



REDUCING CRIME

MINISTER'S FOREWORD

Message by the Honourable **Datuk Seri Hishammuddin Tun Hussein** Minister of Home Affairs

The right to personal safety and mobility, free from fear and abuse, is essential for all Malaysians irrespective of race, religion, gender or income levels.

The Government recognises that the current status quo does not meet this ideal, and hence we have embarked on our ambitious Government Transformation Programme (GTP), which seeks to ensure that crime becomes less than a footnote in our nation's path to progress.

We have already seen encouraging results and positive changes nationwide through our initiatives implemented in the GTP thus far, but the work is not yet done. Malaysians as a whole - be they the law enforcement agencies or the rakyat - must persevere if we are to realise our vision of a

safe and secure country for ourselves, our children and our children's children.

The next three years will see the Government take on a new set of ambitious targets under the rubric of the GTP 2.0, which will see us make even greater progress towards the goals outlined above.

As the Lead Minister of the Reducing Crime National Key Result Area (NKRA), I am personally committed to ensuring that we achieve those targets, and will be held accountable at the end of the next three-year period. I am hopeful that the Malaysian rakyat shares these same aspirations that we do and that there will be greater collaboration in future to help stamp out the problem of crime once and for all.



Looking back at the GTP 1.0 (2010 - 2012)

According to a survey conducted in 2009, Malaysians identified crime as their second biggest concern after the economy. Crime reduces public morale and saps public confidence in the Government to maintain security and to keep the peace. Following these survey results, the Reducing Crime NKRA was implemented in 2010, and focussed on five key areas:

- Reducing reported index crime

- Reducing reported street crime
- Reducing the fear of becoming a victim of crime
- Improving the justice system
- Increasing public satisfaction with the Royal Malaysian Police (Polis Di-Raja Malaysia or PDRM) performance

As a result of 55 initiatives implemented in the GTP 1.0, Malaysia saw a drastic improvement in all five key areas,

with the following achievements noted in Table 1 below. The GTP 1.0 also saw the introduction of several banner programmes such as the Omnipresence Programme – a private, public and police partnership that saw personnel from other government agencies mobilised to create an omnipresence of troops patrolling crime prone areas.

NKPI	2010 achievement	2011 achievement	2012 targets
Reduce index crime	Reduction of 15% based on 2009 baseline	Reduction of 11% based on 2010 baseline	To reduce by 5%
Reduce street crime	Reduction of 35% based on 2009 baseline	Reduction of 39.7% based on 2009 baseline	To reduce by 45% based on 2009 baseline
Reduce fear of becoming a victim of crime	Reduced from 58.5% to 52.5%	No movement. Remained at 52.8%	To reduce to below 45%
Clear violent crime backlog cases	2,001 cases cleared	As the cases have been cleared, this KPI is no longer relevant and has been replaced by 'Increase charging rate' KPI	
Increase the charging rate of investigation papers opened	N/A	Charged 23.4% of investigation papers (IPs) opened	To charge 25% of IPs opened
Improve public satisfaction of PDRM services	Increased from 35.8% to 55.8%	Increased from 55.8% to 70.5%	To achieve a minimum of 70%

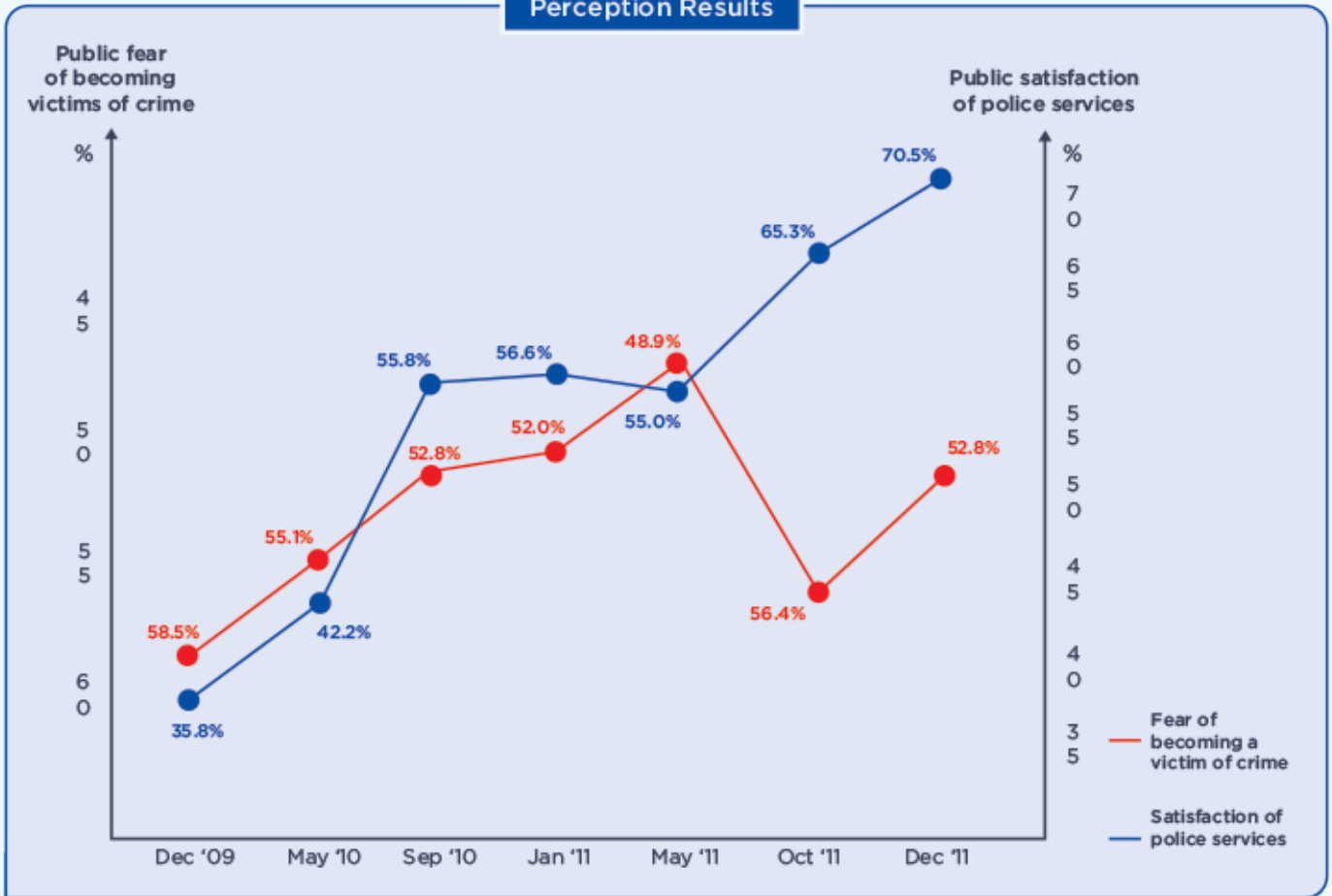
Table 1: National Key Performance Indicators (NKPIs) and topline targets for 2010-2012

As the table above indicates, improving public perception of safety remains the biggest challenge for the Reducing Crime NKRA. Despite positive results in

the other segments, this survey result held steady with 52.8% of the rakyat reporting that that they were still afraid of becoming a victim of crime. The

ratio came down in 2010 from 58.5% previously, but remained unchanged in 2011. The goal in 2012 is to reduce the ratio to below 45%.

Perception Results



Graph 1: Chart showing the public perception of safety and satisfaction with police services

BIG WIN! Steady reduction in index crime

The targeted goal of the GTP 1.0 was to achieve a 5% reduction in overall reported index crime annually from 2010 to 2012. Index crimes comprise 13 different categories and are deemed serious offences occurring with sufficient frequency and regularity to serve as a measure of the overall crime situation in the country.

surpassed the target to reduce index crime by 15% in 2010 and 11% in 2011. The aim is to further reduce index crime by 5% in 2012. Nine key initiatives were implemented in the GTP 1.0 that helped bring index crimes down. These initiatives focused on several key areas including motorcycle theft, house break-ins and car-thefts.

is credited as having significantly contributed to the improvement in this sector, after changing its focus from sector-based policing to crime hot-spot policing.

