I.   PURPOSE

To guide Kansas City Missouri Department (Department) members in the use of the Records Management System (RMS), and the proper method for handling walk-in reports, phone-in reports and case management. The RMS will store all completed and approved reports.

II.   TERMINOLOGY

A.   **Attached Reports** – Any additional report taken in paper form which is related to an Incident. These reports are scanned and attached to an incident in RMS.

B.   **CAD (Computer Aided Dispatch)** – Manages service request calls for the Department. It also manages information pertaining to personnel and vehicle availability and maintains historical call information.

C.   **CAD Event Number** – A CAD generated number each time a call is entered into the CAD system.

D.   **Classification of Offense/Incident Type** – Is the title of a report and should be the highest offense related to the incident.

E.   **Custody Management** – Captures information about an arrested individual and maintains information about that individual while they are in-custody.

F.   **Field Interview Report** – A report that tracks subjects and intelligence information from field personnel.

G.   **Information Management Unit (IMU)** – Unit responsible for maintaining and managing report information.

H.   **Intellivue** – The imaging system utilized by legacy RMS, and is no longer used to collect new information. Any additional report taken in paper form is collected as described in Section II, A of this written directive.

I. **Legacy RMS** – A separate domain within the RMS where the legacy report data is stored. This data is read-only. The CRN format is an eleven digit number, for example, KC160123456.

J. **Missouri Incident Based Reporting System (MIBRS)** – The reporting system developed and maintained by the State of Missouri for collection and reporting of crime data to the FBI.

K. **National Incident Based Reporting System (NIBRS)** – Collects data on each single incident and arrests within 22 (twenty-two) offense categories made up of 46 (forty-six) specific crimes called Group A offenses. In addition to the Group A Offenses, there are 11 (eleven) Group B Offense categories for which only arrest data are reported.

L. **Records Management System (RMS)** – Manages data collected. It is also the repository of all completed reports after they have been approved at all levels.

    1.   General Incident Management

    2.   Custody/Prisoner Management

    3.   Intelligence Management

    4.   Property Management

III.   ADMINISTRATIVE GUIDELINES

A. Members who are on-duty or working secondary employment who become aware of a crime/incident that occurred within the jurisdictional boundaries of Kansas City, Missouri, will ensure the incident is reported using RMS and all pertinent facts and available information are properly recorded.

B. Members will be required to report incidents which are brought to their attention, except situations where calls may be handled by alternative means.

C. Members will make every effort to determine the exact location where an offense occurred. When an offense or incident occurs outside the jurisdictional boundaries of Kansas City, Missouri, citizens will be instructed to report the offense to the appropriate outside agency.

D.   All data entered in RMS including offense reports, supplemental reports and action logs is discoverable and should not reflect poorly on the Department or its members. Members will not enter derogatory comments or profane language unless directly quoted from a citizen's statement. Members will also refrain from entering personal comments or personal opinions into the RMS system.

E.   Prior to the end of the reporting member's tour of duty all reports will be completed and ready for supervisor approval. Any exception to this policy must be authorized by a supervisor or commander.

F.   Members working secondary employment assignments will complete any required offense reports in RMS within 2 (two) hours of ending their secondary employment.

G.   Supervisors will make every attempt to approve all reports prior to ending their tour of duty. When the supervisor approves the report, the supervisor is stating that, to the best of their knowledge, the report is complete and accurate.

H.   Division commanders will be responsible to ensure each report is completed by the member, and approved by a supervisor within 6 (six) calendar days of the report being initiated.

I.   Reports returned for correction will be corrected by the reporting member by the end of their next tour of duty. Any exception to this policy must be authorized by a supervisor or commander.

J.   If a reporting member is not available due to separation or extended leave, a supervisor or commander will contact RMS Administrators at RMSAdmin@kcpd.org to have the report reassigned.

