# Annual Policing Plan
## Public Initiatives
## 2013 Q3 Report

**Edmonton Police Service**

**Edmonton Police Commission Copy**

**2013 Annual Policing Plan - Q3 Results**
**Edmonton Police Service**

**Presented to the**
**Edmonton Police Commission**
**November 21, 2013**

# Purpose

- To discuss and answer questions on our Q3 results for the 2013 Annual Policing Plan public initiatives

# 2013 Annual Policing Plan – Q3 Results

| #1 Clearance Rates | #2.1 GDM - Response Times | #2.2 GDM - Proactive Time |
|---|---|---|
| #3 Crime Reduction | #4.1 Violence Reduction Strategy *Violent Crime* | #4.2 Violence Reduction Strategy *Social Disorder* |
| #5 Prisoner Transportation | #6 Public Safety Compliance Team | #7 Neighbourhood Empowerment Teams |
| #8 Traffic Safety | #9.1 Gang & Drug Enforcement *Persons Arrested* | #9.2 Gang & Drug Enforcement *Civil Forfeitures* |
| #10 Specialized Traffic Apprehension Teams | #11 Aboriginal Strategy | #12 Homicide Section |
| #13 Recruiting | #14 Public Complaints | #15.1 Public Complaint Investigations - *ADR* |
| #15.2 Public Complaint Investigations - *APA Guidelines* | | |

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# 1. Clearance Rates

- Target: 43%
- YTD status: 39.8%



Clearance Rate (weighted) - All Crime

## 2.1 GDM – Response Times

- Target: 80%
- YTD status: 70.9%

**EPS Response Times - first unit-on-scene ≤ 7min for priority 1 calls**



| Year | Response Time for Fixed Locations |
|------|-----------------------------------|
| 2007 | 64.2% |
| 2008 | 75.1% |
| 2009 | 75.4% |
| 2010 | 80.5% |
| 2011 | 79.1% |
| 2012 | 77.3% |
| 2013 YTD | 70.9% |

Legend: Response Time for Fixed Locations — Target (80%)
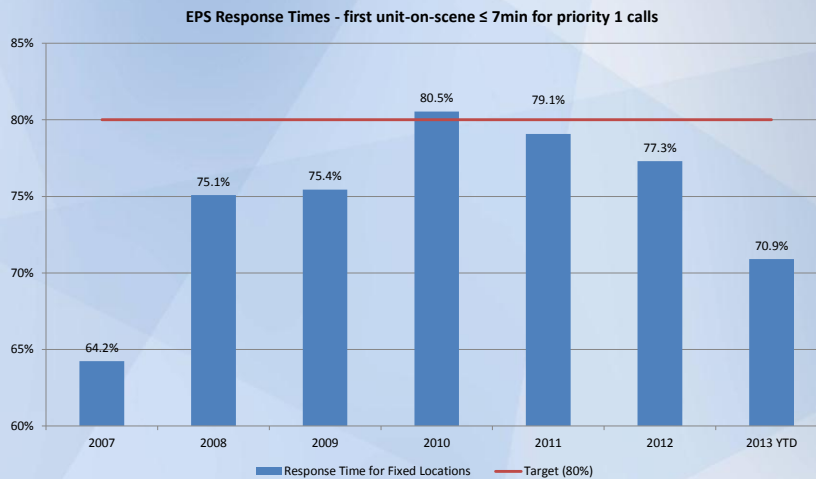
## 2.2 GDM – Directed/Self-Initiated Time

- Target: 25%
- YTD status: 15.4%

**Directed and Self-initiated Patrol Time**



| Year | % of patrol time in directed or self-initiated activities |
|------|-----------------------------------------------------------|
| 2007 | 21.5% |
| 2008 | 21.0% |
| 2009 | 18.5% |
| 2010 | 19.1% |
| 2011 | 19.0% |
| 2012 | 16.2% |
| 2013 YTD | 15.3% |

Legend: % of patrol time in directed or self-initiated activities — Target (25%)
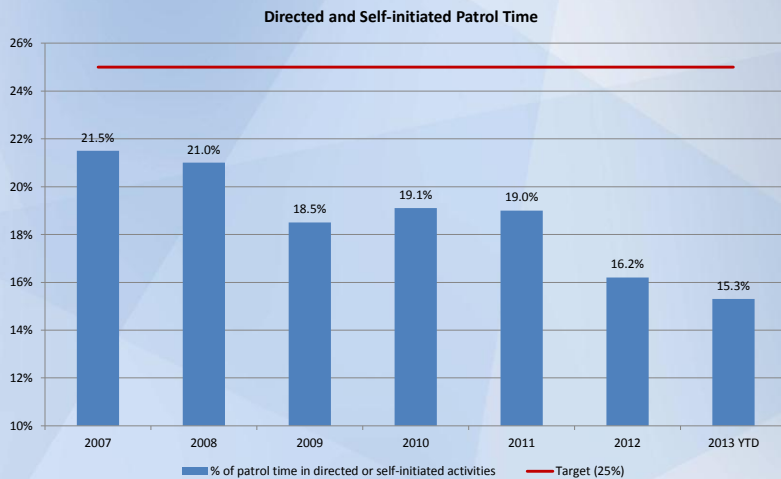
# 3. Crime Reduction – 8 crime indicators

- Target: 2% reduction from 2012 levels
- YTD Status 18,184 violent and property crime incidents (6.5% above 2012 YTD)

**Number of Violent and Property Crime Incidents**



| | | |
|---|---|---|
| 2007 | 36 036 | |
| 2008 | 33 581 | |
| 2009 | 32 699 | |
| 2010 | 26 879 | |
| 2011 | 22 425 | |
| 2012 | 22 349 | 17 075 |
| 2013 | | 18 184 |

■ 8 Crime Indicators   ■ YTD

# 3. Crime Reduction: Property Crime

- Break & Enter, Theft from Vehicle, Theft of Vehicle, Theft over $5,000

**Number of Property Crime Incidents**



| | | |
|---|---|---|
| 2007 | 27 446 | |
| 2008 | 24 619 | |
| 2009 | 23 494 | |
| 2010 | 18 427 | |
| 2011 | 14 362 | |
| 2012 | 14 005 | 10 637 |
| 2013 | | 12 072 |

■ Property Crime   ■ YTD
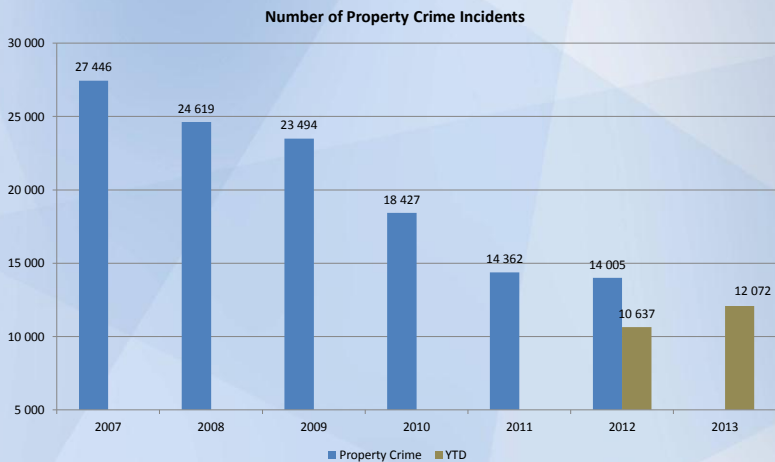
## 4.1 Violence Reduction Strategy: Violent Crime

- Assaults, Homicides, Robberies, Sexual Assaults
- Target: 4% reduction from 2012 levels, for targeted locations
- YTD: 6,438 incidents city-wide (5.3% below 2012 YTD)

**Number of Violent Crime Incidents**
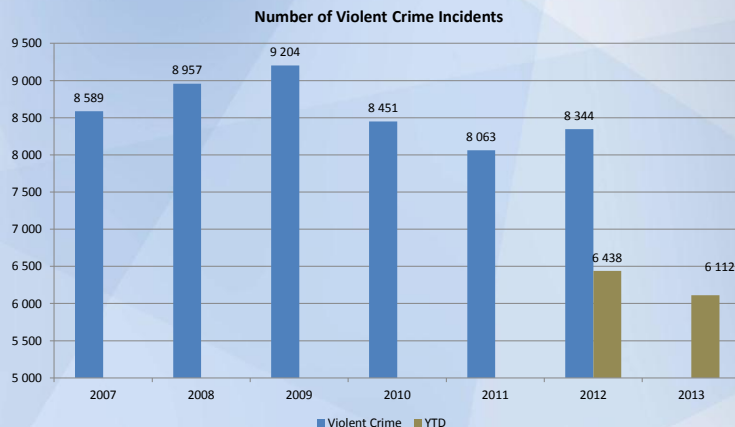


## 4.2 Violence Reduction Strategy: Social Disorder

- 17 social disorder types
- Target: 4% reduction from 2012 levels, for targeted locations
- YTD: 14,029 incidents city-wide (2.1% below 2012 YTD)

**Number of Social Disorder Incidents**
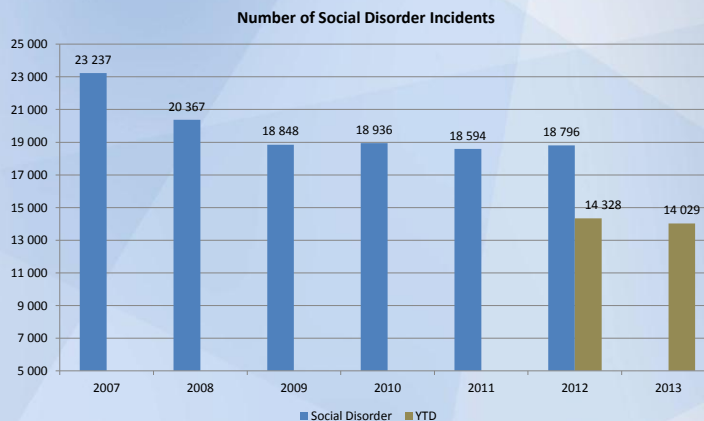
## 5. Prisoner Transportation

- New Edmonton Remand Centre (NERC) opened April 12, 2013
- In Q3, 2,574 persons transported to NERC and Edmonton Young Offender Centre
- In Q2, 2577 persons transported

## 6. Public Safety Compliance Team

- Top 20 Edmonton Licensed Premises identified
- Target: 5% reduction in calls for service for Top 20 locations, from 2012 levels
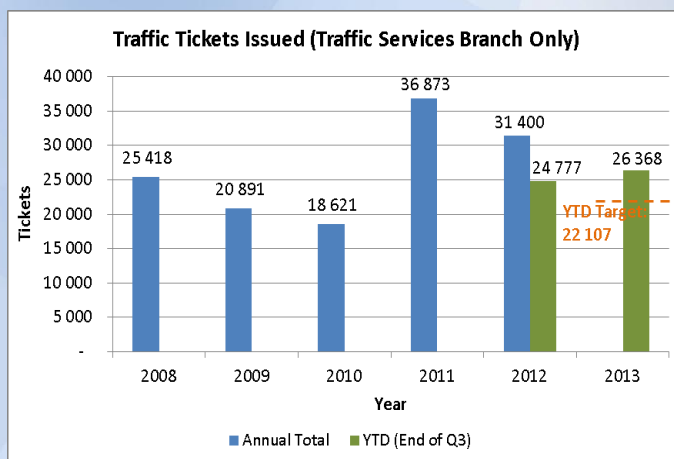- YTD: 592 calls (590 calls 2012 YTD)

## 7. Neighbourhood Empowerment Teams (NET)

- Target: 5% reduction in calls for service for targeted NET locations, from 2012 levels. 5% reduction in identified crime type for targeted NET neighbourhoods
- YTD: calls for service targets met for 3 out of 6 NET locations
- YTD: crime reduction targets met for 1 out of 3 NET neighbourhoods

## 8. Traffic Safety

- Target: 5% increase in traffic tickets issued by Traffic Section, from 2008-2012 average
- YTD: 26,368 tickets issued (25% above 2008-2012 average)

**Traffic Tickets Issued (Traffic Services Branch Only)**

| Year | Annual Total | YTD (End of Q3) |
|------|--------------|-----------------|
| 2008 | 25 418 | |
| 2009 | 20 891 | |
| 2010 | 18 621 | |
| 2011 | 36 873 | |
| 2012 | 31 400 | 24 777 |
| 2013 | | 26 368 |

YTD Target 22 107

## 9.1 Gang & Drug Enforcement – persons arrested

- Target: 5% increase from 2008-2012 average
- YTD: 106 arrests (43% below 2012 YTD)

**Number of Members Detailed/Arrested/Charged Q1-Q3**

| Year | Number of Members Detailed/Arrested/Charged |
|------|------|
| 2010 | 230 |
| 2011 | 199 |
| 2012 | 186 |
| 2013 | 106 |
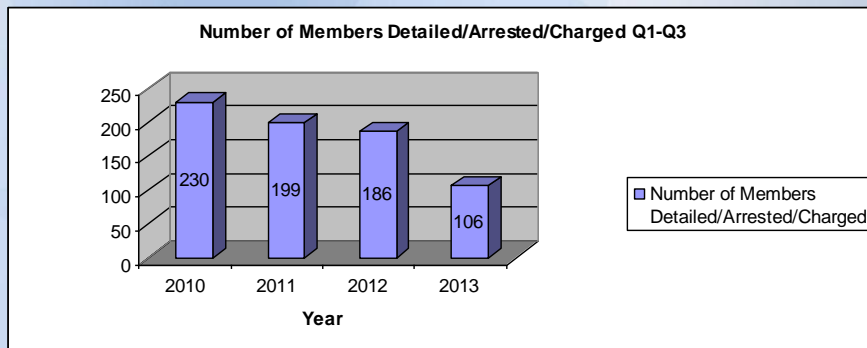
## 9.2 Gang & Drug Enforcement – civil forfeitures

- Target: 5% increase from 2008-2012 average
- YTD: $1,016,082 seized (12.4% above 2012 YTD)

**Civil Forfeiture Q1-Q3**

| Year | Civil Forfeiture |
|------|------|
| 2010 | $1,158,612 |
| 2011 | $739,702 |
| 2012 | $903,796 |
| 2013 | $1,016,082 |
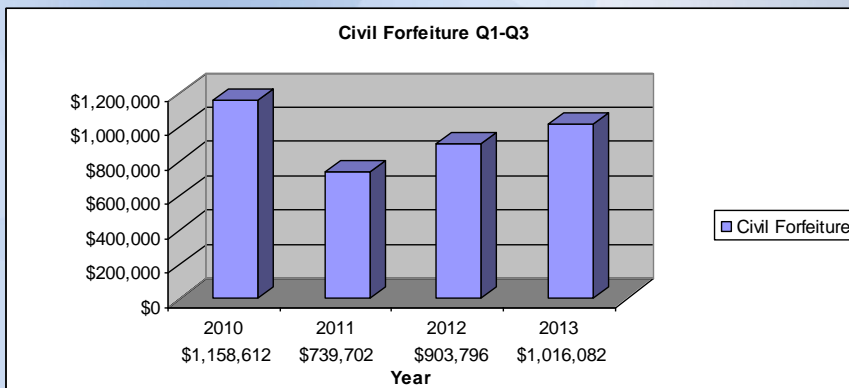
## 10. Specialized Traffic Apprehension Teams

- Q2 Target: staffing of 4 squads (completed in September)
- Activity tracking processes created, with monthly activity reports. Baseline statistics can be set by the end of 2013

## 11. Aboriginal Strategy

- Q2 Target: fully staffed and operational Aboriginal Liaison Unit. Posting and hiring for permanent sworn member to be completed in Q4
- Q4 Target: 20% of all EPS trained in cultural awareness course. 3 training dates set in late November for 'Policing an Urban Aboriginal Population'.

