

Online Reporting

345.1 PURPOSE AND SCOPE

It is the policy of the Fontana Police Department to provide Online Reporting Services to the community.

This policy is to establish guidelines and procedures to determine when the Online Reporting System will be used and to outline the procedure for review of online reports.

345.2 PROCEDURE AND GENERAL GUIDELINES

The Fontana 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. The following crimes and reports may be referred to the Online Reporting System:

- (a) All petty/grand thefts without suspect information when the property value is under \$5,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances.
- (b) Auto burglaries without suspect information.
- (c) Garage burglaries without forced entry or suspect information.
- (d) Attempt stolen vehicles without suspect information.
- (e) Vandalism without suspect information, which is not a Hate Crime.
- (f) Annoying telephone calls without suspect information.
- (g) Lost property reports with the exception of governmental documents such as driver's licenses, passports, social security cards, EBT cards, etc. These all require personal contact with an officer.
- (h) Hit and run accidents without a valid suspect license plate or current location of suspect vehicle.
- (i) Child Custody order violations.

Cases involving serialized property where the serial number is known will not be referred or accepted as Online Reports (excluding cellular phones which will be accepted, but not entered into APS). For the purposes of this directive, credit cards and miscellaneous identification (medical cards, driver's license, etc.) will not be considered "serialized property."

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345.3 DISPATCH PERSONNEL RESPONSIBILITIES

When Communications personnel receive 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.
- (b) Inform the caller this will be an online report, which allows them to file the report immediately, as well as, print a copy of the report for free.
- (c) Advise the caller of the Fontana Police Department website address: which will guide them through filing a report.

If the call screener determines the report is not suitable for online reporting based on the listed criteria, they will prioritize the call and send the appropriate officer, CSO, or other employee to take a report. The call taker will make a notation in the CAD detail such as "no internet access" or "loss is hazardous material."

345.4 REVIEW OF REPORTS SUBMITTED THROUGH THE ONLINE REPORTING SYSTEM

- (a) The Patrol Corporals will review the reports and import approved reports in the Online Reporting System queue in a timely manner.
- (b) If the citizen report is misclassified, such as vandalism, instead of an auto burglary, the reviewer will classify the report according to the elements of the offense described by the citizen author.
- (c) The reviewer will refrain from making grammatical corrections to citizens' reports, unless they are minor in nature, such as, "California" spelled as "Calefournia," etc.
- (d) If there is a question as to the reports content the reviewer should attempt to contact the reporting citizen by telephone prior to rejecting the report and make the correction to the Online Report.
- (e) If an officer 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 a department storage mailbox.
- (f) The reviewer shall request a Patrol response when, in the reasonable judgment of the officer, circumstances indicate an investigation is warranted. In this circumstance, a rejection should be sent to the citizen and the officer will state in the rejection box that a response will be made.
- (g) Hit and Run reports will normally be reviewed by the corporals assigned to the traffic unit.