



# CONCORD POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

## FIELD REPORTING AND RECORDS MANAGEMENT

**GENERAL ORDER:** 09.19

**CREATED:** December 1, 2000

**ISSUE DATE:** September 11, 2024

**CALEA STANDARD:** 82.1.1, 82.2.1, 82.2.2, 82.2.3

**EFFECTIVE DATE:** September 11, 2024

**ACTION:** Amends general order dated October 1, 2022.

### **09.19.0**     **PURPOSE**

The purpose of this general order is to establish a standard method for documenting incidents reported to or observed by Concord Police Department coworkers and to establish a procedure for records management.

### **09.19.1**     **POLICY**

The policy of the Concord Police Department shall be to accurately document incidents reported to or observed by Concord Police Department coworkers in accordance with the requirements of the National Incident Based Reporting System and the NC Division of Motor Vehicles. It shall further be the policy of the department to maintain a comprehensive system of records maintenance and utilization to support and assist with the effective delivery of police services.

### **09.19.2**     **DEFINITIONS**

#### A. ARREST REPORT

An arrest report is a record maintained by a law enforcement agency concerning an arrest, including arrestee information, related charge information, and a narrative of the arrest.

#### B. CASE SUPPLEMENT REPORT

A report used to document changes to the original incident report and/or record additional information pertinent to the incident report.

#### C. COMPUTER AIDED DISPATCH (CAD)

A dispatch system that uses computers for the efficient assignment of calls for service, and the entry and/or retrieval of incidents or calls for service data.

D. CRASH REPORT (REPORTABLE)

A reportable crash shall involve a motor vehicle that results in one or more of the following: death or injury of a human being and/or total property damage of one thousand dollars (\$1,000) or more, or property damage of any amount to a vehicle seized pursuant to NCGS 20-28.3 (Seizure, impoundment, forfeiture of motor vehicles for offenses involving impaired driving while license revoked or without license and insurance, and for felony speeding to elude arrest).

E. CRASH REPORT (NON-REPORTABLE)

A non-reportable crash shall include a motor vehicle crash not included in 09.19.2D.

F. EVENT IDENTIFICATION NUMBER (EVENT ID)

A numbering system in which CAD assigns a unique number to every dispatched call.

G. INCIDENT REPORT

An incident report shall include one or more offenses committed by the same offender, or group of offenders acting in concert, at the same time or place.

H. NATIONAL INCIDENT BASED REPORTING SYSTEM (NIBRS)

A systematic crime reporting program used to compile local, state, and national crime statistics.

I. NIBRS GROUP A OFFENSES

Twenty-eight group A offense categories, which include seventy-one group A offenses listed on attachment #1.

J. ORIGINATING CASE AGENCY (OCA)

A unique case identifier within a law enforcement agency.

K. RECORDS MANAGEMENT SYSTEM (RMS)

The department's computerized system for central records management.

**09.19.3      PHYSICAL SECURITY AND CONTROLLING ACCESS TO DEPARTMENT FILES**

- A. The Customer Service Unit is located within the police department, which requires an electronic keycard for entry.
- B. Records information is accessible 24 hours a day to authorized users through RMS.
- C. A password is used to access RMS. The access or rights to certain modules are determined by rank and/or assignment within the department.
- D. The Customer Service Unit sergeant shall be notified anytime a coworker is separated from employment.

- E. The Customer Service Unit sergeant shall remove the former coworker's access to RMS.
- F. The release of department records shall be in accordance with applicable state and federal laws, and departmental directives.

#### **09.19.4** **REPORT TYPE, ERROR CORRECTION**

- A. All reports required or permitted under this general order shall be submitted in digital format. Hand-written reports shall only be accepted when the digital reporting system is not working.
- B. Reports entered into RMS require a supervisor's approval.
- C. All reports containing errors or inconsistencies shall be returned to the submitting officer for correction.

