

NO: **P001**

COMMITTEE DATE: **January 20, 2014**

POLICE COMMITTEE

TO: **Mayor & Council**

DATE: **January 17th, 2014**

FROM: **Officer in Charge, Surrey RCMP**

FILE: **e-Reporting**

SUBJECT: **Electronic Reporting - Implementation**

RECOMMENDATION

It is recommended that Council receive this report as information.

INTENT

The purpose of this report is to provide information about the upcoming implementation of the Surrey RCMP, e-Reporting System.

BACKGROUND

In 2009, Surrey RCMP explored various opportunities to enhance the reporting process for citizens, while reducing the workload for frontline personnel, particularly for call-takers and dispatchers, front-counter staff and patrol officers.

A key opportunity was Online Crime Reporting (e-Reporting), which would allow citizens to file their own minor incident reports. These reports would be transferred to the RCMP Records Management System (RMS) and responded to in an operationally appropriate manner and time (e.g., depending on event type/priority, local policy with respect to police attendance and resource availability).

The e-Reporting System is seen as a viable alternative service delivery option for less serious offences. Its application is being adopted by law enforcement and public safety organizations across North America. For many (lower priority) call types, this approach is a practical alternative to the standard call taking/ dispatching/ report writing business process traditionally performed by telecommunications centre staff and/or other frontline personnel (front counter staff and members in the field).

The Internet is one of the key communication tools utilized by the Surrey Detachment to reach out to its community and constituents. The Detachment views the site as an essential tool for maintaining public safety. The Surrey RCMP Internet site has recently been enhanced to improve information offerings to the local community. Currently the site attracts on average 15,000 visitors each month

DISCUSSION

The e-Reporting initiative supports RCMP strategic priorities, but also has particular value in supporting the City of Surrey Crime Reduction Strategy, intelligence-led policing efforts (in terms of supporting increased reporting), and addressing recent reform and change management initiatives within the RCMP (i.e., Vision 2010) that ensure the RCMP remains responsive and accountable to its clients and stakeholders.

The City of Surrey Crime Reduction Strategy is focused on four primary objectives:

- Reduce crime and increase community safety
- Increase public involvement in reducing crime
- Increase integration between all stakeholders involved in crime reduction
- Improve public awareness around the reality and perception of crime

More specifically, the Surrey Crime Reduction Strategy (CRS) includes the following recommendations with respect to additional crime reporting options for citizens:

- *That the City and RCMP work together to establish the creation of a pilot project that allows individuals to report crime via the Internet and/or CRS website.*
- *That the RCMP develop an enhanced crime reporting strategy that includes the use of the internet to encourage the citizens of Surrey to report crimes and criminal behaviour to the RCMP and that the strategy include a follow-up protocol for the RCMP to report back in a timely manner to those citizens that have reported crimes.*

The Surrey CRS also contains recommendations with respect to expanding the language capability of the police to communicate with Surrey's diverse population:

- *That the police services in Surrey include an appropriate complement of members that have the necessary language skills to communicate with the City's significant ethnic population groups.*

While this recommendation does not address online reporting directly, clearly online reporting presents an opportunity to open lines of communication between the Surrey RCMP and the communities it serves. The City of Surrey and the Surrey RCMP remain committed to creating inclusive and accessible services. The e-Reporting System will be provided in multiple languages. This is an attractive feature for a multi-cultural city with considerable English as a Second Language (ESL) population and would enhance our service level to these members of the community.

CONCLUSION

The implementation of the e-Reporting System will provide the citizens of Surrey an alternative service delivery option for less serious offences, which will be available in multiple languages. The e-Reporting System complements both the RCMP and City of Surrey's strategic priorities.

Bill Fordy
Chief Superintendent
Officer in Charge, Surrey Detachment