
ADMINISTRATIVE DIRECTIVE – 101.020
ORGANIZATIONAL STRUCTURE AND COMPONENT RESPONSIBILITIES

EFFECTIVE DATE: September 23, 1992
AFFECTS: All Personnel

REVISION DATE: August 22, 2025

I. PURPOSE

This directive provides a description of the organizational structure of the department and the basic responsibilities of its components.

II. POLICY

Components are established for the grouping of line and staff functions to carry out the department's objectives. Allocation of personnel to specific assignments is made with the aim of establishing optimum effectiveness within the department while recognizing the needs and abilities of individual employees.

III. PROCEDURES

A. Office of Chief of Police

The chief of police is the chief executive officer of the Plano Police Department with the authority and responsibility for the management, direction, control of operations, administration, and fiscal management of the department.

1. Professional Standards Unit

The Professional Standards Unit (PSU) is supervised by a lieutenant who reports directly to the chief of police. The unit consists of sworn and civilian personnel who are subdivided into the following assignments:

- a. **PSU Sergeant** – The PSU sergeant reports directly to the PSU lieutenant and is responsible for addressing citizen concerns and serving as a department liaison with the City Manager's Office.
- b. **PSU Investigators** – PSU investigators are sworn investigators primarily responsible for conducting administrative investigations in accordance with AD 108.003 – Administrative Investigations. They are also tasked with background investigations as needed and perform any other tasks assigned to them by the PSU lieutenant or the chief of police.
- c. **Background Investigators** – Background investigators are civilian investigators who report to the PSU sergeant and are primarily responsible for conducting background investigations into department job applicants and assisting the recruiter with recruiting efforts as needed. They perform any other tasks assigned to them by the PSU sergeant or the chief of police.
- d. **Police Recruiter** – The police recruiter is a sworn officer who is primarily responsible for coordinating the department's recruiting efforts for all positions, sworn and civilian. They oversee the department's recruiting team, coordinate all department recruiting efforts and resources, coordinate the department's Student Intern Program, and work closely with the background investigators to ensure a seamless recruiting to hiring pipeline. They also perform any other tasks assigned to them by the PSU lieutenant or the chief of police.

2. Legal Advisor

The legal advisor is an attorney, licensed to practice in the State of Texas, who provides legal advice on departmental matters to the chief of police and staff as needed. The legal advisor reports directly to the chief of police and supervises civilian personnel assigned to the Open Records Unit and the Victim Services Unit.

- a. **Open Records Unit** – The Open Records Unit is responsible for responding to requests for information from the public, media, and governmental entities, in compliance with the Texas Public Information Act.

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- b. Victim Services Unit – The Victim Services Unit provides crisis intervention and resource information to victims of crime. Victim advocates aid in obtaining Emergency Protective Orders (EPOs), Permanent Protective Orders (PPOs) and in filling forms for Crime Victim Compensation. Advocates are also available to assist department personnel with issues concerning crime victims.

B. Field Operations Bureau

The Field Operations Bureau is commanded by an assistant chief of police who reports directly to the chief of police. The bureau is comprised of the Patrol Services Division and includes the following functions:

1. Patrol Services Division

The Patrol Services Division is overseen by two deputy chiefs who report directly to the Field Operations Bureau assistant chief of police. One deputy chief is responsible for Command Area 1 (East) and the other for Command Area 2 (West). The division is responsible for providing basic law enforcement services and response to the community on a 24-hour basis, with a community orientated emphasis.

Each Command Area is divided into two geographic patrol sectors. Command Area 1 is comprised of Sectors A and B, while Sectors C and D constitute Command Area 2. Each Command Area has two watches (1st Watch and 3rd Watch) providing 24-hour uniformed patrol services. Each watch is commanded by a lieutenant.

Each patrol sector has four platoons; two on 1st Watch and two on 3rd Watch. Each platoon of officers is supervised by a patrol sergeant who reports directly to the appropriate watch lieutenant.

