



Milford Police Department General Orders



Department Organization

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Department Organization

1. Purpose

The intent of this Order is to define the Departments' organization and establish the basic responsibilities of each position within the Milford Police Department.

2. Scope

This Order applies to all Department Employees.

3. Policy

- A. A written task analysis shall be conducted and reviewed triennially for each classification of sworn employees below the rank of Deputy Chief. This shall include:
 - 1. Work behaviors (duties, responsibilities, functions, tasks etc.)
 - 2. Frequency the work behavior occurs
 - 3. Critical nature of the job related skills, knowledge and abilities

4. General Responsibilities

- A. All personnel both sworn and non-sworn are responsible for properly advising their supervisor(s) of all matters of a serious nature and/or any violations of the Department General Orders.
- B. All Supervisors are responsible to be aware of incidents of a serious nature and/or any violation of the Department General Orders occurring on their shift or under their command.
- C. The duties listed under each of the below descriptions are not all-inclusive, and are subject to change at the discretion of the Chief of Police.
 - 1. Additional duties may be assigned in other General Orders and/or Special Orders. Any conflict between these duty descriptions and any other Order should be brought to the attention of your immediate supervisor as soon as possible.
 - 2. A documented review of the below job descriptions of all employees will take place every four years to ensure that all descriptions are current. This review will be conducted by the Chief of Police or his designee.
- D. General Administrative Reporting
 - 1. Administrative Reporting Program- these types of reports are designed to provide information within this department on a day to day operational basis as well as provide a mechanism to report Department activities outside the immediate structure of the Department. This Department's administrative reporting program, the person/position responsible for the reports, the purpose for each report, the frequency and who the reports are submitted to be as follows:
 - a. CAD Daily Log -This log is entered by Communications Personnel and is intended communicate brief descriptions of all calls for service during each shift and is completed on a shift basis and is available to all personnel at all times and is to be read at all briefings.

- b. Monthly Report - Completed on a monthly basis, this is intended to report Monthly Activities, and Special Projects/Achievements/Innovations. It is to be submitted to the Chief of Police and is available to personnel upon request. It is prepared by the Division Commanders and certain Unit Supervisors, including the following:
 - i. Detective Bureau
 - ii. Crime Suppression Unit
 - iii. Training
 - iv. DARE
 - v. Records
 - vi. Crime Prevention
 - vii. Patrol Division
 - viii. K-9 Unit
 - ix. Community Oriented Police Substation
 - x. Administrative Division
- c. Daily Reports - Daily reports are completed on a shift basis by Patrol Sergeants, Shift Commanders, and Special Unit Commanders and are intended to report the daily activities of individuals and units. These reports are to be submitted to the immediate supervisor of the person completing the report.

E. Special Assignments

- 1. Special assignments are any assignment created for a specific function as designed by a member of the Command Staff and approved by the Chief of Police. Examples of special assignments include the Crime Suppression Unit (CSU) and Community Oriented Substation (COPSS)
- 2. An annual review of all specialized units shall be conducted by the Division Commander in charge of the Unit. The review is to be submitted to the Deputy Chief and shall include the following:
 - a. A listing of the special units under the commanders authority
 - b. A statement of the purpose of the Unit
 - c. The evaluation of the initial problem or condition that required the implementation of the special unit
 - d. A recommendation of whether or not to continue the special assignment.

F. Planning and Research

- 1. All assignments of planning and research shall originate from or upon the approval of the Chief of Police.
- 2. Upon the assignment of such tasks the authorized personnel should be granted access to all necessary information needed to complete the task.
- 3. The person designated as the Project Leader for such tasks shall answer directly to the Chief of Police or his designee.

