

City of Johns Creek Police Department

<i>Subject:</i> Investigative Operations - Follow-Up Investigations		<i>Number:</i> 02-35
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PURPOSE:

Follow-up investigations are completed in order to locate missing persons; determine if suspicious activity relates to criminal activity; recover lost or stolen property; and investigate deaths, overdoses, and suspicious injuries to determine if a crime was committed. Follow-up investigations build upon the facts and evidence gathered from the preliminary investigation to apprehend the suspect and prosecute the crime.

Scope: Applicable to all officers, members, and employees of the Johns Creek Police Department.

POLICY (02-35):

The goal of the follow-up investigation is to safeguard victims and/or missing persons, identify, apprehend and secure evidence necessary to prosecute the suspect(s), and recover and return stolen property to its rightful owner.

PROCEDURES:

Follow-up Investigation (02-35-01)

Certain cases require more than a preliminary investigation, but do not require a detective. These cases may be followed up by the initial reporting officer. When necessary, the Patrol Supervisor will consult with the CID Supervisor to determine if a detective is needed. The criteria for determining follow-up assignment include, but are not limited to:

1. The level of expertise required to complete the investigation.
2. The seriousness of the incident.
3. The likely geographic boundaries to be covered during the investigation.
4. Calls for service of the initiating officer.
5. Other factors which may affect the investigation.

For those cases which have been assigned for follow-up investigation the detective shall perform the following steps as appropriate:

- A. **Perform Preliminary Analysis:** Review and analyze all reports prepared in the preliminary investigation, Department records, laboratory results and any statements taken. This includes evaluating the legal significance of statements, evidence and laboratory findings, and seeking additional information from uniformed officers.
- B. **Seek Additional Information:** Conduct additional interviews of victims and witnesses as necessary to develop further information and clarify aspects of the case. Plan, organize, and conduct searches to collect additional evidence, using search warrants if necessary. All searches and seizures will comply with constitutional and statutory requirements. Contact sources of information such as other law enforcement agencies, neighborhood canvass, informants, and recent prison parolees. Other, specialized techniques such as physical or electronic surveillance and polygraph or other truth verification examinations may also be used.
- C. **Identify and Apprehend Suspects:** Disseminate information to patrol officers and other agencies as appropriate to locate the suspect. The media may assist in apprehension in select cases if the CID Commander does not feel that it would hinder the case.
- D. **Build a Case:** Conduct in-custody interrogation within constitutional constraints. Conduct additional interrogations as necessary to develop further information and clarify aspects of the case. Check the suspect's criminal histories, and determine if the suspect was involved in any other crimes. If appropriate, conduct photo line-ups and obtain comparison evidence from suspect (handwriting analysis, hair, blood, saliva, etc.). Recover any additional evidence or stolen property. Consult with the District Attorney's office to prepare the case for filing, court presentation,

and to assist in the prosecution. Investigators will not knowingly publish information that will prejudice a defendant's right to a fair trial. Information regarding major investigations will be coordinated through the CID Commander.

Development of Information (02-35-02)

The development of pertinent case information begins when a call is received and continues until the case is cleared or declared suspended. Obtaining and recording apparent minor information is often critical to the successful resolution of a case. Possible sources of information include, but are not limited to:

1. NCIC/GCIC criminal history records information (arrest records, photographs and fingerprint records).
2. Department of Motor Vehicles (DMV) records, GCIC off-line searches for vehicle type, etc.
3. Local, State and Federal agency records.
4. Public records such as those from courts, property records, tax offices, licensing units, social service agencies, the Board of Education, and the post office.
5. Traffic and accident reports
6. Pawn shop records
7. Criss-Cross directory (Blue Book)
8. Internet Searches

Private organizations and agencies can also provide information valuable to investigation. In some cases, subpoenas may be necessary to obtain confidential and/or certified records. Such sources of information include, but are not limited to:

1. Utility and telephone companies
2. Banks and credit agencies
3. Labor unions and professional agencies
4. Insurance companies
5. Medical records
6. Neighbors, social contacts and business associates

Victim/Witness Interviews (02-35-03)

When an officer or detective interviews a witness or a victim, detailed notes and/or a taped or written statement should be made for future reference giving the time, date, location, detective(s) present, etc. The trauma/stress to which the victim or witness has been subjected should be considered and the interview conducted in such a manner as to reduce stress and minimize further problems. The age, physical limitation, and credibility of the witness(s) should also be considered. The following procedures for interviewing victims and witnesses are recommended:

1. Interview all witnesses and victims individually to avoid contamination of their accounts of what happened.
2. If at all possible, record the first reactions of the witnesses.
3. Allow witnesses to give a full statement free of outside influences, and to record and sign statements. Never lead witnesses or attempt to "help" them recall information.

