

**TITLE:** Citizen Reporting System

**SOP NUMBER:** 06-027

**EFFECTIVE DATE:** 01-01-13

**REPLACES/RESCINDS:** General Order 440.1

## **I. POLICY**

It is the policy of this Department that selected complaints from the public are to be processed over the Internet, telephone, and non-emergency citizen report form in lieu of the dispatch of a police officer. This method of service maximizes the availability of patrol resources for higher priority incidents while retaining a high level of service to the public.

## **II. PURPOSE**

The purpose of this Standard Operation Procedure (SOP) is to establish the operational guidelines necessary to provide for the non-emergency reporting of specific types of criminal, traffic, and service incidents occurring in the County of Fairfax. This process shall be designated as the Citizen Reporting System (CRS).

Without supervisor approval, officers shall not use the CRS as a referral for events which come to their attention through citizen contact or to which they have been dispatched.

## **III. AUTHORITY**

The Patrol Bureau shall have administrative and operational responsibility for the CRS.

Direct oversight of CRS employees will be the responsibility of the sergeant assigned to Court Liaison, the aide to the Deputy Chief for Patrol, and the Patrol Bureau Division III commander. Case reports from the CRS will be completed in I/LEADS and sent to the CRS inbox for approval. Station commanders shall ensure that these cases are reviewed and processed. Reports that are found to be in error shall be returned to the aide to the Deputy Chief for Patrol.

The on-duty police liaison commander (PLC) shall periodically monitor pending CRS calls for compliance.

#### IV. DEFINITIONS

For the purpose of this SOP, the following definitions shall apply:

- A. EVENT - A violation of law or police service request which is expressed, for departmental and CAD purposes, as a one to six character code.
- B. DESCRIPTION - A "plain language," literal explanation of an event code.
- C. URGENCY - A relative indication of the elapsed time and circumstances since the occurrence of the event. Urgency is indicated through use of the following codes:
  - 1. In Progress (I) - The event is occurring at the time the call is received, or within five minutes of the call. The perpetrator may be present.
  - 2. Just Occurred (J) - The event has occurred during the 30 minutes preceding the call. The perpetrator has left the scene, but may still be in the area.
  - 3. Report (R) - The event has occurred more than 30 minutes prior to the call being received. There is no reason to believe that the perpetrator is still in the area.

#### V. PROCEDURE

- A. Eligible Events

Only those events and their specific urgency listed in the following table may be considered for CRS processing:

<u>EVENT</u>	<u>DESCRIPTION</u>	<u>URGENCY</u>
ABCVIO	ABC Violation	R
ACCH	Accident – H&R Report	R
CHECK	Check/Credit Card Case	R
CIVIL	Civil Dispute	R
DESTR	Destruction of Property/Littering	R

DISORD	Disorderly Conduct	R
DWI	Driving While Intoxicated	R
DRUNK	Drunk in Public	R
FORGE	Forgery/Prescription Counterfeit	R
FRAUD	Fraud/Flimflam	R
LARC	Larceny	R
LOITER	Loitering	R
NOISE	Noise Violation	R
PARK	Parking Violation	R
PHONE	Telephone Violation	R
PROP	Lost	R
PSERVP	Public Service	R
SOLIC	Solicitor Violation	R
SUSPE	Suspicious Event	R
SUSPN	Suspicious Noise	R
SUSPP	Suspicious Person	R
SUSPV	Suspicious Vehicle	R
TRAF	Traffic Complaint	R
TRESP	Trespassing	R
VEHTAM	Vehicle Tampering	R

***In progress events of any type are not eligible for CRS referral.***

1. The list of eligible events may be expanded during times of unusual operational demands. Such expansion shall be authorized by the Chief of Police, Deputy Chief of Administration, Deputy Chief of Investigations/Operations Support, Deputy Chief of Patrol, Patrol Bureau commander, or the duty officer.
2. If a caller insists on seeing a police officer in person, even after being advised of the CRS procedures, the on-duty PLC may intervene and choose to speak with the caller. Under these circumstances, the PLC shall make the final determination concerning the dispatch of a police officer. If the PLC is unavailable or chooses not to intervene with the caller, an officer will be dispatched to the event.
3. Calls involving check forgery or fraud shall be referred directly to CIB, Major Crimes Division using the Financial Crimes Online Reporting System (FiCOR). If the caller does not have access to email and/or the internet, an event shall be entered for CRS. The report shall be held ACTIVE, TOT to CIB.

4. When one or more of the following circumstances exist, the call shall be handled via CRS:
  - a. Suspect information exists and the complainant clearly does not wish to prosecute.
  - b. The report is for informational and/or insurance purposes only and the caller agrees and understands that the Police Department will take no further action.
  - c. Suspect information is so general in nature that it provides no investigative leads (i.e., blue van, w/m).

