



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 41.4.2

TITLE: ALTERNATIVE POLICE RESPONSE AND ONLINE NON-EMERGENCY CRIME REPORTING

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PURPOSE

This Chapter governs the use of the Alternative Police Response (APR) section to address certain calls for service and provides guidelines for documentation, supervisory review and follow-up requirements governing complaints specific to property loss reporting.

The APR section is intended to allow district police officers to remain in the areas to which they are assigned to engage with the community and address more serious crimes or emergencies while maintaining procedures for reporting and addressing crimes that do not require the physical response of a district police officer to the scene.

The APR section will further enhance the level of emergency police services available in the community by handling low priority calls via telephone, allowing for on-line reporting of non-emergency crimes via web-based reporting, and dispatching civilian *Police Investigative Specialists* to non-emergency crime scenes such as property crimes or other crimes which do not require the physical presence of a police officer, without lessening the quality of law enforcement services provided by the New Orleans Police Department (NOPD).

POLICY STATEMENT

1. It is the policy of the NOPD to:
 - (a) Provide an immediate response to calls for service involving a threat to life, serious bodily harm, or major property damage/loss.
 - (b) Dispatch a district police officer to the scene of a call for service only if the incident warrants.
 - (c) Provide a convenient, cost-effective mechanism for members of the public to report non-emergency crimes to the police department.

DEFINITIONS

Definitions relevant to this Chapter include:

Alternative Police Response (APR) - A strategic response to low-priority calls for service (such as a "Code 0" complaint) that do not require a district police officer or immediate response to the scene.

Calls for Service (CFS) – Calls from complaints to the Orleans Parish Communications District (OPCD) emergency or non-emergency telephone lines. NOPD policy will determine how the CFS are handled.

Complainant - A complainant is any person, including a community member, a nonresident, or a sworn or civilian member of NOPD, who calls PSAP to request police assistance or services.

Computer-Aided Dispatching (CAD).

Daily Activity Report (DAR) – Report required to be completed by commissioned police officers or civilian personnel at the end of their shift recapping all the activities they handled during the shift.

District Desk Officer (DDO) – Commissioned police officer assigned to the front desk of a district police station that assists the public when they walk into the station. DDOs may also take Electronic Police Reports (EPR) of crimes.

District Investigative Unit (DIU) – Detectives who investigate crimes and file criminal charges.

End of Tour of Duty (ETOD)

Gone on Arrival (GOA) – Dispatch disposition code that indicates the complainant was not at the scene when the police officer arrived.

MAX Meeting – Weekly meeting where all district command staff answer questions from the Deputy Chief Superintendent and other Deputy Superintendents on their efforts to reduce and solve crime and improve community relations.

Online Reporting – The website: nola.gov/nopdonline that complainants may use to report non-emergency crimes that do not require the physical presence of a commissioned police officer.

Police Intake Specialist – Civilian employee who has been trained to handle non-emergency CFS and take online police reports.

Police Investigative Specialist – Civilian employee who has been trained to conduct field investigations of property crimes, traffic direction and management, fingerprinting, evidence collection, and assist district personnel as needed.

Public Safety Answering Point (PSAP) - Official name for the “911 Call Center,” the Orleans Parish Communications District (OPCD), which includes both emergency and non-emergency call requests for Police, Fire, and Emergency Management Services (EMS).

Uniform Crime Reporting (UCR) – Crimes required to be reported to the Federal Bureau of Investigation (FBI) for nationwide tracking of crimes.

ORGANIZATION AND TRAINING

2. The APR section shall be a part of the Management Services Bureau (MSB). The APR section may be staffed as necessary under the direction of the Deputy Superintendent of MSB. The section may include commissioned police officers and civilian personnel.
3. The APR section will consist of the following units:
 - (a) Calls for Service Unit (CFSU);
 - (b) Online Reporting Unit (ORU); and
 - (c) Field Deployment Unit (FDU).

4. Prior to full deployment of the APR section, and when no APR personnel are on duty, PSAP shall direct APR calls to the district of occurrence for handling and the calls shall be assigned to the on-duty DDO, when available, or dispatched to a district police officer as a call for service if the DDO is not available.
5. APR section personnel shall report directly to their designated APR supervisor. The APR supervisor shall coordinate day-to-day operations of the section, including reviewing reports and conducting satisfaction surveys.
6. The APR supervisor shall ensure that all Police Intake Specialists assigned to the APR section have completed the *Police Intake Specialist* Course at the police academy and understand all protocols outlined in the APR - Standard Operating Procedures (SOP).
7. The APR supervisor shall ensure that Police Investigative Specialists personnel assigned to the FDU have completed the *Police Investigative Specialist* Course at the police academy and the APR - Field Training Officer (FTO) program prior to being deployed by themselves into the field or assigned to the APR section's "C" platoon (non-training shift).

