



Peoria Police Department Policy and Procedure Manual	
Policy 2.02	Direction



I. POLICY

Supervisors will direct their efforts towards the intelligent and efficient performance of the functions of the Peoria Police Department and will require their employees to do the same. Supervisors are responsible for the proper performance of their employees under a variety of conditions and circumstances. (11.3.2)

II. PROCEDURE

A. Verbal Communication

1. The line of authority from subordinate to supervisor shall be preserved within each Bureau/Division as indicated under the organizational structure of the Peoria Police Department.
2. Lawful Orders. Lawful orders and commands will be given to subordinates as needed and required. Supervisors should be cognizant of current policy when issuing orders and commands and any deviations or amendments should be carefully considered and based on past practices, experiences and common sense.
 - a. Supervisors making decisions on criminal legal matters should consult with either the City Attorney's Office or the Maricopa County Attorney's Office prior to a decision being made. Subordinate police employees who receive lawful orders or commands from supervisors, including any order relayed from a supervisor by an employee of the same or lesser rank, shall obey such an order or command. (12.1.3)
 - b. Employees receiving orders or commands which are in conflict with established written procedures or with a previously issued order/command, have the authority to respectfully address this conflict with the issuing supervisor. If the order is lawful, and the situation is one in which immediate action is required by the subordinate employee, the employee shall follow the direction of the last order received.
 - (1) The last supervisor who commands or orders an employee in this type of a situation will assume total responsibility for the action taken by the subordinate employee regarding the order. The employee will not be held accountable for disobeying the first order if they are ordered by another supervisor to take immediate action, or the first order has not been modified, altered, or retracted.
 - (2) Supervisors shall listen to subordinates who bring conflicting orders/commands to their attention and shall consider this information when making their decision.
 - (3) If the order is deemed unlawful, as defined by federal or state law, the affected employee shall notify the issuing supervisors' supervisor immediately of the order.
 - (4) As a means of ensuring that conflicting orders are not given to subordinate employees, supervisors should, under normal situations, order only those employees directly under their daily command or responsibility. If it becomes necessary, supervisors will notify the affected employee's supervisor prior to an order or command being given.
 - (5) Orders that deviate from existing written or verbal orders may be issued in emergency situations. All such instances will be reported in writing to the issuing employee's supervisor.

“Our Community...Our Commitment”

B. Exchange of Information (12.1.4)

1. **Timely Dissemination.** The current and relevant exchange of information between all functions of the Peoria Police Department is paramount to coordinating activities and ensuring that pertinent knowledge is disseminated in a timely manner.
2. The Peoria Police Department uses several methods to exchange information between all functions. The more common methods are as follows:
 - a. Staff Meeting Minutes – As determined by the Chief of Police or designee.
 - b. Exceptional Incident Log - Daily.
 - c. Supervisor’s Meeting Minutes - Monthly.
 - d. Criminal Investigations Bureau Roll Calls - As Needed.
 - e. Community Services Section Newsletter – As Needed.
 - f. Patrol Officer Roll Calls - As Needed.
 - g. Training Bulletins - As Needed
3. **Immediate Notification.** The on-duty patrol lieutenant or shift supervisor, during normal business hours, is responsible for immediate notification, through the chain of command, to the Chief of Police by telephone, pager, or in-person concerning the following situations. After normal business hours the assigned duty commander shall be notified.
4. All homicides and/or suspicious deaths occurring within the city. Notifications should be made within a reasonable period of time after preliminary facts of the incident are determined.
 - a. All serious on-duty injuries or illnesses that require emergency medical treatment of an employee.
 - b. When a police officer fires their weapon in the course of duty, or is shot at by a suspect.
 - c. Hostage situations, or when a person has barricaded himself and threatens harm to himself or others.
 - d. Armed robbery or sexual assault cases when serious injuries or death occur.
 - e. Any major incident where multiple serious injuries or loss of life occur.
 - f. Any serious personnel problem wherein the supervisor feels the Chief of Police or Duty Commander should be notified immediately.
 - g. Severe weather warnings for the City of Peoria.
 - h. Significant equipment failures which indicate an immediate threat to basic police services.
 - i. Major incidents in which significant staffing from the Peoria Police Department is committed.
 - j. Other incidents, as determined by the supervisor, which have a high probability of generating mass media or political attention.

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