




WINCHESTER POLICE DEPARTMENT OPERATION ORDER

NOTE: This policy is for internal use only, and does not enlarge an employee’s civil liability in any way. It should not be construed as the creation of a higher standard of safety or case in an evidentiary sense, with respect to third party claims. Violation of this policy, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

Number 2-58		Effective Date August 31, 2022	Review Date August 19, 2022	Reviewing Division Administration
Subject TELEPHONE REPORTING UNIT	References VLEPSC CALEA	<input type="checkbox"/> New Policy <input type="checkbox"/> Amends <input type="checkbox"/> Replaces <input type="checkbox"/> Revised	This policy shall apply to personnel assigned to the following divisions:	
			<input checked="" type="checkbox"/> All Personnel <input type="checkbox"/> Patrol Division <input type="checkbox"/> Administration Division <input type="checkbox"/> Investigation Division <input type="checkbox"/> Emergency Communications	
 Chief of Police or Designee		March 23, 2023 Date		

I. PURPOSE

The purpose of this policy is to establish the guidelines and procedures for the Winchester Police Department Telephone Reporting Unit (TRU).

II. POLICY

The Winchester Police Department Telephone Reporting Unit provides an effective and practical approach to receiving citizen calls for service that do not require an actual police response to meet the citizen in person. The calls for service forwarded to the TRU are calls for service that can be taken by providing police reports, referrals, or advice by telephone without jeopardizing an investigation of the incident. All calls forwarded to the TRU will come from the Emergency Communications Center (ECC). Police officers shall not refer reporting persons or citizens to the TRU if an incident is being reported to that officer.

III. PROCEDURES

A. Emergency Communications Center

1. The ECC shall collect all necessary information on calls for service forwarded to the TRU through the Computer Aided Dispatch (CAD) system. The reporting person will be asked if any suspect information is

available and the TRU policy on reporting crimes will be explained by the ECC.

2. When TRU will not be staffed for a period of more than seventy-two (72) hours, any reporting person after having the TRU policy explained, may have the option of an officer responding to meet with them in person or speaking with an officer by telephone.
3. During hours the TRU is not staffed, the reporting person will be told a return call will not occur until the TRU is staffed. Return contact will be by telephone and will routinely be made within forty-eight (48) hours.
4. Calls for service forwarded to the TRU must have occurred within the jurisdiction of the City of Winchester. Incidents not occurring within the jurisdiction of the City of Winchester should be referred to the appropriate jurisdiction.
5. Citizen contact by the TRU is dependent upon the information provided by the ECC. All calls for service forwarded to the TRU must include:
 - a. The proper offense code;
 - b. The location of the offense or the intersection or cross street; and
 - c. The reporting person's home, work, and/or cell phone number.

B. Calls for Service Forwarded to TRU

The following calls for service will be forwarded to the TRU and will not, under normal conditions, be forwarded to a patrol officer, detective, or other Department employee for response:

1. Computer crime: e-mail, identification theft by internet, or internet offenses;
2. Credit card fraud;
3. Defrauding an innkeeper, motel, restaurant, taxi;
4. Grand larceny or petit larceny;
5. Harassing or obscene phone calls;
6. Larceny from a vehicle when it is an isolated incident or nothing of value is taken;
7. Obtaining goods or services by false pretense;
8. Police information;

9. Reckless driving (delayed report);
10. Stolen license plates;
11. Supplemental reports;
12. Suspicious vehicles or persons (delayed report);
13. Throwing missiles at vehicles or buildings (delayed report);
14. Vandalism or destruction of property;
15. Vagrancy complaints where no law has been broken;
16. Extra patrol requests;
17. Abandoned vehicle complaints;

C. Police Officer Response Exceptions

In the above calls and under the following circumstances, an officer should be dispatched instead of forwarding the call to TRU:

1. The reporting person reports a suspect, witness, or physical evidence; or
2. TRU is not staffed for a period of more than seventy-two (72) hours, and the reporting person who after having the TRU policy explained, requests to have an officer respond to meet with them in person or speak with an officer by telephone.

D. TRU Operator Responsibilities

TRU operators will have the following responsibilities regarding calls for service calls received by the TRU:

1. Daily and periodically check TRU telephone extensions for calls to be returned;
2. Forward information obtained from vagrancy and abandoned vehicle complaints to the Community Resources Team. Submit completed incident reports daily to the on-duty patrol supervisor;
3. Notify the appropriate supervisor of any calls for service routed incorrectly to the TRU, any problem calls, or when a reporting person has requested an officer and an officer was not sent;
4. At the beginning of each telephone conversation when an incident is being reported, the TRU operator will confirm that the incident occurred within the jurisdiction of the City of Winchester and that there are no suspects or witnesses;

5. If the possibility exists of video tape evidence being present for an incident, this will be noted in the incident report narrative for review and follow up assignment by a patrol supervisor;
6. No reports will be taken by the TRU when the reporting person is reporting by cell phone while operating a vehicle.

E. TRU Disposition Codes

The following disposition codes will be used by the ECC and TRU for identification of calls for service received:

1. RE – A report has been written;
2. 99 – The caller was notified that no report was required or written;
3. CAN – The call for service is cancelled upon request of the reporting person or when the TRU operator is unable to reach a reporting person after four (4) attempts on four (4) different days;
4. CAN – A duplicate call; or
5. RN – Report needed.

F. Routing TRU Reports

1. Once a TRU operator completes an incident report, the report shall be forwarded to the on-duty patrol supervisor. It will be the responsibility of the patrol supervisor to review the report for accuracy and completeness, and then forward the report to the appropriate locations according to Department policy. Incomplete or inaccurate reports will be returned by the patrol supervisor to the TRU operator for changes, before the report is routed to the appropriate locations.
2. After reviewing incident reports submitted by the TRU, the patrol supervisor will make a determination on follow up action needed. If follow up action is required, the incident will be assigned to an officer for follow up investigation. Reporting persons requesting follow up information on previously reported incidents or inquiring about the assignment of a case to an officer or detective will be transferred to the on-duty patrol supervisor.
3. The TRU operator will immediately make the Records Section supervisor or on-duty patrol supervisor aware of any unusual or extraordinary calls that are outside of the normal reporting guidelines for the TRU. These instances shall include, but are not limited to, calls involving law enforcement agencies and/or their employees and calls of a suspicious nature or unusual occurrences, to include any event which may draw media attention.