

**Portland Police Bureau
Planning & Support Division
Standard Operating Procedures**

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SOP #: 1
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Absenteeism

PURPOSE: Establish process to insure accountability and supervisor notification of members time off.

POLICY: Any person absent from work sick will contact their supervisor and the timekeeper to let them know. Vacation or doctor's appointments must be approved by supervisor and noted on the timekeeper's desk calendar. A daily time sheet will be filled out by the timekeeper each day, given to the RU Manager for his initials, and then recorded in the payroll book, so anyone making changes in their daily schedule needs to let the timekeeper know.

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SOP #: 2
Effective: 3/30/95
Review: 4-1-96

SUBJECT: All Box

PURPOSE: Establish process to insure that information is available to all members.

POLICY: Miscellaneous information that is not individually routed will be placed in the All-Box (tray located next to mail boxes).

Please check the All-Box on a regular basis and review the contents.

This will hopefully reduce the need to route material to everyone and speed up the information process.

Additionally, training information/opportunities will be posted on the bulletin board in the copy room. This information will be left on the board for about one (1) week. It will then be placed in the All-Box. The PCA will be responsible to "purge" the All-Box of outdated material each week.

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SOP #: 3
Effective: 5/23/94
Review: 4-1-96

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SUBJECT: Cellular Communication Equipment

PURPOSE: Outline Planning and Support's policy on use of cellular communication equipment.

POLICY: It is Planning and Support's policy to use City equipment efficiently and effectively. The use of cellular equipment should be consistent with the use of all other City equipment and property. It shall be used for official business only. Personal use of cellular telephones is not allowed. Exceptions for personal use are outlined in General Order 1225.00, page 2, section 5.

All employees will be responsible for insuring that the use of cellular communications equipment is job related and used in a professional, effective, and efficient manner in order to minimize costs.

PROCEDURE: Portable Cellular Telephones; Cell phones will be checked out through the PCS/Office Manager or the front desk. Upon return, the phone will be checked in to charge the battery. Cell phones will be taken when traveling long distances on a case by case basis.

Cellular Telephone Usage; Use of the cell phone will be limited to situations when there is an immediate and urgent need to make a call. Otherwise, land line phones will be used for routine phone contacts. Using the cell phone may be an effective way to save time and may be more efficient. However, it is not appropriate for routine calls. Land line phones, pagers or radios should be used when appropriate to help manage costs.

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SUBJECT: Cellular Communication Equipment:

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Prohibited Usage;

Every attempt will be made to avoid cell phone usage for long distance calls, cell phone to cell phone calls, and calls to the Bureau. As a general rule, unless the delay caused by securing a land line phone would severely hamper the mission at hand, use an alternative method of communication. Cell phone to cell phone calls result in double air time billing. Use a land line and call the 800 number to get Bureau phone connections. Calling an 800 number from a cell phone is not free. The air time is still charged. These calls can cost as much as 75 cents to \$1.00 per minute. Do not call directory assistance. When absolutely necessary, call *555. This form of directory assistance is provided by the cellular carrier, and in addition to receiving the needed number, you will be automatically connected to the requested number.

Management Responsibilities;

Cell phone usage will be monitored monthly by the PCS/Office Manager. Calls made or received on each phone will be broken down as to date and time for that billing cycle. If there are any questions concerning the billing, the individual user may be contacted. Any problems will be brought to the attention of the lieutenant who will determine if that portion of the total usage is appropriate. Any person found using City equipment for personal use or outside the scope of this policy may be subject to discipline. This discipline may include reimbursement of all costs incurred. No equipment will be transferred to other divisions or bureaus without the authorization of the R.U. Manager. Property transferred to other bureaus or R.U.'s will be charged to the receiving party's budget. The acquisition of phones will be done in a manner consistent with current procedures.

Confidentiality;

Cellular telephone messages are not confidential. Because they operate through radio frequencies, the messages can be monitored. It is obvious that the need to transmit sensitive information must balance the urgency of the message with the need to maintain confidentiality.

