SAN JOSE POLICE DEPARTMENT
TRAINING BULLETIN

TO: **ALL DEPARTMENT PERSONNEL**   **FROM:** Anthony Mata
                                                                                Chief of Police

SUBJECT: **OPERATIONAL SUPPORT SERVICES DIVISION REPORT REVIEW PROCESS UPDATE**   **DATE:** January 28, 2023

Bulletin #2022-006

In an effort to streamline the report submission process, the Operational Support Services Division (OSSD) now has the ability send reports from the Transcription Queue back to the author and the Sergeant Approval Queue for editing. When this occurs, the report will appear in the author's message area and with a green highlight in the Sergeant Approval Queue (on desktop computers, not in patrol vehicles).

For example, if OSSD personnel discover a report was submitted with an error, they will make note of what needs to be corrected and route it back to both the author and the Sergeant Approval Queue. The Report Writing Sergeant would then coordinate with the author to have the appropriate edits made, re-review the report, and resubmit it to the Transcription Queue.
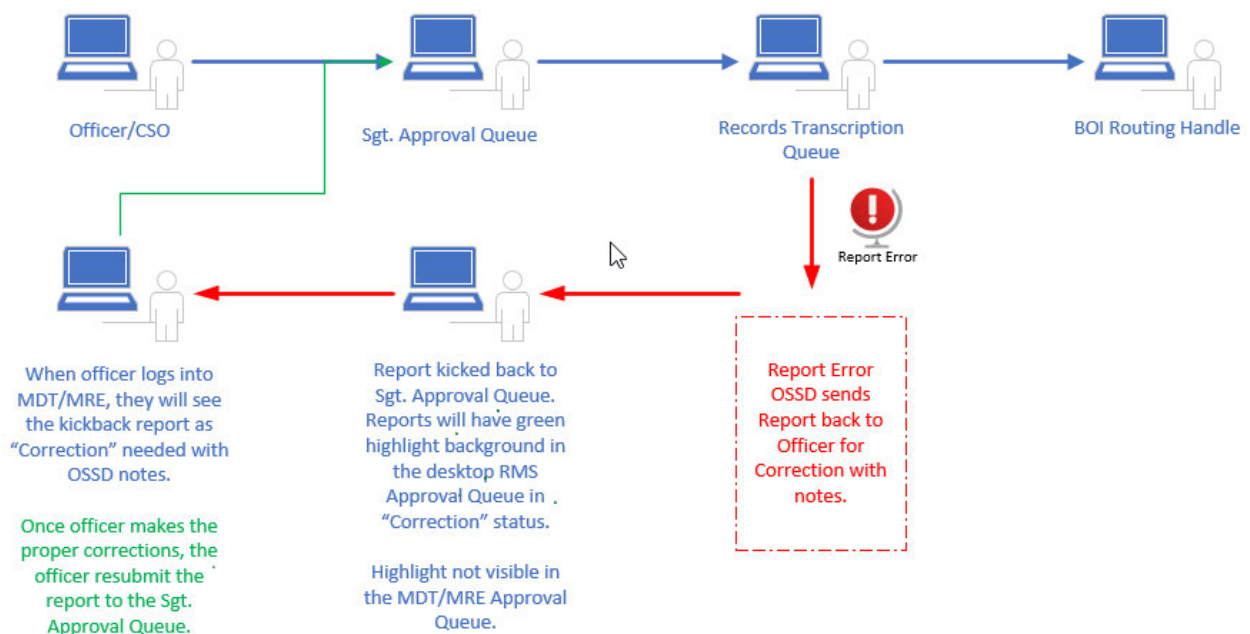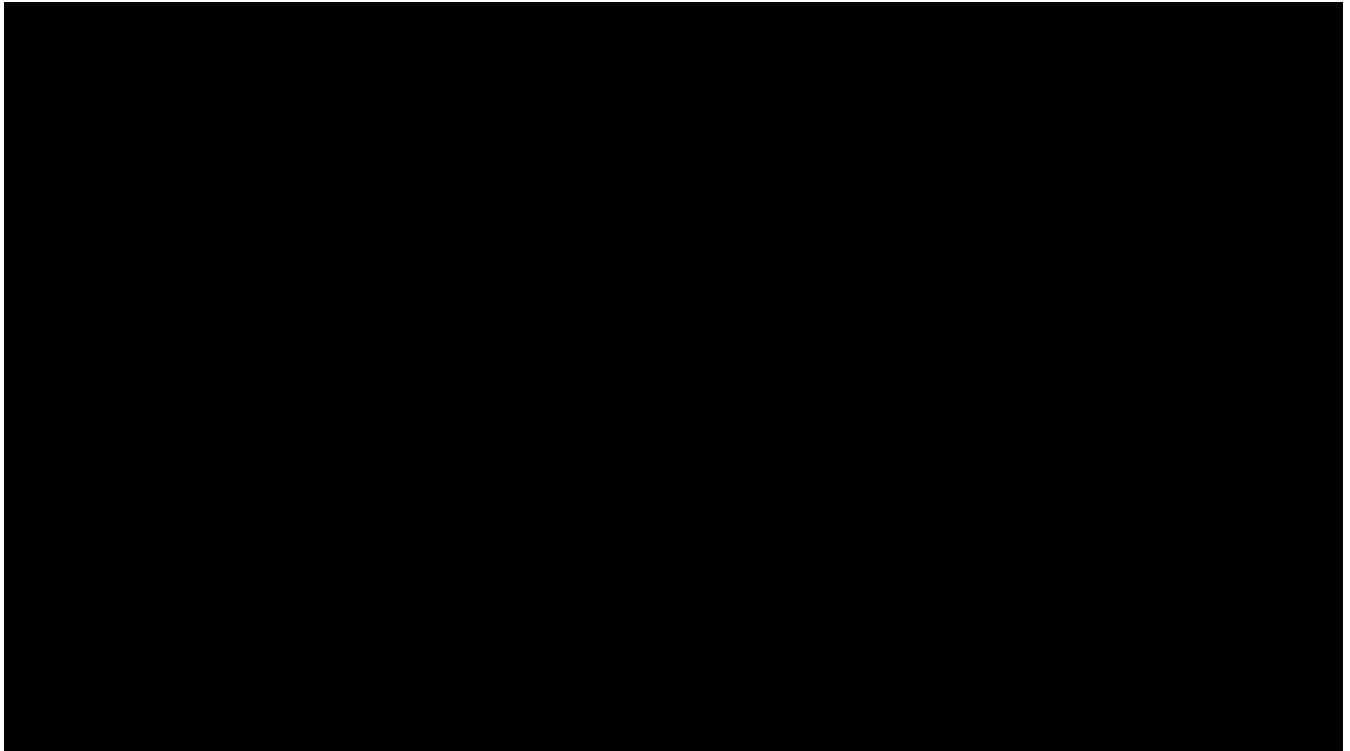
Figure 1: Report Writing Workflow

Officer/CSO → Sgt. Approval Queue → Records Transcription Queue → BOI Routing Handle

Report Error

Report Error
OSSD sends Report back to Officer for Correction with notes.

Report kicked back to Sgt. Approval Queue. Reports will have green highlight background in the desktop RMS Approval Queue in "Correction" status.

Highlight not visible in the MDT/MRE Approval Queue.

When officer logs into MDT/MRE, they will see the kickback report as "Correction" needed with OSSD notes.

Once officer makes the proper corrections, the officer resubmit the report to the Sgt. Approval Queue.

Figure 2: Sergeant Approval Queue on a Desktop Computer

Anthony Mata
Chief of Police

AM:SD:JT