TELEPHONE REPORTING

A. Policy

Efficient allocation of Police Department resources requires the use of modified or non-traditional reporting procedures. Proper police response to a citizen report does not necessarily require that an agent respond to meet with the reporting party. One such method is provided through telephone reporting.

These procedures shall provide for specified reports to be taken via telephone by the Patrol Support Technicians or the agent assigned to desk duty. In addition, the procedures for the handling of information will not only ensure that necessary reports are completed but that a high degree of quality in police response is available when appropriate.

B. Procedure

1. Telephone Reporting

a. Patrol Support Technicians are assigned to the Patrol Division and are supervised by the Patrol Support Coordinator.

b. Patrol Support Technicians routinely complete written crime reports that do not require the dispatching of a patrol agent. The Patrol Support Technicians will include, in any report taken, the means by which the information was received.

c. Telephone reporting personnel will be limited to the type of reports outlined below:

(1) Attempted burglary (no suspect information)
(2) Auto Theft
(3) Burglary, 2nd and 3rd degree (cold; an entry into a residence will require an agent’s response).
(4) Criminal mischief (cold or just occurred with no suspect information)
(5) Criminal trespass (cold or just occurred with no suspect information)
(6) Harassment (cold or just occurred with no suspect information)
(7) Lost property
(8) Missing persons
(9) Runaways
(10) Supplement report
(11) Suspicious incidents
(12) Tampering
d. Incoming calls for police service must be screened to determine the following prior to a report being taken by telephone:

1. Are there suspects or witnesses on scene?
2. What time has elapsed since the incident?
3. Is there anything of evidentiary value to be gathered or processed? (Telephone reports can be taken and a CSI respond at a later time.)
4. Is the reporting party upset, requiring an in-person contact with an agent?
5. Does the reporting party in the above cases know that a report can be taken over the phone?
6. If suspect information is such that a suspect is still on scene, can be identified or located by a responding agent within a reasonable period of time, or if an agent would be needed on scene to determine the suspect information, an agent shall be sent on the call.
7. If there is evidence which should be evaluated for potential processing, an agent should be notified for follow-up.
8. If there is any doubt, a patrol sergeant or above will make the final decision concerning an agent's response. A sergeant or above will further determine the need for an immediate response by an agent or a delayed response as dictated by call load priorities.
9. When the call load is minimal and no telephone calls or reports from CAD are holding for Patrol Support Technicians, Patrol Support Technicians will assist the desk agent with telephone or walk-in reports which may be holding.

The following guidelines will be followed by TRU personnel in dealing with citizens at LPD:

(a) Patrol Support Technicians may take reports as specified in Section "c" above. Offenses, such as assault, domestic violence, or violation of a restraining order should be
referred to the desk agent.

(b) Patrol Support Technicians will not attempt to detain or engage in any physical contact with irate, hostile, or dangerous individuals.

(c) Patrol Support Technicians will summon the desk agent for further assistance should an individual be perceived as a threat or begin to display a hostile demeanor. The desk agent shall be responsible for handling individuals who appear to present a threat or require physical restraint.

(d) If at anytime, Patrol Support Technicians believe their safety or the safety of others is at risk, Patrol Support Technicians shall contact the Communications Center or dial "911" to request additional back-up at the appropriate location.