



1200 ORGANIZATION OF DEPARTMENT MANUALS

1210 GENERAL

1211 *General Orders Manual* [CALEA 12.2.2 a, b]

The Tucson Police Department publishes a comprehensive set of volumes, referred to as *General Orders*, that contain the general rules, regulations and policies of the agency. Each employee of the Department will have access to a complete electronic copy of *General Orders* via the Intranet. Each police facility shall be equipped with copies of all published volumes for access by all members. Operations and Standards is responsible for ensuring the electronic distribution of all revisions to *General Orders*.

Individual units may have specific operations manuals. Manuals should reflect Department *General Orders*, but if found to be in conflict, then the Department *General Orders* shall prevail.

1212 *Critical Knowledge*

As noted elsewhere in *General Orders*, all members are responsible for having a working knowledge of all applicable rules and policies. Nevertheless, it is understood that certain sections within *General Orders* may be critical for an employee to know without the need to refer to any manuals.

1213 *Issuance of Manuals*

1213.1 *Sworn Members*

Sworn members, with the exceptions of commanders, will not be issued a hard copy of *General Orders*. Members may be issued procedures manuals for their respective assignments.

- Newly hired Police Officers, Reserve Police Officers, and Marshals may be issued *General Orders* during their initial instruction, such as at the Southern Arizona Law Enforcement Training Center. Officers in field training may be assigned hard copies temporarily for study purposes.

1213.2 *Non-sworn Members*

Non-sworn members, with the exception of Section/Division Heads, will not be issued a hard copy of *General Orders*. Members may be issued procedures manuals for their respective assignments.

**TUCSON POLICE
DEPARTMENT
GENERAL ORDERS**



**VOLUME 1
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- Newly hired non-sworn members may be issued *General Orders* during their initial training, such as at the Southern Arizona Law Enforcement Training Center, or by their respective Sections/Divisions upon commencement of their training and new employee orientation. Community Service Officers (CSOs) in field training may be assigned hard copies temporarily for study purposes.

1213.3 **Volunteers**

Volunteers will not be issued a hard copy of *General Orders*. Members may be issued procedures manuals for their respective assignments.

- Volunteers may be issued *General Orders* during their initial training, such as at the Southern Arizona Law Enforcement Training Center, or by their respective Sections/Divisions upon commencement of their training and volunteer orientation.

1213.4 **Public Copies**

The general public is provided access to copies of all volumes of *General Orders* through the City of Tucson Police Department Internet site.

1214 **Distribution of Revised or New Portions of *General Orders***

General Orders is distributed in electronic form. Nothing in this provision relieves an individual employee or member from their responsibility to obtain, and be knowledgeable of, any provision, including revisions, additions and deletions, of *General Orders*.

1220 **FORMAT** [CALEA 12.2.1 d]

1221 **Numbering Formats**

1221.1 ***General Orders* Numbering System**

The *General Orders* manual is numbered in a four digit sequential series, with the first digit representing the volume number. For example, all *General Orders* in series 1000 are in Volume 1; those in series 2000 are in Volume 2, etc. *General Orders* is broken down into the following eight volumes:

Volume 1 – General Department Orders
Volume 2 –General Operating Policies
Volume 3 – Administrative Policies
Volume 4 – Human Resources Volume 5 – Training Policies
Volume 6 – Communications Volume 7 – Records Management
Volume 8 – Support Services

In addition to the volume numbers, each is numbered with chapter and section numbers. For example, chapter 1200 covers “Organization of Department Manuals”. Section numbers occur at every tenth numeral (1200, 1210, 1220, 1230, etc.).



1221.2 Citing *General Orders* Manual

When citing any provision from *General Orders* in written form, the following format shall be used. Complete citation details, including any letters and numbers, shall be used. For example,

GO 0000.00, Sample Citation Title

1230 POLICY/PROCEDURE CREATION AND MODIFICATION [CALEA 12.2.1 e, i]

1231 *General Orders* Manual

1231.1 Creation of New Material in *General Orders*

Operations and Standards is responsible for the final review, indexing and publication of all *General Orders*. Units within the Department identifying changes needed in the manuals shall contact the Operations and Standards Manager for assistance. It is not the responsibility of the Manager to author such texts; the Manager acts as an editor to ensure consistent style, indexing, regulatory provisions and content. In addition, the Manager monitors all changes made to *General Orders* to ensure they are consistent with CALEA standards.

