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**KEY PERFORMANCE INDICATORS - Q1 2012**

PROPERTY CRIME	Q1 2012	Q1 2011	% Change
DISTRICT 1	2,389	2,125	12.4%
DISTRICT 2	1,719	1,690	1.7%
DISTRICT 3	1,838	1,931	-4.8%
DISTRICT 4	2,211	2,173	1.7%
<b>CITY-WIDE*</b>	<b>8,173</b>	<b>7,929</b>	<b>3.1%</b>



**3.1%**

PROPERTY CLEARANCE TYPE	Q1 2012	Q1 2011	% Change
UNFOUNDED	1.4%	1.7%	-15.4%
FOUNDED NOT CLEARED	80.5%	80.6%	-0.2%
CHARGED	11.8%	11.8%	0.3%
CLEARED BY OTHER MEANS	6.3%	6.0%	6.0%

VIOLENT CRIME	Q1 2012	Q1 2011	% Change
DISTRICT 1	399	403	-1.0%
DISTRICT 2	658	705	-6.7%
DISTRICT 3	270	329	-17.9%
DISTRICT 4	202	201	0.5%
<b>CITY-WIDE*</b>	<b>1,532</b>	<b>1,640</b>	<b>-6.6%</b>



**-6.6%**

VIOLENT CLEARANCE TYPE	Q1 2012	Q1 2011	% Change
UNFOUNDED	5.8%	6.4%	-10.2%
FOUNDED NOT CLEARED	47.2%	45.9%	2.7%
CHARGED	37.7%	36.7%	2.7%
CLEARED BY OTHER MEANS	9.3%	10.9%	-14.7%

RESPONSE TIMES	Q1 2012	Q1 2011	% Change
DISTRICT 1	07:30	06:45	11.1%
DISTRICT 2	09:49	08:38	13.6%
DISTRICT 3	10:41	10:17	3.9%
DISTRICT 4	11:25	10:21	10.3%
<b>CITY-WIDE*</b>	<b>09:46</b>	<b>08:56</b>	<b>9.4%</b>



**9.4%**

TRAFFIC INJURIES ATTENDED	Q1 2012	Q1 2011	% Change
DISTRICT 1	65	58	12.1%
DISTRICT 2	81	72	12.5%
DISTRICT 3	84	103	-18.4%
DISTRICT 4	80	75	6.7%
<b>CITY-WIDE*</b>	<b>311</b>	<b>309</b>	<b>0.6%</b>



**0.6%**

TRAFFIC DEATHS	Q1 2012	Q1 2011	% Change
<b>CITY-WIDE*</b>	<b>3</b>	<b>5</b>	<b>-40.0%</b>



**-40.0%**

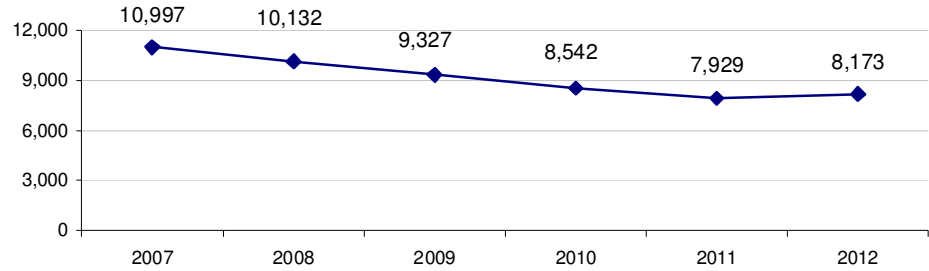
\* City-wide totals include incidents coded as location unknown



