

E-Serve / Tele-Serve

343.1 POLICY

Agency Content

The purpose of this policy is to establish a differential response procedure for certain types of low priority calls for service in an effort to reduce the number of dispatched calls for service, and to improve the efficiency and effectiveness of uniform patrol operations.

It is the policy of the Syracuse Police Department to attempt to reduce the number of dispatched calls for service to patrol officers when it is determined that an on-scene police presence is not necessary. E-Serve and Tele-Serve operations shall include designated incidents to be reported and documented online using the Department's Online Reporting System (E-Serve) or the Tele-Serve System.

Departmental members assigned to the Uniform Bureau will be assigned to E-Serve and Tele-Serve duties. They will provide service to the public by allowing designated incidents to be reported to the police and documented online. Members will take reports via telephone (Tele-Serve), when an incident meets established criteria and the citizen cannot file the report online.

When 9-1-1 Center personnel receive a complaint call meeting the specified criteria, the complainant will be transferred to E-Serve for reporting of the incident.

343.2 DEFINITIONS

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Online Complaint – For the purpose of this policy an online complaint is defined as a report filed using the Department's Online Reporting System.

343.3 9-1-1 COMMUNICATION CENTER RESPONSIBILITIES

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When a 9-1-1 Communications Center Call Taker receives a complaint that does not require a police presence at the scene, pursuant to the criteria described in the following section of this policy the call taker shall:

- (a) Inform the complainant to file their complaint with the Department's E-Serve website. Inform the complainant that E-Serve provides the exact same police report they would receive from a responding officer.
- (b) Provide the complainant with the web address of the Department's Citizens' Online Reporting System, (<http://www.syracusepolice.org> and click on the E-Serve link on the left-hand side of the home page to utilize the online reporting system) or;
- (c) If the complainant does not have access to a computer then transfer the complainant to the Tele-Serve personnel on duty or answering service during non-business hours.

343.4 E-SERVE CRITERIA

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The use of E-Serve is authorized when the following criteria are met:

- (a) The incident is not in-progress or did not just occur, and;
- (b) The suspect is not known, and;
- (c) There is not an on-going investigation of a related incident, and;
- (d) The caller is the actual victim, or has responsibility for control of the property or location, and;
- (e) The incident is any of the following:
 1. All Larceny under \$3,000.
 2. Grand Larceny 4th degree subdivision 4 (credit card stolen, if not used).
 3. Criminal Mischief 3rd or 4th degree (under \$1,500).
 4. Harassment or Aggravated Harassment.
 5. Fraudulent payment/solicitation scams without suspect information. Out of state or country suspect information will be directed to use E-Serve or Tele-Serve.
 6. Identity Theft 3rd without suspect information.
 7. Any misdemeanor or E felony crime where prosecution is not desired.
 8. Lost or missing property.
 9. Private property damage when there is no apparent criminal intent.
 10. Reporting of additional information, or additional property stolen relating to a previously filed e-serve report.
 11. When the complainant is no longer in the City of Syracuse, or is unable to respond to this jurisdiction within a reasonable amount of time.
 12. Requests for police related advice, referrals of other general information.

It shall be at the discretion of the E-Serve supervisor to accept online reports which do not meet the above E-Serve criteria when special circumstances exist.

For example, the dollar value of a larceny exceeds the E-Serve limit but the victim lives out of state.

343.5 TELE-SERVE REPORT RESPONSIBILITIES

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The community service officers at the Patrol front desk shall answer the Tele-Serve report line and will complete all necessary report via telephone. The CSO shall also ensure that the answering service is checked at the beginning of their shift and throughout their shift as necessary.

The front desk sergeant shall ensure that the above is completed.

343.6 SERGEANT RESPONSIBILITIES

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Sergeants shall monitor calls for service to ensure that all calls that can be directed to E-Serve or Tele-Serve are handled by those means.

343.7 CENTRAL RECORDS DIVISION RESPONSIBILITIES

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When during the course of the Data Management Section report review it is determined that a teletype message should be sent (e.g.: stolen property with serial number) it shall be the responsibility of the Data Management Section to ensure that said teletype is sent.

The E-Serve officer shall log in, review the report log, and approve or reject reports in the Citizens' Online Reporting System queue daily. If the citizen report is not properly classified, the reviewing officer will reclassify the report according to the description of the incident described by the citizen filing the report.

If during the report review process it is believed that a patrol officer should handle the complaint, E-Serve personnel will reject the report to the citizen filing the report and include the following information in the rejection message:

- (a) The reason for the rejection.
- (b) Information instructing the citizen to call the 9-1-1 Center non-emergency number to request that an officer respond.
- (c) Name and rank of the officer rejecting the report.

If during the report review process it is determined that the report will be returned for follow-up by the reviewing officer, the reason for the follow-up will be appropriately noted in the message box. The notification will be sent via email to the citizen.

- (a) The reviewing officer shall include his/her name and the reason for follow-up in the comments.

The reviewing officer will not make changes to the citizen's report other than to reclassify the incident type.

In all cases where the reported incident is a felony, the reviewing officer shall make appropriate notification and see that the incident is recorded on the Criminal Investigations Division's felony daily blotter.