

TITLE: WRITTEN DIRECTION AND OFFICIAL CORRESPONDENCE

CODIFIED: 83.1
EFFECTIVE: 07/23/04
RESCINDS/AMENDS: G 15
PAGES: 7

PURPOSE

The purpose of this directive is to establish guidelines for the implementation and management of a departmental written directives system and provide guidance for the issue and control of official correspondence.

DISCUSSION

The successful administration, direction and control of the Department requires the Chief of Police have an effective and well managed system for the issuance and control of written direction and other official correspondence.

The Chief of Police has a duty to direct the actions of his employees. Direction must be precise, thorough and consistent. It must inspire employee confidence and provide them with a clear understanding of the constraints and the expectations placed upon them by virtue of their employment. It must also provide guidance in the day to day performance of their assigned duties.

Equally important, the Chief must ensure that information essential to Departmental operations and/or required to keep his employees informed is properly managed and disseminated in an effective and timely manner.

POLICY

Official written correspondence and directives shall conform with the provisions of this directive.

Only the Chief of Police has the authority to issue, amend, or rescind any policy, procedure, rule or regulation promulgated by Departmental Directives.

Division Commanders may issue, amend or rescind Divisional or Sectional Manuals pertaining to their respective Division. All purging of departmental directives shall be done in accordance with the New Mexico Records Retention Act.

Once a Directive is adopted, authenticated and distributed, it shall become part of the rules, regulations and procedures of this Department.

PROCEDURE

DIRECTIVES

83.1.01 Directives are the Department’s official written polices, procedures, rules, and regulations adopted and promulgated by the Chief of Police for the permanent or long term guidance of employee behavior and Departmental operations. The Department recognizes that unusual situations and circumstances may arise which require the application of common sense and independent judgment.

83.1.02 The Department utilizes directives and memorandums to direct the Department and its employees. Memorandums may be used as temporary directives issued under the authority of the Chief of Police. There are two types of written directives: A Departmental Directive having general application Department-wide or a Divisional Directive applying only to specified division(s) within the Department.

SPECIAL ORDERS

83.1.03 These are formal, written orders issued by the Office of the Chief of Police that direct specific conduct, behavior, or action by all Department personnel, or specified individuals.

83.1.04 Special Orders are not intended to specify policy or procedure that is intended for long-

term direction. They are short-term modifications to existing policy and procedure that include a date of termination or are self-canceling upon completion of the noted activity or function they address. (Example: Operational Plan for Fiestas)

83.1.05 Special Orders may also contain material which is intended to notify personnel of existing problems or circumstances which require specified direction and/or action. (EXAMPLE: Close patrol of an area due to specific criminal activity) as well as commendations, information that is directed at view by Department personnel (rather than the press or general public), relaying specific information on a case-by-case basis, recording transfers, and disseminating department information.

83.1.06 Special Orders may be prepared by any member of the Santa Fe Police Department, but approval must be granted through the member's chain of command, and final approval rests with the Chief of Police or his/her designee.

DIRECTIVE PROPOSALS

83.1.07 Proposals for the adoption of a new Directive or the amendment or rescinding of an existing directive are encouraged and may be initiated by any employee.

83.1.08 Request by Agency Component/Personnel

- A. All requests for draft of new policy, revisions, modification, or deletion of existing documents shall be addressed to the Chief of Police in the form of a memorandum. The request shall state the reason for the request and any supporting documentation that is applicable. A copy of each request shall be forwarded to the Staff Inspections/Accreditation Unit for review.
- B. Unit personnel will review the request and proposal for operational effectiveness and compliance with applicable standards. A written assessment shall be forwarded to the Accreditation Unit within ten (10) working days, which will include supporting/negating documentation and a recommendation for action.

