



# MIDDLETON POLICE DEPARTMENT

DATE  
November 8, 2013

POLICY  
10.1.03

SUBJECT: **Reports & Documentation**

REVIEWED  
July 3, 2018

History: Created 9/2005, Updated 10/2012, 11/2013, 09/2014, 10/2014, 09/2015, 01/2016, 02/2017, 07/2018  
[WILEAG \(5th Ed.\) Standards](#): **6.3.2** (6.3.2.1, 6.3.2.2, 6.3.2.3, 6.3.2.4); **10.1.2, 10.1.3** (10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4), **10.1.4** (10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5), **10.1.5, 10.1.6**

## Table of Contents

I. Purpose.....	2
II. Policy.....	2
III. Format of Reports.....	2
A.Non-Call Activity and Unit Status.....	2
B.CAD Call for Service.....	2
C.Incident Reports.....	2
1. Alternate Incident Forms and Methods.....	3
D.Field Interview.....	3
IV. Non-Call Activity Reporting – Unit Status.....	3
A.Status Code Table.....	3
V. Calls for Service.....	4
A.When a CFS is Required.....	4
B.CFS & Incident Numbers.....	4
C.CFS Reports.....	4
D.CFS Call Natures & Situations Found Table.....	5
VI. Incident Reports.....	7
A.When Incident Reports are Required.....	7
B.Incident Report Information Required.....	8
1. RMS Incident Titles for UCR Crimes.....	8
2. Person – Connected to Incidents.....	11
3. Property/Evidence – Connecting to Incidents.....	12
4. Vehicles – Connecting to Incidents.....	13
5. Incident Characteristics.....	13
6. Incident Report Narratives.....	13
7. Incident File Organization.....	15
8. Supplemental & Closing Reports.....	15
9. Investigative Worksheet.....	16
10. Evidence Processing Request Form.....	16
C.Accident Reports.....	17
D.Restricted Access Incidents.....	17
E.SAC & jSAC Cards.....	18
F. Where Reports Should be Done.....	18
G.Report Timeliness.....	18
H.Incident Report Intake.....	19

I. Processing Priority .....	19
1. Urgent/Important Handling Incidents.....	19
J. Incident Status and UCR Disposition Codes .....	19
K. Records Requests .....	20
VII. Approval & Workflow.....	20
A. Supervisory Review of Reports .....	20
B. Case Management.....	21
1) Table of Case Management Steps .....	21
1. Case Management Step Descriptions .....	21

**I. Purpose**

The purpose of this policy is to provide guidelines for documenting non-call activity, calls for service, and incidents, as well as tracking incident reports through the approval process. Aspects of our comprehensive reporting system are covered including Global Dispatch (CAD), mReach, TRACS, Global Records (RMS), and Case Management.

**II. Policy**

It is the policy of the Middleton Police Department that officer activity be documented, and official reports be generated and maintained to document reports of crimes, reports of municipal ordinance violations, citizen complaints, incidents resulting in an employee being dispatched or assigned, criminal and non-criminal cases initiated by officers and incidents involving arrests, citations and other police activity, whether originated by a citizen or a Department member. These reports shall be maintained and related in a logical and standardized manner.

**III. Format of Reports**

- A. **Non-Call Activity and Unit Status** are documented by the CAD Dispatcher and mReach user and are stored in and retrievable from the CAD system.
- B. **CAD Call for Service** (Reports) document all citizen calls for service and officer initiated activity, are created and completed by the CAD Dispatcher or mReach user, are automatically transferred to the RMS when closed in CAD, and are retrievable in both CAD and in the RMS Call Module. A Call for Service (CFS) is a prerequisite for an incident.
- C. **Incident Reports** are used for situations requiring a formal police report or whenever the situation cannot be adequately covered by a CFS Report. A unique incident number and basic CFS information is automatically transferred to the RMS Incident Module when a CFS with an Incident Number assigned is closed in CAD. Additional or modified incident information and subject data are recorded on an Incident Report Worksheet and a narrative dictated (if necessary) by the reporting employee and submitted for approval and input into RMS by the Records Bureau. There are companion incident worksheets for the input of property/evidence and vehicles. All incidents automatically flow into the Case Management System. Incident data is retrievable in multiple RMS modules, including the Incident Module.

1. ***Alternate Incident Forms and Methods*** – are used for some situations where an incident number is required, but another method or form is sufficient and serves the purpose of the Incident Report Worksheet (although in some cases supplemental data input or narrative may be required):
  - a. Traffic Accident - TRACS DT4000.
  - b. Municipal Court Traffic and Ordinance Citations, and TRACS Citations (County Court Citations and SAC's require a regular incident report narrative).
  - c. Written Warning or TRACS Warnings.
- D. **Field Interview** is a means to quickly make note of a contacted subject's location, circumstance, identity and/or vehicle. An incident or call number is not required but can be referenced. The information is retrievable in RMS Field Interview by name, location, time frame, vehicle, officer name, etc. and also appears on the subject's MNI entry and contact sheet.

#### **IV. Non-Call Activity Reporting – Unit Status**

Non-call activity refers to specific tasks, explicit assignments or breaks that are not officer-initiated calls, calls for service, or general patrol. Non-call activity is not documented with a call or incident number, but rather by updating unit status. Officers and Dispatchers should document officers' non-call activity by updating unit status. This documentation tells us where officers are, what they are doing, and how much time it takes to do it. This information improves safety, conveys comparative availability, and is an essential element of workload calculation. Non-call activity data is retrievable through Global CAD Reports.

##### **A. Status Code Table**

<b>Description</b>	<b>Command Line or Pick-List</b>	<b>Description</b>	<b>Command Line or Pick-List</b>
Assigned	Pick-List	OutOfDistrict	Pick-List
Available	AVAIL	Parking	PKG
Bike Patrol	BP	Pending	Pick-List
Briefing	BRF	Reports - Field	RFA
Busy	Pick-List	Reports- Office	ROA
Court	COURT	School Crossing	SC
Dispatch	Pick-List	School Patrol - Elem	Pick-List
Evidence	Pick-List	School Patrol - KMS	Pick-List
Fitness Center	Pick-List	School Patrol - MHS	Pick-List
Follow Up	FU	Special Assignment	SA
Foot Patrol	FP	Squad Assignment	SQ
Group Traffic Patrol	Pick-List	Squad Check	Pick-List
Interview	Pick-List	Station-Available	Pick-List
Maintenance	Pick-List	Station-Unavailable	Pick-List
Meal Break	LUNCH	Supervisor Duties	SD
Meeting	MEETING	Traffic Assignment	TA

Non Call-Field	NONCALL	Traffic Patrol	TP
Off Duty	42	Training	TRAIN
OOS Reports - Office	RO	Vacation Check	VC
OOS Reports- Field	Pick-List	Warrants	WAR

## V. Calls for Service

Anytime a citizen makes a service request requiring a police, fire or EMS response or action, or a police employee self-initiates a call, or an employee is dispatched or assigned to a call, the CAD Dispatcher shall create a Call for Service (report) in Global Dispatch (CAD). Dispatchers are responsible to document such calls by entering the initial information, dispatching appropriate units, updating the call, and closing the call. The CAD system shall be the repository of all such reports. Call for Service data is also transferred to and retrievable from the RMS Call Module.

