

**COUNTY OF MONROE  
OFFICE OF THE SHERIFF  
ROCHESTER, NEW YORK**

<b>GENERAL ORDER POLICE BUREAU</b>	<b>DATE OF ISSUE April 25<sup>th</sup>, 2019</b>	<b>EFFECTIVE DATE April 25<sup>th</sup>, 2019</b>	<b>No. 002-19</b>
<b>SUBJECT: GENERAL ORDER  Substation Operations</b>		<b>DISTRIBUTION  Police Bureau Personnel</b>	<b>AMENDS</b>
<b>REFERENCE: NYSLEAP 2.5, 40.3, 43.1, 43.2, 43.7, 55.5</b>			<b>RESCINDS  002-17</b>

**Purpose:** To familiarize members/employees with the structure, assignment and responsibilities of those staff members assigned to the Patrol Division.

**Policy:** Members and employees shall be familiar with the duties and responsibilities affiliated with each position in the Patrol Division and will be accountable for fulfilling such duties and responsibilities.

**I. Structure**

- A. The assembly substations will be referred to as Zones A, B, and C in the organization of the Police Bureau of the Monroe County Sheriff's Office (MCSO).
- B. Within each zone, there will be a designated number of patrol districts based upon the needs of the particular zone.
- C. The number of members required to cover each district will be determined by factors such as population, calls for service, time of day, etc., and will be established by the Chief Deputy and Major of Operations. Each district will be covered by a minimum of one patrol deputy per shift. A documented workload assessment is required every three (3) years and will be prepared by the Major of Operations and reviewed by the Chief Deputy.
- D. Whenever possible, deputies will be assigned to each district for a period of time enabling them to become acquainted with persons, businesses, organizations and hazards of the area. The length of assignment in each district will be at the discretion of the platoon supervisor/command officer.

**II. Command**

- A. The Chief Deputy will maintain overall responsibility for the administration of the Police Bureau.
- B. The Major of Operations will be the designated division commander and will maintain overall command of the Patrol Division, and will be accountable to the Chief Deputy.
- C. Captains will be the designated zone commanders at specific substations and will have overall administrative responsibility for that substation. Zone Captains will be accountable to the Major of Operations.

- D. Lieutenants will be the designated patrol commanders and will be accountable to the Zone Captains.
- E. Platoon Sergeants will be the designated first line supervisors on a platoon within an assigned zone, and will be accountable to the immediate commanding officer.
- F. Sergeants assigned to a substation in a CIS assignment will be designated first line supervisors to zone members working in an investigative capacity, and will be directly accountable to the CIS Captain and Lieutenant. Additionally, the Sergeant will interact with the respective Zone Captains and advise of all matters of zone importance.
- G. Investigators will conduct initial and follow up investigations on all cases assigned to them, and will be directly accountable to the Zone CIS Sergeant.
- H. Deputies will be assigned to various platoons within a zone, and will be accountable to the supervising Sergeants.

**III. Platoons**

Standard designated tours of duty at all zones, ~~at this point~~, will be known as the first, second and third platoons. The twenty-four (24) hour duty day will be equally divided into three (3) platoons as follows:

- A. 2200 hours - 0600 hours will be designated the first platoon.
- B. 0600 hours - 1400 hours will be designated the second platoon.
- C. 1400 hours - 2200 hours will be designated the third platoon.

