

	SECTION:	OPERATIONS	OPR-281
	CHAPTER:	INVESTIGATIONS	
	DIRECTIVE:	MANAGEMENT OF CRIMINAL INVESTIGATIONS	

281.01 SUMMARY It is our policy that reported crimes shall be investigated to the fullest extent possible without regard to the status of the victim(s) or the areas of the city in which the crime occurs. However, because it is not feasible to expend equal time and energy in the investigation of all reported crimes, priority of investigation and allocations of resources will be based upon the relative seriousness and solvability of each reported crime.

281.02 INITIAL CASE REVIEW **PATROL/INVESTIGATIONS SUPERVISOR RESPONSIBILITY** - It is the responsibility of the on-duty Shift Sergeant or Supervisor to thoroughly review written reports completed by Officers or P.S.T.s for investigative follow-up assignment. Once a report has been completed and approved by the Supervisor, he/she will make a determination how and to whom the report will be assigned. Solvability factors will be used to aid the Supervisor in determining if a case will be assigned for follow up. As a general rule, all felony cases should be forwarded to the Investigations Sergeant for assignment. It is the responsibility of both the Patrol and Investigations Sergeant to evaluate and communicate on a regular, if not a daily basis, regarding follow-up assignment of cases. Solvability factors to be considered by the reviewing Supervisor in the case screening phase include:

SOLVABILITY FACTORS	LOW	MODERATE	HIGH
WITNESS TO THE CRIME	No witness information.	Limited information or possible unreliable testimony.	Accurate account of events and suspect description or corroborating statements from 1 or more witnesses.
SUSPECT INFORMATION	No suspects or possible suspect information.	Limited or vague description or unsure if witness can identify suspect(s).	Suspect names or location is known, or in custody.
SUSPECT VEHICLE INFORMATION	No suspect vehicle information available.	Partial description of vehicle and/or license plate information.	Complete description of vehicle and/or license plate information is available. Witness knows who owns vehicle or vehicle can be positively identified without license plate information.
STOLEN PROPERTY	No property recovered or property that can be traced.	Property may be traceable to owner or possible suspect information.	Property can be traced to owner. Suspect has been identified and/or located.
PHYSICAL EVIDENCE	No evidence present.	Non-identifying tools, weapons, or DNA evidence are at the scene or partial prints are recovered.	Complete prints or DNA evidence are recovered or a weapon that can be linked to a suspect is found.
SEVERITY OF CRIME	Minor injury or no property loss. No injury or "attempted" type of case.	Some property loss or injury not requiring hospitalization.	Attempted major or reported Felony case. Major property loss or extensive injury or injury requiring hospitalization. Victim (attempted) kidnapped and/or missing person/foul play suspected. Fatal injury and homicide or sexual assault cases.
PATTERNS OF CRIMES – UNIQUE M.O.	No patterns or similar M.O. that can be determined.	2 cases appear to be similar in pattern or M.O.	2 or more cases with similar patterns, M.O., suspect description or information analyzed through Crime Analysis.
SPECIAL CIRCUMSTANCES	No solvability factors present or low profile case.	1 or more solvability factors present and/or case involves high profile suspect or victim.	Is in the best interest of the Community or Department and/or is a high profile suspect, victim or other circumstance.

INITIAL CASE REVIEW (con't)

OTHER FACTORS FOR CONSIDERATION DURING INITIAL CASE REVIEW REGARDING:

Domestic Violence cases

Missing Persons and Runaways

Unattended Deaths

Suicides

- The best opportunity to resolve any issue, whether criminal or non-criminal occurs when an investigation is conducted thoroughly and in close proximity to the time of the initial report.
- Consider the totality of the circumstances with the understanding that often times we only have one opportunity to process crime scenes and capture any forensic evidence that may prove invaluable at a later time.
- Consider the possibility that publicity could uncover investigative leads.
- Analysis of the circumstances may indicate follow-up might prove successful.

281.03 CATEGORIZATION

The solvability factors should act as a guide for determining if a case should be assigned for follow up but they should not be the only determining factor. In addition consideration should be given to the totality of the circumstances surrounding the case, the gravity of the offense, the urgency for action, and experience level of the personnel to be assigned the case

All cases will be categorized in one of the following case dispositions:

- **“OPEN”** - Assigned back to the Officer or PST for further follow up
- **“OPEN”** - To the Investigations Sergeant for review/assignment.
- **“INACTIVATED”** - Forwarded to the Records Section, if no follow up is deemed necessary.

