



Public On-Line Reporting

(Re-issue DB 14-224)

311:

Members of the public may report the following incidents via 311 when the suspect is unknown and the report requires no follow up investigation:

- **Harassing Phone Calls**
- **Lost Property**
- **Theft**
- **Vandalism/Graffiti**
- **Vehicle Burglary**
- **Vehicle Tampering**

311 Operators are available 24 hours a day and can provide language assistance in over 175 languages.

Online Reporting:

The Department has implemented an Online Reporting System. Members of the public are able to make specific types of incident reports online. Members of the public are able to make incident reports for harassing telephone calls, auto burglary (boosting), graffiti, vandalism, lost property and theft. Additional types of reports may be added to the system.

The requirements are that the incident(s) must have occurred in San Francisco or at the San Francisco International Airport, the suspect is not known, there is no physical evidence that could lead to the identification of a suspect and the member of the public must have an email address. If an officer is dispatched to a call or encounters a member of the public who wants to make an incident report that fits the criteria for on-line reporting, the officer shall prepare a standard report and advise the member of the public that the on-line system is available for their use in the future.

When a member of the public submits the on-line report, it will be transmitted to the district station in which the report is assigned. The CopLogic report shall be reviewed by a district station sergeant. If the report is accepted, the member of the public will be emailed a copy of the report with a case number in approximately five days. A report may be rejected because additional information is needed or it does not fit the criteria for on-line reporting. If the report is rejected, the member of the public will receive an email requesting additional information or advising them that the report does not meet the on-line reporting criteria. If the report does not meet the on-line reporting criteria, the member of the public will be directed to call the Department of Emergency Management to have an officer dispatched or to come to a District Station to make the report.

Members of the public can access the service via the police department website at <http://sanfranciscopolice.org/> and select Online Reporting Icon. Additionally, the Department of Emergency Management (DEM) will advise member of the public of this option. The on-line reporting system will reduce calls for service and keep units on patrol and available to respond to more urgent and emergency situations.

Refer to DB 17-071 "Requests for Service".


WILLIAM SCOTT
Chief of Police

Per DB 15-141, sworn members are required to electronically acknowledge this Department Bulletin in HRMS.