



## EDMONTON POLICE SERVICE

### REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2016 FEB 06

SUBJECT: Online Reporting Overview

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#### RECOMMENDATION(S):

That this report be received for information.

#### INTRODUCTION:

This report will provide information on the current state of Online Reporting within EPS, as requested by Chief's Committee on Tracking Sheet 9409.

#### BACKGROUND:

Online Reporting was started in April 2013 as an additional way for the public to report certain types of crimes to EPS. The process is completed entirely online and via email, and can be accessed from the main EPS public website ([www.edmontonpolice.ca](http://www.edmontonpolice.ca)) with either a computer or a mobile device, or by using the EPS App. In addition, citizens who contact the police through the traditional dispatch phone line (780-423-4567) can be provided information about Online Reporting should it be determined that the incident they wish to report does in fact qualify. Online Reports are reviewed and completed by police officers in EPS on a 24/7 basis. Each of these reports is entered into the main records management system and as such is available for viewing throughout EPS. In addition, Online Reports are included in the public Neighbourhood Crime Mapping tool ([www.crimemapping.edmontonpolice.ca](http://www.crimemapping.edmontonpolice.ca)).

There are currently six main incident types which can be reported online (the total loss/damage must be under \$5000):

- Break and Enter (Detached Garage/Shed)
- Mischief to Property (including Graffiti)
- Damage to Vehicle
- Lost Property
- Theft from Vehicle
- General Theft (including Theft of Bicycle)

## **COMMENTS/DISCUSSION:**

Since the inception of Online Reporting, EPS has seen an increase each year in the utilization by the public (See *Figure 1 in Attachment 1 – Online Reporting Charts*). In 2016 EPS processed 8611 Online Reports (including 856 rejected reports), which is up 57% over the 2015 levels. This is significant as there was only a moderate increase of 19% in 2015 over the 2014 levels, and is primarily due to increased public awareness as a result of advertising in the media, on social networking websites, and in key locations throughout the city (recreation centres, schools, etc.).

Despite this increased workload, the current staffing levels of Online Reporting (which are the same as originally implemented in 2013) are still capable of processing all of the reports within the prescribed guidelines of reviewing all reports within 24 hours. This is primarily due to technology enhancements made to the EPS report writing system (EPROS) in early 2016, which allows members to process reports in a much more efficient manner (average time to enter a report was reduced by 49%). This additional workload capacity means Online Reporting is well positioned for future expansion of accepted crime types.

Theft from Vehicle occurrences are the most common type of incident reported online. The following chart illustrates the different types of incidents which were reported online in 2016 (See *Figure 2 in Attachment 1 – Online Reporting Charts*). Of note, the “Break and Enter” incident type has only been accepted as an Online Report since 16AUG18, which is why the frequency is comparatively lower than the other incident types. Furthermore, the total number does not include the 856 incidents which were reported online but did not qualify as an Online Report, and thus were classified as “Rejected Reports”. Rejected reports are deferred to Police Communications Branch for dispatch or a Divisional Station for investigation.

Southeast and Southwest divisions have the greatest percentage incidents reported online. The following chart illustrates the occurrence division for all 8611 Online Reports, including Rejected Reports (See *Figure 3 in Attachment 1 – Online Reporting Charts*). In this chart it is important to note that sometimes the occurrence division is not known or is outside Edmonton (as is common for Rejected Reports).

Lastly, the rate of incidents reported online as a percentage of the total calls for service has also increased each year (See *Figure 4 in Attachment 1 – Online Reporting Charts*). Of note, the Break and Enter categories were not included, as they have only been accepted online since Aug 2016. The increased online reporting percentage means decreased dispatch rates, which frees up police resources to be utilized for other incidents.

## **CONCLUSION:**

The implementation of Online Reporting has allowed EPS to gain efficiencies, as citizens can report incidents at their own convenience without having to attend a police station or wait for a police officer to be dispatched to their location. This in turn allows EPS to devote resources to other more severe and time sensitive incidents and criminal activity.

Going forward, Online Reporting will play a pivotal role to offset any impact from the closure of the community stations. In anticipation of this, Online Reporting kiosks have been added to all divisional stations to give citizens who chose to attend the station another option for reporting.

