

Georgia Department of Public Safety

Policy Manual

SUBJECT WRITTEN DIRECTIVES	POLICY NUMBER 2.01
DISTRIBUTION ALL EMPLOYEES	DATE REVISED 8/13/2009

2.01.1 Purpose

Effective administration of a large decentralized agency is dependent upon dissemination of information through a variety of instruments. In order to insure uniformity and accountability for the dissemination of official information, a written directive system must be established. The following shall be the purpose of the written directive system for the Georgia Department of Public Safety:

- A. To standardize the format for written directives and to provide a mechanism that will facilitate their storage and retrieval;
- B. To ensure timely distribution of written directives to affected components and personnel and to obtain an acknowledgment of their receipt;
- C. To acquaint Department personnel with the duties, obligations, expectations and constraints attendant with the position they hold;
- D. To provide a system for the review, revision, expiration or cancellation of directives, and
- E. To provide efficient and effective communications between various organizational components.

2.01.2 Policy

Written directives for the Georgia Department of Public Safety shall be drafted, revised, promulgated and disseminated utilizing standardized procedures. All organizational components of the Georgia Department of Public Safety shall utilize the written directive system established herein to provide and share information.

2.01.3 Definitions

- A. Records Manager – The organizational component of the Department, assigned to the Legal Services Division, responsible for the administration of the Department's Policy Manual, for coordinating policy development, and for administering the written directives system.
- B. Exhibit - A supplement or appendix to a written directive which is issued to separate policy and procedural components into sub-divisions or to provide supplementary information, such as maps, charts, forms, samples or lists.

- C. Commissioner – The Chief Executive of the Department of Public Safety, holding the rank of Colonel in the Georgia State Patrol.
- D. Department - The Department of Public Safety.
- E. General Order - A permanent written directive concerned with policy, rules and procedures affecting more than one component of the Department.
- F. LTD Memorandums – Channels for correspondence of limited effect and distribution. May also be used as forerunners for policy changes.
- G. Civilian Personnel - Employees of the Department who are not required to be POST certified as peace officers.
- H. Civilian Uniformed Personnel – Employees of the Department who are not required to be POST certified as peace officers but are required to wear uniforms in the performance of their duties, e.g. communications officers.
- I. Policy - The portion of a written directive which sets forth a broad statement of Department principles; it provides direction and the framework for development of procedures and rules.
- J. Procedures - Guidelines for carrying out Department activities. Procedures offer a general description defining a course of action, whereas rules and regulations outline specific steps to be taken.
- K. Purpose - A statement of intention; the reason for the written directive.
- L. Responsibilities - The section of a written directive, which defines specific duties that personnel and/or organizational components are assigned to carry out in order to attain the stated objective(s).
- M. Rules Of The Board Of Public Safety – These are rules promulgated by the Board of Public Safety and have the force and effect of law. They are required on matters regarding the operation of the Department that affect the general public.
- N. Special Order - A written directive affecting only a specific segment of the organization, or a statement of policy or procedure regarding a specific circumstance or event of a temporary nature.
- O. Sworn Personnel – Employees who are required to be POST certified peace officers.
- P. Trooper – The term “trooper” will generally apply to all sworn members of the Georgia State Patrol regardless of rank that have completed Trooper School.
- Q. Written Directive - A written document used to guide or affect the performance or conduct of agency personnel. The term encompasses policies, procedures, rules and regulations, general orders, special orders and notices.
- R. Written Directive System – The standardized procedures for the drafting and dissemination of official documents related to the administration of the Department of Public Safety and its organizational components. The Records Manager shall be responsible for the administration of the Written Directive System, except that the dissemination of Special Orders and LTD Memorandums

shall be the responsibility of the Personnel Services Section of the Human Resources Division.

2.01.4 Responsibilities

- A. The Commissioner shall have the authority to issue, modify or approve Georgia Department of Public Safety written directives.
- B. Authority to promulgate or amend division, troop, post, section, or unit written directives may be delegated to appropriate command personnel by the Commissioner or his designee.
- C. Administration of Georgia Department of Public Safety directives contained in the Georgia Department of Public Safety Policy Manual shall be vested in the Records Manager's Section, which shall ensure that their content is audited/updated annually and that directives comply with the provisions of governing law and organizational needs.
- D. Open Records requests for Departmental policies shall be forwarded to the Records Manager.
- E. Specialty manuals shall be drafted by the originating units, reviewed by Legal Services and issued after approval by the Commissioner.
- F. All personnel employed by the Georgia Department of Public Safety are required to comply with the provisions of directives issued by the Department including any applicable specialty manuals. Copies of specialty manuals needed to perform safety sensitive function(s) will be maintained in a secure location within each work area and shall be accessible to only those personnel whose activities are guided by their content.

