



**KNOXVILLE POLICE DEPARTMENT
KNOXVILLE, TENNESSEE**



General Order No. - Organizational Structure

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ORGANIZATIONAL STATEMENT

The Knoxville Police Department is committed to a systematic growth and development process based upon the ability to effectively manage available resources, while fulfilling operational priorities. Subordinate elements of the organization must operate within a system designed to accomplish the overall goals and objectives of the Department. The organizational structure provides a framework around which members can fulfill the Mission Statement of the department while enhancing personal growth and professional competency. Establishment of this organizational structure for the Knoxville Police Department is imperative for organizational development to follow a logical discipline.

Therefore, the organizational structure set forth in this directive is designed to ensure structured growth that will best meet the current and future needs of the Department. Distribution of this directive shall be to all members. This structure is subject to annual evaluation, and any change or adjustment must be consistent with the theme from which this established structure is formulated.

ORGANIZATIONAL CHANGE POLICY

In order to effect change in the organizational structure, a systematic chain of events must occur. The process required prior to adjusting the organizational structure is explained in the following steps:

Step One

Organizational change within a Division's structure shall be initiated by the Division Commander and discussed with the Chief of Police.

Step Two

Justification for the change must include the purpose, anticipated financial or budgetary impact, and personnel impact. Expected efficiency created by the organizational change should also be addressed as well as special operational requirements.

Step Three

The Chief of Police may request the Management Services Division review the requested change to further determine financial or budgetary impact on the department.

Step Four

The Chief of Police must approve revisions to this Organizational Structure prior to their implementation.

ORGANIZATIONAL STRUCTURE AND FUNCTION

This directive is intended to generally explain the organizational structure of the Department, and the function and responsibilities of each organizational component.

It must be remembered that these enumerated duties and responsibilities are general in nature as it would not be feasible to totally delineate each position and would remove any incentive for members to display initiative. Members shall be aware of assigned duties and responsibilities as well as policies and procedures stated in General Orders, Standard Operating Procedures, Administrative Orders, Memorandums and other directives as distributed by the Chief of Police.

TERMINOLOGY AND DEFINITIONS

The organizational structure of the Knoxville Police Department is outlined in the definitions as set forth in the following paragraphs for this section. These definitions provide the standard terminology by which the various functional levels of operation within the Department are to be designated.

1. Department – refers to the Knoxville Police Department
2. Division – refers to one of four main branches within the Department that is responsible for providing a specific function
3. Section – refers to a subdivision of a division, usually assigned to perform part of the responsibility of a division
4. Unit – refers to a subdivision of a section, usually smaller in size, with personnel assigned to perform a part of the responsibility of a section
5. Detail or Squad – refers to a subordinate part of a section or unit with temporary or permanent assignments designed to handle a specific task
6. Shift – refers to one of several tours of duty, usually consisting of a designed number of hours within a given 24-hour period
7. Traffic Zone – refers to the primary geographic subdivision of a beat and is the smallest area used to compile statistics related to crime within the City of Knoxville

8. Beat – refers to the primary geographic subdivision of the City, which is comprised of one or more traffic zones
9. District – refers to an area of responsibility made up of two or more beats
10. Commander – has Command and supervisory responsibilities over a designated component, regardless of the presence of equal rank within the component

CHAIN OF COMMAND

The following ranks shall establish the chain of command within the Knoxville Police Department. To establish accountability and avoid confusion each organizational component shall be under the direct command of only one supervisor. Members at each supervisory level are accountable for the performance of employees under their immediate control. Members shall be directly accountable to only one supervisor at any given time; however, supervisory personnel shall have all authority vested to the given rank to provide general supervision and assist the department in achieving its mission.

1. Chief of Police

Appointed by the Mayor in accordance with the provisions of the City Charter and the Rules and Regulations of the Civil Service Merit Board. The Chief of Police shall exercise command over all functions of the Knoxville Police Department.

2. Deputy Chief

Appointed by the Chief of Police in accordance with the provisions of the City Charter and the Rules and Regulations of the Civil Service Merit Board. A Deputy Chief may command a division.

3. Captain

Appointed by the Chief of Police on a permanent basis from a certified Civil Service list. A Captain may command a division, section, or other function as designated by a Deputy Chief or Chief of Police.

4. Lieutenant

Appointed by the Chief of Police on a permanent basis from a certified Civil Service list. A Lieutenant may command a section, unit, detail, squad or other function as designated by a Deputy Chief or Chief of Police.

5. Sergeant

Appointed by the Chief of Police on a permanent basis from a certified Civil Service list. A Sergeant may command a unit, squad, detail or other function as designated by a Deputy Chief or Chief of Police.

6. Police Officer

Appointed by the Chief of Police on a permanent basis from a certified Civil Service list.

7. Police Recruits

Recruits are appointed by the Chief of Police on a permanent basis from a certified Civil Service list. The duties of such position shall be to attend the Police Academy until graduation and to perform other duties as assigned by the Chief of Police.

8. Special Police Officer

Any person who is certified by the state Peace Officers Standards and Training Commission and is commissioned by the Chief of Police to enforce the codes and ordinances of the City.

9. Municipal Enforcement Officer

Employees of the City, including Animal Control and Cadets, commissioned by the Chief of Police to enforce the specific codes and ordinances of the City or to enforce ordinances related to parking.

10. Police Cadets

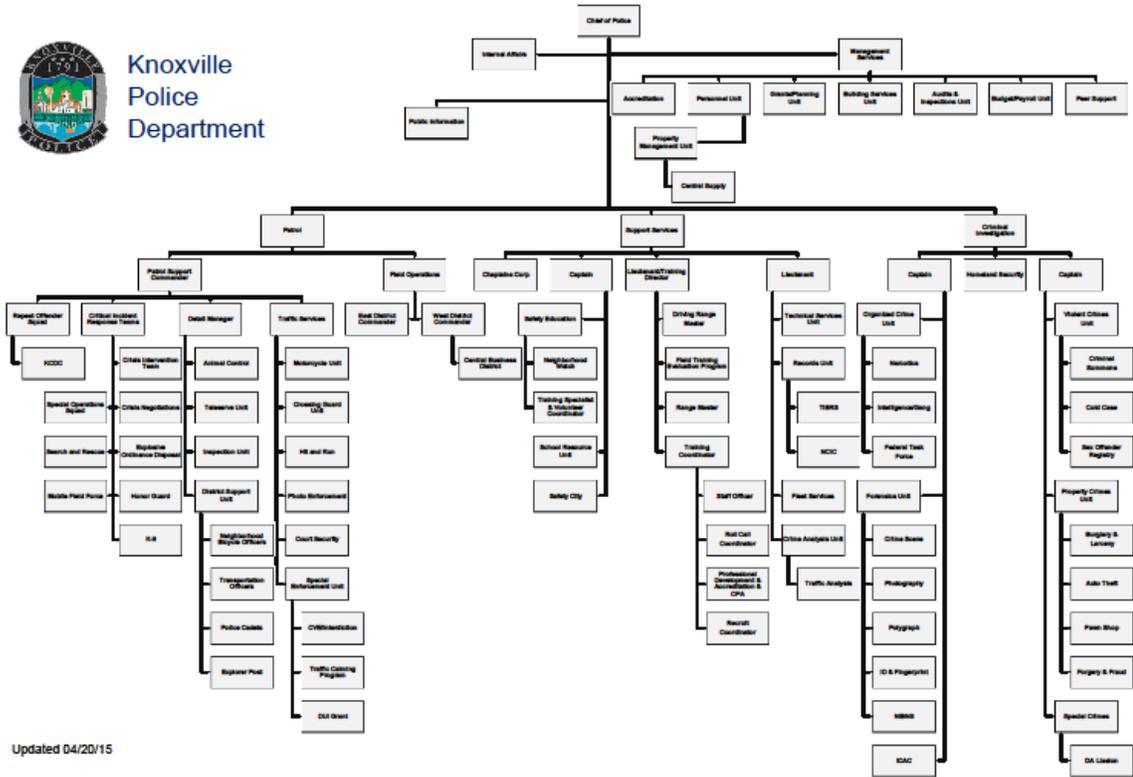
Police Cadets are appointed by the Chief of Police from a certified Civil Service list. The duties of the position are to perform non-criminal enforcement functions.

