

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 07/01/2015	Supersedes Policy Dated: 5/31/2014	Rescinds:	SOG Number: 301.6
Accreditation Index:			
Part Title: Support Services	Chapter Title: Communications		
Chief of Police:			

Telcom Call Handling Procedures

I Policy

It is the policy of the Police Department to ensure that requests for service are handled in the most expedient manner possible. Some types of calls can be effectively handled via telephone, in person at Police Headquarters or the South District Station, or by mail. These calls will be handled by non-sworn personnel or by Police Officers assigned to Records.

II Definitions

III Procedure

- 1 Telcom calls are requests for service that do not require the presence of an officer at the scene. These are calls where the protection of life or property are not issues and they may be diverted to Telcom for processing. Criteria for Telcom calls:
 - 1.1 An offense if not in progress or just occurred.
 - 1.1.1 Exception: LWOP (gas drive-off – leaving without paying) reports are filled out and submitted later by the managers of the stores on report forms distributed to the victim stores.
 - 1.1.2 Exception: Auto Theft that just occurred. In order to expedite the process, information about a “just occurred” auto theft should first be relayed to dispatch so officers can be notified. The report should then be taken over the phone and a task sent to the MULES desk for entry into the system.¹

¹ Section 1.1.2 revised, call code terminology change, per Policy Change Order 15-017.

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- 1.2 No offender is at the scene who presents either a continued threat to persons or property or the opportunity for an apprehension if a field unit was dispatched.
 - 1.3 The incident is not a type of offense or in combination with other offenses for which department policy specifies on-the-scene investigation.
 - 1.4 There is no physical evidence to be collected nor witnesses to be interviewed at the crime scene.
 - 1.5 There are no other circumstances present (e.g., injuries) that would lead the call taker to believe it would be appropriate for an officer to respond to the scene.
- 2 The following call types will normally meet the criteria for a Telcom or internet report. These reports will be taken by Telcom personnel via phone, internet or in person. ²
- 2.1 ABVEH – Abandoned Vehicle
 - 2.2 AUTO/AUTOP – Auto Theft
 - 2.3 BURCP/BURRP – Burglary Commercial / Residential – past only when citizen does not want officer response.
 - 2.4 FORGA/FORGP – Forgery, Fraudulent Use of Credit Device, Counterfeit Currency – (Past)
 - 2.5 FPROP – Found Property – (In person)
 - 2.6 FTRV – Fail to Return Vehicle
 - 2.7 FTRLP – Fail to Return Leased Property
 - 2.8 GRAFIT – Graffiti – (Past)
 - 2.9 HARAS/HARASP – Harassment – (Past)
 - 2.10 IDENT – Identity Theft
 - 2.11 INEXP/INEXPP – Indecent Exposure – (Past)
 - 2.12 JUV/JUVP – Juvenile Situation – (Non-criminal)
 - 2.13 LPROP - Lost property
 - 2.14 LWOP – Left Without Paying
 - 2.15 MISC – Miscellaneous/All other
 - 2.16 MPADLT – Missing Person, Adult – (In person)
 - 2.17 MPJUV – Missing Person, Juvenile – (In person)
 - 2.18 MVAP – Mtr Veh Accident – (Past)
 - 2.19 REPO – Vehicle Repossession
 - 2.20 STLG/STLP – Stealing – (Past)
 - 2.21 STLDEC – Stealing by Deceit
 - 2.22 STLGV/STLGV – Stealing from a Vehicle – (Past)
 - 2.23 VAND/VANDP – Vand/Prop Damage – (Past)

2 Section 2 revised, Telcom/internet report list updated, per Policy Change Order 15-017.

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3 EXTENUATING CIRCUMSTANCES

- 3.1 If the caller insists on a report being made even though the report may not meet the criteria set out above, a report can be written at the supervisor's discretion.
- 3.2 If the caller is outside our jurisdiction and unable to respond, a report can be taken over the phone for report types not typically taken by Records (i.e. rape, child abuse, etc.) with a supervisor's approval.

4 CALLER INSISTS ON RESPONSE

- 4.1 If the caller insists on a police officer being dispatched, Telcom personnel will explain this call type is normally handled over the phone.
- 4.2 If the caller still insists on an officer being dispatched, but no exigent circumstances exist that would require an officer's presence, Telcom personnel will notify their supervisor who will call the on-duty Watch Commander and explain the situation. This will include those circumstances in which a caller demands that an officer respond to dust for latent fingerprints.
- 4.3 The Watch Commander will approve or deny the request to send an officer to take a report.
- 4.4 If approval to send an officer is granted, the caller will be contacted and transferred to dispatch. If denied, a report will be taken over the phone.

IV Attachments