
Date: May 20, 2015

To: All Municipal Police Chief Constables

And to: All Professional Standards Officers

From: Stan T. Lowe, Police Complaint Commissioner

Re: Secure File Transfers & FTSS

PURPOSE

The purpose of this bulletin is to provide an update to Professional Standard Sections of police departments regarding the implementation of an updated secure file transfer system (FTSS) that is now in use. This new file transfer system will replace the previous version of FTS as a means to upload documents and investigative materials to the Office of the Police Complaint Commissioner (OPCC).

BACKGROUND

In December 2009, the OPCC launched a web-based secure file transfer system called 'FTS' in response to a legislative requirement for a contemporaneous file monitoring system. Section 183 of the *Police Act* requires police departments to use, maintain, repair and upgrade a contemporaneous file monitoring system. FTS provided a secure and standardized way for police departments to electronically transmit all required documents and materials, including audio and video files to the OPCC.

In December 2014, FTS was replaced with FTSS, a similar web-based secure file transfer system which now allows departments to upload material directly to an assigned OPCC Investigative Analyst. All departments have now received training in the use of FTSS and will no longer have access to the old FTS.

With the exception of the Stl'atl'imx Tribal Police, all municipal police departments must transmit all investigative material via FTSS. This provides for a secure, cost-effective and immediate method of transferring material to the OPCC.

PROCESS

All investigative material should be transferred via FTSS including, but not limited to:

- New complaints and Questions/Concerns
- Notices of Complaint/Initiations of Investigation
- Informal Resolutions
- Mediation Reports
- Withdrawals
- Progress Reports
- Investigation logs
- Audio/video recordings
- E-mails
- Photographs
- Duty reports
- Witness statements
- GO & PRIME Reports
- Extension Requests
- Final Investigation Reports (including attachments)
- DA Decisions
- Other documentation related to the complaint or investigation.

Zipping of Files

The zipping of files is permitted for the following types of files:

- Photographs
- Video files
- Audio files
- Final Investigation Report and attachments

Audio, Video, and Photograph Format

All **audio** files forwarded through the FTSS should be in one of the following formats:

- Windows Media Audio (WMA)
- Waveform Audio File Format (WAV)
- MP3
- MP4

All **video** files forwarded through the FTSS should be in one of the following formats:

- Windows Media Video (WMV)
- Audio Visual Interleave (AVI)
- VOB
- MP3
- MP4

The preferred format for still **photographs** is JPEG.

File Naming Conventions

In order to assist analysts, we ask that investigators provide a general description of the document or file being uploaded. For example, if the audio file of an interview of a complainant is uploaded it should be named as such (e.g. *Interview of John Smith*). The file number and date of upload will automatically be added to the file name upon receipt at the OPCC, so it does not need to be included in the file name. Investigators and FTSS users should take care to ensure that a particular document or file is uploaded to the correct file.

Special characters, in particular commas, should not be used in file names for documents to be uploaded to FTSS as this may affect the successful upload of a document.

Accepted:

Progress Report 4.pdf
Written statement of Cst Smith.pdf

Not Accepted:

Progress Report #4.pdf
Written statement of Cst, Smith.pdf

Timeliness of Uploads

To assist in the timely opening of new files, documents and files should be sent to the OPCC within *one business day* of requesting the new OPCC file number.

Investigative materials are to be uploaded to the OPCC Analyst in a timely manner. It is our expectation that documents and other investigative materials are uploaded as an investigator receives them and should not be sent as a bulk upload at the Progress Report due date.

Due to the lack of security and confidentiality, we will no longer accept investigative materials sent through the mail or by courier on a DVD or a CD.

SUPPORT

For assistance with uploading to FTSS, to request a new FTSS user account or file number, or to report an issue, please e-mail ftss@opcc.bc.ca.



Stan T. Lowe
Police Complaint Commissioner