Child Abuse Protocol: Each county in the state is mandated to have in place a child abuse protocol filed with the Division of Family and Children Services of the Department of Human Resources (DHR), a copy of which shall be furnished to each agency in the county processing the cases of abused children (OCGA 19-1-1.) This protocol should detail the procedures to follow regarding the handling of abused, dependent, and physically neglected children under the age of 18 years.

Officers and detectives shall refer to the procedures set forth in the Child Abuse Protocol when conducting follow up investigations of incidents involving the abuse, neglect, or molestation of children. Interviews of child victims shall be conducted by approved individuals who have received specialized training in interviewing children.

Field Interviews (02-35-04)

Often, patrol officers initiate contact with persons on the street in order to conduct a preliminary investigation based on the circumstances that exist at that time. As a general rule, circumstances short of probable cause to arrest may still justify the stopping of pedestrians or motorists for questioning. These contacts may or may not lead to an immediate arrest. Since an individual may be detained only long enough to satisfy the original reason for questioning, stops that do not result in an arrest are typically not recorded for general knowledge.

Utilizing a Field Interview Report (FIR) to document these contacts allows police officers to record the names of potential suspects, witnesses, and descriptions of vehicles that may or may not have been involved in any criminal activity. This information is often used later to

assist in solving crimes. Additional uses of FIR's include:

- A. Charges of police harassment can be better addressed because movements of all suspicious persons within the City for a given time have been recorded, and particular groups or types of persons have not been singled out for special treatment or surveillance. Officers should keep in mind that field interviews should be used only in the legitimate goals of the Department and not to harass any segment of the community.
- B. An accurate record placing specific people at specific locations during specific times can assist in conducting investigations.

A field interview is appropriate under the following circumstances:

1. A subject is suspected of a crime; however, not enough information exists for an arrest.
2. An individual is stopped under suspicious circumstances.
3. The subject is a known offender and appears to be transient.
4. The officer believes information from the contact may be of value to other divisions of the Department at this time or at a later date.

Information obtained in field interviews shall be recorded on a field interview form and forwarded to CID for evaluation; all photos should also be included. This card is entered into RMS and shall be filed chronologically.

Suspect Interview (02-35-05)

Interviews to obtain investigative leads can be very useful, but all constitutional precautions must be taken and recorded if the interview is to be used in court later. Detectives should remember that by using innovative, yet proper, methods, much valuable evidence can be obtained from victims, witnesses, and suspects. A flexible and effective interview technique can obtain valuable evidence that might otherwise be lost. Detectives and Uniform Patrol should consider these important points:

1. Detailed notes and/or written or taped statements should be made for future reference and court, use given time, date, locations, officers present, waiver of rights, the time the interview ended, and other necessary information.
2. Statements obtained during an interview must be given freely, and not be based on coercion, promises, delays in arraignments, or deprivations of counsel.
3. In order to use a statement in court, a suspect who is in custody should be advised of his/her Miranda rights. The detective must be able to demonstrate that the suspect understood those rights and made a knowing and intelligent waiver of those rights. Two detectives or officers should be present to witness the "Advise of Rights Waiver and Statement." If a suspect requests counsel, all questioning will cease until counsel has been provided or the suspect freely and without coercion retracts his/her request for counsel.
4. Juvenile suspects must be given the same constitutional protection as adults. The following safeguards should be followed:

- a. Parents or guardians should be notified whenever a juvenile is taken into custody or charged.
 - b. No more than two (2) detectives or officers should be engaged in the interview and its duration should be kept to a minimum.
 - c. A brief explanation of the juvenile justice system and Department procedures should be provided.
5. If there is more than one suspect in a crime, the suspects should be separated and interviewed individually.

