



Pleasanton Police Department

***Instructions for
Citizen Online
Reporting***



Table of contents

| Page | Topic |
|-------------|-------------------------------------|
| 3 | Online Reporting Introduction |
| 4 | Initial Instructions |
| 7 | Select Incident Type |
| 8 | Reporting Person Type |
| 9 | Reporting Person Information |
| 10 | Incident Information |
| 11 | Vehicle Information (if necessary) |
| 12 | Property Information (if necessary) |
| 13 | Property List (if necessary) |
| 14 | Review Report |
| 16 | View Submitted Report |



Online Reporting Introduction

Welcome to the City of Pleasanton Police Department Online Reporting System. By answering a few simple questions, you can file an incident report and print an unofficial copy of it – all online, and without having to wait.

Once your report has been reviewed and approved, a case number will be assigned to it, and an official copy of the document will be forwarded to you via email.

The goal of the Online Reporting System is to further provide excellent customer service by offering a quick, easy, alternative means of documenting qualifying incidents.



Online Reporting Initial Instructions

- Carefully review the information given on the Online Reporting System Welcome Page.

Welcome to the Pleasanton Police Department's
Online Reporting System

If the incident you are reporting is an EMERGENCY use your telephone and dial 911 or if it requires immediate attention please contact us at (925) 931-5100 instead of reporting the incident online.

The Pleasanton Police Department's online reporting system should only be used to report incidents that do not require immediate attention as the reporting system is not continuously monitored by police personnel. Using this system allows you to submit a police report immediately and to print a copy of the report for free.

Only the following incident types can be reported through the online reporting system: harassing or annoying phone calls, lost property, theft, theft from a vehicle, vehicle tampering, and vandalism.

Please confirm the following to find out if online incident report is right for you:

- This not an emergency.
- This incident occurred within the Pleasanton city limits.
- There are no known suspects.
- The incident did not occur on a state freeway or highway.
- There is not potential evidence to be collected at this time.

If the incident you are trying to report **does not conform to the above criteria** please contact us at (925) 931-5100.

Upon completion of this reporting process you will...

1. See the words: "Your report has been submitted" showing that your report is complete and been submitted for review.
2. Be given a case number.
3. Be able to print a copy of the report to keep for your records.

Please Note:

- All incidents reported online will be reviewed by police personnel.
- Once your report has been approved, a Pleasanton Police Department Case Number and a copy of the police report will be emailed to you.
- If further investigation on your case is needed, you may be contacted by police personnel.
- Reports that do not meeting reporting requirements as specified above will be rejected.

WARNING**

Be advised that intentionally making a false police report is a violation of California law and is subject to both criminal and civil penalties.



- Double-click “Continue” at the bottom of the Welcome Page



CONTINUE

(Double click)

- A grid of questions will pop up. Answer them appropriately – the system will automatically determine, based on your selections, whether or not the incident you are attempting to document qualifies for Online Reporting. Click “go” when you’re finished.

Pleasanton Police Department's Online Reporting System

Please confirm for us...

| | | |
|--|---------------------------------|-----------------------------------|
| 1. Are you attempting to report an emergency? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Are there identifiable or known suspects? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Did this incident occur on a state freeway or highway? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. Is there potential for evidence to be collected at this time? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 5. Did this incident occur within the Pleasanton City limits? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | | <input type="button" value="go"/> |



- If the system determines your incident fits the basic criteria, you'll be forwarded to an admonishment page. Read the information carefully.

Pleasanton Police Department's Online Reporting System

*****WARNING*****

You are about to file an official Police Report with the Pleasanton Police Department.

Be advised that intentionally making a false police report is a violation of California law and is subject to both criminal and civil penalties.

- Once you've reviewed and agreed to the conditions, double-click the "continue" button below the admonishment.

CONTINUE

(Double click)

At this point, you will be forwarded to a sequence of information grids. You will find instructions on how to properly fill them out in the following pages of this document.



