

MESA POLICE Department Policy Manual	RMS Case Assignment, Management & Closure for Patrol Operations	DPM 3.3.80 Effective 04/03/2018 Revised 07/28/2025
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1. PURPOSE

The Mesa Police Department (MPD) recognizes its duty to investigate crimes reported within the City of Mesa (COM). The following protocols have been established for the assignment, management and closure of cases through the Records Management System (RMS). This policy is applicable to patrol operations. For a comprehensive RMS case management user manual, see [MRE/RMS Reference Guide](#).

2. DEFINITIONS

Case Management/Workflow: A component of RMS used by members to manage caseloads and review case management notification entries to ensure the proper management of all open cases.

The following are descriptions of the case management entries found in the RMS case management/workflow which are used in this policy:

- **Approved:** Similar to Routed entries, Approved entries indicate a case is an open case and there is case management work that needs to be done, such as assigning a Follow-Up or updating the clearance block to a closed status (e.g., “Closed”, “Cleared by Arrest”, “Inactive”, etc.).
- **Follow-Up – Assigned:** An assignment given to a member to complete an open case or a specific task on a case.
- **Follow-Up – Overdue:** An assignment given to a member to complete an open case or a specific task on a case which has gone past the diary date.
- **Notify:** Notify entries only appear in a squad handle, not in an individual officer’s case management/workflow screens. Notify entries indicate something has changed on a case (e.g., change in clearance block status, modification of a Follow-Up assignment, attachment of a document to the GO, etc.).
- **Notify Officer (Notify Off):** Notify Off entries only appear in the case management/workflow for individual officers/detectives (not in a squad/unit handle). Notify Off entries indicate to officers that something about the case has changed, or something has been added (e.g., change in clearance block status, modification of a Follow-Up assignment, attachment of a document to the GO, etc.).
- **Routed:** Indicates there is case management work that needs to be done on a case, such as assigning a Follow-Up or updating the clearance block to a closed status (e.g., “Closed”, “Cleared by Arrest”, “Inactive”, etc.).

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- **Update:** Update entries appear in the handle of a unit because of some kind of modification and/or addition. Sent to all handles in which the GO previously appeared so anyone who has previously seen the case is prompted to review the case to see what has changed.

Clearance Block: The clearance block shows the status of a case. Examples of open case statuses include, but are not limited to, “Active/Open” and “Waiting Lab Results”. Examples of closed case statuses include, but are not limited to, “Closed” and “Inactive.”

Diary Date: The date a Follow-Up assignment is due for completion.

General Offense (GO): A formal police report of an incident.

Handle: In RMS, investigative units, patrol squads, and other groups are organized into groups called handles. Handles are given a name that coincides with the name of the squad or unit, such as “Fiesta – CIU” or “CID – SVU.” A sergeant or multiple sergeants may be assigned to manage a single handle. Handles contain all case management entries vital for proper case management.

Records Management System (RMS): A computerized information management system used to organize and store information.

3. CASE ASSIGNMENT

3.1 General

- A. Patrol supervisors are responsible for reviewing GOs for assignment criteria.
 1. Misdemeanor cases requiring minimal follow-up will be assigned to a patrol officer whenever possible.
 2. Felony cases, such as basic narcotic and felony DUI investigations, may be assigned to a patrol officer.
 3. Serious felony offenses and part one crimes requiring follow-up shall be assigned to a detective, unless a patrol supervisor or investigative supervisor determines the follow-up is of a minimal nature and can be completed by a patrol officer.
 - a. For purposes of this policy, serious felony offenses could include, but are not limited to, Homicide, Sexual Assault, Aggravated Assault, Burglary, Robbery, Theft of Means of Transportation, Felony Theft and Arson. See [DPM 3.3.75 RMS Case Assignment, Management & Closure for Investigative Units](#).

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B. Considerations for assigning a case to a patrol officer for follow-up should include, but are not limited to:

1. Complexity of the follow-up required.
2. Amount of time between crime occurrence and time of reporting.
3. Availability of witnesses to the crime.
4. Whether a suspect is known and can be identified.
5. The existence of a vehicle description, suspect description, or viable investigative lead.
6. Availability of tangible evidence.

C. In situations where the investigation of a case is paused due to a pending lab result, members **shall** ensure the internal status of the case is shown as "Waiting Lab Results".

1. Members **shall not** use the internal status of "Closed" when a case has lab results still pending.
2. Additionally, supervisors **shall** ensure all cases with open status such as "Waiting Lab Results" shall have a member assigned a follow-up under the capacity of "Lead Investigator", or other suitable capacity, with a status of "Assigned" until all follow-up is completed.

