

# Standardized Crime Reporting System

## Volume 1 SCRS Implementation Guide

66962



**MEMBERSHIP GROUP**  
**SEARCH GROUP, INCORPORATED**

**Chairman: Gary D. McAlvey**

**Vice Chairman: Dr. Robert J. Bradley**

**Alabama:** Ruffin W. Blaylock, Director, Alabama Criminal Justice Information Center  
**Alaska:** Susan Knighton, Director, Statistical Analysis Center, Criminal Justice Planning Agency  
**Arizona:** Lt. Col. Kenneth C. Forgia, Chief, Criminal Justice Support Bureau, Arizona Department of Public Safety  
**Arkansas:** Charles C. McCarty, Manager, Statistical Analysis Center, Arkansas Crime Information Center  
**California:** Michael V. Franchetti, Chief Deputy Attorney General, California Department of Justice  
**Colorado:** Paul G. Quinn, Associate Director, Division of Criminal Justice, Department of Local Affairs  
**Connecticut:** Benjamin Goldstein, Deputy Director, Justice Commission  
**Delaware:** Robert E. Slattery, Comprehensive Data Systems Analyst, Statistical Analysis Center, Governor's Commission on Criminal Justice  
**Florida:** Robert L. Edwards, Director, Division of Criminal Justice Information Systems, Department of Law Enforcement  
**Georgia:** Walter E. Boles, Director, Crime Information Center, Georgia Bureau of Investigation  
**Hawaii:** Lester E. Cingcade, Administrative Director of the Courts, Supreme Court  
**Idaho:** Kelly Pearce, Director, Idaho Department of Law Enforcement  
**Illinois:** Gary D. McAlvey, Bureau Chief, Bureau of Identification, Division of Support Services, Department of Law Enforcement  
**Indiana:** Captain James Kinder, Indiana State Police, Data Systems  
**Iowa:** Charles W. Larson, Commissioner, Iowa Department of Public Safety  
**Kansas:** Michael E. Boyer, Director, Statistical Analysis Center  
**Kentucky:** Major James H. Hosley, Administrative Services Command, Division of Administration, Bureau of State Police  
**Louisiana:** Dr. Hugh M. Collins, Deputy Judicial Administrator, Supreme Court of Louisiana  
**Maine:** Robert Wagner, Jr., Director, Bureau of Identification  
**Maryland:** Paul E. Leuba, Director, Data Services, Department of Public Safety and Correctional Services  
**Massachusetts:** Louis H. Sakin, Executive Director, Criminal History Systems Board, Executive Office of Public Safety  
**Michigan:** Henry Verkaik, Systems Analyst, Office of Criminal Justice Programs  
**Minnesota:** Dr. Cynthia Turnure, Research Director and Director, Statistical Analysis Center, Crime Control Planning Board  
**Mississippi:** James Finch, Commissioner, Department of Public Safety  
**Missouri:** Dr. Robert J. Bradley, Director, Information Systems, Missouri Highway Patrol  
**Montana:** Larry Petersen, Police Planner, Board of Crime Control  
**Nebraska:** Lt. Wayne F. Rowe, Nebraska State Patrol  
**Nevada:** Michael de la Torre, Director, Nevada Department of Law Enforcement Assistance  
**New Hampshire:** Appointment Pending  
**New Jersey:** Captain Herbert E. Plump, Division of State Police, Department of Law and Public Safety  
**New Mexico:** Captain David Kingsbury, Commander, Planning and Research Division, New Mexico State Police  
**New York:** Frank J. Rogers, Commissioner, Division of Criminal Justice Services  
**North Carolina:** William C. Corley, Director, Police Information Network  
**North Dakota:** Robert Vogel, University of North Dakota, School of Law  
**Ohio:** James R. Wogaman, CJIS/CDS Project Director, Department of Economic and Community Development, Administration of Justice Division  
**Oklahoma:** Appointment Pending  
**Oregon:** Gerald C. Schmitz, Administrator, Data Systems Division, Oregon Executive Department  
**Pennsylvania:** Dr. Alfred Blumstein, School of Urban and Public Affairs, Carnegie-Mellon University  
**Puerto Rico:** Domingo Rivera Millet, Esq., Director, Center of Criminal Justice Information  
**Rhode Island:** Patrick J. Fingliss, Executive Director, Rhode Island Governor's Justice Commission  
**South Carolina:** Lt. Carl B. Stokes, South Carolina Law Enforcement Division  
**South Dakota:** Harry Martens, Systems Engineer, State Police Radio System  
**Tennessee:** Appointment Pending  
**Texas:** Darwin Avant, Police Program Specialist, Office of the Governor, Criminal Justice Division  
**Utah:** L. Del Mortensen, Director, Bureau of Criminal Identification, Utah Department of Public Safety  
**Vermont:** Sergeant Billy J. Chilton, Director, Vermont Criminal Information Center  
**Virginia:** Richard N. Harris, Director, Division of Justice and Crime Prevention  
**Virgin Islands:** Frank O. Mitchell, Acting Administrator, Law Enforcement Planning Commission, Office of the Governor  
**Washington:** John Russell Chadwick, Director, Statistical Analysis Center, Division of Criminal Justice, Office of the Governor  
**Washington, D.C.:** Deputy Chief Charles J. Corcoran, Coordinator, Communications and Data Processing Divisions, Metropolitan Police Department  
**West Virginia:** Captain F.W. Armstrong, Department of Public Safety, West Virginia State Police  
**Wisconsin:** Paul H. Kusuda, Director, Office of Systems and Evaluation, Division of Corrections, Department of Health and Social Services  
**Wyoming:** David G. Hall, Director, Division of Criminal Identification, Office of the Attorney General

**LEAA APPOINTEES**

**California:** Odell Sylvester, Chief, Berkeley Police Department  
**Florida:** Everett Richardson, Circuit Judge, Jacksonville  
**Georgia:** Reid Merritt, Judge, Gwinnett Superior Court  
**Georgia:** Romae T. Powell, Judge, Fulton County Juvenile Court  
**Missouri:** Alan A. Hamilton, General Manager, Regional Justice Information Service Commission  
**New York:** Agenor L. Castro, New York State Department of Corrections  
**Rhode Island:** Walter J. Kane, State Court Administrator  
**Texas:** Charles M. Friel, Ph.D., Assistant Director of the Institute of Contemporary Corrections and the Behavioral Sciences, Sam Houston State University  
**Texas:** Enrique H. Pena, Judge, 327th District Court  
**Texas:** Thomas J. Stovall, Jr., Judge, 129th District of Texas  
**Washington, D.C.:** Larry Polansky, Executive Officer, District of Columbia Court System

**STAFF**

Executive Director: Steve E. Kolodney  
Deputy Director, Administration: Edward R. Cooper  
Deputy Director, Programs: George A. Buck

**SCRS**  
**STANDARDIZED CRIME REPORTING SYSTEM**

**VOLUME I**  
**SCRS IMPLEMENTATION GUIDE**

**NCJRS**

**APR 24 1980**

**ACQUISITIONS**

*Report of work performed under Grant Number 79SS-AX-0011, awarded to SEARCH Group, Inc., of Sacramento, California, by the National Criminal Justice Information and Statistics Service, Law Enforcement Assistance Administration, U.S. Department of Justice, under the Omnibus Crime Control and Safe Streets Act of 1968, as amended.*

*Points of view or opinions stated in this report do not necessarily represent the official position or policies of the U.S. Department of Justice.*

**SEARCH GROUP Inc.**

1620 35th AVENUE

SACRAMENTO, CALIFORNIA 95822

(916) 392-2550

GARY D. McALVEY, Chairman

STEVE E. KOLODNEY, Executive Director

## Forward

A decision to alter an existing crime reporting system is a difficult one for any police administrator, for changes in the records function affect the entire agency operation and ripple throughout associated criminal justice agencies. Now police administrators can feel more comfortable with their decision and planners can turn for guidance to SCRS, the Standardized Crime Reporting System.

SCRS is a validated system model that integrates the three basic functions of a crime reporting system: data capture, data management and control, and data utilization. The model defines the information requirements of all crime reporting forms users, and provides the means for effectively collecting, storing, using and disseminating data. SCRS has been operationally tested, the programs have been assessed, and necessary system modifications have been made. SCRS is now an effective tool for police administrators.

This volume is one of a set of four designed to guide law enforcement administrators through the installation of a standardized crime reporting system. The complete SCRS Series includes:

- |            |   |
|------------|---|
| Volume I   | <i>SCRS Implementation Guide</i>  |
| Volume II  | <i>SCRS Training Guide</i>  |
| Volume III | <i>Information for Decision-Making:<br/>A Guide to the Utilization of SCRS Data</i> |
| Volume IV  | <i>SCRS Model Report Writing Manual</i>   |

Volume I, the *SCRS Implementation Guide*, provides the blueprint for installing SCRS, and contains the basic SCRS data elements and criteria to measure present system deficiencies.

Volume II, the *SCRS Training Guide*, provides an approach for planning, conducting and evaluating SCRS training sessions. Included are samples of training aides that can be reproduced and used as guides in the development of agency training materials.

Volume III, *Information For Decision-Making: A Guide to the Utilization of SCRS Data*, demonstrates potential crime information applications by showing how SCRS data elements can be used to produce crime-related reports. Included are descriptions and example formats of a large number of management and operational reports that can be developed with SCRS data elements. Also included is the application of SCRS data elements to the Uniform Crime Report (UCR) program.

Volume IV, the *SCRS Model Report Writing Manual*, presents model SCRS forms and useful reference material for field officers. Included are SCRS abbreviations, a list of words commonly used in law enforcement that are frequently misspelled; model report writing instructions; a model reference section, and a model binder design.

Once a decision to improve an existing crime reporting system has been reached, careful planning and systematic implementation are the keys to success. This volume, and others in the SCRS series, is designed to make those tasks easier.

