



# Re-designing the 'report-a-crime' function on the Dutch police website

User-Centered Design for New Media

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# 1. Introduction

The police are a crucial part of society. They enforce the law and protect the public from harm by making sure everyone is safe, healthy and out of crime's way. As our world becomes more digitally dependent, law enforcement must follow and provide their citizens with a website. A police website plays a crucial role nowadays as it provides communication and information between the police and the public. This redesign focuses specifically on the Dutch police website: <https://www.politie.nl/>.

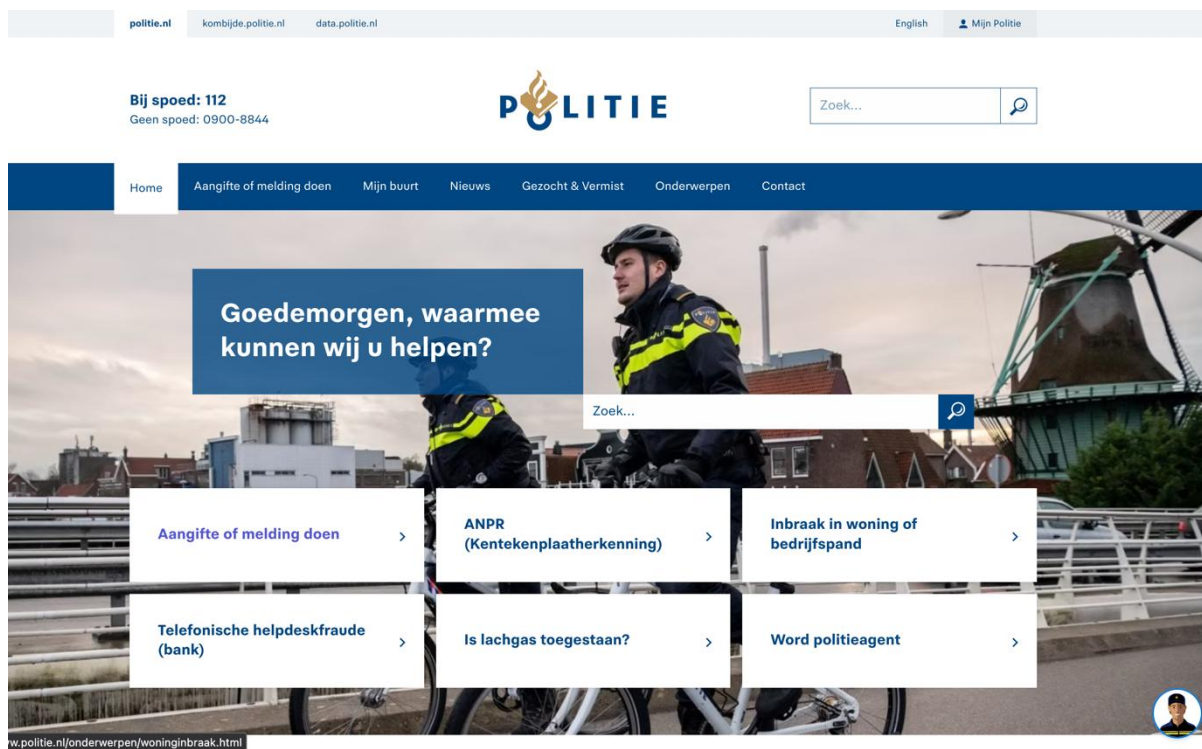


Figure 1: Homepage of the Dutch police website.

The homepage of the Dutch website provides its users with a lot of information and options upfront (as seen in Figure 1). The first 6 quick links are: reporting a crime, plate detection, burglary in home or business premises, helpdesk for fraud, is nitrous oxide allowed, and become a police officer. The homepage also consists of a more classic menu with items such as reporting, my neighborhood, the news, contact etc. Scrolling down shows you highlights, social media links, emergency numbers and additional information about privacy, accessibility and data (as seen in Figure 2).

## Uitgelicht



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Figure 2: Continuation of the homepage of the Dutch police website.

Among the website's many features, the "Aangifte of melding doen" (Reporting a crime or incident) allows citizens to report crimes, seek assistance, and access relevant resources quickly when dealing with an incident. This feature should be intuitive, efficient, and accessible to all users, especially when they are dealing with a stressful situation.

This report outlines the process of redesigning the "report a crime" feature on the Dutch police website. The redesign's goal is to address the usability challenges and improve user experience of the process. The re-design process will consist of four phases: defining the scope, analysis, design, and validation. This report will be concluded with an evaluation chapter where we reflect on the whole process.

## 2. Defining the Scope

Re-designing the website of the Dutch police is a broad topic. Therefore, some choices needed to be made to narrow down the topic to make it suitable for a six-week project.

After a short visit to the website of the Dutch police (Politie.nl, n.d.) and trying the report-a-crime function on their website, we soon realized that the process was unclear to us. The steps are difficult to follow and the user may not know when they will be finished. Therefore, we chose to limit our scope to "re-designing the report-a-crime function on the website of the Dutch police".

It was chosen to adapt the current website of the Dutch police instead of developing a new media – e.g. an app – because we, ourselves and therefore probably also other users, would not want to download another app which they will not frequently use.

### 2.1 Methods and Tools

As this course is called 'User Centered Design of New Media', the focus of the design process should be on user centered design (UCD). A UCD process is a design process where the focus is laid on including the user in multiple phases of the design process (Gould & Lewis, 1985). This means that the user plays an important role in the development of the product. According to Gould & Lewis (1985) UCD consists of three main principles: there should be an early focus on the user and their tasks, the process includes empirical measurement tools, and the process should be iterative.

As these three principles had to be included in our design process, we used the table of Maguire (2001) (table 1) to choose our methods. The choice was made to include six methods from the table.

Planning (Section 3)	Context of use (Section 4)	Requirements (Section 5)	Design (Section 6)	Evaluation (Section 7)
3.1. Usability planning and scoping	4.1. Identify stakeholders	5.1. Stakeholder analysis	6.1. Brainstorming	7.1. Participatory evaluation
3.2. Usability cost-benefit analysis	4.2. Context of use analysis	5.2. User cost-benefit analysis	6.2. Parallel design	7.2. Assisted evaluation
	4.3. Survey of existing users	5.3. User requirements interview	6.3. Design guidelines and standards	7.3. Heuristic or expert evaluation
	4.4. Field study/user observation	5.4. Focus groups	6.4. Storyboarding	7.4. Controlled user testing
	4.5. Diary keeping	5.5. Scenarios of use	6.5. Affinity diagram	7.5. Satisfaction questionnaires
	4.6. Task analysis	5.6. Personas	6.6. Card sorting	7.6. Assessing cognitive workload
		5.7. Existing system/competitor analysis	6.7. Paper prototyping	7.7. Critical incidents
		5.8. Task/function mapping	6.8. Software prototyping	7.8. Post-experience interviews
		5.9. Allocation of function	6.9. Wizard-of-Oz prototyping	
		5.10. User, usability and organizational requirements	6.10. Organizational prototyping	

Table 1: Methods for user centered design (Maguire, 2001)

The chosen methods are: Survey of existing users (Context of use), Personas (Requirements) User requirement interview (Requirements), Storyboarding (Design), Controlled user testing (Evaluation) and Post-experience interviews (Evaluation). These methods have been combined to create three tools which have been executed during the process: Conducting a survey (survey of existing users & personas), executing a co-design session (user requirement interview & storyboarding) and evaluating the prototype with a user test (controlled user testing & post-experience interviews). For these three tools informed consent forms needed to be made. These can be reviewed in appendix I.

## 2.2 Global Planning

Before starting the process, a global planning was made (table 2). In this planning the different tools are shown, together with other parts of the process – such as desk research – which needed to be executed.

<b>Week number</b>	<b>Activity</b>
1	Desk Research & Executing survey
2	Creating Personas & Preparing Co-Design Session
3	Executing Co-Design Session
4 (Holiday)	Ideation & Creating Prototype
5 (Holiday)	Ideation & Creating Prototype
6	Creating Prototype
7	User Testing
8	Finalizing Results

*Table 2: Global planning*

## 3. Analysis

The project started with an analysis phase. During this phase two important activities were carried out: desk research and a survey. The results of these activities are shown at the end of this chapter in the form of three personas.

### 3.1 Desk Research

Desk research was carried out to get a basic understanding of the subject. Topics which have been investigated were: the current website of the Dutch police, police websites from other countries and guidelines for governmental websites. A complete overview of this research can be found in appendix II. This research helped to discover possible problems users could have with the current website and set up a first list of requirements, which can be seen in appendix III.

### 3.2 Survey

To get a better understanding of the users of the Dutch police website, a survey was set up. In this survey we asked our participants to answer questions related to crime reporting. Because we wanted to see if there was a relation between the age of the participants and their preferred way of reporting a crime - via website, call or a visit to the police station - we asked some basic demographic questions. The full survey questions can be found in appendix IV.

#### 3.2.1 Survey Results

<b>Ages</b>	<b>Count</b>
18-24	16
25-34	4
35-44	3
45-54	7
55-64	3
65 and over	4
<b>Total</b>	<b>37</b>

*Table 3: Participant's ages.*


As can be seen in Table 3, the ages of the participants are spread out but skewed towards the age between 18-24. Important highlights to notice from the result are that 19 participants would use the website to report a crime if it is not urgent. Also, there was no clear distinction

in age between possible users of the website. Therefore, the choice was made to design for "all" possible users. This means that we will not exclude users on purpose.


Examples of possible crimes were suggested in the survey. Stolen bicycle, lost ID card and lost/found something were the crimes that are most answered by participants on the question; "Which crimes would you report via the website?". An overview of all survey answers can be found in appendix V.