5. Department Positions

A. Chief of Police

1. Skills, Knowledge, and Abilities for the Chief of Police Include:
 - a. Strong leadership ability.
 - b. Ability to develop and integrate new technology, techniques, practices, and programs to improve the effectiveness of policing in Milford.
 - c. Ability to work effectively with local officials and community representatives.
 - d. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - e. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - f. Excellent written and oral communications skills.
2. Responsible for the management, administration and operation of the police department and its' employees.
3. Recommend for appointment and, when appropriate, suspend or recommend for leave, discharge or retirement all employees of the Police Department, except as otherwise provided by the City Charter or State Law.
4. Prepare the Department budget annually, and present it to the Commission, Mayor, Board of Finance and Board of Alderman together with a synopsis describing the important features, and be responsible for its administration after adoption.
5. Prepare and submit to the Mayor/Commission, at the end of the fiscal year, a report summarizing and highlighting the financial condition, (expenditures, disbursements and collected funds) administrative and law enforcement activities of the Department for the preceding year (the Annual Report).
6. Advise the Mayor of the financial condition and future needs of the Police Department, and make such recommendations, as he shall deem advisable.
7. Recommend to the Mayor and/or Commission adoption of such measures within their respective jurisdictions, as he may deem necessary or expedient for the health, safety or welfare of the City, or the improvement of the administrative services.
8. Manage the purchase of all materials, supplies and equipment for which funds are provided in the Police Department budget.
9. Administer the enforcement of all laws, ordinances, regulations and policies.
10. Direct the investigation of all complaints relating to the administration of the Department including complaints against police officers.
11. Perform such related duties as may be required by the Mayor and/or Commission not inconsistent with the City Charter, law or ordinances, or this Agreement.
12. Serve as a member for management on the City's negotiating team and be responsible for drafting and recommending City proposals and evaluating Union Proposals, including but not limited to participating in grievance and interest arbitration proceedings at the direction of the Mayor.

13. Oversee the administration of the Collective Bargaining Agreement(s) between the City and the Union and handle grievances and unfair labor practices with the assistance of the City Attorney.
14. Determine and direct all training conducted at the Milford Police Officer Recruit Training Academy and be responsible for imposing all other POST or state-law requirements for police officer certification.

B. Deputy Chief of Operations

1. Skills, Knowledge, and Abilities for the Deputy Chief Include:
 - a. In good standing within the department.
 - b. Strong leadership ability and excellent decision making skills.
 - c. Ability to work effectively with local officials and community representatives.
 - d. Working knowledge of state laws and town ordinances.
 - e. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - f. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - g. Strong critical thinking and conflict resolution skills.
 - h. Excellent written and oral communications skills.
2. The Deputy Chief is the second in command of the Department and is responsible for the general supervision, under the direction of the Chief, of all operational aspects of the Department.
3. Operations include:
 - a. Patrol Division
 - b. Detective Bureau
4. In the absence of the Chief of Police, the Deputy Chief shall have all authority and perform all the duties of the office of the Chief of Police, except the making of appointments, promotions, demotions, or transfers of members or employees of the Department.

C. Acting Deputy Chief

1. In the absence of the Chief of Police and the Deputy Chief, the Chief's designee holding the rank of Captain shall have all authority and perform all the duties of the office of the Chief of Police, except the making of appointments, promotions, demotions, or transfers of members or employees of the Department.

D. Administrative Captain

1. Skills, Knowledge, and Abilities for all Captains Include:
 - a. At least ten years of continuous service in the Milford Police Department and previously held the rank of Lieutenant.
 - b. In good standing within the department.
 - c. Strong leadership ability and excellent decision making skills.
 - d. Ability to work effectively with local officials and community representatives.
 - e. Working knowledge of state laws and town ordinances.
 - f. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - g. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - h. Strong critical thinking and conflict resolution skills.
 - i. Excellent written and oral communications skills.
2. The Administrative Captain is responsible for the general supervision, under the direction of the Chief, of all administrative aspects of the Department.
3. Administration includes:
 - a. Administrative Division
 - b. Internal Affairs
 - c. Special Service Units Training Unit

- d. Crime Prevention and Public Information
- e. Recruitment, Personnel, Payroll
- f. Fleet Maintenance

E. Patrol Captain

1. Skills, Knowledge, and Abilities for all Captains Include:
 - a. At least ten years of continuous service in the Milford Police Department and previously held the rank of Lieutenant.
 - b. In good standing within the department.
 - c. Strong leadership ability and excellent decision making skills.
 - d. Ability to work effectively with local officials and community representatives.
 - e. Working knowledge of state laws and town ordinances.
 - f. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - g. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - h. Strong critical thinking and conflict resolution skills.
 - i. Excellent written and oral communications skills.
2. Reports to the Deputy Chief.
3. Commands the administrative activities of the Patrol Division.
4. Plans programs and budgets for the efficient operation of a Division.
5. Directs correlates and prepares statistical reports and data concerning the current and past operation of the Division and conduct an annual analysis of grievances.

