



NCJRS

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ACQUISITIONS

LAW ENFORCEMENT ASSISTANCE ADMINISTRATION (LEAA)  
POLICE TECHNICAL ASSISTANCE REPORT

SUBJECT                            An Evaluation of the Records System

REPORT NUMBER                    77-016-125

FOR                                 Walla Walla, Washington, Police Department

                                      Population: 23,000 (1973)

                                      Police Strength (Sworn)            31

    (Civilian)                         10

    Total                                 41

                                      Square Mile Area                    9.3

CONTRACTOR                        Public Administration Service  
    1776 Massachusetts Avenue, N.W.  
    Washington, D. C. 20036

CONSULTANT                         Walter H. Trefry

CONTRACT NUMBER                    J-LEAA-002-76

DATE                                 July 22, 1977

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## FOREWORD

This report was prepared in response to a request from the City of Walla Walla, Washington, for technical assistance in developing a police information management system that will permit more effective utilization of available data.

The consultant assigned was Sergeant Walter H. Trefry of the Spokane County Sheriff's Department; others involved in processing the request included:

Requesting Agency: Mr. Larry L. Smith  
City Manager  
Walla Walla, Washington

State Planning Agency: Mr. Jack Ickes  
Technical Assistance Director  
Law and Justice Planning Office  
Office of Community Development  
State of Washington

Approving Agency: Mr. Galen Willis, Jr.  
Police Specialist  
LEAA Region X (Seattle)

Mr. Robert O. Heck  
Police Specialist  
LEAA Central Office of  
Regional Operations

## I. INTRODUCTION

As a continuation of departmental reorganization and its improvement, the Walla Walla Police Department has requested an evaluation of its records-keeping practices.

This evaluation included system evaluation as presently used operationally, redundancy of data collection and utilization, the departmental commitment to the records-keeping endeavor, current and future, and incorporation of management information in any future consideration of records-keeping.

During the on-site phase of this assignment, June 23-25, 1977, the following key personnel were contacted:

Chief A. L. "Bert" Watts

Assistant Chief E. Woods

Lieutenant Louie Silva

Sergeant T. Jackson  
Records Supervisor

Sherie Fouts  
Records

Jane Floyd  
Records

Art Eggers  
Prosecuting Attorney  
Walla Walla County

## II. UNDERSTANDING THE PROBLEM

The original request from the Walla Walla Police Department identified a need to develop a management information system that would more effectively utilize existing data. When addressing the problem, however, it was found that before the management information aspect could be considered, the basic records-keeping system and data collection had to be examined.

In addition to fulfilling the objectives of the assignment, the consultant also considered on-site requests for immediate solutions to operational problems that were encountered. This evaluation also had to take into account prior technical assistance, departmental evaluation, and anticipated restrictions by higher city management.

### III. ANALYSIS OF THE PROBLEM

The consultant's on-site evaluation and discussions with all levels of personnel addressed the concept of records-keeping presently in use, which was evaluated in the light of requirements of a comprehensive central records section.

The department submitted a complete set of forms that it now uses, on the basis of which a review of all capture documents and forms was made with regard to compatibility, retention, or revision.

A review of physical requirements for central records within the department, including physical space, location and availability of hardware, and resources to insure a functional section was also made.

Operational procedures performed daily were evaluated in order to determine their values to a central records section and to a management information system. On-site visual evaluations were performed in cooperation with the primary records personnel of the department.

All reviews were made with the records section envisioned as a primary function. Such a section must provide accurate, complete, and timely data requested by all sectors of the criminal justice system needing information. In addition, a comprehensive records section should respond to specialized data requests such as management information, manpower allocation, crime prevention, planning, etc. These facets of a comprehensive records section will be addressed below.

#### IV. FINDINGS AND CONCLUSIONS

The agency utilizes a basic alpha to numeric system. The alpha references are found in multiple special function files; the hard copy, when available, ultimately resides in a numeric sequential master file.

The new arrest file index card is a very acceptable document and has recently been incorporated within the system. The importance of this document will be discussed in the recommendations section below.

The basic alpha/numeric index to document concept is sound and one which lends itself to modernization. This department has a sound concept; however, the multiple special-function files involve complexities that are contrary to efficient alpha inquiry.

##### Operational Records-Keeping Practices

###### 1. Paper Processing

- a. Report numbers are issued by the communications section. Any originator of a report must request an "Original Number"; however, there is no control of the numbers issued.
- b. Original Form I reports are prepared rough by the initiating officer and placed on the appropriate clipboard in the communications room. A special numbering system determines the availability of the reports to media inquiry.

All officers have access to the original Form I reports before they are forwarded to records personnel for processing. There does not appear to be an established policy governing the prompt forwarding of original reports to the records section.

- c. Original documents are removed from the clipboards by records personnel for final typing, carding, Uniform Crime Reports (UCR) processing, etc.
- d. Cards that are generated by records personnel represent the alpha retrieval document. If an arrest, an entry is made in the arrest card file. If a photograph, an entry is made in the photo alphabetic card index. If a report, an entry is made in the alphabetic file logging report entries. These are the three basic alphabetic files; however, there are others such as the business and special location card files, type of crime card files, stolen property card files, bicycle files, etc.

- e. Uniform Crime Report data is compiled from all reports received by the records personnel.
- f. Additional information pertaining to an original is added to the original Form I document, regardless of the writer. To accomplish this updating of the original document, it is necessary to remove the original from records. Copies of originals are seldom used due to budget restrictions placed on the department by city management. This practice leads to several severe problems that do not promote acceptable records-keeping practices.

