



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 301 – Directive System

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.01 INTRODUCTION

This procedure establishes a formal written directive and information system to ensure that employees clearly understand their responsibilities and expectations regarding the performance of their duties.

.02 AUTHORITY OF CHIEF OF POLICE

- A. Under Article V of the Charter of the City of San Antonio, the Director of the Police Department (Chief of Police) has supervision and control over the Police Department, subject to approval by the City Manager.
- B. According to the Collective Bargaining Agreement by and between the City of San Antonio and the San Antonio Police Officers' Association, the Chief of Police has the exclusive right to establish Department policies and procedures, subject to review by the City Manager.

.03 TERMINOLOGY *(For specific use within this procedure, see Glossary)*

City	Department	Departmental Orders
Non-Sworn Member	Officer and Sworn Member	Supervisory Officer

.04 WORD USAGES

- A. The meaning of words or phrases not specifically defined shall be interpreted to have the meaning and intent established in the common usage.
- B. The following rules of grammar shall apply throughout the General Manual.
 - 1. The present tense includes the past and future tenses, and the future tense includes the present.
 - 2. The use of the masculine gender includes the female gender.
 - 3. The use of the singular number includes the plural, and the plural includes the singular.
- C. The following verbs are used throughout the General Manual; however, the absence of a mandatory verb does not make a requirement any less imperative.
 - 1. The words "shall," "will," and "must" are used to specify the required action.
 - 2. The word "may" is permissive.
 - 3. The word "should" is advisory and, where used, indicates the procedure is not mandatory; however, it is to be followed if the situation permits and where such action is deemed practical.



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.05 GENERAL MANUAL

- A. In accordance with the Rules and Regulations of the San Antonio Police Department, the General Manual of the San Antonio Police Department is hereby established and shall be referred to hereafter as the General Manual.
- B. The General Manual is issued under the authority of the Chief of Police and has the effect of an order.
- C. The General Manual is and shall be a composite of those policies, procedures, rules, and regulations pertaining to or affecting more than one (1) bureau, division, section, unit, shift, or office, as established under existing organizational orders.
- D. If any section, procedure, subsection, item, clause, or phrase contained in the General Manual is found to be illegal or otherwise incorrect or inapplicable, such finding shall not affect the validity of the remaining portions of the General Manual.
- E. The General Manual does not encompass every possible circumstance. Therefore, it is expected the authority of supervisory officers be implemented to deal with those situations not specifically addressed in this General Manual.

.06 GENERAL MANUAL FORMAT

- A. The General Manual is composed of nine (9) sections, a glossary, and an index which is hereby established and whose contents are briefly defined as follows:
 - 1. Section 100, *Preface*, contains a Foreword from the Chief of Police, a Statement of the Department's Philosophy, Law Enforcement Code of Ethics, Vision, Mission, and Guiding Principles.
 - 2. Section 200, *Rules and Regulations*, contains the Rules and Regulations of the Department.
 - 3. Section 300, *Administrative Procedures*, contains procedures necessary to the administrative and managerial functions of the Department.
 - 4. Section 400, *Technical Procedures*, contains procedures relative to written reports, communications, and computer systems.
 - 5. Section 500, *Arrest Procedures*, contains procedures pertaining to response to resistance, the legal and procedural aspects in effecting arrests, and the execution of search warrants.
 - 6. Section 600, *Operation Procedures*, contains procedures designed to aid officers in the execution of line duties performed in the direct furtherance of police objectives.
 - 7. Section 700, *Investigative Procedures*, contains procedures pertaining to the field and follow-up investigation of certain criminal offenses and civil and departmental incidents.
 - 8. Section 800, *Emergency Operations*, contains procedures that outline the planned responses of the Department to and during unusual occurrences and critical incidents.
 - 9. Section 900, *Personnel Procedures*, contains procedures relative to members' assignment, deployment, evaluation, and attendance.
 - 10. The Glossary contains words or specialized phrases with an explanation or definition of those words or phrases.
 - 11. The Index contains an alphabetical list of topics listed throughout the General Manual.