3.2 Assignment

A. When a patrol supervisor determines a case is to be assigned to an officer for follow-up, the patrol supervisor shall immediately:

1. Ensure the clearance block status is showing an open status (e.g., "Active/Open", "Waiting Lab Results", etc.).
2. Assign a Follow-Up to a patrol officer. For detailed instructions on how to assign a Follow-Up assignment to an officer, please refer to the [MRE/RMS Reference Guide](#).

B. All open cases needing further investigation will have one, and only one, member assigned as Lead Investigator.

1. If more than one member is assigned to a case, the additional Follow-Up assignment will be a capacity other than Lead Investigator. For example, one member may be assigned as Lead Investigator, and another may be assigned as Secondary Investigator, but two different people shall not be assigned as Lead Investigator at the same time on the same GO.

3.3 Diary Date Protocols

A. Patrol sergeants will follow the following diary date protocols when creating Follow-Up assignments in RMS:

1. Misdemeanors:

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- a. GOs with only misdemeanor allegations will be given no more than **30 days** for completion on the initial assignment.
 - Misdemeanor DUI cases may be given up to **120 days** on the initial assignment, if needed.
 - If the initial 30-day (or 120-day) diary date expires, extensions will be done in **30-day** increments at a maximum.
2. Felonies:
 - a. GOs with only felony allegations may be given up to **180 days** for completion on the initial assignment.
 - b. If the initial diary date expires, extensions will be done in **90-day** increments at a maximum.
3. Combinations of felonies and misdemeanors:
 - a. GOs with both felony and misdemeanor charges needing follow-up will be given no more than **30 days** for completion upon initial assignment.
 - b. If the only misdemeanor charge is a DUI, up to **120 days** may be given on the initial assignment.
 - c. Extensions of the initial diary date on misdemeanors will be made in increments of **30 days** at a maximum.
 - d. If all misdemeanor allegations become resolved and only felony allegations remain, diary date extensions may be done in increments of up to **90 days**.
- B. Supervisors shall not create or extend a diary date on any Follow-Up assignment which will cause the diary date to be closer than 60 days prior to the date the case expires due to the statute of limitations. See [ARS 13-107 Time limitations](#) for more detail on determining dates for statutes of limitations.

3.4 Case Assignment/Re-Assignment to Detective

- A. If a patrol sergeant reviews a GO for approval which should be assigned to a detective, the sergeant may send the case as a Route to the appropriate investigative unit for assignment during the approval process.
- B. If a case which has previously been assigned to a patrol officer cannot be completed by the patrol officer due to the complexity of the investigation or for other valid reasons, the patrol sergeant may determine the case should be re-assigned to a detective.
 1. The patrol sergeant will contact an investigative unit sergeant to request the case be re-assigned to a detective for completion.

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2. The investigative unit sergeant will make the final determination as to whether or not the case will be assigned to a detective. To initiate such a request, the affected patrol supervisor will:
 - a. Request the case be re-assigned to a detective by sending the request to the affected investigative unit sergeant via e-mail;
 - b. Ensure the investigating officer has completed a report detailing their findings before case re-assignment, if applicable; and
 - c. Ensure the clearance block is showing an open status (e.g., "Active/Open", "Waiting Lab Results", etc.).
- C. If a case originally assigned to a patrol officer will be re-assigned to a detective, as determined by the investigative unit sergeant, the affected investigative unit sergeant will make the re-assignment to a detective using RMS by following the guide [Re-Assigning Follow-Up Assignments in RMS Case Management](#).

3.5 Case Re-Assignment Upon Transfer or Separation from Employment

- A. Transfers:
 1. When an officer transfers out of patrol to a non-patrol assignment (e.g., CID, CIU, Training, etc.), the officer will make every effort to complete all assigned cases prior to being transferred.
 2. No cases assigned to a patrol officer will be re-assigned to another patrol officer upon an officer's transfer out of patrol. The assigned officer is responsible to complete all such assigned cases even if not completed before transferring out of patrol.
- B. Separation:
 1. Patrol officers and civilian investigators will make every effort to complete all assigned cases before separation, if possible.
 2. If a patrol officer or civilian investigator provides advanced notice of plans to separate employment (retirement or other planned separation), the member shall ensure all GOs, supplemental reports, and Follow-Up reports are completed and approved before the member's last workday.
 1. The member's supervisor will review to ensure all GOs, supplemental reports, and Follow-Up reports have been completed and approved prior to the member's last workday.
- C. If a patrol officer's (or officer-in-training's) employment is terminated, or an officer separates from employment, the member's last supervisor shall conduct a case management review in RMS **within 7 days of the date of separation**.

