

BERKELEY POLICE DEPARTMENT

DATE ISSUED: April 7, 1989

GENERAL ORDER C-50

SUBJECT: CITIZEN REPORT FORM

PURPOSE

- 1 - The purpose of the General Order is to outline the policy and procedures for issuing Citizen Report Forms (CRF) to the public.

POLICY

- 2 - It is the policy of the Berkeley Police Department to issue Citizen Report Forms to be completed by citizens wishing to make an incident report whenever:
 - (a) It is determined that the physical presence of a police officer is not required to take the report;
 - (b) The report cannot be taken over the telephone;
 - (c) The citizen would prefer to fill out the report form and mail it back at a more convenient time.

PROCEDURE

- 3 - The Citizen's Report Form (CRF) may only be used to document the following types of cases:
 - (a) Thefts (from a residence, business, auto, boat, or of a bicycle).
 - (b) Lost property.
 - (c) Malicious damage (to residence, business, auto, or boat).
 - (d) Disturbing the peace.
 - (e) Other rare misdemeanors requiring no further investigation or evidence collection, with the approval of a supervisor prior to sending out the form.
- 4 - CRF forms will be maintained at the Front Counter of the Service Division and by the officers assigned to work the Telephone Report Team (TRT).
- 5 - When an officer determines that a CRF form should be mailed out to a citizen, the following procedures will be followed:
 - (a) The officer will call to the Communications Center and obtain a case number for the incident. The officer will complete the dispatch card with the name, address, location of incident and description of event as provided by the victim. The dispatch card will become an "MSC" classification until such time as the form is returned by the citizen.

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- (b) The case number will be placed on the CRF form along with the date and time provided from the dispatch card. The officer will then mail the form to the mailing address provided by the victim, along with a return envelope.
 - (c) On all theft reports handled by CRF form, a "Stolen Property Supplemental form" will be additionally provided for listing of extensive property losses.
 - (d) When the CRF is received back in the mail from the citizen, Report Review will read the report. If further investigative work is required, the case will be assigned to a district officer by Report Review and routed to the appropriate team via the Captain of the Patrol Division.
 - (e) Any property listed by the victim as stolen will be entered into the APS system by serial number. Report Review will be responsible for completing the APS form.
 - (f) Report Review will be responsible for all necessary updates into the RMS system, based upon the completed CRF. Initially, all CRF cases will receive a standard classification code. When the completed form is received, it will be reclassified as necessary by Report Review.
- 6 - The CRF form was designed as a convenience to citizens who are unable to give a detailed report to an officer due to time constraints or dislocation. They were not designed for the convenience of officers who may not have time to stop and take a report. The forms need to be used wisely and only in those rare situations where we are better able to provide a better service to the public by having them complete the form rather than completing a thorough investigation ourselves.