## TABLE OF CONTENTS

	<u>PAGE</u>
Forward . . . . .	i
Chapter I      INTRODUCING SCRS . . . . .	1
Design . . . . .	1
Benefits . . . . .	1
Validation . . . . .	2
Documentation . . . . .	3
Chapter II      GUIDE TO SCRS IMPLEMENTATION . . . . .	4
Project Planning . . . . .	4
Systems Analysis . . . . .	6
Design . . . . .	8
Development/Implementation . . . . .	13
Monitoring/Assessment . . . . .	15
Documentation . . . . .	22
Chapter III      SCRS CRITERIA . . . . .	25
Module: Data Capture . . . . .	29
Module: System Management and Control . . . . .	47
Module: Data Utilization . . . . .	55
Chapter IV      SELECTED BIBLIOGRAPHY . . . . .	57
Appendix      SAMPLE PROBLEM IDENTIFICATION SHEET . . . . .	59

## Chapter I

### INTRODUCING SCRS

If you were to build a boat without a blueprint, bake a cake without a recipe, or start a long journey without a roadmap, a few observers might call you adventurous; most would call you reckless or foolhardy. Blueprints, recipes and roadmaps provide the foundation for smooth performance. They build on the experience of others and decrease the likelihood of expensive errors.

Similarly, police officials planning to design a new crime reporting system, upgrade an existing system, or prepare for automation can turn for guidance to the Standardized Crime Reporting System (SCRS) produced by SEARCH Group, Inc. This provides a basis upon which effective changes to crime reporting systems can be supported.

#### **Design**

SCRS is a conceptual model that integrates the three basic functions of a crime reporting system: data capture, data management and control, and data utilization. The model defines the information requirements of all users of crime reporting forms, and provides the means for effectively collecting, storing and disseminating data.

#### **Benefits**

SCRS is easy to install. It was designed in modular form to accommodate agencies designing a new reporting system or remodeling parts of their entire crime reporting systems. SCRS is a basic system that does not force agencies into using any specific reporting formats; content rather than format is emphasized throughout the system.

Once implemented, SCRS can have an impact on all levels of government and on all parts of the criminal justice system:

- Improvements in data gathering, processing and utilization favorably impact all functions within an agency, especially such line functions as patrol, traffic, jail and investigation. Each of these benefits by the receipt of necessary paperwork in a timely and efficient manner.

- Widespread acceptance of SCRS and its implementation in law enforcement agencies will facilitate inter-agency exchange of information, both for single cases and for aggregate statistics.
- An improved crime reporting system helps to assure that the rights of all parties in a criminal matter are protected.
- By limiting the quantity and improving the quality of crime reporting information, greater productivity can be obtained from personnel involved with data handling.
- SCRS improves accuracy and completeness of crime reporting records, and contributes to law enforcement personnel accountability.
- The utility of required data elements will be established by test and assessment; thus, maximum use of collected crime reporting data by all users will result.

### **Validation**

The SCRS model has been tested in operational law enforcement settings to determine technical feasibility and utility. The test agencies were chosen to reflect a variety of operational environments representative of the total law enforcement community. These selected sites were: North Las Vegas, Nevada; Durango, Colorado; Bellmar and Englewood, New Jersey; and the New Jersey State Police.

SCRS test site managers were provided with technical assistance and guidance from SEARCH Group staff and an advisory committee of nationally known law enforcement practitioners, to aid in project planning, implementation criteria, SCRS training, data utilization, evaluation and documentation. The SCRS test development followed the three basic crime reporting functions--data capture, data management and control, and data utilization--to determine the effectiveness of the modular design. The progress of the SCRS test implementation has been closely monitored and preliminary assessments have been performed to correct faulty conceptions and to provide immediate system modification as necessary. SCRS has been implemented in all test sites and the programs are functioning.

An assessment of the SCRS test has been conducted to provide data on effectiveness, efficiency, costs and utilization. Some recommendations for system modification or redesign have resulted. The assessment measured accomplishment of the following major SCRS goals: to establish and maintain an efficient police



management and operationally oriented system; and to improve communications among law enforcement agencies, other criminal justice agencies, and local and state governments.

### **Documentation**

The original conceptual design, modified by the implementation, assessment field experience, and system operational design changes, is now a validated final system design. This final SCRS system will be presented in a series of documents that describe the design in detail and present procedures and instructions for implementing an operational SCRS.

\* \* \* \*

While law enforcement agencies vary in size and complexity, they share some common crime reporting system requirements. Although such similarities were the basis for SCRS development, rigid standardization requirements were not imposed. SCRS does not require standardized forms and procedures; it is standardized only to the extent that all processes and features essential to accurate and useful reporting must be included in the system so that users of crime reporting data receive accurate information in a timely manner. The benefits of such standardization accrue to future builders and remodelers of crime reporting systems. Each law enforcement official interested in crime reporting systems must ask himself these questions. Do I need a blueprint for planning and implementing a revised system? Do I need a recipe describing the contents of a good basic system and the directions for skillfully blending them? Do I need a roadmap for direction in my system modification efforts? A "yes" answer to any of these questions indicates a need for SCRS--to provide a firm foundation for effective crime reporting.

## Chapter 2

### GUIDE TO SCRS IMPLEMENTATION

This implementation guide is a tool to be used for creating an operational SCRS in your agency. It accommodates agency differences in size and type of operation, and has enough flexibility to permit the addition of other features that may be desired.

Using this guide as a reference, you must develop your own implementation plan so that operating personnel will have a good understanding of what the purpose of SCRS is and what each individual's role will be. The plan must be clear and the procedures precise. Directives must be written and adhered to. The plan must be presented in a step-by-step order, yet allow for flexibility within a department without destroying the basic concept of the plan. Reporting formats and data elements must be identified, collection procedures established, data control strategies determined, and techniques for measuring achievement developed. In addition, the plan should include procedures for file or record management since the dynamic nature of police information requires easy control and access of the information, coupled with review procedures and dissemination practices. In summary, the plan must translate the model concept into the reality of your agency and provide for an orderly installation of new procedures while allowing the department to continue providing uninterrupted service to the community.

#### **Project Planning**

Project planning should be formalized, based upon an approved budget, and involve all key personnel responsible for successful completion of a SCRS installation.

- A. The primary start-up activity, which should be completed in the first weeks of the project, is the development of a project team.
  1. Identify the administrator who will have ultimate project management approval and decision-making authority for the agency.

2. Designate a project manager with sufficient stature in the organization who will have day-to-day project management decision-making authority. This should be someone who has direct access to the agency head.
  3. Develop a project team membership of personnel within the agency responsible for the SCRS project and for oversight of the project subcontractor (consultant), if one is hired. The project team should have sufficient members who reflect knowledge in all operational aspects of the agency.
  4. Consideration should be given to hiring a consultant, in accordance with state and federal procurement regulations, to augment the knowledge and background of the project team. The consultant will report to the project team through the project manager.
  5. Identify personnel and agencies who should be kept informed of the plans and progress of the SCRS implementation.
    - a. The purpose and extent of SCRS should be publicized to all agency employees to promote understanding and goodwill, and to ensure that all personnel are working toward a common goal.
    - b. Neighboring agencies, sheriff's department, prosecutors, courts, corrections, or other agencies with overlapping jurisdictions may be interested in SCRS and should be invited as observers. These agencies should be encouraged to contribute ideas and suggestions that will be coordinated through the project manager and studied for impact. Periodic progress reports may be a further means of disseminating information to other agencies.
    - c. State planning agencies, and state statistical records divisions should be kept informed of the activities and accomplishments of the SCRS implementation. Written status reports should be submitted on a scheduled basis.
    - d. All publicity about SCRS development should be done through the project manager or the project's official spokesperson.
- B. SCRS should be initiated through a project start-up conference after all team members have been selected. Features of the conference should include:
1. The presentation of a project overview and the SCRS application to the agency; the definition of the scope of the project and statement of project goals.

2. A discussion of the areas of responsibility, authority and relationship between the agency head and the project manager; between the project manager and each project team member, and, if applicable, the project consultant.
  3. The furnishing of all team members with pertinent SCRS documents.
  4. The development of a time schedule, work plan, and project budget.
  5. The assignment of duties for all team members with due dates for completion.
  6. The development of a campaign to publicize the project to gain the support of agency employees.
- C. Implementation plans should include only those agency procedural changes that will assure a successful SCRS implementation. During this process, the project team should record other agency deficiencies with suggested remedies for implementation at an appropriate later date. A form, such as shown in the Appendix can be used to identify problems encountered in systems analysis.
- D. The successful completion of the planning phase should result in the production of such planning documentation as:
- a statement of project goals which include the SCRS criteria and a definition of the scope of the project;
  - a budget;
  - an organizational chart;
  - a project roster;
  - an implementation work plan with management review points indicated;
  - project team assignment schedules;
  - future meeting schedules.

## **Systems Analysis**

Systems analysis is the fact-finding phase of the project. It must be planned in a logical sequence. The agency's present crime reporting system is examined and its sub-systems are defined to show the interaction or interdependence among them. The purpose of the analysis is to define operations and procedures for the more efficient accomplishment of the agency's goals or purposes.

