



# GENERAL ORDER ADM-11 DEPARTMENTAL REPORTING SYSTEM

EFFECTIVE FEBRUARY 20, 2009

REVISION DECEMBER 31, 2009 (Pp. 2, 5, 8-10)

REVISION JUNE 18, 2012 (Pp. 1,2,4,10 and 12)

This General Order contains the following numbered sections:

- I. POLICY
- II. REPORTING PROCEDURES
- III. NO REPORT SYSTEM
- IV. TELEPHONE/INTERNET REPORTING
- V. REPORT REVIEW
- VI. RECORDS SECTION PROCEDURES
- VII. DIGITAL MEDIA
- VIII. CANCELLATION

## I. POLICY

The Howard County Department of Police (HCPD) shall ensure that all reported complaints or requests for police service are accurately documented and shall administer and maintain a police records system to efficiently, effectively, and accurately record all activities.<sup>1</sup> The HCPD shall manage the information to support the investigation of crimes, planning of selective enforcement and preventive patrol, and to assist in decisions regarding staffing levels and other departmental resources. The HCPD shall ensure the proper security of all information and abide by the laws related to the collection, storage, dissemination and disposal of information.

## II. REPORTING PROCEDURES

A. A record of every incident or police action must be maintained. This shall include:

1. Citizen reports of crime.<sup>2</sup>
2. Citizen complaints.<sup>3</sup>
3. Incidents resulting in an employee being dispatched or assigned.<sup>4</sup>
4. Criminal and non-criminal cases initiated by HCPD members.<sup>5</sup>
5. Incidents involving arrests, citations or summonses.<sup>6</sup>

Computer Aided Dispatch (CAD) shall be used to capture details of any incident that is not documented in a written report.

B. Written reports (i.e. incident reports, use of force, missing persons, supplements, pursuits) are required for the following circumstances:<sup>7</sup>

1. Officers ascertain that a crime has been committed or attempted;<sup>8</sup>
2. Receipt of intelligence regarding Homeland Security;
3. Receipt of any information considered criminal activity. These reports shall be shared with other elements of the HCPD, consistent with applicable policy.
4. Vehicle collisions, consistent with General Order OPS-18, Collision Investigation & Reporting;
5. Custodial and non-custodial arrests; made with or without a warrant<sup>9</sup>

<sup>1</sup> CALEA 82.2.2

<sup>2</sup> CALEA 82.2.2a

<sup>3</sup> CALEA 82.2.2b

<sup>4</sup> CALEA 82.2.2c

<sup>5</sup> CALEA 82.2.2d

<sup>6</sup> CALEA 82.2.2e

<sup>7</sup> CALEA 82.2.1a & 82.2.1b

<sup>8</sup> CALEA 82.2.2d

<sup>9</sup> CALEA 1.2.5a & 82.2.2e

6. Vehicle pursuits or use of tire deflation devices, consistent with General Order OPS-48, Vehicle Pursuit Policy.
7. If reasonable suspicion exists that an incident is gang related, consistent with General Order OPS-69, Gangs.
8. Searches of persons, locations, and/or vehicles;
9. Frisks;
10. All incidents occurring at licensed liquor establishments and surrounding parking lots;
11. Recovery or seizure of property;<sup>10</sup>
12. Execution of search and seizure warrants;
13. Runaway, missing child, endangered missing adult;
14. Incidents of domestic violence, consistent with General Order OPS-22, Domestic Violence & Protective Orders;
15. An action that results in, or is alleged to have resulted in, injury or death of another person;<sup>11</sup>
16. Discharge of a firearm, outside of training;<sup>12</sup>
17. Provision of significant assistance or DRE assessment for another agency;
18. Application of force through lethal or less lethal weapons;<sup>13</sup>
19. Application of weaponless physical force at a level described in General Order OPS-11, Use of Force;<sup>14</sup>
20. Tobacco violations in schools consistent with General Order OPS-50, School Issues; and/or
21. Any contact with a juvenile that involves **detention** and/or **questioning for any criminal activity or civil offenses as the "suspect"** (i.e. tobacco or alcohol violations, etc. or the investigation thereof). Consistent with General Order OPS-04, the officer shall also make contact with the parent or guardian when a juvenile is the suspect of any crime and document that contact in the incident report.
22. When otherwise directed by a supervisor.