- a. Canine Unit – The Canine Unit is supervised by a patrol sergeant, who reports to a 3rd Watch lieutenant. Canine officers' primary responsibilities include building searches, suspect tracking, and narcotics detection. Canine officers perform normal patrol duties when not providing specialized services.
- b. Equipment Officer - The equipment officer reports to the Command Area 1 administrative sergeant. Responsibilities include Keytrak, radio equipment, writing specifications for new vehicle purchases, testing and evaluation of new vehicle equipment, installation of vehicle equipment, and maintenance scheduling for all police vehicles.
- c. The Field Training Sergeant – The field training sergeant is supervised by the field training and patrol lieutenant who reports to the designated patrol division deputy chief and is responsible for managing the field training program. The sergeant ensures all required documentation is submitted by the field training officers promptly, identifies urgent training interventions, and provides timely progress updates on all recruits in field training. The sergeant is a liaison between the field training program and the Training Unit to ensure continuity of training. The sergeant also coordinates the selection, appointment, and training of field training officers.
 - 1) High Visibility Enforcement Unit – The High Visibility Enforcement Unit is supervised by the field training sergeant. Officers in this unit provide high visibility traffic enforcement and specialized patrols in major thoroughfares to reduce crashes.
- d. Public Order Response Team – The Public Order Response Team is an ancillary team comprised of specialized squads that receive advanced training and are equipped to handle public order events such as large crowds, protests, and civil disturbances. They ensure public order while safeguarding lives, property, and constitutional rights.

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e. Patrol Administrative Lieutenant

The patrol administrative lieutenant reports directly to the Command Area 2 Patrol Division deputy chief and is responsible for the following units:

- 1) Neighborhood Police Officer Unit – The Neighborhood Police Officer Unit (NPO) is supervised by three sergeants. The unit's officers are subdivided into three areas: residential neighborhoods, business districts and the community outreach response and engagement team. The officers concentrate their efforts in accordance with the philosophy of Community Oriented Policing and Problem Oriented Policing.
 - a) Mental Health Coordinator - The mental health coordinator reports to an NPO sergeant and is responsible for coordinating police interventions with mental health consumers with police and other city staff, service providers, hospital staff, advocacy groups, and court staff to ensure available health or social services are provided according to applicable city, county, state, and federal guidelines. This position provides training and coordinates documentation and records regarding mental health cases.
 - b) Mental Health/Homeless Officers – The mental health/homeless officers use a proactive, problem-solving approach to assist citizens with mental illness and citizens experiencing homelessness. These officers routinely contact mental health consumers and homeless individuals to build a positive rapport and provide applicable resources.
- 2) Public Safety Officer Unit – The Public Safety Officer (PSO) Unit is staffed with civilian personnel and supervised by three civilian supervisors, who report to the patrol administrative lieutenant. Personnel in this unit are responsible for responding to specific calls for service to take reports when it is unlikely suspects are at the scene, assisting citizens and officers in the field, completing reports of incidents called in by telephone or submitted via online reporting, and staffing the lobby service assistance windows.

C. Support Operations Bureau

The Support Operations Bureau is commanded by an assistant chief of police who reports directly to the chief of police. This bureau includes the Support Services Division, the Criminal Investigative Services Division, and the Public Information Office. The following functions are part the bureau:

1. Support Services Division – The Support Services Division is commanded by a deputy chief and provides support to other components of the department and to the citizens of Plano. The following functions are part of the Support Services Division:
 - a. Technical Services Lieutenant – The technical services lieutenant reports directly to the Support Services Division deputy chief. This position is the local agency security officer with the Department of Public Safety Crime Records Service and assists the Support Services Division deputy chief with managerial duties. The lieutenant is responsible for the following units:
 - 1) Technical Services Unit – This unit is supervised by the technical services lieutenant. Personnel assigned to this unit help manage technology issues within the department and serves as a technology liaison between the department, other city departments, and vendors in the research, procurement, implementation, and effective use of technology.

