

**River Bend Police Department**  
**Records Management**  
**General Order 02**

Effective Date: 08/29/2025  
Supersedes: 05/29/2014

**02.1 Policy:** *To establish procedures for uniform submission of daily activity logs and reports. Incident reports are designed to document incidents that occurring during the tour of duty. If it is of a criminal nature, you will generate a case report, per Record Management System (RMS) and State Bureau of Investigations (SBI).*

**02.2 GENERAL PROCEDURES**

In order to maintain data relating to officer activities and daily departmental operations, resource needs, and budget preparation, reports will be entered into the department's RMS through New World System. The reports include calls for service, incident/investigations reports, arrest reports, traffic crash reports, town ordinance violations, uniform traffic citations, evidence and property reports, service of civil and criminal processes, animal control activity, patrol vehicle use, and a variety of administrative reports.

Data is stored electronically to make it available for a variety of uses including but not limited to intelligence/information sharing, documentation of events, crime reporting, vehicle maintenance, officer assignments, research, court purposes and legal proceedings, administrative matters, training, and public dissemination of information.

**02.3 INCIDENT LOG/CASE NUMBERS**

All reports initiated by departmental personnel will be assigned a case number (OCA) that is automatically generated by the RMS when a new "Incident/Investigation Report" is opened in New World. These numbers will be issued in sequence and will be the identifying number for all future references to that particular case. The number will consist of the four (4) digit year and then a sequential number. Each case will be assigned to its own unique number.

**02.04 RECORDS MANAGEMENT SYSTEM**

The records management system or RMS is designed to compile and provide information concerning operations and activities of the department. It will be utilized by officers and supervisors to ensure communication and enhance the flow of information within the department. Periodic comparative and summary data will be analyzed to determine departmental needs and procurement of resources to function at a more efficient level.

**• Incident/Investigation/Case Reports**

Incident "Computer Aided Dispatch (CAD)" Reports will be generated by the officer on the appropriate forms or electronic format. In the event that the officer does not have access to a Mobile Data Computer, or access to the department's network is not available, the officer will use the appropriate field case report form, supplied by the N.C. Division of Criminal Information. Traffic Crash Investigation Reports will be completed using the DMV-349 (Crash Investigation Report) form.

Incident Reports are required for all the following when the incident occurs during an officer's shift:

- Calls for service;
- Mutual aid;
- Traffic stops;
- Traffic crashes;
- Citizen complaints resulting in enforcement action;
- Criminal and non-criminal cases initiated by officers;
- Incidents involving arrest, citations, or summons;
- Any officer involved use of force;
- Follow-up investigations; and
- Reports of criminal activity.

RMS will automatically create an OCA number for you. You will create a case report from this incident using "Start Report" button.

Case Reports will be generated for all misdemeanor investigations, felony investigations, un-attended deaths, some civil investigations, any incident resulting in arrest, and found/seized property. Reports will be completed and validated by the officer receiving the report. Supplemental reports may be added to an Incident or Case Report by any officer that performs a function or receives information on the case.

Juvenile reports will follow the same procedure as Incident/Investigation/Case Reports described above.

Original reports may be printed from the computer for court and investigative purposes, only the Chief can authorize other printing of the reports.

Incident/Investigations/Case Reports should be read by all officers in the department to make themselves aware of cases that have occurred while they were not on duty. Case Report numbers and the occurred incident type will be provided by each officer at the end of shift to all officers within the department for personal knowledge through the "End of Shift" e-mail.

A supervisor may assign any officer to work on any Incident/Investigation/Case reports as necessary.

- **Officer Complaints/Citizen Complaint on Officer**

Any member who receives a complaint from a citizen regarding a violation of a policy or procedure by an officer within the Department is responsible for reporting such complaint to the appropriate supervisor as soon as possible, without delay.

- **Arrest Reports**

Arrest reports will be created for any type of arrest. Arrests will be assigned an OCA by RMS or case number and entered into the "Arrest" module of the RMS. Reports will be completed and validated by the officer conducting the arrest.

- **Found/Seized Property Reports**

Case Reports will be created in relation to any found or seized property that is received by an officer. Property reports will be assigned and OCA or case number and entered into the "Incident Report" if not

criminal in nature or Case module of the RMS if it may be criminal in nature. Reports will be completed and validated by the officer creating the report.

- **Traffic Crash Reports**

Traffic crash reports (DMV 349) will be assigned an OCA Incident number in RMS. Reports will be completed and validated by the officer receiving the report. Original reports will be printed and signed by the reporting officer and submitted to the designated traffic crash coordinator for review. The designated traffic crash coordinator will store original reports in a file cabinet in consecutive order by their OCA number. A copy of the crash report will also be printed and mailed to the North Carolina Department of Motor Vehicles. Reports may be removed from the office for court and investigative purposes.

- **Citations and Warning Tickets**

**Issuing Citation Forms to Officers** - Officers are to use E-Citation for the issuance of state citations. Officers wishing to have a citation book, must obtain and return it from the clerk of court. Citations will only be handwritten when electronic citations are unavailable or for necessary training purposes during an FTO period.

Town Citations and Warning books will be issued to River Bend officers to aid in enforcing town ordinance violations that occur within jurisdictional limits of River Bend. Town Citation and Warning books will be returned to the River Bend Town Clerk once the final page of the book has been successfully filled.

- **Records to be Maintained**

The department's electronic RMS will be used to maintain all electronic case files. Case files in "Hard Copy" form will be maintained and secured within the investigating officer's designated file cabinet when not in use. For long term storage, the Chief of Police may allow case files to be stored in authorized storage areas that will remain secured and away from public access.

**END**