

# SPECIAL ORDER



Title  
**Teletype (E-Mail) Message System**

Series / Number  
**SO - 01-21**

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Distribution  
**B**

Related to  
**GO 302.4 (Transmitting of  
Telecommunications Messages)**

DISTRICT OF COLUMBIA

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## I. Background

Teletype (E-Mail) messages communicate organizational policy changes, time-sensitive notifications, and crime information intended for all members of the force.

The agency-wide notification system used by the Metropolitan Police Department in the past consisted of messages being electronically transmitted from the Communications Teletype Branch to District/Division station-house teleprinters.

The method of transmission changed in 1996 when the Department began to use E-Mail to transmit messages to Districts/Divisions. On weekday day-shifts, administrative personnel in the Commander's office routinely retrieve E-Mails and distribute them to managers (lieutenants and above) who then disseminate the messages based upon their assessment of the message's importance. The current system does not provide for routine access on evening and weekend Watches.

## II. Purpose

The purpose of this Order is to establish a systematic means of retrieving and disseminating Teletype messages 24 hours a day, 7 days a week. Multiple users (designated administrative officials) will be authorized to receive E-Mailed Teletype messages based upon established "mail groups".

## III. Definitions

When used in this directive, the following terms shall have the designated meanings:

- A. Operational Teletypes –Teletypes with reports involving lookouts for stolen automobiles, missing persons, wanted persons, merchandise wanted in connection therewith, and any other matters of similar nature that can be of aid in the detection of crime, recovery of stolen property, and the apprehension of criminals and escaped felons.

- B. Administrative Teletypes –Teletypes regarding new/modified organizational policies or personnel matters (promotion, transfer lists, training, details, etc.).

#### IV Procedural Guidelines

##### A. General

1. Commanding Officers shall ensure that at least one member of their Station staff working each tour of duty has access to a Teletype (E-Mail) account. Commanding Officers who need to grant access to additional members shall forward a written request to the Director, Office of Information Technology, noting the member's name, rank, badge number, assignment, and telephone number.
2. Two clipboards shall be established and maintained in the Station area under the control of the Desk Sergeant.
  - a. One clipboard shall be for **Operational** messages (missing person, suspect look-outs, and other information as described in General Order 302.4, Part 1-A-5).
  - b. One clipboard shall be for **Administrative** messages (notices of training, details, policy changes; etc.).
  - c. The clipboards shall be maintained in a location that is accessible to all members and under the control and security of the Desk Sergeant.
3. Desk Sergeants for each Watch shall:
  - a. Designate and ensure that a Station staff member who has access to a Teletype checks their E-Mail account for new messages two hours after each incoming shift and two hours before each incoming shift;
  - b. Ensure that any new messages received are retrieved, printed, and placed on the appropriate clipboard. A copy of each teletype received prior to the end of each tour of duty shall be placed in the In-Box of the District/Division Commander and each Captain.
  - c. Ensure that any teletypes containing time-sensitive notifications or information and/or lookouts regarding critical incidents of city-wide interest are immediately brought to the attention of the District/Division Watch Commander.

4. The Desk Sergeant working the Second Watch on the Second and Fourth Sunday of each month shall remove from each clipboard all Teletypes more than two weeks old and file them according to the following schedule:
  - a. Operational Teletypes shall be filed and maintained in the station area of each District/Division for a period of thirty days, after which time they may be destroyed
  - b. Administrative Teletypes regarding new/modified organizational policies and personnel matters (promotion, transfer lists, etc.) shall be filed for future reference for a period of one year in each District/Division station area.
  - c. The filed Teletypes shall be available for review by all members and for quality checks by District/Division officials. Commanding Officers may extend the retention period for Operational and Administrative Teletypes.

**B. Roll Call Announcement of Teletypes**

1. Roll Call Sergeants shall bring both Teletype clipboards with them to Roll Call.
2. Roll Call Sergeants shall announce all Administrative Teletypes, which contain information pertaining to members in attendance, all Operational messages to the Force.
3. Compliance with the above shall be indicated by affixing the Roll Call Sergeant's badge number and date on each notification announced and returning the clipboards to the Desk Sergeant upon completion of Roll Call.
4. Teletypes shall be maintained on their clipboards and announced in Roll Call each day for two weeks from the date of issuance unless otherwise stated on the Teletype.

The policies and procedures contained in this Special Order shall supersede any conflicting provisions in General Order 302.4 or any inconsistent procedures currently utilized by District/Division Commanding Officers in their Administrative Offices.

// SIGNED //  
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Chief of Police

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