
**KANSAS CITY, KANSAS POLICE
GENERAL ORDER**

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ISSUED DATE: 08/26/2011
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RESCINDS: 80.05 issued 05/28/2010

SUBJECT: Phone-in and Walk-in Report Procedure

REFERENCE: CALEA: Ch.81, 82

CROSS REFERENCE:

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I. PURPOSE

- A. To establish Departmental procedures authorizing certain reports, in non-priority cases, that may be processed via the telephone thereby eliminating the need for patrol units to respond to the scene. This will enhance the ability of the Department to provide service for priority calls and preventive patrol.
- B. To establish Departmental procedures for "walk-in" reports, which are taken at the Report Desk.

II. PROVISIONS FOR TAKING REPORTS BY TELEPHONE

- A. Officers filling out reports by telephone will do so in much the same manner as if the report were being completed at the scene of the incident. The officer processing the report will obtain a complaint number for the report. Phone-in reports will be reviewed and forwarded through regular channels in the same manner as regular reports.
- B. Teleserve personnel are authorized to complete all reports outlined in Section III of this general order. Upon completion and after supervisor approval of the report Teleserve personnel will enter the information directly into the R.M.S. The reports will be stamped "entered" and forwarded through regular channels in the same manner as other reports. Midtown Patrol Division Supervisors will be responsible for approving Teleserve reports.

- C. The individual taking a report by telephone will be responsible for making certain that a Citizen Information Form or a Report Referral Form, whichever is appropriate, with the complaint number, is forwarded to the victim. The sheet will be placed in an envelope, properly addressed, sealed and deposited in the outgoing mail. All phone-in report victims will be sent a copy of the Citizen Information Form or a Report Referral Form.
- D. It will be the duty of the Midtown Patrol Division Commander to insure that individuals are available to process incoming telephone reports.
- E. Investigative reports are not required for phone-in reports, unless there is information that the report taker believes may be useful for follow-up investigation.

III. REPORTS AUTHORIZED FOR PROCESSING BY TELEPHONE

- A. Theft Reports – Any misdemeanor thefts, or other theft reports approved by a supervisor.
- B. Lost/Misplaced Property – A Miscellaneous Report can be used.
- C. Theft of Lost or Misplaced Property.
- D. Telephone Harassment or Annoying Calls - This section does not include Criminal Threat (the felony), or situations where there is need for immediate investigation.
- E. Identity Theft - Identity Theft reports may be taken in the field, at the report desk, or by telephone. In all cases, the reports will be forwarded to the Forgery Unit within the Criminal Investigation Bureau for follow up. The following guidelines will be used to help ensure the incident is properly documented:
 - 1. The officer will need to determine the jurisdiction where the victim's identity was stolen:
 - a. If the victim believes the incident occurred within our jurisdiction, an Offense Report and all other required Department reports will be completed.
 - b. If the victim is unsure of the exact location or jurisdiction where the theft occurred, a miscellaneous / investigative report will be completed.
 - c. If the victim believes the theft of their

identity occurred in another jurisdiction and wants to initially report the theft in our jurisdiction, the reporting officer will contact the law enforcement agency who has jurisdiction over the incident and advise them of the victim's report. The outside agency information as well as the information provided by the victim will be documented on a miscellaneous report.

