



DEPARTMENTAL REGULATIONS  
CONCORD POLICE DEPARTMENT

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Chief of Police

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**DEPARTMENTAL ORGANIZATION**

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**A. ORGANIZATION OVERVIEW**

The Concord Police Department is organized in the following fashion. Refer to the Department Organizational Chart for corresponding graphical representation.

I. Office of the Chief of Police

- A. Chief of Police
- B. Professional Standards
- C. Internal Operations
  - 1) Budget/Finance
  - 2) Parking Services
- D. Office of Emergency Services
  - 1) Volunteers in Police Service

II. Field Operations Division

- A. Operations Command
  - 1) Patrol
  - 2) Special Operations
    - a) Communications Center
    - b) Traffic Bureau
    - c) Special Enforcement Team
  - 3) Reserve Unit
  - 4) Detention
  - 5) K9 Unit
  - 6) Community Service Desk
- B. District Command
  - 1) Southern District
  - 2) Valley District
  - 3) Northern District

III. Investigations and Administrative Services Division

- A. Investigations
  - 1) Crime Scene Investigations
  - 2) Evidence Control Unit
  - 3) Detectives
    - a) Major Crimes Unit

- b) Special Victims Unit
- c) Financial Crimes
- d) Special Investigations/Narcotics

B. Administration

- 1) Training Bureau
- 2) Personnel
  - a) Recruitment & Hiring
  - b) Background Investigations
- 3) Records Bureau

**PR 151 OFFICE OF THE CHIEF OF POLICE**

The general administration of the department is provided by the Office of the Chief of Police and includes the function of setting objectives for the department; making plans; developing procedures; organizing and reorganizing; to provide for staffing and equipping the department; the adoption of rules and regulations for the administration of discipline; equipping and uniforms of the members and officers of the department; affixing powers and duties and prescribing penalties for violation of any such rules and regulations, and providing for their enforcement; the inspection and recommendation for promotion of personnel; to coordinate efforts and relationships; to establish policies; to report on departmental accomplishments; to maintain good public, employee, and official relations; and to keep the City Manager informed of incidents or developments that unusually affect public or official relations.

**PR 152 PROFESSIONAL STANDARDS UNIT**

Assigned to the Office of the Chief of Police, this position is responsible for the impartial investigation of complaints; facilitating prompt and just disciplinary action; identification of unclear or inappropriate agency policies, procedures, and rules; identification of organizational conditions which may contribute to misconduct, exposure to liability, or poor efficiency; and review and investigation of Risk Management issues that may result in a claim being filed against the City of Concord.

**PR 154 INTERNAL OPERATIONS**

The preparation and administration of the annual budget of the department as approved by the City Council; and to serve as financial planner for the Chief of Police and Program Manager concerning expenditures of the Police Department. Includes the responsibility for administration and control over the procurement, storage, inventory, distribution and maintenance of all supplies and equipment necessary to the operation of the department; keeping of records on equipment maintenance programs; investigation and reporting on the performance rating of equipment; and the enforcement of warranty and guarantee rights covering departmental equipment and supplies. The maintenance and proper care of all buildings and office facilities designated for use by the Police Department and arranging, with the appropriate City departments, for repair and custodial work necessary on a continual or periodic basis. Also includes responsibility and control over parking services.

**PR 156 TRAINING**

To compile and prepare instructive material; to develop in service training to maintain liaison with other police agencies on matters of personnel and training; to arrange for the interchange of teaching material and instructors; to collect pertinent information for police training files; to be responsible for the control and maintenance of the police library, training films and projectors; and to process all correspondence with persons and organizations requesting information concerning police department training. The training manager is responsible for acting as the Department's liaison with the local regional police academy(s).

**PR 157 POLICE RESERVE PROGRAM**

The function is to recruit, train, equip, and supervise civilian volunteers in order that there may be a manpower reserve to assist regular police personnel in time of disaster or when a need for police service exceeds that available from the normal complement of the regular force. Administer the police reserve office, maintain adequate personnel and equipment records, assist police reserves into working field unit and provide supervisory personnel from within their ranks and determine that the police reserve program is in harmony with state and federal recommendations. When assigned to police duty, supervision of police reserve members is provided by the commanding or supervisory officer of the division to which assigned.