#### **09.19.5** **CASE NUMBERING SYSTEM**

CAD assigns an OCA to each incident, arrest, and crash report. This assigned unique number incorporates the year and sequential number. (i.e., 2100145, 2100146)

#### **09.19.6** **REPORTING REQUIREMENTS**

- A. A police record shall be required for each incident occurring within the department's service area in the following categories:
  - 1. Citizen reports of crime;
  - 2. Citizen complaints;
  - 3. Incidents resulting in an officer being dispatched or assigned;
  - 4. Criminal and non-criminal cases initiated by officers;
  - 5. Incidents involving arrests, citations, or criminal summons.
- B. Appropriate reporting of the incidents specified above shall be determined by the nature of the incident, the information gathered, and the action taken.
- C. Any report documenting police activity shall include, at a minimum, the following information:
  - 1. OCA Number or Event ID Number;
  - 2. Type of report;
  - 3. Date and time of initial reporting;
  - 4. Name (if available) of the requestor, victim, or complainant;

5. Nature of the incident;
6. Nature, date and time of action taken (if any) by the officer.

#### **09.19.7    INCIDENT REPORTS**

- A. Incident reports shall follow the guidelines outlined in the NIBRS User Manual.
- B. All incident reports that list location of incident in the City of Concord shall list only the number, street, and designator (Example: 66 Pine Street, NE). If the incident occurred in the roadway in front of the numbered house or business on that street, or an alley, etc., explain the precise location in the first sentence of the narrative.

#### **09.19.8    CASE SUPPLEMENT REPORTS**

- A. All follow-up information shall be documented in a case supplement report.
- B. Case supplement reports shall carry the same OCA as the incident report.

#### **09.19.9    ARREST REPORT**

- A. Arrest reports shall be completed when an arrest is made in any of the following ways:
  1. On-view;
  2. Order for arrest (OFA);
  3. Warrant for arrest;
  4. Citation when physical custody occurs such as DWI;
  5. Criminal Summons is served and there is no physical custody;
  6. Any NIBRS group A offense (see attachment #1).

#### **09.19.10    REPORTABLE CRASHES**

- A. Crashes reported to the NC Division of Motor Vehicles shall follow guidelines outlined in the Driver's Privacy Protection Act. Crash reports must be requested through the North Carolina Department of Motor Vehicles (DMV) at <https://www.ncdot.gov/dmv/downloads/Documents/TR-67A.pdf>.
- B. The narrative of such reports to DMV shall include "Driver Number 1 states" and quote driver number 1. The narrative shall include "Driver number 2 states" and quote driver number 2. In the absence of independent evidence, the officer shall not offer an opinion of fault unless he or she also files a motor vehicle or criminal charge.

**09.19.11 NON-REPORTABLE CRASHES**

Any crash that is non-reportable may be handled by an insurance information exchange between the drivers involved, facilitated by the officer, unless either party requests a crash report to be completed.

**09.19.12 REPORT SUBMISSION PROCEDURES**

- A. In order to generate a report in RMS, a coworker shall be assigned to a call in the CAD system.
- B. Utilizing the reporting system, coworkers shall electronically generate the type of report they shall complete.
- C. Coworkers shall complete the mandatory fields for the respective form and save the report.
- D. Once the report has been completed, coworkers shall use the 'error check' function in the system. If necessary, coworkers shall correct any returned errors.
- E. After an error check has been completed, the coworker shall utilize the 'submit' function to electronically forward the report for supervisory review.

**09.19.13 SUPERVISORY REVIEW PROCEDURES**

Supervisors shall check reports for compliance with departmental reporting requirements, to include spelling and grammar. Reports shall be checked throughout the shift to provide time for an officer to fix any errors prior to the end of shift. Reports not approved shall be returned to the officer for correction.



JAMES S. HUGHES  
CHIEF OF POLICE

Attachment #1

**Group A Offenses**

<i>Offense</i>	<i>NIBRS Offense Code</i>	<i>Crime Against</i>	<i>Based on NCIC Offense Code</i>
<b>Animal Cruelty</b>			
Animal Cruelty	720	Society	7201
<b>Arson</b>			
Arson	200	Property	2001–2009; 2099
<b>Assault Offenses</b>			
Aggravated Assault	13A	Person	1301–1312; 1314–1315
Simple Assault	13B	Person	1313
Intimidation	13C	Person	1316; 5215–5216
<b>Bribery</b>			
Bribery	510	Property	5101–5113; 5199
<b>Burglary/Breaking &amp; Entering</b>			
Burglary/Breaking & Entering	220	Property	2201–2205; 2207; 2299
<b>Commerce Violations</b>			
Import Violations*	58A	Society	None
Export Violations*	58B	Society	None
Federal Liquor Offenses*	61A	Society	4101–4104; 4199; 6103
Federal Tobacco Offenses*	61B	Society	6102
Wildlife Trafficking*	620	Society	None
<b>Counterfeiting/Forgery</b>			
Counterfeiting/Forgery	250	Property	2501–2507; 2509; 2510; 2589; 2599
<b>Destruction/Damage/Vandalism of Property</b>			
Destruction/Damage/Vandalism of Property	290	Property	2901–2906; 2999
<b>Drug/Narcotic Offenses</b>			
Drug/Narcotic Violations	35A	Society	3501–3505; 3510–3513; 3520–3523; 3530–3533; 3540–3543; 3560–3564; 3570–3573; 3580–3583; 3599
Drug Equipment Violations	35B	Society	3550
<b>Embezzlement</b>			

