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Annual Policing Plan

Public Initiatives

2014 Q2 Report

Edmonton Police Service
Edmonton Police Commission Copy

EPS Annual Policing Plan Dashboard - 2014 Q2 Year-To-Date

Reduced Crime and Victimization

1. Violence Reduction Strategy: Violent Crime

of 4 Violent Crime Indicators

3,874

YTD Target: ≤ 3,836 (2% reduction from 2013)

2. Violence Reduction Strategy: Social Disorder

of social disorder incidents

8,940

YTD Target: ≤ 8,885 (2% reduction from 2013)

3.1 Domestic Violence Intervention: Offender Checks

of completed domestic offender management checks (DOCS, DVIT only)

143

YTD Target: ≥ 160 (5% increase from 2013)

3.2 Domestic Violence Intervention: Victim Checks

of domestic victim support contacts

482

YTD Target: ≥ 532 (2% increase from 2013)

4. Senior Protection Strategy

Off-target

Q1 Target: Increase staffing of Elder Abuse unit by two detectives.

5. Property Crime

of 4 Property Crime Indicators

7,345

YTD Target: ≤ 7,159 (4% reduction from 2013)

6. Traffic Safety

of traffic corridor/intersection collisions

219

YTD Target: ≤ 174 (2% reduction from 2013)

7.1 Gang & Drug Enforcement

of high-level criminal network disruptions

4

Q4 Target: ≥ 13 (25% increase from 2013)

7.2 Gang & Drug Enforcement

of medium-level criminal network disruptions

13

Q4 Target: ≥ 26 (25% increase from 2013)

7.3 Gang & Drug Enforcement

of low-level criminal network disruptions

2

Q4 Target: ≥ 7 (0% change from 2013)

Investigative Excellence

8. Clearance Rates

% of criminal incidents cleared (weighted)

42.5%

Target: ≥ 43%

9. Historical Homicides

of cleared historical homicides

3

YTD Target: ≥ 3.75 (25% increase from 2013)

10. Missing Persons

of fully reviewed historical missing person files (year-to-date)

16

Q4 Target: 36 of the 72 files identified in 2013

EPS Annual Policing Plan Dashboard - 2014 Q2 Year-To-Date

Increased Efficiency & Effectiveness

11.1 GDM: Priority 1 Response Time

% of Priority 1 events with patrol on-scene ≤ 7 min

69.9%

Target: ≥ 80%

11.2 GDM: Directed Patrol Time

% of patrol time spent as directed

15.0%

Target: ≥ 25%

12. 9-1-1 Emergency Call Management

of bypass emergency calls

35

YTD Target: ≤ 141 (50% reduction from 2013)

Commitment to Professionalism

13. Public Complaints

% of public complaint investigations concluded ≤ 6 months

60% (Q4 2013)

Target: ≥ 75%



2014 Annual Policing Plan - Q2 Results Edmonton Police Service

Presented to the
Edmonton Police Commission
Sept 18, 2014

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Purpose



- To present the Q2 results of the 2014 Annual Policing Plan

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2014 Annual Policing Plan – Q2 Results



Reduced Crime and Victimization

1. Violence Reduction Strategy: Violent Crime # of 4 Violent Crime Indicators <p style="text-align: center;">3,874</p> YTD Target: ≤ 3,836 (2% reduction from 2013)	2. Violence Reduction Strategy: Social Disorder # of social disorder incidents <p style="text-align: center;">8,940</p> YTD Target: ≤ 8,885 (2% reduction from 2013)	3.1 Domestic Violence Intervention: Offender Checks # of completed domestic offender management checks (DOCS, DVIT only) <p style="text-align: center;">143</p> YTD Target: ≥ 160 (5% increase from 2013)	3.2 Domestic Violence Intervention: Victim Checks # of domestic victim support contacts <p style="text-align: center;">482</p> YTD Target: ≥ 532 (2% increase from 2013)
4. Senior Protection Strategy <p style="text-align: center;">Off-target</p> Q1 Target: Increase staffing of Elder Abuse unit by two detectives.	5. Property Crime # of 4 Property Crime Indicators <p style="text-align: center;">7,345</p> YTD Target: ≤ 7,159 (4% reduction from 2013)	6. Traffic Safety # of traffic corridor/intersection collisions <p style="text-align: center;">219</p> YTD Target: ≤ 174 (2% reduction from 2013)	7.1 Gang & Drug Enforcement # of high-level criminal network disruptions <p style="text-align: center;">4</p> Q4 Target: ≥ 13 (25% increase from 2013)
7.2 Gang & Drug Enforcement # of medium-level criminal network disruptions <p style="text-align: center;">16</p> Q4 Target: ≥ 26 (25% increase from 2013)	7.3 Gang & Drug Enforcement # of low-level criminal network disruptions <p style="text-align: center;">2</p> Q4 Target: ≥ 7 (0% change from 2013)		

Investigative Excellence

8. Clearance Rates % of criminal incidents cleared (weighted) <p style="text-align: center;">42.5%</p> Target: ≥ 43%	9. Historical Homicides # of cleared historical homicides <p style="text-align: center;">3</p> YTD Target: ≥ 3.75 (25% increase from 2013)	10. Missing Persons # of fully reviewed historical missing person files (year-to-date) <p style="text-align: center;">16</p> Q4 Target: 36 of the 72 files identified in 2013
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2014 Annual Policing Plan – Q2 Results



Increased Efficiency & Effectiveness

11.1 GDM: Priority 1 Response Time % of Priority 1 events with patrol on-scene ≤ 7 min <p style="text-align: center;">69.9%</p> Target: ≥ 80%	11.2 GDM: Directed Patrol Time % of patrol time spent as directed <p style="text-align: center;">15.0%</p> Target: ≥ 25%	12. 9-1-1 Emergency Call Management # of bypass emergency calls <p style="text-align: center;">35</p> YTD Target: ≤ 141 (50% reduction from 2013)
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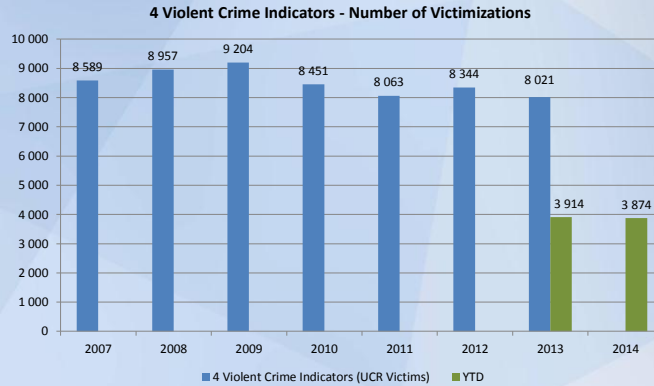
Commitment to Professionalism

13. Public Complaints % of public complaint investigations concluded ≤ 6 months <p style="text-align: center;">60% (Q4 2013)</p> Target: ≥ 75%
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1. Violence Reduction Strategy: Violent Crime

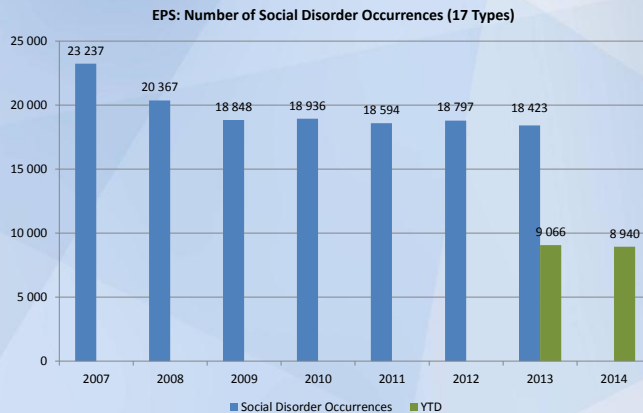
- 4 Violent Crime Indicators (# of victims, based on the most serious UCR violation per incident)
 - Assault, Homicides, Robbery, and Sexual Assaults
- Target: 2% reduction from 2013 levels
- 2014 status: 3,874 victimizations (1.0% below 2013)



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2. Violence Reduction Strategy: Social Disorder

- # of social disorder occurrences (17 occurrence types)
- Target: 2% reduction from 2013
- 2014 status: 8,940 occurrences (1.4% below 2013)



6

3.1 Domestic Violence Intervention



- # of domestic offender management checks completed (DOCS and DVIT only)
- Target: 5% increase from 2013
- 2014 status: 143 completed checks (6.3% below 2013)
 - *Completed* checks by Patrol divisions is being tracked in 2014 and will be available for comparison in 2015

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3.2 Domestic Violence Intervention



- # of domestic violence victim interventions (DOCS, DVIT, VST)
- Target: 2% increase from 2013 levels
- 2014 Status: 482 contacts (7.5% below 2013)

8



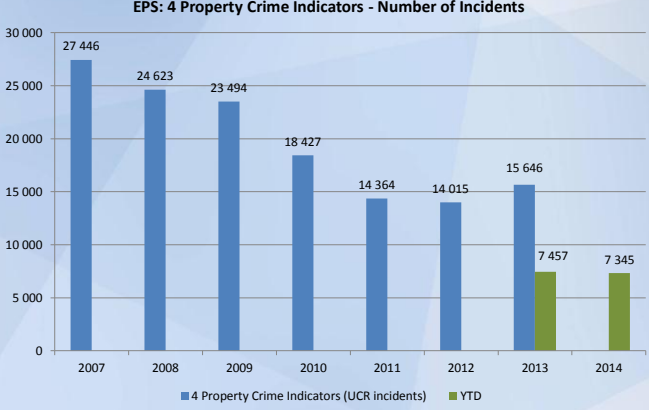
4. Senior Protection Strategy

- Activities:
 - Q1: staff the Elder Abuse Unit with two additional detectives
 - Q4: year-end report on senior abuse severity in Edmonton. Establishment of workload measurements (e.g., file assignment, file conclusion, time to conclude files, outstanding files to investigate)
- 2014 Status: one detective staffed in Q1, with the staffing of the second delayed until the end of Q3



5. Property Crime

- 4 Property Crime Indicators (# of incidents)
 - Break & Enter, Theft of Vehicle, Theft from Vehicle, Theft over \$5,000
- Target: 4% reduction from 2013 levels
- 2014 Status: 7,345 incidents (1.5% below 2013)





6. Traffic Safety

- # of traffic corridor/intersection collisions (high-collision areas)
- Target: 2% reduction from 2013 levels
- 2014 Status: 219 collisions (Jan-May) (23.0% above 2013)

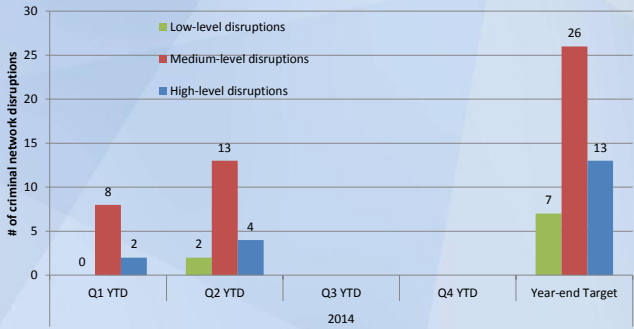
OTS High Collision Locations - DDACTS Program Q2 2014						
#	Location Type	Location	Apr - May 2013	Apr - May 2014	Change (#)	Change (%)
1	Intersection	104 Av / 101 St	3	2	-1	-33.3%
2	Intersection	107 Av / 109 St	0	1	1	n/a
3	Intersection	137 Av / 50 St	3	9	6	200.0%
4	Intersection	23 Av / Parsons Rd	4	6	2	50.0%
5	Intersection	90 Av / 85 St	8	7	-1	-12.5%
6	Intersection	51 Av / Calgary Tr	5	8	3	60.0%
7	Intersection	82 Av / 99 St	7	5	-2	-28.6%
8	Intersection	Whitemud Dr WB / Gateway Blvd	6	9	3	50.0%
9	Midblock	100 Av / 109 St	2	1	-1	-50.0%
10	Midblock	99 Av / 170 St	1	2	1	100.0%
Total, All Target Locations			39	50	11	28.2%



7. Gang & Drug Enforcement

- # of criminal networks disrupted (low, medium, and high)
- Target: 25% increase in high and medium level, 0% change in low-level, from 2013 levels
- 2014 Status: on-target for medium-level disruptions

