

This project was partially supported by Grant No. 2018-BJ-BX-0001 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the Office for Victims of Crime, and the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking. Points of view or opinions in this document are those of the authors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

Police Report: Online Submission

Service

If this is an emergency, call 911! Community members are able to submit a police report online for certain crimes or incidents. You cannot report stolen vehicles or vehicle crashes online.



Portland Police Bureau
Online Reporting

If this is an EMERGENCY
call 911!

30 Minutes

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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Portland Police Bureau



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Problems

- **S**canning
- **A**nalysis
- **R**esponse
- **A**ssessment



- What **data sources** are used in **Scanning** for problems, **Analyzing** them, and **Assessing** the impact of interventions?
 - Your agency?
 - Goldstein awardees & finalists?

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

* The POP website did not clearly identify winners for 2013 to 2016. I selected a representative presentation instead.

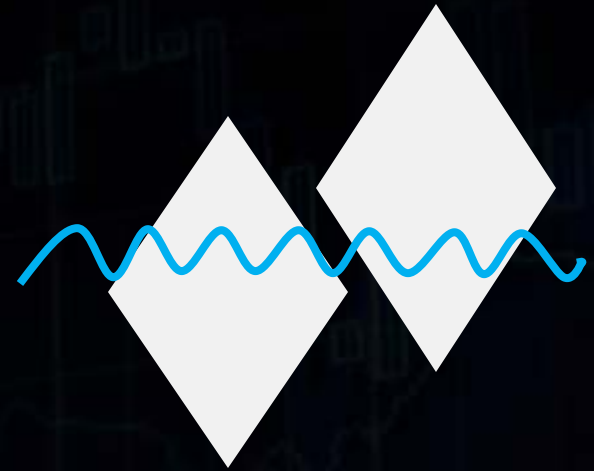
- CAD & RMS data are highly dependent upon citizen reporting – usually the victim
 - Citizen-initiated (53% of CFS*)
 - Officer-initiated (47% of CFS*)
- The majority of crimes are **not** reported to the police (NCVS, 2021)
 - Violent crime (54%)
 - Property crime (69%)

* Estimates derived from Lum et al.'s (2020) analysis of roughly 2 million CFS across four agencies. Excludes administrative calls.



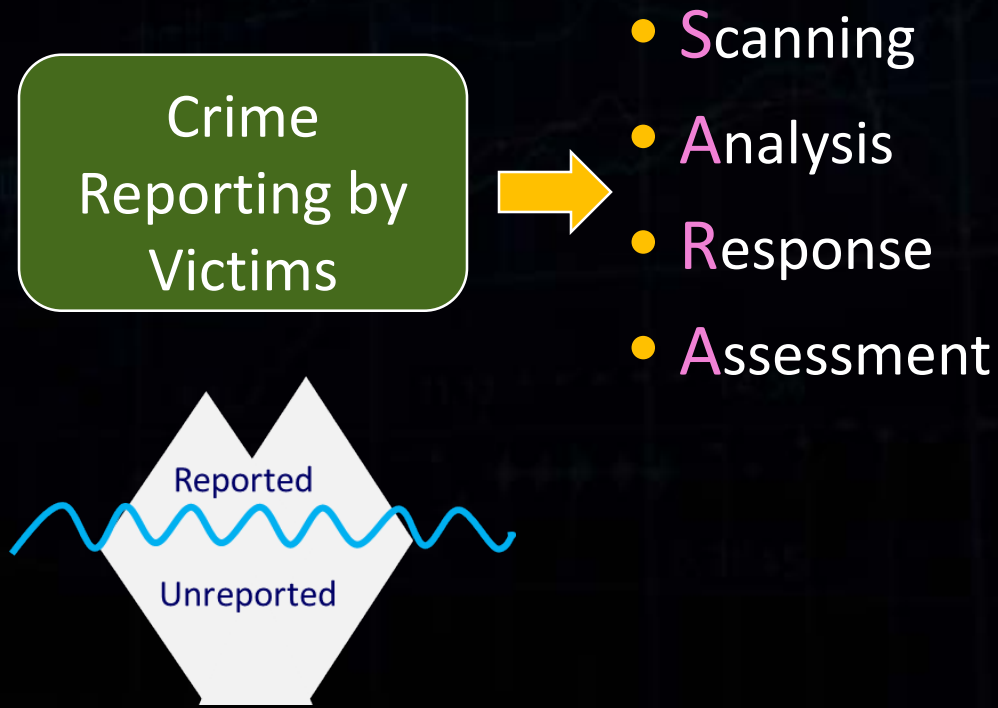
Underreporting is not random

- 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



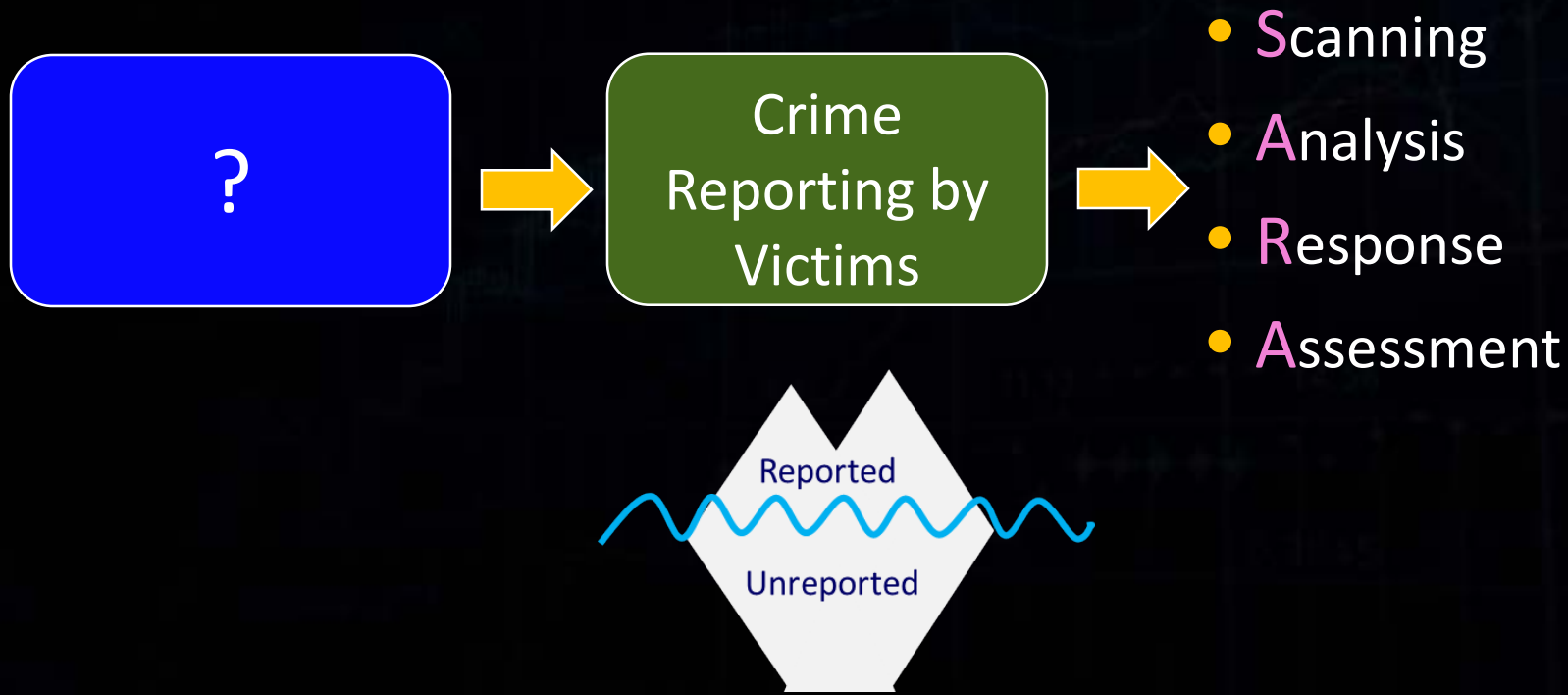
* Based on reporting violent victimizations in the 2021 NCVS

