

JUNEAU POLICE DEPARTMENT PROCEDURES



Title:	Case Management	Chapter: 1.102
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I. PURPOSE

The purpose of this policy is to establish guidelines for employees who manage cases and caseloads for the Juneau Police Department.

II. POLICY

Proper case management is crucial to the efficient and effective delivery of police services. A computerized Records Management System (RMS) has been installed at the Juneau Police Department that provides a tool for this purpose. It is the policy of JPD that Records staff, supervisors, and case officers will utilize the case management function to assign, track, and approve investigations conducted by JPD employees.

III. DEFINITIONS

Arraignment Packet – Documents required to be sent to the prosecutor's office when an arrest is made, including the RMS report with a synopsis of the event, list of witnesses, the Criminal Case Intake and Disposition (CCID) form, Charging Document, APSIN and III criminal histories and any additional forms required for a specific arrest. Charging documents shall be sent to the Court and LCCC.

Beat – A geographic work area divided into reporting sub-zones within the City and Borough of Juneau.

Call for Service (CFS) – An activity resulting in a police response that has either been reported to the Department by a citizen or observed by an officer.

Case – The investigation and/or report of a crime.

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Case Officer – The JPD employee, usually a patrol officer, detective or civilian investigator, responsible for the investigation into a reported crime.

Computer Aided Dispatch (CAD) – Computer system that assists dispatchers in tracking calls for service, unit status, and maintains detailed incident information. CAD data populates information into the Records Management System.

Criminal Investigations Unit (CIU) – A unit of the Juneau Police Department made up of several detectives who handle cases which need follow-up investigative work involving property crimes and person crimes.

Field Based Reporting (FBR) – Computerized system that captures information from CAD and Mobile CAD where officers may create cases and enter information related to subjects, vehicles, property, reported offenses, investigations and other situations.

Incident Number – Number assigned to a CFS by the Computer Aided Dispatch (CAD) system when a unit is attached to the CFS. Incidents are viewable in CAD, Mobile CAD and in the Records Management System.

Initial Case Report – Initial Case Reports in FBR shall include the following information: Occurred Location, Occurred Incident Type, Occurred From Date/Time, Occurred To Date/Time, a narrative summarizing what occurred including any weapons used and extent of injuries if known, Offense (as best known), Victim and Suspect, Property stolen or damaged and an Arrest Record if applicable.

Master Case – The investigation and/or report of a crime involving multiple cases. May be used when multiple cases are required for reporting purposes, usually involving the same crime, location, or date and time. Master cases are also used to group cases by crime type or suspects, during larger investigations.

Mobile Data Terminal (MDT) – Ruggedized laptop with Mobile CAD and Field Based Reporting software.

Case Number – The number assigned to an Incident when an officer pulls the Incident into Field Based Reports. That Case is later used in the Records Management System (RMS).

Primary Officer/Reporting Officer – The officer who responds to the CFS and is responsible for completing the Initial Case Report. The primary

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officer may also be the case officer, whenever they maintain responsibility for the case.

Probable Cause to Arrest – The existence of circumstances that would lead a reasonably prudent officer to believe that a specific person has committed a criminal offense.

Records Management System (RMS) – The computerized records reporting system used by JPD to store and retrieve information.

Reporting Sub-Zone – A small area within a beat used to count calls for service for the purpose of annual reporting and analyzing crime in Juneau.

Uniform Crime Reporting (UCR) – The system used by the federal government to classify crimes and gather statistics on crime in America.

Work Cycle – An officer's working days before their regularly scheduled days off, annual leave, or any other interruption of their regular work assignment.

IV. PROCEDURES

A. Case Reporting

1. Reports that are in progress or meet the following exceptions should be reported directly through dispatch and assigned to an officer:
 - a. Emergencies
 - b. Crimes against a person
 - c. Crimes involving weapons
 - d. Court order violations
 - e. Theft of vehicles or weapons
 - f. Burglary
 - g. Frauds over \$5,000
 - h. Motor vehicle crashes involving an injury or more than \$5,000 combined damage
 - i. When a complainant has no access to a computer and timeline or computer skill does not allow use of another computer
2. Reports that are not considered in progress, and meet the following criteria, should be reported online:
 - a. Property crimes
 - b. Frauds under \$5,000

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- c. Lost property and found property
- d. Harassing phone calls
- e. Motor vehicle crash hit & runs
- f. Information only incidents
- g. Motor vehicle crashes with under \$5,000 combined damage (parts cost only) and no injuries
 - 1) Motor vehicle crashes may also require officer response if assistance is needed by the caller. This could be for helping with traffic control, providing DMV reporting information or information exchange forms, issuing citations to at-fault drivers, etc.

