

 <p><b>Cambridge Police Department</b></p>	<b>POLICY &amp; PROCEDURES</b>		<b>No. 105</b>
	Subject/Title: <b>Duty Chief Responsibilities</b>		
	Issuing Authority: 	Issue Date:	Effective Date: <b>07/01/09</b>
	Robert C. Haas Police Commissioner	Review Date:	Rescinds:
References/ Attachments:	Accreditation Standards: <b>11.4.5; 12.1.2; &amp; 46.1.3 (c) &amp; (d)</b>		

## I. PURPOSE:<sup>1</sup>

For purposes of maintaining the continuity of command, as well as good and proper order within the police department, the functional role/title of Duty Chief has been created. The Duty Chief is the commanding officer designated as being the officer in charge of all operational aspects of the Cambridge Police Department at any given moment in time. The primary duties of the Duty Chief are to ensure the good and proper order of the police department and to coordinate the various operational units within the department with respect to the delivery of police services provided by the Patrol Operations Division, along with the coordination of any other agency.

## II. POLICY:<sup>2</sup>

Given the fact that the Cambridge Police Department is operational twenty-four hours a day and seven days a week, a commanding officer who holds the rank of Deputy Superintendent (or higher rank) will have the additional responsibilities of serving as the designated Duty Chief. At all times, there will be a commanding officer who will be designated as the Duty Chief. Normally, a Deputy Superintendent assigned to the Patrol Operations Division shall serve in the capacity of Duty Chief. At no time will there be a break in command as it relates to the designation of a Duty Chief.

<sup>1</sup> CALEA Std.: **12.1.2** – A written directive establishes the command protocol for the following situations, at a minimum:

- a. In the absence of the chief executive officer;
- b. In exceptional situations;
- c. In situations involving person of different functions engaged in a single operation; and
- d. In normal day-to-day agency operations.

<sup>2</sup> CALEA Std.: **12.1.1 (a)**

### III. GENERAL GUIDELINES AND CONSIDERATIONS:

Unlike most other professions, policing represents its own unique challenges in terms of remaining fully operational where there cannot be an interruption in its operational effectiveness and as result must continuously preserve the continuity of command. There cannot be any point in time, when a commanding officer is not designated as being the officer-in-charge of the department's overall operations, both during times when a commanding officer is scheduled to work and also when there are no commanding officers scheduled to work.

In order to achieve this objective, the department has established the functional role of the "Duty Chief." The Duty Chief is a commanding officer normally assigned to the Patrol Operations Division who is designated as the officer-in-charge of the overall operations of the police department. When there is no commanding officer working, a commanding officer will be designated as the Duty Chief who will be expected to be available to respond to incidents or events at all times.

The Duty Chief is responsible for preserving the overall good order and functionality of the police department. It is also the Duty Chief who will support the day-to-day operations of the police department, take whatever action is required to address any problems or operational barriers that might arise, and be responsible for keeping the command staff of the police department fully abreast of any issues, which may warrant the involvement of the Police Commissioner, Division Commanders, or the action of other commanding officers assigned to other operational sections of the department. To achieve this continuous coverage of the Duty Chief, it will be the responsibility of the Division Commander of Patrol Operations to designate the Duty Chief, both during normal operational hours and after hours.

### IV. PROCEDURES:

**A. Designation of the Duty Chief:**<sup>3</sup> It will be the responsibility of the Patrol Operations Division Commander to typically designate one of the Deputy Superintendents assigned to the Patrol Operations Division as the Duty Chief. When a Deputy Superintendent is working at the time an incident occurs he/she will assume the role of Duty Chief. During those times when more than one Deputy Superintendent is working one of them will be designated as Duty Chief by the Operations Division Commander. When a Deputy Superintendent is not working, the following set of procedures will be put into effect:

1. The Operations Division Commander will designate one of the Operations Deputy Superintendents as the Duty Chief each week. These assignments will begin each Monday at 7:00AM and will end the following Monday at the

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<sup>3</sup> CALEA Std.: 12.1.2 (a)

same time. Should an incident occur at a time when no Deputy Superintendent is working the designated Duty Chief will assume the duties as set forth in this Policy.

2. If a Deputy Superintendent who would normally assume this duty is unavailable, the Patrol Operations Division Commander will assign that duty to another commanding officer.
3. Although the Deputy Superintendents assigned to the Patrol Operations Division will normally assume this designation, nothing precludes the Patrol Operations Division Commander from assuming those duties or assigning a Deputy Superintendent from another operational section of the department, if the need arises and only after consultation with the appropriate Division Commander.
4. The weekly schedule for the Duty Chief will be disseminated by the Patrol Operations Division Commander to the following locations:
  - a. Office of the Commissioner
  - b. Support Services Division Commander
  - c. Criminal Investigations Section (Deputy Superintendent)
  - d. Youth/Family Services Unit
  - e. Community Relations Unit
  - f. Shift Commander’s Office
  - g. Public Information Office
5. It is the responsibility of the designated Duty Chief to be available at all times while serving in the capacity of Duty Chief. While off-duty, the Duty Chief will be sure that the Shift Commander has contact information where he/she can be reached without unnecessary delay.

