



# NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

## CHAPTER: 11.0.1

### TITLE: DUTIES AND RESPONSIBILITIES OF DISTRICT COMMANDERS, SUPERVISORY MEMBERS AND OFFICERS

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#### PURPOSE

The purpose of this Chapter is to set general duties and responsibilities for all commissioned members assigned to and responsible for the supervision of District patrol functions. Through this standard a uniform set of instructions will govern the general operation of all police districts allowing the orderly transfer of patrol officers and supervisors from one assignment to another with minimal acclimation needed with regard to the general duties of their new assignment.

#### POLICY STATEMENT

1. Nothing contained in this Chapter shall limit the authority of the Superintendent of Police, the Deputy Chief of the Field Operations Bureau, or his/her designated representative to assign FOB units to handle a particular incident.

#### DEFINITIONS

Definitions related to this Chapter include:

**District Commander**—A commissioned police officer, holding the rank/class of Captain or above, charged with the duties and responsibilities of providing for uniformed police coverage, answering of calls for service and managing case investigations within a specific geographical area of the City of New Orleans.

**Acting District Commander**—A commissioned police officer, holding the rank/class of Lieutenant or above, who will perform the duties and accept the responsibilities of the District Commander in his/her absence.

**Supervisors**—Commissioned police officers, holding the rank/class of Sergeant or above, whose primary responsibility is the supervision of subordinate members assigned to their platoon or unit.

**District Patrol Officers**—Commissioned police officers, holding the rank/class of Field Recruit, Police Officer I through IV, whose primary responsibility is the answering of calls for service received within a geographic area, proactive patrol within their area of responsibility, the

enforcement of local, state, and federal laws, the protection of life and property, and those duties deemed appropriate by their supervisors.

**Immediate Chain of Command**—The ascending chain of supervision, beginning at the rank/class of Sergeant and ending with the District Commander, within a member's immediate assignment.

**Major Crime Scene**—A location where any of the below listed crimes or incidents took place (or another location where evidence linked to those crimes or incidents may be found), and comprises the area from which most of the physical evidence is retrieved by law enforcement personnel, crime scene investigators (CSIs), or, in rare circumstances, forensic scientists.

Major crimes include:

- (a) All deaths (homicides, suicides and unclassified) except for "natural" causes.
- (b) Aggravated battery (with serious injury, possibly fatal and/or multiple victims)
- (c) Level 4 uses of force investigated by PIB-FIT (see: Chapter 1.3 – Use of Force)
- (d) Sexual assaults handled by ISB-SVU (see: Chapter 42.2 – Sexual Assault)
- (e) Aggravated Kidnapping
- (f) Arson (with serious injury, possibly fatal)

**Unity of Command**—The principle that no subordinate in an organization should report to more than one boss. An employee/member is responsible to only one supervisor, who in turn is responsible to only one supervisor, and so on up the organizational hierarchy. This is true even if the top of the organization is led by a group of people.

## GENERAL INFORMATION

2. District officers, sergeants, and lieutenants shall answer directly to their District Commander or the Acting District Commander.
3. District Commanders or Acting District Commanders shall answer directly to the Deputy Chief of the Field Operations Bureau.
4. All employees of the New Orleans Police Department shall be answerable to only one supervisor at a time (**Unity of Command**).
5. If multiple supervisors are working or on the scene of an incident, the member highest in rank or, if of the same rank, the member with the longest time in grade is senior and in charge.

## DISTRICT COMMANDER DUTIES AND RESPONSIBILITIES

6. The District Commander's responsibilities shall include but not be limited to:
  - (a) Providing police service within their district;
  - (b) Supervision and discipline of members;
  - (c) Deployment of staffing according to workload;
  - (d) Response to requests for information or assistance from individuals or groups; and
  - (e) Compliance with administrative procedures and instructions.
7. District Commanders shall be held accountable for all matters requiring or involving law enforcement action within their district unless that matter is specifically delegated to another unit or person by higher authority or regulation.
8. District Commanders shall advise the Deputy Chief of the Field Operations Bureau, as soon as possible, of any unusual activity or circumstance within their district which may