- A. A work plan should be developed to identify the activities and personnel necessary to investigate the existing system. The plan should include a schedule of management review dates. The work plan should provide for the following activities:
1. Interview management and key operations personnel, and physically examine and document the entire system to determine present manpower resources; operating costs; the type of facilities used to support the system, e.g., automation, buildings, equipment, material; transaction volumes; report identification and distribution; and security and privacy controls.
  2. Collect all forms used in the system, including information on usage, remaining stocks, reorder points, and costs.
  3. Collect all written policies and procedures, and any other documentation that guide the existing system. The non-existence or use of outdated policies and procedures should be identified and reported as a deficiency. The actual procedures currently being followed to operate the crime reporting system should be described and documented in sufficient detail for later comparison and evaluation.
  4. Investigate and document plans by other jurisdictions for merging record systems, or for consolidating or pooling of agency resources.
  5. Analyze the state's programs and future plans for crime statistics reporting to determine the impact on SCRS.
  6. Review and assemble all relevant state statutes and federal laws to identify the legal constraints on SCRS.
- B. The successful completion of the system analysis phase should result in the production of such documentation as:
- a flow chart, with narrative, of the entire crime reporting system;
  - a distribution list for all crime report copies;
  - a collection of all forms used in the system with stock control information;
  - a collection of all output reports with a distribution list;
  - a collection of all written policies, procedures and other directives that guide the system;
  - a report on the cost of the existing system;
  - a report on any deficiencies noted in the system;
  - a report on the results of the management review;

- a report on the constraints (not deficiencies) under which the current crime reporting system is operating, e.g., manpower, equipment.

## Design

There are certain considerations that must be taken into account for the design of SCRS within your agency. These considerations include a determination of the long-range objectives of the agency, the existing data processing configuration, and a recognition of each agency's special requirements and priorities. A regard for these considerations added to a careful study of the information gathered in the systems analysis phase and available reference material will permit the tailoring of SCRS to suit the special needs of individual agencies.

- A. A statement of goals by the agency administrator will guide the project team in selecting SCRS applications. Such goals can be influenced, and appropriate objectives developed, by having an intimate knowledge of continuous problem areas, management or planning deficiencies, high cost functions, and areas using significant amounts of critical personnel resources.
- B. The present system should be compared with the SCRS Criteria described in Chapter III of this Guide. Deviations from the SCRS Criteria should be noted and reported.
  1. Data Utilization
    - a. Review SCRS Criteria III, A to determine what changes are needed for adequate report control policies.
      - Review sample output reports collected in the analysis phase.
      - Determine whether the needs of operational users of crime data (investigators, arrestee processors, prosecutors, probation officers, planning and research personnel) are being met and document any deficiencies.
      - Review problem statements made by other users during analysis phase. Include all users in other criminal justice system agencies.
      - Decide what changes in either format or content of output reports are necessary. Refer to Volume III in

the SCRS series, *Information For Decision-Making: A Guide to the Utilization of SCRS Data* for sample formats and suggested uses of SCRS data.

- Determine whether any present output reports can be consolidated or eliminated.
  - Consider all new plans for consolidation of service functions or installation of new programs (e.g., CASS, POSSE, PROMIS) and add additional needed information to support such programs.
  - Decide whether the delivery of reports is in proper relation to user needs. Adjust production and distribution schedule as needed.
  - Design new output reports, as needed.
- b. Review SCRS Criteria III, B to determine whether a lack of training is preventing decision makers from adequately using the crime reporting information they are receiving. Deficiencies should be noted regarding users' ability to read basic crime reporting forms and output reports, analyze the data, and effectively use the data. Recommendations for adequate training should be made to alleviate these deficiencies.

## 2. Data Capture

- a. Review the first eight Criteria, Criteria I, A through I, H to determine whether all necessary features of the data capture module are present in your system and to note deficiencies.
- Compare your present means of capturing data about observed/reported crime through the communications center. Determine whether the ten required data elements are being captured at this contact point. Note deficiencies. Design a new form or write new procedures to capture required complaint/dispatch information.
  - Review the basic crime reporting forms samples gathered in the analysis phase. Evaluate the forms in terms of their capacity to gather all required information, their design for easy use and whether they meet the needs of all users. Compare the forms for inclusion of the six features required in Criterion I, B. Note deficiencies.

- Determine whether each reported crime has its own unique number with the specifications required under Criteria I, C. The number must permit each reported crime event and subsequent criminal justice activity associated with that event to be uniquely identified and retrievable as a singular criminal justice activity. Deficiencies should be noted.
- Compare basic crime reporting forms with the SCRS data element list in SCRS Criterion I,D. All data elements should appear on one or more of the basic crime reporting forms which include:
  - Complaint/Dispatch form
  - Crime (or Incident) Report
  - Arrest Report
  - Follow-Up (or Investigation) Report

Add other data elements needed to support other agency programs and for special local needs. Only those data elements that provide needed information to all system users should be retained and listed for inclusion in revised forms.
- Determine and record the way the location data of a crime and/or arrest is being captured. If the reporting districts are too large, plan to sub-divide them. Proper geo-coding of event location forms the basis for effective crime analysis and improved investigative capability. (Reference SCRS Criterion I, E).
- Examine the basic crime reporting forms to verify that adequate space has been provided to properly identify the person completing the form (Reference SCRS Criterion I,F).
- Design new forms considering all of the deficiencies uncovered so far and following the specifications of SCRS Criteria I, B through I, H.
- Evaluate the report writing manual in use by comparison with the requirements of SCRS Criterion I, G. List all needed additions and revisions to the report writing instruction section and to the reference section. Design revised manual if necessary.



- Evaluate the amount of training that will be needed to adequately train report takers. Determine the availability of trainers to accomplish the task and the amount of training that must be given to prepare trainers to teach SCRS. Characteristics of a good training program are in SCRS Criteria I, H. Refer to Volume II in the SCRS Series, *The SCRS Training Guide*, for assistance in planning a training program.
3. System Management and Control
- a. The entire SCRS system is based on getting useful information to crime reporting information users in a timely and efficient manner. Therefore, care should be taken to examine the entire information flow for the design of a simplified system. Review SCRS Criteria II, A through II, H to determine whether all necessary conditions for the smooth flow of the crime reporting system are present in the system, and note any deficiencies.
    - Review the conditions for simplified paper flow featured in SCRS Criterion II, A and compare the present system requirements with them. Note all deficiencies.
    - Determine whether the present system provides for adequate review and examination of submitted reports for accuracy and completeness, and for the return of deficient reports for correction. Examine procedures carefully to determine that there is no undue delay in the movement of report forms in the system because of the report review function. Use SCRS Criterion II, B as a guide to the development of a new or revised report review function.
    - Ascertain whether any auditing procedures have been built into present policies. Use auditing characteristics built into SCRS Criterion II, C as a guide to the development of an effective auditing procedure.
    - Determine federal, state and local requirements for the retention and purge of crime reporting documents, and verify that these requirements are being met in the

present system. Use SCRS Criterion II, D as a guide for any needed revisions.

- Compile a list of all privacy and security safeguards included in the present crime reporting system. Use SCRS Criterion II, E as a guide to the development of new or revised procedures.
  - Verify the existence of a forms control function within the present system. Compare the function, if one exists, with the characteristics of the SCRS forms control model, as shown in SCRS Criterion II, F. Develop new or revised procedures, as needed.
  - Decide whether adequate training is being provided for processors of crime data. Find out what is being done to train new personnel. Note deficiencies and use SCRS Criterion II, G as a guide to the development of an efficient training program.
  - If your system analysis shows inadequate space and poorly placed files and work stations for processing personnel, list all changes needed to provide for efficiency in this area, using SCRS Criterion II, H as a guide.
- C. Design specifications should be developed for the refined SCRS system (either manual or automated), including a description of how the system will operate; what functions it will perform; the source and content of data inputs; record storage and cross-referencing (or indexing) arrangements; a definition of how data will be processed, including media used to transfer input data for processing; identification of output and report content; disposition, distribution, and use of each output; system controls to be followed, including provisions for data backup/recovery/reconstruction methods and operating specifications and conditions; and estimated costs for additional technical staff and equipment if required. When addressing output and report content requirements, consideration should be given to incorporating the type of report information provided in Volume III of the SCRS series, *Information for Decision-Making: A Guide to the Utilization of SCRS Data*.
- D. The successful completion of the design phase should result in the production of such design documentation as:

- a list of management goals and objectives;
- a flow chart of the SCRS system with narrative explaining how it will impact on the agency's operations;
- narrative descriptions of all inputs outputs and data processing;
- a policy statement identifying the method to be used to assure security and confidentiality of data;
- a comparison chart showing level of adherence of the proposed system to SCRS criteria;
- if the system is automated, a summary of technical systems design specifications (format layouts for output information, data collection document information, basic data flow chart, file layouts, computer processing charts, program functions charts, operating specifications and estimated costs for required additional technical staff and equipment);
- a report on the results of the management review.

### **Development/Implementation**

With the completed SCRS design, a plan must be developed for an orderly installation of new procedures and the phasing out of the old system. All of this must be accomplished without interruption of services. This phase starts with the writing of technical documents, includes user training and system testing, and involves the development of conversion and start-up strategies.

- A. A workplan should be completed for the development and implementation of SCRS.
  1. Include all major tasks and subtasks.
  2. Estimate the time required to do all tasks.
  3. Identify all personnel with the necessary skills to accomplish tasks.
- B. A date should be selected to install the new system and begin SCRS operations.
- C. The final SCRS system should continue to be publicized to all agencies and other interested personnel to promote understanding and acceptance, and to ensure that all personnel are working toward the successful operation of the new system.
- D. All forms and supplies should be ordered, including revised crime reporting forms, output reports, data processing and control forms, index cards, file

cabinets, filing supplies and other needs for the new SCRS operation. If new hardware is required, hardware and software acquisitions must also be planned for at this time.

- E. Special programs should be developed to convert from the existing system to SCRS. Special programs to provide system backup should be included. For automated systems, this step is followed by the actual programming and the preparation of programming documentation. For both manual and automated systems, preparation of policies and procedures to be followed by operating personnel will be developed and documented.
- F. A training program should be developed and conducted for administrators, managers and supervisors, line personnel, departmental planning and analysis staff (if any), and data manipulators and processors. Training programs should be developed to satisfy the specific needs and requirements of the group being trained. Training categories should include at a minimum:
- Purpose and goals of SCRS.
  - Individual roles and responsibilities:
    - operational;
    - administrative.
  - General topic headings should include:
    - data collection: completeness, accuracy, review;
    - data management: processing, storage, retrieval, maintenance;
    - data utilization: report requirements, report generation, analysis;
    - support requirements to SCRS: operational, administrative, management.
  - Overall benefits to be incurred by SCRS use.