*Your ability to conduct high-quality POP projects is significantly impacted by **crime reporting***



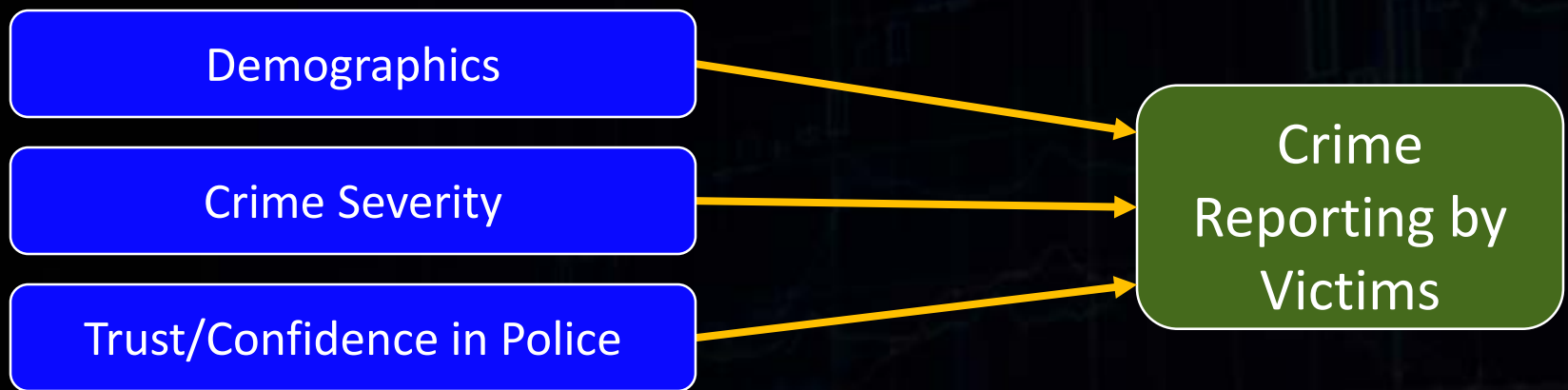
- Scanning
- Analysis
- Response
- Assessment

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



- Scanning
- Analysis
- Response
- Assessment

What are some of the things that impact crime reporting?



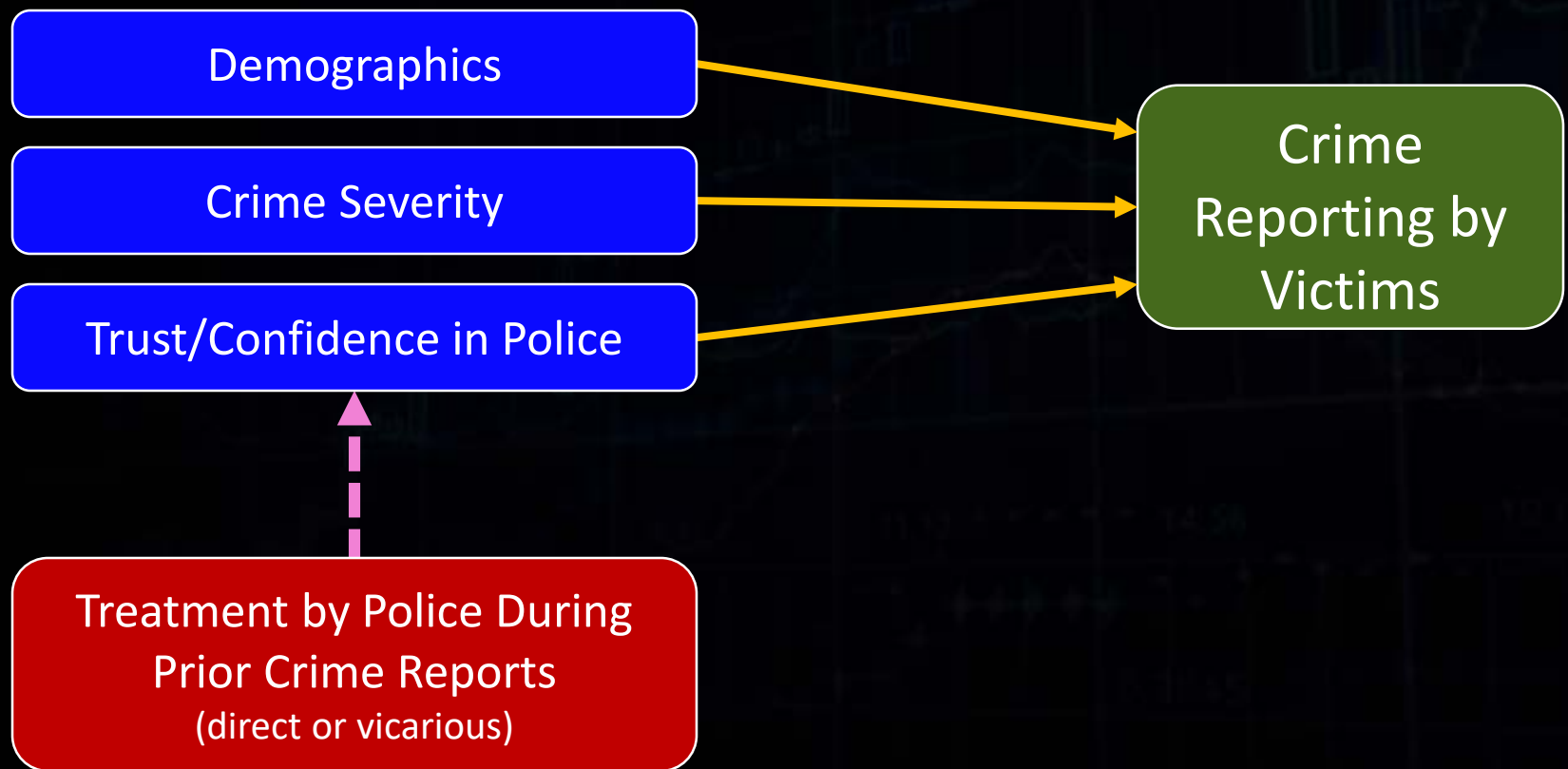
FINAL REPORT OF

THE PRESIDENT'S TASK FORCE ON
21ST CENTURY POLICING

MAY 2015

“**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.”

