

A. PURPOSE. To prescribe the manner in which Department telephones are to be answered and to outline guidelines and responsibilities for the telephone receipt of police incident reports by non-sworn employees

B. GOALS

1. Professionally answer all Department telephones
2. Provide prompt and efficient reporting of incidents not requiring on-scene presence
3. Relieve sworn officers of those tasks not requiring the authority or presence of a police officer in order to devote attention to more serious crime-related matters

C. TELEPHONE ANSWERING. All Grand Rapids Police Department telephones shall be answered in the following manner:

1. Calls received through '9-1-1' shall be answered, "9-1-1 Emergency".
2. Calls from the public received in the Communications Center or at the Information Desk shall be answered, "Grand Rapids Police," followed by the employee's classification, and last name, i.e., "Police Intern Smith," and the question, "May I help you?"
3. Calls received in any other Unit or Bureau shall be answered with the identity of the Unit or Bureau, the employee's classification or rank, and last name.

D. TELEPHONE REPORTING PROCEDURES. Information Desk personnel:

1. Receiving telephone calls shall determine the incident occurred in the City and if the need for a mobile response exists. If a mobile police response is required, employees shall:
 - a. Advise the caller that a mobile response will be made and they will be transferred to a dispatch call taker.
 - b. Transfer the call to a dispatch call taker and remain on the line if possible.

- c. Be alert to the possible changing nature of an incident. The telephone report will be terminated and a police unit dispatched if the information received indicates that a mobile police response is appropriate.
2. Shall take telephone reports of those incidents qualifying for such response in the following circumstances:
 - a. Vehicle burglaries where the caller has delayed calling to report the incident or desires report for insurance purposes only
 - b. Larcenies (including bicycles) when the value of the property is under \$1000.00
 - c. Lost property
 - d. Malicious destruction to property
 - e. Animal complaints (not in progress)
 - f. Obscene or harassing telephone calls that **do not** involve the threat of violence
 - g. Runaways
 - h. Abandoned vehicles (no other violations or hazards)
 3. Shall complete an incident report.
 4. Calling back complainants for reports shall advise the complainant of their identity, i.e., “Police Intern Doe of the Grand Rapids Police Department,” and the purpose of the call, i.e., “calling in response to your complaint of _____.”
 5. Shall treat all parties with proper courtesy and respect.
 6. Shall complete telephone reports if the reporting party refuses to provide some item(s) of information. A notation of “Refused” should be entered in the appropriate place on the report form.
 7. Shall advise complainants filing telephone reports of the incident number assigned to their complaint.

8. Shall direct, to the attention of the Watch Commander, any request for police field unit response to calls for service normally handled by this procedure. The Watch Commander shall possess the authority to override this procedure.

E. ON-LINE REPORTING PROCEDURES.

1. In addition to telephone reporting, citizens have the option to report certain crimes using the GRPD on-line reporting system at web site:
<http://grcrimereporting.grcity.us>
2. The type of crimes that can be reported on-line are limited to the following when there is no known suspects:
 - a. Gas Drive Off
 - b. Harassing Phone Calls
 - c. Theft
 - d. Theft from a motor vehicle
 - e. Vandalism
3. Incidents of Retail Fraud 3rd degree may be reported on-line when the following reporting criteria:
 - a. Meets all of the following:
 - (1) Value is under \$200.00
 - (2) Suspect can be positively identified
 - (3) Suspect is cooperative with loss prevention
 - (4) Suspect is 18 years of age or more
 - (5) File check of the suspect does not reveal any warrants
 - (6) No other crimes occurred during the theft or apprehension
 - b. Meets any one of the following;
 - (a) Suspect is unknown (no leads)
 - (b) Merchant is making report for civil purposes only
 - (c) Suspect no longer on scene and no other crimes occurred.