Embezzlement	270	Property	2701-2705; 2799
<b>Espionage</b>			
Espionage*	103	Society	0103
<b>Extortion/Blackmail</b>			
Extortion/Blackmail	210	Property	2101-2105; 2199
<b>Fraud Offenses</b>			
False Pretenses/Swindle/Confidence Game	26A	Property	2601-2603; 2607; 2699
Credit Card/Automated Teller Machine Fraud	26B	Property	2605
Impersonation	26C	Property	2604
Welfare Fraud	26D	Property	None
Wire Fraud	26E	Property	2608
Identity Theft	26F	Property	2610
Hacking/Computer Invasion	26G	Property	2609
Money Laundering*	26H	Society	6300
<b>Fugitive Offenses</b>			
Harboring Escapee/Concealing from Arrest*	49A	Society	4904; 4901
Flight to Avoid Prosecution*	49B	Society	4902
Flight to Avoid Deportation*	49C	Society	4902
<b>Gambling Offenses</b>			
Betting/Wagering	39A	Society	None
Operating/Promoting/Assisting Gambling	39B	Society	3901-3902; 3904-3905; 3907; 3915-3916; 3918; 3920-3921
Gambling Equipment Violations	39C	Society	3908-3914
Sports Tampering	39D	Society	3919
<b>Homicide Offenses</b>			
Murder and Nonnegligent Manslaughter	09A	Person	0901-0908; 0911-0912
Negligent Manslaughter	09B	Person	0910
Justifiable Homicide	09C	Not a Crime	None
<b>Human Trafficking</b>			
Human Trafficking, Commercial Sex Acts	64A	Person	6411
Human Trafficking, Involuntary Servitude	64B	Person	6411
<b>Immigration Violations</b>			
Illegal Entry into the United States*	30A	Society	0301

False Citizenship*	30B	Society	0302
Smuggling Aliens*	30C	Society	0303
Re-entry after Deportation*	30D	Society	0399
<b>Kidnapping/Abduction</b>			
Kidnapping/Abduction	100	Person	1001–1009; 1099
<b>Larceny/Theft Offenses</b>			
Pocket-picking	23A	Property	2301
Purse-snatching	23B	Property	2302
Shoplifting	23C	Property	2303
Theft From Building	23D	Property	2308; 2311
Theft From Coin-Operated Machine or Device	23E	Property	2307
Theft From Motor Vehicle	23F	Property	2305
Theft of Motor Vehicle Parts or Accessories	23G	Property	2304; 2407
All Other Larceny	23H	Property	2306; 2309–2310; 2312–2316; 2410
<b>Motor Vehicle Theft</b>			
Motor Vehicle Theft	240	Property	2401–2405; 2408; 2412; 2499
<b>Pornography/Obscene Material</b>			
Pornography/Obscene Material	370	Society	3700–3706; 3799
<b>Prostitution Offenses</b>			
Prostitution	40A	Society	4003–4004
Assisting or Promoting Prostitution	40B	Society	4001–4002; 4006; 4007; 4008; 4009; 4099
Purchasing Prostitution	40C	Society	4005
<b>Robbery</b>			
Robbery	120	Property	1201–1211; 1299
<b>Sex Offenses</b>			
Rape	11A	Person	1101–1103
Sodomy	11B	Person	1104–1115
Sexual Assault with An Object	11C	Person	None
Fondling	11D	Person	3601 (Child)
Incest	36A	Person	3604; 3607
Statutory Rape	36B	Person	1116
Failure to Register as a Sex Offender*	360	Society	3612
<b>Stolen Property Offenses</b>			



Stolen Property Offenses	280	Property	2801–2805; 2899
<b>Treason</b>			
Treason*	101	Society	0101
<b>Weapon Law Violations</b>			
Weapon Law Violations	520	Society	5201–5214; 5299
Violation of National Firearm Act of 1934*	521	Society	None
Weapons of Mass Destruction*	522	Society	None
Explosives*	526	Society	5204-5206; 5211

\*Denotes offenses for federal and tribal LEA reporting only