

**LITTLE ROCK POLICE DEPARTMENT
GENERAL ORDER**

G. O. 301 INCIDENT REPORTS, CODE CALLS AND FIELD INTERVIEW CARDS

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I. Purpose

- A. The purpose of this General Order is to establish a procedure governing the manner in which this Department responds to requests for service, which are outside the conventional realm of police incidents; to reduce the number of Incident Reports which must be processed and entered into the Records Management System (RMS); and to reduce the amount of time field units must commit to the service of non-police type incidents.
- B. The Records Section Supervisor will ensure that all incident numbers assigned by Departmental computer systems have a report in the Records Management System, as authorized by this Order, within ten days of the number having been generated.

II. Definitions and Terms

- A. Incident Report - The initial report used to officially record a police incident. (Refers only to the report form itself, not to the classification of incident type).
- B. Abbreviated Incident Report – A report used to record all coded calls. This is a standard incident report form with only the incident number, unit assigned, call date, call time, type of call, date of incident, time of incident, location of incident, district, incident/offense type, and narrative completed.
- C. Supplement Report - The report used to provide additional information concerning any police incident wherein an Incident Report was previously filed Supplement reports will be direct entries into the Records Management System utilizing the original incident number. Supplement reports never receive a new incident number but always utilize the incident number from the original Incident Report.
- D. Police Incidents - Incidents wherein there is the allegation of or evidence suggesting, the commission or attempted commission of a criminal offense by any party, whether the remedy is further police investigation or civilian warrant action. Police incidents include, but are not limited to:
 - 1. Violations or attempted violations of the laws of the State of Arkansas, United States, or ordinances of the City of Little Rock;
 - 2. Suspected or potential criminal activity such as prowlers and suspicious persons;
 - 3. Incidents in which an officer takes a person into limited or temporary custody, or detains a person for informational or investigative purposes, either upon observation or as a result of a citizen's call for service;

4. Incidents where an officer seizes, recovers, impounds, or otherwise assumes control or custody of a vehicle, currency, or other property;
 5. Incidents alleging criminal offenses, domestic violence or disturbances, even when the victim indicates no desire to prosecute; and,
 6. Investigation of motor vehicle traffic accidents pursuant to state statutes and City ordinances.
- E. Non-Police Incidents - Incidents which do not pertain to a distinct criminal offense, or attempt, and which do not require further police action or follow-up; or incidents which do not lend themselves to criminal prosecutions or property seizures. Such incidents include, but are not limited to:
1. Street obstructions or traffic signal obstructions and failures;
 2. Parking or traffic violations, blocked alleys and drives, and stalled autos (where no vehicular impound is likely);
 3. Assistance to elderly or handicapped persons;
 4. Fireworks, barking dogs, or minor noise complaints;
 5. Messages;
 6. Wholly civil matters; and,
 7. Informational calls which do not include or develop criminal intelligence.
- F. Code Calls - Dispatched assignments or incidents discovered in the field will require the completion of an Abbreviated Incident Report.

III. Procedure

- A. General Provisions
1. Officers will respond to all dispatched or otherwise encountered requests for service. All requests for service will be properly investigated to determine whether the request constitutes a police incident (Incident Report required) accident report or a code call (Abbreviated Incident Report required), In cases where there is any doubt as to whether a situation is to be classified as a police incident or a non-police incident, an Incident Report shall be completed.
 2. All requests for police service and employee-initiated activity will be documented by the 911 Communications Department in the CAD system and by the assigned employee in the form of an Incident Report (LRPD Form 5500-01), Accident Report, or Abbreviated Incident Report (LRPD Forms 5500-97a and 5500-97b). Incidents to be documented will include:
 - a) Citizen reports of crime;

- b) Citizen complaints;
- c) Incidents resulting in an employee being dispatched or assigned;
- d) Criminal and non-criminal cases initiated by law enforcement employees; and,
- e) Incidents involving arrests, citations, or summonses.