B. Exceptions Requiring Dispatch

1. Events

The following exceptions to the broad categories presented in the table will require the dispatch of a patrol officer to perform a preliminary investigation of the reported incident:

- a. Shoplifting.
- b. Larceny after trust.
- c. Larceny from an automobile incidental to a motor vehicle theft.
- d. Larceny over \$5000.
- e. Destruction of private property of widespread or extensive nature where the probability of evidence collection exists.
- f. Auto tampering of widespread or extensive nature where the probability of evidence collection exists.
- g. Stolen passports, driver's licenses, social security cards, or alien registration cards.
- h. Lost or stolen license plates.
- i. Hit and run crash reports involving injury OR where the vehicle struck was occupied at the time of occurrence.
- j. Lost or stolen firearms.

k. Theft of narcotics.

2. Circumstances Requiring Dispatch

When one or more of the following circumstances exist, the call will not be handled via CRS, irrespective of the category of the offense/complaint.

- a. The offender is on the scene, or probability exists that an immediate apprehension can be made if a patrol officer is dispatched.
- b. The offense/complaint to be reported is an integral part of, or is in combination with, another offense/complaint which is not reportable via CRS.
- c. The Department employee receiving the call believes that the particular facts as related by the caller warrant the dispatch of a patrol officer.
- d. Illegal acts due to race, religion, or national origin.

C. Department of Public Safety Communications

- 1. Upon the receipt of a call at the Department of Public Safety Communications (DPSC) for which the CRS procedure may be used, the caller's information will be entered in CAD, with the event type being reported, along with the subtype of telephone reporting. The event narrative must contain any pertinent event information (address of event, address of caller, caller's name, caller's phone number). The event should also contain a notation if the language line is needed and what language is spoken.
  - a. The CAD event will be placed into a separate dispatch group, (C1) for retrieval and action by CRS staff.
  - b. The on-duty DPSC liaison commander will make periodic reviews throughout their shift to ensure events pending for CRS action are eligible. In the event an ineligible event is noticed, a patrol officer will be dispatched. This will ensure improper events do not hold for extended periods of time.
  - c. In the event of CAD downtime:

- For CAD outages predicted to last less than four (4) hours the event will be held for reentry.
- For extended periods of CAD downtime the caller will be referred to the CRS phone number.

4. The CRS employee shall document the incident by police report.

#### D. District Stations

Upon the receipt of a call at a district station, for which the CRS procedure may be used, the police citizen's aide (PCA) or officer shall create the event type for entry into the CAD or refer the caller to the Internet or the DPSC non-emergency number.

On a daily basis, the CRS employee shall forward completed police reports to the district station where the event originated. The commander of each district station shall implement internal procedures to ensure the review and signature of all CRS incidents which occur in their police service area.

1. The purpose of this review will be to ensure that all necessary police service has been rendered to the complainant (found property picked up, etc.).
2. If the case facts related by the incident report or CRS report indicate that additional follow-up investigation is warranted, the case shall be assigned to the appropriate departmental element.

## VI. TRAINING AND OPERATIONS

### A. CRS Daily Operation

1. The CRS will operate Monday through Friday, excluding County holidays, between the hours of 0600 - 2200. Employees will be assigned to accommodate the staffing needs of the agency, while attempting to best accommodate the individual needs of the employee.
2. All employees permanently assigned to the CRS who are not on any type of restricted duty shall wear the patrol uniform of the day.
3. CRS Staff will receive reports from three sources:

- a. Internet
  - b. CAD Pending Events
  - c. Telephone System (Direct CRS Line with Voicemail)
4. These systems will be routinely monitored by CRS staff and information entered into the CRS I/LEADS inbox to document the event. This will provide a centralized reference point for all CRS reports. In the rare instance that a citizen calls directly to CRS, the CRS employee will create a CAD event. This will include both phone and Internet reports.
  5. If the CRS employee can not reach the caller, after a minimum of three calls to each provided telephone number, a notation will be made in the CAD event and the event cleared (96CBC). This event may later be reopened if contact is made.
  6. A case number for internet users will not be assigned until all necessary information is obtained and the report is ready for supervisory review and approval.
  7. Completed reports will be sent to the CRS I/LEADS inbox.
  8. CRS employees who receive reports that are not eligible for CRS reporting shall notify the on-duty PLC at the DPSC. The PLC shall be responsible for ensuring that the report is handled in an appropriate manner.
  9. The CRS unit is responsible for monitoring and dispatch functions for CRS events that are controlled in dispatch group C1.
  10. CRS employees will sign onto CAD using designators CU01 thru CU10.
  11. CRS employees will follow established IBR reporting guidelines as outlined by the Fairfax County Police Department Report Writing Manual. All required report elements should be documented.

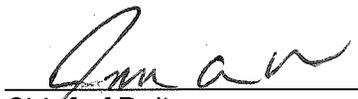
## VII. ACCREDITATION STANDARDS REFERENCE

VLEPSC

ADM.  
24.05

This SOP becomes effective January 1, 2013, and rescinds all previous rules and regulations pertaining to the subject.

**Issued by:**

  
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Chief of Police