



CHEVY CHASE
VILLAGE
POLICE
DEPARTMENT

Police Chief: John Fitzgerald

GENERAL ORDER: 5-14 HANDLING CALLS FOR SERVICE AND
INCIDENT REPORTING

DATE: 11/28/2016 Pages: 3 ◇ New ◇ Amended ◆ Revised 5-14

I. POLICY

- A. Written police reports and documentation concerning police activities are essential in meeting the management, operational, informational, and budgetary needs of the Chevy Chase Village Police Department. Employees of the Department must be aware of and properly complete all required reports and paperwork as prescribed. This General Order establishes procedures concerning how police information is to be received, recorded, and documented.
- B. Officers of this Department shall initiate a Village Incident Report on **all dispatched** calls or events discovered on patrol in accordance with this General Order.
- C. Non-sworn members shall initiate and complete incident reports for those events that do not require an on-scene response as described within this general order.
- D. All members shall make timely and accurate entries into the Department's Records Management System (currently CODY) per policy and training.

II. PROCEDURES

- A. As per existing Village policy, if a citizen calls the station reporting a "true emergency," in the Village, the dispatcher will:
- take the necessary information to immediately dispatch a Village officer; then
 - Immediately notify ECC of the nature and location of the incident and the unit(s) responding.
- B. If a citizen calls the station to report an emergency outside the Village, the dispatcher shall direct the caller to immediately call 911.

If a caller refuses to call 911, or cannot call 911 for any reason, dispatchers shall keep the caller on the line while 911 is called by other personnel—or by the same dispatcher if other staff are not present—and information relayed to ECC.

- C. If a caller blurts out an address and hangs up on station personnel before a referral can be made to ECC, the staff member who answered the phone will be responsible for contacting ECC immediately.
- D. If a citizen calls the station with a non-emergency report of a crime/incident, information will be obtained from the caller and an officer dispatched to the scene.
- E. If an officer who has been dispatched to a citizen report of a verified offense the officer shall complete and submit the appropriate incident report.
- F. If a citizen calls the station to complain about a situation or occurrence, station personnel will document the complaint accordingly using the most appropriate means, which may include, and may not be limited to:
1. Dispatching an officer to the scene of the occurrence;
 2. Completing an informational entry in the CODY CAD documenting the citizen's complaint or concern;
 3. Completing a Public Works (PUBLW) entry in CODY CAD for work to be completed by them.
- G. When an officer is dispatched or assigned to investigate an incident, an entry will be made in the CODY CAD.
- H. Residential alarm calls do not require a written report and may be cleared 'dash-1' **only when:**
- there is no crime, and
 - there are no suspicious circumstances, and
 - if the house is unoccupied, it is secure.
1. Officers must continue to use the police radio to state what they find and what action they take.
 2. Dispatchers must continue to assign incident numbers and write comments on the call in CODY to summarize what the officers say over the radio.

- I. If a citizen calls to report a lost or stolen regulated firearm, officers will notify the Maryland Gun Center by calling (855) 677-6486 or by email at gun.center@maryland.gov.
 1. Officers shall note in the report narrative that the notification was made, and how it was made (phone or email).
 2. Officers shall ensure that all known firearm data is entered into NCIC to include any distinguishing characteristics or identifying marks.
- J. If a citizen requests that his/her dwelling be checked by police during the time the citizen is away, a House Check Request will be initiated in the CODY CAD by the call-taker. Refer to General Order 5-45 House Checks for further details.

