

	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: M1103
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			Distribution: All
Title: ORGANIZATION		Section: Administration	
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Review: Annual	Authority: Chief Michael A. Keller <i>MJK</i>		

I. Purpose

It is the purpose of this General Order to identify the structural components of the Andover Police Department used to coordinate the functional efforts by its members.

II. Policy

Rev. 05162016 The Andover Police Department is organized into the Office of the Chief of Police, Operations Division, Investigations Division and Communications Division. The department's organizational structure is depicted graphically on an organizational chart, attached to this General Order, which is reviewed and updated as necessary. The chart displays the organization of the department divided into divisions, sections and teams, as well as the chain of command and lines of authority and communication within the department. The structure is designed to ensure the effective performance of functions and tasks that are necessary to achieve the department mission.

III. Definitions

- A. **Administration:** An organizational component comprised of the Office of the Chief of Police and an Administrative Assistant.
- B. **Administrative Assistant:** A civilian employee who assists the Chief of Police and others as directed, with day to day and long term projects and activities, and reports directly to the Chief of Police.
- C. **Captain/Deputy Chief:** A sworn officer who supervises a Division and reports to the Chief of Police.
- D. **Chain of Command:** Formal lines of authority and communication going downward or upward within the organizational hierarchy through each successive level of command.
- E. **Chief of Police:** The head of the agency who directs, coordinates and is responsible for all activities of the department. The Chief of Police reports to the City Administrator, Mayor and City Council.
- Rev. 05162016 F. **Communications Director:** A civilian employee who supervises the Communications Division, and commands the Emergency Dispatch and E-911 Section, Records/Evidence Section and reports directly to the Chief of Police.
- Rev. 05162016 G. **Communications Division:** A Division of the department which is composed of a communications team and a records/evidence section.

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- H. Communications Officer:** A civilian employee assigned to the Emergency Dispatch and E-911 center who answer emergency and other calls from the public, dispatches emergency services, and provides support for police and fire functions in the City of Andover and within the Andover Fire District twenty-four hours a day, and who reports directly to the Communications Director.
- I. Detail:** Personnel assigned for the purpose of a specific mission.
- J. Detective:** A non-uniformed officer assigned to investigative duties who reports to the Commander of the Investigations Division.
- K. Division:** Refers to one of three major organizational components of the department, Operations, Investigations and Communications.
- L. Division Commander:** The command officer of one of three major components of the department.
- Rev. 05162016 **M. Investigation Commander:** A sworn employee who supervises the Investigations Division and commands the Investigation Section and Internal Affairs. The Investigations Commander reports directly to the Chief of Police.
- Rev. 05162016 **N. Investigations Division:** A Division of the department which is composed of an Investigations Commander and a team of Detectives responsible for investigation functions.
- O. Lieutenant:** A sworn supervisor who commands a patrol team or Special Services Section and reports directly to the Chief of Police.
- P. Officer:** All sworn employees of the Andover Police Department.
- Q. Operations Division:** A division of the department that is composed of the Patrol Section and the Special Services Section.
- R. Organizational Component:** A subdivision of the agency, such as a division, section, team or position that is established and staffed to provide a specific function.
- Rev. 05162016 **S. Patrol Section:** A section of the department composed of four patrol teams each comprised of a patrol Lieutenant, Sergeant and Officers. The Patrol Lieutenants report directly to the Chief of Police.
- T. Records/Evidence Custodian:** A civilian employee who serves as the department Records/Evidence Custodian and reports directly to the Communications Director.
- Rev. 05162016 **U. Section Commander:** A sworn supervisor who commands a patrol team or the Special Services Section and reports to the Chief of Police.
- Rev. 05162016 **V. Sergeant:** A sworn officer who temporarily assumes command of a patrol team or section in the absence of the Section Commander, and who is responsible for assisting in the daily operations of the team or section, as directed by the Lieutenant. The Sergeant reports directly to a Lieutenant.
- W. School Resource Officer (SRO):** An officer assigned to law enforcement duties within the Andover School District and who reports to the Commander of the Special Services Section.
- Rev. 05162016 **X. Special Services Section:** A section of the department commanded by a Lieutenant and composed of a Lieutenant and School Resource Officers, responsible for the School Resource Officer Function, special events recruitment and pre-employment.

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The Special Services Section is a section within the Operations Division and the Special Services Commander reports directly to the Chief of Police.

- Y. Team:** Refers to an organizational component of the patrol section. A Team may be staffed by many members or as few as one member.
- Z. Watch:** Designates time units for assignment of personnel.
- AA. Watch Commander:** An officer holding the rank of Sergeant or above who is in command of day to day field operations as designated by the Chief of Police.

