



16 November 2017

Dan Hawke

fyi-request-4832-25cda9eb@requests.fyi.org.nz

Dear Mr Hawke

I refer to your request, received on 8 August 2017, for an update on New Zealand Police's investigation into providing online crime reporting. Your request asked:

I noted in your last email you stated that the target timeline for this was by July 2017. Do you have any update available yet.

I am advised that the recipient of your email of 8 August 2017 was absent at the time and your email was not picked up by other staff. You have complained to the Ombudsman about the delay and I will send a copy of this response to the Ombudsman, as requested by the Ombudsman.

New Zealand Police has a strategic goal to deliver a more responsive police service by ensuring all New Zealanders can more easily access police services when they need them. The strategy aims to:

- Make it easy for the public to use our services and connect with Police;
- Increase public digital services;
- Develop customer-centric digital services.

A key focus is to provide the public with a website portal for online reporting of crime and lost property. Surveys undertaken by Police in 2017 show that over 50% of the public making calls to report crime or lost property would consider using an online reporting option. Delivery of online reporting of crime and lost property is expected to be completed during the second half of 2018.

You have the right, under section 28(3) of the Official Information Act 1982, to ask the Ombudsman to review my decision if you are not satisfied with the way I have responded to your request.

Yours sincerely

Audrey Sonerson
Deputy Commissioner Resource Management