

SOUTH PORTLAND POLICE DEPARTMENT

STANDARD OPERATING PROCEDURES

Subject:	Reporting, Data Entry, Records Management	Policy #	8-82
Effective Date:	October 18, 2017	Review:	Annually
Distribution:	All Personnel	# of pages:	7

I. PURPOSE:

Report writing and record keeping is an important and essential part of the criminal justice system and any quality organization. The capability to access accurate, timely and / or historical information is particularly critical for any effective police agency. The purpose of this policy is to establish guidelines for the consistent preparation, completion, entry, review, dissemination and management of South Portland Police Department reports and records.

II. POLICY:

The South Portland Police Department will maintain a Computer Aided Dispatch (CAD) and Crimes Management System (CMS) for the purpose of recording all calls for service and reportable incident case information. South Portland Police officers will file appropriate, timely and accurate reports, and all such reports will be reviewed and disseminated in accordance with department policy.

III. REPORT TYPES:

- A. A variety of departmental report formats and / or documents will be maintained and made readily available to all personnel by a designated supervisor,¹ and shall be used in accordance with established procedures and instructions, to include:
1. Offense or Initial Incident Report: A narrative report - generated by the primary responding officer - used to document and describe the incident and investigative activities.
 2. Supplemental Report: Narrative report(s) added to a case by any officer(s) to document additional information or activity on a case. This includes additional reports by other officers responding to or assisting with the initial call, or reports filed by other officers or detectives who investigate or otherwise receive information relevant to a case.
 3. Witness Statement: Used to document any statements made by any victim(s) or witness(es) associated with a case.
 4. Voluntary Statement: Used to document a suspect / arrestee's statement was given in a voluntary manner.
 5. Death Report: A report completed by the primary responding officer at any death scene, in accordance with SOP #4-42-B, DEATH SCENE INVESTIGATIONS.
 6. Crime Scene Entry Log: Used to document access and control of scenes for serious incidents / investigations (e.g., death scenes and other serious crimes).
 7. Discovery of Evidence Master List: Used to document the seizure / recovery of evidentiary items from any crime scene search, noting the item description, number, location found, and seizing officer.
 8. Domestic Violence Report / ODARA Score Sheet: Used to document domestic violence incidents and risk factors, filed in accordance with SOP #4-40-B, DOMESTIC ABUSE.
 9. Crisis Intervention Report: Used to document any incident involving anyone exhibiting symptoms of deviant behavior or in a mental health crisis, whether an arrest or protective custody is effected or not. Must be filed in accordance with SOP #4-40-C, MENTAL HEALTH CRISIS INTERVENTION / PROTECTIVE CUSTODY.

¹ SOP #9-92, ADMINISTRATIVE ASSIGNMENTS: Police Report / Form Requisition & Maintenance

10. Missing Person Report: Completed by the primary responding officer, along with an incident report, for any missing person.
11. Affidavit of Probable Cause: A form to be completed by any officer who makes a warrantless arrest prior to the end of the shift in which the arrest took place. Affidavits shall be completed during the times mandated by the Jail, and left at the Jail, as needed.² JUVENILE affidavits of Probable Cause shall be completed AND notarized prior to arrival at LCYDC ANY time the juvenile is charged solely with new criminal conduct.
12. Bail Commissioner's Information Form (CCSO SafeKeep): Completed when booking any arrestee into the Cumberland County Jail. This form should contain all charges and associated sequence (SCS) numbers, as well as victim information for all domestic violence cases. A copy of this form should be turned in for scanning. The original should be left at Cumberland County Jail.
13. Maine Crash Report(s) (M.C.R.S.): Used to document reportable crashes in accordance with Maine State law, and SOP #6-62, VEHICLE CRASH INVESTIGATION / REPORTING.
14. Inventory Report: A form used anytime a vehicle is towed at the direction of a police officer, filed in accordance with SOP #6-66, VEHICLE TOWING / INVENTORY / ANCILLARY TRAFFIC SERVICES.
15. Criminal Trespass / Cease Harassment Notices: Served by an officer upon an offending party to document a formal warning of the party to cease certain behavior.
16. Animal Bite / Rabies Quarantine Report: Used to document an animal bite and filed in accordance with SOP #2-16, ANIMAL CONTROL.
17. Consent to Search Form: Used to document a subject's granting of permission to search his person, residence, vehicle or property.
18. Vehicle Pursuit / FT Stop Report: Form used to report a motor vehicle pursuit, filed in accordance with SOP #4-41, OPERATION OF POLICE VEHICLES.
19. E.T. Work Order: Used to request further work, processing or laboratory submission of evidence by an Evidence Technician, consistent with SOP #8-84, EVIDENCE / PROPERTY: PROCESSING, MANAGEMENT & CONTROL.
20. Use of Force & Control Report: Used to document an officer's use of non-deadly or deadly force, filed in accordance with SOP #1-1-A, USE OF FORCE & CONTROL.

