



# TALLAHASSEE POLICE DEPARTMENT

## GENERAL ORDERS

	<b>SUBJECT</b>  CopLogic™		
	<b>CHIEF OF POLICE</b>  <i>Signature on File</i>		
<b>NUMBER</b> 80	<b>ORIGINAL ISSUE</b> 07/24/2015	<b>CURRENT REVISION</b> 03/13/2019	<b>TOTAL PAGES</b> 6

### AUTHORITY/RELATED REFERENCES

General Order 12, Radio Communications  
 General Order 18, Criminal Investigations  
 General Order 46, Rules of Conduct  
 CIB-10, Case Management  
 CIB-12, Follow-Up Investigations

### ACCREDITATION REFERENCES

CALEA Chapter 82

### KEY WORD INDEX

<p> <b>Citizen Referral Protocols</b>  <b>Criteria for Use</b>  <b>Officer Responsibilities</b>  <b>Required Information</b>  <b>Review of Reports</b>  <b>Supervisor/Investigator Responsibilities</b> </p>	<p>                 Procedure II                  Procedure I                  Procedure IV                  Procedure III                  Procedure V                  Procedure VI             </p>
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### POLICY

The Department shall utilize computer technology and established protocols to facilitate the deployment of police resources to calls for service while providing the ability for citizens to electronically file reports for low priority, delayed incidents.

### DEFINITIONS

**CopLogic™:** An Internet-based citizen self-reporting system for reporting suspicious activities or documenting delayed, minor incidents where there is no evidence to collect or process.

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**CopLogic™ Administrator:** The member(s) designated by the Chief of Police or designee to have oversight of CopLogic™.

**Second Party Verification:** A post-input query of a teletype entry into FCIC/NCIC to ensure the entered information is complete, accurate, and valid, as mandated by FDLE.

### PROCEDURES

#### I. CRITERIA FOR USE

- A. The Department shall identify specific report types to accept via CopLogic™.
- B. CopLogic™ shall not be offered or utilized when there is an emergency or dangerous situation, or the:
  - 1. Reported crime is in progress,
  - 2. Reported crime involves an act of violence,
  - 3. Suspect is on-scene or may be in the immediate area,
  - 4. Reporting person is under the age of eighteen,
  - 5. Incident occurred outside of the City of Tallahassee,
  - 6. Crime scene needs to be processed or there is evidence to impound,
  - 7. Victim or complainant requests the presence of a police officer,
  - 8. Incident involves a firearm or other weapon (e.g., usage, possession, theft, discharge or display),
  - 9. Incident is domestic violence or is a violation of a domestic violence court order,
  - 10. Crime is theft of a motor vehicle, lost or stolen license plate (tag), or lost or stolen tag/decal, or
  - 11. Incident involves lost or stolen prescription medications.
- C. If not prohibited by the mandates of subsection B above, citizens may be referred to CopLogic™ for the following types of reports:
  - 1. Harassing or annoying telephone calls/texts/e-mails,

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2. Lost property (e.g., credit card, wallet, cell phone),
3. Theft (if no forcible entry),
4. Shoplifting,
5. Scams,
6. Mail theft (i.e., theft of US mail from mailbox or mail receptacle),
7. Internet computer fraud,
8. Fraudulent use of a credit/debit card,
9. Forgery or use of fraudulent document,
10. Vandalism,
11. Vehicle burglary (if no forcible entry), and
12. Child care violation or violating the terms of a court order.

### II. CITIZEN REFERRAL PROTOCOLS

- A. Members should inform citizens CopLogic™ is an Internet-based citizen self-reporting system which allows reporting persons to submit and print a copy of a police report.
- B. When referring this service to a citizen, members must first ensure the citizen has Internet access.
- C. Once Internet access is confirmed, the member shall direct the citizen to the Department's website (<http://www.talgov.com/tpd>).
  1. On the main page of the Department website is a tab labeled "*Online Reporting.*"
  2. Once the tab is opened, select the link "*Report an Incident*" which directs the user to a menu of available reports and instructions on how to file the report.