Refer to G.O. 1225.00 for more details on items not covered in this SOP.

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SOP #: 4
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Division Vehicles

PURPOSE: Provide a "checklist" for use of division vehicles.

POLICY: The following procedures are to be complied with when using division vehicles:

- * Signed out on "sign-out sheet".
- * Signed back in after use, keys returned.
- * Fuel tank should be filled when below half tank.
- * Remove trash, paper, valuables, equipment, etc.
- * Wash when dirty.

Note: Vehicles will not be taken home overnight without prior approval by a division supervisor. The supervisor will initial the vehicle sign-out sheet.

Any parking citations received on a Division Vehicle will be paid by the person who has possession of the vehicle at the time.

Maintenance of vehicles will be handled by the Project Support Sergeant.

Any employee involved in an accident with a Division Vehicle will follow General Order 640.50 instructions under collisions involving police vehicles (traffic and non-traffic).

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SOP #: 5
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Equipment Maintenance and Check Out

PURPOSE: Standardize request procedures for division equipment.

POLICY: All requests for equipment will be routed through the Police Clerical Specialist/Office Manager in order to monitor the Division's equipment.

Routine maintenance will be the responsibility of the Police Clerical Specialist/Office Manager.

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SOP #: 6
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Expenditures

PURPOSE: Standardize division expenditure request procedures.

POLICY: All the Division's expenditures (petty cash, book orders, major supplies, travel, education, minor equipment or capital) will be routed through the Police Clerical Specialist/Office Manager in order to monitor the Division's budget.

Regular daily supplies can be ordered through the Police Clerical Assistant. Whenever a supply item is reduced to a minimum or in its entirety, let the PCA know, because a supply list is filled out once a week.

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SOP #: 7
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Front Desk Phones

PURPOSE: Ensure coverage for front desk phones.

POLICY: It will be the responsibility of the Police Clerical Assistant to answer the Division's telephones and monitor the public counter.

In the absence of the PCA, the Police Clerical Specialist/Office Manager will be responsible, then the Police Clerical Specialist/Wordprocessor or anyone else who is available.

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SOP #: 8
Effective: 11/30/94
Review: 4-1-96

SUBJECT: General Order Review Process

PURPOSE: Outline the steps of the review process within the Planning and Support Division.

POLICY: It is Planning and Support's policy to include in the General Order review and revision process input from individuals and units within the Police Bureau and from outside agencies and community groups that are affected by the content of General Orders.

Updates or changes made to General Orders, or newly created General Orders, should work to ensure that the philosophy of community policing is institutionalized into the Police Bureau.

PROCEDURE: 1. When PSD receives information/recommendations to revise a G.O. or to create a new G.O., PSD will research, draft and staff the proposed order for eventual approval by the Chief. Once signed, the order will be distributed.

2. In addition, all orders are scheduled for review once every two years. Each month a number of orders (6-8) are reviewed for deficiencies. The Project Support unit will determine which orders need to be revised. Input from other sources i.e., individuals or other units in the PPB, City Attorney, Portland Police Association, other City agencies or community groups is useful in determining to revise a G.O.

3. Minor changes that appear in a revised G.O. will be identified by **bold print**. In these cases, the following notation will appear prior to the definition section:

BOLD PRINT INDICATES REVISIONS FROM THE LAST PUBLICATION DATED _____

Major revisions to a G.O., which would make the use of bold print impractical, will have the following notation printed on the first page prior to the definition section of the order:

NOTE: THIS GENERAL ORDER HAS BEEN EXTENSIVELY REVISED AND SHOULD BE READ IN ITS ENTIRETY.

