
To: Retired Judges appointed under the *Police Act*
All Municipal Police Chief Constables
Chief Officer, Metro Vancouver Transit Police
Chief Officer – St’atl’imx Tribal Police Service
Chief Officer – Combined Forces Special Enforcement Units (CFSEU-BC) /
Organized Crime Agency (OCA-BC)

And to: All Professional Standards Officers

From: Office of the Police Complaint Commissioner (OPCC)

Date: May 20, 2015 (Reissued March 2023) – **Revised: September 19, 2024**

Re: **Secure File Transfers**

PURPOSE

The purpose of this Information Bulletin is to provide guidance to Professional Standard Sections of municipal police departments¹ regarding secure file transfers using the Office of the Police Complaint Commissioner’s (OPCC) ‘Web Portal’. The OPCC’s Web Portal is a secure web-based file transfer system that facilitates the provision of documents and investigative materials to the OPCC.

BACKGROUND

Section 183 of the *Police Act* requires police departments to use, maintain, repair and upgrade a contemporaneous file monitoring system. The OPCC’s Web Portal provides a secure and standardized way for Investigating Officers and Discipline Authorities to electronically transmit all required documents and materials to the OPCC, including audio and video recordings.

PROCESS

All investigative materials and statutory documents should be transferred via the OPCC Web Portal, including but not limited to:

- New complaints and Questions/Concerns
- Digital images/photographs
- Notices of Complaint/Initiations of Investigation
- Duty Reports

¹ Please note, the definition of “municipal police department” within the *Police Act* extends to all agencies with members who fall under OPCC jurisdiction.

- Informal Resolution
- Mediation Reports
- Reportable Injuries
- Progress Reports
- Investigation logs
- Final Investigation Reports (including attachments)
- E-mails
- Suspensions
- Witness statements
- PRIME Reports
- Extension Requests
- Audio/video recordings
- DA Decisions
- Other documentation related to the complaint or investigation
- Withdrawals

Please note, materials will only be accepted by the OPCC in accordance with the form and manner described in this Information Bulletin. Any materials submitted to the OPCC in the incorrect form and manner will not be accepted, and the Investigating Officer will be required to resubmit the materials correctly.

New Files and Access Requests

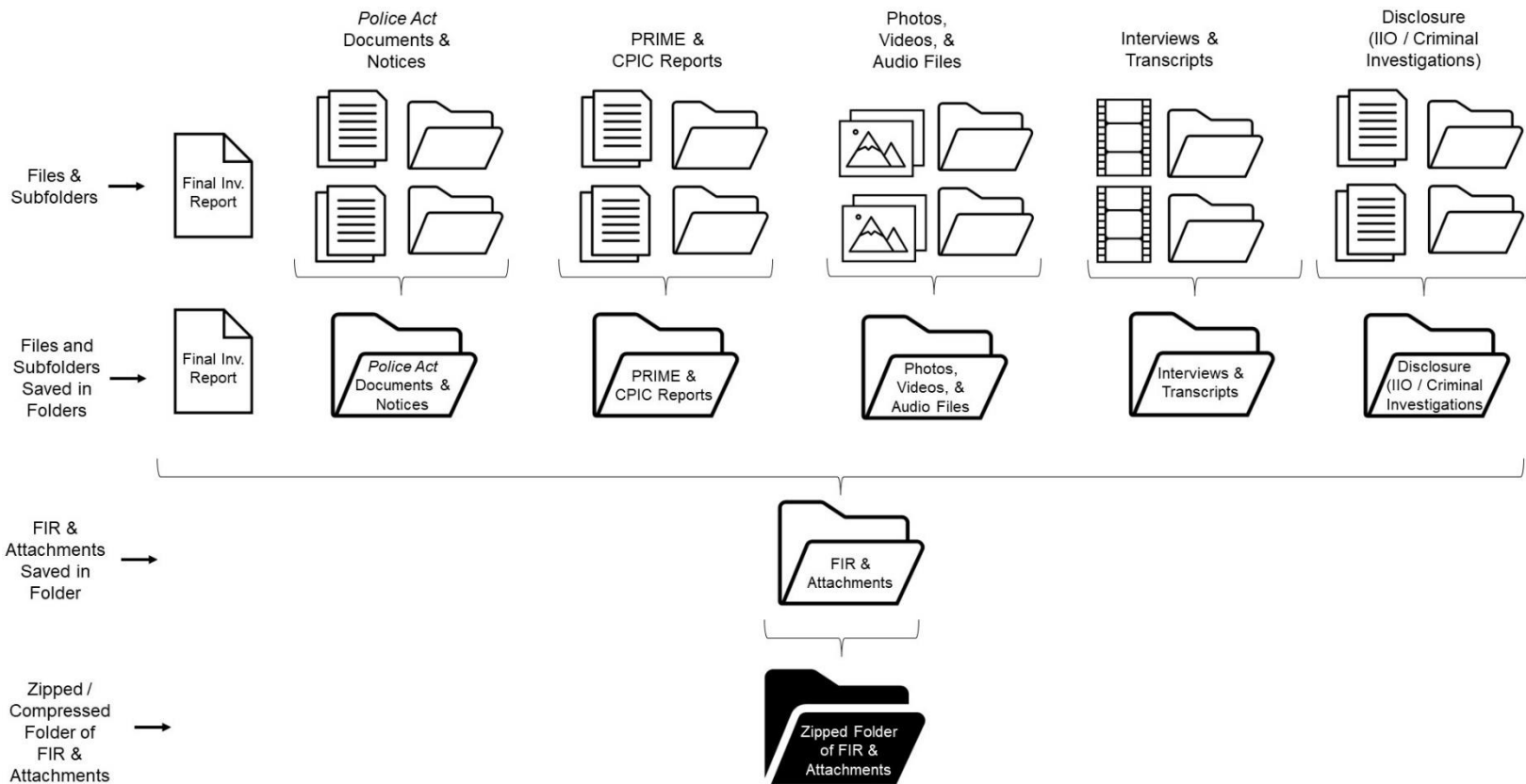
In order to upload investigative materials using the OPCC Web Portal, investigators must contact WebPortal@opcc.bc.ca to request to be added to the relevant OPCC file. This includes requests for the creation of new OPCC files, including complaints and reportable injuries. Please note, if more than one individual will be uploading investigative materials to the same OPCC file, such as administrative support or other investigators providing assistance, requests should specify each person who should be added to the file.