B. All reports shall be controlled by an automatic, computer-generated case numbering system, consisting of the sequential case number preceded by the agency and year (02-16-001234). To facilitate electronic record keeping, a CMS OCA ("case number") should be generated for any incident in which any of the above reports, or other paperwork associated with a case, are used. All of the above paperwork must be turned in with the case to be scanned into the case file.

IV. PROCEDURES – Departmental Reporting:

A. Reportable / Non-Reportable Incidents:

1. South Portland Police officers shall document ALL incidents or actions, whether the action is self-initiated or in response to a call for service. Incidents resulting in an officer being dispatched, assigned or engaged in self-initiated enforcement activities shall minimally be documented in CAD. Examples of incidents that shall require an officer to file a CMS Incident Report shall include:
 - a. Any reported crime (i.e., any incident in which there is probable cause to believe that a crime occurred, regardless of the victim or witness's willingness to provide a written statement). ALL

² Usually Thursday evening through Sundays, although holiday and court schedules may alter this requirement.

officers who respond to the scene of any Class A or Class B crime SHALL file a narrative report of investigation.

- b. Any death;³
 - c. Any reported Missing Person;⁴
 - d. Any arrest or summons (USAC);
 - e. Anytime an officer takes a person into protective custody;⁵
 - f. Anytime an officer takes custody of any evidence or property;⁶
 - g. All traffic collisions with potential criminal involvement (e.g., H&R, OUI, other traffic crimes, etc.). Unless a case number is otherwise required,⁷ officers need only generate a crash number for MCRS reportable crashes;
 - h. Any time an officer wishes to provide additional documentation of an incident or has information that needs further investigation or follow-up by this or any other agency (e.g., new case information or criminal intelligence);
 - i. Anytime an officer is so directed by a supervisor or mandated by SOP.
2. Officers should address any doubt about whether a report is required with a supervisor, but incidents not meeting the above criteria may not require any report beyond the information recorded by the dispatcher and/or officer in the CAD system. Any such CAD entry should, at a minimum, include the caller's name and contact information; the nature and location of the call; the responding officer(s); and the call disposition.

B. General Responsibilities:

1. The primary (generally the area) officer or detective shall be responsible for filing an initial narrative incident report, via the narrative section of Field Reporting, and for completing all data entry associated with the particular case (e.g., offense, name and property screens).
2. Any other responding / investigating officers shall add supplemental reports into the narrative section of Field Reporting or CMS, as needed, directed or required. When new information is added in a supplemental report, the officers adding the report should make their supervisor aware of the information in order to determine how that report or information should be disseminated (e.g., to another officer; to CID for follow-up, etc.).
3. Officers shall complete all reports and turn all outstanding paperwork into the on-duty supervisor as early as possible during their shift, but no later than by the conclusion of their shift. Prior to leaving for the day, officers will verify with a supervisor that all reports and paperwork have been *received* and *approved* by the supervisor. There will be no exceptions to this rule for cases involving *arrests where a suspect remains in custody, and high liability incidents*, including those subject to supervisory or administrative reviews. For reports associated with all other types of cases, this requirement may be waived by the on-duty Shift Commander, but only due to *unusual* and *exceptional circumstances* and only if the reports will be completed no later than by the end of the reporting officer's next scheduled tour of duty (not to exceed 48 hours from the incident). All paperwork associated with these deferred reports, however, will be turned in by the end of the tour of duty in which the incident occurred.
4. Once the case is completed, the primary officer is responsible for checking the case narrative(s) and data entry for completeness and accuracy before transferring the case to the "Supervisor" Inbox for review and approval. The supervisor will be responsible for making the case management assignment in Field Reporting prior to submitting the approved report.
5. For all cases resulting in possible prosecution (i.e., an arrest, summons, warrant / Court summons request, or DA Review), the primary officer shall be responsible for ensuring appropriate preparation of

