

THE RALEIGH POLICE DEPARTMENT

1109-23

POLICE DESK OPERATIONS

PURPOSE

The Police Desk is responsible for legal document control, telephone response to non-hazardous complaints, and a number of auxiliary functions.

VALUES REFLECTED

This directive reflects our values of *Service*. By following the guidelines described in this directive we help to serve and protect the community and our employees. Our desk operations encompass a wide range of vital functions including building security, assistance with report processing, telephone response, DCI queries, legal document control and tracking, and towed vehicle monitoring.

UNITS AFFECTED

All Personnel

REFERENCES/FORMS

1106-03 "DCI/NCIC Security and Access"
1107-03 "Municipal Complex/Police Facilities Bomb Threats, Fires, and Evacuations"
11070-4 "Tornado Alerts Involving Police Facilities"
1108-02 "Legal Processes"
1108-04 "Evidence and Found Property"
1108-05 "Submission of Police Reports"
1109-02 "Radio Communications, Response to Calls"

May be Released to the Public

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GENERAL POLICIES

All police employees who work at the Headquarters or District Police Desks must have excellent public relations skills since the job involves close interaction with other Divisions of the Department and frequent contact with the public and other government agencies.

DESK OPERATIONS

The Headquarters Police Desk and Downtown District Desk are the central reception points and are staffed 24 hours.

Supervision

The Headquarters or District Police Desk is supervised by Field Operations Sergeants, who report to their respective District Lieutenants.

- Field Operations Sergeants are responsible for scheduling work hours and leave requests so that the Desk is continually staffed.
- Field Operations Sergeants are responsible for verifying the correct handling of interactions between Desk Officers and members of the public, including the prompt and accurate completion of all forms and reports.

Working Hours

Headquarters Police Desk Officers will work schedules approved by the Field Operations Division Commander. The schedules will be based on the need to keep the desk operations functional on a twenty-four hour, seven days-a-week basis and will comply with the Fair Labor Standards Act (FLSA). The Field Operations Sergeant will have the authority to modify work schedules as needed, on a temporary basis, but must be sure that any such modifications comply with FLSA.

District Security

Police Desk Officers are responsible for ensuring that unescorted persons are not to be allowed into the buildings without authorization. Should a person come to the Police Desk seeking a particular officer, that officer will be called to the Police Desk to escort the party into the building.

Duties of Desk Officers

- Desk Officers will be responsible for service to the general public, whether through walk-in or telephone contacts. The public shall always be treated with courtesy and respect.
- Desk Officers will immediately respond to, or have officers respond to, activated internal alarms within the building.
- Desk Officers will alert building occupants to emergencies, as directed by emergency procedures.
- Headquarters Desk Officers will answer the Crime Stoppers telephone after-hours.

ASSISTING CITIZENS

Police Desk Officers will interview and assist persons who walk-in or call requesting police assistance. If necessary, appropriate reports will be completed. Vehicle collision reports will not be taken at the Police Desk, except in situations deemed necessary by the Watch Commander, such as inclement weather (refer to 1107-05 "Severe Weather Procedures"). Collisions involving personal injury and hit and runs with suspect information should be investigated by a field officer.

Online Reporting System

When a citizen calls 911, or the non-emergency number to report a crime that may fit the criteria for online reporting, telecommunications should inform the citizen of their options for filing the report. The citizen will need to have access to the internet and must have a valid email account to report a crime online. The citizen must go to raleighnc.gov, select Police Department, then select Report a Crime. The following reports can be filed through the Online Reporting System:

- Credit Card/ATM Fraud.
- Stolen property (excluding license plates, vehicles, or firearms).
- Obscene, annoying, or harassing telephone calls (not domestic related).
- Damage to property.
- Larceny from a vehicle.
- Damage to a vehicle.
- Hit and Run Collisions with no suspect information or damage under \$1000.
- Identity Theft.
- Lost Property (excluding prescription drugs, controlled substances, and firearms).
- Theft from a vehicle.

If the crime does not fit into one of these categories, the report shall be taken by phone or by a responding officer.

