San Rafael Police Department

Citizen Reporting Instructions

Online Reporting Instructions

Welcome to the San Rafael Police Department Online Reporting System. By filling out a few simple questions you will be able to file an incident report and print an unofficial copy of your submitted report without having to wait! Once your incident report has been approved a case number will be assigned and forwarded to you by email. Our goal in providing online reporting is to better serve you.

Upon completion of this process you will:

- See the words: "Your report has been completed" showing that your report has been submitted for approval.
- Be able to print a copy of your submitted report to keep for your records.

Please Note:

- All incidents reported online will be reviewed.
- Once the report has been approved, an SRPD case number will be emailed to you.
- Upon review, if further investigation of your case is needed, you may be contacted.
- **Filing a false police report is a crime.**
- Reports that are rejected don't meet online reporting requirements.

- Web reporting is not meant for civil cases. All civil related cases should be referred to an attorney or to the Legal Self Help Center of Marin.

Using the San Rafael Police Department Online Reporting System you can report the following incidents: (please choose one)

Lost Property   Vandalism/Graffiti   Vehicle Burglary

1. Please make sure to read the instructions on the first page to make sure you are eligible to file an online report.
2. Select the type of report you wish to file. (you may have to scroll down the page to see the selections)

Select Incident Type

There are several different incident types that can be entered using the internet. Please select one from the list below and continue. If the incident you are reporting has a known suspect, you should instead call us at 415-485-3000.

Select	Incident Type	Definition	Examples
◯	Lost Property	When property is missing or lost.	Property that is missing, leaving items in restaurant, or missing from home.
◯	Vandalism	The act of changing, modifying or defacing public or private property.	Graffiti, knocking over mail box, throwing rock through windows, etc.
◯	Vehicle Burglary	Property is stolen from a motor vehicle.	Stolen equipment or belongings from a vehicle.

1. Choose the "Incident Type" you are reporting based on the definition and/or examples given.
2. At the end of the reporting process, you will be able to review and edit information you have entered.
3. Press the start report button in the lower left corner after you have selected the type of report you want to file.

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| Start | > | Yourself | > | Incident | > | Review | > | Finish |

Select Report Type

Please select the report type: original or supplemental.

Select	Report Type	Definition
◉	Original	This is the first report you have filed for this incident.
◯	Supplemental	You are adding information to a previous report which was submitted online. Original Report Number [____]
◯	Supplemental	You are adding information to a previous report, which was submitted by an officer. Original Report Number [____] Filed With Officer [____]

1. Choose the "Report Type" you are reporting based on the definition and/or examples given.
2. For any Supplemental report, you will need to enter the Original Report Number.
3. At the end of the reporting process, you will be able to review and edit information you have entered.
4. Press the continue button in the lower left corner after you have selected the type of report you want to file.

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Select Reporting Person Type

Please select a proper person type according to the definition below.

Select	Person Type	Definition
⦿	Individual	If you are reporting this for yourself.
◯	Business	If you are responsible for reporting this for your employer or your own business.

1. If the property belongs to you, you would select "Individual" or if the property belongs to your employer and you are responsible to report it to the Police you would select "Business".

Enter Individual Information

Start >	Yourself >	Incident >	Vehicle >	Property >	Review >	Finish

Enter Reporting Person Information

Please enter your information as completely as possible. You may be contacted regarding this incident. An email address is required if you would like to be notified when this report is received and approved.

*First Name [ ]

Middle Name [ ]

*Last Name [ ]

*Home Address [ ]

*City / *State / *Zip Code [San Rafael] [California ▼] [ ]

*Home Phone [ ]

Email [ ]

Confirm Email [ ]

Employer Name [ ]

Work Address [ ]

City / State / Zip Code [ ] [Please Select ▼] [ ]

Work Phone [ ]

Race [Please Select ▼]

Sex ⦿ Female ◯ Male

*Date of Birth [Month ▼] [Day ▼] [Year ▼]

Driver License Number [ ]

Licensing State	Please Select ▾

1. All Information with a * red asterisk is required other information is optional.
2. An email address is required. Notification as to the status of your report is emailed to you including if the report was received and upon approval what case number has been assigned Your original submission will be issued the word PENDING as a case number while your report is being reviewed and approved by police officials. Once approved you will receive a Police case number and a copy of the report that will be valid and can be given to your insurance company at the end of reporting process.

The Police Department does not use your email address any purpose other than to contact you regarding this report.

Enter Crime Information

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Enter Incident Information

Please enter all the information that applies. If you do not know the address of the incident, use the nearest intersection such as Market St./ 10th St.

