

Burbank Police Department

Employee Duty Manual



Scott LaChasse, Chief of Police

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Authority

The primary purpose of this Duty Manual is to provide a set of guidelines and a source of guidance for employees of the Burbank Police Department. This Duty Manual has the same authority as any written directive and will be maintained in the Department's electronic Document Management System (PowerDMS).

The first two Sections of Part I, Law Enforcement Code of Ethics and Canons of Police Ethics, apply primarily to sworn peace officers, but the principles are goals for all employees. The remainder of the Duty Manual applies to all employees.

The contents of this Manual are effective upon receipt by each employee and they supersede the contents of any Duty Manual published prior to September 1, 1996.

It is the responsibility of every employee to read, understand, and follow this Manual. If in doubt as to the interpretation of any part of the Manual, employees should consult their immediate supervisor.

APPROVED:

Scott LaChasse

April 25, 2014

Scott LaChasse
Chief of Police

Date



Burbank Police Department

PART I – CODE OF CONDUCT

Section 1 - Law Enforcement Code of Ethics

As a Law Enforcement Officer, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule, develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill-will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession: law enforcement.

Adopted 1959 – California Peace Officers Association



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Section 2 - Canons of Police Ethics

Article One - Peace officers shall uphold the constitution of the United States, the state constitution, all laws enacted or established pursuant to legally constituted authority.

- 1.1** Peace officers shall recognize that the primary responsibility of their profession and of the individual officer is the protection of the people within the jurisdiction of the United States through upholding of their laws, the most important of which are the Constitution of the United States and State Constitution and laws derived therefrom.
- 1.2** Peace officers shall be aware of the extent and the limitations of their authority in the enforcement of the law.
- 1.3** Peace Officers shall diligently study principles and new enactment of the laws they enforce.
- 1.4** Peace officers shall be responsible for keeping abreast of current case law as applied to their duties.
- 1.5** Peace officers shall endeavor to uphold the spirit of the law, as opposed to enforcing merely the letter of the law.
- 1.6** Peace officers shall respect and uphold the dignity, human rights, and Constitutional rights of all persons.

Article Two - Peace officers shall be aware of and shall use proper and ethical procedures in discharging their official duties and responsibilities.

- 2.1** Peace officers shall be aware of their lawful authority to use that force reasonably necessary in securing compliance with their lawful enforcement duties.
- 2.2** Peace officers shall truthfully, completely, and impartially report, testify, and present evidence in all matters of an official nature.
- 2.3** Peace officers shall follow legal practices in such areas as interrogation, arrest or detention, searches, seizures, use of informants, and collection and preservation of evidence.
- 2.4** Peace officers shall follow the principles of integrity, fairness, and impartiality in connection with their duties.



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Article Three - Peace officers shall regard the discharge of their duties as a public trust and shall recognize their responsibilities to the people whom they are sworn to protect and serve.

- 3.1 Peace officers, as professionals, shall maintain an awareness of those factors affecting their responsibilities.
- 3.2 Peace officers, during their tour of duty, shall diligently devote their time and attention to the effective and professional performance of their responsibilities.
- 3.3 Peace officers shall ensure that they are prepared for the effective and efficient undertaking of their assignment.
- 3.4 Peace officers shall safely and efficiently use equipment and material available to them.
- 3.5 Peace officers shall be prepared to and shall respond effectively to the demands of their office.
- 3.6 Peace officers, with due regard for compassion, shall maintain an objective and impartial attitude in official contacts.
- 3.7 Peace officers shall not allow their personal convictions, beliefs, prejudices, or biases to interfere unreasonably with their official acts or decisions.
- 3.8 Peace officers shall recognize that their allegiance is first to the people, then to their profession and the governmental entity or agency that employs them.

Article Four - Peace officers will so conduct their public and private life that they exemplify the high standards of integrity, trust, and morality demanded of a member of the peace officer profession.