## 12. Homicide Section

- Target: +100% increase in the number of cleared cold cases/historical homicides from 2012 levels
- YTD : +100% increase

- 61% clearance rate for 2013 homicides
- Q3: 5 Homicides, with 3 charges laid so far.
- Additional resources in Homicide Section allowing for more undivided attention to unsolved homicides

## 13. Recruiting

- A "recruiting within diverse communities" report is progressing to Chief's Committee
- Work to be undertaken in Q4 to gather available performance measure data

## 14. Public Complaints

- Target: 5% reduction in public complaints from 2012 levels
- YTD: 104 complaints (31% above 2012 YTD)

**Public Complaints by Quarter**

Number of Files Received

| | 2009 | 2010 | 2011 | 2012 | 2013 |
|------|------|------|------|------|------|
| Q1 | 56 | 54 | 56 | 32 | 49 |
| Q2 | 61 | 53 | 41 | 33 | 37 |
| Q3 | 53 | 52 | 44 | 39 | 50 |
| Q4 | 62 | 42 | 35 | 45 | |
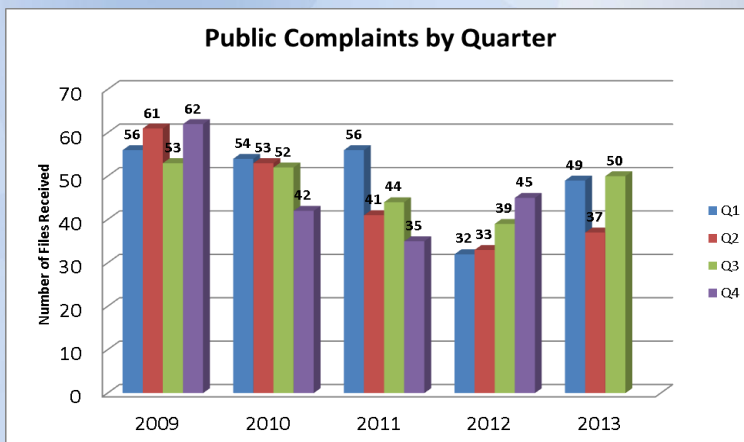
## 15.1 Public Complaint Investigations – Alternative Dispute Resolution (ADR)

- Target: 10% of public complaints concluded via ADR
- YTD: 24% (10 out of 38 public complaint files)

## 15.1 Public Complaint Investigations – timely investigations

- Target: 75% of public complaints investigations completed within 6 months
- Q1 files status: 69% of public complaints concluded or waiting disposition
- 2012 Q4 files: 73%

**2013 Annual Policing Plan**
**Q3 Results**

**Questions?**

| No. | INITIATIVE - Q1 STATUS | Year End Target | Trend | 2013 Q3 | 2012 Q3 | 2011 Q3 | 2010 Q3 | 2013 Q3 Target |
|---|---|---|---|---|---|---|---|---|
| 1 | Clearance Rates | ≥ 43% | ↓ | 39.8%* | 40.2%* | 40.6%* | 37%* | 43% clearance rate |
| 2.1 | Geographic Deployment Model - Response Times | ≥ 80% | ↓ | 70.3% | 79.1% | 80.8% | 81.6% | ≤ 7 min 80% of the time |
| 2.2 | Geographic Deployment Model - Proactive Time | ≥ 25% | ↓ | 15.3%* | 16.5%* | 18.8%* | 19.1%* | 25% Proactive Time |
| 3 | Crime Reduction | ≥ 2% reduction | ↓ | +6.5%* | +1.1%* | -19.3%* | -17.7%* | Overall (citywide) reduction of 2% |
| 4.1 | Violence Reduction Strategy - Violent Crime | ≥ 4% reduction | ↑ | -5.1%* | -5.2%* | -5.3%* | -8.8%* | 4% reduction in the 4 violent crime indicators |
| 4.2 | Violence Reduction Strategy - Social Disorder | ≥ 4% reduction | ■ | -2.1% | -1.2% | +0.3%* | -1.0% | 4% reduction in the social disorder indicators |
| 5 | Prisoner Transportation | ■ | ■ | ■ | ■ | ■ | ■ | Id/implement resources for transportation |
| 6 | Public Safety Compliance Team | ≤ 4% reduction | ↓ | +0.3%* | ■ | ■ | ■ | 4% reduction in calls for service for top 20 licensed premises |
| 7 | Neighbourhood Empowerment Teams | ■ | ■ | ■ | ■ | ■ | ■ | End of Q4, %5 ↓ calls for service/id'd crime type |
| 8 | Traffic Safety - Enforcement Incidents | ≥ 5% | ↑ | +25%* | ■ | ■ | ■ | 5% increase in enforcement incidents |
| 9.1 | Gang and Drug Enforcement - Persons Arrested | ≥ 321 | ↓ | 106* | 186* | 199* | 230* | Q3 YTD arrested ≥ 240 |
| 9.2 | Gang and Drug Enforcement - Civil Forfeitures | ≥ $977,713 | ↑ | $1,016,082* | $903,796* | $739,702* | $1,158,612* | Q3 YTD Civil Forfeitures ≥ $733,285 |
| 10 | Specialized Traffic Apprehension Teams | ■ | ■ | ■ | ■ | ■ | ■ | Four squads to be staffed |
| 11 | Aboriginal Strategy | ■ | ■ | ■ | ■ | ■ | ■ | ALU fully staffed and operational |
| 12 | Homicide Section - Historical Homicides cleared | 100% | ■ | +100% | ■ | ■ | ■ | ↑ 100% - historical homicide cleared files |
| 13 | Recruiting | ≥ 10% | ■ | ■ | ■ | ■ | ■ | ↑10% -  in diverse community initiatives |
| 14 | Public Complaints | ≤ 134 | ↓ | 137* | 104* | 136* | 159* | 5% reduction in public complaints |
| 15.1 | Public Complaint Investigations - ADR | ≤ 10% | ↓ | 26.3% | 35.6% | 43.6% | ■ | Conclude 10% of public compl's through ADR |
| 15.2 | Public Complaint Investigations | ≥ 75% | ■ | 69% | ■ | ■ | ■ | Investigations done within 6 mths 75% of time |

| TREND | |
|---|---|
| *YTD | |
| ↑ | Performance is improving from previous reporting period |
| ■ | Performance is the same as previous reporting period or N/A |
| ↓ | Performance has decreased from previous reporting period |
| ■ | No previous comparative information available |

## INITIATIVE #1

# Clearance Rates

**Initiative Owner** – Chief of Police

## Performance Measures / Targets:

The EPS will achieve a weighted clearance rate of 43% as per Canadian Centre for Justice Statistics (CCJS) reporting standards.

*CCJS Weighted Clearance Rate calculation includes all UCR violations.

## Year to Date Status:

*Off-target*
**Clearance Rates (weighted)**
**39.8% (3.2% below target)**

## Commentary:

Reported criminal offences are considered cleared when the offence is investigated and the suspected offender is identified and charged, or dealt with by extrajudicial means. The clearance rate is the percentage of reported criminal incidents that were cleared. The weighted clearance rate – developed by the Canadian Centre for Justice Statistics – assigns greater weight to more serious crimes.

The weighted clearance rate signals how well EPS is in investigating and solving crime – a critical function for police services. All of the following statistics presented in the report are weighted.

## Q3 Analysis:

- In Q3 of 2013, the Clearance Rate for violent and property crime was 36.5%, a 0.5% basis point increase compared to Q3 2012. YTD, clearance rates were 39.8%. Year-over-year, the violent crime clearance rate increased by 8.1%, while the non-violent clearance rate decreased 2.5%.
- Long-term, clearance rates have steadily improved from a range about 29-34% in 2009 to generally around 40% since 2011.

## Clearance Rate (weighted) - All Crime
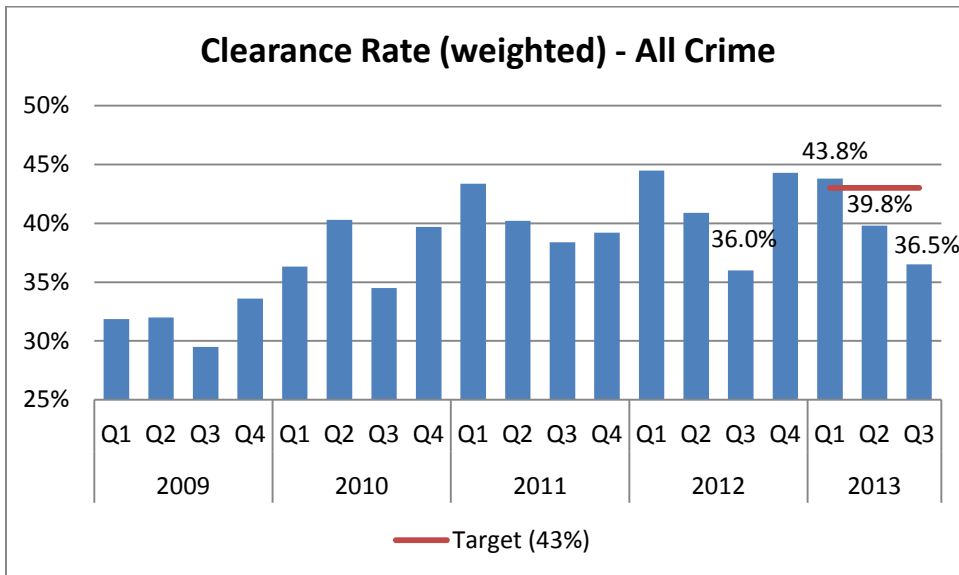


Data obtained from CSR-02 Report 2009-2013 Q1, 2013Oct21

- The Crime Severity Index for Q3 of 2013 experienced an uptick compared to the previous quarter at 26.3 and is currently 1.2 basis points higher than Q3 2012.
- Despite current upticks in the Crime Severity Index for the last three quarters, the Crime Severity Index has seen a long-term reduction, from a high of about 30 to 35 in 2009 to generally between 21 to 25 since 2012.
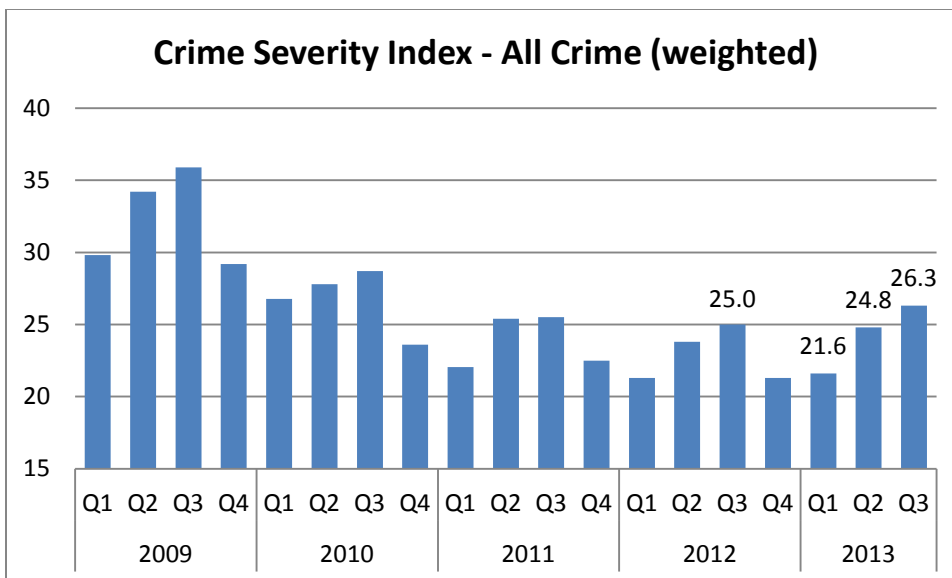
## Crime Severity Index - All Crime (weighted)



Data obtained from CSR-02 Report 2009-2013 Q1, 2013Oct21

## INITIATIVE #2

# Geographic Deployment Model (GDM)

**Initiative Owner** – Chief of Police, Community Policing Bureau

## Performance Measures / Targets:

First responder on scene to a fixed location ≤ 7 minutes to priority one calls 80% of the time.

25% of patrol time for directed proactive work focused on reducing the frequency, severity, and fear and perception of violence.

## Year to Date Status:

| | |
|:---:|:---:|
| *Off-target* | *Off-target* |
| **Response Times 70.9%** | **Proactive Time 15.3%** |
| **(Target 80%)** | **(Target 25%)** |

## Commentary:

### Geographic Deployment Model (GDM)

The Geographic Deployment Model is service delivery built around the philosophy of a district team policing model built on geographic ownership. This model assists the EPS in ensuring a proactive and equitable police service, with supportive Detective investigations, which satisfy the policing needs of the community.

The GDM requires consistent and timely examination to ensure that:

- Response time is maintained equitably in all 5 patrol divisions;
- Workload in all 5 divisions is aligned to resources in an attempt to achieve 25% directed/self-initiated time
- We maintain the mandated percentage (%) of two person vehicles as per Collective Bargaining Agreement
- We manage quality assurance evaluations in the 8 core functions required of a patrol officer
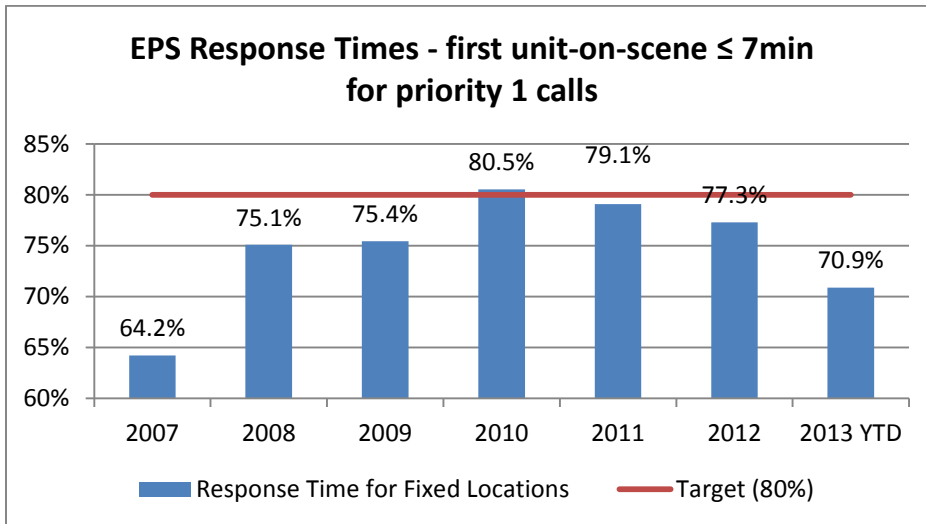
## Q3 Analysis:

### Response Times:

- After experiencing significant improvement in 2010/2011 for City wide EPS Response Times for fixed locations, Response Times have been consistently underperforming since 2012 Q4.
- The 2013 year-to-date EPS Response Time (for fixed locations) was **70.9%**.

**EPS Response Times - first unit-on-scene ≤ 7min for priority 1 calls**



**Data obtained from PMR-9Q Report, 2013 Oct 22**

- Although all five divisions in Edmonton have experienced slower response times, it has been most significant in the North, Downtown, and South East divisions.
- Downtown division is the only division to consistently meet its Response Time targets on a quarterly basis. Despite a steep decline in the last four quarters in Downtown, YTD response times in Downtown division have been meet 85.3% of the time.
- Since 2007, South West division has had the most challenge in response times; YTD, South West division response time is 60.7%.