- d. A copy of the Offense Report or Miscellaneous/Investigative Report will be made available to the complainant at the Records Unit.
- F. Burglary from Vehicle - Items taken from inside a vehicle, except in cases where the Burglary involves the theft of a firearm.
- G. Criminal Damage to Property - Except extensive or widespread damage. (Does not include damage by gunshot or arson).
- H. Miscellaneous Reports
- I. Minor Damage to Utility Company Property - Unless there is danger of a pole falling, "hot" lines down, arrests that need to be made, citations to be issued, or any emergency public safety hazard.
 - 1. Construction damage, that is unintentional (e.g., overhead lines, underground cables/lines, junction boxes, etc.) shall be reported on a Miscellaneous Report.
 - 2. Hit and Run damage to utility company property will be made by telephone using accident report.
 - a. Completion of a Kansas Motor Vehicle Insurance Verification Form (D.C. 66) will not be necessary.
- J. Auto Theft Reports – The preferred method of handling Auto Theft reports is to take the report in the field. However, under certain conditions, such as inclement weather and backlog, the victim may report the Auto Theft by telephone if he or she chooses to do so. If an Auto Theft report is taken by telephone, the following steps will be taken to help ensure that the caller is the victim:
 - 1. The officer will get certain identifiers from the caller, including but not necessarily limited to:
 - a. The caller's name, address, DOB, Social Security Number, and Driver's License Number.
 - b. The vehicle license plate number and/or VIN.
 - 2. The officer will check this information through the computer to see if all information appears to be correct and that the caller is the registered owner.
 - 3. If the information given appears correct and the vehicle is registered to the caller, then a report should be made.
 - 4. If the information does not match, or the

caller is unable to give the identifiers listed in Section III, J, 1, a, above, the Communications Center will be contacted and the call will be entered as a call for service.

- 5. Note that a stolen auto report will not be taken over the telephone if the caller does not have the vehicle license number or the vehicle identification number. The caller needs to be advised that a district officer will respond for verification. Communications will be contacted and the call will be entered as a call for service.

- K. Any other report deemed necessary by a supervisor will be taken over the phone.

IV. PROVISIONS FOR WALK-IN REPORTS

- A. There are no restrictions regarding the type of reports that may be taken at the Report Desk. Report Desk personnel are authorized to complete any type of report that is walked in to the report desk.
 - 1. There may be circumstances when it is necessary to respond to the scene for follow up investigation, such as processing evidence or contacting witnesses. If this is the case, the report desk officer is responsible for taking the offense report and contacting the field supervisor in charge of the area where the offense occurred. If the field supervisor deems it necessary, he or she will authorize any necessary scene processing or other follow up, whether by the Crime Scene Identification Unit or by another field unit.
 - 2. Evidence / Crime Scene processing procedures will be conducted in accordance with General Orders 40.5 and 80.2.
- B. Report Desk personnel are responsible for notifying his or her supervisor, or a MPD supervisor if there is no supervisor at the Report Desk, whenever the officer is handling offenses that would normally require supervisor notification if the report were made in the field. (See General Order 40.5)
- C. Special Considerations for Forgery Reports:
 - 1. Forgery Information Worksheets will be filled out by victims and brought (in person) to the Report Desk with the check.
 - 2. The Report Desk Officer will have a complaint number assigned to the report, which will be noted on the worksheet. The Officer will also provide a Citizen Information Form to the reporting person. The reporting person is then free to leave. The reporting person is not required to stay for the report to be completed.
 - 3. The Report Desk Officer will then note and sign the Forgery Logbook, acknowledging receipt of the Forgery Worksheet and the check.
 - 4. The Report Desk Officer will make a copy of the documentary evidence and attach the copy to the Forgery Worksheet, place them in

