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KEY PERFORMANCE INDICATORS - Q2 2011

PROPERTY CRIME	Q2 2011	Q2 2010	% Change
DISTRICT 1	2,443	2,598	-6.0%
DISTRICT 2	1,678	1,671	0.4%
DISTRICT 3	1,780	1,942	-8.3%
DISTRICT 4	2,156	2,425	-11.1%
CITY-WIDE*	8,060	8,638	-6.7%



PROPERTY CLEARANCE TYPE	Q2 2011	Q2 2010	% Change
UNFOUNDED	1.7%	1.8%	-7.4%
FOUNDED NOT CLEARED	77.6%	79.7%	-2.7%
CHARGED	11.5%	12.3%	-6.5%
CLEARED BY OTHER MEANS	6.1%	6.2%	-2.3%

VIOLENT CRIME	Q2 2011	Q2 2010	% Change
DISTRICT 1	488	439	11.2%
DISTRICT 2	752	659	14.1%
DISTRICT 3	312	338	-7.7%
DISTRICT 4	232	224	3.6%
CITY-WIDE*	1,788	1,661	7.6%



VIOLENT CLEARANCE TYPE	Q2 2011	Q2 2010	% Change
UNFOUNDED	6.3%	8.6%	-26.9%
FOUNDED NOT CLEARED	49.1%	43.3%	13.3%
CHARGED	39.0%	35.7%	9.3%
CLEARED BY OTHER MEANS	10.2%	8.7%	17.8%

RESPONSE TIMES	Q2 2011	Q2 2010	% Change
DISTRICT 1	09:46	07:53	24.0%
DISTRICT 2	10:38	10:54	-2.4%
DISTRICT 3	09:30	11:16	-15.7%
DISTRICT 4	11:56	11:00	8.5%
CITY-WIDE*	10:22	10:20	0.3%



TRAFFIC INJURIES	Q2 2011	Q2 2010	% Change
DISTRICT 1	50	54	-7.4%
DISTRICT 2	74	65	13.8%
DISTRICT 3	69	82	-15.9%
DISTRICT 4	76	88	-13.6%
CITY-WIDE*	269	289	-6.9%



TRAFFIC DEATHS	Q2 2011	Q2 2010	% Change
CITY-WIDE*	5	2	150.0%



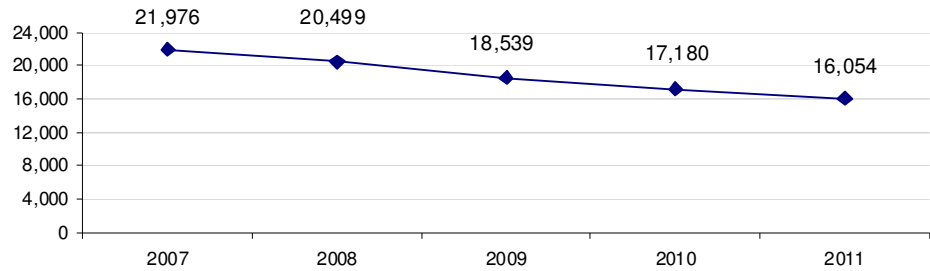
* City-wide totals include incidents coded as location unknown