## 2. Data Input to Records

The basic device to record entries into the records system is the 3 x 5 index cards. Only one reference source uses a different size card--the Arrest History file, which uses a 5 x 7 index card with a set format of data collection.

All other 3 x 5 cards have a random format for data collection, and although the cards may be similar, they are not identical. The data elements are not consistent from card to card. This problem will be discussed as part of the evaluation of capture documents.

Several 3 x 5 index card files are used for a variety of purposes. The decision for each file's existence appears to stem from prior management of the section with little or no evaluation as to purpose. The processes necessary to produce the cards are redundant.

The 5 x 7 Arrest History card has recently been incorporated into the section's data collection process, and this device is extremely significant to further recommendations, below. It appears that this device is the first significant alteration from the basic system, which has been in existence for a number of years.

The following comments attempt to identify the significant operational problems, all of which must be addressed by management in either making the present system efficient or in implementing improvements:

- a. User training must be implemented. The user must totally understand the records section, its function, its processes of data collection and data availability. Users so instructed are more apt to consistently support the record function with better input data so they can receive better output data in return.

Special function sections such as community relations, crime prevention, burglary reduction, traffic, etc., should definitely possess sufficient knowledge of the records functions and capabilities prior to making any requests for service.



All too frequently, records personnel fail to deliver requested data, but perhaps more importantly, they fail to explain that they cannot provide the information requested. Reasons for this involve problems that are unique to records personnel.

All personnel must understand the process, data needed, and ultimate goals of the system, if it is to be workable.

- b. The present office space allocated for the records function is adequate, but greater efficiency probably could be obtained by having the area more available to the public. Consideration should be given to reassigning personnel so that the supervisor of records is an integral part of the operation. Desk personnel can support the records function, and records personnel can more easily meet public requests for service.
- c. Workable data must be presented, in a usable sequence. The present documents, Form I and Form II, require the records personnel to look in a wide variety of locations on the form with absolutely no set pattern. Many times, records personnel must read the entire report to identify the minor amount of data to be recorded. This is especially true when considering UCR reports, article card files, and multiple-name indexing.

The forms now used are totally unacceptable in terms of the goals of efficient data collection and effective manpower utilization.

- d. Immediate processing of all reports supports efficient data collection and enhances credibility of the entire records function. The present use of clipboards and extended delay in processing original documents create a serious breach of system integrity. The "fondling" of original documents by anyone in the department contributes to possible loss of those documents. Surprisingly, the department has not yet incurred serious financial liability due to this practice.

A great part of this problem stems from a belief that paper must not be used to copy documents, apparently on instructions from higher municipal management. The loss of documents identifying impounded property and the resulting financial litigation would quickly show the folly of this decision.

#### Data Capture Documents

The forms presently used collect data for law enforcement purposes; however, the data is not collected in an efficient manner that will respond to a comprehensive records section. The present documents can be used, providing the agency is willing to pay the price of slower input, increased error potential, and possible legal liability.

### Field-Level Data Collection

Many of the operational records-keeping problems are a part of the way the reports are written and presented to records. There is a complete lack of consistent sequence of reported information, since each officer seems to "do it his way." Each report must be completely read to comprehend the individual report's meaning or context, thereby creating manpower waste for nearly all readers, regardless of their function.

The records personnel performing UCR reporting or any type of crime carding frequently must read the entire report just to determine if a burglary was residential or commercial. The investigator must read the entire report to determine if anything was taken during a burglary. Such practices are costly and unnecessary.

Presently, there is not a consistent procedure for putting information into reports so that it can be found in the same location each time, which permits the reader to easily identify significant data elements. If the placement of information supports the data entry process, than further efficiencies can be realized. Two obvious benefits--reduced reader time and reduction of potential error at entry level--are just two of the many advantages of good report writing practices and techniques.

### Microfilm Data

There is adequate microfilm capability within the Walla Walla Police Department. Prior experience left microfilming of historic data in a questionable light. The possible inadequacies of previous microfilming was almost entirely due to a lack of direct supervision of the person performing the task of definition of what to do.

The alpha/numeric referencing scheme supports a systematic process of microfilming of historic data.

### Data Availability

A comprehensive records system is only beneficial if the data can be used by the departmental personnel. The primary distribution vehicle is the communications section. Secondary distribution is performed by the records

section itself. In order for all users to benefit from the efficient section the data must be available to all personnel at all times.

Consideration must be given to increased availability of the files to all personnel at all hours of the day.

#### Data Processing Capability

There is no data processing technique presently in use by the department. The capability of the records-keeping system prohibits consideration of using automated processes. However, this department should not consider automated processing until the alpha/numeric system has been made efficient and manual applications provide experience in crime analysis and related potential automated applications.

Once sufficient experience has been gained, the departmental personnel should then possess sufficient knowledge to properly communicate with the data processing personnel. Currently there is insufficient experience to even attempt to develop automated processing.

#### Data Transmission Between Users

The four police departments within Walla Walla County appear to have a good relationship and easily transmit data among themselves. This process could be enhanced if all agencies used similar documents, terminology, and procedures. In addition, all records personnel of all departments should on a quarterly basis review each others' procedures in order to facilitate continuous understanding.

