



KNOXVILLE POLICE DEPARTMENT KNOXVILLE, TENNESSEE



General Order No. - Organizational Structure

Subject: KPD Organizational Structure	Effective Date: January 1, 2013	Revised Date: April 13, 2020
Title: Organizational Structure	Pages: 38	Distribution: All Members
Cross Reference:	Chief of Police Approval:	

Purpose

The Purpose of this directive is to explain the organizational structure of the Knoxville Police Department, and the functions and responsibilities of each organizational component within the department.

This directive consists of the following sections:

- I. Policy
- II. Organizational Change Policy
- III. Organizational Structure and Function
- IV. Definitions
- V. Chain of Command
- VI. Organizational Chart
- VII. Office of Chief of Police
- VIII. Patrol Division
- IX. Criminal Investigation Division
- X. Management Services Division

I. Policy

It is the policy of the Knoxville Police Department to be 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.

II. 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:

- A. Step One - Organizational change within a Division's structure shall be initiated by the Division Commander and discussed with the Chief of Police.
- B. 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.
- C. 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.
- D. Step Four - The Chief of Police must approve revisions to this Organizational Structure prior to their implementation

III. 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.

IV. 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.

- A. Department – refers to the Knoxville Police Department
- B. Division – refers to one of three main branches within the Department that is responsible for providing a specific function
- C. Section - refers to a subdivision of a division, usually assigned to perform part of the responsibility of a division
- D. 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
- E. Squad - refers to a subordinate part of a section or unit with temporary or permanent assignments designed to handle a specific task
- F. Shift - refers to one of several tours of duty, usually consisting of a designed number of hours within a given 24-hour period
- G. 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
- H. Beat - refers to the primary geographic subdivision of the City, which is comprised of one or more traffic zones
- I. District - refers to an area of responsibility made up of two or more beats
- J. Commander - has Command and supervisory responsibilities over a designated component, regardless of the presence of equal rank within the component

IV. 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.

- A. 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.
- B. 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.
- C. 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.
- D. Lieutenant - Appointed by the Chief of Police on a permanent basis from a certified Civil Service list. A Lieutenant may command a section, unit, squad or other function as designated by a Deputy Chief or Chief of Police.
- E. Sergeant - Appointed by the Chief of Police on a permanent basis from a certified Civil Service list. A Sergeant may command a unit, squad, or other function as designated by a Deputy Chief or Chief of Police.
- F. Police Officer - Appointed by the Chief of Police on a permanent basis from a certified Civil Service list.
- G. Police Recruit - 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.
- H. 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.

- I. 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.
- J. Police Cadet - 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.

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.

VI. 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.

A. 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, and Management Services Division. These are the program elements within the Police Department and divided by functional responsibilities (see Appendix A)

VII. Office of Chief of Police

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

- Chief of Police
- Internal Affairs
- Communications Management
- Accreditation
- Audit and Inspections

A. 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 community 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 Management Services
 - d. Senior Patrol Commander on duty

B. 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 effecting 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 be responsible for conducting an annual analysis of all departmental Pursuit and Use of Force Reports
 - 12. Shall perform other duties as directed by Chief of Police.
- C. Communications Management
- 1. Shall inform the community and news of events within the public domain that are handled by or involve in 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. 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 the 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, or designee.

D. 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 the 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 directive comply with local, state and federal laws and accreditation standards

E. Audit and Inspections Unit

This unit is responsible for continually inspecting, reviewing and analyzing performance of the department divisions, sections, units and squads 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 ensure 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.

VIII. Patrol Division

The following individuals and organizational elements comprise the Patrol Division:

- Deputy Chief of Patrol
- East District Commander
- West District Commander
- Patrol Support Commander
 - Central Business District (CBD)
 - Critical Incident Response
 - Support Services
 - Traffic Services
 - Violence Reduction Team (VRT)

A. Deputy Chief of Patrol

1. Shall be 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 competition 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 community 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 documents workload assessment of the division to

include personnel allocation and staffing at least once every four years

15. Shall perform other duties as directed by the Chief of Police

B. East and West District Commanders

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.

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
- 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 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 community complaints
 - j. Providing personnel and support for specialized units and squads
 - k. Performing tactical operations
 - l. Selective enforcement
 - m. Directed patrol functions
 - n. Other duties as directed
4. The East and West districts are subdivided into beats. Each squad member is assigned to a particular beat in which the member is responsible for the management of that beat.
 5. The West district is responsible for the 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 prisoners in other situations, such as transporting prisoners for hospital treatment immediately after their arrest.

