

LAW ENFORCEMENT ASSISTANCE ADMINISTRATION (LEAA)

POLICE TECHNICAL ASSISTANCE REPORT

SUBJECT

Grays Harbor County (WA) -

Police Records System Design -

REPORT NUMBER

75-081-017

FOR

Grays Harbor County Sheriff's Office
Montesano, Washington

Population: 60,100

Police Strength: 37

Square Mile Area: (Approximate) 2,500

CONTRACTOR

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CONTRACT NUMBER

J-LEAA-002-76

DATE

January 8, 1976

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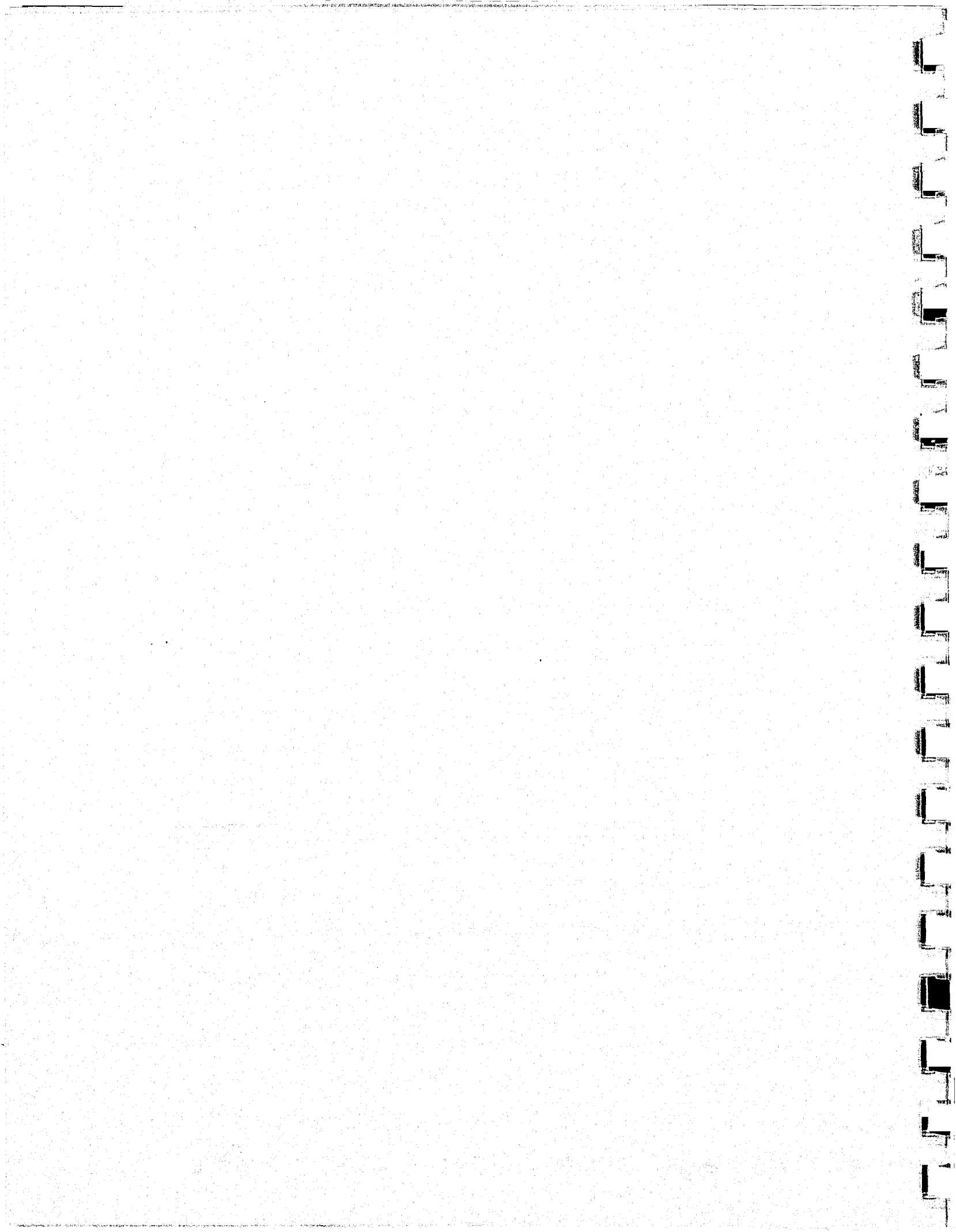
SECTION I

INTRODUCTION

Grays Harbor County is a coastal county centrally located in Western Washington. It is a large (50 miles x 50 miles), basically rural county which includes the Quinalt and Chehalis Indian Reservations and a portion of the Olympic National Forest. The County with a total population of 60,100 people includes ten incorporated cities and towns, the largest of which is Aberdeen (18,200) and the smallest is Oakville (503). Approximately 19,125 people live in unincorporated areas of the County.

The Grays Harbor County Sheriff's Department is located in Montesano (population 2,775) in the south central part of the County on Highway 12 between Olympia and Aberdeen. It consists of approximately 37 full-time and several part-time employees. The total 1975 budget for the combined police and jail operations is approximately \$700,000.

The County recently completed construction of new facilities, including a jail, for the Sheriff's Department. Plans are presently being prepared for remodeling these new facilities to correct weaknesses in the original design and construction. Included in this planning is a new dispatch center. Pacific Western Engineering is studying the electronic and engineering problems related to the communications and dispatching needs of the department.



In an effort to ensure complete planning prior to the actual remodeling of facilities, in late August 1975, the Grays Harbor County Sheriff sought additional Technical Assistance in the areas of records and communications through the Washington State Law and Justice Planning office. Technical Assistance (TA 75-081) for the records portion of the request was approved by LEAA in mid-October, 1975. However, since LEAA was already providing assistance in the area of communications through Pacific Western Engineering, this portion of the request was denied.

The total consultant time allocated by LEAA to this records study was five days. Three of these days were designated on-site and two days provided for report preparation. October 15, 16, and 17, 1975, were spent on-site reviewing the Sheriff's records, forms, files and procedures.

The specifically assigned task for this technical assistance project was "design an improved records system with recommended forms and purge information. An implementation schedule and work plan should also be included."

The collection of information for the achievement of this task was based primarily on observation of records facilities, files, and report preparation and processing; and interviews with employees who were familiar with the Sheriff's Department's current records system and its operation. In addition, a recently completed records study

performed for the nearby Aberdeen and Hoquiam Police Departments was analyzed for information which might be important to improving the Sheriff's records. Finally, information was also sought from officials of other local agencies and the Washington State Division of Archives and Records Management. This latter Division provided materials relating to records control requirements and procedures, which have been provided directly to the Sheriff's Department independently of this report.

Among the people contacted during this study were:

Sheriff Harold C. Sumpter
Grays Harbor County Sheriff's Department

Ms. Janet Richardson
Law and Justice Planner, Grays Harbor
and Pacific Counties

Mr. Gene Niece
Undersheriff

Mr. George Patric
Chief Criminal Deputy

Ms. Barbara Thayer
Clerk/Dispatcher
Grays Harbor County Sheriff Department

Mr. Arron T. Richards
Officer in Charge
Cosmopolis Police Department

Mr. Nels Sundstrom
Lieutenant, Communication and Records
Aberdeen Police Department

Mr. Tim Fredricks
Division of Archives and Records Mgmt.
State of Washington.



SECTION II

PROBLEM

The current Grays Harbor County Sheriff's Department records' arrangements are not felt to be adequate to provide the quantity nor quality of information needed by the Department. There are instances where officers fail to promptly initiate appropriate reports. In some instances reports which have been initiated cannot be located in the filing system. In the past, reports have been removed from the files without the authorization or knowledge of Departmental managers and misused. At times, on duty communications and records personnel do not have access to records, and field officers are unable to obtain information which would facilitate their jobs.

Administrative records concerning officers' activities are also thought to be inadequate for providing sound and complete data for management decisions. There is a feeling the present records system forces dispatchers and clerks to devote an unnecessarily high proportion of their time to records activities. Further, it is felt by some Sheriff's employees that the overall quality of the performance of records-keeping functions fluctuates with personnel changes in the clerical area. Resignations of key clerks have at times had a seriously detrimental impact on the quality of

records production and file maintenance.

Finally, the Department has an overwhelming amount and assortment of records which have accumulated over the years. These records, the vast majority of which are never used and probably useless, require space that could otherwise be used productively by the Department.

Although the Department's records problems encompass operational, civil, identification, personnel and management records, the time allocated for this project was not adequate to study all of the agency's records, files and procedures, and design a new system. Therefore, given the time limitation, Sheriff Sumpter agreed that civil, personnel, and identification records could be excluded from the study. He suggested the study should be focused on the following specific objectives:

- The development of methods for improving the Department's basic operational and case records system.
- The recommendation of appropriate basic forms for the proposed records system.
- The recommendation of retention and destruction schedules.
- The development of an implementation plan.

Sheriff Sumpter indicated a study which satisfied these objectives should be valuable to those who are preparing remodeling plans. Further, he expressed a desire to initiate the first steps toward improving the records prior to the actual facility remodeling.

