

		Policy & Procedures			No. 1.36	
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CALEA STANDARDS

82.2.1 82.2.4

Incident Reporting and Management

A. Responsibility of Dispatching Officers

Officers performing the dispatch function shall initiate a Call Number whenever a member of the public requests service or an officer takes a specified action.

Once a call number has been generated, the dispatching officer will record all applicable information relative to the incident in the proper dispatch fields, including any report numbers (OF = Offense Reports, AR = Arrest Reports, AC = Accident Reports or FI = Field Interviews)

B. Responsibility of Officers

Unless otherwise authorized by a Supervisor, before the end of their tour of duty, officers shall complete all required incident report narratives, traffic accident reports, stolen motor vehicle reports, arrest reports and motor vehicle citations.

Data Entry Screens: Officers shall complete all required data entry screens related to a particular incident such as property, person, vehicles, or other screens related to specific offenses or arrests.

Multiple Responding Officers: Whenever two or more officers respond to an incident, the primary responding officer will be responsible for completing all required reports. However, in many circumstances, an assisting officer may be required to submit a narrative in the report.

Multiple Arrests: In cases where multiple arrests arise from on offense, officers shall file one arrest report for each arrested person, including a narrative containing all of the facts leading up to and supporting each arrest.

1. **Incident Reports:** Some types of police response require only a brief summary of the police action, while others require a more extensive, detailed narrative a possible subsequent investigation. The following types of crimes will require a more extensive narrative: **82.2.1 A**

- Homicides an unattended deaths or incident where death may result;
- Suicide attempts;
- Sexual assault/rape;
- Assault against an officer;
- Robbery;
- Assault/assault & battery/assault with a dangerous weapon;
- All Domestic Incidents (MGL 209A);
- All Harassment situations under MGL 258E;
- Hate incidents, whether or not a crime is alleged;
- Missing persons;
- Incidents of child or elder neglect;
- Breaking & entering;
- All felonies;
- Execution of a search warrant;
- All misdemeanors if there is a suspect;
- Misdemeanors that present the opportunity for follow-up investigation;
- Misdemeanors that may be related to similar offenses (i.e. minor vandalism to several different cars in a parking lot);
- All situations requiring the Use-of-Force by the responding officer(s);
- When required by existing Department Policy & Procedure, Order or by Massachusetts General Law; and
- Other incidents as determined by the Shift Supervisor
- All other events may be documented in a Call Number entry.

An offense number (OF) will be generated through IMC by the dispatching officer and assigned to the principal officer.

The principal officer will log into the **Records** screen located on each desk top or cruiser lap top. He/she will click on **Records** then **Incident Entry** and enter in the OF number assigned. Once in the Offense Report, the officer will enter all the pertinent information in the required fields for each tab. Once the information has been entered and before advancing to the next tab, the reporting officer will hit **F-10** to save the information. Lastly, the officer will click on the **Narrative Tab**. This will allow the officer to describe in his/her own words the facts surrounding the incident.

2. **Arrest Reports** will be generated and completed by the responsible personnel under the following circumstances: **82.2.1 A**

- A person is charged with a criminal offense;
- A person is arrested under the provisions of a court order such as an arrest warrant or a Warrant of Protective Custody;
- A mentally ill person is detained for involuntary commitment initiated by departmental personnel, under the provisions of MGL C123.S12. In instances where another agency or physician issues the commitment order, and we assist

only as keepers of the peace, a written arrest report is only required if our personnel use any level of force;

- A person is placed into custody on the request of another agency, such as a domestic or protection order violation, whether or not the person is detained in our holding facility;
- A person is incapacitated from consuming alcohol and placed in protective custody under MGL 111B.

An arrest number (AR) will be generated through IMC by the dispatching officer and assigned to the principal officer.

The principal officer will log into the **Records** screen located on each desk top or cruiser lap top. He/she will click on **Records** then **Arrest Entry** and enter in the AF number assigned. Once in the Arrest Report, the officer will enter all the pertinent information in the required fields for each tab. Once the information has been entered, and before advancing to the next tab, the reporting officer will hit **F-10** to save the information. Lastly, the officer will then click on the **Narrative Tab**. This will allow the officer to describe in his/her own words the facts surrounding the incident.

