Administrative Communications and Policies

214.1 PURPOSE AND SCOPE
Administrative communications of this department are governed by the following policies.

214.2 DEPARTMENT E-MAIL
Department Email may be issued periodically by the Chief of Police to announce and document all promotions, transfers, hiring of new personnel, separations, personnel and group commendations, or other changes in status.

214.3 WRITTEN CORRESPONDENCE
In order to ensure that the letterhead and name of the Department are not misused, all external correspondence shall be on Department letterhead. All written communications to any person or agency outside the department which have the Chief of Police’s signature block on them must be signed by the Chief of Police or his/her designee. The only exceptions will be ordinance and form letters. This in no way precludes supervisors, managers, and Division commanders from sending out appropriate letters, but such letters should not be formatted in such a way as to indicate to the reader that the letter has been reviewed by the Chief of Police.

214.3.1 EXCEPTIONS
Supervisors, Administrators and Commanders are not precluded from mailing letters or other appropriate communication on Departmental letterhead as long as the letter is formatted without the Chief of Police’s signature block.

214.4 TELEPHONIC COMMUNICATION
It is essential that all telephone calls are handled professionally and with courtesy. It must be clear to all employees that the first and sometimes only contact by members of the public with the Police Department is by telephone. Employees should respond to left messages promptly. Telephone calls will be made for official city business. Personal telephone calls will not be charged to the city and kept to a minimum.

214.5 KEYS
Police Building keys will be provided to applicable personnel as part of their official equipment. A key to any section, office, or storage area within the police department, is considered to be City property and will be issued to personnel demonstrating a need for access. Key control for issuance of keys to the Police Building will be the responsibility of the Uniform/Equipment Specialist.

(a) Uniform/Equipment Specialist will:
1. Be responsible for issuance of keys to authorized personnel and recording the information in the appropriate files.
2. Maintain, in a secure location, at least one key for each door in the building.

3. Inventory keys annually.

4. Maintain an accurate record of employees who have been issued keys and insure that this information is included in the employee's equipment file.

5. Will be responsible for the collection and return of all keys from departing personnel.
   (a) Any key shall be returned to the Uniform and Equipment Specialist upon termination of employment or, if appropriate, where there is a change in job assignment.
   (b) Any employee losing a key shall notify their supervisor immediately to ensure against compromise of the security system.
   (c) It will be the responsibility of the supervisor or Section Administrator to report a lost key to the Uniform and Equipment Specialist and to authorize the re-issuance of a key as needed.

(b) Requests for duplicating any key in the building or to change any lock in the building will be made in writing to the Records Administrator.

(c) Upon approval for a key to be duplicated, the signature of the Strategic Services Division Commander will be obtained prior to having an additional key made.

(d) Keys to all doors in the building will be maintained in the office of the Watch Commander.

(e) Keys to the Property Room will be kept secured in sealed envelopes in the office of the Field Services Watch Commander and will be used only in the event of extreme emergency. When entry is made, the procedures outlined below will be followed:
   (a) Entry will be made by no less than two (2) employees.
   (b) The Strategic Services Division Commander will be notified immediately when entry is made.
   (c) A memorandum will be forwarded to the Police Chief providing details of the entry (i.e., need to enter, who was notified, who entered, disposition of the emergency, etc.).

214.6 MAINTENANCE AND APPEARANCE OF WORK AREAS
Police Department work areas shall always be maintained in a manner that reflects the highest professional standards and that the display of personal items by employees in their work areas shall be in accordance with the established standards. Approval of personal property items displayed in the building and determination of whether material is consistent with the decor of
the building shall be made by Division Commanders. Adherence to the guidelines set forth in this policy will ensure the proper appearance of the facility at all times.

214.7 REPORTING CHANGES IN FAMILY STATUS
This information is necessary in order to provide the employee with accurate withholding tax exemption, update Department records, inform the Retirement System of a beneficiary change, and advise the Personnel Department Insurance Section of changes in dependents of beneficiaries. When a change in marital or dependent status occurs, the concerned employee shall:

(a) Complete a new "Withholding Tax Exemption From W-4" for income tax purposes, if applicable.
(b) Complete a "Personnel Status" form (PPD #8802).

214.8 REPORTING CHANGES IN CONTACT INFORMATION
Employees shall keep on file with the Administrative Services Section their current address and telephone number. Changes in address and telephone number shall be reported to the Administrative Services Section Staff Assistant within seventy-two hours. Employees shall complete the "Personal Status" form (PPD #8802) with their new address and phone number.

214.9 SURVEYS
All surveys made in the name of the Department shall be authorized by the Chief of Police or a Division Commander.

214.10 CONTACT WITH THE MAYOR OR CITY COUNCIL MEMBERS
Generally, contact regarding law enforcement activities by Department personnel with the Mayor or City Council Members shall be made at the level of Lieutenant/Administrator or above. The Lieutenant/Administrator shall provide the Chief of Police with a summary of the contact as soon as practical.