

A step-by-step guide to filing a police report over the internet

The Hayward Police Department offers the public three methods of reporting an incident to police.

1. Direct reporting to an officer:
 - a. In response to a call made to dispatch at (510) 293-7000
 - b. At the front counter of the police department at 300 W. Winton Avenue, Hayward, CA 94544
2. Telephone report made to the Telephone Reporting Unit (TRU).
3. Online reporting over the Internet.



Online reporting provides a quick and efficient way to file a report with the Hayward Police Department.

Reports may be filed from any location that allows Internet access:

- Home
- School
- Office
- Public Library
- Lobby of the Police Department

How do I file an online report?

1. Determine where the incident occurred. If it is within the Hayward City boundaries, the report may be filed **online** with the Hayward Police Department.
2. Access the Internet through any web browser, and enter: **www.hayward-ca.gov**
3. On the top right hand side of the page you will find a box titled "Online Services"; click onto "Police Reports."

How will I know if my report is accepted?

Each report submitted online is reviewed by an officer. You will receive E-mail verification and a report number once the report is accepted.

Can I obtain a copy of the report?

Yes. You will be e-mailed the acceptance of your report along with a report number, and be able to print a copy of the report from your personal computer.

Can I file a report in Spanish?

Yes. A Spanish language option is available.

What happens if I make a mistake?

If there is a mistake or the report does not fall within our online reporting guidelines, an E-mail will be sent to you explaining the reasons why.

Note: Filing a false police report is a crime.



What Not to report online:

Serious crimes, missing persons, crimes involving bodily injury, hate crimes, and crimes with suspect information must be reported in person.

Note: Police reports regarding **identity theft** are not taken online. If you are a victim of identity theft and a Hayward resident, please call 510 293-7272.

What crimes can I report online?

- Auto burglary with no identifying suspect information
- Detached garage or shed burglary with no identifying suspect information
- Attempted theft with no identifying suspect information
- Annoying/harassing telephone calls with no identifying suspect information. Additional Step: After filing a report, call SBC Security (1-800-698-7223 with the report number and for more instructions.
- Vandalism with no identifying suspect information, except hate crimes
- Lost property
- Non-injury hit and run accident with no identifying suspect information
- Theft when loss is under \$10,000 with no identifying suspect information, except when loss is a firearm, explosives, or any other dangerous materials

Ten Report Writing Tips:

1. Check with family and friends first to be certain that a crime occurred.
2. List sequence of events in chronological order.
3. Be brief and to the point
4. Report the exact location of where the crime occurred.
5. Narrow the time of occurrence as close as possible.
6. List the point of entry for burglaries whenever possible.
7. Accurately list what was taken and its monetary value.
8. Proofread your report prior to submitting it.
9. Make note of the report number.
10. Print a copy of your report.



To make a report:

Online:

www.hayward-ca.gov

("Police reports" is on the right side of the page, under "Online Services")

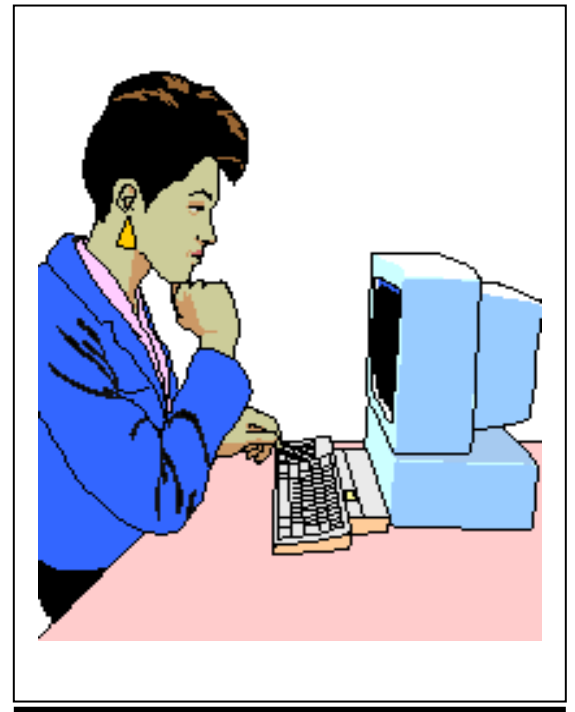
By telephone:

(510) 293-7000

In an emergency:

9-1-1

Online Police Reporting



HAYWARD POLICE DEPARTMENT

300 West Winton Avenue
Hayward, CA 94544-1137

Phone: (510) 293-7000

FAX: (510) 293-7183

TTD: (510) 783-8884