

# GENERAL ORDER

## Metro Transit Police

<b>Subject: Organization and Direction</b>	<b>Number: 106</b>
<i>Next review date: October 23, 2013</i>	<b>Effective: October 23, 2013</b>

### I. Purpose

This Order reviews the organizational structure of the Department, the authority of the Chief of Police, the accountability of supervisors and the scope of written directives.

### II. Policy

The Department utilizes basic organizational principles, to include organizing by function, ensuring unity of command, delineating responsibility, delegating authority and providing a formal written directive system.

### III. Definitions

**Beat** – an area assigned for patrol and reporting purposes.

**Bureau** – the largest functional unit within the Department.

**Chain of Command** – the unbroken link of authority extending from the Chief of Police through a supervisor at each command level to a member of the Department.

**Department** – the organization known as the Metro Transit Police Department (MTPD).

**District** – the geographical division of the Department's jurisdiction.

**Division** – a subdivision of a bureau.

**Employees** – all Washington Metropolitan Area Transit Authority (WMATA) personnel.

**General Orders** – written directives issued by the Chief of Police that establishes the policy, procedures, duties and responsibilities for employees of the Department.

**Member** – all sworn or unsworn personnel assigned to the Department.

**Metrarail Safety Rules and Procedures Handbook** – a comprehensive document that provides rules, regulations, standard operating procedures and other information regarding Metrarail operations. All employees are governed by the Handbook.

**Numbered Memorandums** – a written statement issued by the Chief of Police that introduces a new policy, a change in procedure or other specific information (e.g., special events) to employees.

**Official** – a member the rank of sergeant or higher.

**Order** – an oral or written instruction given by a supervisor to a subordinate.

**Procedures Manual** – a written directive manual that provides duty related procedures for all sworn members.

**Section** – a functional unit within a district.

**Special Operations Manual** – an internal document that incorporates material relevant to the operation of a particular division or unit. Generally, this information does not affect the balance of the Department.

**Special Order** – a temporary directive of policy and/or procedure for a given event.

**Squad** – a subunit of a section.

**Supervisor** – an employee having oversight responsibilities over either members of a lower rank or civilian personnel of the Department.

**Training Bulletin** – a written directive issued by the Commander of the Training Division that disseminates information (e.g., career development opportunities, Departmental training sessions, legal updates) to employees.

**Union Agreements** – the collective bargaining agreement between the Washington Metropolitan Area Transit Authority (WMATA) and the recognized bargaining agents for employees.

**Unit** – a subgroup that performs particular and specific functions. Each unit is under the command of a single supervisor.

**Watch Commander** – The highest ranking, senior, on-duty Official, excluding Bureau Commanders.

**WMATA** – Washington Metropolitan Area Transit Authority.

**WMATA Personnel Policies and Procedures Manual** – a comprehensive document of general employment guidelines for non-represented employees. If a conflict exists between the manual and the General Orders, the latter will govern.

**WMATA Policy/Instruction** – executive directives, applicable to all employees, issued by the General Manager/CEO that establish policy, rules, regulations and processes of permanent or long-term duration that relate to the overall operation of the Authority.

#### **IV. Discussion**

A. The Department is directed by the Chief of Police, who has the authority and responsibility for the management, direction and control of law enforcement and security services for WMATA passengers, employees, revenues and facilities throughout the Transit Zone.

B. Goals and Objectives

1. The Chief of Police will issue an annual report outlining goals and objectives of the Department and for each organizational component within the agency for the coming year. This report will include a review of progress realized toward goals and objectives previously established. The yearly report may be suspended at the discretion of the Chief of Police or General Manager.
2. In developing this report, the Chief of Police will utilize input provided by the Assistant Chief of Police and Bureau Commanders concerning activities occurring within the divisions, offices, and bureaus under their command, to include progress realized toward the accomplishment of established goals and objectives within those divisions.
3. When formulating this input for the Chief of Police, the Assistant Chief of Police and Bureau Commanders will solicit relevant comments from employees assigned to their division, office, or bureau.
4. The report will be available to all employees and distributed by April 1 of each year.