*Address of Incident [   ]

*City / State / Zip Code [San Rafael] [California ▼] [   ]

*Incident Time (beginning) [Month ▼] [Day ▼] [Year ▼] [Hour ▼] [Minute ▼] [AM ▼]

*Incident Time (end) [Month ▼] [Day ▼] [Year ▼] [Hour ▼] [Minute ▼] [AM ▼]

Theft Type [Please Select ▼]

Entry Location [Please Select ▼]

Method of Entry [Please Select ▼]

Point of Entry [Please Select ▼]

*Incident Description
(1000 characters max) [   ]

1. Please enter all the information that applies to your incident, only fields marked with a * red asterisk are required, all other information is optional.

2. Under address of crime, if you do not know the exact address then enter two of the closest streets that cross such as "Fifth Street / D Street.
3. Under crime description enter a brief overview of what happened providing sufficient information for the reader to fully understand the incident you are reporting.
4. Press the continue button at the lower left of the page to continue.

Enter Vehicle Information (if needed)

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Start > Yourself > Incident > Vehicle > Property > Review > Finish

Enter Vehicle Information

Please enter the vehicle information.

Type [Please Select ▼]

*Make [Please Select ▼]

*Model [   ]

*Year [Year ▼]

*Color [Please Select ▼]

License Plate Type [Please Select ▼]

*License Plate No [   ]

*Licensing State [Please Select ▼]

Locked? ⦿ Yes ⦿ No

1. Enter all your vehicle information as completely possible (remember all items with a * red asterisk are required, other fields are optional).
2. If you cannot find an exact match for your vehicle, please choose the one closest to your vehicle.
3. Under License Plate Type, most will be passenger car or commercial (pick up trucks, etc. even though not used for commercial purposes).

4. Under Locked, choose "yes" if your vehicle was locked and all the windows were closed at the time of the theft and "no" if it was not locked; if you are unsure choose the one that is most likely.

Enter Property Information (if needed)

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Start > Yourself > Incident > Vehicle > Property > Review > Finish

Enter Property Information

Please enter the Property information.

*Property Type	Please Select
Brand	
Model	
Color	Please Select
Serial Number	
*How Many	
*Total Value ($)	
Property Description	

1. Select the property type, if you cannot find one that matches your property then select "other items".
2. Under "How Many", select how many of this item you are reporting lost or stolen.
3. Under Total Value enter the total amount of the item(s) lost or stolen using whole numbers such as 25 or 50 or 255 without cents or a dollar sign.
4. Property Description – enter a brief description of the item taken such as "men's style ten speed" for a bicycle or "5 mega pixel digital" for a camera.
5. Press the continue button in the lower left corner to continue.

Manage Property (if needed)

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Property List

The list shows all the properties. You can add more properties, or choose an existing property to delete or modify.

Property Type	Quantity	Value ($)	Action
Other Items	20	15	modify delete

1. If you have entered property, you will arrive at this section and here you can add more property, remove incorrectly entered property or press the "Done" button to continue if you have entered all the property that you need to.

Review Report

Review Report

Please review the report. If all the information is correct, click the "Submit" button to submit the report. If you need to modify some information, click the desired "modify" link. This will be your last chance to change information for this report.

Incident Type	Vehicle Burglary
Person Type	Individual

Reporting Person Information   modify

Name (Last, First)	Doe, John
Employer Name	
Work Address	
City, State Zip code	
Work Phone	
Home Address	1400 fifth ave
City, State Zip code	San Rafael, CA 94901
Home Phone	415-485-3000
Email	272@srpd.org
Race	White
Sex	M
DOB	01/01/1950
Driver License No	
Licensing State	

Incident Information   modify

Address of Incident	1200 D Street
City, State Zip code	San Rafael, CA 94901
Incident Time (beginning)	11/12/2005 02:00 PM
Incident Time (end)	11/13/2005 12:00 PM
Theft Type	From Auto
Entry Location	Front
Method of Entry	Channel Locks
Point of Entry	Roof

1. <u>Review Report</u> – please carefully review the information you have entered. If you notice a mistake just press the "Modify" button to correct the mistake. If everything appears correct press the "Submit" button in the lower left corner to submit your report.

Start > **Yourself** > **Incident** > **Vehicle** > **Property** > **Review** > **Finish**

Your Report Has Been Submitted

Your report is complete. Please use the button below to view and print the temporary report for your reference. You will be emailed a copy of the final report once the report is approved. The copy of the report will be sent as a PDF attachment, please make sure your email settings will permit this.

1. Print Report – Here you can view and print a copy of your pending report.
2. Please be sure to press the "Close Window" button after you have printed your report.
3. Once your report has been reviewed by police officials and approved you will receive via email a case number.
4. If your report is rejected for any reason, you will receive an email telling what needs to be done and how to report your incident.
5. Your comments and suggestions regarding the police department's online reporting system are very important to us; please let us know your thoughts by selecting "contact us" at the bottom of our web pages.