



# MILWAUKEE POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

### 263 – RECORDS MANAGEMENT

**GENERAL ORDER:** 2023-24  
**ISSUED:** May 19, 2023

**EFFECTIVE:** May 19, 2023

**REVIEWED/APPROVED BY:**  
Assistant Chief Nicole Waldner  
**DATE:** October 11, 2022

**ACTION:** Amends General Order 2022-18 ( June 3, 2022)

**WILEAG STANDARD(S):** 6.2.6

#### **263.00 PURPOSE**

The purpose of this standard operating procedure is to communicate uniform administrative procedures for the proper filing of police incident reports. The following procedures assist the Milwaukee Police Department in clarifying the importance of accurate and complete entry of incident reports into the Records Management System (RMS), including the Jail Management System. Additionally, these procedures facilitate the proper use of Wisconsin state statutes and incident based reporting enhancing their impact on crime analysis and tactical planning.

#### **263.05 DEFINITION OF TERMS (WILEAG 10.1.7)**

##### **A. JAIL MANAGEMENT SYSTEM**

The Jail Management System is designed to track prisoner information and movement while a person is in the care and custody of the Milwaukee Police Department.

##### **B. INCIDENT BASED REPORTING SYSTEM (IBRS)**

IBRS is data collected and reported on each single crime incident and arrest within 22 offense categories made up of 49 specific crimes called group A offenses. In addition to group A offenses, there are 11 group B offense categories for which only arrest data are reported. IBRS data is used by the Milwaukee Police Department for strategic and tactical analysis.

For crime/incident reporting purposes, IBRS data is converted to WIBRS (Wisconsin Incident Based Reporting System) and then transmitted to the Wisconsin Department of Justice (WIDJ) monthly. The WIDJ is responsible for reporting data to the FBI for the purposes of Federal Bureau of Investigation (FBI) UCR reporting.

##### **C. QUALITY CONTROL REPRESENTATIVE (QCR)**

The QCR is responsible for ensuring the quality and accuracy of the reports at the work location, serving as a liaison with Records Management Division personnel and assisting in training and educating members at their location on identified areas of concern or deficiency. Additionally, QCRs are responsible for managing and addressing the reports that are on the missing incident reports (tickler report).

1. Patrol Bureau

All shift commanders (police lieutenants) shall be the QCRs at each work location.

2. Criminal Investigation Bureau

The commanding officer of each division shall designate a supervisor as the QCR on every shift.

3. Administration Bureau

All shift commanders (police lieutenants) assigned to the Technical Communications Division shall be designated as the QCR.

4. Upon the transfer, retirement or separation of a QCR, it shall be the commanding officer's responsibility to immediately designate a replacement QCR and notify the police records manager of the new replacement(s).

#### D. RECORDS MANAGEMENT SYSTEM (RMS)

The main function of RMS is to support the collection of incident report (crime report) and arrest report data for the Milwaukee Police Department. RMS is the repository or data warehouse that the Milwaukee Police Department relies on for data reference and analysis.

#### E. UNFOUNDED INCIDENT

A criminal incident which would normally be reported in RMS, but subsequently, through a thorough investigation, it is determined no crime has occurred. These incidents are still reported in RMS, but members shall select "Unfounded" in the case status box of the incident tab when reporting unfounded incidents.

#### F. UNIFORM CRIME REPORTING (UCR)

A collective effort on the part of city, county, state and tribal federal law enforcement agencies that provides a nationwide view of crime based on submission of crime information by law enforcement agencies throughout the country.

### **263.10 PROCEDURES FOR REPORTS (WILEAG 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7)**

#### A. DUTY TO REPORT

1. Members shall investigate and file an incident report for all actual or suspected statutory criminal offenses (including the felony traffic offenses of hit and run of a person, vehicular homicide, and for the OWI offenses of Wis. Stat. § 940.25 (great bodily harm) and Wis. Stat. § 940.09 (homicide)) occurring within the jurisdictional boundaries of the department or when directed to file an incident report by a member of a higher rank. Whether the complainant knows the suspect is irrelevant and does not relieve the member from the responsibility of taking the report.

