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# 2011 ANNUAL POLICING PLAN

## Report Card







## MEETS OR EXCEEDS THE PERFORMANCE MEASURE

### CRIME REDUCTION

<b>2011 Target:</b> 4% reduction over previous year	<b>2011 Results:</b> 17.7% reduction
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Edmonton experienced an unprecedented reduction in crime. In 2011, there were 4,544 less incidents of crime in the eight crime indicators as compared to 2010. Violent crime was reduced by 5.3%, and property crime was down 22.4% over 2010.

### CLEARANCE RATES

<b>2011 Target:</b> 4% increase over previous year	<b>2011 Results:</b> 10.2% increase over previous year
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Due to the improved quality of investigations, better processes, and more experienced officers, 41.1% of files were cleared; an improvement of 10.2% over the previous year.

### PUBLIC COMPLAINTS

<b>2011 Target:</b> 5% reduction	<b>2011 Results:</b> 10% reduction
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Both formal and informal complaints were down in 2011. This indicates that more citizens were satisfied with the services of EPS.



The new African Community Liaison Committee (ACLC), part of the EPS Chief's Community Advisory Council, was created to keep the lines of communication open between the EPS and the local African community.



### CHIEF'S ADVISORY COUNCIL

<b>2011 Target:</b> Review and evaluate committee framework	<b>2011 Results:</b> Framework reviewed and revised
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The framework for the Chief's Advisory Council was reviewed and Chief Knecht provided his vision on the role it should play along with the Community Liaison Committees. This included consultation and dialogue with community representatives on violence reduction strategies within diverse communities and how the Community Liaison Committees could assist in reducing violence.

### BEAT OFFICER PROGRAM

<b>2011 Target:</b> 4% crime reduction in designated beat areas	<b>2011 Results:</b> 26.5% crime reduction in beat areas
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The 2011 Beat Review Project resulted in the identification of 17 disorder indicators such as arsons, trouble with intoxicated persons, and Mental Health Act complaints. On average, Beat officers now spend 54.4% of their time proactively dealing with the indicators.

### NEIGHBOURHOOD EMPOWERMENT TEAMS

<b>2011 Target:</b> Reduce calls for service in NET hot spot locations by 4%	<b>2011 Results:</b> 4% reduction in calls for service
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Through proactive problem solving and the use of community resources, NET contributed to stabilizing environments and mobilizing people who live and work within 'at risk' communities to become self-reliant.

The EPS was a proud recipient of an anti-racism award handed out at the Centre for Race and Culture's annual gala in March 2011. The award was given to the institution that has done the best work addressing racism in Edmonton.



## MEETS OR EXCEEDS THE PERFORMANCE MEASURE

### TRAFFIC FATALITIES

**2011 Target:** 5% reduction      **2011 Results:** 20% reduction

### SERIOUS INJURY

**2011 Target:** 5% reduction      **2011 Results:** 9.5% reduction

### INJURY COLLISIONS

**2011 Target:** 5% reduction      **2011 Results:** 7.7% reduction

Effective use of public education campaigns encouraged safer driving. More road signs throughout Edmonton reminded citizens to slow down and advised of current road conditions.

### STRATEGIC TRAFFIC ENFORCEMENT PLAN

<b>2011 Target:</b> 2% increase in enforcement	<b>2011 Results:</b> 20.4% increase
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A total of 101,066 tickets were issued in 2011, compared to 83,946 issued in 2010. Part of this increase was due to the addition of a fourth EPS traffic squad. As well, road conditions in the last quarter of 2011 were unseasonably good.

### CHECKSTOP

<b>2011 Target:</b> Maintain the number of vehicles checked as in 2010 (8,489)	<b>2011 Results:</b> 31.9% increase in number of vehicles checked (11,198)
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In order to maintain a strong Checkstop presence throughout the year, some Christmas Checkstop operations were redistributed for select target weekends throughout 2011 and more vehicles were checked. The average number of impaired drivers apprehended per operation increased from 5.8 in 2010, to 6.8 in 2011.

### 2011 REPORT A DRUG HOUSE PROGRAM (RADH)

<b>2011 Target:</b> 2% increase in resolutions	<b>2011 Results:</b> 43% increase
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A new tracking system was introduced in 2010, and staff are now very familiar with the system that allows for better follow-up and more accurate tracking of results. In 2011 RADH received 127 new intake files.



