


Intelligence & Technology		
	<p style="text-align: center;">Tempe Online Reporting System (TORS)</p>	<p style="text-align: center;">Order 17.106</p>

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 to utilize non-traditional reporting procedures is through online reporting. Online reporting allows citizens to report nonviolent crimes, in which there is no known or identifiable suspect. Reports are made at the citizen's convenience, using the internet. The Tempe Online Reporting System (TORS) is available to residents 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 TORS, to include the structure of the TORS, report types included in the system, the online report review process, and the annual TORS program review.

C. Definitions

1. TORS Operator- For the purposes of this policy, "TORS Operator" is any qualified department employee or volunteer, approved by the South Patrol Commander to operate the TORS system.
2. Identifiable Suspect - For the purposes of this policy, "Identifiable Suspect" is 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).

D. Responsibilities

1. The TORS will be under the primary direction of the South Patrol Commander, with the North Patrol Commander serving as the secondary. The South Patrol Commander, or their designee, will assign TORS Operators as needed to operate the system.
2. TORS Operators are responsible for the integrity, improvement, and the monitoring of the system. TORS Operators will solicit feedback from other personnel and citizens that will advance the TORS 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.

E. Action

1. The South Patrol Commander has the authority and responsibility to modify 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 titles may be reported by citizens through the TORS:
 - a. Identity Theft
 - b. Bicycle Theft
 - c. Theft with a property value of less than \$5,000.00
 - d. Theft from Vehicle
 - e. Vehicle Burglary
 - f. Credit Card Theft
 - g. Fraudulent Use of Credit Card
 - h. Criminal Damage/ Vandalism

- i. Criminal Damage/ Vandalism to Vehicle
 - j. Supplement Property List
 - k. Supplement Report
3. While a report title 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.
 4. Call takers and TORS Operators should consider not only the specific title of the report, 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 TORS Operators should contact their supervisor.

F. Referring Callers to TORS

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 the TORS criteria. If the CFS meets the TORS 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 TORS 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 on TORS.
 - 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 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 the TORS system 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 TORS Operators assigned to review online reports will need to obtain access rights to the program from the Records Administrator via their chain of command.
2. TORS Operators will attempt to review reports within seven (7) days of receipt. Upon review, the TORS Operator will ensure that the reports contain adequate information for investigative purposes.
3. Reporting on the TORS is not limited to callers who are directed to the TORS by Communications staff. Many people will go directly to the TORS to report incidents. TORS Operators will reject reports that do not meet Tempe Police reporting criteria. Examples might include 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 TORS approved types of reports, as well as the items identified in section F.

4. If a reporting party files an online report that is rejected by a TORS Operator, the TORS Operator will attempt to contact the reporting party and advise them that the report they filed is incomplete or does not fall within the TORS criteria. Efforts will be made by the TORS Operator to complete the report during this citizen contact, either through the TORS, or via traditional callback procedures, rather than routing the call back to Communications to be dispatched.
5. The TORS Operator must make at least three separate attempts, on different dates, to contact the reporting party of a rejected report, either by e-mail, or by phone, or, if possible, by both e-mail and phone. The contact attempts should be noted in the comments of the online report.
6. Once the reporting party completes their online report, they will receive a computer-generated e-mail with a temporary case number advising the reporting party that a permanent case number will be issued once the report has been approved.
7. When the report is approved by a TORS 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 information concerning how to obtain an Identify Theft packet.

H. Program Review

1. The South Patrol Commander will conduct an annual review of TORS. The results of the annual review will be reported in a presentation to the Command Staff no later than February of the following calendar year. The review will cover:
 - a. The number of reports, by report type, that were generated through TORS, 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 generated through TORS, 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 to the TORS.
- d. Any additional information relevant to the TORS, focused on program modifications to improve the program, increase utilization, reduce rejections, and further simplify the reporting process.

I. Public Information Campaign

- Assigned Public Information Officers will be responsible for an ongoing public information campaign designed to increase public utilization of the TORS. When directed, the assigned Public Information Officers will report to the South Patrol Commander concerning their efforts to increase utilization of TORS. The Public Information Officers 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 TORS when it is determined they are abusing the system by making erroneous or "spam" reports.
2. Restricting a public user's access to TORS 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 TORS only.
3. After a public user has been identified for potential restriction, a TORS 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 dictate further response.

4. A TORS Operator will complete an Information Street Check (SC) to document a summary of the content of the reports and the user's information. Copies of the user's submitted reports should be included as attachments to the SC.
5. Following the completion of the SC, final approval will be requested from the South Patrol Commander.
6. The TORS 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.