



<b>Series</b> 300 Support Services	<b>Effective Date</b> 09/12/2022	<b>Review Date</b> Annually	<b>Directive Number</b>  <b>301.3</b>
<b>Chapter</b> 301 - Communications			
<b>Reviewing Office</b> Communications Operations			<input type="checkbox"/> <b>New Directive</b> <input checked="" type="checkbox"/> <b>Revised</b> Revisions in <i>italics</i>
<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 also to the careful management of public resources. To enable officers to conduct more preventive patrol and community policing efforts, a telephonic reporting system is used for reports, which do not require the presence of an officer. Telephone Crime Reporting is operational 24 hours a day, 365 days per year.

#### **301.3 - 2.1 Procedures**

1. The Department's non-emergency telephone number is (313) 267-4600. On-duty department personnel shall continue to **utilize (313) 596-1550 to call in vehicle theft and vehicle recovery reports.**
2. Crime reports are generated by the Telecommunications Operators at TCR and entered into *incident* report which generates a complaint number. The reports are *approved* by a supervisor and then forwarded *to Data Quality Control to be assigned to a follow up unit for investigation.* Currently, 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. *No calls shall be transferred without notifying the 911 operator for the reason of the transfer.*
3. Department sworn and non-sworn 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. *At no time shall a citizen entering a Precinct be denied service and/or told to contact TCR.*
4. Telecommunications Operators shall use the current TCR system for preparing specific complaints (e.g. nuisance complaints [loud music, barking dogs, abandoned

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5. vehicles, etc]). Since a complaint number is created for every report, this would allow all reports to be tracked, updated, corrected, and duplicated.
6. Each command shall assume responsibility for servicing the forwarded complaint in the most expeditious manner, as well as providing accountability for complaint disposition.

**301.3 - 3 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 - 3.1 Neighbor Trouble**

Disputes over property lines, overhanging tree limbs, shrubbery and fences, etc., are civil matters. Advise the caller to consult an attorney. 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, mini-station, or to TCR. If response to the scene is required, an emergency services operator shall be contacted and he/she shall request a response unit or a Neighborhood Police Officer to make the location.

**301.3 - 3.2 Landlord - Tenant Trouble**

Landlord – Tenant complaints such as nonpayment of rent, eviction, tenants' carelessness with landlord's property or similar complaints are civil matters. Complaints of inadequate heating, termination of utility services or unsanitary building conditions shall be referred to the Building and Safety Engineering Department, Housing Improvement Bureau at (313) 628-2451, during normal business hours from 8:00 a.m. to 4:00 p.m.

**301.3 - 3.3 Street Defects**

When a call is received regarding street defects, the caller shall be advised to contact the Department of Public Works Street Maintenance Division at (313) 224-0034 during normal business hours from 8:00 a.m. to 4:00 p.m. 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. to 8:00 a.m., at (313) 876-0035.

**301.3 - 3.4 Rubbish Complaints-Non Garbage Pick-up**

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.

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**301.3 - 3.5 Unlawful Driving Away of Automobile (UDAA) *Motor Vehicle Theft***

When a call is received regarding a UDAA, the caller shall be advised to make a report at the nearest precinct station. If response to the scene is required, an emergency services operator shall be contacted and a response unit requested. Telecommunications Operators will only enter/update UDAA information in the Law Enforcement Information Network (LEIN) system based on the required information received from a sworn police officer.

**301.3 - 3.6 Vehicle Crash Reports**

Vehicle crash reports (UD-10) shall be taken by precinct officers, where there are no injuries present and where the vehicles are drivable. Service shall be requested to the scene where there are personal injuries or where the vehicles are not drivable. *Private Property Accident reports can be completed by a TCR operator on an incident report.*

**301.3 - 3.7 Private Tow Authorizations/Verifications**

All Tow Truck Operators wishing to tow unauthorized vehicles must contact the precinct of occurrence for Tow Authorization from the LEIN operator.

**301.3 - 4 Telephone Crime Reporting**

**301.3 - 4.1 Incidents by Category**

The following types of incidents are some examples of reports which can be handled by Telecommunications Operators at TCR:

- Lost Property
- Fraud
- Missing Reports (Not Serious)
- Theft
- Vandalism and Graffiti
- Vehicle Tampering
- Vehicle Burglary
- Harassing phone calls
- Stolen license plates by Registered Owner
- Breaking and Entering (B/E) of residences/Home Invasion II, and Breaking and Entering of businesses (Perpetrator gone)
- Felonious Assault (Perpetrator gone) injuries Not Life Threatening
- Assault and Battery (Perpetrator gone) injuries Not Life Threatening

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.

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Telephone Crime Reporting will not take reports of Criminal Sexual Conduct (CSC), Domestic Violence, Kidnapping and Abduction (Including parental), Serious Missing, Return of Missing, Arson, Homicide, Child Abuse and Neglect, Elder Abuse and Neglect, Home Invasion I, Unlawful Driving Away of Automobile (UDAA), Vehicle Accidents, Private Tow Authorizations/Verifications, Allegations of Criminality by city employees, and B/E Business where Evidence Technicians are needed.