EPS - Gang & Drug Criminal Network Disruptions

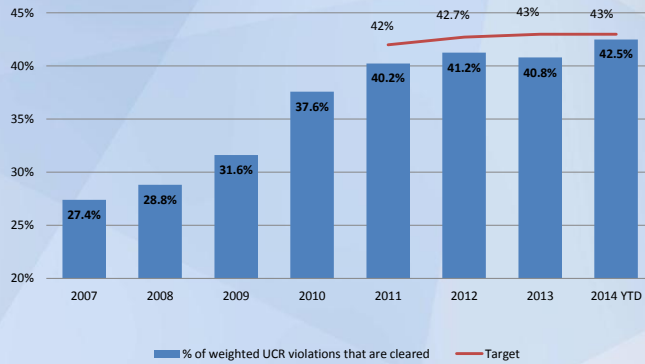




8. Clearance Rates

- Weighted Clearance Rate
- Target: 43% or higher
- 2014 Status: 42.5%
- Work nearing completion to update our measuring methodology to match Statistics Canada

EPS Weighted Clearance Rate - all crime

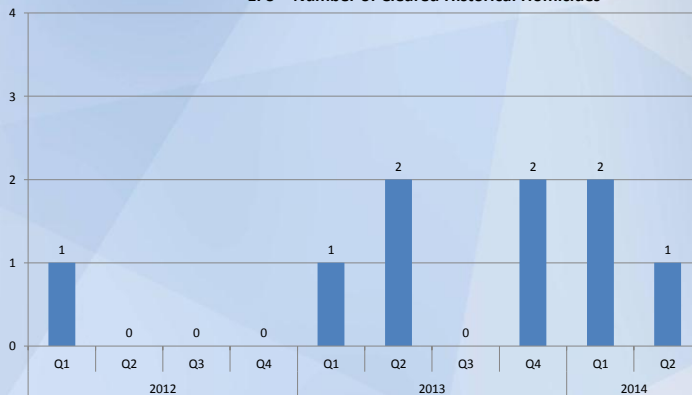


9. Historical Homicides

- # of concluded cold case homicide files
- Target: 25% increase from 2013 levels
- 2014 Status: 3 historical homicides cleared



EPS - Number of Cleared Historical Homicides

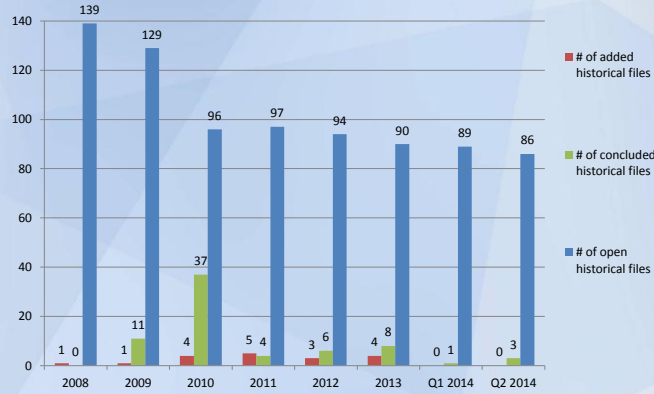




10. Missing Persons

- # of fully reviewed historical missing person files
- Year-end Target: 36 of the 72 files identified in 2013
- 2014 Status: 16 files fully reviewed

EPS - Historical Missing Person Files



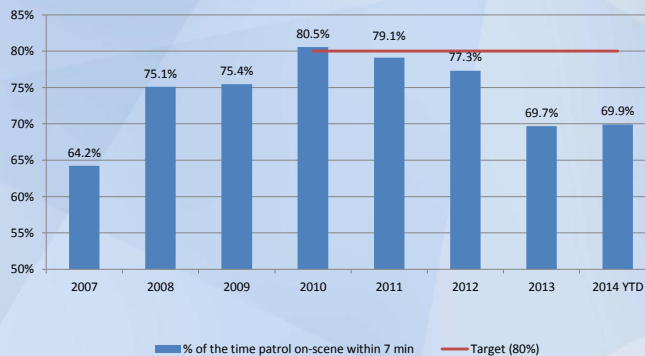
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11.1 Geographic Deployment Model

- Priority 1 Response Times (% of events with patrol on-scene within 7 minutes)
- Target: 80%
- 2014 Status: 69.9%



EPS - Priority 1 Response Times



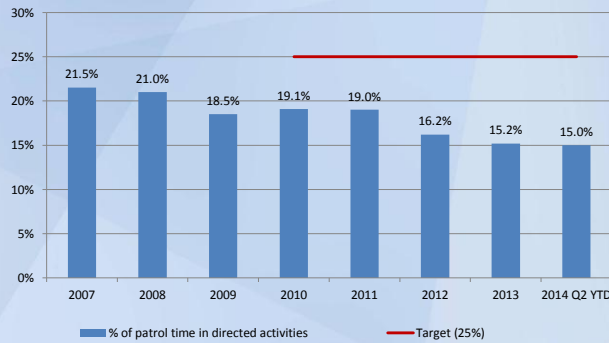
16



11.2 Geographic Deployment Model

- Directed Activities (% of patrol shift time spent in directed activities)
- Target: 25% or greater
- 2014 Status: 15.0%

EPS - Directed Patrol Time



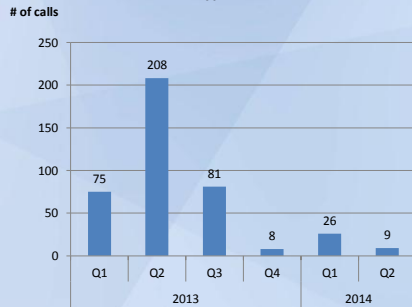
17



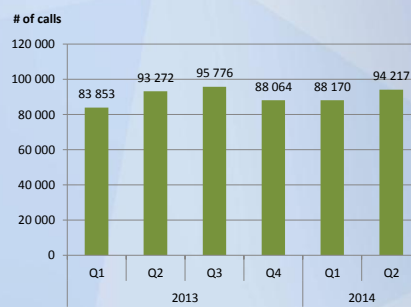
12. 9-1-1 Emergency Call Management

- # of bypass emergency calls
- Target: 50% reduction from 2013 levels
- 2014 Status: 35 calls (87.6% below 2013)

EPS - Bypass Calls



EPS - Total 9-1-1 Emergency Line Calls

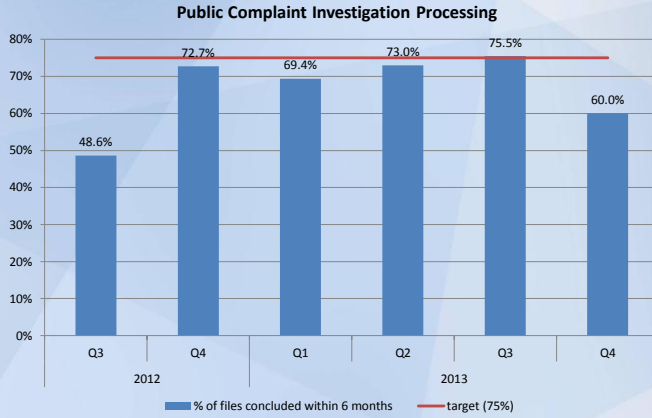


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13. Public Complaint Investigations

- Public Complaint Investigation Processing (% of public complaint investigations concluded within 6 months)
- Target: 75%
- 2013 Q4 Status: 60.0%



2014 Annual Policing Plan Q2 Results

Questions?



2014 Annual Policing Plan – Q2

EPS Annual Policing Plan – Q2 2014 Public Initiatives

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2014 Annual Policing Plan – Q2

INITIATIVE 1

Violence Reduction Strategy: Violent Crime

Initiative Owner – Chief of Police, Community Policing Bureau, Investigative Support Bureau

Initiative Context:

EPS will demonstrate through directed and self-initiated policing services, and from the Violence Reduction Strategy, that violent crime is a focus for reduction.

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

Performance Measures / Targets:

Violent Crime Incidents – total number of violent crime victimizations reported. **Target:** 2 percent reduction from 2013. Violent crime counts victims of Assault, Homicides, Robbery, and Sexual Assault.

Source: CSR-12 8 Crime Indicators Report, Ran July 24, 2014

Additional Reporting:

Divisional level Violent Crime statistics.

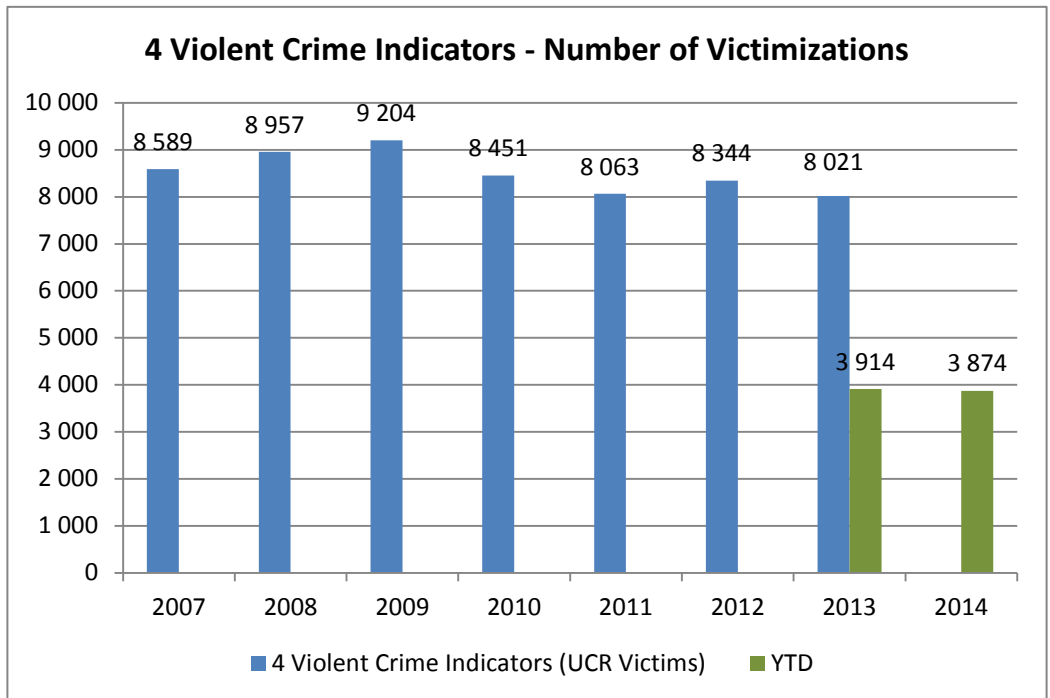
Year to Date Status:

Off-target
4 Violent Crime Indicators
3,874 victimizations
(1.0% below 2013)

Analysis:

For the second quarter of 2014 year-to-date, the total number of victimizations from the 4 violent crime indicators was 3,874, which was slightly lower than the 3,914 victimizations for the same period in 2013. EPS is seeking a 2% reduction from 2013 levels.

