

DAYTON POLICE DEPARTMENT  
GENERAL ORDER  
ONLINE AND TELEPHONE  
REPORTING



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**POLICY STATEMENT**

It is the policy of the Dayton Police Department to provide online reporting services to the community. The Department's Online Reporting System will be utilized to expedite reporting of minor crimes and incidents, provide quick and efficient service to the public, and more effectively manage field personnel and resources.

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**I. GENERAL GUIDELINES**

- A. The Dayton Police Department will respond to in-progress incidents and all crimes with evidence or information, which may lead to the identity of a suspect and their apprehension, or if the incident just occurred and there is likelihood the suspect may still be in the area.
- B. **The following is a list of calls that can be handled by online reporting:**
- **Animal Bites** – Citizen only wants documentation with no criminal investigation.
  - **Breaking & Entering** – Vacant structure, detached garage or shed.
  - **Criminal Damaging/Vandalism** – The intentional act of changing, modifying or defacing public or private property. With the exception of hate crime involvement.
  - **Fraud** – Wrongful or criminal deception intended to result in financial or personal gain.
  - **Telephone Harassing** – Unwanted phone calls of an annoying, harassing, or threatening nature (not DV/TPO related). Repeated Hang-ups.
  - **Identity Theft** – Obtaining someone else's personal identifying information and using it to obtain credit, goods, or services.
  - **Lost Property** – When property is missing or lost.
  - **Property Damage (Accidental)** – Minor property damage which is not criminal in nature under \$500 loss (does not include vehicle crashes).
  - **Theft (Non-Vehicle)** – Your property is taken or attempted to be taken without your permission (other than forced entry into property).
  - **Theft (Vehicle Related)** – Property is stolen from a motor vehicle or attempted theft of a motor vehicle. (actual stolen vehicles cannot be reported on this form).
  - **Theft (Gas drive-off)** – Property (fuel) is stolen from a service station, convenience store, etc.
  - **Traffic Accident** – Traffic Accidents that only need a report number.
- C. **The following is a list of calls that can be handled by the TRU (Telephone Reporting Unit):**



- **Calls That Qualify for Online Reporting**
  - **Care House Complaints** – Refer to section IV.B.
  - **Fraud** – Fraud complaints unless information is received that an officer response is needed.
  - **Lost Property** – Excluding complaints involving firearms, hazardous materials, or devices (lost cell phone incidents will not be assigned a case number).
  - **Mental Health** – see General Order 2.04-5 Response To Mentally Ill / Crisis Intervention Team, section III, D., 3.
  - **Missing Adults** – Complaints where there are no unusual circumstances. Excluding missing persons aged 65 or older and/or that have a mental health condition (requires officers be dispatched).
  - **Telephone Harassment** – If it does not involve a domestic partner.
  - **Theft Complaints** – to include shoplifting (unless a suspect is in custody) and theft from motor vehicles (victim vehicle information required).
    - **Not in-progress** theft of a motor vehicle. If call comments indicate that physical evidence was left at the scene, TRU will generate the report and request an officer respond in person to secure the evidence. When TRU officers are not working, patrol officers may choose to handle the call via a telephone call to the complainant. A broadcast has to be made with the Records Section.
    - **“Attempted” Theft of Motor Vehicles\*** (victim vehicle information required).
    - **Theft of License Plates** – A broadcast has to be made with the Records Section.
    - The following thefts **require** an officer respond to the scene - firearms, hazardous materials, or devices.
  - Additionally, there may be situations where TRU would be utilized in order to minimize officers being exposed to communicable viruses / diseases, during inclement weather incidents, or during other emergencies. With the approval of the Assistant Chief of Police, or in their absence, a Division Commander, approval can be given to handle any priority 4 or higher call via TRU when a suspect is not on scene and there is no immediate threat of harm to the victim. This portion of the policy will be discontinued once the department resumes normal operations.
  - In situations where there may be evidence at the scene, the TRU officer will request a crew respond via dispatch to check to see if an evidence crew is needed. In these situations, the report will still be completed by the TRU officer. If an evidence crew is needed, the responding crew will make the request via dispatch and the officer who responded to the scene will ask the TRU officer to complete the e-crew request form.
- D. Crimes involving peace officers where the loss is their government-issued equipment (badge, ID, firearm, etc.) shall not be reported online. Such crimes may be reported via TRU with supervisory approval.
- E. Persons under the age of 18 are not permitted to complete an online report.
- F. Officers may assist a citizen in filing an online report in order for the citizen to receive an immediate copy.
- G. Cases involving serialized property where the serial number is known, including lost/stolen plates, will not be referred or accepted as online reports (except lost cellular phones- see section I.B. above). For the purposes of this order, credit cards and miscellaneous identification (medical cards, driver's license, etc.) will not be considered “serialized property”.
- H. Officers doing follow up on online reports need to check DIBRS (Dayton Incident Based Reporting System) or contact the Records Section for appropriate DIBRS number when recovering any property on any online report.