What are some of the things that impact crime reporting?



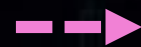
How do victims want to be treated? What impacts their satisfaction/trust in the police?

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

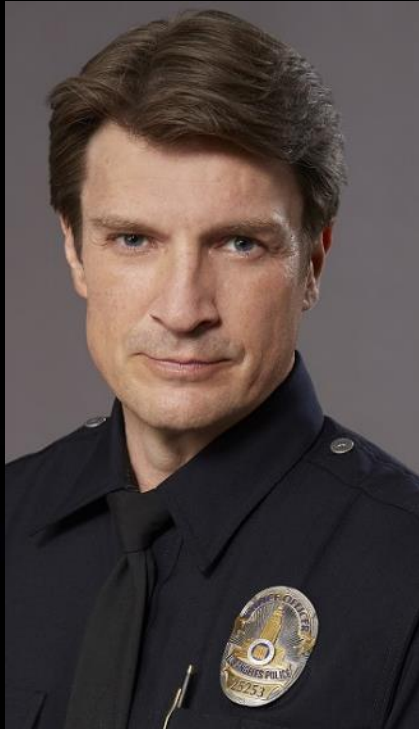
- Case investigated
- Property returned
- Damage/harm repaired
- Offender(s) identified and held accountable
- Steps taken to reduce crime in their neighborhood or city

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

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



Police Report: Online Submission

Service

If this is an emergency, call 911! Community members are able to submit a police report online for certain crimes or incidents. You cannot report stolen vehicles or vehicle crashes online.



Portland Police Bureau
Online Reporting

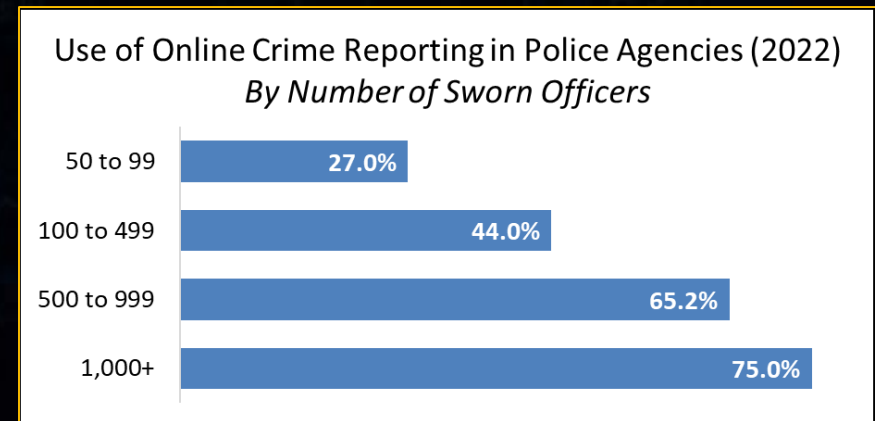
If this is an **EMERGENCY**
call **911!**

30 Minutes

- 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%)



Online Crime Reporting

Crime Category and Offense Type	% of Agencies with Online Reporting	
Property Crimes^a	99.7%	
Other Larceny/Theft	89.4%	
Vandalism/Graffiti	88.8%	
Theft from MV/Theft of MV Parts	60.6%	
Identity Theft	58.7%	
Fraud/Forgery	38.3%	
Shoplifting	29.6%	
Hit & Run	28.5%	
Other Property Crime	28.2%	
Burglary/B&E	10.9%	
Motor Vehicle Theft	8.1%	
Robbery	0.8%	
Arson	0.3%	
Person Crimes^a	77.4%	
Intimidation/Harassment	73.7%	
Custody/No Contact Violation	18.4%	
Assault/Homicide	6.1%	
Other Person Crime	3.6%	
Sexual Offense	0.8%	

Online reporting primarily used for property offenses and intimidation/harassment

17% allow Crimes vs Society (e.g., littering, drug offense)

^aPercent of agencies allowing online reporting of at least one offense type from list.

Online Crime Reporting: Denver PD (most agencies look the same)

The screenshot shows the Denver Police Department website. At the top left is the Denver logo with the text "DENVER THE MILE HIGH CITY". To the right are links for "New Account" and "Login". Below these are buttons for "MAKE A PAYMENT", "REPORT AN ISSUE", "SERVICES", and "ENGLISH (UNITED STATES)". A navigation bar contains "My Property", "Community", "Business", "Vehicles & Parking", "Safety", and "Government". A search bar with the text "Find almost anything on our website" and a "Search" button is centered. The breadcrumb trail reads "Home / Government / Agencies, Departments, and Offices / Police Department". The main heading is "Police Department". Below this are four tabs: "Welcome", "Recruitment", "Performance and Transparency", and "Contact Us". A profile section for Chief Ron Thomas includes a photo and a paragraph of text. At the bottom, three buttons are visible: "Report Crime Now" (highlighted with a pink arrow and a pink box), "Report a Vehicle Crash", and "Pay a Ticket".

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.

Incident Type	Definition	Examples
<input type="radio"/> Damaged Property/Vandalism	The act of changing, modifying or defacing public or private property.	Knocking over mail box, throwing rock through windows, etc. NOT Graffiti, see Vandalism/Criminal Mischief/Graffiti below.
<input type="radio"/> Denver Track	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	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 ownership and awaiting to be sold.
	identifying information and using it to	identifying information to fraudulently

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 [Update](#)

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)

Additional Information

Please select the report type: original or supplemental. If you choose to file a supplemental report, you will be asked to provide some of the information you had previously submitted for verification purposes. 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."

<input checked="" type="radio"/>	Original	This is the first report that is being filed for this incident.
<input type="radio"/>	Supplemental	You are adding information to a previous report which was submitted online. Original report number <i>(ex: 2023-6000001)</i>
<input type="radio"/>	Supplemental	You are adding information to a previous report, which was reported to an officer. Original report number <i>(ex: 2023-6000001)</i> <input type="text" value="Filed With Officer"/> <i>(enter "Unknown" if unsure)</i>

Please select a proper person type according to the definition below.

<input type="radio"/>	Individual : If you are reporting this for yourself.
<input type="radio"/>	Business : If you are responsible for reporting this for your employer, government agency, or your own business.

CONTINUE

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?

Online Crime Reporting: Denver PD (most agencies look the same)

→ Yourself

Please enter your information as completely as possible. You may be contacted regarding this incident. An email address is required if you would like to be notified when this report is received and approved.

