



# TYLER POLICE DEPARTMENT

## GENERAL ORDER: 02.400

	<b>SUPPORT SERVICES DIVISION</b>	
	<b>EFFECTIVE DATE: 07-01-1993</b>	
	<b>REVISED DATE: 03-17-2017</b>	
<b>CALEA STANDARDS: <u>11.1.1</u>; <u>12.1.2</u>; 15.1.1; 15.1.2; 17.2.2; 11.4.3</b>		

02.401 SUPPORT SERVICES ASSISTANT CHIEF / DIVISION COMMANDER

[CALEA Standard: 15.1.1; 15.1.2; 17.2.2]

- A. The Support Services Division Commander / Assistant Chief will be directly responsible to the Chief of Police for:
1. The efficient operation of the Division and the professional conduct of the personnel assigned.
  2. Preparation, execution, and control of the Department Budget.
  3. Evaluating the performance of division programs and individuals and regularly reporting to the Chief of Police.
  4. Monitoring the fiscal & regulatory services for the Police Department and coordinating the annual budget for the Department.
  5. Providing oversight accountability for the department's Accreditation / Lean Six Sigma Program, Alarm Program, Building / Fleet Services, Career Development Unit, Communications Unit, Data Management, and Technology Unit.
  6. Coordination of the Planning and Research function of the Department to include the Multi-Year plan, the Business Plan, and the Community Survey.

02.402 ACCREDITATION / LEAN SIX SIGMA LIEUTENANT – [CALEA Standard 11.4.3]

- A. The Accreditation / Lean Six Sigma Lieutenant will be directly responsible to the Support

Services Division Commander / Assistant Chief for:

1. Fulfilling the role of Accreditation Manager by maintaining the department's CALEA Accreditation status through proper collection and documentation of all relevant standards.
  - a. The Accreditation Manager shall receive specialized accreditation manager training within one year of being appointed.
2. Ensuring all accreditation proofs of compliance are correctly upload and attached to the appropriate standard.
3. Develop and maintain a system to ensure all periodic CALEA mandated reports and reviews are completed.
4. Periodically reviewing, updating, and disseminating all department policies approved by the Chief of Police.
5. Monitoring the development and progression of all Lean Six Sigma projects within the department.
6. Supervising and evaluating the performance of the Technology Unit Sergeant, Support Services Administrative Secretary, and the Support Services Senior Secretary.
7. Keeping the Support Services Division Commander / Assistant Chief abreast of all new department technology implementation.
8. Participating in the development, coordination, and execution of the department's budget, Multi-Year plan, Business Plan, and Community Survey.
9. Performing any other duties assigned by the Support Services Division Commander / Assistant Chief.

#### 02.403 SUPPORT SERVICES SECRETARIES

- A. The Support Services Administrative Secretary will be directly responsible to the Support Services Division Accreditation / Lean Six Sigma Lieutenant for:
  1. Assigned duties such as typing, distribution, and filing of memos, letters, orders, requisition forms, miscellaneous reports, and papers.
  2. Maintaining administrative files.
  3. Participating in the purchasing process by reviewing receipts and documentation, preparing reports and requests for reimbursements, and requisitions entry.
  4. Acting as the Insurance Liaison to all department personnel.
  5. Documentation and Submission of all payroll activity outside the Patrol Division.
  6. Maintaining the Petty Cash account.

7. Performing any other duties assigned by the Support Services Division Accreditation / Lean Six Sigma Lieutenant.
- B. The Support Services Senior Secretary will be directly responsible to the Support Services Accreditation / Lean Six Sigma Lieutenant for:
1. Assisting in the accreditation process through the proper gathering and documenting of all relevant CALEA standards.
  2. Correctly uploading and attaching accreditation proofs of compliance to appropriate CALEA standards.
  3. Maintaining records of all current and upcoming approved part-time employment (permanent and temporary); along with a list of personnel approved to work extra – duty assignments.
  4. Assisting Data Management with video redaction.
  5. Performing any other duties assigned by the Support Services Division Accreditation / Lean Six Sigma Lieutenant.