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- B. Each procedure in the General Manual is titled and numbered. Within each procedure, a lettering and numbering system is used, which provides a quick reference to all material and maintains the flexibility of format necessary to facilitate the expansion and revision of its contents.
1. A typical procedure number used in the General Manual would be Procedure 301, indicating the first procedure in Section 300.
 2. A section within Procedure 301 would be number 301.01, indicating the first section within the procedure.
 3. A subsection within Section 301.01 would be lettered 301.01A, indicating the first subsection within that section.
 4. The standard outline format defines components within subsections of all procedures.

.07 GENERAL MANUAL ISSUANCE AND MAINTENANCE

A. The Research and Planning Office:

1. Ensures the General Manual is available to all officers through a computerized documentation system.

.08 GENERAL MANUAL PROCEDURE REVISIONS, ADDITIONS, OR DELETIONS

A. Requests for revisions, additions, or deletions of procedures in the General Manual are submitted in writing through the chain of command to the Research and Planning Office. Members should:

1. Secure a copy of the current GM procedure they wish to update from the Research and Planning Unit.
2. Follow the approved editing format.
3. Forward the proposed changes through their chain of command with a form 159-GM Revision Form (Request for General Manual Revisions/Additions).
4. Upon completion of the final approved modifications/edits, electronic copies in Word format should be forwarded to the Research and Planning Office with the completed form 159-GM Revision Form.

B. The Research and Planning Office will present the proposed changes to the Office of the Chief of Police for approval.

C. Upon approval by the Chief of Police, the updates will be published.

D. Revisions, additions, or deletions of procedures in the General Manual are made by issuing a General Order.

.09 STANDARD OPERATING PROCEDURE MANUALS

A. Standard operating procedures are written guidelines for achieving uniformity in the performance of tasks and improving job awareness among members of a bureau, division, section, unit, shift, detail, or office within a particular division.

B. Standard operating procedure manuals, referred to hereafter as SOP manuals, consolidate current standard operating procedures unique to each bureau, division, section, unit, shift, detail, or office within a particular division.

C. SOP manuals are published by Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors under the authority of the Chief of Police and have the effect of an order.



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- D. SOP manuals need not incorporate policies, procedures, rules, or regulations established and contained in the General Manual; however, they may include a reference to such.

.10 SOP MANUAL FORMAT

- A. The format, words, and terms contained in SOP manuals conform to those prescribed for the General Manual.
- B. SOP manuals are titled to identify the applicable bureau, division, section, unit, shift, detail, or office. A typical manual would be titled as follows:

*Standard Operating Procedure Manual
Patrol Division Office
or
Standard Operating Procedure Manual
Traffic Section
or
Standard Operating Procedure Manual
Homicide Unit*

- C. The contents of SOP manuals are arranged in the following order:

1. Table of Contents
2. Introduction
3. Mission Statement
4. Administrative Section
 - a. This section is numbered "Section 100" and contains position descriptions and procedures necessary to the administrative and managerial functions unique to the bureau, division, section, unit, shift, detail, or office.
 - b. The following procedures are mandatory within the Administrative Section:
 - (1) Position descriptions;
 - (2) File management;
 - (3) Inventory control;
 - (4) Goals and objectives;
 - (5) Budgetary guidelines;
 - (6) Standard Operating Procedure issuance and review process;
 - (7) Personnel attendance;
 - (8) Roll call procedures, if applicable;
 - (9) Correspondence guidelines; and



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(10) Training for members and volunteers.

5. Operations Section

- a. This section is numbered "Section 200". It contains procedures designed to guide, direct, and instruct officers in accomplishing the objectives or functions pertinent to a particular bureau, division, section, unit/shift, detail, or office.
- b. Each bureau, division, section, unit/shift, detail, and office is unique in its objectives and functions; therefore, the procedures in the Operations Section of each SOP manual will be different. The only mandatory requirement is that it contains procedures for each significant objective or function performed.

