The Promise and Pitfalls of Online Crime Reporting: Implications for Problem-Oriented Policing

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Portland State University

2023 Problem-Oriented Policing Conference – Boulder, CO
Portland’s 2018-2022 CBCR/BCJI Team

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- Katie Wuschke
- Kimberly Kahn

Portland Police Bureau:
- Sgt. Brad Yakots
- Christian Peterson
Intro to POP

Problems

- Scanning
- Analysis
- Response
- Assessment
What data sources are used in Scanning for problems, Analyzing them, and Assessing the impact of interventions?

- Your agency?
- Goldstein awardees & finalists?
# Intro to POP

<table>
<thead>
<tr>
<th>Goldstein Finalists &amp; Winners*</th>
<th>Calls for Service (CAD)</th>
<th>Incident Reports (RMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2022: Strategic Investigation: Off-Campus Burglary Reduction Project, University of Cincinnati Police Division</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>2019: Checkpoint Deferred Prosecution Scheme, Durham Constabulary (UK)</strong></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>2018: Reducing Domestic Violence in Chula Vista, California</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>2017: Place-Based Investigations of Violent Offender Territories, Cincinnati, Ohio</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>2016: Walmart Restorative Justice Program, Arlington Texas</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>2015: McMicken PATH Project, Cincinnati, Ohio</strong></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>2013: Making Convenience Stores Safe in Houston, Houston Texas</strong></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

* The POP website did not clearly identify winners for 2013 to 2016. I selected a representative presentation instead.
CAD & RMS data are highly dependent upon citizen reporting—usually the victim

- Citizen-initiated (53% of CFS*)
- Officer-initiated (47% of CFS*)

The majority of crimes are not reported to the police (NCVS, 2021)

- Violent crime (54%)
- Property crime (69%)

* Estimates derived from Lum et al.’s (2020) analysis of roughly 2 million CFS across four agencies. Excludes administrative calls.
Underreporting is not random

- Certain victims are more likely to underreport*
  - Males > Females
  - Asian/Hawaiians & Hispanics > Whites
  - Younger > Older
- It varies across geography (e.g., cities, neighborhoods, blocks)
- It can change over time

* Based on reporting violent victimizations in the 2021 NCVS
Your ability to conduct high-quality POP projects is significantly impacted by crime reporting.
Intro to POP

Anything that negatively impacts crime reporting should be of concern to those doing POP.

- Scanning
- Analysis
- Response
- Assessment
Crime Reporting

What are some of the things that impact crime reporting?

Demographics
Crime Severity
Trust/Confidence in Police

"Trust between law enforcement agencies and the people they protect and serve is essential in a democracy. It is key to the stability of our communities, the integrity of our criminal justice system, and the safe and effective delivery of policing services."
Crime Reporting

What are some of the things that impact crime reporting?

- Demographics
- Crime Severity
- Trust/Confidence in Police
- Treatment by Police During Prior Crime Reports (direct or vicarious)

Crime Reporting by Victims
How do victims want to be treated? What impacts their satisfaction/trust in the police?

Distributive Justice

- Case investigated
- Property returned
- Damage/harm repaired
- Offender(s) identified and held accountable
- Steps taken to reduce crime in their neighborhood or city
How do victims want to be treated? What impacts their satisfaction/trust in the police?

Distributive Justice  Often Hard to Deliver

- Rising CFS
- Declining police resources
  - Portland -29% officers per 1,000 residents from 2010 to 2021
- Low clearance rates (U.S. 2019)
  - 46% violent crime
  - 17% property crime
How do victims want to be treated? What impacts their satisfaction/trust in the police?