1231.2 Requests for Changes and Revisions to *General Orders* [CALEA 12.2.1 b-c]

Any member of the agency may contact the Operation and Standards Manager for information on the process to change or delete existing material, or to include new material in *General Orders*. Substantive changes shall be processed through an employee's chain of command and shall be approved by Senior Staff prior to implementation or inclusion in *General Orders*. Notice of minor editorial revisions, such as spelling or numbering errors, may be made directly to the Operations and Standards Manager.

1231.3 **General Index**

Operations and Standards shall be responsible for the creation, maintenance and distribution of an index to *General Orders* that will encompass all volumes. Any errors, suggestions or modifications relating to the index shall be referred to the Operations and Standards Manager for action.

1231.4 **Transmittal Log** [CALEA 12.2.2 c]

Transmittal Logs will be provided to properly track any newly issued or revised sections of hard copies of *General Orders*. Operations and Standards will maintain a cross-reference file to document historical changes.

All pages in the manual will show an original issue date in the header. Pages or sections of *General Orders* which have been modified will bear the legend, "Revised: *date*" in the header. This will assist members in keeping their volumes current.



1231.5 Historical Files

Operations and Standards shall be responsible for housing all historical files on *General Orders*, either in hard copy or electronic form.

1232 Creation or Deletion of Command and Information Directives

1232.1 Creation and Deletion of Directives [CALEA 12.2.1 b, c]

The use of Command Directives and Information Directives was ceased in 2005. Updates are now placed directly into General Orders. Once a directive has been incorporated into *General Orders*, the affected Directive can be purged from the index and volumes.

1240 ACCREDITATION REVIEW

1241 General Responsibilities [CALEA 11.4.3; 33.5.4]

The Accreditation Unit is responsible for monitoring the Department's compliance with all CALEA standards. This includes a review of all proposed policies and procedures of the Police Department in terms of the standards. Periodic reports, reviews, and other activities mandated by CALEA shall be forwarded to the Accreditation Unit as they come due. The Accreditation Unit will provide the necessary instruction to acquaint those responsible for providing standard of proofs with an understanding of how the system works. The Accreditation Unit will identify and correct instances where a requirement was not met.

Periodic reports/reviews will be placed on the department's share-drive under the appropriate Section/Division responsible for those reports. It is the responsibility of the Unit/Section Commander to designate a responsible person for the collection of assigned standards of proofs. The Accreditation Unit shall ensure that reports, reviews and other activities mandated by accreditation standards are accomplished.

The individual assigned to the position of Accreditation Manager shall receive specialized Accreditation Manager training within one year of being appointed.

1242 Regulatory/Policy and Form Review [CALEA 11.4.2]

Any new or revised rule policy shall be submitted to the Accreditation Manager for CALEA compliance review prior to its publication and implementation. If the Manager determines that a proposed provision would not be consistent with adopted standards, they shall notify the Commander responsible for the rule or policy of the conflict. The Manager shall work with the affected Commander to facilitate any changes.

Any forms that are generated to implement these revisions shall be developed and formatted through Research and Analysis so that information is not inadvertently duplicated, that styles will be consistent and that the use of the form is properly identified. Forms shall be approved through Senior Staff prior to implementation. Research and Analysis is responsible for archiving forms



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either in hard copy or electronic form. Research and Analysis is responsible for working with Supply to ensure distribution and inventory control of forms on a departmental level. Supply will check with Research and Analysis before ordering large amounts of Department forms to ensure that changes are not pending. Some units may have specialty, or unit specific, forms, which the unit may order and control directly.

1243 Bureau/Division/Section/Unit Policies and Procedures

Individual Bureaus, Divisions, Sections or Units may issue specific policies and procedures to aid their employees in the performance of their duties as long as they are not in conflict with any provisions of *General Orders*. Copies of all such manuals shall be made available to the affected employees. It is the responsibility of the respective Commanders to ensure that such policies and procedures are updated as needed and that they are maintained on the Common Share Drive. Operations and Standards shall collect these policies and procedures on a yearly basis and maintain the copies for archiving.

1250 RESEARCH AND ANALYSIS [CALEA 15.1.1; 15.1.2]

Along with the other duties described throughout this chapter, the Research and Analysis Unit, reporting through the Chief of Staff to the Chief of Police, is responsible for conducting staff studies and archiving such information for the Department. The Chief and Senior Staff utilize the planning function to collect and analyze data and make programmatic recommendations. The Research and Analysis unit shall have access to agency information resources to complete analytical reports and analysis. Analytical reports created by the unit are distributed to the command staff for distribution throughout the agency as necessary. The unit will be the clearinghouse for requests for information that come to the Department in the form of surveys and will act as a liaison to similar units in other law enforcement agencies.