



# TELEPHONE REPORTING SECTION (TRS)

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## **I. TELEPHONE REPORTING SECTION**

The Telephone Reporting Section (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 Section as a function of the Patrol Services Bureau.

## **III. POLICY**

It will be departmental policy to take certain police reports by telephone. The Telephone Reporting Section will have the responsibility of writing these reports and sharing pertinent information to affected district commanders.

## **IV. DUTY HOURS/PERSONNEL**

A. TRS will be staffed seven days a week, including holidays. Hours may be modified at the direction of the Patrol Services Bureau Commander.

B. Staffing will be achieved through the use of officers assigned to light and administrative duty, and will be supplemented by civilian employees assigned to the Central Records Section.

## **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 Section. 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 nor have just occurred within the last fifteen (15) minutes for any criminal incident; and
3. The suspect may not be known (except for Unauthorized Use reports); and
4. There must be the absence of solvability factors (i.e., witnesses, tag number of suspect vehicle, etc); and
5. The incident may not be an RRESOD (Race, Religion, Ethnic, Sexual Orientation, or Disability).

**B. Offense/Incident Types Eligible for Telephone Reporting**

1. Theft (If a member of TRS determines that a substantial loss has occurred, he/she will consult with the TRS supervisor. The supervisor will determine if a patrol officer should respond to the scene to complete a supplemental report.)
2. Identity Theft
3. Auto Theft
4. Theft from Automobile, **UNLESS** there is a series of similar incidents (If a member of TRS determines that a series/pattern of these crimes have occurred, he/she will consult with the TRS supervisor. The supervisor will determine if a patrol officer should respond to the scene to complete a supplemental report.)
5. Unauthorized Use of Vehicles, with or without known suspect.
6. Tampering with Automobile
7. Lost Property
8. Attempt Burglary
9. Trespassing (must fit criteria outlined in Section V.A.)
10. Destruction to Property, **UNLESS** there are multiple victims (If a member of TRS determines that a series/pattern of these crimes have occurred, he/she will consult with the TRS supervisor. The supervisor will determine if a patrol officer should respond to the scene to complete a supplemental report.)
11. Breaking and Entering 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 (with or without suspect information), **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. All other reports that the TRS supervisor deems appropriate for a TRS member to handle

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 Section, 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, the TRS member will consult with the TRS supervisor. The TRS supervisor will make the final determination if the call will be forwarded back to the Communications Section to be dispatched to a patrol officer.

F. Citizens who walk into any police facility to report a qualifying incident (listed in section B) will be referred to TRS via the "red phone" located in the lobby or by the referring employee providing the non-emergency phone number (410-222-8610) to the citizen along with instructions on filing a telephone report. Only when TRS is unavailable (not staffed, heavy call volume, etc.) should an officer need to respond. While TRS is the preferred method of reporting for these incidents, nothing in this section precludes an officer from providing the same service.

**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**

A. Report review will be handled by the appropriate Telephone Reporting Section supervisor and forwarded to the Central Records Section as well as the appropriate District Detective Sergeant for further screening.

B. If a complainant requests that a patrol officer respond to a call eligible for telephone reporting, the TRS supervisor will review the request to have an officer respond to the scene in lieu of a TRS member handling the call and make the final decision.

**VIII. PROPONENT UNIT:** Patrol Services Bureau.

**IX. CANCELLATION:** None.