### A. When a CFS is Required

At a minimum, a CFS should be created for the following categories of events:

1. Citizen reports of crimes.
2. Criminal and non-criminal cases initiated by police employees.
3. Situations involving arrests, citations, summonses, warnings, use of force, stop and frisk, and searches.
4. Traffic accidents, traffic stops, and traffic complaints.
5. Citizen reports of incidents other than crimes.
6. Anytime a police employee is dispatched or assigned.

### B. CFS & Incident Numbers

Whenever a CFS is initiated in CAD, a unique CFS number is automatically generated by CAD. No CFS numbers are omitted or duplicated. If more than one person reports the same event at the same approximate time and location (duplicate call), it should be documented under a single CFS number. Multiple police employees may be assigned to a single CFS. Many CFS do not require an Incident report, but a CFS number is a prerequisite for an Incident Number, which is a prerequisite for an Incident Report. The next available unique incident number is automatically assigned to a CFS when requested by the CAD Dispatcher or by the mReach user. No Incident Numbers are omitted or duplicated. The scheme for the unique ten digit Incident Number is the two digit agency identifier (MI) followed by the last two digits of the calendar year, followed by a six digit sequential number (no spaces or hyphen) – MI12004321. In the unlikely event of a CAD shutdown, error, or other failure, Communication Center personnel shall solely generate CFS and Incident numbers based on the last number issued and document CFS information on paper for subsequent manual entry into the CAD.

### C. CFS Reports

The CAD Call form data fields relating to reporting person, call nature, situation found, location, event times, personnel assigned, actions taken, and disposition shall be completed by Dispatchers. This call information may be the only documentation for the event, and will be the only documentation available for briefings and until incident reports, if any, are processed. As such, complete call information is required.

Call notes serve as an essential part of CFS reports and are utilized by police employees, the media, and occasionally the public. Call notes should be coherent, concise, and complete. Call notes shall include what was reported to the Dispatcher, the situation found, and what was done about it. Dispatchers are responsible for initial call data and initial notes. Officers are responsible for reporting the situation found, action taken, and disposition. Officers may enter this information through mReach or by providing the information and requesting that the CAD Dispatcher input these notes on the Officer's behalf. Although CFS transfer into the Call Module in RMS, please note that person, vehicle, and article data found in call notes do not transfer to data fields in the RMS. Where appropriate, this data must be input to the RMS through the Incident Report system.

Calls not only tell us where officers are, what they are doing, and how much time it takes to do it, but also coordinates, stores and conveys event information that may be needed during calls or retrospectively. When contemplating whether to take a call number, remember that we have an unlimited supply, and that the number of calls and the time we spend on them determine our official workload, which, in part, determines the staffing for your shift and our department. We should not underreport, inflate the numbers, or needlessly make work. The objective is good information and accurate data.

**D. CFS Call Natures & Situations Found Table**

<b>Description</b>	<b>Code</b>
911 DISCONNECT	911
ABDUCTION	ABD
AC ACCIDENT	ACC
ACI ACCIDENT W/ INJURIES	ACCI
ACM ASSIST CITIZEN/MOTORIST	ACM
ACS ACCIDENT W/ SQUAD	ACCS
ADC ASSIST DANE COUNTY SHERIFF	ADC
AIRCRAFT INCIDENT	AIR
AL ALARM	ALA
ALC ALARM CANCELLED	ALAC
ALCOHOL VIOLATION	ALV
ALF ALARM FIRE	ALAF
ALT ALARM/SIREN TEST	ALAT
AMP ASSIST MADISON POLICE	AMP
ANB ANIMAL BITE	ANB
ANC ANIMAL COMPLAINT	ANC
AOD ASSIST OTHER DEPT	AOD
AOD ASSIST OUTSIDE AGENCY – DRE	AOD DRE
APC ANNOYING PHONE	APC
ARS ARSON INVESTIGATION	AR

ASLT ASSAULT	ASLT
ATTEMPT SUICIDE	ATT
BAR CHECK	BAR
BOMB THREAT	BOMB
BUO BURGLARY OCCURRED	BURO
BUP BURGLARY IN PROGRESS	BURP
CIVIL MATTER	CIV
CODE ENFORCEMENT	COD
CP CHECK PERSON	CPR
CPN CRIME PREVENTION NOTICE	CPN
CPR CHECK PROPERTY	CPRO
CWE CHECK WELFARE	CWE
DAM DAMAGE TO PROPERTY	DTP
DEATH INVESTIGATION	DIN
DIRECTED PATROL	DP
DISTURBANCE	DIS
DOM DISTURBANCE-DOMESTIC	DOM
ELEVATOR PROBLEM	EP
EMS	EMS
FIGHT	FIG
FIRE	FIR
FOLLOWUP	FU
FOOT PATROL	FP
FRAUD	FRA
FS FIRE STRUCTURE	FS
GAMBLING	GAM
HAZMAT INCIDENT	HAZ
HOMICIDE	HOM
INFORMATION	INF
MALICIOUS MISCHIEF	MM
MIA MISSING ADULT	MISA
MIJ MISSING JUVENILE	MISJ
MISDIAL/ACCIDENTIAL 911 CALL	A911
NEIGHBORHOOD PROJECT	NP
NOISE DISTURBANCE	NDIS
ODOR/NATURAL GAS INVESTIGATION	ODOR
OPERATING WHILE INTOXICATED	OWI
P PARKING	PKG
PA PARKING ALIBI	PA

