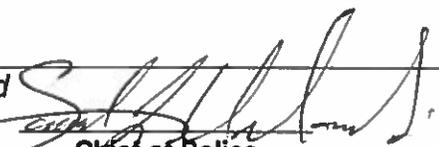


**LANCASTER POLICE DEPARTMENT  
GENERAL ORDERS MANUAL**

<i>Effective Date</i> September 9, 2015		<i>Amended Date</i>		<i>Directive</i> 1.04.1	
<i>Subject</i> Written Directive System					
<i>Reference</i>			<i>Approved</i>  Chief of Police		
<i>Distribution</i> All Personnel City Manager City Attorney		<i>TPCA Best Practices Recognition Program Reference</i>  1.04		<i>Review Date</i> January 22, 2019	
				<i>Pages</i> 7	

This Operations Directive is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as a creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Operations Directive, if proven, may only form the basis for a complaint by this Department, and only in a non-judicial administrative setting.

**SECTION 1 PURPOSE**

It is the goal of the Lancaster Police Department to ensure that all employees, sworn and non-sworn, are provided with clearly written directives outlining the department's expectations and behavioral guidelines of all Lancaster Police Department employees, sworn and non-sworn. Directives that are properly researched, written, and maintained will reduce the probability of conflicting orders, improve workflow, foster interdepartmental relationships, and promote a progressive culture. The administration has developed a comprehensive method to meet these objectives.

**SECTION 2 POLICY**

- A. The Lancaster Police Department is committed to developing an innovative and progressive methodology for developing, reviewing, revising, and submitting Lancaster Police Department directives, memorandums, and updates. These documents can contribute to the success of the department when steps are taken to ensure that written directives are properly researched, developed, and maintained. This methodology includes properly training all personnel on the expectations of all written directives as well as the behavioral reinforcement measures in order to affect increased accountability in employees.
- B. All City of Lancaster employees work under the regulations established by the City of Lancaster PRIDE Policies and Procedures. Written Directives of the Lancaster Police Department are intended to supplement these regulations and facilitate effective police operations.
- C. Directives and orders issued at different organizational levels of command will not conflict with Written Directives or orders issued by administration or an officer or employee of higher command.
- D. All directives and orders of general application and enduring nature will be reduced to writing, dated, signed, and distributed to those affected and/or concerned.
- E. Orders of specific application not in conflict with General Orders may be issued verbally as necessary.

**SECTION 3 DEFINITIONS**

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- A. **Written Directive:** The collection of Lancaster Police Department documents that have been adopted by the department, whether formally or informally, that communicate, individually or collectively, the department's expectations, goals, guidelines, and procedures to all personnel, sworn and non-sworn, in the department.
- B. **General Order:** A written directive detailing a policy and/or procedure that is applicable to sworn and non-sworn personnel.
- C. **Standard Operating Procedures:** A written directive detailing a policy and/or procedure that is applicable to a single unit, section or a division.
- D. **Special Order:** A written directive that temporarily revises an existing directive or serves as a temporary directive when a written directive does not exist.
- E. **Personnel Order:** A directive detailing information related personnel and personnel matters.
- F. **Document Control Number:** A sequential tracking number assigned to all written directives, standard operating procedures and orders that are issued to all personnel, document control numbers are assigned and tracked by the Recognition Commander.

**SECTION 4 PROCEDURES**

**A. INITIAL DEVELOPMENT OF DIRECTIVES**

- 1. The Chief of Police or designee has the responsibility of ensuring that proper directives and related updates are developed, implemented, and distributed to all affected personnel as needed in an accurate and timely manner.
- 2. The Chief of Police has the authority to issue, modify, and/or approve agency written directives.
- 3. The Recognition Commander is tasked with ensuring that the contents of written directives are current with all applicable local, state, and federal laws and related codes as well as ensuring that new or revised directives do not contradict other existing agency directives or applicable law. (TPCA 1.04.b)
- 4. All written orders shall be numbered and organized in a manner that allows numerical reference. (TPCA 1.04.a)

**B. PUBLICATION AND DISTRIBUTION OF DIRECTIVES**

- 1. Written directives will be maintained through an electronic system accessible to all employees via an internet website. (TPCA 1.04.c)
- 2. New or revised directives will be uploaded to the system and employees will receive electronic notification of the need to log into the system to acknowledge the document. (TPCA 1.04.c)
- 3. Employees are required to log into the system and indicate receipt of documents within the established time frame. (TPCA 1.04.c)

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4. Employees may be tested on the contents of written directives.
5. The test may be administered through the electronic system.
6. Criteria for written test:
  - a. a minimum 100% accuracy must be scored to pass the test; and
  - b. employees not scoring 100% will be given additional opportunities to retake the test through the electronic system
7. The department shall maintain one printed hard copy of all departmental written directives in the event the electronic system is not accessible.
8. The Recognition Commander will ensure maintenance of receipt of written directives through the electronic system. Supervisors will be notified when documents that have been issued are overdue. (TPCA 1.04.d)
9. Written directives will be distributed promptly to all affected personnel by the Recognition Commander.
10. Upon receipt of written directives, if the contents are not understood and/or additional clarification is needed, an employee may request clarification from the Recognition Commander or through their immediate supervisor or his or her respective chain of command.

**C. REVIEW AND REVISION OF DIRECTIVES**

1. The Recognition Commander shall ensure that all written directives are reviewed annually. The review date will be recorded in the header of the affected written directive and in the electronic system. (TPCA 1.04.b)
2. The Recognition Commander shall ensure that all written directives are revised as needed. The revision will be captured in the electronic system.