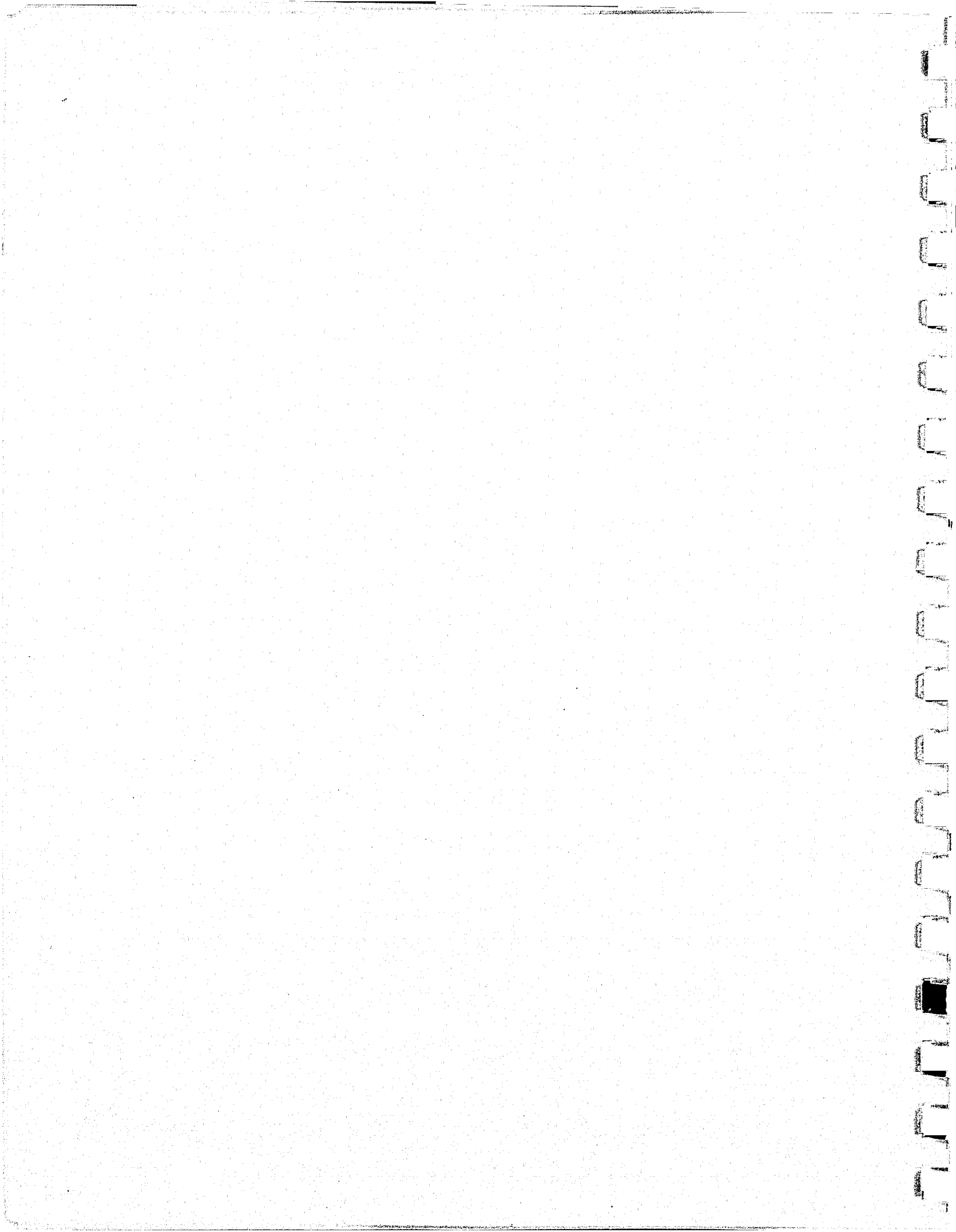
SECTION III

PROBLEM ANALYSIS AND FINDINGS

The Grays Harbor County Sheriff's Department is a highly informal organization. Although the broadest responsibility for records supervision is placed on a sergeant who is also responsible for supervising dispatching and the jail operation; in actuality, much of the records production and filing is not under this sergeant's supervision.

The sergeant has five subordinates, 4 Dispatch-Matrons and 1 Relief Dispatcher-Clerk, who perform most of the record maintenance activities. These employees are also responsible for receiving information from citizens and dispatching not only deputies, but also Cosmopolis, Oakville, and at times Montesano Police officers. In addition, due to the location of the dispatching room as the entrance to the jail, nearly all jail visitors must consult with the on-duty dispatcher. This forces dispatchers to spend considerable time responding to people who are seeking information about or permission to visit prisoners. At times the Dispatchers are assisted by on-duty jailers.

Although dispatchers seem to make the greatest contribution to the quality and completeness of police operational records, patrol officers have an obligation to maintain a chronological patrol log--the Daily Activity Report--and



discretionary authority to initiate case and accident reports. The case, accident, and citation reports are eventually filed in file cabinets across a hall from the dispatch room. These files are maintained by secretaries who work weekdays, and the cabinets are locked during the evenings, nights, weekends, and holidays.

The following is a summary of the operations' records prepared by the Sheriff's Department:

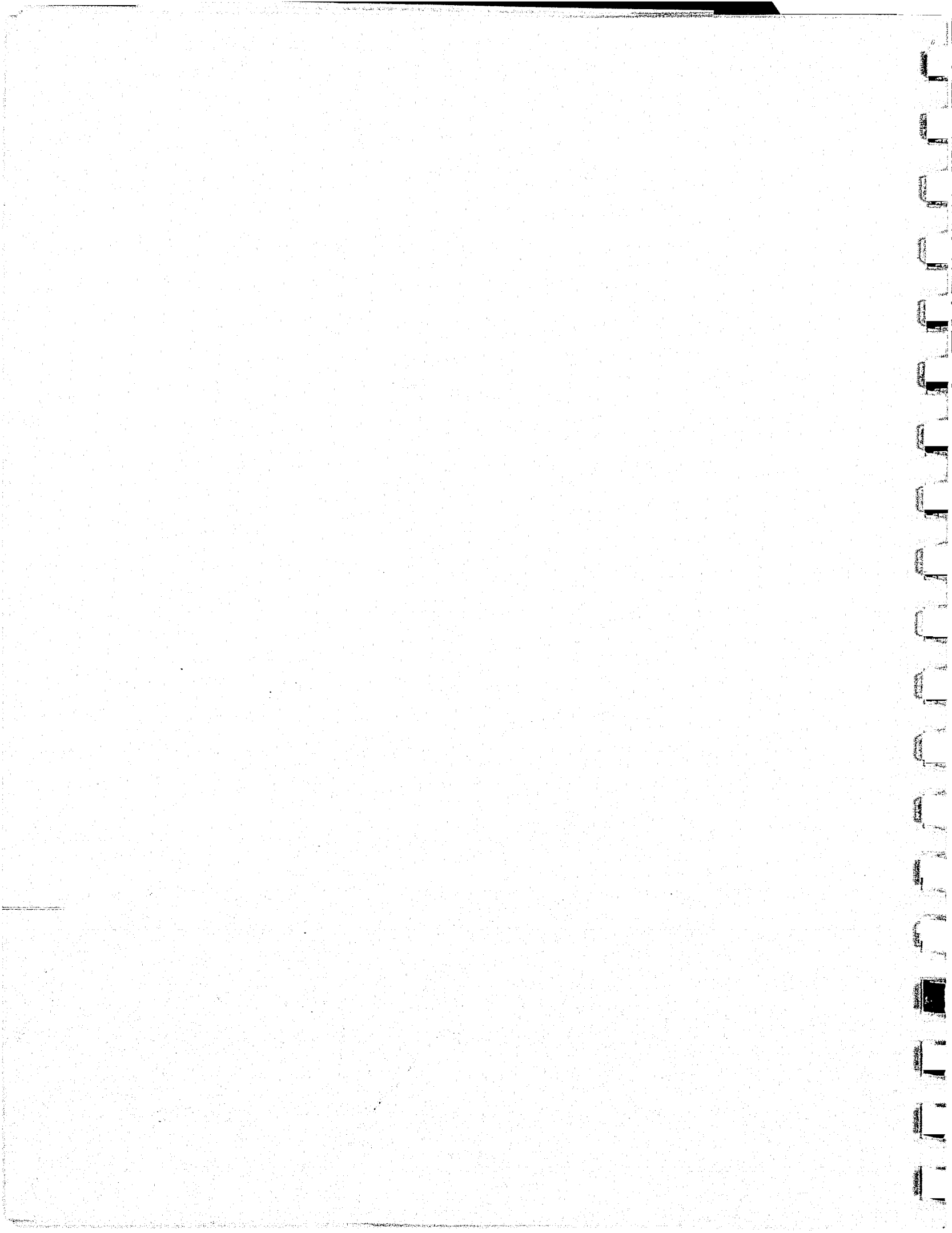
1. Daily Report. This is an open form on which every incident coming to the attention of the dispatcher is recorded in chronological order. It is prepared in triplicate with one copy retained at the Dispatch Office, one copy goes to the Sheriff and one copy goes to the Undersheriff each morning. Each entry on this log is assigned a Daily Report Number, an Incident Classification heading (See Appendix A, Daily Report Headings), and the date and time when the incident came to the attention of the Dispatcher.

The typical entry on the Daily Report is illustrated by the following:

75-0000 11-5-75 ANIMAL COMPLAINT 0940
Mrs. Smith, John, 321-1234 repts.
Mr. Bad, a public executive, is
starving his cows. They are al-
ways getting out and running a-
round. They have tried talking
to him but he won't listen.
Speller

REMARKS: #80 Deputy Jones advised.

When additional information concerning the incident is provided to a Dispatcher, it is recorded on the Report in a space left following each incident. This is the backbone informational record concerning incidents called to the attention of the Sheriff's Department.



2. Daily Record Index. Each incident category has an Index Log Card on which a record of each incident is entered in chronological order. These indexes provide a breakdown and summary of all incidents handled by the Sheriff's Department by incident category.
3. Complaint Log. This document is used to record every radio dispatch made by dispatchers. It contains Car Number, Dispatched To, Time Dispatched, Arrival Time, Time in Service, Nature of Call, Remarks, Initials of Dispatcher. The information on this log is in chronological order.
4. Radio Log. This report is a running log summarizing each radio communication between dispatchers and people in the field. It contains spaces for the message, location of officer, time, and radio operator (dispatcher) involved.
5. Daily Activity Report. This form is in essence a patrol log. It is initiated by each uniformed patrol officer during the period on duty. It provides information about the weather conditions, date and hours on duty, vehicle and equipment, and patrol activities. It is forwarded to the Chief Criminal Deputy at the end of each tour of duty.
6. Officers Investigative Report (Offense Report). Deputies use this form for the preliminary report on offenses. Its initiation is at the discretion of a deputy. If a deputy decides to initiate this report, it is supposed to be noted on the Daily Report. A completed OIR is left with the clerical section of the Sheriff's Department for filing in the Case File. The case files are arranged by numerical order (approximately chronological based on time of receipt of the OIR). There is no name index to this file.
7. Auto Accident Report. This is a Uniform Police Traffic Collision Report provided by the State of Washington for reporting auto accidents. It is filed in an Accident Report file by date of occurrence.
8. Citation Report. This form is used for misdemeanor and traffic citations. It is filed in a citation file, which is divided by misdemeanor and accident categories, by alphabetic order of name of accused.

9. Booking Sheet. This form contains information concerning any person who is accused of a high misdemeanor or felony and booked into the County Jail. It is filed in the Dispatch Office while the person is in jail and is sent to the Sheriff's Identification File after the person is released from jail.
10. Booking Docket. This is a bound book on which the names of persons lodged into the jail are recorded. Each booked person is assigned the next available number from the Docket at entry into jail. The Docket book contains an alphabetically-arranged name index in its front.
11. Bad Check Form. This form is used to record information about bad checks. It is filed in the chronological case file with OIR. It serves as a prosecution form, hence it must be signed by the complainant who received the check. It is indexed by a 3X5 Bad Check Index Card. This index is an alphabetical file based on the name signed on the bad check.

