

SANTA CLARA POLICE DEPARTMENT GENERAL ORDER 82.2

RECORDS: FIELD REPORTING AND MANAGEMENT

ISSUED APRIL 2006

82.2.1 Field Reporting System

It is the policy of the Santa Clara Police Department that official records be prepared and maintained to document reported police activity, whether originated by a citizen or a Department member. All complaints of a criminal nature received by the Police Department will be documented on an Incident Report even when the complainant does not wish to file charges or have a report made. An Incident Report is made for crimes committed or attempted. In addition to crimes, it is made for incidents requiring police attention with the exception of traffic related reports.

82.2.2 Case Numbering

The case numbering system in CAD assigns a unique case number to each incident entered into the system. Case numbers are attached to the incident when assigned by Communications. The current numbering system starts with the two digits of the year, followed by sequentially issued numbers. Under this system, no numbers are duplicated or omitted.

If the officer needs to cancel a case number obtained in error, duplicated or is no longer necessary, the requesting officer shall complete a case number cancellation form with an explanation why the case number is no longer needed.

Case Number Quantity

The following rules will determine how many case numbers are needed when two or more persons commit one offense or one person commits two or more offenses.

Use multiple case numbers in the following situations:

- Multiple 10851 thefts or multiple 10851 recoveries. Each vehicle needs a separate case number for SVS computer entry. If it was a Santa Clara stolen, use the same case number for the recovery.
- Multiple 10-65's missing or found. Each person requires a separate case number for MUPS computer entry. If the person was reported missing from Santa Clara, use the original Santa Clara case number when the person is found.
- A crime investigation that also includes either a 10851 or 10-65 requires a case number for the crime, plus a case number for each 10851 and each 10-65, i.e. a 459 residential with 2 victim vehicles stolen requires 3 case numbers.
- When addressing multiple similar crimes:

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- Multiple similar crimes, same address and different days = separate case numbers. For example, the same business burglarized three times within three weeks requires separate case numbers.
- Multiple similar crimes, different addresses or locations on the same day = separate case numbers. For example three 20002's ½ mile from each other with the same suspect, or four 459's in the same office building, but each in a different suite in different businesses requires separate case numbers.
- Multiple on-view arrested persons when different divisions handle the crime types. For example, a driver arrested for DUI and two 11550 passengers will require one case number for the DUI (goes to Traffic Investigator), one case number for the 11550 (goes to Detective Investigator).

Use one (1) case number in the following situations:

- Multiple similar crime types at the same physical address and occurring at the same time and likely done by the same suspect(s). For example;
 - Multiple vehicles burglarized overnight at the train parking lot on Stars and Stripes that are all discovered at the same time. Since this parking lot uses one address, even though the victims are not related, if the burglaries all happened at the same time, and the crime and suspect are likely similar, you can use one case number.
 - A suspect who assaults a person in a bar, then goes to another person elsewhere in the same bar and assaults that person, and finally goes to a third person elsewhere in the bar and assaults that person before he is stopped = one case number. Although each criminal act is a separate event and the victims are unrelated, the same suspect committed the acts all within the same location and within the time frame.
- Use one new case number for all warrant arrests – including Santa Clara warrants, multiple Santa Clara warrants and outside agency warrants (no requirement to use the original S.C. case number).
- One or more Santa Clara or outside agency warrants and you also have on-view charges, use a new case number for everything (only one required).

Reference multiple case numbers in your report.

When the report is entered into the system, the report will be filed by the case number assigned to the incident.

82.2.3 Specific Information for Documenting Police Action

All reports and records maintained to document police activity will contain at a minimum the following information (if accessible):

- Date and time of the initial reporting,
- Name, if available, of the citizen requesting the service, or victim's or complainant's name,
- Nature of the incident,

- Nature, date and time of action taken by law enforcement personnel, and
- Name of business involved (if applicable).
- A narrative containing the investigation details.