F. Detective Captain

1. Skills, Knowledge, and Abilities for all Captains Include:
 - a. At least ten years of continuous service in the Milford Police Department and previously held the rank of Lieutenant.
 - b. In good standing within the department.
 - c. Strong leadership ability and excellent decision making skills.
 - d. Ability to work effectively with local officials and community representatives.
 - e. Working knowledge of state laws and town ordinances.
 - f. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - g. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - h. Strong critical thinking and conflict resolution skills.
 - i. Excellent written and oral communications skills.
2. Reports to the Deputy Chief

3. Commands the administrative activities of the Detective Division.
4. Plans programs and budgets for the efficient operation of the Division
5. Directs correlates and prepares statistical reports and data concerning the current and past operation of the Division.

G. Lieutenant

1. Skills, Knowledge, and Abilities for all Lieutenants Include:
 - a. At least seven years of continuous service in the Milford Police Department and previously held the rank of Sergeant.
 - b. In good standing within the department.
 - c. Strong leadership ability and excellent decision making skills.
 - d. Ability to work effectively with local officials and community representatives.
 - e. Working knowledge of state laws and town ordinances.
 - f. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - g. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - h. Strong critical thinking and conflict resolution skills.
 - i. Excellent written and oral communications skills.
2. Patrol Lieutenant
 - a. Reports to the Patrol Captain.
 - b. Commands the activities of a shift in the Patrol Division
 - c. Shall be aware of all conditions in the City requiring Police Attention.
 - d. Investigates all motor vehicle accidents involving sworn personnel with the rank of sergeant and above.
 - e. Performs administrative functions as assigned by the Patrol Division Commander.
 - f. In the absence of the Public Information Officer (PIO) prepares press releases for serious incidents within the Patrol Division.
 - g. Acts as Division Commander or Headquarters/Patrol Sergeant when assigned or in the absence of a Superior Officer or Junior Officer (Sergeant).

- h. Shall make careful inspection of all employees under his/her supervision or command to ascertain that they are properly uniformed and equipped and fit for duty. If any employee is found to be improperly uniformed or equipped, or in any way unfit for duty, he/she will take the appropriate action.
 - i. Ensures that the Commanding Officer is advised as soon as practical on all matters of importance, including serious or unusual incidents or emergencies.
 - j. Ensures the security and control of the facility to include the cleanliness of the facility and the availability of emergency medical equipment within the facility.
- 3. Detective Lieutenant
 - a. Directs the activity of the Detective Bureau, Special Investigations Unit and Identification Bureaus.
 - b. Reviews all incident reports generated in the Patrol Division and determine which cases the Detective Bureau will assume, and assign the cases to the respective sergeant.
 - c. Assigns cases to Detective Sergeants for investigation.
 - d. Assigns cases to Detective Sergeants for them to assign to detectives.
 - e. Tracks all cases being investigated by the Detective Division.
 - f. Reviews all investigations, reports and warrants from the Detective Division for compliance with court and departmental requirements.
 - g. Prepares statistical reports on Detective Bureau Activity.
 - h. In the absence of the Public Information Officer (PIO) prepares press releases for serious incidents within the Detective Bureau.
 - i. Acts as Division Commander, when assigned or in the absence of a Superior Officer.
- 4. Administrative Lieutenant of Records and Information Technology
 - a. Reports to the Administrative Captain
 - b. Responsible for:
 - i. Records Unit
 - ii. Records retention and disposition
 - iii. Information Technologies Section
 - iv. Payroll
- 5. Administrative Lieutenant of Public Services
 - a. Reports to the Administrative Captain
 - b. Responsible for:
 - i. Evidence Control section.
 - ii. Traffic Unit
 - iii. Responsible for maintaining the operational readiness of portable radios.
 - iv. Licensing and Permits

- v. Under the direction of the Administrative Captain conducts internal affairs investigations.

