

SAN DIEGO POLICE DEPARTMENT

Office of the Chief of Police

OPERATIONS MANUAL



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February 2024

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Scope

The Office of the Chief of Police is the ultimate authority for the operations, policies and procedures for the San Diego Police Department. This office sets, interprets and enforces the policies and procedures of the San Diego Police Department. This Operations Manual conveys the same authority as other Department rules, regulations, policies and procedures. All members assigned to this unit are expected to comply with the directives outlined within this manual. Violations of these guidelines may result in disciplinary action. However, this Operations Manual will not apply in such a way as to violate State or Federal laws, other department policies or procedures, or abridge the constitutional rights of members of this department. If for any reason any portion of this manual is held to be invalid, the remainder of the manual shall not be affected by any such decision.

Department Vision

The San Diego Police Department strives to advance the highest levels of public safety, trust, and professionalism by strengthening community partnerships through fair and impartial policing while fostering employee enrichment and growth to ensure we remain America's Finest police department.

Mission Statement

The Office of the Chief of Police exists to provide leadership, set policy and procedures, define and manage the strategic plan, long term goals, liaison with city, state and federal agencies, prepare and manage the budget, oversee patrol and investigative operations, and lead the department to achieve its strategic goals and objectives.

Five-Year Plan

In an effort to prepare for future growth in population and the corresponding increase in resources required to maintain the level of services currently provided to the citizens of San Diego, the Police Department will coordinate with The City a create and adjust The Cities Five-Year Plan.

Rules and Regulations

Personnel assigned to the Chief's Office work a variety of special assignments that are not detailed in this manual. Some assignments may require the adjustment of days off and/or work hours as directed by the Chief of Police. However, the employee's supervisor, in compliance with Department Policies and Procedures, must approve any schedule adjustment and/or special assignment.

Assigned personnel are bound by City and Departmental rules, regulations, policies and procedures governing conduct, accountability, ethics and actions.

Office of the Chief of Police

The Office of the Chief of Police is comprised of the Command Staff (Chiefs), Executive Support Staff, and Legal Advisors. Reference the San Diego Police Department Organizational Chart for additional information.

Hours

(Deleted – records of security)

Access

Access to this office is restricted to official business only. (Deleted – records of security)

Personnel and visitors entering the Headquarters facility must comply with the security protocols outlined in Department Procedure 8.12.

No one is allowed access to the Chief's private office without specific permission from Chief's Office Staff.

Security

The (Deleted – records of security) are responsible for providing security for the Office of the Chief of Police. (Deleted – records of security)

The Operational Conditions, as outlined in Department Procedure 8.12, determine the functional level of security throughout the Department. (Deleted – records of security)

Emergency Situations

(Deleted – records of security)

Hazardous Materials and Bomb Threats

(Deleted – records of security) Personnel in the area should be safely evacuated and suspicious items secured as defined by Department Procedures.

Morning Call/Briefing

Morning Call/Briefings are held each morning (Deleted – records of security). The Confidential Secretary or Executive Assistant to the Executive Assistant Chief of Police will be responsible for generating a recurring (Deleted – records of security) Meeting for Morning Call/Briefing. (Deleted – records of security)

In the event the Administrative Sergeant is unavailable, the Executive Assistant to the Executive Assistant Chief of Police will be responsible for initiating the meeting, followed by any other office staff.

Scheduled Absences

Chief's Office Staff will follow Department guidelines to request vacation or sick leave. To aid in communicating absences or alternate working conditions, office staff will utilize the SDPDPoliceChief@pd.sandiego.gov shared Outlook calendar. Each employee will ensure their absences is properly notated within the calendar, with appropriate contact information should they be working at an alternate location.

Roles and Responsibilities

Sworn Staff

Chief of Police

1. Role

The Chief of Police is appointed by the Mayor and is responsible for leading, planning and directing the functions of the Police Department. With the approval of the Mayor, the Chief of Police appoints, directs and supervises Department personnel, subject to Civil Service regulation, and is responsible for providing leadership and direction for the overall operation and control of all property, equipment and personnel in the Police Department.

2. Responsibilities

Typical duties of the Chief of Police include:

- Establish Department goals and objectives based upon the needs of the community and resources of the Department.
- Effectively interact with the Mayor, City Council, Department heads and various community groups in order to provide efficient, cost-effective levels of service.
- Provide education, direction and leadership to the command staff and Department personnel, ensuring successful implementation of the Department's strategic goals.
- Promote high levels of customer service and quality of service delivery.
- Develop and maintain programs and policies ensuring operational readiness and personal accountability.

3. Confidentiality

The Chief of Police determines what information may or may not be released by personnel of this Department.

