

METROPOLITAN DIVISION

DIVISIONAL ORDER #01-02  
8.2.1

August 22, 2001

TO: All Personnel, Metropolitan Division

FROM: Commanding Officer, Metropolitan Division

SUBJECT: COMPLIANCE WITH DEPARTMENT POLICIES AND PROCEDURES

One thing that the Rampart and other high-profile scandals have taught us over the years is that failure by our personnel to adhere to the minor procedural details and policies of our Department frequently leads to major mistakes and organizational embarrassment. As members of Metropolitan Division, it is incumbent upon all of us to live up to our reputation for excellence in the field and demonstrate the highest levels of attention to the procedural details required in our daily enforcement activities.

A recent inquiry by a staff officer into a routine citation issued by a Metro officer revealed that we do not always achieve perfection. Although the action by our officer did not amount to misconduct, it could have resulted in another embarrassing media event. The point of this order is that training is the key to performance. Metro trains extensively on high-risk tactics and other specialized operations in support of the Department. Concurrent to this mission, we need to ensure that we do not allow some of the more basic training needs to fall by the wayside while we focus on the more innovative issues.

In these trying times where productivity is generally becoming more of a challenge on a Department-wide basis, Metro is still aggressively enforcing any and all violations in an attempt to improve the quality of life for the majority of Los Angeles residents. **I am directing that frequent refresher training be provided to our officers on the appropriate procedures for completing personal service citations. These training sessions will be documented on the Supervisor's Daily Reports.** This will ensure continued excellence from Metro Division in all aspects of our service delivery. Additionally, efforts in this area will support Metro's Integrity Assurance Plan and will enable our officers to do their job with minimal risk of injury or complaints.



RICHARD A. ROUPOLI, Captain  
Commanding Officer  
Metropolitan Division