H. Sergeant

1. Skills, Knowledge, and Abilities for all Sergeants Include:
 - a. At least five years of continuous service in the Milford Police Department as a Patrol Officer.
 - b. In good standing within the department.
 - c. Strong leadership ability and excellent decision making skills.
 - d. Ability to work effectively with local officials and community representatives.
 - e. Working knowledge of state laws and town ordinances.
 - f. Ability to foster and maintain a high level of professional and ethical conduct among all members of the police department.
 - g. Strong knowledge of and a proven commitment to best practices in law enforcement and how to implement those practices.
 - h. Strong critical thinking and conflict resolution skills.
 - i. Excellent written and oral communications skills.
2. Headquarters Sergeant (Desk Sergeant)
 - a. Reviews all paperwork generated in the Patrol Division and makes such dispositions as necessary.
 - b. Supervises the communications room and the personnel assigned to it. He/she shall pay particular attention to the nature of the complaints and/or calls for service being received and dispatched by communications room personnel.
 - c. Controls and supervises the booking area, to include assigning a booking officer, setting bonds on arrestees and reviewing the arrests for probable cause. He/she is responsible for the proper care and treatment of prisoners being detained or processed in the booking area. He/she shall make proper inspection of the booking area to ensure that
 - d. Investigates all injuries on duty to those under his/her supervision.
 - e. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - f. Ensures the Shift Commander is advised of all serious and/or unusual incidents, emergencies occurring on the shift.
 - g. Receives civilian complaints against officers and civilian employees and initiates the proper procedures for such.
 - h. Investigate all damage to police equipment used by those under his/her supervision.
 - i. Investigate all violations of Department Orders that come to his/her attention, and forward the results of such investigation to his/her superior listing the violation(s) committed and a recommendation of discipline.

- j. Shall be the Commanding Officer of the assigned shift during the absence Shift Commander.
 - k. He/she shall thoroughly familiarize himself/herself with all matters pertaining to department business and operations during his/her assigned shift, including but not limited to, all General, Divisional and Special Orders, official instructions or orders.
 - l. Shall make careful inspection of all employees under his/her supervision or command to ascertain that they are properly uniformed and equipped and fit for duty. If any employee is found to be improperly uniformed or equipped, or in any way unfit for duty, such fact will be immediately reported to the superior or commanding officer, who will take the appropriate action.
3. Patrol Sergeant
- a. Responsible for the supervision of the patrol officers working beats on the shift.
 - b. Investigate all violations of Department Orders that come to his/her attention, and forward the results of such investigation to his/her superior listing the violation(s) committed and a recommendation of discipline.
 - c. Investigates all injuries on duty to those under his/her supervision.
 - d. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - e. Investigate all damage to police equipment used by those under his/her supervision.
 - f. Investigates all motor vehicle accidents involving patrol officers and civilian employees.
 - g. He/she shall thoroughly familiarize himself/herself with all matters pertaining to department business and operations during his/her assigned shift, including but not limited to, all General, Divisional and Special Orders, official instructions or orders.
 - h. He/she will conduct daily briefings.
 - i. Shall make careful inspection of all employees under his/her supervision or command to ascertain that they are properly uniformed and equipped and fit for duty. If any employee is found to be improperly uniformed or equipped, or in any way unfit for duty, such fact will be immediately reported to the superior or commanding officer, who will take the appropriate action.
 - j. He/she shall not perform the duties of a patrol officer, unless otherwise assigned by the Chief of Police or his/her designee, but upon becoming aware of any violation or incident requiring Police attention, he/she shall be required to take appropriate law enforcement action.

4. Scheduling Officer

- a. Reports to the Patrol Captain.
- b. Assist Patrol Captain in routine operations of the Patrol Division.
- c. Schedules time off requests.
- d. Handles requests for private duty work.
- e. Schedules overtime jobs to be filled.