- 4.1 Peace officers shall refrain from consuming intoxicating beverages to the extent that it results in impairment which brings discredit upon the profession, their employing agency, or renders them unfit for their next tour of duty.
- 4.2 Peace officers shall not consume intoxicating beverages while on duty, except to the degree permitted in the performance of official duties, and under no circumstances while in uniform.
- 4.3 Peace officers shall not use any narcotics, hallucinogens, or any other controlled substance except when legally prescribed. When such controlled substances are prescribed, officers shall notify their superior officer prior to reporting for duty.
- 4.4 Peace officers shall maintain a level of conduct in their personal and business affairs in keeping with the high standards of the peace officer profession. Officers shall not participate in any incident involving moral turpitude.
- 4.5 Peace officers shall not undertake financial obligations which they know or reasonably should know they will be unable to meet, and shall pay all just debts when due.



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- 4.6** Peace officers shall not engage in illegal political activities.
- 4.7** Peace officers shall not permit or authorize for personal gain the use of their names or photograph and official title identifying them as peace officers in connection with testimonials or advertisements for any commodity, commercial enterprise, or commercial service which is not the product of the officer involved.
- 4.8** Peace officers shall not engage in any activity which would create a conflict of interest or would be in violation of any law.
- 4.9** Peace officers shall at all times conduct themselves in a manner which does not discredit the peace officer profession or their employing agency.
- 4.10** Peace officers shall not be disrespectful, insolent, mutinous, or insubordinate in attitude or manner.
- 4.11** Peace officers shall be courteous and respectful in their official dealings with the public, fellow officers, superiors, and subordinates.
- 4.12** Peace officers shall not engage in any strike, work obstruction or abstention, in whole or in part, from the full, faithful, and proper performance of their assigned duties and responsibilities, except as authorized by law.
- 4.13** Peace officers shall maintain a neutral position with regard to the merits of any labor dispute, political protest, or other public demonstration, while acting in an official capacity.

Article Five - Peace officers shall recognize that our society holds the freedom of the individual as a paramount precept which shall not be infringed upon without just, legal, and necessary cause.

- 5.1** Peace officers shall not restrict the freedom of individuals, whether by detention or arrest, except to the extent necessary to legally and reasonably apply the law.
- 5.2** Peace officers shall recognize the rights of individuals to be free from capricious or arbitrary acts which deny or abridge their fundamental rights as guaranteed by law.
- 5.3** Peace officers shall not use their official position to detain any individual, or to restrict the freedom of any individual, except in the manner and means permitted or prescribed by law.

Article Six - Peace officers shall assist in maintaining the integrity and competence of the peace officer profession.

- 6.1** Peace officers shall recognize that every person in our society is entitled to professional, effective, and efficient law enforcement services.
- 6.2** Peace officers shall perform their duties in such manner as to discourage double standards.



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- 6.3** Peace officers shall conduct themselves so as to set exemplary standards of performance for all law enforcement personnel.
- 6.4** Peace officers shall maintain the integrity of their profession through complete disclosure of those who violate any of the rules of conduct, violate any law, or who conduct themselves in a manner which tends to discredit the profession.
- 6.5** Peace officers shall have responsibility for reporting to proper authorities any known information which would serve to disqualify candidates from transferring within or entering the profession.
- 6.6** Peace officers shall be responsible for maintaining a level of education and training that will keep them abreast of current techniques, concepts, laws, and requirements of the profession.
- 6.7** Chief executive peace officers shall accept the responsibility of utilizing all available resources and the authority of their office to maintain the integrity of their agency and the competency of their officers. These cannons and ethical standards shall apply to all legally defined peace officers regardless of rank.
- 6.8** Peace officers shall assume a leadership role in furthering their profession by encouraging and assisting in the education and training of other members of the profession.

Article Seven - Peace officers shall cooperate with other officials and organizations who are using legal and ethical means to achieve the goals and objectives of the peace officer profession.

