

## Administrative Communications

### 205.1 PURPOSE AND SCOPE

Administrative communications of this department are governed by the following policies.

### 205.2 CORRESPONDENCE

In order to ensure that the letterhead and name of the Department are not misused, all external correspondence shall be on Department letterhead. Department letterhead shall only be used for official business and with approval of a supervisor.

### 205.3 SURVEYS

All surveys made in the name of the Department shall be authorized by the Chief of Police or a Commander.

### 205.4 CITY-SUPPLIED BUSINESS CARDS

#### 205.4.1 UTILITY BUSINESS CARDS

- (a) Utility business cards are furnished by the City and contain spaces for entering the name of the member, the unit of assignment for members in assignments other than Patrol, telephone number, and email address.
- (b) Members may issue an Information Card, "Blue Card", (TF-3264) in addition to a utility business card.

#### 205.4.2 PERSONALIZED BUSINESS CARDS

Personalized cards shall include the following on the front of the card:

- (a) The member's name and serial number
- (b) The member's rank
- (c) The street address of the Police Administration Building

The front of the card may also include:

- (a) Assigned telephone number
- (b) Assigned email address

The business card shall also include:

- (a) The non-emergency communications telephone number.
- (b) The seven digit emergency telephone number.
- (c) The Patrol Desk telephone number.
- (d) TTY or TDD (Telecommunication Device for the Deaf) telephone number
- (e) Information regarding how to provide a compliment or file a complaint.

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Personalized business cards will be provided to newly-appointed sworn members at the time of hire. Replacement cards shall be ordered through the Personnel Section. With the exception of the TTY/TDD telephone number, all necessary information shall be provided to the Personnel Section at the following email address: [opd\\_personnel@oaklandnet.com](mailto:opd_personnel@oaklandnet.com).

#### **205.5 VENDOR-SUPPLIED BUSINESS CARDS**

Any member may purchase personalized business cards. Vendor-supplied personalized cards shall conform to this policy.

#### **205.6 USE AND MODIFICATION OF BUSINESS CARDS**

- (a) Business cards shall be used for official Departmental business only.
- (b) Nothing shall be written on a business card which confers special consideration to the recipient.
- (c) Any member who obtains a Departmental business card on which there is written information conferring special consideration shall forward the card to the Office of the Chief of Police with a letter setting forth the circumstances under which the card was obtained.

#### **205.7 ISSUANCE OF BUSINESS CARDS AND INFORMATIONAL BUSINESS CARDS (IBCs)**

- (a) OPD personnel shall distribute a Department-issued business card to any person upon request, providing the action does not interfere with the performance of official duties. Personnel who deplete their supply of business cards in their normal course of duty may provide their contact information via alternate means (verbal, written or electronic) as needed.
- (b) All members shall provide an Informational Business Card (IBC) in accordance with Department General Order (DGO) M-03, Complaints Against Departmental Personnel or Procedures.