**IV. Command and Supervisory Personnel Assignments**

- A. The Major of Operations will be charged with the overall command of all operations, sections and units within the Patrol Division. His/her office will be located at Headquarters and he/she shall be on call for response on a twenty-four (24) hour basis.
- B. Zone Captains will be available for response on a twenty-four (24) hour basis within the geographic area of their respective zones. Their basic work schedule will be 0830 -1700 hours, Monday through Friday, but may be adjusted should the needs of the Zone indicate such.
- C. Lieutenants will be located at the zone of assignment. Duty hours will consist of first or third platoon hours. They will be assigned to a wheel in conjunction with the Sergeants as listed below:

	<b>Zone A</b>	<b>Zone B</b>	<b>Zone C</b>
<b>First</b>	Lt.	Lt.	Lt.
	Sgt. (1)	Sgt. (2)	Sgt. (3)
	Sgt. (3)	Sgt. (1)	Sgt. (2)
<b>Second</b>	Sgt. (3)	Sgt. (1)	Sgt. (2)
	Sgt. (2)	Sgt. (3)	Sgt. (1)
<b>Third</b>	Lt.	Lt.	Lt.
	Sgt. (2)	Sgt. (3)	Sgt. (1)
	Sgt. (1)	Sgt. (2)	Sgt. (3)

Note: Numbers in parenthesis are permanent wheel assignments.

**V. Geographical Boundaries**

- A. Deputies will have statutory jurisdiction within the geographical boundaries of Monroe County.
1. The Zone A substation includes the villages/townships of East Rochester, Fairport, Irondequoit, Penfield, Perinton, Pittsford, and Webster.
  2. The Zone B substation includes the villages/townships of Brighton, Henrietta, Honeoye Falls, Mendon, Rush, Scottsville, and Wheatland.
  3. The Zone C substation includes the villages/townships of Brockport, Chili, Churchville, Clarkson, Gates, Greece, Hamlin, Hilton, Ogden, Parma, Riga, Spencerport, and Sweden.
- B. Adjacent Jurisdictions
1. Monroe County is adjacent to the following counties; Wayne County (East), Ontario County (Southeast), Livingston County (South), Orleans County (West), and Genesee County (Southwest).
  2. Monroe County is bordered by Lake Ontario and Canada to the North.
  3. The following annex's are provided as a reference
    - Annex A- Jurisdictional Boundaries
    - Annex B- Monroe County Street Map

**VI. Concurrent Jurisdiction**

- A. By statute, Monroe County Sheriff Deputies have concurrent jurisdiction throughout Monroe County. The Monroe County Sheriff's Office has primary responsibilities for law enforcement service outside of the corporate limits of the City of Rochester, as well as those towns and villages that maintain a police force. Those respective municipalities have the primary responsibility for law enforcement within their geographical boundaries.
- B. New York State Criminal Procedure Law as well as New York State General Municipal Law also gives Monroe County Sheriff Deputies, under certain circumstances, the power and authority to take specific law enforcement action outside of their primary jurisdiction but within the State of New York.

**VII. Patrol Division Duties**

- A. The Major of Operations will:
1. Be designated as the commander of the Police Bureau Patrol Division. He/she will be responsible for the discipline and functioning of the entire Patrol Division and the strict enforcement of all existing federal, state and local laws.
  2. Ensure that prescribed policies, rules and regulations and lawful procedures are in compliance by all employees under his/her command.

3. Periodically meet with, inspect and review the activities of all Captains and Lieutenants.
4. Be held responsible for all employees and conditions within the division. He/she shall work in close cooperation and supervision with commanding officers of all divisions.
5. Assist the Chief Deputy in the formulation of the annual budget for the operation of the division and be responsible for monitoring the budgetary allowances allocated to the division.
6. Cause to have investigated all matters that arise relative to the conduct and discipline of all members of the division.
7. Act as liaison between the Chief Deputy and all units of the division.
8. Make periodic inspections of all zones and units under his/her command at various hours, including platoon roll call, on a monthly basis.
9. Review all Accident, Firearms Discharge, Subject Management and Pursuit Data Reports involving employees and equipment of the division.
10. Be responsible for the overall supervision of the various tactical units which fall under the command of the Patrol Division (SWAT, HDS, HRT, SCUBA and K-9) and ensure that members of these units are properly trained and equipped in order to ensure operational readiness.
11. Act as the principal advisor for unusual occurrences and report all such events to the Chief Deputy as soon as practicable.
12. Ensure the completion of daily and monthly reports documenting activity by division members for eventual inclusion in the annual report.
13. Perform such other duties as may be directed by the Sheriff, Undersheriff or Chief Deputy.