11. Revisions, modifications or changes of the positions described in this section are subject to change through the authority of the Chief of Police or the Rules

and Regulations of the Civil Service Merit Board, or other authorized officials as provided by the City of Knoxville Charter or Code. The term Commander may apply to either sworn or civilian supervisory personnel and may be used interchangeably with appropriate supervisory rank.

ORGANIZATIONAL CHART

The Department Chart of Organization shows the span of control and delineates the chain of command within the Knoxville Police Department. All orders, instructions, reports and communications shall adhere to the routine channels indicated on these charts except in cases of emergency.



Updated 04/20/15

PRIMARY ORGANIZATIONAL STRUCTURE

The Knoxville Police Department shall be divided into the following primary organizational structure: Office of the Chief of Police, Patrol Division, Criminal Investigations Division, Support Services Division and Management Services Division. These are the program elements within the Police Department and divided by functional responsibilities.

OFFICE OF CHIEF OF POLICE

The following individuals and organizational elements comprise the Office of the Chief of Police:

1. Chief of Police
2. Internal Affairs
3. Office of Public Information

CHIEF OF POLICE

1. Shall be the commanding officer of the Department, appointed by the Mayor in accordance with Civil Service Merit Board Rules and Regulations
2. Shall be responsible for organizing and managing the Department as necessary to accomplish the Mission consistent with this organizational manual and policy
3. Shall be responsible for ensuring that the Department enforces all laws and ordinances within its legal jurisdiction in a just and impartial manner
4. Shall be responsible for planning, budgeting, directing, coordinating, controlling and staffing all activities of the Department; for its continued and efficient operation; for the completion and forwarding of such reports or programs as may be required by competent authority, and for the state of relations between the Department and the citizens and government of the City of Knoxville
5. Shall instill high standards of morale and confidence through exemplary leadership and provide for instruction and training for members of the Department
6. Shall annually prepare a written document establishing goals, objectives, priorities, and general enforcement strategies for each organizational

element of the Department. Progress reports and revisions shall be submitted on established quarterly dates

7. Shall ensure departmental goals and objectives are distributed to all members
8. Shall conduct staff meetings to ensure coordination of effort in accomplishing the mission of the department
9. Shall maintain liaison with other criminal justice agencies and social service agencies
10. In the planned absence of the Chief of Police, a Deputy Chief will be designated as acting Chief of Police, based on availability, for a period of time determined by the Chief of Police. If for some reason, the Deputy Chief currently acting as Chief of Police is unavailable, then the order of succession outlined in the following paragraph will prevail.
11. In the unplanned absence of the Chief of Police, or if the Chief of Police fails to designate an acting Chief of Police, the following order of succession shall be followed:
 - a. Deputy Chief of Patrol
 - b. Deputy Chief of Criminal Investigations
 - c. Deputy Chief of Support Services
 - d. Deputy Chief of Management Services
 - e. Senior Patrol Commander on Duty

INTERNAL AFFAIRS

1. Shall report directly to the Chief of Police
2. Shall critically and constantly examine all areas of police activity to expose conduct which is detrimental to the integrity of the Department
3. Shall conduct in-depth investigations into allegations of police misconduct and recommend a course of action to the Chief of Police if requested
4. Shall coordinate the investigation of minor complaints against employees with appropriate supervisory personnel
5. Shall conduct special confidential investigations affecting Department personnel as directed by the Chief of Police

6. Shall assist in the preparation of cases to be presented to the Civil Service Merit Board
7. Shall establish a procedure to ensure all complaints and resulting actions be recorded and maintained on file in the Internal Affairs office
8. Shall maintain files and coordinate all matters pertaining to civil suits
9. Shall annually conduct an in-depth analysis of all complaints and provide the Chief of Police with a written report of findings to include:
 - a. type of complaint
 - b. member involved
 - c. disposition or findings
10. Shall maintain an ongoing working liaison with the legal staff of the Department or Law Department
11. Shall perform other duties as directed by Chief of Police, or designee

OFFICE OF PUBLIC INFORMATION

1. Shall inform the community and news media of events within the public domain that are handled by or involve the Department
2. Shall develop guidelines for assisting the news media in covering routine news stories and preparing news stories at the scene of incidents
3. Shall develop guidelines for the issuance and revocation of credentials to news media representatives
4. The Public Information Officer shall select and train members to assist in the release of information in order to ensure the availability of a departmental spokesperson 24 hours a day.
5. Shall develop guidelines for the release of all information
6. Shall maintain a liaison with representatives of the news media to foster a relationship based on cooperation and understanding
7. Shall be responsible for the preparation of all news releases
8. Shall be responsible for updating and maintaining the Department's social media accounts

9. Shall be responsible for the following:
 - a. written correspondence
 - b. audio/visual training
 - c. presentation techniques
10. Shall perform other duties as directed by the Chief of Police

PATROL DIVISION

The following individuals and organizational elements comprise the Patrol Division:

1. Deputy Chief of Patrol
2. Field Operations
3. Patrol Support
 - a. Critical Incident Response Teams
 - b. Repeat Offender Squad
 - c. Patrol Detail Manager
 - d. Traffic Services Section

