

1.07-2

DAYTON POLICE DEPARTMENT  
GENERAL ORDER  
ONLINE AND TELEPHONE  
REPORTING



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POLICY STATEMENT

It is the policy of the Dayton Police Department to provide On-Line Reporting services to the community. The Department's On-Line Reporting System will be utilized to expedite reporting of minor crimes and incidents, provide quick and efficient service to the public, and more effectively manage field personnel and resources.

**I. General Guidelines**

A. The Dayton Police Department will respond to in-progress incidents and all crimes with evidence or information, which may lead to the identity of a suspect and their apprehension, or if the incident just occurred and there is likelihood the suspect may still be in the area.

**B. The following is a list of calls that can be handled by online reporting:**

- **Fraud** - Wrongful or criminal deception intended to result in financial or personal gain.
- **Harassing Phone Call** - Unwanted phone calls of an annoying, harassing or threatening nature.  
Repeated Hangups
- **Identity Theft** - Obtaining someone else's personal identifying information and using it to obtain credit, goods or services.
- **Lost Property** - When property is missing or lost.
- **Property Damage (Accidental)** - Minor property damage which is not criminal in nature under \$500 loss (Does not include vehicle crashes)
- **Theft (Non-Vehicle)** - Your property is taken or attempted to be taken without your permission. (Other than forced entry into property)
- **Theft (Vehicle Related)** - Property is stolen from a motor vehicle or attempted theft of a motor vehicle. (Actual stolen vehicles cannot be reported on this form)
- **Theft (Gas drive-off)** - Property (fuel) is stolen from a service station, convenience store etc.
- **Vandalism** - The intentional act of changing, modifying or defacing public or private property.

**C. The following is a list of calls that can be handled by TRU:**

- **Accidents – Property Damage only** – Non-investigative Accidents without Injury with less than \$1,000 in damages
- **Animal Bites** – Citizen only wants documentation, with no criminal investigation.
- **Breaking & Entering** – Vacant Structure, Detached Garage or Shed.
- **Care House Complaints** – Refer to GO 1.07-2 section IV.B.
- **Criminal Damaging (Vandalism)** –With the exception of a hate crime.
- **Fraud** – Fraud complaints unless an officer response is needed.
- **Gas Drive-Offs** – Form of theft complaint with or without suspect information.
- **Identity Theft**



- **Lost Property** – Excluding complaints involving firearms, hazardous materials or devices (Lost cell phone incidents will not be assigned a case number).
  - **Minor property damage**
  - **Missing Adults** – Complaints where there are no unusual circumstances. Excluding missing persons age 65 or older and/or that have a mental health condition (requires officers be dispatched).
  - **Telephone Harassment (Annoying Telephone Calls)** – If it does not involve a domestic partner.
  - **Theft Complaints** – to include shoplifting (unless a suspect is in custody) and theft from motor vehicles (victim vehicle information required). The following require an officer respond to the scene - Grand Theft Auto, firearms, hazardous materials or devices.
  - **Theft of License Plates** – A broadcast has to made with records
  - **“Attempted” Theft of Motor Vehicles\*** (victim vehicle information required).
  - Additionally there may be situations where TRU would be utilized in order to minimize officers being exposed to communicable viruses/diseases, during inclement weather incidents, or during other emergencies. With the approval of the Assistant Chief of Police – Chief of Operations, or in their absence a Division Commander, approval can be given to handle any priority 4 or higher call via TRU when a suspect is not on scene and there is no immediate threat of harm to the victim. This portion of the policy will be discontinued once the department resumes normal operations.
  - In situations where there may be evidence at the scene, the TRU officer will request a crew respond via dispatch to check to see if an evidence crew is needed. In these situations, the report will still be completed by the TRU officer. If an evidence crew is needed, the responding crew will make the request via dispatch and the officer who responded to the scene will ask the TRU officer to complete the e-crew request form.
- D. Crimes involving peace officers where the loss is their government-issued equipment (badge, ID, firearm, etc.) shall not be reported on-line. Such crimes may be reported via TRU with supervisory approval.
- E. Persons under the age of 18 are not permitted to complete an on-line report.
- F. Officers may assist a citizen in filing an online report in order for the citizen to receive an immediate copy.
- G. Cases involving serialized property where the serial number is known, including lost/stolen plates, will not be referred or accepted as on-line reports (except lost cellular phones- see **section 1.B.** above). For the purposes of this order, credit cards and miscellaneous identification (medical cards, driver’s license, etc.) will not be considered “serialized property.”
- H. Officers doing follow up on On-Line reports need to check DIBRS or contact Records for appropriate DIBRS number when recovering any property on any On-Line report.

