager**
 - A civilian position with the title of Records/IT Manager, which is responsible for managing and directing the activities of the Crime Analyst, Records Unit, and the Information Technology Unit; ensuring appropriate staffing and supervision is available 24-hours a day; supervising subordinate staff; acts as a liaison and represents the Town of Apex and department on matters related to the Records and Information Technology functions; providing reports and records of quality control; the management of the Records Management System (RMS); technology support and acquisition; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the **Administrative Division Commander, Deputy Chief of Police, or Chief of Police**
 - A member of the Command Staff
 - **Reports to the Administrative Division Commander**
- **Police Information Technology Specialist**
 - A civilian position with the title of Information Technology Specialist, which is responsible for performing first line support on technology within the department, coordinating with vendors on support and installation of technology equipment, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the **Records/IT Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police**
 - **NOTE:** This description includes the LSE Police Information Technology Specialist
 - **Reports to the Records/IT Manager**

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- Records Clerk
 - A full-time civilian position with the title of Records Clerk, which is responsible for greeting the public at the front desk; processing records data, requests, and subpoenas; providing records requests to the public and other entities; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Records/IT Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Records/IT Manager
- Crime Analyst
 - A civilian position with the title of Crime Analyst, which is responsible for providing crime statistics and analysis to the department and public, and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Records/IT Manager, Administrative Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Records/IT Manager

Patrol Division

1. The Patrol Division provides 24-hour, uniformed patrol services throughout the jurisdiction of the Apex Police Department. The Patrol Division consists of four squads of sworn, uniformed personnel, and Special Operations. Special Operations consists of sworn, uniformed personnel assigned to the Traffic Safety Unit (TSU), the Directed Patrol Unit (DPU), and the School Resource Unit (SRU). SRU consists of sworn School Resource Officers (SRO) and civilian, School Crossing Guards. The Patrol Division consists of the following personnel and functions:

- The Patrol Division Commander (11.2.1)
 - A sworn position at the rank of Captain or higher, which is responsible for managing and directing the activities of the Patrol Division; supervising subordinate staff; coordinating and facilitating uniformed policing efforts within the jurisdiction of the Apex Police Department; overseeing code enforcement, special events, planning of critical incidents, Explorer Post Program, and Special Operations; being the Critical Incident/Events Coordinator; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned by the Deputy Chief of Police or Chief of Police.
 - Responsible for the oversight of the Special Response Team (SRT) and/or the Crisis Negotiation Team (CNT) when the assigned commander of the team is below the rank of Captain
 - NOTE: If the SRT and/or CNT Commander is at the rank of Captain or higher, oversight will be a function of the Deputy Chief of Police
 - A member of the Executive Staff
 - Reports to the Deputy Chief of Police
- Patrol Lieutenant/Watch Commander

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- A sworn position, which manages Patrol Squads, units, sections, and/or functions; assigned as a Watch Commander; works with the Patrol Division Commander to perform managerial and administrative law enforcement work; responsible for supervising subordinate officers, the coordination, planning, review, and supervision of the activities of their assigned squads, units and/or functions; investigating complaints; problem solving with Sergeants who direct squad programs and activities; maintaining a variety of departmental records; assuring quality control and researching new and revised policies and procedures; coaching supervisors for performance; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Patrol Division Commander, Deputy Chief of Police, or Chief of Police
- A member of the Command Staff
- Reports to the Patrol Division Commander
- Special Operations Commander
 - A sworn position at the rank of Lieutenant or higher, which manages the Directed Patrol Unit, Traffic Safety Unit and School Resource Unit; works with the Patrol Division Commander to perform managerial and administrative law enforcement work; is responsible for supervising subordinate officers, the coordination, planning, review, and supervision of the activities of their assigned squads, units, and/or functions; investigating complaints; problem solving with Sergeants who direct squad functions and activities; maintaining a variety of departmental records; assuring quality control and researching new and revised policies and procedures; coaching supervisors for performance; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - A member of the Command Staff
 - Reports to the Patrol Division Commander
- Patrol Sergeant
 - A sworn position, which supervises a Patrol Squad; works with a Patrol Lieutenant to ensure appropriate staffing and supervision are available 24-hours a day; responsible for supervising subordinate officers, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities; and for carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Patrol Lieutenant, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Patrol Lieutenant
- Patrol Corporal
 - A sworn position, which is assigned as a first-line supervisor; responsible for supervising subordinate officers, responding to calls for service dispatched by

