

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 09/09/2020	Supersedes Policy Dated: 05/31/2014	Rescinds:	SOG Number:
Accreditation Index: 1.2.5, 81.2.3, 82.2.1, 82.2.2, 82.2.3, 83.2.6			401.6
Part Title: Operations		Chapter Title: Patrol Operations	
Chief of Police:			

Field Reporting

I Policy

It is the policy of the Springfield Police Department to report incidents accurately, thoroughly, and in a timely manner.

Incident reports prepared by police department employees are an accurate account of criminal incidents and/or activities reported by citizens. They are official records that may be used for many purposes, including but not limited to the following:

- Judicial proceedings
- Explaining and demonstrating training needs
- Justifying needs in manpower and equipment
- Conveying important information to the public
- Victim recovery of losses associated with crime or traffic crashes
- Determining crime trends and patterns of criminal activity
- Aiding in evaluating employees on performance
- To report official crime statistics to the FBI

It is essential all employees ensure that an incident report is completed when appropriate and that an accurate account of the facts is reported.

II Definitions

Incident Report – A report of any incident involving the violation of a federal, state or municipal ordinance, or any information provided by citizens concerning violations or potential violations, whether criminal or non-criminal. The incident report shall be used for

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

all follow-up reports and when additional information is received about the incident. (CALEA 82.2.2)

“Useable” Report – A report that does not require further work by the author and accurately reflect the preliminary investigation conducted.

RMS (Records Management System) – The RMS is designed to support the collection of report data from mobile data laptops and desktop workstations. The RMS transfers reports for review and approval by supervisors. It allows for incident reports to be retrieved, viewed and printed.

Record – Any recording of data, digital or paper, that is identified with a CAD event and/or case number.

CAD (Computer Aided Dispatch) – CAD functions as the central depository of all calls for service to include calls received by the Emergency Dispatch Center E911, Telecom, and Officer Initiated Calls for Service. CAD provides the numerical designation assigned to a call and tracks the call until termination.

III Procedure

- 1 Completion of Reports in the Field (CALEA 82.2.1(d))
 - 1.1 When an officer needs to complete a report from a call earlier in the shift they shall request their dispatcher assign them back to the previous call in CAD. This may limit the officer’s availability for lower priority calls to allow time for completing reports prior to the end of their shift; however, officers shall be available for Priority 1 and 2 calls for service. If the officer is sent on a call while working on a report, they can request that the dispatcher stack the report call to them so they may go back to it once the current call for service is completed.
 - 1.2 Officers shall make every attempt to complete their reports in the field prior to the end of their shift.
 - 1.3 The Uniform Operations Bureau Commander is responsible for the quality of field reporting functions conducted by UOB personnel.
 - 1.3.1 Supervisors shall insure compliance with reporting standards contained within this policy.
- 2 General Incident Reporting Requirements (CALEA 1.2.5(a), 82.2.1(a), and 83.2.6)
 - 2.1 A record will be initiated in all cases when any of the following occurs: (CALEA 83.2.6)
 - 2.1.1 A citizen reports a crime; (CALEA 82.2.1 (a) and 82.2.2(a))
 - 2.1.2 An incident occurs resulting in an employee being dispatched or assigned; (CALEA 82.2.2(c))