**Distributive Justice**
- Case investigated
- Property returned
- Damage/harm repaired
- Offender(s) identified and held accountable
- Steps taken to reduce crime in their neighborhood or city

**Procedural Justice (PJ)**
- Tell their story, have someone listen
- Be taken seriously; to be believed
- Have harm acknowledged (e.g., property loss, emotional)
- Have blame attributed to the offender (no victim-blaming)
- To be kept informed, involved
Efforts to increase trust via PJ focus largely on officer-initiated contacts (e.g., stops, searches, citations, arrests)

Focusing on PJ with victim-initiated contacts may be more effective

- Victims account for a high proportion of police contacts
- Many victims start off with high trust
- Victimization leads to decreased confidence in police
- Treatment by officers/agency can make this worse

Law enforcement agencies have a lot (more) to lose when it comes to interacting with victims
Crime Reporting

One officer who takes 50% of your agency’s crime reports

- Warning
- 60+ questions
- Provides no guidance
- No opportunity to tell their story
- No compassion/concern
- Start over if > 30 minutes
- No follow-up
- Agency does nothing with these reports

Concerned if you are committed to POP?
Online Crime Reporting

- Online accounts for 39% of Portland’s crime reports (2022)
- 47% of property crime reports
- 25,000 – 30,000 victim contacts per year
Online Crime Reporting

- 975 mid-sized to large police departments: website review (2022)
- Online reporting used by 40% of agencies and increasing
- Agencies/cities most likely to use online reporting?
  - Larger
  - Located in the West
  - Higher violent crime rate
  - Lower staffing ratio (i.e., efficiency)

- Online reporting vendors
  - CopLogic-LexusNexus (60%)
  - Police-to-Citizen (9%)
  - In-house system or other vendor (31%)

Use of Online Crime Reporting in Police Agencies (2022)

<table>
<thead>
<tr>
<th>Number of Sworn Officers</th>
<th>Use of Online Crime Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 to 99</td>
<td>27.0%</td>
</tr>
<tr>
<td>100 to 499</td>
<td>44.0%</td>
</tr>
<tr>
<td>500 to 999</td>
<td>65.2%</td>
</tr>
<tr>
<td>1,000+</td>
<td>75.0%</td>
</tr>
</tbody>
</table>
### Online Crime Reporting

<table>
<thead>
<tr>
<th>Crime Category and Offense Type</th>
<th>% of Agencies with Online Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Property Crimes</strong>&lt;sup&gt;a&lt;/sup&gt;</td>
<td></td>
</tr>
<tr>
<td>Other Larceny/Theft</td>
<td>99.7%</td>
</tr>
<tr>
<td>Vandalism/Graffiti</td>
<td>99.7%</td>
</tr>
<tr>
<td>Theft from MV/Theft of MV Parts</td>
<td>89.4%</td>
</tr>
<tr>
<td>Identity Theft</td>
<td>88.8%</td>
</tr>
<tr>
<td>Fraud/Forgery</td>
<td>88.8%</td>
</tr>
<tr>
<td>Shoplifting</td>
<td>88.8%</td>
</tr>
<tr>
<td>Hit &amp; Run</td>
<td>88.8%</td>
</tr>
<tr>
<td>Other Property Crime</td>
<td>88.8%</td>
</tr>
<tr>
<td>Burglary/B&amp;E</td>
<td>88.8%</td>
</tr>
<tr>
<td>Motor Vehicle Theft</td>
<td>88.8%</td>
</tr>
<tr>
<td>Robbery</td>
<td>88.8%</td>
</tr>
<tr>
<td>Arson</td>
<td>88.8%</td>
</tr>
<tr>
<td><strong>Person Crimes</strong>&lt;sup&gt;a&lt;/sup&gt;</td>
<td></td>
</tr>
<tr>
<td>Intimidation/Harassment</td>
<td>77.4%</td>
</tr>
<tr>
<td>Custody/No Contact Violation</td>
<td>77.4%</td>
</tr>
<tr>
<td>Assault/Homicide</td>
<td>77.4%</td>
</tr>
<tr>
<td>Other Person Crime</td>
<td>77.4%</td>
</tr>
<tr>
<td>Sexual Offense</td>
<td>77.4%</td>
</tr>
</tbody>
</table>

<sup>a</sup>Percent of agencies allowing online reporting of at least one offense type from list.