In addition, the training program should include provisions for follow-up action to ensure that practices taught during training sessions are being adhered to during the implementation phase. Training should be considered the most critical factor during the development and implementation phases of SCRS, and, if properly conducted, should provide the necessary motivation to ensure success of the program.

Refer to Volume II in the SCRS series, *SCRS Training Guide*, for guidance in the development of a comprehensive SCRS training program.

- G. A testing period should include a test of all mechanized procedures, the manual portions of the system, and system unification test. Major problems should be resolved and the test continued.
- H. The successful completion of the SCRS development and implementation phases should result in the production of such documentation as:
- a training package containing training materials developed, trainee rosters, computer or terminal guides, instruction rosters, training schedule, and costs involved;
  - a publicity package indicating the extent to which the program has been publicized to all personnel and outside agencies;
  - programming specifications and logic documentation for automated systems. Written procedures, including flow diagrams, for manual systems. Operating instructions for both methods;
  - a summary of tests conducted, test results, problem areas uncovered, and methods of resolutions;
  - a library of production programs (automated system) or operational procedures (manual systems);
  - a documented system for discrepancy and deficiency reporting, follow-up procedures employed to immediately resolve any problems critical to continued operation, and follow-up procedures that incorporate scheduled change control principles to handle approved recommendations for system improvement and modification;
  - a report on the results of management review.

### **Monitoring/Assessment**

Following conversion to the new SCRS procedures, an in-depth review should be conducted to assess how well the system has met its initial objectives and how well it is meeting management and user needs.

1. All reported discrepancies and suggestions for systems improvement or modification should be reviewed and processed in accordance with change control procedures established during the implementation phase.
2. A plan for the ongoing maintenance of the system should be formulated and implemented.

3. Critical observation of the system should continue by appropriate staff members. Observation of the system should be done during all shifts and all days of the week for the detection of any system deviations in low work-load or unsupervised hours of operation.
  - A. A more formal assessment of the new system should be conducted after about six months of operation. The assessment will determine
    - whether the SCRS objectives have been reached;
    - the impact or effects of SCRS on the agency and related agencies; and
    - what modifications are needed in the system.
  - B. A successful assessment requires a well designed system survey instrument as well as personnel knowledgeable in interviewing and system observation techniques. A systematic assessment of all system functions will include responses to the following types of questions:
    1. To determine whether all required data are being collected on observed/reported crime:
      - Are officers reporting and dispatchers asking for and recording required SCRS data at the time of call?
      - Has there been any discernable public reaction to questions asked to satisfy complaint/dispatch SCRS data needs?
      - Are there some complaint/dispatch forms showing the same time for calls received, dispatched, arrived? (Indicates self initiated calls for service)
      - Is all officer time including non crime activity accounted for?  
Pre-SCRS ?    Post-SCRS ?
      - How is all officer time accounted for? What type of form is used?
      - Is activity breakdown better than pre-SCRS?
      - How do managers use the officer time accounting information to support their needs?
      - Is the SCRS method of storing or filing complaint/dispatch information different than the pre-SCRS method? Is it better?
      - How is the SCRS complaint/dispatch information retrieved? Is this method better than the pre-SCRS method?

- Does the SCRS complaint/dispatch information retrieval method provide cross reference to other related forms?
  - Does the retrieved SCRS complaint/dispatch data satisfy the needs of requestors (patrol officers, investigators, managers) for internal uses, other government agencies, public inquiry, complaints, public relations, news media?
2. To determine whether the design of basic crime reporting forms has decreased report writing time:
- What is the average time to complete all forms by type? Pre-SCRS? Post-SCRS?
3. To determine the skills required for SCRS forms completion:
- Were training instructions clear, concise and easily understood?
  - Are report writing manual instructions clear, concise and easily understood?
  - Are special skills required to complete forms? If so - what are they? Why are special skills needed?
  - Are forms being completed according to instructions?
  - Are there particular problem areas? If so, what are they? What causes the problems? How are problems resolved?
4. To determine whether SCRS has reduced re-interview time:
- Have SCRS forms and the information collected reduced the time previously spent re-interviewing complainants/witnesses?
  - Have SCRS forms and information collected reduced the time needed to clarify data initially obtained by the responding officer?
  - Have SCRS forms succeeded in providing preliminary investigative information? What, if anything, is missing? How could SCRS forms be altered to provide what is needed?
  - Has SCRS increased or decreased the requirement to incorporate information in the narrative section of the crime/offense report? Arrest report?
5. To determine whether SCRS has improved the quality of report writing:
- Has SCRS improved the quality of report writing? If so, what are the primary reasons for improvement?
  - Has there been a change in report writing accuracy? What are the causes?

- Are reports adequately reviewed?
  - Are there any constraints to good review procedures?
  - Have procedures been established for correcting erroneous reports? Are they being followed?
6. To determine whether crime events and associated records are uniquely identified:
- Is there a numbering system? Describe it.
  - Does the numbering system tie all event documents together?
  - Does the numbering system provide for efficient storage and retrieval of records? For easy access? For easy retrieval?
  - Are other information systems within the department tied into the numbering system?
  - Are information systems outside the department tied into the numbering system?
7. To determine whether all SCRS data elements are present on crime reporting forms:
- Are all SCRS data elements present?
  - Do all data elements satisfy their intended use?
  - Do the data elements satisfy user needs?
  - Are some elements not needed? Which ones?
  - Is there a need to modify existing elements? Why?
8. To determine the presence and value of geo-coding in the SCRS system:
- What is the extent of geo-coding prior to SCRS?
  - Has geo-coding changed since SCRS? How?
  - Does the method of SCRS geo-coding suit department needs?
  - Does geo-coding aid in crime analysis? How?
  - Does geo-coding aid in investigations? How?
  - Does geo-coding aid operational decision makers? How?



9. To determine whether each officer involved in crime events can be identified:
  - Have each of the forms provided for officer identifiers?
  - Can officer identification be made from information on the completed forms?
  - Can all officers involved in a single case be identified?
10. To determine whether the report writing manual is adequate:
  - Does the manual provide all required information for SCRS? For other department needs?
  - Did all users receive a copy?
  - Was adequate training provided?
  - Are the manuals with the officers? How are they used? If they are not being used, why?
  - Does the manual incorporate the SCRS binder design?
11. To determine whether SCRS has improved investigative capability:
  - By interview with officers, review officers, investigative officers, investigative supervisors - how has SCRS improved investigative capability?
12. To determine whether SCRS has improved management reporting quality:
  - What are crime analysis procedures and reports? Pre-SCRS? Post-SCRS?
  - How effective is SCRS crime analysis procedures and reports regarding timeliness, accuracy, completeness, depth of analysis, distribution of results, use of results, types of analysis and training?
13. To determine whether SCRS is providing information satisfactory for management needs:
  - What were pre-SCRS management reporting requirements and procedures?
  - What were pre-SCRS management reports and how were they used?
  - What are SCRS management reporting requirements and procedures?

- What are SCRS management reports and how are they being used?
  - What are SCRS management report constraints?
  - What are outside agency requirements and what has been the impact on these agencies?
  - Has SCRS eliminated information problems? Inside agency? Outside agency?
14. To determine whether data utilization report control policies are effective:
- Have data utilization report policy guidelines been published? Are they being adhered to?
  - Are routine or recurring data utilization reports justified? Are they periodically reviewed and evaluated?
  - What are the guidelines for special one-time reports?
  - Is there a report inventory? Is the inventory reviewed before initiating a new report?
  - How do users of data (crime analysts, managers, administrators) communicate their informational needs and obtain approvals for special one-time reports and routine/recurring reports?
15. To determine whether SCRS management and control policies are adequate:
- Are system management and control policy and procedures comprehensive? Current? How are they changed? Are reasons for change recorded?
  - Are system management and control policy and procedures disseminated to all personnel to whom they apply? Are they understood? Are they followed?
  - Do system management and control policy and procedures reflect actual SCRS operational procedures?
  - Is work flow charted or verbally described?
  - Does operational work flow parallel described work flow?
  - Are office management procedures followed?
  - Are supporting equipment/facilities adequate? If not, what are the inadequacies?
16. To determine whether review and audit procedure are adequate:

- Who reviews what forms? What is the purpose of the review?
  - Are errors detected and corrected prior to data manipulation and dissemination?
  - Is supplementary data reviewed for accuracy? By whom? How? When?
  - Is there a system audit procedure? Who conducts the system audit? How often? For what purpose? Who receives the results?
  - Does the audit track an event through the system and check for updates/feedbacks?
  - How are deficiencies corrected? How are differences reconciled?
17. To determine whether an adequate retention and purge policy is in effect:
- What are local and state retention and purge requirements? Are they documented? Are they followed? If not, what is the reasons for non-compliance?
  - Are equipment/space constraints influencing retention and purge?
  - What is the impact of retention and purge on the SCRS operation?
18. To determine whether adequate privacy and security measures have been implemented:
- How has title 28 been implemented?
  - Are there written procedures?
  - What methods are being used to provide adequate security of SCRS records?
19. To determine whether an effective forms control function is in effect:
- Are forms control responsibilities assigned to a single unit?
  - Has form control:
    - precluded duplication of similiar reporting forms?
    - minimized the total number of forms?
  - Are inventory and record/printing controls in effect?
  - Are procedures established for revising forms?
  - Is there a form numbering control policy? Describe.

