


Type of Directive GENERAL ORDER	Number 10.28.1	Page 1 - 16
Subject SPECIAL OPERATIONS UNIT		Date 6/2014
Amends 18.1.7, 9.1.10	Rescinds 10.22.5(COMMUNITY SERVICES OFFICERS), 9.1.10.IV(JUVENILE OPERATIONS), 18.1.7.F & IV(TRAFFIC ADMINISTRATION)	
CALEA References 1.2.1,41.1.3, 16.2.1, 61.3.4		
Authorized by:  Howard B. Hall, Chief of Police		

This policy is for Department use only and shall not apply in any criminal or civil proceedings. The Department policy should not be construed as a creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this directive will be the basis for Department administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

I. PURPOSE

The purpose of this directive is to designate the general duties of the separate functions located within the Special Operations Unit.

II. POLICY

The Special Operations Unit is comprised of the Community Services, Traffic Enforcement and School Resources functions of the Department. The Special Operations Unit is that component of the Department which provides services similar to Uniform Division officers, but in a more specialized manner. Whereas Patrol Officers respond to calls for service as their primary workload, Special Operations Unit personnel make specific traffic enforcement, school safety and animal control tasks their primary duties.

III. PROCEDURE

A. COMMUNITY SERVICES OFFICERS (CSOs)

1. Authority and Responsibility

- a. CSOs are empowered with the same authority as stated in the General Order Authority and Jurisdiction.
- b. The CSOs primary responsibility will be the enforcement of Chapter five (5) of the Roanoke County Code.
- c. CSOs will be deemed to be Roanoke County's animal warden within the meaning of COV § 3.2-6555.

2. Complaint Classification

- a. CSO calls for service will be divided into two (2) priority classifications with a decreasing level of immediate service required. These priority levels are described in the General Order Patrol Operations.
- b. Citizen calls for service involving animals running at large or barking dogs will normally require a complainant.
 - (1) Emergency Communications Officers will advise the complainant of the importance of speaking with the officer to provide sufficient information at the call location to resolve the issue.
 - (2) Normally, an officer will not be dispatched if the citizen refuses to leave their name and information necessary for the CSO to make follow-up contact.
- c. The Emergency Communications Center will be provided with a list of call classifications and call referrals, to include:
 - (1) Community service call types, and
 - (2) Referral agencies and codes.
- d. The Emergency Communications Center will not dispatch a CSO to animal control related calls for service within thirty (30) minutes of the end of an CSO's tour of duty, except when:
 - (1) A priority one incident is occurring, or
 - (2) The request for service constitutes an incident in which the CSO would normally be called back into service from off duty or on-call status.
- e. Call out of a CSO is on a case by case basis after review of all the circumstances surrounding the call by the on duty Uniform Shift Supervisor.

3. Supervisory Responsibility

- a. CSOs will be supervised by a Special Operations Unit Sergeant.
- b. During hours in which the Special Operations Unit Sergeant is not available, CSOs will be supervised by the on duty Uniform Division Shift Supervisor(s).
- c. The Special Operations Sergeant will be responsible for:
 - (1) Ensuring that CSOs enforce animal license requirements,
 - (2) Reviewing bills from outside sources tasked with maintaining and caring for animals,

- (3) Ensuring training records are sent to the Academy Support Specialist and that CSOs maintain certifications,
- (4) Maintaining an adequate inventory of CSO equipment and supplies,
- (5) Reviewing reports, intake forms, trap forms, and maintenance of CSO related records,
- (6) Scheduling public educational events,
- (7) Offering advice on priority of new call types and response level,
- (8) Forwarding health records of CSOs to the Department of Human Resources.
- (9) Acting as liaison for the Department and other animal related agencies and departments.
- (10) Scheduling CSOs for field operations, court schedules, holidays, etc.,
- (11) Submitting an animal impoundment yearly report to the Special Operations Unit Commander and the Department of Agriculture.
- (12) Review the monthly activity of the CSOs and forward the original to the Special Operations Commander.

