

	<p style="text-align: center;">Greenville, SC Police Department</p> <h1 style="text-align: center;">GENERAL ORDER</h1>		
	<b>Subject</b> Criminal Investigation and Intelligence	<b>Number</b> 250A12	<b>Type</b> Operational
<b>Effective Date</b> 1/5/2026	<b>Amends/ Rescinds</b> 250A11	<b>Pages</b> 1 of 18	<b>Re-evaluation</b> Annual-October
<b>References</b> CALEA 1.2.3; 40.2.1; 40.2.2; 40.2.3; 42.1.1; 42.1.2; 42.1.3; 42.1.4; 42.2.1; 42.2.2; 42.2.3; 42.2.4; 42.2.5; 42.2.7; 42.2.8 43.1.1; 43.1.2; 43.1.3; 43.1.4; 43.1.5; 46.2.8; 82.3.5		<b>Notes</b> Sections 6.9, 6.10, 7.6 and 7.7 minor wording changes.	

## 1.0 POLICY

The Greenville Police Department will thoroughly investigate all crimes which occur in the jurisdiction of the City of Greenville. Officers will track known criminals, their accomplices, their illegal actions and investigate and interdict organized crime and criminal activity. When conducting investigations officers will:

- Conduct preliminary and secondary investigations;
- Interview and interrogate witnesses, suspects, and prisoners;
- Identify and track known criminals, suspects, and wanted persons;
- Maintain the integrity of the investigative process;
- Ensure individual rights are safe guarded in regard to the investigative process;
- Effectively manage and coordinate the overall investigation.

## 2.0 DEFINITIONS

**Confidential Informant:** A confidential source who:

- Provides information regarding criminal activity in exchange for money or other lawful consideration, and/or;
- Is directed by officers to perform certain lawful acts, and/or;
- Is solicited by police to provide information based on association with, or knowledge of, criminal activity.

**Confidential Source:** Any person who discreetly provides information voluntarily.

**Interrogation:** The formal or systematic questioning of a person, especially intensive questioning by the police, usually of a person arrested for or suspected of committing a crime.

**Interview:** A conversation in which facts or statements are elicited from another.

**Preliminary Investigation:** Initial investigation usually conducted by the primary officer responding to the incident location. Continues until either the investigation is postponed or responsibility for the investigation is transferred to another officer, usually an investigator, for further investigation.

**Secondary Investigation:** Investigation conducted after the preliminary investigation.

**Cold Case:** A criminal investigation of a serious nature where all leads have been exhausted and the case remains unsolved. Cold cases may include, but are not limited to: Murder, Attempted Murder, Kidnapping, Armed Robbery, Forceable Sexual Assaults, Missing Persons where foul play is suspected, and suspicious deaths.

### 3.0 ORGANIZATION AND ADMINISTRATION

3.1 The Investigation and the Operations Division are responsible for criminal investigation. In most circumstances:

- Preliminary investigations are the responsibility of the Operations Division. Solvability factors may influence the case disposition in the field.
- Secondary investigations of serious crimes are the responsibility of the Investigations Division.
- Secondary investigations of less serious crimes are the responsibility of the Follow-Up unit, a component of the Investigations Division.

3.2 All cases have a designated status. These designations are:

3.2.1 **Active:** Case is assigned to officers and investigative efforts are active;



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3.2.2 **Administratively Closed:** May occur when:

- Lack of further leads or solvability factors;
- Unavailability of investigative resources;
- Insufficient degree of seriousness;

3.2.3 **Exceptionally Cleared:** May occur when some element beyond law enforcement control precludes a physical arrest. Any exceptional clearance in an incident clears all offenses within the incident. In order to clear an offense by exceptional means all of the following four conditions must be met:

- At least one offender has been identified;
- Probable cause exists to make an arrest;
- The location of the offender is known;
- There is a reason beyond the control of the department which prevents the arrest, such as:
  - Death of the offender;
  - Prosecution is denied;
  - Extradition is denied;
  - The victim refuses cooperation;
  - Or the offender is a juvenile and custody will not be made.

3.2.4 **Unfounded:** The investigation shows which no crime occurred, or the crime is determined to have occurred in another jurisdiction.