2.01.5 Georgia Department of Public Safety Policy Manual

- A. Authority - The Georgia Department of Public Safety Policy Manual is an official publication of the Department of Public Safety. It is issued pursuant to authority granted to the Commissioner of Public Safety under the provisions of O.C.G.A. § 35-2-3, and it contains policies, procedures, regulations and organization reports designed to provide direction and guidance to employees in the performance of their official duties. Violation of directives contained in this manual shall constitute grounds for disciplinary action.
- B. Description - The Georgia Department of Public Safety Policy Manual is organized by sequentially numbered chapters on My DPS. General subject matter can be located by consulting the Table of Contents. This manual and all other Department (Specialty) Manuals shall be prepared in accordance with the format specified in this directive and may contain each of the components referenced below:
 - 1. Foreword - Each Department manual may contain an introductory letter or foreword from the Commissioner.
 - 2. Table Of Contents
 - 3. Directive Change Record - A formatted listing of all revisions posted to the manual since its issuance.

4. Organization - The manual shall be composed of a series of chapters, containing one or more directives whose subject matter is interrelated. It shall be indexed using a system that resembles the one used in CALEA Standards.
 - a. 1.00.00 = underlined portion designates chapter number.
 - b. 1.00.00 = underlined portion designates directive number.
 - c. 1.00.00 = underlined portion designates section number within directive.
5. Required Entries - Each directive shall be composed of a title and the following sections:
 - a. Purpose
 - b. Policy
6. Optional Entries – Written directives may be composed of the following sections:
 - a. Authority
 - b. Background
 - c. Definitions
 - d. Responsibilities
 - e. Procedures
7. Chapter Title Page - Header plates are permissible and shall include the Department name, manual title, chapter title, chapter number, and effective date.
8. Pagination - Pages in this manual, and in all specialty manuals issued within the Department, shall be numbered sequentially within each chapter and section. Page numbers shall be centered above the bottom of the page and shall be preceded by notation, which identifies the manual in which the policy appears. Example: Policy 1.01
 - a. "Policy" identifies the manual.
 - b. "1" denotes the chapter in which the policy appears.
 - c. "01" denotes the policy number.
 - d. To the right of the page number will be the date the policy was approved or updated/revised.
9. Revision Notices - All notices authorizing revisions, additions, and other modification of the content of the manual shall be kept by the Records Manager.

- C. Contents – The Georgia Department of Public Safety Policy Manual shall contain written directives that have been approved through the process established in this Policy. It shall also include such exhibits as may be necessary to illustrate, clarify, or supplement the included Policies. Specific Organization Reports may also be included, at the direction of the Commissioner.

- D. Access to the Policy Manual - Employees shall sign a Policy Acknowledgment Form. The referenced form shall be retained by the employee's supervisor for a period of thirty days, during which time the employee shall be required to become familiar with the content of the manual and shall be afforded opportunities to receive an explanation of entries contained in the manual. Thereafter, the employee shall be required to complete and sign the portion of the Policy Acknowledgment Form, indicating that they have read and understand the manual. Troop commanders or other supervisory personnel via the chain of command will then forward completed forms to the Human Resources Division to be housed in the employee's master personnel file. Copies of the form are to be retained at the troop level and filed with either the member's supply records or civilian personnel records.

- E. Amendments and Rescissions
 - 1. Written directives will remain in force until rescinded or amended by a subsequent directive.
 - 2. A Department directive may only be amended or rescinded by another written directive. Amendments and addenda to a directive are rescinded when the directive is rescinded.
 - 3. The express written approval of the Commissioner or the Commissioner's designee is required to amend or rescind any directive.
 - 4. Directives, or portions thereof, that require extensive revision will be reprinted and reissued.
 - 5. Upon the appointment of a new Commissioner, the Records Manager shall prepare a memorandum providing for the continuation of all written directives currently in effect, until their revision or rescission.

- F. Dissemination Of Amended Policies And New Directives
 - 1. Dissemination may be by electronic mail (e-mail), U.S. Postal Service, or directly to affected personnel via the appropriate chain of command, as in the case of directives delivered during Troop Commanders' Meetings, Unit Staff Meetings, training sessions, etc.
 - 2. Each employee shall be accountable for acknowledging receipt of new or amended policies. Amended policies and new directives will be distributed on My DPS. Employee notification of new or revised directives will be via e-mail. A form to be signed by all staff and returned to the Records Manager indicating acknowledgement of receipt will be posted on My DPS. The referenced notice shall contain instructions regarding the handling of enclosed directives.

