



San Francisco Police Department
Professional Standards & Principled Policing Bureau
Department of Justice Compliance

Individual Recommendation Report Bureau: Professional Standards Rec. Number: 73.1 Assigned To Project Manager: Sgt Gary Buckner 1314 Prepared by: Sgt Gary Buckner 1314 Priority: Medium	Reserved For Executive Sponsor Only Date Issued: December 6, 2016 Return Date: February 21, 2017 Success level: Choose One Other Status: Noncompliance: Waiver approval:
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Executive Summary:

Historically, department members have been required to read, acknowledge and maintain working knowledge of all critical written communications. Namely, department bulletins, general orders and other critical training materials. The manner by which the department has accomplished this task has evolved over the years from posting such directives on line-up boards to roll call training to requiring member provide an ink signature acknowledging receipt.

Beginning in 2015, this task began being automated through our Human Resource Management System (HRMS). The HRMS allows a member to track new Department Bulletins or other critical reading material and provides an electronic acknowledgement of a members receipt of said document.

Moving forward, additional improvements are in development for this system to include proactive auditing and a mechanism by which will require members who are deficient with this task will be redirected to sign-off prior to accessing any additional computer tasks.

DOJ Objective: Choose One

DOJ Recommendation #: 73.1

The SFPD should develop a mechanism by which to track when a Department General Order or Department Bulletin has been accessed and acknowledged by a SFPD member.

Purpose:

In order to provide an audit trail to ensure SFPD sworn and non-sworn compliance with department policy (DB 15-141) to review all new Department General Orders and Department Bulletins and ensure compliance/review of the posted documents by members accordingly.

Policy:

Effective 6/20/15 all members of the SFPD were required to electronically acknowledge receipt and review of Department issued documents in HRMS, which prior to this directive required a wet signature. (DB 15-141 6/15/15)



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Per this directive, upon issuance of any new Department General Order or change to the DGO through a Department Bulletin, members are required to sign off and acknowledge receipt and understanding of the written communication.

This process is completed through our Human Resource Management System (HRMS). A sample of members sign-off process is attached. This process involves:

- 1) Member sign-in using assigned user name (A number) and password
- 2) Choosing Document Sign-Off
- 3) Selecting Document to review/sign-off
- 4) Checking box and acknowledgment
- 5) Saving process

HRMS is a critical tool of the San Francisco Police Department and is used to track members schedules, overtime, job function, assignment, training and document sign-off tracking.

Interim Chief of Police Chaplin issued a Chief's Directive to SFPD Command Staff on 12/09/16 that requires all Captains to ensure their respective training coordinators comply with DB 15-141 by ensuring sworn and non-sworn members are in compliance with HRMS sign-off.

Further (future) plans by SFPD technology division will force members who are deficient with sign-off or mandatory reading to automatically redirect members to the sign-off function when there are pending or past due documents. Technology is exploring the option that will prevent members from using their computers until which point the task is completed. Date TBD 2017.

Written Directive: (D.G.O., Dept. Manual, Bureau Orders, Dept. Bulletins, etc.)

DB 15-141 6/15/15

Supporting Documentation: (Learning Domains, Power points, Lesson Plans, Policies)

DB 15-141 6/15/15

Sample Sign-Off Process HRMS

Chief's Directive dated 12/09/2016 – Mandatory Document Sign-Off

Captain acknowledgement of sign-off & auditing

Audit Report for 15-141 Sign Off by member

Implementation, training & records (How to prove we did what we said?)

HRMS audit function is a responsibility of district station and unit training coordinators per Chief Directive 12/06/16. PSPPB – Written Directives also can perform these audit functions.

Reserved for PSPPB Only

President's Task Force

Office of Citizen's Complaints

NO SPECIFIC OVERLAP DISCOVERED

Blue Ribbon Panel

Civil Grand Jury:

CJTF SF Bar Association

[Signature] 3/21/17
Sgt. G. Buckner #1314