



2016 Annual Policing Plan - Q4 Results Edmonton Police Service

Presented to the
Edmonton Police Commission
Feb 16, 2017

2016 Annual Policing Plan – Q4 Results



Purpose

- Provide EPS's quarterly report on public initiatives (23)
- Highlight successes and areas of concern for select initiatives
- Answer any questions on performance/progress



2016 Annual Policing Plan – Q4 Results

Reduced Crime & Victimization

<p>1. Crime Severity Index</p> <p>EPS Crime Severity Index (estimated)</p> <p><u>116.7</u></p> <p>Target (year): ≤ 88 (6.0 point reduction from 2013 levels)</p>	<p>2. Violence Reduction Strategy: Violent Crime</p> <p># of 4 Violent Crime Indicators</p> <p><u>8,914</u></p> <p>Target: ≤ 9,208 (maintain 2015 levels)</p>	<p>3. Violence Reduction Strategy: Social Disorder</p> <p># of social disorder incidents</p> <p><u>19,295</u></p> <p>Target: ≤ 18,748 (maintain 2015 levels)</p>	<p>4. Property Crime</p> <p># of 4 Property Crime Indicators</p> <p><u>22,198</u></p> <p>Target: ≤ 20,154 (maintain 2015 levels)</p>
<p>5.1 Domestic Violence Intervention: Offender Checks</p> <p># of domestic offender management checks</p> <p><u>683</u></p> <p>Target: ≥ 537 (5% increase from 2015 levels)</p>	<p>5.2 Domestic Violence Intervention: Victim Checks</p> <p># of domestic victim support contacts</p> <p><u>995</u></p> <p>Target: ≥ 923 (2% increase from 2015 levels)</p>	<p>6.1 Gang & Drug Enforcement</p> <p># of high-level criminal network disruptions</p> <p><u>6</u></p> <p>Target: ≥ 6 (maintain 2015 levels)</p>	<p>6.2 Gang & Drug Enforcement</p> <p># of medium-level criminal network disruptions</p> <p><u>22</u></p> <p>Target: ≥ 31 (maintain 2015 levels)</p>
<p>6.3 Gang & Drug Enforcement</p> <p># of low-level criminal network disruptions</p> <p><u>11</u></p> <p>Target: ≥ 9 (maintain 2015 levels)</p>	<p>7. Traffic Safety</p> <p># of traffic corridor/intersection collisions</p> <p><u>794</u></p> <p>Target: ≤ 791 (2% reduction from 2015 levels)</p>	<p>8.1 Distracted Driving</p> <p>Distracted Driving Tickets issued (patrol)</p> <p><u>5,026</u></p> <p>Target: ≥ 2,918 (5% increase from 2012-2014 avg)</p>	<p>8.2 Distracted Driving</p> <p>Distracted Driving Tickets issued (Traffic Services)</p> <p><u>2,938</u></p> <p>Target: ≥ 2,489 (5% increase from 2013-2014 avg)</p>



2016 Annual Policing Plan – Q4 Results

Reduced Crime & Victimization

9. Safe in Six

Q2 Activities: sharing of program review with partners, internal promotion of program

On-target

10.1 Transit Beats

of LRT Calls for Service

842

Target: ≤ 810 (decrease from 2015 levels)

10.2 Transit Beats

of LRT Crime and Disorder events

589

Target: ≥ 532 (increase from 2015 levels)

11. Prevention of Crimes to Vehicles

of Theft OF/FROM vehicle incidents

15,812

Target: ≤ 13,309 (2% reduction from 2015 levels)

Investigative Excellence

12. Crime Prevention Strategy

EPS will not be proceeding with advertising campaign

Off-target

13. Clearance Rates

% of criminal incidents cleared (weighted)

41.1%

Target: ≥ 43%

14. Missing Persons

of fully reviewed historical missing person files

49

Target: 72 files identified in 2013



2016 Annual Policing Plan – Q4 Results

Increased Efficiency & Effectiveness

15.1 GDM: Priority 1 Response Time

% of Priority 1 events with patrol on-scene ≤ 7 min

71.1%

Target: ≥ 80%

15.2 GDM: Proactive Time

% of patrol time spent as proactive

11.7%

Target: ≥ 25%

16.1 9-1-1 Call Management

911 Operator Average Speed of Answer (seconds)

3.5 (Q4)

Target: ≤ 2 seconds

16.2 9-1-1 Call Management

911 Assessment & Transfer Time (seconds)

44.5 (Q4)

No 2016 target

17.1 Police Call Management

Non-Emergency Answer Delay (seconds)

49.2

Target: ≤ 60 seconds

17.2 Police Call Management

9-1-1 Evaluator Answer Delay (seconds)

14.6 (Q4)

Target: ≤ 20 seconds

18. Online Crime Reporting

of Online Crime Reports

7,369

Target: ≥ 5,417 (15% increase from 2015 levels)

19. Mental Health Calls

Service Time for Mental Health Calls (hours)

7.7

Target: ≤ 8.9 hours (reduction from 2015 levels)

20. Heavy Users of Service

Q4 Activities

On-target



2016 Annual Policing Plan – Q4 Results

Commitment to Professionalism

21. Public Complaint Investigations

% of public complaint investigations concluded ≤ 6 months

58.2%

Target: ≥ 75%

22.1 Recruitment

of new recruits hired/starting recruit class

131

Target: 140

22.2 Recruitment

of new Experienced Officers hired

6

Target: 10

22.3 Recruitment

of sworn applicants

677

Target: ≥ 631 (increase from 2015 levels)

23.1 Diversity in Recruitment

of Culturally Experienced Applicants

221

Target: ≥ 169 (increase from 2015 levels)

23.2 Diversity in Recruitment

Female Applicants

113

Target: > 113 (increase from 2015 levels)



1. Crime Severity Index

EPS's Crime Severity Index (EPS calculations)

- Target: 88 or below (6.0 point reduction from 2013 levels)
- Status: 116.7 points

EPS: Crime Severity Index (internal calculations)

