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| G.O. Number: 4.2 | Subject: Written Directive System | |
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| By Order of Chief of Police : Rene G. Landa Chief of Police |  | Revised: 02/28/2018 Status: Revised |

SECTIONS:

- 4.2.1 Definitions
- 4.2.2 Written Directive System
- 4.2.3 Dissemination and Storage of Written Directives
- 4.2.4 Accreditation Manager

RESCINDS: Any other existing orders in conflict.

PURPOSE: The written directive system gives department employees clear rules, policies, directives, and procedures for conducting activities with or for the City of South Miami. Additionally, through this written directive system, the South Miami Police Department will establish operational standards to provide departmental employees guidance and discretion to discharge their responsibilities.

The department recognizes that these written directives greatly affect and influence every employee, and create an obligation for each employee to participate in the development and implementation. Command and supervisory personnel will encourage participation from all levels and are also accountable for the proper dissemination and implementation of adopted policies and procedures. All employees should try to participate in future development of all written directives.

SCOPE: All departmental sworn personnel.

POLICY: It is the policy of this department to adopt and utilize a written directive system to provide guidelines for the operation of the South Miami Police Department. These guidelines are to be followed while conducting activities directed toward accomplishing departmental objectives.

4.2.1 DEFINITIONS

- A. **BULLETINS** (Legal, Intelligence, or Information): Written documents that are not part of the written directive system. They are informational in nature, dealing with such topics as law changes, crime analysis, intelligence, and police department events, etc.
- B. **BUREAU:** A bureau is the second subordinate organizational component within the Police Department.
- C. **DIVISION:** A division is the third subordinate organizational component within the Police Department.
- D. **EMPLOYEE:** Any person assigned to do services for the department.
- E. **FRATERNAL ORDER OF POLICE (FOP) CONTRACT:** The Collective Bargaining Agreement between the City of South Miami and the FOP acting or speaking for all sworn officers of the South Miami Police Department holding the rank of Police Officer, or Police Sergeant.
- F. **FUNCTIONAL STAFF AUTHORITY:** Authority granted by the Chief of Police to control activities of other components as they relate to specific staff responsibilities. As used in this order, functional staff authority is limited to those matters relating to law enforcement accreditation process.
- G. **GENERAL ORDERS:** A permanent directive regarding departmental policy, rules, and procedures, affecting all police department employees.
- H. **MANUAL:** A collection of policies, procedures, rules, regulations and other written directives.
- I. **MAY:** Suggests a permissive action based upon the employee's best judgment.

- J. **MEMORANDUM (INTRA-DEPARTMENTAL CORRESPONDENCE):** A written document that is not part of the written directive system. It may or may not convey an order; generally used to clarify, inform, or ask. A memorandum may be converted into an order; however, no memorandum may remain in effect more than six months without then being written into current departmental policy.
- K. **POLICE BENEVOLENT ASSOCIATION (PBA) CONTRACT:** The Collective Bargaining Agreement between the City of South Miami and the PBA acting or speaking for all sworn officers of the South Miami Police Department holding the rank of Police Lieutenant, or Police Captain.
- L. **POLICY:** A broad declaration of agency intent, goals, mission, etc. Such words may characterize policy statements as “may” or “should” and do not usually establish fixed rules or set procedures for conduct of a particular activity, but provide a framework for development of procedures and rules and regulations.
- M. **PROCEDURE:** A written directive that is a guideline for carrying out departmental activities. Procedures contain step-by-step guidelines and requirements.
- N. **PROOFS OF COMPLIANCE:** Verification by documentation (accreditation files) that the agency complies with the letter and spirit of the accreditation standard.
- O. **Rules and Regulations:** A set of specific guidelines to which all employees must adhere.
- P. **SELF-ASSESSMENT:** The process that the agency enters to achieve compliance with applicable standards, establish proof of compliance, and facilitate the on-site.
- Q. **SHALL:** In departmental documents, the word, “shall,” indicates that the action is mandatory.
- R. **SHOULD:** In departmental documents, the word, “should,” indicates the preferred action, but not mandatory.
- S. **WILL:** In departmental documents, the word, “will,” indicates that the prescribed action is mandatory.
- T. **WRITTEN DIRECTIVE:** A general term encompassing other categories. The term includes policies, procedures, rules and regulations, general orders, special orders, memorandums, and instructional material.