3. An Incident Report will be generated whenever a citizen specifically requests a report.

B. Police Incidents

1. Incident Reports must be prepared for all police incidents.
2. The specific criminal offense(s) addressed by the report shall be placed in the "Incident/Offense Type" space on the Incident Report.
3. Incidents meeting the following listed criteria shall have the appropriate category indicated by checking the corresponding section on the Incident Report.
 - a) "Car Jacking" shall be indicated when an incident involves the threat or use of force against an occupant of a motor vehicle for the purpose of facilitating the motor vehicle theft.
 - b) "Drive-By" shall be indicated when an incident involves the illegal discharge of any firearm from a motor vehicle at any person, group of persons, motor vehicle, or occupiable structure, whether or not a person was injured or a structure or vehicle damaged.
 - c) "Gang Related" shall be indicated when an incident reasonably appears to be the result of criminal street gang activity.
 - (1) A "criminal street gang" shall be defined as any ongoing organization, association, or group of three or more persons, whether formal or informal, having as one of its primary activities the commission of one or more criminal acts, involving the sale, manufacture, or delivery of a controlled substance or the use of force, violence, or intimidation against any person, and which has a common name or common identifying sign or symbol, whose members individually or collectively engage in or have engaged in a pattern of criminal gang activity.
 - (2) The gang name shall be noted in the narrative of the report when an incident involves a criminal street gang identified by an officer, victim or witness.
 - d) "Hate Crime" shall be indicated when an incident involves a criminal offense committed against a person or property which is motivated, in whole or in part, by the offender's bias against an individual's race, religion, ethnic/national origin group, disability, or sexual orientation.

- (1) “Bias” shall mean a pre-formed, negative opinion or attitude toward a group of persons, based on their race, religion, ethnicity/national origin, disability, or sexual orientation.
 - (2) Even if the offender was mistaken in his/her perception that the victim was a member of the group he or she was acting against, the offense is still a hate crime because the offender was motivated by bias against the group.
 - e) “Mentally Afflicted” shall be indicated when an officer encounters or responds to an incident involving a person reasonably believed to be suffering from a mental illness or other condition including suicide threats, amnesia, or dementia.
 4. All persons, evidence and/or property involved will be identified on the Incident Report in the appropriate spaces. The “Details of Information” shall include all statements and/or a narrative description of the incident.
 - a) Corresponding incident numbers shall be placed on any arrest report, criminal or traffic citation, or warrant affidavit when a report is written.
 5. Supplement Reports will not be used to report original information, statements, or observations. Both Incident Reports and Supplement Reports are accessible to the public. Information which satisfies the definition of “Work Product” under the Arkansas Rules of Criminal Procedure Rule 17.5 (a) shall be recorded on an Officers Report Form and forwarded to the appropriate investigative supervisor on the same day the Incident Report is filed.
 6. Upon conclusion of a police incident, officers shall return to service in the standard manner.
 7. Traffic accident reports will be prepared, as specified, by Departmental policy and/or Divisional Operating Procedures.
 8. Field Interview Cards will not be used in lieu of Incident Reports in police incidents, such as suspicious persons’ calls and prowlers.
 9. Classification of an incident as “Information” shall be used sparingly and with approval of a supervisor. Whenever possible, a specific incident type will be used, as determined by the Little Rock Police Department “Incident Report Classification Manual” (available to all supervisors).
- C. Identity Theft Reports
1. Identity theft is the unauthorized use of an individual’s personal identifying information to create, obtain, or open a credit account, debit account, or other financial resource.
 2. Identifying information includes, but is not limited to:
 - a) Social security numbers,

- b) Driver's license numbers,
- c) Checking account numbers,
- d) Savings account numbers,
- e) Credit card numbers,
- f) Debit card numbers,
- g) Personal identification numbers,
- h) Electronic identification numbers,
- i) Digital signatures; and,
- j) Any other numbers or information that can be used to access a person's financial resources.

D. Procedures for Taking Identity Theft Reports

1. Reports of identity theft can be taken by a patrol officer or by the telephone reporting unit, depending on the circumstances surrounding the report.
2. Identity theft reports that do not occur within the jurisdictional boundaries of the City of Little Rock will be taken. These reports will be titled, "Outside Identity Theft".
3. Identity theft reports will be documented utilizing the agency standardized incident report.
4. Victims will be encouraged to complete an Identification (ID) Theft Affidavit which can be located on the Internal Revenue Service (IRS) website and the Federal Trade Commission (FTC) website.
5. The employee taking the report will be responsible for providing the website address to the Federal Trade Commission, which is: www.ftc.gov. The Federal Trade Commission provides the most comprehensive information for victims regarding identity theft. The website refers victims of this crime to the appropriate resources(s), to include:
 - a) Information for contacting credit reporting agencies;
 - b) How to place fraud alerts on their credit report; and,
 - c) Additional actions the victim needs to take in recording important information related to the crime.
6. The employee taking the report will inform the victim on how to obtain a copy of the report.