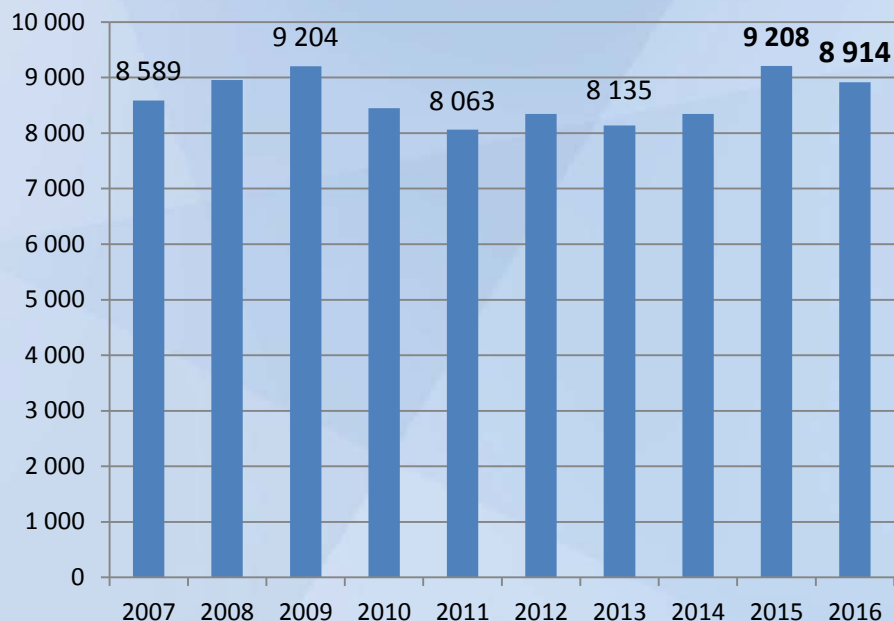




2-4. Crime Levels

- Targets: Maintain or reduce from 2015 levels
- Status: Violent Crime Indicators -3.2%, Property Crime Indicators +10.1%, Social Disorder occurrences +2.9%

EPS 4 Violent Crime Indicators (# of Victimizations)



EPS: 4 Property Crime Indicators (# of incidents)

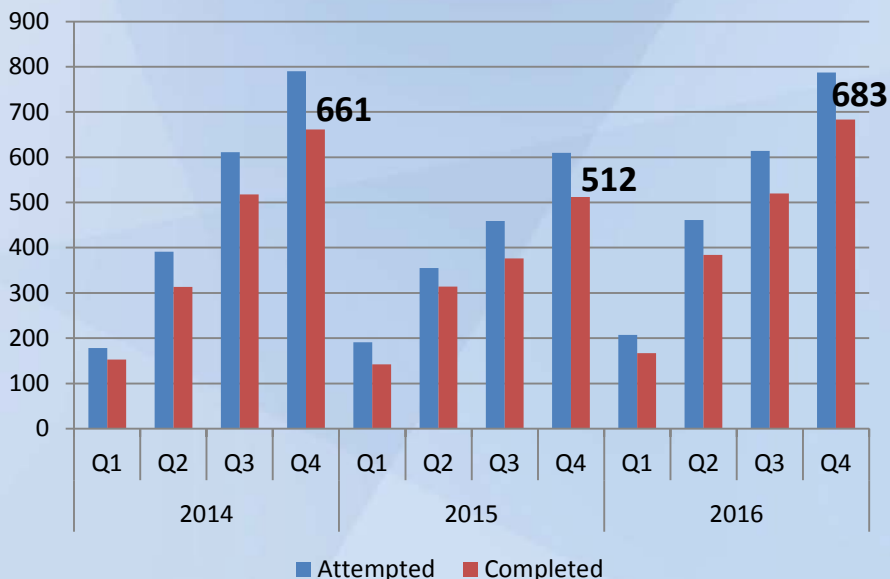




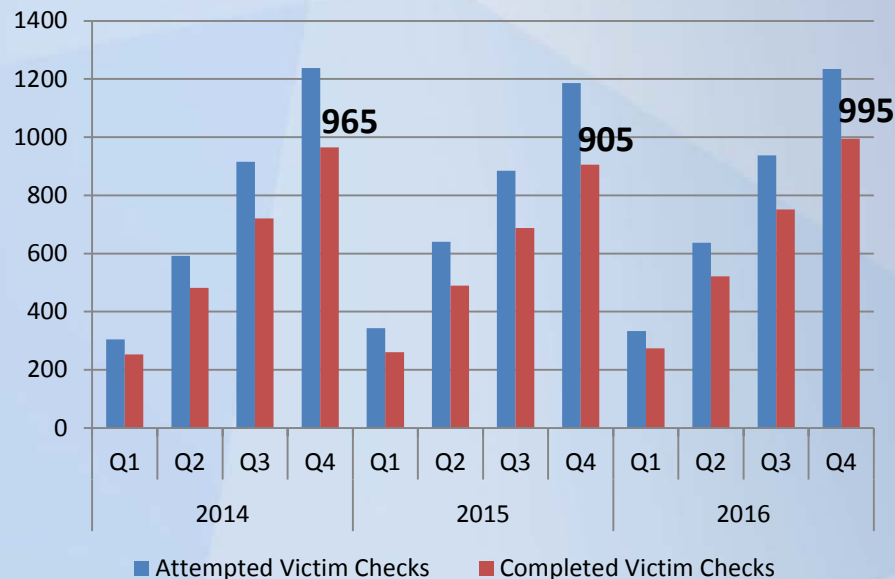
5. Domestic Violence Intervention

- 683 Offender checks (+34.0% from 2015)
- 995 Victim checks (+9.9%)