The basic strengths of the Grays Harbor County Sheriff's records system can be summarized as follows:

1. It is simple and easily understood by new personnel after a minimum of instruction.
2. It contains a few report forms.
3. The Daily Report prepared by Dispatchers provides a concise, apparently complete summary of all police incidents called to the attention of dispatchers each day, as well as miscellaneous additional information concerning the incidents and police actions related to it.
4. The Daily Activity Report prepared by uniformed patrol deputies is properly organized to provide information concerning the activities of each officer on the road. It also is designed to reflect the weather and equipment conditions.
5. By leaving decisions about report initiation to individual deputies, report writing is kept at a minimum; reports are prepared only on important incidents; and, the need for storage space is minimal.

6. The location of the Case files in the Administrative area of the office limits access and facilitates security over these records.

The primary problem areas, identified during this survey, in the Sheriff's operational records' system can be summarized as follows:

1. The records' system is not adequately defined nor is responsibility for records management and supervision assigned to one person.
2. The records procedures are not well defined nor systematically maintained nor followed.
3. The maintenance of three separate logs (Daily Report, Dispatch Log, and Radio Log) which contain much the same information is busy work which wastes the time of Dispatchers.
4. By leaving the decisions about report initiation to the individual deputies, information which may later become essential is not made a part of the Departmental records.
5. Because of inadequacies in the files and procedures, reports which have been prepared can be lost in the files.
6. The indexing of case, accident, and citation files is not adequate for efficient retrieval of documents and information from the files.
7. The physical location of some files in administrative areas reduce access to information which field officers at times need to operate effectively.
8. The methods of incident classification are inadequate for Uniform Crime Reporting purposes.
9. There is no procedure for systematically reviewing or updating existing report forms, for ensuring quality of reports prepared, or for systematically removing and destroying reports which no longer have utility.

Based on the analysis, the investment of substantial

managerial effort in upgrading the records system and employee records activities would be wise. In spite of the facts that managers and employees will have to learn new procedures and put additional effort into report preparation and processing, the results will ultimately justify the efforts.

SECTION IV

RECOMMENDATIONS

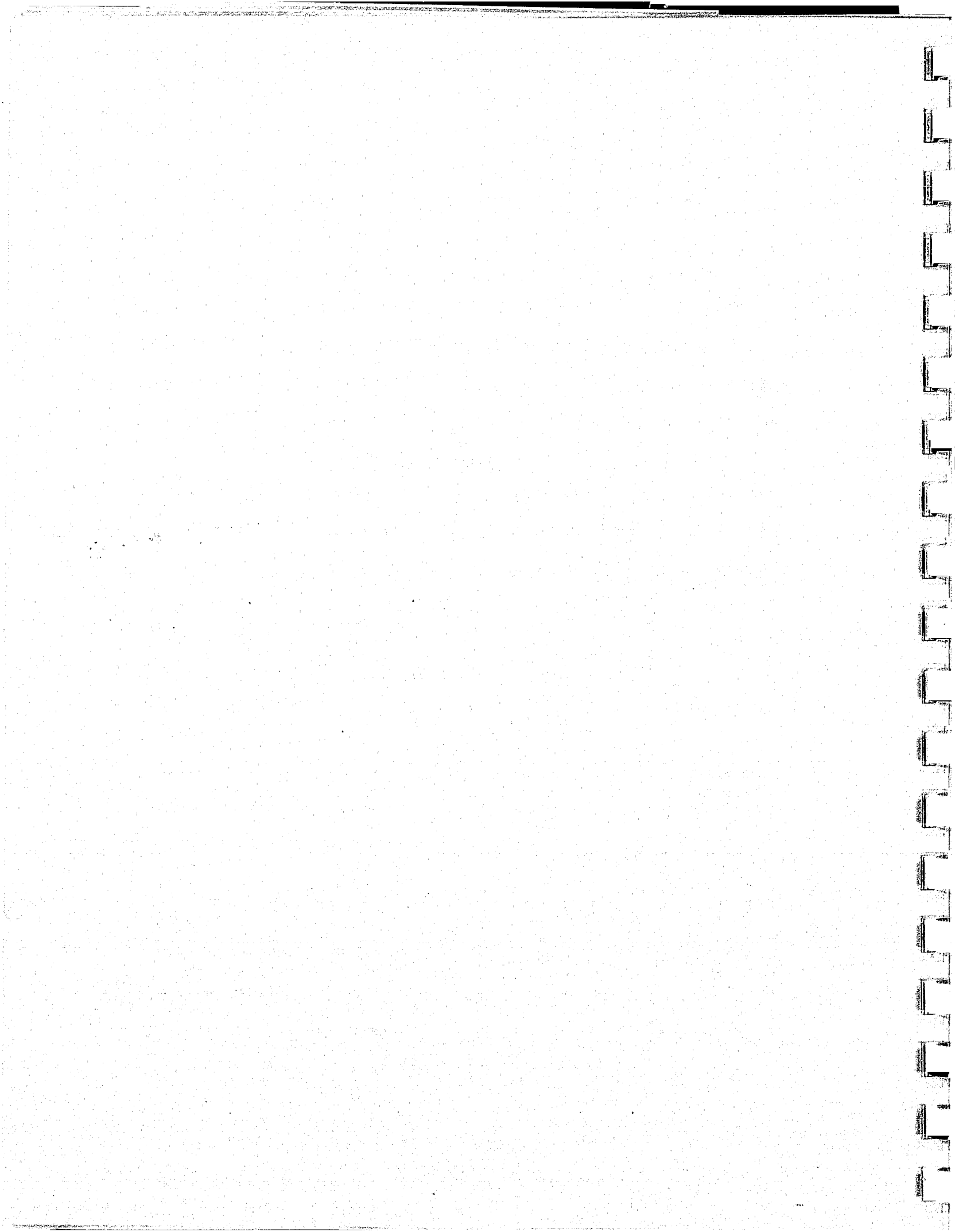
The Grays Harbor County Sherrif's Department's system for operational records should be substantially reorganized. Areas of reorganization should include (1) the management and operational structure, (2) facilities and file locations, (3) report forms and indexes, (4) reporting procedures, supervision methods and processing practices, and (5) the retention and destruction practices. The following are recommendations related to each of these areas, which, in light of the circumstances, seem reasonable.

Management Structure

The present records arrangements suffer from inadequate definition of records-keeping authority and fragmented responsibilities. Such a situation makes it difficult to hold anyone accountable for ensuring quality records. In addition, the separation of various records functions and files physically reduces both the quality of records and their utility.

Personnel

The most logical approach to improving this area is the assignment of total responsibility for establishing a sound records system and the functional supervision of records initiation and processing to a single supervisor. This



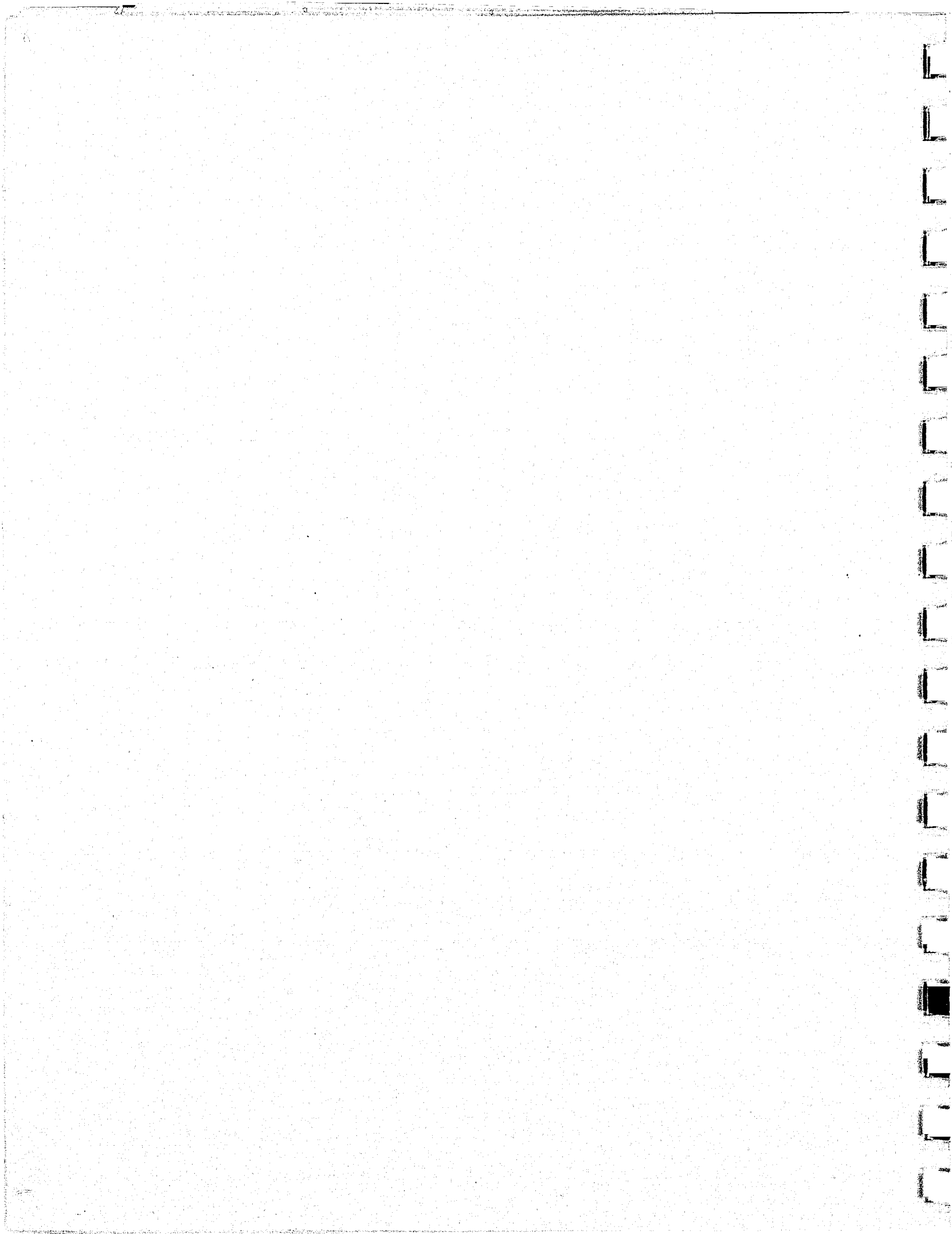
person can be either a sworn officer or a civilian; however, he or she should have a firm understanding of police records needs, forms design and control records procedures, filing systems, Uniform Crime Reporting, and retention and destruction procedures. In addition, it would be beneficial if this supervisor has the ability to write procedural manuals and conduct training programs on records for police employees.

