
ADMINISTRATIVE DIRECTIVE – 101.010
DEPARTMENT COMMUNICATION

EFFECTIVE DATE: April 14, 1978
REVIEW SCHEDULE: Annual
AFFECTS: All Personnel

REVISION DATE: June 10, 2016

I. PURPOSE

This directive establishes formal guidelines for oral and written communications.

II. POLICY

All department correspondence (written or oral) shall be handled and completed in a professional manner as set forth in this directive. When completing written correspondence employees should remember that frequently the only impression others form about this organization will be through the written correspondence they receive.

III. PROCEDURES

A. Communications

1. Telephone Communications with the Public

The lasting impression that citizens have of our Department and the support they are willing to give the Department depends primarily on the quality of service provided them.

The Department recognizes its obligation of service to the community. Requests for help or assistance that can be provided by this Department shall never be refused.

2. Telephone Courtesy

In answering telephone calls from outside the Department, all personnel shall answer the telephone, "Plano Police Department," followed by their name. Calls originating from within the Department shall be answered by identifying the division or unit, followed by their name as appropriate.

Sworn personnel shall answer the telephone in the same prescribed manner as above, identifying themselves by rank and last name.

3. Intra Departmental Communications

The Department maintains and constantly strives to improve its Intra Departmental communications network to provide for rapid and efficient police response and to facilitate management control.

The Department has established specific methods of conveying time sensitive or critical information to personnel. These means of conveyance include memorandums, personnel postings, e-mail and voice mail. All personnel are responsible for reviewing appropriate sources of departmental correspondence as part of their daily work assignment.

B. Business cards

1. Authorization to use Business Cards

- a. The Department will provide externally printed business cards (500 qty), per approval of their immediate supervisor, for the following positions:

- (1) All persons in the rank of Sergeant and above,
- (2) Officers assigned to Criminal Investigative Services Division,
- (3) Officers assigned to the Traffic Unit,
- (4) Members of the Crime Prevention Unit,
- (5) Members of the Neighborhood Police Officer Unit,

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- (6) Non-Sworn positions such as Planning and Research Coordinator, Legal Advisor, Jail Manager, Compliance Coordinator, and ID/Property Supervisor,
 - (7) ID Personnel,
 - (8) Property Personnel, and
 - (9) Other positions may be approved by the specific Bureau Commander.
 - b. All other members of the Department, sworn or civilian, may acquire in-house printed business cards (60 qty) indicating their affiliation with the Plano Police Department.
 - c. Employees are to submit an on-line Graphics Request Form and attach a completed Business Card Order Form to the PIO Unit for fulfillment. All business card requests are to include the employee's official title such as administrative assistant, police officer, sergeant, lieutenant, etc.
2. Approved Format
- a. The City Manager has authorized a standardized business card format to be used throughout the City in order to receive a substantial cost savings through bulk purchase. An example of the approved format may be obtained from the Fiscal Affairs Office. This format must be used when ordering business cards, whether they are approved and purchased by the Department or printed in-house.
 - b. Only sworn members of the Department are authorized to use the badge on their business cards. Civilians will use the same card format with the exception of the badge.
- C. Department Correspondence
1. General Statements
- a. Per City Policy – No employee shall use the Internet or e-mail to present his or her own views, ideas, questions, or actions as representing the City unless doing so in an official capacity and authorized by the City Manager or his/her designee.
 - b. Employees are responsible for verifying the accuracy of the information being relayed as a representative of the City.
 - c. Use of Internet and e-mail must be in compliance with City of Plano Policies.
 - d. It is the responsibility of the manager signing departmental correspondence to determine if a copy of the correspondence should be forwarded to the Chief's Office for information purposes.
2. Letter Correspondence
- a. Only members of the Department Management Staff will sign official department correspondence. Occasionally it may be necessary for an employee to correspond directly with a person or agency in reference to official departmental business. It is acceptable to do so with the approval of a member of Management Staff. When a letter is written by an employee, the letter will be submitted to the appropriate manager for his/her co-signature. In those cases where a co-signature is used, both will be aligned on the left margin one under the other with the letter author's signature first and the manager's co-signature second. Example:

Jane Doe, Detective
Crimes Against Persons

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John Doe, Lieutenant

Criminal Investigative Services Division

- b. All departmental correspondence will be prepared for the signature of the Chief of Police when it is directed to the following:

Heads of governmental departments or agencies;

Members of Federal or State legislature;

Heads of governmental executive branches;

Any mass mailings involving requests for assistance, citizen information or educational programs, questionnaires or matters which impact or represent the entire Department.

- c. All letter correspondence shall be typed in block form.
- d. The official letterhead of the City of Plano Police Department shall be used when corresponding on official business.
- e. The salutation will be aligned on the left margin and consists of the complimentary comment "Sincerely," followed by the signature block.
- f. The signature block will consist of two lines. The first line will be the name of the person signing the letter followed by his/her rank. The second line will designate the person's assignment. Examples as follows:

J. S. Doe, Deputy Chief

Patrol Services Division

John Doe, Deputy Chief

Criminal Investigative Services Division

(Other examples are shown on Attachment "A")

- g. Letters prepared for the signature of the Chief of Police will be prepared as follows:

John Doe

Chief of Police

3. Internal Memorandum Correspondence

- a. All correspondence between divisions, sections, or units of the department will be typed or written in the following format:

DATE:

TO:

VIA: (used when item is moving through a chain of command)

FROM:

SUBJECT:

- b. No signature block is used on memorandums. The author initials the memorandum in the heading signature next to his name. All names will be followed by a title. Examples as follows:

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John S. Doe, Assistant Chief of Police

- c. Action memorandums shall be used when the author is requesting an action or decision. The necessary appropriate manager's and/or Chief of Police action blocks for recommend not recommend, approve or disapprove a proposed course of action, will be placed following the body of the memorandum in action format. The number of action blocks will depend on the extent of review and action required.
 - d. Action memorandums shall be forwarded to all persons within the appropriate chain of command.
4. External Department Memorandum Correspondence:
- a. Memorandums going outside the Department will follow the same basic guidelines as for internal memorandum. All memorandums (with the exception of the Assistant Chief or Administrative Manager) will be prepared for the signature of the Chief of Police when it is directed to one of the following:
 - City Manager
 - Assistant City Manager
 - City Council Members
 - Other Department Heads
 - City Boards, Commissions or Authorities
 - b. Reference initials will be used on all internal and external correspondence and placed two lines following the last line of the correspondence, including signature block. For reference initials the following format will be used:
 - ABC/de
 - ABC = initials of the dictating party in all caps
 - de = the typist's initials in small letters
 - If the correspondence is written by a person for another person to sign the following format will be used:
 - ABC/FG/lp
 - ABC = initials of the person signing the correspondence
 - FG = initials of the dictating person
 - lp = typist's initials
 - c. Attachment or enclosure (if needed) is placed two lines below the reference initials. Attachment is used with memos and Enclosure is used with letters.
 - d. Copies are indicated two lines below as follows:
 - c: Joe Smith, Planning & Research Coordinator