- C. Upon direction by the Chief to draft or revise a Department directive, the Unit Commander will review the material and make a determination whether he/she should complete the assignment or assign it to Unit Personnel (unless directed to personally complete upon issuance of the assignment).
- D. Proposed changes will then be drafted and submitted in writing to the Chief of Police for his/her review. At his/her discretion, the information may also be submitted to the Deputy Chief for review and recommendation.
- E. Upon review by the Chief of Police, the document will either be approved or routed back to the Unit for any corrections noted
- F. After initial approval is granted, the Accreditation Unit will complete a memorandum to all affected areas, directing that the involved Command Staff disseminate the information to their personnel. Said memorandum will also set a deadline for completion of the review (normally 15 days) and require that all affected personnel either sign off on the information or submit comments and concerns in writing.
- G. The Staff Inspections/Accreditation Unit Sergeant will then be responsible for obtaining input from affected Command Staff at the Senior Staff meeting immediately following the 15 day period. The Chief of Police will retain ultimate authority in regards to the issuance, modification, and/or revision of all Department Directives.

DEVELOPMENT

- 83.1.09** Once the need for direction has been established in a specified area, the development of a Directive requires adherence to strict staffing criteria. Information must be specific, accurate, dependable, and include all relevant data. It must be logical and organized for easy comprehension.
- 83.1.10** Directive test shall be written in the third person. Language should be as clear and simple as the subject permits.

FORMAT

83.1.11 Each directive shall be assembled in accordance with the guidelines contained herein.

HEADER

83.1.12 The first page shall contain identifying information in the following order:

- A. Classification - Department Directives.
- B. Title - State the title of the directive.
- C. Codified - Following the word "CODIFIED", enter the chapter and sequential directive number under which the directive is to be integrated into the manual.
- D. Effective - Following the word "EFFECTIVE", show the date the directive becomes effective.
- E. Rescinds/Amends - List the existing or current directive/s canceled or modified by the directive.
- F. Pages - List the number of pages in the directive.
- G. Attachments - If there are attachments, list the number of attachments that are included as part of the directive.

PURPOSE

83.1.13 The purpose of the directive follows the header information. The writer shall provide a brief statement of the need or objective of the directive.

DISCUSSION

83.1.14 Purpose is followed by the discussion which provides a brief examination into the subject in support of, and justification for, the directive.

POLICY

83.1.15 The third major subhead is a statement of policy. Policy may be so much a part of procedure that it would be repetitive to separate the two. If

such is the case, the section would be labeled "POLICY AND PROCEDURE".

PROCEDURE

83.1.16 The procedure section shall contain rules and regulations; a way of performing or effecting an act composed of steps or a course of action. A procedure is mandatory in tone by using "shall" rather than "should".

83.1.17 This part of the text is usually the most lengthy because step by step instructions are written to execute the subject matter of the directive.

83.1.18 The writing shall use the following order of alphanumeric within the "PROCEDURES" section to differentiate and establish topical relationships:

- A. Each paragraph in the "PROCEDURES" section shall be given a unique paragraph number which is composed of the directive number (83.1, in this case) followed by a sequential number. For example, "83.1.13" indicates the 13th paragraph in "Procedures" section of Directive 83.1
- B. If necessary, capitalized letters may be used to group related sub-paragraphs to a main paragraph within the "PROCEDURES" section of the directive. The paragraph you are reading is identified as "83.1.13B."
- C. Bullets, alpha numeric, letters or numbers may be used to identify lists or other series of information.
- D. Paragraphs may be grouped under descriptive headings inside shaded boxes. Sections may be further broken down under a bold, capitalized descriptive heading without a shaded box.

ATTACHMENTS

83.1.19 The final subhead appends or includes the examples, forms, pictures, tables, charts, or diagrams essential to the directive.

AUTHENTICATION

83.1.20 The last page of the directive shall contain authentication information. A line will be drawn immediately after the last line of text to indicate there is no further directive text. Following this line, the writers will enter their initials after the word “DRAFTED”, followed by a slash; the month and year the draft was completed. If the directive is being revised, then the word “REVISED” shall be inserted rather than the word “DRAFTED”. Space shall be provided for the Chief’s signature approving and authenticating the directive.

