



**RICHMOND POLICE DEPARTMENT
GENERAL ORDER**



Subject: DIFFERENTIAL POLICE RESPONSE (DPR)	Chapter 9	Number 3	Pages 7
References: CALEA Standards: 81.2.1, 81.2.6 a , 82.2.5	Related Orders: 7-18	Effective Date: 04/05/2019 Revised By: Review Prv. Rev. Date: 08/05/15	
Chief of Police: <div style="text-align: center;"><i>William C. Smith</i></div>			

I. PURPOSE

The purpose of this directive is to establish the guidelines for the Differential Police Response (DPR). DPR is designed to enhance the delivery of police services to the community through a method in which calls for service are dispatched, deferred or cleared. The goal is to reduce the number of calls for service that require a physical police response. Any time saved through the use of DPR service will be utilized by the sector units to engage in problem-solving and proactive crime prevention measures. [CALEA 82.2.5]

II. SUMMARY OF CHANGE

The Tri-Annual Review of this document was conducted with no changes incorporated.

III. POLICY

A. It is the policy of the Richmond Police Department (RPD) to provide 24-hour telephone access to the public for emergency calls for service. The Department is committed to providing its citizens with improved communications, acceptable response times to emergency calls and crimes-in-progress, and effective crime-fighting methods to help improve the overall quality of life. The primary responsibility of DPR personnel is to: [CALEA 82.2.5]

1. Compile Incident Based Reports (IBR);
2. Field questions from complainants and give advice; and,
3. Assist callers requiring referrals to other agencies.

B. The primary objective of DPR services is to expedite reported calls for service on incidents that have already been committed *or* having occurred during an undetermined timeframe, while at the same time allowing a sector unit to remain in service for higher priority calls and proactive enforcement measures. Any incident that has “just occurred” where there exists the possibility of imminent danger of any kind to life or property or community disorder shall require a police response. Each Precinct’s Commander or designee is responsible for guaranteeing that this policy is enforced. [CALEA 81.2.6a]

IV. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this General Order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be construed as the creation of a higher standard of safety or case in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

V. DEFINITIONS

- A. DEPARTMENT OF EMERGENCY COMMUNICATIONS (DEC) – The centralized Emergency Dispatch Center of the Richmond Police Department from which all calls for service are received and routed to the appropriate City agency.
- B. RECORDS MANAGEMENT SYSTEM (██████████) – The Department's database into which information is entered and stored and retrieved for investigative purposes.
- C. INCIDENT – An event that contains one or more offenses involving one or more victims and/or suspects.
- D. INCIDENT BASED REPORT (IBR) – Provides for the recording of incident information and describes the incident, offense, victim, suspect, vehicles, and property, as well as a detailed narrative. Each Incident Based Report must contain, at a minimum, an offense, victim, suspect and narrative section. Depending on the circumstances of each offense, other supplemental reports may be required.

VI. PROCEDURE

- A. DEC Procedures for directing calls for service to DPR personnel:
 - 1. ***Emergency Communications Officers*** will evaluate each request for service to determine the appropriate police response. Supervisors in DEC will assist, as necessary, in the classification and prioritization of requests to ensure the most efficient police response.
[CALEA 81.2.6a]
 - 2. Calls which do not require an immediate response will be prioritized based on urgency and police unit availability. When a delay in response is anticipated, ***Emergency Communications Officers*** will advise the caller and provide an estimate of how long the delay may be.
 - 3. Once it has been determined that the complaint shall be referred to DPR personnel, the ***Emergency Communications Officer*** shall ensure that the complainant is available at a valid telephone number for a return call and

inform him/her that a RPD employee will call him/her back as soon as possible.

4. The call shall be entered into the Computer-Aided Dispatch (CAD) System with the [REDACTED]. This will prompt the CAD System to simultaneously send the call to DPR personnel and the affected Precinct radio console.
 5. The ***Emergency Communications Officer*** shall notify the sector units of the pending call and advise that the call is being handled by DPR personnel. Once the call has been broadcast to the sector units, the ***Emergency Communications Officer*** shall transfer the call to DPR personnel.
 6. When Operations units are notified of stolen vehicle reports being taken by DPR personnel, it shall be followed by "Report not confirmed." A statement of the "confirmed report" will be broadcast when the ALL UNIT BROADCAST (BOLO) is read. No further action is required.
 7. If the call is of a nature that includes a suspect or suspect vehicle, such as a "Gas Drive Off" or "Larceny from a Convenience Store," the radio operator will broadcast the following example: "Units in Sector 311, DPR is taking a report of a gas drive off/larceny, etc." (Give address and description of the suspect or suspect vehicle.) The call shall then be transferred to DPR personnel.
- B. DEC's ***Emergency Communications Officers*** will obtain complete information on each call to determine the category of response. There are seven (7) basic criteria for dispatching a police unit to the scene:
1. In the event the complainant requests to speak to an officer in person;
 2. Any life-threatening situation;
 3. Any crime in-progress;
 4. Any crime scene where evidence may be collected;
 5. Any scene where the suspect may still be in the area;
 6. Any scene where extensive or unusual property loss or damage has occurred; or,
 7. Any questionable situation where there are no clear guidelines.
 8. Missing Person Reports - Response to the scene will enhance the chances of locating the person or ensuring their safety. For any of the following, a police unit shall respond:
 - a) Missing juvenile;

