



# Fitchburg State University Police Department

<b>Subject: REPORTS and RECORDS</b>	
Reference: <b>IACLEA:</b> 16.1.1, 16.1.2, 16.1.3, 16.1.4, 16.1.5, 16.1.6, 16.1.7, 16.1.8, 16.1.9, 16.1.10, 16.1.11, 16.2.1, 16.2.2, 16.2.3	
<b>MPAC:</b> 11.4.1, 72.1.3, 82.1.1, 82.1.2, 82.1.3, 82.1.4, 82.1.6, 82.1.7, 82.2.1, 82.2.2, 82.2.3, 82.2.4, 82.2.5, 82.3.1, 82.3.2, 82.3.4, 82.3.5, 82.3.6	
Rescinds: Section: 81	
<b>Effective Date:</b> November 10, 2020	<b>Review Date:</b>
<b>By Order of:</b> Michael J Cloutier, Chief of Police	

## General Order

# 16.1

**PURPOSE:**

To establish formal procedures for reviewing, controlling, maintaining and retrieving all reports, forms and related paperwork submitted by personnel of the Fitchburg State University Police Department.

**POLICY:**

It is the policy of the Fitchburg State University Police Department to maintain a reporting and records management system in order to provide reliable information and allow the department to function effectively and efficiently. Additionally, it is the policy of this department to permit dissemination of public records to interested individuals, in conformance with the standards of the Massachusetts Criminal History Systems Board, the laws of the Commonwealth, and to the extent that the rights of any individual are not infringed.

**PROCEDURES:**

**A. Security and Privacy**

1. *Adult Criminal Records:* will be housed in the Records Area of the station. All file drawers will be locked when unattended.
2. *Juvenile Offender Records:* Records pertaining to juvenile offenders (including arrest reports, fingerprints, photos, and records of pending or adjudicated cases) shall be maintained in the **Fitchburg State University Police Policy & Procedure**

manner prescribed above, but shall be distinguished from adult records by the use of a "Juvenile" stamp or other marking on the front and back of the case envelope.

- a. When entering an arrest or incident report involving juveniles, the IMC check box **must** be utilized to indicate juvenile status. This causes all generated reports to display the word "Juvenile," at the top of report cover sheets.
  - b. Records coded as "Juvenile" are accessible to officers and designated employees.
  - c. Any photographs of juveniles associated with a report are accessible only to employees authorized to print such reports.
3. Juvenile arrest records are retained according to the same schedule as records within statutory obligations, regardless of transition to adulthood, unless ordered expunged by the court. If so ordered, the hard copy records will be destroyed as required, and electronic records shall be purged as well.
  4. All juvenile arrest reports, release forms, etc. are securely stored in a locked file cabinet within the Records Area of the station before and after court / legal process has been completed.
  5. Juvenile records entered into the computer filing system are coded as such to prevent accidental release of information.
  6. The collection, dissemination and retention of fingerprints, photographs and other forms of identification pertaining to juveniles will be the responsibility of the Investigator.
  7. Juvenile status offenders and records shall be in compliance with General Order 8.4.1 Juvenile."

## B. Records Storage

1. Hard Copies:
  - a. All records, (other than those involving sex offenses), are stored in the Records Area of the station where only authorized personnel have access. The following personnel will have access to keys for the Record cabinets:
    - i. Chief
    - ii. Lieutenants
    - iii. Detectives
    - iv. Sergeants
  - b. Keys to the record cabinet shall be stored in the Key box, which logs when the key has been removed and returned.
  - c. Open criminal and sex offenses cases pending court are stored in a secure draw of the Detective Sargent.

- d. Release of records will be done in accordance with the General Order 12.3 PUBLIC RELATION AND INFORMATION
- e. Hard copies of records stored in accordance with this order may be retrieved outside business hours by any member of supervision who have been provided access. All reports and calls for services may be obtained after business hours through IMC.

*IACLEA 16.1.11 / MPAC 82.1.1*

### C. Computer Access and Security

#### 1. Access to Computerized Records:

- a. All operations records (call for service and related arrest and incident reports), which are maintained within the Department's IMC software, are available to personnel at their authorized access level at all times, on all shifts, in order to facilitate investigations and other duties performed by members of the department. Confidentiality of all police records are ensured by the use and protection of access passwords.
  - i. Passwords will meet "Strong password" standard.
  - ii. The administrative Lieutenant will create, monitor, and deactivate all user accounts for the department for all personal needing access to electronic records.
  - iii. All officers and dispatchers may access the computerized IMC Master Name File at any time.
  - iv. Master name file can be search by an individual first or last name, as well as SSN.  
*IACLEA 16.1.5 / MPAC 82.3.1*
  - v. All officers and dispatchers may print dispatch logs.
  - vi. Sworn officers are allowed to electronically view and print all incident, accident and arrest reports (except for those without clearance for C.I. files, juvenile reports or sexual offenses).
  - vii. Dispatchers are allowed to electronically view all incident, accident and arrest reports, with the exception of cases involving juveniles, drugs or sexual offenses.
  - viii. Detectives, IMC administrator, and members of the command staff may print all types of reports.
- b. Access to the various levels and types of information maintained with the server level, and within the IMC software, is controlled by the University's Information Technology Department as well as the Department's IMC coordinator, according to parameters set by the Chief. That access varies according to need and duties, with group rights defined for Command Staff, Patrol, Detectives, Administrative, Dispatch, etc.
- c. Access to sensitive information or administrative functions is provided as appropriate for Juvenile, Sexual Assault, and property/ evidence.

- d. University and Department policy prohibits the sharing of passwords to prevent unauthorized access to information.
  - i. While on shift or assignment, personnel can access computer records information 24 hours a day only through the use of an assigned password. Records information may only be released in accordance with record laws of the Commonwealth.
  - ii. The Administrative Lieutenant will conduct an annual audit of the central records computer system for verification of all passwords, access authorization and security systems.
  - iii. The University's Technology Department automatically backs up the system at least one time per week.
  - iv. To prevent the accidental introduction of a computer virus into the records system the disk drives of the majority of the department's workstations have been disabled.
    - a) Department computers have anti-virus software installed which is maintained by FSU's Technology Department.
    - b) No software will be installed in to the system without the authorization of the FSU's Technology Department.
  - v. The department normally will not routinely monitor employee's e-mail or any other electronic documents. However, when such information is stored on the department's systems, authorized IT employees may have the occasion to review and disclose the contents of such files for reasons including, but not limited to, system maintenance, quality control, or enforcement of other department policies.

*IACLEA 16.1.10 / MPAC /82.1.6*

#### **D. Records Retention**

1. Retention of all University and police department records are governed by state law and guidelines outlined by the Massachusetts Secretary of State. See "Records Retention Schedule".  
[www.sec.state.ma.us/arc/arcmu/rmuidx.htm](http://www.sec.state.ma.us/arc/arcmu/rmuidx.htm)
2. Clery Records will be maintained for seven years, as required by federal law.

*IACLEA 16.1.7 / MPAC 82.1.3*

#### **E. UCR / NIBRS Reporting**

1. The Fitchburg State University Police Department participates in the NIBRS program.
2. The Department's records management system, IMC, will be used to compile and generate reports for crime data stats.

3. Using UCR (Uniform Crime Report) and the IMC software, the designated lieutenant shall generate and submit data to the Massachusetts State Police on a monthly basis (no later than 31 days beyond the last reporting day of the month being submitted).
  - a. NIBRS information will be updated to: <https://masscrime.chs.state.ma.us/>
  - b. The Chief of Police may periodically review the data prior to submittal for accuracy.
  - c. Any critical errors will be corrected by the submitting lieutenant prior to creating file for the State Police.
  - d. Errors found by the State Police will be corrected by the submitting lieutenant.

*IACLEA 16.2.2 / MPAC 82.1.4*

#### **F. Report Review**

1. The shift supervisor will review all reports of officers working during their shift.
2. All reports are to be completed by officers at the end of their work shift (minor incidents may be completed the following shift at the discretion of the shift supervisor), and are to be submitted to and reviewed by his or her shift supervisor according to the chain of command.
3. Reports will be reviewed for, but not be limited, to the following:
  - a. Accuracy;
  - b. Clarity;
  - c. Spelling and punctuation;
  - d. Names of involved parties;
  - e. Completeness;
  - f. Correct charges;
  - g. All applicable forms completed and submitted;
  - h. Proper notifications;
  - i. Follow-up Investigation if necessary.
4. Reviewing supervisors should insure that arrest reports include an articulation of probable cause (Statement of Facts) and all elements of the crime.
5. Reviewing supervisors will document their review of each report by approving them in the IMC system. Special attention will be paid to critical errors. No report shall be approved if critical errors are present.
6. Once a month the Administrative Lieutenant will conduct a computerized audit to identify errors or omissions in reports.
7. Reports with errors will be forwarded to the respective shift supervisor who will ensure that the reports are corrected by the officer.

