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# REPORT TO THE COMMUNITY

2013 First Quarter



# STRATEGIC PLANNING GUIDES COMMISSION AND EPS

The key to any successful organization is its ability to look toward the future and prepare for the expected - and sometimes the unexpected.

The Edmonton Police Commission and the Edmonton Police Service take pride in their strategic planning processes and recognize the importance of regularly updating the plans.

In the first quarter, the EPS and Commission released a joint 2013-2015 Strategic Plan and worked together to build a five-year staffing plan. The EPS launched a new organizational strategy and created a five-year strategic plan that outlines more than 60 projects currently underway.

The EPS organizational strategy is based on input from nearly 100 employees. The strategy outlines the mission and vision, required resources, and goals the EPS expects to achieve along the way. This new strategy also incorporates the EPS's motto, 'Dedicated to Protect, Proud to Serve' and the six core values: integrity, accountability, respect, innovation, courage, and community.

The various strategies were developed with consideration to the Government of Alberta's Law Enforcement Framework, the City of Edmonton's 10-year strategic plan called The Way Ahead, the 2011 Citizen Survey, and the 2012 EPS environmental scan.

## VISION STATEMENTS

### COMMISSION

*Responsive, inclusive and innovative policing that serves as the foundation for a safe, thriving community.*

### EDMONTON POLICE SERVICE

*To make Edmonton the safest major city in Canada and for the Edmonton Police Service to be recognized as a leader in policing.*

## MISSION STATEMENTS

### COMMISSION

*To provide strategic direction, set priorities, and ensure police have adequate resources, while providing a channel for the public to communicate concerns and offer input.*

### EDMONTON POLICE SERVICE

*To increase public safety through excellence in the prevention, intervention and suppression of crime and disorder.*

# COMMITTED TO PROFESSIONALISM

## RECOGNIZING MENTAL HEALTH ISSUES

Led by Dr. Peter Silverstone, University of Alberta medical researchers designed a unique one-day training program to help officers quickly identify mental health issues when responding to calls. Results showed long-term behavioural change in the officers and allowed the EPS to handle mental health calls more efficiently.

More than 600 patrol members participated in the program. Actors made the training intense and empowered officers to draw upon their emotions to establish a personal connection. Scenarios involved actors displaying various mental health signs, some of which were easily discernible while others could be mistaken as a substance addiction.

Differentiating between signs of substance abuse and mental illness was a key component of the training. If substance abuse issues are not recognized, an individual may not receive proper medical care.

When discussing the effectiveness of the training, Sergeant Dave Demarco spoke of a recent incident where trained officers recognized that a disoriented male was suffering severe alcohol withdrawal. "If they hadn't recognized the signs, they may simply have taken him to a shelter. They probably saved his life by making sure he received proper medical care."

The EPS will incorporate a condensed version of this program into annual mandatory training for frontline officers. Dr. Silverstone and his team tracked the results and submitted the findings to a peer-reviewed journal, *Frontiers in Forensics Psychiatry*.



*An officer interacts with an actor posing as a woman in distress in a Mental Health Training session.*

## KIWANIS TOP COP

Constable Candace Werestiuk was the recipient of the 36th annual Oil Capital Kiwanis Top Cop Award.

The award, recognizing an active-duty officer who exhibits excellence in community policing both on the job and after hours, was presented in March and has been a distinguished benchmark of achievement for over 35 years.

As a Community Liaison Constable in Downtown Division, Constable Werestiuk developed a great relationship with staff and students at Oliver School and was awarded the annual Parent Volunteer Award. Although this award is typically given to a parent, she was recognized by the school for her dedication to the students through her leadership in the buddy program and as the volleyball team coach.

Constable Werestiuk also developed a strong relationship with the staff and residents at La Salle Women's Shelter where she was often invited to join their monthly lunches. To return the hospitality, she took it upon herself to cook an entire meal for the residents and staff. At the shelter's annual Christmas party - even while she was on maternity leave - Constable Werestiuk organizes small gifts for each of the residents and their children, and arranges for a fellow officer to dress as Santa Claus and deliver the gifts.