C. Patrol Support Commander

The Patrol Support Commander has the primary responsibility of providing leadership to the support units in the implementation of the goals and directives of the Patrol division. The Patrol Support Commander reports to the Deputy Chief of Patrol. Support Units consists of the Central Business District (CBD), Critical Incident Response, Support Services, Traffic Services and the Violence Reduction Team.

1. Critical Incident Response

The Critical Incident Response supervisor:

- a. Shall be responsible for the monitoring of and assisting with the coordination of the department's critical incident teams to include Explosive Ordinance Disposal (EOD), Crisis Negotiations Team, Special Operations Squad (SOS), Search and Rescue Team (SAR), Mobile Field Force (MFF), K-9 unit, Marine Unit, Honor Guard, Unmanned Aircraft Vehicle Unit (UAV) and the Crisis Intervention Team (CIT). While each of these units has their own leaders and the units are made up of members from all areas of the department the supervisor will monitor and coordinate their activities such as training and interrelated training programs.
- b. Shall coordinate and monitor all training necessary to provide state of the art techniques, procedures and use of equipment to the critical incident responders.
- c. Shall be responsible for the management of Animal Control Unit, K-9 Unit, Field Training and Evaluation Program (FTO), KCDC and District Support.

1. Animal Control Unit

This unit is responsible for enforcing the 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.

2. K-9 Unit

The K-9 unit 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 teams are assigned to patrol functions and provide enforcement, education and other duties as assigned.

3. Field Training and Evaluation Program

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

- a. Administering the Field Training and

Evaluation program (FTO)

- b. Selecting and training FTO officers and field training Sergeants
- c. Maintaining confidential files on the progress of trainees
- d. Coordinating assignments and rotations of trainees during each phase of the program
- e. Ensuring that field training is relevant to the job and standardized among and between FTO's
- f. Keeping the administration appraised of trainee progress and program efficiency

4. Knoxville Community Development Corporation

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

5. District Support

This unit consists of a supervisor to monitor activities, including training and operations of the Neighborhood Bike Officers (NBO's), Cadets and Explorer Post.

a. Neighborhood Bike Officer

Neighborhood Bike Officers (NBO's) are sworn officers who patrol and provide police services to residential neighborhoods, business areas, city parks and greenways through the utilization of police bicycles.

b. Cadets

The Police Cadets are comprised of individuals

from 18 to 21 years of age who are interested in law enforcement as a career, upon reaching the State of Tennessee's minimum age for a Peace officer. Cadets work for the department by performing administrative duties, parking enforcement and other duties assigned by their supervisor.

c. Explorer Post

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

2. Central Business District

The Central Business District (CBD) is supervised by a Lieutenant. This unit is responsible for patrolling the downtown business district via motor vehicle, foot patrol and bicycle patrols. The CBD is responsible for staffing special events in the downtown and Old City areas. The focus of this unit is to deter criminal activity, conduct proactive parking enforcement and enhance public relations with business owners, employees, people in the community and visitors to downtown Knoxville.

The CBD Lieutenant is also responsible for the department's Homeland Security/Special Events coordination of training (local and regional) and the prevention and response 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 Homeland Security Lieutenant serves as a liaison between federal, state and other local agencies, as well as, private leadership on matters relating to the security of our communities.

3. Support Services

The Support Services unit is responsible for School Resource Officers (SRO), Inspections Unit, Safety Education, Teleserve and Crossing Guards.

a. School Resource Officers 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:

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

b. 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.

c. Safety Education

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:

- Providing officers with the Lifeskills™ program
- Managing community/crime prevention programs to include neighborhood watch, Operation ID, home security and traffic safety programs
- Integrating police services with organized efforts by the people of Knoxville
- Managing crime prevention programs designed to target high crime areas in Knoxville; the areas are identified by information received from the Crime Analysis Unit and other criminal justice community based agencies
- Providing Crime Prevention Through Environmental Design (CPTED) surveys upon request of businesses and individuals

d. Teleserve Unit

This unit consists of a supervisor to monitor activities and function of officers assigned to Teleserve, Facility Protection and Court Security.

1. Teleserve

This unit is responsible for expediting report calls for service by providing advice and preparing reports to the public via the telephone. Additionally, this unit is responsible for preparing reports for walk-in traffic to the Safety Building.

2. Facility Protection

This unit is responsible for the security and protection of the Safety Building, and the people working and visiting within the facility. This extends to the police department offices as well as the Municipal Court. As part of this security process, the police department maintains an access/egress control point where a screening station is employed to ensure that unauthorized weapons do not enter the Safety Building.

3. Court Security

This unit provides bailiff services to the City of Knoxville Municipal Court.

e. Crossing Guards

This unit is responsible for the supervision and staffing of the School Crossing Guards throughout the city.