The Reducing Crime NKRA easily

The Omnipresence Programme

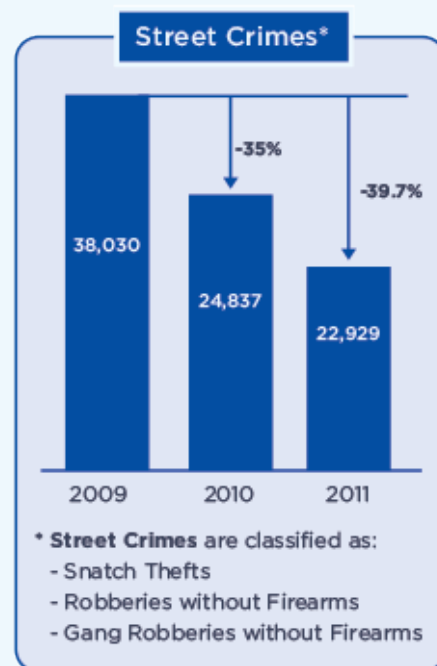
BIG WIN 2 Reducing reported street crime

Street crime comprises three categories – snatch theft, robbery with firearms and gang robbery with firearms. Street crime has a direct and visible impact on the rakyat, which has a further negative consequence on public perception of safety as well as their satisfaction with the police force.

The initial goal was to reduce street crime by 20% in the first year of the GTP 1.0, and this figure was handily surpassed with the NKRA reporting a reduction of 35% in 2010 from 2009. The target for the second year was a reduction of 40% based on the 2009 baseline, which was narrowly missed

after the numbers from 2011 showed a reduction of 39.7%. The goal is to reduce crime by a further 5.3% in 2012.

The Safe City Programme, built on CPTED (Crime Prevention through Environmental Design) principles represents a cooperative effort between the police, local municipal councils and other government agencies to improve safety and security in cities. This has contributed greatly to the reductions in street crime, as did the Omnipresence Programme.



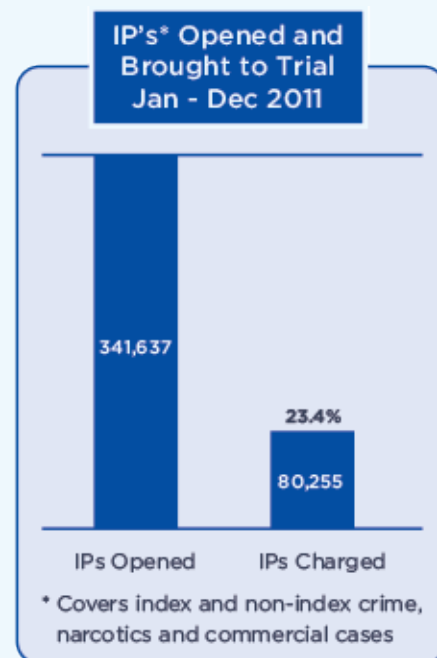
BIG WIN 3 Improving the justice system

In tandem with the efforts to reduce the incidences of crime and to raise public confidence in the Malaysian justice system, the GTP 1.0 saw several initiatives directed towards improving the justice system.

The goal in the first phase of the GTP 1.0 was to clear the backlog of violent crime cases, and this was achieved in 2010 after 2,001 old cases were processed. As the initiative had accomplished its goal, the NKRA

changed its focus to increasing the ratio of charges made to investigations papers opened.

In raising the charging rate, the Reducing Crime NKRA again saw several major accomplishments. In 2011, the NKRA set a target bringing at least 20% of arrests to trial, and this target was surpassed, with the ratio coming in at 23.4%. The goal is to further improve this ratio to 25% of all investigation papers opened in 2012.



BIG WIN 4 Increase public satisfaction with police performance

Public satisfaction with police performance is a crucial component in reducing crime as the rakyat's trust and cooperation with the police can only be secured with increased satisfaction of the latter's performance. In line with this initiative, customer service rating (CSR) devices were rolled out to all 82 police stations in Selangor with the goal of expanding the initiative nationwide.

To further enhance relationships between the rakyat and the police, top leaders including the Inspector General of Police, Deputy Inspector General, Directors and Chief Police Officers undertook high-profile policing measures in strategic locations. The

police also stepped up interactions with the public, and took active steps to engage with NGOs to discuss new initiatives. A police station league table – the Balai League Table – was implemented to cultivate healthy competition within the police ranks.

As a result, public satisfaction of the police's performance rose from 35.8% to 55.8% in the 2010, and subsequently to 65.3% in 2011. The target is to raise this number to 70% in 2012.

Encouragingly, this change in perception was also mirrored in external studies conducted by both national and international bodies. The World Justice

project, for instance, named Malaysia the safest among 19 upper middle-income countries, and 12th safest overall, ahead of the United States and the United Kingdom.

The Global Peace Index ranked Malaysia the safest and most peaceful country in Southeast Asia, and 20th worldwide. Finally, Malaysia climbed 30 spots in the WEF Global Competitiveness Report ranking of the business cost of crime and violence for the year of 2011.



Introduction to the GTP 2.0 (2013 - 2015)

Case for Change

Despite the improvements in the country's crime rate and its continued downward trajectory, public perception of safety is still a challenge as 52.8% of the rakyat say they still do not feel safe.

Meanwhile, proliferation of high-profile crime cases through new digital media channels, e.g. social media, has further raised public concerns about the effectiveness of police services.

There is therefore a need in the GTP 2.0 to address the root causes of the problem, and the Reducing Crime NKRA will expand its focus in the second phase of the transformation to focus on support for victims of crime.



Figure 1: Expanding the GTP 2.0 focus to address victims of crime

The GTP 2.0 also looks to change the very nature of policing. Prior to the GTP, the police was seen as a law enforcer associated with the following characteristics:

- Regimented
- Target (case-solving) oriented
- Present only when needed
- Prevention oriented
- Strict and disciplined

Today, the police are expected to be a community-oriented law enforcers. In addition to solving cases and helping prevent crimes, the police officer today

is expected to be proactive, interactive and approachable. Policing is evolving to be more rakyat-focused while retaining its discipline. The key here is for policing to be more empathetic to the needs of the rakyat.

Another issue that needs to be addressed is the issue of house break-ins, which has been identified as a key component of index crime. House break-ins have proved to be particularly traumatising as they tend to lead to other violent criminal acts including assault, kidnap, rape and murder. The

severity of criminal activities associated with house break-ins has led the Reducing Crime NKRA to place special focus on this category of criminal activity in the GTP 2.0.

The big wins from the GTP 1.0 shows that the Malaysian criminal justice system can, and has indeed, improved. Nonetheless, more needs to be done.

What will be added in the GTP 2.0 is a fresh emphasis on increasing the capabilities of existing security

personnel, a reinvigorated approach to changing public perception of the police, and laying the building blocks for a World Class Policing (WCP) strategy that will transform the local police into a world-class police force.

The Reducing Crime NKRA will also expand the focus of the NKRA's initiatives to include Kedah and Perak in addition to the four hot-spot states of Johor, Kuala Lumpur, Penang and Selangor in the GTP 1.0.

The same high-impact police measures will be extended to the two states, which is expected to benefit some 16 million rakyat - 5 million more than the GTP 1.0.