- the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Patrol Sergeant, Patrol Lieutenant, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Patrol Sergeant
 - Patrol Officer
 - A sworn position at the rank of Police Officer I, Police Officer II, Master Police Officer, or Senior Police Officer; which is the primary resource for conducting the functions of the Patrol Division; responsible for responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Patrol Corporal, Patrol Sergeant, Patrol Lieutenant, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Patrol Corporal and Patrol Sergeant
 - Traffic Safety Unit (TSU) Sergeant
 - A sworn position which supervises the TSU; works with the Special Operations Commander to ensure appropriate staffing and supervision are available 24-hours a day; responsible for supervising subordinate officers, developing plans to address traffic concerns, preparing and distributing statistical data concerning collisions and traffic enforcement, managing traffic safety grants and traffic safety educational programs, carrying out the traffic safety functions of the department, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Special Operations Commander
 - Traffic Safety Unit Corporal
 - A sworn position which is assigned as a first-line supervisor and is responsible for supervising subordinate officers, assisting the TSU Sergeant in supervising the unit, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department,

- community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Traffic Safety Unit Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
- Reports to the TSU Sergeant
- Traffic Safety Unit Officer
 - A sworn position at the rank of Police Officer I, Police Officer II, Master Police Officer, or Senior Police Officer, which is the primary resource for conducting traffic enforcement and traffic safety educational functions of the department; responsible for responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the TSU Corporal, TSU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the TSU Corporal and TSU Sergeant
- Directed Patrol Unit (DPU) Sergeant
 - A sworn position which supervises the DPU; works with the Special Operations Commander to ensure appropriate staffing and supervision; supervises and provides administrative oversight for the Canine and Bicycle Units; responsible for supervising subordinate officers, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Special Operations Commander, the Patrol Division Commander, Deputy Chief of Police, or Chief of Police.
 - NOTE: Canine Teams and Bicycle Officers may or may not be assigned to the DPU
 - Reports to the Special Operations Commander
- Directed Patrol Unit Corporal
 - A sworn position, which is assigned as a first-line supervisor and responsible for supervising subordinate officers, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the DPU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police

Command Authority

- Reports to the DPU Sergeant
- Directed Patrol Unit Officer
 - A sworn position at the rank of Police Officer I, Police Officer II, Master Police Officer, or Senior Police Officer, which is the primary position for conducting the functions of the DPU and supplementing Patrol Division staffing by overlapping shifts to cover additional calls during peak call volumes and during shift changes, plain clothes surveillance, and community-based bicycle/foot patrols; responsible for responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the DPU Corporal, DPU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the DPU Corporal and DPU Sergeant
- Canine Handler
 - A sworn position at the rank of Sergeant or below which is the primary position for conducting the functions of the DPU and supplementing Patrol Division staffing by overlapping shifts to cover additional calls during peak call volumes and during shift changes, canine searches, plain clothes surveillance, and community-based bicycle/foot patrols; responsible for responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, checking the security of businesses after normal working hours, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the DPU Corporal, DPU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police or Chief of Police
 - Reports to the DPU Corporal and DPU Sergeant.
- School Resource Unit (SRU) Sergeant
 - A sworn position, which supervises the SRU and is responsible for supervising subordinate officers (primarily SROs) and School Crossing Guards; ensuring appropriate staffing and supervision is available within assigned Wake County Schools located in the department's jurisdiction; responding to calls for service dispatched by the Communications Center; self-initiated police activity; observing and responding to violations of law; providing law and order within the jurisdiction of the Apex Police Department; community policing activities; overseeing the Explorer Post activities; functioning as a SRO when necessary due to staffing shortages, vacations, courts, etc.; and carrying out the duties and responsibilities in the applicable job description and other duties as