K.   The RMS Validation Section will be responsible for the NIBRS validation within 4 (four) calendar days.

L.   Members will recover document items of evidentiary value and scan them into RMS.

M.   Members will only release police reports in accordance with Missouri Revised State Statutes.

    1.   Reports will not be sold until the report has been validated by the RMS Validation Section, when required. Reports that do not require RMS validation will be supervisor approved prior to sale.

2. Although a report for the theft of license plate tabs may be taken, it is not required by the Department of Revenue to acquire replacement tabs. If taken, this report may be sold to citizens before it is validated by the RMS Validation Section.

N. Perpetrator Information Center will prepare a monthly Bias Crime Report and a Quarterly Hate Crime Report and forward it to the Investigations Bureau Office for dissemination.

O. Members will give the victim or reporting party a completed Request for Report Reproduction, Form 19 P.D. EN/SP/VN P.D.

IV.   TABLE OF ANNEXES

This directive has been arranged in annexes for easy reference.

ANNEX A   Records Management System (RMS)

ANNEX B   Walk-in/Phone-in Reports

ANNEX C   Stolen Vehicle/Recovered Stolen Vehicle Reporting

ANNEX D   RMS Computer System Outage Procedures

ANNEX E   Field Interview System

ANNEX F   Case Management

Richard C. Smith
Chief of Police

Adopted by the Board of Police Commissioners this 31st day of August, 2021.

Mark C. Tolbert
Board President

DISTRIBUTION: All Department Personnel
Public View Master Index – Internet
Department Master Index – Intranet
Policy Acknowledgement SyStem (PASS)

RECORDS MANAGEMENT SYSTEM (RMS)

A. General Guidelines

1. All original reports filed in RMS will have a CRN.

2. The fields highlighted in yellow are mandatory when the information is available.

3. All other available fields are not required for report completion, but should be completed whenever possible. This will assist the investigative and support elements in completing their assigned tasks.

4. All reports will be available for viewing by any element or Department member once it has been initiated by the reporting member, providing it has not been marked confidential. However, the report cannot be considered as a final version until it has been reviewed and approved by RMS Validation personnel.

5. In order to comply with NIBRS reporting standards, an arrest report will be completed when a subject is taken into custody and a summons is issued by an officer.

6. All paper reports will be scanned and verified in the RMS.

7. Any changes or additions required to be made to a general narrative report, which has been given final RMS Validation approval will be submitted on a supplemental report.

8. The IMU Commander will have final authority relative to any questions in RMS regarding classification of offense/incident type, offense or report content.

B. Procedure

1. A CRN will be issued by the CAD system upon request of the reporting member.

    a. To obtain a CRN, field officers are encouraged to first use the "Get CRN" button on their MDC then contact their Talk Group dispatcher.

b. Division station personnel should obtain a CRN using I-NetViewer on any Department network computer.

c. Only one CRN can be assigned per CAD incident. When more than one CRN is required, members must contact dispatch.

d. A report titled "Unfounded" will be taken when the CRN is obtained in error. The member will explain in detail why the CRN was not needed and may use the summary narrative option for this type of report. A narrative with just the word "unfounded" is prohibited.

2. Members will utilize the appropriate classification of offense/incident type for the reported incident.

a. When a report is completed involving the accidental serious injury of a person who needs medical treatment (other than a vehicular accident), the Nature of Call will be "Casualty." If property that is controlled by the City of Kansas City, Missouri (City) is involved, the approving supervisor will forward a copy of the approved report to the City Attorney's Office.

b. Accidental injury to a Department member will be reported on an Injury Report, Form 314 P.D., and will not be reported in RMS.

3. RMS arrest and booking procedures.

a. Adult and juvenile booking information is found within the Arrest and Book Report or the Arrest and Release Report located within the person record of that individual.

b. Members booking a juvenile for a criminal act will use the appropriate classification of offense/incident type relating to the type of offense committed and not the "Juvenile Apprehension" nature of call. All arrest information will be included in the offense report. Members booking juveniles apprehended for a criminal act or status offense will indicate their involvement as "Suspect", "Arrested" and "Charged".

