



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

263 – RECORDS MANAGEMENT

GENERAL ORDER: 2021-XX
ISSUED: October 11, 2021

EFFECTIVE: October 11, 2021

REVIEWED/APPROVED BY:
Inspector Shunta Boston-Smith
DATE: September 14, 2021

ACTION: Amends General Order 2017-28 (May 19, 2017)

WILEAG STANDARD(S): 6.2.6

ROLL CALL VERSION

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

263.00 PURPOSE

The purpose of this standard operating procedure is to communicate uniform administrative procedures for the proper filing of police incident reports. The following procedures assist the Milwaukee Police Department in clarifying the importance of accurate and complete entry of incident reports into ~~the Tiburon System~~ the Records Management System (RMS), including the Jail Management System ~~the Automated Reporting System (ARS), Corrections Management System (CMS), and the Records Management System (RMS).~~ Additionally, these procedures facilitate the proper use of Wisconsin state statutes and incident based reporting enhancing their impact on crime analysis and tactical planning.

263.05 DEFINITION OF TERMS (WILEAG 10.1.7)

~~A. AUTOMATED REPORTED SYSTEM (ARS)~~

~~The main function of ARS is to support the collection of incident report (crime report) data for the Milwaukee Police Department.~~

~~AB. CORRECTIONS MANAGEMENT SYSTEM (CMS) JAIL MANAGEMENT SYSTEM~~

~~CMS is a sub-module within RMS~~ The Jail Management System is designed to track prisoner information and movement while a person is in the care and custody of the Milwaukee Police Department.

~~C. DATA INTEGRITY DATABASE~~

~~The database serves as a mechanism to identify report deficiencies, potential trends in reporting and overall record quality. Database entries that articulate a correction has been made or require follow-up will generate an email to the member authoring the report, the supervisor approving the report, the work location QCR and the commanding officer. Entries into this database are for corrected and non-corrected reports.~~

BD. INCIDENT BASED REPORTING SYSTEM (IBRS)

IBRS is data collected and reported on each single crime incident and arrest within 22 offense categories made up of 49 specific crimes called group A offenses. In addition to group A offenses, there are 11 group B offense categories for which only arrest data are reported. IBRS data is used by the Milwaukee Police Department for strategic and tactical analysis.

For crime/incident reporting purposes, IBRS data is converted to WIBRS (Wisconsin Incident Based Reporting System) and then transmitted to the Wisconsin Department of Justice (WIDJ) monthly. The WIDJ is responsible for reporting data to the FBI for the purposes of **Federal Bureau of Investigation** (FBI) UCR reporting.

CE. 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 ~~and the police lieutenant assigned to the Office of Community Outreach and Education~~ shall be designated as the QCR.

DF. RECORDS MANAGEMENT SYSTEM (RMS)**EG. UNFOUNDED INCIDENT**

A criminal incident which would normally be reported in **ARS RMS**, but subsequently, through a thorough investigation, it is determined no crime has occurred. These incidents are still reported in RMS, but members shall select "Unfounded" in the case status box of the incident tab when reporting unfounded incidents. ~~ARS, but the opening paragraph in the "Supplement" tab must clearly state the incident is "UNFOUNDED".~~

FH. UNIFORM CRIME REPORTING (UCR)**263.10 PROCEDURES FOR REPORTS (WILEAG 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7)****A. DUTY TO REPORT**

2. All calls for service to the department, whether in response to a request from a citizen or resulting from self-initiated activity, shall be documented by the **Computer Aided Dispatch** (CAD) system and/or in the appropriate report writing form, which shall include but is not limited to the Records Management System, a city of Milwaukee municipal citation (or TraCS equivalent), a *Wisconsin Uniform Traffic*

Citation (or TraCS equivalent), a *Wisconsin Uniform Motor Vehicle Crash Report* MV-4000 (or TraCS equivalent), a *Driver Exchange of Crash Information* report (or TraCS equivalent), or a city of Milwaukee parking citation. These calls include, but are not limited to:

- a. Citizen reports of a criminal incident.
- b. Criminal and non-criminal incidents initiated by department members.
- c. Any incident involving an arrest, citation, or summons.
- d. Citizen reports of incidents other than a criminal incident.
- e. Any incident involving a department member being dispatched or assigned. (WILEAG 10.1.3.1, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5)