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1. Use the case management/workflow in RMS to locate any possible cases still assigned to the separated member.
2. Any open cases still assigned to an officer, civilian investigator, or officer-in-training who are no longer with the Department shall be re-assigned to another member within **7 days of separation**:
 - a. Cases assigned to former officers-in-training who were in field training at the time of separation will be re-assigned to the field training officer (FTO) who was with the separated member when the report was taken, if possible.
 - b. Cases assigned to patrol officers who were not in field training upon separation will be re-assigned to another officer on the same squad or assigned to a member within the same division, as determined by the chain of command.
 - c. Supervisors who re-assign Follow-Up assignments will follow the instructions found in [Re-Assigning Follow-Up Assignments in RMS Case Management](#).

4. CASE MANAGEMENT

4.1 Patrol Supervisor Responsibilities

- A. Patrol supervisors are responsible for the proper management of all entries appearing in the case management/workflow of their assigned handle in RMS.
- B. Patrol supervisors shall conduct a daily review of all case management entries appearing in their handle in the case management/workflow to include Routed, Approved, Notify and Update entries.
 1. Routed and Approved entries shall be reviewed and appropriately handled immediately upon review. Patrol supervisors shall do the following when reviewing Routed and Approved entries:
 - a. Read the original narrative and all supplemental reports.
 - b. Check the clearance block to ensure it is correct.
 - c. If the case is an open case:
 - Ensure the clearance block shows an open status (e.g., “Active/Open”, “Waiting Lab Results”, etc.).
 - Assign a Follow-Up on the case as shown in the [MRE/RMS Reference Guide](#).
 - d. If the case is a closed case, ensure the clearance block is set to a closed case status (e.g., “Closed”, “Inactive”, “Unfounded”, etc.).

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2. Notify and Update entries shall be immediately reviewed and appropriately handled. Patrol supervisors shall do all the following when reviewing a Notify or Update entry:
 - a. Read the original narrative and all supplemental reports.
 - b. After reading the original narrative and all supplemental reports, the reader will know if the case is open or closed.
 - c. Review the clearance block to make sure it's correct.
 - If it is not correct, modify the clearance block to the correct status.
 - d. If the correct status is an open case (e.g., "Active/Open", "Waiting Lab Results", etc.), ensure a member is assigned to the case.
 - If no member is assigned, immediately assign one member, and only one, with the capacity of Lead Investigator and give an appropriate due date pursuant to this policy.
 - e. If the case is closed and no further investigation is necessary, ensure the clearance block shows as closed status ("Closed", "Inactive", "Unfounded", etc.).
 - f. Once the Notify or Update entry has been properly reviewed, as listed above, the entry should be immediately deleted.
3. Follow Up – Overdue entries will be immediately addressed by the patrol supervisor. The patrol supervisor will:
 - a. Review the GO and the overdue Follow-Up assignment in RMS.
 - b. Contact the assigned officer to determine the reason the assignment is overdue, if necessary; and
 - c. Determine if the diary date will be extended or not.
 - Extending the diary date may be done if the supervisor determines the initial diary date did not provide sufficient time to complete the assignment.
 - Extending a diary date may also be done if the reason the assignment is overdue is due to factors not within the control of the assigned member (e.g., waiting for lab results, waiting for results of a search warrant, etc.).
 - A lack of effort by the assigned member to complete the assignment is not a valid reason for extending the diary date.
 - d. If a GO is showing overdue but the assigned member has completed a Follow-Up report with the correct capacity and clearance block, but the Follow-Up report is awaiting transcription, the supervisor **shall** do one of the following two options:
 - Extend the diary date of the assignment to give sufficient time for transcription before going overdue again; or

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- Manually complete the Approval section of the Follow-Up assignment by filling in the name of the approving sergeant, the date, and updating the “Follow-Up Completed” to “Yes”.

4.2 Patrol Officer Responsibilities

- Upon assignment of a case for follow-up, the assigned officer will make every effort to complete the assigned case before the diary date.
- Officers will conduct a weekly audit of their case management/workflow in RMS to ensure:
 - All Follow Up – Assigned cases are completed before the diary date.
 - All Notify Off entries are reviewed in a timely manner and are deleted after being reviewed.

4.3 Patrol Lieutenant Responsibilities

- Patrol lieutenants have overall responsibility over the case management and case management-related administrative duties for their shift.
- Patrol lieutenants will conduct regular case management reviews of all squad handles under their command to ensure:
 - Routed and Approved entries are being handled in a timely manner.
 - Notify and Update entries are being reviewed and deleted in a timely manner.
 - Follow Up – Overdue entries are immediately addressed and properly handled so they no longer appear as overdue.
- Patrol lieutenants will ensure all GOs which appear on any of the following inspection reports are properly and completely handled without unnecessary delay:
 - Charges Not Filed
 - Furthers (Overdue Further Assignments)
 - Follow-Ups Overdue
 - Outstanding (Missing) DC1 Reports
 - Unapproved Reports (8-Day Report)

5. CASE CLOSURE

For a complete list of clearance block status dispositions and definitions, see [DPM 3.3.75A Clearance Block Status Dispositions](#).