In situation where a request for service is made through the 911 system, and the caller refuses to be identified, the complaint record will indicate “refused” under the complainant’s name.

82.2.4 Procedures to Be Followed In Completing Incident Reports

Policy

Members of the Santa Clara Police Department will use the appropriate report form(s) as indicated by the nature of the incident being investigated. Reports shall be well written and complete. The police record system depends on the work product of the officers in the field.

Report Type Required:

An Incident Report will be completed for all reports unless another designated report type is available (DUI, Vehicle Report, Juvenile Contact Report, Missing Person, etc.) It will also be used when an adult is arrested for any on-view criminal act occurring within the jurisdiction of the Santa Clara Police Department. Warrant arrests do not require an Incident Report. Some arrests do not require an Incident Report. Refer to the Adult Citation chart and the Juvenile Processing chart for specific direction concerning required reports and court information.

Incident Reports may also be used for information of a non-criminal nature. Record all applicable information on the Incident Report and list all persons involved in the appropriate location.

Other report forms will be used to document incidents appropriately. All required report forms for an incident shall be completed and submitted.

Report Writing Instructions

The following procedures will be used in completing reports:

Most Incident Reports shall be completed in ARS. If a report is allowed to be handwritten (traffic, Incident Report worksheets, etc.), it shall be written in block form (without indentation). Hand printed reports shall be written in black ink and single-spaced, with double spacing between paragraphs (#2 pencil is allowed on traffic collision reports). Paragraphs should contain details of only one topic area and every sentence in each paragraph must relate to the paragraph’s main idea.

The report format shall be completed consistent with the County report-writing format. If Santa Clara P.D. has a report investigation guide card (211PC, 459PC, etc), the report shall be written following the guide format.

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Reports shall be written in the “first person” writing style, and written in active tense. Passive tense will not be used.

Slang or profanity shall not be used except as necessary for modus operandi purposes to describe statements made by suspects, witnesses or other involved parties.

Members shall avoid the use of police jargon and phraseology when writing reports. Reports shall be written in a clear, concise style, so that it is understandable and of use to individuals outside the law enforcement environment.

Except when clearly appropriate, the writer’s opinions and conclusions should not be included in the report. Statements regarding the veracity or character of witnesses, victims or suspects should not be included in the report, except as necessary to disprove the filing of a criminal report. Reports shall not include words or phrases that belittle, ridicule or humiliate persons, groups, or institutions, unless the words or phrases are material to the incident or complaint being investigated.

Do not include statements in the report concerning referring the report to the D.A. Office, or that Detectives will contact the R/P.

Incidents involving arrests or citations.

The documentation may be in the form of an Incident Report, traffic collision report, citation, juvenile contact report, missing person report, CAD report, stolen/abandoned bicycle report, vehicle report, driving under the influence report, field interview card, or other report forms approved by the Santa Clara Police Department

82.2.5 Submitting Reports

Refer to [General Order 82.4.4](#) for related information.

Reports generally will be completed before the end of the officer’s work shift. Doing a thorough investigation is encouraged, and therefore may require holding the report an additional time for additional follow up and interviews. Holding a report requires supervisor approval, and the Report Review form completed and signed by the supervisor. This form allows tracking of the unfinished report. In-custody reports must be completed prior to the officer leaving and going off duty.

82.2.6 Supervisory Review of Reports

Every report submitted by an employee will be reviewed for completeness and accuracy by a supervisor before being submitted to Records. All dictated reports will be returned to the preparing officer’s supervisor for review once transcribed. If the immediate supervisor is unavailable, the on-duty supervisor shall review the report.

The supervisor will check the report for neatness, legibility, elements of the crime, completeness and accuracy. Reports not approved will be returned to the writer for necessary corrections.

Upon approval, the report will be forwarded to the Records Division for further processing.

82.2.7 Distribution of Reports and Records

Once processed by Records, reports will be distributed to the appropriate investigators as indicated by current procedures and needs.