

**Procedure  
11.28**

**EFFECTIVE  
DATE  
1-11-19**

**Eugene  
Police Department**



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## **SmartForce™**

### **11.28.1 PURPOSE AND SCOPE**

SmartForce™ securely manages official communications, administration, and business functions in our agency. It is used to disseminate crime analysis reports, facilitate communication about crime reduction goals and responses, hold members of the agency accountable, and allows for archiving and searching any information contained within the system.

SmartForce™ is comprised of numerous modules. The procedures for active modules will be outlined below. Not all modules may be active at any given time.

### **11.28.2 Bulletin Wizard**

Research-based bulletins are developed to assist law enforcement personnel with officer safety alerts and pertinent crime information. This procedure establishes guidelines for publishing research-based bulletins to all personnel, including the communications and records divisions.

a. Definitions

1. *"Be On the Lookout" (BOLO) bulletins:* are issued-based on specific criminal intelligence. They include:
  - (a) Attempt to Locate (ATL) - People
    - Suspect
    - Missing Person/Run Away
    - Probable Cause
    - Investigative
  - (b) Attempt to Locate (ATL) - Property
    - Stolen Property

- Vehicles
- (c) Attempt to Identify
- Any unidentified person, place or thing
2. *Bulletin*: A consistently formatted digital document that identifies and visually presents crime patterns and locations, officer safety alerts, and the many variations of the BOLO.
  3. *Crime Patterns/Location Bulletins*: are issued based upon specific criminal analysis/intelligence usually initiated by the Crime Analysis Unit (CAU).
  4. *Officer Safety Bulletins*: are issued immediately to all personnel to mitigate risk to officer or public safety. These bulletins are based upon specific information known about a situation, person, or event.
- b. Requesting a bulletin
1. When an employee needs a bulletin produced they will provide CAU staff with all the necessary information to research, create, and publish the bulletin. The email request must include the employee's immediate supervisor as a copied recipient.
  2. The requestor will send the pertinent information via email to \*Eugene Police Crime Analysis ([crimeanalysis@ci.eugene.or.us](mailto:crimeanalysis@ci.eugene.or.us)).
  3. After hours non emergent bulletin information may be posted via email over weekend periods to allow for dissemination of timely information. CAU will assimilate the weekend emails into bulletin format and publish accordingly.
  4. Emergent requests (officer safety/endangered missing persons) shall be made immediately to the Special Investigations Unit (SIU) Crime Intelligence Analyst in \*Eugene Police SIU ([policesiu@CI.Eugene.OR.US](mailto:policesiu@CI.Eugene.OR.US)).
  5. After hours requests for emergent bulletins shall be approved by a sworn supervisor. The first call shall be made to the SIU Crime Intelligence Analyst. If not available, the second call shall be made to the SIU Supervisor.
- c. Updates and cancellations
1. When a bulletin needs to be updated or cancelled the requesting employee will provide CAU staff with all the necessary information to publish the updated or cancelled bulletin.

2. The requestor will send the pertinent information via email to \*Eugene Police Crime Analysis ([crimeanalysis@ci.eugene.or.us](mailto:crimeanalysis@ci.eugene.or.us))
- d. Processing bulletins, updates & cancellations
1. Responsibilities for Crime Analysis/Intelligence staff
    - (a) Review each request.
    - (b) Research additional sources material to support the request.
    - (c) Build and publish the requested bulletin utilizing department issued software.
    - (d) Distribute the bulletin to appropriate personnel both internally and external as outlined in the distribution matrix (Appendix A).
  2. Responsibilities for Intelligence staff
    - (a) Emergent bulletins are updated and/or canceled by SIU. This duty shall be a SIU work flow priority.
- e. Time frame
1. Bulletins

Department personnel will submit requests, updates and cancellations for bulletins to CAU in a timely manner. Crime Analysis staff will process bulletin submissions as a work flow priority.
  2. Emergent requests

Department personnel may submit requests, updates and cancellations at all times. If the Crime Intelligence Analyst in SIU is not available, requests will be submitted to the SIU Supervisor.
- f. Bulletin data searches
- Requests for bulletin data searches shall be directed to the CAU Supervisor for processing authorization.

**Chris Skinner**  
**Chief of Police**