

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

ON-LINE REPORTING
SUBJECT

DATE: April 1, 2016

NO: B-7a

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: On-line Reporting

I. POLICY

It is the policy of the Stockton Police Department to provide On-Line Reporting services to the community. The Department's On-Line Reporting System will be utilized to expedite reporting of minor crimes and incidents, provide quick and efficient service to the public, and more effectively manage field personnel and resources.

II. PURPOSE

Establish guidelines and procedures to determine when the On-Line Reporting System will be used.

III. PROCEDURE

A. General Guidelines

1. The following crime types shall be referred to the Online Reporting System. Callers desiring an officer to respond for the report will be advised that these reports can only be made online or via TRU. Exceptions may be made with the approval of a CTC supervisor, Sergeant, or Watch Commander.
 - a. All petty/grand thefts without suspect information when the property value is under \$10,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances.
 - b. Auto burglaries without suspect information (victim vehicle information required).
 - c. Attempt stolen vehicles without suspect information (victim vehicle information required).
 - d. Vandalism that is not a hate crime, without suspect information.
 - e. Annoying telephone calls without suspect information.
 - f. Lost property reports, i.e. cell phones, credit cards, personal identification, etc.
 - (1) Lost cell phone incidents will not be assigned a case number.
 - g. Identity theft (victim required to submit documentation).
 - h. Fraud (other than forged/ altered checks) and scams (victim required to submit any associated documentation).
 - i. Minor, non-injury traffic collisions when involved parties have exchanged driver, vehicle, and insurance information.

- j. Violations of court orders, not including domestic violence orders, i.e. simple child custody order violations, violating terms of a non-D.V. restraining order, etc.
- 2. Crimes involving peace officers where the loss is their government-issued equipment (badge, ID, firearm, etc.) shall not be reported on-line. Such crimes may be reported via TRU with Watch Commander approval.
- 3. Officers, Community Service Officers (CSOs), and Cadets may assist a citizen in filing an online report if an immediate copy is needed.
- 4. Cases involving serialized property where the serial number is known, including lost/stolen plates, will not be referred or accepted as on-line reports (except lost cellular phones- see **section A.2.f.** above). For the purposes of this order, credit cards and miscellaneous identification (medical cards, driver's license, etc.) will not be considered "serialized property."
- 5. Officers doing follow-up on On-Line reports need to check RMS or contact Records for appropriate DR number when booking any property on any On-Line report.

B. Telecommunications Personnel Responsibilities:

- 1. When Telecommunications Personnel receive a call from a citizen wishing to report an incident, Telecommunications will determine if the call falls within the scope of an online report. If so, Telecommunications personnel shall:
 - a. Determine if the citizen has access to the Internet. If so,
 - b. Inform the caller the incident should be reported over the internet without having to wait, or at his/her leisure. If the caller prefers, another option for reporting is via the Telephone Report Unit (TRU). No field unit will be dispatched to take reports qualifying for on-line or TRU reporting, unless a CTC Supervisor, Sergeant, or Watch Commander advises otherwise.
 - c. Advise the caller of the Police Department's website address: <http://www.stocktongov.com/policereport/>, which guides them through filing a report.
 - d. If the caller agrees to make a report over the internet, Telecommunications will complete an "Advised" call and make a notation that the incident will be reported via the internet.
- 2. If Telecommunications determines the report is not suitable for online reporting, they will prioritize the call and dispatch a CSO, Officer, or Telephone Report Unit (TRU) to take the report and make a notation in the CAD detail such as, "No internet access," "Loss is hazardous material," etc.

C. Telephone Report Unit/Online Report Review Unit Responsibilities

- 1. The Online Report Review Unit (OLR) will review reports submitted via the internet and import approved reports into ARS/RMS. OLR personnel will check online reports for correct crime classification and make minor editing changes. OLR personnel will correct reports according to the elements of offense described by the citizen author.

Online reports may not meet the standard of those filed by Police employees. Some minor errors are permitted as long as the report makes sense.
- 2. Online Report Review Unit will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature and do not change the intent of the report. If TRU/Report Review personnel determine the report was misclassified, it may be modified to fit the most appropriate section.

3. Online Report Review Unit personnel may change the report type to an Outside Assist for minor incidents which did not occur within jurisdiction. This provides the citizen a case number without rejecting his/her report and having him/her contact another police department to file his/her report.
4. If a report is rejected, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via email to the citizen and a duplicate to a department storage mailbox. If the citizen provided a valid telephone number, an attempt to contact him/her and clarify the problem prior to rejecting the report shall be made.
5. Online Report Review Unit shall request a Patrol response when, in the reasonable judgment of the reviewer, circumstances indicate an investigation is warranted. In this circumstance, a rejection notice should be sent to the citizen, and the Online Report Review Unit will state in the rejection box that a response will be made.