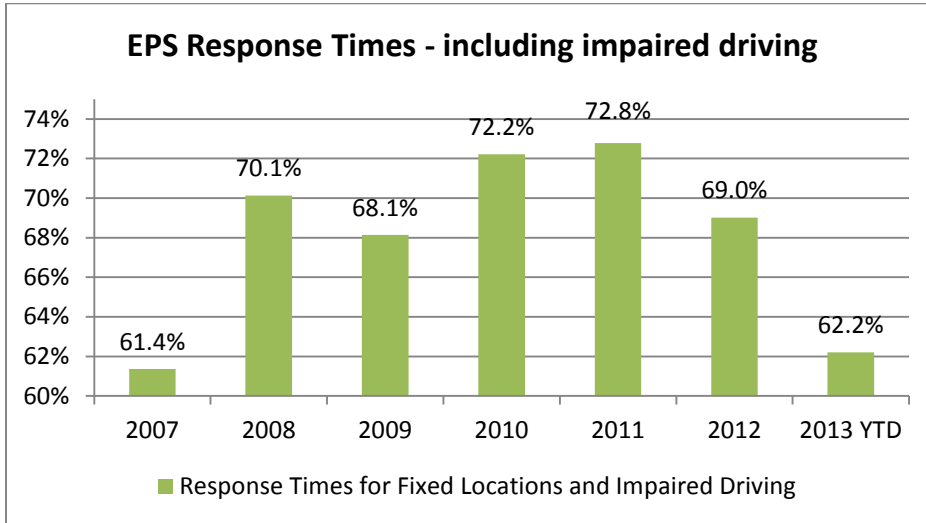**EPS Response Times by Division**
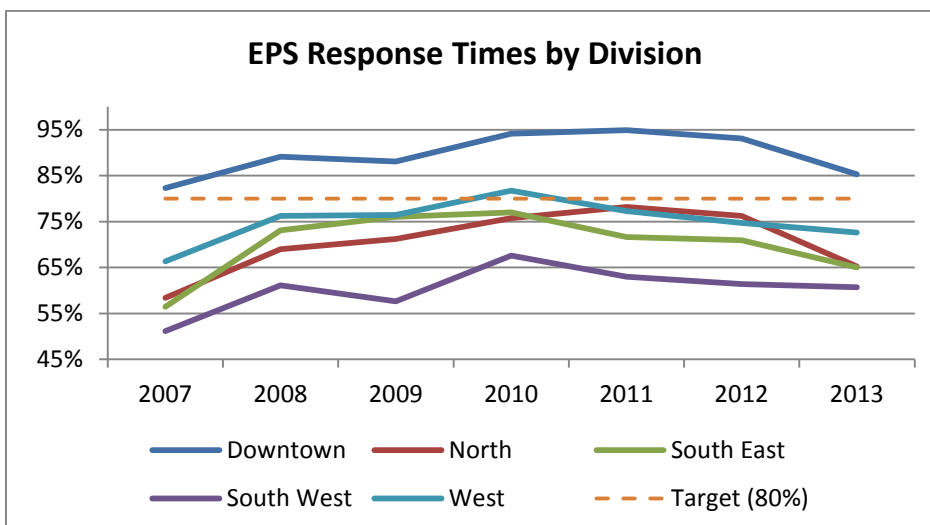


**Data obtained from PMR-9Q Report, 2013 Oct 22**

- When measuring Response Times for fixed locations and non-fixed locations (for example, calls arising from Curb The Danger), the same overall trend of declining performance has occurred, albeit
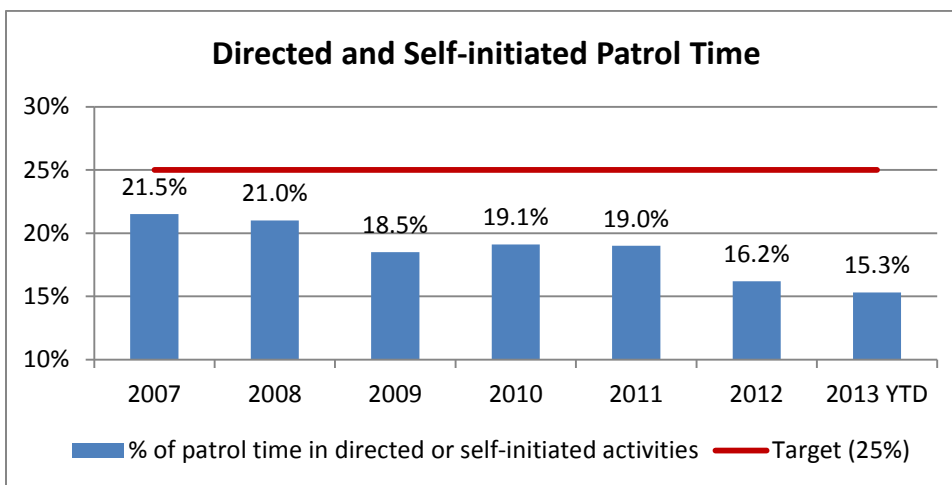
with lower overall response times. Lower performance is expected due to the increased challenge to quickly locate moving suspects and hence the 80% target does not apply.

**EPS Response Times - including impaired driving**

| Year | Response Times for Fixed Locations and Impaired Driving |
|------|------|
| 2007 | 61.4% |
| 2008 | 70.1% |
| 2009 | 68.1% |
| 2010 | 72.2% |
| 2011 | 72.8% |
| 2012 | 69.0% |
| 2013 YTD | 62.2% |

**Data obtained from PMR-9Q Report, 2013 Oct 22**

### Directed/Self-initiated Patrol Time:

- Directed/Self-initiated Patrol Time has steadily reduced from 21.5% in 2007 to **15.3%** 2013 YTD.
- Directed/Self-initiated Patrol Time across divisions was relatively consistent for 2013 Q3, with a high of 18% in South East and a low of 13% in Downtown.

**Directed and Self-initiated Patrol Time**

| Year | % of patrol time in directed or self-initiated activities | Target (25%) |
|------|------|------|
| 2007 | 21.5% | 25% |
| 2008 | 21.0% | 25% |
| 2009 | 18.5% | 25% |
| 2010 | 19.1% | 25% |
| 2011 | 19.0% | 25% |
| 2012 | 16.2% | 25% |
| 2013 YTD | 15.3% | 25% |

**Data obtained from PMR-34 Combined Service Time Summary Report, 2013 Oct 23**

**Average Combined Patrol Time Spent by Task (%) - 2013 YTD**

| Division | Directed/Self-Initiated Time | CFS Time | Admin Time | Undefined Time |
|---|---|---|---|---|
| Citywide | **<u>15%</u>** | 58% | 17% | 10% |
| Downtown | 13% | 59% | 19% | 9% |
| North | 13% | 63% | 15% | 9% |
| South East | 18% | 54% | 19% | 10% |
| South West | 17% | 55% | 18% | 11% |
| West | 16% | 58% | 16% | 10% |

**Data obtained from PMR-34 Combined Service Time Summary Report, 2013 Oct 23**

## INITIATIVE #3

# Crime Reduction

**Initiative Owner** – Chief of Police, Community Policing Bureau

## Performance Measures / Targets:

An overall (citywide) crime reduction of 2% within the eight crime indicators from the 2012 baseline = a year-end target of 21,898 incidents or less.

The eight crime indicators are composed of:
*Violent Crime Indicators*: Homicide, Robbery, Sexual Assault, Assault,
*Property Crime Indicators*: Break and Enter, Theft from Vehicle, Theft of Vehicle, Theft Over $5000.

*\*Note:*
*Analysis for the four violent crime indicators is based on counting the most serious violation attached to each <u>victim</u> record. Where a victim was not recorded then the count is based on the most serious UCR violation per incident.*

*Analysis for the four property crime indicators is based on counting the most serious violation for each UCR incident.*

*Data was obtained from* CSR-12 UCR Violations, generated 2013Oct23

**Year to Date Status**:

*Off-target*
**4 Violent / 4 Property Crime Indicators**
**18,184 incidents YTD**
**(6.5% above 2012 YTD)**

## Quarterly Results

### \*Eight Crime Indicators:

| Year | Q1 | Q2 | Q3 | Q4 | Total YTD |
|------|-------|-------|-------|----|-----------|
| 2013 | 5,146 | 6,183 | 6,831 | | 18,184 |
| 2012 | 5,060 | 5,711 | 6,302 | | 17,073 |

## Commentary:

EPS strives to bring crime reduction by providing a response and proactive police service for the protection of life and property; suppress crime, disorder, and traffic offences, preserve the public peace, detect and prevent crime, and regulate other non-criminal conduct as required by law.

## Q3 Analysis:

For **2013 YTD**, the total number of 8 citywide crime indicators stood at **18,184**. This represents a **6.5% increase** over the same period in 2012. EPS is seeking a 2% reduction from 2012 levels.

**Number of Violent and Property Crime Incidents**
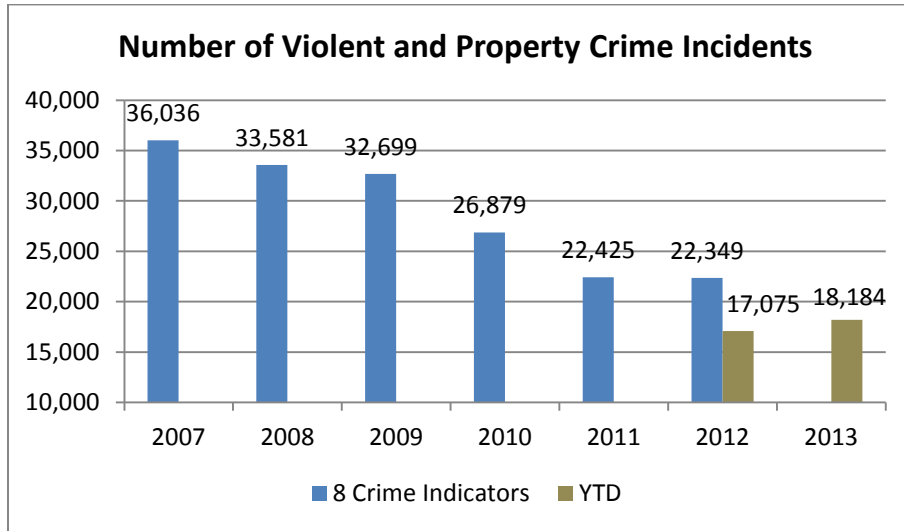


This overall increase is entirely attributable to an increase **property crime**, which **increased 13.5% YTD** compared to 2012. About 95% of this property crime increase came from theft from vehicles and theft of vehicles. At the same time, **violent crime decreased 5.1% YTD** compared to 2012. Violent crime decreased in all four categories, with the largest percentage reductions in **homicides (-28.0%)** and **sexual assaults (-12.8%)**.

**Number of Violent Crime Incidents**

## Number of Property Crime Incidents
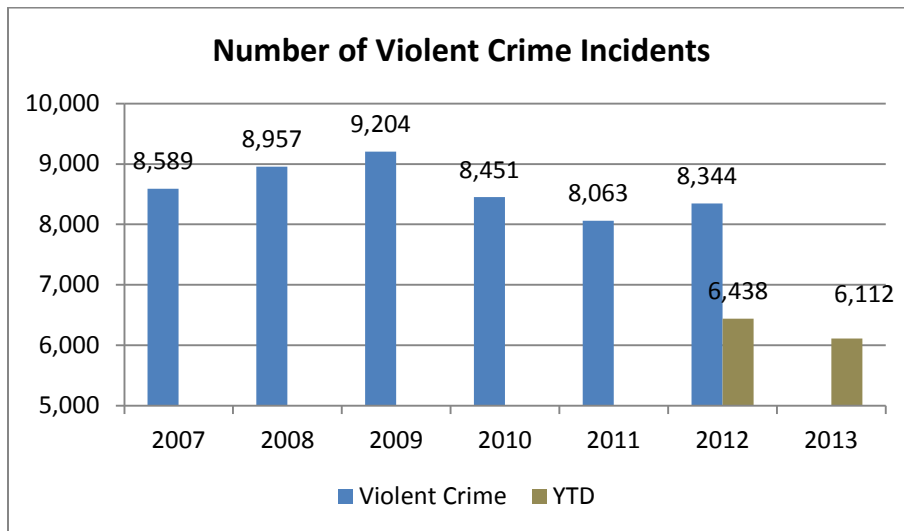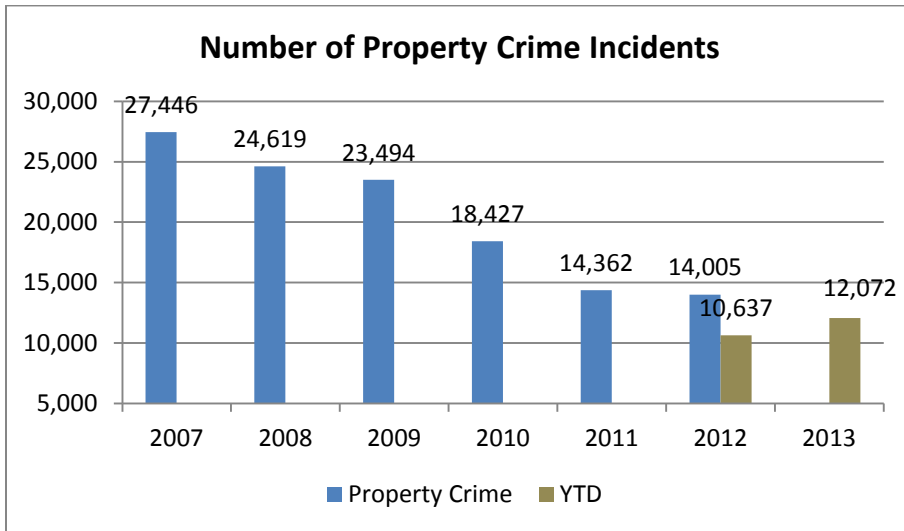


**Over the long-term**, the 8 crime indicators has fallen drastically from a high of roughly 36,050 in 2007 to 22,350 in 2012, **a 38.0% reduction**. In the last few years, the 8 crime indicators have leveled off at about 22,500 per year. While these overall crime levels have leveled off, this has been occurring in the context of a rapidly growing city.

### Violent and Property Crime Indicators - YTD Comparison

| | Crime Types | 2012 YTD | 2013 YTD | % Change |
|---|---|---|---|---|
| **Violent Crime Indicators*** | Assault | 4 844 | 4 676 | -3.5% |
| | Homicide | 25 | 18 | -28.0% |
| | Robbery | 887 | 823 | -7.2% |
| | Sexual Assaults | 682 | 595 | -12.8% |
| **Property Crime Indicators**** | Break and Enter | 3 245 | 3 310 | 2.0% |
| | Theft From Vehicle | 4 838 | 5 665 | 17.1% |
| | Theft Of Vehicle | 2 323 | 2 856 | 22.9% |
| | Theft Over $5,000 | 231 | 241 | 4.3% |

* Violations/Victims, ** Violations

## INITIATIVE #4

# Violence Reduction Strategy: Community Safety Response

**Initiative Owner** – Community Policing Bureau / Investigative Services Bureau

## Performance Measures / Targets:

A reduction in the violent crime indicators of 4% has been set for targeted locations where concentrated deployment occurs.

A reduction in the social disorder indicators of 4% has been set for targeted locations where concentrated deployment occurs.

An Increase in Proactive Deployments and Proactive time in these targeted areas of 5%.
(Reported on in Initiative #2 – Geographic Deployment Model)

*Targets are based on a baseline of 2012 figures.*
*Data was obtained from CSR-12, generated 2013Nov1; R13-182, generated 2013Nov1.*

## Year to Date Status:

### City-wide Totals

| *On-target* | *Off-target* |
|---|---|
| Violent Crime | Social Disorder |
| 6,112 incidents YTD | 14,029 incidents YTD |
| (5.1% below 2012 YTD) | (2.1% below 2012 YTD) |

### By Division – Violent Crime

| *On-target* | *Off-target* |
|---|---|
| Downtown (-7.0% YTD) | North (+1.5% YTD) |
| South West (-18.5% YTD) | South East (+0.1% YTD) |
| | West (+0.8% YTD) |

### By Division – Social Disorder

| *On-Target* | *Off-target* |
|---|---|
| Downtown (-6.0% YTD) | North (+1.0% YTD) |
| South East (-9.4% YTD) | South West (+1.1% YTD) |
| | West (+4.7% YTD) |

## Commentary:

People and places are at a heightened risk of crime and disorder based on physiological, social and environment factors. Analysis indicates that over a three year period the concentration of violence indicators coincides with an intensity of disorder occurrences. When compared with factors that contribute to crime such as bars, liquor outlets, cash and pawn shops, group homes, and transit locations etc, there is a clear relationship between these generators and attractors of crime and the hotspots that emerge.