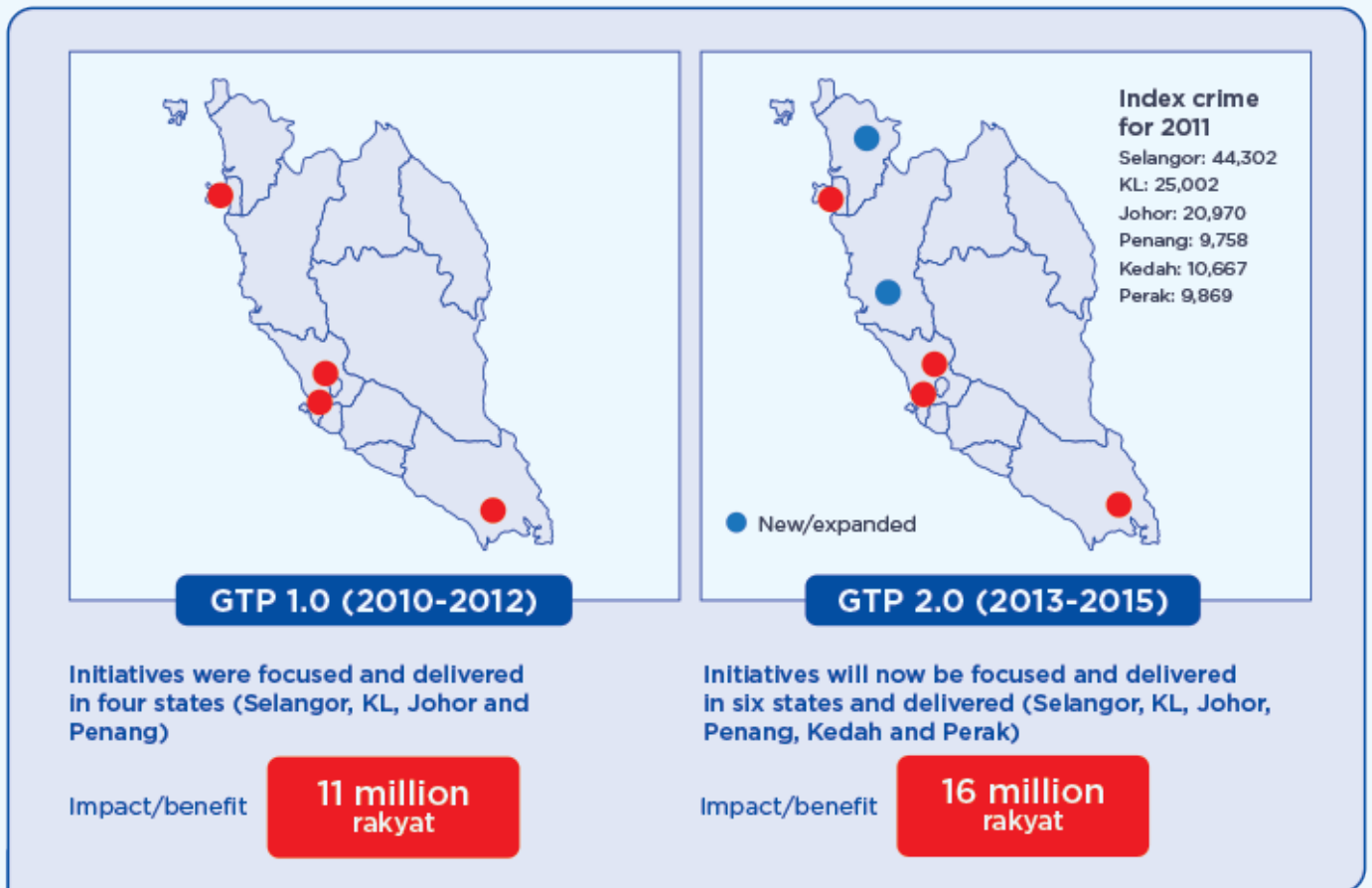


Figure 2: The GTP 2.0's expanding focus to cover six states from four states

The issue of crime has taken centre-stage with the rakyat of late owing to a recent consistent spate of criminal incidences reported in various media channels. The rakyat has, unfortunately, taken to interpreting this to mean that the initial initiatives undertaken

by the Reducing Crime NKRA have been ineffective, and that the level of criminal activity remains the same if not worse.

The Government agrees that crime remains an issue in Malaysia, but this

does not mean that there has been no improvement on statistical front. Data from the PDRM show that the number of crime incidences has dropped from 575 cases per day in 2009 to 419 per day in the first five months of 2012, which is an improvement of over 27%.



Figure 3: Though on the decline, there are 419 crime incidents reported every day (up until May 2012)

SOURCE: PDRM

At the same time, numbers from Insurance Services Malaysia (ISM), a body comprising external insurance and takaful agents, show that vehicle thefts have fallen 6.5% between 2010 and 2011, further reinforcing the PDRM’s data showing an improvement on the crime front.

However, the fact remains that there are still over 400 cases of crime per

day that need to be dealt with by the police, which forms a compelling argument for continuing the work of the NKRA.

Based on the collection of data from other developed countries, Malaysia’s crime situation is better than other nations such as the United States, South Africa, the United Kingdom, Hong Kong, and even Singapore, our

neighbours to the south (see Figure 4 on the following page).

The Government recognises that it is the right of every Malaysian to be safe within their own neighbourhood and country, and greater improvements will be made to ensure that the rakyat are better protected in future.

Reported Crimes per 100,000 population across selected countries

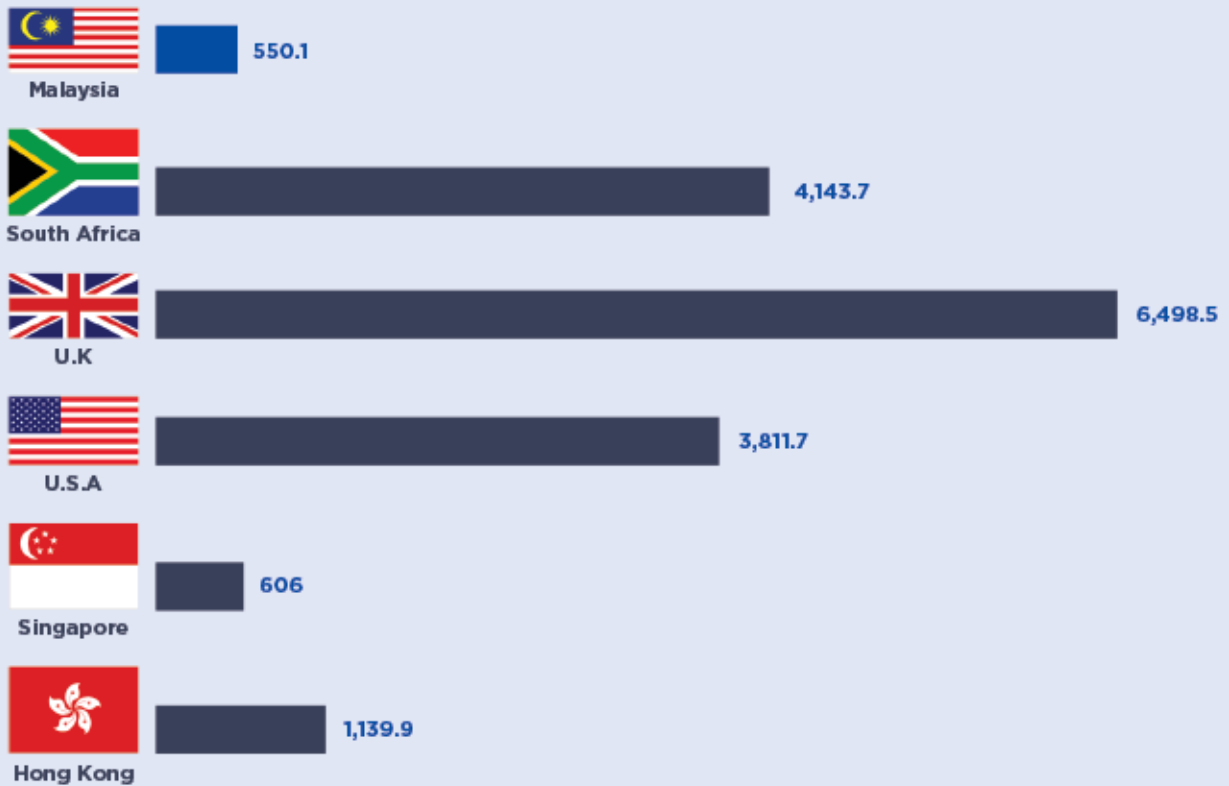


Figure 4: Recorded criminal incidents in Malaysia is lower than in most countries

SOURCE: Nationmaster: <http://www.nationmaster.com>; DOS Singapore; UK Home Office



Overview

The goal of the Reducing Crime NKRA in the GTP 2.0 is to further enhance and expand on the work already begun in the GTP 1.0. Whereas the first phase of transformation focused primarily on addressing the “opportunity” element in the crime life cycle, the GTP 2.0 will expand to emphasise the victim as well.

The ultimate goal of any criminal justice system is simple: to deter criminal behaviour and to prosecute perpetrators on behalf of the victims of crime. The NKRA’s ultimate goal is similarly straightforward: making Malaysia a safer country through intelligence-based policing.