### TOTAL NUMBER OF INCIDENTS

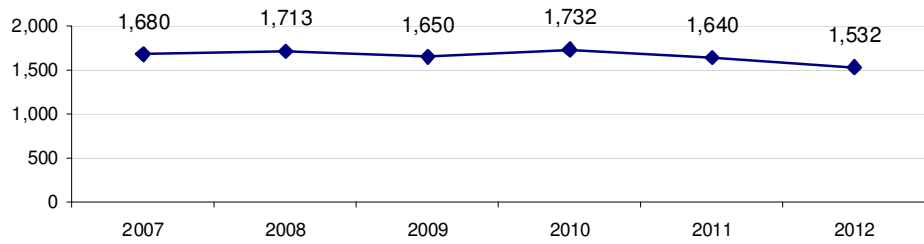
#### PROPERTY CRIME

1st Quarter



#### VIOLENT CRIME

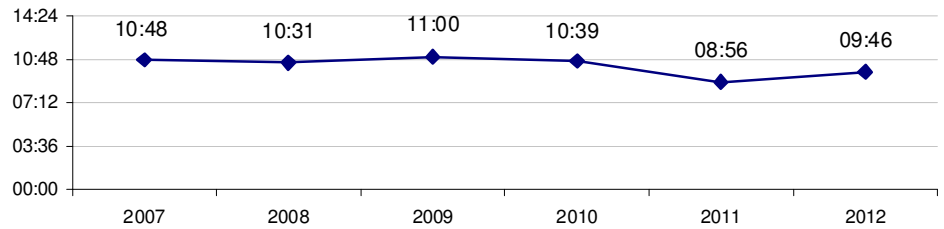
1st Quarter



#### RESPONSE TIMES

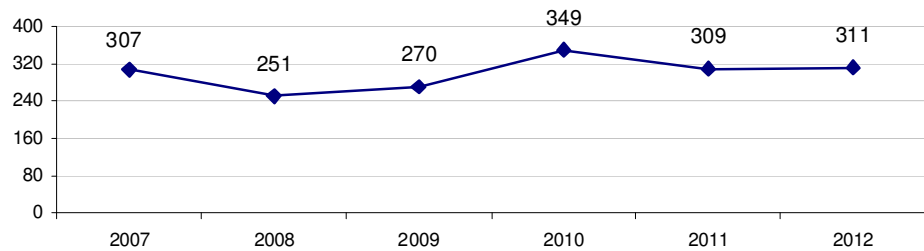
Minutes:Seconds

1st Quarter



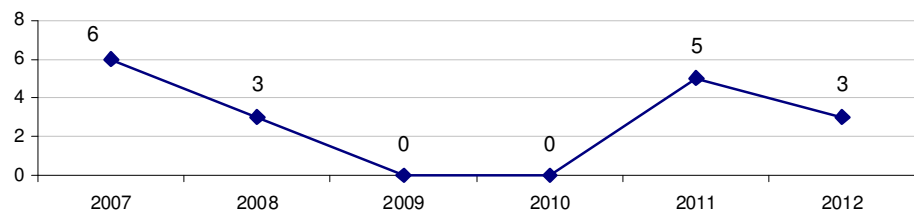
#### TRAFFIC INJURIES ATTENDED

1st Quarter



#### TRAFFIC DEATHS

1st Quarter



# KEY PERFORMANCE INDICATORS

Q1 2012

Planning, Research & Audit Section

April 2012



VANCOUVER POLICE DEPARTMENT  
*Beyond the Call*



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## EXECUTIVE SUMMARY

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### **Property Crime**

In the first quarter of 2012, reported property crime increased by 3.1%, from 7,924 to 8,173 offences, when compared to the same quarter last year.

### **Violent Crime**

The number of crimes against persons decreased 6.6% from 1,640 to 1,532 offences when comparing the first quarter of 2011 and 2012.

### **Clearance Rates**

In the first quarter of 2011 and 2012 the VPD cleared 11.8% of property crimes as “Cleared by Charge”.

“Cleared by Charge” violent crime clearance rates increased from 36.7% to 37.7% when compared to the same quarter last year. Further, there were 0.7% more incidents “Cleared by Charge” this quarter than compared to last quarter.

### **Response Times**

Priority 1 response times in the first quarter of 2012 (9:46) were slower by 50 seconds (9.4%) when compared to the same quarter last year (8:56).

### **Traffic Attended Injuries & Deaths**

The VPD attended 2 more traffic injury calls in the first quarter of 2012 (311) compared to the same quarter last year (309). This represents a 0.6% increase in traffic injury attended calls.

Although ICBC data is one cycle behind in reporting, at the time of writing, ICBC advised the Q4 2011 traffic data was still not available.

