


PBP FORM 290  PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i>		SUBJECT: "TELEPHONE REPORTS UNIT"	ORDER NUMBER: 67-01
		PLEAC STANDARD: 3.4.1	PAGE 1 OF 3
RE-ISSUE DATE: 1/20/2021	EFFECTIVE DATE: 12/26/2005	REVIEW MONTH: NOVEMBER	RESCINDS: NONE
		REVIEW DATE: 1/20/2021	

1.0 PURPOSE

1.1 Provide the community with an opportunity to file a police report by phone for specified crimes, enabling the Bureau of Police to utilize more field Officers for preventative patrol, to investigate more serious crimes, and to respond to other public safety incidents.

2.0 POLICY

2.1 Emergency Operations Center (EOC) call takers will refer report requests to the Telephone Reports Unit (TRU).

3.0 PROCEDURE

3.1 The Telephone Reports Unit operates on the following schedule:

3.1.1 Monday through Friday, closed on weekends and AFSCME picked holidays

3.1.2 Two shifts, 0700-1500hrs and 1500-2300hrs

3.2 Incoming 9-1-1 calls will be screened by the EOC to determine if they qualify for the Telephone Reports Unit. The criteria used to screen the calls includes:

3.2.1 The call is a "report only" request

3.2.2 The caller is in no immediate danger

3.2.3 There are no suspects on the scene or in the area.

3.2.4 The call does not involve any domestic violence situations.

3.3 If the 9-1-1 call qualifies for the Telephone Reports Unit, the EOC will send the call to the TRU via computer. The TRU will not accept incoming calls for reports, nor can the general public call directly into the TRU for a telephone report. The phone number of the TRU is not to be given out to the public.

3.4 Once the TRU receives the information, the TRU will contact the citizen via telephone, to gather information and create a police report.

3.5 During the conversation with the citizen, the TRU may determine that the call does not qualify for a telephone report and that the presence of an Officer is needed. The TRU will then send the call back to the EOC for dispatch.

3.6 Calls to the EOC, where the complainant insists on seeing an Officer, will be directed to the supervisor of the Warrant Office to make the determination on whether to send an Officer.

3.7 If an emergency arises while the citizen is talking with the TRU, the TRU shall immediately contact the EOC to dispatch an Officer to the scene.

3.8 The TRU will routinely take the following types of reports:

3.8.1 Burglary – supplement only

3.8.2 Criminal mischief – excluding graffiti

3.8.3 Accidents involving damage to unattended vehicle or property, where there are no injuries or tows involved

3.8.4 Theft – excluding firearms

3.8.5 Identity theft

3.8.6 Access device fraud

3.8.7 Theft of property lost, mislaid, or delivered by mistake

3.8.8 Theft from vehicle

3.8.9 Missing juvenile reports from the following agencies:

3.8.9.1 Abraxis House

3.8.9.2 Pressley Ridge

3.8.9.3 Whale's Tale

3.8.9.4 3 Rivers Youth

3.8.9.5 Hasina House

3.8.9.6 Access Foster Care

3.8.9.7 Alternative Program Associates

3.8.9.8 Craig House

All of these agencies are located in the City of Pittsburgh and are affiliated with Allegheny County Children, Youth and Families.

3.9 The TRU will also take reports regarding incidents that occurred in the City, but the citizen is now outside of the City.

3.9.1 If a citizen calls from outside of the City to file a report, they would be directed to call [REDACTED] This number will connect the citizen with the EOC, who will follow the above mentioned protocol.

3.9.2 If the call requires a report that TRU cannot take, then the Warrant Office Sergeant will be notified, and they will be directed to call the zone desk of occurrence for assistance

3.10 When applicable, the TRU will refer the citizen to the District Justice and check the appropriate box on the PBP Form 3.0 "Investigative Report". This will only be done when the citizen has the complete name and address of the actor.

3.11 All reports taken by the TRU will be approved by the Warrant Office Sergeant.

4.0 DISTRIBUTION OF REPORTS

- 4.1 The daily log of all reports taken by TRU will be faxed to all of the zones. The original report will be maintained in the record management system. This report is only to be released by the record room.
- 4.2 The following types of reports shall be faxed to Index:
- 4.2.1 Stolen license plate reports
 - 4.2.2 Missing juvenile reports
- 4.3 The following types of reports shall be faxed to the appropriate Major Crimes squad.
- 4.3.1 Missing juvenile reports to the Missing Persons Squad
 - 4.3.2 Burglary supplements to the Burglary Squad.

Approved by:



Scott Schubert
Chief of Police