

**PRINCE WILLIAM COUNTY POLICE DEPARTMENT
MANUAL OF GENERAL ORDERS**

General Order: 1.07	Effective: 07/05/2019	Supersedes: 08/31/2018	Number of Pages: 14
----------------------------	------------------------------	-------------------------------	----------------------------

DEPARTMENTAL ORGANIZATION: SUPPORT SERVICES DIVISION

A. The purpose and function of the Support Services Division is to support operational and investigative personnel by supplying them with records, information, identification support, controlling recovered and confiscated property covered under the purview of the Department, ensuring that the proper chain of evidence is maintained for all evidence, warrant system control, management of departmental administrative tasks such as training, inspections and applicant investigation.

B. Division Organization

For administrative purposes and the delegation of responsibility, the Support Services Division will be organized as follows:

1. Assistant Chief for Support Services (Major)
 - a. Prince William County Criminal Justice Academy Director (Captain)
 - 1) Basic Recruit Training and Driver Training
 - 2) In-Service Training
 - 3) Firearms Training and Special Projects
 - 4) Curriculum and Academy Accreditation
 - 5) Accounting and Travel
 - 6) Cadet Program
 - 7) Citizens' Police Academy
 - b. Police Personnel Bureau Commander (Lieutenant)
 - 1) Recruitment and Selection
 - 2) Background Investigation
 - 3) Polygraph Administration
 - 4) Comprehensive Physical Examination Program
 - 5) Promotional Process Administration
 - 6) Random Drug Screening
 - c. Administrative Services Bureau Commander (Captain)
 - 1) Forensic Services Section
 - a) Crime Scene Unit
 - b) Fingerprint Unit
 - c) Photo Lab Unit
 - 2) Licensing Section
 - a) False Alarm Reduction Unit

- b) Inoperable Vehicles
 - c) Licenses, Permits, and associated Fingerprinting
 - d) Parking Records
 - e) Taxicab Inspection
 - f) Towing Coordinator
- 3) Criminal Evidence Section
 - a) Court Liaison
 - 4) Logistics and Support Section
 - a) Ballistics Management Program
 - 5) Fleet Management Section
 - 6) Records Section
 - a) Incident Data Reporting
 - b) Information Services
 - c) Telephone & Online Reporting Unit
 - d) Warrant Control Unit
- d. Animal Control Bureau (Civilian Division Chief)
 - 1) Animal Care
 - 2) Animal Control
 - 3) Administration
 - e. Wellness and Resiliency Unit (Lieutenant)
 - 1) Peer Fitness Advisors
 - 2) Peer Support
 - 3) Chaplain Program
 - 4) Liaison to Public Safety Resiliency Center
 - 5) Athletic Training Program

C. Assistant Chief for Support Services (Major)

The Assistant Chief for Support Services is the Division's Commander and shall be directly responsible to the Deputy Chief of Police for all matters pertaining to the elements of the position's command. These duties and responsibilities include, but are not limited to, the following:

1. Planning, organizing and directing the activities of personnel assigned to the division. Submit an annual report detailing the Division's goals and objectives for the upcoming year.
2. Develop and promote programs designed to foster cooperation with other elements of the Department, as well as with other County agencies that may assist in the delivery of services.
3. Meet frequently with subordinate supervisors and disseminate orders and ensure uniform interpretation and compliance of such orders.

