



EDMONTON POLICE SERVICE



REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2011 February 08

SUBJECT: Edmonton Police Service
2010 Annual Policing Plan – Q4 Results

RECOMMENDATION(S):

That this report be received for information.

INTRODUCTION:

This report will provide information on the 2010 Annual Policing Plan – Q4 results.

BACKGROUND:

The Edmonton Police Service 2010 Annual Policing Plan (APP) was developed to respond to community needs and expectations, organizational priorities and emerging trends.

The 2010 Annual Policing Plan consists of 23 Public and 47 Internal initiatives. Each initiative has been assigned a colour (green / yellow / red) representing the degree to which its performance measures have been met.

A Balanced Scorecard (BSC) is presented for information. The BSC provides a broad overview of year end results including quarterly trending for each initiative (if applicable).

COMMENTS/DISCUSSION:

That the Balanced Scorecard be received for information.

CONCLUSION:

For your review and consideration.

ADDITIONAL INFORMATION:

- **Attachment:** 2010 Balanced Scorecard – Q4 Results

Written by: Sgt. Clint HOLM, OSM Division 

Reviewed by: S/Sgt Keith JOHNSON, OSM Division 

Reviewed by: Brian ROBERTS, Executive Director, OSM Division 

Chief of Police: _____


A/Chief D. KOROL

Date: _____

10 FEBRUARY 2011



EDMONTON POLICE SERVICE 2010 ANNUAL POLICING PLAN - BALANCED SCORECARD - Q4

PUBLIC DASHBOARD

INITIATIVE - STATUS	Q1 Trend	Q2 Trend	Q3 Trend	Q4 Trend	2010 YTD	2009 YTD	2008 YTD	2010 Target
1.1 Geographic Deployment Model - Response Times (Fixed location)	▲	▲	▲	▼	80.5%	75.4%	75.1%	≤ 7 Min 80% of the Time
1.2 Geographic Deployment Model - Proactive Time	▲	▬	▬	▬	19.10%	18.5%	▬	25% Proactive Time
1.3 Geographic Deployment Model - Crime Reduction	▲	▲	▲	▲	↓18.19%	↓3.65%	▬	4% Reduction
2. Clearance Rates (Weighted Clearance Rates)	▲	▲	▲	▼	37.3%	31.7%	29.1%	5% Increase
3. Public Complaints	▲	▼	▲	▲	↓14%	↑21%	▬	5% Reduction
4. Chief's Advisory Council	N/A				■	▬	▬	12 Community Liaison Committees
5. Beat Officer Program	N/A				■	▬	▬	Final Report
6. Neighbourhood Empowerment Teams	N/A				■	▬	▬	Problem Solving Strategies
7.1 Integrated Corridor Safety Program - Fatalities	▼	▼	▼	▲	↓13.8%	↑3.6%	↓9.7%	10% Reduction
7.2 Integrated Corridor Safety Program - Serious Injury Collisions	▲	▬	▼	▼	↓13%	0.0%	↓35%	10% Reduction
7.3 Integrated Corridor Safety Program - Injury Collisions	▲	▼	▼	▲	↓17.9%	↓17%	↓13.7%	10% Reduction
7.4 Integrated Corridor Safety Program - Targeted Enforcement	▲	▲	▼	▼	↑74.1%	▬	▬	5% Increase
8. Strategic Traffic Enforcement Plan - Enforcement	▲	▲	▼	▼	↓3.8%	↑5%	▬	5% Increase
9. Operation 24 - Enforcement	▲	▼	▼	▲	↑11.9%	▬	▬	5% Increase
10. Curb The Danger	▼	▲	▲	▼	↑0.3%	↑5%	▬	Avg. 700 Calls per Month
11. Check Stop - Increase Checked Vehicles	▼	▲	▲	▲	↓9.9%	↑15.5%	▬	5% Increase
12. Noisy Vehicle Strategy - Increase Enforcement	▬	▼	▲	▼	↓27.5%	↑35.6%	▬	5% Increase
13. Police Dispatch 9-1-1 - Reduction in Abandoned Calls	▼	▼	▲	▲	↓6.7%	↓25.3%	▬	5% Reduction
14.1 Police Dispatch 9-1-1 - Priority 1 Calls Dispatched ≤ 2 minutes	▬	▬	▬	▲	86.6%	▬	▬	≤ 2 Min 90% of the Time
14.2 Police Dispatch 9-1-1 - Priority 2 Calls Dispatched ≤ 5 minutes	▬	▲	▲	▬	98.4%	▬	▬	≤ 5 Min 90% of the Time
14.3 Police Dispatch 9-1-1 - Priority 3 Calls Dispatched ≤ 10 minutes	▬	▬	▲	▬	98.0%	▬	▬	≤10 Min 90% of the Time
15. Emergency Preparedness	N/A				■	▬	▬	Continuity of Operations Plan
16. Gang and Drug Enforcement	N/A				■	▬	▬	Maintain Charge Numbers
17. 2010 Report A Drug House Program	▲	▲	▲	▲	↑57.2%	▬	▬	10% Increase
18. Crime Free Multi-Housing Program	▲	▲	▼	▲	↑37.3%	▬	▬	10% Increase in Audits
19. Victim Services Unit	▲	▼	▲	▲	↓2.8%	▬	▬	10% Increase in Call Backs
20. Crime Scenes Investigation	▲	▼	▲	▲	↑5.5%	▬	▬	10% Increase in Response
21. Sexual Assault Investigations	N/A				■	▬	▬	5% Decrease in A.F.S.A.
22. Police and Crisis Team (PACT)	▬	▲	▲	▲	↑9.4%	▬	▬	5% Increase in Consultations
23. Investigative Skills Education Program	N/A				■	▬	▬	Progress Report

