

OFFICE OF THE CHIEF OF POLICE

ADMINISTRATIVE ORDER NO. 2

January 15, 2021

SUBJECT: TELEPHONIC REPORTS – RENAMED AND REVISED; AND, COMMUNITY ONLINE REPORTING SERVICE - REVISED

PURPOSE: This Order will designate the Community Online Reporting Service (CORS) as the primary system for reporting certain crimes. Additionally, CORS and telephonic reporting of vandalism, theft, and burglary/theft from motor vehicle will be revised to maintain consistency.

PROCEDURE:

- I. TELEPHONIC REPORTS – RENAMED AND REVISED.** Department Manual Section 4/274.20, *Telephonic Reports*, has been renamed, *Community Online Reporting Service and Telephonic Reports* and revised. Attached is the revised manual section with the revisions indicated in italics.

- II. COMMUNITY ONLINE REPORTING SERVICE - REVISED.** Department Manual Section 4/274.25, *Community Online Reporting Service*, has been revised. Attached is the revised manual section with the revisions indicated in italics.

AMENDMENTS: This Order amends Sections 4/274.20 and 4/274.25 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Audit Division, shall review this directive and determine whether an audit or inspection shall be conducted in accordance with Department Manual Section 0/080.30.



MICHEL R. MOORE
Chief of Police

Attachments

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**DEPARTMENT MANUAL
VOLUME IV**

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274.20 COMMUNITY ONLINE REPORTING SERVICE AND TELEPHONIC REPORTS.

The following crimes/incidents shall utilize the Community Online Reporting Service (CORS) as the primary reporting system if the appropriate criteria are met.

Identity Theft, when:

- *The incident involved the use of a credit card, or debit card to purchase items (e.g., gasoline, hotel room, electronics, or withdraw cash).*

Lost Property, when:

- *Property was unintentionally left by its true owner.*

Harassing/Annoying Phone Calls/Electronic mail, when:

- *Any person who repeatedly, with the intent to annoy, telephones, or makes contact by means of an electronic communication.*

Hit and Run Collisions, when:

- *No injury; and,*
- *Does not involve City property.*

Traffic Collisions that involve:

- *Complained of pain and/or other visible injuries; and,*
- *Minor damage.*

Burglary/Theft From Vehicle, Plain Theft, or Petty Theft, when:

- *The property taken is valued at less than \$5000;*
- *Theft was not a result of a forged or counterfeit check, credit card fraud, a financial scam, or extortion;*
- *The property taken was not a gun; and,*
- *The person reporting is the owner of the property taken (e.g., individual, or employee of a business).*

Grand Theft-Pickpocket when:

- *The suspect is not at the scene;*
- *There is no possibility of locating the suspect through a limited follow up investigation by field personnel; and,*
- *The property taken is valued at less than \$5,000.*

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Vandalism, when:

- *Damage is less than \$5,000;*
- *Does not involve a Hate Crime;*
- *Does not involve Domestic Violence;*
- *Vandalism is not the result of gun shots;*
- *Does not involve a Restraining Order; or,*
- *Does not involve a labor dispute.*

Note: If any of the following exist in the reported incident, they are not eligible for CORS or telephonic reporting:

- *Hate Crime;*
- *Suspect at scene;*
- *A gun is involved (as the reported stolen item or is used in the crime);*
- *Possibility of immediate violence;*
- *Crime involves a labor dispute; or,*
- *Amount of property loss or vandalized \$5,000 or higher.*

The following are not eligible for CORS, but are eligible for telephonic reports:

Assault or Battery, when:

- *No additional battery is likely to occur; and,*
- *The injury, if any, does not require immediate medical attention.*

Stolen vehicle, when:

- *The person reporting is the registered owner or lessee of the vehicle; and,*
- *The employee taking the report has verified through Department of Motor Vehicles files:*
 - *The registration and ownership of the vehicle;*
 - *The identity of the reporting person;*
 - *The vehicle has not been towed by an authorized authority; and,*
 - *The vehicle has not been reported by another responsible party (e.g., stolen, impounded, repossessed).*

Note: Stolen vehicle reports shall **not** be taken telephonically for **rented** vehicles.

Any misdemeanor *property crime* reportable on an Investigative Report, Form 03.01.00, when:

- *The amount of damage is estimated at less than \$5,000;*
- *The offense is not directly related to a labor dispute;*
- *The offense is not a hate crime; and,*
- *The offense is not domestic violence.*

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Note: If the reporting person requests a receipt, he *or she* shall be advised that a Victim's Report Memo, Form 03.17.00, may be obtained at the station where the report was completed.

Processing. Plain paper reports shall be processed in the same manner (*i.e., approval, DR number, distribution, and filing requirements*) as the Investigative Report, Form 03.01.00, or the Vehicle Report, CHP Form 180.

4/274.25 COMMUNITY ONLINE REPORTING SERVICE. The Department has established the Community Online Reporting Service (CORS) to enhance public service delivery through the use of technology. The provisions of this service will provide a convenient method for the public to report crime to the police. The CORS *is the primary reporting system to be utilized to officially report certain types of crimes which are listed in Section 4/274.20 of the Department Manual and on the Department's public website.*

When an individual makes direct contact with an officer of the Department – in person or telephonically – and wishes to make a report, officers *shall instruct* the community member *to complete the report online, by providing the required information.* Officers *should* educate community members about reporting *requirements*, for CORS and telephonic requests. *The CORS is not required, and officers shall complete the appropriate report, if the person reporting does not have access to the technology required to interface with CORS, or when directed by a supervisor.*