

Standard Operating Procedure (SOP) for Flock Searches

Supporting General Order:

GO 62 License Plate Readers

Purpose:

This SOP is intended to strengthen accountability, improve documentation, and better measure how Flock supports investigations and public safety operations. Every Flock search is associated with the user who performed it, and each user is responsible for ensuring their searches are properly documented.

Incident and Case Number Entry Requirements:

- Select the appropriate reason for the search from the **Offense Type** drop-down list.
- Enter the associated incident or case number in the **Case Number** field whenever conducting a search related to a call for service, investigation, follow-up, warrant, or other documented law enforcement activity.
- Ensure the incident or case number entered is accurate and corresponds to the activity that prompted the search.
- If the search is related to an incident that has not yet been assigned an incident or case number, enter **Pending** in the **Case Number** field (e.g. a new incident being created or call being monitored via Flock911).
- If the search is related to an incident from another agency, include the agency name or abbreviation before the incident number (e.g., **FPD 2026-00012345** for a Fishers PD incident or **IMPD 26-050369** for an Indianapolis Metropolitan Police Department incident).
- If the search is related to a warrant and an incident number is not available, enter the court case number in the **Case Number** field (e.g., **29D07-2402-F6-000895**).
- If the search is not associated with an incident, case, or court case number, enter **0** in the **Case Number** field.
- If the search is conducted based on a Tip (SID/Intel use only) please enter the **Tip number**.

Outcome Documentation:

An outcome should be documented whenever action is taken in response to a Flock alert or when a search generates an investigative lead. If you are unsure whether an outcome has already been documented, submit one. It is preferable to have duplicate outcome entries than to miss documenting a successful use of Flock. Outcomes should be documented regardless of which agency owns the camera associated with the alert or search result.

To document an outcome:

- From the **Alerts** page, click **Mark Outcome** at the bottom of the alert card.
- From the **Search** page, click the **three-dot (kabob) menu** on the search result and select **Edit Outcome**.
- The **Assigned To** field will automatically populate with your name.
- **The only fields you need to complete are the Case Number and Disposition fields.**
- Select the appropriate **Disposition**:
 - **Cleared by Arrest** – An arrest was made.
 - **Cleared by Other Means** – The incident was resolved without an arrest (e.g., a stolen vehicle was recovered).
 - **Lead Generated** – The alert or search produced an investigative lead (e.g., a suspect vehicle was identified during a search).
 - **No Action Taken** – The alert or search did not result in enforcement action or an investigative lead (e.g., a warrant alert resulted in a traffic stop, but the wanted individual was not an occupant of the vehicle).