.11 SOP MANUAL ISSUANCE AND MAINTENANCE

- A. The Sworn Personnel Deployment Unit (CSD) is responsible for uploading all SOP manuals to the SAPD SOP web page and maintaining all archived SOPs.
- B. Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors shall ensure members under their command have access to and familiarize themselves with the appropriate SOP manual.
- C. All department members shall acknowledge the accessibility of the SOP manuals and familiarize themselves with the appropriate SOP manual.
- D. The Sworn Personnel Deployment Unit (CSD) will maintain copies of all SOP manuals to reflect procedure revisions, additions, or deletions.

.12 SOP MANUAL PROCEDURE REVISIONS, ADDITIONS, OR DELETIONS

- A. Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors must review/update all SOP Manuals and submit them to the respective chain of command no later than June 1st of each year.
- B. The SOP Manual must reflect the office's most current practices, and upon such review/update, it will reflect the effective date.
- C. The revised/updated SOP version will be emailed through the chain of command for approval and noted on SAPD Form #159 C, Request for Unit SOP Revisions/Additions.
- D. The electronic copy of approved revisions, additions, or deletions of procedures in SOP manuals and the completed SAPD Form #159-C are routed to the Sworn Personnel Deployment Unit (CSD).
- E. Division Commanders, or designees, shall submit the approved electronic version in **Microsoft Word Format** to “**SOP Submissions**” (Outlook) by July 1st of each year.
- F. Requests for any further off-cycle revisions, additions, or deletions of procedures in SOP manuals are submitted electronically on SAPD Form #159-C, through the chain of command to the Special Projects Unit (CSP).

.13 DEPARTMENTAL ORDERS

- A. A "General Order" is a written order issued by the Chief of Police to the entire department establishing policy, rules, regulations, or procedures.
- B. A "Special Order" is a written order issued by the Chief of Police that defines policy and directs procedure for a special event or situation or for a particular unit for a temporary period.



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- C. A "Chief's Memorandum" is a written memo issued by the Chief of Police to clarify, inform, inquire, or direct a specific person, unit, or a specified number of persons or units. It may or may not convey an order.
- D. A "Personnel Order" is a written order issued by the Chief of Police used in personnel matters of appointments, transfers, promotions, demotions, changes in pay status, reprimands, suspensions, dismissals, retirements, resignations, and restorations to duty.
- E. A "Bureau/Division Order" is a written order issued by a bureau or division commander directed to personnel within the division that establishes permanent policy or procedures for a bureau or division. Bureau/Division orders must conform to and not conflict with orders issued by the Chief of Police. Bureau/Division Orders have the force of orders issued by the Chief of Police.

.14 DEPARTMENTAL ORDERS FORMAT

- A. All written directives (orders) are numbered in series corresponding to the year of issuance (i.e., General Order 11-01). The first two digits represent the year of issuance, and the third and subsequent digits represent the sequence in which the directive falls.
- B. Bureau/Division orders, in addition to being numbered, are given the title of the issuing bureau or division (i.e., Patrol Division Order 11-01).
- C. All Departmental Orders will be distributed to all members in written or electronic format.

.15 ISSUANCE OF DEPARTMENTAL ORDERS

A. General Orders

- 1. General orders, printed on light blue paper, are issued by the authority of the Chief of Police.
- 2. The Office of the Chief of Police distributes general orders to Departmental members.
- 3. Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors ensure officers complete SAPD Form #159-1MGOR, *Member General Order Receipt*, for all issued general orders.
- 4. Members:
 - a. Complete SAPD Form #159-1 MGOR for each general order received; and
 - b. Contact their immediate supervisor if they have not received any general orders.

B. Special Orders

- 1. Special Orders, printed on light pink paper, are issued by authority of the Chief of Police to the affected bureau, division, section, unit, shift, detail, office, or member through the chain of command.
- 2. Division Commanders ensure each division, section, unit, shift, detail, office, or member is affected by a special order has access to the Special Order.

C. Chief's Memoranda

- 1. Chief's memoranda, printed on light yellow paper, are issued by authority of the Chief of Police to the affected bureau, division, section, unit, shift, detail, office, or member through the chain of command.



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2. Division Commanders ensure each division, section, unit, shift, detail, office, or member affected by a Chief's Memorandum has access to the Chief's memoranda.