- Do policy and procedures comply with agency's implementation plan and SCRS criteria?
20. To determine whether the training provided has resulted in a good understanding of SCRS:
- Was a training program developed and conducted as planned? If not, what were the changes and why were they made?
  - Were all personnel trained? If not, why?
  - Was the training successful?
  - Was remedial training provided, if needed?
  - Is the training program still active?
  - What training do new employees' receive?
21. To determine what useful information is shared with outside agencies:
- What information is being furnished to outside agencies?
  - What are the requirements for outside agencies to obtain information?
  - Have any complaints been received from outside agencies regarding:
    - the timeliness, accuracy, completeness of data?
    - the lack of needed information?
- C. The successful completion of the SCRS monitoring and assessment should result in the production of such documentation as:
- a summary of assessment results and project adjustment schedule;
  - a final report;
  - a report on the results of the management review.

### **Documentation**

Documentation is a written history of your SCRS installation giving pertinent details to support all system development activities that have taken place. Documentation is an on-going process. As system programs are added, deleted or modified, appropriate entries should be made to the documentation describing and justifying any changes. This background information permits needed system

revisions to be more easily made. It supports future planning for consolidation of records system and provides essential information for transitions from manual to automated operations or upgrades of automated systems.

System documentation is a task that often receives low priority on the SCRS implementor's time schedule, resulting in documentation that is sometimes too late to be useful, too inadequate to benefit other users, and, if federally funded, non-conforming to grant conditions. To prevent these types of deficiencies in your SCRS installation, a requirement for complete documentation should be an important part of SCRS planning. This plan should include:

1. Review and follow the requirements for SCRS documentation listed at the end of each section of this chapter which give all documentation requirements for the particular developmental phase being accomplished. This write-as-you go approach permits an even flow of documentation that ends the documentation task shortly after the conclusion of SCRS installation. Documentation guidelines are presented in the following pages of this guide:

For SCRS Planning	- Page 6
For SCRS Analysis	- Page 7
For SCRS Design	- Page 12
For SCRS Development and Implementation	- Page 15
For SCRS Monitoring and Assessment	- Page 22

2. A librarian should be chosen to keep the original copy of all SCRS documentation and perform the following documentation tasks:
  - a. Date all original pages;
  - b. Disseminate copies to affected personnel;
  - c. Keep a distribution list for copies; and
  - d. Date and file all revisions.
3. A problem identification form should be designed to help in the identification of system problems. This eases the way for operational personnel to submit in writing any problems they have observed, and allows a

written record to be kept of problem sources and sequence. These forms should become part of documentation. A sample form used by the Durango, Colorado, Police Department is shown in the Appendix.

4. A considerable amount of detailed documentation is required for automated systems. The documentation methodology may be dictated by city, county or state data processing center regulations. Installations completed with federal funds require documentation in accordance with Fips Pub 38, a copy of which can be obtained from the funding agency. Regardless of any special documentation conditions that may be imposed, your documentation task will be advanced by the timely completion of the step-by-step approach suggested in this guide.

## Chapter III

### SCRS CRITERIA

SCRS agencies must devise a careful plan for the review of their present systems and the development of new SCRS procedures. Perhaps the best plan is one that includes a set of criteria against which to measure the system. At the very beginning, there must be a clear understanding of the basic components of SCRS, a knowledge of the fundamentals of good system design, and an identification of the essential ingredients--both manpower and equipment--that, properly blended, comprise a complete crime reporting system.

SCRS implementation criteria have been developed to be applicable in any law enforcement agency with a crime reporting function. The criteria were designed to limit the quantity and improve the quality of criminal justice information. The availability of a set of criteria should increase the effectiveness of SCRS project management decisions and suggest appropriate courses of action when problems are analyzed and solutions are applied.

The SCRS implementation criteria were developed using *SGI Technical Report #9* as a basic source document. They were further refined through knowledge gained from an extensive literature review, from practitioners in the field, from ideas presented by SCRS committee members and from attendance by SCRS staff at seminars and workshops. The criteria adhere closely to UCR standards.

The criteria are presented under the same three major headings as the three modules designed for the presentation of SCRS in *SGI Technical Report #9*; i.e. data capture, system management and control, and data utilization.

The following two pages contain a listing of the 18 criteria. Starting on Page 28 there is a discussion of each criterion. Each is presented as a statement which establishes a model for the implementation of some segment of SCRS. The criterion narrative is followed by a listing of goals and objectives that are attained when the criterion is adhered to. Some criteria also include recommendations and/or notes. A recommendation is a course of action or suggestion that is not mandatory, but is worthy of acceptance or trial. A note may further explain the criterion or recommendation, or is a cross-reference to other criteria.

**The following criteria must be incorporated into each SCRS system:**

**I. Data Capture**

- A. Complaint-Dispatch Form - police agencies must provide the means to capture data about their observed/reported crime. 29
- B. Crime Reporting Form - police agencies must provide crime reporting forms designed to permit the gathering of all required information. 30
- C. Crime Report Numbers - each reported crime must have its own unique report number. 31
- D. SCRS Data Elements - crime reporting forms must provide for the capture of all SCRS data elements. 32
- E. Geo-Coding - the location of occurrence for a crime/arrest must be captured by geographical coding. 42
- F. Reporting Officer Identifier - the unit or officer completing crime reporting forms must be uniquely identified. 43
- G. Report Writing Manual - A report writing manual, incorporating SCRS report-taking requirements, must be provided for training and field reference. 44
- H. Report Writing Training - formal classroom training and orientation must be provided to individuals completing crime reporting forms. 46

**II. System Management And Control**

- A. Simplified Paper Flow - written policies must be established to ensure a smooth crime reporting function. 47
- B. Report Review - a written report review function must be established. 48
- C. System Audit - to assure desired performance, an audit system must be established. 49
- D. Retention And Purge - written retention and purge criteria must be established. 50
- E. Privacy And Security - appropriate privacy and security safeguards must be established. 51



	Further Discussed on Page
F. Forms Control - a written forms control policy must be established.	52
G. Report Processing Training - adequate training and orientation must be provided to processors and users of crime/arrest data.	53
H. Reporting Files - adequate facilities for the storage and retrieval of reports must be established.	54
 <b>III. Data Utilization</b>	
A. Output Report Control Policies - written policies must be developed to ensure that adequate management, statistical, crime analysis and special need reports can be produced.	55
B. Data Utilization Training - adequate training and orientation must be provided to users of crime/arrest data.	56

## **Discussion Of Criteria**

## SCRS CRITERIA I, A

### Module: Data Capture

#### Component: Complaint-Dispatch Form

Police agencies must have the ability to capture data about their observed/reported crime. Agency communication centers should have the means to capture the following minimum information which should be retained in the agency:

1. Date and time call was received.
2. Date and time call was dispatched.
3. Date and time officer arrived at the scene.
4. Date and time assignment was completed.
5. Complainant's name, address and telephone number.
6. Location of occurrence.
7. Identity of personnel responding to dispatched incident.
8. Incident disposition (g.o.a., unfounded, wrong address).
9. Code violation (code section that best describes incident).
10. Identity of dispatcher.

#### Goal:

- Improve efficiency of initial activity reporting and patrol accountability.

#### Objective:

- Capture selected data on observed/reported crime.
- Account for other activity (not crime) of officers.

#### Recommendation:

- In addition to crime reporting activity, all other officer activity (e.g., traffic control, routine patrol, meals) should be accounted for to enable administrators to support management decisions.

## SCRS CRITERIA I, B

### Module: Data Capture

#### Component: Crime Reporting Form

The forms used in crime reporting must permit the gathering of all required information, be designed for easy use, and consider the needs of all users of police information. Well designed forms would include the following features:

1. The use of as many check-off or fill-in boxes as feasible.
2. The arrangement of data in a logical sequence.
3. The allowance of sufficient space for entries.
4. The numbering of boxes to facilitate training, for reference to the report writing manual and to permit the smooth exchange of information.
5. The placement of all data items to be coded on the front side of the form.
6. The consolidation of special use forms whenever possible.

#### Goal:

- Increase sworn officers' productivity time.
- Increase crime event reporting productivity and effectiveness.

#### Objective:

- Reduce report writing time.
- Reduce reinterview time.
- Reduce unstructured format problems (memory, attitude, capability, experience of reporting officer).
- Provide essential initial investigative information.
- Improve quality of report writing.

## SCRS CRITERIA I, C

### **Module: Data Capture**

#### **Component: Crime Report Numbers**

Each reported crime must have its own unique number.

1. Numbers must run chronologically.
2. All documents associated with a reported crime must bear the same number.
3. The number must contain sufficient characters to satisfy volume requirements and EDP needs.

#### **Goal:**

- Maintain accurate and complete law enforcement records.

#### **Objective:**

- Ensure that each reported crime event and all records and subsequent criminal justice activity associated with that event are uniquely identified and retrievable as a singular criminal justice activity.

#### **Recommendation:**

- The majority of police agencies in the U.S. are using a report number prefaced by a two-digit number to reflect the year in which the incident occurred. Although not mandatory for SCRS implementation, this type of numbering system is recommended.

## SCRS CRITERIA I, D

### Module: Data Capture

#### Component: SCRS Data Elements

The crime reporting system must provide for the capture of all SCRS data elements.

Note: SCRS data elements are listed on the following pages. It is expected that agencies implementing SCRS will add additional data elements to satisfy local needs.

#### Goal:

- Improve communications among law enforcement agencies, other criminal justice agencies, and local/state governments.

#### Objective:

- Maintain a crime reporting system that provides needed information to all users of the system.

Data Elements	Entry	Definition Or Explanation
1. Name	<ul style="list-style-type: none"><li>● Last name</li><li>● First name or initial</li><li>● Middle name or initial</li><li>● Suffix denoting seniority (e.g., Jr., II, etc.)</li></ul>	Enter names of reporting persons, complainants, victims, suspects, witnesses, parents or guardians.  If complainant/victim is a business, enter name of business.
2. AKA, Nickname		For suspects and for other persons involved in the incident who may be easier to locate through their nickname or alias.
3. Address		Enter address of #1 above.
4. Residence telephone		Enter home telephone number of #1 above.
5. Contact telephone number or address		The best telephone or address to reach #1 above.
6. Date of birth	<ul style="list-style-type: none"><li>● Month</li><li>● Day</li><li>● Year</li></ul>	Enter date of birth for suspects, complainants, victims, or any other persons involved in the incident whose age may be a factor in the investigation. If date of birth is unknown, enter estimated year of birth.