³ See SOP #4-42-B, DEATH SCENE INVESTIGATIONS

⁴ See SOP #4-41-J, MISSING PERSONS

⁵ See SOP #4-40-C, MENTAL HEALTH CRISIS INTERVENTION / PROTECTIVE CUSTODY.

⁶ See SOP #8-84, EVIDENCE / PROPERTY

⁷ See SOP #6-62, VEHICLE CRASH INVESTIGATION & REPORTING

the case. This will include, but is not limited to ensuring that all officer reports, statements, teletypes, criminal history information, ATN / CTN dispatch requests, and / or other required paperwork are neatly compiled for submission to the Shift Commander. All relevant 911, ICOP, or other audio/video recordings must also be attached or requested.

6. All officers are responsible for checking their Field Reporting Inbox each day they work in order to review any reports returned due to deficiency or other questions. Once any issues are resolved, the officer should return the case to the CMS "Supervisor" inbox for final review and approval.

C. Shift Commander and / or Supervisor Responsibilities:

1. During the course of their respective shifts, each Shift Commander is responsible for checking the "Supervisor" Inbox on the Field Reporting (FR) system and ensuring that all reports for reportable incidents are submitted and approved, as required. To aid in this requirement, supervisors should routinely check the FR inboxes of subordinates to ensure all master reports are being handled in a timely manner.
2. The Shift Commander or supervisor shall review all narrative reports, FR screen fields, and any associated paperwork, all of which should be compared for accuracy and completeness. It shall be the ultimate responsibility of the reviewing supervisor to ensure:
 - a. the reports are neat, clear, legible and complete, to include proper grammar and spelling; and all possible CMS fields are completed (i.e., Incident, Offense, Name, Property, Arrest and/or Juvenile Custody).
 - b. the narrative appears thorough and reflects actions, police procedure, and investigative methods that are proper and lawful;
 - c. the appropriate reports, forms, statements, teletypes, criminal history documents, etc. have been used and are attached.
3. Any deficiencies or omissions should be promptly brought to the attention of the involved officer(s) and a notation of any such concern should be typed in the notes box on the sign-off screen. The case should then be rejected, signed and returned to that officer's inbox for prompt modification, correction and resubmission.
4. Once a case is finally approved for further filing or dissemination, the Shift Commander or approving supervisor shall digitally sign the report in Field Reporting, complete the case management assignment field (e.g., Court, Assigned to an officer or CID for follow-up,⁸ Inactive, etc.) and submit the report to the CMS system. For all cases resulting in possible prosecution, (i.e., any arrest, summons, warrant / Court summons request, or DA Review), the officers' reports shall be printed out of FR and provided to the primary officer, who is responsible for compiling the case for submission.
5. The primary officer will compile all paperwork and documents associated with a case being referred for prosecution and submit them in an organized fashion to the Shift Commander, who will review it for completeness, and place it in the appropriate box for Court.

D. Court Officer / Records Responsibilities:

1. The Court Officer is responsible for reviewing the CMS "Court" Case Management assignments and for retrieving, printing, preparing and / or disseminating any pending cases to the appropriate agency or prosecuting attorney.
2. The Court Officer shall compile all paperwork and documents associated with any case and forward those to the appropriate administrative support staff, who will maintain all original case files and scan related documents into CMS.

⁸ SOP #4-42, CRIMINAL INVESTIGATIONS

3. Once a case has been referred to the Prosecutor's Office, the Court Officer will be responsible for tracking the case status and notifying officers in advance of any hearing or trial dates. In order to ensure an accurate case history and crime reporting, copies of all no complaints, resubmits or case updates should be forwarded to Records staff for scanning. The Court Officer shall update the status of all cases accordingly.

