



Policy 506

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| Subject TELEPHONE REPORTING UNIT (TRU) | |
| Date Published 12 February 2020 Amended 18 August 2025 | Page 1 of 3 |

By Order of the Police Commissioner

POLICY

The Baltimore Police Department (BPD) established the Telephone Reporting Unit (TRU) to reduce Patrol response to low-priority calls for service (CFS). This allows patrol officers to respond more expeditiously to higher priority CFS, conduct proactive patrol, engage with citizens, and address community concerns. Based on the TRU investigation, a report may be written or the call may be given an oral code. TRU does not relieve the responsibility of patrol members from conducting necessary investigations.

GENERAL

1. TRU will attempt to assist with any call for police service after reviewing the initial intake information from the 911/311 operator.
2. TRU is responsible for attempting to make contact with all citizens who are waiting for police service longer than twenty-five (25) minutes.
3. TRU members will be guided by the Standard Operating Procedures established by the Communications Section.
4. TRU is authorized to investigate the following incidents, but is not limited to:
 - 4.1. Auto Accidents (excluding tow, injury, or government vehicle),
 - 4.2. Civil Matters,
 - 4.3. Destruction of Property,
 - 4.4. False Pretense (excluding identity theft),
 - 4.5. Follow-up,
 - 4.6. Hit and Run (excluding those with identifying striking vehicle info),
 - 4.7. Lost Property,
 - 4.8. Larceny,

- 4.9. Larceny from Auto,
 - 4.10. Nuisance Complaints (excluding parking complaints involving blocked driveways and handicapped spaces),
 - 4.11. Out of Jurisdiction,
 - ~~4.12. Stolen Auto (excluding when a citation is necessary);¹~~
 - 4.13. Unauthorized Use, and
 - 4.14. 911 No Voice (must make contact with complainant with confidence that no emergency exists).
5. TRU will **NOT** handle any calls meeting the following criteria:
- 5.1. Domestic related,
 - 5.2. In-progress (excluding apparently no longer in progress),
 - 5.3. Incident just occurred (excluding apparently no longer just occurred),
 - 5.4. Suspect is on scene,
 - 5.5. Tangible evidence needing collection and/or submission (may collect select evidence digitally), and
 - 5.6. Injury or threat present.
 - ~~5.7. Stolen Auto²~~

REQUIRED ACTION

TRU Member Responsibilities

6. Monitor the pending calls for service using the Computerized Aided Dispatch (CAD) System.
7. Contact the complainant and explain the purpose for the call.
8. Determine if a crime or incident has occurred which requires abatement by written report or oral disposition code via TRU.
9. If a call requires investigation by Patrol, supplement with a reason and pre-empt. Notify TRU Supervisor for re-routing back to the appropriate DAREA.
10. Complete all reports by the end of your tour of duty.

¹ Amended by PCM 25-08 Telephone Reporting Unit (TRU) Not Authorized to Investigate Stolen Autos

² Amended by PCM 25-08 Telephone Reporting Unit (TRU) Not Authorized to Investigate Stolen Autos

TRU Supervisor Responsibilities

11. Monitor and review all pending calls city-wide and determine if TRU assistance is appropriate. If appropriate, transfer call directly to TRU member or TRU DAREA.
12. Review and re-route any call for service deemed ineligible for abatement by TRU.
13. Collect and ensure all reports are saved on the BPD shared drive, reviewing for accuracy and completeness (make corrections as necessary).
14. Collect individual performance worksheets and prepare daily unit performance sheets.
15. Prepare accountability report to include original written reports and deliver to the Records Management Section (RMS). Email copies to appropriate district RMS personnel.
16. Provide TRU members with TRU Policy and Standard Operating Procedures and ensure adherence.

RESCISSION

Remove and destroy/recycle Policy 506, *Telephone Reporting Unit (TRU)*, dated 1 August 2016.

COMMUNICATION OF POLICY

This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy.