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PRESS RELEASE

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Online Police Reporting Now Available in Troy

The Troy Police Department has implemented an online police incident reporting system. A significant goal in this effort is to enhance our overall level of service by providing citizens the option and ability to file some of the more routine types of police reports conveniently online. Another goal is to optimize available time for police officers on patrol to more quickly respond to priority calls for service, detect and arrest individuals committing crimes, address traffic problems, and engage in other problem solving activities that enhance public safety. Often calls that are of a minor nature or are simply a request for a routine police report will find citizens waiting for what can be extended periods of time for a patrol officer to arrive due to the need to prioritize responses to more serious calls for service. Requiring citizens to come to the police department in person to file these types of reports can also result in the inconvenience of waiting in long lines. In the face of fewer officers on patrol, it is anticipated that the effective use of this system could potentially reduce overall response time associated with more serious incidents, as well as increase available time for officers on patrol to engage in proactive police work.

Generally, routine incidents and minor crimes cannot be assigned for investigation due to the need to use investigative resources for more serious offenses. Banks, insurance companies, and cell phone carriers still require a police report to respond to identity thefts, process claims, or intervene in situations of harassment involving cell phone technology. This system will provide citizens with that resource conveniently and online.

Online reporting can be accessed in three ways:

- Through computer terminals located in the Troy Police Department lobby
- Through the City of Troy / Police Department website home page
- Through the City of Troy Police Department's Facebook page

The following chart lists the types of reports that can be completed online:

Online Citizen Police Report for the following Incident Types can be submitted.

Incident Type	Definition	Example
Harassing Phone Call	Unwanted phone calls of an annoying, harassing or threatening nature. Repeated Hang-ups.	Repeated phone calls that immediately hang-up, use obscene language, etc. with no known suspects.
Identity Theft	Is when someone obtained someone else's personal identifying information and then uses it to obtain credit, goods or services.	Someone obtains a credit card by using your S.S.N. or obtains phone service using your personal information.
Lost Property	When property is missing or lost.	Property that is missing, leaving items in restaurant, or missing from home.
Private Property Traffic Crash	A traffic crash that occurred in a parking lot, driveway or a private road.	Your vehicle was parked when it was struck by an unknown vehicle.
Theft	Your property is taken without your permission.	Property known to be stolen lost property is not a theft.
Damaged Property/Vandalism	The act of changing, modifying or defacing public or private property.	Graffiti, knocking over mail box, throwing rock through windows, etc. No known suspects.

Once the online report is completed and submitted, the reporting party will receive the following e-mail message:

This is not an incident number. Your report will be reviewed within 72 hours. Once it is reviewed, you will receive your incident number and instructions on how to obtain a copy of your report.

A Troy Police Department employee will review the online report submission. If additional information or clarification is needed, the complainant will be contacted by a police department representative to obtain the required data. Once the submission is reviewed and deemed acceptable, the citizen that made the report will receive a follow-up e-mail containing confirmation that the report has been accepted, a Police Report Incident number, and direction on how to obtain a copy.

The Troy Police Department has not discontinued the ability of citizens to request that a police officer respond to these incidents or for citizens to come to the Police Department to file reports in person. Citizens contacting the Dispatch Center will be offered the online option when calling to report these types of incidents.

It is anticipated that this system will provide a much more convenient means for citizens in need of routine police reports to obtain them, while at the same time enhancing the Department's overall effectiveness and efficiency in delivering quality police services to this community.