


Intelligence & Technology		
	Tempe Online Reporting Program	Order 17.106

A. Policy

Efficient allocation of police department resources encourages and allows the use of non-traditional reporting procedures. Proper police response to a citizen report does not always require that a police officer respond to meet with the reporting party. One method is to utilize non-traditional reporting procedures through online reporting. Online reporting allows members of the public or businesses to report nonviolent crimes, in which there are no known or identifiable suspects. Reports are made at the user's convenience, using the internet. Online reporting is available to residents or businesses of Tempe, as well as to visitors, allowing everyone to electronically file police reports online, without the need for direct interaction with police staff.

B. Purpose

The intent of this directive is to establish procedures for the Tempe Online Reporting Program, to include the structure of the program, report types included in the program, the online report review process, and the annual program review.

C. Definitions

1. Identifiable Suspect: Any suspect who could reasonably be identified through the course of an investigation (e.g., license plate number, employer, school, phone number, or any other information that could assist officers in identifying the suspect of the crime, etc.). This includes if a reportee knows where to find the suspect (e.g., next door neighbor).
2. Operator: Any qualified department employee or volunteer, approved by the South Patrol Commander to review and approve reports in the online reporting program.

3. Program Manager: Responsible for day-to-day operations, technological enhancements, and other assigned tasks. The Program Manager may designate an Assistant Program Manager to assist with program duties or to act in the absence of the Program Manager.
4. Tempe Online Reporting Program: The overall online reporting system; may be referred to as TORS (Tempe Online Reporting System), DORS (Desk Officer Reporting System), CopLogic, or more commonly as "Online Reporting".
5. View-Only User: Any department employee or volunteer that is approved by the Program Manager to access reports for viewing-only purposes.

D. Responsibilities

1. The program will be under the primary direction of the South Patrol Commander, with the North Patrol Commander serving during any vacancy. The South Patrol Commander, or their designee, will assign a Program Manager as needed to operate the program.
2. The Program Manager is responsible for user administration, program improvements, and the overall monitoring of the program. The Program Manager will solicit feedback from other personnel and citizens in order to further the mission of the Tempe Police Department. Feedback should be forwarded to the South Patrol Commander for consideration and inclusion in the annual program review.
3. Operators are responsible for reviewing online reports as assigned by the Program Manager. The Operator's direct supervisors is responsible for ensuring Operators complete their report responsibilities.

E. Online Reporting Considerations

1. The South Patrol Commander has the authority and responsibility to determine the types of reports that may be filed online. Prior to making any modifications to the list of reports eligible for online reporting, the South Patrol Commander will consult with the Records Administrator, the Police Legal Advisor, the Criminal Investigations Division Commander, and the Patrol Lieutenants.
2. The following report types may be reported by citizens through online reporting:

- a. Identity Theft
- b. Bicycle Theft
- c. Theft
- d. Theft from Vehicle
- e. Vehicle Burglary
- f. Criminal Damage/ Vandalism
- g. Criminal Damage/ Vandalism to Vehicle
- h. Illegal Dumping
- i. Lost Passport
- j. Lost Property (Non-firearm)
- k. Private Property Hit & Run
- l. Shoplifting
- m. Supplement Property List

3. While a report type may be on the approved list, there are occasionally underlying factors that may suggest the report should be investigated on scene by a police officer rather than through online reporting. Examples might include a group of expensive bicycles that were taken from various individuals visiting the city to participate in a special event; or, vandalism to a school, cemetery or a house of worship. Hate or Bias crimes will also not be taken through online reporting.
4. Call takers and Operators should consider not only the specific type of crime, but the totality of the incident before recommending online reporting or approving an online report that, while fitting into the approved titles, presents additional issues that suggest a traditional response. If there is a question as to the appropriate utilization of online reporting for a specific incident, call takers and Operators should contact an on-duty patrol supervisor or the Program

Manager.

F. Referring Callers to Online Reporting

1. When Communications personnel receive a call from a reporting party requesting a police officer to report an incident, the dispatcher will determine whether the call for service (CFS) meets online reporting criteria. If the CFS meets the criteria, the dispatcher will:
 - a. Determine if the caller has access to the internet.
 - b. Determine if there is a known or possibly identifiable suspect.
 - c. Explain the reporting process and the requirements for filing an online report.
 - d. Ensure that the caller can write in English.
 - e. Advise the caller of the review process, and the potential for further investigation should leads develop.
 - f. Inform the caller that there is no cost associated with filing a report online and a free copy of the report will be emailed after report approval.
 - g. Ensure that the incident did not occur due to race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation.
 - h. Ensure that the crime did not involve the theft/loss of a firearm or a firearm was not used in the commission of the crime.
 - i. Advise the caller of the departmental website:
<https://www.tempe.gov/government/police/file-an-online-police-report>
2. Despite being advised of the above information, If the caller still requests an officer to be dispatched, then the call will follow the normal dispatch procedures for citizen generated call for service requests. The use of online reporting is optional, and not a requirement in reporting crime.