STATUS

TRENDING

- Meets or Exceeds Performance Measure
- Partial Success In Meeting Performance Measure
- Not Meeting Performance Measure

- ▲ Measure is Trending Up From Previous Quarter
- ▬ Measure Did Not Change From Previous Quarter
- ▼ Measure is Trending Down From Previous Quarter



EDMONTON POLICE SERVICE 2010 ANNUAL POLICING PLAN - BALANCED SCORECARD - Q4

INTERNAL DASHBOARD - CORPORATE SERVICES BUREAU

INITIATIVE - STATUS	Q1 Trend	Q2 Trend	Q3 Trend	Q4 Trend	2010 YTD	2009 YTD	2008 YTD	2010 Target
24. Financial Accountability		N/A						Develop Proposal
25. Fleet Review		N/A						Research / Consultant
26. Facilities Management		N/A						Review Community Stations
27. Corporate Budget Management		N/A						Present Budget Scenarios
28. Reasonable Officer Response		N/A						Train Officers
29. Use of Force Policy		N/A						Complete Policy change
30. Conducted Energy Weapon Standards		N/A						Comply with Prov. Standards
31. Electronic Control Tactics Report		N/A						Complete Project
32. Firearm Qualification Compliance		N/A			100.0%			Complete by Q4
33. Leadership Program		N/A						Program Outline
34. Early Intervention		N/A						Blue Team Project
35. Attendance Management Program		N/A						Review Sick Incidences
36. Human Resource Information System		N/A						Complete Assessment
37. Recruiting		N/A						Recruit and Hire for 2010
38.1 Recruit Training (RTC #116)		N/A			92.0%			Graduate 90% of RTC 116
38.2 Recruit Training (RTC #117)		N/A			77.0%			Graduate 90% of RTC 117
38.3 Recruit Training (RTC #118)		N/A			87.0%			Graduate 90% of RTC 118
38.4 Recruit Training (RTC #119)		N/A			80.0%			Graduate 90% of RTC 119
39. Diversity and Inclusion Unit		N/A						Hire Manager
40. Project Management Office		N/A						50% Adoption by end of Q2
41. Enterprise Architecture		N/A						100% adoption by OSM
42. Clearance Rate Reporting		N/A						New Business Process
43. Information Management and Approval Centre (IMAC)		N/A						IMAC Integration
44. Blackberry Management		N/A						New BlackBerry Policy

INTERNAL DASHBOARD - SPECIALIZED COMMUNITY SUPPORT BUREAU

INITIATIVE - STATUS	Q1 Trend	Q2 Trend	Q3 Trend	Q4 Trend	2010 YTD	2009 YTD	2008 YTD	2010 Target
45. Source Management Unit Review		N/A						Conclude Policy Review
46. Enhanced Intelligence Model					↑13%			10% Increase in Products
47. Sexual Assault Statistical Data		N/A						Finalize B.I. Tool
48. Service Vehicle Collisions					↓11.8%	↑11.3%		Reduce S.V.C.'s by 10%
49. Automated Enforcement (Intersection Safety Cameras)					0.16%			Set Baseline Viol. / Traffic volume
50. Flight Operations / Canine		N/A						Baseline Proactive Time
51. Investigation Process Management		N/A						Complete Audit



EDMONTON POLICE SERVICE 2010 ANNUAL POLICING PLAN - BALANCED SCORECARD - Q4

INTERNAL DASHBOARD - COMMUNITY POLICING BUREAU

INITIATIVE - STATUS	Q1 Trend	Q2 Trend	Q3 Trend	Q4 Trend	2010 YTD	2009 YTD	2008 YTD	2010 Target
52. Strategic Crime Management			N/A					Regular Meetings
53. Criminal Investigation Section Model			N/A					Implement Model

INTERNAL DASHBOARD - OFFICE OF THE CHIEF OF POLICE

INITIATIVE - STATUS	Q1 Trend	Q2 Trend	Q3 Trend	Q4 Trend	2010 YTD	2009 YTD	2008 YTD	2010 Target
54. Information Management			N/A					Info. Exchange EPS - EPC
55. Advocacy Strategies			N/A					Develop Strategies with EPC
56. Internal Audit (Site Visits)			N/A					Complete Site Visits
57. Internal Audit (Audits)			N/A					3 Audits Completed
58. Program Review			N/A					Identify Process
59. Community Feedback			N/A					Submit Briefing Note
60. Integrated Risk Management			N/A					New Policy and Processes
61. Corporate Risk Profile			N/A					Corporate Risk Profile
62. Strategic Business Plan			N/A					Develop Strat. Business Plan
63. Real Time Crime Centre			N/A					Real Time Crime Centre
64. Investigation Accountability			N/A					Investigation Audit
65. Employee Engagement			N/A					Report Approved
66. Citizen Satisfaction Survey			N/A					Complete Report
67. Professional Standards Branch			N/A					Miller / Marin Report
68. Media Coverage			N/A		80.3%			75% Accuracy by Media
69. Corporate Communications - Chief's Advisory Council			N/A					Increase Citizen Awareness
70. Corporate Communications - EPC Information Transfer			N/A					Reports Delivered on Time