DEPUTY CHIEF OF PATROL

1. Shall be the commanding officer of the Patrol Division
2. Shall be responsible for organizing and managing the Division as necessary to accomplish its Mission consistent with this organizational manual and policy
3. Shall be responsible for ensuring the Division enforces all laws and ordinances within its legal jurisdiction in a just and impartial manner
4. Shall have the authority and responsibility for planning, budgeting, directing, coordinating, controlling and staffing all activities of the Division for its continued and efficient operation; and for the completion and forwarding of such reports or programs as may be required by the Chief of Police
5. Shall instill high standards of morale and confidence through exemplary leadership and provide for instruction and training for members of the Division
6. Shall assist the Chief of Police in preparing and/or presenting special programs as well as planning, coordinating and supervising the complete program of police administration and law enforcement

7. Shall convey to the Chief of Police all information concerning the presence of unusual criminal activity, strikes, civil disorders, natural disasters, internal problems, or any other condition of magnitude or importance which may affect the health, safety and welfare of the citizens or affect the operation or well-being of the Department
8. Shall be accountable to operate the division in the most effective and efficient manner consistent with contemporary police practices and state of the art technology
9. Shall be directly responsible to the Chief of Police for the operation, activity, and performance of the Patrol Division
10. Shall annually submit to the Chief of Police a written document establishing goals, objectives, priorities and general enforcement strategies. Progress reports and revisions shall be submitted on established quarterly dates.
11. Shall ensure Division goals and objectives are distributed to all members
12. Shall conduct staff meetings to ensure a coordination of effort in accomplishing the mission of the Division and Department
13. Shall maintain liaison with other criminal justice and social service agencies
14. Shall conduct a documented workload assessment of the Division to include personnel allocation and staffing at least once every three years
15. Shall perform other duties as directed by the Chief of Police

FIELD OPERATIONS

Patrol Division Field Operations Section consists of the Patrol Districts and the Central Business District:

PATROL DISTRICTS

1. The City of Knoxville is divided into two geographical districts: East and West. Each District is under the direction of a District Commander. The District Commander has the primary responsibility of providing leadership to the Patrol Squads in the implementation of the goals and directives of the Division. The District Commander reports to the Deputy Chief of Patrol. The West District Commander is responsible for conducting an annual analysis of all Departmental Vehicle Flight Responses.

2. The primary mission of the Patrol Districts shall be:
 - a. prevention of crime
 - b. enforcement of laws
 - c. protection of life and property
 - d. preservation of peace and
 - e. apprehension of criminals

3. Patrol Districts are divided into Patrol Squads that are managed by a Patrol Lieutenant. The squads work shifts that operate twenty-four hours a day, seven days a week, and are responsible for the following functions:
 - a. Patrolling city streets
 - b. Responding to radio calls for service relating to crimes, accidents, and complaints
 - c. Conducting preliminary investigations
 - d. Conducting follow-up investigations
 - e. Preparing incident and informational reports
 - f. Aiding sick and injured persons
 - g. Enforcing traffic ordinances
 - h. Controlling traffic patterns
 - i. Investigating and processing citizen complaints
 - j. Providing personnel and support for specialized units, squads, and details
 - k. Performing tactical operations
 - l. Selective enforcement
 - m. Directed patrol functions
 - n. Other duties as may be directed.

4. The City of Knoxville is divided into two geographic districts: East and West. Each District is subdivided into squads.

CENTRAL BUSINESS DISTRICT (CBD)

The Central Business District works under the West District Commander and is responsible for patrolling the downtown business district via motor vehicles, foot patrol and bicycle patrols. The CBD is also responsible for staffing special events in the downtown area and many events in the Old City area. The focus of the team is to deter criminal activity, conduct proactive parking enforcement, and enhance public relations with the business owners, employees, citizens and visitors to downtown Knoxville.

PATROL SUPPORT

The Patrol Support Commander has the primary responsibility of providing leadership to the support units and to Field Operations in the implementation of the goals and directives of the Division. The Patrol Support Commander reports to the Deputy Chief of Patrol. Patrol Support consists of the Critical Incident Response Teams, Repeat Offender Squad, Patrol Detail Manager, and the Traffic Services Section, with each section managed by a Patrol Supervisor.

CRITICAL INCIDENT RESPONSE TEAMS

The Patrol Support Commander is responsible for the monitoring of and assisting with the coordination of the Department's critical incident teams to include Explosive Ordnance Disposal (EOD), Crisis Negotiations, Special Operations Squad (SOS), Search and Rescue Team (SAR), Mobile Field Force (MFF), K-9 Detail, Crisis Intervention Team (CIT), and Honor Guard. While each of the units has their own leaders and the units are made up of members from all areas of the department, the Patrol Support Commander will monitor and coordinate their activities such as training and interrelated training programs. The Patrol Support Commander will submit an annual report to the Deputy Chief of Patrol outlining the activities, incidents, and training of Critical Incident Response Teams. The Patrol Support Commander:

1. Shall assist in preparing and/or presenting special programs, as well as planning, coordinating, and supervising the complete programs associated with the critical incident teams
2. Shall coordinate and monitor all training necessary to provide state of the art techniques, procedures and use of equipment to the critical incident responders
3. Shall monitor activities, including training and operations, for the critical incident teams to include EOD, Crisis Negotiations, SOS, SAR, MFF, K-9 Detail, and Honor Guard

K-9 Detail

The K-9 Detail Team consists of an officer and a dog that is specifically trained for assignments to include drugs, bombs, or other specialties as required by the Department. The K-9 Detail Teams are assigned to Patrol functions and provide enforcement, education and other duties as assigned.

REPEAT OFFENDER SQUAD (ROS)

The Repeat Offender Squad (ROS) is responsible for targeting and investigating crimes committed by serious habitual offenders. The ROS also coordinates with other investigative components in targeting street gangs, street crimes, and other types of crimes that are perpetuated by habitual offenders. The ROS is managed by a Patrol Lieutenant who also manages the Knoxville Community Development Corporation Security Detail.

Knoxville Community Development Corporation (KCDC)

This unit consists of a Supervisor to coordinate off duty employment for officers with Knoxville Community Development Corporation (KCDC) to provide security in the public housing developments in the City of Knoxville. The unit provides logistical and law enforcement support to KCDC.

PATROL DETAIL MANAGER

The Patrol Detail Manager is responsible for the management of the Teleserve Unit, Animal Control, the Inspections Unit, and the District Support Unit.

Teleserve Unit

This unit is responsible for expediting report calls for service over the telephone by providing advice to the public via telephone and preparing reports for walk-in traffic. They are also responsible for providing building security for the Safety Building.

Animal Control Unit

This unit is responsible for enforcing Animal Control ordinances of the City of Knoxville. This unit also patrols the City to recover stray animals and transport them to the Animal Shelter.

Inspections Unit

This unit is responsible for enforcing the rules and regulations governing the distribution, possession, storage, and sale of beer at wholesale or retail establishments within the city boundaries. The unit is also responsible for the enforcement of rules and regulations pertaining to the inspections and licensing of taxicabs, wreckers, and other transportation conveniences and issuing second-hand store permits. This unit also represents the Department on the Beer Board and the Wrecker Commission.

