



Newport News Police Department - Administrative Manual

ADM-140 - WRITTEN DIRECTIVE SYSTEM

Amends/Supersedes: ADM-140 (11/21/2016)

Date of Issue: 06/12/2019

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 Issued P&Ps are intended as long-term guiding documents and are binding until formally rescinded or amended.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 the specific guidelines a unit member should follow. Each supervisor may develop and maintain those SOPs relevant to his unit's operations. SOPs are the equivalent of unit-specific policy and/or procedure and shall require written or electronic acknowledgment upon issuance. SOPs are intended as long-term guiding documents and are binding on unit members until formally rescinded or amended. All proposed SOPs must be reviewed by the Planning & Technology Division and must be approved by the Chief of Police prior to issuance, and posting to PowerDMS. [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 on-going Department policy or procedure issues, and serving as interim policy until incorporation into the appropriate policy or cancellation. OCPs are consecutively numbered and self-canceling one year from the issuance date, unless otherwise noted. 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 All OCPs must be acknowledged by receiving employees as interim guiding, binding documents unless canceled or superseded.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 Support 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 and may be archived one month from the issuance date. [12.2.2(a,b)]
- E. *Informational Bulletin (IB)*: A written order signed and issued to affected employees by the Chief of Police, or his 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 date of issue. [12.2.2(a,b)]

- F. *Memoranda*: All other written forms of communications, either written or electronic, used to convey both up and down the chain of command, laterally when appropriate, or to other City agencies. Memoranda provide a mechanism for the dissemination of information, which would not be properly addressed by another type of written directive.

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. The Chief of Police is the final issuing authority for all P&Ps, OCPs, and SOPs and, at his discretion, may amend, rescind, issue, approve, or modify any directive. [12.2.1(b)]
2. 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 Chief of Police authority. [12.2.1(c)]
3. Any employee may prepare and send written memoranda regarding requests, notifications, and other general informational matters both laterally and through the chain of command (i.e., vertically) as necessary. When sent vertically, the chain of command will be adhered to unless prior permission or custom dictates otherwise. [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) Suggestions for new or revised policies may be initiated/drafted by any employee or organizational component for consideration. [12.2.1(e)]
 - 2) Suggestions/drafts will be sent to the Planning & Technology Division for solicitation of 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 Chief of Police 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, maintained in printed form in the issued policy binders kept in 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; annotations within the text referencing applicable laws, code, policies, or standards; and the Chief of Police signature. [12.2.1(d)]
- c. Reviewing all active P&Ps and OCPs on a continuing basis to determine: [12.2.1(e)]
 - 1) If the directive should be canceled, revised or continue as written; and
 - 2) If the directive is in compliance with the applicable laws, City policy, and/or accreditation standards.
- d. Maintaining/issuing any updated index, table of contents, and cross-reference for the P&Ps and OCPs. [12.2.1(e)]
- e. Maintaining a file of all canceled and previous versions of P&Ps. All OCPs (previous and/or deleted) will be retained electronically indefinitely. [12.2.1(e)]

NOTE: Those OCPs published prior to implementation of the electronic document management system (PowerDMS) are maintained in the Office of the Chief of Police.

- f. Identification and replacement by title, control number, and date of issue or initial revision, of any written directive which countermands or supersedes another. [12.2.1(e)]

NOTE: With the exception of P&Ps, no identifying number shall be reissued. For example, "OCP 18-01" would not be reissued even if rescinded during the course of the year. Instead, the next number in ascending order would be issued (e.g., OCP 18-02, OCP 18-03, etc.).

- g. Ensuring a current copy of all finalized OCPs, P&Ps, and SOPs are accessible on Department's Common Drive and in PowerDMS.
- h. Posting applicable P&Ps on the Department's webpages.

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 any written directives and/or memorandum.