There were 3 traffic fatalities that occurred in the first quarter of 2012 and 5 fatalities that occurred in the first quarter of 2011.

### **Annual Citizen Satisfaction Levels**

Consistent with previous years, Vancouver residents’ overall satisfaction with the service provided by the VPD remained high in 2011. Almost nine-in-ten residents said they were ‘somewhat satisfied’ or ‘very satisfied’ with the VPD’s service.

Consistent with the 2010 results, 90% of businesses were satisfied with the service provided by the VPD. This is a significant improvement compared to previous years, notably 8% higher than in 2008.

### **Budget Variance**

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



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## INTRODUCTION

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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 2012 (Q1 2012) and is compared to the same quarter the previous year (Q1 2011). 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 attended injuries, ICBC reported injuries, traffic deaths; and,
- Annual citizen satisfaction survey.





PROPERTY CRIME & CLEARANCE RATES

Table 1 shows the breakdown of property crime by District during the first quarter of 2011 and 2012. As shown, property crime has increased 3.1% city-wide when comparing this quarter to the same quarter last year.

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

	Q1 2012	Annual Comparison	Q1 2011
District 1	2,389	12.4%	2,125
District 2	1,719	1.7%	1,690
District 3	1,838	-4.8%	1,931
District 4	2,211	1.7%	2,173
<b>City-wide</b>	<b>8,173</b>	<b>3.1%</b>	<b>7,929</b>

To account for seasonal changes, Table 2 shows the quarterly percentage change over the previous year as they relate to the number of reported property crimes.

Table 2: Recent Property Crime Trends

Quarter	# of Property Crimes	% Change From Same Quarter Previous Year
Q1 2011	7,929	-7.2%
Q2 2011	8,060	-6.7%
Q3 2011	9,065	-1.8%
Q4 2011	7,918	-4.5%
Q1 2012	8,173	3.1%



Table 3 shows that property crime has decreased annually since the implementation of the 2008 – 2012 Strategic Plan. This decrease is attributed to all areas of property crime with the exception of Arson which has increased 7.3% since 2007. Overall, the property crime rate has decreased 28.5% from 2007 to 2011.

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

	Crime Rate					% Change				
	2007	2008	2009	2010	2011	2007-2008	2008-2009	2009-2010	2010-2011	2007-2011
<b>Property Crime</b>	<b>71.33</b>	<b>65.78</b>	<b>58.86</b>	<b>53.99</b>	<b>51.01</b>	<b>-7.8%</b>	<b>-10.5%</b>	<b>-8.3%</b>	<b>-5.5%</b>	<b>-28.5%</b>
B&E - Total	12.35	10.87	8.66	7.70	7.71	-12.0%	-20.4%	-11.1%	0.2%	-37.6%
Business	4.05	3.66	3.01	2.60	2.64	-9.6%	-17.7%	-13.8%	1.8%	-34.7%
Residence	7.04	5.90	4.49	4.13	4.18	-16.2%	-23.8%	-8.0%	1.2%	-40.5%
Other	1.27	1.31	1.15	0.97	0.88	3.5%	-12.3%	-16.1%	-8.4%	-30.3%
Theft of MV	5.54	4.04	3.05	2.38	1.76	-27.1%	-24.4%	-22.1%	-26.0%	-68.2%
Theft from MV (<=>\$5K)	20.46	18.71	16.18	13.55	11.53	-8.5%	-13.5%	-16.3%	-14.9%	-43.6%
Theft (<> \$5K)	18.30	17.68	18.02	17.47	16.97	-3.4%	1.9%	-3.0%	-2.9%	-7.3%
Have Stolen Goods	2.21	1.84	1.88	1.52	1.57	-16.6%	2.1%	-19.3%	3.3%	-29.1%
Fraud	3.86	3.21	3.52	3.94	3.62	-16.7%	9.5%	11.9%	-8.0%	-6.1%
Arson	0.40	0.43	0.33	0.30	0.42	9.7%	-24.8%	-6.5%	39.0%	7.3%
Mischief (<> \$5K)	8.22	9.00	7.23	7.14	7.43	9.4%	-19.7%	-1.2%	4.0%	-9.7%



