


GAINESVILLE POLICE DEPARTMENT

GENERAL ORDER

	TITLE Citizen Online Reporting System (via P2C)		ACCREDITATION CALEA 82.2.5
	PROPOSER UNIT District 1 and 2 Patrol Operations		PRIOR REVISIONS 09/17/14, 10/15/18 ATTACHMENT: None
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I. PURPOSE: This order establishes guidelines and procedures for use of the Citizen Online Reporting System via P2C, the online internet based “Police 2 Citizen” program.

II. POLICY: It shall be the policy of the Gainesville Police Department to accept online reports from citizens via P2C. These reports will be imported, reviewed and accepted/rejected in a timely manner.

III. DISCUSSION: In an effort to enhance customer service and agency effectiveness, the Gainesville Police Department will provide citizens a convenient way to file online reports of incidents which involve an unknown suspect and do not require the immediate presence of an officer. The Gainesville Police Department will respond to in-progress incidents and all crimes with evidence or information which may lead to the identity of a suspect(s).

IV. DEFINITIONS:

Police to Citizen (P2C): Software that enables citizens to file a police report, search, review and print reports.

The Citizen Online Reporting System: An online police self-reporting system that is designed to eliminate the need of having police officers physically respond to document incidents where the identity of the suspect(s) is unknown and there is no evidence present which needs to be collected and processed, while still recording the incident and collecting reportable data for additional investigation, statistical analysis and state reporting requirements.

Control Number: A temporary control number that will be provided to the citizen via the P2C system upon submission of the report. This number is replaced by a case number once the report is reviewed and approved.

V. GENERAL REPORTING GUIDELINES:

A. Initiation of Reports: The following types of reports may be submitted online via P2C by individuals 24 hours a day 7 days a week. P2C reports can only be initiated by reporters at least 18 years old, when there is no sufficient suspect information, no criminal evidence exists to be collected or there is no crime scene to be processed, and the loss or damages does not exceed \$1,000:

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1. Damaged Property
2. Lost Property
3. Criminal Mischief, excluding ones that would qualify as a hate crime, as defined by FSS 877.19.
4. Harassing phone calls (unless the party's relationship fits the definition of Domestic or Dating Violence).
5. Thefts (excluding firearms, hazardous materials, medications or any item with a serial/identifiable number that could be entered into FCIC/NCIC). The current (fair market) value of the item stolen cannot exceed \$1000. Any theft of a bike regardless of value.
6. Fraudulent Use of a Credit Card if:
 - i. The citizen is still in possession of the credit card and the usage occurred outside of Alachua County; OR
 - ii. The credit card was lost and the usage is under \$100.00.
7. Pre-Paid Credit/Debit Card Scam (where the victim did not have any face-to-face contact with the suspect).

B. Report Reviewer Responsibilities:

1. Once specific criteria are met, the individual will be allowed to complete the report online. Immediately upon submitting the report, a control number will be assigned to the report. An e-mail will be automatically generated and sent to the citizen advising them the report has been received and will be reviewed. It shall be the responsibility of the on-duty FST supervisor, his or her designee and/or the front desk officer to import the report via RMS. They will review the information and issue a case report number. Once this is done, another email will be automatically generated notifying the citizen of the case number along with information on how to obtain a copy of the case report.
2. A manual with instructions for reviewing reports shall be available to the employees responsible for reviewing these reports.
3. The reviewer shall refrain from making grammatical corrections to citizen's reports, unless they pertain to geo-verifying a street address or adjusting the format of the report (i.e. citizen writes the entire narrative in one paragraph, etc).
4. If there is a question as to the report's content, the reviewer should attempt to contact the citizen by telephone or email prior to rejecting the report to inform the citizen of the needed correction(s) to the Online Report. In any instance in which a report appears to be a non-violent felony (e.g. car burglary, grand theft) the reviewer may approve the report but shall let the reporting citizen know that the matter appears to be a felony and that they may call CCC so an officer can

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contact them in person. In any instances where the citizen does request contact the responding officer will complete a supplement to the original online report.

5. The reviewer shall request a Patrol response when, in the reasonable judgment of the reviewer, circumstances indicate an investigation is warranted. In this circumstance, a rejection should be sent to the citizen along with instructions on how they should report this incident.

6. The District 2 Commander shall designate staff members to approve online reports as needed.

By Order of

***Signed Original on File in the
Accreditation Section***

**Tony R. Jones
Chief of Police**