

# BERKELEY POLICE DEPARTMENT

DATE ISSUED: November 5, 2013

GENERAL ORDER C-7

## SUBJECT: INTERNET-BASED INCIDENT REPORTING

### PURPOSE

- 1 - The purpose of this Department Order is to establish policy and procedures for the use of, and dissemination of information to the public relating to, the Department's Internet-based incident reporting system (CopLogic®). The Department will remain true to its established value of excellent customer service, allowing citizens to choose the report-taking option which is most convenient and advantageous for them. The Department's goal is to provide the best possible public service, while maintaining its focus on public safety.

### POLICY

- 2 - Berkeley Police Department employees may invite community members to make a crime or incident report via the Department's Internet-based reporting system if it is the most convenient option for the community member. The following criteria will be used for determining whether an online report can be offered to a community member:
  - (a) A crime or incident meets the criteria prescribed in this Order; and
  - (b) The crime or incident lacks investigative leads (i.e., the absence of actionable information makes investigation not feasible).
- 3 - Berkeley Police Department employees shall base the decision to offer Internet-based reporting on the needs of the community member requesting police service. It is appropriate to offer this service if it meets the stated criteria and the community member agrees that the service is the best option for his/her situation. If a community member is reluctant to use the Internet-based report system, for whatever reason, the options of "in-person reporting", or "phone reporting" shall be provided as efficiently, and promptly as possible given the current volume of calls for service.

### PROCEDURES

- 4 - On-line reporting may only be used to document crimes or incidents of the following criteria:
  - (a) Harassing phone calls (ref. Penal Code §653m);
  - (b) Vehicle tampering (ref. Vehicle Code §10852);
  - (c) Identity theft (ref. PC §530.5);
  - (d) Theft, petty or grand (ref. PC §484 or 487(a));

- (e) Vandalism (ref. PC §594).
- 5 - Record Management supervisors shall be responsible for the receipt and review of reports made via the on-line reporting system
- (a) Record Management shall direct reports that do not meet criteria set forth in this Order back to the reporting party for appropriate action.
- 6 - Subsequent to document approval, Record Management supervisors shall:
- (a) Ensure the assignment of an official report number to the criminal or incident report; and,
  - (b) Forward informational copies of the report to the appropriate Division, Bureau and/or Detail.