

14.105 INFORMATION DESK REFERENCE

Reference:

Procedure 18.120 – Release of Information and Public Records

Purpose:

To establish a centralized location for the collection of police information for internal use by the Police Chief and command staff on a 24-hour basis regarding current crimes, investigations, major incidents, pending events or activities where potential hazardous crowd situations may develop.

Procedure:

- A. The Information Desk:
1. The Information Desk is an electronic database, accessible via an icon titled “Dashboard” on the desktop of Department computers. It serves as a central collection point for notification of information meeting the criteria outlined in Section B.2. of this procedure.
 2. Notifications made through the Information Desk database are retrievable through the Records Management System (RMS).
- B. Responsibilities:
1. The Officer in Charge (OIC) on each working shift assigned to the five districts, Traffic Section, Park/Canine Unit, and Criminal Investigation Section (CIS) will ensure the required information, when it becomes available, is entered into the Information Desk database as expeditiously as practical.
 - a. Personnel are **never** to refer queries from the news media to the Emergency Communications Center ECC. Personnel who receive requests for information from the news media will refer to Procedure 18.120, Release of Information and Public Records.
 - b. The OIC on each working shift will ensure all notifications are entered into the Information Desk database no later than the scheduled conclusion of the shift.
 2. Information regarding the following offenses or situations must be entered, by the OIC, into the Information Desk database. If more than one offense or situation occurs, each offense or situation will be reported.
 - a. Major Offenses:
 - 1) Homicide
 - 2) Aggravated Robbery

- 3) Rape
 - 4) Aggravated Arson
 - 5) Kidnapping and Abduction
 - 6) Felonious Assault
 - 7) Any offense where an injury occurs which might result in death
 - 8) Any offense where an unusual amount of items is taken or an unusual amount of damage results
 - 9) Any offense involving explosives
- b. Shots fired
 - c. Severe injuries to police personnel
 - d. Critical missing persons
 - e. Use of force (hospitalization required)
 - f. Stakeouts (unless secrecy is necessary)
 - g. Any incident where trouble is anticipated: strikes, demonstrations, rumors, crowds, details, areas of racial tension, parades, athletic events, etc.
 - h. Fatal automobile accidents, spectacular automobile accidents or automobile accidents involving injury which might result in death
 - i. Any event which, in the opinion of the OIC, is of sufficient significance to warrant Information Desk notification.
3. The OIC of each working shift will ensure dispositions for offense or situation notifications are also entered into the Information Desk database as soon as they become available.
 4. Before the end of a tour of duty, through use of the police voice mailbox system (VMBS), the shift OIC as outlined in Section B.1. above will provide the news media with pertinent information from the Information Desk notifications made during their tour of duty. Specific instructions regarding the VMBS are available on the desktop of Department computers. See Procedure 18.120, Section G, for additional information.