



ADMINISTRATIVE MANUAL

ADM-140 – WRITTEN DIRECTIVE SYSTEM

Amends/Supersedes: ADM-140 (10/04/2021)

Date of Issue: 12/04/2023

I. GENERAL

[12.2.1(d,f)]

The following written directives are authorized for use by Police Department employees as allowed:

- A. *Policy and Procedure (P&P)*: Written orders (i.e., operational or administrative policies) signed and issued by the Chief of Police relating to a specific relevant area, detailing the policy and procedure to be followed pertinent to that topic by the whole department, or any particular Department sub-unit. Issued P&Ps are binding until formally rescinded or amended. Employees must acknowledge receipt of all P&Ps when issued. All current P&Ps shall be kept in the approved policy management software system (i.e., PowerDMS) and are issued to all applicable employees. [12.2.1(g); 12.2.2(a,b,c); 26.1.1]
- B. *Standard Operating Procedures (SOP)*: Written orders developed and issued by the various department units to describe a unit member's specific guidelines. Each supervisor may develop and maintain those SOPs relevant to their unit's operations. SOPs are the equivalent of unit-specific policy and procedure and shall require acknowledgment upon issuance. SOPs are binding on unit members until formally rescinded or amended. SOPs may also address a specific function or assignment. All proposed SOPs must be reviewed by the Planning & Technology Division and approved by the Chief of Police before issuance. [12.2.1(g); 12.2.2.(a,b,c)]
- C. *Directives from the Office of the Chief of Police (OCP)*: A written order signed by the Chief of Police in memorandum form and issued to all affected employees, addressing ongoing Department policy or procedure issues and serving as interim policy until incorporation into the appropriate policy or cancellation. Unless otherwise noted, OCPs are consecutively numbered and self-canceled one year from the issuance date. After the cancellation date, the OCP will either be re-issued or incorporated into the appropriate P&P manual. All OCPs must be acknowledged by receiving employees as interim guiding, binding documents unless canceled or superseded. OCPs shall be posted in PowerDMS. [12.2.1(g); 12.2.2(a,b,c)]
- D. *Training Bulletin (TB)*: An informational bulletin addressing training matters. All TBs shall be numbered and issued under the authority of the Administrative Services Bureau Commander. These bulletins shall pertain to officer safety issues, training opportunities, relevant court rulings, or changes in statutes and ordinances affecting law enforcement. Unless directed otherwise, they are posted on PowerDMS. [12.2.2(a,b)]
- E. *Informational Bulletin (IB)*: A written order signed and issued to affected employees by the Chief of Police or designee relating to a specific circumstance, situation, or subject, usually of a temporary nature, that may or may not affect the entire Department and does not meet the criteria for a P&P, OCP, or SOP. Unless directed otherwise, they will be posted manually or through e-mail and may be discarded one month from the issue date. [12.2.2(a,b)]

NOTE: The Department shall neither develop any new policy nor revise any current policy in such manner as to place the Department and its employees in conflict with any existing law, city policy, or accreditation standard.



II. PROCEDURES

[12.2.1(d)]

A. Issuing Authority

1. All directives are for departmental use only and do not apply to any criminal or civil proceeding. Policies and procedures should not be construed as a creation of higher legal standards of safety or care in an evidentiary sense with respect to third-party claims. Violations of directives only form the basis for departmental administrative sanctions.
2. The Chief of Police is the final issuing authority for all P&Ps, OCPs and SOPs and may amend, rescind, issue, approve, or modify any directive. [12.2.1(b)]
3. All supervisory employees have the authority to issue written memoranda providing direction. Such memoranda will apply only to those persons under the issuing authority's command and will not conflict with any directive issued under the authority of the Chief of Police. [12.2.1(c)]

B. Development and Oversight

[12.2.1(i)]

1. The Planning & Technology Division is responsible for:
 - a. Coordinating and overseeing the review, modification, formulation, and dissemination of all P&Ps as directed by the Chief of Police. [12.2.1(d)]
 - 1) Any employee or organizational component may initiate or draft suggestions for new or revised policies for consideration. [12.2.1(e)]
 - 2) Suggestions/drafts will be sent to the Planning & Technology Division to solicit input from affected personnel, other city agencies, the City Attorney, or the Commonwealth's Attorney as appropriate. [12.2.1(h); 44.1.2]
 - 3) Once reviewed and commented on, the Planning & Technology Division will redraft the P&P for review by the command staff and final approval by the Chief of Police. [12.2.1(h)]
 - 4) With the Chief of Police's approval, finalized P&Ps will be posted to the Department's Common Drive and Power DMS. [12.2.2(a); 26.1.1]
 - 5) Disseminating copies of the policies to the City Attorney's Office. [12.2.2(a); 26.1.1]
 - 6) Developing and posting to PowerDMS any required tests associated with approved directives.
 - b. Assignment of a unique control number to all P&Ps. P&P directives will contain a subject title; an annotation indicating whether it is an original or a revision/amendment superseding a previous directive; an effective date; references to applicable laws, code, policies, or standards; and the Chief of Police signature. [12.2.1(d)]
 - c. Scheduling reviews of all active P&Ps, SOPs and OCPs to determine: [12.2.1(e)]
 - 1) If the directive should be canceled, revised, or continue as written; and
 - 2) If the directive complies with the applicable laws, City policy, and accreditation standards.
 - d. Maintaining a file of all canceled and previous versions of P&Ps. All OCPs are retained electronically indefinitely. [12.2.1(e)]
- NOTE:** Those OCPs published before the implementation of PowerDMS are maintained in the Office of the Chief of Police.



- e. Identification and replacement by title, control number, and date of issue or initial revision of any written directive that countermands or supersedes another. [12.2.1(e)]
- f. Ensuring a current copy of all finalized OCPs, P&Ps, and SOPs are accessible on the Department's Common Drive and in PowerDMS.
- g. Forwarding applicable P&Ps to the Public Information Office for inclusion on the Department's web pages.

C. Formulation and Maintenance of Written Directives [12.2.1(i)]

NOTE: All employees are responsible for informing the appropriate issuing authority of any conflict or error needing correction in written directives or memorandum.

1. The P&P manual consists of the Operational Manual (OPS) and the Administrative Manual (ADM).
 - a. All proposed or revised written orders will be processed by the Planning & Technology Division as detailed (Section II. B. 1) before being included as an OPS or ADM. [12.2.1(e,g)]
 - b. Electronic copies of all deleted or revised policies and SOPs will be retained indefinitely in the Planning & Technology Division. [12.2.1(e)]
2. Unit supervisors ARE responsible for formulating and maintaining that unit's SOPs, including initiating updates when needed.
 - a. All affected unit personnel will be provided electronic access to their unit's SOP. [12.2.2(a)]
 - b. Before inclusion in a unit's SOP manual, all new or revised SOPs will be forwarded to the Planning & Technology Division for review to prevent conflict with any other existing orders. The Planning & Technology Division will also ensure that the final directive is forwarded for approval and posted to the Department's Common Drive and PowerDMS. [12.2.1(e,g)]
 - c. The unit supervisor will review all SOPs at least once every three years for possible deletions, revisions, or additions. Any proposed changes shall be forwarded to the Planning & Technology Division for review. The Chief of Police shall approve any proposed changes. [12.2.1(e,g)]
3. OCPs shall be issued by the Chief of Police.
 - a. The Planning & Technology Division shall provide a unique control number for all OCPs (e.g., OCP 07-01) and distribute them to the appropriate personnel through PowerDMS once approved by the Chief of Police.
 - b. Issued OCPs shall be retained until they are canceled, superseded, exceed their cancellation date, or are re-written as a formal policy, at which time they may be discarded. [12.2.1(e)]
4. All TBs are issued by the authority of the commander of the Support Services Division.
 - a. The Training Section commander shall ensure each TB's assigned control number (e.g., TB 05-01) is unique.
 - b. All issued TBs will remain available on PowerDMS for two years, after which time they may be archived. [12.2.1(e)]
5. A copy of all applicable city manuals and directives will be available on the appropriate city department's website or other electronic platforms. City manuals and directives referenced in P&Ps may also be posted in PowerDMS.