4. Traffic Services

This section consists of the Traffic Services Manager who shall be responsible for the management of the Motorcycle Unit, Hit and Run Unit, Photo Enforcement Unit, and Special Enforcement Unit. The Traffic Services Section is also responsible coordinating special events and reviewing and making recommendations on traffic safety efforts concerning traffic analysis information.

a. Motorcycle Unit

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

b. Hit and Run Unit

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

c. Photo Enforcement Unit

This unit is responsible for the review and issuance of citations of red light camera violations that are forwarded to the department by the red light camera vendor.

d. Special Enforcement Unit

This unit consists of a supervisor responsible for the oversight of the Commercial Vehicle Enforcement and Interdiction, which is responsible for enforcement of traffic laws specifically targeting commercial vehicles on the

interstate system through Knoxville. This unit conducts drug interdiction stops on the interstate in an attempt to impede the flow of narcotics moving through Knoxville. Additionally, this supervisor also oversees the Neighborhood Traffic Calming Program and other traffic enforcement grants, which are off duty employment assignments that supplement normal traffic enforcement efforts in the community.

5. Violence Reduction Team

The Violence Reduction Team (VRT) is supervised by a Lieutenant and is responsible for targeting and investigation crimes committed by serious habitual offenders. The VRT also coordinates with other investigative components in targeting street gangs, street crimes and other types of crime that are perpetuated by habitual offenders.

IX. Criminal Investigation Division

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

- Deputy Chief of the Criminal Investigations Division
 - Peer Support
 - Chaplain Corps
- Violent Crimes
 - Criminal Summons
 - Sexual Offender Registry
- Special Crimes Unit
 - Missing Person
 - Human Trafficking
 - Juveniles
 - Elder Abuse
 - Domestic Violence/Domestic Assault
 - DA Liaison
- Internet Crimes Against Children Unit
- Property Crimes Unit
 - Burglary and Larceny
 - Forgery and Fraud
 - Pawnshop
 - Auto Theft
 - Crime Analysis
- Forensics Unit

- Crime Scene
- ID & Fingerprint
- Polygraph
- Photography
- National Integrated Ballistics Information Network (NIBNS)
- Organized Crime Unit
 - Narcotics
 - Federal Task Force
 - Intelligence/Gang Unit
 - Drug Related Death Task Force

A. Deputy Chief of Criminal Investigations

1. Shall be 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 competition 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 community 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 four year
15. Shall oversee the Chaplains' Corps
16. Shall oversee the Peer Support Team
17. Shall perform other duties as directed by the Chief of Police

B. 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.

C. Chaplain's Corps

The Chaplain's Corps is a support service for the department 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 other such notifications as requested
3. Assisting at scenes of trauma by counseling and assisting victims, friends, family members, and 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 non-sworn personnel

D. 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 Criminal Summons, Cold Case/Unsolved Case, 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.
 - a. Criminal Summons Unit

Criminal Summons is responsible for the entry and maintenance of the criminal warrant service program including entry of information into the VisionRMS system. Additionally, the 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.

b. 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.

E. Special Crimes Unit

This unit is responsible for the investigation and handling of cases involving Missing Persons, Human Trafficking, Juveniles, and Elder Abuse. The Special Crimes 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. The Special Crimes 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.

1. 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.

F. 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.

G. Property 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 Property Crimes Unit investigates Vandalisms, Thefts, Burglaries, Forgery/Fraud and other crimes against property. The unit is also responsible for arrests and prosecution of their cases. The Property Crimes Unit oversees Burglary and Larceny, Forgery and Fraud, Pawn Shop, Auto Theft and Crime Analysis.

1. Burglary and Larceny

Burglary and Larceny is responsible for reviewing and investigating all crimes against property including burglary and larceny; significant acts of property destruction; and trafficking of stolen property. Burglary and Larceny 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.

2. Forgery and Fraud

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

3. Pawn Shop

Pawn shop 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. Pawn shop works closely with Burglary and Larceny.

4. Auto Theft

Auto theft is responsible for investigating all vehicle thefts including heavy equipment, airplanes, trailers, and boats. Auto theft 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.

5. 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:

- a. Collecting, collating, and analyzing crime data using various computer systems and programs
- b. Identifying existing crime trends and patterns
- c. Identifying suspects
- d. Disseminating tactical crime information to affect organizational elements in a timely manner to ensure the immediate usefulness of the data
- e. Disseminating strategic crime information to the Planning Unit, Deputy Chief of Patrol and other Division Commanders for use in long range planning
- f. Maintaining Files on the following information:
 - o Frequency of crime by type

- o Geographic factors
 - o Chronological factors
 - o Victim and target descriptors
 - o Suspect descriptors
 - o Suspect vehicle descriptors
 - o Modus operandi
 - o Physical evidence information
- g. Maintaining liaison with other organizational elements through regular meetings with representatives of the Crime Analysis Users Group or through regular operations briefings
- h. Providing a written weekly briefing to the Chief of Police or other Division commanders
- i. Providing maps and visual information of crime, traffic, and other requests

1. 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.