3.3 All case files will be maintained by central records for all investigations. All reports, records of statements, results of examinations, case status reports, and other reports and records needed for investigative purposes will be turned over to central records for maintenance. Any files kept separate from Central Records will be copies only and will be at the discretion of the officer.



3.4 All cases requiring follow up will be controlled in a Case Management System which will include at a minimum:

3.4.1 Record of:

- Officer Assigned;
- Date assigned;
- Case Number;
- Report Due Date.

3.4.2 A system will be used by each investigator to prioritize cases assigned to them. Cases are prioritized based on factors such as the quality of suspect information, availability of video and physical evidence, and severity of the offense. This prioritization will be maintained on a digital worksheet and periodically reviewed by the investigator's supervisor.

3.5 Patrol officers may be temporarily assigned to the Criminal Investigations units to:

- Strengthen the investigative process;
- Enhancing career development for the officer;
- Improving crime investigation reporting;
- Improve and provide more complete preliminary investigations by patrol officer;
- Create a pool of patrol officers with investigative experience.

## 4.0 OPERATIONS

4.1 Procedures used in criminal investigations will include, but are not limited to, the following:

4.1.1 Information development through witnesses, victims, informants, and other sources.

4.1.2 Interviews and Interrogations: The following guidelines may be utilized in most interviews:



- Conduct interviews and interrogations as soon as possible after the commission of an offense so evidence or details of the offense are not lost through the witness forgetting vital details.
- Control the setting as much as possible. Interviews and interrogations should be held in private, quiet locations free from outside distractions. Interviews held in the suspect's home or workplace are rarely productive. An officer or investigator should be mindful that too many interviewers present could be counterproductive.
- Record information from the interview as soon as possible after the interview.
- Be prepared with as much information about the offense as possible prior to beginning the interview or interrogation.
- Develop, through experience and training, techniques to structure the interview to address areas of the offense where information may prove useful. Interviews and interrogations will be conducted in a manner to ensure the Constitutional rights of all suspects are protected.

4.1.3 Collection, preservation, and presentation of physical evidence are a fundamental procedure in investigations. It is often the single most reliable factor in determining the identity of the offender and a critical factor in courtroom proceedings. For this reason, investigators must strictly adhere to the rules of evidence in all phases of gathering, preservation, and presentation.

4.2 The steps to be followed in conducting preliminary investigations will include, but are not limited to, the following:

- Observing all conditions, events, and remarks;
- Locating and identifying witnesses;
- Maintaining and protecting the crime scene and arranging for the collection of evidence;
- Interviewing the complainant, witnesses and suspects.



4.3 The steps to be followed in conducting follow-up investigations will include, when applicable, at a minimum:

- Reviewing and analyzing all previous reports prepared in the preliminary phase, departmental records, and results of laboratory examinations;
- Conducting additional interviews and interrogations;
- Seeking additional information (from uniformed officers, informants);
- Planning, organizing, and conducting searches, and collecting physical evidence;
- Identifying and apprehending suspects;
- Determining involvement of suspects in other crimes;
- Checking suspects' criminal histories;
- Preparing cases for court presentation;
- Making a second contact with principals involved in the case requiring follow up investigation or which has been closed.

4.4 Checklists may be used by investigators in the investigation of complex crimes to ensure critical areas are not overlooked.

4.5 Second contact with principals involved in case requiring investigation will be made within five (5) calendar days.

4.6 The Investigations Supervisor will ensure an investigator is assigned to each case requiring follow-up.

4.7 The Investigations Commander or designee will provide 24-hour coverage or develop an on-call schedule for investigators.

4.8 Criminal Investigators will attend roll-call meetings conducted for patrol officer at least once per week.

4.9 Polygraph examination and similar testing are recognized aids to the criminal investigator. Investigators must obtain the approval of their Unit



Supervisor before a polygraph examination may be administered. Only certified practitioners in the subject area of the testing will administer examinations. The polygraph is a supplemental to the traditional criminal investigation and is to be utilized only after all other avenues of inquiry have been exhausted.