Data Elements	Entry	Definition Or Explanation
7. Sex	<ul style="list-style-type: none"> <li>● Male</li> <li>● Female</li> </ul>	
8. Race and Ethnicity	<ul style="list-style-type: none"> <li>● Indian</li> <li>● Asian</li> <li>● Black</li> <li>● White</li> <li>● Hispanic</li> </ul>	<p><u>Indian</u> includes American Indian or Alaskan native, <u>Asian</u> or Pacific Islander, <u>Black</u>, not of Hispanic origin <u>White</u>, not of Hispanic origin <u>Hispanic</u> A person of Mexican, Puerto Rican, Cuban, Central South American or other Spanish culture, regardless of race.</p> <p>While the collection of data is not limited to the categories described above, any required reporting which uses more detail shall be organized in such a way that the additional categories can be aggregated into these basic racial/ethnic categories.</p>
9. Driver's license number		
10. Height		Express in feet and inches. Fractions of an inch should be rounded off to the nearest inch.
11. Weight		Express in pounds. Fractions of a pound should be rounded off to the nearest pound.
12. Color-Eyes	<ul style="list-style-type: none"> <li>BLK Black</li> <li>BLU Blue</li> <li>BRO Brown</li> <li>GRY Gray</li> <li>GRN Green</li> <li>HAZ Hazel</li> <li>MAR Maroon</li> <li>PNK Pink</li> <li>UNK Unknown</li> </ul>	

Data Elements	Entry	Definition Or Explanation
. Color-Hair	BAL Bald BLK Black BLN Blond or Strawberry BRO Brown GRY Gray or partially gray RED Red or auburn SDY Sandy WHI White UNK Unknown	Bald is used when subject has lost most of the hair on his/her head or whose head is hairless.
. Scars, Marks, Tattoos	List, describe and enter the location of all scars, marks, tattoos.	
. Clothing, Glasses		Complete description of clothing and glasses worn by the suspect.
. Suspect's occupation		Principal occupation of suspect, even if unemployed. If the person is in the armed service, indicate branch and rank. Also, indicate if student, housewife, or retired.
Victim/suspect relationship	<ul style="list-style-type: none"> <li>● suspect is unknown to victim</li> <li>● unknown relationship</li> <li>● suspect is known:</li> </ul>	Check off boxes to indicate whether suspect is known to victim; if known, how.
Under influence drugs/alcohol	<ul style="list-style-type: none"> <li>● Drugs</li> <li>● Alcohol</li> </ul>	For suspects or any other person involved in the offense whose physical and mental condition may be a factor in the investigation.
Suspect: Armed	<ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>	Check off boxes and describe.
Suspect: Status in the criminal justice system	<ul style="list-style-type: none"> <li>● Probation</li> <li>● Parole</li> <li>● O.R.</li> <li>● Bail</li> <li>● Prior conviction</li> <li>● Unknown</li> </ul>	Check off boxes and describe.



Data Elements	Entry	Definition Or Explanation										
21. Location of incident	<ul style="list-style-type: none"> <li>● Address</li> <li>● Beat/geo code</li> </ul>	<p>Complete in one of the following ways which are listed in order of preference:</p> <p>(a) exact address including the building, room or apartment number.</p> <p>(b) closest street address indicating <u>in front of, adjacent to, rear of, across from,</u> etc.</p> <p>(c) block number as shown by street sign indicating if location is on the odd-or even-numbered side of the street.</p> <p>(d) distance and direction from a known point.</p> <p>Explain by a word or phrase where event occurred. For example:</p>										
22. Type of premises	<ul style="list-style-type: none"> <li>● Street(Highway)</li> <li>● Gas Station</li> <li>● Convenience Store</li> <li>● Bank</li> <li>● Other Commercial</li> <li>● Residential</li> <li>● Miscellaneous</li> </ul>	<table border="0"> <tr> <td>inside</td> <td>alley</td> </tr> <tr> <td>front</td> <td>driveway</td> </tr> <tr> <td>rear</td> <td>garage (private),</td> </tr> <tr> <td>side</td> <td>carport</td> </tr> <tr> <td>roof</td> <td>parking lot</td> </tr> </table>	inside	alley	front	driveway	rear	garage (private),	side	carport	roof	parking lot
inside	alley											
front	driveway											
rear	garage (private),											
side	carport											
roof	parking lot											
23. Nature of complaint		<p>Complaint/dispatch information: describe nature of complaint being reported, using descriptive phrases.</p>										
24. Priority of field response	<ul style="list-style-type: none"> <li>● Urgent</li> <li>● Routine</li> <li>● As Available</li> </ul>	<p>Complaint/dispatch information.</p>										

Data Elements	Entry	Definition Or Explanation
25. Event status	<ul style="list-style-type: none"> <li>● In progress/Developing</li> <li>● Just occurred/Recent</li> <li>● Cold</li> <li>● Unknown/Incomplete call</li> </ul>	<p>Complaint/dispatch information:</p> <ul style="list-style-type: none"> <li>● In progress/Developing: Reporting person can see or hear or otherwise knows that the activity which prompted this call is now taking place or is imminent.</li> <li>● Just Occurred/Recent: The event being reported has just taken place or is so recent that the scene is essentially intact; witnesses may or may not be available; suspect not at scene.</li> <li>● Cold: Incident has taken place; probably no useful clues at scene; report and/or follow-up required.</li> <li>● Unknown/Incomplete Call: Caller requests police assistance but refuses or is not able to describe reason for call.</li> </ul>
26. Primary responding unit I.D.		This is the unit responsible for handling the assignment.
27. Support Unit I.D.		This is the backup unit(s) supporting the primary unit.
28. Hazard factors	<ul style="list-style-type: none"> <li>● Weapons involved</li> <li>● Gang/crowd</li> <li>● Drugs/alcohol</li> <li>● Mental</li> </ul>	Dispatch information for responding unit's information.
29. How call was received	<ul style="list-style-type: none"> <li>● Phone</li> <li>● Walk in</li> <li>● On view</li> <li>● Other</li> </ul>	Complaint/dispatch information.
30. Last seen heading		Complaint/dispatch information to indicate direction suspect/vehicle was last seen heading.
31. Action initiated	<ul style="list-style-type: none"> <li>● Field response</li> <li>● Office response</li> <li>● No response. Why? _____</li> <li>● Referred to _____</li> </ul>	Complaint/dispatch information.

Data Elements	Entry	Definition or Explanation
32. Event/crime report number		A sequential number recorded in the complaint-dispatch system for every called-for service. When a crime report is completed, this number becomes the unique number assigned to the report. All documents associated with a reported crime must bear the same number.
33. Crime		Enter the name of the crime, followed by the criminal code section, subsection, when applicable, and code abbreviation.
34. Crime classification - theft/larceny	<ul style="list-style-type: none"> <li>● Pocket picking</li> <li>● Purse snatching</li> <li>● Shoplifting</li> <li>● Thefts from motor vehicle (except parts and accessories)</li> <li>● Theft of motor vehicle parts and accessories</li> <li>● Bicycles</li> <li>● From buildings</li> <li>● Coin-operated device</li> <li>● All others</li> </ul>	
35. Date and time	<ul style="list-style-type: none"> <li>● Month</li> <li>● Day</li> <li>● Year</li> <li>● Time</li> </ul>	Complaint/dispatch system should capture date and time: call received, unit dispatched, unit arrived at scene, and unit completed the assignment. Crime report should indicate date and time incident occurred and date and time incident was reported.  In reporting time, military time should be used.
36. Vehicle description	<ul style="list-style-type: none"> <li>● License number</li> <li>● State of license number</li> <li>● Year of license number</li> <li>● VIN</li> <li>● Year</li> <li>● Make</li> <li>● Model</li> <li>● Body style</li> <li>● Color(s)</li> <li>● Condition of car body</li> </ul>	

Data Elements	Entry	Definition Or Explanation
37. Knowledge of event		Describe what each involved person knows about the incident and to what he/she can testify.
38. Elements of crime		Describe the elements of the reported offense and all other crimes the event can justify.
39. Investigative steps		Narrate steps taken in the preliminary investigation, follow-up investigation, and in an arrest situation for the reported offense (e.g., statements taken, protection of crime scene, broadcast of information and information helpful in apprehending suspects, such as known associates and known haunts).
40. Disposition of persons and property		Describe details of the gathering (or finding), condition, and disposition of any evidence, property, pets, vehicles, children, or injured persons.
41. Suspect apprehension information		Describe details of suspect interrogations, line-ups, co-defendants, and include information about why suspect was arrested for the crime.
42. Search employed		Describe completely any search for evidence, information or suspects in a crime scene search, neighborhood check, suspect search, or in connection with an arrest.
43. Identification number		For operator, dispatcher, officers, approving supervisors, investigating officers, etc.