The goal for this initiative is to identify with crime intelligence the location and attributes of these hotspots; develop a response and manage resources and plans directed to these locations; and measure the change in intensity and behaviours of people: legitimate and illegitimate users of the space.

Innovative responses will be encourage and empowerment of the frontline to develop partnerships and problem solve the issues will be encouraged.

## Q3 Analysis:

### Violent Crime Indicators

For **2013 YTD**, **the total number of violent crime incidents** (assaults, homicides, robberies, sexual assaults) **was 6,112**. YTD, this represents a **5.1% reduction from 2012 YTD levels**. All four violent crime categories decreased, with assaults down 3.5%, homicides down 28.0%, robberies down 7.2%, and sexual assaults down 12.8%.
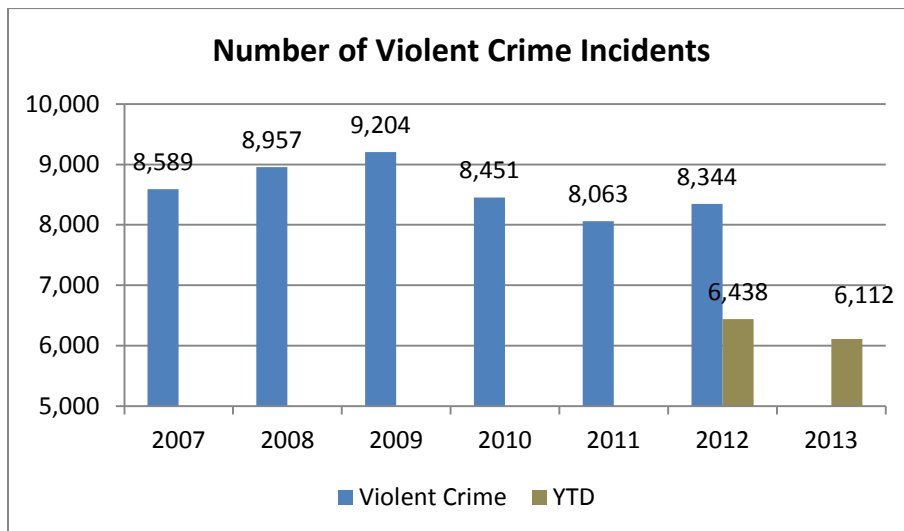


- Over the long-term, the number of assaults has stayed relatively constant.
- Since the record number of homicides (45) in 2011, homicides have reduced are within historical levels.
- Robberies decreased significantly post-2009 and have since leveled off at relatively low levels. From 2007 to 2012, robberies decreased by 36.4%%.

- Sexual assaults have steadily risen since 2009, with 2013 being the first year on-track for reduced levels. From 2007 to 2012, sexual assaults rose by 34.1%

### Number of Assaults



### Number of Homicides



### Number of Robberies



### Number of Sexual Assaults
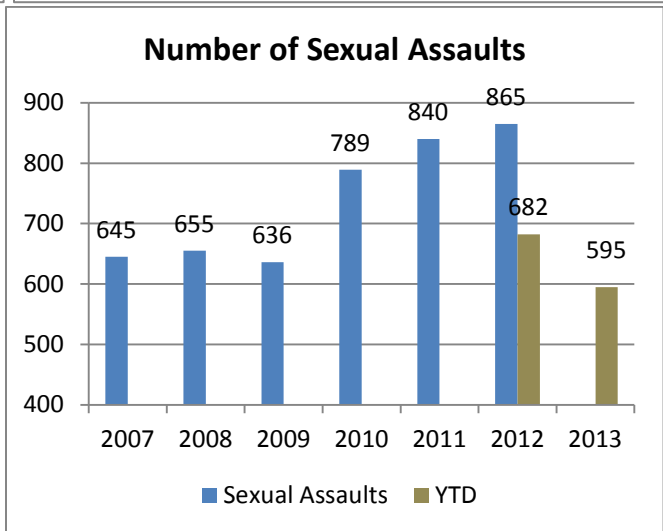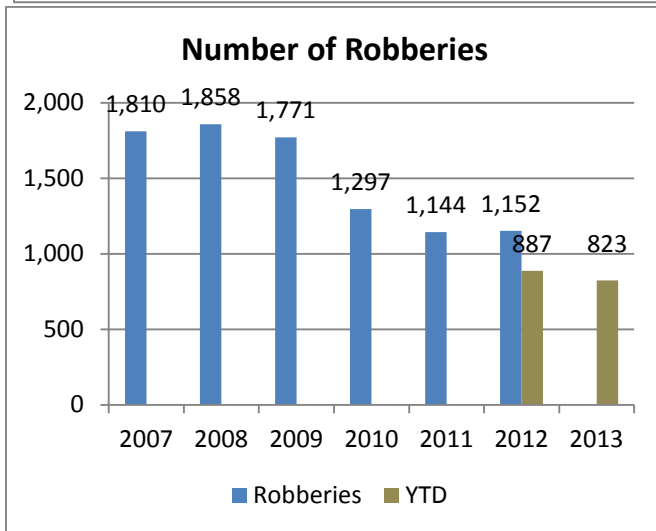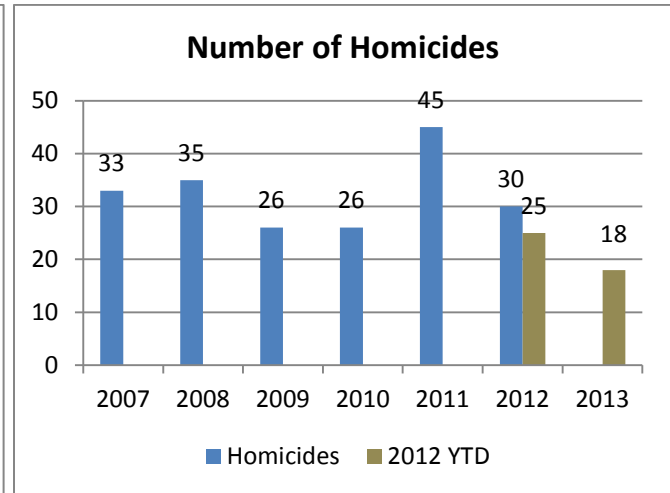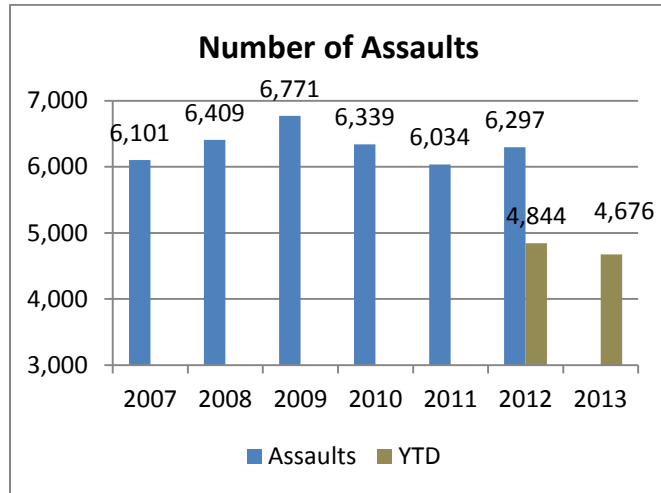


## Q3 Summary

Although we are meeting violent reductions targets on a YTD basis, Q3 showed a slowdown in violent crime *reduction*, with only a 0.14% reduction (3 incidents less) compared to Q3 2012 levels. Compared to the same quarters in 2012, Q1 2013 had a 7.7% reduction, and Q2 2013 had a 7.6% reduction.

Q3 has also been the first quarter in 2013 to see rising assaults (+3.6%) and robberies (+3.4%), compared to Q3 2012. However, reductions have been seen in homicides (-50%) and sexual assaults (-26.1%).

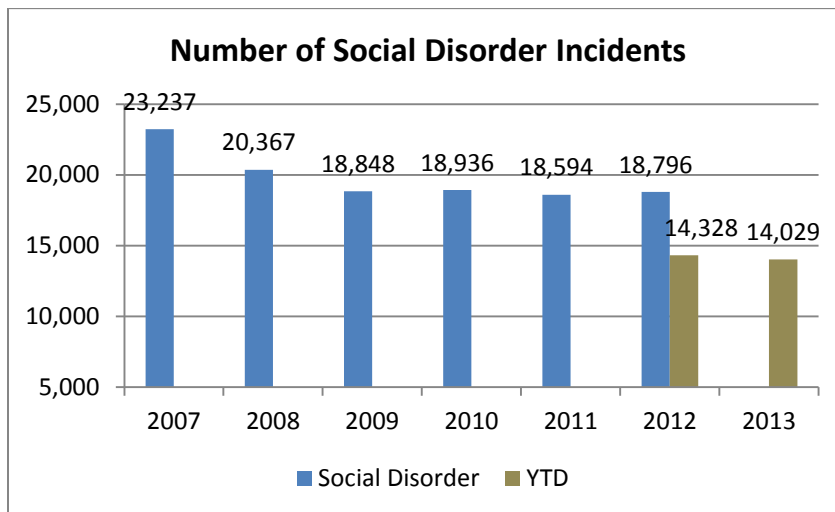Compared to Q3 2012, the division violent crime statistics are as follows:

| Violent Crime | Downtown | North | South East | South West | West |
|---|---|---|---|---|---|
| 2012 Q3 | 654 | 508 | 263 | 334 | 383 |
| 2013 Q3 | 644 | 566 | 299 | 276 | 363 |
| % change | -1.5% | 11.4% | 13.7% | -17.4% | -5.2% |

## Social Disorder Indicators

For **2013 YTD**, the total number of **social disorder** incidents was **14,029**. YTD, this represents a **2.1% reduction from 2012 levels, YTD**. Social disorder has steadily been reduced, and from 2007 to 2012, the number of social disorder incidents has reduced by 19.1%.

Social disorder is made up of 17 event types which touch on topics such as arson, mischief, disturbances, trouble with persons, prostitution, mental health act complaints, weapon complaints. The majority of social disorder incidents relate to mischief, disturbances, trouble with persons, and mental health act complaints.



## Q3 Summary

Q3 showed a strong improvement in social disorder reduction, with a 5.2% reduction (77 incidents less) compared to Q3 2012 levels. Compared to Q3 2012, the division violent crime statistics are as follows:

| Social Disorder | Downtown | North | South East | South West | West |
|---|---|---|---|---|---|
| 2012 Q3 | 1742 | 1130 | 645 | 703 | 797 |
| 2013 Q3 | 1546 | 1139 | 613 | 730 | 900 |
| % change | -11.3% | 0.8% | -5.0% | 3.8% | 12.9% |

## Q2 Analysis:

Violence continues its downward trend for 2013 in Q2. Notable decreases were seen in assaults, homicides and robberies. However, sexual assaults are up 3.5% from Q2 2012.

| # Occurrences | | | 2nd Quarter | | | | Total |
|---|---|---|---|---|---|---|---|
| | | | April | May | June | 2nd QuarterTotal | |
| Violence Indicator | Assault | 2012 | 435 | 513 | 512 | 1,460 | 1,460 |
| | | 2013 | 425 | 471 | 452 | 1,348 | 1,348 |
| | | Variance | -10 | -42 | -60 | -112 | -112 |
| | | % Increase/Decrease | -2.3% | -8.2% | -11.7% | -7.7% | -7.7% |
| | Homicide | 2012 | 1 | 6 | 3 | 10 | 10 |
| | | 2013 | 1 | 3 | 4 | 8 | 8 |
| | | Variance | 0 | -3 | 1 | -2 | -2 |
| | | % Increase/Decrease | 0.0% | -50.0% | 33.3% | -20.0% | -20.0% |
| | Robbery | 2012 | 76 | 84 | 99 | 259 | 259 |
| | | 2013 | 62 | 88 | 80 | 230 | 230 |
| | | Variance | -14 | 4 | -19 | -29 | -29 |
| | | % Increase/Decrease | -18.4% | 4.8% | -19.2% | -11.2% | -11.2% |
| | Sexual Assaults | 2012 | 67 | 70 | 63 | 200 | 200 |
| | | 2013 | 65 | 71 | 71 | 207 | 207 |
| | | Variance | -2 | 1 | 8 | 7 | 7 |
| | | % Increase/Decrease | -3.0% | 1.4% | 12.7% | 3.5% | 3.5% |
| | | | | | | | |
| 2012 | | | 579 | 673 | 677 | 1,929 | 1,929 |
| 2013 | | | 553 | 633 | 607 | 1,793 | 1,793 |
| Variance | | | -26 | -40 | -70 | -136 | -136 |
| % Increase/Decrease | | | -4.5% | -5.9% | -10.3% | -7.1% | -7.1% |

Data obtained from CSR-12 Report

Much of the success in the decline of violence can be attributed to the work of the Victim Support Teams, the increase attention to the idea of offender management, the role of PST, Specialized Investigators and STAT have all contributed to the decline in violence.

Divisions have concentrated their efforts to target the root causes of crime, and although disorder shows a moderate decrease of 2.2%, efforts from Beats, NET, and Public Safety Compliance Team in dealing with disorder often resulted in on-view reporting of these interactions.

For example Downtown Division initiated project Dismantle II in May, targeting drugs and predatory drug dealers in Delta Zero, and a Project at Capital Towers was also initiated in Q2. North Division continued with Cops on Dots, and Gunz II targeting a number of high risk offenders in a joint project. Southwest Division continued to focus on the Whyte Avenue entertainment district and is also recognized as having a very refined offender management model. Supt Stevens also chairs the Crime

Management Collaboration meetings that create a coordinated organizational response to high risk offenders. In addition we have found that there are 'more eyes' on the streets with the increase of Outreach Teams (Mobile Assistance Program implemented in Q2) and security people, both private and public (e.g., ETS Security.)

## Q1 Analysis:

**Note:** For this Quarter the report will focus on the response and performance of violent crime and disorder management from a Divisional level.

Hot spot maps have been produced and provided to the Divisions, for a three year period (2010-2012) and for Q1 2013. Q2 will report on the crime and intensity in direct response to violence and disorder responses.

We have seen some great results so far this year:
- o Violence is down 6.6% (115 fewer occurrences) than at this time in 2012.
- o Assaults are down 7.1%.
- o Robberies are down 14.4%, and have been for the first three months of 2013.
- o Sexual Assaults are up 7.4% and Homicides increase during this time period from 2 to 4 occurrences.

The Violence Reduction Strategy initiatives have been in place for more than a year now. We have become familiar with the initiatives and have adapted them to our experiences and operational priorities – they are always evolving. For example the identification of 5 Communities in each Division has been adjusted to focus on the violent crime and disorder hotspots, in each division.

The approaches to violence reduction that we have taken so far are showing real promise. We have focused on the people, places and precipitating factors of crime and disorder by addressing the personal, social and environmental factors that lead to violence. For example:
- o The Victim Support Teams now provide follow-up to people involved in domestic violence; they also help with referrals and safety planning, this work is directly related to the Domestic Violence Strategy.
- o We hold offenders accountable to judicial sanctions with initiatives such as offender management, curfew checks, warrant execution programs, STAT and the Youth Unit's Y-50!
- o Our partners continue to add more resources and 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 (Mosaic Centre, Neighbour Centre). Community Action Teams are strategically deployed to places where there is high risk of crime and disorder. These deployments are supplemented by some very creative divisional and organizational responses to make people and places safer.