---

<sup>10</sup> CALEA 84.1.1c

<sup>11</sup> CALEA 1.3.6b

<sup>12</sup> CALEA 1.3.6a

<sup>13</sup> CALEA 1.3.6c

<sup>14</sup> CALEA 1.3.6d

- C. All written reports will be neat, legible, and accurate, completed in a timely manner, and should be prepared in an electronic format. Officers are responsible for using the latest approved version of all electronic forms. Supervisory review is required as the first step in the submission process to ensure the report has been completed properly and accurately. All reports will contain, at a minimum, the following information:<sup>15</sup>
1. Date and time of initial reporting;
  2. Full name, date of birth, race, sex, address, and work, home, and cellular telephone numbers (unless refused) of the complainant and/or victim;
  3. Full name, date of birth, race, sex, address, and work, home, and cellular telephone numbers (unless refused) of the parent or guardian, if the complainant and/or victim is a juvenile;
  4. Date, time, nature, location, and details of the incident;
  5. Any action taken in regards to the incident;
  6. Indication that the Victim/Witness booklet was appropriately distributed;
  7. Special distribution requirements (i.e. copy to Youth Services, Victim Services, Human Rights); and
  8. Case status recommendations must be included on the face sheet and at the end of every report.
- D. All incidents requiring a written report will receive a unique Incident Report (IR) number, assigned by the CAD system, via the Communication Division. Supplemental reports for the same incident will be written and filed under the same IR number.<sup>16</sup>
- E. An incident involving multiple victims that has occurred during the same time and at the same place, or immediate surrounding geographic location, and it is believed that the incidents are related and were committed by the same suspect(s) may be written under one Incident Report (IR) number listing multiple victims. This does not apply to B&E crimes (see examples).<sup>17</sup>

If there is a separation between time and place between the commissions of several crimes, a separate IR will be obtained for each incident/victim.<sup>18</sup>

EXAMPLES:

One IR/Multiple Victims

1. Five vehicles have their tires slashed on the same day, all of the vehicles are located on the same street, but are owned by different individuals.
2. Numerous mailboxes are smashed on several streets in a community overnight.
3. Numerous thefts from vehicles are reported in an apartment complex or within the same residential development and it appears logical that the same suspect(s) committed the thefts during the same time frame.

---

<sup>15</sup> CALEA 82.2.1c, 82.2.1d & 1.2.5a

<sup>16</sup> CALEA 82.2.1b & 82.2.3

<sup>17</sup> CALEA 82.2.1d

<sup>18</sup> CALEA 82.2.1d

4. Multiple thefts of/from purses or lockers are reported from a single owner's property (such as a day care facility, business establishment, school, or health club, etc.). The initial investigation reveals it is likely they were all stolen by the same suspect in the same time frame.
5. Four homes in the same community were spray painted with racial slurs on the same evening.
6. A bank robbery and there are multiple victims inside the bank whom are robbed.

#### Multiple Reports

1. A group of mailboxes are smashed in Community A and another group of mailboxes smashed in Community B. Due to the separation geographically, separate IRs will be obtained for each location. Multiple victims may be listed under one incident number for each location.
  2. Any incident involving a B&E to a residence, apartment, office or shed (attached or unattached) requires a separate IR number for each location.
- F. All required written reports will be completed prior to the end of the member's shift. All completed reports will be submitted to the member's immediate shift supervisor, except as otherwise indicated:<sup>19</sup>
1. Exceptions may be granted on a case-by-case basis by the member's immediate shift supervisor. Reports for which an exception is granted must be submitted to the immediate supervisor prior to the end of the shift on the following day. Exceptions will not be granted if the officer does not work the following day.
  2. Administrative officers working supplemental road patrol, or those working overtime on a different shift, will turn in completed reports to the area supervisor at the end of their duty assignment.
  3. Investigators will provide the Criminal Investigations Bureau (CIB) Commander and/or other affected supervisors or commanders a written (e-mails are acceptable) summary of any investigation (or a "Significant Incident Report") by the next business day.
  4. If an exception is granted for a Uniform Crime Report (UCR) Part 1 offense, the face sheet shall be completed prior to the end of the shift and a full report must be completed and submitted to the immediate shift supervisor prior to the end of the shift on the following day.<sup>20</sup>
- G. Incidents under active investigation must have supplemental reports turned in every ten (10) calendar days (every 30 calendar days for CIB), or earlier if directed by a supervisor.<sup>21</sup> Supplemental reports will be logged in the Electronic Follow-Up Log by the member's supervisor.<sup>22</sup>
1. The officer's supervisor will send an email notification via the Electronic Follow-Up Log to the officer outlining the follow-up that shall be conducted.
  2. Once the officer has conducted the follow-up, the officer will update the case with a supplement and forward to his supervisor. The supervisor will then electronically update the follow-up log.