Data Elements	Entry	Definition Or Explanation
44. Action taken	<ul style="list-style-type: none"> <li>● <u>Complaint-Dispatch Disposition:</u></li> <li>● Report, type _____</li> <li>● Arrest _____</li> <li>● Citation _____</li> <li>● Gone on arrival</li> <li>● Invalid address</li> <li>● Unable to locate complainant</li> <li>● Void</li> <li>● Civil</li> <li>● Referred to _____</li> <li>● Adjusted at scene</li>   <li>● <u>Case Disposition/Arrestee Status:</u></li> <li>● Arrest and prosecution</li> <li>● Comp refuses to prosecute</li> <li>● Complaint refused by DA</li> <li>● Prosecuted for another offense</li> <li>● DA citation</li> <li>● Unfounded</li> <li>● Occurred in other jurisdiction</li> <li>● Turned over to other jurisdiction</li> <li>● Death of offender</li> <li>● Appropriate juvenile disposition</li> <li>● Arrestee status _____</li> </ul>	Check off boxes and fill in, where needed.
45. Personal injury		Indicate whether death or injury occurred to any of the persons involved in the incident, the extent of the injury, and what action was taken in each case.
46. Stolen property	<ul style="list-style-type: none"> <li>● Currency, notes, etc.</li> <li>● Jewelry &amp; precious metals</li> <li>● Clothing &amp; furs</li> <li>● Office equipment</li> <li>● Televisions, radios, stereos, etc.</li> <li>● Firearms</li> <li>● Household goods</li> <li>● Consumable goods</li> <li>● Livestock</li> <li>● Miscellaneous</li> </ul>	Check off box to indicate category of loss and describe completely. Enter value for each item. Enter total value. Description should include quantity of items taken, type and name of each article, make of brand, model number, serial number, registration/license number, color, size, identifying marks, caliber and barrel length of guns.

Data Elements	Entry	Definition Or Explanation
47. Method of entry/exit	<ul style="list-style-type: none"> <li>● Lawful</li> <li>● Forced</li> <li>● No force</li> <li>● Attempted force</li> </ul>	For entry, check off boxes and describe in narrative. For exit, describe in narrative.
48. Point of entry/exit		Explain in narrative or box.
49. Weapon/force used	<ul style="list-style-type: none"> <li>● Handgun</li> <li>● Other gun</li> <li>● Knife/cutting instrument</li> <li>● Hands/feet</li> <li>● Threat</li> <li>● Other _____</li> </ul>	
50. Tool(s) used against property		Explain by word or phrase.
51. Trademark/ unusual actions or traits of suspect		Actions taken by the suspect to prepare for or accomplish a crime, or to avoid apprehension that have not been recorded elsewhere in the report. It includes unnecessary or bizarre acts, e.g., "eats food," "changes clothes," "leaves note."
52. Report/distribution data	<ul style="list-style-type: none"> <li>● Other reports submitted ____</li> <li>● Additional distribution ____</li> <li>● Page No. _____</li> </ul>	All related documents should be listed, i.e., statements, suicide notes, evidence form, supplementary forms. Note the number of extra copies needed and a distribution list. Indicate whether the report is complete or whether it is one of several pages, e.g., Page ____ of ____ pages.
53. Notifications	<ul style="list-style-type: none"> <li>● Describe request</li> <li>● Agency/Unit</li> <li>● Date/Time</li> <li>● Officer identification</li> </ul>	Record those requests for immediate service during an officer's preliminary investigation, e.g., for criminal investigators, coroner, ambulance, tow truck. Note requests for NCIC checks, radio APB's, teletypes, etc. Note notifications to parents/guardians of juvenile.
54. Charge(s)	<ul style="list-style-type: none"> <li>● Code section</li> <li>● Name of offense</li> </ul>	Offense for which the person is being arrested.
55. Booking number		A number that identifies that particular arrest.

Data Elements	Entry	Definition Or Explanation
56. Resistance to arrest	<ul style="list-style-type: none"> <li>● Fled</li> <li>● Attacked</li> <li>● Abusive</li> <li>● Passive</li> </ul>	Resistance to arrest should be charged or noted on the arrest/offense report.
57. How arrest was made	<ul style="list-style-type: none"> <li>● On view</li> <li>● Warrant</li> <li>● Citizen</li> <li>● Call (dispatched)</li> <li>● Investigation</li> </ul>	
58. Rights explained	<ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>	
59. Response to rights	<ul style="list-style-type: none"> <li>● Silent</li> <li>● Waived</li> <li>● Understood</li> <li>● Statement</li> </ul>	
60. Disposition of vehicle	<ul style="list-style-type: none"> <li>● Towed?</li> <li>● Hold?</li> <li>● Released to _____</li> <li>● Other _____</li> </ul>	Describe if vehicle towed and where, if there is a hold on vehicle, and for whom the hold was placed.
61. Arresting officer/agency	<ul style="list-style-type: none"> <li>● Name</li> <li>● I.D. number</li> </ul>	Enter name and identification number of arresting officer. Include name of agency/organizational unit when necessary.
62. Change reported crime and classification to		Fill in change of reported crime, and/or classification when appropriate, to indicate correct type of crime.
63. Revised value of loss	<ul style="list-style-type: none"> <li>● \$ _____</li> </ul>	Fill in revised value of loss as needed.
64. Recovered property	<ul style="list-style-type: none"> <li>● Itemize</li> <li>● Describe</li> <li>● Unit value</li> <li>● Total value</li> </ul>	Describe recovered property, give value of each recovered item and the total value.
65. Where property recovered		Fill in location of recovery and address
66. M.O. additions and changes		Fill in any additions or changes in M.O. that may be different from the original report.

## SCRS CRITERIA I, E

### **Module: Data Capture**

#### **Component: Geo-coding**

The location of occurrence for a crime and/or arrest must be captured by appropriate geographical coding, i.e., reporting districts, census tracts or geographical base files.

#### **Goal:**

- Increase crime reporting productivity and effectiveness.

#### **Objective:**

- Improve crime analysis.
- Improve investigative capability.
- Improve operational decision-making.



## SCRS CRITERIA I, F

### **Module: Data Capture**

#### **Component: Reporting Officer Identifier**

Completed crime reporting forms must uniquely identify the person completing the report.

#### **Goal:**

- Establish and maintain management and control policy guidelines.

#### **Objective:**

- Ensure that every officer involved in opening, investigating or closing a crime event is identified with the event and the extent of involvement.

## SCRS CRITERIA I, G

### Module: Data Capture

#### Component: Report Writing Manual

A report writing manual must be developed for use in training and for field use. The contents of such a manual should include:

1. Basic instructions on when and how to complete the appropriate SCRS forms.
2. Standardized instructions for entering data on SCRS forms:
  - a. the information requested;
  - b. the word "none";
  - c. the word "unknown" abbreviated "unk";
  - d. the word "refused" abbreviated "ref"; or
  - e. a short dash (-) to indicate "not applicable".
3. A list of approved abbreviations:
  - a. NCIC abbreviations; and
  - b. SCRS approved abbreviations.
4. Criteria for offense classifications if the agency requires the person completing the report to make the crime classification.
5. Criteria for property valuation. (Standardized within individual agencies.)

#### Goal:

- Increase field officers' productivity time.

#### Objective:

- Reduce report writing time.
- Reduce reinterview time.
- Provide essential report writing information.

#### Recommendation:

- A properly designed field manual can become, next to safety equipment, an officer's most valuable tool. It will refresh the officer's memory on conducting a proper investigation and contain useful information and resource material to make the officer's job easier. Such a manual would have the following characteristics:  
A design that incorporates the following features:
  - a. loose leaf so that additions and revisions can be easily made;

- b. numbered and dated pages to identify the most current information;
- c. use of color coding or index tabs to indicate appropriate sections;
- d. detailed table of contents for a reference guide;
- e. a lightweight plastic cover, smooth so that it can be used as a writing surface, and imprinted with lists of the most commonly misspelled words in police report writing.

Additional information helpful to the field officer may include:

- a. beat maps, patrol area maps;
- b. list of buildings and landmarks and their locations; e.g., Flatiron Building, Tower apartments;
- c. agency and city (or county) telephone numbers;
- d. list of all neighboring law enforcement agencies, social agencies, hospitals and other agencies the officer may need to contact, with their addresses and telephone numbers;
- e. matrices to show which report forms to complete, where extra copies should be distributed, and appropriate notifications for unusual or infrequent situations such as child abuse cases, bomb threats, poisonings, types of traffic accidents;
- f. a guide to using the proper report form;
- g. matrix to show how to process different types of juveniles and dispositions, e.g., runaways, neglected or dependant children, felony arrestees;
- h. copy of NATA Handbook insert showing where the VIN is located on various makes and years of vehicles;
- i. reproductions from ATF Handbook which illustrate and describe commonly used guns;
- j. one page chart of first aid techniques;
- k. list of common local ordinances;
- l. list of common vehicle code violations and local traffic ordinances;
- m. list of common state penal code sections.

## SCRS CRITERIA I, H

### Module: Data Capture

#### Component: Report Writing Training

An adequate formal classroom training and orientation program must be provided to those personnel responsible for completing crime reports. Characteristics of such a training program should be:

1. Instruction using formal course outlines, exams, and critiques which address:
  - a. SCRS standardized information including SCRS background, purpose and procedures;
  - b. Compliance with agency and state report writing requirements;
  - c. Use of the report writing manual.
2. In service training as needed.

#### Goal:

- Obtain maximum effective productivity from departmental personnel.

#### Objective:

- Provide comprehensive and continuous training to departmental personnel for the understanding and operation of an efficient SCRS.

#### Recommendation:

- To further the acceptance of SCRS, information about the program should be provided to all agency personnel.

## SCRS CRITERIA II, A

### **Module: System Mangement and Control**

#### **Component: Simplified Paper Flow**

A simplified paper flow, essential to the smooth functioning of SCRS, must be established. This can best be accomplished in a system featuring:

1. Written policies to control the entire crime report flow that will cover system supervision, report copy control, personnel and training.
2. The physical positioning of report in-basket receptacles, report reproducing section, the files, and all other essential equipment and work areas for the convenience of report takers, processors and users.
3. Regulations to prevent delays in report processing caused by the failure of report takers to submit reports promptly, by the report review or audit process, or through equipment breakdowns.
4. Written procedures which include:
  - a. a distribution list for all report copies;
  - b. provisions for the physical distribution of reports;
  - c. responsibilities for adequate stocks of forms; supplies, and for the maintenance of equipment.

#### **Goal:**

- Obtain maximum effective productivity from all department personnel.