3. **Complaint Applications** will be generated if criminal charges are going to be brought against an individual. A warrant or a complaint application is required to be filed against the individual. This procedure will follow after an AR number has been assigned and after an AR report is complete. **82.2.1 A**

The personnel seeking the complaint/warrant will log into the **Records** screen located on each desk top. He/she will click on **Records** and then **Warrant/Complaint** and enter in the AF number linked to the individual whom the complaint is going to be filed against. It is important to check off if the complaint is going to be for a **Summons** or a **Warrant**. **F-10** must be clicked on in order to save all the pertinent information entered. Once this is complete, the computer will ask if the person seeking the complaint would like to have the narrative transposed from the arrest report over to the complaint. This is a mandatory field; either Yes or No must be chosen. In almost every instance, the choice, '**Yes**' will be made.

All completed and signed complaints, along with four copies of the report, are to be enclosed in an arrest folder. This folder is to be placed in the prosecutor's in-box.

4. **Motor Vehicle Crash Reports** will be generated and completed by the responsible personnel under the following circumstances: **82.2.1 A**
 - Any MVC on a public way;
 - MVC where a person is injured or killed;
 - MVC involving vehicles owned by the Canton Police Department;
 - MVC involving any state or municipal vehicles

An Accident Number (AC) will be generated through IMC by the dispatching officer and assigned to the principal officer.

The principal officer will log into the **Records** screen located on each desk top or cruiser lap top. He/she will click on **Traffic** then **Accident Entry** and enter in the AC number assigned. Once in the Accident Report, the officer will enter all the pertinent information in the required fields for each operator, vehicle and passenger involved. Once the information has been entered, and before advancing to the second page, the reporting officer will hit **F-10** to save the information. Lastly, the officer will complete a computer drawing as well as a narrative depicting the chain of events leading up to and resulting from the accident.

5. **Field Interview Reports** will be generated, completed, and updated by the responsible personnel under the following circumstances: **82.2.1 A**
 - Documenting persons of interest, which do not require entry into another report but the officer or supervisor determines a need for documenting the situation.

A Field Interview Number (FI) will be generated through IMC by the dispatching officer and assigned to the principal officer.

The principal officer will log into the **Records** screen located on each desk top or cruiser lap top. He/she will click on **Records** then **Field Interview Entry**. Once in the Field Interview Section, the officer will enter all the pertinent information in the required fields for each tab applicable. Once the information has been entered, the reporting officer will hit **F-10** to save the information.

6. **Citation Entry** will be completed by the responsible personnel when an individual is issued a Registry of Motor Vehicle criminal, civil, or written warning citation. **82.2.1A**

The personnel assigned citation entry will log onto the **Records** screen located on each desk top. He/she will click on the **Traffic** tab and then **Citation Entry**. The employee will then enter all the pertinent information in the required fields. Once the information has been entered, F-10 must be hit in order to save the information.

7. **Sample Agency Forms** can be located alphabetically on every computer desk top in the 'Master Forms' Folder. Instructions on completing and processing various field report forms can be located at the end of this manual. **82.2.1 B**

Form	Report type/Incident
Abuse or Neglect Children (51A)	Incident or arrest report; Abuse/Neglect of child
Amber Alert Form	Missing child report/State PD authorizes

Electronic Recording Consent Form	Incident or arrest report dictated by incident
Evidence/Property Form	Incident or arrest report dictated by the incident
Line-up Instruction Form	Any report as dictated by incident
Lost Person Form	Any report as dictated by incident
Mental Health – Involuntary Committal Form (Section 12)	Any report as dictated by incident. FD to handle the transport
Miranda Warnings Form	Any report, as dictated by incident
Motor Vehicle Inventory Form	Any report, as dictated by incident
Protective Custody Release Form	Any report, as dictated by incident
Photo Array Instruction form	Incident or arrest report, as dictated by event
Report of Operating After Suspension or Revocation Incident	Incident or MVC; report incident to RMV
RMV Request for Immediate Threat/License Suspension/Revoc. Form	Incident or MVC report, license suspension/revocation request
Stolen/Recovered MV Form	Incident report, theft or recovery
Trespass Form	Any report as dictated by incident
Voice ID Form	Any report as dictated by incident