### 3.3 Personas

As a result from the analysis phase, three personas were created (figures 3 to 5). These personas represent the users and their needs when using the police's website to report a crime.



**Name:** Tom van Dijk  
**Age:** 22  
**Profession:** Student Mechanical Engineering  
**Location:** Hengelo, Netherlands

**Social media channels:**  



**Interests:**  
 Playing soccer, ice skating, reading, playing drums and gaming

**Goals:**  
 Reporting stolen bike  
 Quickly reporting a crime


**Frustrations:**  
 Difficult to understand website of the Dutch police  
 Digitally reporting takes a lot of time

**Tom's story:**  
 After his last lecture of the day, Tom wants badly to go home. It is already 17:30 and he has a soccer training at 19:00 this evening. An unpleasant surprise awaits him when he returns to the spot he parked his bike earlier this day. His bike has been stolen. Irritated to find his bike stolen he went home by bus. Later that evening – after his soccer training – he found time to report his stolen bike. After using Google he found the website of the Dutch police, which includes an option to digitally report a crime. Tom finds this a pleasant surprise, as it should be easy to digitally report his stolen bike. However, the website was difficult to understand and it took a lot of time. It was not clear which buttons he needed to click. Asking extra help via the chatbot did not provide any help, as it told him "I'm sorry your bike has been stolen". After half an hour Tom managed to complete his report. Frustrated, he went to bed at 23:00.

Figure 3: Persona of Tom



**Name:** Marjan de Groot  
**Age:** 57  
**Profession:** Nurse  
**Location:** Zwolle, Netherlands

**Social media channels:**  



**Interests:**  
 Yoga, walking, playing board games, watching tv series & cooking

**Goals:**  
 Reporting lost ID card  
 Having personal contact while reporting a crime


**Frustrations:**  
 Difficult to understand website of the Dutch police  
 There is no personal contact when using the website

**Marjan's story:**  
 When Marjan is shopping her groceries after a day of work, it strikes her that her ID card is missing from her wallet. After the payment, she bikes back to her work in the hope of finding her ID card there. Sadly, she is not able to find it and her colleagues advise her to report it with the police in case the finder wants to conduct fraud. Because it is already evening the police stations have closed for the night. Her colleagues told Marjan that is also possible to report a crime via their website, so Marjan tries this option although she prefers physical contact instead of using the internet. It turns out that it is difficult to understand the website and Marjan asks her husband for help. Together, they still do not understand the website, so they try to use Steffie, the explainer of the site. Steffie does not help them as she only explains general information about the police. Marjan decides to close the website and she will go to a physical police station early next morning.

Figure 4: Persona of Marjan



**Name:** Madelon Moret  
**Age:** 21  
**Profession:** Student Psychology  
**Location:** Enschede, Netherlands

**Social media channels:**  


**Interests:**  
 Socializing with friends, street dance, Crocheting & playing the violin

**Goals:**  
 Reporting a found wallet  
 Easy reporting of a found object

**Frustrations:**  
 Is not able to read the website of the Dutch police  
 Cannot report the found wallet

**Madelon's story:**  
 Madelon is a French girl studying in Enschede. She is learning Dutch, but is not yet able to understand and communicate in this language. After one of her street dance lessons she spots a wallet on the ground of the dressing room. She is the only one left and decides to take it home. At home, she sends a message in the group chat of her dance group to ask if someone misses their wallet. This is not the case, so Madelon does not know what to do with the wallet. After a quick search via Google, she finds that lost objects can be reported with the Dutch police. She decides to do this and visits the police website. Soon, it becomes clear that reporting in English is not possible, so she tries to use the Dutch reporting system. This takes a lot of time – as she has to translate almost everything. When, in the end, she cannot report, because she does not own a Digi-D, she decides to keep the wallet without reporting.

Figure 5: Persona of Madelon

The personas were used during the further design research process, to keep the users and their needs in the back of the minds of the designers and not lose track of what might be important.

## 4. Design

The next phase in our design process was the design phase. This phase consisted of two parts: a co-design session and the re-design of the report-a-crime function. The result of this phase was a clickable prototype made using Figma.

### 4.1 Co-Design

About halfway through the project, a co-design session was held with three participants. This method was chosen to directly involve users with the main goal of finding out which features are valued by potential users and what flow would be the most beneficial for these same potential users.

#### 4.1.1 Buy a Feature

The co-design session was divided into two assignments for the participants. The first assignment is to give value to certain features. For this, we used a method called "Buy a Feature" (Hensley, 2023). The features were chosen before the session, ensuring that as many as possible were listed (appendix VI). Participants had the option to further expand the list of features, which did not happen during the session. Fake money, valued at €244.000, was given to the three participants.



Figure 6: Co-Design session - Buy a Feature

In the first round, the participants were asked to individually assign the money to the different features that were laid out over the table (figure 6). The participants valued the following feature the most: "Add a way to follow up on your requests, make it obvious how and where to do it."

During the second round, the participants were asked to assign the amount of €155.000 as a group to the same features. The features that were valued the most during this round were: "Make sure the website is responsive and works well on all kinds of screens with different sizes and browsers." and "Make sure the website is easy to find, maybe even optimize it to be able to find links to specific parts of the website.". All results of both these rounds can be found in Appendix VII.

### 4.1.2 Storyboard Sketching

The second part of the co-design session was focused on finding the right step-by-step process to report a crime - in this case a stolen bicycle - through the website. For this, the storyboard sketching method was used (Roberson, n.d.) This was done by giving the participants artistic means to draw out their preferred process on a predefined storyboard template (appendix VIII)(figure 7), after which the participants were asked to discuss their process by going through their work one-by-one. The created storyboards can be reviewed in appendix IX.



*Figure 7: Co-Design session – Storyboard Sketching*

During the discussion, all participants concluded that the most necessary steps were quite similar, even though they all drew their preferred process individually. As a result of this co-design session, the first list of requirements was updated. The new list can be reviewed in appendix X.

## 4.2 Re-Design

After the co-design session, a re-design of the report-a-crime function could be developed. The re-design ended up as a clickable prototype made using Figma. The new design has been based on the updated list of requirements (appendix X) - the result of the co-design session.

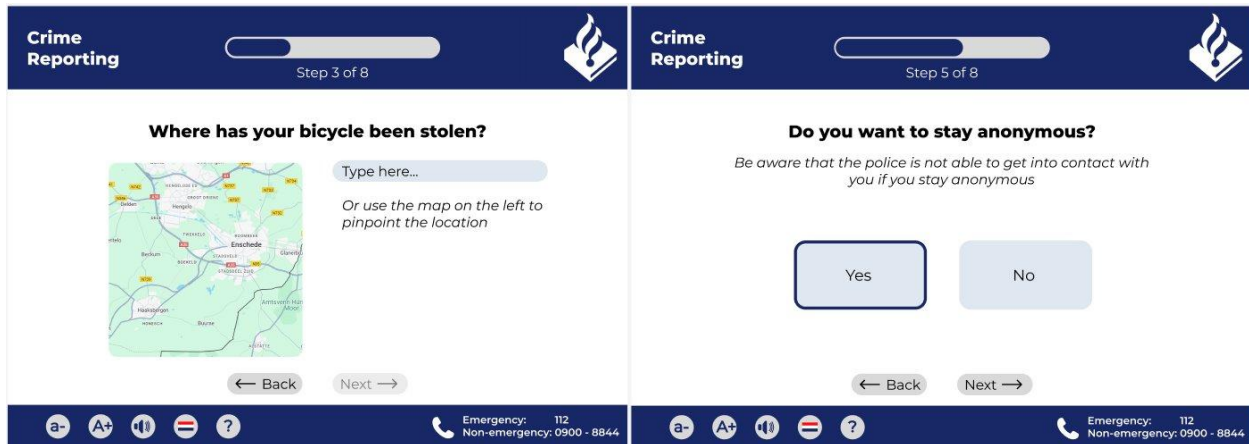


Figure 8: Screenshots of prototype

Figure 8 shows two screenshots of the re-design – a link to the complete Figma file can be found in appendix XI. Key features to highlight in our design, compared to the current design of the Dutch police are: the implementation of a progress bar, a return button, accessibility options are always visible, emergency numbers are always visible and the option to stay anonymous (figure 9).

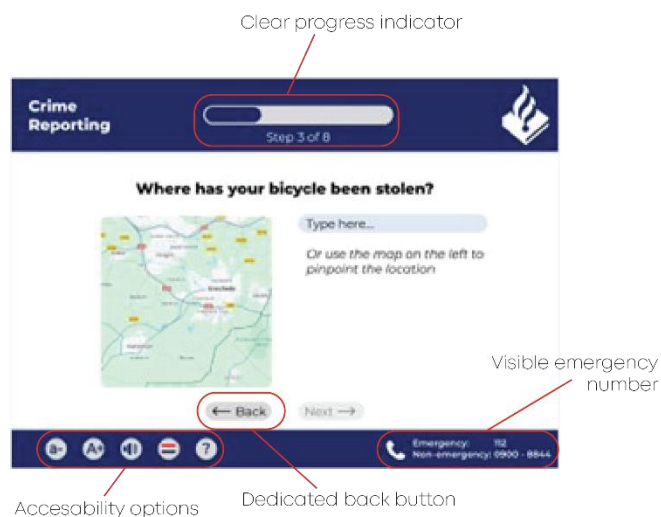


Figure 9: Re-design features

## 5. Validation

To validate our re-design of the report-a-crime function we conducted user tests followed by semi-structured interviews (interview questions can be reviewed in appendix XII). During the user tests, three participants were asked to interact with the prototype and go through the process of reporting a crime. The assignment was to anonymously report their bike being stolen (figure 10).