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- 2) Real Time Information Center – This unit is supervised by the terminal agency coordinator and another supervisor and is responsible for ensuring compliance with federal, state, and local policies and procedures regarding the use of various criminal justice systems, and providing accurate, timely documented criminal justice information to law enforcement personnel. The terminal agency coordinator has the authority to implement changes and oversee operations that fall under the CJIS Security Policy and the Department of Public Safety Crime Records Service. The unit also monitors events in real time and extracts information from diverse resources to develop, analyze, prepare, and disseminate information to appropriate law enforcement personnel.
- b. Operations Lieutenant – The Operations Lieutenant reports directly to the Support Services Division deputy chief and oversees the following units:
 - 1) Traffic Unit - The Traffic Unit is supervised by two sergeants and staffed by officers and civilians assigned to various shifts. Personnel are responsible for traffic law enforcement, education, hit and run investigations, citizen complaints regarding traffic safety concerns, speed trailers, and traffic crash investigations.
 - 2) School Resource Unit - The School Resource Unit is supervised by two sergeants and officers in this unit are assigned to schools within the Plano Independent School District, as well as a middle school and several elementary schools in the Frisco Independent School District. The officers provide a safe and secure learning environment, act as on-campus police, and perform various proactive functions to improve student and police relations.
 - a) School Crossing Guard Unit - The School Crossing Guard Unit is managed by the school crossing guard program manager who reports to a School Resource Unit sergeant. Personnel assigned to the unit handle crossing duties at designated crosswalks within the Plano and Frisco Independent School Districts within the city limits of Plano. The unit is responsible for ensuring children and others crossing at designated school crosswalks do so safely.
- c. Homeland Security Lieutenant - The homeland security lieutenant reports directly to the Support Services Division deputy chief and is responsible for coordinating all planning, equipment purchases, training, and exercises related to homeland security and emergency management. Specific areas under their command include:
 - 1) Special Events Unit – The Special Events Unit is supervised by a sergeant who organizes, coordinates, and manages the department's response to community events. The unit ensures all appropriate ordinances and laws are being adhered to and proper department staffing is provided. Additionally, the unit assists with projects at the direction the homeland security lieutenant.
 - a) Court Security Unit – The Court Security Unit is supervised by the Special Events Unit sergeant and is responsible for the physical security of court facilities and court bailiff duties.
 - b) Warrant Unit – The Warrant Unit is supervised by the Special Events Unit sergeant. Officers assigned to this unit are responsible for the execution and clearance of Class C misdemeanor warrants for arrests issued by the Plano Municipal Court.
 - 2) Crime Prevention Unit – The Crime Prevention Unit is supervised by a sergeant who reports directly to the homeland security lieutenant. Crime prevention personnel are

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responsible for educating citizens about safety and crime prevention strategies, developing community partnerships, coordinating neighborhood and business crime watch activities, preparing and presenting crime prevention information to citizens and businesses, being involved in various community policing projects, coordinating the activities of the Citizens Assisting Plano Police volunteer program, and conducting the Citizens Police Academy.

- 3) Training Unit – The Training Unit is supervised by a sergeant who serves as the department's training coordinator and departmental liaison to outside training academies. The unit is staffed with both sworn and civilian personnel. The unit's responsibilities include overseeing daily operations of the Plano Richardson Police Training Center, the department's training academy; scheduling, developing, and coordinating training for department personnel; and identifying specific training needs. The Training Unit also provides orientation and training for recruit officers, schedules and administers annual in-service training for all sworn and civilian employees, and provides on-going/elective training, including training mandated by the Texas Commission on Law Enforcement (TCOLE).

2. Criminal Investigative Services Division

The Criminal Investigative Services Division is overseen by a deputy chief who reports directly to the Support Operations Bureau assistant chief of police. The Criminal Investigative Services Division conducts professional investigations to solve criminal offenses and recover stolen property. It is divided into three areas of responsibility: Persons Crimes, Special Investigations, and Property Crimes.

