

Right Click 2013



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WA Police – Check My Crime

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CheckMyCrime

Frontline 2020

WESTERN AUSTRALIA POLICE

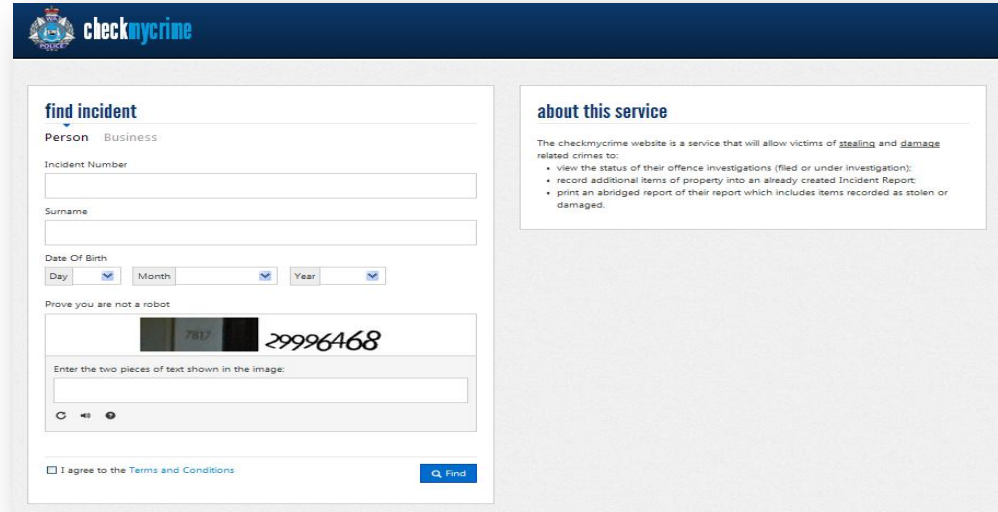


What exactly is CheckMyCrime

Located on the WA Police website.

A portal that allows victims to upload stolen or damaged property onto existing incident reports.

Victims are able to obtain an investigation status of their particular incident and the investigating officers name and contact details.



The screenshot shows the 'checkmycrime' website interface. At the top is a dark blue header with the 'checkmycrime' logo. Below the header, the main content area is divided into two sections. The left section, titled 'find incident', contains a form with tabs for 'Person' and 'Business'. The form includes fields for 'Incident Number', 'Surname', and 'Date Of Birth' (with dropdowns for Day, Month, and Year). Below these is a CAPTCHA section with the text 'Prove you are not a robot' and an image showing the numbers '7817' and '29996468'. A text box below the image asks the user to 'Enter the two pieces of text shown in the image:'. At the bottom of the form is a checkbox for 'I agree to the Terms and Conditions' and a blue 'Find' button. The right section, titled 'about this service', contains a paragraph explaining the service and a bulleted list of features: 'view the status of their offence investigations (filed or under investigation)', 'record additional items of property into an already created Incident Report', and 'print an abridged report of their report which includes items recorded as stolen or damaged'.



Why did WA Police develop it

Increasing trend towards online solutions, rather than offline ones.

Improved technology.

Police reforms, seeking 'demand-reduction' in a constrained resourcing environment.

The problems we faced...

WA Police invests considerable resources in entering data for stolen and/or damaged property items into the Incident Management System.

Our 'customers' were saying they weren't getting feedback from police about what was happening to 'their' crime.



The problems we faced...

Victims of property related crimes, or their representative insurance company, make requests to WA Police for extracts of the reports.

Providing these extracts further impacts police resources and there are time delays in members of the public trying to elicit report information.

Scope of issue/potential for gain

In 2012, WA Police received:

103,908 stealing reports relating to 394,481 individual items of reported stolen property.

31,979 damage reports relating to 89,821 individual items of reported damaged property.

Officer time

The time taken to load these items of property is estimated to be approximately 16,143 hours of effort (this equates to 2017 work days).



CheckMyCrime

A public facing web portal which will provide victims of stealing and damage related crimes with opportunities to access 'self-service' functions.

stolen/damaged property reported

Below is a list of items of stolen or damaged property items we have recorded against your incident. If you discover additional property items stolen or damaged as a result of the same incident, or you have agreed to add your own list of stolen or damaged property items to this incident, you can add these items using the "Click to Add Property" button.