*Constable Candace Werestiuk was named the Oil Capital Kiwanis Top Cop for her dedication to students at Oliver School and residents of La Salle Women's Shelter.*

# REDUCED CRIME AND VICTIMIZATION

## A SUCCESSFUL FRAUD PREVENTION MONTH



The Fraud Prevention Alberta team was recognized at a City Council meeting on Tuesday, March 5, 2013.

March is Fraud Prevention Month and a busy time for the Economic Crimes Section.

"From our official kick-off at City Hall on March 5 and introductions at the Legislature, through to an electronic shredding event at Kingsway Mall, we were busy all month," says Constable Nadine Swist.

Each week, police agencies and Fraud Prevention Alberta community partners showcased different types of fraud. Week one was romance fraud; week two was credit and debit card fraud; week three was identity theft; and week four was online and investment fraud.

"We received calls from people who heard our prevention messages and were spared from falling victim to fraud," notes Swist. "One woman ended an online relationship because of one of our articles."

"We also heard from a money transfer clerk who heard one of our public service announcements. The clerk then talked an elderly woman out of transferring money to a fraudster."

Constable Swist also spoke with a reporter who had been covering credit and debit card frauds. Because of what he had learned, he spotted a fraudulent PIN pad and immediately changed his PIN.

"Stopping these three frauds alone saved Edmontonians millions of dollars and the EPS hundreds of hours of investigations. There are undoubtedly many more people who heard our messages and frauds were actually prevented."

## IT'S NOT RUDE, IT'S SAFE



The EPS developed a campaign targeted to apartment residents around the city emphasizing that it is crucial to prioritize safety over politeness; don't hold the door open for somebody you don't know.

The EPS has several other programs including Crime-Free Multi-Housing and Crime Prevention Through Environmental Design. These programs are made available upon request, and are delivered by the EPS in partnership with property managers.

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## FEBRUARY CAT DEPLOYMENT LED BY TRAFFIC SECTION

Traffic Section was the lead in a mid-February Community Action Team (CAT) deployment in south Edmonton.

Bonnie Doon and Capilano are two of the busiest neighbourhoods for officers in Southeast Division. Stopping criminals while they're mobile is an effective way of uncovering more serious criminal activities, so this CAT deployment focused on traffic coming in and out of these communities. Among the participants of the four-day CAT deployment were two strategic traffic apprehension teams (STAT), several patrol officers from each division, and citizens from the Bonnie Doon Neighbourhood Foot Patrol.

"We have found that pulling people over for offences such as tinted windows or speeding violations often lead us to something more," says Acting Sergeant David Green.

The February deployment resulted in 134 public interactions, 29 arrests, 44 warrant executions, 261 tickets issued, 29 charges laid, 22 street checks, 370 vehicle stops and 15 vehicle seizures.

A CAT deployment is a deliberate and focused approach to reducing crime and disorder in distressed communities. CAT uses maximum contact, high visibility and a team approach to help troubled neighbourhoods.



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## VIOLENCE REDUCTION – FIRST QUARTER RESULTS

As the first quarter of 2013 comes to an end, great strides have been made toward reducing violent crimes in Edmonton.

A strong focus has been on the people, places and precipitating factors of crime and disorder by addressing the personal, social and environmental factors that lead to violence.

- Victim Support Teams follow-up with people involved in domestic violence. They also help with referrals and safety planning.
- Offenders are being held accountable to judicial sanctions through improved offender management, curfew checks, warrant execution programs, STAT and the Youth Unit's "Y-50" – a program that focuses on the top 50 youth with the highest risk of reoffending and victimization.
- Community partners are adding more resources and building the capacity to deal with vulnerable people. This includes Hope Mission's addition of intox beds, a growing number of outreach teams, and an increase in social service agencies outside of the downtown core such as Mosaic Centre, Welcome Neighbour Centre, and Jasper Place Health and Wellness Centre.
- Community Action Teams are strategically deployed to places where there is high risk of crime and disorder. These deployments are supplemented by creative divisional and organizational responses to make people and places safer.