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3. The *Online Crime Reporting* web page has federal and state governmental agency links for citizens wishing to report Tax Fraud, Internet Scams, and Unemployment Fraud.
  4. The direct link to the *Online Crime Reporting* web page is:  
  
<http://www.talgov.com/publicsafety/tpd-onlinecrimereporting.aspx>
- D. Although not a CopLogic™ report, citizens wishing to report a non-emergency traffic crash via an online report can access the appropriate link under the *Online Reporting* tab or on the *Online Crime Reporting* web page.
- E. Members should inform citizens wanting to report a suspicious incident or something out of the ordinary via CopLogic™ of the information below.
1. Access and utilize CopLogic™ as if reporting a crime.
  2. Under the heading, “Please select the type of crime you wish to report,” choose the “*SEE Something, SAY something, DO Something*” option in the drop down box.
  3. Citizens using this option:
    - a. Do not have to provide a name or address, but
    - b. Will have to provide an e-mail address.
- F. For complainants without Internet access or those who walk into the Department to file a report, members may suggest the use of the stand-alone computer terminal (CopLogic™ kiosk) located in the Department lobby.

### III. REQUIRED INFORMATION

Members are responsible for informing citizens wanting to utilize CopLogic™ that when filing the report they must provide:

- A. The same identifying information (e.g., name, address, telephone number, date of birth) as when filing a report with a police officer, and
- B. A valid e-mail address to allow for follow-up correspondence with the Department and enable them to receive and print their report.

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### IV. OFFICER RESPONSIBILITIES

- A. With the sole exception as listed in subsection B below, officers dispatched to a call for service shall not refer the complainant to CopLogic™.
- B. If an officer's arrival to a call for service is delayed for reasons beyond the officer's control (e.g., high call volume, critical incident) and the complainant is no longer able to take the time to file a report, the officer may offer a referral to CopLogic™, but:
  - 1. The report type must meet the criteria set forth in subsection I B above, and
  - 2. At no time will CopLogic™ be utilized when the complainant requests an officer's presence.

### V. REVIEW OF REPORTS

- A. CopLogic™ reports will be reviewed only by members assigned by the Chief of Police or appointed designee.
- B. The approving member is responsible for reviewing the CopLogic™ reports and importing approved reports into the Records Management System in a timely manner.
- C. The CopLogic™ Administrator shall ensure reports contain adequate information, recognizing the reports may be forwarded to outside agencies or used for future prosecution.
- D. If a citizen's CopLogic™ report is misclassified (e.g., classified as lost property when it should be theft), the CopLogic™ Administrator is authorized to reclassify the report according to the elements of the offense/incident described by the citizen author.
- E. If an approved CopLogic™ report documents stolen/recovered property with a serial number, the CopLogic™ Administrator shall:
  - 1. Contact the Consolidated Dispatch Center (CDA) teletype and take steps to ensure entry/removal of the property's information from NCIC/FCIC,
  - 2. Perform a second party verification (refer to General Order 12 [Radio Communications]), and
  - 3. Complete a supplemental report and e-mail a copy to the CDA.

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- F. The CopLogic™ Administrator shall reject a report if the reported incident does not meet CopLogic™ criteria as outlined in subsection I B above.
- G. If a report is rejected, the CopLogic™ Administrator is responsible for informing the reporting citizen via e-mail, and:
  - 1. Stating the reason for rejection in an appropriate and professional manner in the rejection box, and
  - 2. If the reason for the rejection is lack of jurisdiction, referring the citizen to the appropriate agency.
- H. The CopLogic™ Administrator may issue a follow-up request to the reporting citizen in lieu of approving or rejecting an online report.
  - 1. If after fourteen (14) days there is no response from the reporting citizen (e.g., follow-up e-mail, phone call) CopLogic™ will auto-reject the report.
  - 2. The auto-rejection narrative of the report will document the reason of the rejection as, "Citizen Nonresponse."

### **VI. SUPERVISOR/INVESTIGATOR RESPONSIBILITIES**

- A. Criminal Investigations Bureau (CIB) unit supervisors shall review each CopLogic™ report delivered to their unit and through the use of solvability and prioritization factors determine whether or not the case will be assigned for follow-up investigation.
- B. Assigned CIB unit investigators are responsible for conducting thorough and accurate criminal investigations of incidents reported in CopLogic™ reports consistent with established investigative protocols.

History: issued 07/24/2015, revised 09/12/2017.