



DEPARTMENT ORGANIZATION AND DIRECTION

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| Chief Nathan C. Hagglund | | January 21, 2026 | |

I. GENERAL CONSIDERATIONS AND GUIDELINES

The West Brookfield Police Department is structured into organizational components that represent functional groupings of employees performing like activities. The organizational structure of the department provides management with a means for assigning responsibility for performance of a group of functions to a single supervisor or manager, as well as letting employees know to whom they are accountable. It is designed to provide the most effective police service practical.

II. POLICY

The department makes a commitment to allocate adequate staff positions in order to provide both efficient and effective delivery of police services. The structure of the department is not rigid. It is subject to alteration based on the changing resources and priorities of the department as well as the needs of the community it serves.

The organizational structure is depicted graphically on an organizational chart. It is the policy of the West Brookfield Police Department that the Chief of Police will review and update the Organization Chart of the department as needed. The chart will be accessible to all members on the department computer

4.02c DEPARTMENT ORGANIZATION AND DIRECTION

system. In addition, the organizational chart will be available to the public via the police website. [11.1.1] [11.1.2]

III. ORGANIZATIONAL STRUCTURE

The ranks of the West Brookfield Police Department reflect the para-military nature of the organization and are defined as a chain of command.

The executive head of the department is the Chief of Police. In descending order, the ranks are as follows: Chief, Lieutenant, Sergeant, Patrol Officer, and Probationary Police Officer.

IV. ORGANIZATIONAL COMPONENTS

In order to accomplish the mission of the agency, the department is divided into several components: the Office of the Chief of Police, Lieutenant, Sergeant, and Patrol Services, The mission of the agency is:

1. To provide both police patrol and investigative services (as an assigned function) to the Town of West Brookfield;
2. Planning, development, management and control of those administrative functions necessary to support both patrol and investigative operations; and
3. Provide internal security, audit and investigative oversight assistance to the Town and other components of the department. [11.1.1])

OFFICE OF THE CHIEF OF POLICE

The Chief of Police has all the authority under M.G.L. c. 41, s.97A. They exercise all lawful powers of the office and issues such lawful orders as necessary to assure the effective performance of the department. The Chief is responsible for the management, planning, direction, and control of the agency. This includes, but is not limited to: [12.1.1]

1. Coordinating the department's improvement programs, developing and monitoring project plans and monitoring project implementation schedules;

4.02c DEPARTMENT ORGANIZATION AND DIRECTION

2. Providing assistance to other units of the department in planning activities such as: crime analysis, budgeting, multi-year planning, resource allocation and reporting;
3. Ensuring that the department is in compliance with the Town of West Brookfield's policies on Equal Opportunity/Affirmative Action functions in hiring and assignment policies, rules and procedures;
4. Coordinating the department's fiscal affairs, particularly budget and payroll pertaining to this office; and
5. Development, analysis and implementation of programs designed to improve the efficiency and effectiveness of the department. These will include budget, payroll and community services.
6. Records & Public Information
7. Information Technology
8. Animal Control
9. Accreditation

OFFICE OF THE LIEUTENANT

The Lieutenant is the second-in-command responsible for overseeing all operational and administrative components of the department under the direction of the Chief of Police. The Lieutenant exercises supervisory authority as delegated by the Chief and ensures the effective coordination of police services, personnel management, and compliance with department policies. Responsibilities include, but are not limited to:

1. Overseeing Professional Standards, including policy compliance, performance evaluations, and internal accountability measures;
2. Directing Community Services programs focused on youth, elderly, and other vulnerable populations to promote prevention, outreach, and positive community relations;
3. Supervising all Patrol Functions, including overall coordination of patrol operations, court liaison(s), resource allocation, and response to community needs;
4. Overseeing Day Shift Patrol, E ensuring proper staffing, shift assignments, and operational effectiveness during daytime hours;
5. Overseeing Evening Shift Patrol, monitoring activities, addressing shift-specific issues, and maintaining continuity of service;

4.02c DEPARTMENT ORGANIZATION AND DIRECTION

6. Overseeing Patrol Services on all shifts (Day, Evening, and Overnight), including staffing assignments, operational effectiveness, officer safety, shift-specific issue resolution, and integration of part-time officers as needed.

OFFICE OF THE SERGEANT

The Sergeant is the first-line supervisor responsible for the direct oversight and leadership of patrol services and field operations during assigned shifts.

Reporting to the Lieutenant, the Sergeant ensures the effective and efficient delivery of police services in the field, supports the department's mission, and maintains accountability among patrol personnel. Responsibilities include, but are not limited to:

1. Supervising patrol officers and probationary officers on assigned shifts, including the assignment of duties, monitoring of performance, and provision of on-the-job guidance and field training;
2. Reviewing, approving, and ensuring the accuracy and completeness of reports, arrests, citations, incident documentation, and other field-generated records;
3. Responding to calls for service, directing operations at incident scenes, coordinating resources, and assisting with or leading preliminary investigations as required;
4. Maintaining discipline among assigned personnel, enforcing department policies and procedures, and ensuring compliance with applicable laws, town regulations, and standards of conduct;
5. Coordinating daily patrol activities with other department components, including part-time officers and support functions overseen by the Lieutenant;
6. Supporting internal security, accountability, and oversight efforts through observation of operations, reporting of issues up the chain of command, and assistance in addressing complaints or operational concerns;
7. Engaging with the community during shifts to address concerns, build trust, and promote proactive measures to protect the vulnerable from harm and enhance public safety.

4.02c DEPARTMENT ORGANIZATION AND DIRECTION
