



ACTON POLICE DEPARTMENT

DEPARTMENT MANUAL; P&P: Operations		
POLICY & PROCEDURE # 1.38	DATE OF ISSUE: 1/28/2024	EFFECTIVE DATE: 2/9/2024
SUBJECT: Incident & Call Reporting	ISSUING AUTHORITY: Chief James Cogan	
REFERENCE(S): Massachusetts Police Accreditation Commission # 82.2.2; 82.2.3; 82.2.5; 82.3.5	___NEW __X__AMENDS ___RESCINDS	

I. POLICY

A. It shall be the policy of the Acton Police Department to require the documentation, by assigning a call number, to each incident in one or more of the following categories. This includes all incidents reported in person or by telephone, mail, email, internet, or other electronic means **[82.2.5]**. Dispatchers are required to record incidents in the Department's Police Server Dispatch and Incident System and assign an officer to the following activities:

1. Citizen crime reports **[82.2.2(A)]**
2. Citizen complaints (calls for service that are not crime-related; NOT Internal Affairs complaints) **[82.2.2(B)]**
3. Any call where an officer is dispatched or initiates activity (i.e. mv stops, security checks, etc.) **[82.2.2(C)]**
4. Any call where an officer is assigned to investigate **[82.2.2(C)]**
5. Criminal and non-criminal cases initiated by officers **[82.2.2(D)]**
6. Incidents involving arrests, citations, or summons **[82.2.2(E)]**

In most cases, officers should respond to speak with the caller in person or respond to the reported scene/activity. However, in some cases, initial reports may be taken over the telephone, mail, email, internet, or other electronic means (i.e. the caller wants to be documented, the caller is just providing information, past crime whereby a response is moot, etc.).

B. The calls shall contain the following information:

1. Date and time of the initial reporting, as well as the date and time of the incident (if different)
 2. Name (if available), of the citizen(s) requesting the service, or victim/complainants' name
 3. Nature of the incident
 4. If the incident is a motor vehicle stop, the reason for the stop will also be reported. Officers may provide a small narrative attached to the citation. All citations shall be entered into the in-house computer system.
 5. Nature, date, and time of action taken (if any), by law enforcement personnel and the response to the reporting party.
- C. Based on the information provided by the caller, dispatch assigns the call the most appropriate incident type in the CAD System. Upon clearing the call, it is the individual officer's responsibility to provide an accurate synopsis of the incident to the Dispatcher to be entered into the CAD System. Before the end of the shift, Supervisors are responsible for ensuring that the log reflects the most appropriate incident type.
- D. The following events shall require an incident report to be completed:
1. Incidents that result in an arrest(s) or summons
 2. Incidents involving a domestic dispute (whether criminal or civil)
 3. Incidents where a person is placed in protective custody
 4. All incidents of a reported crime, even if the suspect is known
 5. All motor vehicle (MV) crashes involving department vehicles
 6. Any incident where the officer's handling may come into question (where the complaint/victim/involved participant seems to dislike the outcome or result of the officer's actions).

It is important for officers to understand that the shift supervisor may require a report on any incident at any time.

E. The Acton Police Department's numbering system is designed to ensure that all incidents receive a number. To ensure no numbers are omitted and that no numbers are duplicated the numbering system is as follows **[82.2.3]**:

- **Incident Reports** – All incidents will receive an automated number from the CAD System. This number will contain the year, followed by the incident number in ascending order. Example 19-0100 would be incident number 0100 in the year 2019.
- **Arrests** – The year and the arrest number in ascending order. The arrest number shall be linked with the associated incident report(s). Example 18-025 would be arrest number 025 in the year 2018.

A MasterCard shall be created whenever a person is entered into the in-house computer. All involvements with any cases, incidents, or arrests will be reflected on that person's MasterCard. **[82.3.5]**

In addition to the arrest number, an Offender Based Tracking Number (OBTN) is assigned to each arrest regardless if they had been previously arrested. This number is used when fingerprinting arrestees. **[82.3.5]**

INCIDENT & CALL REPORTING INFORMATION

History: Manual I, Section III.