- 1. The P&P manual set consists of Operational (OPS) Manual and Administrative (ADM) Manual components.
 - 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 either an OPS or ADM. [12.2.1(e,g)]
 - b. Hard 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 shall be responsible for the formulation, maintenance and issuance of that unit's developed or applicable SOPs.
 - a. All affected unit personnel will be provided electronic access to their unit's SOP. [12.2.2(a)]
 - b. Prior to 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 is posted to the Department's Common Drive and PowerDMS. [12.2.1(e,g)]
 - c. All SOPs will be reviewed annually by the issuing unit supervisor for possible deletions, revisions and/or additions. Any proposed changes shall be forwarded to the Planning & Technology Division for review. The Chief of Police shall approve any proposed changes prior to their taking effect. [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 Bureau.
 - a. The Training Section commander shall be responsible for ensuring each TB's assigned control number (e.g. TB 05-01) is unique.
 - b. All issued TBs must be retained for a two-year period by the Training Section after which time they may be archived or discarded. [12.2.1(e)]
5. A copy of all applicable city manuals and/or directives will be made available to lieutenants and the Command Staff electronically. Lieutenants and Command Staff personnel shall be responsible for ensuring these manuals and directives are available to employees under their command as prescribed by appropriate city authority.

NOTE: The City Personnel Administrative Manual may be accessed on-line

D. Distribution of Written Directives

1. All written directives shall clearly list the distribution for the item.
2. Training [33.2.4]

Employees will be given training on all P&Ps and OCPs at the time of their issue. Training may take place by any of the following means:

- a. Initial recruit training;
- b. Training by means of shift briefing methods, as set out in OPS-210 "Shift Briefing

- Methods”;
- c. In-service school;
- d. Training by electronic means;
 - 1) Tests developed through Power DMS;
 - 2) On-line training developed through the Training Section.

In all cases, except where employee electronic log-in serves as a receipt proof, the trainer will be responsible for ensuring that the employees’ training on a directive is documented, through use of the Duty Roster (NNPD Form #41), Classroom Attendance Record, or some other manner of written record. [12.2.2(c); 33.5.2; 41.1.2]

3. Receipt

Supervisors shall be responsible for:

- a. Ensuring their employees are logging into PowerDMS, reviewing issued directives as posted, and indicating receipt as set out by the system.
 - 1) Lieutenants will perform a monthly audit of those employees under their command for the following:
 - a) Signature indicating that they have read and understand directives posted within the month;
 - b) Identifying employees who have not successfully completed any tests associated with directives posted within the month.
- b. Ensuring that the employees under their command have received the training, and in the case of electronic training methods, passed any associated test.
 - 1) If an employee is unable to 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, prior to retest. [33.1.5]
- c. Maintaining a file of any paperwork providing documentation of training received on directives, as set out (Section II.D).

4. PowerDMS

- a. Testing - Tests may be developed within PowerDMS to determine employees’ levels of understanding and cognition of a written directive:
 - 1) After approval of a P&P (Section II, paragraph B. 1, et al), the reviewers or issuing authority may request a test be administered. If a test is warranted, the following shall be decided:
 - a) Specific test questions to be asked;
 - b) The number of times the test may be administered if an employee fails to pass it;

- 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 have taken the test for the maximum set tries may request it be reset for an additional attempt by the PowerDMS administrator. The employee shall 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 Basic Law Enforcement Coordinator.

- b) If the employee is unable to 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 Basic Law Enforcement Coordinator;
 - ii) Test reset requests for employees who have failed the maximum number of tries on a Training Section's PowerDMS test shall be made as set out above (Section II.D.4.3.b), with notification also made to the Training Section Commander.

5. If an existing document is to be replaced by a new written directive, the obsolete document shall be discarded in accordance with the disposal guidelines detailed herein. [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 for, 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 will be archived.
8. The Training Section will insure all recruits are entered into the PowerDMS system, and issued any other required written directives prior to 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 so that they are 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 such time that they have access to their P&P manuals and have received training in the directives posted in PowerDMS. [4.3.4]
9. All employees are responsible for carrying out agency activities as provided for in approved written directives and other lawful direction given under the authority of the Chief of Police or his designee. [12.2.1(h)]

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