



Alexandria Police Department
Directive 10.14



TELEPHONE & ON-LINE REPORTING

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10.14.01 PURPOSE AND POLICY

The purpose of this directive is to establish procedures for telephone and online reporting of crimes and incidents.

It is the policy of this department to provide the opportunity for citizens to report certain crimes and incidents by telephone and online by accessing the Alexandria Police Department website at alexandriava.gov/police and clicking on Online Resources. Reports handled by these measures increase the number of police officers available to respond to emergencies and other police functions. Telephone and online reporting accomplishes this objective and provides an appropriate police response to complaints that are less serious and do not require the presence of an officer to write a report.

10.14.02 PROCEDURES

- A. When a call is received in the Department of Emergency Communications (DEC) and it qualifies as a telephone report (see section 10.14.04), call takers will record the information on the Computer Aided Dispatch (CAD) system. Call takers will assign the call to *the Telephone Reporting Unit* (TRU) and clear the call according to the proper procedure for the system (as TRU). Call takers are to encourage citizens to use the online reporting system as an alternative means to make the report by telephone. *Citizens may also access the online reporting system directly through*

the Department's website without contacting DEC and being referred. Through a series of questions, the online system will determine if the report qualifies for online reporting or will direct the citizen to contact DEC to dispatch it as a call for service.

- B. The supervision and management of the TRU is the responsibility of the Information Services Section (ISS) commander or designee.
- C. Personnel assigned to TRU, whether a police services clerk (PSC), special police officer (SPO), police officer, or volunteer, and whether permanently or temporarily assigned, are responsible for:
 - 1. Receiving calls transferred from DEC.
 - 2. Checking the incident listing report for pending calls and writing reports as necessary,
 - 3. Handling all calls received unless, after having spoken with the complainant, further action by TRU would be inappropriate. Upon approval by an ISS supervisor *or designee*, DEC will be notified to dispatch such calls.
 - 4. *Reviewing incidents received in the online reporting system and writing reports as necessary.*
- D. Employees assigned to TRU will print out all calls received via the incident listing report. Then, the PSC will log the calls into the TRU computer program.
- E. Priority 1 calls (*as defined in 10.14.03*) will be handled immediately. Normally, all other calls will be handled in order of receipt. Exceptions may be made by an ISS supervisor or higher.
- F. Employees taking any action on a TRU call (for example, phone message left, report taken and disposition, etc.) will document it by writing on the printout the action taken, date, and the employee's name. The employee will then place the printout in the designated basket to await update of the TRU computer program by the PSC.
- G. The PSC is accountable for ensuring all pending telephone reports have been received and handled.
- H. All persons assigned to TRU are responsible for contacting complainants of any calls pending from the preceding shift or day.
- I. Persons writing telephone reports will *select "Telephone Reporting" in the Division drop down box in Report Manager* whether they are assigned to TRU permanently or temporarily. Reports completed in TRU will be sent to the ISS supervisor (s) for review and sign off.
- J. Credit card frauds, embezzlements, forgeries, or similar white-collar offenses will not be handled by TRU, except when the reporting party is out of town.
 - 1. Police Information reports for white-collar offenses such as Identity Theft occurring outside the City, taken as a courtesy to aid citizens with the recovery of funds, would be handled by TRU.
- K. During those occasions when there are more than 20 pending calls, TRU staff is to notify an ISS supervisor. The ISS supervisor will determine if additional assistance is needed. The ISS supervisor will request the On-Duty Watch Commander to

determine the availability of a police officer to respond to TRU to handle the backlog. If a police officer is not available, sending calls to TRU may be suspended until such time that the backlog improves and is manageable.

- L. The ISS supervisor suspending TRU calls is responsible to notify the On-Duty Watch Commander and DEC of the deferment.
- M. Once the TRU backlog is manageable, the ISS supervisor is responsible to notify the On-Duty Watch Commander and DEC of the reinstatement.

