

Leicester Police Add On-Line Crime Reporting to Webpage

Goal of System is Free Up Officers

Leicester – Like many other departments across the state, the Leicester Police Department is feeling the impact of tight fiscal times and is faced with questions on how to continue to provide the current level of services on a tighter budget. Chief James Hurley of the Leicester Police Department indicated that manpower is at a premium at his agency and that the department needs to use its officers as wisely and efficiently as possible. That's why the Leicester Police Department has turned to the internet in the hopes of reducing the amount of manpower which is designated to taking non emergency police reports. The department has recently added an on-line reporting component to its webpage www.leicesterpd.org. The new on-line reporting system allows the public to submit non emergency reports via the webpage. The reports are then reviewed by the department and entered into the agency's records management system and assigned to officers for a follow up investigation if one is required. It is just simple time management; it is more efficient to have the reports come to us, than for us to send an officer out to the reporting party's home, take the report, and then return to the station to type the report. There is a lot of expense and manpower associated with this type of traditional response that can be reduced by the on-line submission of non emergency reports. If you look at the private sector most businesses are turning to the internet to increase productivity and efficiency so why shouldn't the police do the same?

It is also good customer service. You can submit your report anytime and from any place you have internet access. There are many instances where you could use the system to report a crime. For example if your go out to go to work in the morning and find that your car was vandalized overnight, most people don't want to wait for a cruiser to respond to take a report. If they do, now not only do they have to deal with the damage to their vehicle but, they are also late for work. Using the on-line system they can go to work and send in the report during their lunch break. They can even tell us when they will be home so that we can respond and take pictures if necessary.


The system has significant potential for the reporting of financial crimes, past larcenies, and other property crimes. Within the past week, the department received a call from a man wanting to report an incident that occurred in Leicester. He lived more than 30 miles away. The traditional response would be to have him return to the station to file a report, but in this case, we were able to direct him to the on-line reporting system. It worked out well for both parties. He submitted his report from home and we received it at the station without tying up an officer.

Chief Hurley indicates that the system does have its limitations. "Nothing I have seen to date replaces the need in some instances for good old fashion police work. Officers need to still get out and interact and communicate with the public to be effective. This system is not meant to replace that component of police work, it is meant to streamline the non emergency reporting process so that officers can continue to focus on emergency responses such as crimes in progress, medical emergencies, and motor vehicle accidents and traffic enforcement."

The Leicester Police Department checked out several on-line reporting systems used by local and federal agencies. Several agencies had experience in using on-line reporting and that guided us in the right direction. Chief Hurley stated “that the on-line system would not have become a reality if it were not for the efforts of the town’s webmaster Mr. William Griffin. Bill has been a driving force behind making the police department accessible to the public as simple as clicking your computer’s mouse. I called him up and asked him what he thought about on-line crime reporting and he made it happen. We are lucky to have him.”

IF THIS IS A EMERGENCY
Dial 911

This form should only be used to report an incident that does not require an immediate police response. Leicester Police may contact you at a later date to follow up.

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|  | Leicester Police Department 90 South Main Street Leicester Massachusetts 01524 CRIME REPORT FORM |
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Your Name:

Your Physical Address:

Your Mailing Address:

Your Zip Code:

Your Home Phone Number:

Your Work Phone Number:

Your e-mail Address:

Your Sex:

Your Race:

Your Date of Birth:

Your Age:

The image above shows the initial screen on the Leicester Police Departments On-Lin Non Emergency Crime Reporting system.