

SAN DIEGO POLICE DEPARTMENT

OPERATIONAL SUPPORT ADMINISTRATION

OPERATIONS MANUAL

October 2026

MISSION

The Operational Support Administration Unit assists area commands and other units within the police department in accomplishing their mission by providing the necessary operational resources. Operational Support Administration personnel will enhance operations by eliminating or minimizing efforts that detract from crime-fighting through technology and process improvements.

GOALS and OBJECTIVES

The goal of Operational Support Administration is to meet the operational needs of Department personnel. This will be accomplished by keeping abreast of current and future technologies and resources which can be used to aide in departmental efficiency, problem solving and the provision of police services.

All staff working within the Operational Support Division shall maintain the confidentiality of information within the unit. Each member shall be held to the highest ethical standards.

UNIT OPERATING PROCEDURES

Operational Support Administration is tasked with several assignments in which many are incident specific while others are more routine in nature. Where possible, these duties are set forth in detail. The current structure of these duties shall be maintained in this section and updated annually. Each task shall be described in sufficient detail to allow any member of the unit to handle the task if needed.

Operational Support Administration is staffed as follows:

One Captain
One Lieutenant
One Sergeant
Five Officers
One Analyst
One Word Processing Operator
One Provisional Officer
One Volunteer

Unit members generally operate interdependently with each other; however, due to the fluid nature of operational requests, unit members are expected to accomplish some tasks independently.

It is the responsibility of the supervisors to coordinate work schedules, days off, vacations and training requests to ensure adequate support for the unit.

The Operational Support Administration office will be staffed Monday through Friday from 0500 to 1545 hours. At least one person shall remain in the office during these hours to provide an appropriate level of customer service. All variations of the office hours will be presented to the lieutenant of Operational Support Administration for evaluation.

Unit supervisors will be responsible for proper "cross-training" of all staff personnel to maintain effective office coverage.

VEHICLES

Operational Support Administration is assigned one unmarked sedan, one marked black and white sedan and one marked white van. None of the listed vehicles are assigned as a take-home vehicle.

UNIT RULES

Sworn personnel shall wear either the police uniform, business attire, or other attire at the direction of unit supervisors while on duty. The Class C utility uniform is authorized with cloth badge over left breast pocket and name embroidered over right breast pocket. Civilian personnel shall wear business attire, unless otherwise directed. All personnel shall always present a professional appearance in dress and grooming standards unless excused by the Chief of Police due to special assignments. Business casual dress is authorized for "Casual Fridays" for civilian personnel.

Every member is responsible for maintaining a professional work environment free from offensive behavior, in compliance with the law and Department Policy and Procedure.

Individuals calling in sick or requesting last minute leave time shall notify their immediate supervisor at the earliest opportunity and shall also notify the clerical staff.

All personnel shall submit a leave request and receive supervisory approval prior to taking leave. These requests shall be submitted in compliance with established department policies. Such time-off shall be indicated in the Department "Red Book," available online.

All equipment cabinets and equipment storage room doors shall remain locked when not in use. The main office door and roll up window shall be closed and locked when there are no employees in the office. Computers, office machines, and other power appliances will be either turned off or placed in the appropriate stand-by mode when not in use.

Personnel issues such as transfers, assignments, and promotions coming to the attention of Operational Support Administration staff shall remain **confidential** until a Department Announcement is published.

All research documents are to be maintained for a minimum of two years in compliance with state law and the City of San Diego General Records Disposition Schedule. Office staff shall conduct yearly reviews of all files. Documents are only eligible for purging if:

- ✓ They are over two years old;
- ✓ They are not part of ongoing projects; and
- ✓ They are not likely to be used for future reference.

The lieutenant assigned to Operational Support Administration shall review a listing of all documents proposed for destruction. Documents will only be purged with the explicit concurrence of the lieutenant. A list of purged documents will be maintained by the lieutenant.

OPERATIONAL SUPPORT ADMINISTRATION RESPONSIBILITIES

Operational Support personnel perform many functions in support of the unit's mission. An Office Resource Guide is maintained to aide in accomplishing these functions. The guide contains detailed, step-by-step instructions for accomplishing many of the unique duties throughout the office. It is intended to assist staff-members who have been newly assigned to the office and to facilitate cross training with existing staff. The guide is available in printed form and online on the unit's "G" drive.

Department Procedures

The Operational Support Division is responsible for reviewing, revising, and developing approximately one third of all Department Procedures. Currently, each Department Procedure is due for review and/or revision every three years and requires in-house coordination from Operational Support. The Operational Support Administration Sergeant is the unit coordinator and liaison with the Research, Analysis and Planning Unit.

Department Firearms

The Operational Support Administration controls all Department-owned handguns which are maintained in the Operational Support database and on individual gun control cards. Operational Support has the authority to issue a department employee a department handgun or replace an employee's Department issued handgun in the event it is lost or stolen. Department shotguns and rifles are issued and controlled by the Firearms Training Unit.

The Operational Support Sergeant or the Rangemaster may authorize the exchange of any Department handgun consistent with Department Procedure 1.05.

