

**LITTLE ROCK POLICE DEPARTMENT  
GENERAL ORDER**

**G. O. 313 MOTOR VEHICLE THEFT PROCEDURES**

<b>DATE:</b> 02/14/2024	<b>DISTRIBUTION:</b> DEPARTMENTAL	<b>REPLACES:</b> G.O. 313 (12/14/2022)	<b>NUMBER:</b> G. O. 313
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**I. General**

- A. The purpose of this Order is to establish procedures for handling stolen and recovered motor vehicles and other vehicle related offenses.
- B. "Vehicle" means any craft or device, self-propelled, designed for transportation of people or property across land, water, or through the air (A.C.A. § 5-36-101).
- C. Department of Emergency Communications (911) actions listed in this General Order are derived from their policies.

**II. Procedure**

- A. Stolen vehicle reports received by the Department of Emergency Communications (911)
  - 1. Whenever Department of Emergency Communications (911) receives information from an individual of a stolen vehicle, Department of Emergency Communications (911) will:
    - a. Call the contract wrecker companies and city impound lot to determine if the vehicle has been impounded. The Department of Emergency Communications (911) operator will determine the location of impoundment (contract wrecker lot or City impound lot) where the vehicle can be located and the location from where it was towed. When describing the vehicle, the vehicle identification number will be used, if known.
    - b. Check the repossession log to determine if the vehicle ~~had~~ has been repossessed.
    - c. Check private property tow log to determine if vehicle has been towed.
  - 2. If the vehicle is not located, broadcast the vehicle as unconfirmed stolen.
  - 3. Department of Emergency Communications (911) will enter an incident into the CAD system for dispatch purposes. Once dispatched, the officer will collect sufficient information and will conduct a preliminary investigation to determine the status of the reported vehicle. The investigation will include:
    - a. Verification of vehicle identifying numbers (license or VIN).
    - b. Verification of ownership. If the person reporting is not the vehicle owner, the information will be taken and an explanation of the discrepancy listed in the report. Both the actual owner and the caller names will be included on the report. Upon verification by the officer, the vehicle's status will be rebroadcast as confirmed.
  - 4. Once the stolen vehicle report has been completed by the officer, the officer will

immediately notify a supervisor so the report can be electronically approved in the Direct Report Entry system. Once approved, ~~a system-generated~~ *the officer and/or the officer's supervisor shall send an email will be sent* to the [AcicEntriesAndDeletions@littlerock.gov](mailto:AcicEntriesAndDeletions@littlerock.gov) distribution group for entry. *If the City's email system is not operational, the officer shall hand-deliver a copy of the incident report to the ACIC Records Compliance Specialist at LRPD Headquarters or to Department of Emergency Communications (911) personnel, if the Records Compliance Specialist is not available. The officer shall document to whom the form was delivered as a supplement to the original incident report.*

5. After all information is verified, the vehicle will be entered into the Records Management System (RMS), and ACIC/NCIC as soon as possible.
- B. Attempt to Locate (ATL) vehicle reports received by Department of Emergency Communications (911)
1. When Department of Emergency Communications (911) receives a report of an ATL vehicle, they will conduct a check of the vehicle as described in section II.A.1.a-c of this General Order.
  2. An officer will be dispatched to take the report from the complainant. The officer will request that Department of Emergency Communications (911) obtain ACIC information based on owner's name and vehicle registration. The officer will inform the complainant that an ATL report will be filed if:
    - a. The vehicle license or VIN are not available. Instruct the complainant to call Department of Emergency Communications (911) and provide those numbers as soon as possible;
    - b. The vehicle is not stolen but is only being driven without the consent of the owner. The complainant will be instructed if the vehicle is not returned within 72 hours, they will need to contact the appropriate ~~Special Assignment~~ Detective Unit to have the vehicle upgraded as stolen; or,
    - c. The preliminary investigation does not clearly indicate the vehicle is stolen or being driven without owner's consent. The report will be forwarded to the ~~Special Assignment~~ Detective Unit for additional investigation and determination of the vehicle status.
  3. Advise the complainant to immediately contact Department of Emergency Communications (911) if the vehicle is located or returned to the owner by anyone other than a law enforcement agency.
  4. Generate the appropriate report and either the responding officer or Department of Emergency Communications (911) personnel will broadcast the vehicle description.
- C. Information received by field officers or detectives:
1. A field officer or detective who becomes aware that a motor vehicle has been stolen shall:
    - a) Conduct a preliminary investigation in accordance with Divisional procedure;
    - b) Verify the vehicle identification numbers and complainant's identification through Department of Emergency Communications (911). If vehicle numbers are not

available, advise the complainant an ATL report will be filed as shown in the appropriate subsections of this order;