Recommendation 1: The responsibility for establishing and supervising the entire records operation for the Sheriff's Department should be placed on one supervisor who is directly responsible to the Sheriff.

Although there are advantages to having a staff of highly skilled records specialists, the Grays Harbor County Sheriff's Department is currently too small for such a luxury. Therefore, the most logical approach to developing a sound records operation is to expand the responsibilities and skills of the Dispatch/Matron in the area of records.

Recommendation 2: The title of Dispatch/Matron should be changed to Clerk/Dispatcher and the job description of these people should include records processing, filing and retrieval.

Appendix B is a sample job description for such a position from the position classification plan of the nearby Hoquiam Police Department. By placing greater responsibility for records maintenance on the dispatchers, it will be possible to reorganize records for better control and provide expedient 24-hour-a-day access to information contained in



the records system. This arrangement will permit field officers with a need to know to obtain information from the files at any time. In addition, with properly designed facilities clerk-dispatchers can be responsible for answering telephones, manning the public counter, overseeing bookings, dispatching, records processing, and even collecting bail.

More than one grade of Clerk-Dispatcher could be established (i.e. Senior Clerk-Dispatcher) for providing additional pay for clerk-dispatchers who, in addition to the basic functions of the position of clerk-dispatcher, can fingerprint, print classification, prepare and processing identification records, prepare Uniform Crime Reports, ensure conformance with legal requirements concerning police records and other functions which require greater knowledge and skill. However, if a higher grade of Clerk-Dispatcher is established, the employees in such position or positions should not be permitted to specialize solely in the advanced functions--rather they should perform both the basic and advanced functions.

Facilities and Files

The Clerk-Dispatcher will not be able to efficiently handle all of the preceeding functions unless the Dispatch Room is remodeled and the files reorganized and located in the Dispatch Room. File and index cabinets will have to be situated so they are readily available to the Clerk-Dispatcher.

The Dispatch Room does not presently have sufficient space to house all records. It is also not designed to facilitate Clerk-Dispatcher supervision of prisoner bookings. Nor does it have adequate storage places for property and evidence.

The booking area of the Dispatch Room should have security lockers for the temporary deposit of prisoner property, found property, and small evidentiary items. These lockers should be constructed to limit access and insure the maintenance of a chain-of-evidence. One way of achieving this is by requiring the employee who deposits an item in a locker to place the key into a security box which can only be opened by a single employee who is assigned exclusive responsibility for the property room. Aside from the Sheriff, none but the property room clerk would have access to the security box for keys or the property room. All property in custody of the Sheriff's Department should be assigned inventory numbers, logged, and secured in the evidence boxes or property room.

Plans for remodeling the Dispatch Room and jail areas should take into consideration these comments.

Recommendation 3: The present Dispatch Room should be remodeled to provide secure limited access space for the police operational records of the Sheriff's Department and security lockers with access-limiting devices for the temporary deposit of prisoner property, found property, and evidentiary items. Further, a secure property room should be provided adjacent to the new Communications and Records Room.

Reporting System

A sound police records system must start accumulating information at the first contact of a citizen with the police agency or at the time when a police employee first becomes aware of a problem. If a record is not made at this first contact or notice, information which is essential to the operation of field officers and management decisions will be lost. In addition, it will not be possible to establish control procedures which are sufficient to ensure that all important information about situations which are the responsibility of the police is properly placed in the records system.

Dispatch Records

Although the presently Daily Record Report theoretically reflects all contacts citizens with police problems have with the Sheriff's Dispatchers, the methods and forms which Dispatchers use to record and preserve the initial information should be improved. Forms should be adopted which will improve efficiency in complaint receipt, dispatching, and records control. The Sheriff should implement two reports: (1) a Complaint Report (also called Dispatch Card) and (2) a Daily Log.

Recommendation 4: A Complaint Report (Dispatch Card) should be adopted and procedures established requiring Clerk-Dispatchers to initiate such forms in response to citizen requests or deputy notifications of incidents.

The Complaint Report or Dispatch Card should be a simple form such as Appendix C which the Clerk-Dispatcher will fill out upon receipt of a request for police service or notification by a field officer of an on-scene observation of a situation requiring police action.

It should contain space for (1) name of complainant, (2) address of complainant, (3) date of birth of complainant, (4) nature of the complaint or request for service, (5) location of the incident or place where service is requested, (6) officer dispatched, (7) time dispatcher received information from citizen, (8) time officer was dispatched, (9) time officer arrived on the scene, and (10) time officer completed initial contact.*

Complaint Reports should be pre-numbered with Case Numbers. Each request for service or officer-reported incident will then have its own Case number. All reports related to this complaint or request will be assigned the same Case number.

The Complaint Report will provide records on all incidents and requests for service handled by the Sheriff's Department. It will provide the control numbers (Case Numbers) for filing all operational police reports, cases and information.

*An automatic time stamp machine should be purchased for recording these various times. Such a machine will automatically stamp the correct time in the appropriate space when the form is properly inserted into the machine.

Recommendation 5: The present Daily Report can be modified and continued as a Daily Log. This Daily Log should provide a continuous summary record of police activities and related information which police officers and managers can use for summary information about the general activities during each day. This Log should be used to communicate basic information to police personnel who do not want to read all detailed field reports.

If the preceeding forms are utilized, the Sheriff's Department can stop filling out the Complaint Log and the Radio Log.*

Field Reports

Deputies, whether working as patrol officers or investigators, should be expected to provide (1) information related to their equipment, (2) a summary of the activities each performed while on duty, and (3) reports on specific incidents or services provided. Specific detailed reports should be initiated when citations are issued or arrests initiated; property is confiscated or recovered; and, when field interviews or statements are taken from citizens or suspects.

Recommendation 6: All patrol officers and investigators should be required to maintain a Daily Activity Report on which each accurately records information about the equipment used and a detailed summary of his or her activities while on duty.

*The Complaint Records (Dispatch Cards) will serve as a record of all dispatches. If additional recording of radio traffic is desired, a continuous tape recording machine should be purchased. However, a complete record of radio traffic is no longer required by FCC.

The present Daily Activity Report can be used as the source of information concerning the equipment and activities of patrol officers and investigators (Appendix D contains an alternative form which might be adopted). However, supervisors must place more emphasis on the completeness and accuracy of information recorded on this report. At the present time these reports do not appear to be either completely or accurately filled out. In addition, the information from the Daily Activity Reports is not being used to full advantage in the management of the Department. In order to improve on the use of this information, the Supervisor of communications and records** should be assigned the responsibility for processing these records and providing managers and supervisors with useful information from them.

Recommendation 7: The responsibility for functionally supervising the preparation of and processing the information from the Daily Activity Reports should be placed on the Records Supervisor.

In order to have complete information about the information obtained and police actions taken in response to a citizen complaint or request for service, a report must be initiated by the officer or officers who have been involved in responding to or handling the situation. Even those instances where no action was taken following a dispatch, the dispatched officer must initiate a report which briefly

**Mentioned previously in Recommendation #1.

explains why no action was initiated.

Appendix E is a one-write, multiple-purpose Incident Report form which might be adopted by the Sheriff's Department for recording nearly all non-traffic incidents. The Aberdeen Police Department recently adopted an alternative Police Report which the Sheriff's Department might consider as an alternative to the form in Appendix E.

Recommendation 8: Adopt an Incident Report Form which must be used to report all incidents handled by Sheriff's deputies.

Appendix F is an example of a follow-up form which can be used for reporting additional information about a case report.

Recommendation 9: A follow-up report Form should be adopted for information which cannot be recorded on the Incident Form.

Each Case Report and related follow-up reports should be numbered with the Case Number from the Complaint Report (Dispatch Card). As previously mentioned, this Case Number will serve as the file number for arranging all reports in the file.

If the Incident Report (Appendix E) is adopted, it will also serve as an arrest and vehicle report for recording information concerning stolen, recovered, or impounded vehicles.

However, if this data is not included on the Incident Report form adopted, specific arrest and vehicle report forms may be needed.

The Sheriff's Department should use the following Washington State forms: (1) Alcoholic Influence Report (WSP Form 136), (2) Implied Consent Warnings (WSP Form 96), (3) Report of Refusal to Submit to Breath Test (SR Form 101), (4) Uniform Citation and Notice to Appear, (5) Uniform Traffic Complaint and Citation, and (6) Uniform Police Traffic Collision Report (WSP 159-Rev. 2/75).

FILES

In addition to using the preceeding forms the Sheriff's Department should reorganize their files. The Department should take steps to establish a (1) Case File, (2) Warrant File, (3) Traffic Citation File, and (4) Criminal History File. These files should be physically located in the Dispatch office for easy 24-hour access.

Recommendation 10. All file cabinets housing cases, warrants, traffic citations and criminal histories should be placed in the Dispatch office.

Case File

The Case File contains all Incident and Accident Reports. The Complaint Report (Dispatch Card) should be the face-sheet for each case record--Incident or Accident Report--should be attached to the appropriate Complaint Record. Follow-up Reports, Statements, and other materials related to an incident or accident will follow the Complaint Report and Incident or Accident Report in the case file. Hence, most case reports will consist of two to three sheets, and they

can be filed in groups of 5 to 10 cases per folder. However, in some instances an unusual case may require one or more folders. The case file drawers should be separated by major dividers every 50 or 100 cases.

The Case File should be a numerical system and cases should be placed in the file by Case Number in sequential order. This system will facilitate grouping all materials related to each case, the addition of more material to a case file at any time, the establishment of an infinite number of indexes to the files, and the establishment of a simple destruction schedule.

Recommendation 11: A numerical case file should be established for Incident and Accident Report filing.

Warrants should be assigned a Sherrif's Number at the time of receipt and arranged in numerical order in the Warrant File. This will facilitate indexes and a tickler system for retention and return of old warrants to the court.

Recommendation 12: A numerical Warrant File should be established in the Dispatch office.

Criminal History File

The Criminal History file is an identification system containing personal records on people who have been previously arrested. It can contain rap sheets, fingerprint cards, mugshots, and modus operandi material. The

individual records in this file should be arranged by a permanent identification number which is assigned the first time a person is booked in the Grays Harbor County jail.