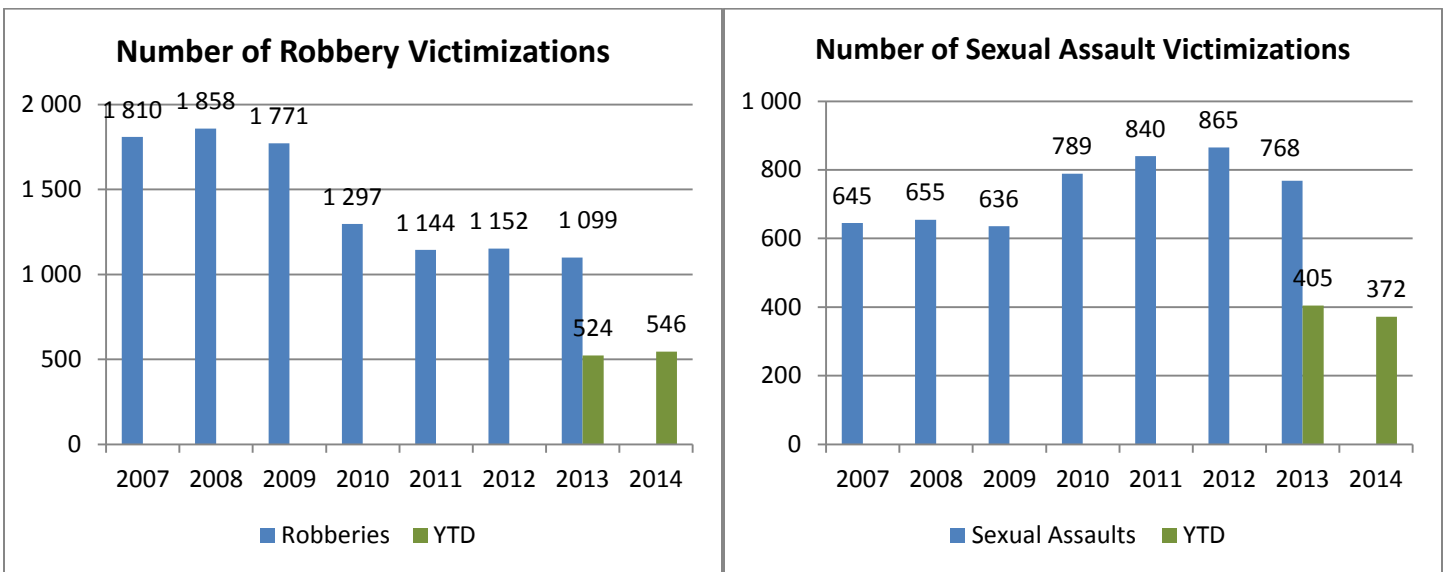
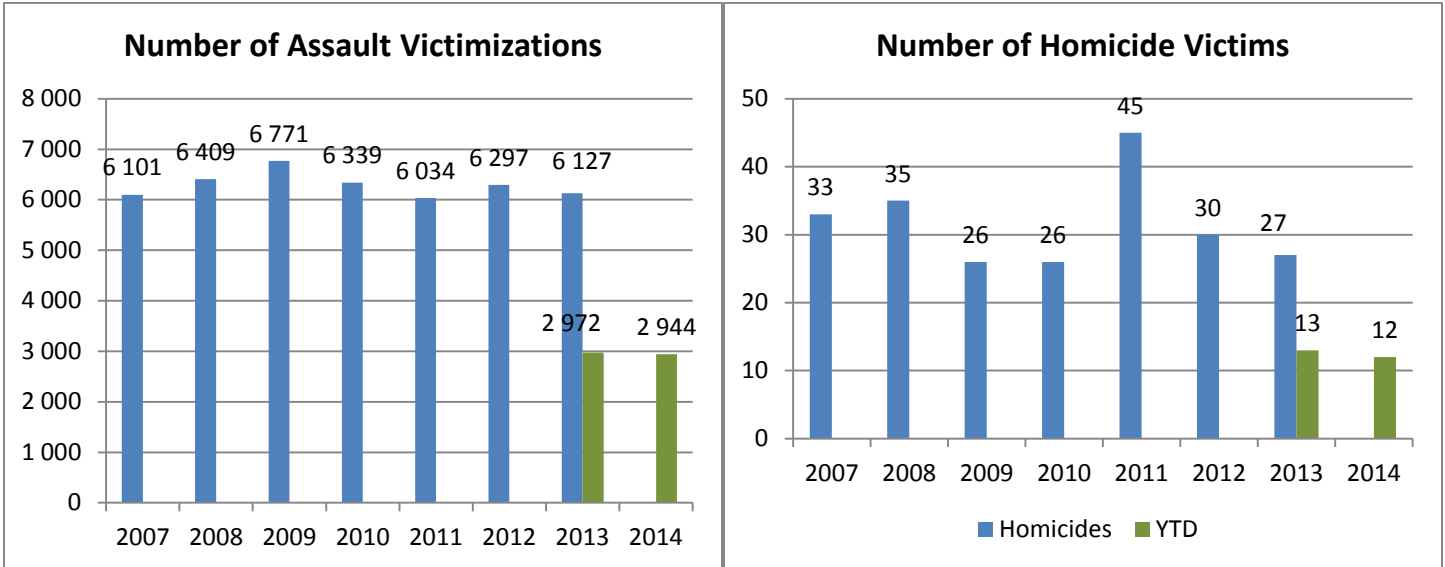
The overall trend for the 4 violent crime indicators is by and large driven by what happens in assaults, since this category represents about 75% of total victimizations. Year-over-year, Victimization of Assault are down 0.9%, Homicides down 7.7%, Sexual Assaults down 8.1%, while Robberies are up 4.2%





2014 Annual Policing Plan – Q2

Over the long-term, the 4 violent crime indicators have fallen modestly from 8,589 victimizations in 2007 to 8,021 in 2013, a **6.6% reduction**. The reduction has been entirely due to less victimizations of robbery, which decreased 39.3% over the same period. Victimization of Sexual Assault was trending upward from 2010-2012, but have since peaked and experienced reductions in 2013 and 2014.



Violent Crime Indicators				
	Crime Types	2013 Q2	2014 Q2	% Change
Violent Crime Indicators*	Assault	2 972	2 944	-0.9%
	Homicide	13	12	-7.7%
	Robbery	524	546	4.2%
	Sexual Assaults	405	372	-8.1%

* Number of Victimization, based on the most serious UCR incident



2014 Annual Policing Plan – Q2

At the divisional level, year-to-date, the 4 violent crime indicators have increased in the North, West, and Downtown divisions, while the South West and South East divisions have experienced reductions.

Violent Crime - # of					
Victimizations	Downtown	North	South East	South West	West
2014 Q2 YTD	1 202	944	467	444	682
2013 Q2 YTD	1160	897	519	557	657
% change	3.6%	5.2%	-10.0%	-20.3%	3.8%



2014 Annual Policing Plan – Q2

INITIATIVE 2

Violence Reduction Strategy: Social Disorder

Initiative Owner – Chief of Police, Community Policing Bureau, Investigative Support Bureau

Initiative Context:

EPS will demonstrate through directed and self-initiated policing services, and from the Violence Reduction Strategy, that social disorder is a focus for reduction. Social disorder is a contributor to violent crime.

percent reduction from 2013. Social disorder incidents are composed of 17 specific disorder-type events, such as mischief, public disturbances, prostitution, and mental health act complaints.

Source: R14-004 Historical Social Disorder, Ran July 24, 2014

Additional Reporting:

Divisional level Social Disorder statistics.

Performance Measures / Targets:

Social Disorder Incidents – the total number of social disorder incidents reported. **Target: 2**

Year to Date Status:

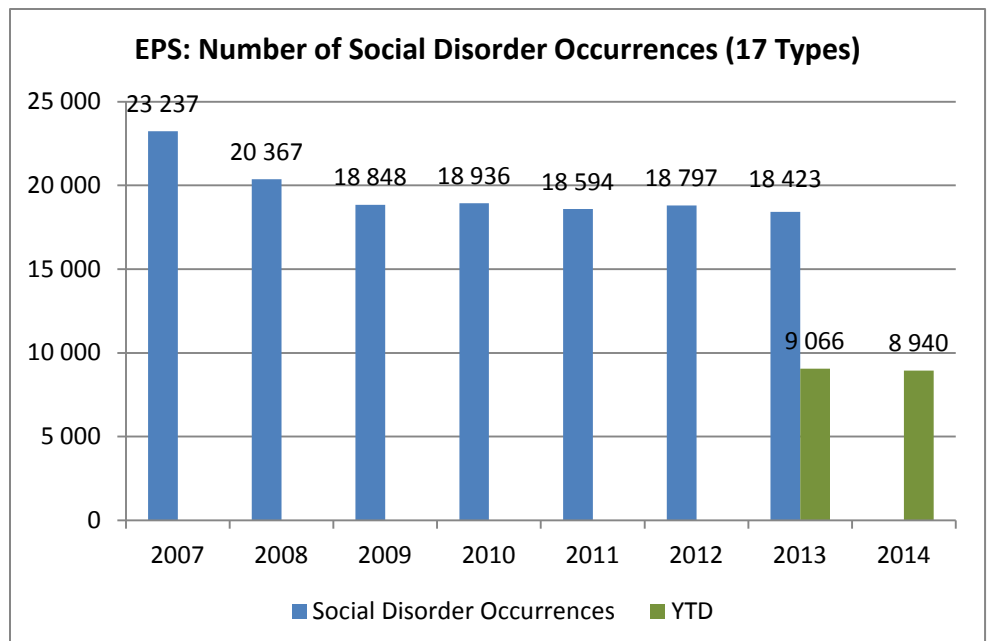
Off-target
Social Disorder Incidents
8,940 occurrences
(1.4% below 2013)

Analysis:

For the first quarter of 2014, the total number of social disorder occurrences was 8,940, which was 126 occurrences fewer, or 1.4% lower than the same period in 2013. EPS is seeking a 2% reduction from 2013 levels.

Over the long-term, social disorder occurrences have fallen moderately from a high of 23,237 in 2007 to 18,423 in 2013, a 20.1% reduction. The reductions came almost exclusively throughout 2008 and 2009, and since then social disorder has stayed more or less constant, albeit in the context of a growing population.

Year-over-year, occurrences of social disorder have fallen by 13.6% at the Downtown division, and all other divisions experienced increases, the largest at West division (up 14.1%).

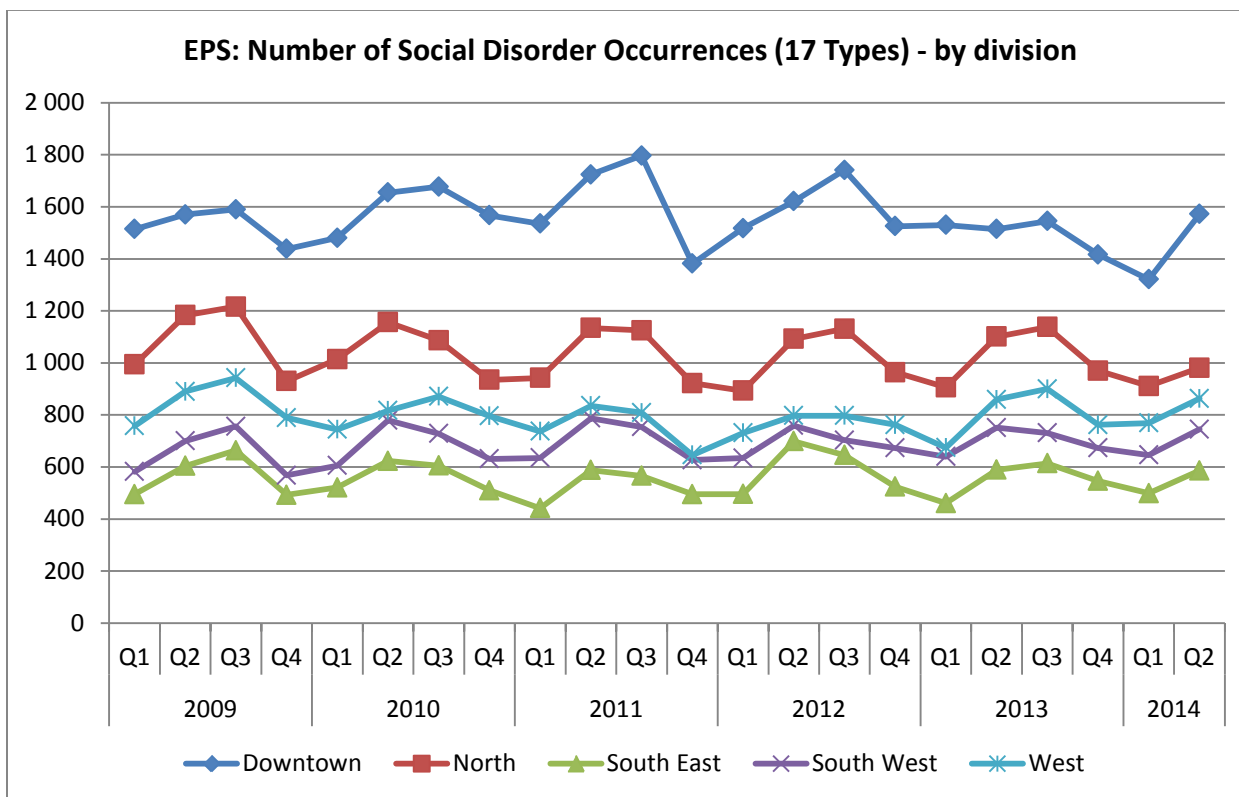




2014 Annual Policing Plan – Q2

Social Disorder - # of Occurrences (17 types)	Downtown	North	South East	South West	West
2014 Q2 YTD	2 893	1 892	1 085	1 391	1 632
2013 Q2 YTD	3 044	2 007	1 050	1 391	1 533
% change	-5.0%	-5.7%	3.3%	0.0%	6.5%

Historically, social disorder occurrences were concentrated the most in the Downtown division, followed by North division. While the distribution of social disorder among divisions has been relatively constant from 2011-2013, Downtown division social disorder levels have been moving slightly towards convergence with the other divisions.





