

RENO POLICE DEPARTMENT GENERAL ORDER

This directive is for internal use only and does not enlarge this department's, governmental entity's and/or any of this department's employees' civil or criminal liability in any way. It is not to be construed as the creation of a particular standard of safety or care in an evidentiary sense, with respect to any complaint, demand for settlement, or any other form of grievance or litigation. Violations of this directive, if substantiated, can only form the basis for intra-departmental administrative sanctions.

Chief of Police: Jason Soto /s/		
Approving Deputy Chief: Thomas Robinson /s/		
General Order No: E-400-18	Issued: May 30 th , 2018	Revised:
General Order Title: RECORDS MANAGEMENT		

I. POLICY

The Reno Police Department is committed to ensuring the integrity of all departmental records and reports. The Reno Police Department uses a case/incident numbering system to provide an efficient procedure for filing and retrieving police reports and information regarding calls for service.

II. DEFINITIONS

Automated Reporting System (ARS) – a departmentally authorized system, used to generate and store offense reports, incident reports, supplemental reports or other police reports. The Reno Police Department's ARS system is a component of its RMS system. Police Reports will be completed in accordance with the Report Process and Review General Order.

Case Number – a tracking number, assigned to any incident when requested by a Reno Police Officer, Community Services Officer or Police Service Specialist, generally when an offense report or police report will be completed, to document the incident. Every incident assigned a Case Number will also have an Incident Number.

Incident Number – a number that is generated automatically by the Reno Police Department's Records Management System for each activity that is entered into the RMS. Not all activities assigned an Incident Number have a Case Number.

Records Management System (RMS) – a departmentally authorized software system, used to create, manage, store and track offense reports, police reports, statistical information and other departmental records.

III. PROCEDURES

A. Records Integrity and Storage

Any entry made into a Records Management System is a public record. Such records may not be altered or manipulated, except by the original author. These records shall only be deleted and/or purged in accordance with applicable statutes.

B. Distribution of Police Reports and/ or Departmental Records

No Reno Police Department employee may distribute any offense report, police report or other Departmental Record, unless distributed in accordance with applicable statutes and the Release of Information General Order.

C. Generation of Incident/Case Numbers

An incident number is automatically generated by the department's Records Management System as each activity is entered in the system. A number is initiated in several different ways:

1. A call for service prepared by communications personnel following citizen contact either for field dispatch or for desk personnel to handle telephonically; or
2. An activity in the field by an employee recorded on the system by communications or records personnel; or
3. Case activity from the station resulting from contact with a citizen by an employee.

Entry's may be completed by any employee so assigned and trained. Employees not meeting this criteria may contact Records personnel to complete the entry.

Each call for service or assigned activity is reflected by the issuance of an incident number. An incident remains an incident or becomes a case by virtue of the disposition of the activity. A case number should only be issued when a report is to be written.

D. Case Number Controls

Calls for service to field personnel will include the number for use by the officer should the activity require a written report. An employee initiating an activity which requires a written report may request a case number from Communications. Employees will provide or append the most appropriate disposition code to a call activity.

No more than one case number will be issued for a single occurrence, nor will the same case number be assigned to more than one event. Should this occur, Records personnel will be responsible for correctly assigning the number or obtaining a new case number. If several incidents are related, Records personnel may make notation of master case and related case numbers through the Tiburon system.

. Whenever a case number is drawn and determined later to be unnecessary, the drawing employee will ensure such a notation is made in the Record Management System. Should circumstances surrounding a completed report change, a follow-up report will be made. The Records Section is responsible for noting follow-up activity accordingly within the Records Management System. When a report is completed after a case number has been requested, the employee will notify their supervisor who will notify Records personnel.