- 7.1** Peace officers, within legal and agency guidelines, shall share with personnel both within and outside their agency, appropriate information that will facilitate the achievement of criminal justice goals and objectives.
- 7.2** Peace officers, whether requested through appropriate channels or called upon individually, shall render needed assistance to any other officer in the proper performance of their duty.
- 7.3** Peace officers shall, within legal and agency guidelines, endeavor to communicate to the people of their community the goals and objectives of the profession, and keep them apprised of conditions which threaten the maintenance of an ordered society.

Article Eight - Peace officers shall not compromise their integrity or that of their agency or profession by accepting, giving, or soliciting any gratuity.

- 8.1** Peace officers shall refuse to offer, give or receive gifts, favors or gratuities, either large or small, which can be reasonably interpreted as capable of influencing official acts or judgments. This standard is not intended to isolate peace officers from normal social practices, or to preclude gifts among friends, associates or relatives where appropriate.
- 8.2** Peace officers shall not consider their badge of office as a license designed to provide them with special favor or consideration.



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Article Nine - Peace officers shall observe the confidentiality of information available to them through any source as it relates to the peace officer profession.

- 9.1 Peace officers shall be aware of and shall meticulously observe all legal restrictions on the release and dissemination of information.
- 9.2 Peace officers shall treat as confidential the official business of their employing agency, and shall release or disseminate such information solely in an authorized manner.
- 9.3 Peace officers shall treat as confidential that information confided to them personally. They shall disclose such information as required in proper performance of their duties.
- 9.4 Peace officers shall neither disclose nor use for their personal interest any confidential information acquired by them in the course of their official duties.
- 9.5 Peace officers shall treat as confidential all matters relating to investigations, internal affairs, and personnel.

Section 3 - Code of Ethics for City Employees

As a City Employee, I believe in the City I work for, ever mindful of the public's interest. I will endeavor to perform my duties with dignity, integrity and loyalty.

I will be thoughtful in my criticism and liberal with my praise, reflecting neither malice nor ill will.

I will constantly strive to work with my fellow employees, to keep alive the spirit of cooperation, rather than competition.

I will uphold and defend the ideals of my community, recognizing the duties of my office as a symbol of public faith.



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Section 4 - General Ethical Standards

- 4.1** You have assumed the responsibilities of an honorable career which has great influence for good or ill. Your duties will be difficult. Your every act will quite properly be subject to the inspection of your superiors, and to the observation and criticism of the members of the public. Your success and the success of your Department depend upon the opinion of the public. Serve them well.
- 4.2** Your character is your capital. Deal honorably with all persons, even the most hardened criminals with whom you have professional contacts. Let it be known that you hold your word sacred.
- 4.3** Be impartial. Avoid actions which could be interpreted as placing yourself under special obligation to anyone.
- 4.4** Choose your personal associates when off duty from the best citizens of the community. Avoid association with those who have interests which may bring them into conflict with the law, or which do not serve the public good.
- 4.5** Experience has shown that contrary to common sense and the warning of experience, a few officers continue to fall prey to the following obvious pitfalls:
- The acceptance of presents, large or small.
 - Failure to manage personal business affairs in a manner to meet financial obligations when due.
 - Extramarital affairs with women or men.
 - Excessive use of alcohol.
 - Illegal use of drugs.
- 4.6** If you adopt at once and at the beginning of your career the highest ethical standards, and firmly resolve to meet them, you will save yourself from indecision, heartache and possible disgrace.
- 4.7** Avoid embarrassing the Department. Certain acts, some not wrongful in themselves, are not proper to members of this Department because they unnecessarily embarrass the Department publicly or tend to prevent the attainment of police objectives.



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PART II – DEPARTMENT POLICY, RULES, AND REGULATIONS

Section 5 - Administration

5.01 Authority of the Chief of Police

The charter of the City of Burbank provides for a Chief of Police appointed by the City Manager; states that the Chief of Police shall be head of the Police Department, duly empowered as a peace officer; states that his orders shall be promptly executed by the police officers of the City.