## II. DISPATCH PERSONNEL RESPONSIBILITIES



- A. When the RDC (Regional Dispatch Center) receives a call from a citizen wishing to report an incident, they will determine if the call falls within the scope of an online report:
  - 1. Determine if the caller is age 18 or older.
  - 2. Determine if the caller has access to the Internet. If so, inform the caller the incident should be reported over the internet without having to wait, or at their leisure. Other options for reporting are via the TRU. No officer will be dispatched to take reports qualifying for online or TRU reporting.
  - 3. Inform the caller they will be able to immediately print a copy of the report without charge.
  - 4. Advise the caller of the Police Department's website address: [www.daytonohio.gov/filepolice-report](http://www.daytonohio.gov/filepolice-report).
- B. If RDC personnel determine that the report is not suitable for online reporting but meets TRU standards, they will type up the call for the TRU to take the report. If a TRU officer is not on duty, the call should be typed up for normal patrol response.

### III. FOLLOW-UP RESPONSIBILITIES

- A. Designated personnel in the Central Investigations Bureau will review all online reports submitted via the internet at the beginning of their shift, Monday through Friday, and export approved reports into MIS. They will also check online reports for correct crime classification and make minor editing changes, if needed. Reports will be corrected according to the elements of offense described by the citizen author. Online reports may not meet the standard of those filed by Police employees. Some minor errors are permitted as long as the report makes sense.
- B. Review personnel will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature and do not change the intent of the report. If review personnel determine the report was misclassified, it may be modified to fit the most appropriate section.
- C. If a report is rejected, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via e-mail to the citizen and a duplicate to a department storage mailbox. If the citizen provided a valid telephone number, an attempt to contact them and clarify the problem prior to rejecting the report shall be made.
- D. Review personnel shall request a uniformed officer response when, in the reasonable judgment of the reviewer, circumstances indicate further investigation is warranted. In this circumstance, a rejection notice should be sent to the citizen and the reviewer will state in the rejection box that a response will be made.
- E. Complaints that have no workable information will be coded to receive an automated response indicating that if further information is developed, to contact a specific unit.
- F. Once assigned, detectives will complete a supplemental report indicating the results of their follow-up investigation if they develop any further information.

### IV. TELEPHONE REPORTING UNIT

- A. Protocol for calls meeting TRU criteria

The TRU is responsible for handling calls where the response of a street crew to the scene is unnecessary. All calls that fit the TRU standards will be handled by the TRU. The purpose of the TRU program is to keep street crews available for calls where their presence is needed.

Personnel assigned to TRU will complete reports by typing them directly into DIBRS (refer to General Order 3.04-1, Dayton Incident Based Reporting System).

- B. CARE House TRU procedure



Normally, Montgomery County Children Services CARE House caseworkers will complete a "ticket" through the police department's osTicket system and have a report completed. This will not require any actions from TRU. Occasionally, the osTicket system is down, or other non-CARE House CSD (Children's Services Division) workers may need to make a report. If so, please follow these guidelines. This also applies to non-Montgomery County Children Services workers.

1. Montgomery County Children Services CARE House caseworkers should call the RDC at **(937) 225-4357** and request that a call for a TRU Report be generated.
2. IF THE CRIME OCCURRED IN THE CITY OF DAYTON AND DAYTON POLICE HAVE JURISDICTION OVER THE CRIME, the CARE House caseworker should request that a TRU officer contact them so that a police report can be filed over the telephone.

NOTE\*\* Location of occurrence is mandatory to determine jurisdiction. Regardless of whether or not the victim and/or suspect live in the City of Dayton, where the crime happened is what will determine which police agency will have the authority to investigate the crime.

3. When a DPD TRU officer calls back to take the CSD referral information for police report, the DPD TRU officer will determine:
  - a. If the elements of crime are present and sufficient for a DIBRS crime report, or;
  - b. If the information will be documented in a memo for information only;
  - c. If a memo is filed, the TRU officer should designate and mark it as "**SPECIAL VICTIMS UNIT**". Using this heading ensures that the report will be designated to the appropriate ASN and go directly to the SVU (do not use the heading "Alleged Crime").
  - d. DPD TRU will then provide the DIBRS report number to the reporting CSD caseworker for reference.

NOTE: Frequently, the information that needs to be documented in the narrative of the DIBRS report is lengthy. If it is determined that the referral documentation for the DIBRS narrative can be forwarded to the TRU officer via **e-mail or fax**, the decision to do that will be made by the TRU officer when the TRU officer contacts (or calls back) the CSD caseworker by telephone.

#### C. Staffing

The TRU should be staffed with officers as needed. While the unit is monitored by the Support Services Division's Administrative Services Bureau, the Patrol Operations Division or light / restricted duty positions are responsible for staffing the TRU position. The responsibility may rotate between Patrol Operations Districts at the first of each month, and the appropriate district will be required to provide staffing. This may require the need for temporary transfers of personnel to the Support Services Division.