## II. Dispatch Personnel Responsibilities

- A. When the RDC receives a call from a citizen wishing to report an incident, they will determine if the call falls within the scope of an online report:
1. Determine if the caller is age 18 or older.
  2. Determine if the caller has access to the Internet. If so, inform the caller the incident should be reported over the Internet without having to wait, or at their leisure. Other options for reporting are via the Telephone Report Unit (TRU). No officer will be dispatched to take reports qualifying for on-line or TRU reporting.
  3. Inform the caller they will be able to immediately print a copy of the report without charge.



4. Advise the caller of the Police Department's website address:  
<https://www.DaytonPoliceReports.com/apps/CitizenReporting>, - guides them through filing a report.

- B. If RDC personnel determine that the report is not suitable for online reporting but meets TRU standards, they will type up the call for the Telephone Report Unit (TRU) to take the report. If a TRU officer is not on duty, the call should be typed up for normal patrol response.

### III. Follow-up Responsibilities

- A. Designated personnel in the East Patrol Operations Division will review all online reports submitted via the Internet and export approved reports into DIBRS. They will also check online reports for correct crime classification and make minor editing changes. Reports will be corrected according to the elements of offense described by the citizen author. Online reports may not meet the standard of those filed by Police employees. Some minor errors are permitted as long as the report makes sense.
- B. Review personnel will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature and do not change the intent of the report. If review personnel determine the report was misclassified, it may be modified to fit the most appropriate section.
- C. Review personnel may change the report type to an Outside Assist for minor incidents, which did not occur within jurisdiction. This provides the citizen a case number without rejecting their report and having them contact another police department to file their report.
- D. If a report is rejected, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via email to the citizen and a duplicate to a department storage mailbox. If the citizen provided a valid telephone number, an attempt to contact them and clarify the problem prior to rejecting the report shall be made.
- E. Review personnel shall request a uniformed officer response when, in the reasonable judgment of the reviewer, circumstances indicate an investigation is warranted. In this circumstance, a rejection notice should be sent to the citizen and the reviewer will state in the rejection box that a response will be made.
- F. Complaints that have no workable information will be coded to receive an automated response indicating that if further information is developed, to contact a specific unit.
- G. Once assigned, detectives will complete a supplemental report indicating the results of their follow-up investigation if they develop any further information.

### IV. Telephone Reporting Unit

- A. Protocol for calls meeting TRU criteria

The Telephone Reporting Unit is responsible for handling calls where the response of a street crew to the scene is unnecessary. All calls that fit the TRU standards will be handled by the TRU. The purpose of the TRU program is to keep street crews available for calls where their presence is needed.

Personnel assigned to TRU will complete reports by typing them directly into eDIBRS (refer to MOP 3.04-1 Dayton Incident Based Reporting).

- B. CARE House TRU procedure

Normally, Montgomery County Children Services CARE House caseworkers will complete a "ticket" through the police department's osTicket system and have a report completed. This will not require any actions from TRU. Occasionally, the osTicket system is down, or other non-CARE House CSB workers may need to make a report. If so, please follow these guidelines. This also applies to non-Montgomery County Children Services workers.

1. Montgomery County Children Services CARE House caseworkers (CSB) should call Regional Dispatch Center at **(937) 225-4357** and request that a call for a TRU Report be generated.



2. IF THE CRIME OCCURRED IN THE CITY OF DAYTON AND DAYTON POLICE HAVE JURISDICTION OVER THE CRIME, the CH caseworker should request that a Telephone Reporting Unit Officer (TRU) contact them so that a police report can be filed over the telephone.

NOTE\*\* Location of occurrence is mandatory to determine jurisdiction. Regardless of whether or not the victim and/or suspect live in the City of Dayton, **where the crime happened** is what will determine which police agency will have the authority to investigate the crime.

3. When a DPD TRU officer calls back to take the CSB referral information for police report, the DPD TRU officer will determine:
  - a. If the elements of crime are present and sufficient for a DIBRS crime report, or;
  - b. If the information will be documented in a memo for information only;
  - c. If a memo is filed, the TRU officer should designate and mark it as "**SPECIAL VICTIMS UNIT**". Using this heading ensures that the report will be designated as a 640 ASN and go directly to the SVU (**do not use the heading "Alleged Crime"**).
  - d. DPD TRU will then provide the DIBRS Report Number to the reporting CSB caseworker for reference.

NOTE: Frequently, the information that needs to be documented in the narrative of the DIBRS report is lengthy. If it is determined that the referral documentation for the DIBRS narrative can be forwarded to the TRU officer via **e-mail or fax**, the decision to do that will be made by the TRU officer when the TRU officer contacts (or calls back) the CSB caseworker by telephone.

#### C. Staffing

The Telephone Reporting Unit should be staffed with officers as needed. The Patrol Operations Divisions or light/restricted duty positions are responsible for staffing the TRU position. The responsibility may rotate between Patrol Operation Divisions at the first of each month and the appropriate division will be required to provide staffing.