Online reporting primarily used for property offenses and intimidation/harassment. 17% allow Crimes vs Society (e.g., littering, drug offense)
Online Crime Reporting: Denver PD (most agencies look the same)
Online Crime Reporting: Denver PD (most agencies look the same)

**Incident Type**

You may file a police report using our secure, online reporting system for the types of crimes listed below. If you are interested in reporting another type of incident, or if there is a known suspect in the incident you’re reporting, please call the Denver Police Department’s non-emergency line at (720) 913-2000. Dial 911 for emergencies only.

If you are having trouble submitting a report listed below or would like to speak with an officer, please call the Denver Police Telephone Report Unit at (720) 913-1460 between 7am and 11pm Monday through Saturday.

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Definition</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damaged Property/Vandalism</td>
<td>The act of changing, modifying or defacing public or private property.</td>
<td>Knocking over mail box, throwing rock through windows, etc. NOT Graffiti, see Vandalism/Criminal Mischief/Graffiti below.</td>
</tr>
<tr>
<td>Denver Track</td>
<td>The City of Denver encourages the registration of motor vehicles to assist in the recovery and return of motor vehicles to their owners in the event of a theft.</td>
<td>This form will allow you to register all of the motor vehicles that belong to you. The registration is intended for motor vehicle owners and not motor vehicles that are owned by a dealership and awaiting to be sold.</td>
</tr>
</tbody>
</table>

**WARNING:** It is a crime to file a false police report.
Online Crime Reporting: Denver PD (most agencies look the same)

**Incident Type**

**Damaged Property/Vandalism**

**Definition**
The act of changing, modifying or defacing public or private property.

**Examples**
Knocking over mail box, throwing rock through windows, etc. NOT Graffiti, see Vandalism/Criminal Mischief/Graffiti below.

**Confirm Question(s)**

The online reporting system cannot be used to report crimes of violence, intimate partner crimes, or crimes in progress. Please call 911 for emergency assistance or 720-913-2000 for non-emergency services. Do you agree to these terms?

- Yes
- No

Is this accident involving a motor vehicle?

- Yes
- No

Vandalism by an ex-spouse?
Online Crime Reporting: Denver PD (most agencies look the same)

If you received a case number that looks like "2012-1234", you should add zeroes to the number after the dash to make the number after the dash 7-digits long. For example, instead of "2012-1234", you should type in "2012-0001234".

If you received a case number that looks like "2012-1234", you should add zeroes to the number after the dash to make the number after the dash 7-digits long.

Officer’s name?

(enter "Unknown" if unsure)
Online Crime Reporting: Denver PD (most agencies look the same)

“You may be contacted regarding this incident”?

