



ORGANIZATIONAL STRUCTURE

Operations Order
2.1

PHOENIX POLICE DEPARTMENT

Rev. 09/20

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1. **POLICE CHIEF** - The Police Chief has the ultimate responsibility of the Department for the:

- Protection of life and property.
- Preservation of law and order.
- Investigation and suppression of all crimes.
- Enforcement of state laws and city ordinances.

2. **EXECUTIVE ASSISTANT CHIEF/MANAGEMENT SERVICES DIVISION**

BUREAU/COMPONENT	RESPONSIBILITIES
<p>A. Fiscal Management Bureau (FMB)</p> <p><i>Under the direction of an administrator</i></p>	<ul style="list-style-type: none"> • Administers the overall budget activities of the Department • Maintains the position control system • Processes payroll and personnel action forms • Manages the Department's 20,000 and 30,000 programs • Monitors the transitional duty and reasonable accommodations programs • Coordinates the administrative functions of the industrial injury program • Maintains long-distance telephone authorization code numbers for the INFOSWITCH computer telecommunications system • Processes all promotional activities, resignations, retirements, merit increases, performance ratings, and benefit changes • Maintains transfer list of employees between divisions • Coordinates activities with City Human Resources regarding promotional testing, position classifications, job analyses, equal employment opportunity matters, statistical gathering, grievance processes, and all Civil Service Board matters • Maintains Department personnel records • Maintains a statement for duties and responsibilities of each job assignment within the Department • Coordinates grievance procedures • Conducts an annual analysis of grievances to identify trends or other issues, this report is required by July 1, for the previous fiscal year • Coordinates the research, writing, planning, processing, and administration of all police grants, and coordinates the planning, processing, and administration of police Intergovernmental Agreements involving reimbursement for personnel • Coordination of the Capital Improvement Project Bond Election
<p>B. Information Technology Bureau (ITB)</p> <p><i>Under the direction of the City's Information Technology Services (ITS) assistant chief information officer (CIO)</i></p>	<ul style="list-style-type: none"> • Establishes policy and guidelines regarding the planning, acquisition, and use of microcomputer resources throughout the Department • Develops, implements, maintains, and effectively operates the Computer-Aided Dispatch/Mobile Data Computer (CAD/MDC) System, Traffic Accident Data System (TADS), AFIS, and the personal computer-based client/server systems • Coordinates training needs of Department personnel in the operations of these systems and other electronic equipment • Acts as a liaison with other law enforcement agencies in the operation of criminal justice computer systems • Provides technical assistance in the planning of future Department computer needs • Coordinates data processing services • Conducts a pre-budget technical review of the Department's proposed acquisition of electronic equipment • Maintains inventory control of the Department's radar units and scanners • Maintains inventory control of the Department's cellular phone equipment including initial processing of the battery packs provided with the cellular phone • Assists the Investigations Division with the seizure of computer equipment and/or data extracts that may contain evidence of a crime and conducts evidence searches on the equipment and/or data extracts that are seized
<p>C. Legal Unit</p> <p><i>Under the direction of an assistant chief counsel</i></p>	<ul style="list-style-type: none"> • Serves as general counsel to the Police Chief and executive staff • Available for special projects as assigned by the Police Chief for the benefit of the Department • Available for consultations with Department employees relative to work-related legal issues • Assists line functions, upon request with major criminal investigations or other activities when the assistance of an attorney is required • Proactively reviews Department policies and directives for legality and liability issues


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2. **EXECUTIVE ASSISTANT CHIEF/MANAGEMENT SERVICES DIVISION** (Continued)

