

# IA PRO & BLUE TEAM

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## I. GENERAL CONSIDERATIONS AND GUIDELINES

The department maintains a variety of records and information on its employees that for the most part had been maintained by various individuals and in various locations. Most of those records have been paper based and any tracking functions would also be manually maintained. So as to centralize these records and facilitate the various reporting requirements that take place in the department, the department adopted a software program known as IPro™ that allows for the storage of these records, tracking capabilities, and facilitates the various review processes that take place. The department also acquired a companion software product, known as BlueTeam™ which provides for supervisors to enter and manage incidents from “the field”, such as use of force reports, vehicular pursuit reports, counseling session, notable performance by an employee, department vehicle accidents and so on.

IPro/BlueTeam™ software packages are not intended to replace an employee’s personnel file, which is still maintained as a paper-based file and distinguished from other records that are maintained on employees within the department.

The BlueTeam™ component of the IA Pro™ software is the frontline support for superiors, which eliminate the duplication of entries for incidents from the field that require documentation.

The following incidents will be entered and documented into the BlueTeam™: *use-of-force; department vehicle accidents; vehicle pursuits; firearm discharge incidents; employee commendations; administrative notes that include late/tardy, officers relieved of duty, documented advisories, counseling or coaching; disorderly arrests; police involved forced entry incident into a dwelling with no search warrant; and violations while on detail or detail violations.* The system has the capacity and ability to document

other incidents in BlueTeam™ and expanded use for documentation is available. These incidents are entered and routed through the chain-of-command with review and approval at each step. All required fields of documentation should be completed and all associated and/or mandated reports linked to the incident. BlueTeam™ does not replace any associated reports that are to be completed in Crimetrack QED, for example, use of force supplemental report, accident report, City Solicitor reports, etc.

The BlueTeam™ provides Operations and Support Services commanders and supervisors with a central location for documentation in each of the listed categories of an employee's performance record. It allows supervisors, through the review and approval process, to quickly identify areas of risk or concern and initiate assistance as needed to improve performance. Handling and filling out of cumbersome paper forms is eliminated. Instead of relying on information entered onto a written form, BlueTeam™ compels the entry of required information. The web form utilizes pick-list values enforcing consistency of the data entered. This results in more consistent and pertinent statistical reports. BlueTeam™ has available an early warning dashboard that allows supervisory and command-level staff to view all employees under their purview along with aggregated counts of incidents that an employee has been involved in to identify potential performance issues.

Below are the incidents and corresponding thresholds:

<b>Incident Type</b>	<b># of Incidents</b>	<b>Threshold</b>
Forced Entry	0	4 incidents within 12 months
Citizen Complaint	0	4 incidents within 12 months
Vehicle Accident	0	3 incidents within 12 months
Inquiry	0	6 incidents within 12 months
Internal Complaint	0	2 incidents within 12 months
Use of force	0	12 incidents within 12 months
Vehicle accident	0	3 incidents within 12 months
Overall threshold	0	8 incidents within 12 months

**Reviewing the EI Dashboard information:**

Open the EI information for a particular employee by clicking that employee's name.

Open the EI information for an entire division or unit by clicking the division or unit name.

**Understanding the color coding of the BlueTeam EI Dashboard:**

**Green** – Employee has not met, or come close to meeting, the established threshold.

**Yellow** – Employee is one away from meeting the established threshold.

**Red** – Employee has met, or exceeded the established threshold.

Early intervention has become accepted as a “best practice” throughout public safety. Where-ever early intervention programs have been instituted, they have played a critical role in lessening risk, upholding integrity, and supporting professional development.

All entries into the Blue Team are routed through the chain-of-command. All incidents entered and routed through the chain-of-command are ultimately routed to the main central depository called IA Pro™. The Commanding supervisor of the Professional Standards Unit or the IPro/BlueTeam™ Administrator will review all routed BlueTeam™ entries for quality and control purposes. The Commanding supervisor of the Professional Standards Unit will determine based on the criteria set by policy or quality of the entry whether or not to either route the incident into IA Pro™ or Re-route back to a supervisor in BlueTeam™ for further documentation as requested.

