

California State University
NORTHRIDGE
Department of Police Services
University Police Division



LESSON PLAN

SUBJECT: CSUN DPS Online Reporting System via CopLogic

LENGTH: 30 minutes

PREPARED BY: Captain Scott VanScoy

DATE PREPARED: March 6, 2012

APPROVED BY:

Carne H. [Signature], Chief

DATE APPROVED:

3/7/12

I. Performance Objectives/Job-Related Objectives:

The purpose of this training is to familiarize department personnel with the availability and use of the Department of Police Services' on-line reporting system via CopLogic. Employees will be instructed on when it is appropriate to refer community members to this service and how such a referral is to be provided.

II. Type of Instruction:

The instructor will review the features of the on-line reporting program with the student and provide him/her with what is to be said in referring community members. The student will log into the program and complete a mock report based on a scenario presented by the instructor (i.e., theft; lost property; hit-and-run traffic collision; etc.).

III. Course Outline:

A. The User Interface

1. Instruction and Menu Page
2. Lead-in Pages
3. Type of Report (Original or Supplemental)
4. Individual or Business Reporting
5. Person Reporting Information Page
6. Incident Information Page
7. Additional Persons and Property Pages
8. Attachments [image/gif, image/jpeg, image/pjpeg]
9. Review Draft Report Page
10. Submit Report
11. Print Copy of Temporary DPS Online Report

B. Procedures

1. The CSUN Department of Police Services will respond to in-progress incidents and all crimes with evidence or information which may lead to the identity of a suspect and his/her apprehension, or if the incident just occurred and there is a likelihood the suspect may still be in the area.
2. The following crimes and reports may be referred to the online reporting system:
 - a. Harassing Phone Call
 - b. Lost Property
 - c. Vehicle Burglary
 - d. Hit-and-Run (Traffic Collision)
 - e. Theft (Petty Theft only – less than \$900; see lead in page)
 - f. Vehicle Tampering
 - g. Identity Theft
 - h. Vandalism
3. For purposes of this system, credit cards and miscellaneous identification (medical cards, driver licenses, etc.) will not be considered “serialized property.”
4. Communications/Dispatch and Front-desk Personnel Responsibilities
 - a. When communications personnel receive a call from a citizen wishing to report an incident, the dispatcher will determine if the call falls within the scope of an online report (see the online instruction and menu page for details) and if the citizen has Internet access. If so, communications personnel shall provide the following advisement:

“Based on the information you have provided, you can file a police report online in about 4 to 6 minutes by visiting our website at <http://www-admn.csun.edu/police> and clicking on “File a police report online.” It is a very easy process and you will be emailed a copy of your police report for free once it has been reviewed by our

staff. Should you have difficulty filing your report online, a police officer can contact you, or you can call us back at (818) 677-2111."

Note: In the event a citizen declines to use the online reporting system and insists on speaking in person with an officer, an officer shall be assigned. A notation in the CAD incident report shall indicate 'insistent on speaking with an officer" for such situations.

- b. If the dispatcher determines the report is not suitable for online reporting based on the listed criteria, they will prioritize the call and send a police officer to take a report, A notation in the CAD incident report shall indicate 'no Internet access" or the reason why an online report was not appropriate.
- c. When front-desk personnel receive a call from a citizen wishing to report an incident, the call shall be forwarded to a communications dispatcher for handling. If front-desk personnel are approached in-person by a citizen wishing to report an incident, they will determine if the call falls within the scope of an online report (see the online instruction and menu page for details) and if the citizen has Internet access. If so, front-desk personnel shall provide the following advisement:

"Based on the information you have provided, you can file a police report online in about 4 to 6 minutes by visiting our website at <http://www-admn.csun.edu/police> and clicking on "File a police report online." It is a very easy process and you will be emailed a copy of your police report for free once it has been reviewed by our staff. Should you have difficulty filing your report online, a police officer can contact you, or you can call us back at (818) 677-2111."

Note: In the event a citizen declines to use the online reporting system and insists on speaking in person with an officer, dispatch shall be contacted by the front desk staff to assign an officer for the preliminary investigation and subsequent report. Front desk staff shall advise dispatch that the reporting party insisted on an officer response versus using the online reporting system, which dispatch will make a notation in the CAD incident report indicating the citizen was 'insistent on speaking with an officer."

