



Jeffrey R. Gahler,  
Sheriff

# HARFORD COUNTY SHERIFF'S OFFICE OPERATIONS POLICY

## Telephone Reporting

<b>Distribution:</b>	<b>All Agency</b>	<b>Index:</b>	<b>OPS 0606</b>
<b>Responsible Unit:</b>	<b>Police Services Bureau</b>	<b>Rescinds:</b>	<b>OPS 0606 dated 11/30/21</b>
		<b>MD Code:</b>	<b>N/A</b>

<b>Issued:</b>	<b>01/04/22</b>	<b>Reviewed:</b>	<b>01/04/22</b>	<b>Next Review:</b>	<b>11/30/25</b>
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### 1. Purpose

To provide members of the Harford County Sheriff's Office (HCSO) with guidelines regarding telephone reporting procedures.

### 2. Policy

The HCSO is committed to being effective, efficient, and responsive to the needs of our communities and allows citizens to report qualifying offenses via telephone.

### 3. Procedures

#### A. Reportable Incidents

1. Theft under \$1500 and malicious destruction of property (MDOP) with a total value of less than \$1500 may be reported using the telephone reporting system (TRS).
2. The Harford County Department of Emergency Services (DES) call taker will advise the caller that the complaint may be reported to the HCSO via telephone reporting, that no deputy will be responding, and if the caller elects to use this method of reporting, the call will be transferred to the **respective precinct booth personnel**.

#### B. Non-Reportable Incidents

1. Extensive or widespread damage, or an indication of multiple related MDOP incidents (i.e.: multiple offenses in a sector such as broken windshields, tire slashing, etc.).
2. If the caller is calling from outside of Harford County and the crime occurred in Harford County, but was not detected until the caller left the area.
3. Theft of firearm(s).
4. Theft of explosives or explosive components.
5. The offense/incident is in-progress or has just occurred.
6. The offender is known and has not left the scene, or the probability exists that immediate apprehension could be made if a patrol vehicle is dispatched.

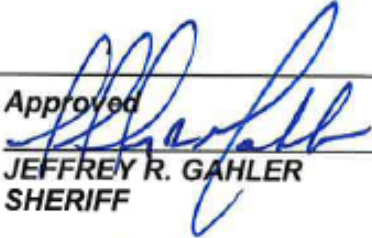
7. Solvability factors such as: witnesses, physical evidence, tag number of suspect vehicles, etc., exist.
8. The offense/incident is related to or part of another offense which is not reportable by telephone.
9. The offense appears to be motivated, wholly or in part, by the race, religion, ethnicity, sexual orientation, or disability of any person.
10. The offense relates, or appears to relate to, homeland defense (i.e.: theft of official identification, uniform, components of explosive devices, malicious destruction to official buildings, or property if such destruction appears to relate to homeland defense.)

C. Non-TRS response

1. DES personnel will dispatch a deputy to handle an offense/incident in the following instances:
  - a. A caller requests a deputy respond in lieu of his or her complaint being documented by the booth security officer on a telephone report;
  - b. An offense noted in 3(B); or
  - c. When a deputy has already responded to the incident scene.

D. Report

1. Calls handled via TRS will be coded out with a disposition code "35" (TRS Report Written).
2. If National Crime Information Center entries need to be made, the report will be faxed to Law Enforcement Records by the Agency member documenting the incident.
3. The completed report will be reviewed by the appropriate precinct patrol shift supervisor.
4. The shift supervisor will determine the need for any required telephone follow-up.
5. If at any time during the reporting, the crime no longer meets the criteria of a TRS, a deputy will be assigned to contact the complainant.

Approved  
  
JEFFREY R. GAHLER  
SHERIFF  
DATE 1-4-2022