

**COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK**

GENERAL ORDER POLICE BUREAU	DATE OF ISSUE MARCH 4, 2026	EFFECTIVE DATE MARCH 4, 2026	NO. 065-26
SUBJECT: GENERAL ORDER Leads Desk Records Management System-		DISTRIBUTION Police Bureau Personnel	AMENDS
REFERENCE: NYSLEAP 50.1			RESCINDS

Purpose: The Leads Desk is a Records Management System (RMS) that can be used to manage any investigation, regardless of its size or complexity. It is most effectively used in complex investigations involving a number of investigators independently tasked with completing multiple tasks simultaneously. The system delineates strict accountability for task assignment during the course of an investigation, accounts for the organization of the case file in its entirety and provides for the systematic memorialization of records pertaining to the investigation.

Policy: The Leads Desk system, as outlined in this order, will be utilized in all complex investigations occurring within the jurisdiction of the Monroe County Sheriff's Office (MCSO). Members will be responsible for knowledge and adherence to procedures set forth in this order.

Definitions: **Complex Investigations** – Any investigation that requires numerous resources and extensive investigative effort. In determining if a case is a complex investigation, primary consideration should be given to; the use of Modular Deployment, the number of investigatory tasks needed to be completed as well as the number of individuals and locations that need to be investigated.

Tip – Any information provided by public entities and pertaining to the solvability factors of an investigation.

Leads Desk – An RMS used for Investigatory purposes in which all information is recorded on specifically identified forms (paper or digital), and stored chronologically for quick and easy recall.

Lead – Any solvability factor that has been or needs to be acted upon, regardless of task size, is regarded as a lead. Each element of an investigation or detail of information is considered a lead.

Leads Desk Manager – An officer assigned the responsibility and control of Leads Desk management. This position should be filled, preferably, by a member at the rank of Sergeant or higher, with preference given to an individual with previous training and experience employing the Leads Desk RMS described in this order. See "Leads Desk Manager List of Responsibilities" below.

Leads Desk Manager Assistant – An individual assigned the responsibility of assisting the Leads Desk Manager. This position can be filled by an officer or civilian, minimally, by a member with the requisite skills required to assist the Leads Desk

Manager, with preference given to an individual with previously training and experience employing the Leads Desk RMS described in this order. See "Leads Desk Manager Assistant's List of Responsibilities" below.

Leads Desk Personnel- Refers to the Leads Desk Manager and the Leads Desk Manager Assistant (if applicable).

Case Agent – The primary Investigator assigned to the case. See "Case Agent's List of Responsibilities" below.

Investigator Sergeant – (I/Sgt) CIS Sergeant who oversees the investigation. See "Investigator Sergeant's List of Responsibilities" below.

Modular Deployment –A managerial concept that is "team leader led; mission driven". Teams of two or more members are deployed with a specific task or mission assigned. Each team has a designated leader who is responsible for the mission. The **Team Leader** is required to report back with one of three mission outcomes; (1) mission completed (2) mission not completed due to the team being rerouted to a different mission or (3) mission not completed as additional resources are needed.

Freezing of the Leads – A term used to identify a group of leads that have been copied and shared with another organization or entity. The group of leads always starts with Lead #1 and goes through to the last lead # copied inclusive of all the leads in between. Once a lead is frozen it will always remain frozen which means no additions, deletions, or alterations can be made to the frozen lead.

I. Organizational Structure

A. Components:

1. **MCSO Lead Sheet** (PB-359) Completed by the Leads Desk Manager and assigned to an officer for task execution.
2. **MCSO Leads Tracker** (PB-138) - A running log kept on all leads/tasks (Lead Sheets) completed.
3. **MCSO Persons Tracker** (PB-360) – A running log kept of all persons mentioned in the investigation.
4. **MCSO Vehicle Tracker** (PB361) - A running log kept of all vehicles mentioned in the investigation.
5. **Compulsory Legal Process Tracker** (PB-362) – A running log kept of all subpoenas, search warrants, preservation requests, and any other necessary legal processes utilized during the investigation.
6. **Investigative Tip Sheet** (PB-139) – Used to record any information provided by public entities and pertaining to the solvability factors of an investigation.

B. Any Member of CIS can direct that a Leads Desk be opened and utilized. It is highly recommended that the Leads Desk be opened as early as possible.