The property crime rate has experienced nine consecutive annual decreases. Figure 1 shows the crime rate declined from 100.42 crimes per 1,000 population in 2002 to a low of 51.01 property crimes per 1,000 population by the end of 2011. 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

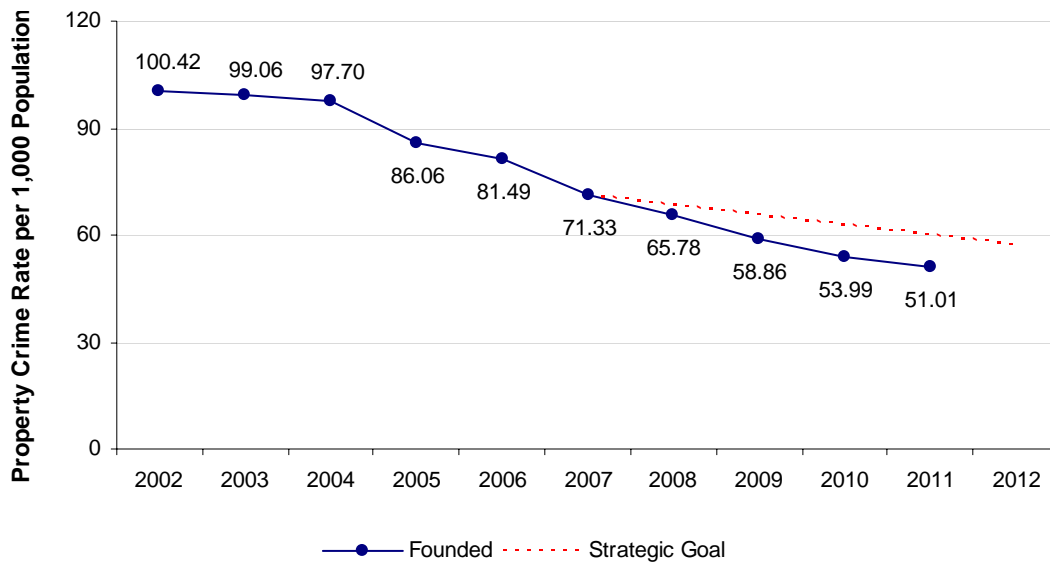


Table 4 shows that 11.8% of property crimes in each of the three comparable quarters were cleared by charge.

Table 4: Property Crime Clearance Rates

Clearance Type	Current (Q1 2012)	Last Year (Q1 2011)	Last Quarter (Q4 2011)
Unfounded	1.4%	1.7%	1.9%
Founded Not Cleared	80.5%	80.6%	80.1%
Charged	11.8%	11.8%	11.8%
Cleared by Other Means	6.3%	6.0%	6.2%



VIOLENT CRIME & CLEARANCE RATES

Table 5 shows the breakdown of violent crime by District during the first quarter of 2011 and 2012. City-wide, violent crime is down 6.6% when compared to the same time last year. District 3 experienced the largest decrease in violent crime (-17.9%).

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

	Q1 2012	Annual Comparison	Q1 2011
District 1	399	-1.0%	403
District 2	658	-6.7%	705
District 3	270	-17.9%	329
District 4	202	0.5%	201
<b>City-wide</b>	<b>1,532</b>	<b>-6.6%</b>	<b>1,640</b>



To account for seasonal changes, Table 6 shows the quarterly percentage change over the previous year as they relate to the number of reported violent crimes.

Table 6: Recent Violent Crime Trends

Quarter	# of Violent Crimes	% Change From Same Quarter Previous Year
Q1 2011	1,640	-5.3%
Q2 2011	1,788	7.6%
Q3 2011	1,712	0.1%
Q4 2011	1,552	-3.6%
Q1 2012	1,532	-6.6%

Examining a five year trend for violent crime shows this crime category has decreased 11.8% since the establishment of the 2008 – 2012 Strategic Plan. Overall, Sexual Offences (5.0%) is the only crime against person that has not decreased over this time period (see Table 7).

