



# SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



## Procedure 301 – Directive System

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### .01 INTRODUCTION

This procedure establishes a formal written directive and information system to provide employees with a clear understanding of the responsibilities and expectations relative to the performance of their duties.

### .02 AUTHORITY OF CHIEF OF POLICE

- A. Pursuant to Article V of the Charter of the City of San Antonio, the Director of the Police Department (Chief of Police) has supervision and control over the Police Department, subject to approval by the City Manager.
- B. Pursuant to the Collective Bargaining Agreement by and between the City of San Antonio and the San Antonio Police Officers' Association, the Chief of Police has the exclusive right to establish Department policies and procedures, subject to review by the City Manager.

### .03 TERMINOLOGY *(For specific use within this procedure, see Glossary)*

City	Department	Departmental Orders
Non-Sworn Member	Officer and Sworn Member	Supervisory Officer

### .04 WORD USAGES

- A. The meaning of words or phrases not specifically defined shall be interpreted to have the meaning and intent established in the common usage.
- B. The following rules of grammar shall apply throughout the General Manual.
  - 1. The use of the present tense includes the past and future tenses and the future tense includes the present.
  - 2. The use of the masculine gender includes the female gender.
  - 3. The use of the singular number includes the plural and the plural includes the singular.
- C. The following verbs are used throughout the General Manual; however, the absence of a mandatory verb does not make a requirement any less imperative.
  - 1. The words "shall," "will," and "must" are used to specify the required action.
  - 2. The word "may" is permissive.
  - 3. The word "should" is advisory and, where used, indicates the procedure is not mandatory; however, it is to be followed if the situation permits and where such action is deemed practical.

### .05 GENERAL MANUAL

- A. In accordance with the Rules and Regulations of the San Antonio Police Department, the General Manual of the San Antonio Police Department is hereby established and shall be referred to hereafter as the General Manual.



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- B. The General Manual is issued under the authority of the Chief of Police and has the effect of an order.
- C. The General Manual is and shall be a composite of those policies, procedures, rules, and regulations pertaining to or affecting more than one (1) bureau, division, section, unit, shift or office, as established under existing organizational orders.
- D. If any section, procedure, subsection, item, clause, or phrase contained in the General Manual is found to be illegal or otherwise incorrect or inapplicable, such finding shall not affect the validity of the remaining portions of the General Manual.
- E. The General Manual does not encompass every possible circumstance. Therefore, it is expected the authority of supervisory officers be implemented to deal with those situations not specifically addressed in this General Manual.

### **.06 GENERAL MANUAL FORMAT**

- A. The General Manual is composed of nine (9) sections, a glossary, and an index which is hereby established and whose contents are briefly defined as follows:
  - 1. Section 100, *Statement of Philosophy*, contains a Foreword from the Chief of Police, a Statement of the Department's Philosophy, Vision, Mission, Guiding Principles, and the Law Enforcement Code of Ethics.
  - 2. Section 200, *Rules and Regulations*, contains the Rules and Regulations of the Department.
  - 3. Section 300, *Administrative Procedures*, contains procedures necessary to the administrative and managerial functions of the Department.
  - 4. Section 400, *Technical Procedures*, contains procedures relative to written reports, communications, and computer systems.
  - 5. Section 500, *Arrest Procedures*, contains procedures pertaining to the use of force, the legal and procedural aspects in effecting arrests, and the execution of search warrants.
  - 6. Section 600, *Operation Procedures*, contains procedures designed to aid officers in the execution of line duties performed in the direct furtherance of police objectives.
  - 7. Section 700, *Investigative Procedures*, contains procedures pertaining to the field and follow-up investigation of certain criminal offenses and civil and departmental incidents.
  - 8. Section 800, *Emergency Operations*, contains procedures which outline the planned responses of the Department to and during unusual occurrences and critical incidents.
  - 9. Section 900, *Personnel Procedures*, contains procedures relative to the assignment, deployment, evaluation, and attendance of members.
  - 10. The Glossary contains words or specialized phrases with an explanation or definition of those words or phrases.
  - 11. The Index contains an alphabetical list of topics listed throughout the General Manual.
- B. Each procedure in the General Manual is titled and numbered. Within each procedure a lettering and numbering system is used which provides a quick reference to all material and maintains the flexibility of format necessary to facilitate expansion and revision of its contents.