(WILEAG 10.1.3.1)

2. All calls for service to the department, whether in response to a request from a citizen or resulting from self-initiated activity, shall be documented by the Computer Aided Dispatch (CAD) system and/or in the appropriate report writing form, which shall include but is not limited to the Records Management System, a city of Milwaukee municipal citation (or TraCS equivalent), a *Wisconsin Uniform Traffic Citation* (TraCS), a *Wisconsin Motor Vehicle Crash Report* MV-4000 (TraCS), a *Driver Exchange of Crash Information* report (TraCS), or a city of Milwaukee parking citation. These calls include, but are not limited to:
  - a. Citizen reports of a criminal incident.
  - b. Criminal and non-criminal incidents initiated by department members.
  - c. Any incident involving an arrest, citation, or summons.
  - d. Citizen reports of incidents other than a criminal incident.
  - e. Any incident involving a department member being dispatched or assigned.  
(WILEAG 10.1.3.1, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5)

#### B. REPORT INFORMATION REQUIRED

1. Upon receipt of an initial complaint, an attempt shall be made to obtain the following minimum information:
  - a. Date and time of initial report.
  - b. Name (if available) of the citizen requesting the service.
  - c. Nature of the incident and any action taken by members.
2. In drafting reports members shall include the above information as part of the initial investigation. Reports shall be true and accurately reflect the incident based on facts and evidence. Reports shall also include any follow-up investigation required.  
(WILEAG 10.1.3.3)

#### C. EXCEPTIONS TO INCIDENT REPORTING

1. A city of Milwaukee municipal citation may be completed and issued in lieu of filing an incident report for municipal offenses that have a companion criminal statute, unless the member is ordered to file an incident report by a member of a higher rank.
2. Members are not required to take a report from a complainant who is so intoxicated or under the influence of drugs that their ability to make clear, rational decisions is severely compromised. In such cases, a supervisor will be summoned to the scene to make the final determination on whether or not a report will be

taken at that time. Should no report be taken, members will advise the complainant to contact the Milwaukee Police Department when they are no longer under the influence. This exception shall not apply to incidents of domestic violence or felony offenses involving bodily harm.

#### D. TIMELY COMPLETION OF REPORTS

1. Members shall obtain a case report number, when required, prior to the end of the member's shift.
2. Members shall complete all tabs and data fields within the incident, offense, suspect, and victim tabs of the initial report prior to the end of the member's shift. Members who initiate an initial report in RMS have ten days to complete and submit the report for non-arrest related reports.
  - a. If an arrest is involved, members shall complete all arrest reports prior to the end of their tour of duty.
  - b. All reports shall be approved by a supervisor prior to any case being presented to the district attorney's office for review in accordance with SOP 150 Court Procedures.

**Note: Supervisory approval of overtime solely for the completion of incident reports should be a last resort. It is the responsibility of the reporting member to inform a supervisor if they will not be present at work for an extended period of time (e.g., vacations). (WILEAG 10.1.3.4)**

3. Shift commanders and supervisors shall treat the review and approval of incident reports as a priority. Supervisors are required to review and approve completed reports within five days from the time the incident report was submitted unless the incident report requires any corrections or follow-up.
4. Shift commanders shall monitor the Aging Incident Report and shall ensure no incident reports remain in a rejected, recalled, or in progress state for more than 10 days. All incident reports shall be supervisor approved within 25 days of the case number being obtained.

#### E. CASE REPORT AND CAD CALL NUMBERS

1. The department shall utilize the CAD case numbering system to number every situation that is subject to reporting. Using this system ensures that all numbers are unique.
  - a. Dispatched Calls for Service

A unique call number is assigned by the CAD system to each event a member is assigned. These numbers include the two year digit code, the Julian date, and four sequential numbers issued from the beginning of the calendar day.

b. Case Report Numbers

If it is determined that case number is to be assigned to a CAD call, a unique case number will be generated by the CAD system. Case numbers include the two year digit code, the Julian date, and four sequential numbers issued from the beginning of the calendar day. Members shall obtain a case number directly from a dispatcher via police radio or by dialing "0" from a department phone. Members will be required to provide the dispatcher with their PeopleSoft number in order to be issued a case number.

2. CAD System Not Operational

a. Dispatched Calls for Service

If call numbers for dispatched calls for service are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted call numbers in the TCD daybook on the TCD SharePoint site.

b. Case Report Numbers

1. If the same case number is assigned to more than one dispatched call for service, the Technical Communications Division shall cancel the case number in accordance with SOP 263.10(K). The Technical Communications Division shall then issue new case report numbers to the members assigned the duplicate case number. Each member assigned a new case report number shall then file the respective case report in RMS in accordance with 263.10(D)(1).

2. If case numbers are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted case numbers in the TCD daybook on the TCD SharePoint site.

F. REPORT INITIATION

1. -RMS Log-in Procedures

An improper log-in can lead to system errors and affect report tracking. The following log-in procedures will assist members in properly logging in.

- a. Double-click on the Inform RMS icon located on the desktop.
- b. Enter your PeopleSoft number in the "Username" field, your password and then click "Login".
- c. Members need to verify their name appears in the upper right hand corner of the screen.
- d. In the event information does not match or another member's information is present in any of the other fields, the prior member did not properly log out.

- e. Failure to properly log-in to or out of RMS will result in the wrong member's name appearing on the incident report and cannot be corrected. Members shall re-submit the report under the correct name and PeopleSoft number.

