



## EDMONTON POLICE SERVICE

### REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2016 09 12

SUBJECT: Q2 2016 Annual Policing Plan: Public Initiatives

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#### RECOMMENDATION(S):

1. That the 2016 Q2 Annual Policing Plan report be received for information at the EPC public-door meeting September 22, 2016.

#### BACKGROUND:

The Edmonton Police Service 2016 Annual Policing Plan (APP) was developed to respond to community needs and expectations, organizational priorities and emerging trends.

The 2016 APP – Q2 Report consists of 23 public initiatives. Each initiative has been assigned a status – “on-target” or “off-target” that designates whether the targets or the activities for the initiatives are currently being met. Commentary and trending (where applicable) is provided for each initiative.


#### CONCLUSION:

For your review and consideration.

#### ADDITIONAL INFORMATION ATTACHED:

- Attachment 1 – 2016 Annual Policing Plan – Q2 Report
- Attachment 2 – 2016 Annual Policing Plan – Q2 Presentation

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Reviewed By: Superintendent Chad TAWFIK, OSM Division 

Chief of Police: 

Date: SEP 14 2016



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# **Annual Policing Plan**

## **Public Initiatives**

### **2016 Q2 Report**

**Edmonton Police Service**  
**Edmonton Police Commission Copy**

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# EPS Annual Policing Plan Dashboard - 2016 Q2

## Reduced Crime & Victimization

### 1. Crime Severity Index

EPS Crime Severity Index (estimated)

**118.7**

Target (year): ≤ 88 (6.0 point reduction from 2013 levels)

### 2. Violence Reduction Strategy: Violent Crime

# of 4 Violent Crime Indicators

**4,514**

Target: ≤ 4,538 (maintain 2015 levels)

### 3. Violence Reduction Strategy: Social Disorder

# of social disorder incidents

**9,671**

Target: ≤ 9,197 (maintain 2015 levels)

### 4. Property Crime

# of 4 Property Crime Indicators

**11,198**

Target: ≤ 9,082 (maintain 2015 levels)

### 5.1 Domestic Violence Intervention: Offender Checks

# of domestic offender management checks

**384**

Target: ≥ 330 (5% increase from 2015 levels)

### 5.2 Domestic Violence Intervention: Victim Checks

# of domestic victim support contacts

**522**

Target: ≥ 500 (2% increase from 2015 levels)

### 6.1 Gang & Drug Enforcement

# of high-level criminal network disruptions

**4**

Target (year): ≥ 6 (maintain 2015 levels)

### 6.2 Gang & Drug Enforcement

# of medium-level criminal network disruptions

**12**

Target (year): ≥ 31 (maintain 2015 levels)

### 6.3 Gang & Drug Enforcement

# of low-level criminal network disruptions

**7**

Target (year): ≥ 9 (maintain 2015 levels)

### 7. Traffic Safety

# of traffic corridor/intersection collisions

**389**

Target: ≤ 368 (2% reduction from 2015 levels)

### 8.1 Distracted Driving

Distracted Driving Tickets issued (patrol)

**2,502**

Target: ≥ 1,459 (5% increase from 2012-2014 avg)

### 8.2 Distracted Driving

Distracted Driving Tickets issued (Traffic Services)

**1016**

Target: ≥ 1,245 (5% increase from 2013-2014 avg)

### 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

**439**

Target: ≤ 423 (decrease from 2015 levels)

### 10.2 Transit Beats

# of LRT Crime and Disorder events

**285**

Target: ≥ 128 (increase from 2015 levels)

### 11. Prevention of Crimes to Vehicles

# of Theft OF/FROM vehicle incidents

**8,006**

Target: ≤ 6,161 (2% reduction from 2015 levels)

## EPS Annual Policing Plan Dashboard - 2016 Q2

### Investigative Excellence

#### 12. Clearance Rates

% of criminal incidents cleared (weighted)

41.1%

Target: ≥ 43%

#### 13. Crime Prevention Strategy

EPS will not be proceeding with advertising campaign

Off-target

#### 14. Missing Persons

# of fully reviewed historical missing person files

42

Target: 54 of the 72 files identified in 2013

### 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

11.6%

Target: ≥ 25%

#### 16.1 9-1-1 Call Management

911 Operator Average Speed of Answer (seconds)

1.46

Target: ≤ 2 seconds

#### 16.2 9-1-1 Call Management

911 Assessment & Transfer Time

Delayed until Q3 Reporting

#### 17.1 Police Call Management

Non-Emergency Answer Delay (seconds)

48.5

Target: ≤ 60 seconds

#### 17.2 Police Call Management

9-1-1 Evaluator Answer Delay (seconds)

Delayed until Q3 Reporting

Target: ≤ 20 seconds

#### 18. Online Crime Reporting

# of Online Crime Reports

3,342

Target: ≥ 2,249 (15% increase from 2015 levels)

#### 19. Mental Health Calls

Service Time for Mental Health Calls (hours)

7.5

Target: ≤ 9.3 hours (reduction from 2015 levels)

#### 20. Heavy Users of Service

Q2 Activities: HUoS evaluation, addressing gap, and promoting project awareness

On-target

### Commitment to Professionalism

#### 21. Public Complaint Investigations

% of public complaint investigations concluded ≤ 6 months

66.0%

Target: ≥ 75%

#### 22.1 Recruitment

# of new recruits hired/starting recruit class

67

Target: 70

#### 22.2 Recruitment

# of new Experienced Officers hired

5

Target: 5

#### 22.3 Recruitment

# of sworn applicants

370

Target: ≥ 320 (increase from 2015 levels)

#### 23.1 Diversity in Recruitment

# of Culturally Experienced Applicants

117

Target: ≥ 129 (increase from 2015 levels)

#### 23.2 Diversity in Recruitment

# Female Applicants

57

Target: ≥ 60 (increase from 2015 levels)



## 2016 Annual Policing Plan – Q2

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## 2016 Annual Policing Plan – Q2

### INITIATIVE 1

## Crime Severity Index

**Initiative Owner:** Organization-wide

### Initiative Context:

EPS will demonstrate, through directed and self-initiated policing services that the severity of crime occurring in Edmonton continues to be reduced.

factors for volume of crime, its severity, and population. **Target:** 88 or below (a 6.0 point reduction from Statistics Canada 2013 levels). *Note:* the target is based on Statistics Canada calculations but the results shown are in-house calculations.

### Performance Measures / Targets:

*Crime Severity Index* – Edmonton's Crime Severity Index value. This Statistics Canada measure

### Additional Reporting:

Comparison statistics with other large Canadian Cities.

### Year to Date Status:

**Off-target**  
**Crime Severity Index**  
**118.7 points**  
**(Target: 88)**

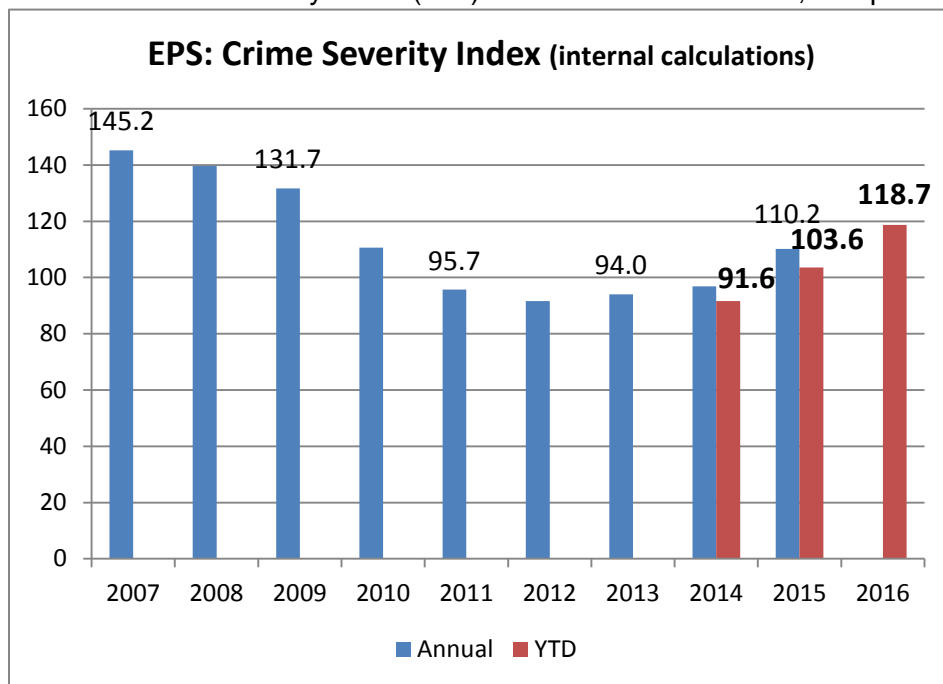
### Analysis:

For the first half of 2016, Edmonton's estimated Crime Severity Index (CSI) for all crimes was 118.7, compared to 103.6 in the same period in 2015 (a 14.6% increase). Long-term, Edmonton's CSI has fallen from a high of 145.3 in 2007 to 110.2 in 2015 (a 24.1% reduction). However, the reductions flattened in 2012 and have seen large increases in 2015 and so far into 2016<sup>1</sup>.

These figures are from in-house calculations and do not exactly match what Statistics Canada publishes for Edmonton.

### Municipal Comparison

In 2015, EPS had the 4<sup>th</sup> highest CSI among the 25 largest police jurisdictions in Canada, at 111.7<sup>2</sup>. When measured for 32 Census Metropolitan Area's (CMA) in



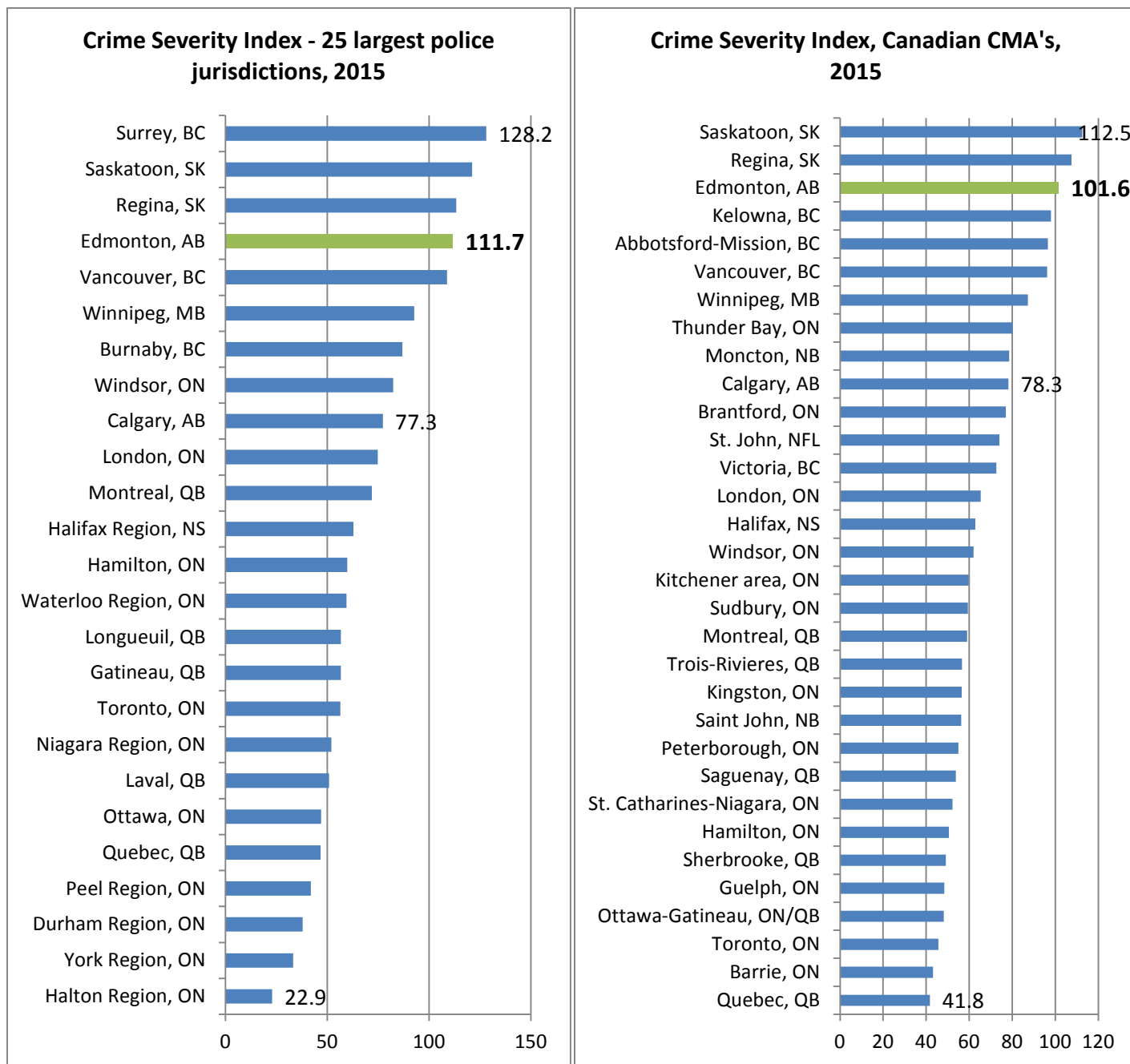
<sup>1</sup> Population for 2016 assumes 1.6% growth, based on forecasts provided by the City's Chief Economist.

<sup>2</sup> Source: Statistics Canada, tables 252-0083 to 252-0090.



## 2016 Annual Policing Plan – Q2

Canada, Edmonton had the 3<sup>rd</sup> highest CSI<sup>3</sup>.



### Understanding the CSI

A traditional Crime Rate measures the number of criminal incidents per 100,000 people. The CSI is a refinement in that it factors for crime severity so more serious crimes have a greater impact on the indexed value. This crime weighting is based on Canadian judicial sentencing length data. As well, the CSI accounts for some crime types that are not normally captured with other crime rate statistics, including controlled drugs and substance act offences, other federal statute violations, and criminal code traffic violations.

<sup>3</sup> Source: Statistics Canada, table 252-0052.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 2

## Violence Reduction Strategy: Violent Crime

**Initiative Owner:** Organization-wide

### Initiative Context:

EPS will demonstrate, through directed and self-initiated policing services and the Violence Reduction Strategy, that violent crime levels are maintained or reduced.

### Performance Measures / Targets:

*4 Violent Crime Indicators* – the number of EPS's 4 violent crime indicators, including Homicide, Sexual Assault, Assault, and Robbery. **Target:** Maintain or achieve a reduction from 2015 levels.

*Source: Cognos CSR-12, generated July 25, 2016*

### Additional Reporting:

Divisional level Violent Crime statistics.

### Year to Date Status:

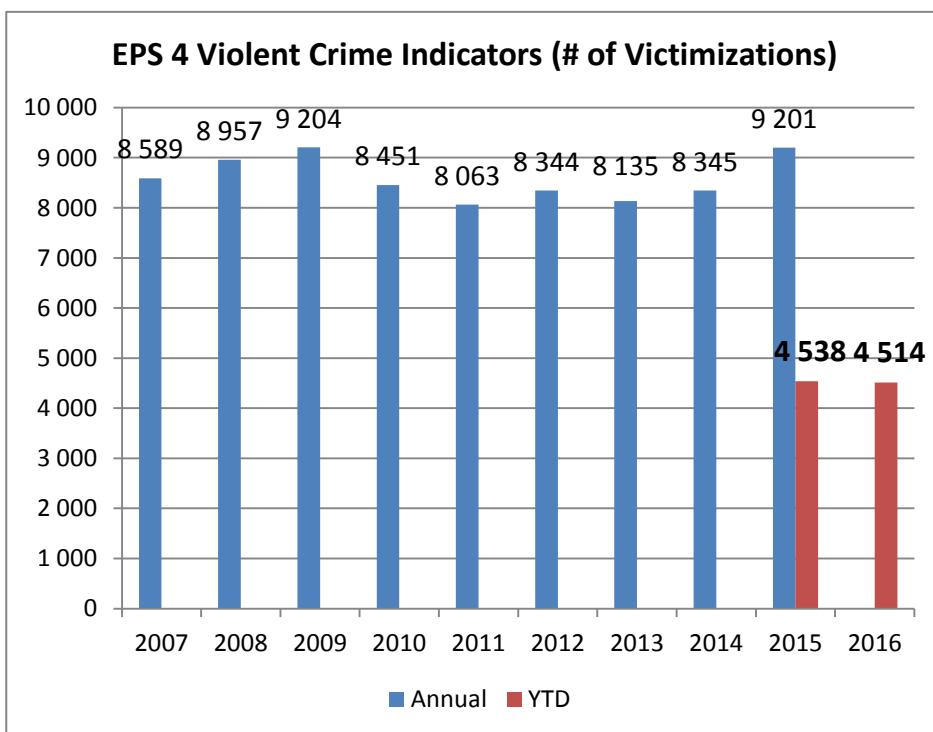
**On-target**  
**4 Violent Crime Indicators**  
**4,514 victimizations**  
**(0.5% below 2015 levels)**

### Analysis:

For the first half of 2016, the total number of victimizations from EPS's 4 violent crime indicators was 4,514, a 0.5% reduction from 2015 levels.

The 4 violent crime indicators are largely driven by what happens in Assaults, since this category represents about 75% of the total victimizations. Compared to the same period last year, victimizations of **Homicide** are up 92% (from 13 to 25), **Robbery** up 13.3%, **Assault** down 1.4%, and **Sexual Assault** down 15.5%.

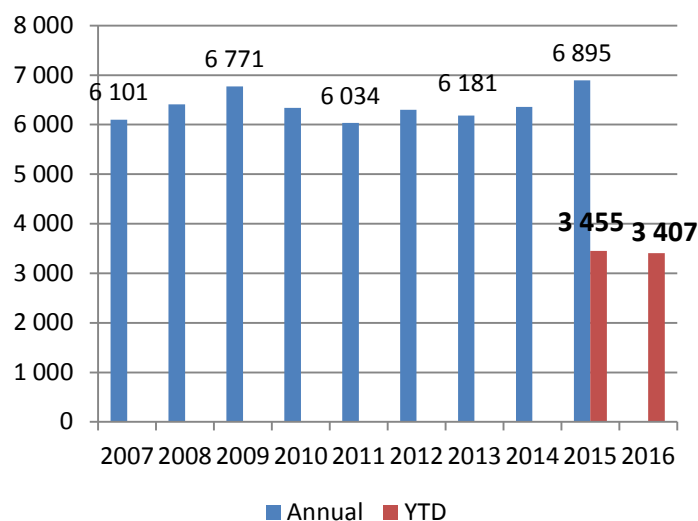
Over the long-term, the 4 violent crime indicators have increased 7.1% from 8,589 victimizations in 2007 to 9,201 in 2015.



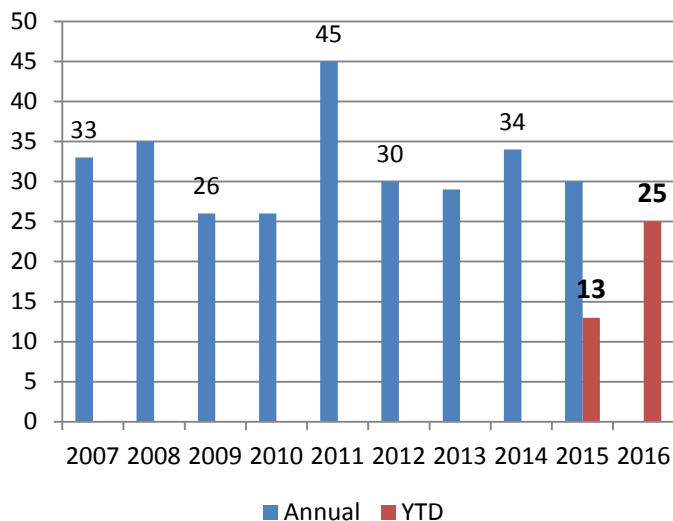


## 2016 Annual Policing Plan – Q2

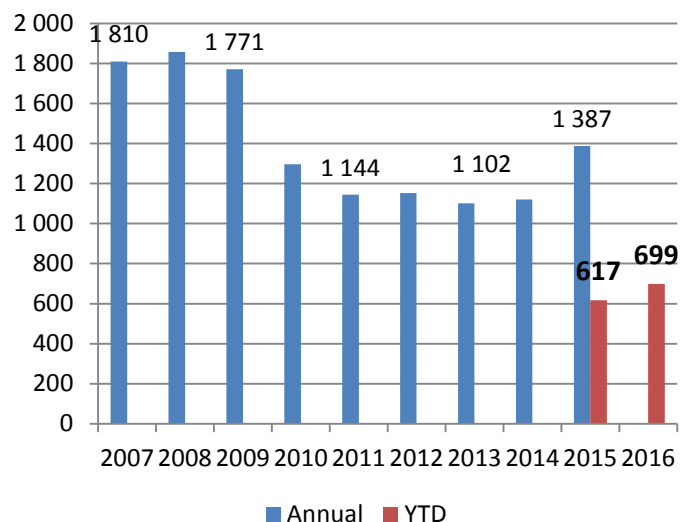
**Number of Assault Victimizations**



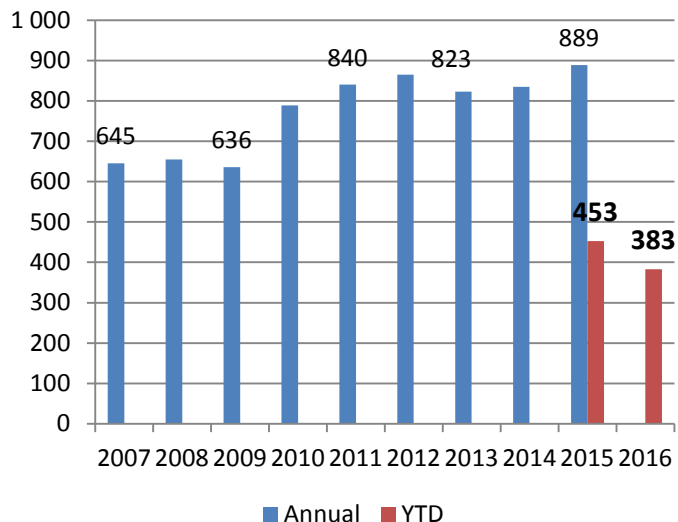
**Number of Homicide Victims**



**Number of Robbery Victimizations**



**Number of Sexual Assault Victimizations**



### Violent Crime by Division

For the first half of 2016, the 4 violent crime indicators increased in 4 out of 6 patrol divisions. Downtown and South West division are down, while South East division had the largest increase of 19.6% compared to the same period in 2015.

4 Violent Crime Indicators	Downtown	North East	North West	South East	South West	West
2015 Q2 YTD	1,060	757	718	535	657	644
2016 Q2 YTD	968	790	725	640	606	654
% change	-8.7%	4.4%	1.0%	19.6%	-7.8%	1.6%



## 2016 Annual Policing Plan – Q2

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### Organizational Updates related to Violent Crime

- Community Action Teams (CAT) have been in full-time operation since the beginning of 2016, focusing on locations where crime and disorder is the highest. Exceptional results have been achieved so far, and CAT's mandate is being expanded to include additional of violent crime and disorder indicators that contribute to violence. As an example, CAT is making efforts to work closer with Probation when conducting Curfew Checks. As well, CAT is now often connecting with the Crisis Diversion and Outreach Teams as a warm hand off when dealing with street involved people.
  - Recent analysis on Home Invasions and specific issues related to Drugs suggests that a coordinated organizational response must be developed, which will be pursued.
  - EPS's Information Management Approval Centre (IMAC) has introduced a Bail Revocation process of serious and repeat offenders to be lodged in order to reduce the risk and threat to community safety.
  - EPS's refined Offender Management Model is being operated in each patrol Division, which is contributing to a reduction in violence by ensuring subjects are complying with their release conditions.
- 
- a. These initiatives, above, have been refined and focus continues in Q2, greater effectiveness is being experienced
  - b. Project Gotham was implemented in Q3 of 2015 as a strategic response toward gun violence associated to an identified crime group operating throughout Edmonton and northern Alberta. The project has quelled the violence associated to the group and resulted in the seizure of a number of guns and drugs.
  - c. A city wide initiative targeting street level drug activities was implemented in Q2, results to be reported on in Q3 addressing one of the root causes of violence, and property crime
  - d. The Quarterly Mapping of Violence Hot Spots includes additional and related violence incidents: Violence Other, Domestic Violence, Family Violence and Offensive Weapons, in addition we are now mapping harm spots with reflects the severity of violence not the volume or frequency of violence. The intent is to begin to develop a harm focused approach to violence.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 3

## Violence Reduction Strategy: Social Disorder

**Initiative Owner:** Organization-wide

### Initiative Context:

EPS will demonstrate, through directed and self-initiated policing services and the Violence Reduction Strategy, that social disorder levels are maintained or reduced. Social disorder is a contributor to violent crime.

### Performance Measures / Targets:

*Social Disorder Incidents* – the number of social disorder incidents reported, composed of 17 specific disorder-type events, such as mischief, public disturbances, prostitution, and mental health act complaints. **Target:** Maintain or achieve a reduction from 2015 levels.

Source: Cognos R15-004, generated July 15, 2016.

### Additional Reporting:

Divisional level Social Disorder statistics

### Year to Date Status:

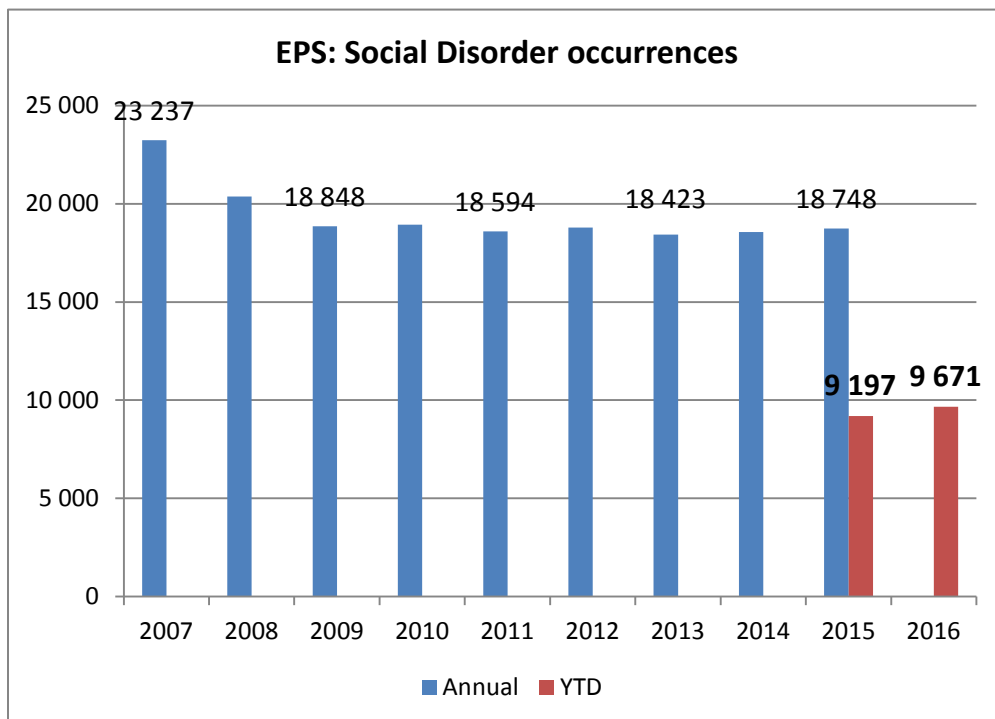
**Off-target**  
**Social Disorder**  
**9,671 occurrences**  
**(8.7% above 2015 levels)**

### Analysis:

Year-to-date to the end of Q2, the total number of social disorder occurrences reported to EPS was 9,671, an 8.7% increase from the same period last year.

Over the long-term, social disorder occurrences have fallen from a high of 23,237 in 2007 to 18,748 in 2015, a 19.3% reduction. The reductions came exclusively during 2007-2009, and has since stayed relatively constant

Social disorder occurrences are most heavily concentrated in Downtown Division. For the other divisions, there has been a general trend of social

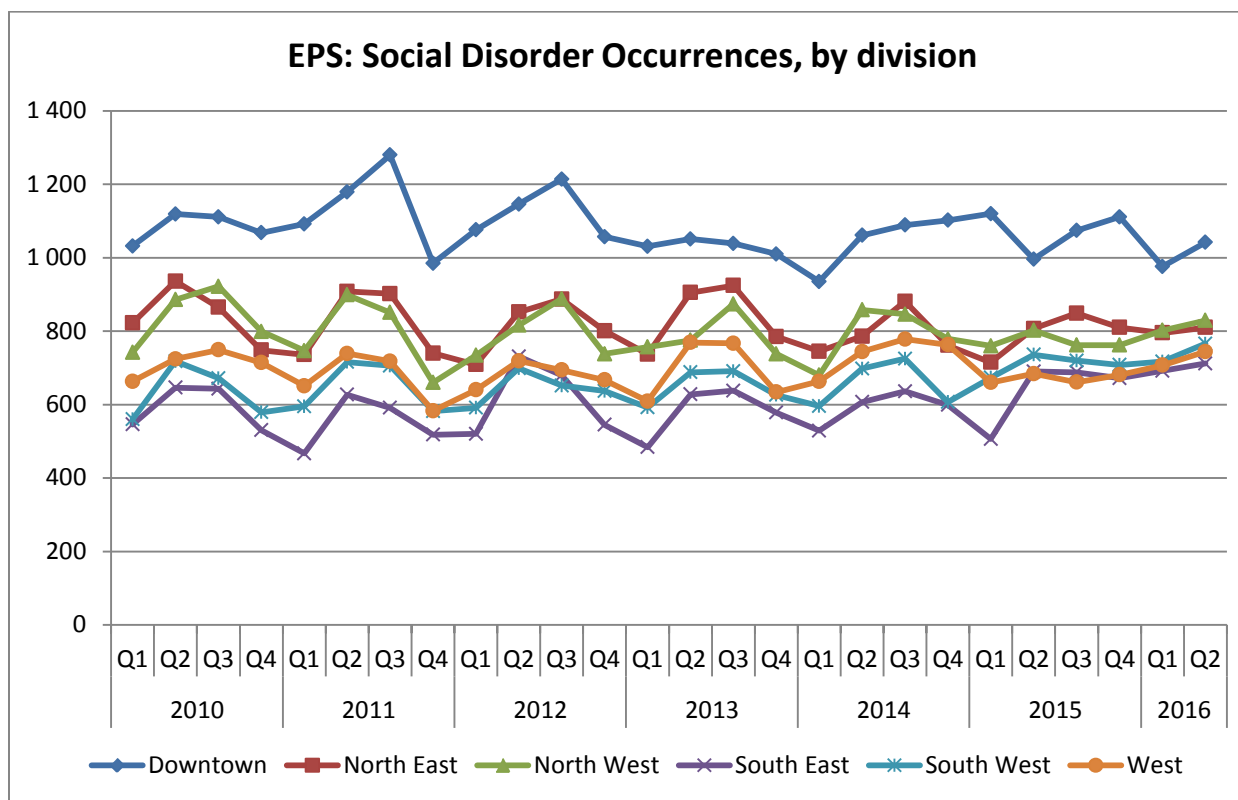




## 2016 Annual Policing Plan – Q2

disorder levels converging. This has been most pronounced in South East division, which has been consistently the lowest, but now very similar to levels in West and South West division due to a 17.4% increase so far this year.

# of Social Disorder Occurrences (17 types)	Downtown	North East	North West	South East	South West	West
<b>2015 Q2 YTD</b>	2,116	1,522	1,562	1,196	1,409	1,344
<b>2016 Q2 YTD</b>	2,018	1,605	1,631	1,404	1,483	1,451
<b>% change</b>	<b>-4.6%</b>	<b>5.5%</b>	<b>4.4%</b>	<b>17.4%</b>	<b>5.3%</b>	<b>8.0%</b>



### Organizational Updates

- Community Action Teams (CAT) have been in full-time operation since the beginning of 2016, focusing on locations where crime and disorder is the highest. Exceptional results have been achieved so far, and CAT's mandate is being expanded to include additional of violent crime and disorder indicators that contribute to violence. As an example, CAT is making efforts to work closer with Probation when conducting Curfew Checks. As well, CAT is now often connecting with the Crisis Diversion and Outreach Teams as a warm hand off when dealing with street involved people.
- Direct dispatches to EPS's Crisis Diversion Teams provides a timely response by the services most appropriate to meet street involved peoples.
- Homeless on Public Lands is a multi-disciplinary approach to intervene with those considered living rough, EPS, Park Rangers, Street Outreach along with a housing coordinator work closely with those requiring access to support services.
- Downtown Division as result of the Downtown Revitalization Plan has introduced additional Beat resources, to deal with disorder.



## 2016 Annual Policing Plan – Q2

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- Work continues in advancing the multi-agency Heavy Users of Service (HUoS) project, led by EPS. Updates can be found in initiative #20.
- The LRT Beat Team is also very proactive in and along the LRT line, working in partnership with ETS Security members dealing with disorder and incivilities, on trains, at or near platforms and in nearby areas.
- Quarterly maps are provided to the divisions have been expanded reflecting 41 disorder and disorder other.
- In addition Q2 information provided to the Divisions includes the CMR 11 Neighbourhoods Crime and Disorder Profiles to provide a complete picture on where and how much crime and disorder is occurring in specific neighbourhoods located in the hotspots.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 4

## Property Crime

**Initiative Owner:** Organizational-wide

### Initiative Context:

EPS will demonstrate through responsive and directed policing services that property crime levels are maintained or reduced.

### Performance Measures / Targets:

*4 Property Crime Indicators* – the number of EPS's 4 property crime indicators, including Break & Enter, Theft from Vehicle, Theft of Vehicle, Theft over \$5,000. **Target:** Maintain or achieve a reduction from 2015 levels.

*Source: Cognos CSR-12, generated July 26, 2016.*

### Year to Date Status:

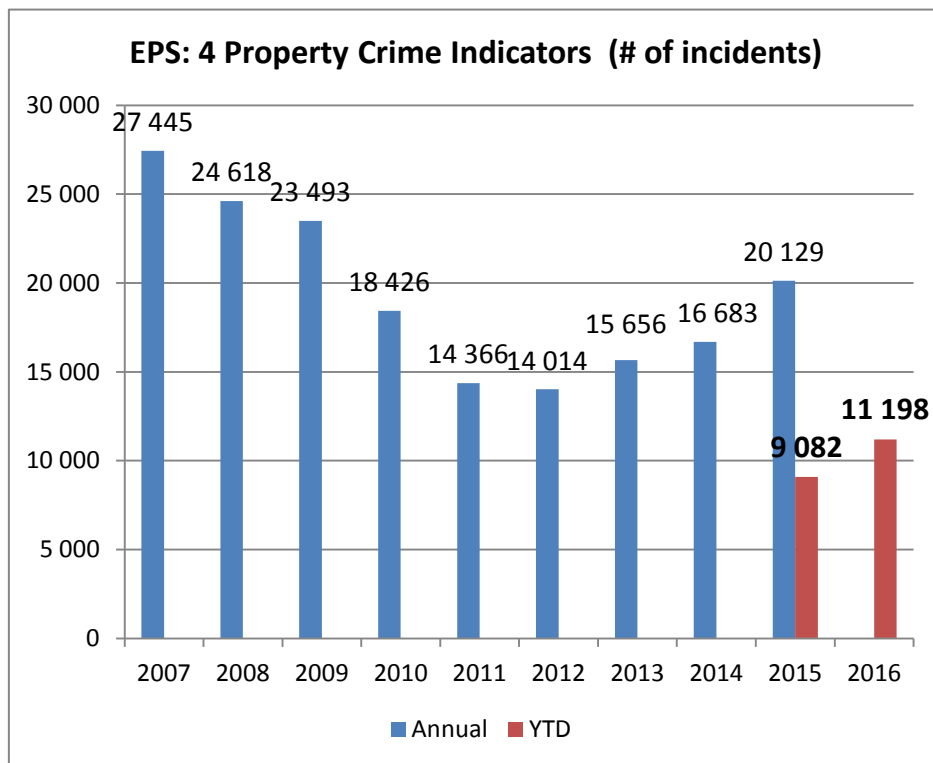
**Off-target**  
**4 Property Crime Indicators**  
**11,198 incidents**  
**(23.3% above 2015 levels)**

### Analysis:

For the first half of 2016, the number of incidents from EPS's 4 property crime indicators was 11,198, a 23.3% increase from the same period last year. Given that property crime already increased 20.7% from 2014-2015, this latest increase is significant.

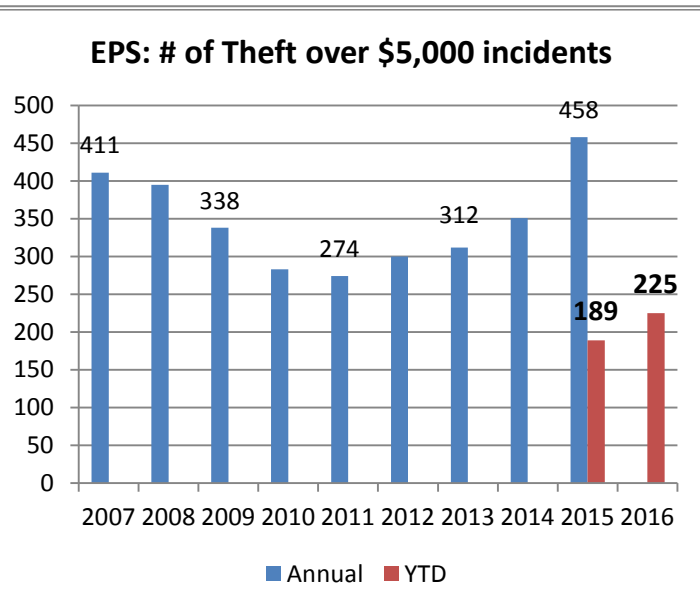
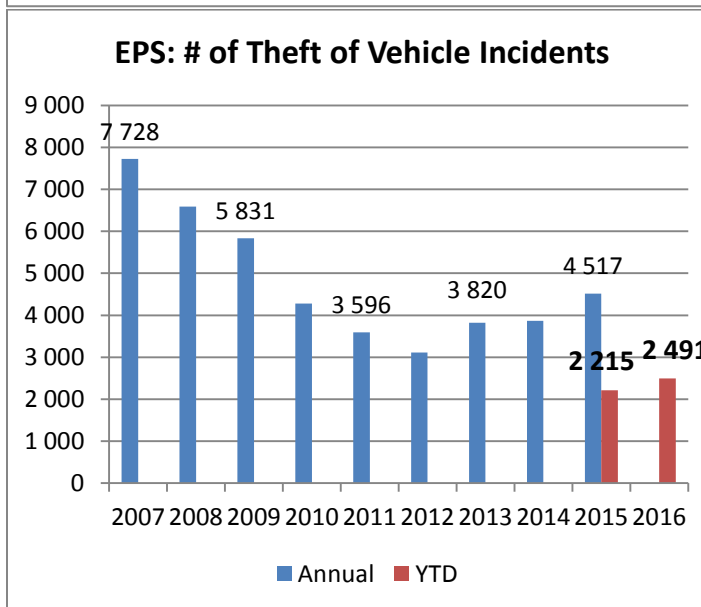
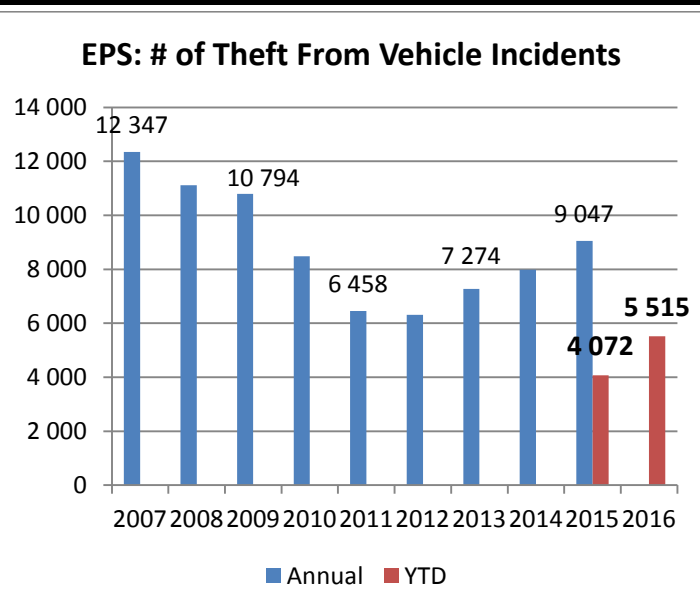
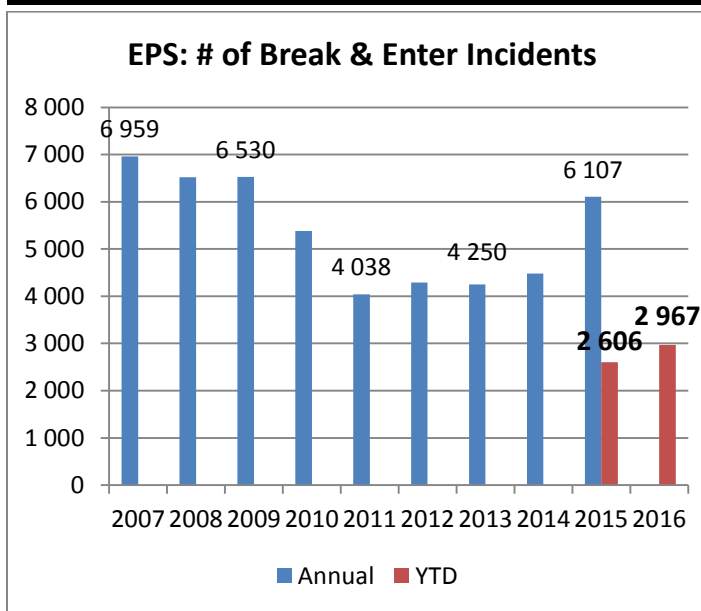
All 4 property crime indicators rose in 2016, with **Theft From Vehicle** up 35%, **Theft over \$5,000** up 19%, **Break & Enter** up 13.9%, and **Theft of Vehicle** up 12.5%.

Long-term, EPS's 4 property crime indicators have fallen by 26.7% (2007-2015).





## 2016 Annual Policing Plan – Q2



At the divisional level, the 4 property crime indicators have risen across all divisions, with North East up the most at 43.2% compared to the same period in 2015.

4 Property Crime Indicators	Downtown	North East	North West	South East	South West	West
2015 Q2 YTD	1,059	1,471	1,666	1,598	1,672	1,470
2016 Q2 YTD	1,099	2,106	1,818	2,165	2,140	1,763
% change	3.8%	43.2%	9.1%	35.5%	28.0%	19.9%

Southeast Division and Northwest Division initiative a Micro Spot response model for the month of June, which is based on UK research and practice of a focused response in three places where property crime and disorder is high. The assigned patrol units had to spend a minimum of 15 minutes in these places every hour. Results have not yet be provided and will be reported on in Q3.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 5

## Domestic Violence Intervention

**Initiative Owner:** Investigative Support Bureau, Community Policing Bureau

### Initiative Context:

In 2015, there were roughly 8,500 occurrences throughout Edmonton that had a domestic violence component. The EPS is committed to improving offender management and victim intervention/support, to enhance public safety and reduce recidivism associated with domestic violence investigations.

### Performance Measures / Targets:

*Domestic Offender Management Checks* – the number of completed unscheduled visits to domestic violence offenders to ensure they are complying with court-ordered conditions. **Target:** 5% increase from 2015 levels.

*Domestic Violence Victim Interventions* – the number of EPS follow-up contacts with domestic violence victims. These represent a direct attempt by the EPS to provide victims of domestic violence with safety planning, support mechanisms and professional referrals to reduce re-victimization. **Target:** 2% increase from 2015 levels.

### Year to Date Status:

#### On-target

**Domestic Offender Management Checks**  
384 completed checks  
(22.2% above 2015)

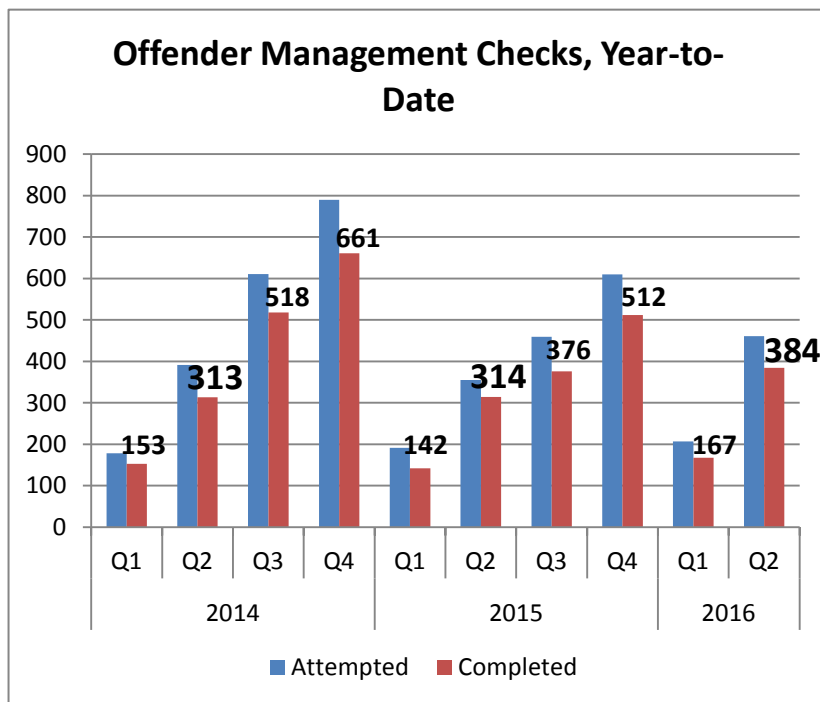
#### On-target

**Domestic Violence Victim Interventions**  
522 completed interventions  
(6.5% above 2015)

### Analysis:

#### Domestic Offender Management Checks

Offender management is completed by the Domestic Offender Crimes Section (DOCS), the Domestic Abuse High Risk Team (DAHRT)<sup>4</sup>, or the respective Divisional Domestic Violence Coordinators (DVC) in one of the six divisions. Assignment of files to any of these areas is based on factors such as relationship history, frequency and severity of violence between the partners and ongoing risks to the complainant. The most serious domestic violence files go to DOCS to be managed by a specialized group of detective investigators. Serious files that do not meet the DOCS mandate are instead assigned to DAHRT members whose mandate is to conduct offender management checks and to do victim interventions and support. Less serious domestic violence files go out to a



<sup>4</sup> Previously known as the Domestic Violence Intervention Team (DVIT).



## 2016 Annual Policing Plan – Q2

Divisional DVC in one of the six Patrol Divisions to be assigned as a proactive task to a Patrol officer.

Offender Management	DOCS	DAHRT	Patrol	Total
<b>2016 Q2</b>				
# Files Attempted	82	65	314	461
Completed Offender Management Checks	82 (100%)	55 (85%)	247 (79%)	384 (83%)
<b>2015 Q2</b>				
# Files Attempted	50	68	241	359
Completed Offender Management Checks	50 (100%)	49 (72%)	185 (77%)	284 (79%)

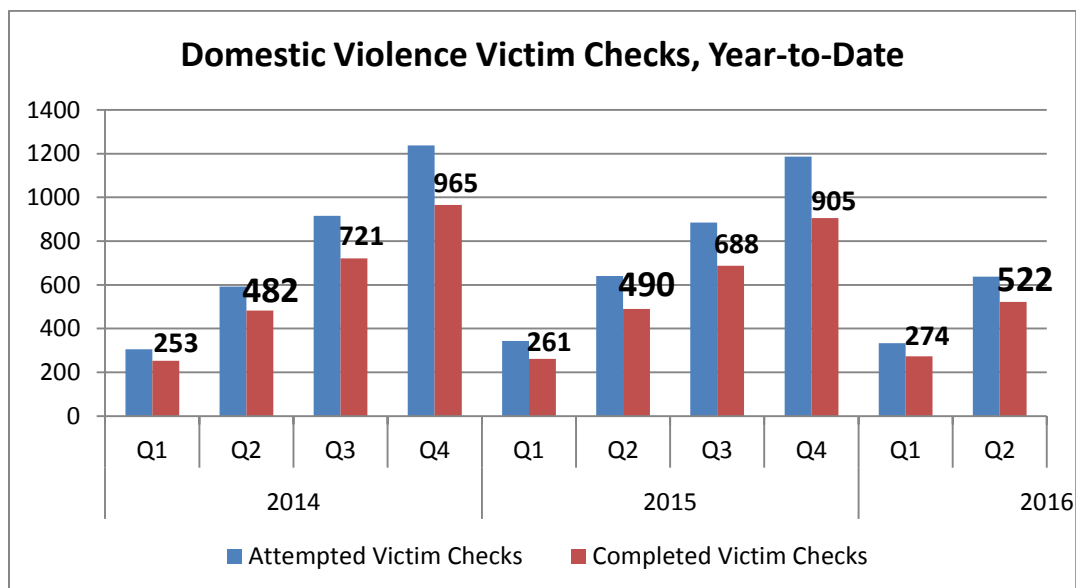
**DOCS:** While the completion rate remained steady at 100% in Q2 2016, of interest is the fact that the number of completed offender management checks by DOCS Detectives has doubled when compared to Q2 2015 (**82 vs 50**). Of note, files that were still under investigation (n=9) by the end of Q2 or that had been concluded 'Non-Criminal' (n=24) were not included in the total number of Offender Management Checks.

**DAHRT:** Although DAHRT has been assigned almost the same number of Offender Management Checks YTD 2016 as compared to the same time period in 2015, it is important to note that DAHRT completed a higher percentage of their Offender Management Checks during this time frame (**85% vs 72%**). Similar to DOCS, files considered to be 'non-charge' (n=22) or those files that were still under investigation (n=2) by the end of Q2 were excluded from the total number of Offender Management Checks attempted by DAHRT.

**Patrol Divisions:** In Q2 2016 YTD, patrol members completed 34% more offender management checks when compared to the same time period in 2015 (**247 vs 185**).

### Domestic Violence Victim Intervention Checks

Interventions with domestic violence victims are completed by DOCS, DAHRT, and Victim Support Teams (VST) in the six divisions, and are assigned according to the same criteria as the offender management protocols noted above. The number of 'completed interventions' is captured by the number of files where actual contact with the victim was made (whether or not intervention services were accepted or declined).





## 2016 Annual Policing Plan – Q2

Interventions	DOCS	DAHRT	VST	Total
<b>2016 Q2</b>				
# Files Attempted	115	87	435	637
Completed Interventions	115 (100%)	74 (85%)	333 (77%)	522 (82%)
<b>2015 Q2</b>				
# Files Attempted	70	83	487	640
Completed Interventions	70 (100%)	62 (75%)	358 (74%)	490 (77%)

A breakdown of VST intervention work by division is as follows:

Q2 YTD VST Interventions		Downtown		Northeast		Northwest		Southeast		Southwest		West	
<b>2016</b>	Total VST Files Assigned	53		71		47		69		71		124	
	Overall Clearance*	34	64%	62	87%	38	81%	54	78%	58	82%	87	70%
	Successful contact made	22	42%	61	86%	26	55%	46	67%	52	73%	81	65%
	Contact/ victim declined	12	23%	1	1%	12	26%	8	12%	6	9%	6	5%
	Attempt made but unable	19	36%	9	13%	9	19%	15	21%	13	18%	37	30%
<b>2015</b>	Total VST Files Assigned	70		96		64		50		140		67	
	Overall Clearance*	40	57%	75	78%	44	69%	36	72%	114	81%	49	73%
	Successful contact made	29	41%	74	77%	40	63%	33	66%	113	81%	46	69%
	Contact/ victim declined	11	16%	1	1%	4	6%	3	6%	1	0%	3	4%
	Attempt made but unable	30	43%	21	22%	20	31%	14	28%	26	19%	18	27%

The most serious domestic violence files occurring in Edmonton are assigned to either DOCS or DAHRT for follow-up investigation and/or offender management and victim intervention and support. DOCS and DAHRT are mandated to work on this type of crime exclusively, and the previously noted tasks that land in either of these areas will generally experience a completion rate at or near 100%. However, it is important to keep in mind that both areas have been assigned a significant number of complex investigations during the first half of 2016. These types of investigations require dedicated resources for a considerable amount of time. As such, any restriction in the number of offender management checks and interventions *attempted* by these two areas is a result of limitations around staffing and capacity only.

Further, it should be acknowledged that DOCS had attempted substantially more interventions during Q2 YTD 2016 when compared to the same time frame in 2015 (**70 to 115**). In comparison to 2015, both DAHRT and VST have increased the percentage of completed victim interventions during the first half of 2016.



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### INITIATIVE 7

## Gang & Drug Enforcement

**Initiative Owner:** Investigative Support Bureau

### Initiative Context:

The Edmonton Drug and Gang Enforcement (EDGE) unit targets and disrupts drug traffickers and criminal organizations and/or networks and thereby assists EPS with reducing violence and victimization in the city.

### Performance Measures / Targets:

*Low-level Disruption* - the number of low-level criminal network disruptions achieved as a result of concluded investigations. **Target:** meet or exceed 2015 levels.

*Medium-level Disruption* - the number of medium-level criminal network disruptions achieved as a result of concluded investigations. **Target:** meet or exceed 2015 levels.

*High-level Disruptions* – the number of high-level criminal network disruptions achieved as a result of concluded investigations. **Target:** meet or exceed 2015 levels.

### Additional Reporting:

Statistics related to Civil Forfeitures, Drugs, Cash, and Firearms seized.

### Year to Date Status:

**On-target**  
**7 Low-level Disruptions**  
(Year-end Target: 9)

**Off-target**  
**12 Medium-level Disruptions**  
(Year-end Target: 31)

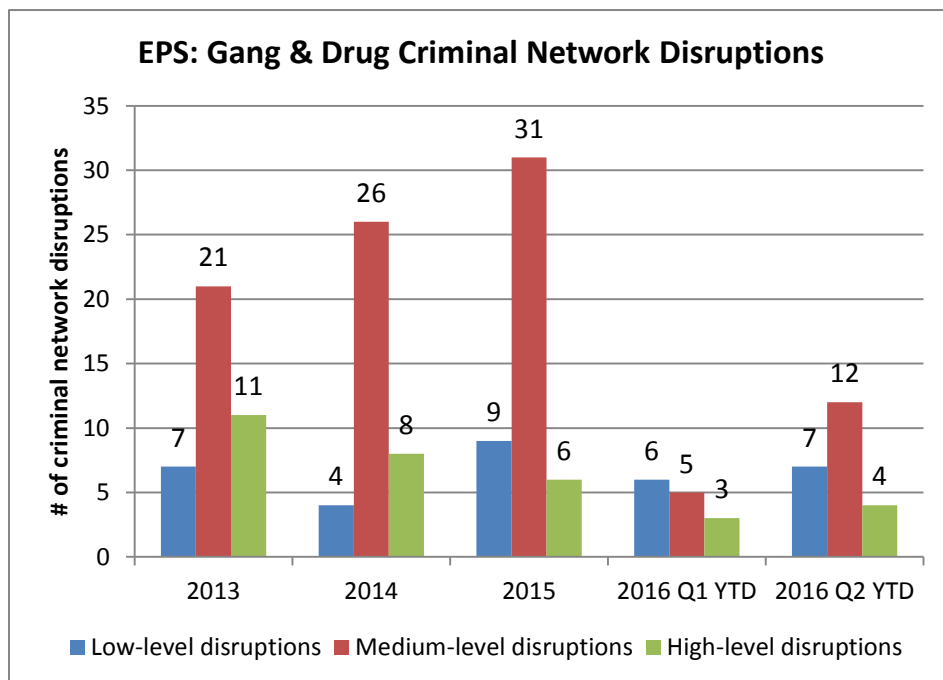
**On-target**  
**4 High-level Disruptions**  
(Year-end Target: 6)

### Analysis:

2016 marks the third year that EDGE has measured criminal network disruptions based on the assessment of various factors: criminal organization complexity, community harm, level of violence, and quantity of drugs and weapons seized following the conclusion of an investigation.

Criminal network disruption measurements offer a snapshot of EDGE's workload, and assess unit effectiveness in decreasing the community impact of organized crime.

In Q2 2016, EDGE disrupted 1 low-level, 7 mid-level, and 1 high-level groups. EDGE has exceeded year-to-date goals for low-level





## 2016 Annual Policing Plan – Q2

disruptions and is on pace to meet the year-end target for all levels of criminal disruption, especially those at the high-level.

The following table summarizes EDGE arrests, drug, property, and weapons seizures in the second quarter of 2016.

	Q1 2016	Q2 2016	Q1 2015	Q2 2015	2016 YTD	2015 YTD
<b>Cocaine</b>	2.1 kg	9.7 kg	4.3 kg	1.1 kg	11.8 kg	5.4 kg
<b>Marihuana</b>	167 g	9.8 kg	170 g	49.5 kg	10 kg	49.7 kg
<b>Heroin</b>	250 g	-	85.5 g	266 g	250 g	351.5 g
<b>Meth</b>	396.1 g	9.6 kg	2.9 kg	36 g	10 kg	2.9 kg
<b>GHB</b>	-	-	4.1 L	4.3 L	-	8.4 L
<b>Buffing Agent</b>	13.05 kg	29 kg	2.9 kg	180 g	42.05 kg	3.1 kg
<b>Fentanyl</b>	380 pills	197 pills	-	-	577 pills	-
<b>Money</b>	\$10, 280 (CAD)	\$63, 740 (CAD)	\$311, 785 (CAD)	\$244, 712 (CAD)	\$74, 020 (CAD)	\$556, 497 (CAD)
<b>Firearms</b>	16	6	12	28	22	40
<b>Arrests</b>	21	23	27	27	44	54
<b>Charges</b>	84	75	156	209	159	365

Drug seizure numbers in Q2 2016 have increased substantially for cocaine, methamphetamine, buffing agent, and fentanyl compared to Q1 2016, Q2 2015, and YTD 2015. Number of arrests and charges remain relatively constant between Q1 and Q2 2016.

The increase in cocaine, marijuana, methamphetamine, buffing agent and money seizures in Q2 2016 are partly attributable to two large-scale busts of one mid-level trafficker and one mid-level criminal network – both of whom have links to one of Edmonton's highest level traffickers.

The increase in fentanyl seizures in the last year is reflective of EDGE actively pursuing fentanyl-related intelligence and operations. In Q2 2016, EDGE disrupted two mid-level fentanyl traffickers and the unit continues to be involved in one fentanyl-related homicide investigation.

50% of weapon seizures in Q2 2016 are a result of EDGE's only high-level disruption in the same time period. The disruption involved the targeting of a subject with a long-standing membership to a well-known criminal organization in B.C. Weapons confiscation is expected to rise in Q3 2016 given the increased presence of firearms on the streets in summer months and the seizure of them in traffic stops.

Overall, EDGE seizures have increased substantially in Q2 2016. The seizures will have an impact on specific criminal organizations from which the drugs were seized.

### Q1 Reporting

Drug seizure numbers in Q1 of 2016 have increased by 66% for heroin, 78% for buffing agent, and from 0 to 380 Fentanyl pills when compared to the same period in 2015. Cocaine, methamphetamine, confiscated



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money, and number of charges have dropped, while marijuana seizures and arrests remain relatively constant over both time periods.

The upward trend in buffering agent seizures may be consistent with the increased presence of fentanyl on the black market. Recent CBSA and provincial-wide intelligence on fentanyl suggests that the drug is highly addictive and is a substitute for, yet more potent than, heroin; it is easily bought over the internet, is cheap to purchase, and offers high returns; and source countries such as China have few export regulations and enforcement initiatives on the drug. As evidenced by increasing fentanyl seizure numbers in the last year, EDGE actively pursues fentanyl-related intelligence and operations. The lethality of the drug in Edmonton is exhibited by EDGE's current involvement in one fentanyl-related homicide investigation.

The 25% rise in firearms seizures in Q1 of 2016, compared to 2015, is reflective of EDGE targeting drug traffickers involved in criminal organizations and/or networks. Mid and high-level disruptions in Q1 have led to serious charges being laid (i.e. possession for the purpose of trafficking fentanyl and possession of explosives). The lower charge rate in Q1 of 2016 is therefore offset by seriousness of charges being laid, especially with arrest numbers remaining relatively constant in both periods. Consequently, while drug traffickers are willing to commit complex criminal offences to profit from the drug trade, EDGE work in Q1 of 2016 has limited the availability and illegal purchase of drugs and firearms in Edmonton.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 7

#### Traffic Safety

**Initiative Owner:** Investigative Support Bureau, Community Policing Bureau

##### Initiative Context:

Citizen satisfaction surveys of Edmontonians have identified traffic/road user safety as a priority public safety concern. The safety of road users – pedestrians, cyclists, and motorists – is most vulnerable in high-risk collision corridors and intersections.

The Office of Traffic Safety (OTS) provides data on high collision locations as part of the EPS DDACTS (Data-Driven Approach to Crime and Traffic Safety) strategy. Locations that fall in crime and traffic hot

spots are identified and targeted by EPS's specialized traffic section, as well as general patrol.

##### Performance Measures / Targets:

*Traffic Corridor/Intersection Collisions* – the number of collisions occurring in high frequency collision corridors/intersections, as identified by the Office of Traffic Safety. **Target:** 2% decrease from 2015 levels.

##### Year to Date Status:

**Off-target**  
**389 Traffic Corridor/Intersection Collisions**  
**(3% above 2015)**

##### Analysis:

The OTS provides data on high collision locations as part of the EPS DDACTS (Data-Driven Approach to Crime and Traffic Safety) strategy. Locations that fall in crime and traffic hot spots are identified and targeted.

In Apr – May 2016, there were 134 collisions in DDACTS target areas. These locations change each quarter, according to collision rates and DDACTS target areas.

OTS High Collision Locations - DDACTS Program 2016						
Quarter	Months	Locations in Target Areas	Collisions 2015	Collisions 2016	Change (#)	Change (%)
Q1	Jan – Mar	26	263	255	- 8	- 3%
Q2	Apr – May*	22	113	134	+ 21	+ 19%
Q3	Jul – Sep					
Q4	Oct – Dec					
Total, 2016 YTD		48	376	389	+ 13	+ 3%

\*Data entry for June collisions is ongoing so Q2 data contains only Apr and May for a more accurate comparison between years.

Results are dependent on the amount of directed time spent in the target areas, and independent factors such as weather and road conditions.



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Detailed collision data for Q2 target locations is as follows:

OTS High Collision Locations – DDACTS Program Q1 2016						
#	Location Type	Location	2015 Apr - May	2016 Apr - May	Change (#)	Change (%)
1	Intersection	103 Av / 109 St	6	4	- 2	- 33%
2	Intersection	104 Av / 109 St	5	6	+ 1	+ 20%
3	Intersection	Jasper Av / 109 St	3	6	+ 3	+ 100%
4	Intersection	137 Av / 50 St	9	4	- 5	- 56%
5	Intersection	Yellowhead Tr / 66 St	3	7	+ 4	+ 133%
6	Intersection	137 Av / 97 St	9	8	- 1	- 11%
7	Intersection	137 Av / 127 St	8	4	- 4	- 50%
8	Intersection	Yellowhead Tr / 127 St	8	14	+ 6	+ 75%
9	Intersection	Yellowhead Tr / 149 St	9	9	0	0%
10	Intersection	23 Av / 91 St	8	13	+ 5	+ 63%
11	Intersection	Argyll Rd / 75 St	4	2	- 2	- 50%
12	Intersection	23 Av / 111 St	4	3	- 1	- 25%
13	Intersection	87 Av / 178 St	3	7	+ 4	+ 133%
14	Intersection	100 Av / 178 St	4	12	+ 8	+ 200%
15	Intersection	118 Av / Groat Rd	9	10	+ 1	+ 11%
16	Midblock	Jasper Av / 109 St	5	3	- 2	- 40%
17	Midblock	137 Av / 42 St	3	2	- 1	- 33%
18	Midblock	137 Av / 93 St	2	1	- 1	- 50%
19	Midblock	Yellowhead Tr / 82 St	1	0	- 1	- 100%
20	Midblock	Yellowhead Tr / 121 St	5	11	+ 6	+ 120%
21	Midblock	Yellowhead Tr / 124 St	1	2	+ 1	+ 100%
22	Midblock	Yellowhead Tr / 143 St	4	6	+ 2	+ 50%
Total, All Target Locations			113	134	+ 21	+ 19%



## 2016 Annual Policing Plan – Q2

### INITIATIVE 8

## Distracted Driving

**Initiative Owner** – Community Policing Bureau, Traffic Services Branch

### Initiative Context:

The combined enforcement efforts of Community Policing Bureau (CPB) and Investigative Support Bureau (ISB) will remain focused on increasing traffic safety within the City of Edmonton through 2016. Distracted Driving continues to be shown to be a major cause of motor vehicle collisions and the perceived lack of enforcement of the distracted driving laws has been a voiced concern from members of the public.

### Performance Measures:

*Distracted Driving Enforcement (Patrol)* – the number of Traffic Safety Act based tickets for Distracted Driving issued by patrol divisions. **Target:** 2,918 tickets (5% increase from the 2012-2014 average).

*Distracted Driving Enforcement (Traffic Services)* – the number of Traffic Safety Act based tickets for Distracted Driving issued by EPS's Traffic Services Branch. **Target:** 2,489 tickets (5% increase from the 2013-2014 average).

### Activities:

#### Q1:

- Ensure each CPB Patrol Division and ISB Traffic Services Branch is aware of their Divisional enforcement targets relative to distracted driving.

#### Q1-Q4:

- Each CPB Patrol Division and ISB Traffic Services Branch will actively participate in one Hang Up and Drive 24-hour blitz per quarter in addition to consistent distracted driving enforcement as part of regular duties.
- CPB and ISB Traffic Services Branch will work with Corporate Communications Branch to increase public awareness and education of the dangers of Distracted Driving through media and internal EPS messaging.

### Year to Date Status:

**On-target**  
2502 Distracted Driving Tickets (Patrol)  
(71.5% above Target)

**Off-target**  
1016 Distracted Driving Tickets (Traffic Services)  
(18.4% below Target)

### Analysis:

During Q1 2016, the intent of this initiative, along with the expectations for enforcement targets were communicated and discussed collectively with all EPS patrol divisions. The addition of 3 demerit points for Distracted Driving offences became effective January 1, 2016, however the impact of that change in the reduction of offences is not measurable at this time.

The Alberta Traffic Safety Plan Enforcement Committee set a five-day enforcement blitz directed at distracted driving. The Edmonton Police Service actively participated in this Selective Traffic Enforcement Program (STEP) initiative which ran February 8th - 12th.

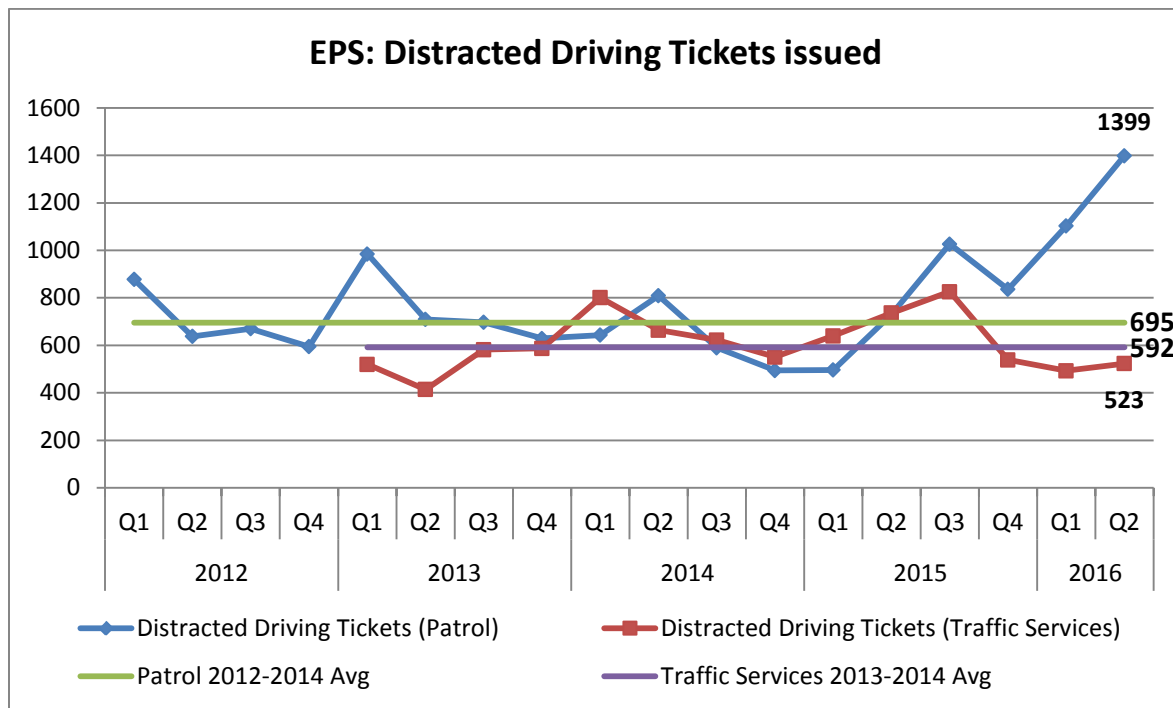


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During Q2 the Edmonton Police Service actively participated in the Canada Road Safety Week program that ran May 17 – 23 where Distracted Driving was one of the “Big 4 Killers” (Impaired driving; aggressing driving - speed; occupant restraints; and distracted driving) that were being addressed.

In June the Edmonton media provided positive messaging focus on distracted driving enforcement as a result of the Q1 results being released by the Edmonton Police Commission.

Patrol overall is currently 71.5% above its YTD Distracted Driving enforcement target of 1459 tickets. As well, all patrol divisions met the enforcement targets (equally distributed among divisions) with the exception of Downtown Division.



### Distracted Driving, by Patrol Division

	Downtown	Northeast	Northwest	Southeast	Southwest	West	Division Total
<b>Tickets Issued Q2 2016</b>	68	243	287	170	394	237	1399
<b>Tickets above/below Target</b>	-54	121	165	48	272	115	667

Traffic Services Branch has been experiencing higher traffic safety enforcement workload demands (e.g., a 20% increase in traffic fatalities year-to-date) which is challenging the area in meeting its distracted driving enforcement targets, which it is 18.4% below its quarterly target of 1245 tickets.

### Distracted Driving, Traffic Services Division

Traffic Services Branch	
<b>Tickets Issued Q2 2016</b>	523
<b>Tickets above/below Target</b>	-99

**Note:** due to traffic ticket data entry delays up to four weeks, figures provided here will slightly underestimate the true level of distracted driving enforcement.



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### INITIATIVE 9

#### Safe in Six

**Initiative Owner** – Investigative Support Branch – Investigative Support Bureau

##### **Initiative Context:**

The EPS developed the “Safe in Six” program with three external partner organizations – Canadian Centre for Child Protection, Canadian Red Cross and Alberta Health Services. This program replaces the previous D.A.R.E. program and enhances the engagement & education component of the EPS Youth Strategy. “Safe in Six” promotes positive police/youth engagement at the Grade Six level (elementary) and incorporates three modules that focus on healthy relationships, internet safety and drug resistance.

##### **Activities:**

###### **Q1:**

- Coordination of program materials and school assignments are transferred to Admin Clerk for Youth Services Section

- Ongoing evaluation reporting is built into the program through school commitment form

###### **Q2:**

- A Six month program review is shared with key partner organizations for feedback
- Internal promotion of the program is completed (Intranet article/video)

###### **Q3:**

- An additional 20 officers are trained as facilitators of the program
- An additional 20 schools are identified by our School Board partners to receive the program

###### **Q4:**

- Yearly evaluation of the program is communicated with Chiefs Committee
- External funding is acquired to cover costs of student “giveaways” and promotional materials

##### **Year to Date Status:**

**On-target**  
**Quarterly Activities**

##### **Analysis:**

###### **Q2 Reporting:**

The program has been delivered in 26 schools identified as in greatest need of the program by our school board partners. Thirty EPS officers have been trained in the facilitation of the Safe in Six program. All evaluation forms from officers, students and educators have been reviewed and highlights have been shared with our key partners. A formal document of learning's will be submitted to all partners by the end of Q3 – Alberta Health Services, Canadian Red Cross, Canadian Centre for Child Protection and Edmonton Catholic and Public Schools.

An intranet article/video on the Safe in Six program was highlighted internally on our EPS Intranet. This short video was created by EPS Digital Media Unit with the goal of raising awareness and interest in the facilitation of the program by EPS members. The video identified partners, program objectives and conveyed the positive experiences that EPS officers have delivering the program.

###### **Q1 Reporting:**



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Administrative duties for Safe in Six program has been transferred over to the Admin Clerk for Youth Services Section. The following activities are being completed by this admin position:

- Collection of evaluation summaries from police facilitators, students, teachers and partners
- Dissemination of updated materials, drug education board and student giveaways
- Responding to programming / facilitation questions by officers
- Responding to school inquiries about the program
- Linking schools with officers as requested
- Tracking of facilitation start and completion dates

The school commitment form highlights the importance of the evaluation process and provides clarity on timelines and submission of the single page feedback forms. Evaluations continue to be received as the program is delivered throughout the calendar school year.



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### INITIATIVE 10

#### Transit Beats

**Initiative Owner** – Violence Reduction Section - Community Policing Bureau

##### Initiative Context:

During Q1 and Q2, Downtown Division managed the newly stood-up Light Rail Transit (LRT) Beat Program on behalf of the EPS. At the beginning of Q3, the LRT Beat Program has been moved to Coordinated Policing Division's Violence Reduction Section. The core functions of the Transit Beat are as follows:

- Increase police presence throughout the entire LRT System, disrupting violence and disorder.
- Liaise with Edmonton Transit to identify and patrol high-crime / hot-spots in and around the LRT transit centers. This may also include community areas adjacent to the LRT line.
- Actively target known criminals who use the LRT as transportation.

The LRT beats works closely with Edmonton Transit Security to collaboratively deploy in a layered public safety model, whether it is for regular deployments or special events planning.

##### Activities:

*LRT Calls for Service* - the number of EPS dispatched calls for service along the LRT line. With Beat officers more readily available, it is expected that calls for service will decrease, while On-View occurrences will increase **Target:** a decrease from 2015 levels.

*LRT Crime and Disorder* - the number of violent, property, and disorder events that occur along the LRT line that are reported to EPS. In the short term, EPS presence on the LRT system should lead to more On-View occurrences which were previously unreported. **Target:** Increase from 2015 levels.

##### Activities:

**Q1:** Fully Staff the LRT Beat with 8 constables and 1 sergeant.

**Q3:** Solicit feedback from Transit Users; Transit beat officers via questionnaires.

**Q4:** Establish an internal and external communication plan to EPS members and the public with results to date.

##### Year to Date Status:

**Off-target**  
***LRT Calls for Service***  
439 dispatched calls  
(3.8% above 2015)

**On-target**  
***LRT Crime and Disorder***  
285 events  
(14.9% above 2015)

##### Analysis:

LRT Beats is currently understaffed with only six constables and one sergeant. By Q4, it is anticipated the team will be fully staffed.

##### Year to Date Calls for Service:

In the first half of 2016, there was 712 Dispatch Calls and On-View Calls at LRT station addresses, compared to 448 in the same period last year (58.9% increase). This is broken down by 439 Dispatch Calls only, representing a 3.8% increase from 2015 levels. 273 calls were On-View (*Generated by LRT Beats: 236 and Generated by Other EPS units: 37*), compared to 25 On-View Calls generated in the same period last year



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(992% increase). These on-view calls are generated by LRT Beats and other EPS Units while conducting their proactive patrols.

### 2015:

Location Address	# Dispatched Calls	# Events
10024 JASPER AV	7	8
10025 JASPER AV	8	10
10060 JAPSER AV	1	1
10060 JASPER AV	42	69
10303 JASPER AV	13	22
10665 JASPER AV	15	20
10700 JASPER AV	16	27
11151 84 ST	46	64
13900 50 ST	63	99
2515 111 ST	28	70
5005 111 ST	35	46
5918 129 AV	1	1
6120 129 AV	55	78
7600 118 AV	64	101
8410 114 ST	2	2
8902 112 ST	1	1
9804 110 ST	0	1
9900 102A AV	51	97
<b>Summary</b>	<b>448</b>	<b>717</b>

### 2016:

Location Address	# Dispatched Calls	# Events
10024 JASPER AV	8	10
10025 JASPER AV	7	14
10060 JASPER AV	44	63
10303 JASPER AV	9	19
10665 JASPER AV	18	25
10700 JASPER AV	22	27
11151 84 ST	87	109
13900 50 ST	76	117
2515 111 ST	56	98
5005 111 ST	75	88
5918 129 AV	2	2
6120 129 AV	68	86
7600 118 AV	121	148
8410 114 ST	1	2
8902 112 ST	3	3
9900 102A AV	115	141
<b>Summary</b>	<b>712</b>	<b>952</b>

### LRT Crime and Disorder

For at least the short-term, an objective of the formation of Transit Beats – perhaps unintuitive – is for an *increase* in reported crime and disorder; the logic being that their dedicated presence will result in observing and responding to crime and disorder that would have gone previously unreported.

In the first half of 2016, including On-View calls, there were 285 LRT Crime and Disorder events, representing a 14.9% increase compared to 248 in the same period last year. This is also an increase over the Q1, which was a 9.4% increase to LRT Crime and Disorder events compared with 2015 Q1. In 2016, LRT Beat Officers were On-View for 9 of the above noted occurrences, as opposed to 2015, where EPS Officers were On-View for only 6 of the occurrences (50% increase). It should be noted that Crime & Disorder events typically do not occur when a uniformed Police Officer is on scene; rather these incidents occur when there is no visible Police presence. The vast majority of On-View occurrences generated by LRT Beat Officers would include Subject Stops, Warrant Executions, Breach of Court Orders, etc.

A full breakdown of the type of events at LRT addresses is provided as follows:



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### Q2 2015 Crime and Disorder

Group	# Events
ASSAULTS	42
BREAK & ENTER	6
DISORDER	138
FAMILY VIOLENCE	5
ROBBERIES	20
SEXUAL OFFENCES	7
THEFT FROM VEHICLE	11
THEFT OF VEHICLE	18
THEFT OVER \$5,000	1
<b>Grand Total</b>	<b>248</b>

### Q2 2016 Crime and Disorder

Group	# Events
ASSAULTS	55
BREAK & ENTER	1
DISORDER	162
FAMILY VIOLENCE	7
ROBBERIES	22
SEXUAL OFFENCES	9
THEFT FROM VEHICLE	19
THEFT OF VEHICLE	10
<b>Grand Total</b>	<b>285</b>



## 2016 Annual Policing Plan – Q2

### INITIATIVE 11

## Prevention of Crimes to Vehicles

**Initiative Owner** – Community Policing Bureau

### Initiative Context:

Building upon 2015's establishing internal best practices to increase efficiency and effectiveness around response to vehicle-related property crime. In 2016, CPB will continue to apply a prevention approach to reduce crime and victimization through awareness, investigative excellence. By the second quarter, it is anticipated that a standalone community response will be implemented and police will initiate additional measures to reduce these crimes.

**Proactive Awareness** – In recognizing both theft of and from vehicle crime categories require active participation by citizens, a strategic approach will be applied to inform citizens of the nature and extent of the concern throughout the city, and citizens will be encouraged to be part of the solution.

### Performance Measures / Targets:

*Vehicle Theft* – the number of Theft from Vehicle and Theft of Vehicle incidents, city-wide. **Target:** 2% reduction from 2015 levels.

### Year to Date Status:

**Off-target**  
**8006 incidents theft from/of vehicle**  
**(27.3% above 2015)**

### Analysis:

In Q2 2016, the EPS Crime Prevention social media account continued to share awareness each week with our themes of Theft of Auto (Mon.), Theft from Auto (Tues.), and Theft of Plate (Thurs.).

In this quarter, EPS held 16 separate neighbourhood canvasses to educate residents about Crimes to Vehicles. These community-led efforts spread awareness with volunteers from the Emergency Response Careers Pathways program, community leagues, police cadets and our EPS volunteer program. Coordinators documented that police and volunteers spoke with 2,560 residents across the city in Q2.

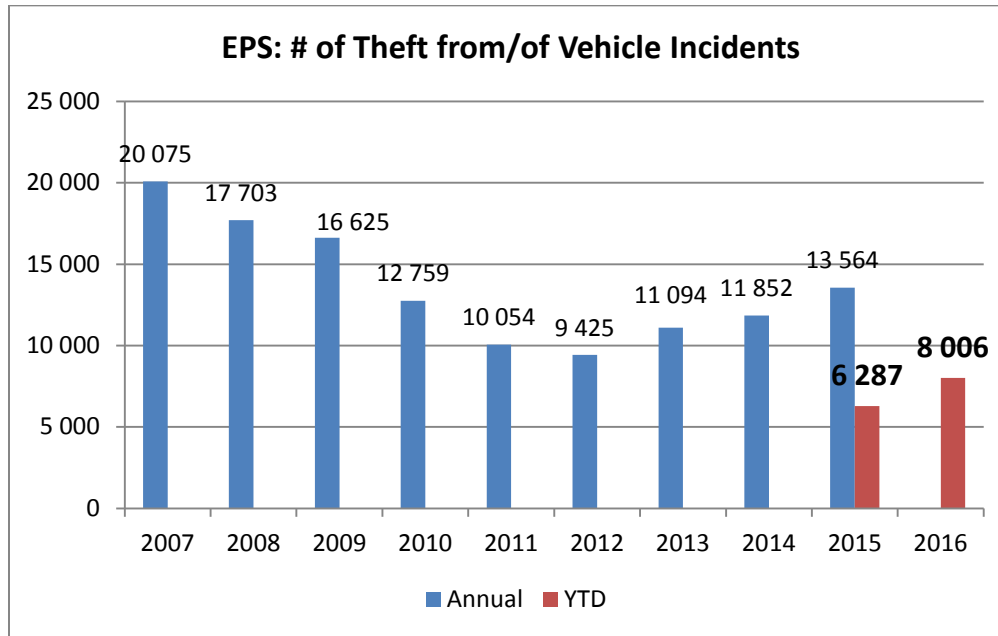
Prevention material was also distributed through the EPS Community Action Team (CAT) on six occasions.



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Each of the six divisions in Community Policing Bureau also created CSI shifts dedicated to neighbourhoods experiencing an increase in Crimes to Vehicles. These target-specific CSI shifts are conducted in addition to proactive patrols conducted by patrol officers.

The various approaches employed by each patrol division will be evaluated and will influence the approach in Q3 and Q4.





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### INITIATIVE 12

#### Clearance Rates

**Initiative Owner:** Organizational-wide

##### Initiative Context:

Investigating and solving crime is a core responsibility of EPS. EPS will maintain a high success rate in solving crimes in order to maintain public confidence and deter criminal activity.

##### Performance Measures / Targets:

*Weighted Clearance Rate* – the percentage of reported criminal incidents that are cleared, weighted by crime severity. A cleared incident is where an accused has been identified and charged, or 'cleared otherwise'. The measure results are from internal calculations but follow the same methodology as Statistics Canada. **Target:** 43% or greater. *Source: Cognos CSR-02, Aug 10, 2016*

##### Year to Date Status:

**Off-target**  
**Weighted Clearance Rates**  
**41.1%**  
**(Target: 43%)**

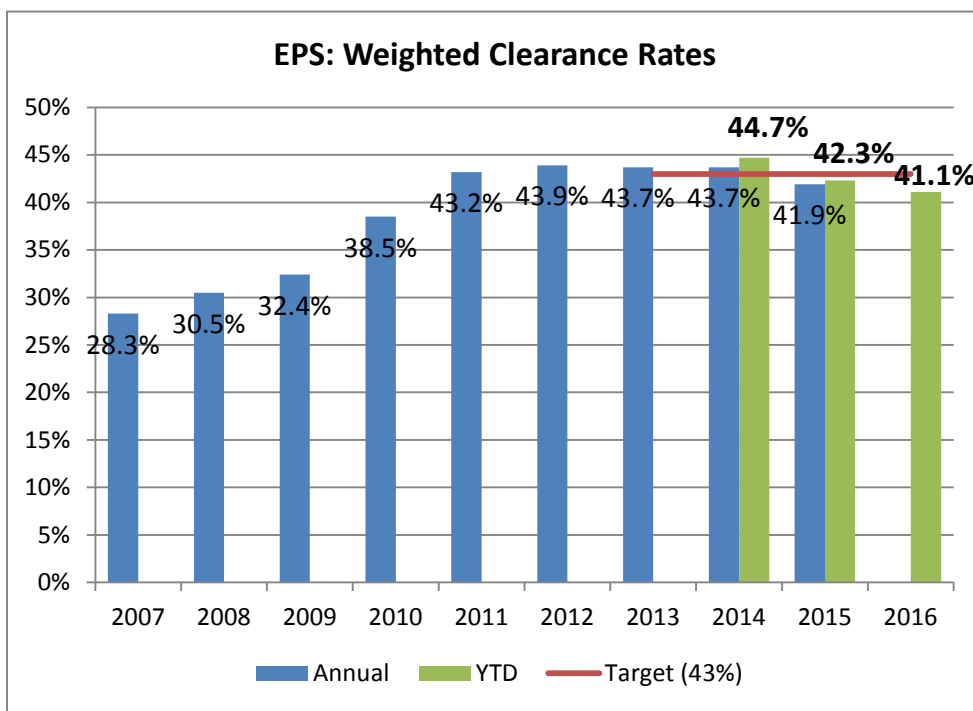
##### Analysis:

For the first half of 2016, Edmonton's Weighted Clearance Rate (WCR) for all crimes declined to 41.1%, compared to 42.3% in the same period in 2015. The WCR is a core indicator for how well EPS is solving crime.

Figures here are in-house calculations and do not directly match from what Statistics Canada publishes for Edmonton.

Two factors are notable in explaining the decline in the WCR since it peaked in 2014:

1. Crime levels have increased substantially since 2015 and so far into 2016. Since EPS's work capacity in patrol and specialized investigative units has not increased by the same degree, this has resulted in a larger backlog of crime files to investigate, as well as smaller proportion of criminal files being assigned to specialized investigation units – where crime files tend to have higher clearance success.



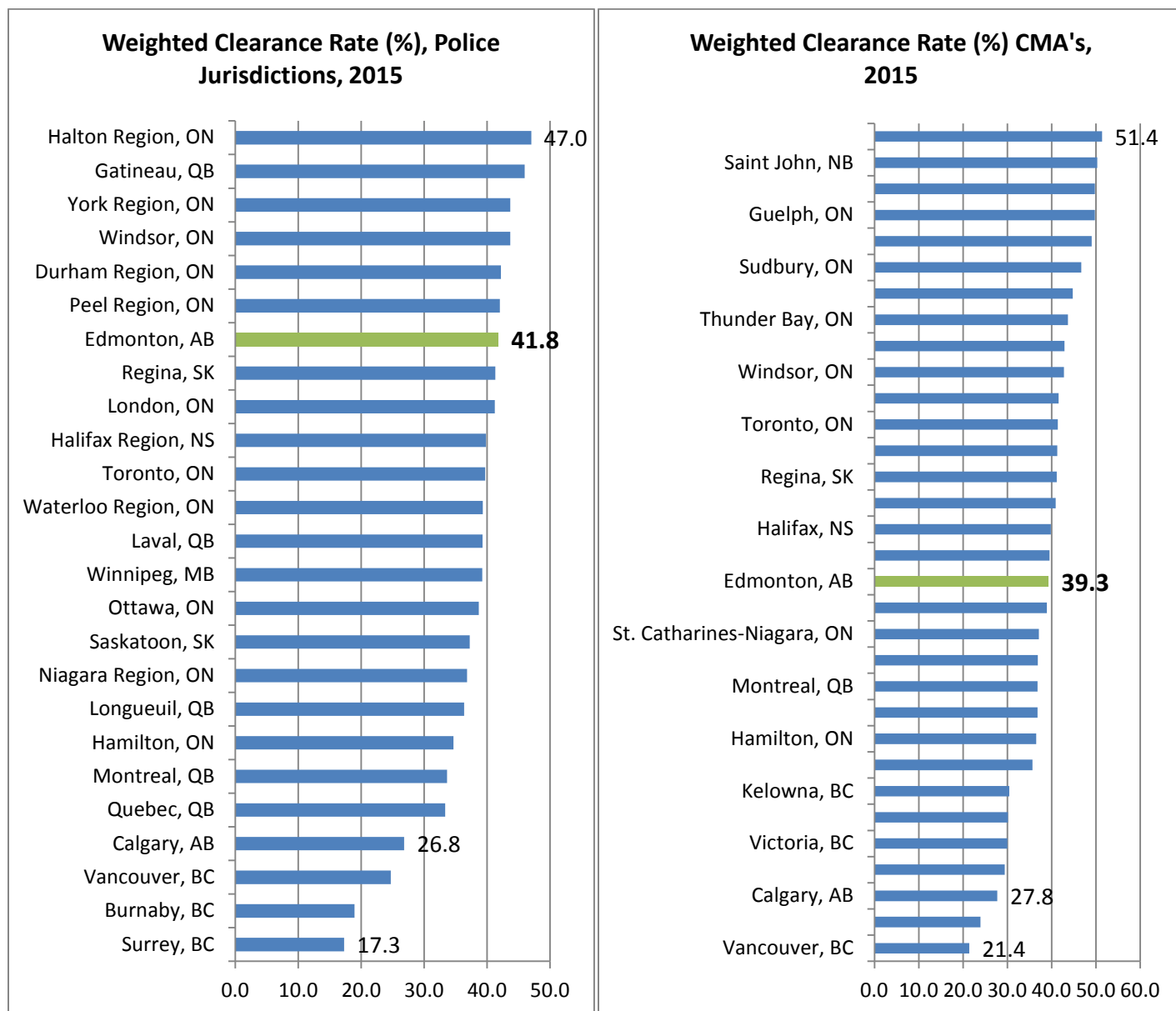


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2. Property crime has been rising much faster than violent crime since 2014. The offender/victim nature of property crime results in lower clearance rates than violent crime, and hence a larger proportion of total crime being property-crime based, all other things being equal, will result in a lower WCR.

### Municipal Comparison

In 2015, EPS had the 7<sup>th</sup> highest WCR among the 25 largest police jurisdictions in Canada, at 41.8%<sup>5</sup>. When measured for 32 Census Metropolitan Area's (CMA) in Canada, Edmonton had the 18<sup>th</sup> highest WCR<sup>6</sup>.



### Understanding the WCR

<sup>5</sup> Source: Statistics Canada, tables 252-0083 to 252-0090

<sup>6</sup> Source: Statistics Canada, table 252-0052



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A traditional Clearance Rate measures the percentage of criminal incidents that are cleared (i.e., are solved). Solving a crime means an accused has been identified, and either criminally charged or 'cleared otherwise'. Some examples of 'cleared otherwise' include the accused being deceased; the accused having been dealt with via the Youth Criminal Act; or the victim no longer cooperates with an investigation.

With a traditional clearance rate, all criminal incidents receive the same weight for clearing, or not clearing the incident. The calculated WCR value is impacted more by solving more severe crimes. The crime weighting is based on Canadian judicial sentencing length data. As well, the WCR includes some crime types that are not normally captured with a traditional Clearance Rate measure, including controlled drugs and substance act offences, other federal statute violations, and criminal code traffic violations.



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### INITIATIVE 13

#### Crime Prevention Strategy

**Initiative Owner:** Organizational-wide

**Initiative Context:**

The Collaborative Policing Section is developing an initiative that reminds citizens of the important role they play in establishing a safe community with the slogan “If you see something, say something”. Two new slogans were created “We need to Know”; “Silence is not golden” for reporting crime. Below each of these slogans is the caption: “Report Suspicious Activity to Local Authorities”; or “Community Safety is Everyone’s Responsibility”. By encouraging community involvement, it will enhance the EPS intelligence led policing philosophy. The Collaborative Policing Section is developing an initiative to reduce apathy and

educate the public on topics such as violent extremism, domestic violence, sexual assault, as it relates to the communities involvement in ensuring a safer Edmonton. By encouraging community involvement, it will enhance the EPS intelligence led policing philosophy.

**Activities:**

Working with digital media to develop a poster and media campaign to educate the public and increase public involvement as it pertains to community safety.

**Year to Date Status:**

**Off-target**

**Analysis:**

The EPS has reflected on this “See Something, Say Something” advertising program and will not be proceeding with this work in 2016. The EPC was briefed of this decision in May 2016, with this decision made primarily due to EPS’s advertising budget being cut by \$40,000 (with other higher value EPS advertising priorities available), and that this campaign didn’t meet traditional advertising standards of focusing on specific hazards or unsafe activities that EPS tries to encourage or discourage.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 14

## Missing Persons

**Initiative Owner:** Investigative Support Bureau

### Initiative Context:

In addition to investigating new missing person complaints in an efficient and effective manner, Missing Persons Unit will substantially reduce the number of outstanding investigative tasks related to historical missing person cases.

### Performance Measures / Targets:

*Fully Reviewed Historical Missing Person Files* – the number of historical missing person files where all identified investigative tasks have been completed. **Target:** full investigative review of all 72 historical missing person files with outstanding investigative tasks as identified in 2013.

### Year to Date Status:

**Off-target**  
**Fully Reviewed Historical Missing Person Files Since 2013**  
**42**  
**(YTD Target: 72)**

### Analysis:

#### Investigate Tasks

In the fall of 2013, in an attempt to move historical missing person files forward, a review was conducted to ensure all historical missing person files<sup>7</sup> had a consistent and complete level of investigation. This review resulted in the identification of additional investigative tasks that could be completed for 72 historical files.

Prior to the review, historical files were worked on as new information was received. The record of progress was recorded on a “*monthly workload sheet*”. As a result of the review a more comprehensive tracking system is now in place to record progress on the historical files.

In Q1 of 2016 MPU was provided a resource to review 9 historical missing files (MMWIG National Inquiry) and to assist with new missing persons complaints (this member replaced the MPU Sergeant who was on-loan to another project).

In Q2 of 2016, MPU was assigned two on-loan resources to assist in the review and investigation of the 9 historical missing files identified under the MMIWG National Inquiry. Significant progress was made on 6 of the files. Given the complexity of the files they remain under investigation and unsolved, One of the on-loan resources was returned to their Division prior to the end of Q2.

#### Historical Missing Person Files

By exhausting all outstanding investigative tasks for historical missing person files, it is hoped that the total number of open historical missing person files will be reduced by conclusion. Files can be concluded by:

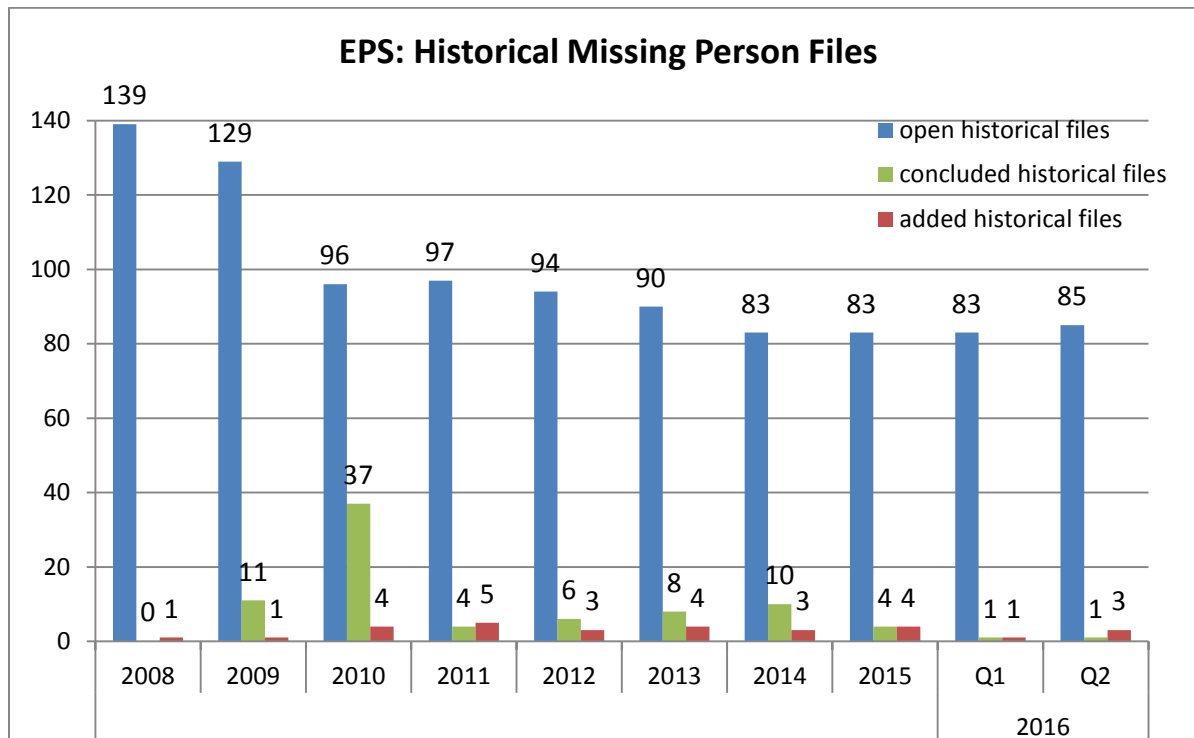
<sup>7</sup> EPS Missing Persons Unit considers a missing person file to be historic when it reaches 90 days in duration following the date it is reported.



## 2016 Annual Policing Plan – Q2

- Locating the missing person - alive or deceased
- Transferring investigative responsibility to another police jurisdiction when new information points to them being last seen there

At the end of Q2 2016 EPS's historical missing person files totaled 85. In Q2 one file became historical and one historical file was concluded. Two unidentified human remains not previously noted in the MPU tracking system were added making the total number of historical files 85.



In Q2 of 2016, MPU reviewed and quality assured 1,380 Computer Aided Dispatch (CAD) calls related to missing persons, check on the welfare, and Form 3's. This is a primary responsibility of MPU in addition to investigating files taken over from patrol or assigned directly to MPU, along with completing tasks associated to historical missing person files. The volume of these CAD calls in Q2 2015 was 1,225.

### **Public Engagement**

The MPU has worked with the EPS's Victim Services Unit to connect with families of the MMIWG National Inquiry files. MPU investigators have made all efforts to contact the family members as well and provide updated information. The MPU continues meetings with Alberta Social Services and the EPS's Aboriginal Relations Unit to strategize on how to deal with chronic runaways.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 15

## Geographic Deployment Model (GDM)

**Initiative Owner:** Community Policing Bureau

### Initiative Context:

The Geographic Deployment Model (GDM) is a service delivery philosophy of 'District Team Policing Model built on Geographic Ownership'. The effective use of GDM helps ensure that Response Times are maintained, and that an adequate amount of shift time is dedicated to Directed Activities.

### Performance Measures / Targets:

*Priority 1 Response Time Performance* – the percentage of priority 1 events where the event is dispatched and an EPS first responder arrives on-scene in 7 minutes or less. Measured for fixed locations only. **Target:** 80% of events or greater.

*Proactive Time* – the percentage of patrol shift work that is dedicated to activities that are either assigned to patrol or self-initiated that are prevention, intervention or suppression based. **Target:** 25% or greater.

### Year to Date Status:

#### Off-target

#### P1 Response Time Performance

71.1% of events with response  $\leq 7$  min  
(Target: 80%)

#### Off-target

#### Proactive Time

11.6% of patrol shift time spent as Preventive  
(Target: 25%)

### Analysis:

#### Priority 1 Response Time Performance

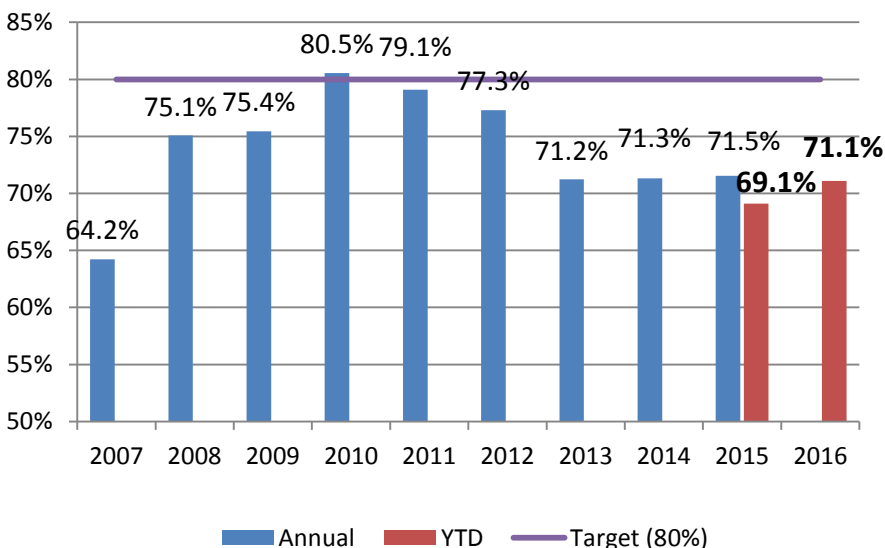
Timely responses to police emergencies are a major policing deliverable that helps prevent or reduce harm to victims, increases the chance to apprehend offenders, and potentially deters criminal behavior.

Priority 1 Response Time Performance has been consistently below target late 2012. Performance has improved marginally in the first half of 2016 at 71.1%, compared to 69.1% in the same period in 2015.

#### How Response Time is Calculated

Response Time performance is calculated from dispatched calls where the final priority level is 1, where the location is fixed (i.e., excludes impaired driving calls), and excludes "on-view" calls (i.e., where a patrol

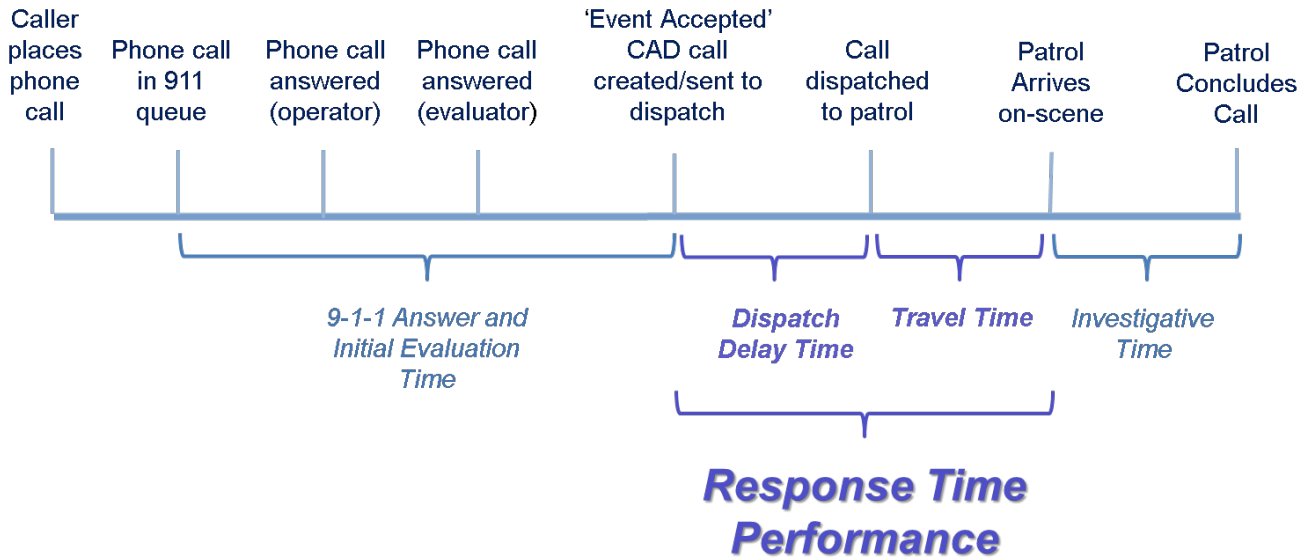
EPS: Priority 1 Response Time Performance



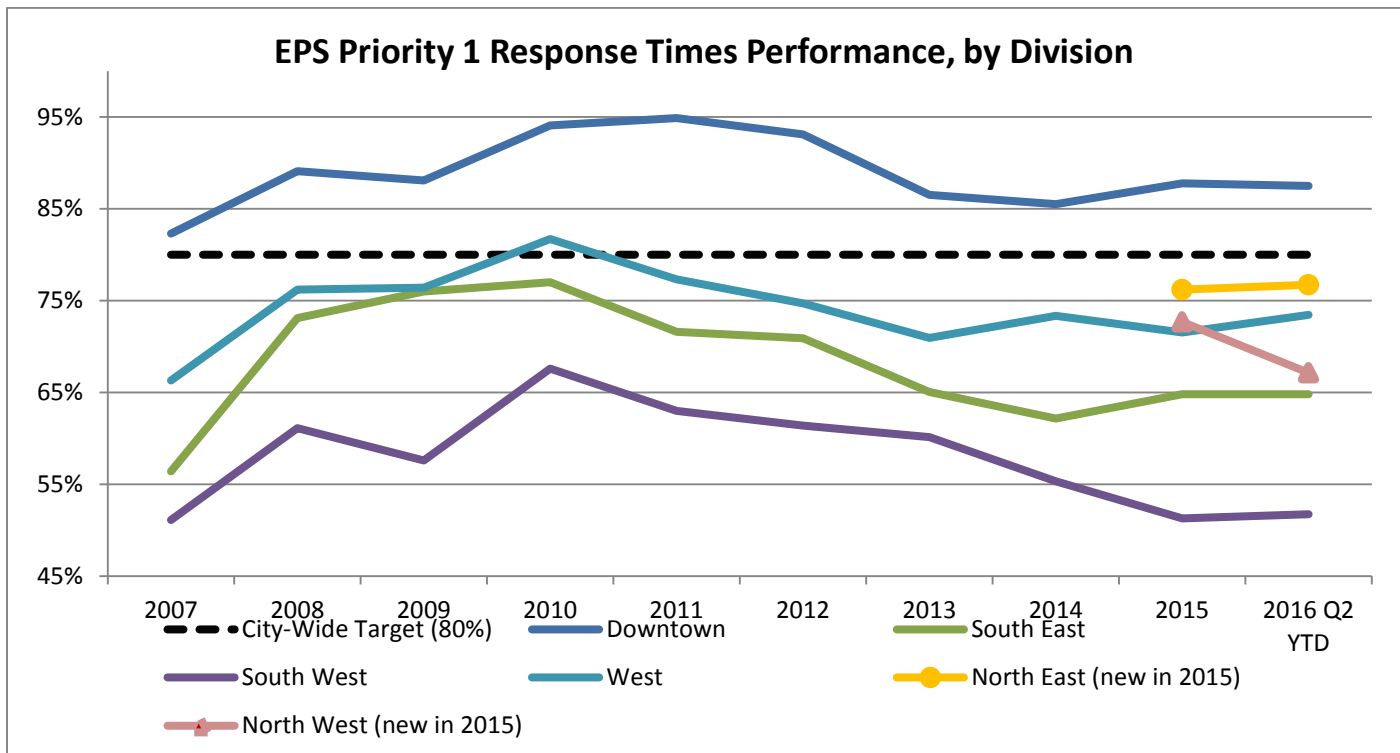


## 2016 Annual Policing Plan – Q2

member observes the event and “calls it in”). Time is measured when the dispatcher has received the call from the police evaluator, to the point that the first EPS patrol unit has arrived on scene. As shown in the diagram below, this does not factor for the time to answer the call, transfer to an evaluator, and for the evaluator to initially determine the seriousness of the call.



EPS transitioned from a 5 to 6 divisional policing model in January 2015, which resulted in new boundaries for all divisions. North West became the new 6<sup>th</sup> division. Most divisions have experienced recently improved Priority 1 Response Time Performances with the exception of Downtown and Northwest division.





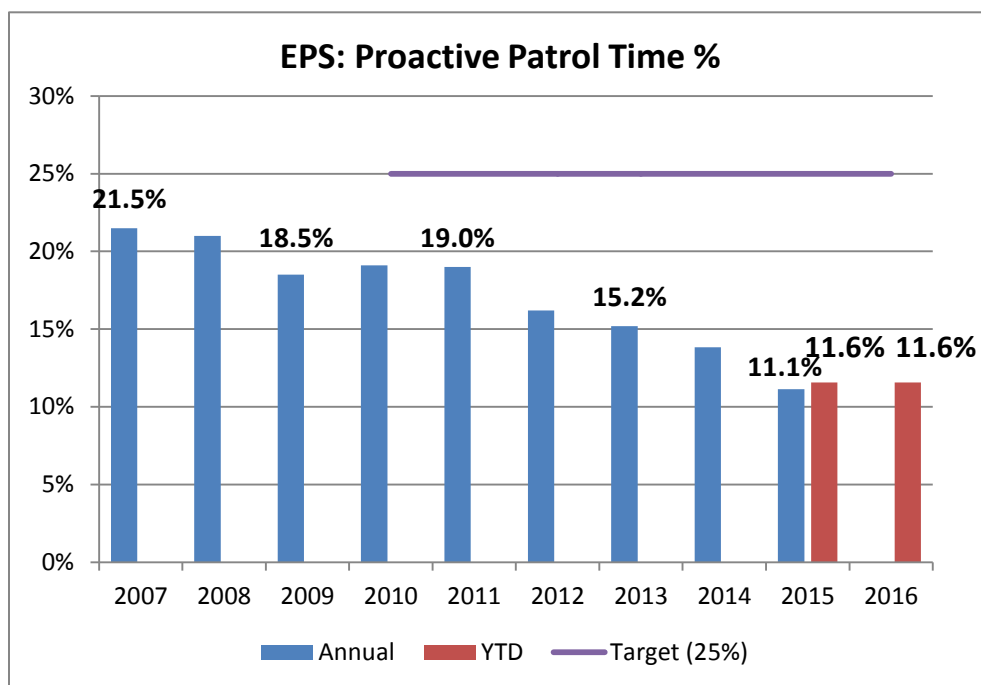
## 2016 Annual Policing Plan – Q2

P1 Response Time Performance by Division	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016 Q2 YTD
Downtown	82.3%	89.1%	88.1%	94.1%	94.9%	93.1%	86.5%	85.5%	87.8%	87.5%
South East	56.4%	73.1%	76.0%	77.0%	71.6%	70.9%	65.0%	62.1%	64.8%	64.8%
South West	51.1%	61.1%	57.6%	67.6%	63.0%	61.4%	60.1%	55.3%	51.3%	51.7%
West	66.3%	76.2%	76.4%	81.7%	77.3%	74.7%	70.9%	73.4%	71.5%	73.4%
North East (redrawn)									76.2%	76.7%
North West (new)									72.7%	67.1%
Target (80%)	80%	80%	80%	80%	80%	80%	80%	80%	80.0%	80.0%

### Proactive Patrol Time:

When Patrol is on shift, their time is tracked as “Calls-for-Service”, “Proactive”, “Administrative”, or “Undefined”. EPS has a target that 25% of patrol time is engaged in Preventive activities.

Proactive activities can be thought of as those that prevent or suppress future criminality or disorder. Examples include patrolling a drinking establishment for potential impaired drivers, proactively locating an individual with outstanding criminal warrants, or checking on a domestic violence offender to ensure they are complying with their court ordered conditions.



Proactive Patrol Time has steadily reduced from a high of 21.5% in 2007 to 11.1% in 2015. Year-to-date, Proactive Patrol Time is at 11.6%, identical to the same period in 2015. The low levels of Proactive Patrol Time is a consequence of patrol shift time continually being devoted to Calls-for-Service - which has increased from 46.9% of patrol's shift time in 2007 to 64.3% year-to-date.

### **Combined Patrol Shift Time by Task - 2016 Q2 YTD**

Division	Proactive	CFS	Admin	Undefined
Citywide	<b>11.6%</b>	64.3%	14.1%	10.1%
Downtown	12.2%	65.9%	12.2%	9.8%
North East	10.9%	67.5%	11.8%	9.9%
North West	11.8%	59.9%	18.7%	9.7%
South East	11.4%	62.3%	15.8%	10.6%
South West	13.4%	63.0%	13.4%	10.2%
West	9.5%	67.7%	12.9%	10.0%



## 2016 Annual Policing Plan – Q2

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## 2016 Annual Policing Plan – Q2

### INITIATIVE 16

#### 9-1-1 Call Management

**Initiative Owner:** Police Communications Branch - Investigative Support Bureau

##### Initiative Context:

The 9-1-1 Public Safety Answering Point (PSAP) for the City of Edmonton is managed by EPS and located within the Police Communications Branch Call Center. This 9-1-1 'primary' PSAP answers all 9-1-1 emergency calls and then transfers the call to the appropriate 'secondary' PSAP (i.e. Police, Fire, and Ambulance). The 9-1-1 PSAP will strive to answer all emergency calls in an efficient manner, in an effort to increase public safety and increase public confidence.

##### Performance Measures / Targets:

*9-1-1 Operator ASA* – 9-1-1 Operators 'Average Speed to Answer' emergency calls for Police, Fire, and Ambulance. **Target:** 2 seconds or less.

*9-1-1 Assessment & Transfer Time* – the average time 9-1-1 Operators take to assess and transfer a 9-1-1 call to a secondary PSAP. **Target:** To be developed in accordance with new provincial standards.

##### Year to Date Status:

**On-target**  
**9-1-1 Operator ASA**  
**1.46 seconds**  
**(Target: 2 seconds)**

**Reporting Delayed**  
**9-1-1 Assessment & Transfer Time**

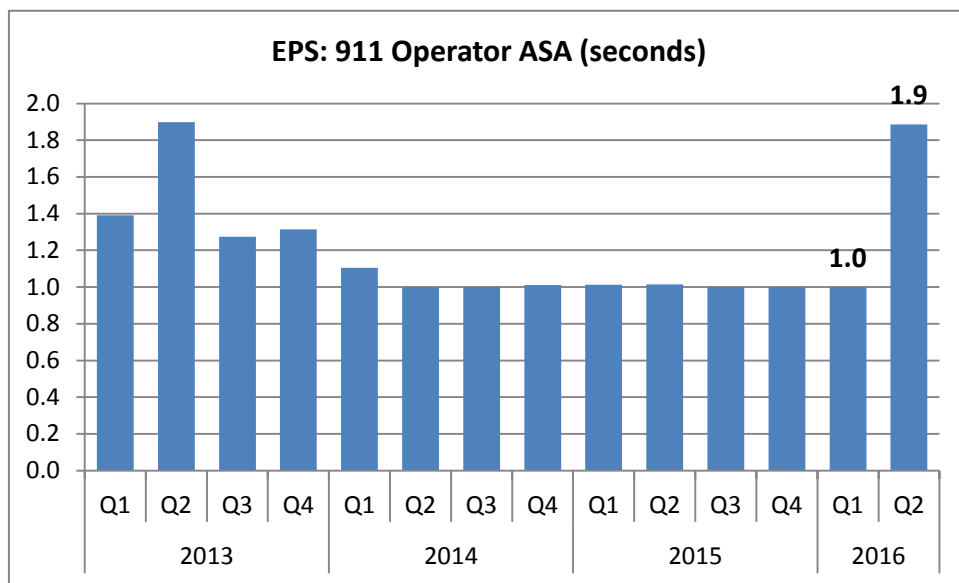
##### Analysis:

##### 9-1-1 Operator ASA

For the first half of 2016, EPS's 911 Operator Average Speed of Answer (ASA) was 1.46 seconds, a 0.45 second increase compared to 2015 levels (1.01 seconds). This is below the target of 2 seconds or less, however Q2 performance was only just below the target at 1.9 seconds.

This recent increase in 911 Operator ASA can be attributed to a change in business process, whereby in mid-April, 911 Operator phones were reconfigured to eliminate 911 "forced call"

answering. This change means that 911 Operators must now manually press a phone key to accept a new 911 call, whereas previously the 911 call would automatically drop on the line (preceded by a short beep) whenever the Operator was not already fielding a call. The ASA increase is believed to be a result of the 911 Operator now having to physically reach over to their phone and press a key to accept the incoming 911 call. This business process change was necessary, made in the interest of public safety to eliminate the possibility of a





## 2016 Annual Policing Plan – Q2

“forced answer” 911 call accidentally dropping onto an unattended 911 Operator’s line. It is anticipated this change alone will increase 911 Operator ASA by 1 or 2 seconds above the target goal of 2 seconds in all future reporting periods.

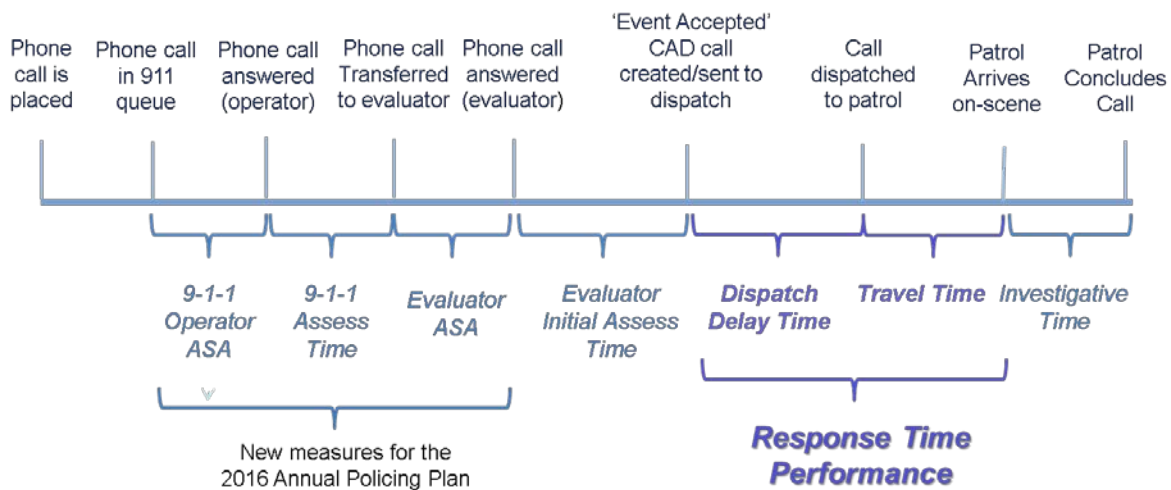
Another business process change in Q2 was the partial implementation of the CAD (Computer Aided Dispatch) i-Calltaker software application now used by all 911 Operators (as of early August) to create and enter 911 call details to be forwarded to Police Call Evaluators. This change is not yet fully implemented across all operational areas (Evaluator and Dispatchers) but when it is (in Q3) it is anticipated to further increase 911 Operator ASA, especially during busy call periods.

The data used to calculate this metric is currently from EPS’s Perimeter system. In the future, EPS plans on reporting this metric based on data from its newer and more robust Genesis system.

### 9-1-1 Assessment & Transfer Time

On April 17<sup>th</sup>, a new 9-1-1 call taking software application called ‘i-Calltaker’ was launched which now provides the means for 9-1-1 Operators to create a Computer Aided Dispatch (CAD) event prior to transferring the 9-1-1 call to an EPS - Emergency Communications Officer (ECO). This new software further facilitates the means to accurately capture timeline data from the point a 9-1-1 Operator answers the call to when the call is transferred to and taken over by secondary Public Safety Answering Point (PSAP) such as police. This timeline data will be used to accurately measure whether the goals of the Edmonton 9-1-1 Public Safety Answering Point (PSAP) and 9-1-1 Provincial Standards are being met.

The figure below depicts a timeline from when a 9-1-1 call is placed to completion. The i-Calltaker application will assist in closing all existing measurement gaps.



Although previously anticipated that reporting on this metric would commence in Q2, automated methods to facilitate timely and accurate reporting remain under development. Manual calculation and interpretation of the various data sets was considered (to meet Q2 reporting) but was deemed not feasible due to the considerable amount of raw data and calculations involved. In addition, more work is required to validate the datasets and to more fully understand the nuances of the data. Delayed reporting on this metric until the latter half of 2016 is both prudent and necessary to ensure the automated data systems are fully developed and tested to facilitate such reporting.



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### INITIATIVE 17

## Police Call Management

**Initiative Owner:** Investigative Support Bureau – Police Communications Branch

### Initiative Context:

On a 24-hour basis, Police Communications Branch - Operations Section directs and controls response to calls for service, and provides communication links between the EPS, the public, and other essential services. Citizens place nearly 550,000 non-emergency phone calls per year to the police non-emergency line (423-4567 or #377 from a mobile device) and approximately 84,000 'police' emergency calls which are extended to police via 9-1-1. Call evaluators do their best to answer all calls quickly to meet caller expectations, giving top priority to answering of 9-1-1 emergency calls.

### Performance Measures / Targets:

**Non-Emergency ASA** – the average time in seconds for a call evaluator to answer non-emergency calls starting when a caller has completed the automated Interactive Voice Response (IVR) system. **Target:** 60 seconds or less.

**9-1-1 Evaluator ASA** – the average speed for call evaluators to answer 9-1-1 police emergency calls once transferred by a 911 Operator. **Target:** 20 seconds or less.

### Additional Reporting:

Non-emergency call volume statistics for 'Calls Placed', 'Calls Answered', and 'Calls Abandoned'.

### Year to Date Status:

**On-target**  
**Non-Emergency ASA**  
**48.5 seconds**  
**(46.3% below 2015)**

**Reporting Delayed**  
**9-1-1 Call Evaluator ASA**

### Analysis:

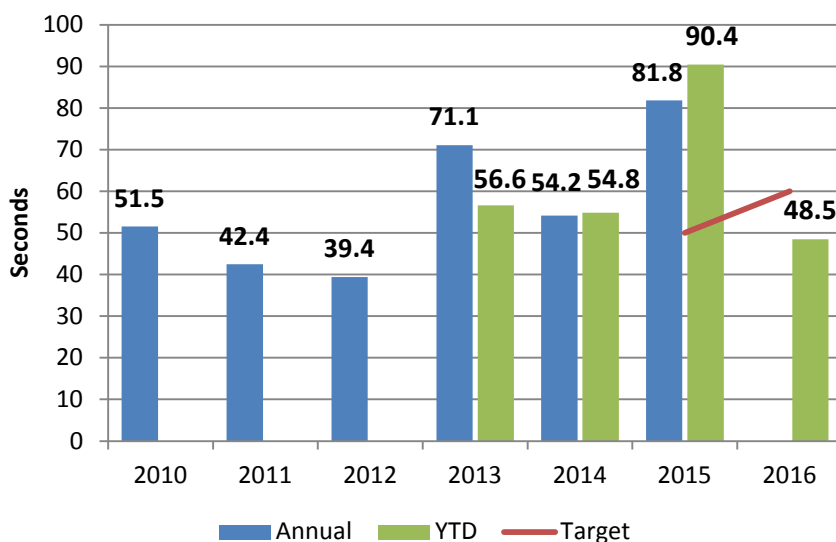
#### Non-Emergency ASA

For the first half of 2016, Police Non-Emergency Average Speed of Answer (ASA) was 48.5 seconds, a 46.3% reduction compared to the same period in 2015 (at 90.4 seconds).

The Non-Emergency ASA target of 60 seconds or less for 2016 is being met.

As mentioned in prior reporting, the Non-Emergency ASA is higher in the spring and summer months due to seasonality of criminal activity and social disorder. EPS's Police Communications branch remains well-

**EPS: Non-emergency Average Speed of Answer**





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positioned to continue meeting the annual target.

The factors believed to have contributed to improved performance from 2015 to 2016 include increased Emergency Communications Officer (ECO) staffing assignments during peak call periods and new ECO trainees temporarily assisting with LIVE call taking as part of the 3 week ECO mentoring program.

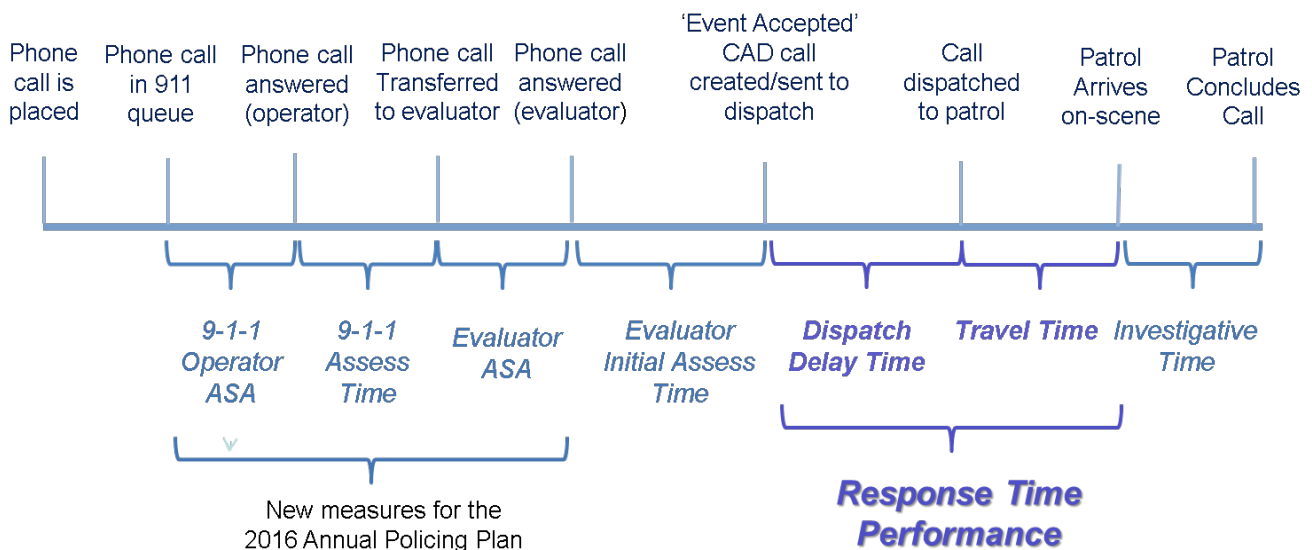
Recent approval to hire and train 10 more full-time ECOs in 2016 is expected to further reduce dependency to fill shifts with part-time ECOs and provide for more stable ECO staffing levels than in the past, especially during summer months when part time ECOs are less willing or available to take shifts. Police Communications Branch (PCB) was only able to fill 8 of the 10 recently posted full-time ECO positions, and the selected candidates will not complete ECO training until late August. As such, the benefits of this staffing change will not begin to be fully realized until after the high call volume months of June to August.

### 9-1-1 Call Evaluator ASA

On April 17<sup>th</sup>, a new 9-1-1 call taking software application called 'i-Calltaker' was launched which now provides the means for 9-1-1 Operators to create a Computer Aided Dispatch (CAD) event prior to transferring the call to an ECO. Although the role of a 9-1-1 Operator is not to fully evaluate the call, they can now obtain and enter limited call data such as the 9-1-1 call location and caller remarks which should help to reduce the need for and time spent by ECOs performing this task. This new software will also facilitate the means to capture statistical data regarding 9-1-1 call creation and processing time and more accurately measure whether the goals of the Edmonton 9-1-1 Public Safety Answering Point (PSAP) are being met.

Although previously anticipated that reporting on this metric would commence in Q2, automated methods to facilitate timely and accurate reporting remain under development. Manual calculation and interpretation of the various data sets was considered (to meet Q2 reporting) but was deemed not feasible due to the considerable amount of raw data and calculations involved. In addition, more work is required to validate the data sets and to more fully understand the nuances of the various data types. Measuring 9-1-1 Call Evaluator ASA is a new reporting metric that will become a key measure of business performance and customer service. Delayed reporting on this metric until the latter half of 2016 is both prudent and necessary to ensure the automated data systems are fully developed and tested to facilitate such reporting.

The figure below depicts a timeline from when a 9-1-1 call is placed to completion. The i-Calltaker application will assist in closing existing measurement gaps.





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### Additional Reporting:

The Interactive Voice Response (IVR) system implemented in June 2014 helps to reduce the number of non-emergency calls that would otherwise need to be answered by ECOs by triaging calls and transferring only those calls in which a caller chooses (selects a prompt) to speak with an ECO. While IVR triages calls away from ECOs, about 3,000 calls per month are actually received by ECOs via the 9-1-1 Emergency Line which are deemed as non-emergency calls. These calls are manually transferred by 9-1-1 Operators to IVR or where appropriate directly to the ECO calls queue ('Police Queue'), by-passing the IVR system.

Note: IVR is only associated to the Police Non-Emergency Line (780-423-4567) and does NOT process 9-1-1 emergency calls.

	2015				2016			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Calls Placed to IVR</b>	118,481	136,782			116,500	150,887		
<b>Calls Transferred by IVR (To Police Queue)</b>	68,437	81,462			69,403	90,088		
<b>Total Calls Placed (Police Queue)</b> **Includes 911 Calls 'Transferred to Police' and 911 calls deemed Non- Emergency	95,617	109,487			99,827	123,684		
<b>ECO Calls Answered</b>	89,119	97,377			96,625	116,356		
<b>Calls Abandoned</b>	6,498	12,110			3,202	7,328		



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### INITIATIVE 18

## Online Crime Reporting

**Initiative Owner:** Police Innovation Unit – Office of Strategy Management

### Initiative Context:

EPS **Online Crime Reporting** is a new service delivery model implemented in Q2 of 2013 that affords citizens the ability to report crimes of a minor nature online without having to report to a station. Online Reporting is expected to increase the efficiencies of police front counters, community stations, patrol resources, and streamline partner reporting process.

### Performance Measures / Targets:

*Online Crime Reporting Volume* – the total number of Online Crime Reports submitted by the public.

**Target:** 15% increase over 2015 levels.

### Activities:

**Q1:**

- Finalize and implement advertising plan to increase awareness of Online Reporting.
- Implement Online Reporting kiosks in select divisional stations.
- Implement the expansion of accepted incident types, such as theft of license plate (dependent on available IT resources).

**Q2:**

- Develop a plan for kiosks in external locations (recreation centers, educational institutions, etc.).
- Evaluate the ongoing reporting partnerships (eg. City of Edmonton reporting graffiti).
- Engage public to see level of awareness of Online Reporting as a reporting option.

**Q3:**

- Develop a plan for the scheduling of Online Reporting Phase 3 (currently on hold due to lack of IT development resources).

**Q4:**

- Evaluate the placement of the kiosks.

### Year-to-Date Status:

**On-target**  
**Online Crime Reporting Volume**  
**3,342 reports submitted**  
**(71% above 2015 level)**

### Analysis:

The number of online crime reports submitted and accepted into the EPS system in the first half of 2016 was 3,342, representing a significant 71% increase compared to 2015 levels. Since launching Online Crime Reporting, the portion of criminal occurrences that can be reported online that in fact were, has increased from a low of 9% when first implemented, to 20% in Q2 2015, to 30.3% in Q2 2016.

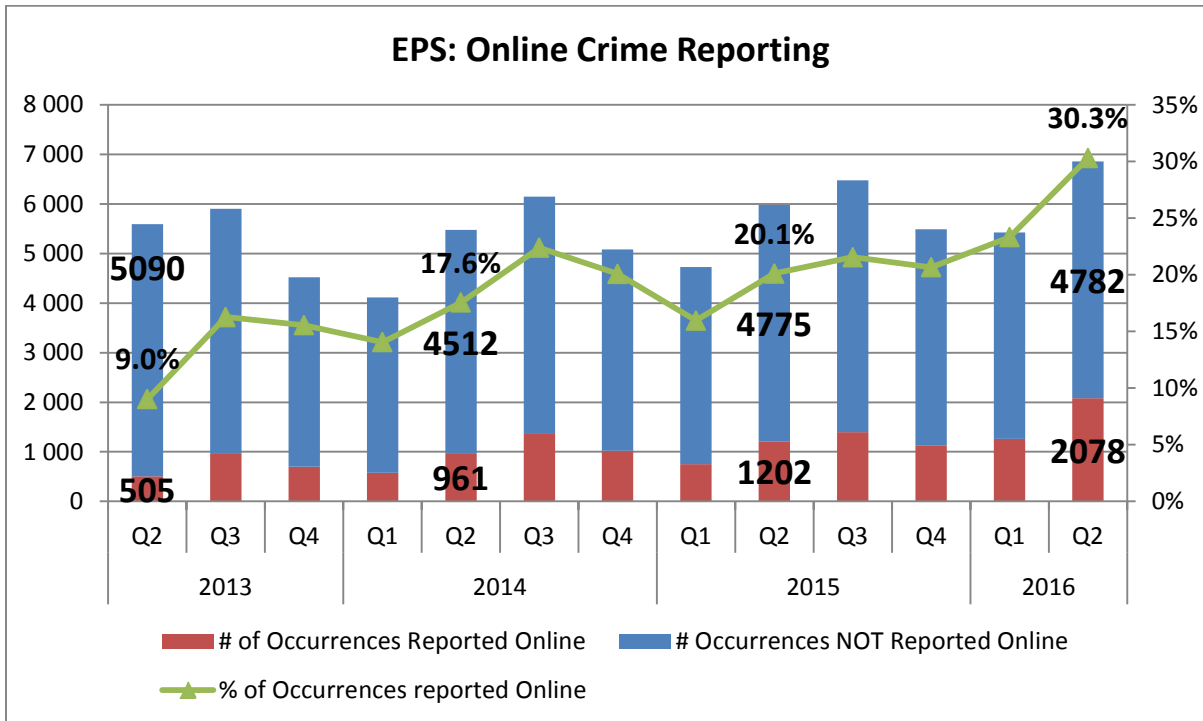
Citizens can currently submit police reports through the Online Crime Reporting web portal for the following categories:

- Lost Property
- Mischief
- Theft from Vehicle (under \$5,000)
- Theft of Bicycle (under \$5,000)

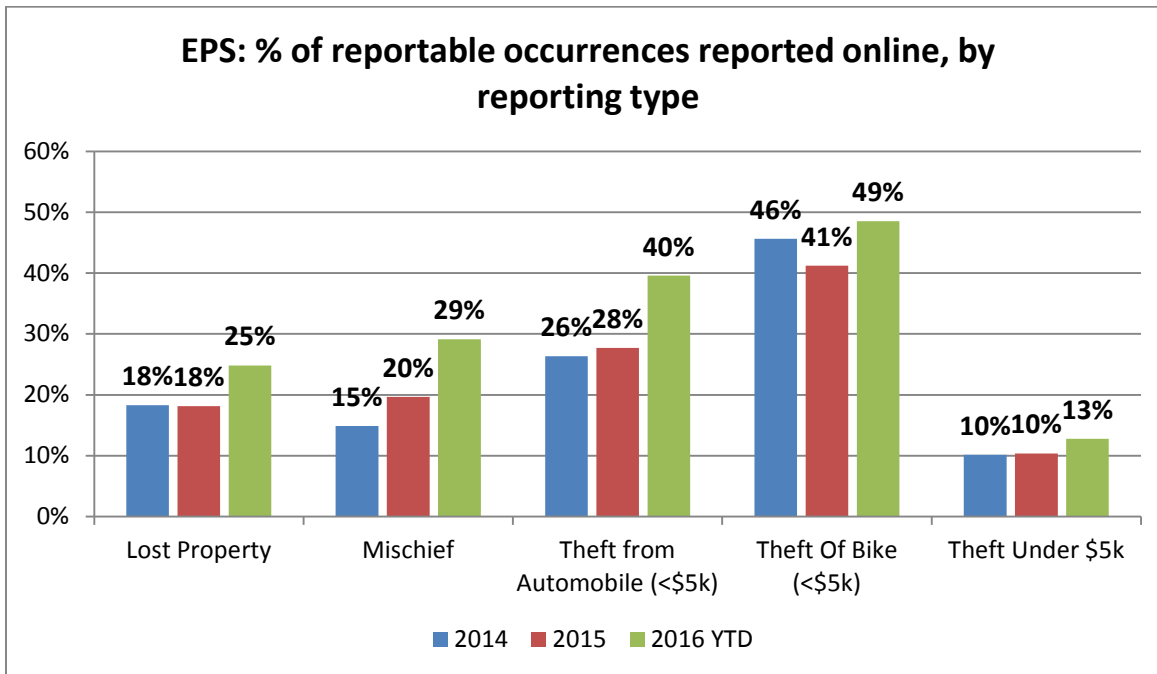


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- Theft Under \$5,000



Within these available reporting types, Theft of Bicycle occurrences have the highest proportion of online reporting (currently 49%), while most other types have seen a greater willingness to report online over time.



User Acceptance Testing has been conducted and concluded on four new crime types. These are:

- Break and Enter into Detached Garage



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- Break and Enter into Detached Shed
- Attempted Break and Enter into Detached Garage
- Attempted Break and Enter into Detached Shed

These crime types have yet to be put into production, but are expected to be available for use prior to the end of August, 2016.

The following took place during Q2 2016 to continue advancing Online Crime Reporting:

- Completion of Phase 2 was successfully completed. This phase involved establishing a computer interface between the vendor software and the EPS records management system, which eliminates the need for manual data entry. A Post Implementation Review was conducted on March 16 and was successful in meeting the project benchmarks.
- Kiosks were installed in Southeast and West divisions in March, 2016. The Downtown division kiosk was delayed due to renovations, but has since been installed. Southwest and Northeast divisions will also have Kiosks installed. Northwest will have a Kiosk placed in Calder Community Station as the Community Station serves as the front counter for Northwest. These are expected to be in place by the end of August 2016. Kiosks provide access to Online reporting through a secure I-Pad, which provides the public an alternative to report their event Online during peak busy periods at EPS front counters. Static IP addresses were assigned to each terminal to determine usage.
- Four additional crime types for Online reporting were reviewed and approved by EPS's Chief's Committee, with a subsequent action plan submitted. These additional crime types included B/E to Detached Garage; Attempted B/E to Detached Garage; B/E Other; and Attempted B/E Other. (Other includes sheds or trailers that are not a residence). UAT has been completed on these Crime Types and will be implemented Q3.
- A gap analysis was completed with respect to events that met the criteria for Online reporting but were instead dispatched or reported at the Front-Counter. The analysis suggested that some of these dispatched events could be reported Online which would decrease the cost of service without effecting police clearance rates.

Due to a tighter financial environment for EPS, no new funding has been allocated for advertising EPS Online Crime Reporting.



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### INITIATIVE 19

## Mental Health Calls

**Initiative Owner:** Investigative Support Bureau – Police Communications Branch

### Initiative Context:

In 2013, EPS sought to determine the extent of policing resources spent guarding detainees in hospital Emergency Departments (EDs), revealing that members spent approximately 1,500 hours on hospital guard duty during a 3-month period. These events are primarily related to patients arrested under the Mental Health Act (MHA). A number of strategies have been developed in 2015 to minimize the amount of hospital guard time spent by EPS members:

#### EPS-driven Strategies:

1. Reduce the need for patrol to respond to and deliver those suffering from mental distress to hospitals through community diversion and stabilization initiatives;
2. Realign the mandate of the Police and Crisis Team (PACT) to respond to mental health calls for service
3. Creating a Community Wellness Center; and
4. Revise the current Memorandum of Understanding (MOU) between EPS and Alberta Health Services (AHS) with respect to the MHA.

Strategies requiring leadership from AHS:

1. Increase efficiencies within Emergency Departments (EDs) to better triage MHA apprehensions and transfer continuity of their care from members of the EPS to AHS staff; and
2. Expansion of 'Designated Facilities' under the MHA
3. Increase staffing of Community Peace Officers in EDs

### Performance Measures / Targets:

*Mental Health Service Time* – the average EPS patrol total-person-hours spent on Mental Health Act incidents. Time is measured at the point that patrol accepts the call until patrol concludes the event. **Target:** a reduction from 2015 levels.

*Mental Health Volume* – the number of Mental Health Act incidents with a police dispatched response. **Target:** monitoring only.

### Additional Reporting:

Divisional and Police and Crisis Team (PACT) response statistics for Mental Health Calls and turn-away rates at hospitals.

### Year to Date Status:

#### On-target

##### Mental Health Service Time

7.5 patrol person-hours per MHA incident  
(18% below 2015 levels)

#### Monitoring Only

##### Mental Health Volume

1905 EPS Mental Health Incidents  
(11% below 2015 levels)

### Analysis:

#### Mental Health Service Time

Mental Health Service Time continues to see improvements in the first half of 2016, with the average patrol person-hours spent on Mental Health Act incidents at 7.5 hours, compared to 9.2 hours in the same period in 2015. This represents an 18% reduction.



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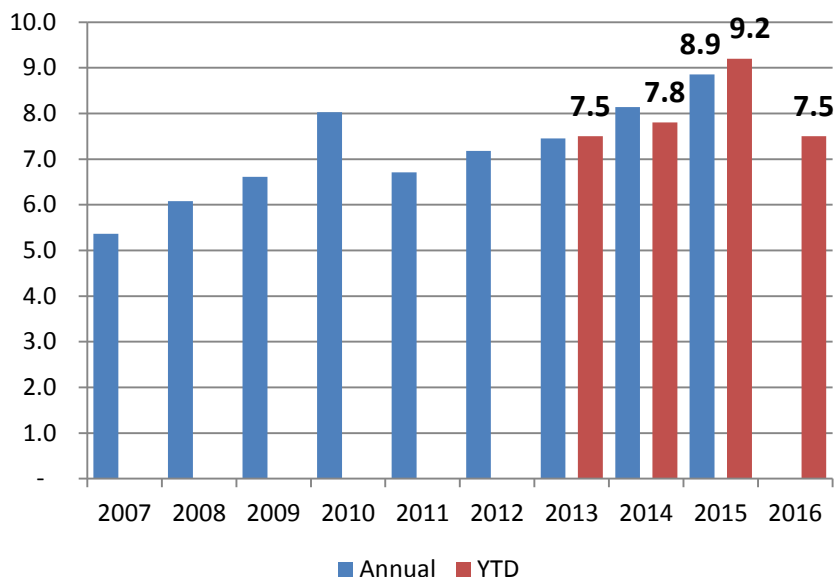
The working group between EPS, AHS and Covenant collects data at a detailed level that provides a break-down of the portion of patrol time spent waiting in hospitals until medical staff can take over responsibility for the Form 10 patient. EPS is confident that the overall reduction in wait times is largely attributable to workflow improvements that both EPS and Edmonton hospitals have implemented, which include:

- Ongoing Communication to EPS patrol members to contact and utilize the expertise of EPS's Police And Crisis Team (PACT) prior to conducting a MHA apprehension.
- The installation of security cameras at Misericordia Hospital to allow for quicker patient transfer.
- Working with hospitals to track and examine incidents of long wait times to create process improvements.
- Communication to EPS patrol members of the new process via the Intranet, and PACT/ PIU member attendance for educational purposes on the 11:00 patrol parades.
- Permanent integration of the Transfer of Care form into the Emergency Department system at the four Designated Facilities (Implemented in Q3)
- The integration of a 30/60/90 minute Communication Plan.
- Completion of new policy for the use of the Transfer of Care Form, Communication Plan and pre-Apprehension consultation.
- Continual meetings within the working group to identify and implement process improvements.

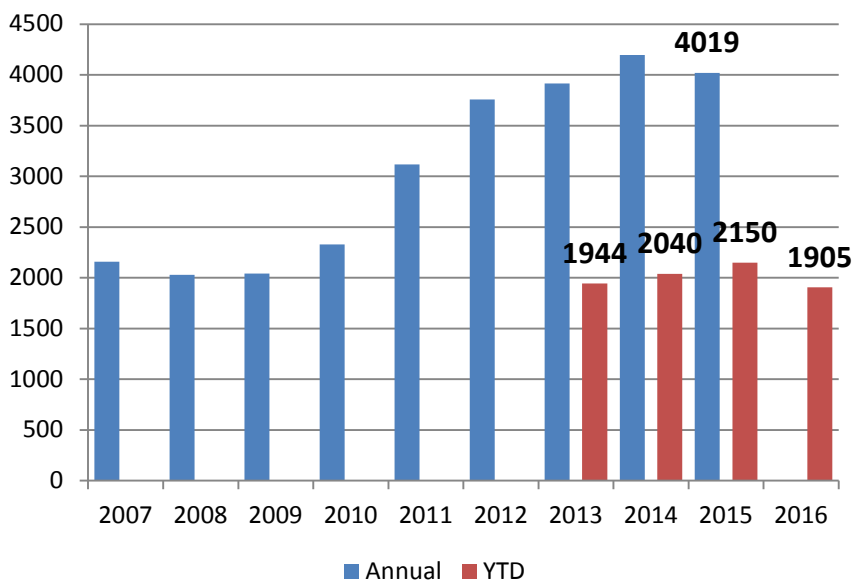
### Mental Health Volume

EPS has observed an 11% year-over-year reduction in the volume of MHA incidents. The increase in patrol members utilizing PACT/ Urgent Services (US) is allowing for improved alternative resolutions to these events without relying on a Form 10 apprehension to hospitals.

**MHA Incidents: Average Person-Hours Service Time**



**EPS: Number of MHA Incidents**





## 2016 Annual Policing Plan – Q2

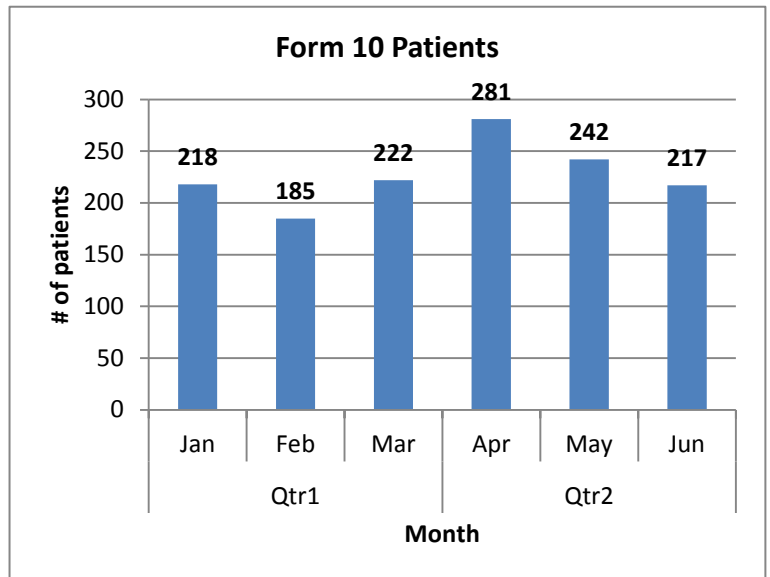
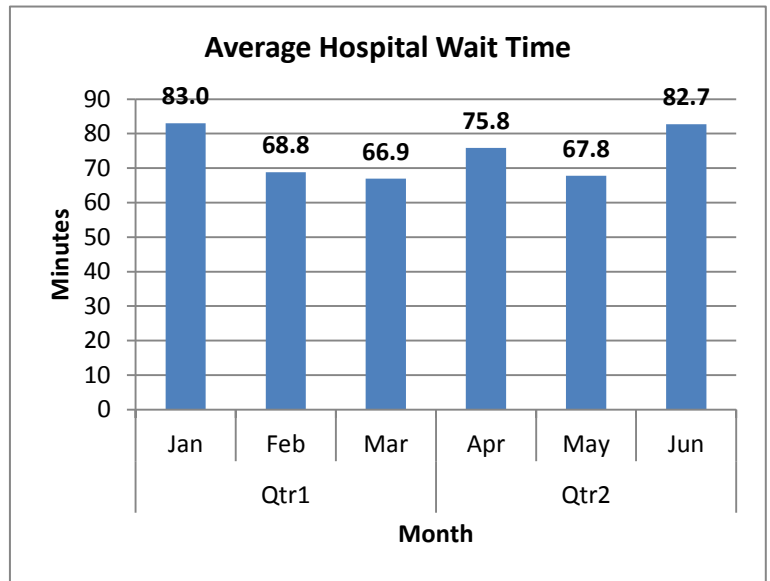
### Hospital Wait Times

The number of form 10 patients has varied from as low as 185 in February of 2016 to 281 in April 2016. Additionally, the average wait time has varied from a high of 83 minutes in January to a low of 68 minutes in May. The integration for the Transfer of Care form did not occur until July in the Covenant Hospitals and won't occur until August in the two AHS facilities, so wait times are expected to decrease in Q3 once the new process is fully implemented.

### Future Work

Despite recent success, further improvements are being sought for the remainder of 2016. The following is planned for implementation in Q3:

- Integration of the Transfer of Care Form within both the AHS and Covenant Hospitals.
- Continued education for the membership relative to pre-Form 10 apprehension consultations to further increase community diversion and decrease ED presentations via emails, speaking at training days and Spotlight articles.
- The creation of a dedicated PACT line that transfers automatically to Urgent Services once PACT logs off.
- Building a case for 24/7 PACT teams
- Increased use of the Communication Plan and the 90 minute review through consultation with the Duty Officers.
- Personally liaising with Patrol members on a case by case basis to educate and communicate the new process.
- Continued efforts through the Form 10 working group – with bi-weekly meetings and continued communication and good relationships between organizations.





## 2016 Annual Policing Plan – Q2

### INITIATIVE 20

## Vulnerable Persons: Heavy Users of Services (HUoS)

**Initiative Owner:** Police Innovation Branch – Community Policing Bureau

### Initiative Context:

The (HUoS) project is a cross-agency effort to treat the heaviest users of criminal justice, health and social services in Edmonton. The HUoS project will monitor clients to identify system gaps and overlaps in the numerous services that they access, with recommendations put forward to correct them. The outcomes of the HUoS project are increased communication between partner agencies, decrease in repetitive use of services, and increased quality of life for vulnerable individuals. In November 2014, the Navigation and Coordination Centre was operationalized and provincial funding was obtained to conduct case planning for 15 complex clients.

The Vulnerable Persons Approach will expand in 2016 through continued development of a Community Wellness Centre, supported through collaboration with local and provincial stakeholders, and with development of provincial legislation allowing police to apprehend excessively intoxicated individuals and transfer their care to the Community Wellness Centre.

### Performance Measures / Targets:

*Evaluation* – comprehensive evaluation of the HUoS project measuring social outcomes and impact. **Target:** evaluation complete and report distributed by end of 2016.

*Addressing gaps* – Gaps and barriers report complete in Q3 2015. Two major gaps addressed in 2015. Actively addressing additional gaps identified will commence in 2016. **Target:** address 2 additional gaps.

*Awareness of the project* – internal and external communication will be utilized to develop deeper awareness and understanding of the struggles vulnerable people face and the support provided by the EPS through the HUoS project. **Target:** HUoS

focused stories on internal media source, and 3 external media sources.

### Activities:

#### Q1:

- Using internal media resources to educate the greater EPS population on the HUoS Project.
- Re-address housing gap for out of custody clients, and new strategy for transition for in-custody clients who are facing winter time release into homelessness.
- Select 1 additional gap and create strategy design at NCC level.
- Conduct second winter care package program, invite media.
- Collection of data from AHS/EMS and EMS for evaluation.

#### Q2:

- Analysis of AHS and EMS data.
- Work first gap strategy design up to Leadership Group for approval and action in partner agencies.

#### Q3:

- Select second gap and create strategy design at NCC level.
- Conduct any re-work or re-design of first gap strategy.
- Draft evaluation report for Leadership Group approval.

#### Q4:

- Work second gap strategy design up to Leadership Group for approval and action in partner agencies.
- Complete first gap strategy.
- Submit evaluation report to Leadership Group.

### Additional Reporting:

2016 Social Outcomes and Financial Reporting to the Solicitor General for grant funding.



## 2016 Annual Policing Plan – Q2

### Year to Date Status:

On-target  
HUoS Evaluation

On-target  
Addressing Gaps

On-target  
HUoS Project Awareness

### Analysis:

#### Q2 Reporting:

- Development of SROI evaluation framework for HUoS commenced with Office of Strategy Management
- Housing gap addressed through continued partnership and development of 'HUoS House' with AISH, PDD and housing provider
- Weekly Update continues dissemination throughout EPS
- April 16, 2016 Sgt. WARD and S/Sgt MCINTYRE, D. appears on CBC Edmonton AM to showcase the HUoS project
- Sgt. WARD spearheading conceptual development of Vulnerable Persons Database for the EPS
- ACTIVE CLIENTS: 5 housed, 4 in custody, 2 in treatment.
- MAINTENANCE CLIENTS: 2 successfully housed at Ambrose, 1 in hospital (under Form 1) 1 housed in D-DAL (Balwin Villa), 1 in custody until July 2016.
- ARCHIVED CLIENTS: 2 revoked consent, 1 moved out of province, 2 deceased.
- HUoS Program and Development Evaluation completed and the HUoS Leadership Group is developing a strategic response to address and resolve each recommendation. Financial and Housing are the two main themes HUoS Leadership Group is focused on in 2016.

#### Q1 Reporting:

- The Creation of a **Weekly Update** is being distributed internally to keep EPS members informed of the current status of HUoS clients and contact information for the Navigation and Coordination Centre (NCC).
- A housing solution with AISH, PDD, and a third party housing provider is being developed
- The HUoS Leadership Group introduced the desire for the communication gap to be narrowed or eliminated
- A winter care backpack program was conducted partnering with BSCS and local girls hockey team. The story was covered in print media.
- A qualitative evaluation of the HUoS program was completed and presented to HUoS Leadership Group. The evaluation is to be utilized as a source document for presentation of findings to various levels of government. Consideration and discussion commenced around conducting a quantitative evaluation.

#### Update on Status of HUoS Clients

- ACTIVE CLIENTS: 7 housed, 1 in treatment, 3 in custody
- MAINTENANCE CLIENTS: 1 successfully housed at Ambrose, 2 in hospital (under Form 1) awaiting Dementia-Designated Assisted Living (D-DAL), 1 in custody until July 2016.
- ARCHIVED CLIENTS: 1 revoked consent, 1 moved out of province, 2 deceased.



## 2016 Annual Policing Plan – Q2

### INITIATIVE 21

## Public Complaint Investigations

**Initiative Owner** – Legal & Regulatory Services Division

### Initiative Context:

Through a high degree of professionalism in EPS's interactions with the community, public complaints against EPS members will be concluded in a timely manner.

### Performance Measures / Targets:

*Public Complaint Investigation Processing* – the percentage of public complaints investigations that are concluded or have all investigative steps completed, within six months. **Target:** 75% or greater.

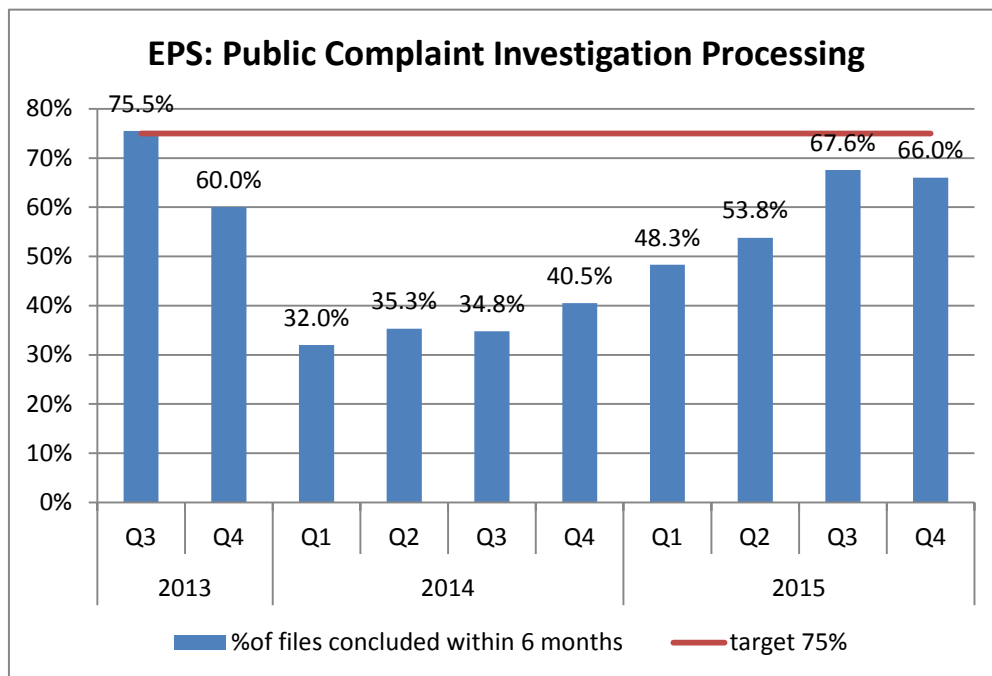
### Year to Date Status:

**Off-target**  
**Public Complaint Investigation Processing**  
**66% of 2015 Q4 files concluded in ≤ 6 months**  
**(Target: 75%)**

### Analysis:

For the latest available quarter, Public Complaint Investigation Processing was 66.0%. This is below the target of 75% or greater, but considerably improved from previous quarterly performance as low as 32%, and has shown improvement over the past four quarters.

The status of all public complaints received during the fourth quarter of 2015 – that is, all files that would have reached an age of 6 months during the second quarter of 2016 – are displayed in the table below. 17 of the 47 files have been listed as completed within 6 months (36.2%) and an additional 14 files (listed as suspended) went to the stage of investigative review, executive review or pending the completion of a 19(1)(b) Agreement pursuant to the *Police Service Regulations* within 6 months of their received date (i.e. the investigation of the complaint is complete).





## 2016 Annual Policing Plan – Q2

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File Status	Number of Files
Active	16
Completed	17
<i>Sustained/Sustained in part</i>	4
<i>Resolved through Supervisor Intervention</i>	4
<i>Dismissed/Withdrawn</i>	3
<i>No Reasonable Prospect</i>	1
<i>Resolved through ADR</i>	5
Forwarded	0
Suspended	14
<i>Investigative Review</i>	3
<i>Executive Review</i>	7
<i>Criminal Investigation/Disciplinary Hearing</i>	2
<i>EPC Review</i>	2
Grand Total	47



## 2016 Annual Policing Plan – Q2

### INITIATIVE 22

#### Recruitment

**Initiative Owner:** Recruit Selection Unit – Corporate Services Bureau

##### Initiative Context:

The City of Edmonton has been growing significantly, with continual but more moderate growth expected for the next several years. The demand for EPS services continues to increase, with Calls for Service growth of 12.6% from 2011-2014. Currently, the Edmonton Police Service is heavily challenged in growing its police force sufficiently to match this population and policing demand growth. To meet this challenge, EPS is adding an additional recruit class, as well as offering an Experienced Officer Program class in 2016.

##### Performance Measures / Targets:

*New Recruits* – the number of new sworn recruits hired and who have begun EPS Recruit Class. EPS is transitioning from three to four classes annually. The training program takes 49 weeks to complete. **Target:** 140 (an 18.6% increase from 2015 levels). *Note:* due to budgetary constraints, the target was recently revised from a previous 160.

*New Experienced Officers* – the number of experienced officer recruits accepted and beginning the Experienced Officer Program. The Experienced Officer Program, reintroduced in 2015, is a compressed 14-week training program. **Target:** 10 or more.

*New Recruit Applicants* – the number of applicants for EPS Recruit Class or the Experienced Officer Program. Also includes reactivated files. **Target:** an increase from 2015 levels.

##### Activities:

**Q1:** Complete Recruit Class 135 (began Dec 2015).

**Q2:** Begin Recruit Class #136 (began Feb, 2016)

**Q3:** Begin Recruit Class #137 (begins September).  
Begin EOP #13 (begins August)

**Q4:** Recruit Class #138 (begins December).

##### Year to Date Status:

**Off-target**  
**New Recruits**  
67 began Recruit Class  
(Target: 70)

**On-target**  
**New Experienced Officers**  
5 EOP Hired  
(Target: 5)

**On-target**  
**Recruit Applicants**  
370 EPS applicants  
(16% above 2015 levels)

##### Analysis:

**New Recruits:** For Q1 2016 EPS began one recruit class (RTC #136), which had 32 new officers hired. RTC #137 started May 30 with 35 new officers hired. The goal is to hire another 68 new officers for the remaining 2 classes in 2016.

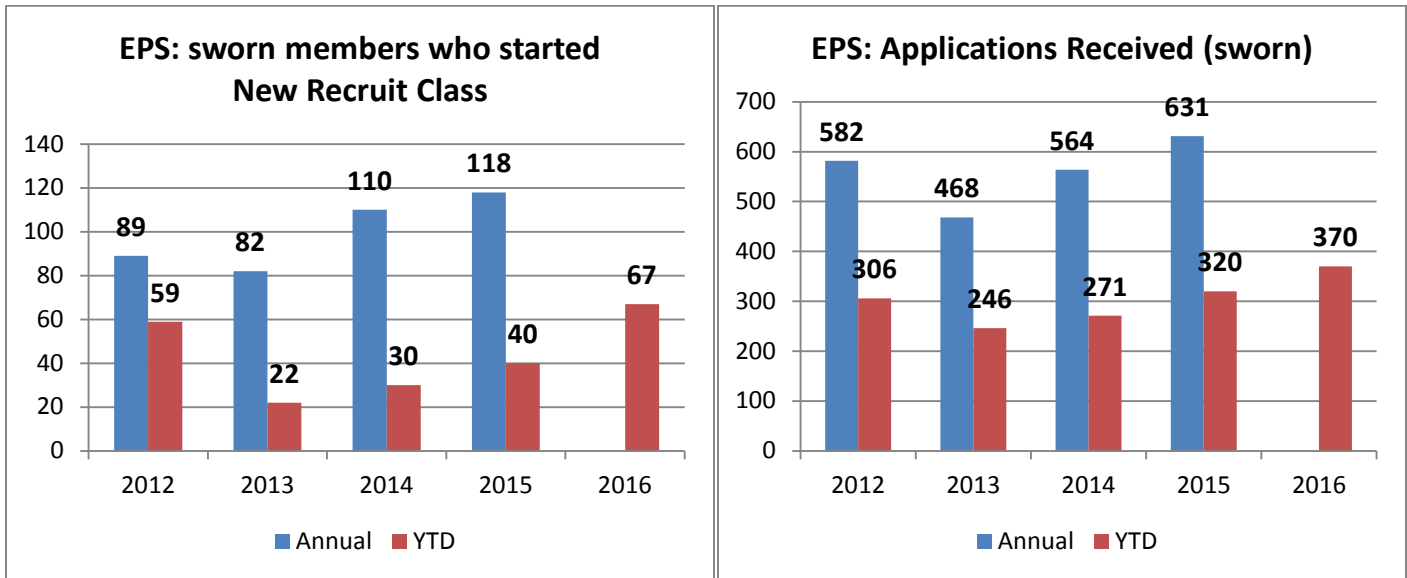
**New Experienced Officers:** EPS is offering one Experienced Officer Program class in 2016, starting Aug 29, 2016. Currently 5 EOP's have been hired with the potential of 2 more prior to the class starting.

**New Recruit Applicants:** The number of both new recruit and new experienced officer applications has increased 16% compared to the first 2 quarters of 2015. Reactivated files are also counted which cover resubmissions after being deferred, an expired application, or self-removal from the process. The increase in



## 2016 Annual Policing Plan – Q2

applicants is an indication that we will be able to continue to grow the number of applications throughout the year to meet the remaining hiring demands in 2016 and 2017.





## 2016 Annual Policing Plan – Q2

### INITIATIVE 23

## Diversity in Recruitment

**Initiative Owner:** Recruit Selection Unit – Corporate Services Bureau

### Initiative Context:

The Edmonton Police Service has consistently maintained the importance that the organization is a reflection of the community it serves. The Edmonton Police Service views diversity through a wide range of qualities from its potential applicants which include but are not exclusive to ethnicity, life experience and languages spoken.

In 2015, the Diversity Positive Recruiting Communications Plan was developed, and in 2016 it will be implemented with specific recruiting strategies and tactics for the eight communities represented on the Chief's Advisory Council. EPS's Recruit Selection Unit will partner with the Diversity Positive Recruiting Action Committee to create more opportunities to increase sworn member applicants from visible minority communities and those with diverse backgrounds.

### Performance Measures / Targets:

*Diverse Recruiting Initiatives* – the number of sworn member recruiting initiatives and events in diverse communities. **Target:** an increase from 2015 levels.

### Year-to-Date Status:

#### On-target

#### Diverse Recruiting Initiatives

	2016	2015	% Change
# of Initiatives	19	11	+73%

#### Off-target

#### Self-Identified Diverse Applicants

	2016	2015	% Change
# of self-identified	23	25	-8%
# of unidentified	238	191	+25%

*Diverse Applicants* – the number of sworn member applicants from diverse communities. **Target:** an increase from 2015 levels.

*Culturally Experienced Applicants* – the number of sworn member applicants with credible cultural training, experience or speak second languages. **Target:** an increase from 2015 levels.

*Female Applicants* – the number of sworn member female applicants to EPS. **Target:** an increase from 2015 levels.

### Activities:

**Q1-Q4:** Continue to attend Diversity Positive Recruiting events (typically two per month).

**Q1:** Finalize the recruiting strategies to be deployed for each diverse community as outlined in the Diversity Positive Recruiting Communications Plan.

**Q2-Q4:** Complete quarterly initiatives as outlined from the Diversity Positive Recruiting Communications Plan and track results.

#### On-target

#### Culturally Experienced Applicants

	2016	2015	% Change
# of applicants	117	129	-9%

#### Off-target

#### Female Applicants

	2016	2015	% Change
# of applicants	57	60	-5%

### Analysis:

### Q2 Reporting:



## 2016 Annual Policing Plan – Q2

**Diverse Recruiting Initiatives** - The following is a list of events and advertising initiatives completed in the 2nd quarter of 2016:

April 2016	May 2016	June 2016
Diversity Magazine E-Newsletter (recruiting advertisement in 12 of the 12 issues sent out)		
Maskwacis Career Fair	Diversity Magazine (Print – May/June)	Pride Festival – Recruiting Booth
Diversity Magazine (Print – March / April)	Talmud Torah JR High Info Session	Pride Festival Guide – Print Ad
		Millwood Mosiac
		Alberta Native News
		Youth Power Career Fair
		National Aboriginal Day
		Building Bridges Career Fair

Regarding the “Diversity Positive Recruiting Communications Plan: Advertising and Recruiting Tactics”, EPS’s Recruit Selection Unit (RSU) continues to complete and plan the recommended activities. Examples of events RSU completed from the plan were the Pride Festival and an information session at the Talmud Torah JR High School. We are still waiting on recommendations from the Chinese and Black communities. Looking into the next quarter, major diversity events include the Heritage Festival, Oskayak Police Academy and connecting with various student groups and associations for the September to December school year.

**Culturally Experienced Applicants** – Although the number of applications has increased in 2016, we are 9% off our quarterly target of culturally experienced applicants as discovered in the interview stages of the application process.

**Self-Identified Diverse Applicants** – the number of diverse applicants only includes those people who have submitted an application and self-identified on the written testing form. It does not include the people who have attended our open test writes or information sessions. In terms of data from the information sessions, Edmonton and area continues to see a high number of attendees. In 2015, RSU saw 948 people attend sessions, in 2016 (from January to June) RSU has already conducted sessions for 1,169 people. A sampling of 2 sessions in June had 105 attendees and 29% self-identify as a visible minority. Out of a sampling of 2 test write sessions in June, 30 wrote exams and 86% self-identified as a visible minority.

Unidentified applicants have either submitted an application but have not completed the written testing where self-identification data is collected or demographic data has yet to be imputed in the RSU data bank.

**Female Applicants** – RSU is currently 3 applications behind its quarterly target. A Woman in Policing (WIP) information session was held in quarter 1. Due to positive turnout and engagement, RSU will conduct another WIP info session in late September. Additionally, targeted online campaigns toward females with different images and messaging will begin in order to boost the twice a month regular information session.

### Q1 Reporting:

Starting in 2016, meetings with the Diversity Positive Recruiting Committee will be conducted quarterly versus monthly as done in 2015. Interviews are complete and recommendations have been made for community specific recruiting activities. The majority of the recommended activities occur in the summer months or nearing the end of the Junior and Senior high school year.

The following is a list of events and advertising initiatives completed in the first quarter of this year.

January 2016	February 2016	March 2016
Diversity Magazine E-Newsletter (recruiting advertisement in 11 of the 12 issues sent out)		
	Black History Celebration	Women in Policing Info Session
	Diversity Magazine – Print – Jan/Feb Iss.	Metro Newspaper – Women in Policing
		African CLC Youth Meeting
		EPS Youth Police Academy



## 2016 Annual Policing Plan - Q2 Results Edmonton Police Service

Presented to the  
Edmonton Police Commission  
Sept 22, 2016

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## 2016 Annual Policing Plan – Q2 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

2

## 2016 Annual Policing Plan – Q2 Results



### Reduced Crime & Victimization

<b>1. Crime Severity Index</b> EPS Crime Severity Index (estimated) <b>118.7</b> Target (year): ≤ 88 (6.0 point reduction from 2013 levels)	<b>2. Violence Reduction Strategy: Violent Crime</b> # of 4 Violent Crime Indicators <b>4,514</b> Target: ≤ 4,538 (maintain 2015 levels)	<b>3. Violence Reduction Strategy: Social Disorder</b> # of social disorder incidents <b>9,671</b> Target: ≤ 9,197 (maintain 2015 levels)	<b>4. Property Crime</b> # of 4 Property Crime Indicators <b>11,198</b> Target: ≤ 9,082 (maintain 2015 levels)
<b>5.1 Domestic Violence Intervention: Offender Checks</b> # of domestic offender management checks <b>384</b> Target: ≥ 330 (5% increase from 2015 levels)	<b>5.2 Domestic Violence Intervention: Victim Checks</b> # of domestic victim support contacts <b>522</b> Target: ≥ 500 (2% increase from 2015 levels)	<b>6.1 Gang &amp; Drug Enforcement</b> # of high-level criminal network disruptions <b>4</b> Target (year): ≥ 6 (maintain 2015 levels)	<b>6.2 Gang &amp; Drug Enforcement</b> # of medium-level criminal network disruptions <b>12</b> Target (year): ≥ 31 (maintain 2015 levels)
<b>6.3 Gang &amp; Drug Enforcement</b> # of low-level criminal network disruptions <b>7</b> Target (year): ≥ 9 (maintain 2015 levels)	<b>7. Traffic Safety</b> # of traffic corridor/intersection collisions <b>389</b> Target: ≤ 368 (2% reduction from 2015 levels)	<b>8.1 Distracted Driving</b> Distracted Driving Tickets issued (patrol) <b>2,502</b> Target: ≥ 1,459 (5% increase from 2012-2014 avg)	<b>8.2 Distracted Driving</b> Distracted Driving Tickets issued (Traffic Services) <b>1016</b> Target: ≥ 1,245 (5% increase from 2013-2014 avg)

3

## 2016 Annual Policing Plan – Q2 Results



### Reduced Crime & Victimization

<b>9. Safe in Six</b> Q2 Activities: sharing of program review with partners, internal promotion of program <b>On-target</b>	<b>10.1 Transit Beats</b> # of LRT Calls for Service <b>439</b> Target: ≤ 423 (decrease from 2015 levels)	<b>10.2 Transit Beats</b> # of LRT Crime and Disorder events <b>285</b> Target: ≥ 128 (increase from 2015 levels)	<b>11. Prevention of Crimes to Vehicles</b> # of Theft OF/FROM vehicle incidents <b>8,006</b> Target: ≤ 6,161 (2% reduction from 2015 levels)
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### Investigative Excellence

<b>12. Clearance Rates</b> % of criminal incidents cleared (weighted) <b>41.1%</b> Target: ≥ 43%	<b>13. Crime Prevention Strategy</b> EPS will not be proceeding with advertising campaign <b>Off-target</b>	<b>14. Missing Persons</b> # of fully reviewed historical missing person files <b>42</b> Target: 54 of the 72 files identified in 2013
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## 2016 Annual Policing Plan – Q2 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

**11.6%**

Target: ≥ 25%

#### 16.1 9-1-1 Call Management

911 Operator Average Speed of Answer (seconds)

**1.46**

Target: ≤ 2 seconds

#### 16.2 9-1-1 Call Management

911 Assessment & Transfer Time

**Delayed until Q3 Reporting**

#### 17.1 Police Call Management

Non-Emergency Answer Delay (seconds)

**48.5**

Target: ≤ 60 seconds

#### 17.2 Police Call Management

9-1-1 Evaluator Answer Delay (seconds)

**Delayed until Q3 Reporting**

Target: ≤ 20 seconds

#### 18. Online Crime Reporting

# of Online Crime Reports

**3,342**

Target: ≥ 2,249 (15% increase from 2015 levels)

#### 19. Mental Health Calls

Service Time for Mental Health Calls (hours)

**7.5**

Target: ≤ 9.3 hours (reduction from 2015 levels)

#### 20. Heavy Users of Service

Q2 Activities: HUoS evaluation, addressing gap, and promoting project awareness

**On-target**

5

## 2016 Annual Policing Plan – Q2 Results



### Commitment to Professionalism

#### 21. Public Complaint Investigations

% of public complaint investigations concluded ≤ 6 months

**66.0%**

Target: ≥ 75%

#### 22.1 Recruitment

# of new recruits hired/starting recruit class

**67**

Target: 70

#### 22.2 Recruitment

# of new Experienced Officers hired

**5**

Target: 5

#### 22.3 Recruitment

# of sworn applicants

**370**

Target: ≥ 320 (increase from 2015 levels)

#### 23.1 Diversity in Recruitment

# of Culturally Experienced Applicants

**117**

Target: ≥ 129 (increase from 2015 levels)

#### 23.2 Diversity in Recruitment

# Female Applicants

**57**

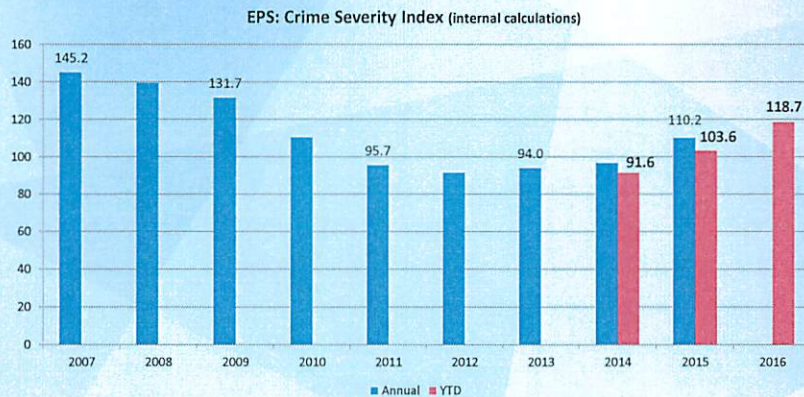
Target: ≥ 60 (increase from 2015 levels)

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## 1. Crime Severity Index

### EPS's Crime Severity Index (EPS calculations)

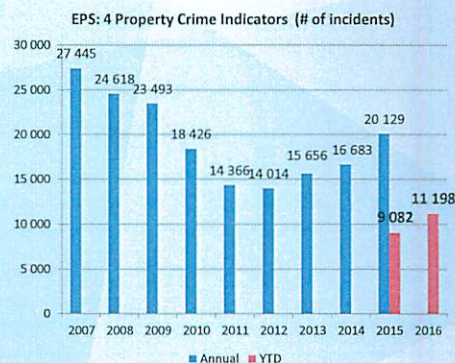
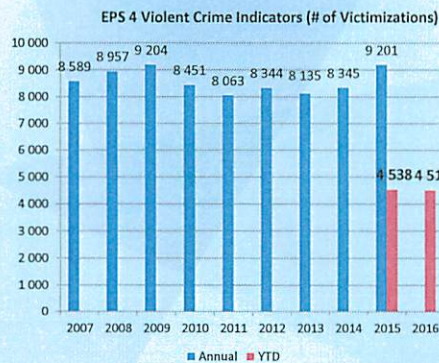
- Target: 88 or below (6.0 point reduction from 2013 levels)
- Status: 118.7 points



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## 2-4. Crime Levels

- Targets: Maintain or reduce from 2015 levels
- Status: Violent Crime Indicators -0.5%, Property Crime Indicators +23.3%, Social Disorder occurrences +8.7%



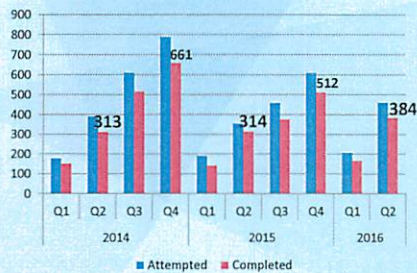
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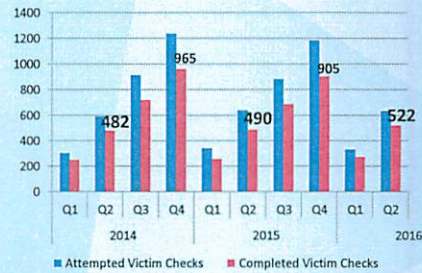
## 5. Domestic Violence Intervention

- 384 Offender checks (22.2% above 2015 levels)
- 522 Victim checks (6.5% above 2015 levels)

Offender Management Checks, Year-to-Date



Domestic Violence Victim Checks, Year-to-Date



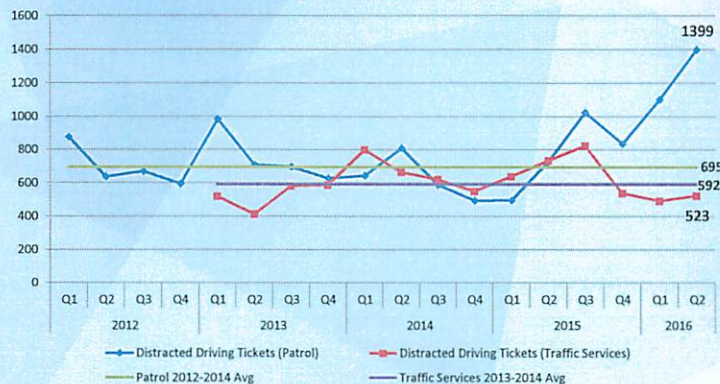
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## 8. Distracted Driving

- # of distracted driving tickets issued
- Target: 5% increase from baseline levels
- Status: Patrol: 2,502 tickets (71.5% above baseline), Traffic Services: 1,016 tickets (18.4% below baseline)

EPS: Distracted Driving Tickets issued



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## 12. Clearance Rates

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

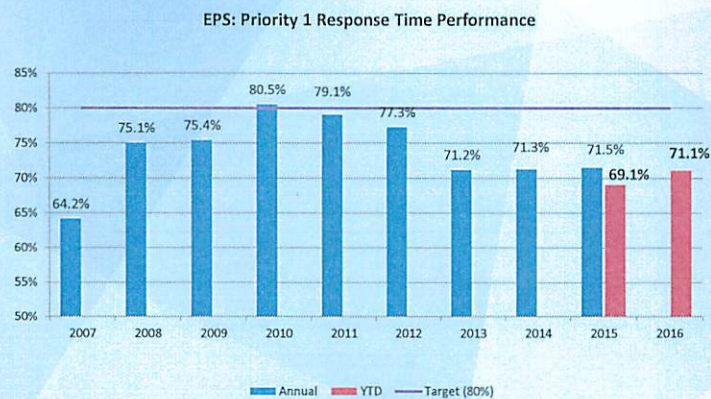


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## 15.1 Geographic Deployment Model

- 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

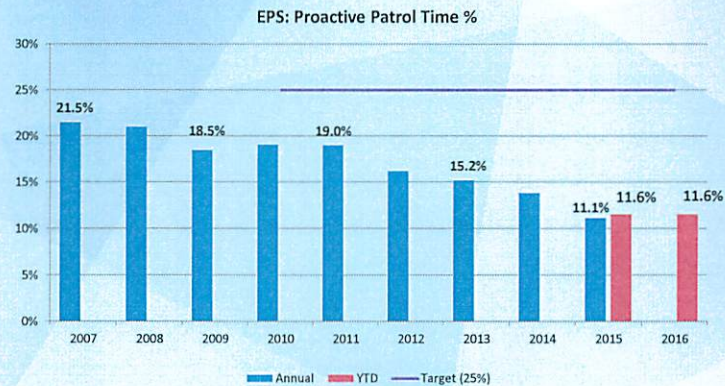


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## 15.2 Geographic Deployment Model

- Proactive Time (% of patrol shift time spent in preventive activities)
- Target: 25% or greater
- Status: 11.6%

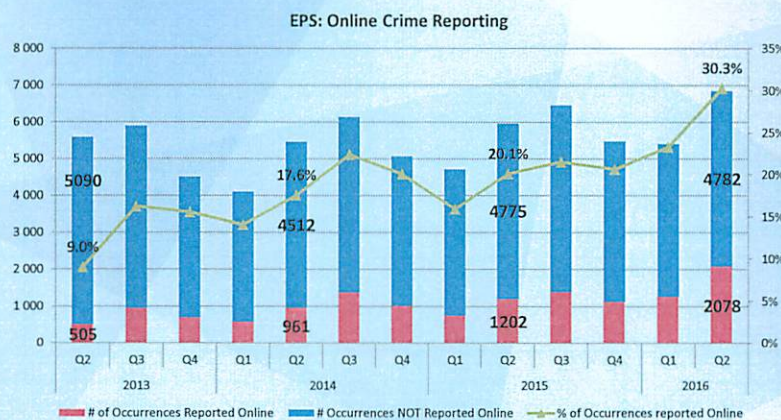


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## 18. Online Crime Reporting

- Number of online crime reports submitted/approved
- Target: 15% increase over 2015 levels
- Status: 3,342 online reports (71% above 2015 levels)



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## 19. Mental Health Calls

- Mental Health Service Time
- Target: decrease from 2015 levels
- Status: 7.5 hours (18% below 2015 levels)
  - Volume of MHA incidents also down 11% from 2015 levels)

MHA Incidents: Average Person-Hours Service Time



EPS: Number of MHA Incidents



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## 2016 Annual Policing Plan Q2 Results

Questions?

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