Select Incident Type

| 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 or evidence that can be recovered please do not file your report online and contact the Police Department at (925) 931-5100. *BE ADVISED THAT FILING A FALSE POLICE REPORT IS A CRIME* | | | |
| Select | Incident Type | Definition | Examples |
| <input type="radio"/> | Harassing Phone Call | Unwanted communications (phone calls, emails, text messages, etc.) of an annoying, harassing or threatening nature. | An unknown caller uses obscene language, makes threats, repeatedly hangs up, etc. This also applies to emails, text messages, and other forms of electronic communications. |
| <input type="radio"/> | Lost Property | When property is missing or lost. | Property that is missing from your car or home or items that are accidentally left in a store or restaurant. |
| <input type="radio"/> | Theft | Your property is taken without your permission. | Property known to be stolen should be reported here. Lost property is not a theft and should be reported under the lost property incident type.. |
| <input type="radio"/> | Theft from a Vehicle | Property is stolen from a motor vehicle. | Your property or belongings were stolen from a vehicle. If this crime occurred within the past 24 hours and there is an opportunity for our officer's to recover any evidence please cancel this report and call (925) 931-5100 |
| <input type="radio"/> | Vandalism | The act of changing, modifying or defacing public or private property. | Graffiti, knocking over mailbox, throwing rock through windows, etc. |
| <input type="radio"/> | Vehicle Tampering | Tampering with a Motor vehicle. | Keying, broken windows, spray painting or attempts to remove parts. |
| Start Report | | | |

- Review the options listed, and select the appropriate incident type based on the definitions and/or examples given.
- Click “Start Report”



Reporting Person Type

| Select Reporting Person Type | | |
|---|-------------|---|
| Please select a proper person type according to the definition below. | | |
| Select | Person Type | Definition |
| <input checked="" type="radio"/> | Individual | If you are reporting this for yourself. |
| <input type="radio"/> | Business | If you are responsible for reporting this for your employer or your own business. |
| <input type="button" value="<<<< Back"/> <input type="button" value="Continue >"/> | | |

- Choose which option best describes your circumstance, and click “Continue”.

From this point in the process on, you will be forwarded through a series of information grids designed to ensure that your report contains the minimal necessary info.

Each grid is made up of a series of empty character fields and drop-boxes. Those marked with red asterisks are required – the system will not allow you to proceed until this mandatory information is included.

As with the example above, click either “Continue” or “Back” when each grid is completed.



Reporting Person Information

| 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. Be advised that filing a false police report is a crime. | |
| *First Name | <input type="text"/> |
| Middle Name | <input type="text"/> |
| *Last Name | <input type="text"/> |
| *Home Address | <input type="text"/> |
| *City / *State / *Zip Code | Pleasanton <input type="text"/> California <input type="text"/> |
| *Home Phone | <input type="text"/> (ex: 5551112222 - The system will auto-insert the dashes) |
| Mobile Phone | <input type="text"/> (ex: 5551112222 - The system will auto-insert the dashes) |
| Email | <input type="text"/> |
| Confirm Email | <input type="text"/> |
| Employer Name | <input type="text"/> |
| Work Address | <input type="text"/> |
| City / State / Zip Code | <input type="text"/> Please Select <input type="text"/> |
| Work Phone | <input type="text"/> (ex: 5551112222 - The system will auto-insert the dashes) |
| *Sex | Please Select <input type="text"/> |
| *DOB | Month <input type="text"/> Day <input type="text"/> Year <input type="text"/> |
| SSN | <input type="text"/> (ex: 123456789 - The system will auto-insert the dashes) |
| <input type="button" value="<<<< Back"/> <input type="button" value="Continue >"/> | |

- Enter your identifying and contact information in the appropriate fields.
- Note that while the email address fields are not marked with red asterisks, it is mandatory that you complete these fields.
- If, on the previous page, you chose “Business” for a reporting person type, the “Employer Name” and subsequent fields will be marked with red asterisks and are therefore mandatory.



