GENERAL POLICE ORDER
CLEVELAND DIVISION OF POLICE

EFFECTIVE DATE: August 13, 2009	REVISED DATE:	NO. PAGES: 1 of 2	NUMBER: 6.2.16
SUBJECT: CITIZEN ONLINE REPORTING SYSTEM (CORS)			
ASSOCIATED MANUAL:	RELATED ORDERS:		
CHIEF OF POLICE: *Michael McGrath, Chief*			

PURPOSE: To deliver police services in a more efficient manner by employing web based resources. To establish criteria and procedures to determine when the Citizen Online Reporting System (CORS) will be used.

POLICY: The Cleveland Division of Police shall provide citizens with a web based, online alternative for reporting certain minor crimes or other police reports.

DEFINITIONS: Citizen Online Reporting System (CORS) - a web based self-reporting system used by citizens to make police reports. It is designed to eliminate the need of having officers physically respond to document no-suspect or **minor** crime reports while still recording the incident and collecting reportable data for additional investigation, statistical analysis and mandatory reporting requirements.

PROCEDURES:

I. General Information

    A. The Cleveland Division of Police shall respond to in-progress incidents and all crimes with evidence or information that may lead to the identification or apprehension of a suspect; or if the incident is so recent that there is a reasonable likelihood that a suspect may still be in the area.

    B. Citizens may be referred to CORS when applicable. However, if a citizen is unable or unwilling to use CORS, sworn members shall take the report as needed.

    C. The following misdemeanor crimes and reports may be referred to CORS (as long as the reporting person has an email address, is at least 18 years old, and there is no suspect or suspect vehicle information available):

        1. Property Lost

2. Damage to Property

3. Criminal Damaging

4. Petty Theft or Theft from a Motor Vehicle

5. Supplemental Reports

D. A temporary case number will be emailed to the reporting person. The temporary case number will be replaced with a RMS number upon review and approval of a report screener. Reports requiring additional information or clarification will be placed in pending status.

E. Reports not meeting the criteria for CORS will be rejected. Rejected reports are not available in RMS but rather will be saved in the Divisional rejection mailbox for later review. The reporting person will be notified by email of the rejection and advised as to the next course of action to take.

II. Communications Control Section (CCS) Responsibilities

A. When CCS personnel receive a call from a citizen wishing to report an incident, the CCS call taker will determine if the call meets the criteria for CORS. If so, CCS personnel shall:

1. Determine if the citizen has internet access and an email address.

2. Inform the caller that they have the option of filing this report on-line, which would allow them to file the report immediately, as well as print a copy of the report for free.

3. Advise the caller to the Cleveland Division of Police website www.city.cleveland.oh.us/police and instruct them to click on the on-line crime reporting link.

B. Even though a caller may meet the above criteria, CCS shall not refuse service to any caller who prefers to give the report over the phone (when expediters are available) or prefers that zone car personnel handle the report.

MM/TAH/JCO/ajg
Policy & Procedures Unit