GLOSSARY

83.1.21 The glossary is used to provide explanations and definitions of words and phrases unique to the directive. Definitions for words in all directives will be grouped into one separate glossary in the manual.

DIRECTIVE REVIEW

83.1.22 Upon receipt, the Professional Standards Section will research, ensure the directive meets minimum Accreditation Standards, and submit the proposal and recommendations to the Chief of Police and staff for comments/review.

83.1.23 Upon approval of the Chief of Police, the directive shall be edited, corrected and codified. Professional Standards will then forward the final draft proposal to the Chief of Police.

DIRECTIVE ADOPTION

83.1.24 The directive is adopted and becomes effective upon endorsement (signing) by the Chief of Police.

DIRECTIVE DISTRIBUTION

83.1.25 Professional Standards shall distribute Directives (or any amendments or remission) under the cover of a change order.

83.1.26 Directives shall be routed to all Division Commanders or their designee for distribution.

83.1.27 Specific instruction on how to incorporate the transmitted material or information into the Directions Manual will be included. This may include the insertion or removal of entire pages or pen and ink changes to an affected page or pages. These instructions are called change orders.

83.1.28 The change orders shall be placed in the manual and shall become a permanent part of that manual.

83.1.29 Each employee, issued a manual, shall place a copy of the directive in their manual.

83.1.30 Manuals issued to work areas for employee work groups shall be the responsibility of the supervisor of that area. This includes ensuring that the employees sign acknowledgment receipts indicating they have read the new/revised directive changes.

83.1.31 After the employees within a division have incorporated the material, each employee shall acknowledge receiving and incorporating the directive by written receipt. The Division Commanders shall forward to the Professional Standards Section the names of the employees complying with the change/revision and the receipts for the directives.

DIRECTIVE UPDATING

83.1.32 Each directive shall be reviewed annually and revised as necessary. Directives shall be purged when superceded or obsolete. (N.M.R.R.A. 11.A115)

83.1.33 To the degree practical, an attempt shall be made to assign the effective dates in order to distribute the validation workload evenly over a twelve-month period.

DIRECTIVES FILE

83.1.34 Professional Standards shall maintain a complete and readily accessible file of all current and purged Directives.

83.1.35 Professional Standards shall maintain a complete, current library of the material referred to or incorporated by any directive. It shall be the responsibility of the Directives originator to supply the references to Professional Standards.

MANUALS

83.1.36 All Directives issued by the Department shall be organized, indexed and bound by chapter into a loose-leaf, three-post binder known as a Directives Manual.

MANUAL ORGANIZATION

83.1.37 A “Table of Contents” preceded by a “Record of Changes” and Revisions will be at the front of the manual. An index and a glossary will be included in the manual so that a topic, specifically or generally, can be quickly and easily located.

DISTRIBUTION

83.1.38 Directives Manuals are accountable Departmental property. They are issued under individual receipt by Property Control through the Professional Standards Section.

MANUAL KNOWLEDGE

83.1.39 All Departmental employees are charged with acquiring a sound working knowledge of the Directives contained in the manual.

83.1.40 Training may be provided for new or amended directives. Each employee is responsible for seeking clarification from his or her immediate supervisor, if required.

83.1.41 Each employee shall be responsible for maintaining their manual to include all updates and revision sheets.

OTHER WRITTEN DIRECTION

SECTION MANUALS

83.1.42 Section Manuals are those manuals developed to provide specific instructions for the day to day operations of that Section.

83.1.43 Section Manuals are not binding on any other sections of the Santa Fe Police Department, unless adopted, with the Division Commanders approval.

83.1.44 All Section Manuals must be reviewed by Professional Standards for conflicts with Santa Fe Police Department Directives and Accreditation Standards.