4. When reporting a Bias Crime, members will notify an on-duty supervisor and include that notification in the report narrative.

a. Members will select "Bias Crime" in the Supplemental Information field of the Incident Section.

b. The member will also select the type of bias when completing the Stats Classification offense for the report.

5.   A member will sign the narrative of each report in the RMS with "/S/" followed by the member's title, member's first and last name and serial number (e.g., /S/ PO Johnny Reportwriter #00000.)

6.   When all available information has been entered into the report and it has been proofread, the report will be submitted for supervisor approval to complete the reporting process.

WALK-IN/PHONE-IN REPORTS

A.   Walk-In Procedures

    1.   Any person wishing to make a walk-in report will not be referred to another element of the Department.

    2.   When an individual responds to a police facility to report an offense, that person will be briefly interviewed. If it is determined that:

        a.   An investigation of the scene is not necessary, the report will be prepared at that time.

        b.   An on-the-scene investigation is necessary, a district officer will be dispatched to the station to contact the citizen and then accompany the citizen to the scene to conduct the investigation and complete the appropriate report(s).

    3.   Criminal Records Section (CRS) personnel will be responsible for taking any walk-in report from a person appearing at the IMU counter at Headquarters during normal business hours

        a.   CRS personnel will complete reports that do not require an investigation.

        b.   If a detective is available or will be available, the victim will be directed to the supervisor of the appropriate investigative element. A report will be prepared by investigative personnel of that element.

        c.   If no investigative personnel are available and there is no crime scene, CRS personnel will prepare the report.

        d.   If investigative personnel are not available and there is a crime scene, CRS personnel will have an officer dispatched to Headquarters, who will conduct the appropriate investigation.

B.   Phone-In Procedures

    1.   When an individual calls the Communications Unit to report an offense that can be reported over the telephone, the call taker will refer the phone-in report to the patrol division station where the offense occurred in accordance with the current Procedural Instruction entitled, "Call Prioritization."

2. If a call is transferred or made directly to a patrol division and there is a concern as to whether a report should be taken over the phone or an officer should respond to the scene, the patrol division desk sergeant will make the determination.

3. If an on-the-scene investigation is necessary, the call will be transferred to a call taker where information will be entered into the CAD system.

STOLEN VEHICLE/RECOVERED STOLEN VEHICLE REPORTING

A.   Reporting Procedure for a Stolen Vehicle

    1.   Complete a RMS report and include the vehicle information in the vehicle section of the report.

    2.   The reporting member will notify the Stolen Auto Desk as soon as possible.

    3.   Every effort will be made to obtain the Vehicle Identification Number (VIN) and license number of the vehicle prior to contacting the Stolen Auto Desk. If the information is not readily available, the reporting person will be advised to obtain the information and re-contact the member as soon as possible.

B.   Reporting Procedure for a Recovered Stolen Vehicle

    1.   Complete a supplemental RMS report using the original case report number and include the vehicle information in the vehicle section of the report.

    2.   The reporting member will notify the Stolen Auto Desk as soon as possible.

    3.   Property of value found in a recovered stolen vehicle will be listed in the property section of the RMS report and recovered according to current recovered property procedure.

    4.   When a vehicle is recovered without the license plate(s), the description and number of plates should be documented in the "property" section of the RMS Report. The Stolen Vehicle Summary Desk will be notified so the computer entry can be updated to reflect stolen plates.

    5.   If the recovered vehicle is drivable, the member will attempt to contact the owner and have them respond to the scene to take custody of the vehicle. If the owner cannot be immediately contacted or is contacted and cannot respond to the recovery location, the vehicle will be towed. Members will note the time that the notification was made or attempted in the narrative of the report.