**D. RECOMMENDATIONS FOR REVISIONS**

1. All employees are encouraged to recommend the development or revision of written directives whenever it appears that an addition or change to, or removal of information from the existing written directive is necessary or beneficial.
2. Recommendations may be submitted directly to the Recognition Commander via email or in the form of a memorandum via the recommending employee's Chain of Command.
3. The Chief of Police will review recommendations and determine whether to initiate development or revision.
4. Recommendations and revisions will be coordinated by the Recognition Commander.

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**E. GENERAL ORDERS**

1. The Chief of Police will approve General Orders to establish:
  - a. the desired outcome of police operations;
  - b. the desired outcome of services provide by the Lancaster Police Department;
  - c. in some cases, procedures to achieve these outcomes;
  - d. specific responsibilities and/or duties;
  - e. services provided by the Lancaster Police Department; and
  - f. functions to be performed by employees of the Lancaster Police Department
2. General Orders may be amended by cancellation of an order, or total or partial revision of an order.
3. General Orders will be published periodically at the direction of the Chief of Police.
4. Division Commanders and civilian managers will ensure each subordinate employee has access to the electronic system which houses the General Orders Manual.
5. Individual employees are required to read and understand the General Orders Manual.

**F. SPECIAL ORDERS**

1. The Chief of Police will issue Special Orders that:
  - a. temporarily revises an existing directive; or
  - b. serves as a temporary directive when a written directive does not exist
2. The Special Order remains in effect for the period specified in the order, or until a permanent General Order or Standard Operating Procedure is written and distributed, whichever occurs first.
3. The Chief of Police may, at his or her discretion, by-pass standard development procedures and publishes a Special Order immediately if deemed necessary to immediately establish a new or revised directive or procedure.
4. Special Orders will be issued through the department electronic system and employees will be notified of the Special Order electronically. Review and receipt will be captured electronically and all employees are required to acknowledge receipt within the established time frame.

**G. PERSONNEL ORDERS**

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1. Personnel Orders will be issued for:
  - a. appointments;
  - b. promotions, transfers, reductions in rank, terminations;
  - c. duty assignments or transfers;
  - d. suspension from and restoration to duty;
  - e. departmental awards and commendations;
  - f. training assignments

**H. STANDARD OPERATING PROCEDURES**

1. The Recognition Commander will maintain all original master documents and controlled copies.
2. A current Standard Operating Procedures (digital media format and printed copy) will be maintained by the division, section and/or unit, as applicable.
3. Any changes will be forwarded to the Recognition Commander for updating the department's files and records within seventy-two (72) hours of the change.
4. Division Commanders will ensure employees in their division have access to a current copy of the Standard Operating Procedures (digital media format and printed copy) this may be accomplished by one of the following:
  - a. maintaining an organizational copy that is readily accessible to all on-duty employees; and/or
  - b. ensuring each employee has a copy of the Standard Operating Procedures (digital format)
5. Division Commanders will ensure all affected personnel are made aware of procedural changes either through issuance of a personal copy of the change or by circulating a copy to be initialed. Employees issued personal copies of the Standard Operating Procedures, are responsible for:
  - a. keeping their copy updated with all issued changes; and
  - b. having their copy readily accessible for reference during normal duty hours

**I. REPORTS AND FORMS**

1. Requests for changes and/or the addition of new forms and reports affecting more than one functional area of the department must be submitted in writing and is to be returned to the Recognition Commander for review.

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2. The Recognition Commander will be responsible for submitting all requests to the appropriate Division Commander(s), Assistant Chief of Police, and/or Chief of Police for approval. Once approval has been received, the Recognition Commander will be responsible for completing the necessary changes and final implementation. The updated form will be placed in the forms library.
3. Supervisors are responsible for reviewing forms and reports and making requests for changes and updates as necessary. Care should be taken in forms development to ensure there is not a duplication of information that could be taken from or combined with another form in existence.
4. A list of all forms used by Patrol in the field will be maintained in the Patrol folder in PD Share.

**J. WRITTEN DIRECTIVE FORMAT**

**1. General Orders and Standard Operating Procedures**

- a. A standardized heading contains the directive or procedure number, subject, effective date, amended date (if any), review date and Texas Police Chief Association Best Practices reference number.
- b. The contents of the directive or standard operating procedures include the purpose of the order, definitions (if necessary) and procedures related to the order.
- c. The Recognition Commander maintains a style document outlining the exact procedure and design to be followed for General Orders and Standard Operating Procedures.

**2. Special Orders**

- a. Special Orders are prepared in a specified format by the Recognition Commander. Each document is assigned a reference number based on the date of issuance and is signed by the Chief of Police. Historical files of Special Orders are maintained by the Recognition Commander.

**K. RESPONSIBILITY FOR CONTENT OF DIRECTIVE (TPCA 1.04.c)**

1. Each member receiving a directive is responsible for reading, understanding, and complying with its content.
2. Members who neglect to stay current on written directives are more vulnerable to substandard performance, disciplinary action, and civil liability.
3. Supervisors who fail to verify that their subordinates are familiar with the most current directives and information are more vulnerable to:
  - a. having subordinates who perform at a substandard level and,
  - b. being accountable for their subordinate's substandard performance

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L. SCOPE OF RESPONSIBILITY

1. All members of the department shall know and comply with all aspects of this directive.
2. All Division Commanders and supervisory personnel are responsible for ensuring compliance with the provisions and intent of this directive.