5. Traffic Sergeant

- a. Reports to the Administrative Lieutenant.
- b. Commands the Traffic Division.
- c. Investigate all violations of Department Orders that come to his/her attention, and forward the results of such investigation to his/her superior listing the violation(s) committed and a recommendation of discipline.
- d. Investigates all injuries on duty to those under his/her supervision.
- e. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
- f. Investigates all damage to police equipment used by those under his/her supervision.
- g. Investigates all motor vehicle accidents involving those under his/her supervision.
- h. Responsible for fleet maintenance.
- i. Responsible for maintaining the operational readiness of department vehicles.
- j. Responsible for portable and vehicle mounted communications equipment.
- k. Supervises the School Crossing Guard program.
- k. Reviews traffic related construction for compliance with local and state laws, complaints and suggestions concerning traffic engineering and acts as the liaison including transmitting collision and enforcement data, to local and regional traffic engineering authority.
- l. Investigates parking ticket complaints.
- m. In the absence of the Public Information Officer (PIO) prepares press releases for serious incidents within the Traffic Division.
- n. He/she shall thoroughly familiarize himself/herself with all matters pertaining to department business and operations during his/her assigned shift, including but not limited to, all General, Divisional and Special Orders, official instructions or orders.
- o. Shall make careful inspection of all employees under his/her supervision or command to ascertain that they are properly uniformed and equipped and fit for duty. If any employee is found to be improperly uniformed or equipped, or in any way unfit for duty, such fact will be immediately reported to the superior or commanding officer, who will take the appropriate action.

- p. Will prepare an annual analysis of traffic crashes, with the emphasis on identifying traffic problem areas.

6. Detective Sergeants

- a. Shall make careful inspection of all employees under his/her supervision or command to ascertain that they are properly uniformed and equipped and fit for duty. If any employee is found to be improperly uniformed or equipped, or in any way unfit for duty, such fact will be immediately reported to the superior or commanding officer, who will take the appropriate action.
- b. Investigate all violations of Department Orders that come to his/her attention, and forward the results of such investigation to his/her superior listing the violation(s) committed and a recommendation of discipline.
- c. He/she shall thoroughly familiarize himself/herself with all matters pertaining to department business and operations during his/her assigned shift, including but not limited to, all General, Divisional and Special Orders, official instructions or orders.
- d. Detective Sergeants
 - i. Reports to the Detective Lieutenant.
 - ii. Investigates all injuries on duty to those under his/her supervision.
 - iii. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - iv. Investigate all damage to police equipment used by those under his/her supervision.
 - v. Assigns cases received from the Lieutenant to the Detectives assigned to him/her.
 - vi. Investigates cases assigned to him/her by the Lieutenant.
 - vii. Reviews cases and paperwork from Detectives for compliance with court and departmental requirements.
- e. Special Investigations Unit Sergeant
 - i. Reports to the Detective Lieutenant.
 - ii. Investigates all injuries on duty to those under his/her supervision.
 - iii. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - iv. Investigate all damage to police equipment used by those under his/her supervision.
 - v. Assigns cases received from the Lieutenant to the Detectives assigned to him/her.
 - vi. Investigates crimes assigned to him/her.
 - vii. Reviews investigations from Special Investigations Unit Detectives for compliance with court and departmental requirements.
 - viii. Prepares statistical reports on juvenile incidents.