*First Name Middle Name *Last Name

*Home Address

St # St Dir St Name St Type Post Dir

Apt/Unit

Denver Colorado Zip Code

Work Address

St # St Dir St Name St Type Post Dir

Apt/Unit

City State Zip Code

*Home Phone

(ex: 555-111-2222 - The system will auto-insert the dashes)

Mobile Phone

(ex: 555-111-2222 - The system will auto-insert the dashes)

*Email *Confirm Email

Employer Name

Work Phone

(ex: 555-111-2222 - The system will auto-insert the dashes)

*Race *Ethnicity

Please Select Please Select

“You may be contacted regarding this incident”?

Session expires in 27:08. 

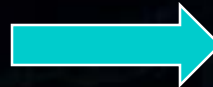
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<input type="radio"/> Identity Theft	Obtaining another person's personal identifying information and using it to	Someone uses your S.S.N. and other identifying information to fraudulently



Procedural Justice

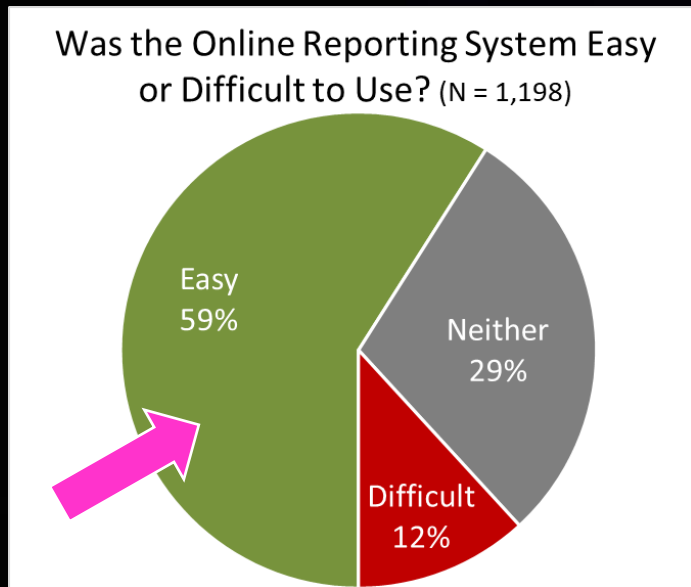
- Tell their story, have someone listen
- Be taken seriously; to be believed
- Have harm acknowledged (e.g., property loss, emotional)
- Have blame attributed to the offender (no victim-blaming)
- To be kept informed, involved

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)

Online System: User Friendly?

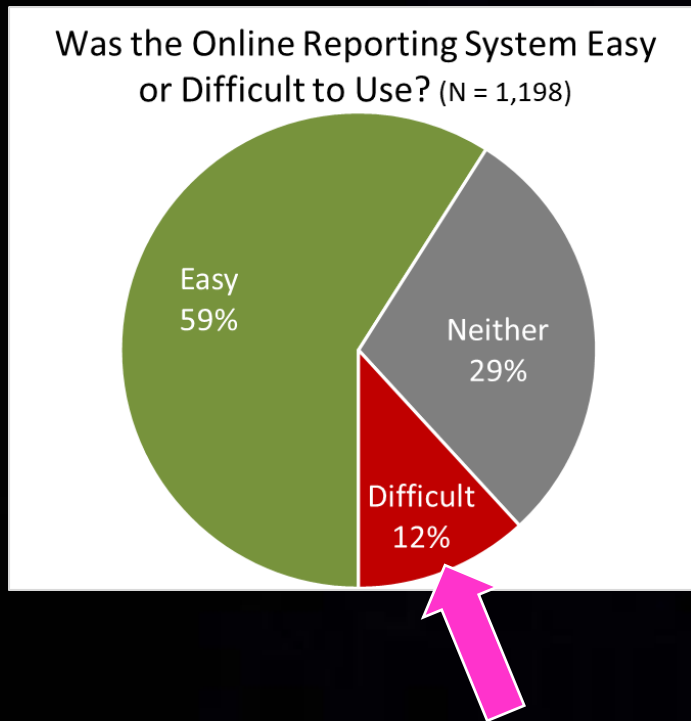


Finding: Most victims report that the online system was easy to use; Several benefits to online reporting cited:

- 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*

- 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.*

- 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.*

- 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.*

- 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.*

- 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.*

- 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.*

- 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.*
-

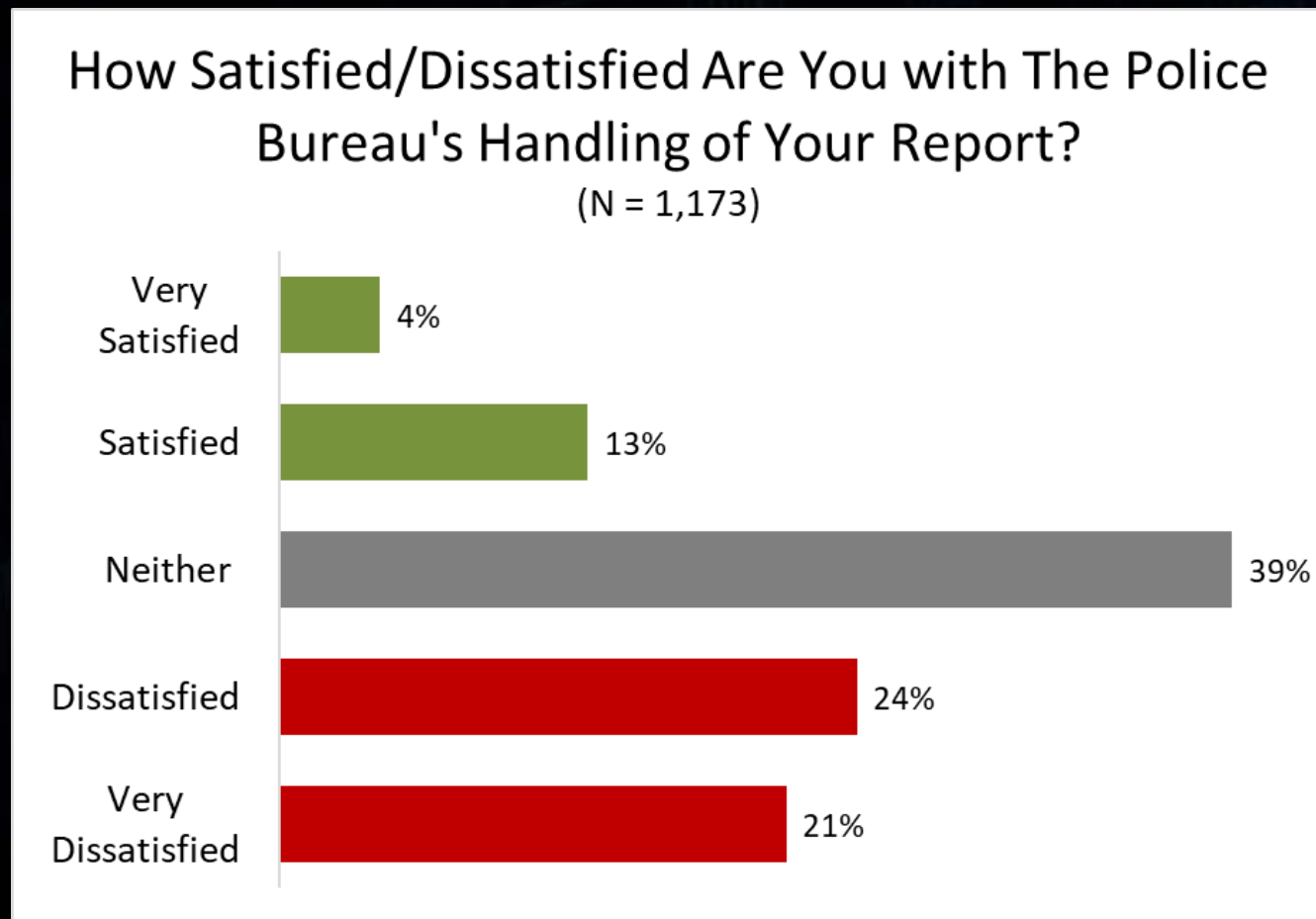
- *With some crimes certain details are important but for other crimes asking details about gender and ethnicity is not necessary.*
- *You don't need my DOB, ethnicity, gender or other private information for a crime report.*