C. Command Structure

1. The Assistant Chief of Police works under the general direction of the Chief of Police. The Assistant Chief of Police is responsible for the overall daily operation

- of all Bureaus and offices of the Department.
2. The Department is organized into three Bureaus with each Bureau commanded by a Deputy Chief.
    - a. Administrative Services Bureau (ASB)
    - b. Patrol Operations Bureau (POB)
    - c. Homeland Security Intelligence and Inspection Bureau (HSIIB)
  3. In addition to the three bureaus the Department has four offices;
    - a. Office of Special Projects (OSP)
    - b. Office of Professional Responsibility and Inspections (OPRI)
    - c. Office of Emergency Management (OEM)
    - d. Office of Strategic Planning
  4. The OPRI Commander reports directly to the Chief of Police.
  5. The hierarchy of authority extends from the top to the bottom of the Department. All communications, unless otherwise directed, will follow this chain of command.
  6. The Chief's open door policy permits members to meet directly with the Chief of Police, but only in circumstances where an exigency clearly indicates that the Chief is the only individual capable of resolving the matter in question. Such matters should be so highly time sensitive that normal use of the chain of command would prove contrary to the best interest of the individual or the Department. Members wishing to use the open door policy will notify their immediate supervisor then request a meeting with the Chief.
  7. Members will obey all lawful orders from a supervisor, to include any order relayed by a member of the same or lower rank. Members will comply with orders in a positive manner. A member given an unlawful order will advise the supervisor issuing the order that the order is unlawful. In the event facts disclose the order was lawful, the member will be disciplined for disobeying a lawful order.
  8. Upon receiving an order that conflicts with a previous order or a written directive, the member will advise the supervisor issuing the second order.
    - a. Responsibility for countermanding an order will then lie with the supervisor issuing the second order.
    - b. If so directed by the supervisor, the employee will obey the second or countermanding order.
    - c. The supervisor countermanding the first order will then assume responsibility for both orders.
    - d. Each member is accountable to only one supervisor at any given time.
  9. Supervisors are accountable for the performance of employees under their immediate authority.
  10. Rank Precedence of Sworn Personnel,
    - a. Chief of Police
    - b. Assistant Chief of Police
    - c. Deputy Chief
    - d. Captain
    - e. Lieutenant
    - f. Sergeant
    - g. Police Officer/Detective/Investigator

11. Command Protocol

- a. The first member to arrive at the scene of an incident will be in charge until relieved by a ranking member or official.
- b. When officials are engaged in a single operation, the Watch Commander or highest ranking on-scene official will command. When the Watch Commander is not present and officials of equal rank, but different Bureaus are present, the Command will be established in the following order,
  - 1) Patrol Operations Bureau
  - 2) Homeland Security Intelligence and Investigations Bureau
  - 3) Administrative Services Bureau
  - 4) Office of Special Projects
- c. When officials of equal rank from the same Bureau are present, the senior official will command.

12. Authority and Responsibility

- a. Members are to work in a cooperative spirit to enhance the effectiveness of the Department.
- b. Supervisors are granted the authority necessary to meet their increasing responsibilities and are encouraged to delegate authority when feasible.
- c. Members are held strictly accountable both for the use of and failure to use delegated authority.

13. Span of Control

- a. A first line supervisor will have a maximum of fifteen employees under their immediate control. The span of control at higher levels of authority will decrease at each level to achieve effective management of individuals and functions.
- b. The exact span of control at any level may be adjusted by the Chief of Police, the Assistant Chief of Police, or Bureau Commander for operational purposes.

14. Command Succession

- a. In the absence of the Chief of Police, an acting Chief of Police will make necessary decisions, issue appropriate orders and written directives and have full authority over all elements of the Department. The Acting Chief is designated in the following order or as designated by the Chief of Police,
  - 1) Assistant Chief of Police
  - 2) Deputy Chief, Patrol Operations Bureau.
  - 3) Deputy Chief, Homeland Security Intelligence and Investigations Bureau.
  - 4) Deputy Chief, Administrative Services Bureau.
  - 5) Deputy Chief, Office of Special Projects.
- b. The automatic succession to Acting Chief of Police does not pass to supervisors performing duty as an acting Bureau Commander.
- c. The Assistant Chief of Police and each Bureau Commander will submit to the Chief of Police a list of successive personnel, using organizational titles, who will serve as Acting Assistant Chief of Police and Bureau Commanders in their absence. An Acting Assistant Chief of Police has full authority over all personnel of the Department, except as limited by the policies of the Assistant Chief of Police. An acting Bureau Commander has full authority over all

personnel of that Bureau, except as limited by the policies of the Bureau Commander.