4. Maintain hours of duty in accordance with the needs of the division, but will be available for duty at all times in case of special need or emergency.
5. Familiarize him or herself with administrative policy, rules and regulations of the Department, and promote adherence thereto within the division.
6. Endeavor to keep informed of the affairs of the division and the performance of subordinates.
7. Be diligent in promoting high ethical standards in the operations of conduct of the division and assigned personnel.
8. Collaborate and cooperate with other division heads and staff officers for the purpose of:
 - a. Organizing and conducting a continuing progressive program of personnel training and development.
 - b. Improving working conditions for optimum member efficiency and morale.
 - c. Recognizing outstanding personnel performance adequately.
 - d. Improving the quality of performance in areas of common responsibility.
 - e. Advancing a sound program for earning community confidence and support to include participation from both citizens and other County agencies.
9. Submit reports as may be required by higher authority to accurately reflect the problems, activities and accomplishments of the division.
10. Be alert to the grievances of personnel within the division and ensure they are handled promptly at the lowest appropriate level in the chain of command. Grievances that cannot be resolved within the division will be promptly forwarded to the Chief of Police.
11. Responsible for all departmental property.
12. Responsible for the police fleet.
13. Responsible for administering, and reviewing annually, the Department's promotional and recruitment programs.
14. Responsible for the recruitment of applicants that will ensure a highly qualified and diverse workforce. Every effort is to be made to ensure that the Department's workforce reflects the racial, gender, and ethnic demographics of the County's available workforce.
15. Responsible for the selection process for all applicants, sworn and non-sworn, certified by the County Human Resources Department, until such time the applicant is eliminated from consideration or offered employment.
16. Participate in the preparation of the Department's annual budget.
17. Ensure that appropriate Job Task Analyses are performed in support of the proper administration of the Promotion Screening Program, , the Department's overall training program, and the recruitment and selection process. Such Job Task Analyses are in addition to those maintained by the County Human Resources Department in accordance with County Personnel Policy.
18. Assist the Chief of Police in the discharge of the Chief's official responsibilities and accountabilities as necessary.

19. Represents the Department and/or the Chief of Police at conferences, seminars and meetings.
20. Assist the Chief of Police on budget estimates and expenditure control of departmental appropriations.
21. Administer discipline, delegating authority when consistent with the good order of the Department.
22. Serve as liaison officer for other police departments, government officials, commissions and councils, assisting them in problem solving and information exchange. All actions taken within this context will be consistent with the Department's emphasis on community and problem solving policing.
23. Assist the Chief of Police in the formulation of departmental policies and procedures.
24. Handle grievances of departmental personnel and approve transfers of departmental personnel.

D. Administrative Services Bureau Commander (Captain)

The Administrative Services Bureau Commander will be directly responsible to the Assistant Chief for Support Services for all matters pertaining to the elements of the position's command. The Commander will normally oversee the Criminal Evidence Section, Logistics and Support Section, Fleet Management Section, Forensic Services Section, Records Section, and Licensing Section. The position's duties and responsibilities include, but are not limited to, the following areas:

1. Be responsible for planning, organizing and directing activities of personnel assigned to the bureau.
2. Develop and promote programs designed to foster cooperation with other elements of the Department, and other County agencies and that are consistent with the Department's emphasis on community and problem solving policing.
3. Meet frequently with subordinate supervisors and disseminate orders, and ensure uniform interpretation and compliance of such orders.
4. Maintain hours of duty in accordance with the needs of the bureau, but will be available for duty at all times in case of special need or emergency.
5. Be proficient in administrative policy, rules and regulation of the Department, and promote adherence thereto within the bureau.
6. Endeavor to keep informed of the affairs of the bureau and the performance of their subordinates.

7. Be diligent in promoting high ethical standards in the operations of conduct of the bureau and assigned personnel.
8. Collaborate and cooperate with other division heads and staff officers for the purpose of:
 - a. Organizing and conducting a continuing progressive program of personnel training and development.
 - b. Improving working conditions for optimum member efficiency and morale.
 - c. Recognizing outstanding personnel performance adequately.
 - d. Improving the quality of performance in areas of common responsibility.
 - e. Advancing a sound program for earning community confidence and support to include participation from both citizens and other County agencies.
9. Submit reports as may be required by higher authority to accurately reflect problems, activities and accomplishments of the bureau.
10. Be alert to grievances of personnel within the bureau and ensure they are handled promptly at the lowest appropriate level in the chain of command. Grievances that cannot be resolved within the division will be promptly forwarded to the Chief of Police.
11. Assume other duties and assignments as directed to do by higher authority.