*The Service's "Don't Let it Hit You" campaign hit the streets in the third quarter of 2011. Decals of an injured woman were adhered to the asphalt and acted as a reminder for citizens to use a crosswalk rather than jaywalk.*



# MEETS OR EXCEEDS THE PERFORMANCE MEASURE

## GANG AND DRUG ENFORCEMENT

<b>2011 Target:</b> Maintain productivity measures in relation to arrests, charges laid, search warrants, firearms seized, and drugs seized	<b>2011 Results:</b> Productivity measures maintained
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Edmonton Drug and Gang Section fulfilled the goals set in 2011, with the exception of charges laid, due to larger seizures being associated to fewer people. In 2011, 190kg of marijuana, 22.6kg of cocaine, and 41 guns were taken off Edmonton streets.



## POLICE DISPATCH 9-1-1 AVERAGE SPEED OF ANSWER (ASA)

<b>2011 Target:</b> 51.4 seconds	<b>2011 Results:</b> 42.0 seconds
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Staff are now familiar and comfortable with the new call-taking software program, ProQA, that was implemented in 2010.

## PRIORITY 1 CALLS DISPATCHED IN UNDER 2 MINUTES

<b>2011 Target:</b> ≤ 2 minutes 90% of the time	<b>2011 Results:</b> Achieved 92.1% of time
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## PRIORITY 2 CALLS DISPATCHED IN UNDER 5 MINUTES

<b>2011 Target:</b> ≤ 5 minutes 90% of the time	<b>2011 Results:</b> Achieved 99.4% of time
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## PRIORITY 3 CALLS DISPATCHED IN UNDER 10 MINUTES

<b>2011 Target:</b> ≤ 10 minutes 90% of the time	<b>2011 Results:</b> Achieved 98.7% of time
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Calls for service in all categories increased significantly while at the same time efficiency in dispatch either remained the same or improved. These excellent results are a credit to the hard work of all dispatchers in 9-1-1.

*Community Action Team (CAT) deployments took place in several Edmonton communities in the fall and winter of 2011. Successes from the four deployments included 221 arrests, 1,080 tickets issued, 23 johns intercepted, 265 homes visited, and 20 people were assisted in getting off the streets and finding homes.*



## MEETS OR EXCEEDS THE PERFORMANCE MEASURE

The new Crime Free Multi-Housing vehicle was unveiled at the 10-year anniversary celebration in May 2011.



### CRIME FREE MULTI-HOUSING PROGRAM

<b>2011 Target:</b> 5% increase in 3rd phase certifications	<b>2011 Results:</b> 5% increase
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Achieved by maintaining two dedicated constable positions and sufficient clerical support.

### DOMESTIC VIOLENCE COMMUNITY REFERRALS

<b>2011 Target:</b> Develop a baseline for the number of contacts obtained	<b>2011 Results:</b> Contacts were maintained
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Numerous contacts were obtained with external and internal partners.

### EQUITY, DIVERSITY AND HUMAN RIGHTS

<b>2011 Target:</b> Implementation of strategy	<b>2011 Results:</b> Develop initiatives to integrate diversity into various training programs
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Chief's Committee officially approved the mandate and statement of purpose of the Equity, Diversity, and Human Rights Unit, which was officially launched in December 2011.

### TRAINING

#### HUMAN RESOURCE INFORMATION MANAGEMENT

<b>2011 Target:</b> Implement training tracking system	<b>2011 Results:</b> Custom forms were developed as well as a new training tracking system.
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#### INVESTIGATIVE SKILLS EDUCATION PROGRAM (ISEP)

<b>2011 Target:</b> Administer 100 & 300 ISEP courses	<b>2011 Results:</b> Developed and administered new internal training courses in relation to investigative skills.
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#### LEADERSHIP SKILLS EDUCATION PROGRAM (LSEP)

<b>2011 Target:</b> Leadership program development and delivery	<b>2011 Results:</b> Developed and administered new internal training courses in relation to leadership skills.
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#### REASONABLE OFFICER RESPONSE (ROR)

<b>2011 Target:</b> Training on ROR court testimony articulation	<b>2011 Results:</b> Training focused on the application of force and articulation of the use of force event in note taking, report writing, and court testimony.
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The nature of policing has changed and the complexity has increased significantly. Police require ongoing training to ensure they are aware of current polices and procedures to effectively investigate crime.



## PARTIAL SUCCESS IN MEETING THE PERFORMANCE MEASURE

### RESPONSE TIMES TO A FIXED LOCATION

<b>2011 Target:</b> ≤ 7 minutes 80% of the time	<b>2011 Results:</b> 79%
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The average response times throughout most of 2011 were on target, with the exception of the first few months, when snowy roads led to slower response times.

### PROACTIVE POLICING TIME

<b>2011 Target:</b> 25% proactive time	<b>2011 Results:</b> 19%
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Officers are encouraged to incorporate proactive time (crime prevention and awareness) into their daily activities.