Some Divisional responses that focus on Violent Crime and Disorder are identified below. All practice a blend of suppression, prevention and intervention tactics:
- o **Downtown Division**: have organized their work around a Safer Streets 2013 strategic plan which includes: Delta Zero, D-Blitzs, additional Beat Resources and a focus on places and people of crime and disorder, an effective 3rd Party policing model,

- o **Northeast Division**: has developed an Offender Management model (task specific that utilizes Community Sergeants, CLC's, Beats, all whom are responsible for reporting; along with CSI and PST for the focused deterrence of Offenders), 'Cops on Dots' approach
- o **Southeast Division**: leads a reduction plan with Project Eumerades, two officers concentrate on crime and disorder in E3 and E4 (especially around transit zones) and establishments along 23 Avenue, Offender Management and at-risk youth.
- o **Southwest Division**: implemented the Domestic Violence Reduction Strategy, which serves to reduce the severity and frequency of violence in both couples and families. This strategy is twofold with a focus on: victim intervention through safety planning and offender management through proactive condition checks. Further resource attention has also been brought to Whyte Avenue by a concentrated response to identified "hot-spots". By utilizing strategies such as CAT deployments, to coincide with University schedules, provided an opportunity to educate students about potential risk factors and prevention techniques; this will help to prevent violence in this geographical area.
- o **West Division**: through a very thorough court management program they are developing a "crime and disorder" response to their three (3) identified "hot spot" locations; which incidentally coincide in three (3) areas where beat members are deployed. Ongoing projects between various West Division police units (District and Beat members) and partner agencies have also been established. A police member exchange program with the RCMP has also been designed and put into action to enhance corporate relationships as well as build on information communication for cross jurisdictional criminals.
- o **STAT:** a 2013 Action Plan for Road Safety will focus initiatives on Education, Enforcement and Engineering

## INITIATIVE #5

# Prisoner Transportation

**Initiative Owner** – Community Policing Bureau

## Performance Measures / Targets:

*UPDATED Performance Measures:*
*By end of Q1, establish a resource plan based on internal reallocation. 1 STAT team to remain vacant and personnel assigned to this initiative.*
*By Q2, identify and implement resources to manage detainee transportation.*

By end of Q4, all detainee transports from DMU are completed by non-EPS patrol resources.

**Year to Date Status**:

### *On-target*

## Commentary:

The opening of the New Edmonton Remand Centre (NERC) in April 2013, will require the transportation of in excess of 10,000 detainees per year, from Detainee Management Unit located in PHQ to the NERC located at the northern edge of the city.

## Q3 Analysis:

There is no new information to report on concerning our desire to engage Alberta Sheriffs in a discussion on EPS Detainee Management and Transportation functions.

During Q3, a total number of **2574** persons were transported to ERC and EYOC. (This figure includes 150 young persons transported to EYOC.)

A total number of 911 persons were transported to ERC and EYOC in July, 2013
A total number of 814 persons were transported to ERC and EYOC in August, 2013
A total number of 849 persons were transported to ERC and EYOC in September, 2013

The total number of transports to ERC and EYOC is averaging 859 per month. By year end, the Edmonton Police Service will transport approximately 7731 persons. *As the NERC did not open until the second week of April, 2013, the 7731 does not reflect a total number of transports on a yearly basis. That figure would be between 10,000 – 11,000 persons.*

Note:  In addition to transporting individuals to ERC and EYOC, our Community Peace Officers assigned to DMU also walked 102 individuals over to the Courthouse where custody was transferred over to Alberta Sheriffs.

As a result of an analysis of the number of hours Transport members are actively engaged in transportation duties, it was decided these 8 positions would be incorporated into the Information Management and Approval Centre (IMAC) to supplement staffing and cross train on the report approval process.  Feedback is positive to date as it provides the transport members a learning opportunity while supplementing staffing in IMAC which is appreciated by the Sergeants.

Effective September 15, 2013, the 8 transport positions were transferred into IMAC permanently as per the Personnel Order dated September 23, 2013.

## Q2 Analysis:

Dialogue with the Province of Alberta continues with respect to contracting Alberta Sheriffs for both the Detainee Management and Detainee Transport functions.  In the interim, four Sergeant positions have been authorized and eight Constable positions are on loan to the Detention Management Unit.

During Q2, a total number of **2577** persons were transported to ERC and EYOC.  (This figure includes 153 young persons transported to EYOC.)

A total number of 797 persons were transported to ERC and EYOC in April, 2013*
A total number of 895 persons were transported to ERC and EYOC in May, 2013
A total number of 885 persons were transported to ERC and EYOC in June, 2013

By year end, it is estimated that **11,000** persons will be transported to ERC and EYOC by the Edmonton Police Service.

Note:  In addition to transporting individuals to ERC and EYOC, our Community Peace Officers assigned to DMU also walked 127 individuals over to the Courthouse where custody was transferred over to Alberta Sheriffs.
*The ERC opened its doors on April 12, 2013

## Q1 Analysis:

As of March 25, a detainee transportation team of two Constables has been attached to each of the four squads in Detention Management Unit, for a total complement of eight transportation team members.  The transportation function will continue to be resourced by sworn members of the Edmonton Police Service until such time as another viable resource is identified and secured. Discussions with Alberta Sheriffs are to reopen in June/July 2013.

The Q2 analysis will include statistical information relative to numbers of detainees transported and highlight what is going well, as well as challenges faced, with the current model.
Inspector D.
JOLLY

## INITIATIVE #6

# Public Safety Compliance Team (PSCT)

**Initiative Owner** – Community Policing Bureau, Specialized Community Support Bureau

## Performance Measures / Targets:

By the end of Q2, the PSCT, with the assistance of CPB, will identify the top 20 licensed premises based on calls for service and non-compliance with regulatory expectations for public safety.

By the end of Q4, the PSCT will reduce calls for service by 5% in the top 20 identified licensed premises.

## Year to Date Status:

*Off-target*
**Calls for Service – Top 20 licensed premises**
**592 Calls YTD**
**(0.34% above 2012 YTD)**

## Commentary:

City by-laws around the critical areas of patron management, patron security, noise control, medical and safety plans and the effective use of GLA section 69.1 will allow the EPS to take a proactive approach to reducing the risk of alcohol or drug related harms and negative influence of organized crime and violence in and around licensed premises.

## Q3 Analysis:

The top 20 licensed premises based on calls for service have been identified. As a result of the PSCT and CPB's intervention and enforcement five of the top 20 venues have closed, one as a result of business license conditions initiated by the PSCT and four due to management decision.

From Q2 to Q3, EPS saw a reduction from 10 venues to 5 venues that were experiencing an increased number of EPS calls for service. This is due in part to a recommitment by CPB to police these locations. This has happened in two ways: the first is through the recent 'Entertainment Zone Policing' training that was offered by PSCT and the PSCT Quarry list which is a mentorship program between PSCT members and patrol members. Both initiatives focus on policing licensed premises in 'Entertainment Zones' and 'Non – Entertainment Zones'

The PSCT, with the assistance of CPB, interacted with Edmonton's Top 20 Licensed Premises by way of education, prevention and enforcement. 5 of the Licensed Premises saw an increase in EPS calls for service, 12 saw a decrease in EPS calls for service, and 3 of the venues saw no change in EPS calls for service.

A variety of reasons have contributed to an increase in calls for service that are positive. Those reasons are:
- Venue management is more inclined to contact police after receiving PSCT education and advice.
- Other PSCT partner agencies [e.g. Bylaw] actively engage the surrounding business community in order to support the ongoing activities of PSCT and the divisional police. This results in an increase in calls to the location as well.

Of particular interest, during the 3$^{rd}$ Quarter, 3 licensed establishments closed. The closure of these 3 locations is attributable to increased police presence in general as well as the focused work of PSCT.

**TOTAL CALLS FOR SERVICE [YTD]**
2012 – 590 [YTD]
2013 – 592 [YTD]
(+ 0.34% increase)

## Q2 Analysis:
The PSCT, with the assistance of CPB, interacted with Edmonton's Top 20 Licensed Premises by way of education, prevention and enforcement. 10 of the Licensed Premises saw an increase in EPS calls for service, 8 saw a decrease in EPS calls for service, and 2 of the venues saw no change in EPS calls for service.

**TOTAL**
2012 - 304
2013 – 387
(27.3% increase)

## Q1 Analysis:

The PSCT, with the assistance of CPB, identified the top 20 problematic Edmonton licensed premises. The EPS Business Intelligence Group worked with PSCT to create a weekly CAD reporting system for each of the Top 20 Problematic Licensed Establishments. The EPS Business Intelligence Group will also put together a quarterly report for PSCT comparing 2011, 2012, and 2013 CAD statistics for each of the top 20 problematic licensed establishments. These statistics will assist PSCT and CPB to determine whether EPS calls for service at each venue are increasing or decreasing.

## INITIATIVE #7

# Neighbourhood Empowerment Teams (N.E.T.)

**Initiative Owner** – Specialized Community Support Bureau, Community Policing Bureau

### Performance Measures / Targets:

By the end of Q1, identify two problem locations (one private place, one public space) within each of the N.E.T. targeted neighbourhoods to reduce calls for service. Also identify a crime type to target with advanced problem solving techniques and collaboration with community partners.

By the end of Q4, show reduction of 5% in calls for service within each identified location. In addition, show crime reduction of 5% for identified crime type in targeted N.E.T. neighbourhood within violent crime, property crime, or social disorder indicators.

### Year to Date Status:

*<u>Off-target</u>*
**Call for service targets met for 3 out of 6 locations**
**Crime reduction targets met for 1 out of 3 neighbourhoods**

### Commentary:

Neighborhood Empowerment Teams (N.E.T.) utilize community-specific interdisciplinary approaches to reduce and prevent crime. N.E.T. also develops community action plans and builds community capacity.

### Q3 Analysis:

The Southwest Division N.E.T. team exited from Callingwood South on September 30, 2013. The 118th Avenue team remains in transition while a decision is made as to their next deployment. Killarney and Forest Heights teams have been in place for 4 months and are able to report on hotspot locations for Quarter 3.

**Inglewood** (West Division) hotspot update:

*Private place:* **(redacted)**
This address has seen a *25% increase* in calls for service from January 1st, 2013 to September 30th, 2013 compared to the same period in 2012 (2012 – 3 calls, 2013 – 4 calls).
*An error was made in reporting on this address in Q2, as there were actually no calls for service in Q2 2012 and 2 calls in Q2, 2013. Therefore, in Q2 the address saw an increase of 200% versus a decrease of 50%.

*Public space:* **(redacted)**
This address has seen a *12% decrease* in calls for service from January 1ˢᵗ, 2013 to September 30ᵗʰ, 2013 compared to the same period in 2012 (2012 – 8 calls, 2013 – 7 calls).

*Crime Type:* Break and Enters
This crime type has seen a *4.9% increase* (based on the 8 crime indicators) comparing the first 3 quarters of 2012 with the first 3 quarters of 2013 (2012 – 41, 2013 – 43).
*Information from the N.E.T. Constable indicates that 2 individuals were arrested for a number of break and enters in July and August, and that incidents fell significantly in September.

**Killarney** (Northeast Division) hot spot update:

*Private Place:* **(redacted)** – drug and disorder address
This address has seen *no change (0%)* in calls for service from July 1ˢᵗ, 2013 to September 30ᵗʰ, 2013 compared to the same period in 2012 (2012 – 2 calls, 2013 – 2 calls).
*This N.E.T. team was deployed to Killarney in June, 2013. At that time the team chose this address based on higher calls for service in the first 2 quarters of 2013 (not reflected in the Q3 numbers).

*Public Place:* **(redacted)**
This address has seen a *56% decrease* in calls for service from July 1ˢᵗ, 2013 to September 30ᵗʰ, 2013 compared to the same period in 2012 (2012 – 9 calls, 2013 – 4 calls).

*Crime Type:* Theft from Vehicles
This crime type has seen a *34.8% decrease* (based on the 8 crime indicators) comparing the third quarter of 2012 with the third quarter of 2013 (2012 – 23, 2013 – 15).

**Forest Heights** (Southeast Division) hot spot update:

*Private Place:* **(redacted)**
This address has seen a *14% increase* in calls for service from July 1ˢᵗ, 2013 to September 30ᵗʰ, 2013 compared to the same period in 2012 (2012 – 6 calls, 2013 – 7 calls).
*This N.E.T. team was deployed to Forest Heights in June, 2013. At that time the team chose this address based on higher calls for service in the first 2 quarters of 2013 (not reflected in the Q3 numbers).

*Public Place:* **(redacted)**
This address has seen a *50% decrease* in calls for service from July 1ˢᵗ, 2013 to September 30ᵗʰ, 2013 compared to the same period in 2012 (2012 – 4 calls, 2013 – 2 calls).

*Crime Type:* Theft from and of vehicle
This crime type has seen a *57% increase* (based on the 8 crime indicators) comparing the third quarter of 2012 with the third quarter of 2013 (2012 – 7, 2013 – 11).

**118ᵗʰ Avenue** (Downtown Division) transition update:

- Executed the Shop Alberta Ave, Shop Smart (S.A.R.A.), organizing almost 80 businesses to meet the safety standards and become members in the program.
- Executing Sexual Exploitation S.A.R.A., organizing a Sexual Exploitation Working Group (SEWG) to produce a video and social media campaign to raise awareness of the issue.
- Executed an Assault S.A.R.A., identifying a vulnerable property within the density assault map, organizing community partners to create a plan that would secure the building and make it a safer, healthier place to live.
- Executed a Break and Enter S.A.R.A., identifying vulnerable properties and garages in the hotspot locations, target hardening property owners, and organizing an Auto Safe event to raise awareness about the link between derelict vehicles and break and enters.

**Callingwood South** (Southwest Division) exit update:
- The Callingwood South team wrapped up their exit plan and actions identified in Quarter 2
- Their last day of work in Callingwood South was September 30th, 2013

## Q2 Analysis:

In Quarter 2, N.E.T. teams transitioned into new neighbourhoods starting June 1st, 2013. The Northeast Division team exited from Calder and a team has been deployed to Killarney. The Southeast Division team exited from Bonnie Doon and a team has been deployed to Forest Heights. The Southwest Division team in Callingwood South is preparing to exit September 30th, 2013 and a team will be deployed to Queen Alexandra. The Downtown Division team is readying to transition from the neighbourhood of Alberta Avenue and discussions are underway as to the timing and location of where the team will go next.

As the Killarney and Forest Heights teams have been in place since June 1st, they have had time to research and identify hotspots for this quarter. The Callingwood South and 118th Avenue teams will provide exit updates and the Inglewood team will report on their Quarter 1 identified hotspots.

**Inglewood** (West Division) hotspot update:

*Private place:* **(redacted)**.
This address has seen a 50% reduction in calls for service from 2012 to date in 2013.

*Public space:* **(redacted)** This location has seen a 57% reduction in calls for service from 2012 to date in 2013.

*Crime Type: Break and Enters*
This crime type has seen a 17% decrease comparing the first two quarters of 2012 with the two quarters of 2013.

**Killarney** (Northeast Division) hot spot identification:

*Private Place:* **(redacted)** – drug and disorder address

*Public Place:* **(redacted)** (further research is being done to identify specific targets, appropriate for N.E.T. intervention)

*Crime Type:* Theft from Vehicle

**Forest Heights** (Southeast Division) hot spot identification:

*Private Place:* **(redacted)**
*Public Place:* **(redacted)**
*Crime Type:* Theft from/of vehicle

**118<sup>th</sup> Avenue** (Downtown Division) exit update:

- Ensure that the Alberta Avenue Business Association has the skills, knowledge and motivation to complete and maintain the Shop Alberta Ave, Shop Smart campaign
- Complete assessment and short-term action on **(redacted)**. Ensure that other key agencies have the knowledge to complete the work (assault SARA)
- Transition of Break and Enter SARA and remaining actions, funds and key knowledge to the CLC program.
- Final assessments and outcomes measurements on Shop Alberta Ave, Shop Smart, Youth Sexual Exploitation SARA's.

