
	GAITHERSBURG POLICE DEPARTMENT		
	Reporting of Incidents		
	GENERAL ORDER	108.4	
Effective Date	02/24/2016		
Authorized by:	Mark P. Sroka CHIEF OF POLICE	SIGNATURE	DATE

I. PURPOSE

In accordance with this Department's Memorandum of Understanding with the Montgomery County Police, and the Field Report Manual, a report shall be written for every verified event except those indicated by an asterisk (*) on the Event Code Classification (Incident Clearance Card).

II. INCIDENT REPORTING

A. Required Reporting

1. Reporting is required of every incident listed below that is alleged to have occurred in the City limits.

B. Citizen Reports of Crimes

1. As per existing City policy, if a citizen calls the station reporting a true emergency, and the situation permits, they will be asked to immediately call 911, since the incoming 911 lines are recorded and the 911 center call takers can keep the caller on-the-line until the arrival of officers.
2. If a caller refuses to call 911, or cannot call 911 (because they are outside Montgomery County or their phone is broken, or the situation does not allow them to) after station personnel have requested the caller to do so, and it appears that the caller has a true emergency, station personnel will keep the caller on-the-line, obtain the caller's name, location, and phone number, and transfer the caller to 911.
3. If a caller blurts-out an address and hangs-up on station personnel before a referral can be made to 911, the employee will call Public Safety Communications Center (PSCC) and notify them of the call.
4. If a citizen calls the station with a non-emergency report of a crime/incident, the caller will be courteously advised to hold and station personnel will advise the caller that they will transfer the caller to the PSCC:

- a) In the interest of customer service, a caller will not be told to hang up and make the call themselves, except in unusual or extraordinary circumstances.
5. If a citizen calls the station to report that a crime occurred earlier and/or requests extra patrol, but does not want an official report written, the following service is provided:
 - a) For callers reporting actual or potential criminal activity and extra patrol is requested, the recipient of the call completes a Community Complaint sheet and forwards it to the Community Services Office for data base entry and assignment of a tracking number. The Community Services Officer then places the Community Complaint on the electronic roll call. The Community Services Officer is notified of the results of the Community Complaint sheet by officers on their daily activity report.
 - b) For callers reporting traffic-related situations that do not require officer response, but where extra patrol is requested, a Traffic Complaint sheet is completed and forwarded to the Community Services Office for data base entry and assignment of a tracking number. The Community Services Officer then places the Traffic Complaint sheet on the electronic roll call. The Community Services Officer is notified of the results of the enforcement efforts taken by officers from their daily activity reports.
 6. If an officer who has been dispatched to a citizen report of a Part I or a serious Part II offense verifies that such offense occurred, a report shall be completed and submitted by the officer in accordance with the Field Report Manual.

C. Citizen Complaints

1. If a citizen calls the station to complain about a situation or occurrence (not a complaint against the Department or its personnel), station personnel will courteously deal with the complainant to assist in resolving the complaint, if possible.
2. The tone of the call should be kept positive and callers should not be told what GPD cannot do, but should be told what GPD can do. If the caller can be referred to an appropriate agency that has jurisdiction over the problem which is the subject of the complaint, GPD personnel will make the referral by the most appropriate means, which may include, and may not be limited to:

- a) Forwarding the caller to PSCC (911 301/279-8000) - see Paragraph B - if it appears that an officer response is necessary;
- b) Providing the caller with the phone number and/or e-mail address of the agency with jurisdiction; and/or
- c) Completing a Community Complaint or Traffic Complaint sheet for proper distribution.

D. Citizen Requests for Service

- 1. When an officer is dispatched, a member is assigned to investigate, and/or a member is assigned to take action at a later time, a C.A.D. terminal entry is made by PSCC if it appears the presence of an officer is needed on the scene.
- 2. If an officer is dispatched based on a complaint or request for service that was entered into the C.A.D. system, the officer will provide an appropriate clearance for the call so that the call's disposition becomes a permanent record in the system.
 - a) Officers clearing calls should refrain from using the 2991-1 clearance unless absolutely necessary (since this is a "catch-all" clearance). Officers should refer to their clearance card and make every effort to find a clearance that accurately reflects the nature of the call.

E. Department-Initiated Cases

- 1. Criminal and non-criminal cases initiated by Department members will be reported/recorded utilizing the E-Justice program, excluding collision reports, see Paragraph H below, or on the appropriate forms if E-Justice is unavailable, which may include, and may not be limited to:
 - a) Event Reports (or other official reports used during the normal course of police duties) to document a crime or non-criminal incident;
 - b) Supplement Reports to document and describe any follow-up investigation done on a particular case by an officer;
 - c) GPD Form #95, for internal documentation of an incident or event;
 - d) Citations (i.e., Warning, Parking, Criminal, Civil, Alcohol/Tobacco Offense, Municipal Infraction) are, when

appropriate and prescribed by Court regulations, used as official charging documents to document and charge persons with offenses;

- f) City Work Order forms or e-mail to document a hazardous condition needing the attention of Public Works; and
- g) LGIT Incident Report.

F. Threshold Incidents

1. All incidents where GPD personnel potentially or actually caused injury to a citizen or damage to private property will be documented on an event report, or supplement report if written by an outside agency:
 - a) Anytime an employee's actions cause injury, actual or claimed, to another person;
 - b) Anytime an employee's actions damage a person's property;
 - c) Anytime an employee's actions injure a person's property rights;
 - d) Anytime an employee believes that a civil suit may result from the employee's action or inaction (i.e., threats of litigation by a person).
2. Event reports documenting threshold incidents will be submitted to the on duty supervisor, prior to the conclusion of the tour of duty.
3. The on duty supervisor will notify their bureau commander of each threshold incident via email prior to the conclusion of the tour of duty.