C. Once the determination to open a Leads Desk is made, the following steps shall be taken:

1. The **Case Agent, Inv. Sergeant, Leads Desk Manager, and Leads Desk Manager Assistant** shall be identified.
2. Every effort should be made so when the I/Sgt or the Case Agent is working, the Leads Desk Manager and their assistant will also be working.
3. The Leads Desk should be co-located at the Command Post with a direct link to the RIOC, ideally in a private office close to the Command Post. Longer term investigations can be managed from the RIOC whenever appropriate.
4. Personnel are to be assigned investigative actions by the Case Agent or the Investigative Sergeant by way of Leads Desk Personnel.
5. Personnel assigned investigative action on leads are to check in with the Leads Desk prior to beginning their investigative actions.
 - a. Information pertaining to the lead is recorded on the Lead Sheet and assigned a lead number by the Leads Desk Manager or their Assistant.
 - b. This lead number is recorded on the Leads Tracker, along with a brief description of the lead. It is recommended that key terms be utilized while completing the Leads Tracker so electronic search functions can be utilized.
 - c. A corresponding lead (file) folder is created with the following information recorded on the tab: lead #, description of lead, date assigned, date completed.
 - d. The Leads Tracker is to be initially hand written and then transferred to a digital format during non-peak times of the investigation.
6. Upon completion of their task, personnel are to turn in their completed Lead Sheet and any corresponding reports to the Leads Desk Manager or their Assistant.
7. Only the Leads Desk Manager or their Assistant will be able to access the actual files, should any personnel need access to the files they must first check with the Leads Desk Manager or their Assistant.

II. Procedure and Responsibilities

- A. A **Case Agent** (Investigator) will be identified.

Responsibilities Include:

1. Conduct and complete the investigation assigned.
2. Working closely with Leads Desk personnel to identify and assign leads.
3. Reviewing all returned leads.

4. Report the findings of investigations in writing and submit same per current directives.
5. Notify their supervisor of any significant developments in the investigation.

B. An Investigator Sergeant (I/Sgt) will be identified.

Responsibilities include:

1. Tasked with the Operations Portion of the case with the primary responsibility of managing resources allocated to the investigation. Coordinate all Operations with the RIOC.
2. Coordinate with the Case Agent to make decisions regarding the direction of the investigation. It is necessary that these decisions are conveyed to Leads Desk Personnel for situational and investigative awareness.
3. Direct supervision of all personnel assigned to the investigation under their command.
4. Instruct and assist Investigators and Deputies with the investigation whenever necessary.
5. In conjunction with the Leads Desk Personnel, assign Investigators tasks and monitor progress of the investigation to ensure that the investigation is moving in a positive direction.
6. Review and sign off on all reports generated for the case. Reports will be revised for accuracy, completeness, grammar, and legibility.

C. Leads Desk Manager will be identified. Every effort should be made so that the Leads Desk Manager is the same individual for the duration of the case.

Responsibilities include:

1. Tasked with the Administrative Portion of the case with the primary responsibility of management of records and dissemination of information gleaned from the investigation.
2. Keeping the Administrative Portion of the investigation organized by serving as a funnel for all information.
3. Creating a Lead Sheet for every task identified.
4. Making and numbering all lead folders corresponding to all tasks and elements of the investigation.
5. When one officer is assigned a task, record the officer's name on the Lead Sheet and Leads Tracker. When Modular Deployment is utilized, record the team and their team leader on the Lead Sheet and Leads Tracker.
6. When recording leads on the Leads Tracker, key terms that can be electronically searched at a later date will be utilized.

7. Assigning tasks identified by the Case Agent to officers (if they have not been assigned already) and ensuring that they understand their mission. Whenever possible, tasks will be issued in writing on a Lead Sheet prior to task execution.
8. Lead sheet originals will be given to the assigned officers. A photocopy of the issued Lead Sheet will be maintained in the corresponding lead folder.
9. Upon task completion by the officer(s), the Lead Sheet will be reviewed and signed by the Leads Desk Manager to ensure its proper completion and that all reports and enclosures are attached. If the lead is connected to any other leads, all leads will be cross referenced and noted in the cross-reference section of the Leads Tracker.
10. As noteworthy information is identified and/or connections are made between leads, the information will be disseminated to the Case Agent.
11. Ensure that all names identified during the investigation be recorded in the MCSO Person's Tracker, these include partial names.
12. Ensure that all vehicles identified during the investigation be recorded in the MCSO Vehicle Tracker, these include partial vehicle descriptions.
13. Ensure that all subpoenas, preservation requests, search warrants, and any other necessary legal processes are recorded in the MCSO Legal Processes Tracker.

Note: The Leads Desk Manager is responsible for ensuring the completion of these tasks. They can delegate any of the tasks listed above to the Leads Desk Manager Assistant if necessary.

