

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 10/11/2018	Supersedes Policy Dated: 07/01/2015	Rescinds:	SOG Number: 101.2
Accreditation Index: 12.1.2, 12.1.3 ¹			
Part Title: Administration		Chapter Title: Role and Authority	
Chief of Police:			

Command Protocol

I Policy

It is the policy of the Springfield Police Department to provide uniform direction to all Police Department employees through an established chain of command in order to promote consistency, reduce confusion, and enhance public safety operations.

II Definitions

Lethal Force – Force used upon a person which results in death or serious physical injury. ²

III Procedure

1 COMMAND STRUCTURE ³

- 1.1 In normal day to day operations, the following command structure is in place: (CALEA 12.1.2(d))
 - 1.1.1 The Chief of Police represents the highest-ranking authority within the Police Department.
 - 1.1.2 Majors are the highest-ranking officer within a Bureau.
 - 1.1.3 Captains are the highest-ranking officer within a Division.
 - 1.1.4 Lieutenants are the highest-ranking officer within a Section.
 - 1.1.4(a) Lieutenants serve as Watch Commanders and are the Chief's representative having overall command authority of Police Department operations both

¹ 5th Edition removed from all CALEA standard references throughout the policy, per PCO 18-030.

² Definitions section revised, *lethal force* definition added, per Policy Change Order 18-030.

³ Section 1 revised; heading added, sub-sections renumbered, & punctuation corrections; per PCO 18-030.

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administratively and operationally after hours (1700-0800) and on weekends (Saturday and Sunday).

1.1.5 Sergeants, unit supervisors, and shift supervisors are first-line supervisors within their respective squads or units.

1.2 Corporals serve as relief first-line supervisors in the Sergeant's absence. They shall perform supervisory duties as assigned for subordinate personnel including reviewing and approving work, conducting squad meetings, and initiating corrective action including disciplinary action as required.

2 COMMAND SUCCESSION ⁴

2.1 The protocol for command succession shall be as follows: (CALEA 12.1.2(a))

2.1.1 From Chief of Police to designated Acting Chief of Police or the most senior Major,

2.1.2 From Major to the designated Acting Major or the most senior Captain,

2.1.3 From Captain to the designated Acting Captain or the most senior Lieutenant on duty,

2.1.4 From Lieutenant to the designated Acting Lieutenant or the most senior Sergeant on duty,

2.1.5 From Sergeant to the designated Acting Sergeant or the most senior Corporal on-duty from within that Division,

2.1.6 From Corporal to the designated Acting Corporal or the most senior Police Officer on duty from within that Division.

3 ORDERS ⁵

3.1 All personnel shall immediately comply with the lawful direction provided by an officer or employee of supervisor rank. Failure to do so may be considered insubordination. (CALEA 12.1.3)

3.1.1 Employees shall not carry out an unlawful or unethical order. If an employee receives an order they believe to be unlawful/unethical, they shall respectfully advise the superior issuing the order. If the order is not then rescinded, the employee shall contact a higher authority to confer with the issuing person to resolve the matter. ⁶

3.1.1 (a) Any employee who refuses to comply with an order will be required to justify their inaction.

3.1.2 In the event an employee receives an order which is in conflict with a previous order, they shall notify the supervisor issuing the conflicting order. Responsibility

4 Section 2 heading added, sub-sections renumbered as necessary, per Policy Change Order 18-030.

5 Section 3 heading added, sub-sections renumbered as necessary, per Policy Change Order 18-030.

6 Section 3.1.1 added regarding unlawful order procedure, per Policy Change Order 18-030.

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for disobedience of the first order then shifts to the supervisor who issued the second and conflicting order.

4 AUTHORITY AND RESPONSIBILITY ⁷

- 4.1 All supervisors and commanders retain full authority and responsibility for their positions until relieved by an authorized person.
- 4.2 Supervisors and commanders shall name a subordinate to acting authority whenever they cannot be physically present and able to assume command functions.
- 4.3 Notification of transfer of command authority shall be completed in writing, on a timely basis, and circulated to all affected personnel.
- 4.4 Acting supervisors and commanders have the full authority and responsibility of the position they assume until relieved by their supervisor or another superior officer.

5 INCIDENT COMMAND PROTOCOL ⁸ (CALEA 12.1.2(b))

- 5.1 In exceptional situations, catastrophic events, major crimes, dignitary protection operations, or other large-scale events; the ranking officer on scene will assume command of the police operation as Incident Commander until relieved by a higher-ranking authority.
- 5.2 An Incident Commander, usually the rank of Lieutenant, shall be designated and shall have overall command authority over the operational management of the incident.
 - 5.2.1 The Watch Commander shall assume initial responsibility until formally relieved by higher authority.
- 5.3 Transition of command over an incident from one person to another shall be formally declared to all personnel involved in the operation. (CALEA 12.1.2(c))
- 5.4 When two supervisors of equal rank appear on a field operation, the Uniform Operations Bureau supervisor assigned to that zone shall assume command until relieved by a higher-ranking supervisor.
 - 5.4.1 Exception: Incidents of officer-involved lethal force shall be investigated by the Criminal Investigations Persons Section. The Criminal Investigations Persons Lieutenant shall be the Incident Commander in these situations.

6 MILITARY COURTESY AND PROTOCOL ⁹

- 6.1 On-duty Police Department employees shall address ranking officers, non-sworn supervisors, and managers as indicated below when in the presence of other junior-ranking employees, representatives from other agencies or departments, or the public.
 - 6.1.1 Employees shall address a ranking officer by their rank (e.g. “Corporal” or “Corporal Jones”) or address them as “Sir” or “Ma’am”, as appropriate.

⁷ Section 4 heading added, subsequent sections were renumbered accordingly, per Policy Change Order 18-030.

⁸ Section 5 revised; heading shortened, sub-sections renumbered, & terminology updated; per PCO 18-030.

⁹ Section 6 renumbered, per Policy Change Order 18-030.

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- 6.1.2 Employees shall address non-sworn supervisors and managers as “Mr.”, “Sir”, “Ms.”, or “Ma’am”, as appropriate.
- 6.2 Employees may address ranking officers, non-sworn supervisors, and managers by their first name, only if authorized by that person *and* others described below are not present.
 - 6.2.1 It is not appropriate to address a ranking officer, non-sworn supervisor, or manager by their first name in the presence of junior-ranking employees, representatives from other agencies or departments, or in public.

IV Attachments