

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

LOBBY/COUNTER REPORTS
SUBJECT

DATE: May 10, 2018

NO: B-07

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: Lobby Reports
Counter Reports

I. POLICY

The policy of the Stockton Police Department is to provide direction on how simple types of crime reports may be handled by units other than those in Field Operations. These programs and systems are intended to augment, not replace Field Operations personnel, thereby freeing emergency response personnel to address more serious calls. The majority of these reports can also be completed via our Online Report System. Community members can be directed to the lobby computer should they chose to use this option. The incident must have occurred within the jurisdiction of the Stockton Police Department.

II. PROCEDURES

A. Lobby Reports

1. Common calls that qualify for Lobby Reports or Online Reports are:
 - a. Petty/Grand Thefts when property value is under \$10,000 if the suspect is not known.
 - b. Auto Burglaries if the suspect is not known.
 - c. Stolen Vehicles if the suspect is not known (lobby reports only).
 - d. Attempt Stolen Vehicles if the suspect is not known.
 - e. Tampering with a vehicle if the suspect is not known.
 - F. Misplaced Vehicles (lobby reports only).
 - g. Stolen Vessels if the suspect is not known (lobby reports only).
 - h. Vessel Burglary if the suspect is not known.
 - i. Vandalism which is not a Hate Crime if the suspect is not known.
 - j. Malicious/Annoying telephone if the suspect is not known.
 - k. Lost property reports.
 - l. Hit and Run accidents, minor damage and/or private property, with or without a valid suspect license plate of current location of suspect vehicle.
 - m. Forgery (credit card, check, etc.) if the suspect is not known.
 - (1) Theft by Access Card (484G pc)
 - (2) Identity Theft (529 pc)
 - (3) Fraud (530 pc)
 - (4) Forgery (470 pc)
 - n. Subsequent Reports.

- o. Matter of record/Matter of information reports.
- p. Dog stealing if the suspect is not known.
- q. Missing Persons (lobby reports only)
- r. Courtesy Reports (another jurisdiction)

B. Counter Reports

1. Simple Violation of Court Order reports may be filed as counter reports. These include simple custody and harassment order violations.
 - a. Violations of Domestic Violence Court Orders may not be filed as a counter report.
2. The community member obtains and completes the form at the Main PD Lobby. The community member then turns the completed form in to the Lobby CSO. If no CSO is available, the community member may leave the form with personnel at the counter for the next available Lobby CSO.
3. The Lobby CSO creates an ARS report with a Report Number (DR) and submits the counter report form as an attachment. The Lobby CSO will advise the community member of the report number when the report is complete.

C. If any of these types of calls involve any form of domestic violence, a Patrol Officer must be dispatched.

1. There may also be circumstances and exception that occur which necessitate a response by Field Operations personnel.