2014 Annual Policing Plan – Q2

INITIATIVE 3

Domestic Violence Intervention

Initiative Owner – Investigative Support Branch, Community Policing Bureau

Initiative Context:

In 2012, there were roughly 7,750 events throughout Edmonton that had a domestic violence component. The EPS is committed to improving offender management and victim intervention/support, to enhance public safety and reduce recidivism associated with domestic violence investigations.

Performance Measures / Targets:

Offender Management/Oversight – The EPS will conduct random/unscheduled visits to ensure that the domestic violence offender is complying with court ordered conditions. These visits are referred to as offender management checks. **Target:** 5

percent increase of completed offender checks from 2013. “Completed” refers to confirmed compliance with the court ordered conditions or confirmed breach/violation of the conditions.

Victim/Intervention Support – An intervention is defined as a direct and overt attempt by the EPS to provide victims of domestic violence with safety planning, support mechanisms and professional referrals to reduce re-victimization. Interventions are captured by the number of times where actual contact is made with a victim. **Target:** 2 percent increase in interventions from 2013.

Year to Date Status:

Off-target

Offender Management/Oversight
143 completed offender management checks
(DOCS and DVIT only)
(6.3% below 2013)

Off-target

Victim/Intervention Support
482 contacts with domestic victims
(7.5% below 2013)

Analysis:

1) Offender Management/Oversight:

Offender management is done by the Domestic Offender Crimes Section (DOCS), the Domestic Violence Intervention Teams (DVIT), or the respective Divisional Domestic Violence Reduction Coordinators (DVR) and/or respective divisional registered social workers in one of the five divisions. Assignment of files to any of these areas is based on factors such as relationship history, frequency and severity of violence between the partners and ongoing risks to the complainant. The most serious domestic violence files go to DOCS to be managed by a specialized group of detective investigators. Serious files that do not meet the DOCS mandate are instead assigned to DVIT members whose mandate is to conduct offender management checks and to do victim interventions and support. Less serious domestic violence files go out to a DVR coordinator in one of the five Patrol Divisions to be assigned as a proactive task to a Patrol officer.

The target for 2014 was a 5 percent increase in *completed* offender management checks over 2013, *city wide*. The actual numbers of *completed* checks in DOCS and in DVIT in both 2013 and in 2014 are known values, and available to us for comparison.



2014 Annual Policing Plan – Q2

In contrast, only the number of offender management checks attempted in the divisions was tracked in 2013, and not the number of completed checks. Thus, a year over year comparison of completed offender management checks is restricted to DOCS and DVIT. Information on completed offender management checks in the divisions has been collected in 2014 and will be available for comparison in consecutive years.

Attempted vs Completed Offender Management Checks, end of Q2 2014 YTD vs end of Q2 2013 YTD:

Patrol Divisions: By the end of Q2 2014, a total of **219** Offender Management Checks had been *attempted* in the five Patrol Divisions. Of these **219** attempted checks, **175** were *completed*, either by no breach identified, or by a confirmed breach/violation of the conditions for a completion rate of **80%**. (This percentage cannot be compared to previous years, but will act as a baseline for the future.) Checks attempted, but not completed, represent those instances where the patrol member was unable to make contact with the complainant.

The total of **219** Offender Management Checks *attempted* in the five divisions in the first six months of 2014 was a 24% decrease compared to the **288** Offender Management Checks *attempted* in the divisions by the end of Q2 2013. This 24% decrease is likely due to the capacity and number of intake workers to triage and forward files from a larger queue down to the divisions.

DOCS: By the end of Q2 2014, DOCS attempted **64** Offender Management checks. All were *completed* either by *no breach identified*, or by a *confirmed breach/violation* of the conditions, for a successful completion rate of **100%**.

By the end of Q2 2013, DOCS attempted **35** Offender Management Checks, all of which were *completed* either by *no breach identified*, or by a *confirmed breach/violation* of the conditions, also for a successful completion rate of **100%**.

While the completion rate remained steady at 100% in 2014, the *increase* in the number itself, from 35 to 64 year over year, is indicative of the fact that even though overall domestic violence occurrences citywide may be down 5.6% (3,932 by the end of Q2 2013 vs 3,712 by the end of Q2 2014), the number of serious domestic violence occurrences that met the specific DOCS mandate by the end of Q2 2014 has in fact risen. Add to this the fact that the increase in resourcing to DOCS by two additional detective investigators has allowed for files that might previously have dropped down into DVIT, to remain instead in DOCS.

DVIT: By the end of Q2 2014, DVIT had attempted **79** Offender Management Checks, **74** of which were *completed* either by *no breach identified*, or by a *confirmed breach/violation* of the conditions, for a completion rate of **94%**. Checks attempted, but not completed, represent those instances where the DVIT member was unable to make contact with the complainant.

In comparison, by the end of Q2 2013, DVIT had attempted **117** Offender Management Checks, of which **108** were *completed* either by *no breach identified*, or by a *confirmed breach/violation* of the conditions, for a completion rate of **92%**. Again, checks attempted, but not completed, represent those instances where the DVIT member was unable to make contact with the complainant.

While the completion rate remained near 100%, the *decrease* in the number of attempted checks itself, from 117 to 79 year over year, is indicative of the fact that the increase in resourcing to DOCS by two additional detective investigators has allowed for files that might previously have dropped down into DVIT, to remain instead in DOCS. Consider also, the fact that DVIT has been *under* resourced so far through to the end of Q2 2014 thus negating any opportunity for DVIT to then take more files from Patrol. This situation may be improved going into Q3 and Q4.



2014 Annual Policing Plan – Q2

2) Victim/Intervention Support:

Interventions with domestic violence victims are done by DOCS, DVIT, and in the five Divisions, and are assigned according to the same criteria as the offender management protocols noted above. Strictly by the numbers, while Victim/Intervention support efforts have not yet met the projected target of a 2% increase in *the overall number of interventions*, they have seen a 2.2% increase in the ratio of *completed vs. attempted interventions*. (Of the 592 interventions attempted in 2014, 482 or **81.4%** of them were completed. In comparison, of the 658 interventions attempted in 2013, 521 or **79.2%** of them were completed.)

In order to capture accurate data for the number of victim-based interventions conducted in 2013 and 2014, three categories are used to track the number of interventions. These categories are used by each VST in all five divisions and by DOCS detectives and Domestic Violence Intervention Team (DVIT) members as well. Intervention is measured based on three different 'contact results':

1. Successful contact made with victim: VST constable or DVIT did safety planning with the victim, either in person or over the phone.
2. Attempt made but unable to contact victim: VST constable or DVIT made attempt(s) to safety plan with victim (i.e. phone message left, visited victim's residence) but contact was not made.
3. Contact made and victim declined: VST constable or DVIT made contact with the victim and victim declined any safety planning/intervention.

The number of 'completed interventions' is most accurately captured by the number of files where actual contact with the victim was made (whether or not intervention services were accepted or declined).

Table 1 shows the intervention work with domestic violence victims across all divisions and among DOCS detectives and DVIT members.

Table 1 DOCS, DVIT and VST Q2 YTD Interventions 2013-2014

Interventions	DOCS	DVIT	VST	Total
2014 Q2 YTD				
# Files Attempted	101	102	389	592
Attempt made but unable to contact		6	104	
Successful contact made		87	258	
Contact/ victim declined		9	27	
Completed Interventions Q2 (success + decline)	101 (100%)	96 (94.1%)	285 (73.3%)	482 (81.4%)
2013 Q2 YTD				
# Files Attempted	60	138	460	658
Attempt made but unable to contact		10	127	
Successful contact made		118	301	
Contact/ victim declined		10	32	
Completed Interventions Q2 (success + decline)	60 (100%)	128 (92.8%)	333 (72.4%)	521 (79.2%)

The most serious domestic violence files occurring in Edmonton are assigned to either DOCS or DVIT for follow-up investigation and/or offender management and victim intervention and support. DOCS and DVIT are



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mandated to work on this type of crime exclusively, and the previously noted functions that land in either of these areas will generally experience a completed rate at or near 100%. Any restriction in the number of offender management checks and intervention *attempted* by these two areas is as a result of limitations around staffing and capacity only.

Less serious domestic violence occurrences are tasked to Patrol via the DVR coordinators for offender management and victim intervention and support. Patrol members must manage time constraints and competing Patrol and emergency response related demands in their efforts to provide this type of service. That being said, we see that Patrol members are completing 80% of their offender management checks they attempt and 72.4% of their attempted victim intervention and support follow-ups.



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INITIATIVE 4

Senior Protection Strategy

Initiative Owner – Investigative Support Bureau

Initiative Context:

The Seniors Protection Unit provides a multidisciplinary and coordinated community response to elder abuse. This coordinated response is accomplished through collaboration with our strategic partners: City of Edmonton, Catholic Social Services, Victorian Order of Nurses and Covenant Health Community Geriatric Psychiatry. Seniors Protection Unit provides direct investigative and intervention services for serious criminal offences perpetrated against senior citizens.

The Seniors Protection Unit will improve our identification and investigation of physical, sexual and financial elder abuse, which will reduce the severity and frequency of violence for elderly individuals.

Performance Measures / Targets:

In 2014, the EPS Seniors Protection Unit will establish an accurate assessment (i.e., benchmark) of the state

Year to Date Status:

Off-target

Analysis:

This initiative was contingent on increased staffing to incorporate two detectives for Seniors Protection Detail. One seniors protection detective was brought in immediately (January) with the task of establishing the mandate of the investigative unit inclusive of roles and responsibilities at the detective level. The framework for this mandate is in place but the entirety of the document has not been concluded. We will report on this again at the conclusion of Q3.

This detective has also initiated an investigative caseload and has begun actively investigating high level senior abuse files. A second detective has been identified and will be transferring into the unit on August 18th. We anticipate that the capacity to carry files at the detective level will naturally double.

During Q2, we continued to work on establishing relevant baseline measurements to ensure accurate reporting on number of files assigned to the unit, number of files concluded, average time to conclude files and the number of files remaining in queue for investigation. Keep in mind that this is a unit that has gone from zero detective level investigators to two.



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By the end of Q2, 195 seniors abuse files were identified containing a victim of abuse over the age of 65. These files were triaged and assigned on a priority basis to either the Seniors Protection Detail detective for criminal investigation, or to SPP (Seniors Protection Partnership) for intervention follow up. The remaining files in the queue are available for future selection based on changes in the priority status.

Due to restrictions in data collection, we can only currently report on the seniors abuse numbers documented by the *Edmonton Police Service*. We will continue to explore a collaborative effort of accurate data collection between the EPS and all relevant strategic partners, to ensure that comprehensive statistics of reported incidents of criminal senior abuse are collected for the entire city of Edmonton, irrespective of whether they are reported to a partner agency only or directly to the Edmonton Police Service.



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INITIATIVE 5

Property Crime

Initiative Owner – Chief of Police, Community Policing Bureau, Investigative Support Bureau

Initiative Context:

EPS will demonstrate through responsive and directed policing services that property crime, in particular motor vehicle thefts, is targeted for enforcement.

Performance Measures / Targets:

Property Crime Incidents – the number of property crime incidents reported. **Target:** 4 percent reduction from 2013. Property crime incidents include Break & Enter; Theft from Vehicle; Theft of Vehicle; Theft over \$5,000.

