

# HONOLULU POLICE DEPARTMENT

## POLICY SUPPORT OPERATIONS

May 21, 2019

Policy Number 5.13

### HPD INTERNET WEB PAGES, ON-LINE REPORTING, AND E-MAILBOX SYSTEM

#### POLICY

Employees of the Honolulu Police Department (HPD) shall be guided by this directive in managing the content on the HPD divisional web pages and the HPD Community Policing Team (CPT) web pages and responding to the divisional e-mailbox and on-line reports connected with the HPD Internet website. Proper oversight must be maintained according to this policy.

#### PROCEDURE

##### I. HPD INTERNET WEB PAGE CONTENT

- A. Division commanders are responsible for ensuring that the information posted on their divisional web page is correct.
- B. Corrections to divisional web pages shall be forwarded to the commander of the Virtual Unit, Office of the Chief, who shall ensure that the layout of each divisional web page is consistent.

The Virtual Unit shall conduct an annual assessment of the website to check for discrepancies and content updates, if necessary.

##### II. DIVISIONAL LIAISON

Element commanders who have a divisional web page or CPT page on the HPD website shall designate a liaison with the Virtual Unit to ensure that the content on the web page is accurate and updated.

- A. The divisional liaison shall be the point of contact for facilitating information on the respective divisional or CPT web page.

- B. For elements authorized to post content directly to their divisional web page, the content shall first be reviewed and approved by the element commander for content and grammatical accuracy. Data released on divisional or CPT web pages shall not conflict with departmental directives.

III. CONSISTENCY STANDARD

The commander of the Virtual Unit shall be responsible for ensuring that the layout of each page on the HPD Internet website is consistent with the image set by the Chief of Police. All web pages assigned to a division must comply with the set standard.

IV. HPD INTERNET WEB SITE E-MAILBOX SYSTEM

Each division commander with a divisional e-mailbox on the HPD Internet website is responsible for the timely service of e-mails received from the public to their divisional e-mailbox. (See the attachment for a list of elements with HPD Internet website e-mailboxes.)

V. HPD CPT PAGES

- A. The HPD website contains individual pages for district CPTs as a resource to share information with the public. The web page allows for pictures, videos, and written text to be uploaded to the page. A community calendar is also available for public viewing, which provides data on events happening in the respective districts.
- B. All photographs and video content to be posted on the CPT pages must first be approved by the Virtual Unit prior to posting.
  - 1. The content for review shall be e-mailed to the Virtual Unit for approval.
  - 2. The Virtual Unit shall review the content and send the approved content back to the respective element for posting.

- C. Written text can be posted directly to the web page by the respective CPT. The content must be reviewed by a supervisor from the respective CPT for accuracy prior to posting.
- D. The contents of the CPT calendars on the CPT pages are managed by the respective CPTs.

VI. ONLINE REPORTING SYSTEM

- A. The HPD Online Report System allows the public to initiate police reports via the HPD Internet website for specific types of incidents.

The types of incidents that can be reported online shall be approved by the Chief of Police or designee.

- B. When a report is received via the HPD Online Report System, a notification e-mail message will be sent to the element approving authority.
  - 1. The element approving authority shall be an officer at the rank of sergeant and above assigned to the Alternative Call Servicing (ACS) Unit. All notifications of pending online reports shall be handled promptly by the approving authority.
  - 2. The element commander shall keep the Virtual Unit's Website Section updated on the name of the element's designated approving authority.
- C. The element approving authority shall assign the incident to an officer for review.
  - 1. If during the review process an online report is incomplete or needs clarification, the reviewer shall send follow-up questions to the complainant with instructions to complete the report. When the report is resubmitted, a review of the report is continued for completeness.

If an incident received does not meet the criteria for online reporting, either the approving authority or reviewer may reject the report. Upon rejection, the system will automatically generate an e-mail notification to the complainant stating the reason for the rejection.

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2. Upon completion, the reviewer shall obtain a report number and submit the report electronically via the Case Report System.
- D. Element commanders shall ensure that the online reports assigned to their division are handled promptly.
- E. The Virtual Unit's Website Section shall be responsible for providing training to approving authorities, providing technical assistance to users of the system, and maintaining a current list of approving authorities.



SUSAN BALLARD  
Chief of Police

Attachment

Post on bulletin  
board for one week