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Chief of Police



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***“INTEGRITY...FAIRNESS...SERVICE”***

**SPECIAL ORDER # 2021-05**

**Date: December 30, 2021**

**TO: All Police Department Personnel. To be announced at Roll Call and a Copy Posted On the Department’s Intranet site.**

**RE:** Telephone Reporting Team (TRT).

**EFFECTIVE:** Immediately.

**BACKGROUND:** The Department always seeks opportunities to improve the efficiency, effectiveness, and responsiveness of our delivery of police services to the public. Operation of an efficient TRT will reduce response wait times for members of the public, allow patrol officers to respond to more critical calls for service, and increase the number of Department personnel available for other duties. Should calls for service increase, or the Department’s available workforce decrease, a flexible system of diversion levels will allow incident reports to be diverted from patrol response. For proper and efficient operation of the Department, it is necessary to have standard guidelines, duties, responsibilities, and procedures for the TRT.

**PURPOSE:** To deliver essential police services to our citizens and communities while protecting the Department’s workforce.

**RELATIONSHIP TO DEPARTMENTAL VALUES:** Implementation of the TRT demonstrates the Department’s commitment to providing **SERVICE** to the citizens of Baltimore County. The TRT will be used to ensure essential police services are maintained should the number of calls for service increase or the Department’s available workforce decrease.

**POLICY:** Members of the Department will comply with the following procedures addressing the functions of the TRT.

## **PROCEDURES**

### **BUREAU CHIEF OF THE OPERATIONS BUREAU**

- Determines the diversion level at which the TRT is operating to appropriately balance the demand for police services, availability of field personnel, and other operational considerations.
- Directs the assignment of supplemental personnel to TRT duties as needed.
- May delegate authority under this Order to a designee (i.e., the Bureau Executive Officer or a Division Commander).

### **TELEPHONE REPORTING TEAM (TRT)**

- Operates on a schedule and staffing level as prescribed by the Chief of Police, or designee.
- May be staffed using sworn members, professional staff, and volunteer members.  
**NOTE:** Modified-duty and part-time employees may be assigned.
- Operates at a diversion level established by the Bureau Chief of the Operations Bureau, or designee.

## **SPECIAL ORDER #2021-05 (Continuation)**

- Members must log onto a mobile data computer (MDC) using their identification number, portable radio alias, and a unit identification upon arriving for their tour of duty, if a MDC is available.
- Maintain contact with the 9-1-1 Communications Center as a part of their duties.  
**NOTE:** In most cases communication will be via a Computer Aided Dispatch (CAD) message, but may also be via telephone or portable radio, when necessary.

### **MEMBERS OF THE TRT**

- Contact the complainant and obtain the necessary information to determine:
  1. What has occurred (i.e., crime, civil matter, other)?; and
  2. Is a report required or needed?; and
  3. Is the incident eligible for completion by the TRT at the current diversion level?; and
  4. What type of report is appropriate to document the incident (i.e., Case Report, Officer Report, or Automated Crash Reporting System (ACRS) report)?
  5. What follow-up actions are required by patrol or an investigative unit?
- Transfer calls-for-service to patrol for response, if at any time during the initial contact or information gathering process:
  1. They discover that the call they are assigned does not qualify for the current diversion level at which the TRT is operating or is prohibited for completion by the TRT.
  2. The complainant requests a patrol officer to respond.
- Ensure completed reports are approved by the supervisor and shift/unit commander, prior to the end of their tour of duty.  
**EXCEPTION:** ACRS reports only require approval by the supervisor.
- Upon conclusion of a report:
  1. Enter the appropriate disposition code and situation found code for the call they completed.
  2. Enter their identification number in the *Remarks* field of the call.
- Determining that a report is not required will provide an appropriate disposition code for the call (i.e., 5, 6, 7, 8, 9, or 10) and ensure justification for not completing a report is included in the *Remarks* field of the call.
- Ensure required report distribution is completed as directed in the *Reports Requiring Distribution* list.
- Ensure all notifications required by the Department's policies are completed.
- Will ensure reports requiring follow-up investigation by a:
  1. Precinct are forwarded to the appropriate precinct shift commander.
  2. Specialized unit are forwarded to the appropriate unit commander.
- Ensure calls-for-service are reassigned for patrol response when they are unsuccessful in contacting a complainant via telephone.  
**NOTE:** If the dispatched patrol unit is unsuccessful in contacting the complainant, the supervisor will determine if the call will be held for additional contacts at a later time or closed.