Citation File

The Citation File should also be a numerical system based on citations numbers. This arrangement will facilitate indexes and easy auditing of citations issued.

Recommendation 13: The Citation File should be moved to the Dispatch office and maintained in numerical order to ensure control over all citations issued by deputies.

Indexes

The basic index to all of the preceding files is the Master Name Index (MNI). The MNI should consist of 3x5 cards, containing appropriate information, and arranged in alphabetic order (Appendix G contains a sample MNI card).

The names on MNI cards are taken from the reports, citations, and warrants described in the preceding section of this report. A name card with the reference number to the precise case, citation, identification folder, or warrant will be initiated on each person named in a document contained in any of the Sheriff's files.

Included in this index ~~filed~~ by name ~~would~~ be complainants, witnesses, victims, suspects, wanted persons, and arrestees. Each MNI card would contain one or more reference numbers of

police reports which contain additional information about the person named.

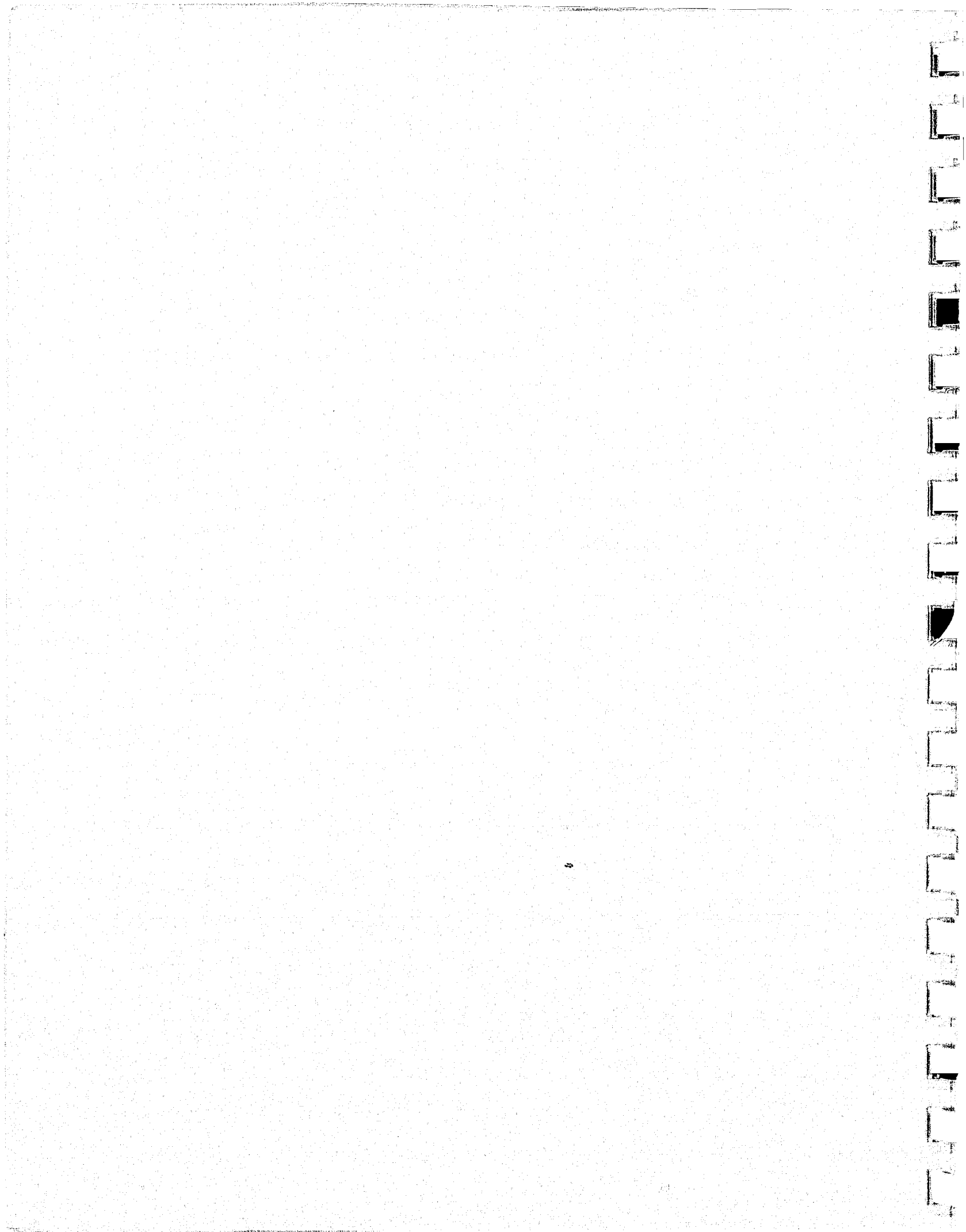
Recommendation 14: A single name index file should be established in the Dispatch office. This MNI file should contain a reference card on every name in every report in the case, citation, warrant, and criminal history files.

An infinite variety of secondary cross indexes can be developed. For examples, Location of Occurrence Index, Stolen Property Index, Crime Index, and Service Request Index. Some agencies have even developed indexes for Bomb Threats, Barking Dog Complaints, and Missing Persons. Any secondary, cross indexes for the Sheriff's Department's files should be evaluated using cost-effectiveness criteria.

Report Preparation and Processing

The Clerk-Dispatchers should play a vital role in the records system. They will have to efficiently perform the following functions:

1. Provide public assistance and information. Staff the main information desk and assist citizens by answering questions, providing directions and information; accepting walk-in complaints; and accepting information. Answer telephone, obtain complaints and requests for service, provide information, and dispatch officers. Maintain radio communication with field officers and provide information for them.
2. Initiate Complaint Reports (Dispatch Cards) and Daily Log. The Complaint Reports are prepared from information obtained directly from citizens or police officers. They should be prepared in longhand. The Daily Log is a typed running record of police activities.



3. Review, Index and File Reports. At the end of each shift compare the Complaint Reports and numbers with officer Case Reports to ensure all reports have been prepared. Prepare MNI and other index cards. File Case Reports, Citations, and Index Cards.
4. Prepare Summary Reports. Tabulate data from Daily Activity Reports. Tabulate UCR's.
5. Assist in Preparation of Booking and Id Records.

Basic Report Preparation

The Clerk-Dispatcher should initiate a Complaint Report (Dispatch Card) everytime a citizen requests police service or an officer, at his or her own initiative, reports a situation which merits police action. The Complaint Reports should be initiated in numerical order. After obtaining sufficient information and recording it on the Complaint Report form, the Dispatcher shall time-stamp the Report in the time of receipt space and dispatch the appropriate officer, again time-stamping the Report in the time of dispatch space. The Report is time-stamped again by the Dispatcher when the officer arrives on the scene and upon the officer's completion of the assignment.

At the time of dispatch the Clerk-Dispatcher will advise the dispatched officer of the Case Number from the Complaint Report. The officer will affix this Case Number to his Daily Activity Report and all reports resulting from the incident. This is essential for the (1) proper grouping of case records, (2) control of records, (3) filing of reports, retrieval of

information from files, and (4) maintenance of record destruction schedules.

During available time, the clerk-dispatcher will update the Daily Log. Each morning one completed copy of the log will be distributed to the Sheriff and top departmental managers. A second copy will be made available to supervisors and officers to review before they begin a duty period. The third copy will be filed in chronological order for future reference.

Each patrol deputy, field supervisor, and investigator will maintain a Daily Activity Report which will reflect the on-duty activities of that officer. This report should provide, on one form, information concerning departmental equipment issued the officer and its condition, activities performed by the officer, overtime worked, and other important information for which no other forms are available. This data can be used for administrative and management decisions such as manpower allocation, job descriptions, and equipment quality and needs. It is data which is crucial to sound justification for manpower and budgetary requests.

Included on the Daily Activity Report should be times and locations of dispatches, case numbers used, nature of the dispatches, services rendered, buildings and situations checked, and types of reports written. All entries on the

Report will be printed concisely and accurately in ball point ink. Each officer and supervisor should be strictly held responsible for the completeness and accuracy of the information on this form.

If the Appendix D Daily Activity Form is used, at the end of each tour of duty each officer will complete the time and activity summaries on the back of the Report. The shift supervisor will complete his own time and activity summary and total the activities from the DAR of all his subordinates in the Summary Columns. All Activity Reports will be left by the Supervisor with the Records Division at the end of each shift.

Deputies should be required to prepare an incident or accident report on every police incident and request for service to which they are dispatched or which they encounter in the course of duties. In some instances the content of a report may be very brief (i.e. when an officer is unable to locate the complainant or victim, a brief written statement on the Incident Report to that effect is all that is necessary). The only simple way to ensure that the Department has complete information on every incident handled and service provided by Deputies is complete reporting. (It is important for police managers and employees to realize that, if a policy of complete reporting is not established and adhered to, it will not be possible to maintain control over

records; reports can be removed from files without detection; and, complete information about police activities will not be available.)

A deputy should be required to turn over to his immediate supervisor (or as an alternative the on-duty Clerk-Dispatcher at the jail) a report for every Case Number which has been assigned to him or her. Each of these reports should contain the Case Number which was assigned to the incident at the time of dispatch. This number should also be affixed to all other additional completed reports related to the case (i.e. Follow-up Reports, Implied Consent Forms, Statements). This case-numbering procedure serves to place reports in the files and it will ensure that a missing Case file can be immediately detected by a missing number in the file. The Sheriff can assure himself of complete reporting simply by checking to determine if there is a case report for each dispatch number.

All field reports, both incident and accident, should be printed by the initiating deputy using ball point ink. This will require less time than typing reports, and it will provide conclusive proof that the report was originally written by the officer and has not been retyped or changed.

Supervisors and Clerk-Dispatchers must check to ensure field officers promptly complete reports for processing.

Reports which are not completed promptly will often lack accuracy.

Basic Report Processing

The following is a summary of the activities and responsibilities involved in the processing of field reports:

I. CLERK DISPATCHER REPORTING RESPONSIBILITIES

1. Receives request for or notification of police action.
 - by telephone
 - in person oral
 - by radio
 - by letter or telegram
2. Initiates a pre-numbered Complaint Report (Dispatch Card).
 - takes card from consecutively-ordered stack
 - prints form while interviewing the citizen or officer for necessary information
 - fills form out completely
3. Time stamps Complaint Report to indicate time call was received.
4. Dispatches appropriate Deputy or Detective.
 - communicates the Case Number (from the Complaint Report) for officer's report
 - communicates necessary information regarding case
5. Time Stamps Complaint Report.
 - at time of dispatch
 - at time officer arrives on scene
 - at time officer departs scene
6. Returns Complaint Report to holding tray.
7. Types appropriate entry on Daily Log.