**PR 158 COMMUNITY ACTION AND AWARENESS**

To implement, coordinate, and monitor community partnerships that have the potential for reducing criminal opportunity; to develop a comprehensive community approach to crime prevention through neighborhood and security programs that involve the public in neighborhood crime prevention and reduction; to establish programs that involve trade, business, or industry in community participation to prevent and reduce commercial crimes; to conduct security inspections on a request basis of businesses and residences, including the recommendation of measures to avoid being victimized by crime; to be involved in the planning process for industrial area development, business and commercial development, residential area development, open space development, and redevelopment projects, both residential and commercial; to maintain cooperative relationships with other agencies concerned with crime prevention; to provide consultation service in the area of security measures, techniques, and hardware for the protection of life and property; and to collect, evaluate and disseminate crime analysis information.

**PR 159 COMMUNICATIONS**

This function includes responsibility for supervision over all department communications activities, including fixed and mobile radio equipment, telephones, and mobile data computers, and to serve in an advisory capacity to the staff and all bureaus on communications matters. Receives and processes internal and external requests for service; dispatches personnel; enters, cancels or otherwise modifies computer entries made into local, state and federal databases; provides referral information to the public; and assists in coordinating interagency operations.

**PR 160 VOLUNTEERS IN POLICE SERVICE**

Volunteers in Police Service are non-sworn, non-compensated members of the Concord Police Department. They most frequently provide non-enforcement services to the Police Department and other City Departments on an as needed basis. Their function is to supplement sworn and non-sworn staff, by performing less critical or routine duties, thereby freeing the paid staff to complete more emergent duties. Such duties include the Neighborhood Patrol function and enforcement of handicapped parking violations as authorized by California Vehicle Code section 22507.9 and the Chief of Police. Neighborhood Patrol members shall wear distinctive uniforms and badges while on duty. Volunteers in Police Service shall not make arrests under the color of authority in the course of their official duties.

**PR 161 INVESTIGATIONS AND ADMINISTRATIVE SERVICES DIVISION**

This Investigative units in this division are commanded by a Captain and includes the Major Crimes unit, Special Victims Unit, Financial Crimes Unit, Special Investigations Bureau, Street Gang Unit, School Resource Officer program, Evidence Control Unit, and Crime Scene Investigations. This captain also commands the Administrative units, including Community Action & Awareness, Training Bureau, Personnel, and the Records Bureau. The division is also responsible for assisting the Human Resources Director, as requested, in the preparation and conduct of recruiting and promotional

examinations; to conduct background investigations of prospective employees; to develop, compile, and disseminate information relating to the promotion of health, financial security, and morale of police personnel; to maintain departmental personnel files, including a current and adequate service record on each departmental employee, and to develop personnel data as requested by the Chief of Police; to coordinate the departmental personnel evaluation program; and to process all correspondence with persons and organizations requesting information concerning Police Department personnel.

**PR 163 CRIME SCENE INVESTIGATION**

Is composed of the criminalistics and identification functions of the department. Functions include the maintenance of fingerprint identification, and photographic file; the processing of fingerprints and traces left at crime scenes; crime scene investigation; the maintenance of supplies and equipment necessary to the efficient operation of these activities; assuring proper collection and preservation of evidence and other crime scene and accident scene investigative duties; serving in an advisory capacity to the staff and cooperating with training in the instruction of officers in these technical services.

**PR 164 EVIDENCE CONTROL UNIT**

This unit is responsible for the custody of recovered property or property held by the department for safe keeping or as evidence. The unit is also responsible for the disposition, destruction and auction of property no longer required for detention.

**PR 165 RECORDS**

To maintain all report and record files of the department not otherwise assigned by departmental order; compiling, integrating and maintaining a central information file concerning all police incidents and activities of persons and places named and/or involved in such incidents as reported; to carefully review reports filed by officers on the results of their investigations; to maintain an adequate follow-up system to insure completion of each case; the provision of reproduction services for the department and other authorized persons; the provision of clerical assistance to other divisions as necessary.