Interrogation/Interview Room (02-35-06)

Designated Interview Rooms for both uniformed and non-uniformed personnel are available in the CID area and are clearly marked. The interrogation/interview room will be used to interview all in-custody perpetrators and suspects. When the interrogation/interview room is vacant, the door will remain open. Each interview room has access to water fountains, break rooms, restrooms and comfort areas, if necessary for use.

The following procedures shall occur when using the designated interview rooms:

- 1. [REDACTED]
- 2. [REDACTED]
- 3. [REDACTED]
- 4. [REDACTED]

5. The only equipment to be maintained in the interview rooms will be tables and chairs, however; a TV, flipchart, fingerprint kit, polygraph instruments etc. may be brought into the room for the purpose of the investigation review.
6. The victim, witness, suspect, or arrestee being interviewed will only be interviewed for reasonable periods of time, and be given breaks for nourishment and personal needs.

Recorded Interviews (02-35-07)

In most circumstances, the detective will tape record the confessions and statements made by suspects and victims. A verbatim transcript will be made upon approval of a supervisor, if deemed necessary. A new DVD should be used for statements from each suspect/victim. All DVDs/CDs will be handled as evidence and a property receipt will be completed prior to turning over to the Evidence, if the DVD/CD has not already been downloaded onto the server in the evidence area. Proper care must be taken to ensure interview recordings are not recorded over.

Surveillance (02-35-08)

Surveillance is defined as the secretive observation of a person, place or vehicle and is a basic police technique that can be used by all units of the Department. Surveillance can be used effectively to gather information or evidence of illegal activity, or in the case of a stakeout, to apprehend criminals after a pattern has been identified.

All detectives are encouraged to use surveillance of known trouble spots and known violators as part of their efforts to suppress crime and arrest suspects in their area.

(See also Conducting Operations)

Truth Verification Examinations (02-35-09)

A. Polygraph Examinations

Polygraph examinations can be used to test any suspect, witness, or victim of a crime. Polygraph examinations will only be administered by certified examiners who are authorized by the Chief of Police. All polygraph examinations conducted by the Johns Creek Police Department shall be administered in accordance with methods and practices approved by the American Polygraph Association.

Background Investigations (02-35-10)

CID must frequently conduct investigations into the background of individuals and businesses to determine if they have been involved in criminal activity and to what extent. These investigations should be conducted as discreetly and as confidentially as possible in order to protect innocent persons. At times, background investigations may warrant judicial assistance in the form of a subpoena, wiretap, or court order. In these cases, it will be necessary to request assistance from the District Attorney's Office in order to follow the proper procedure in securing the subpoena or court order. Potential sources of background information include:

1. A check of criminal history files, including NCIC/GCIC computer checks, and contacts with other agencies such as local law enforcement agencies, GBI, State Attorney General's Office, Secretary of State's Office, FBI, DEA, and the Treasury Department.
2. Public utilities records
3. Past employee records
4. Private sector organizations such as private security organizations, major credit card security, and local credit bureaus.
5. License applications
6. Department of Motor Vehicles information
7. Electronic and visual surveillance
8. Informants

Once the information is collected, it will then be evaluated as to criminal activity and its potential for use during prosecution of the suspect. Background information will become a permanent part of the investigative file and be preserved by the detective. Only the Department and other law enforcement agencies shall have access to the information.

The Chief of Police shall determine what information, if any, shall be released to parties other than law enforcement agencies. The purging of intelligence information shall be done in compliance with Department schedules of retention, pursuant to state codes.

Victim Contact (02-35-11)

1. Follow-up contacts, in person or via telephone, shall be performed by investigators in an effort to direct personal attention to each victim and provide them with a point of