- affect the operations or effectiveness of the Police Department or the safety or integrity of its members.
9. District Commanders have custodial responsibility for all equipment, supplies, and facilities assigned to or used by their command.
  10. When a District Commander is unavailable or unable to perform his/her duties for an extended period of time, he/she shall, with the approval of the Deputy Chief of the Field Operations Bureau, designate a lieutenant of his/her command to assume the duties and responsibilities as Acting District Commander.
  11. District Commanders shall advise their platoon commanders and supervisory members within their span of control of any necessary new information, including recent court decisions and administrative changes which affect the operation of the Department.
  12. District Commanders may delegate specific administrative and supervisory responsibilities to subordinate members. However, the District Commander shall not be relieved of responsibility for monitoring the performance of the subordinates and is ultimately responsible for the completion of the assigned duties.
  13. District Commanders shall ensure consistent supervision of officers under his/her command. District Commanders shall reassign officers to a new supervisor when the currently assigned supervisor has been or is expected to be unavailable or unable to perform his/her duties for a period of over six weeks.
  14. District Commanders shall be responsible for the close and effective supervision of officers under their command. All District Commanders shall ensure that all subordinates under their direct command comply with NOPD regulations, municipal, state and federal law.
  15. District Commanders will be held directly accountable for the quality and effectiveness of their supervision, including whether commanders and supervisors identify and effectively respond to misconduct, as part of their performance evaluations and through non-disciplinary corrective action, or through the initiation of formal investigation and the disciplinary process, as appropriate.

#### **DISTRICT SUPERVISORS' DUTIES AND RESPONSIBILITIES**

16. Supervisors shall:
  - (a) Perform any duties specifically delegated to them by the District Commander or his/her designee.
  - (b) Advise the District Commander, or his/her designee, of any unusual activity or circumstances within the District which may affect the operations or effectiveness of the Department or the safety or integrity of its members, or any situation which affects the functioning of the District or its members.
  - (c) Ensure that all subordinate members abide by the rules, policies and procedures of the Department and any written directives of the Bureau or District.
  - (d) Supervise and control all work tasks assigned to or initiated by District members under their supervision. Supervisors are ultimately responsible for the completion of work tasks performed by subordinate members under their supervision.
  - (e) Ensure the continued training and evaluation of District members under their supervision.
  - (f) Ensure all payroll information is accurately and timely recorded and all required administrative and criminal reports are completed in an approved form and timely submitted.

- (g) Ensure all disciplinary investigations of members under their supervision are conducted as per department policy and procedure if he/she has been assigned by PIB to investigate the complaint.
  - (h) Familiarize themselves with the Officer Assistance Program (see: **Chapter 22.2.6 – Officer Assistance Program Member mental Health Services, Chapter 22.2.7 – Officer Assistance Program Traumatic Incident Stress, and Chapter 22.2.8 – New Orleans Police Peer Assistance**). Officers who show unusual signs of stress or inappropriate behavior should be brought to the attention of the District Commander.
  - (i) Abide by those regulations issued by the Deputy Chief of the Field Operations Bureau relative to the completion of Daily Activity Sheets.
  - (j) Respond to all major crime scenes handled by subordinate members.
  - (k) Respond to the scene of arrests handled by subordinate members as required by regulations.
  - (l) Review each arrest report handled by subordinate members.
  - (m) Respond to the scene of Level 2-4 uses of force involving subordinate members.
  - (n) Investigate each use of force involving subordinate members (except those investigated by the PIB - Force Investigation Team).
  - (o) Review the accuracy and completeness of subordinate members' Daily Activity Reports.
  - (p) Respond to each complaint of misconduct by a subordinate received during the course of the subordinate's work.
  - (q) Ensure that subordinate members are working actively to engage the community and increase public trust and safety.
  - (r) Provide counseling, redirection, and support to subordinate members as needed.
  - (s) Review INSIGHT reports for their subordinates on a regular basis pursuant to policy (See: **Chapter 35.1.9 – INSIGHT**).
17. Supervisors shall be held accountable for performing each of his/her assigned duties.
18. Supervisors may delegate appropriate duties and responsibilities to subordinate members; however, they shall be personally responsible for monitoring the performance of their subordinates and are ultimately responsible for the completion of the assigned duties.
19. All Field Operations Bureau District officers (including Patrol, Task Force, District investigative Unit, Narcotics Units, etc.) shall be assigned to a single, consistent and clearly-defined supervisor (**Unity of Command**).
20. When the regularly assigned supervisor is not working, for any reason, an alternate supervisor shall be assigned, who is working, to provide all required supervisory functions and support. This assigned supervisor shall be specifically noted on all lineups.
21. All Field Operations Bureau District supervisors (including Patrol, Task Force, Narcotics Units, etc.) shall work the same days and hours as the officers they are assigned to supervise absent unusual circumstances or when the supervisor is on vacation, in training, or ill.
22. District Investigative Unit supervisors shall generally work the same days and hours as the officers they are assigned to supervise, taking into account that shift differences will generally not permit complete supervisory overlap.
23. District Platoon Patrol supervisors shall be assigned to the same platoon as the officers they supervise and shall actually work the same days and hours as the officers of that

platoon absent unusual circumstances or when the supervisor is on vacation, training or ill.