B. Zone Captains will:

1. Maintain overall administrative responsibility for his/her assigned substation. They will monitor substation performance, recommend new operating procedures to the Major of Operations and act in a community liaison capacity.
2. Work in close cooperation with their respective patrol commanders to ensure uniformity of procedures.
3. Be charged with the supervision of all members/employees assigned to their substation and be held responsible for the conduct, discipline and efficiency of said personnel.
4. Be responsible for the submission of monthly and weekly reports as required.
5. Respond to all major crimes and incidents to ensure that proper notifications and prescribed procedures are followed.

6. Document and forward all reports received concerning violations of rules and regulations by any employee of their command to the Major of Operations or Internal Affairs, as appropriate.
7. Ensure that required supplies for proper operation and administration of their assigned substation are appropriately requisitioned.
8. Be charged with inspection and maintenance of the zone substation.
9. Review daily attendance records, payroll records and other written matter pertaining to the operations and performance of members of their assigned command.
10. Be charged with the proper deployment of employees under their command.
11. Be charged with the proper dissemination and distribution of communications and materials to employees under their command.
12. Be responsible for maintaining an inventory of all materials and equipment issued to their assigned substation.
13. Control and designate the parking facilities for patrol vehicles and personal vehicles at their assigned substation.
14. Monitor radio communications of employees under their command and take necessary corrective action when improper procedures are detected.
15. Ensure the cooperation of all employees under their command with that of other divisions, sections and units of this agency, as well as other police agencies.
16. Bring to the attention of the Major of Operations and the commanding officer of Staff Services any exceptional or outstanding performance of duty that would merit department recognition.
17. Immediately notify their superior officers to all matters of importance.
18. Ensure that property stored at their assigned substation is transported to the Property Management Unit in a timely fashion.
19. Ensure that deficiencies noted in the lieutenant's monthly zone inspection are addressed, corrected and documented on the form.
20. Prepare and submit annual evaluations for personnel immediately under their command.
21. Perform such other duties as may be directed by a superior officer.

C. Lieutenants will:

1. Assume the appropriate duties during absences of the assigned captain.
2. Be held jointly responsible with the Zone Captain for the proper condition and appearance of the zone substation, equipment, platoon files, logbooks and personnel assigned, and conduct monthly written inspections to ensure compliance.

3. Assist with the immediate supervision of all members of the platoon during their tour-of-duty, and be responsible for the general conduct, discipline, efficiency and appearance of such members.
4. Be thoroughly familiar with the capabilities of employees under their command and report, in writing, to the Zone Captain every case of misconduct, neglect of duty, incompetence or violations of rules and regulations, as well as instances of exceptional performance.
5. Instruct and assist employees under their command in the proper discharge of their duties.
6. Be present at roll calls and conduct daily inspections to ensure that attire, equipment and personal cleanliness of assigned personnel are in compliance with current directives.
7. Monitor performance and productivity levels of assigned employees on a bi-weekly basis. Indicators will include, but not be limited to, criminal and traffic arrests, FIF quantity and quality, special attention checks, neighborhood patrols, directed patrols and development of informants/contacts.
8. Oversee the management of the platoon Zone Incident Files. Monitor the performance of on-going coaching and counseling of deputies by supervising sergeants.
9. Review the platoon time book on a biweekly basis, to ensure the proper recording of time used by employees.
10. Monitor sick time usage and tardiness frequency on a biweekly basis, taking corrective action through coaching and counseling sessions in concert with the supervising sergeants.
11. Meet with each member of the platoon and their supervising sergeants on a semiannual basis to discuss career development, morale issues, performance levels, and development of subordinates and work attitudes (including the formal performance evaluation process).
12. Act as the first-line review for annual performance evaluations of assigned deputies.
13. Prepare and submit annual evaluations for assigned sergeants.
14. Conduct, when appropriate, or assign and assist supervising sergeants in the investigation and documentation of reports pertaining to personnel complaints.
15. Monitor radio communications and take necessary corrective action when improper procedures are detected. Investigate all instances in which a member of their command fails to respond to or acknowledge a radio communication. Initiate additional monthly contacts with ECD regarding communications issues and submit written reports of complaints to the Major of Operations through the chain of command.
16. Investigate and document all employee-involved motor vehicle accidents and incidents in accordance with **MBGO-032 Agency Vehicles, Vessels, and Motor Bicycles.**

