



COTTAGE CITY POLICE DEPARTMENT

GENERAL ORDER

SUBJECT: **GENERAL ADMINISTRATION**

NEW REVISED RESCINDS

APPROVED: *GM*
GEORGIA MILTENBERGER
ACTING CHIEF OF POLICE

Effective Date 8/22/2018

I. **POLICY**

Effective and efficient administrative practices and procedures in the Cottage City Police Department will help ensure that appropriate information flows when and where needed and that management decisions are based on the best available information. In addition, coordinated administrative activities will reduce the possibility of duplication, overlap, possible gaps and wasted effort. Accordingly, all employees must be aware of the general administrative practices and procedures of the Department.

This General Order describes the general administrative practices and procedures of the Cottage City Police Department which are not described elsewhere.

II. **PROCEDURES**

A. Management Information System

The Department's management information system includes the flow of information, written and oral, between individuals and the Chief's office which facilitates and provides information to be used in management decision-making.

1. Information may flow in a variety of forms, be stored in several places and formats, and may be utilized by different departmental and City employees in various ways. To avoid duplication, overlapping, gaps, or wasted effort, it is important that all employees have an understanding of and support the Department information system.
2. The management information system includes reports relating to personnel activities and needs used in predicting workload, determining manpower and

resource needs, and in budget preparation. The system includes information as to the effective accomplishment of the law enforcement function such as offenses, incidents and arrest reports, statistical and data summaries of specific department activities, dispatch records, Uniform Crime reporting, etc.

3. The management information system incorporates both manual and computerized systems to prepare, store, and make available needed data.

B. Administrative Reporting Program

The Department's administrative reporting program is designed to provide information concerning activities of the Department, ensure communication of information up the chain of command, and periodic comparative and summary data.

1. Daily Reports

- a. Each officer is required to provide daily information concerning activities performed during the duty tour and subsequently documented on a Daily Activity Report (DAR). In addition, officers provide a variety of types of information to those who record/process traffic hazards, lights out, signs down, Public Works matters, patrol observations, incident disposition, etc.
- b. Each officer is also required to provide information concerning any activities which may require the attention of subsequent shift. This information can be exchanged during shift change or put into an Inter- Departmental Memorandum format and placed on the Departmental Memo clipboard.

2. Memorandum Reports

Memorandum reports are prepared as required or on a need basis, concerning any unusual police incidents, response to inquiries, or suggestions. Such reports may be prepared at the initiative of individual officers, or at the direction of the Sergeant, and are usually sent through the chain of command to the Chief of Police.

3. Monthly Reports

Monthly reports are prepared by the Administrative Assistant, the Code Enforcement Officer for forwarding to the Cottage City Commission through the Chief of Police. The monthly reports provide an opportunity to account for activities, to discuss administrative matters, highlight achievements or problems, provide comparative data; establish objectives for the next report period, etc.

4. Miscellaneous Reports

- a. As-required reports are prepared by individuals assigned or participating in significant departmental activities and submitted to the Sergeant for approval and distribution to the appropriate units/personnel.
- b. Annual reports are prepared by the Administrative Assistant for the Chief of Police. These reports may summarize the monthly reports and should provide comparative data and statistics which account for the activities of the Department.

C. Forms Management/Accountability

The forms management function is designed to ensure that only necessary and essential forms are retained in use and that all others are eliminated.

1. The Sergeant is responsible for keeping a list of all departmental forms in use, assigning form numbers, and monitoring the need for a particular type of form. Since the use of a form is usually described in a policy or procedure, the Chief of Police will carefully analyze the use of any new form at the time the related policy is approved.
2. Once a form has been adopted and is in use, each employee has a responsibility to ensure that sufficient forms are available for use prior to each tour of duty. The need for copies of forms shall be addressed to the Sergeant who is responsible for ensuring that a sufficient stock of forms is procured and maintained to meet departmental needs.
3. Accountability must be maintained for certain departmental forms which are pre-numbered, such as the Maryland Uniform Traffic Complaint and Citation. These are published in books of 25 each. A book is withdrawn from the secured storage area by the Sergeant and given to the officer who will complete the attached receipt, photocopy it, mail the receipt to MVA and place the photocopy in the Sergeant's mailbox. The Sergeant will maintain a log of all issued state citation books. Each officer is accountable for each form in the book and must either properly issue each numbered form or may, if necessary, seek to void the issued form in accordance with established department policy. Officers must ensure that they have sufficient forms on hand at the beginning of each tour of duty. Forms will not be loaned to or borrowed from another officer.

