

COOLIDGE POLICE DEPARTMENT		
	CHAPTER 40 CALLS FOR SERVICE/REPORTING CALEA Standard(s):	General Orders
Issue Date: 6-24-13	Review Date:	Revision Date:

A. General requirements

1. In each case where an officer responds to a request for service, the complainant is to be contacted and the incident discussed with the complainant. The only exception to this policy will be when the complainant does not desire to be contacted.
2. In many cases, it may be appropriate to contact the complainant prior to handling the call; and again after action is taken, to inform the complainant of what was done and why.
3. In all cases where a report is made concerning a crime, officers will give a completed information card to the victim. Information cards will also be given to persons involved in automobile accidents.
4. The fundamental backbone of any police organization is the degree to which care is taken in reporting information and incidents. As a general rule, the more thorough the information, the better the chance of bringing the case to an appropriate conclusion.

B. Reporting

1. All reporting must be as thorough as possible. The key concepts to remember in any investigation, whether initial or follow up, are:
 - a. Who
 - b. What
 - c. Where
 - d. Why
 - e. When

2. Generally, if all these requirements are met, the better the opportunity of getting the FACTS. Without facts, no case will ever get to court. Remember, be as thorough as possible if anything you write or examine. If you do not know the answer, ASK!
3. Officers will conduct a thorough investigation of all incidents requiring a report. This shall include contacting neighbors and any other person who might have knowledge of the incident. Witness statements and standard report forms will be completed and turned in prior to the officer securing from duty.
4. On misdemeanor cases, the originating officer will normally conduct ALL necessary follow up. This follow up shall include re-contacting the victim at least once prior to filing the case pending. The follow up will be conducted from the initiating officer's notes or from a reproduced copy of the report that has been filed.
5. The Coolidge Police Department is responsible for distributing reports to the public, other law enforcement agencies and attorneys. It is imperative that officers complete case reports in a timely manner. Officers will complete reports as they are assigned or by the end of each shift. When circumstances arise which cause a delay in report completion, the following timeline shall be used when completing reports:
 - a. All in-custody reports, felony reports and any report involving a 30-day vehicle impound will be completed by the end of the officer's shift.
 - b. All other criminal reports will be completed prior to the officer's regular day(s) off.
6. Completion of other non-crime related reports are at the on-duty sergeant's discretion. All incidents that require a report will have the New World information completed and a DR number will be assigned. All property that may be connected to any report will be properly packaged; all the proper paperwork will be completed and the property will be placed into an evidence locker per policy.

C. Supervisory responsibility

1. It shall be the responsibility of all Supervisors to ensure that all reports due are submitted and to check and approve all reports written. The supervisor shall sign each report filed and shall direct what corrections are to be made, if any. In total, each supervisor will be responsible to oversee all report and record keeping requirements of the Department during his shift.
2. Should a call for service be received within a few minutes of the end/ beginning of a shift that will require an investigation/report and

considerable time to handle, an oncoming officer should be assigned to handle it.

3. Each Supervisor is responsible to approve their squads reports in New World. The following timeline shall be used when approving reports:
 - a. All in-custody reports, and any report involving a 30-day vehicle impound will be corrected (if needed) and approved.
 - b. All other criminal reports will be approved prior to the Sergeant's regular day(s) off.

D. Police services external to City limits

1. It is the policy of this Department to furnish police services outside of the incorporated boundaries of the City of Coolidge upon request for emergency police services only. Units of this Department will respond to emergency requests for police service from any jurisdiction adjacent to the City of Coolidge. The incident will be turned over to officers of the appropriate jurisdiction as soon as possible.
2. Routine requests for police service in unincorporated areas of Pinal County will be referred to the Pinal County Sheriff's Office or another appropriate agency.

E. City Property Damage and Injuries

1. For reports in which the city may have some liability, (any incident involving property damage or injury on ANY city property), officers will do the following:
 - a. Contact a supervisor for proper notification of the chief of police, city manager, city claims officer, or the affected department head.
 - b. Complete an information report documenting the incident, witnesses, and involved parties. Get witness statements from any witnesses to the incident.
 - c. Take photographs that document the status of the scene, damage, and/or injuries if appropriate to do so.
 - d. Complete an EI for department distribution
 - e. Supervisors will make notification to a commander or the chief of police in those instances where significant damage or injury occurs. The commander and/or chief will decide whether to contact the city manager and claims officer. Reports must be completed as soon as possible and they will be made available to the city manager, affected department head, and the city claims officer.