PARKS VIOLATION	PVIO
PF PROPERTY-FOUND	PRF
PL PROPERTY-LOST	PRL
PRESERVE THE PEACE	PTP
PRR PROPERTY-RECOVERED STOLEN	PRR
REPOSESSION OF VEHICLE	REPO
RO ROBBERY OCCURRED	ROBO
ROP ROBBERY IN PROGRESS	ROBP
SAT SPEED AWARENESS TRAILER	SAT
SEVERE WEATHER/ALERT	SVW
SMOKE INVESTIGATION	SMOKE
SPECIAL EVENT	SPE
STATUS OFFENSE	STO
SUSPICIOUS ACTIVITY	SUS
SXA SEXUAL ASSAULT	SXA
SXC SEXUAL CONDUCT	SXC
T THEFT	TFT
TA THEFT-FROM AUTO	TFTA
TB THEFT-BIKE	TFTB
TC TRAFFIC COMPLAINT	TC
THREATS/HARRASSMENT	THRH
TM THEFT-OF M/V	TFTV
TR THEFT-RETAIL	TFTR
TRESPASS	TRS
TS TRAFFIC STOP	TS
UCS UNIFORM CONTROL SUBSTANCE	UCS
VEHICLE LOCKOUT	LOCK
VEHICLE SECURITY CHECK	VEH
WARRANT SERVICE/P&P	WAR
WEAPON VIOLATION	WPN

## **VI. Incident Reports**

### **A. When Incident Reports are Required**

An incident report is used to record information which is developed or received by any member of the department assigned an incident number. An incident number shall be assigned for the following situations:

1. Citizen reports of crimes.
2. Criminal and non-criminal cases initiated by police employees.
3. Custody, Arrests, Citations, Warnings, Use of Force, Stop & Frisk, and Searches.

4. Citizen reports of incidents other than crimes.
5. The event may be the subject of assigned follow-up.
6. Accidents.
7. Information may be requested or used by an external source (reporting person, prosecutor, court, victim, insurance company, other department, party to the event, etc.).
8. The information contained in the CAD "Call" is insufficient to cover the situation.
9. Subjects need to be linked to a call and incident for future reference or recall.
10. Officer-initiated actions when there is information pertinent to the department. (An incident number is not required for use of the Field Interview system in mReach.)
11. As otherwise required by policy or the OIC.

**B. Incident Report Information Required**

For input into the records management system, all incidents require an incident number, call number, primary offense title and code, location, call time/date, and primary officer. This basic information is automatically transferred from CAD/mReach to RMS. Occurrence dates/times are also required when the event occurred within a time frame or before the reported time. Time frame information, if different than the CAD call time parameter, does not transfer to RMS from CAD/mReach. Therefore, this information or any data different than or in addition to that found in CAD/mReach, must be submitted in an Incident Report Worksheet or be included in an approved form.

For Incidents that are UCR crimes, Officers should list the violation code on the Incident Report Worksheet. This will assist records clerks in selecting the appropriate case title. The codes are listed below.

**1. *RMS Incident Titles for UCR Crimes***

<b>Violation Code</b>	<b>Description</b>
Arson - 08A	ARSON - SINGLE OCCUPANCY RESIDENTAL
Arson - 08AU	ARSON - UNINHABITED - SINGLE OCCUPANCY RESIDENTAL
Arson - 08B	ARSON - OTHER RESIDENTAL
Arson - 08BU	ARSON - UNINHABITED - OTHER RESIDENTAL
Arson - 08C	ARSON - STORAGE
Arson - 08CU	ARSON - UNINHABITED - STORAGE
Arson - 08D	ARSON - INDUSTRIAL/ MANUFACTURING
Arson - 08DU	ARSON - UNINHABITED - INDUSTRIAL/ MANUFACTURING
Arson - 08E	ARSON - OTHER COMMERCIAL
Arson - 08EU	ARSON - UNINHABITED - OTHER COMMERCIAL
Arson - 08F	ARSON - COMMUNITY/ PUBLIC
Arson - 08FU	ARSON - UNINHABITED - COMMUNITY/ PUBLIC
Arson - 08G	ARSON - ALL OTHER STRUCTURES
Arson - 08GU	ARSON - UNINHABITED - ALL OTHER STRUCTURES

Arson - 08H	ARSON - MOTOR VEHICLES
Arson - 08J	ARSON - OTHER
Arson -08I	ARSON - OTHER MOBILE PROPERTY
Assault - 04A	ASSAULT WITH FIREARM
Assault - 04B	ASSAULT WITH KNIFE OR CUTTING INSTRUMENT
Assault - 04C	ASSAULT WITH OTHER DANGEROUS WEAPON
Assault - 04D	ASSAULT WITH HANDS, FISTS, FEET -AGGRAVATED INJURY
Assault - 04E	ASSAULT - OTHER SIMPLE NOT AGGRAVATED
Burglary - 05AA	BURGLARY FORCIBLE ENTRY - RESIDENCE - NIGHT
Burglary - 05AB	BURGLARY FORCIBLE ENTRY - RESIDENCE - DAY
Burglary - 05AC	BURGLARY FORCIBLE ENTRY - RESIDENCE - UNKNOWN
Burglary - 05AD	BURGLARY FORCIBLE ENTRY - NON RESIDENCE - NIGHT
Burglary - 05AE	BURGLARY FORCIBLE ENTRY - NON RESIDENCE - DAY
Burglary - 05AF	BURGLARY FORCIBLE ENTRY - NON RESIDENCE - UNKNOWN
Burglary - 05BA	BURGLARY UNLAWFUL ENTRY NO FORCE - RESIDENCE - NIGHT
Burglary - 05BB	BURGLARY UNLAWFUL ENTRY NO FORCE - RESIDENCE - DAY
Burglary - 05BC	BURGLARY UNLAWFUL ENTRY NO FORCE - RESIDENCE - UNKNOWN
Burglary - 05BD	BURGLARY UNLAWFUL ENTRY NO FORCE - NON RESIDENCE - NIGHT
Burglary - 05BE	BURGLARY UNLAWFUL ENTRY NO FORCE - NON RESIDENCE - DAY
Burglary - 05BF	BURGLARY UNLAWFUL ENTRY NO FORCE - NON RESIDENCE - UNKNOWN
Burglary - 05CA	BURGLARY ATTEMPTED FORCIBLE ENTRY - RESIDENCE - NIGHT
Burglary - 05CB	BURGLARY ATTEMPTED FORCIBLE ENTRY - RESIDENCE - DAY
Burglary - 05CC	BURGLARY ATTEMPTED FORCIBLE ENTRY - RESIDENCE - UNKNOWN
Burglary - 05CD	BURGLARY ATTEMPTED FORCIBLE ENTRY - NON RESIDENCE - NIGHT
Burglary - 05CE	BURGLARY ATTEMPTED FORCIBLE ENTRY - NON RESIDENCE - DAY
Burglary - 05CF	BURGLARY ATTEMPTED FORCIBLE ENTRY - NON RESIDENCE - UNKNOWN
Homicide- 01A	CRIMINAL HOMICIDE- MURDER /NONNEGLIGENT HOMICIDE
Homicide- 01B	CRIMINAL HOMICIDE- MANSLAUGHTER BY NEGLIGENCE
Larceny - 06XA	LARCENY (EXCEPT MOTOR VEHICLE) - POCKET- PICKING
Larceny - 06XB	LARCENY (EXCEPT MOTOR VEHICLE) - PURSE SNATCHING
Larceny - 06XC	LARCENY (EXCEPT MOTOR VEHICLE) - SHOPLIFTING
Larceny - 06XD	LARCENY (EXCEPT MOTOR VEHICLE) - FROM MOTOR VEHICLE
Larceny - 06XE	LARCENY (EXCEPT MOTOR VEHICLE) - MOTOR VEHICLE PARTS & ACCESSORIES
Larceny - 06XF	LARCENY (EXCEPT MOTOR VEHICLE) - BICYCLES
Larceny - 06XH	LARCENY (EXCEPT MOTOR VEHICLE) - FROM ANY COIN OPERATED MACHINES
Larceny - 06XI	LARCENY (EXCEPT MOTOR VEHICLE) - ALL OTHER
Larceny -06XG	LARCENY (EXCEPT MOTOR VEHICLE) - FROM BUILDING