District Support Unit

This unit is responsible for providing support services to the Patrol Districts. The unit Supervisor oversees the Neighborhood Bicycle Officers, Transportation Officers, Police Cadets, and Explorer Post.

Neighborhood Bicycle Officers

Neighborhood Bicycle Officers are sworn officers who patrol and provide police services to residential neighborhoods, business areas, and city parks and greenways through the utilization of police bicycles.

Transportation Officers

The Transportation Officers are non-sworn personnel assigned to operate prisoner transportation vehicles in support of patrol officers. Transportation Officers shuttle prisoners from the field to the Knox County Intake Facility so patrol officers are free to remain on their beats to provide more efficient police services. Transportation Officers may also be required to assist with the handling of prisoner in other situations, such as transporting prisoners for hospital treatment immediately after their arrest.

Police Cadets

The Police Cadets are comprised of individuals from 18 to 21 years of age who work for the department by performing administrative duties and parking enforcement. During this time they receive law enforcement training and may attend college under the City's tuition reimbursement program. Upon satisfactory completion of the cadet program and upon reaching 21 years of age, cadets may be certified as police officers after successful completion of the Basic Recruit Academy.

Explorer Post

The Explorer Post is a branch of the Boy Scouts of America and is comprised of youth who have an interest in law enforcement. The Post aims to provide those youth with work experience in the department via non-enforcement activities.

TRAFFIC SERVICES SECTION

This section consists of the Traffic Services Manager who shall be responsible for the management of the Police Motorcycle Unit, the Hit and Run Unit, the Photo Enforcement Unit, the Crossing Guard Unit, Court Security, and the Special Enforcement Unit.

Additionally, the Traffic Services Manager is responsible for the following functions:

1. Coordinating the completion of all Fatal Accident Investigations.
2. Reviewing all officer involved traffic collisions for officer fault and complete an annual report on eligibility for safe driving days.
3. Coordinating Special Events.
4. Reviewing traffic analysis information and making recommendations on traffic safety efforts.

Police Motorcycle Unit

This unit is responsible for accident investigations, traffic enforcement, and traffic control during special events; escort service as directed; and service in areas where heavy vehicular and pedestrian traffic prevent vehicle patrol.

Hit and Run Unit

This unit is responsible for conducting preliminary investigations, as well as follow-up investigations, into reported hit and run incidents in the City of Knoxville.

Photo Enforcement Unit

This unit is responsible for the review of red light camera violations that are forwarded to the Department by the red light camera vendor. They are also responsible for the issuing of citations for red light infractions at designated intersections in the City of Knoxville.

School Crossing Guard Detail

This detail is responsible for the supervision and staffing of the School Crossing Guards throughout the city. This detail is coordinated by the Traffic Services Manager.

Court Security

The City of Knoxville Municipal Court is located in the Knoxville Police Department headquarters. The Knoxville Police Department is responsible for providing bailiff services when the court is in session. These duties are coordinated by the Traffic Services Manager.

Special Enforcement Unit

This unit consists of a Supervisor responsible for the oversight of the Commercial Vehicle Enforcement and Interdiction Unit. This supervisor also oversees the Neighborhood Traffic Calming Program and other traffic enforcement grants, which are off duty employment details to supplement normal traffic enforcement efforts in the community.

Commercial Vehicle Enforcement and Interdiction

This detail is responsible for enforcement of traffic laws specifically targeting commercial vehicles on the interstate system through Knoxville. Additionally, the unit conducts drug interdiction stops on the interstate in an attempt to impede the flow of narcotics moving through Knoxville.

CRIMINAL INVESTIGATIONS DIVISION

The following individuals and organizational elements comprise the Criminal Investigations Division:

1. Deputy Chief of the Criminal Investigations Division
2. Violent Crimes Unit
 - a. Criminal Summons Detail
 - b. Cold Case Detail
 - c. Sexual Offender Registry
3. Special Crimes Unit
4. Internet Crimes Against Children Unit
5. Property Crimes Unit
 - a. Burglary and Larceny Detail
 - b. Forgery and White Collar Detail
 - c. Pawnshop Detail
 - d. Auto Theft Detail
6. Forensics Unit
7. Organized Crime Section
 - a. Narcotics Unit
 - b. Federal Task Force
 - c. Intelligence/Gang Unit
8. Homeland Security Coordinator

DEPUTY CHIEF OF CRIMINAL INVESTIGATIONS

1. Shall be the commanding officer of the Criminal Investigations Division
2. Shall be responsible for organizing and managing the division as necessary to accomplish the department's mission consistent with this organizational manual and policy
3. Shall be responsible for ensuring the Division enforces all laws and ordinances within its legal jurisdiction in a just and impartial manner
4. Shall have the authority for and responsibility of planning, budgeting, directing, coordinating, controlling and staffing all activities of the Division for its continued and efficient operation, and for the completion and forwarding of such reports or programs as may be required by the Chief of Police
5. Shall instill high standards of morale and confidence through exemplary leadership and provide for instruction and training for members of the Division
6. Shall assist the Chief of Police in preparing and/or presenting special programs, planning, coordinating, and supervising the complete program of police administration and law enforcement
7. Shall convey to the Chief of Police all information concerning the presence of unusual criminal activity, strikes, civil disorders, natural disasters, internal problems, or any other condition of magnitude or importance which may affect the health, safety and welfare of the citizens or affect the operation or well-being of the Department
8. Shall be accountable to operate the Division in the most effective and efficient manner consistent with contemporary police practices and state of the art technology
9. Shall be directly responsible to the Chief of Police for the operation, activity, and performance of the Criminal Investigations Division
10. Shall annually submit to the Chief of Police a written document establishing goals, objectives, priorities and general enforcement strategies. Progress reports and revisions shall be submitted on established quarterly dates.
11. Shall ensure Division goals and objectives are distributed to all members

12. Shall conduct staff meetings to ensure a coordination of effort in accomplishing the mission of the Division and Department
13. Shall maintain liaison with other criminal justice agencies and social service agencies
14. Shall conduct a documented workload assessment of the Division to include personnel allocation and staffing at least once every three years
15. Shall perform other duties as directed by the Chief of Police

VIOLENT CRIMES UNIT

This unit is responsible for investigating crimes; identifying and apprehending criminals; recovering stolen property; and otherwise assisting the Patrol Division by assuming the responsibility for in-depth detailed investigations. The Violent Crimes Unit investigates Homicides, Robberies, Rapes, Assaults and other violent crimes against persons. The unit is also responsible for arrests and prosecution of their cases. The Violent Crimes Unit oversees the Criminal Summons Detail, Cold Case Detail, and the Sexual Offender Registry. They are also responsible for the following functions:

1. The investigation, or follow-up investigation, of violent crimes by interrogations and processing of physical evidence
2. Assisting in the prosecution of perpetrators of the crimes by testifying for criminal prosecution
3. Working with the victims of violent crimes to ensure their cooperation and coordination during the investigation
4. Recovering and returning stolen property that may be involved in the case

CRIMINAL SUMMONS DETAIL

This detail is responsible for the entry and maintenance of the criminal warrant service program including entry of information into the VisionRMS system. Additionally, the detail supervisor is responsible for providing written weekly reports on the status of all warrants, including trends and issues based on analysis of all related warrant information.