- contact for future reference. These contacts often answer questions victims may have and gives the investigator a chance to solicit more information concerning the case.
2. Additional contacts with the victim, any identified witnesses, and when applicable a neighborhood canvass type contact effort, may yield new information or clarify conflicting preliminary reports.
 3. The first or initial follow-up contact shall be made within two working days of assignment. Contact shall be documented in the case file. If no contact is made on the first attempt, continuous attempts shall be made and documented in the case file.
 4. This contact, along with any other subsequent contacts, shall be logged in the contact report to be maintained within the case file. All unsuccessful attempts to make the contact shall also be documented in the case file.
 5. Our agency has implemented a victim letter program in an effort to further public relations and quality of services.
 6. The program ensures victims are provided with important information such as a name of the investigator assigned to their case and how to obtain a copy of a report for insurance purposes when applicable. The program also ensures that victims are kept informed of that status and disposition of their case.
 7. Case assignment and/or case status notifications, either verbally or in writing, shall be sent to each victim or complainant representing a victim company or business for all criminal violations as directed by the C.I.D. Commander, or designee.
 8. When making the case assignment notification, the CID Supervisor should provide the assigned detective's name and phone number.
 9. Status letters include our designations for cleared or closed cases, (i.e. open, suspended, closed, cleared by arrest, cleared by exceptionally means, and unfounded). This letter may also include a temporary disposition, such as when a case is cleared by arrest, has been bound over to the superior court, or is in the next step in the process which is presentment to a grand jury.
 10. There are cases in which one letter may be sufficient to provide the victim with the required information. Victim-witness assistance program pamphlets are also included with a letter when applicable.

Victim/Witness Assistance Program (02-35-12)

It is the policy of the Johns Creek Police Department to establish a uniform system that provides for fair and compassionate treatment of victims and witnesses. The Department is dedicated to the development, implementation and perpetuation of appropriate victim and witness assistance programs and activities. These programs are designed to protect the victim/witness from further harm, to nurture cooperation between the police and the

victim/witness, the programs we refer them to, and to enhance willingness on the part of the victim/witness to assist in the prosecution of criminal offenders.

In order to perpetuate the assistance program, the Department adopts the following list of victim's rights. All members of this Department shall support these rights.

- A. Victims have a right to be treated with fairness, dignity and compassion by emergency services, criminal justice personnel, news media, and the general public.
- B. Victims/witnesses have a right to protection from intimidation and harm.
- C. Victim/witnesses have a right to be informed concerning the criminal justice process. This includes the status and progress of an investigation or prosecution, to know if a defendant has been released on bail or from prison, and to be informed of all court hearings and procedures in time to exercise their right to attend.
- D. Victims have a right to counsel. Assistant District Attorneys are essentially the victims or witnesses' counsel and will protect their interest and discuss the case in non-technical terms if necessary.
- E. Victims have a right to restitution for expenses of property loss incurred as the result of a crime (Ga. Code 17-17-1). When restitution is ordered, they have a right to have that order enforced.
- F. Victims have a right to preservation of property and employment. They should be able to respond to a subpoena without fear of retaliation or loss of wages. Victim's stolen property, once recovered, shall be returned promptly to the rightful owner if photographs of the property can be substituted in a criminal proceeding.
- G. Victims/witnesses have a right to due process in criminal court proceedings. They should be notified in advance when a proceeding has been rescheduled or canceled. A victim or witness should be minimized from stress, cost, and inconvenience that results from their involvement in a prosecution or investigation. The victim shall have the right to have a victim impact statement presented and considered prior to any sentencing (Ga. Code 17-10-1.1).

Victim/Witness Procedures (02-35-13)

A. Preliminary Investigation of a Crime

Officers conducting preliminary investigations are usually the first personnel present that a victim/witness comes in contact with. The success or failure of victim/witness cooperation relies upon the treatment of this victim/witness during the initial contact. Therefore, officers conducting preliminary investigation shall be prepared to render the following assistance:

1. Provide information to the victim/witness about applicable rights and services available through the Victim/Witness Assistance Program.
2. Advise the victim/witness to notify the investigating officer and the District Attorney's Office if the suspect, or the suspect's companions or family, makes any threats or otherwise intimidates him/her.
3. Inform victims/witnesses about report numbers, pending charges, court date and subsequent steps in processing the case.
4. Provide business cards with appropriate telephone numbers, so they can call to report additional information about the case or to receive information about the status of the case (whether open, closed, etc.).

The Uniform Patrol Division and the Criminal Investigations Division Commanders assume the responsibility of assuring the above procedures are complied with, and designated personnel receive the necessary paper work for referrals.

The training division shall be responsible for continued training of the department's personnel in these procedures.

B. Follow-up Investigations

The CID Supervisor shall assign a detective to conduct the follow-up investigation.