TOTAL NUMBER OF INCIDENTS

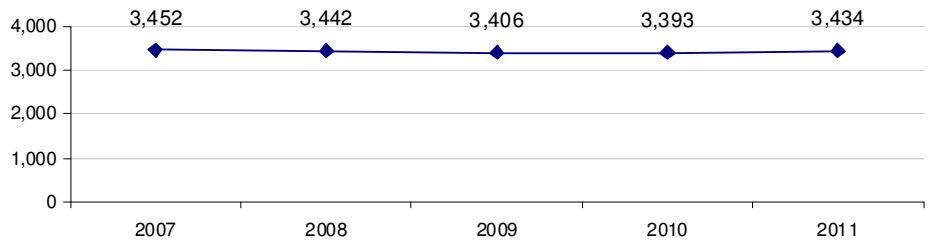
PROPERTY CRIME

YTD June 30th



VIOLENT CRIME

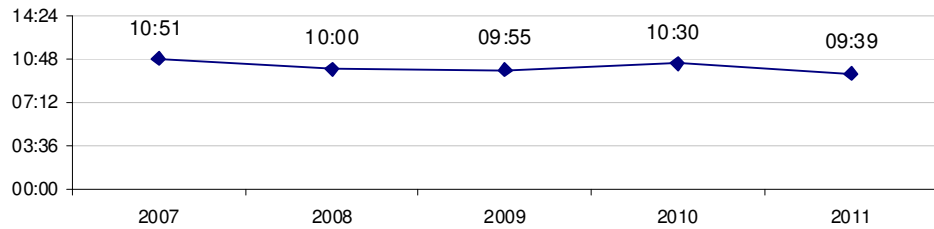
YTD June 30th



RESPONSE TIMES

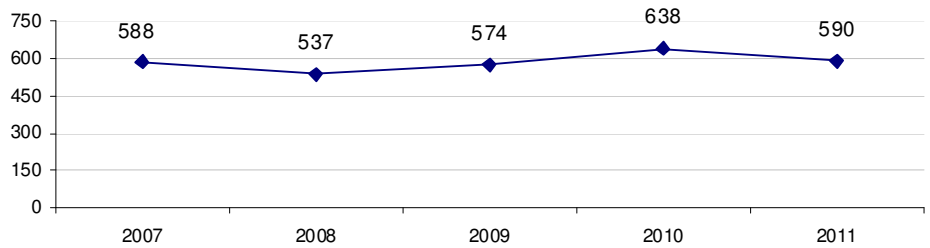
Minutes:Seconds

YTD June 30th



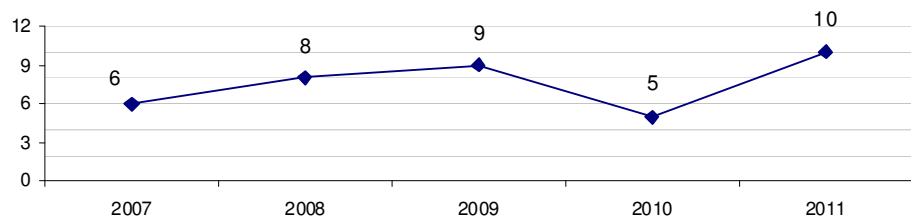
TRAFFIC INJURIES

YTD June 30th



TRAFFIC DEATHS

YTD June 30th





KEY PERFORMANCE INDICATORS

Q2 2011

Planning, Research & Audit Section

July 2011



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EXECUTIVE SUMMARY

Property Crime

The second quarter of 2011 showed a 6.7% decrease in property crime (8,060 offences) when compared to the same quarter last year (8,638 offences).

Violent Crime

Violent crime increased from 1,661 offences in the second quarter of 2010 to 1,788 offences in the second quarter of 2011, an increase in violent crime of 7.6%.

Clearance Rates

Property crime "Cleared by Charge" in the second quarter of 2011 decreased from 12.3% to 11.5% when compared to the same quarter last year. However, there was a 1.4% increase in incidents "Cleared by Charge" this quarter than when compared to last quarter.

"Cleared by Charge" violent crime clearance rates increased from 35.7% to 39.0% when compared to the same quarter last year and increased from 34.1% when compared to last quarter.

Response Times

Priority 1 response times in the second quarter of 2011 (10:22) are slower by 2 seconds (0.3%) when compared to the same quarter last year (10:20).

Traffic Attended Injuries & Deaths

The VPD attended 20 less traffic injury calls in the second quarter of 2011 (269) compared to the same quarter last year (289). This represents a 6.9% decrease in traffic injury attended calls (note: the VPD is in the process of obtaining data, on a quarterly basis, on collisions reported to ICBC that occurred in Vancouver).

There were 5 traffic fatalities that occurred in the second quarter of 2011 and 2 fatalities in the second quarter of 2010.

Annual Citizen Satisfaction Levels

Results show business owners and residents are satisfied with the service the VPD is providing. Also, satisfaction rates remain higher than the rates seen since 2006.

Budget Variance

Budget variance data for the quarter is presented to the Vancouver Police Board through their Finance Committee.



INTRODUCTION

The Vancouver Police Department's (VPD) 2008-2012 Strategic Plan establishes the VPD's vision of being "Canada's leader in policing – providing safety for all". The Strategic Plan identifies policing priorities that include the following seven operational goals:

- To reduce property crime by 20% by 2012;
- To reduce violent crime by 10% by 2012;
- To suppress violent gang activity;
- To reduce traffic-related injuries and deaths;
- To improve liveability by reducing street disorder;
- To implement best practices for consequence management and emergency preparedness; and,
- To enhance proactive and visible policing.

