

**STOCKTON POLICE DEPARTMENT**

**GENERAL ORDER**

**TELEPHONE REPORT UNIT (TRU)**  
**SUBJECT**

**DATE:** April 1, 2016

**NO:** B-7b

**FROM:** CHIEF ERIC JONES

**TO:** ALL PERSONNEL

**INDEX:** Telephone Report Unit (TRU)

**I. POLICY**

The Telephone Report Unit (TRU) shall handle calls for service not requiring the presence of an officer. This policy will establish guidelines and procedures to determine when to dispatch an incident to TRU.

**II. PROCEDURE**

A. Telephone Reporting

1. Telecommunications Personnel Responsibilities:

- a. Telephone calls from citizens attempting to file a report will be evaluated by the Telecommunications Center to determine if the crime/incident qualifies for TRU. Telecommunications Personnel will create a CAD incident for all qualifying TRU reports. If the crime/incident qualifies for online reporting (G.O. B-7a), the citizen will be encouraged to utilize that as the first reporting option. If the citizen agrees to file a report online, the call will be closed as "Advised."
- b. If the incident does not qualify for online reporting, or the citizen prefers to make the report over the telephone and the incident meets TRU criteria, the call will be handled by TRU personnel.
- c. When a crime/incident qualifies for online or TRU reporting, these will be the only reporting options for the caller. Field personnel (officer or CSO) will not be dispatched to handle the report, unless unusual circumstances exist and a CTC supervisor, Sergeant, or Watch Commander approves the use of field personnel. The CSO Lobby is another reporting option to consider before using field personnel during normal business hours.
- d. If TRU is not open, an "Advised" call will be created for the beginning of the next shift.
  - (1) Vehicle thefts (10851 VC) are the exception. If TRU is not open, field personnel will be dispatched to take a 10851 report.

2. Telephone Report Unit Responsibilities:

- a. TRU operating hours are 0600 to 0200 hours.
- b. TRU personnel will log on at the beginning of their shift and log off at the conclusion of their shift.
- c. Unit identifiers for TRU personnel will be TRU 1, TRU 2, etc.
- d. TRU personnel will be available to handle calls as received from Dispatch.
- e. In the event TRU personnel are the first point of contact for a citizen reporting a crime, Dispatch will be advised TRU is "on view."

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- f. If TRU personnel are not available to handle calls, a CTC supervisor and the Watch Commander will be notified of the anticipated time period TRU will be closed. During business hours, a Records Supervisor will determine whether mandatory overtime is required to staff TRU. After hours, the Watch Commander will make this determination.
  - 3. General Guidelines for TRU reports:
    - a. Minor crimes, not in progress, with no evidence at the scene.
    - b. Incidents with no leads or information that may lead to the identity of a suspect and his/her apprehension.
    - c. Reports for insurance purposes, matter of record, or matter of information only.
- B. Common calls which qualify for TRU:
- 1. Telephone Reporting Unit
    - a. Petty and Grand Thefts (including firearms) where property value is under \$10,000 (484 pc/487 pc).
      - (1) Theft of law enforcement firearms and/or equipment may be reported via TRU with prior approval from Watch Commander.
    - b. Stolen, Attempt Stolen, and misplaced auto reports (10851/664-487.3/503A).
    - c. Auto and Attempt Auto Burglaries (not residential burglaries).
    - d. Identity theft, fraud, and forgery reports for amounts less than \$5,000, with no immediate follow-up necessary.
    - e. Vandalism that is not a hate crime, without suspect information.
    - f. Annoying telephone calls with or without suspect information.
    - g. Lost or stolen property reports (credit cards, checkbook, personal identification, etc.).
    - h. Matter of record or matter of information reports.
- C. Field Services Responsibilities:
- 1. An Officer will be dispatched to handle a report at the direction of a CTC supervisor, Sergeant, or Watch Commander, or in cases with extenuating circumstances such as:
    - a. An involved person is in immediate physical danger.
    - b. A suspect is in custody or still in the area.
    - c. Physical evidence at the scene may lead to the identity of a suspect.
    - d. The incident is ongoing and/or aggravated in nature.
  - 2. If an Officer or CSO is dispatched to, or "on-view's," a call for service that would normally qualify for TRU or Online Reporting, he or she will, in the spirit of good service to the community, investigate the crime and author the appropriate report.