1. Re-contacting the victim/witness periodically, when applicable, to determine whether their needs are being met, by means of:
 - a. An initial contact by telephone or in person.
 - b. A case assignment letter.
 - c. A case status letter.
 - d. A disposition letter.
2. Scheduling of interviews, lineups, any other required appearances at the convenience (when possible) of the victim/witness.
3. Explaining the procedures involved in the prosecution of their case and their role in the process.
4. When possible, coordinating with the Prosecutor's Office about returning any property taken as evidence as promptly as permitted by law or rules of evidence.
5. The assigned detective shall assist in assigning a victim advocate to the victim/witness during follow-up investigations, if applicable.
6. The case detective should notify the victim, and/or witness, when applicable, of the apprehension and arrest of the perpetrators, the charges that are filed, custody or

bond status, or any changes to that status. This notification will be made as timely as circumstances permit. The victim advocate should also be made aware in the event alternative arrangements or support may be required.

Victim/Witness Intimidation (02-35-14)

Whenever any member of the Department becomes aware of any incident of victim/witness intimidation, he/she shall immediately notify the on shift watch commander who will initiate the following procedures:

- A. Notify the pertinent case detective, the CID Commander, and the division commanders.
- B. Arrange for the safety and protection of the victim and/or witness. Provide for protective custody until other arrangements are in place.
- C. Initiate a house security watch in their place of residence.
- D. If located outside the City, the Watch Commander will immediately contact appropriate law enforcement agency.
- E. Investigate the situation and if warranted, arrest the offender.
- F. Assist or arrange for the personnel that will reduce their anxieties.
- G. Notify the appropriate prosecutors.

Confidentially of Records (02-35-15)

The Department will ensure the confidentiality of all related records and files of victims and witness information be consistent with state or other applicable laws.

Release of Media and Public Information (02-35-16)

Media and public information concerning the victim/witness assistance program will be released by the Chief of Police or the person designated by him/her to handle media relations. Media representatives are entitled to review incident reports upon request and may review other reports and supplemental as required by law and by departmental policy. For other pertinent information, the media shall be referred to the media relations designee.

Liaison with Other Agencies (02-35-17)

The Johns Creek Police Department will maintain liaison and coordinate efforts with other criminal justice and non-governmental agencies and organizations concerned with victim/witness needs and rights. We shall make every attempt to be unique in our efforts and

not unnecessarily duplicate functions or services provided by other agencies. These shall include:

- A. Ensuring referrals of victims and witnesses to outside sources are based upon accurate and up-to-date knowledge of services offered by those sources.
- B. Maintaining an open avenue of communication by which to offer and receive suggestions on improvement of the service we provide.
- C. The Special Service Programs Officer shall be responsible for the liaison function.

Level of Assistance (02-35-18)

The Department's Communication Center shall act as the single point of contact for victims and witnesses. The Communications Center shall maintain an emergency 24 hour telephone line, maintain a listing of the services provided by this Department and other agencies and shall be available 24 hours each day.

Training (02-35-19)

All new, current, sworn, non-sworn employees of this Department will be trained in the subject area concerning the victim/witness assistance program. This training will include in-service training, first responder, and periodic departmental training which will be coordinated by the department's training coordinator and the program's officer.

Crime Victim's Compensation (02-35-20)

The 1988 Georgia Legislature determined that under certain circumstances, aid, care and assistance should be provided by the state for victims of crime who meet the following eligibility requirements. The maximum award for victim's compensation is established by the legislature and is addressed in annual publications. Procedures include, but are not necessarily limited to:

- A. Application must be filed with the Criminal Justice Coordination Council within 180 days of the crime.
- B. A report must be made to a law enforcement agency within 72 hours of the discovery of the crime.
- C. The Compensation Fund reimburses victims for out of pocket expenses that includes medical bills, funeral expenses, lost wages, and loss of support for victims disabled or deceased victims.

Victim Impact Statement (02-35-21)

Georgia Law, 1985, Act 559, states that a crime victim may report psychological, physical, and economic injury caused by defendant. A judge may consider this in determining the appropriate sentence or order of restitution. A victim may also send a copy of the impact statement to the state parole board or the local probation office to be made part of the probation file for consideration in early release.

Evaluation of the Victim/Witness Assistance Program (02-35-22)

The Criminal Investigations Division Commander, along with other units of the department and Fulton County Victim Services, shall evaluate the services and program at least triennially to ensure the needs of those we serve are being met.

