



# Tulsa Police Department

This policy statement and the procedures thereunder are intended for Police Department use only. The policies, procedures, and regulations are for internal Police Department administrative purposes and are not intended to create any higher legal standard of care or liability in an evidentiary sense than is created by law. Violations of internal Police Department policies, procedures, regulations, or rules form the basis for disciplinary action by the Police Department. Violations of law form the basis for civil and/or criminal sanctions to be determined in a proper judicial setting, not through the administrative procedures of the Police Department.

**Policy #** 317

**Effective Date** 08/15/2003

**Policy Name** Telephone Report Office

**Approved Date** 08/15/2003

**Approved by** Wendell Franklin, Chief of Police

**Previous Date** 03/01/2002

## PURPOSE OF CHANGE:

To update policy format.

## POLICY:

Reports of incidents will be taken in a professional and timely manner. In order to better utilize available manpower, Telephone Report Offices (TRO) shall be maintained throughout the Department.

A complainant shall be referred to a TRO to have an *Incident Report* or *Supplemental Report* completed when circumstances fall within the criteria established by this policy and Operational Guideline 2013, *Telephone Report Office Guidelines*.

**SUMMARY:** Regulations for the operation and assignment of calls to the TRO.

**APPLIES TO:** All sworn personnel

## DEFINITIONS:

TELEPHONE REPORT OFFICE (TRO) – an office maintained at each uniform division and at the Detective Division for taking reports from complainants over the phone or from walk-ins when the crime type meets the criteria set forth in this policy and Operational Guideline 2013, *Telephone Report Office Guidelines*.

**PROCEDURES:** None

## REGULATIONS:

1. Field officers assigned calls that meet TRO guidelines shall complete the report and not refer the complainant back to TRO.
2. Supplemental Reports that involve “Crimes Against Persons” are to be assigned to a field officer.
3. When a TRO officer determines a complaint requires an on-scene investigation, Public Safety Communications (PSC) will be contacted and a field officer shall be assigned to the call.

## REFERENCES:

TOG 2013, *Telephone Report Office Guidelines*