



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Anthony Mata
Chief of Police

SUBJECT: TAKING A REPORT WHEN
REQUESTED

DATE: December 3, 2022

Bulletin #2022-039

Based on the following Duty Manual sections, when a member of the public requests a report from a Department member, even if the Department member is not *required* to write the report pursuant to Duty Manual section R 1202, the Department member should take the report. Doing so is responsive to the needs and problems of the community consistent with the Department's mission (C 1307), provides a requested service in pursuit of the Department's goals and objectives (C 1407), and is a reasonable and necessary service in an effort to properly resolve and/or record a complaint received (L 1703).

C 1307 RESPONSIVENESS TO THE COMMUNITY:

Department members will strive to be responsive to the needs and problems of the community consistent with the Department's mission. While the law governs the Department's task, the policies formulated to guide the enforcement of the law must include consideration of the public will. This responsiveness will be evident at all levels of the Department by a willingness to listen and a genuine concern for the problems of individuals and/or groups. The total needs of the community are an integral consideration of the programs designed to carry out the Department's mission.

C 1407 PROVIDING SERVICES:

Department members are responsible for providing such services as may be assigned to them in pursuit of the Department's goals and objectives.

L 1703 ROUTINE CALLS:

Officers must remain sensitive to community needs and remember that when a request for service is routine to an officer, it is unique and unusual to the community member involved. Therefore, each Department member should provide reasonable and necessary service in an effort to properly resolve and/or record each complaint received.

R 1202 REPORTING REQUIREMENTS:

Department members will complete and submit reports in adherence to the following criteria:

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- **FELONY CRIMES:** Report all incidents involving an actual or suspected felony violation regardless of whether any enforcement or investigative action is taken or anticipated.
- **MISDEMEANOR/INFRACTION CRIMES:** Report violations involving a misdemeanor or infraction whenever any enforcement or investigative action is taken or anticipated or when necessary to justify a lack of enforcement or investigative action.

Incidents that are unfounded or do not normally require a report need not be reported. However, the member making the decision not to report such an incident will be required to justify the decision at a later time when requested to do so by higher authority.



Anthony Mata
Chief of Police

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