

Police Department – Frequently Asked Questions

How do I obtain a police report?

For copies of police reports and other open records requests, please email records@grapevinetexas.gov or call 817.410.3218.

How do I obtain a copy of a crash report?

Crash report copies may be obtained at Cris.txdot.gov/public/purchase.

How do I pay alarm fees?

Alarm permit registrations, renewal fees, and false alarm fees may be paid at GrapevineTexas.gov.

Property Related Inquiries

Please call the property section at 817.410.2905 for assistance with Property related inquiries. For all other records inquiries, please call 817.410.3218 during standard business hours, Monday-Friday, 8am to 5pm.

Dispatch changes:

Telecommunicators are adding extra screening questions to ALL incoming calls to help identify potential exposure risks to first responders.

- Police will not be dispatched to fire calls unless specifically asked.
- Callers are being asked to meet officers outside (when possible) to minimize the number of people officers are in direct contact with at a scene.

Police changes:

Officers are increasing the distance to six feet between themselves and the public when possible.

- Officers are wearing gloves as needed on calls.
- Officers are no longer taking meal breaks together as a group.
- Any officer who shows symptoms of COVID-19 is ordered to be quarantined and report to a supervisor by phone.
- Anyone who is under arrest will be medically screened for COVID-19 before being allowed into jail.

Records changes:

The public is encouraged to make all police records requests through email or by phone (records@grapevinetexas.gov or 817.410.3218) and pay all alarm permits and fines online at GrapevinePD.org. All non-essential fingerprinting has been suspended.

Animal Services changes:

- Trapping and wildlife removal is suspended; personnel will refer citizens to private wildlife removal/trapping companies.
- All other field services are taking place as normal.
- Due to changes with Coppell Animal Services, animals in Grapevine that are put on a bite quarantine may be isolated in a pet owner's home, rather than transferred to Coppell.

Cancellations:

- The National Drug Take Back Day originally scheduled for April 25 has been canceled.
- The Grapevine Community Outreach Center/Chamber of Commerce Job Fair originally scheduled for April 25 has been postponed.
- The Grapevine Citizens Police Academy (Spring class) has been postponed.
- The Grapevine VIPS (Volunteers in Police Service) Annual Banquet has been postponed.
- The Grapevine Community Outreach Center and all programs are closed until further notice