

# GENERAL ORDER



DISTRICT OF COLUMBIA

Title  
**Telephone Reporting Unit/Walk-In  
Reporting System**

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Series / Number  
**GO-SPT-401.10**

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Replaces / Rescinds  
**General Order 401.10 – Telephone  
Reporting Unit/Walk-In Reporting  
System**

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## I. Background

Many citizens form their opinion of the police based on the service they receive when they call for a police report. The Metropolitan Police Department recognizes the importance of providing the most efficient and effective service to the citizens of the District of Columbia. To this end, MPD has established a Telephone Reporting Unit/Walk-In Reporting System to receive and process non-urgent complaints and calls for police service.

## II. Policy

It is the policy of the Department to provide the citizens of the District of Columbia with an efficient and effective way to report incidents of a non-urgent nature. Members responding to calls from citizens shall be responsive and take reports as needed and follow the procedures set forth in GO-PER-201.35 (Customer Service Standards and Testing) and the Standard Operating Procedure for Customer Service Standards and Testing.

## III. Regulations (CALEA 81.2.14)

A. The following reports may be taken by the Telephone Reporting Unit/Walk-In Reporting System:

1. Damage to Property;
2. Destruction of Property;
3. Stolen Autos;

4. Lost Property;
5. Stolen Bicycles;
6. Stolen/Lost Tags;
7. Injury Reports (except those occurring on public space);
8. Animal Bites;
9. Thefts From Auto;
10. Theft II;
11. Theft I;
12. Hit and Run Accidents (except those with injury or damage to government property);
13. Additional information on all reports.

B. Report Taking Criteria

1. With the exception of Hit and Run accident reports, the above listed reports shall be taken by telephone only if all of the following conditions are present:
  - a. Suspects are not known;
  - b. Suspects have left the scene;
  - c. There is no apparent need for investigation at the scene;
  - d. There is no obvious physical evidence available at the scene; and
  - e. There are no witnesses to be interviewed.
2. Hit and Run accidents shall not be taken by the Telephone Reporting Unit when any one of the following conditions are present:
  - a. Personal injury is involved;
  - b. Physical evidence, which is normally collected, is present;

- c. Damage, warrants having the vehicle towed from the scene;
  - d. Eyewitnesses are present; or
  - e. The complainant specifically requests assistance from a mobile unit.
3. Telephone reports shall only be taken from complainants or witnesses. If members of the force are dispatched to a scene involving one of the above complaints, they shall take the report and not refer the complainant to the Telephone Reporting Unit. On duty members shall not attempt to file telephone reports and none will be taken.
4. The telephone number of the Telephone Reporting Unit shall not be made available to the public. All complaint calls shall first be processed through a Complaint Receipt Clerk, Communications Division, for review; then, if appropriate, the call shall be referred to the Telephone Reporting Unit.
5. Station personnel who receive a complaint by telephone shall obtain a telephone number from complainant. When forwarding the complaint to a dispatcher, the complainant's telephone number shall be included along with all other pertinent information.
6. A complainant who appears at a police facility to report a crime or incident shall not be referred to the Telephone Reporting Unit.

#### **IV. Procedural Guidelines**

- A. Reports Taken at the Police Districts.
  1. Walk-In reports shall be taken at the police districts on a twenty-four hour, seven day a week basis. The reports eligible to be taken by district personnel are the same as those outlined in Section IIIA of this order. Additionally, district personnel may take other reports not requiring an on-scene investigation.
  2. Refer any questions to whether a particular report should or should not be taken by station personnel to the Unit's Administrative Run Coordinator or other appropriate official for resolution.
  3. Members in the police districts shall, upon taking a police report, follow the procedures outlined below:
    - a. Obtain Central Complaint Numbers from the Communications Division, while advising the Communications Division personnel

that this is a walk-in report and forward the report through channels to the Staff Review Section, Information Technology Division;

- b. Transmit all information surrounding the incident to the station clerk of the district in which the event occurred;
- c. Record the name and unit of the person receiving the report information in the narrative portion of the PD Form 251; and
- d. Send or cause to be sent, teletype information as directed in GO – SPT – 302.04 (Transmitting of Telecommunications Messages).

B. Records Division personnel shall:

- 1. Ensure that a reporting desk is maintained at 300 Indiana Avenue, N.W., to take reports from citizens who voluntarily respond to the John Daly Center to make a police report. Reports shall be taken Monday through Friday between the hours of 0700 and 1500;
- 2. Be responsible for accepting those walk-in reports pursuant to Section IIIA of this order. Should a question arise as to whether a particular report should or should not be taken, the matter shall be referred to a supervisor for resolution. The supervisor may authorize a mobile unit to respond to take the report when the report does not meet the criteria established in Section IIIA of this order;
- 3. Not accept complaints referred by members;
- 4. Obtain Central Complaint Numbers from the Communications Division and forward the report through channels to the Staff Review Section, Information Technology Division;
- 5. Provide all information surrounding the incident to the station clerk of the district in which the event occurred;
- 6. Enter the name and unit of the member receiving the information on the narrative portion of the PD Form 251; and
- 7. Send or cause to be sent, teletype information as directed in GO – SPT – 302.04 (Transmitting of Telecommunications Messages).

- C. Desk Sergeants shall:
1. Ensure that police vehicles are not called in from street duty to take reports from citizens who voluntarily respond to districts to make a report, unless the circumstances or nature of the offense dictate otherwise;
  2. Review all reports for classification, completeness, and accuracy; and
  3. Sign all reports.
- D. Supervisors of the Telephone Reporting Unit shall **(CALEA 82.2.4)**:
1. Review all reports prepared by members of the Telephone Reporting Unit for completeness and accuracy.
  2. Monitor all reports prepared by the Telephone Reporting Unit for the purpose of identifying any patterns or trends that may be occurring in a particular area. Should a pattern be identified or suspected, they shall notify the Crime Analysis Unit of the appropriate district.
  3. Ensure that crime reports prepared by the Telephone Reporting Unit are transmitted to the respective districts by the Wales Administrative Message System (WAMS). Copies of the actual report shall be forwarded through departmental mail by the next business day.
  4. Ensure that reports prepared by the Telephone Reporting Unit are distributed in the following manner **(CALEA 82.2.5)**:
    - a. The original report to the Information Processing Section, Infrastructure Support;
    - b. A reproduced copy to the administrative lieutenant of the appropriate district within 24 hours;
    - c. A reproduced copy to the station clerk of the appropriate district where the report shall be held in the element's 90-day file; and
    - d. A reproduced copy of all reports required to be sent over teletype to the Telecommunications Branch, Communications Division.
- E. District Commanders shall:
1. Ensure reports received from the Telephone Reporting Unit, that require follow-up action, are promptly assigned and properly completed;

2. Ensure that members under their command, when sent to the scene of an incident, do not advise complainants to telephone their complaint to the Telephone Reporting Unit or advise citizens to respond to a police facility or the John Daly Center to make a report;
3. Emphasize to members that all calls and requests for police assistance and all reports of offenses and incidents brought to the Department's attention shall be processed through the Communications Division, where each incident will be classified and assigned a Central Complaint Number in compliance with GO-SPT-302.1 (Calls for Police Services); and **(CALEA 82.2.3)**
4. Ensure that all members of their respective units comply with the provisions of this order.

**V. Cross References**

GO-SPT-302.1 (Calls for Police Services)  
GO-PER-201.15 (Customer Service Standards and Testing)  
SOP Customer Service and Standards and Testing

// SIGNED //  
Charles H. Ramsey  
Chief of Police

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