


Memphis Police Department Policy Manual				
Effective Date July 28, 2023			MPD.P&P.01-020 Written Directive System	
Applicable To: All Employees		Review Due: 2026		
Approval Authority: Chief Cerelyn J. Davis				
Signature: CJD		Date Signed:		

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1. PURPOSE

This directive establishes the written directive system of the Memphis Police Department (MPD) and provides administrative support for that system. Written directives document the mission, values, goals, objectives, policies, and procedures of the department. The system provides for the indexing, purging, updating, and revising of directives.

2. POLICY

The Memphis Police Department (MPD) uses its written directive system to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. The written directive system will permit rapid access to individual policies, procedures, rules, and regulations.

3. RESPONSIBILITIES

- 3.1 The Chief of Police is responsible for the department's written directive system. This responsibility includes the authority to issue, modify, and approve all special orders, policy and procedures (P&P), and manuals.
- 3.2 Division and section commanders are responsible for implementing applicable department directives within their respective commands. Division and section commanders will draft directives for the Chief's consideration and will format their standard operating procedures (SOP) as required herein. SOPs will conform to applicable city ordinances, state laws, federal laws, MPD policies and



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procedures, and the standards set by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

- 3.3 The Training Unit Commander is responsible for issuing, reviewing, and maintaining training material and will coordinate training on new and revised directives, ordinances, and laws.
- 3.4 The Planning, Research, and Accreditation Unit (PRAU) will manage the department's written directive system to include: formatting, publishing, maintenance, and review of department directives. The PRAU will review SOPs for compliance with accreditation standards, department directives, and higher authorities. The PRAU will manage the accessing and updating of these directives through the PowerDMS records management program.
- 3.5 Supervisors will ensure that their subordinates receive, read, understand, and adhere to applicable directives.
- 3.6 Employees are responsible for adhering to the written directives that apply to them. Employees may refer to any directive through the PowerDMS records management program.

4. ACTION

4.1 Preparation

4.1.1 General

1. Written directives will not conflict with City of Memphis ordinances, state law, federal law, or accreditation standards. Written directives will not conflict with the policies and procedures of the issuing authority's chain of command, including the Mayor's administrative orders.
2. The format of written directives will conform to this directive.
3. The PRAU will prepare the final draft of all department special orders, policy and procedures, and manuals. If a directive requires extensive reformatting, PRAU will ask the originator to review it.
4. The Training Unit Commander or higher authority determines the format of training materials. The format will conform to the requirements of the Tennessee Peace Officer Standards and Training (POST) Council, when applicable.

4.1.2 Review Process

1. Written directives should be prepared and revised in consultation with those inside and outside the department who will be affected by them. At a minimum, the issuing authority's direct subordinates should review proposed directives. If a new policy or procedure may require training, the Training Unit will be included in the review process. Where appropriate, the Legal Advisor(s) will be included in the review process. The person who prepares or revises the directive will attempt to resolve any disagreements or reservations that arise during the review process.
2. The PRAU will coordinate the review of department special orders, policy and procedures, SOPs and manuals.



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3. When a directive requires forms, attach them to the directive for the review process.
4. When staff review results in significant changes in a directive, the review process may be repeated.
5. Reviews will be documented through written or e-mail correspondence or the PowerDMS program's workflow process.
6. For special orders, policy and procedures, and manuals, the PRAU will file the original directive copies of all drafts, correspondence sent, and correspondence received during the review. For SOPs, the approval authority will file the documentation with the original.

4.1.3 Use of Bulletins and/or Memorandums

Use the bulletin/memorandums format if the material will be in effect only briefly and is not directive in nature or is directed to an individual. Bulletins/memorandums are not included in the written directive system. Bulletins/memorandums expire after four years unless otherwise stated.

Use this format to state a procedure:

1. That is in effect over a period of time;
2. To implement a policy that is pending the issuance of a P&P or special order, or
3. To give directions to a rank, classification, or job function.

4.1.4 MPD commanders will submit bulletins to the Deputy Chief of Administrative Services or their designee to obtain a bulletin number and facilitate distribution.

4.1.5 The Deputy Chief of Administrative Services or their designee will assign bulletin numbers and maintain a list of all issued numbers.

4.1.6 The Deputy Chief of Administrative Services or their designee will distribute the bulletins to applicable employees and maintain an archive of distributed bulletins.

4.1.7 A Word document version of the bulletin will be forwarded to the PRAU for upload into PowerDMS.

4.2 Numbering System

4.2.1 Issuing of Numbers

1. The PRAU will issue all numbers relating to special orders, policy and procedures, and SOPs.
2. For SOPs, the approval authority will request in writing from the PRAU that a number be assigned to the directive.
3. PRAU will reply to the approval authority with the electronic version of the directive and a number attached.



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4.2.2 Format of Numbers

Special orders, policy and procedures, SOPs, and training materials have unique numbers for clear identification. The number consists of letters and numerals that identify the organizational level, type of directive, major category or year, and sequence number of the directive within that major category or year. MPD.P&P.01-020 is an example of this numbering system.