#### **Objective:**

- Publish and maintain comprehensive systems management policies and procedures that are understood and followed by all departmental personnel.
- Maintain a SCRS work flow that provides the most efficient means to accomplish the crime reporting task.
- Provide office management procedures and maintain a physical office organization that facilitates efficient systems operations.

## SCRS CRITERIA II, B

### **Module: System Management and Control**

#### **Component: Report Review**

Responsibilities for report review and approval must be clearly defined in writing. Such a review function will permit the examination of submitted reports for accuracy and completeness and permit the return of reports to the reporting officer for correction. The review procedure should not delay the movement of report forms in the report processing system.

1. The procedures must provide a way to communicate deficiencies in report writing to the reporting officer.
2. Space must be provided on crime reporting forms for approving signatures.

#### **Goal:**

- Increase crime event reporting productivity and effectiveness.

#### **Objective:**

- Increase accuracy and completeness of crime event reporting to produce high quality information.

## SCRS CRITERIA II, C

### Module: System Management and Control

#### Component: System Audit

To assure that the Standardized Crime Reporting System is in fact operating at the desired level of performance and is producing high quality information, the system must be periodically audited. The audit system should have the following characteristics:

1. The audit policy and procedures must be in formal written form.
2. The complaint/dispatch form must be used as a source document to include as many potential police call for service responses as possible in the audit process.
3. The complete police response must be audited, from complaint receipt to event disposition.
4. The audit system must permit the reconciliation of differences between deficiencies noted by the auditors, supervisors, and reporting officers involved.

#### Goals:

- Increase crime event reporting reliability.

#### Objective:

- Increase accuracy and completeness of crime event reporting to produce all necessary reports with high quality information.

#### Recommendation:

- Ideally, the audit should be performed by an independent agency. The procedures should provide for the auditors to make recommendations for system improvement or personnel training.

Note: The IACP/UCR Audit Guide is available for any agency that wishes to use it.

## SCRS CRITERIA II, D

### **Module: System Management and Control**

#### **Component: Retention and Purge**

Written criteria for the retention and purge of crime reporting documents are an essential part of SCRS. Such criteria must:

1. Conform with local, state, and federal requirements.
2. Consider agency space limitations.

#### **Goal:**

- Maintain accurate and complete law enforcement records.

#### **Objective:**

- Maintain only those crime reporting documents and associated files that are required, or are necessary, for efficient law enforcement operation.



## SCRS CRITERIA II, E

### **Module: System Mangement and Control**

#### **Component: Privacy and Security**

Appropriate privacy and security safeguards must be installed in any SCRS program. At a minimum, these safeguards must include:

1. Knowledge and enforcement of appropriate state and federal laws.
2. Compliance with Criminal Justice Information Systems Regulations (28 CFR Part 20) and LEAA Regulations on the confidentiality of Research and Statistics Information (28 CFR Part 22), when applicable.

#### **Goal:**

- Protect the privacy of individuals who may be included in the criminal records of the agency.

#### **Objective:**

- Obtain dispositions on all cases.
- Keep information current.
- Maintain security.
- Restrict use of information to legitimate purposes.
- Allow inspection by record subject.

## SCRS CRITERIA II, F

### **Module: Systems Management and Control**

#### **Component: Forms Control**

A written forms control policy for SCRS must be established to accomplish the following:

1. Avoid unnecessary duplication of crime reporting forms.
2. Prevent unauthorized revision of crime reporting forms.
3. Insure that adequate supplies of crime reporting forms are maintained.
4. Maintenance of sample crime reporting forms in a single file, a history of forms, revisions, and a forms numbering control.

#### **Goal:**

- Establish and maintain management and control policy guidelines.

#### **Objective:**

- Maintain forms control and accountability.

#### **Recommendation:**

- Forms control should be the responsibility of a single unit. A periodic review should be made to determine the need for existing forms.

## SCRS CRITERIA II, G

### **Module: Systems Management and Control**

#### **Component: Report Processing Training**

Adequate training and orientation must be provided for processors of crime data. In-service training must be provided as needed. The instruction must include:

1. Pertinent written policies and procedures.
2. Restrictions on system deviations.
3. Privacy and security regulations.

#### **Goal:**

- Obtain maximum effective productivity from departmental personnel.

#### **Objective:**

- Provide comprehensive and continuous training to departmental personnel consistent with specific needs and requirements which will establish the proper foundation for understanding and operating an efficient SCRS.

## SCRS CRITERIA II, H

### **Module: System Mangement and Contol**

#### **Component: Report files**

Agencies implementing SCRS must provide for the storage and retrieval of reports to include adequate index and case files, and sufficient space for easy access and for expansion.

#### **Goal:**

- Increase crime event reporting productivity and effectiveness.

#### **Objective:**

- Increase accuracy and completness of crime event reporting to produce high quality information.

## SCRS CRITERIA III, A

### Module: Data Utilization

#### Component: Output Report Control Policies

Written policies must provide for SCRS management, crime analysis and special need reports, as well as outside agency requirements. Such policies must include:

1. Justification for all reports.
2. Establishment of approval mechanisms for interim and special reports.
3. Output control mechanisms, including a requirement for keeping a sample collection of all output reports for periodic evaluation, review and modification or discontinuance where warranted.
4. Specifications which include:
  - a. Local, state and federal reporting requirements; and
  - b. Provisions for adhering to UCR guidelines for reporting deadlines, arrest information, classification and scoring of crimes, and clearance reporting.

#### Goal:

- Establish and maintain an efficient police management and operationally oriented system.
- Improve communications among law enforcement agencies, other criminal justice agencies, and local/state/federal government.

#### Objective:

- Provide decision-makers with quality information from which sound operational and management decisions can be made.
- Provide a means by which useful and standardized data may be efficiently exchanged and shared by all agencies involved in the criminal justice system.

## SCRS CRITERIA III B

### **Module: Data Utilization**

#### **Component: Data Utilization Training**

Adequate training and orientation must be provided for users of crime data. The instructions must include such subjects as:

1. How to read output reports.
2. How to interpret the information.
3. How to analyze the data.
4. How to effectively use the data.

#### **Goal:**

- Obtain maximum effective productivity from departmental personnel.

#### **Objective:**

- Provide comprehensive and continuous training to users of crime reporting data.

## Chapter IV

### SELECTED BIBLIOGRAPHY

A National Strategy To Reduce Crime.

National Advisory Commission on Criminal Justice Standards and Goals.  
Washington, D.C., U.S. Government Printing Office, 1973.

Buby, Grant H. "Proposed Audit Techniques and Standards For Contributors",  
Proceedings of the Second National Symposium on Information Systems  
for Police, Crime Control and Community Planning. St. Louis, Missouri:  
Government Research Institute, 1975.

Cawley, Donald F. et al. Managing Criminal Investigations. Washington, D.C.:  
University Research Corporation for Office of Technology Transfer, National  
Institute of Law Enforcement and Criminal Justice, Law Enforcement Assistance  
Administration, 1977.

Conover, N. Robert. "Management Information: Law Enforcement's  
Forgotten Need," FBI Law Enforcement Bulletin (November, 1974), pp. 3-9.

"Design of a Standardized Crime Reporting System," Technical Report #9.  
Sacramento: SEARCH Group, Inc., 1973.

Dienstein, William. How To Write A Narrative Investigation Report.  
Springfield, Illinois: Charles C. Thomas, 1964.

Eastman, George D., and Eastman, Ester M. Municipal Police Administration.  
Washington, D.C.: International City Managers Association, 1971.

Gammage, Allen Z. Basic Police Report Writing. Springfield, Illinois:  
Charles C. Thomas, 1974.

Geographic Base Files: Administrative Overview. Gaithersburg, Maryland:  
International Association of Chiefs of Police, 1976.

Griffin, John I. Statistics Essential For Police Efficiency. Springfield,  
Illinois: Charles Thomas, 1972.

Hanna, Donald G. and Kleberg, John R. A Police Records System For The Small  
Department. Springfield, Illinois: Charles C. Thomas, 1974.

Hewitt, William H. Police Records Administration. Rochester, New York:  
Aqueduct Books, 1968.

Leonard, V.A. The Police Records System. Springfield, Illinois:  
Charles C. Thomas, 1970.

Nelson, John G. Preliminary Investigation and Police Reporting: A Complete Guide To Police Written Communication. Beverly Hills, California: Glencoe Press, 1970.

Patterson, Frank M. and Smith, Patrick D. A Manual of Police Report Writing. Springfield, Illinois: Charles C. Thomas, 1968.

Police Report Writing. Sacramento, California: California State Department of Education, 1964.

Police Supervisory Control. Sacramento, California: California State Department of Education, 1963.

Records Management System. Sacramento, California: Commission on Peace Officer Standards and Training (POST), 1975.

Report on Police. National Advisory Commission on Criminal Justice Standards and Goals. Washington, D.C. Governmental Printing Office, 1973.

Smith, Patrick D. and Jones, Robert C. Police English. Springfield, Illinois: Charles C. Thomas, 1969.

Standards and Goals For Florida's Criminal Justice System. Florida: Department of Administration, Division of State Planning, 1976.

"Standards For Security and Privacy of Criminal Justice Information," Technical Report #13. Sacramento: SEARCH Group, Inc., 1975.



Appendix

DURANGO POLICE DEPARTMENT  
SCRS IMPLEMENTATION  
PROBLEM IDENTIFICATION SHEET

PROBLEM IDENTIFICATION:

Problem title: \_\_\_\_\_

Type of Problem: \_\_\_\_\_

Forms to which problem is related: \_\_\_\_\_

Problem description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date problem form submitted: \_\_\_\_\_

Originated by: \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Additional comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PROBLEM RESOLUTION:

Date resolved: \_\_\_\_\_

Resolved by: \_\_\_\_\_

Action required: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Distribution: \_\_\_\_\_

\_\_\_\_\_

**END**