H. Forensics Unit

This unit consists of Crime Scene, ID & Fingerprint, Polygraph, Photography, and National Integrated Ballistics Information Network (NIBNS). 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.

1. Crime Scene

Crime scene 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.

2. ID & Fingerprint

ID & Fingerprint is responsible for the identification, processing, maintenance, and storage of both photographs and fingerprints.

3. Polygraph

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

4. Photography

Photography is responsible for taking pictures of special events for the Department and other city departments as well as processing photographs that are taken by other units.

5. National Integrated Ballistics Information Network (NIBNS)

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

I. Organized Crime Unit

This unit consists of the Narcotics Unit, the Federal Task Force, and the Intelligence/Gang Unit. This unit 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.

1. 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.

2. Federal Task Force

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

3. 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.

4. Drug Related Death Task Force

This unit is responsible for investigating and prosecuting drug distribution leading to overdose or other drug related deaths.

X. Management Services Division

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

- Deputy Chief of Management Services
- Grants/Planning Unit
- Budget/Payroll Unit
- Personnel
 - Property Management Unit
 - Central Supply
 - Recruitment
- Building Services Unit
- Management Services Support
 - Secondary Employment
 - Fleet
 - Technical Services
 - Records
- Training Section
- Safety City
 - Volunteers

A. 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 community 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 four years
15. Shall perform other duties as directed by the Chief of Police

B. 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:
 - o Anticipated workload
 - o Staffing levels
 - o Population trends

- Equipment needs
 - Capital expenditures
9. Coordinating the management information system for the department
 10. Performing other duties as delegated by the Chief of Police.

C. Budget/Payroll Unit

This unit is responsible for overseeing the budget for the department including payroll and all expending 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 works 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:
 - Initial appropriation for each account
 - Balances at the commencement of the monthly period

- Expenditures and encumbrances made during the period
- Unencumbered balance

11. Providing other budgetary functions as directed

D. Personnel Section

The Personnel 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 Property Management Unit who oversees Central Supply. The Personnel Section is 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 the employee when the employee leaves the department or when they are 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, retirements, 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

a. 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 Property Management Unit oversees Central Supply. The unit will also be responsible for returning identifiable property to the rightful owner and preserving evidence for court.

1. Central Supply

Central Supply 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.

b. Recruitment

This unit is responsible for the continued recruitment efforts for new employees for the department.

E. Building Services Unit

Building Services is responsible for the maintenance of all facilities associated with the Department. The unit provides janitorial supervision and preventive maintenance for all department buildings and property. They restore and rehabilitate department buildings and equipment. The unit also prepares and submits a cost analysis for the unit budget and prepares and submits maintenance schedules for department buildings and property.

F. Management Services Support

The Management Services Support coordinator is the department's secondary employment coordinator who is responsible for the coordination and administration of all secondary employment. The Coordinator ensures that departmental policy and guidelines are followed in determining the types of secondary employment which are appropriate in order to maintain accountability for the welfare of the department. The Management Services Support coordinator also oversees the department's fleet, Technical Services Unit and Records Unit.

1. Fleet Services

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

2. Technical Services Unit

This unit includes liaison with the E911 Center and the mobile data support. The Technical Services Unit is responsible for installing and maintaining video cameras in the patrol cars; providing supplies for patrol units, sorting and cataloging all digital media for subsequent case investigation or court; and managing the digital media tracking system to include storage, retrieval, editing, and duplication of digital media.

3. Records Unit

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

- Continuous upgrading and maintenance of criminal history records, traffic accident reports, criminal offense reports, arrest reports and criminal investigative files.

- 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
- Making reports available to the public including accident reports, crime reports and records checks
- Management of and maintenance of all microfilming
 - a. Tennessee Incident Based Reporting System (TIBRS)

TIBRS will be maintained by the Records Unit. TIBRS data will be entered daily and transmitted to the Tennessee Bureau of Investigation on a monthly basis.
 - b. National Crime Information Center (NCIC)

NCIC handles all NCIC entries and inquires.

G. 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 non-sworn 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

H. 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-sized vehicles and bicycle and fire skills
 - a. 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 community volunteers willing to assist the Department in achieving the goals of the organization. Functions and positions utilizing volunteers will be focused on mutual understanding and the maximum utilization of the skills of volunteers to further the mission of the Department. Volunteers are not sworn law enforcement officers

Appendix A