4.2.3 The first part (MPD in the example), represents the Memphis Police Department.

4.2.4 The next part (P&P) represents the type of directive:

1. P&P – Policy and Procedure;
2. SOP - Standard Operating Procedure;
3. RCT - Roll Call Training (includes ALERT videos), and
4. LP - Lesson Plan.

4.3 Format of Directive

4.3.1 To have a consistent format, it is essential that directives are written on the template, Written Directive Form Number MPD-100. The heading block contains:

1. TYPE: Write the type of directive:
 - a. Special Order;
 - b. Policy and Procedure;
 - c. Standard Operating Procedure;
 - d. COMPSTAT Bulletin;
 - e. Human Resources Bulletin;
 - f. Information Bulletin;
 - g. Policy and Procedure Bulletin, and
 - h. Training Bulletin.
2. EFFECTIVE DATE: Date when the directive is effective, allowing time for any necessary training or other implementation steps.
3. NUMBER: Unique number assigned to the directive; as outlined in section 4.2.
4. TITLE: The title of the directive.
5. APPLICABLE TO: The organizational components, positions, or job classifications that are directly affected by the directive.



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6. APPROVAL AUTHORITY: Title and name of the individual approving the directive.
 7. SIGNATURE: Signature of the approval authority.
 8. DATE SIGNED: Date of signature of the approval authority.
- 4.3.2 Organize the body of a special order, policy and procedure, or SOP under the following headings. Only these headings are in all caps. If a section is not applicable, put "N/A" after it. A directive over three pages long should have a table of contents on the first page.
1. PURPOSE: Clear and concise statement of the reason for the directive.
 2. POLICY: Clear and concise statement of the policy which the directive addresses.
 3. RESPONSIBILITIES: Designation of specific responsibility, with attention to supervisory and command roles.
 4. ACTION: Description of action that is to be taken, by whom, and within what time constraints.
 - a. Use the outline style for organizing the action section of a policy and procedure, SOP, or special order.
 - b. Organize the text and choose the headings and subheadings for simplicity and logical ordering. Generally, there should be at least 2 outline elements at each level: if there is a "1" there should be a "2"; and if there is an "a" there should be a "b". The numbering scheme is as follows:
 4. ACTION
 - 4.1 Second Level Title
 - 4.1.1 Third Level Title
 1. Outline Details
 2. Outline Details
 - 4.1.2 Third Level Title

A paragraph of text
 - 4.1.3 Third Level Title
 1. List
 - a. Sub-list
 - b. Sub-list



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5. **DEFINITIONS:** Define any terms that may be misinterpreted and those that have special meaning in the directive. List the terms in a logical sequence, grouping sequence, or alphabetically. Underline the defined terms and format them as follows:
 - 5.1 Term: Text of definition
 - 5.2 Term: Text of definition
6. **CANCELLATION:** Use this heading to specify what directives are cancelled. A directive cannot cancel a directive issued by a higher authority. Do not use a blanket "anything in conflict" statement but specify directives by number.
7. **REFERENCES:** Citation of laws, directives, or other authority governing the subject matter of the directive. Referenced documents should be accessible to those who must implement the directive, unless quoted or paraphrased in the directive.

4.4 Cancellation or Revision

- 4.4.1 Only the approval authority or a higher authority may cancel or revise a written directive.
- 4.4.2 A written directive is usually cancelled by a revised written directive of the same type.

4.5 Precedence and Transition

- 4.5.1 A directive issued by a commander remains in effect after the individual leaves the position, until canceled by his or her successor, or until the directive expires.
- 4.5.2 A directive issued by a higher authority overrules one issued by a lower authority within that chain of command.
- 4.5.3 A directive issued later overrules one issued earlier if the same authority issues both.
- 4.5.4 Directives remain effective until cancelled or expired.

4.6 Revision of a Directive

- 4.6.1 Written directives will be revised by reissuing the entire directive after a detailed revision process.

4.7 Directives Availability

- 4.7.1 Employees may view any directive maintained by MPD except for confidential directives.
- 4.7.2 The electronic version is available on the department's computer PowerDMS (Power Document Management System) records management program. Documents approved via PowerDMS will be archived indefinitely with time-stamped signatures. The signed original version of all directives (P&P/SOP) and special orders (SO) approved prior to the implementation of PowerDMS will be maintained at PRAU. The signed original versions of all bulletins and SOPs will be maintained in the division/section/unit commander's office where the bulletin or SOP originated.



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4.8 Employee Transfers

- 4.8.1 Within five working days of an employee's transfer into a unit or a significant change in the employee's duties, the unit commander will orient the employee to the job. The commander may require the employee to review selected directives.
- 4.8.2 Employees will read the directives issued to them and follow their instructions. Employees must understand these directives or request clarification from their supervisors. Employees will maintain the directives issued to them.