COLD CASE DETAIL

This detail is responsible for the investigation and follow-up of unsolved homicides.

SEXUAL OFFENDER REGISTRY

The Sexual Offender Registry is responsible for registering and maintaining data on all sexual offenders who live within the City of Knoxville.

SPECIAL CRIMES UNIT

This unit is responsible for the investigation of and handling of cases involving juveniles. The unit maintains liaison with the Juvenile Court, schools, and local and state agencies involved in juvenile services.

This unit is also responsible for the investigation and follow-up of all cases involving domestic violence or domestic assault. The unit has both victim service counselors and investigators that respond to domestic violence calls and work with the victim and the family. The unit also works with the Family Violence Coalition and other service providers to support the victims.

This unit also follows up with the victims to secure additional information, provide assistance to the victim and/or family, work with the investigators and/or victims to bring the case to its conclusion, and assist the victim with court appearances and processes. The unit works closely with the District Attorney General's Victim Assistance staff.

DISTRICT ATTORNEY GENERAL LIAISON

The District Attorney General Liaison is responsible for tracking, identifying and isolating career criminals for priority prosecution; maintaining records on individuals which have been identified as habitual criminals; assisting and working with the Intelligence Unit to target Career Criminals; enhancing police/prosecutor relations; and eliminating or reducing pretrial delays, case dismissals, plea-bargaining and sentence reduction. The Attorney General Liaison shall refer to the Investigations Commander, for review, all cases declined for prosecution or dismissed by the Attorney General due to alleged law enforcement mishandling.

INTERNET CRIMES AGAINST CHILDREN UNIT

This unit is responsible for the investigation of cases involving the use of the internet and children for illegal purposes. This unit also processes the forensic evidence of computer crime and provides education and training programs for the community.

PROPERTY CRIMES UNIT

This unit is responsible for crimes involving property: Burglary and Larceny Detail, Forgery and Fraud Detail, Pawn shop Detail and Auto Theft Detail.

BURGLARY AND LARCENY DETAIL

This detail is responsible for reviewing and investigating all crimes against property including burglary and larceny; significant acts of property destruction; and trafficking of stolen property. This detail is also responsible for preparing and submitting monthly reports of all burglary and larceny offenses; maintaining case files for court presentations; notifying owners of recovered property and returning same; and preparing regularly scheduled follow-up reports on continuing investigations.

FORGERY AND FRAUD DETAIL

This detail is responsible for investigating and prosecuting all check crimes and credit card crimes involving multiple uses of nationally circulated credit cards. This detail is also responsible for the investigation of white collar crime in an automated environment.

PAWN SHOP DETAIL

This detail is responsible for collecting the information and reports as submitted by the pawnshops as required by state statute. They are also responsible for checking secondhand stores and antique shops for stolen merchandise. This detail works closely with the Burglary and Larceny Detail.

AUTO THEFT DETAIL

This detail is responsible for investigating all vehicle thefts including heavy equipment, airplanes, trailers, and boats. This detail is responsible for receiving, recording and maintaining records of stolen and recovered vehicles and license plates; receiving, recording and maintaining records of persons arrested in a stolen vehicle; maintaining a record, by make of all vehicles stolen within the department's jurisdiction and preparing a daily summary of stolen and recovered vehicles; notifying the owner upon recovery of a stolen vehicle or, in cases involving vehicles stolen outside this city, notifying the law enforcement agency having jurisdiction; and maintaining a record of vehicles, which have been repossessed within the department's service area.

ORGANIZED CRIME SECTION

This section consists of the Narcotics Unit, the Federal Task Force, and the Intelligence/Gang Unit. This section is responsible for enforcing laws pertaining to organized crimes and related criminal activity by cooperating closely with federal, state, county and local law enforcement agencies engaged in investigating organized criminal activity.

NARCOTICS UNIT

This unit is responsible for investigating reports of, and persons arrested for, drug-related crimes. This unit shall also conduct undercover operations directed at identifying drug dealers and suppliers.

FEDERAL TASK FORCE

The Department works in partnership with various federal agencies on cases involving investigations that may extend beyond the local jurisdiction.

INTELLIGENCE/GANG UNIT

This unit is responsible for gathering, analyzing, and disseminating intelligence information on organized criminal activity, motorcycle gangs and militant organizations; developing standard operating procedures to ensure the legality and integrity of all intelligence-gathering activities; maintaining security and control of all intelligence records, whether manual or automated; maintaining liaison with federal, state, and local agencies for the exchange of intelligence information; adhering to departmental guidelines on use of informants, confidential funding, and maintain equipment used for intelligence gathering activities; and representing the department in professional intelligence and ROCIC associations.

FORENSICS UNIT

This unit is responsible for investigating and processing crime scenes, latent fingerprints, collecting evidence, crime scene photography, fingerprint identification, blood ballistics, photo image file maintenance, sorting all collected evidence in preparation for court presentation, etc. This unit will also be responsible for:

CRIME SCENE DETAIL

This detail is responsible for responding to requests for service that pertain to crime scene investigations. This includes the processing of crime scenes, processing evidence, crime scene photographs and other related field services.

ID AND FINGERPRINT DETAIL

This detail is responsible for the identification, processing, maintenance, and storage of both photographs and fingerprints.

POLYGRAPH DETAIL

This detail is responsible for administering polygraph examinations for both criminal investigations and employment background investigations.

PHOTOGRAPHY DETAIL

This detail shall be responsible for taking pictures of special events for the Department and other city departments as well as processing film that is taken by other units.

NATIONAL INTEGRATED BALLISTICS INFORMATION NETWORK (NIBNS)

This detail will be responsible for the identification of bullets recovered at crime scenes to match evidence for court prosecution and/or case investigation. This detail will also coordinate with the Bureau of Alcohol, Tobacco, and Firearms on bullet recovery cases.

HOMELAND SECURITY COORDINATOR

The Department's Homeland Security Coordinator is responsible for coordinating training (local and regional), and preventing and responding to all terrorist related events. This responsibility also includes the development and implementation of a comprehensive and coordinated strategy to secure the city from terrorist threats and attacks. Further, the office of Homeland Security serves as a liaison between federal, state, and other local agencies as well as private leadership on matters relating to the security of our citizens.

