



**Las Cruces Police Department
GENERAL ORDERS
ADMINISTRATION VOLUME 1
GO-111 WRITTEN COMMUNICATION (Daily)
Revised 05/17/201**

111 WRITTEN COMMUNICATION

PURPOSE

The purpose of this General Order is to describe the various types of written communication used by the Las Cruces Police Department.

POLICY

The Las Cruces Police Department (LCPD) shall utilize written communications when appropriate in order to operate effectively and efficiently.

APPLICABILITY

This General Order applies to all employees. This General Order supersedes all previous versions.

REFERENCES

- General Order 163 Policy Procedure Development
- City of Las Cruces Personnel Manual (PM)
- City Manager Policies (CMP)
- Current contractual agreement between the LCPD and Las Cruces Police Officers' Association (LCPOA)

111.01 WRITTEN DIRECTIVES

The PM, CMP, and General Orders (GO) set forth policies, procedures and rules for the department. The PM and CMP are written by city leadership and managed by the CLC Human Resources department. General orders are prepared and managed by the Research and Development Unit (R&D) but may be prepared by other sections or units at the discretion of the Chief of Police. Employees are required to comply with the PM, CMP and GO. GO are subject to regular review, revision, and cancellation at the discretion of the Chief of Police. GO are prepared using the guidelines found in GO 163 Policy Procedure Development.

111.02 SPECIAL ORDERS

The Chief of Police may issue Special Orders to establish rules or regulations when time and/or circumstances prevent the implementation of a General Order. Special Orders are only valid



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until a General Order is developed to replace the Special Order or for one (1) year after being issued, whichever time is shorter.

111.03 STANDARD OPERATING PROCEDURES

- A. Standard Operating Procedures (SOP) are the department's secondary source of written procedures. SOP allows for more flexibility and specificity than GO, and the process for their approval is less formal, making implementation more efficient and effective.
- B. A section or unit supervisor may implement and codify SOP within their section or unit. A master copy of each SOP shall be maintained by the supervisor. SOP manuals shall include a table of contents, appropriate codification and review dates. Refer to Attachment A for proper format. Copies of SOPs shall be provided to R&D. Review of all SOP by the section or unit's deputy chief is required prior to implementation.
- C. SOP should be designed with specificity and flexibility regarding procedural matters of a section or unit. SOPs shall not contradict or contravene any GO. Examples of the use of SOP include defining routine procedures, specialized procedures and regulations with regard to a particular section or unit. SOP should be easily revised when necessary, and can be a valuable tool when utilized as a checklist or a guide to emergency responses.
- D. Each SOP shall be readily accessible to all affected employees. SOP shall be distributed electronically through e-mail and/or the department intranet server. Dissemination of SOP shall be documented to reflect who received the SOP and when it was received. Dissemination records and official SOP copies shall be maintained by the section or unit supervisor who initiated the SOP. The initiating supervisor shall forward copies of all SOP to the Research and Development Unit (R&D).
- E. SOP shall remain in effect until formally superseded or cancelled. SOP shall be reviewed annually.

111.04 BULLETINS

- A. Bulletins are publications used to communicate specific training topics and/or general information to employees. Any employee may create a bulletin to cover a specific topic to improve the effectiveness and efficiency of the department. Bulletins shall be:
 - 1. Published on the appropriate form (See Attachment A).
 - 2. Reviewed by the employee's supervisor



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3. Approved for dissemination by the employee's Deputy Chief.

B. After the Deputy Chief has approved the bulletin, the bulletin shall be forwarded to R&D. R&D shall issue a tracking number for each bulletin and disseminate the bulletin to employees.

111.05 MEMORANDA

A. A memorandum (memo) is an official un-codified written communication and is limited to official purposes. Memos are used for inter- and intra-departmental communications between employees. Memos can also be used to provide instruction or directives when GO and/or SOP would be impractical or inappropriate.

B. Memos shall follow the appropriate chain of command. Once a memo is received at the first level of the chain of command the receiving supervisor shall be responsible for promptly reviewing, initialing, and forwarding the document to the next level in the chain of command until the memo reaches its intended addressee.

1. Chain of command shall not stop a memo from reaching its intended addressee. Supervisors may attach a cover memo or make comments or recommendations regarding the original memo.

C. Memos may be used for:

1. Documentation of an incident or situation (does not replace the official police report).
2. Providing specific direction or instructions for an employee or a group of employees when issuing general orders or SOP would be inappropriate.
3. Documenting remedial training and coaching efforts.
4. Recommendations or suggestions.
5. Documenting on-duty incidents for internal reporting.
6. Requests for transfers.
7. Announcing intentions to compete for other job positions.
8. Requests for purchases or reimbursements.



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D. Recipients of a memo carbon/courtesy copy (cc) are not required to review, initial or forward the document. A carbon/courtesy copy is intended for information purposes and is not considered the official working document applicable to the chain of command.

111.06 OFFICIAL DEPARTMENT CORRESPONDENCE

Official department correspondence with outside entities shall be approved by the Chief of Police or his/her designee. Official department correspondence shall be written on official department letterhead.

111.07 EMAIL

A. Employees provided with email accounts shall read and respond to email in the same way they respond to telephone calls and other written correspondence. Email accounts shall be checked each day an employee works. In general, email correspondence should be concise and withstand the scrutiny of public disclosure. Like all correspondence, email is subject to public records requests and shall be retained and/or deleted by city ordinance.

B. Emails shall be for work-related activity only.

C. Sending of department-wide emails to distribute training announcements, BOLO, law-enforcement information, etc. are authorized. Department-wide emails which are not work related such as jokes, bantering, private and/or charitable solicitations, or chain emails are prohibited. Other department-wide emails may be sent with the approval of the employee's supervisor.

D. Employees shall comply with CMP 9.1 Computer Policies.

111.08 ATTACHMENTS

- Attachment A: SOP Standard Format
- Attachment B: Bulletin Standard Format
- Attachment C: Memorandum Header
- Attachment D: Official Department Letterhead



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ATTACHMENT A: SOP STANDARD FORMAT EXAMPLE

Table of Contents

Eff. Date	SOP No.	Topic
4/2/2002	PWA-320	Emergency Responses

Standard Operating Procedures

Patrol Shift A

Topic: Emergency Responses
SOP: PWA-320
Deputy Chief Signature:

Example



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ATTACHMENT B: BULLETIN STANDARD FORMAT

Las Cruces Police Department

BULLETIN

TOPIC:

ORIGINATED BY:

APPROVED BY:

DATE ISSUED:

TRACKING NO.:

Example



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ATTACHMENT C: MEMORANDUM HEADER



MEMORANDUM

To:

From:

Date:

Subject:

Initials:

File #: (if applicable)

(Verdana 11-point font and justify body text.)

(Double space the following information after last paragraph)

cc:

cc:

Initials:

Initials:

Example



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ATTACHMENT B: OFFICIAL DEPARTMENT LETTERHEAD

LAS CRUCES POLICE DEPARTMENT
P.O. Box 20000 • Las Cruces, NM 88004
(575) 528-4200 • Fax (575) 528-4136 • www.clcpd.com

MIGUEL DOMINGUEZ
Chief of Police



KEN D. MIYAGISHIMA
Mayor

KIRI DAINES
Deputy Chief - Administration

PAUL BROCK
Deputy Chief - Operations

Month DD, YYYY

Mr. John Doe
123 Main Street
Anywhere City, AW 12345

Dear John,

This format is the proposed letterhead of the Las Cruces Police Department.

Sincerely,

Miguel Dominguez
Chief of Police

Example