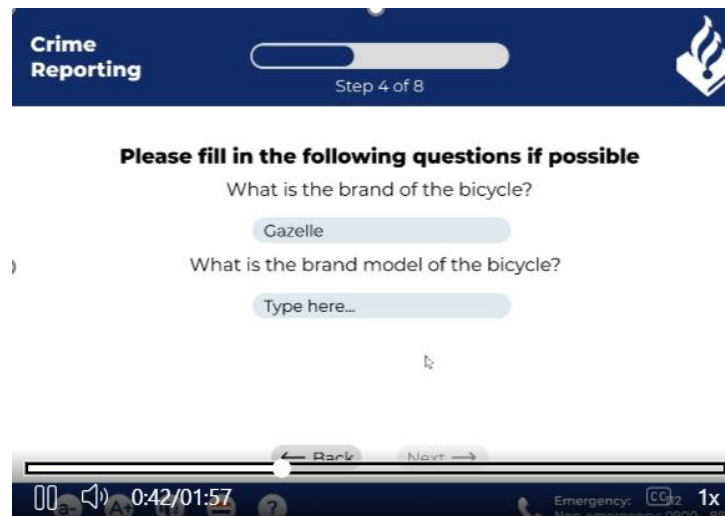


Figure 10: Film still of participant clicking through the prototype (link to the full video in appendix XIV)

After using the prototype and answering the first part of the interview questions, the participants were asked to perform the same exercise on the current website of the Dutch police (link to screen recording of this test in appendix XIV). After this, the second part of the interview questions were asked. These questions mostly focused on comparing the re-design and the current design. The interview answers can be reviewed in appendix XIII.

In general, our re-design was validated to be an improvement on the existing report-a-crime function on the website of the Dutch police. Participants found the guided process convenient to use and thought it to be simple and efficient. Also, some points for improvement were mentioned – e.g. adding an option to directly print the report. These can be used as a starting point for a new iteration round in the future.

## 6. Evaluation

At the beginning of the project, we selected the UCD process based on the principles defined by Gould & Lewis (1995). Those 3 main principles were integrated into our approach to ensure that the user remained in focus throughout the redesign. From the beginning, we wanted to incorporate as many users as possible in the process, which is why a UCD method was chosen in every stage. Overall, the UCD process proved to be beneficial, which is what we initially expected. It helped us identify issues early on and refine the report-a-crime function based on real user preference. The nature of the UCD process allowed us to communicate with the end users at each point.

At first, we wanted to both optimize the crime reporting system and optimize Steffie the explainer. Due to the limited time to complete the project we decided to focus on optimizing the crime reporting process. We thought that if the process is intuitive and simple the explainer would not be needed. Our chosen UCD methods also changed from its first proposal, which was a survey, mid-term test and validation. As mentioned earlier, a survey was conducted to better understand the context of use of the website. However, initially, a mid-term test was planned where users would interact with a paper prototype. This was changed to a co-design session that elicited requirements and gathered ideas from end users. Lastly, the validation was supposed to be done through A/B testing but we ended up having the users use our prototype, use the current website and take part in a semi-structured interview.

Generally, we believe that the changes made to the process were beneficial, especially having the co-design session. One thing we realized at the end of the project – while executing the validation tests – is that early usability testing could have provided valuable feedback on the current process. It would have been insightful to observe – with a screen recording test – how the current website is used.

Some future recommendations would involve more users in some of the methods. The survey had quite a lot of responses, but the co-design and validation sessions had only 3 participants each. Even though these sessions provided valuable insights they most likely were not fully representing the target audience of the website. Ideally, not only a larger number of participants would take part but also a more diverse group with varying genders, ages and backgrounds – e.g. the insights from a police officer or a user with disabilities such as a sight impairment could be beneficial as well. Also, anonymity for the participants of the co-design session and validation test should be considered to minimize potential biases in user feedback. Additionally, the validation of our prototype proved to be an improvement on the current website. Additional iterations and testing could further refine its usability.

In conclusion, the chosen UCD process was effective and helped enhance the report-a-crime function of the Dutch police website. The combination of methods such as surveys, co-design, and user testing made sure that real user feedback and experiences shaped the final prototype. Thanks to the UCD approach, we successfully created a prototype that improves the usability and experience of reporting a crime.

## 7. Conclusion

The goal of this project was to improve the report-a-crime function of the Dutch police website using the UCD process. This was done by integrating user feedback at every stage leading to a more intuitive and efficient reporting experience. This approach allowed us to refine our design based on real user input. While many of our initial assumptions were validated, some new insights were brought up. Even though we deviated from our initial plan for the process, the core objectives of the project were successfully met.

Future steps should focus on expanding the user testing participants and increasing prototype iterations. Our final prototype and the process have great potential to improve the usability of the Dutch police website. To conclude, the project shows the value of a user-centered design approach in creating digital solutions.

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## AI-Statement

During the preparation of this work the authors used Grammarly in order to check the written text on spelling and grammar mistakes & used [AI Image Generator](#) for creating the persona images. After using these tools, the authors reviewed and edited the content as needed and take full responsibility for the content of the work.

# Appendices

## Appendix I: Informed Consent Forms

Three different informed consent forms were made for the three different tools used during the process – survey, co-design session and user test. The survey was offered in two languages – English and Dutch. Therefore, two different consent forms were made for this tool.

### Informed Consent Form Survey

#### **Welcome to this survey about the Dutch police**

Thank you for taking part in our survey. Participation in this survey is voluntary. We are conducting this questionnaire as part of a project for the course User Centred Design of New Media. Our aim is to better understand and analyse current usage of the website of the Dutch police.

#### **Who can participate in this study?**

Participants must be over 18 years old.

#### **What will I do?**

The survey exists of three parts: The informed consent page that you are reading right now, demographic questions and user scenarios are presented. You will be asked to complete a series of questions about these topics. **The survey will take approximately 5 minutes** and all responses are anonymous and confidential.

#### **Risks**

- Some questions may be personal or upsetting. You can skip them or quit the survey at any time.
- Online data being hacked or intercepted. A secure system is used to collect this data, but the risk cannot be completely eliminated. All data you provide will be anonymized and will not include any personally identifiable information. The data will only be accessible to the project group and the course lecturer. The results will be analysed in a final report and will only be accessible to the project group and the course lecturer.

#### **Where will data be stored, and for how long?**

The data is collected through Microsoft Forms which complies with several key international standards for continuity and privacy. For more information, see:

<https://support.microsoft.com/en-us/office/security-and-privacy-in-microsoft-forms-7e57f9ba-4aeb-4b1b-9e21-b75318532cd9>.

The collected data will be erased after submission of the final report (at the end of January 2025).

#### **Contact**

For any questions about this survey or the project, feel free to contact me at [i.mengerink@student.utwente.nl](mailto:i.mengerink@student.utwente.nl).

Additionally, if you have further questions about your rights as a participant, or wish to obtain information, ask questions, or discuss any concerns, you may contact the teacher of this course at [j.karreman@utwente.nl](mailto:j.karreman@utwente.nl) or reach out to the Ethics Committee of the Faculty of Behavioural, Management and Social Sciences at [ethicscommittee-hss@utwente.nl](mailto:ethicscommittee-hss@utwente.nl).

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### **Welkom bij deze vragenlijst over de politie**

Bedankt voor uw deelname aan deze vragenlijst. Deelname is vrijwillig. Deze vragenlijst is onderdeel van een project voor het vak User Centred Design of New Media. Ons doel is om het gebruik van de website van de politie beter te begrijpen.

### **Wie kan deelnemen aan deze vragenlijst?**

Deelnemers moeten 18 jaar of ouder zijn.

### **Wat moet ik doen?**

Deze vragenlijst bestaat uit drie delen: de informatiepagina die u nu leest, demografische vragen en er gevraagd worden naar uw gebruik van de website van de politie. U wordt gevraagd om een aantal vragen over deze onderwerpen te beantwoorden. **De vragenlijst zal ongeveer 5 minuten van uw tijd in beslag nemen.** Alle antwoorden zijn anoniem en worden vertrouwelijk behandeld.

### **Risico's**

- Sommige vragen kunnen persoonlijk of aanvallend zijn. U kunt deze vragen overslaan of de vragenlijst stoppen op elk gewenst moment.
- Online data kan worden gehackt of onderschept. Een beveiligingssysteem wordt gebruikt om de data te verzamelen, echter kunnen de risico's nooit volledig weggenomen worden. Alle verzamelde data wordt anoniem gemaakt. De data is alleen toegankelijk voor de project groep en de docent. De resultaten worden geanalyseerd voor een verslag dat alleen in gezien kan worden door de project groep en de docent.

### **Waar en voor hoe lang wordt de data bewaard?**

De data wordt verzameld via Microsoft Forms wat voldoet aan verschillende standaarden voor continuïteit en privacy. For meer informatie, kijk op: <https://support.microsoft.com/en-us/office/security-and-privacy-in-microsoft-forms-7e57f9ba-4aeb-4b1b-9e21-b75318532cd9>. De data wordt verwijderd na het inleveren van het verslag (eind januari 2025).

### **Contact**

Voor vragen over deze vragenlijst of het project, kunt u een mail sturen naar [i.mengerink@student.utwente.nl](mailto:i.mengerink@student.utwente.nl)

Als u meer vragen heeft, bijvoorbeeld over uw rechten als een deelnemer, of als u meer informatie wilt, kunt u contact opnemen met de docent van het vak via [j.karreman@utwente.nl](mailto:j.karreman@utwente.nl) of contact opnemen met het ethische comité van de faculteit voor Behavioural, Management and Social Sciences via [ethicscommittee-hss@utwente.nl](mailto:ethicscommittee-hss@utwente.nl).