## 2. Report Entry

After obtaining a case number, the reporting member will enter the case report number into RMS, complete the required data fields and submit the report upon completion.

(WILEAG 10.1.3.2)

## G. SUPERVISOR REVIEW

A supervisor will review RMS reports for accuracy and completeness.

### 1. No Errors Identified

The supervisor will approve the report. The report then becomes available for final review by the Records Management Division.

### 2. Errors Identified

- a. If an error is identified, the supervisor may correct the report providing the necessary information is available or they may reject the report. The reason(s) for the rejection shall be placed in the comments section citing the reports error(s) for correction.
- b. If the report was rejected and an email was sent by the supervisor, the member will correct the error(s) as soon as practical and resubmit the report.
- c. A supervisor will conduct a final review. If the report is accurate and complete, the supervisor will approve the report. The record will then be available for final review by Records Management Division personnel. If errors remain, this section of SOP will be repeated until all errors are satisfactorily corrected.

## H. RECORDS MANAGEMENT DIVISION REVIEW

Records Management Division personnel will review supervisor approved RMS reports, including related supplements for accuracy and completeness. Additionally, Records Management Division personnel will review the *Arrest Clearance* reports to ensure only charges pertinent to the report are listed.

### 1. No Error Procedures

If no error is identified, Records Management Division personnel shall approve the record and validate the case report.

## 2. Errors Identified

If an error is identified or the need for follow-up is required, the report shall be rejected.

- a. If the report contains sufficient information and Records Management Division personnel are able to make the required corrections, they will do so. If there is insufficient information in the report, the report will be returned to the reporting member requesting either follow-up information or clarification.
- b. If the report requires follow up, the report will be rejected and the reporting member will see the report in their "in progress" queue for corrections / follow up.
- c. Upon receipt of the appropriate correction/follow-up information, Records Management Division personnel will conduct a final review of the report.
- d. Records Management Division personnel shall approve the record and validate the incident report.

## I. UNFOUNDED INCIDENTS

If an investigation determines that no crime has occurred and is considered "unfounded," the reporting member shall select "Unfounded" in the case status box of the incident tab.

## J. EXCEPTIONAL CLEARANCES

1. Generally, an offense can be exceptionally cleared when it falls into one of the following categories. The list is not, however, all-inclusive, and there may be other circumstances for an exceptional clearance.
  - a. Death of the offender.
  - b. Prosecution declined (by the prosecutor for other than lack of probable cause).
  - c. In-custody of other jurisdiction (includes extradition denied).
  - d. The victim refuses to cooperate in the prosecution.
  - e. Juvenile/no custody (the handling of a juvenile without taking him/her into custody, but rather by oral or written notice given to the parents or legal guardian in a case involving a minor offense, such as a theft charge).
2. In order to code an incident as "exceptionally cleared," each of the following four conditions must be established and documented within the report:
  - a. The investigation must have clearly and definitely established the identity of at least one offender.

- b. Sufficient probable cause must have been developed to support the arrest, charging and prosecution of the offender.
  - c. The exact location of the offender must be known so that an arrest could be made.
  - d. There must be a reason outside the control of law enforcement, which prevents the arrest, charging, and turning over for prosecution, e.g., suspect is incarcerated.
3. If the report is filed as an exceptional clearance, the member shall:
  - a. Change the Case Status field to Cleared;
  - b. Change the Exceptional Clearance field to the appropriate disposition;
  - c. Add the date the incident was exceptionally cleared to the Exceptional Clearance Date field;
  - d. The narrative of the report must support the justification for the exceptional clearance.
4. Records Management Division personnel will be responsible for confirming the exceptional clearance and code the offense as exceptionally cleared in RMS.

#### K. CANCELLATION OF CASE NUMBERS

1. Case numbers cannot be cancelled under the following circumstances:
  - a. An arrest exists in the Jail Management System containing a state charge(s) with an associated case report number.
  - b. A teletype was generated regarding an incident.
  - c. Domestic violence incidents.
  - d. Unfounded/baseless incidents.
2. Case numbers may be cancelled when duplicate case report numbers for the same incident were generated.
3. Supervisor approval is required for any of the following cancellations:
  - a. Within 24 hours of case number creation and no information in RMS.

The case number is cancelled directly with a Technical Communications Division dispatcher. No report is required for this cancellation, other than to verbally provide the dispatcher a reason for cancellation and the rank, name and PeopleSoft number of the approving supervisor for entry into CAD.



- b. Beyond 24 hours of case number creation and no information in RMS record.

Members are to file their cancellation request directly in RMS by filing a *Case Number Cancellation Report*. Within RMS, the reporting member will enter and submit their request to cancel a case number. The district/division shift commander, or his/her, designee will then review and approve the report. For further information on filing a cancellation, refer to section 263.35 Informational Resources.