The Reducing Crime NKRA has identified three pillars or aspirations that will help accomplish this goal, namely:

- Sustaining the reduction of the overall crime rating
- Significantly improving the perception of public safety
- Institutionalising change and building a performance-driven culture.

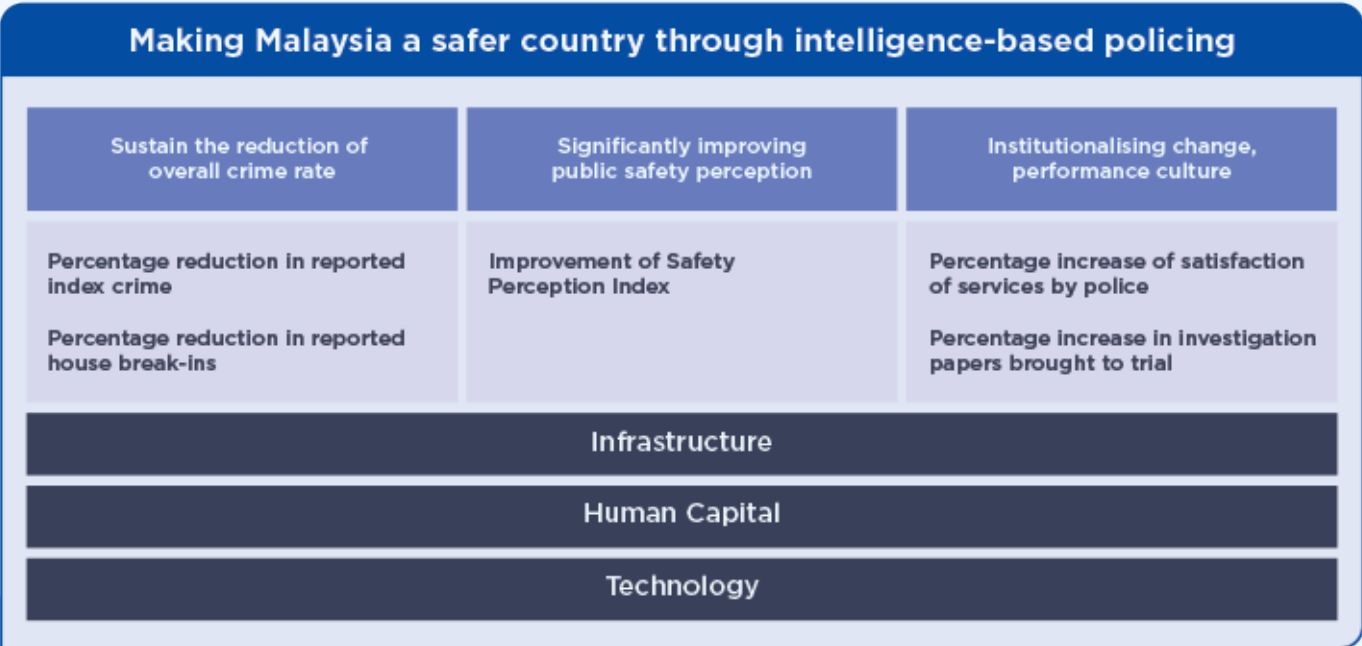


Figure 5: Framework of the GTP 2.0 Reducing Crime NKRA

These aspirations further drill down into various initiatives and more specific goals that provide necessary support by improving enablers such as the policing infrastructure, human capital and technology. Together, these aspirations and improvements will help make Malaysia a safer place through 35 initiatives to accomplish the following key results by the end of the GTP 2.0 in 2015:

- Reducing index crime by 5% annually
- Reducing reported house break-ins by 5% to 10% annually
- Raising the Safety Perception Index such that 65% of the rakyat feel safe within their own country
- Increasing the charging rate of IPs opened to 35%
- Increasing public satisfaction with police services to 85%

The 35 initiatives have been further grouped into four workstreams:

- Reducing index and property crime
- Increasing the Safety Perception Index
- Improving public satisfaction of police performance
- Increasing the number of IPs brought to trial

Reducing Crime

NKPIs	Expected Outcomes
Reduce Overall Crime	<ul style="list-style-type: none"> Annual 5% reduction in overall index crimes till Dec 2015
Reduce House Break-Ins	<ul style="list-style-type: none"> Annual 5% reduction till Dec 2015 [Stretch Target: 10%]
Safety Perception Index	<ul style="list-style-type: none"> Target more than 65% of the public feeling safe living in the country by 2015
Increase Charge Rate of IPs opened	<ul style="list-style-type: none"> 35% of IPs opened brought to trial. Improve reputation of enforcement agencies in bringing offenders to justice (PDRM and AGC)
Increase Public Satisfaction of Police Performance	<ul style="list-style-type: none"> 85% of the public are satisfied with services by PDRM Cultivate robust, high quality frontline performance management

Table 2: NKPIs and Expected Outcomes for the GTP 2.0

Workstreams & Initiatives

1 Reducing Index and Property Crime

The GTP 1.0 has already seen a significant decrease in the amount of crime in the country, but there is still room for improvement. The Reducing Crime NKRA recognises that more can still be done to reduce incidences of crime, particularly in areas that continue to worry the rakyat. Towards this end, 12 initiatives will be implemented in the GTP 2.0.

The reduction of crime, however, is a complex process, which requires a holistic treatment beyond addressing the criminal offence itself. For instance, this workstream contains a special focus on prison enhancement that will ensure inmates receive the necessary support to prevent them from re-offending.

While the anti-crime measures of the GTP 2.0 will target specific types of crime, such as house break-ins and vehicle theft, these measures will also include indirect initiatives that will further address the conditions that give rise to criminal activity.

Before the GTP 1.0	2006	2007	2008
Index crime	196,780	209,582	211,645
Property crime	165,372	174,423	173,828
Violent crime	31,408	35,159	37,817
After the GTP 1.0	2009	2010	2011
Index crime	209,817	177,520	157,891
Property crime	167,803	144, 848	128,357
Violent crime	42,014	32,924	29,534

Table 3: Index crime rates before and after the Reducing Crime NKRA of the GTP 1.0



Focus Area: Prevention of house break-ins

House break-ins constitute 18% of property crime. In 2011, 28,020 house break-ins were reported costing homeowners over RM140 million in losses. The GTP 2.0 will see the implementation of a targeted effort to reduce incidences of house break-ins. Break-ins are especially traumatic for victims because they shatter the illusion of safety and privacy that their homes provide.

Initiatives from other workstreams as well as some specific to this one will be deployed with the aim of reducing house break-ins by 5% annually from 2013 to 2015.

Certain initiatives have already shown to be effective in the GTP 1.0 and will be extended in the GTP 2.0 such as

the Omnipresence Programme. The Omnipresence Programme, which is detailed under the Increasing the *Safety Perception Index* workstream, will be led by the police and targeted at focus areas. This programme also targets the recruitment of Police Volunteer Reserve (PVR) among residents to create more ownership of the break-in problem within their own neighbourhoods.

Secondly, the clamp-down on house break-ins will see smart partnerships formed between the police, business and commerce associations, as well as other organisations. The police will encourage businesses to set up more auxiliary police to assist in crime prevention while simultaneously working with NGOs, regional authorities and other partners to conduct volunteer

patrols around business and housing areas with high incidences of crime. Thirdly, the police will also form special dedicated teams to focus exclusively on house break-ins.

Finally Crime Prevention through Environmental Design (CPTED) principles will be leveraged to reduce the incidences and opportunity for crime. The plan is to develop liaisons with the building community to promote CPTED in all new developments in order to design and create crime-resistant environments. The Town and Country Planning Department as well as the Ministry of Housing and Local Government are the owners of this programme.

Focus Area: Prevention of vehicle theft

Incidences of vehicle thefts have shown a slight decline over the past three years – down 15% to 68,579 thefts in 2011 from 80,438 in 2009. However, they still contribute to a large portion of property theft, making up 54% of the category in 2011. Furthermore, vehicle theft contributed to 43% of total index crime for 2011. The GTP 2.0 will see a greater collaborative effort from the private and public sector to combat this segment.