281.04 PATROL ASSIGNED CASE MANAGEMENT

A Patrol Officer/PST’s caseload will be monitored by their immediate Supervisor. The following are some general guidelines to assist in the management of caseload activity:

- A PST will be assigned to all abandoned vehicle cases for follow up, unless circumstances dictate that the case be assigned to a Patrol Officer by the assigning Supervisor.
- All cases involving auto thefts, runaways and missing person(s) will be routed to the Investigations Section for follow up and/or tracking purposes. This does not relieve the initial investigating Officer/PST from conducting a thorough preliminary investigation.

**PATROL
ASSIGNED CASE
MANAGEMENT
(con't)**

- In an effort to achieve consistent and accurate documentation of assigned investigations, every effort should be made on serious or high profile cases to ensure the same Sergeant review and approve all associated reports.
- In most cases, misdemeanor cases will be assigned to Patrol Officers for follow up. However, at the discretion of the assigning Supervisor, and after collaboration with the Investigations Sergeant, a felony case may be assigned to Patrol.
- A timely attempt shall be made to contact the victim no later than five (5) working days after the case has been assigned to the Officer. Officers should review and ensure compliance with victim's rights as described in the Directive "**Victim Assistance Program (SER-372)**". During that contact, the Officer should notify the victim of the progress of the investigation and solicit additional or new information (unless circumstances surrounding the case make it impractical or the contact would somehow compromise the investigation). At a minimum the victim will also be re-contacted once the case is cleared and notification shall be documented in the report.
- Follow up cases assigned to an Officer should be cleared within thirty (30) calendar days. In exceptional circumstances a case may be extended beyond thirty (30) calendar days with Supervisor approval. If the potential exists that a case assigned to a Patrol Officer cannot be completed or closed after thirty (30) days, the Patrol Supervisor will consider reassigning the case to an alternate shift/Officer or the Investigations Section after consultation with the Investigations Section Sergeant.
- The Team Sergeant will be responsible for reassigning any active cases(s) if it is anticipated an Officer will be on PTO, FMLA, short or long term disability, extended training, or is separated from employment.
- A Patrol Officer's case load will not exceed five cases at any one time. Any follow up investigation completed shall be documented on a supplement report and submitted for supervisory approval as soon as practical.
- When a supplement report changes a case disposition as defined in Section 281.07 of this directive, the case will be reviewed and approved by a Supervisor and forwarded to the Records Section. The Records Specialist will then enter the new case disposition into the LRMS.

**PATROL
ASSIGNED CASE
MANAGEMENT
(con't)**

- Once the report is approved by a Supervisor, regardless of assignment, it is routed to LRMS workflow for Records Section handling. If case instructions include an assignment to a Patrol Officer, a Records Specialist routes the case to the officer's FYI queue. From workflow the Officer/PST is able to view and work cases assigned to them. It also allows Supervisors to track the progress of individual cases.

**281.05
MANDATORY
CASE REVIEW**

Patrol Sergeants are strongly encouraged to conduct **frequent** case reviews with each Officer under his/her supervision. The Sergeant shall conduct at a minimum, one case review (in person) with each Officer under his/her supervision on a monthly basis. During the case review, the Sergeant will evaluate and take into consideration cases currently assigned to the Officer and prioritize (or reprioritize) those cases.

**281.06
INVESTIGATIONS
ASSIGNED CASE
MANAGEMENT**

The Investigations Sergeant is uniquely qualified, positioned, and responsible to review all initial criminal reports made to the Department. The purpose for this review is to identify any possible connection to other reported crimes, identify crime series, and review the quality of criminal investigations across the agency.

All incoming cases will be reviewed by the Investigations Sergeant daily (Monday thru Friday, excluding holidays). The Investigations Sergeant has the authority to change case disposition and reassign case investigations when appropriate.

The Investigations Sergeant will ensure the Investigations Commander is apprised of sensitive, newsworthy and other appropriate case based upon the daily review. Supervisory judgment on case assignment shall be guided by policy and procedure, the totality of the circumstances, the gravity of the offense, urgency for action, experience of the Detective, and consideration of the solvability factors as listed in 281.02 of this directive.

