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# VANCOUVER POLICE DEPARTMENT

## REPORT TO THE VANCOUVER POLICE BOARD

REPORT DATE: July 15, 2014  
BOARD MEETING DATE: July 24, 2014  
BOARD REPORT # 1407P01  
*Regular*

TO: Vancouver Police Board  
FROM: Correen Yedon, Policy & Planning Analyst, Planning, Research & Audit Section  
SUBJECT: Q2 YTD 2014 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 crime, priority 1 response time, 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 the Vancouver Police Board to provide a macro-level perspective of organizational performance and overall public safety.

This version of the report has changed from previous year's versions. Most notable of the changes is a shift from reporting data on a quarter-by-quarter basis to one where the data is presented as a year-to-date tally report at each quarter. This focuses the reader to the more long-term trends that emerge as the year progresses as opposed to seasonal variations.

Furthermore, three new indicators are provided: bank robberies, confirmed 'shots fired' incidents, and apprehensions under s. 28 of the *Mental Health Act*.

### DISCUSSION:

The following is a summary of the 2nd Quarter 2014 KPI Report:

#### **Violent Crime**

Violent Crime incidents decreased by 6.0% when comparing the first half of 2014 (2,637) to the first half of 2013 (2,804).

- There were 7 incidents of Culpable Homicide in 2014 compared to 3 in 2013.
- Sexual Offences decreased by 7.0%.

- There were 4 Bank Robbery incidents in 2014 compared to 36 incidents in 2013.
- Shots Fired calls went from 10 incidents in 2013 to 13 incidents in 2014.

### **Property Crime**

Property Crime incidents increased by 5.0% from 2013 (15,493) to 2014 (16,275).

- B&E - Business incidents increased by 14.6%.
- B&E - Residence incidents decreased by 2.4%.
- Theft from Motor Vehicle incidents increased by 11.4%.

### **Section 28 Mental Health Act (MHA) Apprehensions**

The number of s. 28 MHA apprehensions increased from 1,413 incidents in 2013 to 1,470 incidents in 2014, an increase of 4.0%.

### **Response Time**

Vancouver's Q2 YTD priority 1 response time (10:48) was 6.1%, or 37 seconds, slower when compared to the Q2 YTD 2013 priority 1 response time (10:11).

### **Traffic Injuries & Deaths**

ICBC's Q1 data shows that reported injury collisions are up 3.6% when comparing 2013 (2,058) to 2014 (2,132).

There were 3 fatalities in the second quarter YTD of 2014, compared to 10 fatalities over the same time in 2013.

### **Annual Citizen Satisfaction Levels**

Consistent with previous years, Vancouver residents' overall satisfaction with the service provided by the VPD remained high in 2013. Residents were 85% 'somewhat satisfied' or 'very satisfied' with the VPD's service.

With respect to businesses, 87% were satisfied with the service provided by the VPD and 7% were dissatisfied with the service they received.

### **CONCLUSION**

The VPD will provide the Vancouver Police Board the remaining two quarterly KPI reports in 2014, scheduled for Board meetings in October (Q3), and January 2015 (Year-end of 2014).

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Author: Correen Yedon Telephone: 604-717-2689 Date: July 15, 2014

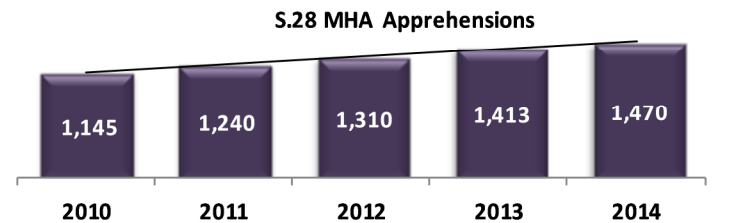
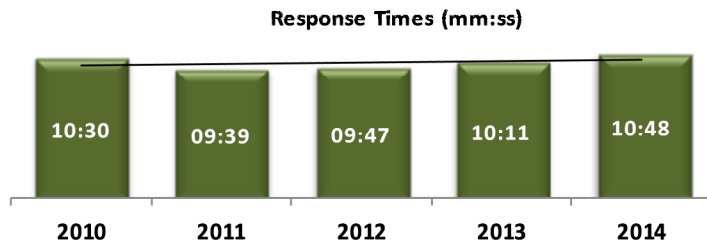
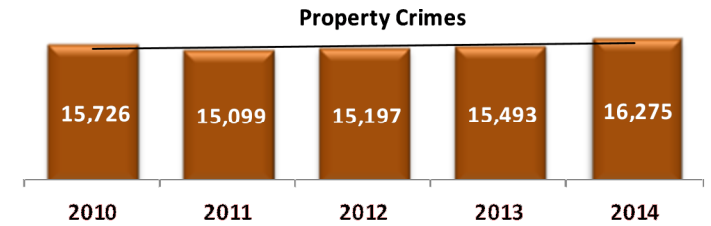
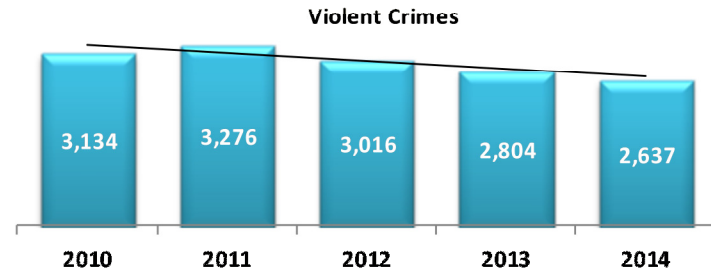
Submitting Executive Member (signature):