BUREAU/COMPONENT	RESPONSIBILITIES
C. Legal Unit (Continued)	<ul style="list-style-type: none"> Monitors state and federal legislative activity Drafts legislation, tracks bills and proposals, summarizes bills and new laws, and researches legislative issues Responsible for training, processing civil liability matters, and reviewing requests or subpoenas for Department records <p><u>Incident Review</u></p> <ul style="list-style-type: none"> Provides assistance to internal and external customers reference liability or potential liability issues/concerns Reviews all incidents and prepares reports on those involving police liability Acts as a liaison between City Risk Management and the Department
D. Office of Administration (OOA) <i>Under the direction of a lieutenant</i>	<ul style="list-style-type: none"> Prepares daily correspondence for the executive staff Handles citizen and inter-Department inquiries Coordinates internal communications Disseminates public safety and organization information Coordinates the review of RCAs, CCRs, and other documents to the City Manager's Office Coordinates and develops the Department planning process and policing plan Develops and reviews the Department Performance Achievement Plan (PAP) Coordinates the City's Employee Suggestion Program (ESP) Assists with the researching of special projects <p><u>Employee Assistance Unit (EAU)</u></p> <ul style="list-style-type: none"> Offers employment benefit counseling to include assistance to officers injured or hospitalized in the line of duty, administration of the Department's Psychological Counseling Program, survivor assistance and benefit coordination, and liaison with the Police Pension Board Coordinates the Critical Incident Stress Management (CISM), Peer Counseling, and Police Chaplain programs
E. Public Records and Services Unit <i>Under the direction of an administrator</i>	<ul style="list-style-type: none"> Enforces City ordinances on alarm systems and loud parties Receives and releases public and traffic records requests Processes traffic collision, driving under the influence (DUI), and Admin Per Se reports for the Department Processes notices of vehicle impoundments and releases Monitors Department towing contracts Issues oversize/overweight permits

3. **COMMUNITY ENGAGEMENT AND ORGANIZATIONAL DEVELOPMENT DIVISION** - Under the direction of an assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
A. Community Engagement Bureau (CEB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Comprised of the Community Programs Detail, Community Response Squad, Crisis Intervention teams (CIT), and Off-Duty Work Detail and the Block Watch, Cadet, Citizens Offering Police Support (COPS) Volunteer, Drag Racing Against Gangs and Graffiti (DRAGG), Police Activities League (PAL), and Virtual Block Watch programs Acts as liaison with police/citizen councils, panels, boards, and other human relations agencies within the City and aids other bureaus in developing informative programs for presentation to various groups Conducts a documented annual review of biased based profiling practices to include citizen concerns Monitors, reviews, inspects, and audits the Off-Duty Work Program Provides community services and training and mentoring of youth, coordinates fundraising activities, and provides general supervision to civilian and cadet volunteers


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3. **COMMUNITY ENGAGEMENT AND ORGANIZATIONAL DEVELOPMENT DIVISION** - (Continued)

BUREAU/COMPONENT	RESPONSIBILITIES
B. Employment Services Bureau (ESB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Comprised of the Administrative and Operations Units, Polygraph Unit, and Information Desk Administers the Department's role in the selection process, to include completing the background investigation, hiring, and placement processing of all new employees Recruits prospective police officers and coordinates activities with City Human Resources regarding recruit applicant testing Provides pre-employment, internal, administrative, and criminal polygraph exams Provides 24/7 lobby customer service, general information, referrals, and building security for Police Headquarters (PHQ). Recruits police reserves and civilian volunteers along with coordinating fundraising activities and providing general supervision of civilian volunteers Oversees and administers the Community Hiring Board in accordance with the ESB manual
C. Phoenix Regional Police Academy (PRPA)/Training Bureau <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Conducts a comprehensive post-academy training program for all new officers Ensures Department compliance with Arizona Peace Officer Standards and Training (AzPOST) Board rules and regulations and coordinates AzPOST funding Maintains a firearms training and qualification program including weapons inspections, issuance of ammunition, and maintenance of all Department-shooting range equipment Coordinates the basic and advanced training of reserve officers Conducts and coordinates advance and continuous training for sworn personnel