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Enter your first name</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Enter your middle name</td>
</tr>
<tr>
<td>Last Name</td>
<td>Enter your last name</td>
</tr>
<tr>
<td>Home Address</td>
<td>Enter your home address details</td>
</tr>
<tr>
<td>St #</td>
<td>Enter your street number</td>
</tr>
<tr>
<td>St Dir</td>
<td>Enter your street direction</td>
</tr>
<tr>
<td>St Name</td>
<td>Enter your street name</td>
</tr>
<tr>
<td>St Type</td>
<td>Enter your street type</td>
</tr>
<tr>
<td>Post Dir</td>
<td>Enter your postal address</td>
</tr>
<tr>
<td>Apt/Unit</td>
<td>Enter your apartment or unit name</td>
</tr>
<tr>
<td>Denver</td>
<td>Enter the city of Denver</td>
</tr>
<tr>
<td>Colorado</td>
<td>Enter the state of Colorado</td>
</tr>
<tr>
<td>Zip Code</td>
<td>Enter your zip code</td>
</tr>
<tr>
<td>Work Address</td>
<td>Enter your work address details</td>
</tr>
<tr>
<td>St #</td>
<td>Enter your street number</td>
</tr>
<tr>
<td>St Dir</td>
<td>Enter your street direction</td>
</tr>
<tr>
<td>St Name</td>
<td>Enter your street name</td>
</tr>
<tr>
<td>St Type</td>
<td>Enter your street type</td>
</tr>
<tr>
<td>Post Dir</td>
<td>Enter your postal address</td>
</tr>
<tr>
<td>Apt/Unit</td>
<td>Enter your apartment or unit name</td>
</tr>
<tr>
<td>City</td>
<td>Enter the city of Denver</td>
</tr>
<tr>
<td>State</td>
<td>Enter the state of Colorado</td>
</tr>
<tr>
<td>Zip Code</td>
<td>Enter your zip code</td>
</tr>
<tr>
<td>Home Phone</td>
<td>Enter your home phone number</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>Enter your mobile phone number</td>
</tr>
<tr>
<td>Employer Name</td>
<td>Enter your employer name</td>
</tr>
<tr>
<td>Work Phone</td>
<td>Enter your work phone number</td>
</tr>
<tr>
<td>Race</td>
<td>Enter your race details</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Enter your ethnicity</td>
</tr>
</tbody>
</table>

Session expires in 27:08.
Online Crime Reporting

Procedural Justice
- Tell their story, have someone listen
- Be taken seriously; to be believed
- Have harm acknowledged (e.g., property loss, emotional)
- Have blame attributed to the offender (no victim-blaming)
- To be kept informed, involved
Portland’s Research Agenda

1. How do victims feel about the Portland’s online reporting system (CopLogic)? Is it user-friendly?

2. How satisfied are victims with the handling of their report?

3. What can the agency do to increase satisfaction?

- Victim follow-up surveys
  - Email invitation 25-30 days after filing online report
  - “How easy/difficult was it to use the online system?”
  - “How satisfied are you with the police response?”
  - > 2,000 completed (~20% response rate)
Finding: Most victims report that the online system was easy to use; Several benefits to online reporting cited:

- Convenient; saves time
- Saves agency resources – agency can prioritize more serious crime
- Avoid potentially negative interactions with an officer
Online System: User Friendly?

Finding: 1 out of 8 victims say the online system was difficult to use*

• Technology issues
• General complaints

*Big caveat - We only contacted people who completed the online report
Online System: User Friendly?

- Technology: “Clunky” user interface
  - The appearance of it is really outdated compared to experiences everywhere else on the web. It looks and functions like it is powered by a couple of hamsters in a wheel.

- Technology: Forced limits (time, characters, responding)
  - There is a character limit so I am unable to fully describe what took place.
Online System: User Friendly?

- Technology: **No attachments allowed**
  - I have video from our surveillance system and there is no place to upload the video. Even a place to upload a still photo would be helpful.

- Technology: **Difficult to update existing reports**
  - Please don't require me to completely recreate the report to add an addendum. That's not how addendums work.
Online System: User Friendly?

- Technology: **Mobile phone incompatibility** (used by 35%)
  - *Doing it on the phone is really difficult, the formatting is super small and not user-friendly.*

- Technology: **Data entry redundancies**
  - *It had me report the time and date multiple times in several different boxes which feels inefficient and unnecessary.*
Online System: User Friendly?

- Technology: System instability
  - *Kept crashing and deleting a ton of info about items stolen I had entered.*

- General Complaints: Selecting the right crime; 2 offenses
  - *There didn't seem to be a clear way to indicate situations where multiple crimes occurred. So, picking an option was tricky.*
Online System: User Friendly?

- General Complaints: **Questions that are confusing or N/A**
  - *Multiple-choice options did not cover the specifics of my crime.*

- General Complaints: **Time-consuming**
  - *Took a really long time and if not needed for my insurance would have given up and not even tried.*
Online System: User Friendly?