## **ADDITIONAL INFORMATION ATTACHED:**

- Attachment 1 – Online Reporting Charts

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**Reviewed By:** Supt. David VEITCH, Coordinated Policing Division

**Approved by:** Deputy Chief Tony HARDER, Community Policing Bureau

**Chief of Police:** \_\_\_\_\_

**Date:** \_\_\_\_\_

FEB 07 2017

## ATTACHMENT 1 – Online Reporting Charts

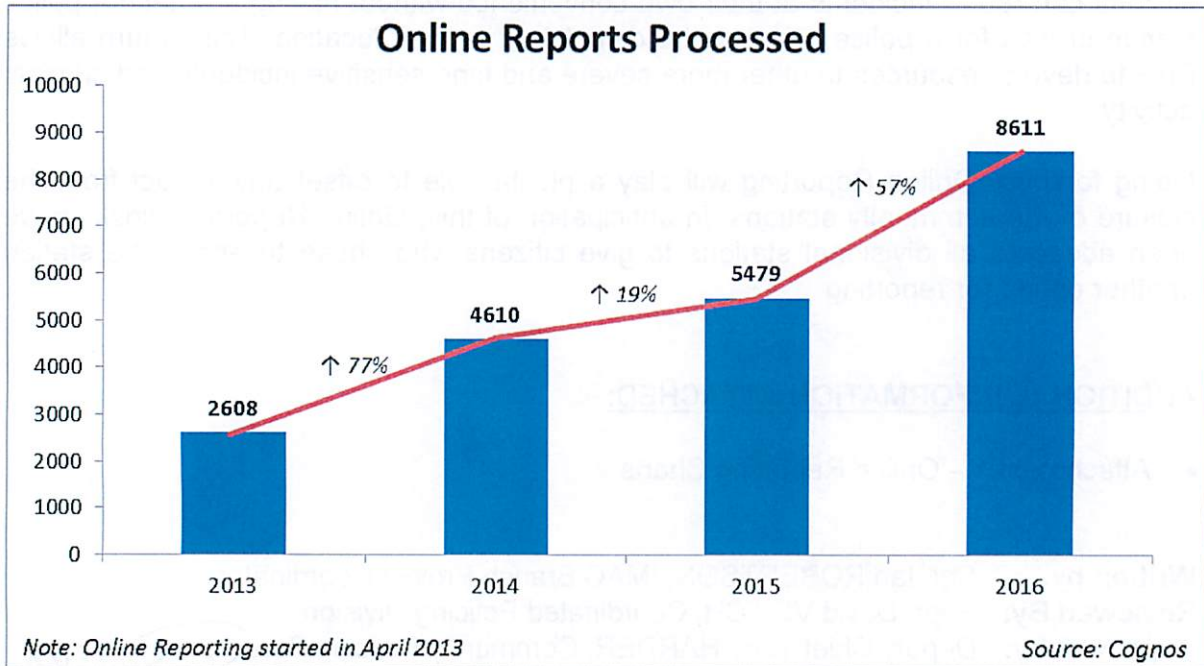


