

Online Reporting System

353.1 PURPOSE AND SCOPE

It is the policy of the San Leandro Police Department to provide Online Reporting Services to the community.

353.2 POLICY

To establish guidelines and procedures to determine when the Online Reporting System will be used.

353.3 PROCEDURE GUIDELINES

The San Leandro Police Department will respond to in-progress incidents and all crimes with evidence or information, which may lead to the identity of a suspect and his/her apprehension, or if the incident just occurred and there is a likelihood the suspect may still be in the area.

The following crimes and reports may be referred to the Online Reporting System:

- (a) All petty thefts without suspect information when the property value is under \$950.00 excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances.
- (b) Auto burglaries without suspect information.
- (c) Attempt stolen vehicles without suspect information.
- (d) Vandalism without suspect information, which is not a Hate Crime as described in the Hate Crimes policy.
- (e) Annoying telephone calls without suspect information or threats of immediate bodily harm or death.
- (f) Lost property reports - The total value of loss is below \$50,000.00 and does not include a firearm, license plate, vehicle or motorcycle, or a passport or any type of identification.
- (g) Hit and run accidents without a valid suspect, a suspect license plate or current location of the suspect vehicle.
- (h) Identity Theft, except in the case where the crime has occurred in the City of San Leandro and the suspect can be located locally.
- (i) Fraudulent use of a credit card without suspect information or the total authorized charges do not exceed \$950.00
- (j) Custody Order Violations.
- (k) Supplemental reports.

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353.3.1 PROFESSIONAL STAFF RESPONSIBILITIES

When communications or records personnel receive a call from a citizen wishing to report an incident, the dispatcher or records clerk will determine if the call falls within the scope of an online report. If so, the dispatcher or records clerk shall:

- (a) Determine if the caller has Internet access and provide suggestions for public access to the website via the San Leandro Main Library.
- (b) Inform the caller this type of incident can be reported online, which allows them to file the report immediately, as well as, print a copy of the report for free.
- (c) Explain the online reporting process and the requirements of the party filing the report. Advise of the review process, and the potential for further investigation should suspects leads be developed.
- (d) Advise the caller of the San Leandro Police Department website address: www.sanleandro.org and the link titled, "File a Police Report."
- (e) Should the caller request a police response, or would like the report taken over the phone, an officer will be dispatched based on priority or the caller will be transferred to the records division for assistance. At no time will a caller be told they must complete their report online

353.3.2 FIELD PERSONNEL RESPONSIBILITIES

Field personnel dispatched to a call for service shall prepare an I/P report when appropriate. When contacted by field personnel, citizens shall not be referred to the Online Reporting System except when it is appropriate for the citizen to complete a future supplemental report through the Online Reporting System.

353.3.3 APPROVING OFFICER RESPONSIBILITIES

- (a) The approving officer will review the reports and import the approved report from the Online Reporting System queue in a timely manner. Instructions for reviewing reports will be kept in the Sergeants office. If the citizen report is misclassified, such as vandalism, instead of an auto burglary, the approving officer will classify the report according to the elements of the offense described by the citizen author.
- (b) The approving officer will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature, such as "California" spelled as "Calefournia," etc. If the approving officer determines the report was misclassified, it may be modified to fit the most appropriate section.
- (c) If there is a question as to the reports contents, the approving officer should attempt to contact the citizen by telephone prior to rejecting the report and make the correction to the Online Report.
- (d) If the officer rejects a report, the reason for the rejection will be appropriately and professionally noted in the rejection box, which is sent via e-mail to the citizen and a duplicate to the department storage mailbox.
- (e) The approving officer shall request a patrol response when, in the reasonable judgment of the officer, circumstances indicate and investigation is warranted. In this

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circumstance, a rejection should be sent to the citizen and the officer will state in the rejection box that an officer will be assigned to respond in person.

- (f) If items such as stolen property or lost serialized property need to be entered into CLETS, once a report has been approved, the report shall be printed and forwarded to the Records division to ensure the completion of the CLETS entries.
- (g) After the report has been approved and merged, check RMS for verification that the crime codes match the report classification and all information has been uploaded properly.

353.4 RESCINDED POLICY

This policy rescinds San Leandro Operations Directive 11-02.