III. FIELD REPORTS

- A. Officers will utilize the CODY Records Management System (RMS) to complete incident reports and *related* attachments as per the CCV Report Manual. The following field reports *and forms* shall be completed pursuant to the provisions and procedures listed in the CCV Report Manual, ACRS Manual, Citation Manual, and the CCV General Order Manual:
 1. CODY incident report
 2. ACRS Report (MSP)
 3. State's Attorney's Witness Information Report (MCP)
 4. State's Attorney's Evidence Information Report (MCP)
 5. Request for Latent Evidence Exam (MCP)
 6. Traffic citations via Etix or handwritten on a multi-part state form;
 7. Criminal/Civil Citations;
 8. Emergency Evaluation Petition;
 9. Advice of Rights Form (MCP 50);
 10. DR-15 and DR-15A;
 11. Chain of custody form for evidence or property;
 12. Identity theft questionnaire;
 13. And many other forms that are available and designated for a specific purpose.
- B. Report/Incident Numbers
 1. Each incident will be assigned a number via the CODY CAD/RMS computer system that runs sequentially from the start of the calendar year and each number will be unique.
 2. This numbering system ensures that no two incidents will be assigned identical numbers.

C. Completion of Reports *by Police Officers*

1. Unless a particular area or section of a report is not applicable, all areas of reports will be completed by reporting officers.
2. Reporting officers will fill in completely those spaces on the report form that are applicable to the event/incident being reported.
3. Report narratives will be accurate and will *thoroughly* describe what happened, if known to the writer.
4. Officers will not state personal opinions in their reports, but may state how they reasonably believe, based on available facts and circumstances, how a crime was committed or an accident occurred.
5. Collision (ACRS) report narratives should reflect exactly what the driver of each vehicle reported about the collision.

D. Completion of Reports by Non-Sworn Members

1. When an on-scene response by a police officer is unnecessary or impossible for thefts/attempt thefts that occurred earlier (a victim's car was entered overnight, but they don't want to 'make a police report'; the victim has already left the Village, etc.), dispatchers shall initiate and complete the incident report and classify the report as a theft or attempt theft (06xx).
2. Dispatchers must capture the below information from the caller:
 - Date and time (or range) of occurrence;
 - Vehicle info (year, make, model, tag, and color);
 - Victim info (name, address, DOB, phone #);
 - Description of items and dollar amount stolen, or a comment such as, 'nothing was stolen' depending on the facts;
 - Where the car was parked (driveway, street).
3. If any stolen items bear a serial number, dispatchers must notify an officer; the officer must call the Montgomery County Message Routing Center to enter the item(s) into NCIC.

E. Submission of Reports

1. Generally, officers shall complete their reports prior to the end of their work day (tour of duty) unless they receive supervisory approval to complete the report on their next work day.
2. Reports must NOT be held until an officer returns from his/her days off.

Examples:

- If an officer cannot finish a report that is received on day 1 of his/her work week, the officer must complete that report by the end of work on day 2.
- If an officer receives a report call on the last day of the work week, the report must be completed that same day.

3. Exceptions to the above must be expressly approved by the Lieutenant or the Chief.

F. Supervisory Approval of Reports

1. The Lieutenant will review completed reports to determine that the preliminary investigation is satisfactory and that the narrative is clear and all-inclusive.
2. The Lieutenant will also review for proper *spelling and grammar*, correctness, and adherence to the CCV Report Manual and CCV General Orders.
3. *After the Lieutenant is satisfied with the quality of the report, he* will indicate his review and approval on the document in the location for that purpose.
4. All incomplete, illegible, inaccurate or otherwise unacceptable reports will be returned to the officer who wrote them for revisions, corrections, etc.
5. The Lieutenant will ensure that all required reports are submitted.

G. Follow-up Reports

Follow-up reports will be turned in to the Lieutenant for review and approval within ten (10) days from the date assigned.

H. Distribution of Reports

1. The Lieutenant will forward Part I, Part II, and any report which may be of interest to MCPD to MCPD's *2nd District (Bethesda)* Station to be distributed to the proper section *or directly to the specialized investigative unit (Auto Theft, Family Crimes, etc.)*.
2. The Lieutenant, on a case-by-case basis, will distribute reports to outside agencies, i.e. FBI, Secret Service, ATF, etc. for cases that fall within the outside agency's jurisdiction and/or control. Requests from any law enforcement agency for copies of official police reports will be honored.

This directive voids the previous version dated 2/4/2015 and incorporates Memo 15-20: Dispatchers writing theft/attempt theft reports issued on December 21, 2015..