IA Pro™ is the central processing depository of the system that allows us to capture and maintain all information that comes into the Professional Standards Unit. IA Pro™ works in conjunction with the BlueTeam™ software to track entries made and reviewed in the BlueTeam™ and IA Pro™. It also incorporates an "early warning" functionality that helps identify personnel that may need intervention or remedial training in certain areas. This will allow the department to be proactive in training and personnel management, and take action before these issues may become problems. An “Alert” is generated in IA Pro when an employee reaches the threshold parameters listed above. A supervisor from Professional Standards will review the “Alert” and send to the appropriate supervisor for review and determination on action (if any) to be taken. The supervisor will then re-route “Alert” back to Professional Standards with a notation on any actions taken. This “Alert” will be maintained in the individual’s record for the remainder of the twelve (12) month period and then it will be deleted from his/her record. The “Alert” indicator is also in accordance with department.

The following is a list of the specific incidents that are to be captured in BlueTeam™:

- *Use of force:* PP 1.01– Use of Force Reporting.
- *Department vehicle accident:*
- *Vehicle pursuit:* PP 1.04–Vehicular Pursuits.
- *Firearm discharge incidents:* PP 1.02 – Use of Force Reporting and 1.01 Use of Force 2.20; Post Shooting Incident Guidelines.

- *Employee commendations: PP 4.02– Recognition and Awards Program.*
- *Administrative notes that include late/tardy, officers relieved of duty, documented advisories, counseling or coaching:*
- *Disorderly Arrests:*
- *Forced entry incidents (No Search Warrant):*
- *Detail violations:*

When an individual has contacted any department personnel (except Professional Standards) to complain about an officers conduct, that department member is to forward the complaint by email with the name and contact information to any member of Professional Standards Unit. The Professional Standards Unit will review the complaint and determine the type of complaint investigation (Line, Staff or Citizen Complaint). If a Line investigation is initiated all corresponding reports and documentation will be reviewed and entered into the IA Pro™ by the Professional Standards Unit Commander. The supervisor conducting the Investigation should not enter any documentation into BlueTeam™ and shall directly route to the Professional Standards Unit Commander either through email or hand delivery all reports and corresponding documentation.

In addition to the listed BlueTeam™ entries, The Professional Standards Unit will utilize IA Pro™ to document In-Takes, Inquiries, Line Investigations, Staff Investigations, Citizen Complaints, Police Review and Advisory Board (PRAB) Investigations, Employee Commendations, Employee Awards, Audits, Inspections, Retired Officer Identifications, and ICE Detainers, Deficiency Notices and supplemental reports for those notices, Alcohol/Drug Test as per the Drug/Alcohol Testing Policy outlined in CPPOA and CPSOA contracts. All of this information was previously being captured before manually, (some are new by policy for instance ICE Detainers) but with the implementation of the electronic system it is more accessible and easy to use.

- *In-Take:* Any matter that is initially referred to Professional Standards for either review; evaluation; or to take further action is considered the “intake phase” of assigning the matter a referral number (this would comparable to a CAD number for a call for service). From the “intake phase,” it will be the responsibility of the Professional Standards Unit to classify the matter, and then link it to the new classification. For example, an inquiry might be referred to the Professional Standards Unit, which would be referred to as the “intake phase,” at which point an “intake number” will be assigned to the inquiry. If in this example, the Professional Standards Unit determines that the inquiry warrants a line investigation, at which point the “intake number” will be linked to the line investigation number.
- *Inquiry:* An inquiry is any type of informal correspondence with a member of the public that alleges that an officer has violated the Department’s Rules and

Regulations or the Department's Policies and Procedures. The officer is notified by letter informing him/her of the inquiry and that it will be retained on file in the IA Pro. An inquiry will not result in an investigation or any disciplinary action. Although a response is not required, an officer can submit a response to an inquiry that will be kept on file with it.

IA Pro™ allows for an at-a-glance review by color code of an individual's disposition of a particular case. Color coded folders communicate the disposition of a particular incident type without opening the electronic file. For example, the different color folders in the system are based on the disposition of the cases. If the employee was cleared or if they were found to be within the policy (in use of force incidents for example) the folder is green. If the case was substantiated or the employee was not within the policy then the folder is red. If the investigation was inconclusive, the folder is multi-colored red, blue and green. Inquiries and Administrative Notes are coded yellow as are other informative based categories.

