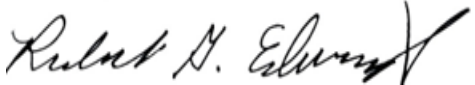




# RICHMOND POLICE DEPARTMENT GENERAL ORDER



Subject: <b>DEPARTMENT STRUCTURE/CHAIN OF COMMAND/ COMMAND AUTHORITY AND RESPONSIBILITY</b>		Chapter 2	Number 1	# Pages 5
References: CALEA 11.1.1, 11.2.1, 11.3.1a, 11.3.1b, 11.3.2, 12.1.2a, 12.1.2b, 12.1.2c, 12.1.2d, 12.1.3, 26.1.5 City's Administrative Regulation 4.10, 4.11 <i>2024-2027 Collective Bargaining Agreement between City of Richmond, VA and Service Employees International Union, Virginia 512 and 2024-2027 Collective Bargaining Agreement between City of Richmond, VA and Richmond Coalition of Police.</i>	Related Orders: 01-01, 01-16	Effective Date: <b>05/07/2025</b> Revised By: <b>Review</b> Prv. Rev. Date: <b>03/01/2024</b>		
<i>If any provision of this General Order conflicts with any collective bargaining article, the collective bargaining agreement shall govern.</i>				
Chief of Police: 				

## I. PURPOSE

The purpose of this directive is to describe the structure of the Richmond Police Department and the responsibilities of the commands within the Department, the Department's chain of command procedures and the authority and responsibilities of supervisors.

## II. SUMMARY OF CHANGE

*This policy has been revised to include a new definition for the Chief of Staff classification. All changes are in bold and italics throughout this document to identify the changes.*

## III. POLICY

It is the policy of the Richmond Police Department to utilize a traditional chain of command that is a branched command and control structure beginning with the Chief of Police. The Department is organized into functional commands as graphically illustrated by the organizational chart, which will be reviewed and updated as needed. All members' responsibilities are relative to their assignment. A copy of the official organizational chart shall be available to all personnel on the Department's server. A public version of the organizational chart shall be posted on the Departmental website. [CALEA 11.1.1]

## IV. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines outlined in this general order. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling, and/or disciplinary action is initiated.

This directive is for internal use only and does not enlarge an employee's civil liability in any way. It should not be construed as creating a higher standard of safety or care in an evidentiary sense concerning third-party claims. Violations of this directive, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

V. ORGANIZATIONAL STRUCTURE BY FUNCTIONAL COMMANDS: [CALEA 11.1.1]

- A. Chief of Police – The highest sworn officer in the chain of command holds the rank of Chief. Duties include but are not limited to establishing policies, hiring and termination of employees, and the departmental promotional process. This function administers, directs, and coordinates departmental activities according to federal, state, and local laws, policies and procedures, and administrative policies of the City of Richmond. The Chief of Police provides specific direction for the Deputy Chief of Patrol Services, Deputy Chief of Business Services, Deputy Chief of Support Services, and the Chief of Staff.
1. Deputy Chief of Patrol Services – The sworn officer who provides strategic management oversight of all operational patrol functions. The Deputy Chief of Patrol Services directs the two (2) Majors who oversee Patrol Services Area I and Area II, encompassing all four (4) police precincts, as well as the Watch Commanders. The Deputy Chief of Patrol Services reports directly to the Chief of Police.
  2. Deputy Chief of Administration – The *professional staff* manager provides strategic management oversight of the following divisions *and units*: Human Resources, Financial Management, Records and Technology, Planning, Crime Analysis Unit, *Personnel, Property and Evidence, Disciplinary Review Office, Office of Legal Affairs*, and the Training Academy. *Both* sworn supervisors and/or *professional staff* manage these *aforementioned* areas. The Deputy Chief of *Administration* reports directly to the Chief of Police.
  3. Deputy Chief of Support Services – The sworn officer who provides strategic management oversight to the Major of Support Services and the following divisions: Special Operations (SOD), Special Investigations (SID), Major Crimes, and Community, Youth and Intervention Services (CYIS). The Deputy Chief of Support Services reports directly to the Chief of Police.
  4. Chief of Staff – The *professional staff member* in charge of this function *is classified as Deputy Director, Senior*. The Chief of Staff is responsible for the day-to-day operations in the Chief's Office and any other activities assigned by the Chief of Police. The Chief of Staff reports directly to the Chief of Police.
  5. Office of Professional Responsibility – This office is headed by a sworn officer who holds the rank of Captain. The primary functions of this *office* include conducting internal audits to ensure the Department's practices conform to policies and investigation of complaints made by citizens for

capricious acts, misconduct or abuse of authority committed by members of the Department. The division under the management of the Office of Professional Responsibility is the Internal Affairs Division (IAD). The captain in charge of the Office of Professional Responsibility reports directly to the Chief of Police.

6. Public Affairs – The Public Affairs Unit is headed by a ***professional staff manager***. The unit is responsible for communicating, both internally and externally, on various topics that draw public and media attention. This unit develops marketing campaigns, produces media advisories, and press releases, and oversees the Department’s website. Public Affairs staff ***are*** on-call daily. The Public Affairs ***Unit*** reports directly to the ***City’s Office of Strategic Communications but is assigned to the Richmond Police Department.***

B. Sworn officers with the rank of Major are responsible for the management of patrol, support and ***administrative*** functions.