**PR 166 MAJOR CRIMES UNIT**

The responsibility for follow-up investigations of homicide, robbery, suspicious deaths, felony assaults involving adult suspects, misdemeanor crimes not involving theft or juveniles as suspects, and adult missing persons which are not carried through to completion by the Field Operations Division or other officers, or when of a nature which requires the immediate or subsequent attention of an officer not in uniform; interrogating and prosecuting the offenders; interviewing victims and witnesses and examining crime scenes; securing criminal complaints and warrants of arrest, testifying and presenting evidence in court, and lending assistance to the prosecuting attorney in the courtroom presentation of criminal cases

**PR 167 SPECIAL VICTIMS UNIT**

To develop police programs dealing with juvenile control and delinquency prevention; to dispose of all cases involving juveniles, whether or not an arrest is made, when a juvenile is responsible for the commission of an offense or when the nature of the offense is directed toward or tends to victimize juveniles; to maintain cooperative relationships with other agencies concerned with juvenile matters; to properly present cases in the juvenile court; to coordinate with other divisions of the department working with juvenile cases; to assist with investigations and interrogations in cases involving juveniles; to give assistance in cases arising within the Concord schools; to provide individual treatment in the disposition of juvenile offenders; to provide for adequate consultation service in certain cases involving juveniles; facilitates the registration of convicted sexual registrants and to investigate all domestic violence and sexual assault cases, involving juvenile and adult victims.

**PR 169 SCHOOL RESOURCE OFFICER**

Assigned to the high school campuses in the city, the School Resource Officer promotes safety on and around the school campuses; completes school site safety assessments; acts as a resource with respect to delinquency prevention; provides guidance on ethical issues in a classroom setting; provides individual counseling and/or mentoring to students; and explains the law enforcement role in society.

**PR 171 STREET GANG UNIT**

Assigned to the Major Case Unit, this unit investigates all criminal activity committed by street gang members; develops and implements violence prevention, intervention and enforcement programs; develops partnerships with other City departments, public agencies, and community organizations to promote violence and gang awareness and public safety; provides public presentations regarding gang and violence prevention; provides conflict resolution services; and facilitates the registration of convicted criminal street gang members.

**PR 172 FINANCIAL CRIMES UNIT**

Has the responsibility for follow-up investigation of property and financial crimes when patrol personnel are unable to do so; acts as a resource to other department personnel; interrogating and prosecuting offenders of property and financial crimes; facilitates the recovery, processing and return of stolen property; and presents courtroom testimony.

**PR 173 SPECIAL INVESTIGATIONS BUREAU**

Responsibility for the prevention of gambling, prostitution and illegal sale or use of narcotics, dangerous drugs and alcoholic beverages; to prevent other forms of commercialized vice, giving particular attention to places where commercialized vice may be conducted; to take every legal means to arrest any who may be engaged in such vice activities; to inspect and enforce regulations concerning the operation of on and off sale, alcoholic beverage establishments; the investigation of applicants and issuance of dance permits, entertainer permits and poker licenses and permits. This unit shall maintain its own confidential report and record files and indexes.

**PR 174 FIELD OPERATIONS DIVISION**

Under the command of a Captain, this division consists of the patrol function; Special Enforcement Team, Traffic Bureau, Communications Center, Community Service Desk, Detention, district offices, special operations, watch command, and the police reserves.

**PR 175 DISTRICT COMMAND**

Lieutenants or Sergeants are assigned as District Commanders in one of the three community policing districts, Northern, Southern or Valley, and are responsible for managing police services in their district. This position provides direction and support to sergeants and officers; aids in cooperatively determining priorities and deployment; assists in acquiring departmental, as well as external, resources; varies the deployment of officers and specialized units to accomplish department objectives; attends community meetings, acting as a resource, facilitator, and liaison between the department and the community; provides assistance to other City departments in the area of community policing, such as review of zoning permits, building codes, and other issues that might affect crime in the community; and presents status reports to the Field Operations Division Commander.

**PR 176 WATCH COMMAND**

The Watch Commanders are lieutenants who are assigned to Field Operations. This position provides citywide shift management, including deployment and tactical command; manage operations including

the Traffic Bureau, Community Service Desk, Communications Center, jail operations, SWAT, Special Enforcement Team, FTO program, and Corporal program; act as liaison to external agencies such as the courts, Health Services, Pavilion, Sun Valley Mall; BART, hospitals, American Medical Response, and the Office of Emergency Services; assists the District Commanders with neighborhood and business problems.