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

	Crime Rate					% Change				
	2007	2008	2009	2010	2011	2007-2008	2008-2009	2009-2010	2010-2011	2007-2011
<b>Violent Crime</b>	<b>11.66</b>	<b>11.49</b>	<b>11.07</b>	<b>10.44</b>	<b>10.29</b>	<b>-1.5%</b>	<b>-3.7%</b>	<b>-5.6%</b>	<b>-1.4%</b>	<b>-11.8%</b>
Culpable Homicide	0.03	0.03	0.03	0.01	0.02	-6.2%	-2.0%	-51.1%	64.5%	-26.0%
Attempted Murder	0.03	0.03	0.03	0.02	0.02	22.3%	-16.0%	-45.7%	28.3%	-28.4%
Sexual Offences	0.75	0.73	0.81	0.87	0.78	-2.3%	11.3%	7.2%	-9.9%	5.0%
Assaults	8.36	8.20	8.12	7.87	7.85	-1.9%	-1.1%	-3.0%	-0.3%	-6.1%
Robbery	2.50	2.49	2.08	1.67	1.62	-0.2%	-16.5%	-19.7%	-3.3%	-35.3%



Figure 2 shows the annual violent crime rate has declined for five consecutive years from 12.13 crimes per 1,000 population in 2006 to 10.29 crimes per 1,000 population in 2011. 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

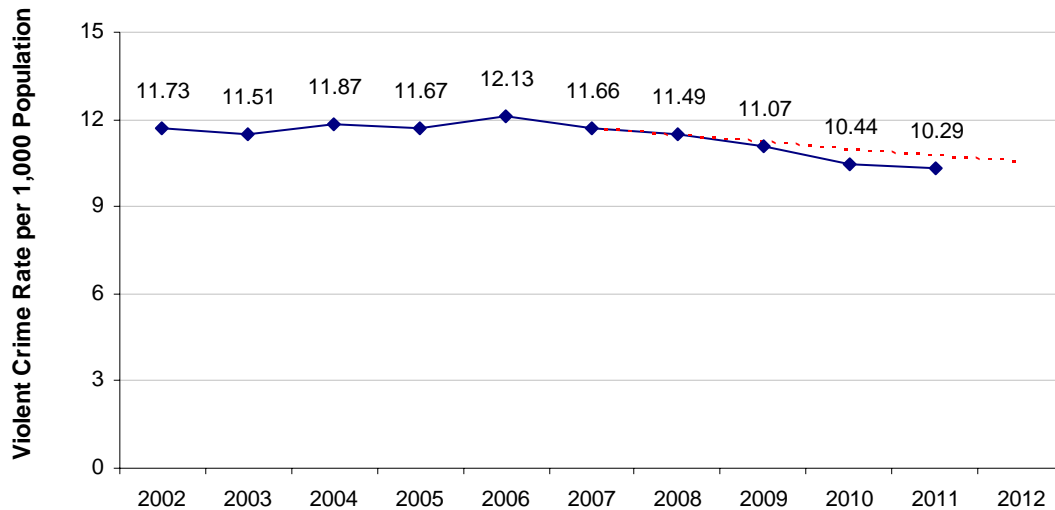


Table 8 shows “Cleared by Charge” violent crime clearance rates increased from 36.7% to 37.7% when compared to the same quarter last year. Further, there were 0.7% more incidents “Cleared by Charge” this quarter compared to last quarter which reported a clearance rate of 37.0%.

Table 8: Violent Crime Clearance Rates






Clearance Type	Current (Q1 2012)	Last Year (Q1 2011)	Last Quarter (Q4 2011)
Unfounded	5.8%	6.4%	5.9%
Founded Not Cleared	47.2%	45.9%	47.8%
Charged	37.7%	36.7%	37.0%
Cleared by Other Means	9.3%	10.9%	9.2%



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. Overall, city-wide P1 response times were slower by 9.4% or 50 seconds.