TRACKING CASE PROGRESS - The Investigations Sergeant will track each Detective's case load to review the progress of each assigned case as deemed necessary. Because felony cases assigned to a Detective can be time-sensitive and/or complex, the Investigations Sergeant will evaluate those cases with the Detective assigned. As described in 281.3 of this Directive, the Investigations Sergeant shall conduct a case review (in person) with each Detective under his/her supervision on a bi-monthly basis. During the case review, the Sergeant will evaluate and take into consideration cases currently assigned to the Detective and prioritize (or reprioritize) those cases.

**281.07
INVESTIGATIONS
CASE LOAD**

In recognition of the fact that Detectives can only reasonably work a finite number of cases and achieve successful outcomes, every effort should be made to hold the number of cases assigned to individual Detectives to a manageable number. Detectives working crimes against persons should carry no more than 15 active cases. Property crime Detectives should carry no more than 20 active cases.

As a result of the need to maintain flexibility in case assignment, the Investigations Sergeant will have the ability to manage case flow by assigning cases to a particular Detective based on:

- Solvability factors
- Experience and/or expertise in a specific area or skill
- Priority investigation
- Special circumstances in the best interest of the victim or community.
- Number of cases assigned or length of time an "opened" case has been assigned to the Detective.

MAXIMUM CASE LOAD - When circumstances exist that the Investigations Sergeant cannot assign an active case to a Detective (i.e. maximum case load, high priority active case(s), etc.) the Investigations Sergeant will assign the case(s) to him/herself pending the availability of a Detective to reassign the case to.

MANDATORY CONTACT - When a case is assigned to a Detective, he/she will notify the victim within three (3) working days unless circumstances surrounding the case make it impractical. (i.e. child sex assault/victim's medical condition, etc.) In the event the Investigations Sergeant doesn't immediately assign any case due to Investigations case load, etc., the Investigations Sergeant, or his/her designee, shall notify the victim within two (2) working days.

**281.08 CASE
DISPOSITION**

REPORTING STATUS OR CLOSURE TO SERGEANT - Detectives are responsible for the disposition and/or closure of cases assigned to them. If a Detective is unable to close a case within a reasonable time frame, the detective shall contact the Investigations Sergeant to inform the Sergeant of the progress of the investigation. The Investigations Sergeant will review the information provided by the Detective and take appropriate action(s).

Any follow up investigation, addition or revision of information reported in the original case report, shall be documented on a supplement report and submitted for supervisory approval as soon as practical.

**CASE
DISPOSITION
(con't)**

The disposition of a case may change at any time. When a case disposition change occurs, the Detective/Officer will complete a supplement report reflecting the change. The supplement report will be approved by the appropriate Supervisor and forwarded to the Records Section. It is the responsibility of the assigned Detective/Officer to make a reasonable attempt to notify the victim of a change of disposition in the case. No notification shall be made if it could compromise the investigation. The notification should be documented in the Supplement report.

The following case dispositions will be used.

OPEN

- Cases in which there is ongoing investigations.

CLEARED BY ARREST

- Cases may be cleared by arrest when at least one person is arrested, charged with commission of the offense, and turned over to court for prosecution.

EXCEPTIONALLY CLEARED (when one of the following circumstances exist)

- Cases may be exceptionally cleared unfounded if a Detective/Officer determines that no offense occurred nor was attempted. This includes allegations that are found to be false or baseless and allegations that are civil in nature not criminal.
- Death of the offender.
- Prosecution/Extradition declined by the applicable prosecuting agency.
- Victim refused to cooperate with either the investigation or subsequent prosecution of the offender.
- Offender deemed not prosecutable due to diminished mental capacity or age (juvenile less than 10 years of age).
- Cases where it is determined that the formal filing of charges is not in the best interest of justice. This may include offenses where the cost of prosecution outweighs the loss, cases referred to outside agencies when prosecution is not appropriate, etc.
- Death investigations and missing person's/runaway cases when no crime has occurred and the missing person/runaway has returned or is no longer classified as a missing person/runaway.

**CASE
DISPOSITION
(con't)****INACTIVE**

- Cases where there are insufficient leads or all investigative leads have been exhausted in the course of the follow-up.
- Awaiting results of evidence examination.
- Cases determined to have no solvability factors and/or does not merit the assignment of resources or personnel.