## V. RECOMMENDATIONS

The following recommendations are not listed in rank order. All of them must be addressed in order to provide an efficient records system which can support management information, crime analysis, and ultimately some form of data processing.

### Single Index Card System

#### 1. General Recommendation

It is recommended that the department develop a single index card system that responds to all major categories of information retrieval.

#### 2. Specific Recommendations

a. Utilize the present index card used for the Arrest History information to include all major indices of alpha reference to sub-files which have numeric identifiers.

(1) The present concept of logging Arrest History information can easily and economically be expanded to include all of the tracking of specific information surrounding a specific report.

(2) The present concept of logging Arrest History information can similarly be expanded to identify all captured data within the department and afford users a single-source location plus a summary of activity per each individual within the data base.

(3) Include within the Master Index concept most of the presently maintained sub-files, except those whereby separation supports such functions as financial audit or that are mandated by law or regulations.

(a) Building location files can be included within the Master Index by initiating a card for that business and using the single-line up-date.

(b) Sub-files that are alpha referenced should be considered for inclusion into the Master Index File.

(c) Sub-files such as the bicycle licensing file which requires periodic financial audit should be retained as specific sub-files.

- (4) Establish the present Arrest History Index card to include all numeric references to all Original Reports.
  - (a) Arrest reports will become a type of additional information to the original report and be logged on the Master Index card by the same numeric as the Original Report.
    - i. This document will then be filed with the original report in the numeric file.
    - ii. All subsequent transactions pertaining to an original can be added to the Master Index card as a part of the tracking process, provided that the entry identifies the original report number and that the document is filed with the original report in the numeric file.
  - (b) See Appendices A and B.

#### Data Collection Documents

##### 1. General Recommendation

It is recommended that the present Form I and Form II documents be abandoned and that a new form be devised to capture complete, accurate, and useful data that will support all records-keeping functions.

##### 2. Specific Recommendations

- a. Design a multiple-function capture document which supports all levels of data use.
- b. The following data uses and concepts should be incorporated in the form.
  - (1) Ease of data collection at initial report level.
  - (2) Ease of understanding and utilization by new personnel.
  - (3) Consistent collection of data.
  - (4) Minimize data alteration or realignment for secondary applications such as data entry via teletype of stolen articles, wanted people, etc.
  - (5) Support applications of data use such as Uniform Crime Report, crime analysis, management information applications, and future automated processing.
  - (6) Support efficient data capture for the master records system.

#### Usable Data

##### 1. General Recommendation

It is recommended that a policy be developed, supported by training, that requires reports to be written in a consistent manner which supports data entry and utilization.

## 2. Specific Recommendations

- a. Develop training, at all levels of personnel who write reports, which includes all phases of information collection. The training should cover requirements of basic information, prevention, prosecution, and all related data pertaining to the entire criminal justice system.
  - (1) The collection devices and report forms must be related to the total information system, including all component parts.
  - (2) The training should not only include the basics at the time of system implementation and/or entry into the department but periodic refresher training as recognized by departmental management and professionals within the criminal justice system.
- b. All reports must include all pertinent data required by various users of a comprehensive information system.
  - (1) Historical retrieval supporting all levels of inquiry.
  - (2) Application data such as crime analysis, crime prevention, and uniform crime reporting must be included.
- c. All data entered on reports must be placed on the report in a usable sequence to efficiently support item b, above.
  - (1) Crime/incident headings shall identify the major name, such as burglary, and should be followed by usable descriptors, such as forced entry, residence, and door.
  - (2) Name data shall be in the same sequence as used by the Washington Crime Information Center (WACIC) and the National Crime Information Center (NCIC).
    - (a) Reduces error potential when inquiring via either of those two systems.
  - (3) Article information shall be in the same sequence as used by WACIC and NCIC and shall include dollar value.
    - (a) Reduced error potential when entry or inquiry procedures are performed via WACIC and/or NCIC.
    - (b) Dollar value supports criteria for entry into NCIC, as well as supporting the Uniform Crime Report processes.
  - (4) Vehicle information shall be in the same sequence as used by WACIC and NCIC.
    - (a) Reduces error potential when entry or inquiry are performed via WACIC and/or NCIC.

System Policy and Management

1. Develop policy and procedures to ensure that all dispositions are entered on the Master Index card, thus meeting the requirements of completeness of Arrest History records as mandated by Title 28, Department of Justice, and the anticipated mandate being legislated by the State of Washington.
2. Develop policy and procedures whereby the responsible records personnel perform all data entry to the Master Index card, thus ensuring uniformity of entry, completeness, and accuracy.
  - a. Avoid processes which create extra work, do potential damage to the original report, or develop procedures which deter retrieval.
  - b. Develop policy and procedures ensuring that all incidents entered on the Master Index card file are always found in the numeric file.
3. Develop policy and procedures to ensure that the Master Index card is never removed from the records area unless it is the result of a court order.
  - a. Develop policy and procedures to ensure accurate filing practices of any Master Index card removed from file, by records personnel only.
4. Develop policy and procedures to ensure that the original report document is never removed from the records area unless so ordered by the court.
  - a. Provide a collection point for all files removed from the numeric original documents and develop policy and procedures whereby records personnel refile all reports.
  - b. Develop policy and procedures to ensure proper tracking of any original report removed from the file and from the records area. This policy and procedure must include specifically those few times an original can be removed from the Records Section and the process of "sign out." A policy of penalties for misuse should also be developed.
5. Develop policy and procedures to reference the original report number on all subsequent transactions relating to the initial incident.
  - a. Such original documents as entries to WACIC and NCIC should be considered as additional. They should be numbered with the original report number and should be attached to the original report for future reference.
6. Develop policy of review to define incidents which do not require reports and make these definitions a part of the training and operational policy.
7. Develop a sub-file which responds to the processes necessary to properly document property and evidence in the possession of the department. (The present property system was not evaluated in depth. It appears to meet

most of the requirements of a comprehensive procedure; however, the process should be evaluated against the following recommendations.) Elements of a property file should include:

- a. Sorted by type of property.
  - b. Location of said property.
  - c. Reference to the original report number so additional information of disposition can be added to the original report, if needed.
  - d. WACIC and/or NCIC data necessary for cancellation of original entries. This could be obtained from the numeric file if a copy of the entry confirmation teletype is retained with the original report.
8. Expand the budget to provide adequate copy paper to properly operate a records capability within a law enforcement agency. City management must be made to understand that the dollars for adequate copy work constitute the least expensive insurance policy available.

Loss of original documents, alteration of original documents, or just the unavailability to needed users create potential situations of liability resulting in large settlements. Also, the lack or restricted usage of copy processes result in manpower waste. As an example, currently there is a restricted use of copy processing. Even though a case is prepared and considered for prosecution, it must be reviewed by both the Chief and Assistant Chief. Since copies are restricted, the original documents are used for review. This simple process whereby the original documents are used violates several "sound" practices of good record management and, in the light of existing or anticipated privacy and security legislation, breaches those added legal restrictions and does the following:

- a. Original documents are not available to other users.
- b. A variety of possible losses could occur at the most critical time of the investigation process.
- c. Location of original documents is not exactly known.
- d. The practice violates any concept of efficient comprehensive records-keeping.
- e. The practice violates anticipated legislation regarding security of records within the criminal justice system.

This practice is predicated on a management decision to reduce costs by reducing use of copy paper. It obviously was not based on an evaluation of need. It is, however, a striking example of blanket decisions which for most city departments have a beneficial aspect, but for one specific area creates potential liability which could at a single incident cost many times the "savings." This decision should be reviewed with regard to each user's total requirements, including liability, efficiency, and cost effectiveness. This review should be made immediately.



APPENDIX A  
REPORT FORM SAMPLES

### Capture Documents

A comprehensive records system must address multiple users, and the same is true of a good capture document. The illustrations presented herein meet the multiple-use concept.

All data fields should be in such a sequence as to support such procedures as teletype data entry. The illustrations all have people, property, and vehicle data in the same sequence as data entry for WACIC and NCIC.

Good data-collection forms also support secondary data-collection procedures such as statistics, management information, type of crime/incident files, etc.

Good data-collection forms should support easy field-level entry. There must be a happy medium between structured data fields to obtain consistent data and the narrative explanatory writing.

All of these facets are addressed in the following two samples of acceptable capture documents.

Master Index cards must meet the test of providing information for most or all users. This has been considered in the development of the following Index Card. (See sample card following this explanation.)

#### Explanation of Data Elements of Master Index Card

Address - There are several ways to enter address data. The form suggests using pencil for information which is to be changed when a more current address is received. A second concept retains all addresses, with new addresses being entered in the lined section of the card. A date and report number followed by address filling the rest of the line ties the new data to the report on a date.

Transaction - Data systems have to identify types of transactions since information requests are made by category. This field is used to tell the reader what the report is about. Codes can be as long or short as the administration desires but must be understandable to all readers. The following are some suggested codes and explanations.

RPT - REPORT = A report was taken, not arrest, warrant or juvenile arres.

ARHS - ARREST = Arrest report, adult. ARHS means Arrest History.

JV = Juvenile Arrest Report.

WAR - Warrant Entry.

BKJV = Booked Juvenile, has been detained.

Report Number - The report number should be flexible and responsive to several uses. A suggested numeric sequence follows which can facilitate multiples.

01-77-0123410  
02-77-0123420  
03-77-0123400

Digits "1" and "2" equal agency

01 = Walla Walla Police Department  
02 = Walla Walla County Sheriff's Department  
03 = College Place Police Department

Digits "3" and "4" equal year.

Start new each January 1st.

Digits "5" through "9" equal prime report number.

This is what is considered for filing.

Digits "10" and "11" are low order and not significant to the filing process.

These low order numerics provide multiple persons' involvement in a single report.

Date - Date the report indicates the transaction occurred.

Check - This indicates involvement by the named individual.

C = Complainant

V = Victim

S = Suspect

M or MIR = Mentioned in Report

A = Arrestee

Incident/Charge - Basically the same data sequence as report title.

Disposition - Status of the entry. Can be as definitive as administration desires.

The following illustration is very definitive.

RPT	01770012300	02/01/77	C	THEFT, FROM AUTO, STERO	INV 561
WAR	01770012300	03/02/77	S	THEFT, 1st	PEND 561
ARHS	01770012300	04/01/77	S	THEFT, 1st	REDUC 433
ARHS	01770012300	04/03/77	S	THEFT, 3rd	GUILTY
or					
ARHS	01770012300	04/03/77	S	THEFT, 3rd	90D4DS10C

INV = Investigation

PEND = Pending or outstanding

REDUC = Reduced charge to -

90D4DS10C = 90 days, 4 days suspended, 10 dollar costs

Citation Number - Optional field; however, most municipal departments find that this field makes inquiry to court records easier.