Reducing violence is about changing behaviours. The results are showing that violence can decrease with effective intervention, prevention, and suppression methods.

## OVERALL CRIME IN THE EIGHT CRIME INDICATORS 2012 AND 2013 YEAR-TO-DATE COMPARISONS



In the first quarter of 2013, violent crimes decreased by 10% and property crimes increased by 6.4%. Overall, there was a 0.4% increase in the eight crime indicators.

## THE EIGHT CRIME INDICATORS ARE:

### VIOLENT CRIMES

- Homicide
- Assault
- Sexual assault
- Robbery

### PROPERTY CRIMES

- Break and enter
- Theft from vehicle
- Theft of vehicle
- Theft over \$5,000

The eight crime indicators are measured daily and the data is used to focus on criminal activity and identify trends, patterns, and hot spots in Edmonton. Police resources are then deployed to address emerging and enduring crime and disorder issues. Violent Crimes statistics are based on victims of crime, not occurrences of crime.

# INVESTIGATIVE EXCELLENCE

## CASH REWARD OFFERED IN 11 UNSOLVED HOMICIDE CASES

The EPS strives to bring closure to unsolved homicide cases, and sometimes a cash reward might encourage the right person to come forward.

One of the Commission's roles is to approve cash rewards that are requested by the EPS relating to unsolved crimes. Eleven previously approved rewards were renewed in the first quarter, with each reward valued at \$40,000.

Currently there are no leads in any of the 11 cases that were presented during the Commission's March public meeting, but Homicide Section Staff Sergeant Bill Clark is optimistic. "These types of monetary rewards provide incentives for people with information to come forward," he says. "Over time, friendships and intimate relationships end, and people who were unwilling to talk when the crime first occurred may suddenly be more willing to share their knowledge with police."

Unlike Crime Stoppers, where tips can be left anonymously, anyone leaving tips on these specific 11 homicides cannot be anonymous. To be eligible to receive the \$40,000 reward, tipsters must be prepared to testify in court.

There have been 186 unsolved homicides in Edmonton since 1938, and rewards are available for information leading to convictions in 30 cases dating as far back as 1992.

*"Not only will the right information help us arrest and prosecute, but it will bring closure to the friends and families of the victims."*

*– Staff Sergeant Bill Clark*

*The Heavy Users of Service project will identify the most frequent users of social, medical, criminal, and justice systems.*

## HEAVY USERS OF SERVICES PROJECT UNDERWAY

A working group of more than 15 stakeholders has started laying the framework for the Heavy Users of Services project.

Over the next two years, the working group - which includes social service providers, first responders, justice, Aboriginal, and government representatives - will monitor some of the city's most frequent users of social, medical, criminal, and justice services to identify and bridge gaps in service provision and treatment. The intent is to collaboratively help precipitate the individual's healing and recovery.

The Heavy Users of Services project will create and implement monitoring processes, systems, structure and policies around the identification of those at greatest risk to themselves, others, and the community.

Once a system gap or an area for improvement has been identified, the issue will be explored in more detail. Proposed options will be communicated to the provincial government, where they will be reviewed and addressed.

The project will also test some of the concepts and processes articulated in the Assessment, Sobering and Care Collaboration (ASCC) Navigation Case.

In October of 2012, EPS Chief Rod Knecht proposed the ASCC concept to deal with crime and disorder in communities that consume excessive amounts of police, health, social service, and justice system resources.



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## WHEN KIDS TALK, LISTEN

Employees of the Zebra Child Protection Centre want adults to focus on the importance of listening to children and being alert to any potential signs of abuse.

“For me, it is about each one of us holding ourselves accountable,” says Barbara Spencer, Director of Zebra. “Our kids need to be listened to and believed. And we must have a sense of urgency around reporting allegations of abuse and the ensuing investigations and prosecutions.”

Spencer stresses that if anyone suspects a child is being harmed, it is mandatory to report it to police or Child and Family Services.

“By reporting it, you are bringing each child to the attention of investigative experts in our community who can ensure the safety of the child,” explains Spencer.