- a Property Envelope, and secure the envelope in the locked Teleserve file cabinet. The actual evidence will be turned into property in accordance with G.O. 80.2. The supervisor in charge of the Report Desk, or a MPD supervisor, will assign an officer to take the report. The supervisor will then fill out the officer assigned, date and assigning supervisor section of the Forgery Information Worksheet. Upon Completion of the report the officer will sign the completed worksheet and the supervisor will sign the worksheet verifying the report completion.
- 5. The officer who makes the forgery report will note in the narrative of the property report:
 - a. the name of the person who brought in the check, and
 - b. the name of the officer who received the documentary evidence.
- 6. It is preferred that all forgery reports are walked in to the Report Desk. However, if a forgery report is taken in the field, a Forgery Worksheet is not required. If the victim has a Forgery Worksheet, it will be taken with the documentary evidence and included on the Property Report.
- D. Officers assigned to the Report Desk are responsible for property that they recover. The Report Desk Officer will complete all appropriate reports associated with the recovery of the property.
 - 1. When property is recovered at the Report Desk, the officer will complete a Property Report.
 - 2. If the officer does not personally transport the property to the Property/Evidence Unit or the appropriate property storage locker, the sections "Property Turned To" and "Purpose of Transfer" will be left blank. Only the transporting officer will fill in those areas.
 - 3. A district officer will be called immediately to transport narcotics, or any dangerous weapons or objects recovered by Report Desk personnel.
 - 4. A district officer will transport all other property to the Property/Evidence Unit or an appropriate property locker, when time allows.
- E. Accident Investigation Procedure. Often officers at the Report Desk do not have all parties involved in a motor vehicle accident present to complete a report. In cases when all parties involved in an accident do not respond together, the officer will:
 - 1. Check the files to see if a report has already been generated. If no report has been generated, an original report will be completed with the available information. If a report has already been completed, go to step 2.
 - 2. Remove the copy of the report out of the file.

Complete any missing information that can now be furnished by the responding person.

- 3. Once all new information has been added to the report, the officer will write "Amended Report" at the top of the copy and highlight it. The officer will also need to highlight any information which was amended. A copy will be made of the amended report and placed in the file cabinet under the date of the accident. The amended report will be turned in and submitted through regular channels.

- F. Investigative reports are not required for walk-in reports, unless there is information that the officer believes may be useful for follow-up investigation.

V. FIELD OFFICER / SUPERVISOR PROCEDURES

- A. Officers may in the course of their normal patrol duties become aware of a request that a phone-in report be made and the complainant has not contacted Communications.
 - 1. Field officers may receive information for and complete a report in the field even though it is authorized for processing by telephone.
 - 2. With field supervisor approval, the officer may politely advise the citizen that it is preferred the report be made by phone, particularly if there is a high volume of calls or some other reason for the officer to return to service.
- B. If a police unit is dispatched to the scene of an incident to make a report, the report shall be made on the scene by the field officer unless directed otherwise by a supervisor.

VI. PUBLIC SAFETY COMMUNICATIONS CALL TAKER PROCEDURES

- A. When a call for police service is received, the call taker will determine if the offense in question may be handled by telephone (Section III of this order). If the offense is listed as a phone in report, the caller will be advised to phone the report in, unless one of the following circumstances is present:
 - 1. The incident is in progress.
 - 2. Any weapons are involved.
 - 3. The suspect(s) are still at the scene of the incident.
 - 4. There is any continuing possible danger to human life, or prospect of property damage or further property loss.
 - 5. If pertinent evidence is in danger of being destroyed.
- B. The only telephone number that is to be given to the public for the report desk is 913-573-8680.
- C. If the call taker is in doubt as to whether or not a police unit should be sent on the call, he or she will enter the information into the CAD System and route the call to the dispatcher who will send a unit as soon as possible (Priority calls being

dispatched first).

- D. If the call taker is aware that a Division is on blackout, and a citizen requests a non-emergency call for service, i.e. a report call that is not authorized to be taken by phone, the call taker may advise the citizen that he or she has the following options:
1. The call may be entered into CAD, but the caller will be advised that it may be a period of hours before an officer can be dispatched to handle the report at the scene; or
 2. The report may be handled in a more timely manner if it is walked in to the report desk.

VII. PROCEDURES FOR RECEIVING CALLS FOR POLICE SERVICE

- A. In the event any other member of the Department receives a call requesting police service, he/she will take one of the following courses of action:
1. Immediately refer or transfer the call to The Public Safety Communications, 913-596-3000 (call takers).
 2. Refer or transfer the call to the Indian Springs Report Desk. (The only number to be given to the public for the Report Desk is 913-573-8680.
 3. Refer or transfer the call to the appropriate Bureau or Unit for further information.