EPS: Completed Offender Management Checks



EPS: Domestic Violence Intervention Checks

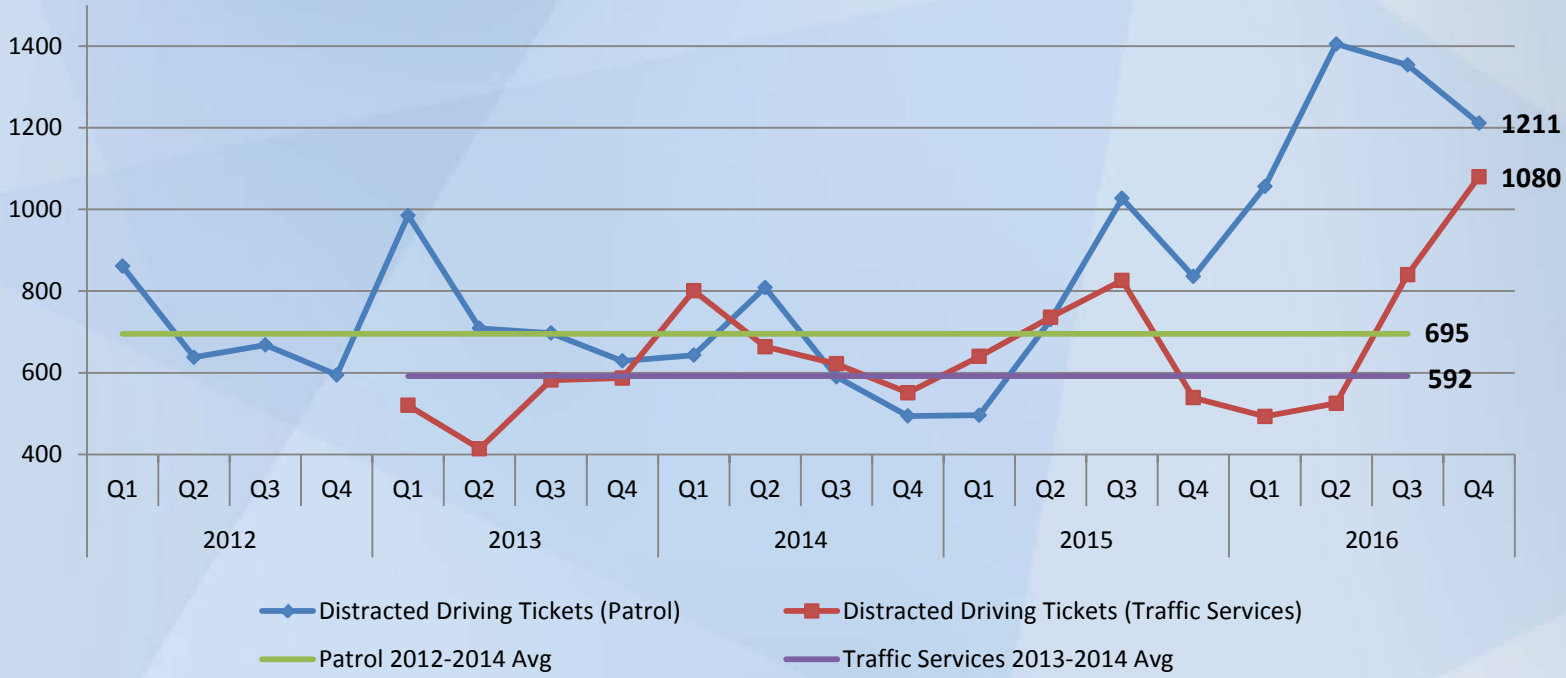




8. Distracted Driving

- # of distracted driving tickets issued
- Target: 5% increase from baseline levels
- Status: Patrol: 5,026 tickets (72.2% above target),
Traffic Services: 2,938 tickets (18.0% above target)