If a firearm needs to be repaired during normal working hours, the firearm shall be taken to the Firearms Training Unit where the Rangemaster shall arrange for repair of the malfunction. If possible, the firearm will be repaired while the officer waits. If the repairs take an extended period of time, the officer will be directed to turn in the firearm to Operational Support and

exchange it for an operational weapon. Operational Support will arrange for the firearm to be transported to the Firearms Training Unit for repair.

Safety Supplies

Operational Support Administration coordinates the purchase, replacement, tracking, inventory, and testing of all Department issued safety equipment. All personnel wishing to obtain law enforcement type equipment for department use via a Department Purchase Order (PO), donation, grant or other creative funding source shall notify the Operational Support Administration Sergeant prior to beginning such efforts. The Operational Support Administration Sergeant shall also be notified prior to testing police equipment from a vendor or manufacturer. Adhering to these measures will ensure equipment standards and accountability along with preventing duplication of effort.

The Operational Support Unit will maintain a limited supply of safety equipment for issue.

Safety equipment will be issued from Operational Support during normal working hours. If an officer needs equipment after normal working hours, the Watch Commander will have a supply on hand to be issued. Operational Support will monitor levels of issued gear for tracking and re-stocking purposes.

Equipment

Operational Support Division is responsible for procuring, distributing, and accounting for the following equipment items:

Personally Issued to Department Employee	Issued to Commands
Cellular Telephones/Accessories	Stop Sticks
Protective Vests	MFF Gear
Ballistic Helmets	Cameras
Tasers	Radio Chargers
Handheld Radios	Ballistic Shields
Gas Masks	
Body Worn Cameras and Accessories	
Department issued handguns	
Police Safety Equipment	
Digital Cameras Field Evidence Technician (FET) supplies	
Narcan	
Flashlight/s	

Uniform and Safety Equipment Committee

The role of the committee is to review requests for changes to all Department uniforms and safety equipment. In addition, the committee oversees evaluation of newly proposed uniforms

and safety equipment. The committee meets as needed and consists of the Operational Support Administrative Sergeant, one officer in Operational Support Administration and any subject matter experts appropriate to the topic or issue being considered.

DUTIES & RESPONSIBILITIES OF PERSONNEL

CAPTAIN – Operational Support

The Captain of Operational Support reports directly to the Assistant Chief of Logistics.

Duties of the captain include, but are not limited to, the following:

- Directly supervises the lieutenant in charge of Operational Support Administration.
- Responsible for the Court Liaison Unit, Logistics, Records Division, Facilities, Fleet.
- Ensures inspections are conducted in accordance with the Department's Inspection Guide.
- Acts as the liaison between Operational Support Administration and the Chief's Office for all purchase requests and contract/agreement processes that are the responsibility of Operational Support Administration.

LIEUTENANT - Operational Support Administration

The lieutenant of Operational Support Administration will receive assignments from the Captain of Operational Support. These assignments will be delegated to the appropriate supervisor and/or staff for action. The lieutenant will monitor the progress of assignments, providing direction and resources. As necessary, the lieutenant shall complete personally, or in conjunction with the appropriate unit, any research or project directed by the Captain of Operational Support. Additional lieutenant duties shall include:

- Directly supervises the sergeants of the Operational Support Administration, Logistics and Court Liaison Unit.
- Maintains divisional personnel files of all unit supervisors. All supervisors will keep the divisional personnel files of their respective staff.
- Ensures inspections are conducted in accordance with the Department's Inspection Guide.
- Ensures the Unit Operations Manual is current, and all personnel are adhering to the rules and regulations listed in the Operations Manual.

- Primary Point of Contact for Fleet Services.

- Responsible for coordinating, reviewing, and processing all budget, property, or service requests by unit personnel.

- When practical, the lieutenant of Operational Support Administration should evaluate all assignments prior to distribution to ensure the appropriate staff members are tasked with the assignment.

The Operational Support Administration Sergeant has a list of "primary functions" of each unit employee as listed below. Additional collateral duties and assignments may be delegated by the lieutenant of Operational Support Administration. Unit sergeants shall rely on team members to assist with all assignments when appropriate.

SERGEANT - Operational Support Administration

This sergeant generally supervises seven employees and one volunteer. The positions are listed as follows:
(5) PO IIs
(1) WPO
(1) Associate Management Analyst
(1) Provisional Officer
(1) Volunteer

Duties and responsibilities of the Operational Support Administration Sergeant include, but are not limited to the following:

- Responsible for the detailed distribution and tracking of safety equipment stored and issued by Operational Support Administration.

- Primary liaison for the following groups:

    - Fire/Medics
    - Hospitals/CMH
    - Military
    - Jail
    - Area Commands
    - Investigative Units
    - City Wireless

- Responsible for organizing personnel allocation events involving in-service personnel as well as Department members completing Field Training.

- Completes any special projects assigned by the Captain and/or Lieutenant of Operational Support Administration.

- Serves on the Uniform and Safety Equipment Committee.