- **General Complaints: Insufficient support**
  - *It's complicated enough that there should be helpers or trained volunteers to navigate it.*

- **General Complaints: Problematic referrals**
  - *I waited on hold for over an hour on the non-emergency line only to be told I needed to file a report online.*
Online System: User Friendly?

- General Complaints: Impersonal – Too personal
  - *I would rather talk to a live human.*
  - *I felt that I needed a live person to talk to. It was impersonal.*
  - *With some crimes certain details are important but for other crimes asking details about gender and ethnicity is not necessary.*
  - *You don't need my DOB, ethnicity, gender or other private information for a crime report.*
Finding: Very few victims (17%) are satisfied with the agency’s handling of their online report.

Two other studies have found significantly lower satisfaction with online reporting (McKee et al, 2023; National Police Foundation, 2019).
Online Reporting: Satisfied with Police Response?

Who is more likely to be dissatisfied with the police bureau’s handling of their report?

- Racial/ethnic minorities
- Younger victims
- Non-residents of the city
- People who found the online system difficult to use
- People who wanted the police to arrest the offender and/or recover their lost property
Which of these would you say was the MOST IMPORTANT reason for reporting this incident?

- I needed a report for my insurance: 30%
- I wanted the police to prevent similar crimes: 29%
- I wanted the police to identify the offender(s): 19%
- I wanted the police to recover my property: 10%
- It is a civic duty to report crimes: 7%
- Other/misc. reasons: 6%

N = 1,263
Online Reporting: Satisfied with Police Response?

What was the primary cause of dissatisfaction among victims using the online system?

<table>
<thead>
<tr>
<th>Action</th>
<th>Did Police Do This? (%yes)</th>
<th>Should Police Do This? (%yes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide victim with updates on their case</td>
<td>5%</td>
<td>94%</td>
</tr>
<tr>
<td>Contact victim to discuss crime prevention</td>
<td>2%</td>
<td>55%</td>
</tr>
<tr>
<td>Contact victim to get more info about the crime</td>
<td>4%</td>
<td>86%</td>
</tr>
<tr>
<td>Contact victim to see if they were OK</td>
<td>3%</td>
<td>71%</td>
</tr>
</tbody>
</table>

N = 1,162
Online Reporting: Satisfied with Police Response?

Expect a Given Service

<table>
<thead>
<tr>
<th>Received the Service</th>
<th>Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Met Expectations</td>
</tr>
<tr>
<td>Yes</td>
<td>Exceeded Expectations</td>
</tr>
</tbody>
</table>

Expectancy Disconfirmation Theory (see for review Zhang et al., 2022)
Online Reporting: Satisfied with Police Response?

Satisfaction with Handling of Online Report by Expectations for Follow-up Contacts

(N = 1,118)

- Exceeded Expectations (2%)
  - Dissatisfied: 5%
  - Neutral: 37%
  - Satisfied: 58%

- Met Expectations (38%)
  - Dissatisfied: 22%
  - Neutral: 50%
  - Satisfied: 29%

- Did NOT Meet Expectations (60%)
  - Dissatisfied: 59%
  - Neutral: 33%
  - Satisfied: 8%
Impact: Reduced interest in reporting future crimes

• “No one from the Police Bureau has acknowledged or contacted me regarding the incident. There has been no attempt to address the crime. What is the point of even filing a report?”

• “I know how busy the police bureau must be, but it's frankly disappointing. What is the point of a report if there is no follow-up?”

• “What's the point of even filing a report if nothing will be done and no one will be held accountable?”
Online Reporting: Satisfied with Police Response?

**Impact:** Decreased trust/confidence in the agency

- “By ignoring us and the problems we face, they will only create a wider divide in our connection to each other and a general distrust of their focus and capabilities.”