---

<sup>19</sup> CALEA 82.2.1e & 82.2.1d

<sup>20</sup> CALEA 82.2.1e

<sup>21</sup> CALEA 82.2.1a

<sup>22</sup> CALEA 82.1.5, 61.2.4 & 82.2.1b

- H. The retention of any original reports, statements, documents, and/or attachments in either personal or investigative files is prohibited, with the following exceptions:<sup>23</sup>
1. Internal affairs investigations that are handled by the Internal Affairs Division (IAD). All documentation relating to these investigations shall be secured in a manner consistent with General Order ADM-02, Internal Investigations.<sup>24</sup>
  2. Internal investigations handled by supervisors outside of IAD. All documentation relating to these investigations shall be maintained in a secure and confidential manner at all times. Both active and inactive cases shall never be left accessible to anyone who is not involved in the investigations.
  3. Active investigations handled by the Vice and Narcotics Division will be filed and secured within the Division, with the approval of the Division Commander (face sheets will be forwarded to the Records Section for tracking purposes).<sup>25</sup> Completed investigations will be forwarded to the Records Section upon the approval and direction of the Division Commander.
  4. Intelligence reports will be filed and secured in a manner consistent with General Order OPS-31, Criminal Intelligence.<sup>26</sup>
  5. All polygraph results and associated reports will be filed and secured by the Polygraph Unit. A report documenting the results and the examiner's contact with the examinee will be forwarded to the appropriate officer or Bureau. All original documentation will be treated in a manner consistent with General Order OPS-70, Polygraph Examinations.<sup>27</sup>
  6. Sensitive investigations in which circumstances indicate a security breach is possible will be filed and secured within the appropriate Bureau and/or District, with the approval of the Bureau and/or District Commander. Completed investigations will be forwarded to the Records Section upon the approval and direction of the Bureau and/or District Commander.<sup>28</sup>
  7. In the case of the above-described exceptions, reports will be maintained in a manner that conforms to existing law and has been approved by the Commander of the Information and Technology Management Bureau.

### III. NO REPORT SYSTEM

- A. The purpose of the No Report (NR) System is to eliminate written reports when such documentation would serve no useful purpose to the completion of the police mission. A CAD record will be maintained for all NR calls. The following incidents may receive an NR Classification:
1. Alarms that are accidental, faulty (building secure), weather related or due to negligence, in accordance with General Order OPS-39, False Alarm Enforcement Procedures;
  2. 911 hang-ups (unfounded or accidental);
  3. Abandoned vehicles (where abandoned vehicles are not towed);