E. Detective Supervisor Responsibilities:

1. The Detective Supervisor will, on a daily basis, review all new CMS cases and determine what cases require additional follow-up investigation, with particular attention given to cases assigned for CID-DB follow-up. Any case referred to CID for investigation must either be assigned to a detective or returned to the original officer through the chain of command.
2. The Detective Supervisor will assign cases to individual detectives using the CMS "Case Management" section and may notify the individual detective by email or other means.
3. The Detective Supervisor will be responsible for reviewing and approving reports generated by detective personnel.

F. CID Personnel Responsibilities:

1. CID personnel will review their respective case assignments, filing any supplemental narrative reports in the narrative section of CMS in order to document the investigation, and to update the current status and disposition of the CMS case. Associated names or offenses should be added, as appropriate.
2. Any original paperwork and documents associated with a case that are obtained by CID personnel during the course of an investigation are to be turned into the appropriate administrative support staff, who will maintain the original case file and scan all case paperwork, as directed.
3. The Evidence Technician will add all A/V evidence to the case, as well as all evidence and property tagged and received by this department within the department's Records Management System.

G. Case Re-Submits / No Complaints:

1. The Court Officer shall provide the Detective Supervisor with all cases that are returned by the District Attorney's Office as "No Complaints" or "Re-Submits."
2. The Detective Supervisor will log the returned cases and forward them to the responsible officer's Shift Commander, or another investigator, as appropriate, through the chain of command. The person assigned will ensure that the case receives prompt attention and follow-up by the responsible officer, consistent with the prosecutor's request.
3. The assigned supervisor will then return the case to the Detective Supervisor, who will ensure its return to the prosecutor's office, as appropriate.

H. Juvenile Records:

1. All sworn personnel will have access to juvenile records. A Community Response Unit (CRU) designee will be responsible for acting as the Juvenile Court Officer and providing appropriate records to Juvenile Community Corrections and / or the District Attorney's Office.
2. Juvenile arrest records are retained separately within CMS as "Young Offender" data. The CRU designee shall expunge any juvenile record, when so ordered by the Court.

I. Records System Accessibility / Security / Maintenance:

1. In addition to the hard copy reports stored in Records, the department utilizes a Computer Aided Dispatch System (CAD) and Crimes Management System (CMS) that are available at all times, barring computer malfunction. These systems store information entered by Communications personnel during the

process of receiving and dispatching calls for service, and information entered by authorized personnel from offense and crash reports and traffic citations. Access to computerized records is granted by password. Access to computerized files to add, delete, revise or read only is determined by job function. Information available from these systems includes but is not limited to:

- a. An alphabetical master name index;
 - b. Calls for service and criminal offenses by type, location, date, time and unit;
 - c. Property and evidence files;
 - d. Traffic citations by date, time, type, location and unit assignment;
 - e. Traffic enforcement data by offense, date, time and location.
2. Access to agency records is limited to those persons given rights to access this computer resource. Users shall maintain security of the system, consistent with SOP #8-82-B, CRIMINAL JUSTICE INFORMATION / RECORDS and #8-82-D, COMPUTER & SOCIAL MEDIA POLICY. Security will also include complex password requirement that must be changed every 90 days to maintain server access. System back-ups for CAD and CMS are conducted and retained by the City of Portland. Backups to systems that are housed in South Portland, including but not limited to *WatchGuard*, ALPR, email, MDB, Mobile 1 (FR), Net Motion and *Telestaff*, are conducted and retained by the City of South Portland Information Systems Department according to industry standards and best practices.
 3. The department's incident and crime report records, to include scanned documents associated with each case, are accessible 24 hours a day via CMS. Original files are retained in Records, and shall not be taken from that file without approval of the Deputy Chief of Police. Release and dissemination of such records must be in accordance with this and other directives, including SOP #8-82-C, PUBLIC INFORMATION & RECORDS.
 4. Officers shall report any issues with the CMS Reporting system through the chain of command to the designated Assistant Computer System Administrator,⁹ who will be responsible for: *resolving any such issues; maintaining the CMS Master Name database; generating ad hoc or specialty reports, as needed or directed; and training officers in the proper use of the CMS system, utilizing shift trainers, as appropriate; maintaining familiarity with all aspects of the interrelated software programs as they relate to police operations and records management; and maintain and modify tables, as appropriate, to promote accurate data collection, to remain compliant with NIBRS requirements, and to ensure continuity with NCIC / BMV improvements.*
 5. Department records shall be retained / purged, as set forth in SOP #8-82-H, DEPARTMENTAL RECORDS RETENTION and the Maine State Archives retention schedules.