- assigned or directed by the Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
- Reports to the Special Operations Commander
- School Resource Unit Corporal
 - A sworn position, which is assigned as a first-line supervisor and is responsible for supervising subordinate officers (primarily SROs) and School Crossing Guards; ensuring appropriate staffing and supervision is available within assigned Wake County Schools located in the department's jurisdiction; responding to calls for service dispatched by the Communications Center; self-initiated police activity; observing and responding to violations of law; providing law and order within the jurisdiction of the Apex Police Department; community policing activities; functioning as a SRO when necessary due to staffing shortages, vacations, courts, etc.; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the SRU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the School Resource Unit Sergeant
- School Resource Officer (SRO)
 - A sworn position at the rank of Police Officer I, Police Officer II, Master Police Officer, or Senior Police Officer, which is responsible for providing police services at an assigned school(s) in coordination with personnel of the Wake County Public School System (WCPSS), conducting crime prevention services and participating in and/or organizing community recreational youth programs, assisting school authorities in student safety patrol programs, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the SRU Corporal, SRU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Responsible for knowing and abiding by the provision of the WCPSS/Apex Police Department Memorandum of Understanding regarding the role of the SRO in the school
 - Reports to the SRU Corporal and SRU Sergeant
- School Crossing Guard(s) (SCG)
 - A limited service, part-time, civilian position with the title of School Crossing Guard, which is responsible for assisting school children and other citizens across the streets at pre-designated locations, by stopping vehicular traffic and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the SRU Corporal, SRU Sergeant, Special Operations Commander, Patrol Division Commander, Deputy Chief of Police, or Chief of Police
 - Report to the SRU Corporal and SRU Sergeant

Criminal Investigations Division

1. The Criminal Investigations Division (CID) provides investigative services throughout the jurisdiction of the Apex Police Department. The CID consists of three units; Property Crimes Unit, Persons Crimes Unit, and Drugs and Vice Unit. Additionally, The CID consists of an ICAC Task Force Officer, ISAAC Representative, Victim Advocate, and is responsible for providing a full range of criminal investigative activities, to include conducting preliminary and follow-up investigations, victim and witness assistance referrals, assisting with public media releases, planning crimes scenes, searches, juvenile investigations, and missing person's investigations. The CID consists of the following personnel and functions:

- The Criminal Investigations Division Commander (11.2.1)
 - A sworn position at the rank of Captain or higher which is responsible for managing and directing the activities of the CID, supervising subordinate staff, coordinating and facilitating investigative policing efforts within the jurisdiction of the Apex Police Department, and carrying out the duties and responsibilities in the applicable job description and other duties assigned or directed by the Deputy Chief of Police or Chief of Police
 - A member of the Executive Staff
 - Reports to the Deputy Chief of Police
- Property Crimes Unit Supervisor
 - A sworn position at the rank of Sergeant or higher, which supervises the Property Crimes Unit; works with the CID Commander to ensure appropriate staffing and supervision are available 24-hours a day; responsible for supervising subordinate officers, reviewing completed case files, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the CID Commander, Deputy Chief of Police, or Chief of Police
 - Designated the Case Management Supervisor, which manages the department's master case files and case assignment process and works with the CID Commander to ensure all cases are properly investigated and master case files are maintained appropriately as outlined in applicable directives
 - Reports to the CID Commander
- Persons Crimes Unit Supervisor
 - A sworn position at the rank of Sergeant or higher, which supervises the Persons Crimes Unit; works with the CID Commander to ensure appropriate staffing and supervision are available 24-hours a day; responsible for supervising subordinate officers, reviews completed case files, investigating cold cases, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and