Rape - 02A	RAPE WITH FORCE
Rape - 02B	RAPE WITH FORCE ATTEMPT
Robbery - 03AA	ROBBERY WITH FIREARM - ON A HIGHWAY (STREETS, ALLEY, ETC.)
Robbery - 03AB	ROBBERY WITH FIREARM - AT A COMMERCIAL HOUSE
Robbery - 03AC	ROBBERY WITH FIREARM - AT A GAS OR SERVICE STATION
Robbery - 03AD	ROBBERY WITH FIREARM - AT A CONVENIENCE STORE
Robbery - 03AE	ROBBERY WITH FIREARM - AT A RESIDENCE (ANYWHERE ON PREMISES)
Robbery - 03AF	ROBBERY WITH FIREARM - AT A BANK
Robbery - 03BA	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - ON A HWY (STREET, ALLEY)
Robbery - 03BB	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT A COMMERCIAL HOUSE
Robbery - 03BC	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT GAS/SERVICE STATION
Robbery - 03BD	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT A CONVIENCE STORE
Robbery - 03BE	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT A RESIDENCE
Robbery - 03BF	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT A BANK
Robbery - 03BG	ROBBERY WITH KNIFE OR CUTTING INSTRUMENT - AT A MISCELLANEOUS
Robbery - 03CA	ROBBERY WITH OTHER DANGEROUS WEAPON - ON A HWY (STREET, ALLEY)
Robbery - 03CB	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A COMMERCIAL HOUSE
Robbery - 03CC	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A GAS/SERVICE STATION
Robbery - 03CE	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A RESIDENCE
Robbery - 03CF	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A BANK
Robbery - 03CG	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A MISCELLANEOUS
Robbery - 03DA	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - ON A HWY (STREET, ALLEY)
Robbery - 03DB	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A COMMERCIAL HOUSE
Robbery - 03DC	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A GAS/SERVICE STATION
Robbery - 03DD	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A CONVIENCE STORE
Robbery - 03DE	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A RESIDENCE
Robbery - 03DF	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A BANK
Robbery - 03DG	ROBBERY STRONG ARM( HANDS, FIST, FEET,ETC) - AT A MISCELLANEOUS
Robbery 03AG	ROBBERY WITH FIREARM - AT A MISCELLANEOUS
Robbery 03CD	ROBBERY WITH OTHER DANGEROUS WEAPON - AT A CONVIENCE STORE
Vehicle Theft - 07AA	MOTOR VEHICLE THEFT - AUTO, STOLEN & RECOVERED LOCALLY
Vehicle Theft - 07AB	MOTOR VEHICLE THEFT - AUTO, STOLEN LOCALLY & RECOVERED OUTSIDE
Vehicle Theft - 07AD	MOTOR VEHICLE THEFT - AUTO, STOLEN OUTSIDE & RECOVERED LOCALLY
Vehicle Theft - 07AX	MOTOR VEHICLE THEFT - AUTO, STOLEN & NOT RECOVERED
Vehicle Theft - 07BA	MOTOR VEHICLE THEFT - TRUCK OR BUS, STOLEN & RECOVERED LOCALLY
Vehicle Theft - 07BB	MOTOR VEHICLE THEFT – TRUCK OR BUS, STOLEN LOCALLY & RECOVERED OUTSIDE
Vehicle Theft - 07BD	MOTOR VEHICLE THEFT - TRUCK OR BUS, STOLEN OUTSIDE & RECOVERED

LOCALLY	
Vehicle Theft - 07BX	MOTOR VEHICLE THEFT - TRUCK OR BUS, STOLEN & NOT RECOVERED
Vehicle Theft - 07CA	MOTOR VEHICLE THEFT - OTHER, STOLEN & RECOVERED LOCALLY
Vehicle Theft - 07CB	MOTOR VEHICLE THEFT - OTHER, STOLEN LOCALLY & RECOVERED OUTSIDE
Vehicle Theft - 07CD	MOTOR VEHICLE THEFT - OTHER, STOLEN OUTSIDE & RECOVERED LOCALLY
Vehicle Theft - 07CX	MOTOR VEHICLE THEFT - OTHER, STOLEN & NOT RECOVERED

## **2. Person – Connected to Incidents**

A person is an identified subject connected to an incident. Persons are connected to an incident by listing them on the Incident Report Worksheet, TraCS documents, or other approved forms. A person that is not connected to an incident in RMS cannot be related back to an incident or call through a query nor will the incident be listed in the person’s contact history.

It is essential that person data be current, complete, accurate and legible. The worksheet is designed so that current Master Name Index (MNI) or DOT subject information can be referenced and included, rather than rewrite all data fields, when the officer verifies the information is current and accurate. Person data should include full proper name, sex/race, birth date, address, City, State, Zip, primary phone, secondary phone, and type of contact (Bicyclist, Complainant, Custody, Driver, Missing, Other, Owner, Passenger, Pedestrian, Reported, Runaway, Suspect, Suspect Cleared, Victim, Warned, Warrant, Witness). If obtainable, a physical description should be included for suspects, sexual assault/battery victims, missing persons, wanted persons, persons taken into custody and persons charged with a non-traffic criminal offense. (In other cases, person descriptions should be listed on arrest, citation, and warning documents.)