E. Criminal Evidence Section

The Criminal Evidence Section supervisor will be responsible to the Administrative Services Bureau Commander or Deputy Commander for all matters pertaining to the elements of the position's command. The general duties and responsibilities include, but are not limited to, the following:

1. Planning, organizing and directing the activities of the section.
2. Familiarize him or herself with administrative policy, rules, and regulations of the Department, and promote adherence thereto within the section.
3. Submit reports, as may be required, to accurately reflect the problems, services, and activities of the section.
4. Be alert to grievances of personnel within the section and ensure they are handled promptly. Grievances that cannot be resolved within the section will be promptly forwarded to their supervisor.
5. Responsible for conducting a systematic program designed to safeguard, account for, and afford retrieval of all recorded or found property channeled to the Criminal Evidence Section for storage or held by officers for court purposes.

6. Disposing of stored property in accordance with legal provisions.
7. Conduct, at least monthly, inspections of the Criminal Evidence Section to ensure that procedures are being followed.

F. Logistics and Support Section

The Logistics and Support Section supervisor (Police Logistics Manager) will be responsible to the Administrative Services Bureau Commander or Deputy Commander for all matters pertaining to the elements of the position's command. The general duties and responsibilities include, but are not limited to, the following:

1. Planning, organizing and directing the activities of the section.
2. Familiarize him or herself with administrative policy, rules and regulations of the Department, and promote adherence thereto within the section.
3. Submit reports, as may be required, to accurately reflect the problems, services and activities of the section.
4. Be alert to the grievances of personnel within the section and ensure they are handled promptly. Grievances that cannot be resolved within the section will be promptly forwarded to their supervisor.
5. Responsible for conducting a systematic program designed to safeguard, account for, order and distribute equipment, uniforms and supplies. This will be coordinated with the Financial & Technical Services Division's Fiscal and Policy Management Bureau.
6. Disposing of stored property in accordance with legal provisions and the County Asset Disposal Policy.
7. Conduct, at least monthly, inspections of the Logistics and Support Section to insure that procedures are being followed.

G. Forensic Services Section

The Forensic Services Section will be responsible for maintaining fingerprint and photograph files, processing non-routine evidence, developing photographs, establishing latent print identification, and the processing of major crime scenes upon request. This section will also assist in providing CST training and general guidance to all members on locating, recovering and processing physical evidence.

The Forensic Services Section supervisor will be responsible to the Administrative Services Bureau Commander or Deputy Commander for the elements of the position's command. These general duties and responsibilities include, but are not limited to, the following:

1. Staffing the Department's photo laboratory.
2. Managing the operations of the Fingerprint Unit.
3. Maintaining a photo and fingerprint file on all persons arrested by members on reportable offenses.
4. Be responsible for processing certain crime scenes and handling evidence pertinent to the case in such a manner as to permit successful presentation in court.
5. Assisting the Criminal Justice Academy in the training of the use of photo equipment.
6. Be responsible for the maintenance of all Forensic Services Section equipment and departmental cameras.
7. Assisting in the training of Crime Scene Technicians.
8. Be responsible for maintaining ASCLD/LAB Accreditation and the procedures associated with ASCLD/LAB yearly Surveillance Visits.
9. Be alert to the grievances of personnel within the section and ensure they are handled promptly. Grievances that cannot be resolved within the section will be promptly forwarded to their supervisor.

H. Records Section

The Records Section is responsible for providing the manual and automated central records functions for the Department, which include report review, control and retrieval as well as overall maintenance of the Department's records.

The Records Section Manager will be responsible to the Administrative Services Bureau Commander or Deputy Commander for all matters pertaining to the elements of the position's command. These duties include, but are not limited to, the following:

1. Be responsible for planning, organizing and directing the activities of the section.
2. Familiarize him or herself with the administrative policy, rules and regulations of the Department, and promote adherence thereto within the section.
3. Submitting reports as may be required to accurately reflect the problems, services and activities of the section.
4. Be alert to the grievances of personnel within the section and ensure that they are handled promptly. Grievances that cannot be resolved will be promptly forwarded to their supervisor.