4.10 When task forces are used, either departmental or as a mutual effort among agencies having concurrent or adjoining jurisdiction, the following steps will be taken during the implementation: The task force:

- Will identify the purpose;
- Define authority, responsibility, and written agreements;
- Establish accountability;
- Identify resources available;
- Will evaluate the results and their continued necessity;
- Will provide officer safety information;
- Will provide identification procedures for task force participants.

4.11 All criminal investigations will be conducted with rigorous compliance with constitutional requirements governing the rights of an individual.

- Officers will take care to ensure all statements or confessions are given freely and voluntarily;
- Suspects are informed of their rights before being questioned;
- There is no unnecessary delay in arraignment;
- Defendants have the right to counsel;
- There is no unnecessary pre-trial publicity tending to prejudice a fair trial.

4.12 Initial investigations may require taking field interviews at or near the incident scene. Follow-up investigations may also utilize this procedure when canvassing an area for information.



- Field contacts of suspicious persons should be recorded on a field interview card or database.

- Field interviews (FI) will be maintained in a database.

- FI cards or digital record of a Field Interview will be maintained for a period of at least one year. In the event that the subject listed on an FI card or FI digital record becomes a suspect in a case, the investigator will place a copy of the card or digital record in the case file.

4.13 All detainees, defendants or suspects, when being questioned, processed, tested or otherwise detained will always remain under continuous control or supervision of agency personnel. At no time will agency personnel leave a detainee or lose sight of any person being detained by the Greenville Police Department.

4.14 Criminal investigations frequently involve background investigation of persons, particularly as they relate to white collar crime, organized crime and vice activities. Licensing of some businesses require background investigations of persons involved. These investigations should be conducted discreetly and with special precautions. All background investigations of this nature will be conducted by the Investigations Division. Procedures of these background investigations will include:

- Purposes and occasions when such investigation will occur;
- Sources of information to be utilized during investigation;
- How the information may be used;
- Control of the distribution of the information and related records;
- Purging records.

## 5.0 INTERVIEW ROOMS

5.1 Any time an interview, regardless if conducted by uniformed or non-uniformed personnel, is conducted of a subject that is or may become a suspect or arrestee:

- Investigations has two interview rooms available that are video and audio recorded. These interview rooms remain unlocked during use.



- If a subject invokes their right to counsel, the subject and their attorney will have access to another area in Investigations which is not audio or video recorded.
- No firearms will be allowed in the interview room. Investigations personnel and officers will secure their weapons in lock boxes provided for that purpose.
- Prior to placing the detainee into the interview room, the interviewer will search the room to ensure that no firearms or weapons of opportunity are present.
- A second investigator or officer will be nearby (at least in earshot in the event of an emergency situation) at all times when an investigator is alone with a detainee.
- As a general rule, no more than two investigators will be in the room with a detainee, unless warranted by exigent circumstances.
- Investigators will have some means of calling for assistance should it be needed, at least a cell phone or portable radio.
- The interview rooms will be equipped with a table and chairs. It will not be used to store files, equipment, or anything that could become a weapon of opportunity.
- Persons being interviewed will be allowed reasonable access to restrooms, water, or comfort breaks. If the detainee needs a restroom break, he or she will be escorted by an employee of the same gender to the restroom. If appropriate, an investigator may offer cold drinks, snacks, or meals.
- When a prisoner is to be brought to or from the interview room, they will be, at a minimum, handcuffed behind the back or secured with a waist belt and handcuffs. Leg irons or shackles will be used for prisoners determined to be a flight risk.

## 5.2 Interview Room Video/Audio Recording

- 5.2.1 Recorded interviews/interrogations are conducted as needed during the course of an investigation. Audio and visual equipment will be activated upon entry into the room.