- U. **WRITTEN DIRECTIVE SYSTEM:** An organized set of written directive documents, each with its own function, which gives employees a clear understanding of the constraints and expectations relating to the performance of their duties. The written directive system includes statements of police department policy, procedures for carrying out agency activities, and rules and regulations for employees. The South Miami Police Department does not intend the written directive system to cover every situation that may arise in the discharge of employees' duties; however, employees are expected to follow the procedures as written. The primary components of the written directive system are as follows:
 - a. General Orders;
 - b. Memoranda/ Email;
 - c. Collective Bargaining Agreements
 - d. Employee Policies and Personnel Manual

- V. **ZONE:** The South Miami Police Department assigns a geographical area of variable size, within the City of South Miami limits, to officers for patrol purposes.

4.2.2 WRITTEN DIRECTIVE SYSTEM

- A. **Agency Values and Mission Statement:** The South Miami Police Department Values & Mission statement is posted throughout the agency and made part of the table of contents of every general orders manual.

- B. **Issuing Authority (General Orders):** Only the Chief of Police may issue General Orders to all police department personnel. It is the policy of the police department that only the Chief of Police has the authority to issue, modify, or approve police department General Orders.

- C. **Issuing Authority (Other Written Directives):**
 - 1. Along with the authority to issue General Orders, the Chief of Police also has the authority to issue, modify, and approve other police department written directives and other statements of agency policy. [CFA3.01M(E)]

2. **Collective Bargaining Agreements, such as the Police Benevolent Association (PBA) or the Fraternal Order of Police (FOP) contract** is binding when both the City of South Miami and the bargaining unit(s) agree to the provisions contained within. Representatives from both, at the appropriate level with the authority to commit to the provisions of the agreement, sign the agreement and the City Council ratifies it.
3. **Employee Policies and Procedures Manual.** This manual is prepared by the City of South Miami in order for the City to manage its personnel matters. This manual and the rules and regulations therein apply to all employees and those subject to the current collective bargaining agreement, to the extent that the rules and regulations do not conflict with specific provisions of the bargaining agreement. This manual is distributed to all City of South Miami personnel.
4. **Memoranda/ Email** will be issued at the following levels of command and affect those employees directly under the command of the issuing authority:
 - a. Chief of Police
 - b. Assistant Chief
 - c. Captains
 - d. Lieutenants
 - e. Sergeants
 - f. Communications Supervisor

D. **Written Directive System Format** - The following format will be followed in the issuing of written directives: [CFA 3.01M(a)]

1. The South Miami Police Department will follow a “sentence outline” format in the development of detail within written directives.
2. Written directives will be stated precisely and positively with grammatical accuracy.
3. Written directives issued at any level of command will not conflict with established policy or procedures directed by a higher authority.
4. All General Orders will have the same format, including a header on the first page. Each General Order will use the following format:
 - a. **SECTIONS:** (Set forth the number and title of each subsection.)