Despite the overall decrease of vehicle thefts, car theft has been on the rise the past three years, from 14,206 incidences

in 2009 to 16,129 in 2011 – an increase of 13.5%. Prevention of crimes of this nature requires collaborative efforts from various bodies including:

- PDRM
- Town and Country Planning
- Ministry of Housing and Local Government
- Malaysian Crime Prevention Foundation (MCPF)
- Owners of public parking area
- Insurance associations
- Immigration Department
- Customs Department

The Reducing Crime NKRA will implement four initiatives in the GTP 2.0 to address the issue of vehicle theft. Most of these initiatives will be focused on the six hot-spot states identified above, but others will be rolled out nationwide.

Initiative: Target hardening of public car parks

One of the chief deterrents of car theft is to make it more difficult for would-be thieves to commit the crime. The goal here is to ensure that parking

areas in hot spots have sufficient theft-prevention measures such as proper lighting. Owners of public car parks will also be encouraged to improve

their security systems through the implementation of a Car Park League Table.

Initiative: Collaborative enforcement on illegal workshops

This initiative will see the police work in collaboration with other bodies such as the Immigration Department to clamp down on illegal and suspicious

workshops. The aim here is to shut down workshops that cannibalise stolen vehicles.

Initiative: Container scanners

Container scanners will be installed at entry points and ports to combat the illegal import and export of stolen

vehicles. This initiative will be supported by the Customs department.

Initiative: Increase availability and usage of Mobile Computerised Access Devices (MCADs)

This initiative will see the greater deployment of modern technology and equipment to expedite vehicle checks,

which will help police personnel identify stolen vehicles or parts more efficiently. This initiative has helped identify and

track stolen vehicles in the GTP 1.0 through the use of the Mobile Card Acceptance Device (MCAD).

Initiative: Dedicated teams

As with the Reducing Crime NKRA's efforts in combating house break-ins, dedicated teams will also be set up on

all levels of policing to help collaborate in the areas of intelligence gathering, information sharing and target profiling.

These teams will also be equipped with logistics support and the proper training to tackle the problem.



Focus Area: Inmate rehabilitation and upskilling

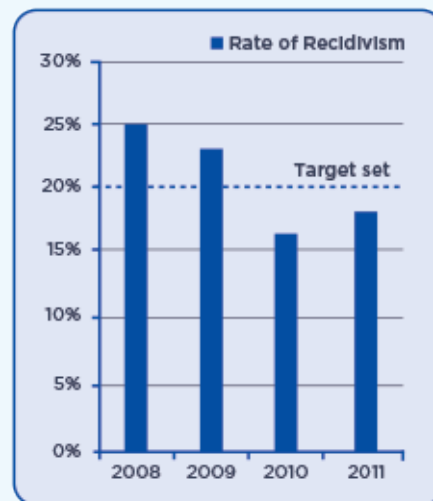
The GTP 2.0 will further enhance initiatives set in place during the GTP 1.0 directed towards helping inmates settle into their communities after completing their prison sentence. This programme will help detainees develop skills and provide them with support to reintegrate into society upon release thereby reducing the the risk of recidivism.

Initiative: Industrial prison

This is a new initiative aimed at helping prisoners improve their skills and become more employable during their period of incarceration by setting up small industries within prison facilities where they can find employment. A pilot programme will be conducted in the Kajang Prison in collaboration with a bakery.

Since the implementation of the GTP 1.0 initiatives, the rate of recidivism has fallen from 25% in 2008 to 18% in 2011. The goal is to further reduce this rate in view of the larger objective of reducing Index Crime by 5% annually.

While the chief goal of the programme is to help inmates develop marketable skills, the programme also has a knock-on effect of helping the prison become more self-sufficient through the sale of products. Once the pilot programme is complete, four other bakeries will be opened in prisons in the northern and southern regions, and in the east coast.



SOURCE: Prisons Department

Initiative: Development of an after-release programme

This initiative further expands and enhances the capacities of the halfway-house system developed in the GTP 1.0 to ensure that inmates are better equipped to reintegrate with society upon their release. The programme has

been expanded to ensure that similar reintegration help is granted to parolees as the present legal system does not allow former inmates and parolees to be housed in the same facility.

The employment rate of former inmates who participated in the halfway-house programme rose from 25% in 2010 to 70% in 2012.

Initiative: Improvement of prison rehabilitation programme

This initiative is carried over from the GTP 1.0 where prisons and prisoners were categorised and classified according to three categories: first time

offenders, repeat offenders (recidivists) and hard-core offenders. The goal is to ensure that inmates from the different categories are not housed in the same

prison, and helps tailor rehabilitation programmes according to their needs.

Focus Area: Rehabilitating drug addicts and users

The Reducing Crime NKRA will implement three initiatives in the GTP 2.0 to help rehabilitate drug addicts and users who contribute to the overall

crime rate when they are forced to turn to criminal activities to fund their drug habit. The focus in this area is to again ensure that recovering addicts have

sufficient resources to reintegrate into society as full members of society upon their release from rehabilitation centres.

Initiative: Open access drug treatment and rehabilitation

Open access services in drug treatment and rehabilitation have been implemented since August 2010 through Cure and Care 1Malaysia Clinics (C&C 1Malaysia Clinic). This approaches drug addicts as ill patients rather than criminals, and focuses on providing

drug treatment and care to rehabilitate them. These clinics are presently supported by C&C Service centres, which will be upgraded to “Mini Clinics” through this initiative. The function of these mini clinics is to support the work of C&C clinics in areas where they are

not available. The target of this initiative, managed by the National Anti-Drug Agency, is to establish 16 mini C&C clinics in blackspot areas by 2015.

Initiative: Outsourcing drug rehabilitation to NGOs

NGOs and the public will be further marshalled to assist the government in rehabilitating drug addicts under this initiative. The National Anti-Drug Agency will provide the location,

financial incentives and guidance to the NGOs and public organisations to help treat patients thereby complementing existing government-run drug treatment and rehabilitation

programmes. Meanwhile, this initiative will also leverage NGO expertise in treating drug patients.

Initiative: Opening job opportunities for recovering addicts

This initiative is new to the GTP 2.0, which will provide opportunities and vocational training for recovering addicts. Cure and Care Vocational Centres will be established to develop

specific modules tailored to clients’ needs supported by trainers. The goal of this initiative is to ensure that recovered drug addicts are more employable upon completion of the

programme, thereby preventing them from going back to their old habits. This initiative also aims at helping recovering addicts reintegrate into society.

Initiative: Strengthening controls over import and distribution of precursor chemicals

An initiative carried over from the GTP 1.0, the SPIKES programme was used to integrate substance information between the various regulatory and enforcement agencies. In the GTP 2.0, SPIKES will be enhanced to provide control and training programmes to

chemical and pharmaceutical industries on precursor chemicals. This will address the 1,700 licence holders of type B License under the Poisons Act 1952.

The goal of this initiative is to prevent the distribution of precursor chemicals

to illegal syndicates to produce illicit drugs. It will also provide systematic control on the precursor chemicals trade and ensure legit use of the chemical in the country.

2 Increasing the Safety Perception Index

Despite the accomplishments of the GTP 1.0, public fear of criminal victimisation remains high, which in turn exacerbates concerns about safety and demoralises the rakyat in general. As part of the GTP 2.0 initiatives, the Reducing Crime NKRA will make a concerted and targeted effort to help the rakyat feel safer

through greater education, increasing police presence on the streets, improving community well-being and raising awareness.

In a nutshell, the goal of the NKRA in this particular workstream is to engage with the community to create

safer public spaces via initiatives that encourage people to come together and take ownership of the work that will make their communities more secure (see Figure 6 below).

The KPI of this workstream is to increase the Safety Perception Index to 65%.

Initiatives that aim to let people come together; to encourage people to do the work that will make them feel safer and improve their communities

The GTP 2.0 initiatives seek to:

- Increase **police presence**
- Encourage **collaboration** between **PDRM, RELA, JPAM** and local communities
- Provide **knowledge and skills** to vulnerable groups, specifically women
- Create **'walkable' streets**, e.g. more street lights, community patrols, remove signs of disorderliness
- Put **citizens at the centre** of the solution - A safe community is everybody's business; everyone owns the problem.