Online Reporting: Satisfied with Police Response?

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)

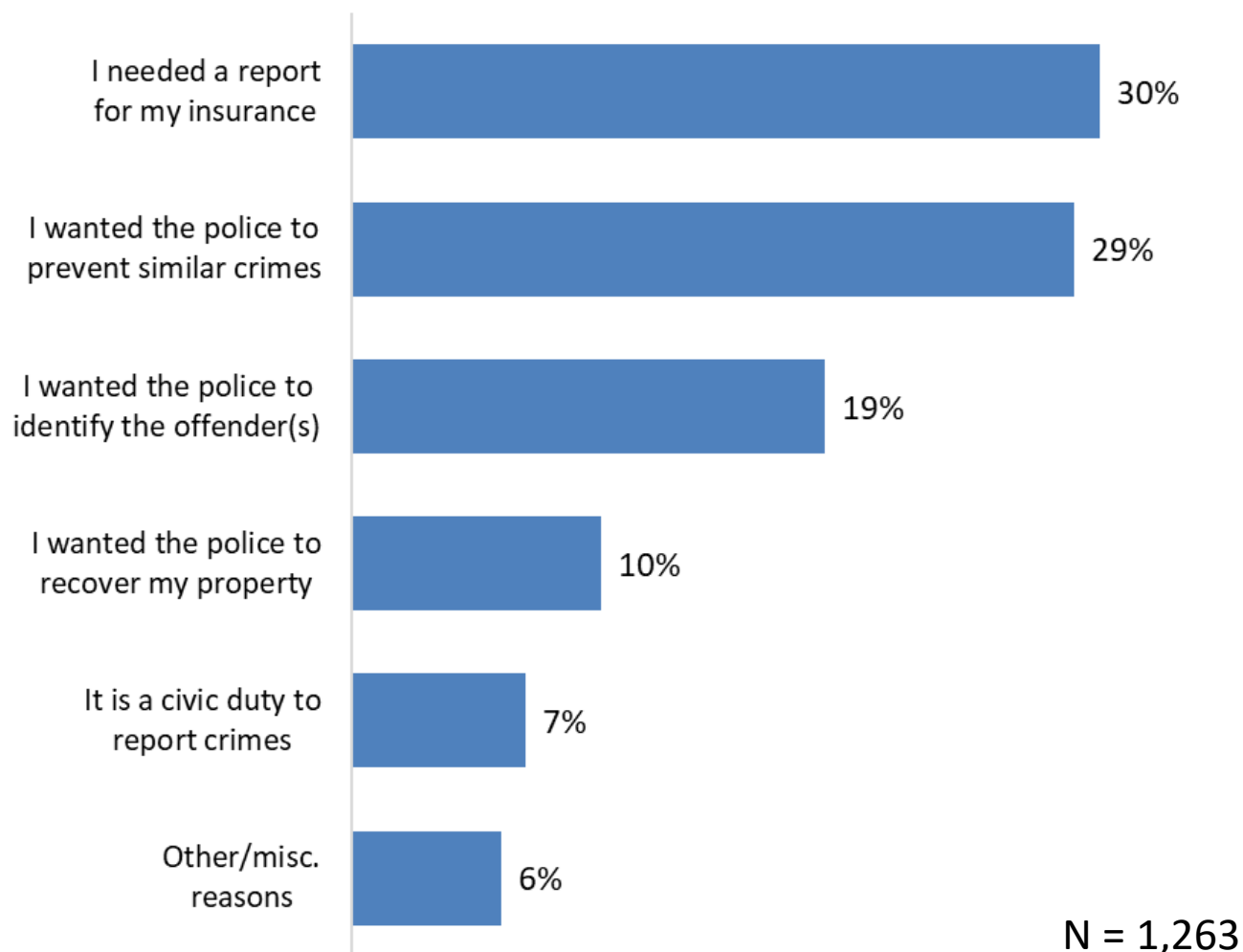


Who is more likely to be **dissatisfied** with the police bureau's handling of their report?

