



CONCORD POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

TELEPHONE REPORTING UNIT

GENERAL ORDER: 09.20

CREATED: April 1, 2001

ISSUE DATE: October 1, 2022

ACTION: Re-numbers general order dated May 24, 2019.

EFFECTIVE DATE: October 1, 2022

09.20.0 **PURPOSE**

The purpose of this general order is to establish guidelines for the Telephone Reporting Unit (TRU) when taking reports by telephone.

09.20.1 **POLICY**

The Concord Police Department shall use the Telephone Reporting Unit (TRU) in certain instances for incident reporting purposes and to reduce the number of low-priority calls for service.

09.20.2 **TELEPHONE REPORTING UNIT (TRU)**

- A. When a telephone call is received concerning the need for an incident report or supplement, it may be taken if the incident meets certain criteria as outlined in this general order.
- B. Coworkers assigned to TRU shall attend a departmental report writing course to learn to take an incident report and a supplementary report in the correct manner. The coworker must also exhibit an amount of proficiency that will be judged by neatness and accuracy of reports.
- C. Eligible reports received by the TRU shall be completed as an incident report through the Mobile Field Reporting System. The report will then be reviewed by an on-duty supervisor and will either be approved or sent back to TRU for corrections.
- D. TRU coworkers shall be responsible for ensuring people or property that meet criteria for entry into the North Carolina Division of Criminal Information (DCI)/ National Crime Information Center (NCIC) are entered in a timely manner. TRU may request a Customer Service Member enter the information or if time allows enter the person or property themselves.

09.20.3 **TELEPHONE REPORTS**

- A. Incident reports may be assigned to TRU by:
 1. When a telephone call is received by the Communications Center, it will be built as a call for service and entered into the Computer Aided Dispatch (CAD) system. If the Communications Center determines that the incident meets the criteria set forth in this general order, the call will be dispatched via Mobile Computing

Terminal (MCT) to a Telephone Reporting Unit member. The unit member will then make contact by telephone to the reporting party to discuss the incident.

2. If the report is a walk-in or a direct call to the department, the Telephone Reporting Unit member who receives the call will build (or request that the Communications Center builds) the incident as a call for service in the Computer Aided Dispatch (CAD) system.
- B. Once it is determined that the incident meets the criteria for a report to be taken via telephone, a member of the TRU will be contacted and initiate the report.
1. When received by a Telephone Reporting Unit (TRU) coworker, the member will use the Mobile Computing Terminal (MCT) to generate a self-initiated call and enter the appropriate information to create an event. The team member will then use the Mobile Computing Terminal (MCT) to generate an Originating Case Agency (OCA) number for the report.
 2. When received by TRU, the necessary information shall be gathered to properly complete the report. TRU shall contact the communications center by phone and request that a call be generated for the incident along with an Originating Case Agency (OCA) number.

09.20.4 REPORT CRITERIA

- A. All five criteria must be met for reports that can be taken by telephone:
1. Misdemeanors not in progress;
 2. Non-violent Felonies (property crimes);
 3. Incidents where no physical evidence may be present to be collected (not including financial records, emails or other paper documents);
 4. No personal injury has occurred;
 5. No witnesses are available to interview.

NOTE: If TRU coworkers question if an incident should be taken by TRU, an on-duty patrol supervisor shall be contacted for clarification.

- B. EXAMPLES (BUT NOT A COMPLETE LIST) OF ACCEPTED REPORTS BY TELEPHONE:
1. Frequent Runaways (with supervisor approval);
 2. Property damage/Vandalism (except traffic crashes);
 3. Fraud, Obtaining Property by False Pretence or Embezzlement;
 4. Identity or Financial Identity Theft or Forgery;
 5. Harassing Phone Calls (unknown suspect(s));

6. Communicating Threats (unknown suspect(s));
 7. Minor assaults with **no injury** (unknown suspect(s));
- D. TRU SHALL NOT TAKE A REPORT IF IT INVOLVES:
1. Felony offenses against a person;
 2. Any complaint where there is damage or loss that exceeds five thousand dollars (\$5,000);
 3. Any in-progress call;
 4. Any misdemeanor that was witnessed with a known suspect and can be referred to the Magistrate for private party warrants;
 5. Any report requiring a DMV-349 for traffic crashes;
 6. Larceny of prescription medications;
 7. If life or property are in immediate danger;
 8. If the suspect(s) is on scene;

NOTE: TRU coworkers that may receive calls they believe are misrouted, or there is reasonable doubt concerning the criteria, shall take the preliminary information concerning the incident and then contact an on duty patrol supervisor to determine if a district officer shall respond.

09.20.5 RETURNING TELEPHONE CALLS FOR REPORTS

- A. TRU coworkers shall return all calls assigned to the unit within three hours of the time of the initial call. In the event the report cannot be taken in the one hour time frame, a TRU coworker shall call the reporting party and advise them of the delay.
- B. In the event that the reporting party was not able to be contacted or has not called again to inquire about the report, the call and report will be disregarded and will be cleared appropriately after a period of twenty-four (24) hours.
- C. TRU shall attempt to contact the reporting party a minimum of three (3) times within eight (8) hours from the time the unit member received the initial call or dispatch.

09.20.6 **FOLLOW-UP ON TELEPHONIC REPORTS**

Once a report has been approved and processed through Customer Service, it shall be assigned to the appropriate bureau/unit for investigation and follow-up.

A handwritten signature in blue ink, appearing to read "Gary Gacek".

GARY J. GACEK
CHIEF OF POLICE