Officer - Can be number only or name and number. Should be able to identify a specific officer.

Last Name		First	Middle	Sex	Race	DOB
Associates						
Height	Weight	Hair	Eyes	Scars/Marks	POB	
Driver's License Number		State	Soc. Sec. Number	FBI Number	Ident Number	

Enter in pencil:

Address	Street	City	State	ZIP		
Report #	Date	✓	Incident/Charge	City	State	ZIP
				Disp.	Citation #	Officer

Trans- action	Report No.	Date	✓	Incident/Charges	Dispo- sition	Citation No.	Officer

1 REPORT	3 JUV ARREST	3a BOOK JUV	6 OFFICER	7 OFFICER NUM JLN	8 DEPT	9 REPORT NUMBER
ARREST RPT	4 WARRANT REG	5 OTHER				13 H.C.W. (JAIL CCDF USE)
DATE	11 TIME	12 PHONE	14 CHARGE/INCIDENT			
16 COMPLAINANT: LAST		FIRST	MIDDLE	17M	19 D.O.B.	20 EMP AT/SCHOOL
21 ADDRESS: (DIRECTION, NUMBER, STREET)				22 STATE	23 HOME PHONE	24 BUSINESS PHONE
25 DISTRICT	26 LOCATION OF INCIDENT		27 OCCURRED BETWEEN			
28 PERSON	NAME: LAST (FIRM)		FIRST	MIDDLE	34 RACE	35 SEX 33 D.O.B.
29 WITNESS						
30 VICTIM	ADDRESS: (DIRECTION, NUMBER, STREET)				37 HOME PHONE	38 EMPLOYED/SCHOOL 39 PHONE
31 SUSPECT						
32 ARREST	40 DRIVERS LICENSE	41 STATE	42 SOC. SECURITY/MILITARY/OTHER	43 HEIGHT	44 WEIGHT	45 HAIR 46 EYES
33 OTHER						
47 CLOTHING: HAT JACKET/COAT SHIRT/BLOUSE PANTS/SKIRT/DRESS SHOES 48 TICKET NUMBER						
49 SCARS, MARKS DESCRIBE						
50 PERSON	NAME: LAST (FIRM)		FIRST	MIDDLE	50 RACE	57 SEX 58 D.O.B.
51 WITNESS						
52 VICTIM	ADDRESS: (DIRECTION, NUMBER, STREET)				59 HOME PHONE	60 EMPLOYED/SCHOOL 61 PHONE
53 SUSPECT						
54 ARREST	62 DRIVERS LICENSE	63 STATE	64 SOC. SECURITY/MILITARY/OTHER	65 HEIGHT	66 WEIGHT	67 HAIR 68 EYES
55 OTHER						
69 CLOTHING: HAT JACKET/COAT SHIRT/BLOUSE PANTS/SKIRT/DRESS SHOES 70 TICKET NUMBER						
71 WANT	76 LIC. NO.	76 STATE	77 VEHICLE IDENT NO.	78 YR	79 MAKE	80 MODEL 81 STYLE
72 SUSPECT						
73 VICTIM	81 COLOR	82 ADDITIONAL INFO.				
74 OTHER						
83 PATTER		84 PHONE	85 OTHER	86 PHONE	87 NOTIFIED BY	88 TIME
CODE: STOLEN-S LOST-L FOUND-F DAMAGED-D OTHER-O 89 INSURED: YES NO						
91 TYPE (WHAT IS IT)		92 CODE	93 SERIAL NUMBER	94 BRAND	95 MODEL	96 PROP. NO. 97 VALUE
98 ADDITIONAL ITEMS IN THIS REPORT: YES NO TOTAL VALUE ALL ITEMS						

- SHERIFF
- CHIEF
- DIX
- JUV/YFB
- RADIO
- CHECKS
- AUTO
- PROPERTY
- HIT/RUN
- TRAFFIC
- PATROL
- JAIL
- STATS
- CITY PROP
- STATE PH.
- NARCIS
- REFUSE
- TRAFFIC
- OTHER