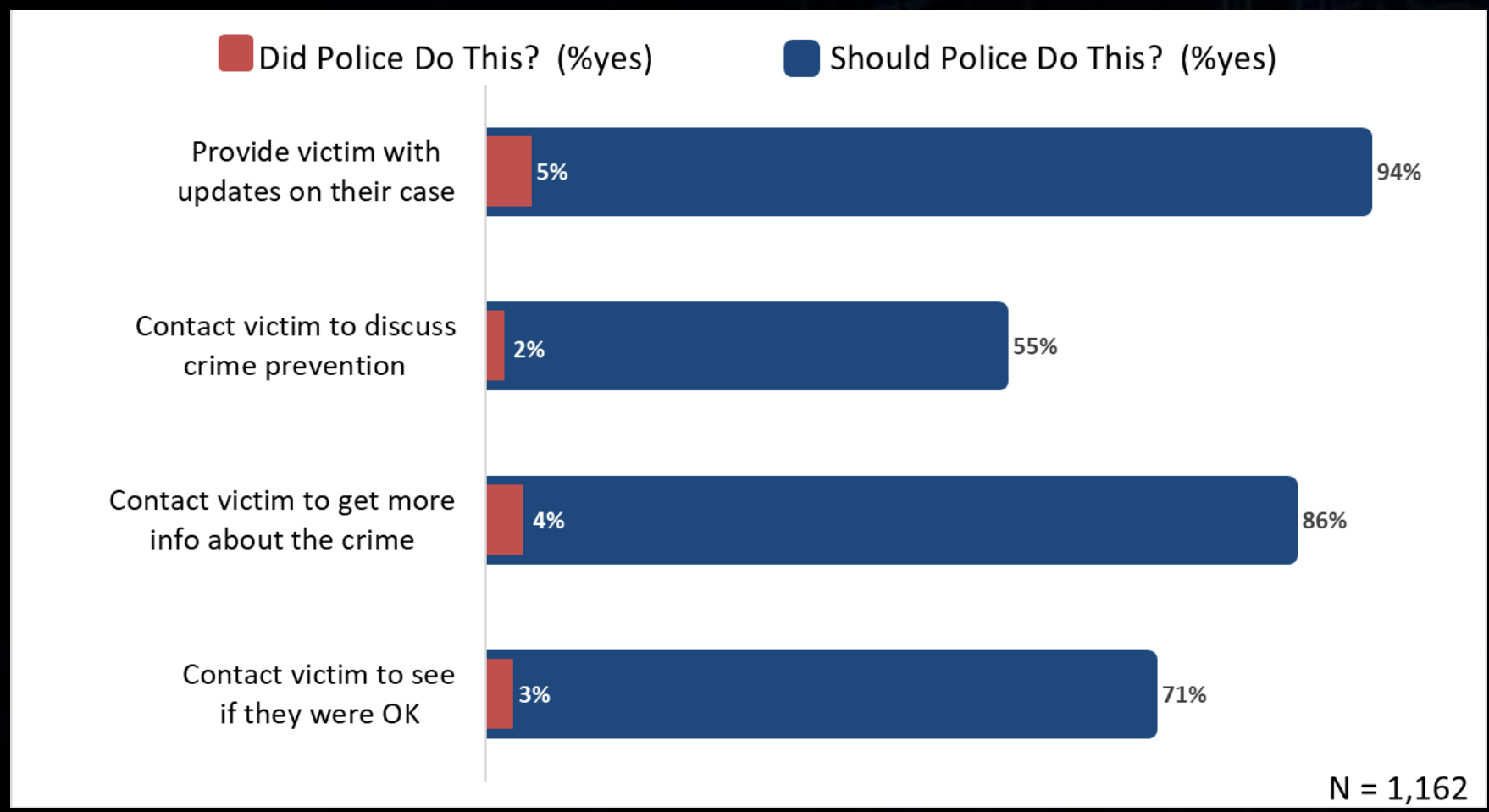
- Racial/ethnic minorities
- Younger victims
- Non-residents of the city
- People who found the online system difficult to use
- People who wanted the police to arrest the offender and/or recover their lost property

Online Reporting: Satisfied with Police Response?

Which of these would you say was the MOST IMPORTANT reason for reporting this incident?



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




N = 1,162

Online Reporting: Satisfied with Police Response?

Expect a Given Service

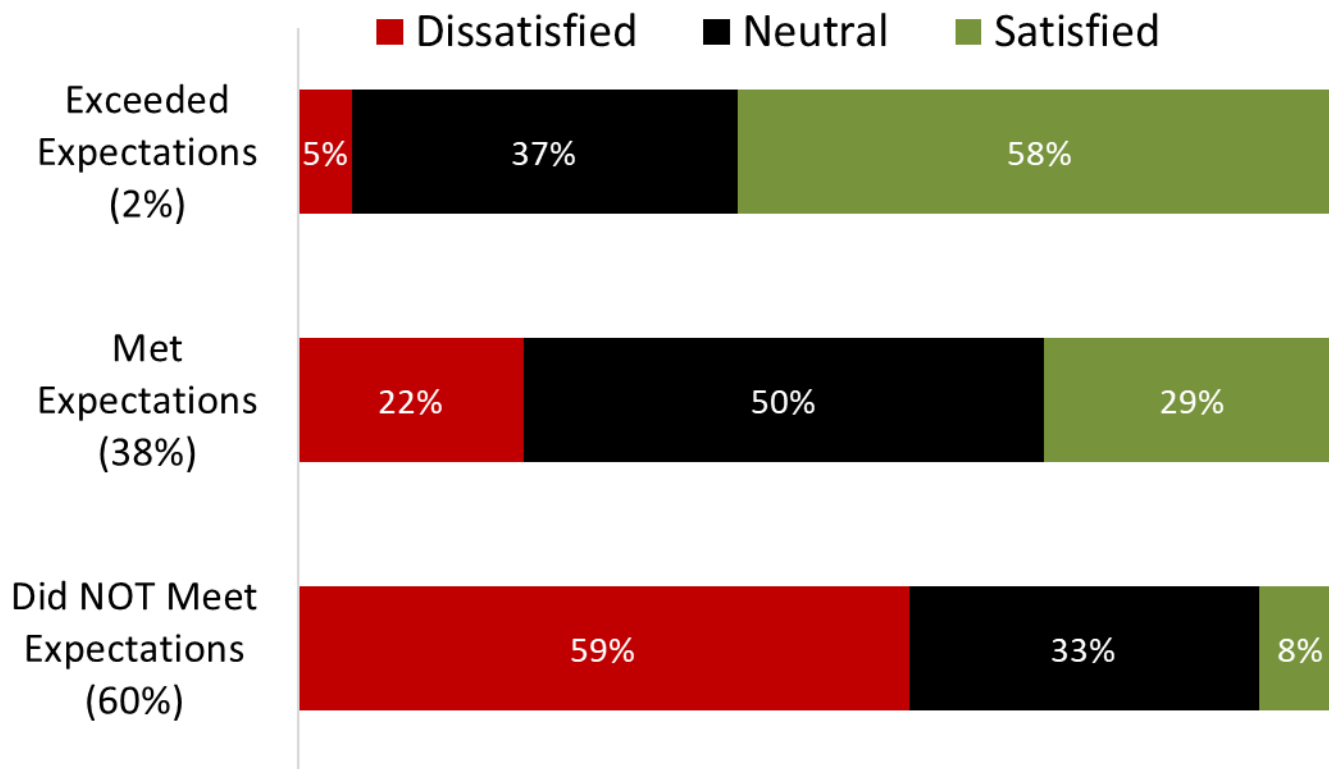
Received the Service

	No	Yes
No	 Met Expectations	 Didn't Meet Expectations
Yes	 Exceeded Expectations	 Met Expectations

Expectancy Disconfirmation Theory (see for review Zhang et al., 2022)

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

(N = 1,118)



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?”*

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.”*

“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.”*

“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.”*

“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.”*

“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!