D. Distribution of Written Directives

1. All written directives will be assigned to appropriate personnel and require an acknowledgment in PowerDMS.
2. Training [33.2.4]
 - a. Supervisors are responsible for training their direct reports on all new written directives (P&Ps, SOPs and OCPs) applicable to their job function. Training on the changes made to existing directives will be conducted when they affect their employees' duties and responsibilities. Trainers are required to forward all classroom attendance records to the Training Section.
 - b. Training on P&Ps and OCPs may take place by any of the following means:
 - 1) Initial recruit training;
 - 2) Training through shift briefing methods, as set out in [OPS-210 Shift Briefing Methods](#);
 - 3) In-service school;
 - 4) Online training developed through the Training Section.
 - c. Unless training is acknowledged through an online training platform (i.e., PowerDMS), supervisors/instructors will document any training they conduct on written directives using the Directive Review Verification form ([NNPD Form #44](#)) or classroom attendance record. [12.2.2(c); 33.5.2; 41.1.2]
3. Acknowledgement of Applicable Directives

Supervisors are responsible for:

 - a. Ensuring their employees are logging into PowerDMS, reviewing issued directives as posted, and indicating receipt as set out by the system. Lieutenants will perform quarterly audits of those employees under their command to ensure that published policies are signed. Any policies not signed due to test failures will be addressed.
 - b. Ensuring that the employees under their command have received the training and passed any associated test in the case of electronic training methods. If an employee cannot achieve a passing score for any PowerDMS test administered, the supervisor is responsible for working with the employee to ensure they understand the written directive before the retest. [33.1.5]
 - c. Forwarding the completed [Form #44](#) to the Planning & Research Office to document training completed by the supervisor.
4. PowerDMS
 - a. Testing - Tests may be developed within PowerDMS to document employees' understanding of a written directive:
 - 1) During the approval process of a P&P, the reviewers or issuing authority may request that a test be administered. If a test is warranted, the questions will be reviewed and approved at the same time as the written directive.
 - 2) For other documents posted to PowerDMS with the appropriate approval through the requestor's chain of command and specification of:
 - a) The user group receiving the test;
 - b) The specific test questions to be asked;



- c) The number of test attempts allowed in the testing cycle.

3) Test Failure [33.1.5]

- a) Employees who failed the initial and all available re-takes may request it is reset for an additional attempt by the PowerDMS administrator through their chain of command. The employee must notify their supervisor and request that their account be reset. Authorization for the reset comes from the employee's division/precinct commander.

NOTE: For police recruits enrolled in the Police Training Academy, the request will be through the Academy staff.

- b) If the employee cannot achieve a passing score upon their retest, their appropriate bureau commander or designee shall determine what training or additional remedial actions should be taken.
- c) If the PowerDMS test administered is part of a training bulletin or other specific exercise put out by the Training Section:
 - i. For Police Recruits enrolled in the Police Training Academy, requests for test reset come from the Academy staff;
 - ii. Test reset requests for employees who have failed the maximum number of tries on a Training Section PowerDMS test shall be made as set out above, with notification also made to the Training Section lieutenant.

- 5. If an existing document is to be replaced by a new written directive, the obsolete document shall be archived. [12.2.1(e)]
- 6. All employees shall be responsible for periodically checking PowerDMS for new or amended directives and will be held responsible for signing and complying with all issued directives. [12.2.2(a); 26.1.1]
- 7. Upon leaving the employ of the department, the PowerDMS account of the employee is archived.
- 8. The Training Section will ensure all recruits are entered into the PowerDMS system and issued any other required written directives before the completion of the training academy or during the orientation period (for employees not required to attend the academy). [26.1.1; 33.4.1]
 - a. All new employees will be trained to be familiar with all P&Ps and other applicable written and electronic directives.
 - b. No sworn employee will be authorized to carry a firearm or make an arrest until they have access to their P&P manuals and have received training in the use of force directives posted in PowerDMS. [4.3.4]
- 9. All employees are responsible for carrying out agency activities as provided in approved written directives and other lawful directions given under the authority of the Chief of Police or designee. [12.2.1(h)]

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