17. Investigate and document all incidents of subject management and uses of force in accordance with **MBGO-033 Response to Resistance Aggression & Subject Management Report**.
18. Respond to and manage all major crimes or incidents in their area of responsibility in order to ensure compliance with proper notifications and police procedures.
19. Authorize and coordinate specialized unit response to all field incidents.
20. Monitor the activities of all personnel under their command. Review the assignment of all warrants, subpoenas, summonses, etc., as coordinated by the Sergeants.
21. Review the Sergeant's management of zone logbooks and reports to ensure proper tracking and management.
22. Assist and coordinate with supervising sergeants in order to ensure sound case management practices.
23. Complete appropriate monthly statistical reports.
24. Coordinate and plan periodic roll call training in concert with supervising sergeants (in addition to video-based training).
25. Be responsible for the preparation of the biweekly payroll documents.
26. Coordinate or delegate the scheduling of special events or details at the direction of the zone commander.
27. Visit and inspect assigned deputies detailed to hospitals, public gatherings, special assignments or posts within their area of responsibility.
28. Be responsible for the prompt notifications of next of kin of deceased or seriously injured or seriously ill persons. (Assistance from clergy, family or a close friend is encouraged in these matters.)
29. Respond to media requests for information when appropriate.
30. Act as a back up on radio dispatched calls, whenever possible.
31. Alert their superior officer regarding all matters of importance as soon as practicable.
32. Attend Police Bureau and Division meetings as directed and coordinated by the Major of Operations.
33. Attend community or neighborhood meetings as a representative of the zone commander or Sheriff's Office.
34. Develop strategies for implementing annual goals as set forth by the Sheriff, reporting to the Zone Captain on a quarterly basis to measure the success or failure in meeting these goals.
35. Carry out any other duties as directed by a superior officer.

D. Sergeants will:

1. Be charged with the immediate supervision of all subordinates on their platoon and will be held responsible for the conduct, discipline and efficiency of such personnel.
2. Conduct roll calls, read orders, directives and other communications, assign subpoenas and summonses, provide proper instruction, and inspect personnel for proper attire, equipment and personal cleanliness.
3. Make inspections of patrol vehicles to ensure cleanliness and maintenance. Documented inspections shall take place at least monthly.
4. Assist and instruct deputies under their supervision in the proper discharge of their duties, be responsible for general conduct, discipline, and appearance of subordinates, as well as complete annual performance evaluations.
5. Be thoroughly familiar with agency orders and procedures and report, in writing to their supervisor every case of misconduct, incompetence, neglect of duty or other violation of rules and regulations, as well as instances of exceptional performance.
6. Maintain the Zone Incident File in accordance with **MBGO-023 Coaching and Counseling Procedures**.
7. Work in close cooperation with personnel in the field in managing criminal investigations, as well as other activities, to ensure that duties, orders and instructions are promptly and efficiently performed. On a daily basis, sergeants will meet with deputies in patrol areas during their tour-of-duty.
8. Ensure that proper notifications are made by deputies (i.e., medical examiner, utilities, EMS, etc.).
9. Respond to all major calls in their zone during their tour-of-duty and ensure the communication of necessary information to the appropriate superior officers.
10. Assist lieutenants in the investigation and documentation of all employee/member-involved motor vehicle accidents and incidents in accordance with **MBGO-032**.
11. Assist lieutenants in the investigation and documentation of all incidents of subject management and use of force in accordance with **MBGO-033**.
12. Remain in their area of responsibility during their tour-of-duty except for police business or as directed by a command officer.
13. Periodically conduct inspections of establishments that dispense alcoholic beverages to determine compliance with ABC and Penal Laws. Violations will be recorded and promptly reported to the Zone Captain/Platoon Commander.
14. Investigate and forward a written report to their supervisor upon failure of a deputy under their supervision to acknowledge and/or respond to a call or other radio communication.
15. Render necessary assistance to subordinates in the preparation of case files and ensure the related court attendance of such subordinates.
16. Visit and inspect assigned deputies detailed to hospitals, public gatherings or any special duty or post within their area of responsibility.