## G. Field Reporting and Management

1. The institution relies on department records in compiling Clery statistics, addressing issues related to facilities, housing, and other security or safety related issues. As such, the following case reports will be required when:
  - a. Reports of crimes or violations of institutional policy;
  - b. Calls for service or assistance to individuals on campus property;
  - c. Cases resulting from officer-initiated activities;
  - d. Assists to outside agencies performing official duties on campus property; and
  - e. Cases resulting in arrests, citations, or summonses;
  - f. Fires, Violence against Women Act / Title IX, specified incident that occurs in the agency's Clery-reportable geography;
  - g. Other reports as requested by a supervisors
2. An official record will be made of actions taken by law enforcement personnel whether in response to a request for service or self-initiated activity.
3. Original case reports are to be submitted to a shift supervisor for review and then forwarded to the respective parties for processing and distribution.
4. Follow-up reports should be included in the original file as soon as they are completed.
5. Depending on the report or police action taken, additional forms may be required. Department forms can be located on the department share drive. Each form is given a unique identifier and a master list of forms is provided and will be updated as forms are updated.
6. All relevant tabs and fields located within each of the IMC computer generated reports should be filled out as completely as possible. These include but are not limited to:
  - a. Offense (Crime) / Event type (no crime)
  - b. Victim (s)
  - c. Offender / Involved
  - d. Witness
  - e. Property / Evidence
    - i. vehicles
    - ii. drugs
    - iii. other
  - f. Narrative
    - i. supplements
  - g. Images
  - h. Attachments
    - i. statements
    - ii. related documents
  - i. Forms
    - i. restraining orders
    - ii. harassment orders
    - iii. other related forms such as use of force which can be added into a report

7. Every incident that comes within the following categories will be recorded in the CAD system:
    - a. Citizen reports of crimes.
    - b. Citizen complaints.
    - c. Citizen requests for service when:
      - i. An officer is dispatched to the scene.
      - ii. An officer is assigned to investigate.
      - iii. An officer is assigned to take action at a later time.
    - d. Criminal and non-criminal cases initiated by law enforcement officers.
    - e. Motor vehicle stops whether citation is issued or not.
    - f. Incidents involving an arrest, summons, or referral.
  8. Reports by phone, mail or internet
    - a. Reports taken over the phone, by mail or internet in lieu of dispatching an officer to the caller/scene are not done by this Department. However, exceptions may be granted by the shift supervisor in events where a victim/reporting person has an extenuating circumstance such as severe illness, injury, pandemics, or is not available to speak with department personnel in person based upon geographic location or other special circumstances.
    - b. The Department does have a silent witness / police tip line that can be accessed via internet or telephone, through An online form or through RAVE Guardian. A record will be created by dispatch as a call for service. An officer will be dispatch to verify the reported incident and will create a report if once vetted the incident requires a report according to this policy.
    - c. Sexual Assault Reporting forms (which can be reported through the Maxient system) are also available to both victims and persons with knowledge of the incident. A victim or person with knowledge of the incident may complete a form anonymously for the mere purpose of reporting a sex crime on campus. This information will be verified and recorded as best as possible for Clery reporting purposes by police personnel assigned.
    - d. In the above instances when a sexual assault reporting form is submitted, the administrative command staff would have received this information directly and would assign personnel to investigate or review if necessary.
- IACLEA 16.1.1, 16.1.2 / MPAC 82.2.1, 82.2.2*
9. Reports generated as Specials for the City of Fitchburg
    - a. All reports to be coded as Assist Other Agency
    - b. Ensure that the jurisdiction under the Offense tab is changed to "FIT".