5. Investigations Unit Supervisors' Responsibilities

- a. Investigations unit supervisors will review the reports and import approved reports into the department's RIMS database.
- b. If a report is rejected, the reviewing investigations unit supervisor will appropriately and professionally provide the reason for rejection in the rejection box; which is then sent via email to the citizen and a duplicate to the department storage mailbox maintained by the Captain

of Police Operations. When circumstances indicate an investigation is warranted, the reviewing investigator shall request a patrol response and state in the rejection box that a response will be made.

IV. Practical Exercise

A. Complete a mock citizen online report.

1. Exercise #1

Theft of a bicycle within the UPA. Value of the bike is \$500.00.

2. Exercise #2

Annoying/harassing phone calls. Suspect is unknown.

3. Exercise #3

Vandalism occurred in a Jacaranda Hall restroom. The reporting citizen has a physical description and states he can identify the suspect if seen again.

4. Exercise #4

A student reports she lost her backpack which contained a laptop computer and miscellaneous personal property. The student doesn't have a serial number for the computer but remembers the type, model, and software installed on it.

B. Orally evaluate comprehension of information reviewed.

V. Closing

Questions & Comments



Department of Police Services

An Accredited Law Enforcement Agency



Welcome to the California State University, Northridge PD **Citizens Online Police Reporting System**. If this is an Emergency please call **911**. Using this online citizen police report system allows you to submit a report immediately and print a copy of the police report at no charge. You can use this report to file with your insurance company.

All cases filed within this system will be reviewed. Reports are reviewed and assigned to detectives for follow-up based on investigative leads, severity of the crime, the City/District Attorney's case filing guidelines, and investigative staffing. Unfortunately, crimes with no suspects or no leads are difficult to solve and many times are actually unsolvable. On-line reporting is designed to input these types of crimes. If a lead should develop, you will receive a follow-up call from a police detective regarding your case. **Please confirm the following to find out if online citizen police report filing is right for you:**

- **This is not an Emergency:**
The online reporting system is intended for non-emergency incidents in which the suspect is not known. So, if you or someone else saw who did this, or any person, animal, or property is in immediate danger call 9-1-1 immediately!
- **This incident occurred on the campus of California State University, Northridge:**
If a crime took place off-campus, please call the police department for that area. Missing Persons are an exception and may be reported to California State University, Northridge.
- **There are No Known suspects:**
When you or someone else knows the person, where to find the person, has a detailed description of the person who committed the crime, or even the license plate number of the vehicle the suspect(s) were in, this is considered a known suspect. Reports with a known suspect require investigation by an officer in person.
- **The incident DOES NOT involve any of the following: (For the following incidents listed, you MUST CALL 818-677-2111 to file your report)**
 - Violent Crime (personal assault, kidnapping, robbery)
 - Hate Crime
 - Sex Crime (rape or sexual assault)
 - Missing Person
 - Stolen Vehicle (theft of a vehicle, trailer, motorcycle)
 - Lost/Stolen License Plate
 - Domestic Violence
 - Assault and Battery resulting in serious injuries, DUIs, or unlicensed drivers unless all parties have left the scene
 - Traffic Accidents involving serious injuries, DUIs, or unlicensed drivers unless all parties have left the scene

If you answered "yes" to all of the above questions, you are ready to file your report online. Please make sure to turn off your pop-up blocking software before filing the report. If you answered "no" to any of the questions please look at our **Online Citizen Police Report Frequently Asked Questions** section. **Please note that filing a false police report is a crime.**

Upon completion of this report process you will:

- See the words: "Your online police report has been submitted" showing that your police report is complete.
- Be given a police report case number.
- Be able to print a copy of the police report to keep for your records.

