Statement of Purpose:

The purpose of this SOP is to set a standard for use of the online crime reporting system. This SOP is not how to use the Online Crime Reporting system but instead when it should be used. The Online Citizens Service Portal can be accessed at: http://report.citizenserviceportal.com/Report.aspx?agency=atpd

Lexipol Policy:
None.

Procedure:
It will be the procedure of our department to utilize the online crime reporting system when possible for each of the following types of reports:

- Custody Order
- Harassing phone calls
- Hit and Run Collisions
- Lost Property
- Suspicious Circumstances
- Theft
- Vandalism
- Vehicle Burglary
- Vehicle Tampering

Upon initial contact the Support Services Technician (SST) or Officer should confirm the follow four criteria exist prior to recommending use of the portal:

- The incident is not an emergency.
- The incident occurred in the City of Atascadero.
- The incident did not occur on the freeway.
- There is no suspect information and no physical evidence.

Support Services Technicians should, when possible, provide citizens with directions regarding how to access the City website and assist them with navigation to the police department page and the online portal access. From there citizens will be directed to follow the directions on the website. SST’s will inform citizens that it is our procedure to have reports that meet the online portal criteria reported online to increase our efficiency and productivity as an agency. SST’s should remind citizens that if
follow up is needed they will be contacted by a member of this agency. If a citizen wants contact with an officer they will be advised that an officer will contact them when an officer is available.

Citizens who do not have access to online reporting may be sent a “Filing a Police Report” flyer or pick one up in the APD lobby. (See attachment) At the discretion of the Watch Commander, a citizen may be informed the only option is to report their incident via the portal or by using the “Filing a Police Report” Flyer.

If an officer is flagged down by a citizen in the field regarding an incident that should be reported via the online portal the officer may direct the citizen towards the portal or take the report. This should be left up to officer discretion. It will be the standard of SST’s and officers to provide excellent customer service while maintaining efficiency and productivity.

This Standard Operating Procedure was approved and distributed for training by:

_______________________
Joe Allen
Commander

_______________________
Jerel Haley
Chief of Police

Attachments: (Filing a Police Report)
Police Report

Filing a

Suspicious Circumstances
Vehicle Tampering
Harassing Phone Calls
Vandalism
Vehicle Burglary
Hit & Run
Theft
Identity Theft
Lost/Pound Property

What are you reporting?
Do you have any suspect information or evidence? ____________
If yes, please contact dispatch for further assistance.

Personal Information:
Name: ___________________________
First Middle Last
Sex ____________________________ Race ______________________
DOB __________________________
Drivers License # ____________ State ____________
Address ________________________

Contact Information
Home # __________________________
Cell # __________________________
Work # __________________________

Where did the incident occur?
______________________________

What time did the incident occur?
______________________________

Earliest date/time the incident could have occurred _______________________

Latest date/time the incident could have occurred _______________________

Vehicles Involved
Vehicle # 1
Make _______ Model _______
Vehicle Year Color __________
License Plate License Plate State ________
Any other identifying descriptions __________________________

Vehicle # 2
Make _______ Model _______
Vehicle Year Color __________
License Plate License Plate State ________
Any other identifying descriptions __________________________

Please describe the crime and any other information you feel is important below

Property information
Where were the items taken from, lost or found?

Item # 1
Make _______ Model _______
Color _______ Value ________

Serial # ____________

Item # 2
Make _______ Model _______
Color _______ Value ________

Serial # ____________

Item # 3
Make _______ Model _______
Color _______ Value ________

Serial # ____________

Item # 4
Make _______ Model _______
Color _______ Value ________

Serial # ____________