II. FIELD OFFICER (Patrol Deputy or Investigator)
RESPONSIBILITIES.

1. Maintains Daily Activity Report (DAR).
 - records miscellaneous information (i.e. name, vehicle, equipment, radio)
 - records continuous summary of activities
 - records Case Numbers assigned and a summary of dispatch information
 - completes activity summary on back of DAR at end of duty tour
 - notes information about activity or equipment which should be called to attention of supervisors
2. Records dispatch information on DAR.
 - time received dispatch
 - case number assigned
 - type of incident or request
 - location of incident or request
 - name of complainant or person to be contacted
3. Prepares Incident, Accident and/or related reports.
 - reflects facts obtained and recorded in appropriate places on report form
 - hand prints in ball point ink
 - provides any additional information needed for future follow-up
 - numbers report form with Case Number assigned by dispatcher
 - notes fact that report was initiated on DAR
4. Requests and records on DAR a Case Number for all self-initiated reports.
 - includes incidents, crimes arrests, accidents, towed vehicles, lost children, fights, etc.
 - excludes traffic citations and field interviews not related to cases
5. Compiles Activity Report and all other reports, prepared while on duty, in case order, and turns them over to supervisor (or, if alternative is adopted) Dispatcher.
 - every dispatch must have a related numbered report by officer assigned
 - additional reports must be grouped with the incident or accident report

III. FIELD SUPERVISOR RESPONSIBILITIES

1. Collects all reports from subordinates by, at best, the end of each shift.
 - compares case and accident reports to activity report to ensure they are accounted for
 - separates DAR from Case Reports
2. Accounts for Case Reports for all dispatches.
 - matches Complaint Record (initiated by dispatcher) with Case reports of field officers
 - ensures there is an Incident or Accident Report for each number
 - orders appropriate subordinate to prepare any missing report
3. Reviews Case Reports for accuracy and completeness and prepares the reports for indexing.
 - reads reports and circles all names, dates of births, and addresses on reports with red pencil (this forces supervisor to read report)
 - returns incomplete, if unacceptable, reports to writers for reworking
4. Tabulates and records his own and his subordinates activity on his DAR (Supervisor's total in "Officer" column and total of subordinates, plus his own, in "Shift" column).
5. Compile all reports from shift, including own, into an orderly collection by arranging Complaints Reports and Case Reports together in a sequential case number order and rechecking to ensure the presence of all reports.
6. Compiles all subordinates DAR's with his own and clips together.
7. Places all records from his shift into a properly marked shift envelope and leaves in the appropriate place in the Dispatch Room.

IV. CLERK-DISPATCHERS PROCESSING RESPONSIBILITIES*

1. Removes from envelope (left in Dispatch Room by Supervisor) and separates Case, Citations, and DAR's.
2. Removes data from DAR's for the summary report and files activity reports in chronological activity report file.
3. Checks to ensure all Case Report forms have been completed.
4. Reviews Case Reports and assigns Uniform Crime Report Classification.
5. Records UCR information from reports on summary chart.
6. Identifies, numbers and makes copies of reports needing follow-up investigation for distribution to investigators.
 - assigns next Investigation Number (I#) from an Investigation Log Book to copy of case report
 - initiates a "tickler" index card containing case number, investigation number and date of assignment for follow-up
 - file "tickler" card in date index file so it will be reviewed in three weeks to ensure investigators complete cases and return them to file
 - place copy of case report in Investigators follow-up tray
7. Initiates 3x5 Master Name Index card on each name contained on the Case, Accident Reports and Citations.
 - the names and DOB's and addresses should have already been circled with red pencil by the supervisor
 - other index cards should be initiated at the same time
 - color-coded cards can be used to identify the roles of various people (i.e. white-complainant or victim, pink-suspect, yellow-witness, and blue-arrestee)

*Does not include responsibilities related to identification of property and evidence records.

8. Files MNI cards in alphabetic order in the MNI File.
9. Files Case Records (Incident and Accident Reports) in numerical order by Case Number in the Case File cabinets.
10. Files citations by numerical order in the citation file.
11. Retrieves information in response to requests.

The Supervisor of Communications and Records should bear the primary responsibility for routine supervision of the records-keeping operations of those under his supervision, as well as for conducting periodic systematic and comprehensive inspections of the records. This person should be constantly looking for ways of improving the Department's records system, practices and procedures. Approximately every six months the Records Supervisor should prepare a unit report to the Sheriff informing him of the state of records and making recommendations for improving them. In addition, the Supervisor should cause periodic reports on the activities and state of the Department and its equipment, including at a minimum general weekly, monthly and yearly reports.

Follow-up Investigation Records

It is not uncommon to find investigators neglecting records-keeping activities or, as in Grays Harbor County

Sheriff's Department, maintaining their own records. When efforts are initiated to improve a police agency's records system, investigators can usually be expected to argue for their own independent records and filing system. Investigators are not records experts; therefore their records efforts frequently leave much to be desired. They often contend that as investigators they must have immediate access to files so they can readily retrieve information. They fail to adequately consider the other side of the coin--every police officer at times needs information generated by investigators. If a field officer cannot obtain the information, cases are not cleared and arrests not made.

Recommendation 14: Investigators should not be permitted to establish their own records independently of the main operational records of the Sheriff's Department.

As with all other Departmental Records, the responsibility overseeing investigative records should be placed on the Supervisor of Communications and Records. As with other forms adopted by the Department, all investigation forms, files and indexes must be approved by this supervisor. The supervisor should be responsible for periodically auditing and inspecting those few investigative records and files kept in the Investigation offices to ensure that consistently high quality is maintained.

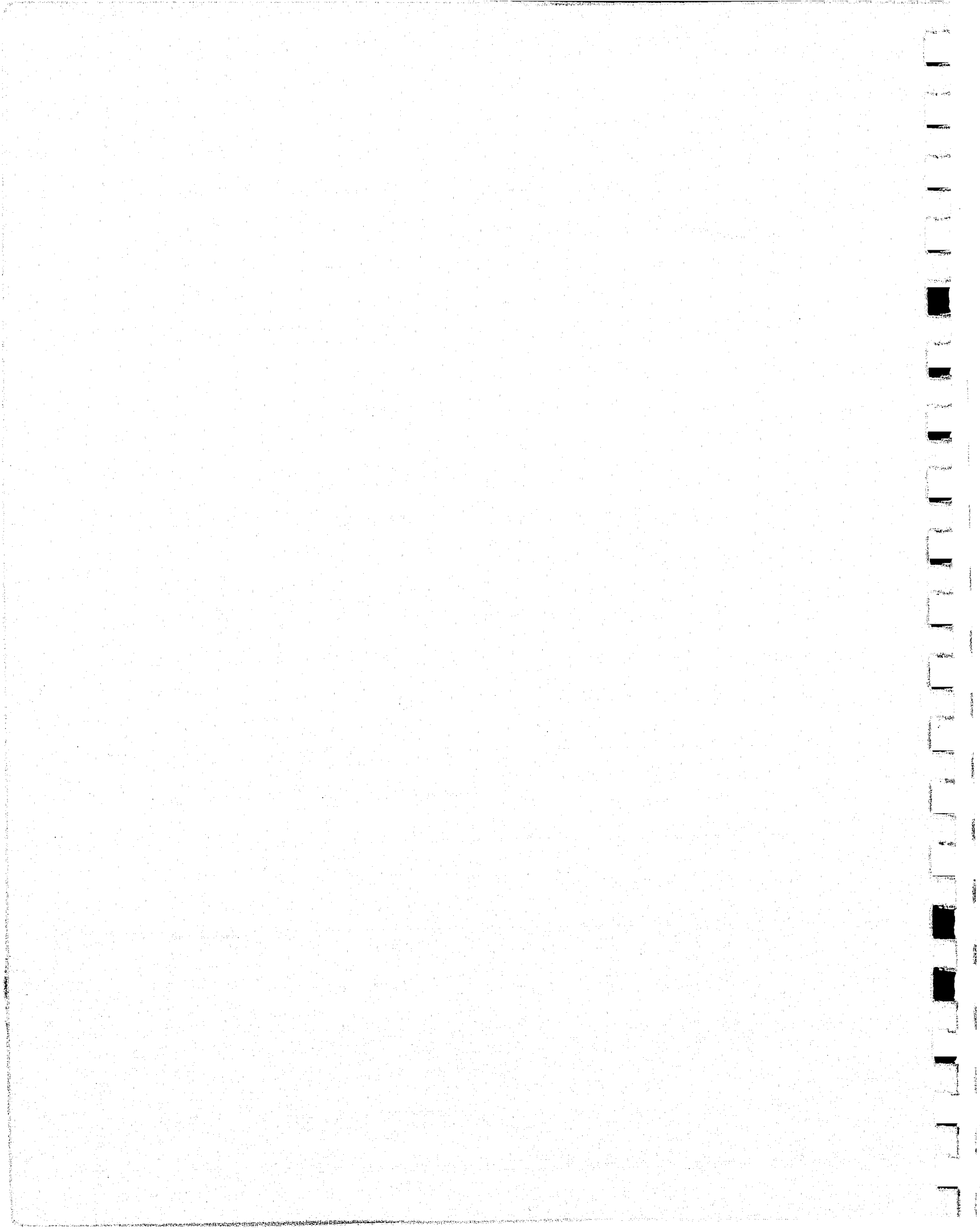
Follow-up Reports

The Investigative Unit should be permitted to keep only (1) administrative documents needed for supervising the investigative functions (i.e., assignment records, officer work plan records, etc.), (2) copies of case files and follow-up reports on which investigators are performing work, and (3) investigative summary records which have been prepared for managers and the Sheriff.

The investigative administrative records should include an Assignment Log for recording information concerning the working hours of investigators and the specific assignment of cases to investigators. It should be initiated by the investigative supervisor.

Recommendation 15: Investigation supervisors should maintain assignment logs for their subordinates.