24. District Platoon Patrol supervisors shall be regularly assigned to supervise no more than eight officers. On duty patrol supervisors shall be available throughout his/her shift to respond to the field to provide direct supervision to officers under his/her command and, as needed, to provide supervisory assistance to other units/members.
25. District supervisors shall be responsible for the close and effective supervision of officers under their command. All District supervisors shall ensure that all subordinates under their direct command comply with NOPD regulations, municipal, state and federal law.
26. District supervisors will be held directly accountable for the quality and effectiveness of their supervision, including whether supervisors identify and effectively respond to misconduct, as part of their performance evaluations and through non-disciplinary corrective action, or through the initiation of formal investigation and the disciplinary process, as appropriate.

#### **DISTRICT PATROL OFFICERS – REPORT**

27. District Patrol Officers assigned to investigate calls for service shall conduct initial investigations and submit initial reports (including a complete narrative) on those calls which require a police report by an Operations Bureau district unit, regardless of the original incident location.
  - (a) The only exception to the above shall be in those cases received from area hospitals where the location of the incident is known and the victim/complainant is seeking treatment at a hospital. These calls shall be dispatched to a unit from the District of occurrence.
  - (b) When a call is received from an area hospital where the victim/complainant is seeking treatment and the location of the incident is unknown at the time of dispatch, an area unit will be sent to the hospital in an attempt to determine the location of the occurrence.
  - (c) If the location of the incident is found to be located within another District, it shall be the on-scene unit's responsibility to notify Communications Services of the correct location of the incident. A unit from the District of occurrence shall be dispatched to the hospital to complete the incident report.
  - (d) In the event the assigned unit cannot determine the location of the incident, it shall be his/her responsibility to complete the incident report to the best of his/her ability.
28. If the incident location is in another Field Operations Bureau District, the assigned unit shall complete the initial report and determine if there is a need for immediate follow-up investigation in a district other than the assigned unit's. In the event follow-up investigation is required, the investigating officer shall refer the matter to his/her immediate supervisor for instructions and assistance. The supervisor shall coordinate this investigation through contact with supervisors and DIU in the district of occurrence.
29. District Patrol Officers shall inform Communications Services of the correct location of occurrence for all incidents to which they are assigned if different from the location where dispatched.
30. The actual assignment of a call to another unit for follow-up shall be coordinated by the supervisory officers involved. It is incumbent on the ranking officer from the district of occurrence to ensure the district's DIU is notified and the follow-up investigation is handled to its conclusion.

31. Reports handled by district patrol officers where the location of the incident occurred in another Field Operations Bureau district shall be forwarded to the District where the incident occurred within seventy-two hours of taking the report.
32. District Patrol Officers assigned to station duty (Desk Officer) shall be responsible for handling all complaints appearing at the District Station in need of a written report, when such report does not require an on-scene investigation. Follow-up investigations and warrants shall be handled by the District DIU.
33. The Desk Officer shall complete a Daily Activity Report, noting all activity complete during his/her tour of duty.

#### **DISTRICT PATROL OFFICERS – GENERAL**

34. District Patrol Officers assigned to handle calls for service shall complete a Daily Activity Sheet for each tour of duty. The Daily Activity Sheet shall be continually updated during their entire tour of duty by advising Communication Services by police radio or by use of the MDC. Officers shall ensure that the member's Daily Activity Sheet correctly reflects:
  - (a) All calls for service,
  - (b) Business checks,
  - (c) Pedestrian checks,
  - (d) Vehicle checks,
  - (e) Lunch breaks,
  - (f) Coffee breaks,
  - (g) Use of restroom facilities, and
  - (h) All other activity the officer performs during his/her tour of duty.
35. Police Officers assigned to administrative duties and DIU members may be exempt from completing Daily Activity Sheets with permission of the District Commander if they do not perform direct services to the public.
36. District Patrol Officers' duties shall also include duties and assignments issued them by their immediate supervisors and instructions given to them by individuals in command of on scene investigations to which the officer has been assigned or involved.