## Informed Consent Form Co-Design Session

### Welcome to this co-design session for improving the website of the Dutch Police

Thank you for taking part in our co-design session. Participation in this session is voluntary. We are conducting this session as part of a project for the course User-Centered Design of New Media. Our aim is to improve the website of the Dutch police.

#### Who can participate in this study?

Participants must be over 18 years old.

#### What will I do?

You will be participating in a co-creation session. During this session questions will be asked about your opinion on certain web features and your preferred way of reporting a crime through the website. During the first part we will ask you to divide monopoly money to express the value in certain features. During the second part we will ask you to draw or sketch what your preferred website would look like.

#### Risks

\* Some questions may be personal or upsetting. You can skip them or quit the survey at any time.

\* All data you provide will be anonymized and will not include any personally identifiable information. The data will only be accessible to the project group and the course lecturer. The results will be analysed in a final report and will only be accessible to the project group and the course lecturer.

\* There will be made pictures during the session. We make sure to make you unrecognizable when these pictures are inserted in documentation and presentation material.

#### Contact

For any questions about this survey or the project, feel free to contact me at [i.mengerink@student.utwente.nl](mailto:i.mengerink@student.utwente.nl).

Additionally, if you have further questions about your rights as a participant, or wish to obtain information, ask questions, or discuss any concerns, you may contact the teacher of this course at [j.karreman@utwente.nl](mailto:j.karreman@utwente.nl) or reach out to the Ethics Committee of the Faculty of Behavioural, Management and Social Sciences at [ethicscommittee-hss@utwente.nl](mailto:ethicscommittee-hss@utwente.nl).

I understand and give consent

---

Signature

---

Date

## Informed Consent Form User Test

### Welcome to this validation session for improving the website of the Dutch Police

Thank you for taking part in our validation session. Participation in this session is voluntary. We are conducting this session as part of a project for the course User-Centered Design of New Media. Our aim is to improve the website of the Dutch police.

#### Who can participate in this study?

Participants must be over 18 years old.

#### What will I do?

You will be participating in a validation session. During this session you will be testing a digital prototype in which you try to report a crime. Next, you are asked on your opinion about the prototype. Third, you will be asked to report the same crime via the current website of the Dutch police. Lastly, you will be asked again for your opinion about the process.

#### Risks

\* Some questions may be personal or upsetting. You can skip them or quit the session at any time.

\* All data you provide will be anonymized and will not include any personally identifiable information. The data will only be accessible to the project group and the course lecturer. The results will be analysed in a final report and will only be accessible to the project group and the course lecturer.

#### Contact

For any questions about this survey or the project, feel free to contact me at [i.mengerink@student.utwente.nl](mailto:i.mengerink@student.utwente.nl).

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I agree to have my screen recorded

I understand and give consent\*

---

Signature

---

Date

\* Required question

## Appendix II: Desk Research

Desk research has been executed on three different themes: problems we encountered when using the report-a-crime function on the website of the Dutch Police, an overview of police websites from other countries and an overview of guidelines for governmental websites.

### Problems Current Website Dutch Police

- You cannot report a crime if you do not speak Dutch.
- Website looks like it is a scamming site.
- It looks formal, but it can be less boring and have more focus on the important things.
- It is easy to go through the process - there should still be verification
- The process does not feel intuitive
- The options are odd- there is a long list which can be hard to navigate (or a user can be unsure what crime they actually want to report)
- Choosing the option "I lost something" does not start the chatbot/process, even after typing things like "I lost my wallet" or "help" it does not react.
- The explainer (Steffie) is very childish and looks like a game for primary schools
- The chatbot is not very professional, which would be expected with a bot from the police

### Police Websites other Countries

Below are reporting forms from police website of four countries: Taiwan, Canada, Finland and Australia. Research was also done on digitally reporting a crime on the website of the German police (Polizei.de, n.d.), but this country did not seem to have included this function in their website.

#### Police Website Taiwan

The Taipei City Police Department offers an Online Police Reporting Service for non-emergency incidents (Taipei City Police, n.d.). This system aims to enhance operational efficiency and public service quality. Reports can be submitted for various cases, including theft and fraud, although some cases require follow-up at a police station for formal statements.



報案人資料 Case User

\* 姓名(必填)  
Name

性別  
Gender  男Male  女Female

\* 身分證字號(必填)  
Personal ID

\* 現居地址(必填)  
Current Address

\* 戶籍地址(必填)  
Registered Permanent Address

\* 聯絡電話(住家)(必填)  
Contact Number (Home)

報案內容 Case Description

\* 發生日期(必填)  
Date of Incident

\* 發生時間(必填)  
Time of Incident

\* 發生地點(必填)  
Location

(if the case belongs to another county or city, the Department will automatically transfer the case to the respective police bureau)

--> (如為他縣市案件，本局將主動轉知該警察局)  
(if the case belongs to another county or city, the Department will automatically transfer the case to the respective police bureau)

\* 案情摘要(必填)  
Case Summary

請簡要描述勿超過500個中文字(1,000個字元)  
(若收到「錯誤輸入」訊息，請移除您所輸入的雙引號等特殊字元)  
Please provide a brief summary of no more than 500 Chinese characters (1,000 bytes)  
(If you see an "Input Error" message, please remove any special character such as double quotes)

\* 聯絡電話(住家)(必填)  
Contact Number (Home)


聯絡電話(辦公室)  
Contact Number (Office)

\* 行動電話(必填)  
Mobile Number

\* E-Mail(必填)

\* 報案人類別(必填)  
your Role

(if you see an "Input Error" message, please remove any special character such as double quotes)

\* 請輸入驗證碼(必填)  
Please enter verification code  

附件  
Attachment 新增附件 1 :  No file selected.

附件上傳總容量限制為20MB (Total size of attachments cannot exceed 20MB)  
可上傳格式為pdf, png, jpg, jpeg, tif, tiff, bmp, avi, flv, wma, wmv, mov, mp4



我已閱讀【個人資料收集聲明及服務條款】暨相關【隱私權政策】  
I have read and agree to the Department's [【Personal Information Collection Statement and Terms of Service】](#) and the [【Privacy Policy】](#)

送出 Submit

重設 Reset

## Police Website Canada

In New Brunswick, the Royal Canadian Mounted Police (RCMP) provides an Online Crime Reporting option for residents (Royal Canadian Mounted Police, n.d.). When a user fills out a question, a new question pops up. In this way, users will not get overstimulated with all information displayed at once.

 Royal Canadian Mounted Police / Gendarmerie royale du Canada  **Canada**  
Français

**RCMP Online Crime Reporting**

**⚠ For emergencies please call 9-1-1 or your local emergency number**

**In which province or territory did your incident happen?**

New Brunswick

**Do you know the address of the incident?**

Yes

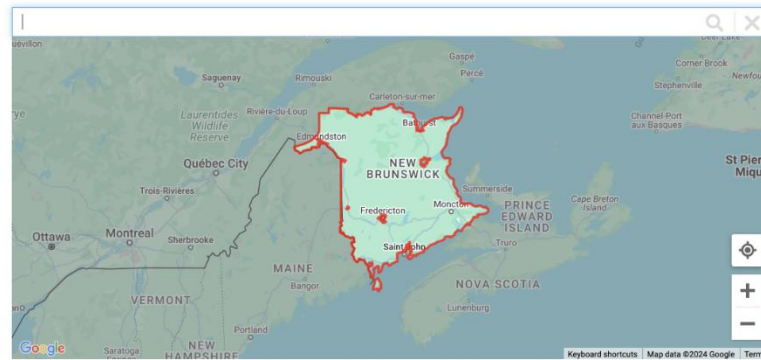
No

**What was the last known or nearest valid location?**

Civic Address

Rural or Indigenous Community Address

Type an address or click on the map

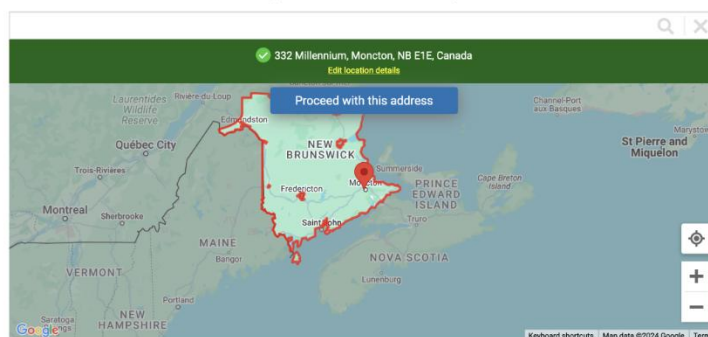


**What was the last known or nearest valid location?**

Civic Address

Rural or Indigenous Community Address

Type an address or click on the map



**⚠ For emergencies please call 9-1-1 or your local emergency number**

**IMPORTANT - Please read and acknowledge**

1. Your personal information and incident details are required for verification and will only be used for follow up purposes if necessary. The next steps will ask for this information.  
Prefer to report anonymously?

2. Your report will be reviewed by the New Brunswick RCMP. You will be contacted within 5 business days. If you wish to speak to the RCMP, report via the non-emergency number: 1-833-444-RCMP (7267).

3. Currently, not all crime types can be reported online. The next steps will determine if you can use this online tool to make a report.

Not sure? Refer to the FAQ for more information.

A typical report will take 15 minutes to complete.

Begin

speak to the RCMP, report via the non-emergency number: 1-833-444-RCMP (7267).

3. Currently, not all crime types can be reported online. The next steps will determine if you can use this online tool to make a report.

Not sure? Refer to the FAQ for more information.

