



GENERAL ORDER

**DURHAM POLICE DEPARTMENT
DURHAM, NC**

**NUMBER:
1001 R-12**

DEPARTMENT ORGANIZATION

Effective Date: 12/15/1995 Revision Dates: R-1 03/01/1996; R-2 04/15/2001; R-3 07/25/2003; R-4 04/28/2004; R-5 03/07/2007; R-6 09/06/2012; R-7 01/06/2015; R-8 10/12/2015; R-9 01/23/2017; R-10 10/21/2019; R-11 02/10/2020; **R-12 03/13/2023**

INTRODUCTION

The mission of the Durham Police Department (DPD) is to minimize crime, promote safety, and enhance the quality of life in partnership with our community. This general order delineates organization responsibilities and the corresponding command structure to achieve this mission and maintain control and accountability. An [organization chart](#) is available to all employees.

PERSONNEL

Command staff shall consist of all sworn police officers at the rank of lieutenant or above and non-sworn managers in equivalent pay bands.

Executive command staff shall consist of the chief of police, all deputy chiefs, and assistant chiefs.

Line supervisors shall consist of sergeants and corporals and non-sworn equivalents serving as the first supervisor in a member's chain of command.

An attorney from the city attorney's office is assigned to provide legal assistance, training, and council to the Department, and is referred to as the "police attorney."

CONTINUITY OF ORGANIZATION

The Department may re-organize from time to time to deliver law enforcement services more efficiently. The Department may also change the name or rank designation given to job titles, units, divisions, and bureaus, as responsibilities and priorities change. Where any change in the organization occurs, including titles of organizational components, any policy documents, such as general orders or standard operating procedures, shall be construed as applying to the affected component(s) or employee(s) performing the same function in the same manner as before the re-organization or title change.

ORGANIZATIONAL STRUCTURE

To effectively provide law enforcement services to the community, DPD functions fall under four sections:

- Office of the chief of police – supervised by the chief of police.
- Field Operations Section – supervised by a deputy chief.
- Investigative Services Section – supervised by a deputy chief.
- Administrative Services Section – supervised by a deputy chief

Not including the Office of the chief of police, these sections are comprised of bureaus, managed by an assistant chief. Each bureau is comprised of divisions or districts, supervised by a captain, lieutenant or a non-sworn equivalent. Refer to general order (G.O.) [1007 Command Authority & Responsibility](#) for specific policies regarding the chain-of-command.

OFFICE OF THE CHIEF OF POLICE

The office of the chief of police is comprised of the Professional Standards Division, the executive officer to the chief of police and the Public Affairs Unit.

Professional Standards Division

The Professional Standards Division is responsible for the general oversight, compliance, and accountability of DPD members. It consists of:

- Internal Affairs Unit – responsible for investigating citizen complaints, conduct issues, administrative rule and law violations alleged against personnel, and reports the results of such investigations to the chief of police.
- Staff Inspection Office – responsible for providing information on Departmental efficiency and effectiveness and conducting on-going inspections and audits of DPD functions. This office supervises:
 - Secondary Employment – serves as the primary point of contact for community groups and businesses requesting police to work a specific job. Manages the secondary employment system and accountability of officers engaged in secondary employment.
 - Towing & Permits – handles all towing related activities for the Department, specifically complaints and concerns of citizens directed at various towing companies and concerns of those companies regarding compliance with all applicable rules, regulations, and ordinances. Also coordinates the alcohol permitting responsibilities of the Department and processes precious metal permits.
- Accreditation Office – responsible for maintaining DPD's law enforcement accreditation program and coordinating the development and maintenance of department general orders and standard operating procedures.

Executive Officer to the Chief of Police

The executive officer to the chief of police serves as the personal representative of the chief for community concerns and business contacts.

Public Affairs Unit

The Public Affairs Unit (PAU) is responsible for gathering, developing and presenting information about the programs, services, policies and activities of the DPD and coordinating the release of information to print, radio, television and social media about departmental activities, investigations and unusual occurrences. The PAU also provides marketing, technical, and logistical support for special events and participates in community education outreach initiatives.