Deputy Chief Warren Lemcke Date: July 15, 2014

KEY PERFORMANCE INDICATORS FOR JANUARY TO JUNE 2010 - 2014

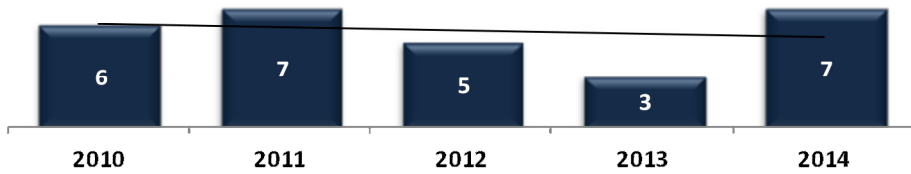
PERFORMANCE INDICATORS	Jan - June 2014	Jan - June 2013		% Change
<b>Violent Crime</b>	<b>2,637</b>	<b>2,804</b>	✓	<b>-6.0%</b>
Culpable Homicides	7	3	✗	<b>133.3%</b>
Sexual Offences	211	227	✓	<b>-7.0%</b>
Bank Robberies	4	36	✓	<b>-88.9%</b>
Shots Fired	13	10	✗	<b>30.0%</b>
<b>Property Crime</b>	<b>16,275</b>	<b>15,493</b>	✗	<b>5.0%</b>
B&E - Business	1,068	932	✗	<b>14.6%</b>
B&E - Residence	1,096	1,123	✓	<b>-2.4%</b>
Theft from Motor Vehicle	4,044	3,629	✗	<b>11.4%</b>
<b>s.28 MHA Apprehensions</b>	<b>1,470</b>	<b>1,413</b>	✗	<b>4.0%</b>
<b>Response Times</b>	<b>10:48</b>	<b>10:11</b>	✗	<b>6.1%</b>
<b>ICBC Reported Injuries (Q1)*</b>	<b>2,132</b>	<b>2,058</b>	✗	<b>3.6%</b>
<b>Traffic Fatalities</b>	<b>3</b>	<b>10</b>	✓	<b>-70.0%</b>

\* ICBC is one quarter behind in reporting data to VPD.

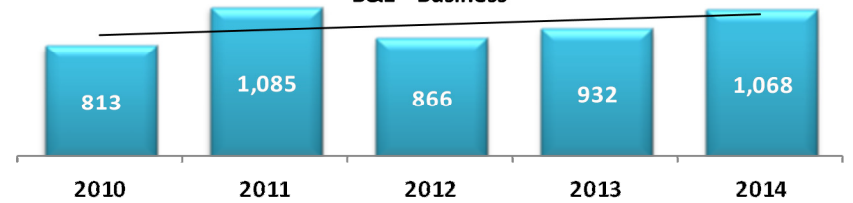


KEY PERFORMANCE INDICATORS FOR JANUARY TO JUNE 2010 - 2014

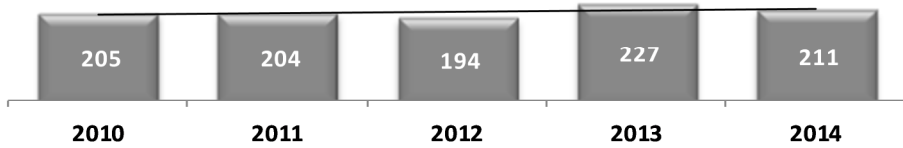
Culpable Homicides



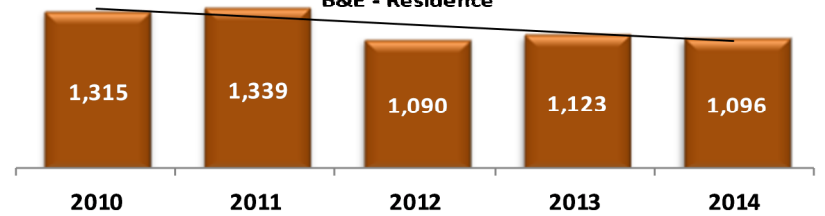
B&E - Business



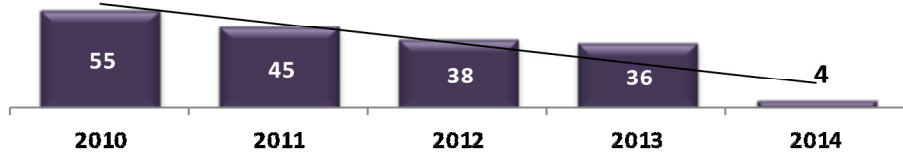
Sexual Offences



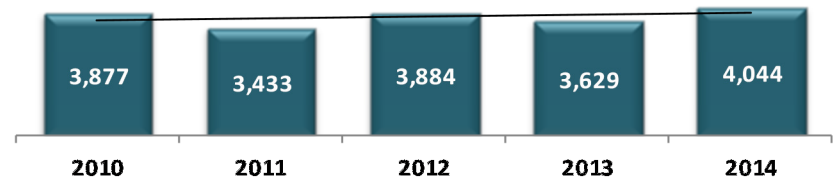
B&E - Residence



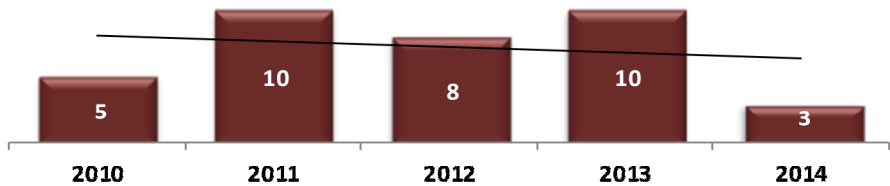
Bank Robberies



Theft from Motor Vehicle



Traffic Fatalities



ICBC Reported Injuries & Fatalities (Jan-March)\*



\*ICBC is one quarter behind in reporting the data to the VPD. This chart reports 2010 to 2014 Q1 data.

# KEY PERFORMANCE INDICATORS

JANUARY TO JUNE 2014 (YTD)

Planning, Research & Audit Section

July 2014



VANCOUVER POLICE DEPARTMENT  
*Beyond the Call*



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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 violent crime by 2.5% a year for a total reduction of 12.5% over the next five years;
- Reduce property crime by 5% a year for a total reduction of 25% 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 January to June year to date data for 2013 and 2014. 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:

- Violent crime rates (including bank robberies and shots fired);
- Property crime rates;
- Section 28 *Mental Health Act* Apprehensions;
- 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 in a separate report (prepared by the independent research consultant).





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## EXECUTIVE SUMMARY

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### Violent Crime

Violent Crime incidents decreased by 6.0% when comparing the first half of 2013 (2,804) and 2014 (2,637).

- There were 3 incidents of Culpable Homicide in 2013 and 7 in 2014.
- Sexual Offences decreased by 7.0% when compared to same time last year.
- There were 4 Bank Robbery incidents from January to June 2014 and 36 incidents occurred in 2013.
- Shots Fired calls went from 10 incidents in 2013 to 13 incidents in 2014.

### Property Crime

Property Crime incidents increased by 5.0% from 2013 (15,493) to 2014 (16,275).

- B&E - Business incidents increased by 14.6%.
- B&E - Residence incidents decreased by 2.4%.
- Theft from Motor Vehicle incidents increased by 11.4%.