4. CSO Administrative Duties

- a. Each CSO will be responsible for:
 - (i) The maintenance of current records for animal traps loaned to the public,
 - (ii) Cultivating a working relationship with area veterinarians and animal control agencies,
 - (iii) Transmitting necessary information to the Health Department via electronic mail related to animal bite incidents,
 - (iv) For screening calls from the Health Department as to Department responsibilities related to animal bite/rabies cases,
 - (v) Forwarding required paperwork to various agencies as required, and
 - (vi) Scheduling the delivery of animal traps.

5. Assistance to Other Departments

- a. During normal scheduled hours, requests for assistance from outside jurisdictions will be screened by the Special Operations Sergeant or Commander.
- b. During other hours, requests for assistance from outside jurisdictions will be screened by an on-duty Uniform Division Supervisor.

6. Animal Bite Incidents

- a. CSOs will investigate animal bites that:
 - (1) Involve stray domestic animals,
 - (2) Occur off the animal owner's property,
 - (3) Involve incidents of dangerous or vicious dogs, or
 - (4) Involve wild animals.
- b. Officers will attempt to locate and secure the animal as soon as possible. A copy of the report will be sent via **electronic mail** to the Health Department.
- c. CSOs will contact the animal's owner, if known, in all reported domestic animal bite cases. This contact will include:
 - (1) Ascertaining if the suspect animal has a rabies certificate of vaccination,
 - (2) Determining if the animal is currently licensed, and
 - (3) Providing notice of the animal's quarantine.
- d. Regarding prosecutions, animal bites that occur on the animal owner's property are deemed a civil matter. However, an incident that occurs off of the owner's property is a violation and will be investigated by a CSO.

7. Confinement / Quarantine Notice

- a. An animal bite involving a known domestic animal, which occurred off of the animal owner's property, will require an incident report to be completed. A copy of the incident report will be sent via **electronic means as soon as possible** to the Health Department. **The Health Department will advise as to the length of any related quarantine.**
- b. The Health Department may request assistance from the Department in locating an animal in emergency animal bite incidents.
- c. When placing an animal into quarantine, the CSO should:

- (1) Advise the owner of the requirements of a quarantine.
 - (2) Advise the owner that the animal may be held in confinement in one of the following locations:
 - (i) At the residence of the owner, if the quarantine restrictions are observed,
 - (ii) At the **Regional Center for Animal Control & Protection (RCACP)**, with the owner accepting sole responsibility for any related fees,
 - (iii) At a veterinarian's office or boarding facility with the owner accepting sole responsibility for any related fees.
 - d. In cases of a domestic animal bite, when the owner of the animal is unknown, an incident report will be completed and a copy sent via electronic means as soon as possible to the Health Department. The animal, if located, will be quarantined for ten (10) days at the **RCACP**.
8. Animal Capture
- a. CSOs are provided with equipment to capture animals and should utilize the appropriate equipment to secure an animal.
 - b. An animal may be tranquilized to effect capture after all other reasonable attempts have failed.
9. Impoundments
- a. CSOs will transport animals that are to be impounded to the RCACP.
 - b. **During periods of extreme weather, impounded animals will be transported to the RCACP within two (2) hours from the initial capture.**
 - c. **Animals will be held in confinement for the period of time established in the Code of Virginia.**
 - d. **Feral animals will be held in accordance with COV § 3.2-6546.**
 - e. As animal owners retrieve their animal from the RCACP, the owners should be charged with the appropriate ordinance violation(s).
10. Wild Animals
- a. Complaints involving non-domestic animals are the responsibility of:
 - (1) The State Game Warden and/or

(2) The complainant through a referral agency.

b. Normally, Department personnel will not be dispatched to wild animal complaints unless the animal presents a public safety issue such as when the animal:

(1) Appears aggressive and may attack, or

(2) May be rabid.

c. Wild non-domestic animals may be legally transported by Department personnel.