The establishment of organizational goals is critical, and success can be accurately determined through effective measurement. The VPD and Vancouver Police Board identified Key Performance Indicators (KPIs) that provide a macro-level perspective of organizational performance. A KPI report is produced on a quarterly basis to provide a snapshot of the VPD relative to its primary purpose – public safety.

This KPI Report presents data for the second quarter of 2011 (Q2 2011). This quarter is compared to the same quarter the previous year (Q2 2010). A description of the data included in this report and the extraction criteria is available in the appendix. The KPIs that will be presented in this report are:

- Property crime rates
- Violent crime rates
- Clearance rates for criminal investigations
- Traffic related injuries and deaths
- Annual citizen satisfaction survey¹

¹ This KPI will be reported annually in the second quarter of each year.



PROPERTY CRIME & CLEARANCE RATES

Table 1 shows the breakdown of property crime by District during the second quarter of 2010 and 2011. As shown, property crime has decreased 6.7% city-wide when comparing this quarter to the same quarter last year.

Table 1: City-wide & District Annual Property Crime Comparisons

	Q2 2011	Annual Comparison	Q2 2010
District 1	2,443	-6.0%	2,598
District 2	1,678	0.4%	1,671
District 3	1,780	-8.3%	1,942
District 4	2,156	-11.1%	2,425
City-wide	8,060	-6.7%	8,638

To account for seasonal changes, Table 2 shows the percentage change from this quarter to the same quarter in the previous year as they relate to the number of reported property crimes.

Table 2: Recent Property Crime Trends

Quarter	# of Property Crimes	% Change From Same Quarter Previous Year
Q2 2010	8,638	-6.2%
Q3 2010	9,235	-5.4%
Q4 2010	8,294	-3.6%
Q1 2011	7,929	-7.2%
Q2 2011	8,060	-6.7%



Table 3 shows property crime has decreased annually since the implementation of the 2008 – 2012 Strategic Plan. This decrease is attributed to all areas of property crime with the exception of Fraud which has increased 2.0% since 2007 (see Table 3).

Table 3: Four Year Trend for Property Crime Rate per 1,000 Population

	Crime Rate				% Change			
	2007	2008	2009	2010	2007-2008	2008-2009	2009-2010	2007-2010
Property Crime	71.33	65.78	58.85	53.97	-7.8%	-10.5%	-8.3%	-24.3%
B&E - Total	12.35	10.87	8.65	7.69	-12.0%	-20.4%	-11.1%	-37.7%
Business	4.05	3.66	3.01	2.60	-9.6%	-17.7%	-13.8%	-35.9%
Residence	7.04	5.90	4.49	4.13	-16.2%	-23.8%	-8.0%	-41.3%
Other	1.27	1.31	1.15	0.97	3.5%	-12.3%	-16.1%	-23.9%
Theft of MV	5.54	4.04	3.05	2.38	-27.1%	-24.4%	-22.1%	-57.1%
Theft from MV (<=>\$5K)	20.46	18.71	16.18	13.54	-8.5%	-13.5%	-16.3%	-33.8%
Theft (<=> \$5K)	18.30	17.68	18.02	17.46	-3.4%	1.9%	-3.1%	-4.6%
Have Stolen Goods	2.21	1.84	1.88	1.52	-16.6%	2.1%	-19.3%	-31.3%
Fraud	3.86	3.21	3.52	3.94	-16.7%	9.4%	11.9%	2.0%
Arson	0.40	0.43	0.33	0.30	9.7%	-24.8%	-6.5%	-22.8%
Mischief (<=> \$5K)	8.22	9.00	7.22	7.14	9.5%	-19.7%	-1.2%	-13.2%

The property crime rate has experienced eight consecutive annual decreases. Figure 1 shows the crime rate declined from 100.42 crimes per 1,000 population in 2002 to a low of 53.97 property crimes per 1,000 population in 2010. The dashed line represents the property crime reduction goal set in the 2008-2012 Strategic Plan.