### **TELEPHONE REPORTING TEAM DIVERSION LEVELS**

- Specific eligible calls-for-service, eligibility criteria, and follow-up actions are specified for each diversion level.  
**NOTE:** When determining if a call-for-service is eligible for TRT reporting, members must:
  1. Refer to the heading below for the selected diversion level (i.e., **LEVEL 1: STANDARD TRT DIVERSION PROCEDURES**, **LEVEL 2: EXPANDED TRT DIVERSION PROCEDURES**, or **LEVEL 3: FULL TRT DIVERSION PROCEDURES**); and
  2. Ensure the type of call appears as a numbered item (e.g., 1, 2, 3, etc.) for the selected diversion level; and
  3. Ensure all of the lettered criteria (e.g., a, b, c, etc.) for the selected diversion level have been met; and
  4. Ensure none of the prohibitions appearing below under the heading **PROHIBITIONS FOR TRT REPORTING** apply.

## **SPECIAL ORDER #2021-05 (Continuation)**

- Level 0: No TRT diversion. All calls-for-service will be routed to patrol for a response.
- Level 1: Standard TRT diversion. Calls-for-service with low priority and low solvability are diverted from patrol to TRT.
- Level 2: Expanded TRT diversion. Calls-for-service with low-to-medium priority and low-to-high solvability are diverted from patrol to TRT.
- Level 3: Full TRT diversion. Calls-for-service without an active threat or potential danger are diverted from patrol to TRT.

### **LEVEL 1: STANDARD TRT DIVERSION PROCEDURES**

- Calls-for-service with low priority and low solvability are diverted from patrol to TRT.
- Eligible calls-for-service:
  1. Abandoned vehicles.
  2. Added information.
  3. Animal complaints.
  4. Credit card misuse.
  5. Destruction of property.
  6. Fraud (**EXCEPTIONS:** bad checks and prescriptions).
  7. Hit-and-run motor vehicle crashes (MVCs).
  8. Identity theft.
  9. Lost property.
  10. Telephone misuse.
  11. Theft, including fourth degree burglary (**EXCEPTION:** theft of vehicle).
  12. Traffic complaints.
  13. Any incident requiring reporting in Baltimore County where the complainant is unable to return to make the report in person.  
**NOTE:** A shift commander must be notified if the circumstances of the incident warrant the complainant reporting the incident at a later time in person.
- Criteria for eligible calls-for-service (**NOTE:** All must be met.):
  - a. The incident is not “in progress” or “just occurred”.
  - b. There is no known threat or propensity for violence.
  - c. There are no injuries requiring emergency medical services (EMS) response.
  - d. There are no weapons or explosives involved.
  - e. There is no physical evidence to be collected.
  - f. There are no known witnesses.
  - g. There is no suspect information.
  - h. The incident does not involve vulnerable populations (e.g., juveniles, elderly, domestic relationships, etc.).
  - i. There are no bias related indicators.
  - j. There are no gang related indicators.
  - k. Damaged, stolen, or lost property does not exceed \$1,500.
  - l. The incident is not part of a cluster of related incidents (crime trend or same area).
- Follow-up actions:
  1. Reports handled by TRT that develop investigative leads will be completed at TRT and forwarded to the patrol or investigative unit responsible for the follow-up investigation.

