


FORT SMITH POLICE DEPARTMENT

POLICIES AND PROCEDURES

SUBJECT	Remote Reporting		
NUMBER	1102.06	EFFECTIVE DATE	March 22, 2001
SCHEDULED REVIEW DATE	Annually beginning January 1	ISSUE DATE	March 22, 2001
DATE REVIEWED	May 27, 2025	REVISION DATE	January 13, 2021
APPROVED BY		CALEA STANDARDS	LE81.2.14; LE 82.2.5; COM 6.2.8

I. Purpose

- A. The purpose of this policy is to establish procedures for the filing of offense reports telephonically, electronically, or ground mail by members of the Fort Smith Police Department.

II. Policy

- A. It is important that the Fort Smith Police Department maintains a balance between the efficient use of patrol time with the quality of service that we provide. The Fort Smith Police Department recognizes that under some circumstances, it may be necessary or even advantageous to receive certain crime reports by telephone or internet, rather than sending a police officer to investigate personally. It shall be the policy of the Fort Smith Police Department to accept reports by telephone or internet provided the circumstances of the reported incident are consistent with the contents of this policy.
- B. Because a significant amount of information is frequently required to complete an offense report, the Fort Smith Police Department *will not* accept reports that have been mailed. *While relatively infrequent, if a crime report is received by the Department via the mail, the letter will be turned over to the Detective Division, who shall make all reasonable efforts to contact the victim and complete a report by telephone*

III. Procedure [LE 81.2.14] [COM 6.2.8]

- A. Frequently, victims call the Fort Smith Police Department to report a crime who do not particularly care if an officer is dispatched to their location, and make it known that their reason for calling was to simply file a police report. In this type of circumstance, it may be appropriate for the call taker to ascertain if the caller would be satisfied by filing the report *by telephone or online*. If the caller indicates that he or she prefers to file the report by phone, the Communications Unit is authorized to transfer the caller to the Information Desk or other available person authorized to take offense reports. If the caller indicates that he or she prefers to file the report online, then the Communications Unit will direct the caller to www.fortsmithpd.org. There are certain conditions that make these sort of actions appropriate:
1. The offense the caller is reporting should be relatively minor. The type of offense might include minor thefts, minor incidents of criminal mischief, or other similar types of offenses. *An officer shall be sent to investigate those offenses involving*

Page 1 of 2	Effective Date: March 22, 2001
Subject: Telephone Reporting	Number: 1102.06

crimes in which the victim has sustained an injury, such as batteries or domestic offenses.

2. *The crime being reported must not be a crime in progress. If the crime is in progress, the call taker should explain to the caller that it is best that an officer be sent. If the caller still refuses to talk to the officer, a police officer shall be sent to the area; however the officer should be informed of the wishes of the caller. The officer may then use his or her best judgment upon arrival at the scene.*
 3. *There should be no known witnesses to the offense who can add information to the report, because that information would not otherwise be available if the report is taken by telephone. If witnesses are available, an officer shall be sent to the scene.*
 4. *To the caller's knowledge, there should be no suspect present or still in the area. If the suspect is present or is thought to be in the area, an officer shall be sent.*
 5. *The caller describes items of evidence (or items that may be evidence) left at the scene by the suspect. If items of evidence are present, an officer shall be sent to the scene.*
 6. *Any delayed accident that occurred on the street or private property (incident occurred hours or days prior to notifying authorities / both parties have left the accident scene). An officer shall respond to any real-time street accident, any accident with injury, or any accident where any involved party is causing a disturbance.*
- B. Employees who take an offense report by telephone shall indicate as part of the narrative the fact that the report was received by telephone.

Page 2 of 2	Effective Date: March 22, 2001
Subject: Telephone Reporting	Number: 1102.06