



# VIA TRANSIT POLICE DEPARTMENT

## Standard Operating Procedures



### *Section 401 Directive System and Written Communication*

Office with Primary Responsibility:	COP	Effective Date: Prior Revision Date:	March 5, 2019 February 14, 2018
Office(s) with Secondary Responsibilities:		Number of Pages:	2
Forms Referenced in Procedure:	Crime-Star Law Enforcement Records Management System , VIA Form 201	Related Procedures:	ALL

#### **.01 INTRODUCTION**

This procedure establishes a policy for the development and distribution of formal written directives in the form of Procedures, Policies, and Orders that provide employees with a clear understanding of the responsibilities and expectations relative to the performance of their duties.

#### **.02 STANDARD OPERATING PROCEDURES**

- A. Standard Operating Procedures are the written collection of policies, procedures and orders used as guidelines for the activities and behaviors of all members of the VIA Metropolitan Transit Police Department. The VIA Police Department Standard Operating Procedures are designed to complement the VIA Salaried Employee Handbook. The Standard Operating Procedures shall not conflict with the Employee Handbook but may provide stricter guidelines for Members than the Handbook.
- B. The Standard Operating Procedures are issued under the authority of the Chief of Transit Police and have the effect of an order.
- C. The Standard Operating Procedures are subdivided into numbered Sections and subsections. Each section 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.
- D. The Standard Operating Procedures contain the Code of Conduct which covers the behavior of all members at all times during their employment. The remaining sections cover procedures that are specific to the section titles and cover the behaviors and guidelines members should use when facing those circumstances.

#### **.03 STANDARD OPERATING PROCEDURE ISSUANCE AND MAINTENANCE**

- A. The Chief of Transit Police:
  1. Creates and maintains the Standard Operating Procedures and distributes them to members by individual non-paper format. Members will electronically sign for receipt using Policeoneacademy.com and receipt records will be maintained electronically on said website.
  2. Insures that the Standard Operating Procedures are currently in compliance with all applicable state and federal laws and reviews the procedures annually to insure continued compliance.
  2. Develops procedures for training and compliance of members through supervisor briefings, roll call training sessions and signature acknowledgments by individual officers.
  3. Maintains an electronic database of revisions and updates of Procedures. This database will be accessible by members remotely and will serve as a searchable record and dated archive.
  4. Requests for revisions, additions, or deletions of procedures are submitted in writing to the Chief of Transit Police.



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5. Officers are notified of any subsequent Revisions, additions, or deletions of procedures by the issuance of the new procedure, any needed training and signed acknowledgement forms.

#### **.04 OTHER PROCEDURE MANUALS**

The VIA Transit Police Department will create and maintain additional Policy and Procedure manuals as necessary to document guidelines in specialized positions. These manuals include specialized guidance for members acting in a capacity other than a sworn officer or as a sworn officers operating in a special capacity. They include but are not limited to:

- A. New Hire Training Manual
- B. FTO Manual
- C. Transit Security Manual
- D. Police Dispatcher Manual
- E. Investigations Manual
- F. K-9 Officer Manual

#### **.05 DEPARTMENTAL ORDERS**

- A. A "General Order" is a written order issued by the Chief of Transit Police to the entire department establishing policy, rules, regulations, or procedures. General Orders are written for a specific concern and become effective on their listed effective date. General Orders are incorporated into future Standard Operating Procedures.
- B. A "Special Order" is a written order issued by the Chief of Transit Police which defines policy and directs procedures for a special event or situation or for a particular unit for a temporary period of time. A special order may also direct personnel to be assigned to a particular project or area for a temporary period of time.
- C. A "Personnel Order" is a written memo issued by the Chief of Transit Police to inform personnel of impending shift, relief day or assignment changes that will be effective on a certain date and remain in effect until changed by the next personnel order. For example, the results of each shift sign-up will be documented with a personnel order.
- D. The authority to rescind written orders that are not self-canceling is restricted to the Chief of Transit Police.

#### **.06 INFORMATIVE PUBLICATIONS**

- A. A "Training Bulletin" is a document providing written instructional and training material for officers. It also includes changes in law and best practices.
- B. All-route emails will be used to distribute information to all members. All route emails may contain training updates, best practice changes or general information for all for improved situational awareness.

#### **.07 WRITTEN COMMUNICATIONS**

- A. Incident Report or Offense Reports are reports written in response to calls for service that document the actions taken by the member as their official duty. They are prepared, approved and archived in compliance with Procedure 402 Official Police Reports.
- B. Inter-office memorandums are written memos requested by supervisors to clarify, inquire, or inform. They may be requested by a supervisor or written by members for communication outside the needs of an incident



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or offense report. All reports regarding potential disciplinary actions or responses to disciplinary inquiries must be prepared and handled as inter-office memorandums, are not assigned a case number and may not be discoverable by Open Records Requests. Members shall respond to requests for information appropriately as directed by a supervisor.