- ✓ **An Integrated society** increased public participation in the community
- ✓ **Increased quality of life**
- ✓ **Confidence** to freely use public space and facilities

Figure 6: The GTP 2.0 will focus on engaging with the community to create safer public spaces

Focus Area: Increasing PDRM presence

A higher police presence helps increase the perception of safety, but more importantly, the rakyat must develop trust in the police. The increase in police presence under the GTP 2.0 will see the continuation of the Omnipresence Programme introduced in the GTP 1.0,

which was launched in response to the public call for greater police presence on the streets. Over the next three years, this initiative is to be further enhanced by providing additional emphasis on training and monitoring for police personnel.

This focus area will also see the expansion of police volunteers and the Rakan Cop programme, as well as the implementation of a 'Panic Button' app for smart phones.

Initiative: The Omnipresence Programme

The chief goal of the Omnipresence programme is to deter crime and further reduce the fear of crime victimisation by increasing the visibility of police on the streets. An added bonus is that a higher police presence will help build trust between the rakyat and the police force to ensure greater cooperation in tackling

crime issues within the community. The Omnipresence programme, therefore, is not just a show of force by law enforcement personnel, but also a community-oriented programme to foster better relations between law enforcers and the general public.

The programme comprises three main components:

- High Profile Policing
- Stop and Talk (Traffic and MPV)
- Feet on the Street




	Under the GTP 1.0	Extension into the GTP 2.0
	<p>High Profile Policing</p> <ul style="list-style-type: none"> • 3-5 hours weekly by senior police officer (Rank of Inspector and above). • To show support for junior police officers. • More concentrated in hotspot states (KL, Selangor, Johor and Penang). 	<ul style="list-style-type: none"> • 4 hours monthly by senior police officers with rank of Inspector and above at the district and contingent level. • Should be carefully executed so as to not disturb the public. • To show support and motivate junior police officers. • Besides hotspot states, HPP in non hotspot states is to be intensified.
	<p>Stop and Talk</p> <ul style="list-style-type: none"> • Traffic and MPV officers act as a mobile information centre to create interest and awareness among the public when performing routine patrolling. • Police personnel to stop at designated locations to engage with public and share crime information. 	<ul style="list-style-type: none"> • To enhance the existing initiative by distributing crime prevention pamphlets during patrolling. • Target to meet 200,000 people in a year. • Police personnel to be trained on effective communication.
	<p>Feet on the Street</p> <ul style="list-style-type: none"> • Increasing the presence of police in public areas to deter street crime and reduce the fear becoming a victim of crime. • A special programme through the Police Volunteer Reserve (PVR) by absorbing RELA / JPAM into PVR to conduct Patrol on Feet to combat crime in Crime Hotspot Areas identified. • RELA/JPAM are absorbed into the Police Volunteer Reserve (PVR) to conduct patrols in identified crime hotspot areas 	<ul style="list-style-type: none"> • Feet on Street to be intensified in identified cities and housing areas where crime rate is high. • Active expansion to Perak, Kedah, Sabah and Sarawak. • Aggressive expansion of PVR. • Intensify collaboration with RELA/JPAM/SRS and other agencies.

Table 4: The Omnipresence Program will maintain its current strength with an emphasis on execution and training

• **High Profile Policing**

High Profile Policing (HPP) is a programme that sees senior police officers, i.e. Inspector rank and above, conduct walkabouts together with frontline personnel. The goal of this programme is to boost the morale of lower-ranking officers and to highlight the commitment of senior officers to community

safety. During the course of this walkabout, the public is encouraged to meet-and-greet with the senior officers to foster better community relationships.

The GTP 2.0 will see HPP further enhanced by holding them in conjunction with community

policing activities, and to encourage senior personnel from the police headquarters in Bukit Aman to join in. HPP will also be tweaked in the GTP 2.0 to ensure that HPP activities do not take away from police officers' core duties and to ensure that they do not become a hindrance to the general public.

- **Stop and Talk**

Stop and Talk (S&T) is a programme directed at traffic police – those on foot and those patrolling in vehicles – to encourage them to interact with community members on a regular basis. The PDRM officers are also encouraged to use this opportunity to distribute information and make inquiries about crime and traffic in the area thereby functioning as a ‘mobile information centre’.

The end goal of the programme is to build closer ties between the police and public in an effort to promote greater public safety.

PDRM has been carrying out S&T operations since 2009, and they will receive further communications training in the GTP 2.0 under the Omnipresence initiative of the Reducing Crime NKRA. They will

also be given crime prevention pamphlets to distribute to the public and additional training on summons issuances.

The programme will also receive better monitoring and coordination to ensure that the police personnel are deployed in the most effective locations at the right time.

- **Feet on the Street**

As the title of this programme suggests, the goal here is to bolster police presence on the street to help deter crime and increase the perception of safety. The current goal is to maintain the current number of

personnel already participating in this programme and to enhance the training provided.

The goal in the GTP 2.0 is to further brace this pool of officers by

drawing personnel from other law enforcement bodies such as RELA, JPAM and the local government, and also to increase the pool of Police Volunteer Reserve (PVR).

Initiative: Expanding the Police Volunteer Reserve (PVR)

The goal of this initiative is to expand PVR’s involvement in crime prevention initiatives. The PVR will be used to help community volunteers, and will be stationed at hot spots to assist regular police officers in performing core duties. The PVR corps needs to be expanded because there is presently a lack of neighbourhood-level watch groups in

communities, and the PVR can help play that role.

This initiative will also further enhance the capacities of the PVR through targeted training courses so that they can better function as alternatives to regular police personnel in community policing initiatives.

Presently, the PVR are being deployed to assist the police in their core duties but the end-goal is to have them involved in other crime prevention initiatives. They will also function as liaisons between the PDRM and the community during the course of their policing work.

Initiative: Panic Button Smartphone App

The Panic Button Smartphone app is a mobile application that can be used to alert the police in case of an emergency. The app not only alerts the police, but also sends vital information such as the location of the victim via GPS functionality of the phone. The goal of this initiative is to increase the efficiency of police responses to

criminal emergencies and help victims obtain the immediate police attention they need thereby creating a sense of security for the rakyat in general. This initiative, which was already rolled out in the GTP 1.0, will be given nationwide emphasis to increase its communication efficiency and eliminate communication errors.



Initiative: Black Spot initiative

The GTP 1.0 showed that great success in the fight against crime could be had by focusing police resources on problem areas, i.e. areas with the highest crime index. By the end of the GTP 1.0, the crime index in these areas had reduced significantly due in large part to the introduction of the Safe City Programme. The Black Spot initiative builds on this success by engaging the help and cooperation of various bodies including the local authorities (Pihak Berkuasa Tempatan or PBT), PDRM and the public to identify problem areas.

Despite the reduction of the crime index in hot spots around the country, the public remain uncertain about their own personal safety. The GTP 2.0 calls upon the general public, together with local authorities, agencies and the media, to help identify problem areas – within their own neighbourhoods. The criteria in identifying Black Spots will be developed in accordance to CPTED principles.

Some of the general descriptions of these Black Spots include:

- **Environmental**
Unkempt and dirty surroundings, vacant units or buildings, lack of access control (to many exit/entry points/rat runs), lack of natural surveillance and building maintenance and lack of proper access road for police patrolling.
- **Social**
Concentration of illegal immigrants, presence of drug addicts and 'mat rempit', gangsterism.
- **Security**
Lack of police presence, no systematic police patrolling, high incidence of



crime, lack of public cooperation and presence of victimless crimes e.g prostitution, gambling, manufacturing and sale of pirated CDs.

It is important to note that Black Spot areas do not necessarily have similar issues and their classification as a Black Spot must take into account the unique circumstances of their particular locations. The participation of residents in this initiative is crucial as it will empower them to reclaim their own neighbourhood to further reduce concerns over crime.

The goal is to reduce the fear of crime by 50% and the resolution of all issues identified in Black Spot areas. The planning and implementation of an action plan must be completed within

10 months of a black spot being identified.

In the first stage of implementation, 20 Black Spots will be identified with the help of PBTs and the local community, including residents' associations and the Rukun Tetangga. The latter group will be engaged through the communication plan, which will see the utilisation of media outlets, organisation of teaching sessions and workshops, as well as through the distribution of pamphlets and brochures (see Figure 7).