IA Pro™ software allows for the following features to the Professional Standards Unit files:

### **Organize**

IA Pro™ interface is designed to allow users to work quickly and efficiently when entering and searching data. IAPro data entry screens prompt users to place relevant information in the appropriate area.

### **Analyze**

The data that is entered into the system is the same information that is generated from existing Professional Standards process such as line investigations, staff investigations, citizen complaints and other inquiries related to complaints, audits and inspections.

### **Manage**

The system allows Professional Standards Unit staff, supervisors and other appropriate staff to manage their workload on cases and tasks assigned. IAPro integrates with Microsoft Word which allows for storage of electronic reports and audio files.

### **Alert**

In an effort to continue to evolve the effective management of our early intervention program, the system allows superiors and Professional Standards Unit staff to indicate when a "heads up" that an employee has exceeded a limit of allowable incidents of a particular type or whether an individual has been connected to an incident involving concerning behavior. The department has mimicked the current threshold for the early intervention program that follows the current policy in place.

## II. POLICY

The purpose of this policy is to establish the framework under which the department will utilize the IPro/BlueTeam™ System. This system is web based and will serve as an electronic version of the Professional Standards file system. It was developed and utilized to meet the demanding needs of modern law enforcement agencies. It allows the department to organize, analyze and alert Commanding Officers to potential concerns regarding employee behavior. This centralized database stores documents generated concerning the conduct of our employees or other incidents that require documentation as a result of a violation of department policy, rules and regulations, general orders, special orders or any other generated orders or practice. It is not intended to store only negative documentation as it also tracks commendations and documented positive actions by our personnel. Blue Team-IA Pro is not a Personnel File.

## III. PROCEDURES

- A. **Administrator of IPro/BlueTeam™:** The Police Chief will designate a commanding officer to serve as the administrator of IPro/BlueTeam™ systems. The duties associated with administrator are as follows:
1. *Username/Passwords:* It will be the responsibility to assign username/passwords for those users who will be permitted to have access to either IPro™ and/or BlueTeam™. The administrator is responsible for keeping the username/passwords protected so as to avoid unauthorized use or access into the system. In determining the levels of access and permissions relative to entering and/or altering records, those levels of security will be predefined passed upon the officer's areas of responsibilities and duties.
  2. *Audit/Compliance:* It will be the responsibility of the administrator to ensure that records and forms that are being entered into either IPro™ or BlueTeam™ are in compliance with the standards of the department.
  3. *Final Review:* All entries, specifically those entries that require a series of reviews (i.e., use of force, vehicular pursuit, line investigations, etc.) will be channeled to the system administrator as the final point of review, once a report has made its way through each of the review stages. It will be the responsibility of the administrator to decide what, if any further action will need to be taken, and to ensure that each of the review steps have been accomplished correctly.
  4. *Training/Updates:* It will be the responsibility of the system administrator to provide training to any employee who has been granted access permissions to either IPro™ and/or BlueTeam™. Also, the administrator is responsible for

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providing any updates that may occur involving either one of the software products.

5. *Modifications to the System:* It will be the responsibility of the administrator to make any changes with respect to the classification of incidents or the warning indicators. These changes or modifications will be subject to the approval of the Police Chief.

**B. Records to be Maintained in IPro/BlueTeam™:** There will be only certain records that will be maintained in IPro/BlueTeam™, to include the following:

1. All associated reports, citizen complaint form, accident reports, and any other associated reports and/or documents, photographs, audio and/or video files or recordings associated with the investigation or incident.
2. Information pertaining to the complainant or citizen witness to include identification information, address, phone number or other contact information and work/employment, email address etc.
3. Information pertaining to the employee and whether a witness, the subject of the complaint or the complainant.
4. Allegation (s) or Incident type under investigation or review.
5. Corresponding policy, rule or directive under investigation or review.
6. Findings of the investigation or incident under review.
7. Corresponding Professional Standards Unit number linked to the investigation or incident.
8. Chain of Command history, comments/response and approval/not approved for incidents routed through Blue Team.