- ix. Maintains manages the School Resource Officer Program.
- f. Identification Bureau Sergeant
 - i. Reports to the Detective Lieutenant.
 - ii. Investigates all injuries on duty to those under his/her supervision.
 - iii. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - iv. Investigate all damage to police equipment used by those under his/her supervision.
 - v. Documents crime scenes.
 - vi. Collects and processes evidence.
 - vii. Maintains the Department's photograph files.
 - viii. Maintains the Department's fingerprint files.
 - ix. Maintains the Department's booking computer.
 - x. Reviews investigations from Identification Bureau Detectives and civilians employees for compliance with court and departmental requirements.
 - xi. Submits statistical reports on the ID Bureau activity.
- g. Tactical Team Sergeant
 - i. Reports to the Detective Captain.
 - ii. Commands the Tactical Unit.
 - iii. Investigates all injuries on duty to those under his/her supervision.
 - iv. Investigates police use of force involving weapons and less than lethal weapons by those under his/her supervision.
 - v. Investigate all damage to police equipment used by those under his/her supervision.
 - vi. Reviews investigations from Tactical Detectives for compliance with court and departmental requirements.
 - vii. In the absence of the Public Information Officer (PIO) prepares press releases for serious incidents within the Tactical Unit.
 - viii. Prepares statistical reports on the Units activities.
 - ix. Maintains cash funds for the Tactical Unit.
- 7. Training Sergeant
 - a. Reports to the Administrative Captain.
 - b. Commands the Training Unit.
 - c. Investigate all violations of Department Orders that come to his/her attention, and forward the results of such investigation to his/her superior listing the violation(s) committed and a recommendation of discipline.
 - d. He/she shall thoroughly familiarize himself/herself with all matters pertaining to department business and operations during his/her assigned shift, including but not

limited to, all General, Divisional and Special Orders, official instructions or orders.

- e. Responsible for the operation of the Department Training Academy.
- f. Maintains Records of all training provided to officers.
- g. Arranges in-service and recertification training.
- h. Prepares budget and operational plans for the Training Unit.
- g. Maintains the Accreditation files.
- i. Responsible for maintaining operational readiness of unused weapons.

I. Officer

1. Skills, Knowledge, and Abilities for all Officers Include:

- a. High school diploma or equivalent.
- b. Must hold a valid driver's license.
- c. Ability to exercise judgement in the application of law, policy, procedure, and tact.
- d. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
- e. Ability to deal with matters of a confidential nature.
- f. Ability to pass initial background investigation.
- g. Ability to pass an initial agility test, written exam, and structured oral board panel.

2. Patrol Officer

- a. Responds to calls for service and actively engages in preventative patrol as directed.
- b. Enforces criminal laws and City Ordinances and investigates complaints.
- c. Enforces parking and traffic violations.
- d. Shall constantly patrol every part of his/her assigned area until the end of his/her tour of duty. When required to interrupt regular patrol to conduct an investigation, he/she shall attend to such as expeditiously as possible and without unnecessary loss of time resume patrol of his/her assigned area.
- e. Interviews and takes statements from suspects, victims and witnesses.
- f. Completes accurate and timely incident reports and affidavits as directed.
- g. Monitors and reports suspicious activity.
- h. Establishes community relations and performs Crime Prevention activities.
- i. Prepares Daily Field Activity Reports.

- j. Shall familiarize his/herself with all General, Divisional and Special Orders, policies, directives and instructions and shall adhere to such.
 - k. Shall attend the daily briefing conducted at the beginning of their shift.
 - l. Performs other assignments as directed by superior officers.
 - m. Responsible for the care and maintenance of all department issued equipment under their control or use.
- 3. Detective
 - a. Reports to a Detective Sergeant.
 - b. Investigates cases assigned to him.
 - c. Interviews and takes statements from suspects, victims and witnesses.
 - d. Completes accurate and timely incident reports and affidavits as directed.
 - e. Shall familiarize his/herself with all General and Special Orders, policies, directives and instructions and shall adhere to such.
 - f. When workload permits, attend the daily briefing conducted at the beginning of their shift.
 - g. Performs other assignments as directed by superior officers.
 - g. Responsible for the care and maintenance of all department issued equipment under their control or use.
- 4. Training Officer
 - a. Reports to the Training Sergeant
 - b. Conducts Training Instruction
 - c. Assists in maintaining records of officers certification and training
- 5. Crime Prevention Officer/Public Information Officer (PIO)
 - a. Reports directly to the Chief of Police and the Deputy Chief.
 - b. Performs all Media relations' functions.
 - c. Prepares Press releases.
 - d. Handles community relations' issues.
 - e. Meets with concerned citizen groups to address public concerns.
 - f. Maintains log of all burglar alarm activities and is responsible for the enforcement of Alarm Systems - Enforcement.

6. Evidence Officer

- a. Reports to the Administrative Lieutenant.
- b. Documents all incoming property.
- c. Stores, maintains, and tracks all property through chain of custody.
- d. Disposes/returns property through court order or police release.
- e. Prepare letters of correspondence to courts, other agencies, property owners and police officers.
- f. Review cases for property disposition.

