

**OCEAN CITY POLICE DEPARTMENT**  
**Ocean City, Maryland**

<b>SUBJECT:</b> TELEPHONE REPORTING UNIT		<b>NO:</b> 700 T-1
<b>APPROVED/EFFECTIVE DATE</b> July 19, 1993	<b>AMENDS</b>	<b>RESCINDS</b> Admin Memo 93-1
<b>DISTRIBUTION/DATE</b> A July 30, 1993	<b>REFERENCES</b>	

- .10 It shall be the policy of the Ocean City Police Department to provide the opportunity for citizens to report certain crimes by telephone and to utilize its patrol officers for incidents where police presence is required.
- .20 The purpose of the Telephone Reporting Unit is to develop an alternative method of meeting the ever increasing demands for the patrol officer. All possible avenues must be explored in order to increase the availability of the patrol officer in the field. A very significant number of calls for service can be handled over the telephone as effectively as dispatching a patrol unit. The Telephone Reporting Unit will better enable the police department to utilize its available resources more effectively.
- .30 A Telephone Reporting Unit shall be established and, when available, shall handle all calls that meet the criteria set forth in this Order. The number of personnel assigned to the Telephone Reporting Unit may vary by time of year. Personnel assigned to the Telephone Reporting Unit can be obtained from sworn officers or civilian personnel, including those who are on light duty, injured, or on administrative assignment.
- .40 For the purpose of this Unit, the term officer and telephone reporting officer shall mean any employee, sworn or civilian, who is assigned to receive incident reports by telephone.
- .50 Criteria
  - A. The criteria for referring a call to the Telephone Reporting Unit will largely be based on the knowledge, experience, and good judgment of the call taker. It is difficult to establish definite criteria that will be valid in all cases; therefore, the following guidelines shall be used to determine if a call can be handled by the Telephone Reporting Unit.
    - 1. The call is not in progress,
    - 2. Suspects are no longer in the immediate area,
    - 3. There are no witnesses which would require the response of a patrol officer to conduct an interview,
    - 4. There are no injuries which require the immediate attention of EMS personnel,

5. There is no indication that the caller is in, or will be in, any immediate danger,
  6. There is no apparent need for investigation at the scene, and
  7. The caller is willing to make a report by telephone.
- B. The following reports may be handled by the Telephone Reporting Unit, provided they meet the previously stated guidelines:
1. Damage to property
  2. Malicious destruction of property
  3. Stolen vehicle
  4. Lost property
  5. Stolen bicycles
  6. Stolen or lost tags
  7. Thefts from vehicle
  8. All other thefts which do not exceed \$1,000.00
  9. Property damage hit and run accidents with no suspect
  10. Additional information (supplemental reports)
  11. Any other incident which, in the opinion of a supervisor, could be effectively handled via telephone.

.60 Telephone Reporting Procedures

The Administrative Division Commander shall establish procedures for the implementation of this policy. These procedures shall be adhered to by all personnel and will be periodically reviewed and updated as necessary.