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# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

REPORT DATE: 2013-07-05  
BOARD MEETING DATE: 2013-07-16  
BOARD REPORT # 1307V04

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*Regular*

TO: Vancouver Police Board  
FROM: Chief Constable Jim Chu  
SUBJECT: Q2 2013 Key Performance Indicator Report

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### RECOMMENDATION:

**That the Vancouver Police Board receives this report for information.**

### BACKGROUND:

The Key Performance Indicator (KPI) report is produced quarterly. This report reviews property crime, violent, clearance rates, response times, ICBC reported traffic injuries and motor vehicle incidents resulting in death. In the second quarter of each year, the results of the business and residential satisfaction surveys are provided as well. This report is produced for the VPD Executive and members of the Vancouver Police Board to provide a macro-level perspective of organizational performance and overall public safety.

### DISCUSSION:

The following is a summary of the Q2 2013 KPI Report:

#### Property Crime

In the second quarter of 2013, reported property crime increased 4.9%, from 8,527 to 8,947 offences, when compared to the same quarter last year.

#### Violent Crime

The number of violent crimes decreased 9.6% from 1,671 to 1,510 offences when comparing the second quarter of 2012 and 2013.

### Response Times

Vancouver's priority 1 response times in the second quarter of 2013 (10:21) was slower by 41 seconds (7.2%) when compared to the same quarter last year (9:40).

### Traffic Injuries & Deaths

The most recent ICBC data shows that reported injuries are down 9.0% from the first quarter of 2013 (2,033) compared to the first quarter of 2012 (2,234).

There were 5 traffic incidents that resulted in 5 fatalities in the second quarter of 2013 compared to 3 incidents that resulted in 4 fatalities in the second quarter of 2012.

### Annual Citizen Satisfaction Levels

Consistent with previous years, Vancouver residents' overall satisfaction with the service provided by the VPD remained high in 2012. Residents were 85% 'somewhat satisfied' or 'very satisfied' with the VPD's service.

With respect to businesses, 78% were satisfied with the service provided by the VPD and 19% were dissatisfied with the service they received.

### **CONCLUSION:**

The VPD will provide the Vancouver Police Board four quarterly KPI reports in 2013, scheduled for Board meetings in April (Q1), July (Q2), September (Q3), and January 2014 (Q4 of 2013).

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Author:  Drazen Manojlovic  Telephone:  604-717-2682  Date:  July 8, 2013

Submitting Executive Member (signature):

Warren Lemcke, Deputy Chief Constable

Date:  July 8, 2013



**KEY PERFORMANCE INDICATORS - Q2 2013**

PROPERTY CRIME	Q2 2013	Q2 2012	% Change
DISTRICT 1	2,592	2,303	12.5%
DISTRICT 2	1,932	1,882	2.7%
DISTRICT 3	2,006	1,887	6.3%
DISTRICT 4	2,340	2,448	-4.4%
<b>CITY-WIDE*</b>	<b>8,947</b>	<b>8,527</b>	<b>4.9%</b>



**4.9%**

PROPERTY CLEARANCE TYPE	Q2 2013	Q2 2012	% Change
UNFOUNDED	1.5%	1.5%	-6.0%
FOUNDED NOT CLEARED	83.4%	81.6%	2.2%
CHARGED	10.8%	11.1%	-2.5%
CLEARED BY OTHER MEANS	4.4%	5.8%	-24.9%

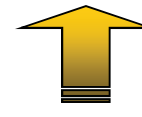
VIOLENT CRIME	Q2 2013	Q2 2012	% Change
DISTRICT 1	375	417	-10.1%
DISTRICT 2	633	718	-11.8%
DISTRICT 3	301	355	-15.2%
DISTRICT 4	186	179	3.9%
<b>CITY-WIDE*</b>	<b>1,510</b>	<b>1,671</b>	<b>-9.6%</b>



**-9.6%**

VIOLENT CLEARANCE TYPE	Q2 2013	Q2 2012	% Change
UNFOUNDED	5.6%	6.0%	-7.7%
FOUNDED NOT CLEARED	42.8%	45.5%	-6.0%
CHARGED	39.7%	37.5%	5.9%
CLEARED BY OTHER MEANS	12.0%	11.0%	8.9%

RESPONSE TMES	Q2 2013	Q2 2012	% Change
DISTRICT 1	08:07	07:44	4.9%
DISTRICT 2	09:37	09:19	3.2%
DISTRICT 3	11:29	10:35	8.5%
DISTRICT 4	12:51	11:31	11.6%
<b>CITY-WIDE*</b>	<b>10:21</b>	<b>09:40</b>	<b>7.2%</b>



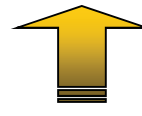
**7.2%**

ICBC REPORTED INJURIES	Q1 2013	Q1 2012	% Change
<b>CITY-WIDE*</b>	<b>2,033</b>	<b>2,234</b>	<b>-9.0%</b>



**-9.0%**

TRAFFIC DEATHS	Q2 2013	Q2 2012	% Change
<b>CITY-WIDE*</b>	<b>5</b>	<b>4</b>	<b>25.0%</b>



**25.0%**

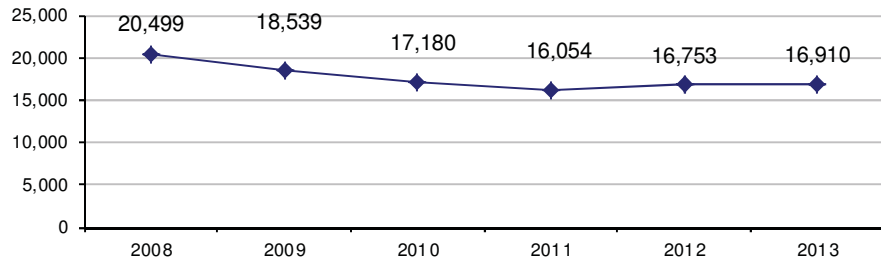
\* City-wide totals include incidents coded as location unknown



### TOTAL NUMBER OF INCIDENTS

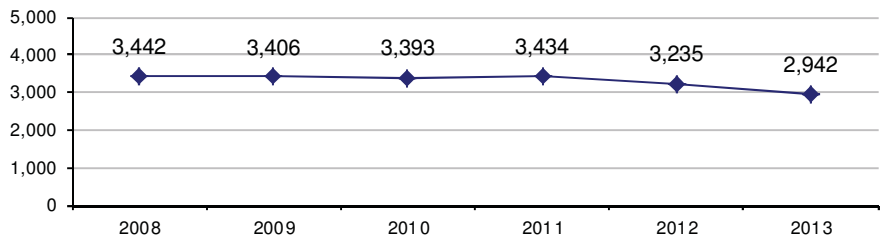
#### PROPERTY CRIME

YTD June 30th



#### VIOLENT CRIME

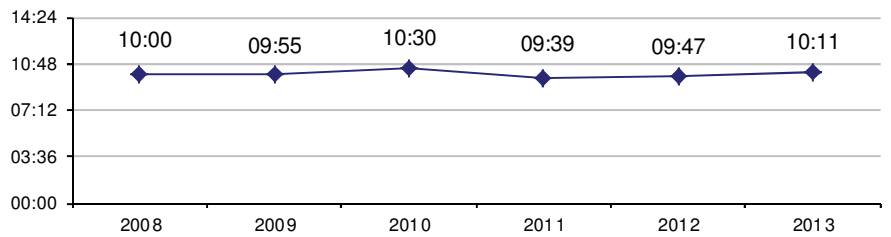
YTD June 30th



#### RESPONSE TIMES

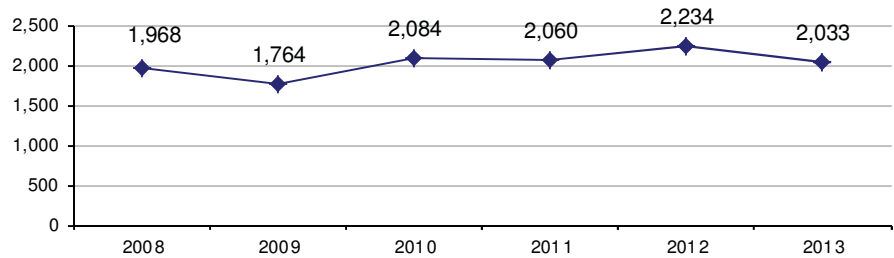
Minutes:Seconds

YTD June 30th



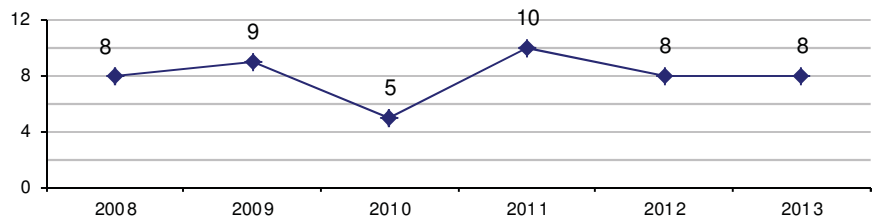
#### TRAFFIC INJURIES

ICBC REPORTED INJURIES  
YTD March 31



#### TRAFFIC DEATHS

YTD June 30th



# KEY PERFORMANCE INDICATORS

Q2 2013

Planning, Research & Audit Section

July 2013



VANCOUVER POLICE DEPARTMENT  
*Beyond the Call*



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## EXECUTIVE SUMMARY

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### **Property Crime**

In the second quarter of 2013, reported property crime increased 4.9%, from 8,527 to 8,947 offences, when compared to the same quarter last year.

### **Violent Crime**

The number of violent crimes decreased 9.6% from 1,671 to 1,510 offences when comparing the second quarter of 2012 and 2013.

### **Clearance Rates**

In the second quarter of 2013, 10.8% of property crimes were cleared by charge. This figure is down slightly from the 2012 figure of 11.1% and is also down from last quarter (11.8%).

In the second quarter of 2013, violent crime incidents cleared by charge increased from 37.5% in 2012 to 39.7%. The current quarter clearance rate is down slightly from last quarter which reported 39.8% of incidents cleared by charge.

### **Response Times**

Vancouver's priority 1 response times in the second quarter of 2013 (10:21) was slower by 41 seconds (7.2%) when compared to the same quarter last year (9:40).

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

The most recent ICBC data shows that reported injuries are down 9.0% from the first quarter of 2013 (2,033) compared to the first quarter of 2012 (2,234).

There were 5 traffic incidents that resulted in 5 fatalities in the second quarter of 2013 compared to 3 incidents that resulted in 4 fatalities in the second quarter of 2012.

### **Annual Citizen Satisfaction Levels**

Consistent with previous years, Vancouver residents' overall satisfaction with the service provided by the VPD remained high in 2012. Residents were 85% 'somewhat satisfied' or 'very satisfied' with the VPD's service.

With respect to businesses, 78% were satisfied with the service provided by the VPD and 19% were dissatisfied with the service they received.

### **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) 2012-2016 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 five crime reduction goals:

- Reduce property crime by 5% a year for a total reduction of 25% over the next five years;
- Reduce violent crime by 2.5% a year for a total reduction of 12.5% over the next five years;
- Disrupt organized crime groups;
- Reduce motor vehicle collisions that result in injury or death by 12.5% over the next five years; and
- Combat low-level crimes and problems that impact perceptions of neighbourhood safety.

The establishment of crime reduction 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 second quarter of 2013 (Q2 2013) and is compared to the same quarter the previous year (Q2 2012). 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;
- ICBC reported injuries, traffic deaths; and,
- Annual citizen satisfaction survey<sup>1</sup>.

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<sup>1</sup> This KPI is reported in the second quarter of each year.



PROPERTY CRIME & CLEARANCE RATES

Table 1 shows the breakdown of property crime by District during the second quarter of 2012 and 2013. As shown, property crime has increased 4.9% city-wide when comparing this quarter to the same quarter last year. District 4 was the only district to experience a decrease in property crime (-4.4%)

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

	Q2 2013	Annual Comparison	Q2 2012
District 1	2,592	 12.5%	2,303
District 2	1,932	 2.7%	1,882
District 3	2,006	 6.3%	1,887
District 4	2,340	 -4.4%	2,448
<b>City-wide</b>	<b>8,947</b>	 <b>4.9%</b>	<b>8,527</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
Q2 2012	8,527	5.8%
Q3 2012	8,924	-1.6%
Q4 2012	8,586	8.4%
Q1 2013	7,897	-3.4%
Q2 2013	8,947	4.9%

Table 3 shows that property crime rate has decreased annually from 2008 to 2011. The city of Vancouver's property crime rate increased 1.4% in 2012. Overall, the five year trend shows the property crime rate has decreased 21.4% from 2008 to 2012.

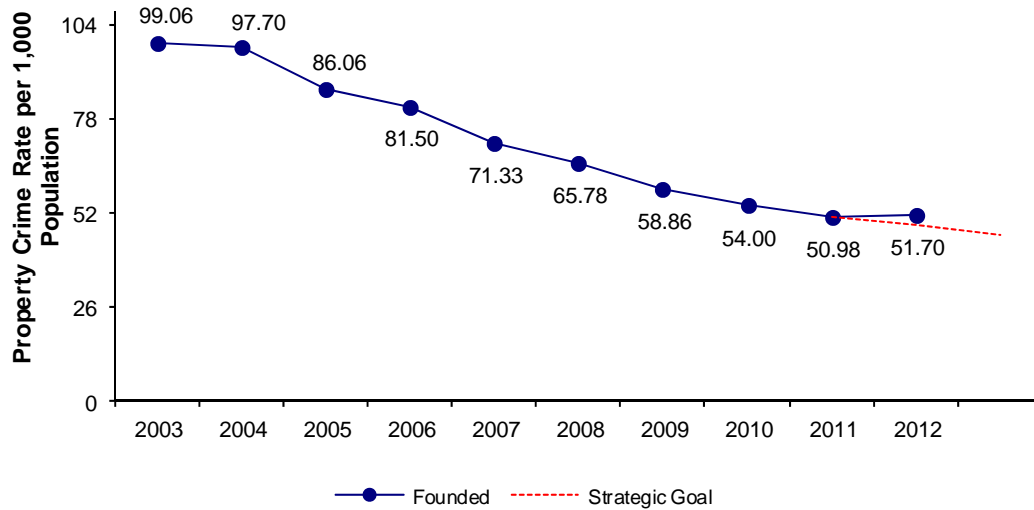
Table 3: Five Year Trend for Property Crime Rate per 1,000 Population

Property Crime	Crime Rate					% Change				
	2008	2009	2010	2011	2012	2008-2009	2009-2010	2010-2011	2011-2012	2008-2012
<b>Property Crime</b>	<b>65.78</b>	<b>58.86</b>	<b>54.00</b>	<b>50.98</b>	<b>51.70</b>	<b>-10.5%</b>	<b>-8.3%</b>	<b>-5.6%</b>	<b>1.4%</b>	<b>-21.4%</b>
B&E - Total	10.87	8.66	7.70	7.71	7.74	-20.4%	-11.1%	0.1%	0.4%	-28.8%
Business	3.66	3.01	2.60	2.64	2.71	-17.7%	-13.8%	1.7%	2.4%	-26.1%
Residence	5.90	4.49	4.13	4.18	4.01	-23.8%	-8.0%	1.2%	-4.2%	-32.1%
Other	1.31	1.15	0.97	0.88	1.03	-12.3%	-16.1%	-8.5%	16.4%	-21.6%
Theft of MV	4.04	3.05	2.38	1.76	1.80	-24.4%	-22.1%	-26.0%	2.4%	-55.3%
Theft from MV (<=>\$5K)	18.71	16.18	13.55	11.52	12.27	-13.5%	-16.3%	-14.9%	6.5%	-34.4%
Theft (<=> \$5K)	17.68	18.02	17.47	16.96	17.81	1.9%	-3.0%	-3.0%	5.0%	0.7%
Have Stolen Goods	1.84	1.88	1.52	1.57	1.70	2.1%	-19.3%	3.2%	8.3%	-7.9%
Fraud	3.21	3.52	3.94	3.62	3.40	9.5%	11.9%	-8.1%	-6.1%	5.8%
Arson	0.43	0.33	0.31	0.42	0.34	-24.8%	-6.5%	38.9%	-20.0%	-21.8%
Mischief (<=> \$5K)	9.00	7.23	7.14	7.42	6.64	-19.7%	-1.2%	4.0%	-10.5%	-26.2%



Furthermore, the property crime rate experienced eight consecutive annual decreases from 2003 to 2011. Unfortunately, crime rate increased from 50.98 crimes per 1,000 population in 2011 to 51.70 property crimes per 1,000 population by the end of 2012. The dashed line represents the property crime reduction goal set in the 2012-2016 Strategic Plan.

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



The clearance rate represents the proportion of reported criminal incidents that are solved by police. Table 4 shows that in the second quarter of 2013, 10.8% of property crimes were cleared by charge. This figure is down slightly from the 2012 figure of 11.1% and is also down from last quarter (11.8%).

Table 4: Property Crime Clearance Rates

Clearance Type	Current (Q2 2013)	Last Year (Q2 2013)	Last Quarter (Q1 2013)
Unfounded	1.5%	1.5%	1.6%
Founded Not Cleared	83.4%	81.6%	81.2%
Charged	10.8%	11.1%	11.8%
Cleared by Other Means	4.4%	5.8%	5.4%



VIOLENT CRIME & CLEARANCE RATES

Table 5 shows the breakdown of violent crime by District comparing the second quarter of 2012 and 2013. City-wide, violent crime is down 9.6% when compared to the same period last year. District 4 is the only district to have experienced an increase in violent crime (3.9%).

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

	Q2 2013	Annual Comparison	Q2 2012
District 1	375	-10.1%	417
District 2	633	-11.8%	718
District 3	301	-15.2%	355
District 4	186	3.9%	179
City-wide	1,510	-9.6%	1,671



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

Table 6: Recent Violent Crime Trends

Quarter	# of Violent Crimes	% Change From Same Quarter Previous Year
Q2 2012	1,671	-6.5%
Q3 2012	1,684	-1.6%
Q4 2012	1,388	-10.6%
Q1 2013	1,415	-7.6%
Q2 2013	1,510	-9.6%

Examining a five year trend for violent crime rate shows this crime category has decreased by 17.1%. Sexual Offences (1.0%) is the only violent crime that has not decreased over this period (see Table 7).

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

	Crime Rate					% Change				
	2008	2009	2010	2011	2012	2008-2009	2009-2010	2010-2011	2011-2012	2008-2012
<b>Violent Crime</b>	<b>11.49</b>	<b>11.07</b>	<b>10.44</b>	<b>10.29</b>	<b>9.52</b>	<b>-3.7%</b>	<b>-5.6%</b>	<b>-1.5%</b>	<b>-7.4%</b>	<b>-17.1%</b>
Culpable Homicide	0.03	0.03	0.01	0.02	0.01	-2.0%	-51.1%	64.4%	-41.4%	-53.8%
Attempted Murder	0.03	0.03	0.02	0.02	0.03	-16.0%	-45.7%	28.2%	57.9%	-7.6%
Sexual Offences	0.73	0.81	0.87	0.78	0.74	11.3%	7.2%	-10.0%	-5.9%	1.0%
Assaults	8.20	8.12	7.87	7.84	7.19	-1.0%	-3.0%	-0.3%	-8.3%	-12.3%
Robbery	2.49	2.08	1.67	1.61	1.55	-16.5%	-19.7%	-3.4%	-4.1%	-37.9%



Figure 2 shows the violent crime rate has declined six consecutive years from 12.13 crimes per 1,000 population in 2006 to 9.52 crimes per 1,000 population in 2012. The dashed line represents the violent crime reduction goal set in the 2012-2016 Strategic Plan.

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

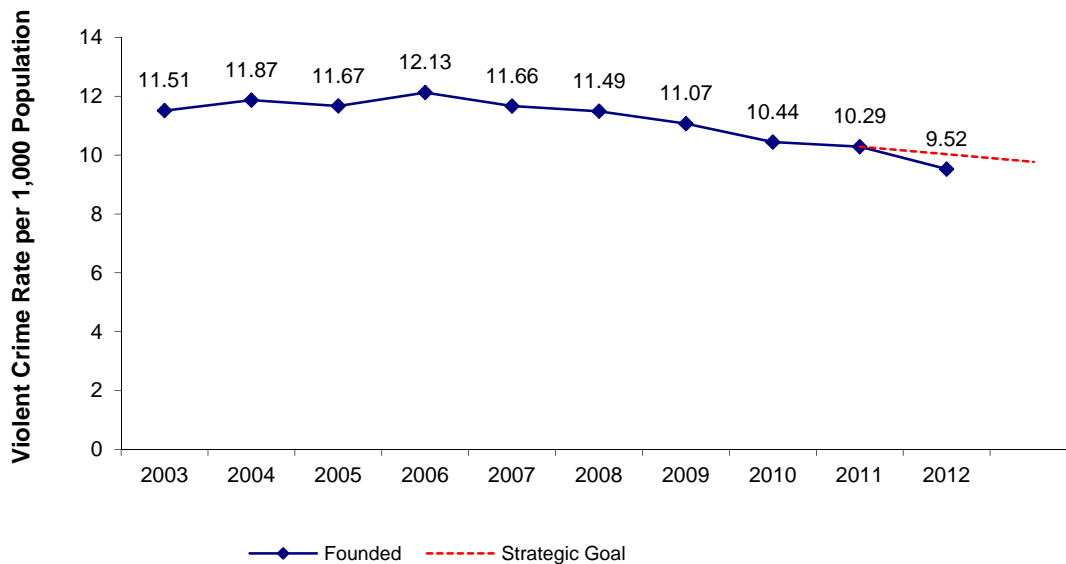


Table 8 shows that in the second quarter of 2013, violent crime incidents cleared by charge increased from 37.5% in 2012 to 39.7%. The current quarter clearance rate is down slightly from last quarter which reported 39.8% of incidents cleared by charge.

Table 8: Violent Crime Clearance Rates

Clearance Type	Current (Q2 2013)	Last Year (Q2 2012)	Last Quarter (Q1 2013)
Unfounded	5.6%	6.0%	4.8%
Founded Not Cleared	42.8%	45.5%	44.5%
Charged	39.7%	37.5%	39.8%
Cleared by Other Means	12.0%	11.0%	10.9%










### RESPONSE TIMES

Table 9 shows Priority 1 (P1) response times by District and shows the percentage change from this quarter to the same quarter in 2012. Overall, city-wide P1 response times were slower by 7.2% or 41 seconds. Of all districts, the fastest response was seen in D1 with an average response time of 8 minutes and 7 seconds. This is 23 seconds slower than the same time last year. Overall, all districts experienced an increase in P1 response times in the second quarter of 2013 when compared to the same quarter last year.

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

	Q2 2013	Annual Comparison	Q2 2012
District 1	08:07	 4.9%	07:44
District 2	09:37	 3.2%	09:19
District 3	11:29	 8.5%	10:35
District 4	12:51	 11.6%	11:31
City-wide	10:21	 7.2%	09:40



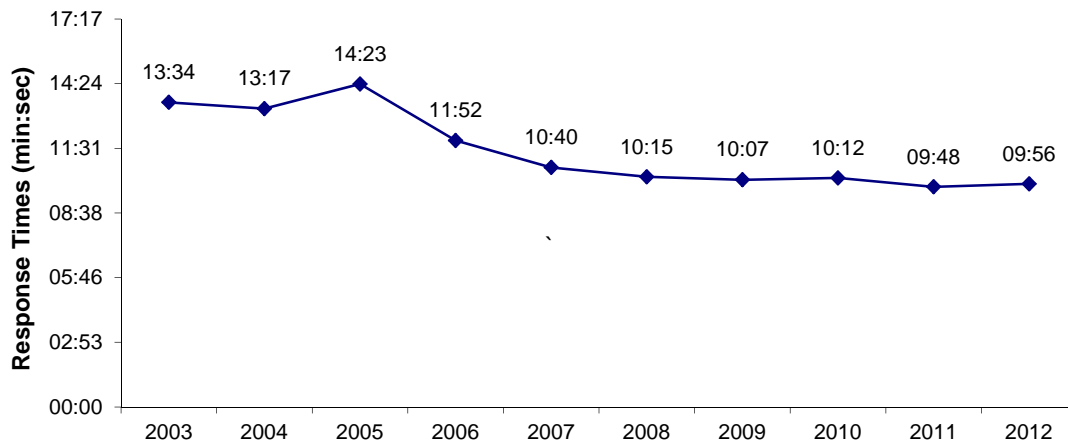
To account for seasonal changes, Table 10 shows the quarterly percentage change over the previous year as they relate to P1 response times.

Table 10: Recent Priority 1 Response Times

Quarter	Response Time	% Change From Same Quarter Previous Year
Q2 2012	09:40	-6.8%
Q3 2012	09:43	-0.3%
Q4 2012	10:26	2.8%
Q1 2013	10:00	0.8%
Q2 2013	10:21	7.2%

Figure 3 illustrates Priority 1 response times by year. The 2012, the city-wide P1 response time (9:56) was slower by 8 seconds or 1.3% when compared to the 2011 P1 response time (9:48). Although response times are up slightly from 2011, the 2012 response time is the next lowest response time reported dating back to 2003.

Figure 3: Priority 1 Response Times





TRAFFIC RELATED INJURIES & DEATHS

Table 11 shows the city of Vancouver experienced 9.0% fewer ICBC reported injuries in the first quarter of 2013 when compared to 2012.

Table 111: ICBC Reported Injuries


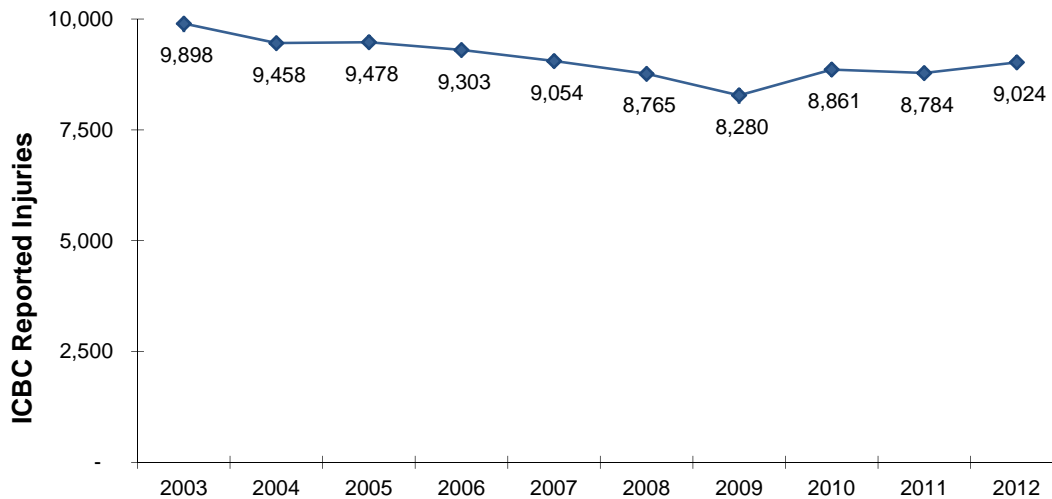
	2013	Annual Comparison	2012
Q1	2,033	 -9.0%	2,234

Figure 4 depicts the number of ICBC<sup>2</sup> reported injuries from 2003 to 2012. ICBC reported four consecutive decreases in reported injuries from 2005 (9,478) to 2009 (8,280) before experiencing a 7.0% increase in 2010 (8,861) and a 0.9% decrease in 2011 (8,784). Overall, ICBC reported an 8.8% decrease in reported injuries from 2003 to 2012.

Figure 4: ICBC Reported Injuries



<sup>2</sup> ICBC data is usually one quarter behind in reporting the data to the VPD.



To account for seasonal changes, Table 12 shows the quarterly percentage change over the previous year as they relate to the number of ICBC reported injuries city wide. The most recent ICBC data is noted below.

Table 12: ICBC Reported Injuries Trends

Quarter	# ICBC Claims	% Change From Same Quarter Previous Year
Q1 2012	2,234	8.4%
Q2 2012	2,213	1.5%
Q3 2012	2,134	0.5%
Q4 2012	2,531	4.4%
Q1 2013	2,033	-9.0%

Table 13 compares the number of fatal traffic incidents and deaths over the past year by quarter<sup>3</sup>. Year to date there have been 5 traffic incidents resulting in 5 fatalities.

Table 13: Fatal Traffic Incidents

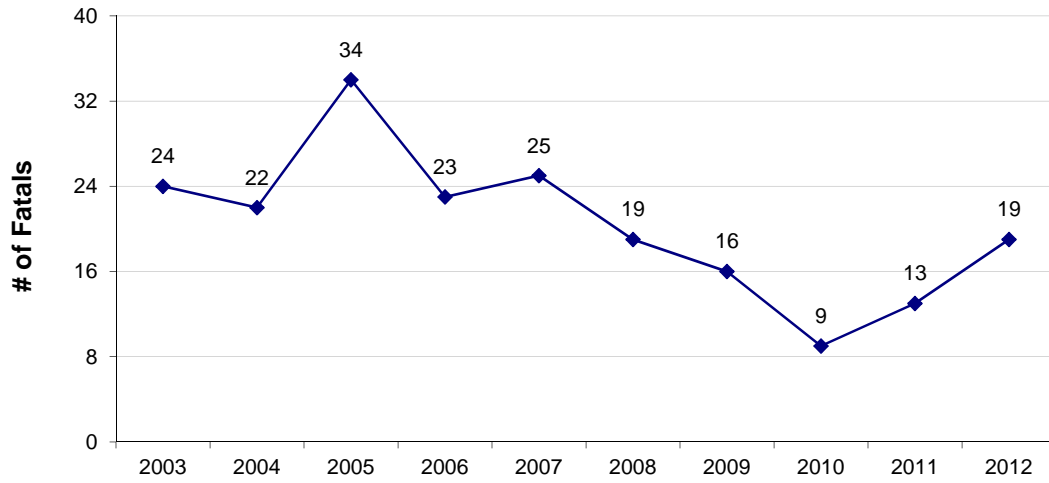
Quarter	# of Incidents	# of Deaths	Quarter	# of Incidents	# of Deaths
Q2 2012	3	4	Q2 2011	4	6
Q3 2012	5	5	Q3 2011	2	2
Q4 2012	5	6	Q4 2011	0	0
Q1 2013	3	3	Q1 2012	4	4
Q2 2013	5	5	Q2 2012	3	4

<sup>3</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 19 fatal incidents involving a motor vehicle in 2012.

Figure 5: Fatalities Resulting in Motor Vehicle Incidents





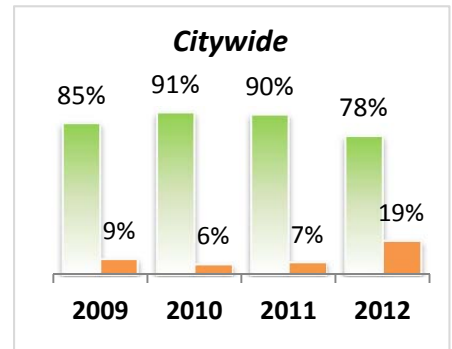
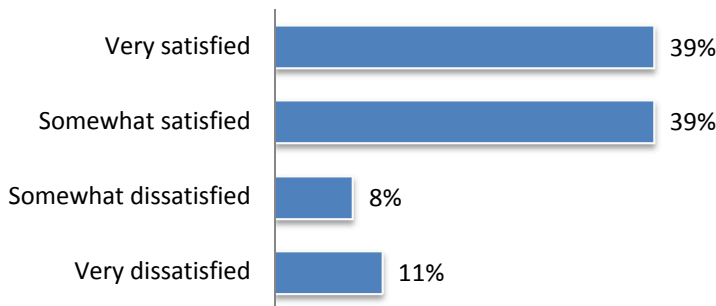
2012 COMMUNITY SURVEY RESULTS

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 2012 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

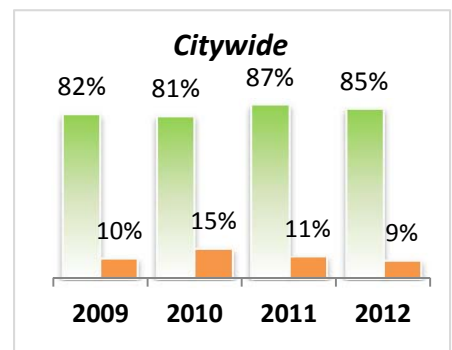
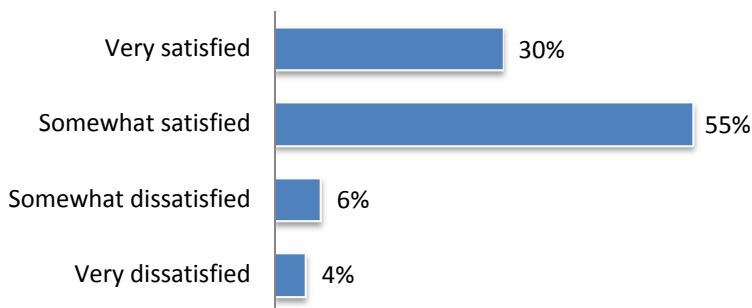
Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2012)



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

Figure 7: Residential Survey Overall Satisfaction

Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2012)





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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 2012 population to be 666,517<sup>4</sup>. A five-year estimate was calculated to project the 2013 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 January 2013.



*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.