

Louisville Metro Police Department

Standard Operating Procedures	SOP Number: 3.4
	Effective Date: 01/20/05 Prv. Rev. Date: 09/02/21 Revised Date: 05/29/23
	Accreditation Standards: KACP: 4.6, 5.3
Chapter: Communications	
Subject: Correspondence	

3.4 CORRESPONDENCE

3.4.1 SYSTEM OF WRITTEN COMMUNICATIONS (KACP 4.6a)

It is the policy of the Louisville Metro Police Department (LMPD) to distribute written directives in the form of General Orders, Special Orders, or General Memorandums. The Chief of Police, or their designee, will issue, revise, or approve all numbered correspondence on a department-wide basis (KACP 4.6b-c). All members will read and acknowledge that they have understood their contents. These written directives cover agency rules and regulations and explain procedures for carrying out agency activities (KACP 4.6d). Personnel Memorandums and Memorandum Announcements do not require signatures for acknowledgement; however, all members will read and understand their contents. All correspondence is numbered in chronological sequence with the last two (2) digits of the year that it was issued followed by a chronological number (e.g. General Order #22-014, General Memorandum #22-021).

The following types of numbered correspondence are established to facilitate the orderly flow of written communications within the department:

- **General Order:** The purpose of a General Order is to announce the adoption or revision of a Standard Operating Procedure (SOP) and to establish procedures on department-wide topics.
- **Special Order:** The purpose of a Special Order is to announce the adoption or revision of an SOP and to establish procedures on department, bureau, or division levels. A Special Order may be converted into a General Order if it is necessary to address an ongoing issue. A Special Order may also be issued to convey a particular assignment for a stated period of time.
- **General Memorandum:** The purpose of a General Memorandum is to serve as a less formal written notice that reiterates or emphasizes previous procedures, orders, or instructions.
- **Personnel Memorandum:** The purpose of a Personnel Memorandum is to announce personnel actions such as appointments, assignments, transfers, position vacancies, and promotions.
- **Memorandum Announcement:** The purpose of a Memorandum Announcement is to announce topics such as social events, activities, and information related to civic functions, meeting minutes, court calendars, and schedules.

All numbered correspondence is disseminated to all members via email. Members will have ten (10) calendar days to read and acknowledge that they have understood all disseminated General Orders, Special Orders, and General Memorandums, using the PowerDMS Document Management System (KACP 4.6d). Members who do not understand a new or revised SOP that has been disseminated should contact their supervisor or commanding officer for clarification. Each division/section/unit Administrative Lieutenant will be responsible for running monthly compliance reports for its members in PowerDMS for accountability purposes.

The responsibility of division/section/unit commanders includes:

- Posting all numbered correspondence for a minimum of ten (10) days so that it is readily available to all members under their command (KACP 4.6d).
- Providing an accountability roster for members who do not have access to a computer to acknowledge that a General Order, Special Order, or General Memorandum has been read by the member and the member understands its contents (KACP 4.6d).
- Verifying that such correspondence is read at roll calls.

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3.4.1 SYSTEM OF WRITTEN COMMUNICATIONS (CONTINUED)

The department's SOP Manual and all numbered correspondence is maintained on the LMPD Intranet, accessible by members at all computer terminals that are connected to the network. A current hardcopy of the SOP Manual is maintained in Research and Development (R&D) (KACP 4.6d, 5.3a).

Some of the sources from which members receive training on the department's SOP Manual include, but are not limited to, the following (KACP 5.3b):

- Training Academy
- Police Training Officer (PTO) Program
- PowerDMS Policy Management System

3.4.2 MEMORANDA

Official correspondence between departmental members and other Metro Government agencies will be in the form of a memorandum.

3.4.3 INTERDEPARTMENTAL MAIL

When a member forwards correspondence through the interdepartmental mail system, they should utilize an interdepartmental mail envelope, whenever possible. If the material being sent is confidential, then it should be placed in a sealed envelope. When addressing interdepartmental mail, the recipient's full name and the interdepartmental mail code of their assigned division/section/unit should be written legibly on the envelope. Members should also note whether the indicated section belongs to Metro Government or the department (e.g., Police Human Resources (HR) vs. Metro Human Resources). A current list of interdepartmental mail codes can be found on the LMPD Intranet by clicking on the "Forms" link.