- c) The officer/detective will complete an incident report;
  - d) Officers/detectives and Department of Emergency Communications (911) personnel will complete the procedures outlined in II.A.1-4 of this General Order; and,
  - e) If the vehicle is stolen during the commission of another offense the incident type shall reflect the original incident type and theft of property, e.g., burglary/theft of property, aggravated robbery/theft of property.
2. A field officer or detective who becomes aware of circumstances that would indicate that a motor vehicle has been reported as Driving Without Owner's Consent and it will not be returned to its owner shall:
- a) Document the circumstances that justify the need to change the status of the vehicle to stolen in Police Record Management System and ACIC/NCIC.
  - b) Notify appropriate personnel by emailing a request to [AcicEntriesAndDeletions@littlerock.gov](mailto:AcicEntriesAndDeletions@littlerock.gov) email distribution group to have the vehicle entered into ACIC/NCIC. The person responsible for making the ACIC/NCIC entry will run a check on the vehicle outlined in II.A.1.a-c of this General Order, enter the vehicle into ACIC/NCIC and send a confirmation email back to the requesting field officer/detective once the vehicle has been entered into ACIC/NCIC.

### **III. Driving Without Owner's Consent (DWOC)**

- A. Field officers and detectives are responsible for taking Driving Without Owner's Consent (DWOC) reports. "Driving Without Owner's Consent" as defined by this Order shall mean any person who drives a vehicle, not his/her own, without consent of the owner, with intent to temporarily deprive the owner of his/her possession of the vehicle, without intent to steal the vehicle (A.C.A. § 5-36-108).
- B. Procedure
  - 1. Whenever Department of Emergency Communications (911) receives information from an individual, of a DWOC, Department of Emergency Communications (911) will enter an incident into the CAD system for dispatch purposes. Once dispatched, the officer will collect sufficient information and will conduct a preliminary investigation to determine the status of the reported vehicle. The investigation will include:
    - a. Verification of vehicle identifying numbers (license or VIN).
    - b. Verification of ownership. If the person reporting is not the vehicle owner, the information will be taken and an explanation of the discrepancy listed in the report. Both the actual owner and the caller names will be included on the report. Upon verification, by the officer, the vehicle's status will be rebroadcast as confirmed.
  - 2. If a victim comes to any police facility, any available officer, will complete a DWOC

incident report as appropriate.

- a) Ask the complainant if the person who has the vehicle had permission to drive it. If the totality of the circumstances indicate the vehicle will not be returned, it then becomes a DWOC.
- b) Ask the caller if there is a possibility that the person will return the vehicle within 72 hours.
- c) Advise the owner/complainant to contact the appropriate ~~Special Assignments~~ Detective Unit, if the vehicle is not returned within 72 hours, to upgrade the vehicle as stolen.
- d) If a Driving without Owner's Consent report is made, the report should be broadcast as a DWOC, and treated as a DWOC until circumstances dictate a stolen vehicle status. It shall be the responsibility of the requesting Detective to reclassify the offense from DWOC to Theft of a motor vehicle.

#### **IV. Stolen Vehicles (Reported from Another City)**

- A. Sometimes it may be required to take a stolen vehicle report from an owner who is currently located in another city or state.
- B. Procedure

If an owner of a vehicle calls Department of Emergency Communication (911) from another city to report their vehicle stolen from within the city of Little Rock, the following procedure will be followed.

1. Department of Emergency Communications (911) will determine if there is any way the complainant can respond to the Little Rock Police Department in a reasonable amount of time to meet with an officer.
2. If this is not possible, Department of Emergency Communications (911) will contact an on duty supervisor in area of town where the vehicle was stolen. The supervisor will make arrangements for the complainant to speak with an officer over the phone.
3. Department of Emergency Communications (911) will follow the procedure listed in II.A.1.a-c of this General Order
4. The Officer will require the complainant to respond to the closest law enforcement agency in order to get them properly identified. That jurisdiction will need to send a verification message as a terminal message to Department of Emergency Communications (911). If there are circumstances preventing a terminal message, this can be accomplished by that law enforcement agency sending an email or fax on official department letterhead.
5. Once the message is received by Department of Emergency Communications (911), they will notify the officer assigned to the call of the identification verification. The officer will then complete a stolen vehicle report. The procedures in section II.A.4 of this General Order will then be followed.