V. PROCEDURES – Online Reporting:

A. General Guidelines:

1. In an attempt to make more efficient use of officers' time, and provide a better, more convenient service to the community, the department will offer online reporting of specific non-emergency incidents involving no suspects or crime scene evidence.
2. Department personnel will continue to respond to in-progress incidents, including incidents that just occurred in which there is a likelihood the suspect may still be in the area; all crimes that reasonably appear will have evidence or information that may lead to the identification and apprehension of a suspect; or incidents in which any person is in danger or subject to abuse.
3. The following crimes and reports should be referred to the Online Reporting System:
 - a. Lost property reports (e.g., cell phone, wallet, purse, etc.);
 - b. Identity Theft with NO local suspect(s);

⁹ See SOP #9-92, ADMINISTRATIVE ASSIGNMENTS

- c. Vandalism or criminal mischief, including graffiti, which is NOT a Hate Crime and which has NO evidence or suspect information;
 - d. Harassing, annoying or obscene telephone calls with NO evidence or suspect information;
 - e. Automobile burglaries (Theft from M/V) with NO evidence or suspect information;
 - f. Outbuilding burglaries (Theft from a garage, shed, etc.), without forced entry and with NO evidence or possible suspect information;
 - g. Other thefts with no evidence or suspect information, excluding the theft of firearms and materials threatening to public safety (i.e., explosives or highly toxic substances);
4. Crimes that will not be referred to the Online Reporting System include threats, assaults and robberies; commercial or residential burglaries; and adult or child abuse.
 5. Officers dispatched to a call for service that, based on the above-listed criteria, qualifies for online reporting, shall generally complete the report per usual guidelines. However, if the reporting person has internet access; is willing and able to file the report online; and the Shift Commander expressly approves the filing of an online report due to call for service volume or other reason, the officer may refer the complainant to the online reporting system.

B. Online Reporting Review:

1. The supervisor designated as the Assistant Computer System Administrator, or designee(s), will review reports submitted online and will, as appropriate, approve, edit, follow-up or reject reports within five (5) days of it having been filed.
2. Approving a report issues a case number, places it in Online Reporting System queue to be automatically exported to the Crimes Management System, and sends an appropriate email to the reporting person.
3. The reviewer may make minor corrections (e.g., spelling) to an online report, but will refrain from making major grammatical corrections or changes in content. If the reviewer determines the report was misclassified, such as vandalism instead of an auto burglary, the reviewer will classify the report according to the elements of the offense described by the reporting person.
4. If there is a question or need for additional information or clarification on the reporting person's initial report, the reviewer will attempt to follow-up with the reporting person to make the appropriate correction(s) / clarification(s).
 - a. The reviewer will first attempt contact by telephone and edit the content, as appropriate.
 - b. If the reviewer is unable to contact the reporting person by telephone, the reviewer will use the "Follow Up" button. This will prompt your reviewers to list what needs to be done to the report or what needs to be clarified. The reporting person will receive an email explaining that the report has not been approved and requires some specified action on their part. The email will include instructions on how to make the changes, as well as a link back into their original report.
5. Rejecting a report deletes it from the system and sends an appropriate email to the reporting person. Reports should be rejected if they do not fit the criteria for acceptance of online reports, as noted above. If the reviewer rejects a report, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via e-mail to the reporting person and a department mailbox.
6. The reviewer shall request either a Patrol or CID response when, in the reasonable judgment of the reviewer, circumstances indicate additional investigation is warranted. The reviewer will request such response through the on-duty Shift Commander, who will coordinate the response or refer it to the Detective Supervisor.

By Order Of:

Timothy B. Sheehan
Chief of Police