- b. **RESCINDS:** (Identify any existing directives being nullified or replaced.)
 - c. **PURPOSE:** (The purpose of the General Order will be presented in paragraph form in this section with a brief explanation why the directive is necessary.)
 - d. **SCOPE:** (State who and/or what the directive is applicable to.)
 - e. **POLICY:** (Write a general statement of the department's intent and goals referring to the subject of the General Order.)
 - f. **DEFINITIONS:** (List and explain all necessary terms.)
 - g. **PROCEDURES:** (State what, when, where, why, and how clearly and in easily understood language. Avoid "terms of the trade" and acronyms unless defined in the definition list. In using acronyms, the first use must be written out followed by the acronym in a parenthesis.)
 - h. **STATUS:** Any General Order that rescinds, supersedes, or amends another General Order that is still in effect will contain a notation of the affected General Order.
 - i. **SUBJECT:** The South Miami Police Department General Orders will be numbered sequentially and indexed by topic. Officers will have access to a computerized source of the General Orders where they can search by topic, number, or target words. When revisions are necessary, they will be made and distributed after review by the Chief of Police and whatever staff members or specialized personnel that he may designate. [CFA 3.01M(b)]
 - j. **NUMBER:** The General Order number will be entered in the upper left corner of the General Order heading on the first page.
5. South Miami Police Department memoranda will be written in paragraph form and signed by the issuing authority. Any memorandum that rescinds, supersedes, or amends another memorandum that is still in effect will contain a notation of the affected memorandum.

E. INDEXING, PURGING, UPDATING, AND REVISING DIRECTIVES

1. General Orders: All suggestions for General Orders or their revision shall be subject to staff review and/or approval, as well as proposed policies, procedures, and rules and regulations prior to their promulgation. [CFA 3.01M(D)] Upon approval, they will be routed, via the chain-of-command, to the Accreditation Manager to ensure that all General Orders are compatible and in proper form. [CFA 3.01M(F)]

Under normal circumstances, the submitting party will outline, in draft form, the suggestion or proposal for a new or revised General Order.

- a. The Accreditation Manager, acting as a staff resource to the Chief of Police, completes General Orders, codifies them, obtains final approval from the Chief of Police, obtains signatures, and prepares the General Order(s) for printing. In addition, the Accreditation Manager maintains a master file of all General Orders.
 - b. All recommendations will be considered; however, the decision of the Chief of Police is final.
 - c. Under special circumstances, Bureau Captains, Division Lieutenants and the Communications Manager have authority to issue written directives in the form of a memorandum affecting a policy or procedure change with the approval of the Chief of Police. However, within six months of its issuance, the contents of the memorandum will either be incorporated into a General Order as referenced in the memorandum or expire. [CFA 3.01M(e)]
 - d. Responsibility for numbering and indexing all parts of the General Orders system is assigned to the Accreditation Manager.
 - e. General Orders will remain in effect as written until rescinded or amended.
2. Legal bulletins will be reviewed annually to ensure that superseded or revised bulletins are purged.
 3. Intelligence bulletins are issued for law enforcement use only. Intelligence bulletins are maintained and numbered by the CID.

4. An updated table of contents and alphabetical index for General Orders will be prepared and issued by the Accreditation Manager on an as needed basis.
5. Written directives are indexed by number (example General Orders by General Order number), and memoranda are indexed by issue date.
6. Revised and amended written directives will be issued as needed. They will be placed in the appropriate manual (i.e. General Orders manual) immediately in the manner prescribed below.
 - a. When a written directive rescinds an existing directive, remove the rescinded page(s) from the appropriate manual and destroy it. Make an entry on the appropriate table of contents, if applicable, at the appropriate place showing the number, title, and page number of the directive.
 - b. The new directive will be placed in the appropriate manual in numerical sequence.
7. Cancellation of written directives: Written directives will remain in effect as written until amended or rescinded. The Office of the Chief of Police will update General Orders as needed and will notify all personnel if cancellations of specific orders are to be made. [CFA 3.01M(C)]

4.2.3 DISSEMINATION AND STORAGE OF WRITTEN DIRECTIVES

A. Distribution of General Orders

Except for certain memoranda, each General Order will be distributed by:

1. Using Power DMS; or
2. Issuing of the General Orders stored on a Compact Disc (Read Only) to department personnel, and/or
3. The General Orders will be posted on the departmental computer network and in-car computer systems, archived in a read only format.

