



WRITTEN COMMUNICATIONS

Operations Order

2.4

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1. LETTERS/MEMORANDUMS

- A. Any member of the Department may write an official letter or memorandum.
- B. All written communications to any person or agency outside the Department will be signed by the Police Chief or sent in the name of the Police Chief and signed by an assistant chief or a bureau/precinct commander/administrator or designee.
- C. Attorney, legal assistant, and law clerk positions assigned to the Department's Legal Unit may sign written communications directly relating to the functions and responsibilities of the Legal Unit if authorized by the Assistant Chief Counsel.
- D. An identification line will be included in letters and memorandums showing the typist's initials and serial number with the bureau fiscal identifier, the path, and document name.

- Arial 8 font will be used

EXAMPLE: klrA1234\ooa\i:hurtt\memos 2002\request city busn leave

- E. Department personnel should follow the specifications as outlined in [Addenda A and B](#) of this order when formatting memorandums and letters.
- F. When typing memorandums, employees will use the City memo template which is located on PolicePoint under Document Center/Forms-Templates/Templates.
 - (1) Memorandums will be printed on white paper with the black City symbol (Phoenix bird).
 - (2) Letters for external correspondence will be printed on colored City letterhead.
- G. All correspondence must be routed through the bureau/precinct secretary before forwarding to the Office of Administration for signature.
- H. If the letter and/or memorandum are requested in an alternate format, such as Braille or large print, the creator of the document is responsible for complying with the request.

2. DEPARTMENT PUBLICATIONS

A. Department Newsletter

(1) Publication

- (a) The Department Newsletter will be prepared and published weekly.
- (b) The Public Affairs Bureau (PAB) is responsible for the publication of the Department Newsletter.

(2) Entries

- (a) The Department Newsletter will contain information as indicated in the following table:

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| (i) Revisions of Written Directives | Notification of changes distributed and a brief description of the change |
| (ii) Job-Oriented Information | Facts of law, court decisions, changes to statutes, special procedural changes, etc. |
| (iii) Matters of General Interest | National Crime Information Center (NCIC) statistics, traffic accident recaps, births, etc. |

2. A. (2) (a) The Department Newsletter will contain information as indicated... (continued)

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| (iv) Administrative Information | Telephone number changes, changes in names of bureaus or details, City events, etc. |
| (v) Personnel Matters | Promotions, transfers, vacation or sick leave information, fund-raisers, etc. |

(3) Approval of Entries

- (a) If the entry involves changes to policy, the approval of an assistant chief must be obtained prior to the entry.
- (b) All other entries will require the approval of a lieutenant or higher-ranking individual.

(4) Employee Responsibility

- (a) All employees are responsible for reading, understanding, and adhering to the directives, policies, and procedures published in the Department Newsletter.
- (b) Each bureau/precinct commander/administrator is responsible for maintaining a yearly, up-to-date Department Newsletter file that is accessible to each employee.

B. Transfer Opportunities Bulletin (TOB)

(1) General Information

- (a) The TOB will be prepared and published weekly by the Strategic Information Bureau.
- (b) The bulletin will contain transfer opportunities for sworn and civilian personnel within the Department.
- (c) The bulletin will be sent by email to all Department personnel.

(2) Submitting Announcements for the Bulletin

- (a) Announcements for the TOB will be submitted through the requesting supervisor's chain of command via email to the PR Admin mailbox (PRAdmin@phoenix.gov).
- (b) All announcements will require the approval of a lieutenant or higher ranking individual.

C. Law Bulletin/Notes of Interest/Training Tips

- (1) The Law Bulletin, Notes of Interest, and Training Tips are training aids notifying employees of facts of law and court decisions that affect the everyday operations of police procedure.
- (2) These documents are written by the Department's Legal Unit, uploaded into PowerDMS, and submitted to the Web Detail for publication and distribution.
- (3) Sworn employees at the rank of Sergeant will be required to electronically sign these documents in PowerDMS within 15 days of upload.

3. **BUSINESS CARDS**

A. Printed at City Expense

- (1) Each assistant chief will establish a policy within their division regarding who will be authorized personalized City business cards.