A typical report will take 15 minutes to complete.

Begin

**What type of incident are you trying to report?**

**Hate Motivated Incident\***  
e.g. correspondence inciting hate, and hateful speech towards a person based on race, gender or sexual orientation

Other Non-Emergency Incident

\*What is a Hate Motivated Incident?

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Not sure? Refer to the FAQ for more information.

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e.g. correspondence inciting hate, and hateful speech towards a person based on race, gender or sexual orientation

Other Non-Emergency Incident

\*What is a Hate Motivated Incident?

**What type of incident are you trying to report?**

**Hate Motivated Incident\***  
e.g. correspondence inciting hate, and hateful speech towards a person based on race, gender or sexual orientation

Other Non-Emergency Incident

\*What is a Hate Motivated Incident?

## Police Website Finland

In Finland, the police recommend reporting non-urgent crimes online. The reports submitted are forwarded to the appropriate police unit for investigation (Poliisi.fi, n.d.). Like in the Netherlands, users come across a verification wall soon during the process.

## File a police report

A police report is a notice to the police that a crime may have been committed. Anyone can file a police report. A police report can be filed with any police department in the country.

As a rule, the police has a duty to investigate all reports of suspected criminal activity. Police reports filed online are forwarded to the competent police unit. Some police reports are filed by police officers themselves when a unit responds to an incident.

In order to begin an investigation, the police need as detailed a description as possible of the incident and the individuals involved.



How is a report of an offence processed?	Crime investigation	Young offender
A child as victim of crime	Legal proceedings	<b>Online services</b> Read the instructions first 

### A police report forms the basis for a police investigation

You can file a [police report online](#) or by visiting your local police station when the customer service desk is open.

Note: There are no printable crime report forms on the Poliisi.fi website.

### Police non-emergency helpline

The police also operate a national non-emergency helpline between the hours of 8.00 am and 4.15 pm on weekdays. The number is +358 (0)295 419 800.

The helpline is designed for general enquiries and not

[KIRJAUDU >](#)



Sähköinen asiointipalvelu

[Svenska](#) | [English](#) | [Sámegiella](#)

[Etusivu](#) | [Palvelut yksityishenkilöille](#) | [Palvelut yrityksille ja yhteisöille](#) | [Ajanvaraus](#)

## Rikosasiat

Kirjautuneena voit käyttää seuraavia palveluita:



- VIESTIT POLIISILTA RIKOSASIOIHIN LIITTYEN 
- LUONNOKSET 
- LÄHETETYT RIKOSILMOITUKSET 
- VARKAUDET JA NÄPISTYKSET 
- PETOKSET 
- VAHINGONTEOT 
- KOLARIT JA MUUT LIIKENNEVAHINGOT 
- VIRANOMAISEN MYÖNTÄMÄT ASIAKIRJAT 
- HENKEEN, TERVEYTEEN TAI KUNNIAAN KOHDISTUNEET RIKOKSET 

### Criminal cases

You can use the following services:



- VIESTS OF CRITICAL ACTION TO THE SPECIFICATION
- NATURAL DRAFTS
- REPORTS OF CRIME SENT
- THEFTS AND TRECAPS
- FRAUD
  - ORDERING OR SELLING FRAUD
  - OTHER FRAUD
- DAMAGES

### Tunnistus

Olet tunnistautumassa palveluun

## Poliisin sähköinen asiointi

### Valitse tunnistustapa



Varmennekortti



Mobiilivarmenne



Osuuspankki



Nordea



Danske Bank



Handelsbanken



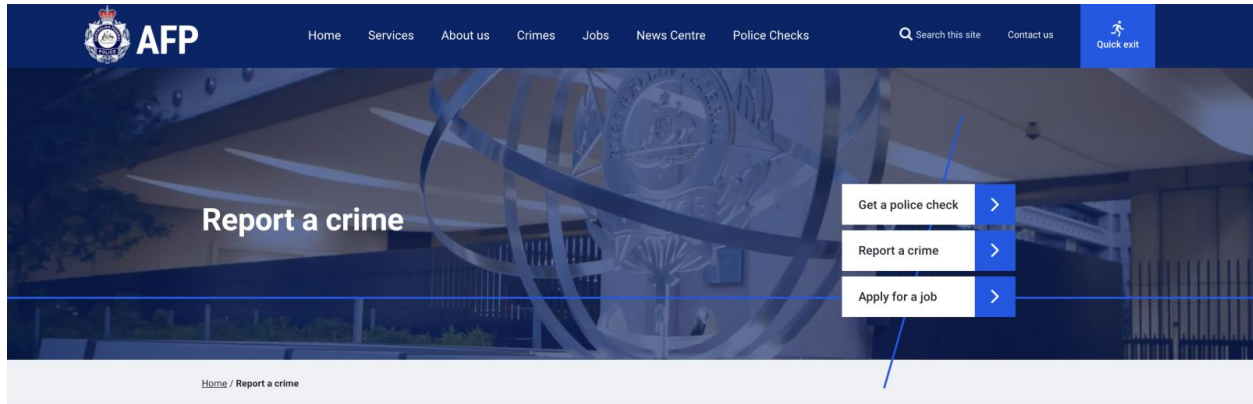
Ålandsbanken



S-Pankki

## Police Website Australia

The Australian Federal Police provides an online tool for reporting certain types of crimes (Australian Federal Police, n.d.). Interesting to see are the type of crimes one can report via this website - as those are called "Commonwealth Crimes".



### Reporting Commonwealth crimes

We have the jurisdiction to investigate [crimes against the Commonwealth of Australia](#) (we call them Commonwealth crimes).

We also have jurisdiction in the Australian Capital Territory. To report crimes in the Australian Capital Territory, use ACT Policing's [Online services portal](#) →.

Our reporting tool below provides information on what crimes you can report to us. We also provide information on how to report crimes that don't fall within our jurisdiction.

Matters referred to us are categorised and prioritised and not all matters result in the commencement of an investigation.

## Reporting Commonwealth crimes

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Our reporting tool below provides information on what crimes you can report to us. We also provide information on how to report crimes that don't fall within our jurisdiction.

Matters referred to us are categorised and prioritised and not all matters result in the commencement of an investigation.

Select a crime or concern



Select a crime or concern  
 Airports and aviation crime  
 Breaches of family law and parenting orders  
 Breaches of international law  
 Corruption by Australian Government employees  
 Crimes against children  
 Crimes against the Commonwealth of Australia  
 Crimes at sea  
 Cybercrime  
 Drug crime  
 Espionage and foreign interference  
 Fraud and corruption  
 Human trafficking and people smuggling  
 Illegal firearms and weapons  
 Money laundering and financial crime  
 Serious and organised crime  
 Terrorism

Select a crime or concern

ve call them Commonwealth crimes).  
 alian Capital Territory, use ACT Policing's  
 also provide information on how to report crimes that don't fall  
 mmencement of an investigation.



Fraud and corruption



## How to report

Before submitting a report read our fraud and corruption-related information to report accurately →

If you suspect a person or company of fraud or corruption, let us know by filling out our

[Report a crime form](#) >

Or contact our partner agencies:

[Australian Border Force](#) → if you suspect someone has falsified travel or visa documents for citizenship or residency.

[ATO Tip Off](#) → if you suspect someone has committed tax evasion or fraud.

[Services Australia](#) → if you suspect someone has committed welfare fraud.

[Australian Electoral Commission](#) → if you suspect someone has committed electoral fraud.

[www.afp.gov.au/online\\_forms/report\\_a\\_crime](https://www.afp.gov.au/online_forms/report_a_crime)

Fraud and corruption



## How to report

Before submitting a report read our fraud and corruption-related information to report accurately →

If you suspect a person or company of fraud or corruption, let us know by filling out our

[Report a crime form](#) >

Or contact our partner agencies:

[Australian Border Force](#) → if you suspect someone has falsified travel or visa documents for citizenship or residency.

[ATO Tip Off](#) → if you suspect someone has committed tax evasion or fraud.

[Services Australia](#) → if you suspect someone has committed welfare fraud.

[Australian Electoral Commission](#) → if you suspect someone has committed electoral fraud.

[www.afp.gov.au/online\\_forms/report\\_a\\_crime](https://www.afp.gov.au/online_forms/report_a_crime)

## Report details

### Which Commonwealth crime would you like to report? \*

Visit the [AFP website](#) for further information [Commonwealth crimes](#)

- Aircraft, airport and aviation crimes
- Child sex offences by Australians in foreign countries
- Cybercrime committed against Commonwealth Government departments or information systems of national significance
- Drug importation and exportation
- Espionage and foreign interference - including community interference
- People smuggling
- Human Trafficking - including trafficking for slavery, organ harvesting, sexual, domestic and/or labour servitude and forced marriage
- Online Child Exploitation (child abuse material)
- Terrorism
- Fraud against the Commonwealth government
- Theft from the Commonwealth government
- Assault on a Commonwealth official
- Threats against a Commonwealth official
- War crimes / crimes against humanity / genocide

- Please select a state -

## Offender's details

Surname

Given names \*

Date of birth

Email address

Phone number

Postal address

## Your contact details

Surname \*

Given names \*

## Guidelines Governmental Websites

As the police is part of the Dutch government (Amenarensalaris, n.d.), it can be assumed that the same rules must be applied to the police site as to the website of the Dutch government. The Dutch government has indicated on its website which rules and guidelines should be applied (Rijksoverheid, n.d.). These guidelines are all focused on protection of privacy and transpiration of used data.