- D. **A Leads Desk Manager Assistant will be identified. It is recommended that the Leads Desk Manager Assistant is the same individual for the duration of the case.**

Responsibilities include:

1. Assist the Leads Desk Manager with any and all assigned responsibilities.
2. As time permits, transfer all handwritten Trackers onto an electronic version of the corresponding tracker.

- E. **Personnel assigned to assist in the investigation will be identified.**

Responsibilities include:

1. Personnel will be assigned a lead, if two officers are assigned the same lead then one member will be clearly identified as the Team Leader (Modular Deployment).
2. Personnel will check in with Leads Desk Personnel before and after task completion. If circumstances do not permit the officer to check in person, they must do so telephonically as soon as practicable.
3. Team Leader will be responsible for the task completion and ensuring that the lead is properly closed out.

4. Upon completion of the assigned task, turn in the completed Lead Sheet and all applicable reports and documents.

F. **Central Records Unit;** When a Records Clerk receives a call from the public, they will record the information on a PB-139 Investigative Tip Sheet and forward the information to the Command Post.

III. Procedure for Case File Duplication “Freezing of the Leads”

- A. Since investigations are fluid, they can always have additional information added to them. If at any time a copy of the case file is made (whether physical or digital) for the purpose of sharing, the following procedure will be followed.
 1. All leads that are copied and released will be “frozen”, Leads will be copied and numbered chronologically starting with Lead #1 and ending with the last frozen lead copied. All chronological leads in between will be frozen as well.
 2. A red folder will be placed after the last frozen lead.
 3. A red line will be inserted on all trackers after the last frozen lead.
 4. All leads starting with Lead #1 and ending with the last lead copied will be shared with the appropriate entities for distribution.
 5. After these leads have been copied and frozen, no additions, deletions, or alterations can occur to any of these leads.
 6. If new information needs to be added to the investigation and is linked to a frozen lead, a new lead number will be assigned for the new information. A new lead folder will be opened and the new lead will be cross referenced to the corresponding lead.
 7. The Leads Tracker “cross reference” column will never be frozen as it will continuously be updated.
 8. If additional leads are copied and shared, the red folder will be moved behind the most recent lead copied and the newly frozen leads can then be shared.
 9. An additional red line will be inserted into all trackers to identify the additional leads that have been frozen.
 10. Anytime frozen leads are shared, the corresponding trackers will be shared as well.

IV. Digital Case File

- A. All case files will be frozen and saved to an external memory drive (Digital Case File) which will be surrendered pursuant to the Discovery requirements.
- B. Each lead folder will be scanned and a PDF copy will be saved in a corresponding virtual folder. (Example: Lead #1 will contain the same information as the virtual Lead #1 folder.)

- C. PDF scans of each lead folder will be stored as separate folders on an external memory drive. These PDFs will also be combined into one large virtual file to allow for easy information search and printing (if necessary).

V. Closing out Leads Desk

- A. In the event a case is closed via arrest, exceptional clearance, grand jury referral, administrative closure, or other means the Leads Desk will be closed out.
- B. All case files will be frozen and the digital case file will be created by Leads Desk Personnel. This will be turned over to the Case Agent for reference and safe keeping.

VI. Transferring the Leads Desk

- A. In the event an investigation remains open, responsibility of the case and the Leads Desk will be transferred to the Case Agent.
- B. All case files will be frozen and the digital case file will be created by Leads Desk Personnel. This will be turned over to the Case Agent.
- C. Upon receipt of the digital case file, the Case Agent will continue the investigation. Any new investigative action will be documented as a new lead with any necessary cross references and tracker entries.

VII. Command and Control and Coordination of Effort

- A. **CIS Command Officers will:**
 - 1. Provide command oversight of the Investigation
 - 2. Coordinate for necessary resources and support.
 - 3. Ensure regular Investigative Update Briefings are conducted so that all key personnel and team leaders can share information and maintain a common operating picture.
 - 4. Ensure that direct communication and coordination of effort is maintained with patrol by way of the RIOC.
 - 5. Maintain Coordination with the Sheriff's PIO for communication updates and public messaging.
 - 6. Provide for timely update briefings to Executive Command.
- B. **Regional Investigative Operations Center (RIOC) will:**
 - 1. Establish and maintain situational awareness of the incident / investigation so that all teams are working with the same common operating picture.
 - 2. Employ available technological resources to support the investigative effort.
 - 3. Host and manage the Investigative Update Briefings so that the Case Agent and I/Sgt do not have to do more than provide needed content and participate, when practical.

4. Forward any tips received via the mcsotips@monroecounty.gov to the Command Post and the Case Agent.

By Order of the Sheriff


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