Using the California State University, Northridge Police Online Citizen Reporting System you can report the following incidents (please choose one):

Harassing Phone Call	Hit and Run	Identity Theft
Lost Property	Theft	Vandalism
Vehicle Burglary	Vehicle Tampering	

Powered by [Coplogix's Online Citizen Police Reporting](#)



This incident has been reported to the California State University, Northridge PD and is pending approval

California State University, Northridge PD
18111 Nordhoff St.
Northridge, CA 91330
818-677-2111

General Information

Incident Type Theft
Tracking Number T12000003
Report Date 03/08/2012 08:55 AM

Reporting Person Information

Name Doe, John
Home Address 18111 Nordhoff Street, Northridge, CA 91330, US
Home Phone 123-123-1234
Mobile Phone 123-123-1234
Email scott.g.vanscoy@csun.edu
Sex Male
DOB 01/20/1984

Incident Information

Incident Location 18111 Nordhoff Street, northridge, CA 91330
Incident Time (start) 03/08/2012 08:50 AM
Incident Time (end) 03/08/2012 08:50 AM
Require Evidence to be Collected? test
Incident Description I am willing to prosecute.

Property Information

No 1
Type Currency, Notes, Etc.
Brand US
Color Green
Market Value (\$) 12
Property Description Us Currency ten and 2 ones

[Print This Report](#) [Close Window](#)

Sample

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE PD SUMMARY INCIDENT

REPORT NUMBER: 120265



INCIDENT INFORMATION						
INCIDENT CODE 484(A) PC	INCIDENT TYPE Theft	INITIAL <input checked="" type="checkbox"/> SUPP <input type="checkbox"/>	DATE/TIME STARTED 03/08/2012 08:50 AM	DATE/TIME ENDED 03/08/2012 08:50 AM	DATE/TIME REPORTED 03/08/2012 08:55 AM	
REPORT FILED FROM 130.166.95.121	TRACKING NUMBER T12000003	LOCATION OF OCCURRENCE 18111 Nordhoff Street, northridge, CA			APPROVED BY 1440/Scott VanScoy	
LOCATION TYPE	THEFT TYPE	METHOD OF ENTRY	METHOD OF EXIT	PT OF ENTRY	PT OF EXIT	ENTRY LOC

PERSON LISTINGS										
1	TYPE VIC	LAST NAME Doe	FIRST NAME John	MIDDLE NAME	DOB 01/20/1984	RACE	SEX M	DRIVER LIC NO	LIC ST	
	SSN	ETHNICITY	RESIDENT	EYE COLOR	HAIR COLOR	AGE	HEIGHT	WEIGHT	CELL PHONE 123-123-1234	
	EMAIL scott.g.vanscoy@csun.edu			RESIDENCE ADDRESS 18111 Nordhoff Street, Northridge, CA 91330, US				HOME PHONE 123-123-1234		
	EMPLOYER NAME			BUSINESS ADDRESS				WORK PHONE		

PROPERTY LISTINGS						
1	INVL S	ITEM Currency, Notes, Etc.	QUANTITY	BRAND US	MODEL	
	SERIAL NO	OWNER APPLIED NO	COLOR Green	MKT VALUE \$ 12.00	DMG VALUE \$	
	DESCRIPTION Us Currency ten and 2 ones					

NARRATIVE
test I am willing to prosecute.

SAMPLE

VanScoy, Scott G

From: CaCSUNPd@coplogic.com
Sent: Thursday, March 08, 2012 8:55 AM
To: VanScoy, Scott G
Subject: Your Online Police Report T12000003 Has Been Submitted

Your online report has been successfully received and the tracking number is T12000003. You will be notified via email of any problems with your report. Once your report is approved, it will be issued a case number and you will receive a PDF copy as an attachment in your email within approximately five business days.

Thank you for using our online reporting system and please contact us with any suggestions you have for improving our system.

Online Officer
California State University, Northridge PD

SAMPLE

VanScoy, Scott G

From: CaCSUNPd@coplogic.com
Sent: Thursday, March 08, 2012 9:00 AM
To: VanScoy, Scott G
Subject: Your Online Police Report 120265 Has Been Approved
Attachments: report-120265-0.pdf

Your online report has been approved and the permanent case number is 120265.

Please note in the attached report that sensitive information has been replaced with *** in order to maintain privacy in emails.

Thank you for using our online reporting system and please e-mail us with any suggestions you have for improving our system.

Online Officer
California State University, Northridge PD

SAMPLE