

Frequently Asked Questions

Question What should I do if I do not meet the criteria for online reporting?

Answer If your incident is an emergency, call **911**. For non-emergency incidents, call (562) 435-6711.

Question Which kind of reports can be filed online?

Answer Reports can be filed for Thefts, Attempt Thefts, Vandalism, Annoying/Harassing Phone Calls, and Lost or Stolen Property, where there is no suspect information available, no physical evidence present (video, blood, tool used to commit the crime), no firearm involved, and the value of the loss is less than \$5,000.

Question What if I don't speak English and need translation assistance to file a police report?

Answer For language translation assistance in filing a police report, please call (562) 570-7260. Translation assistance is available in multiple languages.

Question What if this happened in another city or county? Can I file a report using the on-line reporting system?

Answer No. If a crime took place outside the jurisdiction of the Long Beach Police Department, please call the law enforcement agency for that city, unincorporated county area, or jurisdiction.

Question What if this happened on a state freeway?

Answer If the incident took place on a California freeway, please contact the California Highway Patrol Office nearest you. <http://www.chp.ca.gov/>

Question What if my debit or credit card was used without my authorization?

Answer Financial crimes cannot be reported online. Please call Police Dispatch at (562) 435-6711 to report a financial crime.

Question What if my identity has been stolen?

Answer Identity theft cannot be reported online. Please call Police Dispatch at (562) 435-6711 to report an identity theft.

Question How can I report stolen or lost property?

Answer You may file a stolen or lost property report online if the property is valued under \$5,000 and is NOT a firearm.

If the property is valued over \$5,000.00 or is a firearm, you must call Police Dispatch (562) 435-6711 to file your report with an officer.

Question **What is a Hate Crime?**

Answer A criminal action may be considered a hate crime if it is intended to harm or intimidate people based on their race, religion, sexual orientation, disability, ethnicity or national origin. If you believe this to be the case, please call Police Dispatch at (562) 435-6711 to file your report with an officer.

Question **What happens after I submit my report?**

Answer Once you submit your report, you will receive an email acknowledging receipt of your report and a temporary tracking number will be assigned while your report is being reviewed, which may take up to ten business days.

If further information regarding your initial report submission is needed, you will be contacted via email or telephone and you will have seven days to reply.

Once your report has been approved, a Department Report Number will be assigned and e-mailed to you.

You will then be able to request a copy of the police report to keep for your records.

Question **How do I obtain copies of a police report?**

Answer To request a copy of a police report, please complete the report request form available on the Police Department website: <http://longbeach.gov/police/how-do-i/request-a-police-report/>

For questions regarding how to file a report online, please contact the LBPD Business Desk at (562) 570-7260.

For questions regarding a report that has already been submitted via online reporting, please contact the LBPD Records Division at (562) 570-7381. Please have your temporary tracking number or department report number available.

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