For this project, it is more interesting to look at design guidelines for websites, as we will not focus on the protection part of the website. Ghunaim (2023) made a list of design guidelines which should be taken into account when designing a government website. These guidelines are the following:

- The information should be clear and concise.
- The navigation should be easy to understand.
- There should be mobile responsiveness.
- The website should be accessible for users with disabilities.
- The website should include a security system.
- The website should include online services.

Next to the above features which must be included, according to Ghunaim (2023). He also listed additional features which can improve a government website:

- Options for personalization.
- Integration with social media.
- Push notifications.
- Multi-language support.
- Including customer service.
- Choose a fitting content management system (CMS).
- Focus on user experience.
- Prioritize security.
- Optimize for performance.
- Test thoroughly.

Especially "focusing on user experience" and "test thoroughly" can be integrated well within this assignment.

## Appendix III: First List of Requirements

Goal of the website:

*Enable citizens to report crimes or incidents through the internet in an easy way and facilitate communication between citizens and the police.*

- Facilitate crime reporting
- Provide information and resources
- Serve as a way for emergency and non-emergency services

Functional requirements:

- Clear navigation
  - It is easy for the user to file reports online, determine if the report should be done online and learning when/how to contact emergency services
- Crime categorization
  - Enable users to quickly select the type of crime they want to report
  - Provide some concise explanation for each category to reduce confusion (and then also streamline the process on the other side)
- Step-by-step reporting process
  - Have an intuitive, multi-step process with clear instructions
  - Include progress indicators (manage expectations)
- Language and accessibility
  - Provide the website in Dutch and English
  - Make sure that the website is accessible (colorblind etc.)

Design requirements:

- Maintain alignment with the Dutch police branding (colors, typography, logo etc.)
  - Should look clean and professional- easy to read and focus
- Minimize cognitive loads (using dropdowns, prefilled fields etc)
- Feedback and confirmations
  - "Your report has been submitted"

## Appendix IV: Survey Questions

### Language (survey both available in Dutch and English)

1. Which language do you prefer? [Welke taal heeft uw voorkeur?]

English

Nederlands

### Informed consent form as shown in appendix I.

#### Demographic questions

3. What is your age? [Single choice]

18 – 24

25-34

35-44

45-54

55-64

65 and over

4. Did you ever report a crime at the police station? [Single choice]

Yes

No

5. Did you ever report a crime by calling? [Single choice]

Yes

No

6. Did you ever report a crime via the website of the dutch police? [Single choice]

Yes

No

#### Questions on reporting a crime

7. The police has a section on their website where you can report a crime (only in dutch: <https://www.politie.nl/aangifte-of-melding-doen>). What types of crimes would you report this way? [Multiple choice]

I have been scammed

I have been threatened

I have lost/found something

My bike was stolen  
My car was stolen  
Someone tried to scam me  
A part of my car was stolen  
Theft from store  
Identity fraud/theft  
Victim of discrimination  
My neighbor has drug lab  
Noise nuisance  
I am a victim of violence  
I have witnessed violence  
My id card was lost or stolen  
My house was broken into  
Reporting unsafe traffic situation  
Reporting a wrongly parked car  
A nuisance of fireworks  
Personal data was stolen and misused  
Damage to my car  
Victim of vandalism  
Traffic/car/bike accident  
Report a missing person  
Destruction of property  
Victim of a pickpocket  
Victim of (domestic) abuse

8.What would be your motive to go the police station to report a crime?

*Enter your answer*

9.What would be your motive to call the police to report a crime?

*Enter your answer*

10.What would be your motive to use the website to report a crime?

*Enter your answer*

# Appendix V: Survey Answers

Motivation for using website	Crimes to report via website	Ages	
Ease of use	7x	Scamming	16x
Not urgent	19x	Bike stolen	24x
Not using at all	4x	Lost ID card	20x
		Found/lost something	23x
		Threatened	10x
		Car stolen	12x
		Theft in store	6x
		Identity fraud	11x
		Discrimination	8x
		Druglab neighbours	14x
		noise nuisance	10x
		violence victim	8x
		Violence witness	12x
		House broken in	9x
		Unsafe traffic	11x
		wrong parked car	5x
		Nuisance fireworks	5x
		theft/misuse personal	11x
		Car damage	9x
		Vandalism victim	9x
		Traffic accident	6x
		Missing person	7x
		Property destruction	12x
		Pickpocket	10x
		Abuse victim	6x
		<b>total</b>	<b>37</b>

## Dutch speaking results

Hoe oud bent u?	Heeft u ooit aangift	Heeft u ooit aangift	Heeft u ooit aangift	Via de politie website	Wat zou uw motiva	Wat zou uw motiva	Wat zou uw motiva	Welkom bij deze vr	Risico's - Sommige
25-34	Nee	Nee	Nee	ik ben gescamd; ik heb	Direct vergrijp dat nu	Snelle reactie van de p	Er is geen agent nodig die het nu zou moeten c	Ja, ik ga akkoord	
18-24	Ja	Nee	Ja	ik ben bedreigd; Melde	Beter begrepen worden	Je woord kunnen laten	Makkelijker	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik ben gescamd; ik heb	Als de zaak ernstig en	Wanneer er een situati	Om een kleiner incident waar bij het niet dire	Ja, ik ga akkoord	
45-54	Nee	Nee	Nee	ik heb iets gevonden/v	Als het een ingrijpende	Voor minder belangrij	Gebeurtenissen die niet van levensbelang bel	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik ben gescamd; ik heb	Als het serieus is en	Als het dringend en ser	Als het minder dringend en serieus is	Ja, ik ga akkoord	
45-54	Nee	Nee	Nee	ik ben gescamd; ik heb	Persoonlijk verhaal to	Persoonlijk verhaal to	Gemak	Ja, ik ga akkoord	
45-54	Ja	Nee	Nee	ik ben gescamd; ik heb	Als ik wedervraag wil	Urgentie van de situati	Als het niet zo urgent is, of als er geen wederv	Ja, ik ga akkoord	
18-24	Ja	Nee	Nee	ik ben gescamd; ik heb	Dat ik persoonlijk een	Dat ik graag verbaal	ie Dat waarvoor ik aangifte doe, niet direct veel	Ja, ik ga akkoord	
55-64	Ja	Ja	Ja	ik heb iets gevonden/v	Om meer duidelijkheid	ledem als vraag 9	Ala het niet anders kan	Ja, ik ga akkoord	
55-64	Ja	Nee	Nee	ik ben gescamd; ik ben	Face to face.	Niet erge voorvallen	Gemak	Ja, ik ga akkoord	
55-64	Nee	Nee	Nee	ik ben gescamd; Mijn fi	Zwaardere misdrijven	Kleinere vergrijpen die	Zaken die digitaal afgehandeld kunnen worde	Ja, ik ga akkoord	
45-54	Nee	Nee	Nee	ik heb iets gevonden/v	Bedreiging of verniel	In Als ik heel snel hulp	w Als het niet dringend is, maar wel nodig is te	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik heb iets gevonden/v	Bij ernstige zaken waa	Als er snel hulp nodig	Bij minder spoedeisende gevallen	Ja, ik ga akkoord	
45-54	Ja	Ja	Nee	ik heb iets gevonden/v	verloren; Mijn fiets is	gestolen; Geluidsoverlast; D-kaart kwijt of gestolen;		Ja, ik ga akkoord	
45-54	Nee	Nee	Nee	ik heb iets gevonden/v	Zorgen dat een ander	r Dat de politie zo snel	r Te melden dat er iets kapot of gestolen is	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	Mijn fiets is gestolen;	Face-to-face contact	er Makkelijker en directe	Snel en simpel	Ja, ik ga akkoord	
35-44	Nee	Nee	Nee	ik heb iets gevonden/v	verloren; Mijn fiets is	gestolen; Geluidsoverlast; D-kaart kwijt of gestolen;		Ja, ik ga akkoord	
35-44	Nee	Nee	Nee	ik ben bedreigd; Mijn a	Persoonlijk contact via	Voor kleine ding	Liefst niet zo op persoonlijk voelt niet goed/vr	Ja, ik ga akkoord	
18-24	Nee	Nee	Ja	Mijn fiets is gestolen;	Persoonlijk Contact	Persoonlijk contact	Niet	Ja, ik ga akkoord	
25-34	Nee	Nee	Nee	ik heb iets gevonden/v	Niet weten wat te moet	Ver weg	Makkelijk	Ja, ik ga akkoord	
18-24	Nee	Ja	Nee	Mijn fiets is gestolen;	Wettelijke overtreding	Wettelijke overtreding	Wettelijke overtreding	Ja, ik ga akkoord	
65 en ouder	Ja	Nee	Nee	ik heb iets gevonden/v	Dan kan ik het beter	ve de melding komt dan	direct binnen voor directe actie	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik ben bedreigd; ik ben	Het moet ernstig genee	Middel ernstig, if that	Als er iets gestolen is, niet al te ernsig	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik ben gescamd; Mijn fi	om zeker te weten dat	c Als er haast is, bvb bij	makkelijk, geen persoonlijk contact nodig, al	Ja, ik ga akkoord	
25-34	Ja	Nee	Nee	ik heb iets gevonden/v	Wanneer er meer emot	Wanneer er meer urge	Wanneer iets niet urgent of emotioneel belad	Ja, ik ga akkoord	
mediate help with, using the website seems most convenient if done well									
65 en ouder	Nee	Nee	Nee	Autoschade;	Goede bemiddeling		Om het eerlijk te kunnen afhandelen	Ja, ik ga akkoord	
25-34	Nee	Nee	Nee	Mijn fiets is gestolen;	Er is mij/iemand in de	Er is mij/iemand in de	Er is mij/iemand in de omgeving iets aangeda	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik ben gescamd; ik ben	Persoonlijk uitleggen	v Het uitleggen door te p	Niet	Ja, ik ga akkoord	
65 en ouder	Nee	Nee	Nee	Inbraak;	Persoonlijk contact m	Evt. Verdachte[n] opsp	Ligt aan de zwaarte van het misdrijf	Ja, ik ga akkoord	
45-54	Nee	Nee	Nee	ik ben gescamd; ik ben	Persoonlijk	Spoed	Geen spoed	Ja, ik ga akkoord	
18-24	Nee	Nee	Nee	ik heb iets gevonden/v	Omdat ik dan sneller	g iets wat geen haast he	Wanneer ik veel verschillende bewijzen moet	Ja, ik ga akkoord	
35-44	Ja	Nee	Nee	ik ben gescamd; ik heb	Omdat ik zeker wil	wet Nvt	Makkelijk vanuit huis	Ja, ik ga akkoord	
65 en ouder	Ja	Ja	Ja	Mijn fiets is gestolen;	Persoonlijk contact	Diefstal, overlast, kle	Diefstal	Ja, ik ga akkoord	