#### 02.404 TECHNOLOGY UNIT

- A. The Technology Unit Sergeant will be responsible to the Accreditation / Lean Six Sigma Lieutenant for:
1. Maintaining liaison with the city's Chief Information Officer.
  2. Keeping staff informed about the implementation of new technology within the department.
  3. Coordinating the installation of new technology.
  4. Ensuring optimal functioning of the Department's technology.
  5. Overseeing and evaluating the performance of the Police Technology Specialist.
  6. Performing any other duties assigned by the Support Services Accreditation / Lean Six Sigma Lieutenant.
- B. The Police Technology Specialist will be directly responsible to the Technology Unit Sergeant for:
1. Working with the city's Chief Information Officer and the City's IT Department to monitor and repair all in-car computer systems and video mounted recording systems in the fleet.
  2. Maintaining and ensuring the repair of all electronic ticket books.
  3. The performance of other related assignments or duties assigned by the Technology Unit Sergeant.

02.405 CAREER DEVELOPMENT LIEUTENANT

- A. Career Development Lieutenant will be responsible to Support Services Division Commander / Assistant Chief for:
1. Overseeing the efficient operation and coordination of the Career Development Unit, the Data Management Unit, and Fleet / Building Maintenance.
  2. Supervising and evaluating the performance of the PTO Coordinator / Training Unit Sergeant, Data Management Supervisor, and the Police Services Coordinator.
  3. Researching and ordering of budgeted equipment and supplies (i.e. uniforms, vehicles).
  4. Assuming overall responsibility for the Police Training Officer (PTO) Program including:
    - a. The contents of the [PTO Program Training Material](#).
    - b. Making recommendations for the selection and dismissal of PTOs and PTSS.
    - c. The evaluation and reporting of achievements, problems, and status of the PTO program and Probationary Officers.
    - d. Making recommendations on discipline and the continued employment of Probationary Officers.
  5. Overseeing the background investigation process for Police Department applicant.
  6. Managing the Career Development Program for the Department.
  8. Undertaking all other administrative duties as delegated by the Support Services Assistant Chief / Division Commander.

02.406 CAREER DEVELOPMENT / TRAINING UNIT

- A. The PTO Coordinator / Training Unit Sergeant will be directly responsible to the Career Development Lieutenant for the following:
1. Direct supervision of personnel assigned to the Recruiting and Training functions within the Career Development Unit.
  2. Oversight of all Department training, including in-service instruction.
  3. All duties listed within [General Order 02.800](#).
- B. The Career Development Unit personnel will be directly responsible to the PTO / Coordinator Training Unit Sergeant for:

1. Enhance career development by developing and providing a schedule of training to all department personnel.
2. Developing and organize all in-service training sessions.

02.407 BUILDING AND FLEET MAINTENANCE UNIT

- A. The Police Services Coordinator will be directly responsible to the Career Development Lieutenant for:
  1. Building and Fleet maintenance services.
  2. Implementation of budget items in a timely manner.
  3. Evaluating the performance of subordinates.
- B. Non-Sworn Personnel assigned as Couriers will be directly responsible to the Building / Fleet Services Coordinator for:
  1. Transportation and delivery of mail.
  2. Any other necessary tasks assigned by the Building / Fleet Services Coordinator (i.e. vehicle transportation, parts errands).

02.408 DATA MANAGEMENT UNIT

- A. The Data Management Supervisor will be directly responsible to the Career Development Lieutenant for:
  1. Providing training, advice, maintaining discipline, render assistance, and perform quality control as is necessary to ensure the effective and efficient operation of the Data Management Unit.
  2. Periodically reviewing performance and operations of the Data Management Unit to ensure quality and accuracy.
  3. Evaluating the performance of all personnel assigned to the Data Management Unit in accordance with City Procedures.
    - a. Provide individual counseling to personnel who meeting, exceeding, or are below expected performance ratings.
    - b. Outline specific programs for improving sub-standard performance.
  4. Screening, reviewing and recommending personnel for employment or rejection of applicants for positions in the Unit.
  5. Preparing and maintaining accurate files on various activities as required by department General Orders and the Texas Freedom of Information Act.