EPS: Distracted Driving Tickets issued

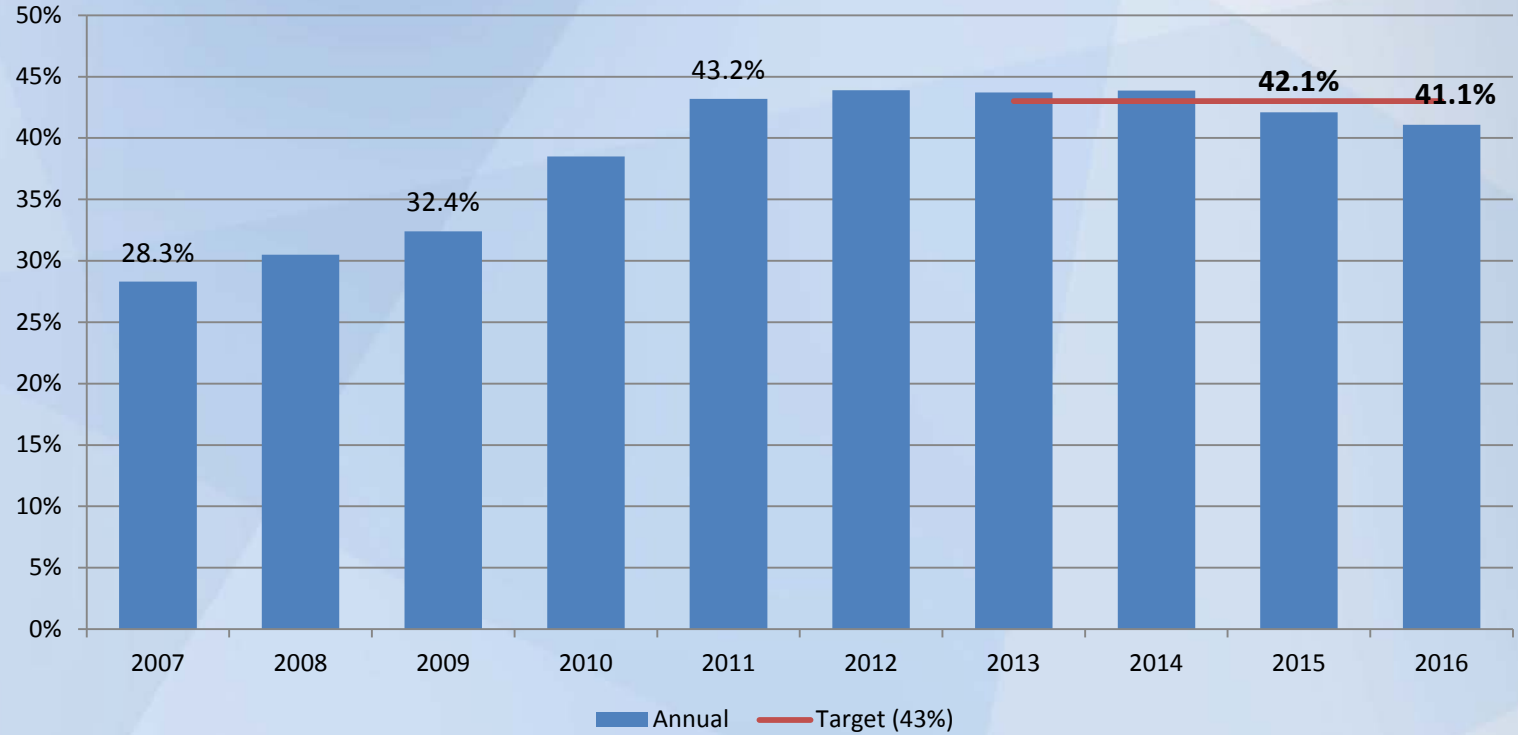




12. Clearance Rates

- Weighted Clearance Rate (EPS calculations)
- Target: 43% or higher
- Status: 41.1%

EPS: Weighted Clearance Rates

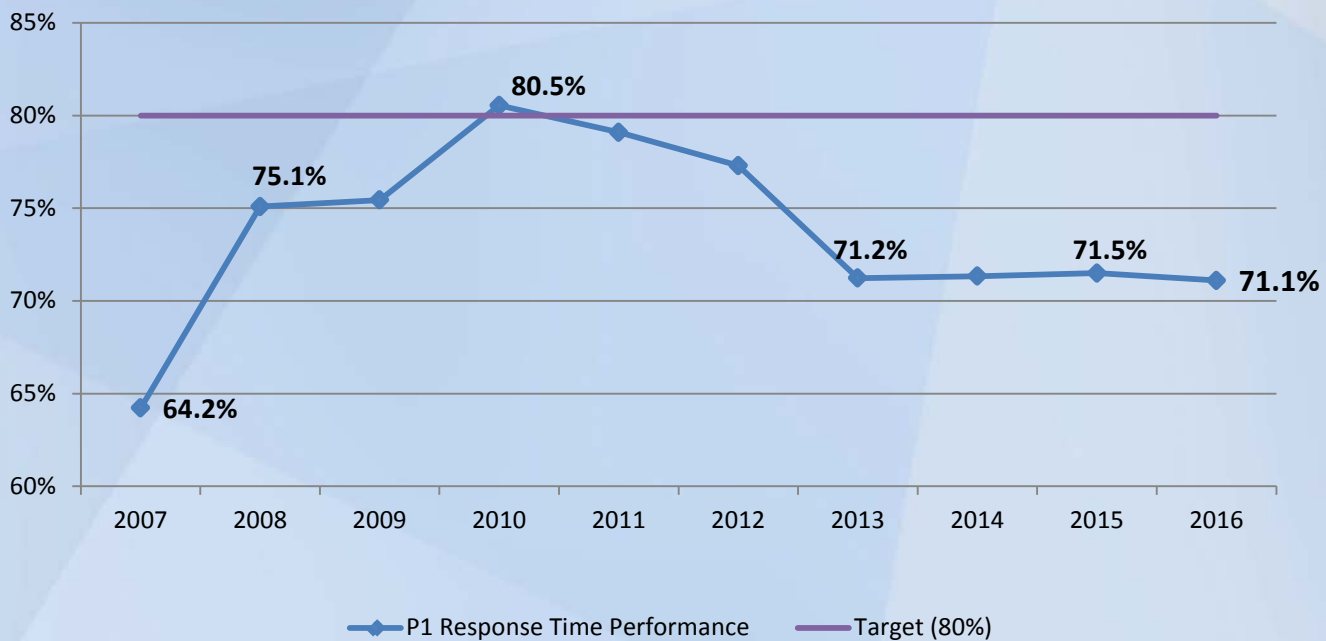




15.1 Geographic Deployment Model

- Priority 1 Response Time Performance (% of events dispatched + patrol on-scene within 7 minutes)
- Target: 80% or higher
- Status: 71.1% of events met the target

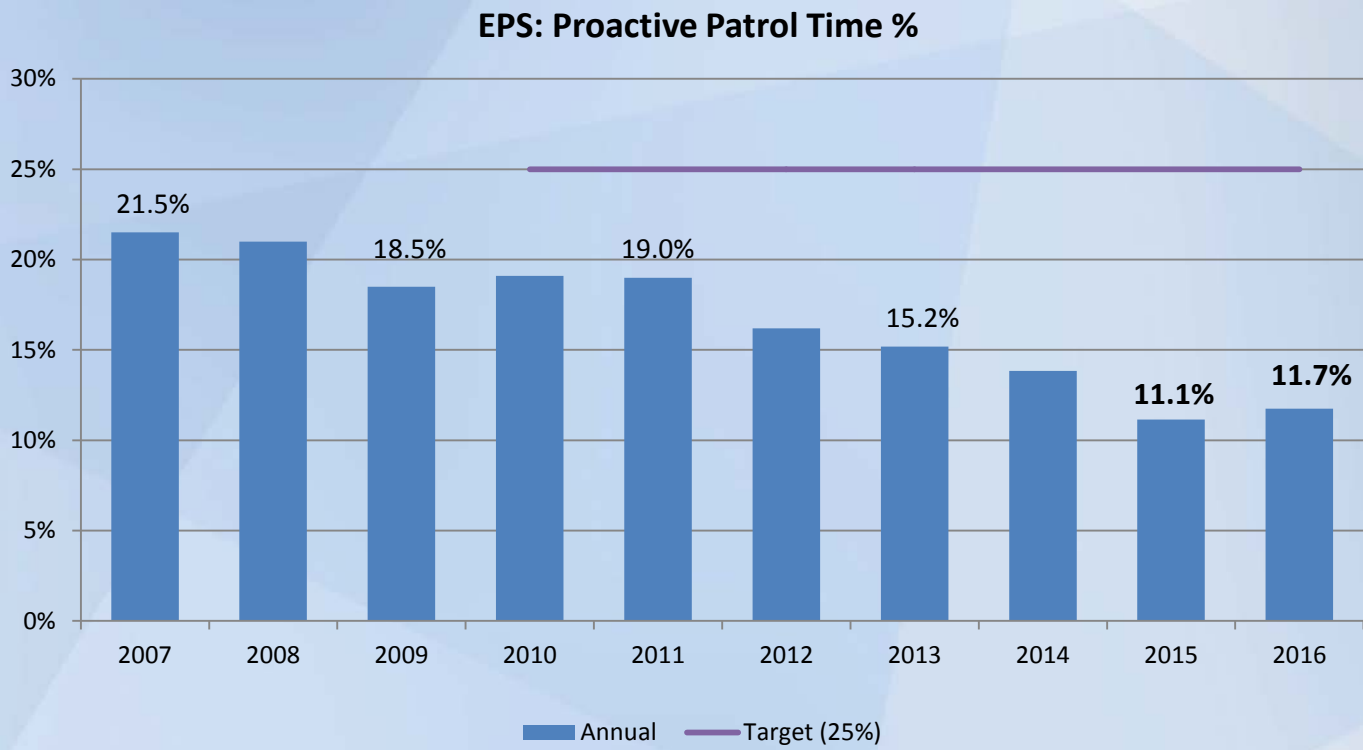
EPS: Priority 1 Response Time Performance