6. When verification cannot be obtained (owner cannot be contacted or there is an altered/missing VIN) the vehicle will be ticketed, if applicable, and an RMS report entitled "Miscellaneous Investigation" will be taken. The vehicle will be towed in accordance with the current written directive entitled, "Tow-In Procedure."

7. The Stolen Auto Desk does not need to be notified when a vehicle is reported stolen and recovered on the same report or on a reported attempt stolen vehicle unless the vehicle(s) is impounded.

C. Outside Stolen/Local Recovered Vehicle Procedure

1. Obtain an original CRN and complete an RMS Report.

2. Notify the Stolen Auto Desk for vehicles which were stolen outside Kansas City, Missouri, but recovered within the City limits.

3. A "hold" for the outside agency reporting the vehicle stolen **will not** be placed on the vehicle unless:

   a. The outside agency requests a "hold" when notified of the recovery, or

   b. A "hold' is noted on the MULES entry.

4. If the recovered vehicle is drivable, the member will attempt to contact the owner and have them respond to the scene to take custody of the vehicle. If the owner cannot be immediately contacted or is contacted and cannot respond to the recovery location, the vehicle will be towed. Members will note the time that the notification was made or attempted in the narrative of the report.

5. If a separate felony occurred within the jurisdiction of Kansas City Missouri, involving the outside stolen vehicle, contact the appropriate investigative element or Property Crimes Section of the patrol division where the recovery occurred to determine if they want a hold placed on the vehicle for their unit.

RMS COMPUTER SYSTEM OUTAGE PROCEDURES

A.   These guidelines are subject to change at the direction of the Information Services Division Commander based on the length and type of outage.

B.   Communications Unit personnel will notify the City-Wide Duty Officer and the Information Services Division Commander that the RMS is out of service. At the direction of the Information Services Division Commander, all on-duty Department members will be requested to cease use of the affected portion of the RMS.

C.   All division detention facilities will:

    1.   Handle prisoners consistent with the current Detention Unit Procedures.

    2.   All officers will use the signature bond when applicable.

D.   The Outage Incident Reports and the Missouri Uniform Crash Report will be used by members when completing a report during a RMS outage. All necessary information MUST be captured for entry into RMS when it is once again available for use.

    1.   The Outage Incident Reports and the Missouri Uniform Crash Report are available on the network drive in Word Templates folder identified as RMS Outage Forms. Hard copies of this form should be maintained at each division in case a global network outage occurs and renders the I:drive inaccessible.

    2.   When RMS comes back on-line, members will enter the report in RMS. Using the completed applicable hardcopy report as a guide, each report will be entered into RMS in the exact detail and wording as the hand written report. Upon entry of the information into RMS and approval of the report by a supervisor, members must destroy the original applicable hardcopy report.

    3.   At the discretion of the City Wide Duty Officer, members will be required to enter the report in the RMS prior to ending their tour of duty. If the system is down longer than anticipated, the Watch I Desk Sergeant will maintain a hard copy of each completed applicable hardcopy report, and a list of members with outstanding reports. Members will complete the report in the RMS at the beginning of their next tour of duty.

4.   If the system does not return to service in time for an RMS report to be completed for a case file submission, on an in-custody arrest, the hardcopy of the RMS Outage Incident Report, will be included in the case file. When the RMS is once again available for use members will enter the report in the RMS system. In instances where the RMS Outage Incident Report is included in a case file, each report MUST be entered into RMS in the same exact detail and wording as the hand written report.

        a.   If the Outage Incident Report is included in the case file it will be scanned as a supplemental to the original RMS report.

        b.   If the report is not included in a case file, and the information is entered into RMS as an original, the Outage Report Form will be destroyed after the approval process is completed and the report has been transferred.

E.   The Communications Unit will maintain a list of CRNs, by division issued during the outage. This list of numbers will be forwarded through the Patrol Bureau Office to each division to ensure that each CRN has a report entered into RMS.