Notification of Nearest Relative (02-35-23)

Notification of nearest living relative of persons who have died, been injured seriously, or is seriously ill shall be made promptly and compassionately. The following procedures shall be utilized when and where possible and practical.

- A. Notification to next of kin of the death of a person, whether by natural, violent, or accidental causes should be made by an officer with sufficient knowledge of the facts surrounding the death. This may not be possible if the death, etc. did not occur in this jurisdiction. When information is not available, sufficient contact information for the other agency requesting should be provided.
- B. When available, a supervisor should accompany the responding officer on death notifications. If possible two (2) officers or detectives should make the notification.
- C. A neighbor who knows the intended recipient and resides in close proximity to the residence of the recipient may be summoned to assist in the notification and to provide comfort and assistance after the officer(s) depart.
- D. Extreme tact and compassion should be exercised in notifying next of kin, and officers should be reassuring, understanding, and offer any assistance possible.
- E. News releases or other media information will not include the decedent's name or other identifying information until notification is definitely confirmed.
- F. Relatives residing outside our jurisdiction should be notified by the police agency in their jurisdiction unless extreme circumstances justify other actions. Telephone notification should only be made as a last resort in any case.

- G. If death occurs in a medical facility or in the presence of a physician, the physician or other medical personnel may make notification. This method of notification will be recorded in the officer's report.

Cold Case Investigations (02-35-24)

The term "Cold Case" refers to a criminal investigation or a "case" that remains unsolved after all leads have been exhausted. A "Cold Case" is considered unsolved until a suspect has been identified, charged, and prosecuted for the crime. These cases may or may not have a suspect named at the time of the crime, or developed during the original investigation. The following crimes will be reviewed as cold cases: Murder, Rape (if stranger on stranger crime), Armed Robbery (where the victim sustained life threatening injuries), and Missing Adult/Children, where foul play is suspected. All "Cold Cases" cases will be reviewed annually by the CID Commander, or his/her designee. During the review of these cases the CID Commander, or his/her designee, will assign cold cases to a specific detective for investigative review and follow-up. The assigned cold case will be reviewed as other assigned cases. The assigned detective shall be responsible for:

1. Reviewing all initial and supplemental reports to ensure all known investigative leads were properly investigated;
2. Reviewing all evidence collected (trace, biological, finger print, video, photo, etc.) and ensure the evidence is still maintained by the department. The detective will also ensure that all evidence that may be compared to database evidence has been submitted to the appropriate lab and that all possible investigative leads were followed up on;
3. Reviewing all documented testimonial evidence (victim, witness, and suspect interviews);
4. Contacting victim(s), witness(s) , and suspect(s) and conducting follow-up interviews based on the investigative review conducted;
5. Conducting a canvass of the area in which the crime was committed if it is likely that the incident was witnessed (in residential areas);
6. Completing public service announcement(s) that gives a brief synopsis of the crime being investigated and asks for assistance from the public (may use local newspaper, radio, Johns Creek Herald, Crime Stoppers, Departmental website); and
7. Completing an investigative supplemental documenting the review and any follow-up work completed on the assigned case.
8. Once the review and follow-up is completed Cold Case files will be maintained in the Records Division.

Identity Fraud Investigations (02-35-25)

The elements of Identity Fraud are defined in OCGA 16-9-121, and involve the theft and use, or attempted use, of personal identifying information, as defined in OCGA 16-9-120.

Identity Fraud is the wrongful use of another person's identifying information – such as credit card, social security or driver's license numbers – to commit financial crimes. Identity theft is generally a means for committing the following types of unauthorized activities in the victim's name:

1. Credit card charges, debit cards usages, ATM cards withdrawals;
2. Credit card checks written against their account; Credit card accounts opened or account addresses changed;
3. Establishment of a line of credit at a store or obtaining a loan at a financial institution;
4. Goods or services purchased in their name;
5. Used as computer fraud.

