



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 13.8

TITLE: ADMINISTRATIVE COMMUNICATIONS

EFFECTIVE: 01/14/2018

REVISED: Replaces Policy 214

PURPOSE

Administrative communication is vital in ensuring the smooth and efficient operation of the New Orleans Police Department. Effective and timely communication within the Department ensures all members are informed of significant and routine events and allows the Superintendent to stay abreast of the Department's operations.

CORRESPONDENCE

1. To ensure that the official letterhead and name of the Department are not misused, all official external correspondence shall be on Department letterhead and must be approved for use by a supervisor.
2. All department letterhead shall bear the signature element of the Superintendent of Police.
3. Department letterhead may not be used for personal purposes, nor shall members of the Department design and/or use any other stationary which gives the appearance of official correspondence.
4. Internal correspondence should use appropriate memorandum forms (Form 105). These may be from line employee to employee, supervisor to employee or any combination of employees.

SURVEYS

5. All surveys made in the name of the Department or a unit within the Department shall be authorized by the Superintendent of Police or his/her authorized designee.

OTHER COMMUNICATIONS

6. Departmental Orders (see: **Chapter 12.2 – Departmental Orders**) necessary to ensure the effective operation of the Department shall be issued by the Superintendent of Police or his/her authorized designee.

INFORMATION BULLETINS

7. All Information Bulletins shall be issued in the name of the Superintendent of Police only and shall be approved by the Superintendent of Police or his/her authorized designee prior to issuance.
8. **Information Bulletins are non-directive in nature.** They are not considered "instructions" or "orders."

OFFICIAL CORRESPONDENCE

9. NOPD letterhead stationary shall be used only for official department correspondence which is directed outside of the City of New Orleans or its agencies, boards or commissions. Employees shall not provide blank NOPD letterhead stationary to any person who is not an employee of the Department. All outgoing correspondence shall be in the following format:
 - (a) Center the date under the letterhead.
 - (b) Place the reference number, if any, in the upper right hand corner, under the Superintendent's name.
 - (c) Place the inside address and salutation at the left hand margin.
 - (d) If an NOPD item number applies to the correspondence, place it in the RE: section at the left hand margin between the inside address and the salutation. The subject of the correspondence may also be placed in the RE: section.
 - (e) Indent the first word of each paragraph in the body of the letter five (5) spaces from the margin.
 - (f) Place the closing on the right hand side of the page. The closing is, "Sincerely," followed by the typed name of the Superintendent, followed by his title. Underneath the Superintendent's title, type "BY:" name, and job title of the employee who wrote the letter, no less than ½ inch below the Superintendent's title.
 - (g) Underneath the typed name and title of the employee who wrote the letter, add the signature line followed by the date of the signature. The sender shall sign and date the correspondence.
 - (h) At the left hand margin, type the Superintendent's initials, a slash, the initials of the employee who wrote the letter, a slash, and the initials of the typist. Use no more than three (3) sets of initials.
 - (i) If applicable, the enclosure and attachment section follows the initials section. Give the number of each enclosure or attachment.
 - (j) The copy (cc :) section follows the attachment or enclosure section. List the name of each person receiving a copy of the letter. Always include a cc: to Central Files.
 - (k) Use plain, bond paper for second and subsequent pages.
 - (l) If a supervisor's approval is required to send the letter, the approval will be recorded on the sender's office copy, not on any outgoing letter or copy.
 - (m) The sender will forward a copy of all outgoing correspondence to the Superintendent's Office (Central Files), omitting the attachments or enclosures.
10. Write all outgoing correspondence in the first person plural (we) or the third person singular (The Department). **Do not use the first person singular (I).**

INTEROFFICE CORRESPONDENCE

11. Interoffice correspondence directed to superiors shall be directed through the chain of command with a signature line and date line for each intervening supervisor in the

chain of command. All signatories to the correspondence will include the date their signature was entered.

12. When properly directed through the chain of command, reviewing Commanders / Directors shall forward the interoffice correspondence.
13. Interoffice correspondence shall be distributed to the employees of the Bureau, District/Division, Section, or Unit to whom it applies. Bureaus, District/Divisions, Sections and Units shall maintain files of their own interoffice correspondence in accordance with the Department's record retention policy.
14. The correspondence shall be as brief as possible. Content shall be concise and narrowly directed toward the subject matter.
15. Nothing in this Chapter shall prohibit a member from directing an Interoffice Correspondence directly to a Bureau Deputy Chief or to the Superintendent for the purpose of documenting misconduct of any employee of the Department, relaying confidential information, or citing grievances.

INFORMATION BULLETINS

16. Information Bulletins shall be distributed by Motion Teletype Network (TTY) and Departmental email at NOPDAI@nola.gov and shall be maintained at the Unit Level for a period of one (1) month after being sent.
17. The employee sending an Information Bulletin shall send a copy of the original document to the Policy Standards Section of the Compliance Bureau for inclusion in the permanent master file of Information Bulletins.