83.1.45 Section Manuals must be approved by the sections respective Divisional Commander.

83.1.46 The format for Section Manuals will be at the discretion of the Division Commander with the exception that Sectional Manuals will not be in column style print. This will prevent confusion with Santa Fe Police Department Directives.

83.1.47 The Section Supervisor will review the Section Manual at least annually and will be responsible for re-issuance to the affected employee’s and to provide current copies to Professional Standards.

TEMPORARY DIRECTIVE FORMAT

83.1.48 The format for any short term or temporary written direction will be by “Memorandum”.

83.1.49 Command and supervisory staff shall utilize this form of direction when there could be post-event requirements for data or when information relates to performance, effectiveness or accountability of operations or behavior.

83.1.50 Directives, however brief or temporary in nature, modifying, amending, or suspending the provisions of any policy, procedure, rule, or regulation require the express approval of the Chief of Police.

83.1.51 Memoranda addressing short term or temporary direction shall be issued only by Department personnel within their level of authority.

83.1.52 Memoranda addressing short term or temporary direction shall have a distribution list which clearly identifies affected personnel and shall include the Professional Standards Section.

TEMPORARY CANCELLATION

83.1.53 All written direction, exclusive of Directives, shall be self-canceling. Memoranda transmitting direction shall contain on its face both its effective date and a cancellation date. In no case shall it be effective more than one year from its issue date. Continuation of such direction shall require an additional memoranda with a new expiration date or it is automatically canceled.

OFFICIAL CORRESPONDENCE

83.1.54 Correspondence with any person or entity, public or private, is vital to the effective functioning of the Department. Since correspondence creates an image of the Department, it must be acted on promptly and prepared with professional accuracy, clarity and grammar.

ACTION

83.1.55 All Police Department personnel receiving official correspondence including, but not limited to electronic mail, interdepartmental correspondence, pay envelope notices and U.S. mail shall review same and take action as necessary, in a prompt manner. If unable to reply within a reasonable time, acknowledgment of receipt and an explanation of the delay must be made in writing, and directed to the person making the inquiry. Failure to read official correspondence shall not be considered an acceptable reason for noncompliance.

ROUTING

83.1.56 Incoming correspondence will be routed to the division, section or unit concerned for coordination, action and reply by the proper person.

COPIES

83.1.57 A copy of all correspondence will be retained and filed by the originating office. The file

may be electronic, but hard copy reproduction on demand is required. Subject files shall be purged periodically, not to exceed two years.

CONFIDENTIALITY

83.1.58 All correspondence is considered confidential and the contents may not be released to unauthorized persons without express permission of the Chief of Police or his/her designee.

REPRESENTING THE DEPARTMENT

83.1.59 The use of this Department's name and/or a members official status or title in any personal communications to the media or other entity must be prefaced with a statement that the writer or speaker is imparting personal opinion and not speaking on behalf of the Department.

MEMORANDUMS

83.1.60 Memorandums shall be used for all official written communications within the Police Department and the City of Santa Fe Government.

83.1.61 Memorandums shall also be used within the Police Department and the City of Santa Fe Government to transmit other correspondence or documents as an attachment to ensure control.

83.1.62 Memorandums shall not be used to communicate with entities external to Santa Fe City Government.

LETTERS

83.1.64 Letters are the Department's official means of written communication with outside entities. Letters are used when communicating with any individual or entity that is not a part of the Santa Fe City Government. They shall be prepared on letterhead stationary in the generally accepted business letter format. Letters will be submitted in draft form to the Office of the Chief for approval.

SIGNATURE

83.1.65 Letters must be prepared in the name of the Chief of Police, followed by the signature of an authorized employee or person.

PERSONAL USE

83.1.66 Department letterheads shall not be used for personal and/or private correspondence, nor may an employee use the official Department mailing address for purposes of receiving personal mail not connected with official Department business except where provided by law.

DRAFTED(adp)/08-00

APPROVED: 
BEVERLY K. LENNEN
Chief of Police

DATE: 07-23-04