C. Completing Reports

All applicable information relative to the incident shall be recorded in the proper areas of the report, including but not limited to suspect, victim, witnesses, offenses, addresses, vehicles, property, etc. The report narrative and fields should document the: who, what, where, when, how and why, if known. The report narrative should detail the incident and actions taken, or to be taken, by the responding personnel. Report narratives should be concise and clear, with the statement of facts. It should be in chronological order, and free of spelling, grammar, and or sentence structure errors. Layman's terms, when appropriate, should be used. **82.2.1 C**

The responding officer will input all information into the applicable report upon completion of the activity or when time permits. It is expected that personnel will complete their report (incident, arrest, citation, accident, or field interview) prior to the end of their shift, unless a supervisor authorizes that the report may be completed at a later time. In these instances, the CAD narrative written must sufficiently document the incident, pending completion of the full report. All reports will be submitted to the shift supervisor, either in person or through IMC, for approval. **82.2.1 (E,F)**

Supplemental narrative reports: A supplemental narrative report will be submitted by an officer when it is necessary to explain, expand, or continue with information from the initial field report. Supplemental narratives can be submitted by the initial officer,

supervisor, assigned investigator, and/or additional officers responding to the incident or following up on an incident. Not only will these be used to record expanded narratives or events, but they can also record important confidential information not contained in the incident report – such as investigative leads and unsubstantiated information which could be of investigative use (i.e. intuitions, hunches, possibilities, etc.). Supplemental reports will follow the same report review process as outlined above. **82.2.1 (E)**

D. Responsibilities of Shift Supervisors

Supervisors shall review the reports and associated paperwork of all their personnel, and that of any personnel working over from the previous shift, to verify proper completion and accuracy. Supervisors shall indicate their approval of such reports within IMC when appropriate. **82.2.1 (F)**

1. Reports shall be reviewed for:
 - a. Spelling and grammar;
 - b. Content (including all names, contact numbers and addresses of involved persons and all necessary facts/elements of the crime);
 - c. “Error Check” adjustments needed for any IMC generated error messages;
 - d. Proper use of incident codes; and
 - e. Appropriate use of charges and inclusion of elements of the crime alleged.
2. Reports Requiring Immediate Review: If time does not allow the review of all reports/paperwork the supervisor working the next shift will be responsible for the review of reports in this category.
3. Ensure the Correction of Deficiencies: If deficiencies in reports/paperwork are found, the Shift Supervisor shall direct the reporting officer to make the necessary corrections.
4. Reports requiring further follow-up by another member of this department such as FSU or BCI will be forwarded/routed by the Shift Supervisor. The Shift Supervisor will assign the report in IMC (Assign Follow-up) to the appropriate division(s).

82.2.1 (F); 82.2.4

The Supervisor in charge of the FSU shall be forwarded/routed a copy of all reports pertaining to: **82.2.1 (F); 82.2.4**

- Juveniles;
- Problem(s) at any of the schools within our community;
- Sex crimes;
- Domestic related calls;
- Family related calls;
- Missing persons

Outside agencies involved in the case such as Stoughton District Court, Norfolk County Probate Court, District Attorney’s Office, the Department of Children and Families and other LE agencies should be notified by the lead investigating officer as soon as possible. The agency may request and receive copies of any pertinent reports. A Supervisor should be notified verbally before any reports are released. When a

report is routed outside the agency, the officer should make a notation in the case file noting when and to whom it was sent. **82.2.4**

The Supervisor in charge of the BCI shall be forwarded/routed a copy of all reports pertaining to: **82.2.1 (F); 82.2.4**

- Drug offenses;
- B&E's;
- Motor vehicle thefts;
- Mal damage reports;
- ID theft;
- Homicides;
- Overdoses;
- Arson

Outside agencies involved in the case such as the District Attorney's office, Mass State Police, DEA, Fusion Center and other LE agencies should be notified by the lead investigating officer as soon as possible. The agency may request and receive copies of any pertinent reports. A Supervisor should be notified verbally before any reports are released. When a report is routed outside the agency, the officer should make a notation in the case file noting when and to whom it was sent. **82.2.4**

E. Responsibility of the Shift Commanders:

It will be the responsibility of each Lieutenant to conduct random inspections to assure compliance with the procedures described in this section.