G. Incidents Involving Arrests, Citations or Summonses

1. If an adult is arrested pursuant to a criminal Arrest Warrant, criminal Bench Warrant, or pursuant to the "Laws of Arrest" and a Statement of Charges is completed by the arresting officer, the following report(s) is/are required by the arresting officer or processing officer at CPU, and may be completed via E-Justice or on the appropriate report form:
 - a) Arrest Warrant - requires an Arrest Report, Supplement Report (if an original report has already been written), fingerprint cards and photographs;

- b) Criminal Bench Warrant - requires the same processing;
- c) Statement of Charges by Arresting Officer - requires the same processing;
- d) Traffic Bench Warrant - no Arrest Report is required, but the Return of Service area of the warrant must be completed (copied) to certify service. Whenever possible, a photocopy of this document must be made for station files. An officer, at his/her discretion, may write a "Police Information" report to document this arrest;
- e) Service of Summons or Subpoena – if a Summons or Subpoena is served on an individual, the serving officer will complete the Warrant/DCS Control coversheet and any required Supplement Report to document service;
- f) District Court Criminal summons – if a defendant is served with a District Court Criminal Summons (DCS), the serving officer shall complete the “Warrant/DCS Control” sheet, and write an MCP Supplement Report, which will document service. The serving officer shall also complete the Return of Service area of the DCS and its District Court coversheet to be forwarded to the District Court Commissioner’s Office.

H. Collision Reports

- 1. When officers are on the scene of a collision that requires a report to be written they will access Delta Plus to prepare and complete an Accident Crash Report System (ACRS) accordingly.
 - a) If Delta Plus is down officers will wait till the system is back on line to complete the report.
 - b) If it will be down for an extended period of time or it’s the officers last day of duty week the officer will write a police information report with the pertinent information. The ACRS report will be completed when the system is back on-line or they return to work.

III. FIELD REPORTS

A. Completion in Accordance with Field Report Manual

- 1. Officers will write the following reports using E-Justice or Delta Plus when available. Reports will be written pursuant to the Montgomery County Police Report Writing Manual and the E-

Justice Supplement to the Manual, ACRS Manual, and Citation Manual.

- a) ACRS Report (traffic collisions);
 - b) Arrest Report;
 - c) Incident Report; and
 - d) Field Interview Report.
2. When E-Justice is not available, officers may, with permission from the supervisor wait until E-Justice is available to submit the report.
- a) If there is urgency to document an incident and E-Justice is not available, the officer will complete a Form #95 with all pertinent report information included.

B. Report Case Numbers

1. Via the C.A.D. computer system, each event is assigned a unique number that runs sequentially from the start of the calendar year and each number is unique. These event numbers consist of a two digit year followed by seven digits.
2. Once an event is created in C.A.D, an officer, dispatcher, or other member can create a case number for that incident. A case number is created once it is determined that a report will be written. Case numbers are unique numbers and consist of the two digit year followed by six digits.
3. In the event an officer needs a case number for a report for an event found on patrol or for an event to which the officer was not dispatched, the officer will obtain a "No-Dispatch" case number via the C.A.D. system by either creating, or having the dispatcher create an event via C.A.D. The officer or dispatcher must then create a case number for that event.
4. In the event a case number is needed and C.A.D. is down, officers must wait until C.A.D. comes back up to obtain a case number.

C. Completion of Reports

1. Officers are required to complete all the appropriate required fields when using E-Justice, and are encouraged to complete as many fields as possible that are applicable. If an officer is using one of

the reports listed in III A 2, all areas of reports must be completed by reporting officers, unless a particular area or section of a report is not applicable, consistent with the provisions of the Field Report Manual.

2. All reports must contain at least the full name, date-of-birth, and phone numbers of the victim(s), along with any other specific information required by the report.
3. Report narratives must be accurate and must describe exactly what happened, if known to the writer.
4. Officers will not state personal opinions in their reports, but may state how they reasonably believe (based on available facts and circumstances) how a crime was committed or a traffic collision occurred.

D. Submission of Reports

1. Officers shall complete and submit their reports to a supervisor prior to the end of their tour of duty.
2. Depending upon the complexity of a case, and with supervisory approval, officers may delay the completion of a report until his/her next tour of duty, if the next tour of duty is the next day.
 - a) Officers will ensure that all of their reports have been submitted in their entirety prior to their days off.
 - b) The significance of an incident and possible public interest (to include media inquiries) should be taken into consideration when deciding to hold a report.

E. Supervisory Approval of Reports

1. Supervisors will review completed reports to determine that the preliminary investigation is satisfactory and that the narrative is clear and is all-inclusive.
2. Supervisors will ensure that all relevant information is included in the report.
3. Supervisors will also review for legibility, correctness, and adherence to the Field Report Manual.
4. When approving reports via E-Justice, supervisors will indicate their review and approval by electronically approving the report. The supervisor will then enter the information on the Supervisor's

Approval Log sheet.

5. If the report is completed on a report form other than E-Justice, the supervisor will indicate their review and approval by:
 - a) Signing his/her name in the space provided on the report to indicate approval;
 - b) Entering the date in the area provided at the bottom of the report;
 - c) Entering information on the Supervisor's Approval Log sheet.
6. An incomplete, illegible, inaccurate or otherwise unacceptable report will be returned to the officer who wrote the report by the supervisor for revisions, corrections, etc.
7. Supervisors are reminded that reports are reflective of the agency and they must be submitted in final form with correct information in a professional manner.