

Self Reporting System

Citizens now have several options when submitting a self-report.

1. Calling the Self Report Unit (SRU) @ 245-3662.
2. Going to MPD Website under and completing a self report on-line:
www.cityofmadison.com/police/sru
3. Completing a paper form obtained from District station lobbies when officers are unavailable.

Calling the Self-Report number:

- Voicemail messages are retrieved M-F and entered into a "Tracker" database.
- Officers assigned to SRU return phone calls in the order received and will generate the report when contact has been made with the complainant
- The goal of SRU is to return phone calls within one week; however, it may take substantially longer if volume is high and/or staffing levels are low.
- SRU will attempt to follow up on "priority" messages as soon as possible.
- Because there can be a delay in reviewing, approving and merging field reports, SRU officers will also attempt to alert districts via email of crime patterns they notice while taking calls.
- SRU reports are based on phone contact with the complainant and contain more information than the prior paper forms completed by citizens. The Self Report Unit has limited staffing and is not able to do follow-up on reports. **All case follow up will be the responsibility of each District.**

Submitting Self-Report online:

- Complainant completes the report online at the MPD website.
- Complainant receives a case number after submission and can print out a copy for their own records. Internet Self-Reports are numbered starting with 900____.
- The Internet Self-Report is manually entered into the Mobile field reporting system using information submitted. Narrative and property information is verbatim. (Automated system being created.)
- Field report is reviewed, approved and then merged.
- Internet Self-Reports will show the officer as "SRU Citizen Self Report".
- No follow-up is done on Internet self-reports by SRU or records staff and there is no officer contact.
- **All follow-up on Internet Self-Reports shall be the responsibility of each District.**

What can the Department employees do to make this process a success:

- If you receive a complaint regarding the system, explain our limitations due to staffing and volume of calls.
- Offer the option of reporting online where they will receive a case number immediately which they can then provide to their bank and/or insurance company.
- Walk-ins at a district should be handled at the district by either calling in an officer to take the call if call volume allows or by offering one of the other self report options. The goal is increased customer contact without being referred.
- Officers who have direct contact with a complainant should resolve the issue by either doing a report or by "No reporting" the incident. If it does not involve a police matter, do not refer the problem to SRU.
- **MV accidents should never be referred to SRU.** Accidents should be reported on the State accident form which is available online from the MPD or DOT websites, provided by the officer or referred to Records at 266-4072 for a form to be mailed.