



Newport News Police Department - Operational Manual

OPS-490 - INCIDENT-BASED REPORTING

Amends/Supersedes: OPS-490 (01/23/2019)

Date of Issue: 04/04/2022

I. GENERAL

- A. The Newport News Police Department maintains a records management system (RMS) to document reports of criminal activity and the agency's response through various modules, including calls for service (CFS), field interviews, and incident-based reports (IBR). The system is password protected and accessible to authorized agency employees 24/7 through the Department's network. [82.1.1(a,b)]
- B. IBRs are an essential component of the Department's efforts to combat crime. They are used to collect data for analysis, planning, and reporting to State and Federal agencies using the National Incident-Based Reporting System (NIBRS) format (see the [Virginia IBR User Manual](#)). [40.1.1(a),82.1.4]
- C. IBRs are also essential for the successful prosecution of cases by documenting information and investigative activities as part of the case file. In some instances, the IBR and attachments may constitute the entire case file, particularly for cases investigated by patrol.
- D. Police supervisors will maintain an investigation case-status control system for those cases assigned to their area of responsibility to ensure all reports are submitted, appropriately classified, and approved. [42.1.3(a); 82.1.5]
- E. Officers are required to check the RMS system each workday to ensure that there are no pending reports that require completion or correction.

II. IBR SUBMISSION PROCEDURES

- A. IBRs are completed for all reported criminal offenses (i.e., codes requiring an IBR report, See OPS-490 [Addendum](#)) and in the following circumstances: [82.1.4; 82.2.1(a,b), 82.2.2(a)]
 - 1. When advising members of the public to obtain warrants for a criminal incident that they have brought to the officers' attention;
 - 2. When an arrest is made on a warrant initiated by a member of the public and an IBR does not already exist; or
 - 3. When a warrant is initiated on a charge requiring an IBR report and one does not already exist.

NOTE: Any incident determined to be school-related, as set out in Virginia Code [§22.1-279.3:1](#), will be handled according to Section IV of this policy.

- B. Information received or actions taken for non-criminal matters that may be important at a later time (such as police information) will be recorded using:
 - 1. The CrimeNTel system;
 - 2. The field interview module of RMS; or
 - 3. A Field Intelligence Report in ([NNPD Form #4](#)).
- C. Employees dispatched or assigned to an event that does not meet the requirements for an IBR or field interview report are documented in a CFS record, and necessary information may be

added in the event remarks.

- D. The officer dispatched to the scene or who has a criminal offense brought to their attention will conduct the initial investigation and complete the IBR. [42.1.4; 82.2.1(a); 82.2.2(c)]

NOTE: Officers will provide the IBR number and the suspect's name, if known, to the complainant. No other personal information regarding the suspect or case will be provided. If the magistrate needs information to issue a warrant, the magistrate may pull it directly from the IBR on the RMS.

- E. Employees must submit their IBRs for review and make any necessary corrections before the end of their shift. Before going off-duty, employees are expected to verify that all submitted reports have been reviewed and approved by a supervisor. Supervisors should ensure reports are submitted and reviewed throughout a shift so employees are not unnecessarily held over beyond their scheduled shift.

1. Employees will notify their supervisor when a report is ready for review. If their supervisor is not available, they will notify the on-duty supervisor for their precinct.
2. During their watch, patrol supervisors are expected to review any initial IBRs completed by any employee working in a patrol capacity in that supervisor's area. This includes reports completed while officers are working secondary employment.
3. If an investigator takes an initial IBR for a new complaint stemming from a follow-up investigation, the investigative supervisor is responsible for approving the report.

F. IBR Requirements

1. IBR requirements are available in the [Virginia IBR User Manual](#).
2. When completing an IBR, mandatory fields are highlighted. Beyond basic incident information, offense information, persons, property, and vehicle information will be added when appropriate for the complaint. [82.2.1(c)]
3. The RMS system utilizes a master-name index for those individuals associated with cases as suspects, victims, witnesses, or reporting persons. When entering an individual into an IBR, the officer should first verify whether the person already has a name record in RMS. If the individual is already included in the master name index, officers will not create a duplicate name entry. [82.3.1]
4. Completed investigative forms (i.e., Miranda waiver, line-up documentation, etc.) should be uploaded into RMS and attached to the IBR whenever possible. Photographs taken by patrol and copies of other documents relevant to the investigation and entered into evidence should be attached in RMS, particularly if quickly accessing the items will assist the Commonwealth Attorney's Office with reviewing the case.

NOTE: Department policies and standard operating procedures may require forms for specific investigative actions. If forms and other documents cannot be attached to the IBR in RMS, they must be maintained in the hard copy version of the case file.

5. When submitting a report, officers will recommend a case status based on the following guidelines:
 - a. *ACTI (Further Investigation)* – Solvability factors (see OPS-492 *Criminal Investigations*) are present. The case will be assigned to a detective or patrol officer for further investigation by the appropriate unit supervisor. Those cases assigned to a precinct will be forwarded to the Precinct Investigations supervisor for assignment.
 - b. *INAC (Inactive)* – The case lacks solvability factors and will be filed pending further information or facts.