Source: R14-004 Property Crime Indicators, Ran July 24, 2014

Year to Date Status:

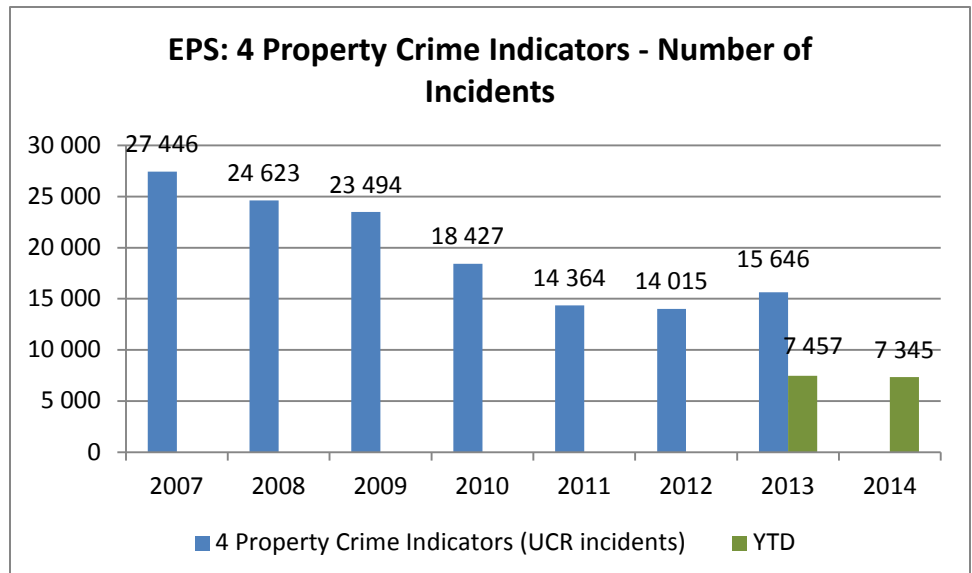
On-target
4 Property Crime Indicators
7,345 incidents
(1.5% below 2013 Q2 YTD)

Analysis:

YTD, the total number of incidents from the 4 property crime indicators was 7,345, which was 120 fewer incidents than the same period in 2013. EPS is seeking a 4% reduction from 2013 levels. Year-over-year, reductions have been experienced in Break and Enters (-3.5%) and Theft from Vehicles (-2.7%), while Theft of Vehicles (+1.8%) and Theft over \$5,000 (+12.2%) have increased

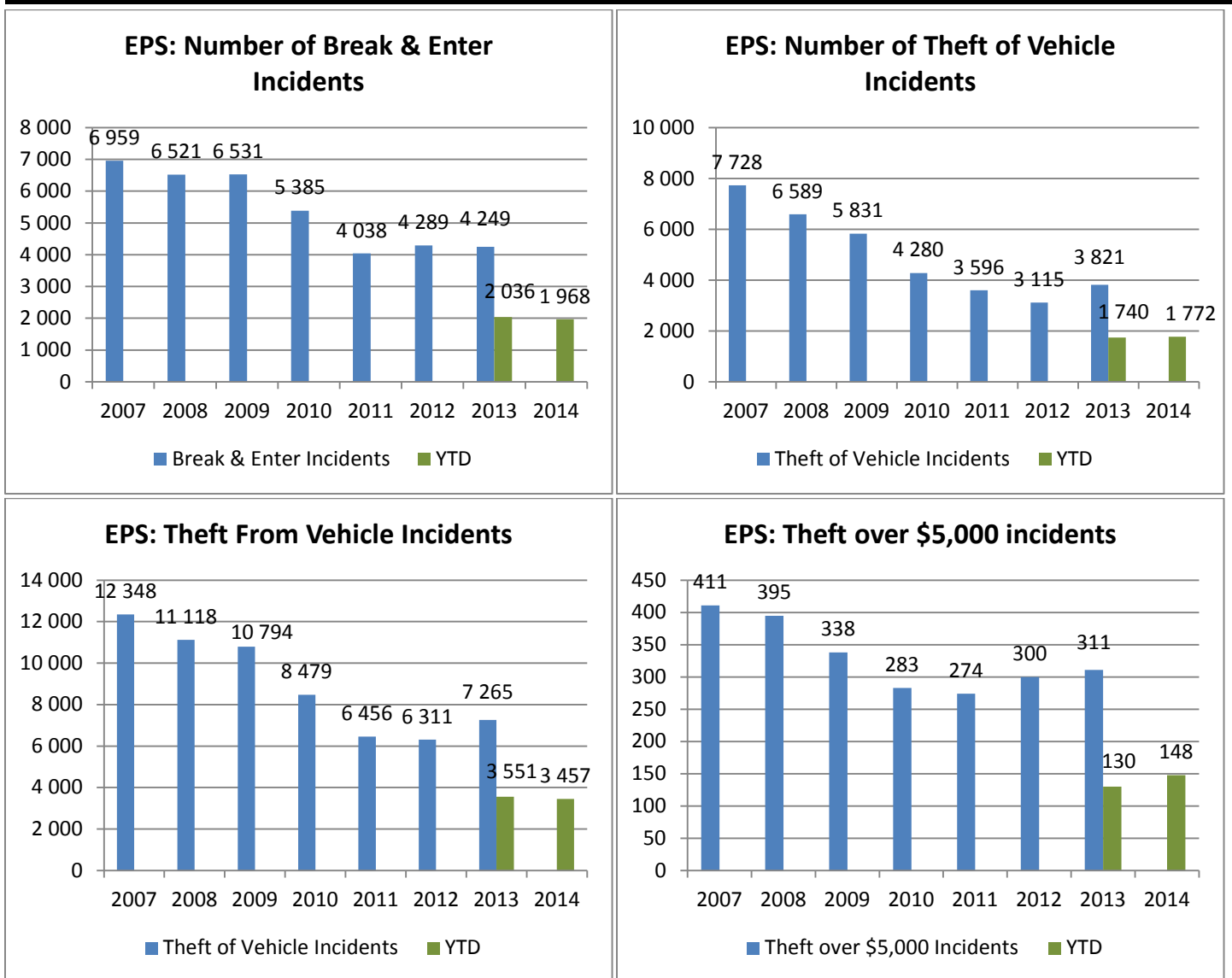
Over the long-term, the 4 property crime indicators have fallen substantially from a high of 27,446 incidents in 2007 to 15,646 in 2013, **a 43% reduction**. All four categories have experienced reductions, but the largest were observed in Theft of Vehicle (-49.4%), followed by Theft From Vehicle (-41.2%), Break and Enter (-38.9%), and Theft Over \$5,000 (-24.3%).

Recent upticks in Theft of Vehicles has been the largest source for rising property crime, increasing 22.7% from 2012-2013. It is worth noting that nonetheless, Theft of Vehicles is still down 56.0% when comparing 2007-2014 YTD.





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At the divisional level, year-to-year, the 4 property crime indicators have increased most significantly in the Downtown and South East divisions, while the North, South West, and West divisions have experienced reductions.

Property Crime Indicators - Number of Incidents			
Crime Types	2014 Q2 YTD	2013 Q2 YTD	% Change
Break & Enter	1968	2036	-3.5%
Theft from Vehicle	3457	3551	-2.7%
Theft of Vehicle	1772	1740	1.8%
Theft over \$5,000	148	130	12.2%



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4 Property Crime Indicators	Downtown	North	South East	South West	West
2014 Q2 YTD	1 361	1 644	1 301	1 330	1 614
2013 Q2 YTD	1 201	1 798	1 281	1 451	1 655
% change	11.8%	-9.4%	1.5%	-9.1%	-2.5%



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INITIATIVE 6

Traffic Safety

Initiative Owner –Investigative Support Bureau, Community Policing Bureau

Initiative Context:

Edmontonians, through citizen satisfaction surveys, have identified traffic/road user safety as a priority public safety concern. Road users are pedestrians, cyclists and motorists. Road user safety is most vulnerable in high risk collision zones (i.e., corridors and intersections).

Performance Measures / Targets:

Traffic Corridor/Intersection Collisions – the number of collisions occurring in high frequency collision corridors/intersections (as identified by the Office of Traffic Safety). **Target:** 2 percent decrease from 2013.

Additional Reporting:

2013 metrics provided by the Office of Traffic Safety (OTS), will be used to identify high risk collision zones (i.e., corridors and intersections). Metrics relating to the root causes for 2013 collisions will be used for data driven, targeted and manned enforcement by the EPS, in identified high risk collision zones. Historically, statistical analysis has identified root causes as, but not limited to: excessive speed, distracted driving, impaired driving, left turn across path, failing to stop for a pedestrian, etc.

Year to Date Status:

Off-target

Traffic Corridor/Intersection Collisions
219 collisions in 2014
(23.0% above 2013 YTD)

Analysis:

As part of the EPS DDACTS (Data-Driven Approach to Crime and Traffic Safety), the OTS provides data on the high collision intersections and mid-blocks on a quarterly basis. Each quarter the collision locations that intersect with EPS crime and traffic hot spots are identified and used to further target problem areas.

In Q2, there were 10 high collision locations that were identified in DDACTS target areas. These locations will change each quarter, according to collision rates. OTS collision data is available to the end of May 2014, enabling a two-month comparison for Q2.

OTS High Collision Locations - DDACTS Program 2014						
Quarter	Data	Locations Targeted	Collisions 2013	Collisions 2014	Change (#)	Change (%)
Q1	Jan - Mar	17	139	169	29	24.8%
Q2	Apr - May	10	39	50	11	28.2%
Q3						
Q4						
Total, YTD		17	178	219	41	23.0%



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This addition to the DDACTS program is still in the development phase and enforcement may not yet have had an impact on collisions at these locations. Results are also dependent on enforcement time spent in the target areas, and independent factors such as weather and road conditions.

Detailed collision data for Q2 target locations is as follows:

OTS High Collision Locations - DDACTS Program Q2 2014						
#	Location Type	Location	Apr - May 2013	Apr - May 2014	Change (#)	Change (%)
1	Intersection	104 Av / 101 St	3	2	-1	-33.3%
2	Intersection	107 Av / 109 St	0	1	1	n/a
3	Intersection	137 Av / 50 St	3	9	6	200.0%
4	Intersection	23 Av / Parsons Rd	4	6	2	50.0%
5	Intersection	90 Av / 85 St	8	7	-1	-12.5%
6	Intersection	51 Av / Calgary Tr	5	8	3	60.0%
7	Intersection	82 Av / 99 St	7	5	-2	-28.6%
8	Intersection	Whitemud Dr WB / Gateway Blvd	6	9	3	50.0%
9	Midblock	100 Av / 109 St	2	1	-1	-50.0%
10	Midblock	99 Av / 170 St	1	2	1	100.0%
Total, All Target Locations			39	50	11	28.2%



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INITIATIVE 7

Gang & Drug Enforcement

Initiative Owner –Investigative Support Bureau

Initiative Context:

Edmonton Drug and Gang Enforcement Section (EDGE) will identify, target, and disrupt organized crime groups, with an increased focus on medium and high-level criminal networks. A decrease in the level of drug and gang activity in our neighborhoods will enhance public safety and reduce community harm.

Performance Measures / Targets:

High-level Criminal Network Disruptions – Number of high-level criminal network disruptions. **Target:** 25 percent increase from 2013.

Medium-level Criminal Network Disruptions – Number of medium-level criminal network disruptions. **Target:** 25 percent increase from 2013.

Low-level Criminal Network Disruptions – Number of low-level criminal network disruptions. **Target:** 0 percent change from 2013.

When the EDGE unit concludes an investigation, they assess the level of criminal network disruption by assessing factors of the arrested gang member, including type of weapons, level of violence, criminal complexity, and harm to the community. Where a concluded investigation involves multiple arrests, the ranking of the criminal network disruption is only assessed on the highest-ranking arrested.

Additional Reporting:

Workload statistics from EDGE, including Civil Forfeitures, Drugs and Firearms Seized

Year to Date Status:

Off-target

4 High-level Criminal Network Disruptions
(Q4 Target: 13)
31% of target reached

Off-target

2 Low-level Criminal Network Disruptions
(Q4 Target: 7)
28% of target reached

On-target

13 Medium-level Criminal Network Disruptions
(Q4 Target: 26)
50% of target reached

Analysis:

This year signals a new frontier in the way EDGE is gauging its success. A matrix has been developed to categorize concluded investigations into high, medium or low level criminal networks. In the past, EDGE measured success through the number of arrests, charges and values of civil forfeitures. Although we will continue recording and reporting on them, the more accurate measure of our impact on the drug and gang landscape in Edmonton is reflected by the number of criminal networks that are disrupted by EDGE. This is evidenced by examining the number of arrests and charges laid in the previous three years. These numbers have been consistently on the decline, while the quantity of drugs, guns, and money has increased. EDGE Unit has placed an increased importance on the disruption of higher level groups in the drug and gang trade. This will cause a ripple effect in the criminal networks, so that the entire organization is affected, in addition to the low-level players.