File Transfer Formats

Due to the document management system utilized by the OPCC, the uploading of multiple documents must be done using a compressed or zipped file format. These circumstances include, but are not limited to the following:

- If a collection of file materials would be considered one source of evidence (e.g., radio broadcasts, scene photographs, text message screenshots, etc.);
- If file materials are disclosure-related (e.g., IIO disclosure, criminal investigation disclosure, etc.); and
- When transferring attachments to Final Investigation Reports.
 - Final Investigation Reports and Attachments must be uploaded as a single zipped/compressed folder. Within this folder, attachments should be organized into subfolders, which can further contain individual files and additional subfolders, as necessary.

- The following is an example of the appropriate structure for compressed or zipped Final Investigation Report attachment folders:



While the OPCC Web Portal remains the primary file transfer system, the Liquid Files system may be used in limited circumstances, such as to accommodate larger files or in the case of issues with the OPCC Web Portal. Due to the lack of security and confidentiality, we will not accept investigative materials sent through the mail or by courier on a DVD, CD or USB.

File Type	Preferred Format(s)
Audio Files	<ul style="list-style-type: none"> Windows Media Audio (WMA) Waveform Audio File Format (WAV) MP3 MP4
Video Files	<ul style="list-style-type: none"> Windows Media Video (WMV) Audio Visual Interleave (AVI) MP4
Digital Images / Still Photographs	<ul style="list-style-type: none"> JPEG JPG

File Naming Conventions

Please 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 OPCC Web Portal users should take care to ensure that a particular document or file is uploaded to the correct file.

File materials uploaded to the OPCC Web Portal cannot contain certain special characters in their names as this may affect the successful upload of a document. Specifically, file names cannot contain any of the following characters:

\ / : * ? " < > |

Timeliness of Uploads

To assist in the timely processing of new files, complaints should be uploaded to the OPCC Web Portal within *one business day* of receiving access to the file.

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

SUPPORT

For assistance with uploading to the OPCC Web Portal, to request a new OPCC Web Portal user account or file number, or to report an issue, please e-mail WebPortal@opcc.bc.ca.

Office of the Police Complaint Commissioner

Appendix A

The following file formats are acceptable for uploads on the OPCC Web Portal:

- Portable Document Format (.pdf)
- Compressed / zipped folders (.zip & .7z & .rar)
- Joint Photographic Experts Group (.jpeg & .jpg)
- Moving Picture Experts Group audio files (.mpg & .mp3)
- Portable Network Graphics (.png)
- Bitmap digital images (.bmp)
- Computer icon image files (.ico)
- Musical Instrument Digital Interface event data (.midi)
- Waveform Audio File Format (.wav)
- Audio Visual Interleave (.avi)
- Windows Media Audio (.wma)
- Microsoft Visio (.vsdx)
- Microsoft Word (.doc & .docx)
- Microsoft PowerPoint (.ppt & .pptx & .pps)
- Microsoft Excel (.xls & .xlsx)
- Extensible Markup Language text-based documents (.xml)
- Graphics Interchange Format (.gif)
- XML Paper Specification (.xps)
- Rich Text Format (.rtf)
- Microsoft Outlook Item & Data File (.msg & .pst)
- Adobe Photoshop (.psd)
- Moving Picture Experts Group (.mp4)
- Plain unformatted text (.txt)