SUPPORT SERVICES DIVISION

The following individuals and organizational elements comprise the Support Services Division:

1. Deputy Chief of Support Services
2. Fleet Services
3. Technical Services Unit
4. Records Unit

5. Crime Analysis Unit
6. Training Section
 - a. Field Training and Evaluation Program
7. Safety Education Unit
8. School Resource Officer Unit
9. Safety City
10. Chaplains Corps

DEPUTY CHIEF OF SUPPORT SERVICES

1. Shall be the commanding officer of the Support Services Division
2. Shall be responsible for organizing and managing the division as necessary to accomplish the department's mission consistent with this organizational manual and policy
3. Shall be responsible for ensuring the Division enforces all laws and ordinances within its legal jurisdiction in a just and impartial manner
4. Shall have the authority and responsibility for planning, budgeting, directing, coordinating, controlling, and staffing all activities of the Division for its continued and efficient operation; and for the completion and forwarding of such reports or programs as may be required by the Chief of Police
5. Shall instill high standards of morale and confidence through exemplary leadership and provide for instruction and training for members of the Division
6. Shall assist the Chief of Police in preparing and/or presenting special programs, as well as planning, coordinating, and supervising the complete program of police administration and law enforcement
7. Shall convey to the Chief of Police all information concerning the presence of unusual criminal activity, strikes, civil disorders, natural disasters, internal problems, or any other condition of magnitude or importance, which may affect the health, safety and welfare of the citizens or affect the operation or well-being of the Department
8. Shall operate the Division in the most effective and efficient manner consistent with contemporary police practices and state of the art technology
9. Shall be directly responsible to the Chief of Police for the operation, activity, and performance of the Support Services Division

10. Shall submit an annual written document to the Chief of Police establishing goals, objectives, priorities and general enforcement strategies. Progress reports and revisions shall be submitted on established quarterly dates.
11. Shall ensure Division goals and objectives are distributed to all members
12. Shall conduct staff meetings to ensure coordination of effort in accomplishing the mission of the Division and Department
13. Shall maintain liaison with other criminal justice agencies and social service agencies
14. Shall review with the Accreditation Unit the development of new and revised policies and procedures affecting the Division, and ensure that each subordinate element of the Division is aware of assigned duties and responsibilities
15. Shall annually review all forms used by the Division to ensure their continued effectiveness and appropriateness and shall coordinate revisions and changes in accordance with departmental procedure
16. Shall annually review each organizational element within the Division in the following areas:
 - a. Operations
 - b. Budget
 - c. Progress toward accomplishment of goals and objectives
 - d. Other review as directed by the Chief of Police.
17. Shall conduct a documented workload assessment of the Division to include personnel allocation and staffing at least once every three years
18. Shall perform other duties as directed by the Chief of Police

FLEET SERVICES

Fleet Services is responsible for coordinating with the City of Knoxville Fleet Services Department regarding acquisition, assignment, and maintenance of police department vehicles.

TECHNICAL SERVICES UNIT

This unit includes liaison with the E911 Center and the mobile data support. The Technical Services Unit is responsible for the following functions:

1. Installing and maintaining video cameras in the patrol cars
2. Providing supplies for patrol units
3. Sorting and cataloging all digital media for subsequent case investigation or court
4. Managing the digital media tracking system to include storage, retrieval, editing, and duplication of digital media

RECORDS UNIT

This unit is responsible for managing the records and other official documents associated with the department. Responsibilities and duties include:

1. Continuous upgrading and maintenance of criminal history records, traffic accident reports, criminal offense reports, arrest reports, and criminal investigative files.
2. Staffing of and responding to requests for information through the National Crime Information Center (NCIC), the Knoxville-Knox County Justice Information System (JIMS), and the Knoxville Police Department's Records Management system.
3. Making reports available to the public including accident reports, crime reports, and records checks.
4. Management of and maintenance of all microfilming.

TENNESSEE INCIDENT BASED REPORTING SYSTEM (TIBRS)

The Tennessee Incident Based Reporting System (TIBRS) will be maintained by the Records Section. TIBRS data will be entered daily and transmitted to the Tennessee Bureau of Investigation on a monthly basis.

CRIME ANALYSIS UNIT

This unit is responsible for obtaining and analyzing as much information as possible in order to identify crime patterns, trends, offenders, and to develop correlations to improve short-term and long-term decision making. This unit utilizes the Records Management System, which contains all crime data, traffic data, arrest data, pawnshop data, property and evidence data, citation data and

other information modules that the unit needs to complete its tasks. The unit is responsible for the following functions:

1. Collecting, collating and analyzing crime data using various computer systems and programs
2. Identifying existing crime trends and patterns.
3. Identifying suspects.
4. Disseminating tactical crime information to affected organizational elements in a timely manner to ensure the immediate usefulness of the data.
5. Disseminating strategic crime information to the Planning Unit, Deputy Chief of Patrol and other Division Commanders for use in long range planning.
6. Maintaining files on the following information:
 - a. frequency of crime by type
 - b. geographic factors
 - c. chronological factors
 - d. victim and target descriptors
 - e. suspect descriptors
 - f. suspect vehicle descriptors
 - g. modus operandi
 - h. physical evidence information
7. Maintaining liaison with other organizational elements through regular meetings with representatives of the Crime Analysis Users Group or through regular Operations briefings.
8. Providing a written weekly briefing to the Chief of Police or other Division Commanders.
9. Providing maps and visual information of crime, traffic and other requests.

TRAFFIC ANALYSIS

Traffic Analysis is responsible for compiling data on traffic safety research, programs, and training. They also maintain the DUI database and conduct analysis on DUI crashes and arrests; collect data on red light camera intersections; as well as identify top crash intersections within the City of Knoxville.

TRAINING SECTION

This section is responsible for the development and delivery of educational and training programs for all personnel in the department. In addition, this section is responsible for the following functions:

1. Administering and/or monitoring all department training programs, i.e. basic recruit training, in-service training and specialized training to ensure quality control and professional development for both sworn and civilian employees
2. Working in concert with other department commanders in determining department needs and developing training curricula
3. Coordinating the department's participation in training programs offered by outside institutions or made available by state or federal grants
4. Periodically providing a description of educational and training opportunities available to members of the department for publications
5. Maintaining liaison with local, state and federal enforcement agencies on matters of training interest
6. Developing training materials
7. Responsible for managing the Knoxville Police Department Law Enforcement Training Academy

FIELD TRAINING AND EVALUATION PROGRAM

The Field Training and Evaluation Program is managed by the FTO Coordinator. The FTO Coordinator is responsible for the following functions:

1. Administering the Field Training and Evaluation Program (FTO)
2. Selecting and training FTO officers and field training sergeants
3. Maintaining confidential files on the progress of trainees
4. Coordinating assignments and rotations of trainees during each phase of the program
5. Ensuring that field training is relevant to the job and standardized among and between FTO's

6. Keeping the administration appraised of trainee progress and program efficiency
7. Provide and/or coordinate remedial training as recommended by the Chief of Police

