The purpose of this General Order is to outline the responsibilities and restrictions of the Telephone and Online Reporting Unit. This unit was established to provide an economical, yet effective and practical, means of handling non-emergency citizen calls for service that do not necessitate police response to meet citizens in person.

A. Telephone and Online Reporting

1. The Telephone and Online Reporting Unit shall be the responsibility of the Criminal Investigations Bureau Commander. The unit is supervised by Property Crimes Bureau Supervisors. It will be staffed by a Supervisor, Telephone and Online Reporting Unit Operators, and other personnel approved by the Chief of Police.

2. Police calls for service that fall within the category of complaints listed in section 5 below will be assigned to the Telephone and Online Reporting Unit. Calls that originate during non-working hours will be handled by Unit personnel during the next oncoming shift.

3. If a call for service meets one of the following criteria, or is an emergency and police response is necessary, it shall be assigned to a Patrol unit for service:
   a. The Telephone and Online Reporting Unit Operator determines there is physical or video evidence at the scene that would aid in establishing a suspect.
   b. The complainant advises there are suspects in the case.
   c. The Property Crimes Unit Supervisor determines, due to the circumstances of the call, it should be assigned to Patrol.

4. A Patrol supervisor shall be consulted if a call does not meet the above criteria, and a complainant insists on meeting with an officer after having the Telephone and Online Reporting Unit process explained. The patrol supervisor may have an officer respond on a case by case basis when, in that supervisor's judgement, it is appropriate to do so based on the circumstances.

5. The following types of complaints, none of which are “in progress,” will normally be handled by the Telephone and Online Reporting Unit:
   a. Lost or Found Property
   b. Recovered Stolen Vehicle or Property (outside of Prince William County)
   c. Telephone Complaints (obscene, abusive, or annoying calls)
   d. Supplemental and/or Police Information reports of routine nature
   e. Credit Card Fraud/Identity Theft
   f. Defrauding an Innkeeper or Vehicle for Hire
   g. Indecent Exposure (except when the victim is a juvenile)
h. Larceny or Attempted Larceny (petit or grand, except narcotics, firearms, motor vehicles and copper)
   i. Suspicious Person and/or Vehicle
   j. Throwing Missiles
   k. Vandalism or Destruction of Private Property
   l. Computer Crime, Email or Internet Offenses
   m. Hit and Run Offenses (property damage only, including vehicles)
   n. Vandalism to Vehicles

6. Routinely, larceny and attempted larceny from vehicle incidents will be handled by a patrol officer. These types of calls are unique and usually result in several victims in the same area with unknown potential evidence, which requires an officer to respond. If the reporting party is unable or unwilling to meet with an officer, the call may be forwarded to the Telephone and Online Reporting Unit.

7. In addition to those incidents enumerated in section 5, if a Patrol supervisor determines under the available circumstances that an incident not listed should be referred to the Telephone and Online Reporting Unit, that unit will handle the call.

B. Citizen Online Reporting

1. Citizen online reporting provides an additional option to the caller who does not wish to see a police officer or wait for a return call from the Telephone and Online Reporting Unit. Online reporting is available 24 hours a day to anyone having a computer and may be accessed through the Prince William County Police webpage, or by dialing 833-568-7683. This number will send them a link to their mobile device in order to complete the report.

2. Citizen online reporting is available if the following additional criteria are met:
   a. The reporting person is 18 years of age or older.
   b. The reporting person has an email address