

4-01-020 Tracking and Timely Submission of Administrative Reports and Projects

PURPOSE OF ORDER:

A unit as large as Twin Towers Correctional Facility (TTCF) has numerous administrative related projects and reports that are generated and submitted to the Operations Office. These include, but are not limited to, Watch Commander Service Comment Report (WCSCR) packages, Force Investigations, Civil Claim Responses, Administrative Traffic Collision/Incident Investigations, Unit Level Administrative Investigations, Inmate Complaints, Referred Inmate Complaints, Performance Evaluations, and other miscellaneous assignments as determined by the Unit Commander.

This Unit Order outlines TTCF's policies and procedures for the tracking and timely submission of the aforementioned projects to the Operations Office. This is to ensure strict compliance with Department mandates and improve the overall administrative efficiency of the Unit.

SCOPE OF ORDER:

Although the contents of this Unit Order primarily focus on what would be the duties of personnel at the rank of Lieutenant and Sergeant, they are applicable to all sworn and civilian employees who are tasked with any type of administrative related reports or projects.

ORDER:

Watch Commander's Duties

The on-duty Watch Commander shall ensure that all significant events brought to their attention are logged in the Shift Summary (Watch Commander Log). All personnel shall be diligent in their efforts to advise the on-duty Watch Commander of noteworthy incidents. They include, but are not limited to, the following:

- Use of Force Incidents, including allegations of such;
- Deputy-Involved Shootings;
- Vehicle Collisions/Incidents involving Department employees in a county or permittee vehicle;
- Public Complaints and Commendations (WCSCR);
- Significant incidents or crimes involving inmates;
- Employee injuries;
- Significant Inmate Complaints;
- Referred Inmate Complaints;
- Significant events that affect the normal operation of the facility;
- Noteworthy tours of the facility;
- Tours by Department executives (e.g., the Duty Commander visiting);
- Off-duty incidents by TTCF employees;
- Other notable events that the Unit Commander should have knowledge of;

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- Inspections of the facility by outside agencies or groups.

NOTE: This does not preclude the Watch Commander from determining to not reference a particular incident in the Shift Summary if it is sensitive in nature and requires confidentiality. However, the Watch Commander shall then report the event to the Unit Commander via confidential memorandum or e-mail as soon as possible.

When logging information in the Shift Summary, it is imperative the Watch Commander provide adequate details of the incident. This includes, but is not limited to, the following:

- The names and identification numbers of the employees, inmates, or other parties involved;
- The location of the incident;
- In force incidents, the type of force used and its classification (significant, less significant, or allegation);
- Notifications (e.g., Internal Affairs Bureau, Duty Commander, etc.) that were made as a result of the incident;
- With complaints (Referred Inmate and WCSCR), the allegation and Unit Reference or WCSCR number;
- All applicable Uniform Report Numbers (URN) and Unit Reference Numbers;
- A brief narrative of the incident or allegation.

If a logged incident requires an investigation and/or a subsequent report, the Watch Commander shall list the name of the handling supervisor if it is known at the time.

Operations Office Duties

The Special Projects Lieutenant, or designated staff member, shall review all Watch Commander Shift Summaries for significant incidents. They will identify those that require some type of report or written response and confirm if one has been submitted to the Operations Office. If the report/project has not been turned in, the Operations Office shall generate a Task Detail Memorandum (TDM). An example accompanies this Unit Order.

The appropriate supervisor shall be identified (if they aren't already noted in the Watch Commander Shift Summary) and delegated the particular assignment. The Operations Office staff member completing the TDM will issue a due date based on the type of task and the protocols referenced in the Time Guidelines for the Submission of Projects section. The TDM will be given to the employee assigned the project.

Frequently, an administrative project, such as a Civil Claim, will arrive at the Operations Office from an external source and, therefore, is not brought to the attention of a Watch Commander. The Operations Office will assign these projects directly to the appropriate employee and submit a TDM outlining the details. In these cases, the Watch Commander is not required to log the task in their Shift Summary.

Duties of Personnel Assigned Projects

Upon receipt of a TDM, the concerned employee shall follow the instructions for completing the assignment and submit their work by the due date listed. If there is going to be a delay in completing the project within the identified time frame, it will be incumbent upon the assigned employee to submit a brief memorandum or e-mail, prior to the due date, to the Special Projects Lieutenant. This memorandum or e-mail will be considered

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a request to extend the deadline and it shall detail the reason for the delay and provide an estimated completion date. The Unit Commander shall have the final authority on approving any time extensions for the submission of work.

When personnel submit assignments to the Operations Office for review, they shall ensure the TDM, if one was generated, is attached to the top of the staff work package for quick identification.

Duties of Specialized TTCF Units

Specialized units, such as Scheduling, Training, Special Projects, etc. have their own sergeants and lieutenants and, consequently, do not generally report their activities to the Watch Commander. However, when a significant incident as outlined in the Watch Commander's Duties section occurs and it involves personnel from a TTCF specialized unit, the concerned employee(s) or their supervisor shall immediately report it to the on-duty Watch Commander. The Watch Commander will then log the event in their Shift Summary.

Time Guidelines for the Submission of Projects

The following are the time guidelines for submitting the different types of administrative projects to the Operations Office. Unless otherwise noted, these deadlines apply to completing the entire assignment, including the submission of all necessary forms and memoranda. Many of the requirements are dictated by the Manual of Policy and Procedures (MPP) or Custody Division Manual (CDM), in which case the applicable MPP or CDM section reference is made.

Except in cases of Department or Custody Operations Division policy, the time limits set by this Unit Order are considered basic guidelines and some flexibility for extensions may be permitted in unique circumstances. Likewise, in the case of a high priority assignment, its submission may be required in less time than outlined below. The actual due date listed on a TDM shall be considered the final authority absent approval from the Unit Commander to extend the deadline.

Vehicle Incidents: Within ten calendar days of the incident. The exception is the submission of the *Report of Vehicle Accident or Incident* form (SH-AD-665), which is due within two business days of the event (MPP 3-09/070.30).

Use of Force Incidents: Within seven calendar days of the Use of Force Incident (includes alleged incidents). In cases wherein the on-call Internal Affairs Bureau is notified or when a suspect or prisoner is transported to a hospital for medical treatment, the time limit is within three business days of the incident (MPP 5-09/430.00).

Civil Claims/Lawsuits: Within fifteen calendar days of receipt of the claim at the Unit, or as determined by the Risk Management Bureau (MPP 5-07/280.00 and 5-07/290.00).

Inmate Complaints: Within ten calendar days from knowledge or assignment of the complaint (CDM 5-12/000.00, Revision #81). NOTE: A TDM will not be generated for inmate complaints unless they are received from outside TTCF or are have some significance associated with them.

Referred Complaints: These type of inmate complaints are due within ten calendar days from the receipt of

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the complaint.

Employee Injury Reports: The complete Injury Investigation package shall be submitted within three days of knowledge of the injury/illness (MPP 3-02/040.05).

Performance Evaluations: Ratings of efficiency of performance shall be made for permanent employees at least once each year beginning and ending on their current item anniversary dates, and for recurrent employees at the close of each seasonal work period (MPP 3-02/090.00). NOTE: A TDM will not be generated for performance evaluations, except in special circumstances.

WCSCR Packages: Within fifteen calendar days of the date the WCSCR form is assigned by the Operations Office.

Unit Level Investigations: Within forty calendar days of assignment by the Unit Commander, in conjunction with the mandates referenced in the Administrative Investigations Handbook.

Miscellaneous Projects: As determined by the Unit Commander/Operations Office.