7. The Financial Crimes Unit will be responsible for the following:
 - a) Coordinating and sharing information with other agencies as needed to further the successful prosecution of identity theft crimes.
 - b) Providing identity theft presentations/information when requested. Presentations given by FCU personnel related to identity theft will be included in the Unit's monthly report.
 - c) Ensure that identity theft resources from the Federal Trade Commission are available in the lobby of the Financial Crimes Unit.

E. Code Calls

1. A supervisor may direct an officer to prepare an Incident Report pertaining to any incident in the Code Call categories whenever, in the supervisor's opinion, such is warranted or prudent. Nothing in this General Order shall be interpreted as prohibiting any officer from preparing an Incident Report recording any incident where the officer deems it appropriate.
2. Upon completion of an assignment, wherein no Incident Report is required, officers will complete an Abbreviated Incident Report using one of the following applicable codes:
 - a) Code F - Fire Calls (Assistance to the Fire Department where there is no indication of arson or any other criminal offense);
 - b) Code L - Complainant not located;
 - c) Code N - Non-police incidents (as defined above);
 - d) Code P - Prisoner transfers or transports;
 - e) Code S - Supplement report was generated;
 - f) Code U - False or unfounded call; or,
 - g) Code Z - False alarms only (this shall include all false alarms, residential or business, fire, burglary, robbery or other, whether the cause is accidental, weather-related, unknown, or the result of a malfunction).

F. Incident Reports

1. Generally, criminal offenses involve only one victim (a person or a business). However, when a continuing incident involving multiple offenses and victims occur, these incidents will be documented on one Incident Report. Employees should be aware that the concept of time and place is based on the premise that if one or more crimes was committed by the same person or group of persons and the time and space intervals separating them were insignificant, all of the involved crimes shall be considered a single incident. In these cases, all offenses, victims, and suspects shall be included on a single Incident Report.

- a) Examples of incidents where there may be multiple victims include, but are not limited to:
 1. Hotel or motel break-ins where several rooms were entered,
 2. Mini storage units where numerous units were entered, or;
 3. Vehicle breaking and entering where several vehicles have been broken into during a continuing incident.
 - b) The only exception to this rule is burglary. All burglaries will be on separate Incident Reports.
2. When an officer responds to any incident during which a vehicle was also stolen, the officer shall prepare only one report and shall list the vehicle as stolen on this report. A complete description of the vehicle shall be included in the Incident Report. All Incident Reports detailing the theft of a motor vehicle shall immediately, upon completion, be reviewed for approval by a supervisor. Once approved, the officer and/or the officer's supervisor shall send an email to the AcicEntriesAndDeletions@littlerock.gov distribution group for entry. If the City's email system is not operational, the officer shall hand-deliver a copy of the incident report to the ACIC Records Compliance Specialist at LRPD Headquarters or to 911 Communications Center personnel, if the Records Compliance Specialist is not available. The officer shall document to whom the form was delivered as a supplement to the original incident report.
 3. Employees shall submit all Incident Reports to supervisory personnel at or before the end of their tour of duty, during which the information contained in the report was received.
 4. No employee shall be dismissed from his duty assignment until all reports they have prepared have been accepted and approved by a supervisor.
 5. Supervisors shall indicate their approval of Incident Reports by electronic approval in the Records Management System.
 6. Records Division data entry clerks shall monitor all reports, and those containing errors or omissions shall be forwarded to the Records Section, who shall ensure that the report is corrected in a timely manner and returned for data entry.
 - a) When a police report has been identified as needing additional information and/or correction by Records Division personnel, the entire document will be attached to a Records Correction Report, scanned and emailed, as an attachment to the Warrant Sergeant for his/her review. Before the end of his/her tour of duty the Warrant Sergeant or his designee will review the documents and forward them via email to the reporting employee's chain-of-command. The employee's chain-of-command shall review the document, acknowledge receipt of the email and ensure that the employee is notified of the need for correction and/or additions. The supervisor in charge of the employee shall notify him/her of the needed change or addition. The time and date of notification will be documented by the supervisor via email to the Warrant Sergeant or his/her designee.
 - b) If the employee is not available due to vacation, military leave, or other type of leave, the supervisor will notify the Warrant Sergeant via email of the circumstance and their expected date of return.