- 5.2.2 If the use of the interview/interrogation rooms is not an option, due to accessibility, safety, equipment malfunction or any other valid reason, a supervisor may approve for the interview/interrogation to take place in another location without recording capabilities. In this event, an attempt will be made to record the interview/interrogation with a body worn camera or similar device. The reasons surrounding this should be fully documented in a supplemental report.
- 5.2.3 The suspect should be placed in an area of the room in full view of the camera during the interview.
- 5.2.4 Once the suspect is secured in the interview room, they must be monitored at all times, either with plain sight or via video surveillance. The security and safety of the suspect remains with the transporting officer, until properly relieved by a supervisor or investigator.
- 5.2.5 Documentation should include the following:
  - The time, location and duration of the interview;
  - The officers/investigators present during the interview;
  - Time that Miranda was given and when the Rights Waiver form was provided.
  - A summarized written statement should still be generated by the investigator and should cover all pertinent and relevant conversation related to the incident in question.
- 5.2.6 Even though the video is stored on the Digital Video Recorder (for up to 30 days), a copy of the video should be saved and stored on evidence.com as evidence.
- 5.2.7 Copies of interviews/interrogations can be used as training tools at the discretion of supervision.
- 5.2.8 All recordings have evidentiary value and should never be altered. Recordings will only be disposed of when the case is properly adjudicated and approved by the investigator and Solicitor's Office for destruction.
- 5.2.9 To ensure privacy, a suspect engaging in a privileged conversation must be removed from the recorded interview room to a room with no recording capabilities, unless written consent is provided. When the privileged conversation is concluded, the suspect will be



placed back in the recorded room. The room should be recorded throughout the entire process even when empty. The location, duration and who the privileged conversation was with should be documented.

## 6.0 ORGANIZED CRIME

The Investigation Division has members assigned to the Greenville County Drug Enforcement Unit (DEU) whose primary responsibility for investigation of organized crime, drug enforcement and suppression of vice activities. The Investigation Division is also primarily responsible for management of all intelligence information related to homeland security. Additionally, it is the responsibility and duty of all City of Greenville Police Officers to support enforcement efforts directed toward the suppression of these crimes.

- 6.1 Vice, drug enforcement and organized crime control efforts are a full-time activity and will be administered through the Greenville County DEU. The Investigations Commander will be responsible for coordinating and supervising the City's enforcement efforts in conjunction with the regional team.
- 6.2 All information or complaints relating to organized crime, drug enforcement and vice control will be referred to the Vice & Narcotics Bureau/DEU. In addition, the bureau will also maintain a lead sheet form to facilitate receiving of such information whenever possible. Incident reports will also be used as necessary.
- 6.3 All reports of these offenses will be investigated to the fullest extent possible.
- 6.4 A record of all substantiated vice, drug and organized crime complaints by citizens will be maintained.
- 6.5 Investigations involving these offenses will be conducted in accordance with policy established for Investigations.
- 6.6 The considerable amount of undercover work involved in the enforcement of these offenses contributes to the sensitivity of these records. Because of this, records of active vice, drug and organized crime investigations will be maintained by the Vice & Narcotics Bureau/DEU, separate from central records. While active, access to these records will be limited to law enforcement officers on a need-to-know basis.



- 6.7 The Vice & Narcotics Bureau/DEU will maintain a record of information given to, and received from, outside agencies in relation to vice, drug and organized crime control. This record of correspondence and assistance will allow an effective evaluation of past inter-agency operations.
- 6.8 The Investigations Commander or a designee will establish and maintain a system for the authorization, distribution and use of surveillance and undercover equipment.
- 6.9 The supervisor of the Vice & Narcotics Bureau/DEU will ensure a continuous exchange of information regarding vice and organized crime is maintained with the Investigation Division and the police department.
- 6.10 Upon receipt of information regarding drug, vice and/or organized crime activities, the Vice & Narcotics Bureau/DEU sergeant and his supervisors will determine if an investigation is to be initiated. If an investigation is not warranted, the information will be forwarded to the intelligence section for evaluation and storage. Supervisors will evaluate information using their professional judgment as well as:
  - Evaluating the accuracy and credibility of initial information;
  - Determining the scope and relative importance of the problem;
  - Determining the criminal nature of the problem;
  - Determining what lead information exists;
  - Determining what investigative techniques might be used;
  - Determining if sufficient resources exist to launch the investigation.
- 6.11 The Vice and Narcotics Bureau/DEU will maintain plans for conducting surveillance operations, maintain resources and capabilities to conduct covert operations, be responsible for decoy (reverse sting) operations and plan and coordinate raids with provision for the following (when applicable):
  - Authorization to conduct the activity;
  - Supervision of the operation by a single person as supervisor and coordinator;



