



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

263 – RECORDS MANAGEMENT

GENERAL ORDER: 2026-22
ISSUED: May 26, 2026

EFFECTIVE: May 26, 2026

REVIEWED/APPROVED BY:
Assistant Chief Craig Sarnow
DATE: April 16, 2026

ACTION: Amends General Order 2024-26 (May 13, 2024)

WILEAG STANDARD(S): 6.2.6

ROLL CALL VERSION

Contains only changes to current policy.
For complete version of SOP, see SharePoint.

263.05 DEFINITION OF TERMS (WILEAG 10.1.7)

C. QUALITY CONTROL REPRESENTATIVE (QCR)

The QCR is responsible for ensuring the quality and accuracy of the reports at the work location, serving as a liaison with Records Management Division personnel and assisting in training and educating members at their location on identified areas of concern or deficiency. Additionally, QCRs are responsible for managing and addressing the reports that are on the missing incident reports (tickler report).

3. Administration Bureau

~~All shift commanders (police lieutenants) assigned to the Technical Communications Division shall be designated as the QCR. The commanding officer of each division shall designate a supervisor as the QCR on every shift.~~

263.10 PROCEDURES FOR REPORTS (WILEAG 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7)

E. CASE REPORT AND CAD CALL NUMBERS

2. CAD System Not Operational (Case Report Numbers)

~~a. Dispatched Calls for Service~~

~~If call numbers for dispatched calls for service are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted call numbers in the TCD daybook on the TCD SharePoint site.~~

~~b. Case Report Numbers~~

If the same case number is assigned to more than one dispatched call for service, the ~~Technical Communications Division~~ Department of Emergency Communications (DEC) will ~~shall~~ cancel the case number in accordance with SOP 263.10(K). The ~~Technical Communications Division shall~~ DEC will then issue new

case report numbers to the members assigned the duplicate case number. Each member assigned a new case report number shall then file the respective case report in RMS in accordance with 263.10(D)(1).

~~b. If case numbers are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted case numbers in the TCD daybook on the TCD SharePoint site.~~

K. CANCELLATION OF CASE NUMBERS

3. Supervisor approval is required for any of the following cancellations:

a. Within 24 hours of case number creation and no information in RMS.

The case number is cancelled directly with a ~~Technical Communications Division~~ **DEC** dispatcher. No report is required for this cancellation, other than to verbally provide the dispatcher a reason for cancellation and the rank, name and PeopleSoft number of the approving supervisor for entry into CAD.

b. Beyond 24 hours of case number creation and no information in RMS record.

Members are to file their cancellation request directly in RMS by filing a *Case Number Cancellation Report*. Within RMS, the reporting member will enter and submit their request to cancel a case number. The district/division shift commander, or his/her, designee will then review and approve the report. For further information on filing a cancellation, refer to section **SOP** 263.35 Informational Resources.



JEFFREY B. NORMAN
CHIEF OF POLICE