If DOT is to be the sole source for personal information that is to be incorporated in department records, the officer shall notify the Records Bureau of the incident number and what the sole source personal information is (DL #, Address, VIN, DOB) so that personal information can be redacted before disclosure to non-excepted third parties ([Policy, 10.1.01 Records, 4](#)). The Records Bureau will place a “Watch” on the record which will notify employees who access or view the record that the record is DPPA restricted, and what the sole source DOT information is. If a redacted version of the document is produced, it may be saved in the document tab for the incident for future use.

### **a. Monikers & “Street Names”**

Nicknames, Aliases, Monikers, “Street Names” and Pseudonyms are terms that are often used synonymously. Officers regularly deal with people who only know their peers by their “street names”. It’s almost impossible now to find established gang members who don’t have some kind of nickname. A consistent method for handling “street names” enhances our ability to enter, search for and utilize this valuable information.

We have a nickname file in RMS, but it cannot be searched from squads and must be linked to a full name. Aliases also must be attached to a full MNI name, and we are often dealing with a single name (Meatball) or phrase (Baby Shacks). The following method is recommended.

If an officer chooses to enter a “street name” into RMS and has only a single name (Meatball) or phrase (Baby Shacks), always enter the “street name” as a first name. Use a last name of “X” if you don’t know the last name (“X” is also used by DNSO). If we discover Meatball’s real name is Frank Bellantoni, we should make Meatball X an alias for Frank Bellantoni. When searching for a “street name” (Meatball) in the future, we will know to always search the first name field and the return will include all MNI and Alias files entries. If a list of all street names is needed, search the last name “X” (exact match). Only “street names” should be handled in this way. Nicknames (Tom, Bill) and aliases (former true names, and false or assumed names) can continue to be entered the traditional way.

To help searchers narrow the number of candidates, please try to include sex, race, and any descriptors you are confident of when submitting a “street name”.

If you need to create a bogus address, you may use “1 Sally Street” (think Sally Port), Middleton, WI 53562. For persons entering Unknown, NPA and Bogus addresses in RMS, consider the following format.

**ENTERING UNKNOWN, NPA & A BOGUS ADDRESS**

	<b>Unknown</b>	<b>NPA</b>	<b>Bogus</b>
<b>Street #</b>	Blank	Blank	1
<b>Street Name</b>	Unknown	NPA	SALLY
<b>Street Type</b>	Blank	Blank	Street
<b>City</b>	Actual or Unknown	Actual or Unknown	Middleton
<b>State</b>	Actual or WI	Actual or WI	WI
<b>Zip</b>	Actual or Blank	Actual or Blank	53562
<b>Latitude</b>	Blank	Blank	43.10554582
<b>Longitude</b>	Blank	Blank	-89.50946152

**3. Property/Evidence – Connecting to Incidents**

Lost, found, stolen, recovered, evidentiary, and seized (confiscated) items are connected to an incident by listing them on a Property/Evidence worksheet. This is a multipurpose worksheet and therefore must be thoroughly completed. Remember, an inventory number and tag is required for found, recovered, evidentiary, and seized (confiscated) items which come into our possession. To log property/evidence into RMS, the officer shall complete a property/evidence worksheet (incident #, officer name, description, inventory #, location, status, date, evidence indicator) for all property/evidence taken into police custody and a police report documenting the circumstances of the police custody as soon as reasonably possible. For vehicles, a vehicle worksheet should be used in lieu of the property/evidence worksheet. If evidence processing is requested, an Evidence Processing Request form should be placed with the evidence in a processing intake evidence locker.

Officers who transfer custody, return, or dispose of evidence/property shall document this on the property/evidence tag (have the receiving person sign the tag), complete a property/evidence worksheet notifying records of the change in status and/or location, complete a supplemental narrative report and submit them together for records processing as soon as reasonably possible. Relocation of an item within the property/evidence system requires only an entry on the P/E tag and completion of a property/evidence worksheet notifying records of the change in location/status. (Evidence officers are authorized to update P/E records directly in RMS by use of scanners.) Only evidence officers should dispose of confiscated contraband.

#### ***4. Vehicles – Connecting to Incidents***

The Vehicle Worksheet should be used to connect a vehicle to an incident, in lieu of the property/evidence worksheet. The vehicle worksheet permits a full vehicle description. There are situations where a vehicle is not lost, found, stolen, recovered, evidentiary, or seized, yet still should be entered into the RMS for future reference, for example a suspicious vehicle. The vehicle worksheet should be used for this purpose. Current DOT data can be referenced and included, rather than rewrite all data fields, when the officer verifies the information is current and accurate. Vehicles described on citations and warnings will be automatically entered into RMS without a vehicle worksheet.

#### ***5. Incident Characteristics***

The incident report worksheet affords an opportunity to report incident characteristics, whether there is a recorded interview, if a victim information form was provided, type of arrest documents, narrative format, P&P or sex offender status, and who is submitting supplements and in which order they should appear in the report. Documenting incident characteristics allow incidents with shared characteristics to be identified regardless of the case title.

#### ***6. Incident Report Narratives***

Some incidents may have no narrative report, if the event is adequately covered in the CAD Call and the incident number was taken primarily to connect a subject or vehicle to the call and incident. An accident report or written warning will often not require a narrative. Minor and short reports may be handwritten on the face of the incident report worksheet or separate piece of paper. The report for most municipal court citations can be done within TRACS (for paper citations use the back of the citation), although the nature of the charge and length of the narrative may require that the narrative be dictated and typed. Narrative reports for citations should either be done within TRACS (or on the back of the citation) or dictated and typed, NOT BOTH. All citations written into Circuit Court and criminal arrests shall be dictated and typed. All other incident report narratives should be dictated and typed. Patrol Officers should not type their own reports if dictation equipment is available, absent specific supervisory permission for highly complex events. If a report is typed outside of the RMS, the electronic version of the report shall be sent to Records personnel and the printed version and other incident documents shall be turned in to the report intake basket.

For elements of an incident report narrative, please refer to the [Wisconsin DOJ Report Writing Guide](#).

### **a. Dictations**

Users should indicate the type of dictation from within the dictation system. (Type 1 – Primary Officer Initial Report, Type 2 – Secondary Officer Report or Supplemental Report, Type 3 - Correspondence, Type 4 – Recordings). Language should be understandable, accurate and concise. Dictated reports should begin with identification of the author, type of dictation, Incident Title, Incident Number, and date of the report. Names and difficult word spellings should be spelled out. The dictation should include punctuation, paragraphs, and headings. Dictations should be ended by stating that this is the end of the narrative and the name of the Officer reporting.

