

# GENERAL ORDER



Title		
<b>BOLO Application Use and Management</b>		
Topic	Series	Number
<b>SPT</b>	<b>302</b>	<b>07</b>
Effective Date		
<b>October 30, 2023</b>		
Related to:		
GO-OPS-304.01 (Operation and Management of Criminal Investigations)		

## DISTRICT OF COLUMBIA

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### I. PURPOSE

Expanding the resources of law enforcement during criminal investigations is critical to identifying suspects and solving crimes. Since “be on the lookout” (BOLO) bulletins are used frequently in criminal investigations, the Metropolitan Police Department (MPD) operates an application to standardize the format and distribution of BOLOs to MPD members and other law enforcement officials. The purpose of this general order is to provide procedures for the use and management of BOLOs and the web-based and mobile application.

### II. PROCEDURES

#### A. General

1. A BOLO is a bulletin issued by law enforcement that captures one or more images of a subject of interest (SOI) (i.e., main subject of the BOLO, which could be, but is not limited to, wanted persons or vehicles, persons or vehicles of interest, missing persons, or lost/stolen property).
2. The Technical and Analytical Services Bureau (TASB) shall manage the BOLO application. The BOLO application is equipped with permission levels which include the ability to create and edit a BOLO as well as a read-only option. TASB shall assign the appropriate permission level to each member using the BOLO application.
3. The BOLO application is accessible using a member’s assigned MPD credentials (i.e., the login and password used to access a department computer and email).
4. MPD creates and disseminates BOLOs electronically using the BOLO application. BOLOs shall not be created outside of the BOLO application.

5. All BOLOs shall be published and distributed with supervisory approval and pursuant to this order.

**B. Drafting a BOLO**

1. Members drafting a new BOLO shall do so within the application. Members shall not use the BOLO application on behalf of another member or individual.
2. When drafting the BOLO, members shall include as many specific details about the SOI as are available.
3. Members shall upload the highest quality photographs/images as possible.
  - a. Photographs should be of a quality that helps to identify the SOI. Photos of poor quality that lack specific identifying details should not be used.
  - b. Images should involve only the SOI. Members shall avoid including any non-involved persons, vehicles, or articles.
4. Members shall submit draft BOLOs for approval through the BOLO application.

**C. Review and Approval**

1. Officials reviewing draft BOLOs shall ensure the BOLO has value and is drafted in a professional manner. Officials shall ensure that the image and information can be used to generate leads and information for investigations. Poor images or lack of detailed information to assist in an investigation shall not be approved.
2. Officials shall confirm the information contained in the draft BOLO. This includes inspecting the draft for spelling and grammar errors and verifying central complaint numbers (CCNs), dates, times, locations, and all other content before approval.
3. Once the official has approved the draft, the BOLO application will publish and distribute the BOLO for all users to see.
4. Officials, in connection with investigating members, shall assess the need for a press release and forward BOLOs to a supervising official (the rank of lieutenant or above) for submission to the Office of Communications, when appropriate.

**D. Oversight and Monitoring**

1. The investigating member or the member who created the BOLO shall monitor the BOLO. Officials shall also review BOLOs as part of the case review process.

2. When the SOI of the BOLO is identified, recovered, or no longer the subject of an investigation, the investigating member shall use the BOLO application to deactivate the BOLO.
  3. Most BOLOs are automatically inactive after 14 days in the system. Homicide BOLOs stay active until they are manually changed to inactive by the investigating member assigned to the homicide case.
  4. Inactive BOLOs can be reactivated by the investigating member by resubmitting the BOLO.
  5. When an edit is made to an active BOLO, the BOLO converts back to a draft. The member shall submit the BOLO for approval to an official before the updated BOLO is active for publication.
- E. Records Retention
1. A portable document format (PDF) of all published BOLOs shall be retained in the applicable case jacket.
  2. All BOLOs and related metadata shall be retained in the BOLO application for four years.

A handwritten signature in black ink, appearing to read "Pamela A. Smith". The signature is fluid and cursive, with a large initial "P" and "S".

Pamela A. Smith  
Acting Chief of Police