



Case Assignment Process Explained

(Does not apply to Patrol arrest cases)



What happens next? Your report will be reviewed by a Patrol Division supervisor for accuracy and completeness, usually within 12-24 hours. Once approved, the report is sent to the appropriate unit supervisor in the Criminal Investigation Division (CID). At the same time, the Data Management Unit conducts an administrative review and proper coding in accordance with the Uniform Crime Reporting program. The CID unit supervisor (usually the Sergeant) will then screen the case to determine the appropriate “case status” and then assign it to a detective. In some cases, usually class C misdemeanors, the case will be assigned back to the original reporting officer for follow-up.

What is a “case status”? Because of the extensive number and varied nature of offenses that are continually under investigation, it is necessary to utilize a system of case management and control to ensure accountability for the offenses assigned to each unit and each detective. Whether follow-up investigation will be conducted is determined by the probability that the case can be solved and prosecuted. Additional factors considered in the review include what type of crime, forensic evidence, witnesses, amount of loss, traceable property, the cooperation of the involved parties with the investigation, willingness by all parties to prosecute and appear in court. This process takes time and a “case status” can be changed as new information is developed. *(Not all cases are assigned to a detective for follow-up.)*

The most common “case status” options used are OPEN or SUSPENDED. Open cases indicate investigative efforts are active. Suspended cases indicate there is an absence of investigative leads or resources, but that investigative efforts may be resumed.

Will I be contacted? If your report is assigned as Open, then a detective will contact you within a few days of the assignment. On some cases you may be contacted and your case assigned sooner depending on the severity of the crime. If a report is not assigned to a detective, you will not be contacted. Likewise, if a report is Suspended you will likely not be contacted unless the detective has questions or needs additional information.

Will I be updated on the case? Yes, when there is a significant development in the case, or when the case is solved or closed.

What if I discover or have additional information regarding my case? You can make a supplemental report if you have any of the following (*please have your case # available to provide Dispatch*):

- Additional property information that was not available when you made the initial report (serial numbers, additional property you discovered to be stolen, any property that you have located, etc.)
- Suspect or vehicle information that was not available when you made the report.
- Located additional witnesses
- Any other information that will help to solve the case.

To request a supplemental report, call the Tyler Police Department’s non-emergency number, (903) 531-1000. If your case has been assigned to a detective, you may be asked to provide this information to them. You can also go to either Tyler Police Department location with the additional information. Our downtown headquarters is located at 711 West Ferguson St. and our South Station is located at 574 West Cumberland Rd.

The Tyler Police Department works tirelessly to better serve and protect everyone who lives, works, or visits our city. We strive to insure professionalism in our service and will work to resolve any concern or report to the best of our ability. Thank you for partnering with us in this effort.