Each investigator should be responsible for the daily preparation of a work plan. This work plan can be prepared on an open form or a plain sheet of paper. It should be initiated by each investigator who is on duty after the supervisor has made the daily assignments, but before the investigator commences his work. In essence, the Investigator's work plan should be a general outline specifying the precise cases on which the investigator proposed to work during the day, the specific people the investigator intends to interview, where these interviews will likely



be conducted, and the other activities which the investigator intends to carry out while on duty. The Work Plan forces investigators to be more systematic and efficient in their work. By adequately planning the work, an investigator can integrate the work on several cases and reduce travel time which would otherwise be necessary if time was spent exclusively on one case at a time.

Recommendation 16: Investigators should initiate work plans prior to commencing a tour of duty.

Once a work plan has been completed, the investigator should retain one copy and turn a duplicate copy over to his supervisor or a secretary who has responsibility for maintaining the office copy. The office copy can be used for information about where an investigator should be at any specific time during his duty period. It also can be used for decisions concerning the assignment of new cases which occur during the day. The investigators' copies should be used as a guide for their work during the day.*

The Daily Activity Report (DAR) form should be initiated and maintained by investigators in the same way they are kept by uniformed officers. Each investigator and investigative supervisor should initiate a DAR each duty period. Supervisors should process these DAR's in the same way patrol supervisors process their reports.

*Obviously, investigators, at times, will have to make modifications in their plans.

Frequently, specialists are not required to comply with the same rigorous reporting requirements of uniformed officers. As a result, police officials frequently do not have the quality of information about investigators' activities and workloads which they have about uniformed personnel.

Recommendation 17: Investigators and supervisors should be required to initiate DAR's to report their daily activities.

Investigators are less conspicuous than uniformed personnel; their activities are less understood. A policy requiring them to maintain a Daily Activity Report would provide information which would be valuable for management decisions, for evaluation of individual investigators and for research.

Follow-up Records Processing

In the area of operational records (i.e., case records), the Records Unit should always provide case numbers before investigators proceed with follow-up or investigation of an incident or situation. The only exception to this must be in highly confidential matters in which case investigative reports should go directly to the Sheriff. No investigator should be authorized the discretion and freedom to act independently without written reports. The procedure of obtaining case numbers prior to follow-up facilitates control over both investigators and follow-up reporting.

When investigative cases have first been processed through the Records Unit an "I" number can be assigned to

each investigation, and a control card can be placed in the follow-up tickler file. This procedure will enable the Records Unit to ensure all follow-up investigation reports ultimately returned to the Case file. In those instances where no progress is being made and the active work by investigators has ceased, the tickler file will enable records to check on the cases and place them in inactive status. Where work by investigators is complete, the procedure will ensure that all records get into the file. It will prevent a loss of Department work.

The investigation section should have files for temporarily holding cases assigned to them for follow-up processing. These files should be organized so that cases are arranged by "I" number in sequential order. This will provide the same insurance as the Departmental Case File system has against loss of a case from the file.

The Investigation Follow-up Case File should be indexed by (1) a 3x5 alphabetic name index, (2) a 3x5 assignment index indicating which investigator is responsible for the case, and (3) a tickler file so the supervisor can be continuously aware of the status of the investigation.

Conclusion

The preceeding is a basic operational records and filing system which will improve the control over and security of the Grays Harbor County Sheriff's Records. It will provide detailed administrative data concerning officer activities and workloads which can be used to determine personnel needs and financial requirements. It will provide additional information to ensure that follow-up investigations are being carried out.

Although the system is simple, it will require some reorganization and additional detail work on the part of nearly all employees. However, these same employees will be better protected and more efficient because of their extra efforts.

One final suggestion in regard to the records system seems appropriate. In September LEAA provided Technical Assistance in the area of records and communications to the Aberdeen-Hoquiam Police Agency. That study was conducted over a longer period of time and provides information about areas which--because of time constraints--could not be addressed in this Report. Those in the Sheriff's Department concerned with implementing the preceding recommendations should review the Aberdeen-Hoquiam report prior to finalizing plans for reorganizing the Sheriff's Department's

records. Copies of the Aberdeen-Hoquiam Report are available at the local Law and Justice Planning Office.

SECTION V

RECORDS RETENTION AND DESTRUCTION

The Grays Harbor County Sheriff's Department has a large volume of old records scattered throughout its facilities. Many of these records were initiated 30 to 40 years ago. They have been moved several times over the years and are presently only in the remotest sense systematically maintained. A cursory survey revealed many of the original reports are missing even when the appropriate file can be located.

Implementation of the preceeding recommendations will probably result in the generation of a substantial quantity of new reports. As time goes on, storage of these records will become a problem. Hence, plans should be prepared for records retention and destruction.

The Washington State Department of General Administration has a Division of Archives and Records Management in Olympia which is responsible for approving procedures for handling and disposition of obsolete records of local governmental bodies. A copy of the "Records Disposition Regulations" has been forwarded to the Sheriff independently of this report. The establishment of destruction schedules should be consistent with these regulations and coordinated with the Division of Archives and Records Management.

OBJECTIVES OF RETENTION AND DESTRUCTION

The basic objectives of a retention and destruction schedule are:

1. To satisfy legal requirements (See Appendix H for a summary of Washington laws related to police records).
2. To ensure preservation of all records with significant value for as long as they have such value.
3. To conserve space, reduce need for expensive storage space and equipment, and reduce clerical effort and handling.
4. To dispose of records not warranting further preservation under even the most economical storage system.
5. To provide controlled, orderly, continuous destruction practices which will provide an equitable distribution of destruction workload and costs throughout the year.

By establishing a records retention and destruction schedule to address these objectives, the unnecessary records can be eliminated without time-consuming periodic purging of files or wholesale transfer of files to a storage area.

Recommended Retention Schedule

The Seattle Police Department has developed a Retention Schedule for its police records which can be used as a model by the Grays Harbor County Sheriff's Department. In addition, C.R. Connery proposed a schedule for Aberdeen and Hoquiam*

*See Technical Assistance Report, September 1975, available from Grays Harbor-Pacific County Law & Justice Planning Office.

which should be reviewed by the Sheriff prior to the development of a schedule for his Department.

Based on the information available to this consultant, the following retention periods are appropriate.

<u>Record</u>	<u>Retention Period</u>	<u>Remarks</u>
Accident Report	7 years	Send copy to Olympia
Annual Report	5 years	
Application for CCW Permit	2 years	Primary copy to Olympia DMV
Arrest Book	25 years	
Case Investigation Reports (Incidents Reports, etc.)	7 years after case closed	
Case File Index	Permanent	
Citation	2 years	Primary copy to Olympia DMV
Criminal History	7 years after case closed	
Correspondence	1 year	
Daily Log	1 year	
Daily Activity Report	1 year	
Evidence Records	7 years	
Method of Operation (Identification)	50 years	
Fee Receipt Books	7 years or 1 year after audit	

<u>Record</u>	<u>Retention Period</u>	<u>Remarks</u>
Jail Booking Log	10 years	
Jail Inspection Records	3 years	
Indexes (e.g.location, stolen prop.,crime)	3 years	
Inventory of Police Equipment	7 years	
Pawn Sheets	7 years	
Personnel Records	7 years after termination or retirement	
Prisoner Property Receipt	7 years	
Police Bulletins from other agencies	90 days until receipt of court disposition	
Property Records	7 years	
Weapon License	3 years or until superceded	Primary copy to Olympia DMV
Warrant Index State- ments	7 years	
Investigative Work Plans	6 months	
Investigative Assign- ment Sheets	1 year	
Jail Supplies & Meals Records	3 years	
Case Photographs or Negatives	7 years	

This schedule is not complete. The Records supervisor should conduct a complete audit of all records and prepare a proposed Retention Schedule on Washington State Form GAA-24 (Rev.2-74) for State review and final authorization.

SECTION VI
IMPLEMENTATION

The most critical step in the reorganization of the Grays Harbor County Sheriff's Department records system is the selection and appointment of a Supervisor of Communications and Records. This supervisor has only to be generally familiar with police operations and records systems, but must be highly knowledgeable about the broad area of records systems and management. Unless such a person is retained by the Sheriff's Department and invested with the authority to direct changes in the records forms, procedures, facilities and files it is unlikely the present records system will be improved.

Once the appropriate Supervisor has been appointed the implementation can proceed in approximately the following order:

1. The report forms should be designed, approved by the Sheriff, and a two months' supply of forms ordered from a printer.
2. The filing equipment needs should be defined.
 - existing equipment should be used if possible
 - additional equipment should be ordered if necessary
3. Suggestions on redesigning the Dispatch room to accommodate the files, evidence storage and booking supervision should be provided to the architect.
4. A floorplan of the filing and communications equipment layout should be prepared.

5. Procedural manuals should be prepared for Clerk-Dispatchers and field deputies.
6. The Supervisor should train employees in the procedures (Field and Investigation Supervisors should be trained first and used later to train their subordinates).
7. All necessary equipment, manuals and forms should be prepared and ready to be set up in the appropriate location prior to establishing a change-over date and time.
8. Once all affected personnel are familiar with the reporting procedures, and clerks are familiar with the processing procedures, the system should be implemented. The entire changeover should occur on a late night shift during the slowest period of the week.
9. The Records Supervisor should constantly oversee the implementation during its early period. The Sheriff should conduct meetings with the Records Supervisor and other supervisors, as there is a need but at least after five days, two weeks, one month and five months to review problems and make decisions concerning changes.

At the end of approximately one year, the Records Supervisor should prepare a report for the Sheriff summarizing the implementation problems and suggesting methods for handling such organization change efforts more effectively in the future. In addition, the supervisor should suggest ways of improving the system which has been implemented.

The time requirements for implementing the records system should not exceed the following amounts of time:

1. Forms design and ordering - 80 hours

CONTINUED

1 OF 2

2. Equipment definition and ordering and general facilities planning and temporary location of essential equipment - 80 hours
3. Procedural manual preparation - 120 hours
4. Training preparation - 40 hours
5. Implementation Orders - 8 hours

Hence, from initiation of steps to implement the recommendations of this report until the records change-over should not require more than eight or nine weeks. Of course, the inspection and adjustment process will continue on as previously suggested.