- c. Arrested individuals should be brought to the Fitchburg Police Department Station for booking.
- d. Individuals not arrested, but are resulting in a criminal complaint, summonsed to district court, will use the applicable court charges opposite to Assist Other Agency.
- e. Ensure to add a statement of fact listing applicable charge(s)

#### H. Case Numbering System

- 1. Case report numbers are issued through the IMC system.
- 2. The numbering system ensures that all cases receive a number, that no numbers are omitted and that no numbers are duplicated.
- 3. Case numbers follow the following format: (xx-yyyy-zz)
  - a. "xx" is the year of the report.
  - b. "yyyy" is the sequential number of the report.
  - c. "zz" is the type of report "AC"(accident), "OF" (incident), "AR" (arrest).
- 4. All incidents of police service will be issued a sequence number through the CAD system. Only those cases requiring a case number will be issued a case report number.
- 5. CAD numbers or Calls for Services will follow the following format: (xx-yyyyy)
  - a. "xx" is the year the call was received
  - b. "yyyyy" is the sequential number the call was received in the calendar year.

*IACLEA 16.1.3 /MPAC 82.2.3*

#### I. Report Tracking

- 1. Shift supervisors are to ensure reports and forms are completed on their shifts.
- 2. Reports issued or assigned in error should be reassigned as soon as possible to keep sequential numbering.
  - a. The report number needing to be reassigned should be given to dispatch for reassignment.
  - b. If the report number cannot be reassigned, the administrative lieutenant shall be notified via email to ensure the report is voided appropriately.
- 3. If an assigned report is issued and not completed, the shift supervisor or OIC shall include a brief explanation on why the report was not completed and when it is expected to be completed with the OIC report.



4. All completed reports should be forwarded through IMC to their immediate supervisor for review, with a hard copy placed on the sergeant office door.
5. Approved reports shall be approved in IMC and approving supervisors initial on the front of the case folder.
6. Unapproved / reviewed reports shall be return to the reporting officer for correction.
  - a. Supervisors should make a notation of required correction on the hard copy of the report as well as a brief summary in IMC.
  - b. Officers shall make the required corrections and resubmit report through IMC and placing the corrected copy of the report and original copy of the report ( with notations) back in the case folder.
  - c. Supervisors will ensure the requested corrections are made and my shredded the marked up version, retaining the final version of the report.

*IACLEA 16.1.4*

**J. Records and Report Distribution**

1. The shift supervisor will be responsible for ensuring that all reports are entered into the computer system and distributed to the appropriate division.
2. The IMC system can produce a variety of customized reports based on the authorized user's criteria these reports include:
  - a. Service calls and crimes by type.
  - b. Service calls and crimes by location.
  - c. Stolen, found, recovered, and evidentiary property files.

*IACLEA 16.1.6 / MPAC 82.3.2*

3. Officers or civilian employees requesting a copy of a report for any non-official purpose will submit a "Records Request Form". Reports of ongoing investigations may not be released per MGL c 66, § 10.

**K. Release of Department Records:**

1. The Department is committed to its responsibilities regarding the retention and the release of public records within statutory obligations, by all members of the Department.
2. In the interest of meeting the above stated objective, these rules have been established:
  - a. Confidential department records (per the exemptions listed in MGL C4 §7), whether electronic, hard copy, verbal, or any combinations or derivatives, may be released or disseminated only for law enforcement purposes to other law enforcement agencies and CORI authorized entities;

- b. Only the Chief or designee is authorized to approve release of exempted information to individuals or entities, other than law enforcement or CORI-approved.
  - c. Public information, and the guidelines for release of same, is contained in General Order 12.3 PUBLIC RELATION AND INFORMATION.
3. The standard process for review and authorization of records, juvenile and adult, release is handled by the department's Record Access Officers. Anyone wishing to request a police report or record is directed to the FSUPD station, where they may complete the FSUPD Records Request form.
4. Records Dissemination:
- a. Dissemination of Department records shall be strictly controlled by the Chief of Police or other specifically designated person(s). Dissemination of records shall be according to the guidelines of CORI (Criminal Offender Record Information) and M.G.L. Ch. 4 §7 and Ch. 66 §10, which govern the inspection and examination of Public Records. It should be noted that, in general, all police reports are public record and access can only be denied if one of the state- approved exemptions exists.
  - b. Criminal Offender Record Information (CORI): The rules of CORI prohibit the revelation, distribution and/or dissemination of criminal record information to individuals or agencies not covered under M.G.L. Ch. 6 §172.
  - c. Fees: Fees for copies of police reports will be established consistent with applicable State Law (M.G.L. Ch. 66 §10). Reports which require extensive time to copy and prepare are subject to hourly billing.
    - i. No cash is accepted for copies of records, checks only. Checks are made out to "Fitchburg State University" only and are forwarded to the Department's Administrative Assistant for deposit.
  - d. Within the University:
    - i. Copies of all reports shall be included with the End of Shift summary in a .pdf format, with PPI redacted by IMC, using the "Supervisory Report" template.
    - ii. The Detective Sergeant (Primary Record Access Officer) shall maintain a list of Offices or individuals for report distribution and update it as necessary. (**See attached**)
    - iii. The Detective Sergeant shall distribute the reports each weekday morning to the designated report recipients.
    - iv. If the Detective Sergeant is absent on a weekday, the secondary Record Access officer shall distribute the reports.
  - e. Records request for insurance companies, to the general public to include students and parents, and agencies and / or companies conducting background checks should

