

# WEST PALM BEACH POLICE DEPARTMENT

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## II-23 INCIDENT/CRIME REPORTS TAKEN BY TELEPHONE, MAIL, OR WALK-IN

**EFFECTIVE DATE: 01/01/2005**

CALEA Standards: 81.2.14

CFA Standards: N/A

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**I. POLICY:** The West Palm Beach Police Department will accept specified crime and incident report information by telephone or through mail or walk-in complaints in lieu of on-scene response concerning incidents which occurred within the city that require a police report. Some crime calls do not require the dispatch of a patrol officer and can be effectively handled by receiving information in an alternate manner.

### **II. REPORTS TAKEN BY TELEPHONE OR MAIL:**

A. Whenever circumstances permit, certain types of incident/crime reports will be taken by telephone, mail or walk-in (Appendix A), as an alternative to dispatching an officer to personally contact the complainant or reporting party. These incidents/crime reports will be categorized as:

1. D.P.R. Type 1- Taken only when DPR is available.
2. D.P.R. Type 2- Taken and entered in CAD as a "later call@ until DPR is available.

B. The type of incident, complaints, crimes or reports that may be taken over the telephone, mail, or by walk-in include, but are not limited to, the following:

1. Thefts of property or attempted thefts (auto parts, gas, bicycles, etc.) which are delayed reports with or without suspects.
2. Simple assaults and/or simple batteries (no weapons) where there is no imminent or further threat of harm.
3. Stolen vehicles from West Palm Beach recovered by other Departments.
4. Vandalism or property damage.
5. Lewd, harassing, or threatening telephone calls, except as part of ongoing felony stalking.
6. Lost or missing property.
7. Supplemental reports which do not require immediate follow-up.
8. Delayed felony crime reports that occurred sometime in the past and are now being reported.

C. Factors which may indicate an Officer or a Crime Scene Investigator should respond to the incident and complete a report:

1. The suspect is present and/or is involved in serious crimes and may be arrested.
2. Evidence at the scene which may lead to the successful clearance of the incident.

### **III. WALK-IN REPORTS AND COMPLAINTS:**

A. The criteria for walk-in complaints will be the same as those for taking telephone or mail incidents/ reports/ complaints.

B. Additional types of walk-in incidents/reports/ complaints may be handled, such as delayed minor traffic crashes, auto theft, any type of delayed felony, purse snatches, etc., by a sworn officer.

### **IV. PERSONNEL WHO WILL RECEIVE TELEPHONE, MAIL AND WALK-IN COMPLAINTS:**

A. Persons who may be available to receive information may include:

1. Tele-servers,
2. Police Officers assigned to the lobby to handle such complaints,
3. Police Officers at station not otherwise assigned,
4. Officers who are assigned to light duty, and
5. Any other authorized personnel trained to handle such complaints.

B. All reports written about an incident will be fully and accurately recorded on the proper report form.

1. The person completing the telephone, mail or walk-in report will submit the report to his or her supervisor for review and approval.

C. After communicating with the complainant, if the Tele-server or complaint taker believes a police officer should be dispatched, he or she will obtain the necessary information and contact Dispatch Operations to dispatch an officer to the scene.

**V. REFERENCE:**

- SOP # IV-24 Light Duty Assignment.

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**Delsa R. Bush, Chief of Police**

Original issue: 04/07/89  
Revised: 01/01/2005  
I.D. # 1491

History: SOP # changed to II-23 on 01/01/2005; SOP # changed on 06/01/1999  
Old SOP # 6.620.021  
Revision Dates: 06/01/1999, 01/01/2005

Job Title Task Files: Dispatch Operations

Appendix A

CAD Type	DPR Type	Description	DPR Handles,	Dispatched to Patrol
DAMAGED	2	Damage Property	All	
S9	2	Stolen Tag	All	
S14	2	Information	All, except	information on felony suspect who is present
S21A	2	B & E Auto	All, except	In progress / an officer will respond for processing
S21AAT	2	B & E Auto Attempt	All, except	In progress / an officer will respond for processing
S21D	1	B & E Delayed	All	In progress / an officer will respond for processing
S21NAT	1	B & E Non Resident Attempt	All, except	In progress / an officer will respond for processing
S21NR	1	B & E Non Resident	All, except	In progress / an officer will respond for processing
S21R	1	B & E Resident	All, except	In progress / an officer will respond for processing
S21RAT	1	B & E Resident Attempt	All, except	In progress / an officer will respond for processing
S30	2	Larceny (Grand Theft)	All, except	Over \$20,000
	1	Larceny (Petit Theft)	All, except	Bolo to Patrol
S31	1	Assault	All, except	In progress
S40	2	Vandalism	All, except	In progress, damage over \$20,000
S41PD	2	Robbery to Person Delayed	All	
S64	2	Larceny Auto Parts	All, except	In progress
S66	2	Civil Matter	All, except	Both parties present, possible violence
S72	2	Lost Property	All	
S78	2	Obscene/Harassing Calls	All, except	Stalking related/ on-going

**DPR TYPE**

1 - Taken only when DPR available.

2 - Taken and entered in CAD as A later call@ until DPR available.