Incident Information

| 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. | |
| *Street Address | <input type="text"/> |
| *City / *State / Zip Code | Pleasanton <input type="text"/> California <input type="text"/> |
| *Incident Time (start) | Month <input type="text"/> Day <input type="text"/> Year <input type="text"/> Hour <input type="text"/> Minute <input type="text"/> AM <input type="text"/> |
| *Incident Time (end) | Month <input type="text"/> Day <input type="text"/> Year <input type="text"/> Hour <input type="text"/> Minute <input type="text"/> AM <input type="text"/> |
| Location Type | Please Select <input type="text"/> |
| Theft Type | Please Select <input type="text"/> |
| Entry Location | Please Select <input type="text"/> |
| Point of Entry | Please Select <input type="text"/> |
| Method of Entry | Please Select <input type="text"/> |
| Has Alarm? | <input type="radio"/> Yes <input type="radio"/> No |
| Alarm Company Name | <input type="text"/> |
| Alarm Company Phone | <input type="text"/> (ex: 5551112222 - The system will auto-insert the dashes) |
| *Incident Description (1000 characters max) | <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> 1000 characters left <input type="button" value="Spell Check"/> |
| Willing to Prosecute? | <input type="radio"/> Yes <input type="radio"/> No |
| <input type="button" value="Back"/> <input type="button" value="Continue"/> | |

- Enter the address/intersection where the incident you are reporting occurred.
- Enter the date and time (specific or range) the incident occurred. An example of a “specific incident time” would be an annoying/harassing phone call that is received at 1:00 PM on a particular date. In this example, the starting and ending times would be the same. An example of a “time range” would be a theft from a vehicle that occurred between 10:00 PM (when you parked your vehicle), and 7:00 AM the next morning (when you returned and discovered what had happened).
- In the “Incident Description” field, describe in your own words what happened. Note that you are allowed a maximum of 1000 characters with which to do this. A Spell Check function is provided for you.



Vehicle Information (if necessary)

| Enter Vehicle Information | |
|---|---|
| Please enter the vehicle information. | |
| Type | Please Select <input type="button" value="v"/> |
| *Make | Please Select <input type="button" value="v"/> |
| *Model | Please Select <input type="button" value="v"/> |
| *Year | Year <input type="button" value="v"/> |
| *Color | Please Select <input type="button" value="v"/> |
| License Plate Type | Please Select <input type="button" value="v"/> |
| *License Plate No | <input type="text"/> (do not enter spaces) |
| *Licensing State | Please Select <input type="button" value="v"/> |
| Insurance Company | <input type="text"/> |
| Insurance Policy No | <input type="text"/> |
| Vehicle Locked and Windows Closed? | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| <input type="button" value="<<<< Back"/> <input type="button" value="Continue >"/> | |

- Enter the appropriate vehicle descriptor information as completely as possible.
- “Vehicle Locked and Windows Closed?” refers to the condition the vehicle was in when you had left it.



Property Information (if necessary)

| Enter Property Information | |
|---|--|
| Please enter the Property information. | |
| *Type | Please Select <input type="button" value="v"/> |
| Subtype | Please Select <input type="button" value="v"/> |
| Brand | <input type="text"/> |
| Model | <input type="text"/> |
| Color | Please Select <input type="button" value="v"/> |
| Serial No | <input type="text"/> |
| Owner Applied No | <input type="text"/> |
| *How Many | <input type="text"/> |
| *Market Value (\$) | <input type="text"/> |
| Damaged Value (\$) | <input type="text"/> |
| Property Description | <input type="text"/> |
| <input type="button" value="Back"/> <input type="button" value="Continue"/> | |

- For incidents involving lost or stolen property, enter appropriate descriptor information for the item(s) that were lost/stolen. Be sure to include serial numbers when appropriate. Providing serial numbers will allow most item(s) to be entered into a State-wide Lost/Stolen Property System.
- When credit and/or debit cards are involved, enter the issuing bank or Credit Union in the “Brand” field, and the card type (e.g. Visa, Master Card, American Express, etc.) in the “Model” field. Include the account number in the “Serial No.” field.
- When checks are involved, enter the issuing bank and account number as you would a credit/debit card, and include the affected check sequence number(s) in the “Property Description” field.



Property List (if necessary)

| Property List | | | | | |
|--|-------|----------------------|----------|-------------------|---|
| The list shows all the properties. You can add more properties, or choose an existing property to delete or modify. | | | | | |
| Type | Brand | Property Description | How Many | Market Value (\$) | Action |
| Miscellaneous | | | 1 | 1.00 | modify delete |
| <input type="button" value=" <<< Back"/> <input type="button" value=" Add Property"/> <input type="button" value=" Done >>>"/> | | | | | |

Next, you'll arrive at your Property List. On it, you will see a basic description of the item you have just entered.

