

HRM Board of Police Commissioners
September 12, 2011

TO: Chair and Members of HRM Board of Police Commissioners

Frank Beazley

SUBMITTED BY: _____
Frank A. Beazley, Chief, Halifax Regional Police

DATE: August 10, 2011

SUBJECT: Halifax Regional Police On-line Incident Reporting System

INFORMATION REPORT

ORIGIN

At the March 14, 2011 meeting of the HRM Board of Police Commissioners, Halifax Regional Police agreed to issue a final report on its On-Line Incident Reporting System.

BACKGROUND

The Halifax Regional Police Incident Reporting Line (490-5016) handles in excess of 130,000 calls per year. Due to the high call volume, citizens were frequently placed on hold for a long period of time, often resulting in abandoned calls and/or citizens not using the service in the future. Members of the business community had indicated that they did not report minor crime such as vandalism or theft due to the inconvenience of the incident reporting process. To address this service issue, Halifax Regional Police undertook an environmental scan to identify other reporting methods and determined that an on-line reporting system for minor crimes would be an effective solution. On March 14, 2011, the HRM Board of Police Commission gave approval to proceed with an on-line reporting system for minor crimes such fraud, stolen/lost property, and theft and property damage crimes not-in-progress. The system was developed and designed in-house by Halifax Regional Police and HRM Web Services. Outside of the expenditures associated with staff time dedicated to the project, no hard costs were incurred in the creation of the system or are anticipated for future maintenance. The system was launched on June 1, 2011 on the HRM web site at <https://www.halifax.ca/police/NonDispatch/index.html>.

DISCUSSION

The launch of the On-Line Incident Reporting System was seamless with six reports received on the first day of operation. Initial feedback has been extremely positive - citizens have praised the convenience and user-friendliness of the system. Users have also been impressed with the quick response to their reports.

The business community and government organizations have embraced the system. The Nova Scotia Liquor Commission has revised its theft reporting process for all stores located in HRM - all thefts-not-in progress are to be reported through the On-Line Reporting System. The Central Nova Correctional Facility has also mandated that incidents involving lower value property damage will be reported using the system. Local gas retailers are using the system to report gas and goes and the Nova Scotia Automobile Dealers Association has been advised that the system is in place.

Halifax Regional Police is exploring the possibility of expanding the functionality of the system to allow employees to file sick reports on-line.

Testimonials from Users

A man who resides in the Herring Cove Road area used the On-Line Reporting System to report that someone had damaged his fence. His daughter forwarded the following message, also through the Online Reporting System – “Thank you to the officer who called my dad last night regarding damages done to his fence. He felt good about the call and that someone actually does care. Your help is greatly appreciated.”

“Thanks for your reply. Closing the file is totally understandable but it's good to know the reporting is helpful to your office.”

“I recently had my car ransacked and it was a very easy process to report the incident and had great follow-up from police.”

Statistical Overview

	June	July	August	Total
Visits for the Month	1,639	1,862	2,269	5,770
Users for the Month	257	237	345	839
Theft	71	85	116	272
Lost or Found Property	15	29	32	76
Fraud	15	12	18	45
Mischief or Damage to Property	34	17	32	83
Theft from a Vehicle	30	18	34	82
Damage to a Vehicle	18	29	31	78
Message for an Officer	68	37	59	164
Add information to an Incident	6	11	23	40

Performance Measurement

Halifax Regional Police and HRM Web Services will implement a customer feedback process to evaluate customer satisfaction with the system.

BUDGET IMPLICATIONS

There are no budget implications associated with this initiative.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Project and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Project and Operating reserves, as well as any relevant legislation.

COMMUNITY ENGAGEMENT

The On-Line Reporting Systems supports community engagement by providing citizens with another tool to report not in-progress crimes, allowing police to more accurately identify trends and deploy resources appropriately.

ATTACHMENTS

N/A

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/cc.html> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

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