Item No. 7.1.6
MEMORANDUM

Date: March 5, 2015

To: Board of Police Commissioners

From: Superintendent Sean Auld

RE: Launch of Enhanced Online Crime Reporting System

On March 9, 2015 HRP will implement a soft launch of our new online reporting system. The new system is from Coplogic and is known as the Desk Officer Online Reporting System (DORS). DORS is a browser-based software system accessible by citizens on any Internet-enabled PC or, with its mobile friendly interface, any mobile device.   Our current online reporting system was developed internally some years ago, and while it has served us well, technology improvements have led to the decision to replace the system with the Coplogic product.   The primary reason for the change is that our current system requires employees to manually re-enter all data that was inputted by the citizen. The new system will automatically transfer the data into our Records Management System (RMS), significantly increasing the efficiency of our online reporting process.   For the next two weeks corporate users will use the new system and pending positive verification, the system will be opened for all citizens on March 24th.

Additional benefits of the new system include;

- the system will generate and send confirmation emails to the citizen when the report has been received.
- the system will automatically send the citizen their General Occurrence number (GO#), once the report has been approved,
- the system creates a professional-looking PDF copy of the submitted report for the citizen's records, which can also be easily sent electronically.
- the system will streamline the report process, which will reduce the amount time it takes for the citizen to file receive a permanent case number and a copy of the submitted report.
- Citizens will not have to wait to have a non-emergency call taker answer their call.

In order to use the system, citizens will need a valid email address and only the person involved in the incident, a family member of the victim, the property owner or authorized agent of the property owner can file a report.

There are four classes of reports that will initially be accepted are;
-      lost property
-      theft of property
-      theft from a motor Vehicle
-      property damage (vandalism) to property or a vehicle

For more information, citizens can visit;
- http://www.halifax.ca/police/ContactHRP/ReportingACrime.php

To file report citizens can visit the following URL;

*Leading and Partnering
in our Community
to Serve and Protect*

- www.halifax.ca/Police/OnlineCrimeReporting/OnlineCrimeReporting.php

  There were 2,300 online reports filed last year and we expect this number to rise, following the general trend of increased use of electronic channels of communication. Finally, the new Online Crime Reporting System is compliant with the Personal Information International Disclosure Act (PIIDPA). PIIDPA compliant means that all personal information received through Online Crime Reporting will remain in the custody or control of HRP and will be stored in Canada, in this case in HRP's records management system. It further means that this information can't be accessed from outside Canada. In simple terms, the system acts as a portal for information to be transmitted from the citizen's computer into HRP's records management software.

  Respectfully Submitted;

  Original Signed

  Supt. Sean Auld
  O.I.C. Operational Support
  Halifax Regional Police