- a. The signed acknowledgements forms shall be kept permanently by the Records Manager.
 - 3. An updated and complete copy of the Policy Manual shall be available for review by all employees of the Department on My DPS.
 - 4. When exigent circumstances prevail, the Commissioner may issue a written directive by Notice Memorandum or other format. If the directive is not self-canceling, the Records Manager will proceed with staffing and development, as outlined below. Receipt of such material shall be acknowledged on the Directive Change Record.
- G. Development And Staffing Of Policy Statements And Specialty Manuals
- 1. Policies
 - a. All employees of the Department of Public Safety are encouraged to submit recommendations for improving policies and operating procedures. Such recommendations are to be forwarded, without modification, through the chain of command to the Commissioner for consideration.
 - b. The Records Manager shall prepare new/revised policies for staffing at the Commissioner's instructions. A copy of the proposal may subsequently be forwarded to the DPS Policy Revision Committee for review on or before the specified deadline.
 - c. The directive may then be reviewed by the Command Staff and, upon concurrence with the content, forwarded to the Commissioner for signature.
 - 2. Specialty Manuals
 - a. Will be prepared by the Specialty Unit in conjunction with the Records Manager or the Planning Section.
 - b. The manual will be reviewed by the Records Manager, before being forwarded to the Division Director for approval.
 - c. Once the Division Director has approved the content, the manual will be forward to the Lt. Colonel for approval.
 - d. Once the Lt. Colonel has approved the content, the manual will be forwarded to the Director of Legal Services for review.
 - e. Once Legal Services has approved the content, it will be forward to the Commissioner for final approval.
 - f. All signed specialty manual approval forms shall be kept on file with the Records Manager.

2.01.6 General Orders / Organization Reports

A. Descriptive Information

1. General Orders and Organization Reports shall be used to reflect the same types of information, but in different formats appropriate to the method of storage and retention as follows:
 - a. General Orders shall be prepared in memorandum format for dissemination to all Departmental organizational components. The General Order shall be posted for the attention of all members and filed appropriately in the unit's files.
 - b. Organizational Reports shall be prepared in the same format as Policy Statements for inclusion in the Georgia Department of Public Safety Policy Manual and/or other Specialty Manuals.
 - c. Generally, organizational changes shall be initially disseminated as General Orders with a corresponding Organization Report included in the next formal revision of the Policy Manual or Specialty Manual.

2. General Orders/Organization Reports are to provide the following information:
 - a. Post and Troop Territorial Designations;
 - b. Job assignments;
 - c. Lines of Authority;
 - d. Command Appointment (Director);
 - e. Organization Charts;
 - f. Functional Responsibilities of Members and Units;
 - g. List of Available Department Services, and/or
 - h. Composition of Boards, Committees, and Panels.

3. General Orders shall be assigned a number and posted in a Microsoft mail server public folder.
 - a. The title of the posting shall be formatted as indicated in Exhibit #2.01-5.
 - b. The posting shall contain the title, the General Order as an attachment and a brief description of the contents of the General Order similar to the example in Exhibit #2.01-5.

- B. Only the Commissioner shall be authorized to issue a General Order.
- C. General Order Format
 1. Each General Order shall be prepared as a memorandum containing the following items of information:
 - a. Date – Effective date of the order

- b. Heading – Identifies the document as a General Order
 - c. Number – Recorded designation of each General Order
 - d. Subject - A short description of the contents
 - e. To – Affected Personnel (Usually, “All Employees”)
 - f. Body - Content of the subject matter
 - g. Signature/Closing – Name of the issuing official.
2. Exhibit #2.01-1 reflects the proper format for a General Order.
 3. General Orders to be disseminated via e-mail shall be prepared in Microsoft Word or Adobe Acrobat PDF format and included as an attachment to the message.
 4. Each organizational component shall print, post, and file the General Order as required. General Orders shall be initialed and dated by all members of the work unit.

2.01.7 Special Orders

A. Descriptive Information

1. Special Orders shall be prepared in memorandum format for dissemination to affected Departmental organizational components. The Special Order shall be posted for the attention of all members and filed appropriately in the unit’s files.
2. Special Orders shall be official documents used to verify the following:
 - a. Promotions
 - b. Employments
 - c. Transfers
 - d. Badge Number Changes
 - e. Salary Adjustments
 - f. Separations
 - g. Resignations
 - h. Detached Duty
3. Special Orders shall be assigned a number.