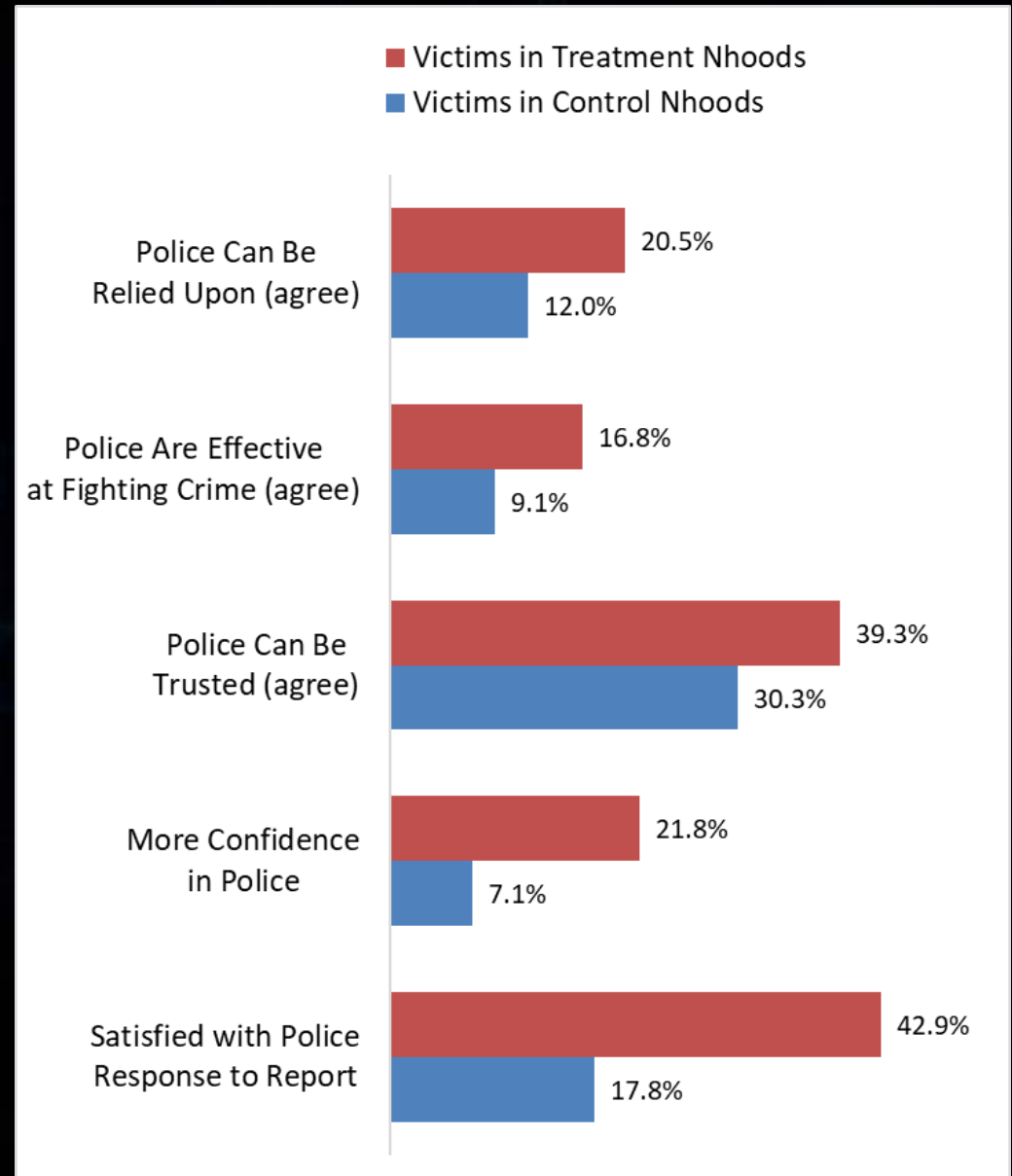
Online Reporting: Can the police increase satisfaction?

- 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



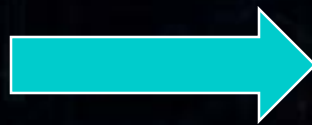
“Oh my gosh, I was so impressed that Officer _____ not only emailed me but called me. Honestly, I was shocked. This is the first time I have received a call about one of my online reports. Good job with the change in protocol because it will change perceptions about police and help with any additional 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



- Inform public
- Highlight benefits
- Immediate referral

1. Improving online reporting is critical for POP
 - Referrals, **agency landing page**, vendor software, follow-up

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- 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 more 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 new strategies for addressing crime 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!



"It concerns and saddens me that you were victimized in our city. In addition to any property losses or damage you may have experienced, this incident may have impacted your feelings of safety and your trust in law enforcement. Please know that we take these incidents seriously. We understand how greatly this impacts all of our residents and visitors to our city, and are trying our best with the resources we have to respond to and investigate crime. We pledge our continued commitment as we work with our Justice System and City partners on additional ways to reduce crime in our city."

- Chief Chuck Lovell

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 local crime. This helps the Police Bureau develop new strategies for addressing crime and distribute agency resources to the areas of greatest need. As such, your report is of great value to this agency, your neighborhood, and the city more broadly.

False reporting - The online system should only be used to file official police reports. All submissions will be reviewed by a police officer and filing 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.



1. Improving online reporting is critical for POP

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

• Yourself

Please enter your information as completely as possible. You may be contacted regarding this incident. An email address is required if you would like to be notified when this report is received and approved.

*First Name _____ Middle Name _____ *Last Name _____

***Home Address**

St #	St Dir	St Name	St Type	Post Dir
Denver	Colorado			Zip Code

Apt/Unit _____

Work Address

St #	St Dir	St Name	St Type	Post Dir
				Zip Code

Apt/Unit _____

City _____ State _____ Zip Code _____

***Home Phone**
(ex: 555-111-2222 - The system will auto-insert the dashes)

Mobile Phone _____
(ex: 555-111-2222 - The system will auto-insert the dashes)

*Email _____ *Confirm Email _____

Employer Name _____

Work Phone _____
(ex: 555-111-2222 - The system will auto-insert the dashes)

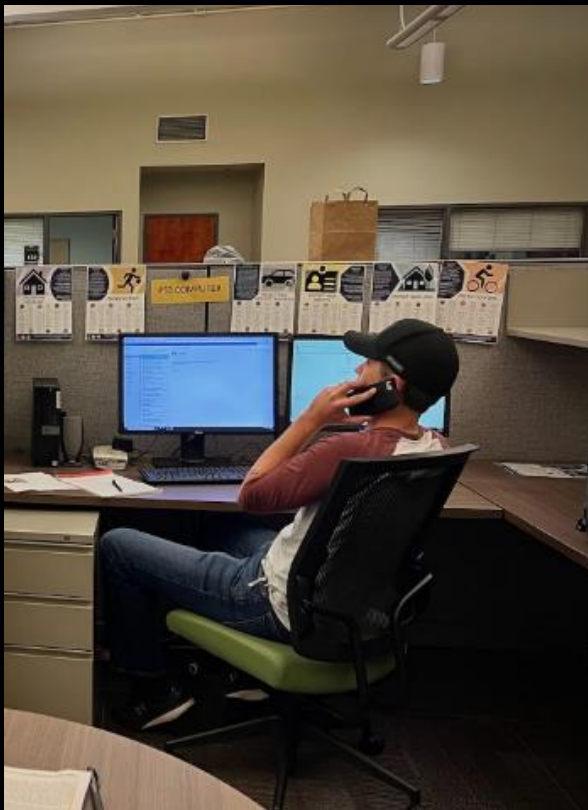
*Race _____ *Ethnicity _____
Please Select Please Select