### **LEVEL 2: EXPANDED TRT DIVERSION PROCEDURES**

- Calls-for-service with low-to-medium priority and low-to-medium solvability are diverted from patrol to TRT.
- Eligible calls-for-service:
  1. Abandoned vehicles.
  2. Added information.
  3. Alcohol violations (**EXCEPTION:** Driving Under the Influence (DUI)).
  4. Animal bites where the animal is contained.
  5. Animal complaints.
  6. Assault (misdemeanor).

## SPECIAL ORDER #2021-05 (Continuation)

7. Credit card misuse.
8. Destruction of property.
9. Drug use, possession, or sale.
10. Fraud (**EXCEPTIONS:** bad checks and prescriptions).
11. Found property (**EXCEPTIONS:** drugs or weapons).
12. Harassment.
13. Hit-and-run motor vehicle crashes (MVCs).
14. Identity theft.
15. Illegal hunting.
16. Landlord tenant disputes.
17. Lost property.
18. Motor vehicle crashes (MVC) not blocking traffic.  
**NOTE:** MVCs involving serious traffic violations (e.g., DUI, suspended drivers, etc.) will be transferred to patrol response for enforcement.
19. Neighbor complaints.
20. Property dispute (civil).
21. Public urination/defecation.
22. Road rage.
23. Suspicious condition/person/vehicle.
24. Telephone misuse.
25. Theft, including fourth degree burglary.
26. Theft of vehicle reported by the owner.  
**NOTE:** TRT members completing theft of vehicle reports will request the victim provide their state assigned driver's license number. The victim's driver's license number will be used by the TRT member to confirm ownership of the vehicle via the Maryland Electronic Telecommunications Enforcement Resource System (METERS). If a victim refuses, or is unable to provide, their driver's license number, the call will be reassigned to patrol.
27. Traffic complaints.
28. Trespassing.
29. Any incident requiring reporting in Baltimore County where the complainant is unable to return to make the report in person.  
**NOTE:** A shift commander must be notified if the circumstances of the incident warrant the complainant reporting the incident at a later time in person.
- Criteria for eligible calls-for-service (**NOTE:** All must be met.):
  - a. The incident is not "in progress" or "just occurred".
  - b. There is no known threat or propensity for violence.
  - c. There are no injuries requiring EMS response.
  - d. There are no weapons or explosives involved.
  - e. There are no suspects remaining at the scene of the incident.
  - f. The incident does not involve vulnerable populations (e.g., juveniles, elderly, domestic relationships, etc.).
  - g. There are no bias related indicators.
  - h. There are no gang related indicators.
  - i. Damaged, stolen, lost, or found property does not exceed \$5,000. (**EXCEPTION:** Thefts of vehicles reported by owners may be taken even if the value of the vehicle exceeds \$5,000.)
  - j. The incident is not part of a cluster of related incidents (crime trend or same area).
- Follow-up actions:
  1. Reports handled by TRT that develop investigative leads will be completed at TRT and forwarded to the patrol or investigative unit responsible for the follow-up investigation.
  2. Reports involving found property will be completed at TRT and forwarded to the patrol unit responsible for the recovery location for collection and preservation of the property.

## **SPECIAL ORDER #2021-05 (Continuation)**

3. Reports involving physical evidence will be completed at TRT and forwarded to the patrol unit responsible for the recovery location for collection and preservation of the evidence.

