



INVESTIGATION TIMELINES AND BENCHMARKS



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I. PURPOSE

This directive:

- A. defines timelines and benchmarks for investigations assigned to Bureau of Internal Affairs (BIA) investigators and accountability sergeants;
- B. outlines responsibilities of BIA supervising lieutenants to ensure compliance as to timelines and benchmarks; and
- C. uses terms specific to the Chicago Police Department's complaint and disciplinary system, as defined in General Order G08-01-01 "Complaint and Disciplinary Definitions."

II. POLICY

- A. BIA supervising lieutenants have a duty to ensure a timely completion of investigation by members under their supervision.
- B. Timeliness is a fundamental component of fairness to the complainant and the affected accused member.
- C. BIA investigators will arrive at an investigative finding and recommendation within **180 days** of the initiation of the Log Number investigation. Any request for an extension of time after the **180 days** must be approved in writing by the chief of BIA or designee.
- D. Accountability sergeants will arrive at an investigative finding and recommendation within **90 days** of the initiation of the Log Number investigation. Any request for an extension of time after the 90 days must be approved in writing by the respective BIA supervising lieutenant.
- E. When a BIA investigator does not arrive at the investigative finding and recommendation within **180 days**, a written notice of the reason(s) for the inability to complete the investigation within the timeframe will be provided in writing, within **5 days** of the deadline, to the complainant (or complainant's representative), the accused CPD member(s) or counsel (unless such notification would compromise the integrity of the investigation), and the district or unit commander. The written notice will be updated every **90 days** until the administrative investigation is completed.
- F. When an accountability sergeant does not arrive at the investigative finding and recommendation within **90 days**, a written notice of the reason(s) for the inability to complete the investigation within the timeframe will be provided in writing, within 5 days of the deadline, to the complainant (or complainant's representative), the accused CPD member(s) or counsel (unless such notification would compromise the integrity of the investigation), and the district or unit commander. The written notice will be updated every **90 days** until the administrative investigation is completed.
- G. When the BIA investigator or accountability sergeant does not arrive at the investigative finding and recommendation within **180 days**, the investigator will attempt to contact the complainant or the complainant's representative at least once every **60 days** to provide status updates until the investigative findings and recommendations are issued. Such contact will be documented in the administrative investigative file.

- H. The failure to complete an investigation within the timeframes and benchmarks set forth in this directive will not invalidate, impair, or otherwise negatively impact the Department's ability to issue discipline for sustained findings.

III. TIMELINES AND BENCHMARKS FOR BIA INVESTIGATORS

- A. BIA Investigators will attempt to contact reporting parties within **7 days** from the date an investigation is assigned. BIA Investigators will:
1. attempt contact on the first day of assignment by phone or email, and by sending a written notice via certified U.S. Mail;
 2. ensure the written notice includes the log number, identifies the assigned investigator, and furnishes the investigator's contact information to include Unit phone number, extension and Department email; and
 3. send the written notice in all circumstances where the reporting party has been identified with an accompanying address.
- B. BIA Investigators will identify, request, and gather all available Objective Verifiable Evidence (OVE) and obtain sworn affidavit(s) (if required) within **30 days** from the date an investigation is assigned. BIA Investigators will:
1. upload all OVE to the Case Management System (CMS) as soon as possible but no later than 30 days from the date the investigation was assigned.
 2. notify the BIA supervising lieutenant as soon as possible to discuss methods used to recover OVE (e.g. Department applications and search parameters utilized) in the event BIA Investigators are unable to locate OVE.
- C. BIA Investigators will schedule an interview with the reporting party and attempt to obtain a sworn affidavit, should one be required, within **30 days** from the date an investigation is assigned. BIA Investigators will:
1. upload a signed, sworn affidavit to the Case Management System (CMS) as soon as possible.
 2. assess all OVE, and ascertain if the OVE supports an affidavit override request in the event a signed, sworn affidavit cannot be obtained.
 3. notify the supervising BIA lieutenant as soon as possible in the event a signed, sworn affidavit cannot be obtained and the OVE does not support an affidavit override request.
- D. BIA Investigators will submit non-criminal investigations for closure within **60 days** from the date the investigation is assigned if a sworn affidavit has not been secured or a sworn affidavit override request is not warranted.
1. BIA Investigators assigned to the General Investigations Section (GIS) and Special Investigations Section (SIS) will submit such investigations for closure to the BIA Commander.
 2. BIA Investigators assigned to the Confidential Investigations Section (CIS) will submit such investigations for closure to the BIA Commander (or their designee).
- E. BIA Investigators will complete interviews of all known reporting parties, witnesses, and accused Chicago Police Department (CPD) members as soon as feasible but within **90 days** from the date an investigation is assigned. BIA Investigators will:
1. contact BIA Administrative Section personnel to schedule interviews and document the scheduled interview within CMS; and
 2. request an extension, via CMS, if they are unable to complete the requisite interviews.

