

DEPARTMENTAL GENERAL ORDER 20-034

ST. LOUIS COUNTY POLICE DEPARTMENT
OFFICE OF THE CHIEF OF POLICE

February 19, 2020

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FIELD REPORTING SYSTEM

I. PURPOSE

The purpose of this Order is to establish policy and procedure for the utilization of a field reporting system which includes records of calls for service and police reports.

II. DEFINITIONS

- A. **Computer Aided Dispatch (CAD)** – A system used by employees within the Bureau of Communications that creates unique call for service (CFS) records.
- B. **Computer Aided Report Entry (CARE)** – A system used by employees of this Department to enter investigative reports.
- C. **Crash Reporting System (CRS)** – A system available to employees of this Department to enter vehicle crash reports.
- D. **Original** – May refer to the first report submitted to any **investigation**; or the first report to be filed by this Department as a follow-up to a report initiated by another agency **that has requested the Department's assistance**.

III. GENERAL

- A. The proper preparation and completion of police reports is a basic and essential element of a law enforcement records system, including the chronological numbering of each report or record.
 - 1. The Bureau of Central Police Records is responsible for maintaining an accurate account of police reports received.
 - 2. **The Bureau of Communications monitors all voided complaint numbers.**
- B. A complaint number is required for each police report that is entered into CARE. This number serves as a control for reports and records.
 - 1. A police report is required whenever a police officer has knowledge that a crime has occurred within the jurisdiction of this Department.
 - 2. Police reports are required for **found property**, vehicle accidents, towed **vehicles**, false alarms, arrests, juvenile status offenses, follow-up investigations, or warrant applications **made** to original reports as outlined in other Departmental written directives.
 - 3. Police reports may be written to document extraordinary non-criminal incidents when deemed necessary by a supervisor, such as labor-management disputes, HAZMAT events, etc.

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IV. RECORDS OF CALLS FOR SERVICE

- A. The Bureau of Communications shall ensure that relevant information of all requests for service, whether criminal or non-criminal in nature, and regardless of how received, i.e. telephone, in person, self-initiated by officers or reported to officers in the field, is entered in CAD to generate a unique Call For Service (CFS) record.
- B. Each CFS record will include a unique control number **as well as the:**
1. Date and time request received; **and**
 2. Name and address of complainant, if possible; **and**
 3. Type of incident reported; **and**
 4. Location of incident reported; **and**
 5. Name and beat number of all officers assigned or responding; **and**
 6. Time officers **were** dispatched, arrived, and returned to service; and
 7. Disposition of the incident
- C. All citizen reports of crime or non-criminal complaints, incidents resulting in an employee being dispatched or assigned, criminal and non-criminal cases initiated by police officers, and incidents involving arrests, citations, or summonses alleged to have occurred in this Department's jurisdiction, shall be reported on a CFS record with the information outlined in Section IV. B.
1. Police officers **shall** ensure that their self-initiated actions in these types of incidents are reported to a Communications employee to be entered into CAD.
 2. Public Safety Dispatchers are responsible for ensuring that each CFS record within their radio system contains the minimal information outlined in Section IV. B.
- D. A commissioned employee handling any radio assignment must, upon completion of the assignment, inform the Public Safety Dispatcher of the disposition of the assignment. The following are the only acceptable dispositions:
1. **RPT (Report)** - An incident, accident, or offense has occurred and an official document (police report) will be prepared.
 2. **SUP (Supplement)** – **An incident, accident, or offense that requires additional information will be added to an existing prepared police report on file with the agency.**
 3. **NRN (No Report Necessary)** - An incident or accident has occurred which may require police service but does not require preparation of a police report.
 4. **GOA (Gone On Arrival)** - An incident, accident or offense may have occurred but the assigned officer is unable to locate a reportee, victim, witness, perpetrator or evidence to substantiate further investigation. No police report will be prepared at this time.
 5. **UNF (Unfounded)** - An incident or offense has not occurred and a police report will not be prepared. A diligent appraisal by the assigned officer has determined that no **further** police service is required.
 6. **DSR (Disregard)** – **An incident or accident may have occurred, but before an officer can arrive to the scene, the call is cancelled through the Bureau of Communications. No police report will be prepared.**

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- E. The police officer shall advise the Public Safety Dispatcher of any change in the crime classification of the complaint as originally dispatched. However, reclassification of complaints will only be accepted if a report is to be written.