5.02 Authority of Administrative Subordinates

Administrative authority, residing in the Chief of Police as a department head, by delegation of the City Manager, is delegated to subordinates of the Chief of Police.

5.03 Order of Command Authority

(a) Sworn command positions, in descending order of authority, are:

- Police Chief
- Police Captain
- Police Lieutenant
- Police Sergeant

(b) Civilian command positions, in descending order of authority, are:

- Administrative Officer
- Manager
- Supervisor

(c) Depending upon assignment, a sworn employee may be directly supervised by a civilian command position, and a civilian employee may be directly supervised by a sworn command position.

5.04 Delegation of Authority to Police Officers and Detectives

Police Officers and Detectives have no permanently delegated administrative authority, except such as is necessary to particular situations and is defined and delineated in this and other orders of the department.



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5.05 Authority of Employees in “Acting” Command Positions

Any employee may be assigned temporarily to fulfill the responsibilities and perform the duties of a superior position in order to maintain intact the working structure of the organization. Commensurate authority is granted on these occasions.

5.06 Authority of Sworn or Deputized Police Officers

Every police officer sworn or deputized by the Chief of police shall act under the authority of the Chief of Police as a peace officer, to fulfill his sworn responsibilities and duties. The authority and powers of peace officers are defined and regulated by the Legislature in the several Codes of the State. Such responsibilities and duties are further set forth in the Burbank Municipal Code.

5.07 The Police Officer’s Oath

As administered in the City of Burbank for all sworn police officers: “ I do solemnly swear that I will support the Constitution of the United States and the Constitution and laws of the State of California; that I will bear true faith and allegiance to same and defend them against all enemies whatsoever, and that I will faithfully and impartially perform the duties of my office as a Police Officer according to the best of my ability, so help me God.”

5.08 Responsibilities of Police Officers

The sworn duties of police officers, referred to in the Oath, include all duties and responsibilities assigned under the administrative authority of the Chief of Police, as defined in this Manual. The sworn duties also include all duties imposed upon peace officers by the Legislature. These duties are available in the laws of the State.

- (a) The manner in which each police officer performs his duties is vitally important. It is the police officer who represents the tangible authority of government to the majority of citizens of the community. No amount of supervision can supplant the necessity for the initiative, judgment, skill, and integrity of the individual officer.
- (b) All officers of the Department, regardless of their particular assignment, shall at all times preserve the peace, protect life and property, apprehend criminals, prevent crime, recover lost or stolen property, and enforce the laws of the State of California and of the United States, and of the Burbank Municipal Code.
- (c) Officers of the Department shall conduct themselves according to the Law Enforcement Code of Ethics, the Code of Ethics for City Employees, the Canons of Police Ethics, and the Rules and Regulations of the Department.

5.09 Responsibilities of All Employees of the Department

All employees of the Department are subject to the laws, ordinances, rules, and policies of the City of Burbank regulating the work and conduct of employees, and they shall familiarize themselves with such regulations.



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- (a) All employees are responsible for working their assigned posts daily, unless excused for reasons justified under the rules regulating the Department.
- (b) All employees of the Department are responsible for maintaining the security of police information, and for maintaining a standard of conduct which does not bring discredit to the Department.

5.10 Responsibilities of Command Officers

In addition to the common responsibilities as employees of the Department and/or as officers, sworn and civilian command officers are responsible for:

- (a) The success or failure of a particular area of command assigned them, with particular reference to the morals of subordinates.
- (b) Maintenance, by their conduct, of an example of excellence for all subordinates.
- (c) Assisting with staff functions, as assigned.
- (d) Taking immediate action on any occasion when any employee is publicly jeopardizing the honor or reputation of the Department; and the immediate reporting of such action, in writing, to an appropriate supervisor or manager.
- (e) The enforcement of discipline in routine matters within the area of command assigned them.