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

- 2.1.3 Criminal or non-criminal cases are initiated by law enforcement employees or the result of a citizen complaint; (CALEA 82.2.2(b) and 82.2.2(d))
 - 2.1.4 There is an incident involving arrests, citations or summonses; (CALEA 1.2.5 and 82.2.2(e))
 - 2.1.5 Any incident involving extraordinary deployment of resources;
 - 2.1.6 Any hostage or barricade incident whether actual or reported;
 - 2.1.7 Any incident that represents a public safety or law enforcement concern whether or not an actual violation of law has taken place.
 - 2.2 All reports shall be completed in a clear and concise manner providing all available and pertinent information.
 - 2.3 Incident Reports shall be completed using RMS.
 - 2.4 All completed incident reports shall be reviewed and approved by a supervisor or their designee.
 - 2.5 In addition to the incident narrative, a summary narrative shall be completed for release to the media.
 - 2.6 Records shall verify all location and name information in reports created on the mobile data laptops for accuracy.
- 3 None-Incident Call Dispositions (CALEA 81.2.3(j))
- 3.1 All dispatched and field-initiated calls for service are recorded and tracked in CAD. When a call does not require an incident report, a disposition shall be recorded for the call in CAD. The following dispositions shall be used. (CALEA 82.2.2)
 - 3.1.1 HBO (HANDLED BY OFFICER): The officer arrived and determined that an incident or supplemental report was not required. The following criteria shall govern when this disposition is used:
 - 3.1.1(a) No reasonable belief exists that an offense or infraction has occurred. No information is available indicating a past or ongoing ordinance or statute violation.
 - 3.1.1(b) All persons involved are satisfied with the conclusion.
 - 3.1.1(c) There is no indication that any further action will be necessary or the incident is likely to recur.
 - 3.1.1(d) There is no useful information obtained that would serve any purpose.
 - 3.1.1(e) When HBO is determined, the primary officer shall provide a brief explanation for CAD entry. Supervisors shall monitor HBO dispositions for content to ensure adherence to policy.
 - 3.1.1(f) If there is any doubt as to whether a written report should be made, the officer shall complete an incident report.
 - 3.1.2 GOA (GONE ON ARRIVAL): The officer shall classify the disposition of the call GOA when no suspects are located and the complaint desires no further action

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

taken and/or all involved parties have left and no one is available to provide further information and when not otherwise required.

- 3.1.2(a) Brief comments explaining the justification for the disposition are required in the CAD comments, as well as broadcast over the radio to the dispatcher.
 - 3.1.3 UNF (UNFOUNDED): The officer determines, after arriving at the scene of the call, that no incident or offense actually occurred.
 - 3.1.3(a) Brief comments explaining the justification for the disposition are required in the CAD comments, as well as broadcast over the radio to the dispatcher.
 - 3.1.4 TKT (TICKET): This disposition is used when a traffic citation is issued.
 - 3.1.5 CAN (CANCELED): Canceled is used to close an event prior to it being dispatched or the officer arriving at the scene.
 - 3.1.6 ROA (REFERRED TO OUTSIDE AGENCY): The disposition “referred to outside agency” is used when referring the call to an agency other than the Springfield Police or Fire Departments. Such an agency might be Animal Control.
 - 3.1.7 NOT (NOTIFICATION): The officer has made notification on an emergency message relay or otherwise communicated with the recipient.
- 4 RMS Forms or Reports Modules to be Used (CALEA 82.2.1(b) and 83.2.6)
- 4.1 The incident report format in RMS will serve as the reporting document of all incident reports. RMS screen forms provide fields for data entry about calls including information and details concerning arrests, persons, vehicles, property and modus operandi. Other reports, not residing in RMS, shall be completed in paper versions.
 - 4.1.1 The RMS Coordinator is responsible for the maintenance and publication of all instruction documents and manuals.
 - 4.1.1(a) The instructions shall be maintained on the Police SharePoint.
 - 4.2 A portion of the following reports shall be entered into RMS by Records staff to provide for further retrieval:
 - 4.2.1 Missouri Uniform Crash Report
 - 4.2.1(a) The reporting officer will complete the Incident tab of the general report for all accident reports.
 - 4.2.1(b) For LSOC reports, the reporting officer will add all the person and vehicle information and complete the LSOC form.
 - 4.2.2 Left Without Paying Report
 - 4.2.3 Forged Check Complaint Report
 - 4.2.4 Failure to Return Leased Property Reporting Form
 - 4.2.5 Crime Inquiry & Inspection/Authorization to Tow form
- 5 Incident Report and Case Numbering System (CALEA 82.2.3)