4. **INVESTIGATIONS DIVISION** - Under the direction of an assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
A. Drug Enforcement Bureau (DEB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Comprised of the Enforcement Unit, Investigations Unit, Human Exploitation and Trafficking (HEAT) Unit, Technical Surveillance Unit, and Gang Enforcement Unit (GEU). Investigates and suppresses narcotic activity within the City Conducts follow-up investigation of narcotic cases reported by other bureaus/precincts on an as-needed basis Coordinates, processes, and disposes of property seized pursuant to narcotics violations Conducts investigations that stem from organized crime activity Investigates and suppresses human trafficking related activity within the City Conducts investigations of license applications for massage parlors, pool halls, skill games, coin-operated amusement, bail bonds businesses, liquor licenses/enforcement, and/or any other offense that is traditionally vice or gambling related Provides and manages long-term and short-term undercover investigative resources to assist patrol-based crime suppression projects and offers technical investigative support to further the investigative objectives of the Department Conducts initial and follow-up investigation on incidents that have been identified as gang related Monitors and takes enforcement action on criminal street gang members Reviews and approves all GMIC forms submitted by department personnel
B. Family Investigations Bureau (FIB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Conducts follow-up and initial investigations of domestic violence, child/adult sex crimes, missing persons, and related crimes Conducts sex offender notifications Maintains liaison with prosecuting attorneys, Department of Child Safety (DCS), hospitals, victim services, and other related agencies Conducts investigations involving internet crimes against children
C. Laboratory Services Bureau (LSB) <i>Under the direction of an administrator</i>	<ul style="list-style-type: none"> Responsible for the scientific analysis of physical evidence Identifies and preserves specimens submitted by officers during the course of an investigation Consults with officers and prosecuting attorneys for the discussion of various technical and scientific problems in criminal cases Serves as aide to counsel during technical testimony


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4. **INVESTIGATIONS DIVISION** - (Continued)

BUREAU/COMPONENT	RESPONSIBILITIES
C. Laboratory Services Bureau (LSB) (Continued)	<ul style="list-style-type: none"> Maintains breath-sampling equipment Provides specialized training for officers in the recognition's, collection, and submission of physical evidence for scientific analysis (including specialized techniques such as gunshot residue collection, serial number restoration, drug screening, and latent prints) Participates in policy formulation for the Department by translating scientific and technical information into operational police policies and procedures Provides technical support and assistance at major crime scenes Performs chemical, physical, and instrumental development of latent prints and comparisons to known individuals Provides forensic photographic support
D. Property Crimes Bureau (PCB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Comprised of the Animal Crimes Detail, Auto Theft Detail, Court Liaison Detail, Financial Crimes Detail, Graffiti Detail, Metal Theft Detail, Organized Retail Crimes Squad, Pawnshop Detail, and Property Investigations Units Conducts follow-up and initial investigations for property-related crimes Maintains liaison with prosecuting attorneys Communicates with other law enforcement agencies to exchange information pertinent to criminal activity
E. Violent Crimes Bureau (VCB) <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> Comprised of the Assaults Unit, Bias and School Crimes Squad, Digital Forensics Investigative Unit (DFIU), Crime Gun Intelligence Unit (CGIU), Homicide Unit, Night Detectives Detail, Robbery Unit, and VCB Desk Detail Conducts follow-up and initial investigations for violence-related crimes Maintains liaison with prosecuting attorneys Communicates with other law enforcement agencies to exchange information pertinent to criminal activity