- F. BIA Investigators will arrive at investigative findings and recommendations and submit their investigations for preliminary review to the BIA supervising lieutenant within **120** days from the date an investigation is assigned. In the event BIA Investigators do not submit their investigations for review within **120 days**, BIA Investigators will:
1. submit an extension request via CMS specifying the reasons for the delay;
 2. notify their BIA supervising lieutenant immediately after submitting the extension request; and
 3. participate in a Case Review Session and be prepared to discuss the investigation, the steps needed to complete the investigation, and a projected closing date with their BIA supervising lieutenant within **7** days of notifying their supervising lieutenant that they have not submitted their investigation for review.
- G. BIA Investigators will arrive at their investigative findings and recommendations, and submit their investigations for final review and approval to the BIA supervising lieutenant within **180** days from the date an investigation is assigned.
1. In the event BIA Investigators do not submit their investigations for final review and approval within **180** days, BIA Investigators will:
 - a. submit an extension request via CMS specifying the reasons for the delay;
 - b. notify their BIA supervising lieutenant immediately after submitting the extension request;
 - (1) The Supervising Lieutenant, as designated by the BIA Chief, will review extension requests in the Case Management System (CMS) submitted by BIA Investigators of GIS and SIS, and make a determination as to approving the extension request.
 - (2) The Commander, as designated by the BIA Chief, will review extension requests in the Case Management System submitted by BIA Investigators of CIS and make a determination as to approving the extension request.
 - c. participate in a Case Review Session and be prepared to discuss the investigation, the steps needed to complete the investigation, and a projected closing date with their supervising lieutenant;
 - d. explain steps taken since the last review session, whether or not obtainable goals were met, and provide justification as to why the investigation remains active;
 - e. produce a copy of written notice sent within **5** days of the end of the designated timeframe (**180** days), to the complainant or complainant's representative, the accused member or representative, and the District or Unit Commander stating the reason for the inability to complete the investigation;
 - f. document and explain attempts to contact the complainant or his representative to provide status updates;
 - g. prepare a To-From-Subject Report (T/F/S) addressed to the Chief of the Bureau of Internal Affairs identifying investigations remaining open over **180** days detailing:
 - (1) the current status of the investigation (timeline);
 - (2) justification why the investigation remains open; and
 - (3) the date the complainant was contacted regarding the status of the investigation.
 2. BIA supervising lieutenants will ensure the above-listed procedures are repeated, as needed, when the investigation is not complete within an additional 180 day period.

IV. TIMELINES AND BENCHMARKS FOR ACCOUNTABILITY SERGEANTS

- A. Accountability sergeants will attempt to contact reporting parties within **7** days from the date an investigation is assigned. accountability sergeants will:
1. attempt contact on the first day of assignment by phone or email, and by sending a written notice via certified U.S. Mail;
 2. ensure the written notice includes the log number, identifies the assigned investigator, and furnishes the investigator's contact information; and
 3. send the written notice in all circumstances where the reporting party has been identified with an accompanying address.
- B. Accountability sergeants will identify, request, and gather all Objective Verifiable Evidence (OVE) and obtain a sworn affidavit, if required within **21** days from the date an investigation is assigned. Accountability sergeants will:
1. upload all OVE to the Case Management System (CMS) as soon as possible, but no later than 21 days from when the investigation was assigned;
 2. notify the supervising BIA lieutenant as soon as possible to discuss methods used to recover OVE (e.g. Department applications and search parameters utilized) in the event accountability sergeants are unable to locate OVE.
- C. Accountability sergeants will schedule an interview with the reporting party and attempt to obtain a sworn affidavit, should one be required, within **21** days from the date an investigation is assigned. Accountability sergeants will:
1. upload a signed, sworn affidavit to the Case Management System (CMS) as soon as possible;
 2. assess all OVE and ascertain if the OVE supports an affidavit override request; and
 3. notify the supervising BIA lieutenant as soon as possible in the event Accountability sergeants are unable to obtain a sworn affidavit or OVE does not support an affidavit override request.
- D. Accountability sergeants will submit investigations for closure within **30** days from the date the investigation is assigned if a sworn affidavit has not been secured or a sworn affidavit override request is not warranted. Accountability sergeants will submit such investigations:
1. for review to their BIA supervising lieutenant; and
 2. for closure to the BIA deputy chief.
- E. Accountability sergeants will complete interviews of all known reporting parties, witnesses, and accused Chicago Police Department (CPD) members as soon as feasible but within **45** days from the date an investigation is assigned. Accountability sergeants will:
1. schedule interviews and document the scheduled interviews within CMS; and
 2. request an extension, via CMS, if they are unable to complete the requisite interviews.
- F. Accountability sergeants will arrive at investigative findings and recommendations and submit their investigations for preliminary review to the BIA supervising lieutenant within **60** days from the date an investigation is assigned. In the event accountability sergeants do not submit their investigations for preliminary review within **60** days, they will submit an extension request via CMS specifying the reasons for the delay. Accountability sergeants will:
1. notify their BIA supervising lieutenant immediately after submitting the extension request;