Figure 1: Online Reports Processed by Year

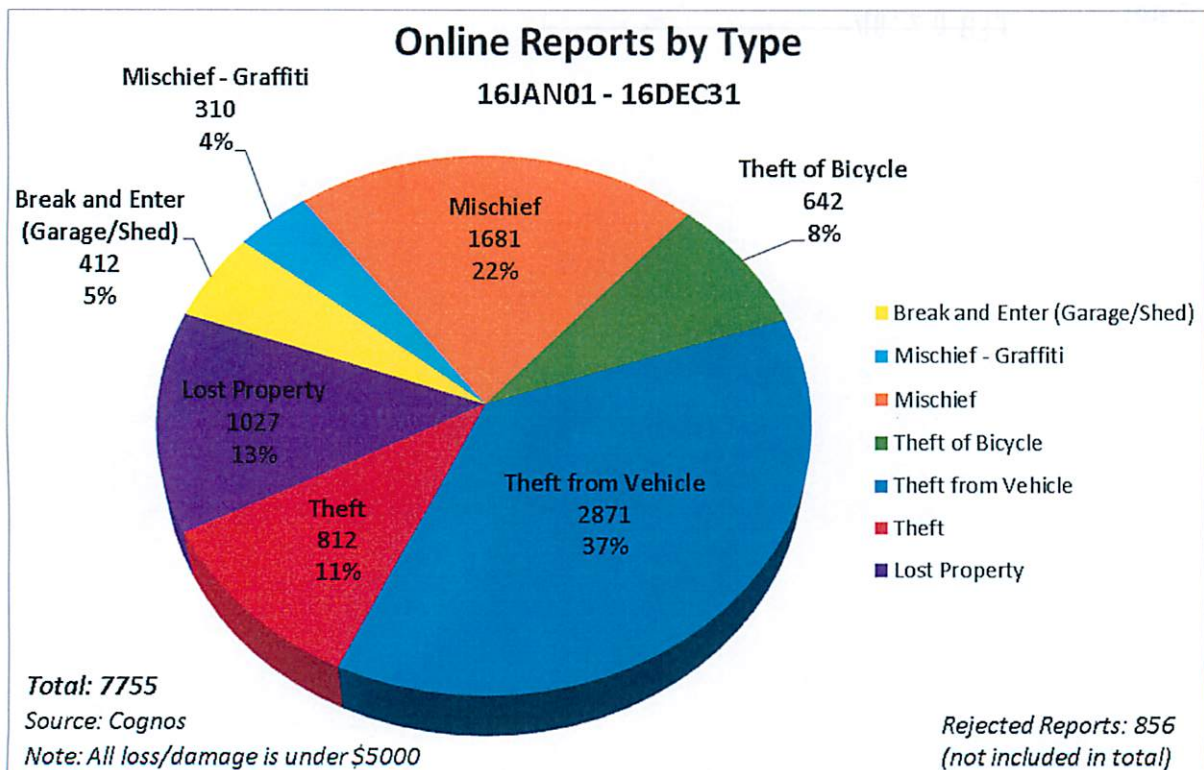


Figure 2: Online Reports by Incident Type



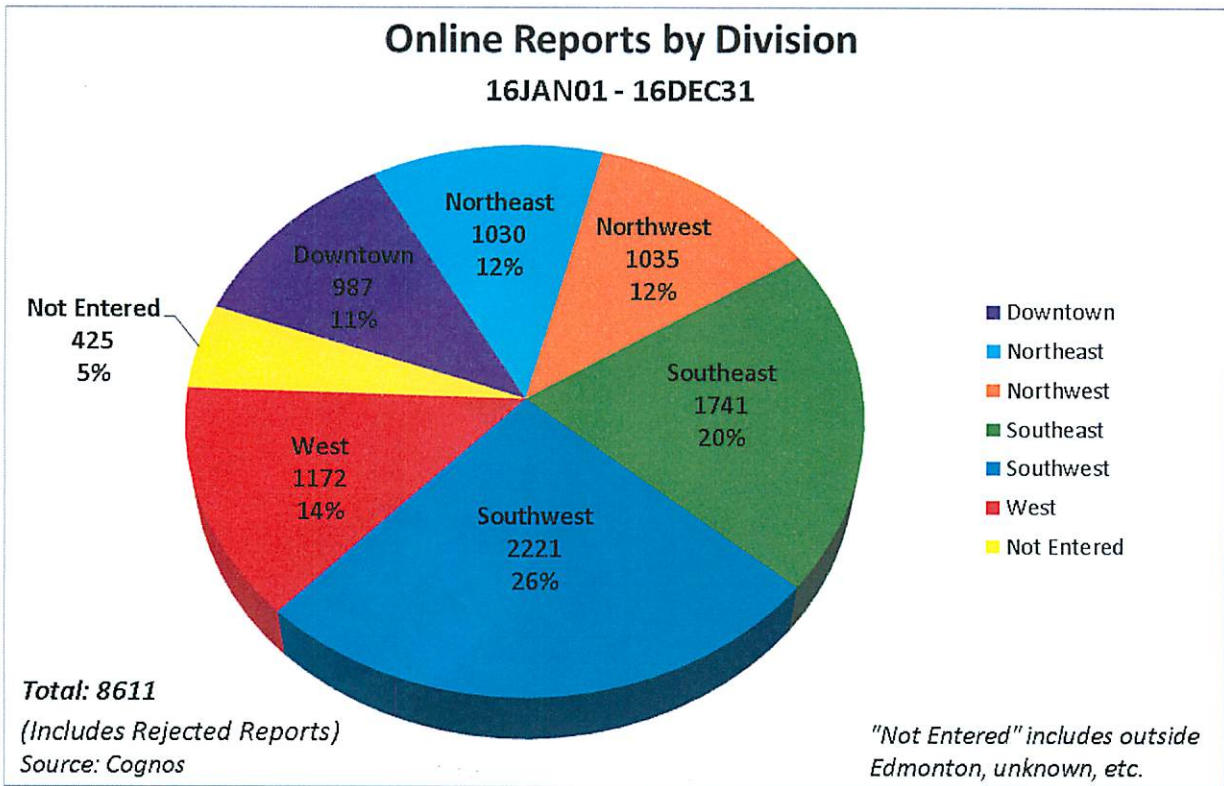


Figure 3: Online Reports by Occurrence Division

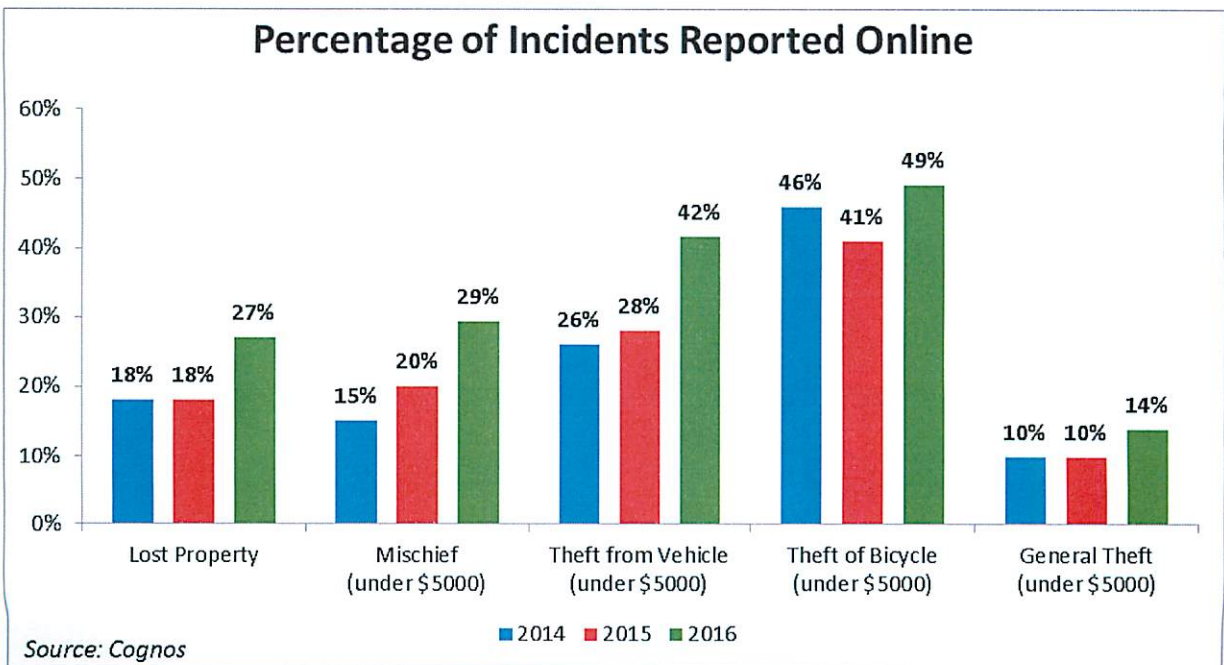


Figure 4: Percentage of Incidents Reported Online



## Online Reporting Overview

Sgt. Ian Robertson  
IMAC Branch Project Coordinator



## What Is Online Reporting

- Online Reporting is a tool provided by the EPS to allow reporting of incidents which are “minor” in nature and do not require a traditional response
- To access this tool, simply go to the EPS website ([www.edmontonpolice.ca](http://www.edmontonpolice.ca)) or EPS App and follow the Report a Crime link
- Can be done on a desktop computer, smartphone, or tablet