Once the completed report is submitted, the citizen will receive a temporary report number. Although the temporary report number is printable, this cannot be used for insurance purposes or to file a warrant. The Sergeant or designee assigned to the CRC will send the official report number to the citizen, via Coplogic, within 5 business days of reporting. The case will then be assigned to a detective based upon its solvability factors outlined in DOI 1110-14 "Investigative Case Management and Review."

Criteria for Telephone Response by Desk Officers and the Crime Reporting Center (CRC)

The Department uses call prioritization to assist the public in handling their concerns more expeditiously and in maintaining the capability for emergency responses by police. Desk Officers and

CRC Personnel provide a differential response strategy for certain non-emergency calls for service. The following criteria will be used in determining whether a non-emergency call will be taken by a Desk Officer or the (CRC):

- There must be no suspects or witnesses at the scene to be interviewed.
- There is no significant evidence at the scene requiring collection and storage by an officer.
- There is no likelihood of an immediate arrest.
- The crime being reported must not be a serious crime against person (Examples of serious crimes are: homicide, robbery, rape, and/or aggravated assault).

Specific types of calls that will be taken by a Desk Officer or CRC upon meeting the criteria listed above include:

- Larcenies that are not in progress and for which a report is being requested primarily for insurance purposes.
- Damage to property or lost property reports (excluding prescription drugs, controlled substances, or firearms).
- Information or request for service reports.
- Talk with an Officer.
- Obscene, annoying, or harassing phone calls (not domestic related).
- Flim-flam, forgery, or fraud not in progress.
- Found property reports when the complainant holds the property.
- Any call for service where a phone call is requested as the method of police response.

If it is determined that a call does not meet the criteria listed above, the Desk Officer or CRC personnel will assist in connecting the caller with ECC. The personnel will explain how the call does not meet the criteria and ask that an officer be dispatched in accordance with the call prioritization policy. The caller is not to be told to call 911 or any other number to make contact with ECC. It is the duty of the Desk Officer and CRC personnel to make the proper connection and assist the citizen in getting prompt police service.

Officers will not normally be dispatched to calls that meet the criteria listed above. Citizens will be informed that their call for service can be more expeditiously handled by the CRC.

Completion of Reports

Desk Officers and Crime Reporting Center personnel will complete any necessary reports.

- All reports taken during a duty shift will be completed and submitted prior to the employee being relieved from duty.
- CRC personnel will prepare and distribute "Citizen Request" forms when information is brought to their attention that requires action by other Districts or Divisions.
- A police supervisor should be notified if the event is likely to affect patrol operations.

DCI Terminal Operations

DCI certified Desk Officers and CRC personnel will be responsible for providing limited DCI functions to the Police Department and other agencies.

- Desk Officers will monitor their primary dispatch channel and respond to radio and telephone requests for information, to include:
 - Criminal History Checks.
 - Driver History Checks.
 - Any DCI/NCIC function including "hit confirmation" requests by telephone, except "entry functions".
- CRC personnel will assist with entering stolen items and other information into the DCI system.
- Information will only be disseminated to authorized law enforcement officers or agencies. No driver's or criminal histories will be broadcast over unscrambled radio channels. Such information will be relayed over the phone only if the DCI operator is certain of the identity of the caller (refer to 1106-3 "DCI/NCIC Security and Access").
- The DCI terminal location is a secured area and only authorized personnel will be allowed to enter this area.

Paper Citations

Police Desk Officers and CRC personnel will issue citation booklets to all sworn personnel. They will indicate the numerical sequence of the citations in the log.

Once citation booklets are used, they will be returned to Headquarters or District Desk Officers. Desk Officers will verify that the yellow copy of all citations is accounted for and return the citation booklets to the Field Operations Administrative Assistant.

TOWED VEHICLES

Immediately after towing a vehicle under police authority, the officer directing the towing will submit a Vehicle Storage Report. The officer will also submit a Notice of Towing form along with documentation of the officer's attempts to contact the owner (refer to 1109-9 "Traffic Services").

Vehicle Storage Reports

The Vehicle Storage Report should contain all information called for on the report, including a complaint number. The Downtown District Desk Officers will immediately return incorrect storage forms to the officer for immediate correction. Any problems with the procedure are to be immediately referred to the Downtown District Sergeant or the officer's supervisor.

