



<b>Policy Name:</b>	<b>OCCURRENCE REPORTS</b>		
<b>Policy #:</b>	OP 8.4	<b>Last Updated:</b>	2022-03-03
<b>Issued By:</b>	SUPPORT SERVICES BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
		<b>Review Frequency:</b>	AS REQUIRED

**RELATED POLICIES**

AD 9.12 *PRIME-BC*

OP 8.6 *Report to Crown Counsel*

**1. PURPOSE**

- 1.1. To provide guidelines to ensure that Surrey Police Service (SPS) Members complete accurate and detailed reports in a timely manner.
- 1.2. The prompt completion of reports ensures that information is available to follow-up investigators, police in other jurisdictions, and the Information Management Section.
- 1.3. The information contained in reports enhances intelligence gathering capabilities, aids in solving crimes, and may mitigate the risks that Members are faced with in an operational environment.

**2. SCOPE**

- 2.1. This policy applies to all SPS Members.

**3. POLICY**

- 3.1. Reports written by Members form an official record of their involvement in events.
- 3.2. Every report written by a Member must provide full details of the results of their investigation.
- 3.3. The quality and content of the report will have a significant effect on the users (e.g., follow-up investigators, Crown Counsel, etc.). Therefore, the highest standard of reporting is necessary to accurately reflect all investigations.

3.4. SPS utilizes a records management system referred to as PRIME-BC (Police Records Information Management Environment – British Columbia). The PRIME-BC system enables the collection of large amounts of information in an electronic environment. This environment has two distinct record keeping subsystems: Computer Aided Dispatch (CAD); and the Records Management System (RMS). Effective utilization of both these records management systems supports operational policy and enables police to access vast amounts of crucial information.

## 4. PROCEDURE

### Reporting Requirements

4.1. All reports detailing investigations undertaken by Members must be completed in RMS and follow the report writing standards in SPS policy (See AD 9.12 *PRIME-BC*; OP 8.6 *Report to Crown Counsel*).

4.2. Members must submit a General Occurrence Report (GO) when:

- i. there is an applicable CCJS reportable UCR Survey Code (e.g., a mandatory reportable crime);
- ii. a charge is requested for a *Criminal Code*, federal or provincial offence;
- iii. there are reasons to believe a crime has been committed;
- iv. the incident is related to suspicious activity that involves persons of interest to police;
- v. the incident involves extensive police resources regardless of the outcome (e.g., a Member is occupied more than one (1) hour at an incident or multiple Members are occupied for an extended period of time);
- vi. there is potential value to the information for future investigations;
- vii. responding to a call that, under other SPS policy and procedures, requires a report (e.g., Missing Person Investigation, Seized Property, etc.); and
- viii. in the opinion of the investigating Member, their Supervisor, or the Duty Officer, it would benefit the SPS or other policing agencies to create a record containing information beyond what is captured in the CAD records subsystem, regardless of the nature of the incident.

4.3. Members must ensure that when completing a GO that it contains, but is not limited to, a Synopsis (SY) text page should:

- i. be clear and concise and limited to five to ten lines. It is a short summary of the entire incident and investigation to assist the reader to quickly assess the nature of the incident without having to read the entire report;
- ii. have a subject heading that reflects the type of incident (e.g., a robbery should have an SY subject heading of “Robbery”); and
- iii. include the status of the investigation, whether further follow-up is required, or a file is concluded and there is no further police action required.

4.4. Any GO that requires more than five (5) lines in the SY to articulate the nature of the incident and the response by police must include a detailed Occurrence Report (OR) text page:

- i. an OR should be a comprehensive and chronological document that states the background of the event, circumstances surrounding the incident, and actions taken by police; and
- ii. an OR should include the final results of the investigation and if follow-up is required or anticipated.

4.5. Members are the lead investigator of the file if they are the submitting Member of the GO. The lead investigator is responsible for all potential queries that may arise from the Operational Review Unit or specialty units. The submitting Member remains the lead investigator unless this role is assumed by a specialty unit investigator.