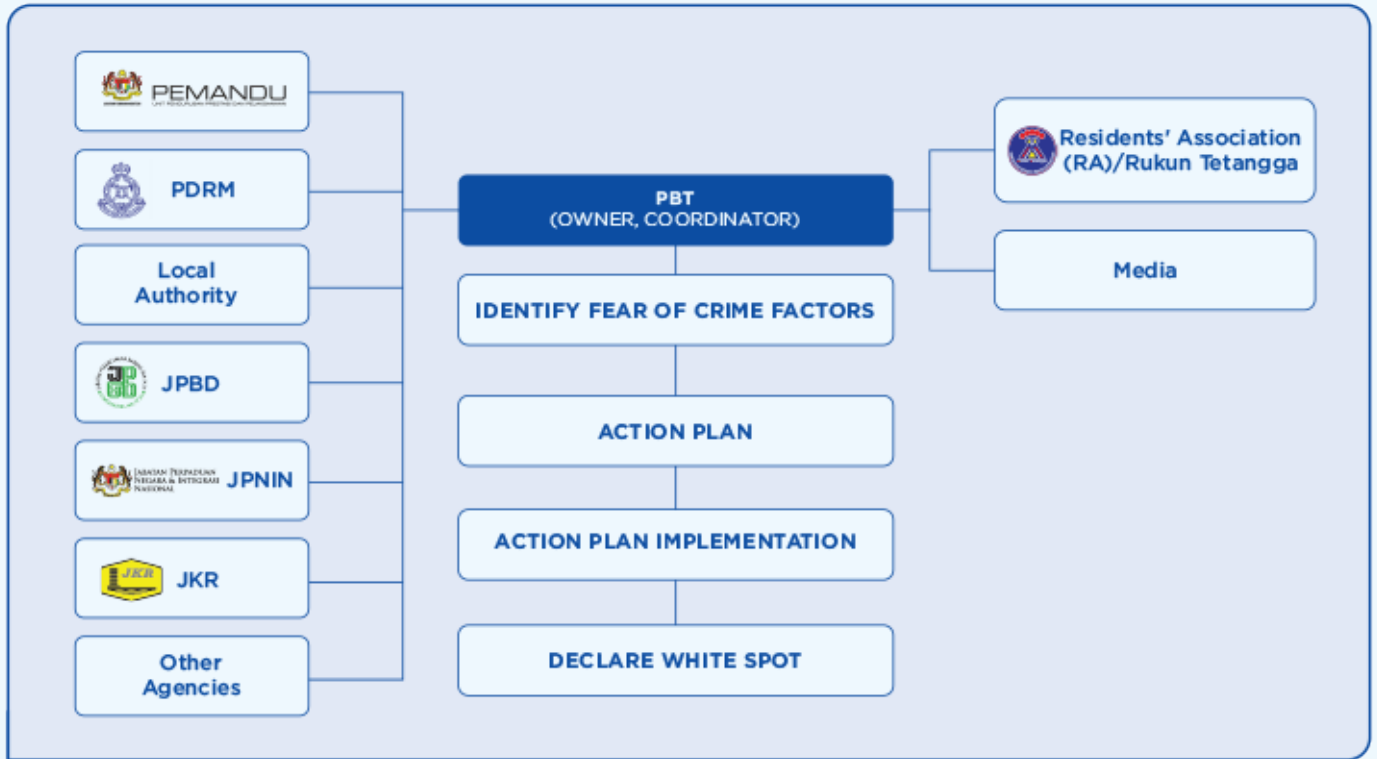


Figure 7: Black Spot workflow and working committees

The implementation plan will be led by mayors and the Yang Di Pertuas (YDPs) of PBTs along the following general lines:

- Determination of Black Spot by PBT and local police
- Site survey by PBTs, Local Police and RAs
- Collection of data and feedback by PBT, police, other agencies and residents.

- Establish working committee
- Carry out questionnaire survey
- Identify issues
- Prepare plan of action and set target for every issue and increase perception of safety (tabular and map) – manageable within budget, manpower, time (within 10 months)

The ultimate goal of this initiative past the identification process is to

implement an action plan that will see these issues resolved and the area declared a White Spot. As the problems are unique to each Black Spot, the actions to be implemented will also be as varied, ranging from increased police patrols to the utilisation of closed-circuit televisions (CCTV).

Initiative: Coordinating volunteerism through community policing

This initiative aims to address repeated calls by residents for increased police presence in their community. However, the NKRA believes that the public also needs to play an active role in maintaining safety and security, thus this initiative aims to create a partnership between community volunteers and enforcement agencies in the fight against crime.

The aim of this initiative is to encourage community involvement in the fight

against crime while raising awareness about the role of the rakyat. This initiative will not only help promote the spirit of volunteerism in the community, but also ensure that there is no redundancy in the crime coverage of an area. The police will be tasked with coordinating the various agencies – RELA, JPAM, JPNIN – to ensure there are no redundancies in law enforcement coverage.



Focus Area: Communications

The Reducing Crime NKRA recognises that one key reason that the rakyat remains fearful of being victims of crime is because of the number of skewed reports of criminal incidences being circulated through various media channels. The reports themselves may

be inaccurate for a number of reasons – misreporting by journalists, misquotes or sheer mischief – and there needs to be a more targeted focus by law enforcement authorities to address these issues as they crop up.

Meanwhile, the GTP 2.0 will also see law enforcement communication units play a more active role in helping educate the public – specifically women – about what they can do to prevent crime.

Initiative: PDRM corporate communications unit

This is a new initiative introduced for the GTP 2.0 aiming to improve the way the PDRM communicates with the media and public at large. Skewed and sensationalised reporting by media and bloggers have raised public concern about the nature and scope of criminal behaviour, and tarnished the image of the PDRM.

This initiative aims to help enforcement agencies better manage communications on all media types related to crime. The immediate outcome of this initiative

will see a closer and more coordinated working relationship between the police, public relations officers and journalists. The goal here is to develop a communications plan that will provide transparent and accurate information to the general public in a timely fashion so that they can make informed judgments about specific crimes or crime trends in general.

The initiatives will also help foster a closer relationship between the police and the public through regular and

direct communication via social media such as Facebook and Twitter. The first phase of implementation will see the enhancement of the communications unit at the police headquarters in Bukit Aman by 2013. In the second phase, communications units will be established at six main police contingents.

Initiative: Women's awareness campaign

Surveys by TNS Global show that women are consistently more fearful of being a victim of crime than men, and there is therefore a need to implement actions that will help assuage this fear.

The goal of this initiative is to help women keep themselves from being victims of crime through education and awareness workshops. These workshops are aimed at helping women

understand their rights, particularly women in rural areas who may be more sheltered as compared with their urban counterparts.



3 Increasing The Number of Investigation Papers Brought to Trial

A key component in restoring public faith in the Malaysian justice system is to show that criminal offenders can be brought to justice effectively and in an expedient manner. The goal of

Initiative: Reducing the ratio of investigating officers to investigation papers to 1:5 per month

This initiative continues the work started in the GTP 1.0. Presently, an investigating officer is burdened with other non-core duties and is thereby unable to cope with investigations given his or her multitasking nature. There is a danger that this may compromise the quality of investigation.

Prior to the GTP 1.0, investigating officers had to manage 20 investigation papers per month, which meant there was inadequate time and resources

the GTP 2.0 is to increase the charge-to-investigation-papers-opened ratio to 35% by 2015. In order to do so, law enforcement agencies will be supported by the addition of personnel and

for the officer to conduct thorough investigations. Through the initiatives of the GTP 1.0, the ratio has improved to 1:9. Nevertheless, the ratio needs to be further brought down to 1:5 per month in order to ensure better quality of work thereby increasing the charging rate.

Presently, there are 1,911 investigating officers in the country. In January 2012, 17,692 cases were reported, which means that each officer had to manage about 9.25 investigations. While better

sophisticated equipment and facilities.

than pre-NKRA conditions, these conditions are still not ideal.

This initiative looks to recruit an additional 1,000 Inspectors and 602 Sergeants as part of its overall recruitment plan, which will see 5,602 new police personnel admitted. The initiative calls for all 1,602 new Inspectors and Sergeants to be deployed as investigating officers throughout the country.

Initiative: Increasing the efficiency of investigating officers

This initiative directly impacts the rate of charging by increasing the efficiency of investigating officers. The aim is to expedite the creation of comprehensive investigation papers as well as the collection of cogent evidence in order to charge suspects in a court of law.

