Online Reporting Policy

345.1 PURPOSE AND SCOPE

It is the policy of the Indio Police Department to provide Online Reporting Services to the community. The purpose of this policy is to establish guidelines and procedures to determine when the Online Reporting System (COPLOGIC) may be used by the public.

345.2 PROCEDURE

A. General Guidelines The Indio Police Department will respond to in-progress incidents and all crimes where evidence or information is present, 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. In certain situations, a citizen may elect to file their police report through COPLOGIC. The following crimes and reports may be referred to the online reporting system: 1. All petty/grand thefts without suspect information when the property value is under $5,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances. 2. Auto burglaries without suspect information. 3. Attempt stolen/tampering of vehicles without suspect information. 4. Vandalism without suspect information. 5. Annoying/harassing telephone calls without suspect information. 6. Lost property reports. 7. Hit and run accidents without a valid suspect license plate or current location of suspect vehicle. 8. Identity theft without a local suspect. 9. Non-injury traffic collisions. 10. Minor-injury traffic collisions that do not require hospitalization. 11. Disobey court order by failing to abide by child custody order. 12. Credit Card or check fraud when there is no credible suspect information and there are no investigative leads.

345.3 COMMUNICATIONS AND RECORDS PERSONNEL RESPONSIBILITIES

1. When Communications and Records personnel receive a call from a citizen wishing to report an incident, the Dispatcher/Records Personnel will determine if the call falls within the scope of an online report. If so, Communications and Records personnel shall:

a. Determine if the citizen has internet access.

b. Inform the caller the incident can be documented via an online report, which allows them to file the report immediately, as well as, print a copy of the temporary report for free.

c. Advise the caller of the Indio Police Department website address: www.IndioPD.org which will guide them through filing an online report.

d. If a citizen walks into the lobby of the police department and the incident falls within the scope of an online report, Records personnel will direct the citizen to the computer in the lobby area to fill out the online report.
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2. If the call screener determines the report is not suitable for online reporting, they will forward the citizen to the appropriate person to generate a call for service and a CSO or Officer will be dispatched to take a report. The call screener will make a notation in the CAD event detail such as "no internet access" or "does not fit online reporting criteria" to document that the online reporting option was offered.

3. Dispatchers shall ensure calls for service that meet the criteria for online are referred to online reporting to minimize dispatching officers to calls that can be documented via online.

345.4 REPORT APPROVAL

1. The on-duty patrol supervisor, or designee will review the reports and import approved reports in the Online Reporting System queue at least once a shift. Instructions for reviewing reports will be kept in the Watch Commander Office. If the citizen report is misclassified, such as vandalism, instead of an auto burglary, the supervisor will classify the report according to the elements of the offense described by the citizen author.

2. All traffic related online reports will be reviewed by the Traffic Sergeant, or designee.

3. The reviewer will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature, such as, "California" spelled as "Calefounia," etc. If the Supervisor determines the report was misclassified, it may be modified to fit the most appropriate section.

4. If there is a question as to the report's content, the reviewer should attempt to contact the reporting citizen by telephone prior to rejecting the report and make the correction to the Online Report.

5. If the reviewer rejects a report, the reason for rejection will be appropriately and professionally noted in the rejection box, which is sent via e-mail to the citizen and a duplicate to a department storage mailbox.

6. The reviewing supervisor shall request a Patrol response when, in the reasonable judgment of the supervisor, circumstances indicate an investigation is warranted. In this circumstance, a rejection should be sent to the citizen and the officer will state in the rejection box that a response will be made.