SAFETY EDUCATION UNIT

This unit focuses on education and community programs with the goal of reducing crime in the City of Knoxville. The two functional areas are education and community programs. This unit is responsible for the following functions:

1. Providing officers for the LifeSkills™ program
2. Managing community/crime prevention programs to include neighborhood watch, operation ID, home security and traffic safety programs
3. Integrating police services with organized efforts by the citizens of Knoxville
4. Managing crime prevention programs designed to target high crime areas in Knoxville; these areas are identified by information received from the Crime Analysis Unit and other criminal justice and community based agencies
5. Providing CPTED surveys upon request to businesses and individuals

VOLUNTEERS IN POLICE SERVICES

The Volunteers in Police Services program is intended to supplement and assist departmental entities in achieving departmental goals. It is the purpose of the program to assist the Department in the delivery of services to the community by creating a partnership with citizen volunteers willing to assist the Department in achieving the goals of the organization. Functions and positions utilizing citizen volunteers will be focused on mutual understanding and the maximum utilization of the skills of volunteers to further the mission of the Department. Citizen Volunteers are not sworn law enforcement officers.

SCHOOL RESOURCE OFFICER UNIT

This unit is responsible for ensuring a faster police response to campus incidents requiring police involvement such as emergencies, criminal investigations, and when necessary, arrests. They are also responsible for the following functions:

1. Providing a comprehensive research-based strategy to help deter and prevent school violence through a partnership with the Knox County School System
2. Interacting with personnel and students on a daily basis to foster a safe environment conducive to learning
3. Addressing diverse challenges in their roles within the schools
4. Serving as security and mentors to students
5. Teaching classes on various law enforcement topics such as conflict resolution, problem solving, drug awareness and prevention

SAFETY CITY

Safety City is a community service program dedicated to educating second grade students in pedestrian, bicycle, passenger and fire safety, as well as the correct use of E-911. The skills taught at Safety City will empower youngsters with the ability to avoid needless accidents and instill good safety habits at an early age. They are also responsible for the following functions:

1. Providing "hands-on" safety education within a child-size setting complete with buildings, paved streets and sidewalks, working traffic signals and traffic signs
2. Supervising students while they practice and demonstrate their safety skills by participating in pedestrian exercises, driving child-size vehicles, and bicycle and fire skills

CHAPLAINS' CORPS

The Chaplains' Corps is a support service for KPD employees and families as well as the community in crisis situations. The Chaplains' Corps is responsible for the following functions:

1. Responding to assignments made by the police department supervisor or dispatcher
2. Assisting officers in making death notifications or such other notifications as requested
3. Assisting at scenes of trauma in counseling and assisting victims, friends, family members, first responders as requested by officers

4. Assisting as needed and requested by law enforcement personnel
5. Performing and assisting in memorial services
6. Visiting Knoxville Police Department personnel and families while in the hospital.
7. Assisting in other training as requested, including basic training and in-service training for both sworn and civilian personnel.

MANAGEMENT SERVICES DIVISION

The following individuals and organizational elements comprise the Management Services Division:

1. Deputy Chief of Management Services
2. Grants and Planning Unit
3. Budget Unit
4. Accreditation Unit
5. Audit and Inspections Unit
6. Personnel Section
 - a. Property Management Unit
 - i. Central Supply Detail
7. Building Services Unit
8. Peer Support Team

DEPUTY CHIEF OF MANAGEMENT SERVICES

1. Shall be the commanding officer of the Management Services Division
2. Shall be responsible for organizing and managing the division as necessary to accomplish the department's mission consistent with this organizational manual and policy
3. Shall be responsible for ensuring the Division enforces all laws and ordinances within its legal jurisdiction in a just and impartial manner
4. Shall have the authority and responsibility for planning, budgeting, directing, coordinating, controlling and staffing all activities of the Division; for its continued and efficient operation; and for the completion and forwarding of such reports or programs as may be required by the Chief of Police

5. Shall instill high standards of morale and confidence through exemplary leadership and provide for instruction and training for members of the Division
6. Shall assist the Chief of Police in the preparation and/or presentation of special programs, planning, coordinating, and supervising the complete program of police administration and law enforcement
7. Shall convey to the Chief of Police all information concerning the presence of unusual criminal activity, strikes, civil disorders, natural disasters, internal problems, or any other condition of magnitude or importance, which may affect the health, safety and welfare of the citizens or affect the operation or well-being of the Department
8. Shall be accountable to operate the Division in the most effective and efficient manner consistent with contemporary police practices and state of the art technology
9. Shall be directly responsible to the Chief of Police for the operation, activity, and performance of the Management Services Division
10. Shall submit an annual written document to the Chief of Police establishing goals, objectives, priorities and general enforcement strategies. Progress reports and revisions shall be submitted on established quarterly dates.
11. Shall ensure Division goals and objectives are distributed to all members
12. Shall conduct staff meetings to ensure coordination of effort in accomplishing the mission of the Division and Department
13. Shall maintain liaison with other criminal justice agencies and social service agencies
14. Shall conduct a documented workload assessment of the Division to include personnel allocation and staffing at least once every three years
15. Shall perform other duties as directed by the Chief of Police

GRANTS/PLANNING UNIT

This unit is responsible for overseeing both short-term and strategic planning. They are also responsible for the following functions:

1. Coordinating all departmental planning activities

2. Conducting continuous studies and research to develop improved procedures for performing police duties and other department responsibilities
3. Researching and analyzing the feasibility of suggestions submitted to the Chief of Police for changes and improvements in established procedures
4. Developing new and revised existing procedures to conform to executive, legislative or judicial edict
5. Ensuring staff review and comment on proposed policies and procedures to provide for input from affected organizational components
6. Coordinating the preparation and publishing of the departmental annual report
7. Coordinating the management of all department grants
8. Developing long range goals and objectives based upon the following factors:
 - a. anticipated workload
 - b. staffing levels
 - c. population trends
 - d. equipment needs
 - e. capital expenditures
9. Coordinating the management information system for the department
10. Performing other duties as delegated by the Chief of Police

BUDGET/PAYROLL UNIT

This unit is responsible for overseeing the budget for the department including payroll and all expending of funds. They are also responsible for the following functions:

1. Maintaining proper and adequate accounting records for the department in addition to normal finance department reports
2. Issuing and processing purchase requisitions
3. Verifying and processing all invoices

4. Overseeing the department's purchasing cards which are used to effect payment for all goods and services received by the department
5. Receiving and securing remittances sent to the department for public purposes and deposit them with the city treasurer
6. Maintaining payroll records of all department employees
7. Preparing biweekly payrolls
8. Coordinating development and preparation of the department's annual budget
9. Maintaining budgetary control over expenditures and work closely with the Office of Management and Budget to ensure departmental compliance with all city budget and purchasing policies
10. Providing the Chief of Police with a monthly budget status report to include:
 - a. initial appropriation for each account
 - b. balances at the commencement of the monthly period
 - c. expenditures and encumbrances made during the period
 - d. unencumbered balance
11. Providing other budgetary functions as directed