#### L. ALPHABETICAL MASTER NAME INDEX

1. An automated master name index shall be maintained in the department's RMS computer system on all persons identified in field reports. The index shall reference all involved persons in an incident and shall be available to employees of the department for criminal justice purposes.
2. Persons shall be identified by adult or juvenile name type including, but not limited to, complainant, victim, suspect, driver, and passenger.

### **263.15 RMS INOPERABLE / NETWORK DOWN (WILEAG 10.1.3)**

#### A. RMS BECOMES INOPERABLE

Whenever the RMS becomes inoperable for any reason, the Information Technology Division help desk shall be contacted at extension [REDACTED]. The help desk shall contact all affected work locations by phone advising them of the problem. In the event that RMS has been declared inoperable for a prolonged period of time, written incident reports will be submitted.

#### B. MANUAL (WRITTEN) INCIDENT REPORTING

1. Police members shall obtain a case number as instructed in 263.10(D).
2. Police members shall utilize the applicable RMS report in the "RMS Back Up Forms" folder in the N: drive Forms folder (PDF version). It will be the work location's responsibility to ensure sufficient supplies of these forms are on hand at all times, in the event manual report writing is required.
3. After the report has been completed by the member, a supervisor will approve the report by affixing their signature upon it. The written original report will be used for court purposes.
4. A copy of the PDF report shall be saved in the member's J: drive using the case number as a file name (e.g., 193241234.pdf). The reporting member shall email the completed form to the respective email address listed at the top of the form.
5. The Records Management Division shall enter the report into RMS when the system is back online.

6. When RMS becomes operable, the Information Technology Division help desk shall contact work locations by phone providing notification that normal report entry may resume. The shift commander shall ensure that all RMS reports written during the system's downtime be entered into RMS in a timely manner.  
(WILEAG 10.1.3.2)

### **263.20 RMS PRIVILEGES (WILEAG 10.1.1)**

Based on rank and work location assignment, security rights are established and activated by the systems security administrator. Requests for elevated access rights (e.g., access to confidential flagged reports) shall be submitted by a *System Access Request* (form PSAR-E) through the chain of command from the commanding officer to the Information Technology Division. The request shall include the justification for the elevated security right, and the *System Access Request* must be signed by the commanding officer of the division the member is requesting access for (e.g., the Homicide Division commanding officer would have to sign in the "Elevated RMS Access" area of the *System Access Request* for a member not assigned to the Homicide Division to have access to homicide reports). The request will be reviewed and if all proper signature(s) have been obtained, access will be provided by the Information Technology Division.

(WILEAG 10.1.1.3)

### **263.25 DISTRICT / DIVISION RESPONSIBILITIES**

#### **A. MISSING INCIDENT REPORT FILE**

Work location QCRs shall be responsible for conducting an internal audit of assigned work location incident reports appearing on the missing incident reports file.

#### **B. MEMBERS TRANSFERRING WORK LOCATIONS WITH MISSING REPORTS**

When a member of one work location transfers to another work location, the commanding officer or his/her designee will be responsible for notifying the member's new work location of a member's outstanding incident reports. If notification is not made, the member's incident reports will remain with the previous commanding officer's missing incident reports file.

### **263.30 REPORT RETENTION**

RMS records will be retained and purged according to Wis. Stat. § 16.61 and 19.31-19.39 (record retention statutes) and Chapter 12 of the state of Wisconsin Administrative Code. SOP 260 Record Retention contains additional information concerning record retention policy and procedures.

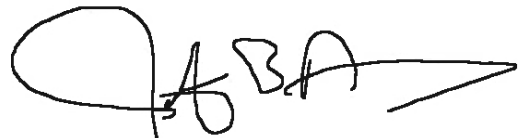
### **263.35 INFORMATIONAL RESOURCES (WILEAG 10.1.3)**

"Step-by-step" instructions for filing reports within RMS is located on the Intranet homepage. Records Management Division personnel are available by phone 7:30 a.m. to 3:30 pm, Monday-Friday, at extension [REDACTED] or by email at

[REDACTED]  
(WILEAG 10.1.3.2, 10.1.3.3)

#### **263.40 ON-LINE REPORTING**

- A. Members of the public may report certain incidents and crimes that occur in the City of Milwaukee on-line as specified on the department's on-line reporting [website](#).
- B. The on-line reporting system is an option for residents, which means that if any individual requests the department member file the report, the member handling the incident or crime shall file the report.
- B. The Records Management Division shall review all reports that are submitted on-line in accordance with SOP 263.10(H).
- C. If the report does not meet the requirements to be submitted and/or accepted, the Records Management Division shall send the report back to the submitting person to make the required corrections or provide them with more instruction (e.g., the incident or crime cannot be reported on-line).



JEFFREY B. NORMAN  
CHIEF OF POLICE

JBN:mfk