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

	Q1 2012	Annual Comparison	Q1 2011
District 1	07:30	 11.1%	06:45
District 2	09:49	 13.6%	08:38
District 3	10:41	 3.9%	10:17
District 4	11:25	 10.3%	10:21
<b>City-wide</b>	<b>09:46</b>	 <b>9.4%</b>	<b>08:56</b>



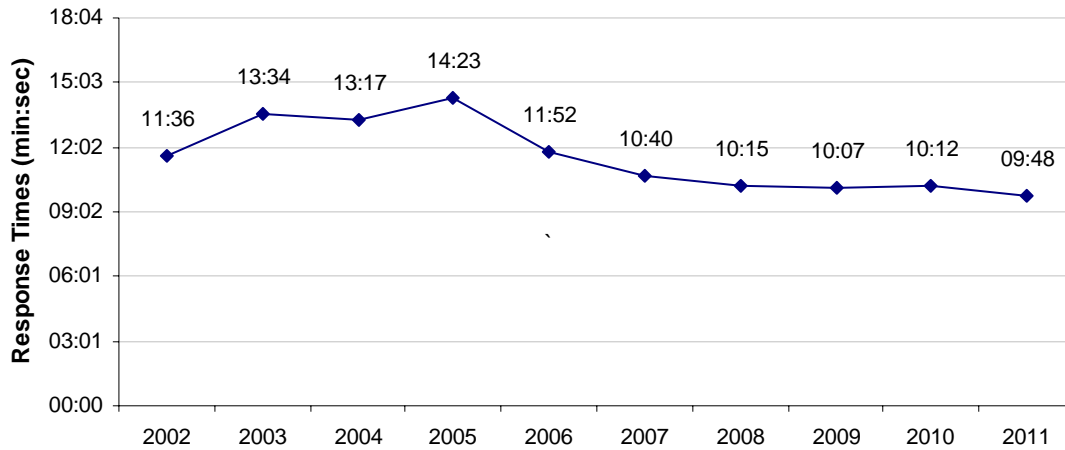
To account for seasonal changes, Table 10 shows the quarterly percentage change over the previous year as they relate to P1 response times.

Table 10: Recent Priority 1 Response Times

Quarter	Response Time	% Change From Same Quarter Previous Year
Q1 2011	08:56	-16.2%
Q2 2011	10:22	0.3%
Q3 2011	10:44	5.4%
Q4 2011	10:09	5.1%
Q1 2012	09:46	9.4%

Figure 3 illustrates Priority 1 response times by year. The 2011 P1 response time (9:48) decreased 3.9% when compared to the 2010 P1 response time (10:12). This represents a faster response time of 24 seconds.

Figure 3: Priority 1 Response Times







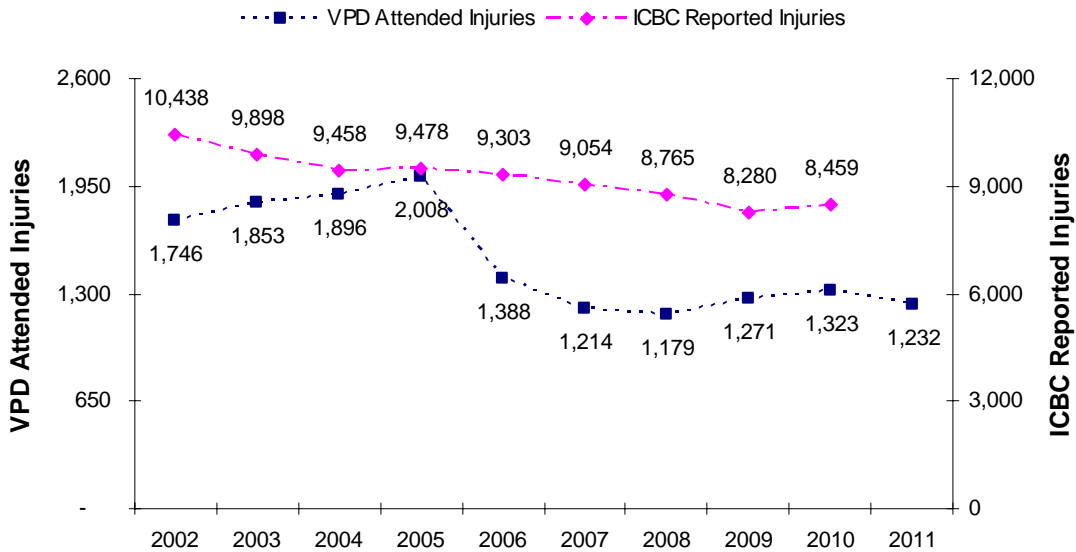
### TRAFFIC RELATED INJURIES & DEATHS

ICBC reported traffic injuries versus VPD traffic injuries attended differ substantially. Data from ICBC speaks to the safety of the roads whereas data from the VPD is more reflective of workload. For example, if calls for service are lower than usual or officers have more proactive time, then officers have more time to attend a motor vehicle accident (MVA) where there is an injury. Conversely, if calls for service are higher and therefore proactive time is lower then officers will not be able to attend as many MVA-with-injury incidents.

Figure 4 depicts the number of ICBC<sup>1</sup> reported injuries from 2002 to 2010 and the number of traffic injury calls the VPD attended from 2002 to 2011. ICBC experienced four consecutive decreases in reported injuries from 2004 (9,478) to 2009 (8,280) before experiencing a 2.2% increase in 2010 (8,459). Overall, ICBC experienced a 19.0% reduction in reported injuries from 2002 to 2010.

In 2011 (1,232), the VPD experienced the first decrease in traffic related attended injuries since 2008 (1,179). Overall, the VPD has attended 29.4% fewer traffic related injury calls since 2002.

Figure 4: Motor Vehicle Accidents with Injuries



<sup>1</sup> ICBC data is usually one quarter behind in reporting the data to the VPD. At the time of writing, ICBC advised the Q4 2011 traffic data was not available.



Table 11 breaks down the number of reported injuries that ICBC received during the first, second, and third quarters of 2010 and 2011. Overall, the city of Vancouver has experienced 3.1% fewer motor vehicle accidents involving injuries.

Table 11: ICBC Reported Injuries





	2011	Annual Comparison	2010
Q1	1,953	 -2.2%	1,997
Q2	2,071	 0.0%	2,070
Q3	2,000	 -7.1%	2,152
YTD	6,024	 -3.1%	6,219

Table 12 compares the number of fatal traffic incidents and deaths over the past year by quarter<sup>2</sup>.

Table 12: Fatal Traffic Incidents

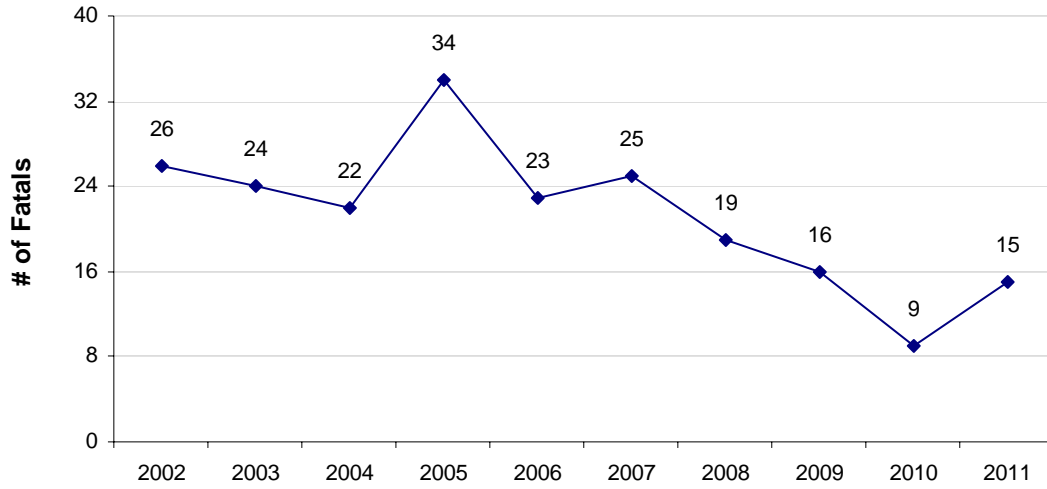
Quarter	# of Incidents	# of Deaths	Quarter	# of Incidents	# of Deaths
Q1 2011	5	5	Q1 2010	3	3
Q2 2011	4	6	Q2 2010	2	2
Q3 2011	3	3	Q3 2010	2	2
Q4 2011	2	2	Q4 2010	2	2
Q1 2012	3	3	Q1 2011	5	5

<sup>2</sup> 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.



Figure 5 shows there were 15 fatal incidents<sup>3</sup> involving a motor vehicle in 2011.

Figure 5: Fatalities Resulting in Motor Vehicle Incidents



<sup>3</sup> Currently 2 of the 15 fatalities are pending an autopsy report to determine if the fatality was due to a medical condition or a motor vehicle collision.



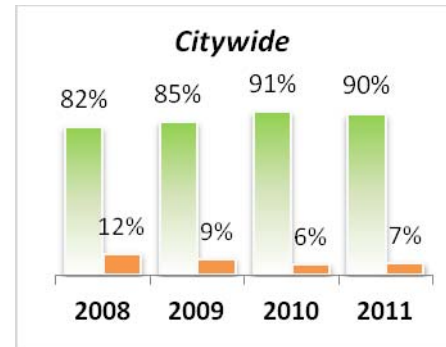
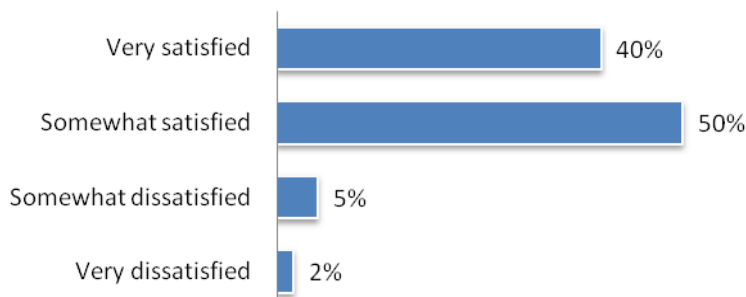
2011 COMMUNITY SURVEY RESULTS

Surveys are 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 2011 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. To ensure representation of cell phone and land line telephone numbers, a sample of cell phone numbers registered in the city of Vancouver was also called.

Results suggest that both business owners and residents are satisfied with the service the VPD is providing (Figures 6 and 7).

Figure 6: Business Survey Overall Satisfaction

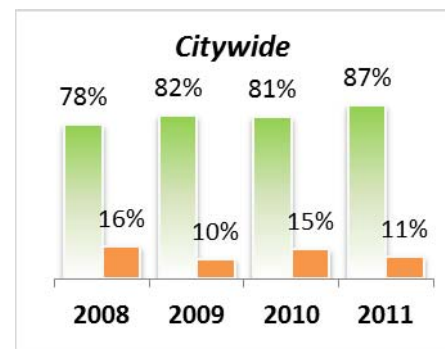
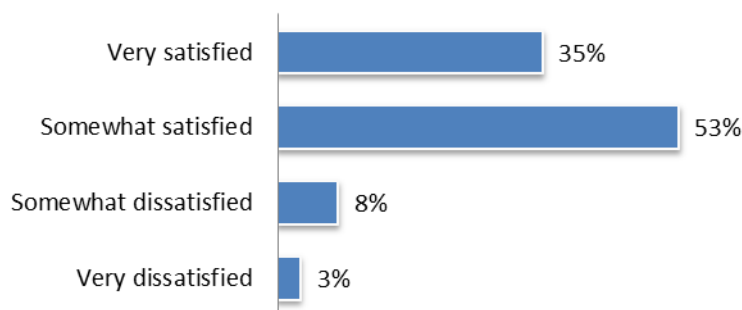
Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2011)



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

Figure 7: Residential Survey Overall Satisfaction

Overall, how satisfied are with the service provided by the VPD? (Citywide, 2011)





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## APPENDIX

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### 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 and exclude all cases cleared as unfounded to more accurately represent actual criminal offences rather than incidents reported.

Crime rates are calculated per 1,000 population. BC Statistics cites Vancouver's 2011 population to be 651,048<sup>4</sup>. A five-year estimate was calculated to project the 2012 population in order to calculate crime rates.

*Property crime* includes the following offences:

- Break and Enter
- Theft of Motor Vehicle
- Thefts from Motor Vehicle over/under \$5,000
- Theft over/under \$5,000
- Have Stolen Goods
- Fraud
- Mischief

*Violent crime* includes the following offences:

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

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<sup>4</sup> BC Stats as of April 2, 2012.



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

## 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.