- a. Persons Crimes Section – The Persons Crimes Section is responsible for follow-up investigation of offenses committed against individuals and is overseen by the Persons Crimes Section lieutenant. The section consists of the following units:
 - 1) Crimes Against Persons Unit – The Crimes Against Persons Unit is supervised by a sergeant who reports to the Persons Crimes Section lieutenant. Detectives assigned to this unit investigate offenses against individuals such as harassment, robbery, murder, and assault.
 - 2) Special Victims Unit – The Special Victims Unit is supervised by a sergeant who reports to the Persons Crimes Section lieutenant. Personnel assigned to this unit investigate all sex offenses and handle sex offender registration and compliance.
 - 3) Family Violence Unit – The Family Violence Unit is supervised by a sergeant who reports to the Persons Crimes Section lieutenant. Detectives assigned to this unit investigate violent offenses involving family members, including assaults and child abuse or neglect. Sex related offenses involving family members will be investigated by the Special Victims Unit with the Family Violence Unit assisting as needed.
- b. Property Crimes Section – The Property Crimes Section is responsible for follow-up investigation of property crimes. The following units are directly supervised by sergeants who are overseen by the Property Crimes Section lieutenant.
 - 1) Burglary Unit – Detectives assigned to the Burglary Unit investigate offenses involving burglaries of residences, businesses, and other buildings. The Burglary Unit is responsible for the recovery of property from burglary offenses.
 - 2) Forgery Unit – The Forgery Unit detectives are responsible for offenses involving

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forgery, credit card abuse, identity theft, certain computer crimes, and prescription fraud.

- 3) Vehicle Crimes Unit – The Vehicle Crimes Unit investigates offenses related to vehicles, which includes motor vehicle thefts, burglaries of motor vehicles, and theft of motor vehicle parts and accessories.

- a) Bait Deployment Unit – Detectives within the Bait Deployment Unit report to the Vehicle Crimes sergeant but assist other units within the Criminal Investigative Services and Patrol Services Divisions to address crime trends by utilizing technology as a proactive countermeasure.

- 4) General Unit – The General Unit investigates other property crimes that do not fall under any of the other Property Crime Section units, such as organized retail theft and criminal mischief.

- 5) Juvenile Unit – The Juvenile Unit detectives investigate offenses involving juvenile offenders. A joint investigative effort with other Criminal Investigative Services Units may be necessary depending on the severity of the offense and the presence of adult offenders.

- c. Special Investigations Section – The Special Investigations Section is responsible for the investigation of narcotics related incidents, surveillance, intelligence collection, and the investigation of vice, prostitution, and gang related crimes. The following units are supervised by sergeants who are overseen by the Special Investigations Section lieutenant.

- 1) Intelligence Unit – The Intelligence Unit is responsible for investigating cases involving gangs, hate/bias crimes, gambling, prostitution, and organized crime. They are also responsible for inspecting pawn shops and enforcing laws related to pawn shop transactions.

- 2) Narcotics Unit – The Narcotics Unit is responsible for reducing the availability of illicit drugs within the community through education, enforcement, and criminal investigation of incidents involving narcotics, including overdoses.

- 3) Surveillance Unit – The Surveillance Unit is responsible for locating and identifying persons of interest as well as gathering evidence for the successful prosecution of criminal cases. Personnel in this unit support all Criminal Investigative Services Division Units.

3. Public Information Office

The Public Information Office is staffed by a public information officer and a civilian public information coordinator and reports to the Support Operations Bureau assistant chief of police. Their primary responsibilities are to respond to media inquiries, distribute press releases, and coordinate press conferences and public events. They also maintain the department's webpage and social media sites, assist field personnel with local media relations, and serve as a liaison for public relations matters with other governmental agencies.

4. The Emergency Services Unit is an ancillary unit comprised of specialized teams that are trained and equipped to handle tactical operations with expediency and efficiency. Specialized teams within the Emergency Services Unit include the Crisis Negotiations Team, Hazardous Devices Disposal Unit, Logistics Team, Intelligence Team, and SWAT Team.

