

## Case Study: Milford Police Department improves efficiency with PPM

### Case study overview

#### Customer Profile

The Milford (Conn.) Police Department was founded in 1915 with six officers. MPD now provides policing services to more than 53,000 people with various subdivisions including administrative services, crime prevention unit, identification bureau, investigative services, marine patrol/dive team, narcotics and vice squad, patrol, special response team (SRT), state certified training academy, traffic services, and a youth bureau.

#### Challenge

MPD has grown to over 150 employees and volunteers. Each sub-division has its own policies and procedures that must be maintained to ensure state accreditation. These documents were stored in paper folders.

#### Solution

PolicyTech's Policy & Procedure Manager™ (PPM) software manages policy and procedure documents for easy access, creates and maintains archives, and tracks readers of each document.

#### Benefits

MPD moved vital policies from paper folders and binders to PPM so each document is safely stored yet easily accessible to all of the officers and volunteers. It also simplified training procedures as new employees can be directly assigned to all of the documents related to their job title.

*“(Policy & Procedure Manager) is used daily in referencing many policy procedures in law enforcement. The investment has more than paid for itself.”*

*--Sgt. Dan Bothwell,  
Milford Police Department*

#### Summary

Milford (Conn.) Police Department used PolicyTech's™ Policy & Procedure Manager™ (PPM) to simplify the department's daily needs for viewing policy and procedure by creating a centralized electronic database of policies that is easy to access from any computer. The department also benefits from the archive function that saves each version of every document for later reference.

#### MPD finds solution to bulky paper folders

Milford police wanted to update its policy and procedure management system that consisted of bulky paper folders in order to come in line with state accreditation standards. The use of folders made it difficult for officers to determine where documents were located and if those documents were current.

After a fair comparison of several database and software solutions, MPD chose PPM as the best fit to meet the police department's requirements. One major benefit provided by PPM is the ability to track polices have been read. It also performs automatic archiving of old policies when a new version is issued.

“The archive feature and the ability to search the archive (in PPM) is of monumental importance to this field of work,” said Sgt. Dan Bothwell.

“Officers are often summoned to appear in court and required to bring a department policy regarding some action the officer took in reference to the case in question. This can happen years after the fact and sometimes the policy in question has undergone multiple revisions or even been completely rescinded.”

MPD also utilizes the tracking features of PPM to ensure that each of its employees has read and understood the department policies and procedures that apply to their job.

“PPM is a positive improvement to our organization as it has helped us organize our policies and made it easier for our employees to reference them when needed,” said Bothwell. “The investment has more than paid for itself.”

### About PolicyTech:

*Policy Technologies International Inc. (PolicyTech) develops and provides web-based software that manages company or government policies and procedures in a convenient, reliable way. PolicyTech software has become the policy management software of choice for companies in a variety of industries including government, health care, education, and finance as well as in non-profit organizations. With a slate of recent government regulations pressing the need for corporate responsibility to all-time highs, PolicyTech policy management software is the solution for quality assurance and enforcement of best practices.*

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### Challenge

With over 150 employees, as well as citizen volunteers, MPD needed a way to keep all of these employees up to date with police policies and procedures.

"We wanted to update our current policies and employee manual and become a state accredited police department in the process," said Bothwell. "We needed a program that would enable us to create, maintain, and locate policies easily and quickly."

The Department previously stored policies and procedures in bulky file folders that made policies difficult to find and hard to track who had read what documents. Officers often could not tell if the paper they were reading was the most current version of that document.

### Result

MPD found that PPM met all of their needs for policy management.

- MPD moved their policies from folders and file cabinets to the security of their servers.
- Officers have access to policies and procedures via any internet connection. Policies are searchable through a variety of key-words, division titles, and dates.
- MPD uses PPM to create and monitor the process for drafting, review, and approval of new documents.
- PPM automatically archives old department policies that can be easily retrieved.

### Conclusion

Policy & Procedure Manager helps the Milford Police Department keep their policies up to date, organized, and available to all of their officers and volunteers. When asked to bring a policy to court the MPD can easily find the document and version that was in place at the time of the specific incident.

Many law enforcement agencies are looking to meet Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards which require "comprehensive, well thought out, uniform set of written directives" that guide department function. PPM provides an effective solution to managing a variety of law enforcement documents that meet CALEA standards.

Bothwell said he would "absolutely" recommend PPM to other law enforcement agencies looking to more effectively manage their policy and procedure documents.