---

<sup>23</sup> CALEA 82.3.5 & 82.1.5

<sup>24</sup> CALEA 82.3.5

<sup>25</sup> CALEA 43.1.2 & 82.3.5

<sup>26</sup> CALEA 82.3.5

<sup>27</sup> CALEA 82.3.5

<sup>28</sup> CALEA 82.3.5

GENERAL ORDER ADM-11  
FEBRUARY 20, 2009

4. Motorist assist calls;
  5. Notifications;
  6. Traffic direction assignments;
  7. Traffic/Road hazards (where vehicles are not towed);
  8. Fire Department assists;
  9. Medical emergency assists, excluding DOAs (Dead on Arrival), Overdoses or Suicides;
  10. Domestic assists (these are defined as **assisting** a person or group of persons gather belongings, relay information, etc.);
  11. Certain motor vehicle collisions in accordance with General Order OPS-18, Collision Investigation and Reporting;
  12. Police information or police assist calls (when documentation would have no legitimate value);
  13. Suspicious subject, vehicle, and/or circumstance calls when contact was made and the activity was verified as legitimate, or if there is no additional information obtained at the scene; or
  14. Other non-criminal incidents, when the officer is unable to verify the existence of criminal activity or problems.
- B. Officers assigning a NR disposition to a dispatched call will notify the Communications Division immediately after clearing the scene of the incident and include one of the following disposition codes:
1. Service Calls:
    - a. Abated
    - b. GOA – Gone on arrival
    - c. Handled by other agency
    - d. NPA – No police action
    - e. Services Rendered
    - f. Unfounded
    - g. UTL - Unable to locate
  2. Alarm Calls:
    - a. **Cause Unknown** - Unable to determine the reason for why an alarm was activated (e.g., faulty, negligent).
    - b. **False Activation** - Alarms deliberately activated for the intent of summoning the police for a non-emergency purpose.
    - c. **Accidental** - For false alarms at which a representative of the property is on the scene to report that the alarm was activated accidentally, or as the result of the movement of pets or other objects, inside the premises.
    - d. **Cancelled** - For alarm responses that are cancelled, by the alarm company or a police supervisor, prior to an officer arriving at the scene.

- e. **Property Damage** - Alarm was activated by visible damage to the premises such as a tree striking the building during a storm, wildlife, accidental window breakage, etc.
  - f. The name and date of birth of a representative, if any is contacted, shall be given to the dispatcher with the disposition code.
- C. It is important that the information recorded in the CAD system be accurate. An officer may reclassify a dispatched call if the facts at the scene indicate that another classification is more appropriate. Calls shall be reclassified as follows:
- 1. The officer will notify the dispatcher via radio of the correct classification.
  - 2. A report will be written, or the incident deemed NR, according to the classification.
- D. Reports will not be downgraded and deemed NR or reclassified to avoid the completion of an incident report.
- E. A supervisor may require a written report to be completed on any incident, regardless of its eligibility for a NR classification.<sup>29</sup>
- F. As a general rule, officers shall complete an Incident Report (IR) or Field Interview Report (FIR), as appropriate for every insight (self-initiated) request for an Incident Report Number;<sup>30</sup> however, incidents listed previously in this section and other minor, non-criminal incidents where no significant information is gained do not require a report. Services previously requested by a person or party (e.g. Merriweather Post Pavilion or School Crossings), where an incident report number is required, may be deemed NR by the officer upon completion of the service.
- G. **EXAMPLES:**
- 1. **Written Report Required<sup>31</sup>**
    - a. An officer initiates a traffic stop for an equipment violation, discovers that the operator is intoxicated and makes an arrest for Driving Under the Influence. An IR number is assigned for "DUI" and a report is written.
    - b. An officer on routine patrol discovers an unattended vehicle disabled in the middle of a roadway and has the vehicle towed because it is a traffic hazard. An IR number is assigned for a "traffic hazard" and a report is written.
  - 2. **Written Report Not Required**
    - a. Five officers are assigned to a traffic post at Merriweather Post Pavilion for one hour. If a number was not previously assigned for the service, the officer in charge of the traffic post will request an IR number for a "Traffic Assist" and NR the call with a disposition code of "services rendered."
    - b. An officer is assigned to a school crossing because a crossing guard is on sick leave. If a number was not previously assigned for the service, the officer will request an IR number for a "Police Assist" and NR the call with a disposition code of "services rendered".

---

<sup>29</sup> CALEA 82.2.1a, 82.2.1b & 82.2.2

<sup>30</sup> CALEA 82.2.1b

<sup>31</sup> CALEA 82.2.2 & 82.2.1a

- c. A State trooper investigating a collision requests assistance for traffic control. The assisting officer will request an IR number for "Police Assist" and NR the call with the disposition code of "services rendered".
- d. An officer responds to a loitering or noise complaint and upon arrival the issue is defused and therefore NR the call with a disposition of abated.