11. Disposal of Animals Exterminated by Department Personnel

a. If an officer is requested to destroy an animal, they will:

(1) Inform the property owner that the property owner is responsible for the disposal of any carcass exterminated on their property, or

(2) If applicable, inform the Virginia Department of Transportation (VDOT) that an animal was exterminated and remains on the highway right-of-way.

b. The officer may need to remove the carcass of an animal if the property owner cannot be located or if it is in the best interest of the Department.

(1) While handling an animal carcass, the officer must wear rubber protective gloves.

(2) The carcass, if size permits, must be placed into a plastic bag and sealed.

(3) The sealed bag should be placed in the black trash container marked "CSO" located in the side parking lot of the Public Safety Center.

(i) The officer depositing the carcass in the trash container will notify a CSO of the disposal. The CSO will also need notification of any possible exposures for need of rabies testing by the Health Department. Notification may be accomplished by:

(a) Directly notifying an on-duty CSO,

(b) Via electronic mail to the CSO group, or

(c) Requesting an Emergency Communication Officer to complete a Referral form listing the disposal for CSO information.

(ii) CSOs will transport the animal carcass to the RCACP.

12. Field Operations with Controlled Drugs

- a. Any required drugs will be issued to a CSO from personnel at a designated veterinary facility.
- b. The CSO(s) will be responsible for completing the Chemical Immobilization form documenting their use of a controlled drug during field operations and forwarding the original report to the Special Operations Sergeant.

13. CSO Vehicles – Operation and Utilization

- a. The purpose of a specialized CSO vehicle is to provide a safe and effective mode of transportation for a CSO and any captured animal. CSO vehicles are specially modified with cages for securing animals.
- b. The CSO is assigned a CSO vehicle for use in regularly assigned duties and is responsible for complying with Department guidelines contained in the General Order Take Home Vehicles.
- c. There are no additional qualifications or training requirements needed to operate a CSO vehicle. However, due to a limited number of CSO vehicles, those vehicles are restricted for use by CSOs unless authorized by the Operations Assistant Chief of Police.
- d. Specialized equipment provided with each CSO vehicle includes:
 - (1) .22 Magnum Rifle
 - (2) Shotgun
 - (3) Darts for air gun
 - (4) Leather work gloves
 - (5) Heavy welding gloves
 - (6) Catch pole
 - (7) Cat tongs
 - (8) Snake tongs
 - (9) Leashes
 - (10) Rope
 - (11) Halters

- (12) Lariat
- (13) Trash bags
- (14) .22 handgun (suppressed)
- (15) Chain with lock
- (16) Snappy Snare
- (17) Antiseptic
- (18) Rubber tie downs
- (19) Fencing pliers
- (20) Hammer
- (21) Roll wire
- (22) Fencing staples
- (23) Bolt cutters
- (24) Dog and Cat food
- (25) One gallon of water
- (26) Coveralls
- (27) Cat trap(s)
- (28) Cat carrier(s)
- (29) Disinfectant spray
- (30) CSO forms

B. SCHOOL RESOURCE OFFICER (SRO) PROGRAM

1. The Department will support and develop prevention programs to aid the Department's overall efforts. In adopting this philosophy, the Department participates in a School Resource Officer (SRO) Program.
2. The SRO program serves as a school liaison program and is intended to:
 - a. serve as a resource with respect to delinquency prevention,
 - b. provide guidance on ethical issues in a classroom setting,

