



**CITY OF MADISON POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE
Professional Standards & Internal Affairs
Electronic Complaint File Management System**



Eff. Date 07/30/2015

General Purpose

This Standard Operating Procedure establishes operational protocols for Professional Standards & Internal Affairs (PS&IA) to become a paperless unit, eliminating the need to create and maintain paper files except in unusual circumstances.

File Creation and Maintenance

All administrative and investigatory documents may be submitted in either electronic or paper format. PS&IA personnel will electronically convert all necessary documents into a PDF. Documents should be appropriately titled (see below) and placed within both the F:\ drive and the official Records Management System (RMS, presently the AIM database). Once a document is placed into the relevant PS&IA electronic filing systems, the original paper documents can be destroyed as outlined below. It is unnecessary to retain a paper copy of electronically submitted original documents.

When a document is submitted in paper format (i.e., written complaint), PS&IA personnel will scan the document into the PS&IA folder in order to convert it into a PDF file. That PDF file should then be appropriately titled (see below) and placed within the F:\ drive, as well as within the RMS.

All paper documents should be maintained for a minimum of 48 hours in order to ensure that the document has not been lost due to a server malfunction. After 48 hours, a document can be destroyed, regardless if the document has an original signature. This process applies to all finalized documents submitted throughout the complaint process, including written complaints from the public and original signed discipline letters. The only paper documents which shall be maintained are handwritten documents considered to be evidence (i.e., a handwritten note by an employee). All other documents can be destroyed following the aforementioned guidelines; however, if there is an open records request pending on any document, this document may not be destroyed until after the request has been granted or until at least sixty days after the date that the request is denied. If any document is the subject of a pending legal action, it may not be destroyed without the express consent of the City Attorney.

Signed Documents

In most circumstances, it is not necessary to sign the majority of administrative forms. Legal documents drafted by the Office of City Attorney and discipline letters for individual cases require a signature, although once scanned into a PDF, these original signed documents can be destroyed following the guidelines noted above. As noted above, all documents submitted in paper format should be retained for a minimum of 48 hours once the document has been converted into a PDF and stored within both the F:drive and the official RMS.

Document Titling

Each document should be appropriately titled. The titling systems for conduct reviews versus PS&IA cases are slightly different.

For conduct reviews (2014-CR-0001), documents should be titled in the following manner:

| <i>ABBREVIATED CASE NO.</i> | <i>DOCUMENT TYPE</i> |
|-----------------------------|-----------------------|
| 14-CR-01 | Written Complaint |
| 14-CR-01 | Investigation |
| 14-CR-01 | Documented Counseling |

For PS&IA cases (2014-PSIA-0001), documents should be titled in the following manner:

| <i>ABBREVIATED CASE NO.</i> | <i>DOCUMENT TYPE</i> |
|-----------------------------|-------------------------|
| 14-PSIA-01 | Written Complaint |
| 14-PSIA-01 | Interview Notification |
| 14-PSIA-01 | Interview Transcript |
| 14-PSIA-01 | Investigation |
| 14-PSIA-01 | Memo |
| 14-PSIA-01 | PreD Notice |
| 14-PSIA-01 | PreD Response |
| 14-PSIA-01 | PreD+Findings |
| 14-PSIA-01 | Command Review |
| 14-PSIA-01 | Letter of Reprimand |
| 14-PSIA-01 | Discipline |
| 14-PSIA-01 | Restorative Performance |
| 14-PSIA-01 | Media Summary |

For civilian conduct reviews (2014-CCR-0001), documents should be titled in the following manner:

| <i>ABBREVIATED CASE NO.</i> | <i>DOCUMENT TYPE</i> |
|-----------------------------|----------------------|
| 14-CCR-01 | Written Complaint |

For civilian PS&IA cases (2014-CPSIA-0001), documents should be titled in the following manner:

| <i>ABBREVIATED CASE NO.</i> | <i>DOCUMENT TYPE</i> |
|-----------------------------|------------------------|
| 14-CPSIA-01 | Interview Notification |

Video Footage

PS&IA personnel will instruct the administrator for squad video to save any pertinent squad video onto the evidence server. Once saved onto the server, PS&IA personnel do not need to retain a hard copy for the file. This procedure does not apply to any video or audio footage obtained from an external source (e.g., a business security camera). In cases where external video is located, PS&IA shall maintain a hard copy to be placed within the file. External video can also be provided to the administrator of squad video in order to upload the video to the server as evidence. The program utilized by the administrator, Panasonic Arbitrator, has the ability to index and track pertinent video, in addition to restricting access as prescribed by PS&IA on a case-by-case basis. PS&IA personnel will also make a notation within the official RMS whenever there is video available in a case.

Creating a Paper File

PS&IA will create an official paper file whenever circumstances dictate the need to do so: evidence, external video, etc. Whenever PS&IA creates a paper file, personnel shall also make a notation within the official RMS advising of the creation of a paper file and its contents. The paper file in such circumstances will only contain the necessary documents or evidence, and is not intended to mirror the entire official electronic case file.

Closing Cases

PS&IA personnel are responsible for officially closing all types of internal investigations (PSIA, CPSIA, CR and CCR). Prior to closing the case, PS&IA personnel will ensure that all finalized documents are located within the official RMS, unless otherwise noted.

(Reviewed Only: 02/15/2016)