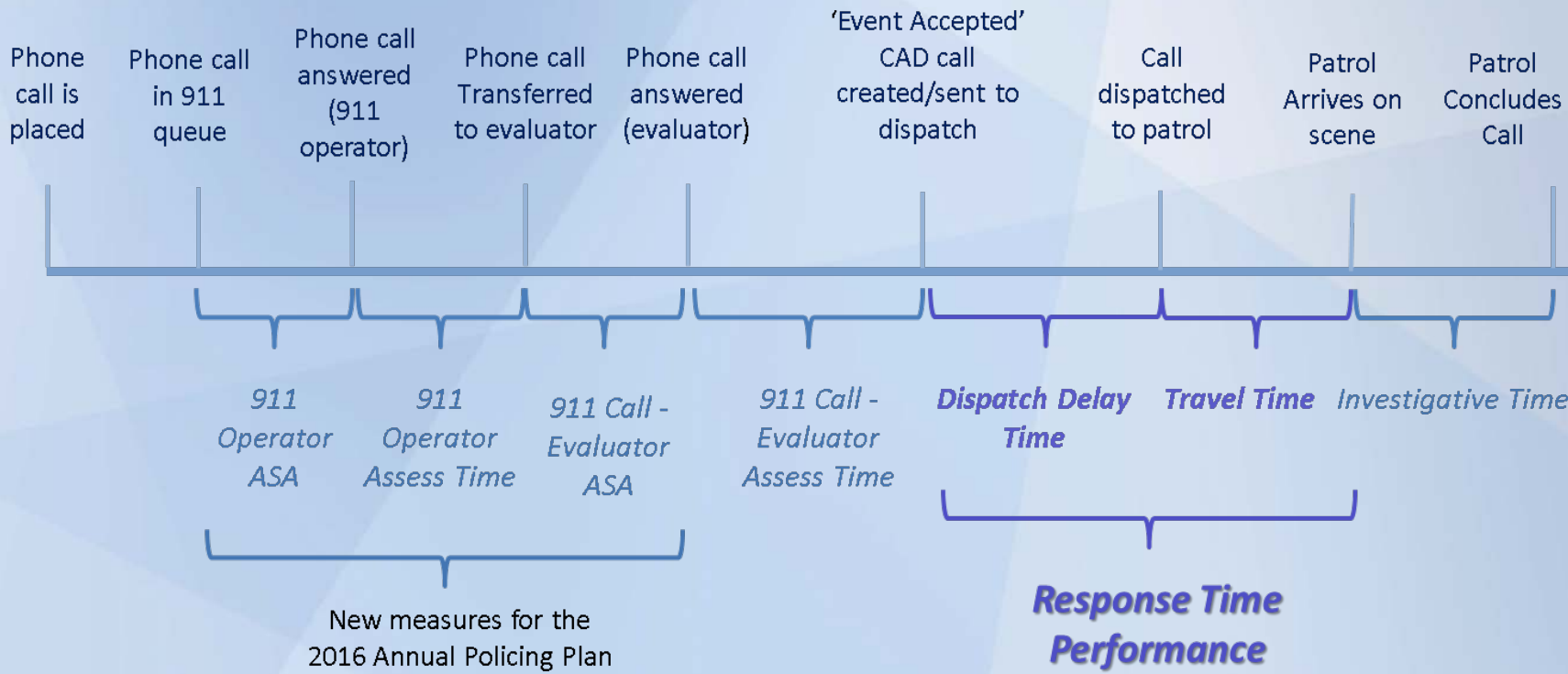
15.2 Geographic Deployment Model

- Proactive Time (% of patrol shift time spent in preventive activities)
- Target: 25% or greater
- Status: 11.5%