### **b. Concise Reports**

Good reports are organized, complete and concise. When reports are disorganized, and contain superfluous information and unnecessary words, they are more difficult to process, review and understand. An opening paragraph placing an officer on duty, in uniform, driving squad 555, and assigned to patrol is often relevant to the report. It is also frequently unnecessary. Such an opening paragraph should be included when it is an element of the offense or otherwise may be useful (arrest, elude, obstruct, resist, escape). If it is not necessary, don't use it. Officers should strive for organized, complete and concise reports and avoid verbosity.

### **c. Redundant Information**

It is not necessary to dictate information that is redundant to information appearing on other documents, such as court dates, citation numbers or the content of completed forms. It takes time to type thousands of citation numbers, court dates, and alcoholic influence reports every year.

When multiple officers supply narrative to a single incident, officers frequently repeat what other officers have dictated. For example, when four officers report their part of an incident, it is not necessary for all of them to report how the dispatcher initially dispatched the call – once is enough. It is helpful in processing and in court when officers coordinate who is going to cover what aspect of an incident. Furthermore, direction should be provided to Records personnel as to the order officers' reports should be placed in the narrative (incident worksheet supplement section). Spending a couple minutes planning who is going to cover what and in what order the reports will appear saves time and results in a better product.

### **d. Attribution**

Identifying the source of information is essential to police reporting. We should guard against asserting facts that stand alone without attribution. Facts are established when you observed it, someone told you, there is evidence of it, or it comes from an authoritative source. For example, you probably shouldn't just state that a car ran a stop sign causing the accident. Rather, I saw the car run the stop sign, the witness told me that the car ran the stop sign, or 125 feet of skid marks through the intersection indicate that the car ran the stop sign. Similarly, rather than just stating that the subject's driver's license status is revoked, state according to DOT records (an authoritative source), the subject's driver's license status is revoked.

Your logical conclusions are based on facts which should be articulated in your police report. For example, rather than simply stating that the subject's manner was threatening, you could state that the subject's posture was rigid, he closed his fists, began breathing heavily, rapidly

looked around the area and stepped closer to me, which caused me to be concerned for my safety.

We usually do a very good job with attribution and articulating the basis for our conclusions. However, when we don't, it makes things more difficult for investigators, prosecutors drafting criminal complaints, and for us in court.

It is important that police reports contain complete and accurate information, especially when entries are made into CIB/NCIC. The police report is the authoritative source and is relied upon to resolve discrepancies, for validation, and during audits. CIB/NCIC requires that every data field entry into CIB/NCIC stolen, missing and wanted files be supported by documentation in police files. For us this means that every single piece of information used in the CIB/NCIC entry must be found in the police report data fields or narrative. For example, it is not sufficient to state that the stolen license plate was 123ABC. It is properly stated, 123ABC/WI/2012/PC (Plate #/State/Expiration Year/Plate Type). It is not sufficient to place a DOT return in the file; the information should be in the report (even if the source of the information was a DOT return).

#### **e. Grammar and Punctuation**

When dictating reports staff shall, to the best of their abilities, utilize proper grammar and punctuation. When transcribing dictations, Middleton Police Records staff members are authorized to make grammatical corrections to those reports. These corrections are to be of a grammatical nature only and should have no substantive effect on the factual content of the report. The Gregg Reference Manual, eleventh edition, shall be the grammatical standard by which changes are made. A copy of the Gregg Reference Manual shall be maintained in the Records Department should there be specific grammatical concerns that require research or interpretation.

#### **7. Incident File Organization**

Work submitted to Records should be organized, not just thrown into a plastic folder. Material for a subject should be attached to the appropriate arrest document. DOT returns attached, peripheral printouts disposed of, incident face sheets complete and in order, property/vehicle worksheets complete and in order, supplemental documents in logical order. If there is more than one officer inputting for the same incident, provide instruction as to placement order (incident worksheet supplement section). This file organization will save time and is best done by those who know the most about the incident, the officer and supervisor.

#### **8. Supplemental & Closing Reports**

Supplemental reports are submitted by secondary officers or subsequent to the original primary report. There may be no worksheets or supporting documents, and officers do not use the case management system when submitting a supplement. The dictation of written supplement should include the incident number, original incident title, reporting officer name, and the date of the report. Dictated supplemental reports receive low priority for processing, unless the incident number and an expression of urgency, importance, or priority are submitted in writing to the completed report intake basket. Without this expression, your supervisor and Records will not know that the supplement exists until it floats to the top in the dictation queue. When

supplements are submitted contemporaneously with the original primary report, the secondary officer supplements and their order may be listed in the primary Incident Worksheet Supplement section. When other supplements are submitted, the incident number, officer's name and priority (if any) should be submitted in writing to the completed report intake basket to alert the Sergeant and Records that a supplement was submitted.

Documents, records, notes, reports and investigative worksheets relating to an assigned incident shall be maintained by the primary officer assigned, pending supplemental and closing reports. The assigned officer's supervisor shall monitor the progress of the case and approve due date extensions, closure, and disposition. When closing an assigned case with a supplemental report, the disposition must be articulated in the last line and marked on the Investigative Worksheet and submitted with any pertinent documents for approval and processing. The purging of an assigned officers records relating to an incident may occur after all supplemental and closing reports and pertinent documents have been approved and processed into RMS.

### ***9. Investigative Worksheet***

If, after a thorough initial investigation, there are no solvability factors present, there is only about a five percent probability that we will solve the crime. Typically these cases are screened out and not assigned for follow-up. To expedite and help prioritize cases, Officers shall complete an Investigative Worksheet for all unsolved crimes, suspicious reports, or other incidents that may require follow-up. In many cases, no boxes will be checked, but submit the form anyway. This form will be relied upon to insure that needed things are done and to prioritize and determine how a case will be handled. The form is also used by ISB to assign and close cases.

#### **a. Solvability Factors**

1. Reliable Witness (3)
2. Suspect Names (5)
3. Suspect Described (2)
4. Information on Suspect's Location (2)
5. Victim/Witness Can ID Suspect if Seen Again (1)
6. Suspect Seen (1)
7. Suspect Vehicle Identified (2)
8. Traceable Property (1)
9. Significant MO (1)
10. Physical Evidence (1)
11. Limited Opportunity (2)
12. Exceptional Circumstances

### ***10. Evidence Processing Request Form***

Evidence items that may require evaluation for additional processing by evidence technicians or transmittal to the crime lab shall be locked in a processing evidence locker (intake room, west wall) with an Evidence Processing Request form (so technicians know what action is contemplated).

### **C. Accident Reports**

Accidents are documented in three ways. **Non-Reportable** – Use TRACS non-reportable accident report. **Reportable** – Use the TRACS accident report (DT4000) as a stand-alone document or complete a thorough **Traffic Accident Investigation** – Use the TRACS accident report (DT4000) and investigative narrative reports. If you are not taking statements, measurements, and photographs, you are just doing a report, not an investigation. If you are just doing a report, there is no requirement to dictate a narrative – let the TRACS Accident (DT4000) and UTC stand on their own.