**IV. TELEPHONE/INTERNET REPORTING<sup>32</sup>**

- A. Telephone/Internet Reporting shall be used as an alternative to dispatching a patrol officer to the scene of an incident. In order to refer a call for service to Telephone/Internet Reporting, **all** of the following criteria must be met:
  - 1. The offense/incident must neither be in progress nor have just occurred within the last thirty (30) minutes for any criminal incident; and
  - 2. The suspect must be unknown (except for Unauthorized Use reports); and
  - 3. There must be an absence of solvability factors (i.e. witnesses, physical evidence, tag number of suspect's vehicle or any other information which may assist in a suspect being identified); and
  - 4. The incident must not deal with Hate Bias Crimes or Incidents.
- B. Offense/Incident Categories Eligible for Telephone/Internet Reporting:<sup>33</sup>
  - 1. Animal Complaints, outside the normal business hours of Animal Control, will be taken via Telephone/Internet Reporting, consistent with the guidelines set forth in General Order OPS-59, Animal Control Call-Out Procedures.
  - 2. Breaking and Entering of residential sheds and garages, unless the shed or garage is attached to the residence.
  - 3. Calls from complainants outside of Howard County when the incident (as long as the incident meets the criteria listed in this section) occurred in Howard County and it is not feasible to dispatch a police officer to the caller's location. **The exception will be incidents requiring crime scene processing.**
  - 4. Destruction of Property, **unless**:
    - a. The estimated damage is \$1,000 or greater; or,
    - b. The incident occurred within the past thirty (30) minutes; or,
    - c. There are multiple victims (more than 3).
  - 5. Lost Property:

If a Cellular Phone is LOST, the call taker will enter the call as a PROPL with the name and phone number and the circumstances surrounding the incident. The call will be processed using the TRU button in CAD with the disposition of LOG and the caller will be given the NR case number.

---

<sup>32</sup> CALEA 82.2.5

<sup>33</sup> CALEA 82.2.5



6. Police Information (If unsure as to the seriousness of the incident, the duty officer should contact a supervisor for disposition).
7. Supplemental Reports.
8. Suspicious subjects, vehicles, noises or condition calls, **unless** the incident occurred within the last hour or there is suspect information or evidence to be collected.
9. Tampering With Vehicle.
10. Telephone Misuse Calls (with or without suspect information), **unless**:
  - a. The incident involves bomb threats; or,
  - b. There is a clear threat of physical danger; or,
  - c. There are multiple (repeated) cases requiring an in-depth investigation.
11. Theft Calls, **unless**:
  - a. The theft exceeds \$5,000; or,
  - b. The incident involves a Vehicle Theft, Internal Theft, "Flim-Flam", Theft by Deception, Shoplifting, or Identity Theft; or
  - c. There is physical evidence that needs processing, or the supervisor deems it necessary.
12. Identity Theft – Telephone Reporting is encouraged for identity theft consistent with General Order OPS-15, Investigative Protocols (if no physical evidence exists).
13. Cellular Phone **Theft – ONLY IF**:
  - a. The serial number of the phone is known;
  - b. It is a verified theft or theft from vehicle, not just a lost or stolen phone without suspect information; and/or
  - c. Fraudulent calls have been made on the phone, which show up on the user's account and can be followed-up or investigated.
  - d. If none of the above exists, the call taker will enter the call as a THEFT with the name and phone number and the circumstances surrounding the incident. The call will be processed using the TRU button in CAD with the disposition of LOG and the caller will be given the NR case number.
14. Unauthorized Use of Vehicles, with or without a known suspect.