Figure 1: Annual Property Crime Rate per 1,000 Population

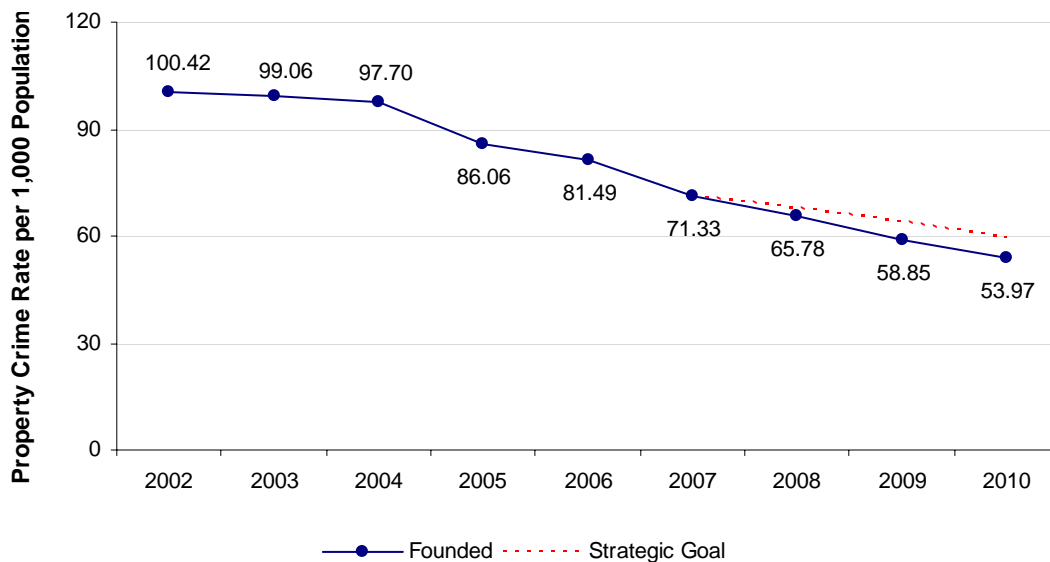




Table 4 shows property crime “Cleared by Charge” rates in the second quarter of 2011 decreased from 12.3% to 11.5% when compared to the same quarter last year. However, there was a 1.4% increase in incidents “Cleared by Charge” this quarter than when compared to last quarter.

Table 4: Property Crime Clearance Rates

Clearance Type	Current (Q2 2011)	Last Year (Q2 2010)	Last Quarter (Q1 2011)
Unfounded	1.7%	1.8%	1.5%
Founded Not Cleared	77.6%	79.7%	69.1%
Charged	11.5%	12.3%	10.1%
Cleared by Other Means	6.1%	6.2%	5.1%



VIOLENT CRIME & CLEARANCE RATES

Table 5 shows the breakdown of violent crime by District during the second quarter of 2010 and 2011. Overall, violent crime is down 5.3% city-wide in this quarter.

Table 5: City-wide & District Annual Violent Crime Comparisons

	Q2 2011	Annual Comparison	Q2 2010
District 1	488	11.2%	439
District 2	752	14.1%	659
District 3	312	-7.7%	338
District 4	232	3.6%	224
City-wide	1,788	7.6%	1,661

To account for seasonal changes, Table 6 shows the percentage change from this quarter to the same quarter in the previous year as they relate to the number of reported violent crimes.

Table 6: Recent Violent Crime Trends

Quarter	# of Violent Crimes	% Change From Same Quarter Previous Year
Q2 2010	1,661	-5.4%
Q3 2010	1,710	-7.7%
Q4 2010	1,610	-4.1%
Q1 2011	1,640	-5.3%
Q2 2011	1,788	7.6%



Examining a four year trend for violent crime shows this crime category has decreased 10.5% since the establishment of the 2008 – 2012 Strategic Plan. Sexual Offence is the only crime against person that increased (16.5%) (see Table 7).

Table 7: Four Year Trend for Violent Crime Rate per 1,000 Population

	Crime Rate				% Change			
	2007	2008	2009	2010	2007-2008	2008-2009	2009-2010	2007-2010
Violent Crime	11.66	11.49	11.07	10.44	-1.5%	-3.7%	-5.7%	-10.5%
Culpable Homicide	0.03	0.03	0.03	0.01	-6.2%	-2.0%	-51.1%	-55.1%
Attempted Murder	0.03	0.03	0.03	0.02	22.3%	-16.0%	-45.7%	-44.2%
Sexual Offences	0.75	0.73	0.81	0.87	-2.3%	11.2%	7.2%	16.5%
Assaults	8.36	8.20	8.12	7.87	-1.9%	-1.1%	-3.1%	-5.9%
Robbery	2.50	2.49	2.08	1.67	-0.2%	-16.5%	-19.7%	-33.1%

Figure 2 shows the annual violent crime rate has declined four consecutive years from 12.13 crimes per 1,000 population in 2006 to 10.44 crimes per 1,000 population in 2010. The dashed line represents the violent crime reduction goal set in the 2008-2012 Strategic Plan.