5. **PATROL DIVISION** - Under the direction of an assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
A. Precincts: Black Mountain Cactus Park Central City Desert Horizon Maryvale/Estrella Mountain Mountain View South Mountain <i>Each precinct is under the direction of a commander</i>	<ul style="list-style-type: none"> Deploys forces consistent with the needs of the City in order to maintain public order, provide preventative patrol, respond to calls for service including emergency calls, and conducts initial investigations of crimes and incidents to include the arrest of offenders Coordinates police activities with various community organizations Develops and maintains enforcement standards Proposes budget recommendations based upon evaluation of data relative to personnel, equipment, and programs Coordinates patrol operations, investigations, traffic enforcement, and specialized functions with other Department bureaus/components to include expeditious release of property and evidence when no legal or Department-purpose is served by retention, such as found property or shoplifting evidence where a photograph is retained School Resource Officer (SRO) Program <p><u>Central City Precinct Only</u></p> <ul style="list-style-type: none"> <u>Court Services Detail</u> <ul style="list-style-type: none"> * Maintains employee court notification subpoena service * Maintains liaison with MCSO detention facilities * Monitors the ticket accountability program * Transports jail prisoners to/from Municipal Court <u>Downtown Operations Unit (DOU)</u> <ul style="list-style-type: none"> * Delivers basic police services and parking enforcement to the Downtown area * Provides police service at special and community events, comprises the primary mobile field force (FF), and maintains a continuous state of readiness for Tactical Response Unit (TRU) related events

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5. **PATROL DIVISION** - (Continued)

BUREAU/COMPONENT	RESPONSIBILITIES
A. (Continued)	<u>Central City Precinct Only</u> (continued) <ul style="list-style-type: none"> • <u>Infrastructure Protection Unit (IPU)</u> - Civilian and/or sworn personnel <ul style="list-style-type: none"> * Provides security and 24/7 alarm monitoring services to prevent or mitigate the effects of an attack by terrorists at the downtown core City facilities and/or off-site critical infrastructures (South Mountain Communication Towers, water treatment facilities, fuel tank farms, municipal airports, and Information and Technology Operation Center (ITOC) which supports Police and Fire radio communication systems) • <u>Judicial Process Detail</u> <ul style="list-style-type: none"> * Conducts follow-up and initial investigations for False Reporting and False Information/Identity Theft crimes * Serves City of Phoenix Municipal Court processes * Serves mental health detention orders within City limits
B. Duty Commanders <i>Under the direction of the North Division assistant chief</i>	<ul style="list-style-type: none"> • Responsible for the safe and efficient operation of the police Department • Maintains an activity report of events occurring during their shift • Contacts the duty chief or appropriate duty commander and informs them of any exceptional incident • Records contact with high ranking City and public officials

6. **PROFESSIONAL STANDARDS DIVISION** - Under the direction of an assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
A. City Manager Liaison <i>Under the direction of a commander</i>	<ul style="list-style-type: none"> • Coordinates administrative activities between the Department and the City Manager's Office • Acts as a resource to the City Manager, Mayor, and City Council regarding Department issues • Routes formal Requests for Council Action (RCAs), City Council Requests (CCRs), and memoranda from the Police Chief for appropriate action
B. Professional Standards Bureau (PSB) <i>Under the direction of a commander</i>	<u>Investigations</u> <ul style="list-style-type: none"> • Investigates alleged misconduct by Department employees and maintains the confidentiality of PSB investigations and records, to include internal and criminal polygraph testing • Provides staff assistance to line supervisors in investigations of alleged misconduct by Department employees • Investigates shooting and in-custody deaths (except non-injury accidental discharges and dispatching injured animals) by employees of the Department • Records, registers, and controls the investigation of complaints against officers/employees
C. Public Affairs Bureau (PAB) <i>Under the direction of a deputy director</i>	<ul style="list-style-type: none"> • Assists in preparing video and audio productions for the Department • Coordinates the Department's positive newsworthy information • Coordinates and distributes the Department's internal/external information • Responsible for the dissemination of Department information, including press releases, and is available on a 24-hour basis • Assists the on-scene commander or supervisor in responding to media inquires • Assists in preparing information for release, whether or not media representatives are present • Develops and oversees the Department's internal and external marketing programs and corporate communications programs • Oversees and edits the Department's internal magazine, "The Insider" • Oversees broadcast responsibilities relating to the Department's Quarterly Awards Ceremonies • At the request of executive staff, administers and oversees a variety of specialized Department events and functions • Coordinates the Department awards programs • Prepares and publishes the Department Newsletter and Retirement Bulletin