- Safety procedures of the operation;
- Reporting requirements upon completion of the operation, if any;
- Analyzing crimes, victims and suspects;
- Determining legal ramifications;
- Familiarizing officers with the objective and details of the operation, the neighborhood, or target areas;
- Determining operational procedures for observation, arrests and surveillance, and high-risk entries;
- Supplying officers with expense funds;
- Establishing means of routine and emergency communications;
- Selecting equipment or vehicles;
- Providing relief, backup security and perimeter protection for officers;
- Supplying officers with false identities, disguises and necessary credentials;
- Maintaining overall confidentiality and cover;
- Obtaining authorization for the raid and use of force;
- Making contact with suspects;
- Searching for, and seizing, evidence and/or contraband;
- Arranging for medical assistance;
- Obtaining coordination and assistance from other officers, both inside and outside of the department.

#### 6.12 Event Deconfliction

Event deconfliction is the process of determining when law enforcement personnel are conducting events in close proximity to one another at the



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same time. By notifying a central location of a planned event prior to its execution, officers will not knowingly target or conflict with another law enforcement officer or compromise another investigation. This is particularly important for agencies in concurrent or contiguous jurisdictions that are involved in high-risk activities such as undercover operations, surveillances, execution of search warrants, or fugitive apprehensions. When certain elements (e.g. location, date and time) are matched between two or more events/operations, a conflict (or hit) results. Immediate notification is then made by the deconfliction system to the involved agency personnel.

The event deconfliction process is a pointer system, alerting officers that they may be operating near one another. When a conflict exists, both agencies are notified in order for them to determine the nature of the conflict and individually decide the extent to which they wish to share case details. The Vice and Narcotics/DEU engage in event deconfliction in an attempt to avoid dangerous confrontations and/or unintentional consequences for law enforcement personnel and our citizens by entering qualifying events into the SafeTNet system. SafeTNet is a software system operated by the El Paso Intelligence Center (EPIC). SafeTNet is a recommended deconfliction software tool endorsed by CALEA as a model policy system.

The information entered in the deconfliction system is:

1. The service of search warrants by Vice/DEU;
2. The service of arrest warrants by Vice/DEU;
3. The planned arrest of a person immediately after he or she has delivered or received, or attempted to deliver or receive, contraband to or from an officer or informant (buy-busts, reverse sting operations, controlled drug deliveries, stolen or burglarized property, etc.);
4. Taking delivery of any contraband from a suspect who is not arrested, but permitted to leave pending further investigation (“buywalk”);
5. Informant or officer face-to-face meetings with suspects for the purpose of receiving, delivering, or negotiating the receipt or delivery of any contraband;
6. Approaching a person at his or her place of domicile and requesting permission to search for any contraband (“knock and talk”); especially in anticipation of activities involving a felony crime or drug related crime;
7. Predetermined surveillances, whether stationary or mobile, including those occurring in our agency’s jurisdiction or the jurisdiction of a non-participating law enforcement agency;



- 8. Covert activity by officers, or by informants acting under the direction of officers, that could initiate a response from citizens or local police who may reasonably believe that a crime is in progress;
- 9. Fugitive operations which are operational (roundups);
- 10. Long term covert operations (storefronts);
- 11. Any other high-risk or specialized law enforcement activities that would benefit from event deconfliction.

All operations requiring entry into the event deconfliction system shall be made as soon as information is available but should be made at least two hours prior to the event taking place, if possible.

- 6.13 The Investigations Commander will inform the Chief of Police of any significant or sensitive investigations as soon as practical and will update the Chief of Police regarding status of sensitive investigations as needed. It is the responsibility of the Investigation Commander to ensure that the Chief of Police is kept fully informed on all significant and sensitive investigations.