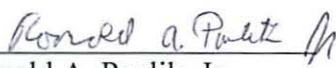
D. Staff and Metrostat Meetings

1. Staff and Metrostat meetings are effective tools in facilitating a multidirectional flow of communication. Meetings will be conducted by the Chief of Police or designee.
2. Staff and Metrostat meetings will be attended by all Bureau and Division Commanders or their designee. Attendance by other employees may be directed by the Chief of Police. Meetings will be conducted by the Chief or designee on, at a minimum, a biweekly basis, unless otherwise specified by the Chief.

E. Written Directives

1. The Chief of Police or designee will issue, modify and approve written directives. The directives include statements of policy, procedures for accomplishing Departmental mandates and rules and regulations. Written directives generally take the form on Numbered Memorandums, General Orders, Special Orders, the Procedures Manual and Training Bulletins.
2. The Deputy Chief, Administrative Services Bureau will maintain a system for indexing and filing numbered memorandums. Memorandum originals are maintained in indexed manuals available to employees. The Administrative Captain, will ensure that at least five copies of General Orders are maintained on file at all times. General Order and Special Order originals are maintained in the Research and Planning Division. The Procedure Manual is also maintained by the Research and Planning Division.
3. Members will familiarize themselves with the contents of newly published written directives within twenty-four hours of notice. Employees violating written directives are subject to disciplinary action.
4. Supervisors will conduct inspections of written directives and other publications issued to members in conjunction with annual performance evaluations.
5. Numbered Memorandums
  - a. Numbered Memorandums may apply to all employees or to specific segments of the Department.
  - b. Numbered Memorandums remain in effect until they are rescinded, updated or incorporated into the General Orders or Procedures Manual.
  - c. Numbered Memorandums will be read at all roll calls for a period of not less than seven days from the date of issue, with the presenting official affixing the date of reading and their initials. The Memorandums will then be placed into manuals designated by Division or Unit Commanders.
  - d. Members not at roll calls must check their email at least once a week to stay updated with current communications. Members will be responsible for the content of all emails sent to them regardless if it has been opened.
6. General Orders
  - a. All members are required to comply with the General Orders.
  - b. General Orders will be reviewed annually by the Research and Planning Division. Whenever new General Orders or changes in current General Orders are proposed, a staff review process will be employed. At a minimum, this

- review will solicit the comments of all Bureau Commanders, Department Captains, and those Division or Unit Commanders directly affected by the order. An adequate period of time will be allowed for appropriate review and commentary not to exceed two weeks.
- c. Bureau Commanders, Division Commanders and Members involved in the staff review process are required to submit a review.
7. Procedures Manual
- a. The Procedures Manual is accessible through the WMATA network on the N drive.
  - b. Revisions to the Procedures Manual will be accomplished through numbered memorandums or training bulletins. The revisions will be updated in the network files by the Research and Planning Division.
  - c. The Procedures Manual will be published every two years or as deemed appropriate.
  - d. The Procedures Manual provides members with information relevant to day-to-day duties. It is available in an electronic format so members may access it from their issued tablet during their tour of duty for quick reference.
- F. Officials of the rank of Lieutenant or above who command divisions or units are authorized to issue Special Operations Manuals within their respective division/units. All incorporated material will be approved by the Chief of Police prior to issuance.
- 1. Employees assigned to these divisions/units will comply with all guidelines and procedures contained within these Special Operations Manuals.
  - 2. The issuing official will ensure that an updated copy of the Special Operations Manual is maintained within the originating division/unit. Additionally, the Official will provide a duplicate Special Operations Manual and revisions to all affected members, Division Commanders and the Research and Planning Division.
  - 3. The organization of Special Operations Manuals will be based on the General Orders format.
- G. The Deputy Chief, Administrative Services Bureau, will ensure the proper dissemination and receipt of written directives and other publications.
- H. Departmental Forms
- 1. The Research and Planning Division is responsible for coordinating the development, modification, approval and review of all MTPD forms. Personnel who seek to create or revise a MTPD form will submit recommendations to the Research and Planning Division for review.
  - 2. The Assistant Chief of Police will approve all forms prior to use.
- I. The Assistant Chief of Police will ensure that statistical and analytical reports of topical and relevant information are disseminated to affected Bureau and Division Commanders as required.

  
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Chief of Police