16/17. 911 and Police Call Management

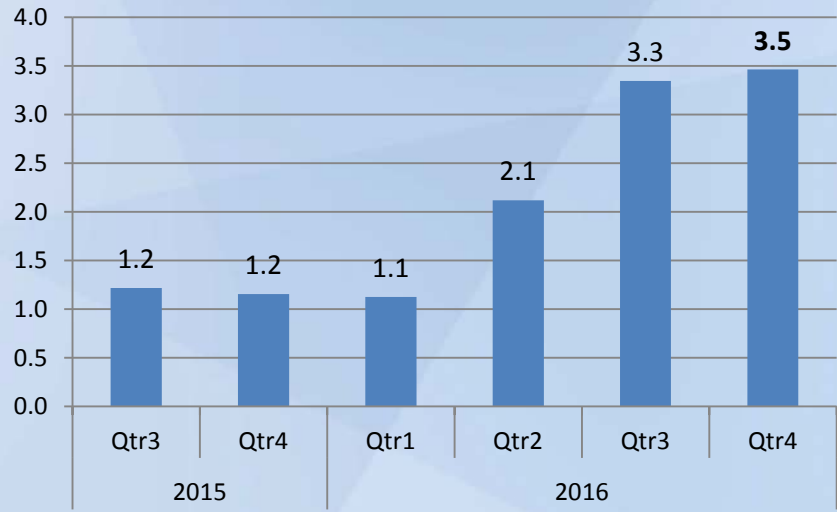




16. 911 Call Management

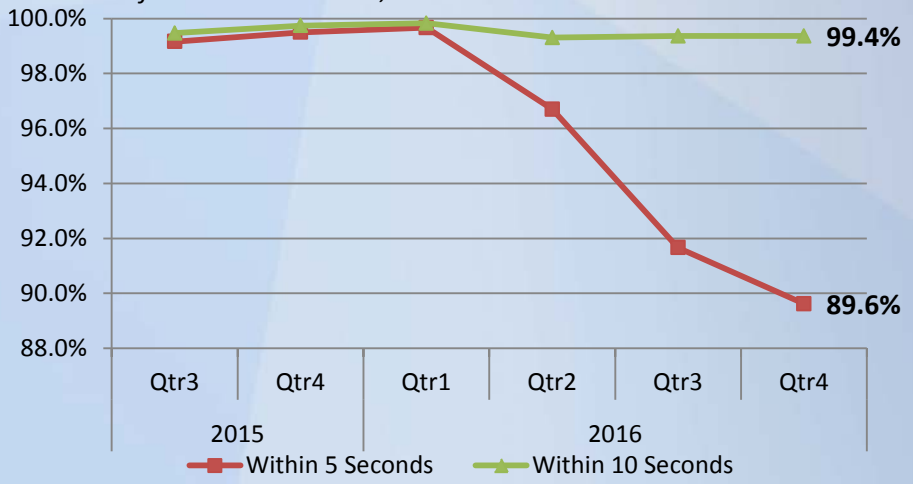
- 911 Operator Average Speed of Answer (ASA)
- Target: 2 seconds or less
- Status: 3.5 seconds (Q4), 99.4% answered within 10 seconds (Q4)

EPS: 911 Operator ASA (seconds)



EPS: 911 Operator Answer Performance

% of calls answered in 5, 10 seconds





16. 911 Call Management

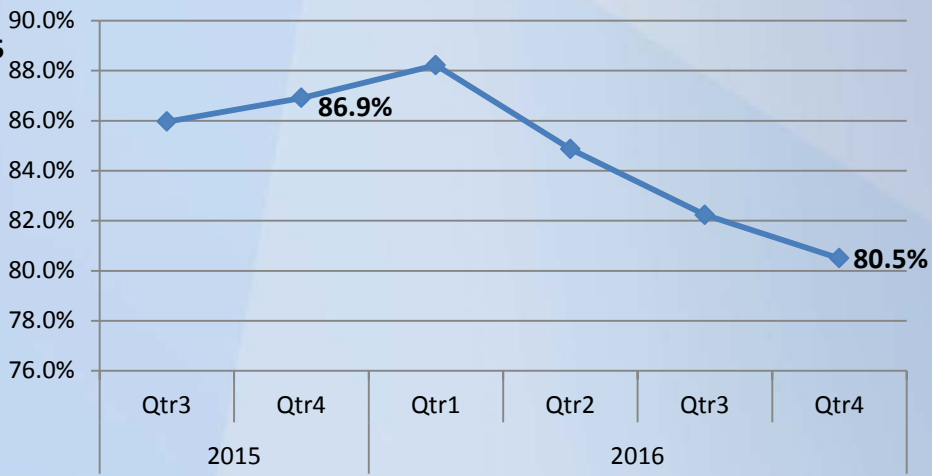
- 911 Assess & Transfer Time (seconds)
- Target: monitoring for 2016
- Status: 44.5 seconds (Q4), 80.5% assessed/transferred within 60 seconds (Q4)

911 Assessment Time (seconds)



911 Assessment Time Performance

% of 911 calls assessed/transferred within 60 seconds





17. Police Call Management

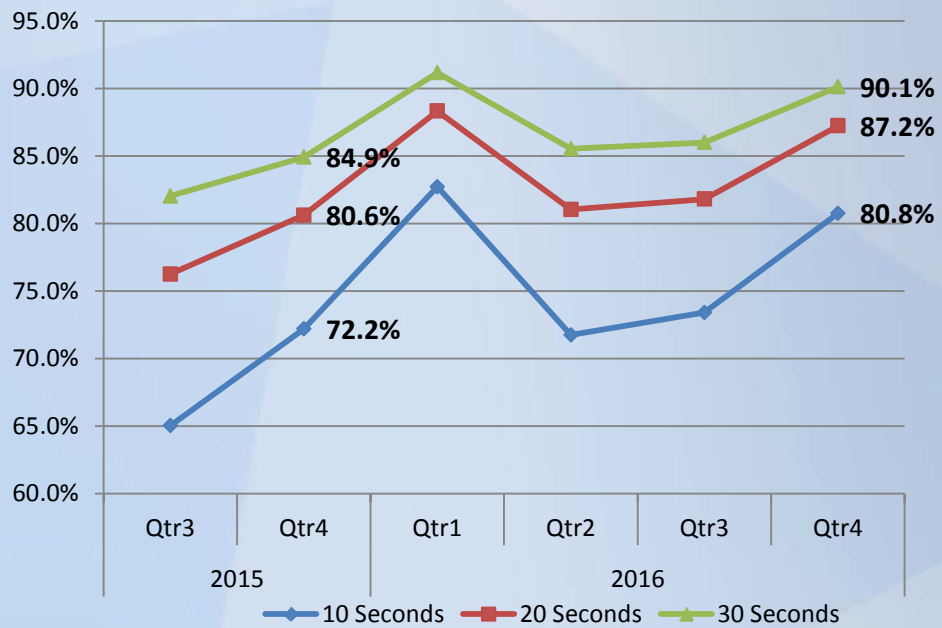
- 911 Calls – Evaluator ASA (seconds)
- Target: 20 seconds or less
- Status: 14.6 seconds (Q4), 80.8% answered within 10 seconds (Q4)