- c. provide individual student counseling and/or mentoring where necessary by working in conjunction with school counselors, and
 - d. explain the role of law enforcement in society.
- 3. An SRO may be called upon to provide instruction to groups or classes such as Parent Teacher Associations, civic and/or government classes, and community groups.
- 4. The purpose of this program is to create an atmosphere in the Roanoke County schools which is conducive to education in a crime and drug free environment. This environment will help to improve a relationship between the law enforcement community and the youth of Roanoke County.
- 5. Members of the Department may be assigned to work within the schools in the capacity of School Resource Officer.
- 6. The role of the School Resource Officer is to:
 - a. reduce crime and delinquent behavior which may manifest itself in the school,
 - b. arrest violators and pursue prosecution of persons charged with offenses occurring on school property,
 - c. investigate offenses on school property,
 - d. acquaint students with the role of the police officer in the community, and
 - e. help educate teachers, students, and parents in the law enforcement role in society.
- 7. SRO positions will be assigned per General Order Personnel Assignments.
- 8. SRO related Crime Prevention and Community Awareness:
 - a. The Department will actively encourage and participate in crime prevention and community awareness programs, educating juveniles and adults in the various aspects of delinquency prevention.
 - b. The Department will also support the designing and implementation of programs intended to prevent and control delinquent behavior in juveniles.
 - c. The SRO will be responsible for maintaining liaison with schools and community organizations such as church groups and civic organizations by initiating and responding to requests for programs related to crime prevention and control of delinquent and criminal behavior by youths, as well as educational programs

(drug awareness, etc.).

- d. All officers are encouraged to interact with and develop a cooperative relationship with juveniles. Officers are encouraged to make recommendations regarding how members of the Department, as individuals and collectively, can reduce the criminal behavior among the County's youth.
 - e. Any necessary meetings with juveniles while they are attending school, or during school activities, will be initiated by first attempting to contact the SRO and then contacting school administrative personnel at the respective school office.
9. When requested by the local school authorities, School Resource Officers will assist in instructing student safety patrols.
- a. Safety patrol activities are intended to complement the adult school crossing guard program.
 - b. Student safety patrols will not be authorized to direct or control vehicular traffic in any way.

C. TRAFFIC ENFORCEMENT UNIT (TEU) ADMINISTRATION

1. The TEU will be supervised by a Special Operations Unit Sergeant. The Sergeant assigned to this supervision will also assume the role of the Department Traffic Coordinator. The responsibilities of this assignment include, but are not limited to:
 - a. Yearly analysis of traffic crashes,
 - b. Yearly analysis of traffic enforcement activities,
 - c. Implementation of selective enforcement techniques and procedures,
 - d. Deployment of traffic enforcement personnel,
 - e. Evaluation of selective traffic enforcement activities, and
 - f. Monitoring and coordinating the Department's traffic activities.
2. The Special Operations Unit Commander is responsible for the supervision of the Special Operations Unit / Traffic Coordinator Sergeant and any related activities.
3. The Special Operations / Traffic Coordinator Sergeant will be responsible for the Department's Selective Traffic Enforcement Data Analysis. This analysis will include:
 - a. Yearly compilation and review of traffic crash data,
 - b. Yearly compilation and review of traffic enforcement activities data,

- c. Yearly comparison of crash data and enforcement activities data,
 - d. Yearly evaluation of selective traffic enforcement activities.
- 4. This report will be forwarded to the Chief of Police, both Assistant Chiefs of Police, Uniform Division Commanders and the Professional Standards Unit.
- 5. As necessary, the Special Operations / Traffic Coordinator Sergeant may request data for a specific period of time. These periodic reports are in addition to the annual report.
- 6. Analysis of traffic crash and traffic enforcement activities requires the review of all necessary traffic related records that include traffic crash data, traffic enforcement data, and roadway hazard reports provided by:
 - a. The Department Records Unit,
 - b. The Virginia Department of Transportation (VDOT), and
 - c. The Crime Analyst,
 - d. The Virginia Department of Motor Vehicles,
 - e. Other sources as necessary.
- 7. The Special Operations / Traffic Coordinator Sergeant may assign traffic direction and control locations based on temporary or emergency situations.
- 8. School Crossing Guards will also be supervised by the Special Operations / Traffic Coordinator Sergeant.
 - a. School crossing guards are assigned to facilitate the orderly ingress and egress of vehicular and pedestrian traffic at schools.
 - b. School crossing guards will be part-time employees of Roanoke County or contracted through a security agency.