- c) In the event that the Department's email is not operational, the Warrant Sergeant will contact the officer's chain-of-command via telephone and will fax a copy of the report to the contacted supervisor. Notifications shall be made by telephone if the email server is down for an extended period of time.

G. E-Crash Accident Reports

1. Pursuant to Arkansas Code § 27-53-202 (2023), law enforcement officers will respond to motor vehicle accidents only when the incident involves personal injury, death, or property damage that is reasonably believed to exceed \$3,000.00. In cases where the reported accident does not meet these criteria, communications personnel shall advise the parties involved that they may file an informational report either online or by contacting the department's Telephone Reporting Unit (TRU). If the caller is uncertain whether the incident meets the statutory thresholds, an officer will be dispatched to the scene to assess the severity of the accident.
2. Upon arrival, if the responding officer determines that the accident does not involve injury, death, or damage exceeding \$3,000.00, they shall inform both parties that a police report is not legally required. The officer will advise the individuals that they may voluntarily exchange information with one another. Should either or both parties refuse to exchange information and/or request a report, the officer shall complete either an E-Crash report ~~upon request~~ or an RMS Information Report. Officers shall not refer either party to TRU.
3. In instances where both parties agree to voluntarily exchange information, the officer shall provide each driver with LRPD Form 5500-16, Motor Vehicle Accident Driver's Information Exchange Form. Officers are expected to handle these situations with professionalism, providing clear guidance and ensuring all parties understand their rights and responsibilities under Arkansas law.
4. The Little Rock Police Department will utilize e-Crash Software for the reporting of all accidents investigated by members of the Police Department. The employee responsible for investigating and processing the motor vehicle accident will be responsible for completing the appropriate report. E-Crash Software includes the following templates that will be utilized for reporting accidents investigated by LRPD:
 - a) Single vehicle crash- This template will be utilized to report all accidents involving a single vehicle crash that does not involve an animal.
 - b) Multiple vehicle crash – This template will be utilized to report all accidents involving more than a single vehicle.
 - c) Animal crash (one (1) vehicle, no injuries) – This template will be utilized to report accidents involving an animal and a single vehicle without injury
 - d) In the event an officer is unsure of which template to use, he will contact an on-duty supervisor.

5. When utilizing e-Crash Software, officers will export reports for review as soon as the report is completed. Officers will not hold reports until the end of their shift.
6. Patrol supervisors will check for completed accident reports at least twice during their shift in order to ensure reports are processed in a timely fashion. Reports will be reviewed and either “approved” or “rejected”. Supervisors will notify officers of any rejected reports.
7. Officers not assigned to patrol who complete an accident report will immediately notify an on-duty supervisor in their division in order to have the report approved. If there is not an on-duty supervisor in their division, they will notify the nearest on duty patrol supervisor in order to have the report reviewed.
8. In the event of a significant system failure, an on-duty shift commander may authorize the use of paper reports for the reporting of accidents. This should only be done in exigent circumstances and only for a limited time period. Failure of a single computer will not be cause for use of paper reports.
9. Officers will utilize e-Crash Software in accordance with Department training and will not attempt to manipulate the software/hardware in any other manner.
10. Shift Commanders will review the e-Crash Report Approval website daily to ensure reports are being reviewed and placed in an “Approved” status in a timely fashion. As a general rule, reports should be in an “Accepted” or “Approved” status no later than four hours after the time of the accident.