911 Call - Evaluator ASA (seconds)



911 Evaluator Answer Performance

% of calls answered by 911 Evaluators within set times

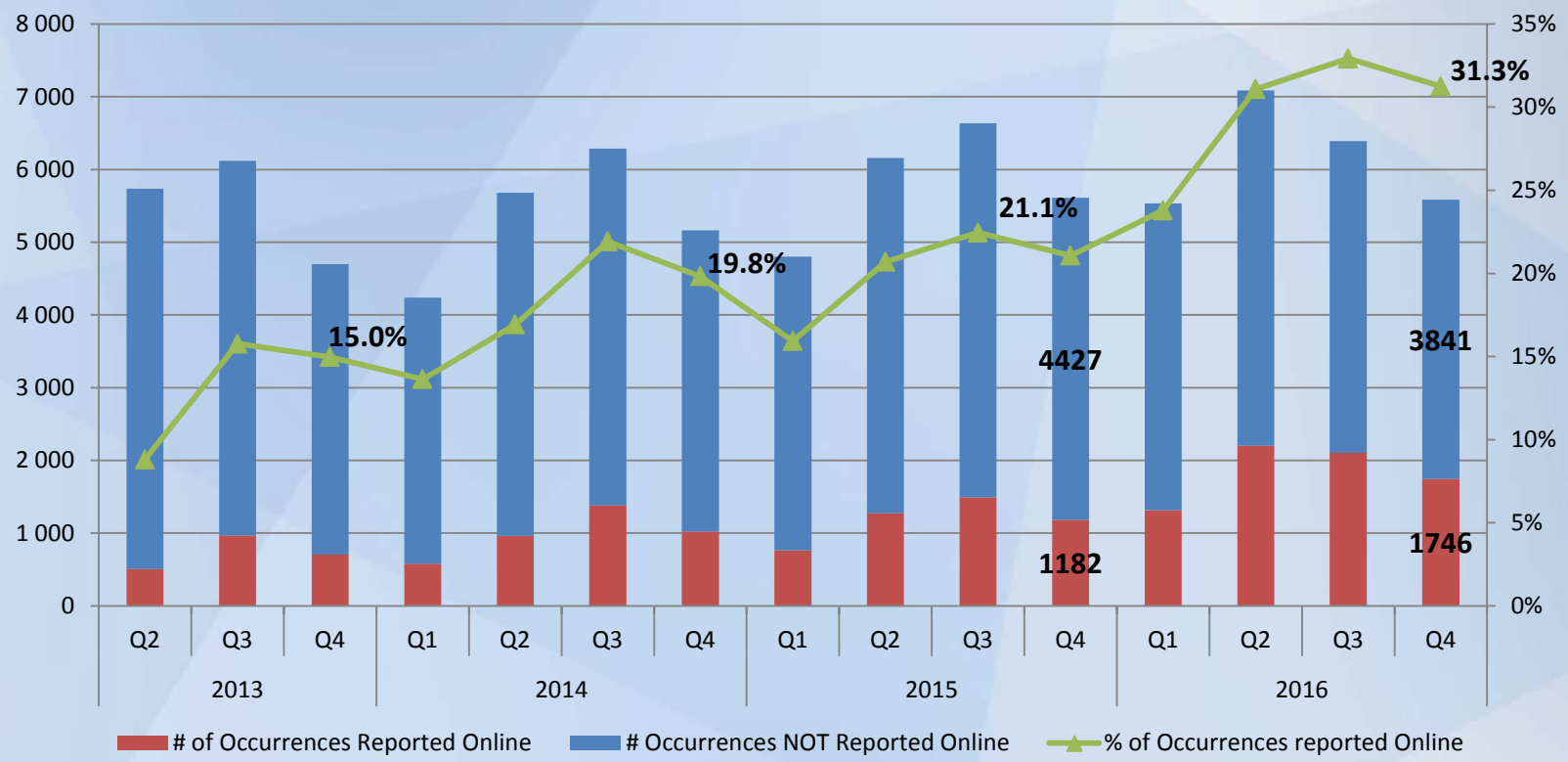




18. Online Crime Reporting

- Number of online crime reports submitted/approved
- Target: 15% increase over 2015 levels
- Status: 7,369 online reports (56.4% above 2015 levels)