D. Departmental Written Directives System

The formal written directives system of the Department is designed to ensure that employees have a clear understanding of the expectations and constraints relating to performance in Departmental activities and duties. Information pertaining to written directives in use within the Department includes:

1. General Orders describe permanent directives concerned with policy and procedures.
2. Rules and Regulations. Rules relate to the conduct of an individual and regulations define, to some extent, the duties and responsibilities of the individual. These rules are inflexible, rigid, and definite and will be complied with by every member of the Department. Disciplinary sanctions will be applied for violation of rules.
3. Policy generally provides flexible guidelines while giving the employee the generally accepted departmental ways of acting and a framework within which to make decisions.
4. Procedures are the normally accepted step-by-step ways of doing a particular task and usually are used for training new employees or for introducing new or revised methods to all.
5. Compliance with policies and procedures is usually expected unless good reasons exist for not doing so. It will be the responsibility of any employee choosing non-compliance to justify such non-compliance.
6. The intent of words such as "will," "must," "should," and "shall" in any General Order is to be directive and to mandate a particular action. Words such as "may," "can," and "usually" are less directive and imply a degree of choice.
7. Department memoranda, generally addressed to "All Personnel" and signed by the Chief of Police, are aimed at providing information, opinions, guidance, or orders concerning a particular subject or event. Frequently self-canceling after a particular event, those that have general application will be included in a subsequent revision of related General Orders.
8. Memoranda can also announce changes in the status of personnel such as transfer, promotion, special assignment, additional duties, etc.
9. Other memos, interoffice routing slips, training materials, etc., are used within the Department to communicate inquiries and information among and between individuals. They may be issued by any appropriate Officer.

E. Non-departmental Written Directives

Non-departmental written directives, with which members of the Department must comply, include:

1. Federal law and mandates, including the Constitution of the United States.
2. State law and mandates, including the Constitution of the State of Maryland and the Annotated Code of Maryland.
3. City Code of Cottage City and other City directives including, but no limited to, City policies relating to personnel, purchasing, finance, inventory control, City plans such as emergency/disorder operation plan, etc.

F. Department Staff Meetings

Periodically, a staff meeting will be conducted at which topics of interest are discussed. Another purpose of this meeting is to highlight achievements or problems, provide information concerning forthcoming activities or events, discuss needs, requirements, or changes, provide feedback concerning policy, General Orders or directives and, in general, to share information. All employees have an opportunity to speak and should feel free to comment at any time on any matter under discussion.

G. Department Correspondence

1. Usually, correspondence prepared on behalf of the Department to individuals or agencies outside the department will wither be signed by the Chief or the Lieutenant for the Chief of Police. Correspondence will be reviewed by the Chief for style, format, and accuracy prior to signature.
2. Correspondence between individual members of the Department and individuals of other agencies will be signed by the individual member. Such correspondence should reflect the desired high standards of this Department in terms of style, format, and accuracy.
3. Department letterhead stationery and envelopes will only be used for official departmental purposes.

H. Department Files Plan

1. The Department filing system provides a means of locating previous correspondence. A file copy will be retained and properly filed of each piece of departmental correspondence sent. Correspondence received within the Department will, similarly, be filed when necessary action has been completed.
2. An officer is designated with the collateral duty of being responsible for the filing system and maintenance of those files. Officers may maintain convenience files of relevant correspondence; but will attempt to avoid duplication of files maintained elsewhere and will ensure that record copies of departmental correspondence are maintained in departmental files.