



RALPH M. TERRAZAS
FIRE CHIEF

August 23, 2016

BOARD OF FIRE COMMISSIONERS
FILE NO. 16-099

TO: Board of Fire Commissioners

FROM: *RMT* Ralph M. Terrazas, Fire Chief

SUBJECT: PROFESSIONAL STANDARDS DIVISION ACTION PLAN FOR
IMPLEMENTATION OF OUT-OF-STATUTE AUDIT
RECOMMENDATIONS

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

SUMMARY

In her report submitted on May 17, 2016, the Independent Assessor made six recommendations for improvements of the discipline system:

1. To create a system of accountability including timelines for investigations, enhancing the notification system and using chronological logs;
2. To create a training curriculum and to ensure all members who conduct investigations are trained;
3. To develop a formal policy outlining the formal process for the alternative process;
4. To create written procedures for investigating complaints against the Fire Chief;
5. The installation of a new case management system and development of uniform procedures for entries in CTS; and
6. To develop a mediation pilot program.

The Department concurred with the six recommendations, as set forth in the Board Report presented on August 2, 2016. Attached is the action plan for implementation of the six recommendations.

RECOMMENDATION

That the Board:

Receive and file this report.

Board report prepared by Kristin M. Crowley, Commander, Professional Standards Division and Erin Joyce, Chief Special Investigator, Professional Standards Division.

**PROFESSIONAL STANDARDS DIVISION ACTION PLAN RE: IMPLEMENTATION OF RECOMMENDATIONS
FROM THE INDEPENDENT ASSESSOR'S OUT OF STATUTE AUDIT DATED MAY 17, 2015**

Recommendation	% Completed	Targeted Completion Date	Update
<u>Recommendation No. 1</u> Create a system of accountability			
a. Develop benchmarks for investigation milestones	50%	November 2016	The Department is reviewing the 2013 benchmarks adopted by the Department and forming a working group to establish other benchmarks for important investigation milestones.
b. Enhance the email notification system	10%	November 2016	The Department is reviewing ways to ensure that supervisors follow up on the automatic notification system in CTS.
c. Standardize use of chronological logs in CTS	100%		The comments section of the CTS is being used currently as a chronological log. The Department will provide additional training to investigators to ensure the logs are used to document important case activity.
<u>Recommendation No. 2</u> Create a training curriculum and to ensure all members who conduct investigations are trained	30%	2017	The Department has already begun to train the field investigators by pairing the assigned investigators with PSD staff embedded in the Bureaus. The Department will review and enhance the CTS and investigation training provided through continuing education for Captains and Command Staff, with the longer term plan to provide comprehensive investigation training on the portal and in person to all officers.
<u>Recommendation No. 3</u> To develop a formal policy outlining the formal process for the alternative process	50%	December 2016	The Department has a policy for the alternative process which will be reviewed, formalized and submitted to the Board of Fire Commissioners.
<u>Recommendation No. 4</u> To create written procedures for investigating complaints against the Fire Chief	50%	December 2016	The Department has a policy for the investigation of complaints against the Fire Chief which will be reviewed, formalized and submitted to the Board of Fire Commissioners.
<u>Recommendation No. 5</u> The installation of a new case management system and development of uniform procedures for entries in CTS	50%	Unknown	The Department has developed protocol for uniform CTS entries and is working on training to ensure that investigators are properly documenting investigative activity in CTS. The Department is continuing to seek funding for a new case management system to replace CTS.
<u>Recommendation No. 6</u> To develop a mediation pilot program	10%	November 2016	The Department has met with the City Attorney's Alternative Dispute Resolution section to structure a mediation program. The Department is currently working to draft a letter of agreement with the City Attorney's Office for the mediation program. The Department is also beginning to develop criteria for cases amenable for mediation involving workplace issues and minor misconduct cases.