## Accepted Incident Types

There are currently six report types accepted online:



- Break and Enter to Detached Garage/Shed



- Damage to Property (under \$5000)



- Damage to Vehicle (under \$5000)



- Lost Property (under \$5000)



- Theft from Vehicle (under \$5000)



- Theft Under \$5000



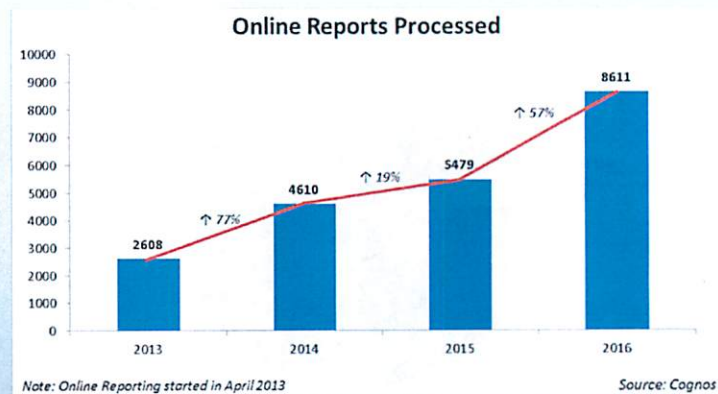
## Online Reporting Efficiencies

- Online Reporting has allowed EPS to gain efficiencies, as qualifying incidents do not need a dispatch response
- Recent improvements to the EPS report system have allowed officers to process Online Reports 50% faster
- These efficiencies have allowed Online Reporting to operate with the same staffing levels as 2013, and capacity has not yet been reached



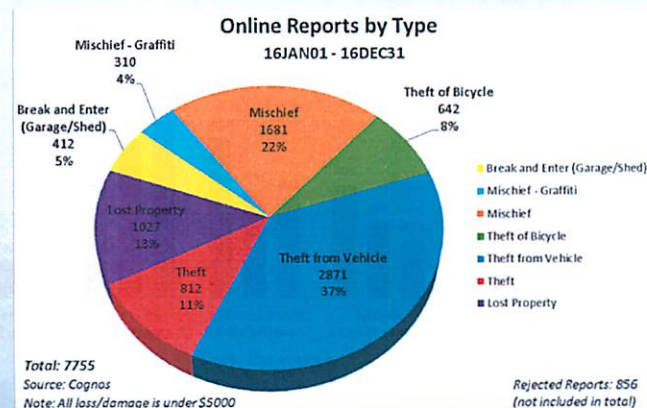
## Online Reporting Utilization

- Online Reporting utilization in 2016 was up 57% from 2015 levels



## Reports by Incident Type

- Theft from vehicle is the most commonly reported incident

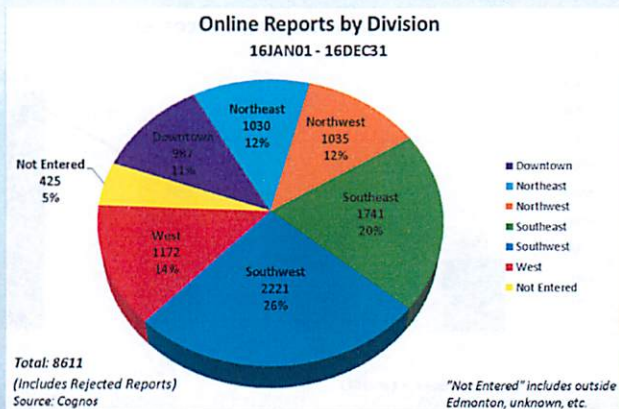






## Reports by Location

- Southeast and Southwest divisions have the most Online Reports



## Online Reporting Rate

- Online Reports make up an increasing percentage of total calls