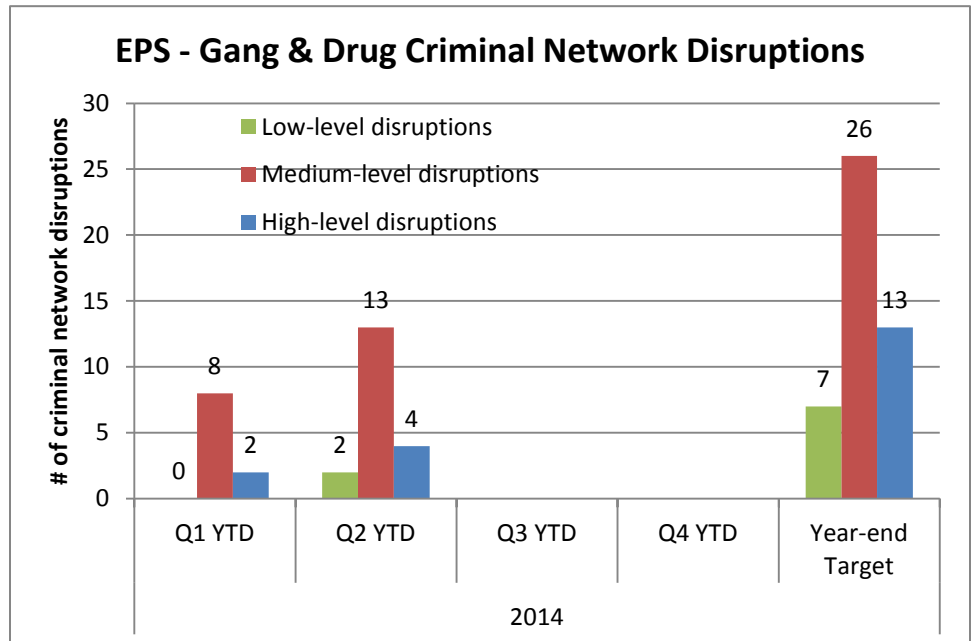


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Statistics for 2014 Q2 have been compiled and compared to 2013 using the new matrix. At this point, EDGE is still off target for two of the three levels of criminal network disruptions that are measured. It is expected that EDGE will meet the mid-level target, however, the high level targets may prove to be more complex than anticipated. As this is the first year EDGE has done the high-mid-low level disruption measurement, there was no baseline to compare it to. Therefore, the expected goal increases of 25% may be more unrealistic than expected due to the complexity of targeting high level member of Criminal Organizations. That being said we are missing the mark by three for high level targets. By year end, EDGE Unit will have a better understanding if it will come close to, or meet the targeted 25% increase. This is the first year EDGE Unit has compiled data using the matrix, therefore, the results from 2014 will be used as a baseline for projected goals in 2015.

Moreover, EDGE unit has had a record breaking year for seizures of marihuana, buffing agent, and cash. As the tables show below, EDGE has seized 200kg of marihuana, 27kg of buffing agent, and almost \$1.4 million in cash. It is important to note here that EDGE had seized \$1.3 million for the entire year of 2013; clearly EDGE has met this and will surpass it in the next six months. These seizures really showcase the good work that EDGE has been doing, and also illustrates the benefits of targeting higher profile criminals.

The table below demonstrates a comparison between the Q2 and Q1 results of 2014 and 2013 respectively.



	Q2 2014	Q1 2014	Year To Date
Cocaine	4.5kg	3.9kg	8.4kg
Marihuana	200kg	335g	200.4kg
Heroin	136g	31.8g	167.8g
Meth	3g	1.6kg	1.9kg
GHB	11L	11.9L	22.9L
Buffing Agent	374g	27kg	27.4kg
Money	\$518 780	\$861,172 (CAD) + \$8,600 (USD)	\$1.38 mil (CAD) + \$8,600 (USD)
Firearms	3	10	13
Arrests	28	40	68
Charges	133	114	247



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	Q2 2013	Q1 2013	Year To Date
Cocaine	2.5kg	16.8kg	19.3kg
Marihuana	1.4kg	4.9kg	6.3kg
Heroin	0g	0g	0g
Meth	2g	37.6g	39.6g
GHB	10L	20.3L	30.3L
Buffing Agent	426.4g	400g	826.4g
Money	\$182 637	\$143,355	\$325 992
Firearms	19	3	22
Arrests	32	31	63
Charges	76	45	61

The number of arrests and charges has increased in the first and second quarter of 2014 compared to this time last year. EDGE has shown an increase of five arrests and 186 charges compared to this time last year.

Overall, the year to date results have been successful, and as mentioned in the Q1 report, this year has proven to be a record breaking year for cash seizures. It is expected that EDGE unit members will continue working diligently in disrupting all levels of organized crime and continue with reducing violence and victimization within the City of Edmonton.



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INITIATIVE 8

Clearance Rates

Initiative Owner – Chief of Police, Community Policing Bureau, Investigative Support Bureau

Initiative Context:

Investigating and solving crime is a core responsibility of EPS. EPS will maintain a high success rate in solving crimes in order to maintain public confidence and deter criminal activity.

Performance Measures / Targets:

Weighted Clearance Rate – the percentage of reported criminal incidents that are cleared, weighted by crime severity. **Target:** greater than or equal to 43 percent.

Data obtained from Cognos CSR-02, report ran July 24, 2014

A cleared criminal incident can be cleared by charge, or “cleared otherwise”. Weighting by crime severity – a Canadian Centre of Justice Statistics

Year to Date Status:

methodology - assigns greater weight to more serious crimes. The weighted clearance rate indicates how well EPS is in investigating and solving crime. 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 Weighted Clearance Rate – developed by the Canadian Centre for Justice Statistics – is the percentage of reported criminal violations that are cleared, with greater weight assigned to more severe crimes.

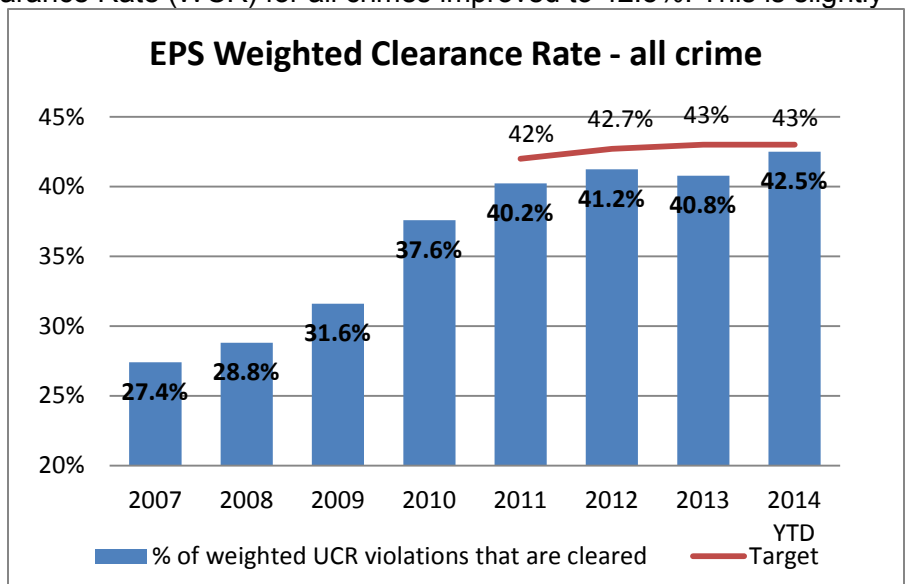
This measure is calculated using incident-based Uniform Reporting Survey (UCR2) data that is periodically sent to Statistics Canada. It includes all criminal code violations including traffic, all drug violations, and all federal Statutes.

Off-target
Weighted Clearance Rate
42.8%
(Target: 43%)

Analysis:

In the first half of 2014, the Weighted Clearance Rate (WCR) for all crimes improved to 42.5%. This is slightly below the established 43% target. Long-term, the WCR has steadily improved from 27.4% in 2007 to greater than 40% since 2011.

In the Q4 2013 Annual Policing Plan, it was reported that EPS’s internal calculations for the WCR, as well as the related Crime Severity Index (CSI), both have a margin of error because the calculations do not currently reflect new Statistics Canada new weighting methodology that apply to 2011 data and onwards. Revisions to the WCR and CSI are nearing the final stages of completion. The importation of necessary data into our Business





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Intelligence System (Cognos) is complete as well as the completion of the query-building to take the granular, incident-level Uniform Crime Reporting data and aggregate it to the final WCR and CSI figures. What remains is reconciling the number of violations and cleared violations for about a dozen UCR crime codes between our system and that of Statistics Canada. Statistics Canada uses special counting rules for these codes which will be incorporated into our system soon, which we aim to have reflected in the Q3 2014 APP report.



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INITIATIVE 9

Historical Homicides

Initiative Owner –Investigative Support Bureau

Initiative Context:

In addition to investigating recent homicides in an expedient fashion, the Homicide Section will clear more outstanding cold case homicide files.

Performance Measures / Targets:

Cleared Cold Case Homicides – the number of concluded cold case homicide files. **Target:** 25 percent increase from 2013.

Year to Date Status:

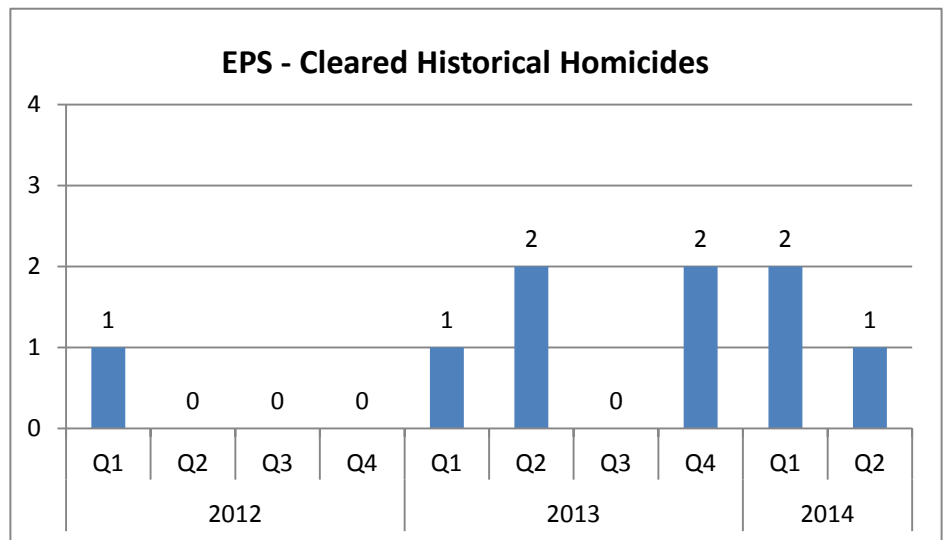
Off-target
3 Historical Homicides Cleared
(2013 YTD = 3)

Analysis:

Homicide investigators have been working diligently on new cases and cold cases. Cold cases or historical homicides can be defined as those homicides which have originated from previous years and have not been solved. Two historical cases were cleared during Q2 in 2013 and zero historical cases were cleared during Q2 in 2012. The historical case that was solved in Q2 of 2014 was reported in 2008.

Homicide Section investigated six new homicides during Q2 in 2014 and charges have been laid in five of the six. In addition, one long term project was concluded by charge during Q2.

Investigators will continue to work on long term project style investigations, many of which have originated in years prior to 2014. Long term project style investigations are labor intensive and require a significant amount of resources to successfully conclude them.





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INITIATIVE 10

Missing Persons

Initiative Owner – Investigative Support Bureau

Initiative Context:

In addition to investigating new missing person complaints in an efficient and effective manner, Missing Persons Detail will substantially reduce the number of outstanding investigative tasks related to historical missing person cases.

Performance Measures / Targets:

Fully Reviewed Historical Missing Person Files – the number of historical missing person files where all investigative tasks have been completed.
Target: 36 files fully reviewed by the end of Q4 (50% of the identified 72 historical files outstanding work tasks).