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7. **STRATEGIC AND TACTICAL SERVICES DIVISION** - Under the direction of an assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
<p>A. Airport Bureau</p> <p><i>Under the direction of a commander</i></p>	<ul style="list-style-type: none"> • Patrols streets, traffic-ways, restricted areas, parking lots, and parking garages of the airport • Responds to airport "Alerts" • Provides escorts for the fire department, law enforcement personnel, emergency vehicles, and others as necessary
<p>B. Homeland Defense Bureau (HDB)</p> <p><i>Under the direction of a commander</i></p>	<ul style="list-style-type: none"> • Develops and maintains a Department planning capability, to include plans for responding to unusual occurrences • Planning and coordination of Homeland Defense activities for the Department • Liaison coordination with other government entities at the local, state, and federal level • Improves and coordinates seamless communication among responders to large scale events • Dignitary protection • Facilitates awareness, education, detection, response, and recovery regarding terrorist or other all-hazard events • Manages the police component of the Phoenix Unified Public Safety Incident Management Team (IMT) which is responsible for major event and incident management as assigned by the Police Chief • Manages the Department's operations at the Arizona Counter Terrorism Information Center (ACTIC) • Comprised of the following units/details: <ul style="list-style-type: none"> <u>Intelligence and Investigations Unit</u> * Arson Criminal Investigations * Bomb Squad * Field Intelligence Group * Joint Terrorism Task Force (JTTF) * Significant Incident and Events Planning Detail * Terrorism Liaison Officer (TLO) Program * Threat Mitigation Squad * Intelligence Officer Program Squad * Phoenix Intelligence Center Squad
<p>B. Tactical Support Bureau (TSB)</p> <p><i>Under the direction of a commander</i></p>	<ul style="list-style-type: none"> • Air Support Unit • Canine Unit • Crime Impact Unit <ul style="list-style-type: none"> * Fugitive Apprehension Investigations Detail (FAID) * Street Crimes Detail • Mayor's Security Detail • Special Assignments Unit (SAU) • Specialty Vehicle Detail/Dive Team
<p>C. Traffic Bureau</p> <p><i>Under the direction of a commander</i></p>	<ul style="list-style-type: none"> • Commercial Vehicle Inspection (CVI) Squad • Driving Under the Influence (DUI) Enforcement squads • Traffic Enforcement squads • Traffic Education Safety Squad (TESS) • Photo Enforcement Program • Vehicular Crimes Unit (VCU) • Transit Unit <ul style="list-style-type: none"> * Provides safety and security for public transportation * Identifies, tracks, and coordinates responses to transportation related crime



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8. **TECHNICAL AND SUPPORT SERVICES DIVISION** - Under the direction of an assistant director