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Section 6 - Management Policy

- 6.1** It is the policy of the Department and of the City to centralize all management authority at the department level in the position of the Chief of Police.
- (a) The approval of the Chief of Police or the person to whom he delegates such authority is necessary before any decision to spend money or to increase the expense of the Department becomes valid.
- 6.2** The approval of the Chief of Police is necessary before any major decision regarding personnel is valid.
- 6.3** The approval of the Chief of Police is necessary before a Departmental General Order is issued. His signature shall be obtained as evidence of that approval.
- 6.4** All communications with persons or agencies outside the Department are answered in the name of the Chief of Police and must be authorized or delegated by him. All letters, other than form letters or letters concerning routine criminal record matters, must bear the personal and handwritten signature of the Chief of Police unless otherwise authorized by the Chief.
- 6.5** All personnel records regarding individual employees shall be filed in the Office of the Chief of Police and maintained by the personnel of that office.
- 6.6** All records necessary for the control of the assignment of personnel between divisions and of the major operating units of the Department reporting to the Chief of Police shall be kept in the Office of the Chief of Police and maintained by the personnel of that office.
- 6.7** Assignment of personnel between bureaus or operating units of a Division shall be within the authority of the Division Commander, but the Chief's office shall be notified of such assignment in writing.



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Section 7 - Operations Policy

- 7.1** It is the policy of the Department to outline in advance responsibility, authority, and duty in all operating situations of frequent occurrence.
- 7.2** It is the policy of the Department to unify the command of field operations under the authority of the Watch Commander.
- (a) All specific incidents requiring police action are the responsibility of the Watch Commander.
 - (b) Responsibility at the scene of a police incident can be transferred to a representative of a specialized unit only after the specialist has arrived at the scene and only in accordance with Department policy.
 - (c) In addition to the responsibility for field operations, the Watch Commander bears the responsibility for direct supervision of all personnel whose immediate supervisors are not on duty.
 - 1. Direct supervision means responsibility for attendance and conduct of personnel and the maintenance of the specialized function to which such personnel are assigned, according to the methods designated by the specialist's supervisor.
 - (d) The special delegation of the enforcement of certain laws to particular divisions or bureaus does not relieve members of those or other divisions or bureaus from the responsibility of taking prompt and proper police action relative to violations of laws observed by them or coming to their attention.



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Section 8 - Personnel Policy

- 8.1** Policies of the Department regarding personnel matters must be consistent with the policies and ordinances of the City of Burbank.
- 8.2** It is the general policy of the Department to place no restrictions upon the employees of the Police Department which are not restrictions commonly placed upon all members in the service of the City. However, some exceptions to this general policy are necessary because of the special nature of the mission and functions of the police.
- 8.3** It is also the general policy of the Department to request no special privilege or benefit for employees of the Police Department, except such benefits as are clearly justified, and are authorized by policy or legislation governing public safety employees.
- 8.4** It is the policy of the Department to require that employees familiarize themselves with all relevant official policies, general orders, rules and regulations regarding personnel.
- 8.5** It is the policy of the Department to require that supervisors and managers have a sound working knowledge of official policies, general orders, rules and regulations and ordinances.



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Section 9 - Rules and Regulations

9.1 Accepting Property

No employee shall accept money, evidence or other property without accounting for it according to approved procedures as specified in an official order. No employee shall sell to or purchase anything from a prisoner or persons known to be under investigation, except for purposes of gaining evidence as part of an investigation.

9.2 Alcoholic Beverage Use

The use of alcohol in public or the social frequenting of places which sell alcohol in the City of Burbank is prohibited to employees while in uniform. Unless authorized, no employee shall use alcohol during his tour of duty, nor report for duty with the odor of alcohol on his breath. Accepting off-duty employment in any on-sale premises is prohibited.

9.3 Associates

No employee shall enter into any agreement or partnership with a person of low repute, nor any person suspected of representing those conducting any illegal vice operation or a suspected representative of organized crime.