Year to Date Status:

Off-target
Fully Reviewed Historical Missing Person Files
16 files
(Q2 YTD Target: 18 files)

Analysis:

Investigate Tasks

In the fall of 2013, in an attempt to move historical missing person files forward, a review was conducted to ensure all historical¹ missing person files had a consistent and complete level of investigation. This review resulted in the identification of additional investigative tasks that could be completed for 72 historical files.

Prior to the review, historical files were worked on as new information was received. The record of progress was recorded on a “*monthly workload sheet*”. As a result of the review a more comprehensive tracking system is now in place to record progress on the historical files.

In March of 2014, a sergeant position was added to Missing Persons Unit (MPU). The addition of this position enhances the ability to monitor ongoing missing person investigations; as well as, concluding historical missing person cases.

Due to this increased capacity, the MPU set a target to exhaust all available outstanding investigative tasks for 36 of the 72 reviewed historical missing person files. At the end of Q2, 16 files were fully reviewed and all outstanding investigative tasks were completed.

Historical Missing Person Files

By exhausting all outstanding investigative tasks for historical missing person files, it is hoped that the total number of open historical missing person files will be reduced by conclusion. Files can be concluded by:

- Locating the missing person - alive or deceased

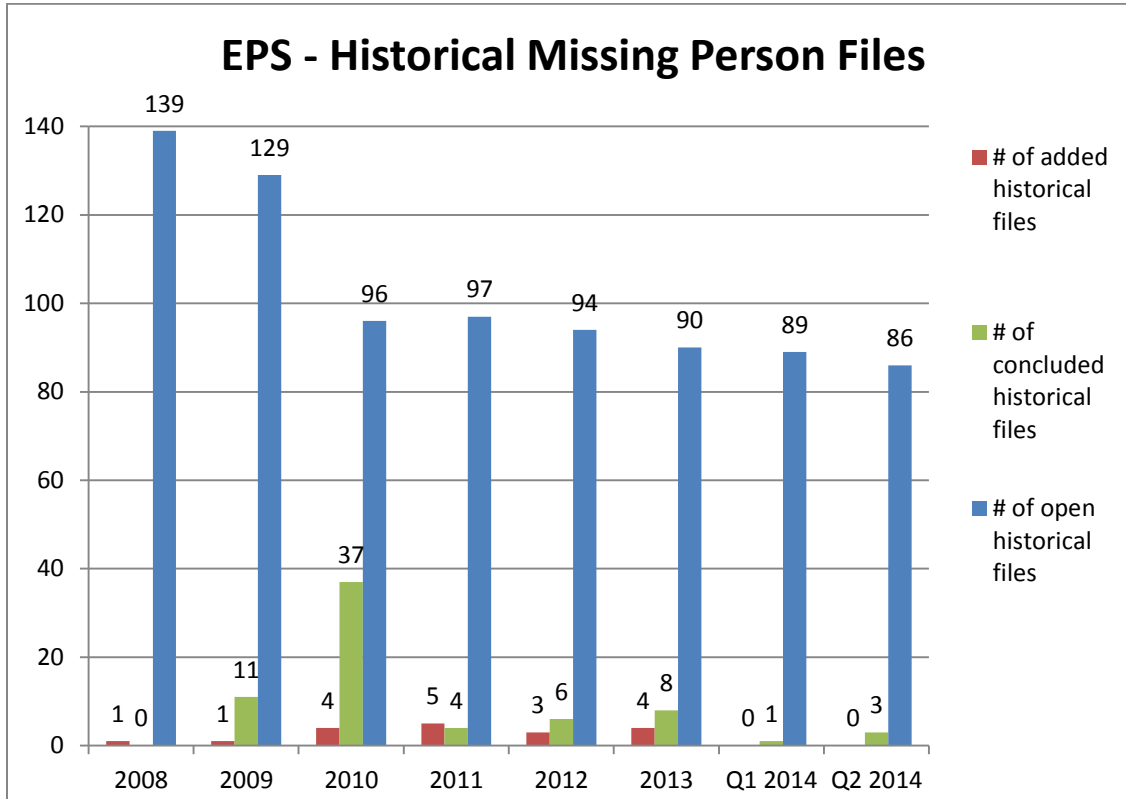
¹The EPS Missing Persons Unit considers a missing person file to be historic when it reaches 90 days in duration following the date it is reported.



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- Transferring investigative responsibility to another police jurisdiction, which would occur when new information shows the missing person to have last been seen in a non-EPS jurisdiction

The number of open historic missing person files has continually been falling, with a high of 139 files at the end of 2008 to 90 files at the end of 2013. The majority of this drop occurred during 2010, which saw 37 historical missing persons concluded. In Q2 of 2014, **3 historical missing person files were concluded, and no new missing person files reached the age to be considered historical. Thus, at the end of Q2 2014, EPS had 86 open historical missing person files.**



In addition to completing tasks associated to historical missing person's files in Q2, the Missing Persons Unit reviewed 1028 Computer-Aided Dispatch (CAD) calls related to missing persons; check on the welfare and Form 3 Warrants.



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INITIATIVE 11

Geographic Deployment Model

Initiative Owner – Chief of Police, Community Policing Bureau

Initiative Context:

The Geographic Deployment Model (GDM) is a service delivery philosophy of ‘District Team Policing Model built on Geographic Ownership’. The continued and effective use of GDM will ensure that response times are maintained - both city-wide and equitably across all patrol divisions - and that an adequate amount of shift time is dedicated to directed activities.

The GDM requires consistent and timely examination to ensure that:

- Response time is maintained equitably across 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

Performance Measures / Targets:

Priority 1 Response Times – percent of priority 1 events where a first responder arrives on-scene to a fixed location less than or equal to 7 minutes. **Target:** At least greater than or equal to 80 percent of the time. Source: PMR-9Q, ran 2014July25.

Directed Activities - percent of patrol shift work that is dedicated to activities that are either assigned or self-initiated to members that are either prevention, intervention or suppression based. **Target:** 25 percent or greater. Source: PMR-34, ran 2014July25.

Year to Date Status:

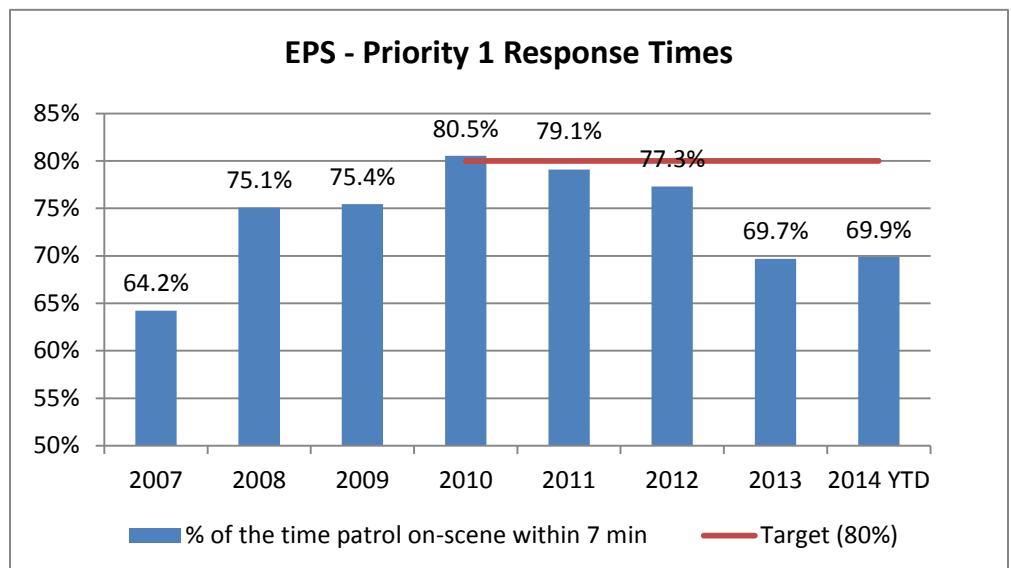
Off-target
Priority 1 Response Times
69.9% of events with patrol on-scene ≤ 7 min
(Target: 80%)

Off-target
Directed Activities
15.0%
(Target: 25%)

Analysis:

Emergency Response Times

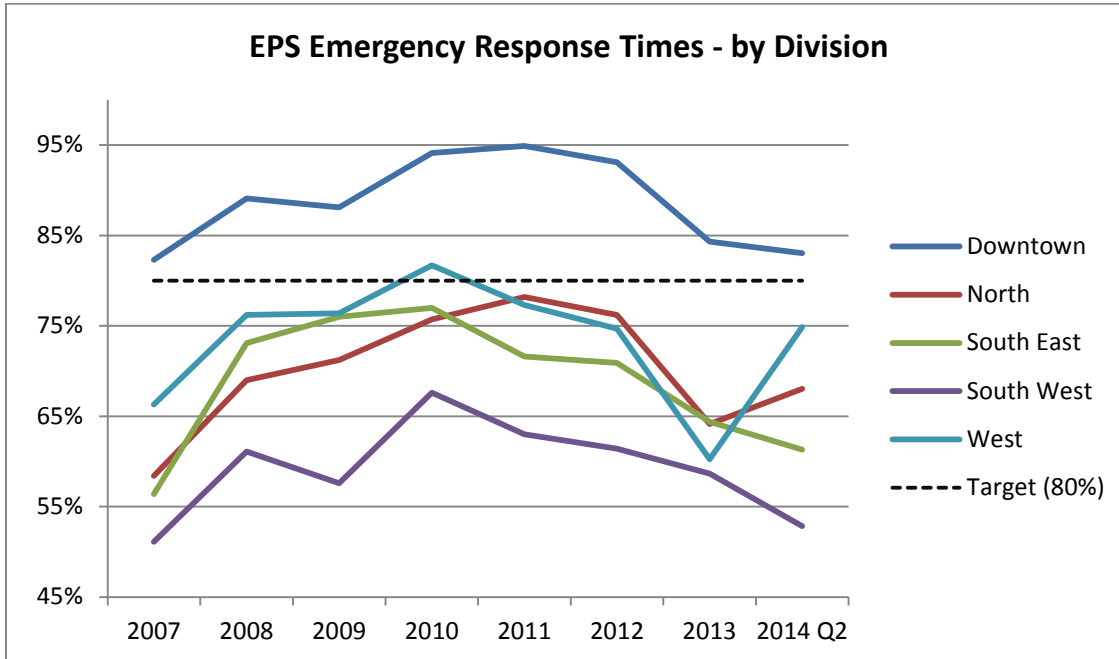
- Priority 1 Response Times is measured as the percentage of the time EPS can dispatch a priority 1 call and have patrol arrive on-scene to a fixed location in less than 7 minutes, with a target to achieve this at least 80% of the time.
- After experiencing significant improvement in 2010/2011, Priority 1 Response Times have been consistently underperforming since the last quarter of 2012.



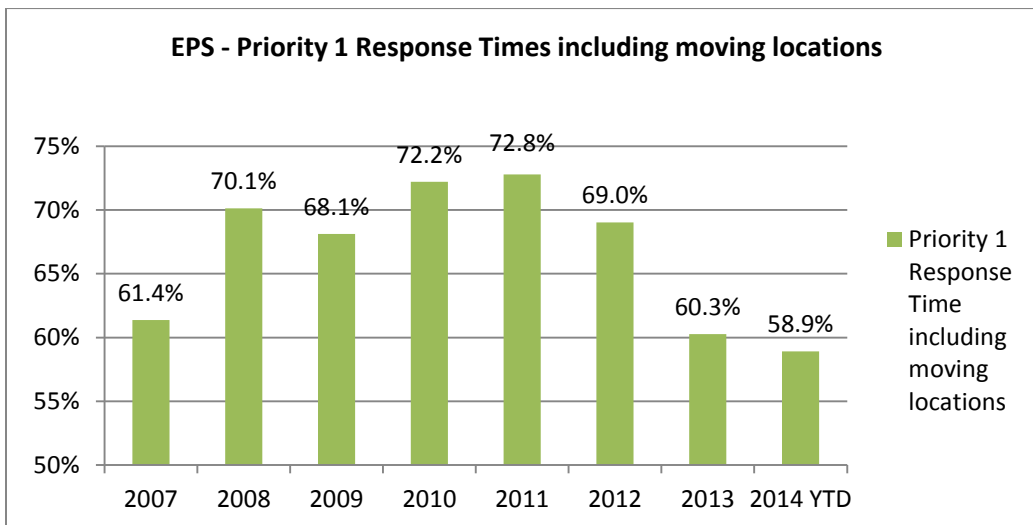


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- For the first half of 2014, Priority 1 Response Times was **69.9%** city-wide.
- The largest recent reductions in priority 1 response times have been at the South West and North divisions.
- **Downtown division** has historically been the only division to consistently meet its Response Time targets on an annual basis. Good results from Q2 were able to keep its YTD performance above target, at 83%. **South West division** has consistently had the most challenge in meeting Priority 1 Response Time targets, with YTD performance at **52.8%**.
- **West division** experienced the largest drop among divisions in Priority 1 Response Times in 2013 (at 60.3%), but good results in Q2 caused its YTD performance to hit 74.9%.