[+ Click to Add Property](#) [+ Click to Print Property](#)

Additional information for each item is viewable by clicking on the + icon to expand the view.

	Item	Category	Status	Description	Qty	Value
+	Lawn Edger	Garden Machinery	Stolen	3 wheel petrol driven	1	\$700.00
+	Other	Garden Machinery	Stolen	Brushcutter	1	\$600.00
+	Modum	Household Items	Damaged	11	11	\$111.00
+	Modum	Household Items	Damaged	11	11	\$111.00
+	Modum	Household Items	Damaged	Backyard whisky operation	11	\$111.00
+	Modum	Household Items	Damaged	Backyard whisky operation	11	\$111.00
+	Algae Cure	Household Items	Damaged	1111	1	\$111.00
+	Wine	Alcohol	Stolen	1	1	\$11.00
+	Telephone Mobile	Communications Equipment	Stolen	hfhfh	1	\$10.00
+	Dvdrom	Computer Items	Stolen	Jaws	5	\$10.00

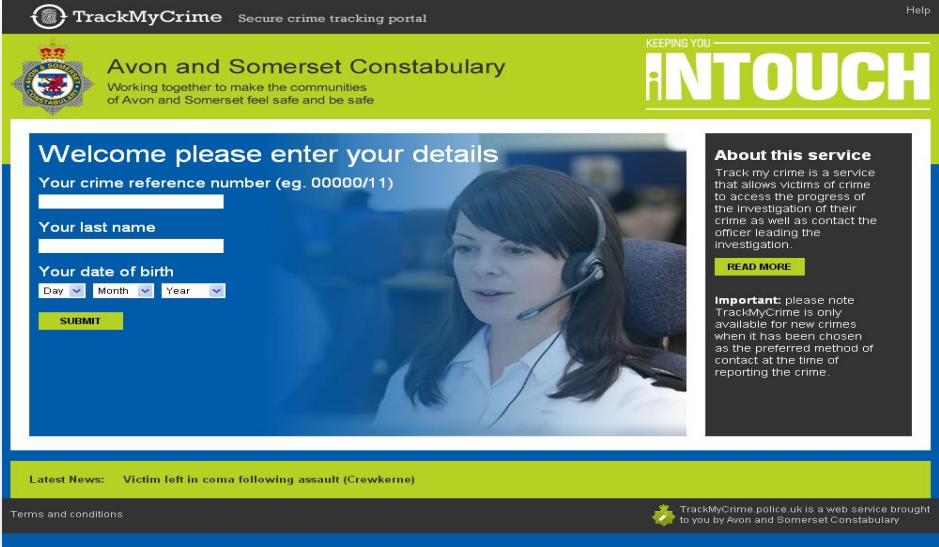
Property Total Value : \$1,886.00



CheckMyCrime

'*checkmycrime*' was implemented across Western Australia on 11 July 2013.

Is based on the 'Track My Crime' program developed by the Avon and Somerset Constabulary in the United Kingdom.



The screenshot shows the TrackMyCrime website interface. At the top, there is a header with the 'TrackMyCrime' logo and the text 'Secure crime tracking portal'. Below this, the 'Avon and Somerset Constabulary' logo is displayed, along with the tagline 'Working together to make the communities of Avon and Somerset feel safe and be safe'. The main content area is titled 'Welcome please enter your details' and contains a form with the following fields: 'Your crime reference number (eg. 00000/11)', 'Your last name', and 'Your date of birth' (with dropdown menus for Day, Month, and Year). A 'SUBMIT' button is located below the form. To the right of the form, there is a section titled 'About this service' which explains that TrackMyCrime is a service that allows victims of crime to access the progress of the investigation of their crime as well as contact the officer leading the investigation. Below this section is a 'READ MORE' button. At the bottom of the page, there is a 'Latest News' section with the headline 'Victim left in coma following assault (Crewkerne)'. The footer contains the 'Terms and conditions' link and a note stating 'TrackMyCrime police.uk is a web service brought to you by Avon and Somerset Constabulary'.



What does CheckMyCrime allow?