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SUBJECT: General Order Review Process
DRAFTING AND STAFFING PROCESS

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STEP I Pre-Staffing:

1. New items, legal updates and/or suggested improvements in G.O. procedures are forwarded to PSD for consideration. Also, circumstances arise that require the creation of new GO's.
2. Project support officers should review/research policy and procedural issues with experts from inside the Bureau, with other agencies (i.e., City Attorney and other police agencies) or with community officials or representatives in preparation of a first draft revision.
3. Check the G.O. Master File for Chief's memos, training bulletins or other materials that may affect a G.O. that is being revised.
4. Forward all first drafts to the unit supervisor for review prior to distribution for staffing.
5. General Order drafts that, in the judgement of the project support officer, pose significant policy or procedural changes in an existing G.O. shall be reviewed by the members in the Project Support Unit and/or the PSD RU Manager prior to First Draft staffing.

CHIEF'S OFFICE STAFF REVIEW: At the direction of a supervisor, General Order drafts should be presented for discussion at regular Chief's Office staff meetings to obtain feedback and direction concerning significant policy or procedural issues.

6. Changes made to existing G.O.'s that result from Chiefs Memos or Special Orders maybe attached to the Master Copy of the General Order when the change is a minor procedural update and does not require immediate republishing of the G.O. The change may be incorporated during the next review cycle. This should be determined by a supervisor. Note: In these cases, all additional copies made of the G.O. must have the memo or order attached.

7. Revisions to G.O.'s that are developed through contracts or negotiations will be staffed at the direction of an assistant chief. Future updates to G.O.'s or draft G.O.'s shall not be made without prior approval. The following information shall appear prior to the definition section on all published G.O.'s that are negotiated:

This is a negotiated G.O. and shall not be changed without approval from an assistant chief.

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SUBJECT: General Order Review Process

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STEP II First Draft Staffing:

(Prepare a General Order Staffing Log and attach it to the inside cover of the G.O. case file. The log is used to track outgoing and incoming drafts of G.O.'s. Other activities associated with the development of the revised G.O. shall be noted on a separate sheet of paper which is also attached to the inside cover of the case file).

1. Once a G.O. has been prepared for first draft staffing, the PSD officer determines which Bureau branch is most affected by the G.O. and designates them as the lead branch responsible for its review.
2. A brief NOTE should be included at the top of the draft that identifies significant changes, additions and also individuals or units that have taken a lead in revising the G.O. to aid the reader in reviewing the draft.
3. Insert "line numbering" on all drafts. Drafts are not prepared on G.O. letterhead. The published date shall be updated for each successive draft G.O.
4. Distribute first drafts with the First Draft Staffing Form attached to all R.U. managers. Set a three to four week return date on draft reviews. Check-off on the file staffing log all units receiving drafts and the date.

First drafts shall also be forwarded to PPA, PPCOA, and the City Attorney. Send relevant drafts to the DCTU for review. BOEC shall receive copies of drafts that address operational policies and procedures.

5. All R.U.'s within the lead branch are required to respond to first draft G.O.'s. Enter dates on the staffing log when responses are received. Responses from R.U.'s in other branches are not required.

NOTE: Required responses from R.U.'s may not arrive in a timely manner or in some cases not at all. It is important that PSD work to ensure that feedback from units and groups most impacted by a G.O. be obtained before publishing a revised order. Project officers must identify those units/groups that have the lead in the revision process or are impacted most and ensure that a response from them has been obtained. In some cases, this may require a follow-up phone call or an additional draft copy forwarded to them requesting feedback.

6. In some cases, at the direction of a supervisor, the first draft staffing may be skipped and the updated G.O. staffed as a final draft. This is rare and usually occurs when a G.O., for example, is negotiated fully with another agency or the recommended changes are a minor adjustment to a recently reviewed and published G.O.

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STEP III Final Draft Staffing:

1. The PSD project officer shall review all feedback received, and revise the draft G.O. The final draft shall be reviewed by the unit supervisor and a copy forwarded to the R.U. manager. Upon approval of the unit supervisor, a copy of the completed Final Draft plus the Final Draft General Order Staffing Form (form to be on colored paper) attached, shall be forwarded to all Assistant Chiefs and the Portland Police Association. A Final Draft may also be submitted to other persons or units who have had pertinent input on the drafting of the G.O. and can provide valuable feedback on the final version, in particular, the City Attorney, District Attorney, BOEC, PPCOA, etc.
2. At the top of the Final Draft G.O., in a brief note, identify the major revisions or changes made to the G.O. It will also be helpful to note that specific lead units or individuals have reviewed and approved the final version of the draft. This may be identical to the note on the Final Draft General Order Staffing Form. Assign a three to four week turn-around for review.
3. All assistant chiefs must approve the Final Draft G.O. before it is finalized by PSD and forwarded to the Chief for signature.
4. The unit supervisor shall attach a cover note to the Chief's copy-for-signature that provides a brief description of the review and approval process.

