

CopLogic On-line Reporting

807.1 PURPOSE

To establish guidelines and procedures to determine when and how the On-line Reporting System shall be used.

807.1.1 POLICY

It is the policy of the Orange County Sheriff's Department to use CopLogic to provide On-line Reporting Services to the community.

807.2 PROCEDURE

CopLogic shall be utilized for "cold calls", those where there are no known suspects, no known forensic evidence, and would not normally lead to an active investigation. The following crimes and reports may be referred to the On-line Reporting System:

1. All petty/grand thefts without suspect information, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances. No specific dollar loss limit is specified. The Reviewer shall determine if the dollar loss justifies a report in person (counter or dispatch).
2. Auto burglaries without suspect information.
3. Garage burglaries without forced entry or suspect information.
4. Vandalism without suspect information, which is not a Hate Crime.
5. Annoying 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 or suspect vehicle.
8. Identity Theft without a local suspect.
9. If field personnel are dispatched to a location, and the information indicates that this could be handled by an On-line Report, they shall take the report for that incident and inform the reporting party that this type of call can be reported on-line in the future.
10. Supplementals shall be allowed for both on-line reports and Deputy-submitted reports.
11. Assist Outside Agency (AOA) or courtesy reports for lost or stolen property only.

807.2.1 COMMUNICATIONS PERSONNEL RESPONSIBILITIES

1. When Communications personnel receives a call from a citizen wishing to report an incident, the Communications Dispatcher shall determine if the call falls within the scope of on-line reporting. If so, Communications personnel shall:
 - (a) Determine if the citizen has Internet access.
 - (b) Inform the caller that on-line reporting is available as an option which allows them to file the report immediately, as well as print a copy of the report for free.

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- (c) Advise the caller of the link on the Sheriff's Internet page where they can access the On-line Reporting System.
2. If the call screener determines the report is not suitable for on-line reporting based on the listed criteria or if the citizen refuses or is unable to submit an on-line report, they shall enter the call into the CAD system for normal dispatching.

807.2.2 AUTHORIZED REVIEWER

Sworn, or non-sworn staff, as determined by the Records & Property Division Director, will be authorized to approve reports. Once approved or rejected, an electronic version shall be sent electronically to the Imaging Server for permanent retention and storage. Only an approved copy shall be emailed to the appropriate Investigations group for handling.

807.2.3 REVIEWERS RESPONSIBILITIES

1. The Reviewer shall review, return, reject, and approve reports in a timely manner, but always within five business days, using the On-line Reporting System. Instructions for reviewing reports shall be provided to the Reviewers by Systems. If the citizen report is misclassified, such as vandalism, instead of an auto burglary, the Reviewer shall classify the report according to the elements of the offense described by the citizen author and pursuant to current policies and procedures, including but not limited to Training Bulletins, Department's Operations and Procedures Manual, and the National Incident Based Reporting System (NIBRS) guidelines.
2. The Reviewer shall refrain from making grammatical corrections to citizens' reports, unless they are minor in nature, such as, "California" spelled as "Calefournia," etc. The Reviewer may add more notes to the Narrative for clarification, but not delete any entry by the Submitter. If the Reviewer determines the Incident Type was misclassified, it may be modified to fit the most appropriate section.
3. If there is a question as to the report's content, the Reviewer should attempt to contact the reporting citizen by telephone or email prior to rejecting the report and make the correction to the on-line Report.
4. If the citizen is reporting an incident that is minor in nature and occurred in another jurisdiction and the citizen is a resident of the OCSD jurisdiction, the report may be re-classified as an outside assist and approved. The Reviewer is responsible for sending a hard copy of the report to the assisted agency.
5. If a Reviewer rejects a report, the reason for rejection shall be appropriately and professionally noted in the rejection email which is sent to the citizen and a duplicate to a Department storage mailbox. The Training Manual shall specify reasons for rejecting an on-line report.
6. When, in the reasonable judgment of the Reviewer, circumstances indicate that an investigation is warranted, the Reviewer shall notify the Submitter to call in the incident for dispatching of a deputy to the location. In this circumstance, a rejection should be sent to the citizen and the Reviewer shall ill state in the rejection box that a response was recommended.
7. The on-line form shall indicate which fields are mandatory.