- (a) No employee shall, except as incidental to an officially authorized police investigation, associate with persons known to be actively involved in criminal activity, or those known or suspected to be representatives of organized crime.

9.4 Cooperation with the Department, Courts of Justice and Official Agencies

No employee shall withhold from the administration of the Department, nor from properly constituted authority, any information requested. Invocation of the Fifth Amendment to the Constitution of the United States by an employee in an official hearing may be a cause for an official inquiry to be initiated, and the results of such inquiry may result in disciplinary action.

- (a) Officers shall cooperate fully with the City Prosecutor and follow the procedures specified in order to coordinate the work of his office with the Police Department.
- (b) If an employee receives a subpoena as a defense witness in a criminal case, it is his duty to immediately notify the City Prosecutor or Deputy District Attorney who is prosecuting the case. It is also his duty to notify the officer in charge of the case.

9.5 Courtesy

When contacting the public, every employee shall maintain an attitude of interest and helpfulness, not allowing his attention to wander. Employees should listen carefully to what the person is saying and not interrupt.



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- (a) Civility to all persons is a duty of all employees of the Department. Even under the most trying circumstances, employees are expected to exercise patience and tact. The use of coarse, profane or insolent language is prohibited, except for tactical advantage purposes.
- (b) When addressing the public across a counter, employees shall arise in order to carry on the conversation in an efficient and businesslike manner.

9.6 Cowardice

An officer who deserts his fellow officer under fire, or when physical danger is present, or who permits serious injury to another through fear for his own safety shall be dismissed.

9.7 Department Integrity

No employee shall contact representatives of the legislative or judicial branches of the City government to procure intervention in matters of administrative decision except through established procedures.

9.8 Feigning Sickness or Injury

Any member feigning sickness or injury, or otherwise deceiving a representative of the Department as to his real condition, or any member, sick, injured or disabled through improper, illegal, or vicious conduct or alcoholism will be subject to disciplinary action.

9.9 Gambling

Gambling is prohibited to employees while on duty. Gambling on public premises is prohibited. Gambling in public places in Burbank is prohibited. Gambling in the police station is specifically prohibited.

9.10 Hazards

Employees observing improper or hazardous activities or conditions over which other City Departments have jurisdiction shall report them to the appropriate City Department.

9.11 Immoral Conduct

Conduct contrary to the moral convictions of the community, or outrageous or scandalous conduct even though not constituting a violation of law, is declared to be the proper concern of administration, because it may possibly blacken the reputation of this Department. Such conduct may result in disciplinary action.

9.12 Inefficiency

Employees of the Department who violate rules or who fail to meet a reasonable standard of efficiency, after due notice, and after other supervisory actions have failed to bring about improvement, may be subject to disciplinary action up to and including dismissal.



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- (a) Sleeping, idling or loafing while on duty is a dereliction of duty. Any member of the Department guilty of such misconduct will be subject to disciplinary action.

9.13 Off-Duty Conduct

It is neither practicable nor desirable to attempt to distinguish between the general responsibilities of officers while on and off duty. The oath of the peace officer does not mention the hours of the day. Officers are expected to conduct themselves as officers and employees of the Department at all times.

9.14 Personal Benefit from Position

Certain acts, not illegal in themselves, indicate dishonest tendencies not tolerable in an employee of this Department. No employee and no unpaid voluntary member of this Department shall directly or indirectly profit improperly by his official position, by public trust placed in him by reason of his position, nor by information received by him as a member of the Department. He shall not solicit nor receive anything of value for the performance or omission of any official act, no matter how meritorious. He is expressly forbidden to accept any gratuity or reward, except by express permission of the Chief of Police, or as otherwise permitted in this Manual. He shall not enter into any transaction or relationship prohibited in this Manual.

9.15 Policy Questions

Employees who may have occasion to inquire as to their duties not covered by these rules and regulations shall seek such information from their immediate superior.