An officer is assigned to the PAU to serve as the Department's CrimeStoppers Coordinator. This position is responsible for obtaining information pertaining to unsolved crimes and wanted fugitives through publicity in mass media, coordinating reward incentives and channeling information from anonymous or confidential sources to investigators assigned to the case.

FIELD OPERATIONS

The Field Operations section is comprised of two (2) Patrol Services Bureaus, the administrative officer to the Field Operations Section and the Community Services Division.

Executive Officer to the Field Operations Section

The executive officer to the Field Operations Section is responsible for coordinating general administrative functions and activities of the Patrol Services Bureaus. Additionally, this position supervises:

- Watch commanders – each of the four (4) uniform patrol squads has a designated watch commander (lieutenant). This position is responsible for the direct supervision of field operations for their assigned squad, acting as the initial incident commander for unusual occurrences and serving as a point of contact for media requests. In the absence of an assigned watch commander, an on-duty uniform patrol sergeant may be designated as the acting watch commander.
- Court liaison – facilitates the scheduling of court dates and subpoena service to DPD members for criminal cases, attends or monitors court proceedings in lieu of officer's presence when appropriate and works to optimize relationships between the court system and DPD.
- DPD Fleet – responsible for maintaining DPD's vehicle fleet to include identifying equipment and replacement needs, recommending vehicle purchases, coordinating vehicle assignments, and installing radios and emergency equipment.

PATROL SERVICES BUREAU

The Patrol Services Bureau is responsible for providing uniform patrol services in designated geographical areas throughout the city. Patrol Services Bureau is divided into Zone-A and Zone-B, each under the command of an assistant chief, and provides continuous, twenty-four hour services.

Patrol Districts are divided into five (5) geographic regions. Each district is considered its own division comprised of: Uniform Patrol Squads which are responsible for the response to calls from citizens, enforcement of both criminal and traffic laws and conducting preliminary investigations into complaints of criminal activity. Uniform Patrol responds to calls for service and patrol within assigned geographic areas; each one referred to as a beat.

Districts 1, 2 and 3 are part of Zone-A. Districts 4 and 5 are part of Zone-B.

In addition to patrol, District Five (5) is responsible for supporting the activities of patrol with units that focus on specific tasks. It is comprised of uniform patrol squads and district investigations units as described above, and the following:

- Canine Unit – utilizes specially trained police canines to search for contraband, track persons, search buildings, and find articles (e.g., guns or clothing). The unit also participates in demonstrations and community education programs about the unit.
- Traffic and Crash Team (TACT) – concentrates enforcement efforts on traffic offenders in order to reduce roadway collisions, conducts investigations of motor vehicle collisions resulting in serious personal injury or fatality and engages in traffic-related operations such as the organization of checking stations and area-specific speed enforcement.
- Motorcycle Unit – provides escort services for funerals and dignitary processions, conducts traffic law enforcement throughout the city and participates in demonstrations and community education programs about the unit.

- Slide Patrol Squads – provide support activities to Uniform Patrol to improve timely response to calls for service. Support activities may include but are not limited to: providing relief staffing at crime scenes, responding to calls for service when Uniform Patrol does not have sufficient staffing and assisting with both preliminary and follow-up investigative activities.
- Front desk services – provide security and access control for headquarter public entrance and lobby area, answering non-emergency telephone calls, providing information, making referrals to appropriate DPD services and assisting the public with obtaining non-emergent law enforcement services.
- Special event services – serves as the primary point of contact for organizations, businesses, and community members requesting permits required for special events. Coordinates the application and approval process for special event permits and maintains records of permits.
- Reserve Officer Program – consists of volunteer, state-certified police officers who supplement Department functions and activities to include: assisting with patrol staffing, working special events, and participating in various DPD programs and activities.