CLASSIFICATION OF CALLS FOR SERVICE AND ON-LINE REPORTING

8. The Deputy Superintendent for MSB shall be responsible for implementing internal APR policies and SOP for classifying incoming CFS, on-line reporting, and the deployment of civilian *Police Investigative Specialists* into the field.
9. CFS with signals identified in the attached Appendix (Appendix "A") shall be serviced by the APR section.
10. CFS that APR personnel **shall not** be assigned include, but are not limited to:
 - (a) Calls in which life or property are in danger;
 - (b) Calls that may endanger FDU personnel if dispatched to the scene;
 - (c) Calls involving domestic violence or sexual assault;
 - (d) Calls warranting an immediate in-person response;
 - (e) Calls involving injured persons;
 - (f) Calls involving NOPD personnel; and
 - (g) Calls involving Orleans Parish or other government property.
11. FDU *Police Investigative Specialists* may be deployed to:
 - a) Investigations of property crime scenes that require fingerprinting and/or collection of evidence;
 - b) Complete property loss reports;
 - c) Assisting district personnel in traffic management and direction;
 - d) Impounding stolen and/or abandoned vehicles;
 - e) At the request of district supervision, assist district personnel at crime scenes as needed; and
 - f) Assist district personnel at special events.
12. Members of the public who wish to file an online non-emergency crime police report for incidents that do not require a response by an officer, may choose to use the NOPD's online non-emergency crime reporting process at nola.gov/nopdonline. The Public Information Officer (PIO) shall promote the use of the online reporting process to the public.
13. Only incidents that meet the restrictions posted on the online non-emergency crime police report web site may be filed online. All others may be referred to the APR section or for dispatch as a CFS by the appropriate police district.

14. Persons filing any false or inaccurate reports may be subject to criminal prosecution.
15. The following template will be used for the item numbers associated with the online non-emergency crime police report only:

January	M-####-##
February	N-####-##
March	O-####-##
April	P-####-##
May	Q-####-##
June	R-####-##
July	S-####-##
August	T-####-##
September	U-####-##
October	V-####-##
November	W-####-##
December	X-####-##

OFFICER AND CIVILIAN PERSONNEL RESPONSIBILITIES

16. APR personnel shall complete all required reports consistent with CFS listed in Appendix "A" per current department policy and shall provide the complainant with the item number upon completion of the interview.
17. All contacts by APR members answering CFS, whether deployed to the field or at an NOPD facility, shall be audio and video recorded.
18. APR personnel shall complete a DAR detailing each APR CFS or on-line web-site incidents handled, EPRs written, other department reports taken, and APR personnel shall log all CFS and on-line incident dispositions.
19. APR personnel shall complete and submit all reports taken before the end of their authorized work shift. No reports shall be held over for the employees following shift and later shifts without the express written approval of the APR supervisor.
20. If a crime bulletin is required (See: [Chapter 82.8 – Crime Bulletins](#)) APR personnel shall ensure the required bulletin is sent and a copy is included in the final, approved report.
21. APR personnel, civilian and commissioned, must adhere to the guidelines provided in the NOPD Operations Manual including all departmental orders, directives, and standard operating procedures governing employee conduct.
22. Civilian APR members who are not sworn peace officers under the authority of the NOPD Superintendent of Police and the Louisiana Peace Officer Standards and Training Council (LA POST) shall not take any action that requires that authority, including conducting investigatory stops, frisks or pat-downs, searches, or arrests.
23. Civilian APR personnel are not authorized to carry firearms, or any other item designed to be a weapon while working in their capacity as a member of the APR section. This exclusion does not apply to the carrying of a single folding pocketknife that is not prohibited by Louisiana law.

CALLS FOR SERVICE UNIT SPECIFIC RESPONSIBILITIES

24. All CFS handled by the APR CFSU involving an interview or other contact by phone

shall be audio recorded. The recordings shall be attached to any associated police reports to be made available for any subsequent investigation or follow-up.

