MONTPELIER POLICE DEPARTMENT

Valcour Workflow	Related Policies: VLETS Terminal Use and Internet Policies
This policy is for internal use only and does not enlarge an employee's civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a complaint by this department for non-judicial administrative action in accordance with the laws governing employee discipline.	
Applicable Vermont Statutes:	
CALEA Standard:	
Date Implemented: February 5, 2014	Review Date: October 11, 2023

Computerized Records System -- VALCOUR

The Montpelier Police Department utilizes a comprehensive Records Management System (RMS) that is maintained by the Burlington Police Department server. This records management system includes multiple databases and includes Computer Aided Dispatch (CAD). The system is used by multiple jurisdictions and all agencies utilizing the system input into the system.

Login to the VALCOUR system is only authorized and allowed through computers/laptops/ phones and web enabled devices that are owned by the City of Montpelier. Access to the system through personal computers/laptops/phones/ or web enabled devices is strictly prohibited. This provides the needed level of security required to fulfill the license user agreement to use the software. Any unauthorized access of the RMS (VALCOUR) system would result in department disciplinary action.

Montpelier Police Department employees who use Valcour shall follow all policies and procedures set forth by Valcour. All users shall sign a Valcour user agreement.

VALCOUR Procedures

A.   At the beginning of each shift the Officer in Charge or dispatcher on duty is responsible for signing each officer on to VALCOUR.
1.   The shift supervisor is responsible for notifying the on-duty dispatcher of any special officer assignments for the upcoming shift.

B.   Dispatchers are required to initiate all incidents an officer is involved with. If an officer is approached or directly contacted while pursuing normal duties, the officer will contact dispatch to have an incident created.

C.   At the end of each shift, officers sign off using VALCOUR or by notifying the on duty dispatcher.

Information Recorded By Dispatch

Gathering as much information as possible is beneficial for future investigations. **IT IS CRITICAL THIS INFORMATION IS ACCURATE – THE INFORMATION IS SHARED WITH ALL AGENCIES WHO USE THIS SYSTEM.**

Users MUST search for people in VALCOUR before adding a person to the system. If another participating agency has added the user *they will be in VALCOUR.* Adding a user without checking to see if they exist creates bad data.

A. When receiving and monitoring an incident the dispatcher will obtain & record the following information in the **INITIAL CALL DETAIL TAB**

1.   Date and time of call

2.   Name and address of primary caller

3.   Phone number or call back phone number of caller

4.   Date of Birth of primary caller

5.   Type of incident reported.

6.   Location of incident reported.

7.   Time of dispatch

8.   Time of officer arrival

9.   Time of officer returning to service

10.   Disposition status of reported incident

11.   Who the responsible officer is and the identification of any assisting officers

12.   Request DMV records (10-27s or 10-28s) should be copied and pasted from the DMV record in Openfox (or similar system) into the New Query Return field.

13.   Any information provided by officers via radio or phone to the dispatcher pertaining to the incident must be recorded in the "Initial Call" tab under the "Dispatch Narrative" section. If time permits, the dispatcher should add appropriate global or other data entries.

B. All activity initiated by either a call for service or Officer initiated shall be documented by generating an incident.

C. Radio calls by officers to dispatch not relating to a call for service shall be recorded in the Officers Radio Log feature. Examples of calls may include, but are not limited to, Motor Vehicle Registration inquiries, Operator license checks, stolen article inquiries, etc.

D. The dispatcher shall obtain as much information as possible for any incident. The information should be given to the responding officer(s) and should be complete enough so that the officer is totally aware of what type of incident they may be encountering. General information regarding the complaint should be included in the "Dispatch Narrative" section.

E. Procedures pertaining to the type of questions to be asked for various complaints are contained in the Communications General Orders and the Policy & Procedures.

OFFICER SERVICE STATUS

A. When a patrol officer on duty is going out of service for any of the following reasons an officer should note this and their location in VALCOUR. If for some reason the officer is unable to note this using VALCOUR from their mobile data computer (MDC), the officer should notify dispatch of their status.

1. Paperwork

2. Court

3. Vehicle maintenance

4. Training

5. Or other administrative functions that will take the officer out of service for any length of time.

When the officer is available the officer should change their status manually in VALCOUR or if they are unable to do so notify the dispatcher so their status can be changed to available.

B. During an incident that requires the services of more than one officer the following will occur:

1. Each back up officer will be entered, as an assisting officer, into VALCOUR under the existing Incident Number assigned to the responsible officer.

