



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

263 – RECORDS MANAGEMENT

GENERAL ORDER: 2017-28
ISSUED: May 19, 2017

EFFECTIVE: May 19, 2017

REVIEWED/APPROVED BY:
Assistant Chief Carianne Yerkes
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ACTION: Amends General Order 2016-59 (October 31, 2016)

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 Tiburon System, including the Automated Reporting System (ARS), Corrections Management System (CMS), and the Records Management System (RMS). 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. AUTOMATED REPORTED SYSTEM (ARS)

The main function of ARS is to support the collection of incident report (crime report) data for the Milwaukee Police Department.

B. CORRECTIONS MANAGEMENT SYSTEM (CMS)

CMS is a sub-module within RMS designed to track prisoner information and movement while a person is in the care and custody of the Milwaukee Police Department.

C. DATA INTEGRITY DATABASE

The database serves as a mechanism to identify report deficiencies, potential trends in reporting and overall record quality. Database entries that articulate a correction has been made or require follow-up will generate an email to the member authoring the report, the supervisor approving the report, the work location QCR and the commanding officer. Entries into this database are for corrected and non-corrected reports.

D. 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 FBI UCR reporting.

E. 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. Neighborhood Patrol Bureau

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

2. Investigations and Intelligence Bureau

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

3. Risk Management Bureau

All shift commanders (police lieutenants) assigned to the Technical Communications Division and the police lieutenant assigned to the Office of Community Outreach and Education shall be designated as the QCR.

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).

F. 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.

G. UNFOUNDED INCIDENT

A criminal incident which would normally be reported in ARS, but subsequently, through a thorough investigation, it is determined no crime has occurred. These incidents are still reported in ARS, but the opening paragraph in the "Supplement" tab must clearly state the incident is "UNFOUNDED".

H. 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 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* (or TraCS equivalent), a *Wisconsin Uniform Crash Report* MV-4000 (or TraCS equivalent), a *Driver Exchange of Crash Information* report (or TraCS equivalent), 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 an incident 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 tab of the original incident report prior to the end of the member's shift. Members who initiate an incident report in ARS have ten days to complete and "owner approve" the report.

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 "owner approved," unless the incident report requires any corrections or follow-up.
4. Shift commanders shall monitor the Aging Incidents report under Auditing on the department's SSRS report server and shall ensure no incident reports remain in an unapproved or in progress state for more than 10 days. All incident reports shall be supervisor approved within 25 days of the incident report number being obtained.

E. INCIDENT 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. Incident Report Numbers

If it is determined that an incident number is to be assigned to a CAD call, a unique incident number will be generated by the CAD system. Incident 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 an incident number through the following methods:

1. Members Without CAD Terminal Access

Members without access to a CAD terminal or those working street duty may request an incident number directly from an emergency communications operator II via police radio. Members will be required to provide the emergency communications operator II with their PeopleSoft number in order to be issued an incident number.

2. Members With CAD Terminal Access

Members with access to a CAD terminal or those working inside duty, should obtain their own incident number via a CAD terminal whenever possible. In the event no CAD number exists for the incident (e.g., a walk-in complaint), or a member is unable to generate an incident number, the member must dial "0" for an emergency communications operator I and request a CAD entry and/or an incident number be generated.

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. Incident Report Numbers

1. If the same incident number is assigned to more than one dispatched call for service, the Technical Communications Division shall cancel the incident number in accordance with 263.10(K). The Technical Communications Division shall then issue new incident report numbers to the members assigned the duplicate incident number. Each member assigned a new incident report number shall then file the respective incident report in ARS in accordance with 263.10(D)(1).
2. If incident numbers are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted incident numbers in the TCD daybook on the TCD SharePoint site.

F. REPORT INITIATION

1. ARS 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 Tiburon Inc. (RMS) icon located on the desktop.
- b. Enter your PeopleSoft number in the "Oper ID" field, your password and then click "Sign On".
- c. With a successful login, a greeting box will appear. Members need to verify their name appears in the greeting box. Members must also check the system status box to confirm they are logged in and that the date and time of log-in matches the current date and time.
- 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 the ARS system 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 people soft number.
- f. The [Records Management](#) SharePoint site can provide more detailed information on a proper log-in and log-out.

2. Report Entry

After obtaining an incident number, the reporting member will enter the incident report number into ARS, complete the required data fields and "owner approve" the report upon completion.

(WILEAG 10.1.3.2)

G. SUPERVISOR REVIEW

A supervisor will review ARS reports for accuracy and completeness. They will also ensure ARS charges in the "Arrest" subtab mirror those as reported in the CMS "Charges" tab.

1. No Errors Identified

The Supervisor will "supervisor 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 "un-approve" the report and send an email to the reporting member, and the work locations QCR citing the reports error(s) for their correction.
- b. If the report was "unapproved" and an email was sent by the supervisor, the member will correct the error(s) as soon as practical and again "owner approve" the report. The reporting member will reply to the original email citing the errors and will indicate the corrections have been completed.
- c. A supervisor will conduct a final review. If the report is accurate and complete, the supervisor will "supervisor 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" ARS reports, including related supplements for accuracy and completeness. Additionally, Records Management Division personnel will compare the ARS charges in the "Arrest" subtab to the CMS "Charges" tab to ensure only charges pertinent to the report are listed.