The Johns Creek Police Department shall take those measures necessary to record criminal complaints, assist victims in contacting other relevant investigative and consumer protection agencies, and work with other federal, state and local law enforcement and reporting agencies to identify perpetrators. Identity crimes often involve incidents that take place in two or more jurisdictions. Officers shall, upon request, complete an offense report when:

1. The victim of the crime is a local resident and the transaction or use of the compromised information took place in Johns Creek; or
2. The victim of the crime is a local resident and the transaction or use of the compromised information took place in another jurisdiction; or
3. The transaction or use of the compromised information involved in the identity theft took place in Johns Creek, regardless of the location of the victim.

All sworn police personnel are authorized to take crime reports on identity theft. Recording all relevant information and data in such reports is essential to further investigation. The report should include all available information, to include:

1. The specific personal information that was compromised. Examples may include; credit card accounts, banking information and social security numbers;
2. How the victim was notified or became aware of the theft;
3. What specific activity took place as a result of theft;
4. When and where the activity took place; and
5. Potential suspects or information concerning how the information may have been compromised.

A copy of all documents supporting the theft shall be marked with the case number and forwarded placed in Records. These documents may include; credit card statements, bank statements, credit reports, and other account statements or correspondence.

Officers taking reports of identity theft should take those steps reasonably possible to help victims resolve their problem. This includes providing victims with the following suggestions where appropriate:

1. Contact the Federal Trade Commission (FTC) (1-877-IDTHEFT) – which acts as the nation’s clearinghouse for information related to identity theft crimes – for assistance from trained counselors in resolving credit related problems.
2. Contact the fraud departments of the three major credit reporting agencies [Equifax (1-800-525-6285), Experian (1-888-397-3742), TransUnion (1-800-680-7289)], and ask them to put a fraud alert on the account and add a victim’s statement requesting creditors to contact the victim before opening new accounts in his or her name. Also, request copies of your credit report.
3. If credit cards are involved, cancel each credit card and request new cards with new account numbers.
4. If bank account information is involved, report the loss to each financial institution, cancel existing accounts and open new ones with new account numbers. If deemed necessary, place stop payments on outstanding checks and contact creditors to explain.
5. If a driver’s license is involved, contact the state motor vehicle department. If the driver’s license uses the social security number, request a new driver’s license number. In such cases, also check with the Social Security Administration to determine the accuracy and integrity of your account.
6. Change the locks on your house and cars if there is any indication that these have been copied or otherwise compromised.

7. As a part of taking the report, the officers will ask the victim if they would like to be entered into the GCIC/NCIC Identity Theft database. If so, then the victim will complete the Identity Theft File Consent Waiver and the Identify Theft GCIC/NCIC worksheet as supplied by the reporting officer. This form, collecting relevant identifying information on the victim by which to create a profile, will be delivered to the on-duty Sandy Springs GCIC clerk for entry into GCIC/NCIC. A photograph of the victim may also be taken and attached to the report case number for later identification confirmation and entry into NCIC. The photo may be used as an additional form of the victim's identification. When the Consent Waiver is completed the victim will also provide a unique password, and document it on the Consent Waiver. If the Consent Waiver is turned in via Police 2 Citizen or after the completion of the incident report, it will be the responsibility of an agency TAC to input the information into GCIC/NCIC.

Normally, an investigation by the Department will only take place when a transaction or use of the information occurs in Johns Creek. When requested, the Criminal Investigations Division will provide investigative assistance to outside agencies to assist in the successful prosecution of crimes. Incidents involving identity fraud are normally prosecuted in the jurisdiction where the transaction takes place. Investigation of identity theft shall include but not be limited to the following actions where appropriate:

1. Review the crime report and conduct any follow-up inquiries of victims or others as appropriate for clarification/expansion of information.
2. Contact other involved or potentially involved law enforcement agencies for collaboration and avoidance of duplication. These agencies include but are not limited to:
 - a. Federal law enforcement agencies such as the U.S. Secret Service, the Federal Bureau of Investigation and the U.S. Postal Inspection Service as appropriate whether or not the victim has filed a crime report with them.
 - b. Any state and/or local enforcement agency with which the victim has filed a crime report or where there is an indication that the identity theft took place in that respective jurisdiction
3. Completing an investigative supplemental documenting the review and any follow-up work completed on this case.

The Crime Prevention Unit, with assistance from CID, shall provide public awareness programs and/or information on identity theft to the citizens. These community crime prevention and awareness presentations or similar speaking or information dissemination efforts shall provide the public with information on the nature and prevention of identity theft.