Colorado Springs Police Department
Standard Operating Procedure

DL-1072-01 Online Crime Reporting

Section 1000 – Patrol Functions

Effective Date: 5/21/2021
Revision Rescinded: 4/13/2010
Last Review Date: 10/27/2020

.01 Purpose

The purpose of this directive is to communicate guidelines pertaining to online crime reporting and to give citizens the opportunity for alternative reporting incidents that do not require a patrol response.

.02 Cross Reference

GO 120 Communications Protocol
GO 190 Direct Line Reporting
SOP P1-15 Police Service Representatives
SOP P1-103 Temporary Duty Assignments (TDY)
SOP P1-147 Duty Desk

.03 Definitions

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.04 Procedure

The online crime reporting program is an important tool that allows the Colorado Springs Police Department (CSPD) to improve its ability to provide prompt and responsive service to its citizens, while efficiently utilizing available personnel. This program is designed to provide the citizens of Colorado Springs an efficient alternate method of reporting specified incidents having no suspect information and require a police report.

Criteria

Online crime reporting reports shall be reviewed by a Crime Reporting Online Specialist or Records and ID Supervisor through the Coplogic/Shoplogic program. Re-contacting the reporting party is not necessary in most cases, however, in those cases that do require further assistance or

supplemental information, the online crime reporting Specialist or Records and ID Supervisor should attempt to do so by telephone or email.

Protocol

Online crime reporting reports can be reviewed via Coplogic/Shoplogic. A PSR can print the Coplogic/Shoplogic report for a Reporting Party (RP) and Coplogic/Shoplogic reports are viewable in LERMS.

Officers should not approve Coplogic/Shoplogic reports due to statistical purposes and crime pattern tracking.

Criteria Not Met

If the online crime reporting does not meet the criteria listed for an internet report but the crime occurred within the city limits; the online crime reporting specialist will reject the report and have the RP contact the non-emergency line at (719) 444-7000. These actions will be documented under the "Officer Notes" section of the online crime reporting. If the officer obtains suspect information through their investigation, the information will be documented on a separate supplement to comply with Colorado Open Records Act.

If the incident occurred outside of the department's jurisdiction, the online crime reporting specialist will reject the report with a note advising the RP of the appropriate agency to contact.

Staffing

CRO is to be reviewed by an online crime reporting specialist or Records and ID Supervisor. If a Coplogic/Shoplogic report needs to be approved, contact a CRO Specialist (*REDACTED*) or Records and ID Supervisor for assistance.