EPS: Online Crime Reporting

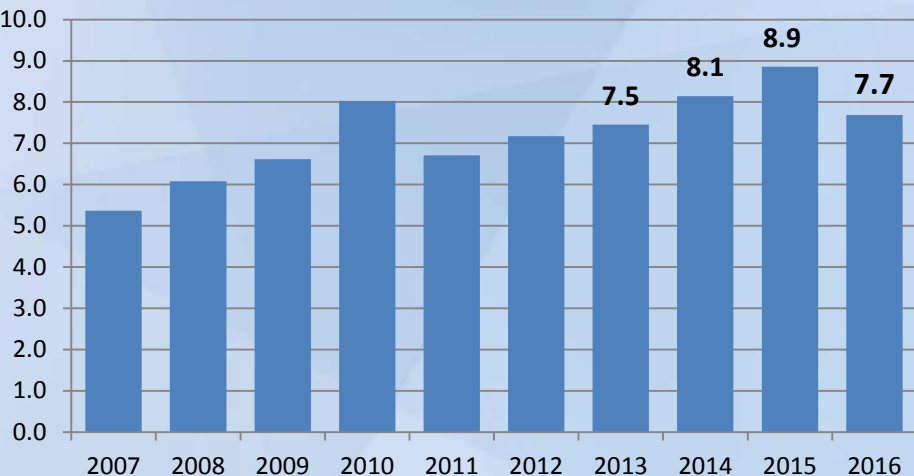




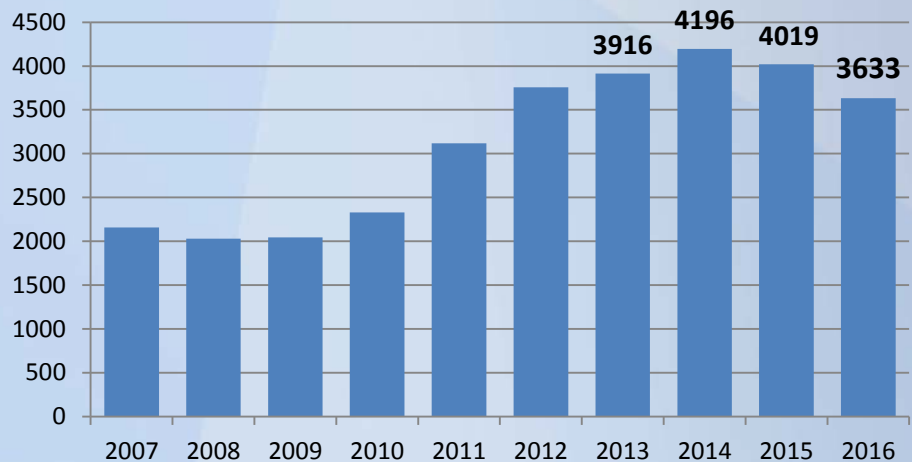
19. Mental Health Calls

- Mental Health Service Time (EPS data)
- Target: decrease from 2015 levels
- Status: 7.7 hours (13.1% below 2015 levels)
 - Volume of MHA incidents down 9.6% from 2015 levels)

Mental Health Act Average Service Time (person-hours)



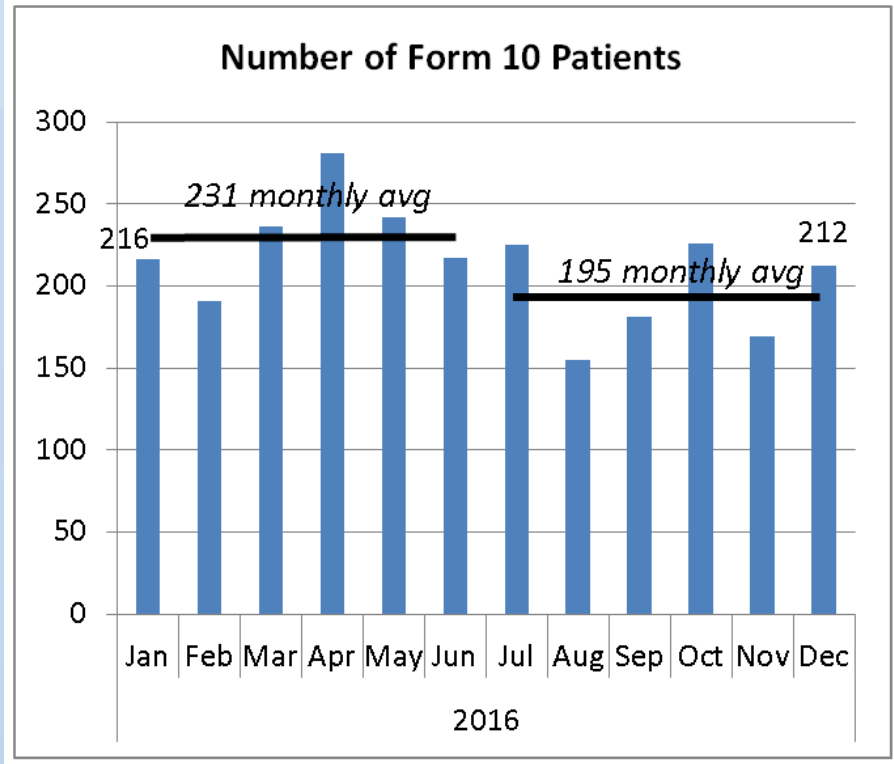
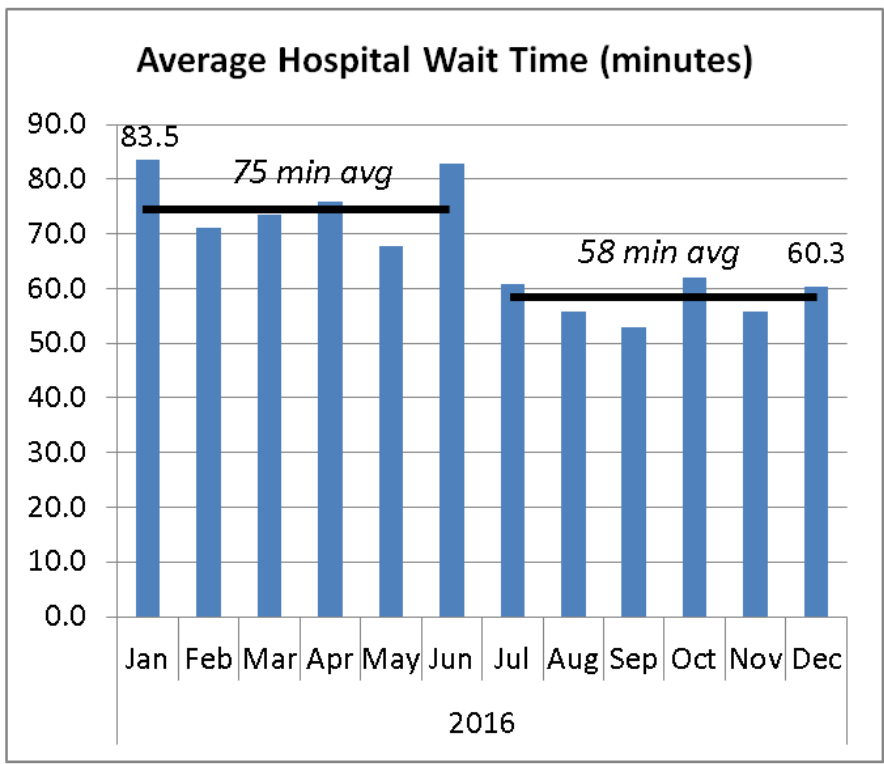
EPS: Number of MHA Incidents





19. Mental Health Calls

- Average Hospital Wait Time (AHS data)
- Since the first half of 2016:
 - 22.7% reduction in average wait time
 - 15.6% fewer Form 10 patients





2016 Annual Policing Plan

Q4 Results

Questions?