## English speaking results

Yes, I consent	18 - 24	No	No	No	I have been scammed; If it was urgent but not Urgent and on the spot Less urgent and more common crimes
Yes, I consent	18 - 24	No	No	No	I have been scammed; If something importan If something happened done well
Yes, I consent	18 - 24	No	No	No	I have been scammed; something happened r something urgent just something non-urgent happened
Yes, I consent	18 - 24	No	No	No	I have been scammed; Personal Urgency Anonymous and no need for direct action

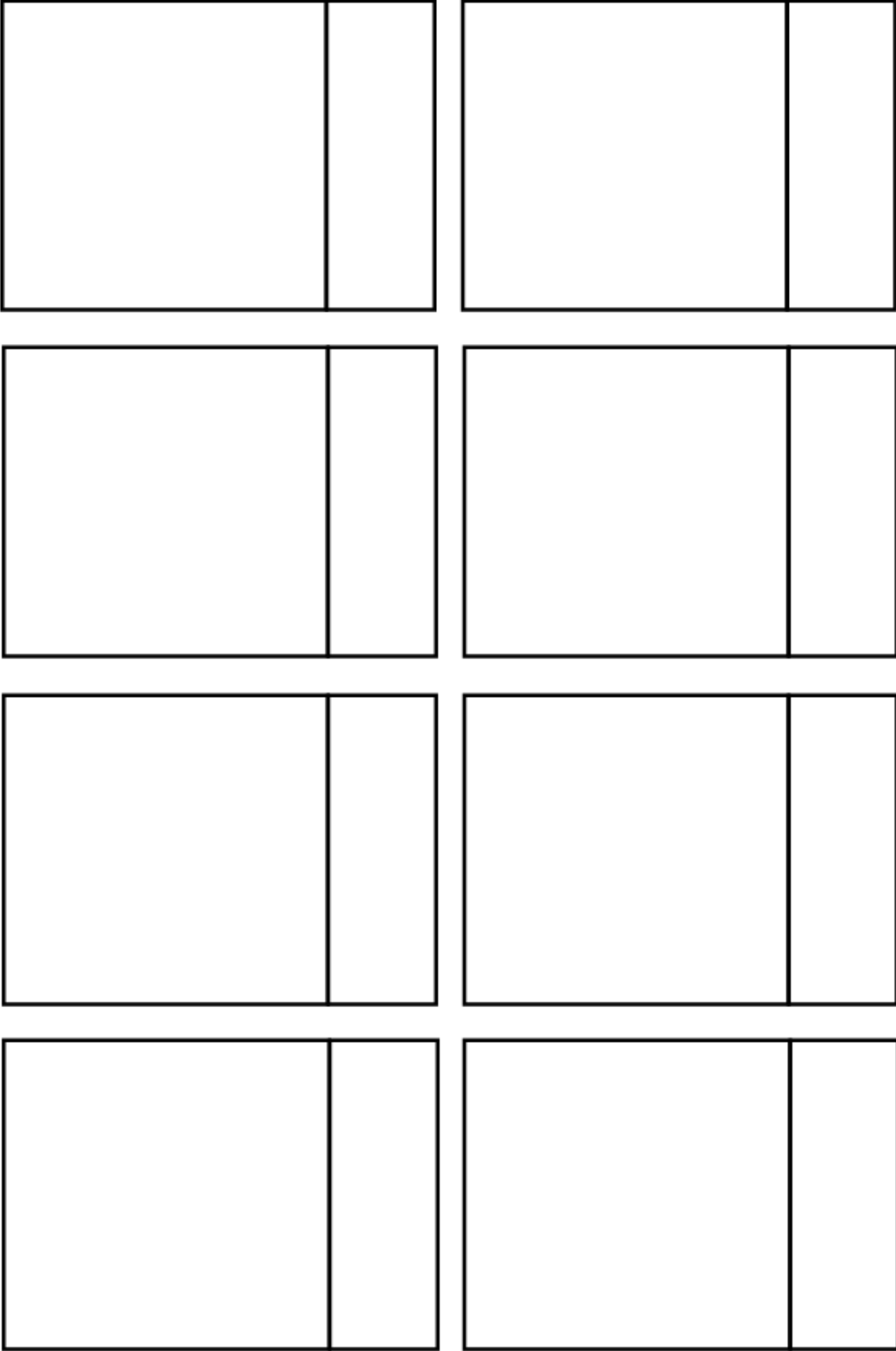
## Appendix VI: Features Buy a Feature

- Make sure the website works with screen readers that visually impaired people use
- Keyboard navigation - make sure the website can be navigated easily with arrow keys, Tab etc.
- Colour contrast for easy readability
- Make sure the website is responsive and works well on all kinds of screens with different sizes and browsers
- Add adjustability for text size
- Multilingual Support
- Add a simplified version of the website for mentally impaired people and kids
- Add an FAQ section
- Add a video on how to use the website
- Add a chatbot to help people on demand
- Intuitive navigation
- Good optimization and short loading times
- Error handling - show better and clearer error messages than "something went wrong"
- Add a search bar to quickly navigate to what you need
- Add a way to follow up on your requests, make it obvious how and where to do it
- Consistent design across elements of the page
- Use aesthetically pleasing colors, fonts and shapes
- Make it clear what elements are interactive and how to interact with them
- Use caching to remember forms that are not fully filled out yet even when a user leaves/refreshes the website
- Secure Authentication: Use passwords or identification
- Make sure the website is easy to find, maybe even optimize it to be able to find links to specific parts of the website
- Make sure URLs are easily memorable and readable
- accessibility help
- *QR-scan to send pictures*
- *pre-filled or automatically*
- list of possible crimes
- anonymous option
- questionmarks for explanation
- progress indicators
- gamification
- voice features
- explainer (animation/game)

## Appendix VII: Results Buy a Feature

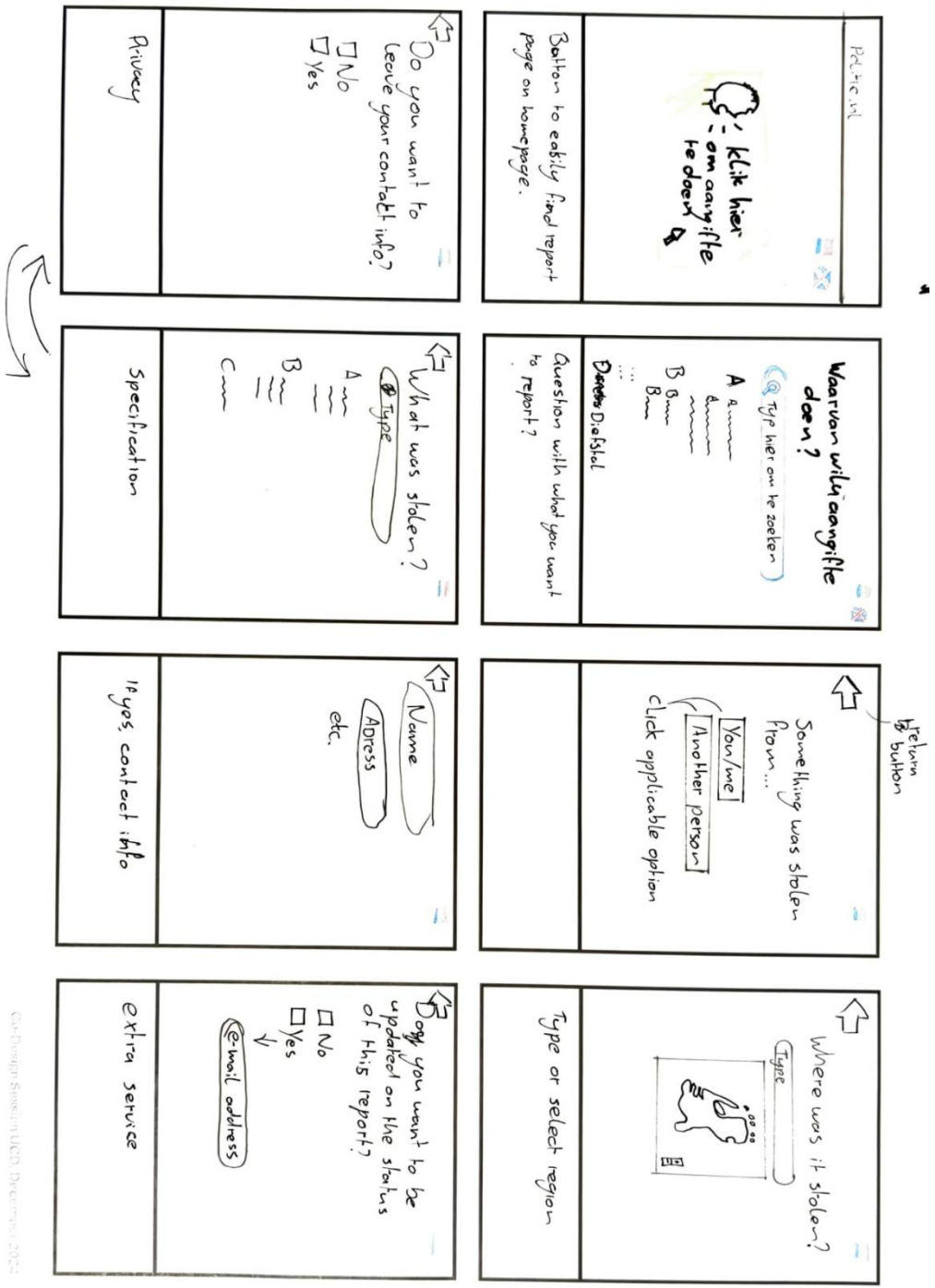
Feature	Money first round	Money second round
Make sure the website works with screen readers that visually impaired people use	1.000	
Keyboard navigation - make sure the website can be navigated easily with arrow keys, Tab etc.	15.000	
Colour contrast for easy readability	10.000	
Make sure the website is responsive and works well on all kinds of screens with different sizes and browsers	100.000	50.000
Add adjustability for text size		
Multilingual Support	10.000	1.000
Add a simplified version of the website for mentally impaired people and kids	1.000	
Add an FAQ section	1.000	
Add a video on how to use the website		
Add a chatbot to help people on demand	6.000	
Intuitive navigation	15.000	5.000
Good optimization and short loading times	55.000	
Error handling - show better and clearer error messages than "something went wrong"	30.000	1.000
Add a search bar to quickly navigate to what you need	60.000	
Add a way to follow up on your requests, make it obvious how and where to do it	120.000	5.000
Consistent design across elements of the page	8.000	
Use aesthetically pleasing colors, fonts and shapes	3.000	
Make it clear what elements are interactive and how to interact with them	9.000	1.000
Use caching to remember forms that are not fully filled out yet even when a user leaves/refreshes the website	62.000	20.000
Secure Authentication: Use passwords or identification		
Make sure the website is easy to find, maybe even optimize it to be able to find links to specific parts of the website	100.000	50.000
Make sure URLs are easily memorable and readable	5.000	
accessibility help	5.000	5.000
<i>QR-scan to send pictures</i>	5.000	
<i>pre-filled or automatically</i>	15.000	
list of possible crimes	40.000	10.000
anonymous option	32.000	5.000
questionmarks for explanation	20.000	1.000
progress indicators	2.000	1.000
gamification		
voice features		
explainer (animation/game)		