1. No Error Procedures

If no error is identified, Records Management Division personnel shall "freeze" the record, transfer the record into RMS, "supp match," if applicable, and validate the record.

2. Data Integrity

Records Management Division personnel will enter information regarding the review into the data integrity database. Inputted information includes: the incident report number, PeopleSoft numbers of the reporting member and supervisor, the

original IBRS code, the adjusted IBRS code and an indication that the report was not in need of correction.

3. Errors Identified

If an error is identified or the need for follow-up is required, the report is “un-approved.”

- 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. Records Management Division personnel will enter the information regarding the review into the data integrity database indicating the incident report number, PeopleSoft numbers of the reporting member and supervisor and what action is required by the reporting member in order to satisfactorily correct the report.
- c. If the report requires follow-up on behalf of the reporting member, the data integrity database will send an electronic notification via email to the reporting member, the supervisor who approved the report, the member’s work location QCR and the commanding officer indicating the action required or correction made (e.g., a state statute change from a misdemeanor to a felony may require a member to teletype the offense, notify the respective investigations division of the offense, reprint reports for the district attorney).
- d. Upon receipt of the appropriate correction/follow-up information, Records Management Division personnel will conduct a final review of the report.
- e. The record will be “frozen” and transferred into RMS, validated and “supp matched” if applicable.

I. UNFOUNDED INCIDENTS

1. If an investigation determines that no crime has occurred and is considered “unfounded,” the reporting member must clearly enter the unfounded information in the “Supplement” tab of the ARS report. The word “unfounded” and “my investigation determined no crime occurred” must be clearly stated in the opening paragraph of the report narrative.
2. Records Management Division personnel shall code the incident report in the RMS – incident module with the “UNFD” coding.

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 words “EXCEPTIONAL CLEARANCE” should be entered in the opening paragraph of the ARS supplement tab so it is readily identifiable. The remainder 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 the RMS – incident module.

K. CANCELLATION OF INCIDENT NUMBERS

1. Incident numbers cannot be cancelled under the following circumstances:
 - a. An arrest exists in the Corrections Management System (CMS) containing a state charge(s) with an associated incident report number.
 - b. A teletype was generated regarding an incident.
 - c. Domestic violence incidents.

- d. Unfounded/baseless incidents.
2. Incident numbers may be cancelled when duplicate incident report numbers for the same incident were generated.
3. Supervisor approval is required for any of the following cancellations:
 - a. Within 24 hours of incident number creation and no information in ARS record.

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

- b. Beyond 24 hours of incident number creation and no information in ARS record.
 1. Members are to file their cancellation request directly in ARS as an original.
 - a. Filing cancellation requests directly in ARS as an original report will ensure the incident number is removed from the missing incident reports file. The cancelled number will not automatically drop from the missing incident report file, but will appear on the next scheduled update. The report data is updated about every 24 hours.
 - b. Within ARS, the reporting member will enter and “owner approve” their request to cancel an incident number. The district/division shift commander, or his/her designee will then review and “supervisor approve” the report. Records Management Division personnel will conduct the final approval, freeze and transfer 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 ARS SYSTEM INOPERABLE / NETWORK DOWN (WILEAG 10.1.3)

A. ARS BECOMES INOPERABLE

Whenever the Automated Reporting System (ARS) becomes inoperable for any reason, the Information System Division (ISD) help desk shall be contacted ■

REDACTED The help desk shall contact all affected work locations by phone advising them of the problem.

In the event that ARS 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 an IR number as instructed in 263.10(D).
2. Police members shall utilize the *Milwaukee Police Department Incident Report* (forms PO-13A and PO-14A) and handwrite the report. 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 approved report shall be sent to Open Records – Imaging for scanning and attachment of the report into Intellinetics.
5. It is the member's responsibility to enter the written report into ARS when the system comes back online. The member's work location will maintain a copy of the written report, so that entry of the report into ARS can be made.
6. When ARS becomes operable, the ISD help desk shall contact work locations by phone providing notification that normal report entry may resume. The shift commander shall ensure that all ARS reports written during the system's downtime be entered into ARS in a timely manner.
(WILEAG 10.1.3.2)

263.20 ARS/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 Department. 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 Metropolitan Investigations Division commanding officer would have to sign in the "Elevated ARS/RMS Access" area of the *System Access Request* for a member not assigned to the Metropolitan Investigations 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 Department.
(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. There are two variations of the report found on the SSRS server under the "Auditing" tab.

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 the Tiburon System, frequently asked questions, Records Management Division procedures/personnel responsibilities, IBRS, WIBRS, Tiburon updates, and other useful information are available on the Records Management SharePoint site. A link to the "Records" site is found on the top link bar of the Directives Homepage.

Additionally, Records Management Division personnel are available by phone 7:30 a.m. to 4:00 pm, Monday-Friday, [REDACTED]

(WILEAG 10.1.3.2, 10.1.3.3)



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CHIEF OF POLICE