B. Authority to Issue

1. Promotions shall be issued by the Commissioner.

2. Employments, transfers, badge number changes, and salary adjustments shall be issued for the Commissioner by the Human Resources Adjutant.
3. Transfers, dismissals, resignations, and detached duty (within the state) shall be issued by the Division Director to whom the affected member is assigned.
4. Authorization for detached duty (out-of-state) shall be issued by the Commissioner or his designee, the Deputy Commissioner.

C. Special Order Format

1. Each Special Order shall be prepared as a memorandum containing the following items of information:
 - a. Date – Effective date of the order.
 - b. Heading – Identifies the document as a Special Order
 - c. Number – Recorded designation of each Special Order
 - d. Subject – What is addressed in the Special Order
 - e. To – Affected Unit(s).
 - f. Body – Content of the subject matter
 - g. Signature/Closing – Name of the issuing official
2. Exhibit #2.01-2 reflects the proper format of a Special Order.

- D. Special Orders disseminated via e-mail shall be prepared in Microsoft Word or Adobe Acrobat PDF format and included as an attachment to the message.

2.01.8 LTD Memorandums

A. Descriptive Information

1. LTD Memorandums are prepared in memorandum format for dissemination to affected Departmental organizational components. The LTD Memorandums shall be posted for the attention of all members and filed appropriately in the unit's files.
2. LTD Memorandums are channels for official correspondence of limited effect and limited distribution and may consist of the following:
 - a. New Laws;
 - b. Reminders;
 - c. Notification of POAG and other meetings;
 - d. Expenditures of Death Benefit Fund monies;

- e. Special messages and letters;
 - f. Reference to or Revisions of Policies, Organization Reports, Memorandums, or other LTD Memorandums;
 - g. Special programs or meetings;
 - h. Directives/Requests;
 - i. Instructions;
 - j. Clarifications/Expenditures, and
 - k. Authorizations.
3. LTD Memorandums shall be assigned a number and posted in a Microsoft mail server public folder.
- a. The title of the posting shall be formatted as indicated in Exhibit #2.01-5.
 - b. The posting shall contain the title, the LTD Memorandum as an attachment and a brief description of the contents of the LTD Memorandum similar to the example in Exhibit #2.01-5.
- B. LTD Memorandums shall be issued by the Departmental organizational component disseminating the information.
- C. LTD Memorandum Format
- 1. Each LTD Memorandum shall be prepared as a memorandum containing the following items of information:
 - a. Date – Effective date of the order
 - b. Heading – Identifies the document as a LTD Memorandum
 - c. Number – Recorded designation of each LTD Memorandum
 - d. Subject – What is addressed in the LTD Memorandum
 - e. To – Affected Unit(s)
 - f. Body – Content of the subject matter
 - g. Signature/Closing – Name of the issuing official
 - 2. Exhibit #2.01-3 reflects the proper format for a LTD Memorandum.
- D. LTD Memorandums disseminated via e-mail shall be prepared in Microsoft Word or Adobe Acrobat PDF format and included as an attachment to the message.
- E. Each organizational component shall print, post, and file the LTD Memorandum as required. LTD Memorandums shall be initialed and dated by all members of the work unit.

2.01.9 Inter-Departmental Memorandums

- A. To reduce costs and expedite operations, most written inter-departmental correspondence should be accomplished using electronic mail (e-mail).
- B. However, there may be circumstances in which it is preferable to utilize a formal document for such correspondence. In such cases a standard format shall be utilized. Exhibit #2.01-4 reflects the proper format for Inter-Departmental Memorandums.
- C. Legal memorandums shall be in a format that protects the attorney-client privilege and conforms to legal standards for memoranda.

2.01.10 Written Directive Number Logs and Files

- A. The Records Management Officer shall maintain a separate file of all General Orders/Organization Reports, Special Orders, and LTD Memorandums arranged sequentially by number for each calendar year.
- B. The files and logs maintained by the Records Management Officer shall be considered permanent records of the Georgia Department of Public Safety and shall be retained indefinitely.
- C. The following units shall receive a copy of ALL written directives, except Inter-Departmental Memorandums, regardless of applicability or distribution:
 - 1. The Office of the Commissioner of the Department of Public Safety;
 - 2. The Records Manager, and
 - 3. The Records Management Officer.