(1) Selection Criteria

- (i) Any person 21 years of age or older, or who is employed by a security agency contracted to provide this service.
- (ii) Each crossing guard employed by Roanoke County should have a suitable background free of any serious criminal convictions.
- (iii) Crossing guards employed by Roanoke County must be physically capable of working in varying weather conditions.
- (iv) Security agencies, contracted to provide this service, will only assign individuals who meet the minimum standards for security officers as mandated by the Department of Professional and

Occupational Regulation.

- (2) Equipment - Each school crossing guard, employed by Roanoke County, will be issued a uniform consisting of a white shirt (with shoulder patch) and blue pants. A hat is also issued and will be part of the complete uniform. Other issued items will include:
 - (i) clear hat cover,
 - (ii) high-visibility safety apparel (raincoat and vest),
 - (iii) amber warning light with cigarette lighter plug,
 - (iv) white gloves, and
 - (v) standard whistle.
- (3) Employees of security agencies will wear the standard uniform provided by their employer.
- (4) At all times while directing traffic, each school crossing guard employed by Roanoke County will wear white gloves and high-visibility safety apparel that meets the Performance Class 2 or 3 requirements of the ANSI/ISEA 10722010.
- (5) The amber warning light will be displayed during times of traffic direction to alert approaching motorists.
- (6) Authority and Training:
 - (i) Each school crossing guard will receive at least 4 hours of instruction on traffic direction and other related skills prior to any field assignment.
 - (ii) Training will be conducted by a Department of Criminal Justice Services certified instructor.
 - (iii) School crossing guards will be responsible for the orderly movement of traffic at their assigned post during the half hour before and after the beginning and closing time of the facility.
 - (iv) School crossing guards, employed by the County, will not have powers of arrest.
- (7) School crossing guards will be posted at locations identified as being necessary through an annual analysis of data from VDOT and the Roanoke County School Transportation Department and with input from the Department's daylight shift supervisors. Factors to consider in the analysis include:

- (i) traffic volume/speed,
- (ii) number of turning movements,
- (iii) width of an intersection,
- (iv) physical terrain,
- (v) existence of traffic control devices, and
- (vi) number/age of children using the crossing.

(8) The Special Operations / Traffic Coordinator Sergeant shall complete this analysis and forward the report to the Operations Assistant Chief of Police no later than July 1st. of each year.

D. TRAFFIC ENFORCEMENT UNIT PROCEDURES

1. The Traffic Enforcement Unit, which consists of Uniform Division officers, targets traffic related complaints, provides information for data analysis, selectively enforces violations identified as causal factors in traffic crashes, and participates in pro-active measures to enhance highway safety and promote public awareness of highway safety issues.
2. The Traffic Unit is under the direction of the Traffic Coordinator.
3. Traffic Unit officers may have specific duties and assignments that will be unique to the Traffic Unit.
4. Traffic Officers will not be used to supplement manpower for the regular patrol shifts of the Uniform Division unless special circumstances necessitate their use.
5. Traffic Officers will respond to Priority I calls as the primary or back-up unit:
 - a. when they are the nearest primary or back-up unit to the incident location, or
 - b. when no other district officers or supervisors are available.
6. When responding to Priority I calls, Traffic Officers will be relieved by Uniform Division Patrol Officers as soon as possible.
7. Traffic Officers will investigate any crash or crime they witness.
8. When uniformed patrol officers are committed to calls or when circumstances dictate, Traffic Officers may be called upon by a supervisor to assist in handling an escort, traffic control, or other similar requests.

E. CRASH INVESTIGATION

1. Traffic Officers will be trained in advanced traffic crash investigation as well as other pertinent traffic related duties.