be forwarded to the department's record access officers for review and record distribution.

- f. Information on public record request can be found on the department's webpage: <https://www.fitchburgstate.edu/offices-services-directory/campus-police/public-record-requests/>

*IACLEA 16.2.1 / MPAC 82.2.4*

5. Releasing Computerized Operational Records:

Any release of criminal history records that are maintained in the Department computer systems shall be subject to the same procedures as hard copy records stored in Records Bureau master files.

**L. Traffic Citations**

1. Citation books are obtained from the Commonwealth of Massachusetts and securely stored with the supervisor assigned to maintain citations for the department.
2. The supervisor assigned to maintain citation books will issue blank citation books to officers and will log the date issued, officer's name and ticket numbers.
3. The supervisor assigned will forward all completed citations to the appropriate agency and place the department's copy in the original case folder.
4. Completed citations will be retained in accordance with the Records Retention Schedule.
5. All issued and voided Citations and City parking tickets shall be entered into IMC under the Traffic Tab of the Record Management System.

*IACLEA 16.1.8 / MPAC 82.3.4*

**M. Arrest Information**

1. People arrested by the department are transported to the Fitchburg State University Police Station where they are processed and their information is documented.
2. The booking officer will enter information on all in station detainees into the IMC system, in accordance to General Order 8.1 DETAINEE PROCESSING AND TEMPORARY DETENTION.
3. All individuals taken into custody will be assigned an OBTN (Offender Based Tracking Number) by IMC.
4. All individuals taken into custody, summonsed, referred, or charged with a crime by the department can be tracked by name or SSN.
5. All records will be updated as warranted.

*IACLEA 16.1.9 / MPAC 82.3.6*

**N. Access to Criminal Histories**

1. All arrest records associated with an arrest shall be kept in the original case folder and secured in the record files.
2. Arrest records includes, but not limited to:
  - a. Fingerprint cards ( original mailed to the state police)
  - b. Digital photographs (uploaded and saved in IMC)
  - c. Copy of Criminal History or BOP ( See GO 11.3.1 CORI Policy)
  - d. Recording of booking process ( audio and visual saved to a disk)
  - e. Any other form or documents created during the arrest or booking process ( uploaded and saved to the original case in IMC, hard copies placed in case folder)
3. All request for arrest information shall be forwarded to the department's record access officers, including request by courts.
4. No information shall be released without prior approval of the Chief of Police or designee.
5. Arrest logs will be posted on the department's webpages according to the applicable state public information laws.

*IACLEA 16.2.3 / MPAC 82.1.7*

**O. Records Maintenance**

1. All incident, traffic accident, and arrest reports, (other than juveniles), generated by the Fitchburg State University Police Department are maintained in the Records Area of the station.
2. Other reports and records, both official and unofficial, may be stored in areas including the following:
  - a. Google Drive
    - i. Citizen Complaints.
    - ii. Internal Affairs Reports.
    - iii. Department Property Inventory.
    - iv. Training records.
    - v. Accreditation Files.
    - vi. Use of Force Reports
  - b. Chief's File Cabinet
    - i. Personnel File
    - ii. Closed Sex offense cases
  - c. Basements
    - i. Clery Records
    - ii. Report Folders older than five years
  - d. Detective Office.
    - i. Confidential informant files.

- ii. Court Files
  
- e. Administrative Assistant Files
  - i. Budget Revenue/Expense.
  - ii. Accounts Payable.

**P. Destruction of records**

1. To provide for the confidentiality of records paper or hard copies shall be purged according to the records retention schedule. Records shall be shredded or burned as part of the purging process.
  
2. Electronic media shall be rendered unreadable prior to disposal.

Approval:

  
\_\_\_\_\_  
Chief of Police

11/10/20  
\_\_\_\_\_  
Date