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

- 5.1 All incident reports will be assigned a unique, computer-generated number by CAD. The numbers shall begin with the number 0001 at 00:00 hours January 1 of each year and end at 23:59 hours on December 31. Each report number shall begin with the agency identifier of “SPD”, followed by the last two numbers of the current year.
 - 5.2 The case number will be assigned to each incident.
- 6 Required Information (CALEA 82.2.1(c))
- 6.1 All fields highlighted yellow must be completed.
 - 6.2 Other fields may be grayed out because the data is not applicable to the report.
 - 6.3 Additional fields are available for completing but are not required entry. When information is available these fields should be completed.
- 7 Report Submission Requirements for Uniform Operations Bureau (CALEA 82.2.1(e))
- 7.1 When the following circumstances apply, a report shall be completed before the end of the work shift;
 - 7.1.1 The officer is working the last day in a series of workdays;
 - 7.1.2 A suspect is in jail (Exception: With supervisor’s approval a DWI report, with no additional charges, can be held per UOB SO 401.6, Holding Reports)
 - 7.1.3 A Probable Cause Item arrest is made;
 - 7.1.4 The incident is significant and/or will likely be assigned for CID follow-up the next day;
 - 7.1.5 All towed vehicle Impoundment Reports;
 - 7.1.6 All Property Submission Reports;
 - 7.1.7 All Missouri Uniform Crash Reports;
 - 7.1.8 Any portion of the report requires a MULES entry;
 - 7.1.9 Any other legitimate circumstances that justify the overtime, with supervisor approval;
 - 7.1.10 All Vehicle Stop Racial Profiling Reports.
 - 7.2 If an officer is not able to complete all reports by the end of the shift and the incident does not involve any of the circumstances listed above, the officer shall request approval from their supervisor to “HOLD” the report for completion the next day.
- 8 Holding Reports (CALEA 82.2.1(e))
- 8.1 If a supervisor approves a report to be held for completion the next day, the officer holding the report shall complete the Incident Tab section of RMS. They shall type the words ‘PENDING’ in the Summary Tab of the Narrative Section. The report will be left open so that it may be completed the next day.

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

- 8.1.1 If the report involves an arrest, the officer is also required to enter the name, DOB, SSN, and the time and location of any person who was arrested and shall also type “PENDING” in the arrest report narrative.
 - 8.2 Under no circumstances will a report be held for more than one day, unless approved by a Section Commander.
- 9 Supervisory Report Review (CALEA 82.2.1(e))
 - 9.1 The supervisor shall evaluate the report using the following criteria;
 - 9.1.1 Completeness of the report, including but not limited to elements of the crime, probable cause and witness/suspect information including SSN and date of birth, Modus Operandi, witness/suspect statements, correct address and phone number, arrest report completion, and charges, when applicable.
 - 9.1.2 Supervisors shall be diligent about completeness of information in the report;
 - 9.1.2(a) Clarity of content
 - 9.1.2(b) Organization
 - 9.1.2(c) Spelling
 - 9.1.2(d) Grammar
 - 9.1.2(e) Accuracy of the investigation
 - 9.2 A “useable” report is one that does not require further work by the originator and it accurately reflects the preliminary investigation conducted.
 - 9.2.1 Errors, omissions, lack of elements of the crime, incomplete preliminary investigation, improper spelling, improper grammar, improper sentence structure, poor organization, or failure to complete field are problems not present in the useable report.
 - 9.2.2 Minor errors may be tolerated if:
 - 9.2.2(a) They do not impair prosecution; and
 - 9.2.2(b) They do not result in inaccurate record keeping; and
 - 9.2.2(c) They do not bring discredit to the department
 - 9.2.3 Corrections to the record are completed prior to it being closed in the RMS system. If a supplemental report is required to correct information that should have been in the original report, the original report is deficient.
 - 9.2.4 If the supervisor or others must complete a reporting task that is the responsibility of the originator, the report is deficient.
 - 9.2.5 If an event or condition described in Section 7 (Report Submission Requirements for Operations Division) occurs, and the report is not completed prior to the officer’s end of shift, the report is deficient.
 - 9.2.6 Supervisors shall check the system daily for any reports written by their subordinates that are still pending supervisory approval.