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1. A typical procedure number used in the General Manual would be Procedure 301, indicating the first procedure in Section 300.
2. A section within Procedure 301 would be number 301.01, indicating the first section within the procedure.
3. A subsection within Section 301.01 would be lettered 301.01A, indicating the first subsection within that section.
4. The standard outline format is followed to define components within subsections of all procedures.

### **.07 GENERAL MANUAL ISSUANCE AND MAINTENANCE**

#### A. The Research and Planning Office:

1. Distributes General Manuals in hard-copy form and in electronic media form to the Training Academy for issuance to each cadet upon starting the Training Academy.
2. Issues General Manuals in electronic media form to all officers, if any new procedures have been added to the General Manual or if any existing procedures have been revised.
3. Ensures the General Manual is available to all officers through a computerized documentation system.

#### B. Officers who have lost their electronic media copies of the General Manual may obtain a replacement copy by submitting a written report, approved by a supervisor, to the Research and Planning Office.

#### C. All members issued a General Manual, including replacement copies, shall sign and date SAPD Form #159 (Paper Format) and/or #159-CD (CD Format), *General Manual Receipt*, and return the form to the Research and Planning Office.

#### D. Officers are responsible for keeping their General Manual maintained in a serviceable condition.

### **.08 GENERAL MANUAL PROCEDURE REVISIONS, ADDITIONS, OR DELETIONS**

#### A. Requests for revisions, additions, or deletions of procedures in the General Manual are submitted in writing, through the chain of command to the Research and Planning Office. The Research and Planning Office will present the proposed changes for approval through the Office of the Chief of Police.

#### B. Revisions, additions, or deletions of procedures in the General Manual are made by the issuance of a General Order.

### **.09 STANDARD OPERATING PROCEDURE MANUALS**

#### A. Standard operating procedures are written guidelines for achieving uniformity in the performance of tasks and improving job awareness among members of a bureau, division, section, unit, shift, detail, or office within particular division.

#### B. Standard operating procedure manuals, referred to hereafter as SOP manuals, are a consolidation of current standard operating procedures unique to each bureau, division, section, unit, shift, detail, or office within a particular division.

#### C. SOP manuals are published by Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors under the authority of the Chief of Police and have the effect of an order.

#### D. Bureau/Division Commanders ensure all divisions, sections, units, shifts, details, and offices under their command have SOP manuals.



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- E. SOP manuals need not incorporate policies, procedures, rules, or regulations established and contained in the General Manual; however, reference to such may be included.

### **.10 SOP MANUAL FORMAT**

- A. The format, words, and terms contained in SOP manuals conform to those prescribed for the General Manual.
- B. SOP manuals are titled to identify the applicable bureau, division, section, unit, shift, detail, or office. A typical manual would be titled as follows:

*Standard Operating Procedure Manual  
Patrol Division Office  
or  
Standard Operating Procedure Manual  
Traffic Section  
or  
Standard Operating Procedure Manual  
Homicide Unit*

- C. The contents of SOP manuals are arranged in the following order:

1. Table of Contents
2. Introduction
3. Mission Statement
4. Administrative Section
  - a. This section is numbered "Section 100" and contains position descriptions and procedures necessary to the administrative and managerial functions unique to the bureau, division, section, unit, shift, detail, or office.
  - b. The following procedures are mandatory within the Administrative Section:
    - (1) Position descriptions;
    - (2) File management;
    - (3) Inventory control;
    - (4) Goals and objectives;
    - (5) Budgetary guidelines;
    - (6) Standard Operating Procedure issuance and review process;
    - (7) Personnel attendance;
    - (8) Roll call procedures, if applicable;
    - (9) Correspondence guidelines; and
    - (10) Training for members and volunteers.



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### 5. Operations Section

- a. This section is numbered "Section 200" and contains procedures designed to guide, direct, and instruct officers in the accomplishment of the objectives or functions pertinent to a particular bureau, division, section, unit/shift, detail, or office.
- b. Each bureau, division, section, unit/shift, detail, and office is unique in their objectives and functions; therefore, the procedures contained in the Operations Section of each SOP manual will be different. The only mandatory requirement is it will contain procedures for each major objective or function performed.

### **.11 SOP MANUAL ISSUANCE AND MAINTENANCE**

- A. Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors issue SOP manuals according to the following:
  1. One (1) copy is issued to the appropriate bureau, division, section, unit, shift, detail, and office. This copy shall be referred to hereafter as the "Administrative Copy."
  2. One (1) copy is issued to each member of the appropriate bureau, division, section, unit, shift, detail, and office. This copy shall be referred to hereafter as the "Member Copy."
  3. One (1) copy is issued to the Quality Assurance Unit.
- B. Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors forward written reports to their Division Commander ensuring each member has received a "Member Copy" of the appropriate SOP manual.
- C. Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors maintain the "Administrative Copy" to reflect revisions, additions, or deletions of procedures.