7. Licensing Officer

- a. Reports to the Administrative Lieutenant.
- b. Conduct background checks for applicants for city and state permits
- c. Issue city permits
- d. Conduct pistol permit applicant interviews
- e. Fingerprint applicants for above permits
- f. Fingerprint Milford citizens who request fingerprinting for other reasons
- g. Maintain database of weapons purchases

8. Court Liaison Officer

- a. Reports to the Detective Bureau Captain.
- b. Transports all arrest paperwork to court.
- c. Transfers all held prisoners to court.
- d. Logs and sends infractions to the central infractions bureau.
- e. Maintains arrest warrant file.

J. Stenographer (Civilian)

1. Skills, Knowledge, and Abilities for all Records Employees include:
 - a. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees.
 - b. Excellent Organizational Skills.
 - c. Knowledge of Records Management Systems and Data Entry.
 - d. Ability to comply with State of CT Records Retention laws and requirements.
 - e. Ability to maintain complex records/filing system and prepare reports from such records.
 - f. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - g. Working knowledge of Excel, Microsoft Word, Adobe.
2. Reports to the Headquarters Sergeant.
3. Responsible for all stenographic and related duties
4. Perform clerical duties assigned to them by a supervisor

K. Dispatcher (Civilian/Sworn)

1. Skills, Knowledge, and Abilities for all Dispatchers include:
 - a. Ability to communicate effectively in a stressful environment.
 - b. Customer service oriented.
 - c. Ability to establish and maintain excellent work relationships with other employees and the general public.
 - d. Excellent organizational skills.
 - e. Working knowledge of Computer Aided Dispatch.
 - f. High school diploma or equivalent.
2. Reports to the Headquarters Sergeant.
3. Receives and records all requests for service
4. Prioritizes calls for service and dispatches police personnel as needed
5. Maintains contact and status of all personnel
6. Assist callers with non-police related questions
7. Enters, updates and retrieves information from Department and outside law enforcement computer systems
8. Monitors and operates multiple public safety radio frequencies
9. Monitors and operates security camera equipment
10. Advises supervisors of high profile or unusual incidents
11. Performs routine clerical work as needed

L. Records Supervisor (Civilian)

1. Skills, Knowledge, and Abilities for all Records Employees include:
 - a. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
 - b. Excellent Organizational Skills.
 - c. Knowledge of Records Management Systems and Data Entry.
 - d. Ability to legally navigate public Freedom of Information Requests.
 - e. Ability to navigate sophisticated Payroll Software and data entry.
 - f. Ability to comply with State of CT Records Retention laws and requirements.
 - g. Ability to maintain complex records/filing system and prepare reports from such records.
 - h. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - i. Must be able to pass background investigation and deal with matters of a confidential nature.
 - j. Working knowledge of Excel, Microsoft Word, Adobe.
 - k. Knowledge of and ability to make decisions in accordance with laws, ordinances, and regulations beneficial but not required
 - l. Ability to perform other administrative duties, as required, to assist in the efficient operation of the Milford Police Department.
2. Reports to the Administrative Lieutenant.
3. Supervises all Records Room staff
4. Reviews daily complaint sheets
5. Reviews and approves background checks done for license office and outside agencies
6. Responsible for the ordering of Department supplies
7. Review and approve monthly validation requests
8. Enters dispositions from daily docket sheet into criminal history file
9. Ensures the Uniform crime report is printed and sent to the Chief of Police for review, and then sent to the proper agency.
10. Maintain monthly time keeping for all employees