ACCREDITATION UNIT

This unit is responsible for the Police Department and Law Enforcement Training Academy's continuing compliance with comprehensive international law enforcement standards developed by the Commission on Accreditation for Law Enforcement Agencies (CALEA). They are also responsible for the following functions:

1. Coordinating, monitoring, and maintaining standards set forth by CALEA
2. Serving as the Department's liaison with CALEA staff
3. Coordinating, monitoring, and maintaining standards to meet accreditation standards set forth by the Tennessee Law Enforcement Accreditation program for the Knoxville Police Department

4. Serving as the Department's liaison with Tennessee Association of Chiefs of Police staff that administers the Tennessee Law Enforcement Accreditation program
5. Serving as the Department's liaison with the Law Enforcement Accreditation Coalition of Tennessee (LEACT)
6. Ensuring that departmental written directives are reviewed as required by the Knoxville Police Department's general orders
7. Ensuring that all new and revised written directives comply with local, state, and federal laws and accreditation standards

AUDIT AND INSPECTIONS UNIT

This unit is responsible for continually inspecting, reviewing and analyzing performance of the department divisions, sections, units, squads, and details for compliance with established policies and procedures. They are also responsible for the following functions:

1. Processing evaluations of administrative reports and case records to ensure compliance with directives and standard operating procedures
2. Conducting material resource inspections on equipment and supplies to ensure that items are properly used, maintained, and replaced as needed
3. Auditing special funds to ensure that funds are being properly handled, receipted and replaced as needed and to work with auditors to secure annual financial audits are completed
4. Conducting Property & Evidence Unit inspections as needed to account for property, use of property, and disposition of property. This will include items that are confiscated and items being held for evidence for court or case disposition.

PERSONNEL SECTION

This section is responsible for maintaining personnel records on all personnel employed by the department, and for administering the department's role in all personnel matters. The Personnel supervisor also manages the Central Supply Detail and Property Management Unit. They are also responsible for the following functions:

1. Maintaining an accurate accounting of all vacancies within the department by rank, position, length of service, age, sex, and race
2. Maintaining copies of all department citations and awards for employees
3. Processing all exit interviews and subsequent separation of members leaving the department and coordinates the collection of KPD property from employee when the employee leaves the department or when required to serve a disciplinary suspension
4. Coordinating all related processes of promotion with the Civil Service Merit Board and administering the departmental role in the promotional process, i.e. oral interviews
5. Maintaining complete and accurate copies of personnel records of all employees and forwarding the originals to the Civil Service Merit Board Office to be placed in the employee's permanent file
6. Processing all personnel matters including assignments, transfers, leaves, layoffs, retirement, promotions, and demotions
7. Administering the Career Development Program and coordinating Career Development activities with the Civil Service Merit Board Office
8. Administering the departmental recruitment activities in cooperation with the Civil Service Merit Board Office
9. Maintaining a departmental staffing table which reflects authorized and actual personnel strength and the number of personnel by rank or job title within each organizational element
10. Ensuring that all promotional, special assignment, and specialized training announcements are posted department wide
11. Administering the departmental selection process in cooperation with the Civil Service Merit Board Office and coordinating background investigations and oral interviews
12. Assisting the Civil Service Merit Board Office in the development and maintenance of the classification system
13. Evaluating annually the selection process to ensure the use of the most up to date selection criteria and materials

14. Serves as primary military liaison with families of personnel serving military deployments

PROPERTY MANAGEMENT UNIT

This unit is responsible for the processing, maintenance and storage of all property and evidence handled by the Department. This will include building property inventory, confiscated property, and crime related evidence. The unit will also be responsible for returning identifiable property to the rightful owner and preserving evidence for court.

Central Supply Detail

This detail is responsible for maintaining all equipment and supplies used within the department. They will also maintain an inventory of officer assigned equipment and will be responsible for securing the equipment upon an employee leaving.

BUILDING SERVICES

Building Services is responsible for the maintenance of all facilities associated with the Department. They are also responsible for the following functions:

1. Providing janitorial supervision and preventive maintenance for all department buildings and property
2. Restoring and rehabilitating department buildings and equipment
3. Preparing and submitting maintenance schedules for department buildings and property
4. Preparing and submitting cost analysis for the unit budget

PEER SUPPORT TEAM

This team provides immediate, incident specific, and supportive crisis intervention and referrals through peer support responders who can be readily available for their fellow personnel

ORGANIZATIONAL STRUCTURE INDEX

Organizational Statement	2
Organizational Change Policy	2
Organizational Structure and Function	3
Terminology and Definitions	3
Chain of Command	4
Organizational Chart	6
Primary Organizational Structure	7
Office of Chief of Police	7-10
Chief of Police	
Internal Affairs	
Office of Public Information	
Patrol Division	10-17
Deputy Chief of Patrol	
Field Operations	
Patrol Districts	
Central Business District	
Patrol Support	
Critical Incident Response Teams	
K-9 Detail	
Repeat Offender Squad	
KCDC	
Patrol Detail Manager	
Teleserve Unit	
Animal Control	
Inspections Unit	
District Support Unit	
Neighborhood Bicycle Officers	
Transportation Officers	
Police Cadet Unit	
Explorer Post	
Traffic Services Section	
Police Motorcycle Unit	
Hit and Run Unit	

Photo Enforcement Unit
School Crossing Guard Detail
Court Security
Special Enforcement Detail
CVE/Interdiction

Criminal Investigations Division 17-23

Deputy Chief of Criminal Investigations
Violent Crimes Unit
Criminal Summons Detail
Cold Case
Sexual Offender Registry
Special Crimes Unit
District Attorney General Liaison
Internet Crimes Against Children
Property Crimes Unit
Burglary and Larceny
Forgery and Fraud Detail
Pawnshop Detail
Auto Theft Detail
Organized Crime Section
Narcotics Unit
Federal Task Forces
Intelligence/Gang Unit
Forensics Unit
Crime Scene Detail
ID and Fingerprint Detail
Polygraph
Photograph Detail
NIBNS
Homeland Security Coordinator

Support Services Division 23-31

Deputy Chief of Support Services
Support Services Captain
Fleet Services
Technical Services Unit
Records Section
TIBRS
Crime Analysis Unit
Traffic Analysis
Training Section
Field Training and Evaluation Program

Safety Education Unit
Volunteers in Police Services
School Resource Unit
Safety City
Chaplains Corps

Management Services Division	31-37
Deputy Chief of Management Services	
Grants/Planning Unit	
Budget/Payroll Unit	
Accreditation Unit	
Audits and Inspections Unit	
Personnel Section	
Property Management Unit	
Central Supply Detail	
Building Services	
Peer Support Team	