STEP IV G.O. Completion and Distribution:

Published, revised G.O.'s will be distributed as necessary to the following. (This should be determined by either the project support officer or supervisor):

- all Bureau members
- all sworn personnel only
- recipients of G.O. Manuals

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SUBJECT: General Order Review Process

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G.O. Record Keeping:

1. After distribution of a revised and signed G.O., documentation containing feedback and recommendations on revised G.O.'s will be kept in the PSD General Order Administration File. This file will contain signed staffing forms and working papers that were pertinent to the revision of the G.O.
2. Master copies of G.O.'s that are replaced with updated versions will be inserted in the G.O. Historical File to ensure a complete and accurate historical record of General Orders.
3. Chief's Memos or Special Orders that have an immediate effect on General Order policy or procedure will be attached to the current master copy of the G.O. in the files. It will then be available for review during the next review period.
4. All other documents, articles and news clippings received by PSD that may have an affect on a G.O. procedure or policy should be placed in a manilla folder and stored in the file in front of the master copy of that G.O. They can be examined during the next scheduled review period.

G.O. Data Base:

1. The Project Support Supervisor will keep a data base listing G.O.'s that are currently being reviewed and updated. The data base will provide the name and section number of the G.O., the officer's initials responsible for the review, the status of the G.O. and brief comments outlining the review process.
2. This data base should be updated on a regular basis and forwarded to the R.U. manager.

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SOP #: 9
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Copies of General Orders

PURPOSE: Standardize procedures for request for General Order's.

POLICY: All requests for copies of P.P.B. General Orders will be routed through the Police Clerical Specialist/ Wordprocessor or the Police Clerical Specialist/ Office Manager in order to monitor and coordinate usage.

Routine maintenance of General Orders will be the responsibility of the Police Clerical Specialist/Wordprocessor.

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SOP #: 10
Effective: 3/30/95
Review: 4-1-96

SUBJECT: In/Out Sign Board

PURPOSE: Track availability of division members.

POLICY: Be sure to use the In/Out Sign Board whenever you are out of the office and indicate the time you expect to return.

Please be sure to update information on the In/Out Sign Board to assist staff answering the telephones.

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SOP #: 11
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Injury Log

PURPOSE: Establish process for documenting on the job injuries.

POLICY: The injury log is located in the front desk reception area, on the right side, top shelf of the tan bookcase, where individual mail boxes are also located.

Please follow General Order 210.30 instructions to complete the necessary paperwork and required documentation if any injury is received while working.

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SOP #: 12
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Library Maintenance and Check Out

PURPOSE: Establish procedures for check-out/in of library material.

POLICY: All material removed from the library must be recorded on a Library Check Out Control Data Card. The card box (small metal index file box) is located in the back on the library on the left hand side. After completing the information on the card, please file under library number of document.

The Police Clerical Specialist/Office Manager will update and monitor in order to coordinate library usage.

Routine maintenance of the Library and Library files on the PPDS will be the responsibility of the Police Clerical Specialist/Office Manager.

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SOP #: 13
Effective: 3/30/95
Review: 4-1-96

SUBJECT: McGruff Maintenance and Check Out

PURPOSE: Standardize request procedures for McGruff.

POLICY: All requests for McGruff will be routed through the Police Clerical Specialist/Office Manager in order to monitor and coordinate usage.

Routine maintenance will be the responsibility of the Police Clerical Specialist/Office Manager.

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SOP #: 14
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Office Filing System

PURPOSE: Ensure proper filing of division correspondence.

