

**WINSTON-SALEM POLICE DEPARTMENT**

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**GENERAL ORDER:** 4.18

**EFFECTIVE DATE:** 05-01-92

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**SUBJECT:** Telcom Operations

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**REVIEW SEQUENCE:** Annually

**REPLACES:** N/A

*SAC*

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Chief of Police

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**INDEX AS:**

**DISTRIBUTION:**

-Telcom Operations  
-Telcom Responsibilities

All Police Personnel

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**PURPOSE:** To establish responsibility for assignment of calls, preliminary and follow-up investigations, referral of cases and other related duties assigned to the Telcom Unit.

This general order consists of the following numbered sections:

- I. Telcom Personnel Responsibilities
- II. Preliminary Investigation Responsibilities
- III. Case Referral and Follow-up

**I. TELCOM PERSONNEL RESPONSIBILITIES**

Telcom personnel will handle all complaints and calls for service as set forth in the guidelines in Section II of this General Order. Whether to dispatch a patrol unit is at the discretion of on duty Telcom personnel. If Telcom is off duty, then dispatch is at the discretion of the on duty Field Commander.

**II. PRELIMINARY INVESTIGATION RESPONSIBILITIES**

- A. Incidents meeting the criteria listed below shall be assigned to the Telcom Unit:
  - 1. There is no injury or imminent danger of injury, or
  - 2. The event is not in progress, or
  - 3. The event has not occurred so recently that rapid response by field personnel would be

advantageous, or

4. There is no evidence at the scene that would need to be collected to aid in the investigation, or
5. The victim has no identifiable suspect information (i.e. Name and address of suspect, full license plate, etc...)
6. There are no suspects or witnesses at the scene to be interviewed and no immediate need to canvass the area, or
7. The caller requested to be contacted by telephone and an officer's response is not advantageous to the investigation.

B. **Under no circumstances** will the following call types be handled by Telcom:

- \*1. Abandoned Vehicles
2. Crash Investigations
3. Child Abuse / Neglect Investigations
4. Domestic Violence Investigations / 50B Violations
- \*5. Initial Missing Person / Runaway Investigations
6. Sex Crime Investigations

C. Examples of calls for service that meet the criteria for assignment to Telcom are:

1. Lost, stolen, or damaged property
2. Information and / or referrals
3. Follow-up reports
4. Locates on missing persons / runaways who are located outside our jurisdiction
5. Locates on recovered stolen vehicles which are located outside our jurisdiction
6. Reports requested for insurance purposes, excluding crash Investigations

7. Non-violent felonious or misdemeanor offenses which have been delayed in being reported and are not presently a threat to the citizen
  8. Reports where the caller has requested to be contacted by telephone
  9. Incidents where the complainant or victim **does not** wish to prosecute
  10. At the discretion of the Telcom Supervisor, incidents involving citizens who walk into the Lobby of PSC may be taken by Telcom.
- D. Telcom Unit personnel receiving a call that meets the criteria shall complete the appropriate report and inform the citizen of the status of the case.
- \*E. If the Telcom Unit is not on duty, locates received from other jurisdictions involving a missing person, a runaway, and / or a recovered stolen vehicle will be dispatched to a patrol officer for follow-up investigation. In addition, when Telcom is off-duty, Auto Breaking and Larceny of Motor Vehicle investigations shall be dispatched to a patrol unit for response.
- F. All other incidents that meet the criteria in Section II will be held until the next Telcom work day for call response.

### **III. CASE REFERRAL AND FOLLOW-UP**

- A. If follow-up investigation is needed on any of the cases listed below, Telcom Unit personnel shall route preliminary, supplemental, and all follow-up report information to CID, regardless of case closure.
1. Counterfeiting
  2. Embezzlement
  3. False Pretense
  4. Fraud
  5. Forgery
  6. HB&L or SB&L or attempts in compliance with General Order 4.01.
  7. Strong Armed Robbery
  8. Larceny by Employee
- \*B If follow-up investigation is needed on any other case, Telcom Unit personnel shall route the preliminary report, and/or all supplemental information to the District Captain where the incident occurred. The affected District Captain is responsible for assigning a patrol

unit to conduct follow-up investigation. The assigned patrol unit becomes the primary investigative unit and conducts subsequent follow-ups.

- \*C. Telcom personnel will forward information copies of reports to the District Captain where the incident occurred, and other Departmental Command Personnel as appropriate, when the information received is essential in providing police service.
- \*D. Telcom personnel, when deemed necessary, will request on-duty patrol personnel to respond to the scene of a crime initially handled by Telcom to determine:
  1. Response by Forensic Services
  2. Interview witnesses / suspects
  3. Conduct neighborhood canvasses
  4. Seize Evidence

If patrol personnel or Forensic Services personnel seize evidence at the scene, the patrol officer at the scene becomes the investigating officer for subsequent future follow-up investigation and any evidence/property seized will become the responsibility of that officer.