	ANDOVER POLICE DEPARTMENT GENERAL ORDER		Number: M1104
			Page: 1 of 4
			Distribution: All
Title: DIRECTION – COMMAND PROTOCOL		Section: Administration	
Issued: 03/30/2010	Effective: 04/07/2010	Revised: 05/15/2020	
Rescinds: All Previous		Amends:	
CALEA References: LE 12.1.2a-d, 11.3.3; COM 2.1.2a-c, 2.2.3, 2.2.4, 2.2.5			
Review: Annual	Authority: Chief Michael A. Keller		

I. Purpose

The purpose of this General Order is to clarify authority and to provide uninterrupted leadership.

II. Policy

Uninterrupted leadership of the agency is essential to avoid confusion and to ensure continued and efficient operation of the agency. It is the policy of the Andover Police Department to have a clear line of succession for instances when the Chief of Police is incapacitated, off-duty, out of town or otherwise unable to command.


III. Definitions

- A. Acting Chief:** A command officer acting in the place of the Chief of Police pursuant to Special or General Order when the Chief of Police is incapacitated, on extended leave or otherwise unable to command.
- B. Acting Duty Chief:** A sworn supervisor acting in the place of the Duty Chief pursuant to a Special or General Order when there is not a sworn Command Officer available.
- C. Command Officer:** A sworn officer holding the rank of Captain or above and designated by the Chief of Police to command a specific organizational component, situation or detail.
- D. Duty Chief:** A sworn command officer who is on-call and available to respond to and assume command of all major incidents.
- E. Officer:** All sworn employees of the Andover Police Department
- F. Ranking Officer:** The officer having the highest rank, or seniority within the same rank, or seniority with the department if promoted to the same rank on the same day.


IV. Regulations

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V. Procedures

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: DIRECTION – COMMAND PROTOCOL	Number: M1104
		Page: 2 of 4
		Section: Administration

- A.** The Chief of Police should appoint, through issuance of a Special Order, an Acting Chief of Police during periods of extended scheduled or anticipated absences (LE 12.1.2a; COM 2.1.2a).
- B.** In the event of exceptional situations, or the Chief of Police is incapacitated, out of town, or otherwise unable to act, and no one has been appointed by the Chief of Police to assume command, the following order of succession is designated unless otherwise assigned by the Mayor (LE 12.1.2b; COM 2.1.2b):
 - 1. Operations Commander
 - 2. Special Service Commander
 - 3. Investigations Commander
 - 4. Senior Lieutenant
- C.** The Acting Chief of Police does not have the authority to approve personnel actions involving transfers, disciplinary matters, or salary adjustments unless that authority is expressed in a written directive.
- D.** In situations involving personnel of different functions engaged in a single incident, the ranking officer overseeing the situation may assume responsibility and take command of the situation (LE 12.1.2c; COM 2.1.2b).
- E.** Under normal operating conditions, the ranking officer present will assume command of any given situation (LE 12.1.2d; COM 2.1.2c).
- F.** The agency should carefully examine all incidents wherein its employees have allegedly preformed in any manner that created an increased likeliness of death or injury to persons or significant loss of property. A written report shall be submitted whenever an employee is involved with an incident where there may be question as to agency liability. Sworn personnel will document the incident within an incident report and any related documents. Any non-sworn personnel involved in an incident of this nature shall complete a Liability Exposure Report (APD Form 80). Any department supervisor may request the completion of a Liability Exposure Report from non-sworn personnel. All completed Liability Exposure Reports shall be submitted to the Operations Commander (COM 2.2.3).
- G.** The Operations Commander shall bring any submitted Liability Exposure Reports (APD Form 80) and/or other reports with liability concerns to the next weekly Command Staff meeting for review. The Command Staff will address the affected policy, training and/or discipline issue (COM 2.2.4), if applicable.
- H.** Annually the Operations Commander will prepare and submit an analysis of all incidents within agency liability concerns to the Chief of Police. The analysis shall include but is not limited to (COM 2.2.5):
 - 1. Use of Force Reports;
 - 2. Vehicle Pursuits;
 - 3. Motor Vehicle Accidents;
 - 4. Workman’s Composition; and
 - 5. Liability Exposure Reports.

	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: M1104
	Title: DIRECTION – COMMAND PROTOCOL	Page: 3 of 4
		Section: Administration

- I. During major incidents, the Duty Chief will be notified and respond to assume command (LE 12.1.2b; COM 2.1.2b).
 1. A sworn command officer will be assigned as the Duty Chief at all times as determined by the Command Staff. Any exceptions will be approved by the Chief of Police.
 2. In the absence of a sworn Command Officer, a supervisor will be named as Acting Duty Chief by the Chief of Police.
 3. The Duty Chief will ensure that the Emergency Communications Center is apprised of any changes in the Duty Chief schedule.
 4. The Duty Chief shall:
 - a. Be immediately available for call during his/her duty period;
 - b. Keep the Emergency Communications Center advised of where and how he/she can be reached after hours;
 - c. If circumstances warrant, notify the Chief of Police and other command officers (LE 11.3.3).
 - d. Give a report of major incidents to the Chief of Police on an “as needed” basis (LE 11.3.3).
 5. The Duty Chief will be notified in the following situations:
 - a. When an officer or employee is seriously injured*.
 - b. Use of force incidents whenever death or serious injury occurs as a result of the use of force, a suspect requires medical attention resulting from an officer using force, an officer requires medical attention as a result of a suspect using force, or a weapon is discharged*.
 - c. All homicidal, suicidal, accidental or suspicious deaths*.
 - d. All felony crimes against a person and any other crime that may generate public and media attention.
 - e. All vehicle pursuits.
 - f. When unusual incidents occur that involve officers of other jurisdictions operating within the city.
 - g. Any unusual or unlawful conduct by an off-duty officer of this department, or an officer of another department whose unusual or unlawful conduct occurs within the City of Andover.
 - h. Any unusual or unlawful conduct by an off-duty officer of this department whose unusual or unlawful conduct occurs outside the City of Andover.
 - i. Incidents involving prominent public figures*.
 - j. Incidents involving media sensitive issues*.
 - k. Incidents where there may be a question as to the agency’s liability*.
 6. The Duty Chief, upon assessing the situation, will immediately notify the Chief of Police in the circumstances listed above that are marked with a *(LE 11.3.3).
- J. The Chief of Police has authority to designate command authority in any situation as needed.

	ANDOVER POLICE DEPARTMENT GENERAL ORDER Title: DIRECTION – COMMAND PROTOCOL	Number: M1104
		Page: 4 of 4
		Section: Administration

- K. The Division Commanders have authority to designate command authority in any situation as needed within their Section or area of responsibility.