**B. Duties & Responsibilities of Duty Chief:**<sup>4</sup> The primary duty and responsibility of the Duty Chief are to provide for the continuous and orderly operation of the entire police department. This does not take the place of the Shift Commander’s duties and responsibilities as it relates to the overall management of daily operations of the police department, but is designed to support and facilitate the needs of the daily operations and provide for the overall communications, coordination, and cooperation of all of the operational entities within the police department. The Duty Chief is responsible for making sure that all operational components within and outside the police department are brought to bear in a coordinated fashion as any situation or event may dictate or require. The specific duties associated with this functional title, include the following:

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<sup>4</sup> CALEA Std.: 12.1.2 (d)

1. Determine the appropriateness of making notifications to the Command Staff of the police department relative to developing situations or issues.
2. Ensure there is ongoing coordination and support for the effective control of a large-scale event or major incident (e.g., major crime scenes, multiple alarm fires, large planned community events, etc). At times this may require the coordination not just within the police department, but also among a variety of agencies that may be involved.
3. In consultation with the Shift Commander, determine appropriateness and/or need for bringing other resources in to assist with a situation, such as, activating the TPF/SRT, investigative support, youth services intervention, etc.
4. Ascertain the appropriateness and timeliness of notifying other city officials through the established Notification Process.
5. Be available to provide additional guidance and advice to the daily Shift Commanders as the need arises.
6. On occasion, may be required to serve as the official spokesperson for the department, as may be directed by the Police Commissioner.
7. Perform any other duties that may be required depending the complexity or seriousness of the event.
8. Ensure after-action reports are prepared for any large-scale incident or event is assigned for completion as deemed to be appropriate, and to review said reports prior to forwarding for review by the Command Staff.

**C. Notifications to the Duty Chief:**<sup>5</sup> Normally, it will be the responsibility of the Shift Commander to notify the designated Duty Chief of any situations that may warrant additional notifications or when a situation appears to be evolving beyond normal operational guidelines. These situations or events would include, but not necessarily limited to the following:

1. All major or serious crimes, events, or other incidents that may become or have become potentially newsworthy, particularly those incidents when there are serious injuries involved.

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<sup>5</sup> CALEA Std.: **11.4.5** – *A written directive describes the procedure for notifying the agency's chief executive officer or designee of incidents where there may be a question as to the agency's liability or those which may result in heightened community interest.*

2. Any suspected homicides, particularly when the District Attorney's Office is being notified.
3. Any confirmed shooting incidents whether or not there have been any serious injuries.
4. Any situation that involves the serious injury or death of a member of police department or any other city employee.
5. Any situation where a member of the police department has been implicated in criminal activity or serious infractions of the department's Rules & Regulations (also refer to *Policy #205 – Off-Duty Powers & Conduct*).
6. Any situation when a member of the police department, city employee, or public official has been placed under arrest or involved in a criminal investigation.
7. Any incident that involves extensive damage to city-owned property, including school properties.
8. Any time the Shift Commander determines it is necessary to activate the Emergency Alert/Recall of department personnel for a serious incident.
9. Any time the Shift Commander is in doubt as to whether or not to notify the Duty Chief, he/she should err on the side of caution and make the notification.

**D. Actions of the Duty Chief:**<sup>6</sup> Whenever the Duty Chief becomes aware of any of the aforementioned situations or incidents, it then becomes the responsibility of the Duty Chief to consider or take the following steps:

1. Ensure that the Shift Commander has all of the resources required to effectively deal with the situation.
2. Ensure that the incident command system is
3. Ensure that all notifications that are normally made with respect to an incident, such as, District Attorney's Office, Probation Department, DSS, and so on.
4. Ascertain sufficient facts relative to the situation, so as to give the Shift Commander proper and complete instructions, and also be able to ascertain

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<sup>6</sup> CALEA Std.: **12.1.2 (b) & (c)**; & Std.: **46.1.3** – *At a minimum, the command function will address the following:*  
*c. initiating the notification and mobilization of additional agency personnel; and*  
*d. obtaining support from other agencies.*

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the need to make any additional notifications to the command staff and other unit commanders.

5. Determine the need or appropriateness to respond the scene of the incident.
6. Make a determination as to whether other operational entities within the department should be notified or deployed to the situation (criminal investigations, crime scene processing, juvenile operations, public information, etc).
7. Make a determination as to whether there is a need to notify the Patrol Operations Division Commander and/or Police Commissioner.
8. Take whatever other action that is deemed appropriate at the time.