H. Field Interview Cards

1. Field Interview Cards are designed to provide documentation regarding the activity, appearance and bearing, or specific location of persons or vehicles, under circumstances which do not constitute a Police Incident requiring an Incident Report, but which, in an officer’s professional judgment, are noteworthy. Incident numbers must be obtained for Field Interview Cards with all persons and information related to a single event included under an individual incident number.
2. Electronically Completed Field Interview Cards shall be reviewed and approved by supervisors in the same manner as Incident Reports. The Field Interview Card is forwarded directly to the Crime Analyst assigned to the appropriate Field Services Division from a system generated email from LRPD-RMS@littlerock.gov.
3. The Crime Analysis Unit shall be responsible for the analysis of Field Interview Card data and will provide follow-up information and reports to operational units, as requested.

I. Violent Gang and Terrorist Organization Files

1. The Violent Gang and Terrorist Organization File (VGTOF) has been designed to provide identifying information concerning violent gangs, members of these gangs, terrorist organizations, and members of these organizations to law enforcement personnel. This is a national database, which is maintained by the Federal Bureau of Investigations and is accessible by local law enforcement personnel.

2. Entry into the VGTOF system does not in and of itself prove gang membership, but it does serve to alert the officer to a potential source of problems and should be used in concert with other information to justify appropriate courses of action.
3. In order for a person to be entered into the N.C.I.C. VGTOF system, that person must meet the established criteria for gang membership. A gang must:
 - a) Be an ongoing organization, association, or group of three (3) or more persons, and,
 - b) The group must have a common interest and/or activity characterized by the commission of or involvement in a pattern of criminal or delinquent conduct. Criminal or delinquent conduct includes narcotics distribution, firearms or explosives violations, murder, extortion, obstruction of justice and any violent offense or conduct of a juvenile, which would be a crime if committed by an adult.
4. Listed below are the N.C.I.C. criteria for entry into the VGTOF system. Of the below listed criteria, only categories "A" and "I" will stand alone and allow for entry into the VGTOF system. For the remaining categories, two categories must be satisfied. Officers should detail, in the narrative section, what criteria the person meets in order for that person to be entered as a gang member. For example, if category "B" is used, identify, as accurately as possible, the informant. For area, (category "D"), be as specific as to the area or house location, if appropriate. If accompanied by a known gang member, identify that member. If self admitted gang membership, what admissions were made? For category "A", include the A.D.R. number on the front of the entry card and the charges in the narrative.
5. The criteria for entry into NCIC and the associated NCIC codes are as follows:
 - a) CODE A: The subject has admitted membership in that gang (and subgroup) at the time of his/her arrest;
 - b) CODE I: The subject has been identified as a gang member by an authorized penal organization.
 - c) CODE B: The subject has been identified as an individual of proven reliability as a gang member.
 - d) CODE C: The subject has been identified by an individual of unknown reliability as a gang member and that information has been corroborated in significant respects.
 - e) CODE D: The subject has been observed by members of the entering agency to frequent a known gang's area, associate with known gang members and/or affect that gang's style of dress, tattoos, hand signals or symbols.
 - f) CODE E: The subject has been arrested on more than one occasion with known gang members for offenses consistent with group activity.
 - g) CODE F: The subject has admitted membership in the identified gang at any time other than arrest or incarceration.