- 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

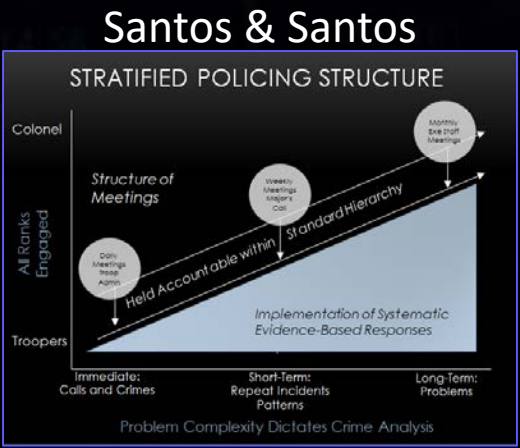
Discussion: Online Reporting and POP

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.”

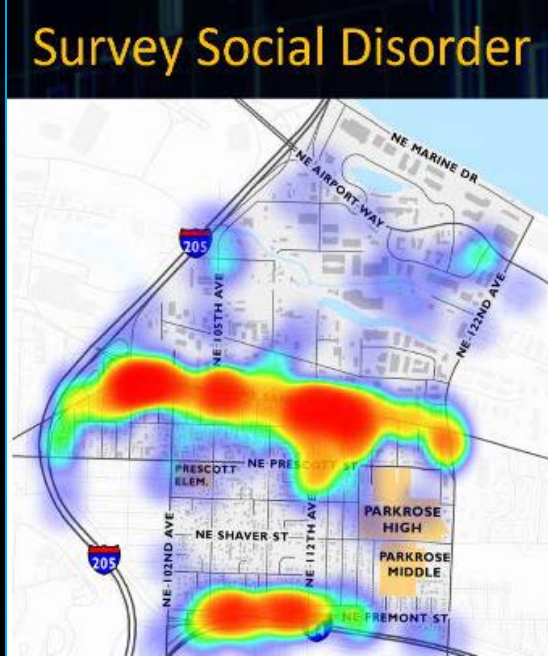
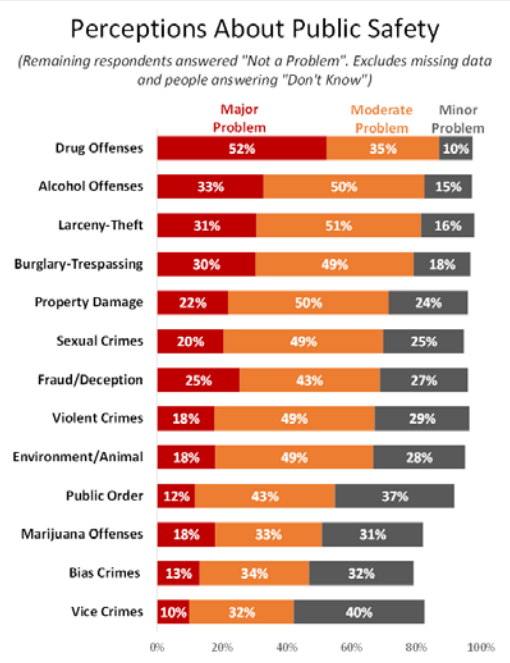


Discussion: Online Reporting and POP

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!



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*

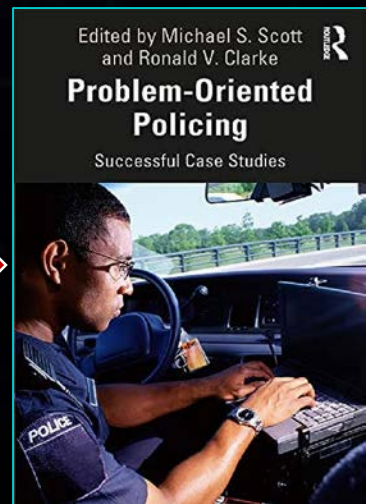
Personalized call/email & crime prevention materials

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

Discussion: Online Reporting and POP

5. Online reporting and POP could be used to inform community about agency's POP projects (POP = trust building)

Community-Based Crime Reduction Bulletin
HOLLYWOOD

COMMUNITY UPDATE

Portland's 2018 Community Based Crime Reduction (CBCR) grant from the U.S. Dept. of Justice provided a unique opportunity for collaboration between the Portland Police Bureau (PPB), Portland State University (PSU), and the Hollywood neighborhood. The local grant team partnered to identify and respond to local public safety concerns using a variety of crime prevention strategies. This bulletin provides an update of the actions and outcomes of the grant.

PLANNING

What concerns and challenges were identified in the Hollywood Community? Learn about the community input and public safety data that informed this project.

SEE PAGE 2

ACTIONS

What strategies were used to address community concerns? Learn about the different measures taken to improve public safety in Hollywood.

SEE PAGE 3

OUTCOMES

What did the community have to say about this project? Identify the key lessons learned from this collaboration.

SEE PAGE 4

Hollywood ACTION

With the community's priorities in hand, the next stage of the CBCR initiative was to develop locally-informed and data-driven responses. This included the following activities:

278 Supplemental foot patrols by officers. The foot patrols were used to increase police visibility in the neighborhood, with a primarily focus on Hollywood Transit Center. Prior research finds that heightened police visibility can deter criminal activity. Another goal of the foot patrols was to increase positive contacts with residents and businesses in the neighborhood. Accordingly, during these patrols, officers often walked with community members, reviewed areas of concern, answered questions, and distributed crime prevention flyers (see below).

Community-led crime prevention activities. A range of activities spearheaded by the Hollywood neighborhood association were supported by grant funds. This includes engagement at local fairs and block parties, meeting with local community leaders to discuss safety and hand out safety materials such as vehicle clubs, ring cameras, and sharps containers, and dedicated community cleanup and beautification initiatives. *Hollywood undertook 120 initiatives supported by this grant, engaging an estimated 853 locals!*

Outreach to crime victims. Property crime victims often experience emotional distress and a loss of confidence in local police that may reduce their willingness to collaborate in later crime control efforts. Victims are also at increased risk for a repeat crime for several weeks after an initial incident. To address this, we used grant funds to conduct outreach calls and emails to **198 crime victims in Hollywood** and more than 2,000 victims in 14 other Portland neighborhoods. The officers making the calls listened to the victims, answered questions, and provided guidance on preventing further incidents.

Community Crime Prevention Handouts

- PROTECT YOUR HOME**
- PREVENTING VANDALISM**
- PREVENTING THEFT**
- PROTECT YOUR BIKE**

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