



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



Eff. Date 11/30/2017

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 PS&IA Case Management Software. 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 PS&IA Case Management Software.

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 PS&IA Case Management Software.

Document Titling

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

For conduct reviews (2017CR-0001), documents should be titled in the following manner:

ABBREVIATED CASE NO. DOCUMENT TYPE
17-CR-01 Written Complaint
17-CR-01 Investigation
17-CR-01 Documented Counseling

For PS&IA cases (2017PSIA-0001), documents should be titled in the following manner:

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

For civilian conduct reviews (2017CCR-0001), documents should be titled in the following manner:

ABBREVIATED CASE NO. DOCUMENT TYPE
17-CCR-01 Written Complaint

For civilian PS&IA cases (2017CPSIA-0001), documents should be titled in the following manner:

ABBREVIATED CASE NO. DOCUMENT TYPE
17-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 will provide the video to FSU to upload the video to the server as evidence; the original video will only be maintained by PS&IA if it cannot be saved to the video server. 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 PS&IA Case Management Software whenever there is video available in a case.

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 PS&IA Case Management Software, unless otherwise noted.

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