APPENDICES

- A. Daily Report Headings
- B. Sample Clerk-Dispatcher Job Description
- C. Sample Complaint Report
- D. Sample Daily Activity Report
- E. Sample Incident Report
- F. Sample Supplement Report
- G. Sample Master Name Index
- H. Summary of Significant Washington Laws Related
to Police Records

APPENDIX A

REPORT CLASSIFICATION HEADINGS

DEATHS

SUICIDE
HOMICIDE
NEGLIGENT HOMICIDE
NATURAL DEATH
ACCIDENTAL DEATH

FELONIES

ATTEMPTED SUICIDE
ASSAULT, 1st & 2nd

FORGERY
GRAND LARCENY
GRAND LARCENY BY CHECK
ROBBERY
SEX VIOLATION
AUTO THEFT
ABDUCTION
EXTORTION
ARSON
RUSTLING
NARCOTICS

MISDEMEANORS

ASSAULT, 3rd
DISORDERLY CONDUCT
GARBAGE & NUISANCES
PETIT LARCENY
PETIT LARCENY BY CHECK
PROWLERS
TRESPASSING
VANDALISM
VAGRANCY
BUNCO
SHOPLIFTING
MISC.

LOST & FOUND

ANIMALS
BOATS
PURSE, MONEY
MISCELLANEOUS

DOMESTIC RELATIONS

FAMILY QUARREL - DISTURBANCE

MISCELLANEOUS REPORTS

PRISONER WELFARE
ANIMAL COMPLAINTS
CIVIL MATTERS
DOG COMPLAINTS
FIRES
EXPLOSIONS
DISASTERS
GAME PROTECTION
MISCELLANEOUS INFORMATION

MISSING PERSONS

LOST HUNTERS
MISSING AND LOST
RUNAWAYS

WANTED

ESCAPEES
AWOL
WANTED-LOCAL
WANTED-OUTSIDE

TRAFFIC

AUTO ACCIDENT
DRIVING COMPLAINT
HIT AND RUN
ABANDONED AUTO
TRAFFIC HAZARD

POLICE SERVICE

BANK ALARMS-FALSE
TEST ALERTS
POLICE SERVICE
FIREARMS COMPLAINT
ASSISTANCE RENDERED
EMERGENCY MESSAGE
ATTEMPT TO CONTACT
ACCIDENTAL SHOOTING
MISCELLANEOUS ITEMS
POLICE INFORMATION
ACCIDENTS IN GENERAL

APPENDIX B

CITY OF HOQUIAM

CLASS SPECIFICATION

POLICE CLERK DISPATCHERDEFINITION

This is police dispatching and clerical work.

DISTINGUISHING CHARACTERISTICS OF WORK

Employees occupying positions of this class are responsible for operating the police radio system, telephone, teletype, to receive and relay information to the patrol cars. Work involves receiving and screening telephone calls to determine appropriate type of assistance required and gathering adequate information to dispatch the appropriate kind of aid. Employees of this class are also responsible to perform a variety of clerical functions including typing. Work may be performed independently although supervisory police officers are usually available for consultation. Work is reviewed through observation and on the basis of results achieved.

REPRESENTATIVE EXAMPLES OF WORK

Receive incoming calls, acquire sufficient data to ascertain the kind of priority and the type of help needed.

Contact patrol cars by radio and provide information to allow an adequate response.

Wait on the counter to receive the public in person, answer their inquiries, obtain information, receive cash and provide instructions as to the proper procedures to follow.

Monitor fire alarms and dispatch police as circumstances indicate.

Assist in the booking of persons arrested or charged.

Record belongings of subjects being held and secure such properties according to procedures.

Occasionally perform the duties of a police matron in the absence or non-availability of the regular matron.

Provide clerical support to other Police Department employees.

Performs other duties as assigned.

POLICE CLERK DISPATCHER (Continued)KNOWLEDGES, ABILITIES, AND SKILLS

Ability to speak clearly and correctly.

Ability to think clearly and act quickly in emergency situation.

Ability to interrogate telephone callers efficiently and courteously.

Ability to maintain records accurately and legibly.

Ability to type accurately with moderate speed.

Ability to learn the departmental procedures and appropriate laws and ordinances.

Ability to establish and maintain effective working relations with the public, city officials and employees.

QUALIFICATIONS

MINIMUM: Graduation from high school or G.E.D. certificate.

SUBSTITUTION OF MINIMUM: Substituting experience or education which would demonstrate the ability to perform the work.

APPENDIX C

COMPLAINT REPORT (DISPATCH CARD)

Complaint		Location (St., Add., Inter St., Floor, etc.)		Case # 00001
				Investigation #
Complainant Name		Phone #:		Date & Time Received:
Address:		D.O.B.		Time Dispatch:
Details (Information about complaint):				Time Arrived:
(over)				
Dispatch Priority	Car 1	Backup	Field Unit Information	Time Cleared

DAILY ACTIVITY LOG

Date _____

Shift

Hours TO

Portable

Radio No.

[illegible]

FROM	TO	FROM	KEY	DESCRIPTION OF OFFICER ACTIVITY

TIME			
SHIFT	OFFICER	KEY	
		1	Patrol
		2	Desk
		3	Traffic Enfor.
		4	Foot Beat
		5	Property Insp.
		6	Surveillance
		7	Juvenile Contacts
		8	Transporting Prisoners
		9	Clerical
		10	Investigation
		11	Supervision In-Field
		12	Supervision In-Office
		13	Training
		14	Court
		15	Warrants
		16	Capias
		17	Spl. Detail
		18	Liaison—Public Relations
		19	Equip. Service & Repair
		Total Hrs. Worked	
		Hrs. Required	
		Total Overtime	
SIGNATURE			
APPROVED			

NUMBER							
	KEY	OFFICER			SHIFT		
Initial Investigations	10						
Follow-Up Investigation							
Felony Arrest		On View	Not	On View	Not		
MISD. Arrest		On View	Not	On View	Not		
Persons Investigated							
Vehicles Investigated							
Interviews							
Number of Property Insp.	5						
Open Doors & Windows							
Traffic Citations	3						
Parking Summons							
Vehicle Accidents Investigated		PD	PI	F	PD	PI	F
Fixed Post							
Vehicle Impound							
Vehicle No. _____							
Ending Miles _____							
Starting Miles _____							
Total Miles _____							
COMMENTS: _____							

APPENDIX E

INCIDENT REPORT

1. Incident						2. Reported By				3. Address				Related		Number						
5. How Reported Phone <input type="checkbox"/> Radio <input type="checkbox"/> Citizen <input type="checkbox"/> On View <input type="checkbox"/> Other <input type="checkbox"/>						6. Time Rec'd		7. Date Rec'd		8. Rec'd By		9. Officer Assign DOB Month Day Year										
10. Place Occurred				11. Occurred Between		12. Time		13. Date		14. and		15. Time		16. Date		17. Weapon Gun <input type="checkbox"/> Knife <input type="checkbox"/> Other <input type="checkbox"/>						
Complainant Victim	18. Name No. 1					19. DOB Month Day Year			20. Name No. 2					21. DOB Month Day Year								
	22. Home Address					23. Phone			24. Home Address					25. Phone								
	26. Business Address					27. Business Phone			28. Business Address					29. Business Phone								
PERSONS Witness - Suspects - Missing - Arrested	30. Name No. 1					31. DOB Month Day Year			32. Sex		33. Race		34. Ht.		35. Wt.		36. Build		37. Comp.		38. Eyes	
	39. Address					40. Hair		41. Mustache-Beard-Hair Style					42. Glasses Yes No		43. Carrying							
	44. Phone		45. Occupation			46. Marks-Scars-Deformities					47. How Dressed											
	48. Vehicle Used: Yes No		49. Year		50. Make		51. Body Style		52. License No.		53. State		54. Color									
	55. Name No. 2					56. DOB Month Day Year			57. Sex		58. Race		59. Ht.		60. Wt.		61. Build		62. Comp.		63. Eyes	
	64. Address					65. Hair		66. Mustache-Beard-Hair Style					67. Glasses Yes No		68. Carrying							
	69. Phone		70. Occupation			71. Marks-Scars-Deformities					72. How Dressed											
	73. Vehicle Used: Yes No		74. Year		75. Make		76. Body Style		77. License No.		78. State		79. Color									
	80. Other																					
	PROPERTY Solen - Recovered - Impound	81. ITEM #1					82. Make: Brand:					83. License Number:					84. Year Model					
85. Body: Type:					86. SERIAL No. V.I.N. No.					87. Color					88. Value							
89. Markings					90. Size					91. Contents												
92. Other																						
93. ITEM #2					94. Make: Brand:					95. License Number:					96. Year							
97. Body: Type:					98. SERIAL No. V.I.N. No.					99. Color					100. Value							
101. Markings					102. Size					103. Contents												
104. Premises or Vehicle Locked? Yes No					105. Evidence Stored: Bin #					Locker #												
106. NARRATIVE																						
										APPROVED BY:					INVESTIGATED BY:							

SUPPLEMENT REPORT

2. Number

6. Time

INVESTIGATED BY:

APPENDIX G

1.COMPLAINANT			2.S/R/DOB		3.CASE #	
					4.ARREST.#	
5.COMPLAINANT ADDRESS			CITY		6.RES.PHONE	
7.COMPLAINT AS REPORTED			8.COMPLAINT AS VERIFIED			
9.LOCATION OF COMPLAINT			10.BEAT	11.DIST.	12.UNIT	13.ASSISTANT UNIT
14.VICTIM(FIRM NAME IF NOT PERSON)			15.S/R/DOB		16.RES.PHONE	
17.VICTIM'S ADDRESS			CITY		18.BSNS. PHONE	
19.DATE/TIME OCCURRED			20.DATE/TIME REPORTED			
21.NO. OF OFFENDERS	22.NO. OF ARRESTS	23.PROP. RE-COVERED	24.PROP.#		25.PHOTOS TAKEN	

MASTER NAME INDEX CARD

APPENDIX H

WASHINGTON STATE LAWS RELATED
TO LAW ENFORCEMENT RECORDS

The following is a partial list of the laws related to law enforcement records which can be found in the Revised Code of Washington.

- | | |
|--------------|---|
| RCW 5.46 | Related to pornographic copies of public records as evidence. |
| RCW 9.69.060 | Related to obstructing an officer by refusing to make a legally required report or statement or making misleading or untrue statements. |
| RCW 9.73.090 | Allows police to (1) record incoming phone lines, and (2) video and sound record arrested persons. |
| RCW 40.14 | Relates to preservation and destruction of public records. |
| RCW 40.20 | Essentially established microfilm records as legally equal to the original copy of a record. |
| RCW 42.17 | Relates to producing and disclosure of record indexes and public disclosure of records. |
| RCW 43.43 | Defines mugging and printing identification records requirements. |
| RCW 43.89 | Relates to Teletypewriter Communications. |
| RCW 42.52 | Requires police officers to initiate Accident and Abandon Vehicle reports. |
| RCW 46.64 | Requires the retention of traffic citations for audit and prohibits destroying or cancelling citations. |

END