- “They made no effort whatsoever to help solve this crime and their apathy towards anyone who is a victim of property crime is apparent.”

- “Any level of staff, or customer service would have been helpful in the moment. Even if someone phoned and said I'm sorry this happened. That would have added trust.”
Online Reporting: Can the police increase satisfaction?

“What could the police bureau have done to make this a better experience for you?”

**Personalized follow-up**

- “I would really hope that a live person would contact me very soon after the incident. Without that I assume the police don't care and aren't doing anything about it.

- “Actually responded in any way at all. Phone call, email, text, smoke signal. ANYTHING.”

- More empathy. Just showing you care with simple words goes a long way when someone is in distress.
“What could the police bureau have done to make this a better experience for you?”

Investigate the crime

• “In the report we stated that we had security camera video of 2 people committing the theft. We expected that they would at least be interested in obtaining the video but they never contacted us.”

• “Contacted all of the victims whose tires were slashed. That way, they could have started a legitimate investigation.”
Online Reporting: Can the police increase satisfaction?

“What could the police bureau have done to make this a better experience for you?”

Provide guidance

• “I know a bike theft from my backyard shed is small potatoes, but maybe some feedback or suggestions on trying to track it down myself.”

• “PPB has an opportunity to give advice to people based on the incident reported. If it's a theft, then provide information about how to protect your home/belongings. If it’s violence, provide resources about DV, crime victims’ assistance, etc.”
Online Reporting: Can the police increase satisfaction?

“What could the police bureau have done to make this a better experience for you?”

Provide case updates

- “I would appreciate communication with me about the progress on the case.”
- “Maybe a follow-up every so often regarding the case.”
- “Update about my case. I have no clue what happened.”
Online Reporting: Can the police increase satisfaction?

“What could the police bureau have done to make this a better experience for you?”

Document agency’s strategies for addressing crime

• “Communicate what they are doing with the data from the report. Acknowledge that although they didn't catch anyone, at least they utilize the report to develop strategies.”

• “Send me information as to what they will do with my report, how many similar incidents have occurred in my area, and what they are doing to improve the situation.”
Can we increase satisfaction, confidence and trust in the police, by delivering a follow-up contact to victims?

Absolutely!
Online Reporting: Can the police increase satisfaction?

- 14 treatment & 6 control neighborhoods
- Officers called, voice-mailed, and/or emailed victims 3-4 weeks after they filed an online report
- Officers paid overtime using grant funds
- Contacts pre-programmed as CAD calls
- Communication scripts (PJ)
  - Personalized
  - Express concern for the victim
  - Normalize their feelings
  - Reinforce crime reporting
  - Manage expectations
  - Share crime prevention tips
Online Reporting: Can the police increase satisfaction?

Victims in treatment neighborhoods who received a follow-up contact were significantly more likely to be satisfied.
“Oh my gosh, I was so impressed that Officer ____ not only emailed me but called me. Honestly, I was shocked. This is the first time I have received a call about one of my online reports. Good job with the change in protocol because it will change perceptions about police and help with any additional funding you will get.”
1. Improving online reporting is critical for POP

- Most POP projects use of CAD and/or RMS data for SARA
- More agencies adding online reporting -or- expanding use to a larger number of offenses
- When done poorly, online reporting may negatively impact trust, cooperation with police, validity of RMS data
- When done well, online reporting could lead to more accurate SARA (as well as confidence/trust in police)
1. Improving online reporting is critical for POP
   • Referrals, agency landing page, vendor software, follow-up

   ![911 Emergency](image1.png)
   ![Online Police Report](image2.png)

   • Inform public
   • Highlight benefits
   • Immediate referral
1. Improving online reporting is critical for POP
   • Referrals, **agency landing page**, vendor software, follow-up
Discussion: Online Reporting and POP

1. Improving online reporting is critical for POP

• Referrals, agency landing page, vendor software, follow-up

Procedural Justice

Thank You for Reporting Online

Online reporting provides a convenient way to report crimes that do not involve an active threat or emergent crisis. When you use the online system, you are also saving the police time. Time that can be devoted to addressing some of the most immediate problems impacting our community.

