



<b>Series</b> 300 Support Services	<b>Effective Date</b>	<b>Review Date</b> <i>Three Years</i>	<b>Directive Number</b>  <b>301.3</b>
<b>Chapter</b> 301 - Communications			
<b>Reviewing Office</b> <i>Telephone Crime Reporting</i>			<input type="checkbox"/> <b>New Directive</b> <input checked="" type="checkbox"/> <b>Revised</b> <small>Revisions in <i>italics</i></small>
<b>References</b>			

## **TELEPHONE CRIME REPORTING NON-EMERGENCY CALLS FOR SERVICE**

### **301.3 - 1 PURPOSE**

The purpose of this directive is to establish the guidelines and procedures for the handling of non-emergency phone calls received at Telephone Crime Reporting (TCR).

### **301.3 - 2 POLICY**

The Detroit Police Department (DPD) is committed to efficient and courteous service to the public and the careful management of public resources. To enable *members* to conduct more preventive patrol and community policing efforts, a telephonic reporting system is used for reports, which do not require the presence of a *Department member*. Telephone Crime Reporting is operational 24 hours a day, 365 days per year.

### **301.3 - 3 Procedures**

1. The Department's non-emergency telephone number is (313) 267-4600. On-duty Department *members* shall continue to utilize (313) (96-155) to call in vehicle theft and vehicle recovery reports. *Members shall not give the police number, (96-155) to citizens.*
2. Crime reports are generated by the Telecommunications Operators (TCO) at TCR and entered into *the reporting system* which generates a complaint number. The reports are *approved* by a supervisor and then *routed* to *Data Quality Control (DQC)*. *DQC forwards the incident report to the appropriate Precinct Detective Unit (PDU) or specialized investigative command within the Department.* Telephone calls to TCR that escalate into an emergency, are transferred to an emergency services operator (9-1-1 operator) using a programmed speed dial on their telephone console.
3. Department members that receive non-emergency calls, which fall into the parameter of those calls that can be handled through TCR, should advise the caller of the availability of TCR and transfer the caller to TCR.
4. Telecommunications Operators (TCO) shall use the current TCR system for preparing specific *nuisance* complaints (e.g. loud music, barking dogs, abandoned vehicles, etc.). Since a complaint number is created for every *incident* report, this would allow all reports to be tracked, updated, corrected, and duplicated.



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5. *These types of reports shall be entered under the crime codes of “Animal Complaint, Public Peace, or Abandoned Vehicle” and assigned to the precinct of occurrence by Data Quality Control.*
6. *No TCR operator shall deny a citizen a report without the authorization of a supervisor.*

### **301.3 - 4 Telephone Crime Reporting Criteria**

Requests for police service shall be screened in accordance with the following guidelines. If it is determined that a crime is in progress or an emergency or other extenuating circumstances exists, a response unit shall be routed through 9-1-1.

#### **301.3 - 4.1 Neighbor Trouble**

Disputes over property lines, overhanging tree limbs, shrubbery and fences, etc. are civil matters. Advise the caller *that the police department does not handle civil matters*. For civil matters, citizens can be referred to the following for appropriate resolutions of civil matters:

- a. *The City of Detroit Ombudsman’s Office;*
- b. *The judicial court system;*
- c. *The caller’s District Manager; or*
- d. *The City of Detroit website link at <https://detroitmi.gov>.*

However, if it is clear that the complaint involves the violation of law or ordinance, the caller shall be advised to make a report at the nearest precinct station, or to TCR. If response to the scene is required *because the matter is escalating to criminality (i.e. physical altercation, assault)*, an emergency services operator shall be contacted and they shall request a response unit or a Neighborhood Police Officer to make the location.

#### **301.3 - 4.2 Landlord/Tenant Trouble**

Landlord/Tenant complaints such as nonpayment of rent, eviction, tenants’ carelessness with landlord’s property or similar complaints or unsanitary building conditions shall be referred to the Building and Safety Engineering Department, *Property Maintenance Division* at (313) 628-2451, during normal business hours from 8:00 a.m. to 4:00 p.m., *or visit the City of Detroit website at [www.detroitmi.gov](http://www.detroitmi.gov).*

#### **301.3 - 4.3 Street Defects**

When a call is received regarding street defects, the caller shall be advised to contact the Department of Public Works at (313) 224-3901 during normal business hours from 8:00 a.m. to 4:00 p.m., *or visit the City of Detroit website at [www.detroitmi.gov](http://www.detroitmi.gov).* Police shall be dispatched only when the street defect is a hazard to public safety and temporary traffic control is required until the affected City department can get a crew to the site. An emergency crew is available through the Department of Public Works Control Center between the hours of 4:00 p.m. and 8:00 a.m. at (313) 876-0035.