# Appendix VIII: Storyboard Template



Co-Design Session UCD, December 2024

# Appendix IX: Results Storyboard Sketching



Go-Bridge Session UCD, December 2024


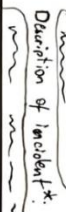
REPORT A CRIME  
Select the type of crime:

- Common/small:
  - Examples:
    - stolen bike
    - pickpocketing
- Serious:
  - Examples:
    - Stabbing
    - assault

Selecting the right type of crime

Success!  
You've follow up code:  
EA385BC  
Save as PDF


Success message and follow up code

Crime #: 0111-0111  
Stolen bike ✓  
Location:   
Description of incident: 

Filling out basic information

Name: \_\_\_\_\_  
 Paper to stay anonymous  
Email: \_\_\_\_\_  
Phone number:  +31 \_\_\_\_\_  
(Next step)

Filling slip identifiable information

Submission  
 By submitting  
I'd like to receive a follow up code  


Press submit and receive follow up

google  
 hangfire doen politic

would like to see one of the first links, maybe bring me to the correct link

Politic  
 anonymous  
 verify with dihid.

Crime list (A-Z)  
 A-D  
 E-H  
 I-M  
 N-T  
 U-X  
 my crim's not here

- would be nice to have a specific option for anonymous  
 2. see a list of crimes that should get reported to allow self-reports.

• your submission has been saved under the following code: .....

possible option to save forms in case someone has limited access to internet or devices.

Progress: 25%

Standard information forms

Accessibility help

permanent access to a 'help bar' that can increase/decrease font size. Read screen out loud or change contrast/colors.

Progress: 100%

save the case number: A-15815

estimated follow up times

give a code/number that can be referred to at a later time give an estimated follow up time so they can get into contact if waiting happens.

## Appendix X: Updated List of Requirements

Goal of the website:

*Enable citizens to report crimes or incidents through the internet in an easy way and facilitate communication between citizens and the police.*

- Facilitate crime reporting
- Provide information and resources
- Serve as a way for emergency and non-emergency services

Functional requirements:

- Clear navigation
  - It is easy for the user to file reports online, determine if the report should be done online and learning when/how to contact emergency services
  - Return button
- Crime categorization
  - Enable users to quickly select the type of crime they want to report
  - Provide some concise explanation for each category to reduce confusion (and then also streamline the process on the other side)
  - Include an A-Z list of possible crimes
- Step-by-step reporting process
  - Have an intuitive, multi-step process with clear instructions
  - Include progress indicators (manage expectations)
- Language and accessibility
  - Provide the website in Dutch and English
  - Make sure that the website is accessible (colorblind etc.)
  - Display emergency contact numbers

Design requirements:

- Maintain alignment with the Dutch police branding (colors, typography, logo etc.)
  - Should look clean and professional- easy to read and focus
- Minimize cognitive loads (using dropdowns, prefilled fields etc)
- Include the option to report a crime anonymously (if this is possible with the crime)
- Feedback and confirmations
  - "Your report has been submitted"
  - Ask the user if they want a follow-up and use a code for this

## Appendix XI: Figma Link Re-Design

The following link will lead towards the "Design Page" of the Figma prototype:

<https://www.figma.com/design/YyLJ4oG2PB4zErDbcG81DW/Police-website-design?node-id=0-1&t=K17QRIMYxorkJdyN-1>

The following link will lead towards the prototype in "Present" mode, so it is possible to click through it:

<https://www.figma.com/proto/YyLJ4oG2PB4zErDbcG81DW/Police-website-design?node-id=10-6&p=f&t=hoezjq0Xu64hC5Pt-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=10%3A6>

## Appendix XII: Interview Questions

### **Validation interview questions**

First show our prototype on Figma

*Scenario:*

You are going to report your stolen bike on the police website. You would prefer to stay anonymous.

*Sidenote: the prototype is still a prototype, not all functions work yet.*

1. What is your impression of the process?
2. What is your opinion of the step-by-step process?
3. Is there something that you are missing?
4. What were specific aspects of the prototype that you liked?
5. What were specific aspects of the prototype that you disliked?
6. How did the process make you feel (did it make you more stressed?)

### **Go to the real police website**

1. What is your impression of this process?
  2. What are you missing in this process?
  3. Are the features that you are missing the same as in the prototype? Make comparison.
  4. How did the process make you feel (did it make you more stressed?)
- Do you have other comments/remarks?

# Appendix XIII: Interview Answers

	Q1.1: What is your impression of the process? of the step-by-step process?	Q1.2: What is your opinion of the step-by-step process?	Q1.3: Is there something that you are missing?	Q1.4: What were specific aspects of the prototype that you liked?	Q1.5: What were specific aspects of the prototype that you disliked?	Q1.6: How did the process make you feel?	Q2.1: What is your impression of this process?	Q2.2: Is there something that you are missing in this process?	Q2.3: Are the features that you are missing the same as in the prototype?	Q2.4: How did the process make you feel? remarks?	Q3.1: Any other comments or remarks?
P1	It's easy to use. Why would you need the option of an A-Z list, because the step-by-step approach probably would be faster	Convenient to use. You are guided through the process. Especially when you are older this is nice and efficient	Make a dropdown menu for the characteristics of the stolen bike. Add an option to change information in the "checking screen". Give the option to directly print the report next to the option of saving to PDF	Consistent and clear	None	Depends on the person. I wouldn't know what I would feel at that moment	Compares with your prototype in main functions. The prefilled options are nice. The order in which the questions are asked are not logical. Not convenient to use, because you are send to another site. It's not clear how you need to navigate back to the Police site	The next step is not clear	prototype feels easier to use and with easier to understand language, summary missing	I feel powerless, because I do not understand what I should be doing and how long it will take	The design of the prototype could be made a bit more modern, but it should still be timeless. Maybe clarity is more important than looks
P2	Simple, convenient	good, clear idea	Picture upload of bike	Use of map, summary at end	nope	No, easy to fill in so not stressed	difficult to find	no anonymous option, options look similar,	In the prototype there is English and referring back with a number to call	Difficult to navigate	nope
P3	The process was about what expected, it was quick and easy	The step by step process is nice because it feels guided, it does take a little longer than a single form would but I assume that is why there would be an option for choosing the crime from a list instead of the step-by-step	I don't think so	I liked that it was simple and focused, didn't ask a lot of irrelevant questions	I disliked having to click the next button every time I made a choice, it doubles the amount of clicks required when there is already a back button in case I missclick	It did not make me any more stressed	I strongly dislike that the default is a chatbot, and I also really dislike how most answers in the forms tell you to just call the police	I was really missing the option to have the website and forms in English	much prefer the old number to call	more frustrated	nope

## Appendix XIV: Link Screen Recordings User Test

The following link will lead towards a screen recording of a participant clicking through the Figma prototype during the user test:

<https://youtu.be/eacNATXzgtM>

The following link will lead towards a screen recording of a participant clicking through the website of the Dutch police during the user test:

<https://youtu.be/Di4l1WhF4uU>