Online Reporting

213.1 PURPOSE AND SCOPE

This procedure establishes guidelines for online reporting, where community members can report certain crimes or other matters through the Department website. Online reporting is an important component in balancing the need for high levels of customer service, documenting and collecting data on crime in San Mateo, and also effectively managing the overall workload for the Department.

The Department currently offers online reporting through the Cop Logic portal offered by the company Lexis Nexis.

It is the intent of the Department to allow online reports under the following conditions:

- The incident does not involve an in-progress, emergency situation
- There is no suspect information or confirmed video evidence, at the discretion of the reporting party.
- The incident occurred within the City of San Mateo
- When it falls under one of the incident/crime categories eligible (as listed below in this SOP)
- When the community member has means and access to the internet, is comfortable navigating online to do so, and no other factors are present that hinder their ability to report online.

213.2 MATTERS ELIGIBLE FOR ONLINE REPORTING

Certain crimes are not eligible to be reported online, regardless of the above conditions, because they possess some element of elevated priority, risk, or importance that demands that employees take the report directly from the involved community member(s). Only certain incidents/crimes are eligible to be reported online, and these include the following:

- Harassing phone call(s)
- Hit and Run
- Identity Theft and/or Fraud
- Lost Property
- Theft
- Vandalism
- Vehicle burglary
- Bicycle complaints
- Supplements to burglary reports that serve to provide property information (where the original burglary was already reported)

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There may be times when Department employees are dispatched to contact community members for incidents that would have qualified for online reporting. In such cases, employees shall not refer the community member to online reporting and shall instead take the report, reflecting the Department's commitment to excellent customer service.

213.3 ONLINE REPORTING RESPONSIBILITY

Oversight of the Online Reporting program falls to the Field Operations Administrative Lieutenant. Field Operations Community Service Officers (CSO's) are responsible for reviewing and processing the online reports. Prior to doing so, CSO's will receive standardized training on how to access, review, and process online reports. This training will include review of this SOP, related training material from Cop Logic, and any other relevant training material.

213.4 ONLINE REPORTING PROCEDURE

The Online Report Procedure consists of the following:

- Community members submit information about qualifying incidents in the Cop Logic portal, after either being referred there by Dispatch or directly through the Department website.
- CSO's regularly check the portal to review and process the online submissions.
    - This review should ideally occur daily; however, if that is not possible, then it should occur several times per week to ensure timely processing and follow-up if necessary.
- When reviewing the submissions, the CSO should check to see if non-online report qualifying matters are described, that no actionable information is contained in the submission, etc.
    - If such information is listed, the CSO should bring the submission to the attention of their sergeant (or the Patrol sergeant of the day if their direct sergeant is unavailable).
        - The involved sergeant will assign the case to an employee to contact the reporting party to follow up appropriately.
- Once the submissions are screened, the CSO shall process them so they transfer into RIMS.
    - Online reports in RIMS will be specially designated using the case number format "YYMMDD9--", for example 230101900.
- The online reports in RIMS will then be reviewed and approved by the sergeant(s) of the CSOs
- If additional work is needed, the respective sergeant will assign those for follow-up as appropriate.
- The online reports in RIMS will then be processed by Records staff to ensure proper documentation and data is maintained

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