Allows victims to track the status of their investigation

Provides the investigating officers' contact details

Assists by adding quality data in a timely manner



What system allows

Users adding property items will update reports in 'real time' and instantly be able to see a list of items already reported.

Will enable victims to obtain, free of charge, abridged information reports extracted from their Police report for their own records.



How it works

Access is via a secure login through the '*checkmycrime*' web portal.

Login is provided by the responding officer at the time of taking the report, or through links from the WA Police internet web portal.

Reports cannot be accessed by members of the general public.



The screenshot shows the 'checkmycrime' web portal interface. At the top left is the Western Australia Police crest, and to its right is the 'checkmycrime' logo. Below this is a 'find incident' section with a dropdown menu currently set to 'Person' and an option for 'Business'. There are input fields for 'Incident Number' and 'Surname'. A 'Date Of Birth' section includes 'Day', 'Month', and 'Year' dropdown menus. Below these is a CAPTCHA challenge with the text 'Prove you are not a robot' and a small image of a digital display showing '66'. To the right of the CAPTCHA image is the number '224585'. At the bottom of the form is a text input field with the prompt 'Enter the two pieces of text shown in the image:'.

Benefits to WAPol

Resource efficiencies:

- Decreased data entry time by frontline officers, PAC and WAPOL staff
- Decrease in number of status report requests

Enhanced community engagement:

- Victim involvement in investigation
- Additional communication opportunities

Benefits to Police

Improved property description:

- Timely listing of property items (assist investigations)
- More items returned to owners
- Less items auctioned or destroyed
- Decrease number of property items retained
- Reduce storage requirements

Improved customer satisfaction:

- Victim support opportunities
- Improved transparency of investigation process

Project key steps

- Engaging key internal stakeholders
- Engaging the public via media.
- Overcoming IT technical and security issues
- Internal user testing to ensure system usability both internally and externally.

The image shows a screenshot of a Western Australia Police incident report form. The form is titled 'incident summary' and contains the following information:

- Incident Number: 270506 1010 85294
- Incident Status: Filed
- Date Occurred From: 27/05/2006 07:30
- Date Occurred To: 26/05/2006 13:30
- Date Reported: 27/05/2006 10:10
- Location: 18 Kent Street East Victoria Park WA

Below the incident summary, there is a section titled 'stolen/damaged property inventory'. It includes a note: 'Below you can see a list of any items of stolen or damaged property we have recorded against your crime. Lost/Seized/Found Property Some note about lost, seized and found property is not display within Check My Crime... blah blah Could make this note collapsible, i.e. use an expander? or closeable?'. There are two buttons: 'Click to Add Property' and 'Click to Print Property'.

Item	Category	Status	Description
Lawn Edger	Garden Machinery	Stolen	3 wheel petrol driven
Other	Garden Machinery	Stolen	Brushcutter
Modum	Household Bems	Damaged	11
Modum	Household Bems	Damaged	11
Modum	Household Bems	Damaged	Backyard whisky operation
Modum	Household Bems	Damaged	Backyard whisky operation
Algae Cure	Household Bems	Damaged	1111
Wine	Alcohol	Damaged	1
		Stolen	

Property Total Value : \$1,866.00



Problems we encountered

- Time limitation vs. business requirements within an Agile approach
- Communication between project team and Police Executive
- IT Security concerns/barriers

Success to date

In the first 2 months of operation:

6236 people logged into the portal.

6826 properties were added.

83% of people referred to CheckMyCrime actually used it

12% of all property items are currently being loaded via CheckMyCrime.

Time saved for front counter and PAC staff (Based on 2mins per property item) = 30 x 7.5 hour Shifts

Success to date

There is a business rule with the Police Assistance Centre that encourages CheckMyCrime to be used when there are more than 10 items that have been stolen or damaged.

By decreasing the threshold to 5 items an additional 35.5 % of all current Incident Reports could be encouraged to be entered via CheckMyCrime rather than by existing WA Police staff.