5. Providing around-the-clock service to the Department whereby certain administrative information and records can be maintained, channeled, and re-routed to segments of the Department and outside agencies on a need to know basis.
6. Be responsible for the accurate keeping of all necessary records and the retrieval of information as need dictates and the establishment of such filing systems as may be necessary.
7. Be responsible for the keeping of statistical data and reports.
8. Reviewing reports for accuracy and completeness and where necessary make inquiry of the author of the report through the chain of command.
9. Supervising the Telephone & Online Reporting Unit.
10. Be responsible for ensuring Department records are securely stored in accordance with the records and retention schedules issued by the Library of Virginia.

I. Licensing Section

The Licensing Section is responsible for the Department's administration of County ordinances pertaining to the issuance of licenses and permits for itinerant vendors/solicitors/peddlers, precious metals and pawn shop dealers, and taxicabs. The section conducts background investigations for massage establishments, documents sex offender registrations and updates, and provides general fingerprinting services. The section is responsible for maintaining the automated and manual files on these licenses and permits. The section is charged with collecting false alarm data along with maintaining files on all alarm accounts and alarm companies. The section processes false alarm fines and registration application/renewal fees. The section is responsible for maintaining files on all parking citations (electronically and manually written) and fines collected by a third party vendor. The section processes all parking citation contest paperwork and voided parking citations. The section is responsible for taxicab operator investigations and ensuring compliance with County Code. The section administers the Department towing policy, vehicle impound lot and the inoperable vehicle ordinance. The section also includes the Court Liaison Unit, which is responsible for day-to-day liaison between the Department and court functions as outlined within the Court Liaison SOP.

The Licensing Section supervisor will be responsible to the Administrative Services Bureau Commander for all matters pertaining to the position's command. These duties include, but are not limited to, the following:

1. Responsible for planning, organizing and directing the activities of the section.
2. Familiarize him or herself with administrative policy, rules and regulations of the Department, and promote adherence thereto within the section.

3. Submitting reports as may be required to accurately reflect the problems, activities and services of the section.
4. Be alert to all grievances of personnel within the section and ensure they are handled promptly. Grievances that cannot be resolved will be promptly forwarded to their supervisor.
5. Acts as the County's liaison to the Taxicab Review Board and serves as the Board of County Supervisor's appointee to the Towing Ordinance Advisory Board (TOAB) and as the Board's appointee to the Metropolitan Council of Governments' sub-committee on taxicab issues.
6. Responsible for the accurate maintenance of all necessary records and the retrieval of information as need dictates, and for the creation of such filing systems as may be necessary.
7. Responsible for the keeping of statistical data and reports as needed.
8. Coordinating the activities of the section with other agencies, departments and other persons as necessary to accomplish the Department's goals and objectives.
9. Responsible for planning, coordinating and scheduling Department member's personal court dates.
10. Provides assistance to the Logistics and Support supervisor who is responsible for logistical support during and after Department events and incidents.
11. Responsible for providing fingerprint services to citizens when required.
12. Conduct taxicab inspections and taxicab meter verifications.
13. Conducts tow truck inspections as required by the Department's Towing Policy.
14. Responsible for the overall operation and effectiveness of the Department's Vehicle Impound Lot.

J. Police Personnel Bureau

The Police Personnel Bureau is responsible for recruiting, processing and selecting qualified applicants for employment with this Department.

The commander of the Police Personnel Bureau will be responsible to the Assistant Chief for Support Services for the elements of the position's command. These duties and responsibilities include, but are not limited to, the following:

1. Responsible for maintaining an active recruitment program to attract qualified candidates from a diverse pool of applicants for actual and/or forecasted Department vacancies.
2. Assuring that all members under their command are knowledgeable in personnel matters, including Equal Employment Opportunity and Affirmative Action as outlined in the Department's "Recruitment and Selection SOP" and other relevant County policies.
3. Be alert to the grievances of personnel within the bureau and ensure they are handled promptly at the lowest appropriate level in the chain of command. Grievances that cannot be resolved within the bureau will be promptly forwarded to the Chief of Police.
4. Supervising the Polygraph, Recruitment and Background Investigations Units.
5. Coordinating all recruitment activities. This will include working with colleges, civic groups, minority groups and other County agencies.
6. Responsible for ensuring the Department's Recruitment and Selection SOP is current.
7. Coordinating the Department's Comprehensive Physical Assessment Program.
8. Helping ensure the Department's compliance with the Americans with Disabilities Act.
9. Coordinating the orientation program for newly hired sworn personnel.
10. Ensuring staff of the bureau is trained to do their job properly.
11. Coordinating polygraph activities, to include monitoring and inspections.
12. Coordinating actions related to positions and classification in the Department.
13. Ensuring the security and confidentiality of all bureau records and facilities.
14. Ensuring that bureau and personnel records are maintained in a proper and legal manner.
15. Ensuring that clear justification exists, and that the reason(s) are documented in the file, when an applicant is rejected or deemed better qualified.
16. Ensuring that applicants are kept informed in a timely manner as to the status of their applications.
17. Represent the Department at INOVA quarterly meetings.
18. Represent the Department in Worker's Compensation Claim discussions, and liaison with Risk Management and the Self Insurance Group (SIG).
19. Administer the Department's Random Drug Screening Program.

20. Coordinate the Sworn Promotional Process.
21. Serves as a Department representative involving Unemployment and Compensation Hearings.
22. Coordinate the Department's Light-Duty Program.
23. Coordinate the process and procedures for resignation/retirements and military deployment of Department members.

K. Prince William County Criminal Justice Academy Director (Captain)

The Academy Director will be directly responsible to the Assistant Chief for Support Services for all matters pertaining to the elements of the position's command. The Director shall oversee the Basic Training Unit, the In-Service Unit, the Firearms Training Unit, the Driver Training Unit, as well as the Cadet Program and the Citizen's Police Academy.

The Academy is responsible for identifying and coordinating the training of all members. The Academy shall also maintain accurate training records on all personnel.

These general duties and responsibilities include, but are not limited to, the following:

1. Responsible for maintaining the Criminal Justice Academy's certification by the Virginia Department of Criminal Justice Services.
2. Responsible for coordinating and implementing training and education of all Department members according to Department policy and Department of Criminal Justice Services regulations and standards.
3. Notify members of compulsory and elective training opportunities and assure attendance at compulsory training.
4. Maintaining personnel training records.
5. Administering and coordinating the Cadet and Field Training Officer programs of the Department.
6. Planning and developing training programs to meet the changing needs of the Department:
 - a. Selecting appropriate instructors.
 - b. Requiring an approved lesson plan be submitted prior to implementing the training, which establishes performance objectives of the training, the content of the training and specification of the instructional techniques as well as the means of testing.

c. Ensuring training supports the Department's mission, values, strategic plans, goals and objectives.

7. Continually evaluate, update and revise all training programs as appropriate.

The constant and continuous evaluation is necessitated due to changes in law enforcement philosophies, strategies and tactics; the law, and court decisions that directly or indirectly affect the policies/procedures or practices of the Department.

This ongoing evaluation shall reflect the Department's commitment to community and problem solving policing.

8. Authorized to open various training programs to other law enforcement agencies, if space is available and the needs of the Department are met first.

9. Be made aware of any similar such invitations extended by other law enforcement agencies or organization to members of this Department in order to document the training.

10. Provide notice of training that is available to departmental personnel.

11. Responsible for other training related duties as may be assigned.

12. Responsible for the publication of training bulletins within the RC newsletter is produced by the PIO office not SSD.

13. Meet at least once every two weeks with subordinates.

14. Meet at least annually with Senior Staff or their designees to discuss training needs.

15. Responsible for all training of Department members as required by written standards of the Department, those accrediting and certifying associations, and regulatory agencies that affect the Department and its members.