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#### **301.3 - 4.4 Rubbish Complaints**

Callers with complaints involving their own rubbish shall be advised to telephone the Central Complaint Office of the Department of Public Works at (313) 224-3901 or (313) 876-0004 during normal business hours from 8:00 a.m. to 4:00 p.m.

#### **301.3 - 4.5 Motor Vehicle Thefts**

1. When a call is received regarding a *motor vehicle theft*, the caller shall be advised to make a report at the nearest precinct station *where they will fill out an Auto Theft Report/Stolen Vehicle Affidavit*. *The Department member receiving the Auto Theft Report/Stolen Vehicle Affidavit will then contact TCR, and a Telecommunications Operator (TCO) will enter/update the motor vehicle theft information in the Law Enforcement Information Network (LEIN) system and create an incident report.*
2. *If a motor vehicle theft is attached to another crime (e.g. Assault, Robbery), an incident report shall be generated at the precinct. Once the report is approved by the precinct watch commander, TCR will be contacted to enter the vehicle information in LEIN.*
3. *If response to the scene is required, an emergency services operator shall be contacted (911) and a response unit requested.*

#### **301.3 - 4.6 Fraud/False Pretense Involving a Motor Vehicle**

*Motor vehicle theft reports where the complainant has knowledge of who took their vehicle shall be taken by a member at the precinct receiving the report information. TCR shall be contacted for the LEIN entry if approved by the precinct watch commander. Examples of Fraud/False Pretense Involving a Motor Vehicle include the following:*

- a. *Rental vehicle, where a written contract has been rendered, and the vehicle was not returned; and*
- b. *Registered owner initially gave permission (verbal agreement) for the use of their motor vehicle, and the vehicle was not returned.*

#### **301.3 - 4.7 Vehicle Crash Reports**

*Vehicle crash reports, where there are no injuries and the vehicles are drivable, shall be taken by a member at the precinct receiving the report information. Service shall be requested to the scene if any of the below listed circumstances exist:*

- a. *Injury to any involved persons;*
- b. *Damage to city property;*
- c. *Any of the involved drivers or pedestrians are under the influence of liquor or drugs;*
- d. *A hit and run crash occurred; or*
- e. *Any of the involved vehicles are disabled.*

#### **301.3 - 4.8 Private Tow Authorizations/Verifications**

*Prior to impoundment and storage of any vehicles the tow truck driver must contact the precinct of occurrence for tow authorization from the LEIN operator (Reference Department Manual Directive 204.4, Impounding of Vehicles, and Department Training*

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*Directive 19-08, Revised Procedures for Towing and Impound). All private tows are to be entered into LEIN by a member at the precinct receiving the information once the vehicle has been visibly inspected, and the vehicle identification number has been verified.*

## **301.3 - 5 Telephone Crime Reporting**

### **301.3 - 5.1 Incidents by Category**

1. The following types of incidents are some examples of reports which can be handled by telecommunications operators at TCR:
  - a. Lost property;
  - b. Fraud;
  - c. Missing reports (not serious);
  - d. Theft;
  - e. Vandalism and graffiti;
  - f. Vehicle tampering;
  - g. Vehicle burglary;
  - h. Harassing phone calls;
  - i. Stolen license plates by registered owner;
  - j. Breaking and Entering (B/E) of residences/Home Invasion II, and Breaking and Entering of businesses (perpetrator gone);
  - k. Felonious Assault (perpetrator gone), injuries not life threatening; and
  - l. Assault and Battery (perpetrator gone), injuries not life threatening.
2. Under no circumstances will any incident that is in progress, involve a life or injury-threatening situation be handled by TCR. If a citizen calls TCR and the operator determines that the elements of a life-threatening situation exist, then the caller shall be immediately transferred to 9-1-1 for emergency dispatch of police, fire, or EMS.
3. *The following reports shall not be handled by Telephone Crime Reporting:*
  - a. Criminal Sexual Conduct (CSC);
  - b. Domestic Violence;
  - c. Kidnapping and Abduction (including parental);
  - d. Serious Missing;
  - e. Return of Missing;
  - f. Arson;
  - g. Homicide;
  - h. Child Abuse and Neglect;
  - i. Elder Abuse and Neglect;
  - j. Home Invasion I;
  - k. *Motor Vehicle Theft*;
  - l. Vehicle Accidents;
  - m. Allegations of Criminality by City employees; and
  - n. B/E Business where evidence technicians are needed.

**301.3 Telephone Crime Reporting**

***Related Policies:***

- *102.2 Bias-Based Policing*
- *102.3 Code of Conduct*
- *102.6 Citizen Complaints*
- *204.1 Crash Investigation*
- *204.4 Impounding of Vehicles*
- *301.2 Telephones, Voicemails, and Cellphones*
- *Training Directive 19-08 Revised Procedures Related to Towing and Impound*

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