The aim of this initiative is to manage several components of the investigative process. Investigating officers need to be quicker in executing their duties in order to better collect evidence and procure relevant information from the complainants and witnesses. This initiative also proposes to improve the witness management system by simplifying the process of taking down statements and to better ensure witness safety and security.

Finally, there needs to be adequate team support with sophisticated equipment and relevant facilities to ensure that evidence is not compromised during the gathering stages. The NKRA has identified the following issues hampering the investigation process:

- Investigating officers centrally stationed at IPDs (Ibu Pejabat Daerah) cannot respond to reports lodged at outlying stations immediately, and this may compromise the quality of investigation.
- The present statement recording process is time-consuming, and places the burden on witnesses to travel to the IPD to have their statements taken.
- Witnesses are reluctant to identify

perpetrators during the identification parade for fear of retaliation.

- The increasingly sophisticated nature of crime and criminals require the police to be similarly equipped with sophisticated equipment.
- Investigating officers who are unable to obtain the services of the forensics team have to conduct non-core field investigation tasks that may affect investigation time and quality.
- There is presently only one CSI team and it is unable to respond efficiently owing to where it is located and the volume of cases.

4 Improving Public Satisfaction of Police Services

The rakyat have raised several issues pertaining to the services of the PDRM, which includes poor response time to emergency calls and the inconvenience of having to go to the police station

to inquire about the status of ongoing investigations. Although key initiatives in the GTP 1.0 were able to address the majority of public grouses, further efforts are required to boost RMP's

performance and services. These initiatives are targeted to close the gap from the GTP 1.0 and aim to provide better services to the public.

Initiative: Triage counselling

Victims of crime are often traumatised by the episode and require careful handling and support to reduce stress and shock. Triage rooms aim to help the victim by providing them some seclusion from the general public in a safe and secure environment.

The goal of this initiative is to further enhance and expand an initiative from the GTP 1.0 that saw 39 triage rooms established in police stations located

in hotspot areas. These facilities have been inundated with traumatised victims, receiving over 4,000 victims between January and March 2012. The overwhelming numbers suggest that more stations will benefit from having these triage rooms installed, and there will also be enhancements to these facilities to offer counseling to victims.

This initiative aims to improve on the triage facilities introduced in the GTP

1.0 detailed above. The plan in the GTP 2.0 is to have all major stations outfitted with these rooms. At the same time, qualified counsellors from other agencies and NGOs will complement police personnel in handling victims.

A pool of 2090 counselors from government agencies and NGOs are being identified for this task.

Initiative: Balai League Table

The Balai League Table (BLT) initiative was introduced in the GTP 1.0 and proved to be an effective motivational tool to boost delivery of police services to the public. The objective of the BLT is to recognise and reward performing police stations that have the highest record of crime reduction within the area and their efforts in enhancing inter-relationship between public and police.

The GTP 2.0 aims to further enhance this league table by diversifying the members on its committee and seeing the introduction of qualitative evaluations.

Currently the 11 members of the BLT Committee are from the PDRM, and

the performance evaluation is prepared by the police. The initiative under the GTP 2.0 proposes the establishment of a new committee for the BLT. A total of 13 members will be appointed with 11 members coming from the PDRM and two from the Malaysian Crime Prevention Foundation (MCPF).

The MCPF have been conducting Anugerah Balai Cemerlang every two years and uses its own mode of evaluation in identifying the best-performing police station. Currently, PDRM uses a 'Scoring Card' to identify the best-performing police station. The integration of MCPF and PDRM will provide a systematic framework for identifying the best-performing police

station thus setting a new benchmark for the league table.

The BLT is conducted twice yearly; however, in the GTP 2.0, the BLT will be conducted annually. PDRM will shortlist all police stations for the BLT based on the 60% quantitative measurements from January till September followed by the MCPF's qualitative evaluation of the shortlisted police stations from October till November.



Initiative: Sistem Semakan Online

Section 107A of the Criminal Procedure Code (CPC) grants complainants the right to query the status of an investigation. However, there have been complaints about the time it takes for the status request to be fulfilled, especially when the system still employs a manual system to provide the update. This initiative aims to

automate the status-checking process through the establishment of an online system.

Sistem Semakan Online (SSO) is a facility that will help the public check on the status of their police reports, and other services such as traffic summons, general licence application and police

recruitment online. It aims to help make the police's feedback procedure more transparent, and facilitate easy checking of report statuses. The system also aims to collect feedback from the rakyat with respect to police services and performance.

Sistem Semakan Online

Rationale

- Improve satisfaction of services by PDRM
- Equally important to keep public informed as well as solving cases
- Major complaints are complainants not being made aware of case status

Feedback received from:

Recommendation

The screenshot shows the web interface for tracking a police report. At the top, it displays the report number 23200889. A progress bar indicates the current progress. Below the progress bar, there are four notification cards: 'Police Report', 'Notification 1', 'Notification 2', and 'Notification 4'. 'Notification 2' is highlighted with a red box and contains the text: 'Update: Sjn Hassan is in charge'. 'Notification 4' is also highlighted with a red box and contains the text: 'Update: Investigation in progress. Suspect identified'. To the right of the notifications, there is a section for the 'Investigating Officer' named Sjn Hassan Ali with contact number 013-224 4617. A red stamp with the text 'COMPLAINANT UPDATED' is placed over the bottom right of the interface.

Figure 8: Sistem Semakan Online

Initiative: Eight-Minute Response Time

The aim of this initiative is to reduce police response time from 15 minutes to eight minutes in 2015 by ensuring that the law enforcement officers have the appropriate resources to carry

out their jobs. The eight-minute mark is a world-class benchmark and ensures that police personnel are able to respond to distress calls as quickly as possible in order to apprehend the

perpetrator. The improved response time is expected to further raise public confidence in policing services.



International Panel Review for Reducing Crime NKRA

The Reducing Crime NKRA held an International Panel Review (IPR) in July 2012 to solicit independent feedback from external policing experts. Among the participants of the two-day long programme were experts from Singapore, Hong Kong, the United Kingdom and the United States.

The panelists were briefed on the various measures undertaken in the GTP such as the Omnipresence and Safe City Programmes, Community policing measures and the High Visibility Patrolling Programme. They were also

briefed on the upcoming changes and enhancements to be introduced in GTP 2.0, and brought to the ground-level to observe the actual implementation of the initiatives.

The overall feedback received from the panelists was very encouraging. The panelists believed that Malaysia has made tremendous achievements in these past few years, which would have taken other countries a much longer time to achieve. The results demonstrated a clear mandate from the top-most leadership level, they said,

and demonstrated a high-degree of cooperation between the various agencies.

The panelists believed that the Malaysia model would prove an interesting example for other countries to consider in dealing with similar issues. The panelists agreed that the key thrusts of the Malaysian policing transformation programme - improving and enhance performance, and trust-building - vitally necessary components in modernising the police force.





Summary of Initiatives

Reducing Index and



Property Crime

- Prevention of house break-ins
- Prevention of vehicle theft
 - Hardening public car parks
 - Collaborative enforcement on illegal workshops
 - Dedicated teams
 - Container scanners
 - Increased usage of MCADs
- Inmate rehabilitation and upskilling
 - Industrial Prison
 - Development of after-release programme
 - Improvement of Prison Rehabilitation Programme
- Rehabilitating drug addicts and users
 - Open access drug treatment and rehabilitation
 - Outsourcing drug rehabilitation to NGOs
 - Opening job opportunities for recovering addicts
 - Strengthening controls over import and distribution of precursor chemicals

Increasing the Safety



Perception Index

- Increasing PDRM presence
 - Omnipresence programme
 - Panic Button smartphone app
 - Black Spot initiative
 - Coordinating volunteerism through community policing
 - Police Volunteer Reserve (PVR)
- Communications
 - PDRM corporate communications unit
 - Women's awareness campaign

Increasing investigation papers brought to trial



- Reducing the ratio of investigating officers to investigation papers to 1:5 per month
- Increasing the efficiency of investigating officers

Improving Public Satisfaction of Police Services



- Expansion of triage counselling in police stations
- Balai League Table for police stations
- Sistem Semakan Online
- Eight-minute Response Time