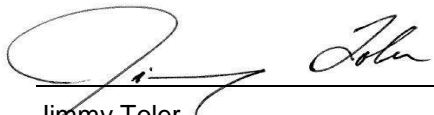
6. Reviewing and assisting in the preparation of work schedules for personnel assigned to the Data Management Unit to assure adequate staffing.
  7. Preparation and administration of applicable sections of the department's budget.
  8. Ensure that required reports are generated and distributed to the proper Divisions, City Departments, State and Local Agencies, and the public as mandated by policy, ordinance, or law.
  9. Providing security for all files and records maintained under the Unit's control.
  12. The collection, dissemination, and retention of all police records including juvenile records.
  13. The receipt, deposit, and auditing of all records fees received by the Tyler Police Department.
  14. Serving as the Records Custodian.
- B. Data Management Specialists, and Switchboard Operator will be directly responsible to the Data Management Unit Supervisor for:
1. Processing, filing and retrieving police records related to Open Records Requests.
  2. Preparing statistical crime reports for use by the department and proper submission of NIBRS data.
  3. Providing assistance to members of the community that call in or come to the Police Department for service.
- C. The Alarm Coordinator shall be responsible to the Data Management Unit Supervisor for;
1. Operating the Alarm Program in accordance with City of Tyler Ordinance, [Article V, Section 4-80 through 4-86](#).
    - a. Issuing and suspending Burglary Alarm Permits.
      - (1) Collect alarm fees.
      - (2) Collect funeral escort fees.
- C. The Crime Analyst will be responsible to the Data Management Unit Supervisor for:
1. Collecting, analyzing, and disseminating statistical crime / traffic reports for use by the department.
  2. Submitting all NIBRS related data.
  3. Completing reports as specified by [General Order 04.200](#).
  4. Performing others duties as required by the Data Management Unit Supervisor.
- D. PSO Customer Service Provider will be responsible to the Data Management Unit Supervisor for:
1. Answering lobby calls and completing police reports a detailed in [General Order 02.800](#).

## 02.209 COMMUNICATIONS UNIT

- A. The Communications Unit Administrator will be directly responsible to the Support Services Division Commander / Assistant Chief for:
1. Providing for the efficient operation and supervision of the Communications Unit.
  2. Reviewing reports and evaluating the performance of assigned personnel.
  3. Supervising and coordinating the work of subordinates and ensuring that subordinates receive training pertinent to their work.
  4. Making oral or written reports to the Division Commander / Assistant Chief regarding communication issues and other appropriate matters.
  5. Maintaining year to date activity statistics; ensuring that the most efficient methods are used in keeping the unit properly staffed to meet the needs of the department.
  6. Preparation and administration of applicable sections of the department's budget.
  7. Serving as the department's Terminal Agency Coordinator for TLETS to ensure compliance with the TCIC / NCIC regulations concerning access and data entry.
    - a. Conduct validation checks on agency interaction with the CJIS / TLETS systems.
    - b. Oversee training of Public Safety personnel on accessing and using the systems correctly.
- B. The Communications Unit Shift Supervisors shall be responsible to the Communications Unit Administrator for:
1. The efficient operation and supervision of the Tele-communicators (Dispatchers).
  2. Overseeing the operation of the 911 System.
  3. Evaluating the performance of subordinates.
  4. Preparation and administration of applicable sections of the department's budget.
  5. Serving as the department's Terminal Agency Coordinator for TLETS in the absence of and at the discretion of the Communications Unit Administrator, Support Services Division Commander / Assistant Chief, or Chief of Police.
- C. The Communications Unit Tele-communicator II will be directly responsible to the Communications Unit Shift Supervisor for:
1. Receiving and recording requests for police, fire, or medical services, dispatching necessary personnel, recording the disposition of calls, and complying with all rules and regulations of the Federal Communications Commission.

2. Operation of the 911 System.
3. Assisting officers by completing requests of computer checks (warrants, CT files, etc.).
4. Serving as the department's Terminal Agency Coordinator for TLETS in the absence of and at the discretion of the Communications Unit Administrator, Support Services Division Commander / Assistant Chief, or Chief of Police.

Approved: 03-17-2017



Jimmy Toler  
Chief of Police