**Callingwood South** (Southwest Division) exit update:

- Support the transition of the Callingwood Cares Group (crime council) to becoming a committee within the Callingwood Lymburn Community League
- Identify a coordinator to take over responsibilities of facilitating the TwEENS Team anti-bullying group activities
- Continue to implement the stolen licence plate project

## Q1 Analysis:

In 2013 (by end of Quarter 2) *four out of five* N.E.T. teams will be transitioned out of their current neighbourhoods (through completion of exits plan) and into new target areas. This transitioning inhibits our ability to identify new hotspot locations to measure call for service reductions. However, we will be able to report on "crime type" reductions based on the total time deployed. Once these four teams are established in their new neighborhoods (Quarter 3), they will identify hotspot locations for measurement in Quarter 4.

Our West Division team, which targets the Inglewood neighbourhood, will continue to work crime reduction strategies in the area throughout 2013. Hotspot locations for this team have been selected by reviewing the top 10 repeat calls for service locations within the neighbourhood boundaries. They were selected, as they can be addressed within the context of the partnership goals and objectives. In determining the actual number of calls for service, we eliminate police-generated occurrences such as

proactive time, follow-up investigations and duplicated events to ensure we specifically address the crime and disorder prompting citizens to request police attendance (such as assaults, thefts, noisy parties, disturbances). In doing so, we are responding to identified community concerns and occurrences impacting the surrounding community.

The following locations have been identified for our West Division Inglewood N.E.T. team:

*Private Place:* **(redacted)**
*Public Place:* **(redacted)**
*Crime Type:* Break and Enters

## INITIATIVE #8

# Traffic Safety

**Initiative Owner** – Investigative Support Bureau

## Performance Measures / Targets:

A 5% increase in enforcement incidents by all Units assigned to MCIS and STOpS over the 2008 - 2012 baseline on enforcement incidents for approved enforcement programs [ie: Operation 24 / Strategic Traffic Enforcement Program (STEP) / Checkstop, commercial vehicle inspections, Curb the Danger, Operation Impact , Child Restraint Program etc.]

## Year to Date Status:

### *On-target*
**26,368 Tickets issued YTD (Traffic Services Branch)**
**(25% above 2008-2012 avg)**

## Commentary:

Improve road safety for pedestrians, motorists, and all users of the roadway.

## Q3 Analysis:

The graph and table below is limited to Traffic Services in all enforcement programs. It does not include data for other Branches / Divisions of the EPS participating in Traffic-coordinated initiatives.
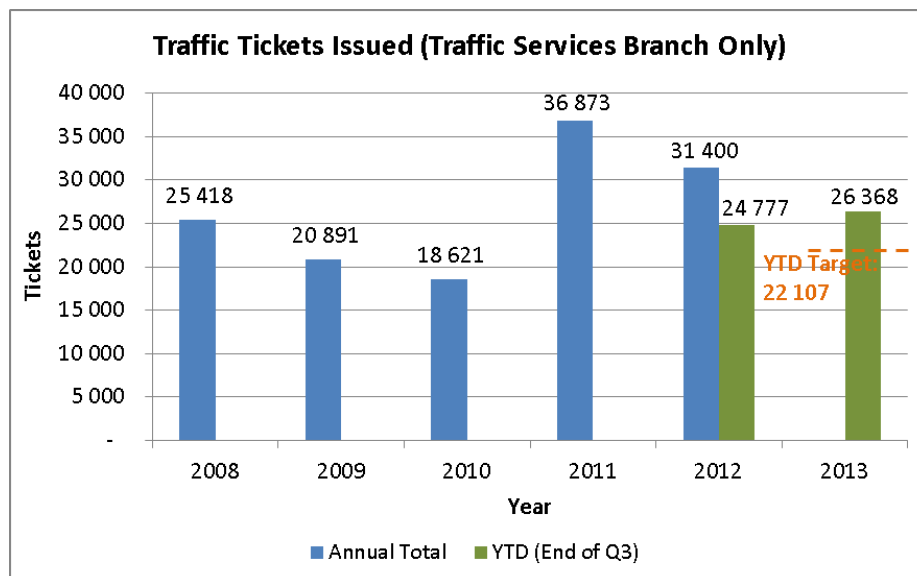
Total Traffic Services enforcement for **Q3 2013** is **38% above** the previous five-year average. This surpasses the targeted 5% increase. **Year to date**, the 2013 total is 26,368 tickets, which is **25% above the baseline**.

| Traffic Services - Total Tickets Issued by Quarter | | | | |
|---|---|---|---|---|
| Quarter | Baseline (2008 - 2012 Average) | Target (Baseline + 5%) | Actual | Change (Actual vs. Baseline) |
| Q1 | 5 367 | 5 635 | 7 639 | + 42% |
| Q2 | 8 536 | 8 963 | 8 874 | +  4% |
| Q3 | 7 151 | 7 508 | 9 855 | + 38% |
| Q4 | 5 586 | 5 866 | n/a | n/a |
| YTD | 21 054 | 22 107 | 26 368 | + 25% |
| Annual Total | 26 641 | 27 973 | n/a | n/a |

The following two tables show programs coordinated by Traffic Services but with enforcement from members throughout the EPS. The tables show total EPS enforcement.

| Curb the Danger: YTD Results (End of Q3) | | | | |
|---|---|---|---|---|
| Measure | YTD Baseline (2008 – 2012) | YTD Target (5% increase) | YTD Actual | Change (Actual vs. Baseline) |
| Calls | 6541 | 6868 | 6344 | - 3% |
| Impaireds | 618 | 649 | 570 | - 8% |
| Roadside Suspensions | 233 | 244 | 147 | - 37% |
| Letters | 882 | 926 | 698 | - 21% |

YTD calls are down slightly (-3%), and resulting impaired enforcement is also down slightly (-8%).

| Checkstop: YTD Results (End of Q3) | | | | |
|---|---|---|---|---|
| Measure | YTD Baseline | YTD Target | YTD Actual | Change (Actual vs. Baseline) |
| Vehicles Checked | 4 501 | 4 726 | 5 262 | + 17% |
| Impaired Arrests | 108 | 113 | 108 | 0% |
| Roadside Suspensions | 175 | 184 | 120 | - 31% |

Vehicles checked increased by 17% YTD 2013 compared to the baseline. Impaired arrests were on average, but roadside suspensions were down 31%.

## Q2 Analysis:

| Traffic Section - Total Tickets Issued by Quarter | | | | |
|---|---|---|---|---|
| Quarter | Baseline (2008 - 2012 Average) | Target (Baseline + 5%) | Actual | Change (Actual vs. Baseline) |
| Q1* | 5 367 | 5 635 | 7 639 | 42.3% |
| Q2 | 8 536 | 8 963 | 8 772 | 2.8% |
| Q3 | 7 151 | 7 508 | n/a | n/a |
| Q4 | 5 586 | 5 866 | n/a | n/a |
| YTD | 13 903 | 14 598 | 16 411 | 18.0% |
| Annual Total | 26 641 | 27 973 | n/a | n/a |

The above table is limited to Traffic Services in all enforcement programs. It does not include data for other Branches of the EPS participating in Traffic-coordinated initiatives.

Total Traffic Services enforcement for **Q2 2013** is **2.8% above** the previous five-year average. This does not achieve the targeted 5% increase. **Year to date**, the 2013 total is 16,411 tickets, which is **18.0% above the baseline**.

The following two tables show programs coordinated by Traffic Services but with enforcement from members throughout the EPS. The tables show total EPS enforcement.

| Curb the Danger: YTD Results (End of Q2) | | | | |
|---|---|---|---|---|
| Measure | YTD Baseline (2008 – 2012) | YTD Target (5% increase) | YTD Actual | Change (Actual vs. Baseline) |
| Calls | 4164 | 4373 | 3951 | - 5.1% |
| Impaireds | 407 | 428 | 406 | - 0.3% |
| Roadside Suspensions | 152 | 159 | 91 | - 40.0% |
| Letters | 540 | 567 | 470 | -13.0% |

YTD calls are down slightly (-5.1%), thus not achieving the targeted 5% increase. Resulting impaired enforcement is also down slightly (-0.3%).

| Checkstop: YTD Results (End of Q2) | | | | |
|---|---|---|---|---|
| Measure | YTD Baseline | YTD Target | YTD Actual | Change (Actual vs. Baseline) |
| Vehicles Checked | 3 052 | 3 205 | 3 768 | 3.5% |
| Impaired Arrests | 82 | 86 | 77 | -5.6% |
| Roadside Suspensions | 131 | 138 | 85 | -35.2% |

Vehicles checked increased by 3.5% YTD 2013 compared to the baseline. Impaired arrests decreased by 5.6% and suspensions were down 35.2%.

## Q1 Analysis:

| Traffic Section - Total Tickets Issued by Quarter | | | | |
|---|---|---|---|---|
| Quarter | Baseline (2008 - 2012 Average) | Target (Baseline + 5%) | Actual | Change (Actual vs. Baseline) |
| Q1 | 5,367 | 5,635 | 7,245 | 35.0% |
| Q2 | 8,536 | 8,963 | n/a | n/a |
| Q3 | 7,151 | 7,508 | n/a | n/a |
| Q4 | 5,586 | 5,866 | n/a | n/a |
| YTD | 5,367 | 5,635 | 7,245 | 35.0% |
| Annual Total | 26,641 | 27,973 | n/a | n/a |

The above table is limited to Traffic Section enforcement in all enforcement programs. It does not include statistical data for other Divisions or Sections of the EPS participating in Traffic-coordinated initiatives.

Total Traffic Section enforcement for Q1 2013 is 35.0% above the previous five-year average. This surpasses the targeted 5% increase.

The following two tables show programs coordinated by Traffic Section but with enforcement from members throughout the EPS. The tables show total EPS enforcement.

| Curb the Danger: Q1 Results | | | | |
|---|---|---|---|---|
| Measure | Q1 Baseline | Q1 Target | Q1 Actual | Change (Actual vs. Baseline) |
| Calls | 1926 | 2023 | 1855 | -3.7% |
| Impaireds | 198 | 207 | 209 | 5.8% |
| Roadside Suspensions | 69 | 72 | 49 | -29.0% |
| Letters | 224 | 236 | 251 | 11.9% |

Although calls were down slightly in Q1 2013, resulting impaired enforcement increased by 5.8%.

| Checkstop: Q1 Results | | | | |
|---|---|---|---|---|
| Measure | Q1 Baseline | Q1 Target | Q1 Actual | Change (Actual vs. Baseline) |
| Vehicles Checked | 1118 | 1174 | 1656 | 48.1% |
| Impaired Arrests | 36 | 38 | 48 | 32.6% |
| Roadside Suspensions | 54 | 57 | 39 | -27.8% |

Vehicles checked increased by 48.1% in Q1 2013 compared to the baseline, and resulting impaired enforcement increased by 32.6%.

## INITIATIVE #9

# Gang and Drug Enforcement

**Initiative Owner** – Investigative Support Bureau, Specialized Investigation Division – Organized Crime Branch

### Performance Measures /

A 5% increase in the number of persons arrested over the 2008 - 2012 baseline.

A 5% increase in the amount of civil forfeitures over the 2008 - 2012 baseline.

In the second quarter, performance measures were replaced that were felt to illustrate a clearer picture of the work that the EDGE Unit does.  Q3 will continue reporting the performance measures as they were described since the beginning of the year. In the Q4 report EDGE will include – in addition to the performance measures of the number of arrests and civil forfeitures (old measures) – the number and level of criminal networks disrupted (new measure). These values will set a baseline of what to expect for 2014 and beyond. Targets will be assigned in 2014 after a sufficient baseline is developed from 2013 statistics.

**Year to Date Status**:

| *Off-target* | *On-target* |
|:---:|:---:|
| **Persons Arrested (EDGE)** | **Civil Forfeitures** |
| **106 YTD** | **$1,016,082** |
| **(43% below 2012 YTD)** | **(12.4% above 2012 YTD)** |

### Commentary:

Organized Crime Branch will develop tactics to identify, target, and disrupt organized crime groups/networks in order to improve public safety and reduce community harm.

Enforcement is critical to the suppression of gangs, drugs and related activities through persons arrested, civil forfeitures, charges laid, drugs seized, search warrants executed, and firearms seized.
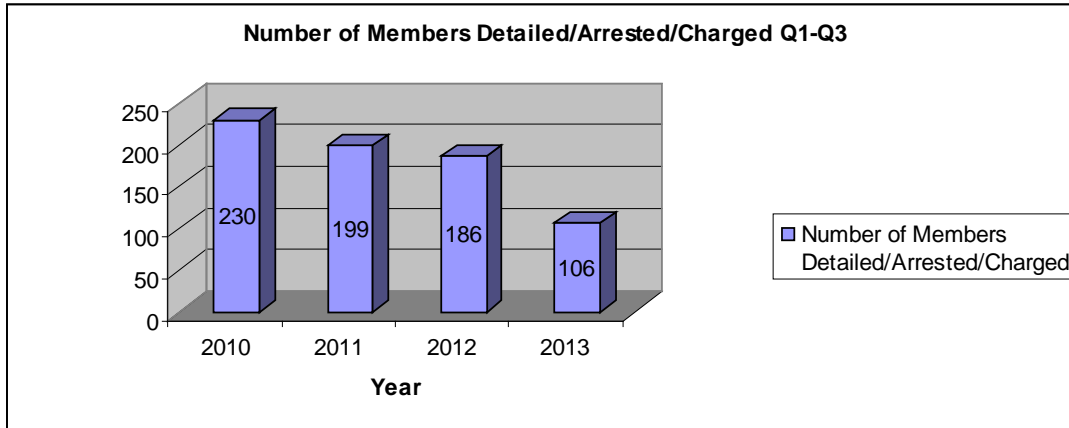
The disruption of criminal networks and the seizure of their related assets will assist in violence reduction and enhance public safety.
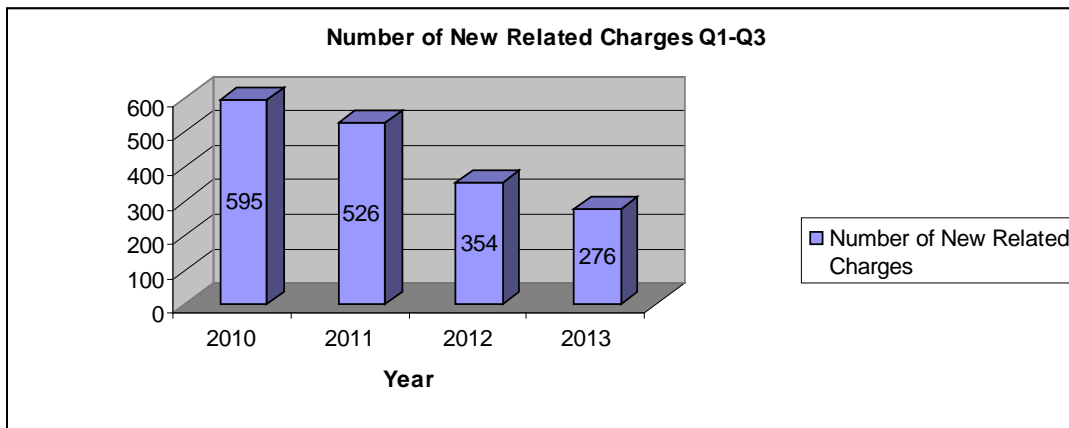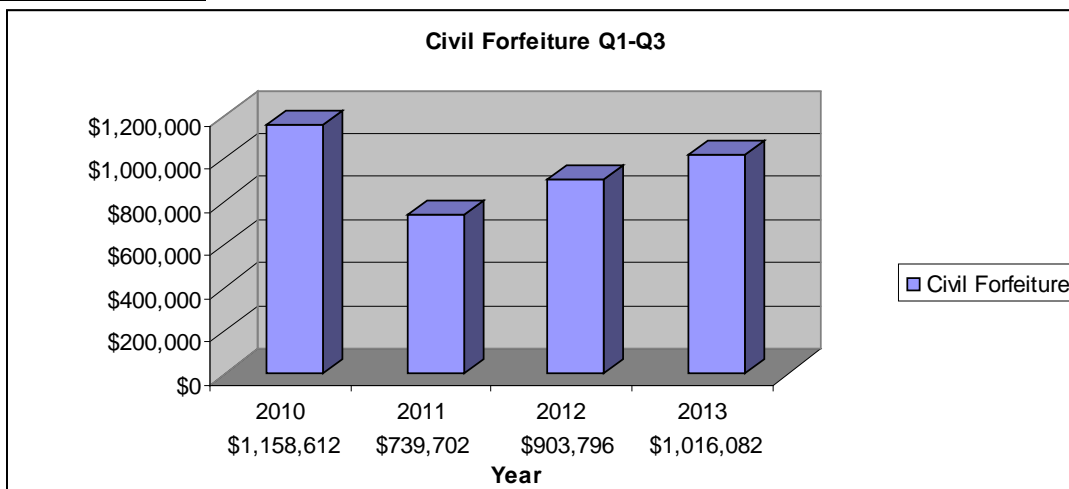
### Q3 Analysis:

## Persons Arrested

**Number of Members Detailed/Arrested/Charged Q1-Q3**



| Year | Number of Members Detailed/Arrested/Charged |
|------|------|
| 2010 | 230 |
| 2011 | 199 |
| 2012 | 186 |
| 2013 | 106 |

## Charges Laid

**Number of New Related Charges Q1-Q3**



| Year | Number of New Related Charges |
|------|------|
| 2010 | 595 |
| 2011 | 526 |
| 2012 | 354 |
| 2013 | 276 |

## Civil Forfeiture

**Civil Forfeiture Q1-Q3**



| Year | Civil Forfeiture |
|------|------|
| 2010 | $1,158,612 |
| 2011 | $739,702 |
| 2012 | $903,796 |
| 2013 | $1,016,082 |

The charts above show the value comparisons for persons arrested, charges laid, and civil forfeiture from Q1-Q3 for 2010-2013. It is important to note that although the number of persons arrested and charges laid have decreased, the quality of those charges are substantial due to the accused level of importance in the criminal network affected. As the information below shows, the seizures have increased in terms of drugs seized and the kinds of drugs seized further shows that targeting higher level members of criminal networks, yields larger quantities of drugs.

**Q3 Drugs Seized**
Cocaine: 30.6kg (Q3 2012: 6.1kg)
Marihuana: 30.3kg (Q3 2012: 14.6kg)
Morphine based pills: 300 tabs (Q3 2012: 4 tabs)
Methamphetamine: 251g (Q3 2012: 773g)
Ecstasy: 60 pills (Q3 2012: 29 pills)
GHB: 880L
Buff: 13kg

**Q3 Money**
$690,090 (Q3: 2012: $399,724)

**Q3 Firearms**
9 (Q3 2012: 3)

The third quarter for 2013 for EDGE was a very successful one. This quarter yielded in large amounts of illicit drugs including Cocaine, Marihuana, and GHB. Compared to last year's quarter three, EDGE seized five times more cocaine and twice as much marihuana and can be attributed to single large seizures of both drugs that were made. These values give a better perspective on the _amount of drugs coming into the city._ It is important to understand that although EDGE has seized a significant amount of cocaine and marihuana, this does not necessarily mean that cocaine or marihuana use is on the rise, however, it is imperative that one understands that the City of Edmonton is a major hub of illicit drugs and that we can expect seizures like this to continue. The drug market is a very lucrative one, and Edmonton has the demand for these drugs, and that demand is being met.

Moreover, it is important to point out that EDGE has seized 880L of GHB which is a significant amount of volume. GHB and ecstasy (party drugs) are usually found at raves and other electronic dance festivals as opposed to the street. This drug is typically known as the "date rape drug" but is often used for recreational purposes. The purpose of recreational use of GHB is that it gives an effect of being drunk without the calories, and EDGE is finding an increasing amount of drug dealers in possession of large volumes of this colourless, odourless fluid.

Lastly, EDGE has been seizing an increasing amount of cocaine cutting agents also known as "Buff" or "Super Buff." As noted above, EDGE has seized 13kg of this cutting agent in Q3 alone and is expecting to seize more as the year closes out. The purpose of the buff is to act as filler for the cocaine as it has a numbing agent that mimics the effects of the drug. This is done in order to yield more product and make more money off of cocaine.

**Requests for Assistance Q3**
Assist EPS: 59

Assist Regional: 9
Assist Provincial: 10
Assist Extra-Provincial: 4

Assist EPS,  refers to EDGE Unit assisting other divisions/units with CDSA warrants, cell phone downloads, surveillance, vehicle stops, interviews of subjects, information regarding drug traffickers, civil forfeiture legislation, source meets and source information, assisting patrol members with OMG members in licensed premises, identification of subjects, and other general investigations.

Assist Regional, refers to EDGE Unit assisting the surrounding areas of Edmonton such as ALERT, Camrose Police, and other surrounding RCMP detachments. These assists include, cell phone downloads, assists with arrests, surveillance, drug investigations, source information, and investigative strategies.

Assist Provincial, refers to EDGE Unit assisting other agencies in the rest of the province including Calgary Police, ASLET, Ft. McMurray RCMP, etc.  The assists include but are not limited to, assisting ASLET with the development of the upcoming Western Canadian Gang Conference, assisting Calgary Police Service with surveillance, and assisting Spruce Grove RCMP with a group trafficking controlled substances from Spruce Grove to Edmonton.

Assist Extra-Provincial, refers to EDGE Unit assisting agencies outside of Alberta including CBSA, VPD, RCMP detachments outside of Alberta, Saskatchewan CFSEU, Saskatoon Police, and Canadian Forces.   These assists include surveillance of subjects, assisting with information for drug investigations, undercover drug purchases, assisting with gang information, assisting with locating subjects, and other requests for information.

## INITIATIVE # 10

# Specialized Traffic Apprehension Teams

**Initiative Owner** – Investigative Support Bureau

## Performance Measures / Targets:

By the end of Q2, four squads will be staffed.

By the end of Q4, set a baseline for the number of arrests, summonses, vehicles seized and contraband seizures.

## Year to Date Status:

### *On-Target*

## Commentary:

Improve public safety by enforcing traffic laws and detecting and identifying criminals who transport and distribute various forms of contraband in our community.

## Q3 Analysis:

The Specialized Traffic Operations Section (STOpS), including STAT, moved into the former Southwest Division station (on 51 Ave) in early September, 2013. STAT 4 started in late September, as did SET 1 (Selective Enforcement Unit).

Activity tracking processes have been created so a baseline can be set by the end of 2013. Activity reports are being produced monthly.

## Q2 Analysis:

The Specialized Traffic Operations Section (STOpS), including STAT, will move into the former Southwest Division station on 51 Ave by September 2013. This move will enable the addition of the fourth STAT team. Interviews for Squad 4 have been completed and staffing decisions are being finalized. This will result in STAT being at or near full staffing by the end of Q3.

## Q1 Analysis:

Current facility does not have sufficient space to facilitate an additional squad. The anticipated date to move into a new facility is in Q3. Squad 4 is currently being staffed. This will result in STAT being fully staffed in Q2-Q3.

## INITIATIVE # 11

# Aboriginal Strategy

**Initiative Owner** – Investigative Support Bureau

## Performance Measures / Targets:

By the end of Q1, the Aboriginal Liaison Unit will be created and potential candidates to fill sworn & non-sworn positions will be identified.

By the end of Q2, the Aboriginal Liaison Unit will be fully staffed and operational.

By the end of Q4, identify strategic partnerships.

20% of all EPS employees will have taken the cultural awareness course.

## Year to Date Status:

### *On-target*

## Commentary:

A successful implementation of the Aboriginal Strategy will better prepare the EPS to work effectively with the Aboriginal Community to achieve mutual goals. It will also serve to better prepare our members to be more effective when dealing with Aboriginal People and the complexities they face daily.

## Q3 Analysis:

The Unit is fully operational and involved in numerous action items including assisting the City of Edmonton with Aboriginal Relations as it pertains to the development of the Rossdale Flats. The Unit is also involved in planning for the Federal Truth and Reconciliation Commission that will be in Edmonton in March of 2014, with an expected attendance of over 100,000 people.

The initial dates for piloting the 'Policing an Urban Aboriginal Population' training are November 19th, 20th, and 25th, 2014, with the remainder of the training occurring from Jan-Mar 2014.

The Unit will be posting for its permanent sworn member and that person will be identified before the end of the year.

The strategic partnerships that have been identified already are: Bent Arrow Traditional Healing Society, Institute for the Advancement of Aboriginal Women. Treaty 6 Confederacy of Chiefs, Assembly of First Nations, Métis Nation Alberta, City of Edmonton Aboriginal Relations Office, The Province of Alberta Aboriginal Relations Office, and the RCMP Aboriginal Policing.

## Q2 Analysis:

With funding for the two positions identified in Q1, Q2 was busy with hiring processes for both the sworn and non-sworn positions.  The Aboriginal Relations Unit (ARU) has been established and will be staffed with a non-sworn Aboriginal Relations Consultant and one sworn member. S/Sgt. Dan JONES has been identified for secondment to the Aboriginal Relations Unit beginning July 23, 2013 for up to 5 months to assist in further developing the ARU's strategy and action plan.

In June 2013, the EPS was successful in acquiring its new Tipi as a result of the project funding from the Edmonton Police Foundation. On June 19, 2013, the EPS Tipi dedication ceremony was held and the ceremony was attended by over 120 community and EPS members. This was viewed by the community as a successful first step to further the development and implementation of the Aboriginal Policing Strategy.

Following the evaluation of a number of Aboriginal Awareness courses, the EPS will be moving ahead with tailoring an 8-hour Aboriginal Awareness training for members. The training will begin with piloting 2-3 sessions in late fall 2013 and will be delivered to approximately 560 frontline patrol members through the  Geographic Deployment Model (GDM) training between January and March 2014.  In addition to this 8 hour course, we are working with the Canadian Police Knowledge Network (CPKN) to tailor a 2 hour on-line course that will supplement the classroom training.  This on-line training will be a pre-requisite to the full day course.  With this new training schedule established, we will not be meeting our year-end training target of 20%, however, the target will be met in the first quarter of 2014.

## Q1 Analysis:

In January of 2013 it was learned that the additional positions requested through the 2013 budget process were not approved through the City budget process.  Based on that information, we used Q1 to look at other sources of funding for the two positions from within the EPS.  Funding sources have now been identified and we await approval through Chief's Committee to approve the new positions with the new funding source.  In anticipation of staffing, job postings have been created.

An application for funding was presented to the Edmonton Police Foundation for the purchase of a Teepee and was approved.  The specifications for the Teepee were created through consultation with the Community and the Teepee is now on order with a delivery in June.

Potential sources for delivering aboriginal awareness training to the EPS have been researched.  Two courses have been audited thus far and we are waiting on the evaluation from the attendees before moving forward with selecting a vendor.

## INITIATIVE # 12

# Homicide Section Investigations

**Initiative Owner** – Investigative Support Bureau

## Performance Measures / Targets:

By the end of Q4, increase the number of cleared cold cases/historical homicides by 100% from 2012.

## Year to Date Status:

*__On-target__*
**Cleared Cold Cases/Historical Homicides**
**+100% increase YTD compared to 2012 YTD**

## Commentary:

Homicide Section will reduce the number of active and open homicide investigations, in addition to responding to incoming homicide investigations in an expedient fashion.

An increase in the number of solved historical homicides will provide an increase in public confidence, an increase in offender management, and a decrease in violent crime.

## Q3 Analysis:

As noted in the Q2 Analysis, four homicides from 2012 have been cleared by charge in 2013, resulting in the "end of Q4 performance measure" being met early. In addition other unsolved homicides have moved toward long term project style investigations.

2013 – Charges have been laid in eleven of the eighteen homicides this year. During the third quarter of 2013 Edmonton recorded five homicides. In three of the five investigations, charges have been laid.

The clearance rate for this year's homicides is 61%. Investigators continue to work diligently at solving the open files from this year and previous years and have exceeded the Q4 target of 100%.

With the addition of resources in Homicide Section members have been able to devote their undivided attention to un-solved investigations.

## Q2 Analysis:

During the second quarter of 2013 Edmonton recorded eight homicides. In three of the eight investigations, charges have been laid. Three of the eight homicides (37%) this quarter were linked to organized crime. These homicides are typically more difficult to solve.

In addition to the 61% clearance rate for this year's homicides, investigators continue to work diligently at solving open files from last year. In Q2 three suspects were charged for their involvement in a homicide which occurred in 2012.

Four homicides from 2012 have been cleared by charge in 2013. In addition other unsolved homicides have moved toward long term project style investigations. One long term project style investigation was successfully concluded in Q2. The investigation resulted in charges of 2nd Degree Murder against two suspects and accessory after the fact against one individual.

With the addition of resources in Homicide Section the opportunity for members to work uninterrupted on unsolved homicide investigations is now available.

## Q1 Analysis:

During the first quarter of 2013 Edmonton recorded five homicides and in all five investigations charges have been laid. Two of the five homicides (40%) solved this quarter were linked to organized crime. These homicides are typically more difficult to solve, but due to the enhanced capacity in Homicide Section, they were able to solve them. The clearance rate is 100% in Q1.

In addition to the 100% clearance rate for this year's homicides, investigators continue to work diligently at solving open files from last year. In the first quarter of this year, two suspects have been charged for their involvement in homicides that occurred in 2012.

With the addition of resources in Homicide Section the opportunity for members to work uninterrupted on unsolved homicide investigations is now available. As a result seven files have moved from the open/active status to the suspended/closed status. Homicide Section has also moved a number of investigations to the project stage.

## INITIATIVE # 13

# Recruiting

**Initiative Owner** – Corporate Services Bureau

## Performance Measures / Targets:

Using 2012 as a baseline, increase recruiting initiatives for sworn members in diverse communities by 10%.

Increase the number of successful sworn member applicants from diverse communities by 10%.

Increase the number of successful sworn member applicants with credible cultural training, experience or speak second languages by 10%.

## Year to Date Status:

### *Work to be undertaken in Q4 to gather available data*

## Commentary:

Develop and implement a positive sworn member recruiting strategy to enhance the culturally diverse work force of the Edmonton Police Service that will focus on the following:

- Increase the number of successful applicants from diverse communities.
- Increase the number of successful applicants familiar with cultural or ethnic issues.
- Review the recruiting and selection process for both sworn and non-sworn employees.

Enhance the skill set of Edmonton Police Service employees to improve their abilities to recruit within diverse communities.

## Q3 Analysis:

In October 2012, the Equity, Diversity and Human Rights Unit was tasked with assisting the Edmonton Police Service in identifying challenges, barriers and opportunities to recruiting within diverse communities. Following the completion of nine community consultations, two internal consultations and one service-wide survey a final report including findings from the consultations, an examination of best practices on the topic and recommendations for discussion and consideration at Chief's Committee has been submitted up the chain of command.

## Q2 Analysis:

EPS internal consultations have been initiated starting with a presentation to the Senior Management Team in May.  Following which, Senior Managers provided valuable input that will assist in reaching initiative goals.  Feedback is now being solicited from other key internal stakeholders including Recruit Selection Unit and Professional Development Branch.  Once the internal consultations are complete, a report with recommendations will be drafted for approval by Chief's Committee.

## Q1 Analysis:

In order to ensure a culturally diverse work force, Equity Diversity & Human Rights Unit has completed 7 community consultations with the following liaison committees:  Muslim, Indo-Canadian, Chinese, Aboriginal, Black, African, and Sexual Minorities.