### **D. Restricted Access Incidents**

In our shared records management system, there is 24-hour access to the records system by all operational personnel. The intent is to make the best current information available to line employees so they can be effective in their jobs. On rare occasion, a sensitive incident will occur where access should be temporarily restricted to only those MPSIS and department employees who have a legitimate need. When appropriate, supervisors should request that sensitive incidents coming to their attention be access restricted by Records personnel. Records Clerks and Officers, who become aware of incidents that should be considered for access restriction, should bring it to the attention of a supervisor.

It is not possible to articulate all of the situations where access restriction is appropriate, but they might include:

1. **Homicide** Investigations and the like.
2. Law Enforcement sensitive high-level **criminal intelligence** (conspiracies, drugs, gangs, terrorist). (Routine drug and gang investigations are not normally at the level that require access restriction.)
3. Significant or sensitive incidents involving **law enforcement personnel** or their families (if known).
4. Sensitive incidents involving **persons employed by MPSIS cities** (if known).
5. Sensitive incidents involving a **public figure** (a person of great public interest or familiarity like a government official, politician, celebrity, business leader, movie star, or sports hero).
6. Significant **City liability** incidents.

An incident can be access restricted through the following **path**: RMS/Incident/Edit/Security/User Access/Only These Users. Access restrictions can be configured based on the nature of the incident, but the default is that the command staff, lead records personnel, current detectives, and court officer will have access. (Specific persons in partner agencies can also be given access as appropriate, and access can be granted to additional personnel at any time, as may be necessary.) Persons who have not been granted access who search for a restricted incidents will receive a, “No Search Results Found” message.

Whenever an access restriction is applied to an incident, a high-level “**Watch**” with a viewer notification will be commenced for the period of the restriction, typically 12 months. The purpose of the watch is to notify or remind viewers that, “This incident is access restricted at the

request of \_\_\_\_\_, and should not be disseminated without authorization.” The watch will also serve as a reminder to review the incident restricted status when the watch expiration notice is delivered.

An incident status of access restricted in no way affects requests for **public records**. It will however afford an opportunity for a standard public records review before the record is disclosed, partially disclosed, or not disclosed.

#### **E. SAC & jSAC Cards**

A statutory arrest complaint (SAC) is simply an arrest document (like a citation) for felony and criminal misdemeanor offenses. It identifies the defendant, offense and court date information. If you have multiple charges against the same defendant, fully complete one SAC. All subsequent SAC's for the same defendant in the same case need only contain the case #, defendant's name, and any other information that is different. For example, the charging information will be different, and it is possible that the date/time/location/officer will be different in some cases. Clip all the SAC's for the same defendant together.

A **jSAC** is a SAC with additional information required for all juveniles charged with an offense that will run through Circuit Court, except regular traffic offenses.

#### **F. Where Reports Should be Done**

Officers should do reports at a strategic location in the field when field dictation is available. Officers may do reports in the office with specific approval of the OIC. Office reporting is appropriate when the number or complexity of reports to be done would make it inefficient to do them in the field. Whether reports are done in the office or in the field, Officers should update their status to indicate they are busy with reports. This is important because the time spent reporting is included in the calculation for the time it takes to complete a call for service, which goes to workload and staffing.

#### **G. Report Timeliness**

Officers should prioritize and complete reports, as activity permits, as soon as practical after an incident. Supervisors should monitor the number of pending reports held by officers at the beginning of and during a shift. When officers fall behind or need to document a significant event, if practical, they should be taken out of the call rotation. Reports are to be completed and submitted by the end of the officers' shifts, unless the OIC specifically approves overtime or that a report be held over in case management. When a report is approved for holdover, the incomplete incident report worksheet, documents, and officer notes shall be placed in a plastic folder and stored in the designated incomplete report basket. The incomplete materials shall include the incident number on top. Reports should be completed as soon as practical during the officer's following shift. Initial incident reports should be completed and submitted, even if the officer intends to continue working on the incident. Officers and Sergeants shall insure that CAD notes are sufficient when incidents are incomplete.

## **H. Incident Report Intake**

Officers should submit completed reports to the designated completed report intake basket or may submit selected electronic reports through TraCS.

## **I. Processing Priority**

The Records Bureau will process incident reports based on the priority identified by officers and supervisors - Blue Folders (Incarcerated on our charges); Red Folders (all other urgent handling cases – see list), Incidents with Yellow Investigative Worksheets up-front indicating that action should be taken (assignment, copies, etc.); Accidents; Juvenile Citations; Citations; Inactive cases. Officers should note that an incident with an Investigative Worksheet with actions or solvability factors indicated will move the incident up the priority list. If you don't indicate what should be done or fail to submit the yellow Investigative Worksheet, the incident receives low priority.

### ***1. Urgent/Important Handling Incidents***

- a. Jailed/JRC/Warrants/Involuntary Commitments (Blue)
- b. OWI (Red)
- c. All Arrests Written or Ordered into Dane County Court (Red)
- d. Felonies (Red)
- e. Child Abuse/Neglect (Red)
- f. Runaways/Missing Persons (Red)
- g. Child Enticement and the Like (Red)
- h. Any Crime or Suspicious Report with Leads to be Pursued (Red)
- i. Any Case the Officer Deems Urgent or Important (Red)

## **J. Incident Status and UCR Disposition Codes**

Incident Status and UCR Disposition Codes are typically entered by the Records Bureau based on information supplied by officers and Sergeants.

**Exception** means police could have charged an offense, but did not. Police must have clearly established the identity of at least one offender and developed sufficient probable cause to support charging. The whereabouts of the offender must be known. There must be a reason for not charging - Death of the offender, Prosecution Declined (prosecution guidelines), extradition denied, Victim refused to cooperate with prosecution, oral or written warning.

**Unfounded** means that an incident was determined through investigation to be false or baseless. If the investigation shows that no offense occurred, or was attempted, the reported offense can be unfounded. Unfounded does not mean unable to locate.

<b>Incident Status Codes</b>	<b>UCR Disposition Codes</b>
	Non-UCR Reportable

Active	Active UCR Incident
Cleared by Arrest	Cleared by Arrest
Cleared by Exception	Cleared by Exception
Cleared by Warning	Cleared by Juvenile Arrest
Unfounded	Unfounded
Closed	Inactive UCR Incident

## **K. Records Requests**

The standard expectation for incident report availability to the public is 10 business days. Generally, on-going investigative reports are exempt from public view, nonetheless, the department must weigh the public interest in deciding whether to release a record and cannot simply deny access to information by saying a matter is under investigation or has been referred to prosecutors. Please see policy 10.2.01 Open Records for procedures and criteria for the release of police records.

