

### **305.2 DORS (Desktop Officer Reporting System) Procedure:**

- I. **PURPOSE:** The Tampa Police Department will accept identified online reports. The Desktop Officer Reporting System (DORS) allows citizens to quickly and easily file minor incident reports or report suspicious activities over the internet without having to wait for a police officer to be dispatched. At no time will this system be utilized when a citizen requests the presence of a police officer, when there is evidence that could lead to the identity of the suspect, or a crime is in progress.
- II. **AUTHORITY:** The online reporting system comes under the command of the Support Services Division (SSD). The SSD Major or designee will assign appropriate personnel as needed to operate the system, which will be password protected. The personnel assigned to administer the system have the authority and are responsible for the integrity, improvement and monitoring of the system. Those assigned will elicit feedback from other personnel and the community that will advance the online reporting system to further the mission of the Tampa Police Department. Report reviewers will be assigned in each District to approve reports or follow-up with citizens as needed.
- III. **PROCEDURE:** The Tampa Police Department will respond to in-progress incidents and all crimes with evidence or information 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. DORS will be utilized when consistent with this policy.
  - A. **Access:** The Online police reporting system is accessed through the Internet and allows citizens 18 years and older to submit a report and purchase a copy of the report, once approved, from LexisNexis. When referring this service to a citizen, ensure they have internet access and direct them to the Tampa Police Department website at <https://www.tampagov.net/police>. On the main page of the department website is a quick link labeled "File a report online". The link directs the user to a menu of available reports and instructions on how to file the report.
  - B. **Accepted Submissions:** Reports currently allowed by the system are listed on the MDT homepage along with pre-filing questions to determine eligibility for each report type.
  - C. **Citizens Responsibilities:** To file a report online, citizens must provide the same identifying information (name, address, telephone #, date of birth, etc.) as if they were filing a report with an officer. They must be 18 years of age or older. In addition, they must have an email address so that their report can be emailed to them. The incident must have occurred in the City of Tampa limits. The citizen must acknowledge that they are using this system for documentation only and they must agree that they understand the penalties of filing a false police reports which is explained in detail to them in the pre-filing questions.

D. Referring Citizen to Online Reporting:

1. Communication Personnel Responsibility: When Communications receives a call from a citizen wishing to report an incident, the Communications Dispatcher will determine if the call falls within the scope of an online report. If so, Communications personnel shall:
  - a. Determine if the citizen has Internet access. (If no internet access is available an officer will be dispatched as normal.)
  - b. Explain the online reporting process and the requirements of the party filing the report. Advise of the review process, completed by police personnel, and the potential for further investigation should suspects leads be developed. Ensure that citizens are aware that there is no cost associated with the process.
  - c. Advise the caller of the Tampa Police Department website address: [www.tampagov.net/police](http://www.tampagov.net/police) and the link titled, **File a Report Online**. Alternatively, they can provide the citizen with the quick connect phone number, (844) 975-1719, and the DORS system will send a link to their smartphone.
  - d. If the citizen interjects and wishes to file a report with an officer, or if a citizen calls back and states they are having difficulty filing the report online, the incident will be handled and reported by current standard operating procedures.
2. Desk Officer/CSO Responsibility: When the district desk officer or CSO receives a call from a citizen wishing to report an incident, the officer will determine if the call falls within the scope of an online report. If so, *and if Communication Personnel have not already provided the information about online reporting*, the Desk Officer/CSO will follow the same steps provided above under Communication Personnel Responsibility, paragraph III.D.1.a.-d.
3. Responding Officers Responsibilities: Unless strict criteria are met, ***officers who are dispatched to a call will not refer citizens to the online reporting system.*** Unless strict criteria are met, officers who during routine patrol or investigation in the community are engaged by a citizen who want to report an incident will not refer the citizen to the online system. Acceptable criteria for officer referral are:
  - a. The dispatched officer's response to a call is delayed due to present high call volume and upon arrival the citizen states that they no longer have time to meet with the officer and will have to file the report later, the responding officer can advise the citizen of

the online reporting system as one of the options for filing the report. At no time will this system be utilized if the citizen requests an officer's presence.

E. Review of Online Reports:

1. Reports will be reviewed by the CSOs assigned to the District. They can filter down to the reports that occurred in their respective division. For each shift that a reviewer is on-duty, they are required to log-onto the system to review for submissions.
2. The reviewing employee will review the reports and approve them as timely as possible.
3. If the reviewing employee determines the report contains inadequate information, the reviewer will send back a follow-up to the citizen explaining what is needed to continue with their report. The citizen will have 30 days to respond.
4. A reviewing employee will reject a report if the incident does not fall within the scope of the online reporting system, such as a burglary. Reports will also be rejected if they did not occur within our jurisdiction. Incidents occurring outside of our TPD's jurisdiction will be rejected and the reporting party referred to the respective agency. If an employee 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 police report e-mailbox.
5. The reviewing employee shall request a Patrol response when, in the reasonable judgment of the employee, circumstances indicate an investigation is warranted. In this circumstance, the reviewing employee will approve the report and the citizen will be either sent an email or called, advising them that the case will be followed up on.

F. Follow-up of Online Reports: The majority of online incident reports will not require follow-up, as that is the premise behind the system that reported incidents are those where there is no suspect information. However, in those circumstances where follow-up of either incidents or complaints is warranted, the following will apply.

1. Incidents: Cases requiring follow-up will be forwarded from the reviewing employee to the appropriate DLIS sergeant via case management, who will in-turn assign an officer to investigate.
2. Complaints: Complaints will be routed to the person assigned for documentation per existing standard operating procedure.

3. Tips: Tips, such as Homeland Security Tips will be routed to the Criminal Intelligence Bureau via Case Management. Anonymous witness tips will be routed to the appropriate DLIS sergeant via Case Management.
  - a. Tips collected will be entered as Street Checks with a “Reason” of “Homeland Security Tip” or “Investigative Tip” and will be exempt from public record release.
  - b. The utilization of the tips shall be determined on an incident-by-incident basis. Tips with no evidentiary value, incorrect information, out of date information, information that is not of criminal conduct or information that does not relate to activities that could be a threat to the community will be purged.
  - c. The appropriate DLIS or CIB Sergeant will see that Tips are screened, documented and investigated as outlined in this policy but also in accordance with existing departmental procedures.
  - d. Dissemination to other agencies, law enforcement or otherwise, will be documented.

IV. ADMINISTRATION OF THE SYSTEM: The Police Record Supervisor (PRS) assigned to the Support Services Division data entry and designee will maintain users in the DORS system. Upon staff request, the PRS will provide a monthly report with year-to-date totals with citizen use as well as cost saving estimates. and provide staff with citizen use as well as cost saving estimates. The PRS will monitor the report queue and ensure reports are approved in a timely manner and will periodically review queue and ensure reports are approved in a timely manner and will periodically review reasons that reports were rejected or sent back for follow -up. Using that information, the PRS will conduct training as needed or make adjustments to the system, with staff approval.

Supersedes SOP 305.2, dated 11/20.