- Review your list. If there's something you need to change, click "modify" in the "Action" section of the grid, or "Back" at the bottom of the grid. If you wish to delete the item all together, click "delete" in the "Action" section of the grid.
- Once you're satisfied with your entry, you have the option of adding more items to your list. Click "Add Property", at the bottom of the grid. You will be forwarded to another Property Information Page.
- Repeat this process until your property list shows an individual entry for each lost/stolen item.
- When finished, click "Done".



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. | |
| General Information | |
| Incident Type | Theft |
| Person Type | Individual |
| Reporting Person Information modify | |
| Last Name | Test |
| First Name | Test |
| Middle Name | |
| Employer Name | |
| Work Address | |
| Home Address | Test, Pleasanton, CA 94566, US |
| Home Phone | 925-555-5555 |
| Mobile Phone | |
| Work Phone | |
| Email | |
| Sex | M |
| DOB | 01/01/1900 |
| SSN | |
| Incident Information modify | |
| Incident Location | Test, Pleasanton, CA 94566 |
| Incident Time (start) | 01/01/2008 12:00 AM |
| Incident Time (end) | 01/01/2008 12:00 AM |
| Location Type | |
| Theft Type | |
| Entry Location | |
| Method of Entry | |
| Point of Entry | |
| Has Alarm? | |
| Alarm Company Name | |
| Alarm Company Phone | |
| Incident Description | Test Test Test |
| Property Information modify | |
| Property 1 modify delete | |
| Type | Miscellaneous |
| Subtype | Miscellaneous |
| Brand | |
| Model | |
| Color | |
| Serial No | |
| Owner Applied No | |
| How Many | 1 |
| Market Value (\$) | 1.00 |
| Property Description | |

- Review your report.

- Each section contains a “modify” option. Click the appropriate “modify” link to make whatever modifications you wish.

- If you choose to make changes to your property information, you can do so by either clicking the “modify” link that follows the heading “Property Information” (this will take you back to your Property List), or the “modify” link that follows each individual article of property (this will take you back to that particular item’s Property Information Grid).



Once you've reviewed your report and have made any necessary modifications, you'll have two options. Click "Submit Report" if you're satisfied with what you've entered or "Cancel Report" if you wish to delete what you've done.

[Cancel Report](#) [Submit Report](#)

Congratulations! You have successfully submitted your report.

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.

- Your report will be reviewed by a police official, and you will be notified via email of its status within seven days.
- If correction(s) are needed, the email will describe exactly what you need to do in order to complete your report.
- If no correction(s) are needed, a case number will be assigned to your report, and a final formatted document will be forwarded to you.

Click "View Report" to proceed

[View Report](#)



View Submitted Report



This incident has been reported to the Pleasanton Police Department and is pending approval

General Information

| | |
|-------------------------|---------------------|
| Incident Type | Vehicle Burglary |
| Temporary Report Number | T08000019 |
| Report Date | 05/05/2008 10:32 PM |

Reporting Person Information

| | |
|--------------|--------------------------------|
| Name | Test, Test |
| Home Address | Test, Pleasanton, CA 94566, US |
| Home Phone | 925-555-5555 |
| Email | pd@ci.pleasanton.ca.us |
| DOB | 01/01/1900 |

Incident Information

| | |
|-----------------------|----------------------------|
| Incident Location | Test, Pleasanton, CA 94566 |
| Incident Time (start) | 01/01/2008 12:00 AM |
| Incident Time (end) | 01/01/2008 12:00 AM |
| Has Alarm? | |
| Incident Description | Test Test Test |

Vehicle Information

| | |
|------------------------------------|---------|
| No 1 | |
| Make | OTHER |
| Model | Other |
| Year | 2009 |
| Color | White |
| License Plate No | 1SAM123 |
| Licensing State | CA |
| Vehicle Locked and Windows Closed? | Yes |

Property Information

| | |
|-------------------|---------------|
| No 1 | |
| Type | Miscellaneous |
| Subtype | Miscellaneous |
| How Many | 1 |
| Market Value (\$) | 1.00 |

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

- Click on “Print Report” for a copy of your pending report, to retain for your records. Remember, this is a temporary report – a final formatted copy will be forwarded to you via email upon its approval.
- Please click on “Close Window” when you are finished.