### **LEVEL 3: FULL TRT DIVERSION PROCEDURES**

- Calls-for-service without an active threat or potential danger are diverted from patrol to TRT.
- Eligible calls-for-service:
  1. Abandoned vehicles.
  2. Added information.
  3. Alcohol violations (**EXCEPTION:** DUI).
  4. Animal bites where the animal is contained.
  5. Animal complaints.
  6. Assault (misdemeanor).
  7. Burglar/Intrusion alarms (not hold-up or panic alarms).  
**EXCEPTION:** Alarms received from a business or other location that pose an elevated public safety risk (i.e., gun stores and pharmacies) may not be assigned to TRT.
  8. Burglary.  
**EXCEPTION:** Burglary reported at a business or other location that pose an elevated public safety risk (i.e., gun stores and pharmacies) may not be assigned to TRT.
  9. Credit card misuse.
  10. Destruction of property.
  11. Drug use, possession, or sale.
  12. Fraud (**EXCEPTIONS:** bad checks and prescriptions).
  13. Found property (**EXCEPTIONS:** drugs or weapons).
  14. Harassment.
  15. Hit-and-run motor vehicle crashes (MVCs).
  16. Identity theft.
  17. Illegal hunting.
  18. Landlord tenant disputes.
  19. Lost property.
  20. Missing adults over the age of 21 without critical risk factors.  
**NOTE:** A signed Form 344, NCIC Authorization Form, must be obtained (e.g., via fax, e-mail, patrol unit response, etc.) prior to the missing person's information being placed into the National Crime Information Center (NCIC) system.
  21. Motor vehicle crashes (MVC).  
**NOTE:** MVCs involving serious traffic violations (e.g., DUI, suspended drivers, etc.) will be transferred to patrol response for enforcement.
  22. Neighbor complaints.
  23. Noise complaints.
  24. Property dispute (civil).
  25. Road rage.
  26. Suspicious condition/person/vehicle.
  27. Telephone misuse.
  28. Theft, including fourth degree burglary.
  29. Theft of vehicle reported by the owner.  
**NOTE:** TRT members completing theft of vehicle reports will request the victim provide their state assigned driver's license number. The victim's driver's license number will be used by the TRT member to confirm ownership of the vehicle via METERS. If a victim refuses, or is unable to provide, their driver's license number, the call will be reassigned to patrol.
  30. Traffic complaints.
  31. Trespassing.

## **SPECIAL ORDER #2021-05 (Continuation)**

32. Any incident requiring reporting in Baltimore County where the complainant is unable to return to make the report in person.

**NOTE:** A shift commander must be notified if the circumstances of the incident warrant the complainant reporting the incident at a later time in person.

33. Other incidents as authorized by a shift commander or higher on a case by case basis, subject to the prohibitions appearing below under the heading **PROHIBITIONS FOR TRT REPORTING**.

- Criteria for eligible calls-for-service (**NOTE:** All must be met.):
  - a. The incident is not “in progress”.
  - b. There is no immediate threat or propensity for violence.
  - c. There are no injuries requiring EMS response.
  - d. There are no weapons or explosives involved.
  - e. There are no suspects remaining at the scene of the incident.
  - f. The incident does not involve vulnerable populations (e.g., juveniles, elderly, domestic relationships, etc.).
  - g. There are no bias related indicators.
  - h. There are no gang related indicators.
  - i. Damaged, stolen, lost, or found property does not exceed \$10,000. (**EXCEPTION:** Thefts of vehicles reported by owners may be taken even if the value of the vehicle exceeds \$10,000.)
  - j. The incident is not part of a cluster of related incidents (crime trend or same area).
- Follow-up actions:
  1. Reports handled by TRT that develop investigative leads will be completed at TRT and forwarded to the patrol or investigative unit responsible for the follow-up investigation.
  2. Reports involving missing adults will be completed at TRT and forwarded to the patrol unit responsible for the event location for follow-up investigation.

**NOTE:** The TRT will ensure a Form 344 has been obtained (e.g., via fax, e-mail, patrol unit response, etc.) prior to forwarding the report to the patrol unit for follow-up investigation.
  3. Reports involving found property will be completed at TRT and forwarded to the patrol unit responsible for the recovery location for collection and preservation of the property.
  4. Reports involving physical evidence will be completed at TRT and forwarded to the patrol unit responsible for the recovery location for collection and preservation of the evidence.

