



# SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



## 310.01 CORRESPONDENCE 02-03-17

### PURPOSE

The purpose of this order is to establish and maintain a Department standard for the preparation of administrative reports, documents and correspondence.

### POLICY

It shall be the policy of the Sacramento Police Department to present a professional and consistent image through administrative reports, documents and written correspondence.

### PROCEDURE

#### A. GENERAL

1. Department personnel shall not use the Department address as their personal mailing address.
2. The Department's address shall not be used on any motor vehicle registration or driver license except as authorized by the California Vehicle Code.
3. All correspondence shall be reviewed by the author and their supervisor to ensure it conforms to the guidelines as outlined in this General Order.
4. All outgoing correspondence shall be composed in either 12-point Times New Roman font (preferred) or 12-point Arial font in the established memo format. (NOTE: Format examples are available in the Chief's Office.)
5. Written correspondence that do not conform to the standards as outlined in this Order may be returned to the author for correction.
6. Supervisors receiving written communications addressed to a higher authority shall review, initial and forward it through the chain of command.
7. Personnel temporarily in command shall precede their temporary rank with the word "Acting."

#### B. FORMS OF CORRESPONDENCE

##### 1. FORMAL

- a. Formal correspondence are documents addressed to public officials (e.g. Police Chiefs, Sheriffs, Commissioners, Mayor's Office, City Manager's Office, City Council, Department Heads, etc.).
- b. Formal correspondence shall be signed by the COP or their designee.
- c. All formal correspondence shall:
  - (1) Conform to the formatting specifications as outlined in this General Order.
  - (2) Be printed manually on the official Department letterhead provided by the Supply Section.
  - (3) Have a reference number assigned to it by personnel in the Chief's Office.
  - (4) Be submitted for signature through the employee's chain of command with an SPD 001 attached. NOTE: If requested, a copy of the signed letter may be returned to the requestor.
- d. Upon receiving the SPD 001 and the original correspondence, personnel in the Chief's Office shall:
  - (1) Review the formal correspondence.
  - (2) Obtain the COP signature.
  - (3) Return the original correspondence to the requestor (if requested) and file a copy of the correspondence in the Chief's Office.

##### 2. INFORMAL

- a. Informal Correspondence are memorandums that are not addressed to public officials (e.g. form letters, letters to Department personnel, etc.)
- b. Informal Correspondence may be composed and printed directly on the electronic version of the Departmental letterhead that is provided by the Professional Standards Unit.
- c. Informal Correspondence may be signed by the Division Captain or their designee.



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3. ELECTRONIC (EMAIL)
  - a. The Department's email system shall not be used to:
    - (1) Support/oppose political candidates.
    - (2) Support/oppose ballot propositions.
    - (3) Conduct any activities that are not work related.
    - (4) Send emails containing inappropriate messages or images that are derogatory, defamatory, obscene, discriminatory, disrespectful, sexually suggestive or harassing in nature.
  - b. Department personnel sending an email shall:
    - (1) Ensure that messages sent are professional in nature and grammatically correct.
    - (2) Report messages that are unprofessional or offensive in nature to their supervisor.
  - c. Unless prior approval has been given by the employee's supervisor, only the following information may be included in the employee's digital signatures:
    - (1) Employee's name.
    - (2) Badge number (if applicable).
    - (3) Rank or Title.
    - (4) Assignment.
    - (5) Contact phone number.
    - (6) The Department's vision statement and/or widgets that link to the Department's social media sites.
    - (7) A headshot photo of employee in uniform or appropriate business attire.
    - (8) Approved Department logo or Department shield.

## C. REPORTS

1. Individual Offices or Sections (e.g. OOI, Administrative Services, etc.) shall prepare their own City Council Reports and corresponding agreements.
2. Assigned Offices or Sections shall coordinate the preparation of their City Council reports through the Government Affairs Unit (GAU) and Fiscal Operations Unit.
3. The Fiscal Operations Unit shall provide technical staff assistance to ensure that grant and budgetary requirements corresponding to the reports are met.
4. The GAU shall coordinate the review and approval of all City Council reports and corresponding agreements.
  - a. A draft copy shall be routed electronically to the GAU and the Administrative Officer (AO) of the Fiscal Operations Unit for review and approval.
  - b. The GAU shall facilitate the City review process which includes the City Attorney's Office, the City Budget Office, the City Clerk's Office and the City Manager's Office.
  - c. Any recommended revisions shall be communicated to the report originator and his/her Captain or designee by the GAU.
  - d. The GAU shall make all approved revisions to the City Council report and submit the revisions for final City approval.
  - e. In the event that any revisions are recommended for corresponding City agreements, the GAU shall communicate these recommendations to the report originator. The GAU will not make changes to original agreements. The report originator shall make the requested revisions and submit the updated agreement back to the GAU in accordance with City Council deadlines.
  - f. The GAU shall send the approved City Council report to the report originator and his/her Captain or designee.

## D. REPORT BACKS TO THE MAYOR, THE CITY COUNCIL, AND THE CITY MANAGER

1. Report Backs shall be prepared by the appropriate Office, Section or Command. The GAU shall provide all requestors with an electronic template for Report Backs.
2. Report Backs shall be edited and approved up the Chain of Command through the appropriate Division Captain and sent electronically to the GAU for final review. The GAU shall submit final Report Backs to the appropriate Office Chief and Chief of Police for his/her review and initials.
3. Report Backs shall be submitted electronically by the COP to all City Council members, the Mayor, the City Manager and the City Clerk's Office. All Report Backs are logged by the City Manager's Office, the City Clerk's Office and the GAU.



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4. Report Backs shall NOT be submitted by any Department staff not assigned to the GAU.
- E. MAILING OF PACKAGES
1. All United Parcel Service (UPS) and Federal Express (FedEx) shipments should be mailed, delivered and picked up in the Supply Section.
  2. Packages mailed via other means are the responsibility of the originating unit.