



DEPARTMENTAL
GENERAL
ORDER

Rev.
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Index as:

Suggestion System

Ref: CALEA
Standard 12.1.4

SUGGESTION SYSTEM

The purpose of this order is to explain the Departmental Suggestion System.

I. GENERAL PROVISIONS

- A. Suggestions may be submitted on anything related to the administration, management and operation of the Department. Suggestions may consist of positive proposals for the development of techniques, practices and procedures for the improvement of police service, or statements of dissatisfaction with existing conditions and practices.
- B. Suggestions shall consist of a clear statement of the problem and a proposed solution or correction.
- C. Command and supervisory officers shall actively solicit suggestions from their members and employees, recognizing that the ideas of all members and employees are wanted, needed and can contribute to the improvement of the Department.
- D. Examples of types of suggestions that can contribute to the improvement of the Department are:
 - 1. Improvement of police service to the public
 - 2. Improvement of working conditions
 - 3. Increasing cooperation among Departmental personnel and units
 - 4. Improvement of morale

5. Improvement of supervision
6. Improvement of communications, coordination and cooperation among all departmental functions
7. Safety suggestions
8. Savings in materials and supplies
9. Prevention of waste
10. Elimination of unnecessary records, data, material or equipment
11. Simplification of work methods
12. Improvement of police-public relationship

II. SUGGESTION PROCEDURES

- A. Members and employees may submit suggestions to the Chief of Police by interoffice memorandum forwarded through their chain of command. The advantages of following this procedure are that:
 1. Supervisors may consult suggestors for clarification or expansion of their ideas.
 2. Supervisors may add their evaluations and recommendations for implementing the suggestion as the memo moves through the chain of command.
 3. Supervisors may give credit for worthy suggestions.
- B. Members and employees may submit unsigned letters or bypass the chain of command by sealing their suggestion in an envelope marked "Personal/Suggestion" and forwarding it directly to the Chief of Police.

III. RECOGNITION OF SUGGESTORS

- A. The Office of Chief of Police will acknowledge receipt of each signed suggestion by individual reply to the suggestor. The acknowledgment shall be forwarded through the chain of command unless circumstances dictate other means. In addition, signed and unsigned suggestions may be published on bulletin boards, in departmental publications and by other media unless the suggestor of a signed suggestion requests that his/her name not be used.
- B. The acknowledgment shall contain an evaluation of the suggestion and the action decided upon in relation to it.
- C. Suggestors shall be given recognition for their suggestions according to the merit of the suggestion and what it accomplishes. The form of recognition given shall be in accordance with existing departmental procedures.

IV. REVIEW COMMITTEE

At his or her discretion, the Chief of Police may appoint a Suggestion Review Committee to evaluate and provide feedback regarding suggestions made to improve or change Departmental personnel and operational policies, practices or strategies.

By order of

Richard L. Word
Chief of Police