C. The VALCOUR system in dispatch will be utilized to insure the dispatchers are aware of the status of their officers during the course of their shift.

1. If an officer is assigned to an incident The Officer Timer records the amount of time since the Officer was dispatched or checked on. Dispatchers will check on Officers during the course of an incident when they are in the field and it is appropriate and manually update the Officer Timer by double clicking on the time. This will reset the Officer Timer to 0:00.

VEHICLES TAB (dispatchers will complete this field)

The Vehicles tab is used to note vehicles involved. This includes suspect vehicles, damaged, vehicles, stolen vehicles, etc. The "Operator" and "Owner" fields must be populated using data from the PERSON tab.

INCIDENT DETAIL TAB (officers will complete this field)

This tab is used to document the responding officer's report. In the instance of a minor response (alarm, 911 hang-up, etc) a brief narrative can be entered in the "Narrative Type" field. If a more involved report is required, it can either be entered in this field or entered as an attachment (Word Document, etc.). Audio files, photographs, and other pertinent incident files can be attached in the attachment section as well. Relevant information obtained should be checked in the check boxes (this will function as the Evidence Checklist) to include:

1. TRO/FRO existence
2. Alcohol involved
3. 911 Call existence
4. Medical release
5. Audio recordings
6. SIU contact
7. DCF notification
8. Crisis Services involvement
9. Swabbing's
10. Video recordings
11. Photos
12. Fingerprints lifted
13. Diagrams
14. Clothing evidence
15. K9 deployment
16. Miranda warning
17. Other evidence
18. Crime scene processing

It is also important to note the search type, if any, in this tab.

Incident offenses (if criminal conduct has occurred) should be recorded in the offenses sub-tab.

ARREST INFORMATION (officers will complete this field)

If a suspect is arrested in connection with an incident, the arrest tab must be filled out. Using drop down boxes, "Arrestee" and "Arresting Officer" must be selected. The "Arrest Charge" must also be filled out; if there are multiple charges, the most serious charge should be selected and the "Most Serious Charge" check box must be checked. If the arrestee has children under 18, check this box. If fingerprints and photographs were not taken, check this box.

If more than one person is arrested during this incident, additional arrest records can be added by clicking the "Add Arrest" and repeating the steps listed above for each arrestee. Photos of suspect should be imported to Valcour using the

PROPERTY TAB (officers will complete this field unless stolen item is reported to dispatch only)

Property for the incident can be entered on this tab. This includes property recovered as part of an investigation, inmate property, found property, etc. Stolen property also should be entered here with all relevant information. The officer should gather as much information as possible including item description, value, relevant numbers, etc.

If the property has evidentiary value, chain of custody can also be recorded on this tab.

TICKETS AND WARNINGS (completed by officers)

Like other tabs, this tab is populated using information from the tabs above it. Violations are selected based on ticket type, categories, and subcategories. Codes, penalties, and points will auto fill based on the pre-filled information in Valcour. Race Data Collection stats are recorded on this tab as well. Any check marks on a ticket or warning are available on this tab. If multiple tickets or warnings are written, the "Add Ticket" button can be selected.

E-TICKET WORFLOW

Officers shall use Valcour Mobile while utilizing the E-ticketing feature in Valcour. The following will occur upon initiating a traffic stop:
1. The officer will call in the traffic stop to dispatch with the location of the stop and license plate.
2. Dispatch shall immediately create a traffic stop incident in Valcour. Dispatch shall then run the vehicle query adding it to the query returns, add the vehicle to the vehicle tab and owner to the people detail. If dispatch needs additional time to create an incident due to another ongoing emergency, they will let the officer know of the delay via radio.
3. The officer will notify dispatch who the operator of the vehicle is, over the radio. Dispatch will note the operator in the narrative field. The officer will add the operator either using the scanner feature or manually in the people tab.
4. The officer will complete the traffic stop, <u>VCVC's or Written Warnings for all operators</u>, and clear through dispatch.
5. Dispatch will pack the people detail and vehicle tab at the completion of the stop.

INCIDENT REVIEW (completed by officers and supervisors to review & complete)

When an incident is ready for review, this tab allows this to occur. The investigating/primary officer should submit the incident for review by selecting their officer number on the first drop

down menu. Changing the status from "Pending" to "Ready for Approval" will submit the case to the officer's supervisor for review.