POLICY: Division staff will submit copies of all correspondence sent outside the Division to the Police Clerical Assistant. Routine maintenance of office files will be the responsibility of the Police Clerical Assistant.

Office files will be kept in accordance with General Order 83-6-7.

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SOP #: 15
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Office Hours

PURPOSE: Standardize division office hours for public access.

POLICY: 0800 to 1600 hours, Monday through Friday. During these hours the office will be open to the public and someone will be answering the main office telephone line.

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SOP #: 16
Effective: 3/30/95
Review: 4-1-96

- SUBJECT:** Office Use After Hours
- PURPOSE:** Enhance office security, safeguard access to computer information systems and maintain accountability of division equipment inventory.
- POLICY:** Non division bureau members will not normally be allowed access to the office after hours without a division member present. Exceptions to this policy must be approved by a Division Supervisor with notification to the Division Commander ahead of time. Key control and accountability must be maintained. The touch-pad combination should not be given to non-division members.

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SOP #: 17
Effective: 3/30/95
Review: 4-1-96

- SUBJECT:** Out of Town Travel
- PURPOSE:** Provide guidelines and procedures for division members for out-of-town travel.
- POLICY:** Division members will follow the procedures outlined in "Dollars and Sense," the bureau's Financial Management Policies Manual, for out of town travel. All requests will be routed through Police Clerical Specialist/Office Manager for budget monitoring.

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SOP #: 18
Effective: 3/30/95
Review: 4-1-96

- SUBJECT:** Partnership Agreement: Management/Employee
- PURPOSE:** Identifies values, behaviors and functions which are necessary to create, enhance, and sustain a quality work environment within the Planning & Support Division
- POLICY:** Every new employee of the Planning & Support Division will be given a copy of the Management/Employee Partnership Agreement to read. He or she will be asked to sign the partnership agreement. Periodically all employees of the Planning & Support Division will review the partnership agreement and any violations of the agreement will be brought to a supervisors attention.

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SOP #: 19
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Personal Vehicles/ Private Owned Vehicles

PURPOSE: Specify exceptions for POV use.

POLICY: POV's should not be used for business or business travel. Exceptions to this policy must be approved by the Division Commander ahead of time.

Note: Members may use POV's to travel to and from all day training sessions in the metro area. This is simply a convenience for the member and no reimbursement will be authorized.

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SOP #: 20
Effective: 12/1/94
Review: 4-1-96

SUBJECT: Rotation Policy

PURPOSE: Per G.O. 210.29

POLICY:

- * The rotation schedule became effective for those officers currently assigned to the division on December 1, 1994.
- * The schedule will apply to all newly assigned officers as of the effective date of their transfer.
- * The RU Manager will review officer assignment dates each year (in December) as they relate to the General Order.

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SOP #: 21
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Staff Meeting

PURPOSE: Gather and disseminate unit information.

POLICY: A regular Division staff meeting will be held every payday Thursday at 0830 unless otherwise designated. All staff members are expected to attend unless their schedule dictates otherwise.

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SOP #: 22
Effective: 3/30/95
Review: 4-1-96

SUBJECT: Volunteers

PURPOSE: Establish process for having volunteers work in the PSD.

POLICY:

1) Need

The need for volunteers/volunteer for a particular Unit project will be discussed with the Unit's supervisor prior to making any commitments to the volunteers.

2) Background Check

All volunteers (community members, work experience students, practicum students etc.) need to complete:

- a) Statement of Personal History - short form
- b) Non-disclosure agreement
- c) Emergency contact form
- d) Hold harmless agreement

No volunteer will be allowed to work in the Planning and Support Division without passing a background check. This check is based on information provided in the Statement of Personal History form. It includes a personal history check regarding criminal activity (PPDS, LEDS, NCIC, DMV, CCH) and a similar check for all family members listed on the Personal History form.

3) Criminal History

If incidents of criminal history are found during the background check, the Personnel Division will make the final decision regarding the ability of that person to serve as a volunteer.