

Louisville Metro Police Department

<h2>Standard Operating Procedures</h2>	SOP Number: 8.31
	Effective Date: 06/15/05 Prv. Rev. Date: 06/05/22 Revised Date: 09/07/23
	Accreditation Standards: KACP: 30.4
Chapter: Field Operations	
Subject: LMPD Service Center	

8.31 LMPD SERVICE CENTER

8.31.1 PURPOSE

The Louisville Metro Police Department (LMPD) Service Center is an alternative method of handling certain calls for police service. The three (3) main services provided through the LMPD Service Center are telephone reporting, online reporting, and the (502) 574-LMPD (5673) Anonymous Crime Tip Line.

8.31.2 PROCEDURES

The LMPD Service Center can be contacted 24 hours a day, seven (7) days a week, by calling (502) 574-LMPD (5673). Calls received through MetroSafe will be evaluated to determine if a transfer to the LMPD Service Center is appropriate.

The LMPD Service Center also evaluates calls received or transferred to them and determines whether the criteria are met to retain the referral or send it back to MetroSafe for an officer to be dispatched.

8.31.3 TELEPHONE REPORTING

The LMPD Service Center takes crime reports from citizens over the phone, following the criteria set below.

The LMPD Service Center will take the following incident reports by phone:

- Theft reports (except for thefts of illicit controlled substances).
- Thefts under \$10,000, excluding stolen vehicles.
- Shoplifting incidents.
- Harassment and harassing communications (other than domestic violence (DV)) (KACP 30.4).
- Auto theft/unauthorized use of a motor vehicle.
- Theft of motor vehicle registration plates and decals.
- Theft from vehicle.
- Crimes involving fraud, forgery, identity theft, or criminal possession of a forged instrument.
- Criminal mischief.
- Lost or missing property.
- Missing person reports when the reporting party is a Child Protective Services (CPS) worker, youth center worker or a professional at a listed youth care facility, the child is in the care/custody of the state, or the reporting party is calling from out of the area to report the missing person was last seen in the LMPD's jurisdiction, except in cases where any suspicious or extraordinary circumstances exist (refer to SOP 8.32).
- Any type of miscellaneous report (other than domestic violence (DV)).
- Supplemental reports for any previously reported incidents (unless it is a stolen controlled substance).

The LMPD Service Center or MetroSafe may require an officer to be dispatched to the location of the previously listed crimes at any time, under, but not limited to, the following:

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8.31.3 TELEPHONE REPORTING (CONTINUED)

- Circumstances regarding the original nature of the report change.
- The suspect returns to the scene.
- The citizen verbally requests the presence of an officer at the scene.
- Suspicious or extraordinary conditions become known.

If an officer is dispatched to the location, the officer will take the report and not refer the person to the LMPD Service Center.

The LMPD Service Center will not take a report by phone when:

- Theft is over \$10,000, excluding stolen vehicles.
- A crime is in-progress and the suspect is at the scene.
- The caller sounds intoxicated.
- Physical evidence needs to be collected.
- The caller knows the location of felony suspects, thereby allowing for a timely identification and/or arrest.
- The caller knows the location of unknown misdemeanor suspects, thereby allowing for identification and/or criminal complaints.
- Missing person reports that do not meet the requirements of SOP 8.32.
- The incident involves a violent felony.
- The incident involves a misdemeanor assault and/or intimidation.
- The incident involves domestic/dating violence and abuse.

Exceptions may be approved by the Assistant Chief of Police/Administrative Bureau, or their designee. Officers, Police Report Technicians (PRTs), or the Crime Scene Unit (CSU) may be dispatched at the discretion of the LMPD Service Center staff as a follow-up if there is a need to identify suspects in the area, make arrests, and/or collect evidence.

8.31.4 ONLINE REPORTING

The LMPD Service Center takes crime reports from citizens through the Internet, following the criteria set below. The Data Integrity Unit is responsible for reviewing, accepting, and importing online reports into the Records Management System (RMS).

The following incidents may be reported by citizens through the LMPD Online Reporting System:

- Harassment and harassing communications
- Identity theft
- Lost property
- Non-criminal charge (e.g., for documentation purposes)
- Theft (to include prescribed controlled substances)
- Theft from vehicle
- Theft of gasoline (businesses only)

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8.31.4 ONLINE REPORTING (CONTINUED)

- Theft of mail
- Theft of motor vehicle parts or accessories
- Shoplifting
- Hit-and-run
- Vandalism
- All supplemental reports

Citizens may attach a supplemental report to a previously reported crime using the original report number.

8.31.5 574-LMPD ANONYMOUS CRIME TIP LINE

The LMPD Service Center will take crime tips from a:

- Tipster calling (502) 574-LMPD (5673).
- Tipster entering a tip through a mobile application (e.g., P3 Tip Management).
- Tipster entering a tip on the LMPD website.
- Tipster who mailed a letter.
- Tipster who posted information on the LMPD Facebook page or via other electronic means, as forwarded to the LMPD Service Center by the Media and Public Relations Office or other divisions/sections/units that received the tip(s).

These tips are logged into the RMS and disseminated to the appropriate division/section/unit.