Community Services Division

The Community Services Division is focused on providing community-oriented police services to specific neighborhoods, businesses, or constituency populations. It is comprised of:

- Community Resource Unit – develops and supports Neighborhood Watch programs, carries out security inspections for businesses and residences upon request, and conducts educational programs. A unit member will be assigned to manage the Mobile Police Substation to ensure both the equipment and available personnel remain operationally ready to staff a vehicle that serves as a command post at major crime scenes and community events. Unit members also work with District Partners Against Crime (PAC) organizations to address concerns and participate in the Community Police Academy.
- Police Athletic League Unit – coordinates the delivery of athletic and mentoring programs for Durham youth.
- Co-Response Unit – focuses on both initial and follow-up responses to situations involving individuals with substance abuse issues, the mentally ill, and developmentally limited individuals and their families.
- Liaison Unit– specified members may be assigned as liaisons to communities designated by the chief of police in order to strengthen relationships between DPD and those communities.

INVESTIGATIVE SERVICES SECTION

The Investigative Services section is comprised of the Investigative Services Bureau.

INVESTIGATIVE SERVICES BUREAU

The Investigative Services Bureau is responsible for supporting and managing complex and serious criminal investigations, and is under the command of an assistant chief. It is comprised of the following:

Organized Crime Division

The Organized Crime Division provides specialized investigative and enforcement services and tactical response teams. Upon request, they will also provide training and serve as an educational resource to members. It is comprised of the following:

- Vice/Narcotics Gang Unit – responsible for both short and long term specialized and general investigations involving narcotics and organized criminal enterprises within the City of Durham. These investigations are intended to address unlawful activity by both organized and non-organized groups

and/or associations engaged in supplying illegal goods and services. responsible for both short and long term specialized and general investigations, with a focus on aggravated assaults with firearms, involving gang members who live in or frequent the City of Durham and their activities.

- Major Crimes Unit – responsible for participating in task forces with other law enforcement agencies and providing specialized skills in the investigation of cases that may involve violations of federal law.
- Selective Enforcement Team – specially trained and equipped tactical officers who respond to situations that are unusually dangerous and may require the use of special tactics and weaponry. These incidents may include hostage situations, warrant services, and active threats of violence.
- Special Operations Support Officer – BCERT Team Lead, Mobile Field Force coordinator and manager, Narcan Program Coordinator and Exposure Safety Officer.
 - Biological and Chemical Emergency Response Team – specially trained and equipped officers who respond to incidents involving hazardous materials, bomb threats, and weapons of mass destruction.
- Criminal Intelligence Unit – gathers, organizes and distributes information on the identity, activities, and movement of known criminals, to include officer safety threats. This unit is also responsible for the acquisition, processing, and dissemination of intelligence information and the maintenance of intelligence records and files.

Criminal Investigations Division

The Criminal Investigations Division provides criminal investigative services for cases requiring either extensive follow-up or the investigation is complicated in nature. All units within this division will, whenever possible, work with appropriate community resources to provide victim services. Upon request, they will also work with members and community resources to provide training and educational resources. It is comprised of the following:

- Violent Crime/Homicide Unit – investigates all violent crimes, except those involving intimate partners, child abuse, and robberies; suspicious deaths, including homicides and apparent suicides, officer-involved shootings, and adult missing persons.
- Special Victims Unit – investigates sexual assaults, crimes of abuse and neglect against juveniles, crimes of neglect and abuse against individuals of diminished capacity (elderly or limited developmental capacity) by caregivers, and intimate partner domestic violence cases as defined by NCGS §50B-1.
- Robbery Unit – investigates non-domestic armed robberies; both armed and common law.
- Cold Case Unit-investigates cold case homicides (unsolved) and sexual assaults in which either the sexual assault evidence collection kit was never tested, and the investigation remained open, or the sexual assault case remains unresolved.
- Victim Services-provides support and referral services to victims of crimes and addresses the needs of victims and witnesses.
- Northside Property/Fraud Unit – investigates property crimes and crimes involving financial fraud and identity theft in District 1, District 2 and District 5.
- Southside Property/Fraud Unit – investigates property crimes and crimes involving financial fraud and identity theft in District 3 and District 4.

