

# Asheville Police Department Policy Manual

**Chapter:** 5 - Law Enforcement Operations

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**Policy:** 503 - Incident Reporting

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## Associated Directives

[Policy 504 – Domestic Violence](#)

[Policy 801 - Missing Persons](#)

[Policy 900 – Investigations Administration](#)

[Policy 1301 – Traffic Crash Investigations](#)

[Policy 1501 – Records Management](#)

[SOP 3017 - Online Incident Reporting](#)

[SOP 3301 – Records Unit Incident Reports](#)

## Introduction

This policy provides direction to police personnel in the methods of reporting incidents/offenses and ensuring that police reports are filed in a timely manner. Police reports, in their various forms, provide a future reference for past actions leading to arrests, prosecution, and convictions of violators, statistical analysis, and numerous other applications.

## Policy Statement

It is the policy of the Asheville Police Department (APD) to ensure timely and accurate documentation of gathered information and department actions.

## Rules and Procedures

### 503.1 General Reporting Procedures

- A. All reports will be complete, detailed, and accurate. Reports will be submitted via the department's electronic reporting system or on department-approved forms and must include, at a minimum, where applicable: [82.2.1 b,c]
  - 1. The date and time of initial reporting.
  - 2. The name (if available) of the citizen(s) requesting the service.
  - 3. The nature of the incident.
  - 4. The nature, date, and time of action taken (if any) by department members.
- B. Each report must be assigned an incident or event number unique to that occurrence. [82.2.3]
- C. Contact information, including addresses and phone numbers, will be included for all victims, complainants, and witnesses when possible. [82.2.1 d]
- D. The communications center is primarily responsible for making a computerized record via the Computer Aided Dispatch (CAD) system for all requests for service within the department's service area, including the following:
  - 1. Citizen reports of crimes. [82.2.2 a]
  - 2. Citizen complaints. [82.2.2 b]
  - 3. Citizen requests for services when a department member is dispatched or assigned. [82.2.2 c]
  - 4. Criminal and non-criminal cases initiated by officers. [82.2.2 d]
  - 5. Incidents involving arrests, citations, or summonses. [82.2.2 e]
- E. Officers responding to a reported overdose must ensure that at least the following information is recorded in the CAD record of the call for service:
  - 1. Name and date of birth of the individual(s) suspected of overdosing.
  - 2. If naloxone was administered, the source of the naloxone, who administered it, and to whom it was administered.
  - 3. The outcome of the call for service (e.g., the individual's condition, location, and services provided).

- F. Under no circumstances will an employee knowingly include or permit the inclusion of any false, fraudulent, or misleading information in any official report prepared or produced by the department.
- G. All reports of any nature submitted by an employee of the department must contain the mandatory information needed to conform to crime reporting guidelines. [82.1.4]

### 503.2 Incident Reporting

- A. **The reporting requirements below are not intended to be all-inclusive.** Officers must use their best judgment for when an incident or supplemental report should be filed to document the circumstances surrounding any call for service or police action.
- B. Written reports are required in all of the following situations unless otherwise approved by a supervisor: [82.2.1 a]
  - 1. Criminal Activity - when an officer becomes aware of any activity where a crime has occurred in the performance of official duties, the officer is required to document the activity. This specifically includes:
    - a. In every instance where a felony has occurred.
    - b. All incidents involving the following offenses:
      - Animal Cruelty
      - Arson
      - Assault offenses
      - Bribery
      - Burglary / Breaking & Entering
      - Counterfeiting/forgery
      - Destruction, damage, or vandalism of property
      - Drug / narcotic offenses
      - Embezzlement
      - Extortion/blackmail
      - Fraud offenses
      - Gambling offenses
      - Homicide
      - Human Trafficking
      - Kidnapping/abduction
      - Larceny/theft offenses
      - Motor vehicle theft
      - Pornography / obscene material
      - Prostitution offenses
      - Robbery
      - Sex offenses (forcible/non-forcible)
      - Stolen property offenses
      - Weapons law violations

2. Non-Criminal Activity – non-criminal incidents that require a written report include, but are not limited to, the following:
    - a. Missing persons, see [Policy 801 - Missing Persons](#).
    - b. Traffic collisions as required by [Policy 1301 – Traffic Crash Investigations](#).
    - c. [When naloxone is administered by a department member, see Policy 511 - Naloxone \(Narcan\)](#).
    - d. Suspicious incidents that may place the public or others at risk.
    - e. Serious or life-threatening injuries reported to the department where the circumstances surrounding the injury are suspicious in nature.
  3. Deaths - all death investigations must be appropriately investigated and documented.
  4. Domestic Violence – incidents involving a domestic dispute that require a written report are outlined in [Policy 504 - Domestic Violence](#).
- C. A supervisor may direct an employee to document any incident they deem necessary.
- D. Reports may be taken over the telephone in accordance with [SOP 3301 – Records Unit Incident Reports](#).

### **503.3 Expeditious Reporting**

- A. All officers and supervisors must act promptly and efficiently in preparing and processing reports. Absent exigent circumstances, reports should be submitted by the end of the shift in which they were created. [82.2.1 d]
- B. If the submission of a report is delayed, the employee will send an email to his/her supervisor with the report number and circumstances, who in turn will forward the email to the Records Unit.
- C. Reports requiring an entry into the National Crime Information Center (NCIC), such as stolen items, stolen vehicles, or missing persons, should be immediately submitted for review, and the supervisor notified of the report. The submitting officer is responsible for promptly providing the Communications Section with information necessary for entry. See [Policy 801 – Missing Persons](#) for specific guidelines on NCIC entry of missing persons.

#### 503.4 Report Review

- A. Supervisors are responsible for ensuring that reports submitted by employees under their command (such as incident, supplemental, and crash reports) are accurate, legible, complete, and submitted in a timely manner. [82.2.1 e]
- B. If corrections are necessary, the reviewing supervisor will complete an electronic note stating the reasons for rejection and will notify the officer of the needed changes. It is the responsibility of the originating officer to ensure that any report returned for correction is processed in a timely manner.
- C. Supervisors will electronically acknowledge that the report has been approved before forwarding it to the Records Unit for final review via the Records Management System (RMS). [82.2.1 e]
- D. All completed incident and crash reports will be forwarded via the RMS system to the Records Unit for quality control checks and proper classification. [82.1.4]
  - 1. If there is an issue, the Records Unit will return the report to the submitting employee with an explanation of the problem to be corrected.
  - 2. The Records Unit supervisor may notify the submitting employee's supervisor if a problem with a report persists.
  - 3. If a conflict arises over a requested correction, the Records Unit supervisor will forward the report to the Administrative Services Manager for follow-up and clarification.

#### 503.5 Report Distribution [82.2.4]

- A. Copies of completed traffic crash reports (DMV-349s) will be submitted to the NC Department of Motor Vehicles (NCDMV) by the Records Unit.
- B. Criminal Investigations Section supervisors are responsible for reviewing completed incident reports for the potential assignment for follow-up investigations as outlined in [Policy 900 - Investigations Administration](#).
- C. Requests for public distribution or dissemination of police records and reports will be handled by the Records Unit or another appropriate organizational component, see [Policy 1501 – Records Management](#).

By order of:

A handwritten signature in black ink, appearing to read "David J. Zack". The signature is written in a cursive style with a large initial "D" and a long horizontal stroke at the end.

David Zack  
Chief of Police