## 7.0 CRIMINAL INTELLIGENCE

All officers and civilian personnel of the Greenville Police Department share responsibility for criminal intelligence and homeland security related information. All employees are responsible for reporting information they become aware of regarding potential threats to the safety of the community. Employees should report threat related information through the normal chain of command and reporting system. In the event that an employee becomes aware of significant information regarding a potential serious threat the employee is responsible for ensuring that the information is immediately reported to an appropriate supervisor or command staff member. Employees are authorized to bypass the normal chain of command in order to report significant information when the normal chain of command is either not available or may significantly slow notification.

- 7.1 The Strategic Planning Division is responsible for maintaining intelligence and related information regarding criminal intelligence/homeland security information. A designated investigator is responsible for collection and dissemination of homeland security related information. This investigator will act as a liaison with outside agencies as appropriate and as designated by the Chief of Police.
- 7.2 Personnel primarily responsible for information related to criminal and homeland security intelligence will receive specific training for these functions. Training may be obtained from a variety of sources including



state and federal agencies. Training should include procedures for the collection, processing and sharing of information related to organized crime and homeland security.

7.3 Personnel involved in collecting and storing sensitive intelligence information will utilize appropriate measures to safeguard the information. Physical files will be securely locked in a locking storage device and maintained in a restricted access office or storage area. Electronic files may be stored on a computer network system with security measures. When information is extremely sensitive it may be stored separately from Central Records. When electronic information is extremely sensitive personnel should consider storing the information on a stand-alone computer system rather than on a network system. If this practice is utilized backup procedures should be used to protect against lost data.

7.4 Criminal and homeland security information often contains personal information of individuals subject to investigation. All personnel will ensure that information collected and maintained is associated with suspected criminal activity or potential threats to the community. Personnel responsible for collecting this information are responsible for monitoring the information to ensure that it is associated with legitimate law enforcement functions and is current. Safeguards will be maintained in order to protect the privacy of individuals and any applicable legal requirements will be followed. In the event that information is determined to be either out of date or not related to a legitimate law enforcement function the information will be purged and/or destroyed in a secure manner with no copies kept.

7.5 Personnel with primary responsibility for collecting and maintaining criminal and homeland security intelligence information are responsible for disseminating appropriate information as needed. Investigators are encouraged to share information as widely as possible, within the law enforcement community, in order to increase the effectiveness of the information. Information gathered and documented for criminal intelligence purposes will be documented on department-approved forms to insure appropriate distribution.

- Reports will be completed to document all information obtained to include type of criminal activity or threat, persons involved, and any time frames.
- If the employee reporting the information is civilian, they will contact the Investigation Commander for guidance on the completion of documentation.



- Criminal intelligence information is confidential and as such will not be available for viewing without a specific purpose benefiting the investigation.

- All inquiries to review or release files to private persons or other agencies will be approved by the Investigation Commander.

7.6 The Criminal Investigations Division Commander, or designee, will conduct an annual review of all processes and procedures related to management of intelligence cases.

7.6.1 This review should ensure that intelligence information that is no longer active or valid has been purged based on the following criteria:

#### 7.6.1.1 Utility

- How often is the information used?
- For what purpose is the information being used?
- Who uses the information?

#### 7.6.1.2 Timeliness and Appropriateness

- Is the information outdated?
- Is the information relevant to the needs and objectives of law enforcement?
- Is the information relevant to the purpose for which it was collected and stored?
- Is the information available from other sources?
- Is this non-intelligence information that should be stored elsewhere?
- Is the security classification assigned to the information still appropriate?

#### 7.6.1.3 Accuracy and Completeness

- Is the information still valid?
- Is the information adequate for identification purposes?
- Can the validity of the data be determined through investigative techniques?

7.7 The Criminal Investigations Division Commander is responsible for designating resources to investigations related to homeland security issues.



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## 8.0 COLD CASE

- 8.1 Cold cases will be identified by the Investigations Commander or a designee. An investigator will be assigned to handle a cold case when new information is discovered or when advances in scientific technology could impact the evidence maintained in the case.
- 8.2 When a cold case is reviewed by an investigator or supervisor, they will complete a supplemental report for the file and ensure that the original is sent to records. The investigator will notify the detective supervisor as to activity or results of the investigation.
- 8.3 Cold Cases will be reviewed at least annually to determine the merits of continuing an investigation.

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J.H. Thompson, Chief of Police

1/5/2026

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