
	<b>GAITHERSBURG POLICE DEPARTMENT</b>		
	<b>Information Received by Phone, Fax, Mail &amp; Email</b>		
	<b>GENERAL ORDER    108.10</b>	Related CALEA Standards:	
<b>Effective Date    04/01/2015</b>	<b>81.2.14</b>		
<b>Authorized by:    Mark P. Sroka</b> CHIEF OF POLICE	SIGNATURE	DATE	

**I.    DEPARTMENT POLICY**

The Department recognizes the importance of maximizing the availability of patrol officers to respond to in-progress calls and proactive patrols.

There are events that need to be documented on official reports, but do not require the on-scene response of a police officer. There are occasions in which citizens report incidents after-the-fact and away from the scene that need to be documented. And there are occasions when a citizen sends an electronic mail message to the station with additional information to be added to the original report.

To provide an extra level of customer service, the Department permits officers and designated civilian personnel to accept information via phone, fax, U.S. Mail or electronic mail for the purpose of completing and submitting an original or supplement report.

**II.   REPORTS RECEIVED BY PHONE, E-MAIL, U.S. MAIL, OR FAX**

**A.    Report Criteria**

1.    Event or Supplement Reports may be written, without an on-scene response by an officer, within guidelines described in this directive.
2.    A report may be written without an on-scene response if a victim/complainant responds to GPD to initiate a report that meets the criteria listed in Section II, Paragraph B of this directive.
3.    A report may be written without an on-scene response if a victim/complainant writes a letter or sends some other form of written communication to the Department that would require a Event or Supplement.
4.    A report may be written without an on-scene response if the Department receives information at the station level that, in the receiving officer's judgment, should be documented on an Event or Supplement.

5. A report may be written without an on-scene response if an officer from another jurisdiction contacts GPD with information pertaining to a case in which a GPD officer is investigating.
6. Additional traffic collision-related information to be documented in a revision of an ACRS Report may be handled without an on-scene response.
7. Intelligence and officer safety bulletins may be received by fax or email and filed appropriately without an on-scene response.

**B. Reporting Requirements**

1. A report written to document information received by phone, fax, e-mail or U.S. Mail shall be written in accordance with Department reporting policies.
2. When a report is written based on the information received via phone, fax, etc., this action does not relieve an officer of the responsibility to complete and submit the appropriate report in a timely fashion and for whatever preliminary or follow-up investigation is needed.
3. An Event Report may be written without an on-scene response by an officer if the suspect is known (and the victim is an adult), the suspect is unknown, or the event occurred earlier and the suspect is no longer at the scene.
4. Offenses or events for which a report may be written that do not require an on-scene response are the same as that of the MCP Telephone Reporting Unit (TRU) and include:
  - Burglary from an open attached garage; an open, closed, or unlocked detached garage; or any shed regardless of whether it is open, closed, locked, or unlocked;
  - Thefts under \$10,000, except purse snatch, shoplifting incidents, and stolen firearms;
  - Stolen and attempted stolen vehicles if the vehicle (scene) has been disturbed such that latents cannot be lifted;
  - Recovered stolen vehicles only when recovered in another jurisdiction and if recovered by another law enforcement agency, not by the victim or a citizen;
  - Recovered stolen tags only when recovered in another jurisdiction and if recovered by another law enforcement

agency, not by the victim or a citizen.

- Vandalism, except for those which may potentially or actually be a hate crime; those committed by gunshot; or those involving extensive damage which should be photographed;
- Forgery- Identity Theft reports that occurred earlier, including naming a suspect;
- Forgery- all other types that occurred earlier, including naming a suspect;
- Indecent and/or obscene phone calls;
- Threatening or annoying phone calls when the threat does not pose an immediate danger to the victim;
- Follow –up of previously reported events, provided an investigation is not required;
- Lost property, including registration plates, and passports;
- Missing persons(non-critical) provided an immediate on-scene response would not locate the person and the person is at least 14 years of age and has no mental problems, is not suicidal, does not have physical or mental incapacity, has no history of substance abuse, and there is no foul play suspected;
- Missing person cancellation, when it does not involve a critical missing person, and the officer can verify that the information is credible;
- Assaults of a minor nature when the victim is an adult (18 years of age or older), did not require medical treatment, the suspect is known to the victim, weapon(s) were not used by the suspect, the suspect is an adult, the event is not domestic in nature, and the event occurred earlier;
- Failure to return rented property if the event occurred earlier and the suspect is known to the victim;
- Home improvement violations, if the event occurred earlier and the suspect is known to the victim;
- Welfare fraud, if the event occurred earlier and the suspect

is know to the victim; and

- Unauthorized use of a motor vehicle, if the incident does not involve a juvenile.
5. GPD members completing reports pursuant to the procedures outlined in this directive are responsible for ensuring that appropriate notifications are made to MRC and/or the originating jurisdiction for NCIC cancellations, teletypes, etc.
    - The originating agency must be notified of any cancellation information for any NCIC entry.
  6. GPD members completing reports are also responsible for communicating with victim(s) to inform them of recovery information or to keep them informed as to the status of their case.