Figure 2: Annual Violent Crime Rate per 1,000 Population

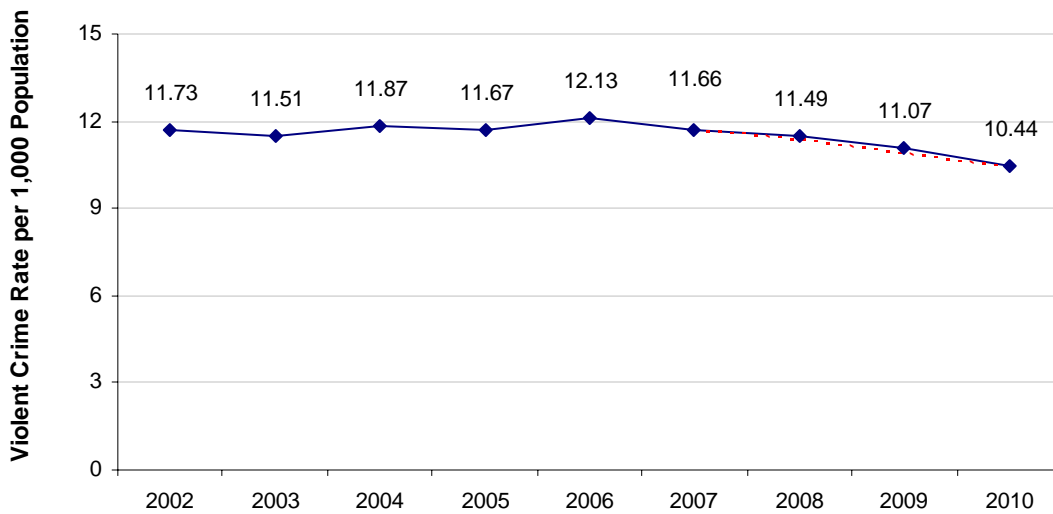




Table 8 shows “Cleared by Charge” violent crime clearance rates increased from 35.7% to 39.0% when compared to the same quarter last year and increased from 34.1% when compared to last quarter.

Table 8: Violent Crime Clearance Rates






Clearance Type	Current (Q2 2011)	Last Year (Q2 2010)	Last Quarter (Q1 2011)
Unfounded	6.3%	8.6%	6.0%
Founded Not Cleared	49.1%	43.3%	42.7%
Charged	39.0%	35.7%	34.1%
Cleared by Other Means	10.2%	8.7%	10.1%



RESPONSE TIMES

Table 9 shows Priority 1 (P1) response times by District and shows the percentage change from this quarter to the same quarter last year.

Table 9: City-wide & District Annual Response Time Comparisons

	Q2 2011	Annual Comparison	Q2 2010
District 1	09:46	 24.0%	07:53
District 2	10:38	 -2.4%	10:54
District 3	09:30	 -15.7%	11:16
District 4	11:56	 8.5%	11:00
City-wide	10:22	 0.3%	10:20

To account for seasonal changes, Table 10 shows the percentage change from this quarter to the same quarter last year as they relate to P1 response times.