9.16 Presenting a Proper Image to the Public

By reason of their prominent position in the eyes of the public, employees of the Department are especially cautioned to conform to the ordinances and Administrative Procedures of the City of Burbank, especially those which limit the participation of City employees in political matters.

- (a) When conducting business with or in the presence of member(s) of the public, employees of this Department shall not smoke.
- (b) Employees shall not engage in long conversations, but state their business as briefly as possible, and effectively conclude the matter assigned.
- (c) Personal shopping, trading or carrying on of personal business in uniform while on or off duty is prohibited.
- (d) While on duty, employees shall not remain long in restaurants, service stations, or other public places except for the purpose of transacting police business or to take regular meals.



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- (e) No more than two officers and a supervisor in uniform may be present in a restaurant at one time for the purpose of taking meals or refreshment unless otherwise approved by a supervisor.
- (f) When issuing a traffic citation, an officer shall not lean against the citizen's automobile, nor place his foot upon any part of the car, including the bumper. He shall not deposit the carbon from the citation, nor other trash upon the street.

9.17 Relationship to Other Regulations

The special conditions in some areas of police work require discipline above and beyond that required of other City employees. These rules and regulations and other Department Orders are, in effect, specific orders of the Chief of Police regarding conduct, and are supplementary to the policies of the City of Burbank. Matter included in the personnel policy has usually, therefore, been excluded. These regulations are supplemented by detailed procedures provided elsewhere.

9.18 Relationships with Supervisors

Employees shall remember that their function is to assist their supervisor with his responsibilities, and to help make his work easier by forethought, attention to duty and careful attention to detail. Carelessness, inattention and thoughtlessness add to his work, make coordination of work difficult, and result in low levels of group efficiency. These discredit your superior and reflect unfavorably upon your reputation as an employee.

- (a) Employees of the Department shall treat their superiors with respect and shall, in their demeanor, be courteous and considerate toward their associates in the Department.
- (b) Whenever in the presence of the public, officers and employees of the Department will address officers by their rank and last name.
- (c) Employees shall accept orders without resistance or unnecessary questions, but if an order is not understood, shall request further explanation. Orders given in tactical or emergency situations shall be accepted by employees with a minimum of conversation.
- (d) Employees shall respect the chain of command and not take requests above the level of the immediate superior without his permission.
- (e) Insubordination consists of refusal or willful neglect to take action upon a lawful order of an officer of superior rank. A display of disrespect toward an officer of superior rank also constitutes insubordination.

9.19 Release of Information - General

Every employee of the Department shall bear his share of the public information function of the Department. It is essential that he represent the Department capably to have a positive impact upon the reputation and general public acceptance of the Department.

- (a) Employees shall give all proper information to persons requesting same, carefully, courteously and accurately, avoiding all unnecessary conversation or controversy, and



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he shall give his name and badge number in a respectful manner to any person who may request same.

- (b) No employee of the Department shall impart official information except as provided in Departmental directives.
- (c) Officers shall use care not to divulge information which would later embarrass the City in a civil suit.
- (d) No employee shall sell official information, reports, photographs, drawings, or plans except as provided in this Manual or in other Departmental regulations.
- (e) All employees are expected to exercise discretion and care when asked to comment upon City or Departmental policies, crime statistics and summaries, or other police matters the employee may not be qualified to discuss. This type of inquiry can best be referred to the Division Commander or Chief of Police.
- (f) To disclose information, photographs, diagrams or maps without proper authorization is also a serious violation of Departmental procedures.
- (g) Information concerning appointments, transfers, disciplinary action, internal affairs investigations, terminations or other administrative decisions usually made at the Department Head or City Manager level will not be released except by the Chief of Police, the Personnel Director, or the City Manager.

9.20 Release of Information - Press

The Department recognizes the value of a free press to an informed public, and actively seeks to establish a cooperative climate in which the media may obtain newsworthy information on matters of public interest.

