



E-Serve / Tele-Serve: Allows citizens to file a report online or over the phone with the Syracuse Police Department. If an incident a citizen is reporting fits within the below criteria, they may choose to report the incident using E-Serve (online) or Tele-Serve (phone) in lieu of waiting for a responding officer. Utilizing these resources will provide citizens with the same police report that a responding officer would while eliminating any waiting time. Those wishing to use the online reporting system E-serve can go to <http://www.syracusepolice.org> and click on the E-Serve link on the left hand side of the home page. Those wishing to use the over the phone system Tele-serve can call (315)-442-5207 to speak with an officer. In the event that the Officer working the phone line is unable to answer, please leave a message with your name, phone number and a brief description of the incident and an Officer will return your call. (In order to use E-Serve a person must have an email address)

- A. The use of e-Serve/tele-serve is authorized when the following criteria are met:
1. The incident is not in-progress or did not just occur, and;
 2. The suspect is not known, and;
 3. There is not an on-going investigation of a related incident and;
 4. The caller is the actual victim, or has responsibility for control of the property or location, and;
 5. The incident is any of the following:
 - a. Incident must be Larceny under \$3,000.
 - b. Grand Larceny 4th degree subdivision 4 (credit card stolen, if not used).
 - c. Criminal Mischief 3rd or 4th degree under (\$1,500).
 - d. Harassment or aggravated harassment.
 - e. Lost or missing property.
 - f. Private property damage when there is no apparent criminal intent.
 - g. Reporting of additional information, or additional property stolen relating to a previously filed e-serve report.
 - h. When the complainant is no longer in the City of Syracuse, or is unable to respond to this jurisdiction within a reasonable amount of time.
 - i. Requests for police related advice, referrals of other general information.