



ADMINISTRATIVE MANUAL

ADM-273 – ACCUMULATED INCIDENT REVIEW

Amends/Supersedes: ADM-273 (12/25/2023)

Date of Issue: 02/02/2026

I. GENERAL

- A. The Newport News Police Department has established a system to identify employees whose conduct may require review and intervention to address potential problems. The department conducts an incident review of files with those employees who record a specified number of incidents, as reported in Axon Standards, within a given period. The Internal Affairs Division (IAD) monitors the entries into this software.
- B. These reviews address behavioral concerns through various opportunities for intervention and are not exclusively disciplinary in nature. These opportunities may include employee development strategies and support.
- C. The department establishes warning and critical thresholds for the number of specific incidents occurring within a specified time (see [addendum A](#)) that trigger alerts in Axon Standards. When alerts are generated, a review of the attached incidents to identify patterns of behavior is required. [35.1.9(b)]
- D. IAD or any command staff member may initiate a review absent a threshold alert if, outside of Axon Standards, a documented behavioral pattern indicates the employee may benefit from additional support.
- E. Any violation of [ADM-220 Substance Abuse: Prevention & Testing Procedure](#) or [PAM-1205 Substance Abuse Policy and Procedure](#) will be immediately reported to the IAD. [35.1.9(d)]

II. PROCEDURE

- A. Alert Processing & Review [35.1.9(f)]
 - 1. Alerts generated from administrative/internal investigations and citizen complaints are reviewed by IAD. If interventions or action plans have already been initiated and both IAD and the employee's chain of command are involved, IAD will complete the review. If IAD determines an action plan is necessary and the employee's chain of command is not currently taking action to address the behavior, IAD will assign the alert employee's precinct/division.
 - 2. Alerts generated for use of force and vehicle pursuits are screened by IAD for false positives. If the alert is a false-positive, IAD may close out the alert. Otherwise, IAD will assign these alerts to the employee's precinct/division commander.
 - 3. The precinct/division commander may assign alerts to a lieutenant to serve as the assigned reviewer at their discretion.
NOTE: Access to the EIS is limited to lieutenants and up.
 - 4. The assigned reviewer will:
 - a. Set the alert status to Active – Review if it is being forwarded to the precinct and Active – IA Review, if IAD personnel are conducting the review. View the events associated with the alert and request access to restricted attachments if needed.
 - b. Once associated reports and attachments are reviewed, it is determined whether:
 - 1) The alert was a false positive. This means the alert indicated an intervention was needed, but a review of the facts does not support the need for intervention. For example, an officer may have been listed in a report as involved when they should have been listed as a witness. If so, change the status to Closed – False Positive.



- 2) All related events were within policy, and no behavioral concerns were identified during each report's chain of command review, or by the appropriate review board. The reviewer recommends no further action taken. If so, change the status to Closed – Acknowledged.
- c. If the alert warrants a follow-up, schedule a meeting with the affected employee and their supervisor within seven calendar days of alert's assignment. The commander may include the affected lieutenant or an IAD supervisor for critical alerts. The meeting and those who attended it are documented as a note in the alert activity log.
- d. During the meeting, the discussion focuses on: [35.1.9(a,c)]
 - 1) The nature of the triggering events and their frequency.
 - 2) The circumstances surrounding each event.
 - 3) Identification and discussion of similarities and/or mitigating circumstances.
- e. For critical alerts, the commander will consider any events that overlap with previous warnings. If so, the discussion will also include the effectiveness of interventions initiated based on those alerts.

B. Response & Intervention

1. The assigned reviewer will document the meeting results in the alert activity log afterward. They will make recommendations regarding the status of the alert and any actions or interventions taken. At this time, the case status will be updated to:
 - a. Active – Chain of Command Review: set after the review meeting and forwarded to the next level in the chain of command. This status is reserved for reviews conducted by the precinct/division.
 - b. Active – IA Review: an active alert requires IAD review. This status is reserved for administrative/internal investigations and citizen complaint alerts, reviewed by IAD.
2. Appropriate interventions are any actions or plans that address employee behavior, intending to prevent an escalation that may lead to discipline or negatively affect department operations. Examples of appropriate interventions include but are not limited to: [35.1.9(g)]
 - a. A documented remedial training plan with specific timeframes for participation. [33.1.5]
 - b. A performance improvement plan (PIP).
 - c. Psychological services to include ([ADM-330 Employee Psychological Services](#)) [35.1.9(h)]:
 - 1) Recommendation for mandatory psychological evaluation (IA review and notification required).
 - 2) Review voluntary options such as the Employee Assistance Program, Critical Incident & Stress Management Team support or clinical self-referral.
 - d. A documented policy review with a supervisor.
 - e. Assignment transfer.
3. Once the action plan is submitted for approval, the alert status is updated to Active – Intervention Pending. If necessary, the precinct/division commander may initiate a secondary review, if they need and IAD review before finalizing the action plan (status will be Active – Secondary Review).
4. Unless department or city policy establishes an approval process for an intervention (i.e., a PIP or psychological evaluation), the action/intervention plan for warnings may be implemented upon approval of the precinct/division commander. They must document when the employee was given the plan.
5. The reviewer will update the alert activity log and include all actions taken, interventions and status recommendations.



6. Once the activity log has been updated, the reviewer will set the appropriate active status and submit the alert to the next person in their chain of command
- C. During the chain of command or IA review, alerts may be re-assigned to the reviewer if the intervention is pending. Once the action plan is completed, the reviewer documents its completion in the activity log, and the alert is re-submitted to the chain of command.
- D. All reviews are submitted to the appropriate assistant chief of police through the chain of command. The assistant chief may close warning alerts. All alerts requiring an action plan are forwarded to and closed by IAD, who will notify the Chief of Police. [35.1.9(c)]
- E. The assignment of a secondary review depends on the individual alert needs.
- F. The Chief of Police may follow up with the parties involved for additional information regarding the meeting, the incidents and the action plan. The Chief has the latitude to make recommendations outside those covered in the action plan.
- G. System Review
 1. Command staff will review this policy and the established thresholds annually and recommend modification as needed.
 2. Annually, the IAD commander or designee will review the system activity, evaluate the system usage and make recommendations to ensure the system meets the department's needs. The document review is forwarded to the executive command staff. [35.1.9(e)]

A handwritten signature in cursive script, reading "Steven R. Drew", written over a horizontal line.

Steven R. Drew
Chief of Police