- (a) Officers shall furnish accredited members of the press with all information to which they are entitled concerning police incidents and investigations. Refer to General Order 4652 as to the definition of accredited or authorized members of the press and the kind of information to which they may be entitled.
- (b) Press information regarding routine police incidents may be given at the scene by the officer conducting the preliminary investigation, but in doubtful or important cases the officer shall refer the inquiring members of the press to a superior officer or to the detective assigned to the case. Officers will be instructed how to distinguish between routine and doubtful cases by their supervisors.
- (c) Information which may jeopardize the further investigation of the case or the ultimate apprehension of suspects will not be released to anyone except by approval of the Chief of Police.
- (d) Each employee shall be familiar with what information is or is not available for release to members of the press. In cases of doubt, he shall be responsible for determining what is releasable before disclosing any information to the press.
- (e) Official police photographs may be released to members of the public or media only upon authorization from a Division Commander, or by the Bureau Commander of the Bureau charged with the investigation in an active case.



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- (f) The honoring of press passes to the scenes of police incidents is for the purpose of press photography and interviewing only. Reporters are not to be allowed to interfere with investigation, alter crime scenes, or destroy evidence.

9.21 Report Writing

Employees shall be especially mindful of the necessity of properly recording any incident which would possibly result in a civil suit against the City.

9.22 Suggestions

Employees are encouraged to make suggestions for the improvement of the Department, but shall make all such suggestions in writing and through authorized channels.

9.23 Telephone Manners

In answering telephone calls, an employee shall greet the caller (e.g., "Good Morning," or as appropriate), identify the police office or work unit, and then give his or her rank and name. Employees shall answer 911 calls with "Burbank Police, what's your emergency?"

- (a) In receiving telephone calls, employees shall make certain that they understand the nature of the inquiry before transferring the call. Unnecessary transfer of telephone calls shall be avoided.

9.24 Unauthorized Investigations

No employee shall conduct any investigation for other than law enforcement purposes. No employee shall conduct a criminal investigation as agent for any person or interest outside the Burbank Police Department, except when furnishing officially approved cooperation to other law enforcement agencies in the line of duty.

9.25 Unauthorized Off-Duty Occupations

Employees shall not engage in any other business without following Department procedures for this purpose.

9.26 Uniform Appearance

- (a) Employees shall be neat and clean in appearance when in public whether in uniform or not. Officers shall maintain a high polish on boots or shoes and all leather and metal equipment. Uniforms and equipment shall be in compliance with applicable General Orders. Employees shall not present an unshaven appearance unless authorized.
- (b) Employees shall wear the uniform or clothing commensurate with their rank and assignment.
- (c) Employees shall not wear any identifiable part of the police uniform together with articles of civilian clothing.



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- (d) Exceptions to uniform General Orders made to individuals may be granted by the appropriate Captain. Such orders are issued only upon written request of the officer requesting an exception. Copies of all information concerning the matter shall be placed in the employee's personnel file.

9.27 Untruthfulness

The highest standard of truthfulness shall be maintained by every employee. No employee shall make a false official statement to any other employee, nor knowingly enter or cause to be entered in any record or report, any inaccurate, false, or improper information.

9.28 Violations of Law

Employees shall not violate any law. Violation of any law, statute or ordinance, while on or off duty, may become the subject of administrative inquiry and consequent disciplinary action. Public offenses involving moral turpitude as a necessary element of the crime shall result in dismissal or severe disciplinary action in addition to prosecution taken by the courts. Offenses involving moral turpitude include, but are not limited to, murder, extortion, all forms of theft, burglary, robbery, rape, sex offenses, and other offenses which imply a wrongful intent and a violation of the rights of others in a willful manner.

9.29 Waste, Abuse or Misuse of City Property

No employee shall abuse vehicles, equipment or other property belonging to the City or waste supplies. All tools, materials, vehicles, and supplies, including such items as food purchased for consumption by jail inmates, shall be utilized in accordance with the rules and procedures provided in this Manual.