### **PROHIBITIONS FOR TRT REPORTING**

- Any incident where a person may be in danger or serious physical injury or death.
- Incidents involving a weapon (e.g., gun, knife, club, BB gun, etc.) or explosives (e.g., bomb threats; chemical, biological, radiological, or nuclear devices; suspicious packages; etc.).
- Incidents of child neglect or possible neglect.
- Incidents of vulnerable adult/elder neglect or possible neglect.
- Commercial hold-up alarms and residential hold-up/panic alarms.
- Felony crimes against persons.
- Sudden deaths.
- Bias-related incidents.
- Domestic-related incidents.

**EXAMPLES:** domestic abuse, domestic incident, custody dispute, protective order violations, etc.
- Hold-up and panic alarms.
- Prostitution and human trafficking related calls.
- Incidents occurring at, or involving, a business or other location that could pose a significant public safety risk (i.e., gun stores and pharmacies) and at other locations specified by the Operations Bureau may not be assigned to a member of the TRT.
- 9-1-1 hang-up calls.

## **SPECIAL ORDER #2021-05 (Continuation)**

### **TRT SUPERVISORS**

- Monitor all TRT calls (i.e., patrol and TRT) to ensure compliance with this policy.
- Approve reports of all TRT personnel assigned (temporarily and permanently) to their command.
- Ensure reports submitted by members of the TRT are approved prior to the end of the TRT member's tour of duty.

### **PRECINCT SUPERVISORS**

- Monitor all dispatched calls to ensure compliance with this policy.
- Ensure available patrol units respond to the areas of TRT assigned calls to attempt to locate any additional information (e.g., possible suspects, evidence, witnesses, etc.).  
NOTE: Ensuring available patrol units respond to the areas of TRT assigned calls will be considered especially important when the TRT is operating at Level 2 and Level 3.
- Approve reports of all TRT personnel assigned (temporarily and permanently) to their command when a TRT Supervisor is not assigned.
- Ensure reports are submitted by members of the TRT are approved prior to the end of the TRT member's tour of duty when a TRT Supervisor is not assigned.

### **SHIFT/UNIT COMMANDERS**

- Approve reports of all TRT personnel assigned (temporarily and permanently) to their command.
- Ensure available patrol units respond to the areas of TRT assigned calls to attempt to locate any additional information (e.g., possible suspects, possible evidence, possible witnesses, etc.).  
**NOTE:** Ensuring available patrol units respond to the areas of TRT assigned calls will be considered especially important when the TRT is operating at Level 2 and Level 3.
- Or higher, may only authorize a call that has not been identified in this Order for completion by the TRT to be assigned to a TRT member:
  1. When the Team is operating at Level 3; and
  2. The call does not involve an immediate threat to an individual or public safety.**NOTE:** This may only be done on a case-by-case basis and may not violate the criteria appearing above under the heading **PROHIBITIONS FOR TRT REPORTING**.
- May authorize patrol response to a TRT assigned call for service based on additional information received by the 9-1-1 Communications Center or the TRT.
- Ensure reports submitted by members of the TRT are fully approved prior to the end of TRT member's tour of duty.
- Ensure TRT reports taken during a Level 2 or Level 3 that require a follow-up investigation by the precinct, are tracked and assigned for follow-up in the future.

### **PRECINCT/SECTION COMMANDERS**

- Will designate an area of their facility for utilization by members assigned to the TRT.  
**NOTE:** At a minimum the designated area will have computer access to the Department's records management system (RMS), the ACRS, and a telephone.

### **BALTIMORE COUNTY 9-1-1 COMMUNICATIONS CENTER**

- Advises callers when a call-for-service meets the TRT criteria to manage expectations.
- Assigns calls-for-service to members of the TRT via a MDC.

**SPECIAL ORDER #2021-05 (Continuation)**

**IMPLEMENTATION:** This Special Order will be distributed electronically to all Department members. Shift/Unit supervisors will be responsible for the posting and referencing of this Special Order.

By order of,

Melissa R. Hyatt  
*Chief of Police*