


PINE BLUFF POLICE DEPARTMENT POLICY & PROCEDURES MANUAL

	SUBJECT:	POLICY NUMBER 108
	TELEPHONE REPORTING UNIT	ISSUE DATE 02/19/2008
	CHAPTER: ADMINISTRATION & PERSONNEL	EFFECTIVE DATE 02/19/2008
	ISSUED By: Chief of Police John E. Howell	TOTAL PAGES 2

I. PURPOSE

The purpose of the Telephone Reporting Unit is to provide citizens with an alternative way of filing reports.

II. POLICY

A. Crimes, complaints or incidents which will be taken telephonically if the citizen consents include:

1. **THEFT** - Three Types:
 - a. Auto parts and accessories
 - b. Theft from a vehicle (not subsequent to auto theft).
 - c. Theft of a bicycle.
2. All misdemeanor thefts except shoplifting, purse-snatching.
3. Unauthorized use of motor vehicle.
4. **TELEPHONE VIOLATIONS:** Incidents of harassing or annoying phone calls directed at the complainant - this does not include bomb threats or threats to do bodily harm.
5. **PROPERTY DAMAGED:** Damage to agency owned property will require dispatch. State reportable motor vehicle accidents would require a dispatch unless the caller did not comply with reporting mandates, i.e., to remain at the scene and notify a law enforcement agency immediately.
6. **TAMPERING WITH A VEHICLE:** All cases unless the incident is in progress.
7. **LOST PROPERTY:** All cases unless some unusual circumstances dictates the need to dispatch an officer.
8. Misdemeanor criminal mischief.

9. TRAFFIC COMPLAINTS: Speeding, drag racing, etc., unless the incident requires immediate attention by a field unit.
 10. Return of Missing Persons/Runaway Juveniles
 11. Follow-up Reports
 12. REPORTS FOR INSURANCE PURPOSE: When a caller indicates that the only purpose for reporting is to be able to make an insurance claim.
- B. Every attempt will be made to persuade the complainant to report the above by telephone. If the complainant continues to request an officer be dispatched, one will be sent to complainant's location.