

## Law Enforcement Guidelines

## Incident Reporting Guidelines LE-1.00

Original Date: 10/07/2004

Revision Date: 05/15/2024

### DMV SERVICE PROVIDER PROCESS

1. Determine the type of incident requiring law enforcement attention.
2. Determine which law enforcement entity to contact:
  - Generally management or designee is responsible for contacting either local or DMV law enforcement
  - The chart below is to be used as a guide and does not include all scenarios. DMV management and personnel should use their best judgment when determining who to contact.  
**NOTE:** If management or personnel is unsure whether an incident requires law enforcement intervention, personnel should contact DMV Law Enforcement at (804) 367-1997 for further guidance.

EMERGENCY INCIDENTS	
Examples	Who/When To Contact
<ul style="list-style-type: none"><li>• Disorderly customer</li><li>• Threats of violence</li><li>• Suspicious package at a DMV office</li><li>• Building emergency (such as vehicle hits building)</li></ul>	<b>Call Local Law Enforcement Immediately</b> (Notify DMV Law Enforcement at (804) 367-1997 once local enforcement has been contacted)
NON-EMERGENCY INCIDENTS (Do not alert customer that law enforcement is being notified)	
Examples	Who/When To Contact
<ul style="list-style-type: none"><li>• Bribery (either attempted or successful)</li><li>• Stolen vehicle stop or paperwork</li><li>• Suspected fraudulent customer activity or paperwork</li><li>• Suspected fraudulent activity by DMV employee</li><li>• Questionable vehicle/dealer/mechanic and storage lien paperwork</li><li>• Other</li></ul>	<b>Call DMV Law Enforcement Immediately</b> (804) 367-1678 or (804) 367-1997 If unable to contact DMV Law Enforcement: <ul style="list-style-type: none"><li>• Retain any Virginia DMV Issued credentials, if possible (do NOT retain the document(s) if the customer protests).</li><li>• If possible, place an administrative stop on the customer's record and make an entry into Customer Notes describing the situation.</li></ul> <b>&lt;&lt;&lt;&lt;&lt;REVISION</b> <b><u>Submit online LE-019</u> to DMV Law Enforcement within 1 day</b> <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b>

**NOTE: Do NOT force a confrontation or attempt to detain the customer.**

3. Follow all instructions given by designated law enforcement officer (if applicable).  
**NOTE:** If the customer is applying for a DMV credential and inquires about what is happening, inform him that his application must undergo further review.
4. Photocopy the front and back of the customer's application and all related documents (if applicable).
5. Return all non-Virginia DMV proof documents to customer (if applicable).
6. Keep any original documents or evidence left by the customer (if applicable).

### <<<<<REVISION

7. Complete the Chain of Custody ([LE-026](#)) if handling evidence.  
**IMPORTANT:** Handle any evidence/property with care, if any evidence/property was collected.
  - Limit personnel handling evidence/property (i.e. forged titles, counterfeit ID documents, etc.)
  - Ensure that the property is sealed in an envelope or appropriate container and stored in a secure area.
  - Ensure to record:
    - Who the evidence/property was received from,
    - The chain of custody of personnel that handled the evidence/property,
    - How and where the evidence/property is stored.
8. Submit the "Law Enforcement Action Report" ([LE-019](#)) electronically.  
**IMPORTANT:** Ensure to record:
  - who the evidence/property was received from,

- the chain of custody of personnel that handled the evidence/property,
- how and where the evidence/property is stored. **END REVISION>>>>>**

9. Contact appropriate management and advise them of the incident.

#### **LAW ENFORCEMENT PERSONNEL**

##### **<<<<<REVISION**

- The assigned DMV Law Enforcement agent should:
  - If [LE-26](#) is completed, assigned LE personnel will retrieve in 3 business days of assignment. **END REVISION>>>>>**
  - Keep the complainants informed of the status of the report.
  - Notify the complainant once case has been resolved.

#### **CONTACT**

For additional information contact:

- Your Manager or Designee
- DMV Law Enforcement (804) 367-1678 or (804) 367-1997
- [LE-019 Form Submission](#)