4.6. When mentioning any person, vehicle or business in the text portion of the GO, the Member must ensure these entities are added to the file as an entity. Entities added to the file must be included in the text portion of the GO. Members should accurately record all obtainable fields for person entities. The minimum criteria to index a person in the file / Master Name Index (MNI) is as follows:

- i. surname;
- ii. first given name;
- iii. gender; and
- iv. date of birth or approximate age.

4.7. Members must ensure the final role code of an entity is accurate before a file is concluded. An entity whose role code changes throughout an investigation must be updated (e.g., from “Suspect” to “Subject of Complaint”) as soon as practicable.

4.8. Members must ensure that all victims are advised of the services available to them, as required pursuant to the *Victims of Crime Act*, and refer victims requiring additional information to the Victim Services Unit.

### **Incomplete Reports**

4.9. For officer safety, investigative and resource management reasons it is important that SPS Members and other police agencies have access to as much information as possible about events that have occurred. If a complete GO report cannot be submitted prior to the end of the Member’s shift, the Member must obtain their Supervisor’s approval to:

- i. complete only the front page of the GO and a Synopsis of the event, before the end of the shift; and
- ii. complete the entire GO prior to the end of that block or work week.

### **Report Not Required**

4.10. If dispatched to a call that does not require or otherwise justify the completion of a GO report, Members must make an entry into the narrative portion of the CAD system through the “Add Remarks” command. These remarks should document the incident, people spoken to or identified, and the final outcome of the incident. The specific address should also be verified and

amended if necessary. This documentation will assist future responding Members to determine an appropriate course of action and the correct location. Good judgement and discretion are paramount whenever deciding not to complete a GO report. Events where a CAD entry may take the place of a GO report may include, but are not limited to:

- i. an audible alarm where the premises are secure;
- ii. a routine State of Intoxication in a Public Place event where the person cannot be located;
- iii. a disturbance which is resolved and is not anticipated to recur or cannot be located;
- iv. a barking dog where the owner has been advised of the complaint, has agreed to deal with the noise and no further violations are anticipated;
- v. a noise complaint where the by-law violation is minor in nature and has been effectively dealt with to both the complainant's and surrounding neighborhood's satisfaction;
- vi. an assistance to Emergency Health Services where the function of police is merely to assist with security and no police action is needed or required; or
- vii. a special attention (SPATT) event where the function of police is merely to keep watch over a location, person or situation.

## **APPENDIX A: DEFINITIONS**

“CAD” or Computer-Aided Dispatch is a system that is used by the police, call takers, and dispatchers at E-COMM, which creates records of the calls and dispatches. The call takers input information in response to calls made by the public. The call taker records information such as the caller, location of incident, and details provided by the callers. The dispatcher records, in writing, what police units have been dispatched to the incident, when the police unit was dispatched and part of the radio broadcast by the police members assigned to and/or assisting with the incident. All the information which is input by the call taker and the dispatcher becomes part of a “CAD Call” which is assigned a specific number for each separate incident.

“CCJS” means Canadian Centre for Justice Statistics, a division of Statistics Canada, responsible for the development, collection, integration and analysis of data that reflect trends in Canada and on the development of national- and jurisdictional-level indicators.

“Duty Officer” means the Frontline Policing Inspector on duty.

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“NCO” means non-commissioned officer and includes the rank of Sergeant and Staff Sergeant or a Member acting in that role.

“PRIME” means Police Records Information Management Environment, the provincial police records management system.

“UCR Survey” means Uniform Crime Reporting Survey which the CCJS, in co-operation with the policing community, utilize to collect police-reported crime statistics.

**APPENDIX B: REFERENCES**

*Criminal Code*, R.S.C. 1985, c. C-46

*Victims of Crime Act*, R.S.B.C. 1996, c. 478