3. Online Reports

- a. Online reports will be reviewed and approved by Dispatch and then forwarded to a Civilian Investigator for review.
- b. Online reports will be reviewed by the Civilian Investigator for any follow-up that may need to be completed.
- c. Online reports may be re-assigned to Patrol or CIU, as needed, as follows:
 - 1) Felony crimes with leads or suspects – assigned to the on-duty patrol supervisor, or detective, based on the seriousness or complexity of the offense.
 - 2) Misdemeanor crimes with leads and suspect contact is needed – assigned to an on-duty patrol officer.
 - 3) Misdemeanor crimes with leads and suspect contact is not needed – assigned to a civilian investigator.
 - 4) Crimes with no leads or suspects – assigned to a civilian investigator.
 - 5) Information only cases—assigned to a civilian investigator.

B. Initial Investigation and Assignment

- 1. Patrol officers are assigned to patrol and respond to calls for service (CFS) within a pre-determined area assigned by the shift supervisor during briefing.
 - a. Officers should make every effort to become familiar with the citizens and activities within their assigned area.
- 2. All activities initiated by or assigned to an officer receive an incident number when entered into the CAD system by Dispatch personnel. Incident numbers may be manually generated at an officer's request.

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3. When responding to an Incident, officers will contact the victim or complainant, conduct a preliminary investigation to determine if a crime has been committed, and if so, will create a case using FBR for any of the following:
 - a. A crime is committed
 - b. Property is lost
 - c. Property is found and retained by the complainant pending contact from the owner
 - d. Property is collected or stored for safekeeping
 - e. Subjects are taken into custody for involuntary detainment or commitment (except 12-hour holds for intoxicated subjects)
 - f. An arrest is made
 - g. Motor vehicle accident with injury or at least \$5,000 total damage (parts cost only)
 - h. Photos taken or evidence collected
 - i. Death investigations
 - j. Any time a case is requested by an officer or supervisor
 - k. When more than one case is needed for UCR purposes, such as, multiple offices or apartments having been broken into of the same building or the disposition of multiple cases can be affected by a single clearance, details about the events should be documented in the narrative of a master case.
 - l. Property and evidence can be entered either in the master case or in the relevant subcase.
 - m. Steps for identifying and documenting a master case and its subcases will be coordinated with the Records Specialist and JPD UCR Team.
4. Incidents not resulting in a crime, or not needing a case number for further investigation/documentation, will be left as an incident and do not require a Case.
 - a. The responding officers will use their MDT to document a synopsis of their actions for the Incident, in the Mobile CAD narrative.
 - b. When an MDT is unavailable, the information will be relayed to Dispatch to add to the CAD and Incident narrative.
5. The patrol officers responding to the scene are responsible for conducting a thorough investigation and when appropriate will canvass the area for related information.
 - a. The first officer dispatched to a CFS will typically be the Primary Officer (Reporting Officer) assigned to the case. This can

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- change due to officer responsibilities on scene, or at the supervisor's discretion.
- b. The primary officer is responsible for completing the investigation and case report of the incident.
 - 1) The Initial Case Report narrative will begin with a synopsis of the incident, including crimes that were committed
 - 2) The case report narrative will list the details of the investigation, from the initial CFS, to the conclusion.
 - c. Assisting officers/detectives are responsible for completing supplements that detail the actions they took at the scene.
 - 1) Assisting officers/detectives are required to complete a supplemental report when they take action in an investigation, such as, conducting interviews, collect evidence, participate in search warrants, use force, take photographs or video.
 - d. In complex and/or sensitive cases including sexual assault and homicide, contact the CIU supervisor who will determine if a detective will assist with the initial investigation.
6. Except in very unusual circumstances, an Initial Case Report will be completed, submitted and approved in FBR within 7 days of the incident.
- a. Not generating an initial case report within 7 days requires supervisory approval.
7. Cases will be completed and closed out within 30 days of the incident date.
- a. Cases not completed within 30 days require supervisor approval and will be up-to-date.
 - 1) When inactive or pending cases are awaiting reports from the crime lab, a Case Status of "Pending Labs" will be entered. The case report shall be submitted, reviewed and approved timely with a supplement to follow upon receipt of the lab report.
 - 2) RMS Case Activities should be assigned to ensure updates are conducted timely.
8. If there is no information available to support follow-up investigation, the primary officer may inactivate the case by closing it.