- c. *CLOS (Closed/Cleared)* – A case can be closed/cleared in one of three ways: 1) offender(s) has been arrested (cleared by arrest/cleared by arrest by another agency); 2) the offense was determined to be false or baseless (unfounded); or, 3) offender(s) is known and solvability factors exist, but extenuating circumstances necessitate clearing the report exceptionally, and **all** of the following criteria exist:
 - 1) The investigation has established the identity of the offender(s);
 - 2) There is enough information to support charge(s), arrest(s), and court prosecution;
 - 3) The name, address, sex, ethnicity, race, age or age range, residential status, and exact location of the offender(s) is known if the offender(s) were to be taken into custody; and
 - 4) The Police Department is unable to charge, arrest and prosecute the offender(s) due to:
 - a) A – death of offender;
 - b) B – prosecution declined;
 - c) C – extradition denied;
 - d) D – victim refused to cooperate (in the prosecution);
 - e) E – juvenile/no custody;
 - f) O – in custody other jurisdiction.
- d. *EXH (Closed/Leads Exhausted)* – The case lacks solvability factors, and all leads have been exhausted.
- e. *PEND (Pending Warrant)* – An arrest warrant for the offender is on file, but the offender(s) cannot be located at a given time.

G. Supplemental Report Requirements

- 1. Supplemental reports are used to:
 - a. Record the actions and observations of backup officers and other responders.
 - b. Document follow-up investigative actions taken after the initial IBR has been approved.
 - c. Modify the case status.
 - d. Modify the initial report (i.e., change or update an involved person, change the status of property, etc.)
- 2. Forensic Services Unit personnel who respond to and process crime scenes will ensure all activities and findings are documented in RMS, through supplemental entries or by attaching written reports and notes.

H. Supervisory Review of IBRs & Supplements

- a. Supervisors will review all reports, ensuring the originator makes all necessary corrections, and correct codes are assigned to each offense. If corrections are needed, the supervisor will return the report to the originator for corrections. [82.2.1(e)]
- 2. After approval of the report by a supervisor, OnCall RMS will forward the report to the IBR Quality Control team for review. If corrections are needed, the team will return the report to the approving supervisor for follow up. [82.2.4]

III. PROCEDURES FOR ALTERNATIVE RESPONSE MEASURES

Offenses reported through alternative response measures (see [ADM-420 Alternative Responses](#)) must be evaluated when the report is received to determine if an officer needs to respond to the scene for an investigation. An officer will be dispatched to the scene if:

- A. Physical evidence must be collected.
- B. There is an immediate need to interview witnesses. [42.2.1(d)]
- C. Other investigative actions are necessary that cannot be handled by phone.
- D. The complainant insists on an officer responding to the scene instead of filing the report over the phone.

NOTE: Before an officer is dispatched to the scene, the Communications Division shall notify the on-duty supervisor. It is at the supervisor's discretion whether an officer will be dispatched to the location to take a report. The on-duty supervisor may contact the complainant and suggest the Records Unit handle the incident.

- E. When a complainant calls the Communications Division and requests officer response to collect physical evidence associated with an online report ("NNPDOnline") that has not been reviewed by Records ([ADM-420 Alternative Responses](#)) and imported into RMS:
 - 1. The officer will obtain the temporary number generated by the online reporting system from the citizen.
 - 2. The officer will enter the online temporary number as a note on the P&E Inventory Control sheet (NNPS Form #8; "P&E Sheet", [OPS-485 Property & Evidence](#));
 - 3. The officer emails the Records supervisor distribution group and P&E distribution group the numbers from both the P&E Sheet and the temporary number assigned by the online reporting system, prompting a review of the online report by Records personnel;
 - 4. The reviewing Records Technician will respond to the officer and other message recipients with the IBR number from RMS.
 - 5. The officer will complete a supplement to the IBR to document the evidence collection.
 - 6. P&E or Forensics personnel will link the P&E sheet number and latent print envelope to the IBR number (depending on print location).
- F. The complainant will be given the case number assigned to their report. If an IBR is taken by telephone, the report taker will mail the brochure (electronically or through the post office), noting the time and date of this action in the "narrative" section of the report. [55.2.3(c)]

IV. SCHOOL-RELATED INCIDENTS & JUVENILE RECORDS

- A. Pursuant to Virginia Code [§22.1-279.3:1](#), law enforcement agencies must report all school-related incidents to the school division's superintendent and all principals. The IBR report will be completed to satisfy state reporting requirements. School-related incidents are defined in [§22.1-279.3:1](#).
- B. IBR Reporting Procedures

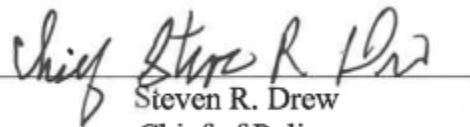
All personnel who complete an IBR report, whether in person or over the telephone, must determine if the incident is school-related within [§22.1-279.3:1](#). If the incident is determined to be school-related, the following IBR steps will be taken:

- 1. Place a "Y" in the "student-related" field to indicate a school-related incident (or an "N," if the incident is not school-related);

2. Enter “Student” in the “Occupation” field on both the offender and victim pages;
3. Enter the school’s name the student either currently (or most recently) attended in the “Employer” field.

C. Juvenile Records

1. All juvenile records stored either in RMS or individual case files are considered confidential and should only be released outside the Department per [ADM-160 Privacy/Dissemination of Information](#) and [§16.1-301](#) Confidentiality of juvenile law enforcement records. [83.1.2(c)]
2. RMS flags juveniles in the master name index. Officers are responsible for ensuring that a person is not a juvenile before taking any action that may result in the inappropriate dissemination of information. [83.1.2(a)]
3. Records pertaining to juveniles that are not stored in a secure, password-protected system, such as those maintained in a paper file or on a portable drive, must be stored securely to prevent the inappropriate dissemination of information. [83.1.2(c)]


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