


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date December 27, 2022		APD.SOP.3064 Online Reporting System (ORS)
Applicable To: All Employees		Review Due: 2026
Approval Authority: Chief Darin Schierbaum		
Signature: Sign by DS		Date Signed: 12/23/2022

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#### 1. PURPOSE

The purpose of this directive is to establish procedures for the Online Reporting System (ORS). This reporting system will allow the general public to file incident reports quickly and easily for minor incidents.

#### 2. POLICY

The Atlanta Police Department must ensure our community's needs are met by either dispatching an officer to the reported incident or by referring the person in need to the ORS if their incident is within the criteria established in this policy. This does not replace the request by a member of the public for the presence of a police officer no matter the severity of the incident.

#### 3. RESPONSIBILITIES

3.1 The ORS will be under the command of the Administration Operations Commander. The Administration Operations Commander will assign appropriate personnel as needed to operate the system.

3.2 The personnel assigned to administer the ORS have the authority and are responsible for the integrity, improvement and the monitoring of the system. They will elicit feedback from other personnel and citizens that will advance the ORS to further the mission of the Atlanta Police Department.

#### 4. ACTION

##### 4.1 ORS Report Types

4.1.1 The ORS is an internet-based system that allows the citizen to submit an official police report, photographs. Once approved through the Central Records Unit, citizens can print a copy of the report.



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- 4.1.2 Reports that may be filed in ORS include:
1. Harassing phone calls
  2. Custody order violations
  3. Loss of inventory (Business property)
  4. Lost property (Private citizen's property)
  5. Damage to a vehicle on private property (not to include entering an auto, theft from a vehicle or motor vehicle collisions)
  6. Damage to property
  7. Fraud / Swindle
  8. Identity Theft (Less than \$10,000)
  9. Fraudulent use of credit cards (Less than \$10,000)
  10. Theft of services
  11. Supplemental reports
- 4.1.3 The Chief of Police reserves the authority to modify the type of reports that can be filed using the ORS.
- 4.1.4 If the reporting person attempts to file a report that does not meet the reporting requirements, the report will be rejected, and further instruction will be provided via the email.
- 4.2. Referring Citizens to ORS
- 4.2.1 When communications personnel receives a call from the general public requesting a police officer to report an incident, the call taker will determine whether the call meets the criteria for the ORS. Once the call taker determines the criteria has been met, they will:
1. Determine if the reporting person has access to the internet.
  2. Explain the ORS process and criteria for filing a report.
  3. Explain the review and investigation process.
  4. Inform the caller that there is no cost associated with filing a report on the ORS; and
  5. Provide the caller with the department website (<http://www.atlantapd.org>) and the ORS link.
- 4.2.2 Callers who wish to have an officer dispatched, will be processed as all calls for service and prioritized accordingly.
- 4.2.3 When a zone administrative officer receives a call from the general public requesting a police officer to report an incident, the officer will determine whether the call is within the criteria of the



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ORS. If the officer determines that it is within the parameters, the officer shall use the steps as stated in section 4.2.1 of this policy.

4.2.4 Officers who are approached by a member of the general public requesting a report, will not refer the requestor to the ORS.

4.2.5 911 Call Takers may refer members of the general public to the ORS, under the following circumstances:

1. The caller has previously called 911 for police services and the incident is in the pending calls for service.
2. There has been a significant delay in police response to the call for service.
3. The requestor states they no longer have time to meet with the officer.

4.3 The ORS Report Review Process

4.3.1 Reports will be reviewed by Police Report Technicians (PRT) or other qualified employee of the department designated by the Administrative Operations Commander, or their designee.

4.3.2 The PRT will review the reports generated by the ORS in a timely manner. If any of the reports are misclassified, the PRT will re-classify the reports according to the elements of the incidents as described by the citizen.

4.3.3 The PRT shall ensure that reports contain adequate information for investigative purposes.

4.3.4 The PRT will reject any reports if the incidents do not fall within the scope of the ORS. Reports will also be rejected if they did not occur in the jurisdiction of the Atlanta Police Department. If a PRT rejects a report, the reason for the rejection will be noted in the rejection box. The rejection notice will be sent via e-mail to the citizen.

4.3.5 The PRT may issue a follow-up request to the reporting citizen. This would be done in-lieu of approving or rejecting the report. A follow-up request shall only be issued after first attempting to contact the citizen by phone, email, or in person to clarify the issue in question.

4.3.6 If an incident report is received on ORS has special circumstances that may require further investigation, the PRT will re-classify the report as the proper crime so proper investigation unit will be able to recover the report from the department's RMS.

4.4 Annual Review

4.4.1 The Commander of the Central Records Unit will conduct an annual review of the ORS. The review will cover:

1. The number of reports generated through the ORS that were approved.
2. The number of reports generated through the ORS that were rejected.
3. The number of reports that were forwarded for follow-up investigation; and
4. The number of reports in each crime category filed through ORS.



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- 4.4.2 The review upon completion will be submitted to the Chief Administration Officer (CAO), who will report the results to the Chief of Police.

5. DEFINITIONS

ORS: Online Reporting System.

6. CANCELLATIONS

APD.SOP.3064 Citizen Online Reporting System, effective November 29, 2018.

7. REFERENCES

LexisNexis® Coplogic™ Crash and Incident Reporting Solutions

<https://risk.lexisnexis.com/law-enforcement-and-public-safety/automated-crash-and-incident-reporting>

Commission on Accreditation of Law Enforcement Agencies (CALEA) 6<sup>th</sup> ed. Standard 82.2.5

8. SIGNIFICANT CHANGES

Revisions made due to department re-organization.