- b) The missing person is mentally ill or physically disabled; or,
 - c) Foul play is suspected.
- C. Calls which do not demand response by a police unit may be handled by a DPR assigned call. The following shall be the specific criteria for a DPR assigned call: [CALEA 82.2.5]
- 1. Motor Vehicle Theft - when the suspect is unknown and the caller is not in need of further assistance. The *Emergency Communications Officer* will ensure that the victim is in no danger and does not require further assistance;
 - 2. Any Misdemeanor Report such as:
 - a) Simple assault - when the suspect is unknown and not at or near the scene;
 - b) Larceny under \$200 from a motor vehicle or the theft of vehicle accessories valued under \$200 - when the crime is not in progress, if suspect is unknown, and/or the suspect is not at or near the scene;
 - c) Tampering with a motor vehicle - when there is no evidentiary value and suspect is unknown and not at the scene;
 - d) Petit larceny under \$200 value, such as theft of bicycles, alcoholic beverages, gas drive offs, etc. - when a crime is not in progress and suspect is not at or near the scene;
 - e) Vandalism/Property Damage - when there is no evidence present and the suspect is unknown and not at or near the scene;
 - f) Indecent exposure - when the victim is an adult, the suspect is not at or near the scene and the suspect description is vague; or,
 - g) Failure to return rental property (under \$200 value).
 - 3. Stolen credit cards or checks;
 - 4. Tampering with U.S. mail (DPR personnel shall refer the complainant to the United States Postal Service);
 - 5. Harassing or obscene telephone calls – must not be an imminent threat of violence to the complainant or others such as:
 - a) Threats;
 - b) Harassing calls; and/or,
 - c) Flimflams.
 - 6. Insurance Reports – if the purpose is to file an insurance loss report or establish a record of loss.

NOTE: All Missing Persons and Runaway Reports, adult or juvenile, shall be handled by sworn police officers. Refer to General Order 7-18, Juvenile Procedures and Reporting, for proper procedures and guidelines for compiling reports when processing juvenile offenders, missing persons and runaway complaints.

- D. General criteria for an operator to determine if call shall be DPR or officer assigned:
1. Calls with no crime in progress;
 2. There is a significant time delay between the occurrence and the report of the crime;
 3. No injury;
 4. No imminent danger of any kind to life or property;
 5. No community disorder; or,
 6. The complaint can be handled over the telephone.

- E. Guidelines for other Calls for Service:
1. Felonies such as fraud, embezzlement and bad checks shall be forwarded to DPR personnel.
 2. Supplemental Reports, such as a follow-up to a phone report, will be referred to the appropriate precinct detective based on the location the crime occurred and the nature of the crime.
 3. Advice calls shall be handled by DPR personnel.

F. Citizen Refusal of DPR:

A police unit will be dispatched only when circumstances dictate it, not when a citizen demands it. If the call for service is an incident that meets the criteria of a DPR response, it shall be diverted to DPR personnel.

In a diplomatic, professional manner and demeanor, the ***Emergency Communications Officer*** shall inform the caller of the Department's policy to complete a report over the telephone in order to ensure patrol availability for response to emergencies and crimes-in progress. Should a caller be insistent on seeing a police officer in person, he/she will be referred to a DEC supervisor.

- G. Instructions for handling DPR calls: [CALEA 82.2.1]

All DPR "calls for service" logs are designed to stack each call in the order in which they are received and are viewable from every DPR and supervisory position. DPR is intended to be a more efficient, self-governing process that is monitored by both the field supervisors and personnel permanently or temporarily assigned to the DPR position. It is the field supervisors' responsibility, generally, and DPR personnel

responsibility specifically, to ensure that calls are not kept in queue any longer than “reasonably necessary.”

1. DPR personnel shall be trained in the data entry role of [REDACTED] and shall enter all IBR’s using the Mobile Field Reporting (MFR) tool.
2. Once a call has been received as DPR, the personnel assigned to DPR shall select the “oldest call” in the order in which it was received (from top to bottom) and compile the IBR as quickly as possible, to the greatest extent possible, without consideration or bias to the Precinct or sector in which the incident occurred.
3. Once the report has been selected in the order it was received, the DPR personnel shall immediately log the call to themselves to remove it from the pending call screen utilizing:
 - a) [REDACTED] (1st Precinct)
 - b) [REDACTED] (2nd Precinct)
 - c) [REDACTED] (3rd Precinct)
 - d) [REDACTED] (4th Precinct)
4. Calls may be held in queue for up to 45 minutes; however, if after that time, DPR personnel has not contacted the complainant, a supervisor from the Precinct where the offense occurred shall call the complainant and advise them of the delay and assure them that the matter shall be handled within 30 minutes. Walk-ins may require additional processing time.
5. In the event that DPR personnel or a supervisor determines a police response is necessary, the call will be returned to the radio console for dispatch.
6. A precinct that does not have DPR personnel shall be covered by the precinct from its area that does have DPR. In the event that neither precinct has DPR then an officer from each precinct shall cover at least half a tour for both precincts in that area. Precinct(s) with DPR coverage shall be the automatic DPR default for precincts without DPR coverage. The calls will automatically be assigned through the CAD by DEC to that precinct(s) with DPR. It shall be that shift supervisor’s responsibility to notify DEC to ensure that the necessary arrangements for proper DPR coverage have been implemented.

H. Responsibilities of the Responding Officer(s):

1. When an officer responds to the location of the complainant/victim, the officer will conduct a preliminary investigation. The officer will attempt to locate and identify the victim(s), identify and arrest all known suspect(s) and record the required information for the IBR report. The officer shall complete the IBR to the greatest extent possible, regardless of the Precinct or sector where the incident occurred.
2. Once an officer responds to a location and accesses the situation, at no time shall the officer advise the complainant/victim to call DEC to make a report over the telephone.

VI. FORMS

Incident Based Report (IBR)