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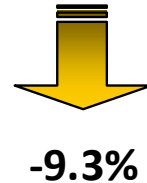
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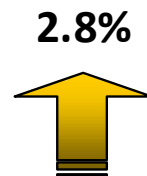
KEY PERFORMANCE INDICATORS - Q1 2010

PROPERTY CRIME	Q1 2010	Q1 2009	% Change
DISTRICT 1	2,754	2,989	-7.9%
DISTRICT 2	1,607	1,770	-9.2%
DISTRICT 3	2,002	2,108	-5.0%
DISTRICT 4	2,274	2,667	-14.7%
CITY-WIDE*	8,643	9,534	-9.3%



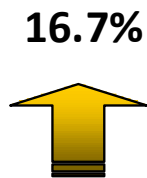
PROPERTY CLEARANCE TYPE	Q1 2010	Q1 2009	Q4 2009
UNFOUNDED	2.2%	2.2%	2.1%
FOUNDED NOT CLEARED	80.9%	80.6%	81.9%
CHARGED	11.5%	12.2%	10.6%
CLEARED BY OTHER MEANS	5.4%	5.0%	5.4%

VIOLENT CRIME	Q1 2010	Q1 2009	% Change
DISTRICT 1	463	474	-2.3%
DISTRICT 2	719	690	4.2%
DISTRICT 3	414	417	-0.7%
DISTRICT 4	231	199	16.1%
CITY-WIDE*	1,829	1,780	2.8%

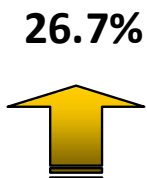


VIOLENT CLEARANCE TYPE	Q1 2010	Q1 2009	Q4 2009
UNFOUNDED	7.4%	7.9%	7.2%
FOUNDED NOT CLEARED	44.8%	46.6%	46.9%
CHARGED	37.7%	34.0%	35.5%
CLEARED BY OTHER MEANS	10.2%	11.5%	10.5%

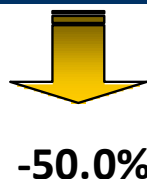
RESPONSE TIMES	Q1 2010	Q1 2009	% Change
DISTRICT 1	08:44	06:30	34.3%
DISTRICT 2	09:41	09:12	5.3%
DISTRICT 3	12:12	10:21	17.9%
DISTRICT 4	12:27	10:15	21.5%
CITY-WIDE*	10:39	09:08	16.7%



TRAFFIC INJURIES	Q1 2010	Q1 2009	% Change
DISTRICT 1	46	49	-6.1%
DISTRICT 2	98	69	42.0%
DISTRICT 3	87	78	11.5%
DISTRICT 4	110	74	48.6%
CITY-WIDE*	342	270	26.7%



TRAFFIC DEATHS	Q1 2010	Q1 2009	% Change
CITY-WIDE*	3	6	-50.0%



* City-wide totals include incidents coded as location unknown



KEY PERFORMANCE INDICATORS

Q1 2010

Planning, Research & Audit Section

April 2010



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EXECUTIVE SUMMARY¹

Property Crime

The first quarter in 2010 showed a 9.3% decrease in property crime (8,643 offences) when compared to the same quarter last year (9,534 offences).

Violent Crime

Violent crime increased from 1,780 offences to 1,829 offences, a difference of 2.8% when compared to the previous year.

Clearance Rates

Property crime clearance rates “Cleared by Charge” have slightly increased from 10.6% to 11.5% when compared to the previous quarter and decreased slightly from 12.2% when compared to the same time last year.

“Cleared by Charge” violent crime clearance rates increased from 34.0% to 37.7% when compared to the same quarter last year and increased from 35.5% when compared to the previous quarter.

Response Times

Priority 1 response times are slower by 16.7% when compared to the same quarter in the previous year.

Traffic Related Injuries & Deaths

Reported traffic related injuries increased from 270 city-wide incidents during the first quarter of 2009 to 342 incidents this quarter. This represents a 26.7% increase in reported injuries.