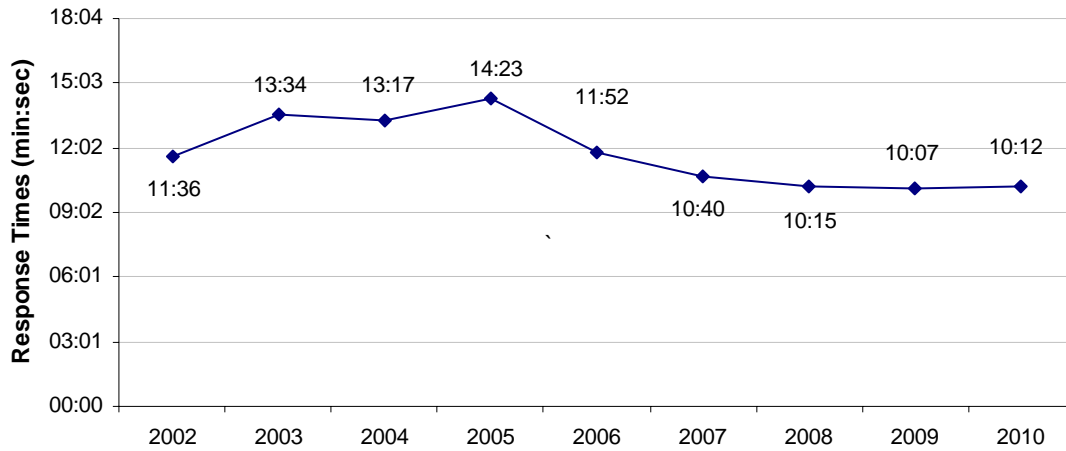
Table 10: Recent Priority 1 Response Times

Quarter	Response Time	% Change From Same Quarter Previous Year
Q2 2010	10:20	5.5%
Q3 2010	10:11	1.3%
Q4 2010	09:39	-8.6%
Q1 2011	08:56	-16.2%
Q2 2011	10:22	0.3%



Figure 3 shows Priority 1 response times by year. For the first time since 2005, response times have increased. The difference between 2009 and 2010 is an increase of 5 seconds.

Figure 3: Priority 1 Response Times



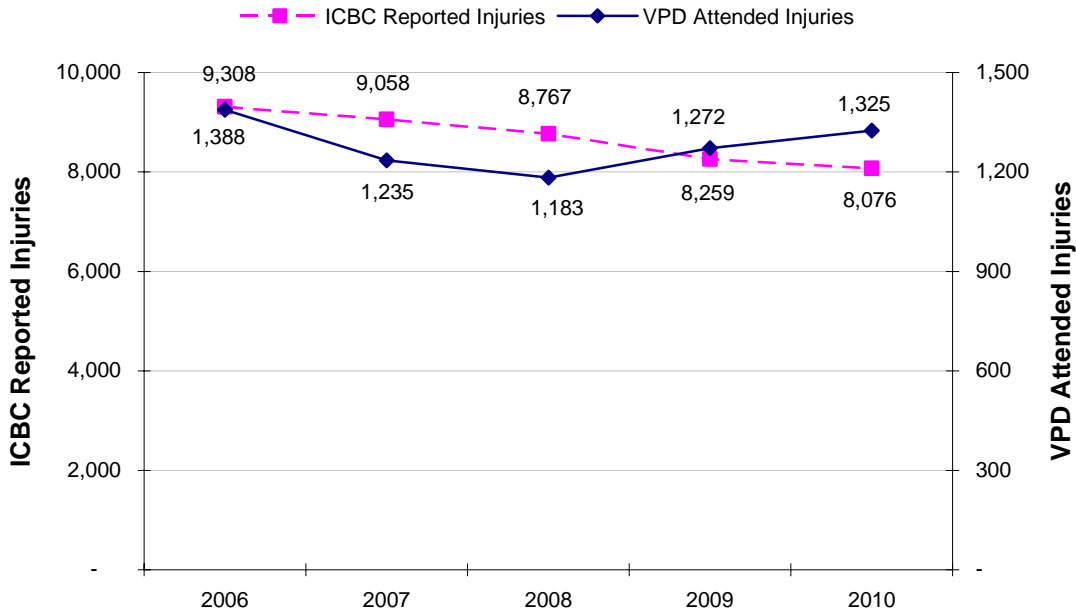


TRAFFIC RELATED INJURIES & DEATHS

ICBC² reported traffic injuries versus VPD traffic injuries attended differ substantially. Data from ICBC speaks to the safety of the roads whereas data from the VPD is more reflective of workload. For example, if calls for service are lower than usual or officers have more proactive time, then officers have more time to attend a motor vehicle accident (MVA) where there is an injury. Conversely, if calls for service are higher or proactive time is lower then officers will not be able to attend as many MVA-with-injury incidents.

Figure 4 shows the actual number of ICBC reported injuries has decreased 13.2% since 2006, from 9,308 to 8,076 injuries. Over the same time period, the number of incidents the VPD attended injury calls decreased from 2006 to 2008, but increased from 2008 to 2010.