### Section 28 Mental Health Act (MHA) Apprehensions

The number of s. 28 MHA apprehensions increased from 1,413 incidents in 2013 to 1,470 incidents in 2014 when looking at the first six months of each year, an increase of 4.0%.

### Response Time

Vancouver's Q2 YTD priority 1 response time (10:48) was 6.1%, or 37 seconds, slower when compared to the Q2 YTD 2013 priority 1 response time (10:11).

### Traffic Injuries & Deaths

ICBC's Q1 data shows that reported injury collisions are up 3.6% when comparing 2013 (2,058) to 2014 (2,132).

There were 3 fatalities in the second quarter YTD of 2014, compared to 10 fatalities over the same time in 2013.

### Annual Citizen Satisfaction Levels

Consistent with previous years, Vancouver residents' overall satisfaction with the service provided by the VPD remained high in 2013. Residents were 85% 'somewhat satisfied' or 'very satisfied' with the VPD's service.


With respect to businesses, 87% were satisfied with the service provided by the VPD and 7% were dissatisfied with the service they received.



### VIOLENT CRIME

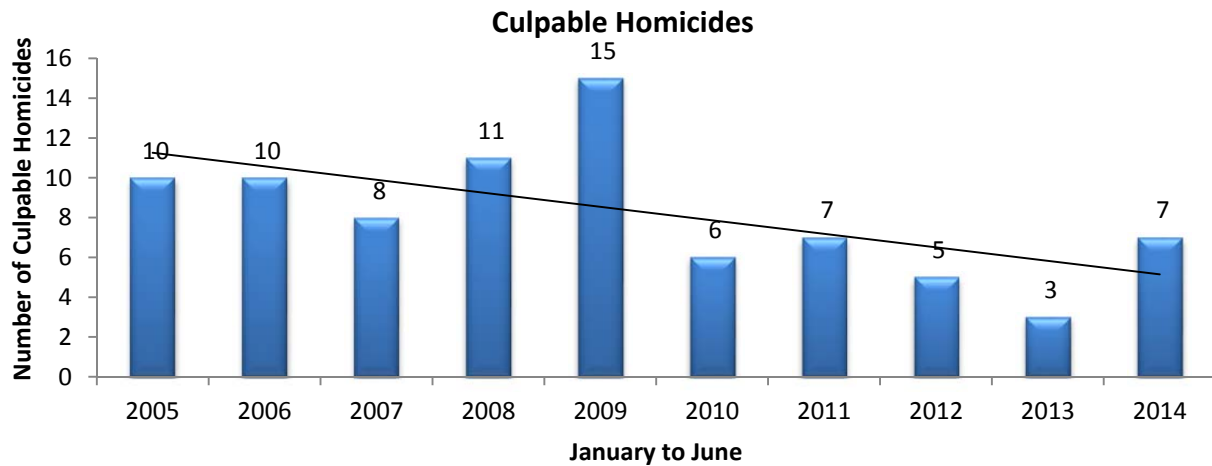
Table 1 shows that the number of violent crime incidents that occurred between January and June 2013 is down 6.0% when compared to the same period this year.

**Table 1: Violent Crime Incidents – Q2 YTD 2014 Compared to Q2 YTD 2013**

	Jan-June 2014	Jan-June 2013	% Change
Incidents	2,637	2,804	 -6.0%

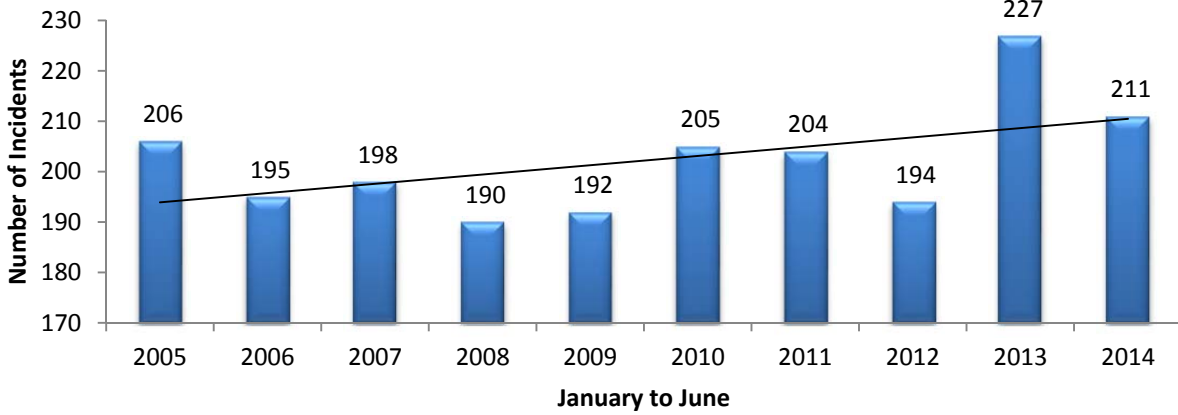
The VPD also monitors other trends such as Bank Robbery incidents (included in Robbery totals) and confirmed Shots Fired incidents. The below figures show the total number of incidents from January to June since 2005. All figures are showing an overall decrease as represented by their trend lines.

**Figure 1: Selected Violent Crime Incidents Q2 YTD 2005-2014**

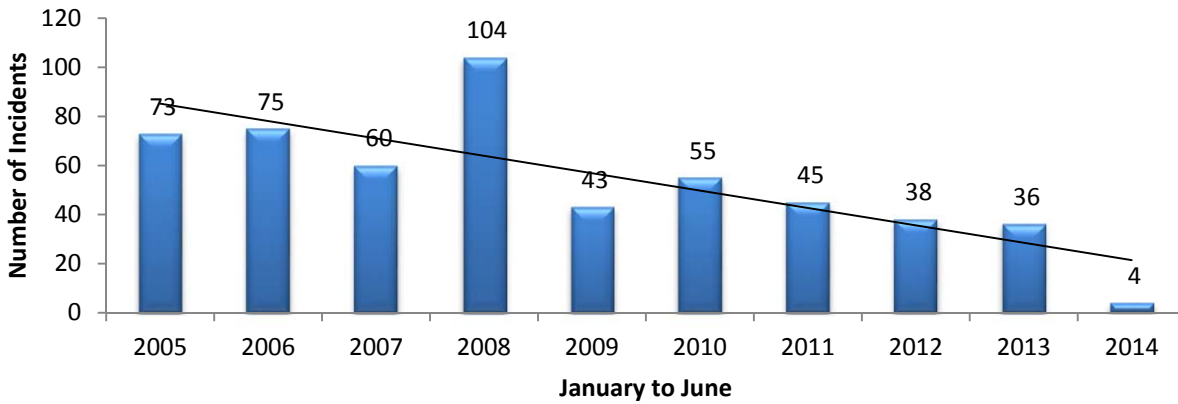




### Sexual Offences



### Bank Robberies



### Shots Fired

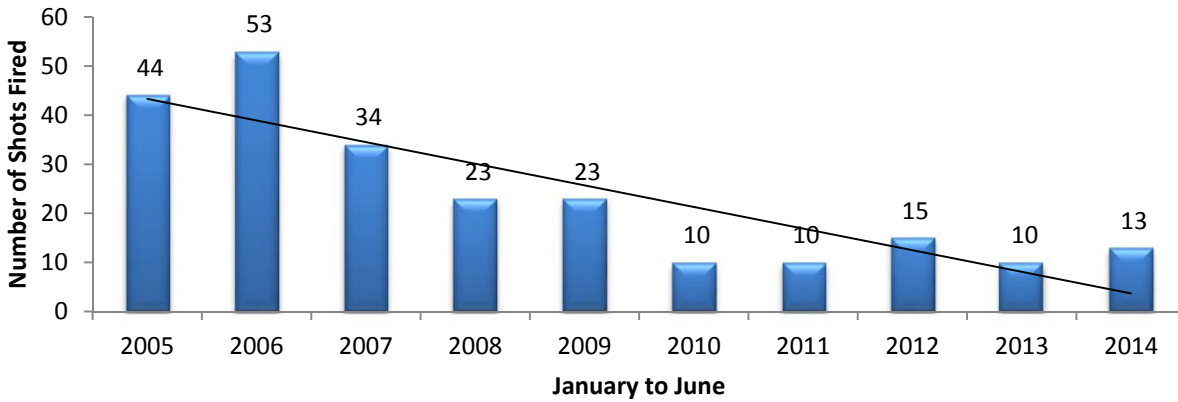
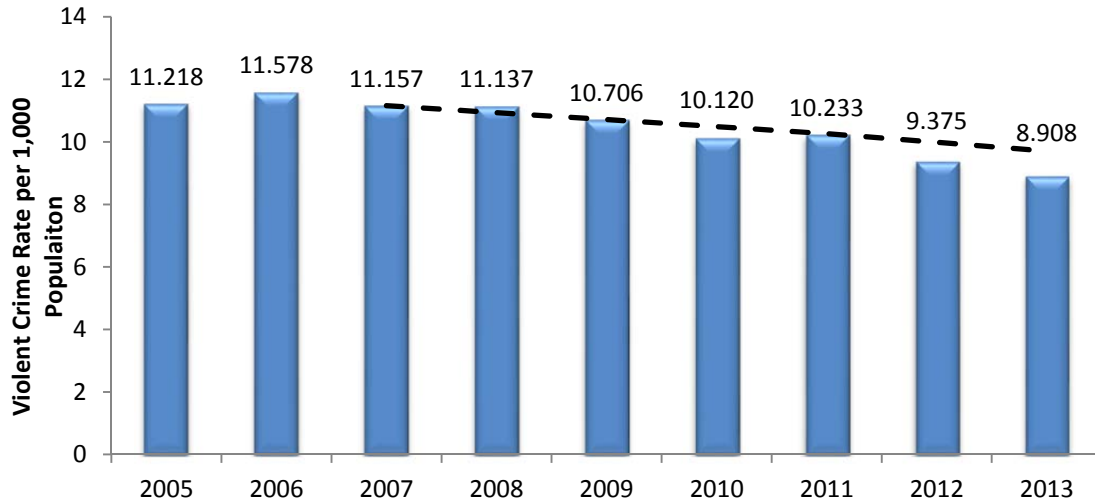




Figure 2 shows that the Violent Crime Rate has declined two consecutive years since 2011 and 2013 experienced the lowest violent crime rate since 2005. The dashed line represents the violent crime reduction goal set in the 2008-2012 and 2012-2016 Strategic Plans with a 2.0% and 2.5% annual target decrease respectively.

**Figure 2: Annual Violent Crime Rate 2005-2013**





PROPERTY CRIME

Table 2 shows the number of property crime incidents during the first half of 2013 and 2014. As shown, property crime has increased 5.0% when comparing year to date incidents.

Table 2: Property Crime Incidents - Q2 YTD 2014 Compared to Q2 YTD 2013


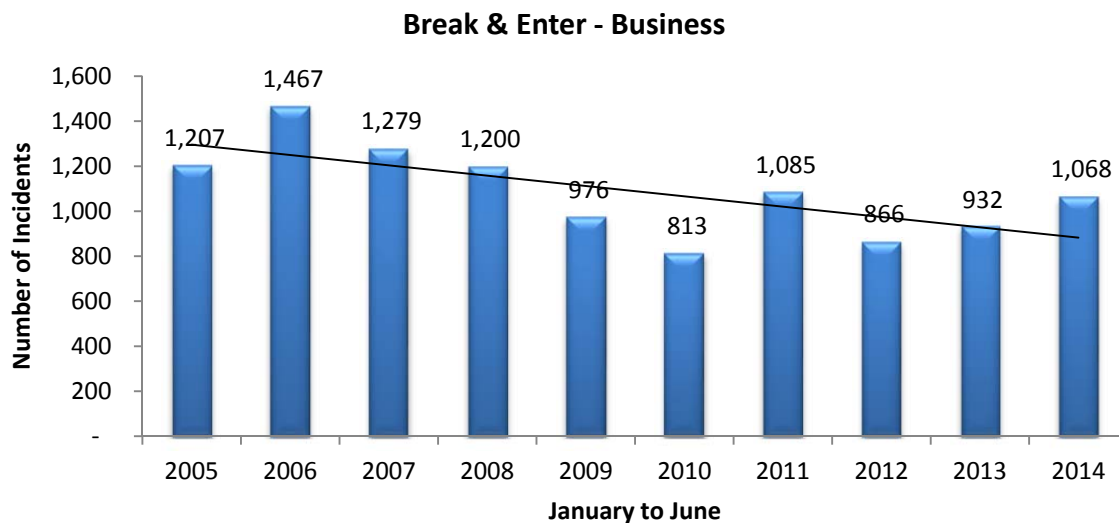
	Jan-June 2014	Jan-June 2013	% Change
Incidents	16,275	15,493	 5.0%

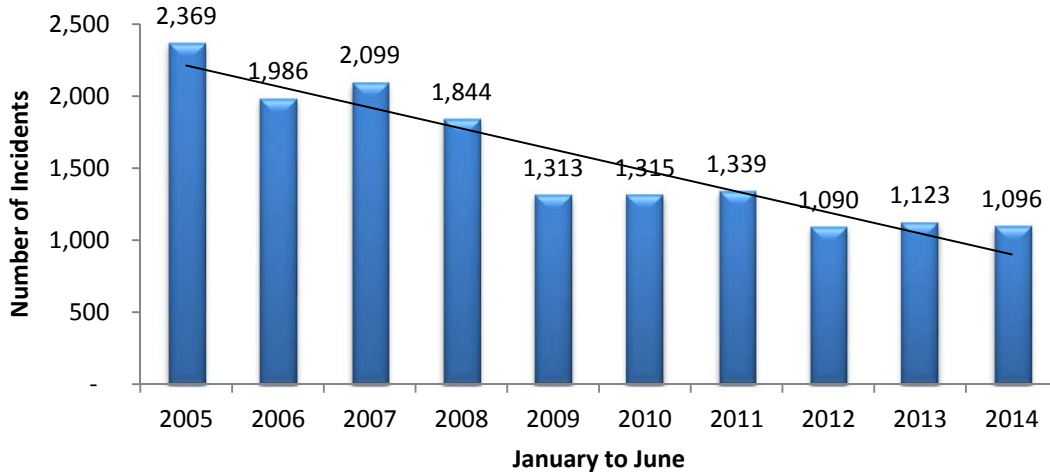
Figure 3 breaks down the first half of each year for Break & Enters into business and residences since 2005. B&E – Business increased from 932 incidents in 2013 to 1,068 in 2014 representing a 14.6% increase. On the other hand, in 2013, there were 1,123 residential B&Es. By 2014, this figure decreased to 1,096, a 2.4% decrease in this crime type. After a six year consecutive decrease in Theft from Motor Vehicle from 2005 to 2011, this crime type experienced two increases in the last three years. In 2012 there was a 13.1% (or 3,884 incidents) increase in Theft from Motor Vehicle compared to the year prior and in 2014, the second increase saw an 11.4% increase in this category (or 4,044 incidents) when compared to 2013 (3,629).

Figure 3: Selected Property Crime Incidents in Q2 YTD 2005-2014

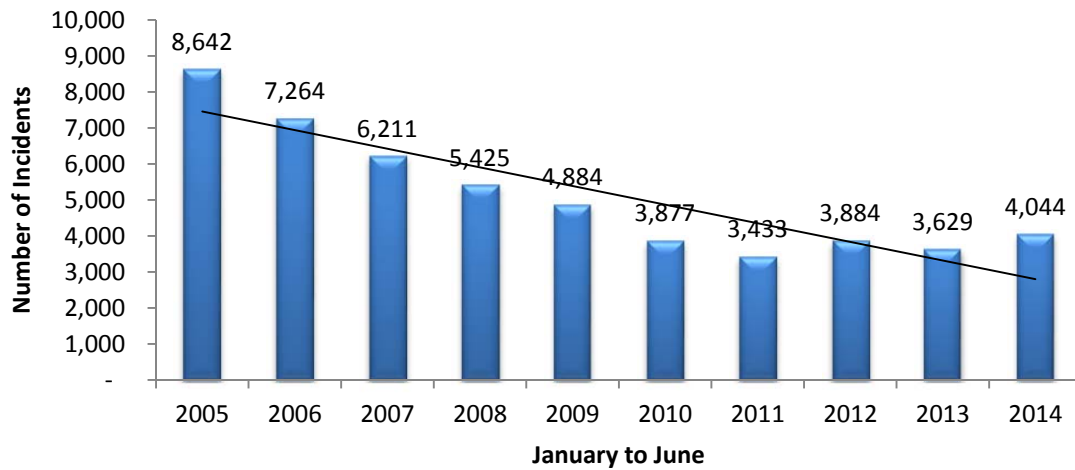




### Break & Enter - Residence



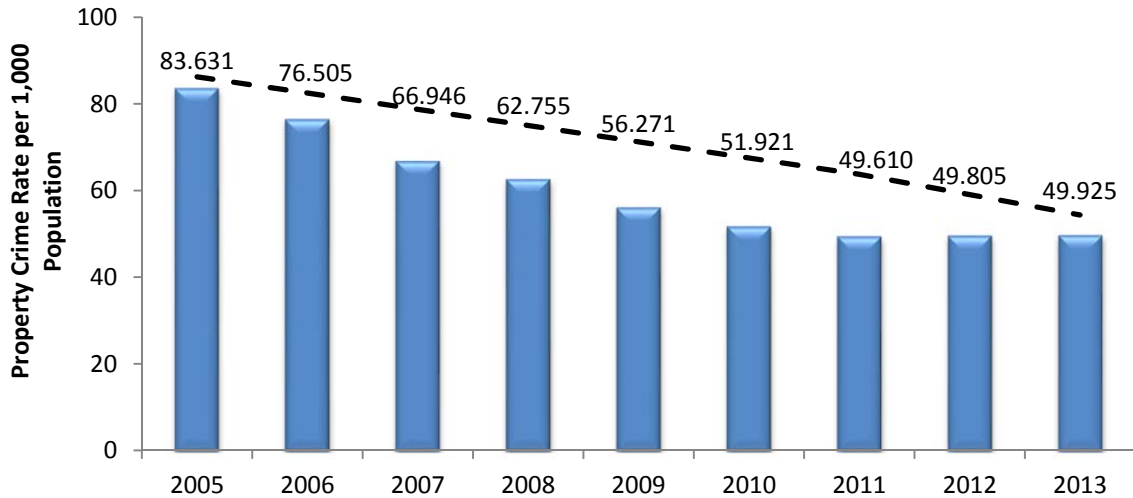
### Theft from Motor Vehicle (<>\$5K)





As shown in Figure 4, the Property Crime Rate experienced six consecutive annual decreases from 2005 to 2011. Unfortunately, property crime increased slightly in 2012 and 2013. The dashed line represents the property crime reduction goal set in the last three Strategic Plans with a 4.0%, 4.0%, and 5.0% annual target decrease respectively.

**Figure 4: Annual Property Crime Rate 2005-2013**






s. 28 MENTAL HEALTH ACT APPREHENSIONS

Under Section 28 of the Mental Health Act (MHA), a police officer may apprehend and immediately take a person to a physician for examination if satisfied from personal observations, or information received, that the person is acting in a manner likely to endanger that person's own safety or the safety of others, and is apparently a person with a mental disorder.

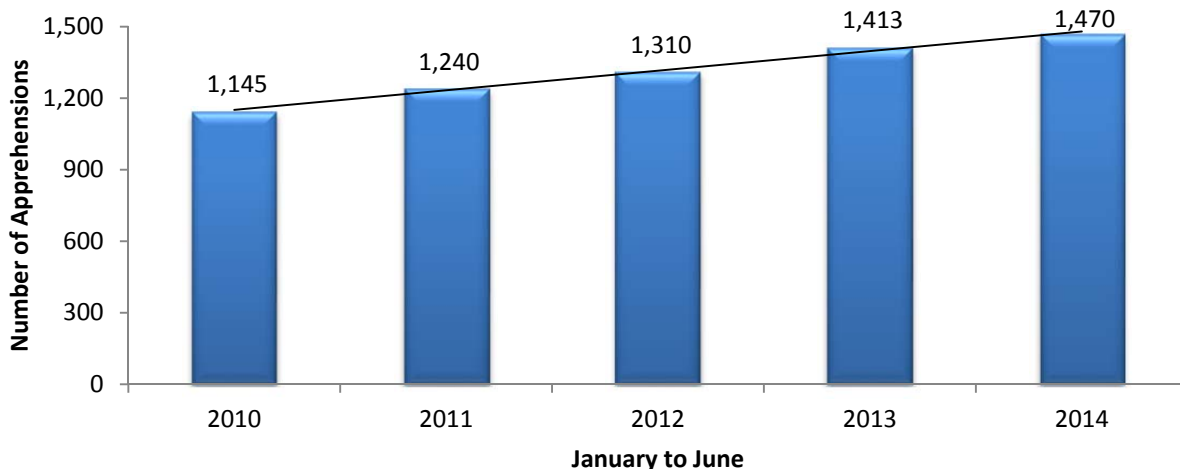
Once apprehended, the individual must be presented to a medical practitioner to be cleared medically and properly diagnosed. Table 3 shows there has been a 4.0% increase in the number of apprehensions when comparing the first six months of 2013 to 2014.

Table 3: s. 28 MHA Apprehensions – Q2 YTD 2014 Compared to Q2 YTD 2013

	Jan-June 2014	Jan-June 2013	% Change
Incidents	1,470	1,413	 4.0%

The s. 28 MHA apprehension data is extracted from hospital wait time templates. Figure 5 shows the number of s. 28 MHA apprehensions that occurred from 2010 (1,145) to 2014 (1,470). Each year there has been an increase in MHA apprehensions. Overall, the second quarter YTD of each year has experienced an average increase of 6.5% more s. 28 MHA apprehensions.

Figure 5: s. 28 MHA Apprehensions in Q2 YTD 2010-2014







PRIORITY 1 RESPONSE TIMES

Table 4 shows year to date Priority 1 (P1) response time data from January to June 2013 and 2014. The average response time for the first three months of 2014 (10:48) was slower by 37 seconds, or 6.1%, when compared to the same time period in 2013 (10:11).

Table 4: Priority 1 Response Times – Q2 YTD 2014 Compared to Q2 YTD 2013


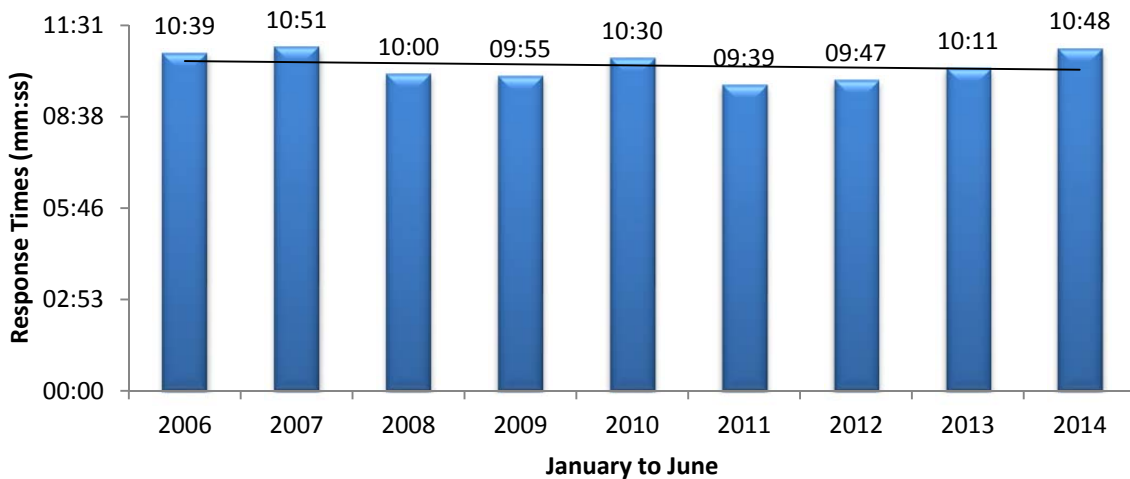
	Jan-June 2014	Jan-June 2013	% Change
mm:ss	10:48	10:11	 6.1%

Figure 6 shows Q2 YTD response times between 2006 and 2014. Although the 2014 response time has increased over the past three years, the trend line shows that overall, response times have been decreasing in the first six months of each year since 2006.

Figure 6: P1 Response Times for Q2 YTD 2006-2014

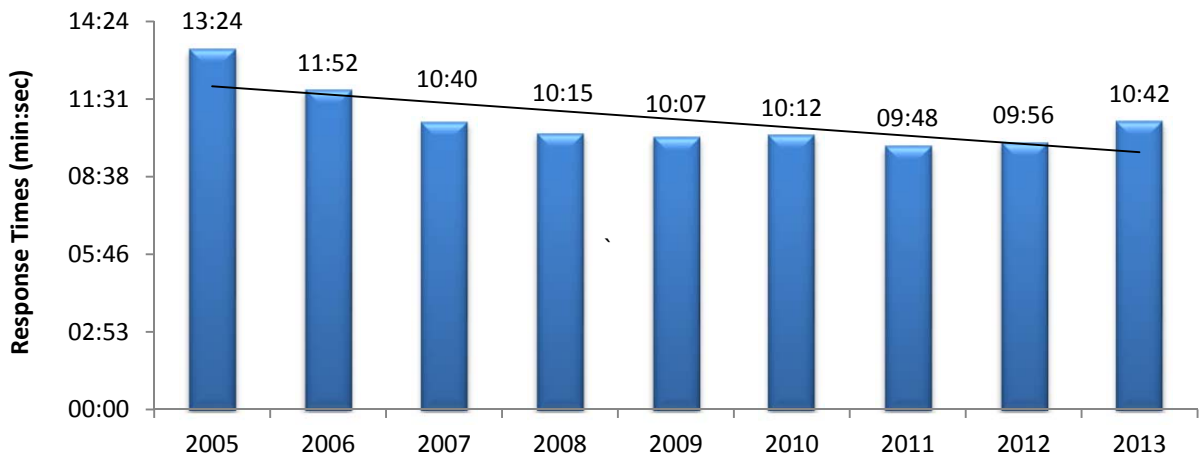


Note: Q1 priority 1 response time data was not available in 2005 as a new Computer Aided Dispatch (CAD) system came into operation in May 2005.



Figure 7 illustrates P1 response times since 2005. The 2013 P1 average response time (10:42) was faster by 2 minutes and 35 seconds or 20.2% when compared to the 2005 P1 response time (13:24).

**Figure 7: P1 Year-end Response Times 2005-2013**





TRAFFIC RELATED INJURIES & DEATHS

Insurance Corporation of British Columbia (ICBC) data shows that the city of Vancouver has experienced 3.6% more ICBC reported injuries in Q1 2014 (2,132) than in 2013 (2,058).

Table 5: ICBC Reported Injuries and Fatalities per Quarter and Year 2009-2013

ICBC Reported Injuries & Fatalities					
Year	Q1	Q2 YTD	Q3 YTD	Q4 YTD	Q1 % Change
2009	1,764	3,788	5,973	8,280	-10.4%
2010	2,084	4,251	6,508	8,861	18.1%
2011	2,053	4,229	6,351	8,775	-1.5%
2012	2,227	4,440	6,574	9,114	8.5%
2013	2,058	4,488	6,841	9,150	-7.6%
2014	2,132				3.6%

Figure 8 depicts the number of ICBC<sup>2</sup> reported injuries from 2005 to 2013. 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 0.7% decrease in 2011 (8,861). Overall, ICBC reported an annual average decrease of 0.4% fewer reported injuries from 2005 to 2013. The dashed line represents the motor vehicle collision reduction goal set in the 2012 to 2016 Strategic Plan focusing on a 12.5% decrease in injuries and fatalities over the next five years.

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



Figure 8: Annual ICBC Reported Injuries & Fatalities Rate

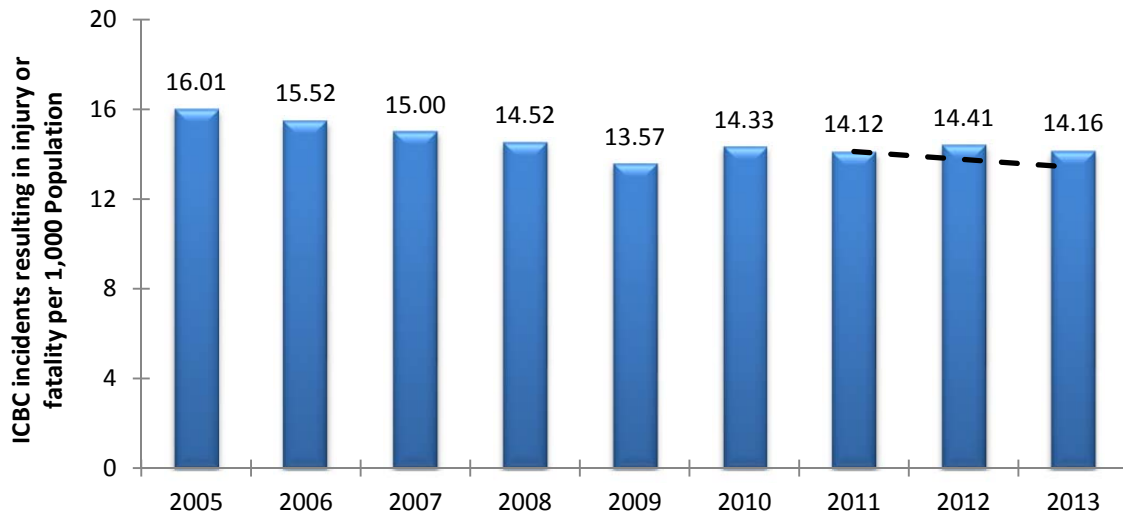


Figure 9 compares January to June traffic fatalities from 2005 to 2014<sup>3</sup>. Year to date there has been three fatalities in 2014.

Figure 9: Q2 YTD Traffic Fatalities 2005-2014

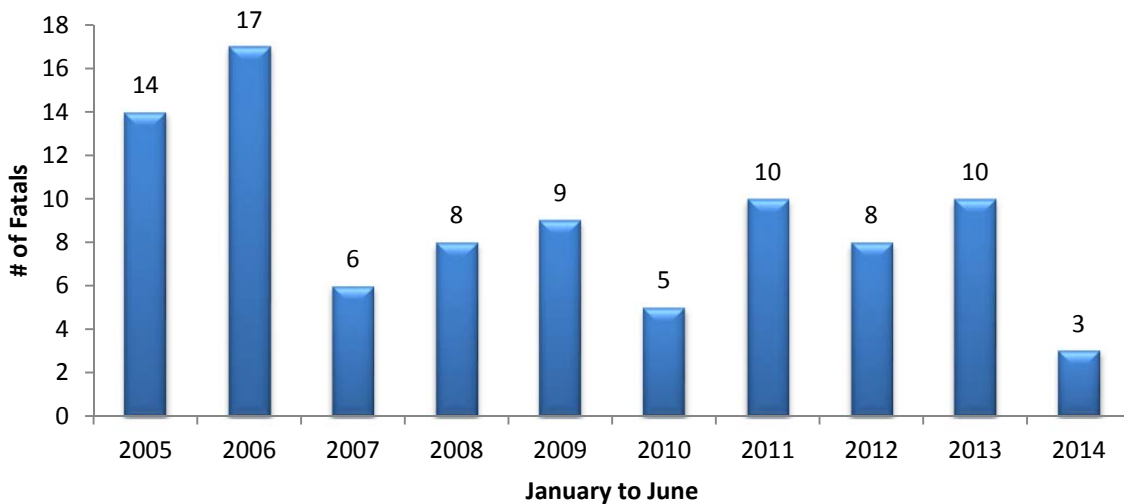
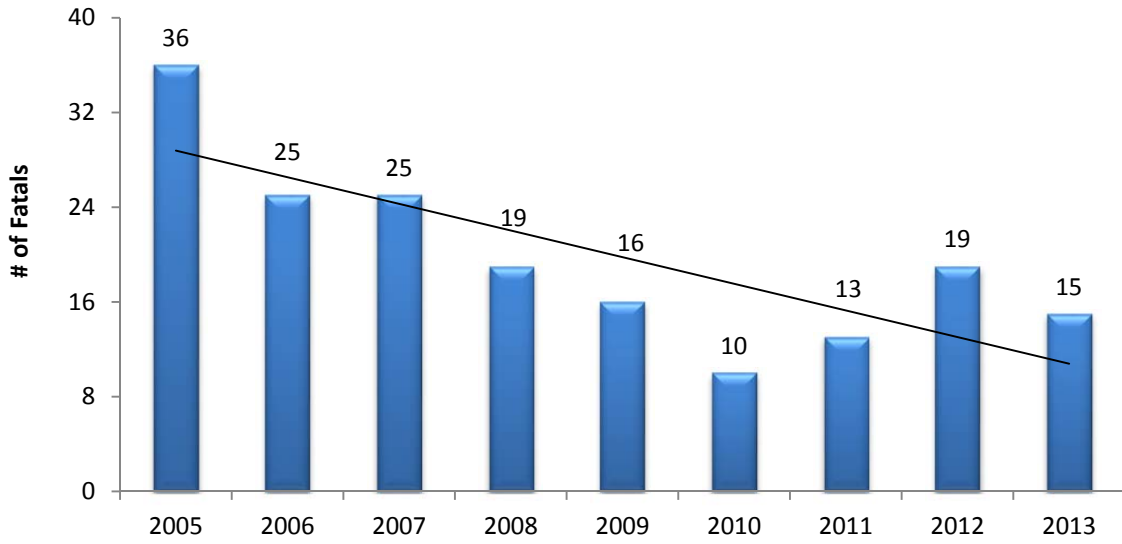


Figure 10 shows there were 15 fatalities involving a motor vehicle in 2013. Since 2008 the annual number of fatalities has been between 10 and 19, down from the years of 2005 to 2007.

<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 10: Annual Traffic Fatalities 2005-2013





2013 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 2013 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 11 and 12).

Figure 11: Business Survey Overall Satisfaction

Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2013)

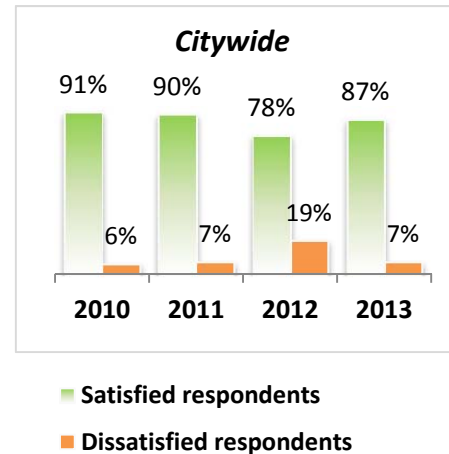
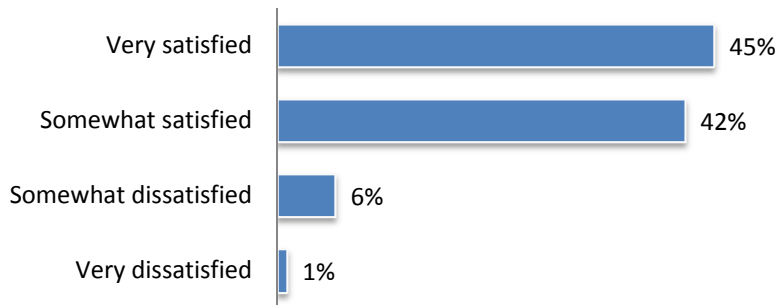
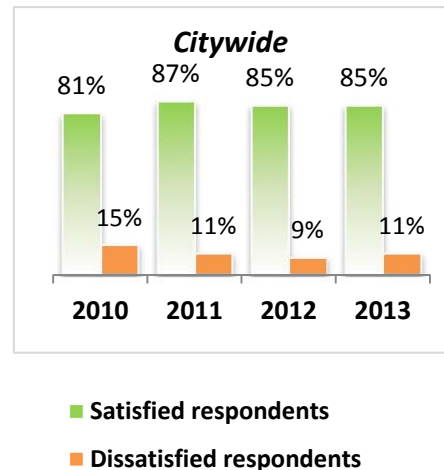
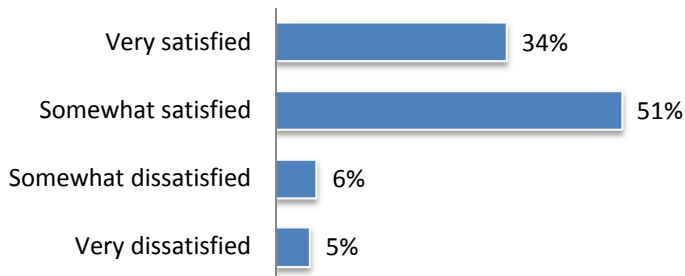


Figure 12: Residential Survey Overall Satisfaction

Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2013)





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## APPENDIX

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The data for this report is obtained from the PRIME records management system. Crime statistics at the VPD are published using the ‘most serious offence’ method, which captures the most serious offence associated with an incident. All cases cleared as unfounded have been removed to more accurately represent actual criminal offences rather than incidents reported.

Crime rates are calculated per 1,000 population. BC Statistics cites Vancouver’s 2013 population to be 640,914<sup>4</sup>. A five-year estimate was calculated to project the 2014 population in order to calculate crime rates.

Response time is the difference, measured in hours:minutes:seconds, between the time a call is received and the time when the first police unit arrives. 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.

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<sup>4</sup> BC Stats as of February 2014.