D. TIMELY COMPLETION OF REPORTS

1. Members shall obtain ~~an incident~~ a **case** report number, when required, prior to the end of the member's shift.
2. Members shall complete all tabs and data fields within the incident, **offense, suspect, and victim** tabs of the ~~original incident~~ **initial** report prior to the end of the member's shift. Members who initiate an ~~incident~~ **initial** report in **ARS RMS** have ten days to complete and ~~"owner approve"~~ **submit** the report **for non-arrest related reports**.
 - a. If an arrest is involved, members shall complete all arrest reports prior to the end of their tour of duty.
 - b. All reports shall be approved by a supervisor prior to any case being presented to the district attorney's office for review in accordance with **SOP 150 Court Procedures**.
3. Shift commanders and supervisors shall treat the review and approval of incident reports as a priority. Supervisors are required to review and approve completed reports within five days from the time the incident report was ~~"owner approved,"~~ **submitted** unless the incident report requires any corrections or follow-up.
4. Shift commanders shall monitor the Aging Incidents Report ~~under Auditing on the department's SSRS report server~~ and shall ensure no incident reports remain in an ~~unapproved or~~ **a rejected, recalled,** or in progress state for more than 10 days. All incident reports shall be supervisor approved within 25 days of the ~~incident~~ **case** number being obtained.

E. INCIDENT **CASE** REPORT AND CAD CALL NUMBERS

1. The department shall utilize the CAD case numbering system to number every situation that is subject to reporting. Using this system ensures that all numbers

are unique.

b. Incident Case Report Numbers

If it is determined that an incident case number is to be assigned to a CAD call, a unique incident case number will be generated by the CAD system. Incident Case numbers include the two year digit code, the Julian date, and four sequential numbers issued from the beginning of the calendar day. Members shall obtain an incident a case number through the following methods: directly from a dispatcher via police radio or by dialing "0" from a department phone. Members will be required to provide the dispatcher with their PeopleSoft number in order to be issued a case number.

~~1. Members Without CAD Terminal Access~~

~~Members without access to a CAD terminal or those working street duty may request an incident number directly from an emergency communications operator via police radio. Members will be required to provide the emergency communications operator with their PeopleSoft number in order to be issued an incident number.~~

~~2. Members With CAD Terminal Access~~

~~Members with access to a CAD terminal or those working inside duty, should obtain their own incident number via a CAD terminal whenever possible. In the event no CAD number exists for the incident (e.g., a walk-in complaint), or a member is unable to generate an incident number, the member must dial "0" for an emergency communications operator and request a CAD entry and/or an incident number be generated.~~

2. CAD System Not Operational

b. Incident Case Report Numbers

1. If the same incident case number is assigned to more than one dispatched call for service, the Technical Communications Division shall cancel the incident case number in accordance with SOP 263.10(K). The Technical Communications Division shall then issue new incident case report numbers to the members assigned the duplicate incident case number. Each member assigned a new incident case report number shall then file the respective incident case report in ARS RMS in accordance with 263.10(D)(1).
2. If incident case numbers are omitted due to a failure in the CAD system, a Technical Communications Division supervisor shall note the omitted incident case numbers in the TCD daybook on the TCD SharePoint site.

F. REPORT INITIATION

1. ~~ARS~~ RMS Log-in Procedures

An improper log-in can lead to system errors and affect report tracking. The following log-in procedures will assist members in properly logging in.

- a. Double-click on the ~~Tiburon Inc. (RMS)~~ Inform RMS icon located on the desktop.
- b. Enter your PeopleSoft number in the “~~Oper ID~~ Username” field, your password and then click “~~Sign On~~ Login”.
- c. ~~With a successful login, a greeting box will appear. Members need to verify their name appears in the upper right hand corner of the screen. greeting box. Members must also check the system status box to confirm they are logged in and that the date and time of log in matches the current date and time.~~
- e. Failure to properly log-in to or out of the ~~ARS system~~ RMS will result in the wrong member’s name appearing on the incident report and cannot be corrected. Members shall re-submit the report under the correct name and PeopleSoft number.
- f. ~~The [Records Management](#) SharePoint site can provide more detailed information on a proper log in and log out.~~

2. Report Entry

After obtaining an incident ~~a case~~ number, the reporting member will enter the incident ~~case~~ report number into ARS RMS, complete the required data fields and “~~owner approve~~” submit the report upon completion.
(WILEAG 10.1.3.2)

G. SUPERVISOR REVIEW

A supervisor will review ARS RMS reports for accuracy and completeness. ~~They will also ensure ARS charges in the “Arrest” subtab mirror those as reported in the CMS “Charges” tab.~~

1. No Errors Identified

The supervisor will “~~supervisor approve~~” the report. The report then becomes available for “final review” by the Records Management Division.