17. Make reasonable efforts to ensure that assigned employees are properly relieved.
18. Be held jointly responsible with the Zone Captain/Platoon Commander for the general upkeep and cleanliness of the zone substation during their tour-of-duty.
19. Review all reports submitted by subordinates for accuracy, completeness, grammar and legibility.
20. Review and inspect all requests for the replacement of attire and equipment and forward all authorized requests to the Zone Captain/Platoon Commander.
21. Enforce all laws and, when necessary, respond to calls for service during their tour-of-duty.
22. Approve all overtime requests, ensuring that overtime is properly controlled and equitably distributed.
23. Alert the Zone Captain/Patrol Commander regarding all matters of importance as soon as practicable.
24. Carry out any other duties as directed by a superior officer.

E. Sergeants Assigned to Zone CIS will:

1. Be responsible for the direct supervision of all employees under their command.
2. Instruct and assist investigators with their caseload whenever necessary.
3. Review all reports and activity sheets generated by persons under their command for accuracy, completeness, grammar and legibility.
4. Assign investigations for follow-up and monitor the progress of those investigations to ensure that they are completed in a timely manner.
5. Report, in writing, every case of misconduct, incompetence, neglect of duty or any other violation of the rules and regulations to the Captain / Platoon Commander.
6. Monitor employees for appearance and general conduct.
7. Approve all overtime requests, ensuring that overtime is properly controlled and equitably distributed.
8. Act as Case Crime Analyst to ensure the proper flow of crime information to appropriate personnel, pursuant to the Zone CIS Sergeant Manual.
9. Manage and maintain zone case assignments, case tracking, warrants, and grand jury packages.
10. Advise the Captain / Platoon Commander of any matters of importance as soon as practicable.
11. Review the activities of Investigators under their supervision to ensure that police duties, orders and instructions are promptly and efficiently performed.

12. Conduct periodic inspections of all employees and equipment under their supervision.
13. Compile and analyze crime trends, patterns and significant Modus Operandi for their assigned zone. Relevant information shall be communicated to the substations and law enforcement agencies.
14. Perform any other duties as may be directed by the Captain / Platoon Commander.

F. Investigators will:

1. Carry out the functions of the Sheriff's Office, specifically, the preservation of the peace, the protection of life and property, the prevention of crime and proper enforcement of laws and ordinances.
2. Unless otherwise directed, be prompt when reporting for duty, properly attired and equipped, and give careful attention to dispatches, orders and instructions, read or issued, by their superior officers.
3. Assist and cooperate in maintaining the cleanliness of their respective assigned area.
4. Conduct themselves in a courteous and professional manner at all times.
5. Conduct and complete any investigation assigned, report the findings of the investigations in writing and submit same as per current directives.
6. Notify their immediate supervisor and/or a commanding officer of any serious crime or unusual occurrence.
7. Be held responsible for ensuring that correct procedures are followed when arrests are affected, property is recovered or search warrants are executed.
8. Have all search warrant applications approved by their immediate supervisor prior to execution.
9. Carry out any other duties as may be directed by a superior officer.