### **.12 SOP MANUAL PROCEDURE REVISIONS, ADDITIONS, OR DELETIONS**

- A. Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors must review/update all SOP Manuals and submit them to the respective chain of command no later than June 1<sup>st</sup> of each year.
- B. The SOP Manual must reflect the most current practices of the office reflected and upon such review/update, it will reflect effective date.
- C. The revised/updated SOP version will be emailed through the chain of command, and noted on SAPD Form #159-R, **Request for Unit SOP Revisions/Additions**, through the chain of command to the Quality Assurance Unit.
- D. Paper and electronic copies of approved revisions, additions, or deletions of procedures in SOP manuals, along with copies of completed SAPD Forms #159-R, are routed to the Quality Assurance Unit for repository and archiving.
- E. Division Commanders, or designees, shall submit the electronic version in **Microsoft Word Format** to "SOP Submissions" (Outlook) and the final hard copy to the Quality Assurance Unit by July 1<sup>st</sup> of each year.
- F. Requests for any further off cycle revisions, additions, or deletions of procedures in SOP manuals are submitted, in writing, on SAPD Form #159-R, **Request for Unit SOP Revisions/Additions**, through the chain of command to the Quality Assurance Unit.



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### **.13 DEPARTMENTAL ORDERS**

- A. A "General Order" is a written order issued by the Chief of Police to the entire department establishing policy, rules, regulations, or procedures.
- B. A "Special Order" is a written order issued by the Chief of Police which defines policy and directs procedure for a special event or situation or for a particular unit for a temporary period of time.
- C. A "Chief's Memorandum" is a written memo issued by the Chief of Police used to clarify, inform, inquire, or direct a specific person, unit, or a specified number of persons or units. It may or may not convey an order.
- D. A "Personnel Order" is a written order issued by the Chief of Police used in personnel matters of: appointments, transfers, promotions, and demotions, changes in pay status, reprimands, suspensions, dismissals, retirements, resignations, and restorations to duty.
- E. A "Bureau/Division Order" is a written order issued by a bureau or division commander directed to personnel within the division that establishes permanent policy or procedures for a bureau or division. Bureau/Division orders must conform to and not conflict with, orders issued by the Chief of Police. Bureau/Division Orders have the force of orders issued by the Chief of Police.

### **.14 DEPARTMENTAL ORDERS FORMAT**

- A. All written directives (orders) are numbered in series corresponding to the year of issuance (i.e., General Order 11-01). The first two digits represent the year of issuance and the third and subsequent digits represent the sequence in which the directive falls.
- B. Bureau/Division orders, in addition to being numbered, are given the title of the issuing bureau or division (i.e., Patrol Division Order 11-01).

### **.15 ISSUANCE OF DEPARTMENTAL ORDERS**

- A. General Orders
  - 1. General orders, printed on light blue paper, are issued by the authority of the Chief of Police.
  - 2. The Office of the Chief of Police distributes general orders to bureau or division commanders for issuance to all officers under their command.
  - 3. Bureau/Division Commanders ensure divisions, sections, units, shifts, details, and offices under their command receive a sufficient number of general orders for each officer to be issued a general order.
  - 4. Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors:
    - a. Ensure officers are issued general orders in a timely manner; and
    - b. Ensure officers complete SAPD Form #159-1MGOR, *Member General Order Receipt*, for all issued general orders.
  - 5. Supervisory Officers:



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- a. Issue general orders to officers under their supervision;
  - b. Ensure officers complete SAPD Form #159-1 MGOR for each general order issued; and
  - c. Conduct periodic inspections to ensure officers have been issued general orders;
6. Members:
- a. Complete SAPD Form #159-1 MGOR for each general order received; and
  - b. Contact their immediate supervisor if they have not received any general orders.
- B. Special Orders
1. Special orders, printed on light pink paper, are issued by authority of the Chief of Police to the affected bureau, division, section, unit, shift, detail, office, or member through the chain of command.
  2. Bureau/Division Commanders ensure each division, section, unit, shift, detail, office, or member affected by a special order receives a copy.
- C. Chief's Memoranda
1. Chief's memoranda, printed on light yellow paper, are issued by authority of the Chief of Police to the affected bureau, division, section, unit, shift, detail, office, or member through the chain of command.
  2. Bureau/Division Commanders ensure each division, section, unit, shift, detail, office, or member affected by a chief's memorandum receives a copy.
- D. Personnel Orders
1. Personnel orders, printed on light green paper, are issued by authority of the Chief of Police through the chain of command to the affected individual(s).
  2. Bureau/Division Commanders ensure each member affected by a personnel order receives a copy.
  3. A copy is routed to the Accounting and Personnel Office so all pertinent administrative personnel functions relative to the order can be performed.
- E. Bureau/Division Orders
1. Bureau/Division orders, printed on white paper, are issued by authority of bureau/division commanders to divisions, sections, units, shifts, details, offices, and officers within a bureau/division through the chain of command.
  2. Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors issue division orders to the affected officers under their command, direction, or supervision.
  3. Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors maintain a file of all bureau/division orders affecting personnel under their command, direction, or supervision.
  4. Bureau/Division orders which establish standard operating procedures are incorporated in standard operating procedure manuals at the bureau, division, section, unit, shift, detail, and office levels as applicable.

### **.16 RESCINDING DEPARTMENTAL ORDERS**



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- A. The authority to rescind written directives that are not self-canceling is restricted to the Office of the Chief of Police or a bureau/division commander authorized to issue the original directive.
- B. A general order is self-canceling as of the effective dates of the procedures contained in the general order.
- C. A special order is self-canceling, as indicated in the body of the special order, or when the special order is incorporated in a General Manual procedure.
- D. A personnel order is self-canceling as it becomes effective.
- E. A bureau/division order is canceled when it is incorporated into the appropriate SOP manual.

### **.17 INFORMATIVE PUBLICATIONS**

- A. A "Training Bulletin" is a document providing written instructional and training material for officers. It also includes changes in law.
- B. The "Daily Bulletin" is an instrument prepared by the Office of the Chief of Police directed to all members apprising them of information relative to the operation of the Department or beneficial to the members or the Department. It may or may not contain an order.

### **.18 DISTRIBUTION OF INFORMATIVE PUBLICATIONS**

- A. Training Bulletins
  - 1. The Training Academy Section prepares all training bulletins and routes them to the Research and Planning Detail to ensure there is no conflict with existing policies, procedures, rules, regulations, orders or accreditation standards.
  - 2. Upon approval by the Office of the Chief of Police, training bulletins are:
    - a. Published in the Daily Bulletin; or
    - b. Routed to bureau/division commanders for issuance to divisions, sections, units, shifts, details, offices, and members.
- B. Daily Bulletin
  - 1. The Daily Bulletin is compiled under the authority of the Chief of Police.
  - 2. Information relative to either the operation of the Department or the benefit of the members is submitted through the chain of command to the Office of the Chief of Police. The Chief of Police determines what information is placed in the Daily Bulletin.
  - 3. The Daily Bulletin is electronically distributed and may be retrieved, read, or printed from a Department computer by accessing the SAPDWEB intranet site selecting "Daily Bulletins." It may also be retrieved by accessing the network drive, [\\fscommon\17\bullet2013](#) (the year value will change accordingly).
  - 4. Members are reminded of Section 3.09 of the Rules and Regulations which states, "Members are responsible for reading the Department's Daily Bulletin prior to beginning their tour of duty. Departmental personnel returning to duty after any absence shall read all directives published during their absence, prior to returning to duty."



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#### **.19 WRITTEN COMMUNICATIONS**

- A. An "Interoffice Memorandum" is a written memo, originating in and remaining within a particular bureau, division, section, unit, shift, detail, or office. It is used to clarify, inform, inquire, or direct a specific bureau, division, section, unit, shift, detail, office, or person. It is routed through the chain of command and may or may not convey an order.
- B. An "Interoffice Correspondence" is a written document routed through the chain of command and is used to clarify, inquire, or inform a bureau, division, section, unit, shift, detail, or office outside of the issuing bureau or division. Interoffice correspondence is prepared on SAPD Form #65, *Interoffice Correspondence*, or an acceptable computer generated facsimile.
- C. An "Interdepartmental Correspondence" is a written document routed through the chain of command and is used to clarify, inquire, or inform another department within the City of San Antonio. Interdepartmental correspondence is prepared on the preprinted City of San Antonio form, or an acceptable computer generated facsimile.