10.14.03 PRIORITY 1 AND 2 CALLS

- A. Call takers will use the charts below to determine if a call should be handled by TRU. Only calls listed therein will be handled by TRU. An ISS supervisor or higher may make exceptions when unusual circumstances exist.
- B. *For purposes of this Directive, "Identifying Suspect Information" will be defined as descriptors that are likely to assist responding officers in locating a suspect (e.g. name/nicknames, current suspect location or suspect's address). Calls received with only vague or broad descriptors that are unlikely to assist responding officers in locating a suspect (e.g. race and gender only, wide range for age, height or weight, no description of clothing, hair color or distinctive characteristics) should be handled as described in Sections D and E below. If TRU discovers additional suspect information in a Priority 1 Call, TRU will notify DEC in order to update circulating officers.*
- C. If a call is sent to TRU and TRU discovers *identifying* suspect information, TRU will return the call to DEC to dispatch to Patrol.
- D. **PRIORITY 1 CALLS** are handled immediately upon receipt by TRU. If TRU is not staffed and/or no one is available to handle the call, it will be dispatched by DEC. See the chart below for further information.

TYPE OF REPORT	CRITERIA FOR REFERRAL TO TRU	ACTION REQUIRED
GRAND LARCENY AUTO	<p>1) No <i>identifying</i> suspect information <i>AND</i> 2) Offense <i>likely</i> occurred <i>more than one hour prior to receiving the call.</i></p>	<p>DEC: Dispatch a unit to check area for a dropped vehicle and video cameras in area.</p> <p><i>PATROL: Circulate in effort to locate dropped vehicle and video cameras, document efforts in CAD and clear call as "TRU" through DEC.</i></p> <p>TRU: Enter vehicle into NCIC/VCIN. <i>Complete report – note efforts made by Patrol officers documented in CAD.</i> Notify DEC of lookout.</p>

LARCENY <i>including SHOPLIFTING (PETIT) and LARCENY FROM AUTO (JUST OCCURRED)</i>	1) <i>No identifying suspect information</i> AND 2) <i>Offense occurred more than one hour prior to receiving the call.</i>	<i>DEC: Dispatch unit to circulate for suspect.</i> <i>PATROL: Circulate in effort to locate suspect, document efforts in CAD and clear call as "TRU" through DEC.</i> <i>TRU: Complete report – note efforts made by Patrol officers documented in CAD.</i>
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E. **PRIORITY 2 CALLS** are any that are not included in Priority 1 and usually do not require immediate action. See the chart below for further information.

TYPE OF REPORT	<i>CRITERIA FOR REFERRAL TO TRU</i>	ACTION REQUIRED
TAMPERING WITH AUTO	1) <i>No identifying suspect information</i> AND 2) <i>Offense likely occurred more than one hour prior to receiving the call.</i>	<i>TRU: Complete report.</i>
LARCENY <i>including SHOPLIFTING (PETIT) and LARCENY FROM AUTO (OCCURRED EARLIER)</i>	1) <i>No identifying suspect information</i> AND 2) <i>Offense likely occurred more than one hour prior to receiving the call earlier.</i>	<i>TRU: Complete report.</i>
DESTRUCTION OF PROPERTY, <i>Excluding GRAFFITI</i>	1) <i>No identifying suspect information</i> AND 2) <i>Offense likely occurred more than one hour prior to receiving the call.</i>	<i>TRU: Complete report.</i>

HIT AND RUN (MISDEMEANOR)	1) No <i>identifying</i> suspect information <i>AND</i> 2) Offense <i>likely</i> occurred <i>more than one hour prior to receiving the call AND</i> , and 3) <i>No injury reported</i> . If occurred on public property, damage estimate under \$1,500 to victim vehicle.	<i>TRU: Complete</i> report.
CITY TAG LOST	Lost tag.	<i>TRU: Obtain</i> tag number, <i>complete</i> report.
LOST PROPERTY	Believed lost in Alexandria.	<i>TRU: Complete</i> report.
PHONE CALLS: harassing, annoying, obscene	1) No <i>identifying</i> suspect information <i>AND</i> 2) Not domestic-related.	<i>TRU: Complete</i> report, refer victim to phone company.
POLICE INFORMATION		<i>TRU: Complete</i> report.
<i>IDENTITY THEFT OR CREDIT CARD FRAUD</i>	1) <i>No identifying suspect information AND</i> 2) <i>The reporting party is out of town</i>	<i>TRU: Complete Report. Advise victim to follow up with card issuer.</i>

By Authority Of:

**David Huchler
Acting Chief of Police**