The Police Bureau uses the data generated from your report to identify patterns and trends across the city. This helps us develop more effective crime reduction strategies and distribute agency resources to the areas of greatest need. Your report is of great value to this agency, your neighborhood, and the city more broadly.

If this is an emergency, call 911!

Guidelines for Using the Online Reporting System

Prepare - The online system gives you 30 minutes to complete your report. If you go beyond this you may get “timed out.” To prevent this from happening, make sure that you have everything you need on hand. This includes all of your contact information, the address where the crime happened, and details on any property items involved (e.g., make, model, serial number, estimated value).

Personal questions - You may find that some questions are not directly applicable to your situation. Others might seem overly personal or intrusive. Please understand that we are obligated to report certain things under state law and our reports must be compatible with the FBI’s National Incident-Based Reporting System.

Accuracy - Try to document everything as accurately as possible. The data collected from these reports is used to identify patterns and trends in crime. This helps the Police Bureau develop crime reduction strategies and to allocate resources where they are needed most.

False reporting - The online system should only be used to file official police reports. All submissions will be reviewed by a police officer and a false police report is a crime under Oregon law.

Amending reports - The online system allows you to submit additional property items or supplemental information at a later date if necessary. Please do this as quickly as possible to ensure we have all of the details before finalizing your report.

What to expect - After submitting your online report, you will be given a temporary incident number. An officer will review the report and send you a final confirmation number to use for insurance purposes if applicable.

Follow-up - Unfortunately, the crimes reportable through the online system are extremely difficult to solve and stolen property is rarely recovered. As such, you will only be contacted for follow-up if the officer reviewing your report needs additional information or if we have important information to share about the case.

Video Walk-Through: It is highly recommended that you watch this video before you start your report.

CRIMINAL JUSTICE POLICY RESEARCH INSTITUTE
Independent, Objective Research on Crime, Criminal Justice, and Policy
Discussion: Online Reporting and POP

1. Improving online reporting is critical for POP
   • Referrals, agency landing page, vendor software, follow-up
     • One vendor = ~ 2/3rd of the market
     • Marketing efficiency – little attention to effectiveness (e.g., trust)
     • Apply pressure to improve platform
1. Improving online reporting is critical for POP
   • Referrals, agency landing page, vendor software, follow-up
   • Sworn officers on overtime
   • Injured officers; desk duty
   • Trainees – opportunity to practice PJ in a controlled environment
   • Non-sworn personnel
   • Community volunteers
Discussion: Online Reporting and POP

2. Agencies should reallocate (some) patrol resources saved with online reporting to crime analysis & POP

“The Stratified Model cannot be effectively implemented without designated personnel assigned to conduct crime analysis.”

“If the Stratified Model is to be implemented successfully, data collection and its quality must be a high priority.”
Discussion: Online Reporting and POP

3. Online reporting could be used to collect new data to support POP: Scanning, Analysis, Assessment

- Public perceptions of problems, patterns, trends
- Offender M.O., pictures, videos

Crime victims are motivated!
Discussion: Online Reporting and POP

4. Online reporting could be structured for delivery of a tiered response to facilitate crime prevention:

- **1st incident***
  - Automated email & crime prevention materials

- **2nd incident***
  - Personalized call/email & crime prevention materials

- **3rd incident***
  - In-person meeting with victim(s) & safety audits

- **4+ incidents***
  - Consideration for full POP project

*for victim, specific address, or geographic area for a given period
5. Online reporting could be used to inform community about agency’s POP projects (POP = trust building)
The Promise and Pitfalls of Online Crime Reporting: Implications for Problem-Oriented Policing

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2023 Problem-Oriented Policing Conference – Boulder, CO