BUREAU/COMPONENT	RESPONSIBILITIES
<p>A. Communications Bureau</p> <p><i>Under the direction of a commander</i></p>	<ul style="list-style-type: none"> • Coordinates operable and interoperable communication needs for the Department • Maintains inventory control of the Department's portable and mobile radio equipment and accessories • Maintains the effective and efficient operation of telecommunications and radio equipment • Processes 9-1-1 and other incoming calls for Police or Fire services • Processes calls for service that can be handled by telephone through the call-back function <p><u>Property Management Unit</u></p> <ul style="list-style-type: none"> • Maintains the supply items of the Department in a state of operational readiness • Receives, catalogs, and stores impounded property • Protects the security of the Property Room and its contents • Receives, distributes, and maintains inventory control of capital and issued items and supplies • Disposes of all impounded property and evidence as required by Department policy and in the manner prescribed by law • Monitors the acquisition, repair, and maintenance of the Department vehicle fleet
<p>B. Compliance and Oversight Bureau</p> <p><i>Under the direction of an administrator</i></p>	<ul style="list-style-type: none"> • Comprised of the Early Identification and Intervention Program, Compliance Unit and Policy and Accreditation Unit <p><u>Early Identification and Intervention Program</u></p> <ul style="list-style-type: none"> • Implements, maintains, and operates the Early Intervention Systems • Assess employees for Risk Behavior and engage Early Intervention where appropriate • Document any assessments, remedies, or changes as outlined in Ops 3.28 • Schedules meetings with the EIIIP Committee and provides them with documentation, briefings, or updates as requested or prescribed • Continually assesses national best practices related to Early Intervention and make recommendations for enhancements as needed <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Conducts evaluations of all police activities to appraise the utility of existing policies, procedures, and programs • Conducts compliance inspections and internal performance audits to establish the effectiveness of current operational controls and/or programs • Monitors the disposal of narcotics, weapons, and other impounded property no longer needed for evidence • Audits property seizures processes for the Drug Enforcement Bureau (DEB) and Property Management Unit (PMU) • Oversees the Controlled Substance Screening Program <p><u>Policy and Accreditation Unit</u></p> <ul style="list-style-type: none"> • Reviews Department policies and procedures for conflicts that could result in liability issues • Updates Department policy and designs and updates official Department forms • Coordinates testing and/or evaluation of proposed uses of new equipment and equipment modifications and proposed new uniforms and uniform modifications • Conducts special research and provides administrative or management assistance on special projects • Coordinates ongoing activities related to the Arizona Law Enforcement Accreditation Program

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8. **TECHNICAL AND SUPPORT SERVICES DIVISION** - (continued)

BUREAU/COMPONENT	RESPONSIBILITIES
C. Strategic Information Bureau (SIB) <i>Under the direction of an administrator</i>	<ul style="list-style-type: none"> Comprised of the Central Booking Unit, Crime Analysis and Research Unit (CARU), Forensic Imaging Unit (FIU), and Information Services Unit (ISU) Prepares and publishes the Transfer Opportunities Bulletin (TOB) <p><u>Central Booking Unit</u></p> <ul style="list-style-type: none"> Monitors prisoners in the Central Booking facility Collects and maintains ten-print fingerprints contained in the Department's portion of Arizona Automated Fingerprint Identification System (AFIS) for use in the identification of individuals Monitors prisoners in the Central Booking facility Collects and maintains ten-print fingerprints contained in the Department's portion of Arizona Automated Fingerprint Identification System (AFIS) for use in the identification of individuals Obtains photos and fingerprints of each prisoner Obtains DNA/buccal swabs from prisoners when required Transports prisoners to the Maricopa County Sheriff's Office (MCSO) Jail and finalizes the booking process Serves Page Two's <p><u>Crime Analysis and Research Unit (CARU)</u></p> <ul style="list-style-type: none"> Provides accurate and timely statistical data through quality checks and analysis of police reports Examines data to identify crime trends, locate geographic problem areas, and correlate modus operandi techniques Provides assistance with statistical evaluation of crime suppression and operationally-related Department programs and processes <p><u>Information Services Unit (ISU)</u></p> <ul style="list-style-type: none"> Collects, disseminates, and retains relevant police-related information, to include juvenile and adult records Maintains records maintenance, serving as a general depository and resource file for official police records Provides photographic laboratory services Prepares Phoenix Municipal Court complaints and dockets Prepares and distributes Operations Reports Acts as repository for Municipal Court warrants to provide 24-hour information required for clearance Administers the records management system (RMS) program report entry and dissemination Implements, maintains, and effectively operates RMS

9. **POLICE RESERVE DIVISION** - Under the direction of a reserve assistant chief

BUREAU/COMPONENT	RESPONSIBILITIES
A. Police Reserve Bureau <i>Under the direction of a reserve commander</i>	<ul style="list-style-type: none"> Administers reserve operations for the Department Coordinates the deployment of reserve officers with other Department bureaus /components Oversees the recruitment and processing of reserve officer candidates Coordinates basic and advanced training of reserve officers