2. participate in a Case Review Session and be prepared to discuss the investigation, the steps needed to complete the investigation, and a projected closing date with their BIA supervising lieutenant within **7** days of notifying their supervising lieutenant that they have not submitted their investigation for preliminary review;
- G. Accountability sergeants will arrive at their investigative findings and recommendations, and submit their investigations for final review to the BIA supervising lieutenant within **90** days from the date an investigation is assigned.
1. In the event accountability sergeants do not submit their investigations for final review within **90** days, they will:
 - a. submit an extension request via CMS specifying the reasons for the delay;
 - b. notify their BIA supervising lieutenant immediately after submitting the extension request which will be reviewed by the BIA deputy chief, as designated by the BIA chief, in the Case Management System, to make a determination as to approving the extension request;
 - c. participate in a Case Review Session and be prepared to discuss the investigation, the steps needed to complete the investigation, and a projected closing date with their BIA supervising lieutenant;
 - d. explain steps taken since the last review session, whether or not obtainable goals were met, and provide justification as to why the investigation remains active;
 - e. produce a copy of written notice sent within **5** days of the end of the designated timeframe (**90** days), to the complainant or complainant's representative, the accused member or representative, and the district or unit commander stating the reason for the inability to complete the investigation;
 - f. document and explain attempts to contact the complainant or complainant's representative to provide status updates; and
 - g. prepare a To-From-Subject Report (T/F/S) addressed to the chief of the Bureau of Internal Affairs on investigations remaining open over **90** days detailing:
 - (1) the current status of the investigation (timeline);
 - (2) justification why the investigation remains open; and
 - (3) the date the complainant was contacted regarding the status of the investigation.
 2. BIA supervising lieutenants will ensure the above-listed procedures are repeated, as needed, when the investigation is not complete within an additional 90 day period.

V. BIA SUPERVISING LIEUTENANT RESPONSIBILITIES

- A. BIA supervising lieutenants will ensure compliance of this directive by BIA investigators and accountability sergeants. BIA supervising lieutenants will:
1. assess and monitor compliance by reviewing the status of investigations within CMS;
 2. guide and assist BIA investigators/accountability sergeants as needed, based upon the complexity of the investigation, the investigative abilities of the assigned investigators, and any other relevant factors;
 3. inform BIA investigators/accountability sergeants of any pertinent information which may impact their investigations;
 4. remain cognizant of investigations with a likelihood of a sustained finding;
 5. prioritize investigations involving supervisory CPD members;

6. continually assess the progress of investigations from the date of assignment to completion; and
 7. assume all other responsibilities, as designated by the chief of BIA, pertaining to investigative timelines and benchmarks.
- B. BIA supervising lieutenants will perform Case Review Sessions as needed. BIA supervising lieutenants will:
1. perform Case Review Sessions for BIA investigations that are open **120** days or more;
 2. perform Case Review Sessions for accountability sergeant investigations that are open **60** days or more;
 3. document each Case Review Session within CMS;
 4. identify those BIA investigators/accountability sergeants who exhibit investigative deficiencies and arrange training for those members in an effort to correct those deficiencies; and
 5. utilize the CPD Counseling Session Report ([CPD-11.666](#)) to formally counsel BIA investigators/accountability sergeants who regularly fail to complete their investigations in a timely manner and do not improve after guidance, assistance, and training.

VI. INTAKE AND ANALYTICAL SECTION RESPONSIBILITIES

The supervising sergeant of the Intake and Analytical Section will submit a monthly report to the chief of BIA identifying:

- A. BIA investigators assigned investigations that are open more than **180** days from the date of assignment, including the number of cases assigned.
- B. Accountability sergeants assigned investigations that are open more than **90** days from the date of assignment, including the number of cases assigned.

VII. CONFLICT RESOLUTION

If this directive conflicts with a provision in any other Department directive relative to the disciplinary process, members will seek guidance from the chief of the Bureau of Internal Affairs.

Authenticated by KC

DC/CM

David O. Brown
Superintendent of Police