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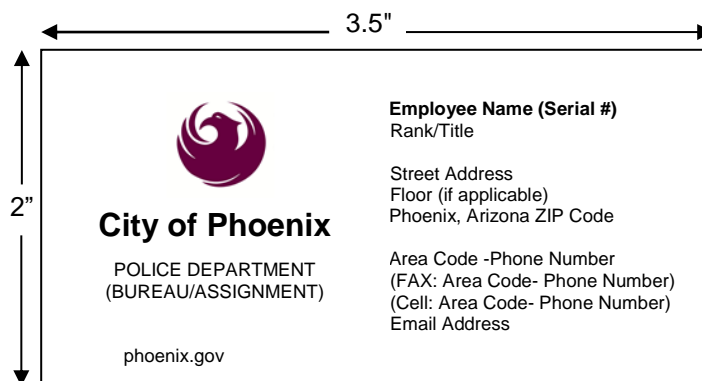
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3. A. (2) All memorandums requesting business cards to be printed at City expense will be forwarded directly to the Fiscal Management Bureau (FMB).
- B. Printed at Employee Expense - The employee's immediate supervisor will review the business card and approve the card prior to printing if the card meets the City's Graphic Standards.
 - (1) Once the cards have been printed, one approved card will be attached to a memorandum requesting the card and the memorandum to be placed in the employee's division file.
 - The memorandum will be signed by the authorizing supervisor prior to filing.
 - (2) Exceptions to this policy; for example, including areas of specialization or certification on the privately printed cards, will require the approval of the employee's bureau/precinct commander/administrator.
- C. Business Card Format - As outlined in the City's Graphic Standards manual, business cards distributed by employees, as part of their City employment, will contain only the following:
 - (1) City of Phoenix Signature (purple City symbol (Phoenix bird) and dark gray City logotype)
 - (2) Department Identifier (Police Department)
 - (3) Bureau/Assignment

EXAMPLE: Violent Crimes Bureau/Homicide Unit
 - (4) Employee Name with Optional Serial Number
 - (5) Employee Rank/Title
 - (6) Address
 - Street Address (for example, 620 West Washington Street or 6180 West Encanto Boulevard)
 - Floor (if applicable)
 - Phoenix, Arizona ZIP Code
 - (7) Contact Information
 - Reasonably direct phone number with the area code
 - Fax, pager, and/or cell phone numbers (optional)
 - E-mail address
 - (8) City's Website (www.phoenix.gov) and social media handles.
- D. Example of Business Card Format - The following is the business card format that will be used for City printed cards and the recommended format for privately purchased cards (text in parenthesis is optional):



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3. E. Department Issued Business Cards - Designed to encourage community engagement and to build a connection between Department employees and members of the community.
- (1) Mandatory Distribution - Officers **shall** provide Department issued business cards, complete with their name, badge number, squad identifier, supervisor's name, and Incident Report (IR) number (if applicable), under the following conditions:
- (a) To any person upon request, during the performance of official duties, providing the action does not interfere with the officer's performance of his/her duties or pose a threat to officer safety.
 - (b) When officers respond to a dispatched radio call for service where the caller requests contact.
 - Information related to the investigative outcome/disposition shall also be provided to the caller.
 - (c) When any detained person is subsequently released without being cited or arrested, with consideration given to the nature and circumstances of the detention, if it is practical to do so; for example:
 - Traffic stops (cited or educational contact)
 - Consensual/Field Interview contacts
 - One-on-One identifications yielding negative results

NOTE: The reason for the detention shall also be explained to the detainee prior to release.
- (2) Discretionary Distribution - During the performance of their official duties, Department members **may** provide a Department issued business card to any person at any time; for example:
- Community contact/Block Watch meetings
 - Stranded motorist
 - Business/Safe Business Network meetings
 - School/educational contacts or seminars
 - Mentoring opportunities
 - Job or health fairs
- (3) Compliance: Supervisors shall be responsible for ensuring employees under their span of control adhere to these requirements.