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C. Arrests

1. Once an arrest has been made in a felony case, the arresting officer shall notify the District Attorney's office.
 - a. The attorney may want to provide direction to the officer to enhance the ability to prove the case in court.
 - b. If time allows, contact the District Attorney's office prior to making the arrest.
2. Dispatch personnel will save a copy of the III criminal history for the arraignment packet.
3. The arresting officer will prepare an electronic arraignment packet, have their supervisor review it, and send it to the District Attorney's Office or the City Attorney's Office depending on the crime classification.
 - a. The arraignment packet will be completed prior to the end of the arresting officer's shift.
 - 1) Not completing the arraignment packet before the end of shift requires supervisor approval. The packet must be completed before the defendant's arraignment time.
 - b. At a minimum, the arraignment packet will include the following documents:
 - 1) Charging document
 - 2) Initial Case Report
 - 3) Copy of the CCID
 - 4) Suspect's III criminal history
 - 5) Any additional forms required for a specific arrest
4. The arraignment packet will be reviewed by the arresting officer's supervisor or shift supervisor.
 - a. The reviewing supervisor will ensure that all supporting documents for the arraignment packet are accurate and have been filled out correctly, such as, the following:
 - 1) The charging document contains a necessary probable cause statement for each criminal charge.
 - b. The reviewing supervisor will send the arraignment packet to the courts and prosecuting attorney's office through the electronic arraignment process.
 - c. The original CCID should be submitted to the Records Unit via the review basket.

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- 1) The Records Unit shall ensure that the CCID is electronically available to the appropriate prosecuting attorney's office in the digital Police Records Repository.
 - i.) The prosecuting attorney's office has 14 days to download the arraignment documents including the CCID prior to the folder being archived.
 - ii.) Upon request by the prosecuting attorney's office or a JPD staff member, Records staff may re-activate the arraignment documents case folder, providing the prosecutor with access again.

D. Follow-Up Investigations

1. Patrol officers are responsible for following up on all cases unless the case is reassigned.
2. When follow-up is needed on an inactive case, any new information will be detailed in a new supplemental report.
 - a. An RMS Case Activity with the associated task and associated deadline will be assigned to the follow-up request.
 - b. Supplemental reports will be reviewed by a supervisor.
3. When follow-up is needed on a case that has already been forwarded to an outside agency (ie: DAO, CAO, JYC, etc), the new information will be documented in a new supplemental report.
 - a. Supplemental reports will be reviewed by a supervisor and then forwarded to the corresponding agency by assigning a Case Activity to the Records Unit after the review process.
4. Officers requesting follow-up by the Civilian Investigators should speak with their on-duty supervisor for authorization. Supervisors will determine if the follow-up request is appropriate to be forwarded or should stay with the requesting officer.
 - a. Types of follow-up requests may include, but not limited to, collecting videos and documents or follow-up photos with victims.
 - b. When a follow-up request may require extensive time to complete, the requesting officer or supervisor should first consult with the CIU Sergeant or Special Operations Commander for authorization.
 - c. Follow-up requests will be submitted by a supervisor, using the Case Activity function within RMS. .

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- d. Activities should be submitted to the CI Group (officer ID group). This allows the task to be sent to both Civilian Investigators and their supervisors, as well as, to be tracked for overdue task assignments.
- e. The Case Activity narrative should provide adequate details about the type of follow-up that is being requested, including the name of the supervisor and case officer submitting the request.
- f. When the Civilian Investigators receive the Case Activity assignment for follow-up, they will determine who would be best to complete the follow-up.
- g. Follow-up requests should be completed within 7 working days. If there is a delay in completing this request, the Civilian Investigator should notify the requesting supervisor and case officer of the delay.
- h. When the task is completed, the Civilian Investigator will complete a supplemental narrative indicating their involvement in the case with a synopsis of the resolution and will close out the Case Activity as completed.
- i. Requesting supervisors are responsible of ensuring that all submitted tasks are appropriate. Caution should be given to any follow-up requests that are time-sensitive (which may be better to pass along to the on-coming patrol team) or any requests that would inadvertently put the civilian investigator in contact with a suspect.
- j. The Criminal Investigations Sergeant and Special Operations Commanders will review assigned tasks for accountability and to ensure that tasks are completed in a timely manner.

E. Case Reassignment

1. Any case may be reassigned to CIU when Patrol is unable to complete the investigation.
 - a. Types of cases that should typically be forwarded to CIU are as follows:
 - 1) Sex assault
 - 2) Robbery
 - 3) Burglary
 - 4) Felony assaults involving weapons
 - 5) Arson
 - 6) Missing persons that are critical or missing over 14 days
 - 7) Death investigations that are considered suspicious