1 SC REPORT	2 JUV ARREST	5 OTHER	6 TYPE	7 REPORT NUMBER	8 DEPT
9 REPORT	WARR REGISTER				
10 TIME	10A PERSON BY PHONE	11 REPORT NAME AND/OR CHARGE			12 TIEPIN CODE
13 COMPLAINANT: LAST NAME FIRST MIDDLE			13A M SEX	14 OFFICER	15 OFFICER'S NUMBER
16 ADDRESS STREET CITY STATE			16A PLACE OF EMPLOYMENT		16B BUS. PHONE
17 GRID	18 UCR	19 DISP	20 HOME PHONE	B 24 HIGHWAY	25 GAMP
				L 28 AUTO	26 DRUG STORE
				D 32 OTHER	27 HOME
					28 GAS STA
					29 COMM HSE
					30 CHAIN
21 DOB	22 TEMPERAMENT OF COMPLAINANT		23 DIST		
23 LOCATION OF INCIDENT			34 TIME OF OCCURANCE BETWEEN TIME DATE & TIME DATE		
35 PERSON	41 LAST NAME (OR FIRM) FIRST MIDDLE		42S M E X F	RACE	43 W 44 N 45 I 46 C 47 J
SWITNESS	50 ADDRESS1 STREET CITY STATE		48 OTHER		49 DOB
7 VICTIM	51 PHONE		52 DRIVER'S LICENSE STATE		53 SOC. SEC. #, MILITARY, ETC.
30 SUSPECT	54 TATTOO		55 FRECKLES	56 WRINKLES	50 AREA OF MARK/SCAR
9 ARREST	57 ACHS		58 CRIPPLE	59 FACE SCAR	61 DESC. MARK
10 OTHER	62 HT		63 WT	64 HAIR	65 EYES
I D M O	66 MAT		67 JACKET/COAT		68 SHIRT/BLOUSE
DESC. OF CLOTHING	69 TROUSERS/SKIRT/DRESS		70 SHOES		
71 STOLEN	79 LICENSE NUMBER	80 STATE	LOC STOLE 87	91 STOLEN	104 TYPE - WHAT IS IT? 105 BRAND
72 WANT	81 MAKE		82 COLOR	92 LCST	93 FOUND
73 SUSPECT	83 MODEL		84 STYLE	106 SERIAL NUMBER	107 MODEL
74 VICTIM	85 YEAR		86 VEHICLE IDENT NUMBER (VIN)	94 DAMAGE	95 OTHER
75 WITNESS	87 RECOV ELSE		88	108 VALUE	109 INVY #
76 LOCATE	89 LOC RECOV		89	110 CALIB	111 INSURED
77 REPO	96 PISTOL		97 REVOLVER	112 DESCRIBE FIREARM	
78 OTHER	98 RIFLE		99 SHOTGUN	113 BARREL LENGTH, ETC.	
90 ADDITIONAL INFO:	100 AUTO		101 LEVER		
	102 BOLT		103 SLIP		
114 FATHER	115 PHONE	116 MOTHER	117 PHONE		
118 SCHOOL	119 PARENTS NOTIFIED BY WHOM?			120 TIME NOTIFIED?	

- COPY TO:
- SHERIFF
  - CHIEF
  - DIX
  - JUV
  - RADIO
  - CHEX
  - AUTO
  - PROP
  - H & R
  - TRAFFIC
  - TIEPIN
  - DATA PROC
  - CIVIL
  - JAIL
  - STATS
  - CITY PROC
  - ST. PROC
  - HEALTH
  - REFUSE
  - TRAF ENG
  - POUND
  - OTHER

APPENDIX B  
SAMPLE PROCEDURE MANUAL



### Procedure Manual

An acceptable method of insuring consistency in any process is to document the process in such a manner that all persons are performing the process in identical ways. This concept will work, providing the procedure manual is used. Policy mandating the use of the manual by all participating personnel is essential, as is the penalty for failure to abide by the processes identified in the manual.

The manual need not be a long, technically phrased document. Conversely, the extremely simple but ambiguous document lends itself to confusion and inconsistency.

Some departments have each supervisor develop procedural manuals responsive to their particular processes. This does allow for the process to be completed in a shorter time. This process is acceptable provided one person is utilized to review all submitted manual pages and to provide the necessary interrelating documents to make all of the identified processes support the concept of a total comprehensive process.

The following is an example of a process of documentation entitled, "Play Script".

#### Procedures for General Report Forms

INITIAL PREPARATION is accomplished by any personnel receiving data which initiates an incident. This could be by personnel of any division and any rank.

MINIMUM DATA must be completed on all report forms. This must include all data pertaining to type of report (Arrest, Complaint, Warrant Registrar, Juvenile Report, etc.), date taken, time, how received, title of report.

COMPLAINANT INFORMATION must be sufficiently complete to know who reported the incident, who took the report, where the complainant lives or can be reached, and where the incident took place.

PERSON'S INFORMATION must contain name, sex, race, and DOB when possible. Name and DOB are the minimum requirements for inquiry to WACIC/NCIC. Other data such as sex, race, and physical descriptors should be completed whenever possible.

VEHICLE AND PROPERTY information, when applicable, should be as complete as possible.

JUVENILE NOTIFICATION information must be completed whenever a juvenile subject is detained. If there is not a phone to notify the parents or guardian, then a car must be dispatched. If no contact can be

made, this must be noted on the report and efforts continued until notification is made.

NARRATIVE INFORMATION should be brief but sufficiently complete to support investigation and prosecution.

REVIEW of the completed form must be performed by the immediate shift supervisor. Completeness of minimum data must be a primary review criteria. All reviewed reports must be initialed by the reviewer.

ADDITIONAL REPORTS must have the original report number on all sheets of the additional report.

RECORDS PERSONNEL will number, review, sort, and index all reports.

NUMBERING is performed on original documents as the first task to records processing.

REVIEW pertains to those data fields needed to complete sorting, indexing or other sub-system support.

SORT all documents into workable units. This shall include additional for filing to the original, Part I Offenses for further evaluation and processing decreed by management.

INDEXING will either be initial indexing or update indexing.

INITIAL INDEXING initiates a new index card for the subject or initiates cross-reference to an alias or an associate.

UPDATE INDEXING adds the specific transaction to the existing index card.

SUB-SYSTEM PROCESSING includes accounting for the Uniform Crime Report, statistical processes, special processing such as burglary prevention, and management information. These data collection processes must be completed prior to filing.

APPENDIX C

REQUIREMENTS FOR USABLE DATA

Usable Data Requirements

Data collection is a process which lends itself to inconsistent practices. Each individual can easily invent his own way of doing things. Something as simple as height of subject can become hard to work with for records personnel. One report may contain height as 5'11", while another could be 5-11. Other variations could be 5'-11", 71", 511. Further complications are encountered when the middle digit is '0'. Six feet, one inch can become a potential problem, especially if confused with an inches of height designation; 6'-1", 6-1, 51, all potentially have error potential. A consistent policy of feet followed by inches including zeros is the safest procedure, thus 5'-11" becomes 511 and 6'-1" becomes 601.

The following are some examples of consistent data requirement:

DATE: Always month, day, year 01-01-01 is January 1, 1901  
02-02-01 is February 2, 1901.

Military usage reverses month/day, so caution must be used by personnel with military experience.

DATE OF BIRTH: Always six digits, 01-01-01.

TIME: Always use 2400 clock; 2 PM could be confused with 2 AM, while 1400 hrs versus 0200 hrs is always clear.

REPORT NAME and/or CHARGE: First word will always be crime or incident. Second identifies degree or severity of crime. Third word identifies other support data. Examples:

Burglary, Forced, Residence  
Burglary, Attempt, Drug Store  
Theft, From Auto, Stero  
Theft, Of Auto  
Theft, Of Truck and Trailer  
Theft, Shoplift  
Person, Injured, Industrial  
Dog Barking  
Dog Bite  
Dog, Found

PHONE: Always must be totally numbered or numeric.

ADDRESS: Always direction, number, name. Examples: E. 120 Main.

COLOR: Use definitions common to WACIC entry.

Hair Color

Black = BLK  
 Blond = BLN  
 Grey = GRY  
 White = WHI

Eye Color

Blue = BLU  
 Green = GRN  
 Hazel = HAZ  
 Pink = PNK

AUTOS: Use definitions common to WACIC entry.

Autos Make

Cadillac = CDI  
 Chevrolet = CHEV  
 Ford = FORD  
 Toyota = TOYT

Other types of consistency in reports pertains to total data collection per report. A report on a Rape is definitely different from a Burglary, Illegal Entry. Illegal Entry perhaps is the only common factor.

The following illustrates elements of reports involving Crimes Against Property. All reports against property should be made with this type of outline as the constant. This is true with regard to Crimes Against People, Crimes Relating to Worthless Documents, and Sex Crimes.

The four following pages contain illustrations of questions which should be answered before a report is handed in order to be considered adequate for investigation or prosecution.

CRIMES AGAINST PEOPLE - WHAT EVERY REPORT SHOULD CONTAIN, AT A MINIMUM

1. The specific crime involved.
2. Date and time crime occurred.
3. Location of occurrence.
4. Date and time crime reported.
5. Victim's name, address, residence phone, and business phone.
6. Person reporting crime, residence address, residence phone, and business phone.
7. Witnesses' names, addresses, residence phones, and business phones.
8. Victim's occupation, race, sex, and age.

9. Exact location of victim at the time of crime.
10. Victim's activity at time of crime.
11. Weapon or force used (describe).
12. Type of property taken.
13. Type of premises.
14. Trademark of suspect (actions or conversation, use exact words).
15. Vehicle used by suspect, license number, color, year, make, body type, identifying characteristics.
16. Suspects - names, addresses, race, sex, age, height, weight, hair, eyes, complexion, clothing.
17. Details of Crime:
  - (a) Narrative of crime
  - (b) Make certain narrative of the crime includes answers to the questions: WHO, WHAT, WHEN, WHERE, WHY, HOW, HOW MUCH, and TO WHOM.
  - (c) Describe evidence, including all physical evidence found and its disposition.
  - (d) Itemize and describe any property obtained, including serial numbers and value.
  - (e) How do you intend to prove the elements of this crime?
  - (f) Attach any statements taken from witnesses or suspects.
18. Matters of Defense:
  - (a) Was the defendant drinking or intoxicated?
  - (b) Did the victim do anything which might support the plea of self-defense?

CRIMES AGAINST PROPERTY - WHAT EVERY REPORT SHOULD CONTAIN, AT A MINIMUM

1. The specific crime involved.
2. Date and time crime occurred.

3. Location of occurrence.
4. Victim's name, residence address, residence phone, and business phone.
5. Person reporting crime, residence address and phone and business phone.
6. Person who secured premises, residence address and phone, and business phone.
7. Person who discovered crime, residence address and phone and business phone.
8. Witnesses: Names, residence addresses and phones, and business phones.
9. Victim's occupation.
10. Type of premises entered.
11. Point where entrance is made.
12. Method used to gain entrance.
13. Instrument used.
14. Weapon use, if any.
15. Type of property taken.
16. Where were occupants?
17. Suspects? Their sex and descriptions.
18. Trademarks of suspects (actions or conversation).
19. Vehicle used by suspect. Year, make, body style, color, license number, and identifying characteristics.
20. Details of crime:
  - (a) Narrative of crime
  - (b) Make certain narrative of the crime includes answer to the questions: WHO, WHY, WHAT, WHEN, WHERE, HOW, HOW MUCH and TO WHOM

- (c) Describe evidence, including all physical evidence found and its disposition
- (d) Itemize and describe any property obtained, including serial numbers and value.
- (e) How do you intend to prove the elements of this crime?
- (f) Attach any statements taken from witnesses or suspect.

21. Attach Worthless Documents

22. Matters of defense:

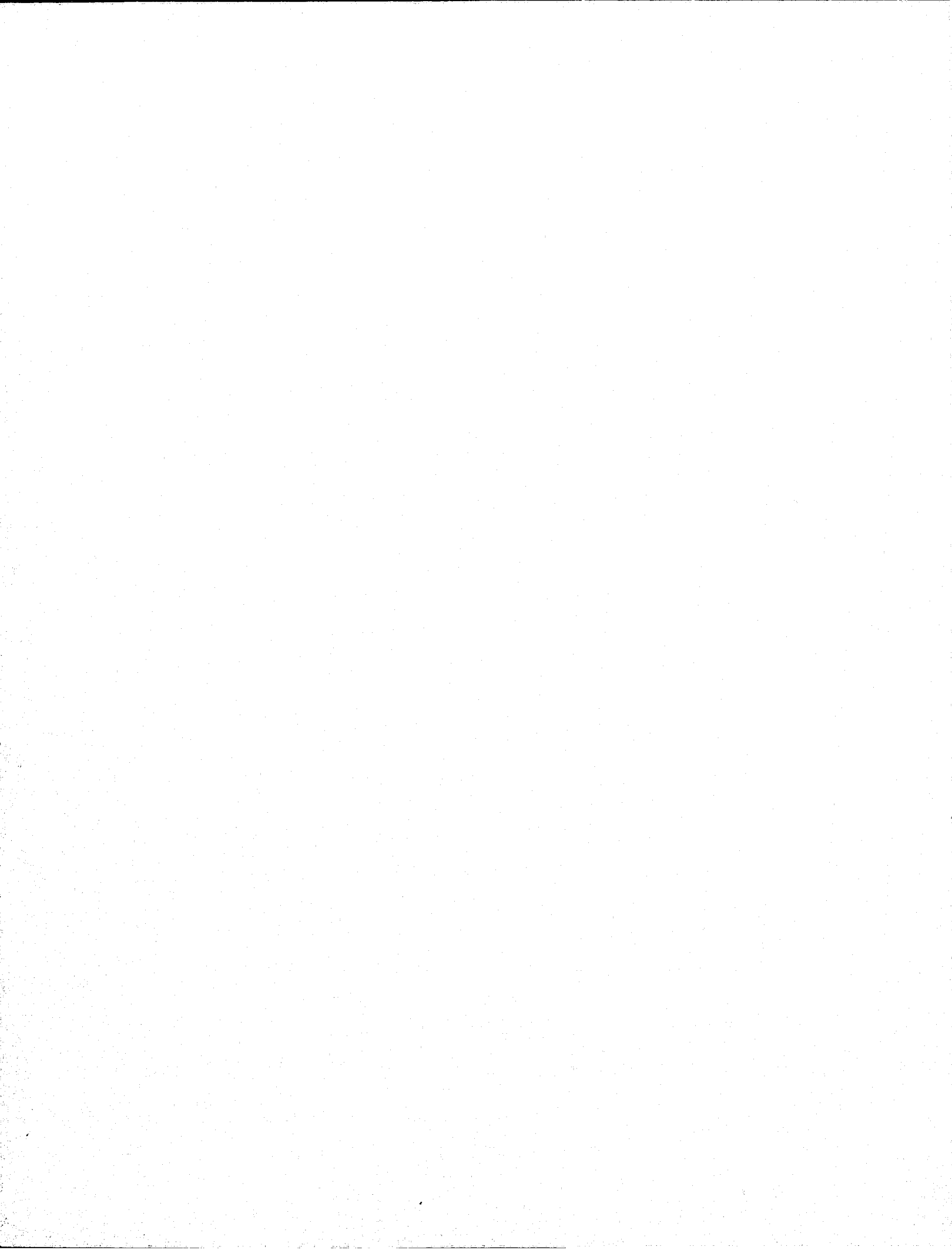
- (a) Was check postdated?
- (b) Was there an agreement to hold the check?
- (c) Was defendant intoxicated?

SEX CRIMES - WHAT EVERY REPORT SHOULD CONTAIN, AT A MINIMUM

1. Specific crime.
2. Date and time crime occurred.
3. Location of occurrence.
4. Date and time crime reported.
5. Victim's name, address, phone number.
6. Person reporting crime, address, phone number.
7. Witnesses' names, addresses, phone numbers.
8. Victim's occupation, race, sex, and age.
9. Exact location of victim at time of crime.
10. Victim's activity at the time of crime.
11. Weapon or force used.
12. Type of premises.
13. Trademark of suspect (actions or conversation - exact words used).



14. Vehicle used by suspect, license number, color, year, make, body type, and identifying characteristics.
15. Details of crime:
  - (a) Narrative of crime.
  - (b) Make certain narrative of the crime includes answers to the questions: WHO, WHAT, WHEN, WHERE, WHY, HOW, HOW MUCH, and TO WHOM
  - (c) Describe evidence, including all physical evidence found and its disposition.
  - (d) Itemize and describe any property obtained, including serial numbers and value.
  - (e) How do you intend to prove the elements of this crime?
  - (f) Attach any statements taken from witnesses or suspect.
16. Matters of defense:
  - (a) Was defendant intoxicated?
  - (b) If the case involves rape, does defendant claim that victim gave consent?
  - (c) Any other matters that defendant might claim as an excuse for the crime?
  - (d) Does victim have any ulterior motive for making complaint?
17. Physical examination of victim (when, where, name of doctor) and results of doctor's examination, including, if possible, his written report.



**END**