**PR 177 PATROL**

Distributed among the Northern, Southern and Valley community policing districts, this is a primary function of the Field Operations Division, which is responsible for providing continuous police service in all phases which can be efficiently and effectively performed by an officer in uniform, and it includes the canine program and special assignments in civilian clothing. Functions of patrol include, but are not limited to, routine patrol and observation, preservation of public peace, and miscellaneous field services; answering calls and processing of complaints; investigation of persons or situations which concern law enforcement in crime prevention; preliminary investigations of crimes and accidents, collection and preservation of evidence, the arrest of criminal and traffic offenders; the follow-up investigation on misdemeanor cases not otherwise assigned by order or practice; preparation of reports and testifying in court. This activity also includes the planning and coordination for special events, the control of public gatherings, the protection of life and property, the examination of doors and windows of commercial and industrial establishments, and the performance of miscellaneous services relative to public health and safety.

**PR 178 SPECIAL ENFORCEMENT TEAM**

A mobile squad assigned to Field Operations Division with the primary responsibility of providing focused enforcement and problem solving efforts that are directed at specific problems that affect the safety and security of the community. This unit functions as a resource to patrol officers, District Commanders and Investigations units.

**PR 179 COMMUNITY SERVICE DESK**

The front line of community interactions with those who come to the police department as the victim of a crime, a public nuisance, or public safety issue; help community members who telephone in community service requests; disseminate information to the public; and provide internal and external referral information.

**PR 180 TRAFFIC**

The function of this unit is to enforce all traffic regulations; to investigate traffic hazards and initial remedial measure; to respond to traffic collisions; to analyze all injury accidents and prepare and maintain spot maps, charts, and summaries for use by the Field Operations division in maintaining a selective enforcement program; to cooperate with public schools and other agencies or organizations in traffic safety education; to conduct specialized traffic surveys and studies and to prepare reports for the Chief of Police, City Manager, City Council, or other as directed; to cooperate with the City Traffic Engineering in developing engineering plans for the solution of traffic problems; to initiate and assist in the preparation of necessary traffic control legislation; to furnish traffic control at special functions when beyond the scope of regular patrol officers; the follow-up investigation of traffic accidents and prosecution of offenders; traffic flow control; and to plan and coordinate agency response to planned special events, such as public celebrations, events at the Chronicle Pavilion and festivals.

**PR 181 SPECIAL OPERATIONS**

Assigned to the Field Operations Division, this is an adjunct position to the Field Operations Division Commander. The position is responsible for supervision and coordination of the Traffic Bureau,

Communications Center, Homeland Security, and Special Event Planning; completing research projects at the direction of the Field Operations Division Commander; and coordination of the annual patrol shift sign-up.

**PR 182      DETENTION**

Includes responsibility for administering to, and control of, prisoners while housed in City jail facilities. It includes jail security, prisoner welfare, feeding of prisoners, releasing of prisoners, transportation of prisoners, responsible for appearance in court for arraignment if in custody. This unit is also responsible for the custody and disposition of prisoner's property.

**PR 183      OFFICE OF EMERGENCY SERVICES**

The Office of Emergency Services (OES) has responsibility and control over planned responses to extraordinary emergency situations associated with natural disasters, technological incidents and hazardous materials emergency operations; oversees the different phases of disaster management including mitigation efforts, training & preparation, response, and recovery; coordinates public, citizen and community volunteer organizations such as CERT, RACES; plans and coordinates in house and multijurisdictional disaster response training, and acts as a liaison between local organizations and various county, regional, state, and federal agencies. Oversees and maintains compliance with state and federal mandates relating to emergency operations planning; maintains and equips the city emergency operations center (EOC).

**PR 184      PARKING SERVICES UNIT**

The responsibility of this unit is to enforce all parking regulations through out the City of Concord, which includes issuing citations; to assist with traffic control; to tow vehicles that are illegally parked on the City streets (vehicle abatement); to process applications, issue permits, maintain files and enforce regulations covering the operation of taxi cabs, taxi cab drivers, tow companies and tow truck drivers; to handle the follow-up investigations, correspondence and disposition of impounded and abandoned vehicles; to facilitate the release of impounded vehicles; and to act as a first line of contact to citizens in regards to all Parking Services Unit responsibilities. In addition to the above tasks, the Lead Parking Services Officer fields all citizen appeals in regards to parking citations and conduct of all subordinate personnel assigned to the Parking Services Unit.

A Lead Parking Services Officer is assigned to this Unit to supervise the day to day functions and to ensure that they are being performed in conjunction with the guidelines that are established in the Concord Police Department's Departmental Regulations and Policy and Procedures.

The positions assigned to the Parking Services Unit are a Lead Parking Services Officer, Parking Enforcement Officers, and Community Specialists. The Lead Parking Services Officer reports to the Administrative Services Manager.