15. Lost/Stolen Tags - **ONLY IF:**
  - a. Both tags or a single issue tag is lost/stolen;
  - b. When a vehicle is issued two tags and only one tag is lost or stolen, a report may be taken, but tags will not be entered as stolen until either the remaining tag is returned to the Motor Vehicle Administration (MVA) and a copy of the turn-in receipt is given to the HCPD or the remaining tag is turned into the HCPD. When the MVA receipt or remaining tag is submitted to the HCPD, the officer will initiate and complete a report, including a stolen tag computer entry.
16. Theft from Vehicles, **UNLESS** there is a series of similar incidents (more than 3). However, the Area Supervisor may still request telephone reporting.
  - C. Calls for service will be screened by the Communications Division for Telephone/Internet Reporting applicability. Calls meeting the criteria will be forwarded to Telephone/Internet Reporting, if available.<sup>34</sup>
  - D. The call taker will advise the complainant that he may report the incident by telephone or by internet on-line at their convenience.
  - E. If the reporting person requests to report by phone, he will be advised that he will receive a return call within two (2) hours. Call takers will obtain at least two (2) phone numbers, if appropriate.
  - F. If the reporting person elects to report by internet on-line, they will be advised they can report the incident on-line at their convenience and will be directed to the Police Department's main web page ([www.hcpd.org](http://www.hcpd.org)) to access the Citizen's On-line internet reporting option.
  - G. Telephone Reporting will be provided by temporary light-duty personnel assigned to the Communications Division, or, in their absence, the appropriate Duty Officer.
  - H. Report review will be handled by the appropriate Deputy District Commander when the report is taken by a Duty Officer. Report review will be handled by the appropriate Communications Sergeant when the report is taken within the Communications Division.<sup>35</sup> All report follow-up will be handled by the appropriate District Commander.
  - I. The Area Patrol supervisor or Communications Sergeant will determine if an officer is to respond to a call that fits the Telephone/Internet Reporting criteria, but the complainant still requests an officer respond.
  - J. The Telephone/Internet Reporting procedures may be expanded to include other incidents during times of unusual operational demands. Such expansion may be authorized by the Chief of Police, the Deputy Chiefs, the District Commander, or the Watch Commander.
  - K. The Telephone/Internet Reporting procedures may be temporarily suspended by a Commissioned Officer within the Operations Command if a pattern of incidents or other factors indicates that it is appropriate to do so.
  - L. If Telephone Reporting receives a call and it is apparent that a patrol officer should be dispatched to either handle the entire call or to process the scene, the call will be forwarded to the appropriate supervisor for the area in which the investigation or processing needs to be conducted.

---

<sup>34</sup> CALEA 82.2.5

<sup>35</sup> CALEA 82.2.1e

V. **REPORT REVIEW**<sup>36</sup>

- A. Supervisors are responsible for the quality control of all reports, forms and documents submitted to them. This includes ensuring the use of the latest version of all electronic forms.
- B. Patrol supervisors, prior to reviewing reports, shall run a Record Management Systems (RMS) report for their supervisory area. The report will cover their normal shift plus all shifts worked by their subordinates.
  - 1. Supervisors will review the RMS Calls for Service report to ensure that incidents are classified correctly and have received the proper disposition code as detailed in this order. The supervisor will correct improper classifications and disposition codes via the RMS incident record modification function. A second RMS report will be run by the supervisor to confirm the proper classification and disposition have been assigned to the incident.
  - 2. Supervisors will compare the RMS report to the written reports submitted by officers to verify that all incidents that require a written report are received. The supervisor will place a check mark next to the RMS disposition as an indication the report was received. Reports that are submitted late, without supervisory approval, will be checked off of the RMS daily report with the date of receipt placed next to the RMS disposition code. The date will provide the supervisor with a historical record of the receipt of reports from officers, as an indicator of timeliness.
  - 3. Supervisors will maintain a file of RMS daily reports. Each RMS daily report will remain in file for a period of three (3) months from the original report date. An RMS report may not be filed until all required reports are reviewed and checked off of the RMS daily report by a supervisor.
- C. Supervisors reviewing reports shall check for neatness, legibility, accuracy, completeness, timeliness, consistency and thoroughness of investigative and/or police action.
- D. Reviewing supervisors will indicate a case status at the bottom of the face sheet in **every** report or at the end of a supplemental report.<sup>37</sup>
- E. Supervisors shall, in a timely manner, have all deficiencies and errors corrected before reports, forms or documents are forwarded to other levels of command, the Records Section or other sections of the HCPD.
- F. Report reviews must be completed by the end of shift on the following day. Supervisors not working the following day must complete the report review on the day that the reports are submitted.
- G. The reviewing supervisor shall sign each approved page of a report or form and insert his HCPD identification number and the date in the space provided. The supervisor's signature indicates approval of the document and his recognition that he will be held accountable for both the written content and the timeliness of the document. Supervisors shall then forward all completed reports to the Records Section.

---

<sup>36</sup> CALEA 82.2.1e

<sup>37</sup> CALEA 61.2.4

- H. Supervisors will ensure that follow up investigations, as needed, are both assigned, conducted and documented within the specified time period.<sup>38</sup> Any supervisory recommendation for follow-up activity should be noted in the electronic follow-up log.
- I. Supervisors will ensure that officers maintain a monthly statistical sheet in the officer's work folder. Officers will update the statistical sheet regularly. Supervisors will also ensure that the information contained within the statistical sheet is consistent with the citations, reports, etc. submitted daily.