- When adjusting Emergency Response Times to include non-fixed locations (i.e., calls arising from the Curb The Danger program) the same trends have occurred, just at lower levels. Slower responses are expected due to the increased challenge to quickly locate moving suspects. The 80% target does not apply for these types of priority 1 calls.

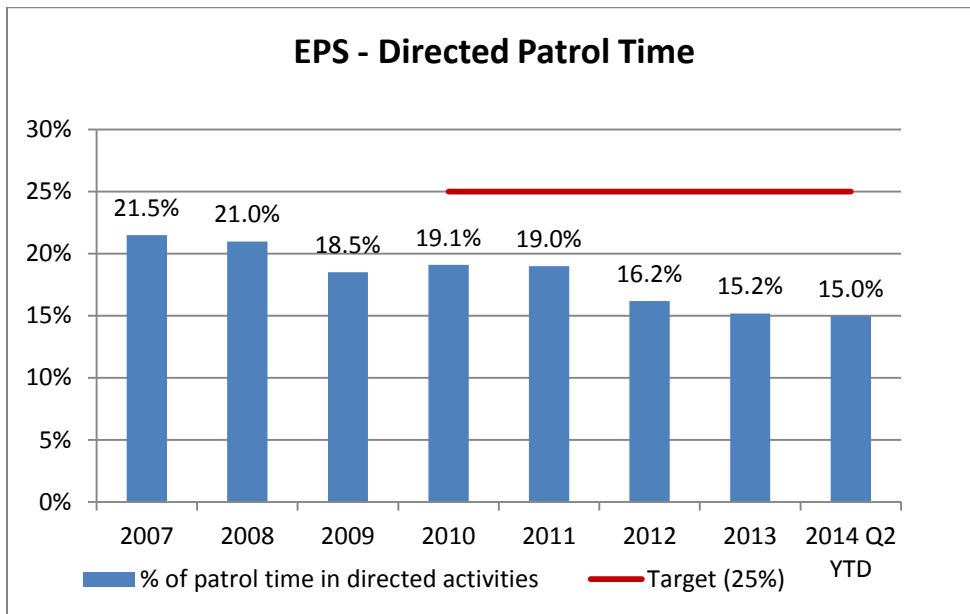




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Directed Patrol Time:

- When Patrol is on shift, their time is monitored based on the categories of “Directed”, “Calls-for-Service”, “Administrative”, or “Undefined” (e.g., engaged in work briefings before logging in to the patrol car).
- EPS has a target that a minimum of 25% of patrol time is engaged in Directed activities. Directed activities are those either assigned to patrol members or self-initiated by the members, that aim to proactively prevent, intervene, or suppress crime.
- Self-initiated Patrol Time has steadily reduced from a high of 21.5% in 2007 to **15.0% in Q1-Q2 2014**.
- Directed Patrol Time was relatively consistent across divisions YTD, with a high of 19.4% in South East division and a low of 12.1% in North division.



Combined Patrol Time Spent by Task (%) - 2014 Q2 YTD

Division	Directed/Self-Initiated Time	CFS Time	Admin Time	Undefined Time
Citywide	15.0%	59%	16%	10%
Downtown	11.9%	61%	17%	10%
North	12.1%	66%	13%	9%
South East	19.4%	53%	18%	10%
South West	17.0%	56%	16%	10%
West	14.8%	60%	15%	10%



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INITIATIVE 12

9-1-1 Emergency Call Management (Public Safety Answering Point)

Initiative Owner – Investigative Support Bureau

Initiative Context:

The 9-1-1 Public Safety Answering Point (PSAP) for the City of Edmonton is managed by the EPS Police Communications Branch – call centre. The 9-1-1 PSAP answers all emergency calls related to police, fire, ambulance and utilities. The 9-1-1 PSAP will strive to answer all emergency calls in a swift and efficient manner, in an effort to increase public safety and increase public confidence.

Performance Measures / Targets:

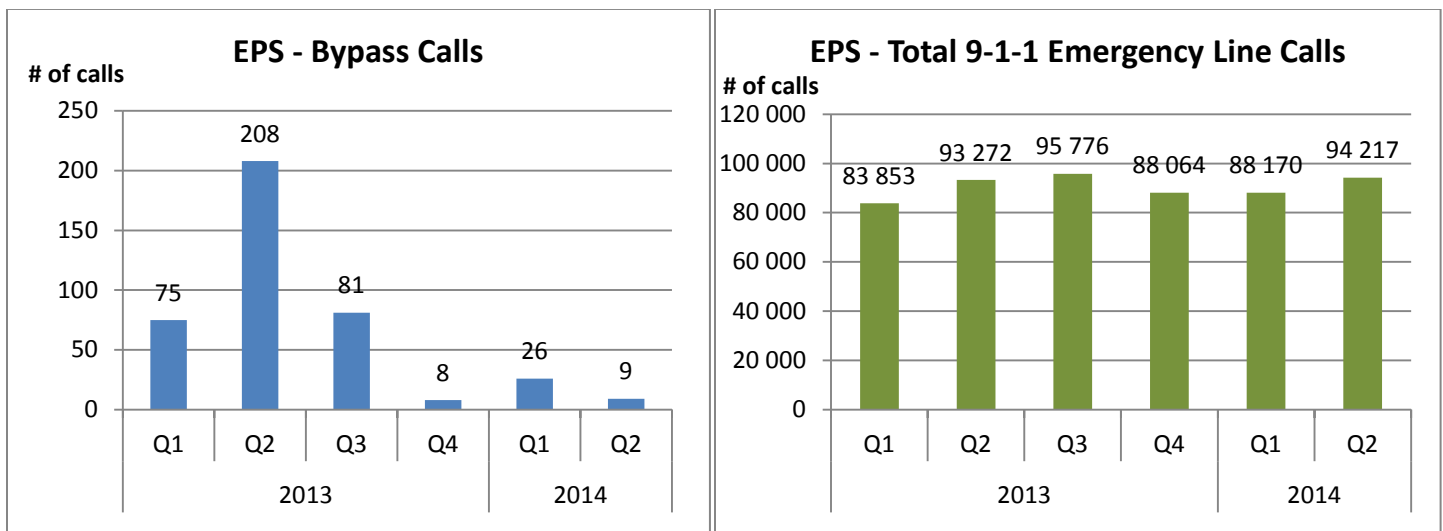
Bypass Emergency Calls – the number of 9-1-1 emergency calls that bypass the 9-1-1 PSAP and enter the non-emergency police call centre. When a 9-1-1 emergency call bypasses the 9-1-1 PSAP, there is a delay in answering/speaking with the emergency caller, which may impact public safety and public confidence. **Target:** fifty percent reduction from 2013 levels.

Year to Date Status:

On-target
35 Bypass Emergency Calls
(87.6% below 2013 YTD)

Analysis:

In 2014 Q2 YTD, Police Communications Branch 911 Operators answered 182,387, '911 Emergency Line' calls compared to 177,125 in 2013 Q2 YTD (a 2.9% increase). Despite this increase in volume, the number of '911 Bypass' calls decreased by 87.6% to 35 calls in 2014 Q2 YTD. As the target calls for a 50% reduction in '911 Bypass' calls from 2013 levels for 2014, this initiative is clearly on-track.



This significant reduction in 911 bypass calls can be primarily attributed to a revised staffing model that was implemented in July 2013. The increase in minimum 911 Operator staffing levels per shift had an immediate effect starting in Q3 of 2013. A year-end overall reduction in 2014 remains a reasonable and attainable goal.



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A '911 Bypass' call occurs when all 911 Operators are either busy on other 911 calls and there are more than 5 additional calls waiting (in the '911 Queue'), or all 911 Operators are busy with a 911 call and there are 5 or less calls waiting in the '911 Queue' but a queued 911 call has exceeded the 42 second 911 queue threshold. Either of these conditions will trigger the 911 call to "bypass" the 911 Operators and proceed to be answered by the next available ECO (Emergency Communications Officer).



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INITIATIVE 13

Public Complaint Investigations

Initiative Owner – Legal and Regulatory Services Division, Organization-wide

Initiative Context:

Through a high degree of professionalism in EPS's interactions with the community, public complaints against EPS members will be kept at a reasonable level and concluded in a timely manner.

Performance Measures / Targets:

Public Complaint Investigation Processing – the percentage of public complaints investigations that are concluded within six months. **Target: 75 percent.**

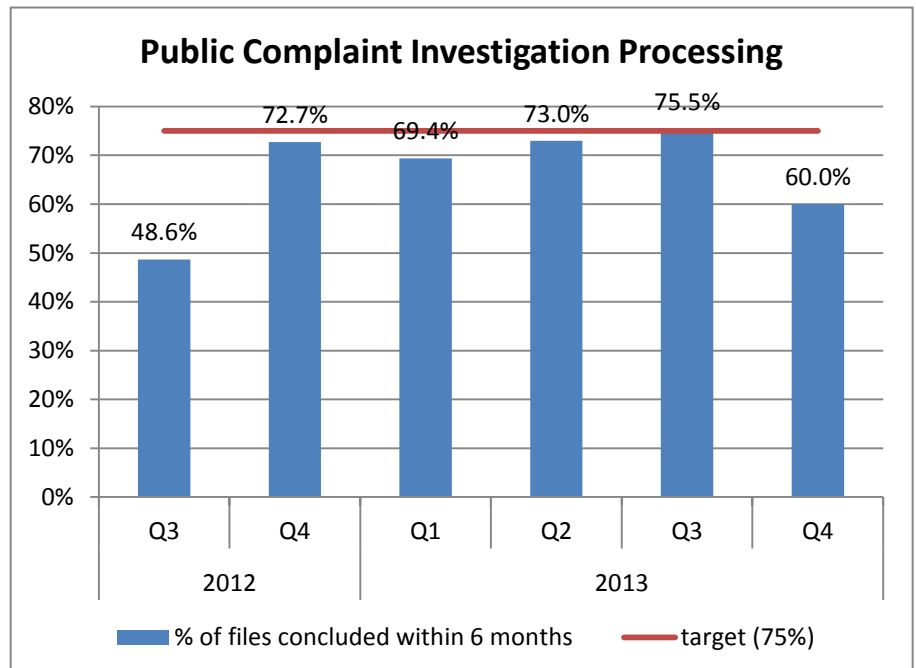
Year to Date Status:

Off-target
Public Complaint Investigation Processing
60% of 2013 Q4 files concluded in ≤ 6 months
(Target: 75%)

Analysis:

There has been considerable improvement in concluding public complaints investigations against EPS in a timely manner. As shown in the accompanying graph, the % of public complaint investigation files that were concluded within six months was as low as 48.6% for public complaints opened in Q3 2012. Although the percent concluded for Q4 2013 files has decreased from the previous quarter (from 75.5% to 60%), the average percentage of files concluded within 6 months in 2013 was 70%. Performance is current only up to Q4 2013 files since these are the most current files that would have reached an age of 6 months during Q2 of 2014.

Specifically for Q4 2013 files, 10 of the 35 files have been listed as completed (29%) and an additional 11 files (listed as suspended) are in the stage of executive review (i.e. the investigation of the complaint is complete). Hence, 60% of the investigations are either concluded or awaiting disposition. Additional detail for the progress of these files is contained in the accompanying table.





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File Status	Number of Files
Active	9
Completed	10
	<i>Resolved Through ADR</i> 6
	<i>Dismissed/Withdrawn</i> 3
	<i>No Reasonable Prospect</i> 1
Forwarded	2
	<i>Supervisory Review</i> 1
	<i>Review Panel</i> 1
Suspended	14
	<i>Executive Review</i> 11
	<i>Criminal Investigation</i> 3
Grand Total	35