4. Schedule and Attire

The attire for the Chief of Police includes uniform and business attire, both of which are required to be in compliance with Department Procedure 5.10. Special events, presentations and ceremonies may require the need to wear a dress uniform.

The hours of the Chief of Police are determined by the needs of the Department, City Administrators and the Community.

Executive Assistant Chief of Police

1. Role

The Executive Assistant Chief of Police is the second in command and is selected by the Chief of Police. The Executive Assistant Chief is responsible for the day-to-day operations of the Police Department. The Executive Assistant Chief provides guidance, direction and supervision to the Department's Assistant Chiefs.

2. Responsibilities

Typical duties of the Executive Assistant Chief include:

- Directs the preparation, presentation, and administration of the department budget.
- Manages Department goals and objectives based upon the needs of the community and resources of the Department.
- Effectively represents the Chief of Police with the Mayor, Department heads and various community groups at the direction of the Chief of Police.
- Assists with managing and ensuring the successful implementation of the Department's strategic goals.
- Promotes high level of customer service and quality of service delivery.
- Develops and maintains programs and policies ensuring operational readiness and personal accountability.

3. Confidentiality

The Executive Assistant Chief must be sensitive and aware of the special needs and confidentiality issues involved with this assignment. While performing required duties, the Executive Assistant Chief may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

4. Schedule and Attire

The attire for the Executive Assistant Chief includes uniform and business attire, both of which are required to be in compliance with Department Procedure 5.10. Special events, presentations and ceremonies may require the need to wear a dress uniform.

The hours of the Executive Assistant Chief of Police are determined by the needs of the Department, City Administrators and the Community.

Assistant Chiefs of Police

1. Role

The Assistant Chiefs of Police assist the Chief of Police in the overall administration, planning, coordination, and direction of Department activities. They oversee divisional programs and activities, discipline, administer policies and manage their respective commands.

2. Responsibilities

The specific areas of responsibility for the Assistant Chiefs can be located by accessing the Command Staff and Commanding Officers List in the shared F-drive, PD Info, Co-List.

3. Confidentiality

The Assistant Chiefs must be sensitive and aware of the special needs and confidentiality issues involved with this assignment. While performing required duties, the Assistant Chiefs may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

4. Schedule and Attire

The attire for the Assistant Chiefs includes uniform and business attire, both of which are required to be in compliance with Department Procedure 5.10. Special events, presentations and ceremonies may require the need to wear a dress uniform.

The hours of the Assistant Chiefs are determined by the needs of the Department, City Administrators and the Community.

Chief's Administrative Sergeant

1. Role

The Chief's Administrative Sergeant reports directly to the Assistant Chief of Neighborhood Policing. The role of the Chief's Administrative Sergeant is to provide management level support to the Chief and Executive Assistant Chief as deemed necessary. The Sergeant supervises the activities and performance of the Gun Violence Restraining Order Liaison, Chief's Office Aide and the Clerical Support Staff, except those assigned to the Chief of Police and Executive Chief of Police. This position serves as a collection and assigning point for inquiries, complaints, questions and requests from the general public and other outside agencies.

2. Responsibilities

The Administrative Sergeant has a wide range of duties and responsibilities, which are unique to the position. They include:

- Supervision and support for Chief's Office Staff.
- Management oversight of the Gun Violence Restraining Order Liaison, for complete operational details see the GVRO Unit Operations Manual.
- City Council Liaison for the Chief of Police.
- City Council Priorities Coordinator.
- Coordinate City Council and Committee docketing for Department through OnBase. Review DP 1.24 Communicating with the City Council and Processing Request for Council Action for more details.
- Governmental Relations Assistant to Executive Assistant Chief.
- Special projects as assigned by the Executive Assistant Chief or Chief of Police.
- Coordinator between the Chief's Office, other governmental and law enforcement agencies.
- Provides counseling, career guidance, and training for staff.
- Provides administrative support to the Chief Executive Committee as needed.
- Prepares written correspondence, briefing notes, reports and other administrative documents as required.
- Maintain RAVE Database for mass text notification to Command Staff.
- Receives, evaluates and assigns inquiries, complaints and requests for service from within the Department, the general public and other outside agencies.
- Handles 5150 or irate citizen calls as needed.
- Monitor Chief's Web Mail, respond, route, and track as appropriate.
- Performs other related duties as required.
- Participate in Injury and Illness Prevention Planning.

3. Confidentiality

A Sergeant selected for this position by the Chief of Police and/or Executive Assistant Chief must be sensitive and aware of the special needs and confidentiality issues involved with this assignment. While performing required duties, the Administrative Sergeant may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

4. Schedule and Attire

The attire for the Administrative Sergeant includes uniform and business attire, both of which are required to be in compliance with Department Procedure 5.10. The Sergeant works a flexible 4/10 schedule with weekends and City-approved Holidays off. (Deleted – records of security). The periodic adjustment of hours is sometimes required based upon organizational needs.