## **VII. Approval & Workflow**

### **A. Supervisory Review of Reports**

1. Supervisory review of all reports shall be conducted to ensure the report's timeliness and compliance with the Department's reporting system requirements.
2. The Sergeants assigned to each shift are responsible to check that all CAD CFSs received during their shift are completed and accurate, and that incident numbers are assigned where appropriate. Sergeants are able to monitor calls created and completed through the Global CAD system and RMS.
3. The primary officer assigned to an incident shall complete the incident and indicate that it is ready for supervisory review via the case management system (TRACS Warning Submitted). It is also permissible to submit appropriate paperwork to the completed report intake basket. Supervisory officers are able to electronically monitor all pending and outstanding incidents via Global RMS (Inbox, Case Management). The supervisor will review submitted reports for compliance with reporting requirements, approve or reject the incident, place it in the appropriate case management step, and forward any associated paperwork to the Records Bureau. An incident may be rejected for corrections or further information.
4. The supervisory officer and Records Bureau have the ability to make changes to a submitted incident such as coding errors and minor spelling or grammatical corrections. Grammatical corrections shall be made based upon standards established within the Gregg Reference Manual.
5. Sergeants or higher ranking sworn personnel have additional authority to make changes to submitted incident reports. Changes of a substantive or evidentiary nature shall not be made without first attempting to consult with the reporting officer. All changes made to a report under this subsection shall be discussed with the original drafter of the report in question as soon as practical.

## B. Case Management

Case management is used to manage the incident approval process. It encompasses inbox, workflow, and case assignments. Case management is independent of the incident status and UCR disposition.

### 1) *Table of Case Management Steps*

Case Management Steps				
#	STEP DESCRIPTION	INTO STEP BY	NEXT	STEP PERMISSION
1	PO – Waiting for Submittal	CAD	PO/Sgt	CAD/PO/Sgt/Rec
2	PO – TraCs Warning Submitted	PO	Rec	PO/Sgt/Rec
3	Sgt – Patrol Not Approved	Sgt	PO	Sgt/Rec/Rec
4	Sgt – Approved, Enter & Close	Sgt	Rec	Sgt/Rec
5	Sgt – Enter/Return for Sgt/FTO Review	Sgt	Rec	Sgt/Rec
6	Sgt – Approved, Enter & Assign	Sgt	Rec	Sgt/Rec
7	Sgt. – Approved, Enter & ISB Review	Sgt	Rec	Sgt/Rec
8	Sgt – Supplement Submitted	Sgt	Rec	Sgt/Rec
9	Rec – Returned for Sgt. Review	Sgt	Sgt	Sgt/Rec
10	Rec – Patrol Assigned	Rec	PO/Rec	Sgt/Rec
11	Rec – ISB Review	Rec	ISB Sgt	Sgt/Rec
12	ISB Sgt – ISB Assigned	ISB Sgt	ISB Sgt/Rec	Sgt/Rec
13	Rec - Closed	Rec/Sgt/CO	Rec/Sgt/CO	Sgt/Rec

To view cases in your inbox click the envelope icon. Only incidents assigned to you will appear. Double click on the incident to open it. To open case management for that incident, click on the case management icon (upper right corner). Use the drop down list to select the next step, officer assigned (if any), and add any notes that may be appropriate. To save the update, click on the save icon (disc icon, right center), and then close case management (X, upper right).

### 1. *Case Management Step Descriptions*

#### **PO - Waiting for Submittal**

Incidents are automatically transferred into RMS in the Waiting for Submittal step. Officers who issue a TRACS Warning should move the incident into the TRACS Warning Submitted step. A Sergeant, finding that paperwork has been submitted, shall move the incident to the next appropriate step. Incidents should not be left in the Waiting for Submittal step beyond the end of the officer's shift.

### **PO - TRACS Warning Submitted**

Officers should place standalone TRACS warnings into the TRACS Warning Submitted Step. Records will enter and close the warning.

### **Patrol – Not Approved**

Sergeants and Records may move an incident to this step if paperwork is not submitted in a timely manner for processing. Officers shall monitor their assigned cases, by the use of the Global RMS Inbox, to determine which cases have been placed in a Not Approved workflow step.

### **Sgt – Approved, Enter & Close**

After the Sergeant has reviewed the incident to ensure compliance with reporting system requirements, the Sergeant may place the incident into this step to have Records enter the data and close the incident.

### **Sgt – Enter & Return for Sgt/FTO Review**

The Sergeant may place the incident into this step to have Records enter the data and make the incident available for a named Sergeant or FTO as indicated in case management notes.

### **Sgt – Approved, Enter & Assign**

After the Sergeant has reviewed the incident to ensure compliance with reporting system requirements, the Sergeant may place the incident into this step to have Records enter the data and assign the incident to a patrol officer as indicated in case management.

### **Sgt – Approved, Enter & ISB Review**

After the Sergeant has reviewed the incident to ensure compliance with reporting system requirements, the Sergeant may place the incident into this step to have Records enter the data and assign the incident to ISB for review.

### **Sgt – Supplement Submitted**

The Sergeant has reviewed a supplemental report filed by an officer and any supplemental paper files have been turned over to records for processing. Upon completion, Records will forward the supplement as appropriate or indicated. (Supplement reports have their own workflow outside of the case management system.)

### **Rec - Returned for Sgt Review**

After processing is complete, Records will place incidents into this status if they have received a case management note or other request from a Sergeant to make the incident available for the Sergeant to review, or if they discover a deficiency.

### **Rec – Patrol Assigned**

After processing an incident in the Approved, Enter & Assign step, Records will place it into the Patrol Assigned step assigned to the patrol officer indicated in case management. A Sergeant may also update or modify the assignment. When the assignment is completed, Records will move the incident to the Closed step.

### **Rec – ISB Review**

After processing an incident in the Approved, Enter & ISB Review step, Records will place it into the ISB Review step for review by the ISB Sergeant. After review, the ISB Sergeant will move the incident to Closed, ISB Assigned, or Patrol Assigned.

### **ISB Sgt – ISB Assigned**

Incidents which are in need of follow up by the Investigative Services Bureau will be assigned to the ISB Supervisor for review. Cases which are deemed to be in need of the expertise of a Detective will be placed in this workflow step and assigned to an investigator.

### **Rec – Closed**

Incidents within this status have gone through the entire case management process and are completely disposed of. Only Records and Sergeants or above may move an incident into or out of the Closed step.