#### **V. Vehicle Recovery**

- A. Reported and recovered in City - Officers or detectives in the field who recover a motor vehicle which was reported stolen in our jurisdiction shall:

1. Advise Department of Emergency Communications (911) of the vehicle's condition and suitability for operation.
  2. Request Department of Emergency Communications (911) notify the owner of the vehicle's recovery to determine if the owner wishes to pick up the vehicle at the scene or have the officer store it.
  3. Contact the ~~Field Services Division~~ assigned detective to determine their desire to meet the owner at the scene. A Field Supervisor will make a determination if Detectives and/or Crime Scene personnel should be requested to respond for processing or whether the vehicle should be held for processing at a later time.
  4. Request Department of Emergency Communications (911) notify the owner of the vehicle's recovery to determine if the owner wishes to pick up the vehicle at the scene or have the officer store it. The officer should advise Department of Emergency Communications (911) of the vehicle's condition and suitability for operation.
  5. Obtain information from Department of Emergency Communications (911) concerning the original stolen report and complete the "Vehicle Recovery" section in the RMS for the vehicle's recovery.
    - a) Document in the "Vehicle Recovery" section narrative detailing who the vehicle was released to, location where the vehicle was recovered, condition when recovered, and list any obvious missing parts.
  6. The recovering officer or detective shall email the AcicEntriesAndDeletions@littlerock.gov email distribution group with the necessary information to delete the vehicle from all systems after the "Vehicle Recovery" section is complete. *If the City's email system is not operational, the officer shall hand-deliver a copy of the incident report to the ACIC Records Compliance Specialist at LRPD Headquarters or to 911 Communications Department personnel, if the Records Compliance Specialist is not available. The officer shall document to whom the form was delivered as a supplement to the original incident report.*
  7. Appropriate personnel will delete the vehicle from all systems per policy and send the requesting officer/detective a confirmation email. The person responsible for making the deletion will note in the Vehicle Recovery Section in Police Records Management System the date, time and name of the person who removed the vehicle from all systems as stolen. Vehicles will not be removed from any systems without confirmation from an officer or detective that the vehicle is in possession by the actual owner.
- B. Other agency stolen vehicles recovered in City - When an officer or detective in the field recovers a motor vehicle stolen from another jurisdiction, he/she shall:
1. Inform the secondary radio operator of the vehicle's condition and request appropriate computer generated numbers identifying the stolen vehicle recovery.
  2. Request the secondary radio operator to send a hit confirmation to the entering agency by computer terminal to confirm stolen status, storage instructions, date of theft, and agency case number.
  3. Complete an Offense Report titled "Other Agency Stolen" including the information received from the reporting agency. Document in the "Vehicle Recovery" section narrative who the vehicle was released to, location where the vehicle was recovered, condition when recovered, and list any obvious missing parts.

4. Submit the report to a supervisor for approval.

## **VI. Notification of Owners**

- A. It is the policy of this Department that owners of recovered stolen vehicles will be notified as soon as possible.
- B. Procedure - In order to reduce errors, potential cost and embarrassment to the Department, officers that recover stolen vehicles shall:
  1. Instruct the secondary radio operator to attempt to contact the owner/complainant or reporting agency by telephone or computer terminal, day or night, using all available telephone numbers.
  2. Document contact or the inability to contact the owner or the reporting agency in the "Vehicle Recovery" section narrative, noting both the date/time and number of attempts made.
  3. Annotate any storage report or towing company paperwork to show whether the owner or reporting agency was or was not notified.
  4. If the owner is not able to be notified of the recovery, the officer will notify the ~~appropriate Special Assignments Detective Unit~~ assigned detective or a detective supervisor. Available detective personnel will continue to attempt to notify the owner.
  5. The City Impound Lot has agreed to supply the Department with a daily storage log, reflecting all vehicles towed at police request during the last 24 hours. All investigators having cases involving stolen vehicles will check the vehicle impound log in the ~~Field Services Divisions~~ detective offices to see if the vehicle has been impounded.
  6. The ~~Special Assignments Unit~~ Detective assigned to the investigation will have the final responsibility to notify vehicle owners. In order to ensure a minimum number of errors, the detective shall check on a daily basis:
    - a. The towing company's impound log;
    - b. Newly assigned reports;
    - c. Case assignment log for any other owners not yet notified; and,
    - d. Field reports of abandoned vehicles and vehicles towed during arrests.
  7. Every reasonable effort shall be made to notify owners of recovered vehicles and reporting agencies to include telephone calls, NLETS messages, letters or hand delivered messages.

## **VII. Responsibility for Towing Fees**

- A. The Department shall be responsible for:
  1. Towing and storage fees of vehicles towed or held for C.S.S.U;
  2. Towing and storage fees of vehicles which were towed in error by the authority of a Little Rock Police Officer;

- B. The vehicle owner shall be responsible for towing and storage fees in all other cases;
- C. Disputes over towing or storage fees will be directed to the Division Commander, of the involved division, for a final decision as to the disposition of the disputed fees.

Additions and revisions are italicized and underlined.

Deletions are denoted with a strikethrough.