Traffic fatalities decreased by 2 incidents (3 deaths) when compared to the same time last year.

Annual Citizen Satisfaction Levels

The overall satisfaction with the VPD from businesses was 85% which is an increase of 3% from 2008. The overall satisfaction from residents was 82% which is an increase of 4% from 2008.

Budget Variance

Budget variance data for the quarter is presented to the Vancouver Police Board through their Finance Committee.

¹ A change in the prioritization of calls for service at E-Comm has created the need to revisit the methodologies used to calculate response times. Response times will thus be temporarily removed from the KPI report until a new methodology can be created and implemented by the Planning, Research and Audit Section.



INTRODUCTION

The Vancouver Police Department's (VPD) 2008-2012 Strategic Plan establishes the VPD's vision of being "Canada's leader in policing – providing safety for all". The Strategic Plan identifies policing priorities that include the following seven operational goals:

- To reduce property crime by 20% by 2012;
- To reduce violent crime by 10% by 2012;
- To suppress violent gang activity;
- To reduce traffic-related injuries and deaths;
- To improve liveability by reducing street disorder;
- To implement best practices for consequence management and emergency preparedness; and,
- To enhance proactive and visible policing.

The establishment of organizational goals is critical, and success can be accurately determined through effective measurement. The VPD and Vancouver Police Board identified Key Performance Indicators (KPIs) that provide a macro-level perspective of organizational performance. A KPI report is produced on a quarterly basis to provide a snapshot of the VPD relative to its primary purpose – public safety.

This KPI Report presents data for the first quarter of 2010 (Q1 2010). This quarter is compared to the same quarter the previous year (Q1 2009). A description of the data included in this report and the extraction criteria is available in the appendix. The KPIs that will be presented in this report are:

- Property crime rates
- Violent crime rates
- Clearance rates for criminal investigations
- Traffic related injuries and deaths
- Budget variance
- Annual citizen satisfaction survey²






² This KPI will be reported annually at the beginning of each year.



PROPERTY CRIME & CLEARANCE RATES

Table 1 shows the breakdown of property crime by District during the first quarter of 2009 and 2010. As can be seen, property crime has decreased in each District when comparing this quarter to the same quarter last year.

Table 1: City-wide & District Annual Property Crime Comparisons

	Q1 2010	Annual Comparison	Q1 2009
District 1	2,754	 -7.9%	2,989
District 2	1,607	 -9.2%	1,770
District 3	2,002	 -5.0%	2,108
District 4	2,274	 -14.7%	2,667
City-wide	8,643	 -9.3%	9,534

To account for seasonal changes, Table 2 shows the percentage change from this quarter to the same quarter in the previous year as they relate to the number of reported property crimes.

Table 2: Recent Property Crime Trends

Quarter	# of Property Crimes	% Change
Q1 2009	9,534	-7.6%
Q2 2009	9,379	-11.3%
Q3 2009	9,959	-6.4%
Q4 2009	8,786	-10.6%
Q1 2010	8,643	-9.3%



Table 3 shows property crime has decreased since the onset of the 2008 – 2012 Strategic Plan. This decrease is attributed to all areas of property crime (see Table 3).

Table 3: Three Year Trend for Property Crime Rate per 1,000 Population

	Crime Rate			% Change		
	2007	2008	2009	2007-2008	2008-2009	2007-2009
Property Crime	72.83	67.09	60.22	-7.9%	-10.2%	-17.3%
B&E - Total	12.55	11.07	8.76	-11.8%	-20.9%	-30.2%
Business	4.11	3.71	3.03	-9.6%	-18.4%	-26.3%
Residence	7.16	6.02	4.57	-15.9%	-24.1%	-36.2%
Other	1.28	1.34	1.16	3.9%	-13.0%	-9.6%
Theft of MV	6.45	4.82	3.89	-25.2%	-19.4%	-39.7%
Theft (over/under \$5000)	39.03	36.58	34.57	-6.3%	-5.5%	-11.4%
Have Stolen Goods	2.22	1.85	1.89	-16.8%	2.3%	-14.9%
Fraud	3.89	3.25	3.55	-16.4%	9.0%	-8.9%
Arson	0.39	0.44	0.33	11.4%	-23.4%	-14.7%
Mischief (over/under \$5000)	8.29	9.08	7.23	9.5%	-20.3%	-12.8%

The property crime rate has experienced seven consecutive annual decreases. Figure 1 shows the crime rate declined from 101.79 crimes per 1,000 population in 2002 to a low of 60.22 property crimes per 1,000 population in 2009. The dashed line represents the property crime reduction goal set in the 2008-2012 Strategic Plan.

Figure 1: Annual Property Crime Rate per 1,000 Population

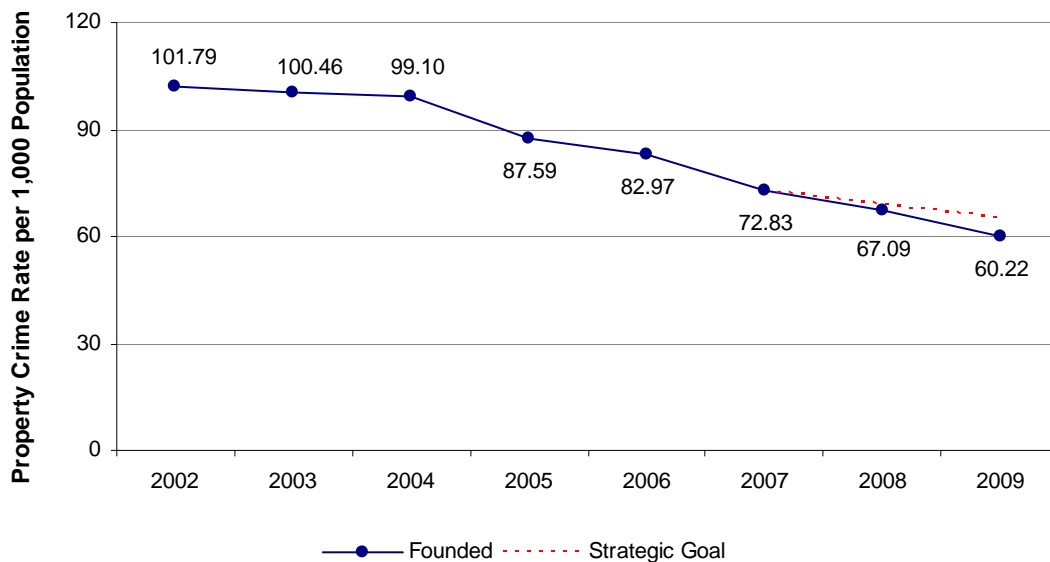




Table 4 shows property crime clearance rates “Cleared by Charge” have slightly increased from 10.6% to 11.5% when compared to last quarter and decreased slightly from 12.2% when compared to the same time last year. Compared to last quarter “Founded not Cleared” rates slightly decreased from 81.9% to 80.9%. This clearance rate increased slightly from 80.6% when compared to last year at the same time.

Table 4: Property Crime Clearance Rates






Clearance Type	Current (Q1 2010)	Last Year (Q1 2009)	Last Quarter (Q4 2009)
Unfounded	2.2%	2.2%	2.1%
Founded Not Cleared	80.9%	80.6%	81.9%
Charged	11.5%	12.2%	10.6%
Cleared by Other Means	5.4%	5.0%	5.4%



VIOLENT CRIME & CLEARANCE RATES

Table 5 shows the breakdown of violent crime by District during the first quarter of 2009 and 2010.

Table 5: City-wide & District Annual Violent Crime Comparisons

	Q1 2010	Annual Comparison	Q1 2009
District 1	463	 -2.3%	474
District 2	719	 4.2%	690
District 3	414	 -0.7%	417
District 4	231	 16.1%	199
City-wide	1,829	 2.8%	1,780

To account for seasonal changes, Table 6 shows the percentage change from this quarter to the same quarter in the previous year as they relate to the number of reported violent crimes.

Table 6: Recent Violent Crime Trends

Quarter	# of Violent Crimes	% Change
Q1 2009	1,780	-3.4%
Q2 2009	1,886	0.2%
Q3 2009	2,005	-1.9%
Q4 2009	1,804	-3.7%
Q1 2010	1,829	2.8%



Examining a three year trend for violent crime shows that this crime category has decreased since the establishment of the 2008 – 2012 Strategic Plan. With the exception of attempted murder and sexual offences, all other crime types have decreased (see Table 7).

Table 7: Three Year Trend for Violent Crime Rate per 1,000 Population

	Crime Rate			% Change		
	2007	2008	2009	2007-2008	2008-2009	2007-2009
Violent Crime	12.52	12.45	11.93	-0.6%	-4.2%	-4.7%
Culpable Homicide	0.03	0.03	0.03	-6.2%	-7.4%	-13.2%
Attempted Murder	0.03	0.04	0.03	28.1%	-19.8%	2.8%
Sexual Offences	0.86	0.81	0.90	-5.7%	10.8%	4.4%
Assaults	9.07	9.07	8.84	0.0%	-2.5%	-2.5%
Robbery	2.53	2.50	2.13	-1.1%	-15.0%	-15.9%

Figure 2 shows the annual violent crime rate has declined three consecutive years from 13.46 crimes per 1,000 population in 2006 to 11.93 crimes per 1,000 population in 2009. The dashed line represents the violent crime reduction goal set in the 2008-2012 Strategic Plan.

Figure 2: Annual Violent Crime Rate per 1,000 Population

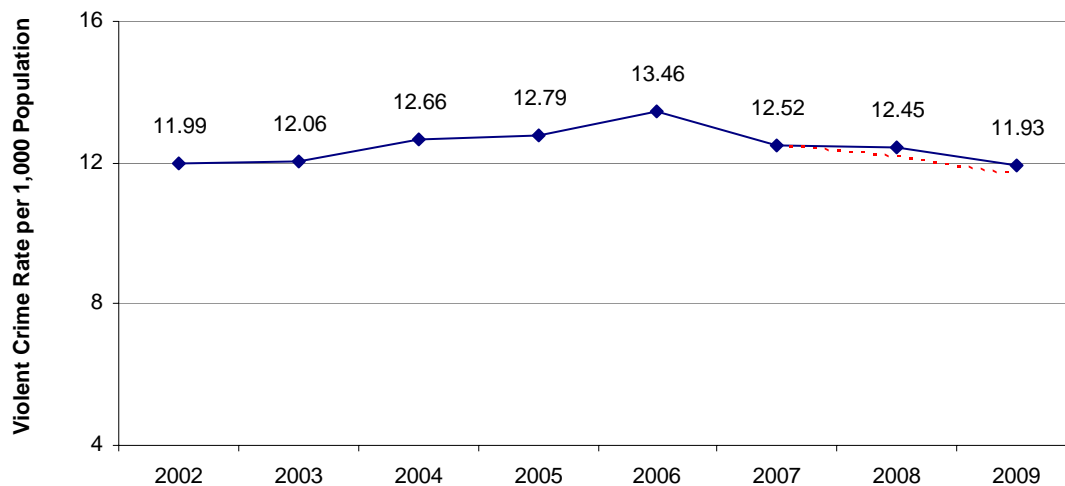




Table 8 shows “Cleared by Charge” violent crime clearance rates increased from 34.0% to 37.7% when compared to the same quarter last year and increased from 35.5% when compared to last quarter. “Founded not Cleared” rates decreased from 46.6% to 44.8% when compared to last year and also decreased from last quarter which returned a 46.9% clearance rate.

Table 8: Violent Crime Clearance Rates






Clearance Type	Current (Q1 2010)	Last Year (Q1 2009)	Last Quarter (Q4 2009)
Unfounded	7.4%	7.9%	7.2%
Founded Not Cleared	44.8%	46.6%	46.9%
Charged	37.7%	34.0%	35.5%
Cleared by Other Means	10.2%	11.5%	10.5%



RESPONSE TIMES

Table 9 shows Priority 1 (P1) response times by District and shows the percentage change from this quarter to the same quarter last year.

Table 9: City-wide & District Annual Response Time Comparisons

	Q1 2010	Annual Comparison	Q1 2009
District 1	08:44	 34.3%	06:30
District 2	09:41	 5.3%	09:12
District 3	12:12	 17.9%	10:21
District 4	12:27	 21.5%	10:15
City-wide	10:39	 16.7%	09:08

To account for seasonal changes, Table 10 shows the percentage change from this quarter to the same quarter last year as they relate to P1 response times.

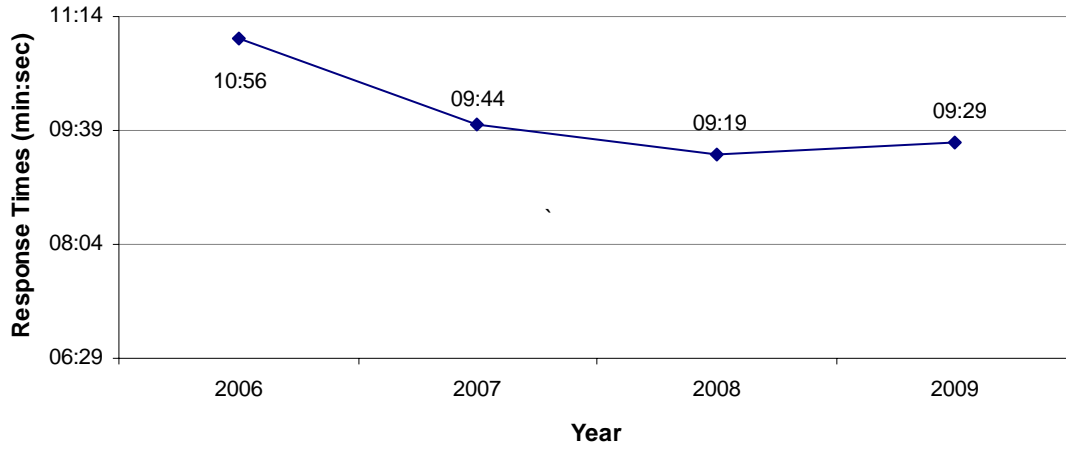
Table 10: Recent Priority 1 Response Times

Quarter	Response Time	% Change
Q1 2009	09:08	5.4%
Q2 2009	08:52	-6.2%
Q3 2009	09:20	-5.8%
Q4 2009	10:34	15.2%
Q1 2010	10:39	16.7%



Figure 3 shows Priority 1 response times by year.

Figure 3: Priority 1 Response Times





TRAFFIC RELATED INJURIES AND DEATHS

Traffic offences are collected under the categories of Motor Vehicle Accidents (MVAs) resulting in injuries or death. Table 11 shows the percentage change of traffic injuries from this quarter to the same quarter in the previous year.

Table 11: Traffic Incidents Involving Injured Persons

Quarter	# of Incidents	% Change
Q1 2009	270	6.7%
Q2 2009	304	5.9%
Q3 2009	347	6.4%
Q4 2009	348	9.8%
Q1 2010	342	26.7%

Since 2005, the number of MVAs resulting in injuries significantly dropped from 1,998 offences to 1,179 in 2008. Figure 4 shows that in 2009, there were 1,267 MVAs resulting in injuries that were reported to the VPD. This is a 7.5% increase in injuries from 2008.

Figure 4: Motor Vehicle Accidents with Injuries

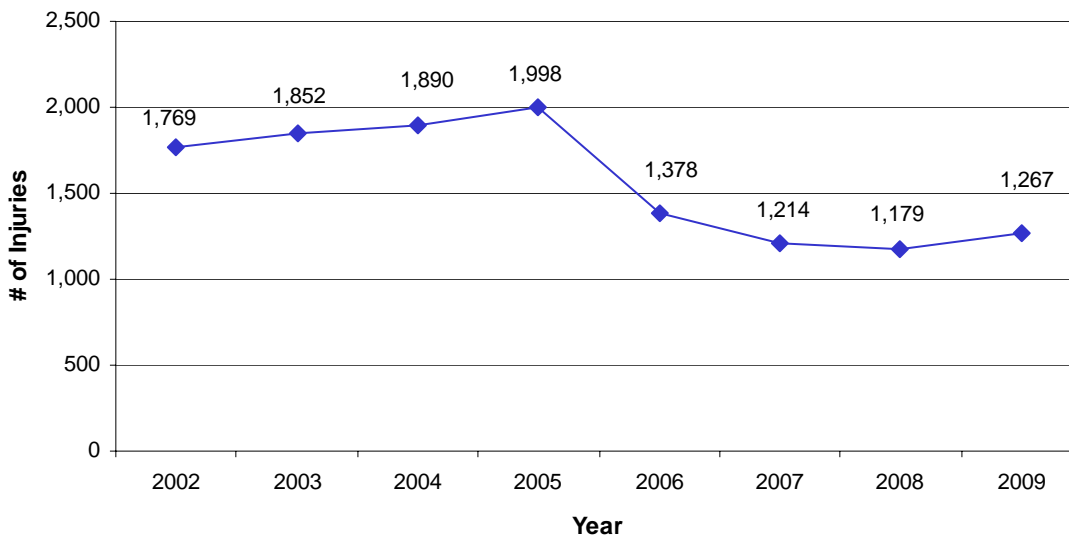




Table 12 compares the number of fatal traffic incidents and deaths by quarter³.

Table 12: Fatal Traffic Incidents

Quarter	# of Incidents	# of Deaths	Quarter	# of Incidents	# of Deaths
Q1 2009	5	6	Q1 2008	7	7
Q2 2009	3	3	Q2 2008	2	2
Q3 2009	3	3	Q3 2008	6	6
Q4 2009	4	4	Q4 2008	4	4
Q1 2010	3	3	Q1 2009	5	6

³ Percent changes were not included in the tables as the overall small number of total fatalities cause any change to result in percentage changes that appear significant but should not be interpreted as such.



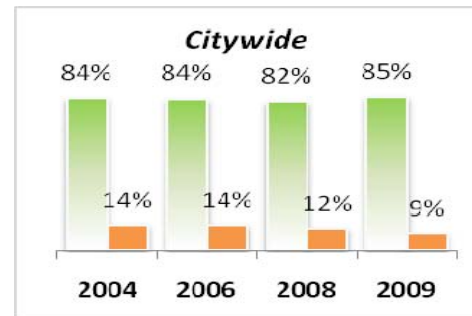
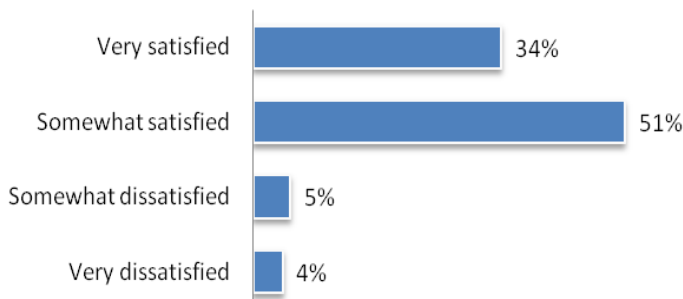
2009 COMMUNITY SURVEY RESULTS

Surveys are now being conducted annually to measure community satisfaction with the VPD's service. To maintain consistency across waves of the survey, the same method was employed in 2009 as in previous years. NRG Consulting Group uses random digit dialing and quotas to ensure a representative sample of 400 business owners and 800 residents of the city of Vancouver. This year, the sample also included households where only a cell phone is used.

Results suggest that both business owners and residents are satisfied with the service the VPD is providing (Figures 5 and 6). Also, satisfaction rates are higher than the rates seen since 2004.

Figure 5: Business Survey Overall Satisfaction

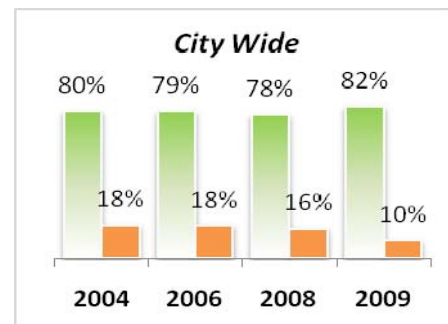
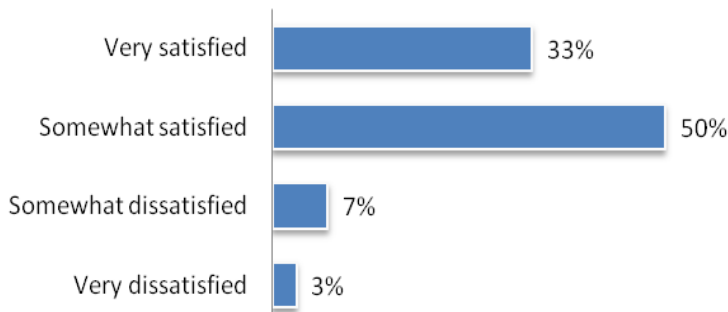
Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2009)



Legend: Satisfied respondents (green), Dissatisfied respondents (orange)

Figure 6: Residential Survey Overall Satisfaction

Overall, how satisfied are with the service provided by the VPD? (Citywide, 2009)





The surveys showed that those who are satisfied with the services provided by the VPD generally noted that this is because the VPD is doing a good job and have quick response times. However, those who are dissatisfied most frequently mention that they have had no contact or interaction with the police and that response times are low. Increased visibility and reviews of staffing needs and resources were also frequently mentioned (see Tables 13 and 14).

Table 13: Business Owners' Top Four Reasons for Satisfaction/Dissatisfaction

Reasons for Satisfaction	Citywide
Quick response/service	16%
Doing a good job/I am satisfied	16%
Low crime area/Vancouver is safe	6%
Police presence has helped reduce crime/solve problems	6%
Reasons for Dissatisfaction	Citywide
No contact/little interaction with police	24%
Slow response/service	8%
Police ineffective/response ineffective	7%
Not enough police presence/need more staff	3%

Table 14: Residents' Top Four Reasons for Satisfaction/Dissatisfaction

Reasons for Satisfaction	Citywide
Doing a good job/I am satisfied	32%
Quick response/service	12%
Courteous / Polite	3%
Police are visible and keep crime low	2%
Reasons for Dissatisfaction	Citywide
No contact/little interaction with police	9%
Slow response/service	5%
Need more patrols / visibility	4%
Not enough police presence/need more staff	4%



APPENDIX

Data

The data for this report is obtained from the PRIME records management system. Crime statistics at the VPD are published using the 'all offences method', which captures all of the offences associated with an incident. An incident may include up to four separate offences.

The crime statistics noted in this report reflect the raw reported crime counts based on the all offence method (where one incident can represent more than one crime) as well as cases cleared as unfounded to more accurately represent workload by members.

Crime rates are calculated per 1,000 population. BC Statistics cites Vancouver's 2009 population to be 628,6214. The population for 2009 has been projected as 638,930 using a 5-year average percentage population growth in Vancouver.

Property crime includes the following offences:

- Break and Enter
- Thefts over/under \$5000
- Theft of Motor Vehicle
- Theft from Motor Vehicle
- Have Stolen Goods
- Fraud
- Mischief

Violent crime includes the following offences:

- Culpable Homicide
- Attempted Murder
- Sex Offence⁵
- Assault
- Robbery

Clearance Rates describe the status of an incident. An incident can be cleared either as founded or unfounded.

⁴ BC Stats as of March 15, 2010.

⁵ On September 9th, 2008, Versadex was updated to reflect the changes brought about by Statistics Canada. Sex Offence crimes now include Luring a Child via Computer as well as Voyeurism.



Founded

- *Cleared by Charge:* A charge has been laid or is recommended to be laid against a suspect in connection with the incident.
- *Cleared by Other Means:* A suspect has been identified in connection with the incident but is processed by another means.
- *Founded but not Cleared:* A suspect has not been identified in connection with the incident.

Unfounded

- *Unfounded:* No violation of the law took place.

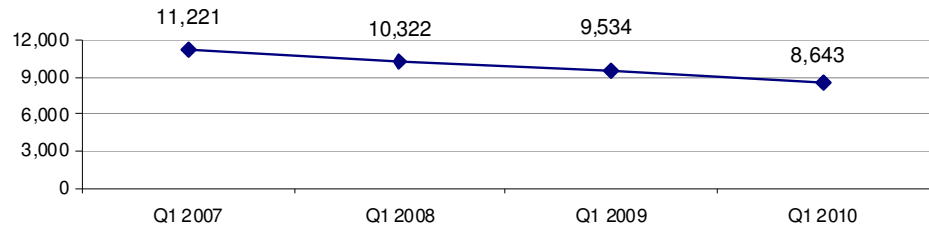
Response times are calculated by subtracting the time a unit arrives on scene at a call from when a call for service is received by E-Comm. The following calls are excluded from response time calculations: on-view calls, self initiated calls, calls with a response time less than one minute and greater than 10 hours, and call types motor vehicle incident with injury and missing persons.



TOTAL NUMBER OF INCIDENTS

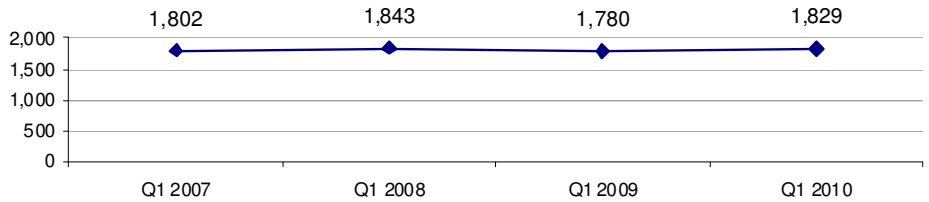
PROPERTY CRIME

1st Quarter



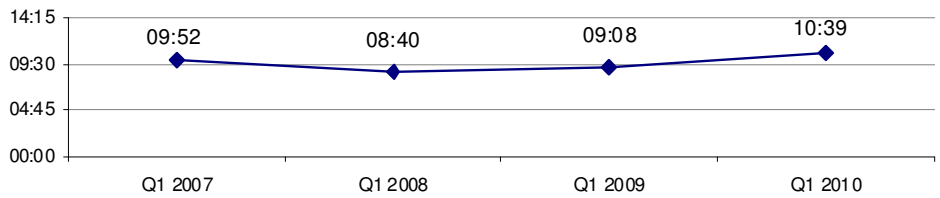
VIOLENT CRIME

1st Quarter



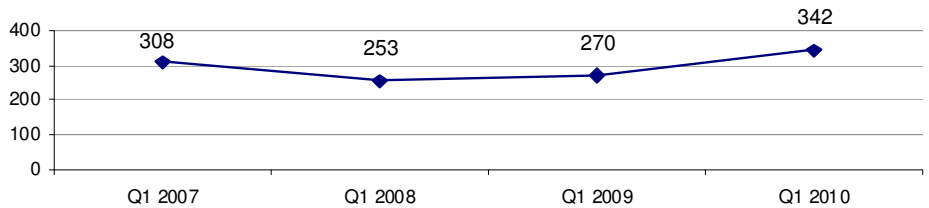
RESPONSE TIMES

Minutes:Seconds



TRAFFIC INJURIES

1st Quarter



TRAFFIC DEATHS

1st Quarter