- responsibilities in the applicable job description and other duties as assigned or directed by the CID Commander, Deputy Chief of Police, or Chief of Police
- Reports to the CID Commander
- Drugs and Vice Unit Supervisor
 - A sworn position at the rank of Sergeant or higher, which supervises the Drugs and Vice Unit; works with the CID Commander to ensure appropriate staffing and supervision are available 24-hours a day; responsible for supervising subordinate officers, reviewing completed case files, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the CID Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the CID Commander
- Detective
 - A sworn position at the rank of Police Officer I, Police Officer II, Master Police Officer, or Senior Police Officer, which is the primary resource for conducting the functions of the CID; assigned to the Property Crimes Unit, Persons Crimes Unit or Drugs and Vice Unit; responsible for the continuing investigation of crimes and other incidents, for the preparation of cases for prosecution, maintaining liaison with other similar units of local, county, state and federal governments, conducting special investigations, responding to calls for service dispatched by the Communications Center, self-initiated police activity, observing and responding to violations of law, providing law and order within the jurisdiction of the Apex Police Department, community policing activities, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by either the Property Crimes Unit Supervisor, Persons Crimes Unit Supervisor or Drugs and Vice Unit Supervisor; CID Commander; Deputy Chief of Police; or Chief of Police
 - **NOTE:** The titles Detective and Investigator are synonymous
 - Depending of their assignment, a Detective reports to either the Property Crimes Unit Supervisor, Persons Crimes Unit Supervisor, or Drugs and Vice Unit Supervisor
- Victim Advocate
 - A civilian position with the title of Victim Advocate, which is responsible for providing support and advocacy for the rights and protection of victims of domestic violence, stalking, sexual assault and other acts of violence, and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the Person Crimes Unit Supervisor, CID Commander, Deputy Chief of Police, or Chief of Police
 - Reports to the Persons Crime Unit Supervisor
- Criminal Investigations Division Police Records Clerk

Command Authority

- A full-time civilian position, which is responsible for assisting the division supervisors and Commander with case management, processing requests, distributing case closure letters and related duties; operating as a Records Clerk assigned to the Administrative Division as necessary; and carrying out the duties and responsibilities in the applicable job description and other duties as assigned or directed by the CID Commander, Deputy Chief of Police, or Chief of Police
- Reports to the CID Commander

Essential and Non-Essential Classification

1. During periods of inclement weather or other emergencies, all employees are expected to follow the procedures as outlined in this General Order, the Town of Apex Administrative Policy 104 – *Inclement Weather and Emergency*, and other applicable written directives.
2. The following positions are designated as “Essential”:
 - Telecommunicator—Including any other position, full time, part-time, or LSE, by whatever title or rank where the employee routinely carries out the job duties of a Telecommunicator for the Apex Police Department
 - Senior Telecommunicator
 - Communications Shift Supervisor
 - Communications Center Manager
 - Records/IT Manager
 - Police Officer—Assigned to any division, section, unit, and/or function and holding the classification of LSE-Reserve Police Officer, Police Officer I, Police Officer II, Master Police Officer, Senior Police Officer, Corporal, Sergeant, Lieutenant, Captain, Deputy Chief of Police, Chief of Police, or any other position by whatever title or rank where the employee is sworn as a police officer for the Apex Police Department
3. The following positions are designated as “Non-Essential” unless the incumbent also can be classified as any position listed above:
 - Police Records Clerk
 - CID Police Records Clerk
 - Administrative Coordinator
 - Accreditation Manager
 - Police Information Technology Specialist
 - Property/Evidence Clerk
 - Property/Evidence Clerk LSE
 - Quartermaster
 - Crime Analyst
 - Victim Advocate
 - Volunteers*
 - Explorers*

- NOTE: * signifies positions that are not employees but are designated as non-essential
4. Employees in positions designated as “essential” are expected to report for work at the time and location scheduled with all required uniforms and equipment regardless of weather, inclement conditions, or emergencies as outlined in this procedure and other applicable written directives. Failure to report for work as required may result in disciplinary action as outlined in applicable directives.
 5. Those employees designated as “non-essential” may be exempt from reporting for scheduled work as authorized by the Town Manager.

Text in “Green” denotes a significant change in policy

BY ORDER OF:



John W. Letteney
Chief of Police