4.9 Distribution of Directives

- 4.9.1 The Deputy Chief of Administrative Services will designate who will have "All User" distribution rights.
- 4.9.2 The Assistant Chief of Administrative Services will audit the system to monitor for unauthorized access.
- 4.9.3 As new or revised directives are signed, they will be published via the PowerDMS records management program. Employees will receive the documents automatically upon publication. Employees will provide an electronic signature for each new directive published to ensure they have received the document.
- 4.9.4 The approval authority will immediately send a signed copy and the final electronic version of each SOP through the chain of command to the PRAU.
- 4.9.5 As the department shifts away from reliance on paper documents towards the use of electronic means of storing, finding, and presenting its directives, the department will issue updated CD copies of directives to each new police recruit, members of the Memphis Retired Police Reserve (MRPR), and upon request. All other employees will maintain an account on the PowerDMS records management site. Employees will check the site periodically or as required to locate and review new and updated directives.
- 4.9.6 Each employee must electronically sign any directive(s) issued via PowerDMS to document receipt of the directive(s). Signature records will automatically be archived in PowerDMS.
- 4.9.7 PRAU will maintain hard copies of all policies and any revisions for employee access.

4.10 Coordination of Implementation

- 4.10.1 Allow adequate time between the distribution date and the effective date for training on the new or revised directive and for any related procedural changes, printing, equipment purchases, etc. Coordinate the implementation through a memorandum or special order if the directive's implementation proves to be overly complicated.
- 4.10.2 The Chief of Police or his/her designee may classify a directive as confidential and limit its distribution to those with a right to know. Only the Chief of Police may designate a directive as confidential.



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4.11 Written Directive Review

- 4.11.1 Written directives that are in effect may be reviewed at any time; however, one review every four years is mandatory. The originator will review every written directive and its associated forms. This review determines the need for revision, cancellation, or incorporation into another directive.
- 4.11.2 The PRAU will coordinate the review of all MPD special orders, policy and procedures, and manuals. The PRAU will maintain a listing of documents that are being reviewed, report on the status of all special orders, policy and procedures, manuals to the division, and section commanders by December 31 of each year.
- 4.11.3 By December 31 of each year, each division, and section commander will review their area's SOPs, revise them if necessary, and list those that are in effect. They will send copies of the list to their subordinate commanders and through the chain of command to the PRAU.
- 4.11.4 The PRAU will review department, division, and section policy and procedures for consistency with higher levels of authority and accreditation standards. The unit will also advise on the need to incorporate into the agency's policy and procedure directives.

4.12 Written Directive System Maintenance

- 4.12.1 The PRAU will maintain:
 - 1. A log of all department special orders and policy and procedures. This log lists the title, effective date, and cancellation date.
 - 2. The originals of all department special orders, policy and procedures, and manuals. The unit will maintain cancelled directives permanently.
 - 3. A subject index or on-line search capability for all department special orders, policy and procedures, work rules, and manuals that are in force.
- 4.12.2 The administrative office in each division and section maintains a log of issued bulletins and SOPs and maintains originals of all bulletins and SOPs issued by the division.
- 4.12.3 The Training Unit maintains the originals of all training materials, associated revision notices, as well as acting as the permanent storage repository for all cancelled training materials.
- 4.12.4 PowerDMS will automatically record and archive all signatures submitted for electronically filed documents.
- 4.12.5 Division and section commanders will maintain a set of up-to-date reference materials at each work site. The materials must be readily accessible to the employees assigned there. The set of reference materials will include:
 - 1. Code of Ordinances, City of Memphis, or the excerpt produced by the PRAU;
 - 2. A manual of Tennessee laws (criminal, juvenile and traffic), and
 - 3. Other references specified by the Chief or the bureau, division, or section commander.



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5. DEFINITIONS

- 5.1 Manual: A written directive or set of directives dealing with a particular topic, program, or organizational component of the MPD. The Chief of Police is the approval authority for manuals.
- 5.2 Policy and Procedures (P&P): A written directive that sets policies, organizational structure, or guidelines for implementing MPD policies and programs. The Chief of Police is the approval authority for policy and procedures.
- 5.3 PowerDMS: A document management program that allows users to view, update, and distribute documents.
- 5.4 Standard Operating Procedures (SOPs): A written directive that establishes procedures for a division, or section within the guidelines of department policy. The division, or section commander is the approval authority for SOPs. SOPs expire after 2 years.
- 5.5 Training Material: Written material used for the instruction of new employees and for in-service and specialized training. The Training Unit Commander is the approval authority for training materials, in consultation with the Chief of Police and the Chief of Administration.
- 5.6 Work Rules: Regulations that govern professional conduct and set conditions of employment in MPD. Work rules require or prohibit specific types of behavior and are the grounds for charging an employee with misconduct. The Chief of Police is the approval authority for work rules.
- 5.7 Work Site: One of the following: The Chief's administrative office, division administrative office, a section, or a geographically detached unit, squad, or office specified by the Chief of Police.
- 5.8 Written Directives: Written documents are used to direct, guide, or affect the performance or conduct of employees. The written directives are work rules, policies and procedures, SOPs, manuals, and training materials, and city ordinances.

6. CANCELLATIONS

This directive is effective as of May 2023 and is due for review in May 2026.

7. REFERENCES

CALEA Standards (6th edition):

- 12.2.1 a, b, c, d, e, f, g, h, i
- 12.2.2

8. SIGNIFICANT CHANGES

N/A

9. APPENDIX