The Zebra Centre, the first of its kind in Canada, creates a coordinated response to child abuse with a professional, compassionate, and highly integrated program of healing and justice. It brings together a community of professionals from Edmonton and Area Child and Family Services, Crown Prosecutors, Child at Risk Response Teams, medical and trauma screening professionals, community volunteers, and 18 sworn members of the EPS and one civilian member. This multi-disciplinary team allows for streamlined, thorough and expert investigations, interventions, prosecutions, and supports.

*Zebra Centre creates an environment that nurtures the abused child and uses all the wisdom of its partnership to see that justice is done.*



# INCREASED EFFICIENCY AND EFFECTIVENESS

## APPROPRIATE DISPUTE RESOLUTION

The Commission and the EPS Professional Standards Branch (PSB) work hard to ensure that citizen complaints and concerns are dealt with promptly and properly.

In the first quarter, a working group consisting of representatives from the Commission, EPS, and Edmonton Police Association met to review the Appropriate Dispute Resolution (ADR) policy and bring together ideas to improve the overall process.

The recently revamped policy has made it easier for PSB employees to identify concerns and complaints that might be best resolved through alternative methods to the formal investigative process. Run by a coordinator, the ADR program offers complainants and subject officers an opportunity to come together to gain a better understanding of each other's position.

The ADR program enlists a variety of methods for resolving complaints and concerns including mediation, supervisory reviews, and facilitated discussions. Each option allows the parties to agree on the most appropriate resolution method and provide meaningful input.

In 2012, 213 formal complaints and 754 citizen concerns were forwarded to PSB. In that same period, 42 formal complaints and 254 citizen concerns were resolved using the ADR program. To put that into perspective, 10 formal complaints were sent to a disciplinary hearing in 2012, with seven of those resulting in some type of disciplinary action.

*The Edmonton Police Commission and the Edmonton Police Service take complaints and concerns very seriously and want to ensure that citizens have confidence in EPS and the Chief of Police.*

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Chief Knecht reads to children at the Mee-Yah-Noh Elementary School in February as part of a fundraising video for the Edmonton Public School Foundation.

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## ELIMINATING GRAFFITI IN EDMONTON

Graffiti vandalism has a negative impact on how safe and secure people feel in a neighbourhood plagued with such activity. Through the Capital City Clean Up program, various organizations work together to reduce and eliminate graffiti vandalism in Edmonton.

"Police receive numerous complaints regarding graffiti vandalism and realize the impact it has on the community, and the cost to citizens and businesses," says Constable Ryan Katchur who specializes in graffiti investigations. "Through our investigations, we're able to hold more graffiti taggers accountable and make significant arrests of prolific offenders."

Since 2010, police received numerous complaints regarding graffiti vandalism tag "Brute" on private and public property at over 250 locations in downtown and west Edmonton.

One early morning in January, police stopped a 17-year-old male riding his bike in the area of 107 Avenue at 106 Street. Noticing paint on his hands, face and clothing, officers looked closer and discovered spray cans in his possession. Further investigation led to additional evidence gathered at the teen's home. He was charged with over 150 counts of mischief.

In the first quarter, the City of Edmonton released results of the third annual Capital City Clean-Up graffiti audit. Through the efforts of numerous stakeholders, including the EPS, the numbers of recorded graffiti incidents have dropped but there's still work to be done.

A summary of the audit and information on other graffiti vandalism prevention programs can be viewed at [www.edmonton.ca/capitalcitycleanup](http://www.edmonton.ca/capitalcitycleanup).

*Constable Ryan Katchur examines graffiti on an Edmonton building. Businesses and citizens are encouraged to remove graffiti on their property as soon as possible to avoid attracting more acts of vandalism.*

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## EPS STAFF COMPLEMENT

### SWORN, NON-SWORN AND RECRUITS

STAFF	2013 AUTHORIZED FTE'S	2013 FTE'S AS OF 2013 MARCH 31	VACANCIES (OVER STRENGTH)
SWORN	1,634.0	1,589.1	44.9
RECRUITS	0.0	51.0	(51.0)
NON-SWORN	644.5	613.2	31.4
<b>FULL COMPLEMENT</b>	<b>2,278.5</b>	<b>2,253.2</b>	<b>25.3</b>

The authorized FTE's represent 2,278.5 authorized positions in 2013

## OTHER COMMISSION AND EPS PUBLICATIONS

The Edmonton Police Commission and the Edmonton Police Service publish a number of reports that provide further details on policing in Edmonton.

OPERATIONAL AREA	PUBLICATION
Performance Measurement	Annual Policing Plan
Performance Results	Annual Policing Plan Report Card
Complaints Against EPS	Professional Standards Branch Annual Report
Citizen Opinions on Policing	Citizen Survey

All publications can be found at [www.edmontonpolicecommission.ca](http://www.edmontonpolicecommission.ca) and [www.edmontonpolice.ca](http://www.edmontonpolice.ca)

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## FINANCIALS

### BUDGET VARIANCE BY MAJOR CATEGORY OF REVENUES & EXPENDITURES FOR THE PERIOD ENDING MARCH 31, 2013 (\$000'S)

	2013 YEAR TO DATE				YEAR END FORECAST			
	BUDGET	ACTUAL	VARIANCE	%	BUDGET	ACTUAL	VARIANCE	%
<b>REVENUE</b>								
Traffic Safety Act	\$2,359	\$1,876	\$(483)	-20.5%	\$16,158	\$14,158	\$(2,000)	-12.4%
Provincial Grants			-		23,580	23,580	-	0.0%
Other	4,203	3,978	(225)	-5.4%	27,179	26,608	(571)	-2.1%
<b>TOTAL REVENUE</b>	<b>6,562</b>	<b>5,854</b>	<b>(708)</b>	<b>-10.8%</b>	<b>66,917</b>	<b>64,346</b>	<b>(2,571)</b>	<b>-3.8%</b>
<b>EXPENDITURES</b>								
<b>PERSONNEL</b>								
Salary and benefits	45,429	45,084	345	0.8%	268,159	265,988	2,171	0.8%
EPS Overtime	1,448	1,273	175	12.1%	10,184	10,315	(131)	-1.3%
External Overtime	72	52	20	27.8%	432	432	-	0.0%
	<b>46,949</b>	<b>46,409</b>	<b>540</b>	<b>1.2%</b>	<b>278,775</b>	<b>276,735</b>	<b>2,040</b>	<b>0.7%</b>
<b>NON-PERSONNEL</b>								
Furniture, equipment, IT, materials and supplies	4,641	4,328	313	6.7%	11,921	11,921	-	0.0%
Contracts and services	3,002	2,395	607	20.2%	21,328	20,693	635	3.0%
Vehicles	1,281	1,091	190	14.8%	12,289	12,289	-	0.0%
Facilities	2,432	2,409	23	0.9%	15,533	15,533	-	0.0%
Other	241	288	(47)	-19.5%	3,744	3,848	(104)	-2.8%
	<b>11,597</b>	<b>10,511</b>	<b>1,086</b>	<b>9.4%</b>	<b>64,815</b>	<b>64,284</b>	<b>531</b>	<b>0.8%</b>
<b>TOTAL EXPENDITURES</b>	<b>58,546</b>	<b>56,920</b>	<b>1,626</b>	<b>2.8%</b>	<b>343,590</b>	<b>341,019</b>	<b>2,571</b>	<b>0.7%</b>
<b>POSITION BEFORE ADJUSTMENTS</b>	<b>51,984</b>	<b>51,066</b>	<b>918</b>	<b>1.8%</b>	<b>276,673</b>	<b>276,673</b>	<b>-</b>	<b>0.0%</b>
Tangible Capital Assets Budget adjustment					1,445	1,445	-	0.0%
<b>NET POSITION</b>	<b>\$51,984</b>	<b>\$51,066</b>	<b>\$918</b>	<b>1.8%</b>	<b>\$278,118</b>	<b>\$278,118</b>	<b>\$0</b>	<b>0.0%</b>

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