

PBP FORM 290  PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i>		SUBJECT: "TELEPHONE REPORTS- CENTRAL RECORDS AND REPORTS UNIT"	ORDER NUMBER: 67-01
		PLEAC STANDARD: 3.4.1	PAGE 1 OF 2
REVISE DATE: 11/11/2016	EFFECTIVE DATE: 12/26/2005	ANNUAL REVIEW DATE: NOVEMBER	RESCINDS: ALL PREVIOUS
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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 qualifying report requests to the Central Records and Reports Unit-Telephone Reports (CRRU).

3.0 PROCEDURE:

3.1 Central Records and Reports Unit-Telephone Reports operates on the following schedule:

- 3.1.1 Monday through Friday, closed on weekends and AFSCME-picked holidays.
- 3.1.2 Two shifts, 0700-1500 hours and 1500-2300 hours.

3.2 Incoming 9-1-1 calls will be screened by the EOC to determine if they qualify for the CRRU-Telephone Reports. 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.

3.3 If the 9-1-1 call qualifies for the CRRU-Telephone Reports, the EOC will send the call to the CRRU via computer. The CRRU will not accept incoming calls for reports nor can the general public call directly into the CRRU for a telephone report.

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

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

3.6 If 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 CRRU, the CRRU shall immediately contact the EOC to dispatch a police officer to the scene.

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

- 3.8.1 Burglary-SUPPLEMENT ONLY
- 3.8.2 Criminal mischief –EXCEPT FOR GRAFFITI
- 3.8.3 Accidents involving damage to unattended vehicle or property-no injuries or tows

- 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 **STOLEN LICENSE PLATES AND SUPPLEMENTS ONLY**
- 3.8.9 Missing juvenile reports from the following agencies (these agencies are located in the City of Pittsburgh and are affiliated with the Allegheny County Children, Youth, and Families):

- 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 Circle C
- 3.8.9.7 Access Foster Care
- 3.8.9.8 Alternative Program Associates
- 3.8.9.9 Craig House

3.8.10 Incidents that do not require immediate investigation by a police officer.

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

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

3.12 When applicable, the CRRU 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.

3.13 All reports taken by the CRRU will be approved by the CRRU Sergeant.

4.0 DISTRIBUTION OF REPORTS

4.1 All reports taken by the CRRU shall be faxed to the zone of occurrence. The original report will be maintained at the CRRU.

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

4.2 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
A/Chief of Police