Police and Community

COMMITTEE
Front Desk Procedures

6.19.1 Purpose

The front desk personnel have direct contact with the public and must represent the Department in an efficient and professional manner. This procedure for the front desk shall ensure uniformity, accountability, and service to the public.
A. Officers working the front desk shall assist the needs of the public in a courteous and timely fashion.

B. Officers working the front desk shall complete reports as needed following the same guidelines as when working a patrol territory.

2. If the front desk officer is busy and citizens are required to wait for an extended period of time, a patrol officer should be called off the street to assist, if available.
D. Employees may refer phone calls requesting the following reports to the front desk:

1. Vehicle burglary with no or limited suspect information;
2. Vehicle vandalism with no or limited suspect information;
3. Thefts with no or limited suspect information;
4. Gasoline drive-offs with no or limited suspect information;
5. Telephone harassment with no or limited suspect information; or
6. Other minor offense reports without suspect information.
Customer Service

Online Non-Emergency Report

www.topeka.org/tpd/reporting
Customer Service

Online Non-Emergency Report

Crimes That Can Be Reported Online

1. Minor, non-felony crimes.
2. Reports required for insurance claims.
3. Reports required for reimbursement claims.
4. Lost funds.
5. Minor Thefts

Crimes That Cannot Be Reported Online

1. Felonious crimes.
2. Violent crimes.
3. Crimes of a sexual nature.
Online Non-Emergency Report

- Online reports are filed in the form of “WUFOO” by Survey Monkey.

- All reports are reviewed by the Criminal Investigations Administrative Sergeant.

- Relevant reports are distributed to the various CIB Sergeants where solvability factors are applied.

- Cases are then assigned (or not assigned) based on solvability factors.
Customer Service

Solvability Factors

6.30.3

A. Case Screening

The decision to assign cases for follow up shall be based on:

1. Solvability factors according to the nature and seriousness of the case;
2. Investigative priorities and amount of readily available information;
3. The need for additional investigative work; availability of agency resources; and
4. Other factors relevant to the Department’s mission.
B. Solvability Factors

The follow up of reported felony and misdemeanor offenses may be based on, but not limited to, the consideration of the following:

1. Solvability Factors (Primary):
   a. Witnesses or victims who can identify the suspect with a great degree of probability;
   b. Arrest made or suspect identified by name or association;
   c. Suspect vehicle description by tag number, VIN, or unusual peculiarity; and
   d. Recovered traceable stolen property or significant physical evidence.
Customer Service

Case Volume 2020

Calls For Service
* 90,115

Kansas Standard Offense Reports
* 17,911

Arrests
* 4,423

Online Reports Received
* 1,111