	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: M1103
		Page: 1 of 6
		Distribution: All
Title: ORGANIZATION		Section: Administration
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CALEA References: LE 11.1.1, 21.2.3; COM 1.1.1, 1.1.2, 1.3.1		
Review: Annual	Authority: Chief Michael A. Keller	

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

The Andover Police Department is organized into the Office of the Chief of Police, Operations Division, Special Services 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 (LE 11.1.1).

III. Definitions

Rev. 05272021

A. Accreditation Manager: A non-sworn employee responsible for the coordination and implementation of the department's accreditation process. The Accreditation Manager reports directly to the Special Services Division Commander.

B. Administration: An organizational component comprised of the Office of the Chief of Police, an Administrative Assistant, and the commanders of the departments three divisions; Operations, Special Services, and Communications.


Rev. 05272021

C. Administrative Assistant: A non-sworn 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.

D. Captain/Deputy Chief: A sworn officer who supervises a Division and reports to the Chief of Police.

E. Chain of Command: Formal lines of authority and communication going downward or upward within the organizational hierarchy through each successive level of command.

F. 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.

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: ORGANIZATION	Number: M1103
		Page: 2 of 6
		Section: Administration

G. Command Staff: Department's Command staff is comprised of Chief of Police, Operation Commander, Special Services Commander, and Communications Director.

Rev. 05272021

H. Communications Director: A non-sworn 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.

I. Communications Division: A Division of the department which is comprised of a communications division and a records/evidence section. The Communications Division Director reports directly to the Chief of Police.

Rev. 05272021

J. Communications Officer: A non-sworn 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.

K. Detail: Personnel assigned for the purpose of a specific mission.

L. Detective: A non-uniformed officer assigned to investigative duties who reports to the Commander of the Investigations Section.

M. Division: Refers to one of three major organizational components of the department.

N. Division Commander: The command officer of one of three major components of the department.

O. Investigation Commander: A sworn employee who supervises the Investigations Section and Internal Affairs. The Investigations Commander reports directly to the Operations Commander.

P. Investigations Section: A Section of the department, which is comprised of an Investigations Commander, and a team of Detectives responsible for investigation functions.

Q. Lieutenant: A sworn supervisor who commands a patrol team or Investigations Section and reports directly to the Operations Commander.

R. Officer: All sworn employees of the Andover Police Department.


S. Operations Division: A division of the department that is comprised of the Patrol Section and the Investigations Section. The Operations Division Commander reports directly to the Chief of Police.

T. 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.

U. Patrol Section: A section of the department comprised of four patrol teams each comprised of a patrol Lieutenant, Sergeant and Officers. The Patrol Lieutenants report directly to the Operations Commander.

Rev. 05272021

V. Records/Evidence Custodian: A non-sworn employee who serves as the department Records/Evidence Custodian and reports directly to the Communications Director.

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: ORGANIZATION	Number: M1103
		Page: 3 of 6
		Section: Administration

- W. Section Commander:** A sworn supervisor who commands a patrol team or Investigations Section and reports to the Operations Commander.
- X. 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.
- Y. 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 Division.
- Z. Special Services Division:** A division of the department commanded by a Captain and comprised of an Accreditation Manager and School Resource Officers, responsible for the School Resource Officer Function, special events, recruitment and pre-employment. The Special Services Division Commander reports directly to the Chief of Police.
- AA. Station Officer:** A non-sworn employee assigned to the Emergency Dispatch and E-911 Center who performs the duties of Communications Officer and other services as needed.
- BB. Team:** Refers to an organizational component of the patrol section. A Team may be staffed by many members or as few as one member.
- CC. Watch:** Designates time units for assignment of personnel.
- DD. 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.

Rev. 05272021


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

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: ORGANIZATION	Number: M1103
		Page: 4 of 6
		Section: Administration

personnel of the entire department. The Office of the Chief of Police consists of the Chief of Police and an Administrative Assistant.

2. Special Services Division
 - a. The Special Services Division is commanded by a Captain who reports directly to the Chief of Police. The Special Services Division includes the department's Accreditation Manager and School Resource Officers. The division is also responsible for coordinating special events, recruitment and pre-employment.
 - b. School Resource Officer Section
 - i.) The School Resource Officer Section is comprised of officers who report directly to the Commander of the Special Services Division.
 - ii.) The School Resource Officer Section 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 Section will also assist the Patrol Section as determined by the Operations Division Commander and the Special Services Division Commander.


B. Operations Division

The Operations Division is comprised of the Patrol Section and Investigations Section. The Patrol Section is supported by the Investigations Section and Special Services Division. 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 Section.

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 reports directly to the Operations Commander. Each watch is staffed by police officers, assigned to geographical areas, 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, comprised of a trained canine and a trained officer.
 - ii.) Each canine team will report directly to a Section or Division Commander, depending on assignment.

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: ORGANIZATION	Number: M1103
		Page: 5 of 6
		Section: Administration

2. Investigations Section

The Investigations Section, 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 Operations Commander and/or Chief of Police. The Investigations Section, 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 Operations Commander, except for matters involving the professional standards function where they will report directly to the Chief of Police.

C. 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

a. A Communications Director, who reports directly to the Chief of Police, will be responsible for overseeing the Communication Officers and Station 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/Evidence 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.

	<p style="text-align: center;">ANDOVER POLICE DEPARTMENT GENERAL ORDER</p> <p style="text-align: center;">Title: ORGANIZATION</p>	Number: M1103
		Page: 6 of 6
		Section: Administration

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.

D. 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 reviewed at least annually, and updated as positions are vacated, filled, allocated or reduced, and made available to the staff and public (LE 11.1.1, 21.2.3; COM 1.1.2, 1.3.1).