



TELEPHONE REPORTING SERVICE (TRS)

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I. TELEPHONE REPORTING SERVICE

The Telephone Reporting Service (TRS) allows citizens to report the occurrence of certain low priority incidents and criminal offenses over the telephone, whereby, eliminating the necessity for an officer to respond in person. This permits officers to be available for priority calls for service while at the same time providing a convenient way for citizens to report incidents in a more efficient and less time consuming manner.

II. PURPOSE

This directive is established to set forth guidelines for the operation of the Telephone Reporting Service.

III. POLICY

It will be departmental policy to take certain police reports by telephone. Members assigned to duties handling Telephone Reporting Services will have the responsibility of writing these reports and sharing pertinent information with affected District Detective supervisors.

IV. DUTY HOURS/PERSONNEL

A. TRS will be staffed seven days a week, including holidays, depending on staffing. Hours may be modified at the direction of the Support Services Division Executive Officer.

B. Staffing will be achieved through the use of officers assigned to light and administrative duty, as well as a civilian member.

V. PROCEDURES

A. Criteria

Telephone reporting will be used as an alternative to dispatching a patrol officer to the scene of an incident. The following criteria will be used to determine if an offense/incident will be handled through the Telephone Reporting Service. In order to refer a call for service to TRS, **ALL** of the following criteria must be met:

1. The offense/incident being reported must be included among those designated as eligible for telephone reporting (Section V, B); and
2. The offense/incident must not be in progress *or have viable information there is a potential for a suspect to return to the scene*; and
3. The incident may not be Hate/Bias Incident.

B. Offense/Incident Types Eligible for Telephone Reporting

1. Theft
2. Identity Theft
3. Auto Theft
4. Theft from Automobile, **UNLESS** there is a series of similar incidents
5. Unauthorized Use of Vehicles
6. Tampering with Automobile
7. Lost Property
8. Attempt Burglary
9. Trespassing (must fit criteria outlined in Section V.A.)
10. Destruction to Property
11. **Burglary** of residential sheds and garages.
12. Animal Complaint that occurred earlier, and Animal Control is unavailable and there is no immediate danger (i.e., animal bite being reported well after the incident occurred.)
13. Telephone Misuse Calls, **UNLESS**:
 - a. The incident involves bomb threats; or,
 - b. There is a clear threat of physical danger; or,
 - c. There are multiple (repeated) cases requiring an in-depth investigation.
14. Calls from complainants outside of Anne Arundel County when an incident occurred in Anne Arundel County and it is not feasible to dispatch an officer to the caller's current location. The call must meet the criteria set forth in this section.
15. Supplemental reports
16. A Sergeant or above may authorize the handling of calls by TRS not routinely handled by TRS.

C. Calls for service will be screened by the Communications Section for telephone reporting applicability. Calls meeting the criteria will be forwarded to the Telephone Reporting Service, when available.

D. The call-taker will advise the complainant that he/she will receive a return call within a reasonable amount of time.

E. If a TRS member receives a call and it becomes apparent that a patrol officer should be dispatched to handle the call for service *a patrol sergeant will be notified who will make the determination of how the call may be handled.*

VI. OFFICER/EMPLOYEE RESPONSIBILITIES

A. Once an officer/employee assigned to the TRS is given a call for service to handle, he/she will promptly call the complainant at the phone number provided in the CAD notes.

B. TRS members will retrieve complainant information and case numbers from Live CAD, or Channel 5 if Live CAD is unavailable. In addition, they will have access to CAD to review information obtained by call-takers during the initial call into the Communications Center.

C. The officer/employee will obtain all pertinent information required to write a thorough incident report and provide the complainant with a case number if applicable. In some cases, special services may be required (i.e., victim requests an officer to fingerprint crime scene, victim requests officer to look for physical evidence, or TRS member requests an officer to respond to the scene). The TRS member will still complete the report, contact the officer working the post where the offense occurred, and request the officer to respond to the scene at a convenient time. The officer responding to the scene will complete a supplemental report to detail any actions taken at the scene.

VII. SUPERVISOR RESPONSIBILITIES

Report review will be handled by the appropriate District Detective Sergeant, based on district/location of incident, unless a supervisor is assigned to TRS.

VIII. PROPONENT UNIT: Support Services Division.

IX. CANCELLATION: This directive cancels Index Code 2202 dated *11-01-21*.