IV. Regulations

- A.** On matters requiring supervisory or command decisions, the chain of command shall be observed unless it is clear that, by observing it, the police purpose or the reputation of the department will be jeopardized [A].
- B.** All orders, written or otherwise, and responses to orders, shall move downward and upward through the chain of command with reciprocal consideration by all officers concerned [A].

V. Procedures

A. Administration

- 1. The Office of the Chief of Police
 - a. The Office of the Chief of Police is responsible for the development and administration of a complete program of public law enforcement, and plans, directs, inspects, evaluates and exercises general supervision over the personnel of the entire department. The Office of the Chief of Police consists of the Chief of Police and an Administrative Assistant.

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B. Operations Division

The Operations Division is comprised of the Patrol Section and Special Services Sections. The Patrol Section is supported by the Investigations Division and Special Services Section. While primary responsibility for the investigation of most crimes rest with the patrol officer, officers seldom have the time to become involved in complex and/or lengthy investigations. In these cases, assistance and follow-up are provided by the Investigations Division.

1. Patrol Section

The Patrol Section is the backbone of the department, responsible for all line operations on a 24 hour a day basis. The section is organized into four watches, each commanded by a Watch Commander who report directly to the Chief of Police. Each watch is staffed by police officers, assigned to geographical areas,

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who are responsible for providing all basic police services required in their areas of the City. Police officers assigned to the Patrol Section, unless otherwise directed, report directly to their assigned Watch Commander.

a. Canine Team

- i.) The department will staff up to two canine teams, composed of a trained canine and a trained officer.
- ii.) Each canine team will report directly to a Section or Division Commander, depending on assignment.

2. Special Services Section

a. The Special Services Section is commanded by a Lieutenant who reports directly to the Chief of Police. The Special Services Section includes the department's School Resource Officers and the section is responsible for coordinating special events, recruitment and pre-employment.

b. School Resource Officer Team

- i.) The School Resource Officer Team is composed of officers who report directly to the Commander of the Special Services Section.
- ii.) The School Resource Officer Team is primarily responsible for investigations related to incidents occurring on Andover School District Property during school hours or during school events, and for the lawful sharing of information between school officials and the department.
- iii.) The School Resource Officer Team will also assist the Patrol Section as determined by the Operations Division Commander and the Special Services Section Commander.

Rev. 05162016 **C. Investigations Division**

The Investigations team, comprised of an Investigations Commander and Detectives. Is responsible for the investigation of most crimes, specialized crime scene and evidence processing, follow-up investigations of felony crimes, and any investigation assigned to them by the Investigations Commander and/or Chief of Police. The Investigations Division, is commanded by the Investigations Commander, who is also responsible for the department's Professional Standards function as outlined in General Order M1107. The Investigations Commander reports directly to the Chief of Police.

Rev. 05162016 **D. Communications Division**

The Communications Division is the source of non-operational support to the department and provides most of the ancillary services necessary to keep line units operating. The division, headed by a Director, provides maintenance of department records and evidence functions, emergency dispatch and 911 services.

1. Emergency Dispatch and E-911 Section

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- a. A Communications Director, who reports directly to the Chief of Police, will be responsible for overseeing the Communication Officers of the E-911 center who answer emergency and other calls from the public, dispatches emergency services, and provides support for police and fire functions in the City of Andover and within the Andover Fire District.
2. Records Section
 - a. The Records/Evidence Custodian, who reports directly to the Communications Director, will be responsible for maintaining department records including the following:
 - i.) Acting as the repository for all official investigative reports, criminal history information, citations, mug shots, and all other official information the department must archive.
 - ii.) Maintaining original documents as the permanent record.
 - iii.) Copying reports and forwarding them to designated units of the department, the prosecuting attorney's office, other criminal justice agencies and others in accordance with laws governing release and disclosure of these reports.
 - iv.) Maintaining computerized statistical data relative to individual and collective cases for management purposes and monthly statistical reports.
 - b. Communications Officers will assist the Records/Evidence Custodian with records management as needed.
3. Evidence Function

The Records/Evidence Custodian will be responsible for the Department's Evidence function as outlined in General Order O2110.

E. Position Management System

1. The department's organizational chart will indicate the number and type of each position authorized by the City Council, location of each authorized position within the department's organizational structure, and whether each position is filled or vacant.
2. The organizational chart will be maintained by the Office of the Chief of Police and will be updated as positions are vacated, filled, allocated or reduced (16.1.1).