25. CFSU personnel are also responsible for callbacks to assist district-based social workers. Callbacks are to be made within 24 hours for all UCR CFS that do not involve domestic violence and have an initial disposition by district officers of GOA. If contact is made and a report is needed, a district unit should be dispatched. If no contact is made, the attempt and result will be noted on the DAR.
26. All callbacks on domestic violence CFS that have an initial disposition of GOA will be conducted by members of the Domestic Violence Unit.
27. If during a CFS the CFSU member learns there may be evidence needed to be collected at the scene of a crime (i.e., fingerprints, DNA, burglary tools) the CFSU member shall redirect the CFS to the FDU and document the reasons and conversation in an email to the FDU supervisor. Any audio recordings of the call shall be provided to the FDU supervisor and FDU unit handling the CFS.

ONLINE REPORTING UNIT SPECIFIC RESPONSIBILITIES

28. ORU personnel and their supervisors shall ensure that all reports filed by a member of the public on the online non-emergency crime police report website are reviewed for appropriateness, completeness, clarity, and follow-up if required.
29. ORU personnel shall review all online non-emergency crime police reports assigned to them per current department policy guidelines for report preparation and content requirement (See: [Chapter 82.1 – Report Preparation](#)). Upon generation of a report, an automated email shall be forwarded to the complainant with the NOPD item number without delay.
30. If the online non-emergency crime police report lacks needed information, the reviewing member of ORU shall make a minimum of two call back attempts on different, consecutive, working days to contact the reporting person. If no contact is made with the complainant after two attempts, the online non-emergency crime police report shall not be approved and may be deleted or assigned for a dispatch follow-up by the district of occurrence if the APR supervisor deems it necessary.
31. ORU personnel who approved an online non-emergency crime police report shall refer the report to the appropriate DIU commander by ETOD so that any issues that identify a crime trend or pattern or require investigative follow-up may be handled. The email shall provide the item number of the incident.
32. Information contained in online reports shall meet the reporting requirements outlined in [Chapter 82.1 – Report Preparation](#).
33. Online auto theft reports shall meet the requirements of [Chapter 42.2.10 – Auto Theft Investigations](#).

FIELD DEPLOYMENT UNIT SPECIFIC RESPONSIBILITIES

34. FDU members are responsible for assisting district patrol functions by responding to, reporting, and documenting calls for service as provided in this chapter (See Paragraph 15).
35. All FDU members shall be assigned a Body Worn Camera and shall adhere to the

guidelines provided in [Chapter 41.3.10 – Body Worn Camera](#).

36. FDU members assisting district patrol functions with on-scene investigations that require a report shall follow the reporting requirements provided in [Chapter 82.1 – Report Preparation](#).
37. When conducting an on-scene investigation requiring evidence collection, FDU members shall ensure all evidence is identified, preserved, and collected as provided in [Chapter 83.1 – Collection and Preservation of Evidence](#).
38. FDU members assigned to assist district personnel with traffic management and/or securing crime scenes shall report to the district patrol supervisor requesting assistance to receive their assignment. All requirements of [Chapter 61.9 – Traffic Direction and Control](#) and [Chapter 46.20 – Crime and Disaster Scene Integrity](#) must be followed.
39. If an FDU member conducts an on-scene investigation that requires recovering a stolen vehicle or impounding an abandoned vehicle, that member shall follow the guidelines provided in [Chapter 61.22 – Impoundment of Motor Vehicles Involved in Criminal Activity](#) and [Chapter 61.13.1 – Abandoned and Nuisance Vehicles](#).
40. All FDU members assisting in special event coverage shall review and follow the guidance provided by the operations plan pertaining to the special event.
41. Unless on-scene supervision is required by a district patrol supervisor who requested assistance (such as securing a crime scene or providing traffic management) FDU members shall report to the on-duty FDU unit supervisor for any supervisory needs.
42. Civilian FDU members who are not sworn peace officers under the authority of the NOPD Superintendent of Police and the Louisiana Peace Officer Standards and Training Council (LA POST) shall not take any action that requires that authority, including conducting investigatory stops, frisks or pat-downs, searches, arrests.
43. Civilian FDU members shall not use force to affect any lawful objectives unless necessary to protect themselves or others from immediate harm.
44. Civilian FDU members are not authorized to carry firearms, or any other item designed to be a weapon while working in their capacity as a civilian assigned to FDU. This exclusion does not apply to the carrying of a single folding pocketknife that is not prohibited by Louisiana law.
45. FDU members shall complete Field Interview Cards (FICs) whenever FICs are required pursuant to Chapter 41.12 – Field Interview Cards.