2. Errors Identified

- a. If an error is identified, the supervisor may correct the report providing the necessary information is available or they may ~~unapproved~~ reject the report. The reason(s) for the rejection shall be placed in the comments section citing

the reports error(s) for their correction the report and send an email to the reporting member, and the work locations QCR.

- b. If the report was unapproved rejected and an email was sent by the supervisor, the member will correct the error(s) as soon as practical and again "owner approve" resubmit the report. The reporting member will reply to the original email citing the errors and will indicate the corrections have been completed.
- c. A supervisor will conduct a final review. If the report is accurate and complete, the supervisor will "supervisor approve" the report. The record will then be available for final review by Records Management Division personnel. If errors remain, this section of SOP will be repeated until all errors are satisfactorily corrected.

H. RECORDS MANAGEMENT DIVISION REVIEW

Records Management Division personnel will review supervisor approved ARS RMS reports, including related supplements for accuracy and completeness. Additionally, Records Management Division personnel will compare the ARS charges in the "Arrest" subtab to the CMS "Charges" tab review the Arrest Clearance reports to ensure only charges pertinent to the report are listed.

1. No Error Procedures

If no error is identified, Records Management Division personnel shall "freeze" the record, transfer the record into RMS, "supp match," if applicable, and validate the record approve the record and validate the case report.

2. Data Integrity

Records Management Division personnel will enter information regarding the review into the data integrity database. Inputted information includes: the incident report number, PeopleSoft numbers of the reporting member and supervisor, the original IBRS code, the adjusted IBRS code and an indication that the report was not in need of correction.

23. Errors Identified

If an error is identified or the need for follow-up is required, the report is "un-approved." shall be rejected.

- b. Records Management Division personnel will enter the information regarding the review into the data integrity database indicating the incident report number, PeopleSoft numbers of the reporting member and supervisor and what action is required by the reporting member in order to satisfactorily correct the report.
- be. If the report requires follow up on behalf of the reporting member, the data integrity database will send an electronic notification via email to the reporting member, the supervisor who approved the report, the member's work location

~~QCR and the commanding officer indicating the action required or correction made (e.g., a state statute change from a misdemeanor to a felony may require a member to teletype the offense, notify the respective investigations division of the offense, reprint reports for the district attorney). If the report requires follow up, the report will be rejected and the reporting member will see the report in their "in progress" queue for corrections / follow up.~~

- ~~cd.~~ Upon receipt of the appropriate correction/follow-up information, Records Management Division personnel will conduct a final review of the report.
- ~~de.~~ The record will be "frozen" and transferred into RMS, validated and "supp matched" if applicable. Records Management Division personnel shall approve the record and validate the incident report.

I. UNFOUNDED INCIDENTS

- ~~4.~~ If an investigation determines that no crime has occurred and is considered "unfounded," the reporting member shall select "Unfounded" in the case status box of the incident tab must clearly enter the unfounded information in the "Supplement" tab of the ARS report. The word "unfounded" and "my investigation determined no crime occurred" must be clearly stated in the opening paragraph of the report narrative.
- ~~2.~~ Records Management Division personnel shall code the incident report in the RMS – incident module with the "UNFD" coding.

J. EXCEPTIONAL CLEARANCES

- ~~3.~~ If the report is filed as an exceptional clearance, the words "EXCEPTIONAL CLEARANCE" should be entered in the opening paragraph of the ARS supplement tab so it is readily identifiable the member shall:
 - a. Change the Case Status field to Cleared;
 - b. Change the Exceptional Clearance field to the appropriate disposition;
 - c. Add the date the incident was exceptionally cleared to the Exceptional Clearance Date field;
 - d. The narrative of the report must support the justification for the exceptional clearance.
- ~~4.~~ Records Management Division personnel will be responsible for confirming the exceptional clearance and code the offense as exceptionally cleared in the RMS – incident module RMS.

K. CANCELLATION OF INCIDENT CASE NUMBERS

- ~~1.~~ Incident Case numbers cannot be cancelled under the following circumstances:

- a. An arrest exists in the ~~Corrections Management System (CMS)~~ Jail Management System containing a state charge(s) with an associated ~~incident case~~ report number.
2. ~~Incident Case~~ numbers may be cancelled when duplicate ~~incident case~~ report numbers for the same incident were generated.
3. Supervisor approval is required for any of the following cancellations:
 - a. Within 24 hours of ~~incident case~~ number creation and no information in ~~ARS record~~ RMS.
4. Members are to file their cancellation request directly in ~~ARS RMS~~ as an original by filing a *Case Number Cancellation Report*.

The ~~incident case~~ number is cancelled directly with a Technical Communications Division 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 ~~incident case~~ number creation and no information in ~~ARS RMS~~ record.