WESTERN AUSTRALIA POLICE
checkmycrime
www.checkmycrime.police.wa.gov.au

ABRIDGED INCIDENT INFORMATION

VICTIM NAME: Harry XANTHIPPE
INCIDENT NUMBER: 121212 0001 86023
DATE AND TIME OF INCIDENT: Between 11/12/2012 6 00 00 AM and 11/12/2012 7 00 00 AM
DATE REPORTED: 11/12/2012 08 00
INCIDENT LOCATION: 441 Murray Street Perth WA
INVESTIGATING OFFICER NAME: ADAM BELL

Stolen/Damaged Property Inventory

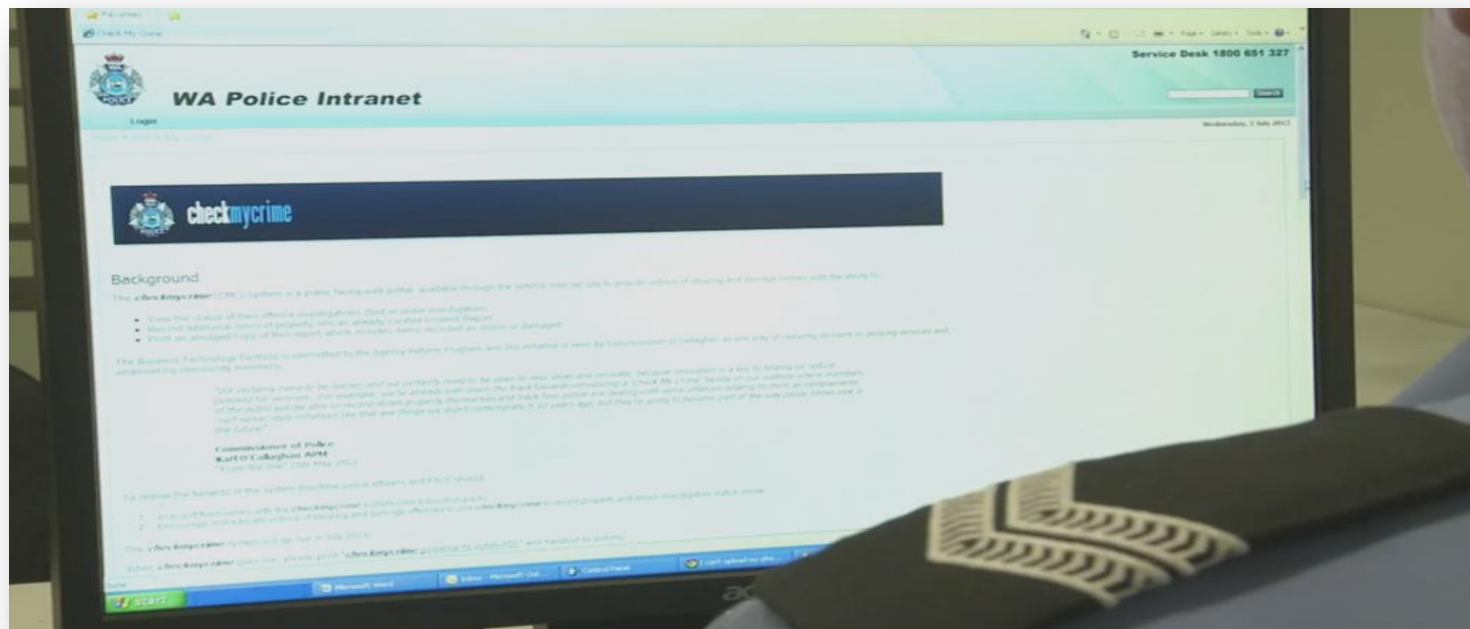
Property Item 1 of 2	Property Item 2 of 2
Item: 1 Stolen Furniture Type: Banana Lounge	Item: 1 Damaged Bicycle
Value: Not Supplied	Value: Not Supplied
Description: Shaped like a banana	Description: Mountain Bike
Item Sub Type: BANANA LOUNGE	Make: Giant

Damaged Items
Stolen Items
Property Summary

Where to from here....

- Online crime reporting is being investigated throughout all Policing jurisdictions – WA Police is a leader.
- Currently reviewing “Report my Crime – Lost Property” allowing the public to do a complete incident report and no need for a telephone call or visit to Police.

QUESTIONS?



For more information on
events or training visit:
www.wa.ipaa.org.au



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