On April 23, a final consultation will be held with the Chief's Advisory Council and an update will also be provided in relation to input/themes to date.  EPS internal consultations will also be carried out following which EDHR staff will begin drafting the final report with findings and recommendations.

## INITIATIVE # 14

# Public Complaints

**Initiative Owner** – Community Policing Bureau, Investigative Support Bureau, Corporate Services Bureau

## Performance Measures / Targets:

Reduce public complaints by 5% over the 2012 baseline (141 complaints).

## Year to Date Status:

*Off-target*
**136 Complaints YTD**
**104 Complaints 2012 YTD**
**(31% above 2012 YTD)**

## Commentary:

Improve professionalism within the EPS through improved quality of investigations and processes.
This will result in fewer members having to engage in the complaint investigation or resolution process.

## Q3 Analysis:
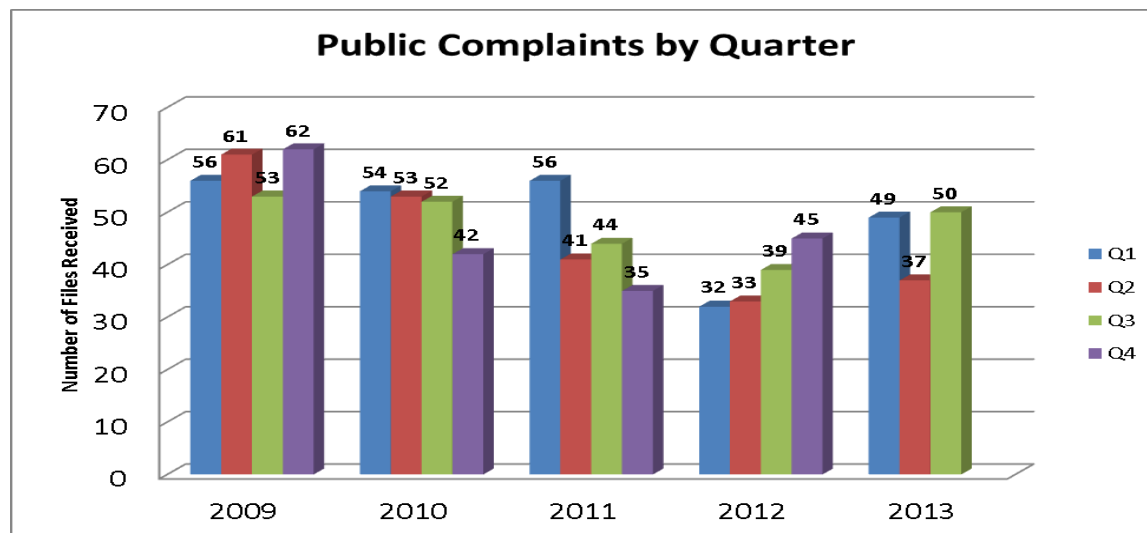


In the third quarter of 2013, PSB received 11 more complaints (50) than in the third quarter of 2012. Year-to-date, this represents a 31% increase in the number of public complaints as compared to 2012. Of note, the number of public complaints received in 2012 was abnormally low; 26% fewer public
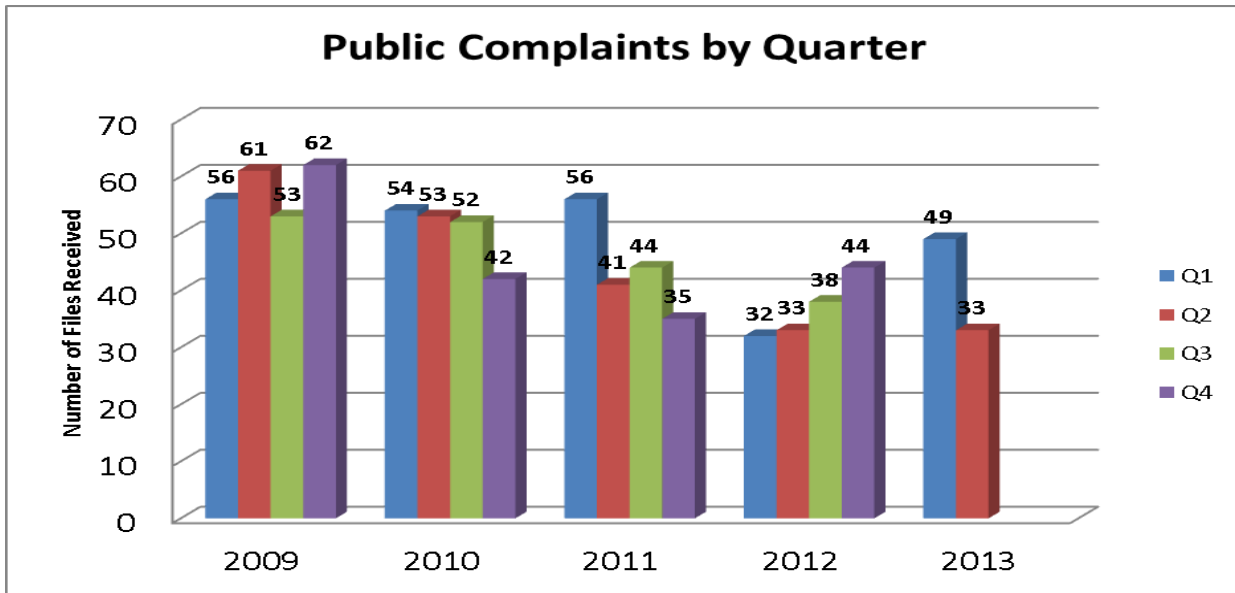
complaints were received in 2012 than in 2011.  The number of public complaints received thus far in 2013 represents a 4% decrease as compared to public complaints received in 2011.

## Q2 Analysis:

**Public Complaints by Quarter**



In the second quarter of 2013, PSB received the same number of complaints (33) as in the second quarter of 2012.  Year-to-date, this represents a 26% increase in the number of public complaints as compared to 2012.
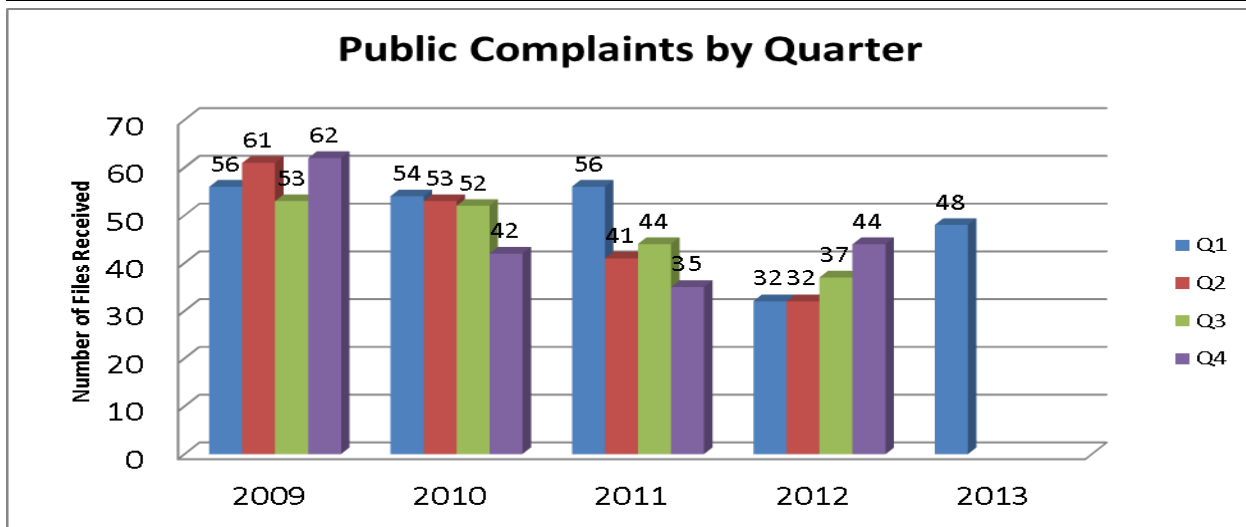
As noted below, the number of "delayed" complaints (i.e. complaints with an occurrence date prior to the quarter in which the complaint is received by PSB) in the first quarter was higher than average.  In the second quarter, the number of "delayed" complaints returned to an average rate.

## Q1 Analysis:
Annual Trending:

## Public Complaints by Quarter



In the first quarter of 2013, PSB received 50% more public complaints (48) than in the first quarter of 2012 (32). Although it is a large increase, the number of complaints received in the first quarter (48) is consistent with the number of complaints received in the previous quarter (i.e. 44 complaints received in the fourth quarter of 2012). There are potential reasons for the increase in public complaints:

1) ***Higher than average "delayed" complaints.*** 19 of the 48 complaints (40%) are related to events that occurred prior to this quarter. In some cases, there are intuitive or logical reasons for a delay between the complained-of event and the filing of a complaint (e.g. a person may choose to wait until the "holiday season" is over before filing a complaint); eight of the 19 "delayed" complaints have an occurrence date during the fourth quarter of 2012. In other cases, the complaint is filed a year after the complained-of event to ensure that jurisdiction is not lost; 7 of the 19 "delayed" complaints occurred during the first quarter of 2012. Typically, 30% of public complaints are "delayed" complaints, so the number of "delayed" complaints in this quarter was higher than average.

2) ***Return to "steady" rate of complaints.*** The number of public complaints received during the first quarter of 2012 was exceptionally low compared to previous years. This quarter's level of complaints is consistent with the number of complaints received in previous quarters. A better analysis will be available in upcoming quarters.

## INITIATIVE # 15

# Public Complaint Investigations

**Initiative Owner** – Legal and Regulatory Services Division, Community Policing Bureau, Investigative Support Bureau, Corporate Services Bureau

## Performance Measures / Targets:

Conclude 10% of public complaints informally through Alternative Dispute Resolution.

Complete public complaint investigations within Alberta Police Act guidelines (six months) 75% of the time.

## Year to Date Status:

| *On-target* | *Off-target* |
|---|---|
| **Alternative Dispute Resolution 24% YTD (Target 10%)** | **Public Complaint Investigations <= 6 months 69% concluded or awaiting disposition (Target 75%)** |

## Commentary:

Increase the conclusion of the number of public complaints received within Professional Standards Branch.

By increasing informal resolutions, and completing complaint investigations in a timely manner, the public will be more satisfied and accepting of police efforts.

## Q3 Analysis:

In the third quarter of 2013, PSB concluded 38 public complaints. As shown in the table below, 10 of those complaints (26%) were resolved informally through Alternative Dispute Resolutions.

|  | *2011* | *2012* | *2013* |
|---|---|---|---|
| **Formal Resolutions** | | | |
| Reasonable Prospect - Proven | 0 | 0 | 1 |
| Reasonable Prospect - Not Proven | 0 | 3 | 0 |
| No Reasonable Prospect | 13 | 9 | 16 |
| Minor Contravention | 2 | 1 | 4 |
| Dismissed/Withdrawn | 7 | 5 | 7 |
| **Informal Resolutions** | | | |
| Supervisory Review | 10 | 5 | 4 |
| Resolved through PSB | 7 | 5 | 0 |
| Mediation | 0 | 0 | 6 |

| Total | 39 | 28 | 38 |
|-------|----|----|----|

**Year-to-date, 34 of 140** concluded public complaints were resolved through ADR **(24%).**

The status of all public complaints opened during the first quarter of 2013 – that is, all files that would have reached an age of 6 months during the third quarter of 2013 – is displayed in the table below.  21 of the 49 files have been listed as completed (43%) and an additional 13 files (listed as suspended) are in the stage of executive review (i.e. the investigation of the complaint is complete).  Based on this information, 69 % of the investigations are either concluded or awaiting disposition.

| File Status | Number of Files |
|-------------|-----------------|
| **Active** | **12** |
| **Completed** | **21** |
| *Resolved Through ADR* | *10* |
| *Dismissed/Withdrawn* | *6* |
| *Not Sustained (NRP)* | *5* |
| **Forwarded** | **3** |
| *Outside Investigator (RCMP)* | *2* |
| *Supervisory Review* | *1* |
| **Suspended** | **13** |
| *Executive Review* | *13* |
| **Grand Total** | **49** |

## Q2 Analysis:

In the second quarter of 2013, PSB concluded 48 public complaints.  As shown in the table below, 11 of those complaints (23%) were resolved informally through Alternative Dispute Resolutions.

| | *2011* | *2012* | *2013* |
|---|--------|--------|--------|
| **Formal Resolutions** | | | |
| Reasonable Prospect - Proven | 0 | 1 | 1 |
| Reasonable Prospect - Not Proven | 1 | 0 | 0 |
| No Reasonable Prospect | 17 | 19 | 30 |
| Minor Contravention | 0 | 4 | 3 |
| Dismissed/Withdrawn | 12 | 4 | 3 |
| **Informal Resolutions** | | | |
| Supervisory Review | 20 | 5 | 7 |
| Resolved through PSB | 2 | 1 | 0 |
| Mediation | 0 | 0 | 4 |
| **Total** | **52** | **34** | **48** |

**Year-to-date, 24 of 102** concluded public complaints were resolved through ADR **(24%).**

The status of all public complaints opened during the fourth quarter of 2012 – that is, all files that would have reached an age of 6 months during the second quarter of 2013 – is displayed in the table below. 19 of the 44 files have been listed as completed (43%) and an additional 13 files (listed as suspended)

are in the stage of executive review (i.e. the investigation of the complaint is complete). Based on this information, 73 % of the investigations are either concluded or awaiting disposition.

| File Status | | Number of Files |
|---|---|---|
| **Active** | | **11** |
| **Completed** | | **19** |
| | *Resolved Through ADR* | *8* |
| | *Dismissed/Withdrawn* | *4* |
| | *Not Sustained (NRP)* | *6* |
| | *Minor Contravention* | *1* |
| **Forwarded** | | **0** |
| **Suspended** | | **14** |
| | *Executive Review* | *13* |
| | *Criminal Investigation* | *1* |
| **Grand Total** | | **44** |

## Q1 Analysis:

In the first quarter of 2013, PSB concluded 51 public complaints. As shown in the table below, 13 of those complaints (25%) were resolved informally through Alternative Dispute Resolutions.

| | *2011* | *2012* | *2013* |
|---|---|---|---|
| **Formal Resolutions** | | | |
| Reasonable Prospect - Proven | 0 | 0 | 2 |
| Reasonable Prospect - Not Proven | 1 | 0 | 0 |
| No Reasonable Prospect | 15 | 11 | 19 |
| Minor Contravention | 0 | 5 | 5 |
| Dismissed/Withdrawn | 11 | 6 | 12 |
| **Informal Resolutions** | | | |
| Supervisory Review | 14 | 10 | 9 |
| Resolved through PSB | 16 | 2 | 2 |
| Mediation | 0 | 0 | 2 |
| **Total** | **57** | **34** | **51** |

The status of all public complaints opened during the third quarter of 2012 – that is, all files that would have reached an age of 6 months during the first quarter of 2013 – is displayed in the table below. 15 of the 37 files have been listed as completed (41%) and an additional 3 files (listed as suspended) are in the stage of executive review (i.e. the investigation of the complaint is complete). Based on this information, 49 % of the investigations are either concluded or awaiting disposition.

| File Status | | Number of Files |
|---|---|---|
| **Active** | | **16** |
| **Completed** | | **15** |
| | *Resolved Through ADR* | *8* |
| | *Dismissed/Withdrawn* | *4* |

| | | |
|---|---|---:|
| | *Not Sustained (NRP)* | *2* |
| | *Minor Contravention* | *1* |
| **Forwarded** | | **1** |
| | *Forwarded to Outside Investigator* | *1* |
| **Suspended** | | **5** |
| | *Executive Review* | *3* |
| | *Criminal Investigation* | *2* |
| **Grand Total** | | **37** |