B. Storage of General Orders

1. Revised and amended General Orders will be issued as needed. They will be placed in the appropriate manual immediately upon receipt.
2. Supervisors will conduct periodic inspections of officers and other employees under their command to ensure they understand and comply with the General Orders manual organizational structure, and that they are aware that the most up-to-date copies can be found via the Power DMS program.
3. The following procedures will be followed for storing and archiving agency directives. Power DMS will have the most up-to-date copies as well as archived copies. The Accreditation Manager will also keep digital copies of prior General Order manuals saved on Departmental computer data bases. [CFA 3.01M (G)]
 - a. The Accreditation Manager will store all original hard copies of General Orders that have been signed by the Chief of Police.
 - b. The South Miami Police Department will use the Power DMS document processing program to distribute new policies and archive old ones. This program will be available to all employees through computers available at the SMPD headquarters or through laptops assigned to officers for use in their duties.
 - c. The Accreditation Manager will also retain a copy of current and archived departmental General Orders on computer.

C. Acknowledgement of General Orders

1. General Orders Manual and individually issued General Orders sign-off files will be maintained in the Office of the Chief of Police for acknowledging receipt of written directives. After the dissemination of new or revised directives, concerned employees will sign and date a General Orders Manual sign-off sheet or sign electronically through the Power DMS program, acknowledging receipt, understanding and agreeing to comply with the specific directive. This should occur no later than thirty (30) days of the date on the distribution memorandum, or as soon as possible. [CFA3.01M(F)]

2. It will be the responsibility of supervisory personnel to ensure all personnel under their command (sworn or civilian) are aware of the newly issued directive, understand the information distributed, and return their respective sign-off sheets within the prescribed time allotted. All employees must comply with the directives accordingly.

D. System for Keeping General Orders Current

1. The Accreditation Manager shall perform an audit of the General Orders every three years or every CFA accreditation cycle, to ensure the General Orders are current. This audit shall be transmitted to the Chief of Police via memo prior to the CFA Onsite.
2. The Accreditation Manager shall update the General Orders as directed by the Chief of Police.
3. The Accreditation Manager shall update the General Orders as needed by changes in the applicable Collective Bargaining Agreements.

4.2.4 ACCREDITATION MANAGER

A. Responsibilities

1. The Accreditation Manager reports directly to the Chief of Police for all matters pertaining to policies, planning, and accreditation.
2. The Accreditation Manager is empowered with functional staff authority and has direct access to all staff members, supervisors, and other members whose expertise or authority is needed for the successful operation of the accreditation process.
3. The Accreditation Manager shall have access to all departmental files, including investigational and internal affairs files (with assistance from the IA Sergeant), and confidential informant files (with assistance from the CID Lieutenant), for the purpose of assembling proof of compliance files. It shall be the responsibility of the Accreditation Manager to redact all sensitive information.

- a. All files containing juvenile information, sensitive information, information regarding ongoing investigations, or information about departmental employees of a personal or sensitive nature, shall be redacted using the following procedure: the information shall be blacked out using a permanent marker, and then photocopied.
4. The Accreditation Manager shall write policy (General Orders) or cause to have policy written as directed by the Chief of Police and ensure that said policy in compliance with CFA standards.
5. The Accreditation Manager shall assist all Bureau Captains and the Communications Manager in maintaining continued compliance with CFA standards. Each element commander or supervisor is responsible for compliance with CFA standards in their respective area(s) of responsibility.
6. The Accreditation Manager shall assemble and maintain accreditation files in accordance with CFA standards. Members shall provide proof of compliance to the Accreditation Manager in accordance with applicable accreditation standards.
7. The Accreditation Manager shall maintain certification by attending appropriate training when available to the furtherance of the goal of obtaining and maintaining accreditation.
8. The Accreditation Manager shall ensure that the South Miami Police Department maintains membership in CFA and FLA-PAC, and that Accreditation fees are kept up to date.
9. The agency Accreditation Manager shall submit an annual report to the Commission to report compliance efforts with accreditation standards.