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

- 10 Report Processing and Management (CALEA 82.2.1(e))
 - 10.1 Officers shall make every attempt to complete their reports in the field prior to the end of their work shift.
 - 10.2 If circumstances prevent the completion of a report within the work shift, Officers will refer to section 8 above.
 - 10.3 Incident reports shall be completed in a timely manner when new information is obtained related to the case.
 - 10.4 Report originators shall verify location and name information on all reports created on desktop workstations before obtaining supervisory approval.
 - 10.5 Every effort must be made to ensure that names and addresses are verified to accurate information already in the system.
 - 10.5.1 This will prevent creation of duplicates and reports being logged at incorrect addresses.
 - 10.6 Supervisors assigned to the Criminal Investigations Division shall forward all reports with content error to their next in command for return to the appropriate Uniform Operations Bureau Commander and the originator's supervisor.
 - 10.7 The Stats/Conclusion section provides a status history of each action taken in report processing and management. Status history includes date and time stamps for all actions taken.
- 11 Distribution of Incident Reports
 - 11.1 All Incident Reports may be viewed and printed. Each time a report is printed an event log will be added, identifying the person printing the report.
- 12 Attachments to the Incident Reports
 - 12.1 Documents accompanying incident reports shall be identified with the case number and provided to Records for scanning and attachment.
 - 12.2 Data associated with report attachments may be entered into RMS for search and retrieval.
 - 12.3 Some report attachments shall be stored in Records under the assigned case number and are available upon request.
- 13 Completing Reports at Police Facilities
 - 13.1 Writing reports at any police department facility shall be authorized only with the approval of a supervisor.
 - 13.2 Some examples when a supervisor may consider approval for completion of reports at a police facility are:

SOG 401.6

Field Reporting

Effective Date: 09/09/2020

- 13.2.1 The officer is completing a report on a significant incident such as a homicide, felony assault, sexual assault, burglary, etc.
 - 13.2.2 The officer needs access to resources at police headquarters to complete their investigation (i.e. photos, crime analysis, records, etc.)
- 14 Field Reporting Manual (CALEA 82.2.1(b))
- 14.1 The Field Reporting Manual contains information on forms identified for use in field reporting functions, including local, county, state and federal forms (if any) that are not available in the Records Management System.
 - 14.2 The Bureau Commanders or designees are responsible for identifying the forms and information to be included in the Field Reporting Manual.
 - 14.2.1 The Forms Development Coordinator is responsible for the maintenance and publication of the Field Reporting Manual and all completion instructions for forms identified within the manual.
 - 14.2.1(a) The Bureau Commanders or designees are responsible for ensuring that essential revisions, updates, or other changes be communicated to the Forms Development Coordinator on a timely basis.
 - 14.2.2 The instructions shall be maintained in PowerDMS. ¹
 - 14.2.2(a) Each set of instructions shall include, but not be limited to the following:
 - 14.2.2(a.1) Title
 - 14.2.2(a.2) Form report designator or number assigned by the originating agency, if any;
 - 14.2.2(a.3) Source agency- the agency or organization administering the report form;
 - 14.2.2(a.4) Purpose of Report- describing the purpose of the report;
 - 14.2.2(a.5) Authority- the statute, directive, SOG or other authority directing the function related to the form;
 - 14.2.2(a.6) Completion Notes. ²
 - 14.2.2(a.7) Submission: The authority or other entity who receives the form from the originating officer- usually the squad sergeant or Central Records.
 - 14.2.2(a.8) Report Flow: An abbreviated description of those other units or organizations who receive access to the report following submission to Central Records.

IV Attachments

¹ Section 14.2.2 changed to reflect the use of PowerDMS, per Policy Change Order 20-013.

² Section 14.2.2(a.6) changed from detailed instructions to “notes”, per Policy Change Order 20-013.