16. Coordinating an orientation program for all newly hired personnel.

17. Coordinating with the County's Department of Fire and Rescue to ensure there are no training conflicts.

18. Ensuring that all contract schools are processed and handled in accordance with County policy.

19. Chair the Department's Training Committee.

20. Monitoring the Department's training programs for quality control.

21. Coordinating specialized in-service training of members in full-time and part-time specialized assignments.
22. Ensure that the requirements of the training agreement between the Police Department, Adult Detention Center and the Sheriff's Office are met as member agencies of the Academy.

L. Animal Control Bureau

This bureau is responsible for enforcing laws and ordinances relating to the Virginia Animal Welfare Act, Virginia animal cruelty laws, and Virginia and County dog laws. This bureau has the responsibility of enforcing these laws within their jurisdiction over all domestic and companion animals (including all exotic birds and animals).

1. Bureau Director

The Director of the Animal Control Bureau shall be directly responsible to the Assistant Chief for Support Services for all matters pertaining to all elements within his or her command. These duties and responsibilities include, but are not limited to, the following listed areas. As such, they will:

- a. Plan, organize and direct the activities of assigned personnel within the bureau.
- b. Formulate policy relative to the operation of the County Animal Shelter, corral, dog park, and the Shelter and Enforcement Branches within the bureau.
- c. Be responsible for facility management of the structures and grounds assigned to the Animal Control Bureau. This entails writing specifications for bids, long-range management projections relative to logistical needs, liaison with other departments and acquisition of materials and supplies.
- d. Be responsible for maintaining controlled substances and other drugs used for euthanasia and immobilization and treatment of animals impounded, and in this pursuit, they must maintain current federal and state controlled substance licenses.
- e. Represent Prince William County and testify before state-level hearings on proposed animal legislation.
- f. Directs and supervises the responsibilities and duties of the Chief Animal Control Officer, Animal Control Patrol Supervisor, and Head Animal Caretaker as outlined in the Animal Services Bureau Standard Operating Procedures.

2. Chief Animal Control Officer

This member is responsible for the direct supervision of all Deputy Animal Control Officers of the bureau. The member in this position is responsible for directing the operations of the entire bureau during the absence of the Director.

M. Wellness and Resiliency Unit

The objective of the Wellness and Resiliency Unit is to demonstrate the Department's commitment to a program that assists employees in maintaining and/or improving their overall wellness. It is a multi-faceted approach that offers educational opportunities, as well as a variety

of tools to include, but not limited to: wellness assessments, fitness opportunities, and peer support groups.

The Wellness and Resiliency Unit will work in conjunction with the County's Public Safety Resiliency Team.

The Wellness and Resiliency Unit Supervisor is responsible for the following tasks:

1. Responsible for the planning and implementation of the Physical Fitness Program (See Physical Fitness Program SOP).
2. Work in conjunction with the Personnel Bureau Supervisor to facilitate Applicant physical testing and Early Hire/Cadet physical training program.
3. Manage the Wellness and Resiliency Advisory Council.
4. Risk Management Facilitator and County Health and Wellness Council Representative.
5. Serve as point of contact for the Public Safety and Resiliency Program.
6. Coordinate the Chaplain Program (See the [Chaplain Program SOP](#))
7. Oversee the administrative functions of the Peer Support Team. The Peer Support Team will include both sworn and civilian staff. (See the Peer Support Team General Orders [14.01 Peer Support Team: General Guidelines](#) and [14.02 Peer Support Team: Team Activation](#))
8. Manage the Peer Fitness Advisor Team. The Peer Fitness Advisor Team will include both sworn and civilian staff and will contain representatives from each Division within the Department. (See [Peer Fitness Advisor Team SOP](#))
9. Facilitate Department wellness activities (i.e. Annual County Wellness Fair, Department 5K, Health Screenings, etc.)
10. Facilitate Department representation at regional wellness events (i.e. 911, Arlington 5K, National Police Challenge 50K Relay, FBI Police Week 5K, etc.)
11. Organize quarterly Wellness Newsletter.
12. Act as point of contact for staff who potentially meet the criteria as being in need of resources.
13. Facilitate scheduling for staff mandated to meet with Behavioral Therapist.
14. Provide Chief of Police with a monthly report of Unit activities.