



# NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

## CHAPTER: 41.4.3

### TITLE: PROPERTY LOSS REPORT – SIGNAL '21P'

EFFECTIVE: 02/05/2017

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#### PURPOSE

The purpose of this Chapter is to provide guidelines for documentation, supervisory review and follow-up requirements governing complaints specific to property loss reporting, signal '21P'.

#### REPORTING

1. Methods of reporting include:
  - (a) **Alternative Police Response Unit (APRU)** – Telephone Reporting (preferred method)
  - (b) **Citizen Self-Reporting Portal (CSRP)** – NOPD Website Direct / Internet On-line
  - (c) **In-Person Reporting** – In-person at NOPD District Station
  - (d) **District Response** – Calls-For-Service / Dispatch
2. Department members initiating a report shall generate a property loss report using signal '21P' under circumstances where the reporting person wishes to report the loss of personal property regardless of whether they have knowledge how the loss occurred. The report shall include a thorough description of the lost item(s) and an explanation of where and when the loss was first discovered. A signal '21P' cannot be marked up as Necessary Action Taken (**NAT**).
3. The reporting member must clearly articulate the reason for classifying the incident as a 'Property Loss' incident (**21P**). If the facts as presented by the reporting person or if the circumstances surrounding the reported loss lead an officer to believe that a crime may have been committed (i.e., Theft, Pickpocket, Fraud, etc.), the officer shall report the incident using the appropriate NOPD signal corresponding to the most serious crime and complete an incident report. The officer should determine if the incident requires a unit be dispatched for proper investigation.

#### SUPERVISOR REVIEW

4. Supervisors reviewing and approving property loss (**21P**) reports shall closely scrutinize the facts and circumstances as reported. Should he/she determine that the reported incident has been misclassified, the supervisor shall initiate the appropriate corrective action to address the deficiencies.
5. Should it become necessary to change the signal or disposition of an item number which

has already been marked up (closed) by the reporting officer, the supervisor shall ensure a change of item signal or disposition is filed in accordance with established procedure (**Chapter 82.4 – Complaint Signals – Changing of Item Signals or Dispositions**).

6. Supervisors assigned to APRU shall be responsible for reviewing and approving property loss (**21P**) reports filed by telephone directly with APRU or via NOPD's Citizen Self-Reporting Portal in accordance with the requirements above.

#### **APRU ADMINISTRATIVE FOLLOW-UP RESPONSIBILITIES**

7. APRU shall conduct initial administrative follow-up investigations on all property loss (**21P**) reports, including any report filed through the Citizen Self-Reporting Portal or those initiated by Field Operations Bureau members.
8. A listing of property loss reports is available to APRU members on the NOPD intranet via **21P Callback Log** (on NOPD Web Applications under Command Reports Site / FOB under APR Unit).
9. APRU shall contact the reporting person 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.
10. 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 APRU is unable to contact the reporting person, a supplemental report shall be written documenting the date, time and manner used to reach the reporting person. At least two attempts to contact the reporting person should be made and documented in any supplemental report.
11. Should APRU's administrative follow-up provide information indicating that a crime has occurred, APRU 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**. An APRU 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**

12. The Analytics Unit of the Field Operation Bureau shall be responsible for evaluating trend data on all property loss (**21P**) reports to determine possible patterns or serial offenses which may be occurring in a particular geographic area or during specific events.
13. Should a pattern be identified or suspected, Analytics, in consultation with the Deputy Chief of Field Operations, shall coordinate, recommend and implement an appropriate enforcement response.