SUPERVISOR RESPONSIBILITIES

46. When reviewing APR incidents and calls handled, APR supervisors shall be responsible for:
 - (a) Monitoring all APR calls that the districts redirected to APR for response; and
 - (b) Verifying that all APR calls are recorded, and reports are approved by a supervisor in the authorized department application or database.
47. When reviewing online non-emergency crime police reports, APR supervisors shall be responsible for:
 - (a) Monitoring all online non-emergency crime incidents and reports;
 - (b) Verifying that all APR online non-emergency crime reports are reviewed, approved, and recorded per department policy;
 - (c) Ensuring the person filing the online non-emergency crime report receives an

- email with the NOPD incident item number once the report is approved; and
- (d) Ensuring that each approved online non-emergency crime report is referred to the appropriate DIU commander by email by ETOD so that any issues that identify a crime trend or pattern or require investigative follow-up may be handled. The email shall provide the item number of the incident.
48. The APR section supervisor shall ensure satisfaction surveys are conducted on a cycle or frequency to be determined by the Deputy Chief of the MSB to ensure quality of service. The random surveys shall include:
- (a) Random victim/complainant satisfaction “callbacks” on telephone calls handled by personnel assigned to the APR section;
 - (b) Random reviews of recorded telephone lines used by, or designated to, the APR section;
 - (c) Random online reporting person satisfaction “callbacks” on online non-emergency crime reports filed and assigned to the APR section; and
 - (d) Random reviews of online non-emergency crime reports that required follow-up calls by a member of the APR section.
49. The APR section supervisor shall be responsible for preparing a weekly MAX report for the APR section. The report shall document the volume and type of online non-emergency crime reports, CFS, and callbacks handled by the APR section, as well as the handling times (time online report filed, time assigned to APR personnel for review, time of completion of personnel review, time of approval by supervisor), the number and type of reports that required call-back and the number and type that are found deficient.
50. The APR section supervisor shall be responsible for maintaining the following data:
- (a) Names of officers assigned to the APR section;
 - (b) Number of total calls addressed with appropriate percentage breakdowns for all individual signals that fit Appendix “A;”
 - (c) Number of reports completed;
 - (d) Number of calls redirected from APR and where they were directed to;
 - (e) Statistical results of random satisfaction surveys; and
 - (f) A record of all callbacks for UCR CFS with a GOA disposition.
51. Except when FDU personnel are on scene at the request of a district sergeant, the on-duty FDU unit supervisor shall supervise all APR personnel on scene.
52. In addition to monitoring calls and reviewing reports, APR section supervisors overseeing the operations of the FDU shall ensure FDU members report to the appropriate district patrol supervisor when assisting with district patrol functions.
53. Any reports generated by FDU members as a result of assisting with district patrol functions shall be reviewed and approved by an APR supervisor and forwarded to the appropriate district patrol supervisor to be included with any district case file.
54. Supervisors will be responsible for ensuring FDU members complete any required training, report to the proper supervisor’s when on scene, and respond appropriately to FDU calls for service.
55. At least three (3) times during each shift, APR supervisors shall request and review the pending district CFS to ensure any calls meeting the criteria for APR reassignment are properly redirected for an APR response.

REASSIGNMENT OF APR CALLS

56. For those APR-eligible incidents in which a caller insists on physical response by an officer, APR personnel shall consult with his/her supervisor and determine whether it is

appropriate to redirect the incident via CAD as a CFS.

57. If APR personnel determine that the incident does not fit APR response guidelines, they shall consult with their supervisor and determine whether it is appropriate to redirect the incident via CAD as a CFS. The redirection shall be noted in writing in the call log.
58. District officers are not authorized to request the PSAP to change a dispatched call for service to an APR response. If they believe the call warrants an APR response, they shall contact their district supervisor to make the request.
59. Only district and/or APR supervisors may direct dispatchers to forward pending CFS for APR response, the call must meet the criteria for an APR response.
60. All CFS pending dispatch to district personnel that involve a signal 62C (Simple Burglary of an Automobile) where no evidence is to be collected on scene should be reassigned for APR after the CFS has been pending for 30 minutes.
61. All CFS pending dispatch to district personnel that involve a signal 62R (Simple Burglary of a Residence) or 62B (Business Burglary) should be redirected for APR after the CFS has been pending for one (1) hour.
62. The guidance provided in paragraphs 60 and 61 of this chapter should be manually accomplished by PSAP personnel. In the event a supervisor observes a CFS that has not been reassigned and meets the criteria, the supervisor should notify dispatch of the pending call and request it be reassigned for APR.

