

BLOOMINGTON POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

ONLINE REPORTING

Reviewed by: Assistant Chief Chad Wamsley	Effective Date: September 2, 2020
Authorized by: Interim Chief Greg Scott	Revision Date: September 28, 2020

PURPOSE

To establish guidelines and procedures for the proper use of the citizen online reporting system.

POLICY

It is the policy of the Bloomington Police Department to provide the option of online incident reporting to the community.

The Bloomington Police Department will respond to in-progress incidents and all crimes with evidence or information which may lead to the identity of a suspect and their apprehension; or if an incident just occurred and there is a likelihood the suspect may still be in the area; or if the crime resulted or is reported to have resulted in injury to a person; or the citizen prefers to make a report to an officer.

To complete an online report, the following conditions must be met:

1. The incident occurred within the city limits of Bloomington.
2. The incident is NOT in-progress.
3. No one was injured as a result of the incident.
4. There is NO suspect information.
5. There is NO evidence to be collected, processed or submitted.
6. No weapons were seen or implied during the incident.
7. The citizen must have an active email address.
8. The incident is one of the four listed below.

The following incidents may be reported online.

1. **Accidental damage to property:** A citizen's property or vehicle was unintentionally damaged. *Does not include traffic accidents.*
2. **Criminal damage to property:** A citizen's property was intentionally damaged and there is no suspect information.
3. **Lost property:** A citizen lost property and requires a report for insurance purposes.
4. **Information report:** A citizen would like to report non-criminal information that might be beneficial to the police department. Examples include scams and solicitations.

DISPATCH

The telecommunicator will be prompted during the call taking process that the call is eligible for online reporting. The telecommunicator will verify eligibility and ask the citizen if they would like to make an online report. If the citizen agrees to an online report the telecommunicator will direct them to www.cityblm.org/policerreport to file an online report.

If the citizen prefers to speak with an officer, the telecommunicator will dispatch the call as per protocol.

REPORT REVIEW

Criminal Investigation Division (CID) Command will review reports submitted online. They will determine if all necessary information has been submitted and the report fits the criterion listed above. CID Command will check for reports submitted online on Monday, Wednesday and Friday at minimum.

CID Command will take one of the following actions upon review the online reports.

1. **Approve the report** if the report has been completed properly and meets all the listed criterion.
2. **Disapprove the report** if the report is missing information or does not meet the criteria or if officer follow up is necessary.
 - a. If the report is disapproved and no officer follow up is required, the system will automatically send an email to the citizen telling them the report was disapproved and will direct them to correct the report.
 - b. If the report is disapproved and officer follow up is required, the submitter should also be contacted by email or phone to inform them an officer will be contacting them. CID Command should print the report and request Patrol Command to assign an officer to follow up.

Records Personnel and/or Community Service Officer's will log into the system and review approved online reports at least twice a week on Tuesday and Thursday. They will create a report in EJS using the citizens information and the appropriate UCR and NIBRS codes. The narrative will reflect the report is a result of an online report and to see the attachment for the citizen's online report. The online report will be saved in .pdf format and attached to the EJS report. The EJS report may then be administratively closed.