(Deleted – records of security)

A relief Sergeant may be required for days off. Selections for the relief Sergeant will be approved by the Executive Assistant Chief and Chief of Police, and should not impact patrol or other critical resources.

5. Operating Procedures

Security

The Operational Conditions, as outlined in Department Procedure 8.12, determine the functional level of security throughout the Department. (Deleted – records of security)

Visible identification is required at all times. Unknown parties shall be challenged and their business determined. Access to the Chief's personal office is restricted to personnel who work in the office, unless otherwise permitted. (Deleted – records of security)

Access

(Deleted – records of security)

(Deleted – records of security)

Morning Routine

(Deleted – records of security)

Check the Chief's public e-mail account SDPDpolicechief@pd.sandiego.gov and do the following:

Reply to requests from citizens electronically that their request has been received (**Deleted – records of security**)

- Requests from agencies, organizations, community groups, etc., should be forwarded to the Confidential Secretary.
- Requests for formal investigation into police misconduct should be forwarded to Internal Affairs.
- The Administrative Sergeant should handle requests for information, inquiries and comments.
- Advertisements should not be forwarded.

Mail Distribution

(Deleted – records of security)

Special Assignments

The Administrative Sergeant also provides the Chief Executive Committee with special support by gathering information, collecting statistics, evaluating complaints and summarizing the findings in report form. Briefing and speaking notes are researched and provided as requested for special events.

This office coordinates some special events, especially if they involve the Chief's participation. Scheduling should be coordinated with the respective office staff member.

Visitor Liaison

(Deleted – records of security)

- Most arrangements to visit are made in advance. **(Deleted-record of security)**
- Once contacted by the visitor or representative (it will be the **(Deleted-record of security)**), do the following:
 - Create a schedule based on the visitor's request. Some visitors have specific persons, points of interest or units within the Department that they wish to visit. Make contact with these units/persons and arrange the visit.
 - If their schedule permits, arrange a meeting with the Chief of Police. These meetings are typically less than half an hour.
 - The Chief's Office Aide typically does a tour of the Department. Units usually include: Communications, Watch Commander's area, and Crime Lab (weapons locker, fingerprints, and handwriting and bullet comparison labs). The Lab Manager should be contacted to set up this tour. Since people are working, a tour of the full lab is limited.

Chief's Office Aide

1. Role

The Chief's Office Aide reports directly to the Chief's Office Administrative Sergeant. The Chief's Office Aide's primary function is (~~Deleted-record of security~~) and handle incoming telephone calls and mail. The Chief's Office Aide provides direct administrative support to the Chief's Administrative Sergeant, Executive Assistant Chief and Chief of Police. This position also serves as a collection and assigning point for inquiries, complaints, questions and requests from the general public and other outside agencies.

2. Responsibilities

The duties and responsibilities of the Chief's Office Aide include:

- (~~Deleted-record of security~~).
- Opening the Assistant Chiefs' Offices and adjoining offices on normally scheduled workdays.
- Handling incoming telephone inquiries and overnight voicemail messages.
- Routing of all mail received and addressed to chief officers and mail station 700.
- Notification / routing of outside information to Lieutenants, Captains and Chiefs.
- Coordinate outside organizations' requests for awards nominations throughout the Department.
- Log and distribute Department Service Awards, 25 years and higher.
- (~~Deleted-record of security~~).
- Calendar requests and (~~Deleted-record of security~~).
- (~~Deleted-record of security~~).
- Maintain subpoena log.
- Monitor Chief's Web Mail, respond, route, and track as appropriate.
- Handles 5150 or irate citizen calls as needed.
- Receives, assigns and tracks the City's Route requests from the City Council and Mayor's Office.
- Attending to miscellaneous office duties and assisting Chief Officers and staff as needed.

3. Confidentiality

While performing required duties, the Chief's Office Aide may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

4. Schedule and Attire

This position is a uniformed assignment working a flexible 4/10 schedule with weekends and City-approved Holidays off. **(Deleted-record of security)** Monday through Thursday or Tuesday through Friday. Adjustment of hours is sometimes required.

(Deleted-record of security). A relief Chief's Office Aide will be required for days off. Selections for the relief Chief's Office Aide will be approved by the Chief's Administrative Sergeant and should not impact patrol or other critical resources. In some instances, Clerical Staff within the Chief's Office can perform this function.

5. Operating Procedures

The Chief's Office Aide performs the following functions as a part of the daily morning routine.

Lights

Lights are on motion detectors. If switches are not on in the morning, they should be activated.