ON-SCENE ASSISTANCE, DISTRICT STATION ASSISTANCE AND WALK-INS

63. Members of the public who call to report crimes should not be burdened or inconvenienced in doing so. If an officer is on the scene of the crime the CFS and/or report shall be handled by the officer. Walk-in complaints to district stations shall **not** be referred to the APR section and shall be handled by the DDO unless the complaint requires an on-scene investigation, in which case a district officer shall be dispatched.

ADMINISTRATIVE FOLLOW-UP RESPONSIBILITIES

64. The APR section shall conduct initial administrative follow-up investigations on all property loss reports, including any report filed through the ORU or those initiated by Field Operations Bureau (FOB) members.
65. A listing of property loss reports is available to APR section members electronically via the NOPD reporting and management databases.
66. The APR Section's CFSU shall contact the complainant within three (3) calendar days of the initial report to gather additional information which may have been learned since the date of the reported loss or information on identifiable property not available when the report was initially filled.
67. A supplemental report shall be written documenting follow-up efforts in all cases, including when contact with the reporting person yields no additional information. If the CFSU is unable to contact the reporting person, a supplemental report shall be written documenting the date, time and manner used to attempt to reach the reporting person. At least two attempts to contact the reporting person should be made and documented in any supplemental report.
68. Should the CFSU's administrative follow-up provide information indicating that a crime

has occurred, the CFSU shall generate a supplemental report using the appropriate offense classification and submit a signal change form (**Form 226**) in accordance with the requirements specified under **Chapter 82.4 – Complaint Signals – Changing of Item Signals or Dispositions**. A CFSU supervisor shall refer the reclassified incident to the appropriate district via email to the district commander, DIU commander, and DIU property crimes sergeant for further follow-up the same day the supplemental report is approved.

DATA ANALYSIS

69. The Analytics unit of the FOB shall be responsible for evaluating trend data on all property loss reports, as well as other reported property crimes, to determine possible patterns or serial offenses that may be occurring in a particular geographic area or during specific events.
70. Should a pattern be identified or suspected, the Analytics unit, in consultation with the Deputy Chief of FOB, shall coordinate, recommend, and implement an appropriate enforcement response.
71. The Professional Standards and Accountability Bureau shall be responsible for assisting APR with performance statistics including but not limited to:
 - (g) the types of calls handled by the section,
 - (h) the disposition of those calls,
 - (i) the amount of calls, and
 - (j) the potential impacts on response times.

The statistics shall allow for historical comparisons and performance over time. PSAB shall assist the APR section with assessing the appropriateness of the types of CFS handled by the section.

72. Working with the Analytics unit, PSAB will evaluate the data, with crime trends, and possible effects on response times to determine the effectiveness of redirecting CFS to the APR section.

APPENDIX A—Eligible Calls for Service

The following **Eligible Calls for Service** should be dispatched to APR directly:

- All Priority 0 calls
- 18A – Abandoned Vehicle
- 18AB – Abandoned Boat
- 21B – Blighted Property
- 21F – Flood Event where no life is in danger
- 21P – Lost or Stolen Property (21L)
- 21R – Foreign Stolen/Local Recovery
- 21V – Voting/Election Complaints
- 23 – Traffic Congestion
- 35 – Simple Battery with an unknown perpetrator
- 56 – Simple Criminal Damage to Property
- 58 – (10-18) Additional Information
- 62 – Simple Burglary of a shed
- 62C – Simple Burglary of an Automobile (where no evidence is to be collected on scene)
- 62R – Simple Burglary of a Residence
- 62B – Business Burglary (FDU may respond to 62Rs and 62Bs that are not in-progress)
- 65 – Simple Robbery where the victim is calling from outside of Orleans Parish
- 67 – Theft
- 67A – Auto Theft (See: [Chapter 42.2.10 – Auto Theft Investigations](#))
- 67B – Bicycle Theft
- 67C – Theft from exterior of auto
- 67E – Theft by embezzlement when the perpetrator has left the scene
- 67F – Theft by Fraud with an unknown perpetrator or no risk of perpetrator returning
- 67P – Pickpocket
- 67S – Theft by Shoplifting
- 101 – Desecration of Graves
- 116 – Flag Desecration
- 118 – Public Bribery

All APR cases involving crime scenes for which evidence must be collected from shall be dispatched to FDU.