D. Personnel Orders

1. Personnel orders, printed on light green paper, are issued by the authority of the Chief of Police through the chain of command to the affected individual(s).
2. Bureau/Division Commanders ensure each member affected by a personnel order receives a copy.
3. A copy is routed to the Accounting and Personnel Office so all pertinent administrative personnel functions relative to the order can be performed.

E. Bureau/Division Orders

1. Bureau/Division orders, printed on white paper, are issued by the authority of bureau/division commanders to divisions, sections, units, shifts, details, offices, and officers within a bureau/division through the chain of command.
2. Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors issue division orders to the affected officers under their command, direction, or supervision.
3. Bureau/Division/Section Commanders, Unit/Shift Directors, and Detail/Office Supervisors maintain a file of all bureau/division orders affecting personnel under their command, direction, or supervision.
4. Bureau/Division orders establishing standard operating procedures are incorporated in standard operating procedure manuals at the bureau, division, section, unit, shift, detail, and office levels, as applicable.

.16 RESCINDING DEPARTMENTAL ORDERS

- A. The authority to rescind written directives that are not self-canceling is restricted to the Office of the Chief of Police or a bureau/division commander authorized to issue the original directive.
- B. A general order is self-canceling as of the effective dates of the procedures contained in the general order.
- C. A special order is self-canceling, as indicated in the body of the special order, or when the special order is incorporated in a General Manual procedure.
- D. A personnel order is self-canceling as it becomes effective.
- E. A bureau/division order is canceled when incorporated into the appropriate SOP manual.

.17 INFORMATIVE PUBLICATIONS

- A. A "Training Bulletin" provides written instructional and training material for officers. It also includes changes in the law.
- B. The "Daily Bulletin" is an instrument prepared by the Office of the Chief of Police directed to all members apprising them of information relative to the operation of the Department or beneficial to the members or the Department. It may or may not contain an order.



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.18 DISTRIBUTION OF INFORMATIVE PUBLICATIONS

A. Training Bulletins

1. The Training Academy Section prepares all training bulletins and routes them to the Research and Planning Detail to ensure there is no conflict with existing policies, procedures, rules, regulations, orders, or accreditation standards.
2. Upon approval by the Office of the Chief of Police, training bulletins are:
 - a. Published in the Daily Bulletin; or
 - b. Routed to bureau/division commanders for issuance to divisions, sections, units, shifts, details, offices, and members.

B. Daily Bulletin

1. The Daily Bulletin is compiled under the authority of the Chief of Police.
2. Information relative to the Department's operation or the members' benefit is submitted through the chain of command to the Office of the Chief of Police. The Chief of Police determines what information is placed in the Daily Bulletin.
3. The Daily Bulletin is electronically distributed and may be retrieved, read, or printed from a Department computer by accessing the SAPDWEB intranet site and selecting "Daily Bulletins." It may also be retrieved by accessing the network drive, <\\fscommon\17\bullet2013> (the year value will change accordingly).
4. Members are reminded of Section 3.09 of the Rules and Regulations, which states, "Members are responsible for reading the Department's Daily Bulletin before beginning their tour of duty. Departmental personnel returning to duty after any absence shall read all directives published during their absence before returning to duty."

.19 WRITTEN COMMUNICATIONS

- A. An "Interoffice Memorandum" is a written memo originating in and remaining within a particular bureau, division, section, unit, shift, detail, or office. It is used to clarify, inform, inquire, or direct a specific bureau, division, section, unit, shift, detail, office, or person. It is routed through the chain of command and may or may not convey an order.
- B. An "Interoffice Correspondence" is a written document routed through the chain of command and is used to clarify, inquire, or inform a bureau, division, section, unit, shift, detail, or office outside of the issuing bureau or division. Interoffice correspondence is prepared on SAPD Form #65, *Interoffice Correspondence*, or an acceptable computer-generated facsimile.
- C. An "Interdepartmental Correspondence" is a written document routed through the chain of command and is used to clarify, inquire, or inform another department within the City of San Antonio. Interdepartmental correspondence is prepared on the preprinted City of San Antonio form or an acceptable computer-generated facsimile.