Figure 4: Motor Vehicle Accidents with Injuries



Please note the VPD is working with ICBC to obtain their reported MVA with-injury data on a quarterly basis. Future KPI reports will show both sets of data: VPD attended MVAs with-injury incidents and the total number of MVAs with-injury that are reported to ICBC (per quarter).

² Data received from ICBC

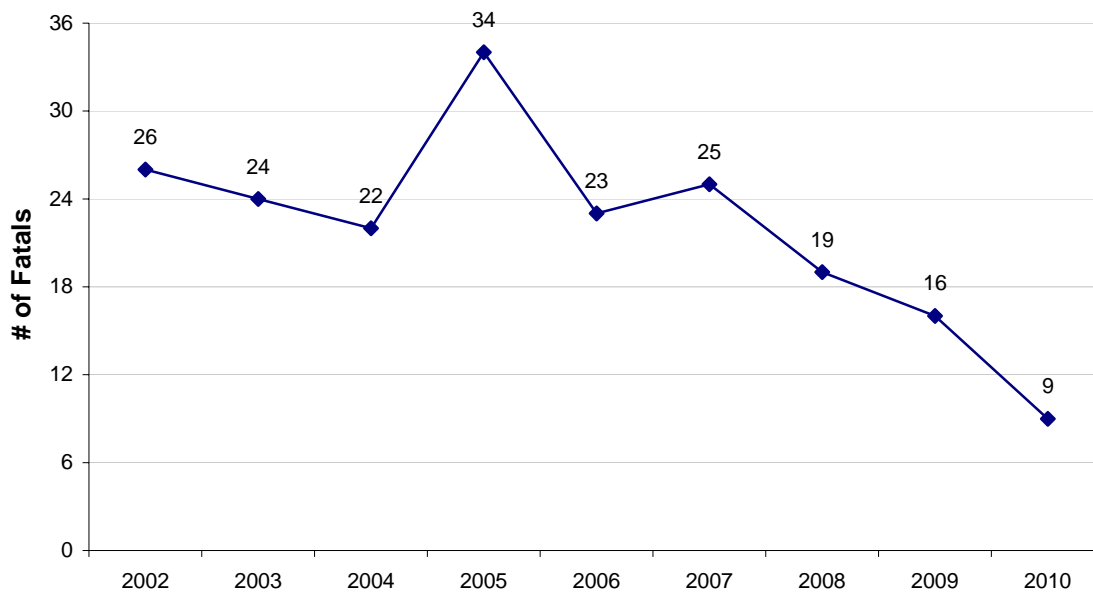


Table 11 compares the number of fatal traffic incidents and deaths seasonally as well as by quarter³.

Table 11: Fatal Traffic Incidents

Quarter	# of Incidents	# of Deaths	Quarter	# of Incidents	# of Deaths
Q2 2010	2	2	Q2 2009	3	3
Q3 2010	2	2	Q3 2009	3	3
Q4 2010	2	2	Q4 2009	4	4
Q1 2011	5	5	Q1 2010	3	3
Q2 2011	3	5	Q2 2010	2	2

Figure 5: Fatalities Resulting in Motor Vehicle Incidents



³ Percent changes were not included in the tables as the overall small number of total fatalities cause any change to result in percentage changes that appear significant but should not be interpreted as such.



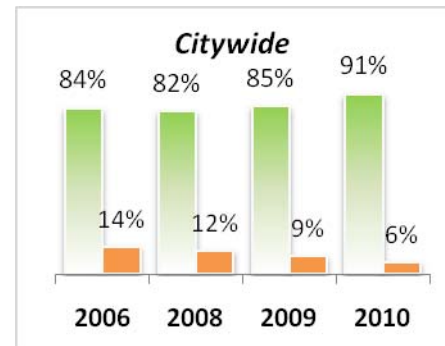
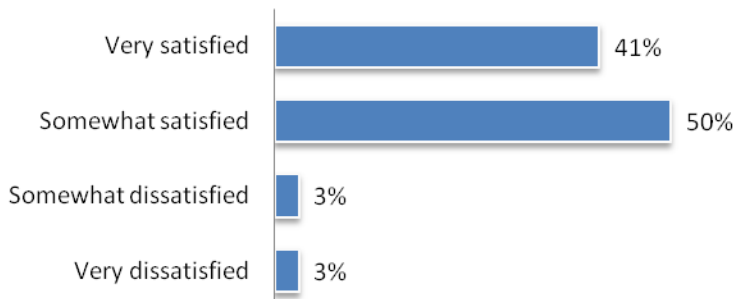
2010 COMMUNITY SURVEY RESULTS

