

# PALM BEACH GARDENS POLICE DEPARTMENT

## CASE NUMBER CRITERIA

### POLICY AND PROCEDURE 4.3.7.4

**Effective Date :**

10/31/08

**Accreditation Standards:**

CALEA 82.02.02, 82.02.03  
CFA 34.1

**Review Date:**

07/01/2014

## CONTENTS:

### 1. Case Number Criteria

**PURPOSE:** To establish criteria for assignment of a case number in response to a request for service or for self-initiated actions and subsequent information.

**SCOPE:** All members

**REVIEW RESPONSIBILITY:** Administrative Support Bureau Major

**POLICY:** This department shall implement and maintain a reporting system for accountability of law enforcement activities. This agency utilizes Computer Aided Dispatch (CAD) to enumerate actions taken by law enforcement members whether in response to a request for service or for self-initiated actions. If two or more persons call for the same service, only one case number may be required.

### 1. CASE NUMBER CRITERIA

- a. Each call for service, or self-initiated service act occurring within jurisdiction of the City of Palm Beach Gardens will be assigned an Event ID number, generated by CAD in chronological sequence in the order it is entered into the CAD system.
- b. Additionally, case numbers are generated by the Emergency Communications Operators (ECO) for Offense Reports, Miscellaneous Reports, and Crash Reports ensuring all receive a unique number. In the event multiple calls are received for the same event, a single report may be written associating all case numbers. Example: 2 auto burglaries at 1 residence.
- c. The case numbering system begins with the current year, followed by a six digit number beginning on January 1st of each year. Example, 08-000001.
- d. Event ID/ Case numbers will be assigned to incidents in one or more of the following:
  - i. Citizen reports of crimes.
  - ii. Citizen complaints.
  - iii. Citizen requests for service when an officer is dispatched to take action; a member is assigned to investigate, or a member is assigned to take action at a later time.
  - iv. Criminal and non-criminal cases initiated by law enforcement officers/members.
  - v. Incidents involving arrests or issuing a notice to appear (summons).
- e. A computer entry shall be made to record the complaint to include:
  - i. Day, date and time initial report is received.
  - ii. Complainant or victim name(s) and contact number(s).
  - iii. Time dispatched to the complaint.
  - iv. Time officer arrived at the scene.
  - v. Nature of the complaint and case disposition, day, date and time of action taken by the law enforcement employee.

vi. Time officer returned in service.

## 2. REPORTS BY PHONE, MAIL OR INTERNET

Generally, officers will respond to a complainant's location to take a report or meet with the complainant at the police station, extenuating circumstances may allow for exception.

- a. Out of town or state complainants, supervisor will determine per nature of incident.
- b. Exceptions must be authorized by a supervisor.
- c. If the complainant prefers to have an officer respond, an officer will be dispatched.
- d. ECOs are authorized to handle lost property calls by phone:
  - i. Only if there is no NCIC\FCIC entry required.
  - ii. If there are no forms of identification taken i.e. drivers license, passport
  - iii. If there are no financial transaction instruments, i.e. credit card, checks or other bank type cards
  - iv. CAD notes must be complete with make, model, and serial numbers, if applicable, complainant's full name, address, and contact numbers.

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### INDEX AS:

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- REPORTS BY PHONE

### RESPONSIBILITY INDEX

- ADMINISTRATIVE SUPPORT BUREAU MAJOR
- COMMUNICATIONS

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**APPROVED:**

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Stephen J. Stepp  
Chief of Police

10/31/2008  
Date