~~4. Members are to file their cancellation request directly in ARS RMS as an original by filing a Case Number Cancellation Report.~~

~~a. Filing cancellation requests directly in ARS as an original report will ensure the incident number is removed from the missing incident reports file. The cancelled number will not automatically drop from the missing incident report file, but will appear on the next scheduled update. The report data is updated about every 24 hours.~~

~~b. Within ARS RMS, the reporting member will enter and "owner approve" submit their request to cancel an incident a case number. The district/division shift commander, or his/her designee will then review and "supervisor approve" the report. Records Management Division personnel will conduct the final approval, freeze and transfer the report. For further information on filing a cancellation, refer to section 263.35 Informational Resources.~~

263.15 ARS SYSTEM RMS INOPERABLE / NETWORK DOWN (WILEAG 10.1.3)

A. ARS RMS BECOMES INOPERABLE

Whenever the ~~Automated Reporting System (ARS)~~ RMS becomes inoperable for any reason, the Information Technology Division help desk shall be contacted at extension [REDACTED]. The help desk shall contact all affected work locations by phone advising them of the problem. In the event that ~~ARS RMS~~ has been declared inoperable for a prolonged period of time, written incident reports will be submitted.

B. MANUAL (WRITTEN) INCIDENT REPORTING

1. Police members shall obtain an IR a case number as instructed in 263.10(D).
2. Police members shall utilize the ~~Milwaukee Police Department Incident Report~~ (forms PO 13A and PO 14A) and ~~handwrite the report~~ applicable RMS report in the "RMS Back Up Forms" folder in the N: drive Forms folder (PDF version). It will be the work location's responsibility to ensure sufficient supplies of these forms are on hand at all times, in the event manual report writing is required.
4. A copy of the ~~approved report shall be sent to the Open Records Division — Imaging for scanning and attachment of the report into Intellinetics~~ PDF report shall be saved in the member's J: drive using the case number as a file name (e.g., 193241234.pdf). The reporting member shall email the completed form to the respective email address listed at the top of the form.
5. ~~It is the member's responsibility to enter the written report into ARS when the system comes back online. The member's work location will maintain a copy of the written report, so that entry of the report into ARS can be made.~~ The Records Management Division shall enter the report into RMS when the system is back online.
6. When ARS RMS becomes operable, the ISD Information Technology Division help desk shall contact work locations by phone providing notification that normal report entry may resume. The shift commander shall ensure that all ARS RMS reports written during the system's downtime be entered into ARS RMS in a timely manner.
(WILEAG 10.1.3.2)

263.20 ARS RMS PRIVILEGES (WILEAG 10.1.1)

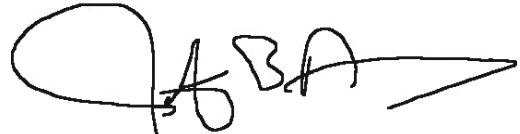
Based on rank and work location assignment, security rights are established and activated by the systems security administrator. Requests for elevated access rights (e.g., access to confidential flagged reports) shall be submitted by a *System Access Request* (form PSAR-E) through the chain of command from the commanding officer to the Information Technology Division. The request shall include the justification for the elevated security right, and the *System Access Request* must be signed by the commanding officer of the division the member is requesting access for (e.g., the Homicide Division commanding officer would have to sign in the "Elevated ARS/ RMS Access" area of the *System Access Request* for a member not assigned to the Homicide Division to have access to homicide reports). The request will be reviewed and if all proper signature(s) have been obtained, access will be provided by the Information Technology Division.
(WILEAG 10.1.1.3)

263.25 DISTRICT / DIVISION RESPONSIBILITIES**A. MISSING INCIDENT REPORT FILE**

Work location QCRs shall be responsible for conducting an internal audit of assigned work location incident reports appearing on the missing incident reports file. There are two variations of the report found on the SSRS server under the "Auditing" tab.

263.35 INFORMATIONAL RESOURCES (WILEAG 10.1.3)

"Step-by-step" instructions for filing reports within the Tiburon System RMS is located on the Intranet homepage. Frequently asked questions, Records Management Division procedures/personnel responsibilities, IBRS, WIBRS, Tiburon updates, and other useful information are available on the Records Management SharePoint site. A link to the "Records" site is found on the top link bar of the Directives Homepage. Additionally, Records Management Division personnel are available by phone 7:30 a.m. to 3:30 pm, Monday-Friday, at extension [REDACTED] or by email at [REDACTED] (WILEAG 10.1.3.2, 10.1.3.3)



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