**VI. RECORDS SECTION PROCEDURES**

- A. The Records Section has primary responsibility for the proper review, control, maintenance and retrieval of police documents and information as well as the proper distribution of the various copies of Departmental reports.<sup>39</sup> The Records Section also maintains a copy of all *ex-parte* and protection orders that have been served.
  - 1. Incident Reports shall only be released by Records Section employees during normal business hours or by Accident Reports On-Line, at any time.
  - 2. If a report request is made during non-business hours and the report is needed immediately, the Watch Commander may release the report, subject to State and Federal laws, as well as current County policy.
  - 3. When a report is received with a request to have a copy forwarded to another section or agency, a copy will be made and forwarded on the day it is received by the Records Section.<sup>40</sup>
  - 4. Members will not be permitted to access any information that is not pertinent to their own official caseload or duties. Any intent to violate the prohibition inherent in this sub-section will be considered as a breach of discipline. (EXCEPTION: Supervisors or commanders may access information for the purposes of case review, investigation or quality control.)
  - 5. Records Section employees may not release any reports, photographs, documents or other files, or any information contained in the above, unless the release is accompanied by a written request and the release is in compliance with all Federal, State and local laws.<sup>41</sup>
- B. The Records Section shall return, within forty-eight (48) hours, incomplete, illegible, or otherwise unacceptable reports to the immediate supervisor of the officer who submitted the report. The corrected report will be returned to the Records Section within five (5) calendar days after receipt of the report correction notice. A copy of the unacceptable report will be maintained by the Records Section in a separate file pending submission of a properly completed report.
- C. The Records Section shall prepare and forward to the appropriate supervisor a notice of all late reports.<sup>42</sup>
  - 1. Late Report Notices will be directed via e-mail to the affected officer's supervisor, requesting that the report or a copy of the originally submitted report be forwarded to the Records Section within five (5) calendar days.

---

<sup>38</sup> CALEA 82.2.1a

<sup>39</sup> CALEA 82.1.5, 82.2.1e & 82.2.4

<sup>40</sup> CALEA 82.2.4

<sup>41</sup> CALEA 82.2.4

<sup>42</sup> CALEA 82.1.5

2. If the report disposition was NR, the officer will provide a written explanation on the Late Report Notice. The officer will forward the Late Report Notice to his supervisor for supervisory approval. The immediate shift supervisor will then change the disposition in I-LEADS as warranted.
  3. If no response is received within five (5) business days of the Late Notice, a Second Notice will be sent to the officer's Watch Commander, or Division Commander, for action. A copy will be sent to the recipient(s) of the original Late Notice.
  4. If no response is received within five (5) business days of the Second Notice, a Third Notice will be sent to the officer's District or Bureau Commander for action. A copy will be sent to the recipient(s) of the prior Late Notices.
  5. If there is no response to the Third Notice within five (5) business days, a Final Notice will be sent to the appropriate Deputy Chief. The final notice will include the name(s) of the recipient(s) of the prior Late Notices.
- D. The Records Section Supervisor, or his designee, will conduct quarterly audits of data entry work to ensure accuracy.


**VII. DIGITAL MEDIA**

If computer storage files (disks, CDs, USB-drives, etc.) are used to temporarily hold police information, they shall be secured and safeguarded until the completion of the investigation/report. When no longer required, police information shall be deleted from all computer storage devices and/or the storage media destroyed. If the computer storage files are being used for permanent storage, they shall be forwarded to the Records Section for inclusion in the case file.

**VIII. CANCELLATION**

This General Order cancels and replaces General Order ADM-11, Departmental Reporting System, dated October 15, 2005.

AUTHORITY:

  
\_\_\_\_\_  
William J. McMahon  
Chief of Police

REVISIONS MADE TO PAGES 2, 5, 8, 9, & 10, AUTHORITY OF CHIEF WILLIAM J. McMAHON  
EFFECTIVE DECEMBER 31, 2009

REVISIONS MADE TO PAGES 1, 2, 4, 10, AND 12 AUTHORITY OF CHIEF WILLIAM J. McMAHON  
EFFECTIVE JUNE 18, 2012.