Mail is collected from and delivered to each police division on a daily basis. Other police facilities have daily pickup and delivery service with schedules based on each facility's requirements and location. Interdepartmental mail is sorted at the Metro Mail Room before being forwarded to its appropriate division/section/unit.

3.4.4 LETTERHEAD

Official correspondence that is sent to recipients outside of Louisville Metro Government will be on LMPD letterhead. Such correspondence will be sent through the appropriate chain of command for final approval by the division/section/unit commander. Exceptions to this rule include standardized forms specifically designed for mailings from the department.

3.4.5 POSTAGE

Members may request that the department pay postage expenses for official correspondence. In such cases, the member will place the sealed, addressed envelope or package in the outgoing mail accompanied by a

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3.4.5 POSTAGE (CONTINUED)

completed Metro Mail Services Mailing Request. The Metro Mail Services Mailing Request can be found on the LMPD Intranet. Click on the "Forms" link and double click on the "Administration" folder.

3.4.6 DEPARTMENTAL ADDRESS

When a member sends, or receives, official correspondence to, or from, another person or agency, they will utilize a departmental address. Members are prohibited from using departmental addresses for personal correspondence or deliveries.

3.4.7 ACCEPTANCE OF REGISTERED OR CERTIFIED MAIL

Members will not accept service of, or sign for, another member's registered or certified mail. Members may not grant an authorization to any other member to allow them to accept service of, or sign for, registered or certified mail. Members may ask the delivery person to deliver the mail at another time or date or ask them to leave a card notifying the addressee of the location where the mail may be picked up. Members are prohibited from knowingly accepting registered mail, certified mail, or other service, regarding any lawsuit, addressed to "Unknown LMPD members/officers." Registered or certified mail addressed to retired, resigned, or terminated members will not be accepted. A notification card should be requested from the delivery person and forwarded, through interdepartmental mail, to the Legal Advisor's Office.

3.4.8 EMAIL

Members are responsible for complying with any official directives received via email. Electronic directives will be treated in the same manner as verbal directives (KACP 4.6a).

All members will check their email at least once during each tour of duty. To help facilitate this, please note that LMPD email accounts can be accessed via the Internet. To do this, members will use the following connection: <https://outlook.office.com>. Once this website has been accessed, a member will need to enter their departmental email address and CityNet password to gain access to their email account. Once the member has finished checking their email, they will click on the "sign out" tab to close down their email account.

Any member who is out of the office (e.g., vacation, sick, etc.) during their regularly scheduled hours is required to use the "Automatic Replies (Out of Office)" feature in Microsoft Outlook. The automatic reply message that the member posts will contain alternate contact information and an expected return date, if known, to be used in response to emails from inside and outside of the department.

Email messages distributed outside of the department will be viewed as direct correspondence from the department. Email users are prohibited from representing the department, either implicitly or explicitly, unless authorized by a commanding officer to do so. External emails will automatically be accompanied with a general purpose email disclaimer, placing the content responsibility upon the sending or forwarding member (refer to SOP 4.20).

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3.4.9 TELESTAFF

TeleStaff is a workforce management system that serves as a central location for the coordination of daily personnel operations. The system consists of multiple applications that are used for the following:

- Payroll tracking and submission
- Shift scheduling and tracking
- Line-up submission
- Officer assignments
- Overtime and compensatory time requests
- Leave requests

All members are required to login to TeleStaff every workday in order to check for pertinent correspondence. The TeleStaff calendar will be reviewed each workday. Members may also check TeleStaff at any time, via the Internet. Subpoenas will be acknowledged, via CourtNotify, as required in SOP 8.2.

All members are required to have their shift schedules accurately reflected in TeleStaff. If a member has a daily schedule that is different than the schedule template that they are assigned in TeleStaff, they are required to notify their appropriate supervisor and the supervisor will update their schedule in TeleStaff to reflect the hours that were actually worked.

3.4.10 OPERATIONS MANUALS

All divisions/sections/units are required to have an operations manual that outlines their day-to-day activities. Commanders are responsible for keeping their division/section/unit operations manual and its contents up-to-date, verifying that it is not in conflict with current LMPD SOPs, and reviewing the operations manual annually. Commanders are responsible for verifying that all members under their command, including all new and/or transferred members, are familiar with the operations manual. Operations manuals should be readily available to all members of the division/section/unit.