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- 8) All other serious felony offenses, complex cases or those that require extensive follow-up that would not allow the primary officer to complete during their normal patrol duties
- b. Cases forwarded to CIU will be done in a timely manner, typically at the end of the primary officer's work cycle.
 - 1) When the primary officer requests a case be forwarded to CIU, they will consult with their sergeant or supervisor for approval.
 - 2.)If authorized, the supervisor will use a Case Activity to indicate the case is to be forwarded.
 - 3) All forwarded cases will be up to date, complete, and digital evidence will be saved in the digital evidence management system.
 - (a) Patrol supervisors will review the case for accuracy and completeness prior to assigning the case to CIU.
2. The CIU Sergeant will review all incoming cases referred to CIU. Cases requiring follow-up will be assigned to a detective.
3. When a case is reassigned from Patrol to CIU, the assigned detective will take over case responsibility from the primary case officer.
4. The Sergeant shall insert the case officer's information in the Assignment field in RMS and notify the assigned detective with a task assignment.
5. Cases will be reviewed by the detective assigned as the case officer.
 - d. When a case is assigned to a detective, the assigned detective will contact the victim or complainant the same day the case is assigned.
6. When appropriate, the assigned detective will utilize the Case Activity function in RMS to ensure all necessary work is completed.
7. Using the Case Activities feature in RMS the detective may assign officers who were on scene or have other information on the case to complete a supplement to the case or to conduct follow-up.
 - a. The system will notify the officers that a supplement is due by a certain date.
 - b. The system will notify the case officer when each officer completes the supplement.

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8. Case officers shall create and submit an Initial Case Report FBR within 7 days of the incident. Cases should be closed within 30 days of the incident.
 - a. Extended investigations require an updated report at least every 30 days.
 - 1) When inactive or pending cases are awaiting reports from the crime lab, a Case Status of "Pending Labs" should be entered. The case report shall be submitted timely with a supplement to follow upon receipt of the lab report
 - 2) Case Activities should be assigned to ensure tasks and updates are conducted timely.
9. If a case is being requested to be forwarded to DEU, the case officers and their supervisor should speak directly with the DEU supervisor about the nature of the case and the type of follow-up requested.

F. Case Disposition

1. When completing an investigation, the case officer is responsible for making sure that the case is complete, as follows:
 - a. Evidence is collected and saved accordingly
 - b. The victim(s) or complainant has been notified of the status of the investigation
 - c. All required reporting fields in FBR and RMS are filled out correctly
 - d. Ensure that all supplements and digital evidence are available for the prosecuting attorney before advising their sergeant or supervisor that the case is ready for review
2. The case officer will assign the case an appropriate disposition.
3. When an investigation is complete and the case officer determines that there is no further information to investigate, they will submit the case report or a supplement (in the event the case has already been submitted) to their supervisor for approval.
4. If a case needs to be routed to another agency or unit, this information should be included in a Case Activity directed to the Records Unit.
5. If an arrest has been made in the case, or charges are being forwarded, the case officer will list at the bottom of their report

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narrative the CCID number and criminal charges for each defendant.

- a. A list of any other supporting physical documents associated with the case should be also be listed. Documents in evidence, including digital evidence do not need to be listed.

G. Case Review

1. The supervisor will ensure the entire case report is complete and that both physical and digital evidence has been collected and entered appropriately.
2. The reviewing and approving information will be entered utilizing the FBR review process.
3. When a case report is being sent to another agency outside JPD, either for a request to prosecute, or forwarding as information only, the approving supervisor will create a Case Activity for the Records Unit with any special directives noted and request the case be forwarded.
 - a. If physical documents are to accompany the electronic documents, this should be indicated in the task assignment.
4. Any physical documents associated with the case that need to be filed or forwarded to another agency should be put in the Records Review basket.

H. Records Unit

1. Staff in the Records Unit shall conduct Case Review every work day.
 - a. The initial Records Case Review process includes the “merging” of reports from FBR into RMS.
 - b. Records staff review case reports for UCR Incident-Based Reporting (IBR) compliance and errors.
2. The Records Supervisor or designee on the UCR team will review cases for compliance with UCR Standards. The reviewer will:
 - a. utilize the latest FBI NIBRS User Manual;
 - b. direct all case-related question to the appropriate officer or supervisor for clarifications or correction;
 - c. independently make corrections to reporting fields when supported by the officer’s report or narrative.

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3. At the request of a supervisor, Records will send an electronic copy of the case report, or any physical document associated with the case, to the corresponding agency listed in the Case Activity as assigned.

I. Crime Analysis & Data

1. The Database Specialist facilitates and conducts quality control of data fields so data may be used in regularly scheduled reports, such as work measures, annual reports, and budget purposes.
2. The Database Specialist schedules and prepares regular reports and generates on-demand statistics related to crime trends, workload, traffic issues, enforcement program impacts, and other department-related activities.

JIPD

Derek Bos

A handwritten signature in black ink, appearing to read "Derek Bos".

Chief of Police