



Police Department

Memorandum

February 15, 2017

TO: Chief Jim Duscha

FROM: Captain Robert Huhta

SUBJECT: Calls for Service-Patrol Response

Over the past ten years, the department has had a significant rise in calls for service. A significant portion of the increase involves calls for service where there are no suspects and/or lack solvability factors. In 2009, Longview Police Department signed a license agreement with Coplogic Inc. to develop and implement an Online Reporting System for reporting incidents which met a certain criteria established by the department.

The following are requirements to submit an online police report:

- The incident you wish to report is not an emergency
- This incident occurred within the Longview City limits
- There are no known suspects or evidence
- The incident did not occur on a State Freeway
- You must have a valid email address

Using the Longview Police Department Police Online Citizen Reporting System you can report the following incidents:

- Hit and Run - No Injuries
- Identity Theft
- Lost Property
- Theft
- Theft from Vehicle
- Vandalism
- Vandalism of a Vehicle

There were 599 reports filed through Coplogic in 2016. Each report is reviewed by a community service officer (CSO) to ensure the data submitted meets the requirements established for Incident Based Reporting. If there is any necessary follow-up, the CSO

will forward the report to a supervisor for assignment. The use of online reporting allows citizens to file a police report at their convenience instead of waiting for an officer to respond. The calls eligible for online reporting are our lowest priority call thus extending the waiting time for a citizen. Quite often, the citizen is only reporting the call for insurance purposes.

The City of Longview has annexed land on the west side of the city since 1996. With the annexations there came an increase of calls for service, but additional staffing was not authorized. We have reached a point where we can no longer maintain the current level of service.

Effective March 1, 2017, LPD will no longer respond to calls for service that meet the online report requirements. For citizens who do not have access to the internet, a kiosk has been set up in the lobby of the LPD. The citizen can also access a kiosk at the satellite office or use a computer at the public library.

ROBERT HUHTA
Captain