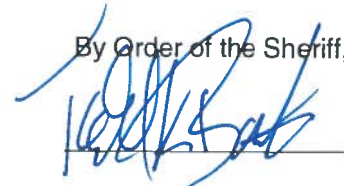
G. Patrol Deputies will:

1. Carry out the functions of the Sheriff's Office; specifically the preservation of the peace, the protection of life and property, the prevention of crime and proper enforcement of all laws and ordinances. Deputies will constantly direct their best efforts to accomplish these objectives in an intelligent and efficient manner and will stand ready at all times to answer and obey the orders of their superiors. Deputies will be accountable for the area to which they are assigned.
2. Unless otherwise directed, be present at the daily roll call at the specified time and place, properly uniformed and equipped, giving careful attention to all dispatches, orders or instructions, read or issued by their supervisors.
3. When assigned to a detail, promptly report to the supervisory officer in charge. Upon completion of a detail or special assignment, deputies will return to their original assignment and promptly notify their supervisory officer of their return.

4. Inspect and examine the exterior and interior of assigned vehicle prior to departure from the substation and again at the completion of their tour-of-duty. Any defects observed or any missing equipment must be immediately reported to the supervisor. When a vehicle is found to be damaged upon assuming control of same, and there is failure on the part of the deputy to immediately report same to the supervisor, the presumption will be that the damage was incurred during his/her tour-of-duty.
5. Operate the patrol vehicle at a moderate rate of speed and in such a manner as will enable them to properly observe conditions or situations, which may require police attention.
6. Maintain contact at all times with the ECD, conforming to the rules, regulations and procedures governing the use of radio communications and comply with the directives of the dispatchers at all times. The primary dispatched deputy will have responsibility for the incident until properly relieved by his/her supervisor.
7. Notify medical and/or fire service assistance where appropriate.
8. Familiarize themselves with assigned area of patrol, patrolling business and residential areas within area of assignment.
9. Remain within the boundaries of their assignment unless ordered to leave by the dispatcher or the immediate supervisor. When in pursuit of a violator or if an investigation warrants leaving an assigned area, deputies will request permission from their supervisor and notify the dispatcher.
10. Provide assistance to citizens as appropriate.
11. Assist motorists encountering mechanical difficulties, in need of towing service or stranded.
12. Promptly acknowledge all radio calls and, upon arrival at destination and upon completion of assignment, notify ECD providing their appropriate status.
13. When responding to emergency calls, exercise judgement and care with due regard for the safety of themselves and others. Common sense must dictate the necessity for the use of emergency lights and sirens. During the hours of darkness, deputies will use emergency lights in all cases when stopping or checking a vehicle on a roadway.
14. Report in writing, on prescribed forms, or via MDT/MDC according to procedures, all investigations, arrests, complaints, accidents, etc., in a legible manner. All reports will be submitted to the supervisor for approval.
15. Use non-directed time to perform pro-active patrol activities including but not limited to: traffic enforcement, ABC checks, warrant service, gathering and documenting field intelligence information. All activities will be recorded via the MDT/MDC.
16. Notify their supervisor of all calls or complaints in which a felony has been committed.

17. Be responsible for refueling assigned vehicle at the end of each tour-of-duty. Fuel tanks will not be less than one quarter full at any time. Deputies will check the oil level, windshield wipers, including washer fluid, at the beginning of each tour-of-duty and ensure that proper levels are maintained. Deputies will assist in maintaining the interior and exterior cleanliness of vehicles.
18. Submit a Fleet Control Ticket at the conclusion of each tour-of-duty.
19. Cooperate in maintaining the cleanliness of their respective zone substation.
20. Promptly answer in-coming phone calls to the substation with courtesy and professionalism while always identifying themselves during the initial greeting.
21. Carry out any other duties as directed by a superior officer.

By Order of the Sheriff,



Todd K. Baxter

\*Indicates a significant change from the original and previous versions of this General Order.

Annex A- Jurisdictional Boundaries

Monroe County Sheriff's Office  
Patrol Districts