V. COMPLAINT NUMBERING SYSTEM

- A. For an **investigation that** requires an original complaint number, the number shall be obtained **from the Bureau of Communications**. For those assignments where multiple report numbers are needed (i.e., several bad checks), the first complaint number may be obtained from a Public Safety Dispatcher. The remaining complaint numbers shall be obtained by calling Communications by phone.
- B. Department personnel preparing reports for other police agencies shall obtain a complaint number by telephone from the Bureau of Communications.
- C. Each case requiring a police report will be assigned a unique complaint number that will be generated in sequential order by the CAD system. Report number one (1) of each year will be the first report requested after 12:00AM on January 1.
- D. Original reports will carry a one or two-digit prefix consisting of the last one or two numbers of the year in which it is issued (reports are not required to display zeros in decades that begin with a zero):

EXAMPLE: Dept. File No. 7-21607 and 99-21607

- E. Prior to preparing a supplemental report, the employee must obtain the complaint number of the original report. When a commissioned employee does not have the original complaint number, the following steps shall be followed:
 - 1. **The CAD Call Search shall be checked** to determine the original complaint number.
 - 2. If the number cannot be located **in CAD**, the officer should contact the CARE Unit to request the information from the CARE operator.
 - 3. It is not necessary to notify the dispatcher of the original complaint number.
- F. Supplemental reports filed to an original case report made by this Department will utilize the same number, with additional information as follows:
 - 1. Supplements entered in CARE **shall** contain the original case number and be identified sequentially as supplement #1, #2, etc. based on the order entered.
 - 2. Handwritten supplements **are to only be created when the original report predates 1984 CARE or can only be located on microfilm. Additionally, all handwritten supplements shall** contain the original case number but be prefixed by the letter "S":

EXAMPLE: Dept. File No. S77-21607

- 3. **Upon completion and approval, all handwritten supplemental reports shall be forwarded to the Bureau of Central Police Records for filing.**
- G. Supplemental reports filed to an original case report **and** made by another department **shall** be assigned an original complaint number. The other department's complaint number **shall** be referred to in the report **and noted in the Related Incidents Field, located on the CARE original and supplement's face/master screen.**
- H. A complaint number shall be voided at the request of the employee's immediate supervisor. The supervisor must prepare **form F-380, Request to Void Complaint Number** and **send** the

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request to the Bureau of Communications. It is the responsibility of the commissioned employee that draws a complaint number to submit a report or ensure that it has been properly voided.

VI. REPORTS

- A. Guidelines for reports that are entered into a **system other than CARE**, can be found in their appropriate written directive. **When necessary, reference shall be made to the following Department General Orders: GO 086, Crisis Intervention Team, GO 30, Alarm System Code, GO 008, Department Vehicle Accidents, GO 047, Motor Vehicle Crashes, and GO 094, Juvenile Detention Procedures.**
- B. Alcohol Influence Reports **may be handwritten or typed.**
- C. **Investigative** CARE reports require a complaint number, CFS generated information (location, nature, date, time, etc.), victim, witness, and suspect pedigree as applicable, property information and teletype numbers as applicable, and narrative.
- D. **All reports involving vehicle accidents shall be entered into the Department's Crash Reporting System (CRS) while all other reports shall be entered into CARE.**
- E. **All fields in CARE must be completed by the reporting officer or dictated to a CARE Operator. Reports that have been generated by another system may not be used as a substitute for the narrative or serve as a replacement for uncompleted property screens.**
- F. Supervisors **shall** review reports to ensure that proper reporting procedures required by this Order and other Departmental written directives are followed.
- G. Each division **is** responsible for establishing a procedure to account for the status of reports and that all complaint numbers are reconciled. Divisions will ensure officers are entering original CARE reports or submitting false alarm, accident, arrest and curfew reports prior to ending their tour of duty unless otherwise approved by a supervisor. Supplemental reports shall be submitted within ten days of the activity **being reported**, unless otherwise approved by a supervisor or permitted in another written directive.

VII. COMPLAINANT'S CARD (F-271R)

- A. Whenever an original incident report is to be made, the officer preparing the report shall issue a Complainant's Card (F-271R) to the complainant prior to leaving the scene of the incident. The date and time of the incident and the telephone number of the precinct to which the officer is assigned shall be indicated on the Complainant's Card.
- B. Officers shall advise the complainant that retaining possession of the Complainant's Card will aid in any future investigation of the incident.

VIII. VICTIM SUPPLEMENTAL REPORT (F-309)

- A. **Any employee may provide a F-309 Victim Supplemental Report Form to a victim who has reported a burglary, stealing, or lost article. The form may be distributed at the time of the initial investigation or at a later time.**
- B. **The form shall be used by the victim to add stolen items not included in the initial report.**
- C. **Completed report forms shall be mailed to the Bureau of Central Police Records, as indicated in the instructions of the form, or hand delivered to the St. Louis County Police Department by the victim.**

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- D. The CARE Unit supervisor shall be responsible for review of the form, initiating required teletype information, and entry of the information in the CARE system.**

Adopted by Command Staff

By order of:

COLONEL JON M. BELMAR
Chief of Police

JB:mw

Approved at the meeting of the Board of Police Commissioners on February 19, 2020.

COMMISSIONER
Chairman

COMMISSIONER
Secretary

Distribution
All Department Personnel

Attachments
[F-380 Request to Void Complaint Number](#)
[F-271R Complainant's Card](#)
[F-309 Victim Supplemental Report](#)

CALEA Reference
81.2.4; 82.1.5; 82.2.1; 82.2.2; 82.2.3; 82.2.5; 84.1.1