### OPERATION 24

<b>2011 Target:</b> 5% increase in enforcement	<b>2011 Results:</b> 22.5% decrease
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Although manned enforcement increased, there was a significant decrease in automated enforcement. This was primarily due to the Intersection Safety Cameras being out of operation in the early part of 2011.

### CRIME SCENES INVESTIGATION

<b>2011 Target:</b> 10% increase in suspect identification	<b>2011 Results:</b> 6% increase
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Due to changed submission criteria, the forensic laboratory carried forward a number of 2009 files into 2010 resulting in elevated numbers for that year. The reduction of property-related crimes in 2011 also reduced the number of DNA identifications.

### POLICE AND CRISIS TEAM (PACT)

<b>2011 Target:</b> 5% increase in interventions	<b>2011 Results:</b> 31.6% reduction
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New business rules were introduced in 2011 which changed the way interventions were counted and eliminated the possibility of duplication. PACT dispatches were also down as trained patrol officers began to handle more interventions.

### FACILITIES STRATEGIC PLAN

<b>2011 Target:</b> Develop a 10-year Facilities Strategic Plan and a 10-year Facilities Master Plan	<b>2011 Results:</b> Completed drafts of both plans with recommendations by the end of 2011
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An outside consultant provided drafts of the 10-year Master and Strategic Facilities Plans. Although the original timeline for the reports was November 2011, the timelines were extended so that a more thorough final product could be put forward in 2012.



*In early September, citizens started to see the first of several black and white police cars on the streets of Edmonton.*





# NOT MEETING THE PERFORMANCE MEASURE

## INTEGRATED CORRIDOR SAFETY PROGRAM

**2011 Target:** 2% increase in targeted enforcement

**2011 Results:** 44.7% decrease (includes Speed on Green)

Intersection Safety Cameras were only in operation for speed offences for just over half of 2011.

## NOISY VEHICLE STRATEGY

**2011 Target:** 5% increase in enforcement (tickets issued)

**2011 Results:** 29.2% reduction in tickets issued

This was possibly due to increased public awareness of the bylaw and higher levels of compliance.

## SEXUAL ASSAULT INVESTIGATIONS

**2011 Target:** 3% decrease in alcohol facilitated sexual assaults

**2011 Results:** 12% increase

EPS partnered with community groups and implemented an aggressive public advertising campaign targeting males between 18 and 24, called "Don't Be That Guy". Awareness could be a contributing factor to the increase in reported sexual assaults. Several other jurisdictions have adopted this campaign and measurement is ongoing.

*The 3rd Annual McCauley Cup was held at the McCauley community rink in late December. Youth were mixed with officers from both Downtown and Northeast Divisions and split into two teams.*



# LOOKING FORWARD

## 2012 ANNUAL POLICING PLAN

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Each year, the EPS identifies and undertakes initiatives to help realize priorities outlined in the current strategic business plan. There are three goals in the 2011 – 2014 Strategic Plan:

1. Reduce crime and victimization
2. A model of efficiency and effectiveness
3. A citizen-centred police service.

Specific initiatives developed to attain these goals are captured in the 2012 Annual Policing Plan. The plan highlights 14 operational initiatives that will be monitored and measured on a quarterly basis. The results will be reported to the Commission.

**Some initiatives the EPS will undertake to meet its 2012 goals include the following.**

**Crime Reduction** – Further suppress crime and reduce victimization in the four violent crime indicators (assault, homicide, robbery, and sexual assault) by 5%. The goal of a 4% reduction in the four property crime indicators has also been set (break and enter, theft from vehicle, theft of vehicle, and theft over \$5,000).

**Clearance Rates** – File clearance and improved intelligence gathering creates greater public confidence. The goal for 2012 is a 4% increase in the number of cleared incidents as per the Canadian Centre for Justice Statistics reporting standard.

**Public Complaints** – Fewer public complaints means higher citizen satisfaction and fewer officers who must engage in an investigation or resolution process. The goal for 2012 is to reduce public complaints by 5% by providing a professional service that meets citizens' expectations through enhanced training, supervision, and the Reasonable Officer Response initiative.

**Integrated Corridor Safety Program** – Safer roadways means fewer collisions, injuries, and associated costs. In 2012, the EPS plans to reduce fatal and serious injury collisions by 5% and increase enforcement by 5% through a continued partnership with the City of Edmonton's Office of Traffic Safety.

**Sexual Assault** – Through the ongoing development of strong community partnerships and prevention initiatives, the goal is to reduce alcohol and drug facilitated sexual assault occurrences by 3%.