2. When a member of the Traffic Unit is working and a fatal or expected fatal crash is received and charges are anticipated, the Traffic Officer is expected to respond to the scene and handle the investigation.
3. Traffic Officers will be primarily responsible for investigating all traffic crashes involving fatalities or expected fatal injuries.
4. The Traffic Officers' duties will not **ordinarily** include responding to **non-reportable** traffic crashes occurring within the county.
5. When Uniform Division Supervisors are made aware of **any** traffic crash resulting in a fatality, or one which could result in a fatality, they are authorized to advise the Emergency Communications Center to notify a Traffic Officer to respond to the scene.
 - a. If a Traffic Officer is working at the time, they will be dispatched.
 - b. If there are no Traffic Officers on duty, the supervisor will request that the Emergency Communications Center try to locate a **Special Operations Unit Supervisor who may respond to the scene to assist until a Traffic Officer can arrive and assume the investigation or coordinate the notification of a Traffic Officer.**
 - c. If no officer with specialized crash investigation skills is available, the supervisor will have the officer at the scene proceed with the investigation.
6. Once Traffic Officers are notified, they will be responsible for the crash investigation. The Traffic Officer may request additional assistance through a Uniform Division Supervisor as needed.

F. PROBLEM IDENTIFICATION, PLANNING AND ASSESSING OUTCOMES

1. The Special Operations Supervisors will use the information from all traffic and crash analysis and all other information from other sources to identify all problems relating to traffic crashes and traffic enforcement. Other means of identifying problems include:
 - a. Citizen complaints in reference to speed or unsafe environmental conditions. Use of speed measuring devices will be utilized to verify problems.
 - b. Planning and zoning concerns in regards to future development.
 - c. Information from other jurisdictions that may affect traffic in Roanoke County.
2. Using the principles of Data Driven Approaches to Crime and Traffic Safety (DDACTS) along with other pertinent information, the Special Operations Supervisors will conduct

planning meetings with other Department Supervisors and outside agencies. Both short and long term plans will be prepared to address the traffic and crash problems that are identified. The plans will have goals to:

- a. Reduce crashes overall, but especially in those areas identified as high crash locations.
 - b. Increase the utilization of occupant protection.
 - c. Decrease the occurrence of vehicle operators driving under the influence of alcohol and/or drugs.
 - d. Encourage drivers to obey speed limits.
3. The plans will include specific goals. Periodic assessments will be conducted to determine the outcomes of the goals. Means used to determine the outcome will include:
- a. Monthly crash analysis can show the occurrences of traffic crashes in certain identified high crash locations.
 - b. Seat belt surveys will be conducted at various times of the year.
 - c. Crash analysis can determine if the percentage of driving under the influence (DUI) drivers is decreasing.
 - d. Utilize speed measuring devices before and after a special enforcement period to determine if a change occurred in driver speed behavior.
 - e. The annual traffic report will provide an assessment of long term outcomes.

G. DUTIES

1. Traffic Officers' duties will vary throughout the year with specific assignments made in order to accomplish the goals of the short and long term plans. Continuous data driven analysis will allow the Traffic Unit to be more effective in accomplishing their goals.
2. While the Traffic Unit is devoted primarily to enforcement and investigative duties, the assigned officers will also be aware of the need to provide assistance to motorists. This responsibility would include assisting persons with vehicular failure, persons needing direction or assistance, and reporting missing or malfunctioning traffic devices.
3. The primary responsibility of the Traffic Enforcement Unit is the enforcement of traffic laws and regulations. This may be accomplished by employing selective enforcement techniques.

4. The Traffic Enforcement Unit will participate in selective enforcement activities which includes but is not limited to:
 - a. speed enforcement,
 - b. habitual offenders,
 - c. drivers with revoked/suspended licenses,
 - d. DUI violations,
 - e. areas with high crash levels,
 - f. parking violations, and
 - g. commercial motor vehicle enforcement.

H. SPECIAL OPERATIONS UNIT COMMANDER

1. The Special Operations Unit Commander is responsible for the direct supervision of the two (2) Special Operations Unit Sergeants.
2. The Special Operations Unit Commander serves as the Department Grant Coordinator and is responsible for submissions, management, and related projects that emanate from a successful grant application.

END OF GENERAL ORDER 10.28.1