- Responsible for oversight of all Department owned handguns.

POLICE OFFICER II

Body Worn Cameras

- Primary focus will be the Body Worn Camera project; however, they may be consulted as a resource for Operational Support questions.

- Handles all California Public Records Act (CPRA) requests and notifies the Operational Support Administration Sergeant when each request has been completed.

- Subpoena Administrator duties.

Projects Officer

Duties and responsibilities include, but are not limited to, the following:

- Responsible for Field Evidence Technician (FET) equipment acquisition, inventory, and issuance.

- Liaisons with FTO Administration regarding start and end dates of academies and phase training to coordinate the recruits' wish lists for allocation meetings. Coordinate with Equipment Officer regarding recruit equipment issue dates.

- Maintains the Department handgun database and inventory control cards.

- Stop Stick / Spike Strip Coordinator.

Equipment Officer

Duties and responsibilities include, but are not limited to, the following:

- Responsible for maintaining an adequate supply of equipment including, but not limited to, spare portable radios, portable radio batteries, portable radio chargers, flashlights, OC, and individual officer safety equipment. Responsible for ordering additional supplies as needed.

- Responsible for the ordering and inventory of equipment issued to Academy recruits. Coordinates with Projects Officer for equipment issue dates and set-up.

- Fleet Point of Contact (POC) for Operational Support Vehicles.

- Back up Radio Technician behind Operational Support volunteer/radio expert.

- Responsible for reviewing requests via the Delivery System. Responsible for obtaining and delivering equipment to personnel on a daily basis.

Logistics Officer

- Responsible for reviewing and revising Department Policies and Procedures sent to Operational Support for review.

Inventory Delivery Officer

- Responsible for maintaining a tracking log of all equipment delivered to each division from Operational Support.

- Responsible for ensuring all deliveries are completed in a timely manner and maintaining a high level of efficiency pertaining to the delivery system.

- Liaison with each division regarding deliveries and drop off locations. Assist the Unit Sergeant in addressing any issues, which may arise regarding drop offs or pickups of equipment during deliveries.

- Assist the Equipment Officer in maintaining an adequate supply of equipment and ordering new supplies as needed.

ASSOCIATE MANAGEMENT ANALYST - Operational Support Administration

The Associate Management Analyst reports directly to the Sergeant of Operational Support Administration. Duties and responsibilities include, but are not limited to, the following:

- Point of Contact (POC) for all SDPD issued cellular phones. The POC shall act as a liaison between the Office of the CIO/Communications Division for the City of San Diego and SDPD. The POC is responsible for ordering new cellular phone lines, cellular devices, warranty replacements, accessories, and upgrades.

- Responsible for issuing cellular phones to Department personnel at the direction of the Operational Support Lieutenant. Maintains a database of cell phone equipment issued and updates the online Department Cell Phone Roster as needed.

- Procures equipment for all units in Operational Support Division.

- Provides logistical support to all divisions and units on a pre-planned basis.

- Coordinates and manages Federal and State programs in relationship to the procurement of equipment and services.

- Assists with budget reviews and maintenance expenditures for Operational Support Administration.

- Assists in administrative tasks as directed by Operational Support Administration supervisors.

- Serves on the Uniform and Safety Equipment Committee for analytical support.

- Reviews monthly reports provided by IT&C for cellular phone overage charges including text message and picture sending costs and notifies the officers with the overages via a department memorandum. When requested, recommends optional plan coverage for overage charges, and implements the plans as needed.

- Provides cost analysis reports for purchasing new cellular phones and phone lines to the Operational Support Lieutenant as requested.

- Manages the ballistic vest contract including orders, delivery, and tracking.

- Establishes / authorizes purchases for the following and reports expenditures (receipts) to Fiscal:
    - Items purchased under grants awarded to the unit.

OPERATIONAL SUPPORT ADMINISTRATION WPO

The Word Processing Operator in Operational Support Administration reports directly to the Operational Support Administration sergeant. Duties and responsibilities include, but are not limited to, the following:

- Types reports and general correspondence.

- Answers telephone calls.

- Maintains office records.

- Maintains the unit rosters, including pager roster, phone roster, and personnel roster.

- Processes and track all requisitions for Department business cards and letterhead.

- Maintains all transfer requests (599's) related to Operational Support.

- Tracks and maintains statistical data for the Headquarters Front Counter personnel, Watch Commander personnel, Canine, SWAT units, (deployments, missions, etc.), to include tracking incident related reports.

- Updates PD Roster as needed.

- Completes the unit's payroll.

PROVISIONAL OFFICER

- Assists Inventory Delivery Officer and all other tasks assigned by the Unit's Sergeant, Lieutenant, and Captain.

VOLUNTEER

- Radio Technician

- Maintains radio inventory, programs radios to specific commands, and reconditions batteries.

- Assembles "Go-Kits" which include groups of radios, batteries, and chargers to be deployed to critical incidents.

- Liaison with City Communications and radio Shops.

OPERATIONAL SUPPORT ADMINISTRATION ORGANIZATION CHART