M. Records Clerk (Civilian)

1. Skills, Knowledge, and Abilities for all Records Employees include:
 - a. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
 - b. Excellent Organizational Skills.
 - c. Knowledge of Records Management Systems and Data Entry.
 - d. Ability to legally navigate public Freedom of Information Requests.
 - e. Ability to navigate sophisticated Payroll Software and data entry.
 - f. Ability to comply with State of CT Records Retention laws and requirements.
 - g. Ability to maintain complex records/filing system and prepare reports from such records.
 - h. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - i. Must be able to pass background investigation and deal with matters of a confidential nature.
 - j. Working knowledge of Excel, Microsoft Word, Adobe.
 - k. Knowledge of and ability to make decisions in accordance with laws, ordinances, and regulations beneficial but not required.
 - l. Ability to perform other administrative duties, as required, to assist in the efficient operation of the Milford Police Department.
2. Reports to the Records Supervisor.
3. Enters case clearances
4. Send out copies of reports to outside agencies on request or requirements
5. Answer telephones
6. Assist citizens at the records window
7. Prepare Uniform Crime report on a monthly basis
8. Prepare Domestic Violence Report on a monthly basis
9. Maintains cash funds for the Records Department

N. Traffic Clerk (Civilian)

1. Skills, Knowledge, and Abilities for all Traffic Clerks include:
 - a. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
 - b. Excellent Organizational Skills.
 - c. Ability to navigate sophisticated data entry software.
 - d. Ability to comply with State of CT Records Retention laws and requirements.
 - e. Ability to maintain complex records/filing system and prepare reports from such records.
 - f. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - g. Ability to perform other administrative duties, as required, to assist in the efficient operation of the Milford Police Department.
2. Reports to the Traffic Sergeant.
3. Process Infractions and Parking tickets issued
4. Answer phones
5. Assist citizens at the Traffic window
6. Process Protested parking ticket complaints
7. Conduct Stenographer duties for the Traffic Unit
8. Assist in organizing, hiring, and scheduling of Crossing Guards

O. Training Secretary (Civilian)

1. Skills, Knowledge, and Abilities for the Training Secretary Include:
 - a. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
 - b. Excellent Organizational Skills
 - c. Ability to navigate sophisticated data entry software.
 - d. Ability to comply with State of CT Records Retention laws and requirements.
 - e. Ability to maintain complex records/filing system and prepare reports from such records.
 - f. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - g. Ability to perform other administrative duties, as required, to assist in the efficient operation of the Milford Police Department.
2. Reports to the Training Sergeant.

3. Maintain
 - a. All certification training records
 - b. All records of training classes
 - c. Attendance records of all training
 - d. Legal updates
4. Answer phones
5. Assist in training research

P. Chiefs Administrative Assistant (Civilian)

1. Skills, Knowledge, and Abilities for the Administrative Assistant Include:
 - e. Customer Service Oriented: ability to establish and maintain excellent work relationships with other employees, the general public, and other public and private organizations.
 - f. Excellent Organizational Skills.
 - g. Ability to navigate sophisticated data entry software.
 - h. Ability to comply with State of CT Records Retention laws and requirements.
 - i. Ability to maintain complex records/filing system and prepare reports from such records.
 - j. Ability to type and transcribe at a reasonable speed and operate standard office machines.
 - k. Ability to perform other administrative duties, as required, to assist in the efficient operation of the Milford Police Department.
2. Answers phones for the Chief of Police and the Deputy Chief.
3. Assists the Chief of Police in scheduling calendar.
4. Process purchase orders and direct payment vouchers.
5. Maintain Department account balances.
6. Prepare paperwork for new employees and /or benefit changes.
7. Maintain employee's personnel files.
8. Prepare agenda and paperwork for Police Commissioners meetings.

6. Department Organization

- A. For the purpose of efficient operation, the Department is divided into three (3) divisions with multiple units as follows:
 1. Detective Division
 - a. General
 - b. Identification

- c. Special Investigations
 - d. Tactical
 - e. Computer Crimes
- 2. Patrol Division
 - a. Patrol
 - b. Bicycle
 - c. Crime Suppression
 - d. K-9
- 3. Administrative Division
 - a. Evidence
 - b. Internal Affairs
 - c. Records
 - d. Recruitment
 - e. Traffic
 - f. Training

B. In addition to the above Divisions the following Units/Services are under the authority of the Administrative Captain:

- 1. All-Terrain Vehicles
- 2. Communications
- 3. Honor Guard
- 4. Marine/SCUBA
- 5. SRT

C. [Organization Chart](#)