6. The procedures for entering a person into the VGTOF database are as follows:
 - a) A 4x6 LRPD VGTOF Entry Card is available to all divisions. As officers come into contact with persons who fit the N.C.I.C. entry criteria, the officer will fill out the VGTOF Entry Card and forward the card, a copy of the Incident Report, and an Officer's Report through their chain of command to the Office of the Chief of Police. The information will be forwarded to the Special Investigations Division (SID).
 - b) Special Investigations Division Intelligence Detectives will confirm that the information contained on the card fits the N.C.I.C. criteria for entry into the VGTOF system. Those cards which meet entry criteria shall be forwarded to the Information Systems Coordinator for entry into the VGTOF system file in NCIC.
 - c) Once the entry is made, the assigned NIC number shall be recorded on the card and the original card shall be returned to the Special Investigations Division for secure storage.
 - d) The Information Systems Coordinator shall retain a copy of each card for annual N.C.I.C. audit purposes. These copies shall be maintained securely with limited access.
7. Officers who have a Mobile Data Computer (MDC) will be able to query the VGTOF file through the Query Warrant (QW) and Query Vehicle (QV) transactions. VGTOF information is cross referenced to these files through N.C.I.C. transactions. The gang membership information will be paged, after any warrant information, missing juvenile and general operator information, as a message from N.C.I.C. Officers are cautioned to thoroughly read the information received, in order to avoid confusion as to the content of the response, as the entry is not based on certifiable identification information (fingerprints). Officers should utilize the data as information only. [CALEA 41.3.7]
8. Officers who do not have a Mobile Data Computer can contact the secondary channel operator and request a warrant or vehicle check. The VGTOF system includes an automated cross search function. When a radio operator receives an acknowledgment from N.C.I.C. that the person in question may have been entered as a gang member, the radio operator shall advise the officer of (Confidential) traffic. The officer requesting the information should step away from any civilians and then notify Communications that he is ready to copy confidential traffic. The officer will be advised of all pertinent information concerning the response. Other officers, who may also be on the secondary channel where the operator has advised that confidential traffic is to follow, should take steps to ensure that the information will not be heard by non-law enforcement personnel. Officers who come into contact with persons already in the VGTOF system should fill out another VGTOF Entry Card and list in the narrative that the subject is already entered into the VGTOF system. This additional card will be submitted as supplemental information to the original entry. After an officer has completed the VGTOF card, this report shall be submitted in the same manner as other reports. The supervisor, receiving the VGTOF card, should ensure the information is as complete as possible and forward the VGTOF card, a copy of the Incident Report and an Officer's Report to the Office of the Chief of Police. The information will be forwarded to the Special Investigations Division, via the SID mail slot. The Intelligence Sergeant will ensure that these cards are retrieved on a daily basis.

9. Because VGTOF information is based, in part, on investigative information, not previously subject to independent judicial review, strict adherence to policy concerning the security, use and dissemination of VGTOF information, is mandatory. VGTOF information is exclusively for the use of criminal justice agencies for criminal justice purposes ONLY. At no time shall VGTOF information be disseminated, directly or indirectly, to any non-criminal justice agency or to any civilian.
10. Officers receiving a positive response from the VGTOF system should keep in mind that information contained in the system does not furnish grounds for the search or seizure of any individual, vehicle, or dwelling. The following warning appears at the beginning of each response: "Standing alone, NCIC Violent Gang and Terrorist Organization File information does not furnish grounds for the search or seizure of any individual, vehicle or dwelling. The information contained in the file is for information and officer safety. At no time should any officer take any law enforcement action based solely on a positive response from the VGTOF system."
11. Officers should include as much identifying information as possible about the person, especially driver's license numbers, social security numbers, complete name, to include middle name, scars, marks or tattoos and their description. If a Police Incident or arrest is part of the contact, enter the Incident or ADR number for additional confirmation of identity. Officers should include in the narrative of the VGTOF card as much detail as possible to assist the Intelligence Detectives in positively identifying the gang affiliation and the reason the individual should be included in the VGTOF system.

J. Incident Report Direct Entry (IRDE) System

1. The Incident Report Direct Entry (IRDE) System is the preferred method of completing all incident reports and abbreviated incident reports. The IRDE System is a web-based computer application that gives officers the ability to complete their report and supervisors the ability to approve reports from any secure intranet connection.
2. The IRDE System utilizes information from the Computer Aided Dispatch System to auto populate basic information in the reports. Reports are available to be completed by all officers assigned to the incident through the CAD System. Once the officer assigned to complete the report initiates the entry, the report is removed from the other assigned officer's availability list.
3. Once a report has been completed, the officer completing the report will place the report in "Complete" status and electronically sign the report.
4. Supervisors will review all reports in "Complete" status at least twice per shift, and immediately prior to the end of the officer's tour of duty. Supervisors will either "Reject" or "Approve" all completed reports. Reports that are approved will be electronically signed and transferred to the mainframe system within two minutes of approval. Reports that are "Rejected" will remain in the IRDE System until corrections are made by the officer assigned to complete the report.
 - a) If a report is "Rejected" by a supervisor, that supervisor will enter the rejection reason in the IRDE System. Officers correcting the "Rejected" reports will be able to see the rejection reason prior to making corrections.
 - b) Supervisors will notify an officer that a report has been "Rejected" after the supervisor determines the need to reject the report.

Additions and revisions are *italicized and underlined.*

Deletions are denoted with a strike through.