
ADMINISTRATIVE DIRECTIVE – 109.010
PERSONNEL FILES

EFFECTIVE DATE: May 31, 2025
AFFECTS: All Personnel

REVISION DATE: May 31, 2025

I. PURPOSE

To provide guidelines for the compilation and retention of personnel files as defined by this administrative directive.

II. POLICY

It is the policy of the department to ensure compilation, retention, and release of personnel and department files are conducted in accordance with all applicable department policies, TCOLE requirements, and state laws.

III. DEFINITIONS

A. Personnel File – The file includes the following:

1. Any letter, memorandum, or document relating to a commendation, congratulation, or honor bestowed on the license holder by a member of the public or by the department for an action, duty, or activity that relates to the license holder's official duties;
2. Any misconduct (as defined below) by the license holder if the letter, memorandum, or document is from the employing agency and resulted in disciplinary action; and
3. The periodic evaluation of the license holder by a supervisor. For reference, see Texas Local Government Code § 143.089(a); Texas Occupations Code § 1701.4535(a)(1).

B. Department File – Any information not included in the above definition of Personnel File and referenced in sections IV.B.1-2 of this administrative directive. For reference, see Texas Local Government Code § 143.089(g); Texas Occupations Code §§ 1701.4522 and .4535(c).

C. Misconduct – Violations of federal or state laws or local ordinances and alleged conduct including: use of excessive force, untruthfulness, unlawful search, unlawful arrest, civil rights violations, racially motivated police actions, discrimination, sexual harassment, or any conduct that seriously degrades the integrity or good order of the organization.

1. For purposes of this policy, allegations of untruthfulness shall include false, untrue, or misleading statements, either by overt means or by omission. Misconduct does not include minor rule violations of a less serious nature.

D. License Holder: A Texas County Jailer, Peace Officer, or Telecommunicator.

E. TCOLE: Texas Commission on Law Enforcement.

IV. PROCEDURES

A. Personnel File Contents

1. Plano Police Department shall maintain a personnel file on each license holder employed by the department.
2. If a negative letter, memorandum, document, or other notation of negative impact is included in a license holder's personnel file:
 - a. The chief of police or their designee shall, not later than the 30th day after the date of the inclusion, notify the affected license holder by certified mail, by departmental or personal email, or in person;
 - b. Notice is considered to be received electronically by the license holder, provided it is sent to the department or personal email address listed in the license holder's personnel file and the license holder confirms receipt;

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- c. If confirmation of receipt is not provided by the license holder within seven calendar days of being sent electronically, the chief of police or their designee must send the notification by certified mail; and
 - d. The license holder may, on or before the 30th day after the date of receipt of the notification, file a written response to the negative letter, memorandum, document, or other notation.
 3. A license holder is entitled, on request, to a copy of any letter, memorandum, or document placed in the license holder's personnel file. The department may charge the license holder a reasonable fee not to exceed the actual cost of any copies.
 4. The department may not release any information contained in a license holder's personnel file to any other agency or person requesting information relating to the license holder without the license holder's written permission, unless the release is required by law. The department shall refer the person or agency requesting the information to the chief of police or their designee.
 5. As provided by Texas Occupations Code § 1701.451, a law enforcement agency hiring a license holder is entitled to view the contents of the license holder's personnel file.
 6. The department shall provide a license holder's personnel file to TCOLE not later than the 30th day after the date the license holder separates from the department or on request by TCOLE as part of an ongoing investigation relating to the license holder.
- B. Department File Contents
 1. Any letter, memorandum, or document relating to alleged misconduct by the license holder may not be placed in the license holder's personnel file if the department determines there is insufficient evidence to sustain the charge of misconduct.
 2. The department shall also maintain a file on a license holder employed by the department for department use including all information not referenced in the definitions section of this administrative directive. This file should be marked "Designated as Confidential for Statewide Employment Database under Texas Occupations Code § 1701.168."
 3. The department may not release any information referenced above in this section to any other agency or person requesting information relating to the license holder without the license holder's written permission, unless the release is required by Texas Occupations Code § 1701.451. The department shall refer the person or agency requesting the information to the chief of police or their designee.
 4. As provided by Texas Occupations Code § 1701.451, a law enforcement agency hiring a license holder is entitled to view the contents of the license holder's department file.