Surveys are conducted annually to measure community satisfaction with the VPD’s service. To maintain consistency across waves of the survey, the same method was employed in 2010 as in previous years. NRG Consulting Group uses random digit dialing and quotas to ensure a representative sample of 400 business owners and 800 residents of the city of Vancouver. This year, the sample included households where only a cell phone is used, and also has been officially translated into Punjabi and simplified Chinese to allow more people to complete the survey.

Results suggest that both business owners and residents are satisfied with the service the VPD is providing (Figures 5 and 6). Also, satisfaction rates remain higher than the rates seen since 2006.

Figure 6: Business Survey Overall Satisfaction

Q1A. Overall, how satisfied are you with the service provided by the VPD? (Citywide, 2010)

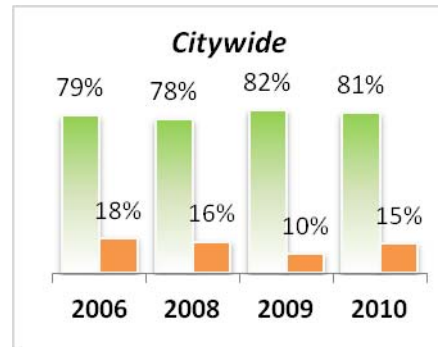
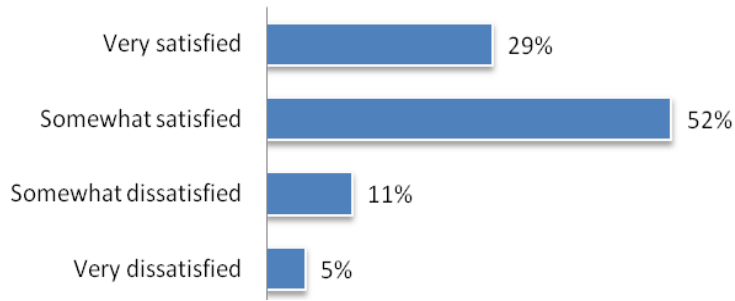


- Satisfied respondents
- Dissatisfied respondents



Figure 7: Residential Survey Overall Satisfaction

Overall, how satisfied are with the service provided by the VPD? (Citywide, 2010)





APPENDIX

Data

The data for this report is obtained from the PRIME records management system. Crime statistics at the VPD are published using the 'all offences method', which captures all of the offences associated with an incident. An incident may include up to four separate offences.

The crime statistics noted in this report reflect the raw reported crime counts based on the all offence method and exclude all cases cleared as unfounded to more accurately represent actual criminal offences rather than incidents reported.

Crime rates are calculated per 1,000 population. BC Statistics cites Vancouver's 2010 population to be 642,843⁴.

Property crime includes the following offences:

- Break and Enter
- Theft of Motor Vehicle
- Thefts from Motor Vehicle over/under \$5,000
- Theft over/under \$5,000
- Have Stolen Goods
- Fraud
- Mischief

Violent crime includes the following offences:

- Culpable Homicide
- Attempted Murder
- Sex Offence⁵
- Assault
- Robbery

⁴ BC Stats as of March 30, 2011.

⁵ On September 9th, 2008, Versadex was updated to reflect the changes brought about by Statistics Canada. Sex Offence crimes now include Luring a Child via Computer as well as Voyeurism.



Clearance Rates describe the status of an incident. An incident can be cleared either as founded or unfounded.

Founded

- *Cleared by Charge:* A charge has been laid or is recommended to be laid against a suspect in connection with the incident.
- *Cleared by Other Means:* A suspect has been identified in connection with the incident but is processed by another means.
- *Founded but not Cleared:* A suspect has not been identified in connection with the incident.

Unfounded

- *Unfounded:* No violation of the law took place.

Response times are calculated by subtracting the time a unit arrives on scene at a call from when a call for service is received by E-Comm. The following calls are excluded from response time calculations: on-view calls, self initiated calls, calls with a response time less than one minute and greater than 10 hours, and call types motor vehicle incident with injury and missing persons.