1. Patrol Services – Two sworn officers holding the rank of Major are assigned to Patrol Services. Each Patrol Major is assigned to either Area I or Area II to direct, plan, and administer operations. Area I consists of 1st and 2nd Precincts and Area II consists of 3rd and 4th Precincts. The Precincts are each headed by a sworn officer with the rank of Commander.
2. Support Services – The Support Services Major is responsible for managing and overseeing SOD, SID, Major Crimes, and CYIS. Each division is headed by a sworn officer with the rank of Captain. The Support Services Major reports directly to the Deputy Chief of Support Services.
3. Business Services – The Business Services ***Major*** is responsible for the management and oversight of ***the Crime Analysis Unit, Disciplinary Review Office, Personnel and Recruitment***, Planning, Property and Evidence, and the Training Academy. ***The units and divisions within Business Services are headed by sworn staff of varying ranks, or by professional staff managers. The Business Services Major reports directly to the Deputy Chief of Administration.***

## VI. PROCEDURE

- A. Command Authority in the absence of the Chief of Police: [CALEA 12.1.2a]
1. The Chief of Police will issue a written directive that names the Acting Chief of Police and the duration of the assignment.
  2. In the event that time and/or circumstances do not allow a written directive to be completed by the Chief of Police or under other unusual circumstances, the Chief of Police will verbally notify their designee, who will then assume acting status. [CALEA 12.1.2b]

3. In the event the Chief of Police is incapacitated, the Deputy Chief of Patrol Services will be #1 in command, followed by the Deputy Chief of Support Services, unless otherwise appointed by the Mayor of the City of Richmond.
4. The written directive naming the Acting Chief of Police will be prepared and issued to all personnel.
5. The Acting Chief of Police will have the authority to perform the following:
  - a) Carry out day-to-day activities of the Department; and,
  - b) Approve personnel actions involving transfers, disciplinary matters, salary increases or the like, when such authority is contained in the written directive authorized by the Chief of Police.

B. Chain of Command:

1. At each rank within the Department, personnel are given the authority to make necessary decisions to perform their responsibilities effectively. Through community-oriented policing, the Department is committed to fostering an organizational climate that rewards employees for initiative, innovation, citizen involvement, and problem-solving. [CALEA 11.3.1a]
2. Each employee is accountable to only one supervisor at any time. [CALEA 11.3.2]
3. Each organizational component shall be under the direct command of only one supervisor. [CALEA 11.2.1]
4. All employees will observe the traditional chain of command hierarchy when conducting business within the Department. Employees shall not conduct official business outside the Department without prior approval through the chain of command. Each employee shall be held accountable for the use of, or failure to use, delegated authority. Any employee with questions concerning their authority shall refer the matter to the on-duty supervisor. Job-related legal questions must be directed, through channels, to the Office of Legal Affairs. [CALEA 11.3.1b, CALEA 12.1.2d]

NOTE: The utilization of the chain of command should not prohibit any member from contacting a superior directly if they can articulate the necessity for doing so, nor should it prohibit members from engaging or being engaged by superiors in discussion of job-related topics.

5. The highest-ranking officer present shall control situations involving personnel of different functions engaged in a single operation. This officer will coordinate the planning functions for response to unusual occurrences. This does NOT include crime scenes, SWAT call-outs, and hostage situations, situations requiring Fire or EMS response, or other conditions where Department policy specifies the person in command. [CALEA 12.1.2c]

C. Supervisory Authority and Responsibility:

1. Supervisory personnel are accountable for employees under their immediate control and each employee is accountable to only one supervisor at a given time. [CALEA 11.3.2]
2. All employees shall obey any lawful order of a higher-ranking supervisor; including any order relayed from a supervisor by an employee of the same or lesser rank (Refer to General Order 1-1, Code of Conduct – Section X Subsection A, Authority of Orders/Insubordination.) [CALEA 12.1.3]
3. If the employee receives a conflicting order, the employee shall respectfully inform the supervisor issuing the order of the conflict. If the supervisor issuing the order does not alter or retract the conflicting order, the order shall stand. Under these circumstances, the supervisor shall assume responsibility for the conflict. (Refer to General Order 1-1, Code of Conduct – Section X Subsection C, Conflicting or Illegal Orders.) [CALEA 12.1.3]
4. Employees shall not obey any order they know or should know would require them to commit any illegal act. If in doubt about the legality of an order, the employee shall request the issuing supervisor to clarify the order or confer with a higher authority. An employee who receives an order they reasonably believe would require them to commit an illegal act must at least question that order and refuse to obey it if they are not satisfied with its legality. An employee may not be disciplined for questioning the legality of an order. (Refer to General Order 1-1, Code of Conduct – Section X Subsection C, Conflicting or Illegal Orders.)
5. Supervisors are held strictly accountable for the efficiency, discipline and morale of employees under their charge. Supervisors shall investigate, or cause to be investigated, all complaints by citizens and allegations of employee misconduct. Any discipline, positive or negative, should be used in the interest of fairness both to the agency and the employee and should provide consistency with respect to training, oral or written reprimands, transfers, suspension, demotion, reduction of leave or termination. (Refer to City's Administrative Regulation **5.18** and/or General Order 1-16, Disciplinary Procedures, for additional disciplinary guidelines.) [CALEA 26.1.5]
6. Supervisors shall ensure that employees have been supplied with all appropriate written orders and shall instruct them thoroughly on all oral and written orders. Supervisors shall regularly review and instruct subordinates in pertinent laws, ordinances, and necessary skills.