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D. Administrative Services Bureau

The Administrative Services Bureau is overseen by an assistant director of police who reports directly to the chief of police and is staffed entirely by civilian personnel. This bureau includes the following divisions:

1. Planning and Research Division – The Planning and Research Division is responsible for the department's strategic planning; researching issues impacting law enforcement and police administration; analyzing department programs and activities; conducting surveys; researching, analyzing and distributing statistical data related to crime and department operations; and publishing monthly, quarterly, and annual reports. The division is managed by a civilian manager and includes the following units:
 - a. Crime Analysis Unit – The Crime Analysis Unit is under the supervision of the crime analyst supervisor. Crime analysts within this unit perform intelligence, tactical, strategic, and administrative crime analysis. Information from the analysis is distributed to officers assigned to the Patrol Services Divisions, the Criminal Investigative Services Division and the Support Services Division as well as to police management, city management, and neighborhood/citizen groups as appropriate.
 - b. Police Planner – The police planner's responsibilities include maintenance of the department's organization charts, various reports and surveys, and assisting with accreditation and the department's planning and research function.
 - c. Graphic Designer – The graphic designer produces publications, coordinates with other city departments regarding publications, and is responsible for the revision and creation of department forms as assigned.
 - d. Accreditation and Compliance – The accreditation and compliance specialist is responsible for managing the department's accreditation programs, written directive system, department forms, and on-going inspection of all operational units to ensure compliance with directives and policy statements.
2. Fiscal Affairs Division – The Fiscal Affairs Division is responsible for the handling of day-to-day financial affairs of the department including invoice processing, contracts management and budget disbursement. The division also coordinates preparation of the annual budget. The manager of the division also oversees the Quartermaster Unit, fiscal affairs analyst, and fiscal affairs coordinator.
 - a. Quartermaster Unit – The Quartermaster Unit maintains all department issued equipment and uniforms, tracks asset inventory, orders supplies, coordinates vehicle maintenance, and delivers inter-departmental mail. The unit is supervised by the quartermaster supervisor.
3. Records Division – The Records Division is responsible for meeting the management, operational, and information needs of the department and the authorized dissemination of records information. The division is also responsible for the administration and management of the alarm and permit functions in accordance with the city's code of ordinances. The division is overseen by a manager.
 - a. Records Unit – This unit is supervised by three supervisors and is responsible for master file maintenance of all incidents, which includes incident reports, arrest reports, motor vehicle crash reports, warning tickets, and field interview cards.
 - b. Alarms and Permits Unit – This unit is supervised by a records supervisor and is responsible for overseeing all duties in conjunction with following municipal ordinances as

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they pertain to police department involvement and procedures including but not limited to alarm systems, metal recycling, and vehicles for hire.

E. Operations Services Bureau

The Operations Services Bureau is overseen by an assistant director of police who reports directly to the chief of police and is staffed entirely by civilian personnel. This bureau includes the following divisions and unit:

1. Forensic Services Division – The Forensic Services Division is responsible for the management of evidence and property collection units that support the investigative functions of the department. The manager of the division is responsible for the following units:
 - a. Crime Scene Investigative Unit – The Crime Scene Investigative Unit consists of criminalists and three supervisors who are responsible for evidence recovery and processing, photography of crime scenes, latent fingerprint comparison, and preparation of reports and diagrams regarding their activities.
 - b. Digital Media Forensics Unit – This unit consists of a supervisor and digital media forensics specialists and is responsible for collecting, receiving, and analyzing digital media for potential evidence.
 - c. Firearms Examination Unit – This unit consists of two firearms examiners and a firearms technician and is responsible for the collection and comparison of ballistic information utilizing the National Integrated Ballistics Information Network.
 - d. Forensic Quality Assurance – The forensic quality assurance specialist manages the facilities, resources, training, safety, personnel, and overall organizational quality assurance program of the Police Forensic Services Division to ensure accreditation by an internationally recognized accreditation body.
2. Detention Division – The Detention Division is responsible for all aspects of prisoner book-in, personal property inventory, health and safety of the jail population, release and transfer of inmates, and bond preparation. The division has an administrative supervisor, a training supervisor, and five operational supervisors that report to the detention manager.
3. Property and Evidence Unit – The Property and Evidence Unit consists of property and evidence specialists and a supervisor who are responsible for receiving items of property and evidence, logging the items into the property and evidence computer system, maintaining property and evidence records, and the disposition of property and evidence in accordance with applicable state and municipal laws.