

OFFICE OF THE CHIEF OF POLICE

ADMINISTRATIVE ORDER NO. 18

June 11, 2026

SUBJECT: COMMUNITY ONLINE REPORTING SERVICE AND TELEPHONIC REPORTS – REVISED

PURPOSE: The purpose of this Order is to revise the parameters of the Community Online Reporting Service (CORS). The revision enables community members to report incidents of theft and vandalism involving property valued up to \$10,000 in United States currency. Further, this Order adds identity theft via digital payment accounts (e.g., Zelle, Venmo) to the Department's criteria for using CORS as the primary reporting mechanism. By broadening the reporting threshold throughout the City of Los Angeles, we can facilitate a better use of technology to assist the Department in documenting and investigating such incidents throughout the City of Los Angeles.

PROCEDURE: Department Manual Section 4/274.20, *Community Online Reporting Service and Telephonic Reports*, has been revised and is attached with the revisions in italics.

AMENDMENT: This Order amends Section 4/274.20 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.



JIM McDONNELL
Chief of Police

Attachment

DISTRIBUTION "D"

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274.20 COMMUNITY ONLINE REPORTING SERVICE AND TELEPHONIC REPORTS. The following crimes/incidents shall *be reported* utilizing the Community Online Reporting Service (CORS), at <https://www.lapdonline.org/file-a-police-report/> as the primary reporting *mechanism*, if the appropriate criteria are met.

Identity Theft, when:

- The incident involved the use of a credit/debit card *or digital payment accounts (e.g., Zelle, Venmo)* 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 Crashes, when:

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

Traffic Crashes that involve:

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

Burglary/Theft from Vehicle, or Plain Theft, when:

- The property taken is valued at *\$10,000 or less* ;
- 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 *\$10,000 or less*.

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Vandalism, when:

- Damage is *\$10,000 or less*;
- Does not involve a *hate crime*;
- Does not involve *domestic violence*;
- Vandalism is not the result of gunshots;
- Does not involve a Restraining Order; or,
- Does not involve a labor dispute.

*However, if any of the following exist in the reported incident, they are **not** eligible for CORS or telephonic reporting:*

- *A 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 *taken* or vandalized is higher than *\$10,000*.*

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 *already* been reported (e.g., stolen, impounded, repossessed) by another responsible party.

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 *\$10,000*;
 - The offense is not directly related to a labor dispute;

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- The offense is not a hate crime; and,
- The offense is not domestic violence.

A Victim's Report Memo, Form 03.17.00, shall be forwarded to the reporting person (PR) via the Records Management System. One may also be obtained by the PR at the station where the report was completed.

*******The remainder of this Manual Section is unchanged*******