G. Report Review

1. A web based administrative portal will be utilized by the police department for online reports. All Operators assigned to review online reports will need to obtain access rights to the program from the Program Manager via their chain of command.
2. Operators will review reports within 72 hours of receipt. Upon review, the Operator will ensure that the reports contain adequate information for investigative purposes.
3. Supervisors assigned an Operator are responsible for ensuring assigned Operator(s) follow the report approval timeline.
 - The Program manager will monitor report approval timelines and report any issues identified to the South Patrol Commander or designee.
4. Online reporting is not limited to callers who are directed to online reporting by Communications staff. Many people will go directly online report incidents. Operators will reject reports that do not meet Tempe Police reporting criteria.
 - Examples include, but are not limited to, reports that involve incidents that occurred outside of the City of Tempe, incidents that do not amount to a crime, incidents that require investigation that can only be accomplished through traditional dispatching of the CFS, reports that involve an incident that is not one of the listed approved types of reports, as well as the restrictions identified in section F.
5. If a reporting party files an online report that is rejected by an Operator, the Operator will provide a reason for rejection and instructions on how to contact communication to request callback or an in-person report as needed.
6. Report narratives shall not be modified under any circumstance.
7. Operators shall only edit or update online reports in the following instances:
 - a. Update report titles to reflect the correct crime which occurred.
 - b. Update, add, or correct NIBRS offense codes.
 - c. Update, add, or correct property coding.

- d. Correct location address for proper report validation.
 - e. Correct date and time entries to match with the report narrative.
 - f. When a online report narrative is in a foreign language, the operator may attach a translated copy of the narrative to the report.
8. Once the reporting party completes their online report, they will receive a computer-generated e-mail with a temporary tracking number advising the reporting party that a permanent case number will be issued once the report has been approved.
 9. When the report is approved by an Operator, the reporting party will receive a computer-generated e-mail with the assigned General Offense (G.O.) number as well as a PDF attachment of the report. In the case of Identity Theft reports, the reporting party will also be provided with an email link to complete an Identify Theft packet.

H. Program Review

1. The South Patrol Commander will receive a monthly report from the Program Manager showing the number of reports approved and rejected.
2. The South Patrol Commander and Program Manager will conduct an annual review of the online reporting program. The annual review will include:
 - a. The number of reports, by report type, that were approved. This report should identify every report type that was approved by volume and by total percentage, to demonstrate which reports are most often submitted, and which are least often submitted.
 - b. The number of reports, by report type, that were rejected. This report should identify every report type that was rejected by volume and by total percentage, to demonstrate which reports are most often rejected, and which are least often rejected.
 - c. An analysis of the rejected reports, identifying why reports are commonly rejected. This information may be utilized to assist in determining if additional report types should be added or removed from the online reporting program.

- d. Any additional information relevant to the online reporting, focused on program modifications to improve the program, increase utilization, reduce rejections, and further simplify the reporting process.

I. Public Information Campaign

The Public Relations Unit is responsible for an ongoing public information campaign designed to increase public utilization of the online reporting program. When directed, the assigned Public Relations Unit will report to the South Patrol Commander concerning their efforts to increase utilization of online reporting. The Public Relations Unit may be assisted by patrol officers, dispatchers, Community Responders, volunteers and others in their efforts to promote the online reporting program.

J. Restricting Access for Users

1. Public users may be blocked from online reporting when it is determined they are abusing the program by making erroneous or "spam" reports.
2. Restricting a public user's access to online reporting does not impact that user's ability to utilize other traditional and non-traditional reporting procedures (e.g., calling 911, callback/telephone reporting, in person police contact, etc.) and is specific to online reporting only.
3. After a public user has been identified for potential restriction, an operator will review the content of their messages.
 - a. If the reports indicate a possible serious mental health issue, Care 7 will be contacted and requested to contact the public user in order to offer services.
 - b. If the reports indicate threats to the public, a person, or the organization, the Threat Mitigation Unit will be contacted and will coordinate further response.
4. An Operator will complete a report to document a summary of the content of the reports and the restricted user's information. Copies of the user's submitted reports should be included as attachments to the report.

5. Following the completion of the report, final approval will be requested from the South Patrol Commander.
6. The Operator will contact Coplogic Technical Support in order to request access be blocked. In most cases access can be restricted by name and date of birth or other personal data.