FIELD CONTACT SYSTEM

A.   All Field Interview Reports will be completed in the Field Interview Report portion of RMS. The CRN will be generated by RMS when the officer creates the Field Interview Report in RMS; the CRN will not be issued by Talk Group dispatcher.

B.   Officers will complete a Field Interview Report when:

1.   A member obtains information that may have intelligence value.

2.   A person voluntarily admits to being a felon or the subject is determined by the officer's own self-initiated investigation to be a felon.

3.   Advised to do so by the dispatcher because the subject is on probation/parole.

4.   Checking a person concerning suspicious or criminal activity that voluntarily admits to being a gang member or is reasonably believed to be a gang member. The officer will allow the subject to volunteer any information affirming or denying gang affiliations. The officer will record the following information:

    a.   Activity

    b.   Moniker

    c.   Associates

    d.   Clothing

    e.   Scars, Marks and Tattoos

    f.   Means of transportation

5.   There is reasonable suspicion that a subject has committed or is preparing to commit a breach of law, but no probable cause exists for arrest.

6.   When a member comes into contact with an individual that is an unregistered sex offender. Members will advise the individual of their obligations to register as a sex offender under the Missouri Revised Statutes. These reports will be reviewed by the Perpetrator Information Center who will then forward the report information to all appropriate counties.

C. A Field Interview Report can be taken in conjunction with an offense/incident report. The offense/incident report can be linked to the associated incidents section of the Field Interview Report and/or the offense/incident report number can be referenced in the narrative section of the Field Interview Report. The element investigating the original offense can be notified by utilizing the notification workflow that the Field Interview Report was completed.

D. Supervisors reviewing a Field Interview Report will review the Field Interview Report for accuracy, grammatical errors, and correct information. The supervisor will then approve the report.

CASE MANAGEMENT

A.   All patrol and investigative elements will follow the standardized case closure procedure.

B.   Action Logs will be used to explain case status changes or log daily investigative work. Action Logs will not be used in place of investigative reports.

C.   A supplemental report will be used to document investigative actions taken, case status updates and case dispositions. A supplemental report can be designated with a "type" from a drop down box called "Supplemental Type."

D.   Standardized Case Closure

    1.   The supplemental report type "Case Disposition" will be completed when the case status is updated to a Cleared Exceptional, Cleared Judicial or Closed option.

        a.   Action Logs will not be used for case closure.

        b.   No other supplemental report type is to be used when closing a case.

        c.   Investigative supervisors who do not assign an offense report after initial assignment review may change the case status and complete a note in the case status entry to explain why the case was not assigned to a detective.

    2.   Patrol sergeants will make case status updates in RMS for all city level cases handled in the field with an adult or juvenile arrest. Patrol sergeants may complete a supplemental report type "Case Disposition" to provide more detailed information regarding the case status selection.

    3.   Detectives may make/update case status entries with the exception of case closures, which is for supervisors only.

    4.   Investigative element sergeants are responsible for reviewing all RMS reports, case status and action log entries for detectives in their unit/section during personnel performance reviews as defined by the Investigations Bureau. An Action Log entry should be made by the supervisor when RMS entries are reviewed during performance reviews.

5.   Patrol sergeants and investigative sergeants will:

      a.   Determine property disposal when closing cases.

      b.   Update video hold status when closing cases.

6.   Patrol and investigative commanders are responsible for ensuring case management is completed correctly by using proper case status entries and making sure property disposal and video holds are updated when cases are closed.

E.   When an investigation reveals a crime did not occur, a supplemental report type "Case Disposition" will be taken.

1.   A detailed explanation is required.

2.   Case status will be updated to reflect the investigation is closed and Offense Classification will be changed to "Unfounded."

3.   All "Unfounded" and "Case Disposition" reports will be reviewed by the member's supervisor for approval.

4.   The use of Action Logs to unfound reports is prohibited.