

A. PURPOSE. To prescribe the way department telephones are to be answered and to outline guidelines and responsibilities for the telephone receipt of police incident reports by non-sworn employees

B. GOALS

1. Professionally answer all department telephones
2. Provide prompt and efficient reporting of incidents not requiring on-scene presence
3. Relieve sworn officers of those tasks not requiring the authority or presence of a police officer to devote attention to more serious criminal matters

C. TELEPHONE ANSWERING. All Grand Rapids Police Department telephones shall be answered in the following manner:

1. Calls received through '9-1-1' shall be answered, "Grand Rapids 9-1-1, where is your emergency?"
2. Calls from the public received in the dispatch center or at the information desk shall be answered, "Grand Rapids Police," followed by the employee's first name. The employee's badge number will also be given upon request for further identification.
3. Calls received in any other unit or bureau shall be answered with the identity of the unit or bureau, the employee's classification or rank, and last name.

D. TELEPHONE REPORTING PROCEDURES. Information Desk personnel:

1. Receiving telephone calls shall determine the incident occurred in the City and if the need for a mobile response exists. If a mobile police response is required, employees shall:
 - a. Advise the caller that a mobile response will be made, and they will be transferred to a dispatch call taker.
 - b. Transfer the call to a dispatch call taker and remain on the line if possible.

- c. Be alert to the possible changing nature of an incident. The telephone report will be terminated, and a police unit dispatched if the information received indicates that a mobile police response is appropriate.
2. Shall take telephone reports of those incidents qualifying for such response in the following circumstances:
 - a. Vehicle larcenies where the caller has delayed calling to report the incident or desires report for insurance purposes only
 - b. Larcenies (including bicycles) when the value of the property is under \$1000.00
 - c. Lost consular cards
 - d. Malicious destruction to property where the damage is under \$1000.00
 - e. Obscene or harassing telephone calls that **do not** involve the threat of violence
 - f. Runaways over the age of 12
 - g. Abandoned vehicles (no other violations or hazards) are handled via the abandoned vehicle hotline (x3310)
3. Calling back complainants for reports shall advise the complainant of their identity, i.e., “Police Intern Doe of the Grand Rapids Police Department,” and the purpose of the call, i.e., “calling in response to your complaint of _____.”
4. Shall treat all parties with proper courtesy and respect.
5. Shall complete telephone reports if the reporting party refuses to provide some item(s) of information. A notation of “Refused” should be entered in the appropriate place on the report form.
6. Shall advise complainants filing telephone reports of the incident number assigned to their complaint.
7. Shall direct, to the attention of the Watch Commander, any request for police field unit response to calls for service normally handled by this procedure. The Watch Commander shall possess the authority to override this procedure.