

GENERAL ORDER



DISTRICT OF COLUMBIA

Subject Citizen Online Reporting System		
Topic	Series	Number
SPT	401	11
Effective Date		
February 10, 2012		
Related to: GO-SPT-401.01 (Field Reporting System)		

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I. BACKGROUND

The Metropolitan Police Department (MPD) recognizes the importance of providing the most efficient and effective service to the citizens of the District of Columbia. Technology can be used to offer District of Columbia citizens and visitors their own tools to bring issues to the attention of police. To this end, MPD has established an Internet-based citizen reporting application that is available through the MPD Home Page (mpdc.dc.gov) to file non-emergency complaints for a defined list of incidents and offenses.

II. POLICY

It is the policy of the MPD to provide District of Columbia citizens and visitors with efficient and effective ways to report events of a non-urgent nature while ensuring that complete information regarding the event is captured and an appropriate police response occurs in a timely manner.

III. REGULATIONS

A. Complainants may file the following reports online:

1. Damage to Property;
2. Destruction of Property;
3. Lost Property;
4. Lost Tags;
5. Theft; and

6. Theft from Auto.

NOTE: The Citizen Online Reporting System will automatically generate an email message that will be sent to the Teletype Unit, Command Information Center, for all reports of stolen tags and lost tags to ensure timely entry into WALES/NCIC.

B. Report Taking Criteria

1. The above listed reports shall be processed by MPD via the online application only if all of the following conditions are present:
 - a. The event took place in the District of Columbia;
 - b. Suspects are not known;
 - c. Suspects have left the scene;
 - d. The complainant has not suffered any injuries;
 - e. There is no apparent need for investigation at the scene;
 - f. There is no obvious physical evidence available at the scene;
and
 - g. There are no witnesses to be interviewed.
2. Online reports shall only be taken from complainants.
3. If members of the force are dispatched to a scene involving one (1) of the complaints listed in Part III.A of this order, they shall take the report and not refer the complainant to the online application.
4. On-duty members **shall not** file online reports.
5. Members **shall not** refer complainants who appear at police facilities to report incidents or offenses to the online application.
6. The new online application does not replace the Telephone Reporting Unit (TRU). Members of the public may choose to file reports telephonically to TRU in accordance with GO-SPT-401.10 (Telephone Reporting Unit/Walk-In Reporting System) or online via the online application.

C. Members reviewing online reports shall be responsive to complainant

inquiries and follow the procedures set forth in GO-PER-201.35 (Customer Service Standards and Testing) and SOP-05-01 (Customer Service Standards and Testing).

- D. Central Complaint Numbers (CCNs) created for approved online reports will begin in a higher number sequence for easy recognition (e.g., CCNs for online reports will begin with 400000 instead of 000001.)

IV. ROLES AND RESPONSIBILITIES

- A. Station Personnel shall, in the event that a complainant responds to a district station and requests a copy of his/her online report, print a copy of the police report via the Records Management System (RMS).
- B. The Teletype Unit shall be responsible for ensuring the timely entry of information into WALES/NCIC upon receipt of an email from the Citizen Online Reporting System regarding a stolen tag or lost tag report.
- C. Members assigned to the Staff Review Unit shall:
 - 1. Ensure that a reporting desk is maintained at 300 Indiana Avenue, NW, to review reports submitted online by complainants. Reports shall be processed Monday through Friday, between the hours of 0700 and 1500, excluding District holidays.
 - 2. Review reports in their entirety within two (2) business days of their online submission.
 - 3. Contact complainants who file online reports to request additional information about the report as questions arise.
 - a. Contacts shall first be made by telephone, with follow-ups by email in the event that complainants are not reachable or members can only leave a voice mail message.
 - b. Members assigned to the Staff Review Unit shall follow up with complainants every forty-eight (48) hours for additional information on reports. If complainants cannot be contacted within ten (10) business days, members shall notify a supervisor.
 - 4. If the report narrative does not fit one of the classifications specified in Part III of this order (i.e., the report should not have been submitted online):
 - a. Notify a Staff Review supervisor immediately to follow up with an OUC supervisor for determination to route the report to TRU or to dispatch an MPD member to the complainant's contact

address.

- b. Forward a copy of the complainant's online report and any contact information for the complainant to the same OUC supervisor.
 - c. Contact the complainant and refer the complainant to 911, advising them that their report requires more immediate attention and therefore has been forwarded to OUC.
 - d. Reject the report from the online application.
5. Respond to complainants' questions regarding the online reporting application and/or the status of their reports in a timely manner.
 6. Notify complainants of a reasonable time period that their final CCNs and official reports shall be available for printing.
 7. Should a question arise as to whether particular reports should or should not have been taken online, refer the matter to a supervisor for resolution.

NOTE: Supervisors may choose to notify an OUC supervisor to send a mobile unit to respond to the complainant.

8. **Not** accept online complaints referred by members.
 9. Ensure all reports are fully approved in the RMS.
 10. Send or cause to be sent, teletype information as directed in GO-SPT-302.04 (Transmitting of Telecommunications Messages).
 11. Accept comments and recommendations from application users and forward them to a supervisor.
- D. Staff Review Unit Supervisors shall:
1. Notify OUC Dispatchers immediately if a complaint filed online is being referred to 911.
 2. Review a majority, if not all, reports approved by members of the Staff Review Unit for completeness and accuracy.
 3. Document all reports rejected because they do not satisfy the criteria in Part III of this order or because Staff Review has not been able to reach the complainant.

4. Monitor all reports prepared by the Staff Review Unit for the purpose of identifying any patterns or trends that may be occurring in a particular area. Should a pattern be identified or suspected, supervisors shall notify the Tactical Crime Analysis Unit of the appropriate district.
- E. The Director, Crime Data Quality Branch, shall:
1. Forward recommendations for improvements to the application to the vendor responsible for making changes.
 2. Ensure that reports filed online are not already represented in RMS.

NOTE: In the event that a report is already represented in RMS, the police report (i.e., the report in RMS) shall be retained and the online report canceled.
 3. Submit statistics on usage of the application to the Executive Office of the Chief of Police thru the Assistant Chief, Strategic Services Bureau, monthly or more frequently on an as-needed basis.
 4. Ensure all incident and offense data from the online reports is stored in the RMS database for inclusion in statistics.
- F. The Commander, Tactical Information Division, shall ensure:
1. The hq.teletype@dc.gov and mpdsocc@dc.gov email accounts are monitored during all shifts.
 2. Emails regarding stolen tags and lost tags received from the Citizen Online Reporting System are reviewed, and required information is entered into WALES/NCIC in a timely manner.
- G. District Commanders shall:
1. Ensure that members under their command, when sent to the scene of an incident, do not advise complainants to file their complaint online.
 2. Emphasize to members that all calls and requests for police assistance and all reports of offenses and incidents brought to the Department's attention shall be processed through the OUC, where each incident will be classified and assigned a CCN in accordance with GO-SPT-302.01 (Calls for Police Services).

V. CROSS REFERENCES

- A. GO-PER-201.15 (Customer Service Standards and Testing)

- B. GO-SPT-302.01 (Calls for Police Services)
- C. GO-SPT-302.04 (Transmitting of Telecommunications Messages)
- D. GO-SPT-401.10 (Telephone Reporting Unit/Walk-In Reporting System)
- E. SOP-05-01 (Customer Service Standards and Testing)



Cathy L. Lanier
Chief of Police

CLL:PAB:MOC:ACG