- Upon receiving properly completed storage forms, the Downtown District Desk will maintain the copies and make written notification to the registered owner.
- Yellow copies of Vehicle Storage Reports will be filed at the Downtown District Police Desk under the make of the vehicle until the vehicle is released or until there is notification that the vehicle was sold at auction.

Notification of Owner

If the officer directing the tow has not notified the registered owner, the Downtown District Police Desk Officer will make subsequent attempts prior to the completion of their tour of duty. They will indicate the results on the Notice of Towing form.

Waiver of Towing

When an officer submits a "Waiver of Towing" form to the Downtown District Police Desk, the Desk Officer will forward the original to Records.

Releasing Vehicles

All parking tickets and/or storage tickets should be attached to the yellow copy and given to the person signing for the release of the vehicle.

- If the owner (or their agent) comes by the Downtown District Police Desk on the same working day that towing occurs, the owner's signature must be obtained on the storage report.
- Downtown District Police Desk Officers will obtain identification prior to releasing towed vehicles and note the identification number on the Storage Report. The date and time of release will also be noted on the Storage Report. Vehicles should be released to the registered owner (or their agent). Downtown District Police Desk Officers will indicate the person claiming the vehicle on the Storage Report.
- Owners should be given directions to the location where their vehicle is stored.
- If a vehicle is not released within three working days, the Downtown District Police Desk Officer will notify the owner by letter that their vehicle is being stored by the Department.

Problems with Towed Vehicles

If a problem arises in towing or releasing a vehicle, the Police Desk Officer should take the action necessary to resolve the problem at that time. Owners should not be directed to return at a later date. If necessary, the Police Desk Officer should notify their supervisor, a Field Operations Division supervisor, or the Watch Commander.

- If the owner lacks proper identification, the Downtown District Police Desk Officer will explain that they need both identification and proof of ownership to release the vehicle. If the owner has a problem that cannot be corrected immediately, the Desk Officer will contact a supervisor.
- If the officer directing the tow, or another officer involved needs to be contacted, the Desk Officer will attempt to contact them immediately. If contact with the officer cannot be made, the Desk Officer will notify a supervisor.

Vehicle Storage Report Review

The Downtown District Community Policing Sergeant will inspect Vehicle Storage Reports weekly to determine what vehicles have not been released and to decide what follow-up action is necessary.

Privately Towed Vehicles

Police Desk Officers will maintain a log of all non-consensual towed vehicles, reported by the towing company, as required by Raleigh City Code 12-7015. The CRC personnel and the Headquarters Police Desk Officer will check DCI to determine if the vehicle is stolen.

PULLING VEHICLES IN EMERGENCY SITUATIONS

Pulling is defined as the moving of a vehicle a short distance in order to clear the roadway.

In the event of a large-scale emergency or weather-related event, vehicles that have been left abandoned on the roadway may need to be moved in order to allow emergency vehicles and/or street maintenance vehicles, safe passage. Officers will call for a rotation tow truck in order to clear the roadway of these abandoned vehicles.

Authorization to Pull Vehicles

Authorization to pull vehicles left abandoned in the roadway during large scale emergency or weather-related event will be made through an Emergency Command Post with authorization from the City Manager and/or Assistant City Manager.

Records of Pulled Vehicles

When an officer moves a vehicle from the roadway during an event, they will immediately notify the Command Post of the following:

- License plate number and vehicle description of vehicle being pulled,
- Location from which the vehicle is being pulled,
- Location where the vehicle is being pulled to.

Owner Notification

Once the Command Post has received the information from the officer regarding pulled vehicles, an officer assigned to record the pulled vehicles will attempt to notify the registered owner via telephone.

This officer will notify the registered owner of the location the vehicle has been moved to and any predetermined costs accrued as a result of the vehicle being pulled.

When the Command Post is discontinued for the disaster, the record of towed vehicles will be transferred to the Downtown District Front Desk Officer, in order to assist with notifying the registered owner of the vehicle's location.