Forensic Services Division

The Forensic Services Division is responsible for collecting and maintaining the integrity of property and evidence from crime scenes. Upon request, they will also work with members and community resources to provide training and educational resources. It is comprised of the following units:

- Crime Scene Unit – responsible for the proper collection, preservation, and documentation of evidence in conjunction with investigative and other law enforcement activities.
- Crime Lab Unit – responsible for conducting and/or coordinating laboratory tests of evidence in accordance with applicable laws and accreditation standards.
- Property & Evidence Unit – functions as restricted access, central repository for evidence seized or collected by members, recovered or stolen property, and found property. This unit maintains secure custody of received items until such time as the items may be disposed of in accordance with Federal and State laws and DPD policy.

ADMINISTRATIVE SERVICES SECTION

The Administrative Services section is comprised of the Administrative Services Bureau.

ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau is responsible for providing administrative support functions that enable all areas of the Department to accomplish its mission, and is under the command of an assistant chief. It is comprised of the following:

Training Division

The Training Division is responsible for overall training functions of the Department. It is responsible for the delivery and documentation of mandatory in-service training and State recertification for sworn members; coordinates department required training for all employees; manages the Department's firearms program and range operations; and manages the police training officer program for recent academy graduates. Provides comprehensive training to police recruits and lateral transfers in accordance with state-mandated guidelines through the administration of the state law enforcement training programs.

Personnel Services Division

The Personnel Services Division is responsible for recruiting sworn personnel and a variety of personnel-related functions. It is comprised of the following:

- Recruiting Unit – responsible for identifying and implementing effective strategies for the recruitment of sworn personnel; managing the sworn hiring process to include applicant testing, evaluation, and recommendations for hire and conducting pre-employment background checks on all selected sworn and non-sworn candidates.
- Employee Services Unit – maintains a liaison with the City Human Resources Department and provides a variety of personnel-related functions to include payroll management, performance appraisal system, supporting all hiring processes, coordinating non-sworn new hire onboarding and providing DPD employees with personnel-related information. Ensuring that personnel actions including but not limited to hiring and promotional processes are conducted in a fair and legal manner without any disparate impact on any minority candidates.

Analytical Services Division

The Analytical Services Division is responsible for analyzing, processing, and storing law enforcement information and records. It is comprised of:

- Crime Analysis Unit – researches and analyzes incident and crime data, maintains statistical databases of police calls for service, crime, and other calls for services and prepares informational reports to assist District Commanders with deploying resources.
- Records Management Unit – maintains the central police report records management system. It is comprised of:
 - Records Section – serves as the custodian for all official agency police reports and records, receives, codes, processes and enters records, and provides official copies of reports to members of the public.
 - Division of Criminal Information/Warrant Control – utilizes local, state and federal criminal justice databases to provide information, exchanges information from Department databases with other State and Federal agencies through the State Bureau of Investigation’s Division of Criminal Information computer network.

Planning & Facilities Division

Planning & Facilities Division is responsible for the coordination of long-range strategic planning, management of DPD facilities, supply, handling major projects, procurements, and programs. It is comprised of:

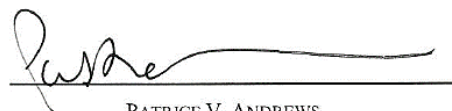
- Supply Unit – responsible for the receipt, storage, and distribution of uniforms, equipment, and supplies.
- Facilities – responsible for coordinating facility maintenance and security systems.

Fiscal Services Division

The Fiscal Services Division is responsible for the overall fiscal activities of the Department. Responsibilities include: maintaining liaison with the City’s Budget Office, overseeing the preparation of DPD’s annual budget request, monitoring budget accounts, overseeing asset inventory procedures, requisition supplies and services, and preparing, administering and monitoring grants.

Information Technology Division

The Information Technology Division is responsible for the overall computer and digital data function of the Department. Responsibilities include: providing computer support; acting as liaisons with various city, county and state entities for computer-related functions; supporting various software packages and services utilized by members; coordinating DPD’s telephone system; maintaining DPD servers and storage of digital data; supporting the body-worn and in-car camera systems; and managing special technology-related projects.



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