
	<b>POLICY AND PROCEDURAL ORDER</b>		<b>012-001</b>
	<b>Written Directive System</b>		Page 1 of 8
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## I. PURPOSE

The purpose of this order is to establish a written directive system that will be utilized within the Ann Arbor Police Department to provide employees with a clear understanding of the expectations, requirements, and constraints relating to the performance of their duties.

## II. POLICY

The Chief of Police has the authority to issue, modify, and /or approve all of the department's written directives.

As part of the accreditation process, all procedural orders, except for specified special orders, will be consolidated into an electronic policy and procedural manual.

Departmental employees who wish to make suggestions to improve or change operational procedures, may forward an email suggestion through the chain of command to his/her division Deputy Chief.

Employees will be notified of the status of their suggestions regardless of whether it's accepted or rejected. If rejected, a reason will be given. If accepted, a copy will be placed in their evaluation file for consideration on their evaluation.

## III. DEFINITIONS

**INSTRUCTIONAL MATERIAL:** Training guides, bulletins, checklists and technical manuals.



**MANUALS:** A collection of policies, procedures, and/or other written or electronically stored directives.

**MEMORANDUM:** An informal, written/signed document or email that may or may not convey an order. It is generally used to clarify, inform, or inquire.

**PERSONNEL ACTION MEMO:** An announcement of changes in the status of personnel, such as a transfer or promotion.

**POLICY:** A written or electronically stored directive that is a broad statement of agency principles or goals. A policy statement may contain a rule or outline a procedure, or it may establish a framework for development of procedures and rules and regulations.

**PROCEDURE:** A written or electronically stored directive that is a guideline for carrying out agency activities. A procedure may be made mandatory in tone using "shall" rather than "should" or "must" rather than "may." Procedures sometimes allow some latitude

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and discretion in carrying out an activity.

**TECHNICAL/STANDARD OPERATING PROCEDURE MANUALS:** Instructional material designed to depict the proper way to perform a task, e.g., step-by-step instructions on how to fill out a report form. May also be condensed versions of information that appears in other written directives for quick reference.

**WRITTEN DIRECTIVE:** Any written or electronically stored document used to guide or affect the performance or conduct of police department employees. The term includes policies, procedures, general orders, special orders, memorandums, and instructional material.

**POLICY & PROCEDURAL ORDER:** A written or electronically stored directive regarding policy and/or procedures for carrying out department activities affecting one or more divisions within the department.

#### IV. UTILIZATION OF WRITTEN DIRECTIVES

##### A. Policy and Procedural Orders:



Policy and procedural orders are published to cover specific topics or subjects. They are stored electronically.

Any employee who feels that an order requires cancellation, revision, or a new order is needed to address an issue, should forward his/her recommendation in writing to his/her division Deputy Chief.

##### B. Personnel who are assigned the task of writing, reviewing or updating orders should ensure that the division, section, or personnel who will be impacted by the proposed order or change have an opportunity to review and comment on the proposal. Once a proposed policy and procedural order or change has been written, it will be forwarded to the division Deputy Chiefs and to the Chief for approval. After approval by the division Deputy Chiefs and the Chief, it may be published.

##### C. Any policy and procedural order that has been recommended for cancellation should be reviewed by all personnel who could be affected by the cancellation. If no reasons are found to either retain the order, or to incorporate it into an existing order, then the proposed cancellation will be sent to the Chief via the division Deputy Chiefs for review and consideration for cancellation. The actual cancellations will be published as Appendix B to this order.

##### 1. Indexing



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All policy and procedural orders shall be maintained electronically by PowerDMS or a similar document management software platform. The platform shall have a searchable database. The search feature within the software will allow viewers to quickly locate specific policies by entering key words or phrases. Documents are arranged by category such as policies, forms, contracts, etc.

2. Numbering

Each procedural order will receive a number and will follow the CALEA standards manual when possible. Assignment of numbers will be the responsibility of the accreditation manager. This order is numbered 012-001. The number twelve is derived from Chapter 12 of the Standards Manual. The number one is a sequential number. Appendix A lists the numbers assigned to each topical category.

3. Format – Each Policy and Procedural Order will use the following format.



	<b>POLICY AND PROCEDURAL ORDER</b>		<b>000-000</b>
	<b>Policy Name Here</b>		<b>Page x of x</b>
	<b>Issued By:</b> Chief's name here	<b>CALEA Standards</b> 	
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4. Distribution



Due to the number of orders, it would not be appropriate to require every employee to possess every order published regardless of the impact the order has on their activities. It is important, however, that all orders be available to everyone. Therefore, complete Policy and Procedural Manuals will be maintained electronically.

5. New policy and procedural orders and updates will be published in the following manner:

- a. The department accreditation manager will publish all new and updated P&Ps in PowerDMS. PowerDMS software will alert employees of updates which need to be signed off on.

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- b. If a department wide email is necessary to notify employees of updated policies, the department accreditation manager will be directed to send such an email by the Office of the Chief or by PSS.
  - c. The department accreditation manager will assign each department employee the task of reading and electronically “signing off” on any new or updated policy within PowerDMS. The employee’s electronic signature shall indicate that the employee understands the policy and/or its changes. All department personnel are responsible for reviewing all new and updated orders. All personnel are required to comply with the content of all currently published policies.
  - d. Command officers are to review pertinent information from all orders with their assigned personnel.
  - e. P&Ps stored electronically can be copied and printed for personnel who need to do so.
6. Recruit officers, as part of the in-house recruit academy, will receive instruction on PowerDMS usage as well as how to access departmental policies and procedures.
7. Policy and Procedural Orders **will be reviewed at least once annually** to determine if they should be continued in their present form, cancelled or revised. The management of this policy and procedural review process is the responsibility of the department accreditation manager. Orders will also be reviewed to determine if change is necessary when:
  - a. Labor agreements change.
  - b. Changes in the law occur.
  - c. It appears that the order has become ineffective, i.e., agency personnel are having difficulty complying with provisions of the order.
  - d. At the direction of the Chief or a Deputy Chief.
  - e. When a request is received for review from an employee.

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## 8. Purging Process



In order to keep the electronic repository of documents current, directives that are cancelled or modified should be removed when appropriate.

- D. Personnel Action Memo: Issued by the Chief of Police to reflect a change in personnel status.
- E. Memorandum: If a memorandum is to serve as an order, it must be for a specific event, e.g., football game assignments.

Memos may also be used to clarify, ask a question or convey information.

Memos may be used to initiate or change policy and procedures. If the policy or procedure is to become permanent, then it will be placed in a policy and procedural order.



- F. Instructional Material: Instructional material is written and issued by the person assigned the task. Lesson plans and handouts, for example, are written by the instructor assigned to teach a class. The unit supervisors may develop a standard operating procedure for personnel to use when utilizing specific equipment.

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## Appendix A

Policy and Procedural Order Manual - Index by Chapter  
(Corresponds with CALEA Standards Manual Chapter Index)

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## Appendix B

### Deletion of Policy and Procedural Orders

012-004	Legal Advisors
023-001	Career Development Plan
041-040	Community Oriented Policing Problem Sheet
043-005	Investigative Division Crime Information Bulletin
054-004	Operation Teddy Bear
055-003	Operation CHECKPOINT