Voice Mail

- Turn Off by 0700 hours
 - Check messages -
 - Turn On at 1600 hours
- Press CFwdALL Button**
(Yellow) Voice mail button
- Enter password/code **((Deleted-record of security))**
 - Press 1 1 to listen to messages and log in notebook.
- Press CFwdALL Button and enter (Deleted-record of security)**

Mail Distribution

Mail is delivered daily. **(Deleted-record of security)** Mail should be distributed and/or assigned according to the above table.

Civilian Staff

Confidential Secretary to the Chief of Police

1. Role/Responsibilities

The Confidential Secretary to the Chief of Police reports directly to the Chief of Police. This position's primary function is to manage all aspects of the Chief's day-to-day activities and provide executive level administrative assistance as requested. The Confidential Secretary acts as a liaison between the Mayor's Office, Council Offices, media, department directors, law enforcement agencies and high-level public and private sector executives.

2. Confidentiality

While performing required duties, the Confidential Secretary of the Chief of Police may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

3. Schedule and Attire

This position is a civilian assignment working a 5/8 schedule with weekends and City-approved Holidays off. Normal work hours are (~~Deleted-record of security~~) but may be adjusted with approval of the Chief of Police. Telework is available to accommodate operational needs. Telework guidelines and requirements are outlined in Administrative Regulation 95.95 Telework Program.

Business attire is required and shall be in accordance with Department Procedure 5.10.

Executive Assistant to the Executive Assistant Chief of Police

1. Role/Responsibilities

The Executive Assistant reports directly to the Executive Assistant Chief of Police. This position's primary function is to manage all aspects of the Executive Assistant Chief of Police's day-to-day activities and provide executive level administrative assistance as requested. The Executive Assistant serves as full clerical support to the Counsel to the Chief. The position is also responsible for all scheduling, agenda preparation and record keeping for the Chief's Executive Committee meetings, coordinates the appeal hearings, and issuing all department announcements. This position also serves backup to the Confidential Secretary.

2. Confidentiality

While performing required duties, the Executive Assistant to the Executive Assistant Chief of Police may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

3. Schedule and Attire

This position is a civilian assignment working a 5/8 schedule with weekends and City-approved Holidays off. Normal work hours (~~Deleted-record of security~~) but may be adjusted with the approval of the Executive Assistant Chief of Police. Telework is available to accommodate operational needs. Telework guidelines and requirements are outlined in Administrative Regulation 95.95 Telework Program.

Business attire is required and shall be in accordance with Department Procedure 5.10.

Senior Clerk/Typist

1. Role/Responsibilities

The Senior Clerk/Typist reports directly to the Chief's Administrative Sergeant. This position's primary function is to manage all aspects of the Assistant Chiefs of Police day-to-day activities and provide administrative assistance, including scheduling of appointments, preparing agendas and documents. This position supervises the activities and performance of the Office Support Staff. This position is responsible for all Payroll functions of the office, coordinates the Shooting Review Board Hearings, Collision Review Board, and distributes the Employee Parking Awards. Assist with other clerical support duties as required.

2. Confidentiality

While performing required duties, the Senior Clerk/Typist may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

3. Schedule and Attire

This position is a civilian assignment working either a 5/8 schedule with weekends and City-approved Holidays off or a 36/44 schedule with non-payday Fridays and weekends off. Normal working hours (~~Deleted-record of security~~) Telework is available to accommodate operational needs. Telework guidelines and requirements are outlined in Administrative Regulation 95.95 Telework Program.

Business attire is required and shall be in accordance with Department Procedure 5.10.

Office Support Specialist

1. Role/Responsibilities

The Office Support Specialist reports directly to the Senior Clerk/Typist. The Office Support Specialist performs clerical/administrative duties and functions as required by the Assistant Chiefs and/or Senior Clerk/Typist. This position maintains the Weekly Duty Schedule (Chiefs and Captains), Mobile Field Force Duty Schedule (Lieutenants), the Command Staff and Commanding Officer listing, Captains, Lieutenant, and Civilian Equivalent Chart, and internal lists. This position is also responsible for the coffee and water fund, maintaining the office supplies, and assisting with incoming calls. Assist with other clerical support duties as required.

2. Confidentiality

While performing required duties, the Office Support Specialist may overhear or have confidential matters brought to his/her attention. The confidentiality of this information must be maintained at all times without compromise.

3. Schedule and Attire

This position is a civilian assignment working either a 5/8 schedule with weekends and City-approved Holidays off or a 36/44 schedule with **(Deleted-record of security)** weekends off. Normal working hours **(Deleted-record of security)**. Telework is available to accommodate operational needs. Telework guidelines and requirements are outlined in Administrative Regulation 95.95 Telework Program.

Business attire is required and shall be in accordance with Department Procedure 5.10.