5.1 Patrol Officer

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- A. Upon completion of a Follow-Up assignment, the assigned officer will:
 1. Write a Follow-Up report with a capacity that matches the original Follow-Up assignment.
 2. Clearly state the appropriate case status at the end of the narrative (e.g., “Closed”, “Inactive”, “Cleared by Arrest”, etc.).
 3. Ensure a clearance block is included and has the appropriate final case status (e.g., “Cleared by Arrest”, “Closed”, “Inactive”, etc.).
- B. Long Form Process:
 1. Upon completion of an investigation involving a long form complaint, the investigating officer shall complete the long form charging paperwork at the time of report completion. The officer will save the long form charging paperwork in the division’s long form drive, located on the “X” drive.
- C. Submitting Juvenile Charging Paperwork:
 1. The following original forms are required; copies will not be accepted:
 - a. Juvenile Referral 2-Part Form (revised 2019).
 - b. [DPM 3.5.5F1 Juvenile Affidavit](#) (revised 01/24/2013).
 2. Verify the:
 - a. GO#, name, date of birth and social security number are accurate and match the information added to RMS.
 - b. ARS code and description are added in both the forms and in the summons tab in RMS.
 - c. Explanation section is completed with the referring agency, member ID, date of referral, name of complainant (officer), and signature. If any information is missing from this section, the Court will not accept the submission.
 3. Ensure the juvenile affidavit is notarized prior to submitting to the supervisor for review. The court will not accept photocopies.

5.2 Patrol Supervisor

- A. When the investigation of a Follow-Up assignment is completed, and the assigned officer has submitted their final Follow-Up report, the patrol supervisor who reviews the Follow-Up report for approval shall ensure:
 1. The capacity on the Follow-Up report matches the capacity of the original Follow-Up assignment;
 2. The Follow-Up report includes the appropriate clearance block status (e.g., “Closed”, “Cleared by Arrest”, “Inactive”, etc.); and
 3. **All** follow-up which needed to be done has been. This is accomplished by reading the original narrative and any supplemental reports.

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- B. Supervisors shall not manually approve a Follow-Up assignment on a GO unless the sergeant has previously done at least one of two things:
 - 1. Verified there is a Follow-Up report in RMS (or transcription) documenting the actions taken to complete the Follow-Up assignment; or
 - 2. The sergeant has written a supplemental report documenting an explanation of why the sergeant is approving (and thus closing) the Follow-Up assignment on the case.
- C. Supervisors who manually approve a Follow-Up assignment on a GO shall ensure the clearance block is updated to the status indicated in the clearance block shown on the final Follow-Up report by the Lead Investigator.
- D. Long Form Process:
 - 1. When the approving supervisor reviews a report with long form charges, the supervisor will review all charging paperwork prior to approving the report to determine accuracy and completeness.
 - a. When it is determined the charging paperwork is accurate and complete, the long form charging paperwork shall be immediately emailed to the CID Clerks at **PDLongForm** by the approving sergeant.
 - b. Once the charging documents have been emailed to CID Clerks for filing, the approving sergeant shall move the folder containing the long form documents to the appropriate folder for storing approved and filed long form documents.
- E. Reviewing Juvenile Charing Paperwork:
 - 1. The following original forms are required; copies will not be accepted:
 - a. Juvenile Referral Two-Part Form (revised 2019).
 - b. [DPM 3.5.5F1 Juvenile Affidavit](#) (revised 01/24/2013).
 - 2. Verify the:
 - a. GO#, name, date of birth and social security number are accurate and match the information added to RMS.
 - b. ARS code and description are added on both the forms and in the summons tab in RMS.
 - c. Explanation section is completed with the referring agency, member ID, date of referral, name of complainant (officer), and signature. If any information is missing from this section, the Court will not accept the submission.
 - 3. Ensure the juvenile affidavit is notarized.
 - 4. The GO, supplements and Follow-Ups will all be approved in RMS prior to sending the originals via interoffice mail or with the Police Service Assistant (PSA) to the MPD CID Clerks.

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REFERENCES

- [ARS 13-107 Time limitations](#)
- [DPM 3.3.75 RMS Case Assignment, Management & Closure for Investigative Units](#)
- [DPM 3.3.75A Clearance Block Status Dispositions](#)
- [DPM 3.5.5F1 Juvenile Affidavit](#)
- [MRE/RMS Reference Guide](#)
- [Re-Assigning Follow-Up Assignments in RMS Case Management](#)